

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 145

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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. 145.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 145.

3. TERMINALS

Route No. 145 will operate between Dagenham, Asda and Leytonstone Bus 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. 145 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. 145 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.

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. Dagenham, Asda to Leytonstone Bus Station

0450 - 0555	Every 20 minutes
0556 - 0625	Every 15 minutes
0626 - 1910	Every 12 minutes
1911 - 1955	Every 15 minutes
1956 - 2400	Every 20 minutes

First departure from Dagenham, Asda no later than 0455.
Last departure from Dagenham, Asda no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Redbridge Station between 0715 and 0915 and between 1500 and 1635.

2. Leytonstone Bus Station to Dagenham, Asda

0455 - 0620	Every 20 minutes
0621 - 0650	Every 15 minutes
0651 - 1840	Every 12 minutes
1841 - 2040	Every 15 minutes
2041 - 0005	Every 20 minutes

First departure from Leytonstone Bus Station no later than 0500.
Last departure from Leytonstone Bus Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Dagenham Village, Post Office between 0740 and 0905 and between 1455 and 1635.

6.2 Saturdays & Good Friday

1. Dagenham, Asda to Leytonstone Bus Station

0450 - 0835	Every 20 minutes
0836 - 0920	Every 15 minutes
0921 - 1805	Every 12 minutes
1806 - 1955	Every 15 minutes
1956 - 2400	Every 20 minutes

First departure from Dagenham, Asda no later than 0455.

Last departure from Dagenham, Asda no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Redbridge Station between 0920 and 1015 and no more than 12 minutes apart between 1016 and 1115.

2. Leytonstone Bus Station to Dagenham, Asda

0455 - 0800	Every 20 minutes
0801 - 0830	Every 15 minutes
0831 - 1740	Every 12 minutes
1741 - 1940	Every 15 minutes
1941 - 0005	Every 20 minutes

First departure from Leytonstone Bus Station no later than 0500.

Last departure from Leytonstone Bus Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Dagenham Village, Post Office between 0915 and 1115.

6.3 Sundays

1. Dagenham, Asda to Leytonstone Bus Station

0600 - 0800 Every 30 minutes
0801 - 2400 Every 20 minutes

First departure from Dagenham, Asda no later than 0605.
Last departure from Dagenham, Asda no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Redbridge Station between 1025 and 1145.

2. Leytonstone Bus Station to Dagenham, Asda

0655 - 0800 Every 30 minutes
0801 - 0005 Every 20 minutes

First departure from Leytonstone Bus Station no later than 0700.
Last departure from Leytonstone Bus Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Dagenham Village, Post Office between 1030 and 1150.

6.4 Boxing Day

1. Dagenham, Asda to Leytonstone Bus Station

0800 - 2400 Every 20 minutes

First departure from Dagenham, Asda no later than 0805.
Last departure from Dagenham, Asda no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Redbridge Station between 1025 and 1145.

2. Leytonstone Bus Station to Dagenham, Asda

0800 - 0005 Every 20 minutes

First departure from Leytonstone Bus Station no later than 0805.
Last departure from Leytonstone Bus Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Dagenham Village, Post Office between 1030 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. 145 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. 145 shall be:

Average Excess Wait Time:	No more than 1.10 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 = 0.95 minutes

Summary of proposed QSI coverage: Route No. 145

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 Leytonstone Bus Station

Becontree Station \$
(not evenings or Sundays)
Ilford
Wanstead

Towards Dagenham, Asda

Leytonstone
Redbridge Station
(not evenings or Sundays)
Ilford
Becontree Station \$
(not evenings or Sundays)

Total scheduled manual QSI surveys per quarter = 106.

8. RUNNING TIMES

The current timetable for Route No. 145 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, afternoon interpeak, PM peak and early evening and Saturday and Sunday shopping 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. 145 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. 145 should interwork with Route No. 66 between Redbridge Station and Leytonstone Bus Station during Mondays to Saturdays daytime.

Route No. 145 should interwork with Route No. 366 between Redbridge Station and Ilford High Road, Hainault Street during all periods, where possible.

