

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. W6

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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. W6.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. W6.

3. TERMINALS

Route No. W6 will operate between Southgate Station and Edmonton Green 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. W6 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Mondays to Fridays Schooldays	Section 6.2
Saturdays & Good Friday	Section 6.3
Sundays	Section 6.4
Christmas Day	No service
Boxing Day	Section 6.5
Other Public Holidays	Sunday service

5. VEHICLE TYPE

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

Route No. W6 is currently approved for vehicles which are a maximum of 9.3 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 50, of which approximately 23 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).

A route test will be conducted with the successful Tenderer to ensure that the infrastructure throughout the route is compatible with the new vehicles.

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. In addition, journeys with specific start times are required. These times must be adhered to.

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. Southgate Station to Edmonton Green Station

0555 - 0700	Every 20 minutes
0701 - 1845	Every 10 minutes
1846 - 2000	Every 15 minutes
2001 - 2100	Every 20 minutes
2101 - 2335	Every 30 minutes

First departure from Southgate Station no later than 0600.

Last departure from Southgate Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Edmonton, Cambridge (East Side) between 0715 and 0905 and between 1505 and 1635.

2. Edmonton Green Station to Southgate Station

0545 - 0650	Every 20 minutes
0651 - 1900	Every 10 minutes
1901 - 2000	Every 15 minutes
2001 - 2100	Every 20 minutes
2101 - 2335	Every 30 minutes

First departure from Edmonton Green Station no later than 0550.

Last departure from Edmonton Green Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Edmonton, Cambridge (East Side) between 0700 and 0900 and between 1500 and 1630.

6.1 Mondays - Fridays Schooldays

1. Southgate Station to Edmonton Green Station

1600 One journey

2. Edmonton Green Station to Southgate Station

0820 One journey

The timetable for Route No. W6 is specifically designed to meet the start and finish time of Latymer School. It is possible that these times may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the times of the specified journeys by up to 20 minutes (earlier or later) without alteration to the contract price. It may also be necessary for afternoon journeys to operate earlier than stated at the end of term and on other occasions at short notice.

6.2 Saturdays & Good Friday

1. Southgate Station to Edmonton Green Station

0555 - 0700	Every 30 minutes
0701 - 0845	Every 15 minutes
0846 - 1800	Every 10 minutes
1801 - 2100	Every 20 minutes
2101 - 2335	Every 30 minutes

First departure from Southgate Station no later than 0600.

Last departure from Southgate Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Edmonton, Cambridge (East Side) between 0930 and 1100.

2. Edmonton Green Station to Southgate Station

0545 - 0650	Every 30 minutes
0651 - 0850	Every 15 minutes
0851 - 1800	Every 10 minutes
1801 - 2100	Every 20 minutes
2101 - 2335	Every 30 minutes

First departure from Edmonton Green Station no later than 0550.

Last departure from Edmonton Green Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Edmonton, Cambridge (East Side) between 0930 and 1100.

6.3 Sundays

1. Southgate Station to Edmonton Green Station

0725 - 0900	Every 30 minutes
0901 - 1800	Every 15 minutes
1801 - 2335	Every 30 minutes

First departure from Southgate Station no later than 0730.

Last departure from Southgate Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Edmonton, Cambridge (East Side) between 1000 and 1100.

2. Edmonton Green Station to Southgate Station

0715 - 0845	Every 30 minutes
0846 - 1800	Every 15 minutes
1801 - 2335	Every 30 minutes

First departure from Edmonton Green Station no later than 0720.

Last departure from Edmonton Green Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Edmonton, Cambridge (East Side) between 1005 and 1105.

6.4 Boxing Day

1. Southgate Station to Edmonton Green Station

0825 - 0900	Every 30 minutes
0901 - 1800	Every 15 minutes
1801 - 2335	Every 30 minutes

First departure from Southgate Station no later than 0830.

Last departure from Southgate Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Edmonton, Cambridge (East Side) between 1000 and 1100.

2. Edmonton Green Station to Southgate Station

0815 - 0845	Every 30 minutes
0846 - 1800	Every 15 minutes
1801 - 2335	Every 30 minutes

First departure from Edmonton Green Station no later than 0820.

Last departure from Edmonton Green Station no earlier than 2330.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Edmonton, Cambridge (East Side) between 1005 and 1105.

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. W6 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. W6 shall be:

Average Excess Wait Time:	No more than 0.90 minutes
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).

