

# **ROTHERHAM VOLUNTARY PARTNERSHIP AGREEMENT (VPA)**

## **SCHEDULE 2** **INVESTMENT PROGRAMME**

### **INVESTMENT PROGRAMME**

The role of this Investment Programme (proposed to span a five year period from July 2014 to July 2019) is to provide a structured approach for developing, implementing and monitoring improved highways network management and bus operating environments - such that overall bus speeds and the overall passenger environment are improved (both in absolute terms and in variability).

### **RELATED AIR QUALITY ISSUES**

The Air Quality Action Plan (AQAP) for the area covered by the M1 AQMA was published in July 2003 and fully revised and re-published in 2007 along with the AQAP for the area covered by the town centre. It was demonstrated that traffic related pollution was a problem in all of the designated Air Quality Management Areas. Improvements in the bus fleet operating along the A630 have already led to the revocation of one of the AQMA (fine particles) at St Ann's although it should be recognised that the bus fleet is only one contributor to air quality issues. However, nitrogen dioxide remains a problem in several areas. It is anticipated that improvements in air quality may be achieved by improvements to the bus fleet as indicated by the results of emissions modelling work carried out for Sheffield City Council. These could be implemented as part of the Rotherham Voluntary Bus Partnership Agreement. A new updated AQAP is being written that will consider the potential contribution of the partnership agreement to the solution of some of the emissions problems including other contributors. The Council has the capacity to model any potential improvements to the vehicle fleet and their impact on AQMAs; in conjunction with partners to the agreement, this will allow best use to be made of vehicle upgrades to achieve air quality improvements.

### **BUS QUALITY STANDARDS**

New vehicle Quality Standards have been developed to deliver the Rotherham VPA. The agreed indicators for managing and monitoring this improvement in vehicle standards are as follows:

- Vehicle accessibility characteristics - including "low floors", with/without Accessibility Certificates and with/without step entrance;
- Bus Fleet Composition by "Euro category" – to inform emission standards and other quality standards – based on vehicles routinely operating routes in Rotherham either by depot or on routes operated within the VPA, on a consistent annual basis;
- Average age of fleet - a single figure for the overall fleet;
- The percentage of vehicles that are Smartcard-enabled;
- Destination blinds;
- CCTV;
- GPS /Real Time;
- Two-way supervisor-driver communication; and
- "Drive Green" or similar system of driver training encompassing fuel efficient and safe driving

A series of Quality Standards with annual “milestones” has now been agreed for these targets as set out in table 2.1. For buses (unless agreed as exempt by the Partners), these are:

**1) For the “Launch Date” in July 2014:**

- 100% of buses without stepped access;
- 100% provision of GPS tracking equipment;
- 100% buses fitted with 2-way supervisor-driver communication;
- 100% use of “Drive Green” or similar system as above;
- 100% buses fitted with (and working) Smart Card ETM machines, able to read English National Concessionary cards (ENCTS)
- All operators to be members of the Eco-Stars initiative

**2) Achieving 100% Accessibility Compliance:**

- 100% of buses with Accessibility Certificates by January 2017 for both single and double-deckers
- Interim annual milestones as per table 2.1, particularly for phasing out Euro 2 vehicles
- 100% on-board CCTV and front/side /rear “service numbers / destination blinds” by July 2017 (annual milestones to be agreed for 2015 and 2016)

**3) Achieving Euro 3 minimum:**

- 100% of buses to be Euro 3 or better by July 2018
- At least 90% of buses to be Euro 3 or better by July 2017, on the proviso that the remaining 10% are Euro 2 with Accessibility Certificates.
- Annual interim milestones as per table 2.1

**4) Achieving Euro 5 or better:**

- 50% of buses to be Euro 5 or better by July 2019. In recognition of existing concerns about the performance of Euro 4 engines in urban conditions (DfT) and locally, it has been agreed that the Partnership will consciously focus on the provision of more Euro 5 buses (or better) in contribution to Air Quality objectives
- Interim annual milestones as per table 2.1

**5) Reducing Fleet Age:**

- The average age of the overall “Rotherham bus fleet” to be reduced from a current figure of 8.9 to 8.0 years old by July 2019, with interim annual milestones or to recognise fleet reinvestment by refurbishments to give an “as new” customer experience – details of which are to be agreed.

**6) Other:**

- Operators will prioritise their internal Capital Expenditure Programmes so as to deliver the agreed standards specified above – this in itself demonstrates the “additionality” of the Partnership process without impacting on commercial confidentiality, although bus operators have agreed for the Council to monitor capital investment trends using Indices derived from secure Data Sharing Agreements.

The current Bus Quality Standards for Rotherham are attached at **Appendix A**.

