

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 247

CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	2
4. Days of Operation	2
5. Vehicle Type	3
6. Frequencies	4
7. Minimum Performance Standards	9
8. Running Times	10
9. Layovers	10
10. Timing Constraints	10
11. Control Strategy	11
12. Operational Considerations	12
13. Stopping Arrangements	12
14. Timing Points and Mileages	13
15. Vehicle Livery	13
16. Stands and Blinds	14
<u>Appendices</u>	
A. Route Record	15

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. 247.

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:

- Double deck, dual door, 87 capacity buses are specified, subject to a satisfactory route test.

3. TERMINALS

Route No. 247 will operate between Barkingside, Tanners Lane and Romford 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. 247 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. 247 is currently approved for vehicles which are a maximum of 9.9 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. Barkingside, Tanners Lane to Romford Station

0515 - 0640	Every 20 minutes
0641 - 1840	Every 10 minutes
1841 - 2010	Every 15 minutes
2011 - 2400	Every 20 minutes

First departure from Barkingside, Tanners Lane no later than 0520.
Last departure from Barkingside, Tanners Lane no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Romford, North Street Bus Garage between 0710 and 0910 and between 1500 and 1630.

2. Romford Station to Barkingside, Tanners Lane

0515 - 0620	Every 20 minutes
0621 - 1840	Every 10 minutes
1841 - 2010	Every 15 minutes
2011 - 2355	Every 20 minutes*

First departure from Romford Station no later than 0520.
Last departure from Romford Station no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Hainault Station between 0705 and 0905 and between 1505 and 1635.

*** Buses operating towards Barkingside, Tanners Lane are diverted after 2130 (until last bus) from Atlanta Boulevard via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the normal pick up stop at Romford Station on South Street and will pick up in Victoria Road. Buses operating towards Romford Station are unaffected and remain on normal line of route.**

6.2 Saturdays & Good Friday

1. Barkingside, Tanners Lane to Romford Station

0515 - 0800	Every 20 minutes
0801 - 0830	Every 15 minutes
0831 - 1800	Every 10 minutes
1801 - 1930	Every 15 minutes
1931 - 2400	Every 20 minutes

First departure from Barkingside, Tanners Lane no later than 0520.
Last departure from Barkingside, Tanners Lane no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Romford, North Street Bus Garage between 0855 and 1105.

2. Romford Station to Barkingside, Tanners Lane

0515 - 0800	Every 20 minutes
0801 - 0900	Every 15 minutes
0901 - 1820	Every 10 minutes
1820 - 1950	Every 15 minutes
1951 - 2355	Every 20 minutes*

First departure from Romford Station no later than 0520.
Last departure from Romford Station no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Hainault Station between 0925 and 1105.

*** Buses operating towards Barkingside, Tanners Lane are diverted after 2130 (until last bus) from Atlanta Boulevard via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the normal pick up stop at Romford Station on South Street and will pick up in Victoria Road. Buses operating towards Romford Station are unaffected and remain on normal line of route.**

6.3 Sundays

1. Barkingside, Tanners Lane to Romford Station

0610 - 2400 Every 20 minutes

First departure from Barkingside, Tanners Lane no later than 0615.
Last departure from Barkingside, Tanners Lane no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Romford, North Street Bus Garage between 1020 and 1140.

2. Romford Station to Barkingside, Tanners Lane

0610 - 2355 Every 20 minutes*

First departure from Romford Station no later than 0615.
Last departure from Romford Station no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hainault Station between 1020 and 1120.

*** Buses operating towards Barkingside, Tanners Lane are diverted after 2130 (until last bus) from Atlanta Boulevard via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the normal pick up stop at Romford Station on South Street and will pick up in Victoria Road. Buses operating towards Romford Station are unaffected and remain on normal line of route.**

6.4 Boxing Day

1. Barkingside, Tanners Lane to Romford Station

0810 - 2400 Every 20 minutes

First departure from Barkingside, Tanners Lane no later than 0815.
Last departure from Barkingside, Tanners Lane no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Romford, North Street Bus Garage between 1020 and 1140.

