

West Midlands

BUS ALLIANCE

Birmingham City Centre
Statutory Quality Partnership Scheme

Version 4 - 30 August 2015



WEST MIDLANDS
COMBINED AUTHORITY

Birmingham City Centre Statutory Quality Partnership Scheme

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**BIRMINGHAM CITY CENTRE STATUTORY QUALITY PARTNERSHIP
SCHEME IS MADE IN ACCORDANCE WITH SECTIONS 114 – 123 OF THE
TRANSPORT ACT 2000, AS AMENDED BY THE LOCAL TRANSPORT ACT 2008
(the Scheme), BY:**

(1) THE WEST MIDLANDS COMBINED AUTHORITY (WMCA) of, 16 Summer Lane, Birmingham, B19 3SD; and

(2) BIRMINGHAM CITY COUNCIL of The Council House, Victoria Square, Birmingham B1 1BB (“the Council”, “BCC”)

1. DEFINITIONS AND INTERPRETATION

Articulated Bus Stand	means a Bus Stand that can also be used by local buses over 15m in length;
Birmingham City Centre Quality Partnership meeting	means the quarterly meeting held in February, May, August and November each year;
Bus Stand	means a bus stopping location within the Scheme Area associated to a Bus Stand Clearway, allowing a local bus of no more than 15m in length to stand for as long as maybe necessary up to a maximum period of either 5 or 10 minutes as determined by specific TRO for the facility and the on street signing at the facility;
Bus Stand Clearway	shall mean a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit a local bus to stand within the clearway for as long as maybe necessary up to a maximum period of 10 minutes;
Bus Stop	means a bus stop within the Scheme Area with a bus stop clearway;
Bus Stop Clearway	shall have the meaning given to it as detailed in paragraph 1(a) of Part 1 to Schedule 19 of the Traffic Signs Regulations and General Directions 2002 (SI3113/2002);
Bus Stop Clearway (regulated)	shall mean a bus stop clearway as defined in Schedule D to the Scheme;
Bus Stop Clearway (non-regulated)	shall mean any bus stop clearway other than a bus stop clearway (regulated);
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 (as amended by Section 16 of the Local Transport Act 2008);
Coordinated Core Local Service	means a service operating at a frequency of less than three buses per hour between 0800 and 1800 Monday to Friday but whose timetable is jointly coordinated with that of another service between common destinations;

Core Local Service	means a Local Service operating at a frequency of three or more buses an hour between 0800 and 1800 Monday to Friday. References to “Core Local Services” are also taken to include “Coordinated Core Local Services”;
Complementary Local Service	means a Local Service other than a Core Local Service;
Emergency Planning Group	means a WMCA co-ordinated group that responds to external issues on the public transport network, working with operators and other agencies to ensure the best possible service is delivered to the passenger during any major disruption.
Equality Legislation	means The Equality Act 2010 and the Disability Equality Duty under the Disability Discrimination Act 2005 (as amended);
Excluded Services	shall mean the category of Local Services listed in Schedule B;
Facilities	means those facilities listed in Schedule C;
Highways Maintenance Contract	means the Public Finance Initiative highways agreement between Birmingham City Council and Amey Birmingham Highways Limited, dated 7 th June 2010;
Information Recharging Scheme	means the scheme between WMCA and bus operators covering standards of information for passengers, the quality of data passed from bus operators to WMCA and WMCA’s charges for maintaining information provision to passengers, as established under the provisions of the Transport Act 2000;
Local Service	has the meaning set out in Section 2 of the Transport Act 1985, (but excluding any Excluded Services);
Low Floor Bus	a vehicle providing a step-free route from the entrance to at least the designated Priority seats;
Metro or Midland Metro	means the Midland Metro system;
Non-Regulated stop	shall mean a Non-Regulated bus stop as defined in Schedule D;
PSVAR	means current Public Service Vehicle Accessibility Regulations;
Regulated Stop	shall mean a Regulated bus stop as defined in Schedule D;
Scheme Area	means the area marked as shown on the map at Schedule A;
Scheduled Coach Service	means a service that has more than five departures per week which operates outside the requirements to register as a local bus service as defined in the Transport Act 1985
Scheduled Coach Stand	means a coach stopping location in the Scheme Area associated with a Bus Stand Clearway, allowing a Scheduled Coach Service (that operates outside of the requirements of the Transport Act 1985) to stand for as long as necessary up to a maximum period of 10 minutes
Service Change Dates	means dates each year agreed between WMCA and bus operators on which network changes are preferably concentrated unless agreed in advance with WMCA;
Slot Booking	means the Slot Booking System with which operators pursuant to the Scheme are required to comply, as detailed in Schedule D to the Scheme;

SQPS	means a Statutory Quality Partnership Scheme made pursuant to section 114(1) of the Transport Act 2000 [as amended by the Local Transport Act 2008];
Standards of Service	means the standards of service set out in Schedule B (<i>Standards</i>);
Traffic Commissioner	has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981;
TRO	means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places;

- Words importing the singular include the plural and vice versa and words implying any one gender include all genders;
- Headings and references to headings shall be disregarded in construing this Scheme;
- A reference to a statute, a statutory instrument, code of practice or statutory guidance is a reference to it as amended, extended, re-enacted or replaced from time to time.

2. DATE AND PERIOD OF OPERATION

- 2.1 The Scheme was made on **Thursday 1st March 2012** and came into operation on **Sunday 22nd July 2012**.
- 2.2 The Scheme will operate for a period of 10 years from the Commencement Date and will end at 23:59hrs on **Saturday 9th July 2022** notwithstanding any postponement of the Scheme under section 117 of the Transport Act 2000 (Postponement of provision of particular facilities or standards of service) and subject to variation or revocation in accordance with Section 120 of the Transport Act 2000 (Variation or revocation of schemes).

3. SCHEME AREA

- 3.1 The Scheme Area covers 95 bus stops/stands and shelters within Birmingham City Centre, as shown in Schedule A.
- 3.2 The Scheme shall apply to operators of Local Services operating within the Scheme Area.
- 3.3 WMCA will maintain a summary of affected services when required for every service change date and WMCA will make copies available to the Traffic Commissioner and all operators of affected Local Services. For the avoidance of doubt, such list of Scheduled Services will be an indicative list only of those Local Services which WMCA believes to fall within the terms of the Scheme. An omission from the list of Affected Services shall not exempt a service from the Scheme, which would otherwise fall within the terms of the Scheme.

- 3.4 Birmingham Coach Station (formerly known as Digbeth Coach Station) is located within the Scheme Area, but is not a Facility subject to the SQPS requirements.

4. FACILITIES

- 4.1 Subject to clause 6 (Conditions of Use), WMCA and the Council will make the Facilities available (as detailed in Schedule C) to Local Services from the Commencement Date, until the date the Scheme ceases to have effect.
- 4.2 Clause 4.1 shall not apply in relation to any Local Service using a Facility for any period during which WMCA or the Council is temporarily unable to fulfil its obligations, in respect of that Facility, due to circumstances beyond its control. In such circumstances WMCA shall notify any operator affected by the non-provision of such Facility, confirming the reason for such non provision and the anticipated period during that the Facility will not be available.
- 4.3 The Facilities are to be maintained for the duration of the Scheme in accordance with Appendix C3 (Maintenance of Facilities).
- 4.4 WMCA and the Council will provide new bus stop infrastructure at all Bus Stops and Stands within the Scheme area, by 31st December 2012, with the City Centre Interchange stops upgraded by 30th November 2012. These Facilities have been implemented as part of WMCA and the Council's ongoing commitment to provide improvements to bus stops for bus passengers and operators, during which time all of the Facilities have been maintained to the prescribed standard providing benefits to passengers, and will continue to provide significant benefits to passengers under the Scheme.

5. STANDARDS OF SERVICES TO BE PROVIDED BY BUS OPERATORS

- 5.1 The operators of Local Services who wish to use the Facilities will undertake to provide such Services in accordance with the Standards (listed in Schedule B) from the Effective Date until the Scheme ceases to have effect.
- 5.2 The Scheme shall not restrict any Operator from providing any services in excess of the specified Standards.

6. CONDITIONS OF USE

- 6.1 An operator may only use the Facilities in the Scheme Area if:
- a) a written undertaking from the operator (under the specific Operator Licence or Community Bus Permit the service is or will be registered under) using the template form attached at Appendix B1 is provided to PSV Operator Licensing at their office in Leeds and a copy delivered to WMCA; and

b) each Local Service is provided by such operator to the Standards in accordance with that undertaking except for any period during which such operator is temporarily unable to do so owing to circumstances beyond their control, provided that WMCA is notified in writing (as outlined in Section 9) as soon as practicably possible as to the reasons and period of such non-compliance.

