

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 118

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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. 118:

- From 23rd January 2010 ex Brixton Station, 2 additional late journeys will operate daily to form a seamless 24 hour service with Route No. N133 between Brixton Station and Mitcham, Fair Green;
- From 23rd January 2010 ex Morden Station, 3 additional early journeys will operate daily to form a seamless 24 hour service with Route No. N133 between Mitcham, Fair Green and Brixton Station.

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:

- Tenderers should assume that the Stockwell Park Walk stand will be converted to a live stand for passenger set-down only.

3. TERMINALS

Route No. 118 will operate between Brixton Station and Morden 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. 118 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. 118 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. Brixton Station to Morden Station

0440 - 0545	Every 15 minutes
0546 - 1945	Every 12 minutes
1946 - 2045	Every 15 minutes
2046 - 0130	Every 20 minutes

First departure from Brixton Station no later than 0445.

Last departure from Brixton Station no earlier than 0125.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Streatham Station between 0730 and 0900 and between 1455 and 1625.

2. Morden Station to Brixton Station

0350 - 0445	Every 20 minutes
0446 - 0530	Every 15 minutes
0531 - 1900	Every 12 minutes
1901 - 2015	Every 15 minutes
2016 - 0100	Every 20 minutes

First departure from Morden Station no later than 0355.

Last departure from Morden Station no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Streatham Station between 0735 and 0905 and between 1510 and 1710.

6.2 Saturdays & Good Friday

1. Brixton Station to Morden Station

0440 - 0740	Every 20 minutes
0741 - 0815	Every 15 minutes
0816 - 1905	Every 12 minutes
1906 - 2005	Every 15 minutes
2006 - 0130	Every 20 minutes

First departure from Brixton Station no later than 0445.

Last departure from Brixton Station no earlier than 0125.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Streatham Station between 0930 and 1130.

2. Morden Station to Brixton Station

0350 - 0805	Every 20 minutes
0806 - 0835	Every 15 minutes
0836 - 1830	Every 12 minutes
1831 - 1915	Every 15 minutes
1916 - 0100	Every 20 minutes

First departure from Morden Station no later than 0355.

Last departure from Morden Station no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Streatham Station between 1000 and 1200.

6.3 Sundays

1. Brixton Station to Morden Station

0440 - 0645	Every 30 minutes
0646 - 0130	Every 20 minutes

First departure from Brixton Station no later than 0445.
Last departure from Brixton Station no earlier than 0125.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Streatham Station between 1000 and 1200.

2. Morden Station to Brixton Station

0350 - 0645	Every 30 minutes
0646 - 0100	Every 20 minutes

First departure from Morden Station no later than 0355.
Last departure from Morden Station no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Streatham Station between 1000 and 1200.

6.4 Boxing Day

1. Brixton Station to Morden Station

0800 - 0130 Every 20 minutes

First departure from Brixton Station no later than 0805.

Last departure from Brixton Station no earlier than 0125.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Streatham Station between 1000 and 1200.

2. Morden Station to Brixton Station

0810 - 0100 Every 20 minutes

First departure from Morden Station no later than 0815.

Last departure from Morden Station no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Streatham Station between 1000 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. 118 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. 118 shall be:

Average Excess Wait Time:	No more than 1.20 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 = 1.05 minutes

Summary of proposed QSI coverage: Route No. 118

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 Morden Station

Brixton
Streatham
Rowan Road / Manor Road \$

Towards Brixton Station

Morden
Mitcham
Rowan Road / Manor Road \$
Streatham

Total scheduled manual QSI surveys per quarter = 112.

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

8. RUNNING TIMES

The current timetable for Route No. 118 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 AM peak, PM interpeak and PM peak periods.

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. 118 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 westward extension of the Central London Congestion Charging zone.

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. 118 should interwork with Route No. N133 to form a seamless 24 hour service between Brixton Station and Mitcham, Fair Green.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking / separation is delivered within its schedules.

11. CONTROL STRATEGY

Route No. 118 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. 118:

- Route No. 118 can suffer from unpredictable traffic delays in the Brixton, Streatham and Mitcham areas.

