

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 210

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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. 210.

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:

- 87 capacity, dual door, double deck buses are specified, subject to a satisfactory route test.

3. TERMINALS

Route No. 210 will operate between Brent Cross Shopping Centre and Finsbury 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. 210 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. 210 is currently approved for vehicles which are a maximum of 10.1 metres long and 2.5 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. Brent Cross Shopping Centre to Finsbury Park Station

| | |
|-------------|------------------|
| 0435 - 0525 | Every 15 minutes |
| 0526 - 0550 | Every 12 minutes |
| 0551 - 0630 | Every 10 minutes |
| 0631 - 1855 | Every 8 minutes |
| 1856 - 1925 | Every 10 minutes |
| 1926 - 0030 | Every 12 minutes |

First departure from Brent Cross Shopping Centre no later than 0440.

Last departure from Brent Cross Shopping Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Archway Station between 0700 and 0900 and between 1540 and 1640.

2. Finsbury Park Station to Brent Cross Shopping Centre

| | |
|-------------|------------------|
| 0515 - 0605 | Every 15 minutes |
| 0606 - 0640 | Every 12 minutes |
| 0641 - 0710 | Every 10 minutes |
| 0711 - 1935 | Every 8 minutes |
| 1936 - 2005 | Every 10 minutes |
| 2006 - 0110 | Every 12 minutes |

First departure from Finsbury Park Station no later than 0520.

Last departure from Finsbury Park Station no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Golders Green Station, North End Road between 0710 and 0750 and no more than 8 minutes apart between 0751 and 0850 and between 1500 and 1630.

6.2 Saturdays & Good Friday

1. Brent Cross Shopping Centre to Finsbury Park Station

| | |
|-------------|------------------|
| 0435 - 0725 | Every 15 minutes |
| 0726 - 0815 | Every 12 minutes |
| 0816 - 0835 | Every 10 minutes |
| 0836 - 1830 | Every 8 minutes |
| 1831 - 1900 | Every 10 minutes |
| 1901 - 0030 | Every 12 minutes |

First departure from Brent Cross Shopping Centre no later than 0440.
Last departure from Brent Cross Shopping Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Archway Station between 0905 and 1105.

2. Finsbury Park Station to Brent Cross Shopping Centre

| | |
|-------------|------------------|
| 0515 - 0805 | Every 15 minutes |
| 0806 - 0830 | Every 12 minutes |
| 0831 - 0920 | Every 10 minutes |
| 0921 - 1905 | Every 8 minutes |
| 1906 - 1935 | Every 10 minutes |
| 1936 - 0110 | Every 12 minutes |

First departure from Finsbury Park Station no later than 0520.
Last departure from Finsbury Park Station no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Golders Green Station, North End Road between 0945 and 1100.

6.3 Sundays

1. Brent Cross Shopping Centre to Finsbury Park Station

| | |
|-------------|------------------|
| 0605 - 0825 | Every 15 minutes |
| 0826 - 0900 | Every 12 minutes |
| 0901 - 1800 | Every 10 minutes |
| 1801 - 0030 | Every 12 minutes |

First departure from Brent Cross Shopping Centre no later than 0610.

Last departure from Brent Cross Shopping Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more 10 minutes apart at Archway Station between 1030 and 1130.

2. Finsbury Park Station to Brent Cross Shopping Centre

| | |
|-------------|------------------|
| 0645 - 0835 | Every 15 minutes |
| 0836 - 0900 | Every 12 minutes |
| 0901 - 1830 | Every 10 minutes |
| 1831 - 0110 | Every 12 minutes |

First departure from Finsbury Park Station no later than 0650.

Last departure from Finsbury Park Station no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Golders Green Station, North End Road between 1035 and 1135.

6.4 Boxing Day

1. Brent Cross Shopping Centre to Finsbury Park Station

| | |
|-------------|------------------|
| 0755 - 0820 | Every 15 minutes |
| 0821 - 0855 | Every 12 minutes |
| 0856 - 1755 | Every 10 minutes |
| 1756 - 0030 | Every 12 minutes |

First departure from Brent Cross Shopping Centre no later than 0800.

