

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 160

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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. 160:

- From 2nd October 2010, the Catford stand is changed from Doggett Road to Thomas Lane. Buses will continue to set down on Doggett Road then operate out of service to Thomas Lane via Holbeach Road. Buses will continue to pick up on Thomas Lane.

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:

- The Monday to Friday afternoon school day journey ex Beaverwood School is withdrawn.

3. TERMINALS

Route No. 160 will operate between Catford and Sidcup 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. 160 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. 160 is currently approved for vehicles which are a maximum of 10.2 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. Catford, Thomas Lane to Sidcup Station

0525 - 0630	Every 20 minutes
0631 - 1930	Every 15 minutes
1931 - 2130	Every 20 minutes
2131 - 0020	Every 30 minutes

First departure from Catford, Thomas Lane no later than 0530.
Last departure from Catford, Thomas Lane no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Chislehurst, War Memorial between 0705 and 0905 and between 1500 and 1640.

2. Sidcup Station to Catford Bridge Station

0510 - 0615	Every 20 minutes
0616 - 1930	Every 15 minutes
1931 - 2130	Every 20 minutes
2131 - 0020	Every 30 minutes

First departure from Sidcup Station no later than 0515.
Last departure from Sidcup Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Middle Park Avenue, Kingsground (Eltham) between 0705 and 0905 and between 1500 and 1640.

6.2 Saturdays & Good Friday

1. Catford, Thomas Lane to Sidcup Station

0525 - 0730	Every 30 minutes
0731 - 0810	Every 20 minutes
0811 - 1855	Every 15 minutes
1856 - 2015	Every 20 minutes
2016 - 0020	Every 30 minutes

First departure from Catford, Thomas Lane no later than 0530.
Last departure from Catford, Thomas Lane no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Chislehurst, War Memorial between 0845 and 1100.

2. Sidcup Station to Catford Bridge Station

0510 - 0745	Every 30 minutes
0746 - 0825	Every 20 minutes
0826 - 1855	Every 15 minutes
1856 - 2015	Every 20 minutes
2016 - 0020	Every 30 minutes

First departure from Sidcup Station no later than 0515.
Last departure from Sidcup Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Middle Park Avenue, Kingsground (Eltham) between 0855 and 1055.

6.3 Sundays

1. Catford, Thomas Lane to Sidcup Station

0640 - 0945	Every 30 minutes
0946 - 1745	Every 20 minutes
1746 - 0020	Every 30 minutes

First departure from Catford, Thomas Lane no later than 0645.
Last departure from Catford, Thomas Lane no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Chislehurst, War Memorial between 1025 and 1125.

2. Sidcup Station to Catford Bridge Station

0640 - 0945	Every 30 minutes
0946 - 1845	Every 20 minutes
1846 - 0020	Every 30 minutes

First departure from Sidcup Station no later than 0645.
Last departure from Sidcup Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Middle Park Avenue, Kingsground (Eltham) between 1020 and 1120.

6.4 Boxing Day

1. Catford, Thomas Lane to Sidcup Station

0815 - 0945	Every 30 minutes
0946 - 1745	Every 20 minutes
1746 - 0020	Every 30 minutes

First departure from Catford, Thomas Lane no later than 0820.
Last departure from Catford, Thomas Lane no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Chislehurst, War Memorial between 1025 and 1125.

2. Sidcup Station to Catford Bridge Station

0805 - 0945	Every 30 minutes
0946 - 1845	Every 20 minutes
1846 - 0020	Every 30 minutes

First departure from Sidcup Station no later than 0810.
Last departure from Sidcup Station no earlier than 0015.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Middle Park Avenue, Kingsground (Eltham) 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. 160 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. 160 shall be:

Departing on Time:	No less than 78.00%
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

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 = 82.00%

Summary of proposed QSI coverage: Route No. 160

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 Sidcup Station

Catford
Eltham
New Eltham \$
Chislehurst \$

Towards Catford, Thomas Lane

Sidcup
Chislehurst \$
New Eltham \$
Eltham

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

Total scheduled manual QSI surveys per quarter = 128.

8. RUNNING TIMES

The current timetable for Route No. 160 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 interpeak and Sunday shopping period.

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

- the minimum performance standards for Route No. 160 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. 160 should be separated from Route No. 269 between Chislehurst War Memorial and Sidcup Station during all periods, where possible.

