

**FRAMEWORK AGREEMENT  
NO: QC0055**

**ROUTE AGREEMENT  
NO: QC87103**

**ROUTE: 473**

## **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 473 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:    Henley Road Garage (DS)  
                          Henley Road, Factory Road  
                          North Woolwich  
                          London  
                          E16 2EL

##### **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 473: North Woolwich - Stratford

**Date of Structural Change:** 30 March 2024

**Date of Service Change:** 30 March 2024

**Reason for Issue:** New Contract.

### STREETS TRAVERSED

**Towards Stratford:** Bus Turning Area, Pier Road, Albert Road, Connaught Road, Hartmann Road, City Airport Access Road, Hartmann Road, Connaught Road, Connaught Bridge, Victoria Dock Road, Connaught Roundabout, Victoria Dock Road, Prince Regent Lane, Greengate Street, Plaistow Broadway, Plaistow High Street, Plaistow Road, New Plaistow Road, West Ham Lane, Tramway Avenue, Stratford Broadway, Great Eastern Road, Station Street, Stratford Bus Station

**Towards North Woolwich:** Stratford Bus Station, Great Eastern Road, Stratford Broadway, Tramway Avenue, West Ham Lane, New Plaistow Road, Plaistow Road, Plaistow High Street, Plaistow Broadway, Greengate Street, Prince Regent Lane, Prince Regent Bus Station, Victoria Dock Road, Connaught Roundabout, Connaught Bridge, Connaught Road, Hartmann Road, City Airport Access Road, Hartmann Road, Connaught Road, Albert Road, Pier Road

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

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

#### North Woolwich, Free Ferry

Public stand for two buses on south side of Pier Road commencing 200 metres west of Albert Road and extending 20 metres east.

Buses proceed from Pier Road to stand, departing via Pier Road to Bus Turning Area.

Set down in Pier Road, at Stop Z (BP726 - North Woolwich Ferry) and pick up in Pier Road, at Stop A (FC27 - North Woolwich Ferry).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

No more than 1 bus on Route 473 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:

North Woolwich.

### **London City Airport**

From North Woolwich, Free Ferry

Buses proceed from City Airport Access Road, departing to City Airport Access Road.

Set down in London City Airport, at stop J (BP558 - London City Airport) and pick up in London City Airport, at stop J (BP558 - London City Airport).

From STRATFORD, BUS STATION

Buses proceed from City Airport Access Road, departing to City Airport Access Road.

Set down in London City Airport, at stop J (BP558 - London City Airport) and pick up in London City Airport, at stop J (BP558 - London City Airport).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

**Turning Point Only - Buses must not stand**

BLIND DISPLAY:

London City Airport.

### **Prince Regent D L R Station (from Stratford, Bus Station)**

Stand for four buses in two portions:

1. Private stand for two buses on north side of bus station at eastern end.
2. Public stand for two buses in layby on south side of Connaught Road commencing 10 metres west of lamp standard 26G108 and extending 20 metres east.

Buses proceed from Prince Regent Bus Station to stand, departing via Prince Regent

Bus Station to Victoria Dock Road.

Set down in Prince Regent Bus Station, at Stop R (BP859 - Prince Regent Bus Station) and pick up in Prince Regent Bus Station, at Stop T (BP861 - Prince Regent 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:

Prince Regent.

### **Plaistow, Greengate Street (from North Woolwich, Free Ferry)**

Buses proceed from Prince Regent Lane, Barking Road, Balaam Street, Plaistow Broadway departing to Greengate Street.

Set down in Prince Regent Lane, at stop GT (8107 - Wigston Road) and pick up in Greengate Street, at stop GP (8100 - Perth Road).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

**Turning Point Only - Buses must not stand**

BLIND DISPLAY:

Plaistow, Greengate.

**Plaistow, Bull Road (from North Woolwich, Free Ferry)**

Buses proceed from Plaistow Road, Bull Road, Willis Road, Holbrook Road departing to Plaistow Road.

Set down in Plaistow Road, at Stop K (8037 - Morley Road) and pick up in Plaistow Road, at Stop J (8036 - Morley Road).

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

**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 to stand, departing to Stratford Bus Station.

Set down in Stratford Bus Station, at Alighting Point AP1 (BP5307 - Stratford Bus Station) and pick up in Stratford Bus Station, at Stop D (BP975 - Stratford Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 473 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:	Stratford.
OTHER INFORMATION:	Council toilet facilities available 24 hours a day.

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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	473-62955-BE-MF-1	01/04/2024	A	9	9	9	5	1,210.56	250	302,640.00
Saturdays & Good Friday	473-62955-BE-Sa-1	30/03/2024	A	N/A	9	N/A	5	1,164.00	56	65,184.00
Sundays & Public Holidays *	473-62955-BE-Su-1	31/03/2024	A	N/A	6	N/A	5	873.00	58	50,634.00
								<b>Total Scheduled in Service Mileage</b>	<b>364</b>	<b>418,458.00</b>

\* Excluding Christmas Day and 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)  | 31 March<br>2028           |
| 2. Sponsored Route<br>(clause 27.10)  | No                         |
| 3. Multiple Termination<br>Clause 27.11 to apply  | Yes                        |
| The following agreements will be subject to multiple termination:                             | QC8710<br>1<br>QC8710<br>2 |
| 4. Is the Operator permitted to accept advertising on the vehicles? (clause<br>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 473.
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 D7BT 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 D7BT 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 (1 April 2024 to 3 January 2025)	EWT = 0.92 minute
Minimum Performance Standard	EWT = 0.90 minute
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**

OUT DIRECTION		BACK DIRECTION	
Timing Point Code	Stop Name	Timing Point Code	Stop Name
NWOOFF	North Woolwich Ferry	STFDDBS	Stratford Bus Station [dlr]
LONDCA	London City Airport	PLASSN	Plaistow Station
PREGSN	Prince Regent Bus Station [dlr]	PLASGG	Barking Road
PLASGG	Barking Road	PREGSN	Prince Regent Bus Station [dlr]
PLASSN	Plaistow Station	LONDCA	London City Airport

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**SCHEDULE IIA**

**VEHICLE SPECIFICATION**

This Schedule comprises the following:

Part 1              Vehicle Description

Part 2              No longer used

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**SCHEDULE IIA**

**PART 1 - VEHICLE DESCRIPTION**

The vehicles approved for use in the Services shall be

	<b>Vehicle Type A</b>
Chassis Manufacturer and Type	Volvo B9TL
Body Manufacturer and Type	Wrightbus Eclipse Gemini 2
Single or Double Deck	Double Deck
Upper Deck Air Cooling System	Yes
Minimum Seating Capacity	62 + 1 wheelchair space
Maximum Standing Capacity	24
Maximum Length	10,400mm
Maximum Width	2,550mm
Number of Doors	Two
Year of Manufacture	2010
Engine Type (Including Euro Rating)	Euro V EEV

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: 00/01

EFFECTIVE DATE: 30 MARCH 2024

#### SCHEDULE IVA

##### CONTRACT PRICE AND OTHER FINANCIAL DETAILS

1. Contract Price £3,137,598.00 per annum
2. Period Contract Payment £ 241,353.69.00
3. Scheduled In Service Mileage 418,458.00 miles p.a
4. Deduction Figure £7.50 per mile
5. Date of Tender 30 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).