

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 401

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	10
8. Running Times	11
9. Layovers	11
10. Timing Constraints	11
11. Control Strategy	12
12. Operational Considerations	12
13. Stopping Arrangements	12
14. Timing Points and Mileages	13
15. Vehicle Livery	13
16. Stands & Blinds	14
 <u>Appendices</u>	
A. Route Record	15

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. 401.

- 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:

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

3. TERMINALS

Route No. 401 will operate between Thamesmead, Town Centre and Bexleyheath, Shopping 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. 401 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Mondays to Fridays Schooldays	Section 6.2
Saturdays & Good Friday	Section 6.3
Sundays	Section 6.4
Christmas Day	No service
Boxing Day	Section 6.5
Other Public Holidays	Sunday service

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. 401 is currently approved for vehicles which are a maximum of 10.0 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.

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. Thamesmead Town Centre to Bexleyheath Shopping Centre

0535 - 0730	Every 20 minutes
0731 - 1845	Every 15 minutes
1846 - 2125	Every 20 minutes
2126 - 2400	Every 30 minutes

First departure from Thamesmead Town Centre no later than 0540.
Last departure from Thamesmead Town Centre no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Belvedere Police Station between 0740 and 0840 and between 1530 and 1630.

Between 0540 and 1900 buses departing Thamesmead should double run via Crabtree Manorway.

2. Bexleyheath Shopping Centre to Thamesmead Town Centre

0605 - 0720	Every 20 minutes
0721 - 1845	Every 15 minutes
1846 - 2125	Every 20 minutes
2126 - 0030	Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0610.
Last departure from Bexleyheath Shopping Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Belvedere Station between 0740 and 0840 and between 1530 and 1630.

Between 0605 and 1900 buses departing Bexleyheath should double run via Crabtree Manorway.

6.2 Mondays to Fridays Schooldays

1. Bexleyheath, Woolwich School to Thamesmead Town Centre

1527 One journey

Tenderers should indicate costs for this element of the service separately.

This journey on Route No. 401 is specifically designed to meet the start and finish times of Woolwich School. It is possible that these times may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the times of the specified journeys by up to 20 minutes (earlier or later) without alteration to the contract price. It may also be necessary for afternoon journeys to operate earlier than stated at the end of term and on other occasions at short notice.

6.3 Saturdays & Good Friday

1. Thamesmead Town Centre to Bexleyheath Shopping Centre

0535 - 0710	Every 30 minutes
0711 - 0905	Every 20 minutes
0906 - 1745	Every 15 minutes
1746 - 2010	Every 20 minutes
2011 - 2400	Every 30 minutes

First departure from Thamesmead Town Centre no later than 0540.
Last departure from Thamesmead Town Centre no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Belvedere Police Station between 0930 and 1030.

2. Bexleyheath Shopping Centre to Thamesmead Town Centre

0605 - 0740	Every 30 minutes
0741 - 0900	Every 20 minutes
0901 - 1750	Every 15 minutes
1751 - 2000	Every 20 minutes
2001 - 0030	Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0610.
Last departure from Bexleyheath Shopping Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Belvedere Station between 0930 and 1030.

6.4 Sundays

1. Thamesmead Town Centre to Bexleyheath Shopping Centre

0655 - 2400 Every 30 minutes

First departure from Thamesmead Town Centre no later than 0700.
Last departure from Thamesmead Town Centre no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Belvedere Police Station between 1000 and 1100.

2. Bexleyheath Shopping Centre to Thamesmead Town Centre

0725 - 0030 Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0730.
Last departure from Bexleyheath Shopping Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Belvedere Station between 1030 and 1130.

6.5 Boxing Day

1. Thamesmead Town Centre to Bexleyheath Shopping Centre

0755 - 2400 Every 30 minutes

First departure from Thamesmead Town Centre no later than 0800.
Last departure from Thamesmead Town Centre no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Belvedere Police Station between 1000 and 1100.

