

SHEFFIELD AREA VOLUNTARY PARTNERSHIP AGREEMENT (VPA)

SCHEDULE WP 2 **(JOINT INVESTMENT PLAN AND STANDARDS TO BE MET)**

20 November 2012

INVESTMENT PLAN

The role of this Investment Plan (proposed to span a five year period from October 2012 to October 2017) 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 Council has recently (July 2012) approved an Air Quality Action Plan (AQAP) to meet EU requirements for reducing overall pollution, linked to vehicles, including bus and taxi only areas. In addition to initiatives made by others, the Sheffield VPA will contribute to the AQAP by providing a more even distribution of the quantum of buses in and around the City Centre throughout each hour, together with the work now described regarding fleet standards. The Council is embarking on benchmarking air quality and transport so that the effect of subsequent interventions at different levels can be modelled. On that basis, the Partnership would review its contribution when the results of this modelling become available – potentially as part of the annual review process starting May 2013.

PERFORMANCE STANDARDS

BUS QUALITY STANDARDS

New vehicle Quality Standards have been developed to deliver the Sheffield 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 Sheffield regardless of depot, 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

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

1) For the “Launch Date” in October 2012:

- 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;
- 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 October 2015 for both single and double-deckers (this represents accelerated progress in advance of statutory compliance dates of January 2016 and 2017 respectively);
- 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 October 2015 at latest (annual milestones to be agreed for 2013 and 2014)

3) Achieving Euro 3 minimum:

- 100% of buses to be Euro 3 or better by October 2016
- At least 90% of buses to be Euro 3 or better by October 2015, 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 October 2017. 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 “Sheffield bus fleet” to be reduced from a current figure of 9.6 to 8.0 years old by October 2017, with interim annual milestones

6) Vehicles to be exempted:

Some vehicles have been agreed to be exempt from these Quality Standards. These are:

- Vehicles operating services which operate for the primary purpose of carrying schoolchildren or students between their home and a school or Further Education College at the start or finish of the day;
- Vehicles operating any Local Service or Service Groups with a frequency of 60 minutes or “worse”; **and** where the proportion of the service mileage within Sheffield Metropolitan District is below 50% of the total service mileage measured from the outer terminus to the Sheffield City Centre terminal or other agreed timing point;
- Vehicles operating Community Transport or Dial-a-Bus services which are restricted to use by pre-registered passengers only;

In the event of bus breakdown or failure to turn out, it is agreed that if circumstances dictate, it is preferable to provide a service by using a non-compliant bus than not to provide the service at all. The Partners agree however that it is still important for “exempt vehicles” to meet performance standards relating to driver behaviour, bus cleanliness etc. as set out in Appendix A.

7) 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.
- In addition to the fleet capital investment described above, the Partners will seek to review the benefits of investing in on-board “tram-style” visual and audio next-stop information, pending the completion of Stagecoach’s current pilot in Barnsley in Summer 2013.
- This type of investment will require upgraded “VIX” on-bus equipment. The current standard fitted does not support voice communications and the Parties have agreed the need for a cohesive approach to renewing VIX maintenance contracts, to maximise communications interfaces with RIDS and other Intelligent Transport and telecommunications systems (ITS).

Bus Performance Standards

In addition to Quality Standards relating to the condition and “behaviour” of buses and bus drivers (and other staff involved in delivery of bus journeys, including PTE and Council staff), a series of Indicators and Targets relating to bus performance have been agreed, each partner again committing to meet these targets. This includes Bus reliability; Cleanliness; and Maintenance regimes. Bus Punctuality (arrival on time) and Bus Speed are also central to the improved passenger “offer”, but also rely on the effective operation of the highways network so are included under “Infrastructure”.

These Bus Performance Standards are derived from the existing 2008 North Sheffield Statutory Quality Partnership standards and are attached in appendix A

INFRASTRUCTURE AND HIGHWAYS MANAGEMENT QUALITY 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, using non-physical or lateral deflection measures (chicanes etc) rather than vertical deflection (road humps) – and seek to remove existing humps where appropriate in tandem with the PFI maintenance programme.