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. 145 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. 145:

- Route No. 145 can suffer from disruption in the Dagenham area during home matches of Dagenham and Redbridge Football Club.
- Route No. 145 can suffer from unpredictable traffic delays in the Becontree, Barking and Ilford areas.

Tenderers should also note the following factors/events which may have an impact on Route No. 145 in the foreseeable future:

- Jo Richardson Community School located near Goresbrook Park is currently under construction. A phased opening intake is planned, and began with an initial 800 students in September 2005, rising to 1500 students by 2011. This will affect demand on Route No. 145.
- East London Transit is a bus-based transit service. The first stage will be used by Route Nos. EL1 & EL2 between Ilford, Barking, Thames View Estate and Dagenham Dock Station from 20th February 2010. A second stage will extend bus services into the Barking Riverside Development.
- 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. 145 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. 145

Dagenham, Asda to Leytonstone Bus Station	12.3 miles
Leytonstone Bus Station to Dagenham, Asda	12.6 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. 145 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:

145 via Ilford

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 145: Dagenham, Asda - Leytonstone Bus Station

Date of Structural Change: 12 March 2011.

Date of Service Change: 12 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Leytonstone Bus Station: Asda Access Road, Merriellands Crescent, Ripple Road, New Road, Ballards Road, Church Lane, Siviter Way, Church Elm Lane, Hedgemans Road, Gale Street, Porters Avenue, Wood Lane, Longbridge Road, South Park Drive, Green Lane, Winston Way, Riches Road, Ilford High Road, Clements Road, Ilford High Road, Bus-Only Right Turn, Cranbrook Road, The Drive, Eastern Avenue, Redbridge Roundabout, Eastern Avenue, Harrier Avenue, Cambridge Park, Blake Hall Road, Bush Road, Leytonstone High Road, Gainsborough Road, Lemna Road, Kirkdale Road, Leytonstone Bus Station.

Towards Dagenham, Asda: Leytonstone Bus Station, Church Lane, Leytonstone High Road, Green Man Roundabout, Cambridge Park, Kingfisher Avenue, Eastern Avenue, Redbridge Roundabout, Eastern Avenue, Redbridge Station Forecourt, Redbridge Lane East, Redbridge Roundabout, Eastern Avenue, The Drive, Cranbrook Road, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High Road, Riches Road, Winston Way, Ilford High Road, Green Lane, South Park Drive, Longbridge Road, Wood Lane, Porters Avenue, Gale Street, Hedgemans Road, Church Elm Lane, Siviter Way, Church Lane, Ballards Road, Rainham Road South (Circumnavigate Roundabout), Ballards Road, Ballards Road (Northern Arm), Ballards Road (Eastern Arm), New Road, Ripple Road, Merriellands Crescent, Asda Access Road.

STANDING AND TURNING POINTS

DAGENHAM, ASDA

Private stand for two buses in front of Asda store.

Buses proceed from Asda Access Road direct to stand, departing to Asda Access Road. Set down in Asda Access Road, at Stop LE and pick up in Asda Access Road, at Stop LE.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 145 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:	Dagenham, Asda.
OTHER INFORMATION:	No toilet facilities available.

DAGENHAM, BALLARDS ROAD (from LEYTONSTONE BUS STATION)

Public stand for five buses in Ballards Road (western arm) on east side of central island, commencing at the southern kerbline of Oval Road South and extending 70 metres southwards to the northern kerbline of New Road.

Buses proceed from Ballards Road (Northern Arm) via Ballards Road (Eastern Arm), New Road and Ballards Road to stand, departing via Ballards Road, Ballards Road (Northern Arm), Ballards Road (Eastern Arm) and New Road to Ballards Road. Set down in Ballards Road (northern Arm), at Stop M and pick up in Ballards Road, at Stop G.

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:	Dagenham, New Road.

BECONTREE, BECONTREE AVENUE (from LEYTONSTONE BUS STATION)

Public stand for one bus on north side of Becontree Avenue outside Brocklebank Lodge, commencing 45 metres east of Bennetts Castle Lane and extending 12 metres west.

