

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC88503**

ROUTE: C11

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

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC88503**

ROUTE: C11

SCHEDULE IA

ROUTE REQUIREMENTS AND ROUTE DESCRIPTION

PART 1 – ROUTE REQUIREMENTS

1. Terminal Points

Route number C11 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:

Cricklewood Garage (W)
329 Edgware Road
Cricklewood
London
NW2 6JP

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.

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC88503**

ROUTE: C11

SCHEDULE IA

ROUTE REQUIREMENTS AND ROUTE DESCRIPTION

PART 2 – ROUTE DESCRIPTION

1. Route Description –

As detailed on the attached Route Description.

2. Public Timetable –

Due to the widespread use of Stop Specific Timetables (SSTT), Public Timetables are no longer being issued.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE C11: Archway Station - Brent Cross Shopping Centre

Date of Service Change: 20 July 2024.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Brent Cross Shopping Centre: Tollhouse Way, Highgate Hill, Magdala Avenue, Dartmouth Park Hill, Chester Road, Swain's Lane, Brookfield Park, St Alban's Road, Highgate Road, Gordon House Road, Mansfield Road, Fleet Road, Pond Street, Rosslyn Hill, Haverstock Hill, England's Lane, Primrose Hill Road, Adelaide Road, Finchley Road, Goldhurst Terrace, Broadhurst Gardens, Canfield Gardens, Cleve Road, West End Lane, Mill Lane, Westbere Road, Lichfield Road, Claremont Road, Clitterhouse Road, Claremont Road, Tilling Road, Tempelhof Avenue, Templehof Avenue, Tempelhof Avenue, Templehof Avenue, Tempelhof Avenue, Prince Charles Drive, Brent Cross Bus Station

Towards Archway Station: Brent Cross Bus Station, Prince Charles Drive, Tempelhof Avenue, Templehof Avenue, Tempelhof Avenue, Templehof Avenue, Tilling Road, Claremont Road, Clitterhouse Road, Claremont Road, Lichfield Road, Westbere Road, Mill Lane, West End Lane, Broadhurst Gardens, Canfield Gardens, Finchley Road, Avenue Road, Adelaide Road, Primrose Hill Road, England's Lane, Haverstock Hill, Rosslyn Hill, Pond Street, Constantine Road, Agincourt Road, Mansfield Road, Gordon House Road, Highgate Road, Roundabout At Junction With Swains Lane, Swain's Lane, Chester Road, Raydon Street, Dartmouth Park Hill, Magdala Avenue, Highgate Hill

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

Archway Station, Archway Road East Side Stand

Stand provided on Archway Road to allow buses to stand on both sides of the road.

Buses proceed from Highgate Hill, Tollhouse Way, Archway Road, Archway U Turn, Archway Road to stand, departing via Archway Road to Tollhouse Way.

Set down in Highgate Hill, at stop C (34429 - Archway Station) and pick up in Tollhouse Way, at stop E (BP6017 - Archway Station).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route C11 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: Archway.

Parliament Hill Fields, East Side (from Brent Cross Shopping Centre)

Buses proceed from Highgate Road, Roundabout At Junction With Swains Lane departing to Highgate Road.

Set down in Highgate Road, at Stop GH (11406 - Parliament Hill Fields) and pick up in Highgate Road, from Stop GL (35739 - Parliament Hill Fields).

AVAILABILITY: At any time.

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

BLIND DISPLAY: Parliament Hill Fields.

Hampstead Heath, South End Green (east) (from Archway Station)

Public stand for four buses on east side of South End Green, commencing 2 metres north of the entrance to the ladies' lavatory and extending 30 metres north.

From Archway Station

Buses proceed from Pond Street, South End Green [eastern Arm] to stand.
Set down in Pond Street, at Stop D (29927 - Royal Free Hospital) and pick up in Constantine Road, at Stop B (11444 - South End Green).

From BRENT CROSS SHOPPING CENTRE

Buses proceed from Pond Street, South End Green [eastern Arm] to stand, departing to Pond Street.
Set down in Pond Street, at Stop C (34989 - Royal Free Hospital) and pick up in Pond Street, at Stop D (29927 - Royal Free Hospital).

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: Hampstead Heath.

