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Part A: Greater Nottingham (Robin Hood Area) Enhanced Partnership Plan (1 April 2022 – 31 March 2032)

The Nottingham City Council Enhanced Partnership Plan for buses is made in accordance with section 138G(1) of the Transport Act 2000 by:

Nottingham City Council

1. Definitions

In this Enhanced Partnership Plan and any Schemes made pursuant to it, the following terms shall have the meanings ascribed to them below:

<u>1. DEFINITIONS AND INTERPRETATION</u>	
“bus stand clearway”	shall mean a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit a local bus to stand within the clearway for as long a may be necessary up to a maximum period of 10 minutes.
“bus stop”	means all bus stops within the Scheme Area, including bus stand clearways and bus stop clearways;
“bus stop clearway”	shall have the meaning given to it paragraph 1(a) of Part 1 to Schedule 19 of the Traffic Signs Regulations and General Directions 2002 (SI3113/2002);
“bus stop clearway (regulated)”	shall mean a bus stop clearway as defined in Appendix 3 to the Scheme;
“bus stop clearway (non-regulated)”	shall mean any bus stop clearway other than a bus stop clearway (regulated);
“Commencement Date”	means the date of commencement of the Scheme pursuant to clause 2.1, or such later date as the Scheme may commence following any postponement of the Scheme under section 117 of the Transport Act 2000;
“Core Local Service”	means a Local Service operating at a frequency of four or more buses an hour between 0800 and 1800 Monday to Friday;
“Complementary Local Service”	means a Local Service other than a Core Local Service;
“the Council”	Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG;
“DDA”	means the Disability Discrimination Act 1995 (as amended) and “DDA compliant” shall be construed accordingly;
“double stop” (regulated or non regulated)	shall mean a Double stop as defined in Appendix 3;
“Excluded Services”	shall mean the category of Local Services listed in Schedule 4;

“Greater Nottingham Bus Quality Partnership Meeting”	means the Greater Nottingham Bus Quality Partnership Group, which meets quarterly each year in March, June, September and December;
“Local Service”	has the meaning set out in Section 2 of the Transport Act 1985, (but excluding any Excluded Services);
“NET”	means Nottingham Express Transit;
“Non-Regulated” stop	shall mean a Non-Regulated Bus Stop as defined in Appendix 3;
“Regulated” Stop	shall mean a Regulated Bus Stop as defined in Appendix 3;
“Scheme Area”	means the area marked on the map at Schedule 1;
“Service Change Dates”	means the closest Sunday to the following:- <ul style="list-style-type: none"> • Last Sunday in January • Sunday before May Day Bank Holiday • End of School Summer Term • Start of the new School Year
“Slot Booking”	means the Slot Booking system which operators pursuant to the Scheme are required to comply with pursuant to Schedule 3 and Appendix 3 to the Scheme;
“Enhanced Partnership”	means an Enhanced Partnership Plan and Scheme made pursuant to the provisions of Section 138A of the Transport Act 2000 as amended;
“Standards of Service”	means the standards of service set out in Schedule 3 (<i>Standards</i>);
“Traffic Commissioner”	has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981. (For the purposes of this Scheme this is the Traffic Commissioner for the North Eastern Traffic Area);
“TRO”	means a Traffic Regulation Order;
“1985 Act”	Transport Act 1985
“2000 Act”	Transport Act 2000
“2017 Act”	Bus Services Act 2017
“Bus Operators (or Operators)”	All Large Operators, Medium Operators and Small Operators running Qualifying Bus Services taken collectively.
“City Council”	Nottingham City Council
“County Council”	Nottinghamshire County Council
“The Councils”	Nottingham City and Nottinghamshire County Council
“Enhanced Partnership Scheme Variation”	A formal variation of the relevant Enhanced Partnership Scheme as a result of the voting mechanism set out in section 7. Which will then constitute a formal variation of the relevant scheme for the purposes of s.138E(1) of the 2000 Act.

“Facilities”	Those facilities referred to in Schedule 2 which shall be deemed such for the purposes of s.138D(1) of the 2000 Act.
“Greater Nottingham Bus Partnership”	The committee of selected Nottingham Bus Operator representatives, City and Council representatives and responsible for formulating recommendations to be put forward to the Greater Nottingham Bus Partnership Board and including specific Enhanced Partnership Scheme Variations using the mechanism in section 7.
“Greater Nottingham Enhanced Partnership (or Enhanced Partnership)”	The Enhanced Partnership covering the geographic extent of the administrative of the “Robin Hood” travel zone at Figure 1.
Greater Nottingham Bus Partnership Board	The committee of all Greater Nottingham Bus Operators and City and County Councils responsible for making decisions in relation to recommendations made by the Greater Nottingham Bus Partnership (in line with the Greater Nottingham Enhanced Partnership governance arrangements).
Large, Medium or Small Operator	Any single Bus Operator with registered commercial mileage representing the following proportions of total registered mileage for Qualifying Bus Services in the Scheme Area will be classified as follows: 25%+: Large 15%-25%: Medium 0-15%: Small
Measures	Those measures referred to in Part B, sections 8 and/or 9 which shall be deemed as such for the purposes of s.138D(2) of the 2000 Transport Act.
Non-qualifying Bus Service	Services excluded from classification as Qualifying Bus Services.
Qualifying Bus Service	A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of: <ul style="list-style-type: none"> • Any schools or works registered local bus service not eligible for Bus Service Operators Grant • Any cross-boundary registered local bus service with less than 10% of its registered mileage within the Enhanced Partnership area

	<ul style="list-style-type: none"> • Any services operated under section 22 of the 1985 Act • Any registered local bus service which is an excursion or tour • Any other registered local bus service that the Operators (through the Greater Nottingham Bus Partnership Board voting mechanism in section 7) and City and County Councils decide should be excluded from all or specific requirements of the Enhanced Partnership Scheme. <p>For the avoidance of doubt, a list of Qualifying Bus Services will be published at the start of each City and County Council financial year.</p>
Requirements	Means those requirements placed upon Bus Operators to the extent that the same operates Qualifying Bus Services identified as such within Schedule 2 & 3 and meeting the requirements of s.138C of 2000 Transport Act.
Traffic Commissioner Powers	'Relevant registration functions' of Traffic Commissioners to the extent that they relate to a 'relevant service' both within the meanings given to them under section 6G(10) of the 1985 Act.

2. Introduction

The City Council and bus operators in Greater Nottingham have been members of a Advanced Quality Partnership Scheme (Formally known as a Statutory Quality

Partnership Scheme) for over 15 years. With the County Council also present as a key stakeholder. During this time, the partnership has delivered significant improvements, which have raised the quality of bus services and passenger facilities in Greater Nottingham and beyond, contributing to growth in patronage across the public transport network (bus and tram) and maintaining Greater Nottingham's position as a national exemplar for public and private partnership working. Achievements, include Robin Hood multi-operator smart ticketing, extensive roadside digital information covering almost all bus stops in the city and extensive bus priority on all arterial routes. Alongside early adoption of low and zero emission bus technologies including electric and biomethane buses which have delivered a Euro VI or better bus fleet in the city centre since 2021, making a significant contribution to improving air quality and Nottingham's ambition to be carbon neutral by 2028.

Following new powers introduced by the 2000 Act (as amended by the 2017 Act), the requirement for all Local Transport Authorities (LTAs) to produce a Bus Service Improvement Plan (BSIP), alongside the attachment of both covid recovery funding and future government infrastructure and revenue funding to the implementation of an Enhanced Partnership Scheme. The City and County Councils in partnership with local bus operators have agreed to an evolution of the current partnership arrangement into an Enhanced Partnership which will extend beyond the city core into Greater Nottingham and will offer benefits to the travelling public and wider community which could not be achieved with the current Status Quo.

The principal objectives of this plan reflect those contained in the Greater Nottingham Bus Service Improvement Plan and are as follows:

- Maintenance of pre-covid high frequency level of services and accessibility across the bus network
- Roll-out of further bus priority across the network ensuring buses have priority over inefficient transport modes
- Delivery of measures to address operator pinchpoints on the network.
- Upgrades to the existing real time information estate
- Improvements to bus stop waiting infrastructure in district centres
- Roll-out of the new smart ticketing and contactless payment products
- Bus station and interchange improvements
- Extension of camera enforcement, traffic regulation orders and new red routes
- Delivery of an enhanced Robin Hood Network marketing campaign
- Deliver "Levelling Up" through better access to jobs and opportunities
- Support the governments Transport Decarbonisation plan at a local level

The Greater Nottingham Enhanced Partnership will supersede the existing Advanced Quality partnership and acquires substantially greater legal status. Benefits include the enhancement of quality standards to the benefit of passengers and access to funding for investment in public transport-related projects and activities which might not otherwise be available.

The Greater Nottingham Bus Service Improvement Plan, taken together with this Nottingham Enhanced Partnership Plan and Scheme, will make a substantial contribution to the implementation of Local Transport Plan policies. It will bring benefits to passengers using local bus services in Greater Nottingham by improving the quality and efficiency of the public transport network and support the efficient use of the road network and the delivery of sustainable growth, limiting the impacts of additional traffic congestion, air pollution and carbon emissions.

Drawing on the Greater Nottingham Bus Service Improvement Plan and City and County Council Local Transport Plans, this document fulfils the statutory requirements of an Enhanced Partnership as set out in the 2000 Act (as amended), including:

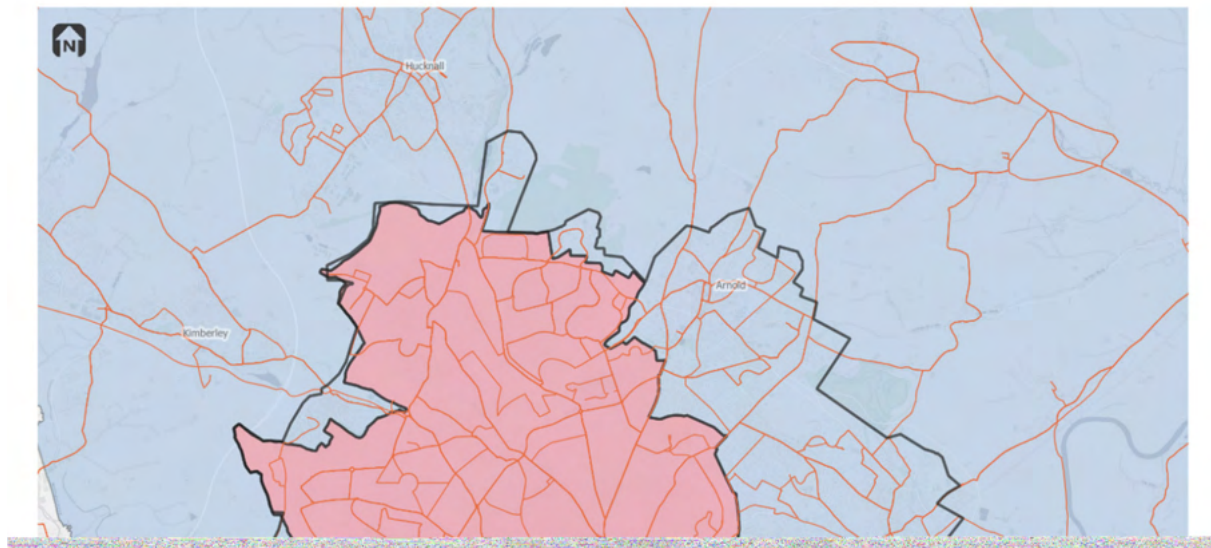
- A map of the geographical area it covers
- All the relevant factors that the parties consider will affect, or have the potential to affect, the local bus market over the life of the plan
- A summary of any available information on passengers' experiences of using bus services in the area and the priorities of users and non-users for improving them
- A summary of any available data on trends in bus journey speeds and the impact of congestion on local bus services
- What outcomes need to be delivered to improve local bus services in the plan area
- What overall interventions the partnership believes need to be taken to deliver those outcomes.

The Competitions and Markets Authority has also been consulted on the proposals as required by section 138F of the 2000 Act

3. Extent of the Greater Nottingham Enhanced Partnership

The Greater Nottingham Enhanced Partnership in line with the Greater Nottingham Bus Service Improvement Plan (BSIP) will cover the geography of the existing Robin Hood Ticketing Area and incorporate the entire Nottingham City Council Local Transport Authority Area alongside a number of urban areas that sit within the Nottinghamshire County Council Local Transport Authority Area, as illustrated in the map below.

Figure 1. Greater Nottingham Enhanced Partnership Scheme Area



This Enhanced Partnership Plan will be in place for almost 10 years from adoption (1 August 2022 to 31 March 2032). Enhanced Partnership Scheme 1 will be in place for

almost 5 years from adoption (1 August 2022 to 31 March 2027). A full review of the effectiveness of the Enhanced Partnership Plan (including its extent, objectives and partnership governance) and Scheme 1 (including measures and facilities provided, and requirements imposed) and compliance of both with competition legislation will take place during the 12 months prior to 31 March 2027, recommending changes to the Enhanced Partnership Plan and details of an Enhanced Partnership Scheme 2 for adoption from 1 April 2027 using the scheme variation mechanism in section 7.

4. Bus network overview

Around 97% of Nottingham's current bus network is operated by commercial services, with Nottingham City Transport (the dominant urban operator) having a market share in patronage terms of 85% (71% of mileage operated), trentbarton (18% of mileage operated) (the key inter-urban operator) and others including Stagecoach, Marshalls, CT4N and Centrebus operate the remaining 12% of commercial bus services. The remaining 3% of the network is run under tendered contracts, with financial support, service specification and fares determined by the City and County Councils under the linkbus and NottsConnect brands. The Easylink dial-a-ride service is also supported by the two local transport authorities.

There is a limited suburban rail network but the bus network is complemented by a fully integrated tram system with 3 routes which prior to the pandemic carried just under 20 million passengers a year. The local public transport network is supported by two bus and 6 tram-based park and ride sites. With a new bus park and ride site and expanded existing tram site to the north of the city planned as part of the transforming cities programme. The alignment of the BSIP against the Robin Hood Ticketing Area ensures that the Greater Nottingham conurbation is incorporated in one plan, covering the "Robin Hood Network" and ensures that the logical travel to work area for urban bus services is packaged together in an Improvement Plan that reflects how the current bus network operates and how passengers use the bus system locally.

The area covered by this Enhanced Partnership Plan outside of the city of Nottingham falls wholly within Nottinghamshire and Nottinghamshire County Council has been integral to its development and ensuring compatibility and coordination with the BSIP being produced for the rest of Nottinghamshire.

Demographics

Nottingham

The population of Greater Nottingham is estimated as 505,207 (based on a 2019 estimate from Nomis). Nottingham City ranks 11th most deprived out of 317 districts in England. Of the total population of Nottingham City 13% of people are over the age of 65, which is 5% lower than the UK national average, which is not too surprising given the city focus. 30% of the population are aged 18 to 29; full-time university students comprise around 1 in 8 of the population. Despite its young age-structure, Nottingham has a higher than average rate of people with a limiting long-term illness or disability.

As of September 2021, Nottingham City has 15,982 unemployed people, with the highest affected age group being 25-49. The unemployment rate is 6.9% compared to the national average of 4.6%.

In terms of car ownership, 56.3% of households have access to a car or van compared to nationally, where just under three quarters of households have access to a car or van.

Nottinghamshire

The county of Nottinghamshire ranks 9 out of 26 shire counties in England (with 1 being the most deprived). Between 2015 and 2019 it changed ranks by -2, indicating that it is in the lower half of deprived counties, and that it is falling behind other counties in recent years. The average unemployment rate is 5.2% in Nottinghamshire (0.6% higher than national average), with 25-49 year olds having an unemployment rate of 6.2% (1.6% higher than the national average). It is also an aging county, where the number of people over 65 years old is 3% higher than the national average. The average salary in Nottinghamshire ranges between £28.6k and £37.0k across the districts compared to a national average of £38.6k. In terms of car ownership 20.9% have no access to a car or van (4.9% lower than the national average), 43.4% have access to one car or van (1.2% higher than the national average), 28.1% have access to 2 cars or vans (3.4% higher than the national average) and 7.7% had access to three or more (0.2% lower than the national average). So in summary, car ownership is higher than the national average overall, with disparity between different areas.

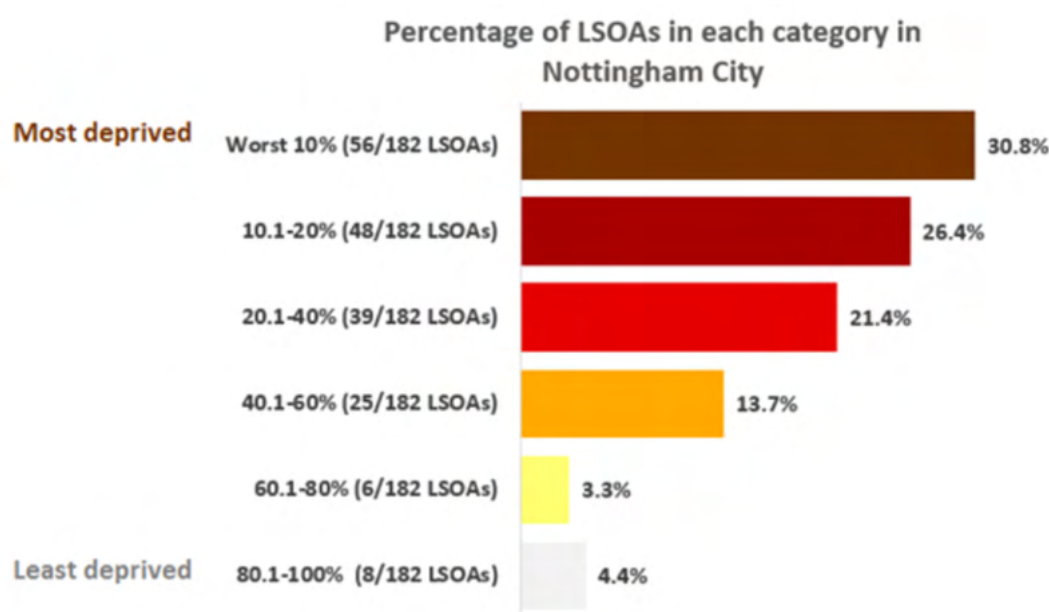
Levelling Up

Nottingham

The delivery of this plan and the improvements to bus services it will facilitate are key to delivering the Levelling Up agenda locally in Nottingham, which has identified the city as a priority one area.

The figure below shows that over half (57.2%) of the city's Local Super Output Areas (LSOAs) fall into the lowest IMD quintile (lowest 20%) for the whole of England, and less than one-in-ten (8%) of Nottingham's LSOAs are in the top quintile (top 20%).

Index of Multiple Deprivation for Nottingham



Source: <https://www.nottinghaminsight.org.uk/themes/deprivation-and-poverty/indices-of-deprivation-2019/>

While these trends are comparable with a number of other East Midlands' cities, and also reflect Nottingham City's tightly drawn administrative boundary, they underline the critical importance of levelling-up the local economy and providing access to employment and education opportunities for Nottingham's residents through

Nottinghamshire

With a low Index of Multiple Deprivation (IMD) ranking, higher unemployment, and lower salaries than the national average, Nottinghamshire requires some 'Levelling Up'. The delivery of this plan and the improvements to buses it will facilitate, are key to delivering the Levelling Up agenda locally in Nottinghamshire, improving access to employment and access to wider opportunities. A report by Onward concludes that "Broken transport networks have a 'crippling effect' on access to jobs." It shows that chronic transport connectivity puts employment opportunities out of reach and describes the "shocking transport gap" between North and South. This undermines wages, reduces regional productivity, and leads to worse social outcomes. Therefore, improving connectivity between city centres and outlying towns, will be key to the success of levelling up economic opportunity.

What do people think about buses in Greater Nottingham?

An online survey was undertaken during July and August 2021 to gather opinions from both users and non-users of buses in Greater Nottingham as to how bus services could be improved in order to attract more passenger trips. The data was split to only include those residents within the confines of this BSIP area and attracted 1,720 responses, spanning both users and non-users.

65% of respondents used the bus 2 days or more a week, and the most common reasons for bus travel were for social activities and shopping. People choose to use the car over the bus mainly because the car is more convenient; and the car is significantly quicker than the bus. 76% of respondents who use the car said it was easy or fairly easy to park their car.

When asked what improvements would make them use the bus at all/more, the key issues identified were:

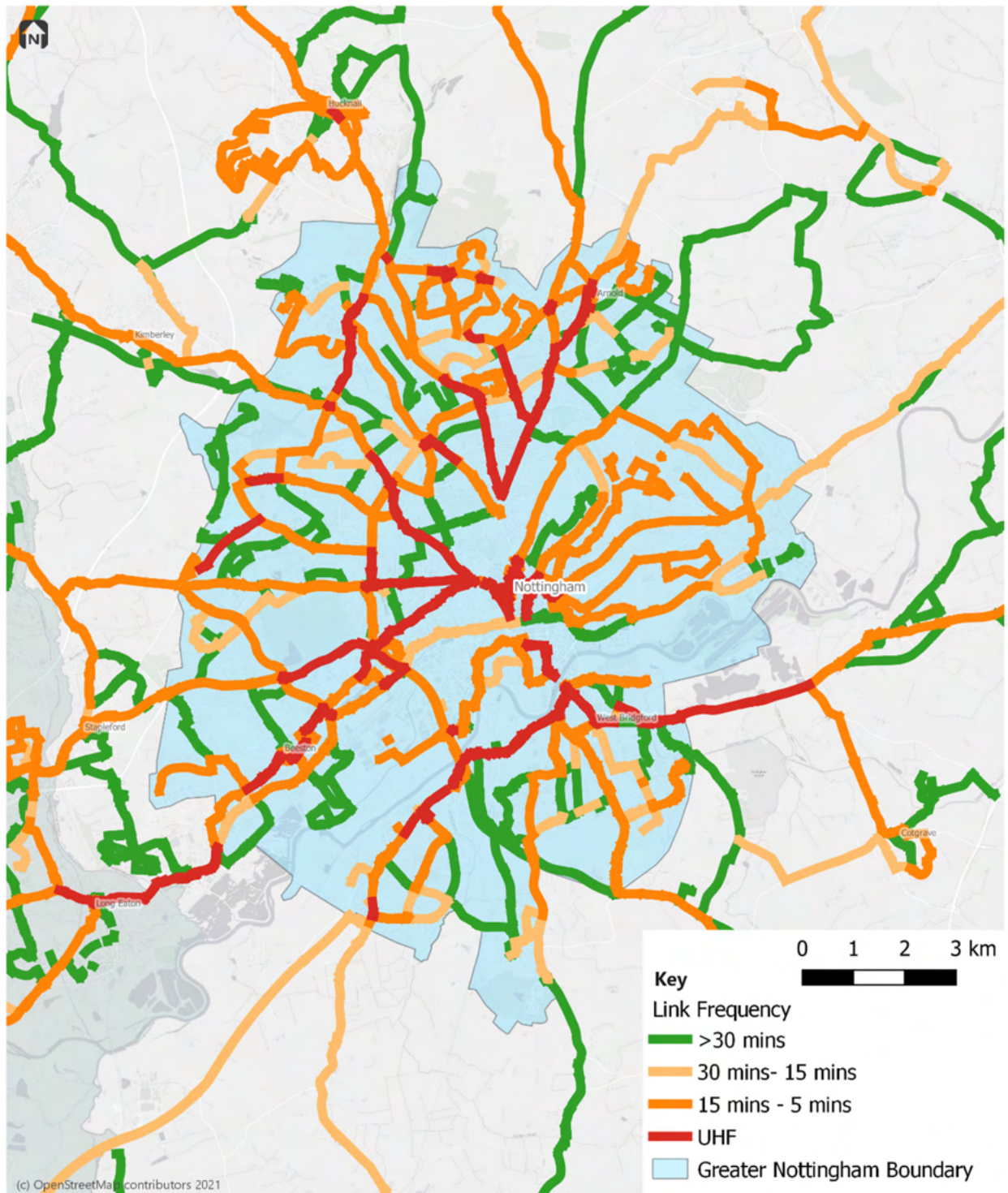
- Better bus stops and shelters (78%) and improved bus information (71%)
- More frequent services (70%) to more destinations (72%), with better connections between services (71%)
- Multi operator ticketing (76%) to make it easier to transfer between services, along with lower fares (72%) and contactless payment (71%); and
- Reduced delays (71%)

Additionally, surveys undertaken by Transport Focus also show that satisfaction across a range of factors is already higher than the national average for the main operator, Nottingham City Transport compared to other operators nationwide, and this has consistently been the case over the last 5 years (currently standing at overall satisfaction of 94% against other operators' scores ranging between 71% and 97%).

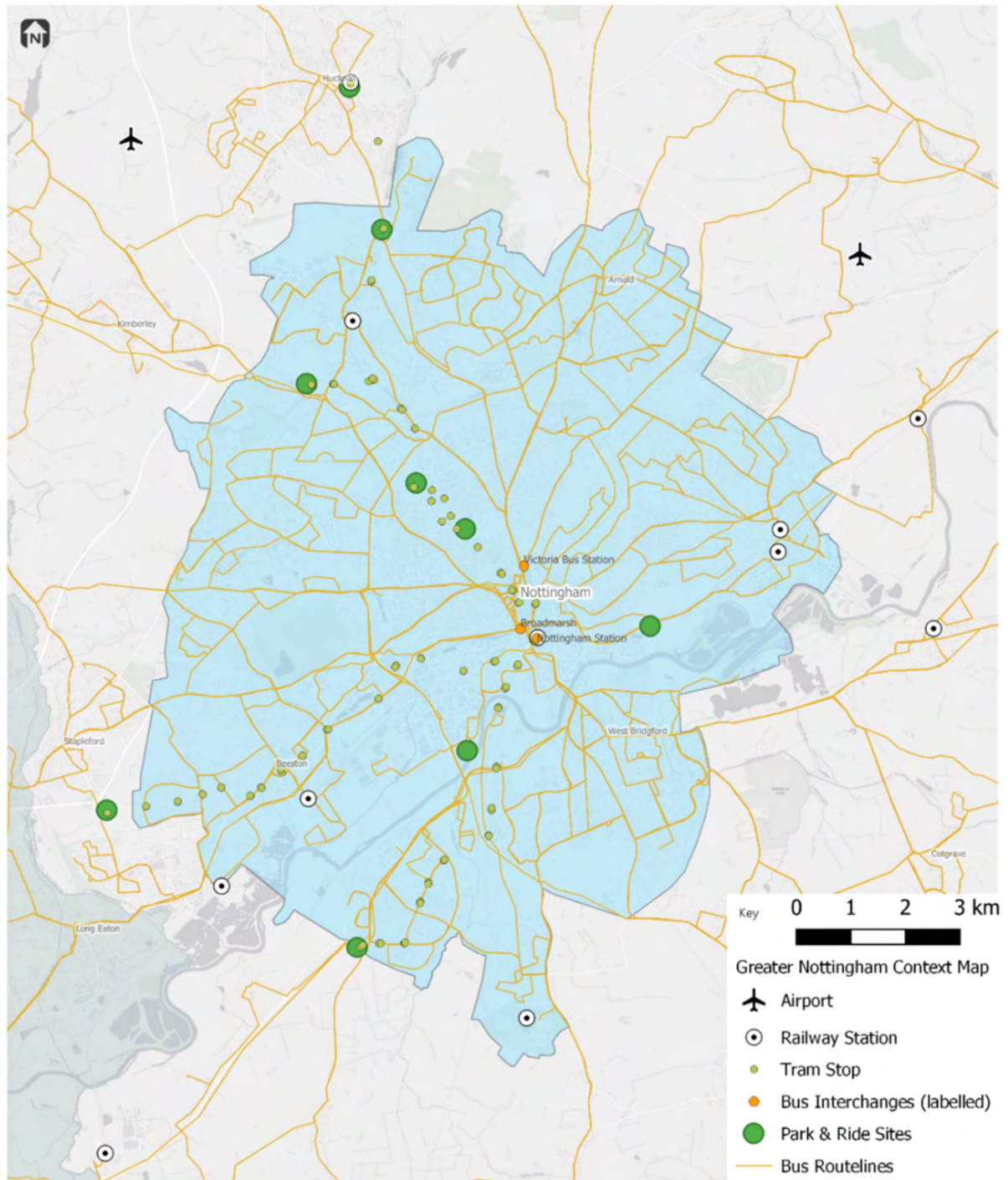
Bus Network Integration and Bus Priority

Nottingham City Transport (NCT) is the main bus operator in Greater Nottingham, accounting for 85% of the market. Other operators serving the area include trentbarton (12%), with Stagecoach, CT4N, Marshalls and Centrebus and Nottingham City & County Council (tendered services) making up the remaining 3% of the market. There is also an 'Easylink' service operated by CT4N across the City (funded jointly, and open to registered users and Concessionary pass holders.) which is a traditional dial-a-ride service and is complementary to the public transport offer but not fully integrated in to the Robin Hood Multi-Operator ticketing offer. There are also a number of Community Transport/Voluntary Car Schemes within the conurbation for registered users. They are Rushcliffe CVS, Gedling Voluntary Travel Scheme and The Helpful Bureau.

