

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 269

CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	2
4. Days of Operation	2
5. Vehicle Type	3
6. Frequencies	4
7. Minimum Performance Standards	9
8. Running Times	10
9. Layovers	10
10. Timing Constraints	10
11. Control Strategy	11
12. Operational Considerations	11
13. Stopping Arrangements	11
14. Timing Points and Mileages	12
15. Vehicle Livery	12
16. Stands & Blinds	13
 <u>Appendices</u>	
A. Route Record	14

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. 269.

- The Friday and Saturday night diversion in Bexleyheath Town Centre will be removed.

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. 269 is rerouted at Bromley towards Bexleyheath to serve Widmore Road in the opposite direction. Please see appendix A for a full list of streets traversed.
- 87 capacity, dual door, double deck buses are specified subject to a satisfactory route test.

3. TERMINALS

Route No. 269 will operate between Bexleyheath Shopping Centre and Bromley North 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. 269 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. 269 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, 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. Bexleyheath Shopping Centre to Bromley North Station

0530 - 0630	Every 15 minutes
0631 - 1910	Every 10 minutes
1911 - 2010	Every 15 minutes
2011 - 0035	Every 20 minutes

First departure from Bexleyheath Shopping Centre no later than 0535.
Last departure from Bexleyheath Shopping Centre no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Chislehurst Station between 0730 and 0900 and between 1530 and 1700.

2. Bromley North Station to Bexleyheath Shopping Centre

0520 - 0635	Every 15 minutes
0636 - 1800	Every 10 minutes
1801 - 2000	Every 15 minutes
2001 - 0025	Every 20 minutes

First departure from Bromley North Station no later than 0525.
Last departure from Bromley North Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Sidcup Station between 0710 and 0900 and between 1530 and 1700.

6.2 Saturdays & Good Friday

1. Bexleyheath Shopping Centre to Bromley North Station

0530 - 0715	Every 20 minutes
0716 - 0815	Every 15 minutes
0816 - 1855	Every 10 minutes
1856 - 2010	Every 15 minutes
2011 - 0035	Every 20 minutes

First departure from Bexleyheath Shopping Centre no later than 0535.
Last departure from Bexleyheath Shopping Centre no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Chislehurst Station between 0930 and 1130.

2. Bromley North Station to Bexleyheath Shopping Centre

0520 - 0630	Every 20 minutes
0631 - 0730	Every 15 minutes
0731 - 1800	Every 10 minutes
1801 - 2000	Every 15 minutes
2001 - 0025	Every 20 minutes

First departure from Bromley North Station no later than 0525.
Last departure from Bromley North Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Sidcup Station between 0835 and 1030.

6.3 Sundays

1. Bexleyheath Shopping Centre to Bromley North Station

0530 - 0800	Every 30 minutes
0801 - 1015	Every 20 minutes
1016 - 1810	Every 15 minutes
1811 - 0035	Every 20 minutes

First departure from Bexleyheath Shopping Centre no later than 0535.
Last departure from Bexleyheath Shopping Centre no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Chislehurst Station between 1100 and 1230.

2. Bromley North Station to Bexleyheath Shopping Centre

0520 - 0725	Every 30 minutes
0726 - 0845	Every 20 minutes
0846 - 1720	Every 15 minutes
1721 - 0025	Every 20 minutes

First departure from Bromley North Station no later than 0525.
Last departure from Bromley North Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Sidcup Station between 1000 and 1130.

6.4 Boxing Day

1. Bexleyheath Shopping Centre to Bromley North Station

0810 - 1015	Every 20 minutes
1016 - 1810	Every 15 minutes
0811 - 0035	Every 20 minutes

First departure from Bexleyheath Shopping Centre no later than 0815.
Last departure from Bexleyheath Shopping Centre no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Chislehurst Station between 1100 and 1230.

2. Bromley North Station to Bexleyheath Shopping Centre

0820 - 0845	Every 20 minutes
0846 - 1720	Every 15 minutes
1721 - 0025	Every 20 minutes

First departure from Bromley North Station no later than 0825.
Last departure from Bromley North Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Sidcup Station between 1030 and 1200.

