

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 147

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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. 147.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 147.

3. TERMINALS

Route No. 147 will operate between Ilford High Road, Hainault Street and Canning Town 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. 147 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. 147 is currently approved for vehicles which are a maximum of 10.1 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. Ilford High Road, Hainault Street to Canning Town Bus Station

0455 - 0535	Every 12 minutes
0536 - 0605	Every 10 minutes
0606 - 1850	Every 8 minutes
1851 - 1950	Every 10 minutes
1951 - 0050	Every 12 minutes

First departure from Ilford High Road, Hainault Street no later than 0500.
Last departure from Ilford High Road, Hainault Street no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Prince Regent Station between 0705 and 0905 and between 1500 and 1630.

2. Canning Town Bus Station to Ilford High Road, Hainault Street

0450 - 0530	Every 12 minutes
0531 - 0610	Every 10 minutes
0611 - 1900	Every 8 minutes
1901 - 2000	Every 10 minutes
2001 - 0055	Every 12 minutes

First departure from Canning Town Bus Station no later than 0455.
Last departure from Canning Town Bus Station no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at East Ham Station between 0700 and 0900 and between 1455 and 1625.

6.2 Saturdays & Good Friday

1. Ilford High Road, Hainault Street to Canning Town Bus Station

0455 - 0545	Every 15 minutes
0546 - 0620	Every 12 minutes
0621 - 0820	Every 10 minutes
0821 - 1925	Every 8 minutes
1926 - 1955	Every 10 minutes
1956 - 0050	Every 12 minutes

First departure from Ilford High Road, Hainault Street no later than 0500.
Last departure from Ilford High Road, Hainault Street no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Prince Regent Station between 0850 and 1100.

2. Canning Town Bus Station to Ilford High Road, Hainault Street

0450 - 0540	Every 15 minutes
0541 - 0615	Every 12 minutes
0616 - 0825	Every 10 minutes
0826 - 1900	Every 8 minutes
1901 - 2000	Every 10 minutes
2001 - 0055	Every 12 minutes

First departure from Canning Town Bus Station no later than 0455.
Last departure from Canning Town Bus Station no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at East Ham Station between 0850 and 1100.

6.3 Sundays

1. Ilford High Road, Hainault Street to Canning Town Bus Station

0550 - 0655	Every 15 minutes
0656 - 0805	Every 12 minutes
0806 - 1815	Every 10 minutes
1816 - 0050	Every 12 minutes

First departure from Ilford High Road, Hainault Street no later than 0555.
Last departure from Ilford High Road, Hainault Street no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Prince Regent Station between 1030 and 1130.

2. Canning Town Bus Station to Ilford High Road, Hainault Street

0545 - 0650	Every 15 minutes
0651 - 0825	Every 12 minutes
0826 - 1805	Every 10 minutes
1806 - 0055	Every 12 minutes

First departure from Canning Town Bus Station no later than 0550.
Last departure from Canning Town Bus Station no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at East Ham Station between 1025 and 1125.

6.4 Boxing Day

1. Ilford High Road, Hainault Street to Canning Town Bus Station

0805 - 1815	Every 10 minutes
1816 - 0050	Every 12 minutes

First departure from Ilford High Road, Hainault Street no later than 0810.
Last departure from Ilford High Road, Hainault Street no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Prince Regent Station between 1030 and 1130.

2. Canning Town Bus Station to Ilford High Road, Hainault Street

0825 - 1805	Every 10 minutes
1806 - 0055	Every 12 minutes

First departure from Canning Town Bus Station no later than 0830.
Last departure from Canning Town Bus Station no earlier than 0050.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at East Ham Station between 1025 and 1125.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. 147 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. 147 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. 147

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 Canning Town Bus Station	Towards Ilford High Road, Hainault Street
Iford	Canning Town
Plaistow Greengate \$	Plaistow Greengate \$
	East Ham

Total scheduled manual QSI surveys per quarter = 80.

\$ Observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

The current timetable for Route No. 147 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 afternoon interpeak, PM peak and early evening.

