

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 5

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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 No. 5.

From 6th March 2010:

- Mondays to Saturdays daytime frequencies are reduced from every 6-7 minutes (9 buses per hour) to every 7-8 minutes (8 buses per hour).
- One Mondays to Fridays AM peak flow journey ex Romford, St. Edwards Way and one Mondays to Fridays PM peak flow journey ex Canning Town Bus Station are specified. All other additional Mondays to Fridays peak flow journeys are withdrawn.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 5.

3. TERMINALS

Route No. 5 will operate between Romford Market, St. Edwards Way and Canning Town Bus Station.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix B. 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 No. 5 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

5. VEHICLE TYPE

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

Route No. 5 is currently approved for vehicles which are a maximum of 10.5 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. 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. Romford Market, St. Edwards Way to Canning Town Bus Station

0440 - 0520	Every 12 minutes
0521 - 0550	Every 10 minutes
0551 - 0635	Every 8 minutes
0636 - 0715	Every 7-8 minutes (8 buses per hour)
0716 - 0815	Every 6-7 minutes (9 buses per hour)
0816 - 1825	Every 7-8 minutes (8 buses per hour)
1826 - 1910	Every 8 minutes
1911 - 0010	Every 10 minutes

First departure from Romford Market, St. Edwards Way no later than 0445.
Last departure from Romford Market, St. Edwards Way no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Upton Park, Boleyn between 0725 and 0810, no more than 7 minutes apart between 0811 and 0910 and no more than 8 minutes apart between 1500 and 1700.

2. Canning Town Bus Station to Romford Market, St. Edwards Way

0600 - 0655	Every 10 minutes
0656 - 0710	Every 8 minutes
0711 - 1650	Every 7-8 minutes (8 buses per hour)
1651 - 1750	Every 6-7 minutes (9 buses per hour)
1751 - 1900	Every 7-8 minutes (8 buses per hour)
1901 - 2035	Every 8 minutes
2036 - 0025	Every 10 minutes*
0026 - 0105	Every 12 minutes*

First departure from Canning Town Bus Station no later than 0605.
Last departure from Canning Town Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Barking Station between 0730 and 0900 and between 1455 and 1725 and no more than 7 minutes apart between 1726 and 1825.

*** Buses operating towards Romford Market, St. Edwards Way are diverted after 2130 (until last bus) from South Street (at junction of Atlanta Boulevard) via Victoria Road to Mercury Gardens to resume line of routing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the Romford Station stop on South Street and will serve the stop on Victoria Road instead. In addition, the stop on Western Road will not be served.**

6.2 Saturdays & Good Friday

1. Romford Market, St. Edwards Way to Canning Town Bus Station

0440 - 0635	Every 12 minutes
0636 - 0705	Every 10 minutes
0706 - 0820	Every 8 minutes
0821 - 1735	Every 7-8 minutes (8 buses per hour)
1736 - 1840	Every 8 minutes
1841 - 0010	Every 10 minutes

First departure from Romford Market, St. Edwards Way no later than 0445.
Last departure from Romford Market, St. Edwards Way no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Upton Park, Boleyn between 0900 and 1100.

2. Canning Town Bus Station to Romford Market, St. Edwards Way

0600 - 0645	Every 12 minutes
0646 - 0725	Every 10 minutes
0726 - 0805	Every 8 minutes
0806 - 1835	Every 7-8 minutes (8 buses per hour)
1836 - 1935	Every 8 minutes
1936 - 0025	Every 10 minutes*
0026 - 0105	Every 12 minutes*

First departure from Canning Town Bus Station no later than 0605.
Last departure from Canning Town Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Barking Station between 0825 and 1100.

*** Buses operating towards Romford Market, St. Edwards Way are diverted after 2130 (until last bus) from South Street (at junction of Atlanta Boulevard) via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the Romford Station stop on South Street and will serve the stop on Victoria Road instead. In addition, the stop on Western Road will not be served.**

6.3 Sundays

1. Romford Market, St. Edwards Way to Canning Town Bus Station

0440 - 0735	Every 12 minutes
0736 - 0815	Every 10 minutes
0816 - 1740	Every 8 minutes
1741 - 0010	Every 10 minutes

First departure from Romford Market, St. Edwards Way no later than 0445.
Last departure from Romford Market, St. Edwards Way no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Upton Park, Boleyn between 1030 and 1130.

