

Transport and Environment Committee

Wednesday, 04 May 2022 at 10:30

County Hall, West Bridgford, Nottingham, NG2 7QP

AGENDA

1	Minutes of last meeting held on 23 March 2022	3 - 6
2	Apologies for Absence	
3	Declarations of Interests by Members and Officers:- (see note below) (a) Disclosable Pecuniary Interests (b) Private Interests (pecuniary and non-pecuniary)	
4	Highways Out of Hours Service	7 - 10
5	Highways and Transport Group Staffing Infrastructure	11 - 32
6	Transforming Cities Fund Tranche 2 - Public Transport Improvements Programme Update	33 - 56
7	National Bus Strategy - Public Transport Update	57 - 290

Notes

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Noel McMenamin (Tel. 0115 993 2670) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.
- (5) This agenda and its associated reports are available to view online via an online calendar - <http://www.nottinghamshire.gov.uk/dms/Meetings.aspx>

Meeting Transport and Environment Committee

Date 23 March 2022 (commencing at 10:30 am)

Membership

Persons absent are marked with an 'A'

COUNCILLORS

Neil Clarke MBE (Chairman)
Mike Adams (Vice-Chairman)
John Ogle (Vice-Chairman)

Matt Barney	Tom Hollis
Stephen Garner	Sam Smith
Glynn Gilfoyle	Nigel Turner
Penny Gowland	John Wilmott Apologies

SUBSTITUTE MEMBERS

David Martin.

OTHER COUNTY COUNCILLORS IN ATTENDANCE

None.

OFFICERS IN ATTENDANCE

Doug Coutts	-	Via East Midlands Ltd
James Harvey	-	Chief Executive's Department
Derek Higon	-	Place Department
Sean Parks	-	Place Department
Adrian Smith	-	Place Department
Jan Witko	-	Place Department
Gary Wood	-	Place Department
Noel McMenamin	-	Chief Executive's Department

1. MINUTES OF LAST MEETING HELD ON 9 FEBRUARY 2022

The minutes of the last meeting held on 9 February 2022, having been circulated to all Members, were taken as read and were signed by the Chairman.

2. APOLOGIES FOR ABSENCE

Councillor John Wilmott (other Council business). The Committee noted that Councillor Stephen Garner was now a member of the Committee.

3. DECLARATIONS OF INTERESTS

None.

4. TRANSPORT AND ENVIRONMENT PERFORMANCE REPORT QUARTER 3 PLACE CORE DATA SET

During debate, it was agreed that further information would be provided to members in respect of street lighting repair response times. In response to a member's query, it was also confirmed that it was WDM Limited which had carried out the independent highway asset management data referred to in the report.

RESOLVED 2022/19

That the performance and financial outcomes in respect of the Council's services for Transport and Environment Committee for the period 1 October to 31 December 2021 be endorsed.

5. PROVISIONAL HIGHWAYS CAPITAL AND REVENUE PROGRAMMES

The Chairman proposed and had seconded an alteration to the published recommendations to refer to paragraphs 36 and 45 – not paragraphs 39 and 48 - of the report, in line with Section 5 Part B paragraph 33 of the Constitution, and it was:

RESOLVED 2022/20

That, subject to the provisions set out in paragraphs 36 and 45 of the report, that the following be approved:

- 1) The provisional three-year highway capital maintenance programme for implementation as contained in the report and detailed at Appendix 2 to the report;
- 2) The provisional integrated transport block programme for implementation as contained in the report and detailed at Appendix 2 to the report;
- 3) The externally funded schemes detailed in the report;
- 4) The provisional highway traffic management revenue programme for implementation as contained in the report and detailed at Appendix 3 to the report;
- 5) The provisional road safety education, training and awareness programmes as contained in the report and detailed at Appendix 4 to the report;

- 6) The consultation, information provision and publicity required to deliver each of the schemes and work programmes contained in the report and its appendices.
6. **NOTTINGHAMSHIRE COUNTY COUNCIL (STATION ROAD AREA, BEESTON) (PROHIBITION OF WAITING AND REMOVAL OF PARKING SPACES) TRAFFIC REGULATION ORDER 2022 (5305)**

RESOLVED 2022/21

That the Nottinghamshire County Council (Station Road Area, Beeston) (Prohibition of Waiting and Removal of Parking Places) Traffic Regulation Order 2022 (5305) be made as advertised, and the objectors informed accordingly.

7. **NOTTINGHAMSHIRE COUNTY COUNCIL (BEDE HOUSE LANE, NEWARK ON TRENT) (PROHIBITION OF WAITING) TRAFFIC REGULATION ORDER 2022 (3345)**

RESOLVED 2022/22

That the Nottinghamshire County Council (Bede House Lane, Newark on Trent) (Prohibition of Waiting) Traffic Regulation Order 2022 (3345) be implemented, and Newark Town Council be informed accordingly.

8. **RESPONSES TO PETITIONS PRESENTED TO THE CHAIRMAN OF THE COUNTY COUNCIL**

Two additional actions arose during debate:

In respect of Petition F (Raised zebra crossing, Digby Avenue), assurance was given that a further vehicle assessment would be conducted, it being acknowledged that the previous survey had taken place at a time when Covid restrictions were more extensive, affecting traffic volume. The Chairman also undertook to conduct a site visit and discuss the way forward with local councillors once the vehicle assessment had been completed.

In respect of Petition A (Request for a one-way TRO on Reform Street and Cutts Row, Annesley Woodhouse), assurance was given that a meeting involving the divisional councillor, Councillor Elizabeth Williamson, the relevant District Manager, and local Via engineer would be convened to review consideration of the petition and to explore further ways to address residents' concerns about traffic flow.

RESOLVED 2022/23

That

- 1) The actions approved in the report be approved, and lead petitioners be informed accordingly;

2) The outcome of the Committee's consideration be reported to Full Council.

9. WORK PROGRAMME

RESOLVED 2022/24

That the Work programme be approved.

The meeting concluded at 11.45 am.

Chairman

REPORT OF THE SERVICE DIRECTOR, PLACE AND COMMUNITIES**HIGHWAYS OUT OF HOURS SERVICE****Purpose of the Report**

1. To provide Committee with an overview of the highways out of hours service and an update on the associated emergency response by Via East Midlands Limited across Nottinghamshire.

Information

2. Via EM provides an incident response service to Nottinghamshire County Council which covers 24 hours each day of the year. During normal working hours there is a dedicated team that attends to incidents that have been reported, while out of hours this response service is covered by Via EM staff on a rota basis.
3. Each week there are fifteen Via EM individuals available to respond to emergencies that occur out of hours, eleven Bronze Officers, three Silver Officers, and one Gold Officer. These staff are able to deal with issues that relate to highway maintenance, street lighting and traffic signals, and forestry related issues, such as trees that have fallen onto the highway. During periods where storms have been forecasted, then additional staff are placed on standby, with sub-contractors also made available if required. In large-scale incidents, the Via EM Duty Officer will be contacted by the NCC Emergency Planning Team Duty Officer and will be linked into any multi-agency response being coordinated through the Local Resilience Forum. Such incidents may include severe weather (including widespread major flooding) or transportation accidents, or other emergencies affecting the highways network in any way.
4. The period between 4pm and 8am Monday to Friday, and from 4pm Friday through to 8am on Monday of the following week, are considered as the 'out of hours' period. Calls that are received between 4pm and 6pm each weekday are dealt with by the Nottinghamshire County Council Customer Service Centre, after which calls are dealt with by a bespoke call management service, First Call Communications. This arrangement has been in place for over twenty years and the system in place works well. The use of First Call is also reviewed on a regular basis for value for money and customer service.
5. On receipt of a call, the call handlers will initially assess the circumstances of the issue being reported and decide whether the call needs to be passed to the Via EM Silver Duty Officer to arrange attendance. Not all calls received are related to the highway or fall under the responsibility of Nottinghamshire County Council, and callers are on occasions informed that they need to contact a neighbouring authority, or National Highways if the issue relates to the Motorway or Trunk Roads. The role of the call handler is to obtain the details of the incident, location and contact details of the person reporting. As the majority of the calls received are

from the Police, an incident number is also recorded to allow follow up action if required. This service ensures that staff on the standby rota concentrate their efforts on highway related issues and do not deal with erroneous calls. In the event that further information is required on a reported issue, First Call will act as the intermediary and contact the initial caller to discuss a matter further, again saving time and effort for call-out staff.

6. The number of calls received out of hours can vary from week to week, but typically this can amount to over 1500 calls on an annual basis. During a severe weather event the number of calls can be significant over a relatively short period and therefore alternative arrangements for call receipt into Via EM are considered and implemented. This provides a dedicated point of contact to deal with calls from First Call to allow Silver and Gold Officers to concentrate on emergency response. An additional benefit is that First Call are able to quickly upscale call handler numbers in times of an emergency to deal with increased call numbers.
7. Costs associated with delivering the out of hours service fluctuate depending on the number and complexity of the emergencies that are handled. Basic annual costs for the service amount to approximately £220,000, covering employee standby, vehicles and associated plant, and including the charges associated with the First Call service of around £13,000. Additional costs are incurred with incident attendance, and also if follow up remedial works from the day-time Operational teams are required, with these costs being accrued against the emergency action budget. However, in the event of a third-party involvement in an incident, Via EM will aim to recover all costs associated with attendance from the insurers of the individual or organisation.
8. This report, together with an accompanying presentation by Via EM will provide the Committee with an overview of the highways out of hours service and the associated emergency action response provided across the County.

Other Options Considered

9. This report provides an overview to Committee of the highways out of hours service and associated emergency action response and members of the Committee are asked to consider if there are any further actions they would like to consider in respect of the report.

Reasons for Recommendation

10. This report and presentation highlight details and benefits of the current highway out of hours service which is being provided by First Call to Via EM, as part of our emergency action response service provided to the Council.

Statutory and Policy Implications

11. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

12. There are no direct financial implications arising from this report.

RECOMMENDATION

- 1) That Committee consider the report and the presentation by Via East Midlands and identifies any actions that may arise.

Derek Higton
Service Director, Place and Communities

For any enquiries about this report please contact: Kevin Heathcote, Via EM - Head of Environmental and Operational Support (0115 804 2131)

Constitutional Comments (LW 31/03/2022)

13. Highways and Transport Committee is the appropriate body to consider the content of the report.

Financial Comments (SES 01/04/2022)

14. There are no specific financial implications arising directly from the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None.

Electoral Division(s) and Member(s) Affected

- All.



REPORT OF THE CORPORATE DIRECTOR, PLACE

HIGHWAYS AND TRANSPORT GROUP STAFFING STRUCTURE

Purpose of the Report

1. To seek approval to commence consultation on updating the staffing structures of the Highways and Transport Group.
2. To seek approval to delegate responsibility for the final shape of the staffing structure to the Corporate Director of Place following consultation with staff.

Information

3. A number of changes are proposed to the current structure, and these are designed to respond to changes in demand and ensure that the Group is able to deliver the ambitions of the County Council and to build on the good work and reputation of the Group. The key drivers for the changes are:
 - The recent Highways Review, that concluded that the NCC highways client needed extra resources to increase the County Council's influence and control over highway functions including for major projects and network management.
 - A requirement to provide additional resources in our transport teams due to increased workload in our key day to day transport activities and significant changes as a result of our Bus Service Improvement Plans and Enhanced Partnership with operators.
 - a requirement to provide additional resources around the demands of our Local Transport Plan activity including active travel infrastructure following our Active Travel Fund bid successes and the requirement to produce a new comprehensive Local Transport Plan once new government guidance is released.
4. The structural changes are set out in graphical form in the **Appendix** to this report and are detailed further below.

Local Transport Plan and Programme Development Team

5. The Local Transport Plans & Programme Development (LTP&PD) Team is responsible for the development of transport strategy, including the Local Transport Plan (LTP), and their associated highways programmes. Following the recent Highways Review, it is proposed that the LTP&PD team will take on road safety strategy and policy functions, as well as continuing a programme management role for major/significant active travel infrastructure programmes. Significant additional funding is being made available by government for active travel infrastructure programmes and electric vehicle charging infrastructure resulting in a need for additional resource within the team to plan, bid for, and manage delivery of

such programmes. The Department for Transport (DfT) has also announced that it expects all local transport authorities to review their LTPs and plans to issue guidance later this year on timescales and what will be required as part of the review.

6. To meet these additional demands within the team it is therefore proposed that a post is created to take on and oversee the additional strategy/policy responsibilities; and that two posts are created to take on and oversee programme/project planning and delivery (such as active travel and electric vehicle charging infrastructure programmes). It is proposed that the three posts will be funded from recharges to the relevant capital programmes and from the recently announced Local Transport Plan grant funding.

Highways Contract Management Team

7. The forthcoming A614 improvements and other major highway schemes which Via EM Ltd. will undertake on the County Council's behalf, have created an additional demand upon the Contract Management Team to provide engineering and contractual oversight. This demand cannot be met from within the Team's existing structure as it is fully deployed upon similar tasks associated with the County Councils Highways Capital and Revenue programmes. It is therefore intended to create a post to provide this additional engineering and contractual oversight on major highway schemes. It is proposed that this post is recharged to the relevant major project budgets.
8. The Highways Review identified Member's desire for the County Council to have a greater degree of control over the Highway Service. The Review's recommendations will therefore result in additional tasks being undertaken by the Contract Management Team which cannot be accommodated from within its existing structure. These additional demands arise not only from the enhanced degree of oversight which the Team will now provide but also from modifications to the arrangements for commissioning works from Via EM Ltd. and the support which the Team will be required to provide to the Authority's various internal clients. It is therefore proposed that an additional post is created to undertake these tasks and it be funded from existing highways revenue budgets.

Traffic Manager Team

9. Central Government have invited local authorities to apply for the powers to enforce moving traffic offences from the summer of 2022. Nottinghamshire County Council has indicated its support for acquiring these powers and as a consequence a temporary Project Officer is required to manage the consultation and application process. In addition, as confirmed by the Highways Review, the Authority wishes to explore the full implications of adopting a Lane Rental Scheme to support the Streetworks Permit Scheme. The Project Officer will work alongside an existing consultant to develop this initiative in detail. The post can be wholly funded from external revenue from the service area.

Network Management Team

10. Following on from the highways review, which highlighted the need to return a greater level of influence and control over district management and asset management functions, it is intended to establish a new Network Management Team which will work alongside the current Via teams to improve our overall service offering to the public. It is proposed that the Team will form a more informed and influential client for district management and asset matters. It is proposed that the team consist of a Team Manager and four staff as shown in Appendix 1. It is intended that this new team is funded from existing highway budgets.

Passenger Transport Teams

11. A review of the current structure has highlighted that pressure has been growing to maintain existing services and facilities, deliver externally funded improvements including the Rural Mobility Fund Demand Responsive Transport (DRT) and developer funded improvements; whilst also adapt to changing industry standards. In parallel to this the Council's is required to introduce Enhanced Partnerships, which increase the Council's role in the development and monitoring of bus services and bus infrastructure. The following changes are therefore proposed:

Interchange Manager

12. It is proposed to change the current Interchange Officer role to Interchange Manager and include additional responsibilities previously undertaken by the Facilities and Partnership Manager to enable the new Enhanced Partnerships and Facilities Manager to concentrate on Enhanced Partnership programme delivery. The new Interchange Manger will take on budget management and forecasting and greater responsibility for property and staffing related issues.

Interchange Assistant

13. It is proposed to establish the post of Interchange Assistant at Retford Bus Station for two days a week to undertake essential administrative tasks as part of a development of the service at the bus station. The current Interchange Assistant post at Worksop Bus Station will be reduced from full time to three days a week with their administrative tasks condensed over these days.

New Transport Facilities Officer and Funding and Delivery Officer

14. It is intended to split out the work currently undertaken primarily by the current Partnerships Officer and Facilities and Information Officer and establish a new Transport Facilities Officer role. This Officer will be responsible for bus stop facilities, maintenance & delivery, hot spot resolution/accessibility improvements & support interchange project delivery. The Funding and Delivery Officer will concentrate on input into Planning applications and delivery of S106 /S278 schemes related to bus stop infrastructure.

New Enhanced Partnerships Delivery Officer (2yr post)

15. There is a requirement to establish a new Enhanced Partnerships (EP) Delivery officer to help implement our Bus Service Improvement plans. They will focus on EP programme delivery, EP Board administration, data collection and data analysis. The Council is required to report back to the Government regularly on Bus Service Improvement Plan and Enhanced Partnerships and this will also form part of the role.

Bus Network officer (2yr post)

16. The Government recently announced further funding to support the bus Industry up until October 2022 and there is a risk that the Commercial local bus network will see some reductions once this funding ends as its unlikely patronage levels will return to pre-pandemic levels. Therefore, there is a need to review our current tendered network to ensure people continue to have access to jobs, training, health and leisure opportunities across the County. This new post will be responsible for liaising with commercial operators and where required external consultants to plan, implement and monitor the supported local bus network: and provide innovative technology led solutions including Demand Responsive Transport to

deliver the County Council desired outcomes.

New Compliance Officer

17. There is currently only 0.6fte Compliance officer for the whole County and it is proposed to introduce a further post to help with the monitoring of 70+ local bus contracts, SEND contracts and other transport contracts. They will also be responsible for the monitoring of Enhanced Partnership standards for buses and infrastructure which include 4 bus stations, 2 on street interchanges and over 5000 bus stops.
18. The number of contracts is forecast to increase as the service continues to grow and compliance is an important way to ensure the highest quality of services for Nottinghamshire residents to ensure they are safe and enjoy a comfortable journey. A further 2 Compliance Officers will be required if successful with the BSIP submission to DfT.

Information and Data Manager

19. It is proposed to disestablish the current Facilities and Information Officer and establish a new Information and Data Manager to reflect the increased reliance on bus service data for the provision of network-wide real time information and traffic light priority; expectation for a one stop shop/integrated public transport website and the need to market Council supported bus services to ensure their long-term sustainability at this challenging time for the bus sector.

New Transport Facilities Assistants

20. It is proposed to establish two further Transport Facilities Assistant posts to assist the Facilities and Partnership team to support the senior practitioners to maintain, develop and deliver new bus stop infrastructure, focusing on bus registration data processing, passenger information production, resident correspondence, complaints investigations and supporting the input into planning applications and delivery of S106 /S278 schemes related to bus stop infrastructure. One of the posts will be permanent and the other will be a two-year fixed post.

Commercial Assistant (0.4fte)

21. The current structure has been reviewed following the 20/21 school (incl. SEND) application process and it has become apparent that there is insufficient resource to deal with the increasing SEND U16 and P16 applications, appeals and invoice reconciliation.
22. Therefore, it is proposed to create an additional 0.4 Commercial Assistant post to assist in processing of applications and reconciling invoices.
23. The proposed changes in the Passenger Transport Teams will be funded by a combination of recharge against government grant funding and existing NCC transport budgets, with recharge to capital / BSIP funding where appropriate.

Transport & Travel Services Team

24. There has been significant growth in school and social care transport over the past 5 years both in numbers being carried and the complexity of the needs which have to be managed. In 2017 the SEND Project board identified the growth which has proved to be consistent in every year since then, budgets and pressures have been adjusted to try and keep pace with this growth which is identified as a national problem being faced by every Authority responsible for Home to School Transport.

25. The staffing structure in Transport & Travel Services has not been reviewed since 2016 and the measures below are designed to support the current teams and meet the annual growth. In the 2021/22 academic year we have seen an increase of around 60 pupils with significant needs and the expectation for 22/23 is a further increase of around 55 pupils to fill additional places at Nottinghamshire schools. In our Mainstream schools we have seen a growth in pupil numbers and more pupils unable to find a place in their nearest or catchment school resulting in additional transport being required to schools outside of the local area. Early figures for the 22/23 academic year suggest up to 392 pupils may be allocated places at schools outside of their local community where transport will be needed to meet our statutory duty. Therefore, it is proposed to make the changes as indicated below.

Transport Solutions

26. To create a new post increasing the number of Transport Solutions Assistants from 4 to 5. This will strengthen our ability to provide high quality, safe and appropriate transport for our vulnerable users.

Mainstream & Local Bus

27. To increase the number of Transport Assistants from 1 to 2. This will ensure that we can meet our statutory obligations and meet increase demands for transport.

Consultation

28. It is intended to undertake a formal, four-week consultation period with staff from the group, and with the unions in line with normal restructuring processes, with the final structures being decided by the Corporate Director of Place.

29. The current and proposed staffing arrangements for all five teams is shown in **Appendix 1**.

30. All new posts and posts with changed responsibilities arising from the new structure will be subject to job evaluation.

Reasons for Recommendations

31. To enable the Highways and Transport Group to fully deliver all aspects set out in the Council Plan and respond to:

- The recent Highways Review, concluding that the NCC highways client needed extra resources to increase the County Council's influence and control over highway functions including for major projects and network management
- An increased workload in our key day to day transport activities and significant changes as a result of our Bus Service Improvement Plans and Enhanced Partnership with operators
- Increased demands on our Local Transport Plan activity including active travel infrastructure following our Active Travel Fund bid successes and the requirement to produce a new comprehensive Local Transport Plan once new government guidance is released

Statutory and Policy Implications

32. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

33. The purpose of this restructure is to have more effective highways arrangements following on from the Highways Review and meet new demands the within the Highways and Transport Group, rather than to make a budgetary saving. The restructure will be contained within existing budgetary provision including income streams, government grants and recharges to capital projects.

Human Resources Implications

34. The proposals will be subject to a four-week formal consultation period and there will be ongoing discussion with the affected staff and their union representatives about the proposed changes. The County Council's agreed enabling process will be applied in making appointments to the posts in the revised structure. Where applicable staff will be supported through the redeployment process. It is not envisaged that there will be any redundancies or TUPE transfer of staff.

RECOMMENDATIONS

- 1) That approval is given to commence consultation on updating the staffing structures of the Highways and Transport Group as set out in the report and shown in **Appendix 1**.
- 2) That approval is given to delegate responsibility for the final shape of the staffing structure to the Corporate Director of Place following consultation with staff as set out in the report.

Adrian Smith
Corporate Director, Place

For any enquiries about this report please contact: Gary Wood, Head of Service, Highways and Transport, Tel: 0115 9774270

Constitutional Comments (LW 31/03/2022)

35. Highways and Transport Committee is the appropriate body to consider the content of the report.

Financial Comments (SES 19/04/2022)

36. The financial implications are set out in paragraph 33 of the report.

37. The purpose of this restructure is to have more effective highways arrangements following on from the Highways Review and meet new demands the within the Highways and Transport Group, rather than to make a budgetary saving. The restructure will be contained within existing budgetary provision including income streams, government grants and recharges to capital projects.

HR Comments (JP 05/04/2022)

38. The HR implications are within the body of the report. This includes reference to appropriate consultation with the recognised trade unions and staff. The proposals will be subject to HR policies and procedures including job evaluation, enabling and recruitment policies.

Background Papers and Published Documents

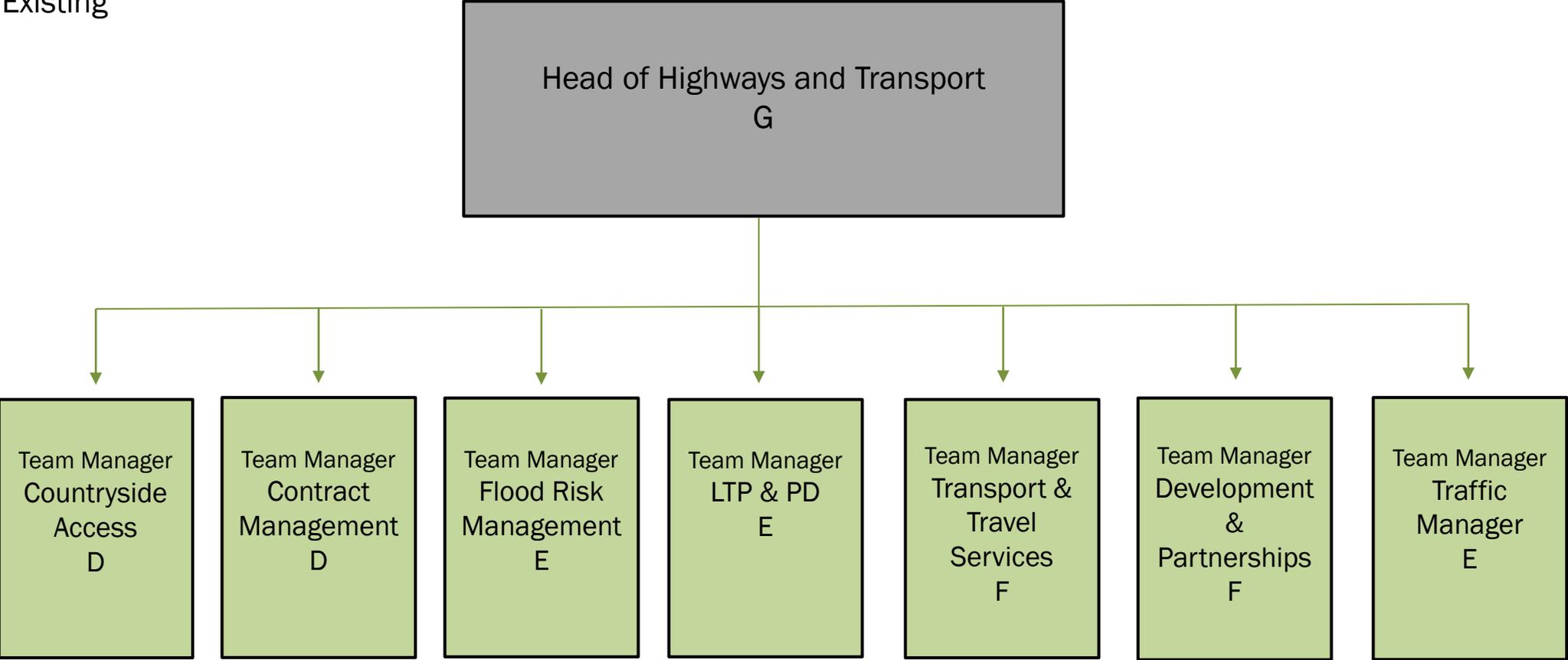
Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None.

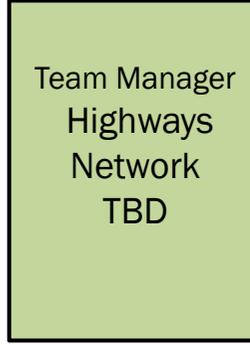
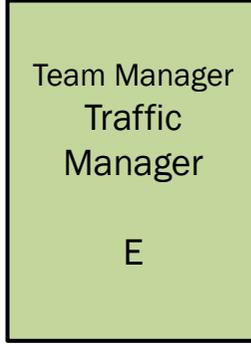
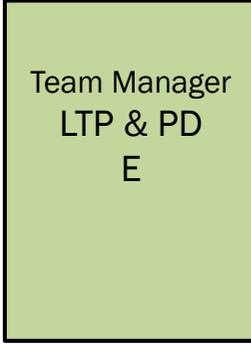
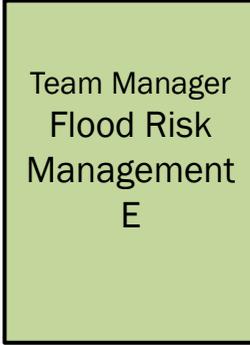
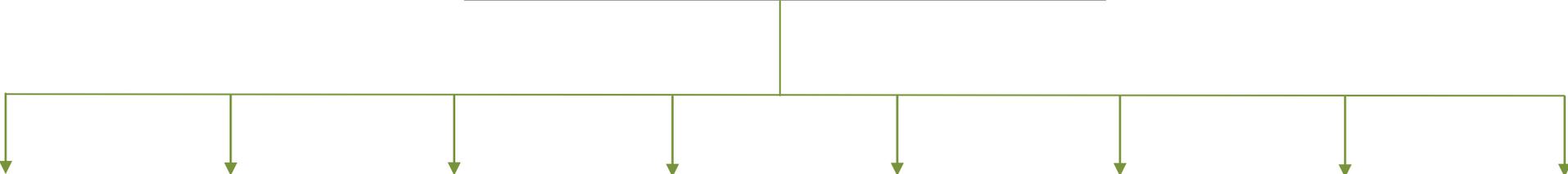
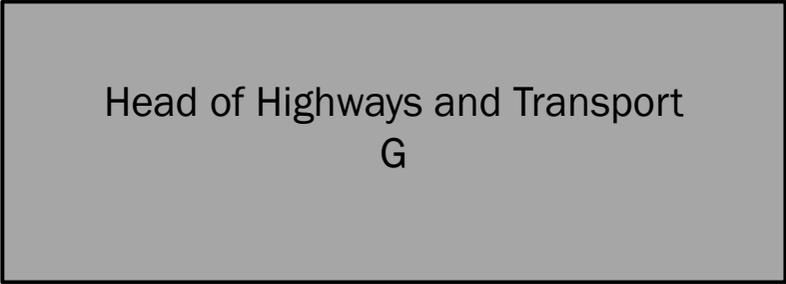
Electoral Divisions and Members Affected

- All.

