

7. Service Specification

Route: X68

Contract Reference: QC60003

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

Terminus Points	West Croydon Bus Station and Russell Square
Contract Basis	Incentivised
Commencement Date	31 st March 2018
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.4 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 78%
Extension Threshold	Departing on Time Threshold - 81%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Tuesday 18th April 2017

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC – ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

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. X68.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. X68.

Limited Stop/Express Sections:

Route No. X68 has the following limited stop/express sections:

Ex West Croydon Bus Station, stopping only at: Thornton Heath, High Street, Upper Norwood, All Saints' Church, Norwood, Crown Point, West Norwood Station, West Norwood, Robson Road, Waterloo Station, Aldwych, Holborn Station, Russell Square, South Side

In the morning peak, Route No. X68 stops to pick up passengers only from West Croydon Bus Station to West Norwood, Robson Road and then operates non stop to Waterloo Station. From Waterloo Station to Russell Square, Route No. X68 stops to set down and pick up passengers.

Ex Russell Square Southampton Row, stopping only at: Holborn Station, Aldwych, Waterloo Station, West Norwood, Robson Road, West Norwood, Bus Garage, Norwood, Crown Point, Upper Norwood, All Saints' Church, Thornton Heath, High Street, West Croydon Bus Station

In the afternoon/evening peak, Route No. X68 stops to pick up passengers only from Russell Square to Waterloo Station and then operates non stop to West Norwood, Robson Road. From West Norwood, Robson Road to West Croydon Bus Station, Route No. X68 stops to set down and pick up passengers.

The Mayor and Transport for London (TfL) have developed a proposal for an Ultra Low Emission Zone (ULEZ) in Central London.

The ULEZ is planned to take effect during the life of this contract and will apply 24 hours a day, 7 days a week. All double deck buses operating for TfL within the zone will be required to be hybrid (to Euro VI or better emissions standard).

- Any existing Euro V hybrid vehicles will need to be upgraded to reduce the NOx and PM emissions to the equivalent of Euro VI. The costs to achieve this upgrade should be included in the overall tender price. For LBSL budgeting purposes, the cost (per vehicle) to the operator of the upgrade should also be identified separately.

Tenderers should be specific about the technologies and vehicle types being proposed in Part 6 of their submission, so that the emissions and passenger benefits can be correctly assessed. Tenderers should also provide full details of any new types of vehicle or technology (including dimensioned drawings) proposed within the tender that have not already been approved by TfL.

2) NOTES - continued.

Operators should provide the following prices:

- 1. Annual diesel price - based on minimum 5 year contract.**
- 2. Annual diesel-electric hybrid price - based on minimum 5 year contract.**

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

- 1. New two door, single staircase vehicles inspired by the New Routemaster in respect of both their external and internal design, to the appropriate specification agreed between TfL and the manufacturers.**
- 2. Vehicles that offer genuine increased capacity on two axles and are certified as such.**
- 3. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
- 4. Existing vehicles.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

West Croydon Bus Station to Russell Square, South Side		Russell Square, Southampton Row to West Croydon Bus Station			
First departure no later than 0550.		First departure no later than 1550.			
0545 - 0835	Every 15 minutes	1545 - 1750	Every 15 minutes		
		1751 - 1855	Every 20 minutes		
Last departure no earlier than 0830.		Last departure no earlier than 1850.			
Pinchpoints					
Holborn Station	0745 - 0845	15 minutes	Thornton Heath, High Street	1710 - 1840	15 minutes

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. X68 is likely to suffer from unpredictable delays in the Brixton and Elephant and Castle areas.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

5.1) ROUTE RECORD
As per Busnet printout.

5.2) CURRENT PERFORMANCE
As per current print out.

5.3) QSI BY TIME OF DAY
As per current print out.

5.4) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE X68: West Croydon Bus Station - Russell Square

Date of Structural Change: 31 March 2018.

Date of Service Change: 31 March 2018.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Russell Square: West Croydon Bus Station, Station Road, Wellesley Road, St James's Road, Hogarth Crescent, Whitehorse Road, Whitehorse Lane, South Norwood Hill, Beulah Hill, Knights Hill, Norwood Road, Half Moon Lane, Herne Hill, Denmark Hill, Camberwell Green (West Side), Camberwell Road, Walworth Road, Elephant And Castle, London Road, St George's Circus, Contra-Flow Bus Lane, Waterloo Road, Tenison Way Bus Station, Tenison Way, Waterloo Road, Waterloo Bridge, Lancaster Place, Aldwych, Kingsway, Southampton Row, Russell Square.

