

## CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

<b>Contract Reference</b>	QC39304
<b>Route Number</b>	257
<b>Terminus Points</b>	Stratford Bus Station to Walthamstow Central Station
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	13 <sup>th</sup> October 2012
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.5 metres long and 2.5 metres wide
<b>Advertising Rights</b>	Operator
<b>Sponsored Route</b>	No
<b>Minimum Performance Std</b>	Average Excess Wait Time - No more than 1.00 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.85 minutes
<b>Minimum Operated Mileage</b>	No less than 98.00%

Tender Return Date: No later than 12:00 noon on 17<sup>th</sup> October 2011

## **SERVICE SPECIFICATION**

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## 1) NOTES

### **Proposed Changes:**

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 257.

- From 1st August 2011 until 16th October 2011, there will be changes to stopping arrangements in Stratford due to redevelopment work at Stratford Bus Station. Buses on Route No. 257 will set-down at stop E (8019) at Stratford Broadway, stand in the lay-by outside Stratford bus station and pick-up at stop P (35810) in Great Eastern Road.
- The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August and the 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th September. The changes below are required from Friday 27<sup>th</sup> July 2012 to Sunday 12<sup>th</sup> August 2012 (17 days) and Wednesday 29<sup>th</sup> August 2012 to Sunday 9<sup>th</sup> September 2012 (12 days). The associated changes are as follows:

Mondays to Fridays AM and PM peaks and interpeak and Saturday daytime frequencies are increased from every 7-8 minutes (8 buses per hour) to every 6 minutes.

Sunday daytime and all evening frequencies are increased from every 12 minutes to every 6 minutes.

Late evening frequencies are increased from every 15 minutes to every 6 minutes.

The changes specified are expected to require 4 additional vehicles.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 257.

- Tenderers should refer to the schedules dated 23rd July 2010 rather than the current diversion schedules.

## 2) SCHEDULE REQUIREMENTS & PINCHPOINTS

### 2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Stratford Bus Station to Walthamstow Central Station			Walthamstow Central Station to Stratford Bus Station		
First departure no later than 0425.			First departure no later than 0430.		
0420 - 0540	Every 15 minutes		0425 - 0545	Every 15 minutes	
0541 - 1855	Every 7-8 minutes (8 buses per hour)		0546 - 1910	Every 7-8 minutes (8 buses per hour)	
1856 - 1955	Every 10 minutes		1911 - 2000	Every 10 minutes	
1956 - 0005	Every 12 minutes		2001 - 2400	Every 12 minutes	
0006 - 0110	Every 15 minutes		0001 - 0120	Every 15 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0115.		
<b>Pinchpoints</b>					
Whipps Cross Roundabout	0700 - 0900	8 minutes	Leytonstone Station, Bus Station	0705 - 0905	8 minutes
	1500 - 1630	8 minutes		1500 - 1630	8 minutes

### 2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Stratford Bus Station to Walthamstow Central Station			Walthamstow Central Station to Stratford Bus Station		
First departure no later than 0425.			First departure no later than 0430.		
0420 - 0725	Every 15 minutes		0425 - 0715	Every 15 minutes	
0726 - 0905	Every 10 minutes		0716 - 0835	Every 10 minutes	
0906 - 1840	Every 7-8 minutes (8 buses per hour)		0836 - 1905	Every 7-8 minutes (8 buses per hour)	
1841 - 1930	Every 10 minutes		1906 - 1935	Every 10 minutes	
1931 - 0005	Every 12 minutes		1936 - 2400	Every 12 minutes	
0006 - 0110	Every 15 minutes		0001 - 0120	Every 15 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0115.		
<b>Pinchpoints</b>					
Whipps Cross Roundabout	0930 - 1100	8 minutes	Leytonstone Station, Bus Station	0850 - 1100	8 minutes

**2) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued**

**2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Stratford Bus Station to Walthamstow Central Station			Walthamstow Central Station to Stratford Bus Station		
First departure no later than 0540.			First departure no later than 0600.		
0535 - 0755	Every 15 minutes		0555 - 0845	Every 15 minutes	
0756 - 0005	Every 12 minutes		0846 - 2400	Every 12 minutes	
0006 - 0110	Every 15 minutes		0001 - 0120	Every 15 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0115.		
<b>Pinchpoints</b>					
Whipps Cross Roundabout	1005 - 1130	12 minutes	Leytonstone Station, Bus Station	1010 - 1135	12 minutes