Tenderers should also note the following factors / events which may have an impact on Route No. 118 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. 118 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. 118

Brixton Station to Morden Station	8.4 miles
Morden Station to Brixton Station	8.4 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. 118 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:

118 via Streatham

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 118: Brixton Station - Morden Station

Date of Structural Change: 5 February 2011.

Date of Service Change: 5 February 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Morden Station: Brixton Road, Brixton Hill, Streatham Hill, Streatham High Road, Greyhound Lane, Streatham Vale, Greyhound Terrace, Rowan Road, Manor Road, Commonside East, Commonside West, Upper Green East, London Road, Bishopsford Road, Wandle Road, Morden Road, Morden Hall Road, Aberconway Road, London Road, Bus Only Slip Road, Morden Station Forecourt.

Towards Brixton Station: London Road, Mordenhall Road Roundabout, Morden Hall Road, Morden Road, Wandle Road, London Road, Lower Green West, London Road, Raleigh Gardens, Upper Green West, Upper Green East, Commonside West, Commonside East, Manor Road, Rowan Road, Greyhound Terrace, Streatham Vale, Greyhound Lane, Streatham High Road, Streatham Hill, Brixton Hill, Brixton Road, Stockwell Road, Stockwell Park Walk.

STANDING AND TURNING POINTS

BRIXTON, STOCKWELL PARK WALK

Public stand for ten buses on the north side of Stockwell Park Walk commencing 15 metres east of a point opposite Astoria Walk and extending 123 metres west.

Buses proceed from Stockwell Park Walk direct to stand, departing via Stockwell Park Walk to Brixton Road. Set down on stand and pick up in Brixton Road, at Stop G.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 118 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: Brixton.

BRIXTON, LAMBETH TOWN HALL, EFFRA ROAD (from MORDEN STATION)

Public stand for 3 buses on west side (offside) of Effra Road, commencing at lamp standard No 2498 opposite the centre of Saltoun Road and extending 30 metres south. Buses proceed from Brixton Hill via Effra Road to stand, departing via Effra Road and St Matthew's Road to Brixton Hill. Set down in Brixton Hill, at Stop X and pick up in Brixton Hill, at Stop BA.

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: Brixton.
OTHER INFORMATION: 24 Hour Stand.

CLAPHAM PARK, ATKINS ROAD (from MORDEN STATION)

Offside public stand on the north side of Atkins Road immediately west of the junction with Kings Avenue and extending 50 metres west.

Buses proceed from Streatham Hill via Streatham Place and Atkins Road to stand, departing via Poynders Road, Atkins Road and Streatham Place to Streatham Hill. Set down in Streatham Hill, at Stop BS and pick up in Streatham Hill, at Stop BH.

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: Brixton Hill, Christchurch Road.

STREATHAM, AMBLESIDE AVENUE

Public stand for two buses on the south side of Ambleside Avenue, commencing 58 metres north west of Gleneagle Road and extending 23 metres south east.

From Brixton Station.

Buses proceed from Streatham High Road via Gleneagle Road and Ambleside Avenue to stand, departing via Ambleside Avenue and Tooting Bec Gardens to Streatham High Road.

Set down in Streatham High Road, at Stop SA and pick up in Streatham High Road, at Stop O.

From Morden Station.

Buses proceed from Streatham High Road via Gleneagle Road and Ambleside Avenue to stand, departing via Ambleside Avenue and Tooting Bec Gardens to Streatham High Road.

Set down in Streatham High Road, at Stop SJ and pick up in Streatham High Road, at Stop SA.

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:	Streatham, St Leonard's Church.

STREATHAM BUS GARAGE (from Brixton Station)

Private stand for five buses on site of former London Transport Bus Garage.

Buses proceed from Streatham High Road via Natal Road and Streatham Bus Garage Sidecourt to stand, departing via Streatham Bus Garage Sidecourt to Streatham High Road. Set down in Streatham High Road, at Stop SD and pick up in Streatham High Road, at Stop SJ.

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:	Streatham.