Buses proceed from Wood Lane via Valence Avenue, Green Lane, Bennett's Castle Lane and Becontree Avenue to stand, departing via Becontree Avenue, Valence Avenue and Porters Avenue to Wood Lane. Set down in Wood Lane, at stop ED and pick up in Wood Lane, at stop WT.

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:	Becontree, Martins Corner.

ILFORD, HAINAULT STREET

Private stand in two sections for 14 buses in marked bays in Bus Parking Area on east side of Hainault Street:

1 - for 4 articulated buses on east side of stand for Route 25.

2 - for 10 buses standing abreast on west side of stand for other routes with first 3 bays (nearest entrance) restricted to midi-buses.

From Dagenham, Asda.

Buses proceed from Ilford High Road via Hainault Street and Ilford Bus Station to stand, departing via Ilford Bus Station, Ley Street, Griggs Approach, Winston Way and Ilford High Road to Green Lane. Set down in Ilford High Road, at stop W and pick up in Green Lane.

From Leytonstone Bus Station.

Buses proceed from Clements Road via Ilford High Road, Hainault Street and Ilford Bus Station to stand, departing via Ilford Bus Station, Ley Street, Griggs Approach, Winston Way and Riches Road to Ilford High Road. Set down in Clements Road, R and pick up in Ilford High Road, at stop W.

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:	Ilford.

REDBRIDGE STATION (from Dagenham, Asda)

Private stand for three buses on station forecourt in two parts:

1. For one bus on east side of station buildings, commencing in line with the centre of the station car park entrance and extending 10 metres southwards.

2. For two buses in marked bays on north side of station buildings.

Buses proceed from Eastern Avenue via Redbridge Roundabout, Eastern Avenue and Redbridge Station Forecourt to stand, departing to Redbridge Station Forecourt. Set down in Eastern Avenue, at Stop RC and pick up in Redbridge Station Forecourt, at Stop RA.

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:	Redbridge Station.

LEYTONSTONE BUS STATION

Private stand for five buses in bus station on north side of Kirkdale Road.

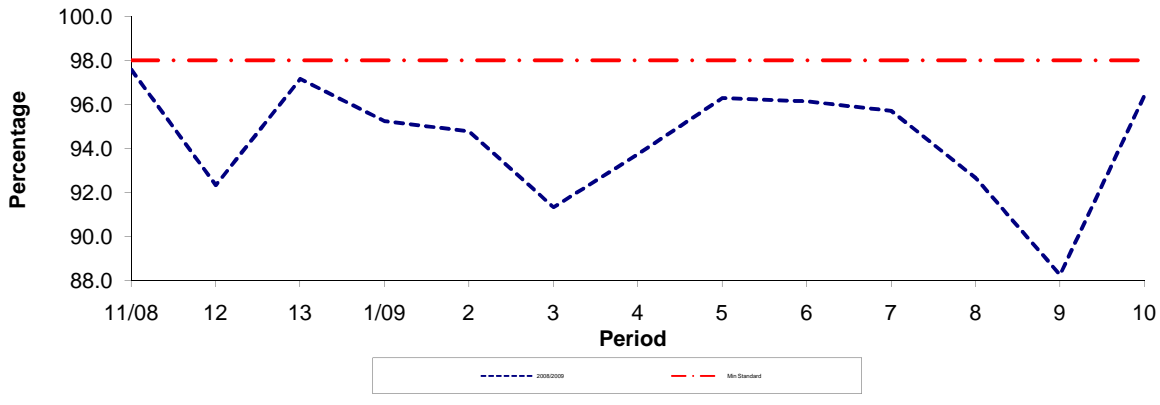
Buses proceed from Leytonstone Bus Station direct to stand, departing to Leytonstone Bus Station. Set down in Leytonstone Bus Station, at Alighting Point X and pick up in Leytonstone Bus Station, at Stop T.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 145 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:	Leytonstone.
OTHER INFORMATION:	24hr unisex toilets available.

