

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 330

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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. 330.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 330.

3. TERMINALS

Route No. 330 will operate between Wanstead Park Station, Woodgrange Road and Canning Town Bus Station.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route No. 330 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. 330 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. Wanstead Park Station, Woodgrange Road to Canning Town Bus Station

0450 - 0535	Every 20 minutes
0536 - 1905	Every 12 minutes
1906 - 2005	Every 15 minutes
2006 - 0010	Every 20 minutes

First departure from Wanstead Park Station, Woodgrange Road no later than 0455.

Last departure from Wanstead Park Station, Woodgrange Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Upton Park, Boleyn between 0710 and 0910 and between 1505 and 1640.

2. Canning Town Bus Station to Wanstead Park Station, Woodgrange Road

0525 - 0630	Every 15 minutes
0631 - 1855	Every 12 minutes
1856 - 1955	Every 15 minutes
1956 - 0040	Every 20 minutes

First departure from Canning Town Bus Station no later than 0530.

Last departure from Canning Town Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Upton Park Station between 0705 and 0905 and between 1500 and 1635.

6.2 Saturdays & Good Friday

1. Wanstead Park Station, Woodgrange Road to Canning Town Bus Station

0450 - 0755	Every 20 minutes
0756 - 0840	Every 15 minutes
0841 - 1835	Every 12 minutes
1836 - 1905	Every 15 minutes
1906 - 0010	Every 20 minutes

First departure from Wanstead Park Station, Woodgrange Road no later than 0455.

Last departure from Wanstead Park Station, Woodgrange Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Upton Park, Boleyn between 0850 and 1100.

2. Canning Town Bus Station to Wanstead Park Station, Woodgrange Road

0525 - 0810	Every 20 minutes
0811 - 0855	Every 15 minutes
0856 - 1825	Every 12 minutes
1826 - 1855	Every 15 minutes
1856 - 0040	Every 20 minutes

First departure from Canning Town Bus Station no later than 0530.

Last departure from Canning Town Bus Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Upton Park Station between 0905 and 1105.

6.3 Sundays

1. Wanstead Park Station, Woodgrange Road to Canning Town Bus Station

0555 - 0925 Every 30 minutes
0926 - 0010 Every 20 minutes

First departure from Wanstead Park Station, Woodgrange Road no later than 0600.

Last departure from Wanstead Park Station, Woodgrange Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Upton Park, Boleyn between 1020 and 1140.

2. Canning Town Bus Station to Wanstead Park Station, Woodgrange Road

0620 - 0920 Every 30 minutes
0921 - 0040 Every 20 minutes

First departure from Canning Town Bus Station no later than 0625.

Last departure from Canning Town Bus Station no earlier than 0035.

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

6.4 Boxing Day

1. Wanstead Park Station, Woodgrange Road to Canning Town Bus Station

0755 - 0925 Every 30 minutes
0926 - 0010 Every 20 minutes

First departure from Wanstead Park Station, Woodgrange Road no later than 0800.

Last departure from Wanstead Park Station, Woodgrange Road no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Upton Park, Boleyn between 1020 and 1140.

2. Canning Town Bus Station to Wanstead Park Station, Woodgrange Road

0820 - 0920 Every 30 minutes
0921 - 0040 Every 20 minutes

First departure from Canning Town Bus Station no later than 0825.

Last departure from Canning Town Bus Station no earlier than 0035.

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

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. 330 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. 330 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. 330

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Towards Canning Town Bus Station	Towards Wanstead Park Station, Woodgrange Road
Upton Park Station \$ Plaistow Greengate	Canning Town Upton Park Station \$

Total scheduled manual QSI surveys per quarter = 64.

\$ This location observed simultaneously in both directions - counted as two surveys.

8. RUNNING TIMES

The current timetable for Route No. 330 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 PM peak and the early evening, Saturday afternoon shopping period and the Sunday shopping period.

