

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 241

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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. 241.

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: (For introduction prior to Stratford North Bus Station opening)

- No change to the current vehicle type, frequencies and structure.

Option 2 (For introduction in 2011 when the Stratford City development is expected to open, however, implementation is subject to funding from external sources):

- Route No. 241 is re-structured to operate between Stratford North Bus Station and Canning Town, Hermit Road. From Stratford North Bus Station, buses operate via unnamed Road within Stratford City development, Alma Street West, Leyton Road, Angel Lane, Great Eastern Road, The Grove and Broadway to re-join current line of routeing at West Ham Lane. Towards Stratford North Bus Station, Route No. 241 will operate via current line of routeing to Great Eastern Road and then operate via Angel Lane, Leyton Road, Alma Street West and unnamed road within Stratford City development to Stratford North Bus Station. **Details of this routeing are shown in Appendix A.**
- Standing and stopping arrangements at Stratford North Bus Station are to be finalised. These will be confirmed with the successful Tenderer.
- 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. 241 will operate between Stratford Bus Station and Canning Town, Hermit Road.

Option 2:

Route No. 241 would operate between Stratford North Bus Station and Canning Town, Hermit Road.

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. 241 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. 241 is currently approved for vehicles which are a maximum of 9.9 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. Stratford Bus Station to Canning Town, Hermit Road

0440 - 0545	Every 20 minutes
0546 - 0615	Every 15 minutes
0616 - 0925	Every 10 minutes
0926 - 1550	Every 12 minutes
1551 - 1905	Every 10 minutes
1906 - 2020	Every 15 minutes
2021 - 0105	Every 20 minutes

First departure from Stratford Bus Station no later than 0445.
Last departure from Stratford Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Keir Hardie Estate, Radland Road between 0705 and 0905, no more than 12 minutes apart between 1505 and 1620 and no more than 10 minutes apart between 1621 and 1640.

2. Canning Town, Hermit Road to Stratford Bus Station

0450 - 0535	Every 20 minutes
0536 - 0650	Every 15 minutes
0651 - 0900	Every 10 minutes
0901 - 1510	Every 12 minutes
1511 - 1900	Every 10 minutes
1901 - 2015	Every 15 minutes
2016 - 0120	Every 20 minutes

First departure from Canning Town, Hermit Road no later than 0455.
Last departure from Canning Town, Hermit Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Plaistow, Abbey Arms between 0705 and 0905, no more than 12 minutes apart between 1500 and 1535 and no more than 10 minutes apart between 1536 and 1635.

6.1 Mondays to Fridays

Option 2

1. Stratford North Bus Station to Canning Town, Hermit Road

0435 - 0540	Every 20 minutes
0541 - 0610	Every 15 minutes
0611 - 0920	Every 10 minutes
0921 - 1545	Every 12 minutes
1546 - 1900	Every 10 minutes
1901 - 2015	Every 15 minutes
2016 - 0100	Every 20 minutes

First departure from Stratford North Bus Station no later than 0440.
Last departure from Stratford North Bus Station no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Keir Hardie Estate, Radland Road between 0705 and 0905, no more than 12 minutes apart between 1505 and 1620 and no more than 10 minutes apart between 1621 and 1640.

2. Canning Town, Hermit Road to Stratford North Bus Station

0450 - 0535	Every 20 minutes
0536 - 0650	Every 15 minutes
0651 - 0900	Every 10 minutes
0901 - 1510	Every 12 minutes
1511 - 1900	Every 10 minutes
1901 - 2015	Every 15 minutes
2016 - 0120	Every 20 minutes

First departure from Canning Town, Hermit Road no later than 0455.
Last departure from Canning Town, Hermit Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Plaistow, Abbey Arms between 0705 and 0905, no more than 12 minutes apart between 1500 and 1535 and no more than 10 minutes apart between 1536 and 1635.

