

**ON STREET PROTOCOL**

1. SYPTE will provide designated bus stops and, where appropriate, timetable displays and shelters and will be responsible for all maintenance aspects and the provision and updating of information.
2. SYPTE is looking to develop and expand on-street real time displays. Operators who have signed up to participate in real time detection and information schemes will ensure that all vehicles are fitted with the appropriate equipment, operated correctly and maintained in good working order, so as to enable accurate on street information to be displayed.
3. SYPTE reserves the right to allocate services to stops having regard to capacity, congestion, appropriate corridor, customer and operator requests and in accordance with prevailing Traffic Regulation Orders and Traffic Regulation Conditions. Drivers should only pick up and set down passengers at these designated stops, unless the stop is unmarked and therefore deemed for all services. Where a route is registered as hail and ride, the bus may stop at any safe location.
4. At some stops, raised kerbs and tactile paving have been constructed to enable level boarding access for wheelchairs, scooters and buggies. Drivers should endeavour to ensure that they park close to and parallel to these kerbs. If this is not possible due to, for example, parked cars the driver should endeavour to park parallel to the kerb as close to the designated stop as practicable.
5. If the bus is expected or scheduled to be stationary for at least two minutes or longer the engine must be switched off (this is particularly the case at terminal points). Vehicles should not be left unattended on the highway at any time. Drivers requiring comfort breaks should park the vehicle at a suitable terminal or parking area and the vehicle must be left secured.
6. Where a driver changeover is undertaken, the departing driver must remain on board until the relief driver arrives. Driver changeovers undertaken part way along the route including town centre must be undertaken swiftly and seamlessly to ensure the new driver departs on scheduled time, without unnecessary delay.
7. Where there is already a bus on the stop/stand, the driver must ensure that there is no one wishing to board the service before proceeding.
8. Certain stops are covered by Traffic Regulation Orders and Traffic Regulation Conditions which must be adhered to at all times (copies to be made available).
9. Buses running on temporary diversions should observe bus stops on the diversion to minimise inconvenience to passengers, unless in particular circumstances there are operational difficulties in doing so (e.g. road safety issues) where this arises SYPTE must be advised of the appropriate stopping arrangements.

10. Drivers should pull in and park parallel to the kerb (adjacent to the raised kerb and tactile paving where provided) and only allow passengers to board or alight the bus when the handbrake is applied. Drivers should not park at an angle to the kerb which prevents wheelchair access on or off the vehicle and should the advised parking position not be available due to, for example, parked vehicles, then the bus should be parked parallel to the kerb as close as practicably possible to the bus stop.
11. Each Operator is required to nominate a designated 'highways liaison officer' when detailed service diversions are needed. Confirmation of this person must be advised as soon as possible, and in any event, within 24 hours prior to diversions proceeding and all Operators must agree a consistent diversion route, with SYPTE, if necessary, liaising between Operators. Wherever possible longer notice periods should be given. .
12. Operators should not 'block' streets with vehicles in order to prevent access by other vehicles with scheduled departures.
13. Operators are to ensure all service disruptions are reported to Traveline at the earliest opportunity preferably by email at [traveline@sypte.co.uk](mailto:traveline@sypte.co.uk) or if not possible by telephone on the following numbers 01709 515151 or 07919 111371. Reports must be sent regularly in adverse weather (snow). Operators will proactively advise customers of service diversion via notices displayed on their buses and websites.
14. On services covered by a Qualifying Agreement, Operators should work with SYPTE and Parties to endeavour to maintain even headways.
15. Where Operators have proactively introduced 'On street' conductors in order to speed up boarding of buses by selling tickets to waiting customers, these employees may also advise passengers of ticket offers, next bus departures and general travel information but must not aggressively 'tout' for business.