

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 181

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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. 181.

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:

- Route No. 181 will operate via Bell Green Sainsburys at all times. **Please see Appendix A for a full list of streets traversed.**
- Single deck, dual door, 60 capacity vehicles are specified, subject to a satisfactory route test.

## 3. TERMINALS

Route No. 181 will operate between Lewisham Bus Station and Grove Park 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. 181 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. 181 is currently approved for vehicles which are a maximum of 10.6 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 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. Lewisham Bus Station to Grove Park Station

0535 - 0640	Every 20 minutes
0641 - 0710	Every 15 minutes
0711 - 2030	Every 12 minutes
2031 - 2245	Every 15 minutes
2246 - 0110	Every 20 minutes

First departure from Lewisham Bus Station no later than 0540.  
Last departure from Lewisham Bus Station no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Lower Sydenham, Bell Green between 0800 and 0900 and between 1550 and 1700.

### 2. Grove Park Station to Lewisham Bus Station

0455 - 0600	Every 20 minutes
0601 - 1915	Every 12 minutes
1916 - 2150	Every 15 minutes
2151 - 0035	Every 20 minutes

First departure from Grove Park Station no later than 0500.  
Last departure from Grove Park Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Hither Green Lane, Hither Green Hospital between 0730 and 0900 and between 1540 and 1700.

## 6.2 Saturdays & Good Friday

### 1. Lewisham Bus Station to Grove Park Station

0535 - 0800	Every 20 minutes
0801 - 0915	Every 15 minutes
0916 - 1900	Every 12 minutes
1901 - 2245	Every 15 minutes
2246 - 0110	Every 20 minutes

First departure from Lewisham Bus Station no later than 0540.

Last departure from Lewisham Bus Station no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Lower Sydenham, Bell Green between 0950 and 1100.

### 2. Grove Park Station to Lewisham Bus Station

0455 - 0740	Every 20 minutes
0741 - 1740	Every 12 minutes
1741 - 2150	Every 15 minutes
2151 - 0035	Every 20 minutes

First departure from Downham, Old Bromley Road no later than 0500.

Last departure from Downham, Old Bromley Road no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Hither Green Lane, Hither Green Hospital between 0930 and 1100.

### 6.3 Sundays

1. Lewisham Bus Station to Grove Park Station

0635 - 0910	Every 30 minutes
0911 - 0950	Every 20 minutes
0951 - 2250	Every 15 minutes
2251 - 0110	Every 20 minutes

First departure from Lewisham Bus Station no later than 0640.  
Last departure from Lewisham Bus Station no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Lower Sydenham, Bell Green between 1020 and 1140.

2. Grove Park Station to Lewisham Bus Station

0630 - 0905	Every 30 minutes
0906 - 2150	Every 15 minutes
2151 - 0035	Every 20 minutes

First departure from Grove Park Station no later than 0635.  
Last departure from Grove Park Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hither Green Lane, Hither Green Hospital between 0940 and 1110.

## 6.4 Boxing Day

### 1. Lewisham Bus Station to Grove Park Station

0805 - 0910	Every 30 minutes
0911 - 0950	Every 20 minutes
0951 - 2250	Every 15 minutes
2251 - 0110	Every 20 minutes

First departure from Lewisham Bus Station no later than 8010.  
Last departure from Lewisham Bus Station no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Lower Sydenham, Bell Green between 1020 and 1140.

### 2. Grove Park Station to Lewisham Bus Station

0800 - 0905	Every 30 minutes
0906 - 2150	Every 15 minutes
2151 - 0035	Every 20 minutes

First departure from Grove Park Station no later than 0805.  
Last departure from Grove Park Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hither Green Lane, Hither Green Hospital between 0940 and 1110.



## 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. 181 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. 181 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. 181

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 Grove Park

Lewisham  
Catford  
Lower Sydenham Bell Green \$  
Downham \$

#### Towards Lewisham

Grove Park  
Downham \$  
Lower Sydenham Bell Green \$  
Catford

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

Total scheduled manual QSI surveys per quarter = 128.