6.2 Saturdays & Good Friday

Option 1

1. Stratford Bus Station to Canning Town, Hermit Road

0440 - 0645	Every 20 minutes
0646 - 0800	Every 15 minutes
0801 - 0910	Every 12 minutes
0911 - 1900	Every 10 minutes
1901 - 2000	Every 15 minutes
2001 - 0105	Every 20 minutes

First departure from Stratford Bus Station no later than 0445.
Last departure from Stratford Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Keir Hardie Estate, Radland Road between 0930 and 1100.

2. Canning Town, Hermit Road to Stratford Bus Station

0450 - 0635	Every 20 minutes
0636 - 0735	Every 15 minutes
0736 - 0845	Every 12 minutes
0846 - 1855	Every 10 minutes
1856 - 1955	Every 15 minutes
1956 - 0120	Every 20 minutes

First departure from Canning Town, Hermit Road no later than 0455.
Last departure from Canning Town, Hermit Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Plaistow, Abbey Arms between 0905 and 1105.

6.2 Saturdays & Good Friday

Option 2

1. Stratford North Bus Station to Canning Town, Hermit Road

0435 - 0640	Every 20 minutes
0641 - 0755	Every 15 minutes
0756 - 0905	Every 12 minutes
0906 - 1855	Every 10 minutes
1856 - 1955	Every 15 minutes
1956 - 0100	Every 20 minutes

First departure from Stratford North Bus Station no later than 0440.
Last departure from Stratford North Bus Station no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Keir Hardie Estate, Radland Road between 0930 and 1100.

2. Canning Town, Hermit Road to Stratford North Bus Station

0450 - 0635	Every 20 minutes
0636 - 0735	Every 15 minutes
0736 - 0845	Every 12 minutes
0846 - 1855	Every 10 minutes
1856 - 1955	Every 15 minutes
1956 - 0120	Every 20 minutes

First departure from Canning Town, Hermit Road no later than 0455.
Last departure from Canning Town, Hermit Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Plaistow, Abbey Arms between 0905 and 1105.

6.3 Sundays

Option 1

1. Stratford Bus Station to Canning Town, Hermit Road

0545 - 0620 Every 30 minutes
0621 - 0105 Every 20 minutes

First departure from Stratford Bus Station no later than 0550.
Last departure from Stratford Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Keir Hardie Estate, Radland Road between 1020 and 1120.

2. Canning Town, Hermit Road to Stratford Bus Station

0600 - 0120 Every 20 minutes

First departure from Canning Town, Hermit Road no later than 0605.
Last departure from Canning Town, Hermit Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Plaistow, Abbey Arms between 1030 and 1130.

6.3 Sundays

Option 2

1. Stratford North Bus Station to Canning Town, Hermit Road

0540 - 0615 Every 30 minutes
0616 - 0100 Every 20 minutes

First departure from Stratford North Bus Station no later than 0545.
Last departure from Stratford North Bus Station no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Keir Hardie Estate, Radland Road between 1020 and 1120.

2. Canning Town, Hermit Road to Stratford North Bus Station

0600 - 0120 Every 20 minutes

First departure from Canning Town, Hermit Road no later than 0605.
Last departure from Canning Town, Hermit Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Plaistow, Abbey Arms between 1030 and 1130.

6.4 Boxing Day

Option 1

1. Stratford Bus Station to Canning Town, Hermit Road

0820 - 0105 Every 20 minutes

First departure from Stratford Bus Station no later than 0825.
Last departure from Stratford Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Keir Hardie Estate, Radland Road between 1020 and 1120.

2. Canning Town, Hermit Road to Stratford Bus Station

0800 - 0120 Every 20 minutes

First departure from Canning Town, Hermit Road no later than 0805.
Last departure from Canning Town, Hermit Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Plaistow, Abbey Arms between 1030 and 1130.

6.4 Boxing Day

Option 2

1. Stratford North Bus Station to Canning Town, Hermit Road

0815 - 0100 Every 20 minutes

First departure from Stratford North Bus Station no later than 0820.
Last departure from Stratford North Bus Station no earlier than 0055.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Keir Hardie Estate, Radland Road between 1020 and 1120.

