

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 169

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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. 169.

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 first departure ex Barking, London Road on Sundays is re-timed from 0450 to 0420 to be standardised with Mondays to Saturdays.

3. TERMINALS

Route No. 169 will operate between Clayhall, The Glade and Barking, London Road.

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. 169 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. 169 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. Clayhall, The Glade to Barking, London Road

0445 - 0520	Every 30 minutes
0521 - 0620	Every 20 minutes
0621 - 0650	Every 15 minutes
0651 - 0730	Every 12 minutes
0731 - 1820	Every 10 minutes
1821 - 1855	Every 12 minutes
1856 - 1940	Every 15 minutes
1941 - 2320	Every 20 minutes
2321 - 0025	Every 30 minutes

First departure from Clayhall, The Glade no later than 0450.
Last departure from Clayhall, The Glade no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Ilford Broadway, Chapel Road between 0710 and 0800 and no more than 10 minutes apart between 0801 and 0900 and between 1500 and 1630.

2. Barking, London Road to Clayhall, The Glade

0415 - 0450	Every 30 minutes
0451 - 0610	Every 20 minutes
0611 - 0640	Every 15 minutes
0641 - 0725	Every 12 minutes
0726 - 1755	Every 10 minutes
1756 - 1840	Every 12 minutes
1841 - 1925	Every 15 minutes
1926 - 2325	Every 20 minutes
2326 - 0025	Every 30 minutes

First departure from Barking, London Road no later than 0420.
Last departure from Barking, London Road no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Newbury Park, Ley Street/Eastern Avenue between 0710 and 0755, no more than 10 minutes apart between 0756 and 0855 and between 1500 and 1630.

6.2 Saturdays & Good Friday

1. Clayhall, The Glade to Barking, London Road

0445 - 0520	Every 30 minutes
0521 - 0755	Every 20 minutes
0756 - 0825	Every 15 minutes
0826 - 0900	Every 12 minutes
0901 - 1750	Every 10 minutes
1751 - 1815	Every 12 minutes
1816 - 1900	Every 15 minutes
1901 - 2320	Every 20 minutes
2321 - 0025	Every 30 minutes

First departure from Clayhall, The Glade no later than 0450.
Last departure from Clayhall, The Glade no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Ilford Broadway, High Road between 0925 and 1135.

2. Barking, London Road to Clayhall, The Glade

0415 - 0450	Every 30 minutes
0451 - 0710	Every 20 minutes
0711 - 0835	Every 15 minutes
0836 - 0910	Every 12 minutes
0911 - 1730	Every 10 minutes
1731 - 1805	Every 12 minutes
1806 - 1905	Every 15 minutes
1906 - 2325	Every 20 minutes
2326 - 0025	Every 30 minutes

First departure from Barking, London Road no later than 0420.
Last departure from Barking, London Road no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Newbury Park, Ley Street/Eastern Avenue between 0935 and 1135.

6.3 Sundays

1. Clayhall, The Glade to Barking, London Road

0445 - 0750	Every 30 minutes
0751 - 0930	Every 20 minutes
0931 - 1840	Every 15 minutes
1841 - 2320	Every 20 minutes
2321 - 0025	Every 30 minutes

First departure from Clayhall, The Glade no later than 0450.
Last departure from Clayhall, The Glade no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Ilford Broadway, High Road between 0950 and 1135.

2. Barking, London Road to Clayhall, The Glade

0415 - 0720	Every 30 minutes
0721 - 0840	Every 20 minutes
0841 - 1725	Every 15 minutes
1726 - 2325	Every 20 minutes
2326 - 0025	Every 30 minutes

First departure from Barking, London Road no later than 0420.
Last departure from Barking, London Road no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Newbury Park, Ley Street/Eastern Avenue between 1000 and 1130.

6.4 Boxing Day

1. Clayhall, The Glade to Barking, London Road

0825 - 0930	Every 20 minutes
0931 - 1840	Every 15 minutes
1841 - 2320	Every 20 minutes
2321 - 0025	Every 30 minutes

First departure from Clayhall, The Glade no later than 0830.
Last departure from Clayhall, The Glade no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Ilford Broadway, High Road between 0950 and 1135.

2. Barking, London Road to Clayhall, The Glade

0755 - 0840	Every 20 minutes
0841 - 1725	Every 15 minutes
1726 - 2325	Every 20 minutes
2326 - 0025	Every 30 minutes

First departure from Barking, London Road no later than 0800.
Last departure from Barking, London Road no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Newbury Park, Ley Street/Eastern Avenue between 1000 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. 169 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. 169 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. 169

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 Barking, London Road

Barkingside \$
Ilford

Towards Clayhall, The Glade

Barking
Ilford
Barkingside \$

Total scheduled manual QSI surveys per quarter = 80.

