

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE Nos. 25 & N25

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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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route Nos. 25 & N25.

- Since 16th January 2010, Route Nos. 25 & N25 have been temporarily withdrawn between Oxford Circus, Holles Street and Tottenham Court Road due to the closure of one lane in Oxford Street (in the eastbound direction) between Tottenham Court Road and Newman Street. Works are expected to continue until November 2010 so this should not affect the new contract. Buses set down in New Oxford Street and then operate via Tottenham Court Road to stand. From stand, buses operate from Tottenham Court Road via Store Street, Gower Street and Bloomsbury Street to pick up before proceeding to New Oxford Street.
- Since 2nd June 2008, buses on Route Nos. 25 & N25 have been diverted towards Ilford High Road, Hainault Street from Mansion House Street via King William Street, Gracechurch Street, Eastcheap, Great Tower Street, Byward Street, Tower Hill, Minories, Goodman's Yard, Mansell Street and Whitechapel High Street to join current line of routeing. No change to routeing for buses operating towards Oxford Circus, Holles Street. This diversion is expected to be in place until mid 2010 and is in connection with a temporary weight restriction preventing the use of articulated buses in St. Botolph Street.
- Since 28th February 2009, a temporary reliability schedule with increased running time during Mondays to Fridays daytime and a PVR increase of one has been in operation. This will be in operation until further notice and is due to the diversion between Bank and Aldgate East detailed above.

2. PROPOSED CHANGES - continued

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:

- Double deck, dual door, 87 capacity vehicles are specified, subject to a satisfactory route test.
- Route No. 25 will be split in two overlapping legs during Mondays to Saturdays daytimes. The first leg will operate end to end between Oxford Circus, Holles Street and Ilford High Road, Hainault Street and the second leg will operate between Holborn Circus and Ilford High Road, Hainault Street. During all other periods and Sundays, all journeys will operate end to end between Oxford Circus, Holles Street and Ilford High Road, Hainault Street.
- At Holborn Circus, Route No. 25 is specified to stand at Holborn Viaduct, Snow Hill. Buses should set down in Holborn Viaduct, at stop HK (stop no. 1156) and then proceed direct to Snow Hill to stand, departing via Snow Hill, West Smithfield Street, Farringdon Street, Charterhouse Street and Holborn Circus to Holborn Viaduct to pick up at stop K (stop no. 2018).
- Re-conversion to double deck buses means that the previous routeing between Bank and Aldgate East towards Ilford High Road, Hainault Street will be adopted if the bridge on St. Botolph Street is not strengthened beforehand. Buses should operate from Mansion House Street via Cornhill, Leadenhall Street, Aldgate, Houndsditch, St Botolph Street and Middlesex Street to Whitechapel High Street.
- Mondays to Fridays daytime frequencies are increased from every 5-6 minutes ($11\frac{2}{3}$ buses per hour) to every 7-8 minutes (8 buses per hour) on both legs combining to provide a 3-4 minute service (16 buses per hour) between Holborn Circus and Ilford High Road, Hainault Street.
- Mondays to Fridays daytime frequencies are reduced from every 5-6 minutes ($11\frac{2}{3}$ buses per hour) to every 7-8 minutes (8 buses per hour) on the section between Oxford Circus, Holles Street and Holborn Circus.
- Ex Oxford Circus, Holles Street, two peak flow journeys are specified during the Mondays to Fridays PM peak on the through leg. Both journeys should provide a frequency of every 6-7 minutes (9 buses per hour). One journey should be timed to arrive at Tottenham Court Road between 1630 and 1730 and the other journey should be timed to arrive at Bank Station between 1740 and 1840.
- Ex Ilford High Road, Hainault Street, two peak flow journeys are specified during the Mondays to Fridays AM peak on the through leg to provide a frequency of every 10 minutes to arrive at Holborn Station between 0740 and 0840.
- Mondays to Fridays late evening frequencies are increased from every 8 minutes to every 6 minutes.
- Saturdays early morning frequencies are increased from every 8 minutes to every 6 minutes.
- Saturdays daytime frequencies are increased from every 6 minutes to every 7-8 minutes (8 buses per hour) on both legs combining to provide a 3-4 minute service (16 buses per hour) between Holborn Circus and Ilford High Road, Hainault Street.
- Saturdays daytime frequencies are reduced from every 5-6 minutes ($11\frac{2}{3}$ buses per hour) to every 7-8 minutes (8 buses per hour) on the section between Oxford Circus, Holles Street and Holborn Circus.

2. PROPOSED CHANGES - continued

- Sundays morning frequencies are increased from every 7-8 minutes to every 6 minutes.
- Sundays shopping period frequencies are increased from every 7-8 minutes (8 buses per hour) to every 5 minutes.
- Saturdays and Sundays late evening frequencies are increased from every 10 minutes to every 6 minutes.
- Ex Ilford High Road, Hainault Street, first departures on Mondays to Fridays and Saturday and Sundays are standardised.
- Weeknight frequencies are increased from every 12 minutes to every 8 minutes on Route No. N25.
- Weekend night frequencies are increased from every 10 minutes to every 6 minutes on Route No. N25.
- First and last departures on Route No. N25 are standardised and re-timed to maintain interworking with Route No. 25 in line with the frequency increase on both routes.
- The designation Route No. N25 is used for contractual purposes only. This service will be marketed as Route No. 25. This includes all publicity, including destination blind displays.
- **Tenderers must identify the cost of the Nightly element of this service separately.**

3. TERMINALS

Route No. 25 will operate in two overlapping legs between Oxford Circus, Holles Street and Ilford High Road, Hainault Street and between Holborn Circus and Ilford High Road, Hainault Street during Mondays to Saturdays daytimes. Route No. 25 will operate between Oxford Circus, Holles Street and Ilford High Road, Hainault Street during all other periods and Sundays.

Route No. N25 will operate between Oxford Circus, Holles Street and Ilford High Road, Hainault.

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 Nos. 25 & N25 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays and Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service
Sunday night/Monday morning to Thursday night/Friday morning	Section 6.5
Friday night/Saturday morning and Saturday night/Sunday morning	Section 6.6
New Year's Eve night/New Year's Day morning*	Saturday night/ Sunday morning service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

* The New Year's Eve service level should be regarded as a minimum and any frequency increases and/or diversions will be discussed with the successful Tenderer on an annual basis.