Highway Management Maintenance Standards

The advent of the “Streets Ahead” Highways Maintenance Contract means that a new degree of monitoring will become available through the Council’s Highways Maintenance

Division routinely measuring Amey's (the Council's Contractor) progress in delivering and maintaining new levels of performance specification for the fabric of the highway, and including traffic signals maintenance, detection equipment and RIDS equipment. See Appendix B for details

Bus Stop Standards

Appendix C lists the updated agreed standards for bus stop infrastructure, derived from the successful 2008 North Sheffield Statutory Quality Partnership standards. Separate arrangements are currently being developed between Amey and SYPTE.

Information Management Standards

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

INFRASTRUCTURE AND HIGHWAYS MANAGEMENT PERFORMANCE STANDARDS

This Plan primarily seeks to explore and invest so as to increase bus speeds and reduce bus journey times, prioritising corridors where those would release bus resources which would be reinvested as 'saved resource'. This will benefit both customers and air quality.

Improvements to on-street punctuality 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

New standards have been developed for monitoring the impact of new highway network management and other investment initiatives designed to help deliver the Sheffield VPA . The agreed Indicators for managing and monitoring this improvement in performance are set out in schedule WP5

A corresponding set of Performance Standards with annual "milestones" has been agreed for these Indicators, as set out in table WP2.1. For infrastructure and highway management matters, these are:

- **Average bus speed** – the headline target for the Investment Plan is proposed to be an increase in the current average speed of buses by 1% annually throughout the initial five-year PFI "core investment period", to be reviewed annually each October. Current average bus speed is 11.34 mph (including dwell time at bus stops)
- **Average (all-vehicle) journey time** – As background context for the Bus Agreement it is proposed to maintain the current all-vehicle speed of 19.7 mph (3.04 minutes per mile) during the initial five-year PFI "core investment period" (October 2012 – 2017), again to be reviewed annually each October
- **Modal share of above for buses, and trams** – again contextual, reflecting the strategic transport objective of behavioural change regardless of global economic change. The current City Council target of growth in bus/tram share is to increase this from 28.3% (2010) to 31- 48% in 2020.

- **“Total Travel”** – further background context illustrating changes in total demand for travel across a city centre cordon, this information provides core trends in transport behaviour. The 2011 baseline is 981,000 trips in an average 12 hour day.

Other highway based targets, based on National Highways and Transport Survey data (NHT) are as follows:

- **NHT Indicator KBI 01 – overall public satisfaction with “Transport and Highways”** – current baseline 52.34%, broader City Council target is to at least maintain this
- **NHT KBI 05 – satisfaction re ease of access (to facilities and amenities) for those without a car** – baseline is 74.92%, suggested target is to improve this by 1% annually
- **NHT KBI 06 – satisfaction with local bus services** – baseline 59.5%, suggested target is to improve this by 1% annually
- **NHT KBI 08 – satisfaction with public transport information** – baseline 56.15%, suggested target is to improve by 5% by October 2013, 1% annually thereafter
- **NHT KBI 17 – satisfaction with traffic levels and congestion** – baseline is 46.30%, suggested target is to at least maintain this but review after one full year of initial five-year PFI “core investment period”
- **NHT KBI 18 – satisfaction with management of roadworks** – baseline is 53.60%, suggested target is to at least maintain this but review after one full year of initial five-year PFI “core investment period” i.e. in October 2013.
- **NHT KBI 19 – satisfaction with Traffic Management** - baseline is 57.65%, suggested target is to at least maintain this but review in October 2013
- **NHT KBI 23 – satisfaction with condition of highways** – baseline 20.17%, target is to improve this “exponentially” though PFI contract
- **NHT KBI 26 – satisfaction with highway enforcement / obstructions** – baseline is 48.88%, suggested target is to improve this by 2% annually.