Average Excess Wait Time Threshold = 0.80 minutes

Summary of proposed QSI coverage: Route No. W6

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 Edmonton Green Station	Towards Southgate Station
Southgate	Edmonton Green
Palmers Green (Green Lanes/Hedge Lane) \$ (not evenings or Sundays)	Palmers Green (Green Lanes/Hedge Lane) \$ (not evenings or Sundays)

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

Total scheduled manual QSI surveys per quarter = 60.

8. RUNNING TIMES

The current timetable for Route No. W6 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 interpeak and PM peak periods.

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

- the minimum performance standards for Route No. W6 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. W6 should interwork with other bus services where possible.

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. W6 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. W6:

- Route No. W6 can suffer from unpredictable traffic delays in the Edmonton Green and Green Lane/Hedge Lane areas.
- Route No. W6 can suffer from major disruption in the Edmonton area during home matches of Tottenham Hotspur football club.

Tenderers should also note the following factors / events which may have an impact on Route No. W6 in the foreseeable future:

- Buses cannot be larger than specified due to the turn from Silver Street into Haslebury Road. The feasibility of enabling works i to allow larger buses is being explored.
- 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. W6 must serve all stops on the line of route designated for the route.

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. W6:

Towards Edmonton Green Station:

- Hedge Lane, Taplow Road
- Haselbury Road, Northern Avenue, Victoria Road

Towards Southgate Station:

- Victoria Road, Northern Avenue, Haselbury Road
- Hedge Lane

14. TIMING POINTS & MILEAGES

Timing Points

The required timing points (and codes) are shown in Caesar.

Mileages for Route No. W6

Southgate Station to Edmonton Green Station	4.7 miles
Edmonton Green Station to Southgate Station	4.9 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. W6 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:

W6 via Palmers Green

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 W6: Southgate Station - Edmonton Green Station

Date of Structural Change: 5 February 2011.

Date of Service Change: 5 February 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Edmonton Green Station: Station Parade, Southgate High Street, The Green, Cannon Hill, Alderman's Hill, The Triangle, Green Lanes, Hedge Lane, Taplow Road, North Circular Road Slip Road, Cambridge Roundabout, North Circular Road Slip Road, Silver Street, Haselbury Road, Northern Avenue, Victoria Road, Church Street, The Green, Edmonton Green Bus Station.

Towards Southgate Station: Edmonton Green Bus Station, The Green, Church Street, Victoria Road, Northern Avenue, Haselbury Road, Silver Street, Westway, Sterling Way (North Circular Road), Cambridge Roundabout, Great Cambridge Road, Hedge Lane, Green Lanes, The Triangle, Alderman's Hill, Cannon Hill, The Green, Southgate High Street, Southgate Circus, Station Parade.

STANDING AND TURNING POINTS

SOUTHGATE STATION [EAST SIDE]

Private stand for two buses on east side of Station Parade, commencing at a point 26 metres south of Chase Side.

Buses proceed from Station Parade direct to stand, departing to Station Parade. Set down in Station Parade, at Stop H and pick up in Station Parade, at Stop C.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route W6 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: Southgate.

OTHER INFORMATION: McDonalds toilet facilities available Mon-Sat (08:00-21:00) and Sun (09:00-21:00).

PALMERS GREEN, HEDGE LANE (from EDMONTON GREEN STATION)

Public stand for one bus on east side of slip road at north east corner of junction of Green Lanes with Hedge Lane, commencing 3 metres north of lamp standard 26P and extending 10 metres north.

Buses proceed from Hedge Lane via Green Lanes and Slip Road to stand, departing via Slip Road to Hedge Lane. Set down in Hedge Lane and pick up in Hedge Lane.

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:	Palmers Green, Hedge Lane.

EDMONTON, CAMBRIDGE (from Southgate Station)

Public stand for two buses in bay on north side of Silver Street between Cambridge roundabout and Westway slip road, commencing 5 metres west of the western flank wall of No 285 Silver Street and extending 25 metres west.

Buses proceed from Silver Street direct to stand, departing via Silver Street and Westway to Sterling Way (North Circular Road). Set down in Silver Street, at Stop EC and pick up in Sterling Way (north Circular Road), at Stop WS.

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:	Edmonton, Cambridge.

EDMONTON GREEN BUS STATION, NORTH SIDE

Private offside stand for 1 bus in lay-by opposite Stop D on north side of Edmonton Green Bus Station on south side of Hertford Road. Overflow offside stand for 1 bus in lay-by opposite Stop F.

