

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 129

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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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 129.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 129.

## 3. TERMINALS

Route No. 129 will operate between North Greenwich Station and Greenwich, Cutty Sark.

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. 129 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. 129 is currently approved for vehicles which are a maximum of 10.4 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, 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. North Greenwich Station to Greenwich, Cutty Sark

0515 - 0540	Every 20 minutes
0541 - 0625	Every 15 minutes
0626 - 1915	Every 12 minutes
1916 - 2005	Every 15 minutes
2006 - 0050	Every 20 minutes

First departure from North Greenwich Station no later than 0520.  
Last departure from North Greenwich Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Greenwich, Cutty Sark between 0720 and 0840 and between 1530 and 1630.

### 2. Greenwich, Cutty Sark to North Greenwich Station

0535 - 0600	Every 20 minutes
0601 - 0645	Every 15 minutes
0646 - 1935	Every 12 minutes
1936 - 2025	Every 15 minutes
2026 - 0110	Every 20 minutes

First departure from Greenwich, Cutty Sark no later than 0540.  
Last departure from Greenwich, Cutty Sark no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at North Greenwich Station between 0740 and 0900 and between 1550 and 1650.

## 6.2 Saturdays & Good Friday

### 1. North Greenwich Station to Greenwich, Cutty Sark

0515 - 0700	Every 20 minutes
0701 - 0845	Every 15 minutes
0846 - 1845	Every 12 minutes
1846 - 1930	Every 15 minutes
1931 - 0050	Every 20 minutes

First departure from North Greenwich Station no later than 0520.  
Last departure from North Greenwich Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Greenwich, Cutty Sark between 0920 and 1020.

### 2. Greenwich, Cutty Sark to North Greenwich Station

0535 - 0720	Every 20 minutes
0721 - 0905	Every 15 minutes
0906 - 1905	Every 12 minutes
1906 - 1950	Every 15 minutes
1951 - 0110	Every 20 minutes

First departure from Greenwich, Cutty Sark no later than 0540.  
Last departure from Greenwich, Cutty Sark no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at North Greenwich Station between 0940 and 1040.

### 6.3 Sundays

1. North Greenwich Station to Greenwich, Cutty Sark

0610 - 0050            Every 20 minutes

First departure from North Greenwich Station no later than 0615.  
Last departure from North Greenwich Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Greenwich, Cutty Sark between 1015 and 1135.

2. Greenwich, Cutty Sark to North Greenwich Station

0625 - 0110            Every 20 minutes

First departure from Greenwich, Cutty Sark no later than 0630.  
Last departure from Greenwich, Cutty Sark no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at North Greenwich Station between 1010 and 1150.

## 6.4 Boxing Day

1. North Greenwich Station to Greenwich, Cutty Sark

0810 - 0050            Every 20 minutes

First departure from North Greenwich Station no later than 0815.  
Last departure from North Greenwich Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Greenwich, Cutty Sark between 1015 and 1135.

2. Greenwich, Cutty Sark to North Greenwich Station

0825 - 0110            Every 20 minutes

First departure from Greenwich, Cutty Sark no later than 0830.  
Last departure from Greenwich, Cutty Sark no earlier than 0105.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at North Greenwich Station between 1010 and 1150.



## 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. 129 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. 129 shall be:

Average Excess Wait Time:	No more than 1.00 minutes
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

### QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 0.85 minutes

### Summary of proposed QSI coverage: Route No. 129

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 Greenwich Town Centre</b>	<b>Towards North Greenwich</b>
North Greenwich	Greenwich

Total scheduled manual QSI surveys per quarter = 32.

## 8. RUNNING TIMES

The current timetable for Route No. 129 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 and PM peak, interpeaks, evenings and Saturday shopping period.

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

- the minimum performance standards for Route No. 129 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. 129 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route No. 129 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. 129:

This route may suffer from traffic delays in the Greenwich Town Centre.

