



## Position statement 2

# Vehicle specification/Driver training standards

*This statement sets out shared principles for what a partnership agreement could contain on accessibility, emissions standards, route number and destination displays, CCTV, communications systems, ticket machines, real-time information/vehicle location, glazing, cleanliness, drivers, passenger comfort and driving standards.*

## Introduction

- This specification is intended for application within PTE areas where a corridor or area quality partnership (voluntary agreement or statutory scheme) exists between the PTE and the operator(s).
- The standards apply to new vehicles. The partners acknowledge that existing vehicles do not always lend themselves to meeting these standards, and that the proportion of new and nearly new vehicles will vary from partnership to partnership. Some standards are not always appropriate for older vehicles and a derogation may therefore apply in some cases, this is noted under the appropriate heading. All standards are minima and can be exceeded on a voluntary basis; the same principle applies to all derogations.
- These standards are to apply in tandem with the Infrastructure standards drafted in parallel and the partners are obliged to ensure that the vehicle standards are commensurate with and proportionate to the infrastructure standards in each case (to be determined locally).
- In no way do these specifications absolve operators of their legal duty to meet UK Constructions and Use Regulations and/or the European Bus Directive governing vehicle design and construction, and to operate vehicles in a legal and safe manner at all times.

## Accessibility - Low Floor

- All vehicles to be to low floor design and meet DDA specification.
- Derogation available for existing vehicles not to meet DDA specification if they pre-dated its mandatory application, but still to be low floor.

## Emissions

- To be defined on the basis of Euro emissions standards; will be scheme specific.
- Derogation available for existing vehicles to meet lower Euro standards.

## Route Number Displays

- Front, nearside and rear; analogue or digital (to DDA specification).
- Derogation available for existing vehicles to not have nearside or rear

## Destination Displays

- Front (and nearside on full size vehicles); analogue or digital (to DDA specification)
- Derogation available for existing vehicles to not have nearside or rear

## CCTV

- Internal cameras sufficient to provide coverage of entire seated area on each deck plus one camera covering driver/passenger interface area; mandatory facility to record in order to meet the standards required for tamper-proof evidence.
- Derogation available for existing vehicles.
- External cameras facing forward and showing vehicle sides; mandatory facility to record in order to meet the standards required for tamper-proof evidence.
- Derogation available for existing vehicles.

## Communications

- Two-way hands free voice communications to a central control using Band III/GPRS/other equivalent system.
- Data communications to a central control using Band III/GPRS/other equivalent system.
- Derogation available for existing vehicles not to be fitted with data communications system where they do not operate on a route equipped with a real time system.

## Ticket Machines

- Electronic ticket machines shall be fitted.
- ITSO compliant Smart-card readers shall also be provided where the operator is participating in a scheme covering the route(s) on which the vehicles will operate.

## Real Time Information/Vehicle Location

- Where both partners are engaged in the provision of a system with back office database allowing schedule adherence/fleet management and real time information provision, vehicles to be fitted with equipment to allow them to participate in/be seen by the system. "Next stop" displays, and audible announcements triggered by DDA key fob, to be provide in each saloon.
- Derogation available for existing vehicles not to be fitted with any RTPI equipment where these do not operate on a route equipped with a real time system.

## Glazing

- Other than for the first nearside window on the lower deck, each side window to be agreed locally: in the interests of passenger comfort, safety and visibility, it is recommended as standard that other windows obscured only by Contravision or to have no more than 30% of its surface area obscured. No lettering to exceed 15cm in width per letter or Contravision band to exceed 15cm. No restrictions apply to front or rear of vehicle, other than required under legislation.

## Cleanliness

- All vehicles to be cleaned prior to entry into daily service both internally and externally (externally subject to health and safety risks associated with sub-zero temperatures).
- Cleanliness to be measured on the basis of the results of locally agreed surveys to be undertaken by both partners. An appropriate standard result to be set at the outset and compliance measured against this standard, which is to be raised in successive years of the partnership where it is locally agreed that there is room for improvement.

## Drivers

- All drivers to be in uniform (defined by operators) whilst undertaking driving duties.
- All drivers to be trained to NVQ Level II standards in customer care within a time period to be agreed locally.
- Drivers trainees to receive training on knowledge of ticket products

## Passenger comfort

- Passenger comfort to be maintained on vehicles by means of, for example, vehicles being fitted with a means of avoidance of condensation, such as air conditioning, double-glazing or forced air ventilation.
- Derogation available for existing vehicles.

## Driving Standards

- Operators to monitor driving standards and to take action (such as retraining drivers) such that, where locally agreed that there is an issue to be addressed, this to be dealt with by training the worst 25% of drivers in respect of this issue until the parties are satisfied that a satisfactory improvement has been achieved. Driving standards issues to include fuel efficiency driving techniques, assessment of braking and acceleration, diving to minimise slips, trips, falls and accidents.

## Adherence to standards

- There is to be a recognition that at all times the utmost priority is to operate the service and that this can result in occasional lapses below the specified standard. Adherence to be measured by both partners and deviations from the standard to be dealt with initially on the basis of an assessment of reasonableness through ongoing dialogue all such instances of deviation are to be recorded by the operator and reported to the PTE along with the reason(s) necessitating the deviation.