

**FRAMEWORK AGREEMENT  
NO: QC0020**

**ROUTE AGREEMENT  
NO: QC83604**

**ROUTE: 216**

**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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NO: QC0020**

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**ROUTE: 216**

## **SCHEDULE IA**

### **ROUTE REQUIREMENTS AND ROUTE DESCRIPTION**

#### **PART 1 – ROUTE REQUIREMENTS**

##### **1. Terminal Points**

Route number 216 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:

Fulwell Garage (FW)  
Wellington Road  
Twickenham  
TW2 5NX

##### **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.

**ROUTE: 216**

**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.

3. Registration

The Operator shall register the operation of the Services and any variation to the Services with the Central Licensing Office, Leeds at least 42 days before the operation commences, also enclosing the completed local authority pre-notification pro-forma. Copies of the registration should be sent to the local authority(s) outside London through whose areas the service passes, and also to:

Bus Service Licensing & Permitting  
Licensing, Regulation & Charging  
Transport for London  
4<sup>th</sup> Floor, Zone 4G3  
5 Endeavour Square  
Stratford  
London E20 1JN

The Operator shall be responsible for the correct submission, and all costs and expenses incurred in relation to the registration of the Services.

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE 216: Staines Bus Station - Kingston, Cromwell Road Bus Station

**Date of Structural Change:** 1 July 2023.

**Date of Service Change:** 1 July 2023.

**Reason for Issue:** New Contract.

### **STREETS TRAVERSED**

**Towards Kingston, Cromwell Road Bus Station:** Staines Bus Station, South Street, Staines High Street, London Road, Crooked Billet Roundabout, Stanwell Moor Road, Crooked Billet Roundabout, London Road, Stanwell Road, Church Road, Feltham Road, Convent Road, Feltham Hill Road, Chertsey Road, Staines Road West, Escot Road, Tesco Access Road, Escot Road, Staines Road West, Sunbury Cross, Green Street, Church Street, Thames Street, Lower Hampton Road, Harfield Road, Staines Road East, Upper Sunbury Road, Percy Road, Station Road, Hampton High Street, Thames Street, Hampton Court Road, Kingston Bridge, Horse Fair, Clarence Street, Wood Street

**Towards Kingston, Cromwell Road Bus Station:** Stanwell Road, Church Road, Feltham Road, Convent Road, Feltham Hill Road, Chertsey Road, Staines Road West, Escot Road, Tesco Access Road, Escot Road, Staines Road West, Sunbury Cross, Green Street, Church Street, Thames Street, Lower Hampton Road, Harfield Road, Staines Road East, Upper Sunbury Road, Percy Road, Station Road, Hampton High Street, Thames Street, Hampton Court Road, Kingston Bridge, Horse Fair, Clarence Street, Wood Street

**Towards Staines Bus Station:** Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Court Road, Thames Street, Hampton High Street, Station Road, Percy Road, Upper Sunbury Road, Staines Road East, Harfield Road, Lower Hampton Road, Thames Street, Green Street, Sunbury Cross, Staines Road West, Escot Road, Tesco Access Road, Escot Road, Staines Road West, Chertsey Road, Feltham Hill Road, Convent Road, Town Tree Road, Church Road, Stanwell Road, London Road, Crooked Billet Roundabout, London Road, Staines High Street, South Street, Staines 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.

### **Staines Bus Station, Stand 1**

Private stand for two buses at Stop 1 on north side of Staines Bus Station.

Buses proceed from Staines Bus Station to stand, departing to Staines Bus Station. Set down in Staines Bus Station, in Staines Bus Station at Bay 5 (OC980 - Staines Bus Station) and pick up in Staines Bus Station, in Staines Bus Station at Bay 1 (OC976 - Staines Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 216 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:	Staines.
OTHER INFORMATION:	Toilet facilities available in the Shopping Centre Mon-Sat 0900-1900 and Sunday 1000-1600.

### **Staines, Crooked Billet Roundabout (from Kingston, Cromwell Road Bus Station)**

Buses proceed from London Road, Crooked Billet Roundabout, Stanwell Moor Road, Crooked Billet Roundabout departing to London Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	Staines, Crooked Billet Roundabout.