Route No. 160 should be separated from Route No. 660 between Catford, St. Mildreds Road, Baring Road and Eltham High Street.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

11. CONTROL STRATEGY

Route No. 160 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. 160:

- Route No. 160 can suffer from unpredictable traffic delays in the Catford and Chislehurst areas.
- Parked cars cause congestion issues on Belmont Lane.

Tenderers should also note the following factors which may have an impact on Route No. 160 in the foreseeable future:

- The 2012 Olympic Games open on Friday the 27th July and close on Sunday the 12th August. The 2012 Paralympic Games start on Wednesday the 29th August and close on Sunday the 9th September. The games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.
- There are plans in place to move the northern stop on Belmont Lane further north, creating a passing point when a bus is not serving the stop and improve sight lines.
- 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. 160 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. 160

Catford, Thomas Lane to Sidcup Station	11.1 miles
Sidcup Station to Catford Bridge Station	10.9 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. 160 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:

160 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 160: Catford, Thomas Lane - Sidcup Station

Date of Structural Change: 17 September 2011.

Date of Service Change: 17 September 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Sidcup Station: Thomas Lane, Catford Road, Rushey Green, Brownhill Road, Plassy Road, Sangley Road, Sandhurst Road, Verdant Lane, St Mildreds Road, Westhorpe Avenue, Yorkshire Grey Roundabout, Middle Park Avenue, Kingsground, Eltham Hill, Eltham High Street, Southend Crescent, Footscray Road, Southwood Road, Green Lane, Edgebury, Belmont Lane, Green Lane, Heathfield Lane, Loop Road, Centre Common Road, Bromley Lane, Perry Street, Froggnal Corner, Chislehurst Road, Elm Road, Station Road, Hatherley Crescent, Faraday Avenue, Jubilee Way.

Towards Catford, Thomas Lane: Jubilee Way, Faraday Avenue, Hatherley Crescent, Station Road, Elm Road, Chislehurst Road, Froggnal Corner, Perry Street, Bromley Lane, Centre Common Road, Chislehurst High Street, Albany Road, Green Lane, Belmont Lane, Edgebury, Green Lane, Southwood Road, Footscray Road, Southend Crescent, Eltham High Street, Eltham Hill, Kingsground, Middle Park Avenue, Yorkshire Grey Roundabout, Westhorpe Avenue, St Mildreds Road, Verdant Lane, Sandhurst Road, Sangley Road, Rushey Green, Catford Road, Doggett Road.

STANDING AND TURNING POINTS

CATFORD, THOMAS LANE

Public stand for three buses on east side of Thomas Lane, commencing 25 metres south of the south kerbline of Holbeach Road and extending 25 metres south.

Buses proceed from Thomas Lane via Holbeach Road and Doggett Road to stand, departing to Thomas Lane. Set down in Doggett Road, at Stop AA and pick up in Thomas Lane, at Stop Q.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 160 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: Catford.

HITHER GREEN, ST MILDRED'S ROAD (from SIDCUP STATION)

Buses proceed from St Mildreds Road via Wellmeadow Road, Hither Green Lane and Verdant Lane departing to St Mildreds Road. Set down in St Mildreds Road, at Stop K and pick up in St Mildreds Road, at Stop J.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Hither Green, St Mildreds Road.

ELTHAM GREEN, MIDDLE PARK AVENUE [WITHDRAWN] (TO 3 AUG 2010)

Public stand on west side of Middle Park Avenue, commencing at a point opposite No. 29 Middle Park Avenue and extending 12 metres southwards.

From Catford, Thomas Lane.

Buses proceed from Westhorne Avenue via A205, Westhorne Avenue, Sidcup Road, Eltham Palace Road and Middle Park Avenue to stand, departing to Middle Park Avenue. Set down in Westhorne Avenue, at Stop EL and pick up in Middle Park Avenue, at Stop WK.

From Sidcup Station.

Buses proceed from Middle Park Avenue direct to stand, departing via Middle Park Avenue and Yorkshire Grey Roundabout to Middle Park Avenue. Set down in Middle Park Avenue, at Stop WK and pick up in Middle Park Avenue, at Stop EO.

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, Yorkshire Grey.

ELTHAM, HIGH STREET

Public stand for 3 buses on north side of Eltham High Street opposite Marlowe Gardens commencing 4 metres west of lamp standard No. 89 and extending 36 metres west.

