

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 97

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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. 97.

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:

Option 1:

- No change to the current vehicle type (double deck, dual door, 87 capacity vehicles), frequencies and structure between Chingford Station, Stop C and Leyton, Downsell Road.

Option 2 (Potential Change from March 2011 when Stratford City Bus Station is expected to open):

- Route No. 97 is re-structured to operate between Chingford Station, Stop C and Stratford City Bus Station. Route No. 97 is extended from Leyton High Road via Temple Mill Lane, Leyton Road, Alma Street West and unnamed road within Stratford City Development to Stratford City Bus Station. Towards Chingford Station, Stop F, Route No. 97 will operate from Stratford City Bus Station via unnamed road within Stratford City Development, Alma Street West, Leyton Road, Chobham Road and Major Road to Leyton High Road. **Details of this routeing are shown in Appendix A.**
- Standing and stopping arrangements at Stratford City Bus Station are to be finalised. These will be confirmed with the successful Tenderer.
- Sunday shopping period frequencies are increased from every 15 minutes to every 12 minutes.
- Double deck, dual door, 87 capacity vehicles are specified, subject to a satisfactory route test for the new section of routeing detailed above. This will be carried out once the new roads have been built.
- Any significant effects on tender submissions and proposals will be negotiated with shortlisted Tenderers during the evaluation and with the successful Tenderer post award as appropriate.

3. TERMINALS

Option 1:

Route No. 97 will operate between Chingford Station, Stop C and Leyton, Downsell Road.

Option 2:

Route No. 97 would operate between Chingford Station, Stop C and Stratford City, 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. 97 which will operate as follows:

DAY OF OPERATION	OPTION 1	OPTION 2
Mondays to Fridays	Section 6.1	Section 6.1
Saturdays & Good Friday	Section 6.2	Section 6.2
Sundays	Section 6.3	Section 6.3
Christmas Day	No service	No service
Boxing Day	Section 6.4	Section 6.4
Other Public Holidays	Sunday service	Sunday service

5. VEHICLE TYPE

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

Route No. 97 is currently approved for vehicles which are a maximum of 10.6 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

Option 1

1. Chingford Station, Stop C to Leyton, Downsell Road

0435 - 0600	Every 20 minutes
0601 - 0630	Every 15 minutes
0631 - 1910	Every 10 minutes
1911 - 1945	Every 12 minutes
1946 - 0015	Every 15 minutes

First departure from Chingford Station, Stop C no later than 0440.
Last departure from Chingford Station, Stop C no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Leyton, Bakers Arms, Leyton High Road between 0655 and 0855 and between 1500 and 1630.

2. Leyton, Downsell Road to Chingford Station, Stop F

0455 - 0600	Every 20 minutes
0601 - 0630	Every 15 minutes
0631 - 1810	Every 10 minutes
1811 - 1910	Every 12 minutes
1911 - 0100	Every 15 minutes

First departure from Leyton, Downsell Road no later than 0500.
Last departure from Leyton, Downsell Road no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Walthamstow, Crooked Billet between 0650 and 0900 and between 1425 and 1625.

6.2 Mondays to Fridays

Option 2

1. Chingford Station, Stop C to Stratford City Bus Station

0435 - 0600	Every 20 minutes
0601 - 0630	Every 15 minutes
0631 - 1910	Every 10 minutes
1911 - 1945	Every 12 minutes
1946 - 0015	Every 15 minutes

First departure from Chingford Station, Stop C no later than 0440.
Last departure from Chingford Station, Stop C no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Leyton, Bakers Arms, Leyton High Road between 0655 and 0855 and between 1500 and 1630.

2. Stratford City Bus Station to Chingford Station, Stop F

0445 - 0550	Every 20 minutes
0551 - 0620	Every 15 minutes
0621 - 1800	Every 10 minutes
1801 - 1900	Every 12 minutes
1901 - 0050	Every 15 minutes

First departure from Stratford City Bus Station no later than 0450.
Last departure from Stratford City Bus Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Walthamstow, Crooked Billet between 0650 and 0900 and between 1425 and 1625.

6.2 Saturdays & Good Friday

Option 1

1. Chingford Station, Stop C to Leyton, Downsell Road

0435 - 0700	Every 20 minutes
0701 - 0745	Every 15 minutes
0746 - 1840	Every 10 minutes
1841 - 1915	Every 12 minutes
1916 - 0015	Every 15 minutes

First departure from Chingford Station, Stop C no later than 0440.
Last departure from Chingford Station, Stop C no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Leyton, Bakers Arms, Leyton High Road between 0815 and 1055.