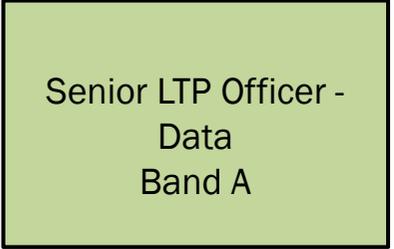
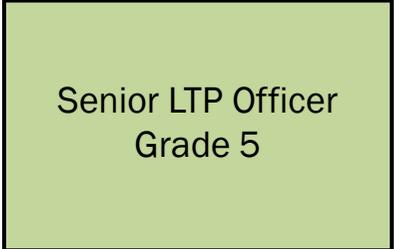
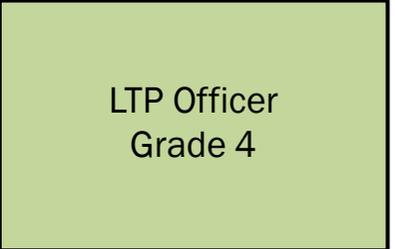
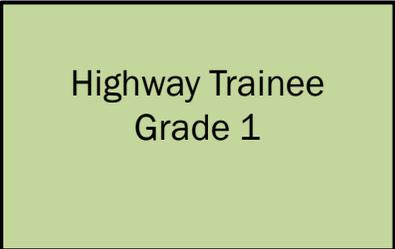
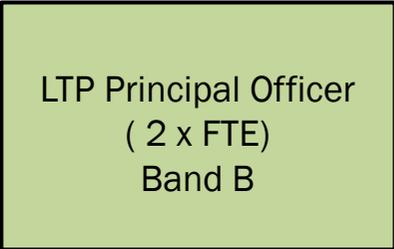
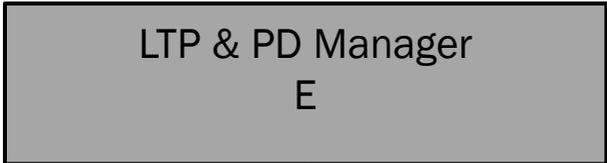
Highways and Transport
Group Management Team
Existing



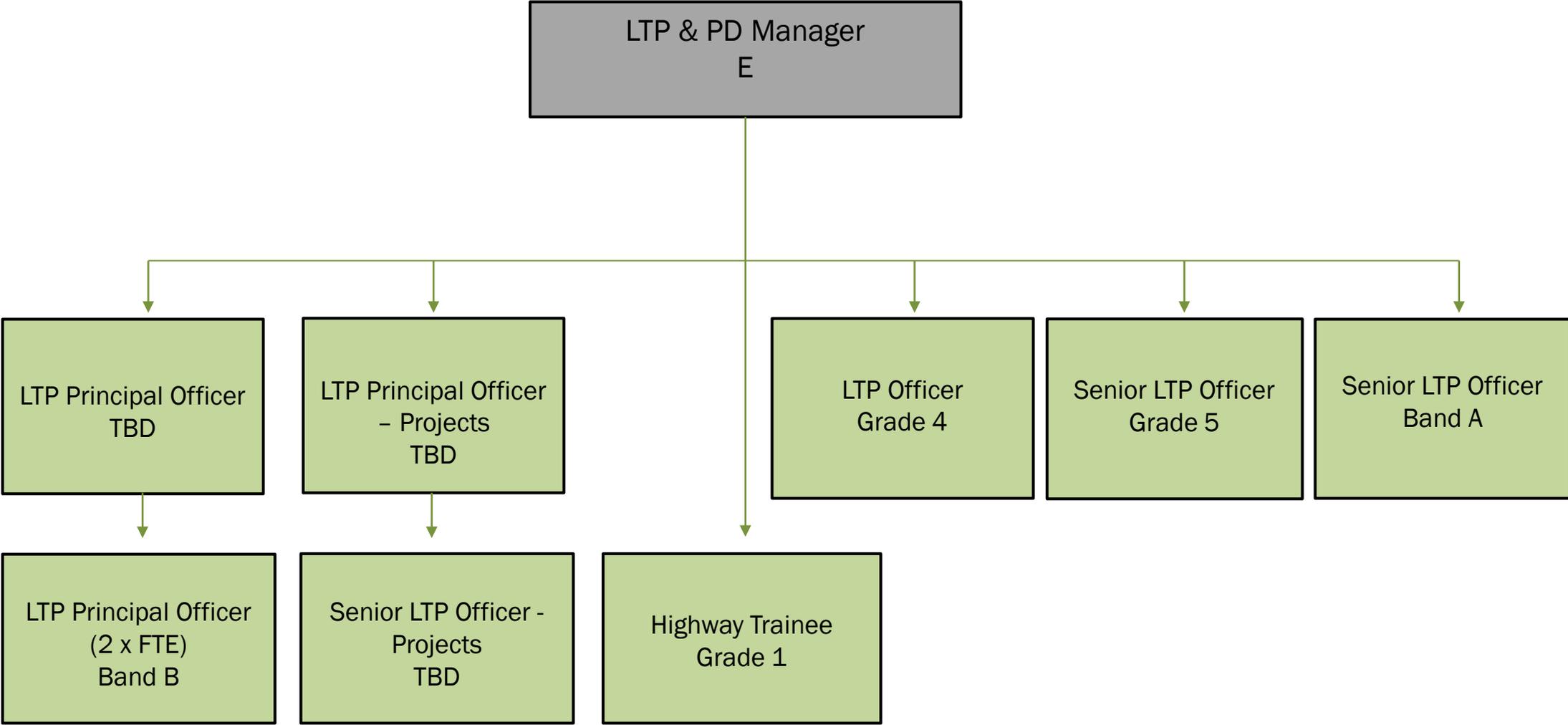
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Group Management Team
Proposed



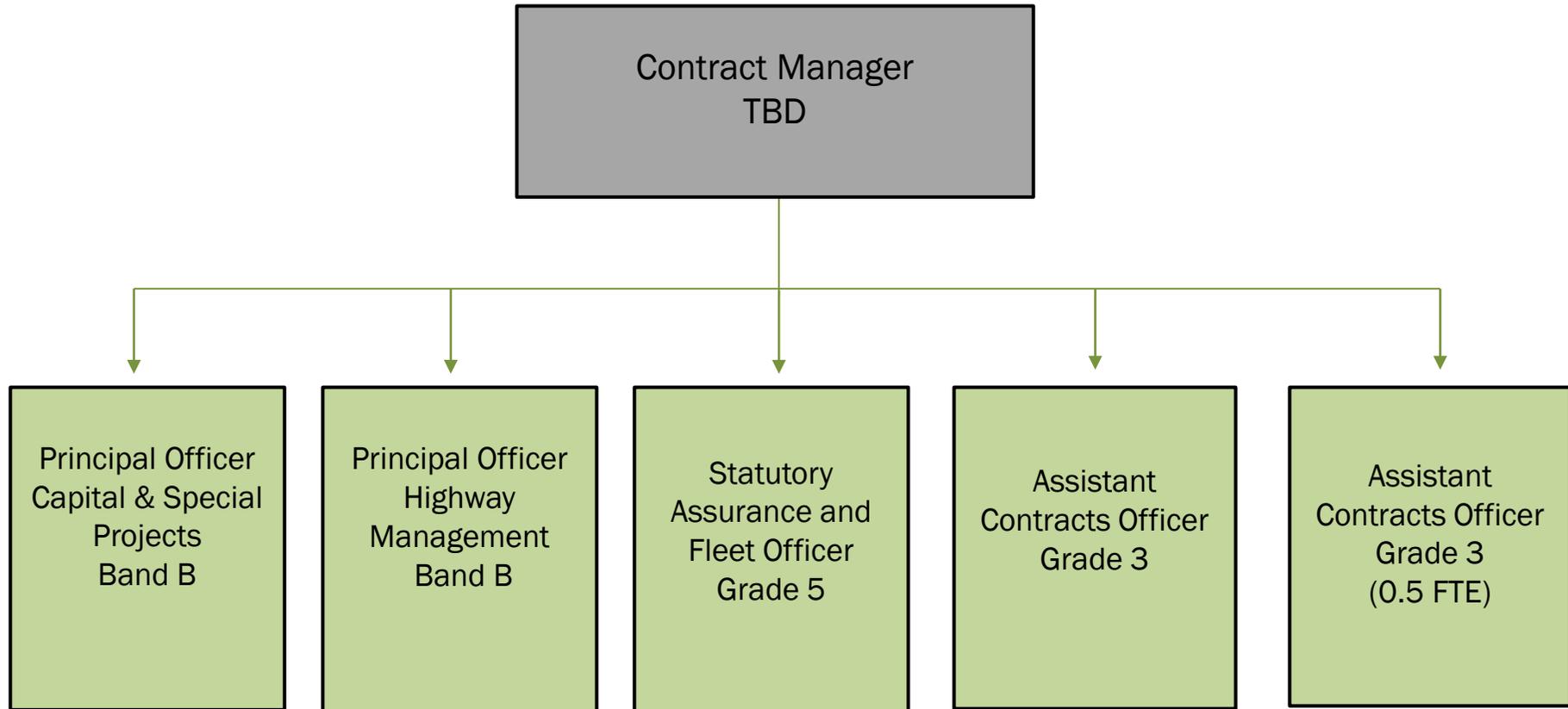
Local Transport Plans & Programme Development Team
Existing



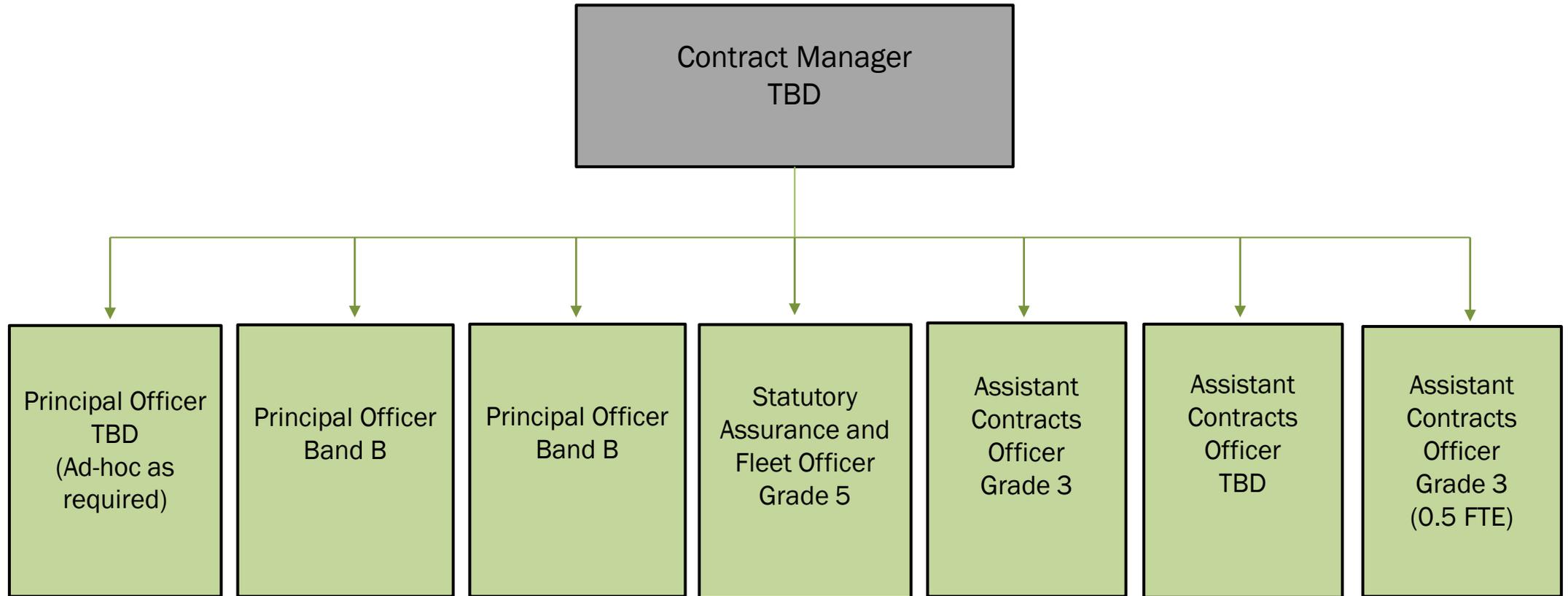
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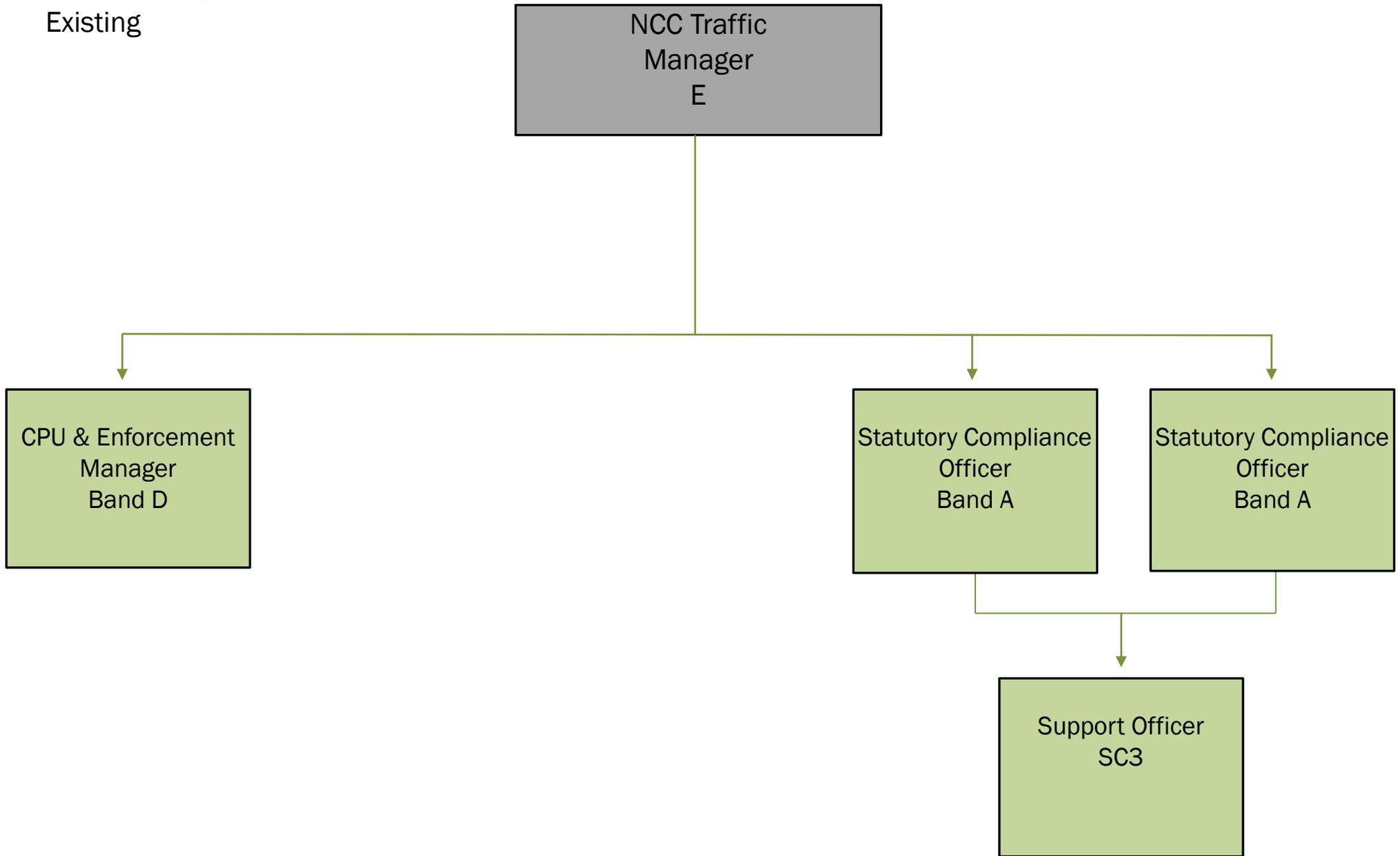
Contract Management
Existing