2. Canning Town Bus Station to Romford Market, St. Edwards Way

0600 - 0845	Every 12 minutes
0846 - 0905	Every 10 minutes
0906 - 1835	Every 8 minutes
1836 - 0025	Every 10 minutes*
0026 - 0105	Every 12 minutes*

First departure from Canning Town Bus Station no later than 0605.
Last departure from Canning Town Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Barking Station between 1030 and 1130.

*** Buses operating towards Romford Market, St. Edwards Way are diverted after 2130 (until last bus) from South Street (at junction of Atlanta Boulevard) via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the Romford Station stop on South Street and will serve the stop on Victoria Road instead. In addition, the stop on Western Road will not be served.**

6.4 Boxing Day

1. Romford Market, St. Edwards Way to Canning Town Bus Station

0815 - 1740	Every 8 minutes
1741 - 0010	Every 10 minutes

First departure from Romford Market, St. Edwards Way no later than 0820.
Last departure from Romford Market, St. Edwards Way no earlier than 0005.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Upton Park, Boleyn between 1030 and 1130.

2. Canning Town Bus Station to Romford Market, St. Edwards Way

0800 - 0845	Every 12 minutes
0846 - 0905	Every 10 minutes
0906 - 1835	Every 8 minutes
1836 - 0025	Every 10 minutes*
0026 - 0105	Every 12 minutes*

First departure from Canning Town Bus Station no later than 0805.
Last departure from Canning Town Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 8 minutes apart at Barking Station between 1030 and 1130.

*** Buses operating towards Romford Market, St. Edwards Way are diverted after 2130 (until last bus) from South Street (at junction of Atlanta Boulevard) via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the Romford Station stop on South Street and will serve the stop on Victoria Road instead. In addition, the stop on Western Road will not be served.**

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 No. 5 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. 5 shall be:

Average Excess Wait Time:	No more than 1.10 minutes
Minimum Operated Mileage:	No less than 98.00%

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 = 0.95 minutes

Summary of proposed QSI coverage: Route No. 5

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.

Survey locations

Towards Canning Town Bus Station

Romford
Becontree Heath \$
Barking
East Ham

Towards Romford Market, St. Edwards Way

Canning Town
East Ham
Barking
Becontree Heath \$

Total scheduled manual QSI surveys per quarter = 128.

\$ Observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. 5 are attached at Appendix A. This gives an indication of the time required to travel the route. 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 AM and PM peaks and afternoon interpeak and the Saturday afternoon shopping period.

It is expected that any changes to these running times can be accommodated within existing cycle times.

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

- the minimum performance standards for Route No. 5 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

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. 5 should interwork with Route No. N15 to form a seamless 24 hour service between Romford Market, St. Edwards Way and Canning Town Bus Station.

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 No. 5 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. 5:

- Football matches at West Ham United F.C. in Upton Park can cause severe traffic congestion in the area.
- Romford Market, which is held on Wednesdays, Fridays and Saturdays, can lead to traffic delays in the Romford area.
- Route No. 5 can suffer from unpredictable traffic delays in the Romford, East Ham and Barking Road, Canning Town flyover areas, particularly during Mondays to Fridays peak periods.
- Parts of South Street and Western Road in Romford are closed to northbound traffic after 2130 as a result of safety concerns due to anti social behaviour. Buses on Route No. 5 operating towards Romford Market, St. Edwards Way are diverted after 2130 (until last bus) from South Street (at junction of Atlanta Boulevard) via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens & Western Road. Buses will consequently not serve the Romford Station stop on South Street and will serve the stop on Victoria Road instead. In addition, the stop on Western Road will not be served. Southbound traffic is not affected. Thus buses operating towards Canning Town Bus Station are unaffected and remain on normal line of route.