Tenderers should also note the following factors/events which may have an impact on Route No. 129 in the foreseeable future:

- Route No. 129 is expected to be affected by the preparation and implementation of the 2012 Olympics as North Greenwich Arena and Greenwich Park are event sites. This will be more clearly defined through a Masterplan due to be worked up in detail in 2010.
- Tenderers should note that the development of the Convoys Wharf area is currently on hold while a revised application is being submitted.
- 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. 129 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. 129

North Greenwich Station to Greenwich, Cutty Sark	2.9 miles
Greenwich, Cutty Sark to North Greenwich Station	2.8 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. 129 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:

129 via East Greenwich
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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 129: North Greenwich Station - Greenwich Cutty Sark

**Date of Structural Change:** 4 June 2011.

**Date of Service Change:** 4 June 2011.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Greenwich Cutty Sark:** North Greenwich Bus Station, Edmund Halley Way, Pilot Busway, Peartree Way, Horn Lane Roundabout, Woolwich Road, Trafalgar Road, Romney Road, Nelson Road, Greenwich Church Street, College Approach, King William Walk.

**Towards North Greenwich Station:** King William Walk, Romney Road, Trafalgar Road, Woolwich Road, Horn Lane Roundabout, Peartree Way, Pilot Busway, Edmund Halley Way, North Greenwich Bus Station.

### STANDING AND TURNING POINTS

#### GREENWICH, CUTTY SARK

Public stand for two buses on east side of King William Walk, commencing 3 metres north of a point opposite the centre of Turnpin Lane and extending 23 metres north. Buses proceed from King William Walk direct to stand, departing to King William Walk. Set down in King William Walk, at Stop C and pick up in King William Walk, at Stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 129 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:	Greenwich, Cutty Sark.
OTHER INFORMATION:	.

### **EAST GREENWICH, LIBRARY (from North Greenwich Station)**

Public stand for two buses on north east side of Tunnel Avenue, commencing 2 metres from north west flank wall of the Fire Station and extending 19 metres north west. Buses proceed from Woolwich Road via Denham Street and Tunnel Avenue to stand, departing via Tunnel Avenue, Woolwich Road, Horn Lane Roundabout and Peartree Way to Pilot Busway. Set down in Woolwich Road, at stop D and pick up in Pilot Busway, at stop MH.

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: East Greenwich.

### **NORTH GREENWICH STATION**

Private stand in three sections for 21 buses in Bus Parking Areas within North Greenwich Bus Station complex:

1 - offside facing south commencing 6.7 metres south of lamp standard No. NG18 and extending 51.8 metres north.

2 - facing north commencing 11.5 metres north of lamp standard No. NG07 and extending 95.8 metres south.

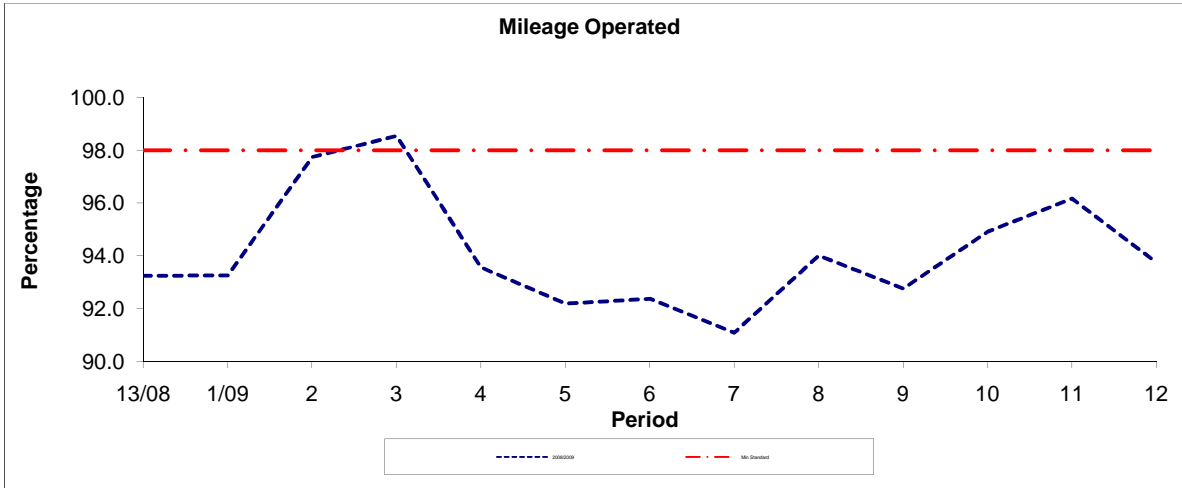
3 - offside facing north opposite Section 2 stand and extending 87.3 metres south.

Buses proceed from North Greenwich Bus Station direct to stand, departing to North Greenwich Bus Station. Set down in North Greenwich Bus Station, at Stop E and pick up in North Greenwich Bus Station, at Stop C.