STREATHAM BUS GARAGE (from MORDEN STATION)

Private stand for five buses on site of former London Transport Bus Garage. Buses proceed from Greyhound Lane via Streatham High Road, Natal Road and Streatham Bus Garage Sidecourt to stand, departing via Streatham Bus Garage Sidecourt to Streatham High Road. Set down in Greyhound Lane, at Stop CU and pick up in Streatham High Road, at Stop SE.

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: Streatham.

ROWAN ROAD, MANOR ROAD (from Brixton Station)

Buses proceed from Rowan Road via Wide Way departing to Rowan Road. Set down in Rowan Road, at Stop VQ and pick up in Rowan Road, at Stop P.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Rowan Road, Manor Road.

ROWAN ROAD, MANOR ROAD (from MORDEN STATION)

Buses proceed from Manor Road via Wide Way departing to Manor Road. Set down in Manor Road, at Stop S and pick up in Manor Road, at Stop M.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Rowan Road, Manor Road.

MITCHAM, FAIR GREEN (from Brixton Station)

Public stand for two buses standing abreast on the offside of Raleigh Gardens (west arm) in the buses only bay.

Buses proceed from Upper Green East via London Road and Raleigh Gardens to stand, departing via Raleigh Gardens (West Arm) and Upper Green West (South Arm) to Upper Green East. Set down in Upper Green East, at Stop L and pick up in Upper Green East, 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: Mitcham.

MITCHAM, CRICKETERS (from Brixton Station)

Buses proceed from London Road via Lower Green West departing to London Road. Set down in London Road, at Stop M and pick up in London Road, at Stop Q.

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

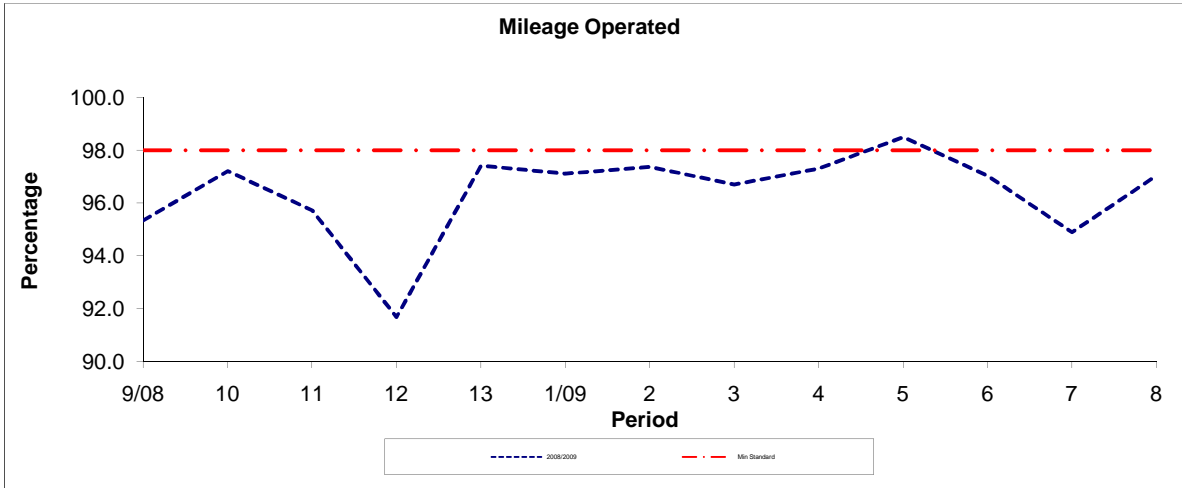
MORDEN STATION FORECOURT

Private stand for up to 8 buses on Morden Station Forecourt on north side of London Road. Buses proceed from Morden Station Forecourt direct to stand, departing via Morden Station Forecourt to London Road. Set down in Morden Station Forecourt, at Stop N and pick up in London Road, at Stop C.