INVESTMENT PROGRAMME

A draft five-year **Infrastructure Capital Programme** is proposed to deliver the agreed standards described above. This will make best use of existing funding sources – the South Yorkshire Local Transport Plan funds (LTP) available to the City Council and to the PTE; the already prescribed Local Sustainable Transport Funds programme (LSTF), and the similarly prescribed initial Better Buses Area Fund programme (BBAF). In addition to this, a joint Partnership approach will be used to agree how best to utilise newly emerging capital funding streams including “Sheffield Better Bus Area” funds.

The Council and the PTE will also seek to maximise the opportunities presented through the City Council’s Highways PFI contract, working in parallel with the contractor to integrate capital programme improvements into the core highway reconstruction programme (whilst recognising the restrictions this also creates).

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

- An expanded five-year “hotspots” programme phased to interface with the PFI programme (from £200,000 in 2012/13 to a targeted level of £500,000 by 2016/17)
- An enhanced Real Time Information and Detection (RID) system through the South Yorkshire Intelligent Transport System (syITS), augmented by additional staff resources dedicated to bus aspects of this tool. Initially, one new officer to be appointed to UTC to work on RID along the 2 “Better Buses” funded corridors, to be in place by October 2012, the management system to be operational by January 2013
- Roll-out and ongoing operation of a real-time information management system (co-ordinated by syITS) including an automatic system for updating (and extending) detection riggers for all eligible buses, to be implemented by January 2014
- An enhanced programme of bus stop infrastructure incorporating DDA compliant kerbs and paving and clearways at all stops – the latter aimed for substantial completion, in terms of reasonable adjustments, by October 2017 to match the PFI core investment period
- Completion of measures on the Ecclesall Road Key Bus Corridor by April 2014
- Completion of measures on the Key Bus Corridor to Halfway by April 2014
- Completion of measures on the Key Bus Corridor to Woodhouse by April 2015
- Completion of a city-wide programme of enhanced signs and lines to enable 100% enforceable Traffic Regulation Orders by April 2014.
- To physically enforce the above, the launch of an innovative management regime of mobile and re-locatable cameras in October 2012, aiming for completion by March 2014
- A further city-wide review of urban clearway times and locations, comparing city-wide consistency vs. local conditions, including the scope for and impact of earlier start times for PM peak, earlier end to AM peak periods – timing to be agreed, also subject to PFI programme timing
- An enhanced programme of permanent fixed location cameras to enforce bus priority facilities and Traffic Control strategies – milestone dates to be developed
- New Bus-related facilities to be planned for, developed and installed as appropriate in tandem with the opening of new City Centre and other development initiatives, such as the Markets and the New Retail Quarter
- A review of current city centre operations in tandem with the planned review of the City Centre Masterplan – provisionally by March 2013
- 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 May 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 STANDARDS / TARGETS

Notes:

- a. Applicable to the overall “Sheffield Network” and the “Sheffield Bus Fleet” as defined by the partners, and the overall highways network within the District of Sheffield unless otherwise agreed by the Partnership.
- 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	(July 2011)	(July 2012)	Oct 2012	Oct 2013	Oct 2014	Oct 2015	Oct 2016	Oct 2017
Age of overall Bus Fleet	9.8 years	9.6 years	9.6 years	9.3	9.0	8.7	8.4	8.0 years
EMISSION CATEGORY								
Euro 1	3.7%	1.1%	0%	-	-	-	-	-
Euro 2	45.1%	37.6%	35%	<i>25%</i>	<i>15%</i>	<i>10%</i>	<i>0%</i>	0%
Euro 3	24.4%	29.0% (57.5% E3/3+)	65% <i>E3/3+</i>	<i>75%</i>	<i>85%</i>	<i>90%</i>	<i>100%</i>	100% <i>E3/3+</i>
Euro 4	22.8%	22.8%	<i>(incl.)</i>	<i>(incl.)</i>	<i>(incl.)</i>	<i>(incl.)</i>	<i>(incl.)</i>	<i>(incl.)</i>
Euro 5	4.0%	5.7% (9.5% E5/5+)	10% <i>E5/5+</i>	<i>20%</i>	<i>25%</i>	<i>30%</i>	<i>40%</i>	50% <i>E5/5+</i>
Euro EEV	0%	3.8%	<i>(incl. in Euro5)</i>	-	-	-	-	-
LOW FLOOR / ACCESSIBILITY								
Step Entrance	10.5%	4.0%	0%	-	-	-	-	-
Low-floor, no Accessibility Certificate	37.6%	31.6%	30%	<i>20%</i>	<i>10%</i>	0%	-	-
Low floor, with Accessibility Certificate	51.9%	64.4%	70%	<i>80%</i>	<i>90%</i>	100%	100%	100%
Destination Blinds at front and side, with front and back Nos.	53.3%	63.9%	70%	<i>80%</i>	<i>90%</i>	100%	100%	100%
CCTV	62.7%	70.1%	75%	<i>80%</i>	<i>90%</i>	100%	100%	100%
GPS / Real Time	88.5%	91.8%	100%	100%	100%	100%	100%	100%
SmartCard enabled ETM machines + RID	0	TBC	100%	100%	100%	100%	100%	100%

TARGET	(July 2011)	(July 2012)	Oct 2012	Oct 2013	Oct 2014	Oct 2015	Oct 2016	Oct 2017
Two-way driver/supervisor communications	81.7%	91.8%	100%	100%	100%	100%	100%	100%
“Drive Green” or similar	56.4%	94.0%	100%	100%	100%	100%	100%	100%
All Operators to be members of Eco-Stars			100%	100%	100%	100%	100%	100%
HIGHWAY PERFORMANCE								
Ave. Bus Speed (mph)	11.36 mph	11.38	11.34	11.45	11.56	11.68	11.80	11.91
Modal share for buses	16.9%	TBC	17%	19%	21%	23%	24%	25%
Ave speed, all vehicles	19.7 mph	TBC	19.7	19.7	19.7	19.7	19.7	19.7
National Highways Survey (undertaken in June each year, results available in October)								
NHT KBI 01 - Overall % public satisfaction with “Highways and Transport”	52.48%	52.34%	-	53%	53%	53%	53%	53%
NHT KBI 05 – satisfaction re ease of access for those without a car	78.04%	74.93%	-	76%	77%	78%	79%	80%
• ABI 11 ease of using the bus	TBC	TBC	-					
NHT KBI 06 – satisfaction with local bus services	64.21%	59.49%	-	61%	62%	63%	64%	65%
NHT KBI 08 – satisfaction with public transport information	53.92%	56.15%	-	62%	63%	64%	65%	66%
NHT KBI 17 – satisfaction with traffic levels and congestion	48.14%	46.30%	-	46.3%	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>
NHT KBI 18 – satisfaction with management of roadworks	52.78%	53.60%	-	53.60%	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>
NHT KBI 19 – satisfaction with Traffic Management	56.52%	57.65%	-	57.65%	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>
NHT KBI 23 – satisfaction with condition of highways	18.43%	20.17%	-	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>
NHT KBI 26 – satisfaction with highway enforcement / obstructions	51.33%	48.88%	-	51%	53%	55%	57%	59%

BUS PERFORMANCE STANDARDS

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

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
ALL		Applicable in accordance with the Sheffield VPA and updated for each Service Change Date.	
1. UNDERTAKINGS		GENERAL UNDERTAKINGS OF THE OPERATOR	
Reliability	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.	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
	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.	
Network stability	1.3	To only make changes to routes and timetables in strict accordance with the Sheffield VPA in order to maintain network stability.	Effective systems making bus use easy
	1.4	To notify the Transport Executive through a designated point of contact with summary notification of any intended service changes at 77 days and in detail at 70 days in confidence, in advance of the registration deadline in order to allow reasonable time for meaningful consultation.	Improve the overall image of bus services, positively market and promote confidence in the bus network
Presentation	1.5	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.	Good and consistent standards of cleanliness and upkeep.
Driver training	1.6	To fully brief drivers on the terms and objectives of the Sheffield VPA prior to operating Local Services on the Sheffield Network and to ensure they are route trained and proficient in the use of ticket machines and conversant with all fares options available on their services when operating Local Services on the Sheffield Network.	Better customer relations and more customer focussed standards, consistently delivered