## **8. RUNNING TIMES**

The current timetable for Route No. 181 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 peaks 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. 181 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. 181 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route No. 181 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. 181:

- **LOW BRIDGE WARNING: Under no circumstances must double deck buses be taken along Southend Lane due to a low railway bridge.**
- Route No. 181 can suffer from unpredictable traffic delays in Lewisham and Catford town centres, particularly during Mondays to Fridays peak periods.

Tenderers should also note the following factors which may have an impact on Route No. 181 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. 181 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. 181

Lewisham Bus Station to Grove Park Station	8.0 miles
Grove Park Station to Lewisham Bus Station	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. 181 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:

181 via Catford
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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 181: Lewisham Bus Station - Grove Park Station

**Date of Structural Change:** 5 March 2011.

**Date of Service Change:** 5 March 2011.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Grove Park Station:** Station Road, Loampit Vale, Loampit Vale Roundabout, Lewisham High Street, Lee Bridge, Lewis Grove, Lewisham High Street, Courthill Road, Hither Green Lane, Torridon Road, Sandhurst Road, Sangley Road, Rushey Green, Catford Road, Catford Hill, Perry Hill, Bell Green, Sainsburys Access Road, Turning Circle, Sainsburys Access Road, Bell Green, Southend Lane, Bromley Road, Downham Way, Baring Road, Grove Park Bus Station.

**Towards Lewisham Bus Station:** Grove Park Bus Station, Baring Road, Downham Way, Bromley Road, Southend Lane, Stanton Way, Bell Green, Sainsburys Access Road, Turning Circle, Sainsburys Access Road, Bell Green, Perry Hill, Catford Hill, Catford Road, Rushey Green, Brownhill Road, Plassy Road, Sangley Road, Sandhurst Road, Torridon Road, Hither Green Lane, Courthill Road, Lewisham High Street, Molesworth Street, Lewisham High Street, Lewis Grove, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Lewisham Road, Station Road.

### STANDING AND TURNING POINTS

#### LEWISHAM BUS STATION

Private stand for up to 16 buses in Lewisham Bus Station on north side of Loampit Vale on east side of Lewisham DLR Station.

Buses proceed from Station Road via Lewisham Bus Station to stand, departing via Lewisham Bus Station to Station Road. Set down in Station Road, at Alighting Point and pick up in Station Road, at Stop G.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 181 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:	Lewisham Station.

### **LADYWELL (from GROVE PARK STATION)**

Buses proceed from Lewisham High Street via Loampit Vale Roundabout, Lewisham High Street, Lee Bridge and Lewis Grove departing to Lewisham High Street. Set down in Lewisham High Street, at Stop U and pick up in Lewisham High Street, at Stop X.

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

### **HITHER GREEN STATION (from GROVE PARK STATION)**

Public stand for 3 buses on east side of Springbank Road commencing opposite party wall of Nos. 80/82 and extending 31 metres north.

Buses proceed from Hither Green Lane via Duncricvie Road and Springbank Road to stand, departing via Springbank Road to Torridon Road. Set down in Hither Green Lane, at Stop R and pick up in Torridon 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: Hither Green.

### **CATFORD, RUSHEY GREEN (from Lewisham Bus Station)**

Buses proceed from Sangley Road via Rushey Green and Brownhill Road departing to Plassy Road. Set down in Sangley Road, at Stop Y and pick up in Plassy Road, at Stop F.

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

### **CATFORD, RUSHEY GREEN (from GROVE PARK STATION)**

Buses proceed from Plassy Road via Sangley Road and Rushey Green departing to Catford Road. Set down in Plassy Road, at Stop F and pick up in Catford Road, at Stop T.

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

### **CATFORD, ST. DUNSTAN'S COLLEGE (from Lewisham Bus Station)**

Public stand in 'bus only' slip road between south and north arms of Stanstead Road, facing north. Two buses to stand abreast at forward position, with one bus at rear of first two.

Buses proceed from Catford Road via Catford Hill, Stanstead Road South Arm and St. Dunstan's Slip Road to stand, departing via St. Dunstan's Slip Road and Stanstead Road to Catford Road. Set down in Catford Road, at Stop R and pick up in Catford Road, at Stop M.

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: Catford, St Dunstan's College.