6.2 Any operator of a Service who fails to comply with paragraph 6.1 above may be subject to action by the Traffic Commissioner in accordance with section 17 (Revocation, suspension etc. of licences) The Public Passenger Vehicles Act 1981, section 26 (Conditions attached to PSV operator's licence) Transport Act 1985 and section 155 (Penalties) Transport Act 2000.

7. REVIEW AND MONITORING

7.1 WMCA, the Council and bus operators will review the operation of the Scheme at each Birmingham City Centre Bus Quality Partnership Meeting, which will include an assessment of the Scheme's benefits in order to determine if any action is required to maintain the Facilities and/or Standards of Service.

7.2 WMCA and/or 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 and operators of such services will allow WMCA and 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.

7.3 From time to time, the scheme document will be updated and refreshed as deemed appropriate by the scheme makers. Changes to the SQPS document can be proposed by the scheme makers and bus operators and all parties will be consulted on proposed amendments to the SQPS document. After agreement is reached on any changes, the alterations will be published in a revised document showing the tracked changes. At most the document will be revised once a year, or if otherwise agreed by all parties through the quarterly meetings.

8. ENFORCEMENT AND APPEALS PROCESS

For matters relating to The Scheme and day to day management of the Scheme

8.1 In the event that any Bus operator, WMCA and/or the Council considers that any other party under this Scheme are not meeting their obligations there under then the issues shall be put in writing to the party not meeting their obligations. This will give that party the right of explanation within five working days why the issues are happening and or any actions being implemented to allow that party to comply with the scheme.

- 8.2 If necessary, following the actions in 8.1 meeting(s) will take place within ten working days with the parties involved to resolve the issues.
- 8.3 As a result of the any actions taken under 8.1 and 8.2 WMCA reserves the right to advise the Office of the Traffic Commissioner of any operational issues with scheme.
- 8.4 If the matter regarding the operation of the scheme cannot be resolved through the meeting process, the matter will be determined if appropriate by the appointment of an independent arbiter (as agreed between the two parties) to investigate the issue(s) to report on their findings and to propose remedial measures. The arbiter may be the equivalent of a Passenger Services Director at a local authority with an SQPS in operation.
- 8.5 As part of the process outlined in 8.1, 8.2 and 8.4 the actions of a bus operator (s) may be referred to the Traffic Commissioner for the West Midlands so that if considered necessary action can be taken against the operator in accordance with current legislation.

For matters relating to the Slot Booking System

- 8.6 In the event that any bus operator, WMCA and/or the Council considers that any other party under this Scheme are not meeting their obligations there under, or that an issue has been identified with the allocation of slots, the matter shall firstly be put into writing within five working days to the party not complying giving them the right of explanation within five working days why the issues are happening and or any actions that are or could be implemented to allow compliance with the scheme..
- 8.7 If necessary following the actions in 8.5 Meeting(s) will take place within five working days with the parties involved to resolve the issues.
- 8.8 If the matter regarding slot booking cannot be resolved through the meeting process, in the first instance the matter will be determined by a WMCA Director not directly involved with the operation of the Scheme.
- 8.9 As part of the process outlined 8.5 to 8.7 the actions of a bus operator(s) may be referred to the Traffic Commissioner for the West Midlands so that if considered necessary action can be taken against the operator in accordance with current legislation..

9. CONTACT ADDRESSES

- 9.1 Any notification required to be sent to WMCA should be addressed to:

Network Services (Birmingham QPS), WMCA, 16 Summer Lane, Birmingham, B19 3SD. *Email QPS@Centro.org.uk*

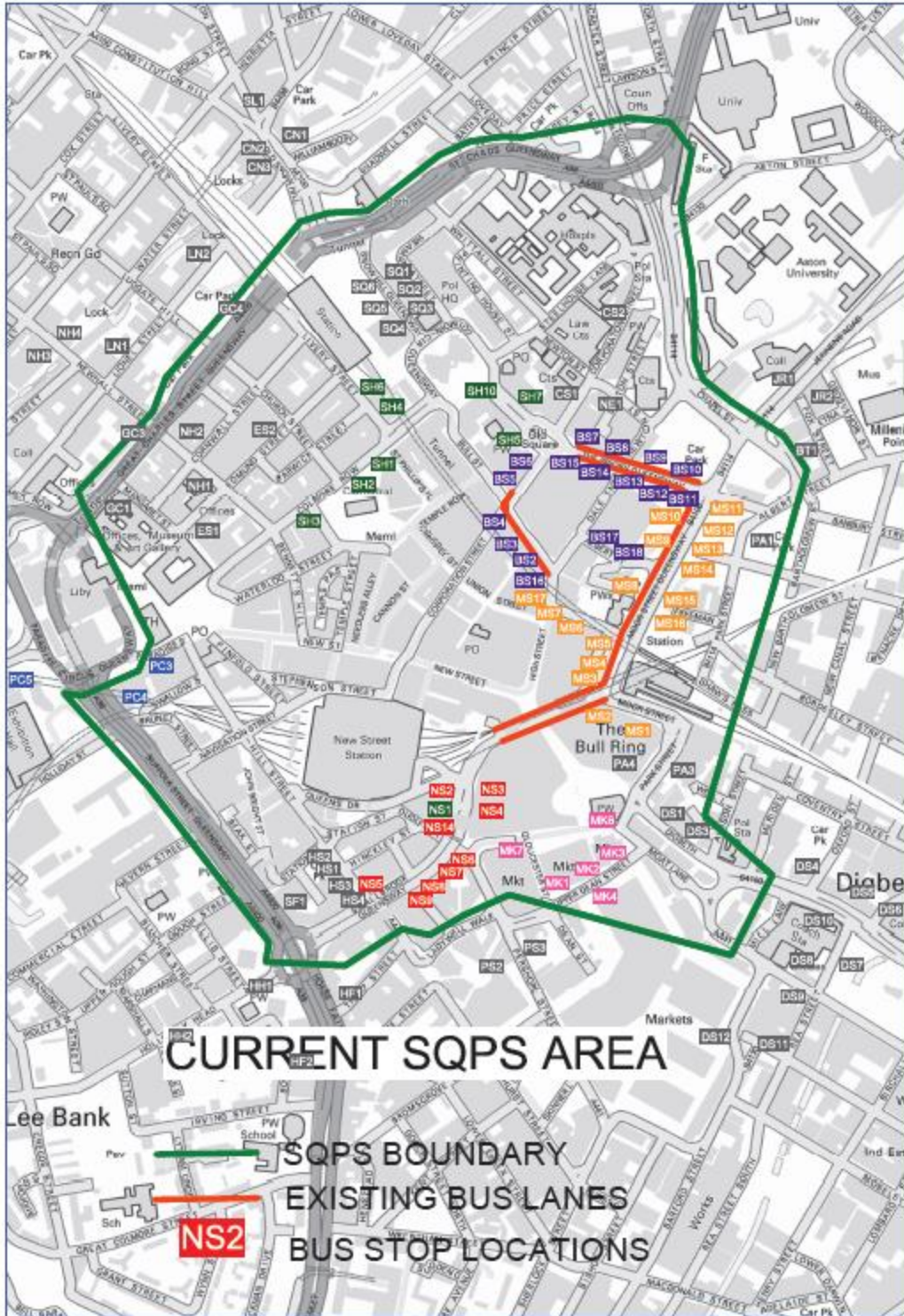
9.2 Any notification required to be sent to Birmingham City Council may be addressed to:

Assistant Director, Development Strategy, Birmingham City Council, 1 Lancaster Circus, Birmingham, B4 7DJ

For specific queries relating to Parking Enforcement or Highways Maintenance, see the contact details in the relevant section.

