

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 355

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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. 355.

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:

- Tenderers should assume that the Stockwell Park Walk stand will be converted to a live stand for passenger set-down only.

## 3. TERMINALS

Route No. 355 will operate between Mitcham, Commonsides West and Brixton 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. 355 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. 355 is currently approved for vehicles which are a maximum of 10.1 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 55, of which approximately 28 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. Mitcham, Commonsides West to Brixton Station

0530 - 0625	Every 15 minutes
0626 - 1910	Every 12 minutes
1911 - 0015	Every 15 minutes

First departure from Mitcham, Commonsides West no later than 0535.  
Last departure from Mitcham, Commonsides West no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Balham Station between 0705 and 0855 and between 1505 and 1625.

### 2. Brixton Station to Mitcham, Commonsides West

0530 - 0630	Every 15 minutes
0631 - 1930	Every 12 minutes
1931 - 0020	Every 15 minutes

First departure from Brixton Station no later than 0535.  
Last departure from Brixton Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Tooting Station between 0705 and 0905 and between 1505 and 1625.

## 6.2 Saturdays & Good Friday

### 1. Mitcham, Commonsides West to Brixton Station

0530 - 0830	Every 15 minutes
0831 - 1810	Every 12 minutes
1811 - 0015	Every 15 minutes

First departure from Mitcham, Commonsides West no later than 0535.  
Last departure from Mitcham, Commonsides West no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Balham Station between 0900 and 1100.

### 2. Brixton Station to Mitcham, Commonsides West

0530 - 0820	Every 15 minutes
0821 - 1815	Every 12 minutes
1816 - 0020	Every 15 minutes

First departure from Brixton Station no later than 0535.  
Last departure from Brixton Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Tooting Station between 0855 and 1055.

### 6.3 Sundays

1. Mitcham, Commonsides West to Brixton Station

0625 - 0015            Every 15 minutes

First departure from Mitcham, Commonsides West no later than 0630.  
Last departure from Mitcham, Commonsides West no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Balham Station between 1000 and 1130.

2. Brixton Station to Mitcham, Commonsides West

0625 - 0020            Every 15 minutes

First departure from Brixton Station no later than 0630.  
Last departure from Brixton Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Tooting Station between 1000 and 1130.

## 6.4 Boxing Day

1. Mitcham, Commonsides West to Brixton Station

0825- 0015            Every 15 minutes

First departure from Mitcham, Commonsides West no later than 0830.  
Last departure from Mitcham, Commonsides West no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Balham Station between 1000 and 1130.

2. Brixton Station to Mitcham, Commonsides West

0825 - 0020            Every 15 minutes

First departure from Brixton Station no later than 0830.  
Last departure from Brixton Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Tooting Station 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. 355 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. 355 shall be:

Average Excess Wait Time:	No more than 1.10 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 = 0.95 minutes

### Summary of proposed QSI coverage: Route No. 355

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.

#### **Towards Brixton Station**

Mitcham Fair Green  
Tooting Broadway  
Balham \$

#### **Towards Mitcham, Commonsides West**

Brixton  
Balham \$  
Tooting Broadway

Total scheduled manual QSI surveys per quarter = 96.

\$ Observed simultaneously in both directions. Counted as two surveys.

## **8. RUNNING TIMES**

The current timetable for Route No. 355 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 Sunday shopping period.

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

- the minimum performance standards for Route No. 355 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. 355 should interwork with other bus services where possible.

## **11. CONTROL STRATEGY**

Route No. 355 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. 355:

- Route No. 355 can suffer from extensive delays during the Sunday shopping period, due to Sunday trading in the Tooting Broadway area.

Tenderers should also note the following factors / events which may have an impact on Route No. 355 in the foreseeable future:

- 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. 355 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. 355

Mitcham, Commonsides West to Brixton Station	6.5 miles
Brixton Station to Mitcham, Commonsides West	7.2 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. 355 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:

355 via Clapham Park
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For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 355: Mitcham, Commonside West - Brixton Station

**Date of Structural Change:** 11 December 2010.

**Date of Service Change:** 11 December 2010.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Brixton Station:** Commonside West, Upper Green East, London Road, Raleigh Gardens, Holborn Way, London Road, Mitcham Road, Tooting Broadway, Tooting High Street, Upper Tooting Road, Balham High Road, Balham Hill, Clapham Common South Side, The Avenue, Cavendish Road, Poynders Road, Kings Avenue, Acre Lane, Brixton Road, Stockwell Road, Stockwell Park Walk.