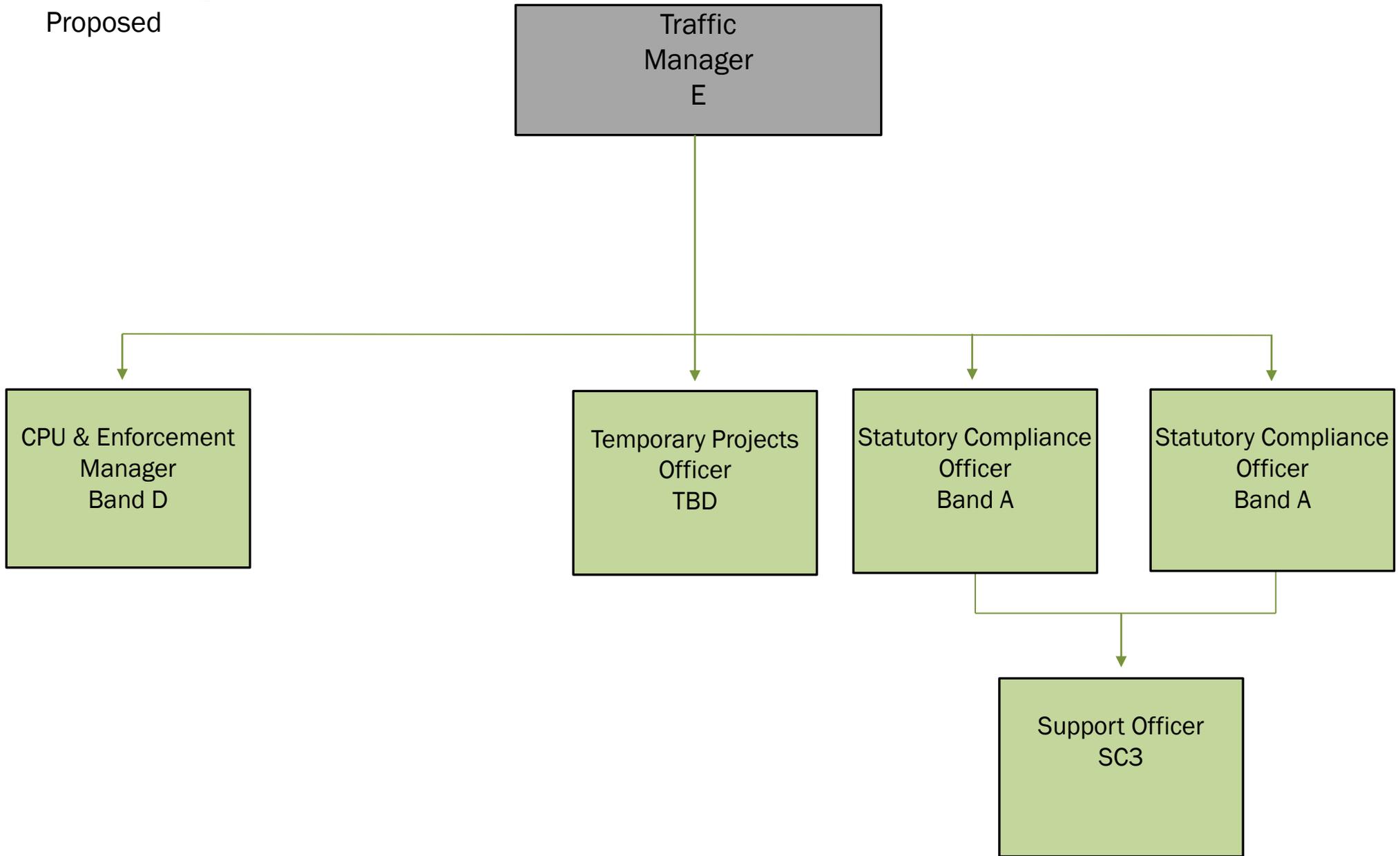
Contract Management
Proposed



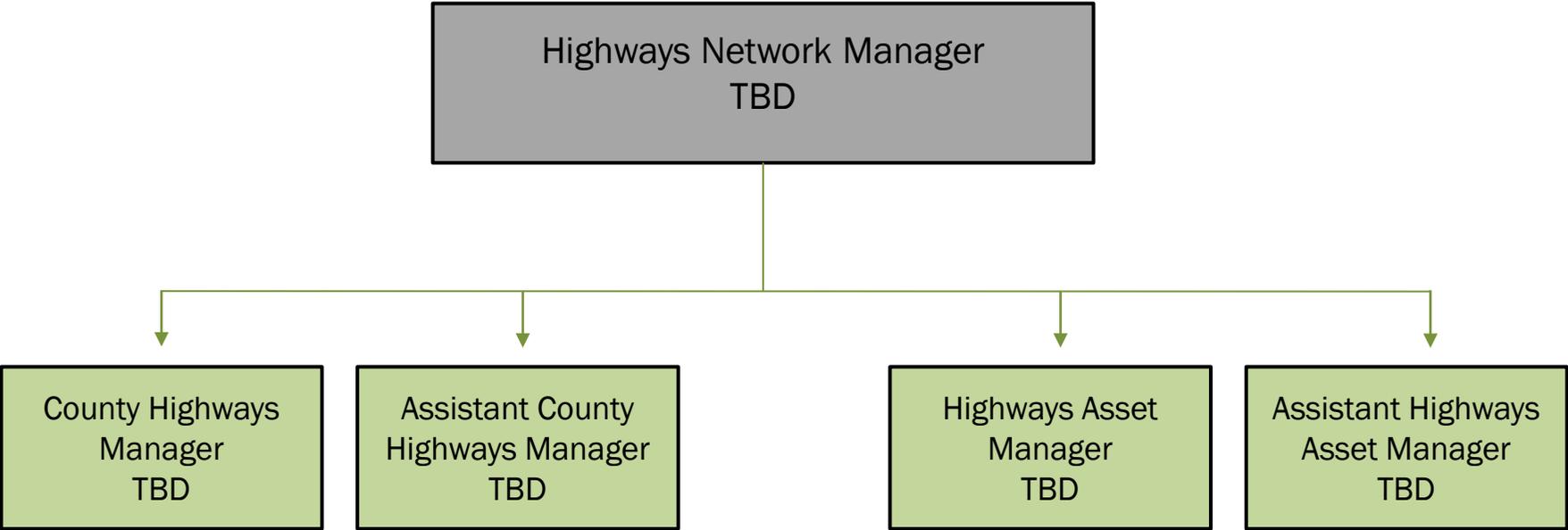
Traffic Manager
Existing



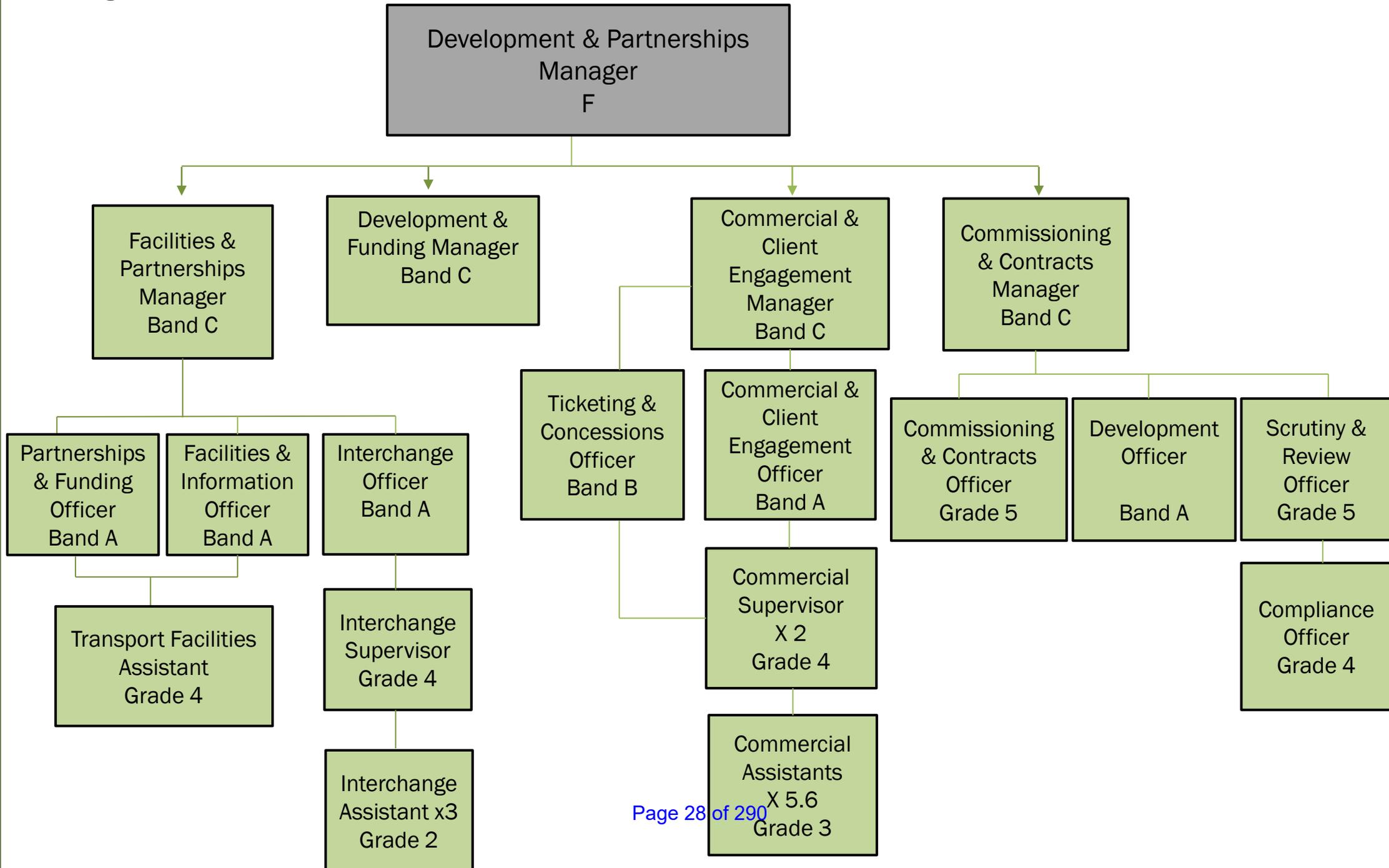
Traffic Manager
Proposed



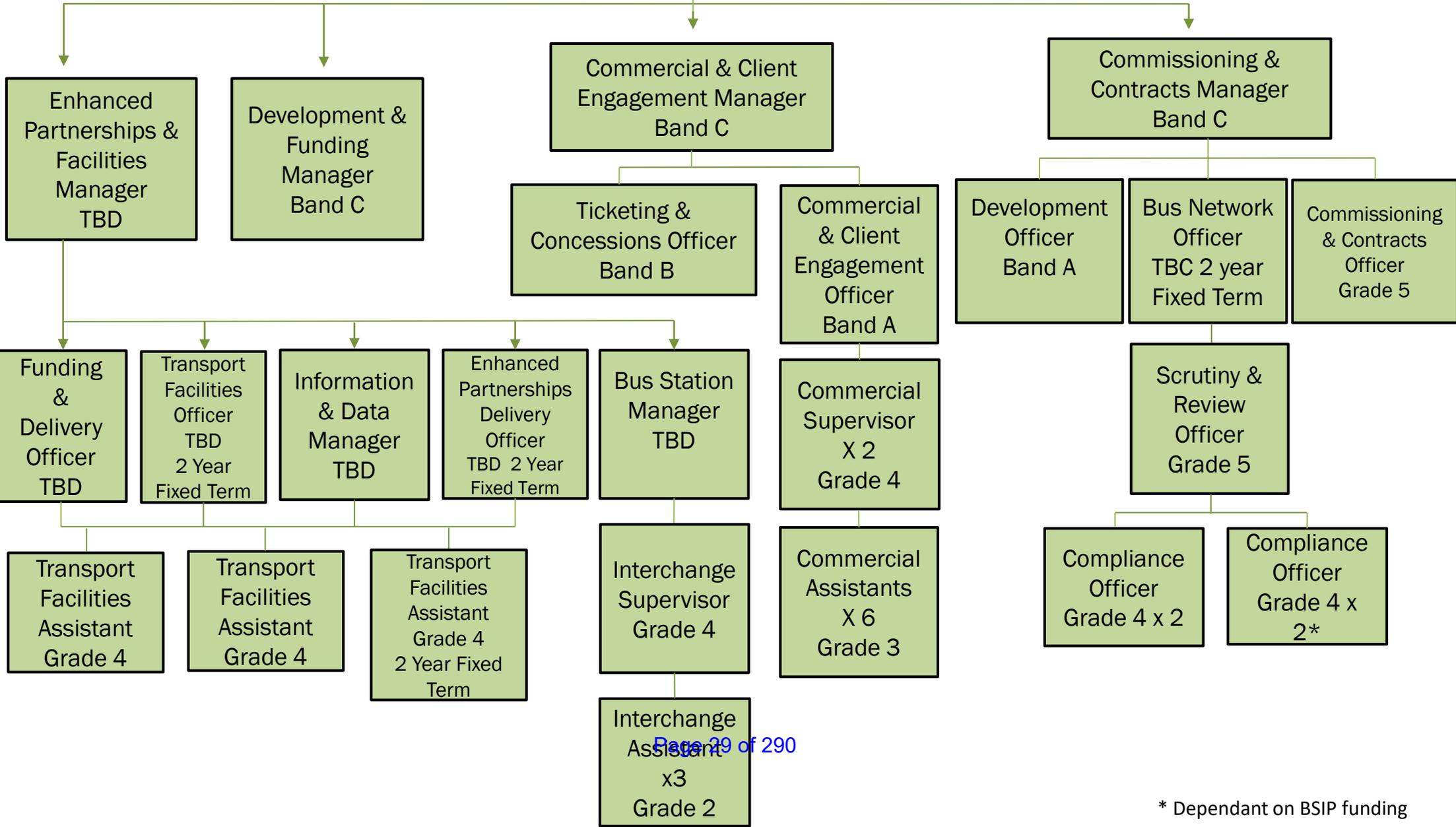
Highways Network Manager Team
Proposed



Development & Partnerships Team
Existing

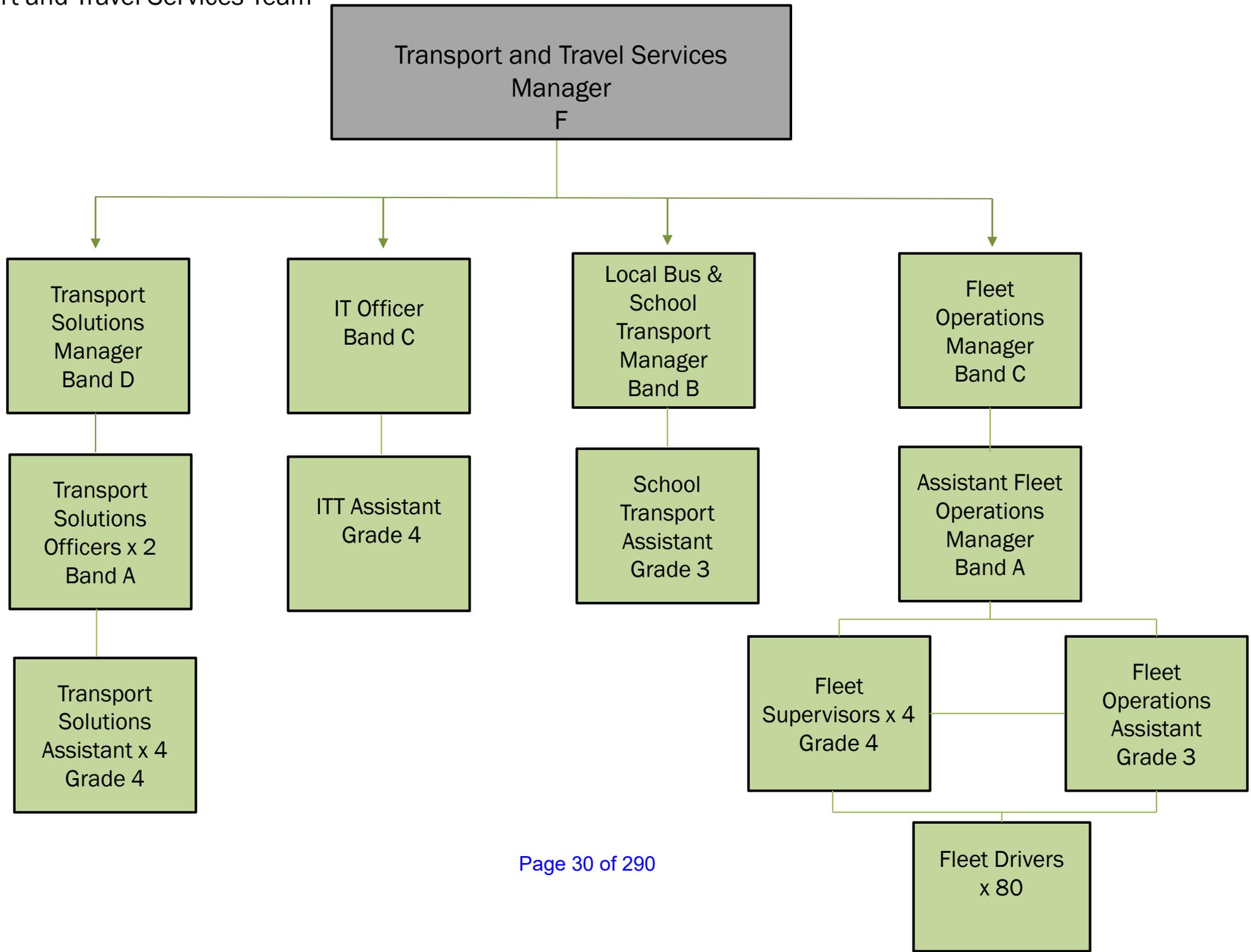


Development & Partnerships Team
Proposed

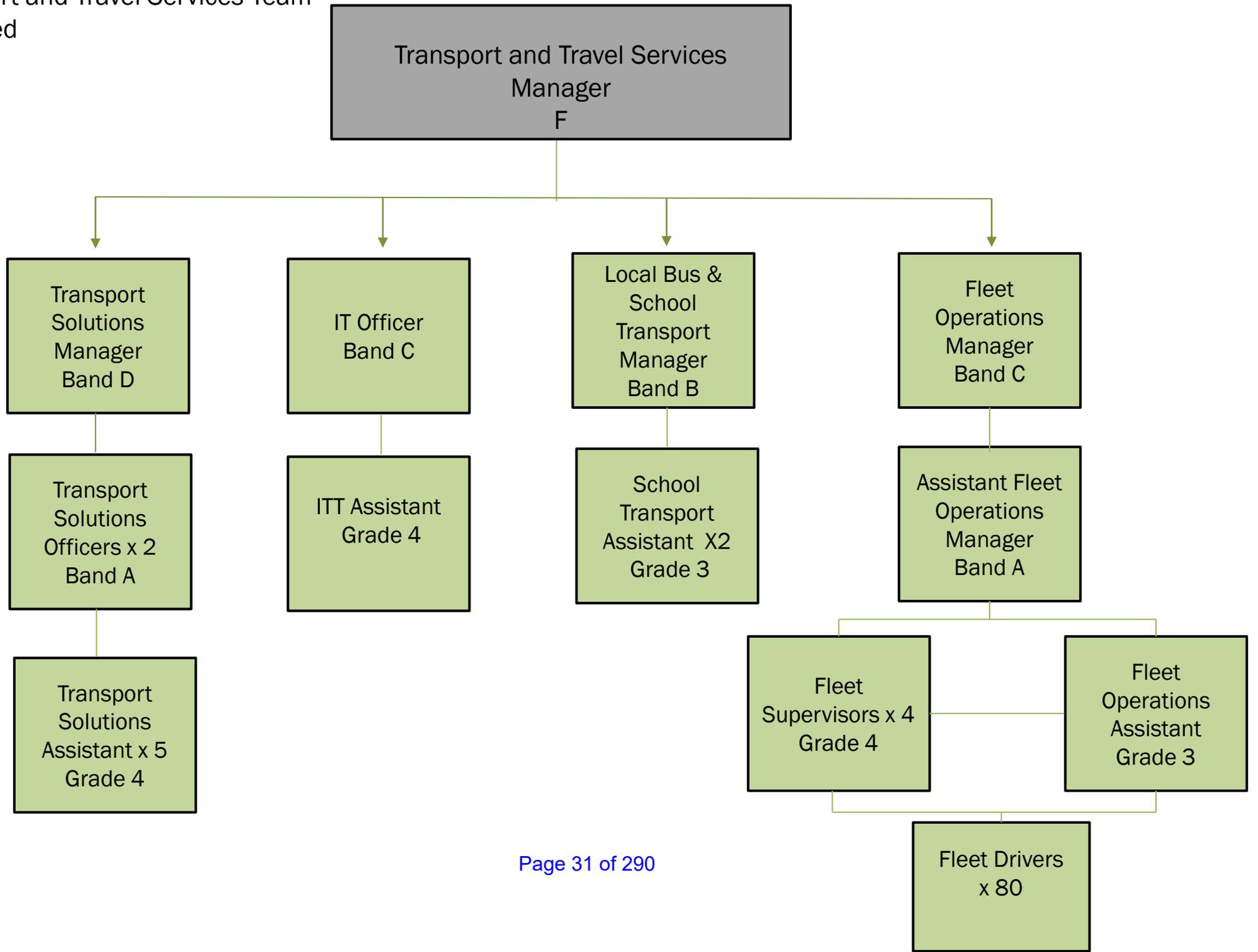


* Dependant on BSIP funding

Transport and Travel Services Team
Existing



Transport and Travel Services Team
Proposed



4 May 2022

Agenda Item:6

REPORT OF THE CORPORATE DIRECTOR, PLACE**TRANSFORMING CITIES FUND TRANCHE 2 – PUBLIC TRANSPORT
IMPROVEMENTS PROGRAMME UPDATE****Purpose of the Report**

1. To provide an update on progress with the public transport improvement schemes being funded by the Transforming Cities Fund and seek approval to make the necessary Traffic Regulation Orders, commence highway works, and install bus lane enforcement cameras subject to the necessary consultation processes.

Information

2. In March 2020, the Government announced that Nottingham and Derby had been successful in securing £161 million of grant funding from Tranche 2 of the Transforming Cities Fund (TCF). The TCF vision is to support sustainable growth, reduce carbon and improve air quality by improving access to jobs, reducing congestion, and improving public transport and other forms of sustainable transport such as cycling and walking.
3. Nottingham City Council led and developed the bid and is designated as the accountable body and lead contact with the Department for Transport (DfT). Nottinghamshire County Council was not eligible to bid into this funding stream, but a number of the proposed public transport improvement schemes are either within, or impact upon, areas of the County Council network. It was agreed that the County Council will lead the delivery of these schemes under Work Package 7 which had a total allocation of £7.91 million (amount allocated by Nottingham City Council).
4. Nottingham City Council established a Board to manage the overall TCF programme, including making any changes to the scope of individual programme elements or moving funds between existing approved budgets. Nottinghamshire County Council is represented upon this Board and provides monthly monitoring reports on individual scheme progress.
5. In March 2022, the TCF Board approved a revised project programme from the County Council which reflects the outcome of further feasibility work and updated cost estimates since the original bid submission. This revised programme removes elements which are no longer considered affordable within the approved budget, or which would have an unacceptable environmental impact, and reallocates funding to the remaining schemes in the project programme. The revised project programme was endorsed by Economic Development and Asset Management Committee on 19 April 2022. This revised programme provides a robust contingency fund and will enable the project programme to keep within the allotted funding amount whilst still delivering significant public transport improvements and benefits to all road users.

6. The A60 corridor (inbound) is a heavily congested route and journey times have steadily increased between 2010 and 2018. The section between the A614 Leapool island and Woodthorpe Drive is monitored annually and average journey times for motorists have increased by three minutes. The average journey time on this section of the A60 took 10 minutes in 2010/11 but this has now increased to 13 minutes in 2019 (pre-Covid). The A60 corridor commencing just north of the A60/Cross Street/Oxclose Lane junction has also been declared an Air Quality Management Area (AQMA) by Gedling Borough Council (Gedling No.2). AQMAs are declared when there is an exceedance or likely exceedance of an air quality objective, and whilst this location has historically exceeded NOx objectives it has not actually exceeded air quality objectives since 2017. The package of measures outlined below aim to ease congestion and improve air quality by removing bus pinch points along key corridors travelling into Nottingham. Improved journey times and reduced congestion will benefit all road users and should encourage a longer-term shift towards more sustainable modes of travel.

Table 1: Revised project programme

	Proposed cost estimate /£m
Spend to date – fees and direct costs including surveys	0.324
A60 Corridor	4.842
Traffic Light Priority	0.359
Further investigation and possible delivery subject to further approvals	1.085
Contingency/Risk fund	1.3
Total	7.91

Schemes Requiring Approval

A60 Corridor bus priority improvements

7. It is proposed to create new sections of inbound bus lane towards Nottingham along the A60 corridor at the following locations (as shown on Plans 1-4 in Appendix A):
- A60 Esso Petrol Station to Arch Hill (north end)
 - Appledorne Way to Cross Street
 - Oxclose Lane, on the approach to Edwards Lane junction
8. It is proposed that the bus lanes will be operational 24/7 and bus lane enforcement cameras are proposed to ensure compliance. The proposed works will include widening of the existing carriageway and footway by reducing the width of the existing verge. This will require the removal of three mature trees along the route which will be replaced at a ratio of at least two trees planted for each tree removed. None of the trees affected are subject to a Tree Preservation Order. The Council is in ongoing discussions with Gedling Borough Council about the possibility of acquiring two small parcels of land totalling 52sqm as part of this scheme to accommodate carriageway and footway widening. If this is not possible the works could still be carried out within the existing highway boundary with a minor revision to the design of this section.
9. Design work carried out since the original bid has confirmed that the introduction of the new sections of bus lane will be capacity neutral and will not be detrimental to journey

times for car users. There are also anticipated to be long-term benefits as a result of drivers opting to switch to public transport due to the improved bus journey times which should further help to reduce congestion along this corridor.

10. Further sections of inbound bus lane are also under consideration at the A60 Mansfield Road/Thackeray's Lane junction in Arnold. EDAM Committee has approved further feasibility work to be carried out to understand the impacts of the proposed junction layout on road users and to investigate alternative options to minimise impacts on junction capacity and allow an informed decision to be made. Approval for this project to commence would need to be sought subsequently.

Switch on traffic light priority at 64 existing SCOOT/MOVA junctions

11. It is proposed to install or activate traffic light priority for buses at 64 existing signalised junctions within the County using either SCOOT (Split Cycle Offset Optimisation Technique) or MOVA (Microprocessor Optimised Vehicle Actuation) software to improve the efficiency of the traffic signal network. The 64 junction locations to be upgraded are shown in Plan 1 and listed in Appendix B. SCOOT is a system which detects vehicles (in this case buses) well in advance of the junction and this information is then used to adapt the phasing of the traffic signals in the local area and ensure that delays are kept to a minimum for bus services. When junctions are further apart, MOVA is a more appropriate method of adaptive signal control which controls only one junction at a time. The majority of junctions will only require the activation of existing software although additional equipment will need to be installed at small number of junctions. The installation works will be carried out by Via East Midlands, subject to receiving approval at this Committee.

Schemes Under Consideration

Bus and Ultra Low Emission Vehicle (ULEV) lane on the A612 Colwick Loop Road

12. As part of the work programme, it is proposed to create a new section of inbound bus and ULEV lane on the A612 Colwick Loop Road from the railway bridge near Victoria Retail Park to the signalised junction with Private Road No. 3 (as shown on Plan 5 in Appendix A). It is proposed that the bus lane will operate 24/7 and a bus lane enforcement camera is proposed to ensure compliance. This will require carriageway widening, the removal and replacement of vehicle restraint systems (VRS), and street lighting to be installed in the nearside verge. Given the substantial changes in level on the south side of the carriageway this will also require regrading of the embankment or the installation of retaining structures which is currently being investigated. The intention for any such measures in this location is to ensure proposals are network capacity neutral.
13. EDAM Committee has approved further feasibility work to explore additional options to enhance this scheme to ensure that value for money and with limited capacity implications can be achieved within the budget allocated for this work package. Approval to commence any additional works will be required.

Funding

14. In February 2021, the County Council agreed to accept grant funding of £7.91million from Nottingham City Council to cover the full cost of delivering the schemes included in Work Package 7. This has been transferred to the Capital Programme. DfT and Nottingham City Council have confirmed there is no additional funding available, and these projects will be managed to ensure there is no overspend and no risk to the County Council. The

removal of unaffordable/environmentally unacceptable schemes from the programme provides a sizeable contingency for the remaining schemes and provides the flexibility to investigate additional improvements. All the bus priority elements contained within the above can therefore be contained within the funding envelope with a contingency to provide additional bus priority on these corridors if the opportunity arises which is currently being reviewed. All schemes will maximise the benefit to users with the budget available through this fund, without providing significant disbenefits to other road users.

15. This round of TCF funding is intended to be spent by the end of the 2022/23 financial year but DfT has already acknowledged that a proportion of the expenditure may slip in to the 2023/24 financial year due to the delays experienced during the Covid 19 pandemic.

Regulatory Approvals

16. The works for which approval is currently being sought all fall within, or are immediately adjacent to, the highway boundary and do not therefore require planning permission.
17. Traffic Regulation Orders (TROs) will be required for the creation of the bus lanes and installation of enforcement cameras and for carrying out temporary construction works. These orders will need to be advertised in accordance with the relevant statutory procedures, subject to securing approval at this committee.

Construction Delivery / Next Steps

18. All works will be delivered by Via East Midlands on behalf of the County Council to an agreed project programme. Initial works to switch on traffic light priority at existing junctions would be anticipated to start in Summer 2022 with all other works expected to be completed Spring 2024. Each of the schemes detailed in this report is still subject to the necessary consultation, statutory undertakings and other issues arising from feasibility studies, detailed scheme investigation, and design; as well as value for money considerations.

Consultation

19. The proposals requiring TROs will be subject to public consultation and appropriate public consultation will be required as part of the delivery of this project. Residents and businesses whose properties front on to affected carriageways/footways will be kept informed of scheme progress and the timing and locations of any proposed roadworks necessary to complete these schemes. Residents and businesses will also be contacted formally as part of the Traffic Regulation Order process.

Other Options Considered

20. The available funding can only be used for schemes identified in the original bid and cannot be transferred. If not utilised, the funds could be returned to Nottingham City Council to be spent elsewhere within the TCF Programme. Not progressing the remaining schemes contained in the revised programme has been considered but this would mean losing this opportunity to fund substantial public transport improvements which will reduce congestion and improve air quality along the A60 corridor and potentially the A612 corridor.

Reasons for Recommendations

21. Although it is no longer possible to deliver the original programme in full, the revised project programme will still address existing constraints along these key public transport corridors and provide significant journey time savings and contribute towards future modal shift/improve public transport patronage and ease congestion for all road users along key transport corridors.

Statutory and Policy Implications

22. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability, and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Finance Implications

23. The total budget is £7.91 million which includes a substantial contingency of approximately £1.3 million (17%). £5.2m is being committed for delivery of the projects outlined above and £1.085m has been allocated for further investigation and the completion of additional works if approval for these is subsequently obtained.

24. The schemes will be managed to ensure there is no overspend and, in the event of surplus funding, this will be used to deliver additional benefits within the existing programme if possible or returned to Nottingham City Council for use elsewhere within the TCF programme. This would need to be agreed by the TCF board.

Implications for Sustainability and the Environment

25. The proposed revised project programme will enable the Council to contribute towards national and local objectives to reduce carbon and improve air quality by reducing local congestion and improving public transport.

RECOMMENDATIONS

It is **RECOMMENDED** that Committee:

- 1) Endorses the update on the TCF programme contained in this report
- 2) Approves the making of the relevant Traffic Regulation Orders and carrying out appropriate public consultation.
- 3) Approves the commencement of highways works and the installation and operation of bus lane enforcement cameras as detailed in the report, subject to the necessary public consultation.
- 4) Approves the installation and activation of traffic light priority software/measures at the 64 junction locations listed in Appendix A.

Adrian Smith
Corporate Director, Place

For any enquiries about this report please contact: Kevin Sharman, Tel: 0115 977 2970

Constitutional Comments (SJE – 21/04/2022)

Financial Comments (GB 21/04/2022)

27. It is proposed that the works set out in this report will be funded from the £7.91m Transforming Cities Fund capital grant funding that is already approved within the Transport and Environment Committee capital programme.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Report to Policy Committee 10 February 2021 – Transforming Cities Fund – Scheme Update and Funding Agreements
- Report to Economic Development and Asset Management Committee 19 April 2022 – Transforming Cities Fund Tranche 2 – Public Transport Improvements Programme Update

Electoral Division(s) and Member(s) Affected

- All wards and Members within Broxtowe, Gedling, and Rushcliffe.

APPENDIX A

Plan 1 – Overview Plan

Plan 2 – Leapool to Arch Hill

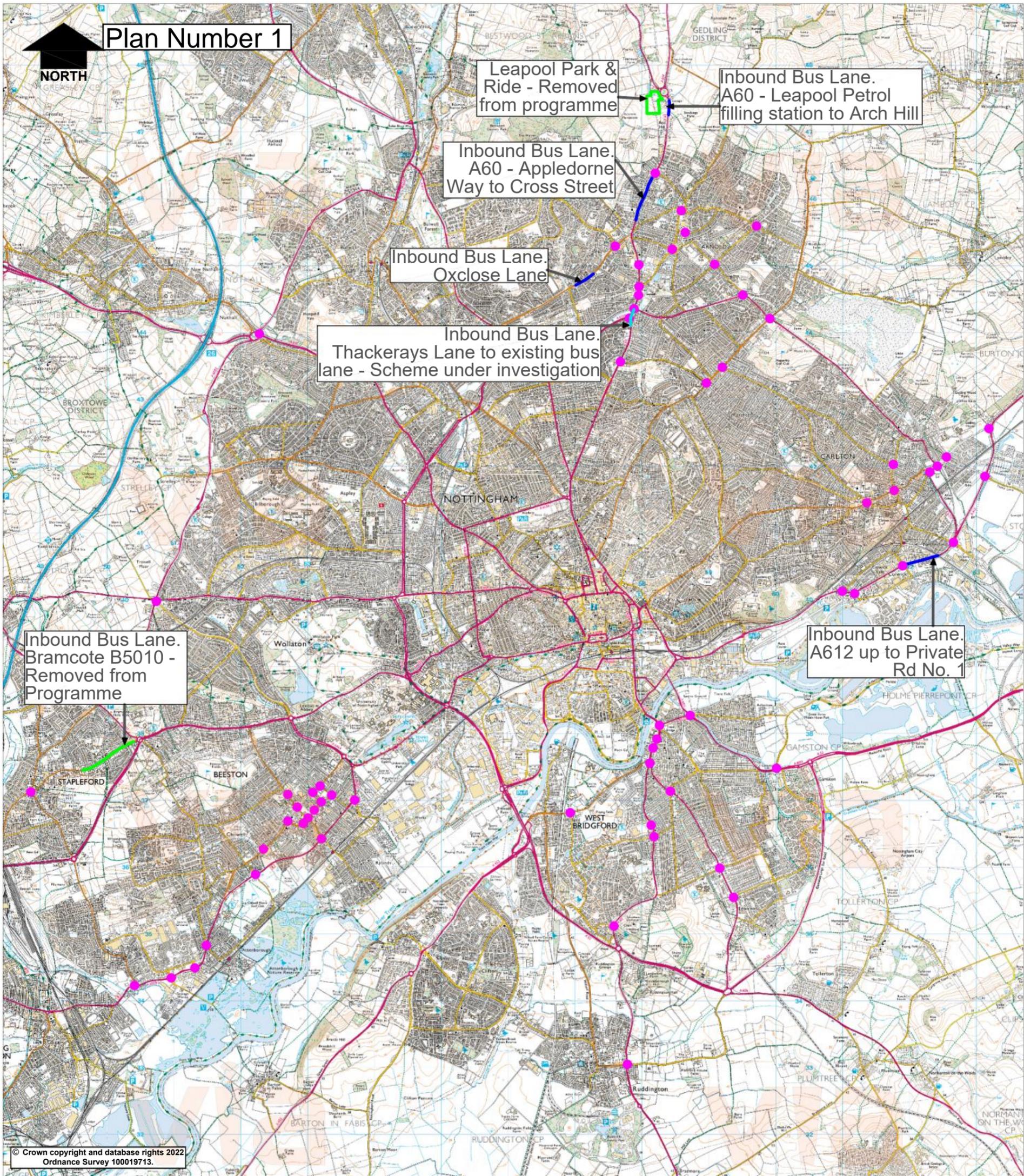
Plan 3a – Appledorne – Cross Street (Sheet 1)

Plan 3b – Appledorne – Cross Street (Sheet 2)

Plan 3c – Appledorne – Cross Street (Sheet 3)

Plan 4 – Oxclose Lane

Plan 5 – Colwick Loop Road



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Ordnance Survey 100019713.

KEY

- Bus Priority Junction
- Inbound Bus Lane
- Extents of projects being removed from programme
- Scheme under investigation

NOTES

1. This drawing is to be read in conjunction with all other relevant drawings, details and specifications.
2. Do not scale from this drawing.
3. All measurements are given in metres unless otherwise stated.

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 Nottinghamshire, NG22 8ST

Project Transforming Cities - Bus Route Improvements		Rev.	Description	Drawn	Ch'kd	Auth	Date
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Drawing Title		Page 41 of 200					
Drawing No.		Overview Plan					
		Rev.	0	Scale	NTS		



Plan number 2

KEY

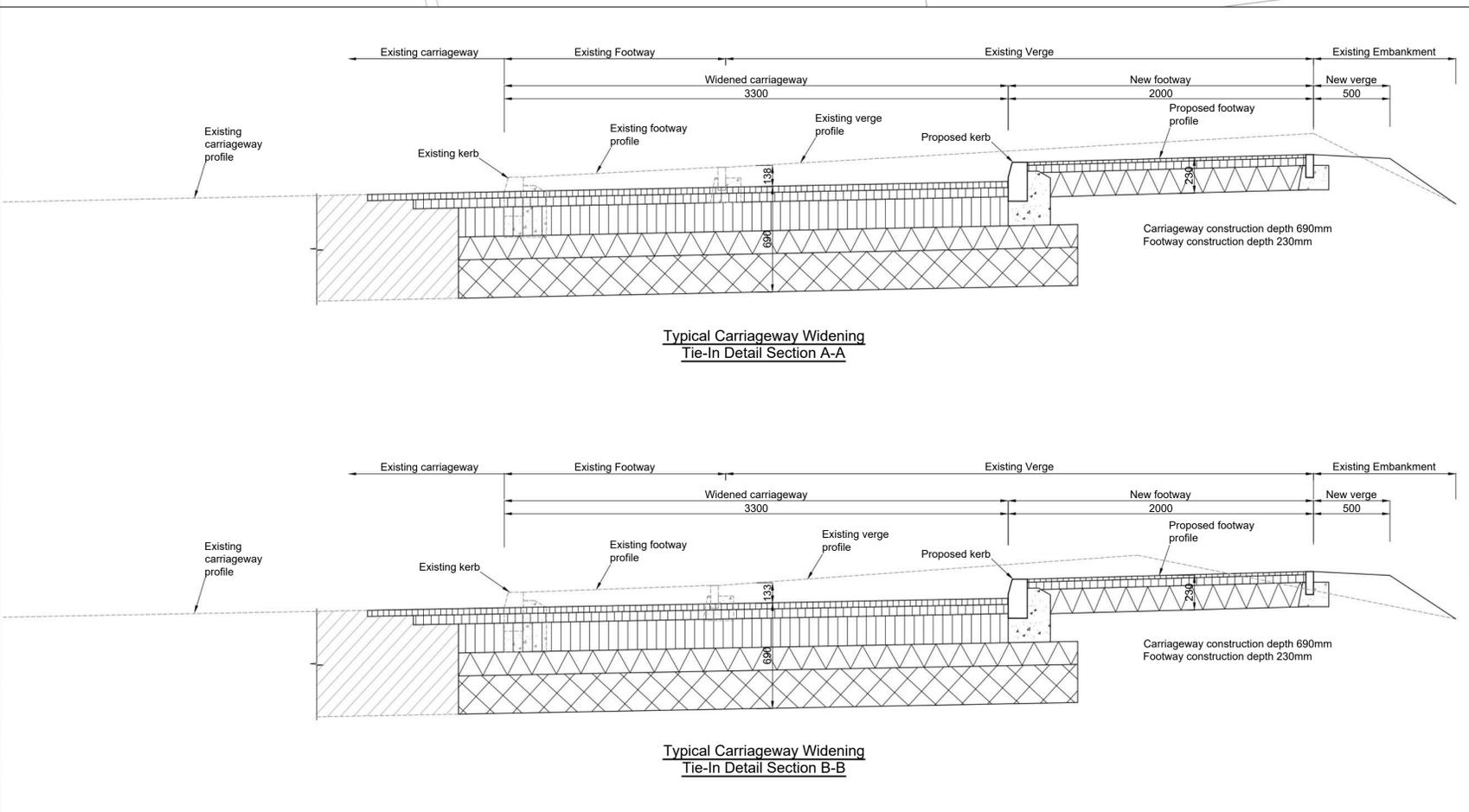
- Existing Layout
- Proposed Layout
- 3.3m wide bus lane
- 2m wide footway
- Tactile paving

NOTES

1. This drawing is to be read in conjunction with all other relevant drawings, details and specifications.
2. Do not scale from this drawing.
3. All measurements are given in metres unless otherwise stated.