1. Canning Town, Hermit Road to Stratford North Bus Station

0800 - 0120 Every 20 minutes

First departure from Canning Town, Hermit Road no later than 0805.
Last departure from Canning Town, Hermit Road no earlier than 0115.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Plaistow, Abbey Arms between 1030 and 1130.

7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. 241 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. 241 (**Options 1 & 2**) 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 (**Options 1 & 2**) = 0.80 minutes

Summary of proposed QSI coverage: Route No. 241 (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 (Options 1 & 2)

Towards Canning Town, Hermit Road	Towards Stratford Bus Station
Stratford (or Stratford North under Option 2)	Canning Town
Plaistow, Abbey Arms \$ (not evenings or Sundays)	Plaistow, Abbey Arms \$ (not evenings or Sundays)

Total scheduled manual QSI surveys per quarter = 60.

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

8. RUNNING TIMES

The current timetable for Route No. 241 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.

For **Option 2** only, Tenderers should devise their own running times for the section of Route No. 241 between Stratford North Bus Station and Plaistow 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.

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. 241 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. 241 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 241 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. 241:

- Football matches at West Ham United F.C. in Upton Park can cause severe traffic congestion in the area (Barking Road).
- Tenderers should be aware of heavy and unpredictable traffic delays in the Barking Road, Canning Town Flyover area especially at peak times.

Tenderers should also note the following factors/events which may have an impact on Route No. 241 in the foreseeable future:

- Route No. 241 may be affected by changes to the road layout between Canning Town and Custom House proposed as part of the Canning Town Masterplan 'Area 3' regeneration. Timescales are not currently known.
- The Stratford City Development (SCD) is located to the north west of Stratford Regional Station and 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 during 2011. SCD is expected to generate additional passenger demand on Route No. 241. General vehicular access from the south will be via Warton Road from its junction with Stratford High Street. Alternative access will be from Alma Street (off Leyton Road).
- To the north of the retail area is Stratford International Station. From 13th December 2009, Southeastern trains have been stopping. The DLR extension to Stratford International is expected to open in mid 2010 and 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 Stratford International Station. Eurostar trains will not stop at Stratford International Station until after the DLR extension has been completed.
- 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.

12. OPERATIONAL CONSIDERATIONS - continued

- Immediately following 2012, a number of buildings will be converted for legacy uses. The Olympic Village will become housing, the Press Centre converted for other employment uses and some venues retained for public use.
- 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 2010.
- 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. 241 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. 241

Option 1

Stratford Bus Station to Canning Town, Hermit Road	4.5 miles
Canning Town, Hermit Road to Stratford Bus Station	4.8 miles

Option 2

Stratford North Bus Station to Canning Town, Hermit Road	5.5 miles
Canning Town, Hermit Road to Stratford North Bus Station	5.5 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. 241 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:

241 via Keir Hardie Estate

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 241: Stratford Bus Station - Canning Town, Hermit Road

Date of Structural Change: 7 May 2011.

Date of Service Change: 7 May 2011.

Reason for Issue: New Tender Option 1.

STREETS TRAVERSED

Towards Canning Town, Hermit Road: Stratford Bus Station, Great Eastern Road, Broadway, West Ham Lane (Bus Lane), West Ham Lane, New Plaistow Road, Plaistow Road, Plaistow High Street, Balaam Street, New Barn Street, Freemasons Tunnel, Freemasons Road, Victoria Dock Road, Munday Road, Radland Road, Tarling Road, Jude Street, George Street, Silvertown Way, Canning Town Bus Station, Canning Town Roundabout, Barking Road.

Towards Stratford Bus Station: Trinity Gardens, Hermit Road, Barking Road, Canning Town Roundabout, Canning Town Bus Station, Silvertown Way, Hallsville Road, Ruscoe Road, Rogers Road, Tarling Road, Appleby Road, Munday Road, Victoria Dock Road, Freemasons Road, Freemasons Tunnel, New Barn Street, Balaam Street, Plaistow High Street, Plaistow Road, New Plaistow Road, West Ham Lane, Tramway Avenue, Broadway, Stratford Broadway, Great Eastern Road, Station Street, Stratford Bus Station.