5. VEHICLE TYPE

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

Route Nos. 25 & N25 are currently approved for articulated vehicles which are a maximum of 18 metres long and 2.55 metres wide. A formal route test will be required for double deck vehicles. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

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

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

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

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

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

6. FREQUENCIES

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

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

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

6.1 Mondays to Fridays

1. Oxford Circus, Holles Street to Ilford High Road, Hainault Street

0455 - 0550	Every 7-8 minutes (8 buses per hour)
0551 - 0650	Every 6 minutes
0651 - 1615	Every 7-8 minutes (8 buses per hour)*
1616 - 1815	Every 6-7 minutes (9 buses per hour)*
1816 - 2100	Every 7-8 minutes (8 buses per hour)*
2101 - 0015	Every 6 minutes

First departure from Oxford Circus, Holles Street no later than 0500.
Last departure from Oxford Circus, Holles Street no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Mile End Station, Mile End Road between 0725 and 0905 and between 1500 and 1630, no more than 7 minutes apart at Tottenham Court Road Station, Tottenham Court Road between 1630 and 1730 and no more than 7 minutes apart at Bank Station, Poultry between 1740 and 1840.

2. Holborn Circus to Ilford High Road, Hainault Street

0705 - 2120	Every 7-8 minutes (8 buses per hour)*
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First departure from Holborn Circus no later than 0710.
Last departure from Holborn Circus no earlier than 2115.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Mile End Station, Mile End Road between 0730 and 0900 and between 1505 and 1635.

*** Journeys operating between Oxford Circus, Holles Street and Ilford High Road, Hainault Street should be timed to fully interwork with journeys between Holborn Circus and Ilford High Road, Hainault Street (i.e. a joint frequency of every 3-4 minutes (16 buses per hour) (17 buses per hour when the additional peak flow journeys are in operation) should be provided between Holborn Circus and Ilford High Road, Hainault Street during the stated times).**

6.1 Mondays to Fridays - continued

3. Ilford High Road, Hainault Street to Oxford Circus, Holles Street

0405 - 0450	Every 7-8 minutes (8 buses per hour)
0451 - 0520	Every 6 minutes
0521 - 0635	Every 7-8 minutes (8 buses per hour)*
0636 - 0735	Every 6-7 minutes (9 buses per hour)*
0736 - 1910	Every 7-8 minutes (8 buses per hour)*
1911 - 0010	Every 6 minutes

First departure from Ilford High Road, Hainault Street no later than 0410.
Last departure from Ilford High Road, Hainault Street no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Bank Station, Poultry between 0700 and 0730, no more than 7 minutes apart at Holborn Station between 0740 and 0840, no more than 8 minutes apart at Bank Station, Poultry between 0825 and 0900 and between 1500 and 1630.

4. Ilford High Road, Hainault Street to Holborn Circus

0520 - 1910	Every 7-8 minutes (8 buses per hour)*
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First departure from Ilford High Road, Hainault Street no later than 0525.
Last departure from Ilford High Road, Hainault Street no earlier than 1905.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Bank Station, Poultry between 0705 and 0905 and between 1505 and 1635.

*** Journeys operating between Ilford High Road, Hainault Street and Oxford Circus, Holles Street should be timed to fully interwork with journeys between Ilford High Road, Hainault Street and Holborn Circus (i.e. a joint frequency of every 3-4 minutes (16 buses per hour) (17 buses per hour when the additional peak flow journeys are in operation) should be provided between Ilford High Road, Hainault Street and Holborn Circus during the stated times).**

6.2 Saturdays & Good Friday

1. Oxford Circus, Holles Street to Ilford High Road, Hainault Street

0455 - 0600	Every 7-8 minutes (8 buses per hour)
0601 - 0900	Every 6 minutes
0901 - 2030	Every 7-8 minutes (8 buses per hour)*
2031 - 0015	Every 6 minutes

First departure from Oxford Circus, Holles Street no later than 0500.
Last departure from Oxford Circus, Holles Street no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Mile End Station, Mile End Road between 0940 and 1055.

2. Holborn Circus to Ilford High Road, Hainault Street

0915 - 2050	Every 7-8 minutes (8 buses per hour)*
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First departure from Holborn Circus no later than 0920.
Last departure from Holborn Circus no earlier than 2045.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Mile End Station, Mile End Road between 0945 and 1100.

*** Journeys operating between Oxford Circus, Holles Street and Ilford High Road, Hainault Street should be timed to fully interwork with journeys between Holborn Circus and Ilford High Road, Hainault Street (i.e. a joint frequency of every 3-4 minutes (16 buses per hour) should be provided between Holborn Circus and Ilford High Road, Hainault Street during the stated times).**

6.2 Saturdays & Good Friday - continued

3. Ilford High Road, Hainault Street to Oxford Circus, Holles Street

0405 - 0455	Every 7-8 minutes (8 buses per hour)
0456 - 0745	Every 6 minutes
0746 - 1905	Every 7-8 minutes (8 buses per hour)*
1906 - 0010	Every 6 minutes

First departure from Ilford High Road, Hainault Street no later than 0410.
Last departure from Ilford High Road, Hainault Street no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Bank Station, Poultry between 0930 and 1100.

4. Ilford High Road, Hainault Street to Holborn Circus

0745 - 1905	Every 7-8 minutes (8 buses per hour)*
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First departure from Ilford High Road, Hainault Street no later than 0750.
Last departure from Ilford High Road, Hainault Street no earlier than 1900.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Bank Station, Poultry between 0925 and 1055.

*** Journeys operating between Ilford High Road, Hainault Street and Oxford Circus, Holles Street should be timed to fully interwork with journeys between Ilford High Road, Hainault Street and Holborn Circus (i.e. a joint frequency of every 3-4 minutes (16 buses per hour) should be provided between Ilford High Road, Hainault Street and Holborn Circus during the stated times).**

6.3 Sundays

1. Oxford Circus, Holles Street to Ilford High Road, Hainault Street

0455 - 0830	Every 7-8 minutes (8 buses per hour)
0831 - 0910	Every 6 minutes
0911 - 1910	Every 5 minutes
1911 - 0015	Every 6 minutes

First departure from Oxford Circus, Holles Street no later than 0500.
Last departure from Oxford Circus, Holles Street no earlier than 0010.