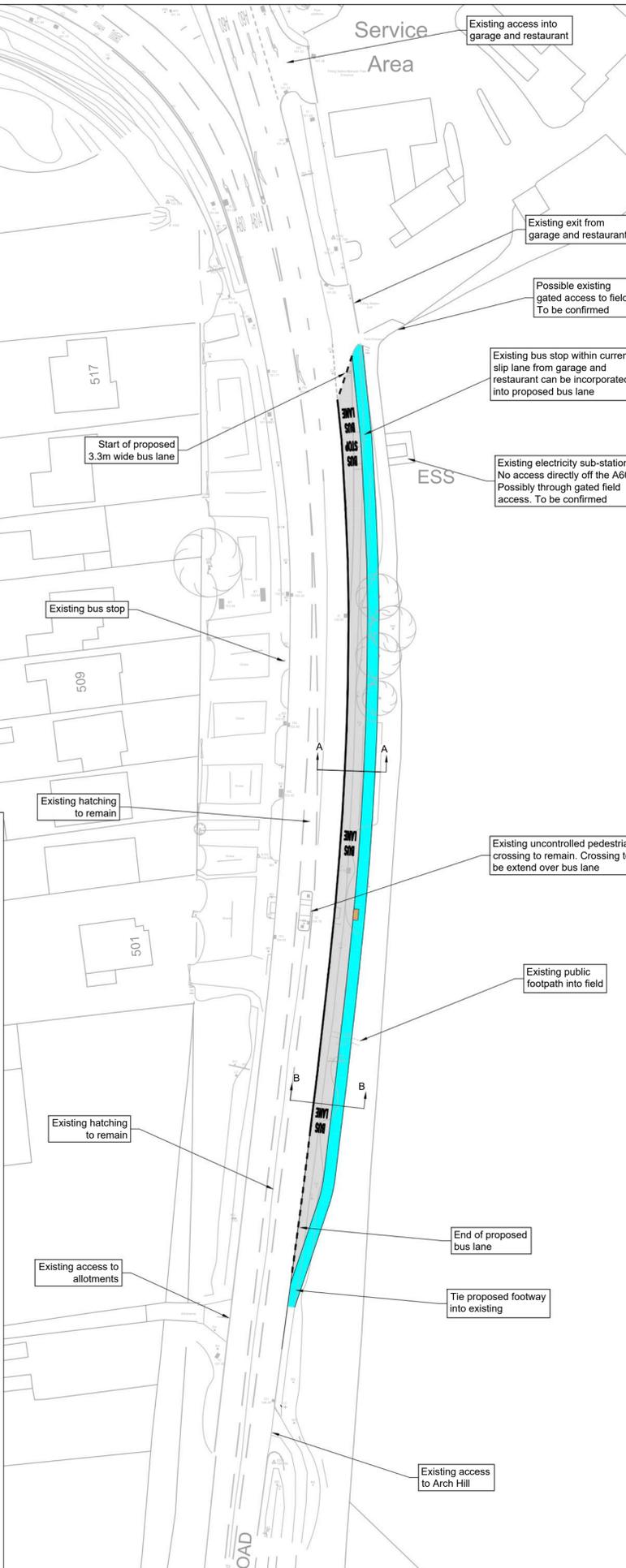
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Rev.	Description	Drawn	Ch'kd	Auth	Date
Project					
Transforming Cities Bus Route Improvements					
Status Information		Project No. TP2050622			
Drawing Title					
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Scale		Drawn MB		Date Feb 2022	
As shown @ A1		Ch'kd PRD		Date Feb 2022	
Drawing No.		TCFB-HSP-HGN-A60-DR-CH-07		Rev. 0	



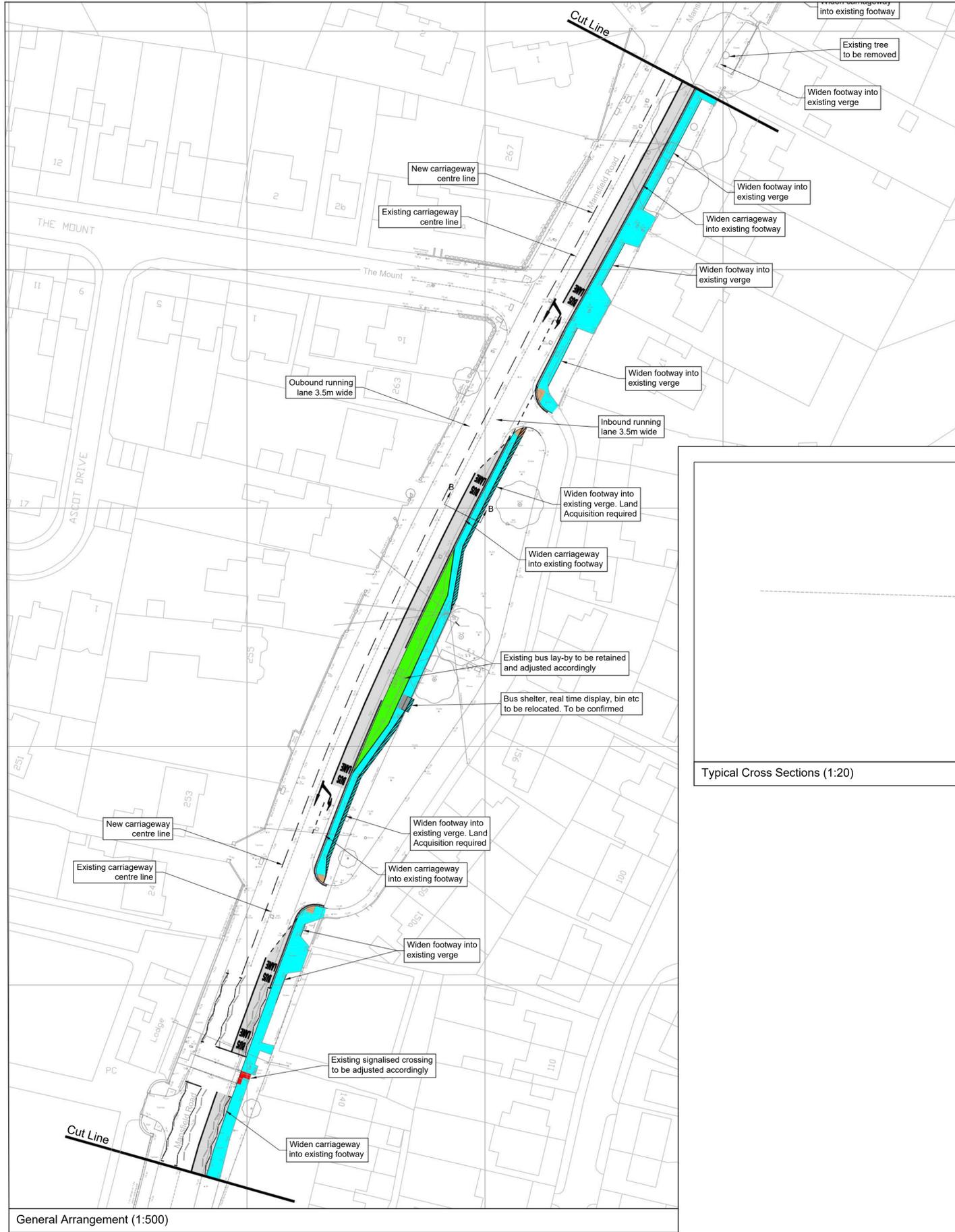
Typical Cross Sections (1:20)

General Arrangement (1:500)





Plan number 3A



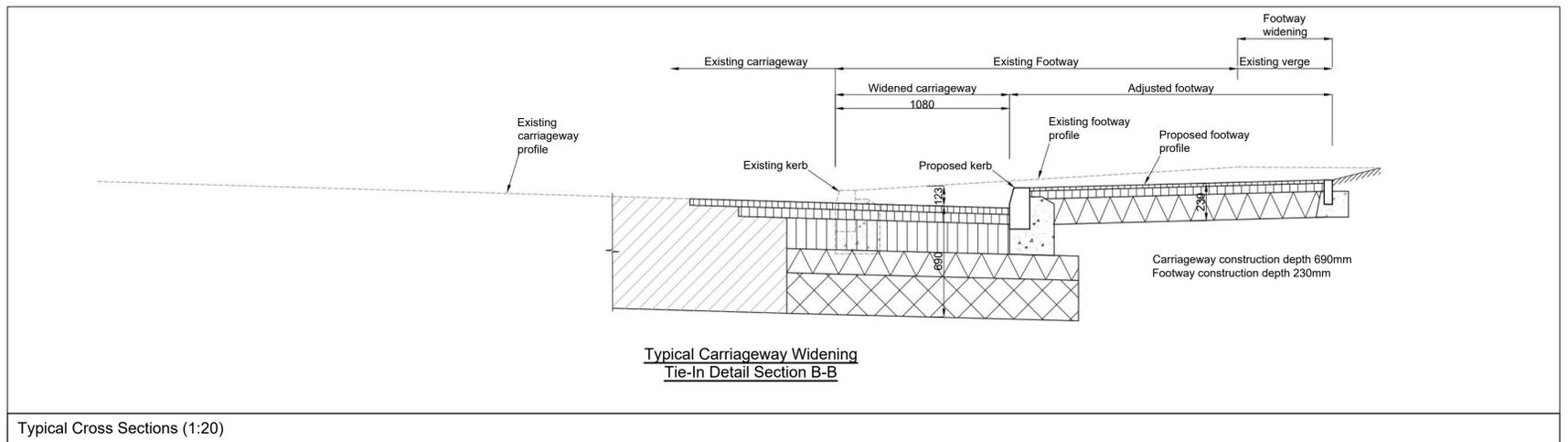
General Arrangement (1:500)

KEY

- Existing Layout
- Proposed Layout
- 3.3m wide Bus Lane
- 3m wide Bus Lay By
- Minimum 2m wide footway
- New tactile paving
- Land Acquisition Required

NOTES

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2. Do not scale from this drawing.
3. All measurements are given in metres unless otherwise stated.



Typical Cross Sections (1:20)

Typical Carriageway Widening Tie-In Detail Section B-B

DRAFT

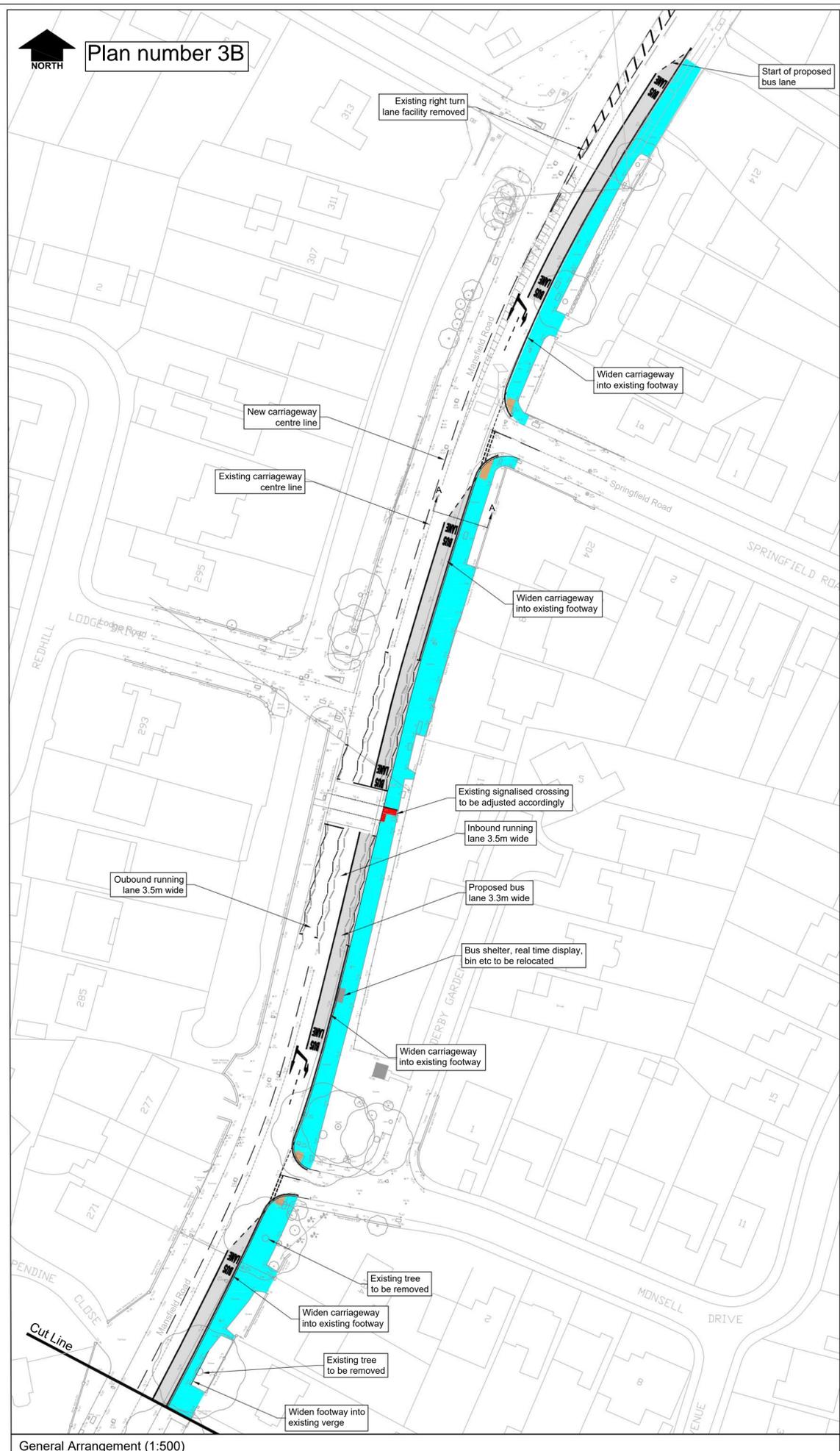
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Information		Project No. TP2050622			
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Scale		Drawn	MB	Date	Feb 2022
As shown @ A1		Ch'kd	PRD	Date	Feb 2022
		Auth	SM	Traced	
Drawing No. TCFB-HSP-HGN-A60-DR-CH-10					Rev. 0

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Plan number 3B



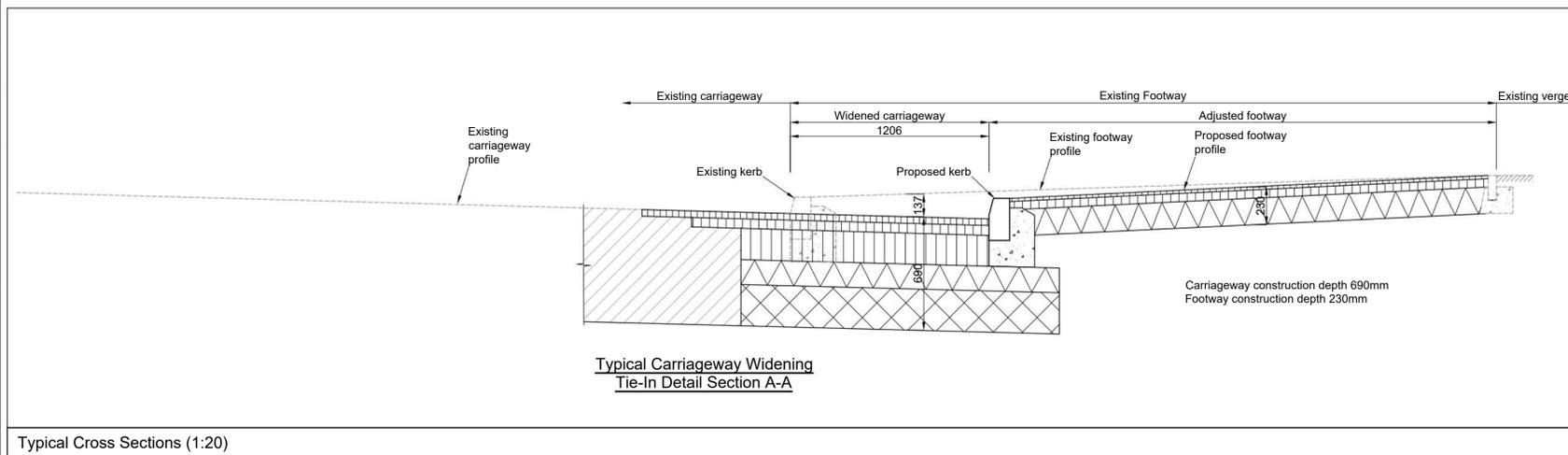
General Arrangement (1:500)

KEY

- Existing Layout
- Proposed Layout
- 3.3m wide Bus Lane
- 3m wide Bus Lay By
- Minimum 2m wide footway
- New tactile paving
- Land Acquisition Required

NOTES

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3. All measurements are given in metres unless otherwise stated.



Typical Cross Sections (1:20)

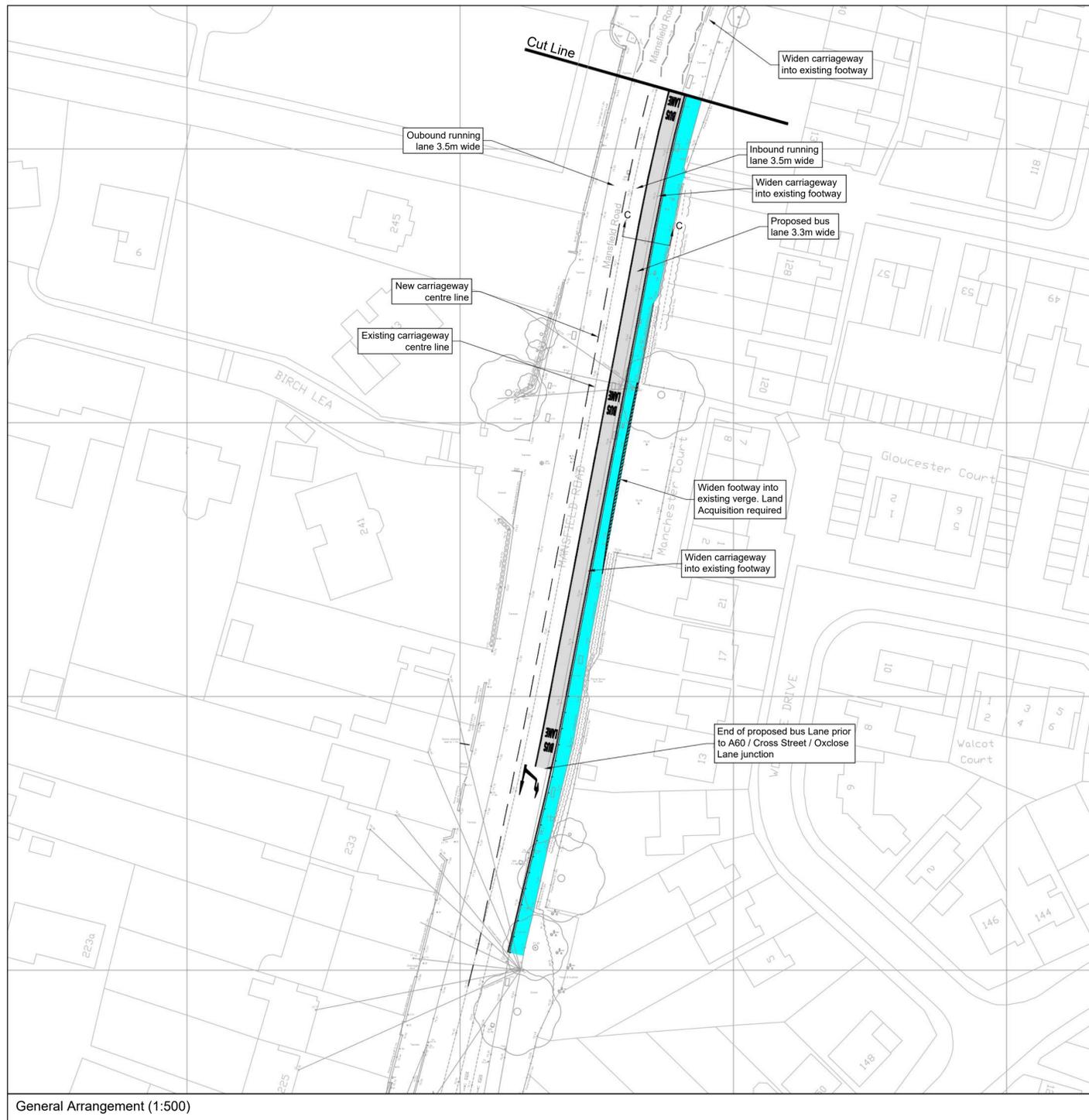
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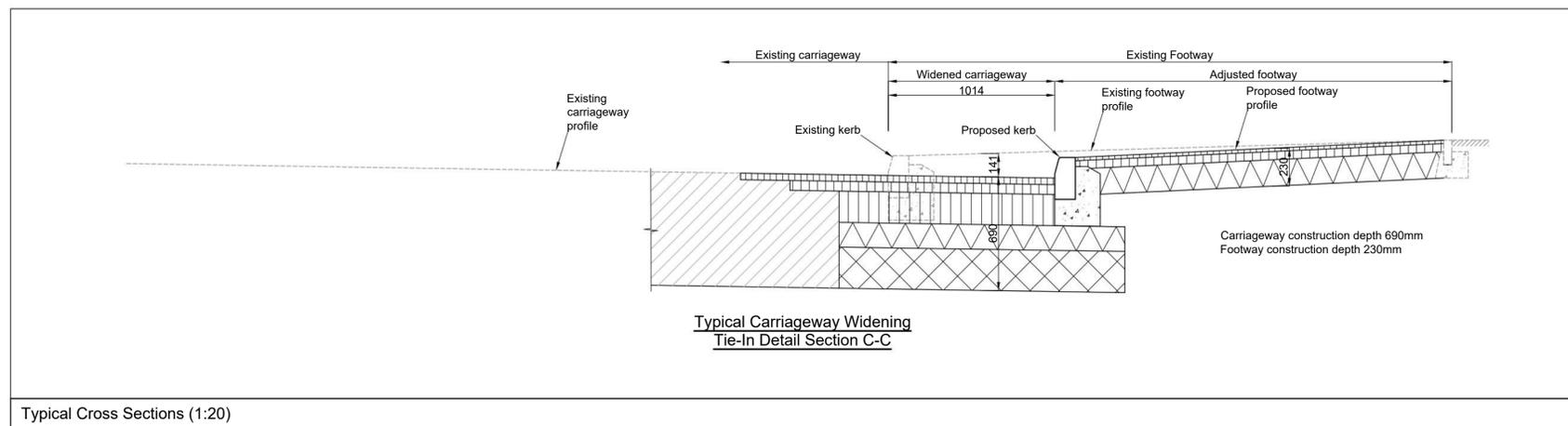




Plan number 3C



General Arrangement (1:500)



Typical Cross Sections (1:20)

KEY

- Existing Layout
- Proposed Layout
- 3.3m wide Bus Lane
- 3m wide Bus Lay By
- Minimum 2m wide footway
- New tactile paving
- Land Acquisition Required

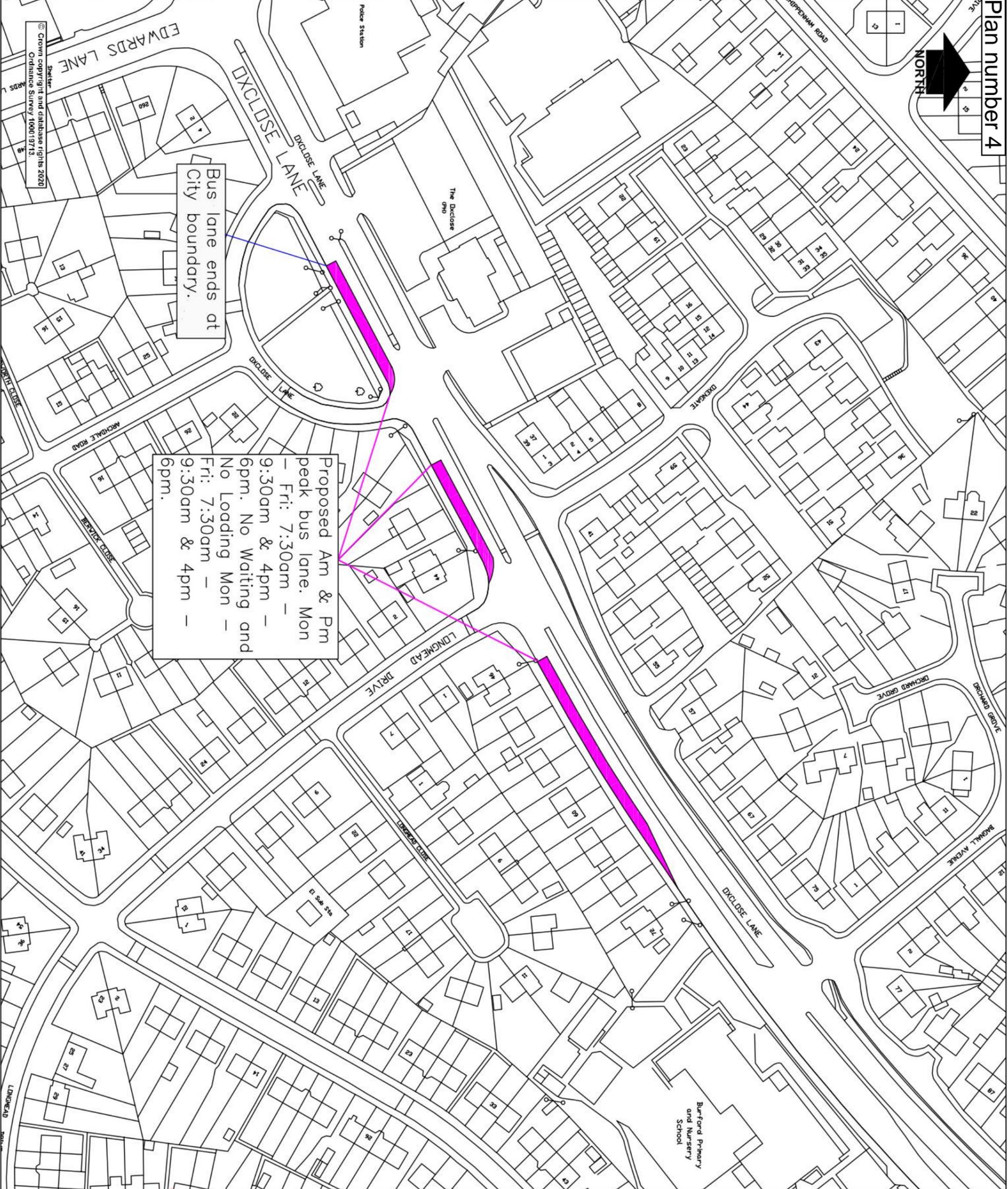
NOTES

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DRAFT

Rev.	Description	Drawn	Ch'kd	Auth	Date
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Information		Project No. TP2050622			
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Scale		Drawn MB	Date Feb 2022		
As shown @ A1		Ch'kd PRD	Date Feb 2022		
		Auth SM	Traced		
Drawing No. TCFB-HSP-HGN-A60-DR-CH-11					Rev. 0





KEY

	Existing Arrangement

NOTES

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Rev.	Description	Drawn	Chkd	Auth	Date

Project: TRANSFORMING CITIES FUND - PACKAGE 7

Source: FEASIBILITY	Project No:
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Scale: SM	Date: 12/11/11
Author: 1:?? @AS	

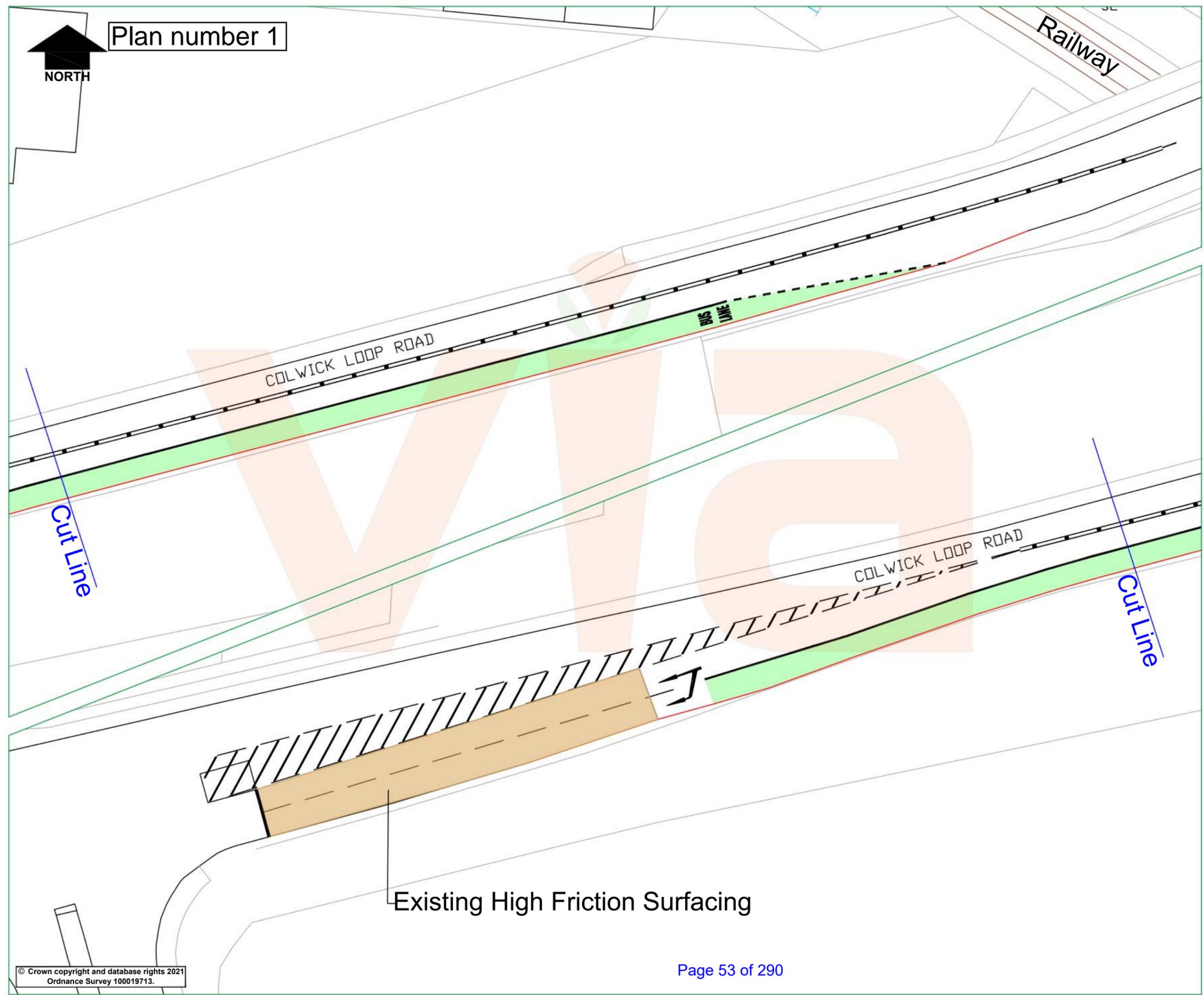
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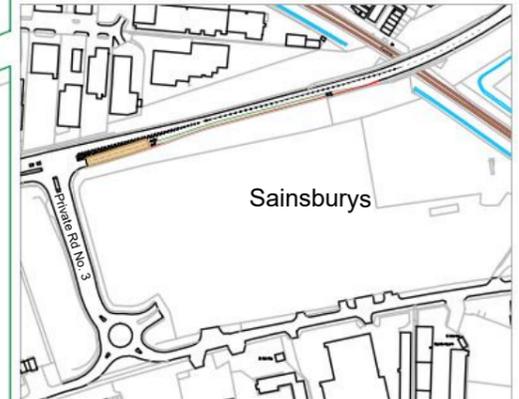


Plan number 1



KEY

	Existing Arrangement
	Carriageway Widening
	Existing Carriageway edge
	Bus & ULEV Lane



NOTES

1. This drawing is to be read in conjunction with all other relevant drawings, details and specifications.
2. Do not scale from this drawing.

