

**FRAMEWORK AGREEMENT
NO: QC0003**

**ROUTE AGREEMENT
NO: QC78701**

ROUTE: 111/N111

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 111/N111 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: Twickenham Garage
Stanley Road
Twickenham
Middlesex, TW2 5NP

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 –

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



LONDON BUSES - ROUTE DESCRIPTION

ROUTE 111: Heathrow Airport, Central Bus Station - Kingston, Cromwell Road Bus Station (24 hour service)

Date of Structural Change: 30 April 2022.

Date of Service Change: 30 April 2022.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Kingston, Cromwell Road Bus Station: Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, West Ramp, Newport Road Roundabout, Newport Road, Bath Road, The Avenue, Cranford High Street, High Street, Cranford Lane, Vicarage Farm Road, North Hyde Lane, New Heston Road, Heston Road, Spring Grove Road, Kingsley Road, Hounslow High Street, Hanworth Road, Grove Road, Hanworth Road Bus Lane, Hanworth Road, Hounslow Road, Bear Road, Swan Road, Hampton Lane, Hanworth Road, Nightingale Road, Acacia Road, Buckingham Road, The Avenue, Percy Road, Station Road, Hampton High Street, Thames Street, Hampton Court Road, Hampton Court Roundabout, Hampton Court Road, A308, Hampton Wick High Street, Hampton Court Road, Kingston Bridge, Horse Fair, Clarence Street, Wood Street, Kingsgate Road, Sopwith Way, Richmond Road, Cromwell Road.

Towards Heathrow Airport, Central Bus Station: Cromwell Road Bus Station, Cromwell Road, Contraflow Bus Lane, Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Court Road, Hampton Court Roundabout, Hampton Court Road, Thames Street, Hampton High Street, Station Road, Percy Road, The Avenue, Buckingham Road, Acacia Road, Nightingale Road, Hanworth Road, Hampton Lane, Swan Road, Bear Road, Hounslow Road, Hanworth Road, Grove Road, Hanworth Road, Hounslow High Street, Kingsley Road, Spring Grove Road, Heston Road, New Heston Road, Vicarage Farm Road, Cranford Lane, Cranford High Street, The Avenue, Bath Road, Heathrow North Bus Lane, Nettleton Road, Nene Road, East Ramp, Tunnel Road East, Inner Ring East, Heathrow Airport 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.

HEATHROW AIRPORT, CENTRAL BUS STATION

Private stand for 15 buses on north side of Heathrow Airport Central Bus Station. 10 spaces are marked out in bays, 4 on the north side of the station and 1 opposite the departure stops.

Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at Alighting Point (OC901 - Heathrow Central Bus Station, Last Stop on LOR: OC901 - Heathrow Central Bus Station) and pick up in Heathrow Airport Central Bus Station, at Stand 19 (BP5117 - Heathrow Central Bus Station, First Stop on LOR: BP5117 - Heathrow Central Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 111 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:	Heathrow Airport Central.
OTHER INFORMATION:	Stand restriction is three buses between routes 111 and 285. Toilet facilities available 24 hours a day. Buses must only stand within the layover area in the bus station. Buses must not be left unattended at any other location.

HEATHROW AIRPORT NORTH (from KINGSTON, CROMWELL ROAD BUS STATION)

Buses proceed from Bath Road via Newport Road, Newport Road Roundabout, Northern Perimeter Road (West), Nelson Road, Newbury Road, Newport Road Roundabout and Newport Road departing to Bath Road. Set down in Bath Road, At stop BM (18208 - Nene Road, Last Stop on LOR: 18208 - Nene Road) and pick up in Bath Road, At stop BJ (557 - Nene Road, First Stop on LOR: 557 - Nene Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Heathrow North, Sipson Road.

HARLINGTON CORNER, NOBEL DRIVE (from KINGSTON, CROMWELL ROAD BUS STATION)

Public stand for two buses in Nobel Drive (East arm), commencing 45 metres north of Bath Road and continuing 21 metres north.