**2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS**

Stratford Bus Station to Walthamstow Central Station			Walthamstow Central Station to Stratford Bus Station		
First departure no later than 0805.			First departure no later than 0805.		
0800 - 0005	Every 12 minutes		0800 - 0835	Every 15 minutes	
0006 - 0110	Every 15 minutes		0836 - 2400	Every 12 minutes	
			0001 - 0120	Every 15 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0115.		
<b>Pinchpoints</b>					
Whipps Cross Roundabout	1005 - 1130	12 minutes	Leytonstone Station, Bus Station	1010 - 1135	12 minutes

**3) QSI POINTS & MILEAGE**

It is intended Route No. 257 will have 64 surveys per quarter at the following locations:

<b>QSI POINTS</b>	
<b>Towards Walthamstow Central Station</b>	<b>Towards Stratford Bus Station</b>
Stratford	Walthamstow Central
Whipps Cross	Leytonstone
<b>MILEAGE: See Attached iBus Sheets</b>	

#### **4) OPERATIONAL CONSIDERATIONS**

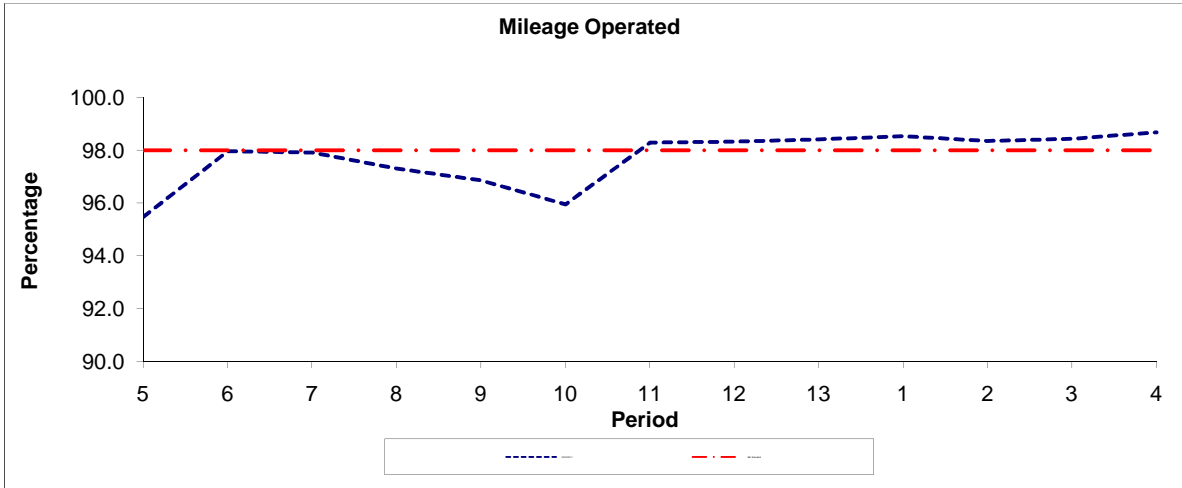
- 4.1) Route No. 257 should be separated from Route No. W19 between Walthamstow Central Station and Leyton, Bakers Arms Lea Bridge Rd East of Junction during all periods, where possible.
- 4.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Maryland Station, Leytonstone High Road Station and Walthamstow Queen's Road Station.
- 4.3) Route No. 257 can suffer unpredictable traffic delays in the Stratford, Leytonstone and Walthamstow areas.
- 4.4) Route No. 257 may be affected by Walthamstow Market, which may cause delays to the Saturday service in the area of the High Street.
- 4.4) Route No. 257 may be affected by traffic delays on Leytonstone High Road at the junction with Gainsborough Road at weekends due to traffic accessing Leytonstone, Tesco.

