

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 291

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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. 291:

- Route No. 291 will be rerouted 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 successful route test.

## 3. TERMINALS

Route No. 291 will operate between Woolwich Common Queen Elizabeth Hospital and Woodlands Estate Garland Road Health Centre.

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. 291 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. 291 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 Woodlands Estate Garland Road Health Centre

0455 - 0615	Every 15 minutes
0616 - 1910	Every 10 minutes
1911 - 0015	Every 15 minutes

First departure from Woolwich Common, Queen Elizabeth Hospital no later than 0500.

Last departure from Woolwich Common, Queen Elizabeth Hospital no earlier than 0010.

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

2. Woodlands Estate Garland Road Health Centre to Woolwich Common, Queen Elizabeth Hospital

0510 - 0630	Every 15 minutes
0631 - 1930	Every 10 minutes
1931 - 0030	Every 15 minutes

First departure from Woodlands Estate Garland Road Health Centre no later than 0515.

Last departure from Woodlands Estate Garland Road Health Centre no earlier than 0025.

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

## 6.2 Saturdays & Good Friday

1. Woolwich Common, Queen Elizabeth Hospital to Woodlands Estate Garland Road Health Centre

0455 - 0815	Every 15 minutes
0816 - 1840	Every 10 minutes
1841 - 0015	Every 15 minutes

First departure from Woolwich Common, Queen Elizabeth Hospital no later than 0500.

Last departure from Woolwich Common, Queen Elizabeth Hospital no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Woolwich Arsenal Station between 0900 and 1000.

2. Woodlands Estate Garland Road Health Centre to Woolwich Common, Queen Elizabeth Hospital

0510 - 0830	Every 15 minutes
0831 - 1855	Every 10 minutes
1856 - 0030	Every 15 minutes

First departure from Woodlands Estate Garland Road Health Centre no later than 0515.

Last departure from Woodlands Estate Garland Road Health Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Woolwich Arsenal Station between 0920 and 1020.

### 6.3 Sundays

1. Woolwich Common, Queen Elizabeth Hospital to Woodlands Estate Garland Road Health Centre

0555 - 0800	Every 30 minutes
0801 - 0840	Every 20 minutes
0841 - 0015	Every 15 minutes

First departure from Woolwich Common, Queen Elizabeth Hospital no later than 0600.

Last departure from Woolwich Common, Queen Elizabeth Hospital no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Woolwich Arsenal Station between 1000 and 1100.

2. Woodlands Estate Garland Road Health Centre to Woolwich Common, Queen Elizabeth Hospital

0610 - 0815	Every 30 minutes
0816 - 0855	Every 20 minutes
0856 - 0030	Every 15 minutes

First departure from Woodlands Estate Garland Road Health Centre no later than 0615.

Last departure from Woodlands Estate Garland Road Health Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Woolwich Arsenal Station between 1020 and 1120.

## 6.4 Boxing Day

1. Woolwich Common, Queen Elizabeth Hospital to Woodlands Estate Garland Road Health Centre

0755 - 0840            Every 20 minutes  
0841 - 0015            Every 15 minutes

First departure from Woolwich Common, Queen Elizabeth Hospital no later than 0800.

Last departure from Woolwich Common, Queen Elizabeth Hospital no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Woolwich Arsenal Station between 1000 and 1100.

2. Woodlands Estate Garland Road Health Centre to Woolwich Common, Queen Elizabeth Hospital

0810 - 0855            Every 20 minutes  
0856 - 0030            Every 15 minutes

First departure from Woodlands Estate Garland Road Health Centre no later than 0815.

Last departure from Woodlands Estate Garland Road Health Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Woolwich Arsenal Station between 1020 and 1120.



## 7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. 291 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. 291 shall be:

Average Excess Wait Time:	No more than 0.80 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 = 0.70 minutes

### Summary of proposed QSI coverage: Route No. 291

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 Woodlands Estate**  
Queen Elizabeth Hospital  
Woolwich

**Towards Queen Elizabeth Hospital**  
Woolwich

Total scheduled manual QSI surveys per quarter = 48.

## 8. RUNNING TIMES

The current timetable for Route No. 291 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays PM peak.