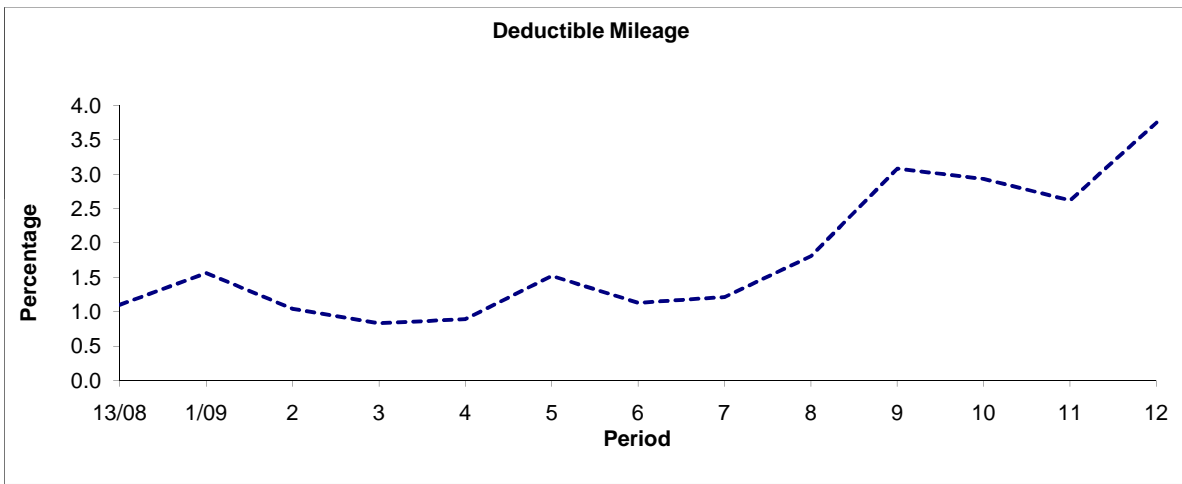
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route 129 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
DISPLAY: North Greenwich.

**PART B - PERFORMANCE STATISTICS**

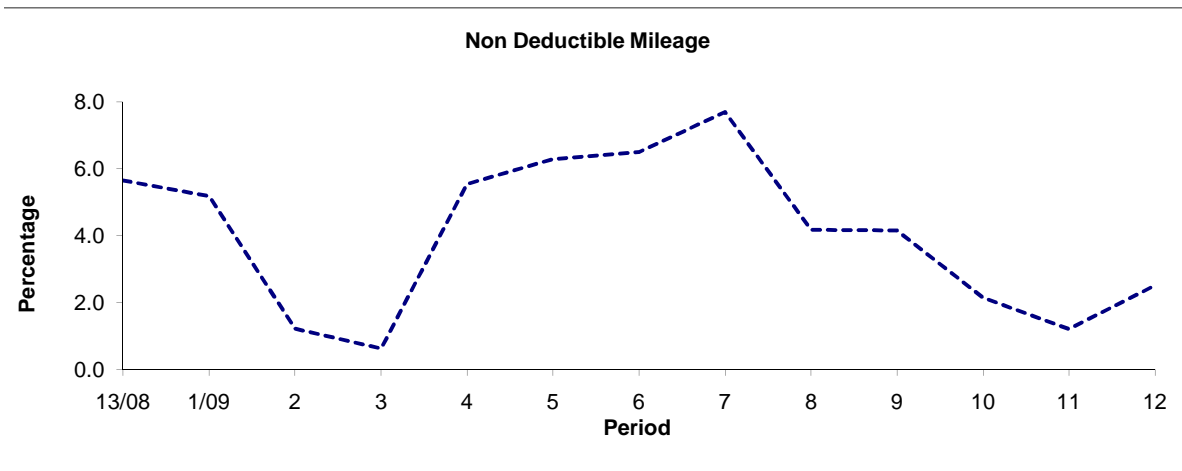
**Route 129**



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	93.25	93.26	97.74	98.54	93.56	92.19	92.37	91.09	94.01	92.76	94.92	96.17	93.74
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	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	1.10	1.56	1.04	0.83	0.89	1.52	1.13	1.21	1.81	3.08	2.93	2.62	3.75



