

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 178

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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. 178:

- Route No. 178 will be reroute in the Woolwich area in December 2009. Please see Appendix A for a full list of streets traversed.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 178.

3. TERMINALS

Route No. 178 will operate between Woolwich, Monk Street and Lewisham Bus 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. 178 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. 178 is currently approved for vehicles which are a maximum of 10.1 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, 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. Woolwich, Monk Street to Lewisham Bus Station

0500 - 0600	Every 20 minutes
0601 - 1905	Every 15 minutes
1906 - 0010	Every 20 minutes

First departure from Woolwich, Monk Street no later than 0505.
Last departure from Woolwich, Monk Street no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Kidbrooke Station, Henley Cross between 0700 and 0900 and between 1500 and 1730.

2. Lewisham Bus Station to Woolwich, Monk Street

0500 - 0605	Every 20 minutes
0606 - 1850	Every 15 minutes
1851 - 0015	Every 20 minutes

First departure from Lewisham Bus Station no later than 0505.
Last departure from Lewisham Bus Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Woolwich Common, Nightingale Place between 0700 and 0900 and between 1500 and 1730.

6.2 Saturdays & Good Friday

1. Woolwich, Monk Street to Lewisham Bus Station

0500 - 0630	Every 30 minutes
0631 - 0710	Every 20 minutes
0711 - 1905	Every 15 minutes
1906 - 0010	Every 20 minutes

First departure from Woolwich, Monk Street no later than 0505.
Last departure from Woolwich, Monk Street no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Kidbrooke Station, Henley Cross between 0900 and 1100.

2. Lewisham Bus Station to Woolwich, Monk Street

0500 - 0635	Every 30 minutes
0636 - 0735	Every 20 minutes
0736 - 1855	Every 15 minutes
1856 - 0015	Every 20 minutes

First departure from Lewisham Bus Station no later than 0505.
Last departure from Lewisham Bus Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Woolwich Common, Nightingale Place between 0900 and 1100.

6.3 Sundays

1. Woolwich, Monk Street to Lewisham Bus Station

0630 - 0010 Every 20 minutes

First departure from Woolwich, Monk Street no later than 0635.
Last departure from Woolwich, Monk Street no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Kidbrooke Station, Henley Cross between 1030 and 1130.

2. Lewisham Bus Station to Woolwich, Monk Street

0630 - 0015 Every 20 minutes

First departure from Lewisham Bus Station no later than 0635.
Last departure from Lewisham Bus Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Woolwich Common, Nightingale Place between 1030 and 1130.

6.4 Boxing Day

1. Woolwich, Monk Street to Lewisham Bus Station

0810 - 0010 Every 20 minutes

First departure from Woolwich, Monk Street no later than 0815.
Last departure from Woolwich, Monk Street no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Kidbrooke Station, Henley Cross between 1030 and 1130.

2. Lewisham Bus Station to Woolwich, Monk Street

0810 - 0015 Every 20 minutes

First departure from Lewisham Bus Station no later than 0815.
Last departure from Lewisham Bus Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Woolwich Common, Nightingale Place between 1030 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. 178 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. 178 shall be:

Departing on Time:	No less than 82.0% 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 = 86.0% on time

Summary of proposed QSI coverage: Route No. 178

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 Lewisham

Woolwich

Queen Elizabeth Hospital \$

Towards Woolwich

Lewisham

Queen Elizabeth Hospital

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

Total scheduled manual QSI surveys per quarter = 64.

8. RUNNING TIMES

The current timetable for Route No. 178 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 AM and PM peaks.

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. 178 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. 178 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 178 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. 178:

- Route No. 178 can suffer from unpredictable traffic delays in the Woolwich and Lewisham areas.

Tenderers should also note the following factors which may have an impact on Route No. 178 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. 178 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. 178

Woolwich, Monk Street to Lewisham Bus Station	8.9 miles
Lewisham Bus Station to Woolwich, Monk Street	8.3 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. 178 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:

178 via Kidbrooke

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 178: Woolwich, Monk Street - Lewisham Bus Station

Date of Structural Change: 8 January 2011.

Date of Service Change: 8 January 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Lewisham Bus Station: Calderwood Street, Thomas Street, Woolwich New Road, Ha-Ha Road, Stadium Road, Baker Road, Shooters Hill Road, Sun-In-The-Sands Roundabout, Shooters Hill Road, Kidbrooke Park Road, Henley Cross, Kidbrooke Interchange, Henley Cross, Kidbrooke Park Road, Tudway Road, Moorehead Way, Weigall Road, Kidbrooke Park Road, Eltham Road, Lee High Road, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Lewisham Road, Station Road.