Last departure from Brent Cross Shopping Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more 10 minutes apart at Archway Station between 1030 and 1130.

2. Finsbury Park Station to Brent Cross Shopping Centre

| | |
|-------------|------------------|
| 0800 - 0830 | Every 15 minutes |
| 0831 - 0905 | Every 12 minutes |
| 0906 - 1825 | Every 10 minutes |
| 1826 - 0110 | Every 12 minutes |

First departure from Finsbury Park Station no later than 0805.

Last departure from Finsbury Park Station no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Golders Green Station, North End Road between 1035 and 1135.

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. 210 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. 210 shall be:

| | |
|---------------------------|---------------------------|
| Average Excess Wait Time: | No more than 1.00 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 = 0.85 minutes

Summary of proposed QSI coverage: Route No. 210

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 Brent Cross Shopping Centre | Towards Finsbury Park Station |
|--|--------------------------------------|
| Finsbury Park | Brent Cross |
| Archway | Golders Green |
| Highgate Village \$ | Highgate Village \$ |

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

Total scheduled manual QSI surveys per quarter = 96.

8. RUNNING TIMES

The current timetable for Route No. 210 can be viewed by prospective Tenderers on Caesar

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 AM and PM peaks and Saturday and Sunday shopping periods.

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. 210 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. 210 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 210 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. 210:

- Route No. 210 can suffer from unpredictable traffic delays in the Archway and Finsbury Park Station areas.
- A high level of trading takes place on Sundays in the Golders Green area.
- Route No. 210 suffers from major disruption in the Finsbury Park area during home matches of Arsenal football club.
- **Under no circumstances must double deck buses be taken along Stroud Green Road south of the junction with Morris Place due to a low railway bridge. Buses must not turn right out of Finsbury Park Bus Station.**

Tenderers should also note the following factors / events which may have an impact on Route No. 210 in the foreseeable future:

- There are proposals for the redevelopment of Brent Cross Shopping Centre and the surrounding area. The successful Tenderer will be advised of the implications for the operation of this route as more details become available.
- 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. 210 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. 210

| | |
|--|-----------|
| Brent Cross Shopping Centre to Finsbury Park Station | 7.7 miles |
| Finsbury Park Station to Brent Cross Shopping Centre | 7.4 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. 210 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:

| |
|-----------------------|
| 210 via Golders Green |
|-----------------------|

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 210: Finsbury Park Station - Brent Cross Shopping Centre

Date of Structural Change: 25 September 2010.

Date of Service Change: 25 September 2010.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Brent Cross Shopping Centre: Finsbury Park Bus Station Bay C, Stroud Green Road, Hanley Road, Hornsey Road, Hornsey Rise, Beaumont Rise, Sunnyside Road, Hazellville Road, St John's Way, Highgate Hill, Highgate High Street, Hampstead Lane, Spaniard's Road, Spaniards Road, North End Way, North End Road, Finchley Road, Golders Green Road, Highfield Avenue, Hendon Way, Brentfield Gardens, Tilling Road, Tempelhof Avenue, Prince Charles Drive, Brent Cross Bus Station.

Towards Finsbury Park Station: Brent Cross Bus Station, Prince Charles Drive, Tempelhof Avenue, Tilling Road, Brentfield Gardens, Hendon Way, Highfield Avenue, Golders Green Road, North End Road, North End Way, Spaniards Road, Spaniard's Road, Spaniards Road, Hampstead Lane, Highgate High Street, Highgate Hill, Tollhouse Way, Archway Road, St John's Way, Hazellville Road, Sunnyside Road, Beaumont Rise, Hornsey Rise, Hornsey Road, Hanley Road, Stroud Green Road, Morris Place, Clifton Terrace.