The map below shows the extent of the network, highlighting the hourly link frequency at the AM peak, showing the combined frequency of bus services along each road, regardless of service or operator.

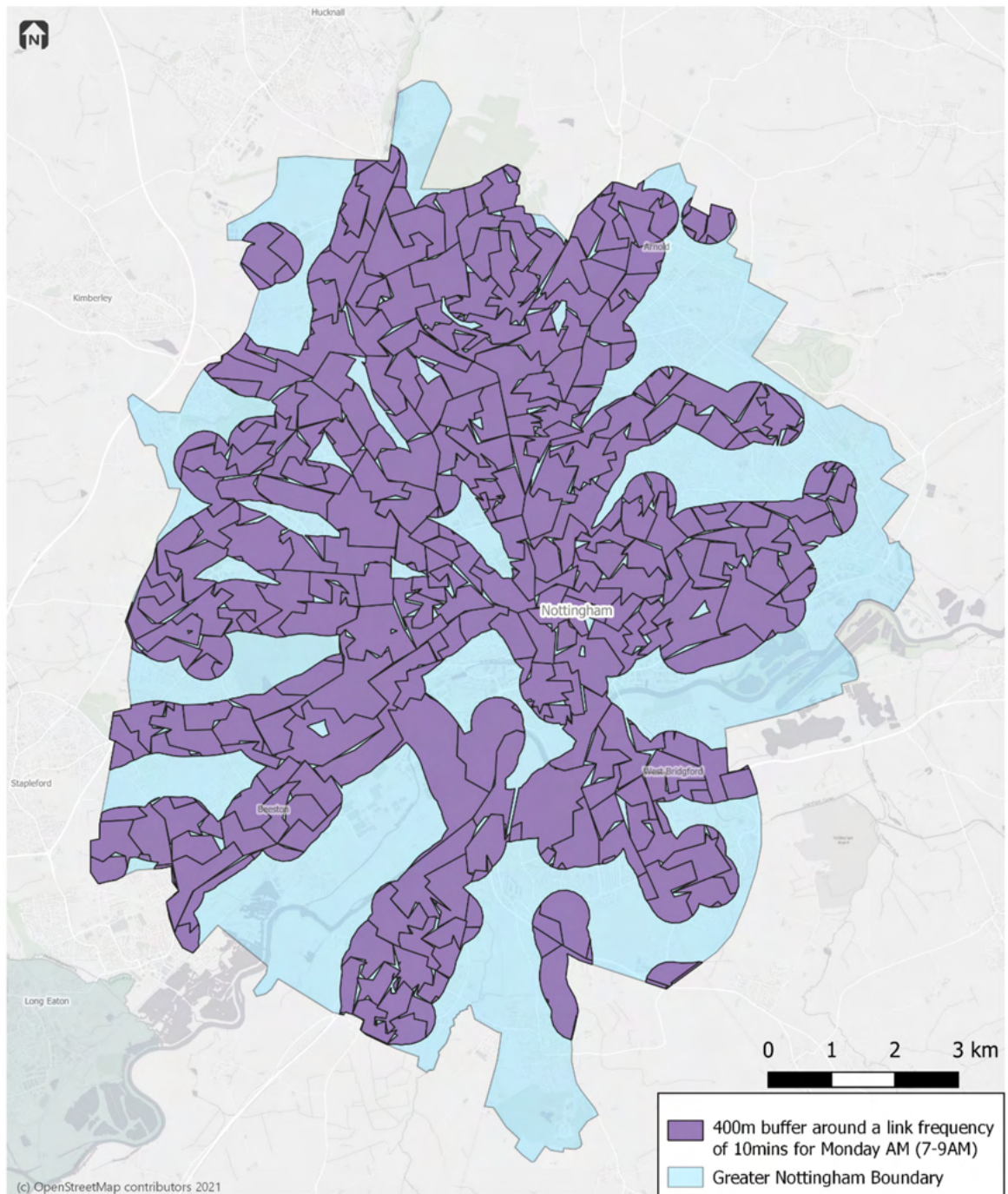


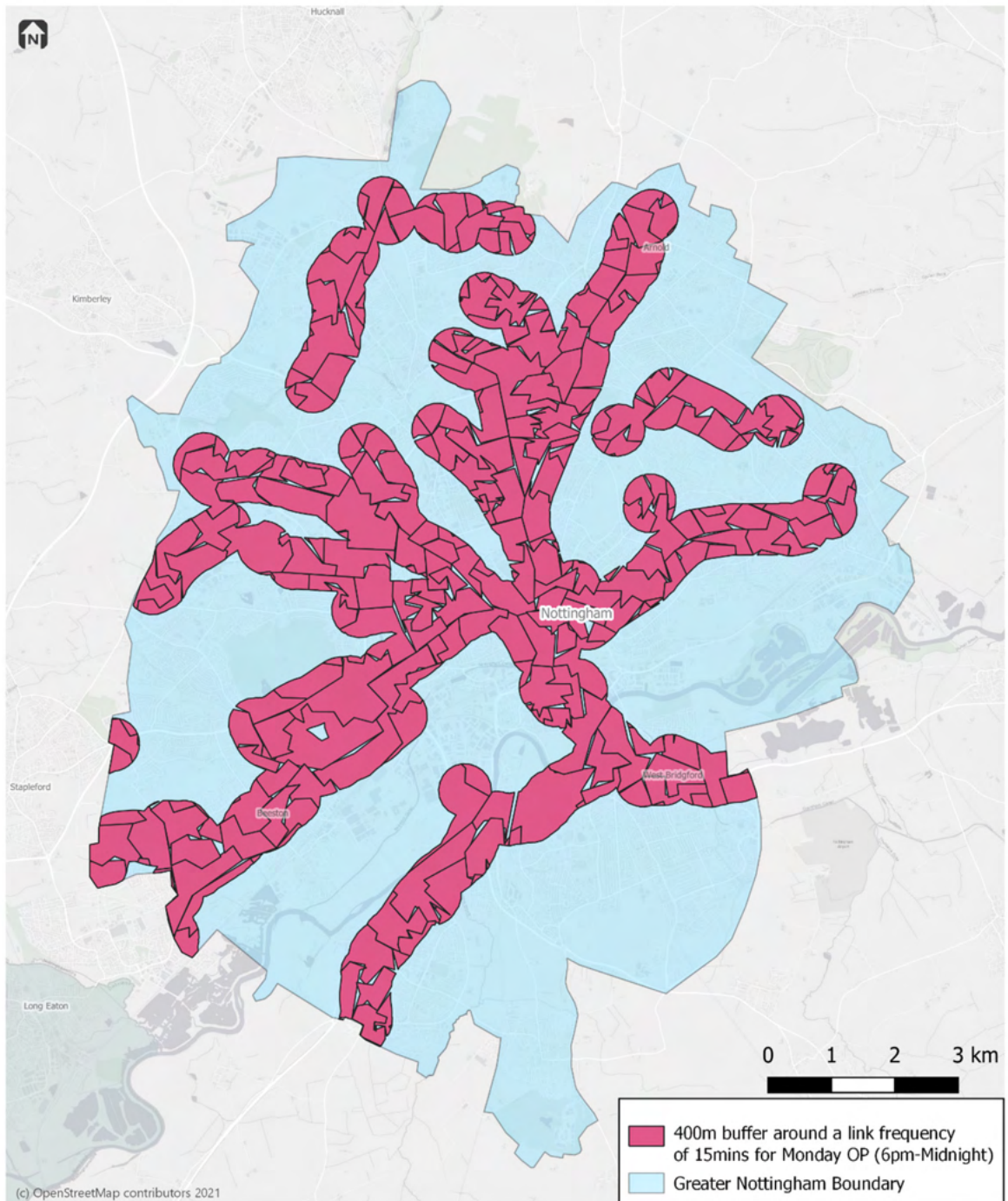
These services complement the rail and tram network, and there is good coordination of services at key interchange points. The map below shows the key interchange points in the area.

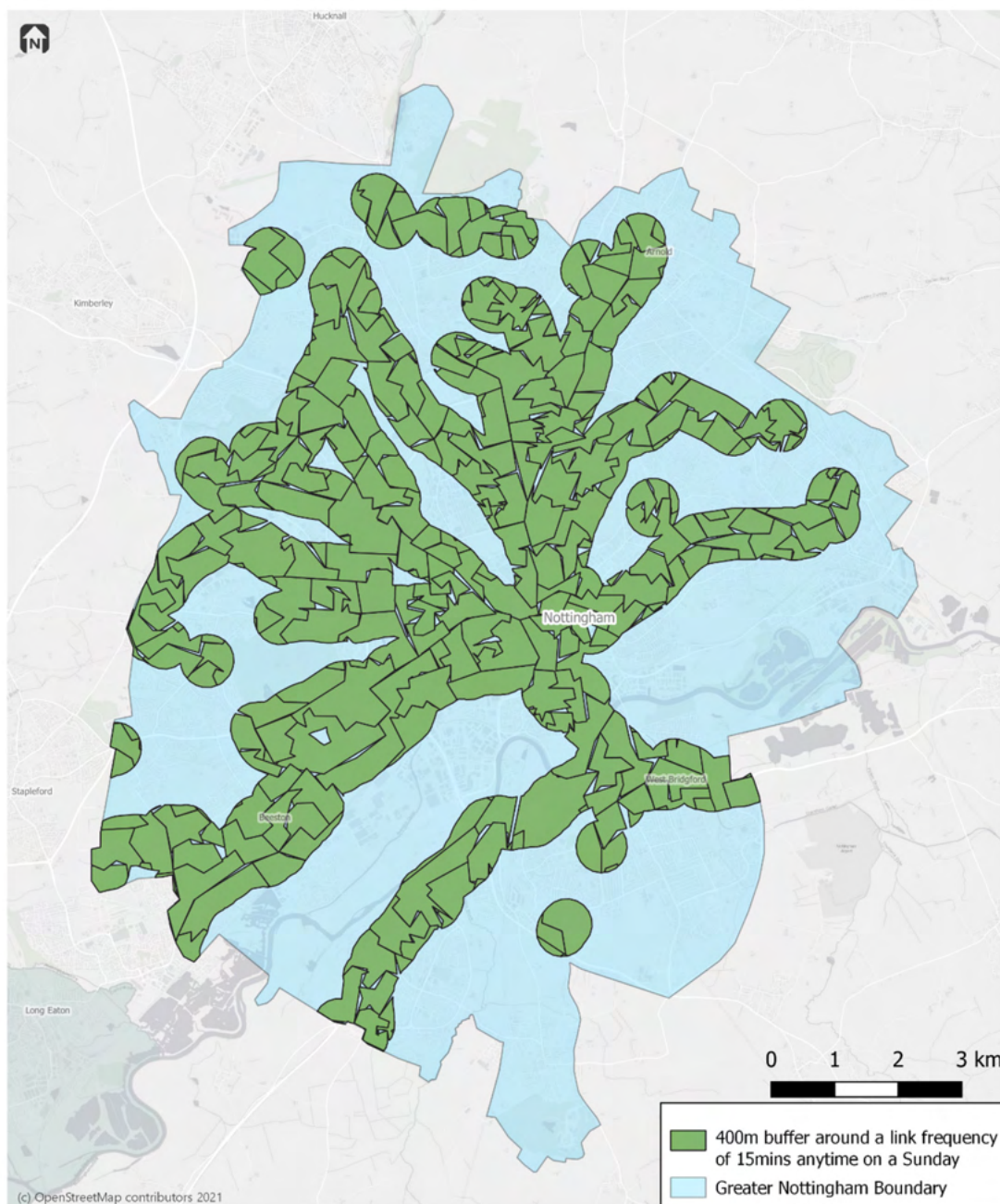


The area is currently well-served by bus, with 77% of the population within 400m of a frequent (10 minutes or more) bus service during the weekday. 53% of the

population live within 400m of a 15-minute frequency service in the weekday evening, and 63% live within 400m of a 15-minute frequency service on a Sunday. These are illustrated below.





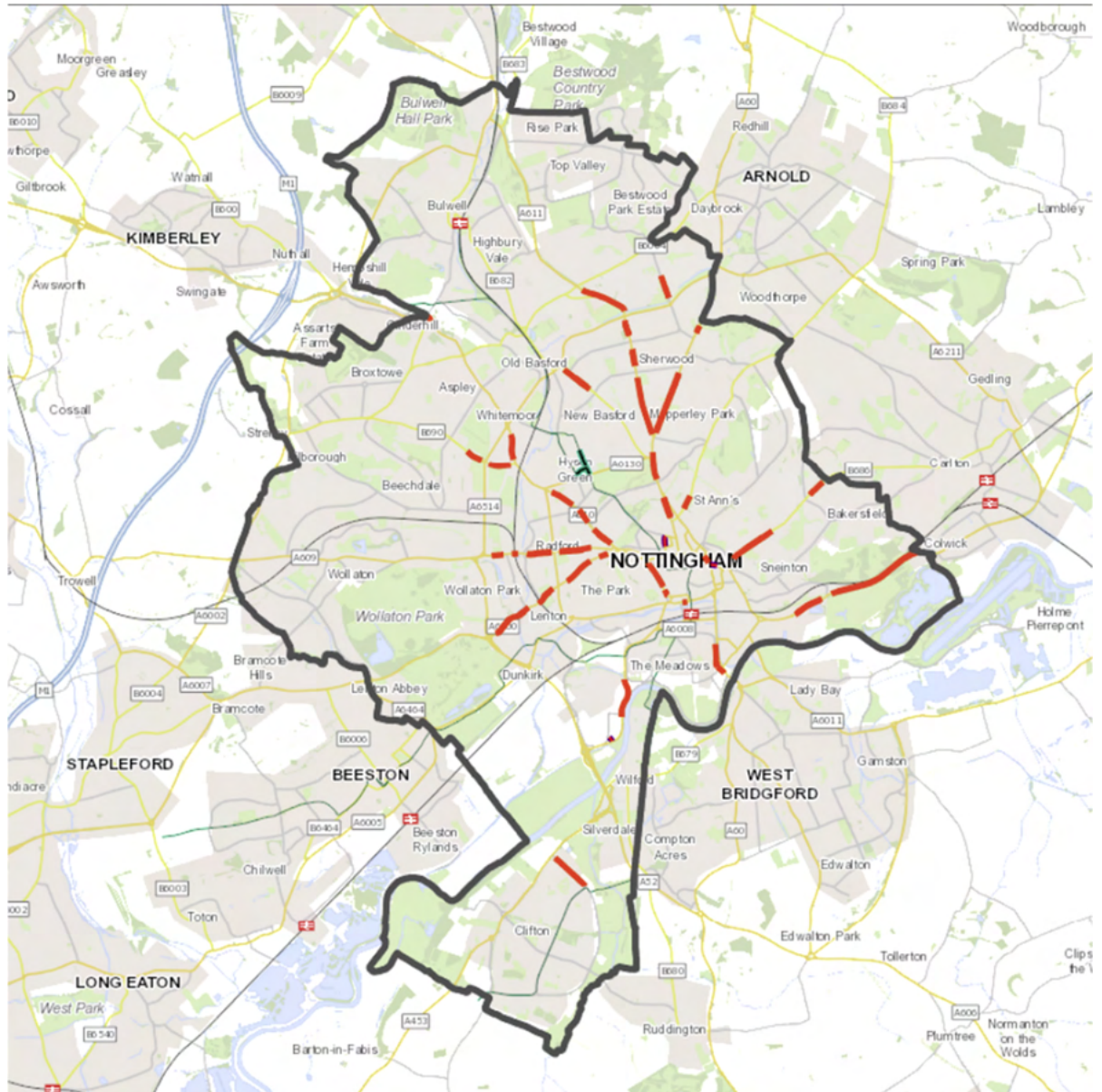


The percentage of population within 400m access to these services is set out in the table below.

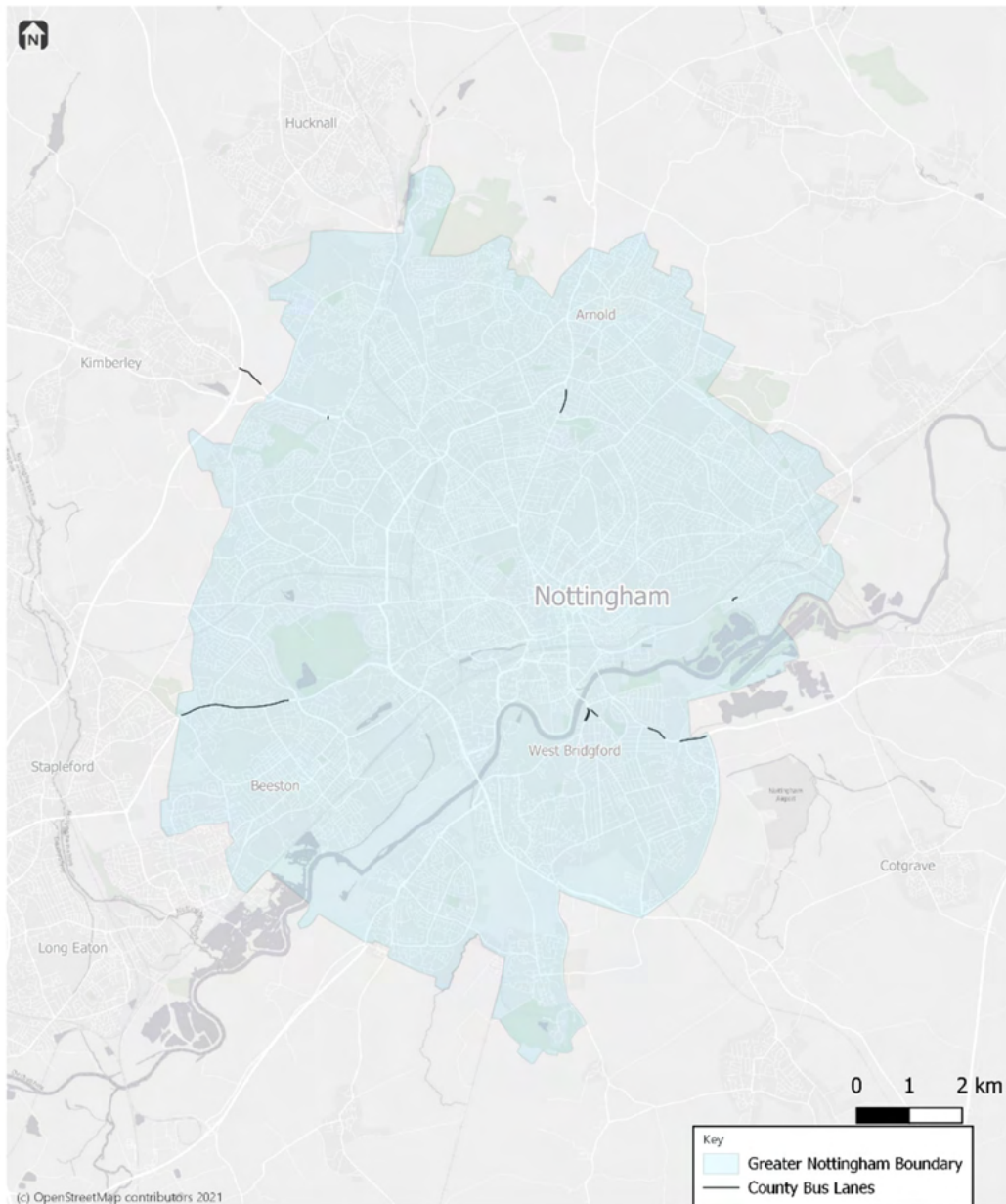
		Population (2019 Estimate)	% of Population with access
Weekday morning	10min	387,698	76.7%
Weekday evening	15min	269,049	53.3%
Sunday	15min	316,521	62.7%

There are 26km of bus lanes in the area, (with a further 2km planned as part of the current Transforming Cities programme) illustrated in the map below. Each of these sections of bus lanes has encountered challenges of infringements by private cars, and some are only operating during restricted hours.

Map showing bus lanes in Nottingham City



Map showing bus lanes in Nottinghamshire County (within Greater Nottingham BSIP)



Nottingham City and Nottinghamshire County Councils, in partnership with Nottingham City Transport, were early adopters of Traffic Light Priority (TLP), deploying fixed units at six Scoot junctions in 2011 that communicated with on-board radios and delivered a material improvement in bus reliability. Investment in 71 junctions within Greater Nottingham followed, giving the region one of the largest TLP networks outside of London. Seeking to extend the benefit of TLP to other bus operators, Transforming Cities has delivered a centralised TLP system that will not only roll out TLP to more junctions at lower cost, but also deliver the benefits to buses operating in Derby and Derbyshire as part of a D2N2 regional system.

Passenger information

Operators in the Greater Nottingham area provide information through their own websites, social media, and apps including: Journey planning; Route maps; Timetables; Real-time information; Service disruption updates; and Journey capacity. Nottingham City Council also provides a consolidated journey planning and travel information service for Greater Nottingham via the Transport Nottingham website, and the Robin Hood network also provides details on services, routes, fares and ticketing. Travel Information Centres are also located within the City to allow face to face customer interaction and access to printed and online materials and tickets.

Timetables and integrated maps are also provided through individual operators and the Robin Hood marketing group. The City coordinates the printing of information materials for distribution to outlets across the area (e.g. libraries, bus stations, local centres etc.). Operators provide and install information at bus stops for their own individual services.

Although Nottingham is characterised by high quality information for bus passengers, there is always a need to continuously improve, with the ambition to further improve the bus stop and waiting environments in district centres, and the development of mobility hubs to allow better and more seamless transfer between modes.

Marketing of the Robin Hood Card is agreed jointly between the Council's and operators, but otherwise the partners approach marketing in different ways and to different degrees. Although there are some good examples of marketing initiatives, such targeted marketing/promotion campaigns including ticketing offers for specific services or user-groups, there is no Greater Nottingham-wide approach to marketing at present.

There are currently around 1,500 RTPI screens at stops across the BSIP area – which is roughly 60% of all stops.

The City Council has sought to consider its Local Transport Plan, Nottingham Bus Strategy, Transforming Cities Programme and this accompanying Greater Nottingham Enhanced Partnership Plan and Scheme, all relevant factors that it and those parties consulted considered will affect, or have the potential to affect, the local bus market over the life of these plans.

The City Council also considered the bus registration information it manages in its policy development. In summary these factors are:

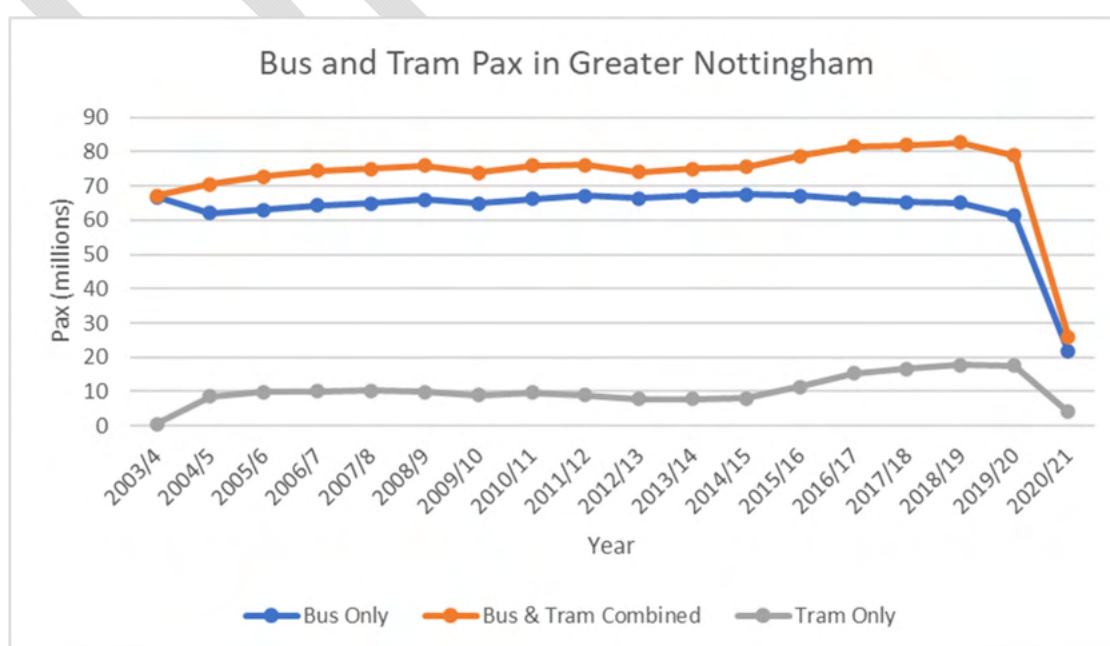
- Congestion and the impact of significant planned housing growth and travel demand, and its relationship with nationally declining bus usage
- The statutory framework and de-regulated bus market in England outside London, with the involvement of many Operators and authorities in commercially operated and contracted bus services
- Nottingham City Council's Local Transport Plan and the existing Nottingham Advanced Quality Partnership Scheme and Bus Partnership

- New mobility services, technology and air quality and the city of Nottingham's Carbon Neutral by 2028 ambition.

The City Council and Bus Operators strive to engage with bus passengers through bus user groups who are represented in the existing bus quality partnership and comprehensive passenger surveys delivered by the individual partnership members and wider transport focus surveys. Bus passengers and user groups have been consulted during preparation of and throughout implementation (including during the reviews mentioned in 3.3) of the Enhanced Partnership. Passenger surveys including participation in the national Transport Focus annual bus user survey, and monitoring data associated with the Nottingham Bus Strategy and Enhanced Partnership Plan and Scheme, will be used to evaluate the success of the partnership as it is implemented to inform reviews. It will also be necessary to further consult the public, in line with usual procedures, on specific proposals which are taken forward (for example changes to highway infrastructure) in accordance with these proposals.

Patronage and Congestion Trends

For over 15 years Greater Nottingham has been working towards providing a low emission, high quality, integrated, attractive, and affordable public transport system. The successful public transport network pre-pandemic carried 83 million passengers a year across Greater Nottingham and 62 million in the city of Nottingham itself (Nottingham City Council, 2019). Since 2003 the number of passengers has increased significantly and unlike many other UK cities, growth in bus use has been delivered, reflecting the high standards of quality and high levels of passenger satisfaction. Nottingham's tram network has also been heralded as one of the most successful light rail project in the country, carrying nearly 20 million on 3 routes. This is of course set in the context of a limited suburban heavy rail network within the Greater Nottingham area, but is still a significant achievement.



Whilst England saw a **decrease** in patronage of 12% between 2007/8 and 2018/19, patronage on Nottingham's bus and tram network saw an **increase** in patronage of 9% (bus patronage alone only decreased 2% during this time, mainly through the introduction of the tram and transference of passengers).

As witnessed across the UK, the Covid pandemic and associated government guidance and social distancing has had a large impact on bus patronage. On average, services lost 65% of their patronage during 2020/21 compared to 2019/20. City centres have been impacted more due to changing retail behaviour and the number of office commuters who have been working from home; a blend of home and office working is likely to continue which is likely to impact on patronage in the future. In addition, Concessionary pass holders are not travelling as much as they did pre-pandemic (currently at around 50% of pre-pandemic levels), and travel patterns in general will have changed indefinitely. As such, it is unlikely, that patronage will return to pre-pandemic levels in the near future. As of October 2021, patronage is around 75% of pre-pandemic levels.

