

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. B11

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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. B11.

- The Friday and Saturday night diversion in Bexleyheath Town Centre will be removed.

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:

- 55 capacity, dual door, single deck buses are specified subject to a satisfactory route test.
- Route No. B11 will stand at Bexleyheath Shopping Centre. Please see Appendix A for a full list of streets traversed and stand restrictions.
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## 3. TERMINALS

Route No. B11 will operate between Bexleyheath Shopping Centre and Thamesmead, Town Centre.

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. B11 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. B11 is currently approved for vehicles which are a maximum of 9.3 metres long and 2.50 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. Bexleyheath Shopping Centre to Thamesmead, Town Centre

0550 - 0700	Every 20 minutes
0701 - 1915	Every 15 minutes
1916 - 2015	Every 20 minutes
2016 - 2400	Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0555.  
Last departure from Bexleyheath Shopping Centre no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Abbey Wood Station between 0640 and 0740 and no more than 15 minutes apart at Abbey Wood Station between 0741 and 0840 and between 1510 and 1710.

### 2. Thamesmead, Town Centre to Bexleyheath Shopping Centre

0535 - 0610	Every 30 minutes
0611 - 0630	Every 20 minutes
0631 - 1830	Every 15 minutes
1831 - 1930	Every 20 minutes
1931 - 2340	Every 30 minutes

First departure from Thamesmead, Town Centre no later than 0540.  
Last departure from Thamesmead, Town Centre no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Bexleyheath Station between 0705 and 0735 and no more than 15 minutes apart at Bexleyheath Station between 0736 and 0835 and between 1505 and 1705.

## 6.2 Saturdays & Good Friday

### 1. Bexleyheath Shopping Centre to Thamesmead, Town Centre

0550 - 0755	Every 30 minutes
0756 - 0835	Every 20 minutes
0836 - 1815	Every 15 minutes
1816 - 1915	Every 20 minutes
1916 - 2400	Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0555.  
Last departure from Bexleyheath Shopping Centre no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Abbey Wood Station between 0820 and 0940 and no more than 15 minutes apart at Abbey Wood Station between 0941 and 1110.

### 2. Thamesmead, Town Centre to Bexleyheath Shopping Centre

0535 - 0710	Every 30 minutes
0711 - 0830	Every 20 minutes
0831 - 1730	Every 15 minutes
1731 - 1830	Every 20 minutes
1831 - 2340	Every 30 minutes

First departure from Thamesmead, Town Centre no later than 0540.  
Last departure from Thamesmead, Town Centre no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Bexleyheath Station between 0825 and 0905 and no more than 15 minutes apart at Bexleyheath Station between 0906 and 1105.

### 6.3 Sundays

1. Bexleyheath Shopping Centre to Thamesmead, Town Centre

0650 - 2400            Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0655.  
Last departure from Bexleyheath Shopping Centre no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Abbey Wood Station between 1000 and 1200.

2. Thamesmead, Town Centre to Bexleyheath Shopping Centre

0635 - 2340            Every 30 minutes

First departure from Thamesmead, Town Centre no later than 0640.  
Last departure from Thamesmead, Town Centre no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Bexleyheath Station between 1000 and 1200.

## 6.4 Boxing Day

1. Bexleyheath Shopping Centre to Thamesmead, Town Centre

0820 - 2400            Every 30 minutes

First departure from Bexleyheath Shopping Centre no later than 0825.  
Last departure from Bexleyheath Shopping Centre no earlier than 2355.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Abbey Wood Station between 1000 and 1200.

3. Thamesmead, Town Centre to Bexleyheath Shopping Centre

0800 - 2340            Every 30 minutes

First departure from Thamesmead, Town Centre no later than 0805.  
Last departure from Thamesmead, Town Centre no earlier than 2335.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Bexleyheath Station between 1000 and 1200.



