

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 146

#### CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	2
4. Days of Operation	2
5. Vehicle Type	3
6. Frequencies	4
7. Minimum Performance Standards	8
8. Running Times	9
9. Layovers	9
10. Timing Constraints	9
11. Control Strategy	10
12. Operational Considerations	10
13. Stopping Arrangements	11
14. Timing Points and Mileages	11
15. Vehicle Livery	12
16. Stands and Blinds	12
 <u>Appendices</u>	
A. Route Record	13

---

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. 146.

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:

- Single deck, dual door, 55 capacity vehicles are specified on Route No. 146, subject to a satisfactory route test.
- On Mondays to Saturdays, first departures are re-timed to eliminate early morning widening in both directions.
- On all days, departures are widened to every 65 minutes from 1430 until last bus ex Bromley North Station and from 1400 until last bus ex Downe Village, St. Mary's Church to improve reliability. No change to resource is expected.

## 3. TERMINALS

Route No. 146 will operate between Bromley North Station and Downe Village, St. Mary's Church.

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. 146 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays & Boxing Day	Section 6.3
Christmas Day	No service
Other Public Holidays	Sunday service

## 5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. 146 is currently approved for vehicles which are a maximum of 8.8 metres long and 2.4 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. Bromley North Station to Downe Village, St. Mary's Church

0720 - 0830	Every 65 minutes
0831 - 1430	Every 60 minutes
1431 - 0020	Every 65 minutes

First departure from Bromley North Station no later than 0725.  
Last departure from Bromley North Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 65 minutes apart at Keston, Fox between 0745 and 0850 and between 1450 and 1700.

### 2. Downe Village, St. Mary's Church to Bromley North Station

0650 - 0755	Every 60 minutes
0756 - 0900	Every 65 minutes
0901 - 1400	Every 60 minutes
1401 - 2350	Every 65 minutes

First departure from Downe Village, St. Mary's Church no later than 0655.  
Last departure from Downe Village, St. Mary's Church no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 60 minutes apart at Bromley South Station between 0715 and 0815 and no more than 65 minutes apart between 0816 and 0920 and between 1520 and 1730.

## 6.2 Saturdays & Good Friday

### 1. Bromley North Station to Downe Village, St. Mary's Church

0720 - 0830	Every 65 minutes
0831 - 1430	Every 60 minutes
1431 - 0020	Every 65 minutes

First departure from Bromley North Station no later than 0725.  
Last departure from Bromley North Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 60 minutes apart at Keston, Fox between 0950 and 1150.

### 2. Downe Village, St. Mary's Church to Bromley North Station

0650 - 0755	Every 60 minutes
0756 - 0900	Every 65 minutes
0901 - 1400	Every 60 minutes
1401 - 2350	Every 65 minutes

First departure from Downe Village, St. Mary's Church no later than 0655.  
Last departure from Downe Village, St. Mary's Church no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 60 minutes apart at Bromley South Station between 0920 and 1120.

### 6.3 Sundays & Boxing Day

1. Bromley North Station to Downe Village, St. Mary's Church

0925 - 1430            Every 60 minutes  
1431 - 0020            Every 65 minutes

First departure from Bromley North Station no later than 0930.  
Last departure from Bromley North Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 60 minutes apart at Keston, Fox between 1050 and 1150.

2. Downe Village, St. Mary's Church to Bromley North Station

0955 - 1400            Every 60 minutes  
1401 - 2350            Every 65 minutes

First departure from Downe Village, St. Mary's Church no later than 1000.  
Last departure from Downe Village, St. Mary's Church no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 60 minutes apart at Bromley South Station between 1020 and 1120.

## 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. 146 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. 146 shall be:

Departing on Time:	No less than 86.00%
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

For Quality Incentive Contracts, 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 = 90.00%

**It is anticipated that sufficient QSI surveys for Performance and Threshold measurement will be available at or shortly after the commencement of the new contract for Route No. 146. When they are available, full incentive provisions will be introduced from the start of the next payment quarter using the Departing on Time standard above. However, until sufficient QSI surveys are available the contract will operate without QIC payments or deductions, nor will the extension threshold be available.**

### Summary of Proposed QSI Coverage

Survey arrangements to be advised.



## 8. RUNNING TIMES

The current timetable for Route No. 146 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 Saturday and Sunday shopping periods. It is expected that any changes to these running times can be accommodated within existing cycle times.