Special Journey towards Russell Square between Norwood Road and Waterloo Road: at Drivers' Discretion operate from Norwood Road, then via Tulse Hill, Effra Road, St Matthew's Road, Brixton Hill, Brixton Road, Kennington Park Road, Kennington Road, Baylis Road rejoining line of route at Waterloo Road.

Towards West Croydon Bus Station: Southampton Row, Kingsway, Aldwych, Strand, Lancaster Place, Waterloo Bridge, Waterloo Road, St George's Circus, London Road, Elephant And Castle, Walworth Road, Camberwell Road, Camberwell Green (West Side), Denmark Hill, Herne Hill, Half Moon Lane, Norwood Road, Norwood High Street, Ernest Avenue, Knights Hill, Beulah Hill, South Norwood Hill, Whitehorse Lane, Whitehorse Road, St James's Road, Newgate, Wellesley Road, Station Road.

Special Journey towards West Croydon Bus Station between Waterloo Road and Norwood Road: at Drivers' Discretion operate from Waterloo Road, then via Baylis Road, Kennington Road, Kennington Park Road, Brixton Road, Camberwell New Road, Brixton Road, Effra Road, Tulse Hill rejoining line of route at Norwood Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

WEST CROYDON BUS STATION

Buses proceed out of service from Station Road. Buses depart from out of service to West Croydon Bus Station. Set down in Station Road, at Stop B5 (BP6119 - West Croydon Bus Station, Last Stop on LOR: BP6119 - West Croydon Bus Station) and pick up in West Croydon Bus Station, at Stop B1 (BP6115 - West Croydon Bus Station, First Stop on LOR: BP6115 - West Croydon Bus Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
BLIND DISPLAY: West Croydon, Limited Stop.

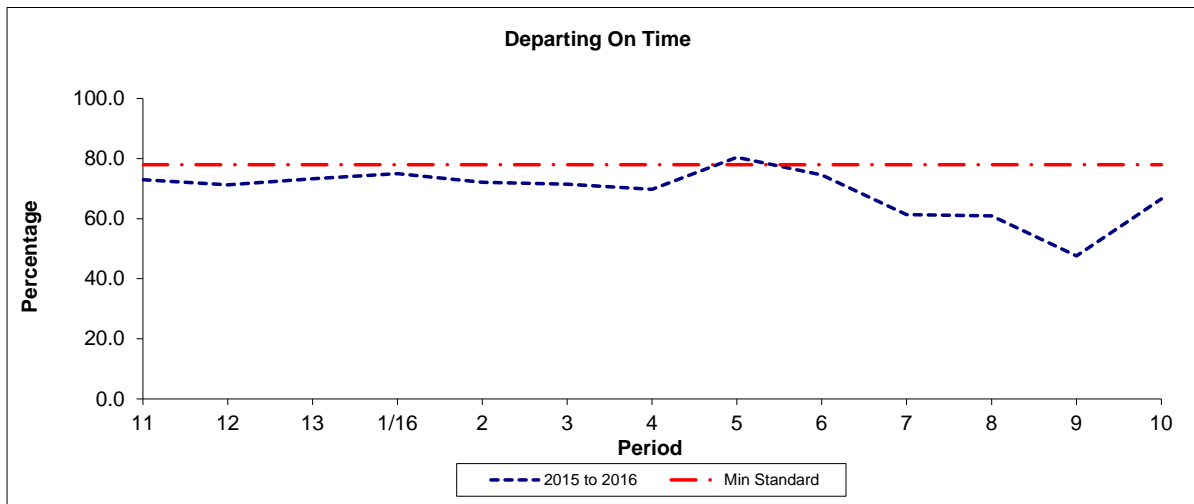
RUSSELL SQUARE, SOUTH SIDE

Buses proceed out of service from Russell Square. Buses depart from out of service to Southampton Row. Set down in Russell Square, at Stop D (BP1388 - Russell Square, Last Stop on LOR: BP1388 - Russell Square) and pick up in Southampton Row, at Stop B (8437 - Southampton Row, First Stop on LOR: 8437 - Southampton Row).