Towards Woolwich, Monk Street: Loampit Vale, Loampit Vale Roundabout, Lewisham High Street, Lee Bridge, Lee High Road, Eltham Road, Kidbrooke Park Road, Tudway Road, Moorehead Way, Weigall Road, Kidbrooke Park Road, Henley Cross, Kidbrooke Interchange, Henley Cross, Kidbrooke Park Road, Shooters Hill Road, Sun-In-The-Sands Roundabout, Shooters Hill Road, Baker Road, Stadium Road, Ha-Ha Road, Woolwich New Road, Grand Depot Road, Woolwich New Road, Thomas Street, Calderwood Street, Monk Street.

STANDING AND TURNING POINTS

WOOLWICH, MONK STREET

Public stand for five buses in Monk Street in three parts:

1 - For two buses on the west side commencing 52 metres north of Castile Road and extending 25 metres south.

2 - For two buses on the west side commencing 42 metres north of Calderwood Street extending 25 metres south.

3 - For one bus on east side commencing 10 metres north of Calderwood Street extending 13.5 metres north.

Buses proceed from Monk Street via Bus Turning Circle and Monk Street to stand, departing via Monk Street to Calderwood Street. Set down in Monk Street, at Stop W and pick up in Calderwood Street, at Stop V.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 178 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:	Woolwich.

WOOLWICH COMMON, QUEEN ELIZABETH HOSPITAL (from LEWISHAM BUS STATION)

Public stand for 7 buses in marked areas in Bus Parking Area on east side of Stadium Road opposite Ranken House.

Buses proceed from Stadium Road via Bus Standing Area to stand, departing via Bus Standing Area to Stadium Road. Set down in Stadium Road, at Stop H3 and pick up in Stadium Road, at Stop H4.

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:	Queen Elizabeth Hospital.

SHOOTERS HILL ROAD, SUN IN THE SANDS (from Woolwich, Monk Street)

Buses proceed from Shooters Hill Road via Sun-In-The-Sands Roundabout departing to Shooters Hill Road. Set down in Shooters Hill Road, at Stop C and pick up in Shooters Hill Road, at Stop S.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Shooters Hill Road, Sun-in-the-Sands.

KIDBROOKE STATION

From Lewisham Bus Station.

Buses proceed from Kidbrooke Interchange departing to Kidbrooke Interchange. Set down in Kidbrooke Interchange, at Stop A and pick up in Kidbrooke Interchange, at Stop B.

From Woolwich, Monk Street.

Buses proceed from Kidbrooke Interchange departing to Kidbrooke Interchange. Set down in Kidbrooke Interchange, at Stop A and pick up in Kidbrooke Interchange, at Stop A.

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

LEE GREEN (from Woolwich, Monk Street)

Buses proceed from Eltham Road via Burnt Ash Road, Dorville Road and Cambridge Drive departing to Eltham Road. Set down in Eltham Road, at stop J and pick up in Eltham Road, at stop EA.

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

LEWISHAM BUS STATION

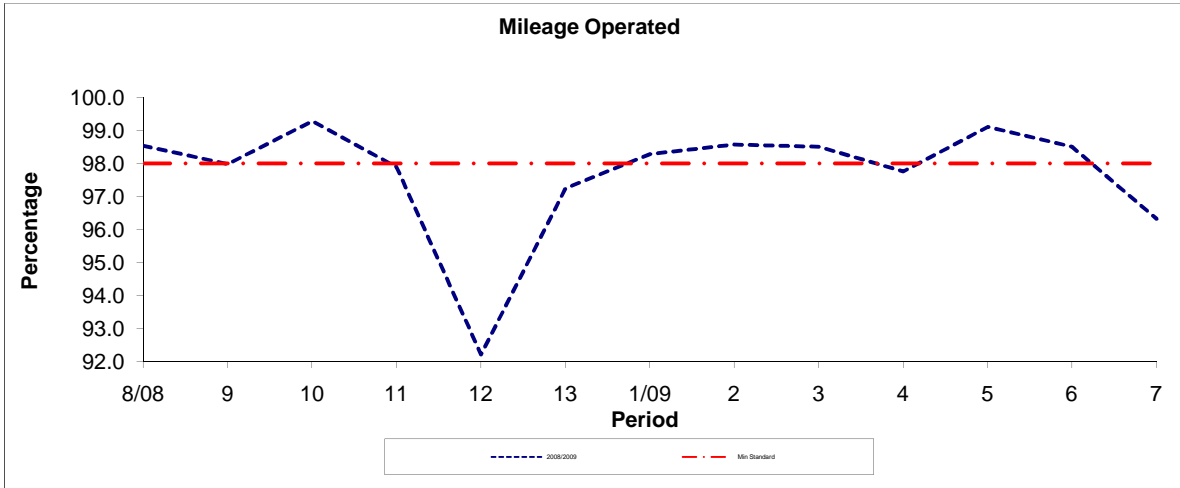
Private stand for up to 16 buses in Lewisham Bus Station on north side of Loampit Vale on east side of Lewisham DLR Station.