STANDING AND TURNING POINTS

STRATFORD BUS STATION

Private stand for up to 14 buses facing north in Stratford Bus Station on west side of Great Eastern Road.

Buses proceed from Stratford Bus Station via Stratford Bus Station to stand, departing via Stratford Bus Station to Stratford Bus Station. Set down in Stratford Bus Station, at Alighting Point AP2 and pick up in Stratford Bus Station, at Stop D.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 241 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: Stratford.

OTHER INFORMATION: Council toilet facilities available Mondays to Sundays between 0600 and 2200.

PLAISTOW, BULL ROAD (from CANNING TOWN, HERMIT ROAD)

Public stand on south side of Willis Road, commencing at a point opposite the party wall of Nos 9/10 extending 30 metres east.

Buses proceed from Plaistow Road via Bull Road and Willis Road to stand, departing via Willis Road and Holbrook Road to Plaistow Road. Set down in Plaistow Road, at Stop K and pick up in Plaistow Road, at Stop J.

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: Plaistow.

KEIR HARDIE ESTATE, TARLING ROAD (from Stratford Bus Station)

Public stand for three buses on east side of Tarling Road, commencing 41 metres south from Radland Road extending 35 metres north.

Buses proceed from Radland Road via Tarling Road to stand, departing to Tarling Road. Set down in Radland Road and pick up in Tarling Road.

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: Keir Hardie Estate.

CANNING TOWN BUS STATION, STAND W1 (from Stratford Bus Station)

Private stand for 6 buses in marked bays at Stand W1/2 on west side of Canning Town Bus Station at south-west corner of junction of Barking Road and Silvertown Way.

Buses proceed from Canning Town Bus Station direct to stand, departing to Canning Town Bus Station. Set down in Canning Town Bus Station, at Stop E and pick up in Canning Town Bus Station, at Stop B.

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: Canning Town.

CANNING TOWN, HERMIT ROAD

Public stand for 3 buses on south side of Trinity Gardens commencing opposite east flank wall of Nos. 2-96 and extending 38 metres east.

Buses proceed from Barking Road via Trinity Gardens to stand, departing to Trinity Gardens. Set down in Barking Road, at Stop L and pick up in Trinity Gardens, at Stop V.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 241 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: Canning Town, Barking Road.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 241: Stratford City Bus Station - Canning Town, Hermit Road

Date of Structural Change: 8 May 2011.

Date of Service Change: 8 May 2011.

Reason for Issue: New Tender Option 2.

STREETS TRAVERSED

Towards Canning Town, Hermit Road: Stratford City Bus Station, Unnamed Road Within Stratford City Development, Alma Street West, Leyton Road, Angel Lane, Great Eastern Road, The Grove, Broadway, West Ham Lane, New Plaistow Road, Plaistow Road, Plaistow High Street, Balaam Street, New Barn Street, Freemasons Tunnel, Freemasons Road, Victoria Dock Road, Munday Road, Radland Road, Tarling Road, Jude Street, George Street, Silvertown Way, Canning Town Bus Station, Canning Town Roundabout, Barking Road.

Towards Stratford City Bus Station: Trinity Gardens, Hermit Road, Barking Road, Canning Town Roundabout, Canning Town Bus Station, Silvertown Way, Hallsville Road, Ruscoe Road, Rogers Road, Tarling Road, Appleby Road, Munday Road, Victoria Dock Road, Freemasons Road, Freemasons Tunnel, New Barn Street, Balaam Street, Plaistow High Street, Plaistow Road, New Plaistow Road, West Ham Lane, Tramway Avenue, Broadway, Stratford Broadway, Great Eastern Road, Angel Lane, Leyton Road, Alma Street West, Unnamed Road Within Stratford City Development, Stratford City Bus Station.

STANDING AND TURNING POINTS

STRATFORD CITY BUS STATION

Proposed stand, yet to be built.