**Towards Mitcham, Commonside West:** Brixton Road, Effra Road, St Matthew's Road, Brixton Hill, Acre Lane, Kings Avenue, Atkins Road, Poynders Road, Cavendish Road, Clapham Common South Side, Balham Hill, Balham High Road, Upper Tooting Road, Tooting High Street, Tooting Broadway, Mitcham Road, London Road, Holborn Way, Upper Green West, Upper Green East, Commonside West, Turning Circle, Commonside West.

### STANDING AND TURNING POINTS

#### MITCHAM, COMMONSIDE WEST

Public stand for four buses in 2 portions on the west side of Commonside West.

1- Stand for one bus commencing 26 metres north of lamp standard CO98/11 extending 10 metres south.

2- Stand for three buses commencing 19 metres north of lamp standard CO98/09 extending 33 metres south.

Buses proceed from Commonside West direct to stand, departing to Commonside West. Set down in Commonside West, at Stop M and pick up in Commonside West.

**AVAILABILITY:** At any time.

**OPERATING RESTRICTIONS:** No more than 2 buses on Route 355 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:** Mitcham.

### **MITCHAM, FAIR GREEN (from BRIXTON STATION)**

Public stand for two buses standing abreast on the offside of Raleigh Gardens (west arm) in the buses only bay.

Buses proceed from Upper Green West via London Road and Raleigh Gardens to stand, departing to Raleigh Gardens. Set down in Upper Green West, at Stop H and pick up in Raleigh Gardens, 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: Mitcham.

### **TOOTING STATION (from BRIXTON STATION)**

Public stand for two buses on south side of Longley Road commencing 6.5 metres west of lamp standard 5E18 and extending 29 metres west.

Buses proceed from Mitcham Road via Longley Road to stand, departing via Longley Road, Bickersteth Road and Renmuir Street to Mitcham Road. Set down in Mitcham Road, at Stop TT and pick up in Mitcham Road, at Stop TD.

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: Tooting Station.

### **TOOTING, MITRE (from BRIXTON STATION)**

Public stand for three buses on south east side of Charlmont Road in three portions  
1- stand for one bus commencing 29 metres west of Mitcham Road and extending 11 metres east.

2- stand for one bus commencing 105 metres west of Mitcham Road and extending 11 metres east.

3- stand for one bus commencing 131 metres west of Mitcham Road and extending 10 metres east.

Buses proceed from Mitcham Road via Charlmont Road to stand, departing via Charlmont Road, Brightwell Crescent and Bickersteth Road to Mitcham Road. Set down in Mitcham Road, at Stop TJ and pick up in Mitcham Road, at Stop TH.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: Unscheduled curtailments only.  
MEAL RELIEFS: By arrangement.  
FERRY VEHICLES: By arrangement.  
DISPLAY: Tooting Broadway.

### **TOOTING BEC, UPPER TOOTING PARK (from BRIXTON STATION)**

Public stand for two buses on south side of Upper Tooting Park in two portions:  
1- Stand for one bus commencing 32 metres west of Balham High Road and extending 11 metres east.

2. Stand for one bus commencing 5 metres east of lamp standard 23 and extending 12 metres east.

Buses proceed from Balham High Road via Upper Tooting Park to stand, departing via Upper Tooting Park and Trinity Road to Balham High Road. Set down in Balham High Road, at Stop K and pick up in Balham High Road, at Stop L.

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:	Tooting Bec.

### **TOOTING BEC, UPPER TOOTING PARK (from BRIXTON STATION)**

Public stand for two buses on north side of Upper Tooting Park, commencing 20 metres southeast of lamp standard 16 and extending 20 metres northwest.