Buses proceed from Station Road via Lewisham Bus Station to stand, departing via Lewisham Bus Station and Station Road to Loampit Vale. Set down in Station Road, at Alighting Point and pick up in Loampit Vale, at Stop C.

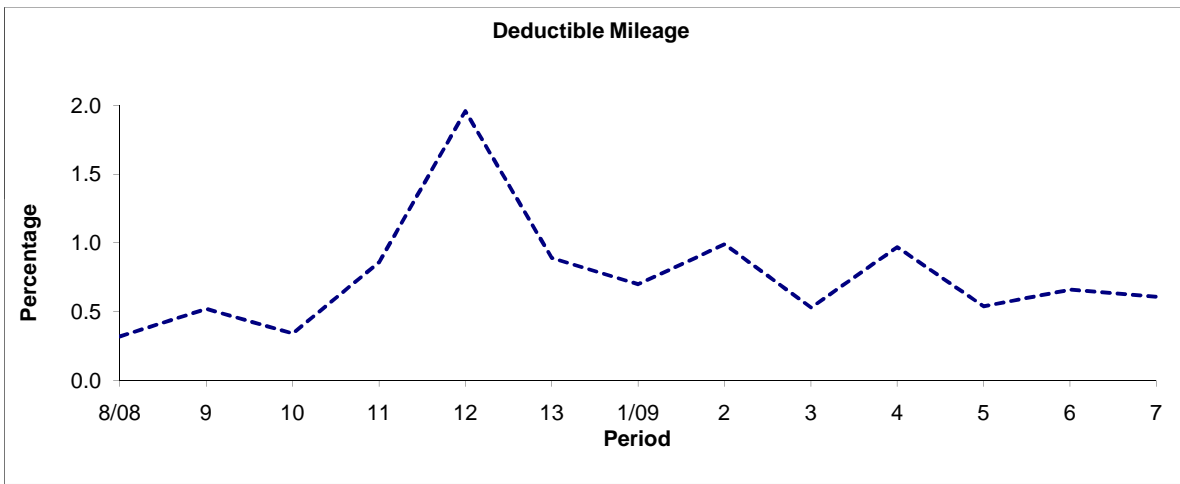
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 178 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Lewisham Station.

PART B - PERFORMANCE STATISTICS

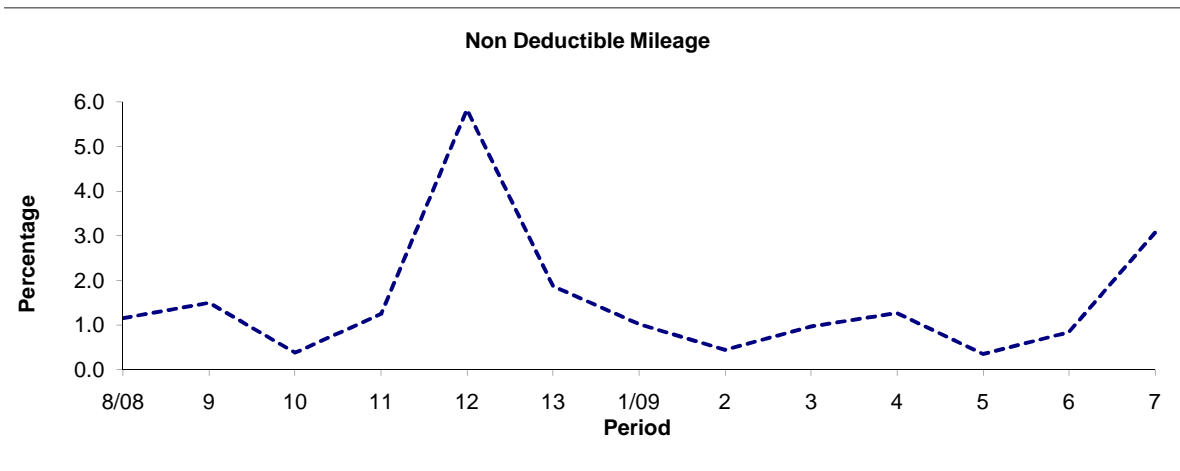
Route 178



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	98.53	97.98	99.28	97.89	92.21	97.24	98.28	98.57	98.50	97.76	99.11	98.50	96.32
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	0.32	0.52	0.34	0.86	1.96	0.89	0.70	0.99	0.53	0.97	0.54	0.66	0.61