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. 269 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. 269 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. 269

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 Bromley North

Bexleyheath
Sidcup \$
Chislehurst \$

Towards Bexleyheath

Bromley North
Chislehurst \$
Sidcup \$

\$ 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. 269 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. 269 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. 269 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 269 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. 269:

- Route No. 269 can suffer from unpredictable traffic delays in the Bromley area.

Tenderers should also note the following factors which may have an impact on Route No. 269 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. 269 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. 269

Bexleyheath Shopping Centre to Bromley North Station	10.3 miles
Bromley North Station to Bexleyheath Shopping Centre	10.4 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. 269 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:

269 via Sidcup

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 269: Bexleyheath Shopping Centre - Bromley North Station

Date of Structural Change: 8 January 2011.

Date of Service Change: 8 January 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Bromley North Station: Market Place, Friswell Place, Arnsberg Way, Highland Road, Albion Road, Townley Road, Royal Oak Road, Albion Road, Townley Road, Arbuthnot Lane, Bridgen Road, Parkhill Road, Hurst Road, Fooks Cray Lane, Faraday Avenue, Hatherley Crescent, Station Road, Elm Road, Chislehurst Road, Frogna Corner, Perry Street, Bromley Lane, Bromley Road, Summer Hill, Bickley Park Road, Bickley Road, Widmore Road, East Street, West Street, College Road, Tweedy Road, Mitchell Way, Bromley North Bus Stand.

Special Journey towards Bromley North Station between Friswell Place Bus Stand and Arnsberg Way:

After 2200 on Friday and Saturday nights buses operate from Friswell Place Bus Stand, then via Friswell Place rejoining line of route at Arnsberg Way.

Towards Bexleyheath Shopping Centre: Widmore Road, East Street, West Street, College Road, Tweedy Road, Bromley North Station Forecourt, Tweedy Road, Widmore Road, Bickley Road, Bickley Park Road, Summer Hill, Bromley Road, Bromley Lane, Perry Street, Frogna Corner, Chislehurst Road, Elm Road, Station Road, Hatherley Crescent, Faraday Avenue, Fooks Cray Lane, Hurst Road, Parkhill Road, Bridgen Road, Arbuthnot Lane, Townley Road, Royal Oak Road, Albion Road (Circumnavigate Roundabout Back To Albion Road), Albion Road, Bexleyheath Broadway, Arnsberg Way, Friswell Place Bus Stand.

STANDING AND TURNING POINTS

BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Friswell Place Bus Stand direct to stand, departing to Market Place. Set down in Friswell Place Bus Stand, at Stop B and pick up in Market Place, at Stop L.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 269 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: Bexleyheath, Shopping Centre.

BEXLEYHEATH LIBRARY (from BROMLEY NORTH STATION)

Buses proceed from Townley Road via Albion Road, Townley Road, Royal Oak Road and Albion Road departing to Townley Road. Set down in Townley Road, at stop E and pick up in Townley Road.

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

BEXLEY, WAR MEMORIAL (from BROMLEY NORTH STATION)

Buses proceed from Bridgen Road via Blendon Road, A221 and Blendon Road departing to Bridgen Road. Set down in Bridgen Road, K and pick up in Bridgen Road, E.

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

ALBANY PARK, FOOTS CRAY LANE (from BROMLEY NORTH STATION)

Buses proceed from Foots Cray Lane via Hurst Road departing to Foots Cray Lane. Set down in Foots Cray Lane, at stop P and pick up in Foots Cray Lane, at stop E.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Albany Park, Foots Cray Lane.

SIDCUP STATION, JUBILEE WAY

Public stand for two buses on north side of Jubilee Way, commencing 24 metres east of the station car park entrance and extending 22 metres west.

From Bromley North Station.

Buses proceed from Station Road via Hatherley Crescent, Faraday Avenue, Jubilee Way, Bus Turning Circle and Jubilee Way to stand, departing via Jubilee Way and Faraday Avenue to Hatherley Crescent. Set down in Station Road, at stop L and pick up in Hatherley Crescent, at stop H.

From Bexleyheath Shopping Centre.