### **Ashford Hospital (from Kingston, Cromwell Road Bus Station)**

Private stand for two buses in the grounds of Ashford Hospital on the north side of the access road, commencing 6 metres east of lamp standard 3 extending 24 metres west.

Buses proceed from Stanwell Road, Town Lane, Private Road In Ashford Hospital Grounds to stand, departing via Private Road In Ashford Hospital Grounds, Town Lane to Stanwell 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:	Ashford Hospital.

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### **Sunbury, Tesco (from Staines Bus Station)**

Public stand for one bus in lay-by on the south side of the Tesco Superstore service road, opposite the filling station.

#### **From STAINES BUS STATION**

Buses proceed from Tesco Access Road to stand, departing to Tesco Access Road.

#### **From Kingston, Cromwell Road Bus Station**

Buses proceed from Tesco Access Road to stand, departing to Tesco Access 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: Sunbury, Tesco.

### **Sunbury Cross (from Staines Bus Station)**

#### **From STAINES BUS STATION**

Buses proceed from Sunbury Cross departing to Staines Road West.

#### **From Kingston, Cromwell Road Bus Station**

Buses proceed from Green Street, Sunbury Cross departing to Green Street.

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

### **Sunbury Village, Three Fishes (from Staines Bus Station)**

Public stand for two buses on east side of Green Street, commencing at southern boundary wall of public car park opposite Forge Lane and extending 25 metres north.

Buses proceed from Green Street to stand, departing via Church Street, Thames Street to Green Street.

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: Sunbury Village.

### **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, Tudor Road, Station Approach, Ashley Road, Percy Road, Station Road, Tudor Road, Station Approach, Ashley Road, Percy Road, Station Road to stand, departing to Station Road.  
Set down in Station Road, on Stand (16871 - Hampton & Richmond Borough F C) and pick up in Station Road, at Stop D (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 Staines 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, Ashley Road, Tudor Road, Station Approach, Ashley Road, Percy Road to stand, departing via Ashley Road, Station Approach, Tudor Road to Station Road.  
Set down in Upper Sunbury Road, at Alighting Point (3599 - Percy Road) and pick up in Station Road, at Stop K (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 Green, Hampton Court Road (from Staines 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 Thames Street, Hampton Court Road to stand, departing via Hampton Court Road, Hampton Court Roundabout to Hampton Court Road.  
Set down in Hampton Court Road, at Stop D (19580 - Hampton Court Green) and pick up in Hampton Court Road, at Stop E (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.

### **Hampton Wick Roundabout (from Staines Bus Station)**

Buses proceed from Hampton Court Road, A308 departing to Hampton Court Road. Set down in Hampton Court Road, at stop P (19569 - Church Grove / The King's Field) and pick up in Hampton Court Road, at stop J (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, Wood Street R Z2**

Buses proceed from Wood Street, Kingsgate Road, Sopwith Way, Richmond Road, Contraflow Bus Lane, Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street, Wood Street to stand, departing via Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street to Wood Street.

Set down in Wood Street, at Stop N (R0872 - Wood Street) and pick up in Wood Street, at Stop Q (R0691 - Kingston Station).

AVAILABILITY: At any time.  
OPERATING RESTRICTIONS: No more than 1 buses on Route 216 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. LBSL toilets 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

Route 216	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)	216-64015-LU-MFSc-1	03/07/23	A	10	8	10	4	1,273.00	195	248,235.00
Mondays to Fridays (NSD)	216-64015-LU-MFHo-1	24/07/23	A	9	8	9	4	1,234.86	55	67,917.30
Saturdays & Good Friday	216-64015-LU-Sa-1	01/07/23	A	N/A	9	N/A	4	1,222.18	56	68,442.08
Sundays & Public Holidays*	216-64015-LU-Su-1	02/07/23	A	N/A	6	N/A	4	929.34	58	53,901.72
								<b>Total Scheduled In Service Mileage</b>	<b>364</b>	<b>438,496.10</b>

\* 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.