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

- the minimum performance standards for Route No. 147 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. 147 should interwork with other bus services 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. 147 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. 147:

- Football matches at West Ham United F.C. in Upton Park can cause severe traffic congestion in the area (Barking Road).
- Tenderers should be aware of heavy and unpredictable traffic delays in the Barking Road, Canning Town Flyover area especially at peak times.
- The use of 10.5 metre vehicles is not possible in Little Ilford due to highway constraints.

Tenderers should also note the following factors/events which may have an impact on Route No. 147 in the foreseeable future:

- Route No. 147 may be affected by changes to the road layout between Canning Town and Custom House proposed as part of the Canning Town Masterplan 'Area 3' regeneration. Timescales are not currently known.
- The East London Transit will be a bus-based system. The first stage commenced on 20th February 2010 and runs between Ilford, Barking and Dagenham Dock Station. 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. 147 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. 147

Ilford High Road, Hainault Street to Canning Town Bus Station 6.8 miles

Canning Town Bus Station to Ilford High Road, Hainault Street 6.8 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. 147 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:

147 via East Ham

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 147: Ilford High Road, Hainault Street - Canning Town Station

Date of Structural Change: 7 May 2011.

Date of Service Change: 7 May 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Canning Town Station: Ilford High Road, Clements Road, Ilford High Road, Chapel Road, Ilford Hill, Romford Road, Dersingham Avenue, Church Road, Browning Road, Gladstone Avenue, High Street North, Ron Leighton Way, Barking Road, Prince Regent Lane, Victoria Dock Road, Munday Road, Radland Road, Tarling Road, Jude Street, George Street, Silvertown Way, Canning Town Bus Station.

Towards Ilford High Road, Hainault Street: Canning Town Bus Station, Silvertown Way, Hallsville Road, Ruscoe Road, Rogers Road, Tarling Road, Appleby Road, Munday Road, Victoria Dock Road, Prince Regent Lane, Barking Road, High Street North, Gladstone Avenue, Browning Road, Church Road, Little Ilford Lane, Romford Road, Ilford Hill, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High Road.

STANDING AND TURNING POINTS

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.

Buses proceed from Ilford High Road via Hainault Street and Ilford Bus Station to stand, departing via Ilford Bus Station, Ley Street and Hainault Street to Ilford High Road. Set down in Ilford High Road, at Stop S and pick up in Ilford High Road, at Stop V.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 147 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: Ilford.

ILFORD, RODEN STREET (from CANNING TOWN STATION)

Private stand for five buses in bus parking area at junction of Chapel Road and Roden Street in 2 sections.

1. For four buses on the offside, extending 45 metres;
2. For one bus on nearside, extending 12 metres.

Buses proceed from Ilford Hill via Chapel Road and Sainsburys Bus Lay-By to stand, departing via Sainsburys Bus Lay-By and Roden Street to Chapel Road. Set down in Ilford Hill, at Stop E and pick up in Chapel Road, at Stop Y.

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 Broadway.

LITTLE ILFORD LANE, ROMFORD ROAD (from CANNING TOWN STATION)

Buses proceed from Romford Road departing to Dersingham Avenue. Set down in Romford Road, at stop N and pick up in Dersingham Avenue, at stop T.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Little Ilford Lane, Romford Road.

EAST HAM, WORDSWORTH AVENUE

Public stand for two buses on south side of Wordsworth Avenue, commencing 63 metres west of the kerbline of High Street North and extending 25 metres East.

From Canning Town Station.

Buses proceed from High Street North via Wordsworth Avenue to stand, departing via Wordsworth Avenue, Woodhouse Grove and Plashet Grove to High Street North. Set down in High Street North, at Stop B and pick up in High Street North, at Stop A.

From Ilford High Road, Hainault Street.

Buses proceed from Gladstone Avenue via High Street North and Wordsworth Avenue to stand, departing via Wordsworth Avenue, Woodhouse Grove, Plashet Grove and High Street North to Gladstone Avenue. Set down in Gladstone Avenue, at Stop H and pick up in Gladstone Avenue, 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: East Ham Station.

EAST HAM, NEWHAM TOWN HALL (from CANNING TOWN STATION)

Public stand for four buses on west side of Wellington Road, commencing at lamp standard No 3 and extending 47 metres south.