From Catford, Thomas Lane.

Buses proceed from Eltham High Street direct to stand, departing via Eltham High Street, Southend Crescent and Footscray Road to Eltham High Street. Set down in Eltham High Street, at Stop Q and pick up in Eltham High Street, at Stop P.

From Sidcup Station.

Buses proceed from Footscray Road via Eltham High Street to stand, departing via Eltham High Street to Southend Crescent. Set down in Footscray Road, FG and pick up in Southend Crescent.

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.

CHISLEHURST, GORDON ARMS (from SIDCUP STATION)

Public stand for up to 3 buses on east side of Green Lane commencing 3 metres south of lamp standard No. G3617 and extending 31 metres north.

Buses proceed from Albany Road via Green Lane to stand, departing via Green Lane and Heathfield Lane to Loop Road. Set down in Albany Road, at Stop B and pick up in Loop Road, at Stop M.

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: Chislehurst.

CHISLEHURST, WAR MEMORIAL (from Catford, Thomas Lane)

Private stand for 2 buses on south side of Pound Way between the two arms of Royal Parade.

Buses proceed from Centre Common Road via Bromley Lane and Pound Way to stand, departing via Pound Way and Royal Parade to Centre Common Road. Set down in Centre Common Road, at Stop P and pick up in Centre Common Road, at Stop N.

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: Chislehurst, War Memorial.

SIDCUP QUEEN MARY'S HOSPITAL (from Catford, Thomas Lane)

Buses proceed from Chislehurst Road via Frogna Avenue departing to Chislehurst Road. Set down in Chislehurst Road, at Stop HJ and pick up in Chislehurst Road, at Stop HH.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

SIDCUP STATION, JUBILEE WAY

Public stand for two buses on north side of Jubilee Way, commencing 24 metres east of the station car park entrance and extending 22 metres west.

Buses proceed from Jubilee Way via Bus Turning Circle and Jubilee Way to stand, departing to Jubilee Way. Set down in Jubilee Way, at Stop E and pick up in Jubilee Way, at Stop D.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 160 should be scheduled to stand at any one time.

MEAL RELIEFS: No meal relief vehicles to stand at any time.

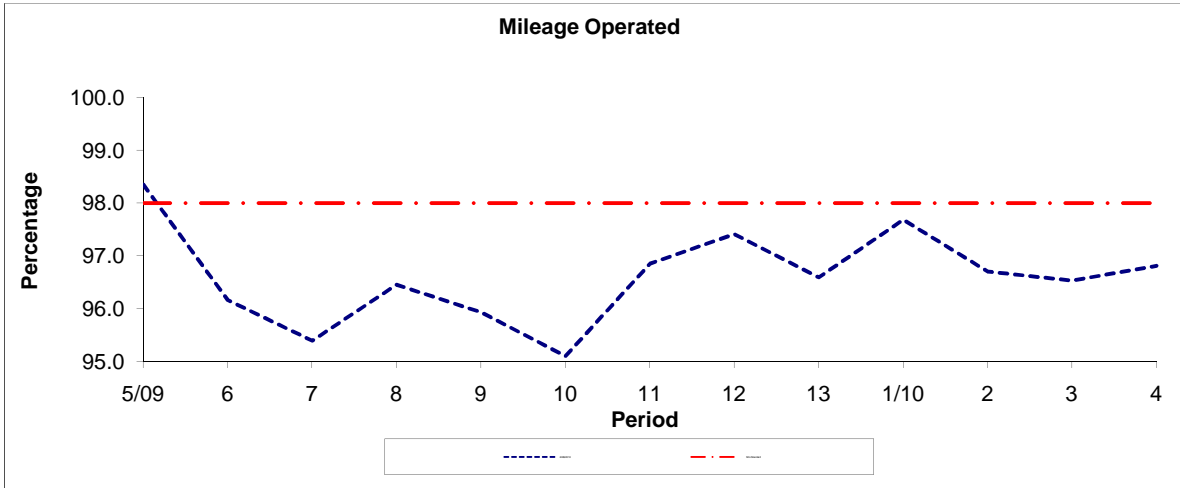
FERRY VEHICLES: No ferry vehicles to park on stand at any time.

DISPLAY: Sidcup Station.