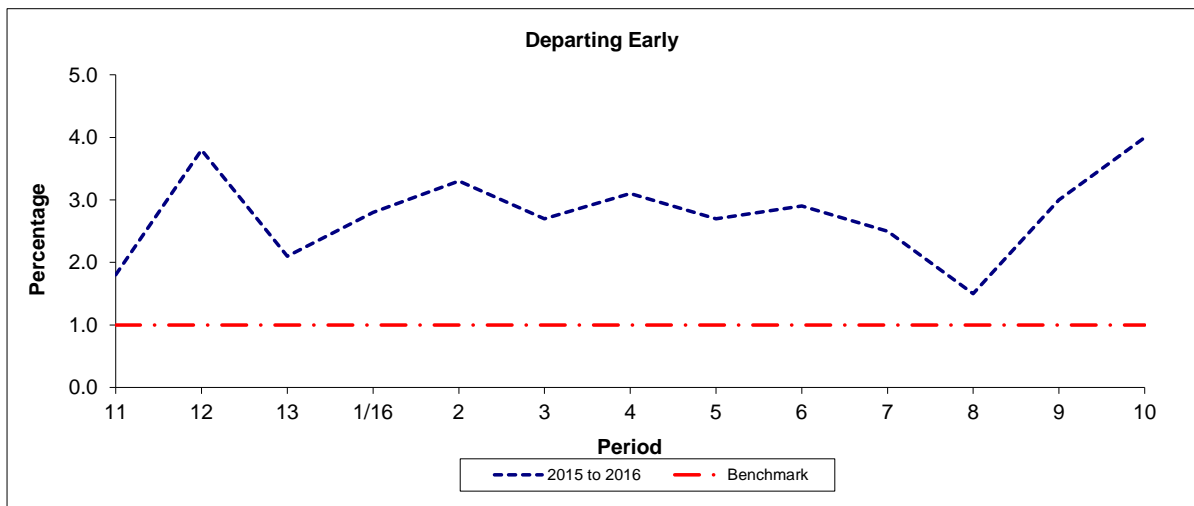
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: None.
BLIND DISPLAY: Russell Square, Limited Stop.
OTHER INFORMATION: Stopping arrangements: from West Croydon buses pick up only to Robson Road, then non-stop to Waterloo, then normal stopping arrangements. From Russell Square buses pick-up only to Waterloo then run non-stop to Robson Road then normal stopping arrangements.

PART B - PERFORMANCE STATISTICS

Route X68



Period	11	12	13	1/16	2	3	4	5	6	7	8	9	10
2015 to 2016	73.0	71.3	73.3	75.0	72.1	71.5	69.8	80.4	74.5	61.3	60.9	47.6	66.6
Min Standard	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0	78.0

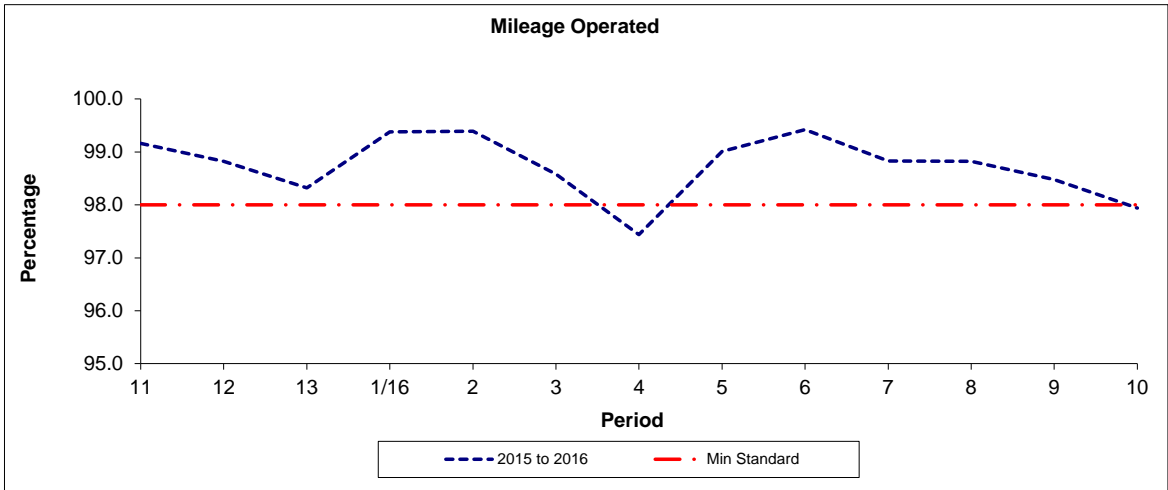


Period	11	12	13	1/16	2	3	4	5	6	7	8	9	10
2015 to 2016	1.8	3.8	2.1	2.8	3.3	2.7	3.1	2.7	2.9	2.5	1.5	3.0	4.0
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