Buses proceed from Barking Road via High Street South, Nelson Street and Wellington Road to stand, departing via Wellington Road to Barking Road. Set down in Barking Road, at Stop S and pick up in Barking Road, at Stop Q.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
DISPLAY:	East Ham, Newham Town Hall.

UPTON PARK, CLAUGHTON ROAD

Public stand on west side of Cloughton Road, commencing 14 metres south of the kerbline of Barking Road and extending 20 metres south.

From Canning Town Station.

Buses proceed from Barking Road via Central Park Road, Boundary Road and Cloughton Road to stand, departing via Cloughton Road to Barking Road. Set down in Barking Road, at Stop O and pick up in Barking Road, at Stop S.

From Ilford High Road, Hainault Street.

Buses proceed from Barking Road via Central Park Road, Boundary Road and Cloughton Road to stand, departing via Cloughton Road to Barking Road. Set down in Barking Road, at Stop P and pick up in Barking Road, at Stop O.

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:	Upton Park, Boleyn.
OTHER INFORMATION:	-Turning point only - buses must not stand.

PRINCE REGENT DLR STATION (from Ilford High Road, Hainault Street)

Stand for four buses in two portions

1. Private stand for two buses on north side of bus station at eastern end.
2. Public stand for two buses in layby on south side of Connaught Road commencing 10 metres west of lamp standard 26G108 and extending 20 metres east.

Buses proceed from Prince Regent Lane via Prince Regent Bus Station to stand, departing via Prince Regent Bus Station and Victoria Dock Road to Prince Regent Lane. Set down in Prince Regent Lane, at Stop M and pick up in Prince Regent Lane, 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:	By arrangement.
DISPLAY:	Prince Regent.

CANNING TOWN BUS STATION, STAND E3

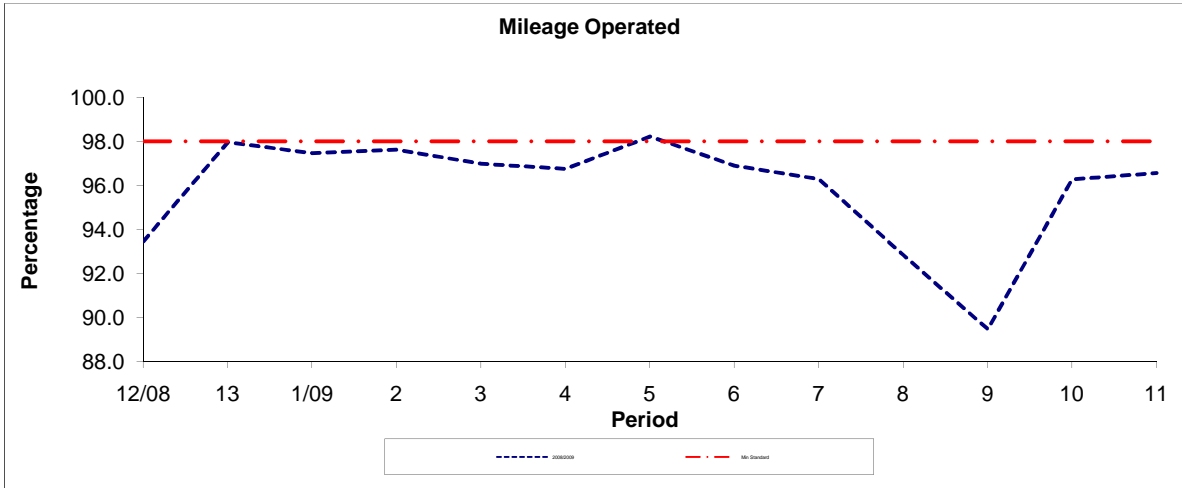
Private stand for 2 buses at Stand E3 on east side of Canning Town Bus Station at south-west corner of junction of Barking Road and Silvertown Way.

Buses proceed from Canning Town Bus Station direct to stand, departing to Canning Town Bus Station. Set down in Canning Town Bus Station, at Stop A and pick up in Canning Town Bus Station, at Stop B.

