

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. B16

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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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. B16.

- The Friday and Saturday night diversion in Bexleyheath Town Centre will be removed.

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:

- 55 capacity, dual door, single deck buses are specified subject to a satisfactory route test.
- Route No. B16 will stand at Bexleyheath Shopping Centre. Please see Appendix A for a full list of streets traversed and stand restrictions.

3. TERMINALS

Route No. B16 will operate between Bexleyheath Shopping Centre and Kidbrooke 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. B16 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. B16 is currently approved for vehicles which are a maximum of 9.3 metres long and 2.5 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. Bexleyheath Shopping Centre to Kidbrooke Station

0555 - 0620	Every 20 minutes
0621 - 1820	Every 15 minutes
1821 - 1920	Every 20 minutes
1921 - 2355	Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0600.
Last departure from Bexleyheath Shopping Centre no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Eltham Church between 0650 and 0850 and between 1420 and 1650.

2. Kidbrooke Station to Bexleyheath Shopping Centre

0615 - 0705	Every 20 minutes
0706 - 1905	Every 15 minutes
1906 - 2005	Every 20 minutes
2006 - 0040	Every 30 minutes

First departure from Kidbrooke Station no later than 0620.
Last departure from Kidbrooke Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Welling Corner between 0740 and 0840 and between 1410 and 1640.

6.2 Saturdays & Good Friday

1. Bexleyheath Shopping Centre to Kidbrooke Station

0555 - 0700	Every 30 minutes
0701 - 0720	Every 20 minutes
0721 - 1820	Every 15 minutes
1821 - 1920	Every 20 minutes
1921 - 2355	Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0600.
Last departure from Bexleyheath Shopping Centre no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Eltham Church between 0850 and 1050.

2. Kidbrooke Station to Bexleyheath Shopping Centre

0615 - 0720	Every 30 minutes
0721 - 0820	Every 20 minutes
0821 - 1905	Every 15 minutes
1906 - 2010	Every 20 minutes
2011 - 0040	Every 30 minutes

First departure from Kidbrooke Station no later than 0620.
Last departure from Kidbrooke Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Welling Corner between 0840 and 1040.

6.3 Sundays

1. Bexleyheath Shopping Centre to Kidbrooke Station

0650 - 2355 Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0655.
Last departure from Bexleyheath Shopping Centre no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Eltham Church between 1000 and 1130.

2. Kidbrooke Station to Bexleyheath Shopping Centre

0700 - 0040 Every 30 minutes

First departure from Kidbrooke Station no later than 0705.
Last departure from Kidbrooke Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Welling Corner between 1000 and 1130.

6.4 Boxing Day

1. Bexleyheath Shopping Centre to Kidbrooke Station

0820 - 2355 Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0825.
Last departure from Bexleyheath Shopping Centre no earlier than 2350.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Eltham Church between 1000 and 1130.

2. Kidbrooke Station to Bexleyheath Shopping Centre

0800 - 0040 Every 30 minutes

First departure from Kidbrooke Station no later than 0805.
Last departure from Kidbrooke Station no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Welling Corner 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. B16 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. B16 shall be:

Departing on Time:	No less than 78.0% on time
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 = 82.0% on time

Summary of proposed QSI coverage: Route No. B16

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 Kidbrooke

Bexleyheath

Welling \$

Eltham

Towards Bexleyheath

Eltham

Welling \$

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

Total scheduled manual QSI surveys per quarter = 80.

8. RUNNING TIMES

The current timetable for Route No. B16 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. B16 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. B16 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. B16 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. B16:

- Route No. B16 can suffer from unpredictable traffic delays in the Bexleyheath and Eltham areas.

