



Position statement 7

Infrastructure investment and maintenance

This statement sets out shared principles for what a partnership agreement could contain on the development, management and monitoring of highways infrastructure and street furniture.

Objectives

PTEs wish to see bus punctuality and accessibility improved through the following types of investment, in the belief that greater predictability in journey time, reduced journey time, greater accessibility as well as improved safety and information, will help increase patronage. Increasing patronage is important to reduce congestion, help reduce carbon footprint and support the local economy.

Highways Infrastructure Introduction

Improvements in highways infrastructure will be critical to the achievement of the above objectives. The following operational standards should be used as a guide in conjunction with local and national standards, and the introduction should be within an agreed delivery timeframe. Guided busways and parallel roads will be considered separately.

Bus lanes/gates:

- hours of operation determined locally but standardised across PTEs and districts where possible
- lane width within national guidelines
- use limited to as few classes of vehicles as possible
- consider opportunities for guideways, physical barriers and road surface treatments

Bus stops, including:

- raised kerbs for easy boarding eg. 155mm upstand kerbs or 140mm with overhang and contrast paving at boarding points
- Bus boarders in areas of parking i.e. bus clearway markings
- shelters at stops where waiting takes place and where space and safety concerns permit
- seating – subject to shelter and feasibility
- information
- realtime displays at 'significant' locations

Signal junction activation where technology exists:

- Traffic Regulation Orders e.g. parking restrictions etc should tie into the same hours of operation as per bus lanes. However, wherever possible bus stop clearways should be authorised for 24 hours to avoid conflict.
- Effective enforcement of parking and of moving traffic offences that lessen the impact of bus priority or delay buses in any other way. It should consider all areas of abuse including TROs, yellow box markings, bus and urban clearway only etc.

- Full use of civil enforcement powers may be desirable, particularly if the police are not willing to take part in the partnership.
- Where it is cost effective, the partners may consider paying for additional enforcement resource.
- It should consider all technologies where available including cameras and CCTV.

Highways infrastructure and furniture maintenance

For furniture, the agreement will locally determine:

- cleaning frequency for on street furniture
- response times to reactive maintenance requests for on street furniture
- planned inspection frequencies for on street furniture
- performance standards for information provision

For highways, the agreement will locally determine or define:

- Notification periods and consultation process for closures or diversions
- Notification and feedback from enforcement programmes
- Given the wide range of possible issues, a process for remedy rather than actual timescales is preferred for highways 'failures' e.g. enforcement failings, highways condition affecting vehicle condition or journey time, signal failure, hard standing deterioration. Response contacts and procedures should be agreed.

Partnership agreements

Will include combinations of the above, plus locally potentially more by enforcement regulation and dependent upon local circumstances and need.

This links to data sharing, which is needed to help justify investment in buses as opposed to other modes (e.g. patronage, punctuality and variability).

This also links to new(er) bus investment which is seen as 'added value' and helps support investment especially for DfT funded 'Major' schemes.

Agreements involving PTEs, operators, Local Authorities and possibly the Police will bring together the existing traffic related responsibilities, prior to concluding wider governance reviews under the new ITAs.

Data and analysis

The parties should agree in advance of works to share data on existing bus and passenger flows on sections of route covered by the proposed infrastructure improvements, and to use internal and external resources to estimate the effects of the improvement for passengers (time saved, generalised costs reduced) and operators (increased revenues and reduced operating costs).

Critical measures will include:

- journey time (car and bus)
- reduction in journey time variability
- patronage
- punctuality/reliability

Effective baselines, targets and review points should be established and the medium for data collection and management should be agreed at a local level and will be dependent upon available technologies.

Such actions will:

Assist discussions regarding the package of supply and/or pricing measures to be offered by the operators in any agreement.

Assist the PTE in justifying the partnership and confirming its benefits.

Data should continue to be exchanged after the introduction of the infrastructure to see if it has the predicted effect and, if necessary, to inform the need for adjustment to the parties inputs.

Commitments sought from operators

To provide data and resource (which may be a financial contribution or a commitment to bus investment) to justify improvements, lobby for implementation and support delivery.

Summary of the joint position

a) Areas of agreement

- Both parties accept this area is an appropriate inclusion in a partnership agreement.
- Both parties agree the objectives and infrastructure inclusions are valid, though not exclusive, and are subject to local opportunity (ref section 1).
- Subject to the potential benefits, all partners should be prepared to consider funding additional enforcement actions.
- Both parties agree to consideration of partnership – and proportionate responsibilities for data provision etc – where infrastructure intervention will

primarily prevent further worsening of performance rather than deliver immediate benefits.

b) Outstanding issues

- Clearly this workstream is directly linked with that of data share ; establishing ongoing principles for the collection, sharing and analysis of data to report performance and influence any partnership developments. Without this aspect, infrastructure delivery is significantly undermined. Infrastructure should demonstrate a benefit to or maintenance of one or all of the following measures to secure operator information : reliability, punctuality, journey time or patronage.
- Obtaining improved commitments to delivery from local authority partners.

c) Areas of significant difference

- None