Rev.	Description	Drawn	Ch'kd	Auth	Date
Project TCF - A612 Colwick Loop Road					
Status		Project No. TP2050625			
Drawing Title Colwick Loop Road - Bus & ULEV Lane					
Scale 1:500 @A3		Drawn HC		Date Mar 2022	
Drawing No.				Rev. 0	

Existing High Friction Surfacing

Traffic Light Priority at 64 existing SCOOT/MOVA junctions

Trowell Rd/Bilborough Rd (Balloon Woods)	Burton Road/Shearing Hill
Nuthall Roundabout/A610 West/B600/A6002	Westdale Lane/Main Rd/Gedling Rd
Queens Road/Beacon Road	Colwick Loop Road/Victoria Road
Queens Road/Station Road	Colwick Loop Road/Vale Road
Broadgate/Humber Rd	Colwick Loop Rd/Mile End Road
High Road/Regent St	Colwick Loop Road/Road No.1
Queens Rd West/Meadow Lane	Burton Rd/Gedling Rd/Manor Rd
Nottingham Rd/Attenborough Lane	GTI/Colwick Loop Rd
Nottingham Rd/Eldon Rd/Ransom Rd	GTI/Stoke Lane
Nottingham Rd/Barton Lane/Swiney Way	GTI/Burton Rd
Nottingham Road/High Road	Radcliffe Road/Lady Bay Bridge
Derby Rd/Toton Lane/Church St	Radcliffe Road/Regatta Way
High Road_Castle College (NET)	Loughborough Rd/Radcliffe Rd
Middle Street_Devonside Avenue (NET)	Loughborough Rd/Melton Rd/Wilford Lane
Middle Street_Styring Street (NET)	Loughborough Rd/Millicent Rd
Middle Street_Regent Street (NET)	Loughborough Rd/County Hall Access
Middle Street_Humber Road (NET)	Loughborough Rd/Rugby Rd/Eton Rd
Wollaton Road/Albion Street	Loughborough Rd/Asda Access Rd
Station Rd/Wollaton Rd/High Rd	Loughborough Rd/Europa Way
Station Street/Middle Street (NET)	Wilford Lane/Compton Acres
Middle Street / Tesco Access, Beeston (NET)	Melton Road/Musters Road
A60 Mansfield Rd/Woodthorpe Drive	Melton Rd/Boundary Rd/Valley Rd
Mansfield Road/Valley Road	Melton Rd/Melton Gardens
Mansfield Road/Thackerays Lane	A60 Loughborough Road/Kirk Lane
Mansfield Rd/Nott'm Rd (Daybrook Square)	
Mansfield Rd/Sir John Robinson Way	
Mansfield Rd/Station Rd/Madford Retail Park	
Oxclose Lane/Queens Bower Road	
Mansfield Road/Redhill Road	
Plains Road/Woodthorpe Drive	
Plains Road/Westdale Lane	
Arno Vale Road/Gedling Road	
Plains Rd/Gedling Rd/Arnold Lane	
Gedling Road/Rolleston Drive	
Coppice Road/Rolleston Drive	
Nottingham Rd/Arnot Hill Rd	
High Street/Cross Street	
Front Street/Ravenswood Road	
Carlton Hill/Station Rd/Cavendish Rd	
Colwick Loop Rd/Burton Rd	

4 May 2022

Agenda Item:7

REPORT OF THE CORPORATE DIRECTOR, PLACE**NATIONAL BUS STRATEGY: PUBLIC TRANSPORT UPDATE****Purpose of the Report**

1. The purpose of this report is to:

- Update members on the County Council's Demand Responsive Transport (DRT) project.
- Update members on the announcement of further Government funding to support the bus sector including indicative Bus Service Improvement Plan (BSIP) funding.
- Update members on progress to date of the Nottinghamshire Enhanced Partnership (EP) Schemes, following Committee approval of the BSIP submission to the Department for Transport in November 2021.
- Recommend the approval of the Enhanced Partnership Schemes for Greater Nottingham and Nottinghamshire in order to enable progress to be made with the planned improvements outlined in the BSIP and EPs in the period to June 2027.
- Recommend that delegated authority be given to the Corporate Director, Place, to further develop the EP Schemes and implement them using the EP variation mechanism in conjunction with the Committee Chairman.

Information**Background**

2. The Council's current budget for local bus support is £4.1m which supports over 100 bus services across the County. As previously reported to Committee the Council, using the powers from the 1985 Transport Act, has a statutory duty to consider the introduction of bus services, when services are withdrawn or changed, but no obligation to provide them. This level of investment is in the top quartile for County Councils and reflects the importance of local bus services to the residents of Nottinghamshire.
3. The Council consistently scores highly in national surveys for passenger satisfaction as do a number of local bus operators who are consistently in the top ten. The commercial work of local bus operators is complemented by our investment:
- 4 new bus stations since 2007; with over 3m passengers per annum utilising the facilities
 - 800 Real Time Passenger Information displays installed since 2005 making it one of the most comprehensive networks in the country.

- 3.1 km of bus lanes and bus gates in 14 locations; and the introduction of Automatic Vehicle Location Traffic Light Priority (TLP) in multiple locations across the County. This is one of the largest TLP networks outside London.
 - Maintaining over 5000 bus stops and 1500 shelters; and ongoing investment programme of bus stop improvements to improve accessibility, information and safety.
4. This report outlines how the Council intends to build on current investment levels and high passenger satisfaction ratings to further develop and improve bus services through the introduction of Demand Responsive Transport pilots; in conjunction with the implementation of the Enhanced Partnership plans and opportunities that the BSIP funding offer provides. This report will also update members on bus recovery progress as the sector emerges from the Covid pandemic.

Bus Recovery and National Bus Strategy Rural Mobility Fund Update

5. As reported previously to Committee, Government extended financial support through Bus Recovery Grant (BRG), to the bus sector to 31st March 2022. However, with the emergence of the Omicron variant, bus recovery has slowed with patronage at around 70%-80% and concessionary fare holder use at between 55% and 60% of pre – pandemic levels. In response to this slower recovery the Government has recently announced further Local Transport Fund (LTF) monies for 6 months up to October 2022 to support recovery.
6. The Council is continuing to work with operators to understand what the commercial bus network will look like in October 2022, to inform our future investment in local bus services.
7. The Council bid successfully for National Bus Strategy Rural Mobility Fund monies (£1.5m) in 2020/21 and will be introducing a number of Demand Responsive Transport (DRT) pilots this summer in the Ollerton and Mansfield areas and in the Autumn, the Rushcliffe area. These DRT services will not operate to a fixed route or timetable but will operate on a fully flexible on demand basis to any destination within the operating area and further destinations outside the area to connect with traditional fixed route bus services. Customers will be able to book DRT services by phone, on the web or through an app.
8. These new DRT services are still under development and local members will be invited to briefing sessions in due course to outline the plans. The Council will also communicate the pilots to other stakeholders including district/borough councils, parish/town councils and residents via various communication channels. These pilots will help shape future local bus investment choices and priorities including the use of Bus Service Improvement Plan monies discussed later in the paper.

Enhanced Partnership

9. As reported to Committee the Government requires Councils to produce EP plans and Schemes to access any future transport funding and to work in partnership with commercial operators to provide effective transport services.
10. The Nottinghamshire EP Plan and Scheme and the Greater Nottingham EP Plan and Scheme have been developed in line with Department for Transport (DfT) guidance to produce an Enhanced Partnership plan and scheme, that can be changed easily once BSIP funding has been confirmed and priorities agreed between the Councils and bus operators. The Plans and

Schemes are available in Appendix 1 for Greater Nottingham and 2a and 2b for Nottinghamshire.

11. The Enhanced Partnership Scheme is expected by the DfT to include the following three elements:

- Commit the relevant authority or authorities to continue providing existing bus priority measures
- Implement low or no cost improvements including Bus Passenger Charters and high-quality information for all passengers
- Be flexible to incorporate further enhancements through variation as and when funding becomes available.

12. Taking into account the DfT guidance, the EP schemes have been developed and existing bus infrastructure embedded which includes:

- Bus priority: maintaining current bus lanes and enforcement
- Bus stop infrastructure: maintaining bus stops and clearways
- Bus stations: maintaining the operation of the bus stations

13. The schemes also include several other improvements. These include:

- Improvement of Euro Emission standards to improve air quality
- A Passenger Charter to introduce common standards between operators.
- Developing options for integrated and young person ticketing and working, to simplify current ticketing arrangements.
- Progressing the Transforming Cities programme of bus improvements for the Greater Nottingham EP area including bus priority and improvements in real time information.

14. The Council has developed the EP governance frameworks based on government guidance and best practice. Members will be regularly consulted on any changes to take into account their views and an annual report produced.

15. It is also important to note that changes proposed by the Council(s) and bus operators will also be discussed with wider stakeholders, including bus user representatives, district/borough councils, rail operators, tram operating companies, the business community and neighbouring councils with transport responsibilities.

16. Variation mechanisms are included to change the EP schemes once funding has been announced and proposals have been agreed by the Council and the bus operators. It is proposed that this variation mechanism is used to vary and implement the schemes over the life of the EPs.

Consultation

17. A legal requirement of the development of an EP plan and Scheme is that bus operators are given 28 days to object, and this was carried out between 15th December 2021 and 12th January 2022. The Council has not received any objections from operators.

18. As part of the process, the Council has undertaken wider consultation with stakeholders and the public to take into account their views and this was carried out between the 1st and 21st March 2022; before seeking approval from the Committee to 'make' the scheme. The consultation with wider stakeholders has provided some useful feedback which will be picked up as we move forward; but did not require any fundamental changes to the scheme.

BSIP Announcement

19. On the 5th April 2022 the Govt announced the indicative BSIP allocations for the Nottinghamshire BSIP and the Greater Nottingham (Robin Hood) BSIP. This is an exciting opportunity to deliver measurable improvements in public transport and supports the Council's intent to contribute towards net zero.

20. The potential funding allocated for each BSIP is as follows:

- Nottinghamshire BSIP: £18,714,046 (of which £12,897,836 capital and £5,816,210 revenue)
- Greater Nottingham BSIP: £11,367,416 (of which £7,860,715 capital and £3,506,700 revenue)

21. This funding if secured has to be spent between 2022/23 and 2024/25.

22. This funding will only be secured upon the successful completion of:

- the completion of a summary table setting out how you intend to use this funding allocation - showing your prioritised interventions, delivery timelines and costs
- By the end of June, to provide: an updated summary table, incorporating any feedback and a draft EP including agreed BSIP measures

23. Between now and the deadline of the end of June officers are working up a set of proposals for Bus Service Improvements to submit to Government align with the new guidance issued on 5th April. These measures are likely to be a mixture of:

- transport enabling activities such as bus priority measures and integrated ticketing
- direct support initiatives such as additional demand responsive transport and some service improvements

24. Final determination about specific improvements is likely to be this summer once the discussions with the DfT and Enhanced Partnership members across the two partnerships have concluded.

Proposals

25. It is therefore proposed to make the EP plan and schemes starting on the 1st June 2022 and running until 1st June 2027.

26. That delegated approval is given to the Corporate Director to further develop EP Schemes BSIP improvement proposals and implement them using the EP variation mechanism in conjunction with the lead politician.

Other Options Considered

27. Without an Enhanced Partnership in place the Council would not be able to access any future transport and infrastructure funding.

Reasons for Recommendations

28. To enable the County Council and bus operators to access future transport and infrastructure funding and to build on the existing transport provision in the County as outlined in para 2 and 3 of this report.

Public Sector Equality Duty Implications

29. Consideration will be given to our Public Sector Equality Duty in the implementation of the Enhanced Partnership and an Equality Impact Assessment will be conducted where necessary to assess the impact of any changes.

Statutory and Policy Implications

30. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public-sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Implications for Service Users

31. The proposals outlined in this report support existing and future bus users to access employment, training, health and leisure opportunities whilst meeting the Council's commitments to tackle Climate Change and improve air quality.

Financial Implications

32. All County Council commitments within the EP scheme will be met from existing budgets. Acceptance of any BSIP funding will be subject to sec 151 officer sign off.

RECOMMENDATIONS

- 1) Members endorse the plans for the Demand Responsive pilots as described in paragraphs 7 and 8.
- 2) Members approve the Enhanced Partnership Plans and Schemes for Greater Nottingham and Nottinghamshire to be "made".
- 3) That delegated approval is given to the Corporate Director to further develop EP Schemes and BSIP improvement proposals and implement them using the EP variation mechanism in conjunction with the lead politician.

Adrian Smith
Corporate Director, Place

For any enquiries about this report please contact: Gary Wood, Head of Highways and Transport / Pete Mathieson, Team Manager, Development & Partnerships

Constitutional Comments (LPW 05/04/2022)

33. The recommendations fall within the remit of the Transport and Environment Committee by virtue of its terms of reference.

Financial Comments (SES 30/03/2022)

34. The financial implications are set out in paragraph 32 of the report.

35. All County Council commitments within the EP scheme will be met from existing budgets.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Transport and Environment Committee – National Bus Strategy and Transport update :15th June 2021
- Transport and Environment Committee – National Bus Strategy and Transport update: 17th November June 2021
- **Useful links:**
- [Bus-Back-Better : national bus strategy for England](#)
- [DfT - Latest Transport documents](#)

Electoral Divisions and Members Affected

- All

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Appendix 2 - Nottingham City and Beeston Town Centre Bus Stop Infrastructure

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Appendix 5 - Greater Nottingham Bus Passenger Charter

Appendix 6 - Bus Stop Infrastructure Outside Nottingham City and Beeston Town Centre

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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
“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	<p>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:</p> <p>25%+: Large 15%-25%: Medium 0-15%: Small</p>
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	<p>A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of:</p> <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 an 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 reflect those contained in the Greater Nottingham Bus Service Improvement Plan is 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, for 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:

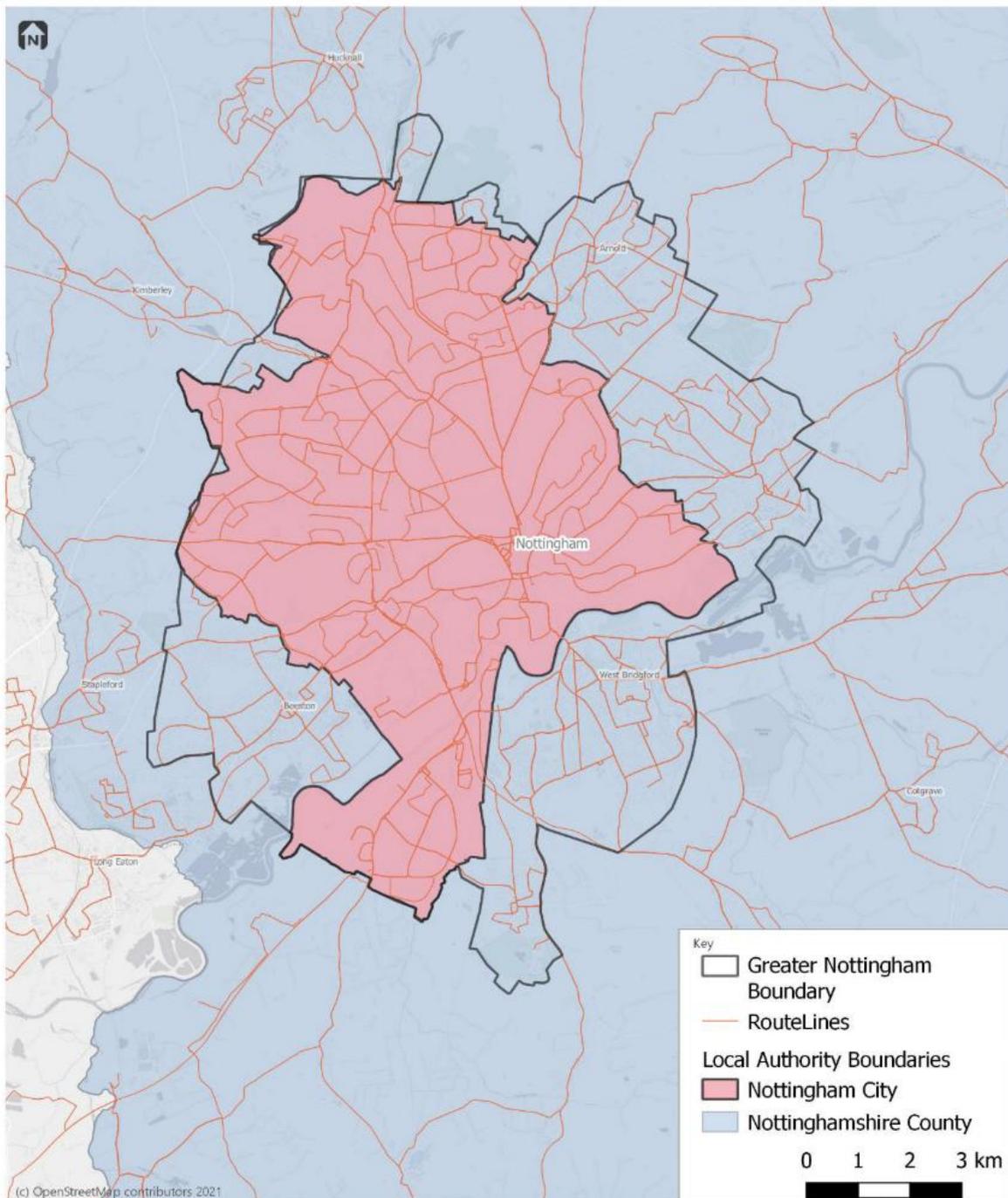
- A map of the geographical area it covers
- All the relevant factors that the parties consider will affect, or have the potential to affect, the local bus market over the life of the plan
- A summary of any available information on passengers' experiences of using bus services in the area and the priorities 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.

2.3 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 10 years from adoption (1 April 2022 to 31 March 2032). Enhanced Partnership Scheme 1 will be in place for 5 years from adoption (1 April 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.

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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.

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.

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.

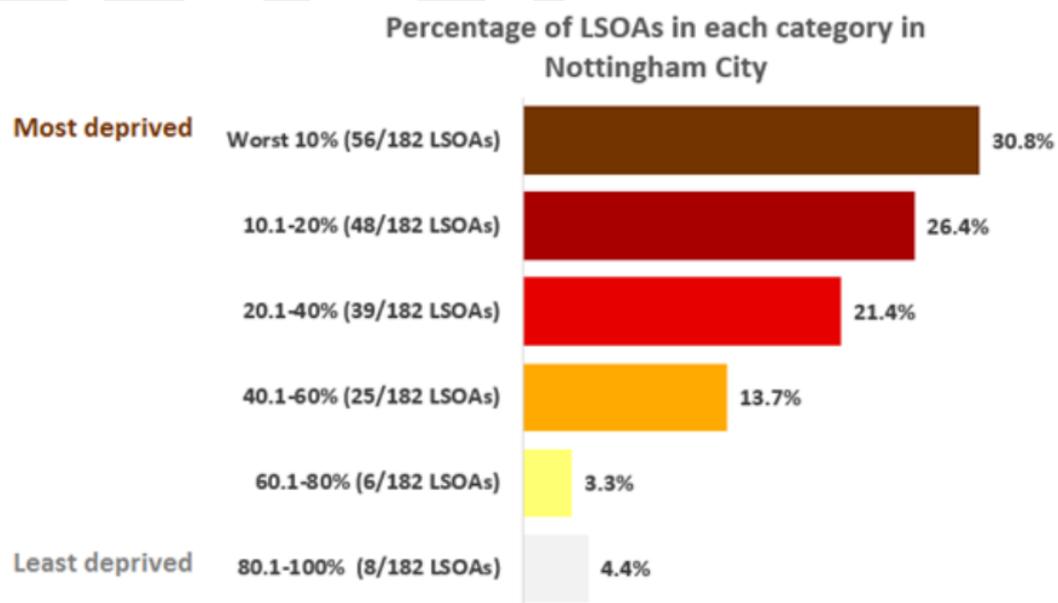
Levelling Up

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%)

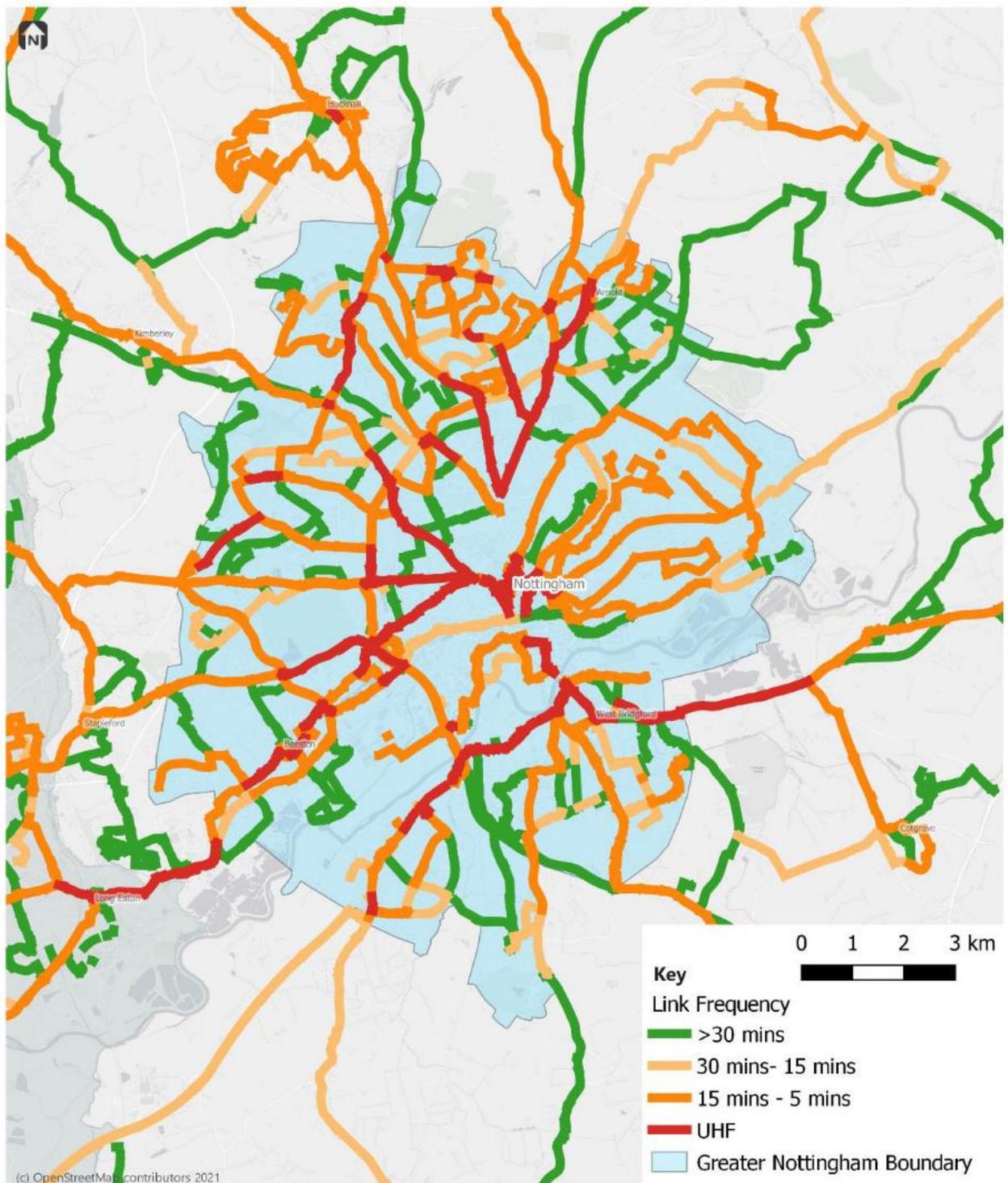
Additionally, surveys undertaken by Transport Focus also show that satisfaction across a range of factors is already higher than the national average for the main operator, Nottingham City Transport compared to other operators nationwide, and this has consistently been the case over the last 5 years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

Bus Network Integration and Bus Priority

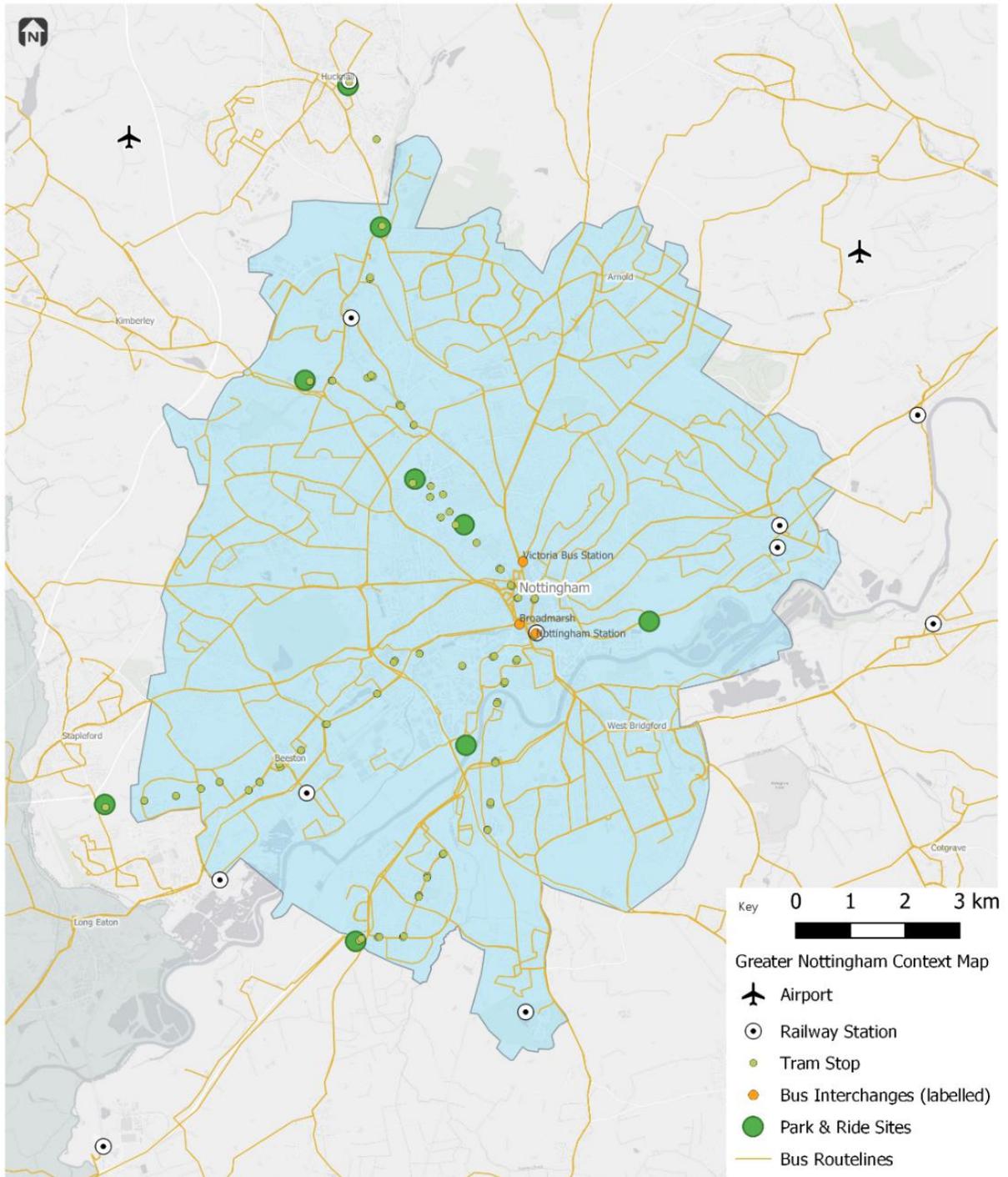
Nottingham City Transport (NCT) is the main bus operator in Greater Nottingham, accounting for 85% of the market. Other operators serving the area include trentbarton (12%), with Stagecoach, CT4N, Marshalls and Centrebus and Nottingham City & County Council (tendered services) making up the remaining 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.