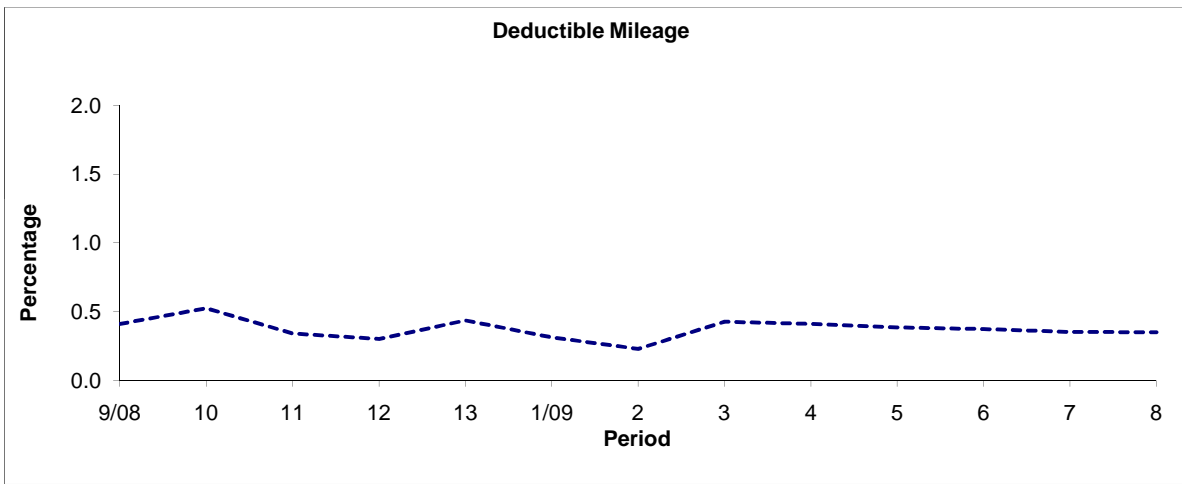
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 118 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Morden.
OTHER INFORMATION: Toilet facilities available.

PART B - PERFORMANCE STATISTICS

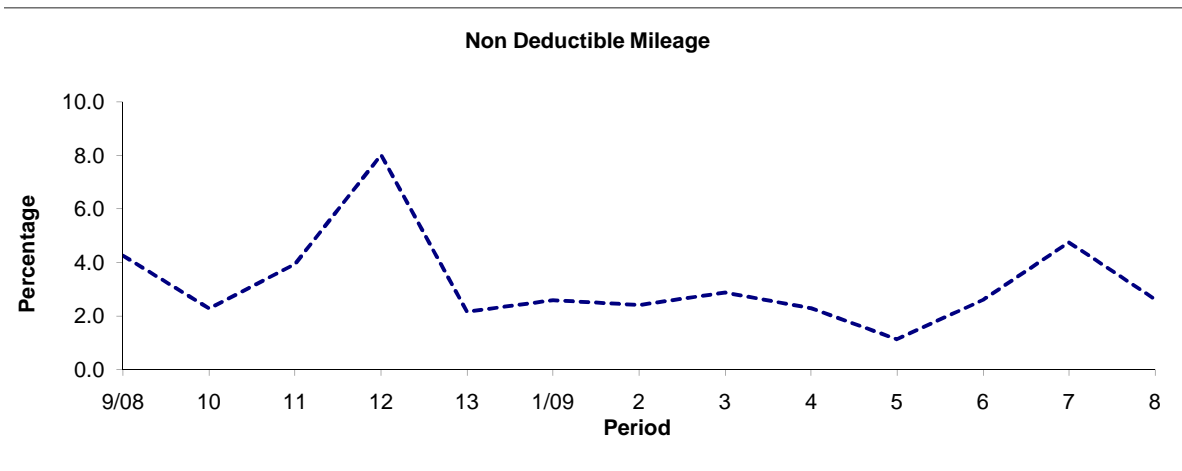
Route 118



Period	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	95.34	97.20	95.72	91.68	97.42	97.11	97.36	96.70	97.30	98.49	97.02	94.89	97.03
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	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	0.41	0.52	0.34	0.30	0.44	0.31	0.23	0.43	0.41	0.39	0.37	0.35	0.35

