

# Nottinghamshire Enhanced Partnership *Scheme 1.0*

June 2022



Developed by  
Nottinghamshire  
Enhanced Partnership Board

# **NOTTINGHAMSHIRE ENHANCED PARTNERSHIP SCHEME SCHEME 1 (2021/22 – 2026/27)**

THIS FIRST NOTTINGHAMSHIRE ENHANCED PARTNERSHIP SCHEME IS MADE IN ACCORDANCE WITH SECTIONS 114 – 123 OF THE TRANSPORT ACT 2000 (as amended) (the “Scheme”) BY **Nottinghamshire County Council**, of County Hall, Loughborough Road, West Bridgford, Nottingham, NG2 7QP.

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1.	<b>ENHANCED PARTNERSHIP SCHEME – LEGAL DEFINITIONS AND INTERPRETATION</b>
“Bus”	means: (a) a motor vehicle constructed or adapted to carry more than eight passengers (exclusive of the driver); and (b) a Local Bus not so constructed or adapted.
“Bus Gate”	means a length of road reserved for buses, the entry to which is indicated with traffic signs to diagrams 953, 953.2 and 1048.2 (or 1048.4) of the TSR&GD 2002.
“Bus Lane”	has the same meaning as given in regulation 23 in Part I of the TSR&GD 2002.
“Bus Operator (or Operator)”	Means any bus operator operating Qualifying Bus Services.
“Bus Service Improvement Plan “	Means the Bus Service Improvement Plan adopted by the Council on 17 November 2021 as the same may be revised from time to time.
“Bus Stand Clearway”	means: (a) a bus stop indicated by road markings of the type shown in either diagram 1025.1, 1025.3 or 1025.4 in Schedule 6 to Part 1 to the TSRGD within which the legend “BUS STAND” area is marked and within which the requirements, prohibitions and exception specified for the term “bus stand clearway” given in Schedule 19 to Part 1 of the TSRGD apply, and  (b) within which the public service vehicle will not be permitted to wait for longer than the maximum duration of time and will not be permitted to wait again during the period of time.

“Bus Stop”	means a location within the scheme area which is intended for waiting by local buses and which is indicated with a sign of a type similar to that shown in diagram 970 in Schedule 5 to Part 1 of the TSRGD.
“Bus Stop Clearway”	means a bus stop indicated by road markings of the type shown in either diagram 1025.1, 1025.3 or 1025.4 in Schedule 6 to Part 1 to the TSRGD within which the legend “BUS STOP” area is marked and within which the requirements, prohibitions and exception specified for the term “bus stop clearway” given in Schedule 19 to Part 1 of the TSRGD apply.
“Commencement Date”	means the date of commencement of the scheme pursuant to clause 2.1, or such later date as the Scheme may commence following any postponement of the Scheme under section 117 of the Transport Act 2000.
“Council”	means Nottinghamshire County Council whose principal office is County Hall, Loughborough Road, West Bridgford, Nottingham NG2 7QP.
“DDA”	means the Disability Discrimination Act 1995 (as amended) and “DDA compliant” shall be construed accordingly.
“Enhanced Partnership Plan (EP Plan)”	means the Enhanced Partnership Plan for Nottinghamshire County (excluding the area comprised within the Robin Hood EP Plan) which comes into operation on the 6 <sup>th</sup> June 2022
“Enhanced Partnership Scheme Bespoke variation (Bespoke variation mechanism)”	is a reference to a formal bespoke variation of the relevant Enhanced Partnership Scheme as a result of the voting mechanism set out in section [10.6] and which will then constitute a formal bespoke variation of the relevant scheme for the purposes of s.138E(1) of the 2000 Act.
“EP Board”	the Enhanced Partnership Board created and operating in the manner provided under the EP Plan.
“Excluded	shall mean the category of Local Services listed in Schedule 3;

Services”	
“Excursion or Tour”	has the same meaning as given in section 137(1) of the Transport Act 1985;
“Facilities”	means those facilities meeting the requirements of s138D (1) of the 2000 Act intended for the convenience of passengers of local services which are listed in Schedule 1
“Hackney Carriage”	has the same meaning as given in section 137(1) of Local Government (Miscellaneous Provisions) Act 1976.
“Local Bus”	means a public service vehicle used for the provision of a Local Service not being an Excursion or Tour.
“Local Service”	has the meaning set out in Section 2 of the Transport Act 1985, (but excluding any Excluded Services)
“Measures “	means those measures referred to in Part B, sections 8 and/or 9 meeting the requirements of s138D (2) of the 2000 Act.
Non-qualifying Bus Service	Means services excluded from classification as Qualifying Bus Services.
Qualifying Bus Service	is a reference to registered local bus services with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of those detailed in schedule 3.
“Requirements	means those requirements placed upon Bus Operators to the extent that the same operates Qualifying Bus Services identified as such within Schedule 2 and meeting the requirements of s.138C 2017 Act.
“Scheme”	means any Nottinghamshire Enhanced Partnership Scheme made during or prior to (but still in effect) the period in which this EP Plan is in effect.
“Scheme Area”	means the area where a Scheme will apply, and which is defined in Schedule 7;

“Service Change Dates”	<p>means the closest Sunday to the following: -</p> <ul style="list-style-type: none"> <li>(a) last Sunday in January;</li> <li>(b) Sunday before May Day Bank Holiday;</li> <li>(c) end of the school summer term;</li> <li>(d) start of the school autumn term.</li> </ul> <p>Additional change dates can be agreed between the Council and operators by a decision of the EP Board to reflect differing school term dates between Local Education Authorities and Academies.</p> <p>This does not exclude the current arrangements to accept short notice / Emergency registrations as appropriate.</p> <p>The members of the Travel Notts Board will be notified of the dates of (c) and (d) by the Council prior to the relevant Travel Notts Board meeting at which subsequent Service Change Dates are to be confirmed.</p>
“EP Plan”	means this Enhanced Partnership Plan made pursuant to the provisions of s. 138 of the Transport Act 2008 as amended as the same may be varied from time to time under the procedures for variation provided for at s.138 of the 2000 Act.
“Standards of Service”	means the standards of service set out in Schedule 2 ( <i>Standards</i> );
“Traffic Commissioner”	has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981;
“Traffic Restrictions”	means restrictions and control on vehicular traffic introduced through a TRO or other statutory means through powers contained in the Road Traffic Regulation Act 1984.
“Travel Notts”	Common branding for the Nottinghamshire network as adopted with the agreement of the EP Board.
“Travel Notts Board”	Nottinghamshire Partnership Board comprising, Nottinghamshire Council, Bus Operators, District Councils, Bus user representative, Rail operators, Business Community representative

“Travel Notts Board meeting”	means the half yearly meetings of the EP board which are scheduled to be held on dates to be determined every April and October unless otherwise stated.
“TRO”	means a Traffic Regulation Order or any other order made under provisions contained in the Road Traffic Regulation Act 1984.
“TSRGD”	means the Traffic Signs Regulations and General Directions 2002 (S.I. 2002/3113) as amended. updated or replaced from time to time.
“1985 Act”	Transport Act 1985
“2000 Act”	Transport Act 2000 (as amended by the 2017 Act).
“2017 Act”	Bus Services Act 2017

<b>2</b>	<b>DATE AND PERIOD OF OPERATION</b>
2.1	The Scheme was made on 6 <sup>th</sup> June 2022.
2.2	The Scheme will operate for a period of 5 years from the Commencement Date notwithstanding any postponement of any Requirements, Measures or Facilities referred to in the Scheme and subject to bespoke variation or revocation in accordance with Section 138E of the 2000 Act.

<b>3</b>	<b>SCHEME PURPOSE AND OBJECTIVES</b>
3.1	The overall Aim is to build a sustainable, efficient and growing bus network that meets peoples travel needs and expectations.
3.2	The Scheme aims to bring benefits to persons using Local Services by improving

	the quality of those Local Services operating in the Scheme Area and restricting the use of the Bus Stops in the Scheme Area to those Local Services that meet the Standards of Service. The Council is satisfied that both the provision of the Facilities and the provision of Local Services to the required standard will achieve this aim.
3.3	The Scheme aims to enable Bus Operators to achieve more reliable and punctual services in accordance with bus service registrations as part of their commitments to the Traffic Commissioner, reduce journey time, increase bus patronage and passenger satisfaction. Measures and funding will be put in place from existing funding sources.
3.4	<p>The Scheme purpose and objectives are: -</p> <ol style="list-style-type: none"> <li>1. Customer-informed approach to bus service provision to provide a comprehensive, simple network that is easy to understand and use.</li> <li>2. Provide robust measures and infrastructure to support bus efficiency, reliability and improve journey times by bus, making the bus an attractive proposition compared to the car.</li> <li>3. Provide a network which is affordable and offers good value for money</li> <li>4. Develop a network which is integrated and offers more opportunities to travel for more residents of Nottinghamshire to access work, education, health, and leisure destinations.</li> <li>5. Provide a network and associated infrastructure which is attractive, comfortable, safe, and accessible to all.</li> <li>6. Work with partners to provide a coordinated approach to bus service delivery.</li> <li>7. Grow patronage and improve passenger satisfaction</li> <li>8. Contribute to the council and government's ambitions for decarbonisation and improving local air quality.</li> <li>9. Contribute towards the governments 'Levelling up'agenda.</li> </ol>

<b>4</b>	<b>SCHEME AREA</b>
4.1	The Scheme Area covers 3,663 bus stops as listed in Appendix X1 & X2 covering the area as defined in the map in Schedule 7.
4.2	The Scheme shall apply to Bus Operators of Local Services operating within the Scheme Area. unless exempted under the provisions of the Scheme (or where implementation of any Requirement in respect of Bus Operators is postponed under the provisions of the Scheme until the date specified as the date upon which it has effect).



