

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 172

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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. 172.

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:

- Double deck, dual door, 87 capacity vehicles are specified. Subject to a satisfactory route test.

3. TERMINALS

Route No. 172 will operate between Brockley Rise, Chandos and St Paul's Station.

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. 172 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. 172 is currently approved for vehicles which are a maximum of 10.1 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. Brockley Rise, Chandos to St Paul's Station

0515 - 0620	Every 15 minutes
0621 - 1925	Every 10 minutes
1926 - 2330	Every 15 minutes

First departure from Brockley Rise, Chandos no later than 0520.
Last departure from Brockley Rise, Chandos no earlier than 2325.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Waterloo Station, Waterloo Road between 0700 and 0830 and between 1540 and 1640.

2. St Paul's Station to Brockley Rise, Chandos

0600 - 0645	Every 20 minutes
0646 - 0710	Every 15 minutes
0711 - 2010	Every 10 minutes
2011 - 0015	Every 15 minutes

First departure from St Paul's Station no later than 0605.
Last departure from St Paul's Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at New Cross Garage between 0740 and 0840 and between 1535 and 1635.

6.2 Saturdays & Good Friday

1. Brockley Rise, Chandos to St Paul's Station

0515 - 0900	Every 15 minutes
0901 - 1810	Every 10 minutes
1811 - 2330	Every 15 minutes

First departure from Brockley Rise, Chandos no later than 0520.
Last departure from Brockley Rise, Chandos no earlier than 2325.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Waterloo Station, Waterloo Road between 0945 and 1045.

2. St Paul's Station to Brockley Rise, Chandos

0600 - 0645	Every 20 minutes
0646 - 0855	Every 15 minutes
0856 - 1815	Every 10 minutes
1816 - 0015	Every 15 minutes

First departure from St Paul's Station no later than 0605.
Last departure from St Paul's Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at New Cross Garage between 1000 and 1100.

6.3 Sundays

1. Brockley Rise, Chandos to St Paul's Station

0630 - 0805	Every 30 minutes
0806 - 0925	Every 20 minutes
0926 - 2330	Every 15 minutes

First departure from Brockley Rise, Chandos no later than 0635.
Last departure from Brockley Rise, Chandos no earlier than 2325.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Waterloo Station, Waterloo Road between 1010 and 1140.

2. St Paul's Station to Brockley Rise, Chandos

0715 - 0820	Every 30 minutes
0821 - 0920	Every 20 minutes
0921 - 0015	Every 15 minutes

First departure from St Paul's Station no later than 0720.
Last departure from St Paul's Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at New Cross Garage between 1005 and 1120.

6.4 Boxing Day

1. Brockley Rise, Chandos to St Paul's Station

0820 - 0925	Every 20 minutes
0926 - 2330	Every 15 minutes

First departure from Brockley Rise, Chandos no later than 0825.
Last departure from Brockley Rise, Chandos no earlier than 2325.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Waterloo Station, Waterloo Road between 1010 and 1140.

2. St Paul's Station to Brockley Rise, Chandos

0815 - 0920	Every 20 minutes
0921 - 0015	Every 15 minutes

First departure from St Paul's Station no later than 0820.
Last departure from St Paul's Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at New Cross Garage between 1005 and 1120.

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. 172 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. 172 shall be:

Average Excess Wait Time:	No more than 1.20 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 = 1.05 minutes

Summary of proposed QSI coverage: Route No. 172

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

Location of QSI survey points in each direction

Towards St Pauls

Brockley Rise
New Cross Gate
Elephant & Castle
Waterloo

Towards Brockley Rise

St Pauls
Elephant & Castle
New Cross Gate

Total scheduled manual QSI surveys per quarter = 112.

8. RUNNING TIMES

The current timetable for Route No. 172 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 and the 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. 172 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. 172 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 172 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. 172:

- Route No. 172 can suffer from unpredictable traffic delays in the Aldwych, Waterloo and Elephant & Castle areas.

Tenderers should also note the following factors which may have an impact on Route No. 172 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. 172 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. 172

Brockley Rise, Chandos to St Paul's Station	8.2 miles
St Paul's Station to Brockley Rise, Chandos	8.3 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. 172 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:

172 via Waterloo

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 172: Brockley Rise, Honor Oak Park - St. Pauls Station

Date of Structural Change: 19 March 2011.