2. Leyton, Downsell Road to Chingford Station, Stop F

0455 - 0700	Every 20 minutes
0701 - 0815	Every 15 minutes
0816 - 1810	Every 10 minutes
1811 - 1910	Every 12 minutes
1911 - 0100	Every 15 minutes

First departure from Leyton, Downsell Road no later than 0500.
Last departure from Leyton, Downsell Road no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Walthamstow, Crooked Billet between 0840 and 1100.

6.2 Saturdays & Good Friday

Option 2

1. Chingford Station, Stop C to Stratford City Bus Station

0435 - 0700	Every 20 minutes
0701 - 0745	Every 15 minutes
0746 - 1840	Every 10 minutes
1841 - 1915	Every 12 minutes
1916 - 0015	Every 15 minutes

First departure from Chingford Station, Stop C no later than 0440.
Last departure from Chingford Station, Stop C no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Leyton, Bakers Arms, Leyton High Road between 0815 and 1055.

2. Stratford City Bus Station to Chingford Station, Stop F

0445 - 0650	Every 20 minutes
0651 - 0805	Every 15 minutes
0806 - 1800	Every 10 minutes
1801 - 1900	Every 12 minutes
1901 - 0050	Every 15 minutes

First departure from Stratford City Bus Station no later than 0450.
Last departure from Stratford City Bus Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Walthamstow, Crooked Billet between 0840 and 1100.

6.3 Sundays

Option 1

1. Chingford Station, Stop C to Leyton, Downsell Road

0435 - 0540	Every 30 minutes
0541 - 0900	Every 20 minutes
0901 - 0015	Every 15 minutes

First departure from Chingford Station, Stop C no later than 0440.
Last departure from Chingford Station, Stop C no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Leyton, Bakers Arms, Leyton High Road between 0925 and 1125.

2. Leyton, Downsell Road to Chingford Station, Stop F

0455 - 0600	Every 30 minutes
0601 - 0900	Every 20 minutes
0901 - 0100	Every 15 minutes

First departure from Leyton, Downsell Road no later than 0500.
Last departure from Leyton, Downsell Road no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Walthamstow, Crooked Billet between 0920 and 1135.

6.3 Sundays

Option 2

1. Chingford Station, Stop C to Stratford City Bus Station

0435 - 0540	Every 30 minutes
0541 - 0900	Every 20 minutes
0901 - 0930	Every 15 minutes
0931 - 1815	Every 12 minutes
1816 - 0015	Every 15 minutes

First departure from Chingford Station, Stop C no later than 0440.
Last departure from Chingford Station, Stop C no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Leyton, Bakers Arms, Leyton High Road between 1000 and 1135.

2. Stratford City Bus Station to Chingford Station, Stop F

0445 - 0550	Every 30 minutes
0551 - 0850	Every 20 minutes
0851 - 0920	Every 15 minutes
0921 - 1800	Every 12 minutes
1801 - 0050	Every 15 minutes

First departure from Stratford City Bus Station no later than 0450.
Last departure from Stratford City Bus Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Walthamstow, Crooked Billet between 0955 and 1130.

6.4 Boxing Day

Option 1

1. Chingford Station, Stop C to Leyton, Downsell Road

0755 - 0900	Every 20 minutes
0901 - 0015	Every 15 minutes

First departure from Chingford Station, Stop C no later than 0800.
Last departure from Chingford Station, Stop C no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Leyton, Bakers Arms, Leyton High Road between 0925 and 1125.

2. Leyton, Downsell Road to Chingford Station, Stop F

0815 - 0900	Every 20 minutes
0901 - 0100	Every 15 minutes

First departure from Leyton, Downsell Road no later than 0820.
Last departure from Leyton, Downsell Road no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Walthamstow, Crooked Billet between 0920 and 1135.

6.4 Boxing Day

Option 2

1. Chingford Station, Stop C to Stratford City Bus Station

0755 - 0900	Every 20 minutes
0901 - 0930	Every 15 minutes
0931 - 1815	Every 12 minutes
1816 - 0015	Every 15 minutes

First departure from Chingford Station, Stop C no later than 0800.
Last departure from Chingford Station, Stop C no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Leyton, Bakers Arms, Leyton High Road between 1000 and 1135.

2. Stratford City Bus Station to Chingford Station, Stop F

0805 - 0850	Every 20 minutes
0851 - 0920	Every 15 minutes
0921 - 1800	Every 12 minutes
1801 - 0050	Every 15 minutes

First departure from Stratford City Bus Station no later than 0810.
Last departure from Stratford City Bus Station no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Walthamstow, Crooked Billet between 0955 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. 97 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. 97 (**Options 1 & 2**) shall be:

Average Excess Wait Time:	No more than 1.20 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 (**Options 1 & 2**) = 1.05 minutes

Summary of proposed QSI coverage: Route No. 97 (Options 1 & 2)

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 (Option 1)

Towards Leyton, Downsell Road

Chingford Station
Chingford Mount
Walthamstow Central

Towards Chingford Station, Stop F

Leyton Station
Walthamstow Central
Chingford Mount

Total scheduled manual QSI surveys per quarter = 96.