4.3	A summary of all Local Services operating in the Scheme Area at the date of making of the Scheme is set out in Schedule 4 (Affected Services). The Council will update Schedule 4 when required for every Service Change Date and the Council will make copies available to the Traffic Commissioner and all Bus Operators of affected Local Services. For the avoidance of doubt, such list of Affected Services will be an indicative list only of those Local Services which the Council believes to fall within the terms of the Scheme. An omission from the list of Affected Services in Schedule 4 shall not exempt a Local Service from the Scheme, which would otherwise fall within the terms of the Scheme.
4.4	Mansfield Interchange, Newark Bus Station, Worksop Bus Station and Retford Bus Station and their facilities located within the Scheme area are Facilities for the purpose of this Scheme.

<b>5</b>	<b>FACILITIES</b>
5.1	Subject to compliance within paragraph 8 (Conditions of Use), the Council will make the Facilities available (as detailed in Scheduled1) to Local Services and maintain and procure the maintenance of the Facilities from the Commencement Date, until the date the Scheme ceases to have effect.
5.2	Paragraph 5.1 shall not apply in relation to any Local Service using a Facility for any period during which the Council is temporarily unable to fulfill its obligations, in respect of that Facility, due to circumstances beyond its control. In such circumstances the Council shall notify any Bus Operator affected by the inability of the Council to meet its obligations in respect of that Facility, confirming the reason for such inability and the anticipated period during that the Facility will not be available or the Facility is not being provided in compliance with the Council's obligations.
5.3	The Facilities are to be maintained for the duration of the Scheme in accordance with Schedule 5 (Maintenance of Facilities).
5.4	Any queries regarding the Traffic Regulation Orders for the Scheme Area may be obtained from the Traffic Manager, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP
5.5	The Council has included existing Bus Stops and other Facilities within the Scheme. These Facilities have been implemented as part of the Council's ongoing commitment to provide improvements to Bus Stops for bus passengers and Bus

	Operators, during which time all of the Facilities have been maintained to an acceptably high standard providing benefits to passengers and will continue to provide significant benefits to passengers under the Scheme. These Facilities are detailed in Schedule 1.
<b>6</b>	<b>MEASURES</b>
6.1	The Council shall continue to take and where relevant commence to take the Measures provided for in this Scheme subject to any temporary inability to take the relevant Measure due to circumstances beyond the control of the Council.
6.2	Any queries regarding the Traffic Regulation Orders for the Scheme Area which are designated as Measures should be directed to the Traffic Manager, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP

<b>7</b>	<b>STANDARDS OF SERVICES TO BE PROVIDED BY BUS OPERATORS</b>
7.1	For the purpose of the Scheme, all Local Services will be in accordance with the requirements of paragraphs 7.2 of this Scheme in order to use the Facilities.
7.2	A Local Service shall comply with the Standard of Services as specified in Schedule 2 including: <ul style="list-style-type: none"> <li>a) meeting a minimum Euro IV emission standards from the 1<sup>st</sup> April 2025; and</li> <li>b) having DDA compliant destination displays and full DDA accessibility.</li> </ul>

<b>8</b>	<b>SCHEME BENEFITS</b>
8.1	The improvements to infrastructure, ticketing, highways, vehicle quality and staff training by introducing this Scheme, will bring benefits to passengers using Local Services in the Scheme Area by improving the quality of those Local Services.
8.2	Congestion in the Scheme Area is currently one of the causes for unreliability, solved only by the addition of extended journey times, which prevents any

	significant reductions in scheduled journey times. The introduction of the Scheme will introduce a number of measures to address congestion. This should improve reliability and accessibility and help towards increasing bus usage. Measures will be put in place using existing funding as described in Schedule 1.
8.3	The targets for passenger benefits for the EP are based on the Bus Service Improvement Plan submitted to the DfT on the 31 <sup>st</sup> October 2021.
8.4	There has already been significant investment in Facilities including bus priority, enforcement mechanisms, waiting infrastructure, bus stations and electronic information. The Council is keen to protect this level of investment by ensuring that it is utilised by high quality services.
8.5	This scheme will support public health in the County by reducing the emissions of harmful Nitrous Oxide and Particulate Matter from the operators' bus fleets. It will also contribute to a reduction in the County's Carbon Dioxide emissions and contribute to the County Council climate change commitments.

<b>9</b>	<b>CONDITIONS OF USE</b>
9.1	An operator of a Local Service may only use the Facilities in the Scheme Area if each Local Service is provided by such Bus Operator to the Standards of Service except for any period during which such Bus Operator is temporarily unable to do so owing to circumstances beyond its control, provided that the Council is notified in writing as soon as practicably possible as to the reasons and period of such non-compliance.
9.2	Any Bus Operator of a Local Service who fails to comply with paragraph 7.1 above (including failing to give any undertaking required by the Traffic Commissioners in relation to the registration of any new or variation to an existing service) may be subject to action by the Traffic Commissioner in accordance with section 26 (Conditions attached to PSV operator's licence) of the Transport Act 1985 and section 155 of the TA 2000.

<b>10</b>	<b>REVIEW AND MONITORING</b>
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10.1	The Scheme will be reviewed at each Travel Notts Board Meeting, which will include an assessment of the Scheme's benefits in order to determine if any action is required to maintain or develop the Facilities and/or Standards of Service.
10.2	The Council reserves the right to monitor compliance with the Standards of Services in respect of a Local Service which is using any of the Facilities. Bus Operators of such Local Services will allow the Council (including its officers and employees) reasonable access to any such Local Service for this purpose, and provide any reasonable assistance required for this purpose.
10.3	Instances of Bus Operators failing to comply with the Standard of Services may be reported to the Traffic Commissioner and may be subject to action as detailed in Paragraph 9.2
10.4	The Council is required to provide, maintain and ensure availability of Facilities and continue to take or procure that any third party continues to take Measures throughout the life of the Scheme as required under section 138J of the 2000 Act subject to any temporary unavailability of any Facilities or Measures, postponement of an implementation date for a Facility or Measure as permitted by the Scheme where necessary and to any variation of the Scheme that may arise.
10.5	Any bespoke variation or Amendment to the scheme will be undertaken in regard to Section 138(E) of The Bus Services Act 2017 and the statutory guidance contained within The Bus Services Act 2017 Enhanced Partnership Scheme Guidance. <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/673420/bus-services-act-2017-advanced-quality-partnerships.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/673420/bus-services-act-2017-advanced-quality-partnerships.pdf</a>
10.6	<p>1.1 Any variation to this Scheme will be subject to the following bespoke voting mechanism where the relevant conditions referred to at paragraph [10.6.3] are satisfied.</p> <p>1.2 The following process (Figure 8.1) will be used to adopt a variation to this Scheme as provided for by s.138E of the 2000 Act, in place of the default objection mechanism that would otherwise apply as provided for by s. 138L and s.138M of the TA 2000.</p> <p>1.3 Any Enhanced Partnership Variation to be developed and implemented applying the provisions of s138E requires both of the following conditions to be met - a simple majority vote of the Nottinghamshire Bus Partnership</p>

Board in favour of the same; and the Councils veto on the Nottinghamshire Bus Partnership Board has not been invoked in response to such a vote.



Figure

8.1 Process of Enhanced Partnership Scheme Variation

<p><b>11</b></p>	<p><b>Communications concerning this Scheme</b></p>
<p>11.1</p>	<p>Communications with the Council relating to this Enhanced Partnership Scheme</p> <p>Any Operator or other person wishing to communicate with the Enhanced Partnership concerning the administration of this Scheme should address the communication to [Chairman of the Enhanced Partnership Board with a copy provided to the Team Manager, Development and Partnerships, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP</p>

## SCHEDULE 1 – FACILITIES, MEASURES AND REQUIREMENTS OF NOTTINGHAMSHIRE COUNTY COUNCIL

The facilities, measures and requirements outlined in this schedule reflect what is currently provided using existing resources. Should additional funding be secured, the facilities, measures and requirements may be amended following the Variation Mechanism outlined in Chapter 8 of the Enhanced Partnership Plan.

Where there is reference below to the Council maintaining Facilities, but reference is made to that Facility being maintained on behalf of the Council by a third party the Council's obligations to maintain shall be to have in place a contract for the maintenance of such Facilities (to the extent maintenance is contracted out), to monitor and where reasonably practicable seek to enforce its contract with that third party. In the case of any maintenance of a Facility contracted out subsequent to the entering into effect of this Scheme the obligations of the Council shall again be to ensure that it has a contract in place and to monitor and where reasonably practicable seek to enforce its contract with that third party.

References to “Continuous throughout the period of the Scheme” means that the requirement shall have effect from the Commencement Date of the Scheme, or any later date referred to and continue thereafter (unless varied) until the Scheme ceases to have effect.