Date of Service Change: 19 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards St. Pauls Station: Brockley Rise, Stondon Park, Brockley Road, Brockley Cross, Shardeloes Road, Lewisham Way, New Cross Road, Old Kent Road, Bricklayer's Arms, New Kent Road, Elephant And Castle, London Road, St George's Circus, Contra-Flow Bus Lane, Waterloo Road, Tenison Way, Waterloo Road, Waterloo Bridge, Lancaster Place, Aldwych, Strand, Fleet Street, Ludgate Circus, Ludgate Hill, St Paul's Churchyard, Cannon Street, New Change, Cheapside, Newgate Street, King Edward Street, Angel Street.

Towards Brockley Rise, Honor Oak Park: Angel Street, St Martin's Le Grand, Cheapside, New Change, Cannon Street, St Paul's Churchyard, Ludgate Hill, Ludgate Circus, Fleet Street, Strand, Lancaster Place, Waterloo Bridge, Waterloo Road, St George's Circus, London Road, Elephant And Castle, New Kent Road, Bricklayer's Arms Roundabout, Old Kent Road, New Cross Road, Amersham Road, Shardeloes Road, Brockley Cross, Brockley Road, Stondon Park, Honor Oak Park (East Arm).

STANDING AND TURNING POINTS

BROCKLEY RISE, HONOR OAK PARK

Public stand on north side of Honor Oak Park (east arm), commencing 6 metres east of Brockley Rise and extending 12 metres east.

Additional overflow stand on east side of Brockley Rise, commencing opposite party wall of 74/76 and extending 24 metres north.

Buses proceed from Honor Oak Park via Brockley Rise to stand, departing to Brockley Rise. Set down in Honor Oak Park, at Stop HE and pick up in Brockley Rise, at Stop HJ.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 172 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: Brockley Rise.

NEW CROSS BUS GARAGE

Private stand in New Cross Bus Garage.

From Brockley Rise, Honor Oak Park.

Buses proceed from New Cross Road via New Cross Bus Garage to stand, departing via New Cross Bus Garage to New Cross Road. Set down in New Cross Road, at Stop O and pick up in New Cross Road, at Stop R.

From St. Pauls Station.

Buses proceed from New Cross Road via New Cross Bus Garage to stand, departing via New Cross Bus Garage to New Cross Road. Set down in New Cross Road, at Stop G and pick up in New Cross Road, at Stop J.

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:	New Cross Gate.

BRICKLAYERS ARMS, BARTHOLOMEW STREET (from Brockley Rise, Honor Oak Park)

Public stand for two buses on south side of Bartholomew Street, commencing opposite number 21 and extending 24 metres east.

Buses proceed from Old Kent Road via Bricklayer's Arms Roundabout, Great Dover Street and Bartholomew Street to stand, departing via Bartholomew Street to New Kent Road. Set down in Bricklayer's Arms, at Stop BQ and pick up in New Kent Road, at Stop BB.

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:	Bricklayer's Arms.

ELEPHANT & CASTLE, LAMBETH ROAD (from Brockley Rise, Honor Oak Park)

Public stand for 7 buses on south side of Lambeth Road commencing 1.5 metres east of lamp standard No. 1357/06 and extending 83 metres east.

Buses proceed from London Road via Lambeth Road to stand, departing via Lambeth Road, St George's Road, Westminster Bridge Road and St George's Circus to London Road. Set down in London Road, at Stop A 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:	Elephant & Castle.

ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD (from ST. PAULS STATION)

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 for two buses on the south side (offside) of Gaunt Street extending 20 metres. Stand flag BP3514.

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 E and pick up in London 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: Elephant & Castle.

WATERLOO, CONCERT HALL APPROACH (from Brockley Rise, Honor Oak Park)

Public stand for 3 buses in marked bays on north side of Concert Hall Approach.

Buses proceed from Waterloo Road via Tenison Way, York Road, Chicheley Street, Belvedere Road and Concert Hall Approach to stand, departing via Concert Hall Approach and Tenison Way to Waterloo Road. Set down in Waterloo Road, at Stop F and pick up in Waterloo Road, at Stop D.