Survey locations (Option 2)

Towards Leyton, Downsell Road

Chingford Station
Chingford Mount
Walthamstow Central
Leyton Station

Towards Chingford Station, Stop F

Stratford City Bus Station
Leyton Station \$
Walthamstow Central
Chingford Mount

Total scheduled manual QSI surveys per quarter = 128.

\$ This location observed simultaneously in both directions - counted as two surveys.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. 97 are attached at Appendix B. This gives an indication of the time required to travel the route. 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.

For **Option 2** only, Tenderers should devise their own running times for the section of Route No. 97 between Leyton, Downsell Road and Stratford City Bus Station.

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 and the Saturday afternoon shopping period.

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

- the minimum performance standards for Route No. 97 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. 97 should be separated from Route No. 215 between Chingford Mount, Prince Albert and Walthamstow Central Station during all periods, where possible.

Route No. 97 should be separated from Route No. 357 between Chingford Mount, Prince Albert and Walthamstow Central Station during all periods, 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. 97 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. 97:

- Route No. 97 suffers from unpredictable traffic delays in the Walthamstow, Crooked Billet and Leyton areas.
- Walthamstow Market may cause delays in the vicinity of Hoe Street on Saturdays.

Tenderers should also note the following factors/events which may have an impact on Route No. 97 in the foreseeable future:

- The Stratford City Development (SCD) is located to the north west of Stratford Regional Station. The planning permission includes a very large retail and leisure component. A new bus station will be built. Construction work has begun and the retail area and bus station is expected to open in Easter 2011.
- To the north of the retail area is Stratford International Station. Regional train services could start operating from 2009. The Stratford International DLR extension will be constructed by converting the North London Line (NLL) between Stratford and Canning Town to DLR operation. Four new stations will be constructed on the route including Stratford International and Stratford High Street. North of Stratford, the DLR line will be extended to the international station.
- The Olympic Park is located within an area bounded by Stratford High Street, the River Lee Navigation, Ruckholt Road and Leyton Road. The site is adjacent to and part overlaps the Stratford City Development (SCD). Construction of facilities for the 2012 Games has commenced.
- Following 2012 a number of buildings will be converted for legacy uses. This is mainly for employment purposes and 529 residential units associated with the Olympic Village. There is expected to be a residential population of 1160 by 2013/14.

12. OPERATIONAL CONSIDERATIONS - continued

- Beyond this further, significant development is expected in the Olympic Park site after 2014. This will be more clearly defined through a Masterplan due to be worked up in detail in 2009.
- Alma Street West is expected to be available for access into Stratford City Development from Easter 2011 and is expected to remain open with the possible exception of the actual games period. Bus operations during the games phase are being discussed with the Olympic Development Agency and consideration will be given to re-routeing via Chobham Road, Olympic Village in legacy, Stratford International and DLR stations and First Avenue to Stratford City, Bus Station nearer to 2013 when these roads will be available. Thus buses will operate via Alma Street West to Stratford City Bus Station until then.
- Proposals exist for numerous traffic management schemes along Route No. 97 which will reduce running times.
- A proposal exists for the opening of the northern side of Walthamstow bus station. This will enable buses to operate directly through the bus station and via Walthamstow High Street. Currently buses operate via looping via the Hoe Street/Selborne Road gyratory and within the bus station. If this proposal is implemented, Route No. 97 and other routes in the surrounding area will benefit. Due to the complexity of the scheme, completion is not anticipated before the Olympics in 2012.
- 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. 97 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points (Options 1 & 2)

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

Mileages for Route No. 97

Option 1

Chingford Station, Stop C to Leyton, Downsell Road	7.2 miles
Leyton, Downsell Road to Chingford Station, Stop F	7.1 miles

Option 2

Chingford Station, Stop C to Stratford City, Bus Station	8.2 miles
Stratford City, Bus Station to Chingford Station, Stop F	8.1 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. 97 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.

APPENDIX A: ROUTE RECORD

ROUTE No. 97: CHINGFORD STATION, STOP C - LEYTON, DOWNSSELL ROAD (OPTION 1)

STREETS TRAVERSED

Towards Leyton, Downsell Road: Chingford Bus Station, Station Road, The Green, The Ridgeway, Old Church Road, Chingford Mount Road, Chingford Road, Crooked Billet Roundabout, Chingford Road, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Leyton High Road.