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
Customer Care	1.7	To ensure drivers on Local Services on the Sheffield 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.	Better customer relations and more customer focussed standards, consistently delivered
	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 Sheffield Network to the Transport Executive. Similar obligations to be given by the Transport Executive	
	1.10	To provide an annual statement to the Transport Executive of the number and proportion of drivers qualified or receiving training (as specified in 1.7 above) operating on Local Services on the Sheffield Network.	
Driver uniform, identity and appearance	1.11	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.	Improve the overall image of bus services, positively market and promote confidence in the bus network
Information	1.12	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.	Effective systems making bus use easy Ensure interchange is not a barrier
	1.14	To display wherever practicable on all other buses on the Sheffield Network summary details of forthcoming service changes relevant to the Sheffield Network at least 14 days in advance of the date of commencement.	
	1.15	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 Sheffield Network. This can be provided electronically via the future Real Time Information system by participating operators.	
Fare revisions	1.16	To provide the Transport Executive with summary notification of proposed fare increases as set out in the Sheffield VPA. The Transport Executive to give similar commitments to operators of concessionary fare changes.	Effective systems making bus use easy

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
Smoking	1.17	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.	Comfort and convenience across the whole journey
Hot food and alcoholic drinks	1.18	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.	Comfort and convenience across the whole journey
Provision of patronage data	1.19	To provide the Transport Executive with patronage data as set out in Schedule 5.	Enable reporting of patronage trends
Fleet List	1.20	<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"> • Registration Number • Fleet Number • Emission Level (Euro standard) • Low Floor: <ul style="list-style-type: none"> ○ Step entrance ○ Low floor – no accessibility certificate ○ Low floor – with accessibility certificate • Destination Blind (Front, side dest & No and rear No) • CCTV • GPS/Real Time • Smart Card enabled ETM's with RID • Two-way supervisor-driver communication • Drive Green or similar system. 	Effective systems making bus use easy
2. VEHICLE SPECIFICATIONS		OPERATORS UNDERTAKE TO PROVIDE VEHICLES TO THE FOLLOWING SPECIFICATION ON LOCAL SERVICES ON THE SHEFFIELD NETWORK	
Accessibility	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 October 2015 and accessibility certificates for existing buses will be maintained, unless otherwise agreed by the Transport Executive.	Comfort and convenience across the whole journey

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
CCTV	2.2	100% of buses to be equipped with working CCTV monitoring systems in continuous operation with a minimum of 3 cameras in each saloon 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	Safety and security throughout the whole journey and compliance with data protection regulations
Communication	2.3	To be fitted either with Real Time, two-way radio or the drivers supplied with hands-free mobile telephone equipment to enable communication with operators' control facility at all times.	Reduce delays to consistent operation of bus services with rapid intervention to deal with problems arising. Safety and security throughout the whole journey
Emissions	2.4	100% of buses to be Euro 3 or better by October 2016. 90% of buses to be Euro 3 or better by October 2015 (remaining 10% Euro 2 with Accessibility Certificates). 50% of buses to be Euro 5 or better by October 2017 on all Local Services on the Sheffield Network	Linked into LTP2 emissions standards contributing to Sheffield City Council's development of Low Emission Zones
Heating and ventilation	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 functional.	Comfort and convenience across the whole journey
Lighting and ancillary equipment	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.	Safety and security throughout the whole journey
Route and destination displays	2.7	To display accurate 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.	Effective systems making bus use easy Good and consistent standards of cleanliness, upkeep and information
	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.	

