

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 150

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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. 150.

- The Mondays to Fridays schoolday journey at 1530 between Hainault Station and Becontree Heath is withdrawn and replaced with a journey in the reverse direction at 1510 between Becontree Heath and Ilford Station. The bus will pick up in Becontree Heath Bus Station, at stop H and set down in Cranbrook Road, at stop H. This journey will be operated in the interim period before new Route No. 659 is introduced.

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:

- The Mondays to Fridays schoolday journey at 1510 between Becontree Heath and Ilford Station is withdrawn. New Route No. 659 will operate this journey. New Route No. 659 is tendered separately as part of this tranche.

## 3. TERMINALS

Route No. 150 will operate between Becontree Heath and Chigwell Row.

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. 150 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. 150 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. Becontree Heath to Chigwell Row

0515 - 0620	Every 20 minutes
0621 - 1850	Every 12 minutes
1851 - 2005	Every 15 minutes
2006 - 0030	Every 20 minutes

First departure from Becontree Heath no later than 0520.

Last departure from Becontree Heath no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Gants Hill Station between 0700 and 0900 and between 1500 and 1635.

### 2. Chigwell Row to Becontree Heath

0500 - 0625	Every 20 minutes
0626 - 1925	Every 12 minutes
1926 - 1955	Every 15 minutes
1956 - 2400	Every 20 minutes

First departure from Chigwell Row no later than 0505.

Last departure from Chigwell Row no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Ilford High Road, Hainault Street between 0705 and 0905 and between 1500 and 1635.

## 6.2 Saturdays & Good Friday

### 1. Becontree Heath to Chigwell Row

0515 - 0700	Every 20 minutes
0701 - 0845	Every 15 minutes
0846 - 1755	Every 12 minutes
1756 - 1925	Every 15 minutes
1926 - 0030	Every 20 minutes

First departure from Becontree Heath no later than 0520.

Last departure from Becontree Heath no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Gants Hill Station between 0915 and 1115.

### 2. Chigwell Row to Becontree Heath

0500 - 0535	Every 30 minutes
0536 - 0655	Every 20 minutes
0656 - 0810	Every 15 minutes
0811 - 1750	Every 12 minutes
1751 - 1935	Every 15 minutes
1936 - 2400	Every 20 minutes

First departure from Chigwell Row no later than 0505.

Last departure from Chigwell Row no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Ilford High Road, Hainault Street between 0840 and 1105.

### 6.3 Sundays

1. Becontree Heath to Chigwell Row

0540 - 0645            Every 30 minutes  
0646 - 0030            Every 20 minutes

First departure from Becontree Heath no later than 0545.  
Last departure from Becontree Heath no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Gants Hill Station between 1035 and 1135.

2. Chigwell Row to Becontree Heath

0530 - 0635            Every 30 minutes  
0636 - 2400            Every 20 minutes

First departure from Chigwell Row no later than 0535.  
Last departure from Chigwell Row no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Ilford High Road, Hainault Street between 1020 and 1140.

## 6.4 Boxing Day

### 1. Becontree Heath to Chigwell Row

0820 - 0030            Every 20 minutes

First departure from Becontree Heath no later than 0825.

Last departure from Becontree Heath no earlier than 0025.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Gants Hill Station between 1035 and 1135.

### 2. Chigwell Row to Becontree Heath

0810 - 2400            Every 20 minutes

First departure from Chigwell Row no later than 0815.

Last departure from Chigwell Row no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Ilford High Road, Hainault Street between 1030 and 1130.



## 7. MINIMUM PERFORMANCE STANDARDS

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

Tenderers should note that the objective of the Operator of Route No. 150 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. 150 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

The offer of an extension is additionally subject to proposed legislative changes to allow County Council funding of seven year bus contracts. Should legislation not, in the opinion of LBSL or the County Council, permit funding of the extension period then, notwithstanding the above, an extension will not be offered. However, all other incentive provisions will continue to apply.

### Summary of proposed QSI coverage: Route No. 150

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 Chigwell Row

Becontree Heath  
Goodmayes \$  
Ilford Station  
Barkingside \$

#### Towards Becontree Heath

Hainault (not evenings or Sundays)  
Barkingside \$  
Gants Hill (AM only)  
Ilford High Road  
Goodmayes \$

Total scheduled manual QSI surveys per quarter = 133.

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

## 8. RUNNING TIMES

The current timetable for Route No. 150 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 during **all periods** to ensure that they are appropriate in present traffic conditions.

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

- the minimum performance standards for Route No. 150 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. 150 should interwork with Route Nos. 128 & N128 between Becontree Heath and Barkingside, Chequers during all periods.

Route No. 150 should interwork with Route No. 659 between Becontree Heath and Ilford Station.