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. 291 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. 291 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route No. 291 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. 291:

- Route No. 291 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. 291 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. 291 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. 291

Woolwich Common Queen Elizabeth Hospital to Woodlands Estate Garland Road Health Centre 3.3 miles

Woodlands Estate Garland Road Health Centre to Woolwich Common Queen Elizabeth Hospital 4.1 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. 291 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:

291 via Woolwich
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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 291: Woolwich Common, Queen Elizabeth Hospital - Woodlands Estate

**Date of Structural Change:** 8 January 2011.

**Date of Service Change:** 8 January 2011.

**Reason for Issue:** New Tender.

#### STREETS TRAVERSED

**Towards Woodlands Estate:** Stadium Road, Repository Road, Artillery Place, John Wilson Street, Castile Road, Monk Street, Calderwood Street, Thomas Street, Woolwich New Road, Vincent Road, Burrage Road, Raglan Road, Waverley Road, Brewery Road, Griffin Road, Waverley Crescent, Plumstead Common Road, Garland Road.

**Towards Woolwich Common, Queen Elizabeth Hospital:** Garland Road, High Grove, Flaxton Road, Timbercroft Lane, Garland Road, Plumstead Common Road, Waverley Crescent, Griffin Road, Brewery Road, Waverley Road, Raglan Road, Burrage Road, Plumstead Road, Woolwich New Road, Ha-Ha Road, Stadium Road, Bus Standing Area.

#### 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 Bus Standing Area direct to stand, departing via Bus Standing Area to Stadium Road. Set down in Bus Standing Area, at Alighting Point and pick up in Stadium Road, at Stop H3.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 291 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.

## **WOOLWICH, MONK STREET (from Woolwich Common, Queen Elizabeth Hospital)**

Public stand for five buses in Monk Street in three parts:

1 - For two buses on the west side commencing 52 metres north of Castile Road and extending 25 metres south.

2 - For two buses on the west side commencing 42 metres north of Calderwood Street extending 25 metres south.

3 - For one bus on east side commencing 10 metres north of Calderwood Street extending 13.5 metres north.

Buses proceed from Monk Street direct to stand, departing via Monk Street, Calderwood Street, Thomas Street, Greens End and General Gordon Place to Woolwich New Road. Set down in Monk Street, at Alighting Point and pick up in Woolwich New Road, at Stop J.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Woolwich.

## **WOOLWICH, BERESFORD STREET (from WOODLANDS ESTATE)**

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, Woolwich High Street, John Wilson Street, Castile Road and Monk Street to Calderwood Street. Set down in Plumstead Road, at Stop Z and pick up in Calderwood Street, at Stop V.

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:	Woolwich.

## **PLUMSTEAD, WOODLANDS ESTATE**

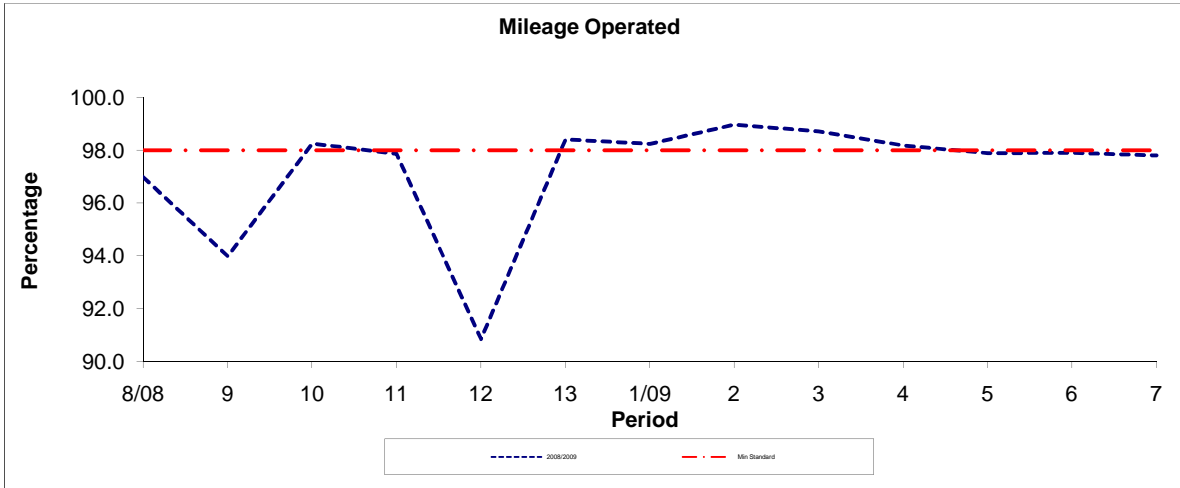
Buses proceed from Garland Road direct to stand, departing to Garland Road. Set down in Garland Road, at Stop M and pick up in Garland Road, at Stop M.

