

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 287

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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. 287.

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 vehicles are specified, subject to a satisfactory route test.

3. TERMINALS

Route No. 287 will operate between Barking Station and Rainham, Abbey Wood Lane.

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. 287 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. 287 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. Barking Station to Rainham, Abbey Wood Lane

0525 - 0600	Every 30 minutes
0601 - 0700	Every 20 minutes
0701 - 1950	Every 15 minutes
1951 - 0015	Every 20 minutes

First departure from Barking Station no later than 0530.

Last departure from Barking Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Rainham, War Memorial between 0725 and 0910 and between 1510 and 1640.

2. Rainham, Abbey Wood Lane to Barking Station

0450 - 0555	Every 30 minutes
0556 - 0655	Every 20 minutes
0656 - 1910	Every 15 minutes
1911 - 0015	Every 20 minutes

First departure from Rainham, Abbey Wood Lane no later than 0455.

Last departure from Rainham, Abbey Wood Lane no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Ripple Road, Thatched House between 0710 and 0730 and no more than 15 minutes apart between 0731 and 0900 and between 1510 and 1640.

6.2 Saturdays & Good Friday

1. Barking Station to Rainham, Abbey Wood Lane

0525 - 0600	Every 30 minutes
0601 - 0800	Every 20 minutes
0801 - 1830	Every 15 minutes
1831 - 0015	Every 20 minutes

First departure from Barking Station no later than 0530.

Last departure from Barking Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Rainham, War Memorial between 0925 and 1055.

2. Rainham, Abbey Wood Lane to Barking Station

0450 - 0555	Every 30 minutes
0556 - 0755	Every 20 minutes
0756 - 1830	Every 15 minutes
1831 - 0015	Every 20 minutes

First departure from Rainham, Abbey Wood Lane no later than 0455.

Last departure from Rainham, Abbey Wood Lane no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Ripple Road, Thatched House between 0920 and 1105.

6.3 Sundays

1. Barking Station to Rainham, Abbey Wood Lane

0615 - 0810 Every 30 minutes
0811 - 0015 Every 20 minutes

First departure from Barking Station no later than 0620.
Last departure from Barking Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Rainham, War Memorial between 0955 and 1135.

2. Rainham, Abbey Wood Lane to Barking Station

0620 - 0920 Every 30 minutes
0921 - 0015 Every 20 minutes

First departure from Rainham, Abbey Wood Lane no later than 0625.
Last departure from Rainham, Abbey Wood Lane no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Ripple Road, Thatched House between 1005 and 1125.

6.4 Boxing Day

1. Barking Station to Rainham, Abbey Wood Lane

0810 - 0015 Every 20 minutes

First departure from Barking Station no later than 0815.
Last departure from Barking Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Rainham, War Memorial between 0955 and 1135.

2. Rainham, Abbey Wood Lane to Barking Station

0815 - 0920 Every 30 minutes
0921 - 0015 Every 20 minutes

First departure from Rainham, Abbey Wood Lane no later than 0820.
Last departure from Rainham, Abbey Wood Lane no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Ripple Road, Thatched House between 1005 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. 287 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. 287 shall be:

Departing on Time:	No less than 78.00%
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).

Departing On Time Threshold = 82.00%

Summary of proposed QSI coverage: Route No. 287

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 Rainham, Abbey Wood Lane

Barking
Thatched House \$
(not evenings or Sundays)
Rainham War Memorial \$

Towards Barking Station

Rainham War Memorial \$
Thatched House \$
(not evenings or Sundays)

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. 287 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays AM peak, afternoon interpeak, PM peak and early evening and the Saturdays and Sundays shopping periods.

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

- the minimum performance standards for Route No. 287 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. 287 should be separated from Route No. 687 between Dagenham, Kent Avenue and Barking 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. 287 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. 287:

- Route No. 287 can suffer from unpredictable traffic delays in the Barking and Ripple Road/King Edward's Road areas.
- Route No. 287 can suffer from disruption in the Dagenham area during home matches of Dagenham and Redbridge Football Club.
- Dagenham Park Community School affects demand on this route between 1520 and 1540.

Tenderers should also note the following factors/events which may have an impact on Route No. 287 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 second stage will extend bus services into the Barking Riverside Development.
- The London Borough of Havering are currently considering a one-way system in Rainham.
- 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. 287 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. 287

Barking Station to Rainham, Abbey Wood Lane	8.4 miles
Rainham, Abbey Wood Lane to Barking Station	8.3 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. 287 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:

287 via Dagenham

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 287: Barking Station - Rainham, Abbey Wood Lane

Date of Structural Change: 12 March 2011.