Schedule A

Map of Scheme Area & Bus Stop Infrastructure



Please use the bus stop code to identify the stop type and definition in the table on the next page

Code	Location	Category	Status	Shelter	Legal Wait	Max DPH	Min Slot	Totem
BR1	Brunel Street	R	STOP	Y	2 mins	60	NSB	Yes
BS2	Lower Bull Street	DT	STAND	Y	10 mins	15	3 mins	Yes
BS3	Lower Bull Street	DT	STAND	Y	10 mins	30	3 mins	Yes
BS4	Lower Bull Street	T	STAND	Y	10 mins	15	3 mins	Yes
BS5	Corporation St (Square Peg)	T	STAND	Y	10 mins	15	3 mins	Yes
BS6	Corporation St (Square Peg)	DT	STAND	Y	10 mins	30	3 mins	Yes
BS7	Priory Queensway	T	STAND	Y	10 mins	15	3 mins	Yes
BS8	Priory Queensway	T	STAND	Y	10 mins	15	3 mins	Yes
BS9	Priory Queensway	DT	STAND	Y	10 mins	30	3 mins	Yes
BS10	Priory Queensway	R	STOP	Y	2 mins	60	NSB	Yes
BS11	Priory Queensway	R	STOP	Y	2 mins	60	NSB	Yes
BS12	Priory Queensway	T	STAND	Old Type	10 mins	15	3 mins	No
BS13	Priory Queensway	TA	ABS	Y	10 mins	15	3 mins	Yes
BS14	Priory Queensway	T	STAND	Y	10 mins	15	3 mins	Yes
BS15	Priory Queensway	RUO	STOP	No	2 mins	60	NSB	No
BS16	High Street (<i>shelter due to be shortly upgraded</i>)	T	STAND	Old Type	10 mins	15	3 mins	No
BS17	Albert Street	T	STAND	Old Type	10 mins	15	3 mins	No
BS18	Albert Street	T	STAND	Old Type	10 mins	15	3 mins	No
BT 1	Park Street	T	STAND	No	10 mins	15	3 mins	Yes
CS1	Upper Corporation Street	NR	STOP	Y	2 mins	No limit	NSB	Yes
CS2	Upper Corporation Street	NR	STOP	Y	2 mins	No limit	NSB	Yes
DS1	Digbeth	R	STOP	Old Type	2 mins	60	NSB	No
DS3	Digbeth	R	STOP	Old Type	2 mins	60	NSB	No
ES1	Edmund Street	NR	STOP	Y	2 mins	No limit	NSB	Yes
ES2	Edmund Street	R	STOP	No	2 mins	60	NSB	No
GC1	Great Charles St Queensway	R	STOP	Y	2 mins	60	NSB	Yes
GC3	Great Charles St Queensway	R	STOP	Y	2 mins	60	NSB	Yes
GC4	Great Charles St Queensway	R	STOP	Y	2 mins	No limit	NSB	Yes
HS1	Hill Street (<i>Stop to be removed in late 2015</i>)	RNIU	STOP	No	2 mins	60	NSB	No
HS2	Hill Street (<i>Stop to be removed in late 2015</i>)	R	STOP	No	2 mins	60	NSB	No
HS3	Hill Street (<i>Stop to be removed in late 2015</i>)	RNIL	STAND	Y	2 mins	60	NSB	Yes
HS4	Hill Street (<i>Stop to be removed in late 2015</i>)	RNIL	STOP	No	2 mins	60	NSB	No
JR1	Jennens Road	R	STOP	Y	2 mins	60	NSB	Yes
JR2	Jennens Road	R	STOP	Y	2 mins	60	NSB	Yes
JW1	James Watt Queensway	NR	STOP	Y	2 mins	No limit	NSB	Yes
JW2	James Watt Queensway	NRNIL	STOP	No	2 mins	No limit	NSB	No
MK1	Upper Dean Street	DT	STAND	Y	10 mins	30	3 mins	Yes
MK2	Upper Dean Street	DT	STAND	Y	10 mins	30	3 mins	Yes
MK3	Upper Dean Street	DT	STAND	Y	10 mins	30	3 mins	Yes
MK4	Upper Dean Street	RNIU	STOP	Old	2 mins	60	NSB	No
MK6	Moat Lane	NRUO	STOP	No	2 mins	No limit	NSB	No
MK7	Edgbaston Street (Ring & Ride)	R+R	STAND	Y	10mins	NSB	NSB	Yes
MS1	Moor Street	T	STAND	Y	10 mins	15	3 mins	Yes
MS2	Moor Street	DT	STAND	Y	10 mins	30	3 mins	Yes
MS3	Moor Street Queensway (northbound)	R	STOP	Y	2 mins	60	NSB	Yes
MS4	Moor Street Queensway (northbound)	DT	STAND	Y	10 mins	30	3 mins	Yes
MS5	Carrs Lane	T	STAND	Y	10 mins	15	3 mins	Yes
MS6	Carrs Lane	T	STAND	Y	10 mins	15	3 mins	Yes
MS7	Carrs Lane	DT	STAND	Y	10 mins	30	3 mins	Yes
MS8	Moor Street Queensway (northbound)	DT	STAND	Y	10 mins	30	3 mins	Yes
MS9	Moor Street Queensway (northbound)	DT	STAND	Y	10 mins	30	3 mins	Yes
MS10	Moor Street Queensway (northbound)	T	STAND	No	10 mins	15	3 mins	No
MS11	Moor Street Queensway (southbound)	R	STOP	No	2 mins	60	NSB	No
MS12	Moor Street Queensway (southbound)	R	STOP	No	2 mins	60	NSB	No
MS13	Moor Street Queensway (southbound)	R	STOP	No	2 mins	60	NSB	No
MS14	Moor Street Queensway (southbound)	R	STOP	No	2 mins	60	NSB	No
MS15	Moor Street Queensway (southbound)	R	STOP	No	2 mins	60	NSB	No
MS16	Moor Street Queensway (southbound)	R	STOP	Y	2 mins	60	NSB	Yes
MS17	High Street (Ring & Ride)	R+R	STAND	Y	10 mins	NSB	NSB	Yes
NA1	Navigation Street	NR	STOP	No	2 mins	No limit	NSB	No
NE1	Newton Street	NRUO	STOP	No	2 mins	60	NSB	No
NH1	Newhall Street	R	STOP	Y	2 mins	60	NSB	Yes
NH2	Newhall Street	R	STOP	No	2 mins	60	NSB	No
NS1	St Martins Queensway	DT	STAND	Old Type	10 mins	30	3 mins	No
NS2	St Martin's Queensway	T	STAND	Old Type	10 mins	15	3 mins	No
NS3	St Martins Queensway	R	STOP	Y	2 mins	60	NSB	Yes
NS4	St Martin's Queensway	DT	STAND	Y	10 mins	30	3 mins	Yes
NS5	Smallbrook Queensway	NR	STOP	No	2 mins	No limit	NSB	No
NS6	Smallbrook Queensway	R	STOP	No	2 mins	60	NSB	No
NS7	Smallbrook Queensway	T	STAND	No	10 mins	15	3 mins	No
NS8	Smallbrook Queensway	T	STAND	Y	10 mins	15	3 mins	Yes
NS9	Smallbrook Queensway	R	STAND	Y	2 mins	60	NSB	Yes

Code	Location	Category	Status	Shelter	Legal Wait	Max DPH	Min Slot	Totem
NS11	Station Street	RNIL	STOP	No	2 mins	60	NSB	Yes
NS12	Station Street	RNIL	STOP	No	2 mins	60	NSB	Yes
NS13	Station Street	RNIL	STOP	No	2 mins	60	NSB	Yes
NS14	Dudley Street	TEMP	STOP	No	2 mins	No limit	NSB	No
PA1	Park Street	NR	STOP	Y	2 mins	No limit	NSB	Yes
PA2	Park Street	RNIL	STOP	No	2 mins	No limit	NSB	No
PA3	Park Street	R	STOP	No	2 mins	60	NSB	Yes
PA4	Park Street	NRUO	STOP	No	2 mins	No limit	NSB	No
PC3	Paradise Street (Stop to be removed in late 2015)	R	STOP	Y	2 mins	60	NSB	Yes
PC4	Suffolk Street Queensway	NR	STOP	No	2 mins	No limit	NSB	Yes
PS1	Dudley Street	RNIU	STOP	No	2 mins	60	NSB	No
PS2	Pershore Street	R	STOP	Y	2 mins	60	NSB	No
PS3	Pershore Street	R	STOP	Y	2 mins	60	NSB	Yes
SF1	Suffolk Street Queensway	R	STOP	No	2 mins	60	NSB	Yes
SH1	Colmore Row	DT	STAND	Y	10 mins	30	3 mins	Yes
SH2	Colmore Row	DT	STAND	Y	10 mins	30	3 mins	Yes
SH3	Colmore Row	DT	STAND	Y	10 mins	30	3 mins	Yes
SH4	Livery Street	T	STAND	Y	10 mins	30	3 mins	Yes
SH5	Upper Priory Queensway	DT	STAND	Y	10 mins	30	3 mins	Yes
SH6	Livery Street	R	STOP	No	2 mins	60	NSB	No
SH7	Upper Priory Queensway	R	STOP	No	2 mins	60	NSB	No
SH8	Colmore Circus	RNIU	STOP	No	2 mins	60	NSB	No
SH9	Colmore Circus	RNIU	STOP	No	2 mins	60	NSB	No
SH10	Colmore Circus	R	STOP	No	2 mins	60	NSB	No
SQ1	Snow Hill Queensway	R	STOP	Y	2 mins	60	NSB	Yes
SQ2	Snow Hill Queensway	R	STOP	Y	2 mins	60	NSB	Yes
SQ3	Snow Hill Queensway	R	STOP	Y	2 mins	60	NSB	Yes
SQ4	Snow Hill Queensway	R	STOP	Y	2 mins	60	NSB	Yes
SQ5	Snow Hill Queensway	R	STOP	Y	2 mins	60	NSB	Yes
SQ6	Snow Hill Queensway	RNIU	STOP	Y	2 mins	60	NSB	Yes
VS1	Victoria Square (Ring (Ride)	R+R	STAND	No	10 mins	NSB	NSB	No