12. OPERATIONAL CONSIDERATIONS - continued

Tenderers should also note the following factors/events which may have an impact on Route No. 5 in the foreseeable future:

- Further developments are progressing in Romford town centre, including the Market Square and the new Asda store at Liberty 2 (located at the junction of Main Road, St. Edwards Way and Mercury Gardens). Over the next 10 years, there should be fairly significant increases in residential and commercial properties within and along the inner ring road. This will affect demand on the route.
- In Romford, a proposal exists for Western Road to operate two-way for buses only. Buses would no longer serve Chandlers Way and Eastern Road. This will simplify the routing and allow scope to review bus stop locations.
- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

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 No. 5 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 No. 5

Romford Market, St. Edwards Way to Canning Town Bus Station	10.6 miles
Canning Town Bus Station to Romford Market, St. Edwards Way	10.5 miles
Canning Town Bus Station to Romford Market, St. Edwards Way (via Victoria Road)	10.5 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 No. 5 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:

5 via Barking

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.

APPENDIX A: SAMPLE RUNNING TIMES FOR ROUTE No. 5
(based on current schedule)

MONDAYS TO FRIDAYS1. Romford Market, St. Edwards Way to Canning Town Bus Station

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Romford Market St. Edwards Way	0447	0801	1200	1703	2305
Romford Station	0449	0804	1203	1706	2308
Becontree Heath Bus Station	0457	0817	1214	1720	2318
Becontree <i>Martins Corner</i>	0502	0825	1221	1728	2323
Barking Bus Garage	0508	0835	1230	1737	2329
Barking Station	0511	0840	1235	1742	2332
East Ham <i>Newham Town Hall</i>	0517	0851	1245	1752	2338
Upton Park <i>Boleyn</i>	0520	0858	1251	1759	2341
Plaistow <i>Greengate</i>	0523	0902	1256	1805	2344
Canning Town Bus Station	0531	0912	1306	1814	2352
	44 minutes	71 minutes	66 minutes	71 minutes	47 minutes

2. Canning Town Bus Station to Romford Market, St. Edwards Way

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Canning Town Bus Station	0607	0801	1204	1657	2305
Plaistow <i>Greengate</i>	0613	0809	1215	1709	2312
Upton Park <i>Priory Road</i>	0616	0812	1219	1714	2314
East Ham <i>Newham Town Hall</i>	0619	0815	1224	1722	2317
Barking Station	0627	0825	1235	1733	2325
Barking Bus Garage	0631	0832	1240	1741	2328
Becontree <i>Martins Corner</i>	0637	0842	1249	1751	2334
Becontree Heath <i>Wood Lane, Ship & Anchor</i>	0642	0850	1257	1801	2339
Romford Station	0650	0904	1309	1817	2348
Romford Market St. Edwards Way	0652	0907	1312	1820	2350
	45 minutes	66 minutes	68 minutes	83 minutes	45 minutes

SATURDAYS1. Romford Market, St Edwards Way to Canning Town Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Romford Market St. Edwards Way	0447	1055	1501	2305
Romford Station	0449	1059	1505	2308
Becontree Heath Bus Station	0457	1112	1518	2318
Becontree <i>Martins Corner</i>	0502	1119	1525	2323
Barking Bus Garage	0508	1128	1534	2329
Barking Station	0511	1132	1538	2332
East Ham <i>Newham Town Hall</i>	0517	1142	1548	2338
Upton Park <i>Boleyn</i>	0520	1150	1556	2341
Plaistow <i>Greengate</i>	0523	1156	1602	2344
Canning Town Bus Station	0531	1207	1613	2352
	44 minutes	72 minutes	72 minutes	47 minutes

2. Canning Town Bus Station to Romford Market, St. Edwards Way

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Canning Town Bus Station	0607	1057	1505	2305
Plaistow <i>Greengate</i>	0613	1106	1514	2312
Upton Park <i>Priory Road</i>	0616	1111	1519	2314
East Ham <i>Newham Town Hall</i>	0619	1118	1526	2317
Barking Station	0627	1128	1536	2325
Barking Bus Garage	0631	1133	1541	2328
Becontree <i>Martins Corner</i>	0637	1142	1550	2334
Becontree Heath <i>Wood Lane, Ship & Anchor</i>	0642	1151	1559	2339
Romford Station	0650	1207	1615	2348
Romford Market St. Edwards Way	0652	1211	1619	2350
	45 minutes	74 minutes	74 minutes	45 minutes

