

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 387

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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. 387.

- Galleons Drive stand will close due to the Barking Riverside development expected to be in May 2010. Buses on Route No. 387 will be re-routed to a new stand at the southern end of Mallards Road. It is expected that the new stand will be located just off the end of Mallards Road and buses will be able to turn on the stand. Towards Barking Riverside, Mallards Road, buses will operate from Marine Drive via Galleons Drive and Mallards Road to the proposed new bus stand within the Barking Riverside development. On departing the stand, towards Little Heath, Haw Bush, buses will operate from Mallards Road via Galleons Drive to Marine Drive to re-join current line of routeing. Towards Creekmouth, River Road, buses will operate from Marine Drive via Galleons Drive, Mallards Road, Galleons Drive, Marine Drive, Thames Road and Renwick Road to River Road. From Creekmouth, River Road (towards Little Heath, Haw Bush), buses will operate from River Road via Renwick Road, Thames Road, Marine Drive, Galleons Drive, Mallards Road and Galleons Drive to Marine Drive to re-join line of routeing. The location of the set down and pick points at Barking Riverside, Mallards Road are not yet known but it is expected the stand will be live.
- On 20<sup>th</sup> March 2010, a reliability schedule will be introduced with revised running times.

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:

- Under current plans to serve Barking Riverside, Route No. 387 may be withdrawn between Barking, London Road and Barking Riverside. Route No. EL3 would be introduced between Barking Station and Barking Riverside via the proposed East London Transit Phase 1B (ELT1B) alignment, serving much of the same area south of Barking. Route No. EL1 would be extended into Barking Riverside via Galleons Drive to ensure the existing Barking Reach development remains well served. The ELT1B infrastructure is expected to be available in summer 2013 and it is expected changes to Route No. 387 and Route No. EL1 and the introduction of Route No. EL3 would happen at this time. **The contract is specified for five years duration, however London Buses retains the right to terminate the contract having given 12 weeks notice to take effect during 2013. In such circumstances no recompense will be payable to the successful Tenderer.**

### 3. TERMINALS

Route No. 387 will operate between Little Heath, Haw Bush and Barking Riverside, Mallards Road. Two journeys will operate in the morning and afternoon between Little Heath, Haw Bush and Creekmouth, River Road.

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. 387 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. 387 is currently approved for vehicles which are a maximum of 10.5 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, 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. In addition, journeys with specific start or finish times are required. These times must be adhered to.

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. Little Heath, Haw Bush to Barking Riverside, Mallards Road

0505 - 0540	Every 30 minutes
0541 - 0620	Every 20 minutes
0621 - 1920	Every 12 minutes*
1921 - 0005	Every 20 minutes

First departure from Little Heath, Haw Bush no later than 0510.  
Last departure from Little Heath, Haw Bush no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at River Road, Barking Bypass between 0700 and 0900 and between 1505 and 1630.

**\* Two journeys departing Little Heath, Haw Bush at approximately 0651 and 0709 should be projected to Creekmouth, River Road.**

### 2. Barking Riverside, Mallards Road to Little Heath, Haw Bush

0455 - 0530	Every 30 minutes
0531 - 0630	Every 20 minutes
0631 - 1920	Every 12 minutes*
1921 - 0005	Every 20 minutes

First departure from Barking Riverside, Mallards Road no later than 0500.  
Last departure from Barking Riverside, Mallards Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Goodmayes Station between 0705 and 0905 and between 1505 and 1630.

**\* Two journeys should be back projected to depart from Creekmouth, River Road at approximately 1704 and 1728.**

## 6.2 Saturdays & Good Friday

### 1. Little Heath, Haw Bush to Barking Riverside, Mallards Road

0505 - 0740	Every 30 minutes
0741 - 0830	Every 20 minutes
0831 - 1840	Every 12 minutes
1841 - 0005	Every 20 minutes

First departure from Little Heath, Haw Bush no later than 0510.  
Last departure from Little Heath, Haw Bush no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at River Road, Barking Bypass between 0855 and 1055.

### 2. Barking Riverside, Mallards Road to Little Heath, Haw Bush

0455 - 0730	Every 30 minutes
0731 - 0830	Every 20 minutes
0831 - 1820	Every 12 minutes
1821 - 0005	Every 20 minutes

First departure from Barking Riverside, Mallards Road no later than 0500.  
Last departure from Barking Riverside, Mallards Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Goodmayes Station between 0855 and 1055.

### 6.3 Sundays

1. Little Heath, Haw Bush to Barking Riverside, Mallards Road

0625 - 1000	Every 30 minutes
1001 - 0005	Every 20 minutes

First departure from Little Heath, Haw Bush no later than 0630.  
Last departure from Little Heath, Haw Bush no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at River Road, Barking Bypass between 1025 and 1125.

