

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC87703**

ROUTE: 481

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 481 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:

Brentford Garage (AH)
Armchair House
Commerce Road
Brentford
TW8 8LZ

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 481: Kingston Town Centre - West Middlesex Hospital

Date of Service Change: 11 May 2024.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards West Middlesex Hospital: Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Wick High Street, Hampton Court Road, Church Grove, Park Road, Sandy Lane, Park Road, Broad Street, Stanley Road, South Road, Sixth Cross Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Nelson Road, Kneller Road, Whitton Road, Rugby Road, Mogden Lane, Tesco Access Road, Tesco Access Road Roundabout, Tesco Access Road, Mogden Lane, Twickenham Road, Private Road In West Middlesex Hospital Grounds, Bus Lay-By In West Middlesex Hospital Grounds

Towards West Middlesex Hospital: Wood Street, Clarence Street, Horse Fair, Kingston Bridge, Hampton Wick High Street, Hampton Court Road, Church Grove, Park Road, Sandy Lane, Park Road, Broad Street, Stanley Road, South Road, Sixth Cross Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road

Towards Kingston Town Centre: Bus Lay-By In West Middlesex Hospital Grounds, Private Road In West Middlesex Hospital Grounds, Twickenham Road, Mogden Lane, Tesco Access Road, Tesco Access Road Roundabout, Tesco Access Road, Mogden Lane, Rugby Road, Whitton Road, Kneller Road, Nelson Road, Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Sixth Cross Road, South Road, Stanley Road, Broad Street, Park Road, Sandy Lane, Park Road, Church Grove, Hampton Court Road, Hampton Wick High Street, Kingston Bridge, Horse Fair, Clarence Street, Wood Street

Towards Kingston Town Centre: Hospital Bridge Road, Hospital Bridge Roundabout, Hospital Bridge Road, Sixth Cross Road, South Road, Stanley Road, Broad Street, Park Road, Sandy Lane, Park Road, Church Grove, Hampton Court Road, Hampton Wick High Street, Kingston Bridge, Horse Fair, Clarence Street, Wood Street

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

Kingston, Wood Street

Buses proceed from Wood Street, Kingsgate Road, Richmond Road, Contraflow Bus Lane, Cromwell Road, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street, Wood Street to stand, departing to Wood Street.
Set down in Wood Street, at Stop N (R0872 - Kingston / Wood Street) and pick up in Wood Street, at Stop Q (R0691 - Kingston Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 481 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:	Toilet facilities available.

Norbiton Birkenhead Avenue

Buses proceed from Wood Street, Kingsgate Road, Richmond Road, Contraflow Bus Lane, Cromwell Road, Queen Elizabeth Road, London Road, Birkenhead Avenue to stand, departing via Birkenhead Avenue, Queen Elizabeth Road, Fairfield North, Wheatfield Way, Clarence Street to Wood Street.
Set down in Wood Street, at stop N (R0872 - Kingston / Wood Street) and pick up in Wood Street, at stop Q (R0691 - Kingston Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 481D 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. Temporary stand in Birkenhead Avenue to be used.

Teddington, Park Road, Police Station (from Kingston)

Buses proceed from Park Road, Broad Street departing to Park Road.
Set down in Park Road, at Stop G (15907 - Teddington Police Station) and pick up in Park Road, at Stop H (R0274 - Teddington Police Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Unscheduled curtailments only**
BLIND DISPLAY: Teddington.

Broad Street, Teddington (from Isleworth, West Middlesex Hospital)

Buses proceed from Broad Street, The Causeway, Park Road departing to Broad Street.
Set down in Broad Street, At Stop E (R0653 - Broad Street / Teddington) and pick up in Broad Street, At Stop F (19484 - Broad Street / Teddington).

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

Ashley Drive

Buses proceed out of service from Hospital Bridge Road, departing to Hospital Bridge Road.
Set down in Hospital Bridge Road, at Ashley Drive (BP5359 - Ashley Drive).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Out of service**
BLIND DISPLAY: Whitton, Ashley Drive.

Fulwell, Old Tram Depot (from both directions)

Private stand for two buses in marked bays within grounds of Fulwell Old Tram Depot.

From Kingston, Cromwell Road Bus Station

Buses proceed from Stanley Road, Fulwell Old Tram Depot to stand, departing via Fulwell Old Tram Depot to Stanley Road.
Set down in Stanley Road, at Stop C (20683 - Fulwell Station) and pick up in Stanley Road, at Stop D (20682 - Fulwell Station).