Key

ABS	Articulated Bus Stand	R	Regulated
DT	Double Terminal	R+R	Ring and Ride
NIL	Not In Location	RNIL	Regulated Not In Location
NIU	Not In Use	RNIU	Regulated Not In Use
NR	Not Regulated	RUO	Regulated, Unload Only
NRNIL	Not Regulated Not In Location	T	Terminal
NROU	Not Regulated, Unload Only	TA	Articulated Terminal
NSB	No Slot Booking	TNIU	Terminal Not In Use

Schedule B

Service standards

1. SERVICE STANDARDS

- 1.1 All registered local bus services operating within the Scheme Area are required to participate in the scheme, unless excluded due to being:
- i) 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 day; or
 - ii) Community Transport or Ring and Ride services which are restricted to use by pre-registered passengers only; or
 - iii) an excursion, tour service, inter-urban or other agreed non-scheduled service with the exception of any Scheduled Coach Service which operates outside the requirements to register as a local bus service under the requirements contained in the Transport Act 1985; or
 - iv) any National Rail or Midland Metro substitute services which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985; or
 - v) any Local Services operating within the Scheme Area but which do not stop at any bus stop within the Scheme Area; or
 - vi) exempt from the requirements of Part II, Regulation 3 of the Public Service Vehicle Accessibility Regulations 2000 (SI 1970 of 2000), by virtue of according with Part II, Regulation 4(1)(f) of those Regulations (vehicle being over 20 years old and not used to provide a local service or a scheduled service for more than 20 days in any calendar year, hereafter referred to as a "heritage vehicle").
- 1.2. Heritage vehicles will be exempt from the requirements of sections 1.5; 1.6; 1.7; 2.1; 2.4; 2.5; 2.7; 2.8; 3.4 and 3.5.2 of this Schedule B.
- 1.3. Any operators providing services that would be excluded from the scheme (as specified in above in Section 1.1) but wish to use the facilities provided by the Scheme may only use a bus stop (not a terminal stand, as specified in Schedule A) and would also be required to comply with the Slot Booking System in accordance with Schedule D.
- 1.4. Any other scheduled service using one or more bus stops within the Scheme Area will be required to participate in the Scheme and will be subject to the Slot Booking System, in accordance with Schedule D of the Scheme. Bus operators will not be able to register services with the Traffic Commissioner where the

Traffic Commissioner registration documentation for a service has a 'Hail and Ride' stopping arrangement within the Birmingham City Centre Scheme Area.

- 1.5. All operators in the Scheme Area shall offer ticketing product(s) that permit passengers travelling into the Scheme Area to interchange between services interchanging within the Scheme Area to reach a final destination within the Scheme Area without the payment of a separate fare.
- 1.6. In line with WMCA's Integrated Passenger Information Strategy [2011]¹, by the first anniversary of the Version 4 of the Scheme all vehicles operating within the Scheme Area must be fitted with equipment to provide location data to WMCA's Real Time Information system; such equipment must be maintained in working order and correctly configured at the start of each journey by the vehicle.
- 1.7. Each bus operator providing services in Birmingham City Centre shall put in place a facility with WMCA for sharing data, in the form of a Data Sharing Agreement.
- 1.8. In the event of an emergency or serious disruption in the city centre, which results in Police intervention to temporarily close roads, all operators agree to provide services to revised terminal points as guided by the Emergency Planning Group. WMCA will communicate such decisions and actions in accordance with the Communication Protocol (Schedule E) and coordinate the communication of any revised arrangements to passengers via appropriate media outlets, where possible including the Real Time Information displays.

2. VEHICLE STANDARDS

- 2.1 For the purpose of the Scheme, all Local Services will be either a Core Local Service or a Complementary Local Service, as defined in Section 1 of the Scheme.
- 2.2 From the Commencement date, all Core Local Services shall use fully accessible low floor buses with wheelchair ramps (fixed or portable), meeting the functional requirements of the Public Service Vehicle Accessibility Regulations 2000. All Complementary Local Services must use low floor buses (unless otherwise specified by tendered service requirements or similar).
- 2.3 Monitoring of air quality in the city centre shows that buses are currently one of the greatest contributors of nitrogen dioxide emissions. The European Union have imposed a duty on Member States under the EU Ambient Air Quality Directive to comply with limit values for various pollutants including nitrogen dioxide (NO₂). The deadline for compliance was 2010 although the Directive allows Member States to apply for a derogation in respect of the achievement of the NO₂ limit value until 2015 subject to the submission of a satisfactory air

¹ www.WMCA.org.uk/nmsruntime/saveasdialog.aspx?ID=6084&sID=4272

quality plan setting out how the limit value will be met. The introduction of cleaner engined vehicles will provide a positive contribution towards efforts to improve air quality in the city centre and also along the corridors along which the services operate and will provide an evidence base for the UK Government to demonstrate longer term, sustained compliance.

2.4 The following vehicle standards will therefore apply:

Date	Single deck		Double deck	
	Core	Complementary	Core	Complementary
Sunday 6th January 2013	Euro3	Euro2	Euro3	Euro2
Sunday 3rd January 2016	Euro4	Euro3	Euro3	Euro2
Sunday 28th May 2017	Euro4	Euro3	Euro4	Euro3

'Core' standards also relate to 'Coordinated Core' services

2.5 Notwithstanding the above, with effect from 1st January 2016, services operating, whether using single or double deck vehicles, within the Scheme must comply with full Equality legislation and PSVAR accessibility as a minimum, unless mandated or exempted earlier by legislation. For vehicles operating on services defined in paragraph 1.1 (iii) these will not be required to meet requirements for fully accessible vehicles until 1st January 2020, but are subject to the Vehicle Emission Standards as defined in paragraph 2.4 .

2.6 All vehicles operating within the Scheme Area must use daytime running lights at all times.

2.7 Route and Destination Displays

2.7.1 In line with the requirements of The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002 (SI 2002, 1724), as amended, all Local Services must display an accurate route number and/or route name and ultimate destination indicators at all times.

2.7.2 All displays must comply with the legal standards set out in Schedule 2, Section 8 of the PSV Accessibility Regulations 2000, unless using temporary destination equipment, as set out in Section 2.7.3 below. By 1st January 2016, all vehicles are to be fitted with electronic number and destination displays.

2.7.3 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.

2.8 Presentation

2.8.1 Vehicles must be 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 operator must also provide their own contact details for bus users.

2.8.2 No vehicles are to be used which remain in a livery belonging to a previous operator under any circumstances or bear any previous operator's branding or other information.

2.9 Parked vehicles

2.9.1 No vehicle may be left at a bus stop within the Scheme Area unattended at any time. Unattended vehicles will be defined as illegally parked and may be subject to a Penalty Charge Notice.

2.9.2 Vehicle engines must be switched off at bus stands, where waiting time exceeds 2 minutes, unless there is an operational requirement for the vehicle to remain switched on.

2.10 All operators must provide WMCA and the Council, in an approved Excel spreadsheet format clearly identifying the operator, with a quarterly statement listing each bus by registration plate, fleet number, Euro emission standard, accessibility status (low floor to functional Equality legislation compliance), and real-time enabled. This is primarily to assist with the enforcement of bus priority facilities and the Scheme. Details to be provided as specified in Section 9 of the Scheme. Where a vehicle has had an engine and or exhaust modification system fitted to achieve an improved emission standard WMCA require copies of the annual test certification that proves the vehicle continuing to achieve the up rated emission standard.