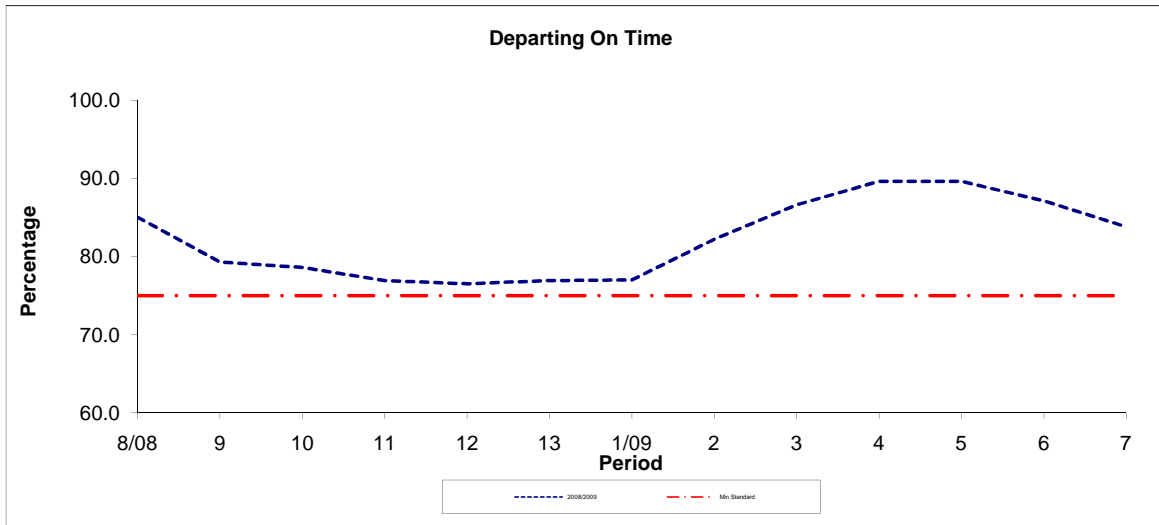


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	1.15	1.50	0.38	1.25	5.83	1.87	1.02	0.44	0.97	1.27	0.35	0.84	3.07

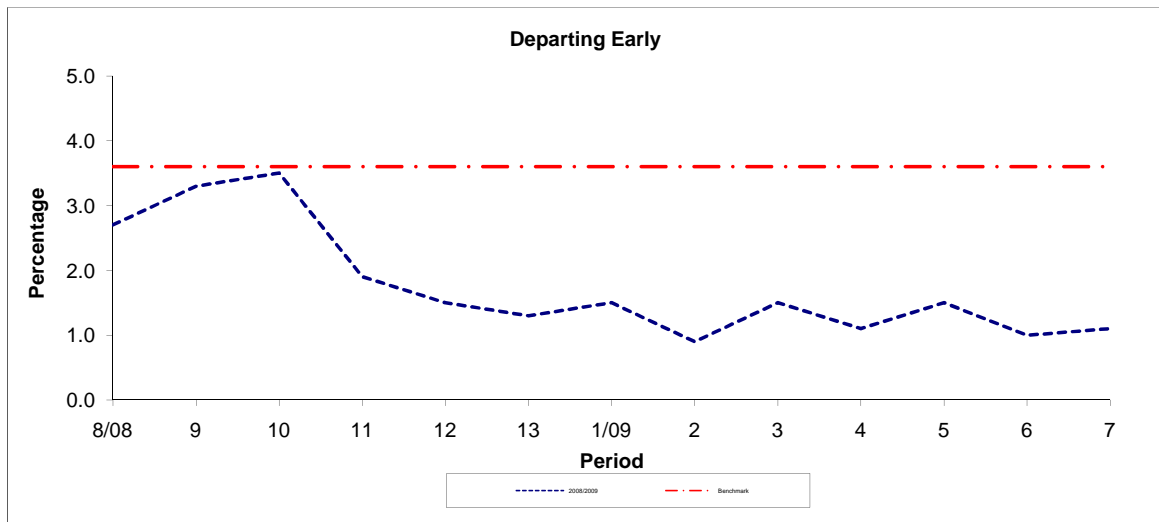
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 178



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	85.00	79.30	78.60	76.90	76.50	76.90	77.00	82.20	86.60	89.60	89.60	87.10	83.80
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	2.70	3.30	3.50	1.90	1.50	1.30	1.50	0.90	1.50	1.10	1.50	1.00	1.10
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