Buses proceed from Balham High Road via Upper Tooting Park to stand, departing via Upper Tooting Park and Trinity Road to Balham High Road. Set down in Balham High Road, at Stop K and pick up in Balham High Road, at Stop L.

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:	Tooting Bec.

### **BALHAM STATION**

#### From Brixton Station.

Buses proceed from Balham High Road via Bedford Hill and Balham Station Road departing to Balham High Road. Set down in Balham High Road, Stop E and pick up in Balham High Road, Stop D.

#### From Mitcham, Commonsides West.

Buses proceed from Balham High Road via Balham Station Road and Bedford Hill departing to Balham High Road. Set down in Balham High Road, at Stop B and pick up in Balham High Road, at Stop C.

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



## **POYNDERS ROAD, KING'S AVENUE (from Mitcham, Commonsides West)**

Buses proceed from Poynders Road via Clarence Avenue and Atkins Road departing to Poynders Road. Set down in Poynders Road, at Stop U and pick up in Poynders Road, at Stop S.

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

## **BRIXTON, STOCKWELL PARK WALK**

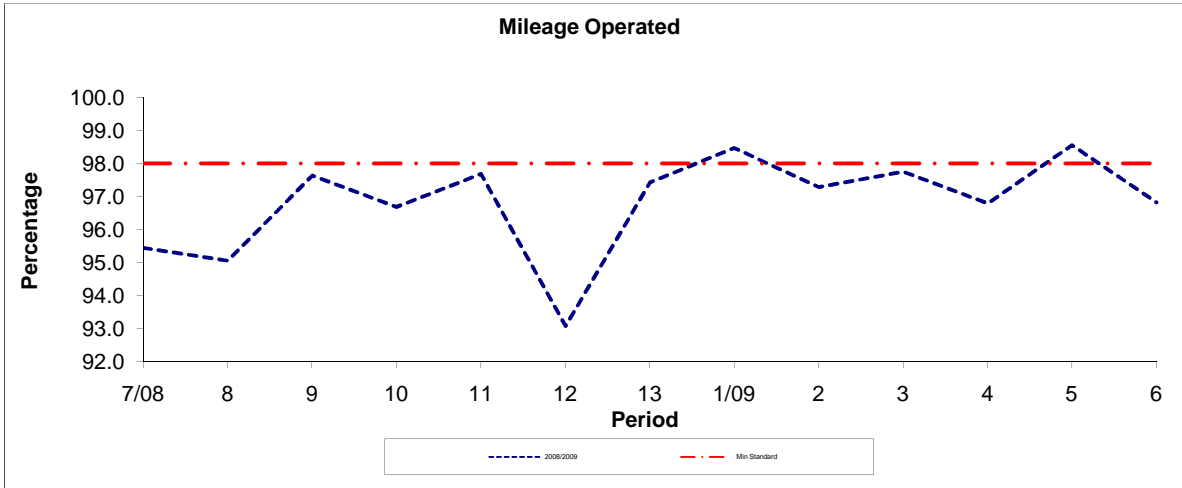
Public stand for ten buses on the north side of Stockwell Park Walk commencing 15 metres east of a point opposite Astoria Walk and extending 123 metres west.

Buses proceed from Stockwell Park Walk direct to stand, departing via Stockwell Park Walk to Brixton Road. Set down on stand and pick up in Brixton Road, at Stop F.