SUNDAYS1. Romford Market, St. Edwards Way to Canning Town Bus Station

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Romford Market St. Edwards Way	0447	1055	1511	2305
Romford Station	0449	1059	1515	2308
Becontree Heath Bus Station	0457	1110	1526	2318
Becontree <i>Martins Corner</i>	0502	1117	1533	2323
Barking Bus Garage	0508	1124	1540	2329
Barking Station	0511	1128	1544	2332
East Ham <i>Newham Town Hall</i>	0517	1136	1552	2338
Upton Park <i>Boleyn</i>	0520	1142	1558	2341
Plaistow <i>Greengate</i>	0523	1147	1603	2344
Canning Town Bus Station	0531	1157	1613	2352
	44 minutes	62 minutes	62 minutes	47 minutes

2. Canning Town Bus Station to Romford Market, St. Edwards Way

	Typical early morning	Typical late AM shopping period	Typical PM shopping period	Typical late evening
Canning Town Bus Station	0607	1055	1503	2305
Plaistow <i>Greengate</i>	0613	1104	1512	2312
Upton Park <i>Priory Road</i>	0616	1108	1516	2314
East Ham <i>Newham Town Hall</i>	0619	1114	1522	2317
Barking Station	0627	1123	1531	2325
Barking Bus Garage	0631	1128	1536	2328
Becontree <i>Martins Corner</i>	0637	1135	1543	2334
Becontree Heath <i>Wood Lane, Ship & Anchor</i>	0642	1142	1550	2339
Romford Station	0650	1154	1602	2348
Romford Market St. Edwards Way	0652	1157	1605	2350
	45 minutes	62 minutes	62 minutes	45 minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8.)

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 5: Romford Market - Canning Town Station

Date of Structural Change: 28 August 2010.

Date of Service Change: 28 August 2010.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Canning Town Station: St Edwards Way, Main Road Roundabout, Mercury Gardens, Western Road, Chandlers Way, Eastern Road, South Street, Rom Valley Way, Roneo Corner, Rush Green Road, Wood Lane, Becontree Heath Bus Station, Wood Lane, Longbridge Road, Station Parade, Cambridge Road, Linton Road, London Road, Barking Road, Canning Town Roundabout, Canning Town Bus Station.

Towards Romford Market: Canning Town Bus Station, Silvertown Way, Barking Road, London Road, Linton Road, Cambridge Road, Station Parade, Longbridge Road, Wood Lane, Rush Green Road, Rom Valley Way, South Street, Western Road, Mercury Gardens, Main Road Roundabout, St Edwards Way.

Special Journey towards Romford Market between South Street and Mercury Gardens:
After 2130 every night buses operate from South Street, then via Victoria Road rejoining line of route at Mercury Gardens.

STANDING AND TURNING POINTS

ROMFORD MARKET, ST EDWARDS WAY

Public stand for 5 buses on north side of St Edward's Way, at the junction with Church Lane.

Buses proceed from St Edwards Way via St Edwards Way Bus Stand to stand, departing via St Edwards Way Bus Stand to St Edwards Way. Set down in St Edwards Way, at Stop L and pick up in St Edwards Way, at Stop E.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 5 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:	Romford Market.
OTHER INFORMATION:	Council toilet facilities available between 08:00 until 16:00 Mon to Sat.

ROMFORD STATION, ATLANTA BOULEVARD (from CANNING TOWN STATION)

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard and Romford Station Forecourt to South Street. Set down in Atlanta Boulevard, at Alighting Point and pick up in South Street, at Stop T.

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: Romford Station.
OTHER INFORMATION: Toilet facilities available 24 hours.

ROMFORD, RONEO CORNER (from CANNING TOWN STATION)

Buses proceed from Rush Green Road via Roneo Corner, Hornchurch Road, Roneo Link and Roneo Corner departing to Rush Green Road. Set down in Rush Green Road, at stop RW and pick up in Rush Green Road, at stop RU.

