

**FRAMEWORK AGREEMENT
NO: QC0009**

**ROUTE AGREEMENT
NO: QC85501**

ROUTE: 237

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 237 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 237: Hounslow Heath, Hussar - White City Bus Station

Date of Structural Change: 6 January 2024.

Date of Service Change: 6 January 2024.

Reason for Issue: New Contract.

STREETS TRAVERSED

Towards White City Bus Station: Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road, Brentford High Street, Kew Bridge Road, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, Goldhawk Road, Shepherd's Bush Green (west Side), Uxbridge Road, Shepherds Bush Interchange, Westfield Way, Ariel Way, White City Bus Station

Towards White City Bus Station: Brentford High Street, Kew Bridge Road, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, Goldhawk Road, Shepherd's Bush Green (west Side), Uxbridge Road, Shepherds Bush Interchange, Westfield Way, Ariel Way, White City Bus Station

Towards Hounslow Heath, Hussar: White City Bus Station, Ariel Way, Westfield Way, Shepherds Bush Interchange, Shepherd's Bush Green (south Side), Shepherd's Bush Green, Goldhawk Road, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, Kew Bridge Road, Brentford High Street, London Road, Hounslow High Street, Douglas Road, Grove Road, Staines Road, Martindale Road, Corporation Avenue, Barrack Road

Towards Hounslow Heath, Hussar: London Road, Hounslow High Street, Douglas Road, Grove Road, Staines Road, Martindale Road, Corporation Avenue, Barrack Road

Towards Hounslow Heath, Hussar: Brentford High Street, London Road, Hounslow High Street, Douglas Road, Grove Road, Staines Road, Martindale Road, Corporation Avenue, Barrack Road

Towards Hounslow Heath, Hussar: White City Bus Station, Ariel Way, Westfield Way, Shepherds Bush Interchange, Shepherd's Bush Green (south Side), Shepherd's Bush Green, Goldhawk Road, Chiswick High Road, Chiswick Roundabout, Chiswick High Road, Kew Bridge Road, Brentford 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 Heath, Hussar

Public stand for 2 buses on east side of Barrack Road outside The Hussar public house commencing approximately 20 metres north of Staines Road and extending 20 metres north.

Buses proceed from Barrack Road to stand, departing via Barrack Road to Staines Road. Set down in Barrack Road, at Stop Z1 (25593 - Hounslow Heath / The Hussar) and pick up in Staines Road, at Stop C (4554 - Frampton Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 237 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 Heath.

Hounslow, Bell Corner (from White City Bus Station)

Private stand for 3 buses in separate 12-metre marked bays in Bus Parking Area on north side of Bath Road adjacent to Bath Road Car Park and opposite Nos. 22-36.

Buses proceed from Grove Road direct to stand.
Set down in Grove Road, at Stop S (BP929 - Treaty Centre) and pick up in Staines Road, at Stop U (BP930 - The Bell).

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.

Hounslow Bus Station (from White City Bus Station)

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

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

Set down in London Road, at Stop G (1778 - Hounslow Bus Station) and pick up in London Road, at Stop F (1341 - Hounslow Bus Station).

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, Bus Station.

Isleworth, Busch Corner (from Hounslow Heath, Hussar)

Buses proceed from London Road, Epworth Road, Syon Lane departing to London Road.

Set down in London Road, at Stop T (6187 - Busch Corner) and pick up in London Road, at Stop V (6188 - Busch Corner).

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

Brentford, County Court (from White City Bus Station)

Public stand for three buses on south side of Back Lane, commencing 5 metres west of the western kerbline of Alexandra Road and extending 30 metres west.

From Hounslow Heath, Hussar

Buses proceed from Brentford High Street, Alexandra Road, Back Lane to stand, departing via Back Lane, St Paul's Road, Half Acre to Brentford High Street.
Set down in High Street, at Stop BP (6173 - Brentford County Court) and pick up in High Street, at Stop BC (6176 - Market Place).

From WHITE CITY BUS STATION

Buses proceed from Brentford High Street, Alexandra Road, Back Lane to stand, departing via Back Lane, St Paul's Road, Half Acre to Brentford High Street.
Set down in High Street, at Stop BJ (6170 - Goat Wharf) and pick up in High Street, at Stop BP (6173 - Brentford County Court).

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: Brentford, County Court.

Chiswick Roundabout (from White City Bus Station)

From Hounslow Heath, Hussar

Buses proceed from Chiswick High Road, Chiswick Roundabout departing to Chiswick High Road.