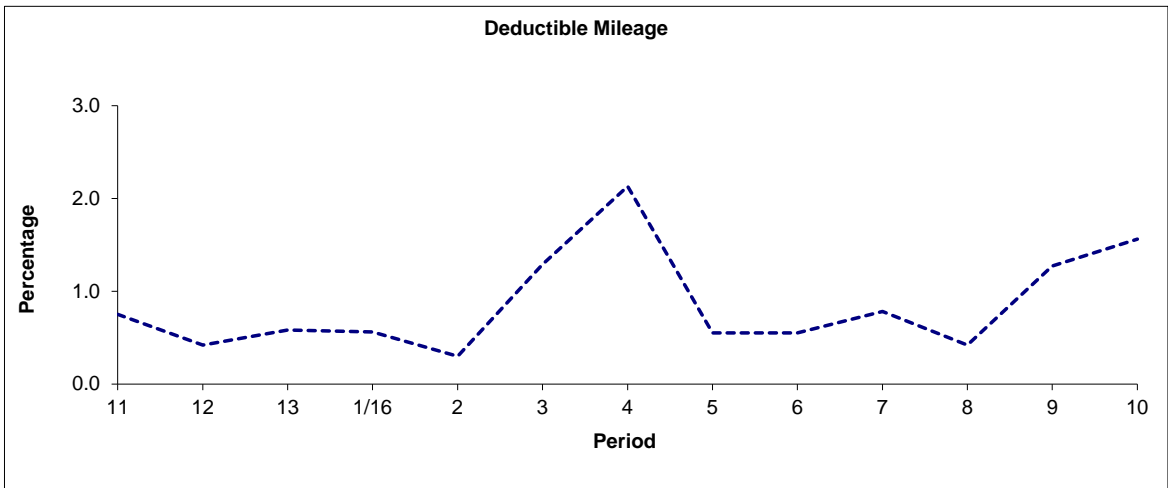
Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

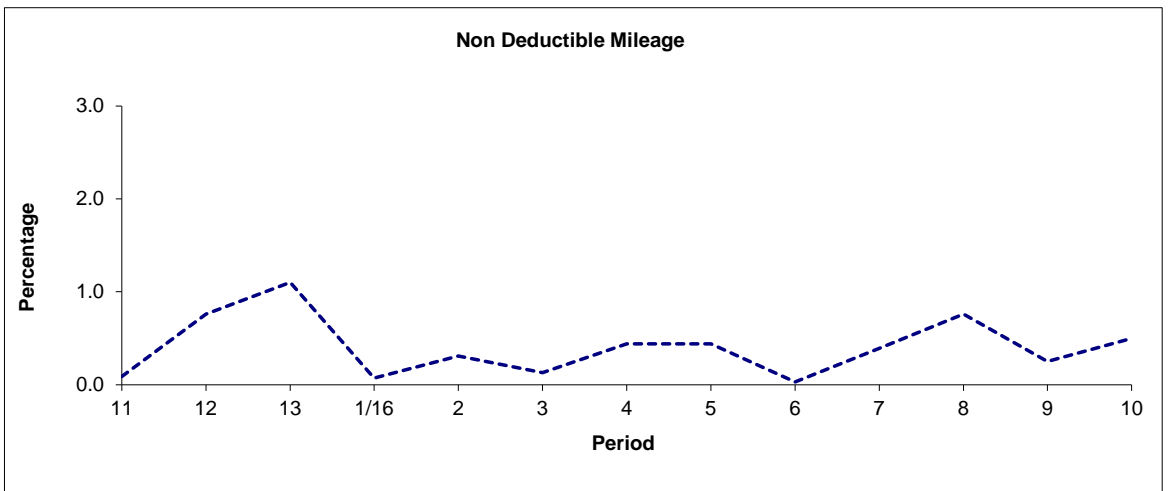
Route X68



Period	11	12	13	1/16	2	3	4	5	6	7	8	9	10
2015 to 2016	99.16	98.82	98.32	99.38	99.39	98.58	97.44	99.01	99.42	98.83	98.82	98.48	97.94
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	12	13	1/16	2	3	4	5	6	7	8	9	10
2015 to 2016	0.75	0.42	0.58	0.56	0.30	1.29	2.13	0.55	0.55	0.78	0.42	1.27	1.56



Period	11	12	13	1/16	2	3	4	5	6	7	8	9	10
2015 to 2016	0.09	0.76	1.10	0.07	0.31	0.13	0.44	0.44	0.03	0.39	0.76	0.25	0.50

Note: Mileage is based on 4 weeks data

ROUTE X68 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 15/16 TO QUARTER 3 16/17 (09/01/16 - 06/01/17)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	5,103	4,782	93.7	99.0	88.7	1.2	1.1	9.1
07:00 - 10:00	8,855	9,011	101.8	98.2	66.5	2.0	5.7	25.8
10:00 - 13:00								
13:00 - 16:00	351	246	70.1	58.7	52.5	39.9	0.0	7.7
16:00 - 19:00	7,452	6,982	93.7	94.9	66.9	5.3	3.0	24.7
19:00 - 22:00	491	702	143.0	97.4	55.1	2.8	5.3	36.8
All Locations Summary	22,252	21,723	97.6	96.6	65.6	7.4	3.7	23.2

No service at weekends.

