

**FRAMEWORK AGREEMENT  
NO: QC0020**

**ROUTE AGREEMENT  
NO: QC87802**

**ROUTE: 272**

**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 272 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:

Stamford Brook Garage (V)  
74 Chiswick High Road  
London  
W4 1SY

##### **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 272: Chiswick, Grove Park - Shepherds Bush Green

**Date of Service Change:** 25 May 2024.

**Reason for Issue:** New Contract.

### **STREETS TRAVERSED**

**Towards Shepherds Bush Green:** Bolton Road, Cavendish Road, Spencer Road, Grove Park Gardens, Grove Park Bridge, Sutton Court Road, Heathfield Terrace, Sutton Lane North, Chiswick High Road, Belmont Road, Dolman Road, Fisher's Lane, South Parade, The Avenue, Bath Road, Emlyn Road, Larden Road, The Vale, Old Oak Road, East Acton Lane, Old Oak Common Lane, Du Cane Road, Wood Lane, Uxbridge Road, Shepherd's Bush Green (south Side)

**Towards Chiswick, Grove Park:** Shepherd's Bush Green (west Side), Wood Lane, Du Cane Road, Old Oak Common Lane, Old Oak Road, The Vale, Larden Road, Emlyn Road, Bath Road, The Avenue, South Parade, Fisher's Lane, Chiswick High Road, Town Hall Avenue, Sutton Court Road, Grove Park Bridge, Grove Park Gardens, Spencer Road, Cavendish Road, Bolton 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.

### **Chiswick, Grove Park, Bolton Road**

Public stand for two buses on east side of Bolton Road, commencing 24 metres north of junction with Cavendish Road and extending 22 metres north.

Buses proceed from Bolton Road to stand, departing to Bolton Road.  
Set down in Bolton Road, at Stop AR (34089 - Cavendish Road) and pick up in Bolton Road, at Stop AR (34089 - Cavendish Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 272 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:	Chiswick, Grove Park.
OTHER INFORMATION:	No toilet facilities currently available.

### **Turnham Green Church, Chiswick High Road (from Shepherds Bush Green)**

Public stand for one bus on south side of Chiswick High Road, commencing at a point 46 metres east of and opposite Belmont Road and extending 12 metres east.

Buses proceed from Chiswick High Road to stand, departing via Chiswick High Road, Town Hall Avenue, Heathfield Terrace to Sutton Lane North.  
Set down in Chiswick High Road, at Stop TT (29017 - Turnham Green Church) and pick up in Sutton Lane, at Stop XX (15377 - Turnham Green / Sutton Lane North).

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:	Turnham Green, Church.

### **Acton Vale, Bromyard Avenue (from Shepherds Bush Green)**

Public stand for three buses on eastern arm of Bromyard Avenue, commencing 31 metres north of the northern kerbline of The Vale (Uxbridge Road) and extending 36 metres north.

#### **From Chiswick, Grove Park**

Buses proceed from The Vale, Bromyard Avenue to stand, departing to The Vale. Set down in The Vale, at Stop VT (1597 - Acton Vale / Bromyard Avenue) and pick up in The Vale, at Stop VL (1598 - Acton Vale / Bromyard Avenue).

#### **From SHEPHERDS BUSH GREEN**

Buses proceed from The Vale, Bromyard Avenue to stand, departing to The Vale. Set down in The Vale, at Stop VK (3034 - Third Avenue) and pick up in The Vale, at Stop VU (3033 - Second Avenue).

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:	Acton Vale.

### **White City Bus Station (from Chiswick, Grove Park)**

Buses proceed from Wood Lane, Ariel Way, Ariel Way Roundabout, The Perimeter Road, White City Bus Station, Ariel Way departing to Wood Lane. Set down in Wood Lane, at stop WA (8903 - White City Station) and pick up in Wood Lane, at stop WE (8902 - White City Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	White City.

### **Shepherds Bush Green, West Side**

Public stand for two buses on west side of Shepherd's Bush Green prior to Stop N outside the 02 Empire building.

Buses proceed from Shepherd's Bush Green (south Side), Shepherd's Bush Green (west Side) to stand, departing to Shepherd's Bush Green (west Side). Set down in Shepherd's Bush Green, at Stop F (24994 - Shepherd's Bush Station) and pick up in Shepherd's Bush Green, at Stop S (HF020 - Shepherds Bush Green).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 272 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:	Shepherd's Bush.

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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	272-63072-LU-MF-1	28/05/24	A/B	8	8	9	3	765.33	250	191,332.50
Saturdays & Good Friday	272-63072-LU-Sa-1	25/05/24	A/B	N/A	8	N/A	3	700.33	56	39,218.48
Sundays & Public Holidays*	272-63072-LU-Su-1	26/05/24	A/B	N/A	7	N/A	3	640.98	58	37,176.84
								<b>Total Scheduled In Service Mileage</b>	<b>364</b>	<b>267,727.82</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)   | 26 May 2028 |
| 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 272.
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 = 0.272 representing the proportion of the Contract Price that is to be adjusted by movement in the Consumer Price Index.

P<sub>i+1</sub> = 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<sub>i+13</sub> = 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 (22 June 2024 to 31 March 2025)	81.8% "On-Time"
Minimum Performance Standard	82.0% "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>
CSWKGP	Cavendish Road	SBGNWS	Shepherds Bush Green
TURNCH	Turnham Green Church	WCTYSN	White City Station <>
TURNSE	Turnham Green Station <>	HAMMHP	Hammersmith Hospital
ACVLBA	Acton Vale / Bromyard Avenue	EACTSC	East Acton Lane / Old Oak Road
EACTSC	Old Oak Common Lane / Savoy Circus	ACVLBA	Acton Vale / Bromyard Avenue
HAMMHP	Hammersmith Hospital	TURNSE	Turnham Green Station <>
WCTYSN	White City Station<>	TURNCH	Turnham Green Church

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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>	<b>Vehicle Type B</b>
Chassis Manufacturer and Type	ADL E200 MMC	ADL E200 MMC
Body Manufacturer and Type	Alexander Dennis Enviro 200 MMC	Alexander Dennis Enviro 200 MMC
Single or Double Deck	Single Deck	Single Deck
Upper Deck Air Cooling System	Not Applicable	Not Applicable
Minimum Seating Capacity	31 + 1 Wheelchair Space	31 + 1 Wheelchair Space
Maximum Standing Capacity	38	38
Maximum Length	10,800mm	10,800mm
Maximum Width	2,550mm	2,550mm
Number of Doors	Two	Two
Year of Manufacture	2018	2016
Engine Type (Including Euro Rating)	Euro VI Diesel	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: 25 MAY 2024

**SCHEDULE IVA**

**CONTRACT PRICE AND OTHER FINANCIAL DETAILS**

- |    |   |                          |
|----|---|--------------------------|
| 1. | Contract Price  | £ 2,840,280.00 per annum |
| 2. | Period Contract Payment   | £ 218,483.08             |
| 3. | Scheduled In Service Mileage  | 267,727.82 miles p.a.    |
| 4. | Deduction Figure  | £ 10.61 per mile         |
| 5. | Date of Tender  | 23 May 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 <b>Payment Year</b> 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 <b>Initial Payment Year</b> shall be from 22 June 2024 (Payment Period 4, Quarter 2) to 31 March 2025 (Payment Period 13, Quarter 4). |                          |