2. Barking Riverside, Mallards Road to Little Heath, Haw Bush

0605 - 0940	Every 30 minutes
0941 - 0005	Every 20 minutes

First departure from Barking Riverside, Mallards Road no later than 0610.  
Last departure from Barking Riverside, Mallards Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Goodmayes Station between 1005 and 1125.



## 6.4 Boxing Day

### 1. Little Heath, Haw Bush to Barking Riverside, Mallards Road

0825 - 1000	Every 30 minutes
1001 - 0005	Every 20 minutes

First departure from Little Heath, Haw Bush no later than 0830.  
Last departure from Little Heath, Haw Bush no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at River Road, Barking Bypass between 1025 and 1125.

### 2. Barking Riverside, Mallards Road to Little Heath, Haw Bush

0805 - 0940	Every 30 minutes
0941 - 0005	Every 20 minutes

First departure from Barking Riverside, Mallards Road no later than 0810.  
Last departure from Barking Riverside, Mallards Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Goodmayes Station between 1005 and 1125.

## 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. 387 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. 387 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. 387

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

<b>Towards Barking Riverside, Mallards Road/ Creekmouth, River Road</b>	<b>Towards Little Heath, Haw Bush</b>
King George Hospital	River Road
Goodmayes \$	(not evenings or Sundays) \$
Barking	Barking
River Road	Goodmayes \$
(not evenings or Sundays) \$	

Total scheduled manual QSI surveys per quarter = 108.

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

## **8. RUNNING TIMES**

The current timetable for Route No. 387 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 Mondays to Fridays daytimes.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. 387 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. 387 should interwork with other bus services where possible.

## **11. CONTROL STRATEGY**

Route No. 387 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. 387:

- Route No. 387 can suffer from unpredictable delays in the Barking area.

Tenderers should also note the following factors/events which may have an impact on Route No. 387 in the foreseeable future:

- The Barking Riverside development at Barking Reach will be ongoing over the next 10-20 years, including a significant number of new homes, a new district centre, school and other facilities. This will affect demand on the route.
- Under current plans to serve Barking Riverside, Route No. 387 may be withdrawn between Barking, London Road and Barking Riverside. Route No. EL3 would be introduced between Barking Station and Barking Riverside via the proposed East London Transit Phase 1B (ELT1B) alignment, serving much of the same area south of Barking. Route No. EL1 would be extended into Barking Riverside via Galleons Drive to ensure the existing Barking Reach development remains well served. The ELT1B infrastructure is expected to be available in 2013 and it is expected changes to Route No. 387 and Route No. EL1 and the introduction of Route No. EL3 would happen at this time.
- 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. 387 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. 387

Little Heath, Haw Bush to Barking Riverside, Mallards Road*	7.8 miles
Barking Riverside, Mallards Road* to Little Heath, Haw Bush	7.5 miles
Little Heath, Haw Bush to Creekmouth, River Road	9.7 miles
Creekmouth, River Road to Little Heath, Haw Bush	9.4 miles

**Please note, the location of the set down and pick points at Barking Riverside, Mallards Road are not yet known. The mileage measurement point at Barking Riverside, Mallards Road is at the southern end of Mallards Road (with the junction with Galleons Drive), just off Mallards Road.**

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. 387 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:

387 via Barking
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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 387: Little Heath, Haw Bush - Creekmouth, Long Reach Road

**Date of Structural Change:** 12 March 2011.

**Date of Service Change:** 12 March 2011.

**Reason for Issue:** New Tender.

#### STREETS TRAVERSED

**Towards Creekmouth, Long Reach Road:** Barley Lane, Chadwell Heath Lane, Little Heath, Barley Lane, Private Road In Goodmayes Hospital Grounds, Barley Lane, Goodmayes Road, Green Lane, Goodmayes Lane, Longbridge Road, Station Parade, Cambridge Road, Linton Road, London Road, North Street, Barking Broadway, St Pauls Road, Axe Street, Ripple Road, Movers Lane, Long Reach Road, River Road, Long Reach Road, Creek Road, Thames Road, Marine Drive, Galleons Drive, Mallards Road, Mallards Road Stand, Mallards Road, Galleons Drive, Marine Drive, Thames Road, Renwick Road, River Road.