Buses proceed from Bath Road via Nobel Drive (East Arm), Nobel Drive (East Roundabout) and Nobel Drive (East Arm) to stand, departing via Nobel Drive (East Arm) to Bath Road. Set down in Bath Road, at Stop H (13551 - Oxford Avenue, Last Stop on LOR: 13551 - Oxford Avenue) and pick up in Bath Road, at Stop F (16327 - Nobel Drive, First Stop on LOR: 16327 - Nobel 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:	Harlington Corner, Bath Road.

CRANFORD, THE AVENUE (from KINGSTON, CROMWELL ROAD BUS STATION)

Buses proceed from Cranford High Street via Bath Road departing to The Avenue. Set down in Cranford High Street, at Stop CM (27939 - The Parkway, Last Stop on LOR: 27939 - The Parkway) and pick up in The Avenue, at Stop CK (29323 - The Avenue, First Stop on LOR: 29323 - The Avenue).

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

NORWOOD GREEN ROAD (from KINGSTON, CROMWELL ROAD BUS STATION)

Public stand for one bus on south side of Norwood Green Road, commencing 72 metres west of the western kerbline of Tentelow Lane.

Buses proceed from Heston Road via Norwood Road and Norwood Green Road to stand, departing via Norwood Green Road, Tentelow Lane and Norwood Road to Heston Road. Set down in Heston Road, at Stop HD (16277 - St Leonard's Church, Last Stop on LOR: 16277 - St Leonard's Church) and pick up in Heston Road, at Stop HJ (16276 - St Leonard's Church, First Stop on LOR: 16276 - St Leonard's 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:	Heston.

HOUNSLOW BUS STATION

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

From Heathrow Airport, Central Bus Station.

Buses proceed from Kingsley Road via London Road and Hounslow Bus Station to stand, departing via Hounslow Bus Station to Kingsley Road. Set down in Kingsley Road, at Stop E (BP5038 - Hounslow Bus Station, Last Stop on LOR: BP5038 - Hounslow Bus Station) and pick up in Kingsley Road, at Stop C (16217 - Hounslow East Station <>, First Stop on LOR: 16217 - Hounslow East Station <>).

From Kingston, Cromwell Road Bus Station.

Buses proceed from Hounslow High Street via London Road and Hounslow Bus Station to stand, departing via Hounslow Bus Station, Kingsley Road and Hounslow High Street to Hanworth Road. Set down in Hounslow High Street, at Stop D (BP4824 - Hounslow Bus Station, Last Stop on LOR: BP4824 - Hounslow Bus Station) and pick up in Hanworth Road, at Stop EE (BP2174 - Douglas Road, First Stop on LOR: BP2174 - Douglas 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:	Hounslow, Bus Station.

HAMPTON STATION, STATION ROAD (from KINGSTON, CROMWELL ROAD BUS STATION)

Public stand for 1 bus on north side of Station Road on south side of Hampton Station outside Station House and extending 14.5 metres west.

Buses proceed from Station Road via Tudor Road, Station Approach, Ashley Road, Percy Road and Station Road to stand, departing to Station Road. Set down in Station Road, on stand (34248 - Hampton Station #, Last Stop on LOR: 16871 - Hampton & Richmond Borough F C) and pick up in Station Road, at Stop D (16874 - Hampton Station #, First Stop on LOR: 16874 - Hampton 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:	Hampton Station.

HAMPTON STATION, ASHLEY ROAD (from Heathrow Airport, Central Bus Station)

Public stand on north side of Ashley Road on north side of Hampton Station commencing opposite No. 58 and extending 11 metres west.

Buses proceed from Percy Road via Ashley Road to stand, departing via Ashley Road, Station Approach and Tudor Road to Station Road. Set down in Ashley Road, at Alighting Point (BP2681 - Hampton Station #, Last Stop on LOR: 33191 - Priory Road) and pick up in Station Road, at Stop K (16873 - Hampton Station #, First Stop on LOR: 16873 - Hampton 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: Hampton Station.