2. Romford Station to Barkingside, Tanners Lane

0810 - 2355 Every 20 minutes*

First departure from Romford Station no later than 0815.
Last departure from Romford Station no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Hainault Station between 1020 and 1120.

*** Buses operating towards Barkingside, Tanners Lane are diverted after 2130 (until last bus) from Atlanta Boulevard via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the normal pick up stop at Romford Station on South Street and will pick up in Victoria Road. Buses operating towards Romford Station are unaffected and remain on normal line of route.**

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. 247 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. 247 shall be:

Average Excess Wait Time:	No more than 0.90 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 = 0.80 minutes

Summary of proposed QSI coverage: Route No. 247

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 Romford Station	Towards Barkingside, Tanners Lane
Barkingside	Romford
Hainault \$ (not evenings or Sundays)	Hainault \$ (not evenings or Sundays)
Collier Row	

Total scheduled manual QSI surveys per quarter = 76.

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

8. RUNNING TIMES

The current timetable for Route No. 247 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.

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. 247 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. 247 should interwork with Route No. 150 between Hainault Station and Barkingside, Fullwell Cross during all evenings and Sundays.

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. 247 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. 247:

- Romford Market, which is held on Wednesdays, Fridays and Saturdays, can lead to traffic delays in the Romford area.
- Route No. 247 can suffer from unpredictable traffic delays in the Romford area, particularly during Mondays to Fridays peak periods.
- Parts of South Street and Western Road in Romford are closed to northbound traffic after 2130 as a result of safety concerns due to anti social behaviour. Buses on Route No. 247 operating towards Barkingside Station are diverted after 2130 (until last bus) from Atlanta Boulevard via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the normal pick up stop at Romford Station on South Street and will pick up in Victoria Road. Buses operating towards Romford Station are unaffected and remain on normal line of route.

Tenderers should also note the following factors/events which may have an impact on Route No. 247 in the foreseeable future:

- Further developments are progressing in Romford town centre, including the Market Square and the new Asda store at Liberty 2 (located at the junction of Main Road, St. Edwards Way and Mercury Gardens). Over the next 10 years, there should be fairly significant increases in residential and commercial properties within and along the inner ring road. This will affect demand on the route.
- In Romford, a proposal exists for Western Road to operate two-way for buses only. Buses would no longer serve Chandlers Way and Eastern Road. This will simplify the routeing and allow scope to review bus stop locations.
- 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. 247 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. 247

Barkingside, Tanners Lane to Romford Station	8.3 miles
Romford Station to Barkingside, Tanners Lane	8.2 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. 247 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:

247 via Hainault

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 247: Barkingside Station - Romford Station

Date of Structural Change: 12 March 2011.

Date of Service Change: 12 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Romford Station: Tanners Lane, Barkingside High Street, Fullwell Cross, Fencepiece Road, New North Road, Romford Road, Whalebone Lane North, Collier Row Road, Hog Hill Road, Collier Row Road, Collier Row Roundabout, Collier Row Lane, Havering Road, North Street, St Edwards Way, Main Road Roundabout, Mercury Gardens, Western Road, Grimshaw Way, Slaney Road, Chandlers Way, Eastern Road, South Street, Atlanta Boulevard.

Towards Barkingside Station: South Street, Western Road, Mercury Gardens, Main Road Roundabout, St Edwards Way, North Street, Havering Road, Collier Row Lane, Collier Row Roundabout, Collier Row Road, Whalebone Lane North, Romford Road, New North Road, Fencepiece Road, Fullwell Cross, Barkingside High Street, Baron Gardens, Craven Gardens, Tanners Lane.

Special Journey from Romford Station:

After 2130 every night buses operate from Victoria Road to Mercury Gardens.

STANDING AND TURNING POINTS

ROMFORD STATION, ATLANTA BOULEVARD

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

Buses proceed from Atlanta Boulevard direct to stand, departing via Atlanta Boulevard to South Street. Set down in Atlanta Boulevard, at Alighting Point and pick up in South Street, at Stop V.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 247 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: Romford Station.

ROMFORD, HAINAULT ROAD (from BARKINGSIDE STATION)

Public stand for three buses on east side of Hainault Road, commencing at a point opposite the party wall of Nos. 21/23 and extending 38 metres north.