#### **5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE**

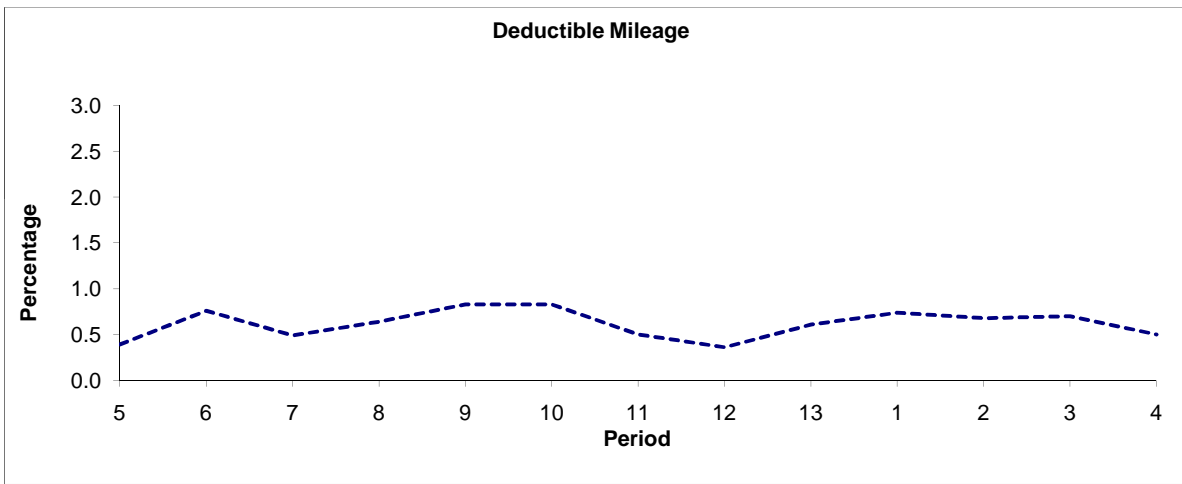
- 5.1) CURRENT PERFORMANCE  
As per current print out.
- 5.2) ROUTE RECORD  
As per Busnet print out.
- 5.3) IBUS MILEAGE  
As per current print out.

**PART B - PERFORMANCE STATISTICS**

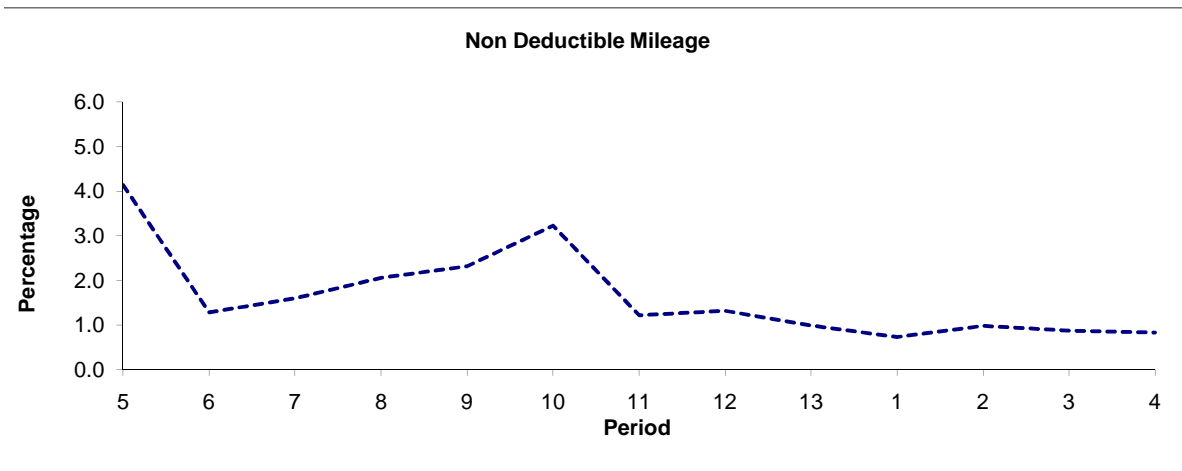
**Route 257**



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	95.47	97.96	97.91	97.30	96.85	95.94	98.28	98.32	98.40	98.53	98.34	98.43	98.67
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	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	0.39	0.76	0.49	0.64	0.83	0.83	0.50	0.36	0.61	0.74	0.68	0.70	0.50

