

**FRAMEWORK AGREEMENT
NO: QC0055**

**ROUTE AGREEMENT
NO: QC87102**

ROUTE: 396

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 396 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: River Road Garage (RR)
51 River Road,
Barking
IG11 0SW

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 –
As detailed on the attached Public Timetable.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 396: Goodmayes, King George Hospital - Ilford Broadway, Sainsbury's

Date of Structural Change: 30 March 2024

Date of Service Change: 30 March 2024

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards Ilford Broadway, Sainsbury's: Private Road In Goodmayes Hospital Grounds, Barley Lane, Eastern Avenue, Gants Hill Cross, Cranbrook Road, Chapel Road, Sainsburys Bus Lay-By

Towards Goodmayes, King George Hospital: Sainsburys Bus Lay-By, Roden Street, Chapel Road, Ilford Hill, Cranbrook Road, Gants Hill Cross, Eastern Avenue, Newbury Park Station Forecourt, Eastern Avenue, Hainault Road, Barley Lane, Chadwell Heath Lane, Little Heath, Barley Lane, Private Road In Goodmayes Hospital Grounds

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

Goodmayes, King George Hospital East Side

Private stand for one bus inside hospital grounds on east side of green for Route 396.

Buses proceed from Private Road In Goodmayes Hospital Grounds to stand, departing to Private Road In Goodmayes Hospital Grounds.

Set down in King George Hospital, at Stop A (BP281 - King George Hospital) and pick up in King George Hospital, at Stop AA (BP5655 - King George Hospital).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

No more than 1 bus on Route 396 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:

Goodmayes, King George Hospital.

OTHER INFORMATION:

Hospital toilet facilities available at all times.

Little Heath, Haw Bush (from Ilford Broadway, Sainsbury's)

Public stand for one bus in bay on west side of Barley Lane on the west side of The Green.

Buses proceed from Chadwell Heath Lane, Little Heath, Barley Lane to stand, departing to Barley Lane.

Set down in Chadwell Heath Lane, at Stop E (29914 - Little Heath) and pick up in Barley Lane, at Stop B (29287 - Chadwell Heath 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:	Little Heath.

Newbury Park Station (from Ilford Broadway, Sainsbury's)

Private stand on west side of Newbury Park LUL Station forecourt, extending 23 metres.

From Goodmayes, King George Hospital

Buses proceed from Eastern Avenue, Newbury Park Station Forecourt to stand, departing to Newbury Park Station Forecourt.

Set down in Eastern Avenue, at Stop NB (18237 - Newbury Park Station) and pick up in Newbury Park Station Forecourt, at Stop NA (25185 - Newbury Park Station).

From ILFORD BROADWAY, SAINSBURY'S

Buses proceed from Newbury Park Station Forecourt to stand, departing via Newbury Park Station Forecourt to Eastern Avenue.

Set down in Newbury Park Station Forecourt, at Stop NA (25185 - Newbury Park Station) and pick up in Eastern Avenue, at Stop NK (R0312 - Ley 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:	Newbury Park.
OTHER INFORMATION:	Buses to stand on the offside under canopy.

Gants Hill Station, Perth Road (from Goodmayes, King George Hospital)

Public stand for two buses on north side (offside) of Perth Road, commencing 62.5 metres east of Bramley Crescent and extending 23 metres east.

Buses proceed from Cranbrook Road, Bramley Crescent, Perth Road to stand, departing via Perth Road, Eastern Avenue, Gants Hill Cross to Eastern Avenue.

Set down in Cranbrook Road, at Stop CH (8622 - Gants Hill Station / Cranbrook Road) and pick up in Eastern Avenue, at Stop EC (13447 - Parham Drive).

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:	Gants Hill.

Ilford, Roden Street

Private stand for five buses in bus parking area at junction of Chapel Road and Roden Street in 2 sections.

1. For four buses on the offside, extending 45 metres;
2. For one bus on nearside, extending 12 metres.

Buses proceed from Sainsburys Bus Lay-By to stand, departing to Sainsburys Bus Lay-By. Set down in Roden Street, at Stop C (BP284 - Roden Street) and pick up in Roden Street, at Stop C (BP284 - Roden Street).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 396 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:	Ilford Hill.
OTHER INFORMATION:	Sainsbury's toilet facilities available: Mon-Sat: 0800-2000 & Sun: 1000-1600.

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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 (SHO)	396-63108-BE-MF-1	01/04/2024	A	4	4	4	2	467.83	250	116,957.50
Saturdays & Good Friday	396-63108-BE-Sa-1	30/03/2024	A	N/A	4	N/A	2	458.75	56	25,690.00
Sundays & Public Holidays *	396-63108-BE-Su-1	31/03/2024	A	N/A	4	N/A	2	440.59	58	25,554.22
								Total Scheduled in Service Mileage	364	168,201.72

* Excluding Christmas Day and Good Friday

** See Schedule IIA Part 1

Including all Public Holidays except Christmas Day and Boxing Day

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) | 31 March
2028 |
| 2. Sponsored Route
(clause 27.10) | No |
| 3. Multiple Termination
Clause 27.11 to apply | Yes |
| The following agreements will be subject to multiple termination: | QC87101
QC87103 |
| 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. 0
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 396.
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 AND QSI THRESHOLD

Minimum Operated Mileage Standard	98%
Route Categorisation	Low Frequency Route
Initial Minimum Performance Standard (1 April 2024 to 3 January 2025)	86.0% “On Time”
Minimum Performance Standard	86.0% “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		BACK DIRECTION	
Timing Point Code	Stop Name	Timing Point Code	Stop Name
GOODKGE	King George Hospital	IFBYSY	Roden Street
NBPKSN	Newbury Park Station	GTSLSN	Gants Hill Station / Cranbrook Road
GTSLSN	Gants Hill Station / Cranbrook Road	NBPKSN	Newbury Park 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
Chassis Manufacturer and Type	Alexander Dennis Enviro 200
Body Manufacturer and Type	ADL Enviro 200
Single or Double Deck	Single Deck
Upper Deck Air Cooling System	N/A
Minimum Seating Capacity	32 + 1 wheelchair
Maximum Standing Capacity	31
Maximum Length	10,800 mm
Maximum Width	2,440 mm
Number of Doors	Two
Year of Manufacture	2011
Engine Type (Including Euro Rating)	Euro V EEV

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: 00/01

EFFECTIVE DATE: 30 MARCH 2024

SCHEDULE IVA

CONTRACT PRICE AND OTHER FINANCIAL DETAILS

1. Contract Price £1,300,951.00 per annum
2. Period Contract Payment £ 100,073.15
3. Scheduled In Service Mileage 168,201.72 miles p.a
4. Deduction Figure £7.73 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 11 (Quarter 4), and ends on the last day of Payment Period 10 (Quarter 3), 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 1 April 2024 (Payment Period 1, Quarter 1) to 3 January 2025 (Payment Period 10, Quarter 3).