Tenderers ensure that buses are scheduled to be no more than 5 minutes apart at Mile End Station, Mile End Road between 0950 and 1130.

2. Ilford High Road, Hainault Street to Oxford Circus, Holles Street

0405 - 0800	Every 7-8 minutes (8 buses per hour)
0801 - 0850	Every 6 minutes
0851 - 1835	Every 5 minutes
1836 - 0010	Every 6 minutes

First departure from Ilford High Road, Hainault Street no later than 0410.
Last departure from Ilford High Road, Hainault Street no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 5 minutes apart at Bank Station, Poultry between 1005 and 1135.

6.4 Boxing Day

1. Oxford Circus, Holles Street to Ilford High Road, Hainault Street

0830 - 0910	Every	6 minutes
0911 - 1910	Every	5 minutes
1911 - 0015	Every	6 minutes

First departure from Oxford Circus, Holles Street no later than 0835.
Last departure from Oxford Circus, Holles Street no earlier than 0010.

Tenderers ensure that buses are scheduled to be no more than 5 minutes apart at Mile End Station, Mile End Road between 0950 and 1130.

2. Ilford High Road, Hainault Street to Oxford Circus, Holles Street

0800 - 0850	Every	6 minutes
0851 - 1835	Every	5 minutes
1836 - 0010	Every	6 minutes

First departure from Ilford High Road, Hainault Street no later than 0805.
Last departure from Ilford High Road, Hainault Street no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 5 minutes apart at Bank Station, Poultry between 1005 and 1135.

6.5 Sunday nights/Monday mornings to Thursday nights/Friday mornings

1. Oxford Circus, Holles Street to Ilford High Road, Hainault Street

0010 - 0500 Every 8 minutes

First departure from Oxford Circus, Holles Street no later than 0015.
Last departure from Oxford Circus, Holles Street no earlier than 0455.

2. Ilford High Road, Hainault Street to Oxford Circus, Holles Street

0005 - 0410 Every 8 minutes

First departure from Ilford High Road, Hainault Street no later than 0010.
Last departure from Ilford High Road, Hainault Street no earlier than 0405.

Tenderers should identify the cost of the Nightly element of this service separately.

6.6 Friday nights/Saturday mornings and Saturday nights/ Sunday mornings

1. Oxford Circus, Holles Street to Ilford High Road, Hainault Street

0010 - 0500 Every 6 minutes

First departure from Oxford Circus, Holles Street no later than 0015.
Last departure from Oxford Circus, Holles Street no earlier than 0455.

2. Ilford High Road, Hainault Street to Oxford Circus, Holles Street

0005 - 0410 Every 6 minutes

First departure from Ilford High Road, Hainault Street no later than 0010.
Last departure from Ilford High Road, Hainault Street no earlier than 0405.

Tenderers should identify the cost of the Nightly element of this service separately.

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 Nos. 25 & N25 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. 25 shall be:

Average Excess Wait Time:	No more than 1.40 minutes
Minimum Operated Mileage:	No less than 98.00%

The **minimum** standards of acceptable performance for Route No. N25 shall be:

Departing on Time	No less than 85.00%
Minimum Operated Mileage	No less than 99.00%

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 = 1.20 minutes

It is unlikely that the minimum number of QSI surveys for Threshold measurement will be conducted on Route No. N25 at present. However, this may change at a later date when a Threshold figure may be published.

Summary of proposed QSI coverage: Route Nos. 25 & N25

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.

7. MINIMUM PERFORMANCE STANDARDS - continued

Survey locations

Towards Ilford High Road, Hainault Street

Oxford Circus
St.Pauls \$
Aldgate
Stratford

Towards Oxford Circus, Holles Street/Holborn Circus

Ilford
Stratford
Bow Church
Whitechapel
St.Pauls \$

Total scheduled manual QSI surveys per quarter = 144.

\$ This point observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

The normal timetable (dated 31st May 2008) for Route Nos. 25 & N25 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays interpeak, PM peak and early evening, Saturday afternoon shopping period and Sunday shopping period.

Tenderers should carefully check the existing running times **during all nights** on Route No. N25 to ensure that they are appropriate in present traffic conditions.

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

- the minimum performance standards for Route Nos. 25 & N25 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT.

Tenderers should allow for realistic increases in daily running times for operation with low-floor, dual door, double-deck buses. As a guide, the Corporation estimates that running times should increase by approximately 3% for dual door, double deck buses when compared to articulated operation.

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. 25 should interwork with Route No. N25 to form a seamless 24 hour service.

Route No. N25 should be separated from Route No. N8 between Bank Station and Oxford Circus, 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 Nos. 25 & N25 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. 25 & N25:

- Route Nos. 25 & N25 can suffer from unpredictable traffic delays in the Dalston, Shoreditch and City of London areas particularly during Mondays to Fridays peak periods.

Tenderers should also note the following factors/events which may have an impact on Route Nos. 25 & N25 in the foreseeable future:

- Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway will begin in 2010, with services commencing in 2017. The construction impacts of Crossrail could affect Route Nos. 25 & N25 and it is anticipated that some passenger demand for Route Nos. 25 & N25 would shift to this line when it opens. Route Nos. 25 & N25 will be reviewed closer to the opening date.
- The Holborn Viaduct, Snow Hill stand is not currently in use and should accommodate 2 buses. Other options in the area will be investigated to develop optimum standing arrangements.
- As part of the ORB project, changes may be made to the Holles Street stand working. This will be confirmed nearer the time and is expected it will start when the curtailment at Tottenham Court Road finishes in late 2010. No significant change to timings and mileage are anticipated.
- 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 Nos. 25 & N25. 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. There are plans for Southeastern trains to stop from 13 December 2009, and the Stratford International branch of the Docklands Light Railway to terminate in 2010. Eurostar services will not start until after the DLR extension has opened. 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.
- 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.

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 2010.