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

8. RUNNING TIMES

The current timetable for Route No. 169 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 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. 169 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. 169 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. 169 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. 169:

- Route No. 169 can suffer from unpredictable traffic delays in the Ilford and Barking areas.

Tenderers should also note the following factors/events which may have an impact on Route No. 169 in the foreseeable future:

- 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. 169 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. 169

Clayhall, The Glade to Barking, London Road	6.3 miles
Barking, London Road to Clayhall The Glade	6.4 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route No. 169 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:

169 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 169: Clayhall, The Glade - Barking, London Road

Date of Structural Change: 12 March 2011.

Date of Service Change: 12 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Barking, London Road: Fullwell Avenue, Fullwell Cross, Barkingside High Street, Tanners Lane, Horns Road, Ley Street, Hainault Street, Ilford High Road, Clements Road, Ilford High Road, Chapel Road, Winston Way, Ilford Lane, Fanshawe Avenue, Longbridge Road, Station Parade, Cambridge Road, Linton Road, London Road.

Towards Clayhall, The Glade: London Road, Linton Road, Cambridge Road, Station Parade, Longbridge Road, Fanshawe Avenue, Ilford Lane, Winston Way, Chapel Road, Ilford Hill, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High Road, Hainault Street, Ley Street, Horns Road, Tanners Lane, Barkingside High Street, Fullwell Cross, Fullwell Avenue.

STANDING AND TURNING POINTS

CLAYHALL, THE GLADE

Public stand for two buses in bus turning circle on south side of Fullwell Avenue, commencing at lamp standard approximately 27 metres south of the centre of Fullwell Avenue and extending 20 metres north.

Buses proceed from Fullwell Avenue direct to stand, departing to Fullwell Avenue. Set down in Fullwell Avenue, at Stop FA and pick up in Fullwell Avenue, at Stop FA.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 169 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: Clayhall.

BARKINGSIDE HIGH STREET (from BARKING, LONDON ROAD)

Public stand for three buses 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.

ILFORD, HAINAULT STREET (from BARKING, LONDON ROAD)

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:	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.

ILFORD, RODEN STREET (from Clayhall, The Glade)

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 High Road via Chapel Road and Sainsburys Bus Lay-By to stand, departing via Sainsburys Bus Lay-By, Roden Street and Chapel Road to Ilford Hill. Set down in Ilford High Road, at Stop L and pick up in Ilford Hill, at Stop F.

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.

BARKING, LONDON ROAD

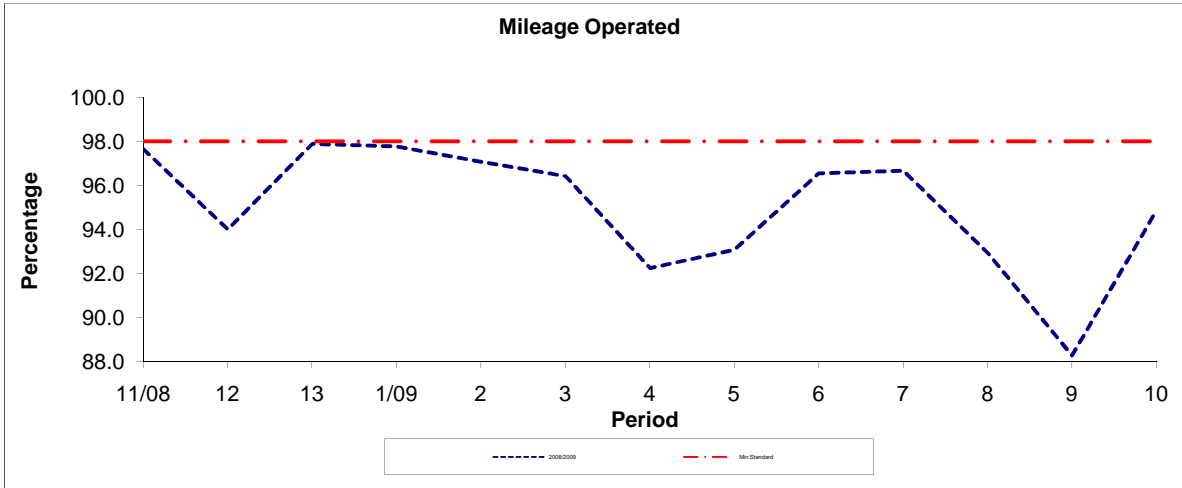
Private stand for nine buses in bus parking area on north side of London Road, commencing 37 metres east of the eastern kerbline of North Street and extending 36 metres east.