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
Real Time Information	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	Reduce all delays to the consistent operation of bus services, including rapid intervention to deal with problems as they arise
3. VEHICLE MAINTENANCE STANDARDS		OPERATORS UNDERTAKE TO MAINTAIN VEHICLES USED ON LOCAL SERVICES WITHIN THE SHEFFIELD NETWORK TO MEET THE FOLLOWING CRITERIA.	
Obligation	3.1	In addition to maintenance in compliance with the Vehicle and Operator Services Agency (VOSA) 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.	Comfort and convenience across the whole journey Good and consistent standards of cleanliness and upkeep
Lighting and ancillary equipment	3.2	To ensure that internal electrical equipment such as lighting, are fully operational.	Safety and security throughout the whole journey
	3.3	To ensure that internal bell pushes, mechanical equipment and all defined opening windows are fully operational.	
Presentation (exterior)	3.4	To be maintained in a clean and tidy condition without damage to panels, windscreen, windows and doors.	Good and consistent standards of cleanliness and upkeep Improve the overall image of bus services
	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.	
Presentation (interior)	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.	Good and consistent standards of cleanliness and upkeep

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
	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.	Comfort and convenience across the whole journey
	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.	
Cleanliness (exterior)	3.11	To be maintained in a clean and tidy condition, free from ingrained dirt on panels, windows, frames, grilles and wheels.	Good and consistent standards of cleanliness and upkeep
	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.	
Cleanliness (interior)	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, 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.	Good and consistent standards of cleanliness and upkeep
	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.	
Litter	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.	Good and consistent standards of cleanliness and upkeep
Information	3.16	Any out-of-date information to be removed as soon as it ceases to be current.	Good and consistent standards of upkeep and information Effective systems making bus use easy
	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.	
4. BRANDING/ LIVERY		OPERATOR UNDERTAKINGS IN RESPECT OF VEHICLE BRANDING	
	4.2	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	

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
		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.	
5. RELIABILITY		OPERATOR UNDERTAKINGS IN RESPECT OF RELIABILITY	
Service reliability	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. Timetable compliance can be tracked by the future Real Time Information project.	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
Breakdown and recovery	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.	Reduce all delays to the smooth and consistent operation of bus services, including rapid intervention to deal with problems as they arise
	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.	
Last journeys	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.	Promote confidence in the bus network
6. DRIVER STANDARDS		OPERATORS' UNDERTAKINGS IN RESPECT OF DRIVER STANDARDS AND BEHAVIOUR	
General	6.1	To ensure bus drivers at all times drive in a safe and professional manner undertaking a duty of care to all passengers.	Better customer relations and more customer focussed standards, consistently delivered
Start of journey	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.	Improve the overall image of bus services, positively market and promote confidence in the bus network

STANDARD	REF NO	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
Picking up/setting down	6.3	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.	Promote confidence in the bus network
	6.4	To ensure drivers align buses at Stopping Places, parallel to kerbing, wherever practicable to enable level boarding (see also Appendix C).	
Passenger assistance	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.	Better customer relations and more customer focussed standards, consistently delivered
Smoking	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.	Comfort and convenience across the whole journey.
Distractions	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.	Comfort and convenience across the whole journey
Heating and ventilation	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.	Comfort and convenience across the whole journey
7. TIMESCALES FOR RECTIFICATION OF DEFECTS		OPERATORS' UNDERTAKINGS IN RESPECT OF DEFECT RECTIFICATION	
Defects to be rectified within 7 working days wherever reasonably practicable	7.1	Vehicles will be monitored to measure compliance with the Sheffield 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.	Better customer relations and more customer focussed standards, consistently delivered