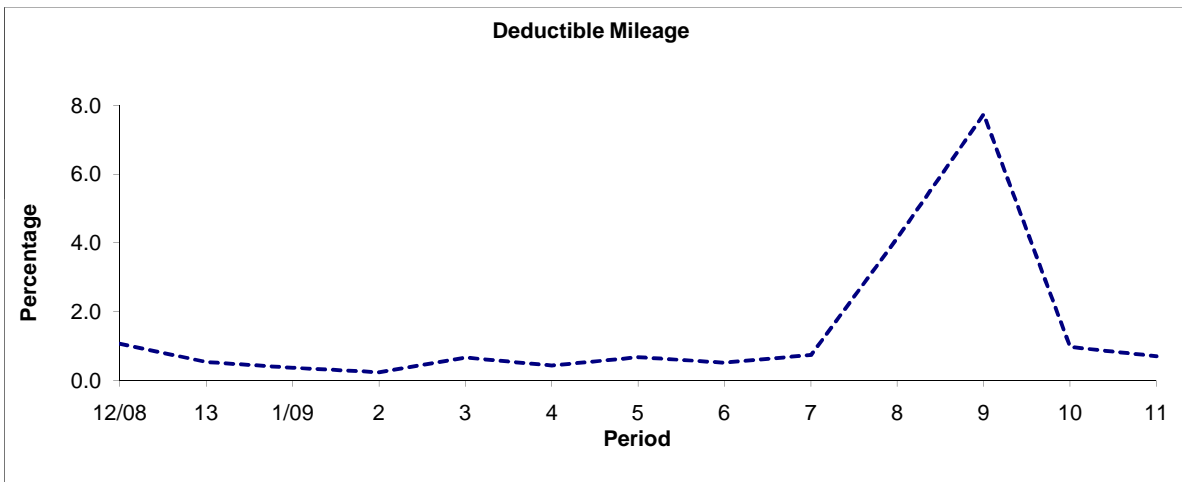
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 147 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	By arrangement.
DISPLAY:	Canning Town Station.

PART B - PERFORMANCE STATISTICS

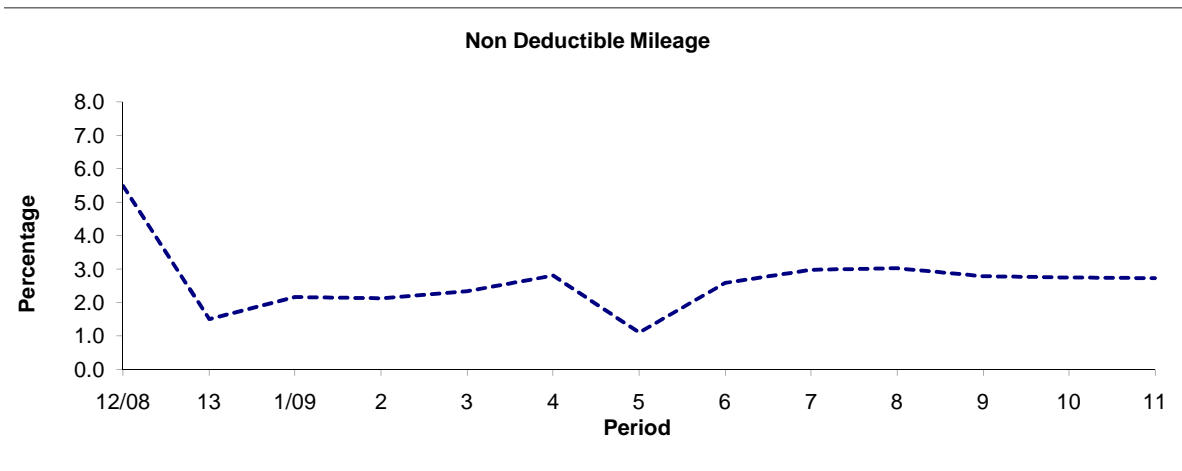
Route 147



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	93.44	97.96	97.47	97.63	96.99	96.75	98.22	96.89	96.28	92.83	89.46	96.27	96.56
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	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	1.07	0.54	0.37	0.24	0.67	0.44	0.68	0.52	0.74	4.14	7.75	0.98	0.71

