

**FRAMEWORK AGREEMENT
NO: QC0020**

**ROUTE AGREEMENT
NO: QC88406**

ROUTE: 371

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 371 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.

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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 Stop Specific Timetables (SSTT), Public Timetables are no longer being issued.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 371: Richmond - Kingston Town Centre

Date of Service Change: 6 July 2024.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Kingston Town Centre: Sainsbury's Access Road, Manor Road, Manor Circus, Lower Mortlake Road, Richmond Circus, Kew Road, The Quadrant, Sheen Road, Church Road, Mount Ararat Road, Kings Road, Marchmont Road, Queen's Road, Star and Garter Hill, Petersham Road, Sandy Lane, Ham Street, Ashburnham Road, Broughton Avenue, Dukes Avenue, Tudor Drive, Park Road, London Road, Fairfield North, Wheatfield Way, Clarence Street, Eden Street, Kingston High Street, Kingston Hall Road

Towards Kingston Town Centre: Sainsbury's Access Road, Manor Road, Manor Circus, Lower Mortlake Road, Richmond Circus, Kew Road, The Quadrant, Sheen Road, Church Road, Mount Ararat Road, Kings Road, Marchmont Road, Queen's Road, Star and Garter Hill, Petersham Road, Sandy Lane, Ham Street, Ashburnham Road

Towards Richmond: Kingston Hall Road, Kingston High Street, Eden Street, Clarence Street, Cromwell Road, Queen Elizabeth Road, London Road, Park Road, Tudor Drive, Dukes Avenue, Broughton Avenue, Ashburnham Road, Ham Street, Sandy Lane, Petersham Road, Star and Garter Hill, Queen's Road, Marchmont Road, Kings Road, Mount Ararat Road, Church Road, Sheen Road, Eton Street, Paradise Road, Church Terrace, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, George Street, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Sainsbury's Access Road

Towards Richmond: Ashburnham Road, Ham Street, Sandy Lane, Petersham Road, Star and Garter Hill, Queen's Road, Marchmont Road, Kings Road, Mount Ararat Road, Church Road, Sheen Road, Eton Street, Paradise Road, Church Terrace, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, George Street, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Sainsbury's Access Road

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

Richmond, Manor Road, Sainsburys

Private stand for two buses on island on east side of car park access road within ground of Sainsbury's Supermarket.

Buses proceed from Sainsbury's Access Road to stand, departing to Sainsbury's Access Road.

Set down in Sainsburys North Sheen, at Stop SU (BP5362 - Manor Road / Sainsbury's) and pick up in Sainsburys North Sheen, at Stop SU (BP5362 - Manor Road / Sainsbury's).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 371 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:	Richmond, Manor Circus.
OTHER INFORMATION:	Toilet facilities to be confirmed.

Richmond George Street (from Kingston, Kingston Hall Road)

Buses proceed from George Street.

Set down in George Street, At Stop B (29982 - George Street) and pick up in Sheen Road, At Stop G (4506 - Eton Street).

AVAILABILITY:	At any time.
BLIND DISPLAY:	Richmond.
OTHER INFORMATION:	TURNING POINT ONLY - BUSES MUST NOT STAND.

Richmond Station (from Kingston, Kingston Hall Road)

Buses proceed from The Quadrant departing to Kew Road.

Set down in The Quadrant, at Stop C (16350 - Richmond Station) and pick up in Kew Road, at Stop D (20703 - Richmond Station).

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

Richmond Hill (from Kingston, Kingston Hall Road)

Public stand for two buses in layby on west side of Queen's Road, adjacent to Black Horse public house. Commencing at entrance to Marshgate Primary School extending 22 metres south.

Buses proceed from Queen's Road to stand, departing via Bus Turning Circle to Queen's Road.

Set down in Queen's Road, At Alighting point (35886 - Park Road) and pick up in Queen's Road, At boarding point (BP2385 - Park 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:	Richmond Hill.

Richmond Upon Thames

Buses proceed out of service from Ashburnham Road.

OPERATING RESTRICTIONS:	Out of service
BLIND DISPLAY:	Richmond.

Ham, Dukes Avenue

Public stand for two buses on north side of Dukes Avenue, commencing at lamp standard No 5 extending 20 metres west.

From Richmond, Manor Road, Sainsburys

Buses proceed from Broughton Avenue, Dukes Avenue to stand, departing via Dukes Avenue, Dysart Avenue, Lammas Road, Beaufort Road to Broughton Avenue.

Set down in Broughton Avenue, at Stop V (33733 - Lock Road) and pick up in Broughton Avenue, at Stop P (33734 - Lock Road).

From KINGSTON, KINGSTON HALL ROAD

Buses proceed from Dukes Avenue, Dysart Avenue, Lammas Road, Beaufort Road, Dukes Avenue to stand, departing to Dukes Avenue.

