

**WP2.3 BUS QUALITY STANDARDS**

<b>Undertakings</b>	<b>General undertakings of the operator</b>
<b>Reliability</b>	To provide reliable and punctual services in accordance with bus service registrations and commitments to the Traffic Commissioner to operate within compliance guidelines.
	To participate in bus hotspot and key route working groups and actively work towards achieving agreed targets for improving Local Service journey time performance targets.
<b>Network stability</b>	To only make changes to routes and timetables in strict accordance with the Doncaster VPA in order to maintain network stability.
	To notify the Transport Executive through a designated point of contact with summary notification of any intended service changes at 91 days , in respect of minor changes and 126 days in respect of major changes and in detail at 70 days in confidence, in advance of the registration deadline in order to allow reasonable time for meaningful consultation.
<b>Presentation</b>	To ensure all vehicles are internally and externally clean, tidy and well presented, in appropriate finished livery displaying Travel South Yorkshire logo (unless agreed otherwise by the Transport Executive) and with seat and interior coverings of a similar material and matching or as designed pattern and colour.
<b>Driver training</b>	To fully brief drivers on the terms and objectives of the Doncaster VPA prior to operating Local Services on the Doncaster Network and to ensure they are fully conversant with the revised and expanded range of tickets available when operating Local Services on the Doncaster Network.
<b>Customer Care</b>	To ensure drivers on Local Services on the Doncaster Network attain the National requirement for training for the Certificate of Professional Competency of 5 days over 5 years. Operators to make reasonable endeavours to ensure drivers undertake their duties in a courteous and professional manner.
	To ensure company policies and procedures are in place to cover procedures such as child travelling alone, fare collection if passenger is not in possession of means to pay, and other unforeseen eventualities.
	To respond to customer correspondence within 10 working days of receipt and provide a summary of comments on a monthly basis for local services on the Doncaster Network to the Transport Executive. Similar obligations to be given by the Transport Executive
<b>Driver uniform, identity and appearance</b>	To provide all drivers with a uniform (which may be different for male and female staff) from within a standard range of items available to that person and use reasonable endeavours to ensure that this is worn on duty to promote a tidy and professional appearance.
<b>Information</b>	Wherever practicable to display internally on Dedicated Route Specific Buses, current route and timetable information appropriate to the Local Service(s) being operated, generic information on fare levels, concessionary travel and availability of return, period, and Transport Executive tickets/passes.
	To display wherever practicable on all other buses on the Doncaster Network summary details of forthcoming service changes relevant to the Doncaster Network at least 14 days in advance of the date of commencement.
	To use reasonable endeavours to inform nominated contacts wherever possible in advance at the Transport Executive of any known disruptions, substantial delays or cancellations to Local Services on the Doncaster Network. This can be provided electronically via the future Real Time Information system by participating operators.

<b>Fare revisions</b>	To provide the Transport Executive with summary notification of proposed fare increases as set out in the Doncaster VPA. The Transport Executive to give similar commitments to operators of concessionary fare changes.
<b>Smoking</b>	To operate and use reasonable endeavours to enforce a no smoking policy on Local Services and incorporate this within their Health and Safety training and post notices on buses to that effect. Drivers to report cases of non-compliance to management.
<b>Hot food and alcoholic drinks</b>	To use reasonable endeavours to ensure hot food and alcoholic drinks are not consumed on Local Services and post notices on buses to that effect. Drivers to report cases of non-compliance to management.
<b>Provision of patronage data</b>	To provide the Transport Executive with patronage data as set out in WP5
<b>Fleet List</b>	To supply the Transport Executive annually through a designated point of contact with current fleet list identifying key indicators: <ul style="list-style-type: none"> <li>• Registration Number</li> <li>• Partnership service fleet number (as per WP1.7)</li> <li>• Emission Level (Euro standard)</li> <li>• Low Floor: <ul style="list-style-type: none"> <li>○ Step entrance</li> <li>○ Low floor – no accessibility certificate</li> <li>○ Low floor – with accessibility certificate</li> </ul> </li> <li>• Destination Blind (Front, side dest &amp; No and rear No)</li> <li>• CCTV</li> <li>• GPS/Real Time</li> <li>• Smart Card enabled ETM's with RID</li> <li>• Two-way supervisor-driver communication</li> <li>• Drive Green or similar system/appropriate driver training.</li> </ul>