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:	Woodlands Estate.
OTHER INFORMATION:	HESITATION POINT ONLY - BUSES MUST NOT STAND. Buses pause on Flaxton Road (northbound) to change blinds and reset ticket machine.

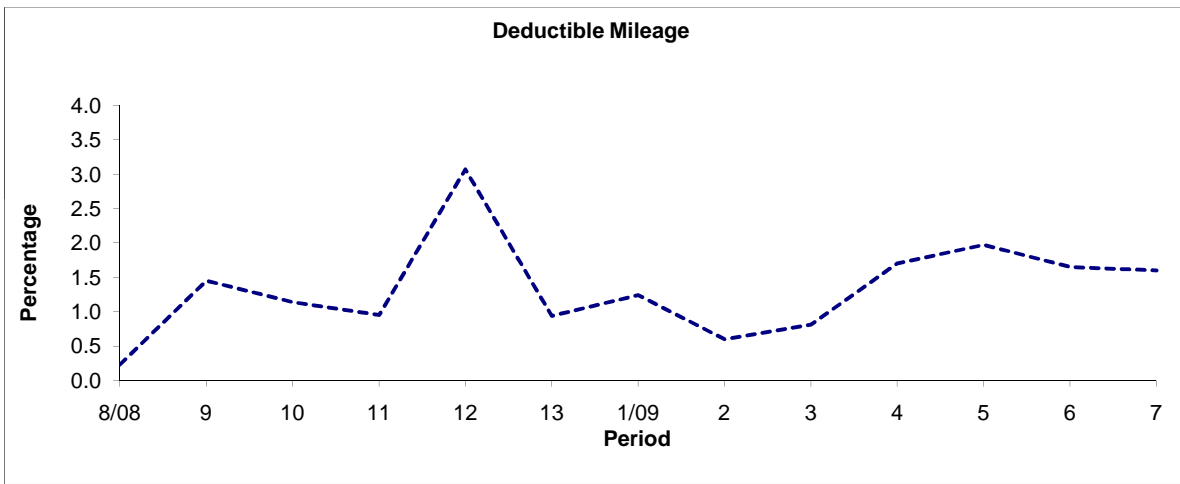


**PART B - PERFORMANCE STATISTICS**

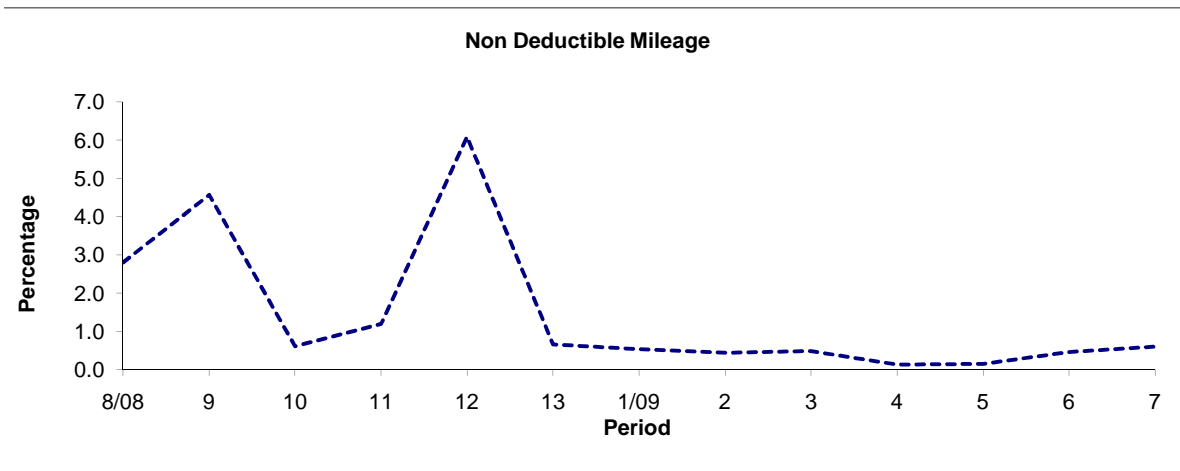
**Route 291**



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	96.97	93.98	98.25	97.86	90.84	98.40	98.23	98.96	98.71	98.17	97.88	97.89	97.80
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	0.23	1.45	1.14	0.95	3.07	0.94	1.24	0.60	0.81	1.70	1.97	1.65	1.60