**Towards Little Heath, Haw Bush:** River Road, Renwick Road, Thames Road, Marine Drive, Galleons Drive, Mallards Road, Mallards Road Stand, Mallards Road, Galleons Drive, Marine Drive, Thames Road, Creek Road, Long Reach Road, River Road, Movers Lane, Ripple Road, St Pauls Road, Barking Broadway, North Street, London Road, Linton Road, Cambridge Road, Station Parade, Longbridge Road, Goodmayes Lane, Green Lane, Goodmayes Road, Barley Lane, Private Road In Goodmayes Hospital Grounds, Barley Lane.

#### STANDING AND TURNING POINTS

##### LITTLE HEATH, HAW BUSH

Public stand for one bus in bay on west side of Barley Lane on the west side of The Green. Buses proceed from Barley Lane direct to stand, departing to Barley Lane. Set down in Barley Lane, at Stop B and pick up in Barley Lane, at Stop B.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 387 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:	Little Heath.
OTHER INFORMATION:	No toilet facilities available.

### **BARKING, LONDON ROAD (from Little Heath, Haw Bush)**

Private stand for nine buses in bus parking area on north side of London Road, commencing 37 metres east of the eastern kerbline of North Street and extending 36 metres east.

Buses proceed from London Road via London Road Bus Stand to stand, departing via London Road Bus Stand to London Road. Set down in London Road, at stop C and pick up in London Road, at stop E.

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

### **BARKING RIVERSIDE, MALLARDS ROAD (from Little Heath, Haw Bush)**

Public stand in Mallards Road - definition to be supplied.

Buses proceed from Mallards Road Stand direct to stand, departing to Mallards Road Stand. Set down {Not Specified} and pick up {Not Specified}.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 2 buses on Route 387 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: Barking Reach.

### **BARKING, RIVER ROAD**

Buses proceed out of service from River Road. Buses depart from out of service to River Road. Set down in River Road and pick up in River Road.

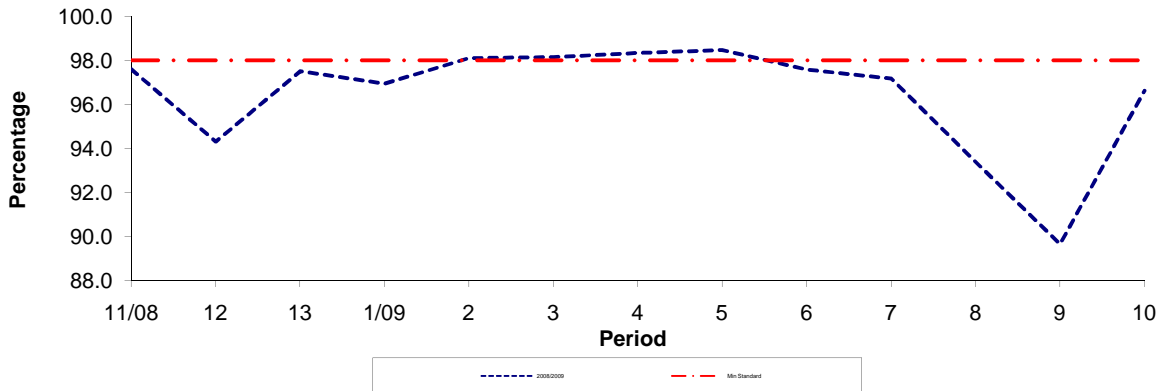
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: Unscheduled curtailments only  
DISPLAY: Creekmouth.  
OTHER INFORMATION: No toilet facilities available.