Date of Service Change: 12 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Rainham, Abbey Wood Lane: Station Parade, Cambridge Road, Linton Road, London Road, North Street, Barking Broadway, St Pauls Road, Axe Street, Ripple Road, Ripple Road Junction, Ripple Road, New Road, Dovers Corner, Bridge Road, Viking Way, Tesco Access Road, Viking Way, Bridge Road, Rainham Broadway, Upminster Road South, Upminster Road North, Lake Avenue, Thorn Lane, Briscoe Road, Abbey Wood Lane.

Towards Barking Station: Abbey Wood Lane, Berwick Road, Thorn Lane, Lake Avenue, Upminster Road North, Upminster Road South, Rainham Broadway, Bridge Road, Viking Way, Tesco Access Road, Viking Way, Bridge Road, Dovers Corner, New Road, Ripple Road, Ripple Road Junction, Ripple Road, St Pauls Road, Barking Broadway, North Street, London Road, Linton Road, Cambridge Road, Station Parade, Longbridge Road.

STANDING AND TURNING POINTS

BARKING STATION

Public stand on for three buses on the east side of Longbridge Road, commencing at a point opposite "The Spotted Dog" public house and extending 37 metres north. Buses proceed from Longbridge Road (Circumnavigate Roundabout At Junction With Fanshawe Avenue) direct to stand, departing via Longbridge Road to Station Parade. Set down in Longbridge Road, at Stop L and pick up in Station Parade, at Stop H.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 287 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:	C2C toilet facilities available Mon-Sat: 0600-0020 & Sun: 0700-2300.

BARKING, LONDON ROAD (from RAINHAM, ABBEY WOOD LANE)

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

Buses proceed from North Street via London Road and London Road Bus Stand to stand, departing via London Road Bus Stand, London Road and North Street to Barking Broadway. Set down in North Street, at Stop A and pick up in Barking Broadway, at Stop B.

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: Barking, London Road.

DAGENHAM, BALLARDS ROAD (from Barking Station)

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

Buses proceed from New Road via Ballards Road (Western Arm) to stand, departing via Ballards Road (Eastern Arm), Ballards Road (Northern Arm), Ballards Road (Eastern Arm), Link Road and Kent Avenue to New Road. Set down in New Road, at Stop D and pick up in New Road, at Stop Q.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Dagenham, New Road.
OTHER INFORMATION: McDonalds toilets available between 0600 and 0000 on all days.

RAINHAM, WAR MEMORIAL (from Barking Station)

Public stand for two buses on east side of Rainham Broadway, commencing 10 metres south of the southern building line of The Bull public house and extending 22 metres south east.

Buses proceed from Tesco Access Road via Viking Way, Bridge Road and Rainham Broadway to stand, departing to Rainham Broadway. Set down in Tesco Access Road, at Stop F and pick up in Rainham Broadway, at Stop C.

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: Rainham, War Memorial.

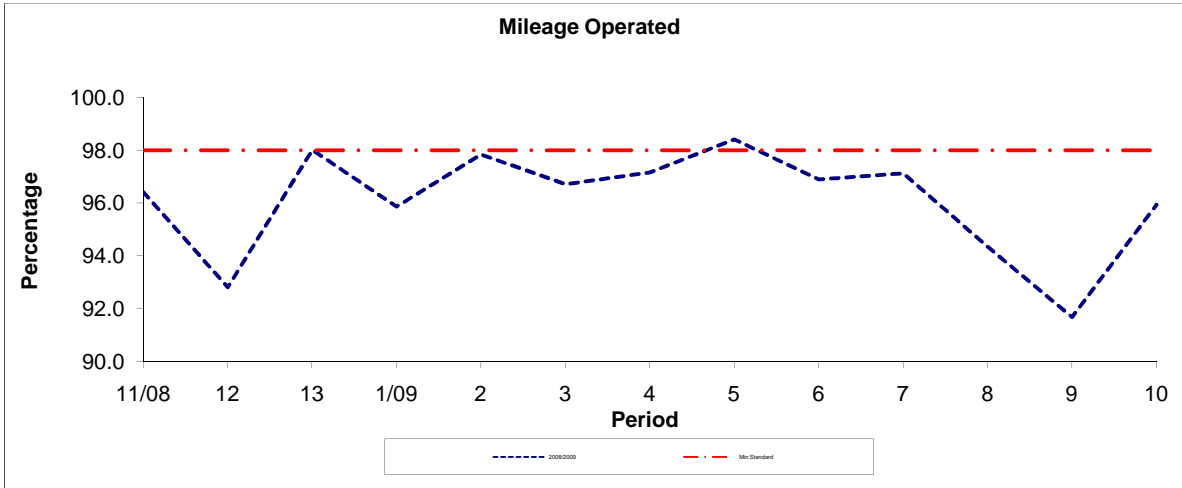
RAINHAM, ABBEY WOOD LANE

Public stand for four buses at rear of bay on north side of Abbey Wood Lane, commencing opposite eastern flank wall of No. 30 and extending 45 metres west.
Buses proceed from Abbey Wood Lane direct to stand, departing to Abbey Wood Lane.
Set down in Abbey Wood Lane and pick up in Abbey Wood Lane.