Towards Chingford Station, Stop F: Leyton High Road, Grange Park Road, Church Road, Leyton High Road, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Chingford Road, Crooked Billet Roundabout, Chingford Road, Chingford Mount Road, Old Church Road, The Ridgeway, The Green, Station Road.

STANDS, TURNING POINTS AND DESTINATION 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:

97 via Walthamstow Central

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.

CHINGFORD BUS STATION, BAY A

Private stand for 4 buses at or opposite stop A in Chingford Bus Station on south side of Station Road.

Buses proceed from Station Road via Chingford Bus Station to stand, departing to Chingford Bus Station. Set down in Station Road, at stop F and pick up in Chingford Bus Station, at stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. 97 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.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.
BLIND DISPLAY:	Chingford Station

CHINGFORD MOUNT, PRINCE ALBERT (from Leyton, Downsell Road)

Public stand for 4 buses in marked bays on south side of Albert Crescent commencing opposite No. 3 and extending 28 metres east.

Buses proceed from Old Church Road via Albert Crescent to stand, departing via Albert Crescent and Hall Lane to Chingford Mount Road. Set down in Old Church Road, at stop E and pick up in Chingford Mount Road, at stop J.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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.
BLIND DISPLAY:	Chingford Mount

WALTHAMSTOW, CROOKED BILLET

From Chingford Station, Stop C

Buses proceed from Chingford Road via Crooked Billet Roundabout departing to Chingford Road. Set down in Chingford Road, at stop CD and pick up in Chingford Road, at stop CS.

From Leyton, Downsell Road

Buses proceed from Chingford Road via Crooked Billet Roundabout departing to Chingford Road. Set down in Chingford Road, at stop CH and pick up in Chingford Road, at stop CE.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand.
BLIND DISPLAY:	Walthamstow, Crooked Billet

WALTHAMSTOW CENTRAL STATION

Private stand for 13 buses in marked bays on east side of Walthamstow Central Bus Station on north side of Selborne Road. Overflow offside stand for 1 bus on west side of bus station in lay-by opposite stop A.

From Chingford Station, Stop C

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at alighting point and pick up in Walthamstow Central Bus Station, at stop D.

From Leyton, Downsell Road

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at alighting point and pick up in Walthamstow Central Bus Station, at stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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.
BLIND DISPLAY:	Walthamstow Central

LEYTON HIGH ROAD, GRANGE PARK ROAD

Public stand on east side of Leyton High Road, commencing outside the party wall of Nos. 430/432 and extending 20 metres north.

From Chingford Station, Stop C

Buses proceed from Leyton High Road direct to stand, departing via Leyton High Road, Grange Park Road and Church Road to Leyton High Road. Set down in Leyton High Road, at stop P and pick up in Leyton High Road, at stop R.

From Leyton, Downsell Road

Buses proceed from Leyton High Road via Grange Park Road, Church Road and Leyton High Road to stand, departing to Leyton High Road. Set down in Leyton High Road, at stop M and pick up in Leyton High Road, at stop L.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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.
BLIND DISPLAY:	Leyton, Grange Park Road

LEYTON, DOWNSSELL ROAD

Private stand on TfL property on west side of Leyton High Road, extending 38 metres south.

Buses proceed from Leyton High Road via Private road in TfL property grounds to stand, departing via Private road in TfL property grounds to Leyton High Road. Set down in Leyton High Road, at stop F and pick up in Leyton High Road, at stop P.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. 97 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.
OTHER INFORMATION:	No toilet facilities available.
BLIND DISPLAY:	Leyton, Downsell Road

APPENDIX A: ROUTE RECORD

ROUTE No. 97: CHINGFORD STATION, STOP C - STRATFORD CITY BUS STATION (OPTION 2)

STREETS TRAVERSED

Towards Stratford City Bus Station: Chingford Bus Station, Station Road, The Green, The Ridgeway, Old Church Road, Chingford Mount Road, Chingford Road, Crooked Billet Roundabout, Chingford Road, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Leyton High Road, Temple Mill Lane, Leyton Road, Alma Street West, unnamed road within Stratford City Development, Stratford City Bus Station.

Towards Chingford Station, Stop F: Stratford City Bus Station, unnamed road within Stratford City Development, Alma Street West, Leyton Road, Chobham Road, Major Road, Leyton High Road, Grange Park Road, Church Road, High Road Leyton, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Chingford Road, Crooked Billet Roundabout, Chingford Road, Chingford Mount Road, Old Church Road, The Ridgeway, The Green, Station Road.

STANDS, TURNING POINTS AND DESTINATION 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:

97 via Walthamstow Central

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.

CHINGFORD BUS STATION, BAY A

Private stand for 4 buses at or opposite stop A in Chingford Bus Station on south side of Station Road.