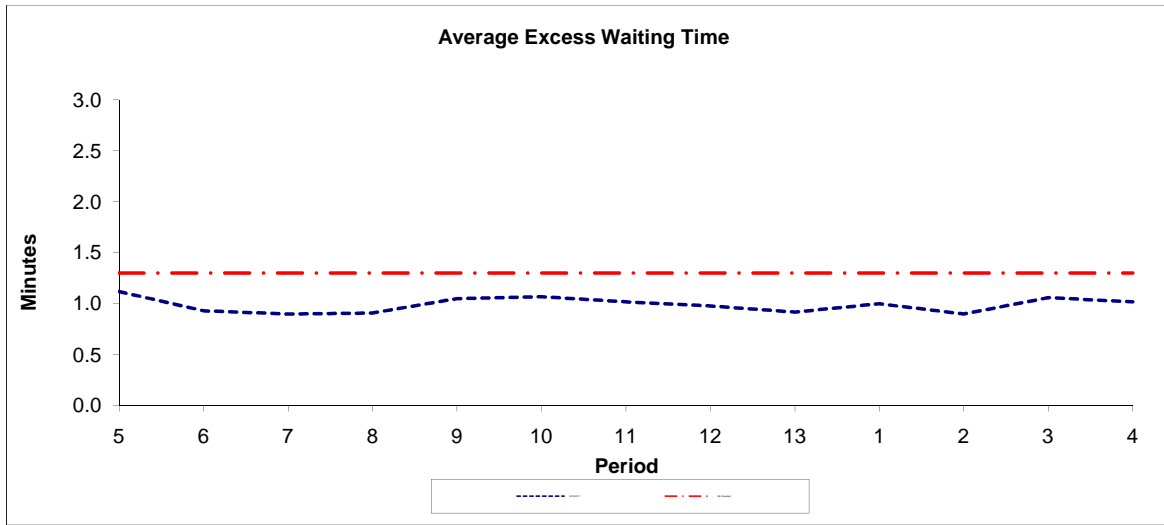


Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	4.14	1.28	1.60	2.06	2.32	3.23	1.22	1.32	0.99	0.73	0.98	0.87	0.83

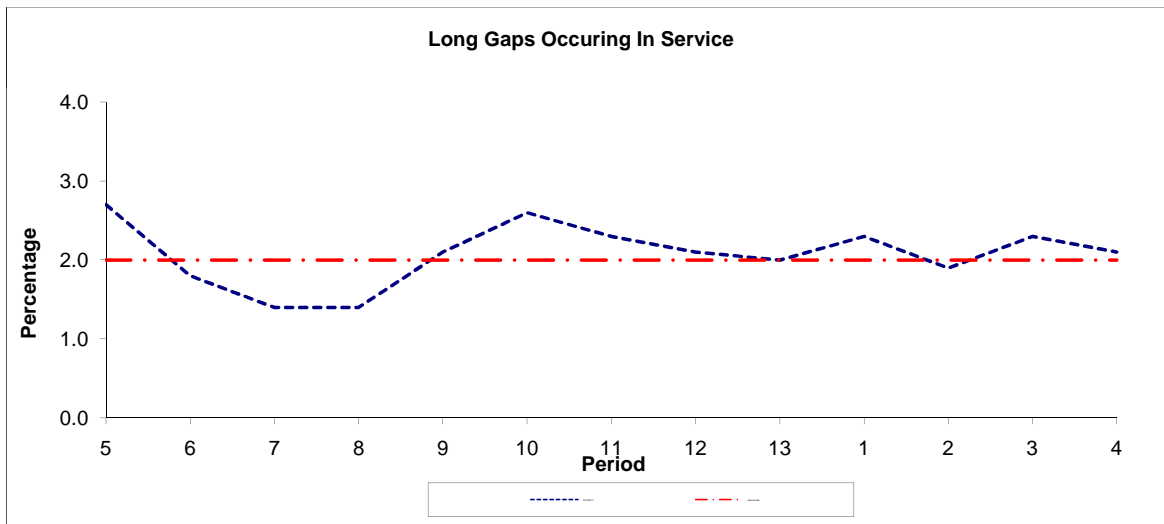
**Note :** Mileage is based on 4 weeks data

**PART B - PERFORMANCE STATISTICS**

**Route 257**



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	1.12	0.93	0.90	0.91	1.05	1.07	1.02	0.98	0.92	1.00	0.90	1.06	1.02
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2010/2011	2.70	1.80	1.40	1.40	2.10	2.60	2.30	2.10	2.00	2.30	1.90	2.30	2.10
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

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



# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 257: Stratford Bus Station - Walthamstow Central Station

**Date of Structural Change:** 13 October 2012.

**Date of Service Change:** 13 October 2012.

**Reason for Issue:** New tender.

### STREETS TRAVERSED

**Towards Walthamstow Central Station:** Great Eastern Road, The Grove, Leytonstone Road, Leytonstone High Road, Green Man Roundabout, Whipps Cross Road, Whipps Cross Roundabout, Whipps Cross, Lea Bridge Road, Leyton Green Road, High Road Leyton, Hoe Street, Selborne Road, Walthamstow Central Bus Station.