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

- the minimum performance standards for Route No. 330 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. 330 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 330 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. 330:

- Football matches at West Ham United F.C. in Upton Park can cause severe traffic congestion in the area (Barking Road).
- Tenderers should be aware of heavy and unpredictable traffic delays in the Barking Road, Canning Town Flyover area especially at peak times.

Tenderers should also note the following factors/events which may have an impact on Route No. 330 in the foreseeable future:

- Route No. 330 may be affected by changes to the road layout between Canning Town and Custom House proposed as part of the Canning Town Masterplan 'Area 3' regeneration. Timescales are not currently known.
- The East London Transit will be a bus-based system. The first stage commenced on 20th February 2010 and runs between Ilford, Barking and Dagenham Dock Station. A second stage will extend bus services into the Barking Riverside Development.
- An extension of the route from Canning Town to Canary Wharf is being considered, subject to funding from external sources being secured. This is currently planned to be via Blackwall Way, Preston's Road and Marsh Wall to a new stand at Bank Street. Timescales for bringing this forward are not currently known.
- 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. 330 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. 330

Wanstead Park Station, Woodgrange Road to Canning Town Bus Station 3.5 miles
Canning Town Bus Station to Wanstead Park Station, Woodgrange Road 3.6 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. 330 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:

330 via Upton Park

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 330: Wanstead Park Station - Canning Town Station

Date of Structural Change: 7 May 2011.

Date of Service Change: 7 May 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Canning Town Station: Woodgrange Road, Romford Road, Green Street, Barking Road, Canning Town Roundabout, Canning Town Bus Station.

Towards Wanstead Park Station: Canning Town Bus Station, Silvertown Way, Canning Town Roundabout, Barking Road, Green Street, Romford Road, Woodgrange Road.

STANDING AND TURNING POINTS

WANSTEAD PARK STATION, WOODFORD ROAD

Public stand for two buses in bay on east side of Woodford Road opposite nos. 5/7 and extending 21 metres north.

Buses proceed from Woodgrange Road via Woodford Road, Bective Road, Dames Road and Woodford Road to stand, departing via Woodford Road to Woodgrange Road. Set down in Woodgrange Road, at Stop J and pick up in Woodgrange Road, at Stop K.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 330 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: Wanstead Park Station.

FOREST GATE, GREEN STREET, FINDEN ROAD (from CANNING TOWN STATION)

Public stand for two buses on south side of Finden Road, commencing 12 metres east of centre of Green Street and extending 19 metres east.

Buses proceed from Green Street via Romford Road, Ratcliff Road and Finden Road to stand, departing via Finden Road to Green Street. Set down in Green Street, at Stop V and pick up in Green Street, at Stop T.

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:	Forest Gate, Police Station.

FOREST GATE, GREEN STREET, WESTBURY ROAD (from CANNING TOWN STATION)

Public stand on east side of Westbury Road, commencing 12 metres north of the centre of Glenparke Road and extending 25 metres north.

Buses proceed from Green Street via Romford Road and Westbury Road to stand, departing via Westbury Road and Glenparke Road to Green Street. Set down in Green Street, at Stop V and pick up in Green Street, at Stop TT.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
DISPLAY:	Forest Gate, Police Station.
OTHER INFORMATION:	-To be used as an overflow for Forest Gate, Finden Road stand.

UPTON PARK, STUKELEY ROAD (from CANNING TOWN STATION)

Public stand for one bus on the east side of Stukeley Road, commencing 5 metres north of the southern building line of No.155 Plashet Road extending 10 metres north.

Buses proceed from Green Street via Neville Road and Stukeley Road to stand, departing via Stukeley Road and Plashet Road to Green Street. Set down in Green Street, at stop D and pick up in Green Street, 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:	Upton Park Station.

UPTON PARK, CLAUGHTON ROAD

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

From Canning Town Station.

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

From Wanstead Park Station.

Buses proceed from Green Street via Barking Road, Central Park Road, Boundary Road and Cloughton Road to stand, departing via Cloughton Road and Barking Road to Green Street. Set down in Green Street, at Stop F and pick up in Green Street, at Stop G.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
DISPLAY:	Upton Park, Boleyn.