Buses proceed from Station Road via Chingford Bus Station to stand, departing to Chingford Bus Station. Set down in Station Road, at stop F and pick up in Chingford Bus Station, at stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. 97 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.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.
BLIND DISPLAY:	Chingford Station

CHINGFORD MOUNT, PRINCE ALBERT (from Stratford City Bus Station)

Public stand for 4 buses in marked bays on south side of Albert Crescent commencing opposite No. 3 and extending 28 metres east.

Buses proceed from Old Church Road via Albert Crescent to stand, departing via Albert Crescent and Hall Lane to Chingford Mount Road. Set down in Old Church Road, at stop E and pick up in Chingford Mount Road, at stop J.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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.
BLIND DISPLAY:	Chingford Mount

WALTHAMSTOW, CROOKED BILLET

From Chingford Station, Stop C

Buses proceed from Chingford Road via Crooked Billet Roundabout departing to Chingford Road. Set down in Chingford Road, at stop CD and pick up in Chingford Road, at stop CS.

From Stratford City Bus Station

Buses proceed from Chingford Road via Crooked Billet Roundabout departing to Chingford Road. Set down in Chingford Road, at stop CH and pick up in Chingford Road, at stop CE.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand.
BLIND DISPLAY:	Walthamstow, Crooked Billet

WALTHAMSTOW CENTRAL STATION

Private stand for 13 buses in marked bays on east side of Walthamstow Central Bus Station on north side of Selborne Road. Overflow offside stand for 1 bus on west side of bus station in lay-by opposite stop A.

From Chingford Station, Stop C

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at alighting point and pick up in Walthamstow Central Bus Station, at stop D.

From Stratford City Bus Station

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at alighting point and pick up in Walthamstow Central Bus Station, at stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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.
BLIND DISPLAY:	Walthamstow Central

LEYTON HIGH ROAD, GRANGE PARK ROAD

Public stand on east side of Leyton High Road, commencing outside the party wall of Nos. 430/432 and extending 20 metres north.

From Chingford Station, Stop C

Buses proceed from Leyton High Road direct to stand, departing via Leyton High Road, Grange Park Road and Church Road to Leyton High Road. Set down in Leyton High Road, at stop P and pick up in Leyton High Road, at stop R.

From Stratford City Bus Station

Buses proceed from Leyton High Road via Grange Park Road, Church Road and Leyton High Road to stand, departing to Leyton High Road. Set down in Leyton High Road, at stop M and pick up in Leyton High Road, at stop L.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	To be used for 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.
BLIND DISPLAY:	Leyton, Grange Park Road

LEYTON, DOWNSSELL ROAD (from Chingford Bus Station, Stop C)

Private stand on TfL property on west side of Leyton High Road, extending 38 metres south.

Buses proceed from Leyton High Road via Private road in TfL property grounds to stand, departing via Private road in TfL property grounds to Leyton High Road. Set down in Leyton High Road, at stop F and pick up in Leyton High Road, at stop P.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: To be used for unscheduled curtailments.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Leyton, Downsell Road

STRATFORD CITY BUS STATION

Stand to be built. Tenderers should assume the following:

Buses proceed from Stratford City Bus Station direct to stand, departing to Stratford City Bus Station. Set down and pick up in Stratford City Bus Station.

Tenderers should further assume that the following stand restrictions will apply:

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than **2** vehicles on Route No. 97 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.
OTHER INFORMATION: Toilet facilities to be confirmed.
BLIND DISPLAY: Stratford City

APPENDIX B: SAMPLE RUNNING TIMES FOR ROUTE No. 97
(based on current schedule)

MONDAYS TO FRIDAYS1. Chingford Station, Stop C to Leyton, Downsell Road

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical early evening	Typical late evening
Chingford Station Stop C	0440	0801	1202	1732	2007	2308
Chingford Mount <i>Prince Albert</i>	0449	0813	1214	1744	2017	2316
Walthamstow <i>Crooked Billet</i>	0454	0821	1222	1752	2024	2321
Walthamstow <i>Bell</i>	0457	0826	1227	1757	2028	2324
Walthamstow Central Station	0501	0834	1237	1807	2035	2330
Leyton <i>Bakers Arms, Leyton High Road</i>	0505	0839	1244	1814	2041	2334
Leyton Green	0506	0841	1247	1817	2044	2335
Leyton Station	0511	0851	1259	1829	2054	2341
Leyton Downsell Road	0512	0853	1301	1831	2055	2342
	32 minutes	52 minutes	59 minutes	59 minutes	48 minutes	34 minutes

