

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 162

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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. 162.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 162.

3. TERMINALS

Route No. 162 will operate between Beckenham Junction Station to Eltham 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. 162 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. 162 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 single door, single deck buses with a minimum capacity of 45, of which approximately 22 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. Beckenham Junction Station to Eltham Station

0525 - 1920	Every 20 minutes
1921 - 0025	Every 30 minutes

First departure from Beckenham Junction Station no later than 0530.
Last departure from Beckenham Junction Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at New Eltham Station, Southwood Road between 0730 and 0830 and between 1530 and 1630.

2. Eltham Station to Beckenham Junction Station

0520 - 1930	Every 20 minutes
1931 - 0010	Every 30 minutes

First departure from Eltham Station no later than 0525.
Last departure from Eltham Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Bromley South Station between 0730 and 0830 and between 1530 and 1430.

6.2 Saturdays & Good Friday

1. Beckenham Junction Station to Eltham Station

0525 - 0810	Every 30 minutes
0801 - 1810	Every 20 minutes
1811 - 0025	Every 30 minutes

First departure from Beckenham Junction Station no later than 0530.
Last departure from Beckenham Junction Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at New Eltham Station, Southwood Road between 0900 and 1000.

2. Eltham Station to Beckenham Junction Station

0520 - 0755	Every 30 minutes
0731 - 1800	Every 20 minutes
1801 - 0010	Every 30 minutes

First departure from Eltham Station no later than 0525.
Last departure from Eltham Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Bromley South Station between 0850 and 1010.

6.3 Sundays

1. Beckenham Junction Station to Eltham Station

0655 - 0025 Every 30 minutes

First departure from Beckenham Junction Station no later than 0700.
Last departure from Beckenham Junction Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at New Eltham Station, Southwood Road between 0940 and 1110.

2. Eltham Station to Beckenham Junction Station

0635 - 0010 Every 30 minutes

First departure from Eltham Station no later than 0640.
Last departure from Eltham Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Bromley South Station between 0930 and 1100.

6.4 Boxing Day

1. Beckenham Junction Station to Eltham Station

0755 - 0025 Every 30 minutes

First departure from Beckenham Junction Station no later than 0800.
Last departure from Beckenham Junction Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at New Eltham Station, Southwood Road between 0940 and 1110.

2. Eltham Station to Beckenham Junction Station

0800 - 0010 Every 30 minutes

First departure from Eltham Station no later than 0805.
Last departure from Eltham Station no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Bromley South Station between 0930 and 1100.

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. 162 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. 162 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. 162

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 Eltham

Beckenham (not evenings or Sundays)
Bromley South
Chislehurst \$
New Eltham

Towards Beckenham Junction

Eltham
Chislehurst \$
Bromley South

\$ This point is observed simultaneously in both directions. Counted as two surveys.

Total scheduled manual QSI surveys per quarter = 110.

8. RUNNING TIMES

The current timetable for Route No. 162 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.

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. 162 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. 162 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 162 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. 162:

- Route No. 162 can suffer from unpredictable traffic delays in the Beckenham, Bromley and Eltham areas.
- The Chislehurst War Memorial area suffers from variable degrees of traffic congestion especially during Monday to Friday AM and PM peaks and school start and finish times.

Tenderers should also note the following factors which may have an impact on Route No. 162 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. 162 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. 162

Beckenham Junction Station to Eltham Station	12.7 miles
Eltham Station to Beckenham Junction Station	12.5 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. 162 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:

162 via Bromley

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 162: Beckenham Junction - Eltham Station

Date of Structural Change:

Date of Service Change: 19 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Eltham Station: Beckenham Junction Station Forecourt, Rectory Road, Beckenham High Street, Bromley Road, Wickham Road, Hayes Lane, Westmoreland Road, Bromley High Street, Elmfield Road, Kentish Way, Widmore Road, Bickley Road, Bickley Park Road, Summer Hill, Bromley Road, Centre Common Road, Chislehurst High Street, Albany Road, Green Lane, Belmont Lane, Slades Drive, Imperial Way, Molescroft, Domonic Drive, Edgebury, Green Lane, Southwood Road, Avery Hill Road, Bexley Road, Eltham High Street, Well Hall Road, Eltham Bus Station.

