

**FRAMEWORK AGREEMENT  
NO: QC0011**

**ROUTE AGREEMENT  
NO: QC85301**

**ROUTE: W19**

**SCHEDULE I**

**ROUTE REQUIREMENTS AND ROUTE DESCRIPTION**

This Schedule comprises the following:

Schedule IA – Route Requirements and Route Description

Schedule IB – Working Timetable, Peak Vehicle Requirements and Scheduled In Service Mileage

Schedule IC – Special Conditions and Variations from Annex B Terms and Conditions

Schedule ID – Minimum Performance Standards

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**SCHEDULE IA**

**ROUTE REQUIREMENTS AND ROUTE DESCRIPTION**

**PART 1 – ROUTE REQUIREMENTS**

**1. Terminal Points**

Route number W19 shall operate in accordance with the Working Timetable contained in Schedule IB and the Public Timetable in Schedule IA Part 2.

**2. Stopping Arrangements**

All buses operating on the Services must serve all stops on the line of route designated for the route.

Drivers must pick up/set down at all bus stops where passengers wish to board and/or alight. If a driver is certain no passengers wish to board or alight, they may continue. If the driver is in any doubt, they must stop.

**3. Garage Address**

The operation of this route will be managed from the Operator's garage as detailed below:

Garage Address: Walthamstow Garage (AW)  
London  
E4 8ST

**4. Layovers**

The Working Timetable incorporates scheduled running times and layover times considered necessary by the Operator to enable the Services to be operated to at least the Minimum Performance Standards set out in Schedule ID.

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## **SCHEDULE IA**

### **ROUTE REQUIREMENTS AND ROUTE DESCRIPTION**

#### **PART 2 – ROUTE DESCRIPTION**

1. Route Description –  
As detailed on the attached Route Description.
2. Public Timetable –  
As detailed on the attached Public Timetable.

## **LONDON BUSES - ROUTE DESCRIPTION**

### **ROUTE W19: Walthamstow - Ilford**

**Date of Structural Change:** 25 November 2023.

**Date of Service Change:** 25 November 2023.

**Reason for Issue:** New Contract.

### **STREETS TRAVERSED**

**Towards Ilford:** Argall Avenue, Argall Avenue Roundabout, Argall Avenue, Private Road In Civic Amenity Tip, South Access Road, Markhouse Avenue, Markhouse Road, South Grove, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Lea Bridge Road, Leyton Green Road, High Road Leyton, Hoe Street, Selborne Road, Hoe Street, Lea Bridge Road, Whipps Cross, Whipps Cross Bus-Only Facility, Whipps Cross Road, Private Road In Whipps Cross Hospital Grounds, James Lane, Essex Road South, Hainault Road, Fairlop Road, Leytonstone Station Plaza, Grove Green Road, Gainsborough Road, Leytonstone High Road, Bush Road, Blake Hall Road, Aldersbrook Road, Forest Drive, Station Road, Romford Road, Ilford Hill, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High Road

**Towards Ilford:** South Grove, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Lea Bridge Road, Leyton Green Road, High Road Leyton, Hoe Street, Selborne Road, Hoe Street, Lea Bridge Road, Whipps Cross, Whipps Cross Bus-Only Facility, Whipps Cross Road, Private Road In Whipps Cross Hospital Grounds, James Lane, Essex Road South, Hainault Road, Fairlop Road, Leytonstone Station Plaza, Grove Green Road, Gainsborough Road, Leytonstone High Road, Bush Road, Blake Hall Road, Aldersbrook Road, Forest Drive, Station Road, Romford Road, Ilford Hill, Chapel Road, Winston Way, Handforth Road, Clements Road, Ilford High Road

**Towards Walthamstow:** Ilford High Road, Clements Road, Ilford High Road, Chapel Road, Ilford Hill, Romford Road, Station Road, Forest Drive, Aldersbrook Road, Blake Hall Road, Bush Road, Leytonstone High Road, Gainsborough Road, Grove Green Road, Leytonstone Station Plaza, Fairlop Road, Hainault Road, Essex Road South, James Lane, Private Road In Whipps Cross Hospital Grounds, Whipps Cross Road, Whipps Cross Bus-Only Facility, Whipps Cross, Lea Bridge Road, Leyton Green Road, High Road Leyton, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, South Grove, Markhouse Road, Markhouse Avenue, South Access Road, Private Road In Civic Amenity Tip, Argall Avenue