Buses proceed from Faraday Avenue via Jubilee Way, Bus Turning Circle and Jubilee Way to stand, departing via Jubilee Way to Faraday Avenue. Set down in Faraday Avenue, K and pick up in Faraday Avenue, 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:	Sidcup Station.

SIDCUP, QUEEN MARY'S HOSPITAL, CENTRE STAND

Public stand for one bus on route R11 at rear of bus bay on east side of west arm of Froggnal Avenue immediately north of exit road into Chislehurst Road from hospital grounds and extending 19 metres north.

From Bromley North Station.

Buses proceed from Chislehurst Road via Froggnal Avenue to stand, departing via Froggnal Avenue to Chislehurst Road. Set down in Chislehurst Road, at Stop HJ and pick up in Chislehurst Road, at Stop HH.

From Bexleyheath Shopping Centre.

Buses proceed from Chislehurst Road via Froggnal Avenue to stand, departing via Froggnal Avenue to Chislehurst Road. Set down in Froggnal Avenue, at Stop HE and pick up in Chislehurst Road, at Stop HJ.

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:	Queen Mary's Hospital.

CHISLEHURST, WAR MEMORIAL (from Bexleyheath Shopping Centre)

Private stand for 2 buses on south side of Pound Way between the two arms of Royal Parade.

Buses proceed from Bromley Lane via Pound Way to stand, departing via Pound Way and Royal Parade to Bromley Lane. Set down in Bromley Lane, at Stop R and pick up in Bromley Lane, 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: Chislehurst, War Memorial.

BROMLEY NORTH STATION

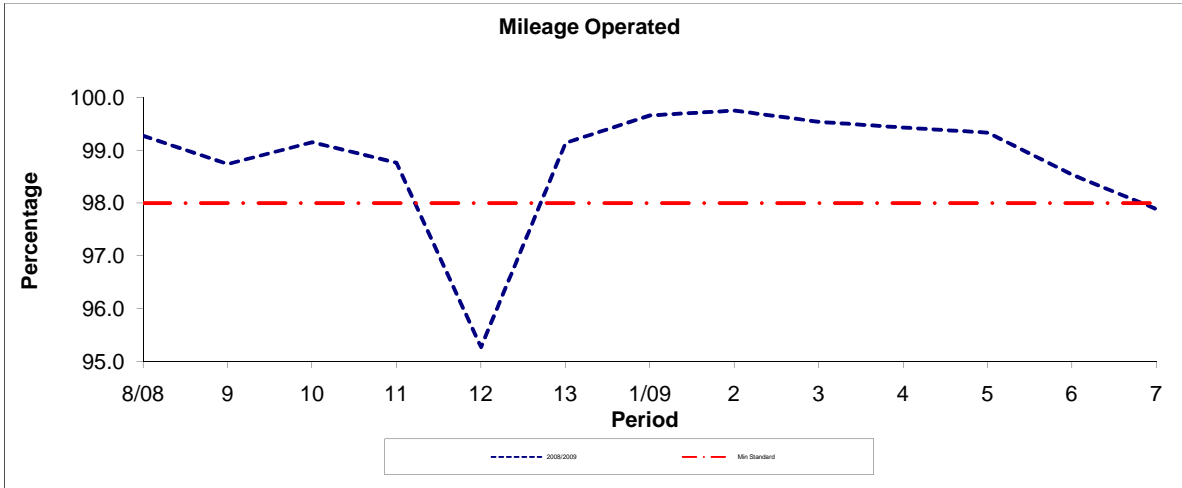
Private stand in two sections for up to 18 buses in Bus Parking Area on the former goods yard site on west side of Bromley North Station.

Buses proceed from Bromley North Bus Stand direct to stand, departing via Bromley North Bus Stand, Mitchell Way and Tweedy Road to Widmore Road. Set down in Bromley North Bus Stand, at Alighting Point and pick up in Widmore Road, at Stop M.