FACILITY / MEASURE / REQUIREMENT	REF	DESCRIPTION OF FACILITY / MEASURE / REQUIREMENT	JUSTIFICATION AGAINST SCHEME OBJECTIVES	TIME
<b>1. BUS PRIORITY (these being Facilities or Measures as indicated in the first column)</b>				
Bus Lanes and other traffic restrictions (Measures)	1.1	A number of bus lanes and other traffic restrictions have been introduced on key routes over recent years within the Scheme Area to give priority to buses as described in Schedule 8 (TRO 2002 & 2004). The Council will continue to enforce those existing TROs to improve bus priority in the Scheme Area as outlined in Schedule 6.	2,7	Continuous throughout the period of this Scheme.
	1.2	The Council will review bus lane operating hours.		Periodically as determined by the Council in consultation with

				the EP Board.
Bus Gates (Facilities)	1.3	The Council will ensure the following bus gates are maintained in the EP area: <ul style="list-style-type: none"> <li>• Hucknall Bus Link</li> <li>• Leeming Street, Mansfield</li> <li>• Nottingham Road, Mansfield</li> </ul>	2.7	Continuous throughout the period of this Scheme.
Automatic Vehicle Location Traffic Light Priority (Measures)	1.4	22 junctions are AVL TLP enabled and will be maintained.	2,7	Continuous throughout the period of this Scheme.
Bus Stands and Bus Stop Clearways (Measures)	1.5	The Council will maintain the Bus Stands and Clearways within the Scheme Area.	2,7	Continuous throughout the period of this Scheme
	1.6	Bus Stop Clearways and Bus Stand Clearway will only permit use by Local Services. Enforcement of these Measures will be through local Civil Parking Enforcement Officers working on behalf of the Council.	2,7	Continuous throughout the period of this Scheme.
	1.7	In accordance with Schedule 19 of the Traffic Signs Regulations and General Directions 2002, all Bus Stand Clearways and Bus Stop Clearways will be defined on the following basis: - <p>a) all “Bus Stand Clearways” whether existing or new will be designated with a maximum layover of 30 minutes,</p> <p>b) all “Bus Stop Clearways” whether existing or new will be designated with a maximum layover of 2 minutes, in accordance with regulation 3 (a) of The Traffic Signs Regulations and General Directions 2002/3113.</p>	2,7	Continuous throughout the period of this Scheme and from such date as the Council establishes applying the Bespoke Voting Procedure within the EP Board.
<b>2. FACILITIES</b>				

<p>Mansfield Interchange (Facility)</p>	<p>2.1</p>	<p>The Council will maintain the Interchange.</p> <p>The Interchange is fully enclosed, providing a comfortable waiting area with plenty of seating, toilets, shop, café and baby changing area. It includes a staffed travel information office, CCTV cameras linked to the Mansfield town centre system and automatic doors separating the waiting passengers from buses. There are driver facilities provided for Bus Operators and electronic information systems providing passenger information.</p> <p>The MPTI uses a departure bay allocation system to avoid service clashes on bays and to assist passengers finding services departing in similar directions.</p>	<p>2,4,5,7</p>	<p>Continuous throughout the period of this Scheme.</p>
<p>Retford Bus Station (Facility)</p>	<p>2.2</p>	<p>The Council will maintain the Bus station.</p> <p>The bus station is fully enclosed, providing a comfortable waiting area with plenty of seating, toilets, and baby changing area. It includes a staffed travel information office, CCTV cameras linked to the Bassetlaw system and automatic doors separating the waiting passengers from buses. There are electronic information systems providing passenger information.</p> <p>The bus station uses a departure bay allocation system to avoid service clashes on bays and to assist passengers finding services departing in similar directions.</p>	<p>2,4,5,7</p>	<p>Continuous throughout the period of this Scheme.</p>
<p>Worksop Bus Station (Facility)</p>	<p>2.3</p>	<p>The Council will maintain the bus station.</p> <p>The bus station is fully enclosed, providing a comfortable waiting area with plenty of seating, toilets, cafe and baby changing area. It includes a staffed travel information office, CCTV cameras linked to the Bassetlaw system and automatic doors separating the waiting passengers from</p>	<p>2,4,5,7</p>	<p>Continuous throughout the period of this Scheme.</p>



		<p>buses. There are driver facilities provided for Bus Operators and electronic information systems providing passenger information.</p> <p>The bus station uses a departure bay allocation system to avoid service clashes on bays and to assist passengers finding services departing in similar directions.</p>		
Newark Bus Station (Facility)	2.4	<p>The Council will maintain the bus station.</p> <p>The bus station is fully enclosed, providing a comfortable waiting area with plenty of seating, toilets and baby changing area. It includes a staffed travel information office, CCTV cameras linked to the Newark town centre system and automatic doors separating the waiting passengers from buses. There are driver facilities provided for Bus Operators and electronic information systems providing passenger information.</p> <p>The bus station uses a departure bay allocation system to avoid service clashes on bays and to assist passengers finding services departing in similar directions.</p>	2,4,5,7	Continuous throughout the period of this Scheme.
Sutton Bus Station (Facility)	2.5	<p>The Council will maintain the bus station.</p> <p>The bus station has seven high quality bus shelters with integrated information boards and CCTV cameras linked to the Mansfield District Council system</p>	2,4,5,7	Continuous throughout the period of this Scheme.
Bus Shelters, Shelter cases and Seating (Clear Channel) (Facility)	2.6	<p>Clear Channel is the approved contractor for the supply, installation and maintenance of advertising and matching non advertising bus shelters across the County. They have a contract with the Council running until 2025. Clear Channel will also be responsible for the cleaning and maintenance of the specified standards in Schedule 5 of the shelters that they own within the scheme area.</p>	5,7	Continuous throughout the period of this Scheme.

Bus shelters (Council installed) (Facility)	2.7	The Council will maintain all shelters as per Schedule 5	5,7	Continuous throughout the period of this Scheme.
	2.8	The Council has a contract for shelter cleaning and maintenance that will ensure it meets the requirements of Schedule 5.	5,7	Continuous throughout the period of this Scheme.
Shelter case Inserts (Facility)	2.9	The Council will maintain shelter inserts as outlined in Appendix 2 & 3.	1,5,7	Continuous throughout the period of this Scheme.
	2.10	<p>Shelter case inserts will contain details of all bus routes and destinations in the surrounding area.</p> <p>The inserts will be updated for the start of the Scheme and updated on the following service change dates:</p> <ul style="list-style-type: none"> <li>• Start of new school year</li> <li>• Start of British Summer Time.</li> </ul>	1, 5,7	To be completed by 31 March 2023.
Bus Stop Information Poles, Bus Stop Plate and Timetable cases (Facility)	2.11	<p>A bus stop information pole, timetable display and bus stop flag will be provided at each bus stand or bus stop specified in Appendix 2 &amp; 3.</p> <p>The “Bus Stop” plate legend will be varied to “Bus Stand”, where the stop is designated a bus stand in accordance with paragraph 1.6 above.</p> <p>The Bus Stop plate will be provided by the Council for use by the relevant Local Services. Operator and service vinyls displayed on the plates will need to comply with the Council’s ‘Strategy for the provision of Information on Local Bus services’ published in July 2003.</p>	1,5,7	Continuous throughout the period of this Scheme.

Bus Stop Kerbs (Facility)	2.12	The Council will maintain 1,617 raised kerbs as per Appendix 2 & 3; The minimum standard kerb height will be 125mm, with an acceptable height of 140mm, and a maximum height of 180mm.	1,5	Continuous throughout the period of this Scheme.
The Council will maintain the Facilities throughout the period of the Scheme having regard to the Maintenance Specification detailed in Schedule 5.				
<b>3. ELECTRONIC INFORMATION</b>				
Real-Time Electronic Displays (Facility)	3.1	Maintain 450 electronic displays (3-line LED & TFT) within the Scheme Area specified in Schedule 1 (Bus Stops and Facilities) as having real time displays.  The electronic display will show either “real time” or chronological scheduled information for all Local Services using the relevant bus stop.  The County Council or Partner Local authorities can add messages to the electronic displays within the Scheme Area, which can provide useful travel information relating to various one-off network changes – stops, services, fares, roadworks, delays etc. The facility to add messages is available to bus operators, during office hours 24 hours per day, 7 days per week.	1,5,7	Continuous throughout the period of this Scheme.
Electronic Journey Planners (Facility)	3.2	The Council will maintain its electronic journey planner kiosks at their existing locations.	1,5,7	Continuous throughout the period of this Scheme.
<b>4. FUNDING BIDS</b>				
National Bus Strategy, Zero Emission Bus Regional areas	4.1	The Council will, in partnership with Operators, submit bids to all relevant Government competition funding sources to seek external contributions towards	8,9	As opportunities arise.

and other National Bus Strategy bidding opportunities (Preparatory Activity Leading to Proposed Future Measures)		Enhanced Partnership ambitions. The Council will work with Operators to identify and pursue other funding sources where these agreed upon using the mechanism in Section 8 of the EP Plan.		
	4.2	The Council will, in partnership with operators, submit bids for any further National Bus Strategy competitions or other Government monies where bidding for transport improvements is permitted i.e., Levelling Up	8,9	As opportunities arise.
<b>5. PARTNERSHIP SUPPORT</b>				
Planning consultation (Measure)	5.1	The Council will appraise relevant Operators of significant planning developments (for example large residential or commercial sites) throughout Nottinghamshire, including major development sites of sufficient scale or nature to generate developer contributions to support bus service enhancements. The Council will consult at an early stage with all Bus Operators running existing Qualifying Bus Services at the time of consultation likely to be impacted by development.	2,4,5,6,7	Continuous throughout the period of this Scheme.
<b>6. MONITORING, ENFORCEMENT AND MAINTENANCE</b>				
Enforcement of Bus Stands and Bus Stop Clearways (Measures)	6.1	The Council is responsible for civil parking enforcement and has powers to undertake the enforcement of Bus Lane contraventions and Bus Stand and Bus Stop clearways. Civil Enforcement Officers, who are employed on behalf of the Council will undertake enforcement of parking regulations.  Civil Enforcement Officers are tasked with enforcing Bus Stop and Bus Stand clearways which are maintained as part of the scheme to improve access to Bus	2,7	Continuous throughout the period of this Scheme.