## **HIGHWAYS MANAGEMENT STANDARDS**

Quality Standards for the fabric and layout of the highway are largely inherent in design standards adopted and approved nationally for all aspects of highway design, using national standards as defined in Government/Department for Transport (DfT) publications such as the “Traffic and Road Signs Design Guide”.

The Partnership will adopt agreed protocols for all future speed management initiatives, with a preference for non-physical or lateral deflection measures (chicanes etc) rather than vertical deflection (road humps), and will seek to agree the nature of measures for either new schemes or where existing schemes are to be renewed or refreshed.

The current Highway Management Maintenance Standards for Rotherham are attached as Appendix B.

## **BUS STOP STANDARDS**

Appendix C Bus Stop Standards lists the updated agreed standards for bus stop infrastructure in Rotherham.

## **INFORMATION MANAGEMENT STANDARDS**

Quality Standards for the South Yorkshire Intelligent Transport (management) System (syITS); and related ongoing activities such as Real-time Information and Detection systems (RIDS) are still being developed and will be included within this Programme when available.

## **INFRASTRUCTURE AND HIGHWAYS MANAGEMENT PERFORMANCE STANDARDS**

The Investment Programme seeks to explore and invest so as to improve bus journey time reliability and increase bus speeds, prioritising corridors where the investment would have the highest value. This will benefit both customers and air quality.

Improvements to punctuality, reduced journey time variability and improvements to bus speeds shall be agreed and delivered through a programme of physical infrastructure improvements, highway network management systems and maintenance regimes, all with delivery timescales mapped out as appropriate together with agreed standards for maintenance and enforcement. This will include a co-ordinated means of managing the highway network that plans for and minimises the impacts of temporary work and other incidents with specific benefits for buses.

## **INVESTMENT PROGRAMME**

A draft five-year **Investment Programme** is proposed to deliver the agreed standards described above and set out in Appendices A to C. This will make best use of existing funding sources – the South Yorkshire Local Transport Plan funds (LTP) available to the Borough Council and to the PTE and the Local Sustainable Transport Funds programme (LSTF). In addition, a joint Partnership approach will be used to agree how best to utilise newly emerging capital funding streams.

The Council and the PTE will also seek to maximise the opportunities presented through the Borough Council's Highway Maintenance Programme to integrate capital programme improvements into the core highway network.

Some elements of the Programme will be ongoing annual allocations. Others will have specific completion dates as follows:

- A commitment to the principle of an annual fund to tackle on street "Hotspots" which cause delays or difficulties for buses. In 2014/15 the annual allocation is £100,000. The commitment is to retain this fund whilst Hotspots remain to be tackled, and ideally at a comparable funding level, but no less than a pro rata figure of awarded LTP funding compared to the 2014/15 baseline.
- An enhanced Real Time Information and Detection (RID) system through the South Yorkshire Intelligent Transport System (syITS). It is acknowledged that the current system will be developed and that new opportunities will be explored in accordance with developing new technology.
- Implementing a SCOOT system of Urban Traffic Management Control within the Rotherham Central Area by April 2015, including development of bus priority techniques within the SCOOT system by April 2016.
- Development of a system of automated traffic control strategies to react to incidents/congestion on the highway utilising a toolbox including Variable Message Signing, ANPR cameras and Bluetooth technology by April 2016
- A review of bus stop infrastructure (resource permitting) incorporating DDA compliant kerbs and paving and clearways at all stops on Key Routes in Rotherham where local circumstances permit by April 2016
- Completion of measures on the Thrybergh Key Bus Corridor by April 2015
- Completion of measures on the Dearne Key Bus Corridor by April 2016
- Review of measures on the Maltby Key Bus Corridor (including the Whiston Crossroads Junction) by April 2016, and completion of any agreed improvement measures by April 2020
- To enable enforcement of the above, appropriate levels of enforcement to be applied including officer patrols, and camera enforcement, both static and mobile systems.
- Agreement in principle for a mechanism for defining future investment requirements and on-going funding allocations, with enhanced monitoring of quantified benefits on each intervention to better demonstrate success and Value for Money of differing options.

The Partners will undertake an annual Performance Review in July of each year, looking at milestones for delivery of agreed interventions for infrastructure and vehicles, and progress on attainment of headline targets and secondary Indicators. Quarterly reviews will also monitor progress throughout the year in parallel with Schedule 5 and produce a public-facing review document available on the Bus Agreement website.