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

BECONTREE HEATH BUS STATION

Private stand for 4 buses standing abreast in marked bays in bus station on south side of Wood Lane.

From Canning Town Station.

Buses proceed from Wood Lane via Becontree Heath Bus Station to stand, departing to Becontree Heath Bus Station. Set down in Wood Lane, at Stop G and pick up in Becontree Heath Bus Station, at Stop H.

From Romford Market.

Buses proceed from Becontree Heath Bus Station direct to stand, departing via Becontree Heath Bus Station to Wood Lane. Set down in Becontree Heath Bus Station, at Alighting Point and pick up in Wood Lane, at Stop R.

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: Becontree Heath.
OTHER INFORMATION: Toilet facilities available 24 hours.

FIVE ELMS ROAD

From Canning Town Station.

Buses proceed from Wood Lane via Thompson Road, Halbutt Street and Five Elms Road departing to Wood Lane. Set down in Wood Lane, at stop N and pick up in Wood Lane, at stop M.

From Romford Market.

Buses proceed from Wood Lane via Thompson Road, Halbutt Street and Five Elms Road departing to Wood Lane. Set down in Wood Lane, at stop L and pick up in Wood Lane, at stop N.

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

BECONTREE, BENNETTS CASTLE LANE (from CANNING TOWN STATION)

Buses proceed from Longbridge Road via Bennett's Castle Lane, Becontree Avenue, Valence Avenue and Porters Avenue departing to Wood Lane. Set down in Bennett's Castle Lane, at Stop NL and pick up in Wood Lane, at Stop WS.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Bennett's Castle Lane.

BARKING STATION (from CANNING TOWN STATION)

Public stand on for three buses on the east side of Longbridge Road, commencing at a point opposite "The Spotted Dog" public house and extending 37 metres north. Buses proceed from Station Parade via Longbridge Road (Circumnavigate Roundabout At Junction With Fanshawe Avenue) to stand, departing via Longbridge Road to Station Parade. Set down in Station Parade, at Stop K and pick up in Station Parade, 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: Barking.

BARKING, LONDON ROAD (from Romford Market)

Private stand in layby on north side of London Road, commencing 37 metres east of the eastern kerbline of North Street and extending 36 metres east.

Buses proceed from London Road via London Road Bus Stand to stand, departing via London Road Bus Stand to London Road. Set down in London Road, at Stop C and pick up in London Road, at Stop E.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Barking.

EAST HAM, RON LEIGHTON WAY (from Romford Market)

Public stand in layby on west side of Ron Leighton Way, commencing 12 metres south of Wakefield Street (no longer a junction with Ron Leighton Way) and extending 36 metres south.

Buses proceed from Barking Road via Ron Leighton Way to stand, departing via Ron Leighton Way to Barking Road. Set down in Barking Road, at stop W and pick up in Barking Road, at stop S.

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:	Newham Town Hall.

EAST HAM, NEWHAM TOWN HALL (from CANNING TOWN STATION)

Public stand for four buses on west side of Wellington Road, commencing at lamp standard No 3 and extending 47 metres south.

Buses proceed from Barking Road via High Street South, Nelson Street and Wellington Road to stand, departing via Wellington Road to Barking Road. Set down in Barking Road, at stop P and pick up in Barking Road, at stop W.

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:	East Ham, Newham Town Hall.

UPTON PARK, BOLEYN

Public stand on west side of Claughton Road, commencing 14 metres south of the kerbline of Barking Road and extending 20 metres south.

From Canning Town Station.

Buses proceed from Barking Road via Boundary Road and Claughton Road to stand, departing via Claughton Road to Barking Road. Set down in Barking Road, at Stop O and pick up in Barking Road, at Stop S.

From Romford Market.

Buses proceed from Barking Road via Boundary Road and Claughton Road to stand, departing via Claughton Road to Barking Road. Set down in Barking Road, at Stop P and pick up in Barking Road, at Stop O.

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: Upton Park, Boleyn.