PART B - PERFORMANCE STATISTICS

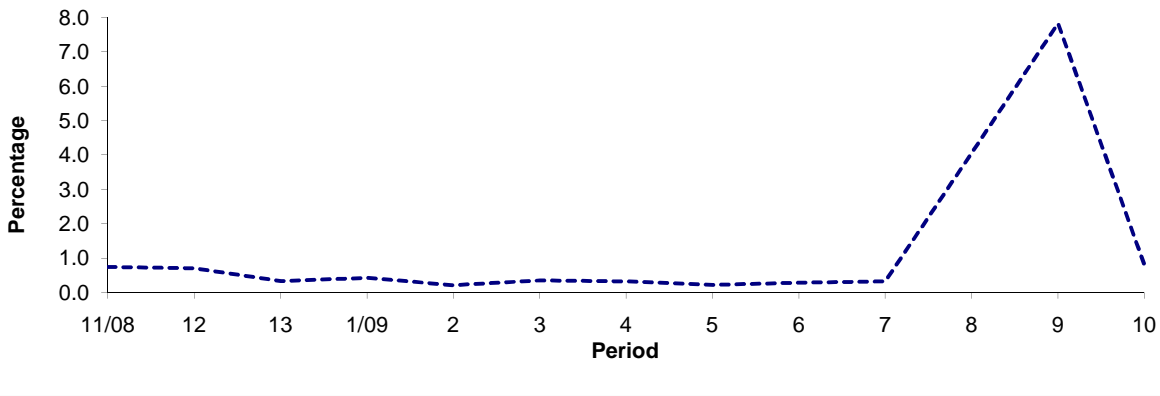
Route 145

Mileage Operated



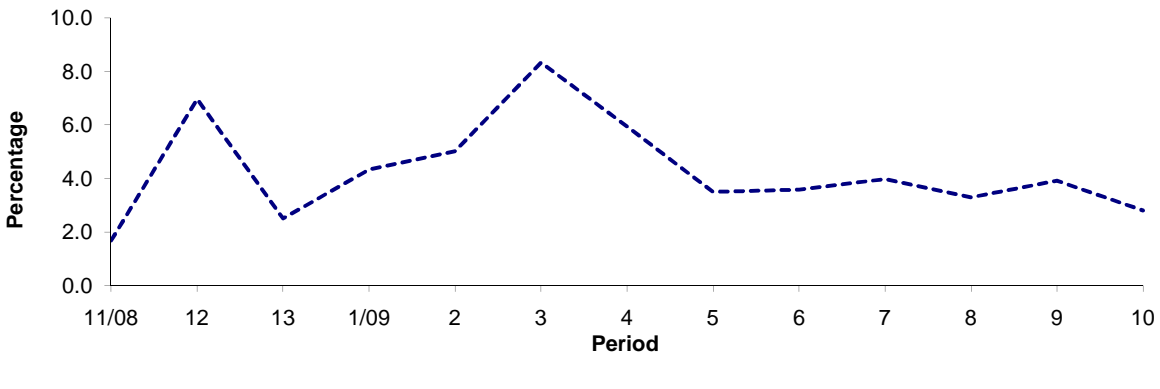
Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	97.58	92.33	97.16	95.24	94.77	91.32	93.74	96.28	96.14	95.70	92.65	88.25	96.41
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	0.74	0.70	0.33	0.42	0.21	0.35	0.32	0.22	0.28	0.32	4.06	7.83	0.79