HAMPTON COURT ROAD (from Heathrow Airport, Central Bus Station)

Public stand for one bus in layby on north side of Hampton Court Road, 46 metres west of Hampton Court roundabout.

Buses proceed from Hampton Court Road direct to stand, departing via Hampton Court Road and Hampton Court Roundabout to Hampton Court Road. Set down in Hampton Court Road, at Stop D (19580 - Hampton Court Green, Last Stop on LOR: 19580 - Hampton Court Green) and pick up in Hampton Court Road, at Stop E (19579 - Hampton Court Green, First Stop on LOR: 19579 - Hampton Court Green).

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: Hampton Court Roundabout.

HAMPTON WICK, WHITE HART (from Heathrow Airport, Central Bus Station)

Buses proceed from Hampton Court Road via A308, Hampton Wick High Street, A308 and Hampton Wick High Street departing to Hampton Court Road. Set down in Hampton Court Road, at Stop P (19569 - Church Grove / The King's Field, Last Stop on LOR: 19569 - Church Grove / The King's Field) and pick up in Hampton Court Road, at Stop J (19568 - Church Grove / The King's Field, First Stop on LOR: 19568 - Church Grove / The King's Field).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Hampton Wick.

KINGSTON, CROMWELL ROAD BUS STATION

Private stand for 12 buses in marked bays in Cromwell Road Bus Station on north side of Cromwell Road. Buses to stand as follows:

Bays A5/A6 - Route 285,

Bays A7/A8 - Route 111,

Bay A9 - Route 216,

Bay A10 - Route 411,

Bay A11 - other operators,

Bay A12 - Route 481 and other operators,

Bay A13 - Route K1,

Bays A14/A15 - Route 71,

Bay A16 - Route 465.

Buses proceed from Cromwell Road via Cromwell Road Bus Station to stand, departing to Cromwell Road Bus Station. Set down in Cromwell Road, at Stop A2 (BP1084 - Cromwell Road Bus Station, Last Stop on LOR: BP1084 - Cromwell Road Bus Station) and pick up in Cromwell Road Bus Station, at Stop A7/A8 (BP1122 - Cromwell Road Bus Station, First Stop on LOR: BP1122 - Cromwell Road Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 111 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:	Kingston.
OTHER INFORMATION:	All buses must be fitted with an audible-warning device. London Buses 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 Thursdays (SDO)	111- 57600-MTSc-TE-1-3	03/05/22	A/B	27	19	27	12	3,593.26	156	562,915.08
Fridays (SDO)	111-57600-FrSc-TE-1-3	06/05/22	A/B	27	19	27	12	3,593.26	39	140,728.77
Mondays to Thursdays (NSD)	111-57600-MTHo-TE-1-2	30/05/22	A/B	21	19	23	10	3,551.91	43	152,697.30
Fridays (NSD)	111-57600-FrHo-TE-1-2	29/07/22	A/B	21	19	23	10	3,551.91	12	42,613.20
Saturdays & Good Friday	111-57600-Sa-TE-1-3	30/04/22	A/B	N/A	21	N/A	12	3,193.28	56	178,823.68
Sundays & Public Holidays*	111-57600-Su-TE-1-3	01/05/22	A/B	N/A	17	N/A	10	2,802.69	58	162,556.02
								Total daily	364	1,240,334.05

	Working Timetable			Number of Vehicles In Service	Nightly Scheduled In Service Miles	Number of Nights	Scheduled in Service Mileage
	Reference No.	Effective Date	Vehicle Type**	Evening PVR	Per Night	Nights	Nights
Sun pm / Mon am #	N111-57600- SuNt-TE-1-2	02/05/22	A/B	4	249.20	54	13,456.80
Mon to Thurs pm / Tues to Fri am	N111-57600- MTNt-TE-1-2	04/05/22	A/B	4	249.20	205	51,086.00
Fri pm / Sat am	N111-57600- FrNt-TE-1-2	30/04/22	A/B	4	249.20	52	12,958.40
Sat pm / Sun am	N111-57600- SaNt-TE-1-2	01/05/22	A/B	4	249.20	52	12,958.40
Total nightly						363	90,459.60

Total Scheduled In Service Mileage (daily + nightly)	1,327,880.05
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* 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 16.00 hours and 18.30 hours on Mondays to Fridays.

