

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC87702**

ROUTE: 120

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 120 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:

Hounslow Garage (SG)
27A Spring Grove Road
Hounslow
Middlesex
TW3 4BE

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 120: Hounslow - Northolt

Date of Service Change: 22 June 2024.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Northolt: Hounslow High Street, Kingsley Road, Hounslow High Street, Hanworth Road, Grove Road, Bell Road, Lampton Road, Heston Road, Norwood Road, King Street, The Green, South Road, Lady Margaret Road, Ruislip Road, White Hart Roundabout, Church Road, Target Roundabout, Church Road, Mandeville Road

Towards Hounslow: Mandeville Road, Church Road, Target Roundabout, Church Road, White Hart Roundabout, Ruislip Road, Lady Margaret Road, South Road, The Green, King Street, Norwood Road, Heston Road, Lampton Road, Bath Road, Steve Biko Way, Staines Road, Grove Road, Hanworth Road, Hounslow High 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.

Hounslow Bus Station, Stop B

Private stand for 2 buses in Bay B of Hounslow Bus Station on north side of London Road.

Buses proceed from London Road, Hounslow Bus Station to stand, departing to Hounslow Bus Station.

Set down in London Road, at Stop Z1 (33528 - Hounslow Bus Station) and pick up in Hounslow Bus Station, at Stop B (BP5085 - Hounslow Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 120 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:	Hounslow, Bus Station.
OTHER INFORMATION:	Toilet facilities available 24 hours.

Hounslow, Steve Biko Way Stand (from Northolt Station)

Private stand for 3 buses on Steve Biko Way.

Buses proceed from Bath Road, Steve Biko Way to stand, departing via Steve Biko Way, Staines Road, Bell Road to Lampton Road.

Set down in Lampton Road, at stop Y (BP1992 - Bell Corner / Hounslow Civic Centre) and pick up in Lampton Road, at stop R (BP5009 - Bell Corner / Hounslow Civic Centre).

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, Bell Corner.

Lampton Corner (from Northolt Station)

Buses proceed from Heston Road, Spring Grove Road, Lainlock Place, Spring Grove Road departing to Heston Road.
Set down in Heston Road, at Stop HL (16213 - Great West Road) and pick up in Lampton Road, at Stop HA (R0494 - Great West Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
BLIND DISPLAY: Lampton, Great West Road.

Norwood Green, Tentelow Lane (from Northolt 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 Norwood Road, Tentelow Lane, Norwood Green Road to stand, departing via Norwood Green Road to Norwood Road.
Set down in Norwood Road, at Stop Norwood Rd (16272 - Norwood Green) and pick up in Norwood Road, at Stop Harewood Terrace (16271 - Harewood Terrace).

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: Norwood Green.

Southall, The Green (from Hounslow Bus Station)

Buses proceed from The Green, departing to The Green.
Set down in The Green, at Stop L (19033 - The Green) and pick up in The Green, at Stop M (8750 - The Green).

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

Southall, Town Hall, Avenue Road (from both directions)

Public stand for six buses in two parts:

1 - Main stand for 3 buses in layby on east side of Avenue Road, commencing 28 metres south of Boyd Avenue and extending 18 metres north.

2 - Overflow stand for 3 buses on south side of Cambridge Road commencing 48 metres west of Avenue Road and extending 28 metres east.

From Hounslow Bus Station

Buses proceed from Hamilton Road, Avenue Road, Cambridge Road to stand, departing via Cambridge Road to South Road.

Set down in South Road, at Stop O (7699 - Southall Broadway) and pick up in South Road, at Stop M (20712 - Southall Broadway).

From Northolt Station

Buses proceed from Lady Margaret Road, South Road, Hamilton Road, Avenue Road, Cambridge Road to stand, departing to Cambridge Road.

Set down in Lady Margaret Road, at Stop F (27852 - High Street / Southall Town Hall) and pick up in South Road, at Stop O (7699 - Southall Broadway).

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:	Southall, Town Hall.
OTHER INFORMATION:	Buses should use the stand in Avenue Road unless full. An overflow stand is available in Cambridge Road.

