

## **SECTION 2: PART A**

### **SERVICE SPECIFICATION FOR ROUTE No. X68**

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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. X68.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. X68.

## 3. TERMINALS

Route No. X68 will operate between West Croydon Bus Station and Russell Square on a limited stop basis.

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. X68 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1

## 5. VEHICLE TYPE

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

Route No. X68 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, double deck buses with a minimum capacity of 87, of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

**Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.**

**Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).**

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

## 6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

## 6.1 Mondays to Fridays

### 1. West Croydon Bus Station to Russell Square

0545 - 0835              Every 15 minutes

First departure from West Croydon Bus Station no later than 0550.  
Last departure from West Croydon Bus Station no earlier than 0830.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Holborn Station between 0745 and 0845.

### 2. Russell Square to West Croydon Bus Station

1545 - 1750              Every 15 minutes  
1751 - 1855              Every 20 minutes

First departure from Russell Square no later than 1550.  
Last departure from Russell Square no earlier than 1850.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Thornton Heath, High Street between 1710 and 1840.

## 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. X68 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. X68 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

For Quality Incentive Contracts, 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%

**It is anticipated that sufficient QSI surveys for Performance and Threshold measurement will be available at or shortly after the commencement of the new contract for Route No. X68. When they are available, full incentive provisions will be introduced from the start of the next payment quarter using the Departing on Time standard above. However, until sufficient QSI surveys are available the contract will operate without QIC payments or deductions, nor will the extension threshold be available.**

### Summary of Proposed QSI Coverage

Survey arrangements to be advised.

## **8. RUNNING TIMES**

The current timetable for Route No. X68 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. X68 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. X68 should interwork with other bus services where possible.

## 11. CONTROL STRATEGY

Route No. X68 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. 468:

- Route No. X68 is likely to suffer from unpredictable delays in the Brixton and Elephant and Castle areas.

Tenderers should also note the following factors and events which may have an impact on Route No. X68 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. X68 must serve all stops on the line of route designated for the route. Except for the following limited stop/express sections:

#### West Croydon

Thornton Heath *High Street*  
Upper Norwood *All Saints' Church*  
Norwood *Crown Point*  
West Norwood Station  
West Norwood *Robson Road*  
Waterloo Station  
Aldwych  
Holborn Station

#### Russell Square

#### Russell Square

Holborn Station  
Aldwych  
Waterloo Station  
West Norwood *Robson Road*  
West Norwood *Bus Garage*  
Norwood *Crown Point*  
Upper Norwood *All Saints' Church*  
Thornton Heath *High Street*

#### West Croydon

In the morning peak, Route No. X68 stops to pick up passengers only from West Croydon Bus Station to West Norwood, Robson Road and then operates non stop to Waterloo Station. From Waterloo Station to Russell Square, Route No. X68 stops to set down and pick up passengers.

In the afternoon/evening peak, Route No. X68 stops to pick up passengers only from Russell Square to Waterloo Station and then operates non stop to West Norwood, Robson Road. From West Norwood, Robson Road to West Croydon Bus Station, Route No. X68 stops to set down and pick up passengers.

### 14. TIMING POINTS & MILEAGES

#### Timing Points

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

#### Mileages for Route No. X68

West Croydon Bus Station to Russell Square	11.7 miles
Russell Square to West Croydon Bus Station	11.9 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. X68 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:

X68 Express to Waterloo
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X68 Express to West Norwood
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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 X68: West Croydon Bus Station - Russell Square**

**Date of Structural Change:** 16 April 2011.

**Date of Service Change:** 16 April 2011.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Russell Square:** West Croydon Bus Station, Station Road, Wellesley Road, St James's Road, Hogarth Crescent, Whitehorse Road, Whitehorse Lane, South Norwood Hill, Beulah Hill, Knights Hill, Norwood Road, Half Moon Lane, Herne Hill, Denmark Hill, Camberwell Green (West Side), Camberwell Road, Walworth Road, Elephant And Castle, London Road, St George's Circus, Contra-Flow Bus Lane, Waterloo Road, Tenison Way Bus Station, Tenison Way, Waterloo Road, Waterloo Bridge, Lancaster Place, Aldwych, Kingsway, Southampton Row, Russell Square.