2. Bexleyheath Shopping Centre to Thamesmead Town Centre

0825 - 0030 Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0830.
Last departure from Bexleyheath Shopping Centre no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Belvedere Station 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. 401 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. 401 shall be:

Departing on Time:	No less than 86.0% on time
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).

Departing On Time Threshold = 90.0% on time

Summary of proposed QSI coverage: Route No. 401

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 Bexleyheath

Thamesmead

Belvedere (not evenings or Sundays) \$

Towards Thamesmead

Bexleyheath

Belvedere (not evenings or Sundays) \$

Total scheduled manual QSI surveys per quarter = 60.

8. RUNNING TIMES

The current timetable for Route No. 401 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. 401 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. 401 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 401 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. 401:

- Route No. 401 can suffer from unpredictable traffic delays in the Thamesmead and Bexleyheath areas.

Tenderers should also note the following factors which may have an impact on Route No. 401 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. 401 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. 401

Thamesmead, Town Centre to Bexleyheath, Shopping Centre	7.9 miles
Bexleyheath, Shopping Centre to Thamesmead, Town Centre	8.2 miles
Thamesmead, Town Centre to Bexleyheath, Shopping Centre (Not via Crabtree Manorway)	7.6 miles
Bexleyheath, Shopping Centre to Thamesmead, Town Centre (Not via Crabtree Manorway)	7.7 miles
Bexleyheath, Woolwich School to Thamesmead, Town Centre	7.5 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. 401 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:

401 via Belvedere

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 401: Thamesmead Town Centre - Bexleyheath Shopping Centre

Date of Structural Change: 22 January 2011.

Date of Service Change: 22 January 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Bexleyheath Shopping Centre: Thamesmere Drive, Thamesmere Drive Roundabout, Central Way, Crossway, Summerton Way Roundabout, Crossway, Boiler House Roundabout, Carlyle Road, Harrow Manor Way, Yarnton Way, Eastern Way, Picardy Manorway Roundabout, Picardy Manorway, Picardy Manorway Roundabout, Picardy Manorway, Lower Road, Picardy Road, Nuxley Road, Bedonwell Road, Long Lane, Woolwich Road, North Street, Chapel Road, Geddes Place, Mayplace Road West.

Special Journey towards Bexleyheath Shopping Centre between Picardy Manorway Roundabout and Picardy Manorway Roundabout:

Monday to Fridays from first bus until 1915 operate from Picardy Manorway Roundabout, then via Anderson Way, Crabtree Manorway Roundabout, Anderson Way rejoining line of route at Picardy Manorway Roundabout.

Special Journey towards Bexleyheath Shopping Centre between Chapel Road and Geddes Place:

operate from Chapel Road, then via Arnsberg Way, Geddes Place South Bay rejoining line of route at Geddes Place.

Towards Thamesmead Town Centre: Market Place, Friswell Place, Woolwich Road, Long Lane, Bedonwell Road, Nuxley Road, Albert Road, Woolwich Road, Picardy Road, Lower Road, Picardy Manorway, Picardy Manorway Roundabout, Eastern Way, Yarnton Way, Harrow Manor Way, Carlyle Road, Boiler House Roundabout, Crossway, Summerton Way Roundabout, Crossway, Greenhaven Drive Roundabout, Central Way, Thamesmere Drive Roundabout, Thamesmere Drive.

Special Journey towards Thamesmead Town Centre between Picardy Manorway Roundabout and Eastern Way:

Monday to Fridays from first bus until 1915 operate from Picardy Manorway Roundabout, then via Anderson Way, Crabtree Manorway Roundabout, Anderson Way, Picardy Manorway Roundabout rejoining line of route at Eastern Way.

Special Journey towards Thamesmead Town Centre between Geddes Place South Bay and Woolwich Road:

operate from Geddes Place South Bay, then via Geddes Place, Arnsberg Way rejoining line of route at Woolwich Road.

STANDING AND TURNING POINTS

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.

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

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 401 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:	Thamesmead.