PLAISTOW, ABBEY ARMS

From Canning Town Station.

Buses proceed from Barking Road via Balaam Street, Plaistow Broadway and Greengate Street departing to Barking Road. Set down in Barking Road, at stop BJ and pick up in Barking Road, at stop BA.

From Wanstead Park Station.

Buses proceed from Barking Road via Balaam Street, Plaistow Broadway and Greengate Street departing to Barking Road. Set down in Barking Road, at stop BC and pick up in Barking Road, at stop BM.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Plaistow, Balaam Street.

CANNING TOWN, HERMIT ROAD (from Wanstead Park Station)

Public stand for 3 buses on south side of Trinity Gardens commencing opposite east flank wall of Nos. 2-96 and extending 38 metres east.

Buses proceed from Barking Road via Trinity Gardens to stand, departing via Trinity Gardens and Hermit Road to Barking Road. Set down in Barking Road, at Stop P and pick up in Barking Road, at Stop S.

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:	Canning Town, Barking Road.
OTHER INFORMATION:	-Stand space at this location is limited. Not to be used for scheduled journeys. Buses may have to be moved on at busy times.

CANNING TOWN BUS STATION, STAND E1

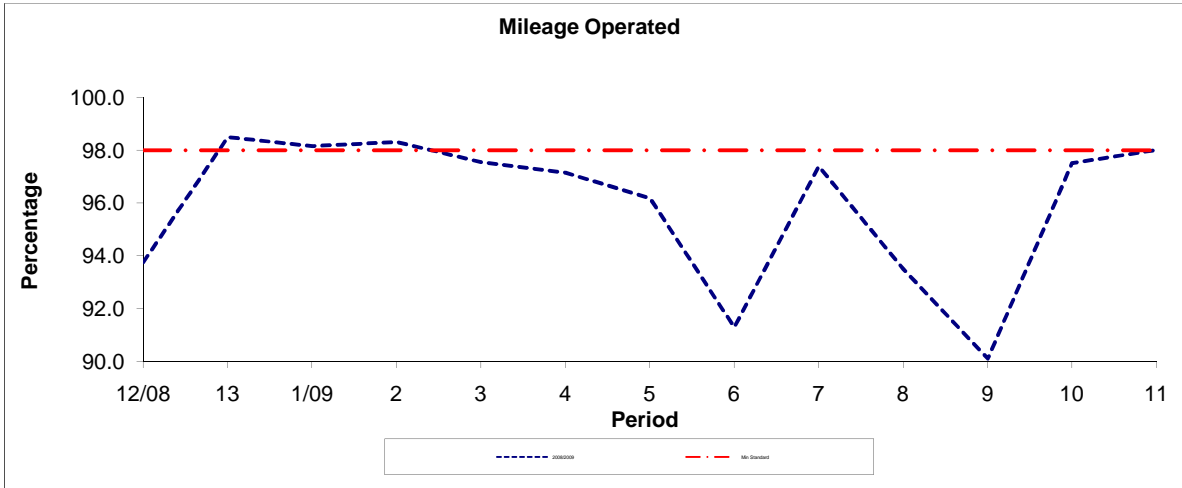
Private stand for 1 bus in marked bay at Stand E1 on east side of Canning Town Bus Station at south-west corner of junction of Barking Road and Silvertown Way.