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: Waterloo.

WATERLOO, CORNWALL ROAD

From Brockley Rise, Honor Oak Park.

Buses proceed from Waterloo Road via The Cut, Cornwall Road and Sandell Street departing to Waterloo Road. Set down in Waterloo Road, at Stop Q and pick up in Waterloo Road, at Stop D.

From St. Pauls Station.

Buses proceed from Waterloo Road via Sandell Street, Cornwall Road, The Cut and Baylis Road departing to Waterloo Road. Set down in Sandell Street, at Alighting Point and pick up in Waterloo Road, at Stop F.

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

ALDWYCH, EAST ARM (from Brockley Rise, Honor Oak Park)

Public offside stand for 6 buses on south side of Aldwych (east arm) commencing 10 metres west of Melbourne Place and extending 67 metres west. Overflow public stand for 3 buses on south side of Strand commencing 10 metres east of Surrey Street and extending 36 metres east.

Buses proceed from Aldwych direct to stand, departing via Aldwych to Strand. Set down in Aldwych, at Stop D and pick up in Strand, 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: Aldwych.

FARRINGDON STREET, STONECUTTER STREET (from Brockley Rise, Honor Oak Park)

Public stand for four buses on north side of Stonecutter Street, commencing 16 metres west of the western kerbline of Farringdon Street and extending 50 metres west.

Buses proceed from Fleet Street via Ludgate Circus, Farringdon Street, Charterhouse Street, Holborn Circus, St Andrew Street, Shoe Lane and Stonecutter Street to stand, departing via Stonecutter Street, Farringdon Street and Ludgate Circus to Fleet Street. Set down in Fleet Street, at Stop HA and pick up in Fleet Street, at Stop HB.

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: Ludgate Circus.

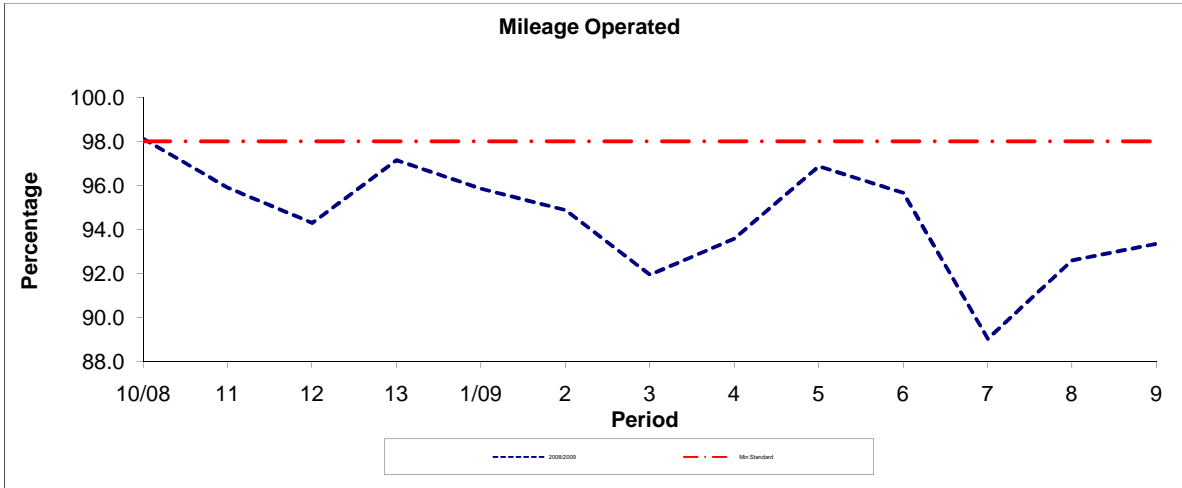
ST. PAULS STATION, ANGEL STREET

Public stand for four buses on north side of Angel Street, commencing 12 metres west of the western kerbline of St Martin's Le Grand and extending 45 metres west, at stop BP690. Buses proceed from Angel Street direct to stand, departing to Angel Street. Set down in New Change, at Alighting Point and pick up in New Change.