<b>Vehicle specifications</b>	<b>Operators undertake to provide vehicles to the following specification on local services on the Doncaster network</b>
<b>Accessibility</b>	At the launch of the Agreement 100% of buses will be without steps. 100% of all qualifying services will have accessibility certificates by March 2017 and accessibility certificates for existing buses will be maintained, unless otherwise agreed by the Transport Executive.
<b>CCTV</b>	By March 2017 100% of buses to be equipped with working CCTV monitoring systems in continuous operation meeting requirements for evidential quality and data retention to enable prosecution and complies with Data Protection Act 1998, unless otherwise agreed by the Transport Executive.
<b>Communication</b>	To be fitted either with Real Time, two-way radio or alternative communication methods to enable communication with operators' control facility at all times.
<b>Emissions</b>	100% of buses to be Euro 3 or better by March 2018. 87% of buses to be Euro 3 or better by March 2017 (remaining 13% minimum Euro 2 with Accessibility Certificates). 37% of buses to be Euro 5 or better by March 2021 on all Local Services on the Doncaster Network
<b>Heating and ventilation</b>	To be equipped with either climate control or other heating/ventilation system operating correctly to maintain ambient temperature levels for passenger comfort relative to the outside temperature. All opening windows to be fully functional.
<b>Lighting and ancillary equipment</b>	To be well lit internally during hours of darkness and poor daylight. Reduced illumination is acceptable in order to prevent reflective glare in the driver's windscreen when vehicle is in motion.
<b>Route and destination displays</b>	To display correct route number (front, side and rear) and ultimate destination indicators (front and side) at all times and use reasonable endeavours to agree place descriptions with the Transport Executive. These to comply with the standards set out in Schedule 2 Section 8 of the PSV Accessibility Regulations 2000 unless otherwise agreed by the Transport Executive and to be illuminated to an acceptable level. Wherever practicable any 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 emergency.
<b>Real Time Information</b>	100% of buses at launch To be fitted with a functioning active global positioning system (GPS) equipment and the Transport Executive's area Real Time Intelligent Detection System (RID) giving traffic signal priority at specified junctions, real time monitoring of in service buses against schedule and Real Time Public Information (RTPI) outputs, unless otherwise agreed by the Transport Executive

<b>Vehicle maintenance standards</b>	<b>Operators undertake to maintain vehicles used on local services within the Doncaster network to meet the following criteria.</b>
<b>Obligation</b>	In addition to maintenance in compliance with the Driver Vehicle Standards Agency (DVSA) requirements, to investigate all recurrent minor defects which are an annoyance to passengers at the earliest practicable opportunity and record defects for rectification. Examples include ingress of dripping water from leaks, odours, bodywork and suspension rattles and extraordinary engine/transmission noise or vibration.
<b>Lighting and ancillary equipment</b>	To ensure that internal electrical equipment such as lighting, are fully operational.
	To ensure that internal bell pushes, mechanical equipment and all defined opening windows are fully operational.
<b>Presentation (exterior)</b>	To be maintained in a clean and tidy condition without damage to panels, windscreen, windows and doors.
	To ensure external paint work is in good order and complete in appropriate finished livery and free of damage, grime, graffiti and frayed worn or peeling advertisements.
	To maintain visibility out of windows for passengers, operators to ensure all front and side windows other than the foremost nearside downstairs window are free of commercial advertising and any own advertising is in contra-vision and any block text is no wider than 10cm and covers no more than 25% of the glazed window.
	To replace any window with etching in excess of 50% of the surface area. Badly scratched and blown double glazed windows which impair visibility to be replaced at the earliest practical opportunity.
<b>Presentation (interior)</b>	To be maintained in a clean and tidy condition, with particular respect to panels, glazing, window surrounds, floor area and heating/ventilation grilles.
	To ensure all seat cushions, backs, bases, fabrics, moquettes and facing materials are maintained in a clean and tidy condition, of similar colour and matching pattern and fabric throughout, in good repair and free of chewing gum, damp and rot to avoid passengers' clothing being soiled.
	To be free of litter, debris, damage, contamination, grime, graffiti, stickers and unauthorised posters. To ensure any racist or abusive graffiti removed at the earliest practical opportunity.
<b>Cleanliness (exterior)</b>	To be maintained in a clean and tidy condition, free from ingrained dirt on panels, windows, frames, grilles and wheels.
	To be wherever practicable externally cleaned (including all bodywork and external glass) for the start of service each day and prior to leaving from stack to commence service in the course of the day from the operating depot.
<b>Cleanliness (interior)</b>	To be wherever practicable cleaned for the start of service each day and prior to leaving from stack to commence service in the course of the day from the operating depot. Daily cleaning to include all floor areas, staircases, windows, frames, grab rails, handrails, poles, seat frames and any other surfaces visible to passengers. Used ticket boxes to be emptied and all litter removed. Major items of litter to be removed from buses stacked at depot prior to entering service.
	Windscreens, windows, glass panels, assault screen and