## 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. B11 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. B11 shall be:

Departing on Time:	No less than 86.0% 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 = 90.0% on time

### Summary of proposed QSI coverage: Route No. B11

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 Thamesmead**  
Bexleyheath  
Abbey Wood \$

**Towards Bexleyheath**  
Thamesmead  
Abbey Wood \$

\$ 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. B11 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.

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. B11 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. B11 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route No. B11 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. B11:

- Route No. B11 can suffer from unpredictable traffic delays in the Bexleyheath areas.

Tenderers should also note the following factors which may have an impact on Route No. B11 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. B11 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. B11

Bexleyheath Shopping Centre to Thamesmead, Town Centre	8.7 miles
Thamesmead, Town Centre to Bexleyheath Shopping Centre	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. B11 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:

B11 via Abbey Wood
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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 B11: Bexleyheath Town Centre - Thamesmead, Town Centre

**Date of Structural Change:** 22 January 2011.

**Date of Service Change:** 22 January 2011.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Thamesmead, Town Centre:** Market Place, Friswell Place, Arnsberg Way, Bexleyheath Broadway, Crook Log, Avenue Road, Pickford Lane, Long Lane, Brampton Road, Longleigh Lane, Lodge Hill, Okehampton Crescent, Brampton Road, Woolwich Road, New Road, Abbey Road, Abbey Wood Road, Knee Hill, Harrow Manor Way, Overton Road, Sedgemere Road, Rushdene, Alsike Road, Yarnton Way, Harrow Manor Way, Carlyle Road, Boiler House Roundabout, Bentham Road, Thamesmere Drive Roundabout, Central Way, Twin Tumps Way Roundabout (circumnavigate), Central Way.

**Special Journey towards Thamesmead, Town Centre between Friswell Place Bus Stand and Arnsberg Way:**

From 2200hrs on Friday and Saturday nights, buses operate from Friswell Place Bus Stand, then via Friswell Place rejoining line of route at Arnsberg Way.

**Towards Bexleyheath Town Centre:** Central Way, Thamesmere Drive Roundabout, Bentham Road, Boiler House Roundabout, Carlyle Road, Harrow Manor Way, Yarnton Way, Alsike Road, Rushdene, Sedgemere Road, Overton Road, Harrow Manor Way, Knee Hill, Abbey Wood Road, Abbey Road, New Road, Woolwich Road, Brampton Road, West Heath Road, Longleigh Lane, Lodge Hill, Okehampton Crescent, Brampton Road, Long Lane, Pickford Lane, Avenue Road, Crook Log, Bexleyheath Broadway, Arnsberg Way, Friswell Place Bus Stand.

## STANDING AND TURNING POINTS

### BEXLEYHEATH TOWN CENTRE (TO BE CONFIRMED AT TIME OF AWARD)

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Friswell Place Bus Stand direct to stand, departing via Friswell Place Bus Stand, Friswell Place Lay-By Loop, Arnsberg Way and Geddes Place to Market Place. Set down in Friswell Place Bus Stand and pick up in Market Place, at Stop M.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route B11 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:	Bexleyheath, Shopping Centre.

### EAST WICKHAM, LODGE HILL (from Bexleyheath Town Centre)

Buses proceed from Brampton Road via Longleigh Lane and Lodge Hill departing to Okehampton Crescent. Set down in Brampton Road and pick up in Okehampton Crescent, at stop S.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
DISPLAY:	East Wickham.

### ABBEY WOOD STATION, GAYTON ROAD (from Bexleyheath Town Centre)

Public stand for 3 buses on north side of Gayton Road commencing opposite and 1 metre east of lamp standard No. 4 and extending 30.7 metres west.

Buses proceed from Abbey Road via Abbey Wood Road, Wilton Road and Gayton Road to stand, departing via Gayton Road, Florence Road and Abbey Road to New Road. Set down in Abbey Road, at Stop L and pick up in New Road, at Stop W.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	By arrangement.
DISPLAY:	Abbey Wood.