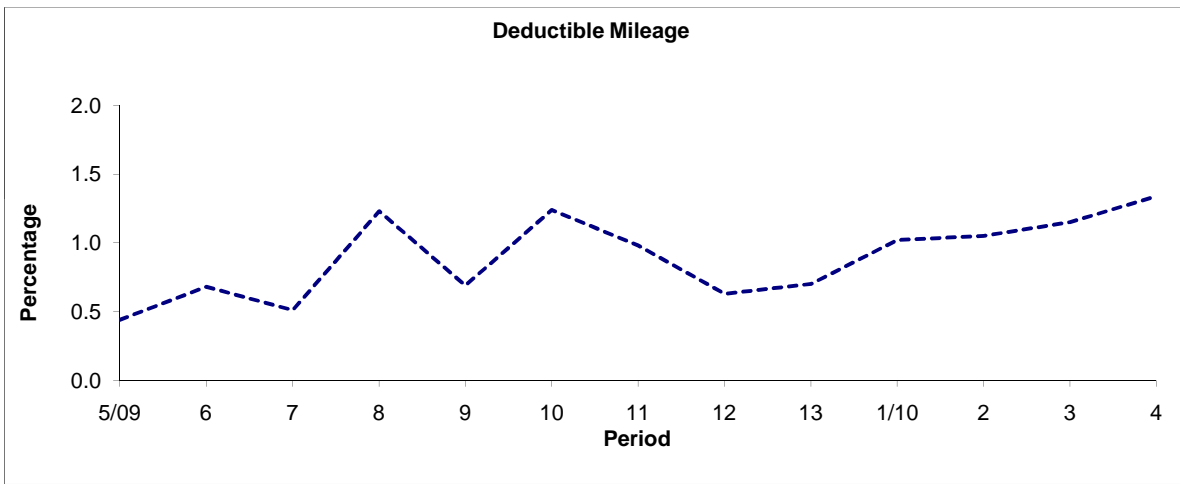
OTHER INFORMATION: South Eastern Trains toilet facilities available 0600-2000 daily.

PART B - PERFORMANCE STATISTICS

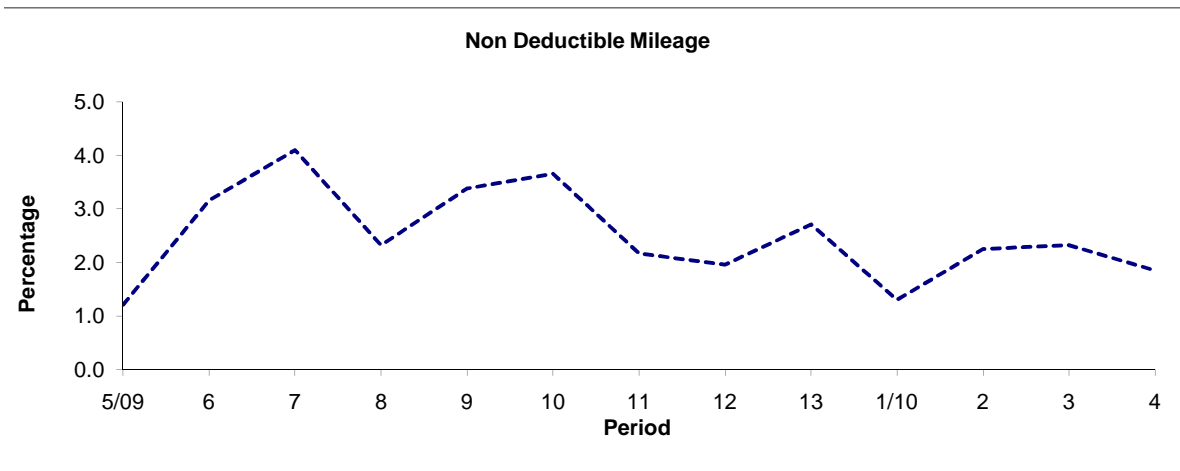
Route 160



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	98.35	96.16	95.39	96.45	95.93	95.10	96.85	97.41	96.59	97.68	96.70	96.53	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	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.44	0.68	0.51	1.23	0.69	1.24	0.98	0.63	0.70	1.02	1.05	1.15	1.34