3. DRIVER STANDARDS

3.1 Operators shall 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.

3.2 To ensure safety of passengers, drivers must not use hand-held mobile phones, consume food or drink or otherwise be distracted whilst driving.

- 3.3 All drivers must be provided with an appropriate uniform and operators shall use reasonable endeavours to ensure that this is worn on duty and maintained in a clean and tidy condition to promote a professional appearance.
- 3.4 Driver Training
- 3.4.1 Drivers operating Local Services within the Scheme Area should be fully briefed on the terms and objectives of the Scheme, be route trained and conversant and proficient in the use of ticketing equipment and all fares options when operating Local Services in the Scheme Area.
- 3.4.2 Drivers must follow the directions given in the Birmingham City Centre Safer Working Practices leaflet.
- 3.4.3 Operators shall ensure that at least 60% of drivers at each of their operating centres that serve the Scheme Area on Local Services have, or are working towards NVQ Level 2 training to include the mandatory units of Transporting Passengers by Road – Short Itineraries (currently TP1 to TP7 inclusive) plus the optional units “Provide Local Bus Services” (currently TP11) and “Operate Payment Systems” (currently TP8), or an agreed equivalent inclusive of diversity/disability awareness training, unless otherwise superseded or agreed by the West Midlands Bus Operator’s Panel and WMCA.
- 3.4.4 To provide WMCA with an annual statement of the number and proportion of drivers qualified or receiving training (as specified in 3.4.3 above) operating on Local Services covered by the Scheme.
- 3.5 Passenger Assistance
- 3.5.1 Operators shall 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.
- 3.5.2 Drivers to assist passengers in wheelchairs by lifting or deploying ramp and if requested offer assistance in accordance with the PSV (Conduct of Drivers, Inspectors, Conductors and Passengers)(Amendment) Regulations 2002.
- 3.5.3 If requested, drivers should enable sitting passengers who require assistance to remain seated until the bus has come to a stop before alighting.

- 3.6 Operators must ensure drivers do not smoke at any time on board a bus and to use reasonable endeavours to enforce a smoking prohibition for all passengers on Local Services.

4. CUSTOMER CARE STANDARDS

4.1 Customer Care

- 4.1.1 Operators shall ensure that passengers on a bus which has become immobilised are transferred safely on to a replacement vehicle or alternative local service within 60 minutes of breakdown occurrence.
- 4.1.2 Operators shall be in attendance of broken down buses and use reasonable endeavours to remove any obstacle from the highway within 60 minutes of any breakdown occurrence.
- 4.1.3 All operators operating Local Services within the Scheme Area to have an established complaints procedure and to respond to customer correspondence within 10 working days of receipt.

5. NETWORK PERFORMANCE

- 5.1 With the exception of Scheduled Coach Services, changes to routes and timetables shall only be made on the agreed Service Change Dates, in order to maintain network stability, unless there are exceptional circumstances which have been agreed in advance with WMCA. Reference should be made to Appendix D1 of the Slot Booking System.
- 5.2 All service registrations, whether new or variations, must be undertaken in line with the process set out in Schedule D, Slot Booking System.
- 5.3 WMCA and the Council will continue to work with operators to improve punctuality and reliability through voluntary multi-lateral agreements outside the city centre.

6. INFORMATION STANDARDS

- 6.1 No temporary notices of any description are to be fixed to any bus stop or information pole, without the prior approval of WMCA. The real-time displays can be used to display service disruption details if required.

7. ENFORCEMENT

- 7.1 Any complaints and enforcement will follow the protocol as set out in Section 8 of The Scheme.

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Appendix B1

Bus Operators Undertaking

BIRMINGHAM CITY CENTRE
STATUTORY QUALITY PARTNERSHIP
SCHEME

**UNDERTAKING IN ACCORDANCE WITH SECTION 118(4) OF THE TRANSPORT
ACT 2000**

TO: PRIVATE & CONFIDENTIAL

PSV Operator Licensing

Hillcrest House
386 Harehills Lane
Leeds
LS9 6NF

FROM:{Name of operator}

.....{Operator licence number}

.....{Address}

.....

.....

{Name of operator} hereby undertakes to provide Local Services to the standards and requirements specified in the Scheme when using the Facilities.

All terms used in this undertaking have the same meaning as those set out in the Birmingham City Centre Statutory Quality Partnership Scheme as made on 1st March 2012.

SIGNED

..... {insert name of Director of Operator Company}

..... {Title}

..... {Operator Company name}

DATE:

COPY OF COMPLETED FORM MUST AT THE SAME TIME BE SUBMITTED TO:

Network Services (Birmingham SQPS)
WMCA, 16 Summer Lane, Birmingham, B19 3SD

Appendix B2

Ticketing Schemes

Appendix B2 – Ticketing schemes

WMCA is working in partnership with operators to develop and introduce Smartcard multi operator ticketing products to create an integrated public transport offer between the bus, rail and metro modes. WMCA will work with operators to create where possible such ticketing products that do not create a financial penalty to the user who has to change buses within the SQPS area to access their final destination.

Schedule C

Facilities provided by WMCA and Birmingham City Council

1. Bus Priority

1.1 Slot Booking System

WMCA will manage the Slot Booking System in accordance with Schedule D to the scheme.

1.2 Traffic Regulation Orders, Bus Lanes

1.2.1 Table 1 sets out the Traffic Regulation Order for bus lanes in force within the Scheme Area, as fully described in the "Birmingham City Council (Revised bus lanes and bus only roads etc) (Various roads Birmingham) Order 2012".

Table 1 Bus lane traffic regulation order details

	Bus Lane Description	Duration	Category of vehicle permitted
i)	<u>Moor Street</u> From Park Street to Moor Street Queensway	At any time	Buses (including coaches), motorcycles and cycles only
ii)	<u>Moor Street Queensway</u> From Moor Street to Albert Street	At any time	Buses (including coaches), motorcycles and cycles only
iii)	<u>Moor Street Queensway</u> From Albert Street to Priory Queensway	At any time	Buses (including coaches) and cycles only
iv)	<u>Moor Street Queensway</u> U-turn outside Moor Street station	At any time	Buses (including coaches) and cycles only
v)	<u>Moor Street Queensway</u> Southbound link from Moor Street Queensway to St Martin's Queensway	At any time	Buses (including coaches) and cycles only
vi)	<u>Masshouse Lane</u> Westbound, Albert Street to Moor Street Queensway	At any time	Buses (including coaches) and cycles only
vii)	<u>Priory Queensway</u> Moor Street Queensway to Old Square, both directions	At any time	Buses (including coaches) and cycles only
viii)	<u>Priory Queensway</u> Old Square to Colmore Square service access, both directions	At any time	Buses (including coaches) and cycles only
ix)	<u>Lower Bull Street</u> Northbound	At any time	Buses (including coaches) and cycles only
x)	<u>St Martin's Queensway</u> Worcester Walk to Moor Street, both directions	At any time	Buses (including coaches), cycles and taxis only

1.3 Bus Stands and Bus Stop Clearways

1.3.1 At the Commencement Date, within the Scheme Area there will be 95 bus stops, including 38 bus stands which can be used to limited layover. As part of the Slot Booking System (pursuant to Schedule D of the Scheme), all bus stops within the Scheme Area will be designated into an appropriate category and will be defined as either: -

- (a) "Bus Stand Clearway"
- (b) "Bus Stop Clearway"
- (c) "Bus Stop Clearway (Non-Regulated)"

on the basis set out in the Slot Booking System.

1.3.2 Bus Stop Clearways and Bus Stand Clearways will be provided at all stops, save to the extent that this is not possible due to loading and unloading requirements for local businesses, as specified in Schedule A (Infrastructure) to this Schedule C.

1.3.3 Where a Bus Stop Clearway or Bus Stand Clearway has been provided these will only permit use by Local Services, unless otherwise authorised by the Council.

1.3.4 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: -

- (a) all "Bus Stand Clearways" will be designated with a maximum layover of either 5 or 10 minutes, as specified in Schedule A to this Schedule C.
- (b) all "Bus Stop Clearways" will be designated with a maximum layover of 2 minutes, as specified in Appendix Schedule A to this Schedule C in accordance with regulation 3 (a) of The Traffic Signs Regulations and General Directions 2002/3113.

2. INFRASTRUCTURE

2.1 Bus Shelters, Sheltercases and Seating

2.1.1 WMCA will procure a supplier from the appropriate contract or framework current at the relevant time for the supply and installation of all passenger facilities, including seating and lighting, within the Scheme Area.

2.1.2 Appendix C1 sets out the specification for bus stops in the Scheme Area. Subject to site and usage limitations, a bus shelter will be

provided at bus stops within the Scheme Area, as detailed in Schedule A.