**Special Journey towards Russell Square between Norwood Road and Waterloo Road:** at Drivers' Discretion operate from Norwood Road, then via Tulse Hill, Effra Road, St Matthew's Road, Brixton Hill, Brixton Road, Kennington Park Road, Kennington Road, Baylis Road rejoining line of route at Waterloo Road.

**Towards West Croydon Bus Station:** Southampton Row, Kingsway, Aldwych, Strand, Lancaster Place, Waterloo Bridge, Waterloo Road, St George's Circus, London Road, Elephant And Castle, Walworth Road, Camberwell Road, Camberwell Green (West Side), Denmark Hill, Herne Hill, Half Moon Lane, Norwood Road, Norwood High Street, Ernest Avenue, Knights Hill, Beulah Hill, South Norwood Hill, Whitehorse Lane, Whitehorse Road, St James's Road, Newgate, Wellesley Road, Station Road.

**Special Journey towards West Croydon Bus Station between Waterloo Road and Norwood Road:**

at Drivers' Discretion operate from Waterloo Road, then via Baylis Road, Kennington Road, Kennington Park Road, Brixton Road, Camberwell New Road, Brixton Road, Effra Road, Tulse Hill rejoining line of route at Norwood Road.

## **STANDING AND TURNING POINTS**

### **WEST CROYDON BUS STATION**

Buses proceed out of service from Station Road. Buses depart from out of service to West Croydon Bus Station. Set down in Station Road, at Stop B5 and pick up in West Croydon Bus Station, at Stop B6.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: None.  
DISPLAY: West Croydon, Limited Stop.

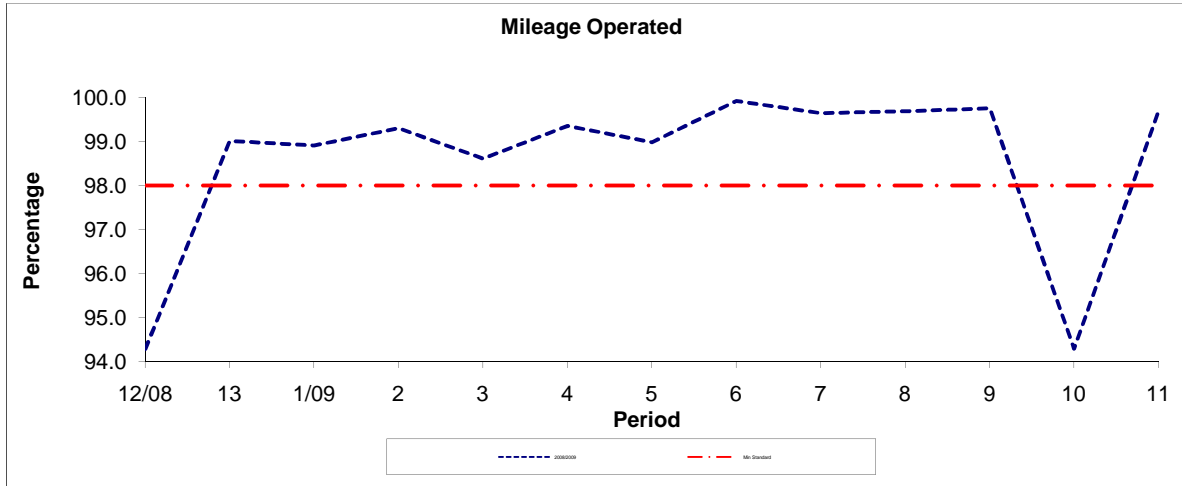
### **RUSSELL SQUARE, SOUTH SIDE**

Buses proceed out of service from Russell Square. Buses depart from out of service to Southampton Row. Set down in Russell Square, at Stop C and pick up in Southampton Row, at Stop B.