**Towards Stratford Bus Station:** Walthamstow Central Bus Station, Selborne Road, Hoe Street, Lea Bridge Road, Whipps Cross, Whipps Cross Roundabout, Whipps Cross Road, Green Man Roundabout, Leytonstone High Road, Gainsborough Road, Lemna Road, Kirkdale Road, Leytonstone Bus Station, Church Lane, Leytonstone High Road, Leytonstone Road, The Grove, 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 and Stratford Bus Station to Great Eastern Road. Set down in Stratford Bus Station, at Alighting Point AP and pick up in Great Eastern Road, at Stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 257 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:	Toilet facilities available in bus station 0600 hrs until 2100 hrs throughout the week. In addition, public toilet facilities available inside gate line at Stratford Station 0500 hrs until 0100 hrs for a small charge that goes to local charity.

### **MARYLAND STATION (from WALTHAMSTOW CENTRAL STATION)**

Buses proceed from Leytonstone Road via Leytonstone Road (Circling Roundabout Junction Of) departing to Leytonstone Road. Set down in Leytonstone Road, at Stop MF and pick up in Leytonstone Road, at Stop MB.

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
DISPLAY: Maryland.

### **LEYTONSTONE, HARROW GREEN (from WALTHAMSTOW CENTRAL STATION)**

Public stand for one bus on east side (offside) of Harrow Green (northern arm), commencing 25 metres north of Harrow Road.  
Buses proceed from Leytonstone High Road via Harrow Green to stand, departing via Harrow Green to Leytonstone High Road. Set down in Leytonstone High Road, at stop N and pick up in Leytonstone High Road, at stop L.

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: Leytonstone, Harrow Green.

### **LEYTONSTONE BUS STATION**

Private stand for five buses in bus station on north side of Kirkdale Road.

#### From Stratford Bus Station.

Buses proceed from Leytonstone High Road via Gainsborough Road, Lemna Road, Kirkdale Road and Leytonstone Bus Station to stand, departing to Leytonstone Bus Station. Set down in Leytonstone High Road, at Stop M and pick up in Leytonstone Bus Station, at Stop W.

#### From Walthamstow Central Station.

Buses proceed from Leytonstone Bus Station direct to stand, departing via Leytonstone Bus Station and Kirkdale Road to Leytonstone High Road. Set down in Leytonstone Bus Station, at Alighting Point X and pick up in Leytonstone High Road, at Stop M.

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: Leytonstone.

## **WHIPPS CROSS ROUNDABOUT (from Stratford Bus Station)**

Public stand for four buses in layby on south west side of roundabout.

Buses proceed from Whipps Cross Roundabout direct to stand, departing via Whipps Cross Roundabout to Whipps Cross Road. Set down in Whipps Cross Roundabout, at Stop C and pick up in Whipps Cross Road, at Stop E.

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:	Whipps Cross.

## **LEYTON BUS GARAGE**

Private stand in Leyton Bus Garage.

### From Stratford Bus Station.

Buses proceed from Leyton Green Road via Leyton Bus Garage to stand, departing via Leyton Bus Garage, Leyton Green Road, High Road Leyton, Capworth Street and Dunton Road to Lea Bridge Road. Set down in Leyton Green Road, at stop WK and pick up in Lea Bridge Road, at stop EH.

### From Walthamstow Central Station.

Buses proceed from Hoe Street via High Road Leyton, Leyton Green Road and Leyton Bus Garage to stand, departing via Leyton Bus Garage and Leyton Green Road to High Road Leyton. Set down in Hoe Street, at stop SK and pick up in High Road Leyton, at stop ND.

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:	Leyton Green.

## **WALTHAMSTOW CENTRAL BUS 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.

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:	No more than 2 buses on Route 257 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:	Walthamstow Central.