**TABLE 2.1 QUALITY TARGETS**

Notes:

- a. Applicable to the overall “Rotherham Network” – the Rotherham bus fleet as defined by the partners, and the overall highways network within the District of Rotherham
- b. Headline targets shown in bold; provisional interim milestones shown in italics are indicative, to be reviewed with three months of the VPA being signed

	Target	Sep-13	Nov-13	Launch Jul 14	Jul-15	Jul-16	Jul-17	Jul-18	Jul-19
<b>Total Fleet</b>	<b>Total</b>	151	152	<b>144</b>	144	144	144	144	144
	First	110	111	<b>103</b>	103	103	103	103	103
	Stagecoach	29	29	<b>29</b>	29	29	29	29	29
	Stagecoach EM	10	10	<b>10</b>	10	10	10	10	10
	TM Travel	2	2	<b>2</b>	2	2	2	2	2
<b>Average age of overall Bus Fleet</b>	<b>Total</b>	9.1	9.2	<b>8.9</b>	8.6	8.5	8.4	8.3	8.0
	First	10.2	10.3	<b>9.8</b>	9.5	9	8.8	8.5	8
	Stagecoach	7.55	7.63	<b>7.94</b>	7.14	7.87	7.95	7.93	7.8
	Stagecoach EM	1.75	1.92	<b>2.58</b>	3.58	4.58	5.58	6.58	7.58
	TM Travel	5	5	<b>6</b>	7	8	9	10	11
<b>Euro 1</b>	<b>Total</b>	0	0	<b>0</b>	0	0	0	0	0
	<b>%age of total fleet</b>	0	0	<b>0</b>	0	0	0	0	0
	First	0	0	<b>0</b>	0	0	0	0	0
	Stagecoach	0	0	<b>0</b>	0	0	0	0	0
	Stagecoach EM	0	0	<b>0</b>	0	0	0	0	0
	TM Travel	0	0	<b>0</b>	0	0	0	0	0
<b>Euro 2</b>	<b>Total</b>	27	28	<b>20</b>	15	0	0	0	0
	<b>%age of total fleet</b>	17.9	18.4	<b>13.9</b>	10.4	0.0	0.0	0.0	0.0
	First	22	23	<b>15</b>	15	0	0	0	0
	Stagecoach	5	5	<b>5</b>	0	0	0	0	0
	Stagecoach EM	0	0	<b>0</b>	0	0	0	0	0
	TM Travel	0	0	<b>0</b>	0	0	0	0	0
<b>Euro 3</b>	<b>Total</b>	74	74	<b>72</b>	72	34	34	34	34
	<b>%age of total fleet</b>	49.0	48.7	<b>50.0</b>	50.0	23.6	23.6	23.6	23.6
	First	61	61	<b>61</b>	61	23	23	23	23
	Stagecoach	11	11	<b>11</b>	11	11	11	11	11
	Stagecoach EM	0	0	<b>0</b>	0	0	0	0	0
	TM Travel	2	2	<b>0</b>	0	0	0	0	0
<b>Euro 4</b>	<b>Total</b>	33	33	<b>35</b>	35	50	45	42	39
	<b>%age of total fleet</b>	21.9	21.7	<b>24.3</b>	24.3	34.7	31.3	29.2	27.1
	First	23	23	<b>23</b>	23	39	39	39	39
	Stagecoach	10	10	<b>10</b>	10	9	6	3	0
	Stagecoach EM	0	0	<b>0</b>	0	0	0	0	0
	TM Travel	0	0	<b>2</b>	2	2	0	0	0
<b>Euro 5</b>	<b>Total</b>	17	17	<b>17</b>	22	60	65	68	71
	<b>%age of total fleet</b>	11.3	11.2	<b>11.8</b>	15.3	41.7	45.1	47.2	49.3
	First	4	4	<b>4</b>	4	41	41	41	41
	Stagecoach	3	3	<b>3</b>	8	9	12	15	18
	Stagecoach EM	10	10	<b>10</b>	10	10	10	10	10
	TM Travel	0	0	<b>0</b>	0	0	2	2	2
<b>Euro EEV</b>	<b>Total</b>	0	0	<b>0</b>	0	0	0	0	0
	<b>%age of total fleet</b>	0	0	<b>0</b>	0	0	0	0	0
	First	0	0	<b>0</b>	0	0	0	0	0
	Stagecoach	0	0	<b>0</b>	0	0	0	0	0
	Stagecoach EM	0	0	<b>0</b>	0	0	0	0	0
	TM Travel	0	0	<b>0</b>	0	0	0	0	0
<b>Numbers Check</b>	<b>Total</b>	151	152	<b>144</b>	144	144	144	144	144
	<b>%age of total fleet</b>	100.0	100.0	<b>100.0</b>	100.0	100.0	100.0	100.0	100.0
	First	110	111	<b>103</b>	103	103	103	103	103
	Stagecoach	29	29	<b>29</b>	29	29	29	29	29
	Stagecoach EM	10	10	<b>10</b>	10	10	10	10	10
	TM Travel	2	2	<b>2</b>	2	2	2	2	2
<b>Alternative Fuel</b>	<b>Total</b>	0	0	<b>0</b>	0	0	0	0	0
	<b>%age of total fleet</b>	0	0	<b>0</b>	0	0	0	0	0
	First	0	0	<b>0</b>	0	0	0	0	0
	Stagecoach	0	0	<b>0</b>	0	0	0	0	0
	Stagecoach EM	0	0	<b>0</b>	0	0	0	0	0
	TM Travel	0	0	<b>0</b>	0	0	0	0	0
<b>Step Entrance</b>	<b>Total</b>	0	0	<b>0</b>	0	0	0	0	0
	<b>%age of total fleet</b>	0	0	<b>0</b>	0	0	0	0	0
	First	0	0	<b>0</b>	0	0	0	0	0