From Isleworth, West Middlesex Hospital

Buses proceed from South Road, Stanley Road, Fulwell Old Tram Depot to stand, departing via Fulwell Old Tram Depot, Stanley Road to South Road.
Set down in South Road, at Stop G (34832 - South Road / Fulwell) and pick up in South Road, at Stop F (FW21 - South Road / Fulwell).

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: Fulwell.

Twickenham, Tesco (from Kingston, Cromwell Road Bus Station)

Buses proceed out of service from Tesco Twickenham Private Access Road.
Set down in Tesco Twickenham Private Access Road, at Stop F (BP1009 - Twickenham Tesco) and pick up in Tesco Twickenham Private Access Road, at Stop F (BP1009 - Twickenham Tesco).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Ivybridge, Tesco.

West Middlesex Hospital

Private stand for two buses in bus parking area at far end of hospital grounds behind the West London Mental Health Unit.

Buses proceed from Bus Lay-By In West Middlesex Hospital Grounds to stand, departing to Bus Lay-By In West Middlesex Hospital Grounds.
Set down in West Middlesex Hospital, at Stop HE (BP4200 - West London Mental Health Trust) and pick up in West Middlesex Hospital, at Stop HE (BP4200 - West London Mental Health Trust).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 481 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: Isleworth, West Middlesex Hospital.
OTHER INFORMATION: Toilet facilities available within hospital.

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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)	481-64573-ML-MFSc-1	13/05/24	A	6	4	6	N/A	453.59	195	88,450.05
Mondays to Fridays (NSD)	481-64573-ML-MFHo-1	28/05/24	A	6	4	6	N/A	449.18	55	24,704.90
Saturdays & Good Friday	481-64573-ML-Sa-1	11/05/24	A	N/A	5	N/A	N/A	449.18	56	25,154.08
Sundays & Public Holidays*	481-64573-ML-Sa-1	12/05/24	A	N/A	3	N/A	N/A	174.67	58	10,130.86
								Total Scheduled In Service Mileage	364	148,439.89

* 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 – Any spare vehicles required for the provision of the Services shall be provided from within the Operator's overall garage resources.
7. A Route Risk Assessment is required to be submitted prior to the Commencement Date. If not already supplied, the Operator shall submit the relevant documents to Richard Rampton, Head of Bus Tendering and Evaluation within two weeks from the date of this Route Agreement.
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.

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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

OUT DIRECTION Timing Point Code	Stop Name	BACK DIRECTION Timing Point Code	Stop Name
KINGWS	Kingston Station #	WMDXHP	West London Mental Health Trust
SANLHG	Shaef Way	TWICTS	Twickenham Tesco
TEDDHG	Broad Street / Teddington	WHITNR	Whitton Library
HPBRCR	Willow Way	HPBRCR	Willow Way
WHITNR	Whitton Library	TEDDHG	Broad Street / Teddington
TWICTS	Twickenham Tesco	SANLHG	Shaef Way

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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
Chassis Manufacturer and Type	Volvo B5LH
Body Manufacturer and Type	WrightBus Gemini 3
Single or Double Deck	Double Deck
Upper Deck Air Cooling System	Yes
Minimum Seating Capacity	63 + 1 Wheelchair Space
Maximum Standing Capacity	29
Maximum Length	10,600mm
Maximum Width	2,550mm
Number of Doors	Two
Year of Manufacture	2015*
Engine Type (Including Euro Rating)	Euro VI Hybrid

Notes:

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

* Vehicles refurbished in 2020 as detailed in the award letter dated 20 December 2023.

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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: 11 MAY 2024

SCHEDULE IVA

CONTRACT PRICE AND OTHER FINANCIAL DETAILS

- | | | |
|----|---|--------------------------|
| 1. | Contract Price | £ 1,648,870.00 per annum |
| 2. | Period Contract Payment | £ 126,836.15 |
| 3. | Scheduled In Service Mileage | 148,439.89 miles p.a. |
| 4. | Deduction Figure | £ 11.11 per mile |
| 5. | Date of Tender | 17 October 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 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 22 June 2024 (Payment Period 4, Quarter 2) to 31 March 2025 (Payment Period 13, Quarter 3). | |