Towards Beckenham Junction: Eltham Bus Station, Well Hall Road, Eltham High Street, Bexley Road, Avery Hill Road, Southwood Road, Green Lane, Edgebury, Domonic Drive, Molescroft, Imperial Way, Slades Drive, Belmont Lane, Green Lane, Heathfield Lane, Loop Road, Centre Common Road, Bromley Road, Summer Hill, Bickley Park Road, Bickley Road, Widmore Road, Kentish Way, Elmfield Road, Bromley High Street, Westmoreland Road, Hayes Lane, Wickham Road, Bromley Road, Beckenham High Street, Rectory Road, Beckenham Junction Station Forecourt.

STANDING AND TURNING POINTS

BECKENHAM JUNCTION STATION

Private stand in slip road on station forecourt extending 15 metres .

Buses proceed from Beckenham Junction Station Forecourt direct to stand, departing to Beckenham Junction Station Forecourt. Set down in Beckenham Junction Station Forecourt, at Stop A and pick up in Beckenham Junction Station Forecourt, at Stop A.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 162 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: Beckenham Junction.

PARK LANGLEY, CHINESE GARAGE (from ELTHAM STATION)

Buses proceed from Hayes Lane via Circumnavigate Roundabout At Junction With Wickham Road departing to Hayes Lane. Set down in Hayes Lane, at Stop PT and pick up in Hayes Lane, at Stop PC.

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

BROMLEY SOUTH, WESTMORELAND ROAD

Public stand for 2 buses on east side of Simpsons Road commencing opposite and 3 metres north of lamp standard No S71/1 and extending 22 metres north. Overflow public stand for 2 buses prior to main stand on south side of Simpsons Road commencing 4 metres west of lamp standard No. S71/6 and extending 20 metres east.

From Beckenham Junction.

Buses proceed from Westmoreland Road via Simpson's Road to stand, departing via Simpson's Road to Westmoreland Road. Set down in Westmoreland Road and pick up in Westmoreland Road.

From Eltham Station.

Buses proceed from Westmoreland Road via Simpson's Road to stand, departing via Simpson's Road to Westmoreland Road. Set down in Westmoreland Road, at Stop YA and pick up in Westmoreland Road, at Stop V.

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: Bromley South.

CHISLEHURST, GORDON ARMS (from Beckenham Junction)

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.

GREEN LANE, FIVEWAYS (from Beckenham Junction)

Buses proceed from Green Lane via Footscray Road departing to Southwood Road. Set down in Green Lane, at Stop A and pick up in Southwood Road, at Stop L.

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

EVERY HILL ROAD (from Beckenham Junction)

Buses proceed from Avery Hill Road via Circumnavigate Roundabout At Junction With Restons Crescent departing to Avery Hill Road. Set down in Avery Hill Road, at Stop AB and pick up in Avery Hill Road, at Stop AU.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Avery Hill Road, Halfway Street.

ELTHAM STATION

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

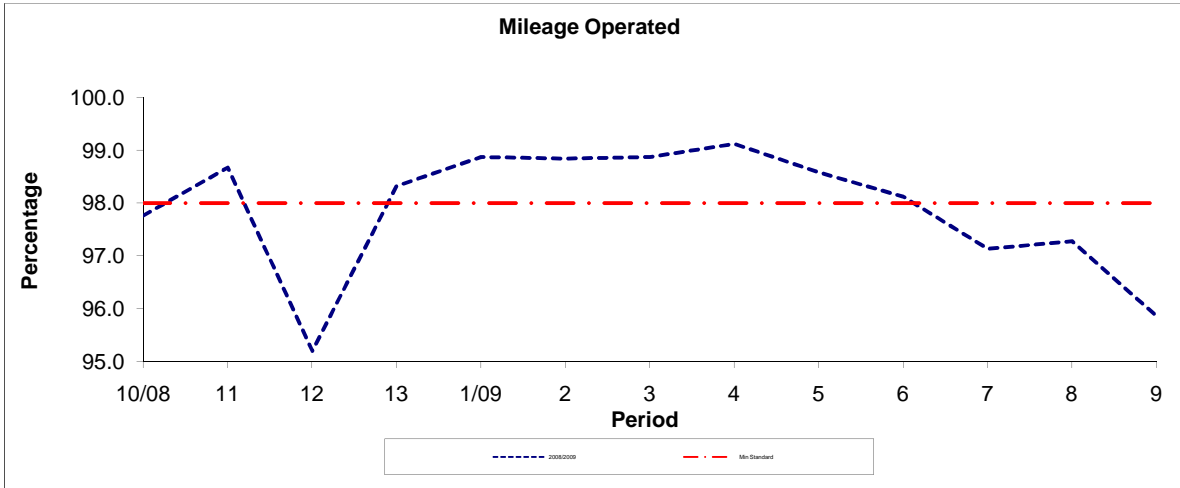
- 1 - for up to 9 buses facing west in centre parking area.
- 2 - for 2 buses facing east on north side of bus station.

