

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 244

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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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 244:

- Route No. 244 will be reroute in the Woolwich area in December 2009. Please see Appendix A for a full list of streets traversed.

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:

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

3. TERMINALS

Route No. 244 will operate between Woolwich Common, Queen Elizabeth Hospital and Abbey Wood 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. 244 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. 244 is currently approved for vehicles which are a maximum of 9.3 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, single deck buses with a minimum capacity of 55, of which approximately 28 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. Woolwich Common, Queen Elizabeth Hospital to Abbey Wood Station

0510 - 0635	Every 20 minutes
0636 - 0655	Every 12 minutes
0656 - 1900	Every 10 minutes
1901 - 2015	Every 12 minutes
2016 - 0030	Every 15 minutes

First departure from Woolwich Common, Queen Elizabeth Hospital no later than 0515.

Last departure from Woolwich Common, Queen Elizabeth Hospital no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Belmarsh Prison between 0740 and 0840 and between 1530 and 1630.

2. Abbey Wood Station to Woolwich Common, Queen Elizabeth Hospital

0445 - 0610	Every 20 minutes
0611 - 0650	Every 12 minutes
0651 - 1815	Every 10 minutes
1816 - 1915	Every 12 minutes
1916 - 2400	Every 15 minutes

First departure from Abbey Wood Station no later than 0450.

Last departure from Abbey Wood Station no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Shooters Hill, Bull between 0730 and 0830 and between 1530 and 1630.

6.2 Saturdays & Good Friday

1. Woolwich Common, Queen Elizabeth Hospital to Abbey Wood Station

0510 - 0735	Every 20 minutes
0736 - 0835	Every 15 minutes
0836 - 0900	Every 12 minutes
0901 - 1900	Every 10 minutes
1901 - 2000	Every 12 minutes
2001 - 0030	Every 15 minutes

First departure from Woolwich Common, Queen Elizabeth Hospital no later than 0515.

Last departure from Woolwich Common, Queen Elizabeth Hospital no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Belmarsh Prison between 0940 and 1040.

2. Abbey Wood Station to Woolwich Common, Queen Elizabeth Hospital

0445 - 0710	Every 20 minutes
0711 - 0815	Every 15 minutes
0816 - 0840	Every 12 minutes
0841 - 1820	Every 10 minutes
1821 - 1910	Every 12 minutes
1911 - 2400	Every 15 minutes

First departure from Abbey Wood Station no later than 0450.

Last departure from Abbey Wood Station no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Shooters Hill, Bull between 0930 and 1030.

6.3 Sundays

1. Woolwich Common, Queen Elizabeth Hospital to Abbey Wood Station

0550 - 0700	Every 30 minutes
0701 - 0740	Every 20 minutes
0741 - 0030	Every 15 minutes

First departure from Woolwich Common, Queen Elizabeth Hospital no later than 0555.

Last departure from Woolwich Common, Queen Elizabeth Hospital no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Belmarsh Prison between 1040 and 1140.

2. Abbey Wood Station to Woolwich Common, Queen Elizabeth Hospital

0535 - 0640	Every 30 minutes
0641 - 0700	Every 20 minutes
0701 - 2400	Every 15 minutes

First departure from Abbey Wood Station no later than 0540.

Last departure from Abbey Wood Station no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Shooters Hill, Bull between 1030 and 1130.

6.4 Boxing Day

1. Woolwich Common, Queen Elizabeth Hospital to Abbey Wood Station

0805 - 0030 Every 15 minutes

First departure from Woolwich Common, Queen Elizabeth Hospital no later than 0810.

Last departure from Woolwich Common, Queen Elizabeth Hospital no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Belmarsh Prison between 1040 and 1140.

2. Abbey Wood Station to Woolwich Common, Queen Elizabeth Hospital

0805 - 2400 Every 15 minutes

First departure from Abbey Wood Station no later than 0810.

Last departure from Abbey Wood Station no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Shooters Hill, Bull between 1030 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. 244 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. 244 shall be:

Average Excess Wait Time:	No more than 0.90 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 = 0.80 minutes

Summary of proposed QSI coverage: Route No. 244

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 Abbey Wood
Shooters Hill
Plumstead (PM only)
Thamesmead

Towards Queen Elizabeth Hospital
Abbey Wood
Thamesmead
Plumstead (AM only)
Woolwich

Total scheduled manual QSI surveys per quarter = 96.