	Stagecoach	0	0	0	0	0	0	0	0
	Stagecoach EM	0	0	0	0	0	0	0	0
	TM Travel	0	0	0	0	0	0	0	0
<b>Low floor no Accessibility Certificate</b>	<b>Total</b>	109	110	19	14	0	0	0	0
	<b>%age of total fleet</b>	72.2	72.4	13.2	9.7	0.0	0.0	0.0	0.0
	First	38	36	14	14	0	0	0	0
	Stagecoach	61	64	5	0	0	0	0	0
	Stagecoach EM	10	10	0	0	0	0	0	0
	TM Travel	0	0	0	0	0	0	0	0
<b>Low floor with Accessibility Certificate</b>	<b>Total</b>	108	111	125	130	144	144	144	144
	<b>%age of total fleet</b>	71.5	73.0	86.8	90.3	100.0	100.0	100.0	100.0
	First	72	75	89	89	103	103	103	103
	Stagecoach	24	24	24	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>Destination Blinds at front and side with front and back nos.</b>	<b>Total</b>	144	144	144	144	144	144	144	144
	<b>%age of total fleet</b>	95.4	94.7	100.0	100.0	100.0	100.0	100.0	100.0
	First	103	103	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>CCTVC</b>	<b>Total</b>	119	122	126	131	144	144	144	144
	<b>%age of total fleet</b>	78.8	80.3	87.5	91.0	100.0	100.0	100.0	100.0
	First	83	86	90	90	103	103	103	103
	Stagecoach	24	24	24	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>GPS/Real Time</b>	<b>Total</b>	151	152	144	144	144	144	144	144
	<b>%age of total fleet</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	First	110	111	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>Smartcard enables ETM &amp; RID</b>	<b>Total</b>	151	152	144	144	144	144	144	144
	<b>%age of total fleet</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	First	110	111	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>Two way driver/supervisor communications</b>	<b>Total</b>	151	152	144	144	144	144	144	144
	<b>%age of total fleet</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	First	110	111	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>Drive Green or similar</b>	<b>Total</b>	149	150	142	142	142	142	142	142
	<b>%age of total fleet</b>	98.7	98.7	98.6	98.6	98.6	98.6	98.6	98.6
	First	110	111	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	0	0	0	0	0	0	0	0
<b>ECO Star Member</b>	<b>Total</b>								
	First	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Stagecoach	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Stagecoach EM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	TM Travel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

	Target	Sep-13	Nov-13	Launch Jul 14	Jul-15	Jul-16	Jul-17	Jul-18	Jul-19
<b>Step Entrance</b>	<b>Total</b>	0	0	0	0	0	0	0	0
	<b>%age of total fleet</b>	0	0	0	0	0	0	0	0
	First	0	0	0	0	0	0	0	0
	Stagecoach	0	0	0	0	0	0	0	0
	Stagecoach EM	0	0	0	0	0	0	0	0
	TM Travel	0	0	0	0	0	0	0	0
<b>Low floor no Accessibility Certificate</b>	<b>Total</b>	109	110	19	14	0	0	0	0
	<b>%age of total fleet</b>	72.2	72.4	13.2	9.7	0.0	0.0	0.0	0.0
	First	38	36	14	14	0	0	0	0
	Stagecoach	61	64	5	0	0	0	0	0
	Stagecoach EM	10	10	0	0	0	0	0	0
	TM Travel	0	0	0	0	0	0	0	0
<b>Low floor with Accessibility Certificate</b>	<b>Total</b>	108	111	125	130	144	144	144	144
	<b>%age of total fleet</b>	71.5	73.0	86.8	90.3	100.0	100.0	100.0	100.0
	First	72	75	89	89	103	103	103	103
	Stagecoach	24	24	24	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>Destination Blinds at front and side with front and back nos.</b>	<b>Total</b>	144	144	144	144	144	144	144	144
	<b>%age of total fleet</b>	95.4	94.7	100.0	100.0	100.0	100.0	100.0	100.0
	First	103	103	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>CCTVC</b>	<b>Total</b>	119	122	126	131	144	144	144	144
	<b>%age of total fleet</b>	78.8	80.3	87.5	91.0	100.0	100.0	100.0	100.0
	First	83	86	90	90	103	103	103	103
	Stagecoach	24	24	24	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>GPS/Real Time</b>	<b>Total</b>	151	152	144	144	144	144	144	144
	<b>%age of total fleet</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	First	110	111	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>Smartcard enables ETM &amp; RID</b>	<b>Total</b>	151	152	144	144	144	144	144	144
	<b>%age of total fleet</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	First	110	111	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>Two way driver/supervisor communications</b>	<b>Total</b>	151	152	144	144	144	144	144	144
	<b>%age of total fleet</b>	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
	First	110	111	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	2	2	2	2	2	2	2	2
<b>Drive Green or similar</b>	<b>Total</b>	149	150	142	142	142	142	142	142
	<b>%age of total fleet</b>	98.7	98.7	98.6	98.6	98.6	98.6	98.6	98.6
	First	110	111	103	103	103	103	103	103
	Stagecoach	29	29	29	29	29	29	29	29
	Stagecoach EM	10	10	10	10	10	10	10	10
	TM Travel	0	0	0	0	0	0	0	0
<b>ECO Star Member</b>	<b>Total</b>								
	First	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Stagecoach	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Stagecoach EM	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	TM Travel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