**Towards Walthamstow:** Ilford High Road, Clements Road, Ilford High Road, Chapel Road, Ilford Hill, Romford Road, Station Road, Forest Drive, Aldersbrook Road, Blake Hall Road, Bush Road, Leytonstone High Road, Gainsborough Road, Grove Green Road, Leytonstone Station Plaza, Fairlop Road, Hainault Road, Essex Road South, James Lane, Private Road In Whipps Cross Hospital Grounds, Whipps Cross Road, Whipps Cross Bus-Only Facility, Whipps Cross, Lea Bridge Road, Leyton Green Road, High Road Leyton, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, South Grove

## **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

### **Walthamstow, Argall Avenue**

Public stand for 2 buses on east side of Argall Avenue (east arm) north of roundabout commencing level with lamp standard No. 18 and extending 20 metres north.

Buses proceed from Argall Avenue, Private Road In Civic Amenity Tip, South Access Road, Markhouse Avenue, Markhouse Road to stand, departing via Argall Avenue, Argall Avenue Roundabout to Argall Avenue.

Set down in Argall Avenue, at Stop AP (BP3987 - Argall Avenue Industrial Estate) and pick up in Argall Avenue, at Stop AS (BP3989 - Staffa Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route W19 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.  
BLIND DISPLAY: Walthamstow, Argall Avenue.

### **Walthamstow, South Grove (from Ilford High Road, Hainault Street)**

Public stand for three buses commencing 20 metres to the rear of bus stop BP 2753 (point letter U) on north side of South Grove and extending 30 metres west.

Buses proceed from South Grove to stand, departing to South Grove.

Set down in South Grove, at Stop X (FC80 - South Grove) and pick up in South Grove, at Stop U (BP2753 - South Grove).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route W19 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.  
BLIND DISPLAY: Walthamstow, South Grove.

### **Walthamstow Central Bus Station (from Ilford High Road, Hainault Street)**

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 Hoe Street, Selborne Road, Walthamstow Central Bus Station to stand, departing to Walthamstow Central Bus Station.

Set down in Hoe Street, at Alighting Point (7960 - Queen's Road) and pick up in Walthamstow Central Bus Station, at Stop B (BP4271 - Walthamstow Bus Station).

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. BLIND DISPLAY: Walthamstow Central.

**Whipps Cross, Bus-Only Facility, East Side (from Ilford High Road, Hainault Street)**

Stand for two buses at bus stop R on east side of new bus-only facility connecting Whipps Cross Road and Lea Bridge Road.

Buses proceed from Private Road In Whipps Cross Hospital Grounds, Whipps Cross Road, Whipps Cross Bus-Only Facility to stand, departing to Whipps Cross Bus-Only Facility.

Set down in Whipps Cross Hospital Grounds, At stop M (LE240 - Whipps Cross Hospital / Main Entrance) and pick up in Whipps Cross Bus Stand, At stop V (BP6291 - Whipps Cross Bus Stand).

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. BLIND DISPLAY: Whipps Cross.

**Whipps Cross, Whipps Cross Road (from Walthamstow, Argall Avenue)**

Public stand for two buses on west side of Whipps Cross Road, south of junction with Lea Bridge Road.

Buses proceed from Whipps Cross Bus-Only Facility, Whipps Cross Road to stand, departing via Whipps Cross Road, Whipps Cross to Lea Bridge Road.

Set down in Whipps Cross Bus Stand, At stop V (BP6291 - Whipps Cross Bus Stand) and pick up in Lea Bridge Road, At stop WA (14270 - Peterborough 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. BLIND DISPLAY: Whipps Cross.