8. RUNNING TIMES

The current timetable for Route No. 244 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. 244 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. 244 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 244 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. 244:

- Route No. 244 can suffer from unpredictable traffic delays in the Woolwich area.

Tenderers should also note the following factors which may have an impact on Route No. 244 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. 244 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. 244

Woolwich Common, Queen Elizabeth Hospital to Abbey Wood Station	8.5 miles
Abbey Wood Station to Woolwich Common, Queen Elizabeth Hospital	9.0 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. 244 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:

244 via Broadwater

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 244: Woolwich Common, Queen Elizabeth Hospital - Abbey Wood Station

Date of Structural Change: 22 January 2011.

Date of Service Change: 22 January 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Abbey Wood Station: Stadium Road, Baker Road, Shooters Hill Road, Shooters Hill, Shrewsbury Lane, Eglinton Hill, Herbert Road, Plumstead Common Road, Nightingale Place, Woolwich New Road, Grand Depot Road, Woolwich New Road, Plumstead Road, Pettman Crescent, Tom Cribb Road, Broadwater Road, Goosander Way, Whinchat Road, Warepoint Drive, Merbury Road, Battery Road, Circumnavigate Western Way Roundabout, Western Way Roundabout, Western Way, Central Way, Twin Tumps Way Roundabout, Central Way, Thamesmere Drive Roundabout, Bentham Road, Boiler House Roundabout, Carlyle Road, Harrow Manor Way, Knee Hill, Wilton Road, Gayton Road.

Towards Woolwich Common, Queen Elizabeth Hospital: Gayton Road, Florence Road, Abbey Road, Abbey Wood Road, Knee Hill, Harrow Manor Way, Carlyle Road, Boiler House Roundabout, Bentham Road, Thamesmere Drive Roundabout, Thamesmere Drive, Turning Circle, Thamesmere Drive, Thamesmere Drive Roundabout, Central Way, Twin Tumps Way Roundabout, Central Way, Western Way, Western Way Roundabout, Battery Road, Merbury Road, Warepoint Drive, Whinchat Road, Goosander Way, Broadwater Road, Tom Cribb Road, Pettman Crescent, Plumstead Road, Woolwich New Road, Nightingale Place, Plumstead Common Road, Herbert Road, Eglinton Hill, Cantwell Road, Brent Road, Eglinton Hill, Shrewsbury Lane, Shooters Hill, Shooters Hill Road, Baker Road, Stadium Road.

STANDING AND TURNING POINTS

WOOLWICH COMMON, QUEEN ELIZABETH HOSPITAL

Public stand for 7 buses in marked areas in Bus Parking Area on east side of Stadium Road opposite Ranken House.

Buses proceed from Stadium Road via Bus Standing Area to stand, departing via Bus Standing Area to Stadium Road. Set down in Stadium Road, at Stop H3 and pick up in Stadium Road, at Stop H4.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 244 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:	Queen Elizabeth Hospital.

SHOOTERS HILL, BULL (from ABBEY WOOD STATION)

Public stand for two buses on east side of Eaglesfield Road, commencing 18 metres north of path to Refreshment Rooms and extending 22 metres north.

Buses proceed from Shrewsbury Lane via Foxcroft Road and Eaglesfield Road to stand, departing via Eaglesfield Road and Shooters Hill to Shrewsbury Lane. Set down in Shrewsbury Lane and pick up in Shrewsbury Lane, at Stop WE.

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:	Shooters Hill, Eaglesfield Road.

WOOLWICH, BERESFORD STREET (from ABBEY WOOD STATION)

Public stand for ten buses on south side of Beresford Street and Woolwich High Street in 3 parts:

1. For two buses commencing 25 metres south east of Macbean Street extending 31 metres south east.
2. For three buses as an overflow stand commencing 4 metres north west of lamp standard 06A0121 extending 36 metres south east.
3. For five buses as an overflow stand commencing 4 metres west of lamp standard 16AA1549 extending 61 metres east.

Buses proceed from Plumstead Road via Beresford Street to stand, departing via Beresford Street, John Wilson Street, Castile Road, Monk Street, Calderwood Street, Thomas Street, Greens End and General Gordon Place to Woolwich New Road. Set down in Plumstead Road, at Stop Z and pick up in General Gordon Place, at Stop N.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Woolwich.