Buses proceed from Havering Road via North Street, Eastern Avenue West and Hainault Road to stand, departing via Hainault Road to North Street. Set down in Havering Road, at Stop NQ and pick up in North Street, at Stop NB.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
MEAL RELIEFS: By arrangement.
FERRY VEHICLES: By arrangement.
DISPLAY: Romford, Parkside Avenue.

COLLIER ROW, WHITE HART LANE (from BARKINGSIDE STATION)

Buses proceed from Collier Row Road via Melville Road, Lowshoe Lane and White Hart Lane departing to Collier Row Road. Set down in Collier Row Road, at stop WE and pick up in Collier Row Road, at stop WQ.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Collier Row.

MARKS GATE, WHALEBONE LANE NORTH

From Barkingside Station.

Buses proceed from Whalebone Lane North departing to Whalebone Lane North. Set down in Whalebone Lane North, at stop A and pick up in Whalebone Lane North, at stop U.

From Romford Station.

Buses proceed from Collier Row Road via Whalebone Lane North departing to Collier Row Road. Set down in Collier Row Road and pick up in Collier Row Road.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Marks Gate.

HAINAULT, THE LOWE (from Romford Station)

Public stand for one bus on north side of Manford Way, commencing opposite party wall of Nos 198/200 and extending 19 metres west.

Buses proceed from New North Road via Kielder Close, Staggart Green and Manford Way to stand, departing via Manford Way and The Lowe to New North Road. Set down in New North Road, Q and pick up in New North Road, 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: Hainault, The Lowe.

BARKINGSIDE, TANNERS LANE

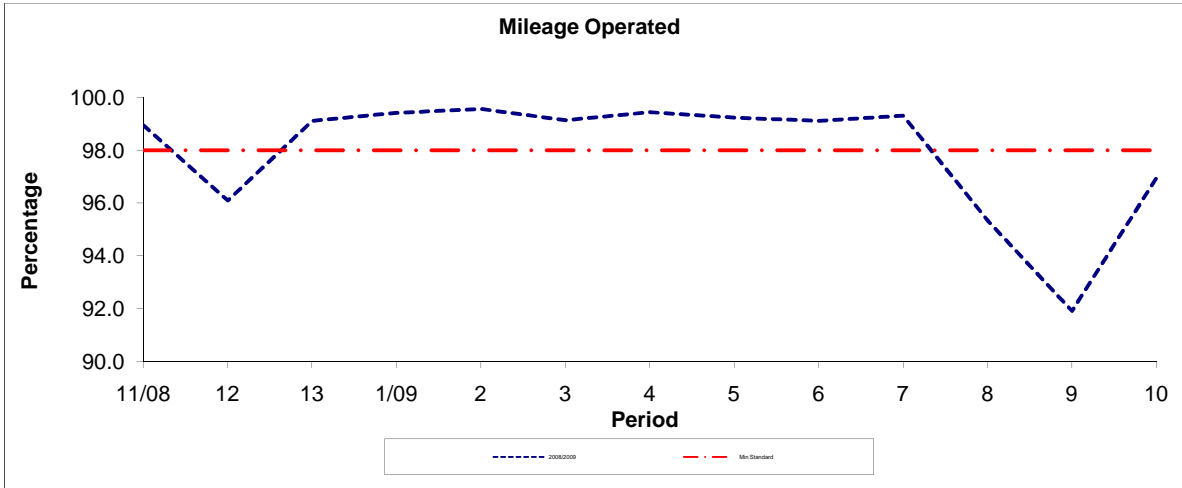
Public stand for one bus at rear of double bus cage on south side of Tanners Lane, commencing west of the junction of Craven Gardens.

Buses proceed from Tanners Lane direct to stand, departing to Tanners Lane. Set down in Tanners Lane, at Stop S and pick up in Tanners Lane, at Stop W.