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 Nos. 25 & N25 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 Nos. 25 & N25

Oxford Circus, Holles Street to Ilford High Road, Hainault Street	11.9 miles
Ilford High Road, Hainault Street to Oxford Circus, Holles Street	11.0 miles
Holborn Circus to Ilford High Road, Hainault Street	9.9 miles
Ilford High Road, Hainault Street to Holborn Circus	9.9 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

15. VEHICLE LIVERY

All vehicles to be used on Route Nos. 25 & N25 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:

25 via Stratford

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 25: Oxford Circus, Holles Street - Ilford High Road, Hainault Street (24 hour service)

Date of Structural Change: 11 June 2011.

Date of Service Change: 11 June 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Ilford High Road, Hainault Street: Holles Street, Cavendish Square, Henrietta Place, Vere Street, Oxford Street, New Oxford Street, Bloomsbury Way, Vernon Place, Theobald's Road, Drake Street, Procter Street, High Holborn, Holborn, Holborn Circus, Holborn Viaduct, Newgate Street, King Edward Street, Angel Street, St Martin's Le Grand, Cheapside, Poultry, Mansion House Street, Cornhill, Leadenhall Street, Aldgate, Houndsditch, St Botolph Street, Middlesex Street, Whitechapel High Street, Whitechapel Road, Mile End Road, Bow Road, Bow Interchange, Stratford High Street, Great Eastern Road, Station Street, Stratford Bus Station, Great Eastern Road, Broadway, Stratford Broadway, The Grove, Romford Road, Ilford Hill, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High Road.

Towards Oxford Circus, Holles Street: Ilford High Road, Clements Road, Ilford High Road, Chapel Road, Ilford Hill, Romford Road, Stratford Broadway, Stratford High Street, Bow Interchange, Bow Road, Mile End Road, Whitechapel Road, Whitechapel High Street, Aldgate High Street, Aldgate, Leadenhall Street, Cornhill, Mansion House Street, Poultry, Cheapside, Newgate Street, Holborn Viaduct, Holborn Circus, Holborn, High Holborn, New Oxford Street, Oxford Street, Regent Street, Hanover Street, Hanover Square, Harewood Place, Holles Street.

STANDING AND TURNING POINTS

OXFORD CIRCUS, HOLLES STREET, WEST SIDE

Public stand for 6 buses (or 4 articulated buses) on west side of Holles Street commencing 14 metres south of Cavendish Square and extending 76 metres south.

Buses proceed from Holles Street direct to stand, departing to Holles Street. Set down in Holles Street, at alighting point and pick up in Holles Street, at stop OG.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 25 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: Oxford Circus.

HOLBORN, PROCTER STREET [WEST SIDE] (from ILFORD HIGH ROAD, HAINAULT STREET)

Public stand for three buses on west side (offside) of Procter Street commencing 2 metres north of Fisher Street. extending 39 metres north.

Buses proceed from High Holborn via Southampton Row, Vernon Place, Theobald's Road, Drake Street and Procter Street to stand, departing to Procter Street. Set down in High Holborn, at stop K and pick up in Procter Street, at stop H.

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: Holborn.

HOLBORN CIRCUS (from ILFORD HIGH ROAD, HAINAULT STREET)

Buses proceed from Holborn Viaduct via Holborn Circus departing to Holborn Viaduct. Set down in Holborn Viaduct, at Stop L and pick up in Holborn Viaduct, at Stop K.

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

HOLBORN CIRCUS, CHARTERHOUSE STREET (NORTH SIDE) (from ILFORD HIGH ROAD, HAINAULT STREET)

Public stand for two buses on north side of Charterhouse Street commencing 58 metres east Ely Place and extending for 26 metres west.

Buses proceed from Holborn Viaduct via Holborn Circus, St Andrew Street, Shoe Lane, Stonecutter Street, Farringdon Street and Charterhouse Street to stand, departing via Charterhouse Street and Holborn Circus to Holborn Viaduct. Set down in Holborn Viaduct, at Stop L and pick up in Holborn Viaduct, at Stop K.

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: Holborn Circus.

HOLBORN VIADUCT, SNOW HILL (from ILFORD HIGH ROAD, HAINAULT STREET)

Public stand on south side of Snow Hill commencing 14 metres east of West Smithfield. Buses proceed from Holborn Viaduct via Snow Hill to stand, departing via Snow Hill, West Smithfield, Farringdon Street, Charterhouse Street and Holborn Circus to Holborn Viaduct. Set down in Holborn Viaduct, at stop HK and pick up in Holborn Viaduct, at stop K.

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: City Thameslink Station.

ST. PAUL'S STATION, ANGEL STREET

Public stand for four buses on north side of Angel Street, commencing 12 metres west of the western kerbline of St Martin's Le Grand and extending 45 metres west, at stop BP690.

From Ilford High Road, Hainault Street.

Buses proceed from Cheapside via Newgate Street, King Edward Street and Angel Street to stand, departing via Angel Street and St Martin's Le Grand to Cheapside. Set down in Cheapside, at Stop SN and pick up in Cheapside, at Stop SY.

From Oxford Circus, Holles Street.

Buses proceed from Newgate Street via King Edward Street and Angel Street to stand, departing via Angel Street, St Martin's Le Grand and Newgate Street to Holborn Viaduct. Set down in Newgate Street, at Stop ST and pick up in Holborn Viaduct, at Stop HK.

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: St. Paul's.

BANK (from ILFORD HIGH ROAD, HAINAULT STREET)

Buses proceed from Cornhill via Mansion House Street, Queen Victoria Street, Friday Street, Cannon Street, Queen Victoria Street and Mansion House Street departing to Cornhill. Set down in Cornhill, at stop E and pick up in Cornhill, at stop D.

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

ALDGATE BUS STATION

Private stand for 16 buses in marked bays in Aldgate Bus Station on south side of Aldgate High Street.

From Ilford High Road, Hainault Street.

Buses proceed from Aldgate High Street via Minories and Aldgate Bus Station to stand, departing via Aldgate Bus Station, Aldgate High Street, Minories and Goodman's Yard to Mansell Street. Set down in Aldgate High Street, at Stop N and pick up in Mansell Street, at Stop B.

From Oxford Circus, Holles Street.