Swiss Cottage Station, Finchley Road (south) (from Archway Station)

Public stand for one bus in bay on west side of Finchley Road, commencing at a point 71 metres north of Hilgrove Road and extending 12 metres south.

Buses proceed from Adelaide Road, Finchley Road, Adelaide Road, Finchley Road to stand, departing via Finchley Road to Avenue Road.
Set down in Adelaide Road, at Alighting Point (1733 - Avenue Road / Swiss Cottage Library) and pick up in Avenue Road, at Stop E (33775 - Swiss Cottage 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: Swiss Cottage.

Finchley Road Station (from Brent Cross Shopping Centre)

Buses proceed from Canfield Gardens, Finchley Road, Goldhurst Terrace departing to Broadhurst Gardens.
Set down in Canfield Gardens, At stop FN (33797 - Canfield Gardens / Finchley Road Stn) and pick up in Broadhurst Gardens, At stop FP (34479 - Finchley Road Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Finchley Road Station.

Finchley Road Station, Broadhurst Gardens (from Archway Station)

Public stand in Broadhurst Gardens, commencing at a point outside the entrance to No 11 Broadhurst Gardens, 56 metres south of Canfield Gardens, and extending 11 metres south.

Buses proceed from Broadhurst Gardens to stand, departing via Broadhurst Gardens to Canfield Gardens.

Set down in Broadhurst Gardens, at Stop FP (34479 - Finchley Road Station) and pick up in Canfield Gardens, at Stop FN (33797 - Canfield Gardens / Finchley Road Stn).

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:	Finchley Road Station.

West Hampstead, Broadhurst Gardens (from Archway Station)

Buses proceed from West End Lane departing to Broadhurst Gardens.

Set down in West End Lane, at Stop A (113 - West Hampstead Stn / Broadhurst Gdns) and pick up in Broadhurst Gardens, at Stop C (34496 - Broadhurst Gardens).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	West Hampstead.

Cricklewood, Pennine Drive (from Archway Station)

Public stand for one bus on west side of Claremont Road at the rear of bus stop M5 and commencing 10 metres south.

Buses proceed from Claremont Road to stand, departing to Claremont Road.

Set down in Claremont Road, at Stop E (14869 - Somerton Road) and pick up in Claremont Road, at Stop D (16067 - Pennine Drive).

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:	Cricklewood, Pennine Drive.

Brent Cross Shopping Centre, Bus Station

Private stand for up to 15 buses in Brent Cross Bus Station on north side of Prince Charles Drive.

Buses proceed from Brent Cross Bus Station to stand, departing to Brent Cross Bus Station.

Set down in Brent Cross Bus Station, at Stop A (35211 - Brent Cross Shopping Centre) and pick up in Brent Cross Bus Station, at Stop C (35214 - Brent Cross Shopping Centre).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route C11 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: Brent Cross.

OTHER INFORMATION: LBSL toilet facilities available 24 hours a day.

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC88503**

ROUTE: C11

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 (SDO)	C11-63635-ML-MFSc-1	22/07/24	A/B	16	15	16	5	1,614.10	195	314,749.50
Mondays to Fridays (NSD)	C11-63635-ML-MFHo-1	25/07/24	A/B	14	15	16	5	1,597.71	55	87,874.05
Saturdays & Good Friday	C11-63635-ML-Sa-1	20/07/24	A/B	N/A	15	N/A	5	1,541.29	56	86,312.24
Sundays & Public Holidays*	C11-63635-ML-Su-1	21/07/24	A/B	N/A	12	N/A	5	1,172.20	58	67,987.60
								Total Scheduled In Service Mileage	364	556,923.39

* Excluding Christmas Day and Good Friday

** See Schedule IIA Part 1

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.

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC88503**

ROUTE: C11

SCHEDULE IC

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

- | | |
|--------------------------------------------------|--------------|
| 1. Early Termination Date
(clause 27.9) | 21 July 2028 |
| 2. Sponsored Route
(clause 27.10) | No |
| 3. Multiple Termination
Clause 27.11 to apply | Yes |

The following agreements will be subject to multiple termination:

QC88501 (Route 210)
QC88502 (Route 382)
QC88504 (Route W7)
QC88505 (Route W8)

- | | |
|-----------------------------------------------------------------------------------------------|-------|
| 4. Is the Operator permitted to accept advertising on the vehicles?
(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 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. New Vehicles – The Operator shall ensure that all vehicles entering service are compliant with the March 2023 New Bus Specification and Schedule II of the Framework Agreement issued in January 2016.
8. Route Risk Assessment - The Corporation acknowledges receipt of the Route Risk Assessment pertaining to route C11.
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: -

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

Where:

W = 0.85 representing the proportion of the Contract Price that is to be adjusted by movement in the Consumer Price Index.