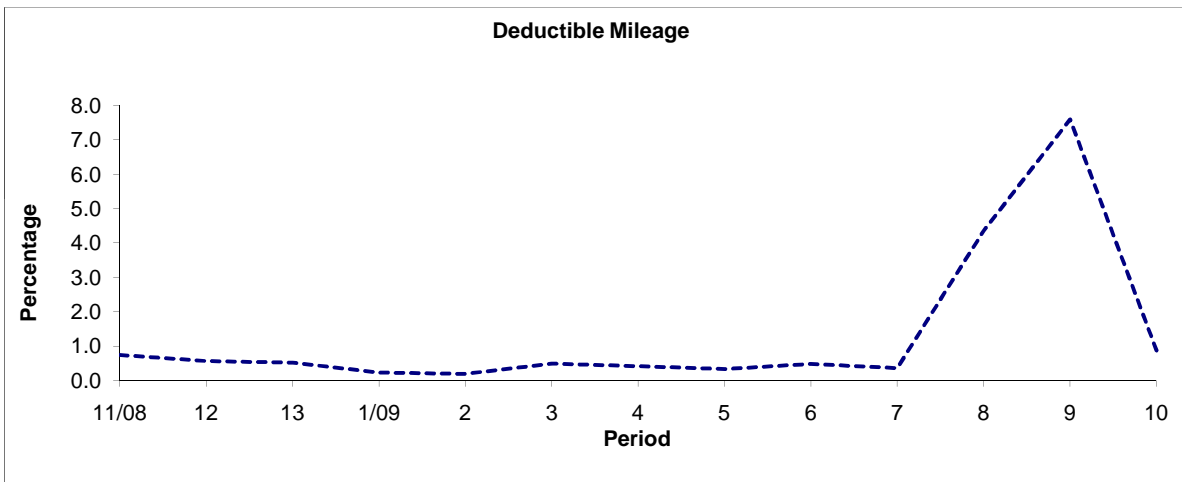
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 247 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Barkingside.

PART B - PERFORMANCE STATISTICS

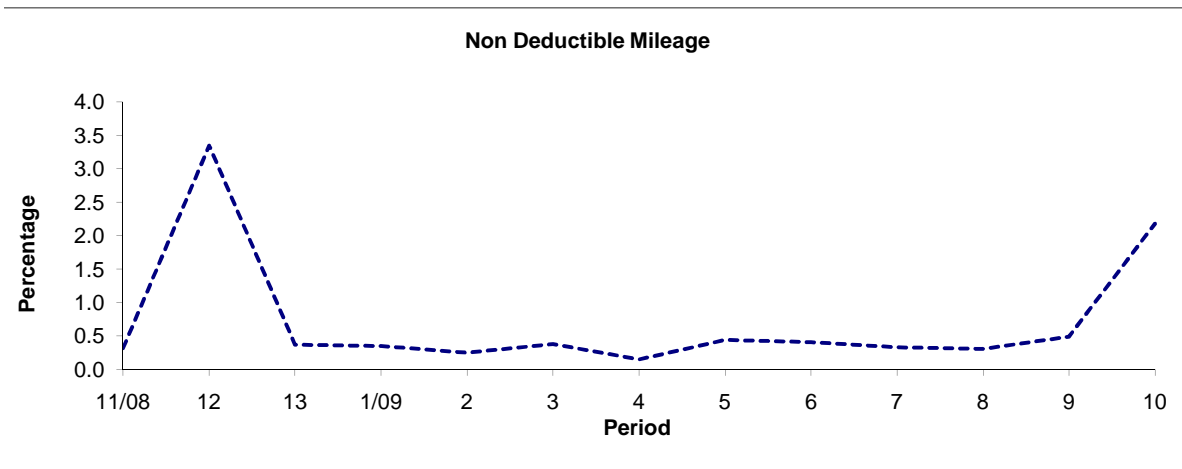
Route 247



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	98.94	96.09	99.11	99.42	99.56	99.13	99.44	99.23	99.11	99.31	95.33	91.91	96.95
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	0.74	0.56	0.52	0.23	0.19	0.49	0.41	0.33	0.48	0.36	4.36	7.60	0.87