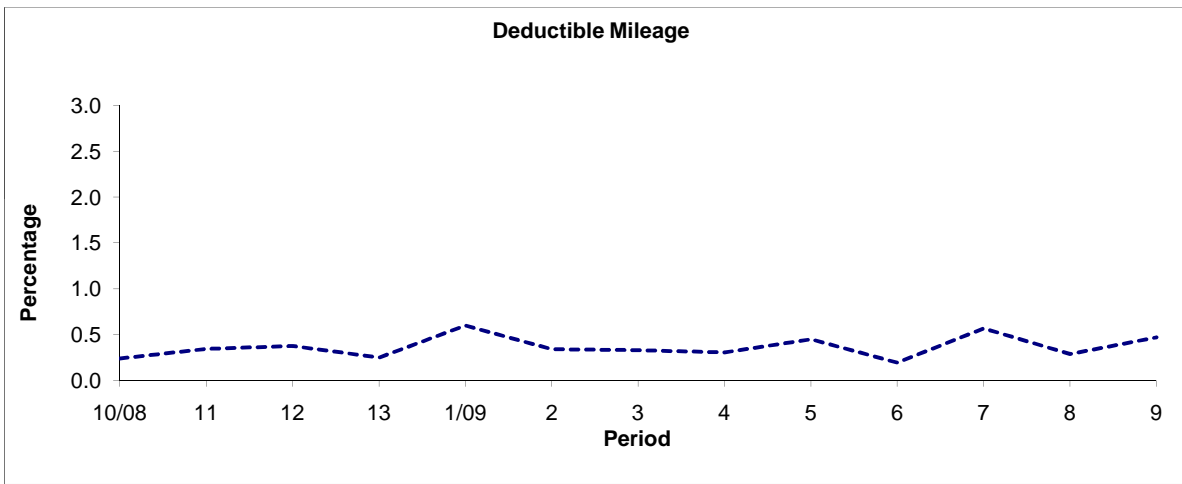
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 3 buses on Route 172 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: St Paul's.

PART B - PERFORMANCE STATISTICS

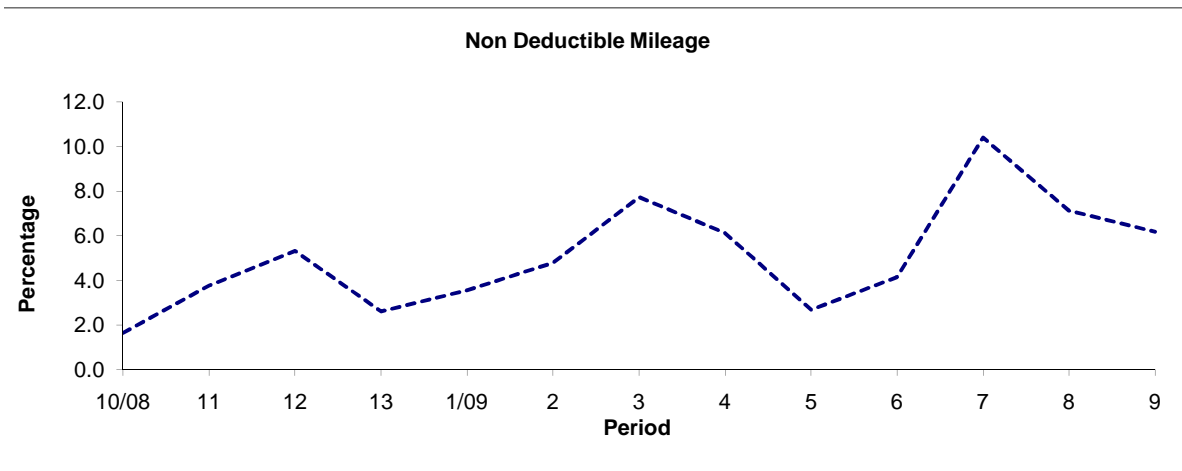
Route 172



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	98.11	95.89	94.30	97.14	95.85	94.87	91.93	93.58	96.87	95.66	89.03	92.58	93.35
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.24	0.34	0.38	0.25	0.60	0.34	0.33	0.30	0.45	0.19	0.57	0.29	0.47