		<p>Stops and speed up boarding times.</p> <p>The Civil Enforcement Officers may issue a Penalty Charge Notice if the restrictions detailed in 1.5 above are contravened. The Council's charge (at the time of publication) for a Penalty Charge Notice is £70, which is reduced to £35 if it is paid within 14 days.</p>		
	6.2	The Council has purchased three mobile CCTV equipped enforcement vehicles and will continue to use these to enforce Bus Stop Clearways within the Scheme Area.	2,7	Continuous throughout the period of this Scheme.
Enforcement of Bus Lanes and Bus Gates (Measures)	6.3	<p>The Council will maintain enforcement of its bus lanes and bus gates.</p> <p>The Council may issue a Penalty Charge Notice if the restrictions detailed in 1.1 above are contravened. The Council's charge (at the time of publication) for a Penalty Charge Notice is £70, which is reduced to £35 if it is paid within 14 days.</p>	2,7	Continuous throughout the period of this Scheme.
<p>The Council will maintain the Facilities throughout the period of the Scheme having regard to the Maintenance Specification detailed in Schedule 5.</p>				
<p><b>7. OTHER INITIATIVES</b></p>				
Bus Passenger Surveys	7.1	<p>The Council will undertake Transport Focus surveys each year across the County to monitor passenger satisfaction with bus services These will take the form of a questionnaire survey over a prescribed period where customers will be interviewed to comment on all aspects of their journey on and off bus.</p> <p>The information will also be presented to the operators at the Travel Notts Board Meetings and will be used to monitor the effectiveness of measures implemented in the Scheme. The results will also provide</p>	1,2, 3,4,5,7	On annual basis. Timing to be determined in consultation with the EP Board.

		information to the Council and Bus Operators which will enable them to develop and implement any further improvements to services or facilities that are required.		
<b>8. TICKETING (Initiatives to be incorporated into standards of service by way of an Scheme Variation or where appropriate a further Scheme)</b>				
Multi Operator Ticketing	8.1	The Council will develop Multi Operator Ticket (MOT) schemes agreements and technical specs for Newark, Mansfield, and Nottingham satellite towns.	1,3,7,9	To be adopted as a variation to this Scheme or as a new Scheme to have effect by 1 April 2023
Plusbus	8.2	The Council will develop Plusbus schemes in the scheme area.	1,3,7,9	To be adopted as a variation to this Scheme or as a new Scheme to have effect by 1 April 2023
Young Person Ticketing	8.3	The Council will develop Young Person Ticketing scheme.	1,3,7,9	To be adopted as a variation to this Scheme or as a new Scheme to have effect by 1 April 2023
<b>9. INFORMATION (Measures)</b>				
Timetables	9.1	Council printed timetables will make reference to the Nottinghamshire partnership, Travel Notts	1,5	Continuous throughout the period of this Scheme
Integrated Maps	9.2	Council integrated maps will be provided at stop and will make reference to Nottinghamshire partnership, Travel Notts	1,5	Continuous throughout the period of this Scheme

Website	9.3	The Council will develop and maintain a Nottinghamshire partnership Travel Notts website page where the public can access information on the Enhanced Partnership.	1,5	Continuous throughout the period of this Scheme
Marketing Campaign	9.4	The Council will develop a joint marketing campaign promoting the partnership and encouraging bus usage	1,5	With effect from 1 April 2022. Apr 2022
<b>10. TOTAL TRANSPORT SOLUTIONS (Measures)</b>				
Total Transport Solutions	10.1.	The Council will work with Doncaster Hospitals Trust to develop a total transport solution	1,3,4,6,7	To be completed by 31 March 2024-
	10.2	The Council will work with companies to develop Commuter plans.	1,7	With effect from 1 Apr 2022.
<b>11. FEASIBILITY STUDIES (Preparatory to provision of Facilities and Measures)</b>				
Feasibility Studies	11.1	Feasibility studies to implement further Pocket Park and Rides in 23/24	2,5,7	To be conducted during the period from 1 Apr 2023 -31 March 2024.
	11.2	Feasibility studies for Mobility hubs	2,5,7	To be conducted in the period 1 Apr 2023 to 31 March 2024.
<b>12. NETWORK DEVELOPMENT (Further Initiatives)</b>				
Demand Responsive	12.1	Introduce 3 DRT pilots as per Rural Mobility Fund.	1,4,5,6,7	Apr 2022 – Apr 2023

Transport				
Bus Service Support	12.2	Review bus service support as required under 1985 Transport Act	1,4,5,6,7	Continuous throughout the period of this Scheme.



## SCHEDULE 2 - STANDARDS OF SERVICES AND OPERATOR COMMITMENTS

The standards of service and operator commitments outlined in this schedule reflect what is currently provided using existing resources. Should additional funding be secured, the standards of service and operator commitments may be amended using the Variation Mechanism outlined in Chapter 8 of the Enhanced Partnership Plan.

STANDARD	REF	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AGAINST SCHEME OBJECTIVES	TIME
<b>1. OPERATOR STANDARDS AND COMMITMENTS</b>				
Reliability and Punctuality	1.1	To provide reliable and punctual Local Services in accordance with bus service regulations within the Traffic Commissioner's compliance guidelines of 1 minute early and 5 minutes late at registered timing points.	2 ,7	Continuous throughout the period of this Scheme.
	1.2	To ensure that passengers on a Bus which has become immobilized are transferred safely on to a replacement vehicle or alternative Local Service within 45 minutes of breakdown occurrence, unless the travel time from the depot to the breakdown is greater than 45mins, in which		Continuous throughout the period of this Scheme.

		case transfer must occur as soon as reasonably practicable taking into account potential transfer to a following service capacity permitting.		
	1.3	To be in attendance of broken-down Buses and use reasonable endeavors to remove any obstacle from the highway within 60 minutes of any breakdown occurrence, unless the travel time from the depot to the breakdown is greater than 60 mins. in which case transfer must occur as soon as reasonably practicable taking into account potential transfer to a following service capacity permitting.		Continuous throughout the period of this Scheme.
Network Stability	1.4	To only make changes to routes and timetables in strict accordance with the agreed "Service Change Dates", in order to maintain network stability, unless there are exceptional circumstances which have been agreed in advance with the Council.	5	Continuous throughout the period of this Scheme.
Timetable	1.5	To review timetables	2,7	Continuous

review		regularly to reduce journey times and to investigate a consistent approach to timetable formulation to minimize waiting times		throughout the period of this Scheme.  Waiting time minimization project work to commence by 1 April 2022 and to be completed by 31 March 2023.
Multi Operator ticketing	1.6	All operators in the scheme area will participate in all Multi operator ticketing schemes. The required standards for the MOT schemes will be included in a further Appendix, once determined.	3, 7	To be implemented as a Scheme Variation or a further Scheme if appropriate by a date to be determined within that Scheme Variation.
Plusbus	1.7	All Bus Operators in the Scheme Area will participate in the Plusbus ticket scheme.	3, 4, 7	To be implemented as a Scheme Variation by a date to be determined within that Scheme Variation.
Job-seekers scheme	1.8	All bus operators in the scheme area will participate in the Jobseekers scheme	3, 4, 7	To be implemented as a Scheme Variation by a date to be determined within that Scheme Variation.
Young Persons scheme	1.9	All bus operators will participate in County Council Young Persons' scheme.	3, 4, 7	To be implemented as a Scheme Variation by a date to be determined within that Scheme Variation,
Fare rises	1.10	All bus operators will	3, 7	Continuous

		only change fares company-wide twice a year, unless there are exceptional circumstances		throughout the period of this Scheme from April 2023.
Simplification of fares	1.11	All bus operators to work in the best interests of the scheme and with partners to develop and implement ticketing product standardisation.	3,5, 7	To be conducted in the period 1 Apr 2022 to 31 March 2023.
Customer Care	1.12	Ensure that all drivers on Local Services covered by the Scheme have, or are working towards a Driver Certificate of Professional Competence (CPC) and have completed Equality and Diversity training	1,7	Continuous throughout the period of this Scheme
Driver training	1.13	To ensure drivers operating Local Services within the Scheme Area are fully briefed on the terms and objectives of the Scheme and they are route trained and are conversant and proficient in the use of ticketing equipment and all fares options when operating Local Services in the Scheme Area.	1,7.	Continuous throughout the period of this Scheme
Service	1.14	Before submitting an	4,6	Continuous

Registrations		Application to Register a Bus Service (PSV350) or an Application to Change a Local Service Registration (PSV355) with the Traffic Commissioner, the bus operator must inform the Council of the proposed service changes a minimum of 28 days in advance of submitting such an application to the Traffic Commissioner.		throughout the period of this Scheme.
	1.15	All applications to register or change a Local Service Registration which are submitted to the Council must include a full working timetable, showing the times of all departures from each particular Bus Stop for the proposed service, even if the Local Service is operated at frequent intervals of 10 minutes or better.	4,6	Continuous throughout the period of this Scheme.
DVSA Earned Recognition Scheme	1.16	All local bus operators will aim to join DVSA's Earned Recognition Scheme ("ERS")	1, 5, 6	Implementation date to be based upon further schemes being introduced by DVSA appropriate to small and medium sized operators.
Inclusive Transport	1.17	All local bus operators will aim to join DVSA's	1,5, 6	By Apr 2024

Leaders Scheme		Inclusive Transport Leaders Scheme		
Passenger Charter	1.18	All Bus Operators will be signed up to the Passenger Charter as per Appendix X3 by April 2022.	1,5,7	With effect from 1 Apr 22.
<b>2. VEHICLE STANDARDS</b>				
Accessibility	2.1	All Local Services shall use fully accessible low floor buses or coaches with wheelchair ramps (fixed or portable), meeting the functional requirements of the Public Service Vehicle Accessibility Regulations 2000 (as amended).  Local Services must use low floor buses or PSVAR compliant coaches.	1, 5	Continuous throughout the period of this Scheme.
Emissions Euro IV Compliance	2.2	From 1 <sup>st</sup> April 2025 all Local Services using any Facility within the Scheme Area must comply with Euro IV emission standards at particulate level as a minimum standard.	8	By 1 Apr 2025.
Route and Destination Displays	2.3	All Local Services must display an accurate route number and/or route name and ultimate destination indicators at all times.	1.	Continuous throughout the period of this Scheme.