Buses proceed from Mansell Street via Aldgate High Street, Minories and Aldgate Bus Station to stand, departing via Aldgate Bus Station to Aldgate High Street. Set down in Mansell Street, at Stop B and pick up in Aldgate High Street, at Stop N.

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: Aldgate.

MILE END STATION, GROVE ROAD

Private stand for six buses in bus station on west side of Grove Road, commencing 55 metres north of Mile End Road and extending 30 metres on offside and 30 metres on nearside.

From Ilford High Road, Hainault Street.

Buses proceed from Mile End Road via Grove Road and Mile End Bus Station to stand, departing via Mile End Bus Station and Grove Road to Mile End Road. Set down in Mile End Road, at Stop C and pick up in Mile End Road, at Stop D.

From Oxford Circus, Holles Street.

Buses proceed from Mile End Road via Grove Road and Mile End Bus Station to stand, departing via Mile End Bus Station and Grove Road to Mile End Road. Set down in Mile End Road, at Stop E and pick up in Mile End Road, at Stop F.

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:	Mile End.

BOW CHURCH STATION

Buses proceed out of service from Bow Road. Set down in Bow Road, at stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only
DISPLAY:	Bow Church Station.
OTHER INFORMATION:	Relief point only. Buses can run back to the garage empty from here and must not stand.

BOW CHURCH (from Oxford Circus, Holles Street)

Buses proceed from Bow Road via Bow Interchange departing to Bow Road. Set down in Bow Road, at stop G and pick up in Bow Road, at stop K.

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

STRATFORD BUS STATION

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

From Ilford High Road, Hainault Street.

Buses proceed from Stratford Broadway via Great Eastern Road, Station Street, Stratford Bus Station and Stratford Bus Station to stand, departing via Stratford Bus Station to Stratford Bus Station. Set down in Stratford Broadway, at stop L and pick up in Stratford Bus Station, at stop B.

From Oxford Circus, Holles Street.

Buses proceed from Station Street via Stratford Bus Station and Stratford Bus Station to stand, departing via Stratford Bus Station, Stratford Bus Station, Great Eastern Road and The Grove to Stratford Broadway. Set down in Station Street, at alighting point AP1 and pick up in Stratford Broadway, 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:	Stratford.

MANOR PARK STATION, GLADDING ROAD (from Oxford Circus, Holles Street)

Public stand for two buses on west side of Gladding Road, commencing 18 metres south of centre of Capel Road and extending 24 metres south.

Buses proceed from Romford Road via Station Road, Whitta Road and Gladding Road to stand, departing via Gladding Road, Capel Road, Forest Drive and Station Road to Romford Road. Set down in Romford Road, at Stop E and pick up in Romford Road, at Stop G.

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:	Manor Park.

ILFORD, RODEN STREET (from Oxford Circus, Holles Street)

Private stand for five buses in bus parking area at junction of Chapel Road and Roden Street in 2 sections.

1. For four buses on the offside, extending 45 metres;
2. For one bus on nearside, extending 12 metres.

Buses proceed from Ilford Hill via Chapel Road and Sainsburys Bus Lay-By to stand, departing via Sainsburys Bus Lay-By and Roden Street to Chapel Road. Set down in Ilford Hill, at Stop E and pick up in Chapel Road, at Stop Y.

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:	Ilford Broadway.

ILFORD, HAINAULT STREET

Private stand in two sections for 14 buses in marked bays in Bus Parking Area on east side of Hainault Street:

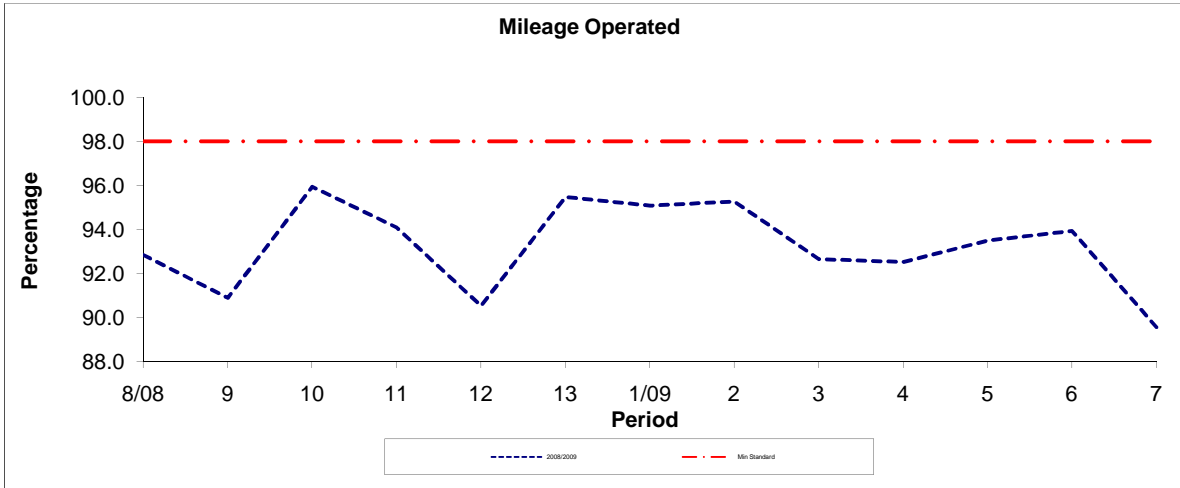
- 1 - for 4 articulated buses on east side of stand for Route 25.
- 2 - for 10 buses standing abreast on west side of stand for other routes with first 3 bays (nearest entrance) restricted to midi-buses.

Buses proceed from Ilford High Road via Hainault Street and Ilford Bus Station to stand, departing via Ilford Bus Station, Ley Street and Hainault Street to Ilford High Road. Set down in Ilford High Road, at Stop W and pick up in Ilford High Road, at Stop V.