Buses proceed from Eltham Bus Station direct to stand, departing to Eltham Bus Station. Set down in Eltham Bus Station, at Alighting Point and pick up in Eltham Bus Station, at Stop A.

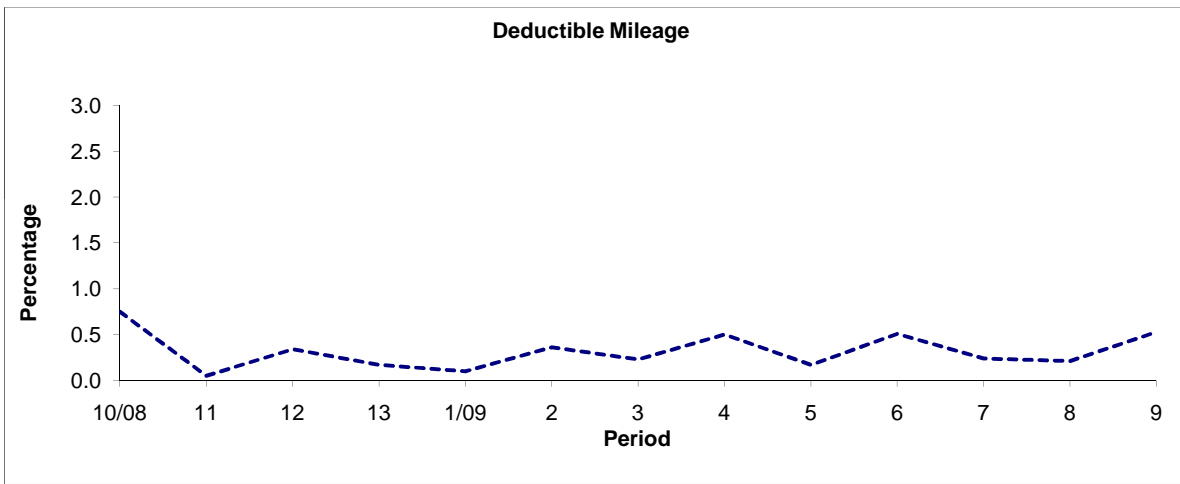
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 162 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Eltham Station.
OTHER INFORMATION: LBSL toilet facilities available 0600-2300 daily.

PART B - PERFORMANCE STATISTICS

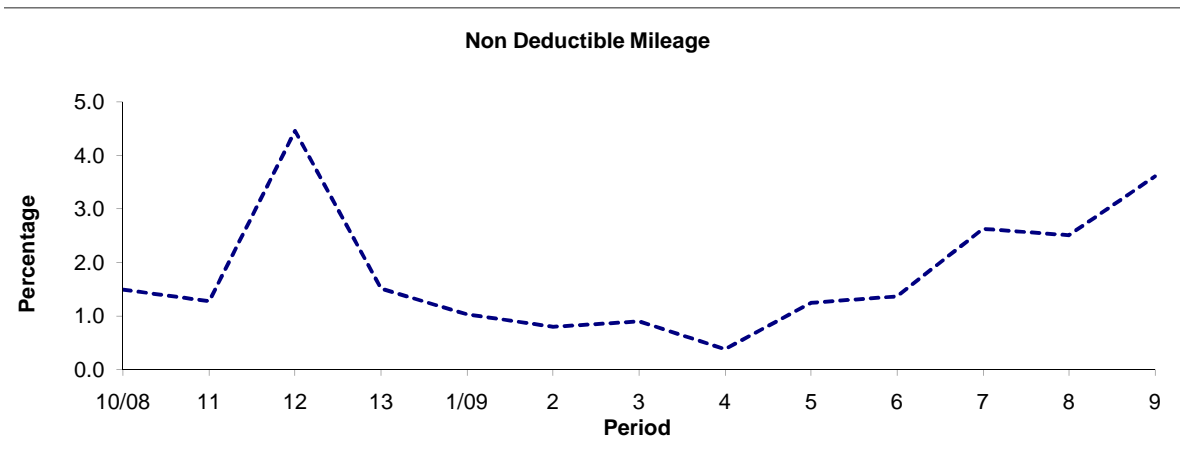
Route 162



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	97.76	98.67	95.20	98.32	98.87	98.84	98.87	99.12	98.58	98.12	97.13	97.28	95.86
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.75	0.05	0.34	0.17	0.10	0.36	0.23	0.50	0.17	0.51	0.24	0.21	0.53