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. 150 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. 150:

- Route No. 150 can suffer from unpredictable traffic delays in the Becontree Heath and Ilford areas, particularly during Mondays to Fridays peak periods.

Tenderers should also note the following factors/events which may have an impact on Route No. 150 in the foreseeable future:

- The East London Transit will be a bus-based system. The first stage will run between Ilford, Barking and Dagenham Dock Station from early 2010. A 2nd 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. 150 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. 150

Becontree Heath to Chigwell	9.7 miles
Chigwell to Becontree Heath	9.6 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. 150 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:

150 via Ilford
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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.

## 17. REQUIREMENTS FOR REGISTRATION

The section of Route No. 150 between Chigwell Row, Maypole and the Essex County Boundary at Romford Road (junction with Latchford Place) will need to be registered with the Traffic Commissioner for the Eastern Traffic Area 56 days before the operation commences. The registration should be sent to:

Eastern Traffic Area Office  
Hillcrest House  
386 Harehills Lane  
LEEDS  
LS9 6NF

Copies of the registration should be sent to:

Wendy Jackson  
Senior Transport Liaison Officer  
Passenger Transport  
Essex County Council  
County Hall  
Chelmsford  
Essex  
CM1 1QH

and to:

Barry Skinner (Licensing Manager),  
TfL Surface Transport  
11<sup>th</sup> Floor  
Palestra  
197 Blackfriars Road  
London  
SE1 8NJ

The cost of this should be met by the Operator.

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 150: Becontree Heath - Chigwell Row

**Date of Structural Change:** 16 October 2010.

**Date of Service Change:** 16 October 2010.

**Reason for Issue:** New tender.

### STREETS TRAVERSED

**Towards Chigwell Row:** Becontree Heath Bus Station, Wood Lane, Green Lane, Winston Way, Riches Road, Ilford High Road, Clements Road, Ilford High Road, Chapel Road, Ilford Hill, Cranbrook Road, Gants Hill Cross, Cranbrook Road, Barkingside High Street, Fullwell Cross, Fencepiece Road, New North Road, The Lowe, Manford Way, Romford Road.

**Towards Becontree Heath:** Romford Road, Manford Way, The Lowe, New North Road, Fencepiece Road, Fullwell Cross, Barkingside High Street, Cranbrook Road, Gants Hill Cross, Cranbrook Road, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High Road, Riches Road, Winston Way, Ilford High Road, Green Lane, Wood Lane, Becontree Heath Bus Station.

### STANDING AND TURNING POINTS

#### BECONTREE HEATH BUS STATION

Private stand for 4 buses standing abreast in marked bays in bus station on south side of Wood Lane.

Buses proceed from Becontree Heath Bus Station direct to stand, departing to Becontree Heath Bus Station. Set down in Becontree Heath Bus Station and pick up in Becontree Heath Bus Station, at Stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 150 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:	Becontree Heath.
OTHER INFORMATION:	LBSL toilet facilities available 24 hrs a day.

## **ILFORD HIGH ROAD (from CHIGWELL ROW)**

Buses proceed from Ilford High Road via Riches Road, Winston Way and Riches Road departing to Ilford High Road. Set down in Ilford High Road, at Stop T and pick up in Ilford High Road, at Stop W.

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

## **ILFORD, RODEN STREET**

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.

### From Becontree Heath.

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

### From Chigwell Row.

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

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.  
OTHER INFORMATION: Buses must park on the offside to allow use of through lane.



### **GANTS HILL STATION (from Becontree Heath)**

Public stand for four buses on north side (offside) of Perth Road in two parts:

1. Commencing 13 metres east of western building line of cinema opposite No 19 and extending 10 metres east.
2. Commencing 3 metres east of cinema exit doors opposite Ye Old Valentine public house and extending 33 metres east.

Buses proceed from Cranbrook Road via Bramley Crescent and Perth Road to stand, departing via Perth Road, Eastern Avenue and Gants Hill Cross to Cranbrook Road. Set down in Cranbrook Road, at Stop CM and pick up in Cranbrook Road, at Stop CH.

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:	Gants Hill.

### **BARKINGSIDE HIGH STREET (from Becontree Heath)**

Public stand on east side of Barkingside High Street, commencing opposite the party wall of Nos 155/157 and extending 33 metres north.

Buses proceed from Barkingside High Street via Fullwell Cross and Barkingside High Street to stand, departing to Barkingside High Street. Set down in Barkingside High Street, at Stop B and pick up in Barkingside High Street, at Stop N.

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:	Barkingside, Fullwell Cross.

### **BARKINGSIDE, TESCO'S (from CHIGWELL ROW)**

Buses proceed from Barkingside High Street via Cranbrook Road, Tesco Access Road and Cranbrook Road departing to Barkingside High Street. Set down in Barkingside High Street, at Stop N and pick up in Barkingside High Street, at Stop J.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	Barkingside, Tesco.