	2.4	All displays to comply with the legal standards set out in Schedule 2, Section 8 of the Public Service Vehicle Accessibility Regulations 2000.		Continuous throughout the period of this Scheme.
	2.5	All temporary destination and number displays to comply with Sections 8 (3) (a) and (b) of Schedule 2 of the PSV Accessibility Regulations 2000 and only be used as substitute for normal destination equipment in the event of an emergency.		Continuous throughout the period of this Scheme.
On board displays, Audio, CCTV and USB charging sockets	2.6	All newly purchased buses to have on board displays showing next stop information, next stop audio announcements, CCTV and USB plugs	1,5	Continuous throughout the period of this Scheme.
Presentation	2.7	To provide Buses which are well presented in good order, clean externally and internally without unpleasant odours, in appropriate finished livery, which clearly identifies either the Bus Operator or branded route. Internally, the Bus Operator must also provide their own	1,5	Continuous throughout the period of this Scheme.

		contact details for bus users.		
	2.8	No Buses are to be used which remain in a livery belonging to a previous Bus Operator or different part of the same company under any circumstances.		Continuous throughout the period of this Scheme.
Marketing	2.9	<p>All vehicles operating Qualifying Bus Services will carry branding to promote the Travel Notts Partnership.</p> <p>Where cross-boundary services run into adjacent bus partnership or franchising areas, appropriate arrangements will be agreed with the Bus Operator and neighbouring local authority.</p> <p>The Council will prepare and supply all branding materials for vehicles if requested by the bus operators. Alternatively, bus operators can produce their own vinyls, upon agreement with the Council that they meet the Council's branding and messaging guidelines. Bus Operators will ensure vinyls are displayed appropriately at all times.</p>		<p>Continuous throughout the period of this Scheme.</p> <p>Continuous throughout the period of this Scheme.</p>



		<p>Bus Operators will acknowledge the partnership with all Councils that they operate across in all timetables when timetables for a Qualifying service are re-printed.</p> <p>Bus operators will also acknowledge the partnerships with all Councils on their websites. This will include the Travel Notts logo.</p>		
Marketing Campaign	2.10	Bus operators will work the council to develop a joint marketing campaign promoting the partnership and encouraging bus usage.	1,5	To commence on 1 Apr 2022.
Vehicles	2.11	To ensure that no Bus is left within the Scheme Area at bus stops, bus stands or bus bays unattended at any time. Unattended vehicles will be defined as illegally parked and may be subject to a penalty charge notice.	2	Continuous throughout the period of this Scheme
	2.12	Bus engines must be switched off at all bus stops, where waiting time exceeds 2 minutes, unless there is an operational	8	Continuous throughout the period of this Scheme

		requirement for the Bus to remain switched on.		
<b>3. DRIVER STANDARDS</b>				
General	3.1	To ensure bus drivers at all times drive in a safe, courteous and professional manner undertaking a duty of care to all bus passengers and other road users.	1,5, 7.	Continuous throughout the period of this Scheme
Passenger Assistance	3.2	To ensure drivers provide assistance to elderly or mobility impaired passengers when requested, for boarding or alighting and if so, requested for them to remain stationary until such passengers are seated.	5,7.	Continuous throughout the period of this Scheme
	3.3	Drivers to assist passengers in wheelchairs by lifting ramp and if requested offer assistance in accordance with the PSV (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002.	1,5	Continuous throughout the period of this Scheme
	3.4	If requested, drivers should enable sitting passengers who require assistance to remain seated until the	1,5	Continuous throughout the period of this Scheme

		bus has come to a stop before alighting.		
Smoking	3.5	To ensure drivers do not smoke at any time on board a Bus and to use reasonable endeavors to enforce a smoking prohibition for all passengers on Local Services.	5	Continuous throughout the period of this Scheme
Distractions	3.6	To ensure drivers do not use mobile phone handsets or consume food or drink whilst driving to ensure safety of passengers.	5	Continuous throughout the period of this Scheme
<b>4. INFORMATION STANDARDS</b>				
Bus Stop Plate	4.1	Each Bus Operator shall display at any Bus Stand or Bus Stop a service name/number for each Local Service that uses such Bus Stand or Bus Stop.	1,5,7	Continuous throughout the period of this Scheme
Timetable Information	4.2	Each Bus Operator shall display their "service information" in the timetable cases, with the services shown displayed either in the format "times departing from that stop" or in a matrix format together with a route summary which details the main areas served by the service.	1,5,7.	Continuous throughout the period of this Scheme

4.3	<p>Information displayed by the Bus Operator within the timetable case must include a telephone contact number for that operator's customer enquiries. Advertising material is not to be displayed in any timetable or information case at the Bus Stops unless otherwise agreed. This relates to both the Council and Clear Channel owned infrastructure.</p> <p>Information cases in shelters and any empty space in timetable cases will be used by the Council for general public transport information.</p>	1,5,7	Continuous throughout the period of this Scheme
4.4	<p>The timetable information must be displayed in font size 12pt or above and each operator must fully encapsulate or otherwise waterproof the information that is to be placed inside the timetable case. All inserts must be printed with UV stable inks.</p>		Continuous throughout the period of this Scheme.
4.5	<p>Any out-of-date information is to be removed and, if necessary, replaced as soon as is reasonably practical. If the timetable</p>	1,5	Continuous throughout the period of this Scheme.

		information is not removed within 48 hours of the Service Change Date, then the information will be removed by the Council and any costs incurred will be recovered from the operator.		
	4.6	No temporary notices of any description are to be fixed to any Bus Stop information pole, timetable case, shelter case or shelter, without the prior approval of the Council. The real-time displays can be used to display service disruption details if required by informing the Council of the message to be displayed and the location.	1,5	Continuous throughout the period of this Scheme
Printed Timetables	4.7	All operators to provide printed timetables to all Council bus stations.	1,5	Continuous throughout the period of this Scheme
	4.8	All printed timetables make reference to them being part of Travel Notts Partnership. The same principles apply as per paragraph 2.9 for on bus vinyls regarding design and content.	1,5,7	Continuous throughout the period of this Scheme.

SIRI Data	4.9	Operators to provide a SIRI VM or SM into the D2N2 RTI system.	1,5	With effect from 1 Apr 2023 onwards.
Websites	4.10	All Operator websites make reference to being part of the Travel Notts Partnership	1,5,7	From 1 July 2022 and thereafter continuous throughout the period of this Scheme.
Passenger Charter	4.11	All operators to make passengers aware of the Passenger Charter via printed and electronic media.	1,5,7	Continuous throughout the period of this Scheme
<b>5. DATA PROVISION</b>				
Planning consultation	5.1	Bus Operators will share on request, and under anonymised and non-disclosure-based data sharing agreement, Automatic Vehicle Location and patronage data to support development of planning consultation responses.		Continuous throughout the period of this Scheme
Provision of trained drivers' data	5.2	To provide the Council with an annual statement of the number and proportion of drivers qualified or receiving training (as specified in 1.13 above) operating on Local Services covered by the Scheme.	1,7	Apr 2022 onwards on a date to be agreed determined by the Council in consultation with the EP Board.

Provision of Fleet data	5.3	To provide the Council with a quarterly statement listing each bus by registration plate, fleet number, Euro emission standard, accessibility status (low floor to functional DDA compliance), and real-time enabled.	8	With effect from 1 Apr 2022 onwards on such dates as are determined in consultation with the EP Board.
Punctuality & Reliability Data	5.4	Provision of data on reliability and punctuality from ticket machines or on-board data loggers to support investment in bus priority.	8	With effect from 1 Apr 2022 on such dates as are determined in consultation with the EP Board.
BSIP data	5.5	All other data pursuant to the BSIP and the effective monitoring of the BSIP /EP that is in addition to data identified in sections 5.1 – 5.4.	3	Upon request in writing from the Council to Operators requiring the provision of the data within a reasonably specified period.

## **SCHEDULE 3**

### **LOCAL BUS SERVICES EXCLUDED FROM THE SCHEME**

1. Services which operate for the primary purpose of carrying schoolchildren or students between their home and a school or Further Education College at the start or finish of the relevant school day.
2. Community Transport or Dial a Ride services which are restricted to use by pre-registered passengers only.
3. Any rail replacement services which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985.
4. Any supermarket services which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985.
5. National coach services or coach tours using the Bus Stations or Bus Stand/ Clearways as defined in paragraph 2.5 of Schedule 1.
6. Local Services where the registered mileage operated within the Scheme Area is 10% or less of the overall mileage operated by the Service.
7. Services which operate one day a week i.e, market day services.
8. Services operated under a S22 of the 1985 Act.





## SCHEDULE 4- LOCAL BUS SERVICES

The following list of local bus services are included within the Scheme and are correct at the date of making the Scheme.

<b>Operator</b>	<b>Service No</b>	<b>Route</b>	<b>Day of Operation</b>
Centrebus	19	Nottingham - Melton Mowbray	Monday - Saturday
Centrebus	24	Newark - Grantham	Monday - Saturday
CT4N	18	Nottingham - Beeston - Stapleford	Monday - Saturday
CT4N	33, 33X	Nottingham - Cropwell Bishop - Sutton cum Granby	Monday - Saturday
CT4N	L75	Netherfield - Gedling - Burton Joyce	Monday - Friday
First South Yorkshire	205	Doncaster - Rossington - Harworth - Tickhill	Daily
GEM Mini Travel	190	Rampton - Retford - Tuxford	Monday - Saturday
GEM Mini Travel	195	Retford - North Wheatley - Gainsborough	Monday - Saturday
GEM Mini Travel	P190	Rampton - Retford - Tuxford (DRT)	Monday - Saturday
Kinchbus	9	Loughborough - Bunny - Nottingham	Daily
Marshalls of Sutton on Trent	77	Hawtonville Circular	Monday - Saturday
Marshalls of Sutton on Trent	339	Tuxford - Sutton on Trent - North Muskham	Monday - Saturday
Marshalls of Sutton on Trent	856	Lowdham - Bingham - Bottesford / Orston	Tuesdays & Thursdays
Marshalls of Sutton on Trent	857	Newark - Bottesford	Wednesdays & Fridays
Marshalls of Sutton on Trent	37, 37A, X37	Newark - Tuxford - Retford	Monday - Saturday
Marshalls of Sutton on Trent	90, 90A	Newark - Nottingham	Daily
Marshalls of Sutton on Trent	91, 91A	Newark - Elston - Bingham	Monday - Saturday
Nottingham City Transport	1	Nottingham - East Leake - Loughborough	Daily
Nottingham City Transport	26, 26A	Nottingham - Lowdham -Southwell	Daily
Nottingham Coaches	865	Clifton - Kegworth - Normanton on Soar	Monday - Saturday
Nottingham Coaches	S2	Bingham - Radcliffe - Gamston, Morrisons	Tuesdays & Thursdays
Nottingham Coaches	S3	Keyworth - Tollerton - Gamston, Morrisons	Tuesdays & Thursdays
Nottingham Coaches	S4	East Bridgford - Radcliffe - Gamston, Morrisons	Tuesdays & Thursdays