PLAISTOW, BALAAM STREET (from Romford Market)

Buses proceed from Barking Road via Balaam Street, Plaistow Broadway and Greengate Street departing to Barking Road. Set down in Barking Road, at stop BC and pick up in Barking Road, at stop BN.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Plaistow, Balaam Street.

CANNING TOWN, HERMIT ROAD (from Romford Market)

Public stand for 3 buses on south side of Trinity Gardens commencing opposite east flank wall of Nos. 2-96 and extending 38 metres east.

Buses proceed from Barking Road via Hermit Road and Trinity Gardens to stand, departing via Trinity Gardens to Barking Road. Set down in Barking Road, at stop P and pick up in Barking Road, at stop S.

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: Canning Town, Barking Road.

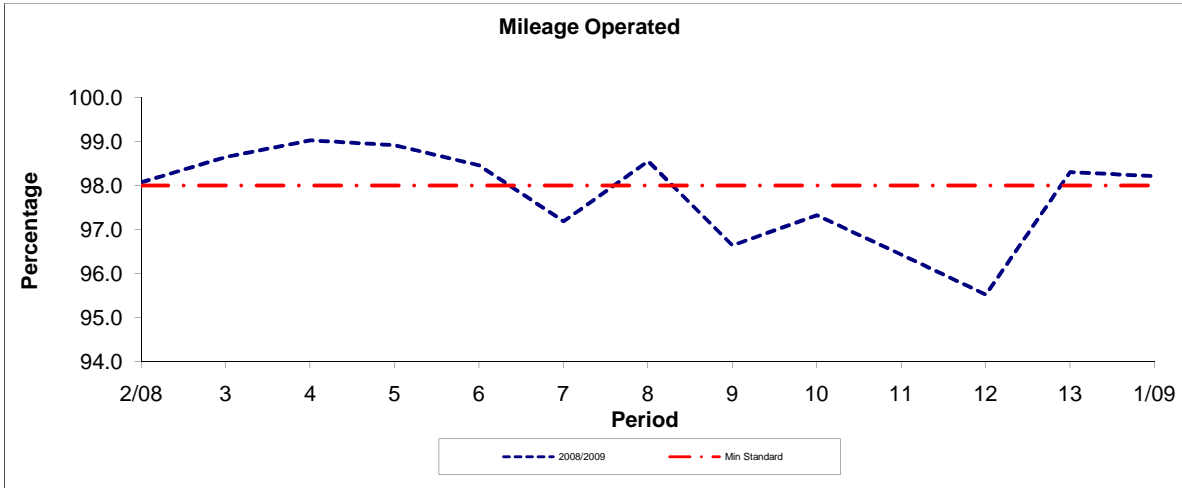
CANNING TOWN BUS STATION, STAND W1

Private stand for 6 buses in marked bays at Stand W1/2 on west side of Canning Town Bus Station at south-west corner of junction of Barking Road and Silvertown Way. Buses proceed from Canning Town Bus Station direct to stand, departing to Canning Town Bus Station. Set down in Canning Town Bus Station, at Stop A and pick up in Canning Town Bus Station, at Stop F.