**APPENDIX A**

**BUS QUALITY STANDARDS**

(Rotherham Voluntary Bus Partnership Agreement pursuant to Section 114 of the Transport Act 2000)

<b>STANDARD</b>	<b>REF NO</b>	<b>STANDARD OF SERVICES REQUIREMENT DETAIL</b>	<b>JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY</b>
<b>ALL</b>		Applicable in accordance with the Rotherham VPA and updated for each Service Change Date.	
<b>1. UNDERTAKINGS</b>		<b>GENERAL UNDERTAKINGS OF THE OPERATOR</b>	
<b>Reliability</b>	1.1	To provide reliable and punctual services in accordance with bus service registrations and commitments to the Traffic Commissioner to operate within compliance guidelines.	<b>Improve the overall image of bus services, positively market and promote confidence in bus network. Reduce delays to the consistent operation of bus services, including rapid intervention to deal with problems as they arise</b>
	1.2	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>	1.3	To only make changes to routes and timetables in strict accordance with the Rotherham VPA in order to maintain network stability.	<b>Effective systems making bus use easy</b>
	1.4	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>Improve the overall image of bus services, positively market and promote confidence in the bus network</b>
<b>Presentation</b>	1.5	To ensure all vehicles are internally and externally clean, tidy and well presented, in appropriate finished livery displaying Travel South Yorkshire logo	<b>Good and consistent standards of cleanliness and upkeep.</b>



STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
		(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>	1.6	To fully brief drivers on the terms and objectives of the Rotherham VPA prior to operating Local Services on the Rotherham Network and to ensure they are fully conversant with the revised and expanded range of tickets available when operating Local Services on the Rotherham Network.	<b>Better customer relations and more customer focussed standards, consistently delivered</b>
<b>Customer Care</b>	1.7	To ensure drivers on Local Services on the Rotherham 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.	<b>Better customer relations and more customer focussed standards, consistently delivered</b>
	1.8	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.	
	1.9	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 Rotherham Network to the Transport Executive. Similar obligations to be given by the Transport Executive	
<b>Driver uniform, identity and appearance</b>	1.10	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>Improve the overall image of bus services, positively market and promote confidence in the bus network</b>
<b>Information</b>	1.11	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.	<b>Effective systems making bus use easy</b>
	1.12	To display wherever practicable on all other buses on the Rotherham Network summary details of forthcoming service changes relevant to the Rotherham Network at least 14 days in advance of the date of commencement.	<b>Ensure interchange is not a barrier</b>
	1.13	To use reasonable endeavours to inform nominated contacts wherever possible in advance at the Transport Executive of any known disruptions, substantial	

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		delays or cancellations to Local Services on the Rotherham Network. This can be provided electronically via the future Real Time Information system by participating operators.	
<b>Fare revisions</b>	1.14	To provide the Transport Executive with summary notification of proposed fare increases as set out in the Rotherham VPA. The Transport Executive to give similar commitments to operators of concessionary fare changes.	<b>Effective systems making bus use easy</b>
<b>Smoking</b>	1.15	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>Comfort and convenience across the whole journey</b>
<b>Hot food and alcoholic drinks</b>	1.16	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>Comfort and convenience across the whole journey</b>
<b>Provision of patronage data</b>	1.17	To provide the Transport Executive with patronage data as set out in Schedule 5.	<b>Enable reporting of patronage trends</b>
<b>Fleet List</b>	1.18	<p>To supply the Transport Executive annually through a designated point of contact with current fleet list identifying key indicators:</p> <ul style="list-style-type: none"> <li>• Registration Number</li> <li>• Fleet Number</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> </ul>	<b>Effective systems making bus use easy</b>