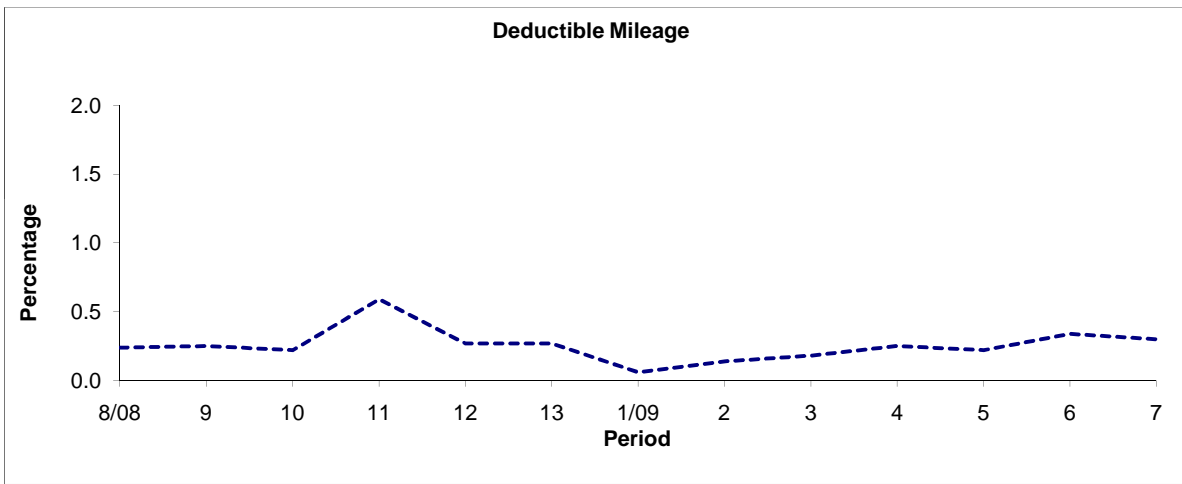
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 269 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Bromley North.

PART B - PERFORMANCE STATISTICS

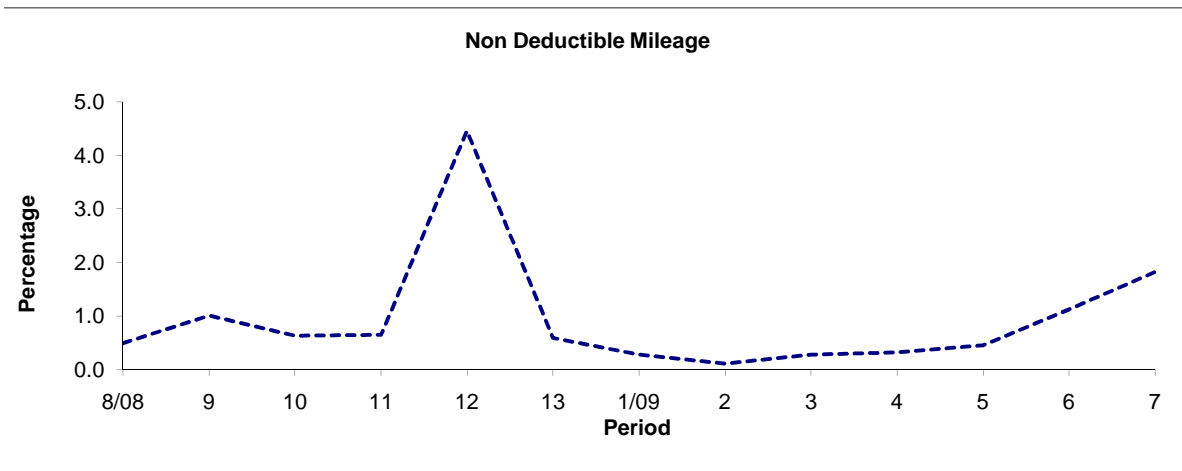
Route 269



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	99.27	98.74	99.15	98.76	95.27	99.14	99.66	99.75	99.54	99.43	99.33	98.54	97.88
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	0.24	0.25	0.22	0.59	0.27	0.27	0.06	0.14	0.18	0.25	0.22	0.34	0.30