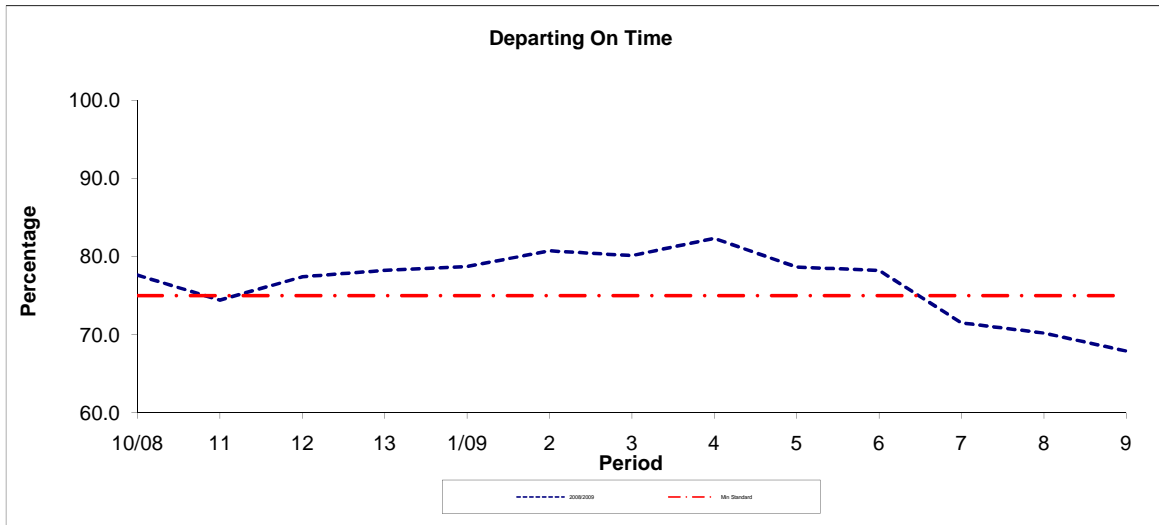


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.49	1.28	4.46	1.51	1.03	0.80	0.90	0.38	1.25	1.37	2.63	2.51	3.61

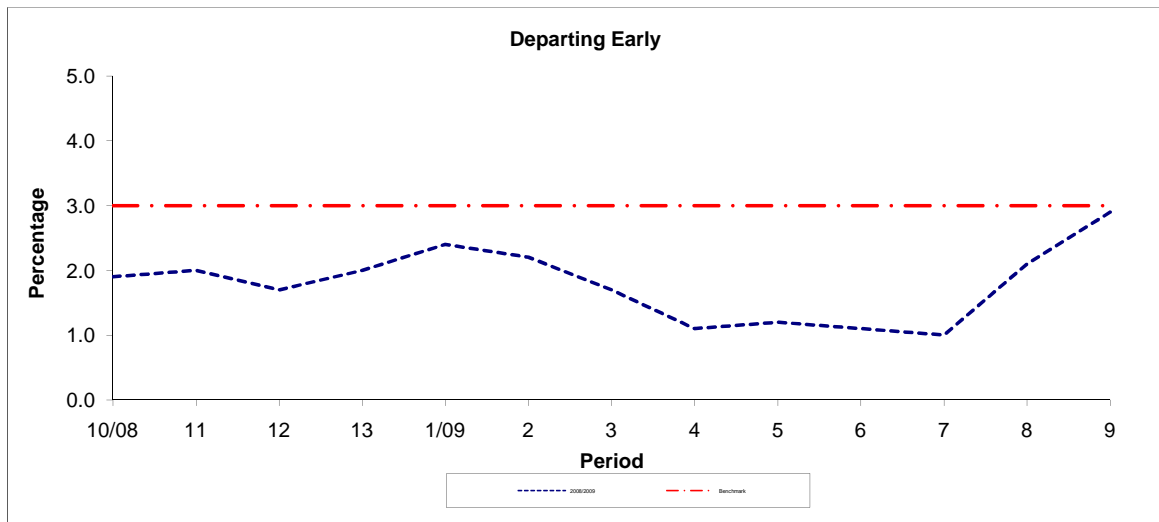
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 162



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	77.60	74.40	77.40	78.20	78.70	80.70	80.10	82.30	78.60	78.20	71.50	70.20	67.90
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.90	2.00	1.70	2.00	2.40	2.20	1.70	1.10	1.20	1.10	1.00	2.10	2.90
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