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

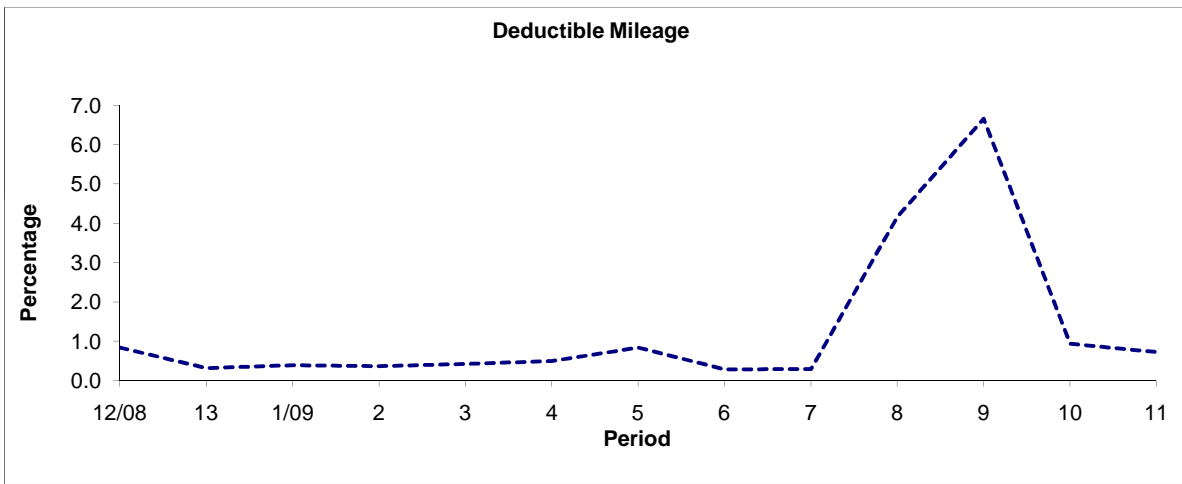
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 330 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	By arrangement.
DISPLAY:	Canning Town.
OTHER INFORMATION:	-A maximum scheduled stand time of 18 minutes per bus is permitted.

PART B - PERFORMANCE STATISTICS

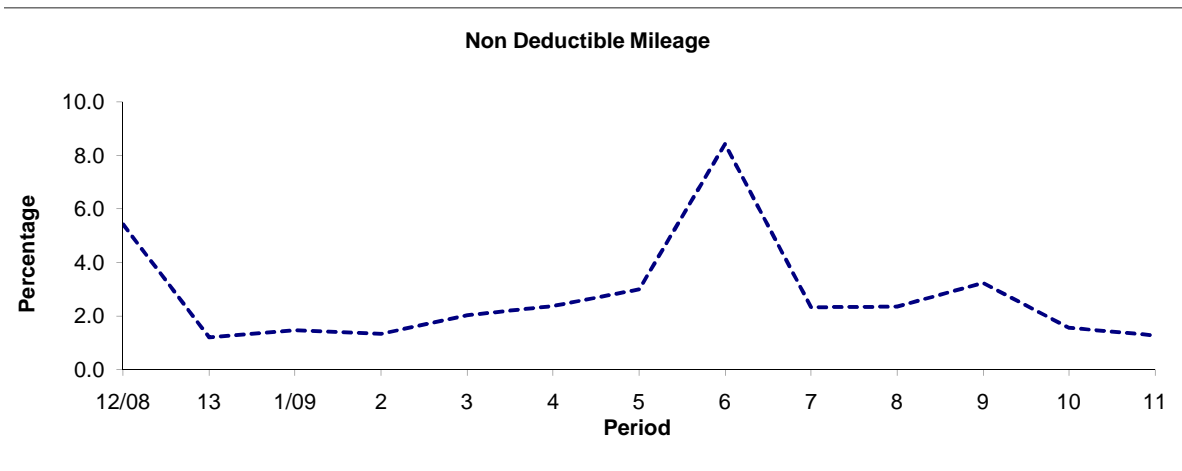
Route 330



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	93.75	98.49	98.15	98.31	97.55	97.14	96.18	91.29	97.39	93.49	90.10	97.51	98.01
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.83	0.31	0.39	0.36	0.42	0.49	0.83	0.28	0.29	4.16	6.66	0.93	0.72