SCHEDULE IC

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

1.	Early Termination Date (clause 27.9)	24 April 2026
2.	Sponsored Route (clause 27.10)	No
3.	Multiple Termination Clause 27.11 to apply	No
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 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.

7. Existing Vehicles – The Operator shall ensure that all vehicles entering service on this route undergo refurbishment to the March 2014 Refurbishment Specification prior to entering service. 1
8. Route Risk Assessment - The Corporation acknowledges receipt of the Route Risk Assessment pertaining to route 111/N111.
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: -

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

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).

Where:

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

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SCHEDULE ID

MINIMUM PERFORMANCE STANDARDS AND QSI THRESHOLD

Minimum Operated Mileage Standard	98%
Route Categorisation	111 - High Frequency Route N111 - Low Frequency Route
Initial Minimum Performance Standard (25 June 2022 to 31 March 2023)	Route 111: EWT = 1.21 Minutes Route N111: 87.8% "On Time"
Minimum Performance Standard	Route 111: EWT= 1.20 Minutes Route N111: 88.0% "On Time"
Method of monitoring QSI Performance	Full iBus
QSI Coverage Locations	See attached list of Full iBus QSI Locations
Extension Assessment Period	Not Applicable

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SCHEDULE ID

OUT DIRECTION		BACK DIRECTION	
Timing Point Code	Stop Name	Timing Point Code	Stop Name
HTWABS	Heathrow Central Bus Station	KINGCB	Cromwell Road Bus Station
HTWANT	Nene Road	HPTWHC	Church Grove / The King's Field
CRFDTA	The Avenue	HCRTGN	Hampton Court Green
HESTCH	St Leonard's Church	HPTNSN	Hampton Station
HOUNBSK	Hounslow Bus Station	HPTNSC	Hampton School
HWRDDY	Godfrey Way	HWTNSW	Green Lane
HWTNSW	Green Lane	HWRDDY	Godfrey Way
HPTNSC	Hampton School	HOUNHS	Hounslow Bus Station
HPTNSN	Hampton Station	HESTCH	St Leonard's Church
HCRTGN	Hampton Court Green	CRFDTA	The Avenue
HPTWHC	Church Grove / The King's Field	HTWANT	Nene Road

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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
Chassis Manufacturer and Type	Wrightbus NRM	Wrightbus Electroliner StreetDeck
Body Manufacturer and Type	Wrightbus NRM	Wrightbus Electroliner StreetDeck
Single /Double Deck or Articulated	Double Deck	Double Deck
Upper Deck Air Cooling System	Yes	Yes
Minimum Seating Capacity	62 + 1 Wheelchair	60 + 1 Wheelchair
Maximum Standing Capacity	21	27
Maximum Length	11,300 mm	10,600mm
Maximum Width	2,550mm	2,520mm
Number of Doors	Three	Two
Year of Manufacture	2012	2022
Engine Type (Including Euro Rating)	Euro VI	Electric

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: 30 APRIL 2022

SCHEDULE IVA

CONTRACT PRICE AND OTHER FINANCIAL DETAILS

1. Contract Price £7,185,772.00 per annum
 2. Period Contract Payment £ 552,751.69
 3. Scheduled In Service Mileage 1,327,880.05 miles p.a.
 4. Deduction Figure £ 5.41 per mile
 5. Date of Tender 15 June 2021
 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 1 (Quarter 1), and ends on the last day of Payment Period 13 (Quarter 4), 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 25 June 2022 (Payment Period 4, Quarter 2) to 31 March 2023 (Payment Period 13, Quarter 4).
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