**Leytonstone Station, Plaza**

Private stand for one bus on the eastern arm of the Plaza between Fillebrook Road and Leytonstone Station at bus stop BP1792 (point letter C).

**From Walthamstow, Argall Avenue**

Buses proceed from Fairlop Road to stand, departing to Leytonstone Station Plaza. Set down in Fairlop Road, at Stop B (18000 - Clarendon Road) and pick up in Leytonstone Plaza, at Stop A (BP1790 - Leytonstone Stn / Grove Green Road).

### From ILFORD HIGH ROAD, HAINAULT STREET

Buses proceed from Gainsborough Road, Grove Green Road to stand, departing to Leytonstone Station Plaza.

Set down in Gainsborough Road, at Stop C (BP3746 - Gainsborough Road) and pick up in Leytonstone Plaza, at Stop B (BP1791 - Leytonstone Stn / Grove Green 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.  
BLIND DISPLAY: Leytonstone.

### **Aldersbrook, Wanstead Flats, Queenswood Gardens**

#### From Walthamstow, Argall Avenue

Buses proceed from Blake Hall Road, Centre Road, Woodford Road, Dames Road, Bective Road, Woodford Road, Centre Road departing to Blake Hall Road.

Set down in Blake Hall Road, at Stop A (9313 - Blake Hall Crescent) and pick up in Blake Hall Road, at Stop S (9316 - Blake Hall Crescent).

#### From ILFORD HIGH ROAD, HAINAULT STREET

Buses proceed from Aldersbrook Road, Centre Road, Woodford Road, Dames Road, Bective Road, Woodford Road, Centre Road departing to Aldersbrook Road.

Set down in Aldersbrook Road, at Stop R (3299 - Queenswood Gardens) and pick up in Aldersbrook Road, at Stop B (3305 - Queenswood Gardens).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**  
BLIND DISPLAY: Aldersbrook, Wanstead Flats.

### **Manor Park Station, Gladding Road (from Walthamstow, Argall Avenue)**

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 Forest Drive, Whitta Road, Gladding Road to stand, departing to Gladding Road.

Set down in Aldersbrook Road, at Stop G (2918 - City of London Cemetery) and pick up in Forest Drive, at Stop J (2917 - City of London Cemetery).

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.  
BLIND DISPLAY: Manor Park.

### **Iford Broadway (from Walthamstow, Argall Avenue)**

Buses proceed from Iford Hill departing to Chapel Road.

Set down in Iford Hill, at Stop F (R0757 - Iford Hill) and pick up in Chapel Road, at Stop Y (BP1379 - Chapel Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

BLIND DISPLAY: Iford Hill.

### **Iford, Hainault Street**

Private stand for 18 buses standing abreast in marked bays in Bus Parking Area on east side of Hainault Street, with the first 4 bays (nearest entrance) restricted to midi- buses.

Buses proceed from Iford High Road, Hainault Street, Iford Bus Station to stand, departing via Iford Bus Station, Ley Street, Hainault Street to Iford High Road.

Set down in High Road, at Stop S (R0868 - Hainault Street) and pick up in High Road, at Stop V (FC41 - Hainault Street).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route W19 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.  
BLIND DISPLAY: Iford, Hainault Street.

OTHER INFORMATION: 24 hour toilets available.

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**SCHEDULE IB**

**WORKING TIMETABLE, PEAK VEHICLE REQUIREMENTS, AND SCHEDULED IN SERVICE MILEAGE**

The following quantities of vehicles shall be used to operate the Services and constitute the “Peak Vehicle Requirement” (PVR) by day type and time of day in respect of the Services

	Working Timetable			Number of Vehicles In Service				Daily Scheduled In Service Miles	Number of Days	Scheduled in Service Mileage
	Reference No.	Effective Date	Vehicle Type**	AM PVR	Midday PVR	PM PVR	Evening PVR	Per Day	Days	Days
Mondays to Fridays	W19-61907-1 IF-MF	27/11/23	A/B/C	16	15	18	7	1,699.14	250	424,785.00
Saturdays & Good Friday	W19-61907-1 IF-Sa	25/11/23	A/B/C	N/A	15	N/A	7	1,414.49	56	79,211.44
Sundays & Public Holidays*	W19-61907-1 IF-Su	26/11/23	A/B/C	N/A	9	N/A	7	890.90	58	51,672.20
								<b>Total Scheduled In Service Mileage</b>	<b>364</b>	<b>555,668.64</b>