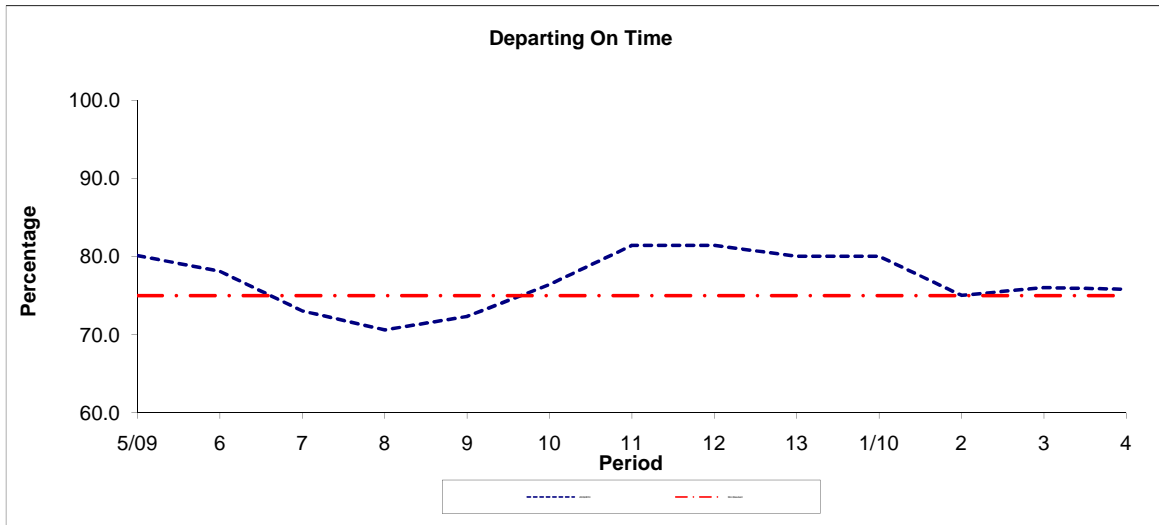


Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	1.21	3.16	4.10	2.32	3.38	3.66	2.17	1.96	2.71	1.30	2.25	2.32	1.85

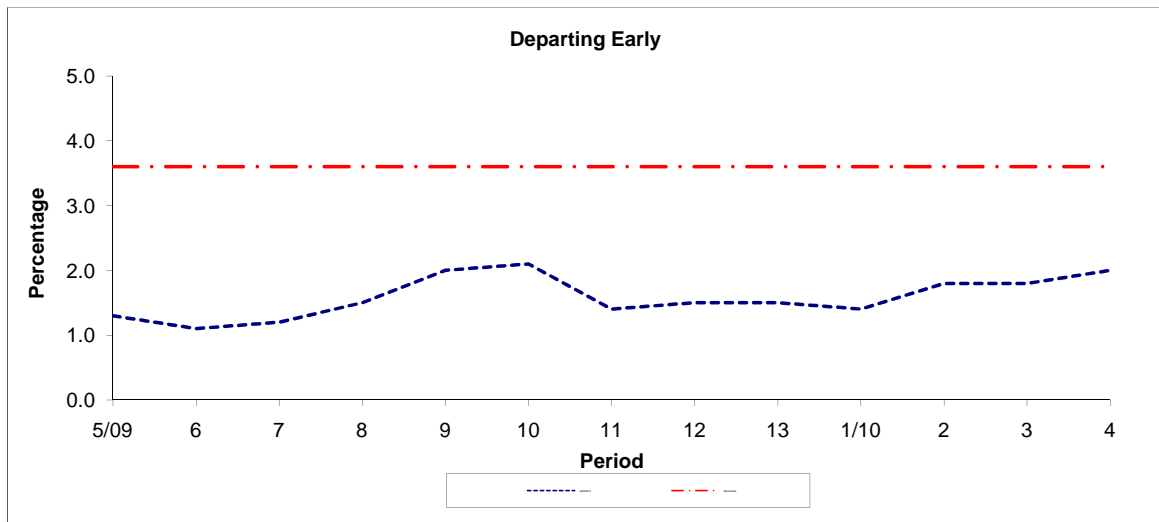
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 160



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	80.10	78.10	73.00	70.60	72.30	76.40	81.40	81.40	80.00	80.00	75.00	76.00	75.80
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	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	1.30	1.10	1.20	1.50	2.00	2.10	1.40	1.50	1.50	1.40	1.80	1.80	2.00
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