Tenderers should also note the following factors which may have an impact on Route No. B16 in the foreseeable future:

- Due to developments in the Kidbrooke area it is expected that this route may be rerouted during the lifetime of this contract.
- 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. B16 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. B16

Bexleyheath Shopping Centre to Kidbrooke Station	9.1 miles
Kidbrooke Station to Bexleyheath Shopping Centre	9.5 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. B16 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:

B16 via Eltham

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 B16: Bexleyheath Town Centre - Kidbrooke Station

Date of Structural Change: 22 January 2011.

Date of Service Change: 22 January 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Kidbrooke Station: Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Park View Road, Welling High Street, Bellegrove Road, Westwood Lane, Hook Lane, The Green, Buckingham Avenue, Sutherland Avenue, Northumberland Avenue, Millbrook Avenue, Lingfield Crescent, Rochester Way, Westmount Road, Eltham High Street, Eltham Hill, Yorkshire Grey Roundabout, Eltham Road, Kidbrooke Park Road, Tudway Road, Moorehead Way, Weigall Road, Kidbrooke Park Road, Henley Cross.

Special Journey towards Kidbrooke Station between Friswell Place Bus Stand and Arnsberg Way:

From 2200hrs on Friday and Saturday nights, buses operate from Friswell Place Bus Stand, then via Friswell Place rejoining line of route at Arnsberg Way.

Towards Bexleyheath Town Centre: Kidbrooke Interchange, Henley Cross, Kidbrooke Park Road, Tudway Road, Moorehead Way, Weigall Road, Kidbrooke Park Road, Tudway Road, Moorehead Way, Weigall Road, Kidbrooke Park Road, Eltham Road, Yorkshire Grey Roundabout, Eltham Hill, Eltham High Street, Westmount Road, Rochester Way, Lingfield Crescent, Millbrook Avenue, Northumberland Avenue, Sutherland Avenue, Buckingham Avenue, The Green, Hook Lane, Westwood Lane, Bellegrove Road, Welling High Street, Park View Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Friswell Place Bus Stand.

Special Journey towards Bexleyheath Town Centre between Friswell Place Bus Stand and Friswell Place Bus Stand:

From 2200hrs on Friday and Saturday nights, buses operate from Friswell Place Bus Stand rejoining line of route at Friswell Place Bus Stand.

STANDING AND TURNING POINTS

BEXLEYHEATH TOWN CENTRE (TO BE CONFIRMED AT TIME OF AWARD)

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Friswell Place Bus Stand direct to stand, departing via Friswell Place Bus Stand, Friswell Place Lay-By Loop, Arnsberg Way and Geddes Place to Market Place. Set down in Friswell Place Bus Stand and pick up in Market Place, at Stop M.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route B16 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:	Bexleyheath, Shopping Centre.

WELLING, NAG'S HEAD

Public stand for two buses on east side of Nags Head Lane, commencing at the lamp standard 3 metres north of the Nag's Head public house car park and extending 20 metres north.

From Bexleyheath Town Centre.

Buses proceed from Welling High Street via Upper Wickham Lane and Nag's Head Lane to stand, departing via Nag's Head Lane and Welling High Street to Park View Road. Set down in Welling High Street, at Stop R and pick up in Park View Road, at Stop BA.

From Kidbrooke Station.

Buses proceed from Bellegrove Road via Upper Wickham Lane and Nag's Head Lane to stand, departing via Nag's Head Lane to Welling High Street. Set down in Bellegrove Road, at Stop H and pick up in Welling High Street, at Stop R.

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:	Welling.

FALCONWOOD

From Bexleyheath Town Centre.

Buses proceed from The Green via Falconwood Parade and The Green departing to Hook Lane. Set down in The Green and pick up in Hook Lane.

From Kidbrooke Station.

Buses proceed from Northumberland Avenue via The Green and Falconwood Parade departing to The Green. Set down in Northumberland Avenue, G and pick up in The Green, K.

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

ELTHAM STATION (from Bexleyheath Town Centre)

Private stand in two sections for up to 11 buses in bus station adjacent to Eltham Station on east side of Well Hall Road:

1 - for up to 9 buses facing west in centre parking area.