### **HAINAULT, THE LOWE (from Becontree Heath)**

Buses proceed from New North Road via Kielder Close, Staggart Green, Manford Way and The Lowe departing to New North Road. Set down in New North Road, at Stop F and pick up in New North Road, at Stop P.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

### **CHIGWELL ROW, ROMFORD ROAD**

Public stand for one bus on the east side of Romford Road south of the junction with Lambourne Road.

Buses proceed from Romford Road via Gravel Lane, Pudding Lane and Gravel Lane to stand, departing via Gravel Lane to Romford Road. Set down in Romford Road, and pick up in Romford Road.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 150 should be scheduled to stand at any one time.

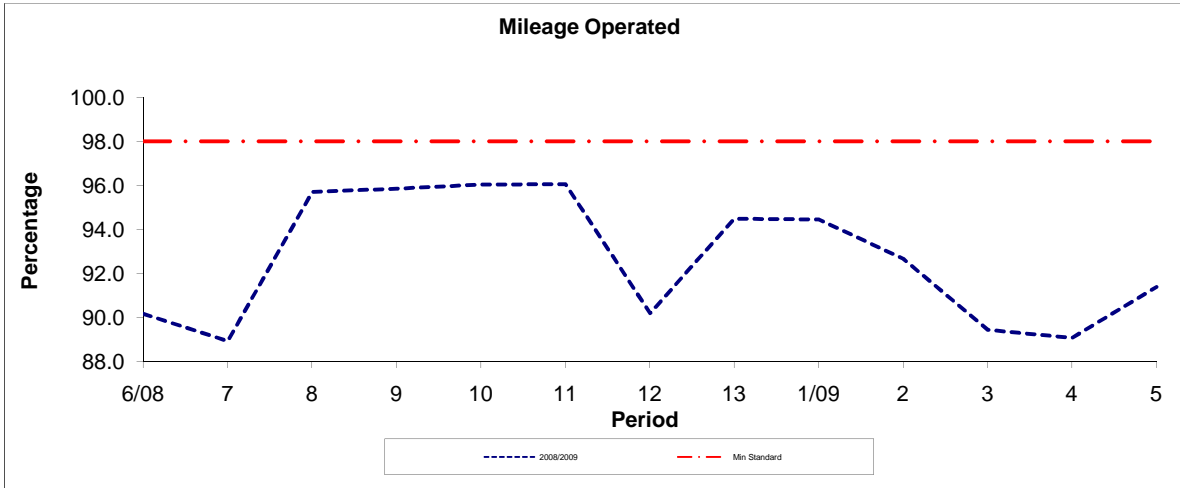
MEAL RELIEFS: No meal relief vehicles to stand at any time.

FERRY VEHICLES: No ferry vehicles to park on stand at any time.

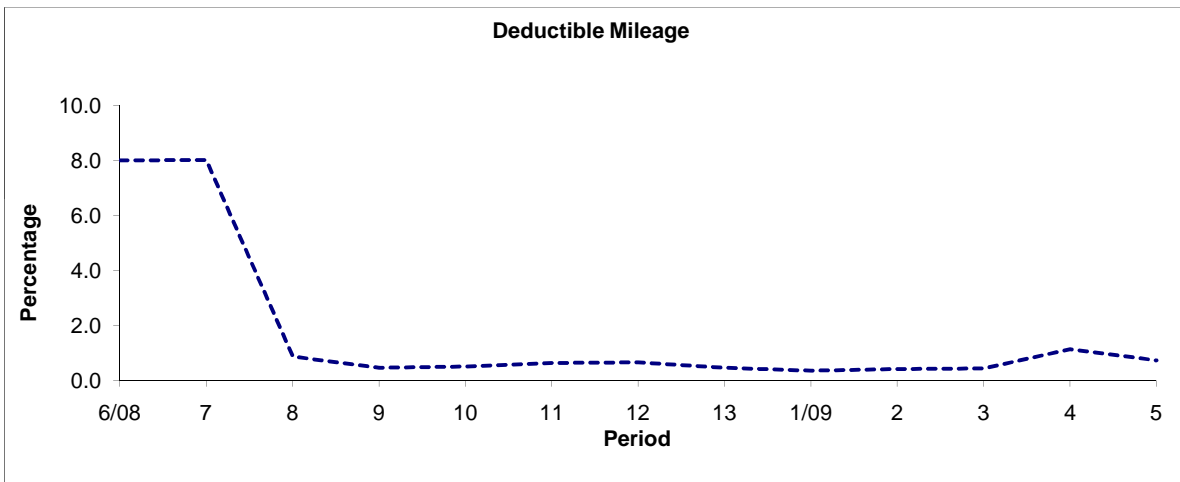
DISPLAY: Chigwell Row.