### **LOWER SYDENHAM, SAINSBURYS**

Private stand for 4 buses in lay-by on north side of turning circle at east end of Sainsburys Access Road on north side of superstore.

#### From Grove Park Station.

Buses proceed from Sainsburys Access Road via Turning Circle to stand, departing via Turning Circle to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop LL and pick up in Sainsburys Access Road, at Stop LM.

#### From Lewisham Bus Station.

Buses proceed from Sainsburys Access Road via Turning Circle to stand, departing via Turning Circle to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop LM and pick up in Sainsburys Access Road, at Stop LL.

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: Lower Sydenham.

### **LOWER SYDENHAM, BELL GREEN (from Lewisham Bus Station)**

Buses proceed from Bell Green via Southend Lane and Stanton Way departing to Bell Green. Set down in Bell Green, at Stop LQ and pick up in Bell Green, at Stop LZ.

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



## **DOWNHAM, OLD BROMLEY ROAD/MACDONALDS (from Lewisham Bus Station)**

Public stand for one bus in Old Bromley Road, north of Ashfield Road.  
Buses proceed from Bromley Road via Old Bromley Road to stand, departing via Old Bromley Road to Bromley Road. Set down in Bromley Road, at Stop DL and pick up in Bromley Road, at Stop DK.

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: Downham, Bromley Road.

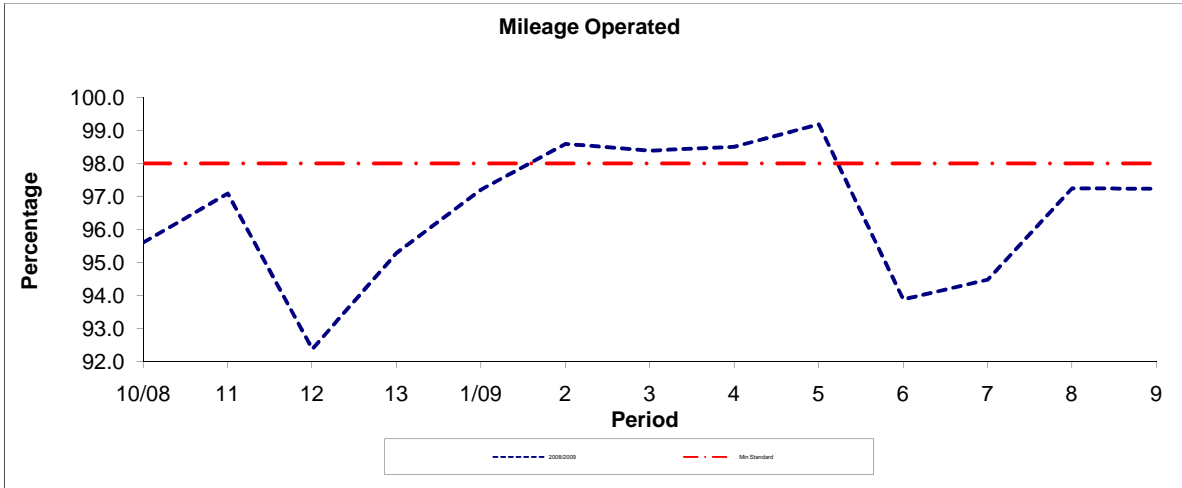
## **GROVE PARK STATION**

Private stand for 4 buses standing abreast facing south-west in marked bays in Grove Park Bus Station on west side of Baring Road between Le May Avenue and Chinbrook Road.  
Buses proceed from Grove Park Bus Station direct to stand, departing to Grove Park Bus Station. Set down in Grove Park Bus Station, at Alighting Point and pick up in Grove Park Bus Station, at Stop L.