2 Leyton, Downsell Road to Chingford Station, Stop F

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical early evening	Typical late evening
Leyton Downsell Road	0500	0803	1208	1726	2004	2307
Leyton Station	0501	0805	1210	1729	2006	2308
Leyton Green	0506	0813	1221	1741	2016	2315
Leyton <i>Bakers Arms, Leyton High Road</i>	0507	0816	1223	1744	2018	2316
Walthamstow Central Station	0511	0823	1232	1753	2024	2321
Walthamstow <i>Bell</i>	0515	0831	1241	1803	2030	2326
Walthamstow <i>Crooked Billet</i>	0518	0835	1245	1807	2034	2329
Chingford Mount <i>Prince Albert</i>	0523	0841	1253	1815	2039	2334
Chingford Station Stop F	0531	0853	1305	1827	2048	2342
	31 minutes	50 minutes	57 minutes	61 minutes	44 minutes	35 minutes

SATURDAYS

1. Chingford Station, Stop C to Leyton, Downsell Road

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Chingford Station Stop C	0440	1010	1500	2008	2308
Chingford Mount <i>Prince Albert</i>	0449	1024	1524	2017	2316
Walthamstow <i>Crooked Billet</i>	0454	1032	1532	2022	2321
Walthamstow <i>Bell</i>	0457	1037	1537	2025	2324
Walthamstow Central Station	0501	1045	1545	2031	2330
Leyton <i>Bakers Arms, Leyton High Road</i>	0505	1052	1552	2037	2334
Leyton Green	0506	1055	1555	2038	2335
Leyton Station	0511	1106	1606	2046	2341
Leyton Downsell Road	0512	1108	1608	2047	2342
	32 minutes	58 minutes	68 minutes	39 minutes	34 minutes

2. Leyton, Downsell Road to Chingford Station, Stop F

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Leyton Downsell Road	0500	1005	1502	2007	2307
Leyton Station	0501	1007	1504	2008	2308
Leyton Green	0506	1018	1515	2016	2315
Leyton <i>Bakers Arms, Leyton High Road</i>	0507	1020	1517	2017	2316
Walthamstow Central Station	0511	1028	1526	2023	2321
Walthamstow <i>Bell</i>	0515	1036	1536	2029	2326
Walthamstow <i>Crooked Billet</i>	0518	1040	1540	2032	2329
Chingford Mount <i>Prince Albert</i>	0523	1048	1548	2038	2334
Chingford Station Stop F	0531	1100	1600	2046	2342
	31 minutes	55 minutes	58 minutes	39 minutes	35 minutes

SUNDAYS1. Chingford Station, Stop C to Leyton, Downsell Road

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Chingford Station Stop C	0440	1038	1508	2009	2308
Chingford Mount <i>Prince Albert</i>	0449	1049	1519	2018	2317
Walthamstow <i>Crooked Billet</i>	0454	1054	1524	2023	2322
Walthamstow <i>Bell</i>	0457	1057	1527	2026	2325
Walthamstow Central Station	0501	1105	1535	2032	2331
Leyton <i>Bakers Arms, Leyton High Road</i>	0505	1111	1541	2038	2335
Leyton Green	0506	1113	1543	2039	2336
Leyton Station	0511	1123	1553	2046	2342
Leyton Downsell Road	0512	1125	1555	2047	2343
	32 minutes	47 minutes	47 minutes	38 minutes	35 minutes

2. Leyton, Downsell Road to Chingford Station, Stop F

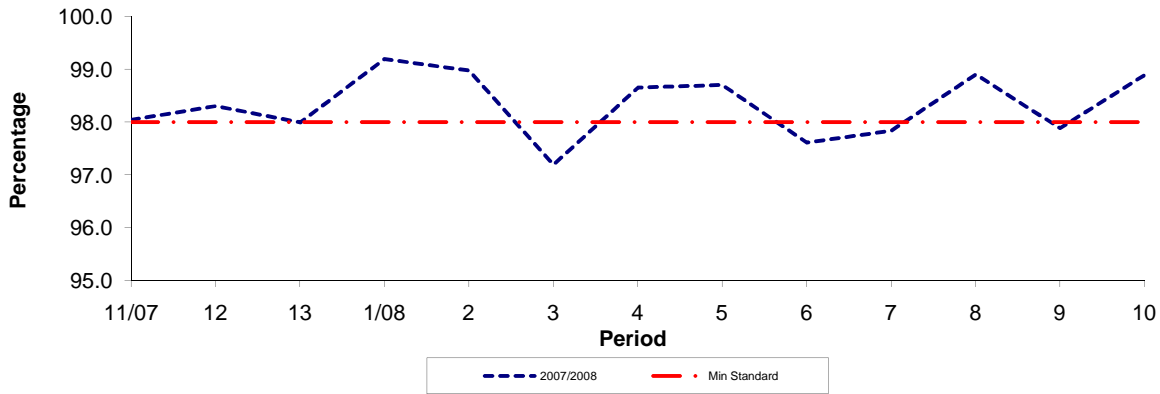
	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical early evening	Typical late evening
Leyton Downsell Road	0500	1036	1506	2007	2307
Leyton Station	0501	1038	1508	2008	2308
Leyton Green	0506	1049	1519	2015	2315
Leyton <i>Bakers Arms, Leyton High Road</i>	0507	1051	1521	2016	2316
Walthamstow Central Station	0511	1058	1528	2022	2321
Walthamstow <i>Bell</i>	0515	1106	1536	2028	2326
Walthamstow <i>Crooked Billet</i>	0518	1109	1539	2031	2329
Chingford Mount <i>Prince Albert</i>	0523	1115	1545	2037	2334
Chingford Station Stop F	0531	1125	1555	2045	2342
	31 minutes	49 minutes	49 minutes	38 minutes	35 minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