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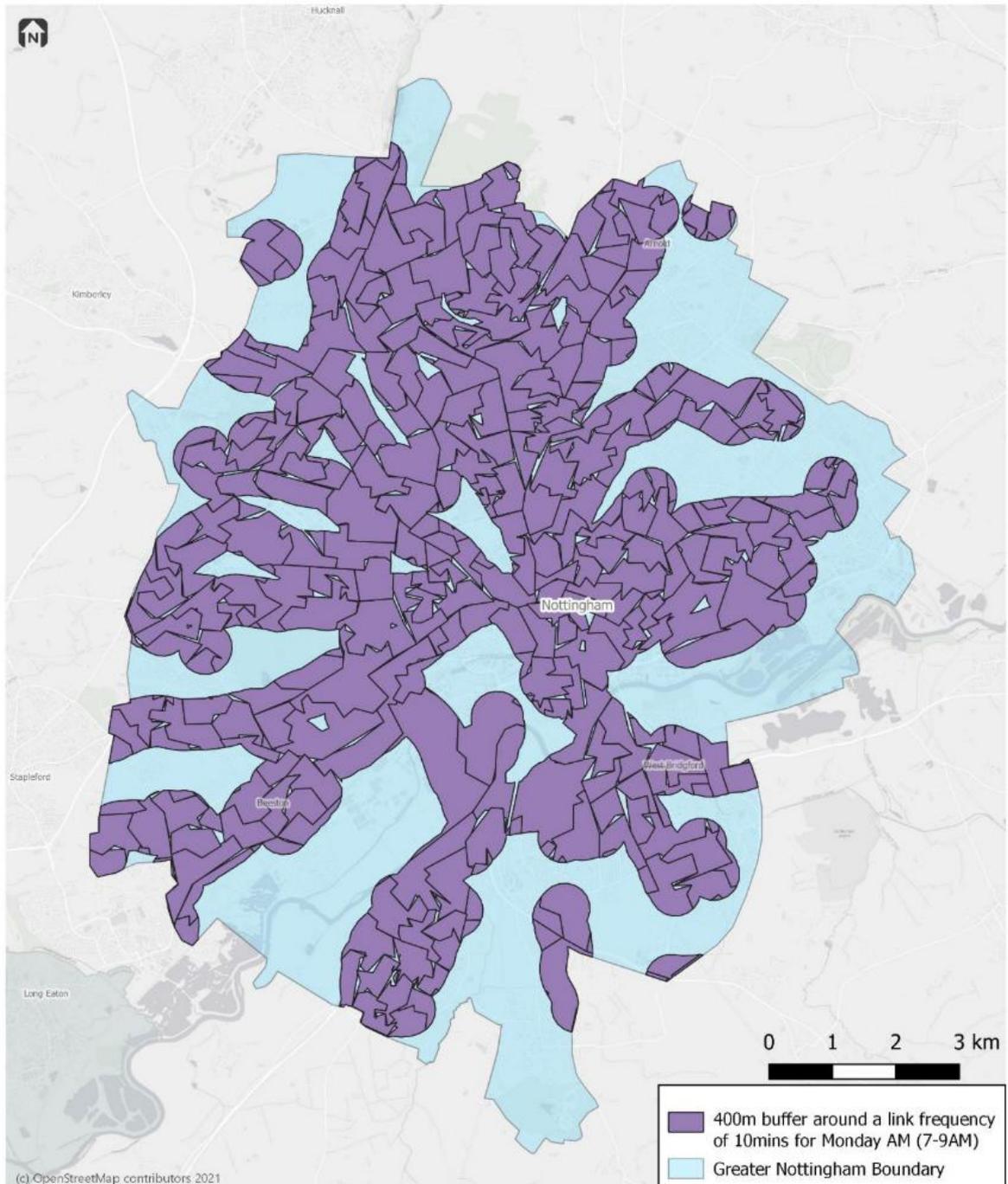
The map below shows the extent of the network, highlighting the hourly link frequency at the AM peak, showing the combined frequency of bus services along each road, regardless of service or operator.

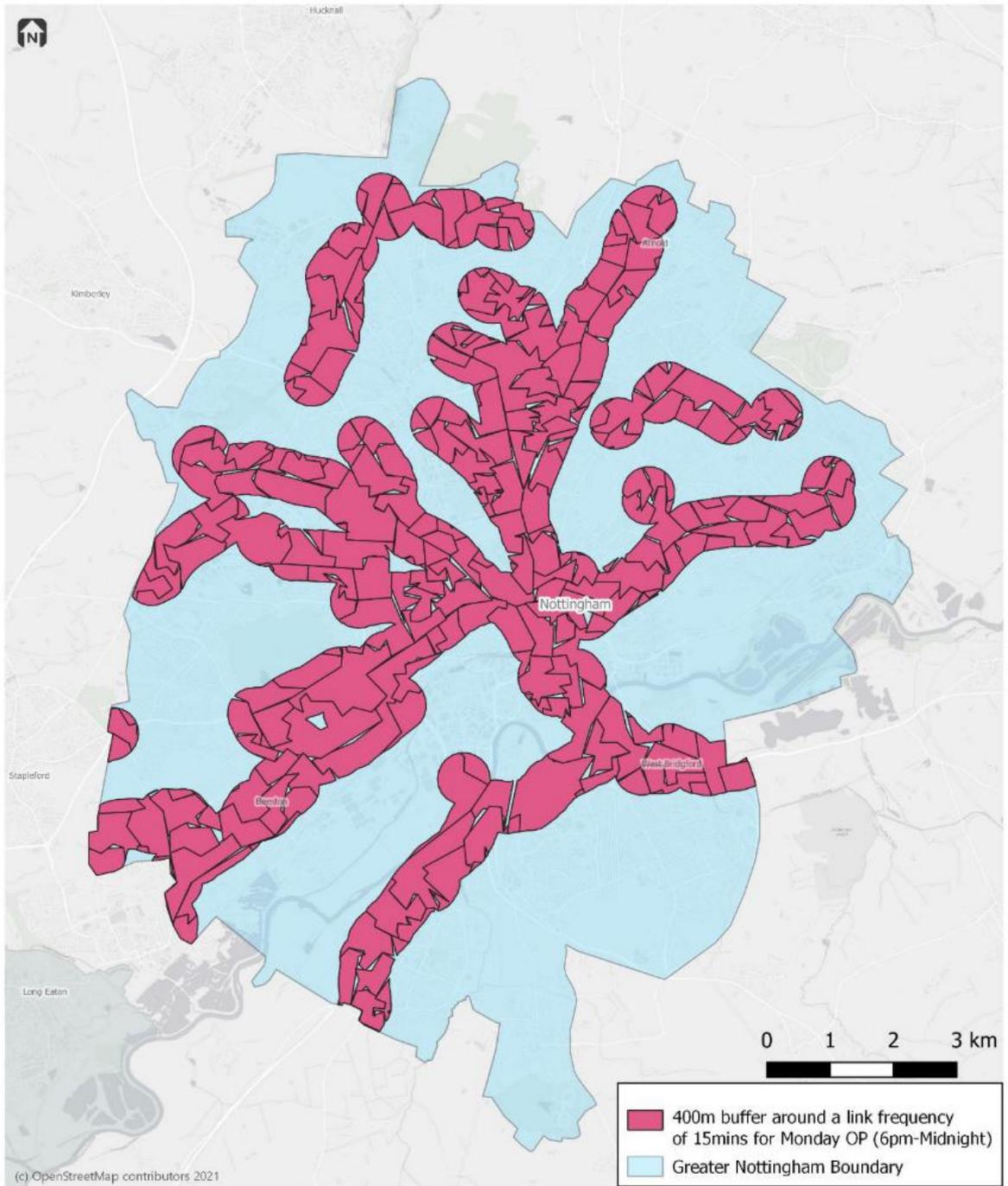


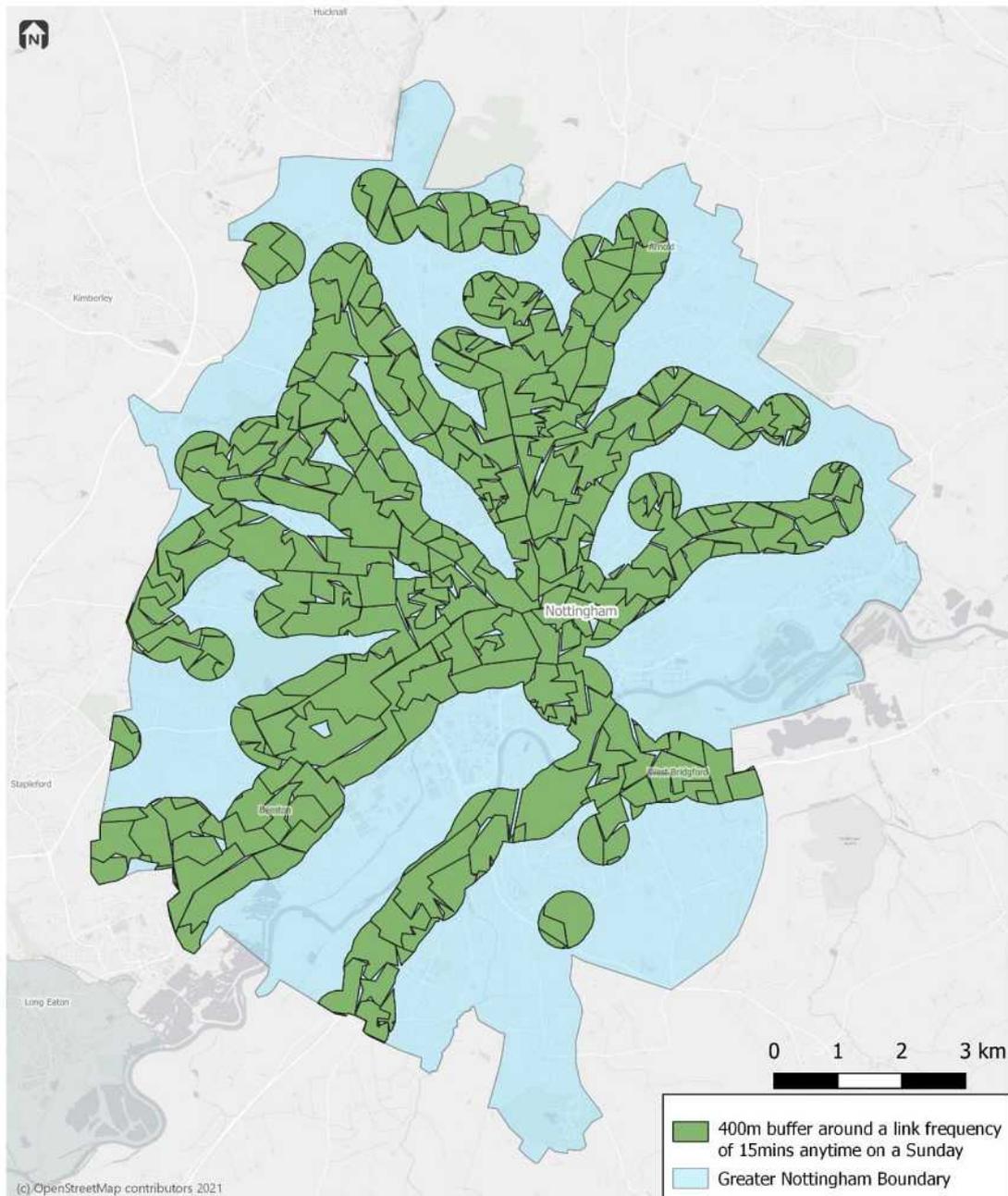
These services complement the rail and tram network, and there is good coordination of services at key interchange points. The map below shows the key interchange points in the area.



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.





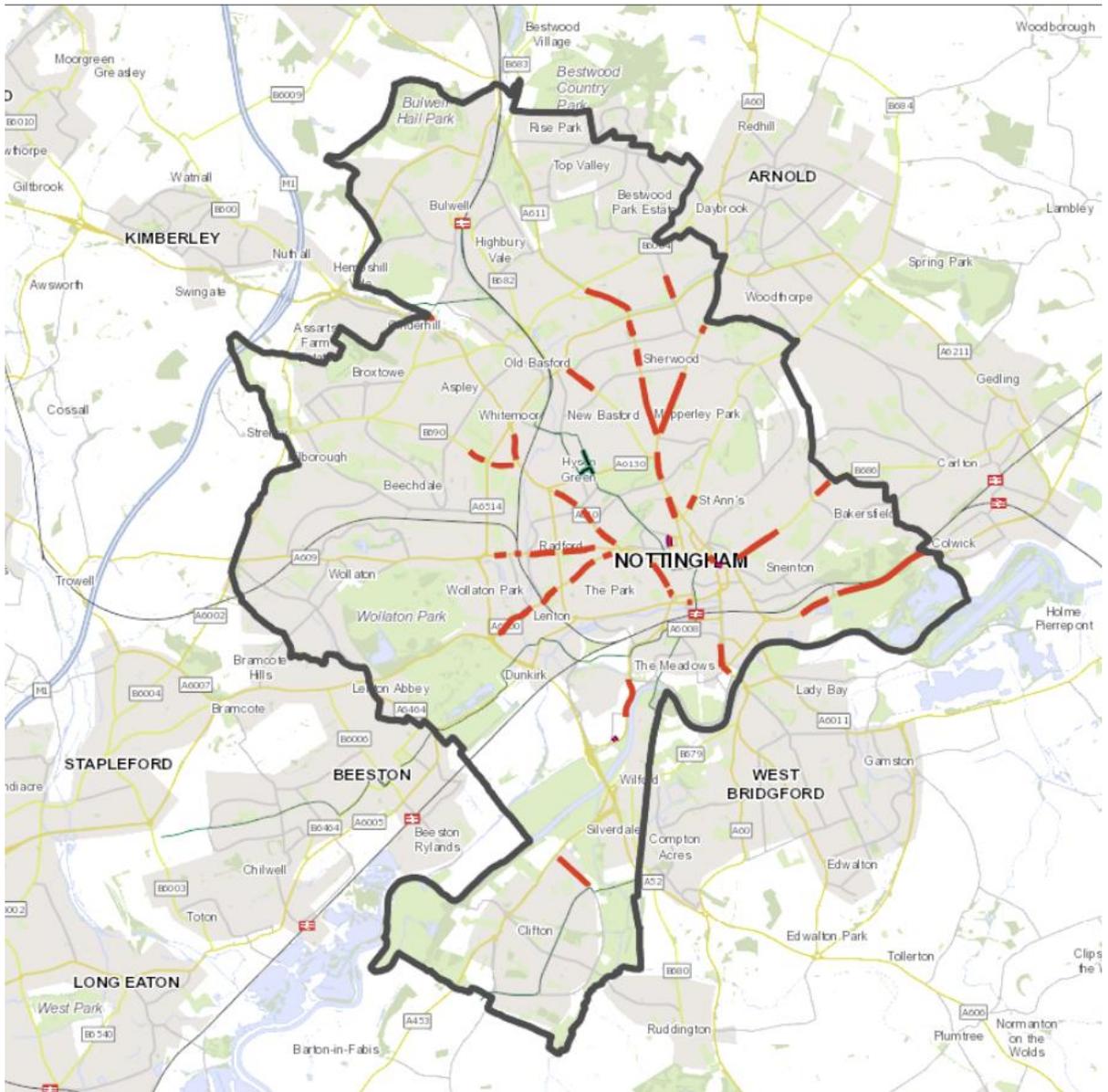


The percentage of population within 400m access to these services is set out in the table below.

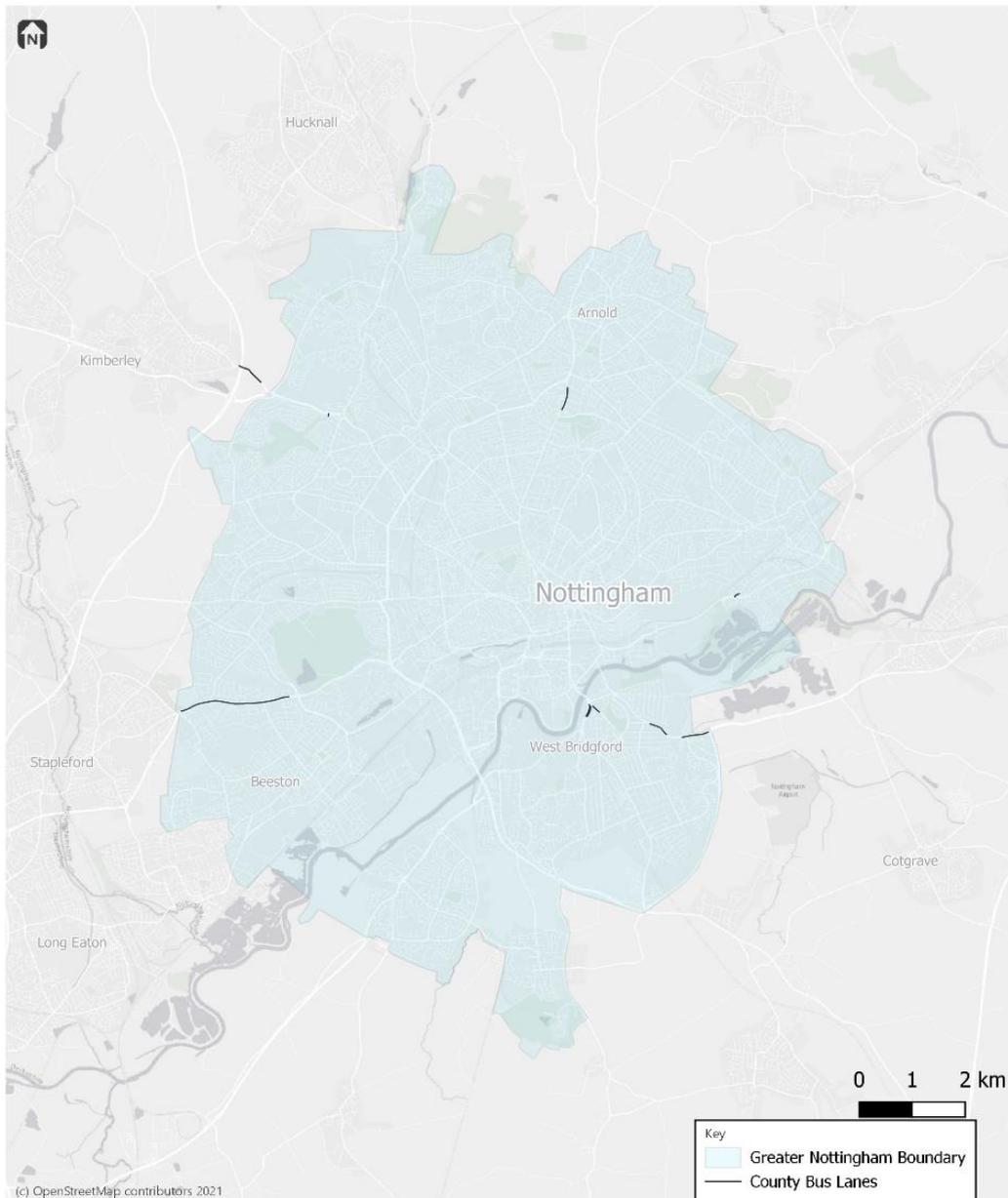
		Population (2019 Estimate)	% of Population with access
Weekday morning	10min	387,698	76.7%
Weekday evening	15min	269,049	53.3%
Sunday	15min	316,521	62.7%

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:

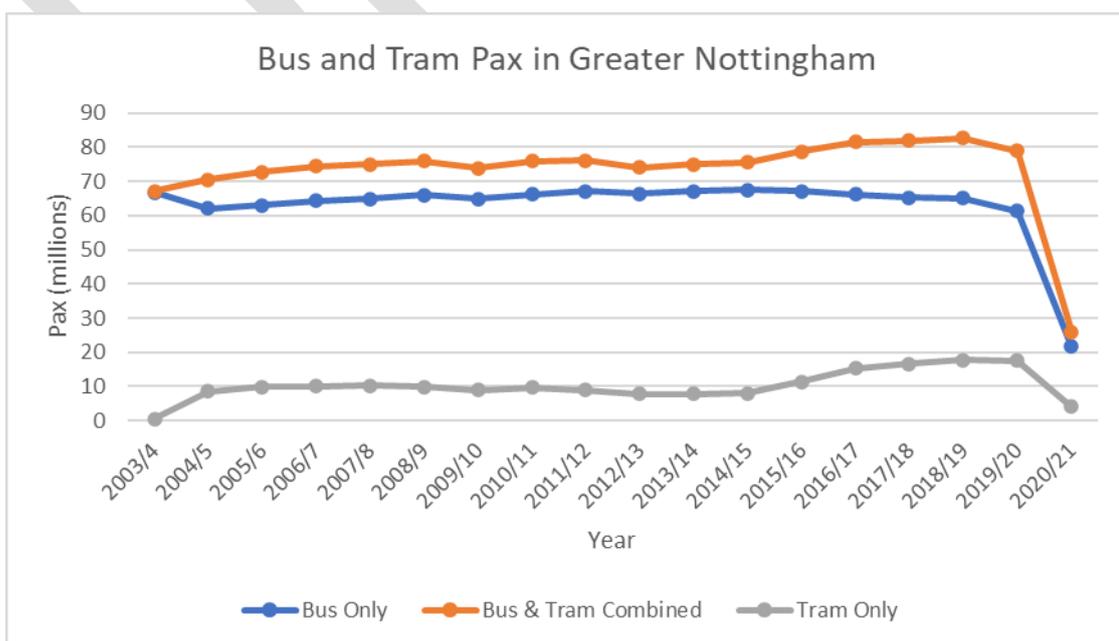
- Congestion and the impact of significant planned housing growth and travel demand, and its relationship with nationally declining bus usage
- The statutory framework and de-regulated bus market in England outside London, with the involvement of many Operators and authorities in commercially operated 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.

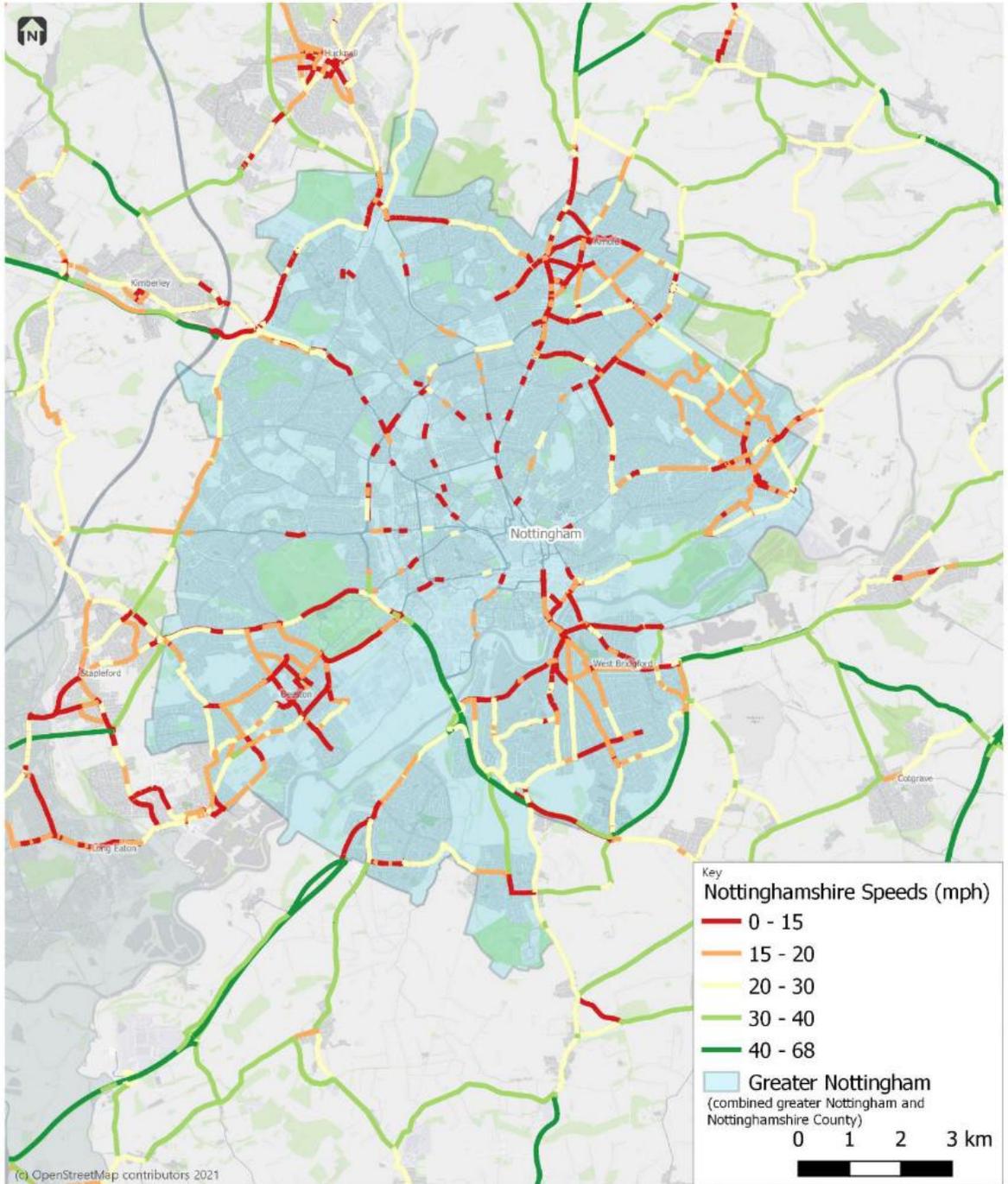
The maps below show the average traffic speed, and the traffic levels, on key links in the Greater Nottingham area; and the areas where buses encounter reliability problems. Particularly congested “hotspot” or unreliable areas where bus priority improvements have been identified include:

- 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

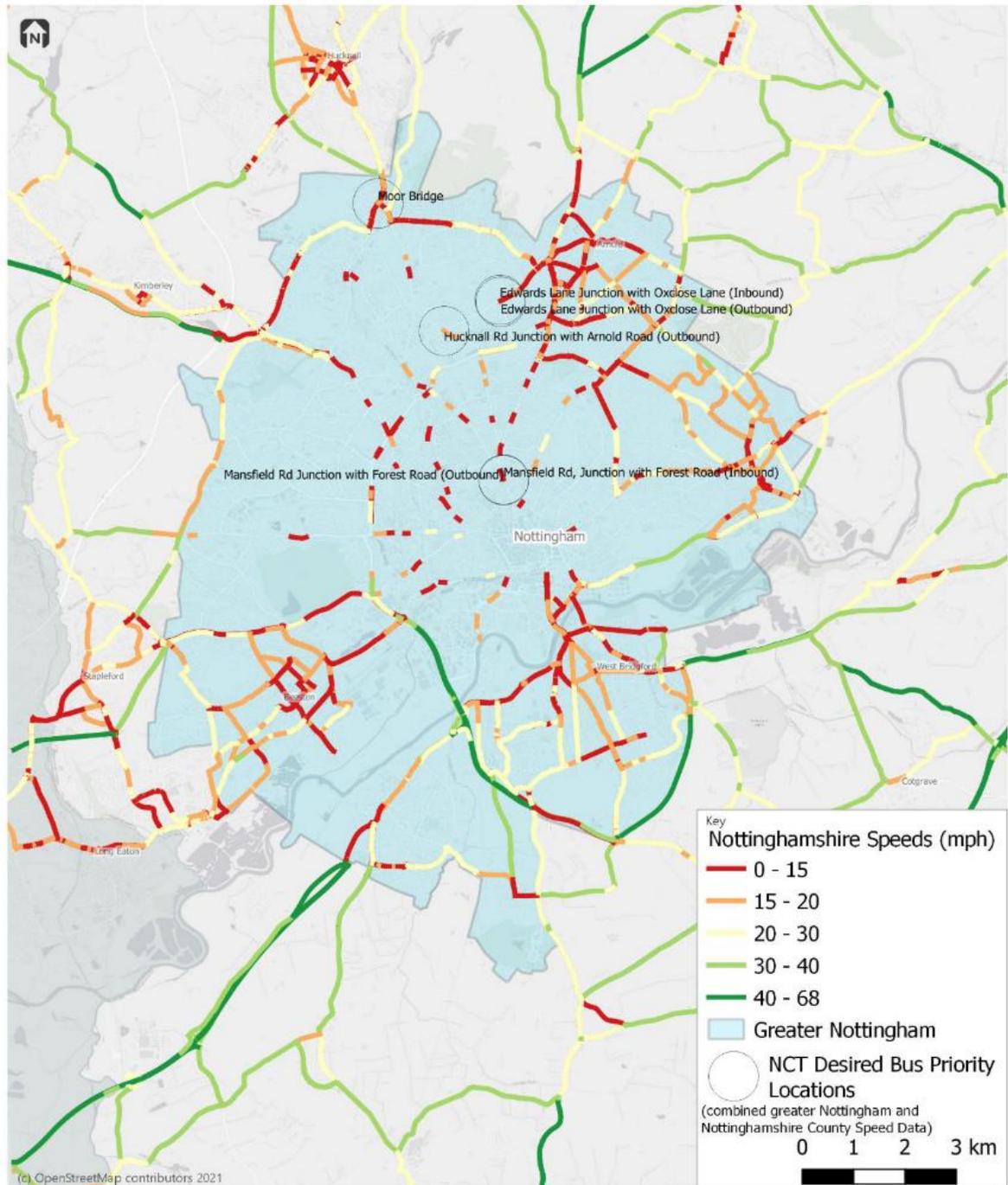
With extended priority also required along the following corridors necessary to address wider network congestion issues:

- 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. As 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, the location and size of which are illustrated below. 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 is due to go live in November 2021. 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 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
<p>1. Maintenance of pre-covid high frequency level of services and accessibility across the bus network</p>	<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
<p>2. Roll-out of further bus priority across the network ensuring buses have priority over inefficient transport modes and address operator pinch points</p>	<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 <ul style="list-style-type: none"> ○ 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 TfTs 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 to 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>

	(NB. Cash payment options will be retained for the lifetime of this plan)
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	Deployment of additional and upgrade of camera enforcement along with new TROs and red route at hotspot locations following a full review of the Greater Nottingham network.
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.</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 connection info at all major stops.</p>

<p>10. Help deliver the governments Transport Decarbonisation plan</p>	<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>
<p>11. Deliver “Levelling Up” through better access to jobs and opportunities</p>	<p>Provide an enhanced Jobseekers travel scheme across Greater Nottingham and Mobility Card scheme in the city of Nottingham.</p>

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

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6. Enhanced Partnership governance arrangements

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

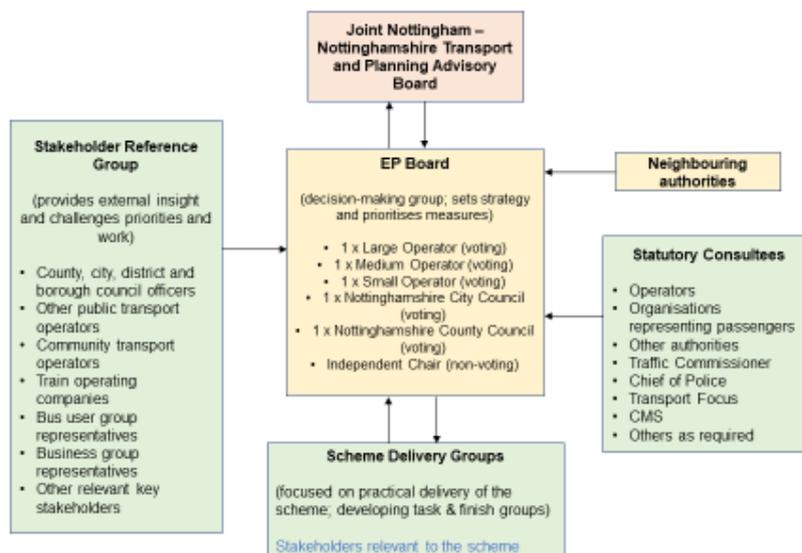
a) Great Nottingham Bus Partnership– Independently chaired and in which all Operators will be entitled to participate and be invited, but attendance will be voluntary.