Buses proceed from London Road via London Road Bus Stand to stand, departing via London Road Bus Stand to London Road. Set down in London Road, at Stop M and pick up in London Road, at Stop D.

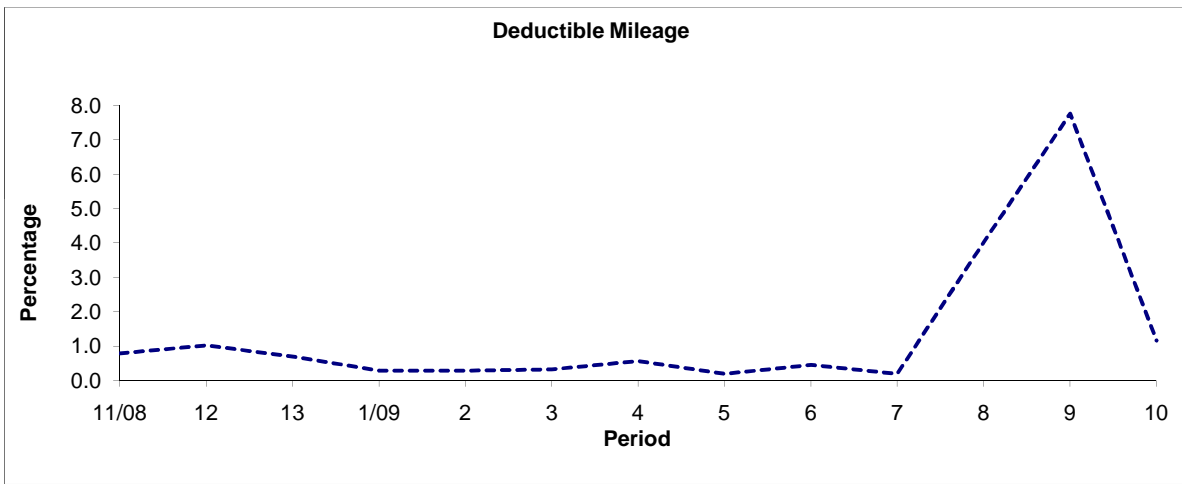
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 169 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Barking.
OTHER INFORMATION:	Council toilet facilities available 24 hours a day.

PART B - PERFORMANCE STATISTICS

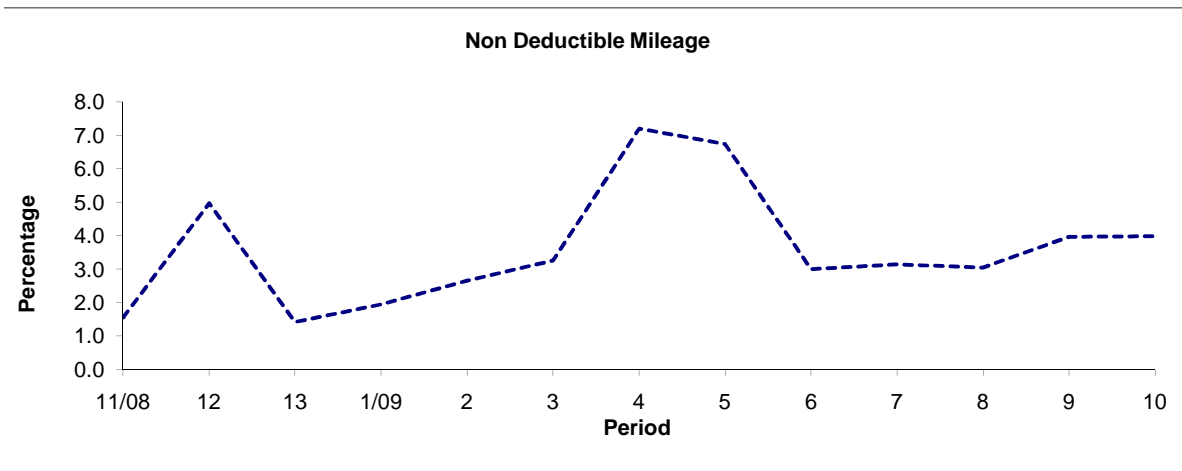
Route 169



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	97.66	94.01	97.89	97.77	97.07	96.42	92.24	93.07	96.55	96.67	92.93	88.27	94.86
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	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	0.79	1.02	0.69	0.28	0.28	0.32	0.56	0.19	0.45	0.19	4.02	7.76	1.16