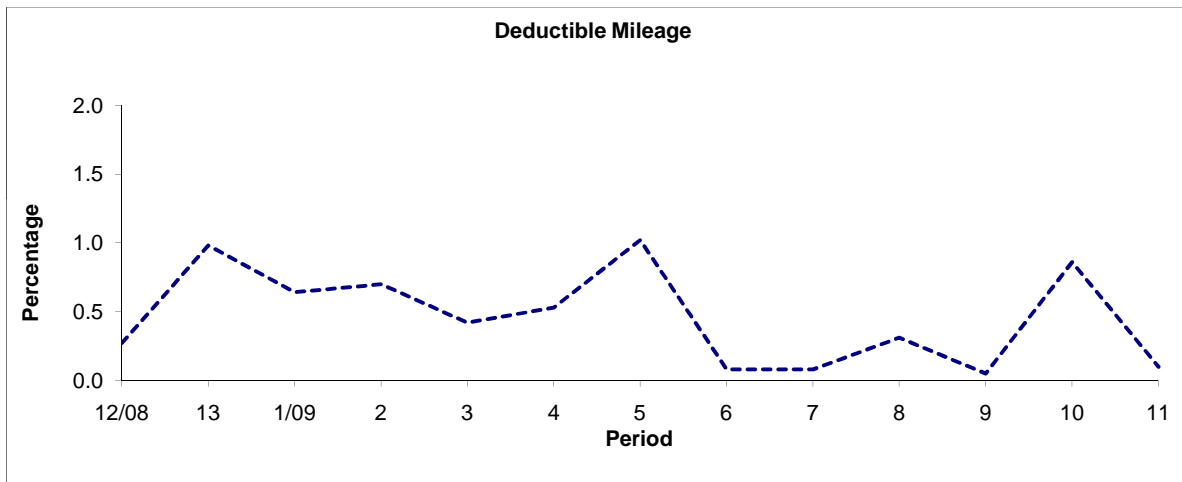
AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: None.  
DISPLAY: Russell Square, Limited Stop.  
OTHER INFORMATION: Stopping arrangements: from West Croydon buses pick up only to Robson Road, then non-stop to Waterloo, then normal stopping arrangements. From Russell Square buses pick-up only to Waterloo then run non-stop to Robson Road then normal stopping arrangements.

## PART B - PERFORMANCE STATISTICS

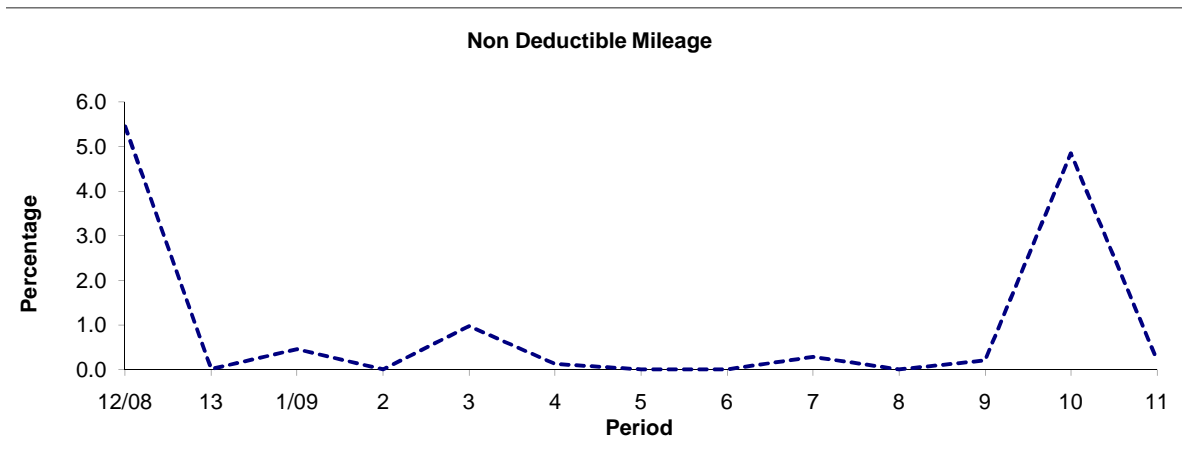
### Route X68



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	94.28	99.01	98.91	99.30	98.61	99.35	98.98	99.92	99.64	99.69	99.75	94.29	99.69
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	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	0.27	0.98	0.64	0.70	0.42	0.53	1.02	0.08	0.08	0.31	0.05	0.86	0.10