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

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 241 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: Stratford City, Bus Station.

KEIR HARDIE ESTATE, TARLING ROAD (from Stratford City Bus Station)

Public stand for three buses on east side of Tarling Road, commencing 41 metres south from Radland Road extending 35 metres north.

Buses proceed from Radland Road via Tarling Road to stand, departing to Tarling Road. Set down in Radland Road and pick up in Tarling Road.

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: Keir Hardie Estate.

CANNING TOWN BUS STATION, STAND W1 (from Stratford City Bus Station)

Private stand for 6 buses in marked bays at Stand W1/2 on west side of Canning Town Bus Station at south-west corner of junction of Barking Road and Silvertown Way.

Buses proceed from Canning Town Bus Station direct to stand, departing to Canning Town Bus Station. Set down in Canning Town Bus Station, at Stop E and pick up in Canning Town Bus Station, at Stop B.

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: Canning Town.

CANNING TOWN, HERMIT ROAD

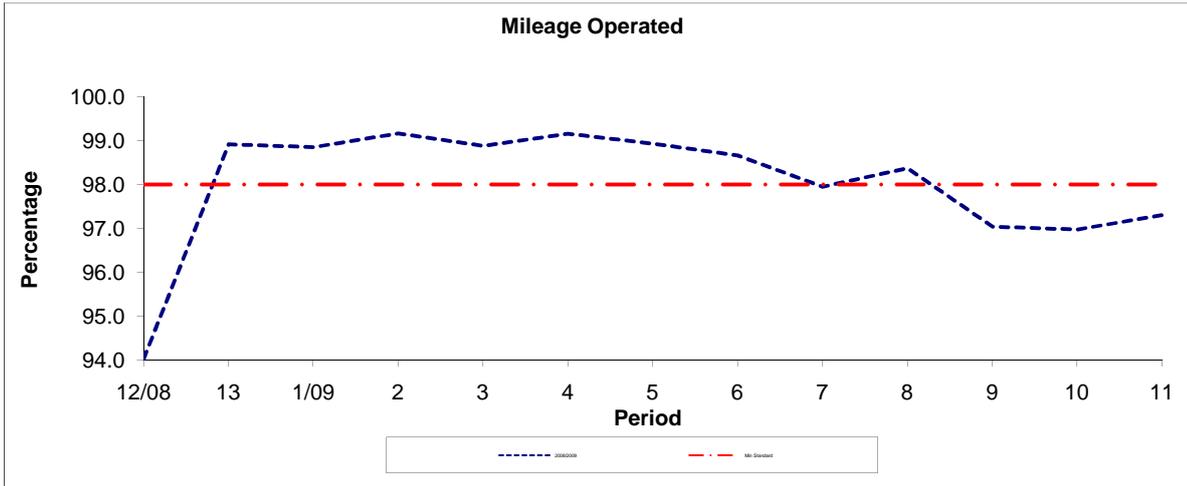
Public stand for 3 buses on south side of Trinity Gardens commencing opposite east flank wall of Nos. 2-96 and extending 38 metres east.

Buses proceed from Barking Road via Trinity Gardens to stand, departing to Trinity Gardens. Set down in Barking Road, at Stop L and pick up in Trinity Gardens, at Stop V.