Congestion, traffic levels and average speed.

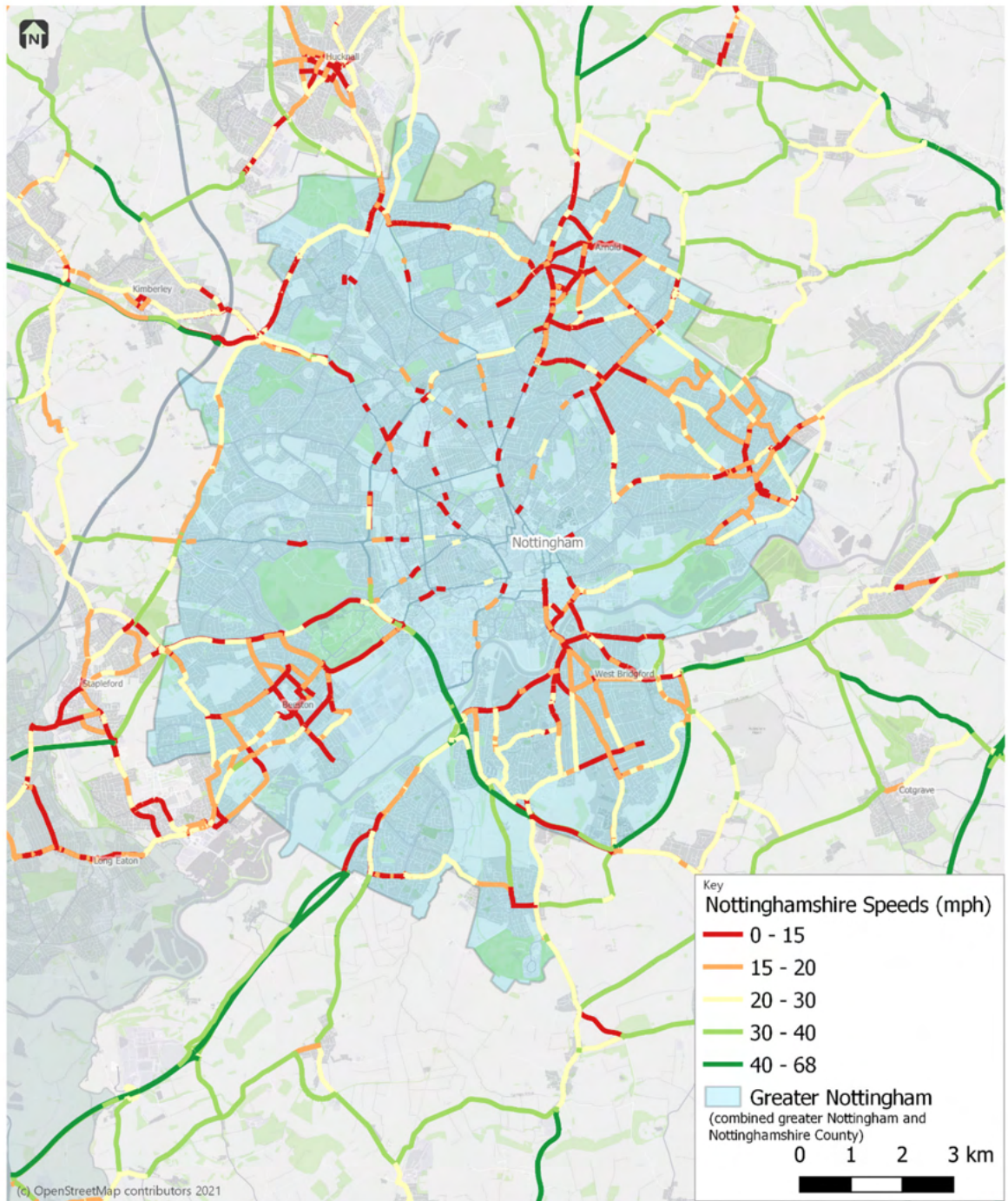
The maps below show the average traffic speed, and the traffic levels, on key links in the Greater Nottingham area; and the areas where buses encounter reliability problems. Particularly congested “hotspot” or unreliable areas where bus priority improvements have been identified include:

- Mansfield Road, junction with Forest Road
- Hucknall Road, junction with Arnold Road
- Edwards Lane, junction with Oxclose Lane (inbound)
- Edwards Lane, junction with Oxclose Lane (outbound)
- Moor Bridge

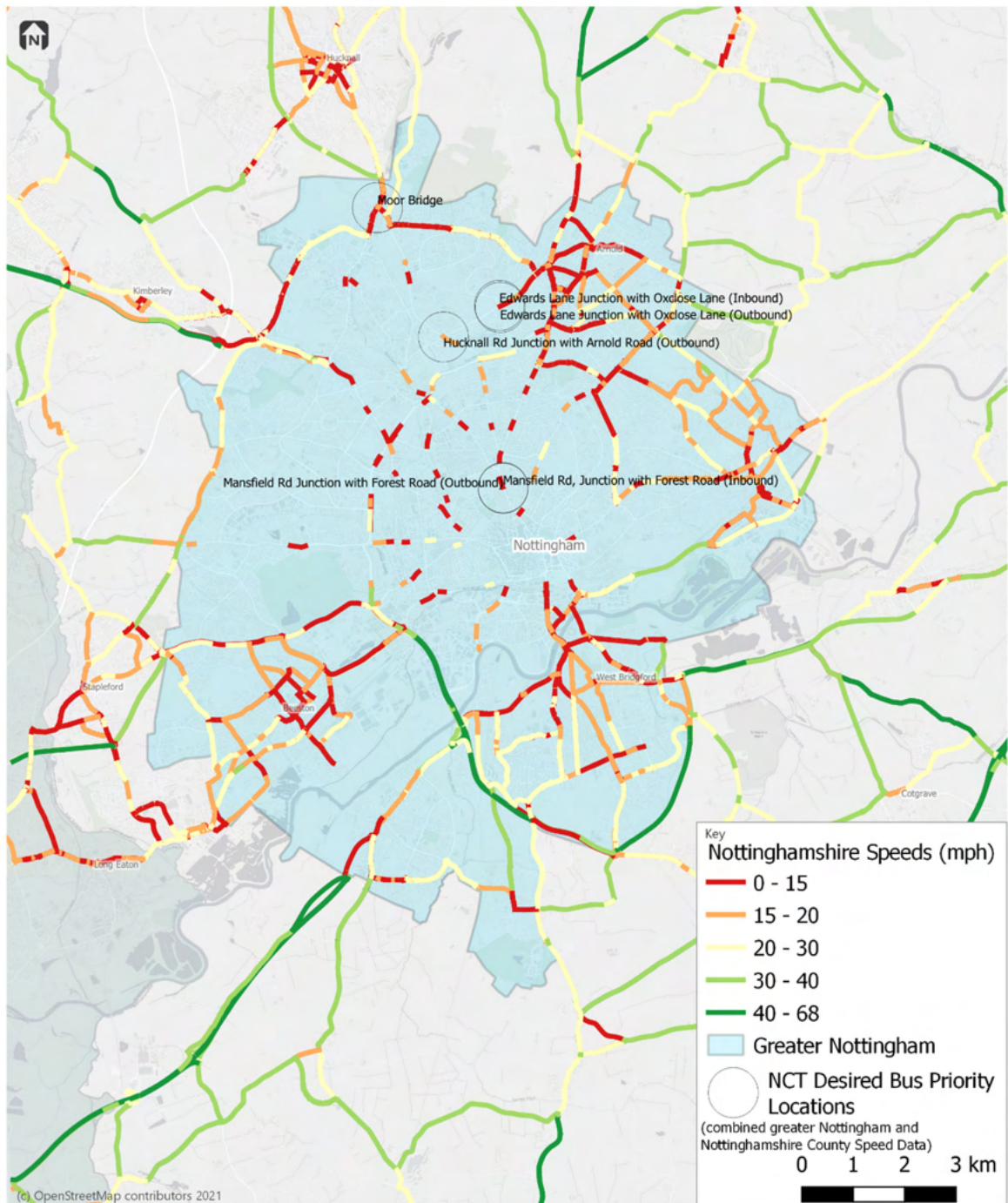
With extended priority also required along the following corridors necessary to address wider network congestion issues:

- A52 – Derby Road (Priory island link)
- A52 West Bridgford
- A60 - Nottingham Railway Station to Central Avenue, West Bridgford
- A60 – Mansfield Road – Front Street Arnold
- Upper Parliament Street to Victoria Centre
- A609 – Ilkeston Road to Wollaton Road
- Edwards Lane
- Hucknall Road

Traffic congestion in Nottingham increased between 2011 and 2014 and has since largely been constrained, while overall traffic flow has, despite annual variations of around +/- 1.75% remained around 916 million vehicle km pa between 2011 and 2019 (due to lockdowns the traffic levels fell considerably during 2020). Although congestion has in broad terms been kept from growing, it still creates a strain on the road network. Both Nottingham and Nottinghamshire have a street works permit system in place which prevents unplanned works and imposes penalties on contractors who overrun allotted works schedules.



The map below shows the main pinch-points for buses within the Greater Nottingham area.



Congestion has had a negative impact on the operation of services over the years, leading to increased journey times for the passenger and the need for additional vehicles to be utilised, simply to maintain the existing frequency, for example:

- The running time for the Threes service along the A60 has increased by 26% since 2009, and requires an additional 1PVR to maintain the timetable.

- Journey time has increased by 18% on the Rainbow 1 service, and current punctuality is 61.8%. An additional 6 vehicles are required to maintain reliability on this service and service 9 combined, costing approximately £900k per year to operate.
- NCT has added in additional vehicle resources on services 44, 45, 46, 47 and 58 to accommodate the longer journey times experienced in these areas at peak times, costing an additional £520k per annum

The existing AQPS has provided an effective forum for allowing operators and the authority to share experiences and concerns, and to jointly address identified congestion hotspots with targeted bus priority improvements. This forum will continue under the new Enhanced Partnership arrangements

In addition to the traffic currently, more trips will be added to the network in response to the high level of development planned in the area. Although S106 monies will be used to mitigate this impact, wider measures will be required to support bus priority measures across broader corridors, and hence make bus more attractive for new residents.

Fares and Ticketing Offer

A report by TAS Partnership, setting out the findings of a national fares survey undertaken in 2019 shows that the average single fare in Great Britain is £2.48 (£2.45 in urban East Midlands; £2.62 in rural East Midlands); average day fare is £5.21 (£5.92 in urban East Midlands; £6.93 in rural East Midlands); and average weekly fare is £18.03 (£21.49 in urban East Midlands; £23.48 in rural East Midlands).

Single fares vary within the Greater Nottingham area, given the varying lengths of route, ranging from a flat £2.30 on NCT, to variable singles based on route length on Stagecoach (Nottingham to Arnold is £2.20) and Trentbarton services. Network and day caps vary from a cap of £4.20 on NCT services, to a cap between £6.60 - £10.10 on a Trentbarton service, depending on the time of day, and area, as these fares are calculated using a tap on tap off (TOTO) system, and £7.20 for a Stagecoach network ticket.

The Robin Hood multi-operator, multi-modal ticketing scheme enables travel on all operators across Greater Nottingham. A day cap of £4.80 is available for adults. Paper day tickets, ITSO smart season cards and Pay as You Go (ITSO) with complex single and multi-operator day capping provide a comprehensive range of travel products to cater for most travel needs for adults, under 19's and students. In addition to this, Nottingham contactless will offer multi operator capping from November 2021. The multi-operator offer broadly mirrors the commercial offer, however, there are some areas of inconsistency and elements of the scheme which require improvement:

- Not all operators in Greater Nottingham are involved in all areas of the scheme
 - most (but not all) bus operators sell and accept paper day tickets and smart

season cards, but fewer operators are involved in the Pay as You Go scheme, and fewer still in Nottingham Contactless.

- The Robin Hood pricing mechanism leads to wide ranging premium differential across the product range compared to commercial operator prices. Some prices are higher than they should be, while other prices are lower than they should be, including undercutting a very small number of commercial operator prices for the equivalent product.

A range of tickets are available by different operators, focussed on attracting different markets according to the types of service they operate. Different products cater for different demographics, travelling at different frequencies.

Although there is some consistency in tickets across the main operators, for instance, Robin Hood, NCT, TB and CT4N all offer U19 tickets, different operators offer different discounts. For instance, under 19 ticket discounts range from 23% - 50% off the cost of an adult equivalent ticket; student ticket discounts range from 10% - 20% off the cost of an adult equivalent ticket. Some day tickets are available for 24 hours from purchase, others available for the day of purchase only.

Tickets are available for purchase on-bus; on-line; and via apps for the main operators (NCT; trentbarton; Stagecoach; CT4N and Robin Hood). Contactless payment is available on all services, although the type of contactless payment differs. Some offer retail transactions (old school Model 1) only, while others offer a tap and cap model (old school Model 2) with single operator day capping in an Account Based Ticketing (ABT) environment. Multi-operator contactless ticketing across bus and tram went live in April 2021 but due to ticket machine compatibility is only available across operators with init equipment. However, although available, there are some restrictions to the use of contactless, where some operators restrict the type of ticket which can be purchased via contactless, others have a daily spending cap on contactless payments.

Increased congestion results in reduced reliability and punctuality, and increased journey times require increased resources to maintain a high frequency network.

In the view of the City and County Council, the above evidence, taken together with the Bus Service Improvement Plan Objectives, makes a compelling case for strengthening the existing Advanced Quality Partnership Scheme. Using statutory Enhanced Partnership powers, the City Council and the Bus Operators will work together to identify and implement schemes designed to reduce journey times and increase reliability, as well as undertake other activity to increase the attractiveness of local bus services.

These initiatives are intended to stabilise and grow the market for commercial bus services in Nottingham by encouraging modal shift from the private car. It will not be acceptable in environmental, social or economic terms to sustain the substantial planned population growth in Nottingham through continued car reliance. Increased use of the bus network will contribute significantly to mitigate and reduce this effect as well as continued investment in the tram and active travel.

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5. Nottingham Enhanced Partnership Plan Objectives

The Nottingham Enhanced Partnership Plan has the following objectives, which align with the Greater Nottingham Bus Service Improvement Plan:

Table 1: Greater Nottingham Enhanced Partnership

Bus Service Improvement Plan Objectives	Approach
1. Maintenance of pre-covid high frequency level of services and accessibility across the bus network	<ul style="list-style-type: none">• Support the network as it recovers from the pandemic through revenue support until it reaches full commercial sustainability• Introduce bus shelters and/or upgrade bus shelters to common standards at bus stop locations• Maintain existing interchange provision and explore potential sites for new interchanges across the Greater Nottingham network
2. Roll-out of further bus priority across the network ensuring buses have priority over inefficient transport modes and address operator pinch points	<p>Develop business cases to convert comprehensive bus priority on all arterial corridors into Bus Rapid Transit style routes. With the aim of delivering new bus priority on the following corridors:</p> <ul style="list-style-type: none">○ A52 – Derby Road (Priory island link)○ A52 West Bridgford○ A60 - Nottingham Railway Station to Central Avenue, West Bridgford○ A60 – Mansfield Road – Front Street Arnold○ Upper Parliament Street to Victoria Centre

	<ul style="list-style-type: none"> ○ A609 – Ilkeston Road to Wollaton Road ○ Edwards Lane ○ Hucknall Road <p>Extend traffic light priority for late running buses</p> <p>Review of Permit Schemes to minimise network disruption</p> <p>Identification of pinch points not picked up by existing projects</p> <p>Roll-out and extension of yellow box enforcement using new powers</p> <p>Review of Bus Lane operational times to reflect new travel patterns</p> <p>Camera enforcement of Bus Stop Traffic Regulation Orders and bus stop clearways (in the conurbation) at key locations</p> <p>Investment in staff resource to improve enforcement of bus stop clearways.</p> <p>Engage with relevant partners to review loading restrictions to minimise impact on buses and investigate the potential to implement red routes.</p> <p>Review on-street parking, particularly in district centres that impacts negatively on efficient bus operations.</p>

<p>4. Upgrades to the existing real time information estate</p>	<p>Upgrade LED Displays to TftTs on key corridors into Nottingham City Centre.</p> <p>Provide Realtime displays at all stops within Greater Nottingham.</p> <p>Formalise digital passenger transport control hub that oversees the provision of AVL-TLP and RTPI services and distribution of bus service data across Nottinghamshire and Derbyshire.</p>
<p>5. Improvements to bus stop waiting infrastructure in district centres</p>	<p>Upgrade shelters in district centres to include green roofs, off grid power and PV glass.</p> <p>Ensure all district centres are well connected and integrated (with mobility hubs comprising: bus, tram, train, cycle, walk, e-mobility).</p> <p>Improved lighting and CCTV safety measures at stops and review of safety guidelines for stop design included in LTA street design guides.</p>
<p>6. Roll-out of the new smart ticketing and contactless payment products</p>	<p>Continued development of the Robin Hood App (Journey Planner and Ticketing) to support seamless journeys.</p>

	<p>Introduction of new fare products Integration of init and ticketer contactless payment system via new national back-office</p> <p>(NB. Cash payment options will be retained for the lifetime of this plan)</p>
7. Bus station and interchange improvements	<p>Delivery of world class bus interchange for Bulwell.</p> <p>Improvement to Passenger waiting facilities at Victoria Bus Station.</p>
8. Extension of camera enforcement, traffic regulation orders and new red routes	<p>Deployment of additional and upgrade of camera enforcement along with new TROs and red routes at hotspot locations following a full review of the Greater Nottingham network.</p>
9. Delivery of an enhanced Robin Hood Network marketing campaign	<p>A refresh of the Robin Hood Network Marketing Plan and additional resource to heighten levels of activity as part of the recovery from the pandemic and travel demand management – complementing existing tools, such as the Workplace parking levy.</p> <p>Standardisation of maps and promotional information at all stops in the Greater Nottingham Area with the Robin Hood Brand.</p> <p>Upgrade of bus stop flags and bus stops in Nottinghamshire to the Robin Hood specification.</p> <p>Greater use of the new TFT bus stop displays to market the Robin Hood Network offer.</p> <p>Inclusion of up to date timetables at every stop alongside fares info and network</p>

	connection info at all major stops.
10. Help deliver the governments Transport Decarbonisation plan	<p>Work with local operators and government to deliver 167 Electric buses and 60 Hydrogen Buses.</p> <p>Agree with local bus operators that from 2030, all new bus purchases, will be Zero Emission.</p>
11. Deliver “Levelling Up” through better access to jobs and opportunities	Provide an enhanced Jobseekers travel scheme across Greater Nottingham and Mobility Card scheme in the city of Nottingham.

The objectives and approach of the Greater Nottingham Enhanced Partnership Plan have been selected to achieve the following outcomes for passengers:

1. Increases in bus priority both digital and physical.
2. “Turn-up and go” reliable bus frequencies that keep running into the evenings and weekends on main corridors.
3. Fully integrated services with simple multi-modal ticketing across bus and tram.
4. High quality information for all passengers in more places.
5. Genuine passenger engagement.
6. Year on year passenger growth.

- Objective 1 will improve bus journey times, improve reliability and enable operators to maximise the efficient use of their operational resource.
- Objective 2 will make bus travel attractive and competitive with other modes by providing good connectivity and reduced passenger dwell time at stops at interchanges.
- Objective 3 will make the network simpler to use and understand and extend the range of travel options open to passengers.

- Objective 4 will make the network more coherent and simpler to use through harnessing the power of modern technology.
- Objective 5 will increase passenger ownership of the network and support its future development.
- Objective 6 will support the long term sustainability of the network and support operator and local transport authority investment in the network.

Funding arrangements

The Enhanced Partnership will draw on multiple funding sources to deliver the desired outcomes of the Enhanced Partnership Scheme:

- City and County Council capital funding
- City and County Council revenue funding
- Developer contributions
- Reinvestment of operator revenue generated by schemes
- Other external funding opportunities i.e. Transforming Cities Programme, Bus Service Improvement Plan fund, Zero Emission Bus Regional Areas

Part B: Enhanced Partnership Scheme (2020/22-2026/27)

6. Scheme Summary

The table below details the outputs the Greater Nottingham (Robin Hood) Enhanced Partnership Plan and Scheme will deliver:

City and County Council Enhanced Partnership Scheme Facilities	Operator Enhanced Partnership Scheme Reciprocal Requirements
Bus Priority Measures	Vehicle Enhancements and Investment
Realtime information (Displays and Back Office)	Participation in Robin Hood ticketing and marketing schemes
Other infrastructure enhancements	Service Quality and Emissions standards
Protect and upgrade bus interchange facilities	
City Council Enhanced Partnership Scheme Measures	
External funding bids	
Feasibility Studies	
Roadworks Management	
Facilitate the Enhanced Partnership	

7. Enhanced Partnership governance arrangements

For decision-making purposes, the Greater Nottingham Bus Partnership will be governed by 3 bodies:

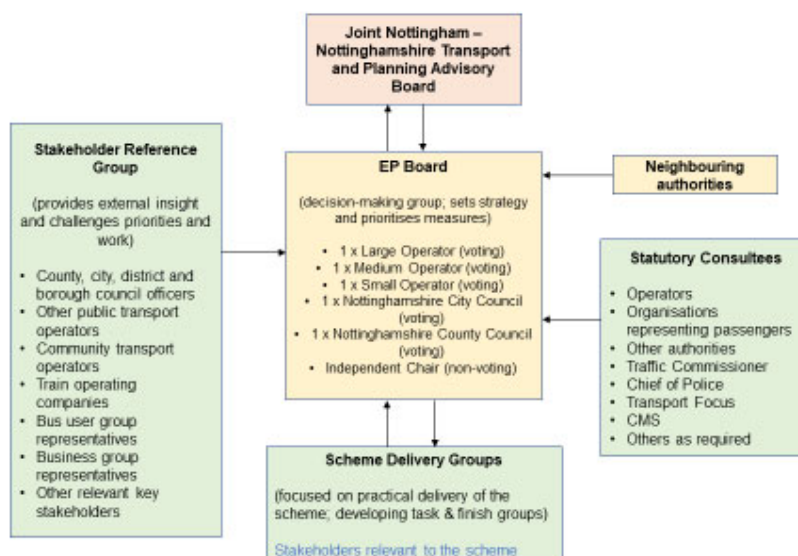
a) Great Nottingham Bus Partnership– Independently chaired and in which all Operators will be entitled to participate and be invited, but attendance will be voluntary.

b) Greater Nottingham Bus Partnership Board - With the mandate to take decisions using the Enhanced Partnership Scheme Variation mechanism (Section 7) on issues put to them by the Greater Nottingham Bus Partnership, and other issues identified as being relevant to partnership delivery. Will report to the Joint Nottingham – Nottinghamshire Transport and Planning Advisory Board.

c) Joint Nottingham – Nottinghamshire Transport and Planning Advisory Board – Will monitor and have oversight of the work of the Greater Nottingham Enhanced Partnership Board, be the accountable body for all funding decisions and ratify all decisions and recommendations made in relation to partnership delivery.

The Robin Hood Marketing Group will also make recommendations to the partnership and board in relation to the Marketing of Network, particularly in relation to the multi-operator ticketing offer. See appendix 7 for its Terms of Reference.

Summary of Governance Structures



Bus users will be surveyed at least annually on the performance of the BSIP and meeting of objectives and detailed data on performance against targets will be

provided to all scrutiny groups to assess the performance of the network areas of review will include but not be limited to passenger satisfaction and complaints, journey times and reliability, decarbonisation, marketing reach and network development.

7.1 Greater Nottingham Bus Partnership – Role and Responsibilities

The Greater Nottingham Bus Partnership will provide opportunities for discussing issues of all kinds affecting the Nottingham bus network, consulting with and building consensus across the various stakeholders and making recommendations to Enhanced Partnership Board to inform decisions and reporting to the joint Nottingham-Nottinghamshire Transport and Planning Advisory Board for scrutiny and review.

Membership of the Greater Nottingham Bus Partnership will comprise the following:

- All Bus Operators running Qualifying Bus Services
- Nottingham City Council (Transport Strategy and Public Transport Operations)
- Nottinghamshire County Council (Transport and Travel Services)
- Sustainable Transport Nottingham
- DVSA
- Representatives of Protected Characteristics and Business groups
- Broxtowe Borough Council
- Rushcliffe Borough Council
- Gedling Borough Council
- Nottingham Trams Limited
- Tramlink
- East Midlands Railways
- Northern Rail
- Cross Country
- Independent Chair
- Derby City Council
- Derbyshire County Council
- Leicestershire County Council
- Nottingham Business Improvement District
- Nottinghamshire Chamber of Commerce
- Nottingham University Hospitals
- D2N2 LEP

Greater Nottingham Bus Partnership Annual General Meeting (AGM):

The final Greater Nottingham Bus Partnership meeting of each financial year will be the designated Greater Nottingham Bus Partnership AGM. All Operators will be invited to self-nominate or nominate other willing Operators for Greater Nottingham Enhanced Partnership Board membership, to represent themselves and all other Operators in their category. Ahead of the Greater Nottingham Bus Partnership AGM. A ballot will be organised by the City and County Council at the Annual General Meeting to select

Operators' preferred Greater Nottingham Enhanced Partnership Board representatives (section 6.2).

Meeting arrangements

Greater Nottingham Bus Partnership meetings will take place quarterly. Greater Nottingham Bus Partnership meetings will be arranged, minutes taken by the City Council and normally held at Loxley House. The meetings will be chaired independently. Meeting length will vary according to agenda content but ordinarily expected to be one to two hours.

Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous Partnership meetings) will be circulated by the City Council no less than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Greater Nottingham Bus Partnership meeting.

7.2 Greater Nottingham Bus Partnership Board – Role and Responsibilities

The Greater Nottingham Bus Partnership Board will be the decision-making body of the Greater Nottingham Bus Partnership.

Certain decisions of the Greater Nottingham Bus Partnership Board may constitute Enhanced Partnership Scheme Variations pursuant to section 7 hereof if the requirements therein are met. Membership of the Greater Nottingham Bus Partnership Board will comprise the following representatives:

- 1x Large Operators (voting)
- 1x Medium Operators (voting)
- 1 x Small Operators (voting)
- 1 x Nottingham City Council (voting)
- 1 x Nottinghamshire County Council (voting)
- Independent Chair (non-voting)

Board meetings will require a quorum of 3 Operator representatives, with a minimum of one per category (Large/Medium/Small) and one City and County Council representative. An Operator representative may, if necessary, arrange for an alternate or deputy from the same category to participate with voting rights.

Voting should take place at Board Meetings where possible but should a voting member wish for the vote to be conducted via Microsoft teams within a requested number of days of the meeting the independent chair should not unreasonably deny such a request to allow operators to discuss within their business, other operators within their voting group or seek further approvals as may be required.

Terms of Reference

As the key oversight body of the Greater Nottingham (Robin Hood Area) Enhanced Partnership. The board will:

- monitor the progress of the Enhanced Partnership in delivering the EP Plan and BSIP;
- monitor the effectiveness of implemented Schemes in achieving the EP Plan and BSIP objectives;
- work with the Councils to respond to Government or other funding opportunities that may arise for delivery of bus service improvement interventions;
- review, discuss and agree priorities for delivery of interventions to achieve the EP Plan and BSIP;
- review, discuss and agree programmes of preparatory work (feasibility studies, business case preparation, design, public consultations, impact assessments etc.) for interventions that may be taken forward as Scheme variations or new Schemes;
- oversee the process of preparing and developing detailed requirements leading to a variation to an existing Scheme where this will be subject to the bespoke scheme voting procedure incorporated in any Scheme where that is applicable;
- consider fully detailed proposals for EP Scheme variations or new EP Schemes that are the responsibility of the Councils having regard to s.138L of the 2000 Act, once all relevant preparatory work has been completed, and make recommendations to the Councils for their adoption (or otherwise).