2 - for 2 buses facing east on north side of bus station.

Buses proceed from Eltham High Street via Well Hall Road and Eltham Bus Station to stand, departing via Eltham Bus Station and Well Hall Road to Eltham High Street. Set down in Eltham High Street, at Stop M and pick up in Eltham High Street, at Stop O.

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: Eltham Station.

ELTHAM GREEN (from Bexleyheath Town Centre)

Buses proceed from Eltham Hill via Yorkshire Grey Roundabout departing to Eltham Hill. Set down in Eltham Hill, at Stop WE and pick up in Eltham Hill, at Stop EK.

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

KIDBROOKE STATION, HENLEY CROSS

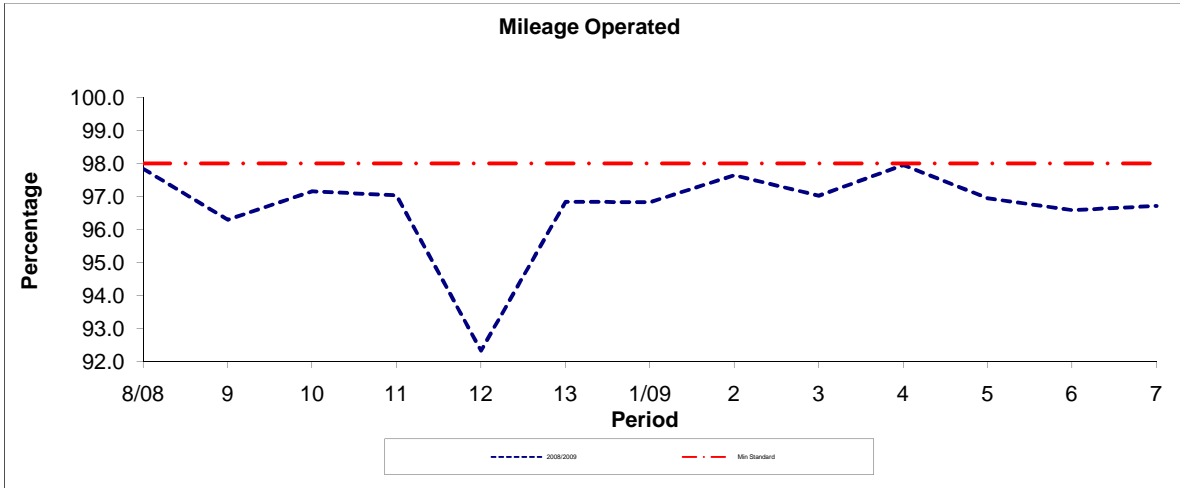
Private offside stand for 1 bus on north side of Henley Cross turning area adjacent to north side of Kidbrooke Station.

Buses proceed from Henley Cross direct to stand, departing via Henley Cross to Kidbrooke Interchange. Set down in Henley Cross, at Stop C and pick up in Kidbrooke Interchange, at Stop B.