**PART B - PERFORMANCE STATISTICS**

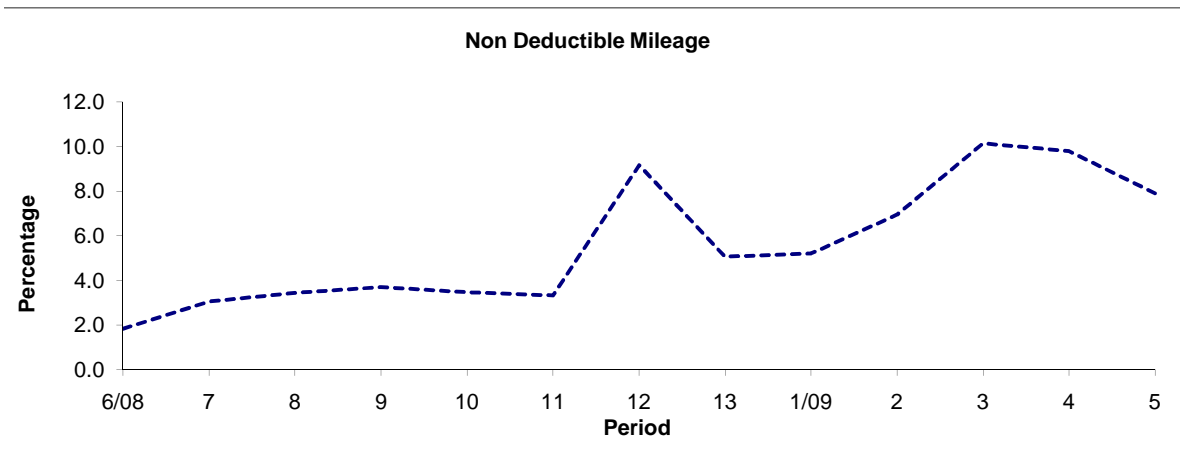
**Route 150**



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	90.16	88.93	95.70	95.85	96.03	96.05	90.19	94.48	94.45	92.66	89.43	89.08	91.38
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	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	8.01	8.02	0.86	0.46	0.50	0.63	0.65	0.46	0.35	0.40	0.43	1.13	0.72



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	1.83	3.05	3.44	3.69	3.47	3.32	9.16	5.06	5.20	6.93	10.14	9.79	7.90

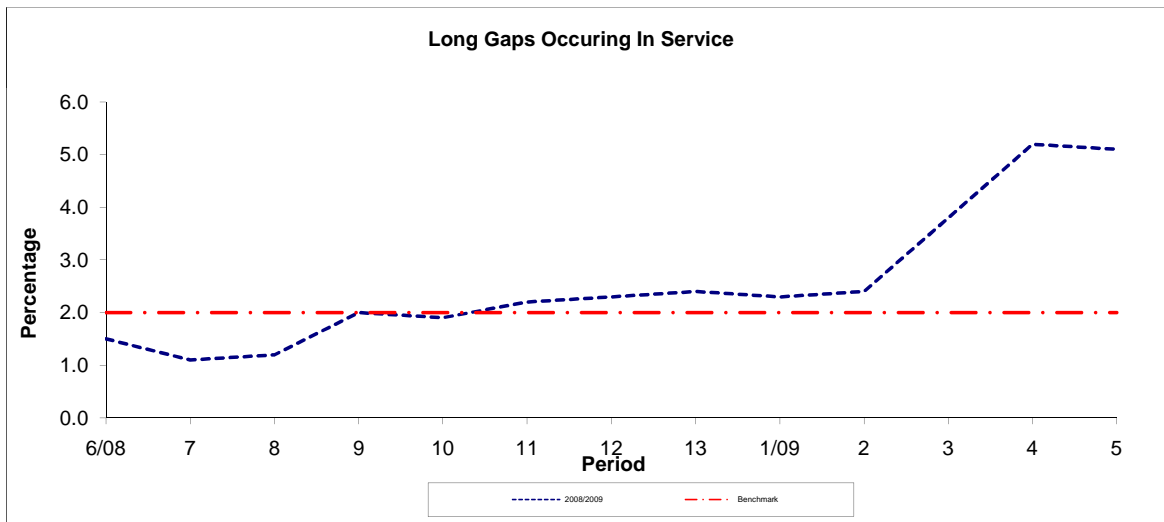
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 150**



Period	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	1.47	1.39	1.53	1.75	1.67	1.64	1.91	1.96	2.01	1.98	2.32	2.71	2.59
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	6/08	7	8	9	10	11	12	13	1/09	2	3	4	5
2008/2009	1.50	1.10	1.20	2.00	1.90	2.20	2.30	2.40	2.30	2.40	3.80	5.20	5.10
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