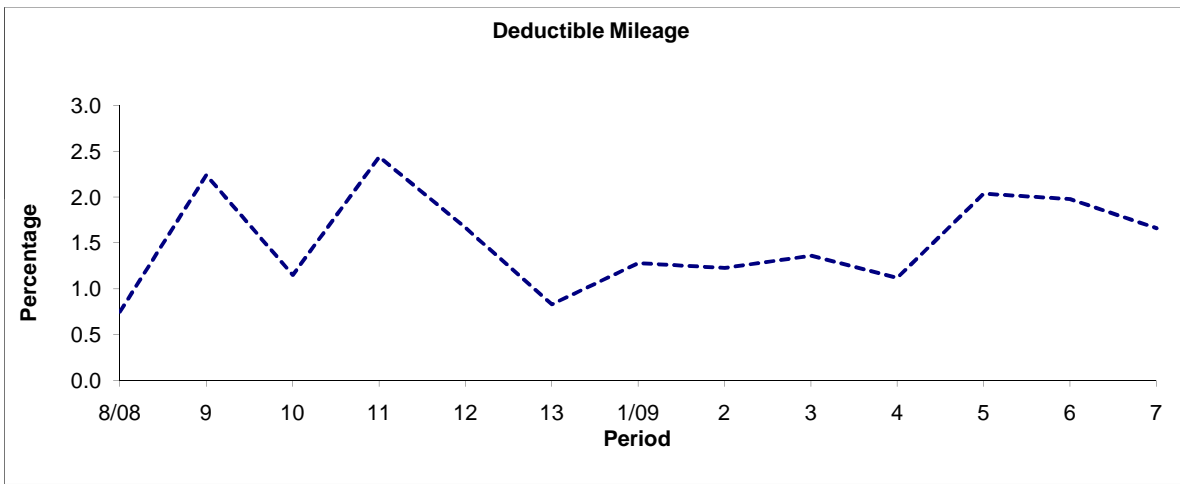
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 4 buses on Route 25 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Ilford.

PART B - PERFORMANCE STATISTICS

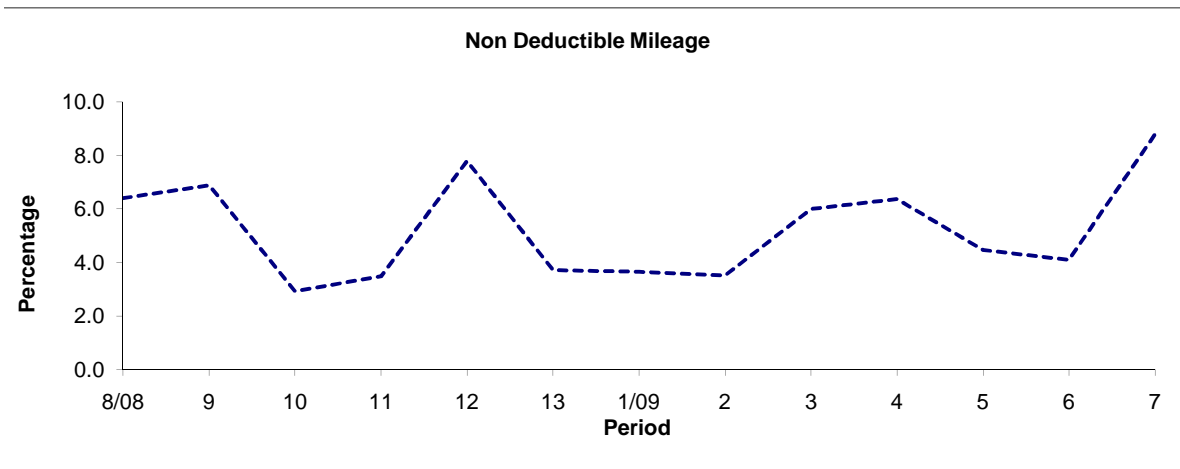
Route 25



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	92.84	90.88	95.93	94.08	90.53	95.46	95.07	95.26	92.64	92.51	93.49	93.93	89.55
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.75	2.24	1.15	2.44	1.67	0.83	1.28	1.23	1.36	1.12	2.04	1.98	1.66

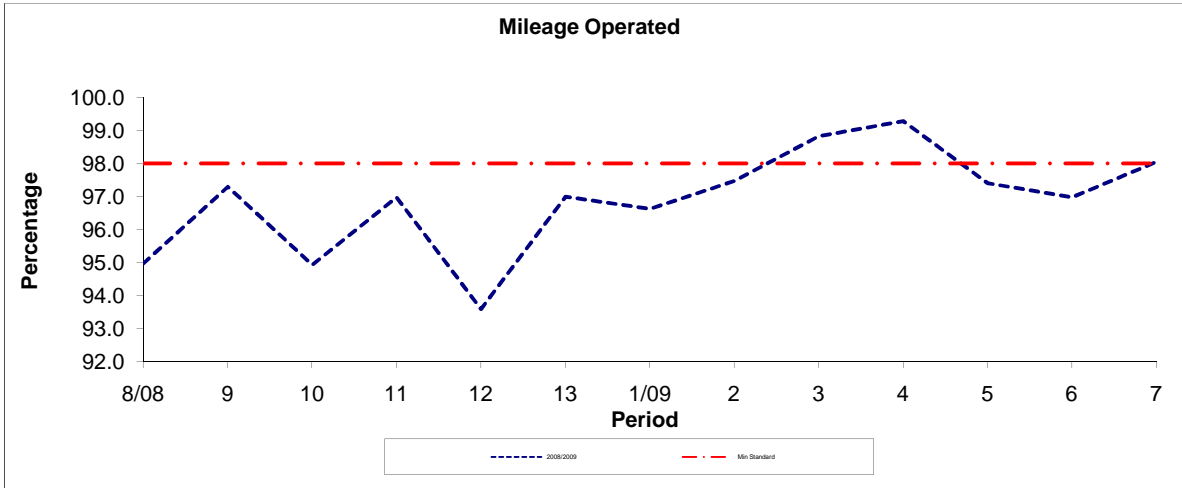


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	6.41	6.88	2.92	3.48	7.80	3.71	3.65	3.51	6.00	6.37	4.47	4.09	8.79