STANDING AND TURNING POINTS

FINSBURY PARK BUS STATION STAND C, WELLS TERRACE

Private stand for 3 buses in Bay C in Finsbury Park Bus Station (Wells Terrace). Buses proceed from Clifton Terrace via Wells Terrace and Finsbury Park Bus Station Bay C to stand, departing to Finsbury Park Bus Station Bay C. Set down in Clifton Terrace, at Alighting Point and pick up in Finsbury Park Bus Station Bay C, at Stop C.

| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 vehicles on Route No. 210 should be scheduled to stand at any 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: | Finsbury Park Station. |
| OTHER INFORMATION: | LBSL toilet facilities available 24 hours a day. |

ARCHWAY STATION, MACDONALD ROAD

Private stand for up to 16 buses in Bus Parking Area between east side of MacDonald Road and north side of Vorley Road.

From Brent Cross Shopping Centre.

Buses proceed from Highgate Hill via Macdonald Road and Bus Parking Area to stand, departing via Bus Parking Area, Vorley Road and Junction Road to Highgate Hill. Set down in Highgate Hill, at Stop C and pick up in Highgate Hill, at Stop E.

From Finsbury Park Station.

Buses proceed from Highgate Hill via Macdonald Road and Bus Parking Area to stand, departing via Bus Parking Area, Vorley Road, Junction Road, Highgate Hill, Tollhouse Way and Archway Road to St John's Way. Set down in Highgate Hill, at Stop E and pick up in St John's Way, 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: Archway.

HIGHGATE VILLAGE

Buses proceed out of service from Highgate High Street. Buses depart from out of service to Highgate High Street. Set down in Highgate High Street, at Stop S and pick up in Highgate High Street, at Stop C.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
DISPLAY: Highgate Village.

GOLDERS GREEN STATION FORECOURT, STAND G Z (from FINSBURY PARK STATION)

Private (unlettered) stand for 4 buses opposite Stops GH and GI in Golders Green Bus Station on north side of North End Road.

Buses proceed from North End Road via Finchley Road, North End Road and Golders Green Bus Station Forecourt to stand, departing via Golders Green Bus Station Forecourt to North End Road. Set down in North End Road, at Stop GK and pick up in North End Road, at Stop GJ.

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: Golders Green.

BRENT CROSS SHOPPING CENTRE, BUS STATION

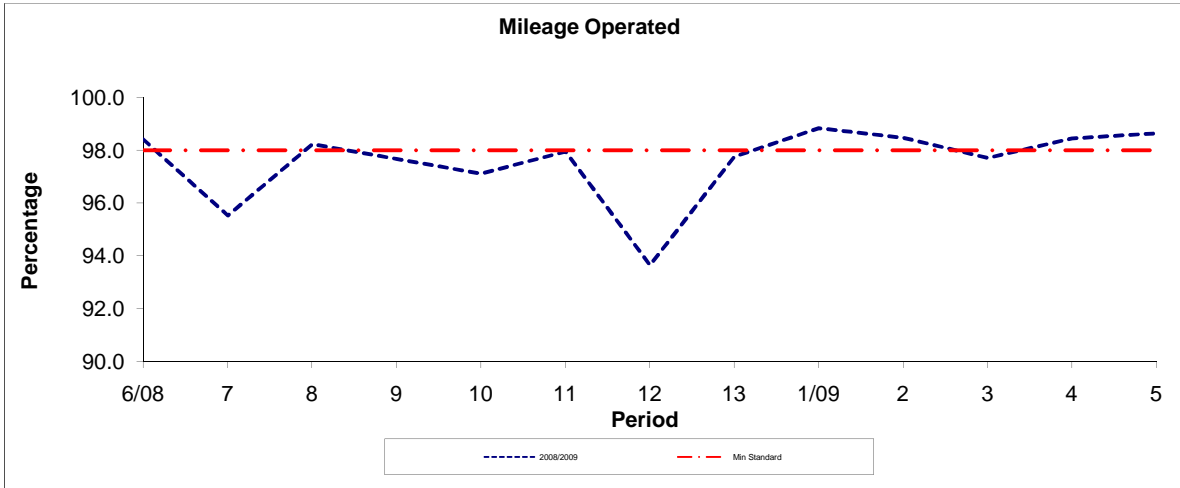
Private stand for up to 19 buses in Brent Cross Bus Station on north side of Prince Charles Drive.