### **THAMESMEAD, BOILER HOUSE (from Bexleyheath Town Centre)**

Public stand for up to 2 buses in lay-by at Stop 34918 on west side of Carlyle Road commencing approximately 55 metres south of Boiler House Roundabout. Buses proceed from Carlyle Road direct to stand, departing via Carlyle Road and Boiler House Roundabout to Carlyle Road. Set down in Carlyle Road, SK and pick up in Carlyle Road, SJ.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: None  
MEAL RELIEFS: No meal relief vehicles to stand at any time.  
FERRY VEHICLES: No ferry vehicles to park on stand at any time.  
DISPLAY: Thamesmead, Boiler House.

### **THAMESMEAD TOWN CENTRE, CENTRAL WAY**

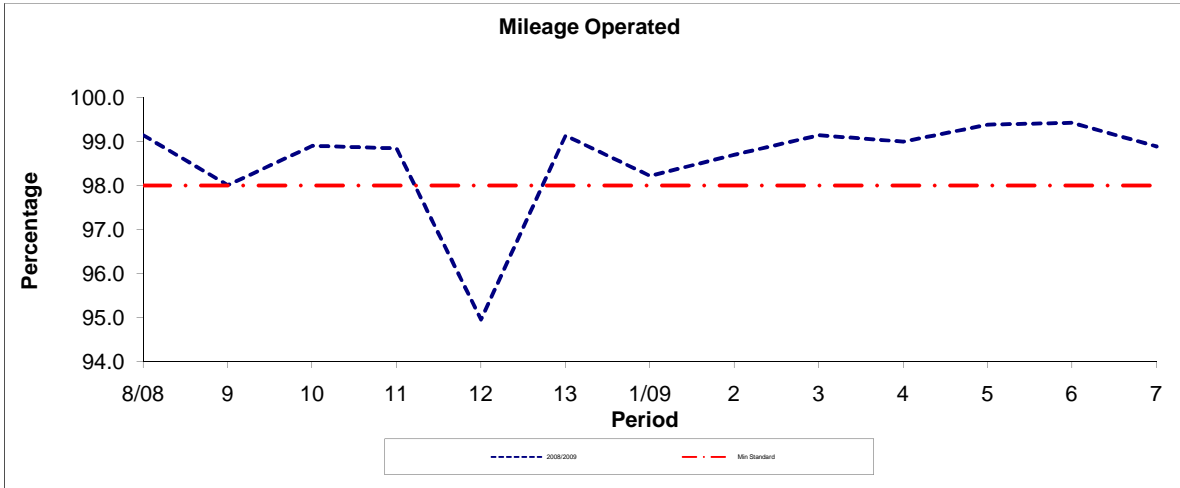
Public stand for up to 2 buses on north side of Central Way approximately 65 metres east of Twin Tumps Way Roundabout commencing 6 metres west of lamp standard No. 58S0274 and extending 17 metres west. Buses proceed from Central Way direct to stand, departing to Central Way. Set down in Central Way and pick up in Central Way, at Stop B.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 bus on Route B11 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: Thamesmead.