EAST THAMESMEAD (from BEXLEYHEATH SHOPPING CENTRE)

Buses proceed from Eastern Way via A2016 departing to Eastern Way. Set down in Eastern Way and pick up in Eastern Way.

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

BELVEDERE STATION (from BEXLEYHEATH SHOPPING CENTRE)

Public stand for 2 buses in service road on north side of Picardy Street commencing level with lamp standard No. 6 and extending 22 metres west.

Buses proceed from Picardy Road via Picardy Street and Service Road to stand, departing via Service Road, Station Road and Picardy Street to Picardy Road. Set down in Picardy Road, at Stop X and pick up in Picardy Road, at Stop L.

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:	Belvedere.

BELVEDERE STATION (from BEXLEYHEATH SHOPPING CENTRE)

Buses proceed from Lower Road departing to Lower Road. Set down in Lower Road, at Stop C and pick up in Lower Road, at Stop H.

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

BEXLEYHEATH SHOPPING CENTRE, GEDDES PLACE

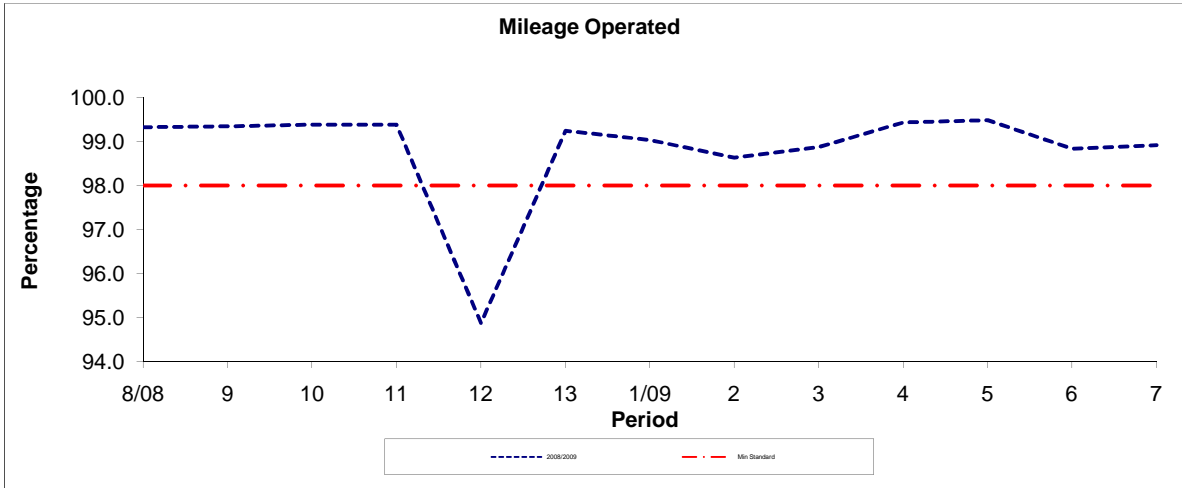
Private stand for three buses in marked bays in parking area between Geddes Place and Arnsberg Way, commencing at east kerb line of Geddes Place.

Buses proceed from Mayplace Road West via Arnsberg Way and Geddes Place South Bay to stand, departing via Geddes Place South Bay and Geddes Place to Market Place. Set down in Mayplace Road West, at Stop P and pick up in Market Place, at Stop L.