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 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.

6.1 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.

6.2 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 the 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.

6.2.1 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.

6.3 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.

6.4 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.

7. 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.

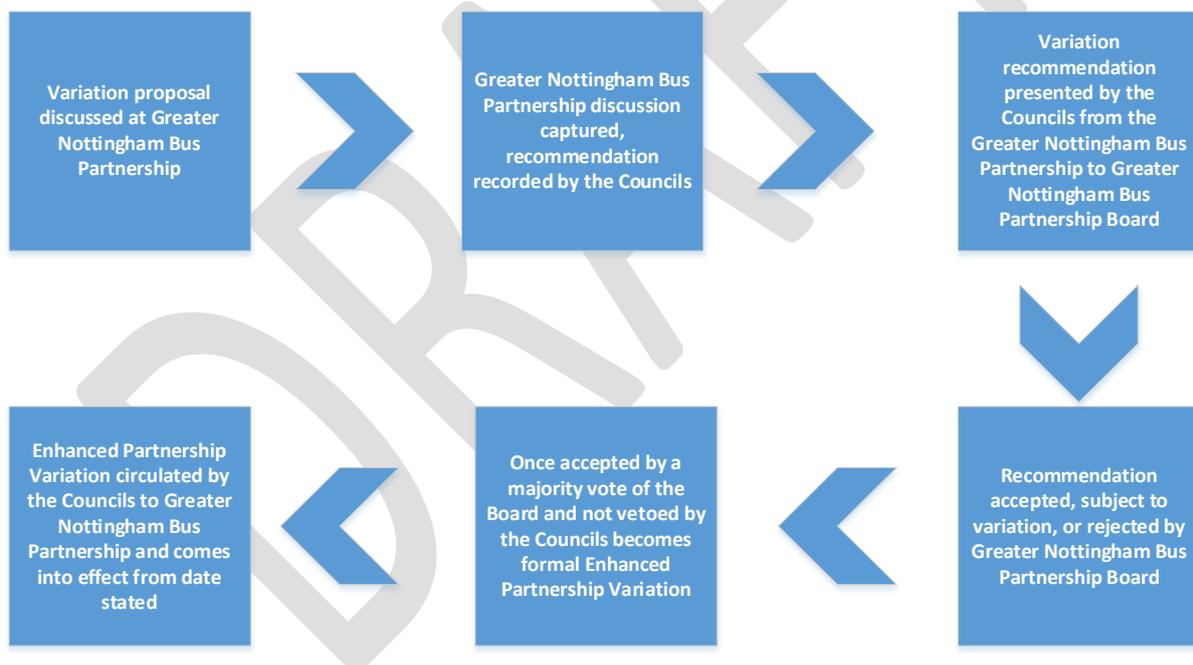


Figure 2: Process of Enhanced Partnership Scheme Variation

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.

7.1 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.

7.2 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.

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

8. 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
<p>Bus Priority Measures</p> <p>Realtime information (Displays and Back Office)</p> <p>Other infrastructure enhancements</p> <p>Protect and upgrade bus interchange facilities</p>	<p>Vehicle Enhancements and Investment</p> <p>Participation in Robin Hood ticketing and marketing schemes</p> <p>Service Quality and Emissions standards</p>
City Council Enhanced Partnership Scheme Measures	
<p>External funding bids</p> <p>Feasibility Studies</p> <p>Roadworks Management</p> <p>Facilitate the Enhanced Partnership</p>	

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

	<ul style="list-style-type: none"> • Any cross-boundary registered local bus service with less than 10% of its registered mileage within the Enhanced Partnership area • 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 4 April 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 • 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 with 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 their 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 Scheduled 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.

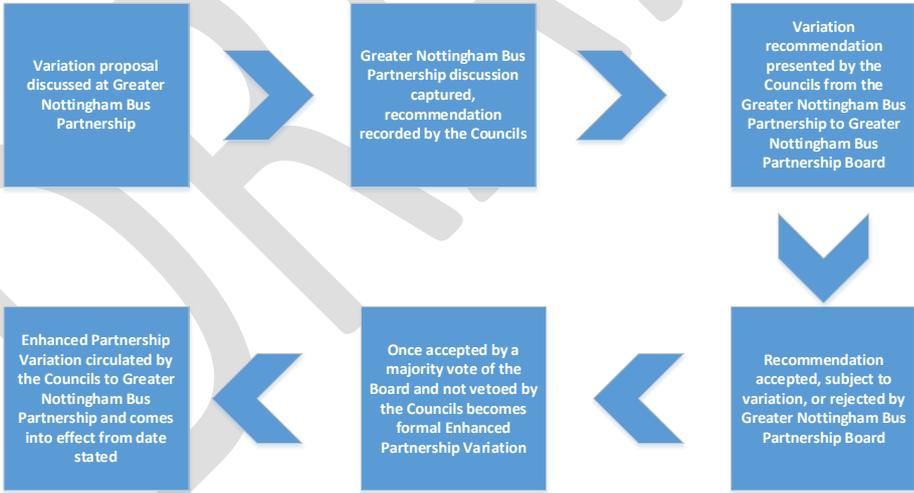
5.3	The Facilities are to be maintained for the duration of the Scheme in accordance with Schedule 5 (Maintenance of Facilities).
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5.5	A number of Environmental Schemes including bus lanes have been implemented within and beyond the Scheme Area, to 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 once confirmed by government, see Schedule 8.
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	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: <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.

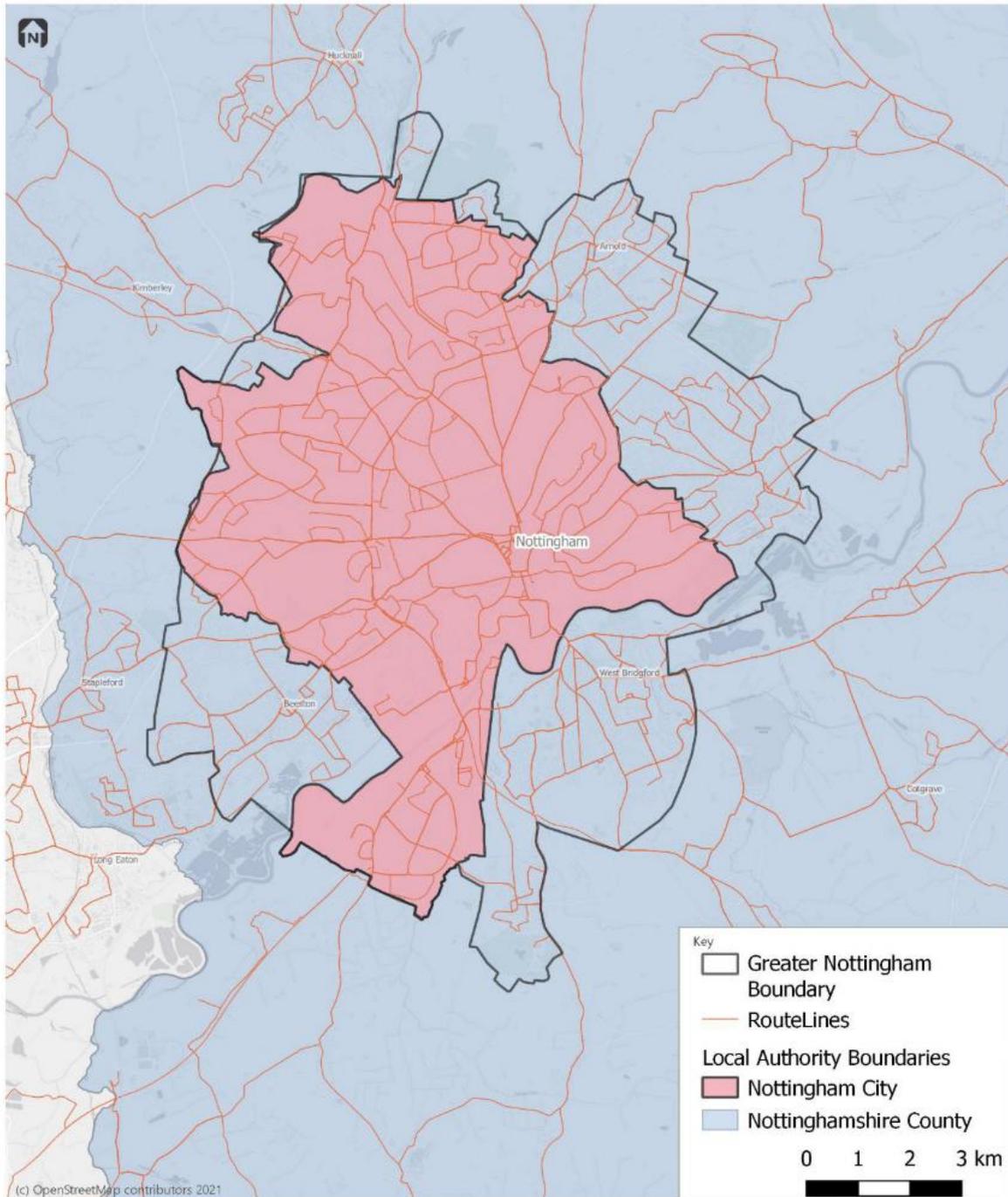
6.4	The standards as specified in 6.2 shall not apply to a service using a step entrance coach that is compliant with at least Euro VI emission standards on either a Core or Complementary Local Service, which will be permitted to use the Facilities within the Scheme Area, provided that the operator of 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. Upon confirmation of BSIP funding the scheme will be varied in accordance with Section 7 of the Greater Nottingham (Robin Hood Area) Enhanced Partnership Plan.
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



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 feasibility studies		<p>Subject to BSIP Funding, the City and Council Council will commission the priority feasibility studies outlined in the BSIP funding ask table (see Schedule 8). The City County Council 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, through the section 6 mechanism, 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

Roadworks management		<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	2.1	The Council will manage the Slot Booking system in accordance with Appendix 3 to the Scheme.
Bus Lanes	2.2	<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	2.3	<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

<p>Bus Stands and Bus Stop Clearways</p>	<p>2.4</p>	<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>
	<p>2.5</p>	<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
	2.6	<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 its upgrade and modernisation of the Realtime display network and back office infrastructure over the next five years BSIP funding once confirmed will be invested 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 seek to 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>

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>

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>

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.	
Driver uniform identity and 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 use of ticketing equipment and all fares options when operating Local Services in the Scheme Area.	To improve the image of bus services for passengers.

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.

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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

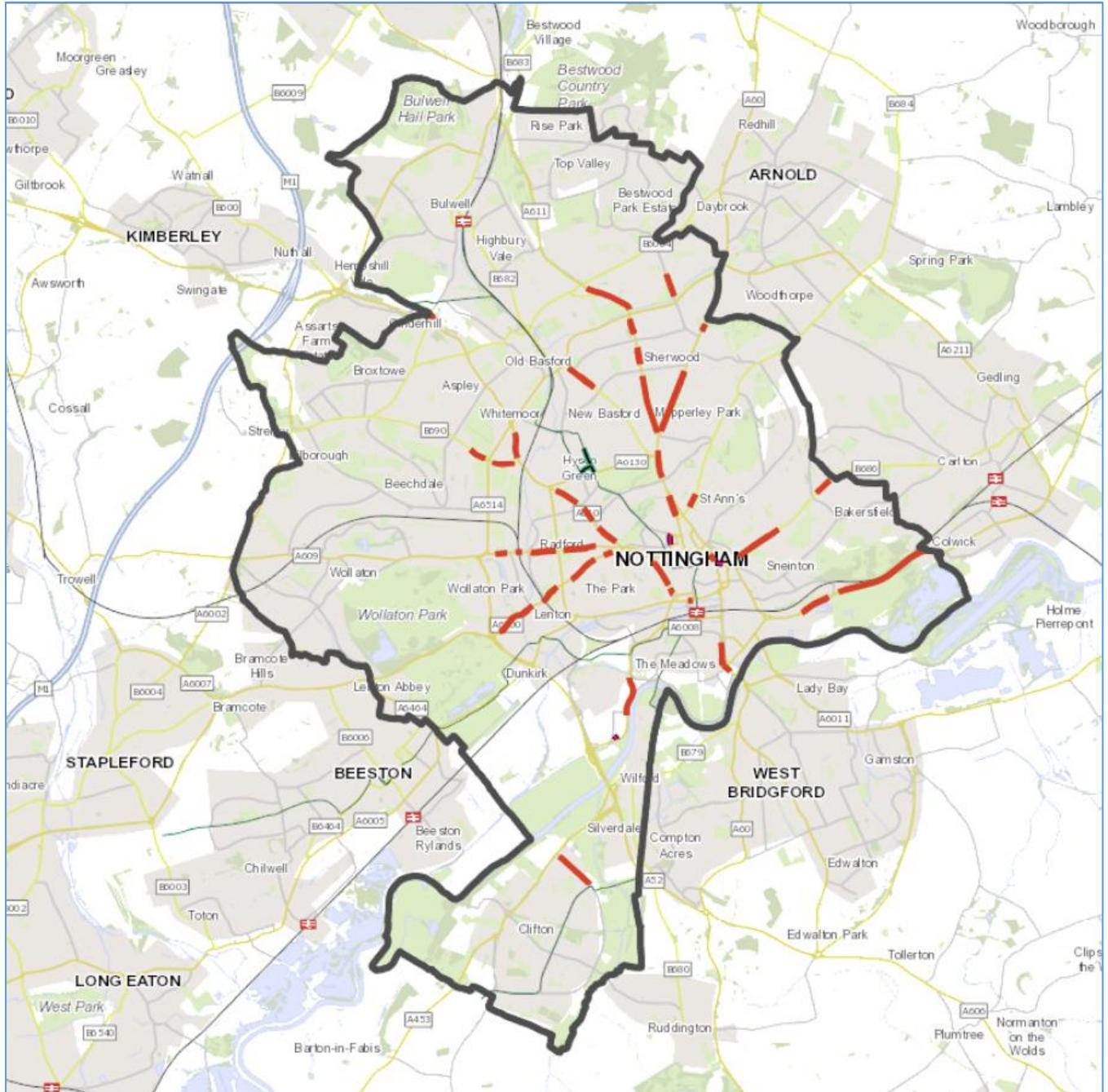
FACILITY	REF	OPERATIONAL ACTIONS AND SOLUTIONS	RESPONSIBILITY
Bus Shelters, Council Information Panels, Shelter cases and Seating	1.1	Within Nottingham, inspections are conducted once a week and all infrastructure is cleaned once a fortnight throughout the year. Within the County all bus shelters are 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)
Transforming Cities	Thane Road Bus Lane		£2.5m
	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
ZEBRA	NCT Electric Bus		£15.2m

DRAFT

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	√	√
BRO524	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

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													
STOP	Category	Status	DEFINITIONS Minimum 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 % Occupancy	% Occupancy	ANALYSE BY STOP GROUP	Minimum No. of Departures permitted with SOPS (in any 30-minute)	Existing No of Departures	% Occupancy	
						1000-1100	1600-1700	1000-1000	1600-1700				
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	50%	55%				
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)	MCI	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)	MCI	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%				
I1	NR	BUS STOP CLEARWAY	2 mins	No Limit	NSB	64	64	No Limit	No Limit				
J1	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)	MCI	No Limit	NSB	21	21	No Limit	No Limit				
M2	NR	BUS STOP (NOT CLEARWAY)	MCI	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	8	90%	89%				
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%				
W1	NR	BUS STOP (NOT CLEARWAY)	MCI	No Limit	NSB	43	44	No Limit	No Limit				
W2	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	14	70%	70%	W1-W4	40	53	66%
W3	R	BUS STOP CLEARWAY	2 mins	10	NSB	16	17	80%	85%				
W4	R	BUS STOP CLEARWAY	2 mins	10	NSB	9	8	45%	40%				
X1	R	BUS STOP CLEARWAY	2 mins	10	NSB	14	14	70%	70%				
X2	R	BUS STOP CLEARWAY	2 mins	10	NSB	4	2	20%	10%	X1-X2	20	12	30%
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)	MCI	No Limit	NSB	45	43	No Limit	No Limit				
Y6	NR	BUS STOP (NOT CLEARWAY)	MCI	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)	MCI	No Limit	NSB	33	32	No Limit	No Limit				

KEY TO STOP CATEGORIES
 F1 - Terminal Stand. Can be used by services that observe the Waiting time requirements and Slot Allocation System.
 R - "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-Required" 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
 MCI - Buses must pick up and/or set down and move off immediately at "Non Required" Bus Stops

STOPS AT OR OVER CAPACITY
 PLEASE SEE COLUMNS I AND J

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.

DRAFT

Nottinghamshire Enhanced Partnership

Plan

THE NOTTINGHAMSHIRE COUNTY COUNCIL ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY:

NOTTINGHAMSHIRE COUNTY COUNCIL

Draft

Version 0-1

October 2021

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1. Definitions

1.1 In this Enhanced Partnership Plan document, the following terms shall have the meanings ascribed to them below:

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.
County Council	Nottinghamshire County Council.
Enhanced Partnership Scheme Variation	A formal variation of the relevant Enhanced Partnership Scheme(s) as a result of the mechanism set out in section 8, 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 Part B which shall be deemed such for the purposes of s.138D(1) of the 2000 Act.
Nottinghamshire Bus Service Improvement Plan (or Nottinghamshire BSIP, or BSIP)	The Bus Service Improvement Plan published by Nottinghamshire County Council.
Nottinghamshire Enhanced Partnership Board (or Board or EP Board)	The committee of Nottinghamshire Bus Operator representatives, County Council representatives and stakeholders, responsible for considering recommendations put forward for inclusion in Enhanced Partnership Plans, Schemes or Scheme Variations using the mechanism in section 8.
Nottinghamshire Stakeholder Reference Group	The committee of identified stakeholders, providing external insight and challenge on priorities included with any EP Plan or Scheme, and making recommendations to the Nottinghamshire Enhanced Partnership Board.

Nottinghamshire Enhanced Partnership (or Enhanced Partnership or EP)	The Enhanced Partnership covering the geographic extent of the administrative boundary of the county of Nottinghamshire apart from the existing Robin Hood Ticketing Area (Greater Nottingham Robin Hood Area) shown for identification purposes only at Figure 1.
Operator (or Bus Operator)	Any bus operator operating Qualifying Bus Services
Measures	Those measures referred to in Part B which shall be deemed as such for the purposes of s.138D(2) of the 2000 Act.
Non-qualifying Bus Service	Services excluded from classification as Qualifying Bus Services.
Qualifying Bus Service	<p>A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of:</p> <ul style="list-style-type: none"> • 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 relevant school day. • Community Transport or Dial a Ride services which are restricted to use by pre-registered passengers only. • Any rail replacement services which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985. • Any supermarket services which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985. • National coach services or coach tours using the Bus Stations or Bus Stand/ Clearways as defined in paragraph 2.5 of Schedule 2. • Local Services where the registered mileage operated within the Scheme Area is 10% or less of the overall mileage operated by the Service.

	<ul style="list-style-type: none"> • Services which operate one day a week i.e. market day services. • Services operated under a S22 of the 1985 Act. <p>For the avoidance of doubt, a list of Qualifying Bus Services will be published at the start of each County Council financial year.</p>
Requirements	Those requirements placed upon Bus Operators identified as such within Part B, which shall be deemed as such for the purposes of s.138C 2017 Act.

Enhanced Partnership Plan

2. Introduction

- 2.1 Buses and other passenger transport services play an important role in keeping people and places connected. Use of such services rather than private car travel also helps reduce congestion, improves air quality in our towns, and limits carbon emissions.
- 2.2 Decarbonisation is clearly one of the high priority overall objectives for developing increased use of better, cleaner bus services. Nottinghamshire County Council has a [Carbon Management Plan](#), which is in step with the DfT Transport Decarbonisation Plan, and is a signatory to [The Nottingham Declaration on Climate Change](#). This Declaration commits the Council to tackling the causes and effects of climate change; its aim is to achieve carbon neutrality in all its activities by 2030.
- 2.3 Nottinghamshire County Council and its bus operators have continually invested in the bus network and associated infrastructure over the last 15 years, including passenger transport infrastructure schemes; investment in newer, and cleaner, vehicles; and consistent financial support for bus services. The county has an excellent rating for passenger satisfaction, performing above the national average consistently over the past 5 years.

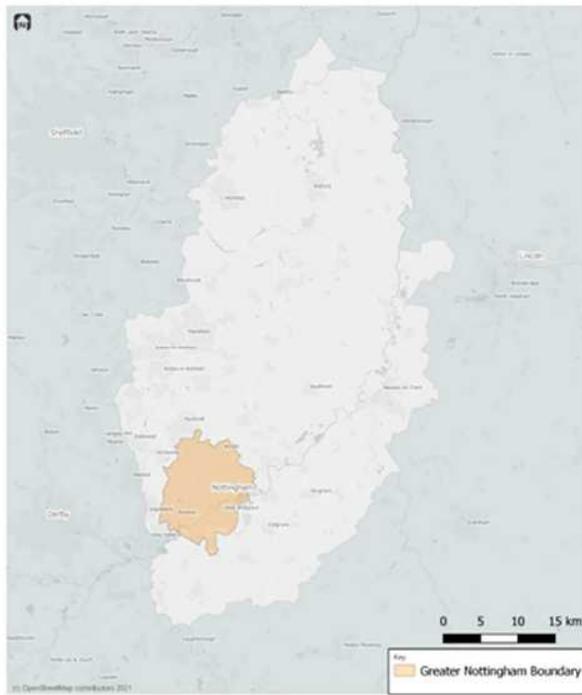
- 2.4 Nottinghamshire County Council and its bus operators wish to further improve public transport, by delivering a reliable, resilient transport system which supports a thriving economy and growth. Improving service reliability, frequency, integration, coordination, infrastructure, and service quality will help overcome the setbacks of lost patronage suffered during the pandemic and re-establish the virtuous cycle of growth and development that was underway before the pandemic. These aims are reflected in the Nottinghamshire Bus Service Improvement Plan (BSIP) published in October 2021.
- 2.5 This document presents the Enhanced Partnership (EP) Plan for delivering the Nottinghamshire Bus Service Improvement Plan (BSIP). The BSIP has been developed by Nottinghamshire County Council and consultants, ITP, in collaboration with bus operators in the county. It takes account of views expressed by residents of Nottinghamshire and other interested parties and organisations, as gathered through a countywide public engagement exercise. It also takes account of discussions with neighbouring authorities, and community transport operators.
- 2.6 Drawing on the BSIP, this document fulfils the statutory requirements set out by the Bus Services Act 2017 of an Enhanced Partnership (EP) Plan for Nottinghamshire. Initially, this will facilitate the introduction of an EP Scheme aimed at supporting and developing bus services across Nottinghamshire, with the aim of starting to achieve the objectives set out in the BSIP.
- 2.7 In accordance with the statutory requirements for an EP Plan, this document includes:
- Overview and map of the geographical area covered
 - Factors affecting the local bus market
 - Summary of passengers' experiences in using bus services and the priorities of users and non-users for improvements
 - Trends in bus journey speeds and the impact of congestion on bus services
 - Objectives that are sought for bus service provision
 - Interventions needed to achieve the desired outcomes
 - Governance arrangements
 - Competition test
- 2.8 **The Plan comes into effect on 1 April 2022 and will remain valid until revoked.**

3. Extent of the Enhanced Partnership

Area Covered

- 3.1 The area covered by the Nottinghamshire Enhanced Partnership is the whole of Nottinghamshire county, apart from the existing Robin Hood Ticketing Area (Greater Nottingham Nottinghamshire Robin Hood Area), as shown in [Figure 3-1](#)/[Figure 2-1](#).
- 3.2 The reason for excluding the Greater Nottingham area of Nottinghamshire is that this forms part of the Greater Nottingham EP, which naturally builds on the existing Robin Hood Integrated Ticketing boundary, and reflects the strong relationship, in travel terms, with Nottingham City. This enables the Greater Nottingham conurbation to be incorporated into one plan (which is a joint plan between the City and County Council) reflecting how the current bus network operates and how passengers use the bus system locally.
- 3.3 The remaining area in Nottinghamshire, covered by this EP Plan, encompasses the rural areas and market towns where buses serve wider destinations and where the population is more sparse, thus offering different opportunities and challenges to that of city-focussed transport.
- 3.4 The Enhanced Partnership area falls wholly within Nottinghamshire County Council administrative boundaries.

Figure 3-1: Nottinghamshire EP area

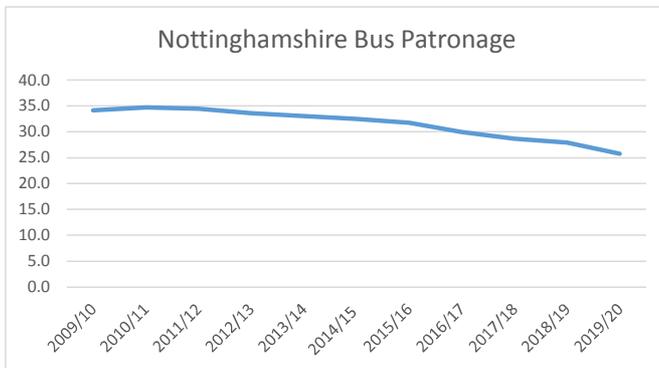


4. The Nottinghamshire Bus Market

Travel Demand

- 4.1 As witnessed throughout much of England, patronage in Nottinghamshire (excluding Nottingham city) has decreased over time, as illustrated in the graph below¹.

¹ [Local bus passenger journeys \(BUS01\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/local-bus-passenger-journeys-bus01)



- 4.2 Within Nottinghamshire, patronage decreased by 18% between 2009/10 and 2018/19, whilst England saw a decrease in patronage of 7% during the same period. However, it should be noted that these figures include the Greater Nottingham area outside of the city and is therefore impacted by the growing network of tram services which saw some transference of passengers from the bus to the tram.
- 4.3 The same trend is seen in the data when exploring trips per head of population. The higher decrease is a consequence of the large rural nature of the county and the exclusion of city patronage. The decline in patronage (and per person trips) in Nottinghamshire is less than comparable to East Midlands Shire authorities (like for like), and much less than comparable wider Midlands Shire Counties. Further detail can be found in Appendix B
- 4.4 Nottinghamshire (excluding Nottingham) also has a higher than average proportion of ENCTS passengers.
- 4.5 These figures, whilst showing a decline, are testament to the commitment of Nottinghamshire County Council and the bus operators to improve the bus service offer despite the challenges faced by the rural nature of the county (when compared to comparator locations).