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 600

Route: X68

Service change: 42220

Date: 30/11/2015

QSI Points are highlighted

Reason for Issue

Mileage update

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WCROBS	BP6115	West Croydon Bus Stn		
	6564	Bedford Hall	287	0.18
	33973	Hogarth Crescent	325	0.20
	6914	Devonshire Road	412	0.26
	17892	The Crescent	515	0.32
	12920	Pawsons Road	318	0.20
THORHS	12917	Talbot Road	381	0.24
	13238	Clifton Road	373	0.23
	13236	Selhurst Park Stadium	350	0.22
	13234	Whitworth Road	244	0.15
	13210	Howden Road	323	0.20
	13208	Wharncliffe Gardens	269	0.17
	13206	Grange Avenue	173	0.11
UPPNAS	13204	South Norwood Hill / All Saints Church	150	0.09
	13202	Upper Beulah Hill	333	0.21
	10363	Beulah Spa	460	0.29
	13196	Hermitage Road	486	0.30
	13194	Convent Hill	267	0.17
	13220	Biggin Hill	252	0.16
NORWCP	1849	Crown Point / Beulah Hill	382	0.24
	13347	Crown Point / Knights Hill	152	0.09
	BP5978	Lakeview Road	197	0.12
	13343	West Norwood Fire Station	261	0.16
	13339	St Julian's Farm Road	343	0.21
	26299	West Norwood Station	248	0.15
WNORRR	26300	Norwood Road / Robson Road	286	0.18
WLOOTW	BP1619	Waterloo Station / Tenison Way	8773	5.45
	25893	Waterloo Bridge / South Bank	236	0.15
	36886	Lancaster Place	532	0.33
	36599	Aldwych / Kingsway	330	0.21
HOLBSN	20908	Holborn Station	459	0.29
	477	Southampton Row / Theobald's Road	331	0.21
RSSQSS	BP1388	Russell Square	385	0.24
Total Route Mileage - Out Direction			18833	11.70
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RSSQSR	8437	Southampton Row		
	25599	Theobald's Road	208	0.13
HOLBSN	26425	Kingsway / Holborn Station	356	0.22
	29984	Aldwych / The Royal Courts Of Justice	505	0.31
	29985	Aldwych / Somerset House	309	0.19
	1835	Waterloo Bridge / South Bank	678	0.42
WLOOWR	25896	Waterloo Station / Waterloo Road	580	0.36
WNORRR	9449	Norwood Road / Robson Road	8690	5.40
	34686	West Norwood Station	275	0.17
	37121	Norwood Bus Garage	348	0.22
	13340	Rothschild Street	134	0.08
	13346	West Norwood Fire Station	231	0.14
	27540	Furieux Avenue	329	0.20
NORWCP	1850	Crown Point / Beulah Hill	220	0.14
	13193	Grecian Crescent	179	0.11
	13221	Biggin Hill	334	0.21
	R0505	Convent Hill	217	0.13
	13197	Hermitage Road	355	0.22
	10362	Beulah Spa	379	0.24
	13201	Upper Beulah Hill	320	0.20
UPPNAS	13203	Beulah Hill / All Saints Church	213	0.13
	13207	Grange Avenue	305	0.19
	13209	Wharncliffe Gardens	183	0.11
	13606	Ross Road	206	0.13
	13233	Nugent Road	255	0.16
	13235	Whitworth Road	294	0.18
	13237	Selhurst Park Stadium	292	0.18
	13239	Clifton Road	346	0.21
THORHS	12921	Talbot Road	247	0.15
	12918	Pawsons Road	402	0.25
	17893	Beaconsfield Road	360	0.22
	6545	Northcote Road	273	0.17
	6544	Cromwell Road	309	0.19
	6543	Hogarth Crescent	224	0.14
	6542	Bedford Hall	343	0.21
WCROBS	BP6119	West Croydon Bus Station	269	0.17
Total Route Mileage - Back Direction			19168	11.91
			Metres	Miles