The Board shall be entitled to keep under review these terms of reference and further develop them being responsible for all decisions relating to administration of the affairs of the Board including frequency of meeting, requests for the attendance at meetings of the Board by individuals and representatives of organisations that are capable of contributing to the work of the Board and the manner in which and methods by which reporting of the affairs of the Board are made to all Operators.

Operator representative selection

Operator representatives will be acting on behalf of all Operators in that category, not on behalf of their own company alone. Representatives will be responsible for ensuring attendance at all Greater Nottingham Enhanced Partnership Board meetings in that year, and ensure they have:

- (a) Fully reviewed and understood all meeting papers in advance of attendance
- (b) The required mandate from the Operators they represent.

Greater Nottingham Bus Partnership Board decision making:

Decisions of the Greater Nottingham Bus Partnership Board will be made by way of a vote through a show of hands. Unless stated otherwise in this document, decisions will be passed by way of a simple majority of all members of the Board entitled to vote (on a one Operator representative, one vote basis). Operator representatives not exercising their vote will be deemed to have voted in favour unless they explicitly state they want to abstain.

Operators will be entitled to make known their concerns in writing to the City and County Councils if they object to a particular vote of the Greater Nottingham Bus Partnership Board.

The Independent chair will review the circumstances and consider whether these are such that consideration of the use of the veto is required as provided for below.

7.2.1 Nottingham City Council and Nottinghamshire County Council veto:

These controls ensure that the voting system does not allow an individual Operator to influence the Enhanced Partnership to its own commercial benefit or to harm competitors; there is no opportunity for a group of Operators to vote in a co-ordinated manner to mutual benefit on a sustained basis; there is no discrimination between Operators; and that actual or potential competition, entry to new services and by new Operators, or innovation, is not inhibited. The Council may, in exceptional circumstances, exercise a veto over the Enhanced Partnership Board decisions which it may reasonably believe or suspect as having anti-competitive implications or being otherwise significantly against the public interest or there exist circumstances under which the Council would be unable to comply with any obligations that would be imposed upon the Council were the decision to be implemented.

In order to limit any circumstances in which a veto may be required where any proposal is to be taken forward by the Enhanced Partnership Board that would lead to a variation to an existing Enhanced Partnership Scheme or would lead to a requirement for the Councils to make a further Enhanced Partnership Scheme or would result in any other material commitment required of the Councils. The Councils shall prepare and deliver to the Enhanced Partnership Board a brief summary document setting out the Council's opinion concerning the feasibility of the proposal should it be implemented. The summary document may refer to matters such as:

- the availability or non-availability of funding to support implementation of the proposal including the Councils ability to provide for any future expenditure that the Councils would be required to incur;
- the compatibility of the proposal with policies that the Councils have committed to follow including in particular policies supporting the Councils equalities duties;
- should the proposal be implemented the Councils would in consequence be in breach of any contracts or other legally binding obligations that it is subject to;
- the proposal requires the co-operation of third parties such as a District Council

- Any governance related considerations that the Councils require to take into account.

For avoidance of doubt the existence of matters raised by the Councils need not be taken as reason for the Enhanced Partnership Board to decline to deal with the proposal and the Councils shall indicate in the summary document or in any other manner at a subsequent date the extent to which it supports the proposal and is willing and able to work with the Enhanced Partnership Board in order to progress the proposal on a basis that is not anticipated to lead to the Councils exercising their veto.

Meeting observers:

Any other Bus Operator, City, County, Borough Council representatives who are members of the Greater Nottingham Bus Partnership will be able to attend the Greater Nottingham Bus Partnership Board meetings as observers but will not have the right to vote. Observers may be invited to make comments or ask questions of the Greater Nottingham Bus Partnership Board at the Chair's discretion or be invited to defer these until the next Greater Nottingham Bus Partnership meeting. Other Stakeholders will also be able to attend as observers on ad-hoc basis as required, but this will be at the discretion of the Voting members and subject to approval by means of a majority vote.

Meeting arrangements:

Greater Nottingham Bus Partnership board meetings will take place not less than twice per year at regular intervals between each Greater Nottingham Bus Partnership meetings, with provision for additional meetings as required to take decisions which in the opinion of the Chair cannot be deferred to a scheduled meeting, provided that a quorum can be achieved, with not less than one week's notice being given. Meetings will be arranged, chaired and minutes taken by the City Council and will normally be held at Loxley House. Meeting length will vary according to agenda content but ordinarily be one to two hours. All decisions will then be ratified and reported at the next concurrent Joint Nottingham – Nottinghamshire Transport and Planning Advisory Board.

Agendas and meeting papers will be circulated to all Board members no less than one week in advance of each meeting date, and draft minutes circulated no more than two weeks after each meeting. Copies will also be distributed to all Greater Nottingham Bus Partnership members so any issues or concerns can be discussed with the relevant Operator representative, to be raised at the Greater Nottingham Bus Partnership Board meeting. Draft minutes will be approved at the next Greater Nottingham Bus Partnership Board meeting.

7.3 Implications for small and medium sized operators

Given the variety of bus operators involved (in terms of market share, fleet size, company turnover and structure), it is important to ensure that the effects of the partnership do not unduly impact upon smaller operators' ability to engage or to comply with requirements.

The Greater Nottingham Bus Partnership Board will therefore allocate operator votes based on a small, medium or large market share, measured as a proportion of total registered mileage. In addition, Bus Operator Requirements will not be placed upon certain categories of service (Non-qualifying Services), which represent many smaller operators' main commercial interests.

7.4 Joint Nottingham – Nottinghamshire Transport and Planning Advisory Board – Role and Responsibilities

Will monitor and have oversight of the work of the Greater Nottingham Enhanced Partnership Board, be the accountable body for all funding decisions and ratify all decisions and recommendations made in relation to partnership delivery.

Membership includes:

Senior Transport Strategy and Planning Officers – Nottingham City Council and Nottinghamshire County Council.

Senior Cllrs, Portfolio Holders and Cabinet Members – Nottingham City Council and Nottinghamshire County Council.

8. Enhanced Partnership Scheme Variations (for Area-wide Facilities, Measures and Requirements)

Enhanced Partnership Scheme Variations to area-wide Facilities, Measures and Requirements described in schedule 2 will be subject to the bespoke voting mechanism as set out in this section 7.

The following process (Figure 2) will be used to adopt Enhanced Partnership Scheme Variations to area-wide Facilities, Measures and Requirements (and any other aspect of the Enhanced Partnership), in place of the default objection mechanism that is required to be used when the Enhanced Partnership Plan and Scheme is made under s.138G of the 2000 Act.

Any Enhanced Partnership Variation requires both of the following conditions to be met:

- A simple majority vote of the Nottingham Bus Partnership Board in favour of the same; and the Councils veto on the Greater Nottingham Bus Partnership Board has not been invoked in response to such a vote.

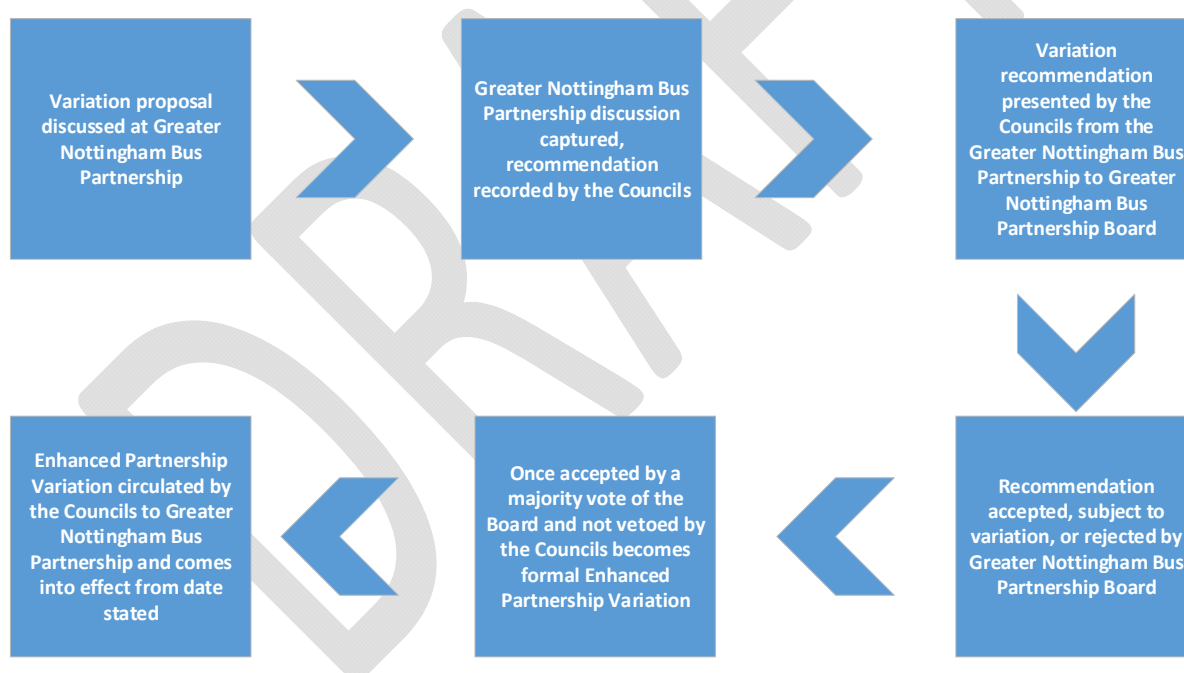


Figure 2: Process of Enhanced Partnership Scheme Variation

This process will also be the normal process for making decisions on behalf of the partnership which do not constitute formal Enhanced Partnership Scheme Variations.

If as part of any variation, a package of investment (In either Measures, Facilities or reciprocal Requirements) is agreed between the Councils and the Bus Operators, an Enhanced Partnership Scheme Variation Agreement will be signed by the parties

concerned. This agreement, once signed, will represent a statutory variation of the relevant Enhanced Partnership scheme under s.138E of the 2000 Act.

8.1 Enhanced Partnership Scheme revocation or other variations

The Nottingham Bus Partnership Board will review the governance arrangements of the Enhanced Partnership following the first 12 months of operation, and may suggest variations for adoption using the section 7 process on the following matters:

- Definition of Large, Medium and Small Operators
- Processes in sections 7 and 7.1 for Enhanced Partnership Variations
- Greater Nottingham Bus Partnership Board structure and Operator representation

A summary of monitoring measures for all elements of the Enhanced Partnership Scheme will be reported by the Greater Nottingham Bus Partnership Board at the end of each financial year. If the Greater Nottingham Bus Partnership considers that any elements of any Enhanced Partnership Scheme are not meeting the defined outcomes of the relevant Enhanced Partnership Scheme, recommendations will be made to the Greater Nottingham Bus Partnership Board for action to address them. The Greater Nottingham Bus Partnership Board must consider these recommendations and use the voting mechanism defined in section 7 to determine whether to make formal variations of a defined Enhanced Partnership Scheme to address these recommendations.

In accordance with the section 7 process, should a variation be recommended which may pose conflict with competition legislation, the Councils will invoke their veto in response to such a vote.

In the event that the Greater Nottingham Partnership Board recommends through a section 7 vote that appropriate action would be to revoke the Enhanced Partnership, the default Operator objection mechanism set out in the Enhanced Partnerships and Schemes (Objections) Regulations 2018 as may be varied from time to time will be used to determine if that course of action should proceed.

8.2 Any other variation proposals

For the avoidance of doubt, any other variation proposals not covered in 7 or 7.1 will follow the default Operator objection mechanism set out in the Enhanced Partnerships and Schemes (Objections) Regulations 2018 as may be varied from time to time, to determine if that course of action should proceed.

9. Scheme Measures, Monitoring and BSIP Targets

The scheme measures below will be monitored and reported through the governance structures detailed in section 6 of the Enhanced Partnership Plan:

Measure	Monitoring	Target
Real time information	Number of real time passenger information screens and improvements to the back – office infrastructure	↑
Other infrastructure enhancements	number of accessible bus stops, Improvements to district centre waiting facilities	↑
Bus interchange facilities	number of bus interchange facilities	↔
External funding bids	number of funding bids submitted	↑
Bus priority feasibility studies	number of bus priority feasibility studies completed	↑
Roadworks management	number of planned roadworks reported by Operators not previously notified in advance	↓
Robin Hood app and website upgrades		Complete
Partnership Support	Delivery of meeting schedule and governance arrangements	Complete
Planning consultation	proportion of planning consultations	↑
Robin Hood Marketing	Extension of the Brand	↑

Monitoring of the above measures will also reported alongside progress against the the BSIP targets outlined below at the AGM:

	Baseline	2022-23	2023-24	2024-25	2030-31
Core Indicators					
Passenger Satisfaction	95% (2019)	93%	95%	96%	97%
Passenger Growth	61.39m (2019)	-10%	0%	2%	10%
Reliability	91.5% (2019/20)	92%	93%	94%	95%
Journey Time	16.15 kph or 3 min 43	16.2 kph	16.5 kph	17 kph	17.2 kph

	sec per bus km (Oct 2021)				
Additional Monitoring					
Value for Money	78% (2019)	78%	79%	80%	81%
Punctuality	81% (2019)	80%	82%	83%	84%
Public Transport Information	73% (2020)	74%	75%	76%	78%

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10. Enhanced Partnership Scheme – Legal Definition

THE FIRST GREATER NOTTINGHAM (ROBIN HOOD AREA) ENHANCED PARTNERSHIP SCHEME IS MADE IN ACCORDANCE WITH SECTIONS 114 – 123 OF THE TRANSPORT ACT 2000 (as amended) BY NOTTINGHAM CITY COUNCIL (the “Scheme”) BY:

Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG.

<u>1. DEFINITIONS AND INTERPRETATION</u>	
“bus stand clearway”	shall mean a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit a local bus to stand within the clearway for as long as may be necessary up to a maximum period of 10 minutes.
“bus stop”	means all bus stops within the Scheme Area, including bus stand clearways and bus stop clearways;
“bus stop clearway”	shall have the meaning given to it paragraph 1(a) of Part 1 to Schedule 19 of the Traffic Signs Regulations and General Directions 2002 (SI3113/2002);
“bus stop clearway (regulated)”	shall mean a bus stop clearway as defined in Appendix 3 to the Scheme;
“bus stop clearway (non-regulated)”	shall mean any bus stop clearway other than a bus stop clearway (regulated);
“Commencement Date”	means the date of commencement of the Scheme pursuant to clause 2.1, or such later date as the Scheme may commence following any postponement of the Scheme under section 117 of the Transport Act 2000;
“Core Local Service”	means a Local Service operating at a frequency of four or more buses an hour between 0800 and 1800 Monday to Friday;
“Complementary Local Service”	means a Local Service other than a Core Local Service;
“the Council”	Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG;
“DDA”	means the Disability Discrimination Act 1995 (as amended) and “DDA compliant” shall be construed accordingly;
“double stop” (regulated or non regulated)	shall mean a Double stop as defined in Appendix 3;
“Excluded Services”	shall mean the category of Local Services listed in Schedule 4;

“Greater Nottingham Bus Quality Partnership Meeting”	means the Greater Nottingham Bus Quality Partnership Group, which meets quarterly each year in March, June, September and December;
“Local Service”	has the meaning set out in Section 2 of the Transport Act 1985, (but excluding any Excluded Services);
“NET”	means Nottingham Express Transit;
“Non-Regulated” stop	shall mean a Non-Regulated Bus Stop as defined in Appendix 3;
“Regulated” Stop	shall mean a Regulated Bus Stop as defined in Appendix 3;
“Scheme Area”	means the area marked on the map at Schedule 1;
“Service Change Dates”	means the closest Sunday to the following:- <ul style="list-style-type: none"> • Last Sunday in January • Sunday before May Day Bank Holiday • End of School Summer Term • Start of the new School Year
“Slot Booking”	means the Slot Booking system which operators pursuant to the Scheme are required to comply with pursuant to Schedule 3 and Appendix 3 to the Scheme;
“Enhanced Partnership”	means an Enhanced Partnership Plan and Scheme made pursuant to the provisions of Section 138A of the Transport Act 2000 as amended;
“Standards of Service”	means the standards of service set out in Schedule 3 (<i>Standards</i>);
“Traffic Commissioner”	Has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981. (For the purposes of this Scheme this is the Traffic Commissioner for the North Eastern Traffic Area);
“TRO”	means a Traffic Regulation Order;
“1985 Act”	Transport Act 1985
“2000 Act”	Transport Act 2000
“2017 Act”	Bus Services Act 2017
“Bus Operators (or Operators)”	All Large Operators, Medium Operators and Small Operators running Qualifying Bus Services taken collectively.
“The Councils”	Nottingham City Council and Nottinghamshire County Council
“City Council”	Nottingham City Council
“County Council”	Nottinghamshire County Council
“Enhanced Partnership Scheme Variation”	A formal variation of the relevant Enhanced Partnership Scheme as a result of the voting mechanism set out in section 7. Which will then constitute a formal variation of the relevant scheme for the purposes of s.138E(1) of the 2000 Act.

“Facilities”	Those facilities referred to in Schedule 2 which shall be deemed such for the purposes of s.138D(1) of the 2000 Act.
“Greater Nottingham Bus Partnership”	The committee of selected Nottingham Bus Operator representatives, City and Council representatives and responsible for formulating recommendations to be put forward to the Greater Nottingham Bus Partnership Board and including specific Enhanced Partnership Scheme Variations using the mechanism in section 7.
“Greater Nottingham Enhanced Partnership (or Enhanced Partnership)”	The Enhanced Partnership covering the geographic extent of the administrative of the “Robin Hood” travel zone at Figure 1.
Greater Nottingham Bus Partnership Board	The committee of all Greater Nottingham Bus Operators and City and County Councils responsible for making decisions in relation to recommendations made by the Greater Nottingham Bus Partnership (in line with the Greater Nottingham Enhanced Partnership governance arrangements).
Large, Medium or Small Operator	Any single Bus Operator with registered commercial mileage representing the following proportions of total registered mileage for Qualifying Bus Services in the Scheme Area will be classified as follows: 25%+: Large 15%-25%: Medium 0-15%: Small
Measures	Those measures referred to in Part B, sections 8 and/or 9 which shall be deemed as such for the purposes of s.138D(2) of the 2000 Transport Act.
Non-qualifying Bus Service	Services excluded from classification as Qualifying Bus Services.
Qualifying Bus Service	A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of: <ul style="list-style-type: none"> • Any schools or works registered local bus service not eligible for Bus Service Operators Grant • Any cross-boundary registered local bus service with less than 10% of its registered mileage within the Enhanced Partnership area

	<ul style="list-style-type: none"> • Any services operated under section 22 of the 1985 Act • Any registered local bus service which is an excursion or tour • Any other registered local bus service that the Operators (through the Greater Nottingham Bus Partnership Board voting mechanism in section 7) and City and County Councils decide should be excluded from all or specific requirements of the Enhanced Partnership Scheme. <p>For the avoidance of doubt, a list of Qualifying Bus Services will be published at the start of each City and County Council financial year.</p>
Requirements	Means those requirements placed upon Bus Operators to the extent that the same operates Qualifying Bus Services identified as such within Schedule 2 & 3 and meeting the requirements of s.138C of 2000 Transport Act.
Traffic Commissioner Powers	'Relevant registration functions' of Traffic Commissioners to the extent that they relate to a 'relevant service' both within the meanings given to them under section 6G(10) of the 1985 Act.

2.	DATE AND PERIOD OF OPERATION
2.1	The Scheme will be made on and come into operation on 1 August 2022.
2.2	The Scheme will operate for a period of 5 years from the Commencement Date notwithstanding any postponement of any Requirements, Measures of Facilities referred to in the Scheme and subject to bespoke variation or revocation in accordance with Section 138E of the Transport act 2000 (as amended).
3.	SCHEME PURPOSE AND OBJECTIVES
3.1	The Scheme aims to bring benefits to persons using Local Services by improving the quality of those Local Services operating in the Scheme Area and restricting the use of the bus stops in Nottingham City Centre and Beeston town centre to those Local Services that meet a given quality standard. The Councils are satisfied that both the provision of the Facilities and the provision of Local Services to the required standard will achieve this aim.
3.2	The Scheme aims to enable bus operators to achieve more reliable and punctual services in accordance with bus service registrations as part of their commitments to the Traffic Commissioner. Measures and funding will be put in place, using funding from the Transforming Cities Fund and £1.2bn Bus Service Improvement fund to support bus journey speeds, with a view to maintaining and improving on existing journey times. Interventions will include extended traffic light priority and the development of a bus operator pinch point package which will be co-developed with operators. Revenue from the Workplace Parking Levy will continue to be invested in bus and bus related infrastructure for the duration of this scheme.
3.3	<p>The Scheme purpose and objectives are:-</p> <ul style="list-style-type: none"> • Maintenance of pre-covid high frequency level of services and accessibility across the bus network • Roll-out of further bus priority across the network ensuring buses have priority over inefficient transport modes and address operator pinch points • Upgrades to the existing real time information estate • Improvements to bus stop waiting infrastructure in district centres • Roll-out of the new smart ticketing and contactless payment products • Bus station and interchange improvements • Extension of camera enforcement, traffic regulation orders and new red routes • Delivery of an enhanced Robin Hood Network marketing campaign to • Help deliver the government's Transport Decarbonisation plan • Deliver "Levelling Up" through better access to jobs and opportunities • Grow Bus Patronage • Improve the range of destinations served by bus routes and in particular to better serve major new developments including Broad

	<p>marsh Centre, Nottingham Station, Eastside, Netherfield, Gamston and Sharp hill.</p> <ul style="list-style-type: none"> • To reduce pressure on congested bus priority streets and bus stops to help improve journey reliability and reduce delays. • Provide management of on street stops in Nottingham City and Beeston Town centre on a similar basis to bus station management, with the introduction of a Slot Booking System.
4.	SCHEME AREA
4.1	The Scheme Area covers the Greater Nottingham (Robin Hood) Area as shown in Schedule 1 with the slot booking system see section applicable to Nottingham City Centre and Beeston Town Centre, as shown in Appendix 3.
4.2	The Scheme shall apply to operators of Local Services operating within the Scheme Area. Unless exempted under the provisions of the Scheme (or when implementation of any Requirement in respect of Bus Operators is postponed under the provisions of the Scheme until the date specified as the date upon which it has effect).
4.3	A summary of all Local Services operating in the Scheme Area at the date of making of the Scheme is set out in Schedule 6 ("Affected Services"). The Council will update the summary of Affected Services when required for every service change date and the Council will make copies available to the Traffic Commissioner and all operators of affected Local Services. For the avoidance of doubt, such list of Scheduled Services will be an indicative list only of those Local Services which the Council believes to fall within the terms of the Scheme. An omission from the list of Affected Services shall not exempt from the Scheme, which would otherwise fall within the terms of the Scheme.
4.4	Broadmarsh Bus Station and Victoria Bus station and their facilities located within the Scheme area are Facilities for the purposes of this Scheme. Victoria Bus station and the services that terminate there will be exempt from meeting the Euro VI emission standard until 1 January 2024 but subject to all other scheme requirements.
5.	FACILITIES
5.1	Subject to clause 8 (Conditions of Use), the Council will make the Facilities available (as detailed in Schedule 2) to Local Services from the Commencement Date, until the date the Scheme ceases to have effect.
5.2	Clause 5.1 shall not apply in relation to any Local Service using a Facility for any period during which the Council is temporarily unable to fulfil its obligations, in respect of that Facility, due to circumstances beyond its control. In such circumstances the Council shall notify any operator affected by the non-provision of such Facility, confirming the reason for such non-provision and the anticipated period during that the Facility will not be available.

5.3	The Facilities are to be maintained for the duration of the Scheme in accordance with Schedule 5 (Maintenance of Facilities).
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5.5	A number of Environmental Schemes including bus lanes have been implemented within and beyond the Scheme Area, to provide priority for buses. Traffic light priority will be extended through the conurbation as part of the Transforming Cities programme, as detailed in Schedule 8.
5.5	Any queries regarding the Traffic Regulation Orders for the Scheme Area may be obtained from Nottingham City Council, Traffic and Safety, Development, Loxley House, Station Street, Nottingham, NG2 3NG.
5.7	The Council will continue to provide bus stop infrastructure as part of the Council's ongoing commitment to provide improvements to bus stops for bus passengers and operators. All of the Facilities will be maintained to an acceptably high standard providing benefits to passengers, and will continue to provide significant benefits to passengers under the Scheme. These Facilities are therefore included within the Scheme (as detailed in Appendices 2 & 6). The council will also continue to invest in Smart Ticketing and Bus Priority measures, and futureproof the realtime system via the Transforming Cities programme and through BSIP funding, see Schedule 8.
5.8	Operators will be engaged at every stage from inception to detailed design for all new bus infrastructure projects. Operators must share on a transparent, open book basis any operational savings generated from bus priority schemes as detailed in Schedule 8. Costs savings in areas including fuel, vehicle maintenance, driver overheads and any other cost as requested by the councils must be provided. Non Disclosure Agreements as required can be put in place between operators and the councils to facilitate the exchange of cost information on a confidential basis. Operators will provide cost information 6 months after the implementation of new bus priority schemes in order for the councils to judge whether significant savings have been generated. Any savings generated by individual operators will then be expected to be reinvested in improvements for passengers this can include but is not limited to improvements to onboard audio visual information, promotion and marketing of the Robin Hood Network, zero emission buses, fare reductions / discounts and promotions. Priorities for reinvestment of operator cost savings will be negotiated on a case by basis between individual operators and the council and reported back to the EP Board once agreed.
6.	STANDARDS OF SERVICES TO BE PROVIDED BY BUS OPERATORS
6.1	For the purpose of the Scheme, all Local Services will be either a Core Local Service or a Complementary Local Service, in accordance with the requirements of clauses 6.2 and 6.3 of this Scheme.
6.2	A Local Service will be a Core Local Service where it operates [within the Scheme Area] at a frequency of four or more buses an hour between 0800 and 1800 Monday to Friday. Core Local Services shall comply with the Standard of Services as specified in Schedule 3 including: <ul style="list-style-type: none"> a) meeting the Euro VI emission standard (unless exempt under paragraph 4.4) b) Having DDA compliant destination displays and full DDA accessibility, save to the extent that such Core Local Service is exempt from a Standard of Service pursuant to clause 6.4 below.