\* No Service on Sundays or Public Holidays except Good Friday

\*\* See Schedule IIA Part 1

# Including all Public Holidays except Christmas Day and Boxing Day

The AM PVR is the maximum quantity of vehicles in service between 07.00 hours and 09.30 hours on Mondays to Fridays.  
The PM PVR is the maximum quantity of vehicles in service between 15.00 hours and 18.30 hours on Mondays to Fridays.

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**SCHEDULE IC**

**SPECIAL CONDITIONS AND VARIATIONS FROM  
ANNEX B TERMS AND CONDITIONS**

- |   |                     |
|---|---------------------|
| 1. Early Termination Date<br>(clause 27.9)  | 26 November<br>2027 |
| 2. Sponsored Route<br>(clause 27.10)  | No                  |
| 3. Multiple Termination<br>Clause 27.11 to apply  | No                  |
| 4. Is the Operator permitted to accept advertising on the vehicles?<br>(clause 20 of Annex B) | Yes                 |
| 5. Incentive Provisions – Do the Incentive Provisions apply? (clause<br>46)                   | Yes                 |

\* For this Route Agreement, clause 46 of Annex B of the Framework Agreement shall be deleted in its entirety and replaced by the following clause:

**“46. INCENTIVE PROVISIONS**

46.1 The provisions contained in this Route Agreement in relation to Performance Payments only and not the Contract Extension Criteria shall for the purposes of this clause 46 be referred to as the “Incentive Provisions”.

46.2 The following Contract Extension Criteria provisions shall not apply to this Route Agreement:

46.3.1 clause 2 and clause 44.2; and  
46.3.2 Schedule IX in its entirety.

All other provisions of the Route Agreement shall continue to apply provided that where any other part of the Route Agreement relates to or can reasonably be inferred as relating to clauses 46.3.1 or 46.3.2 or any part thereof, such parts shall apply mutatis mutandis.”

6. Spare Vehicles – The Operator shall ensure that the following number of spare vehicles, which are specified in Schedule IIA Part 1, are available for the provision of the Services. 2
7. Existing Vehicles – The Operator shall ensure that all vehicles entering service on this route undergo refurbishment to the April 2021 Refurbishment Specification prior to entering service.
8. Route Risk Assessment - The Corporation acknowledges receipt of the Route Risk Assessment pertaining to route W19.
9. Contract Price Adjustment – applied from Tranche 730 onwards:

Paragraph 9.2.2 is deleted and replaced by the following:

The percentage price adjustment (R) is a 12-month rolling average given by: -

$$R = W \times \frac{1}{12} \times \sum_{i=1 \dots n}^{n=12} \frac{P_{i+1} - P_{i+13}}{P_{i+13}}$$

Where:

- W = 0.85 representing the proportion of the Contract Price that is to be adjusted by movement in the Consumer Price Index.
- P<sub>i+1</sub> = The Consumer Prices Index published for the month that is i+1 month prior to the anniversary of the Date of Tender as set out in Table W19BT published by the Office for National Statistics (ONS).
- P<sub>i+13</sub> = The Consumer Prices Index published for the month that is i+13 months prior to the anniversary of the Date of Tender as set out in Table W19BT published by the Office for National Statistics (ONS).

For the avoidance of doubt 15% of the prevailing Contract Price is non- adjustable.