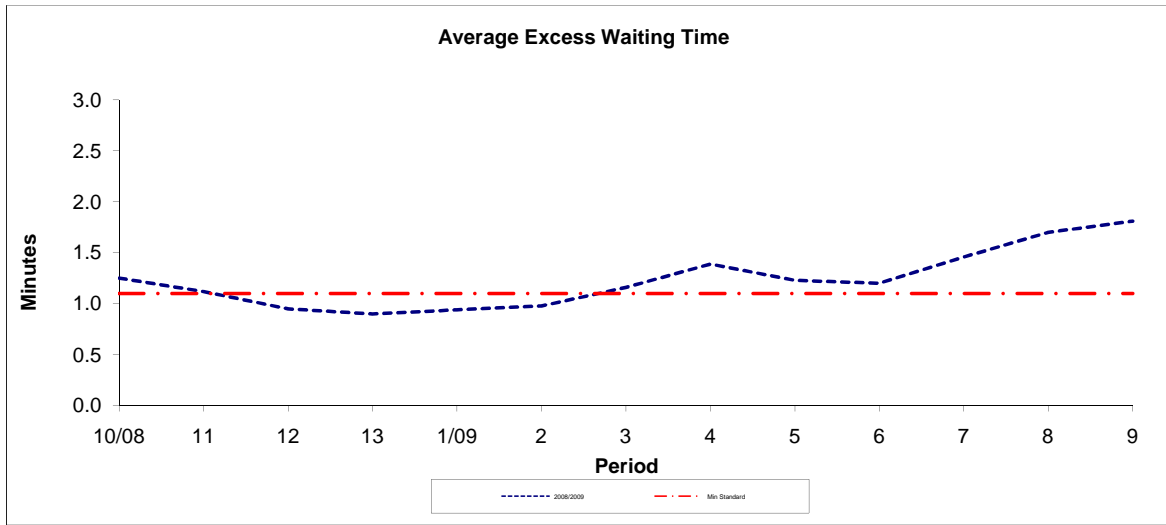


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.65	3.77	5.33	2.61	3.55	4.78	7.74	6.12	2.69	4.15	10.40	7.13	6.18

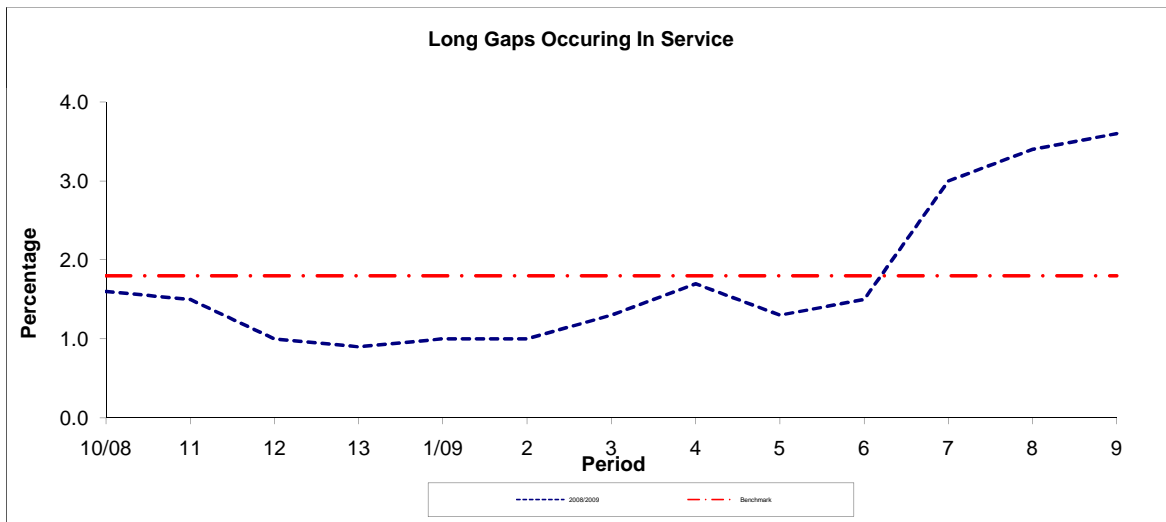
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 172



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.25	1.12	0.95	0.90	0.94	0.98	1.16	1.39	1.23	1.20	1.46	1.70	1.81
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.60	1.50	1.00	0.90	1.00	1.00	1.30	1.70	1.30	1.50	3.00	3.40	3.60
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