Nottingham Minibuses	N73	Mapperley - Carlton - Netherfield	Monday - Friday
Nottsbus	510	Beeston - Attenborough - Toton - Stapleford	Monday - Saturday
Nottsbus	511	Stapleford Town Service	Monday - Saturday
PC Coaches	47	Newark - Lincoln	Monday - Saturday
Sharpes	300	Lowdham - Southwell - Newark	Mondays, Wednesdays & Fridays
Stagecoach East Midlands	1 (Mansfield)	Mansfield Woodhouse - Mansfield - Huthwaite - Alfreton	Daily
Stagecoach East Midlands	1 (Newark)	Newark - Coddington	Monday - Saturday
Stagecoach East Midlands	2	Lincoln Road Estates - Newark - Balderton	Monday - Saturday
Stagecoach East Midlands	3	Hawtonville - Newark Bus Station - Balderton	Monday - Saturday
Stagecoach East Midlands	4, 4A	Manton - Worksop - Kilton	Daily
Stagecoach East Midlands	5	Worksop - ASDA Sandy Lane	Monday - Saturday
Stagecoach East Midlands	6 (Mansfield)	Ladybrook - Bull Farm	Daily
Stagecoach East Midlands	6 (Worksop)	Worksop - Gateford - Shireoaks - Worksop	Monday - Saturday
Stagecoach East Midlands	7 (Mansfield)	Mansfield - Oak Tree	Daily
Stagecoach East Midlands	7 (Worksop)	Worksop - Shireoaks - Gateford - Worksop	Monday - Saturday
Stagecoach East Midlands	11	Mansfield - Meden Vale	Monday - Saturday
Stagecoach East Midlands	12, 12B	Mansfield - Shirebrook	Daily
Stagecoach East Midlands	14	Mansfield - Kirton	Monday - Saturday
Stagecoach East Midlands	15, 15A	Mansfield - Walesby	Daily
Stagecoach East Midlands	16, 16A	Mansfield - Clipstone	Daily
Stagecoach East Midlands	19, 19A	Worksop - Rotherham	Daily
Stagecoach East Midlands	21	Worksop - Doncaster	Daily
Stagecoach East Midlands	22	Worksop - Doncaster	Daily

Stagecoach East Midlands	23, 23A, 23B	Mansfield - Langwith	Daily
Stagecoach East Midlands	25, 25X	Worksop - Doncaster	Daily
Stagecoach East Midlands	27 (Mansfield)	Mansfield - Rainworth	Monday - Saturday
Stagecoach East Midlands	27 (Retford)	Retford - Misson	Monday - Saturday
Stagecoach East Midlands	28, 28B	Mansfield - Blidworth - Southwell - Newark (Sun & BH's to Blidworth only)	Daily
Stagecoach East Midlands	29 (Mansfield)	Mansfield - Southwell - Newark	Monday - Saturday
Stagecoach East Midlands	29 (Retford)	Retford - Doncaster	Monday - Saturday
Stagecoach East Midlands	42	Worksop - Retford	Monday - Saturday
Stagecoach East Midlands	43	Worksop - Retford	Monday - Saturday
Stagecoach East Midlands	47, 47A	Hallcroft - Retford - Ordsall	Monday - Saturday
Stagecoach East Midlands	53, 53A	Mansfield - Sheffield	Daily
Stagecoach East Midlands	77, 77C	Chesterfield - Worksop	Daily
Stagecoach East Midlands	95	Gainsborough - Retford	Monday - Saturday
Stagecoach East Midlands	97	Gainsborough - Retford	Monday - Saturday
Stagecoach East Midlands	98	Gainsborough - Doncaster	Monday - Saturday
Stagecoach East Midlands	99	Doncaster - Retford	Monday - Saturday
Stagecoach East Midlands	200	Ladybrook Estate - Mansfield - Ladybrook Estate	Thursdays & Fridays
Stagecoach East Midlands	204	Mansfield - Mansfield Woodhouse - Mansfield	Monday - Saturday
Stagecoach East Midlands	209	Edwinstowe - Worksop	Monday - Saturday
Stagecoach East Midlands	210	Mansfield - Mansfield Woodhouse	Monday - Saturday
Stagecoach East Midlands	217	Mansfield - Ladybrook - Rannock Drive - Mansfield	Monday - Saturday

Stagecoach East Midlands	218	Mansfield - Forest Town	Monday - Saturday
Stagecoach East Midlands	219	Mansfield - Berry Hill - Mansfield	Monday - Saturday
Stagecoach East Midlands	240	Mansfield - Berry Hill (Berry Hill Flyer)	Monday - Saturday
Stagecoach East Midlands	Pronto	Nottingham - Mansfield - Chesterfield	Daily
Stagecoach East Midlands	Sherwood Arrow	Nottingham - Ollerton - Worksop/Retford	Daily
Stagecoach Yorkshire	1	Newbold - Langwith	Daily
Stagecoach Yorkshire	77, 77C	Chesterfield - Worksop	Daily
Travel Wright	136	Walesby - Tuxford - Retford	Monday - Saturday
Travel Wright	227	Edwinstowe - Bilsthorpe - Southwell - Newark	Wednesdays & Fridays
Travel Wright	332	Newark - Caunton - Norwell - Newark	Monday - Saturday
Travel Wright	335	Retford - New Ollerton - Caunton - Newark	Monday - Saturday
Travel Wright	341	Barnby in the Willows - Fernwood - Newark	Monday - Saturday
Travel Wright	367	Newark - Collingham (-Harby (DRT))	Monday - Saturday
trentbarton	20	Heanor - Ilkeston - Beeston - Nottingham	Sundays & Bank Holidays
trentbarton	21	Heanor - Ilkeston - Kirk Hallam - Nottingham	Monday - Saturday
trentbarton	27	Swingate - Kimberley - Awsworth - Ilkeston - Larklands	Monday - Saturday
trentbarton	90	Sutton - Kirkby - Selston - Jacksdale - Ripley	Monday - Saturday
trentbarton	141	Nottingham - Hucknall - Blidworth - Rainworth - Mansfield - Sutton	Daily
trentbarton	amberline	Derby - Kilburn - Heanor - Eastwood - Hucknall	Monday - Saturday
trentbarton	black cat	Derby - Ilkeston - Heanor - Eastwood - Hucknall	Monday - Saturday
trentbarton	C1	Hucknall - Lovesay Avenue - Hucknall	Daily
trentbarton	C2	Hucknall - Hayden Lane - Hucknall	Daily
trentbarton	connect	Hucknall Station - Town Centre - Beauvale - Town Centre - Hucknall Station	Daily
trentbarton	i4	Nottingham - Stapleford - Sandiacre - Derby	Daily
trentbarton	indigo	Nottingham - QMC - Beeston - Long Eaton - Derby	Daily
trentbarton	mainline	Nottingham - Radcliffe - Bingham	Daily
trentbarton	my15	Ilkeston - Stapleford - Sandiacre - Long Eaton - EMA	Daily
trentbarton	rainbow one	Nottingham - Eastwood - Ripley - Alfreton	Daily
trentbarton	rushcliffe villager	Nottingham - Radcliffe - East Bridgford - Newton - Bingham	Monday - Saturday

trentbarton	skylink express	Nottingham - Clifton - EMA	Daily
trentbarton	skylink Nottingham	Nottingham - EMA - Loughborough/Coalville	Daily
trentbarton	the calverton	Nottingham - Arnold - Calverton - Arnold - Nottingham	Daily
trentbarton	the cotgrave	Nottingham - Cotgrave - Nottingham	Daily
trentbarton	the keyworth	Nottingham - Keyworth - Nottingham	Daily
trentbarton	the nines (9.1.9.3)	Derby - Ripley - Alfreton - Sutton - Mansfield	Daily
trentbarton	the threes (3A, 3B, 3C)	Nottingham - Hucknall - Kirkby - Sutton - Mansfield	Daily
trentbarton	the two	Cotmanhay Farm - Ilkeston - Nottingham	Daily
Vectare	833	Bingham - Cropwell Bishop - Orston - Bingham	Monday - Saturday
Vectare	93, 93A, 93B, 93C	Radcliffe - Bingham - Bottesford - Grantham	Monday - Saturday

## SCHEDULE 5 - MAINTENANCE OF FACILITIES

The maintenance of facilities outlined in this schedule reflect what is currently provided using existing resources. Should additional funding be secured, the maintenance of facilities may be amended using the Variation Mechanism outlined in Chapter 8 of the Enhanced Partnership Plan. For avoidance of doubt the Authority is able to recontract and outsource further aspects of Facility Maintenance at its discretion.