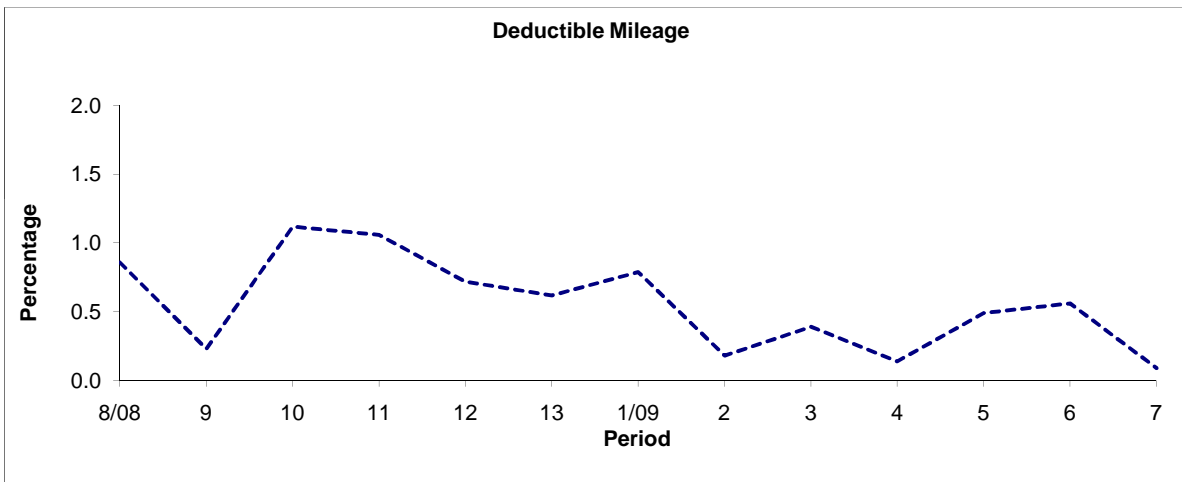
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

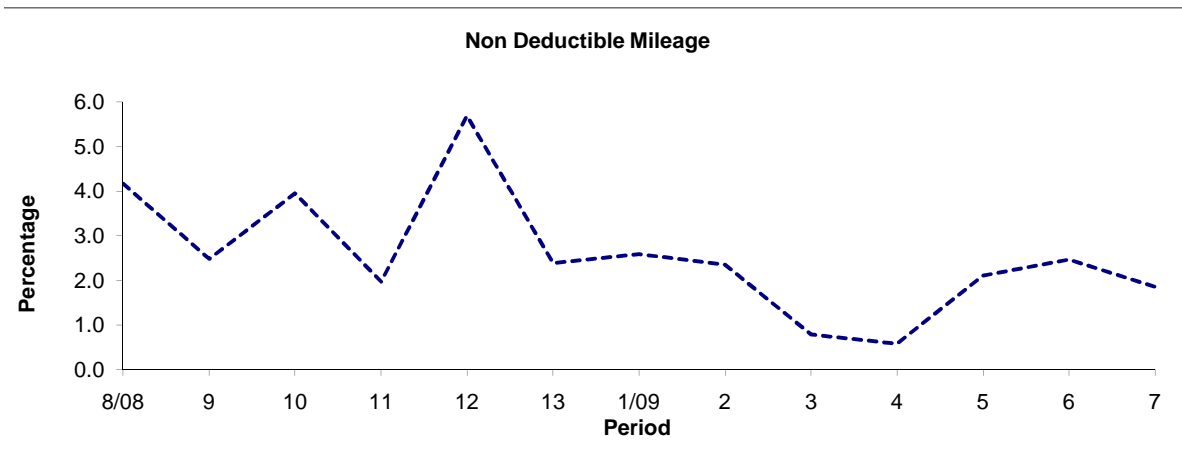
Route N25



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	94.97	97.29	94.93	96.97	93.59	96.99	96.62	97.47	98.82	99.28	97.40	96.97	98.05
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.86	0.23	1.12	1.06	0.72	0.62	0.79	0.18	0.39	0.14	0.49	0.56	0.09

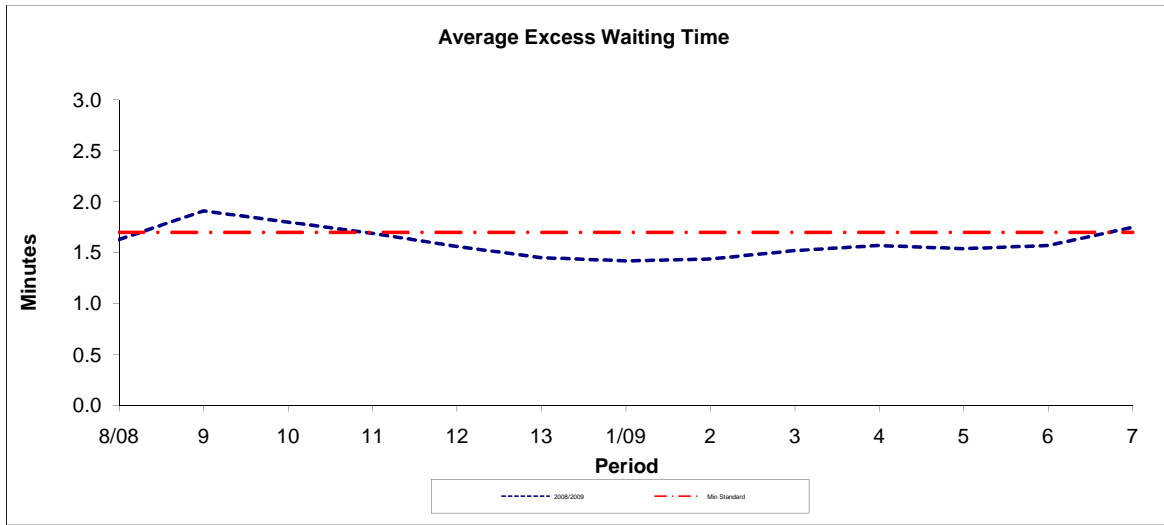


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	4.17	2.48	3.95	1.97	5.69	2.39	2.59	2.35	0.79	0.58	2.11	2.47	1.86