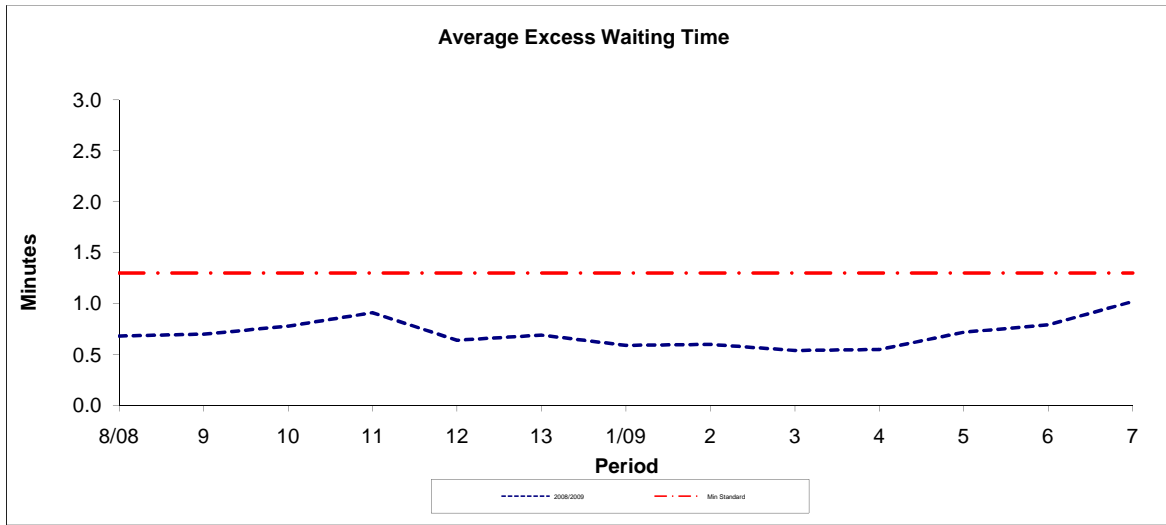


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.49	1.01	0.63	0.65	4.46	0.59	0.28	0.11	0.28	0.32	0.45	1.12	1.82

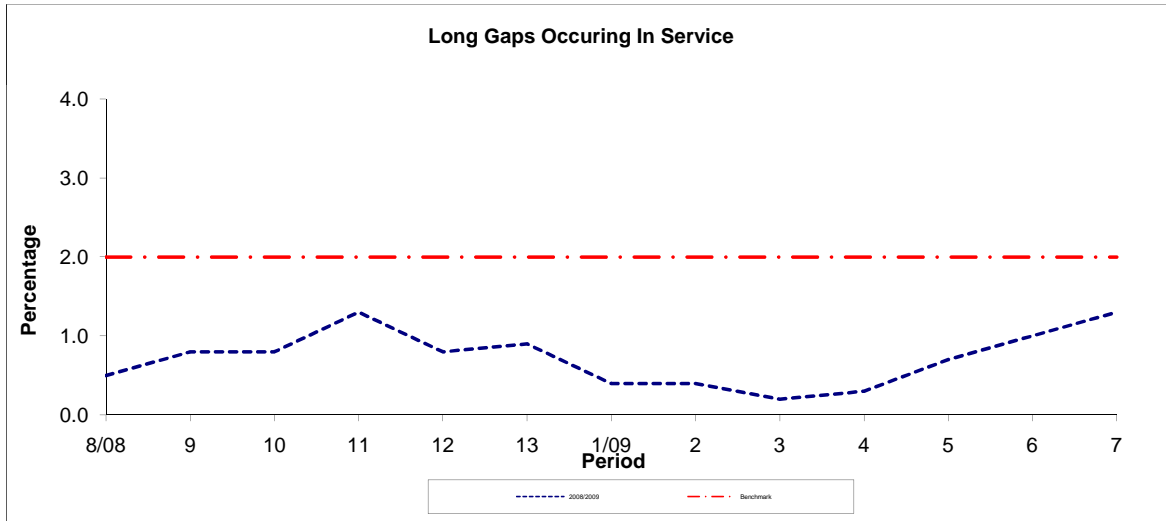
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 269



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.68	0.70	0.78	0.91	0.64	0.69	0.59	0.60	0.54	0.55	0.72	0.79	1.02
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.50	0.80	0.80	1.30	0.80	0.90	0.40	0.40	0.20	0.30	0.70	1.00	1.30
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