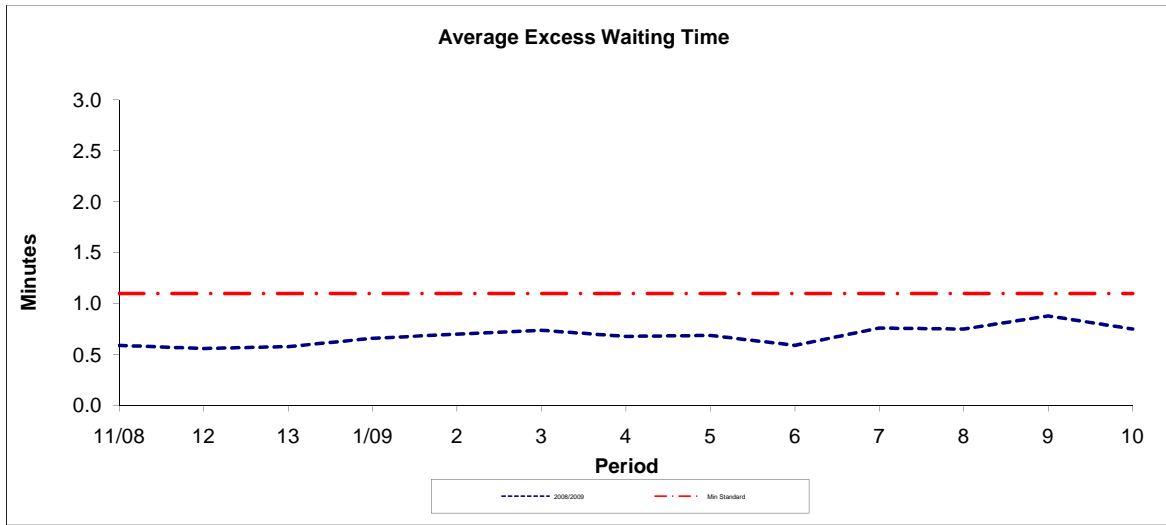


Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	0.32	3.35	0.37	0.35	0.25	0.38	0.15	0.44	0.41	0.33	0.31	0.49	2.18

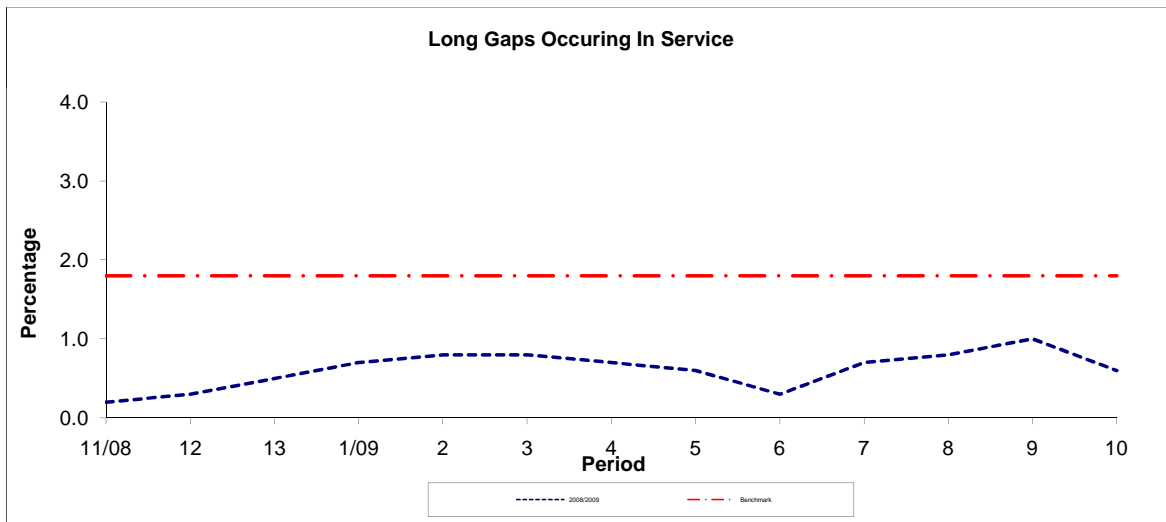
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 247



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	0.59	0.56	0.58	0.66	0.70	0.74	0.68	0.69	0.59	0.76	0.75	0.88	0.75
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	0.20	0.30	0.50	0.70	0.80	0.80	0.70	0.60	0.30	0.70	0.80	1.00	0.60
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