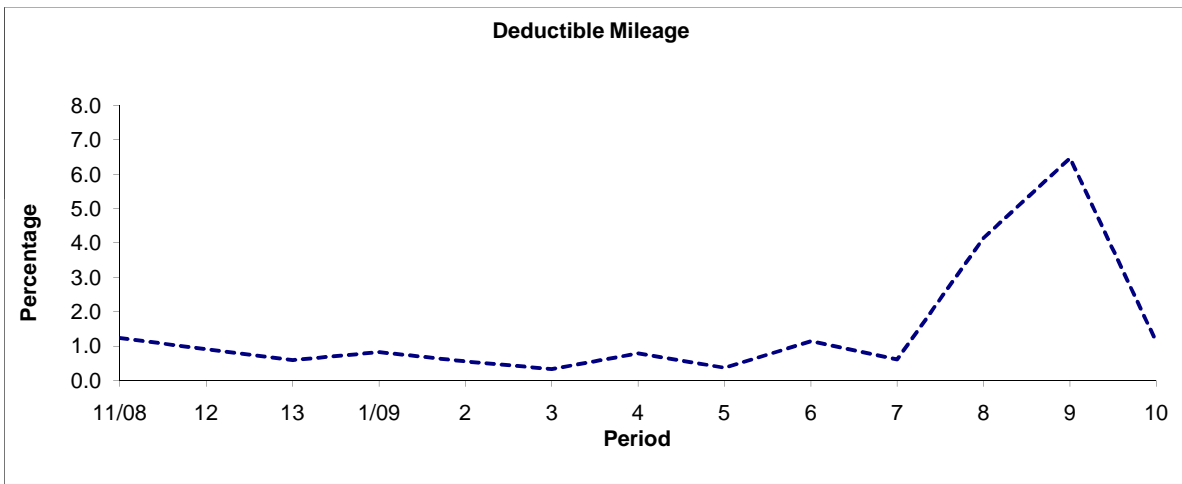
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 287 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Rainham, Abbey Wood Lane.

PART B - PERFORMANCE STATISTICS

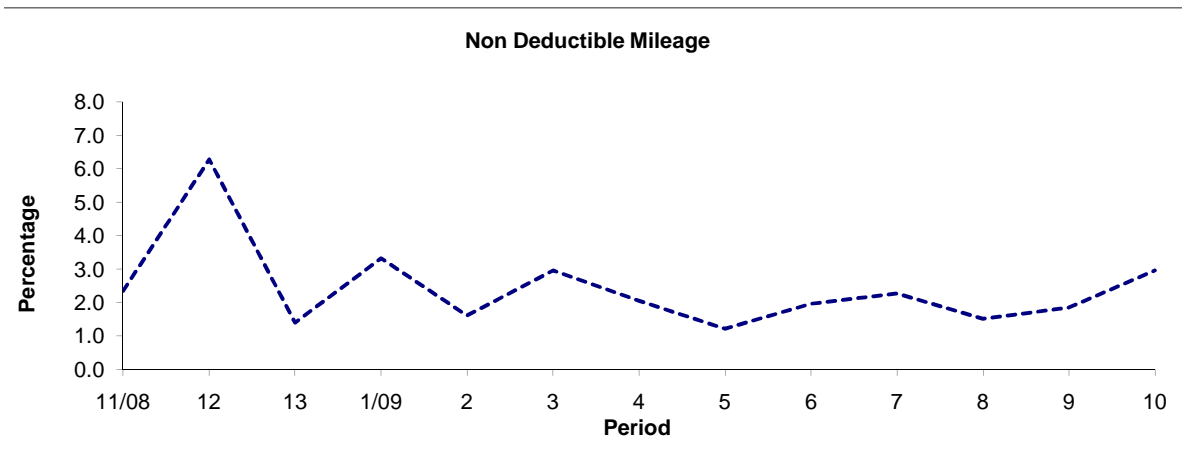
Route 287



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	96.42	92.81	98.01	95.86	97.84	96.71	97.16	98.41	96.89	97.12	94.33	91.68	95.94
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	1.23	0.91	0.59	0.82	0.55	0.33	0.79	0.37	1.14	0.61	4.15	6.47	1.10