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		<ul style="list-style-type: none"> <li>• Drive Green or similar system/appropriate driver training.</li> </ul>	
<b>2. VEHICLE SPECIFICATIONS</b>		<b>OPERATORS UNDERTAKE TO PROVIDE VEHICLES TO THE FOLLOWING SPECIFICATION ON LOCAL SERVICES ON THE ROTHERHAM NETWORK</b>	
<b>Accessibility</b>	2.1	At the launch of the Agreement 100% of buses will be without steps. 100% of all qualifying services will have accessibility certificates by January 2017 and accessibility certificates for existing buses will be maintained, unless otherwise agreed by the Transport Executive.	<b>Comfort and convenience across the whole journey</b>
<b>CCTV</b>	2.2	By July 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>Safety and security throughout the whole journey and compliance with data protection regulations</b>
<b>Communication</b>	2.3	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>Reduce delays to consistent operation of bus services with rapid intervention to deal with problems arising. Safety and security throughout the whole journey</b>
<b>Emissions</b>	2.4	100% of buses to be Euro 3 or better by July 2018. 90% of buses to be Euro 3 or better by July 2017 (remaining 10% Euro 2 with Accessibility Certificates). 50% of buses to be Euro 5 or better by July 2019 on all Local Services on the Rotherham Network	<b>Linked into LTP2 emissions standards contributing to Rotherham Borough Council's air quality management plan.</b>
<b>Heating and ventilation</b>	2.5	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	<b>Comfort and convenience across the whole journey</b>

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
		functional.	
<b>Lighting and ancillary equipment</b>	2.6	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>Safety and security throughout the whole journey</b>
<b>Route and destination displays</b>	2.7	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.	<b>Effective systems making bus use easy</b>  <b>Good and consistent standards of cleanliness, upkeep and information</b>
	2.8	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>	2.9	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>Reduce all delays to the consistent operation of bus services, including rapid intervention to deal with problems as they arise</b>
<b>3. VEHICLE MAINTENANCE STANDARDS</b>		<b>OPERATORS UNDERTAKE TO MAINTAIN VEHICLES USED ON LOCAL SERVICES WITHIN THE ROTHERHAM NETWORK TO MEET THE FOLLOWING CRITERIA.</b>	
<b>Obligation</b>	3.1	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>Comfort and convenience across the whole journey</b>  <b>Good and consistent standards of cleanliness and upkeep</b>
<b>Lighting and ancillary equipment</b>	3.2	To ensure that internal electrical equipment such as lighting, are fully operational.	<b>Safety and security throughout the whole journey</b>

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
	3.3	To ensure that internal bell pushes, mechanical equipment and all defined opening windows are fully operational.	
<b>Presentation (exterior)</b>	3.4	To be maintained in a clean and tidy condition without damage to panels, windscreen, windows and doors.	<b>Good and consistent standards of cleanliness and upkeep</b>  <b>Improve the overall image of bus services</b>
	3.5	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.	
	3.6	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.	
	3.7	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>	3.8	To be maintained in a clean and tidy condition, with particular respect to panels, glazing, window surrounds, floor area and heating/ventilation grilles.	<b>Good and consistent standards of cleanliness and upkeep</b>  <b>Comfort and convenience across the whole journey</b>
	3.9	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.	
	3.10	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>	3.11	To be maintained in a clean and tidy condition, free from ingrained dirt on panels, windows, frames, grilles and wheels.	<b>Good and consistent standards of cleanliness and upkeep</b>
	3.12	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>	3.13	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,	<b>Good and consistent standards of cleanliness and upkeep</b>

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
		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.	
	3.14	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>	3.15	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>Good and consistent standards of cleanliness and upkeep</b>
<b>Information</b>	3.16	Any out-of-date information to be removed.	<b>Good and consistent standards of upkeep and information</b>  <b>Effective systems making bus use easy</b>
	3.17	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>4. BRANDING/LIVERY</b>		<b>OPERATOR UNDERTAKINGS IN RESPECT OF VEHICLE BRANDING</b>	
	4.1	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.	