### MANSFIELD AND WORKSOP TOWN CENTRES

FACILITY	REF	OPERATIONAL ACTIONS AND SOLUTIONS	RESPONSIBILITY
Bus shelters provided by Clear Channel Ltd	1.1	Inspections are conducted once a week and all infrastructure are cleaned once a fortnight throughout the year.	Clear Channel Ltd
	1.2	Graffiti and fly posting are removed within 24 hours of notification. Offensive graffiti is removed within 4 hours of notification to Clear Channel Ltd	
	1.3	Routine repairs, including the replacement of lamps and fluorescent tubes are conducted within 5 working days following notification to Clear Channel Ltd. Non routine repairs are conducted within 5 working days of notification.	
	1.4	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property Clear Channel Ltd will respond within 5 working hours to make the site safe. Damaged glazing or panels will be	

		replaced within 24 hours of notification.	
Bus shelters provided by the Council	1.5	Bus shelters will be inspected once a week and cleaned once a fortnight throughout the year. Graffiti or flyposting will be removed within 24 hours of notification. Offensive graffiti will be removed within 4 working hours of notification.	Facilities & Partnerships Team of the Council
Bus Stop Information Poles and Timetable Cases	1.6	All bus stop information poles within the Scheme Area will be inspected once a year and will be repainted if necessary.	Facilities & Partnerships Team of the Council
	1.7	Timetable cases will be inspected weekly and cleaned once a fortnight. Graffiti and fly posting will be removed within one working day of notification to the Council. Offensive graffiti will be removed within 4 working hours of notification to the Council.	
Bus Stop Plates	1.8	Bus stop plates will be cleaned at least 4 times a year and whenever a service needs to be added, removed or amended.	Facilities & Partnerships Team of the Council
Real -Time Electronic Displays	1.9	On street electronic real-time displays will be visually checked at least once a week and will be cleaned once a fortnight.	Facilities & Partnerships Team of the Council
	1.10	Routine repairs are conducted within 3 working days following notification to the	



		Council. Non routine repairs are conducted within 5 working days of notification.	Facilities & Partnerships Team of the Council
	1.11	Where the display maintenance contractor cannot identify a fault, the display will be sent back to the manufacturer, and if available, a new display will be installed at the site.	
	1.12	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property, the Council will respond within 4 working hours for faults reported to and received between 0730 and 1800 hours on working days and by noon on the next working day for faults reported to and received between 1800 and 0730 hours on non-working days.	
Electronic Kiosks and Bus Station Electronic Passenger Information system	1.13	The system supplier will attend on site the next working day in response to priority faults notified before 16.00. For other non-priority faults repairs will be made within 4 working days. Scheduled maintenance and checks will take place twice a year. Priority faults include health and safety issues, any issue that renders the system unusable by the public or loss of communications with the unit. Non-priority faults are those where system functionality is impaired, but it is still in operation and in use.	The supplier of the system

Electrical Supplies to Infrastructure.	1.14	If for any reason a fault lies with the electricity supply to any of the infrastructure, then the fault will be reported to the nominated electricity supplier. The responsibility in these circumstances is therefore out of the control of the Council however every effort will be made to resolve any issues	Nominated Electricity Supplier
Enforcement Camera	1.15	Routine repairs will be carried out within 28 days. If the camera cannot be repaired on site, then a temporary one will be installed if available.	The supplier of the relevant enforcement camera
Bus Stands and Bus Stop Clearways	1.16	All Bus Stand Clearways, Bus Stop clearway markings and associated signing are well maintained for the duration of the Scheme.	Facilities & Partnerships Team of the Council

#### **SCHEME AREA (NOT MANSFIELD AND WORKSOP TOWN CENTRES)**

<b>FACILITY</b>	<b>REF</b>	<b>OPERATIONAL ACTIONS AND SOLUTIONS</b>	<b>RESPONSIBILITY</b>
Bus shelters provided by Clear Channel Ltd	1.1	All shelters are inspected and cleaned once a month throughout the year.	Clear Channel Ltd
	1.2	Graffiti and fly posting are removed within 24 hours of notification. Offensive graffiti is removed within 4 hours of notification.	
	1.3	Repairs, including the replacement of lamps and fluorescent tubes are conducted within 28 working days.	

	1.4	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property Clear Channel Ltd will respond within 5 working hours to make the site safe. Damaged glazing or panels will be replaced within 24 hours of notification.	
Bus shelters provided by the Council	1.5	All glazed bus shelters are cleaned 10 times a year. Wood & brick shelters are cleaned twice a year.	Facilities & Partnerships Team of the Council
	1.6	Graffiti and fly posting are removed within 48 hours of notification. Offensive graffiti is removed within 24 hours of notification.	
	1.7	Repairs, including the replacement of lamps and fluorescent tubes are conducted within 28 working days.	
	1.8	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property the Council will respond within 5 working hours to make the site safe. Damaged glazing or panels will be replaced within 28 days of notification.	
Bus Stop Information Poles and Timetable Cases	1.9	All bus stop information poles within the Scheme Area will be inspected once a year and will be repainted if necessary.	Facilities & Partnerships Team of the Council

	1.10	Timetable cases will be inspected weekly and cleaned once a fortnight. Graffiti and fly posting will be removed within one working day of notification to the Council. Offensive graffiti will be removed within 4 working hours of notification to the Council.	
Bus Stop Plates	1.11	Bus stop plates will be cleaned at least 4 times a year and whenever a service needs to be added, removed or amended.	Facilities & Partnerships Team of the Council
Real -Time Electronic Displays	1.12	On street electronic real-time displays will be visually checked at least once a week and will be cleaned once a fortnight.	Facilities & Partnerships Team of the Council
	1.13	Routine repairs are conducted within 3 working days following notification to the Council. Non routine repairs are conducted within 5 working days of notification.	
	1.14	Where the display maintenance contractor cannot identify a fault, the display will be sent back to the manufacturer, and if available, a new display will be installed at the site.	
	1.15	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property, the Council will respond within 4	

		working hours for faults reported to and received between 0730 and 1800 hours on working days and by noon on the next working day for faults reported to and received between 1800 and 0730 hours on non-working days.	
Electronic Kiosks and Bus Station Electronic Passenger Information system	1.16	The system supplier will attend on site within two working days. For other non-priority faults repairs will be made within 28 working days. Priority faults include health and safety issues, any issue that renders the system unusable by the public or loss of communications with the unit. Non-priority faults are those where system functionality is impaired, but it is still in operation and in use.	The supplier of the system
Electrical Supplies to Infrastructure.	1.17	If for any reason a fault lies with the electricity supply to any of the infrastructure, then the fault will be reported to the nominated electricity supplier. The responsibility in these circumstances is therefore out of the control of the Council however every effort will be made to resolve any issues	Nominated Electricity Supplier
Enforcement Camera	1.18	Routine repairs will be carried out within 28 days. If the camera cannot be repaired on site, then a temporary one will be installed if available.	The supplier of the relevant enforcement camera
Bus Stands and Bus Stop Clearways	1.19	Bus Stand Clearways, Bus Stop clearway markings and associated signing are checked and renewed as	Facilities & Partnerships Team of the Council

		required.	
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## SCHEDULE 6 - TRAFFIC REGULATION ORDERS

### District of Mansfield

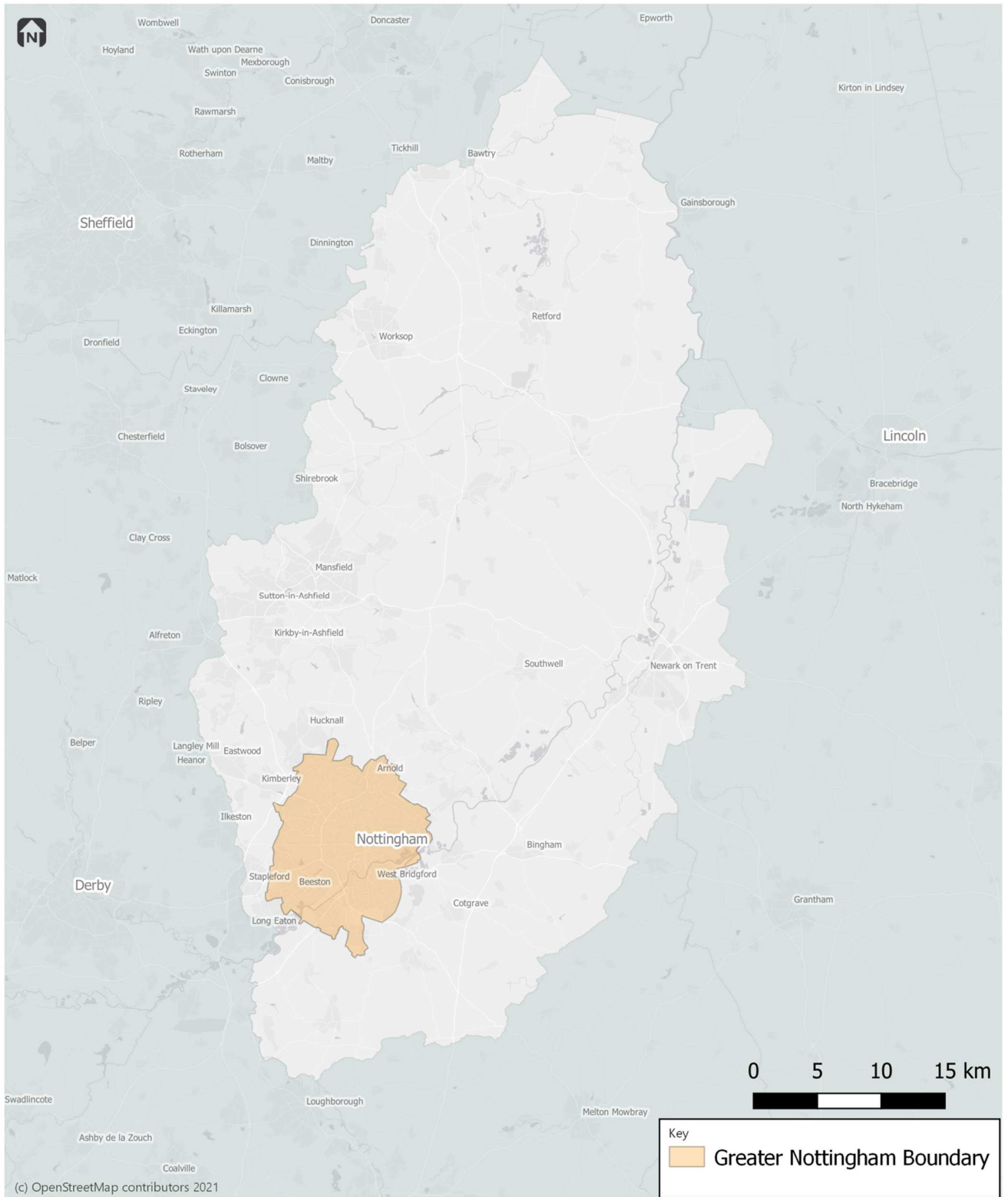
<u>Name</u>	<u>Side of Road</u>	<u>Times</u>	<u>Length (m)</u>
A60 Leeming Lane South (Bus Lane) (Mansfield Woodhouse)  A60 (No. 126) north east of King Street – A60 (No. 62) south west of Springfield Drive	South	7.30am-9.30am 4.00pm-6.00pm Mon-Fri	176m
Leeming Street (Bus Lane) (Mansfield)  A6009 – St Peters Way/Toothill Lane	East	At any time	145m
West Gate (Bus Lane) (Mansfield)  West Gate/A6009 – West Gate/St John Street	East	At Any time	75m
A60 Nottingham Road (Bus Lane) (Mansfield) Bath Street – St Peter’s Way	West	At Any time	122m
Bridge Street (Bus Lane) (Mansfield)  From its junction with Church Street to St Peters Way	North	At Any Time	145
Station Road (Bus Gate) (Mansfield)  from Station Road into Mansfield Public Transport Interchange site	North East	At Any Time	1
Quaker Way (Bus Lane) (Mansfield)  from Quaker Way into Mansfield Public Transport Interchange site	North West	At Any Time	1