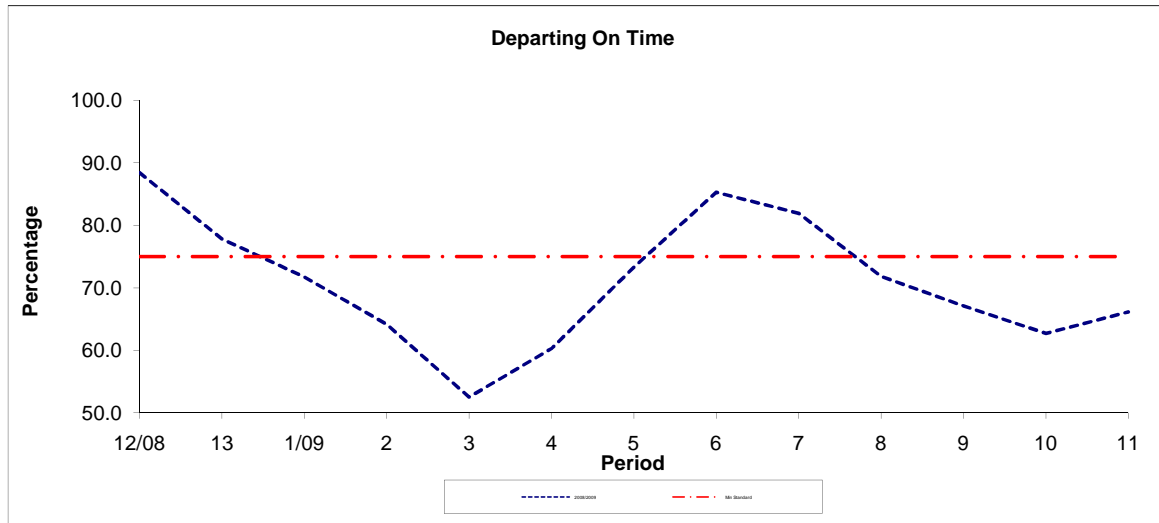


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	5.45	0.01	0.45	0.00	0.97	0.12	0.00	0.00	0.28	0.00	0.20	4.85	0.21

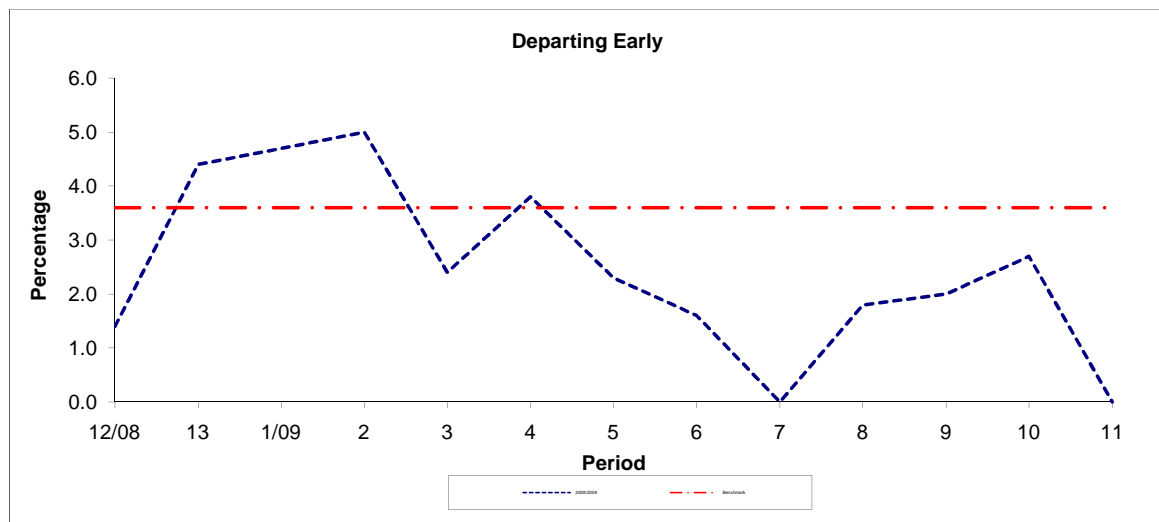
**Note :** Mileage is based on 4 weeks data

## PART B - PERFORMANCE STATISTICS

### Route X68



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	88.40	77.80	71.70	64.10	52.50	60.30	73.30	85.30	81.90	71.80	67.10	62.70	66.10
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	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	1.40	4.40	4.70	5.00	2.40	3.80	2.30	1.60	0.00	1.80	2.00	2.70	0.00
Benchmark	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60	3.60

**Note :** Reliability is based on 12 weeks rolling data