Buses proceed from Brent Cross Bus Station direct to stand, departing to Brent Cross Bus Station. Set down in Brent Cross Bus Station, at Stop A and pick up in Brent Cross Bus Station, at Stop D.

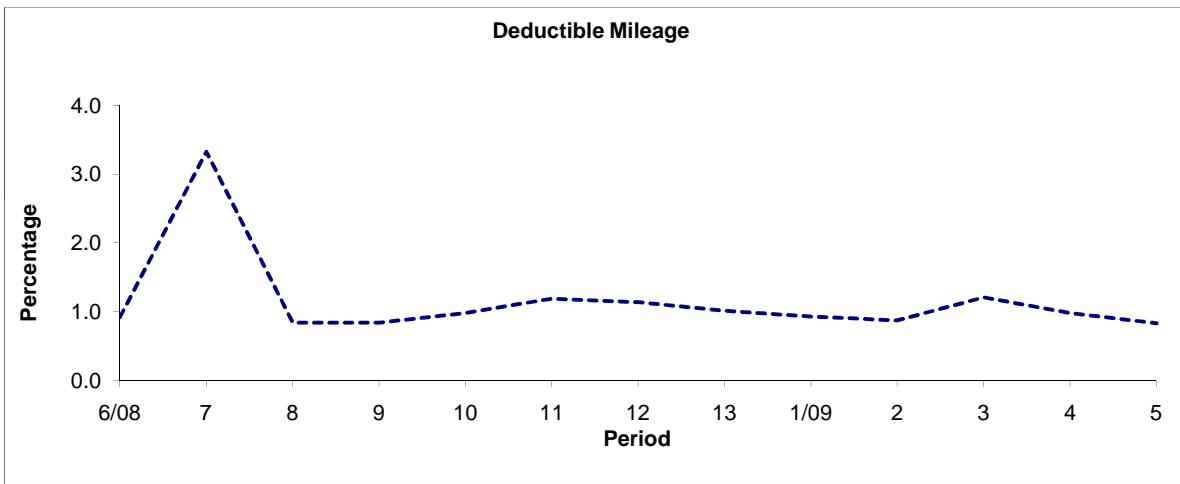
| | |
|-------------------------|---|
| AVAILABILITY: | At any time. |
| OPERATING RESTRICTIONS: | No more than 2 vehicles on Route No. 210 should be scheduled to stand at any time |
| MEAL RELIEFS: | No meal relief vehicles to stand at any time. |
| FERRY VEHICLES: | No ferry vehicles to park on stand at any time. |
| DISPLAY: | Brent Cross. |
| OTHER INFORMATION: | Toilet facilities available between 0500 and 2230. |