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**MINIMUM PERFORMANCE STANDARDS AND QSI THRESHOLD**

Minimum Operated Mileage Standard	98%
Route Categorisation	High Frequency Route
Initial Minimum Performance Standard (6 January 2024 to 13 September 2024)	1.05 mins = Excess Waiting Time
Minimum Performance Standard	1.10 mins = Excess Waiting Time
Method of monitoring QSI Performance	Full iBus
QSI Coverage Locations	See attached list of Full iBus QSI Locations
QSI Threshold	Not Applicable

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**SCHEDULE ID - ATTACHMENT**

<b>OUT DIRECTION</b>		<b>BACK DIRECTION</b>	
<b>Timing Point Code</b>	<b>Stop Name</b>	<b>Timing Point Code</b>	<b>Stop Name</b>
WSTWAA T	Walthamstow, Argall Avenue	ILFDHS T	Ilford, Hainault Street
WSTWAA	Staffa Road	ILFDHS	Hainault Street
WSTWSG	South Grove	MNPKSN	Manor Park Station #
WSTCSN	Walthamstow Bus Station <> #	ALDBPR	Park Road
LEYTBAE	Lea Bridge Road / Bakers Arms	LSTNSP	Leytonstone Stn <> / Grove Green Road
WHPCHP	Whipps Cross Hospital / A & E	WHPCHP	Whipps Cross Hospital / A & E
LSTNSP	Leytonstone Stn <> / Grove Green Road	LEYTBAL	Lea Bridge Road / Bakers Arms
ALDBPR	Park Road	WSTCSN	Walthamstow Bus Station <> >lol<
MNPKSN	Manor Park Station #	WSTWSG	South Grove

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**SCHEDULE IIA**

**VEHICLE SPECIFICATION**

This Schedule comprises the following:

Part 1	Vehicle Description
Part 2	No longer used

**SCHEDULE IIA**

**PART 1 - VEHICLE DESCRIPTION**

The vehicles approved for use in the Services shall be

	Vehicle Type A	Vehicle Type B	Vehicle Type C
Chassis Manufacturer and Type	ADL E200	ADL E200	Wright Streetlite
Body Manufacturer and Type	ADL E200	ADL E200	Wright Streetlite
Single /Double Deck or Articulated	Single Deck	Single Deck	Single Deck
Upper Deck Air Cooling System	Not Applicable	Not Applicable	Not Applicable
Minimum Seating Capacity	25 + 1 Wheelchair space	25+ 1 Wheelchair space	25+ 1 Wheelchair space
Maximum Standing Capacity	43	25	25
Maximum Length	9,600 mm	9,600 mm	9,600 mm
Maximum Width	2,440 mm	2,440 mm	2,445 mm
Number of Doors	Two	Two	Two
Year of Manufacture	2016	2015	2019
Engine Type (Including Euro Rating)	Cummins Euro VI	Cummins Euro VI	Euro VI

Notes:

Where appropriate the utilisation of the respective Vehicle Types is shown in Schedule IB.

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**SCHEDULE IIIA**

**FARE CHART**

The Fare chart relating to this Route Agreement will be provided by the Corporation prior to the Commencement Date and from time to time during the life of the Route Agreement.

In accordance with Schedule II of the Route Agreement, a current fare chart shall be displayed or be available for inspection by members of the public on each vehicle used to operate the Services.

The Operator's obligations in respect of fare collection arrangements, ticket checking and inspection remain unchanged.

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EFFECTIVE DATE: 25 NOVEMBER 2023

SCHEDULE IVA

CONTRACT PRICE AND OTHER FINANCIAL DETAILS

1. Contract Price £4,120,000.00 per annum
2. Period Contract Payment £316,923.08
3. Scheduled In Service Mileage 555,656.14 miles p.a
4. Deduction Figure £ 7.41 per mile
5. Date of Tender 8 November 2022
6. Contract Price Adjustment – The basis upon which the Contract Price shall be adjusted is as set out in paragraph 9.2 of Schedule IVB.
7. The **Payment Year** commences on the first day of Payment Period 7 (Quarter 3), and ends on the last day of Payment Period 6 (Quarter 2), save where the Initial Payment Year applies.
8. Notwithstanding the provisions of paragraph 2.3 of Schedule IVD of the Framework Agreement, the **Initial Payment Year** shall be from 6 January 2024 (Payment Period 11, Quarter 4) to 13 September 2024 (Payment Period 6, Quarter 2).