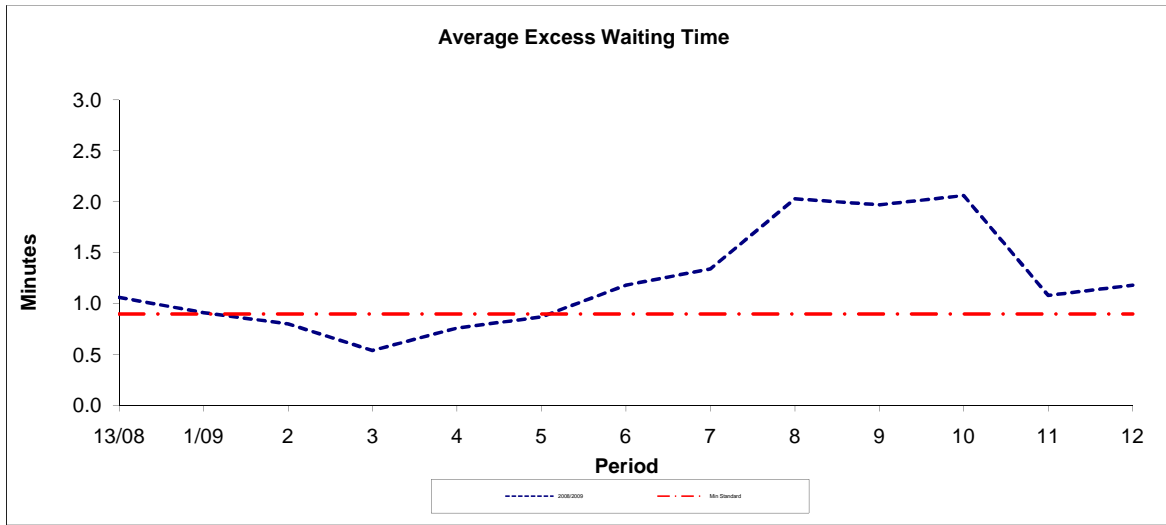
Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	5.65	5.18	1.22	0.63	5.55	6.29	6.50	7.70	4.18	4.16	2.15	1.21	2.51

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

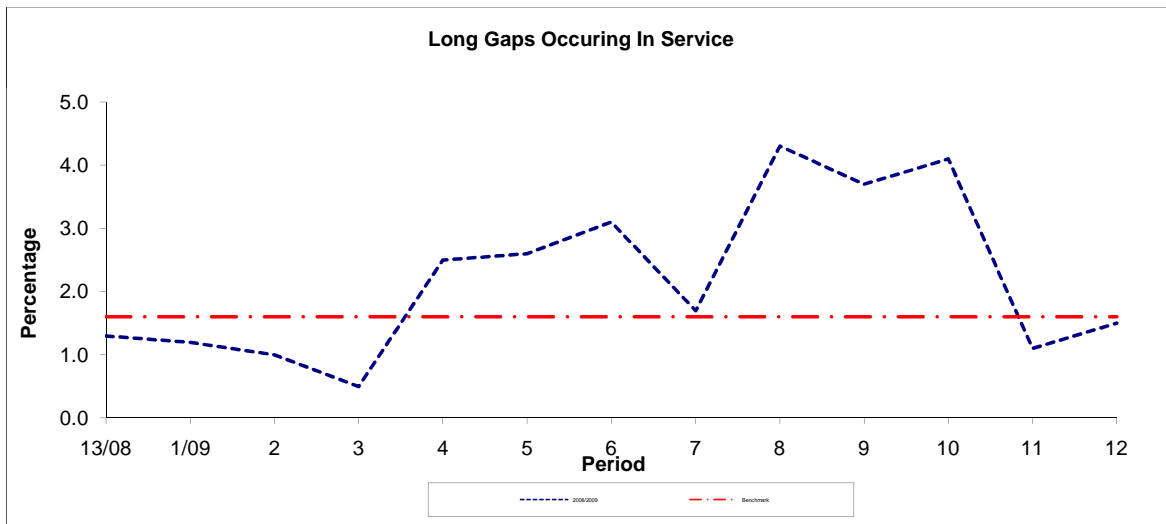


**PART B - PERFORMANCE STATISTICS**

**Route 129**



Period	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	1.06	0.91	0.80	0.54	0.76	0.87	1.18	1.34	2.03	1.97	2.06	1.08	1.18
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	13/08	1/09	2	3	4	5	6	7	8	9	10	11	12
2008/2009	1.30	1.20	1.00	0.50	2.50	2.60	3.10	1.70	4.30	3.70	4.10	1.10	1.50
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