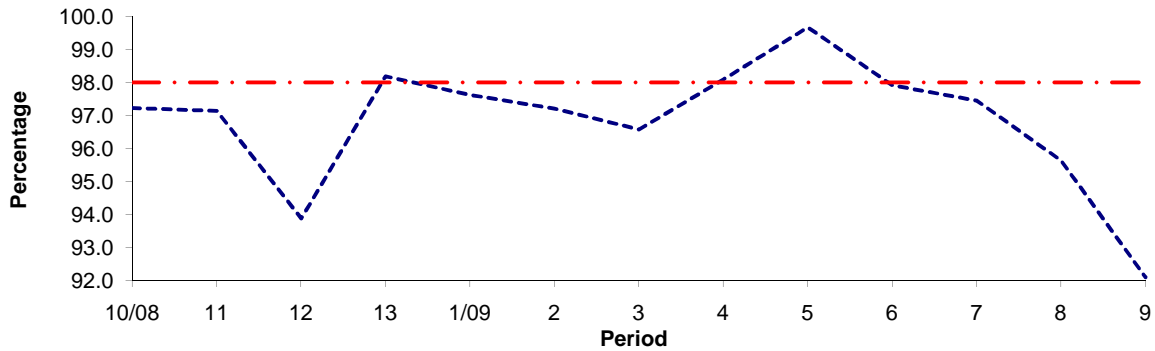
Buses proceed from Edmonton Green Bus Station direct to stand, departing to Edmonton Green Bus Station. Set down in Edmonton Green Bus Station, at Stop A and pick up in Edmonton Green Bus Station, at Stop D.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route W6 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:	Edmonton Green Station.
OTHER INFORMATION:	St Modwin Co Ltd toilet facilities available daily between 06:30-18:00.

PART B - PERFORMANCE STATISTICS

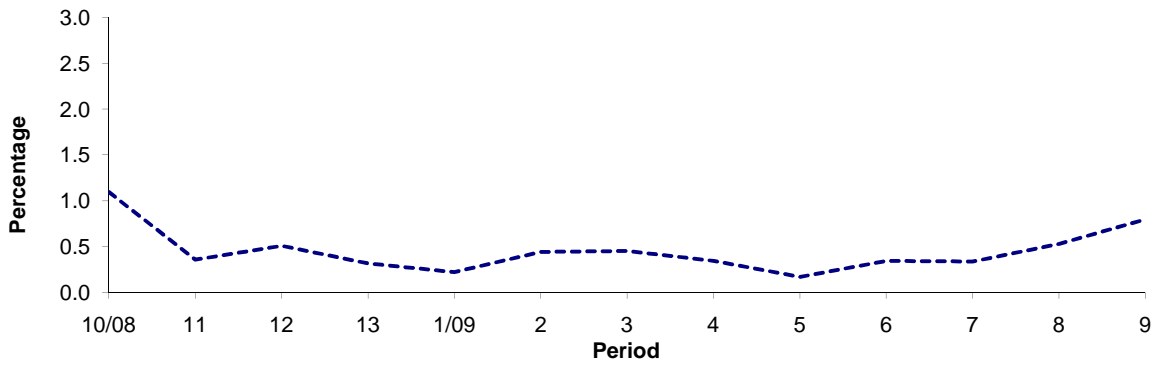
Route W6

Mileage Operated



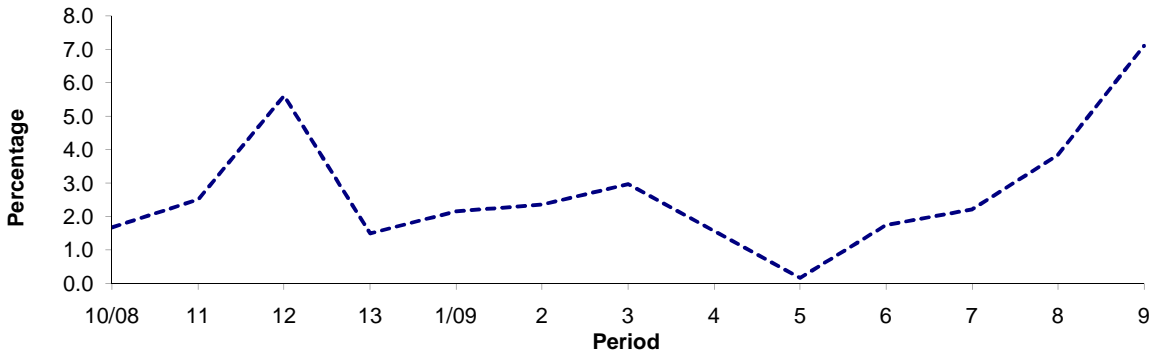
Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	97.22	97.13	93.88	98.18	97.62	97.20	96.57	98.08	99.66	97.91	97.45	95.63	92.09
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.10	0.36	0.51	0.32	0.22	0.44	0.45	0.34	0.17	0.34	0.34	0.53	0.80