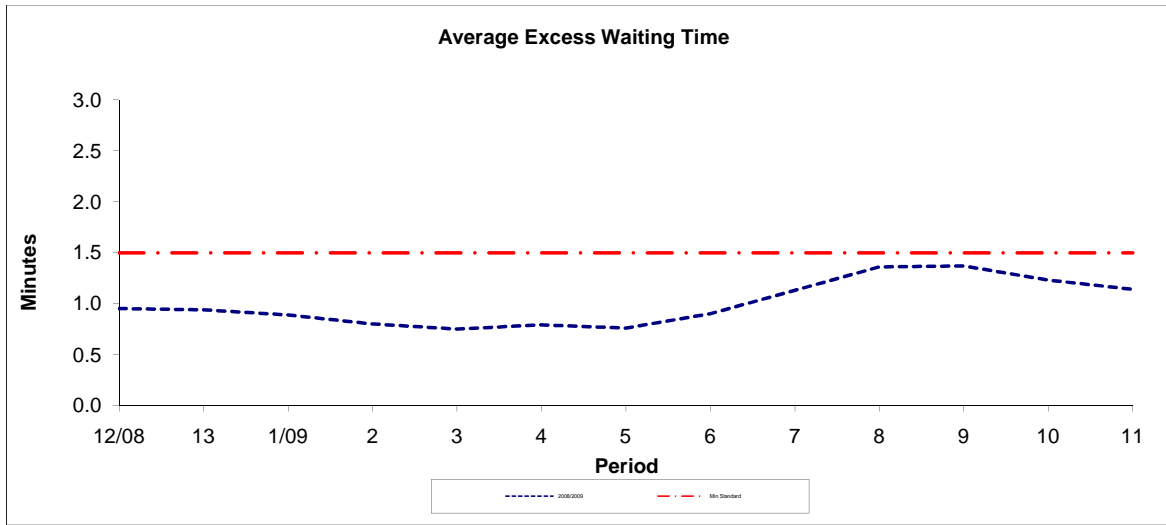


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	5.49	1.50	2.16	2.13	2.34	2.81	1.10	2.59	2.98	3.03	2.79	2.75	2.73

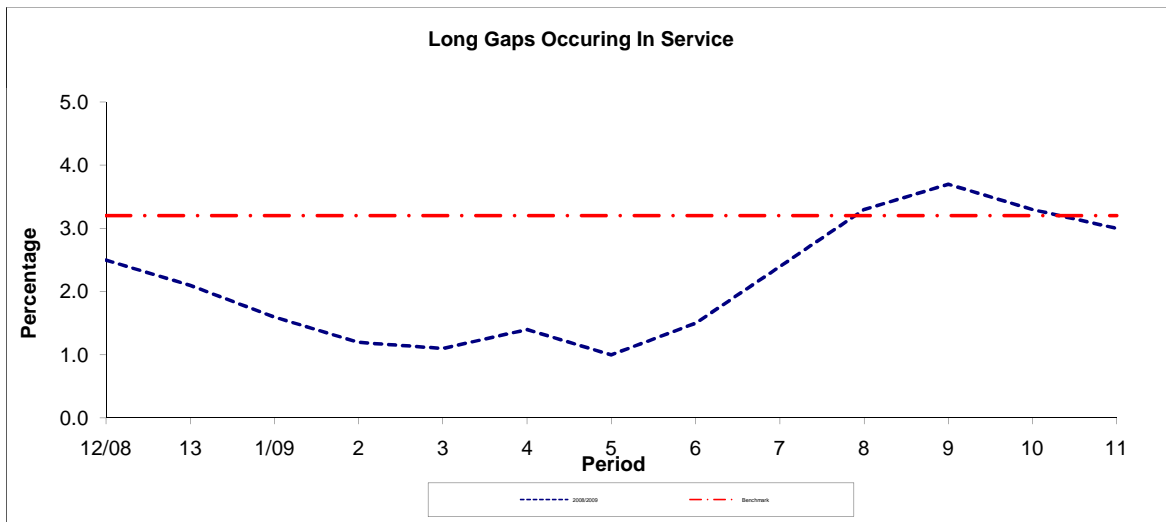
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 147



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.95	0.94	0.89	0.80	0.75	0.79	0.76	0.90	1.13	1.36	1.37	1.23	1.14
Min Standard	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	2.50	2.10	1.60	1.20	1.10	1.40	1.00	1.50	2.40	3.30	3.70	3.30	3.00
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

Note : Reliability is based on 12 weeks rolling data