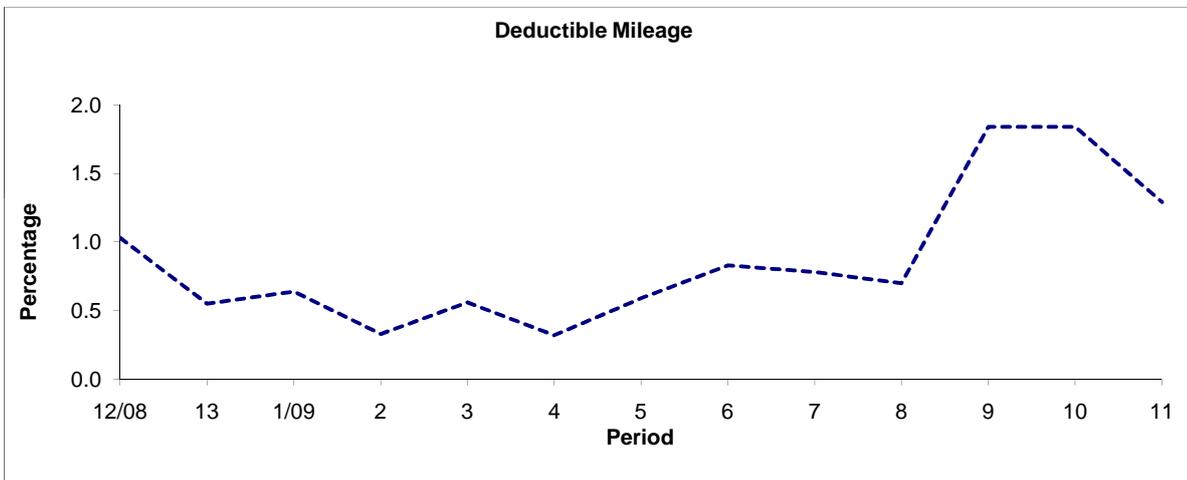
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 241 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Canning Town, Barking Road.

PART B - PERFORMANCE STATISTICS

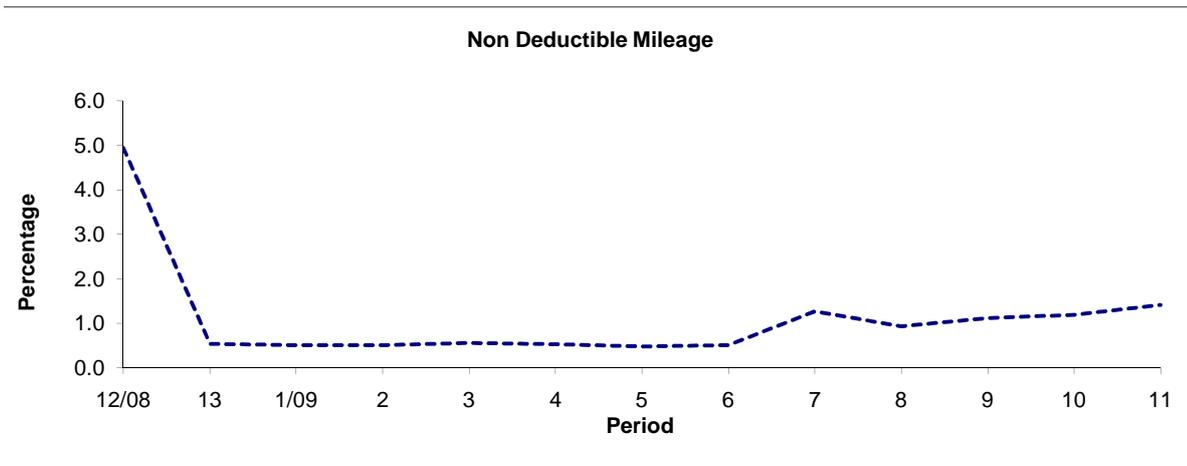
Route 241



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	94.03	98.91	98.85	99.16	98.88	99.15	98.93	98.66	97.95	98.37	97.04	96.97	97.30
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	1.03	0.55	0.64	0.33	0.56	0.32	0.59	0.83	0.78	0.70	1.84	1.84	1.29