P_{i+1} = 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_{i+13} = 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.

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC88503**

ROUTE: C11

SCHEDULE ID

MINIMUM PERFORMANCE STANDARDS

Minimum Operated Mileage Standard	98%
Route Categorisation	High Frequency Route
Initial Minimum Performance Standard (14 September 2024 to 20 June 2025)	Excess Wait Time = 1.23 minutes
Minimum Performance Standard	Excess Wait Time = 1.20 minutes
Method of monitoring QSI Performance	Full iBus
QSI Coverage Locations	See attached list of Full iBus QSI Locations
QSI Threshold	Not Applicable

FRAMEWORK AGREEMENT
NO: QC0009

ROUTE AGREEMENT
NO: QC88503

ROUTE: C11

SCHEDULE ID - ATTACHMENT

OUT DIRECTION Timing Point Code	Stop Name	BACK DIRECTION Timing Point Code	Stop Name
ARCHTW	Archway Station <>	BRTXSC	Brent Cross Shopping Centre
PARLHF	Parliament Hill Fields	CTRDPD	Pennine Drive
HHTHSE	Royal Free Hospital	WHMPWE	West End Green
BZPKSN	Belsize Park Station <>	SCOTSN	Swiss Cottage Station <>
SCOTSN	Swiss Cottage Stn <> / Finchley Road	BZPKSN	Belsize Park Station <>
WHMPWE	West End Green	HHTHSE	South End Green
CTRDPD	Caney Mews	PARLHF	Parliament Hill Fields

FRAMEWORK AGREEMENT
NO: QC0009

ROUTE AGREEMENT
NO: QC88503

ROUTE: C11

SCHEDULE IIA

VEHICLE SPECIFICATION

This Schedule comprises the following:

Part 1 Vehicle Description

Part 2 No longer used

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC88503**

ROUTE: C11

SCHEDULE IIA

PART 1 - VEHICLE DESCRIPTION

The vehicles approved for use in the Services shall be

	Vehicle Type A *	Vehicle Type B
Chassis Manufacturer and Type	Alexander Dennis	Bamford
Body Manufacturer and Type	Enviro 200	WrightBus
Single or Double Deck	Single Deck	Single Deck
Upper Deck Air Cooling System	Not Applicable	Not Applicable
Minimum Seating Capacity	33 + 1 Wheelchair Space	20 + 1 Wheelchair Space
Maximum Standing Capacity	27	40
Maximum Length	10,800mm	10,200mm
Maximum Width	2,440mm	2,550mm
Number of Doors	Two	Two
Year of Manufacture	2010	2024
Engine Type (Including Euro Rating)	Euro V (Upgraded to Euro VI as part of the SCRT retrofit programme.)	Electric Vehicle

Notes:

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

* Vehicle Type A will be utilised to operate the Services until new electric vehicles (to be designated Vehicle Type B), enter service during 2024. Following introduction of the new vehicles, Vehicle Type A will be removed from the Route Agreement.

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC88503**

ROUTE: C11

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.

FRAMEWORK AGREEMENT
NO: QC0009

ROUTE AGREEMENT
NO: QC88503

ROUTE: C11

VERSION NO: 00

EFFECTIVE DATE: 20 JULY 2024

SCHEDULE IVA

CONTRACT PRICE AND OTHER FINANCIAL DETAILS

- | | | |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1. | Contract Price | £ 5,784,598.00 per annum |
| 2. | Period Contract Payment | £ 444,969.08 |
| 3. | Scheduled In Service Mileage | 556,923.39 miles p.a. |
| 4. | Deduction Figure | £ 10.39 per mile |
| 5. | Date of Tender | 1 August 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 4 (Quarter 2), and ends on the last day of Payment Period 3 (Quarter 1), 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 14 September 2024 (Payment Period 7, Quarter 3) to 20 June 2025 (Payment Period 3, Quarter 1). | |