	surrounding frames to be clean and free from dust, dirt, smudges, streaks and fingerprints for the start of service each day.
<b>Litter</b>	Use reasonable endeavours to ensure major items of litter such as bottles, cans and strewn newspapers are removed from the vehicle at the end of each scheduled journey at terminals where litter bins are provided.
<b>Information</b>	Any out-of-date information to be removed.
	Operators undertake to notify the Transport Executive of any technical problems such as bus wash breakdown, ice, industrial action etc, which affect their ability to maintain cleaning standards. Monitoring output to be adjusted for certain notified circumstances.
<b>Branding/livery</b>	<b>Operator undertakings in respect of vehicle branding</b>
<b>Branding/livery</b>	To use Dedicated Route Specific Buses only on the route(s) for which they are dedicated to. Dedicated Route Specific Buses must not be used on routes other than those specifically scheduled for except in circumstances which are reasonably beyond the operator's control. In such circumstances the operator must re-allocate such buses as soon as practicably possible to the correct dedicated route.
<b>Reliability</b>	<b>Operator undertakings in respect of reliability</b>
<b>Service reliability</b>	To ensure bus service and driver schedules are realistic under normal circumstances in order to maintain advertised timetables and provide consistent journey times and are updated to reflect significant known road and traffic conditions. To ensure drivers have sufficient time for passenger boarding in busy urban centres to maintain reliability and timetable compliance within Traffic Commissioner's guidelines.
<b>Breakdown and recovery</b>	To ensure that passengers on a bus which has become immobilised are transferred safely on to a replacement vehicle or alternative local service within 45 minutes of breakdown occurrence.
	To be in attendance of broken down buses and use reasonable endeavours to remove from the highway within 60 minutes of any breakdown occurrence.
<b>Last journeys</b>	To guarantee completion of last journeys in the event of a breakdown or accident and to guarantee to operate the last journey opportunity where no later reasonable alternative bus service is available unless prevented in the reasonable opinion of the operator by adverse weather or for issues of Health and Safety. This can be marketed with a customer charter.
<b>Driver standards</b>	<b>Operators' undertakings in respect of driver standards And behaviour</b>
<b>General</b>	To ensure bus drivers at all times drive in a safe and professional manner undertaking a duty of care to all passengers.
<b>Start of journey</b>	To ensure bus drivers are in situ to commence passenger boarding at least 3 minutes prior to departure at Interchanges at the start of a journey to give confidence to intending passengers and ensure vehicles depart on time subject to any Stands and Places Order.
<b>Picking up/setting down</b>	To use reasonable endeavours to ensure drivers operating Local Services observe all bus stops on request and all intending passengers are transported subject to maximum displayed vehicle capacity.
	To ensure drivers align buses at Stopping Places, parallel to

	kerbing, wherever practicable to enable level boarding (see also Appendix C).
<b>Passenger assistance</b>	To ensure drivers provide assistance when requested, for boarding or alighting by elderly or disabled passengers and if so requested to remain stationary until such passengers are seated. 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. Drivers to enable elderly and disabled passengers sitting in priority seating who have requested to alight to remain seated until the bus has come to a stop.
<b>Smoking</b>	To ensure drivers observe smoking prohibition at all times whilst on board a bus, or at Transport Executive facilities such as Interchanges and shelters.
<b>Distractions</b>	Drivers shall not, in accordance with legal requirements, use mobile phones and operators should use reasonable endeavours to ensure drivers do not use portable entertainment devices or consume food or drink whilst driving to minimise distractions and safety of passengers.
<b>Heating and ventilation</b>	To use reasonable endeavours to ensure that drivers are fully conversant with all vehicle ancillary systems, including lighting, destination equipment and heating and ventilation control systems.
<b>Timescales for rectification of defects</b>	<b>Operators' undertakings in respect of defect rectification</b>
<b>Defects to be rectified within 7 working days wherever reasonably practicable</b>	Vehicles will be monitored to measure compliance with the Doncaster VPA quality requirements. To cover all equipment specified in the VPA including CCTV equipment, Radio or telephone communication equipment, QPS and Real Time Intelligent Detection (RID) system equipment, lighting and ancillary equipment, heating/ventilation systems and opening windows, leaks from roof/windows ingressing to a saloon. All internal electrical and mechanical problems including lighting, stopping signs, electronic destination/information displays, bells and electronic ticket machines. Recurrent minor defects from chassis, engine, gearbox including suspension knocks, snatching brakes/retarders and screeching belts, destination equipment, minor body defects, including rattles, which are an ongoing annoyance to passengers when vehicle is idling or in motion.