**District of Ashfield**

<b><u>Name</u></b>	<b><u>Side of Road</u></b>	<b><u>Times</u></b>	<b><u>Length (m)</u></b>
Church Street (Bus Lane) (Sutton in Ashfield)  (the Bus Station) from its junction with the eastern side of Manor Street to its junction with the southern side of Forest Street.	Both sides	At Any Time	66
Watnall Road (Bus Lane) (Hucknall)  between its junction with High Street and a point 27 metres south-west of its junction with Torkard Way (as measured along the centre line).	Both sides	At Any Time	68
Duke Street (Bus Lane) (Hucknall)  from a point 18 metres south-west of its junction with Portland Road.	North-East	At Any Time	17



# SCHEDULE 7 - SCHEME MAP



## **APPENDIX X1 – MANSFIELD AND WORKSOP TOWN CENTRES BUS STOP INFRASTRUCTURE**

A list of all bus stops included within Mansfield and Worksop Town Centres can be requested in writing from the Team Manager, Development and Partnerships, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP

## **APPENDIX X2 – BUS STOPS IN THE SCHEME AREA EXCLUDING MANSFIELD AND WORKSOP TOWN CENTRES**

A list of all bus stops included within the scheme area, excluding Mansfield and Worksop Town Centres can be requested in writing from the Team Manager, Development and Partnerships, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP

## **APPENDIX X3 – PASSENGER CHARTER**

### **DRAFT BUS PASSENGER CHARTER – KEY ELEMENTS FOR INCLUSION**

*Title of charter.*

*Geographical area, LTA, bus operators and service types covered.*

*Date of charter and ‘valid until’ date.*

*Statement about purpose of charter: what passengers can expect from their bus services and how to complain if their expectations are not met.*

*Statement that charter does not affect your legal rights.*

*Link to documents which spell out your legal rights such as conditions of carriage.*

### **WHAT YOU CAN EXPECT FROM US**

#### **Safe, clean, comfortable buses**

- Buses will be thoroughly cleaned inside and out every day. [any ‘special’ routes that may have more?]
- Buses will be maintained by skilled staff on a regular and planned basis to comply rigorously with all legal requirements.
- Heating, cooling and lighting systems will be checked on a daily basis; buses will not be deployed if these are not working
- Drivers will be trained on how to give customers a safe and comfortable journey, and what to do in case of an emergency
- All buses fitted with CCTV will follow the CCTV Code of Practice published by the Information Commissioner’s Office. The presence of such CCTV equipment on a vehicle will be confirmed by the appropriate signage, such as a ‘CCTV is in operation’ at the point of boarding to give customers the option not to consent to CCTV before boarding.

#### **Helpful driving team**

- Drivers will undertake periodic training including customer service training.
- Drivers will wear a uniform and will be smart and clean in appearance.

- If for any reason your journey is seriously delayed, your driver will endeavour to tell you what the problem is and keep you updated to the best of their ability.

### **We aim to give you the best service**

- We aim to run every bus on time, but sometimes there are external factors outside our control which may impact on service reliability. Our target is to run 95% of our no more than one minute early or five minutes late.
- We will regularly monitor our performance and display the results of service reliability on the NCC [website, social media etc – whatever the ‘central location’ is], on a monthly basis.
- Any changes of route to services because of roadworks or other factors (such as special events), will be advertised at least a week in advance through the [central location] and operators’ own websites, digital platforms and where possible on the buses.
- In the event of significant disruption to services, full details will be passed on to [central location] and will be fed through to real time information screens.
- We will regularly review the bus network with a view to meeting the growing needs of the residents of Nottinghamshire and reducing journey times where possible.
- We will work in partnership with other operators and the council to provide an integrated network.
- We aim for high passenger satisfaction levels and these will be monitored and published through [central location]. Our target is for at least 95% of our passengers to be satisfied with their bus service to be measured through the Transport Focus annual surveys.

### **Keeping you moving**

- If your bus has not arrived within 10 minutes of the scheduled arrival time, please telephone us on X and you will be directed to the operator of that service. If the bus you wish to catch has departed early, been cancelled, or is significantly delayed, the operators may at their discretion:
  - Advise alternative bus service(s) that you could use to complete your journey, and refund any additional fares you have to pay if these services are not operated by us

- Send an alternative vehicle to collect you and take you to your destination, at no cost to you
- Book a taxi to collect you and take you to your destination, at no cost to you (using an authorised taxi operator, with a booking on our account, so no money needs to be paid to the driver)
- Refund your fare with a voucher for a local day ticket.
- We will take one of the above steps if it was our fault that you were not able to catch your bus, the total delay to your journey will be 30 minutes or more (compared to waiting for the next bus) and the alternative transport will collect you sooner than waiting for the next bus.
- We will never leave you stranded due to early running, delays or cancellations for which we have control. This includes situations where a problem with our service causes you to miss a connection onto another bus service.

### **Information about our services**

- The ultimate destination and service number or name of the route/brand will be shown on the front of the bus, and the service number or name will also be displayed on the rear of the vehicle.
- Printed timetable information will be provided, and operator websites and apps will be kept up to date.
- Up-to-date timetable information will be displayed at all bus stops.
- Comprehensive timetables and maps will be published [in central location] and will be available at all bus interchanges.
- Where possible, notification of service changes will be available at least 21 days in advance through the [central location] and information will be supplied to customers, on request, by email and post. Notices will also be available on buses.

### **Fares & Ticketing**

- Information on all fares and ticket products available will be [in central location] along with guidance on which will be the best product for you.
- We will offer contactless facilities on all new services .
- We will aim to have consistent products to be made available across the county and the same rules apply for travel no matter which service you travel on.

### ***Inclusivity***

- All buses meet the requirements of the Equalities Act.

- All new buses will have audio and visual announcements.
- Priority seating will be available for elderly and disabled customers, as well as those with reduced mobility.
- We'll make reasonable adjustments to meet the individual needs of customers.
- All drivers will receive initial and ongoing training in customer service and disability awareness skills when selecting our staff.
- There will be an available helpline that can be accessed by people with disabilities, directed through [central location] where timetable and fare information can be accessed in accessible formats.
- Large print timetables, maps and departure lists for bus stops are available on request via [central location].
- Journey assistance cards are available to help people with disabilities make our staff aware of their needs.
- We have a scheme that allows people who use certain "class 2" mobility scooters to travel on our buses with the scooter following an assessment. Details of approved mobility scooters are available from the [central location], which can also provide access to the formal approval process and issue of a permit for travel required before taking a mobility scooter on a bus.
- Space will be available on each bus to accommodate the carriage of wheelchairs and prams. Alternative solutions will be provided for wheelchair users should a wheelchair space be occupied on the bus.
- To help you stop the correct bus at a bus stop, we can provide laminated A4 signs with bus route numbers on. When you hear a bus approaching, hold the sign up and if it is the correct bus, the driver will stop for you.
- Assistance Dogs are welcome on our buses, and travel free of charge
- This charter will be made available in alternative formats

## **PUTTING THINGS RIGHT**

- There will be a highly trained Customer Service teams available to help you 7 days a week available.
- All complaints will be acknowledged within 24 hours and we aim to provide a full response within five working days. If we cannot provide a response within five days, you will receive an update within this timescale to advise you of this.
- Our ability to respond to these times will be monitored and published [through central location]

- Our customers will be given a voice through regular listening sessions and forums, and through independent engagement.

### ***Independent appeals***

- If you are unhappy with our response to any complaint you have the option of approaching Bus Users UK ([www.bususers.org](http://www.bususers.org) or 0300 111 0001) who will try to resolve the issue for you. They may refer your complaint to the Bus Appeals Body ([www.busappealsbody.co.uk](http://www.busappealsbody.co.uk)). We will act on the Bus Appeals Body's recommendations.

### ***Your customer rights<sup>1</sup>***

- You have a right to be provided with appropriate and comprehensible information about your rights when you use regular bus and coach services.
- We will not charge you a different price based on your nationality.
- You are entitled to adequate information throughout your journey. Where feasible, and where you have made a request, we will provide the information in accessible formats.
- We will not refuse to let you travel because of a disability that you have, unless it is physically impossible to carry you safely. If we are at fault for the loss or damage to your mobility equipment, we will compensate you fully for its replacement or repair.
- We give disability-related training to our staff.
- In addition to our commitments above, you have a right for your complaint to be dealt with if it concerns any of the matters covered by this section of the Charter (headed "Your rights"), provided you submit it within three months.
- We must respond to these complaints within one month of you submitting them and give you a final reply, stating whether your complaint is substantiated or rejected, within three months.
- You have the right to appeal these complaints to Bus Users UK if you disagree with our response. Bus Users UK is subject to a three-month time limit for dealing with appeals and must refer unresolved complaints to a Traffic Commissioner.

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<sup>1</sup> Includes text that is copyright of Confederation of Passenger Transport (UK) and used with their permission.



- If they fail to refer your complaint promptly, when the time limit expires, you have the right to refer it to the relevant Traffic Commissioner. A list of Traffic Commissioners' offices can be found at [www.gov.uk](http://www.gov.uk).