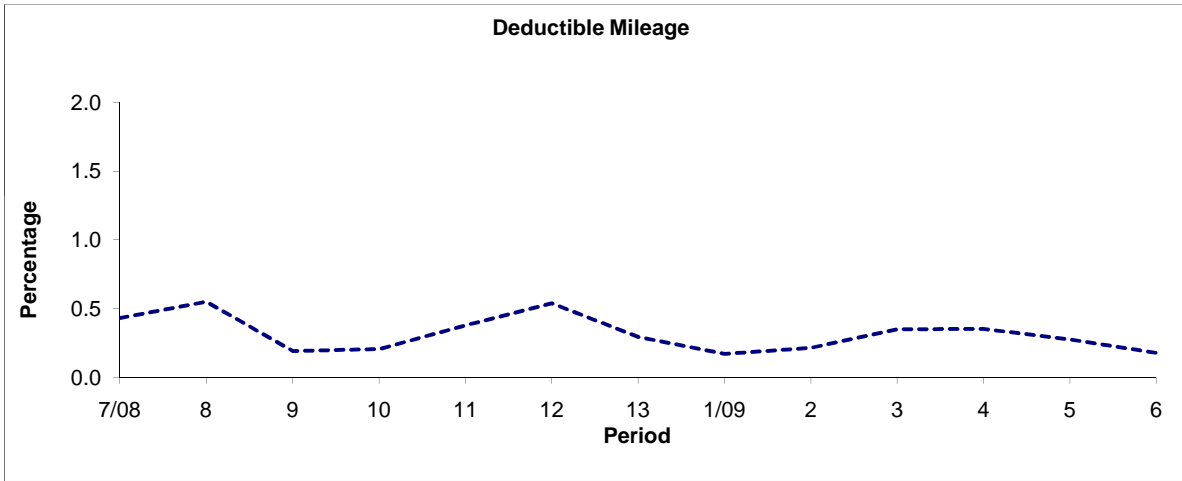
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route 355 should be scheduled to stand at any one time.  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
DISPLAY: Brixton.

**PART B - PERFORMANCE STATISTICS**

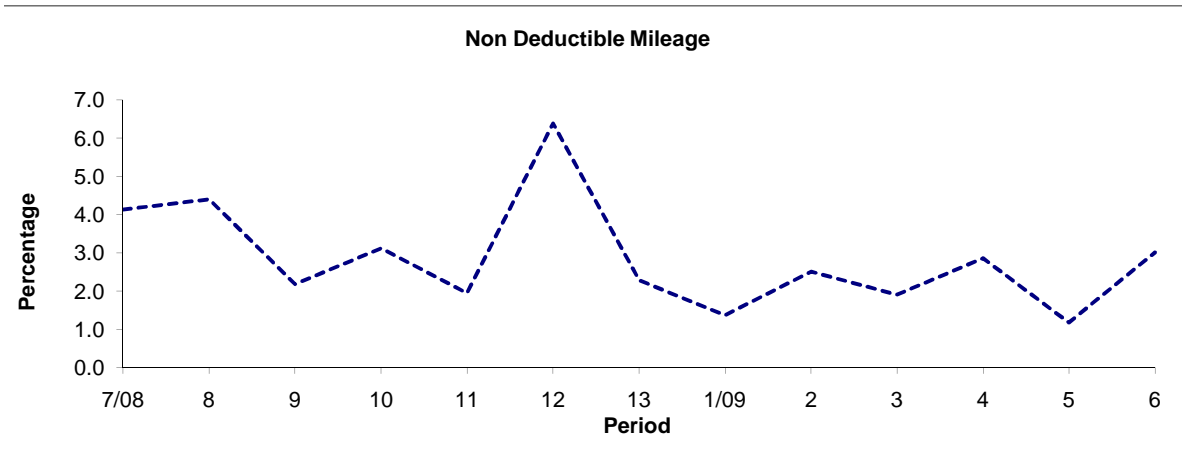
**Route 355**



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	95.44	95.05	97.63	96.68	97.68	93.08	97.43	98.46	97.28	97.75	96.79	98.55	96.81
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	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	0.43	0.55	0.19	0.20	0.38	0.54	0.29	0.17	0.22	0.35	0.35	0.28	0.18