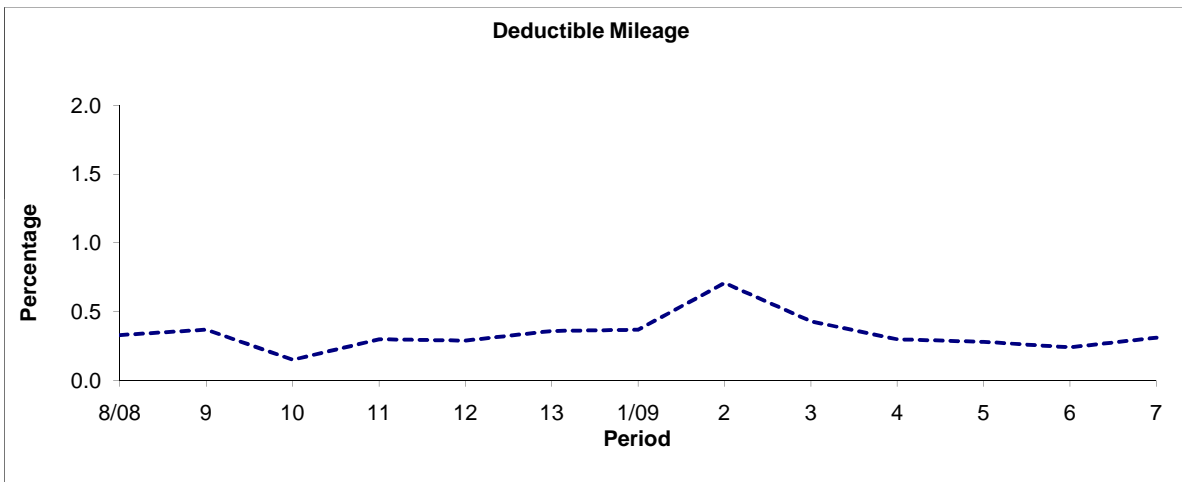
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 401 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Bexleyheath, Shopping Centre.

PART B - PERFORMANCE STATISTICS

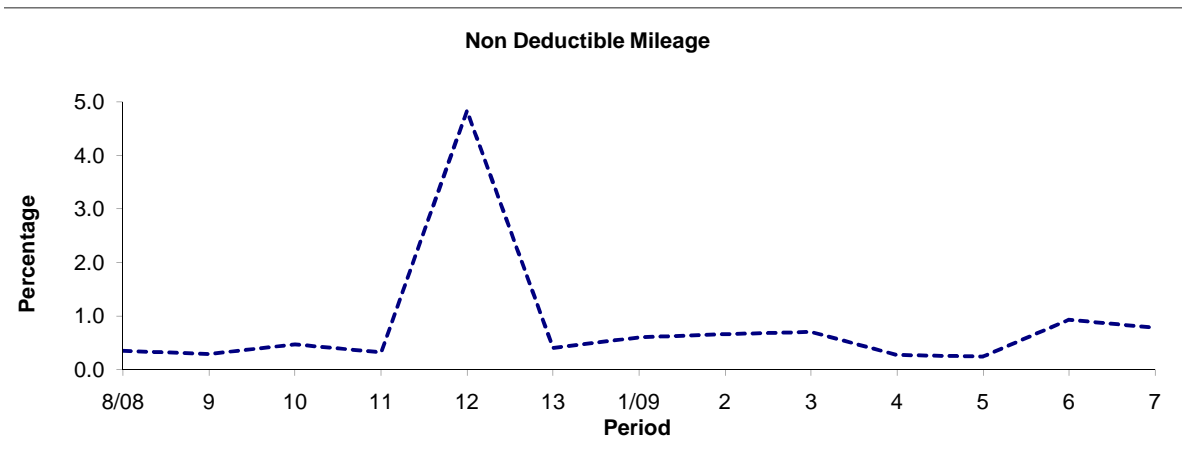
Route 401



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	99.32	99.34	99.38	99.38	94.87	99.24	99.03	98.63	98.87	99.43	99.48	98.83	98.91
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	0.33	0.37	0.15	0.30	0.29	0.36	0.37	0.71	0.43	0.30	0.28	0.24	0.31