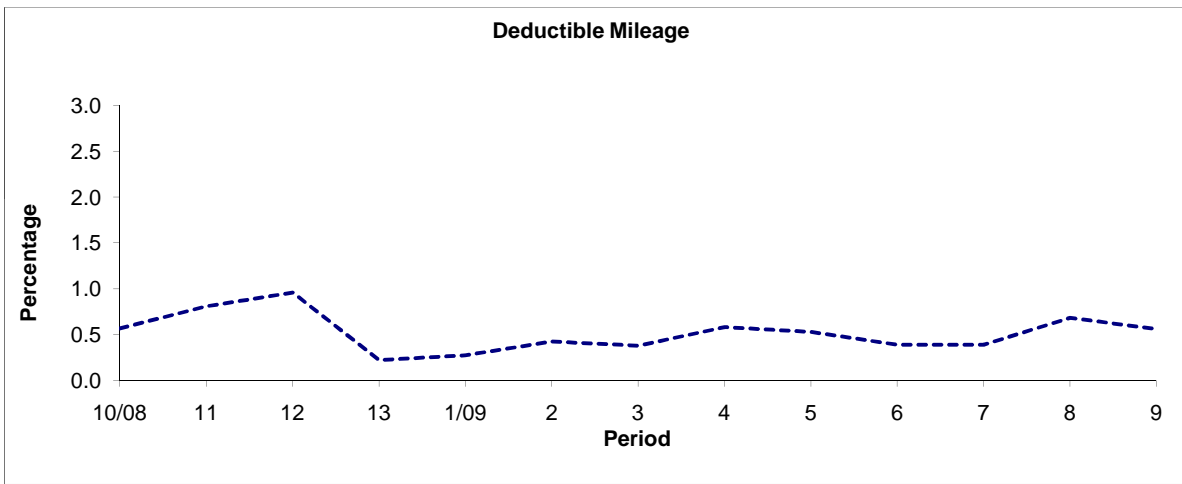
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 181 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
DISPLAY: Grove Park.  
OTHER INFORMATION: LBSL toilet facilities available 24 hours.

**PART B - PERFORMANCE STATISTICS**

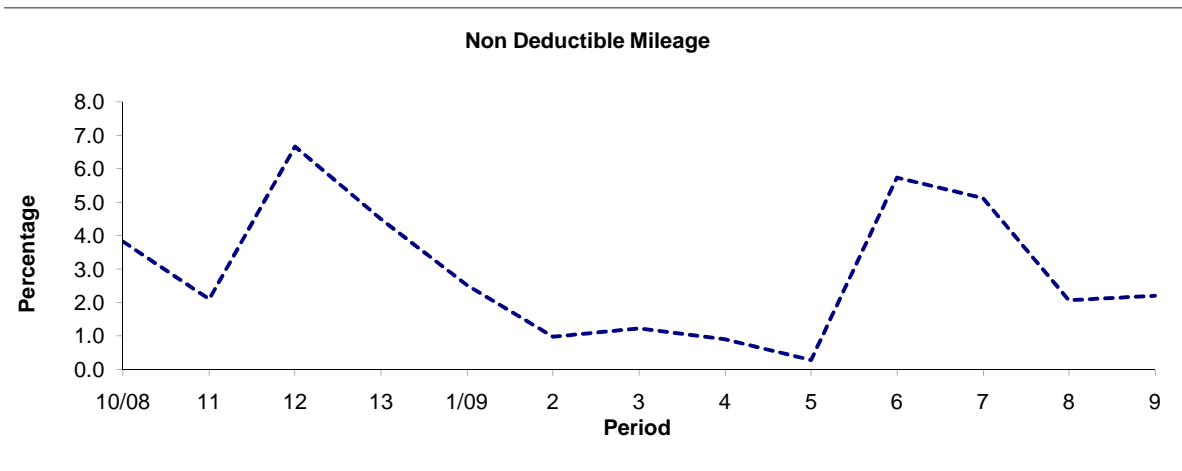
**Route 181**



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	95.61	97.09	92.37	95.28	97.21	98.60	98.39	98.51	99.19	93.87	94.48	97.25	97.23
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	0.57	0.81	0.96	0.22	0.27	0.42	0.38	0.58	0.53	0.39	0.39	0.68	0.56