6.3	<p>Complementary Local Services are all Local Services operating in the Scheme Area which are not a Core Local Service. Complementary Local Services shall comply with the Standards of Services as specified in Schedule 3, including:</p> <ul style="list-style-type: none"> a) subject to clause 6.6, meeting Euro VI emission standards (unless exempt under clause 4.4); and b) Having front DDA compliant destination displays.
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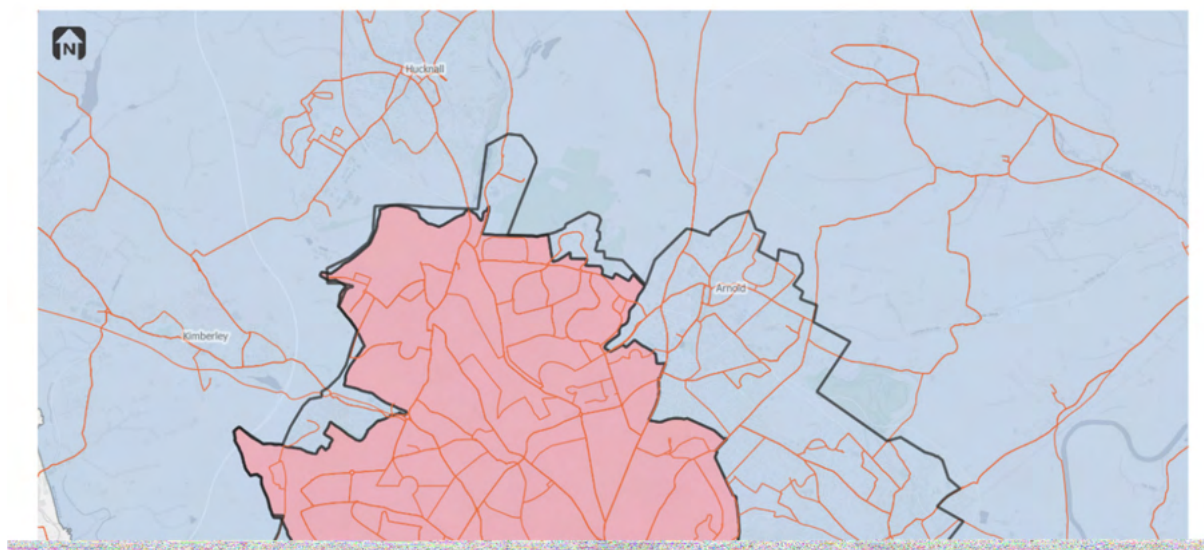
6.4	The standards as specified in 6.2 shall not apply to a service using a step entrance coach that is compliant with at least Euro VI emission standards on either a Core or Complementary Local Service, which will be permitted to use the Facilities within the Scheme Area, provided that the operator of such provides an alternative service in accordance with clause 6.5 of this Scheme.
6.5	The alternative service to be provided pursuant to clause 6.4 must operate to at least the same frequency as the service operated using a step entrance coach, to the same destination and on substantially the same route and must use one of the bus stops within the Scheme Area, and stop at least the same (or similar) stops as the step entrance coach. If necessary, a combination of services can be used to meet the criteria.
6.6	Notwithstanding clauses 6.2 to 6.5, with effect from 4 April 2022, all Local Services operating in the Scheme Area must comply with Euro VI emission standards.
6.7	Any notification which has been requested to be sent to the Council should be copied to Public Transport Team, Loxley House, Station Street, Nottingham. NG2 3NG
7.	SCHEME BENEFITS
7.1	Improvements to infrastructure, highways, vehicle quality and staff training will continue to be developed following the introduction of this Scheme, which will bring benefits to passengers using Local Services in the Scheme Area by improving the quality of those Local Services.
7.2	Congestion in the Scheme Area is currently one of the biggest causes for unreliability, solved only by the addition of extended journey time, which prevents any significant reductions in scheduled journey times. The introduction of the Scheme will have a positive effect on containing congestion and maintaining accessibility levels by increasing bus usage and modal split. Measures will be put in place, using funding from the transforming cities fund and £1.2bn BSIP fund to support bus journey speeds, with a view to maintaining and improving on existing journey times. Interventions will include extended traffic light priority and the development of a bus operator pinch point package which will be co-developed with operators. When funding from the transforming cities fund expires alternative sources of capital from Central Government funds will be sought to continue this work. These interventions will support the potential reintroduction of cross city bus routes where commercially viable. Revenue from the Workplace Parking Levy will continue to be invested in bus and bus related infrastructure for the duration of this scheme. See Schedule 8 for the capital and revenue schemes that will be delivered as part of this EP scheme.
7.3	The future planned and continued growth of the conurbation (Sustainable Urban Extensions) will inevitably put additional strain on the City Centre to

	accommodate more buses in an increasingly restricted area, with limited kerb space, this will need to be managed constructively.
7.4	There has already been significant investment in the City Centre with regard to Nottingham Express Transit, Better Bus Areas, Extended Clear Zone, Turning Point, Transforming Cities, enforcement mechanisms, waiting infrastructure, smart and contactless ticketing, electric bus charging infrastructure, electronic information. The City Council is keen to protect this investment by ensuring that it is used by high quality bus services.
7.5	This scheme will support public health in the city by reducing the emissions of harmful Nitrous Oxide and Particulate Matter from the city's bus fleet. It will also contribute to a reduction in the city's Carbon Dioxide emissions and contribute to the Nottingham's ambition to become the UK's first carbon neutral city. Providing as it does a strong incentive to operators, through raised emissions standards, to invest where commercially viable, in alternatives to diesel, which have a lower Carbon footprint. Nottingham is now under Ministerial Direction to deliver legal compliance for NOx emissions as soon as possible. The council will continue to work with operators and central government to secure funding to achieve this aim. Whilst acknowledging the significant investment that operators have already made in delivering low carbon passenger transport across Nottingham.
8.	CONDITIONS OF USE
8.1	An operator of a Local Service may only use the Facilities in the Scheme Area if: <ul style="list-style-type: none"> a) a written undertaking from the operator in the template form attached at Schedule 9 is provided to the Traffic Commissioner and a copy delivered to the Council; and b) each Local Service is provided by such operator to the Standards in accordance with that undertaking except for any period during which such operator is temporarily unable to do so owing to circumstances beyond their control, provided that the Council is notified in writing as soon as practicably possible as to the reasons and period of such non-compliance.
8.2	Any operator of a Local Service who fails to comply with paragraph 8.1 above may be subject to action by the Traffic Commissioner in accordance with section 26 (Conditions attached to PSV operator's license) Transport Act 1985 and section 155 Transport Act 2000.
9.	REVIEW AND MONITORING
9.1	The scheme will be reviewed at each Greater Nottingham Bus Quality Partnership Meeting, which will include an assessment of the Scheme's benefits in order to determine if any action is required to maintain the Facilities and Standards of Service.
9.2	The Councils reserves the right to monitor compliance with the Standards of Services in respect of a Local Service which is using any of the Facilities and operators of such services will allow the Council (including its officers and

	employees) reasonable access to any such Local Service for this purpose and provide any reasonable assistance required for this purpose.
9.3	The Councils must provide, maintain or enforce any facilities or continue to take measures throughout the life of the EPS as required under section 138J of the 2000 Act.
9.4	<p>Any variation or Amendment to the scheme will be undertaken using the Bespoke Variation Mechanism outlined in Section 7 of this document Under powers at s1.38E of the Transport Act 2000.</p> <p>The following process (Figure 2) will be used to adopt a variation to this Scheme as provided for by s.138E of the 2000 Act, in place of the default objection mechanism that would otherwise apply as provided for by s. 138L and s.138M of the TA 2000.</p> <p>Any Enhanced Partnership Variation to be developed and implemented applying the provisions of s138E requires both of the following conditions to be met - a simple majority vote of the Greater Nottingham Bus Partnership Board in favour of the same; and the Councils veto on the Greater Nottingham Bus Partnership Board has not been invoked in response to such a vote.</p> <pre> graph TD A[Variation proposal discussed at Greater Nottingham Bus Partnership] --> B[Greater Nottingham Bus Partnership discussion captured, recommendation recorded by the Councils] B --> C[Variation recommendation presented by the Councils from the Greater Nottingham Bus Partnership to Greater Nottingham Bus Partnership Board] C --> D[Recommendation accepted, subject to variation, or rejected by Greater Nottingham Bus Partnership Board] D --> E[Once accepted by a majority vote of the Board and not vetoed by the Councils becomes formal Enhanced Partnership Variation] E --> F[Enhanced Partnership Variation circulated by the Councils to Greater Nottingham Bus Partnership and comes into effect from date stated] </pre> <p>Figure 2: Process of Enhanced Partnership Scheme Variation</p>

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Schedule 1 - Enhanced Partnership Scheme Area



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Schedule 2 – Scheme Facilities, Measures and Requirements

FACILITY / MEASURE / REQUIREMENT	REF	DESCRIPTION OF FACILITY / MEASURE / REQUIREMENT
1. ENVIRONMENTAL SCHEMES		
Clear Zone	1.1	<p>The Nottingham City Council (Nottingham City Centre) (Clear Zone Area) Traffic Regulation Order 2004 (TMP 9031M) (or any TRO that amends or replaces such order and provides the facilities listed in this paragraph 1.1) is a TRO that has been introduced as part of a national initiative to reduce traffic congestion and pollution in the City Centre, and to keep the city clear of congestion by banning non-essential traffic. These objectives are achieved largely through the introduction of access restrictions. The main features of these restrictions are:</p> <ul style="list-style-type: none"> • covering all approaches to the Old Market Square including Friar Lane, Fletcher Gate, King Street and Market Street • buses, taxis, cycles, blue badge holders, private hire and restricted access permit holders are allowed access to the zone at all times • access and loading is permitted everyday outside the core hours of 10am to 4.30pm • all limited waiting parking has been removed or converted to blue badge use
Turning Point North	1.2	<p>The Nottingham City Council (Turning Point and Clear Zone Area, Nottingham) (Prohibitions of Driving and One Way Street) Traffic Regulation Order 2006 (TMP 9039M) (or any TRO that amends or replaces such order and provides the facilities listed in this paragraph 1.3) is a TRO which has been introduced, to transform Milton Street and parts of Upper Parliament Street and Lower Parliament Street into a pedestrian friendly area for authorised traffic only and including a high degree of bus priority. Entry into the Turning Point area is restricted to buses, taxis, blue badge holders, emergency services, cyclists and access for loading and unloading. This is the permanent new traffic arrangement in Nottingham City Centre and applies at all times on the following lengths of road:-</p> <ul style="list-style-type: none"> • Milton Street (Shakespeare Street to Upper Parliament Street) • Upper Parliament Street (South Sherwood Street to Milton Street)

		<ul style="list-style-type: none"> Lower Parliament Street (Broad Street to Milton Street)
FACILITY / MEASURE / REQUIREMENT	REF	DESCRIPTION OF FACILITY / MEASURE / REQUIREMENT
2. BUS PRIORITY		
Bus priority	2.1	<p>The City and County Council will commission the priority feasibility studies outlined in the BSIP funding ask table (see Schedule 8). The City and County Council's will facilitate the close engagement of Bus Operators and other stakeholders such as district and borough councils throughout the development of each study.</p> <p>Operators, will help direct the specification of the feasibility studies and be involved throughout the development. Where there is a requirement to vary the nature of the feasibility studies, such as necessary input and output information, this will also be agreed by Enhanced Partnership Scheme Variation (section 7).</p> <p>To inform these studies Bus Operators will share a representative sample of Automatic Vehicle Location and patronage data, usually relating to the four weeks before the previous October school half term, for all Qualifying Bus Services operating in the study area. The closest appropriate data will be accepted where data for the period above is distorted by external influences such as roadworks or severe weather or events.</p> <p>The City and County Council data on bus services, highway infrastructure, traffic flow, development planning and will also contribute into study evidence base.</p> <p>Each feasibility study will identify a range of short term (quick win) and longer term Bus Priority Facilities. The feasibility study outputs will aim to include as a minimum for each Bus Priority Facility identified:</p> <ul style="list-style-type: none"> • Description of works • Area of influence • Services affected • Predicted journey time saving • Predicted journey time reliability improvement • Predicted patronage effects

		<p>The following BSIP funded infrastructure schemes will be delivered between from 2022/23 -2024/25:</p> <p>1. A6002 / A611 - Moor Bridge Roundabout Bus Priority (Hucknall Lane / Moor Bridge Road)</p> <p>Mini Roundabout will be removed, and all arms signalised with traffic light priority for buses installed and queue jump bus priority implemented on the arms of the junctions served by buses. Signalisation will also facilitate improvements to pedestrian and cyclist facilities and address road safety issues at this known hotspot. This scheme will improve the reliability of 5 commercial services and two contracted services. A 240m inbound bus lane from Grindon Crescent to Moorbridge and 340m inbound bus lane from Leen drive will be implemented.</p> <p>Phasing</p> <p>Feasibility investigation completed: September 2023</p> <p>Detailed design completed: March 2024</p> <p>Consultation completed: September 2024</p> <p>Delivery completed: March 2025</p> <p>2. A60 - Nottingham Railway Station to Central Avenue, West Bridgford</p> <p>Outbound bus priority across trent bridge and from Meadows way across London Road. Bus Gate implemented on Central Avenue. A 150m outbound bus lane will be delivered on Trent Bridge.</p> <p>Phasing</p> <p>Feasibility investigation completed: September 2023</p> <p>Detailed design completed: March 2024</p> <p>Consultation completed: September 2024</p> <p>Delivery completed: March 2025</p>
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		<p>3.A609 – Ilkeston Road to Wollaton Road</p> <p>Extension of bus priority inbound between Eton Grove (320m bus lane) and Ringwood Crescent and Marchwood Close to St Peter's Street (480m bus lane)</p> <p>Phasing</p> <p>Feasibility investigation completed: November 2022</p> <p>Detailed design completed: March 2023</p> <p>Consultation completed: September 2023</p> <p>Delivery completed: March 2024</p> <p>4.Edwards Lane junction with Oxclose Lane</p> <p>Improvements to in and outbound priority - introduction a filter light for right turning traffic into Oxclose lane to support bus movements through the junction outbound - as identified by bus operators as a way to unblock the junction. Inbound - addition of dedicated right turn or bus gates to allow buses to queue jump. Scheme will be build on traffic light priority implemented at this junction via the current TCF programme. Includes an 80m bus lane / gate.</p> <p>Phasing</p> <p>Feasibility investigation completed: November 2022</p> <p>Detailed design completed: March 2023</p> <p>Consultation completed: September 2023</p> <p>Delivery completed: March 2024</p>
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		<p>5. Traffic Light Priority for late running buses</p> <p>Junctions will be upgraded in the following locations in and around the B686 / A612</p> <ul style="list-style-type: none"> -Lower Parliament Street / Southwell Road -Carlton Road / Sneinton Road / Manvers Street -Colwick Road / Meadow Lane / Sneinton Boulevard -St Anns Well Road / Ranson Road -Carlton Road / Porchester Road <p>The TLP investment will enhance existing bus lanes on Carlton Road, improvements to support the reliability of the Colwick Road Level Crossing and complete the roll-out of TLP to all junctions in the greater Nottingham area served by bus services.</p> <p>Phasing</p> <p>Feasibility investigation completed: September 2022</p> <p>Detailed design completed: March 2023</p> <p>Delivery completed: March 2024</p> <p>6.Operator Pinch Point Package</p> <p>Camera Enforcement of Bus Stop TROs, Yellow Box Enforcement, New Red Routes, removal of on-street parking which impedes bus stops and operations in district centres and minor operator pinch points, that operators identify as the network re-adjusts post Covid. Nottingham City Council and Nottinghamshire County are both seeking to secure the relevant powers to enforce moving traffic offences and 10 yellow box junctions on core bus corridors will be upgraded for Camera enforcement to keep buses moving when confirmation received. Red Routes and the removal of on-street parking which impedes bus stops and bus operations in district centres and key bus hubs including Arnold, Sherwood, Mapperley, Netherfield, Carlton Hill, Bilborough, West Bridgford, Radford, Bobbersmill, Cinderhill will also delivered using this funding.</p> <p>Phasing</p> <p>Feasibility investigation completed: September 2023</p>
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		<p>Detailed design completed: March 2024</p> <p>Consultation completed: September 2024</p> <p>Delivery completed: March 2025</p>
Roadworks management	2.2	<p>The Councils will seek to harmonise their road works communications management protocols and continue to deliver high quality passenger disruption through:</p> <ul style="list-style-type: none"> - Operator, Transport Nottingham and County Council websites, social media channels and newsletters - Through digital and printed information at bus stops
Slot Booking System	2.3	<p>The Council will manage the Slot Booking system in accordance with Appendix 3 to the Scheme.</p>
Bus Lanes	2.4	<p>The Nottingham City Council (Various Locations, City of Nottingham Consolidation Area) (No.1) (Bus/Tram Lanes and Gateways) Traffic Regulation Order 2007 (TMP 6613M) (or any TRO that amends or replaces such order and provides the bus lanes detailed in Schedule 8) was implemented to consolidate all of the bus lanes in the City into a single TRO.</p> <p>A number of bus lanes have been introduced on key routes within the Scheme Area to give priority to buses, and cycles, as detailed in Schedule 6.</p> <p>The Nottingham City Council (Access to bus lanes by wheelchair accessible licensed hackney taxis) Experimental Order (TME 6699M) (or any TRO that amends or replaces such order and provides the facilities listed in this paragraph) has been introduced to allow wheelchair accessible taxis to use bus lanes. This exemption was introduced on 28th August 2009, on an experimental basis for 18 months and has since been made permanent.</p> <p>The County Council has introduced several bus lanes as detailed in Schedule 8 on key routes over recent years within the Scheme Area to give priority to buses (TRO 2002 & 2004). The County Council will continue to enforce these to improve bus priority.</p>
Bus Gates	2.5	<p>The councils will ensure the following bus gates are maintained in the scheme area:</p> <ul style="list-style-type: none"> • Carlton Street • Carrington Street • Friar Lane • Styring Street

Bus Stands and Bus Stop Clearways	2.6	<p>Within the Nottingham City Centre there will be 93 bus stops, including 26 bus stands which can be used to layover. Within Beeston Town Centre there will be 24 bus stops, including 9 bus stands which can be used to layover. As part of the Slot Booking System (pursuant to Appendix 3 of the Scheme), all bus stops within the Scheme Area will be designated into an appropriate category and will be defined as either:-</p> <ul style="list-style-type: none"> a) "Bus Stand Clearway" b) "Bus Stop Clearway" c) "Double Stop (Regulated or Non Regulated)" d) "Bus Stop Clearway (Non-Regulated)" <p>On the basis set out in the Slot Booking System.</p>
	2.7	<p>Bus Stop Clearways and Bus Stand Clearways will be provided to the extent appropriate at each stop, save to the extent that this is not possible due to loading and unloading requirements for local businesses, Appendix 2 (Infrastructure) to this Schedule 2 details the restrictions in Nottingham City and Beeston town Centre.</p> <p>Where a Bus Stop Clearway or Bus Stand Clearway has been provided, these will only permit use by Local Services.</p>

FACILITY / MEASURE / REQUIREMENT	REF	DESCRIPTION OF FACILITY / MEASURE / REQUIREMENT
	2.8	<p>In accordance with Schedule 19 of the Traffic Signs Regulations and General Directions 2002, all Bus Stand Clearways and Bus Stop Clearways will be defined on the following basis:-</p> <ul style="list-style-type: none"> a) All “Bus Stand Clearways” will be designated with a maximum layover of 10 minutes, as specified in {Appendix 1 to this Section 11}. b) all “Bus Stop Clearways”, will be designated with a maximum layover of 2 minutes, as specified in {Appendix 1 to this Section 11} in accordance with regulation 3 (a) of The Traffic Signs Regulations and General Directions 2002/3113.
3. INFRASTRUCTURE		
Bus Shelters, Shelter cases and Seating	3.1	<p>JCDecaux Ltd are the approved contractor for the supply, installation and maintenance of all bus shelters including seating and lighting, within the City Of Nottingham. There are a mix of County Council owned and maintained shelters within Nottinghamshire and those that are owned by Clear Channel Ltd.</p> <p>Subject to site limitations, a bus shelter will be provided at bus stops within the Scheme Area. Provision in Nottingham City Centre will be as detailed in Appendix 2 and will either be of the “standard” awning design or “Foster” design, depending on location.</p> <p>The Councils will ensure bus stops provide accessible boarding, shelters and seating (to the extent appropriate for each stop) and are regularly cleaned and protected from obstruction with relevant traffic regulation orders and appropriate enforcement.</p>
Council Information Panel	3.2	<p>4 Council Information Panels (CIP) have been erected within the Nottingham City Centre. The free standing panels are internally illuminated and contain details of the main bus routes based on the criteria of operating a “Core Local Service”. Other key services will be included at the discretion of the Council. The CIP also includes a frequent routes map, City Centre bus stops map and an area guide of services operating within the Greater Nottingham Area.</p>

Shelter case Inserts	3.3	<p>Each bus shelter within the Scheme Area will be provided with a shelter case. The shelter case inserts will contain details of the main bus routes based on the criteria of operating a “Core Local Service”. Other key services will be included at the discretion of the Council. The shelter case insert also includes a frequent routes map, City Centre bus stops map and an area guide of services operating within the Greater Nottingham Area.</p> <p>The inserts will be updated for 1 April 2021 and will be updated biannually every subsequent year, for the duration of the Scheme.</p>
Bus Stations and Interchanges	3.4	<p>The protection and, where relevant, enhancement of bus interchange facilities shall be pursued. The Councils will use their best endeavours to challenge constructively or mitigate risks as they occur to the continued provision of bus interchange facilities to ensure that these continue to meet the needs of the travelling public and support Bus Operators in identifying and developing opportunities for improvements.</p>

FACILITY / MEASURE / REQUIREMENT	REF	DESCRIPTION OF FACILITY / MEASURE / REQUIREMENT
Bus Stop Information Poles, Bus Stop Plate and Timetable Drum	3.4	<p>A bus stop information pole, 2-4 sided timetable drum and 1m bus stop flag will be provided at each bus stand or bus stop within Nottingham City Centre, as specified in Appendix 2 (Infrastructure).</p> <p>The “Bus Stop” plate legend will be varied to “Bus Stand”, where the stop is designated a bus stand in accordance with paragraph 2.6 above.</p> <p>The bus stop plate will be provided by the Council for use by the relevant Local Services.</p>
Bus Stop Kerbs	3.5	<p>The minimum standard kerb height provided at all bus stops within the Scheme Area will be 125mm, with an acceptable height of 140mm, and a maximum height of 160mm in Nottingham City Centre and 180mm in the rest of the scheme area.</p>
4. ELECTRONIC INFORMATION / TICKET VENDING MACHINES		
Real-Time Electronic Displays	4.1	<p>An electronic display (3 line LED or Tft) will be provided at each bus stand or bus stop within Nottingham City and Beeston Town Centre, as specified in Appendix 2 (Infrastructure) and to the extent appropriate in the wider scheme area.</p> <p>The electronic display will show either “real time” or chronological scheduled information for all Local Services using the relevant bus stand or bus stop.</p> <p>The Public Transport Team can add messages to the electronic displays within the Scheme Area, which can provide useful travel information relating to various one-off network changes – stops, services, fares, roadwork’s, delays etc. The facility to add messages is available to bus operators, 24 hours per day, 7 days per week.</p> <p>The City Council will continue to upgrade and modernise of the Realtime display network and back office infrastructure over the next five years. Further funding will be sought to continue investment in the modernisation and future proofing programme which includes widespread upgrade to colour Tft displays. The City Council will maintain existing screens and back office infrastructure with operators contributing via an Information and Facilities Charge.</p> <p>The programme of installations for each forthcoming year will be adopted by Enhanced Partnership Scheme Variation (section 7).</p>

		<p>Operators will arrange delivery of Automatic Vehicle Location system data and real time predictions to the City Council or its data broker using generally accepted and appropriate data standards and formats, either current or as these develop. Operators will make provision with appropriate security protections in their back office housing to allow the City Council to gain free access to this data with no additional or ongoing cost to the City Council.</p> <p>The councils will continue to bid into relevant funding pots from Central Government i.e. Transforming Cities fund, the Local Enterprise Partnership and others in order to secure funding for the continued development of the Real-Time infrastructure.</p> <p>Commercial advertising on the displays will not be permitted unless signed – off by all members of the scheme.</p>
Robin Hood app and website upgrades	4.2	The Councils will continue the upgrade to the existing Robin Hood App and website to support mobile multi-operator ticketing and improved journey planning and Realtime information
Electronic Journey Planner	4.2	The City Council provides the Robin Hood App journey planner and kiosks at Travel Centres, Victoria Bus Station, Broadmarsh Bus Station and Nottingham Railway Station. These will begin to be complemented by on-street totems at key interchange points over the life time of this plan
Ticket Vending Machines	4.3	The Council will continue to maintain the network of on-street Ticket Vending Machines which currently vend Robin Hood products. The Council will also add Robin Hood Ticket Vending functionality at all tram platform ticket vending machines. The machines can be configured to vend own operator ITSO tickets on request.
5. FUNDING BIDS		
National Bus Strategy, Zero Emission Bus Regional areas	5.1	The Councils will, in partnership with Operators, submit bids to all relevant Government competition funding sources to seek external contributions towards Enhanced Partnership ambitions. The Councils will work with Operators to identify and pursue other funding sources where these agreed upon using the mechanism in section 7.
6. PARTNERSHIP SUPPORT		
Facilitate Greater Nottingham Enhanced Partnership	6.1	The Councils will appoint an additional full time member of staff throughout the Enhanced Partnership Scheme to support the existing teams transport strategy, partnership and operations teams to manage the Greater Nottingham Enhanced Partnership, including but not limited to facilitating meetings of the partnership and Board as described in the Greater Nottingham Enhanced Partnership governance arrangements
Planning consultation	6.2	The Council's will appraise relevant Operators of significant planning developments (for example large residential or commercial sites) throughout Greater Nottingham, including major development sites of sufficient scale or nature to

		<p>generate developer contributions to support bus service enhancements. The Council's will consult at an early stage with all Bus Operators running existing Qualifying Bus Services at the time of consultation likely to be impacted by development.</p> <p>Bus Operators will share on request, and under anonymised and non-disclosure data sharing agreement, Automatic Vehicle Location and patronage data to inform the City and County traffic modelling.</p>
Robin Hood Marketing	6.3	<p>All vehicles operating Qualifying Bus Services wholly within the scheme area will carry branding to promote the Greater Nottingham (Robin Hood) Partnership. The Robin Hood Marketing group can prepare and supply all branding materials for vehicles. Bus Operators will ensure vinyls are displayed appropriately at all times.</p> <p>Where cross-boundary services run into adjacent bus partnership or franchising areas, appropriate arrangements will be agreed with the Bus Operator and neighbouring local authority. Robin Hood Branding on services which operate across multiple LTAs and outside the RH ticketing boundary will be at the discretion of operators of such services.</p> <p>All Operators of Qualifying Bus Services will promote the partnership with the LTAs to improve bus services on-board their vehicles. Design of any posters or vinyls for this purpose will be at the discretion of individual operators.</p> <p>All Operators of Qualifying Bus Services will include the Robin Hood logo and acknowledge the "Robin Hood Network" in all timetables and other paper and electronic publicity they produce which related to any Qualifying Bus Service, as well as on their websites. The City and County Council will also apply the Robin Hood Network branding to all relevant printed publicity, bus stop infrastructure, roadside displays and electronic information points.</p> <p>The councils will work with operators to promote concessionary bus travel through targeted marketing campaigns and through BSIP schemes such as the extension of the pre 9.30 mobility card concession that will be offered to residents of the Nottingham City Council Administrative area.</p> <p>Upon their eligibility for any concession all residents within Greater Nottingham area will be notified and contacted to ensure maximum take-up. We will also work with key stakeholders and community groups to make sure all those eligible are taking full advantage of the concessionary offer.</p>

Council bus funding and staffing levels	6.4	<p>Nottingham City Council will maintain the 2022/23 bus funding level of £12.1m annually for the duration of the Enhanced Partnership Scheme ensuring that base funding for buses including concessionary fares and tendered services budgets are not reduced and additional investment is provided via monies from ZEBRA, TCF and BSIP funding.</p> <p>Existing staff resource will be maintained within the Council public transport team and previously awarded bus capacity funding will be used to recruit a graduate to work on the BSIP / EP agenda going forward.</p>
FACILITY / MEASURE / REQUIREMENT	REF	DESCRIPTION OF FACILITY / MEASURE / REQUIREMENT
7. Bus Operators		
Vehicle and Operations Investment	7.1	<p>Bus Operator reciprocal Requirements which will only be taken forward with agreement from the operators may include, but not be limited to:</p> <ul style="list-style-type: none"> • Improved vehicle specification • Installation of new technology • Additional branding specification • Other relevant improvements that are within the Enhanced Partnership powers conferred by the 2000 Act. <p>The Council's and Bus Operators may also reach a separate voluntary agreement concerning an agreed level of service frequency or other relevant improvements.</p>
Monitoring	7.2	<p>To evaluate the effectiveness of bus priority Facilities delivered by the Councils, Bus Operators will share a representative sample of Automatic Vehicle Location and patronage data relating to the four weeks before the next October school half term after works are completed, for all Qualifying Bus Services operating in the study area.</p>

*Approval will be sought once a full confirmation of BSIP funding is made by the DfT