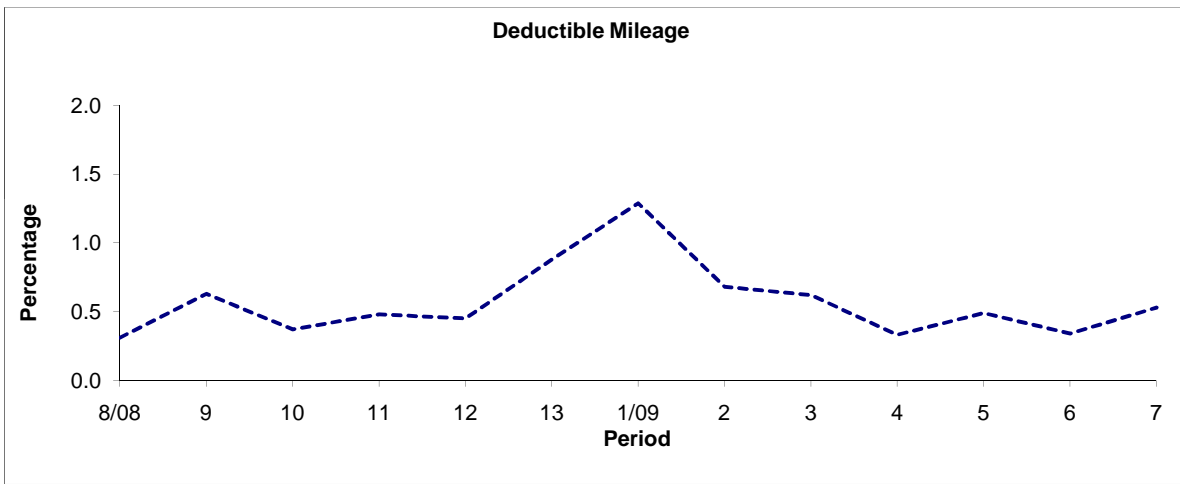
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route B16 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Kidbrooke.

PART B - PERFORMANCE STATISTICS

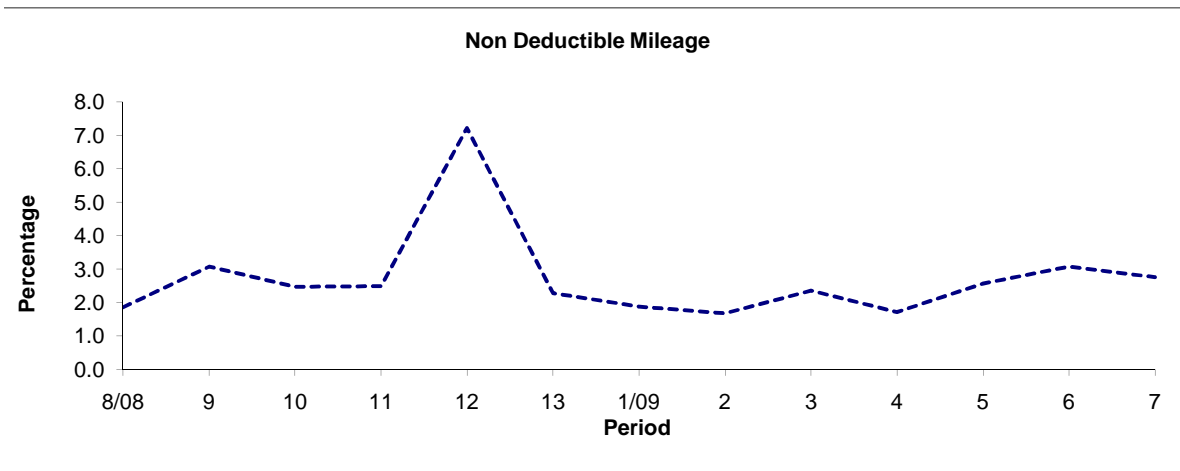
Route B16



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	97.83	96.29	97.16	97.03	92.33	96.84	96.83	97.64	97.02	97.95	96.94	96.58	96.71
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.31	0.63	0.37	0.48	0.45	0.88	1.29	0.68	0.62	0.33	0.49	0.34	0.53