**Tenderers should review the existing running times ex Bromley North Station from 1430 and ex Downe Village, St Mary's Church from 1400 on all days.**

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. 146 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. 146 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route No. 146 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. 146:

- Route No. 146 suffers from unpredictable traffic delays in the Bromley area, especially during Mondays to Sundays daytimes and also during the Christmas period.

Tenderers should also note the following factors/events which may have an impact on Route No. 146 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. 146 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. 146**

Bromley North Station to Downe Village, St. Mary's Church	6.1 miles
Downe Village, St. Mary's Church to Bromley North Station	6.4 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. 146 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:

146 via Keston
----------------

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 146: Bromley North Station - Downe, St. Mary'S Church

**Date of Structural Change:** 6 August 2011.

**Date of Service Change:** 6 August 2011.

**Reason for Issue:** New Tender.

### STREETS TRAVERSED

**Towards Downe, St. Mary's Church:** Bromley North Station Forecourt, Tweedy Road, Kentish Way, Elmfield Road, Bromley High Street, Westmoreland Road, Hayes Road, Hayes Lane, Hayes Street, Baston Road, Heathfield Road, Westerham Road, Leaves Green Road, Downe Road, New Road Hill, Rookery Road, Downe High Street.

**Towards Bromley North Station:** Downe High Street, Cudham Road, Downe High Street, Rookery Road, New Road Hill, Downe Road, Westerham Road, Heathfield Road, Baston Road, Hayes Street, Hayes Lane, Hayes Road, Westmoreland Road, Bromley High Street, Elmfield Road, Kentish Way, Widmore Road, East Street, West Street, College Road, Tweedy Road, Mitchell Way, Bromley North Bus Stand.

### STANDING AND TURNING POINTS

#### BROMLEY NORTH STATION

Private stand in two sections for up to 18 buses in Bus Parking Area on the former goods yard site on west side of Bromley North Station.

Buses proceed from Bromley North Bus Stand direct to stand, departing via Bromley North Bus Stand and Northside Road to Bromley North Station Forecourt. Set down in Bromley North Bus Stand, at Alighting Point and pick up in Bromley North Station Forecourt, at Stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 146 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:	Bromley North.
OTHER INFORMATION:	LBSL Toilet facilities available 24 hours.

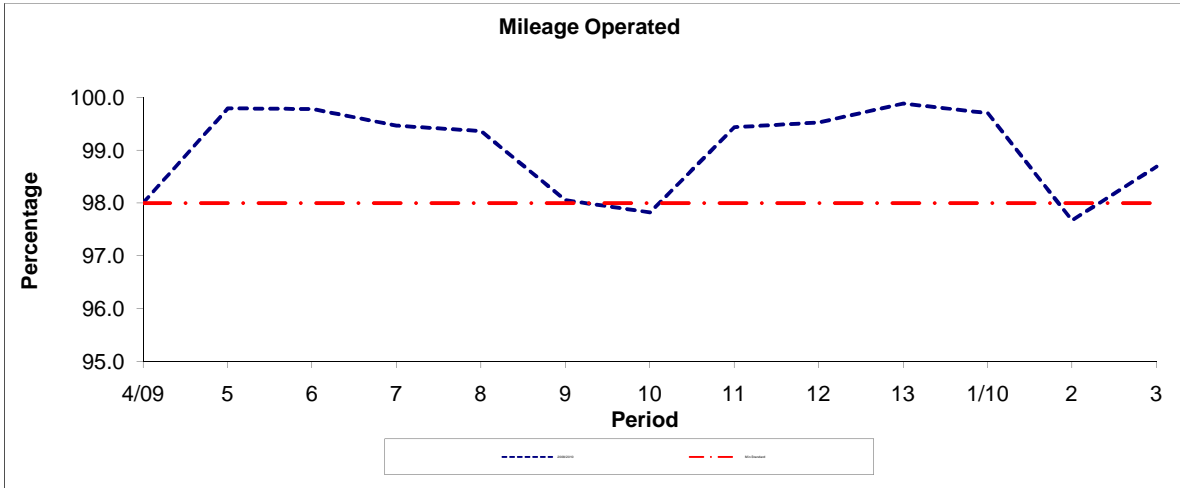
## **DOWNE VILLAGE, ST. MARY'S CHURCH**

Public stand for one bus on east side of Downe High Street commencing 19 metres south-east of lamp standard 28H3 extending 18 metres north-east.  
Buses proceed from Downe High Street direct to stand, departing to Downe High Street.  
Set down in Downe High Street and pick up in Downe High Street.