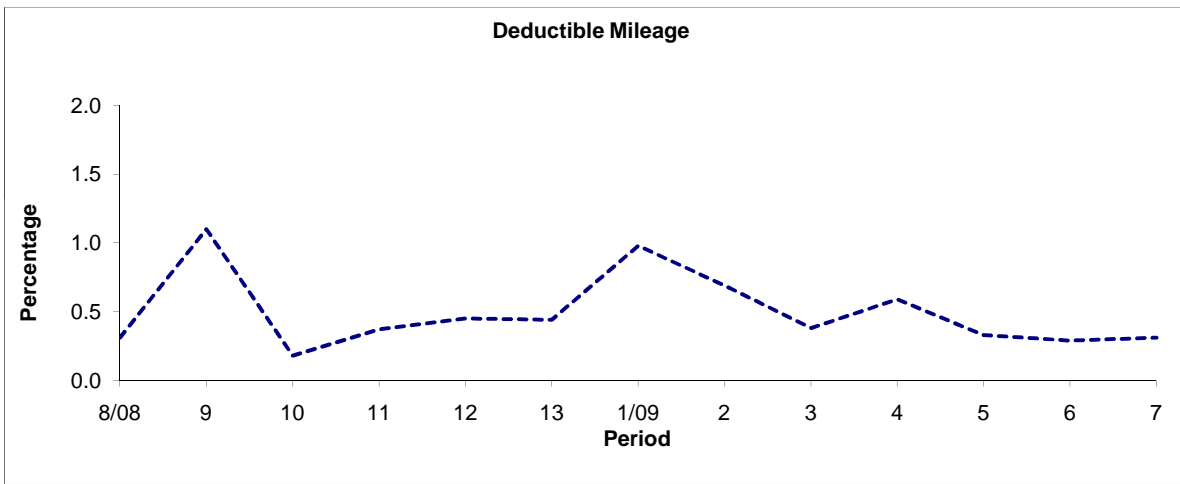


**PART B - PERFORMANCE STATISTICS**

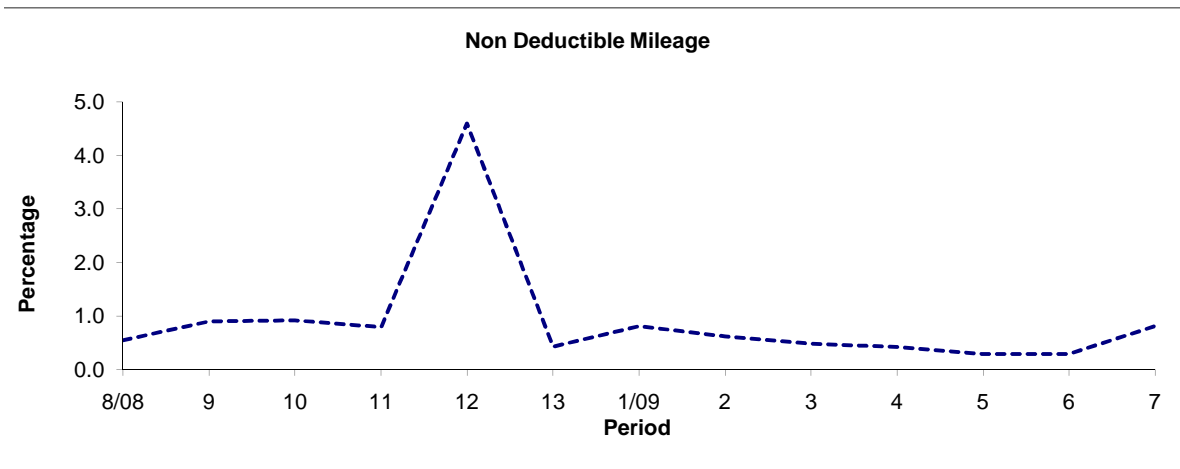
**Route B11**



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	99.14	98.00	98.90	98.84	94.95	99.13	98.21	98.69	99.14	98.99	99.38	99.42	98.88
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	0.31	1.10	0.18	0.37	0.45	0.44	0.98	0.69	0.38	0.59	0.33	0.29	0.31