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
<b>5. RELIABILITY</b>		<b>OPERATOR UNDERTAKINGS IN RESPECT OF RELIABILITY</b>	
<b>Service reliability</b>	5.1	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>Reduce all delays to the smooth and consistent operation of bus services, including rapid intervention to deal with problems as they arise. Effective systems making bus use easy</b>
<b>Breakdown and recovery</b>	5.2	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.	<b>Reduce all delays to the smooth and consistent operation of bus services, including rapid intervention to deal with problems as they arise</b>
	5.3	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>	5.4	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>Promote confidence in the bus network</b>
<b>6. DRIVER STANDARDS</b>		<b>OPERATORS' UNDERTAKINGS IN RESPECT OF DRIVER STANDARDS AND BEHAVIOUR</b>	
<b>General</b>	6.1	To ensure bus drivers at all times drive in a safe and professional manner undertaking a duty of care to all passengers.	<b>Better customer relations and more customer focussed standards, consistently delivered</b>
<b>Start of journey</b>	6.2	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>Improve the overall image of bus services, positively market and promote confidence in the bus network</b>
<b>Picking up/setting down</b>	6.3	To use reasonable endeavours to ensure drivers operating Local Services observe all bus stops on request and all intending passengers are transported	<b>Promote confidence in the bus network</b>



STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
		subject to maximum displayed vehicle capacity.	
	6.4	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>	6.5	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>Better customer relations and more customer focussed standards, consistently delivered</b>
<b>Smoking</b>	6.6	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>Comfort and convenience across the whole journey.</b>
<b>Distractions</b>	6.7	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>Comfort and convenience across the whole journey</b>
<b>Heating and ventilation</b>	6.8	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>Comfort and convenience across the whole journey</b>
<b>7. 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</b>	7.1	Vehicles will be monitored to measure compliance with the Rotherham 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	<b>Better customer relations and more customer focussed standards, consistently delivered</b>



STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
<b>practicable</b>		<p>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.</p> <p>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.</p>	<p><b>Improve the overall image of bus services and promote confidence in the bus network</b></p>

## APPENDIX B

### HIGHWAY MANAGEMENT MAINTENANCE STANDARDS – ROTHERHAM VPA

Activity	Specification
Street lighting (excl electricity supply faults)	Aim for average outage of less than 1% (ie 99% operating as planned). Aim to rectify faults within 3 days for resident report, 5 days for scouted report.
Road Gullies	A630 Sheffield Parkway / A57 – Cleansing 3-4 times per annum under organised traffic management. Principle Highways – Cleansing 2 times per annum. Estate Roads – Cleansing once per annum. Response times for emergency or urgent gullies causing flooding problems – 4 hours
Road Markings	Action taken on receipt of complaint/customer report and as a result of scouting.
Signs (Illuminated & Non Illuminated)	Action taken on receipt of complaints/customer reports and as a result of scouting. No service standard for outages.
Traffic Signals	Response times for outages within 1 hour.
Footways	Safety inspections undertaken between monthly and six monthly. Defects greater than 20mm are repaired within 24 hours of public report.

Carriageways	Safety inspections undertaken between monthly and 6 monthly. Defects greater than 40mm are repaired within 24hrs of public report.
Traffic Sensitive Roads	Covered by the Yorkshire Common Permit Scheme. Works on these roads are assessed for potential conflict against other ongoing street works activity and/or special events to ensure that minimum disruption and minimum site/road occupancy is achieved.
Winter Service	Routes salted within 4 hours of decision to salt.
Street sweeping	Roads identified on schedules according to priority and frequency of sweeping determined accordingly. Standard currently under review.
Footway sweeping	Footways identified on schedules according to footfall and frequency of cleansing determined accordingly. Areas of high footfall generally visited weekly. Standard currently under review.
Verge cutting	General grass cutting carried out 5 times per annum.
Highway Trees	To be confirmed
<u>Bus Stop Infrastructure</u> (Standards at launch)	
- Offensive graffiti	Remove immediately upon notification (target 2 hrs)
- Cleaning	Monthly.
- Repairs	7 days of notification for non-urgent repairs If reported before 10:00 then should be attended by end of working day, but not necessarily repaired If reported after 10:00 then should be attended by end of next working day but not necessarily repaired

- Glazing damage	By next working day (< 4 hours if notified before 3:30pm) – to remove glass and make safe 4hrs during normal working hours
- Dangerous damage	
Carousel information	Repairs - 48hrs of notification
Printed information	Updating - 10 days prior to new timetable for bus guides - subject to 56 days notification of bus service registration or any revised notification agreed between the SYPTE and operators
<u>Standards from 1 November 2014</u>	
Emergency – Risk to occupants/public property or belongings as determined by the Contract Officer	Within 2 hours inside or outside normal working hours
Urgent – Risk to public eg. Broken glass, loose items etc	Within 4 hours inside or outside normal working hours
Routine – Where no immediate risk to occupants/public property or belongings exits, orders will be forwarded electronically at end of working day	Within 7 working days of receipt of Services Order
Carousel Information	Repairs – 48 hours of notification
Printed Information	Updating – Bus timetables that change will be available for customers 10 days prior to start date of service on travelsouthyorkshire.com and in print format where appropriate, subject to 56 days notification of bus service registration or any revised notification agreed between the SYPTE and operators. Printed timetables at bus stops will be available for customers on the date of commencement of the service change, subject to 56 days notification of bus service registration or any revised notification agreed between the SYPTE and operators.