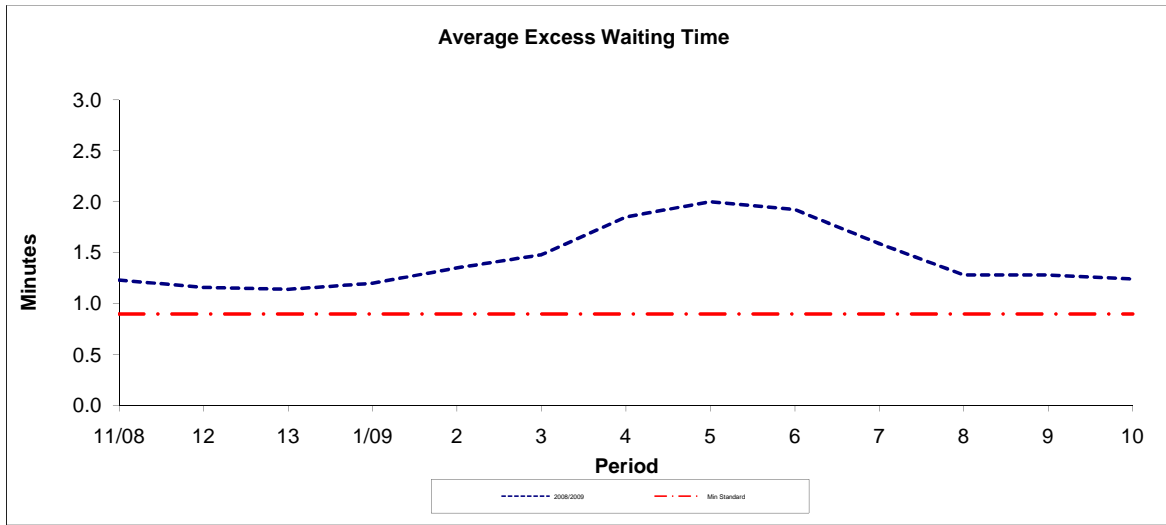


Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.55	4.97	1.42	1.95	2.65	3.26	7.20	6.74	3.00	3.14	3.05	3.97	3.98

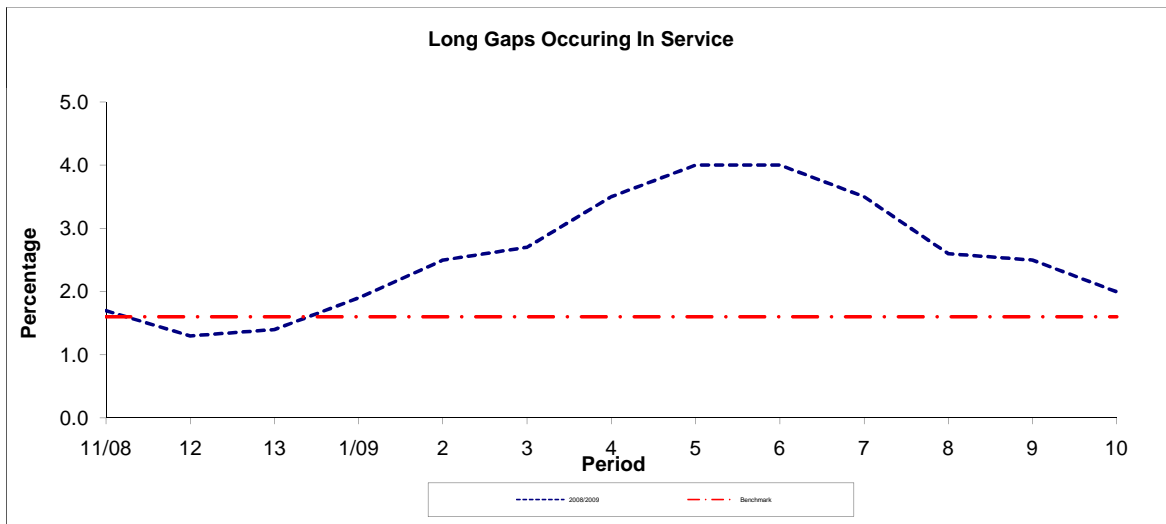
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 169



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.23	1.16	1.14	1.20	1.35	1.48	1.85	2.00	1.92	1.59	1.28	1.28	1.24
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	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.70	1.30	1.40	1.90	2.50	2.70	3.50	4.00	4.00	3.50	2.60	2.50	2.00
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