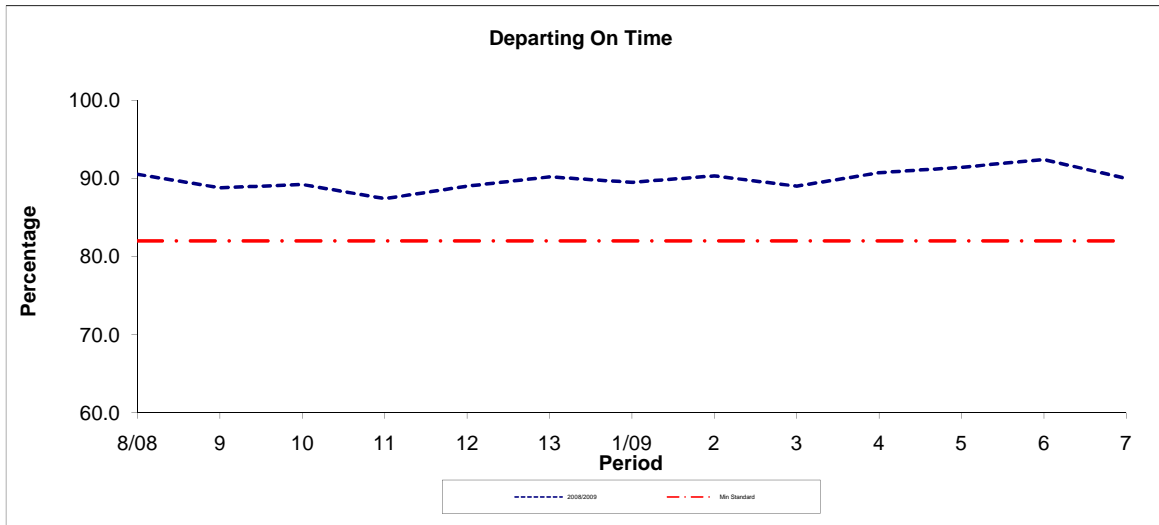


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.55	0.90	0.92	0.79	4.60	0.43	0.81	0.62	0.48	0.42	0.29	0.29	0.81

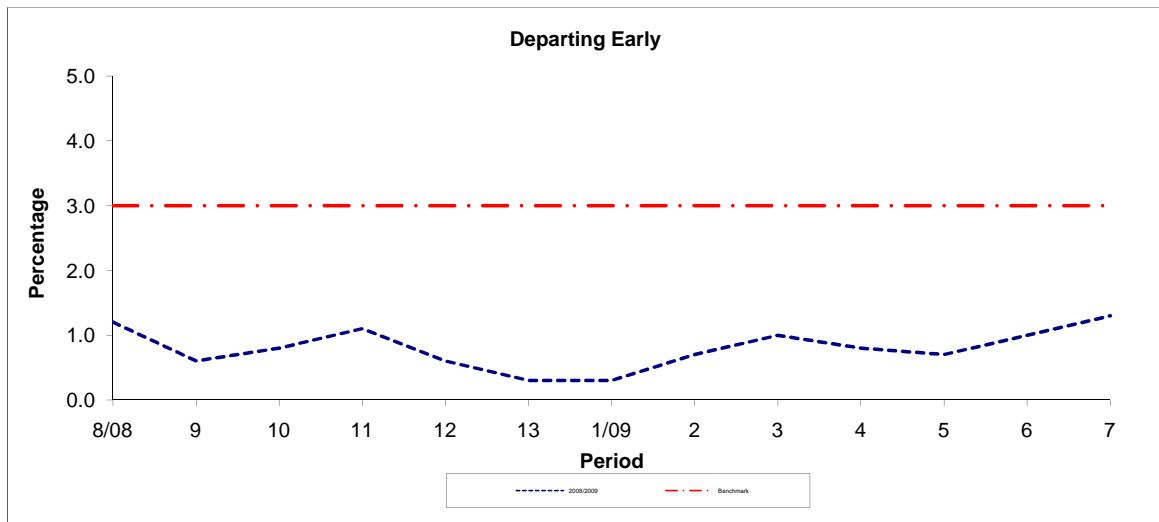
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route B11**



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	90.50	88.80	89.20	87.40	89.00	90.20	89.50	90.30	89.00	90.70	91.40	92.40	90.00
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	1.20	0.60	0.80	1.10	0.60	0.30	0.30	0.70	1.00	0.80	0.70	1.00	1.30
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