BELMARSH PRISON

From Abbey Wood Station.

Buses proceed from Western Way Roundabout departing to Western Way Roundabout. Set down in Western Way Roundabout, and pick up in Western Way Roundabout.

From Woolwich Common, Queen Elizabeth Hospital.

Buses proceed from Western Way Roundabout departing to Western Way Roundabout. Set down in Western Way Roundabout, and pick up in Western Way Roundabout.

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

GOOSANDER WAY

From Abbey Wood Station.

Buses proceed from Whinchat Road via Goosander Way departing to Whinchat Road. Set down in Whinchat Road and pick up in Whinchat Road.

From Woolwich Common, Queen Elizabeth Hospital.

Buses proceed from Broadwater Road via Goosander Way departing to Broadwater Road. Set down in Broadwater Road and pick up in Broadwater Road.

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

THAMESMEAD TOWN CENTRE, THAMESMERE DRIVE

Public stand for 5 buses in lay-by on west side of Thamesmere Drive opposite Claude Ramsey Library. Overflow stand for 2 buses on south side of Thamesmere Drive turning circle.

From Abbey Wood Station.

Buses proceed from Thamesmere Drive direct to stand, departing via Thamesmere Drive, Turning Circle, Thamesmere Drive and Thamesmere Drive Roundabout to Bentham Road. Set down in Thamesmere Drive, at Stop C and pick up in Bentham Road, at Stop G.

From Woolwich Common, Queen Elizabeth Hospital.

Buses proceed from Central Way via Thamesmere Drive Roundabout and Thamesmere Drive to stand, departing via Thamesmere Drive and Turning Circle to Thamesmere Drive. Set down in Central Way, at Stop B and pick up in Thamesmere Drive, 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: Thamesmead.

ABBAY WOOD STATION, GAYTON ROAD

Public stand for 3 buses on north side of Gayton Road commencing opposite and 1 metre east of lamp standard No. 4 and extending 30.7 metres west.

Buses proceed from Gayton Road direct to stand, departing to Gayton Road. Set down in Gayton Road, at Stop M and pick up in Gayton Road, at Stop M.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 244 should be scheduled to stand at any one time.

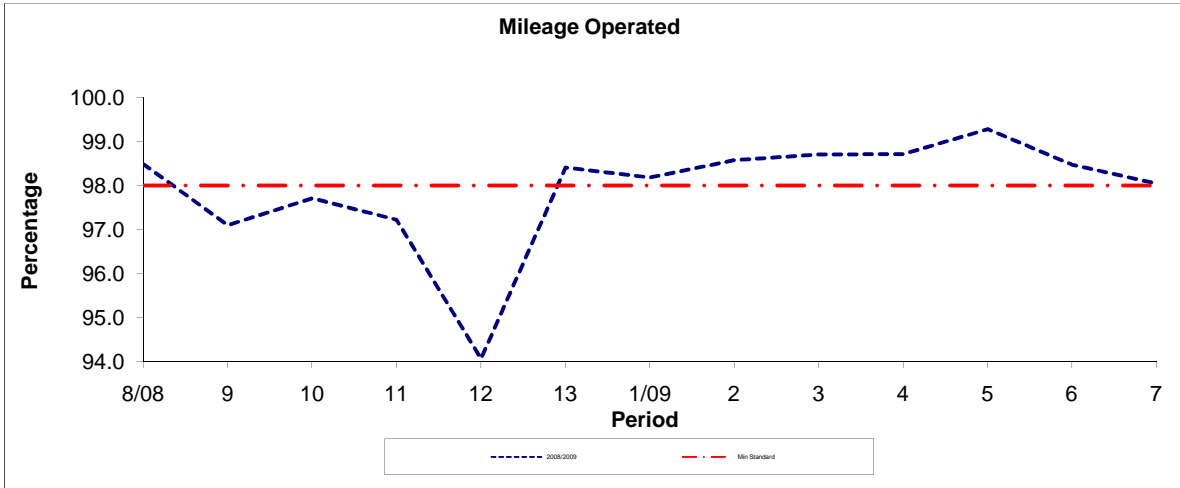
MEAL RELIEFS: No meal relief vehicles to stand at any time.

FERRY VEHICLES: No ferry vehicles to park on stand at any time.