PART B - PERFORMANCE STATISTICS

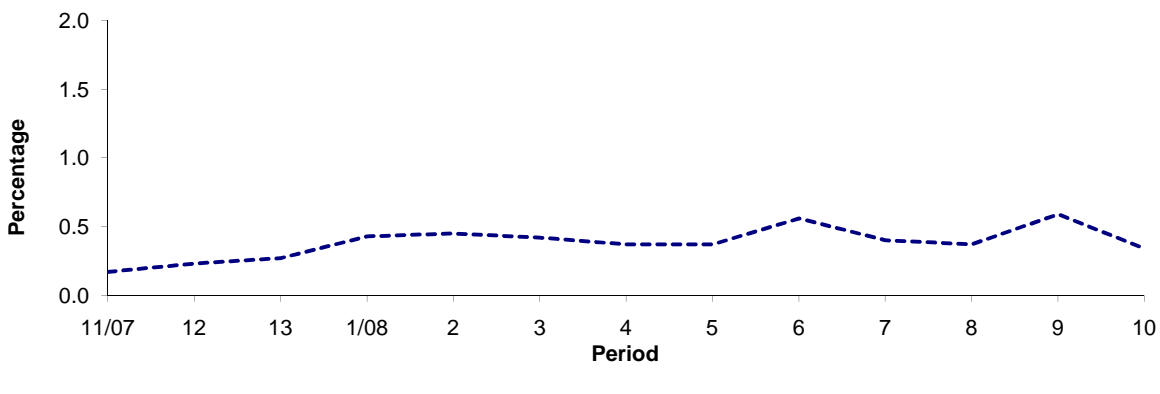
Route 97

Mileage Operated



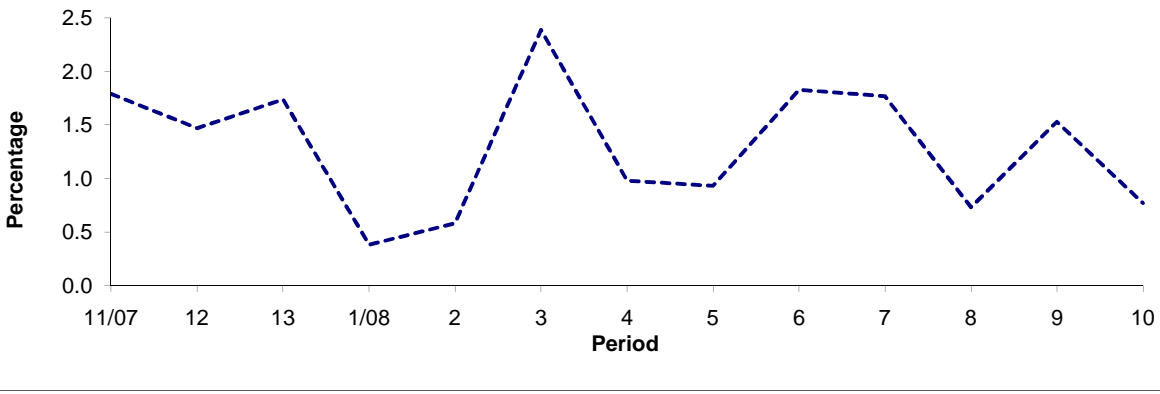
Period	11/07	12	13	1/08	2	3	4	5	6	7	8	9	10
2007/2008	98.04	98.30	97.99	99.19	98.97	97.19	98.65	98.70	97.61	97.83	98.90	97.88	98.89
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	11/07	12	13	1/08	2	3	4	5	6	7	8	9	10
2007/2008	0.17	0.23	0.27	0.43	0.45	0.42	0.37	0.37	0.56	0.40	0.37	0.59	0.34