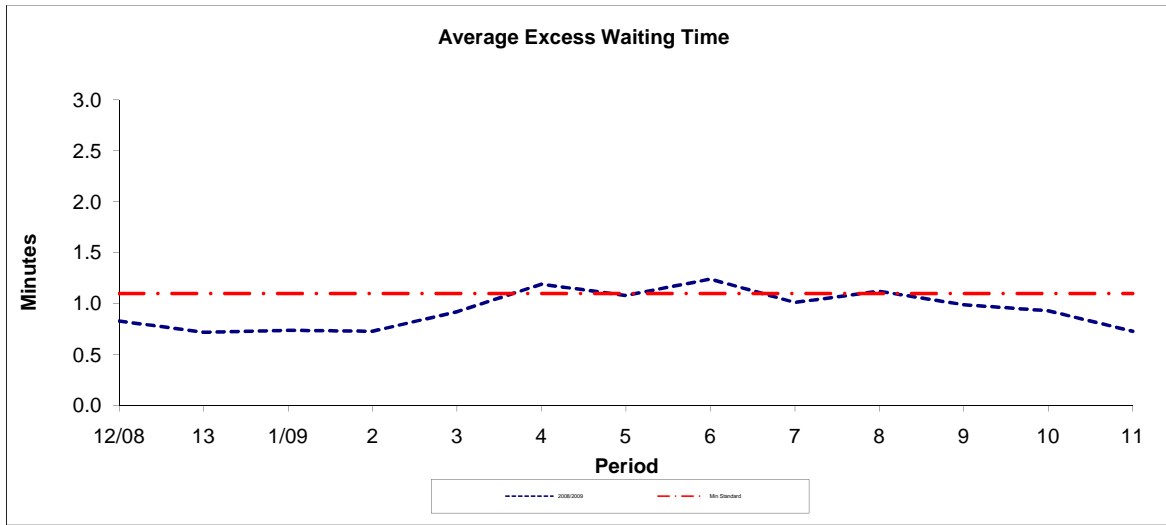


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	5.42	1.20	1.46	1.33	2.03	2.37	2.99	8.43	2.32	2.35	3.24	1.56	1.27

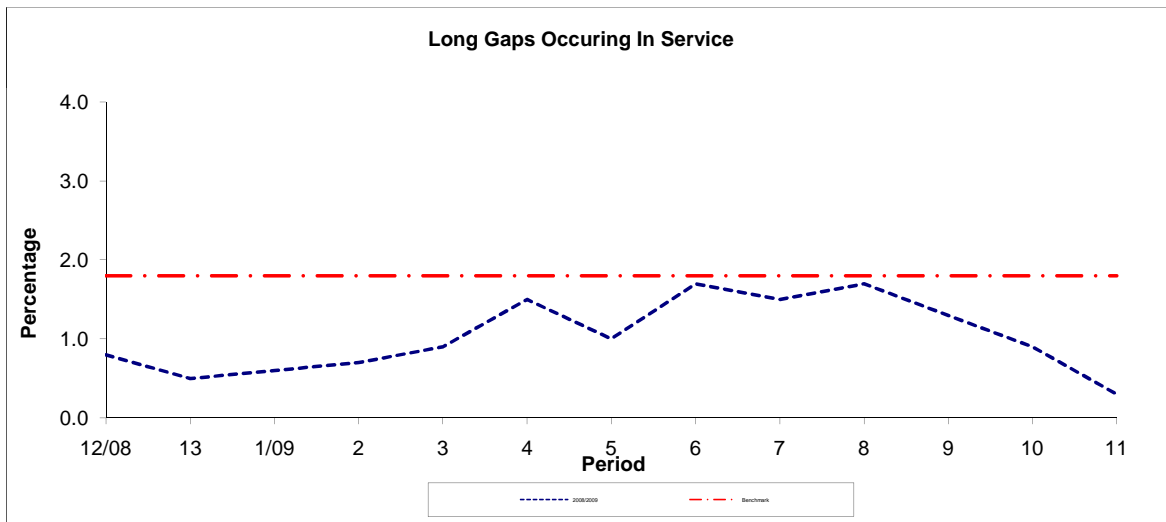
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 330



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.83	0.72	0.74	0.73	0.92	1.19	1.08	1.24	1.01	1.12	0.99	0.93	0.73
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	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.80	0.50	0.60	0.70	0.90	1.50	1.00	1.70	1.50	1.70	1.30	0.90	0.30
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