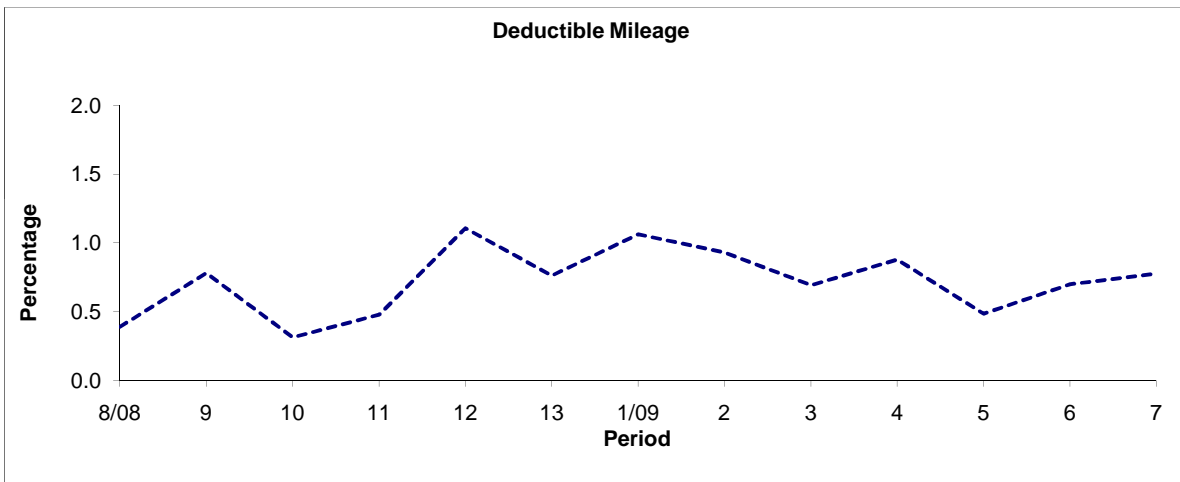
DISPLAY: Abbey Wood.

PART B - PERFORMANCE STATISTICS

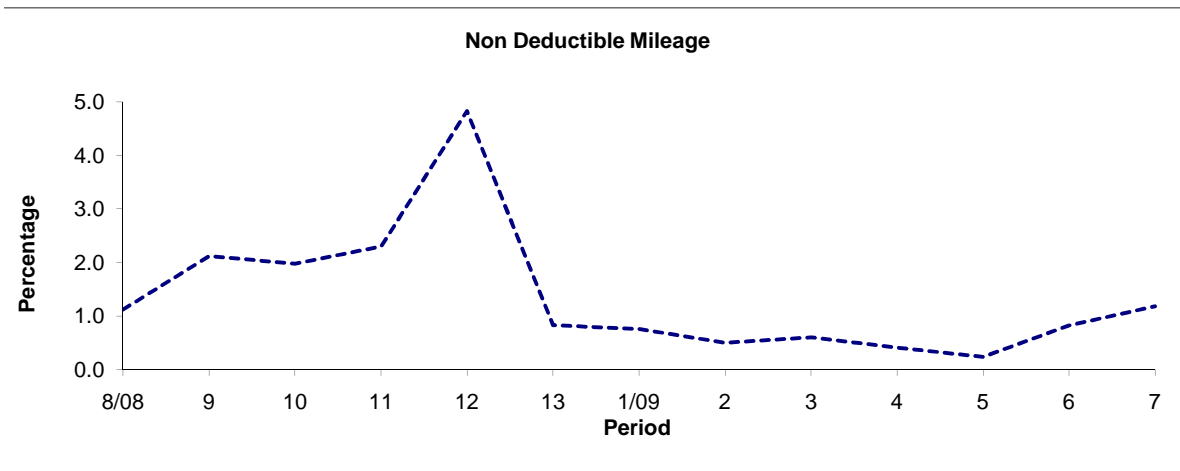
Route 244



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	98.49	97.10	97.71	97.22	94.06	98.41	98.18	98.57	98.71	98.71	99.28	98.48	98.04
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.39	0.78	0.31	0.48	1.11	0.76	1.06	0.93	0.69	0.88	0.48	0.70	0.78