Set down in Chiswick High Road, at stop L (3163 - Brentford Fountain Leisure Centre) and pick up in Chiswick High Road, at stop K (3164 - Brentford Fountain Leisure Centre).

From WHITE CITY BUS STATION

Buses proceed from Chiswick High Road, Chiswick Roundabout departing to Chiswick High Road.

Set down in Chiswick High Road, at stop J (6159 - Power Road) and pick up in Chiswick High Road, at stop K (6158 - Thorney Hedge Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

BLIND DISPLAY: Chiswick Roundabout.

Turnham Green, Chiswick High Road (from Hounslow Heath, Hussar)

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, Town Hall Avenue, Heathfield Terrace, Chiswick High Road to stand, departing to Chiswick High Road.

Set down in Chiswick High Road, at Stop S (R0209 - Chiswick Road) and pick up in Chiswick High Road, at Stop CV (133 - Turnham Green Church).

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.

Goldhawk Road, Askew Road (from Hounslow Heath, Hussar)

Buses proceed from Goldhawk Road, departing to Goldhawk Road.

Set down in Goldhawk Road, at stop SB (1784 - Askew Road) and pick up in Goldhawk Road, at stop SJ (6218 - Askew Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

BLIND DISPLAY: Goldhawk Road.

Shepherds Bush Green, West Side (from Hounslow Heath, Hussar)

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 via Shepherd's Bush Green (west Side), Uxbridge Road, Shepherd's Bush Green (south Side), Shepherd's Bush Green to Goldhawk Road.

Set down in Uxbridge Road, at Stop U (24294 - Shepherd's Bush Green) and pick up in Goldhawk Road, at Stop J (20072 - Shepherd's Bush 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:	Shepherd's Bush.

White City Bus Station, Stand 6 & 7

Private stand for two buses on Route 237 at Stands 6 & 7 in White City Bus Stand.

Buses proceed from White City Bus Station, Ariel Way, White City Bus Stand to stand, departing via White City Bus Stand, Ariel Way to White City Bus Station. Set down in White City Bus Station, at alighting point (BP5255 - White City Bus Station) and pick up in White City Bus Station, at stop WL (BP5239 - White City Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 237 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:	White City.

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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	237-62135-ML-MF-1	08/01/24	A/B	21	19	21	9	2,285.19	250	571,297.50
Saturdays & Good Friday	237-62135-ML-Sa-1	06/01/24	A/B	N/A	19	N/A	9	2,135.64	56	119,595.84
Sundays & Public Holidays*	237-62135-ML-Sa-1	07/01/24	A/B	N/A	13	N/A	9	1,706.60	58	98,982.80
								Total Scheduled In Service Mileage	364	789,876.14

* 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) | 7 January
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 237.
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 31 May 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 (1 April 2024 to 3 January 2025)	Excess Wait Time = 1.22 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
HHTHHR	Frampton Road	WCTYBS	White City Bus Station <>
HOUNBL	The Bell	SHEPGR	Goldhawk Road Station <>
HOUNBSL	Hounslow Bus Station	SFBKSN	Stamford Brook Station <>
ISLEBC	Busch Corner	TURNCH	Turnham Green Church
BTFDHA	Market Place	KEWBPL	Kew Bridge Station #
KEWBPL	Kew Bridge Station #	BTFDHA	Market Place
TURNCH	Turnham Green Church	ISLEBC	Busch Corner
SFBKSN	Stamford Brook Station <>	HOUNBSL	Hounslow Bus Station
SHEPGR	Goldhawk Road Station <>	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	Vehicle Type B
Chassis Manufacturer and Type	Volvo B5LH	Volvo B5LH
Body Manufacturer and Type	WrightBus	MCV
Single or Double Deck	Double Deck	Double Deck
Upper Deck Air Cooling System	Yes	Yes
Minimum Seating Capacity	63 + 1 Wheelchair Space	63 + 1 Wheelchair Space
Maximum Standing Capacity	29	29
Maximum Length	10,600mm	10,500mm
Maximum Width	2,550mm	2,550mm
Number of Doors	Two	Two
Year of Manufacture	2017	2018
Engine Type (Including Euro Rating)	Euro VI	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: 6 JANUARY 2024

SCHEDULE IVA

CONTRACT PRICE AND OTHER FINANCIAL DETAILS

- | | | |
|----|--|--------------------------|
| 1. | Contract Price | £ 6,731,000.00 per annum |
| 2. | Period Contract Payment | £ 517,769.23 |
| 3. | Scheduled In Service Mileage | 789,876.14 miles p.a. |
| 4. | Deduction Figure | £ 8.52 per mile |
| 5. | Date of Tender | 24 January 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). | |