

**FRAMEWORK AGREEMENT  
NO: QC0011**

**ROUTE AGREEMENT  
NO: QC86601**

**ROUTE: 20**

**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 20 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)  
2 Walthamstow Avenue  
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 20: Walthamstow - Debden**

**Date of Structural Change:** 23 March 2024.

**Date of Service Change:** 23 March 2024.

**Reason for Issue:** New Contract.

### **STREETS TRAVERSED**

**Towards Debden:** Walthamstow Central Bus Station, Selborne Road, Hoe Street, Lea Bridge Road, Whipps Cross, Lea Bridge Road, Woodford New Road, Waterworks Corner, Woodford New Road, Woodford Green High Road, Buckhurst Hill High Road, Loughton High Road, Old Station Road, Loughton Station Forecourt, Old Station Road, Loughton High Road, Church Hill, Rectory Lane, Hillyfields, Chester Road, Willingale Road, Colebrook Lane, Jessel Drive, Burney Drive, Westall Road, Etheridge Road, Willingale Road, The Broadway, Burton Road

**Towards Walthamstow:** Torrington Drive, The Broadway, Willingale Road, Etheridge Road, Westall Road, Burney Drive, Jessel Drive, Castell Road, Chester Road, Hillyfields, Rectory Lane, Church Hill, Loughton High Road, Old Station Road, Loughton Station Forecourt, Old Station Road, Loughton High Road, Buckhurst Hill High Road, Woodford Green High Road, Woodford New Road, Waterworks Corner, Woodford New Road, Lea Bridge 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

## **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 Central Station**

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

Buses proceed from Walthamstow Central Bus Station to stand, departing to Walthamstow Central Bus Station.

Set down in Walthamstow Central Bus Station, at Alighting Point (BP4267 - Walthamstow Bus Station) and pick up in Walthamstow Central Bus Station, at Stop B (BP4271 - Walthamstow Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 20 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 Central.
OTHER INFORMATION:	Council toilet facilities available 24 hours a day.

### **Leyton. Bakers Arms (from Debden Station)**

Buses proceed from Leyton Green Road, Capworth Street, Dunton Road departing to Lea Bridge Road.

Set down in Leyton Green Road, at Stop WK (34357 - Leyton Green Road) and pick up in Lea Bridge Road, at Stop EH (10468 - Lea Bridge Road / Bakers Arms).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Leyton, Bakers Arms.

### **Whipps Cross, Whipps Cross Road (from Debden Station)**

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

Set down in Lea Bridge Road, At Stop R (14276 - Hainault Court) and pick up in Lea Bridge Road, At stop Hainault Court (14275 - Hainault Court).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Whipps Cross.

### **Woodford Green, Broomhill Road**

#### **From Walthamstow Central Station**

Buses proceed from Woodford Green High Road, The Terrace, Broomhill Road, Johnston Road departing to Woodford Green High Road.

Set down in High Road, at stop S (15336 - Chingford Lane) and pick up in High Road, at stop B (15334 - Woodford Green / Broadmead Road).

### From DEBDEN STATION

Buses proceed from Woodford Green High Road, Woodford New Road departing to Woodford Green High Road.

Set down in High Road, at Stop C (R0477 - Chingford Lane) and pick up in High Road, at Stop S (15336 - Chingford Lane).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Woodford Green.

### Woodford Wells, Horse & Well (from Walthamstow Central Station)

Public stand for two buses facing south on west side of slip road, on east side of Woodford Green High Road, commencing opposite the southern building line of the Horse & Well public house, and extending 22 metres north.

Buses proceed from Woodford Green High Road to stand, departing to Woodford Green High Road.

Set down in High Road, at Stop FH (15329 - St Thomas of Canterbury Church) and pick up in High Road, at Stop FS (15330 - St Thomas of Canterbury Church).

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:	Woodford Wells.

### Loughton Station

Private (offside) stand for three buses in west side of approach road on Loughton LUL Station forecourt.

#### From Walthamstow Central Station

Buses proceed from Loughton Station Forecourt to stand, departing to Loughton Station Forecourt.

Set down in Loughton Station Forecourt, at Stop B (BP4834 - Loughton Station) and pick up in Loughton Station Forecourt, at Stop C (BP4835 - Loughton Station).