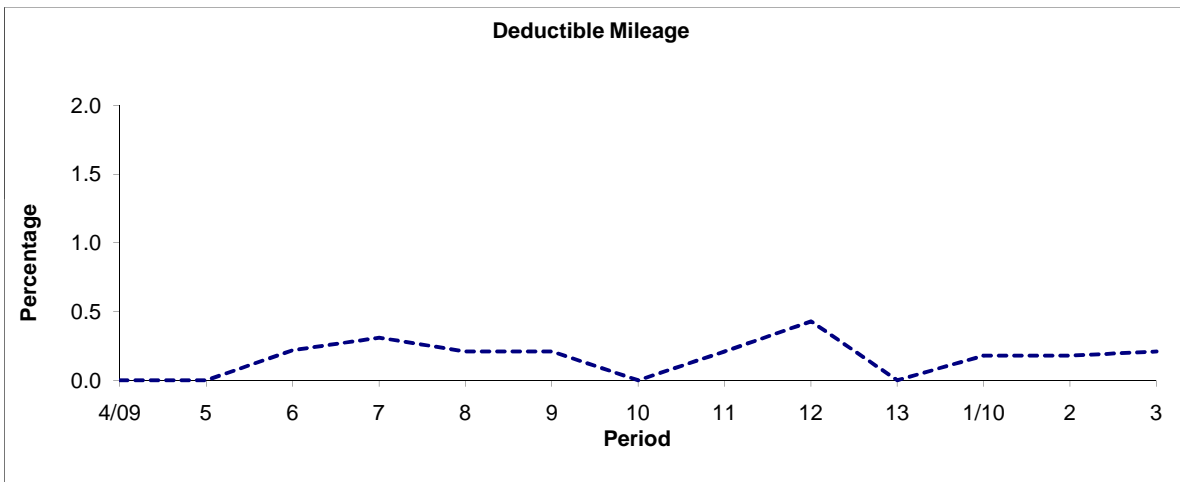
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 146 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Downe.
OTHER INFORMATION:	Public House toilet facilities available between 1200 and 2300 daily.

**PART B - PERFORMANCE STATISTICS**

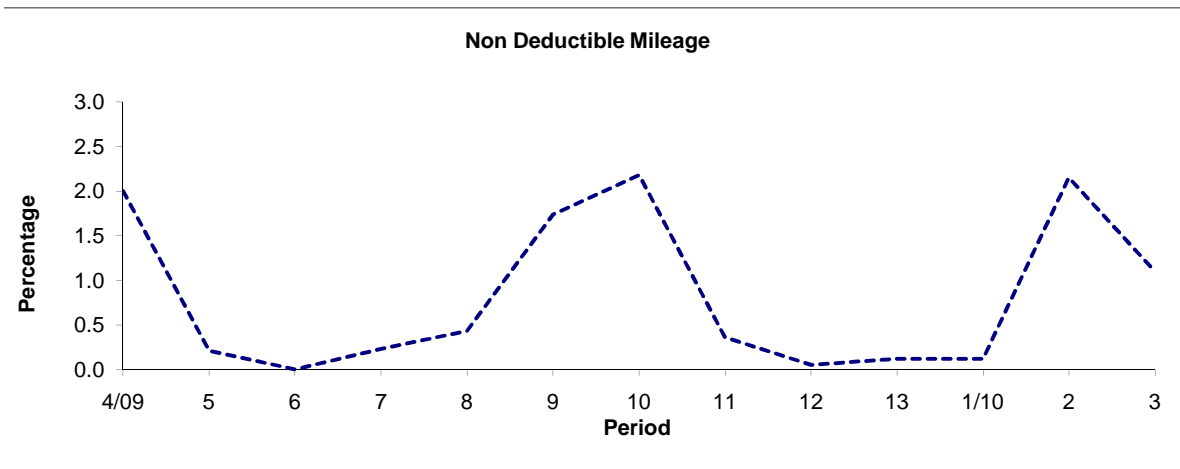
**Route 146**



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	98.00	99.79	99.78	99.46	99.36	98.05	97.82	99.43	99.52	99.88	99.70	97.67	98.69
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	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.00	0.00	0.22	0.31	0.21	0.21	0.00	0.21	0.43	0.00	0.18	0.18	0.21