FACILITY / MEASURE / REQUIREMENT	REF	DESCRIPTION OF FACILITY / MEASURE / REQUIREMENT
8. MONITORING, ENFORCEMENT AND MAINTENANCE		
Enforcement of Bus Stands and Bus Stop Clearways	8.1	<p>The Councils are responsible for civil parking enforcement and the enforcement of bus lane contraventions. With effect from the Commencement Date, all of the bus stands and bus stop clearways will be enforced by the Civil Enforcement Officers, who are employed on behalf of the Council.</p> <p>The Civil Enforcement Officers may issue a Penalty Charge Notice if the restrictions detailed in 2.6 above are contravened. The Council's charge (as of 29 September 2020) for a Penalty Charge Notice is £70, which is reduced to £35 if it is paid within 14 days from the date of issue of the Penalty Charge Notice.</p> <p>The County Council has purchased three mobile CCTV equipped enforcement vehicles to enforce bus stands and clearways.</p>
Enforcement of Bus Lanes and Bus Gates	8.2	<p>The Nottingham City Council (City of Nottingham) (Bus/Tram Lanes and Gateways) (New Articles/Definitions) Traffic Regulation Order 2007 (TMP 6644M) (or any TRO that amends or replaces such order and provides the facilities detailed in this paragraph 5.3) allows the Council to enforce all of the bus lanes and bus gates in the City.</p> <p>Enforcement of contraventions is carried out using the latest CCTV technology that records unauthorised motorists using bus lanes. Further investment in this technology will be made during the lifetime of this agreement.</p>
	8.3	<p>The City Council purchased a mobile CCTV equipped enforcement vehicle in 2009 and will be used in areas that cannot be covered by static CCTV cameras, including bus lanes within the Scheme Area.</p> <p>Further expansion of CCTV is planned once new powers have been awarded by the Government to enforce moving traffic offences within areas such as Turning Point North's restricted access zone and the Clear Zone.</p>

FACILITY / MEASURE / REQUIREMENTS	REF	DESCRIPTION OF FACILITY / MEASURE / REQUIREMENT
9. OTHER FACILITIES		
Customer Information Point	6.1	The Council has provided a Travel Centre, providing all operator information and details on ticketing and concessionary travel. The Travel Centre is open between 9am and 5pm, from Monday to Saturday inclusive.
Bus Passenger Surveys	6.2	<p>The Council undertakes detailed surveys each quarter in both the Victoria and Broad marsh bus stations and the NCT Travel Centre to monitor customer satisfaction with bus services in Nottingham. These take the form of a questionnaire survey and on average 500 customers are interviewed each quarter to ascertain perceptions about Timekeeping, Cancellations, Journey Time and Customer Service from Drivers. The percentage of passengers that are satisfied is disclosed at the end of each quarter. The surveys also look at other aspects of bus travel including: - Timetable information, Passenger Waiting facilities, Customer Service at Travel Centres and perceptions of safety when travelling.</p> <p>Each quarter the figure is disclosed to the Council's Corporate Performance Team and is reported in the LTP Delivery Report.</p> <p>The information will also be presented to the operators at the quarterly Greater Nottingham Bus Quality Partnership Meetings along with any other ad hoc surveys carried out in relation to public transport.</p> <p>Transport Focus Surveys will also be undertaken with the results use to triangulate performance against the targets in Section 8 of the Enhanced Partnership Plan.</p>
Parking Charges	6.3	<p>The Council will as a general principle aim to ensure that day and annual season ticket parking rates at council car parks within the scheme area at least 20% higher than multi-operator day and annual public transport tickets.</p> <p>But the council will reserve the right to renege on this general principle and retain the flexibility to implement parking charges at any commercial rate it deems fit.</p> <p>As of June 2022 a Robin Hood Multi-Operator Bus and Tram day Ticket cost £5.60, with parking in Nottingham City Council City Centre Car Parks cost in the region of £14 for 8 hours.</p>

Schedule 3 – Standards of Service

STANDARD	REF	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION
1. OPERATOR STANDARDS			
Slot Booking System	1.1	All Local Services operating within the Scheme Area will be subject to the Slot Booking System, in accordance with Appendix 3 of the Scheme.	To effectively manage the use of Nottingham City and Beeston Town Centre Stops
Reliability and Punctuality	1.2	To provide reliable and punctual local services in accordance with bus service registrations within the Traffic Commissioners compliance guidelines of within 1 minute early and 5 minutes late at registered timing points.	To improve the reliability of bus services and to intervene with incidents as they arise.
	1.3	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.	
	1.5	To be in attendance of broken down buses and use reasonable endeavours to remove any obstacle from the highway within 60 minutes of any breakdown occurrence.	
	1.6	To only make changes to routes and timetables in strict accordance with either the agreed "Service Change Dates", in order to maintain network stability, unless there are exceptional	

		circumstances which have been agreed in advance with the Council. Emergency and Short notice registrations will continue to be accepted by the councils.	
Network Stability	1.7	To notify the Council with summary notification of any intended service changes which would affect the Slot Booking System. This should be done within the timescales as outlined at Appendix 3 of the Scheme.	To improve the overall image of bus services and actively promote confidence in the bus network
STANDARD	REF	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION
Ticketing	1.8	All operators operating in the Scheme Area shall participate in the integrated multi-operator Robin Hood and Plusbus ticket schemes. Robin Hood Season Tickets and Day Tickets must be accepted on all services operating within the scheme area. The required ITSO standard for Robin Hood is Technical Specification 1000: Interoperable public transport ticketing using contactless smart customer media. Version V2.1.4. Operators should ensure equipment is compatible with any update version in a reasonable timescale.	
	1.9	Ensure that all drivers on Local Services covered by the Scheme have, or are working towards a Driver Certificate of Professional Competence (CPC) and have completed Equality and Diversity training.	Effective systems making bus use easier.
Customer Care	1.10	All operators operating Local Services within the Scheme Area to have an established complaints procedure in line with the passenger charter see Appendix 5	Improved customer relations and customer focused standards.
	1.11	To provide all drivers with an appropriate uniform and use reasonable endeavours to ensure that this is worn on duty and maintained in a clean and tidy condition to promote a professional appearance.	
	1.12	To ensure drivers operating Local Services within the Scheme Area are fully briefed on the terms and objectives of the Scheme and they are route trained and are conversant and proficient in the	To improve the image of bus services for passengers.

Driver uniform identity and appearance		use of ticketing equipment and all fares options when operating Local Services in the Scheme Area.	
Provision of Fleet data Driver training	1.13	To provide the Council with a bi-annual statement listing each bus by registration plate, fleet number, Euro emission standard, accessibility status (low floor to functional DDA compliance), and real-time enabled.	To monitor improvements in vehicle standards.
Provision of trained drivers data	1.14	To provide the Council with an annual statement of the number and proportion of drivers qualified or receiving training (as specified in 1.12 above) operating on Local Services covered by the Scheme.	Improved customer relations and customer focused standards.

Schedule 4 - Local Services Excluded from the Scheme

1. 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.
2. Community Transport or Dial a Ride services which are restricted to use by pre-registered passengers only.
3. Any NET substitute services used as a tram replacement which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985.

Schedule 5 - Maintenance of Facilities

FACILITY	REF	OPERATIONAL ACTIONS AND SOLUTIONS	RESPONSIBILITY
Bus Shelters, Council Information Panels, Shelter cases and Seating	1.1	Within Nottingham, inspections are conducted once a week and all infrastructure is cleaned once a fortnight throughout the year. Within the County all bus shelters are cleaned and real time information displays checked once a month.	JCDecaux Ltd / Clear Channel / County Council
	1.2	Graffiti and Fly posters are removed within one working day of notification to JCDecaux Ltd / Clear Channel / County Council. Offensive graffiti is removed within 4 hours of notification to JCDecaux Ltd / Clear Channel / County Council.	
	1.3	Routine repairs, including the replacement of lamps and fluorescent tubes are conducted within 2 working days following notification to JCDecaux Ltd / Clear Channel / County Council Non routine repairs are conducted by JCDecaux within 5 working days of notification and 28 working days for Clear Channel / County Council.	
	1.4	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property JCDecaux Ltd / Clear Channel / County Council will respond within 4 working hours for faults reported to and received by the Company between 0730 and 1800 hours on working days and by noon on the next working day for faults reported to and received by the company between 1800 and 0730 hours on non-working days.	
Bus Stop Information Poles and Timetable Cases	1.5	All bus stop information poles within the city centre will be inspected once a year and will be repainted if necessary.	Public Transport Teams

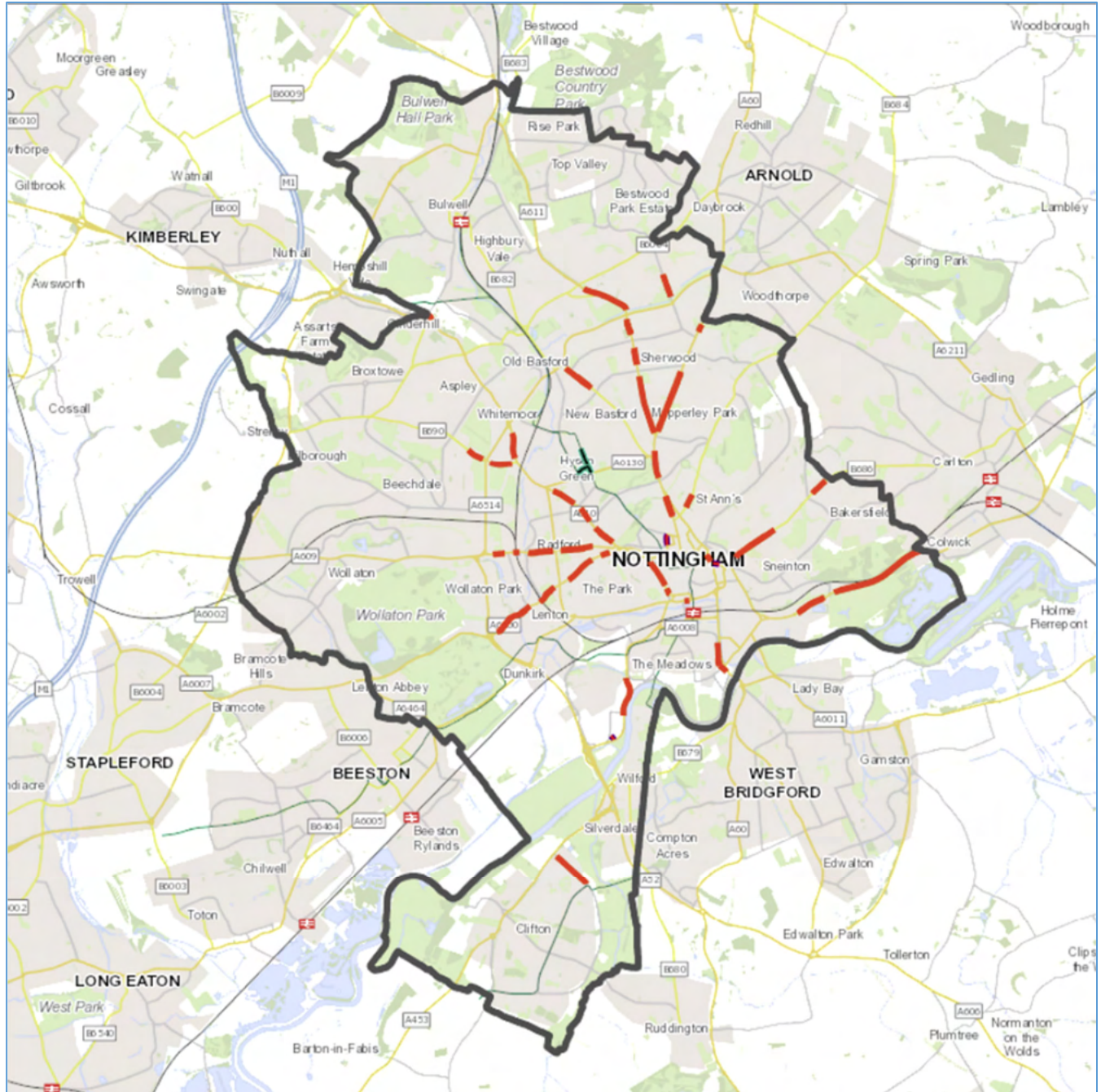
	1.6	Timetable cases will be inspected and cleaned once a month in the city centre and Beeston Town Centre. Graffiti and Fly posters will be removed within one working day of notification to the Councils. Offensive graffiti will be removed within 4 working hours of notification to the Councils.	
Bus Stop Plates	1.7	Bus stop plates will be cleaned at least 4 times in the city centre a year and whenever a service needs to be added, removed or amended.	
FACILITY	REF	OPERATIONAL ACTIONS AND SOLUTIONS	RESPONSIBILITY
Real-Time Electronic Displays	1.8	Electronic real-time displays will be visually checked at least 3 times a week in the city centre and will be cleaned at least once a month. In Beeston Town Centre electronic real-time displays will be visually checked once a week and cleaned at least once a month. Elsewhere in the Scheme Area, electronic real-time displays will be visually checked and cleaned once a month.	Public Transport Teams
	1.9	Routine repairs are conducted within 2 working days following notification to the Council. Non routine repairs are conducted within 5 working days of notification.	
	1.10	Where the display maintenance contractor cannot identify a fault, the display will be sent back to the manufacturer, and if available, a new display will be installed at the site.	
	1.11	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property, the Council will respond within 5 working hours for faults reported to and received between 0730 and 1800 hours on working days and by noon on the next working day for faults reported to and received between 1800 and 0730 hours on non-working days.	
Electrical Supplies to Infrastructure.	1.12	If for any reason a fault lies with the electricity supply to any of the infrastructure, then the fault will be reported to the nominated electricity supplier. The responsibility in these circumstances is therefore out of the control of the Council.	Nominated Electricity Supplier

Bus Stands and Bus Stop Clearways	1.13	All bus stands, bus stop clearway markings and associated signing will be renewed if required in advance of the introduction of the Scheme and will be maintained for the duration of the Scheme.	Traffic Management Teams
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Schedule 6 – Bus Lanes Incorporated in the Enhanced Partnership Scheme

Nottingham City Council Bus Lane Map



Nottingham City Council Bus Lane Operation Times and Lengths

Name	Side of Road	Times	Length (m)
Arkwright Street (Bus Gate)	west	At Any Time	16
Hempshill Lane (Bus Gate)	north	At Any Time	29
Ilkeston Road (Bus Lane)	north	Mon-Fri 7.30am-9.30am	449
Shakespeare Street (Bus Only Street)	north	At Any Time	113
Ilkeston Road (Bus Lane)	south	Mon-Fri 4pm-6pm	377
Mansfield Road (Bus Lane)	east and south-east	At Any Time	119
Mansfield Road (Bus Lane)	east and south-east	Mon-Fri 7.30am-9.30am	297
Cheapside/poultry (Bus Only Street)	both	At Any Time	23
Derby Road (Bus Lane)	north and north-west	At Any Time	205
Derby Road (Bus Lane)	north and north-west	At Any Time	313
Shakespeare Street (Bus Only Street)	south	At Any Time	109
Carlton Road (Bus Lane)	south-east	Mon-Fri 7.30am-9.30am	276
Alfreton Road (Bus Lane)	north-east	Mon-Fri 7.30am-9.30am	233
Meadows Way (Bus Lane)	west	At Any Time	118
Derby Road (Bus Lane)	south-west	At Any Time	246
Aspley Lane (Bus Lane)	north-east	Mon-Fri 7.30am-9.30am	261
Hucknall Road (Bus Lane)	east and north-east	Mon-Fri 7.30am-9.30am	872
Alfreton Road (Bus Lane)	south-west	Mon-Fri 4pm-6pm	163
Nottingham Road (Bus Lane)	south-west	Mon-Fri 4pm-6pm	481
Mansfield Road (Bus Lane)	west and north-west	Mon-Fri 4pm-6pm	311
Carrington Street (Bus Gate)	both	At Any Time	113
Aspley Lane (Bus Lane)	south	Mon-Fri 4pm-6pm	333
Vere St (Bus Only Street) (North Side)	south	At Any Time	77
Hucknall Road (Bus Lane)	east and north-east	Mon-Fri 7.30am-9.30am	167
Friar Lane (Bus Only Street)	both	At Any Time	7
Maid Marian Way (Bus Lane)	east and north-east	At Any Time	419
Derby Road (Bus Lane)	south-west	Mon-Fri 4pm-6pm	463

Carrington Street (Bus Only Street)	east	At Any Time	133
Derby Road (Bus Lane)	south-west	At Any Time	526
Carlton Road (Bus Lane)	south-east	Mon-Fri 7.30am-9.30am	706
Wollaton Road (Bus Lane)	south	Mon-Fri 4pm-6pm	95
Mansfield Road (Bus Lane)	east and south-east	At Any Time	424
Nottingham Road (Bus Lane)	north-east	Mon-Fri 7.30am-9.30am	246
Carlton Street (Bus Only Street)	both	At Any Time	33
Lower Parliament Street (Bus Gate)	south	At Any Time	8
Bobbers Mill Bridge (Centre Lane) (Bus Gate)	south-west	At Any Time	37
Farnborough Road (Bus Lane)	south-west	Mon-Fri 7.30am-9.30am	611
Vere Street (Bus Only Street) (North Side)	north	At Any Time	78
Mansfield Road (Bus Lane)	east and south-east	Mon-Fri 7.30am-9.30am	927
Hucknall Road (Bus Lane)	west and south-west	Mon-Fri 4pm-6pm	242
Hucknall Road (Bus Lane)	east and north-east	Mon-Fri 7.30am-9.30am	255
Vere Street (Bus Only Street) (South Side)	both	At Any Time	73
Ilkeston Road (Bus Lane)	south	Mon-Fri 4pm-6pm	355
Shakespeare Street (Bus Only Street)	north	7pm-7am	112
Arkwright Street (Southern Section) (Bus Lane)	south-west	At Any Time	142
Carlton Street (Bus Only Street)	both	4.30pm-10am	29
Cranbrook Street (Bus Lane)	south-west	At Any Time	120
Maid Marian Way (Bus Lane)	east and north-east	Mon-Sat At Any Time	95
Electric Avenue (Southern Section) (Contraflow Bus Lane)	west	At Any Time	70
Canal Street (Bus Lane)	south	Mon-Fri 7.30am-9.30am and 4pm-6pm	72
Hucknall Road (Bus Lane)	west and south-west	Mon-Fri 4pm-6pm	206
Hucknall Road (Bus Lane)	west and south-west	Mon-Fri 4pm-6pm	206
Ilkeston Road (Bus Lane)	north	Mon-Fri 7.30am-9.30am	356
Queens Drive (Bus Lane)	west and north-west	At Any Time	589

Hounds Gate (Bus Only Street)	both	At Any Time	44
Hounds Gate (Bus Only Street)	both	4.30pm-10am	47
Milton Street (Bus Gate)	east	At Any Time	8
Daleside Road	south-east	At Any Time	431
Edwards Lane (Bus Lane)	east	Mon-Fri 7.30am-9.30am	352
Mansfield Road (Bus Lane)	west and north-west	Mon-Fri 4pm-6pm	913
Derby Road (Bus Lane)	north and north-west	Mon-Fri 7.30am-9.30am	137
Market Street (Bus Only Street)	both	At Any Time	29
South Sherwood Street (Contraflow Bus Lane)	east	At Any Time	158
Derby Road (Bus Lane)	north and north-west	At Any Time	196
Woodborough Road (Bus Lane)	south-east	At Any Time	212
Alfreton Road (Bus Lane)	north-east	Mon-Fri 7.30am-9.30am	369
Carlton Road (Bus Lane)	north-west	Mon-Fri 4pm-6pm	331
Hucknall Road	north-east	Mon-Fri 7.30am-9.30am and 4pm-6pm	717
Alfreton Road (Bus Lane)	north-east	Mon-Fri 7.30am-9.30am	341
Wollaton Road (Bus Lane)	south	Mon-Fri 4pm-6pm	177
Cinderhill Roundabout (Bus Lane) (Northern Arm)	north	At Any Time	111
Nuthall Road (Bus Lane)	west and south-west	Mon-Fri 4pm-6pm	380
Meadows Way (Bus Lane)	east	At Any Time	302
Hockley (Contraflow Bus Lane)	south	At Any Time	93
Milton Street (Bus Gate)	east	7pm-7am	8
Shakespeare Street (Bus Only Street)	south	7pm-7am	108
Lower Parliament Street (Bus Gate)	south	7pm-7am	9
Daleside Road East	north	At Any Time	1374
Daleside Road	north-west	At Any Time	419
Carlton Street (Bus Gate)	both	At Any Time	28
Cheapside/poultry (Bus Only Street)	both	4.30pm-10am	23
Friar Lane (Bus Only Street)	both	4.30pm-10am	7
Market Street (Bus Only Street)	both	4.30pm-10am	25
Daleside Road East	south	At Any Time	1326

Greater Nottingham

Nottinghamshire County Council Bus Lanes Operation Times and Lengths

Borough of Rushcliffe

Name	Side of Road	Times	Length (m)
Bridgford Road (Bus Lane) (West Bridgford)	South-West	Mon-Fri 7.30am-9.30am and 4pm-6pm	129
Loughborough Road (Bus Lane) (West Bridgford)	East	At Any Time	183
Loughborough Road (Bus Lane) (West Bridgford)	West	At Any Time	200
Radcliffe Road (Bus Lane) (Gamston)	South	At Any Time	458
Radcliffe Road (Bus Lane) (West Bridgford)	South-West	At Any Time	367
Central Avenue (Bus Lane) (West Bridgford)	South-West	Mon – Sat 7am – 7pm	179
Central Avenue (Bus Gate) (West Bridgford)	North-East	At any time	1

Borough of Gedling

Name	Side of Road	Times	Length (m)
A60 Mansfield Road (Bus Lane) (Woodthorpe)	East	Mon – Fri 07:30 – 09:30	455

Borough of Broxtowe

Name	Side of Road	Times	Length (m)
Nottingham Road (Bus Lane) (Nuthall)	North-East	Mon – Fri 07:30 – 09:30	517

Nottingham Road (Bus Gate) (Nuthall)	South-West	Mon-Fri 4pm-6pm	84
Styring Street (Bus Lane) (Beeston)	North-East	At Any Time	174
Styring Street (Bus Lane) (Beeston)	South-West	At Any Time	100
Fletcher Road/Lower Road (Tram Gate) (Beeston)	South-West	At Any Time	34

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Schedule 7 – Affected Services

CORE LOCAL SERVICES - As at 9 November 2021					
Service Number	Operator	Service Description	Daytime frequency	Evening frequency	Sunday frequency
rainbow one	trentbarton	Nottingham - Eastwood - Ripley	10	30	15
the two	trentbarton	Nottingham - Ilkeston - Cotmanhay	10	30	20
the threes	trentbarton	Nottingham - Hucknall - Sutton - Mansfield	10	30	20
4	NCT	City - Trent Bridge - NTU Campus Clifton	7.5	30	30
6	NCT	City - Edwalton	15	30	30
10	NCT	City - Wilford Hill - Ruddington	15	60	30
11	NCT	City - Meadows - Lady Bay	12	45	30
15	NCT	City - Hucknall Road - Rise Park	15	30	60
16	NCT	City - Hucknall Road - Rise Park	15	30	60
17	NCT	City - Hucknall Road - Bulwell	7.5	30	30
27	NCT	City - Carlton	10	30	30
28	NCT	City - Bilborough	7.5	15	10
30	NCT	City - Wollaton	15	60	60
31	NCT	City - Jubilee Campus	15	None	None
34	NCT	City - University of Nottingham	15	20	15
35	NCT	City - Wollaton - Bulwell	10	30	20
36	NCT	City - Beeston - Chilwell	7.5	15	10
39	NCT	City - Carlton Valley	10	20	15
41	NCT	City - St Ann's	10	30	15
43	NCT	City - Bakersfield	7.5	20	15
44	NCT	City - Netherfield - Gedling	10	30	20
45	NCT	City - Mapperley - Gedling	7.5	30	20
48	NCT	City - Clifton	10	30	15
49	NCT	City - Boots (via Queens Drive and Electric Avenue)	15	60	None
58	NCT	City - Arnold - Killisick	10	30	20
77	NCT	City - Strelley	6	15	15
78	NCT	City - Aspley - Strelley	15	60	30
79	NCT	City - Aspley - Bulwell - Arnold	15	60	30
87	NCT	City - Edwards Lane - Arnold	15	60	60
88	NCT	City - Edwards Lane - Top Valley	15	60	60
89	NCT	City - Edwards Lane - Rise Park	7.5	30	20
68/69	NCT	City - Sherwood Rise - Bulwell - Snape Wood	7.5	30	15
the calverton	trentbarton	Nottingham - Arnold - Calverton	15	40	60
Ecolink	CT4N	City - Racecourse Park and Ride - Victoria Park	15	None	None
i4	trentbarton	Nottingham - Sandiacre - Derby	10	30	20
indigo	trentbarton	Nottingham - Long Eaton - Derby	10	15	15
the keyworth	trentbarton	Nottingham - Keyworth	15	60	30
pronto	Stagecoach	Nottingham - Mansfield	10	60	30
red arrow	trentbarton	Nottingham - Derby	10	30	20
rainbow one	trentbarton	Nottingham - Eastwood	10	30	30
mainline	trentbarton	Nottingham - Bingham	10	20	40

COMPLEMENTARY LOCAL SERVICES - As at 9 November 2021

Service Number	Operator	Service Description	frequency	frequency	frequency
1	NCT	Nottingham - Clifton - Loughborough	20	30	30
3	NCT	City - Ruddington - Clifton	20	None	None
5	NCT	City - Melton Road - Gamston	30	None	60
7	NCT	City - Abbey Park - Gamston	30	60	60
8	NCT	City - Wilford Hill - Compton Acres	30	60	60
9	NCT	City - Compton Acres - Wilford Hill	30	None	30
Kinchbus 9	Kinchbus	Nottingham - Loughborough	30	120	60
eighteen	CT4N	Nottingham - Beeston - Stapleford	30	None	None
33 / 33x	CT4N	Sutton-Cum-Granby - Cotgrave - Nottingham	30	None	None
19	Centrebus	Nottingham - Melton Mowbray - Oakham	120	None	None
20	trentbarton	Nottingham - Stapleford - Ilkeston - Heanor	None	None	60
21	trentbarton	Nottingham - Stapleford - Ilkeston	60	60	None
24	NCT	City - Westdale Lane	20	None	None
25	NCT	City - Carlton - Arnold	20	30	30
Sherwood Arrow	Stagecoach	Nottingham - Ollerton - Worksop	60	120	120
40	NCT	City - St Ann's - City Hospital	30	60	60
42	NCT	City - St Ann's	30	60	60
56	NCT	City - Plains Estate - Arnold	30	75	60
57	NCT	City - Plains Estate	30	None	None
59	NCT	City - Arnold - Killisick	30	60	60
70	NCT	City - Basford - Bulwell	30	60	60
71	NCT	City - Basford - Bulwell	30	60	60
90	Marshalls	Nottingham - Newark	60	120	120
100	NCT	Nottingham - Southwell	30	60	60
141	trentbarton	Nottingham - Hucknall - Blidworth - Sutton	60	None	None
46/47	NCT	Nottingham - Lambley - Woodborough	30	60	60
Collegelink	College	City - Bilborough College	80	None	None
the cotgrave	trentbarton	Nottingham - West Bridgford - Cotgrave	20	60	60
L14	CT4N	City - Heathfield - Bulwell	60	None	None
L2	CT4N	City - Wollaton - Assarts Farm	40	None	None
L4	CT4N	City - Radford - Aspley	60	None	None
L5	CT4N	City - Wollaton Park Estate	60	None	None
rushcliffe villager	trentbarton	Nottingham - Bingham via East Bridgford & Radcliffe	60	None	None
skylink Nottingham	trentbarton	Nottingham - Long Eaton - East Midlands Airport - Loughborough	20	60	30
skylink express	trentbarton	Nottingham - Clifton - East Midlands Airport	30	60	30
W1	CT4N	City - Lenton Lane Industrial Area	Peak	None	None

NIGHT SERVICES - FRIDAY AND SATURDAY EVENINGS

Service Number	Operator	Service Description	Evening frequency
N4	NCT	City - Trent Bridge - NTU Campus Clifton	4 jnys
N6	NCT	City - Edwalton - Wilford Hill	3 jnys
N27	NCT	City - Carlton - Mapperley - Woodborough Road	3 jnys
N28	NCT	City - Bilborough - Wollaton Vale	3 jnys
N34	NCT	City - University of Nottingham	5 jnys
N36	NCT	City - University of Nottingham - Chilwell	3 jnys
N48	NCT	City - Meadows - Clifton	3 jnys
N58	NCT	City - Arnold - Arno Vale	3 jnys
N68	NCT	City - Basford - Bulwell	3 jnys
N77	NCT	Nottingham to Bells Lane via Aspley Lane, Strelley	3 jnys
N89	NCT	City - Bestwood Park - Rise Park	3 jnys
N100	NCT	Nottingham - Southwell	3 jnys
the calverton	trentbarton	Nottingham - Calverton	4 jnys
the cotgrave	trentbarton	Nottingham - Cotgrave	2 jnys
indigo	trentbarton	Nottingham - Long Eaton - Derby	9 jnys
i4	trentbarton	Nottingham - Sandiacre - Derby	3 jnys
the keyworth	trentbarton	Nottingham - Keyworth	3 jnys
pronto	trentbarton	Nottingham - Mansfield	3 jnys
rainbow one	trentbarton	Nottingham - Eastwood	8 jnys
the two	trentbarton	Nottingham - Ilkeston - Cotmanhay	4 jnys
the threes	trentbarton	Nottingham - Hucknall - Sutton	7 jnys
red arrow	trentbarton	Nottingham - Derby	8 jnys
mainline	trentbarton	Nottingham - Bingham	4 jnys
skylink nottingham	trentbarton	Nottingham - Long Eaton - East Midlands Airport	4 jnys

Schedule 8 - Enhanced Partnership Scheme Delivery Projects

Funding Source	Scheme	Cost (Revenue)	Cost (Capital)	Journey Time Savings	Delivery Milestones
Bus Service Improvement Plan	A6002 / A611 - Moor Bridge Roundabout Bus Priority (Hucknall Lane / Moor Bridge Road)		£2.5m	2-3 mins	Feasibility investigation completed: September 2023 Detailed design completed: March 2024 Consultation completed: September 2024 Delivery completed: March 2025
	A60 - Nottingham Railway Station to Central Avenue, West Bridgford		£2.0m	1-2mins	Feasibility investigation completed: September 2023 Detailed design completed: March 2024 Consultation including representative polling completed: September 2024 Delivery completed: March 2025
	A609 –Wollaton Road to Ilkeston Road		£0.5m	1-2mins	Feasibility investigation completed: September 2022 Detailed design completed: March 2023 Consultation completed: September 2023 Delivery completed: March 2024
	Edwards Lane junction with Oxclose Lane		£1.0m	1-2mins	Feasibility investigation completed: September 2022 Detailed design completed: March 2023 Consultation completed: September 2023 Delivery completed: March 2024
	Traffic Light Priority for Late Running Buses		£0.52m		Feasibility investigation completed: September 2022 Detailed design completed: March 2023 Delivery completed: March 2024
	Operator Pinch Point Scheme		£1.3m		Feasibility investigation completed: September 2023 Detailed design completed: March 2024 Consultation completed: September 2024 Delivery completed: March 2025
	Youth Discount to 21 yrs for all and intro of pre 9.30 mobility card concession and Jobseekers Travel Scheme	£0.9m			Implementation from Sept 22
	Network Development following sustainability review	£2.456m			Network review completes June 22, Tender completed September 22, Implementation from October 22.