#### From DEBDEN STATION

Buses proceed from Loughton Station Forecourt to stand, departing to Loughton Station Forecourt.

Set down in Loughton Station Forecourt, at Stop C (BP4835 - Loughton Station) and pick up in Loughton Station Forecourt, at Stop B (BP4834 - Loughton 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:	Loughton.

### **Debden, Burton Road**

Stand in layby for two buses located 5m north of Torrington Drive

Buses proceed from Burton Road to stand, departing via Burton Road to Torrington Drive.

Set down in Burton Road, on stand (BP6222 - Burton Road) and pick up in Torrington Drive, BP4747 (BP4747 - The Broadway).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

No more than 2 buses on Route 20 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:

Debden.

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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	20- 62888-1 IF-MF	25/03/24	A	10	10	10	4	1,346.15	250	336,537.50
Saturdays & Good Friday	20- 62888-1 IF-Sa	23/03/24	A	N/A	10	N/A	4	1,304.73	56	73,064.88
Sundays & Public Holidays*	20- 62888-1 IF-Su	24/03/24	A	N/A	5	N/A	4	745.56	58	43,242.48
								<b>Total Scheduled In Service Mileage</b>	<b>364</b>	<b>452,844.86</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)  | 24 March 2028 |
| 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 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 Vehicle – 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. 1
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 20.
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 20BT 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 20BT published by the Office for National Statistics (ONS).

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

10. In accordance with the award letter dated 31 July 2023, this contract may be extended by one further year, subject to mutual agreement. The Corporation will serve a minimum of one year's notice prior to the end of the six-year term.

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**SCHEDULE ID**

**MINIMUM PERFORMANCE STANDARDS AND QSI THRESHOLD**

Minimum Operated Mileage Standard	98%
Route Categorisation	Low Frequency Route
Initial Minimum Performance Standard (1 April 2024 to 3 January 2025)	78.0% "On Time"
Minimum Performance Standard	78.0% "On 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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**OUT DIRECTION**

<b>Timing Point Code</b>	<b>Stop Name</b>
WSTCSN	Walthamstow Bus Station <> #

LEYTBAE	Lea Bridge Road / Bakers Arms
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WHPCLB	Whipps Cross / Wood Street
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WDFGCA	Woodford Green / Broadmead Road
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BUCKBF	Stag Lane
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LGTNSN	Loughton Station <>
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LGTNHB	Sedley Rise
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DEBNCR	Castell Road
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**BACK DIRECTION**

<b>Timing Point Code</b>	<b>Stop Name</b>
DEBNSN	The Broadway

DEBNCR	Castell Road
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LGTNHB	Sedley Rise
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LGTNSN	Loughton Station <>
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BUCKBF	Stag Lane
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WDFGCA	Woodford Green / Broadmead Road
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WHPCRA	Whipps Cross Bus Stand
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LEYTBAL	Lea Bridge Road / Bakers Arms
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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
Chassis Manufacturer and Type	ADL E40H
Body Manufacturer and Type	ADL Enviro400City
Single /Double Deck or Articulated	Double Decker
Upper Deck Air Cooling System	Yes
Minimum Seating Capacity	65 + 1 Wheelchair Space
Maximum Standing Capacity	23
Maximum Length	10,400mm
Maximum Width	2,550mm
Number of Doors	Two
Year of Manufacture	2019
Engine Type (Including Euro Rating)	Euro VI hybrid

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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VERSION NO: 00

EFFECTIVE DATE: 23 MARCH 2024

#### SCHEDULE IVA

#### CONTRACT PRICE AND OTHER FINANCIAL DETAILS

1. Contract Price £ 3,352,250.00 per annum
2. Period Contract Payment £257,865.38
3. Scheduled In Service Mileage 452,844.86 miles p.a
4. Deduction Figure £ 7.40 per mile
5. Date of Tender 23 May 2023
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 11 (Quarter 4), and ends on the last day of Payment Period 10 (Quarter 3), 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 1 April 2024 (Payment Period 1, Quarter 1) to 3 January 2025 (Payment Period 10, Quarter 3).