

List of Schedules

WP1 Network Arrangements

- 1.1 - Holiday Services
- 1.2 - Vehicle Breakdown
- 1.3 - On-street
- 1.4 - Interchange
- 1.5 - Service Change
- 1.6 - Accessibility Protocol
- 1.7 - Route Summary and Frequency Guide

WP2 Investment Programme

- 2.1 - Investment Programme
- 2.2 - Bus Quality Targets
- 2.3 - Bus Quality Standards
- 2.4 - Highways Management Maintenance Standards
- 2.5 - Bus Stop Standards
- 2.6 - Capital Expenditure & Infrastructure Schemes

WP3 Ticketing Arrangements

- 3.1 – Ticketing Arrangements

WP4 Marketing, Information and Communication

- 4.1 - Strategic Marketing and Communication Plan
- 4.2 - Information Products Strategy
- 4.3 – Customer Service Plan
- 4.4 – Customer Charter

WP5 Performance, Business Intelligence and Measurement

- 5.1 – Business Reporting Protocol
- 5.2 – Performance Framework