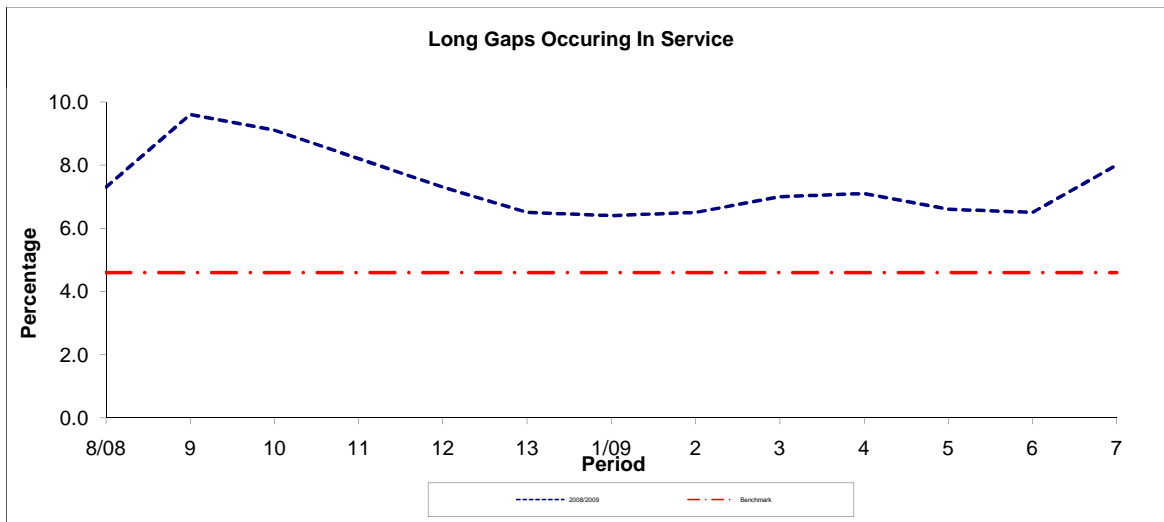
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 25



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	1.63	1.91	1.80	1.69	1.56	1.45	1.42	1.44	1.52	1.57	1.54	1.57	1.75
Min Standard	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70	1.70

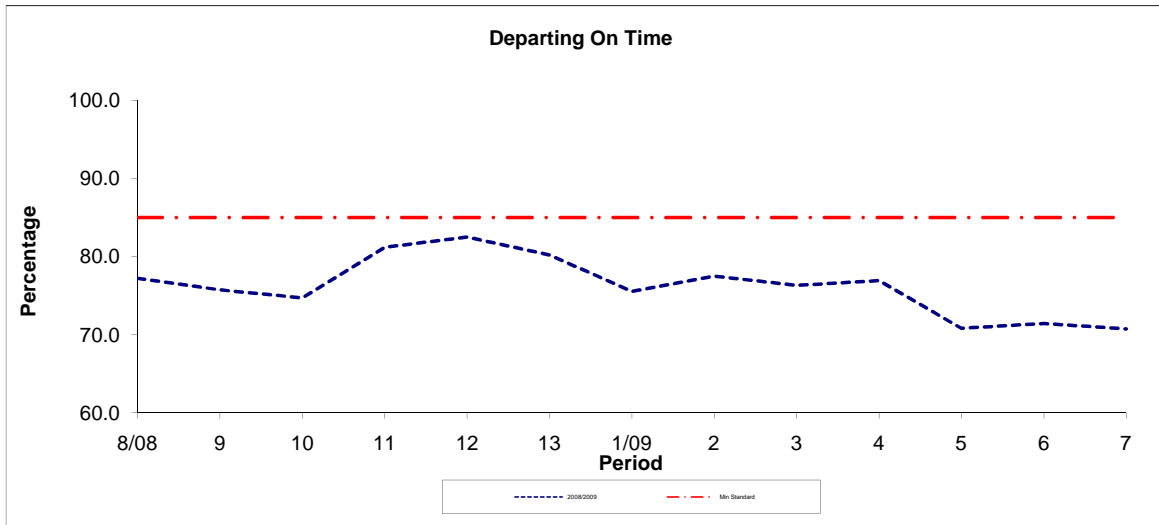


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	7.30	9.60	9.10	8.20	7.30	6.50	6.40	6.50	7.00	7.10	6.60	6.50	8.00
Benchmark	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60	4.60

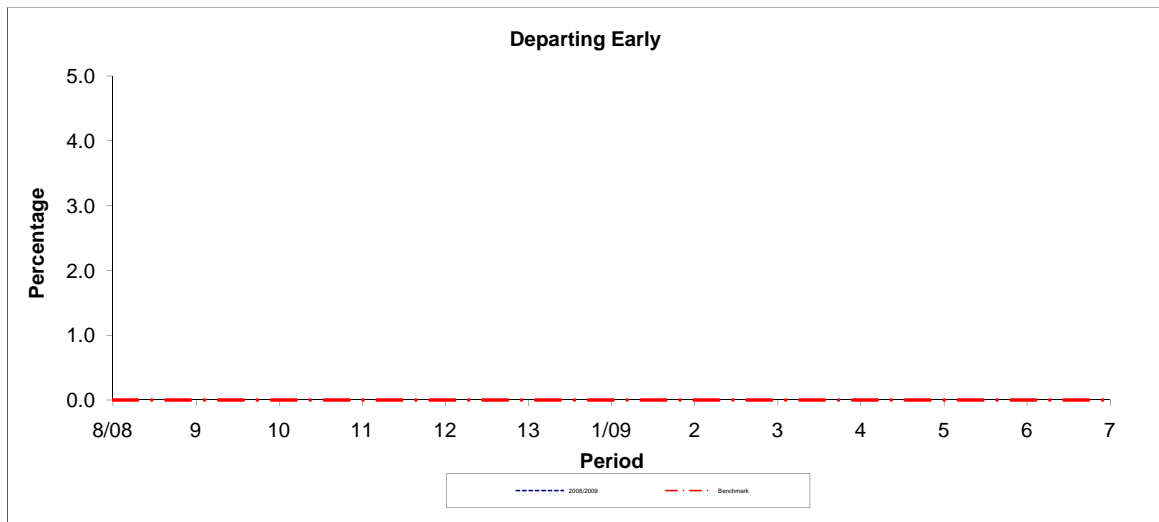
Note : Reliability is based on 12 weeks rolling data

PART B - PERFORMANCE STATISTICS

Route N25



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	77.20	75.70	74.70	81.20	82.50	80.20	75.50	77.50	76.30	76.90	70.80	71.40	70.70
Min Standard	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009													
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note : Reliability is based on 12 weeks rolling data