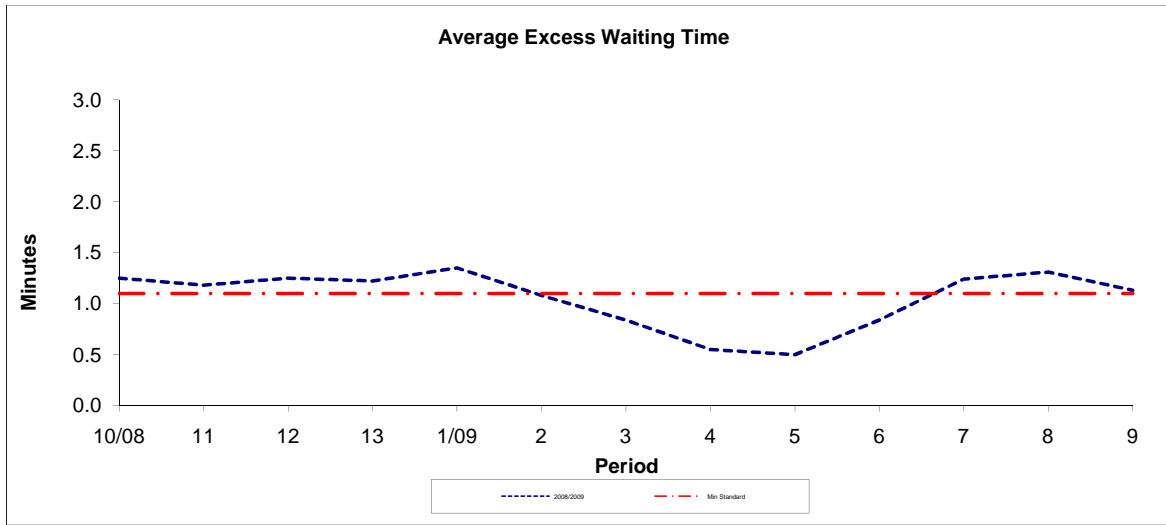


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	3.83	2.11	6.67	4.50	2.52	0.98	1.23	0.91	0.28	5.74	5.13	2.07	2.21

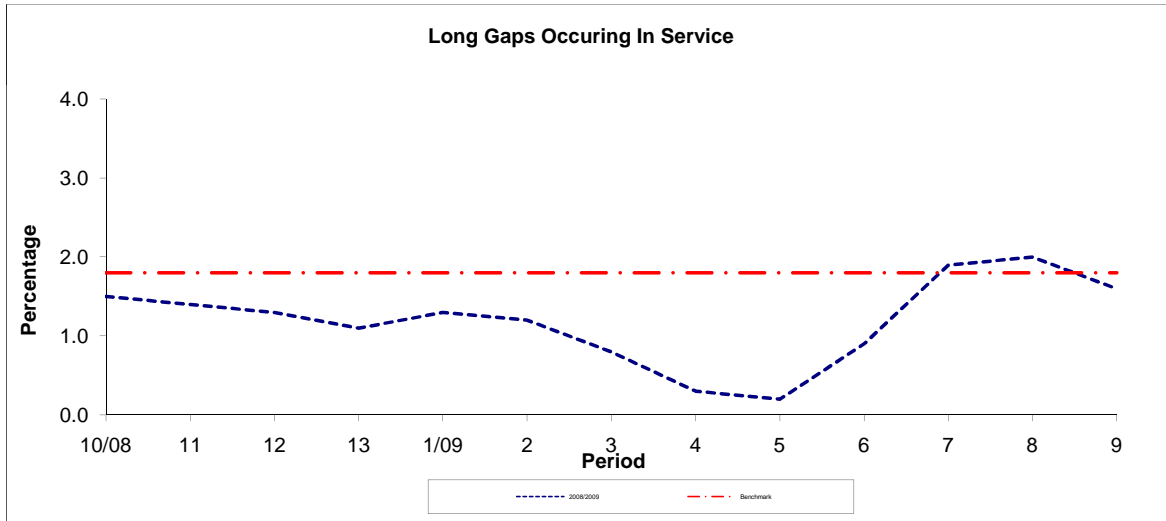
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 181**



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.25	1.18	1.25	1.22	1.35	1.08	0.84	0.55	0.50	0.84	1.24	1.31	1.13
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	1.50	1.40	1.30	1.10	1.30	1.20	0.80	0.30	0.20	0.90	1.90	2.00	1.60
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