## Transport for London - Live Mileage List

Route 257

Service change

Date 21 September 2009

OUT DIRECTION					
Timing Point	Code	Stop Number	Stop Name	Metres	Miles
	STFDBS S	STFDBS S	STRATFORD BUS STATION		
	STFDBS	BP973	Stratford Bus Station	0	0.00
		35810	Theatre Royal, Stratford	356	0.22
		8017	The Grove	161	0.10
		8015	Maryland Station / Manbey Grove	259	0.16
		R0351	Maryland Station	248	0.15
		8010	Chobham Road	327	0.20
	LSTNTH	20778	Cann Hall Road	226	0.14
		14544	Ranelagh Road	378	0.23
		14439	Harrow Green	273	0.17
		FL009	West Street	187	0.12
		14550	Leytonstone Fire Station	190	0.12
		R0022	Leytonstone High Road Station	230	0.14
		14556	Vernon Road	282	0.18
		14560	Harvey Road	256	0.16
		BP2754	Kirkdale Road	207	0.13
	LSTNGM	14565	Green Man Roundabout	234	0.15
		14566	Leyton Way	479	0.30
		14572	Sir Alfred Hitchcock Hotel	357	0.22
		27515	James Lane	363	0.23
		14576	Whipps Cross Hospital	309	0.19
	WHPCRA	14274	Whipps Cross Roundabout	210	0.13
		14272	Whipps Cross / Wood Street	203	0.13
		14270	Peterborough Road	269	0.17
		14266	Essex Road	217	0.13
		34357	Leyton Green Road	227	0.14
	LEYTBAL	7968	Lea Bridge Road / Bakers Arms	535	0.33
		7966	Hoe Street / Bakers Arms	213	0.13
		7963	Grove Road	310	0.19
		7960	Queen's Road	308	0.19
		R0036	Walthamstow Central Station	361	0.22
	WSTCSN	BP4267	Walthamstow Bus Station	96	0.06
	WSTCSN S	WSTCSN S	Walthamstow Central Bus Station	0	0.00
<b>TOTAL ROUTE MILEAGE - OUT DIRECTION</b>				8271	5.14
				metres	miles

<b>BACK DIRECTION</b>				
<b>Timing Point</b>				
<b>Code</b>	<b>Stop Number</b>	<b>Stop Name</b>	<b>Metres</b>	<b>Miles</b>
WSTCSN S	WSTCSN S	Walthamstow Central Bus Station		
WSTCSN	BP4272	Walthamstow Bus Station	0	0.00
	11481	Grosvenor Park Road	650	0.40
	7962	Grove Road	228	0.14
	7964	Bakers Avenue	210	0.13
LEYTBAE	10468	Lea Bridge Road / Bakers Arms	280	0.17
	14265	Leyton Green Road	286	0.18
	14267	Shernhall Street	191	0.12
	14269	Peterborough Road	244	0.15
WHPCLB	14271	Whipps Cross / Wood Street	216	0.13
	14579	Whipps Cross Hospital	504	0.31
	27514	James Lane	416	0.26
	14573	Sir Alfred Hitchcock Hotel	235	0.15
	14569	Leyton Way	425	0.26
LSTNGM	R0024	Green Man Roundabout	464	0.29
LSTNBS	BP1543	Leytonstone Station	566	0.35
	14561	Harvey Road	326	0.20
	14557	Michael Road	178	0.11
	3211	Leytonstone High Road Station	255	0.16
	14551	Leytonstone Fire Station	377	0.23
	BP3598	Harrow Road	201	0.12
	14548	Harrow Green	192	0.12
	14545	Ranelagh Road	293	0.18
LSTNTH	4761	Leytonstone High Road / Thatched House	156	0.10
	FC12	Janson Road	269	0.17
	8009	Chobham Road	190	0.12
	8013	Maryland Station	255	0.16
	20810	Manbey Grove	281	0.17
	36927	Stratford / Romford Road	239	0.15
	8019	Stratford Centre	245	0.15
STFDBS	BP943	Stratford Bus Station	569	0.35
STFDBS S	STFDBS S	STRATFORD BUS STATION	0	0.00
<b>TOTAL ROUTE MILEAGE - BACK DIRECTION</b>			8941	5.56
			metres	miles