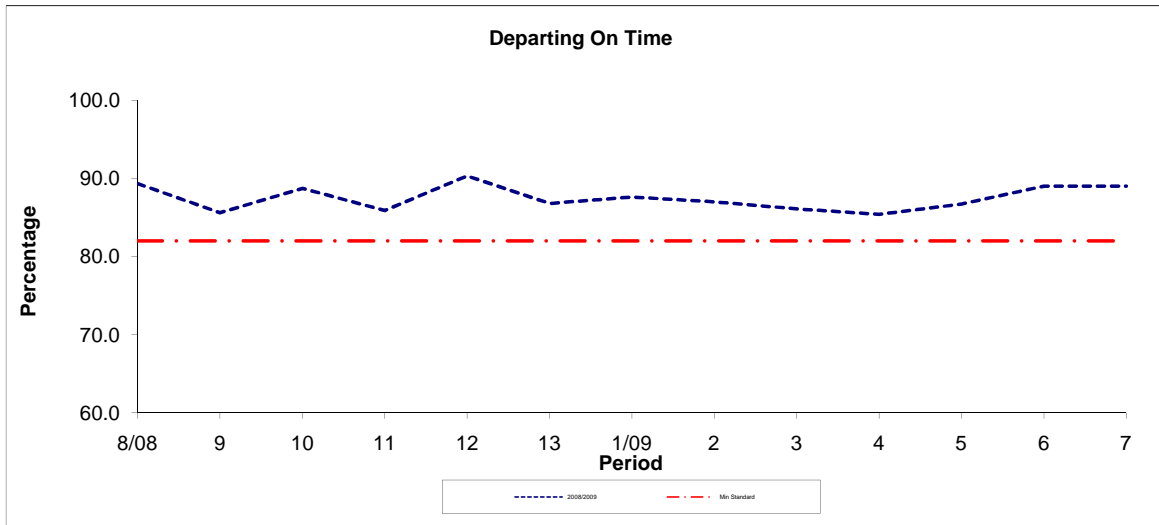


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.35	0.29	0.47	0.32	4.84	0.40	0.60	0.66	0.70	0.27	0.24	0.93	0.78

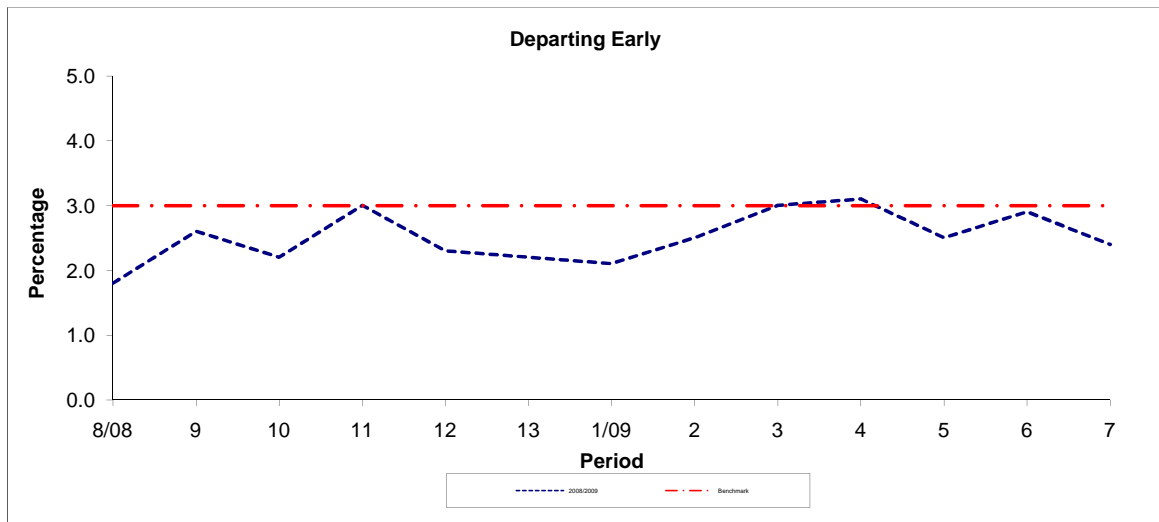
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 401



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	89.30	85.60	88.70	85.90	90.30	86.80	87.60	87.00	86.10	85.40	86.70	89.00	89.00
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	1.80	2.60	2.20	3.00	2.30	2.20	2.10	2.50	3.00	3.10	2.50	2.90	2.40
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Note : Reliability is based on 12 weeks rolling data