

## **INTERCHANGE PROTOCOL**

SYPTE aims to provide a safe and pleasant environment for the users of its Interchanges and Bus Stations.

In order to achieve these aims it requires the co-operation of all Operators to act responsibly

Set out below are the requirements, which are considered necessary to ensure delivery of this primary aim.

### **SYPTE's responsibilities**

SYPTE will:

- 1) Endeavour to provide clean and adequate facilities and station supervision where necessary.
- 2) Provide an information service for Operators and customers using its Interchanges and Bus Stations.
- 3) Ensure that the interests of the travelling public are the primary considerations when allocating stands to Operators' services.
- 4) SYPTE reserves the right to allocate services to stands having regard to capacity, congestion, appropriate coridoring, customer and Operator requests.
- 5) Ensure that any breach of site regulations by Operators or its employees are brought to their attention, in writing where necessary.
- 6) Ensure that all Operators are treated in a consistent and fair manner, and that any dispute is brought to the attention of the SYPTE Interchange Manager, who will adjudicate on the matter.
- 7) Ensure the effective use of its stands and to this end will not allocate services at departure intervals of less than 3 minutes, where possible a 5-minute stand time will be allocated between services.
- 8) In the interests of all, SYPTE may bar an Operator's services or Operator's employee from its premises on some or all services if it appears to SYPTE that:
  - a) There is insufficient accommodation
  - b) There are congestion problems giving rise to danger
  - c) There has been a breach or breaches of these regulations by any Operator (provided that at least one previous written warning of SYPTE's intentions has been given)
  - d) The appropriate departure fees have not been paid
  - e) There has been unauthorised use of its premises or those managed under contract

## **The Operators' Responsibilities:**

1. The Operator will ensure that:

- a) All passenger carrying vehicles have permission from SYPTE to use its Interchanges and Bus Stations.
- b) The Stands allocated to them by SYPTE are used.
- c) All departure fees as levied from time to time by SYPTE are paid.

All Passenger Carrying Vehicles:

- d) Enter and leave by the appropriate entrances and exits, following the traffic management system within the site.
- e) Proceed at all times with utmost caution, strictly observing speed limits and directional signs, always giving way to pedestrians.
- f) Proceed directly to the designated stand, park parallel to the kerb line and set down any alighting passengers.
- g) Proceed to the nearest available stand, if the designated stand is occupied, to set down alighting passengers, then proceed to the layover area (where available) until the designated stand becomes available for scheduled departure.
- h) Do not occupy any stand for longer than 3 minutes (unless loading).
- i) Do not obstruct stands roadways or layover areas.
- j) If the bus is expected or scheduled to be stationary for 2 minutes or longer, the engine must be switched off.
- k) Are not left unattended at any time except by approval of SYPTE in designated layover areas.
- l) Must not carry out reversing or U - turns or reversing manoeuvres on departure stands, or roadways unless with the explicit consent of SYPTE, with the provision of a reversing attendant / banksman to ensure safe conduct of the manoeuvre. Reversing manoeuvres will be permissible in accordance with the prevailing site management protocols in event that a drive-on reverse-off interchange facility is developed in the future.
- m) Must not load or alight passengers in any roadway or layover area.
- n) Do not occupy layover areas for more than Fifty (50) minutes, without the appropriate fees being paid. (Extended stay facility subject to availability).
- o) That are not scheduled to operate or depart from the relevant Interchange or Bus Station do not use any part of SYPTE's sites.
- p) Crew changeovers do not affect the smooth operation of SYPTE's Interchanges and Bus Stations. Driver changeovers must be undertaken swiftly and seamlessly to ensure the new driver departs on scheduled time, without unnecessary delay.

2. No vehicle is parked between midnight and 0500 hours without prior permission from SYPTE and payment of the appropriate fees.
3. Any vehicle, other than a passenger carrying vehicle, that has been given access on to SYPTE's Interchanges or Bus Stations shall:
  - a) Have prior consent in writing or;
  - b) Be maintenance vehicles whose occupants have a permit to work and site access authority as applicable, issued by SYPTE
4. Any damage caused by their employees, to roadways and structures on the sites owned or managed by SYPTE, is reported to SYPTE's Site Management, Operators' employees causing such damage will render the Operator liable to SYPTE for the restitution cost of such damage how so ever caused.
5. They will not do, nor permit to be done by their employees, anything which is, or may become a nuisance, annoyance, or cause danger to SYPTE, its employees, its contractors, members of the public, or which interferes with other Operators using the sites owned or managed by SYPTE.
6. Operators' personnel who have been issued with Site Access Authority from SYPTE do not influence passenger choice of service.
7. Current scheduled departure times are observed.
8. Operators' duplicate services have permission from SYPTE to use SYPTE's sites. Stand allocation is subject to availability. The duplicate service must run no more than 5 minutes in front of the Operator's scheduled service departure.
9. Where a registered service is described as "at frequent intervals" the full timetable will be submitted to SYPTE, although it is acknowledged that Operators may adjust timetables within the frequent interval parameters, but should nevertheless inform SYPTE of changes in resource.
10. No major mechanical repairs will be allowed only minor mechanical repairs where they are necessary to facilitate the vehicles safe departure from site. In **ALL** other cases the vehicle must be towed away. All current health and safety laws, regulations and policies must be adhered to.
11. No timetables, notices, or advertisements are placed anywhere in the Interchanges or Bus Stations or any other premises of SYPTE, without prior written permission from SYPTE.
12. All reasonable instructions given to Operator's employees, by SYPTE and its agents are obeyed.
13. On services covered by a Qualifying Agreement – Operators should work with SYPTE and other Operators to endeavour to maintain even headways.