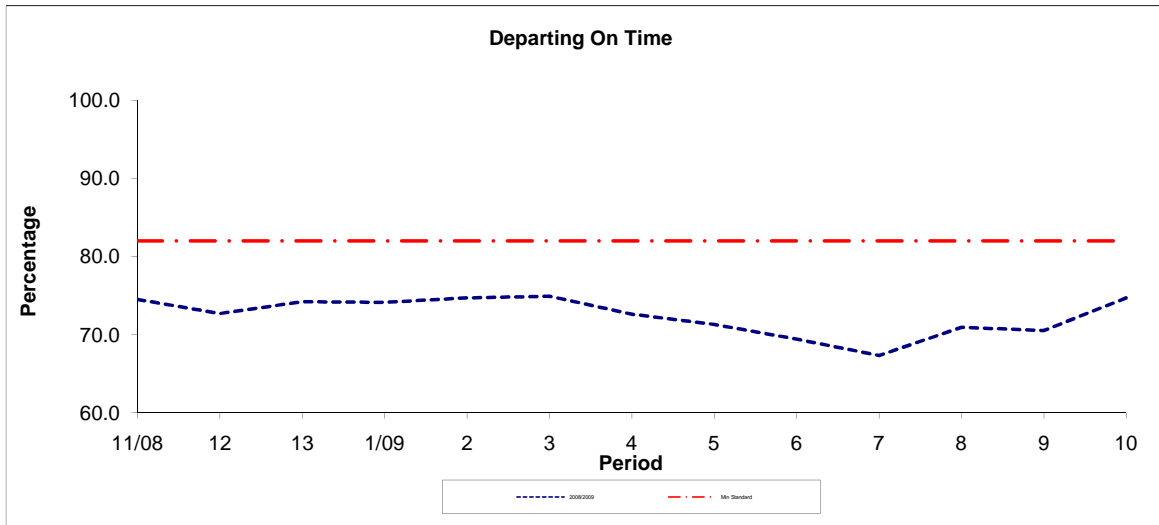


Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	2.35	6.28	1.40	3.32	1.61	2.96	2.05	1.22	1.97	2.27	1.52	1.85	2.96

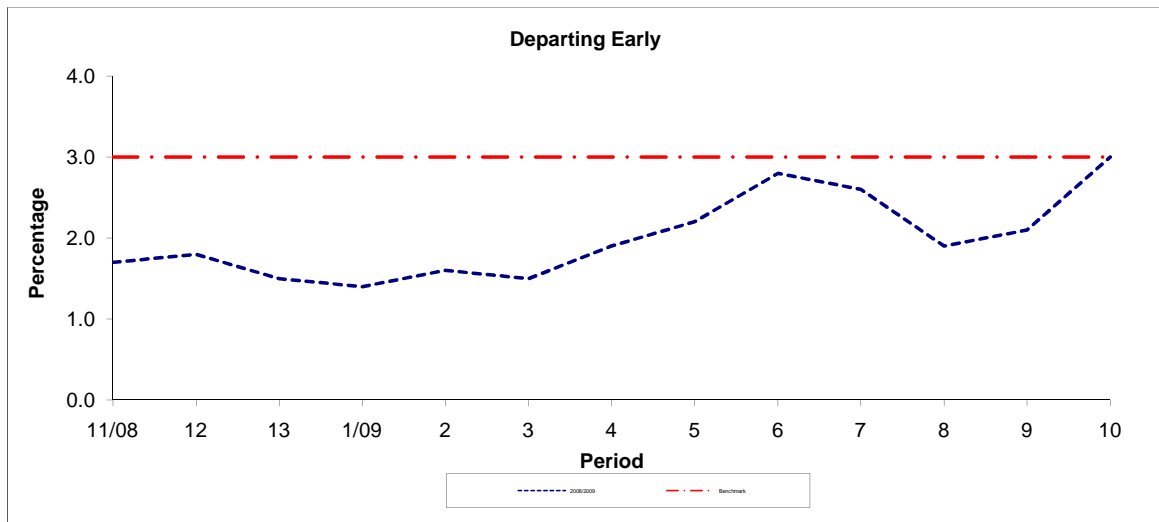
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 287



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	74.50	72.70	74.20	74.10	74.70	74.90	72.60	71.30	69.40	67.30	70.90	70.50	74.70
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00



Period	11/08	12	13	1/09	2	3	4	5	6	7	8	9	10
2008/2009	1.70	1.80	1.50	1.40	1.60	1.50	1.90	2.20	2.80	2.60	1.90	2.10	3.00
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Note : Reliability is based on 12 weeks rolling data