Non Deductible Mileage

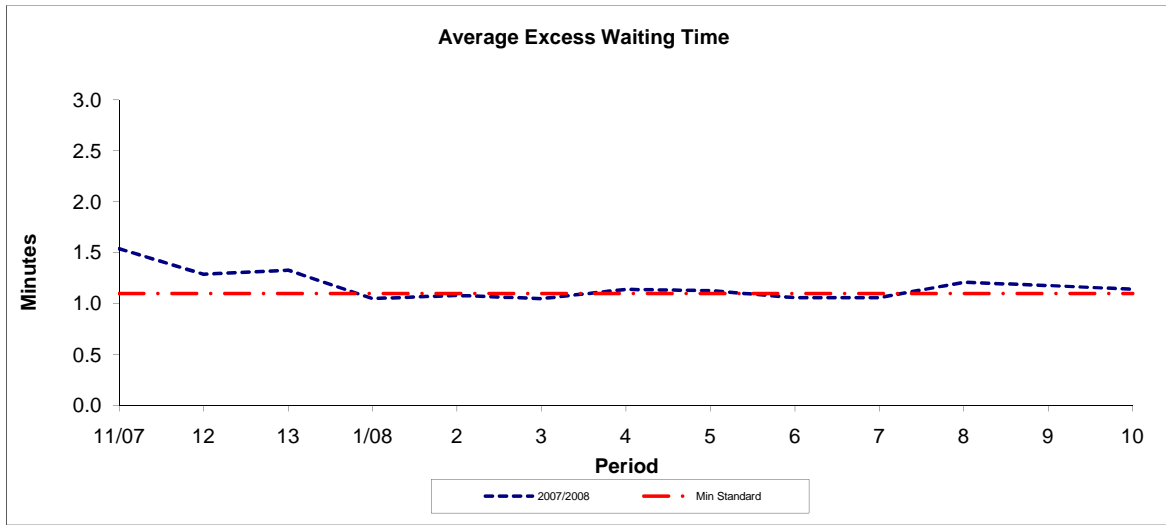


Period	11/07	12	13	1/08	2	3	4	5	6	7	8	9	10
2007/2008	1.79	1.47	1.74	0.38	0.58	2.39	0.98	0.93	1.83	1.77	0.73	1.53	0.77

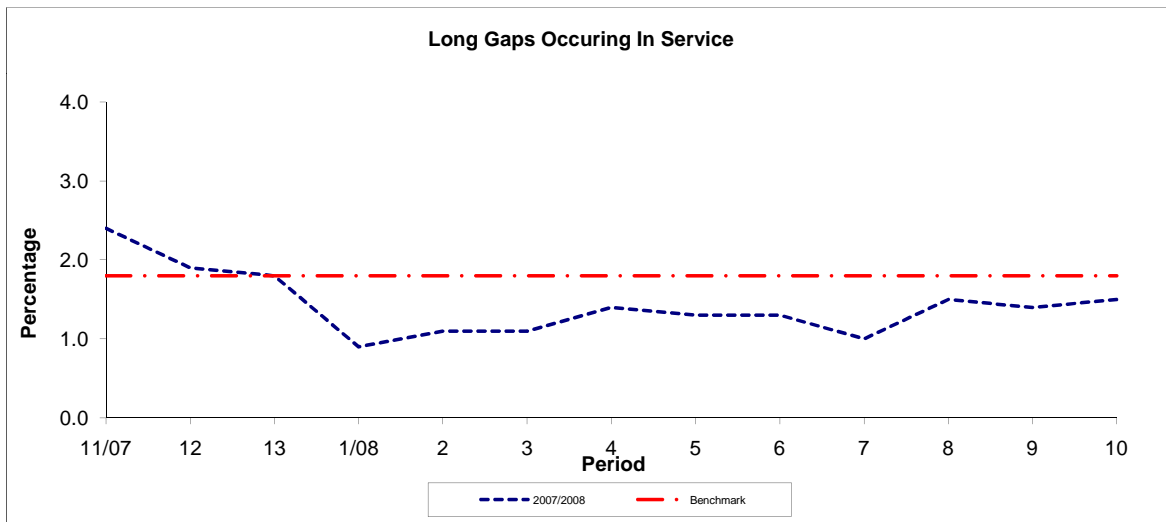
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 97



Period	11/07	12	13	1/08	2	3	4	5	6	7	8	9	10
2007/2008	1.54	1.29	1.33	1.05	1.08	1.05	1.14	1.13	1.06	1.06	1.21	1.18	1.14
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	11/07	12	13	1/08	2	3	4	5	6	7	8	9	10
2007/2008	2.40	1.90	1.80	0.90	1.10	1.10	1.40	1.30	1.30	1.00	1.50	1.40	1.50
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