Funding Source	Scheme	Cost (Revenue)	Cost (Capital)	Journey Time Savings	Delivery Milestones
Zero Emission Bus Regional Areas	Electrification of Nottingham City Transport Trent Bridge Depot and roll-out of 78 Electric Buses		£34.7m (£15.2m grant £19.2m match)		Buses Manufacturer and Infra Supplier appointed Aug 22 Bus and Infra delivery Completes Autumn 2023
Transforming Cities	Thane Road Bus Lane		£2.5m		Schemes Delivered by 2023/24
	Cinderhill Island Bus Lane		£1.7m		
	Bulwell Bus Station		£0.9m		
	Realtime Information Back Office		£2m		
	A60, A609, A610, A453 Traffic Light Priority		£4.1m		
	Bus Lane Enforcement Cameras		£0.25m		
	Northern Bus Priority		£7.8m		
	Robin Hood Ticketing (Multi –Operator Flexi – Days)		£0.1m		
Section 106	Extension of Service 50 to Rivendell Development and resident travel passes – 5 yr support package	£0.7m			Bus Service extended from Sept 2022 onwards and travel passes released in tranches as the housing development builds out.
	Boot Enterprise Zone and Sharp Hill Housing Developments	£0.7m	£0.24m		Bus stop improvements delivered 22/23 and bus service support from Sept 2022

Schedule 9

GREATER NOTTINGHAM (ROBIN HOOD AREA)

ENHANCED PARTNERSHIP SCHEME

UNDERTAKING IN ACCORDANCE WITH THE TRANSPORT ACT 2000 (as amended)

**TO: Traffic Commissioner for the North Eastern Traffic Area
Hillcrest House
Harehills Lane
Leeds
LS9 6NF**

FROM: {Name and address of Operator}

{Name of Operator} hereby undertakes to provide Local Services to the standards specified in the Scheme when using the Facilities

All terms used in this undertaking have the same meaning as those set out in the Greater Nottingham Enhanced Partnership Scheme as made on {insert date}

SIGNED

{insert name of Director of Operator Company}

{Title}

{Operator Company name}

DATE:

APPENDIX 1 - BUS STOP SPECIFICATION NOTTINGHAM CITY CENTRE

Information Pole	<ul style="list-style-type: none"> • 114mm pole or 76mm broad based pole • Galvanised steel • 4m above ground • Electrics Door and mounting board for electrics • Electrical feed to each pole
Bus Stop Plate	<ul style="list-style-type: none"> • Aluminum with white finish • Length 1000mm, width 375mm • Pre-printed with “Bus Stop” or “Bus Stand” legend, bus logo, service grid in black and Robin Hood Network Logo. • Black pole-mounted narrow width brackets top and bottom
4-Sided Timetable Drum	<ul style="list-style-type: none"> • Metal framed timetable cases with polycarbonate panels.
Raised kerbs	<ul style="list-style-type: none"> • Minimum standard kerb height provided at Bus Stops and Bus Stands within the Scheme Area will be 125mm, with an acceptable height of 140mm, and a maximum height of 160mm.
Real-time	<ul style="list-style-type: none"> • 3 line LED or TFT Electronic Display provided at all Bus Stops and Bus Stands, unless excluded in Appendix 1. • Real-time or scheduled information displayed.
Litter Bin	<ul style="list-style-type: none"> • Floor mounted litter bin located in close proximity to the bus stop. • Situated so as not to obstruct view of timetable case, access to advertising panel, or general access to bus.
Shelter	<ul style="list-style-type: none"> • Provided at all Bus Stops and Bus Stands In Nottingham City and Beeston Town Centre unless excluded in Appendix 2. • Size and orientation of shelter provided dependent on site conditions. • All shelters will be illuminated. • All shelters will include seating provision (subject to site conditions). • Orientation of shelter dependent of site conditions.
Maintenance	<ul style="list-style-type: none"> • As detailed in Schedule 7.
Bus Stand/ Bus Stop Clearway	<ul style="list-style-type: none"> • Provided at Bus Stops and Bus Stands as detailed in Appendix 2 and Appendix 6. • If provided, will be in accordance with The Traffic Signs Regulations and General Directions 2002.

APPENDIX 2

NOTTINGHAM CITY CENTRE BUS STOP INFRASTRUCTURE

Bus Stop Number and Name		Bus Stop Restriction* see below	Bus Stop Info Pole	1m Bus Stop Plate	4 sided Timetable Drum	JCDecaux Bus Shelter	Real Time Display X* see below
A1	Angel Row	1	√	√	√	√	√
A2	Angel Row	1	√	√	√	√	√
A3	Angel Row	1	√	√	√	√	√
A4	Angel Row	1	√	√	√	√	√
B1	Beastmarket Hill	2	√	√	√	√	√
B2	Beastmarket Hill	2	√	√	√	√	√
B3	Beastmarket Hill	2	√	√	√	√	√
C2	Canal Street	1	√	√	√	√	√
C3	Canal Street	1	√	√	√	√	√
C4	Canal Street	1	√	√	√	√	√
C9	Maid Marian Way	3	√	√	√	√	√
C10	Canal Street	NONE	√	√	√	√	√
CL11	Greyfriar Gate	1	√	√	√	√	√
CL12	Greyfriar Gate	1	√	√	√	√	√
E1	Elite	3	√	√	√	√	√
E2	Elite	3	√	√	√	√	√
F1	Friar Lane	2	√	√	√	√	√
F2	Friar Lane	2	√	√	√	√	√
F3	Friar Lane	1	√	√	√	√	√
F4	Friar Lane	1	√	√	√	√	√
G1	NTU City Campus	3	√	√	√	√	√
G2	NTU City Campus	3	√	√	√	√	√
G3	NTU City Campus	1	√	√	√	√	√
H1	Fletcher Gate	NONE	√	√	√	√	√
H2	George Street	3	√	√	√	√	√
H3	Palais	3	√	√	√	√	√
H4	Palais	3	√	√	√	√	√
H5	Huntingdon Street	NONE	√	√	√	√	√
H6	Boston Street	3	√	√	√	√	√
H7	Hockley	1	√	√	√	√	√
H8	George Street	NONE	√	√	√	√	√
J1	Victoria Centre	1	√	√	√	√	√
J2	Victoria Centre	2	√	√	√	√	√
J3	Victoria Centre	2	√	√	√	√	√
J4	Victoria Centre	2	√	√	√	√	√
J5	Victoria Centre	2	√	√	√	√	√
J6	Victoria Centre	2	√	√	√	√	√
M1	Maid Marian Way	NONE	√	√	√	√	√
M2	Maid Marian Way	NONE	√	√	√	√	√
M3	Maid Marian Way	3	√	√	√	√	√
M4	Maid Marian Way	3	√	√	√	√	√
M5	Castle College	3	√	√	√	√	√
M6	Mount Street	3	√	√	√	√	√

N1	Canal Street	NONE	√	√	√	√	√
P1	Parliament Street	5	√	√	√	√	√
P2	Parliament Street	5	√	√	√	√	√
P3	Parliament Street	5	√	√	√	√	√

Bus Stop Number and Name		Bus Stop Restriction* see below	Bus Stop Info Pole	1m Bus Stop Plate	4 sided Timetable Drum	JCDecaux Bus Shelter	Real Time Display X* see below
P4	Parliament Street	5	√	√	√	√	√
P5	Parliament Street	5	√	√	√	√	√
S1	Nottingham Station	3	√	√	√	√	√
S2	Nottingham Station	3	√	√	√	√	√
S3	Nottingham Station	3	√	√	√	√	√
S4	Nottingham Station	3	√	√	√	√	√
S5	Nottingham Station	3	√	√	√	√	√
S6	Nottingham Station	3	√	√	√	√	√
S7	Nottingham Station	1	√	√	√	√	√
T1	Victoria Centre	2	√	√	√	√	√
T2	Victoria Centre	2	√	√	√	√	√
T3	Victoria Centre	2	√	√	√	√	√
T4	Victoria Centre	2	√	√	√	√	√
T5	York House	1	√	√	√	√	√
T6	York House	1	√	√	√	√	√
T7	Burton Street	7	√	√	√	√	√
T8	Burton Street	6	√	√	√	√	√
U1	Upper Parliament Street	3	√	√	√	√	√
U2	Upper Parliament Street	3	√	√	√	√	√
U3	Upper Parliament Street	3	√	√	√	√	√
U4	Upper Parliament Street	3	√	√	√	√	√
U5	Upper Parliament Street	3	√	√	√	√	√
V1	Victoria Centre	3	√	√	√	√	√
V2	Victoria Centre	3	√	√	√	√	√
V3	Victoria Centre	3	√	√	√	√	√
V4	Victoria Centre	3	√	√	√	√	√
V5	Victoria Centre	NONE	√	√	√	√	√
W1	Victoria Centre	3	√	√	√	√	√
W2	Victoria Centre	3	√	√	√	√	√
W3	Victoria Centre	3	√	√	√	√	√
W4	Victoria Centre	3	√	√	√	√	√
X1	Mount Street	1	√	√	√	√	√
X2	Mount Street	1	√	√	√	√	√
Y1	Cathedral	3	√	√	√	√	√
Y2	Cathedral	3	√	√	√	√	√
Y3	Cathedral	3	√	√	√	√	√
Y4	Cathedral	3	√	√	√	√	√
Y5	Wollaton Street	3	√	√	√	√	√

Y6	Talbot Street	NONE	√	√	√	√	√
Y7	Tollhouse Hill	3	√	√	√	√	√
Y9	Clarendon Street	NONE	√	√	√	√	√

Bus Stop Restriction Code and Real Time Explanation

- 1 No stopping at any time except local buses.
- 2 No stopping at any time except local buses (max 10 mins).
- 3 No stopping 7 am - 7 pm except local buses. No waiting 7 pm - 7 am.
- 4 No stopping 7 am - 7 pm except local buses (max 10 mins). No waiting 7 pm - 7 am.
- 5 No stopping 7 - 10 am & 4 - 7 pm except local buses (max 10 mins). No waiting 10 am - 4 pm & 7 pm - 7 am.
- 6 No stopping 4 am - 10 pm except local buses. No stopping 10 pm - 4 am except taxis.
- 7 No stopping 4 am - 10 pm except local buses (max 10 mins). No stopping 10 pm - 4 am except taxis.

BEESTON TOWN CENTRE

Bus Stop Number and Name		Bus Stop Restriction* see below	Bus Stop Info Pole	1m Bus Stop Plate	Timetable Cases	Bus Shelter	Real Time Display X* see below
BR0525	Salthouse Lane	1	√	√	4	√	√
BR0524	Salthouse Lane	2	√	√	4	X	√
BR0526	Humber Rd	2	√	√	4	√	√
BR0523	Humber Rd	1	√	√	3	√	√
BR0527	Marlborough Rd	1	√	√	4	√	√
BR0241	Resource Centre	1	√	√	4	X	√
BR0254	City Rd	1	√	√	4	√	√
Bus Stand	Regent St	1	X	X	X	X	X
BR0213	Jessamine Court	1	√	√	4	X	√
BR0473	Nether St	1	√	√	3	X	√
BR0278	Queens Rd	1	√	√	4	√	√
BR0279	Queens Rd	1	√	√	4	√	√
BR0456	Linden Grove	1	√	√	2	X	√
BR0457	Linden Grove	1	√	√	3	X	√
BR0613	Bay 1	1	X	X	4	√	X
BR0614	Bay 2	1	X	X	4	√	X
BR0615	Bay 3	1	√	√	4	√	√
BR0616	Bay 4	1	√	√	4	√	√
BR0617	Bay 5	1	√	√	4	√	√
BR0618	Bay 6	1	√	√	4	√	√
BPTI Stand 1	Bus Stand 1	1	X	X	X	X	X
BPTI Stand 2	Bus Stand 2	1	X	X	X	X	X
BR0521	Church St	1	√	√	3	√	√
BR0522	Church St	1	√	√	4	√	X
BR0095	Collin St	1	√	√	4	X	√

BR0096	Ellis Grove	1	√	√	4	X	√
BR0097	Wilmot Lane	1	√	√	4	√	√
BR0080	Central College	1	√	√	3	X	√
BR0081	Central College	1	√	√	4	√	√
BR00363	Wilkinson Ave	1	√	√	3	X	X
BR00331	Wilkinson Ave	1	√	√	3	X	√
BR0594	Lace Rd	2	X	X	3	√	X
BR0061	Lidl	1	√	√	3	X	X

Bus Stop Restriction Code and Real Time Explanation

- 1 No stopping at any time except local buses.
- 2 Double Yellow Lines

DRAFT

APPENDIX 3 – SLOT BOOKING SYSTEM

DEFINITION OF THE SLOT BOOKING SYSTEM FOR BUS STOPS IN NOTTINGHAM CITY CENTRE

1. DEFINITIONS & INTERPRETATION

These provisions relate to Regulated Bus Stops within Nottingham City Centre, as covered by the AQPS. For the purposes of this note the following words shall have the following meanings:-

- a) "Council" means Nottingham City Council;
- b) "Bus Stop" means each bus stopping point within the SQPS area that is marked by a bus stop flag sign and listed in Appendix 4;
- c) "Regulated Bus Stop" means any Bus Stop within the AQPS area specified as a Regulated Stop in Appendix 4 at which the number of departures in each 30-minute operating period is limited (For example, a Departure Cap of 4 departures in each operating period may be permitted from a stand and the registration of further departures from that Bus Stop would not be permitted).
- d) "Non-Regulated Bus Stops" normally function as stops on the final inbound approach to the city centre, at which the overwhelming majority of passengers will be alighting from rather than boarding the buses serving the stop. Any other Bus Stop that is not specifically defined as a Regulated Bus Stop or as a Bus Stand is defined as a "Non-Regulated Bus Stop" in Appendix 4 and has no limit on the number of departures permitted from that stop in any operating period.
- e) "Bus Stand Clearway" means a Regulated Bus Stop used for terminating services as detailed in Appendix 4;
- f) "Bus Stop Clearway" (Regulated or Non-Regulated) means a Bus Stop intended for use by services operating through the stop rather than terminating at it;
- g) "Bus Stop (Not Clearway)" means a Bus Stop that is not regulated and is intended for bus services operating through the stop rather than terminating at it, as specified in Appendix 4.
- h) "Service" means a service provided along the same route by one operator and denoted by a single service number or service name. This will include any minor variations of the same service as denoted by a prefix or suffix attached to the basic service number or service name.
- i) "Departure" means either a) a scheduled in-service departure from a Bus Stop or b) any out-of service movement away from a bus stop in those instances where there is no scheduled in-service departure but there has been a scheduled in-service arrival at the bus stop and that journey has terminated there;
- j) "Departure Slot" means an allotted period of time in which a bus operator can occupy a bus stand in order to take up a scheduled departure, as more specifically set out in paragraphs 3 and 4;
- k) "Departure Cap" means the maximum number of departure slots available at a bus stand within an operating period;

- l) "Operating period" means a 30-minute operating period into which the operating day is divided;
- m) "Double operating period" means a 60-minute period where it is appropriate for the requirements of that extended period to be taken into consideration as a single entity;
- n) "Stop Group" means a group of bus stands or bus stops, usually along the same side of the same street that share the same alphabetic character of their stop code.
- o) "Stop Code" means the 2-character code applied to each bus stop in the Nottingham city centre AQPS zone. The first character in the code is alphabetic and denotes the location of the Stop Group (e.g. B means Beastmarket Hill). The second character in the code is numeric and denotes the number of that stop within the Stop Group (e.g. Z3 would denote the 3rd stop within the "Z" bus stand group);
- p) "Bus Stop Cage" means the marked area on the carriageway to accommodate buses standing at a Bus Stop Clearway or Bus Stand Clearway;
- q) "Bus Stations" means Broad marsh Bus Station, Victoria Bus Station Or Queen's Drive Park and Ride.

2. GENERAL PRINCIPLES

- 1. There will be 3 basic types of stop within the central area:
 - a) Bus Stands for terminating services (with up to 6 specified Departure slots in each 30-minute operating period);
 - b) Regulated Bus Stops for through services (with a maximum 10 departures in each 30-minute operating period);
 - c) Non-regulated Bus Stops for through services, where operators must comply with the terms of any Bus Stop Clearway Order and shall, in any event, not layover at a Non-Regulated Bus Stop for longer than 2 minutes.
- 2. All departures on the same service, provided by the same operator, must observe the same Bus Stop for all departures and cannot be split over 2 or more stops within the same Stop Group.
- 3. Each service, provided by the same operator, must observe only one Bus Stand within the AQPS area.
- 4. Each service, provided by the same operator, must observe only one Regulated Bus Stop within the same Stop Group.

3. DEFINITION OF A DEPARTURE SLOT AT A REGULATED BUS STOP

- 1. At Regulated Bus Stops there will be no specifically defined start and end time for a departure slot but the number of departures in any 30-minute operating period should be kept at or below the stated limit of 10 departures.
- 2. Operators should recognise it as in their operational interest to distribute departures evenly with buses leaving the stop at no less than a 3-minute scheduled interval.

4. DEFINITION OF A DEPARTURE SLOT AT A BUS STAND

1. Each Bus Stand has between 3 and 6 Departure Slots available in any 30-minute operating period.
2. The number of Departure Slots at a Bus Stand will be determined by the defined Departure Cap for that Stand (See Table 1).
3. The Departure Cap is determined by the headway of the most frequent service using that Stand, with due consideration to any complimentary services that need to be accommodated.
4. Departure Slots will only be allocated for any service where that service has one departure or more in any 120-minute continuous operating period. (Block of 4 30 minute operating periods).
5. Buses must not leave the Stand with less than a 5-minute interval between that scheduled departure and other scheduled departures.
6. Buses must not be scheduled to be on the Stand within the allocated slot of another departure.
7. If the preceding Departure Slot is NOT booked then a bus may be scheduled to wait on the Bus Stand for up to 10 minutes prior to its departure time.
8. Engines should be switched off (within reason) where waiting time exceeds 2 minutes.
9. Vehicles should not be left unattended without a driver at any time.
10. The Departure Caps available for a Bus Stand are outlined in Table 1:

**TABLE 1 SPECIFIED DEPARTURE CAPS AVAILABLE FOR A BUS STAND
(FOR EACH 30-MINUTE PERIOD)**

Departure Cap	Compatible Headways	Comment
3 Departures	10 minutes	Suitable where reduced use of the stand is desirable due to location/design
4 Departures	7/8 minutes 8 minutes	Suitable for Core services
6 Departures	5 minutes	Only permitted where this level of service exists already. Will not be permitted at new stands, or at any other existing stands. If any services are removed from the Stand, it will default to a 4 Departures Departure Cap. Requests for 5 minute departures at stops with common service operation will also be considered but judged on a case by case basis in light of prevalent conditions at individual stops.

N.B. 5

5. ALTERNATIVES

1. It may not always be possible to accommodate a new service at the operator's preferred stop and other stopping points may need to be considered in such a situation.
2. As well as Bus Stands, Bus Stops may be available for new services to use (within the stated departure criteria that apply there) and there may also be slots available for longer layover in the bus stations.

6. REGISTRATION WITH TRAFFIC COMMISSIONER AND MAKING A SLOT BOOKING WITH NOTTINGHAM CITY COUNCIL (note that Registration powers may transfer to the Council)

1. Operators are required to register changes to bus services with the Traffic Commissioner in accordance with the applicable time period specified in the Public Service Vehicles (Registration of Local Services) Regulations 1986. Prior to registration with the Traffic Commissioner, the operator should submit the requested change to a bus service to the Council together with supporting evidence for the Council to consider in accordance with the applicable time period specified in the Public Service Vehicles (Registration of Local Services) Regulations 1986.
2. For any service that will use Bus Stands or Regulated Bus Stops within Nottingham city centre operators will be expected to state which stops they intend to observe by quoting the relevant 2 character Stop Code.
3. Notwithstanding the applicable time periods specified in the Public Service Vehicles (Registration of Local Services) Regulations 1986, in order to arrange a Departure Slot the operator should approach the Council with details of their service number, proposed route and provisional Stop Codes no later than the latter of:
 - a. 70 days before the change to the bus service comes into effect; and

- b. 42 days before the date on which the operator is required to notify the Traffic Commissioner in accordance with the applicable time period specified in the Public Service Vehicles (Registration of Local Services) Regulations 1986 and Bus Service Act 2017.

save in respect of changes that are required as a result of unforeseen events, such as emergencies or other events are outside of the control of the operator that lead to road closures, in such circumstances the operator should approach the Council as soon as reasonably possible before registering such changes with the Traffic Commissioner.

If the Council decides to support the requested change, it will write a letter of support to be submitted by the operator to the Traffic Commissioner when registering the relevant change to the bus service.

4. The Council will consider each proposal and allocate services to specific Departure Slots at Bus Stands either at the operator's preferred Bus Stand or at an alternative Bus Stand in the vicinity if the preferred Bus Stand is not available.
5. For Regulated Bus Stops, the Council will ensure that each new service will not exceed the departure limit of that stop.
6. Where an incumbent service is present at a Bus Stand or Regulated Bus Stop will take precedent over a new service that is seeking to take up a slot at the Bus Stand or regulated Bus Stop.
7. To determine, for the purposes of paragraph 6.6, incumbency at a Bus Stand or Regulated Bus Stop, services will be ranked in terms of the first date of registration for that service with the Traffic Commissioner at its current headway (with earlier registrations taking priority over more recent registrations).
8. If a service is to introduce more departures from a Bus Stand or Regulated Bus Stop then it can do this until all available slots on that Bus Stand are taken. Once no vacant slots remain, it is up to the service that is being increased to either: - (a) locate to an alternative bus stand where the required slots are available for use; or (b) for another service from the existing stand to be located to an alternative stand (this could only be done with the agreement of any other operator using the same Stand).
9. Where prior to the commencement of the Scheme two or more services have registered the same scheduled Departure Slot from a Bus Stand within the Scheme Area, all operators other than the first operator to have registered their service at such Bus Stand with such departure time shall, as soon as reasonably practicable, re-register their service either with an alternative Departure time or at an alternative Bus Stop in accordance with this paragraph 6.

DEFINITION OF THE SLOT BOOKING SYSTEM FOR BUS BAYS IN BEESTON PUBLIC TRANSPORT INTERCHANGE

1. DEFINITIONS & INTERPRETATION

These provisions relate to Regulated Bus Bays and Regulated Bus Stands within the BPTI area, as covered by the Scheme. For the purposes of this note the following words shall have the following meanings:-

- a) "Council" means Nottinghamshire County Council;
- b) "Regulated Bus Bay" means any Bus Bay within the BPTI specified as a Regulated Bus Stop in Schedule 1 at which the number of Departures in each 30-minute operating period is limited, that is marked by a Bus Stop flag sign and listed in Schedule 1;
- c) "Bus Stop Clearway" (Regulated or Non-Regulated) means a Bus Stop intended for use by services operating through the Bus Stop rather than terminating at it;
- d) "Regulated Bus Stand" means any Bus Stand within the BPTI area specified as a Bus Stand in Schedule 1 at which the number of Departures in each 30-minute period is limited and is marked by a Bus Stand flag sign;
- e) "Service" means a service provided along a single route by one Bus Operator and denoted by a single service number or service name. This will include any minor variations of the same service as denoted by a prefix or suffix attached to the basic service number or service name;
- f) "Departure" means a scheduled in-service departure from a Regulated Bus Bay;
- g) "Departure Slot" means an allotted period of time in which a Bus Operator can occupy a Regulated Bus Bay in order to take up a scheduled departure, as more specifically set out in paragraphs 3 and 4;
- h) "Operating Pattern" means the pattern of Departure Slots available from a Regulated Bus Bay;
- i) "Operating period" means a 30-minute operating period into which the operating day is divided;
- j) "Stop Group" means a group of Regulated Bus Bays along the same side of the BPTI;
- k) "Stop Code" means the code applied to each Regulated Bus Bay in the BPTI;
- l) "Duplicate Service" means a Service operated by a Bus Operator that runs an identical route to another Service of the same Operator concurrently to help reduce delays on that route.

2. GENERAL PRINCIPLES

- 2.1 There will be 2 basic types of stop within the BPTI area:
- a) Regulated Bus Bays for through services, where Bus Operators must not layover for longer than 2 minutes; and
 - b) Regulated Bus Stands for layover of terminated services which have to wait for their allotted time on a Regulated Bus Bay within the BPTI.

2.2 All departures on the same Service, provided by the same Bus Operator, must use the Regulated Bus Bay allocated by the Council for all departures. Where possible the Council will allocate a single Regulated Bus Bay for each Bus Operator for all of their services, and where this is not possible, the Council will seek alternative options as stated in section 5 of this Appendix.