Set down in Dukes Avenue, at Stop P (R0167 - Richmond Road) and pick up in Dukes Avenue, at Stop W (BP5796 - Dukes Avenue / Northweald Lane).

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:	Ham.

Kingston Hill, Queens Road (from Richmond, Manor Road, Sainsburys)

Buses proceed from Park Road, London Road departing to Park Road.
Set down in Park Road, at stop NQ (BP036 - Brunswick Road) and pick up in Park Road, at stop NR (37293 - Alexandra Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Kingston Hill, Queens Road.

Kingston, Kingston Hall Road

Public stand for six buses on north side of Kingston Hall Road commencing 4 metres west of a point opposite alley leading to Kent Road and extending 66 metres west.

Buses proceed from Kingston Hall Road to stand, departing via Kingston Hall Road, College Roundabout to Kingston Hall Road.
Set down in Kingston Hall Road, at Alighting Point (BP1685 - Kingston Hall Road) and pick up in Kingston Hall Road, at Stop UK (BP1646 - Kingston Hall Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 371 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.

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SCHEDULE IB

WORKING TIMETABLE, PEAK VEHICLE REQUIREMENTS, AND SCHEDULED IN SERVICE MILEAGE

The following quantities of vehicles shall be used to operate the Services and constitute the “Peak Vehicle Requirement” (PVR) by day type and time of day in respect of the Services

	Working Timetable			Number of Vehicles In Service				Daily Scheduled In Service Miles	Number of Days	Scheduled in Service Mileage
	Reference No.	Effective Date	Vehicle Type**	AM PVR	Midday PVR	PM PVR	Evening PVR	Per Day	Days	Days
Mondays to Fridays (SDO)	371-65110-LU-MFSc-1	08/07/24	A/B	13	12	14	6	1,777.88	195	346,686.60
Mondays to Fridays (NSD)	371-65110-LU-MFHo-1	25/07/24	A/B	12	12	14	6	1,769.47	55	97,320.85
Saturdays & Good Friday	371-65110-LU-Sa-1	06/07/24	A/B	N/A	12	N/A	6	1,657.40	56	92,814.40
Sundays & Public Holidays*	371-65110-LU-Su-1	07/07/24	A/B	N/A	10	N/A	6	1,328.83	58	77,072.14
								Total Scheduled In Service Mileage	364	613,893.99

* 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
(clause 27.9) | Not Applicable |
| 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. 2
7. Route Risk Assessment - The Corporation acknowledges receipt of the Route Risk Assessment pertaining to route 371.
8. 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.:

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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 = 0.92 minute
Minimum Performance Standard	Excess Wait Time = 0.90 minute
Method of monitoring QSI Performance	Full iBus
QSI Coverage Locations	See attached list of Full iBus QSI Locations
QSI Threshold	Not Applicable

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SCHEDULE ID - ATTACHMENT

OUT DIRECTION		BACK DIRECTION	
Timing Point Code	Stop Name	Timing Point Code	Stop Name
RICHSY	Manor Road / Sainsbury's	KINGKH	Kingston Hall Road
RICHSN	Richmond Station <> #	KINGCB	Cromwell Road Bus Station
RICHKR	Kings Road	KGRDPR	Latchmere Road
PETEDA	The Dysart	HAM TD	Barnfield Avenue
HAM AG	Ashburnham Road	HAM AG	Ashburnham Road
HAM TD	Barnfield Avenue	PETEDA	The Dysart
KGRDPR	Wyndham Road	RICHKR	Kings Road
KINGTS	Norbiton Church / Tiffin Boys School	RICHSN	Richmond Station # <>

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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

	Vehicle Type A	Vehicle Type B
Chassis Manufacturer and Type	BYD	E200 MMC
Body Manufacturer and Type	E200 MMC	E400 City
Single or Double Deck	Single Deck	Double Deck
Upper Deck Air Cooling System	Not Applicable	Yes
Minimum Seating Capacity	31 + 1 Wheelchair Space	66 + 1 Wheelchair Space
Maximum Standing Capacity	49	20
Maximum Length	10,929mm	10,883mm
Maximum Width	2,475mm	2,523mm
Number of Doors	Two	Two
Year of Manufacture	2021	2021
Engine Type (Including Euro Rating)	Electric Vehicle	Electric Vehicle

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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EFFECTIVE DATE: 6 JULY 2024

SCHEDULE IVA

CONTRACT PRICE AND OTHER FINANCIAL DETAILS

- | | | |
|----|--|--------------------------|
| 1. | Contract Price | £ 5,203,550.00 per annum |
| 2. | Period Contract Payment | £ 400,273.08 |
| 3. | Scheduled In Service Mileage | 613,893.99 miles p.a. |
| 4. | Deduction Figure | £ 8.48 per mile |
| 5. | Date of Tender | 20 February 2024 |
| 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). | |