Non Deductible Mileage

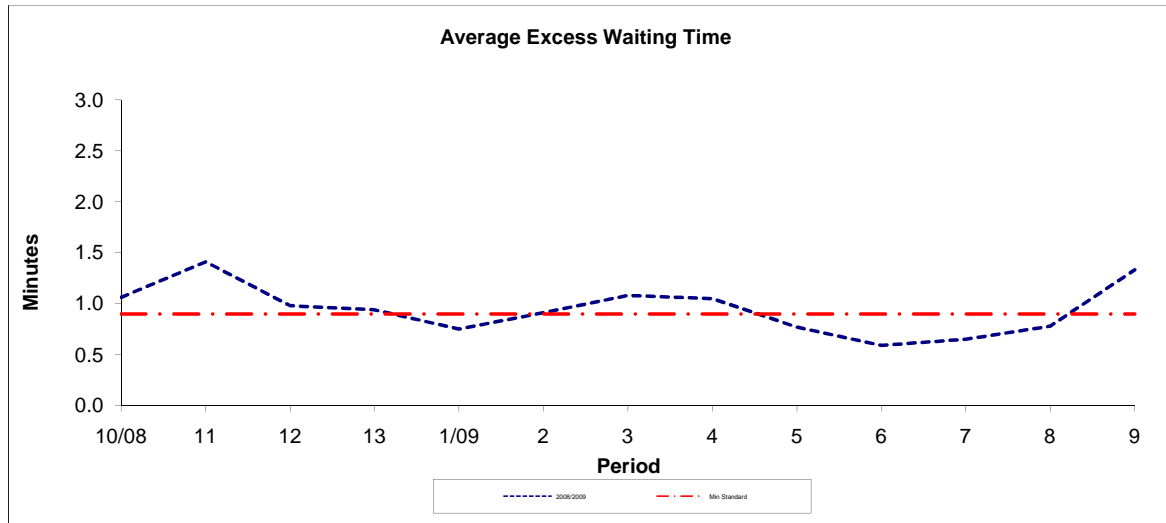


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.68	2.51	5.61	1.50	2.16	2.36	2.98	1.58	0.17	1.74	2.22	3.84	7.11

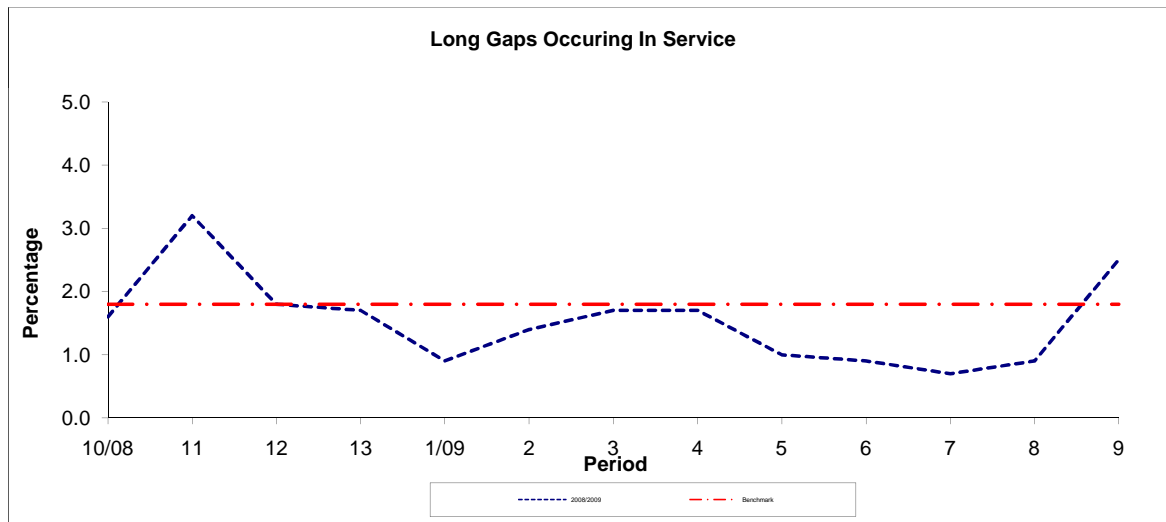
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route W6



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.06	1.41	0.98	0.94	0.75	0.91	1.08	1.05	0.77	0.59	0.65	0.78	1.33
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.60	3.20	1.80	1.70	0.90	1.40	1.70	1.70	1.00	0.90	0.70	0.90	2.50
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

Note : Reliability is based on 12 weeks rolling data