3. PASSENGER INFORMATION

3.1 The specification for the provision of passenger information at each stop is set out in Appendix C2, covering items such as the display of service numbers, provision of timetable information and display of other public transport-related information.

3.2 Real-Time Electronic Displays

3.2.1 The electronic display will show either “real time” or chronological scheduled information for all Local Services using the relevant bus stand or bus stop.

3.2.2 WMCA 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 for bus operators to contact WMCA to add planned messages is available.

4. OTHER FACILITIES

4.1 WMCA will continue to provide a Travel Information Centre in the city centre, providing impartial all operator information and details on ticketing and concessionary travel.

4.2 Bus Passenger Surveys

4.2.1 WMCA undertakes regular studies to monitor customer satisfaction with bus services in Birmingham. These take the form of a questionnaire survey and on average 1,200 Birmingham customers are interviewed each year to ascertain perceptions about timekeeping; cancellations; journey times and customer service from drivers. The percentage of passengers that are satisfied is disclosed at the end of each quarter, with a more detailed annual report also produced. The surveys also look at other aspects of bus travel including: timetable information; passenger waiting facilities; integrated ticketing; Real Time Information and perceptions of safety when travelling. Customer service at travel centres is also separately monitored, including the use of mystery shopper surveys.

4.2.2 The information will also be presented to operators at the Birmingham City Centre Bus Quality Partnership meetings.

5. MONITORING, ENFORCEMENT AND MAINTENANCE

5.1 Enforcement of Bus Stands and Bus Stop Clearways

- 5.1.1 The Council is responsible for civil parking enforcement and the enforcement of bus lane contraventions. With effect from the Commencement Date, all of the bus stands and bus stop clearways will be enforced by the Civil Enforcement Officers, who are deployed on behalf of the Council.
- 5.1.2 The Civil Enforcement Officers may issue a Penalty Charge Notice if the restrictions detailed in 1.3.4 above are contravened. The Penalty Charge Notice is a Higher Band contravention and is (as of 1st April 2011) £70, which is discounted to £35 if it is paid within 14 days from the date of issue of the Penalty Charge Notice.
- 5.1.3 WMCA will liaise with the Council regarding persistent problems with contraventions by other vehicles of bus stand and bus stop clearways. Any problems experienced by operators can be notified to WMCA for monitoring. If a contravention is causing serious operational issues, the Council's Parking Services team can be contacted directly on 0121 303 7617 during office hours of 8am - 6pm Monday to Friday and 8am – 4pm Saturday. Any incident reported to the Council should also be reported to WMCA as soon as practically possible for monitoring purposes.

5.2 Enforcement of Bus Lanes and Bus Gates

- 5.2.1 The "Birmingham City Council (Revised bus lanes and bus only roads etc) (Various roads Birmingham) Order 2012" allows the Council to enforce all of the bus lanes and bus gates in the City. Enforcement of contraventions will be carried out using the latest CCTV technology that records unauthorised motorists using bus lanes. The City Council will implement Bus Lane Enforcement using CCTV on granting of approvals through its corporate gateway process for projects and programmes.
- 5.2.2 Within the Scheme Area fixed location CCTV cameras will be used to enforce bus lanes, for the purpose of issuing penalty notices for bus lane violations and also to monitor the use of vehicles on scheduled services which are not compliant with the Scheme's requirements.
- 5.2.3 Further expansion of CCTV is anticipated once new powers have been devolved by the Government to enforce moving traffic offences within areas such as banned turns and blocking yellow box junctions. The

Council will continue to lobby the Government for the devolution of these powers.

- 5.3 WMCA will monitor the operation of bus services in Birmingham City Centre, which will include monitoring vehicles and services operating within Birmingham City Centre for their compliance with the terms of the SQPS. Non-compliance will be dealt with as set out in section 8 of The Scheme.

Appendix C1

Bus stop specification

Appendix C1 - Bus Stop Specification

Information pole/totem	<p>As detailed in Schedule A:</p> <ul style="list-style-type: none"> ▪ Alighting-only bus stops will be provided with a bus stop pole and flag, with wording indicating that services cannot be boarded at that location. ▪ Boarding bus stops will be provided with a bus stop totem, incorporating service numbers, timetable information and, if applicable, real-time information and mapping.
Shelter	<ul style="list-style-type: none"> ▪ Provided at Bus Stops and Bus Stands as detailed in Schedule A. ▪ Size and orientation of shelter provided dependent on site conditions. ▪ All shelters will be illuminated. ▪ All shelters will include seating provision (subject to site conditions).
Real-time	<ul style="list-style-type: none"> ▪ Electronic Display provided at Bus Stops and Bus Stands as specified in Schedule A, incorporated within the bus stop totem. ▪ Real-time or scheduled information displayed
Raised kerbs	<ul style="list-style-type: none"> ▪ Minimum standard kerb height provided at Bus Stops and Bus Stands within the Scheme Area will be 120mm, with an acceptable height of 140mm, and a maximum height of 160mm
Maintenance	<ul style="list-style-type: none"> ▪ As detailed in Appendix C3.
Bus Stand Clearway/Bus Stop Clearway	<ul style="list-style-type: none"> ▪ Provided at Bus Stops and Bus Stands as detailed in Schedule A. ▪ If provided, will be in accordance with The Traffic Signs Regulations and General Directions 2002.

* - The "Bus Stop" plate legend will be varied to "Bus Stand", where the stop is designated a bus stand in accordance with paragraph 2.6 above.

Appendix C2

Passenger information specification

Appendix C2 – Passenger information specification

Bus Stop Plate	WMCA 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, and this will be maintained under WMCA's Information Recharging Scheme.
Information Totem Inserts	<p>Each totem within the Scheme Area will be provided with details of the main bus routes based on the criteria of operating a "Core Local Service". Other key services will be included at the discretion of the WMCA. The totem insert also includes a frequent routes map, City Centre bus stops map and an area guide of services operating within the City Centre Area.</p> <p>The inserts will be updated at agreed Service Change Dates if service changes alter the information, or at least once per year, for the duration of the Scheme.</p>
Timetable Information	<p>WMCA shall display their "service information" in the timetable cases, with the services shown displayed in the format "times departing from that stop" together with a route summary which details the main areas served by the service.</p> <p>Information displayed by WMCA within the totem will be maintained in accordance with the Information Recharging Scheme.</p>
Real Time Information (RTI)	Where an RTI display is provided, this will display either "real time" or chronological scheduled information for all Local Services using the relevant bus stand or bus stop.

Appendix C3

Maintenance of Facilities

Appendix C3 – Maintenance of facilities

1. Bus Shelters, Information Panels and Seating, Bus Stop Totems and Poles/flags

Responsibility: WMCA's Shelter Maintenance Contractor

- 1.1 All shelters and totems within the Scheme Area will be inspected and cleaned at least once a week. Totems are additionally inspected whenever a service needs to be added, removed or amended.
- 1.2 Graffiti and flyposters are removed within three working days of notification to WMCA.
- 1.3 Routine repairs, including the replacement of lamps and fluorescent tubes are conducted within 2 working days following notification to WMCA. 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 WMCA 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 by the company between 1800 and 0730 hours on non-working days.

2. Real Time Information Electronic Displays

Responsibility: WMCA's Real Time Information team

- 2.1 Electronic real-time displays will be visually checked and cleaned at least once a week, as part of the shelter and totem cleaning regime
- 2.2 Routine repairs are conducted within 5 working days following notification to WMCA. Non routine repairs are conducted within 5 working days of notification.
- 2.3 Where the display maintenance contractor cannot identify a fault, the display will be replaced.
- 2.4 Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property, WMCA 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.

3. CCTV Equipment in Shelters

Responsibility: WMCA

- 3.1 CCTV cameras will be visually checked at least once a week and will be cleaned at least once a month. Each camera will be given a maintenance inspection every three months, with a full service twice a year to coincide with the changing of clocks between winter and summer times.
- 3.2 All repairs are conducted within five working days following notification to WMCA.

4. Electrical Supplies to Infrastructure

Responsibility: Nominated Electricity Supplier

- 4.1 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 WMCA.

5. Bus Stands and Bus Stop Clearways

- 5.1 The maintenance of highway markings is covered in Appendix C4.