PART B - PERFORMANCE STATISTICS

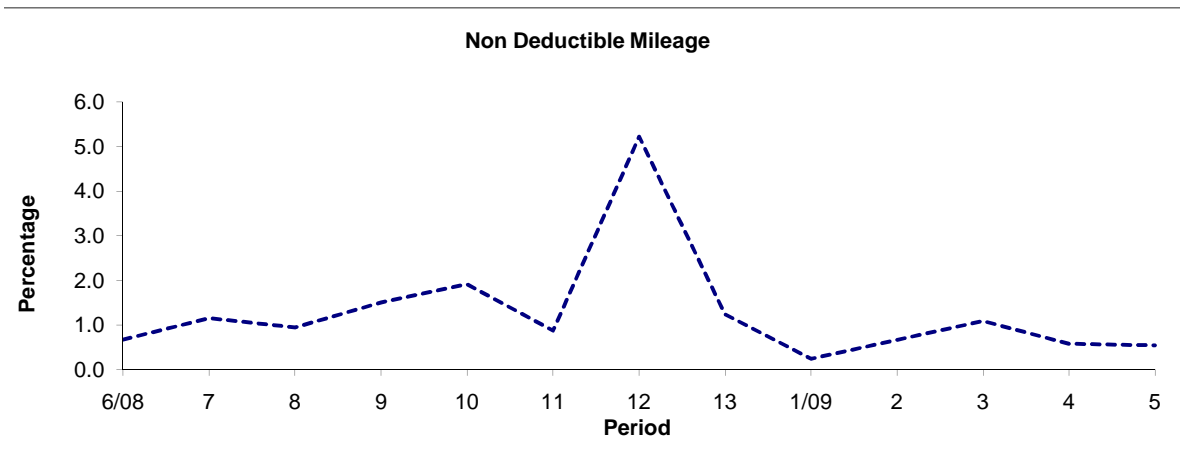
Route 210



| Period | 6/08 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 | 5 |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2008/2009 | 98.41 | 95.52 | 98.22 | 97.66 | 97.11 | 97.94 | 93.64 | 97.75 | 98.83 | 98.47 | 97.70 | 98.44 | 98.63 |
| 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 | 6/08 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2008/2009 | 0.92 | 3.33 | 0.84 | 0.84 | 0.98 | 1.19 | 1.14 | 1.01 | 0.93 | 0.87 | 1.21 | 0.98 | 0.83 |



| Period | 6/08 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2008/2009 | 0.67 | 1.15 | 0.94 | 1.50 | 1.91 | 0.87 | 5.22 | 1.24 | 0.24 | 0.66 | 1.09 | 0.58 | 0.54 |

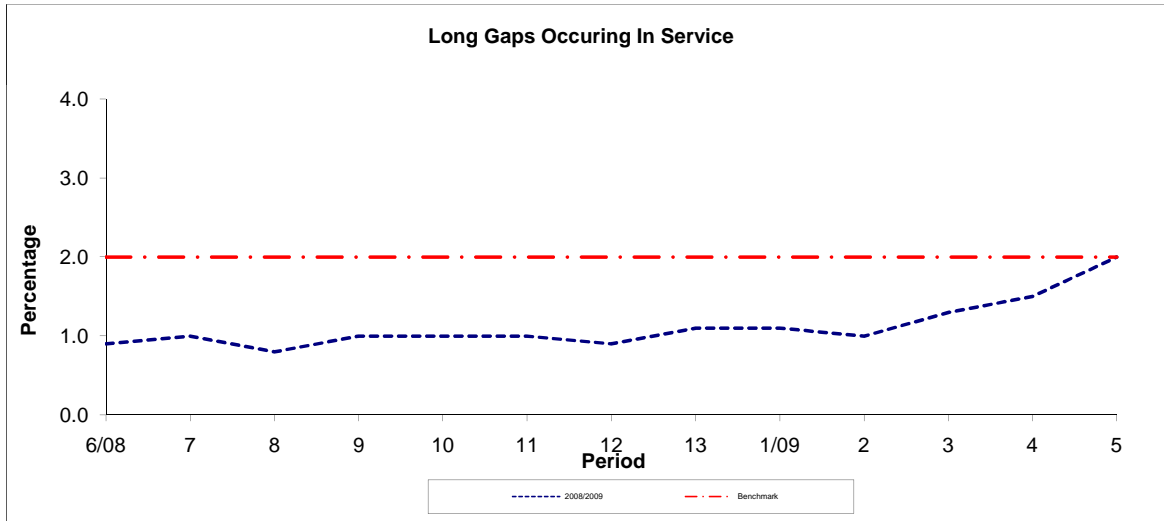
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 210



| Period | 6/08 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 | 5 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2008/2009 | 0.74 | 0.82 | 0.76 | 0.81 | 0.82 | 0.81 | 0.66 | 0.75 | 0.80 | 0.81 | 0.83 | 0.84 | 0.90 |
| 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 | 6/08 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 1/09 | 2 | 3 | 4 | 5 |
|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 2008/2009 | 0.90 | 1.00 | 0.80 | 1.00 | 1.00 | 1.00 | 0.90 | 1.10 | 1.10 | 1.00 | 1.30 | 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