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**SCHEDULE IC**

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

- |  |             |
|--|-------------|
| 1. Early Termination Date<br>(clause 27.9)   | 2 July 2027 |
| 2. Sponsored Route<br>(clause 27.10)   | No          |
| 3. Multiple Termination<br>Clause 27.11 to apply   | No          |
| 4. Is the Operator permitted to accept advertising on the vehicles? (clause 20 of Annex B) | Yes         |
| 5. Incentive Provisions – Do the Incentive Provisions apply? (clause 46)                   | Yes *       |

\* For this Route Agreement, clause 46 of Annex B of the Framework Agreement shall be deleted in its entirety and replaced by the following clause:

**“46. INCENTIVE PROVISIONS**

**46.1** The provisions contained in this Route Agreement in relation to Performance Payments only and not the Contract Extension Criteria shall for the purposes of this clause 46 be referred to as the “Incentive Provisions”.

**46.2** The following Contract Extension Criteria provisions shall not apply to this Route Agreement:

46.3.1 clause 2 and clause 44.2; and  
46.3.2 Schedule IX in its entirety.

All other provisions of the Route Agreement shall continue to apply provided that where any other part of the Route Agreement relates to or can reasonably be inferred as relating to clauses 46.3.1 or 46.3.2 or any part thereof, such parts shall apply mutatis mutandis.”

6. Spare Vehicle – The Operator shall ensure that the following number of spare vehicles, which are specified in Schedule IIA Part 1, are available for the provision of the Services. 1
7. Existing Vehicles – The Operator shall ensure that all vehicles entering service on this route undergo refurbishment to the April 2021 Refurbishment Specification prior to entering service.
8. Route Risk Assessment - The Corporation acknowledges receipt of the Route Risk Assessment pertaining to route 216.
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 = 0.216 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.:

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**MINIMUM PERFORMANCE STANDARDS**

Minimum Operated Mileage Standard	98%
Route Categorisation	Low Frequency Route
Initial Minimum Performance Standard (16 September 2023 to 21 June 2024)	77.2% "On-Time"
Minimum Performance Standard	78.0% "On-Time"
Method of monitoring QSI Performance	Full iBus
QSI Coverage Locations	See attached list of Full iBus QSI Locations
QSI Threshold	Not Applicable

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**SCHEDULE ID - ATTACHMENT**

<b>OUT DIRECTION</b>		<b>BACK DIRECTION</b>	
<b>Timing Point Code</b>	<b>Stop Name</b>	<b>Timing Point Code</b>	<b>Stop Name</b>
STNSBS1	Staines Bus Station	KINGWS	Kingston Station #
ASHFBD	London Road	HPTWHC	Church Grove / The King's Field
ASHFRH	Dudley Road	HCRTGN	Hampton Court Green
ASCMBD	Norman Road	HPTNSN	Hampton Station #
SUNBCR	Sunbury Cross	SSREHR	Bramwell Close
SUNVTF	Three Fishes	SUNVTF	Three Fishes
SSREHR	Kenton Avenue	SUNBCR	Sunbury Cross
HPTNSN	Hampton Station #	ASCMBD	Norman Road
HCRTGN	Hampton Court Green	ASHFRH	Dudley Road
HPTWHC	Church Grove / The King's Field	ASHFLR	Town Lane

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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	Alexander Dennis Enviro 200
Body Manufacturer and Type	Alexander Dennis Enviro 200 MMC
Single or Double Deck	Single Deck
Upper Deck Air Cooling System	Not Applicable
Minimum Seating Capacity	31 + 1 Wheelchair Space
Maximum Standing Capacity	39
Maximum Length	10,800mm
Maximum Width	2,500mm
Number of Doors	Two
Year of Manufacture	2018
Engine Type (Including Euro Rating)	Euro VI Diesel

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: 1 JULY 2023

**SCHEDULE IVA**

**CONTRACT PRICE AND OTHER FINANCIAL DETAILS**

- |    |  |                          |
|----|--|--------------------------|
| 1. | Contract Price   | £ 2,522,447.00 per annum |
| 2. | Period Contract Payment  | £ 194,034.38             |
| 3. | Scheduled In Service Mileage   | 438,496.10 miles p.a.    |
| 4. | Deduction Figure   | £ 5.75 per mile          |
| 5. | Date of Tender   | 12 July 2022             |
| 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 <b>Payment Year</b> 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 <b>Initial Payment Year</b> shall be from 16 September 2023 (Payment Period 7, Quarter 3) to 21 June 2024 (Payment Period 3, Quarter 1). |                          |