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Appendix C4

Maintenance of Road Infrastructure

Appendix C4 – Maintenance of road infrastructure

1. ROAD INFRASTRUCTURE MAINTENANCE

1.1 In accordance with the Council’s Highway Maintenance contract, the Council and its contractor shall use its reasonable endeavours to undertake road maintenance including but not limited to the following:

- (a) The bus operators shall be provided with a minimum of 2 weeks’ notice where possible and in any event no less than seven days notice prior to any works (excluding emergency works) being undertaken in the Scheme Area or roads adjacent to the Area which might affect the maintenance of the anticipated scheme benefits, together with, an estimate of the anticipated delays, broken down by time period or where such estimates are not practical confirmation that such estimates will not be provided;
- (b) Carriageway surfaces, traffic signs, road markings and lane colouring will be inspected six-monthly by the Council and repaired if necessary by the Council at its cost and expense;
- (c) The Council shall use reasonable endeavours to ensure that all bus operators complying with the standards set out in this Scheme are allowed access to any facilities provided under this Scheme. The Council’s contractor under the Highways Maintenance Contract will use its best endeavours to co-ordinate works and thereby minimise disruption and inconvenience;
- (d) In instances where the bus operators cannot be provided with access to any facilities in the Scheme Area for the duration of any maintenance work or such works take longer than expected to complete, the Council shall develop jointly with the bus operators work programmes to minimise bus service disruption and shall provide the bus operators with estimates of the time delays caused by such works to the bus operators’ services;
- (e) Traffic signal faults shall be attended as follows:-
 - (i) all Urgent Faults are dealt with as follows:

- attend site and make safe	within 2 hours
- temporarily replace or repair	within 6 hours
- fully replace or repair	within 24 hours
 - (ii) all non-Urgent Faults are assessed and repaired:

	within 1 month
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For the purpose of this Appendix C4, “Urgent Fault”, specifically in relation to traffic signals, means any fault or defects relating to traffic signals that requires urgent attention in order to protect the safety of the public.

“Category 1 Defects” means those defects in or on the public highway network that requires prompt attention because they represent an immediate or imminent hazard or because there is a risk of short term structural deterioration.

“Highways Emergency” means an event on the public highway network which is not a Category 1 Defect, an Urgent Fault, a civil emergency or part of the Council’s winter maintenance service where the Council or the emergency services requests the assistance of the Council’s highways maintenance and management contractor.

- (f) For 24 hours a day, seven days a week, the Council will provide a 1 hour response on site for Category 1 Defects and make safe or repair as soon as possible thereafter. In any event the Council shall ensure that all dangerous defects are made safe within 24 hours of being reported to the Council;
- (g) Gritting of all carriageways included in the Council’s annual winter maintenance service operational plan shall be completed within 4 hours from the time of commencing gritting operations and snow clearance operations shall be undertaken on the Council’s priority 1 carriageway routes and priority 2 carriageway routes when the snow is or has been falling at a rate of less than or equal to 150mm per hour;
- (h) Highway surface defects will be assessed as soon as possible on reporting and repaired within the appropriate timescale depending on the assessed risk of the defect; and
- (i) Lighting repairs are also risk managed. Reports of lighting defects will be assessed as soon as possible and repaired within the appropriate timescale depending on the risk of the defect. A light out is repaired within 20 business days of reporting.
- (j) Implement on-street works so as to minimise the impact on the bus operators’ services and passengers. Information for all highway works, including estimated traffic delays, to be provided to operators to allow services changes to be notified to passengers.

1.2. Defects can be reported online via the following links:

<http://www.birmingham.gov.uk/highways>

<http://www.birmingham.gov.uk/streetlighting>

Alternatively, information can be submitted by calling 0121 303 6644.

Schedule D

Slot booking system

Schedule D - Slot Booking System

DEFINITION OF THE SLOT BOOKING SYSTEM FOR BUS STOPS IN BIRMINGHAM CITY CENTRE

1. DEFINITIONS & INTERPRETATION

These provisions relate to Regulated Bus Stops within Birmingham City Centre, as covered by the SQPS. For the purposes of this schedule the following words shall have the following meanings (words previously defined retain those meanings but may have further specific additional meanings below):-

"Bus Stand Clearway"	means a Regulated Bus Stop used for terminating services as detailed in Schedule D;
"Bus Stop"	means each bus stopping point within the SQPS area that is marked by a bus stop flag sign and listed in Schedule A;
"Bus Stop (Not Clearway)"	means a Bus Stop that is not regulated and is intended for bus services operating through the stop rather than terminating at it, as specified in Schedule A.
"Bus Stop Cage"	means the marked area on the carriageway to accommodate buses standing at a Bus Stop Clearway or Bus Stand Clearway;
"Bus Stop Clearway"	(Regulated or Non-Regulated) means a Bus Stop intended for use by services operating through the stop rather than terminating at it;
"Departure"	means either a) a scheduled in-service departure from a Bus Stop or b) any out-of service movement away from a bus stop in those instances where there is no scheduled in-service departure but there has been a scheduled in-service arrival at the bus stop and that journey has terminated there;
"Departure Slot"	means an allotted period of time in which a bus operator can occupy a bus stand in order to take up a scheduled departure, as more specifically set out in paragraphs 3 and 4;
"Non-Regulated Bus Stops"	normally function as stops on the final inbound approach to the city centre, at which the overwhelming majority of passengers will be alighting from rather than boarding the buses serving the stop. Any other Bus Stop

that is not specifically defined as a Regulated Bus Stop or as a Bus Stand is defined as a "Non-Regulated Bus Stop" in Schedule A and has no limit on the number of departures permitted from that stop in any operating period.

"Regulated Bus Stop"

means any Bus Stop within the SQPS area specified as a Regulated Stop in Schedule A at which the number of departures in each hour is limited (For example a maximum of 60 departures in each operating period may be permitted from a stand and the registration of further departures from that Bus Stop would not be permitted).

"Service"

means a service provided along the same route by one operator and denoted by a single service number or service name. This will include any minor variations of the same service as denoted by a prefix or suffix attached to the basic service number or service name.

"Stop Code"

means the alpha-numeric reference code applied to each bus stop in the Birmingham city centre SQPS zone.

"Stop Group"

means a group of bus stands or bus stops, usually along the same side of the same street that share the same alphabetic character of their stop code.

"Terminus Stand"

means a bus stand designated or recognised as the main timing point in the Scheme area for a service or group of services.

2. GENERAL PRINCIPLES

2.1 There will be 3 basic types of stop within the Scheme Area:

2.1.1 Bus Stands for terminating services which depending on the specific Traffic Regulation Order either allows a maximum of 5 or 10 minutes waiting time. Signage at the stop location will also differentiate between the maximum wait time of either 5 or 10 minutes;

2.1.2 Regulated Bus Stops for through services (with a maximum 60 departures in each hour);

- 2.1.3 Non-regulated Bus Stops for through services, where operators must comply with the terms of any Bus Stop Clearway and shall, in any event, not layover at a Non-Regulated Bus Stop for longer than 2 minutes.
- 2.2 All departures on the same service, provided by the same operator, must observe the same Bus Stop for all departures and cannot be split over 2 or more stops within the same Stop Group.
- 2.3 Each service, provided by the same operator, must observe only one Bus Stand within the SQPS area.
- 2.4 Each service, provided by the same operator, may observe only one Regulated Bus Stop per direction on any road.

3. DEFINITION OF A DEPARTURE SLOT AT A REGULATED BUS STOP

- 3.1 At Regulated Bus Stops there will be no specifically defined start and end time for a departure slot but the number of departures in any hour should be kept at or below the stated limit of 60 departures.
- 3.2 Operators should recognise it as in their operational interest to distribute departures evenly with buses leaving the stop at no less than a one-minute scheduled interval.

4. DEFINITION OF A DEPARTURE SLOT AT A BUS STAND

- 4.1 Each single Bus Stand has up to 15 Departure Slots available in any hour and a double Bus Stand up to 30 Departure Slots per hour. WMCA may consider requests from one or more operators to provide a higher number of departures per hour from a Bus Stand if it is deemed by WMCA to be in the passengers' interest; such requests will only be considered on the basis that the group of stands (as set out in Schedule A) would not exceed its total capacity and WMCA reserves the right to reject the request (subject to the prescribed appeals process).
- 4.2 Operators should recognise it as in their operational interest to distribute departures evenly with buses leaving the stop at no less than a 3-minute scheduled interval for a single terminal stop or a 2-minute scheduled interval for a double terminal stop but within the overall limit on the number of departures per stop per hour.
- 4.3 Buses may leave the Bus Stand at any time within a Departure Slot, so long as the waiting time prior to that departure does not overlap into a preceding booked Departure Slot (where it was booked by another service).