**APPENDIX C: BUS STOP STANDARDS: ROTHERHAM VPA**

This is the standard that the Partnership aims to achieve by 2017, subject to Partnership priorities and funding availability.

THEME	ISSUE	STANDARD
<p><b>PASSENGER INFRASTRUCTURE</b></p>	<p>Shelter and Stop</p>	<ul style="list-style-type: none"> <li>• It is desirable to have a bus stop pole with information carousel at every bus stop. Where space is at a premium, bus stop flags may continue to be located on lighting columns with no carousel;</li> <li>• Existing shelters will be maintained and upgraded to current standards.</li> <li>• The overall size and location of new shelter installations will be determined by the <i>Shelter Evaluation</i>. The location will be determined by footway width as well as the direction of the prevailing (winter) wind and highway/police guidance on health and safety. See Note 4 on attached drawing HD/1100/22/2C for advice on footway width and shelter type;</li> <li>• Subject to site limitation, these shelters will include seating (3 x Pad Seats);</li> <li>• Shelters will be installed in standard Transport Executive colours;</li> <li>• Shelters will be illuminated. (Solar powered illuminations will be considered when and where practical);</li> <li>• New shelters will be installed with standard glazed panels or resilient mesh. The location, orientation and size of end panels will be determined by the <i>Condition Survey</i>, which will also identify any requirement for solid blocks/privacy screens/poly carbonate panels;</li> <li>• The Transport Executive's current approved Shelter maintenance contractor will install all Shelters;</li> <li>• Exceptions to this shelter standard will be approved by the SYPTE Contracts and Assets Facilities Manager in association with any project client.</li> <li>• New shelter provision will be considered by the Partnership, and where the criteria is met, will be provided by the Transport Executive.</li> </ul>

<b>THEME</b>	<b>ISSUE</b>	<b>STANDARD</b>
<b>HIGHWAY LAYOUT</b>	Footway	<ul style="list-style-type: none"> <li>• There will be a section of raised kerb (minimum of 3 raised kerbs at 155mm) at all stops to allow better access to buses. (These will not be proprietary kerb systems);</li> <li>• Where needed at busy stops, there will be a second section of raised kerb to allow for access/egress to/from a second bus;</li> <li>• Tactile paving will be provided immediately behind the main section of raised kerb to provide better access;</li> <li>• A 2m x 2m boarding/alighting zone will be kept clear of street furniture and other obstructions to enable access;</li> <li>• There should be a minimum area of hard standing for 5 passengers at every stop;</li> <li>• The recommended ramp gradient on footways on Quality Corridors is 1:20. (The maximum acceptable gradient is 1:12 provided this is over a short distance);</li> <li>• Attached drawing HD/1100/22/2C is the standard design;</li> <li>• It is desirable to have a pedestrian crossing point, with tactile paving, within a reasonable distance of each bus stop, with a good quality footway between stop and crossing points.</li> </ul>
	Carriageway	<ul style="list-style-type: none"> <li>• A 24 hr bus stop clearway should be provided at all stops of 27m minimum where reasonably practicable. The attached drawing TD/1200/1025.1/C is the standard design. In addition, a bus stop clearway sign will be provided;</li> <li>• SYPTE will identify locations where this is difficult to achieve. Exceptions to the standard will be approved by the appropriate SYPTE/RMBC project client/budget-holder;</li> <li>• As bus drivers can experience difficulties and delay when pulling out of a bus lay by to rejoin the traffic flow, lay bys will not be provided at bus stops unless there are specific operational or safety reasons. Half width lay-bys will be considered as an alternative provision.</li> </ul>
<b>PASSENGER INFORMATION</b>	Service Information	<ul style="list-style-type: none"> <li>• Static bus service information (timetables) will be provided at all bus stops with carousels. This will be updated to reflect service changes at service change dates;</li> <li>• All stops will be visited every month for general cleaning, maintenance and to ensure the information is provided and visible.</li> </ul>
	Local Info	<ul style="list-style-type: none"> <li>• It is desirable to display local area maps and information at bus stops.</li> </ul>

	Interchange Points	<ul style="list-style-type: none"> <li>• Appropriate information and signage will be provided in the immediate area if the stop is an interchange point.</li> </ul>
<b>MAINTENANCE</b>	All	See Highway Management Maintenance Standards: Appendix B