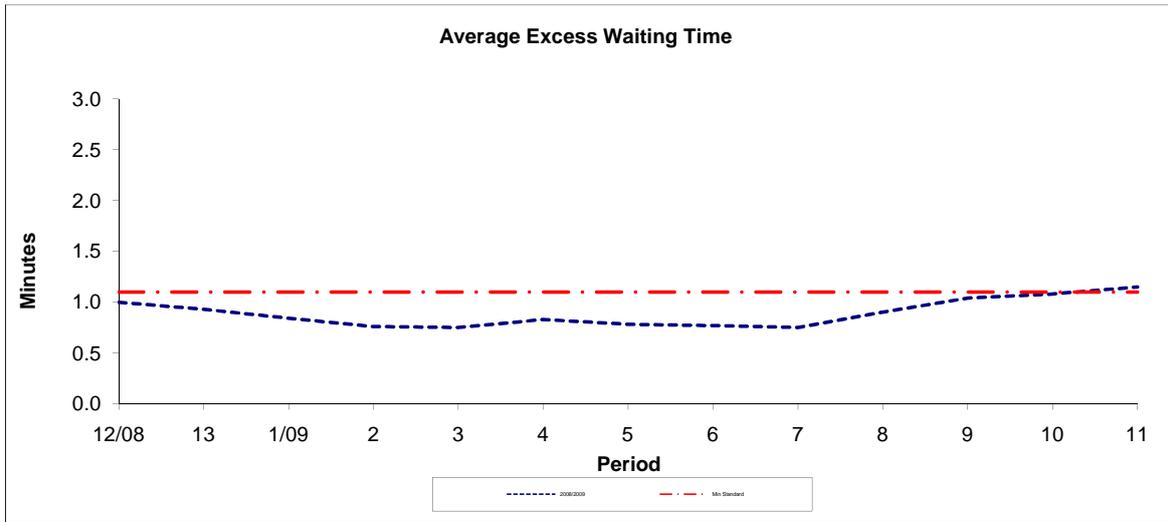


Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	4.94	0.54	0.51	0.51	0.56	0.53	0.48	0.51	1.27	0.93	1.12	1.19	1.41

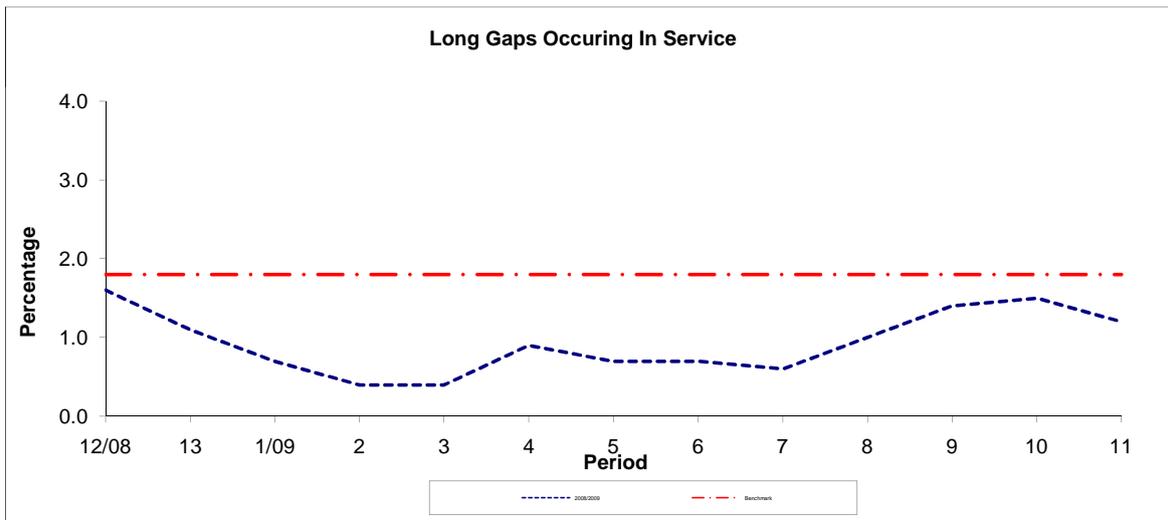
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 241



Period	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	1.00	0.93	0.84	0.76	0.75	0.83	0.78	0.77	0.75	0.90	1.04	1.08	1.15
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	12/08	13	1/09	2	3	4	5	6	7	8	9	10	11
2008/2009	1.60	1.10	0.70	0.40	0.40	0.90	0.70	0.70	0.60	1.00	1.40	1.50	1.20
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