- 4.4 If the preceding Departure Slot is booked then a bus may wait on the Bus Stand for up to 5 minutes within its slot.
- 4.5 Engines should be switched off (within reason) where waiting time exceeds 2 minutes.
- 4.6 Vehicles should not be left unattended on a bus stand without a driver at any time.

5. ALTERNATIVES

- 5.1 It may not always be possible to accommodate a new service at the operator's preferred stop and other stopping points may need to be considered in such a situation.
- 5.2 As well as Bus Stands, Bus Stops may be available for new services to use (within the stated departure criteria that apply there) and there may also be slots available for longer layover at on-street coach parking locations or at the Brewery Street Coach and Lorry Park.

6. REGISTRATION WITH TRAFFIC COMMISSIONER AND MAKING A SLOT BOOKING WITH WMCA

- 6.1 Operators are required to register changes to bus services with the Traffic Commissioner with 56 days notice, as defined by the Transport Act 1985.
- 6.2 Before submitting an Application, whether by means of the electronic or paper based system, to Register a Bus Service (PSV350) or an Application to Change a Local Service Registration (PSV355), for a service change effective within the Scheme area, with the Traffic Commissioner, the bus operator **must provide WMCA with a draft timetable**, including which Bus Stops or Bus Stands (using the stop reference code as detailed in Schedule A) are wished to be used, **a minimum of 10 working days in advance of submitting such an application to the Traffic Commissioner**. Appendix D1 provides details of Service Change Dates
- 6.3 For any Scheduled Coach Service, operators will need to provide WMCA with a draft timetable which will include the required stopping points, giving a minimum of 28 working days notice to WMCA, in advance of the introduction or change to service.
- 6.4 WMCA will then confirm if, in accordance with the Slot Booking System, the proposed slots are available for the operator to use and, if not, which alternative slots are available for the operator to register.
- 6.5 All applications to register or change a Local Service Registration which are submitted to WMCA must include a full working timetable, showing the times of

all departures from each particular stop for the proposed service, even if the service is operated at frequent intervals of 10 minutes or better.

- 6.6 For Regulated Bus Stops, WMCA will ensure that each new service will not exceed the departure limit of that stop.
- 6.7 Where an incumbent service is present at a Bus Stand or Regulated Bus Stop it will take precedent over a new service that is seeking to take up a slot at the Bus Stand or regulated Bus Stop.
- 6.8 To determine, for the purposes of paragraph 6.6, incumbency at a Bus Stand or Regulated Bus Stop, services will be ranked in terms of the first date of registration for that service with the Traffic Commissioner at its current headway (with earlier registrations taking priority over more recent registrations). Temporary registrations for minor amendments of durations of eight weeks or less shall not count towards the incumbency consideration.
- 6.9 If a service is to introduce more departures from a Bus Stand or Regulated Bus Stop then it can do this until all available slots on that Bus Stand are taken. Once no vacant slots remain, it is up to the service that is being increased to either: - (a) locate to an alternative bus stand where the required slots are available for use; or (b) for another service from the existing stand to be located to an alternative stand (this could only be done with the agreement of any other operator using the same Stand). Written evidence of agreement to relocate the other service will be required before this option can be considered by WMCA.
- 6.10 Where prior to the commencement of the Scheme two or more services have registered the same scheduled Departure Slot from a Bus Stand within the Scheme Area, all operators other than the first operator to have registered their service at such Bus Stand with such departure time shall, as soon as reasonably practicable, re-register their service either with an alternative Departure time or at an alternative Bus Stop in accordance with this paragraph 6.
- 6.11 If a service is registered to operate at "frequent intervals" ie at a frequency of 10 minutes or less and in changing such a service timetable even if it does not affect the City Centre departures and does not require a formal registration variation to be submitted then the operator must submit a full working time table to both the Data Integrity team (for passenger information) and the Network Services Team at WMCA (to ensure the service will comply with the stand allocation requirements) at least 10 working days before the planned implementation date.
- 6.12 If an operator by way of a Registration Variation suspends all or some of their departures from a Bus Stand or Regulated Bus Stop for a period of eight weeks or longer then WMCA shall deem the operator to be giving up their rights to the

allocated slots affected and WMCA shall if requested allocate these slots to another operator.

- 6.13 Information supplied in applying for departure slots will be treated as confidential and will not be made available to third parties unless required to do so by law.

7. SLOT BOOKING MONITORING

- 7.1 WMCA and the Council will monitor adherence by operators to their booked slots at all stops. Systematic contraventions will be raised with the operator in line with the agreed enforcement process, and subject to the stated Appeals Process.
- 7.2 Monitoring may take from the form of personal observations, surveys commissioned by WMCA and/or the Council, or through the use of CCTV or Real Time Information systems.

8. APPEALS PROCESS

- 8.1 An appeal may be made against any decision regarding the Slot Booking System, in accordance with the Appeals Process as set out in The Scheme.

Appendix D1

Service Change and Slot Booking Dates

Appendix D1 – Service Change and Slot Booking Dates

Service change dates for 2015 & 2016, with associated cut-off dates for requests for amended departure slots.

NSP DATE	MONTH	CUT-OFF FOR SLOT BOOKING REQUESTS	REGISTRATION DATE	SERVICE CHANGE DATE
NSP91	Aug-15	7 th August 2015	5 th July 2015	6 th September 2015
NSP92	Sep-15	7 th August 2015	26 th July 2015	30 th August 2015
NSP93	Oct-15	2 nd October 2015	30 th August 2015	25 th October 2015
NSP94	Jan-16	25 th October 2015	8 th November 2015	3 rd January 2016
NSP95	Feb-16	13 th December 2015	27 th December 2015	21 st February 2016
NSP96	Apr-16	14 th February 2016	28 th February 2016	24 th April 2016
NSP97	May-16	20 th March 2016	3 rd April 2016	29 th May 2016
NSP98	Jul-16	8 th May 2016	22 nd May 2016	17 th July 2016
NSP99	Aug-16	19 th June 2016	3 rd July 2016	28 th August 2016
NSP100	Sep-16	10 th July 2016	24 th July 2016	18 th September 2016
NSP101	Oct-16	14 th August 2016	28 th August 2016	23 rd October 2016
NSP98	Jul-16	8 th May 2016	22 nd May 2016	17 th July 2016
NSP99	Aug-16	19 th June 2016	3 rd July 2016	28 th August 2016
NSP100	Sep-16	10 th July 2016	24 th July 2016	18 th September 2016
NSP101	Oct-16	14 th August 2016	28 th August 2016	23 rd October 2016

Service Change Dates for remainder of 2016 and subsequent years yet to be agreed.

Any request for revised departure slots must be made at least two weeks before submission of registrations to Traffic Commissioner. Registrations without signed-off slot requests are likely to be refused.

Schedule E

Communications protocol

Schedule E – Communications protocol

DEFINITION OF A PROTOCOL FOR THE DISSEMINATION TO OPERATORS OF CRITICAL INFORMATION RELATING TO BIRMINGHAM CITY CENTRE

1. Aim

- 1.1 This protocol aims to clearly set out the preferred method of communication between WMCA, BCC and bus operators covered by the Scheme, in relation to incidents in Birmingham city centre that may impact on the operation of bus services.

It does not replace or overrule any other established communication plans, but sets out the communication methods used for specific events.

2. Events covered

- 2.1 The protocol is anticipated to be used in cases of events such as:

- emergency road closures
- unavailability of bus stops
- need for service diversions
- future planned unavailability of facilities

3. Methods of communication

- 3.1 If it is necessary to pass information quickly to all operators, WMCA will co-ordinate the dissemination of notices by email. Notifications provided by BCC will also be channelled through WMCA, to ensure that all parties are aware of the communication and that a co-ordinated response and support can be provided.
- 3.2 It is therefore imperative that all operators provide WMCA with an email address that is regularly checked by the operator.
- 3.3 Emails can be sent to WMCA at QPS@Centro.org.uk This inbox is regularly checked and any emails will be dealt with as appropriate. Emails relating to the Scheme or city centre issues should not be sent to a specific individual, the use of the address above will allow the most appropriate member of the team to deal with the query, regardless of individual staff availability.
- 3.4 Written communications to WMCA or BCC should be sent to the addresses stated in Section 9 of The Scheme.

Additional information

The following documents can be found on the website indicated below:

- QPS document, Version 3 Birmingham SQPS
- Summary of changes to Scheme document between V2 and V3
- Bus operators undertaking
- Frequently Asked Questions

These documents can be obtained by sending your details to QPS@Centro.org.uk or you they can be found online at www.Centro.org.uk



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