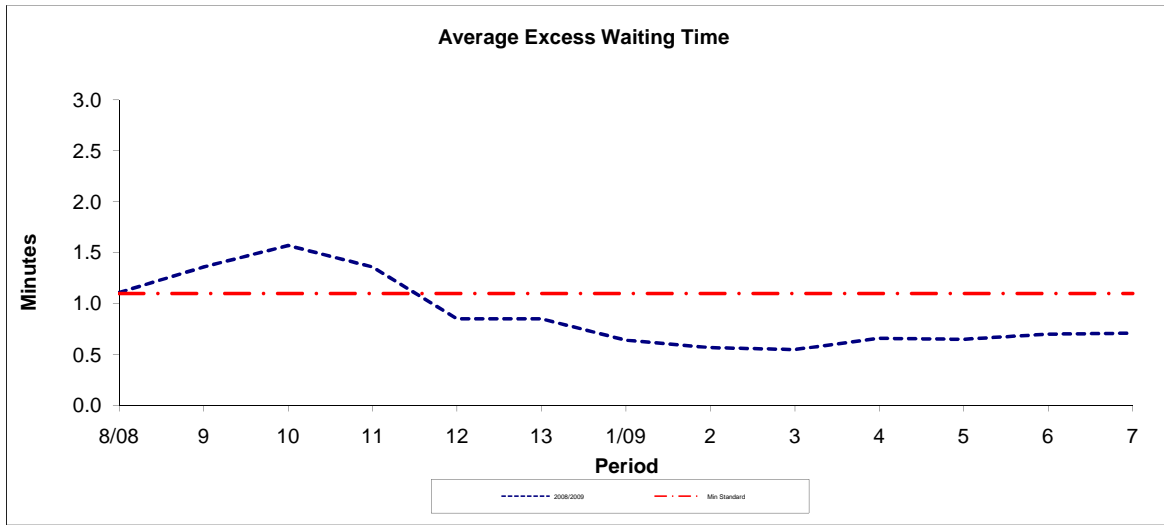


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	2.80	4.57	0.61	1.19	6.09	0.66	0.53	0.44	0.48	0.13	0.15	0.46	0.60

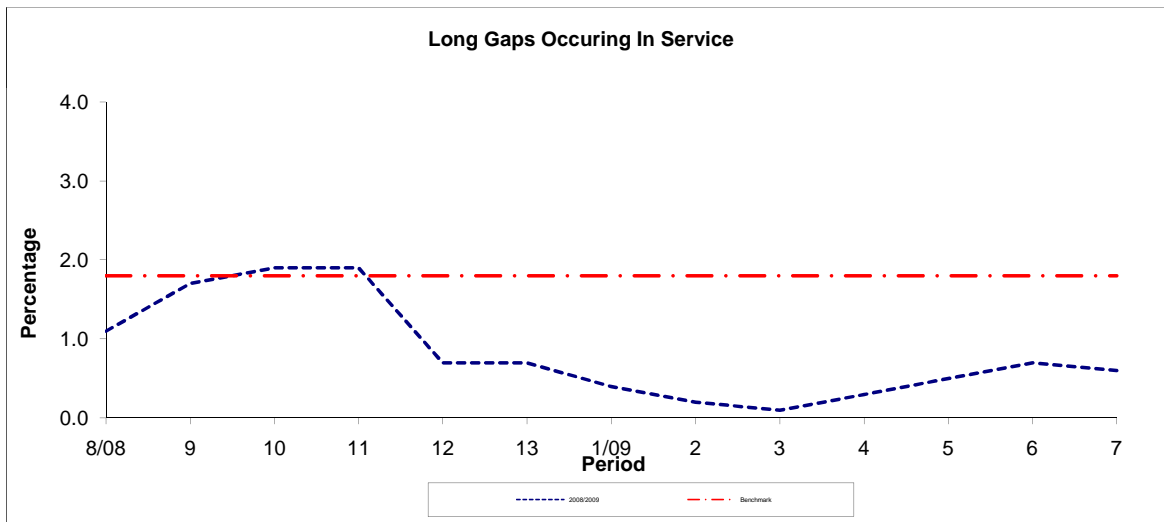
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 291**



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	1.11	1.36	1.57	1.36	0.85	0.85	0.64	0.57	0.55	0.66	0.65	0.70	0.71
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	1.10	1.70	1.90	1.90	0.70	0.70	0.40	0.20	0.10	0.30	0.50	0.70	0.60
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