Lady Margaret Road, Ruislip Road (from Hounslow Bus Station)

Buses proceed from Lady Margaret Road, Ruislip Road departing to Lady Margaret Road.

Set down in Lady Margaret Road, at Stop WH (25196 - Kenilworth Gardens) and pick up in Lady Margaret Road, at Stop EC (25197 - Kenilworth Gardens).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Lady Margaret Road, Ruislip Rd.

Yeading, White Hart (from Hounslow Bus Station)

Public stand for one bus on south west side of Old Ruislip Road, alongside the green, commencing at a point 9 metres west of the centre of Hawtry Avenue and extending 13 metres eastwards.

Buses proceed from Ruislip Road, White Hart Roundabout, Ruislip Road, Old Ruislip Road to stand, departing via Old Ruislip Road, Ruislip Road, White Hart Roundabout to Ruislip Road.

Set down in Ruislip Road, on stand (14890 - Wayfarer Road) and pick up in Ruislip Road, at Stop Y (15785 - Church 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: Yeading, White Hart.

Northolt, Target Roundabout (from Hounslow Bus Station)

Buses proceed from Church Road, Target Roundabout departing to Church Road. Set down in Church Road, at Stop TF (16147 - Target Roundabout) and pick up in Church Road, at Stop TB (16146 - Sycamore Close).

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

Northolt Station

Public stand for six buses in bus parking area on west side of Mandeville Road between Carr Road and Castle Road.

Buses proceed from Mandeville Road, Bus Parking Area to stand, departing via Bus Parking Area to Mandeville Road.

Set down in Mandeville Road, at Stop A (14908 - Northolt Station) and pick up in Mandeville Road, at Stop B (18221 - Northolt Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 2 buses on Route 120 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: Northolt.
OTHER INFORMATION: Engines must be switched off on stand. Toilet facilities available in LUL station 0600-0100 Mondays to Saturdays; 0700-0100 Sundays. New toilet facility also on the stand. By arrangement, meal relief vehicle authorised to stand at Northolt Station

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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	120-63040-ML-MF-1	24/06/24	A	17	13	17	9	1,889.93	250	472,482.50
Saturdays & Good Friday	120-63040-ML-Sa-1	22/06/24	A	N/A	15	N/A	9	1,708.63	56	95,683.28
Sundays & Public Holidays*	120-63040-ML-Su-1	23/06/24	A	N/A	12	N/A	9	1,469.39	58	85,224.62
								Total Scheduled In Service Mileage	364	653,390.40

* 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) | 23 June 2028 |
| 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. 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 120.
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.

- 10 In accordance with the award letter dated 10 August 2023, this contract may be extended by one further year, subject to mutual agreement. The Corporation will serve a minimum of one year's notice prior to the end of the six-year term.

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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 = 1.23 minutes
Minimum Performance Standard	Excess Wait Time = 1.20 minutes
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
HOUNBSB	Hounslow Bus Station	NTHTSN	Northolt Station <>
LAMPBH	Great West Road	YEADWH	Yeading / White Hart Roundabout
NWDGTL	Norwood Green	LMGRKG	Kenilworth Gardens
STHLTH	Southall Broadway	STHLTH	Southall Broadway
LMGRKG	Kenilworth Gardens	NWDGTL	Norwood Green
YEADWH	Yeading / White Hart Roundabout	LAMPBH	Lampton Avenue
		HOUNBL	The Bell

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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 B5L Hybrid
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	2017
Engine Type (Including Euro Rating)	Euro VI

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: 22 JUNE 2024

SCHEDULE IVA

CONTRACT PRICE AND OTHER FINANCIAL DETAILS

- | | | |
|----|--|--------------------------|
| 1. | Contract Price | £ 5,846,000.00 per annum |
| 2. | Period Contract Payment | £ 449,692.31 |
| 3. | Scheduled In Service Mileage | 653,390.40 miles p.a. |
| 4. | Deduction Figure | £ 8.95 per mile |
| 5. | Date of Tender | 30 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 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). | |