2.3 Bus Operators will not use the BPTI for crew and/or equipment changeover.

3. DEFINITION OF A DEPARTURE SLOT AT A REGULATED BUS BAY

3.1 At Regulated Bus Bays there will be no specifically defined start and end time for a Departure Slot but the number of Departures in any 30-minute operating period shall be kept at or below a maximum of 10 Departures.

3.2 Bus Operators should recognise it as in their operational interest to distribute Departures evenly with Buses leaving the Regulated Bus Bay at no less than a 3-minute scheduled interval.

3.3 Bus Operators will be responsible for managing clashes on the Regulated Bus Bay where a Duplicate Service is being run. The use of adjacent Regulated Bus Bays will not be available for Duplicate Services which must run from the same Regulated Bus Bay as the Service they are duplicating.

4. DEFINITION OF A DEPARTURE SLOT AT A REGULATED BUS STAND

4.1 Each Regulated Bus Stand has a maximum of 6 Departure Slots available in any 30-minute operating period.

4.2 Departure Slots will only be allocated in accordance with paragraph 6 for any Service where that Service has one Departure or more in any 60-minute double operating period.

4.3 Buses may leave the Regulated Bus Stand at any time within its booked Departure Slot, provided that the waiting time at the Regulated Bus Stand prior to that Departure does not overlap into a preceding booked Departure Slot (where it is booked by another service)

4.4 Table 1 specifies the Departure Slots available for booking this operating pattern, being 6 5 minute Departure Slots in each 30-minute operating

period.

4.5 If the preceding Departure Slot is booked then a Bus may only wait on the Regulated Bus Stand for the 5 minute period within its Departure Slot.

4.6 If the preceding Departure Slots are not booked then subject to paragraph 4.7 a Bus may be scheduled to wait on the Regulated Bus Stand for up to 15 minutes prior to its departure time.

4.7 If further Departures are booked onto the Regulated Bus Stand then any Departure that is scheduled to wait on the Regulated Bus Stand for 10 or 15 minutes in accordance with paragraph 4.6 will be required to reduce its waiting time so that it does not overlap with the preceding Departure Slot which has been booked.

4.8 Engines should be switched off (within reason) where waiting time exceeds 2 minutes.

4.9 Vehicles should not be left unattended without a driver at any time.

5. ALTERNATIVES

5.1 It may not always be possible to accommodate a new service at the Bus Operator's preferred Regulated Bus Bay and other stopping points may need to be considered in such a situation.

5.2 Regulated Bus Bays may be available for new services to use (within the stated departure criteria that apply there).

6. REGISTRATION WITH TRAFFIC COMMISSIONER AND MAKING A SLOT BOOKING WITH NOTTINGHAMSHIRE COUNTY COUNCIL

6.1 Bus Operators are required to register changes to Bus services with the Traffic Commissioner with 56 days' notice. The Bus Operator shall inform the Council of the proposed service changes a minimum of 10 working days in advance of submitting such application to the Traffic Commissioner. All notifications should be sent to the Council and addressed to TBH - Transport & Travel Services, Nottinghamshire County Council, County Hall, Loughborough Road, West Bridgford, Nottingham NG2 7QP.

6.2 Where a Bus Operator provides a service under the frequent service provisions (where registration of changes is not required by the Traffic Commissioner) then the Bus Operator shall inform the Council of the proposed changes within the same timescales as those set out in paragraph 6.1.

6.3 For any service that will use Regulated Bus Bays and/or Regulated Bus Stands within the BPTI area, Bus Operators shall state which Regulated Bus Bays and/or Regulated Bus Stands they wish to use by quoting the relevant Stop Code.

6.4 In order to arrange a Departure Slot the Bus Operator shall provide the Council with details of the proposed service number, proposed route and provisional Stop Codes prior to registration with the Traffic Commissioner. This approach to the Council shall be at least 10 working days in advance of registration with the Traffic Commissioner.

6.5 The Council will consider each proposal and allocate services to specific Departure Slots at Regulated Bus Bays and/or Regulated Bus Stands either at the Bus Operator's preferred Regulated Bus Bay and/or Regulated Bus Stand or at an alternative Regulated Bus Bay or Regulated Bus Stand in the vicinity if the preferred Regulated Bus Bay or Regulated Bus Stand is not available.

6.6 For Regulated Bus Bays and Regulated Bus Stands, the Council will ensure that each new Service will not exceed the departure limit of that Regulated Bus Bay or Regulated Bus Stand.

6.7 Where an incumbent Service is present at a Regulated Bus Bay it will take precedence over a new Service that is seeking to take up a slot at that Regulated Bus Bay.

6.8 To determine, for the purposes of paragraph 6.7, incumbency at a Regulated Bus Bay, Services will be ranked in terms of the first date of registration for that service with the Traffic Commissioner at its current headway (with earlier registrations taking priority over more recent registrations).

6.9 If a Service is to introduce more Departures from a Regulated Bus Bay then it can do this until all available slots on that Regulated Bus Bay are taken. Once no vacant slots remain, it is up to the Bus Operator of the Service that is being increased to either: - (a) request that they be relocated to an alternative Regulated Bus Bay where the required slots are available for use; or (b) with the agreement of another Bus Operator using the Regulated Bus Bay, relocate that Service to an alternative Regulated Bus Bay.

6.10 Where prior to the commencement of the Scheme two or more services have registered the same scheduled Departure Slot from a Regulated Bus Bay within the BPTI, all Bus Operators other than the first Bus Operator to have registered their service at such Regulated Bus Bay with such departure time shall, as soon as reasonably practicable, re-register their service either with an alternative Departure time or at an alternative Regulated Bus Bay in accordance with paragraph 6.5.

6.11 Regulated Bus Bay and Regulated Bus Stand allocations will be determined by the Council, with the priority being to allocate Regulated Bus Bays and Regulated Bus Stands to promote the most efficient operation of the BPTI and minimize Regulated Bus Bay and Regulated Bus Stand conflict. The Council's decision regarding Regulated Bus Bay and Regulated Bus Stand allocations will be final and there will be no opportunity for redress.

Appendix 4

APPENDIX 4 CITY CENTRE STOP ALLOCATION SYSTEM DEFINITION OF STOPS WITHIN EPS AREA													
DEFINITIONS													
STOP	Category	Status	Maximum LEGAL Waiting Time permitted for buses	Maximum No. of Departures permitted in any 30-minute operating period	Maximum Length of Departure Slot (minutes)	CURRENT OCCUPANCY BY INDIVIDUAL STOP				CURRENT OCCUPANCY BY STOP GROUP			
						Existing No of Departures	Existing No of Departures	% Occupancy	% Occupancy	ANALYSIS BY STOP GROUP	Maximum No. of Departures permitted with SQPS (in any 30-minute)	Existing No of Departures	% Occupancy
A1	R	BUS STOP CLEARWAY	2 mins	10	NSB	9	8	45%	40%	A1-A4	40	51	64%
A2	R	BUS STOP CLEARWAY	2 mins	10	NSB	18	18	90%	90%				
A3	R	BUS STOP CLEARWAY	2 mins	10	NSB	10	11	90%	95%				
A4	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	14	70%	70%				
B1	T	BUS STAND CLEARWAY	10 mins	3	10	6	4	100%	67%	B1-B3	9	16	89%
B2	T	BUS STAND CLEARWAY	10 mins	3	10	6	6	100%	100%				
B3	T	BUS STAND CLEARWAY	10 mins	3	10	6	6	100%	100%				
C1	R	BUS STOP CLEARWAY	2 mins	10	NSB	3	2	15%	10%	C1-C5	30	31	52%
C2	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	14	70%	70%				
C4	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	15	70%	75%				
C9	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	39	40	No Limit	No Limit				
C10	R	BUS STOP CLEARWAY	2 mins	10	NSB	4	3	20%	15%				
CL 11	R	BUS STOP CLEARWAY	2 mins	10	NSB	1	0	5%	0%				
CL 12	R	BUS STOP CLEARWAY	2 mins	10	NSB	10	10	50%	50%				
E1	R	BUS STOP CLEARWAY	2 mins	10	NSB	21	22	105%	110%	E1-E2	20	33	83%
E2	R	BUS STOP CLEARWAY	2 mins	10	NSB	10	11	50%	55%				
F1	T	BUS STAND CLEARWAY	10 mins	3	10	5	5	83%	83%	F1-F2	7	13	93%
F2	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	8	100%	100%				
F3	R	BUS STOP CLEARWAY	2 mins	10	NSB	6	6	30%	30%	F3-F4	20	26	65%
F4	R	BUS STOP CLEARWAY	2 mins	10	NSB	18	20	90%	100%				
G1	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	28	28	No Limit	No Limit				
G2	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	34	30	No Limit	No Limit				
G3	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	60	52	No Limit	No Limit				
H1	NR	BUS STOP (NOT CLEARWAY)	MO	No Limit	NSB	48	49	No Limit	No Limit				
H2	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	48	49	No Limit	No Limit				
H3	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	51	49	No Limit	No Limit				
H4	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	18	18	No Limit	No Limit				
H5	NR	BUS STOP (NOT CLEARWAY)	MO	No Limit	NSB	0	0	No Limit	No Limit				
H6	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	29	30	No Limit	No Limit				
H7	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	29	26	No Limit	No Limit				
H8	R	BUS STOP CLEARWAY	2 mins	10	NSB	1	1	5%	5%				
J1	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	64	64	No Limit	No Limit				
J2	T	BUS STAND CLEARWAY	10 mins	4	7.5	6	4	75%	50%	J2-J6	20	34	85%
J3	T	BUS STAND CLEARWAY	10 mins	4	7.5	6	6	75%	75%				
J4	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	8	100%	100%				
J5	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	7	100%	88%				
J6	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	9	100%	113%				
K1	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	8	100%	100%	K1-K3	14	28	100%
K2	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	8	100%	100%				
K3	T	BUS STAND CLEARWAY	10 mins	6	5	12	12	100%	100%				
M1	NR	BUS STOP (NOT CLEARWAY)	MO	No Limit	NSB	21	21	No Limit	No Limit				
M2	NR	BUS STOP (NOT CLEARWAY)	MO	No Limit	NSB	44	45	No Limit	No Limit				
M3	R	BUS STOP CLEARWAY	2 mins	10	NSB	17	17	85%	85%	M3-M4	20	37	93%
M4	R	BUS STOP CLEARWAY	2 mins	10	NSB	20	20	100%	100%				
M5	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	27	26	No Limit	No Limit				
M6	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	9	8	No Limit	No Limit				
N1	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	4	4	No Limit	No Limit				
P1	T	BUS STAND CLEARWAY	10 mins	3	10	6	6	100%	100%	P1-P3	10	20	100%
P2	T	BUS STAND CLEARWAY	10 mins	4	7.5	6	8	75%	100%				
P3	T	BUS STAND CLEARWAY	10 mins	3	10	6	6	100%	100%				
P4	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	8	100%	100%	P4-P5	8	16	100%
P5	T	BUS STAND CLEARWAY	10 mins	4	7.5	6	8	75%	100%				
Q1	T	BUS STAND CLEARWAY	10 mins	4	7.5	6	6	75%	75%	Q1-Q3	14	24	86%
Q2	T	BUS STAND CLEARWAY	10 mins	5	6	10	10	100%	100%				
Q3	T	BUS STAND CLEARWAY	10 mins	5	6	9	9	90%	90%				
S1	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	15	70%	75%	S1-S4 & S7	50	73	73%
S2	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	14	70%	70%				
S3	R	BUS STOP CLEARWAY	2 mins	10	NSB	9	9	45%	45%				
S4	R	BUS STOP CLEARWAY	2 mins	10	NSB	19	19	95%	95%				
S7	R	BUS STOP CLEARWAY	2 mins	10	NSB	16	16	80%	80%				
S5	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	36	36	No Limit	No Limit				
S6	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	37	37	No Limit	No Limit				
T1	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	9	100%	113%	T1-T4	15	29	97%
T2	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	8	100%	100%				
T3	T	BUS STAND CLEARWAY	10 mins	3	10	4	4	67%	67%				
T4	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	8	100%	100%				
T5	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	28	31	No Limit	No Limit				
T6	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	18	20	No Limit	No Limit				
T7	T	BUS STAND CLEARWAY	10 mins	4	7.5	8	8	100%	100%				
T8	R	BUS STOP CLEARWAY	2 mins	10	NSB	20	20	100%	100%				
U1	R	BUS STOP CLEARWAY	2 mins	10	NSB	13	12	65%	60%	U1-U4	40	65	81%
U2	R	BUS STOP CLEARWAY	2 mins	10	NSB	18	19	90%	95%				
U3	R	BUS STOP CLEARWAY	2 mins	10	NSB	19	20	95%	100%				
U4	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	14	70%	70%				
U5	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	32	31	No Limit	No Limit				
V1	R	BUS STOP CLEARWAY	2 mins	10	NSB	12	12	60%	60%	V1-V4	40	46	58%
V2	R	BUS STOP CLEARWAY	2 mins	10	NSB	19	18	95%	90%				
V3	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	14	70%	70%				
V4	R	BUS STOP CLEARWAY	2 mins	10	NSB	2	2	10%	10%				
V5	NR	BUS STOP (NOT CLEARWAY)	MO	No Limit	NSB	43	44	No Limit	No Limit				
W1	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	14	70%	70%	W1-W4	40	53	66%
W2	R	BUS STOP CLEARWAY	2 mins	10	NSB	16	17	80%	85%				
W3	R	BUS STOP CLEARWAY	2 mins	10	NSB	9	8	45%	40%				
W4	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	14	70%	70%				
X1	R	BUS STOP CLEARWAY	2 mins	10	NSB	4	2	20%	10%	X1-X2	20	12	30%
X2	R	BUS STOP CLEARWAY	2 mins	10	NSB	19	19	50%	50%				
Y1	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	14	14	No Limit	No Limit				
Y2	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	19	19	No Limit	No Limit				
Y3	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	21	23	No Limit	No Limit				
Y4	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	39	38	No Limit	No Limit				
Y5	NR	BUS STOP (NOT CLEARWAY)	MO	No Limit	NSB	45	43	No Limit	No Limit				
Y6	NR	BUS STOP (NOT CLEARWAY)	MO	No Limit	NSB	36	34	No Limit	No Limit				
Y7	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	62	59	No Limit	No Limit				
Y9	NR	BUS STOP (NOT CLEARWAY)	MO	No Limit	NSB	33	32	No Limit	No Limit				
KEY TO STOP CATEGORIES													
T1 - "Terminal" Stop: Can be used for services that observe the Waiting time requirements and Slot Allocation System.													
R - "Re-regulated Stop": Stop not included in Slot Allocation System but no of departures per hour regulated to a maximum of 10 in any 30-minute Operating Period.													
NS - "Non-Regulated Stop": Stop not included in the Slot Booking System and no direct limit on the number of departures from the stop.													
OTHER DEFINITIONS													
NSB - NSB in operation at Bus Stops													
MO - Buses must pick up and/or set down and move off immediately at "Non-Regulated" Bus Stops													
STOPS AT OR OVER CAPACITY													
PLEASE SEE COLUMNS 1 AND 3													

Appendix 5

Greater Nottingham Bus Passenger Charter - Detail

Introduction

This Charter sets out exactly what you can expect from us and explains how to make the most of our services. It also sets out how we will put things right if we do not meet your expectations, and your rights under UK legislation.

The Bus Passenger Charter does not affect your legal rights.

What area does the Bus Passenger Charter cover?

Known as the Robin Hood Network area. This Bus Passenger Charter covers bus services in the Greater Nottingham area, which encompasses the entirety of Nottingham City and adjacent Nottinghamshire County areas including parts of the boroughs of Gedling, Rushcliffe and Broxtowe.

What operators serve the Greater Nottingham area?

These services are operated by Nottingham City Transport, trentbarton, CT4N, Stagecoach, Kinchbus, Marshalls, Centrebus and the Local Transport Authorities of Nottingham City Council and Nottinghamshire County Council.

What service types does the Bus Passenger Charter cover?

All local bus services are covered by the Bus Passenger Charter.

What you can expect from us

Safe, clean and comfortable buses

In the Greater Nottingham area, we will provide high standard buses every day, so that your journey and experience is a positive one. We will maintain a high standard of vehicle presentation and all buses operating across the defined Greater Nottingham area will be thoroughly cleaned, inside and out, every day. Levels of cleaning undertaken during the Covid-19 pandemic will be continued into the future.

We will continue our work to deliver Zero and Low Emission buses across Nottingham, with all buses operating into Nottingham City Centre required to meet the most stringent Euro VI standard as a minimum.

To ensure the safety of you and other passengers, buses will be maintained by skilled staff on a regular and planned basis to comply with all legal requirements. Heating and lighting systems will be checked on a daily basis, and buses will not be deployed onto a service if these are not working. And for your peace of mind, all buses will be fitted with CCTV, in multiple locations including on both the lower and upper deck of double decker buses, and we will follow the CCTV Code of Practice published by the Information Commissioner's Office. The presence of such CCTV equipment on a vehicle will be confirmed by the appropriate signage, such as a 'CCTV is in operation' at the point of boarding to give customers the option not to consent to CCTV before boarding.

Drivers will also be trained on how to give all customers a safe and comfortable journey, and what to do in case of an emergency.

A helpful driving team

Our bus drivers will be helpful, approachable and knowledgeable. To ensure that this is the case, drivers will undertake periodic training including customer service training so that they are always up to speed on the best ticketing options for the passengers and are well informed about the route they are driving on as well as the rest of the network. Drivers will also wear a uniform, and will be smart and clean in appearance.

If for any reason your journey is seriously delayed, your driver will endeavour to tell you what the problem is and keep you updated. They will be able to advise alternative services if the delay is route specific, to allow you to complete your journey as quickly as possible. The delays will also be communicated via operator's social media accounts, operator websites and on-street Realtime Information (RTI) displays.

We aim to give you the best service

We aim to run every bus on time, but please bear in mind that sometimes there are external factors outside of our control, which may have an impact upon service reliability.

Our target is to run 95% of our services, no more than one minute early or five minutes late. To prove to you that we are keeping to our promise of service reliability, we will regularly monitor our performance across the bus network and display the results on our Robin Hood Network and Transport Nottingham websites and social media accounts on a regular basis.

Any changes to services because of planned roadworks or other factors (such as special events), will where possible be advertised at least a week in advance through the Robin Hood Network and Transport Nottingham websites, newsletters, on the buses and own operator websites. In the event of unplanned roadworks and road closures, impacts on services will be advertised on the appropriate streams, e.g. Realtime displays, social media and Robin Hood Network and Transport Nottingham and own operator websites as soon as the Council and bus operators are made aware. In the event of significant disruption to services, full details will be passed onto the Realtime team at Nottingham City Council and will be fed through to the Realtime Information displays.

The Council and bus operators will work in partnership to provide an integrated network, and the network will be regularly reviewed, with a view to meeting the growing needs of the residents of the Greater Nottingham area. This will include looking to improve the efficiency of the bus services on offer, and reducing journey times where possible.

We aim for high passenger satisfaction, and this will be monitored and published through the Robin Hood Network, Transport Nottingham and own operator websites. Our target is for at least 95% of our passengers to be satisfied with their bus service.

Keep you moving

We want to keep you moving. Therefore, if the bus you wish to catch has departed early, been cancelled, or is significantly delayed, we may:

- Advise of alternative bus service(s) that you could use in order to complete your journey, and refund any additional fares that you would have to pay if these services are not operated by the originally intended bus operator
- Send an alternative vehicle to collect you and take you to your destination, at no cost to you
- Book a taxi to collect you and take you to your destination, at no cost to you (using an authorised taxi operator, with a booking on our account, so no money needs to be paid to the driver)
- Refund your fare with a voucher for a local day ticket or refund the cost of taxi

We will take one of the above steps if it was our fault that you were not able to catch your bus, the total delay to your journey will be 30 minutes or more (compared to waiting for the next bus) and the alternative transport will collect you sooner than waiting for the next bus.

We will endeavour to never leave you stranded due to early running, delays or cancellations. This includes situations where a problem with our service causes you to miss a connection onto another bus service.

Information about our services

Our services will be easily identifiable, with the ultimate destination and service number of the bus displayed on the front and side of the bus, and the service number or name will be displayed on the front and rear of the vehicle.

Printed timetable information will be provided and operator websites and apps will be kept up to date.

Up-to-date information including bus stop plates depicting what services serve the stop, pagodas and timetable cases displaying combined and cohesive timetable information and network maps illustrating the core services within the Greater Nottingham area will be on show where possible. Realtime displays will also display upcoming departures at Greater Nottingham's most frequently served stops.

Timetables and maps that are displayed at the bus stops will also be published on the Robin Hood website, and will be available at all waiting facilities, including both bus stops and bus stations.

Notification of service changes will be available at least 21 days in advance through the Robin Hood website and information will be supplied to customers, on request, by email and post. Notices will also be available on buses. These notifications will be made available to customers within the stated timeframe, except service changes that are required as a result of Emergency Roadworks.

Fares and ticketing

Information on all fares and ticket products available can be accessed on the Robin Hood website, which will be accompanied by guidance on which product is best suited for you and your travel habits. A wide variety of value for money ticketing options will include contactless payment on all buses. Robin Hood Ticketing products will be accepted across the entirety of the Greater Nottingham area (apart from exempt services) giving passengers consistency across operators.

Inclusivity

All of our buses will meet the requirements of the [Equalities Act](#). We will work to ensure that Audio and visual announcements will be available on all of our buses, and we will continue to work to ensure that 'next stop' screens or displays are available on all buses in Nottingham. Priority seating will be made available for elderly and disabled passengers, as well as those with reduced mobility. Reasonable adjustments will also be made to meet the individual needs of passengers. Space will be available on each bus to accommodate the carriage of wheelchairs and pushchairs. We will aim to give wheelchair users priority over other users when it comes to the wheelchair bay. If other users are in the wheelchair bay, We will always assist and encourage anyone who is able to use an alternative area of the bus to do so, in order to allow those who need to use the space can do so. If the passengers fail to comply with this instruction, we will contact the next bus to see if the passenger can be accommodated or book a taxi for the passenger.

All drivers will receive both initial and ongoing training in customer service, and disability awareness skills will be monitored and preferable when selecting our staff. In addition to this, there will be a dedicated helpline for people with disabilities, provided by individual operators, where timetable and fare information can be accessed in accessible formats including large font, different

colours and braille. Large print timetables, maps and departure lists for bus stops will also be made available on request. Journey assistance cards are available to help people with disabilities make our staff aware of their needs. Assistance Dogs are welcome on our buses, and travel free of charge.

This charter will be made available in alternative formats including large font, braille and audio.

Putting things right

If your bus service does not meet your expectations, there will be a trained Customer Service team available to help you 7 days a week. All complaints will be acknowledged within 24 hours and we aim to provide a full response within five working days. If we cannot provide a response within five days, you will receive an update within this timescale to advise you of this. Our ability to respond to complaints within the specified timeframes will be monitored and published on the Robin Hood Network and Transport Nottingham websites.

As well as having the means to make a complaint, bus passengers in the Greater Nottingham area will be given a voice through regular listening sessions and forums, and through independent engagement.

Independent appeals

If you are unhappy with our response to any complaint you have the option of approaching Bus Users UK (www.bususers.org or 0300 111 0001) who will try to resolve the issue for you.

Your customer rights

- You have a right to be provided with appropriate and comprehensible information about your rights when you use regular bus services.
- We will not charge you a different price based on your nationality.
- You are entitled to adequate information throughout your journey.
- Where feasible, and where you have made a request, we will provide the information in accessible formats.
- We will not refuse to let you travel because of a disability that you have, unless it is physically impossible to carry you safely. If we lose or damage your mobility equipment, we will compensate you fully for its replacement or repair.
- We have procedures for giving disability-related training to our staff.

In addition to our commitments above, you have a right for your complaint to be dealt with if it concerns any of the matters covered by this section of the Charter (headed “Your customer rights”), provided you submit it within three months. We must respond to these complaints within one month of you submitting them and give you a final reply, stating whether your complaint is substantiated or rejected, within three months.

You have the right to appeal these complaints to Bus Users UK if you disagree with our response. Bus Users UK is subject to a three-month time limit for dealing with appeals and must refer unresolved complaints to a Traffic Commissioner. If they fail to refer your complaint promptly, when the time limit expires, you have the right to refer it to the relevant Traffic Commissioner. A list of Traffic Commissioners’ offices can be found at www.gov.uk.

Greater Nottingham Bus Passenger Charter – Summary

All Greater Nottingham (Robin Hood Network) Bus Passengers Can Expect:

- Your bus will normally arrive at your starting point within five minutes of the schedule time
- Your operator will keep you informed if your bus is seriously delayed
- You can expect at least 99% of journeys to be operated each week unless there are exceptional circumstances beyond the operators control
- A clean bus; a comfortable seat on the bus; a friendly and helpful driver
- CCTV on board for your security
- A range of value for money tickets and passes that are easy to understand and purchase
- Direct, express public transport between major destinations
- Realtime bus displays at major stops and also on operator smartphone apps
- Up to date timetable and fare information available online
- A space on every bus large enough to take one wheelchair or two buggies

Questions / Complaints?

Contact us

email: x

telephone: x



Robin Hood Marketing Group (RHMG)

Terms of Reference (ToR)

Change History

Version	Date	Reason for change/update
V0.1	18/11/2021	Initial draft
V1.0		Amendments from partners

This document sets out the purpose, responsibilities and governance of the Robin Hood Marketing Group.

Purpose

The Robin Hood Marketing Group has several objectives, which aim to establish a trusted brand and promote product sales:

- Co-ordinate joined-up marketing of the Robin Hood network and associated products
- Authorise spend of the Robin Hood Marketing budget on cost-effective marketing and communications activity
- Protect and grow the Robin Hood brand
- Improve and maintain public understanding of the Robin Hood network and products
- Increase public perception of the Robin Hood network and products.

Membership and responsibilities

There are six partners in the Robin Hood Marketing Group, represented by the following:

- Nottingham City Council (NCC) – Communications and Marketing Manager (Transport)
- Nottingham City Transport (NCT) – Head of Marketing
- Nottingham Express Transit (NET) – Marketing Manager
- trentbarton – Marketing and Communications Manager
- Nottinghamshire County Council (Notts CC) – TBC
- Representative of smaller operator – TBC, to rotate every two years

Responsibilities

- NCC will take responsibility for co-ordinating meetings, ensuring a forward plan is in place, monitoring spend against budget, and co-ordinating preparation of communication and marketing materials, seeking input from all partners
- NCT will take responsibility for preparing the quarterly report for submission to the Robin Hood Operators' Group and attending these meetings to represent the Marketing Group

All partners share a responsibility to:

- Attend quarterly meetings and input into discussions and decisions
- Provide sign off on communications and marketing material
- Set a proposal for marketing budget and agree any significant changes to budget allocations throughout the year
- Where appropriate and in line with individual operators marketing and communication strategy, share Robin Hood communications and marketing material via their own channels
- Contribute to quarterly reports for the Robin Hood Operators' Group

Governance arrangements

The Robin Hood Marketing Group will meet quarterly, usually a week ahead of the Robin Hood Operators' Group, to which it reports.

More frequent or ad-hoc meetings may be required to meet project or campaign deadlines.

Example of a standard agenda:

1. Review of previous three months' activity
2. Look ahead to next three months' activity
3. Review of annual plan, including budget spend
4. Partner updates
5. AOB

Decision making

Where possible and not time urgent, decisions will be agreed by all parties during quarterly meetings. This includes major decisions, such as budget setting and significant spend, defined as in excess of £5,000.

Decisions can often be required on an ad-hoc basis, in response to demand or customer feedback. In this instance, all parties will be contacted, allowing the maximum time available to respond (a minimum of three working days or seven days, or at the point unanimous agreement is made). Where parties do not reply within the given time frame, decisions can be made with the agreement of the majority of respondents, based on a minimum of three responses.

Concerning minor decisions, for example reprints of existing materials, low cost or non-controversial printing or social media posts, agreement from all parties is not required, but details of all work using the Robin Hood brand will be circulated for information. Upon being notified of digital communications being distributed, if any partner raises concerns, the promotion in question is withdrawn until all partners are in agreement.

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