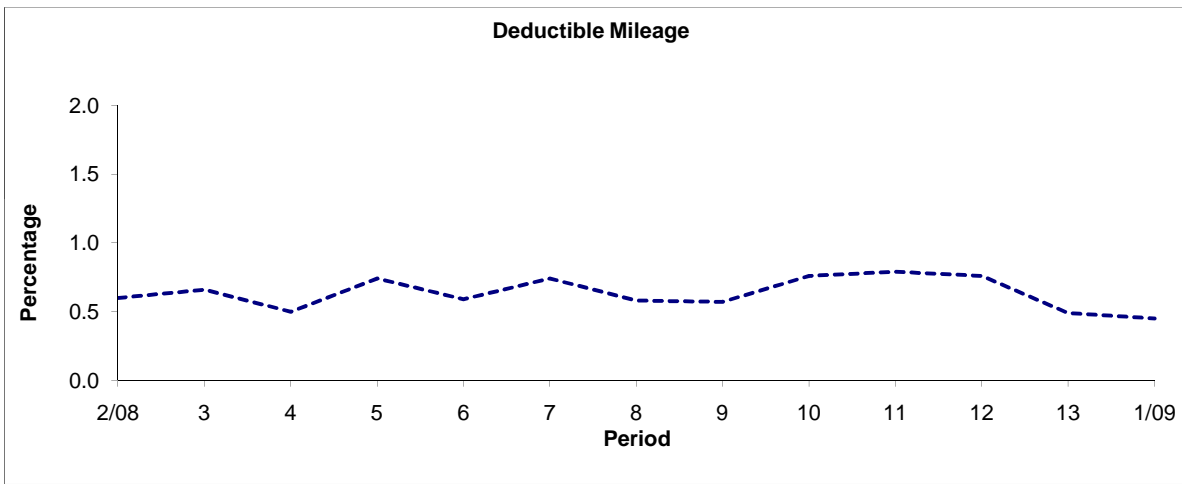
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses on Route 5 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Canning Town.
OTHER INFORMATION:	LBSL toilet facilities available Mon-Fri:0630-2245 and Sat & Sun: 0700-2245.

PART B - PERFORMANCE STATISTICS

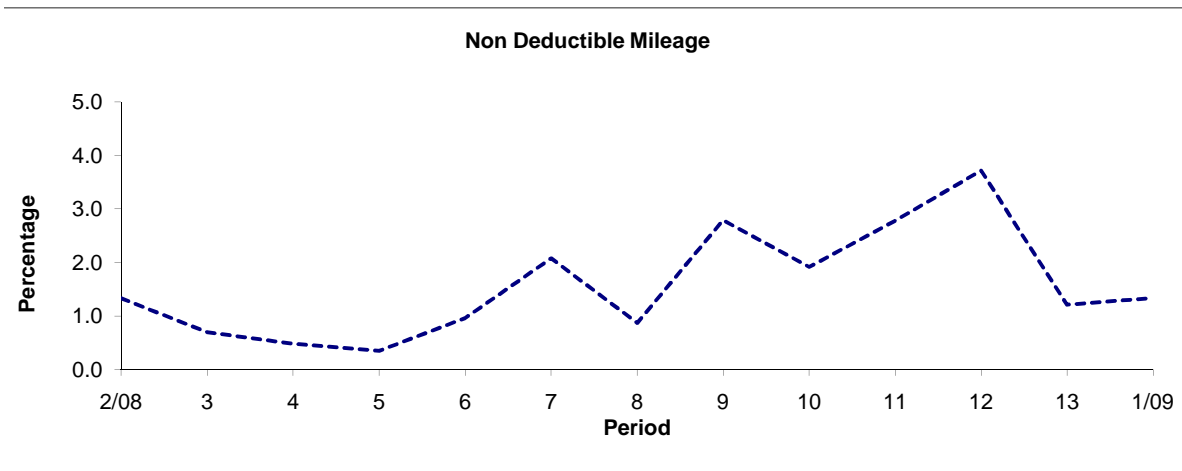
Route 5



Period	2/08	3	4	5	6	7	8	9	10	11	12	13	1/09
2008/2009	98.07	98.64	99.02	98.91	98.45	97.18	98.55	96.64	97.32	96.43	95.52	98.30	98.21
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	2/08	3	4	5	6	7	8	9	10	11	12	13	1/09
2008/2009	0.60	0.66	0.50	0.74	0.59	0.74	0.58	0.57	0.76	0.79	0.76	0.49	0.45