**PART B - PERFORMANCE STATISTICS**

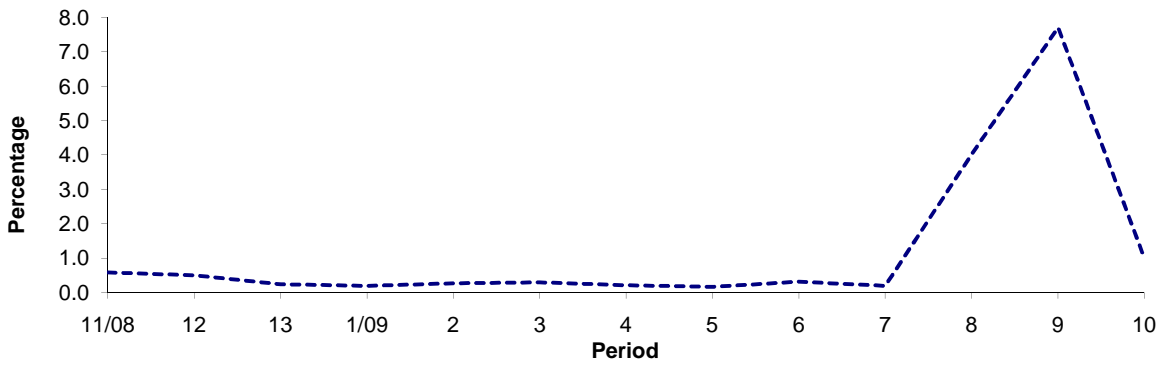
**Route 387**

**Mileage Operated**



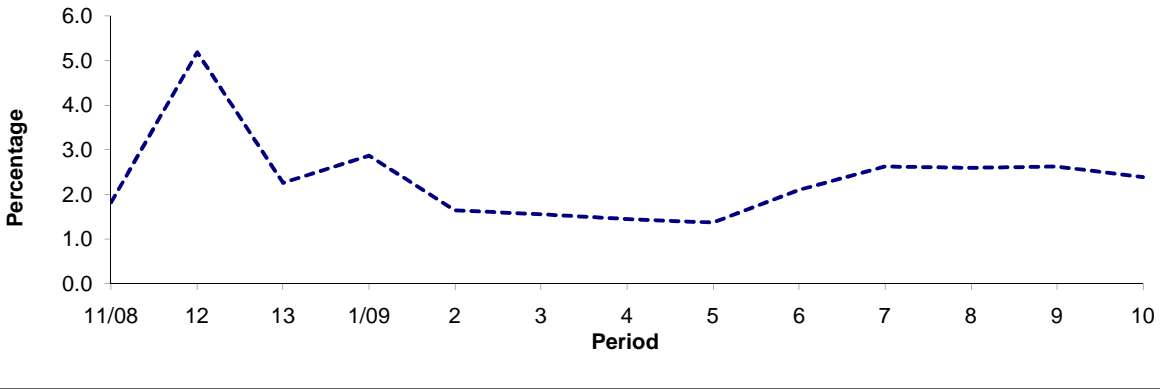
Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	97.60	94.31	97.51	96.94	98.10	98.15	98.34	98.47	97.59	97.18	93.38	89.66	96.63
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

**Deductible Mileage**



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	0.58	0.50	0.23	0.19	0.26	0.29	0.21	0.16	0.31	0.19	4.02	7.71	0.98

**Non Deductible Mileage**



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.82	5.19	2.26	2.87	1.64	1.56	1.45	1.37	2.10	2.63	2.60	2.63	2.39

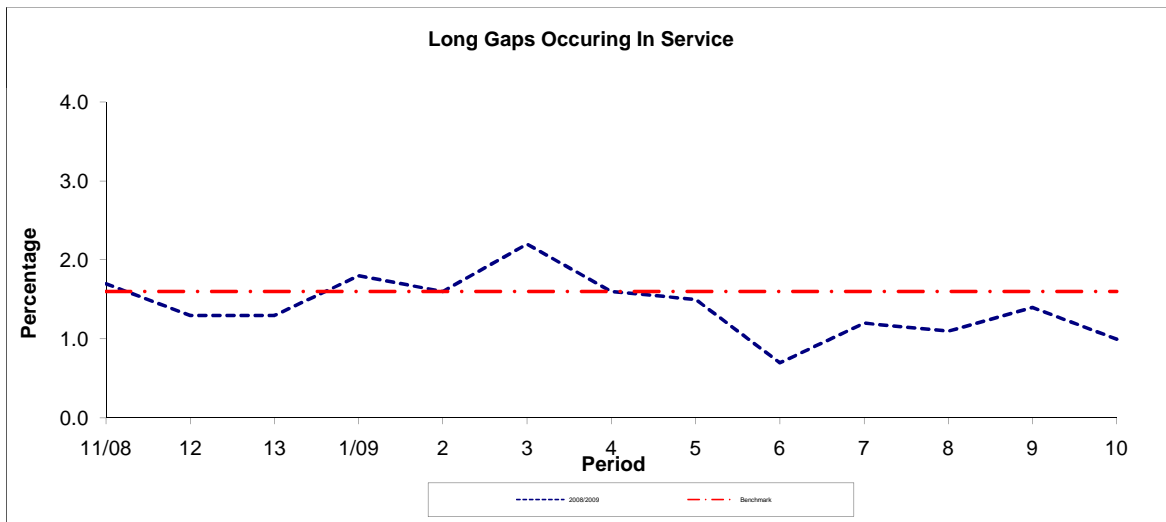
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 387**



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.21	1.15	1.17	1.37	1.26	1.33	1.17	1.08	0.91	0.97	0.96	1.07	0.92
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.70	1.30	1.30	1.80	1.60	2.20	1.60	1.50	0.70	1.20	1.10	1.40	1.00
Benchmark	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60

**Note :** Reliability is based on 12 weeks rolling data