Non Deductible Mileage

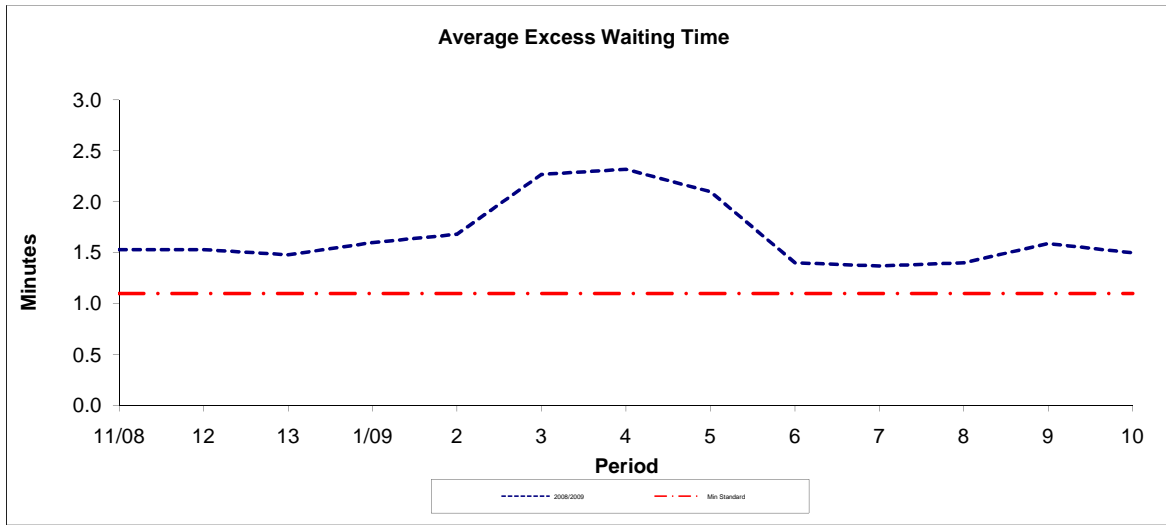


Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.68	6.97	2.51	4.34	5.02	8.33	5.94	3.50	3.58	3.98	3.29	3.92	2.80

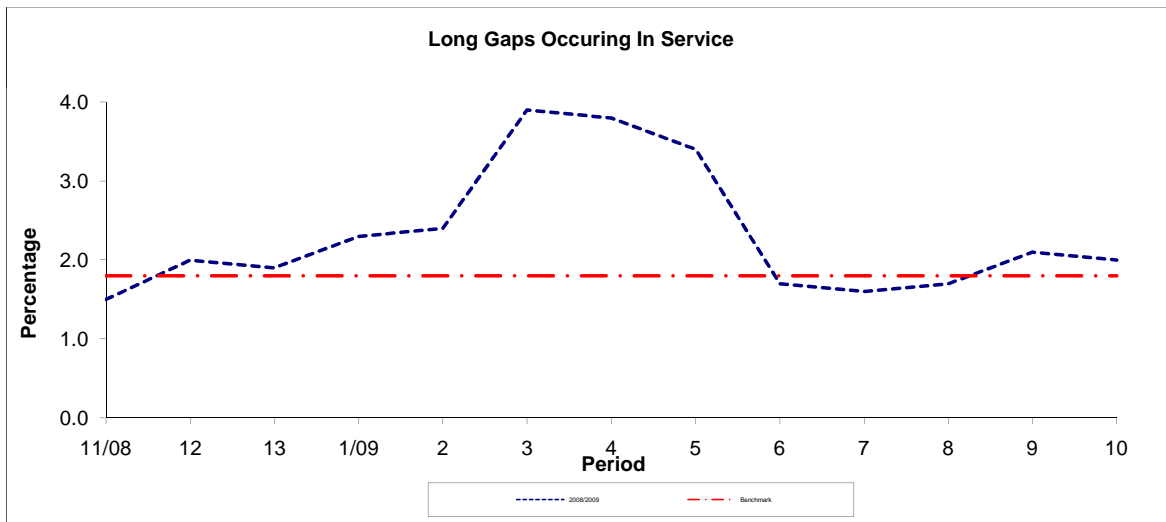
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 145



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.53	1.53	1.48	1.60	1.68	2.27	2.32	2.10	1.40	1.37	1.40	1.59	1.50
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.50	2.00	1.90	2.30	2.40	3.90	3.80	3.40	1.70	1.60	1.70	2.10	2.00
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

Note : Reliability is based on 12 weeks rolling data