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

HIGHWAY MANAGEMENT MAINTENANCE STANDARDS – SHEFFIELD VPA

Activity	Specification
Street lighting (excl electricity supply faults)	Average outage level between 2 and 3% Rectification of faulty lamp within 8 days on average
Drainage	On average between 1 and 2 inspections/gulley cleans per year. Also in response to complaints
Signs and lines	Action taken on receipt of complaint and as a result of routine inspections
Illuminated signs	Average outage between 2 and 10%
Footways	Safety inspections undertaken between monthly and 6 monthly. Defects greater than 20mm repaired within 24 hrs of report from public
Carriageways	Safety inspections undertaken between monthly and 6 monthly. Defects greater than 40mm repaired within 24hrs of report from public Resurfacing frequency on average every 30 years
Traffic signals	Response time for outages within 3 hours
Street sweeping	Every 2 weeks
Footway sweeping	Frequency varies according to specific location in order to deal with hot spots
Verge cutting	Minimum of 12 times per year
Winter maintenance	Routes gritted within 3 hours of decision to grit
Highway Trees	To be confirmed
Statutory Undertakers' Activities	Routes classified as traffic sensitive
Shelters - Offensive graffiti - Cleaning - Repairs - Glazing damage - Dangerous damage	Remove immediately upon notification (target 2 hrs) Monthly; with the exception of Sheffield City Centre CONNECT shelters which are two-weekly 7 days of notification for non-urgent repairs By next working day (< 4 hours if told before 3:30pm) – to remove glass and make it safe 4hrs during normal working hours
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 Transport Executive and operators

APPENDIX C:

BUS STOP STANDARD SPECIFICATION: SHEFFIELD VPA

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

THEME	ISSUE	STANDARD
PASSENGER INFRASTRUCTURE	Shelter and Stop	<ul style="list-style-type: none"> • 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; • Existing shelters will be maintained and upgraded to current standards. Within Sheffield City Centre, the standard is the CONNECT shelter. Outside the City Centre, the standard is the 2-bay BSL Principle 2; • 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; • Subject to site limitation, these shelters will include seating (3 x Pad Seats); • Shelters will be installed in standard Transport Executive colours; • Shelters will be illuminated. (Solar powered illuminations will be considered when and where practical); • 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; • The Transport Executive's current approved Shelter maintenance contractor will install all Shelters; • Exceptions to this shelter standard will be approved by the SYPTTE Contracts and Assets Facilities Manager in association with any project client. • New shelters will be provided where necessary as agreed.

THEME	ISSUE	STANDARD
HIGHWAY LAYOUT	Footway	<ul style="list-style-type: none"> • 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); • Where needed at busy stops, there will be a second section of raised kerb to allow for access/egress to/from a second bus; • Tactile paving will be provided immediately behind the main section of raised kerb to provide better access; • A 2m x 2m boarding/alighting zone will be kept clear of street furniture and other obstructions to enable access; • There should be a minimum area of hard standing for 5 passengers at every stop; • 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); • Attached drawing HD/1100/22/2C is the standard design; • It is desirable to have a litter bin at all stops (carefully located and regularly emptied); • 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.
	Carriageway	<ul style="list-style-type: none"> • A 24 hr bus stop clearway should be provided at all stops of 27m minimum. The attached drawing TD/1200/1025.1/C is the standard design. In addition, a bus stop clearway sign will be provided; • SYPTE will identify locations where this is difficult to achieve. Exceptions to the standard will be approved by the appropriate SYPTE/SCC project client/budget-holder; • 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.
PASSENGER INFORMATION	Service Information	<ul style="list-style-type: none"> • 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; • All stops will be visited every month for general cleaning, maintenance and to ensure the information is provided and visible (City Centre CONNECT stops will be visited every fortnight).
	Local Info	<ul style="list-style-type: none"> • It is desirable to display local area maps and information at bus stops.
	Interchange Points	<ul style="list-style-type: none"> • Appropriate information and signage will be provided in the immediate area if the stop is an interchange point.
MAINTENANCE	All	See Highway Management Maintenance Standards: Appendix B