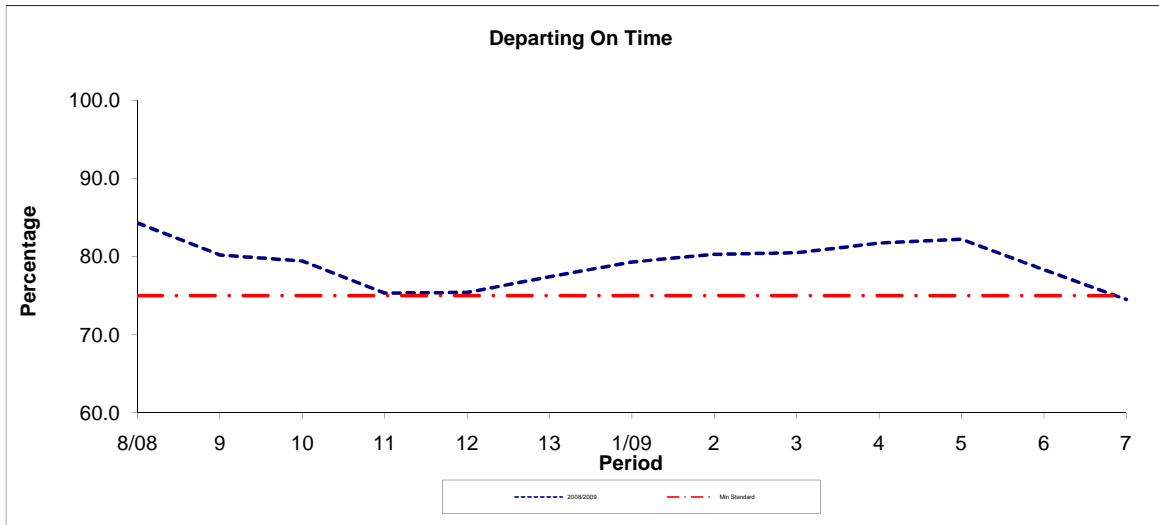


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	1.86	3.08	2.47	2.49	7.22	2.28	1.88	1.68	2.36	1.72	2.57	3.08	2.76

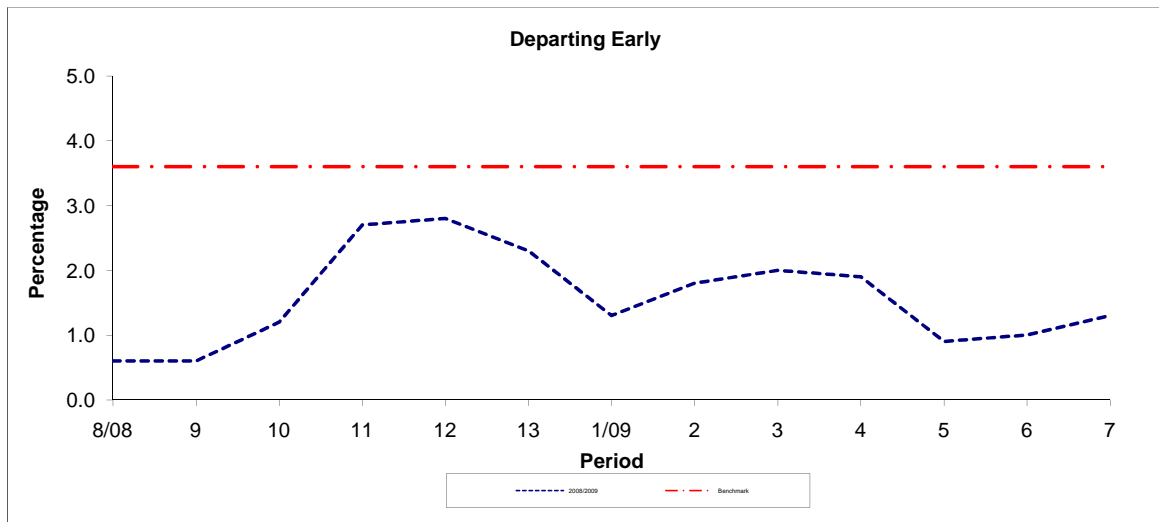
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route B16



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	84.30	80.20	79.40	75.30	75.40	77.40	79.30	80.30	80.50	81.70	82.20	78.30	74.50
Min Standard	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00	75.00



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.60	0.60	1.20	2.70	2.80	2.30	1.30	1.80	2.00	1.90	0.90	1.00	1.30
Benchmark	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60

Note : Reliability is based on 12 weeks rolling data