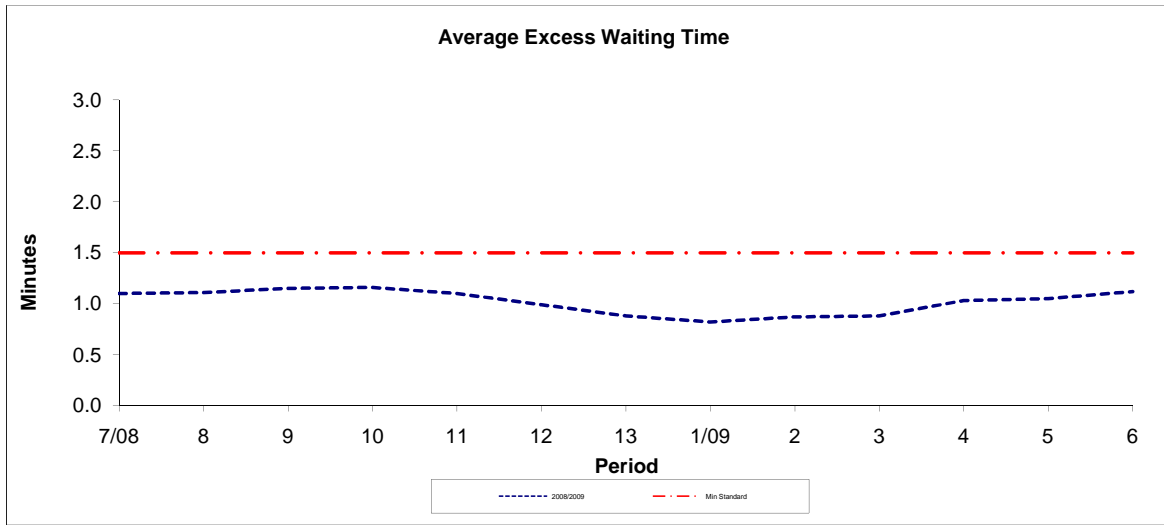


Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	4.13	4.40	2.18	3.12	1.95	6.38	2.28	1.37	2.51	1.90	2.86	1.18	3.01

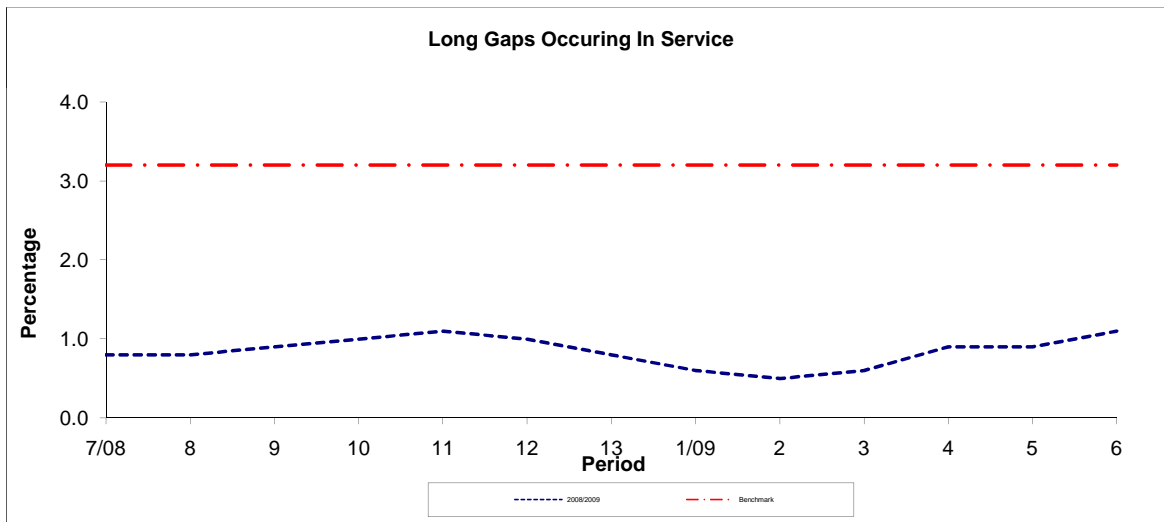
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 355**



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	1.10	1.11	1.15	1.16	1.10	0.99	0.88	0.82	0.87	0.88	1.03	1.05	1.12
Min Standard	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50



Period	7/08	8	9	10	11	12	13	1/09	2	3	4	5	6
2008/2009	0.80	0.80	0.90	1.00	1.10	1.00	0.80	0.60	0.50	0.60	0.90	0.90	1.10
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

**Note :** Reliability is based on 12 weeks rolling data