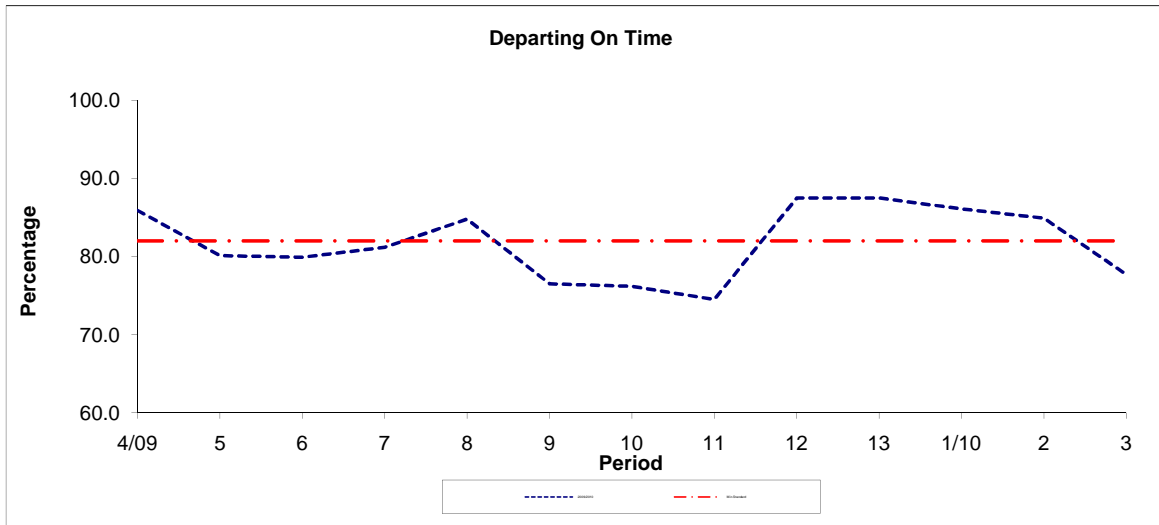


Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	2.00	0.21	0.00	0.23	0.43	1.74	2.18	0.36	0.05	0.12	0.12	2.15	1.10

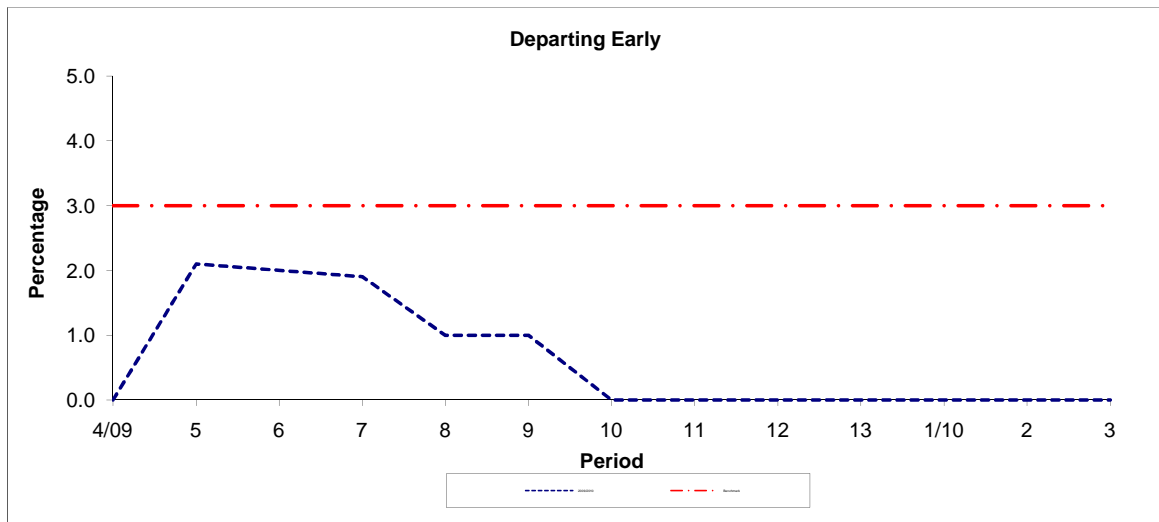
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 146**



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	85.90	80.10	79.90	81.20	84.80	76.50	76.20	74.50	87.50	87.50	86.10	84.90	77.70
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	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.00	2.10	2.00	1.90	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
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