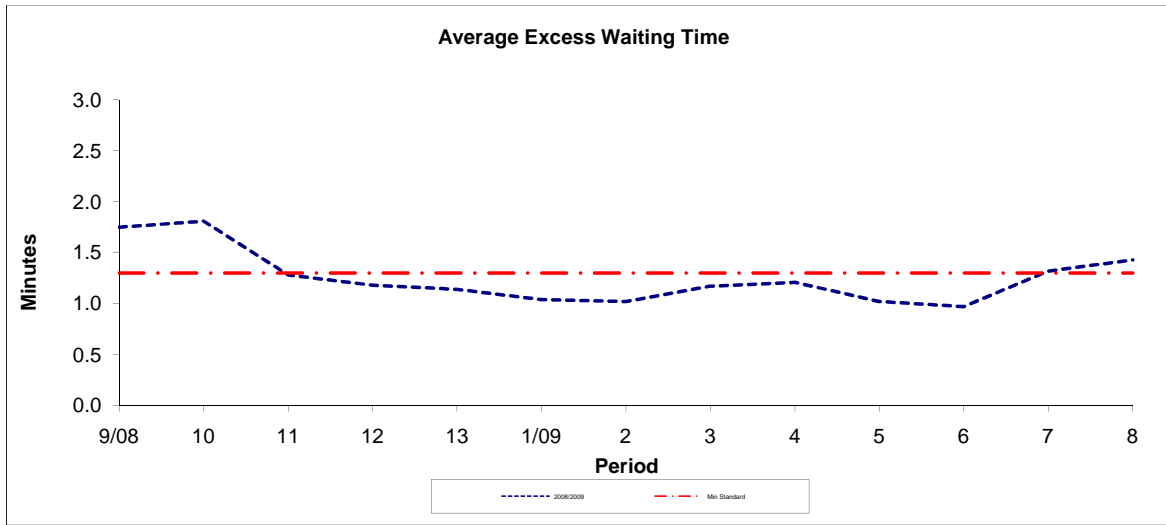


Period	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	4.25	2.27	3.94	8.02	2.15	2.58	2.41	2.88	2.29	1.12	2.60	4.76	2.62

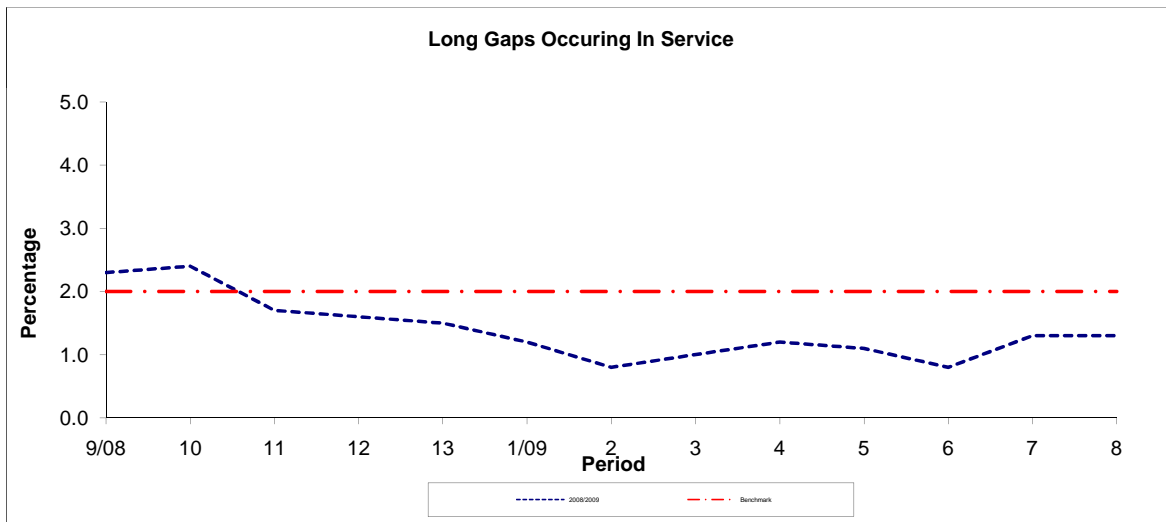
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 118



Period	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	1.75	1.81	1.28	1.18	1.14	1.04	1.02	1.17	1.21	1.02	0.97	1.32	1.43
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	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	2.30	2.40	1.70	1.60	1.50	1.20	0.80	1.00	1.20	1.10	0.80	1.30	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