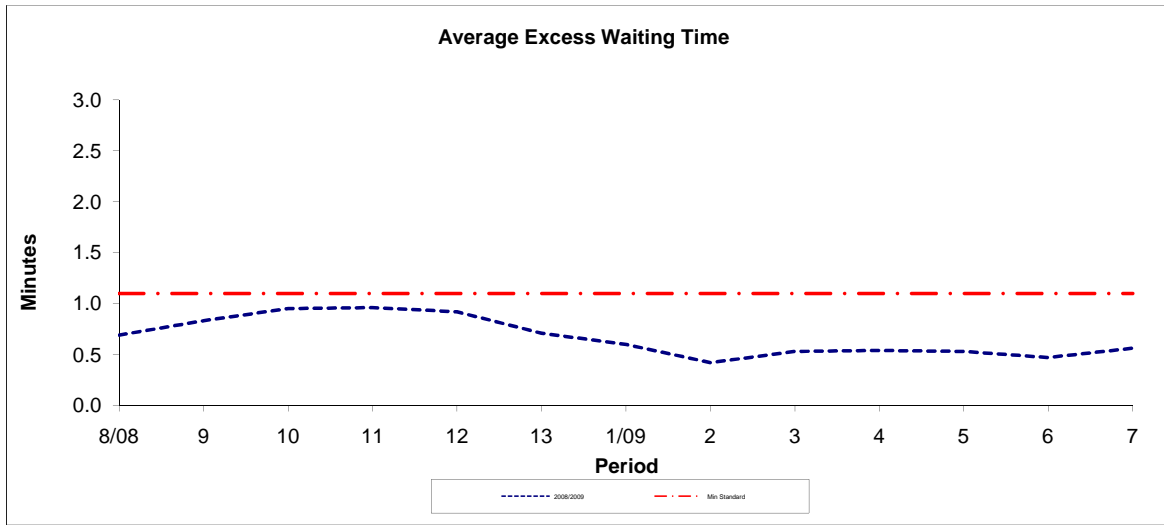


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	1.12	2.12	1.97	2.30	4.83	0.83	0.76	0.50	0.60	0.41	0.23	0.82	1.18

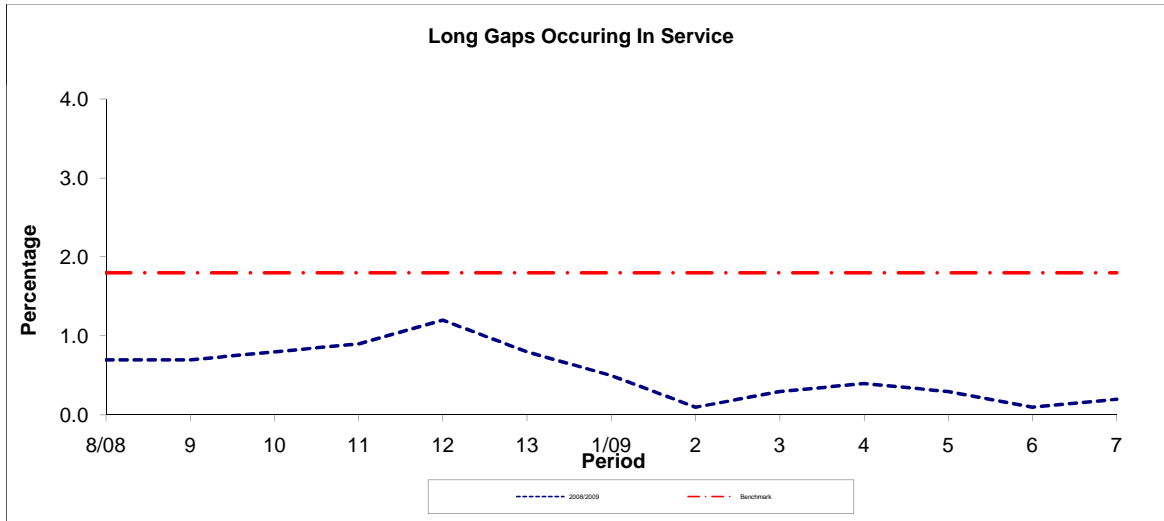
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 244



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.69	0.83	0.95	0.96	0.92	0.71	0.60	0.42	0.53	0.54	0.53	0.47	0.56
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.70	0.70	0.80	0.90	1.20	0.80	0.50	0.10	0.30	0.40	0.30	0.10	0.20
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