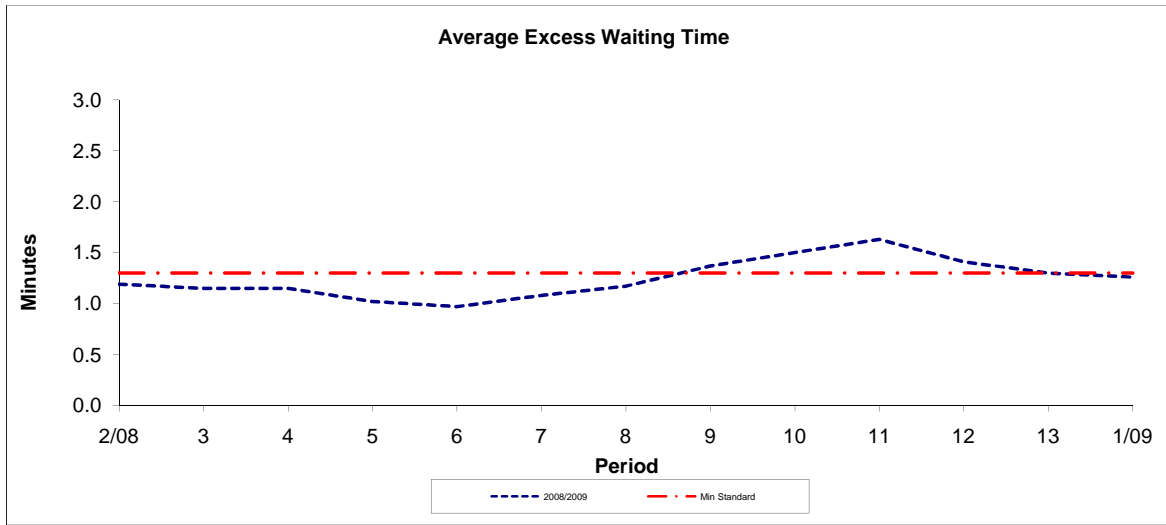


Period	2/08	3	4	5	6	7	8	9	10	11	12	13	1/09
2008/2009	1.33	0.70	0.48	0.35	0.96	2.08	0.87	2.79	1.92	2.78	3.72	1.21	1.34

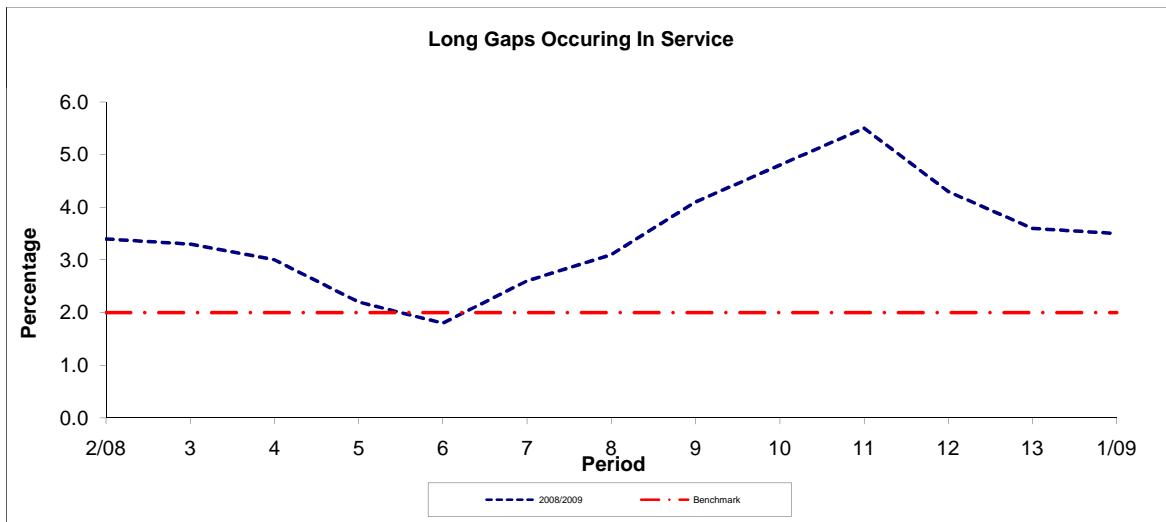
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 5



Period	2/08	3	4	5	6	7	8	9	10	11	12	13	1/09
2008/2009	1.19	1.15	1.15	1.02	0.97	1.08	1.17	1.37	1.50	1.63	1.41	1.30	1.26
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	2/08	3	4	5	6	7	8	9	10	11	12	13	1/09
2008/2009	3.40	3.30	3.00	2.20	1.80	2.60	3.10	4.10	4.80	5.50	4.30	3.60	3.50
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data