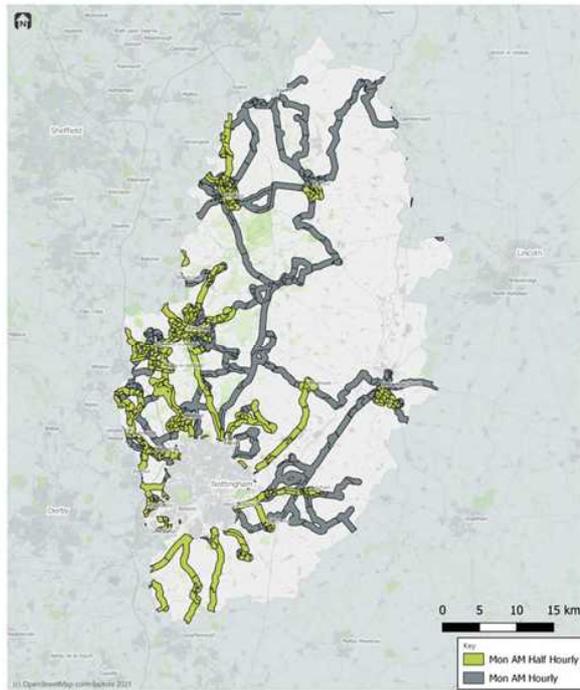
Impact of Covid

- 4.6 As witnessed across the UK, the COVID pandemic and associated government guidance and social distancing has had a large impact on bus patronage. Within this EP area, patronage during 2020/21 was 28% of patronage witnessed in 2019/20. Commuter and ENCTS journeys by bus have decreased significantly and are still significantly less than pre-pandemic, indeed with more flexible working patterns likely, and the discovery of accessing services more locally or via on-line services, as well as

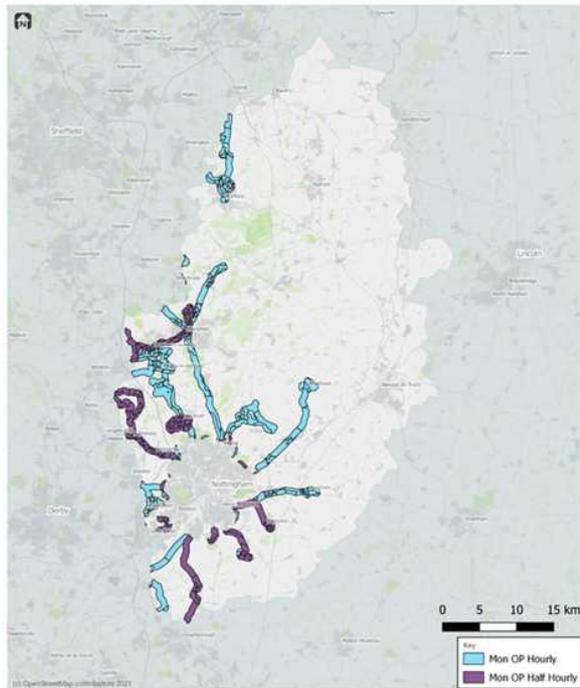
the safety concerns associated with travel by bus (through public health messaging), it will take some time and significant change to return patronage to pre-pandemic levels. As of September 2021, patronage in Nottinghamshire is around 75% of pre-pandemic levels, with ENTCS journeys lagging a further 10% behind at 65%.

Bus Network

- 4.7 The following map shows services with an hourly or half-hourly frequency or more witnessed during the weekday morning peak (excluding DRT).



- 4.8 Followed by the map below which shows the situation during the evening period.

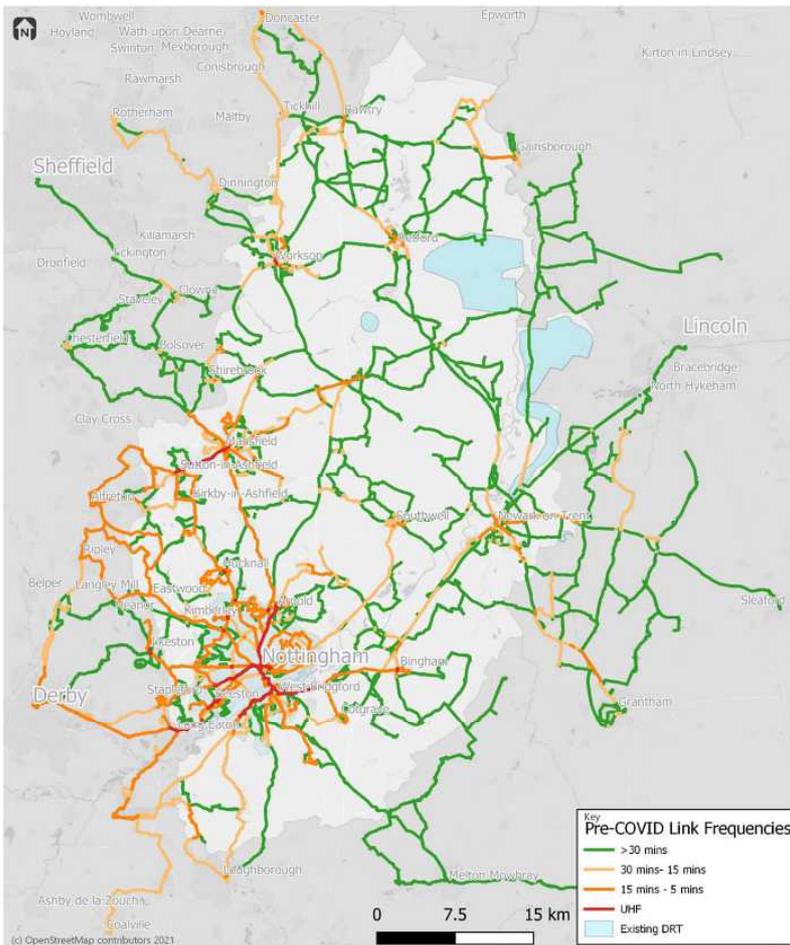


4.9 The percentage of population within 400m access to services operating combined frequencies along common sections of road of hourly and half hourly at different times of day and days of the week is set out in the table below.

	% population with access							
	Morning Peak (AM) (7-9AM)		Between Peak (BP) (9AM-4PM)		Evening Peak (EP) (4-6PM)		Off Peak (OP) (6PM-12PM)	
	Hourly	Half Hourly	Hourly	Half Hourly	Hourly	Half Hourly	Hourly	Half Hourly
Weekday	64%	55%	62%	52%	64%	52%	38%	23%
Saturday	61%	51%	62%	52%	64%	52%	38%	23%
Sunday	19%	8%	44%	24%	44%	26%	26%	17%

4.10 In the daytime, around 64% of the population is within 400m of an hourly service; around 52% has access to a 30-minute frequency service. Access to services decreases significantly in the evenings and on Sundays. There are limited Demand Responsive Transport (DRT) services in the county at present.

4.11 The two main operators in the EP area are trentbarton (46% of passengers carried; 38% of mileage operated) and Stagecoach (40% of passengers; 31% of mileage operated). Marshalls of Sutton operate 7% of mileage in the area, and NCT 5%. The rest of the mileage is made up of 25 other operators operating cross-border journeys, or small contracted services. The map below shows the extent of the network, highlighting the hourly link frequency in the morning (AM) peak, showing the combined frequency of bus services along each road, regardless of service or operator.



- 4.12 These services complement the rail and tram network, and there is some degree of coordination of services at key interchange points (for example Hucknall rail, tram, and bus interchange), and between other modes such as cycling and walking, but there is currently limited network coordination between bus services and between buses and trains generally across the rural network.
- 4.13 There are three small DRT services in the more rural areas of the county; journeys must be pre-booked by phone giving at least 2 hours' notice, and early morning booked the day before. In addition, Stagecoach recently piloted an NHS DRT Shuttle bus in Mansfield, responding to the COVID pandemic and the need to provide transport to hospital staff. This has proved a success as a proof of concept and has helped inform the County Council approach to DRT provision.
- 4.14 Additionally, there are a range of community transport services (minibus and voluntary car schemes) in Nottinghamshire including:
- Bassetlaw Action Centre
 - Collingham Village Care
 - Tuxford Dial a Trip
 - Eastwood Volunteer Bureau
 - Newark and Sherwood CVS
 - CT4N Charitable Trust
 - Our Centre
 - Ravenshead CT
 - Rushcliffe CVS
 - Gedling Voluntary Transport Scheme
 - Soar Valley Bus
 - The Helpful Bureau
 - Erewash CT
 - East Leake Car Scheme
 - My Journey (Mansfield Woodhouse)
 - Blidworth on the Move
- 4.15 These provide cars and minibuses for eligible people to access health-related, shopping, and social appointments. This work is almost exclusively undertaken by dedicated volunteers and the service they provide compliments the public transport network and is highly valued by those who use the services. Whilst being a valuable

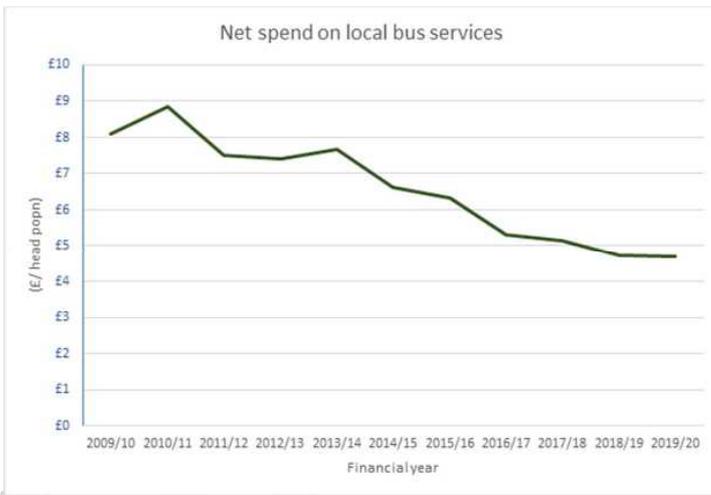
offer, they are dependent on the availability of volunteers and resources to co-ordinate such schemes. As such, access is variable, and they tend only to serve those who are unable to use public transport and pre-registered users. There has been a shrinkage of community transport over the years due to funding constraints, reduced volunteer drivers, and consolidation.

- 4.16 Community transport currently operates completely separate to the wider public transport network; there is no form of integration, be it between services or in relation to information and marketing. Community transport in Nottinghamshire is very traditional in nature, catering for those unable to use public transport. There are currently four operators providing bus services under a S22 licence.
- 4.17 There is a small degree of integration with rail in some areas of the county; for instance, there is currently a North Notts and Lincs Community Rail Partnership which covers Retford and Worksop. Although some steps have been made to integrate bus and rail, this could be improved.
- 4.18 The County Council does provide financial support for the sector of £176k per annum and holds quarterly meetings to co-ordinate activities and share best practice. This group became a Local Resilience Forum Transport sub-group in response to the COVID pandemic and helped the NHS CCG's deliver the vaccination programme.
- 4.19 When it comes to inclusivity, much is done in the county to assist those who find it difficult to use public transport - raised kerbs at bus stops; audio/visual announcements on buses; additional wheelchair spaces on buses; online information showing how typically busy journeys are; different media providing real-time updates; driver training; paying for a taxi for a wheelchair user if the wheelchair space is already occupied; and [providing one-to-one training for wheelchair and mobility scooter users](#). Whilst these are good examples offered by different operators, there is no universal offer across all operators, and no joined-up end-to-end solution to give disabled users the confidence that they can make their entire journey with ease.

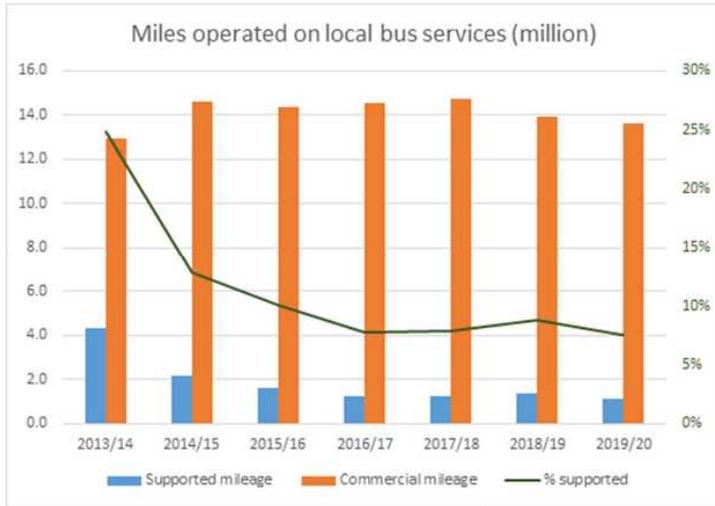
Financial support

- 4.20 In 2021/22, Nottinghamshire County Council is providing **£4.135m** of financial support for bus services in the county, subsidising 74 routes (recognising some of these operate into the Greater Nottingham area covered by a separate EP) totalling 1.1 million miles per annum. This equates to **£4.96** per head of population (based on the latest population estimates produced by the Office for National Statistics – mid-year 2020).

4.21 Statutory financial demands including ENCTS; Special Education Needs and Disabilities (SEND) transport; and mainstream school transport have increased over time – between 2009/10 and 2017/18 the cost of ENCTS per concession issued has increased by 11%; SEND expenditure per pupil carried by 57%; and mainstream school transport expenditure per pupil carried by 79%. This has resulted in a decreasing level of funding remaining for supported local bus services, which has affected the level of services and number of miles operated over the years.



4.22 In spite of the increasing statutory demands on local authority funding, Nottinghamshire County Council is committed to supporting local bus services and has maintained the level of support over recent years, providing support to around 8% of the network consistently since 2016/17, as illustrated below.



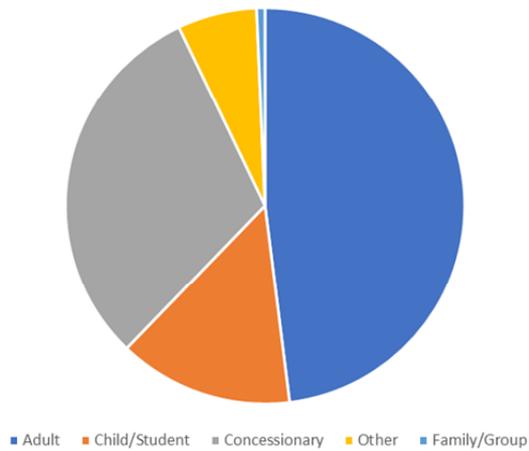
Bus Priority

- 4.23 There are currently 1.2km of bus lanes in the EP area, focussed entirely on Mansfield and just outside Greater Nottingham. Each of these sections of bus lanes has encountered challenges of infringements by private cars, and some are only operating during restricted hours.
- 4.24 In addition, there are a number of bus gates planned for implementation, namely, Sharpill Wood Bus Gate; Fernwood, Newark Bus Gate; and Lindhurst Bus Gate.
- 4.25 Nottinghamshire County and Nottingham City Councils, in partnership with Nottingham City Transport and trentbarton, were early adopters of Traffic Light Priority (TLP), deploying fixed units at six Scoot junctions in 2011 that communicated with onboard radios and delivered a material improvement in bus reliability. Investment in 71 junctions 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.

Fares and ticketing

- 4.26 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).
- 4.27 In Nottinghamshire, single fares vary considerably, which is understandable given the size of the county and the varying lengths of route, ranging from £1.20-£5.50. Similarly, day fares differ depending on the size of zone it covers; town day tickets are around £3.80; network-wide tickets around £7.00. These are broadly in line with the national and regional average.
- 4.28 The average commercial fare of the two largest operators, weighted by the number of passengers carried, is £2.27.
- 4.29 A range of tickets are available by different operators, focussed on attracting different markets according to the types of service they operate. There are many different products available in the county, catering for different demographics, travelling at different frequencies; 29 different day tickets; 9 different weekly tickets; and 34 different season tickets. As illustrated in the graph below, almost half of tickets sold are to adults, and around a third are English National Concessionary Travel Scheme (ENCTS) passholders.

Passenger Ticket Type Breakdown for Nottinghamshire
(excluding Greater Nottingham and out of County, based on the % split of routes)



- 4.30 Tickets are not consistent across operators, for instance, different operators offer different tickets for children and young people, defining different ages and different discounts. 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.
- 4.31 Tickets are available for purchase on-bus; on-line; and via apps for the main operators (trentbarton; Stagecoach; NCT; and CT4N). Contactless payment is available on the majority of bus services, but at present is not universally available. 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.
- 4.32 There is currently no multi-operator ticket or daily/weekly capping available in the county, apart from in the Greater Nottingham (Robin Hood) area, which is covered under a different EP. There is a ticket within Nottinghamshire that does enable transfer between two different operators- Hucknall connect bus/tram ticket- but this does not include rail and is an isolated example. The fares structures are largely aligned between operators, covering similar areas for zonal tickets.
- 4.33 Nottinghamshire County Council, as the local authority partner, is actively involved in a project with Integrated Transport Smartcard Organisation (ITSO), the Department for

Transport and major industry suppliers to undertake development and testing of putting English National Concessionary Travel Scheme (ENCTS) travel rights on mobile platforms. The successful delivery of this proof of concept project will lead to a vastly improved modern ticketing offer to the residents of Nottinghamshire both for ENCTS and future ticketing initiatives.

Information

- 4.34 Operators in Nottinghamshire 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.
- 4.35 NCC has its own website⁵, where all bus-related information is located, including links to other operators' information and journey planning software. NCC has a contact number for customer services who can direct callers to the information they require. Although the council has social media platforms, these are only used to alert passengers to major service disruptions or diversions for contracted services only.
- 4.36 NCC currently produces 14 different paper timetables, printing 2.5k per timetable at a time, which are widely distributed to outlets across the county (e.g. libraries, bus stations, local centres etc).
- 4.37 NCC also supplies & installs all at-stop timetables for contracted services; these are designed and printed by NCC and installed by a third-party contractor. Operators provide and install information at bus stops for their own individual services, the exception being within the Mansfield AQP and throughout the Bassetlaw district network, where NCC designs, prints & installs timetables for all services, due to the heavily subsidised nature of the bus network in this particular area.
- 4.38 Marketing of services is approached by the council and operators in different ways and to different degrees. Although there are some good examples of marketing initiatives, such as targeted marketing/promotion campaigns including ticketing offers for specific services and users (commuters, young people etc), there is no county-wide approach to marketing at present, which will be particularly important for the post COVID recovery process.

Infrastructure

- 4.39 In terms of infrastructure, there is good coverage of stops and shelters with 3,615 of 3,630 recognised bus stops marked with a pole, 1,245 with a shelter, and 1,610 with a raised boarding kerb. Despite good coverage of bus shelters, these can be of poor

quality, even along key corridors. In addition, raised kerbs are not widely available. Whilst there are some high-quality bus stops in the county, yet more consistency is required to produce identifiable high-quality corridors.

- 4.40 Real time information (RTI) is less available with only 450 displays, focussing on the main urban areas and along some key routes out of these areas.

Other factors that affect bus use

Parking provision

- 4.41 Car parking is plentiful in the county, but responsibility for the majority of off-street town centre car parking lies with District/Borough Council partners. Off-street car parking charges vary from place to place. There is a mixed picture throughout the county, and a different picture within and between districts. Charges look to be reflective of local issues such as responding to people using the car parks to park all day, or trying to build the local economy with cheaper parking. Of the 44 off-street car parks surveyed across the county, 44% of car parks offered a daily charge which was more than the cost of a day ticket on bus in that area.

Branding

- 4.42 Bus operators in the county have strong brands, in fact the main operators are pioneers of branding, being proactive in creating brands that passengers know and trust. Some operators build brands targeted at different markets, and flowing through to service livery. For instance, trentbarton has different liveries for different services, as illustrated below; the same brand is shown on maps and timetables.



4.43 In a similar way, Stagecoach adopted service-specific branding on some key services, for example, the Pronto service.



4.44 All Nottinghamshire County Council subsidised bus services fall under the brand of Nottsbus. This flows through all on-line and printed content as well as on the vehicle livery.



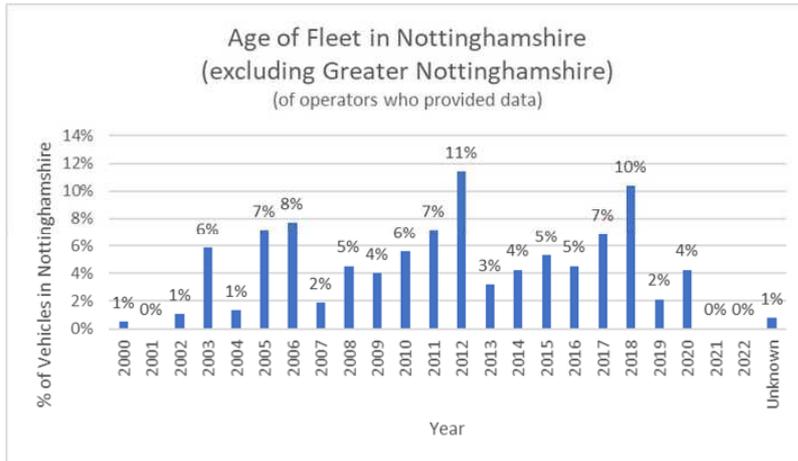
4.45 Whilst not a unified branding across the network, or reflecting the county particularly, this shows that the Partnership has an excellent understanding of the market and how to create an excellent brand and flow this through all media and information channels for consistency and simplicity for the user.



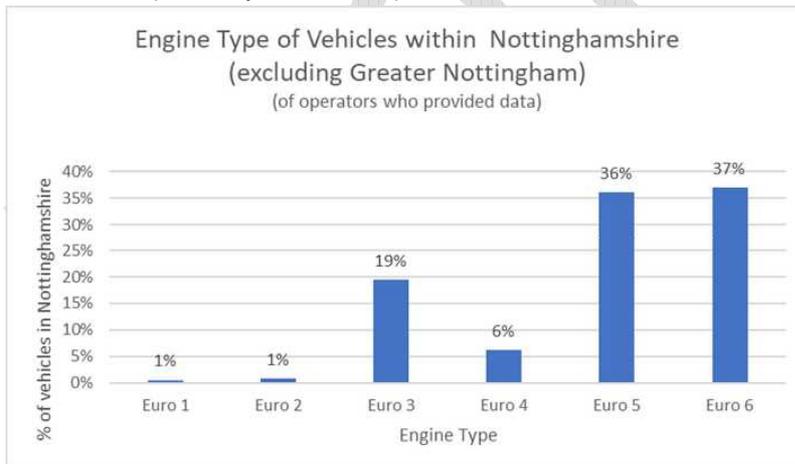
4.46 Bus users recognise the current branding and their experience of using the bus is improved as a result. However, it does not necessarily aid new users who don't know what the individual brand means, particularly if they do not reflect the destinations they serve.

Bus fleet

4.47 The average age of the commercial fleet operating in Nottinghamshire is 10-11 years old, the split of which is shown below.



4.48 37% of buses have Euro VI diesel engines. The breakdown is shown below (from a total of 376 buses operated by commercial operators).



4.49 In the last five years, bus operators have invested in excess of £10 million in new Euro VI buses. In addition, Nottinghamshire County Council has invested in two electric buses and a further four electric buses have been procured which will come into service shortly.

Investment in the Network

- 4.50 Since 2007, NCC delivered in excess of £29m in direct passenger transport infrastructure schemes across Nottinghamshire (including Greater Nottingham), constructing three staffed bus stations and two on-street interchanges, introducing enforcement of four bus lanes, installing over 4,000 poles and timetable cases, in excess of 500 bus shelters, 800 real time information displays and making 1,500 accessibility improvements at bus stops using raised boarding kerbs and bus stop clearways.
- 4.51 In that time two statutory Advanced Quality Partnerships and one Voluntary Quality Partnerships have been established in Nottinghamshire. This shows the commitment from both NCC and the operators to improve the offer to passengers and slow the decline in patronage through measures including new interchanges; bus priority; infrastructure; electronic information; enforcement; supplemented with commitments from operators to take steps to improve reliability; reduce timetable changes; undertake driver training; and improved vehicle and general quality standards.
- 4.52 In recent years the authority has been successful in securing significant grant funding to improve and green the bus vehicle fleet, and enhance the user experience including:
- Implementation of demand responsive transport services through £1.5m of Rural Mobility Funding matched with £4m of local funding.
 - Securing £9.7m in planning contributions: £7.2m for bus services, £2m for infrastructure and £0.5m for travel planning and ticket incentives, to mitigate the impact of new developments.
 - Over £380k in traffic signal priority at 77 key junctions.
 - Retrofitting of 72 buses with an exhaust aftertreatment technology which reduces tailpipe emissions to better than Euro VI standards through the Clean Bus Technology Fund. The scheme has provided £940k towards the cost of the retrofits.
 - Funding for two electric buses which operate the 510 & 511 bus routes in the Broxtowe Borough, and associated charging infrastructure through the Low Emission Bus Scheme. The LEBS scheme provided £365k towards the cost of the scheme with £314k of NCC match funding.
 - Funding for four electric buses which are due to operate bus routes in the Mansfield and Rushcliffe areas of Nottinghamshire, and associated charging infrastructure through the Ultra-Low Emission Bus Scheme. The ULEBS scheme provided £908k towards the cost of the scheme with up to £544k of NCC match funding.

4.53 In addition, the two main bus operators in recent years have invested in new fully accessible vehicles with audio visual passenger information to the value of almost £10 million; £2.5 million on ticket machine investment & ongoing support; and £1.3 million on information and marketing.

5. Public Perceptions and Priorities for Improvement

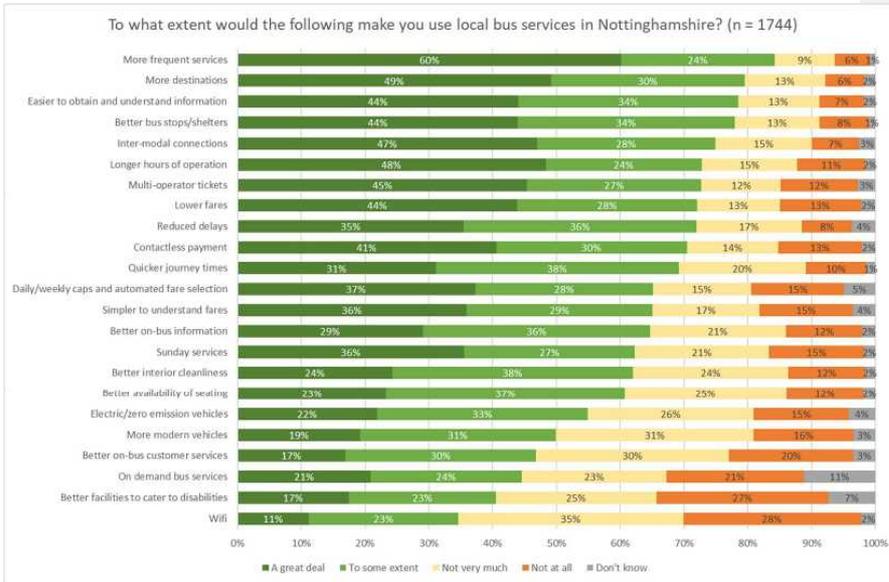
5.1 An online survey was undertaken during July and August 2021 to gather opinions from both users and non-users of buses in Nottinghamshire as to how bus services could be improved in order to attract more passenger trips.

5.2 The data was split to only include those residents within the confines of the EP area and attracted 1749 responses, spanning both users (regular and irregular) and non-users of the bus. There was a broad range of respondents of varying ages, gender, ethnicity, employment status, and physical abilities, providing views from a wide perspective.

5.3 The results show that the most common reasons for bus travel were for social activities and shopping. People choose to use the car over the bus mainly because buses aren't available at the times needed; the car is more convenient; and the car is significantly quicker than the bus. 77% of respondents who use the car said it was easy or fairly easy to park their car.

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

- more frequent services to more destinations (84%), with better connections between services that operate over longer hours of the day (75%);
- improved bus information (78%), including stops and shelters (78%) where information is provided;
- multi operator ticketing (72%) to make it easier to transfer between services, along with lower fares (72%) (or at least are more cost effective than comparable car journeys) and contactless payment (71%); and
- reduced delays (71%) and faster and more reliable journey times, that are more competitive with the private car (69%).

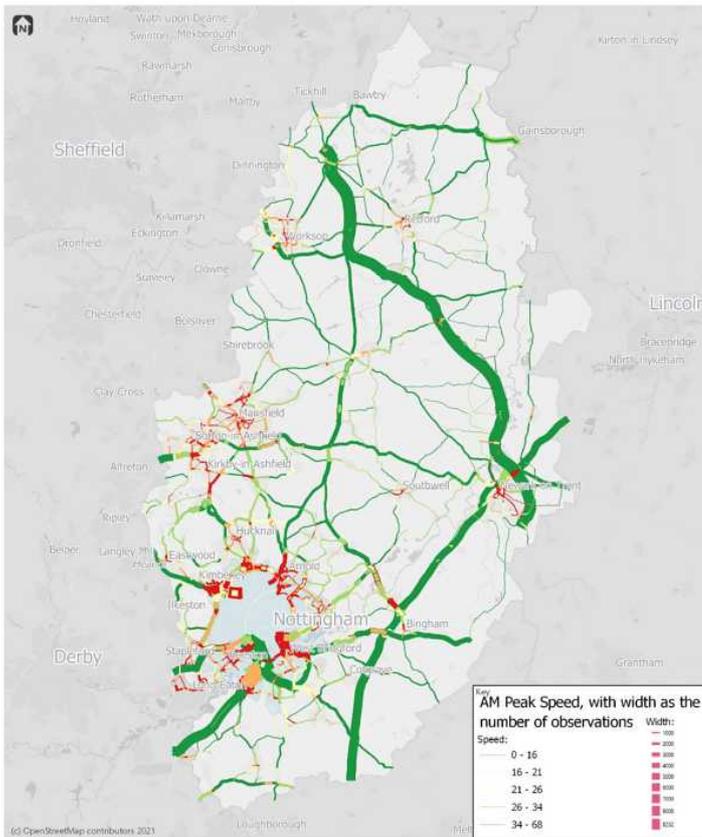


5.5 Additionally, surveys undertaken by Transport Focus also show that satisfaction across a range of factors is already higher than the national average in Nottinghamshire, and this has consistently been the case over the last 5 years (currently standing at overall satisfaction of 94% against a national average of 85%). Within these surveys, passenger satisfaction for value for money is also high in Nottinghamshire (71% compared to an average of 64%).

6. Bus journey speeds

6.1 The maps below show the average traffic speed, and the traffic levels, on key links in Nottinghamshire; and the areas where operators have reported that their services encounter reliability problems. TrafficMaster data (provided by the DfT) indicates that journey time delay is often higher at localised pinchpoints on routes into the main town centres, with several occurring on routes into Mansfield.

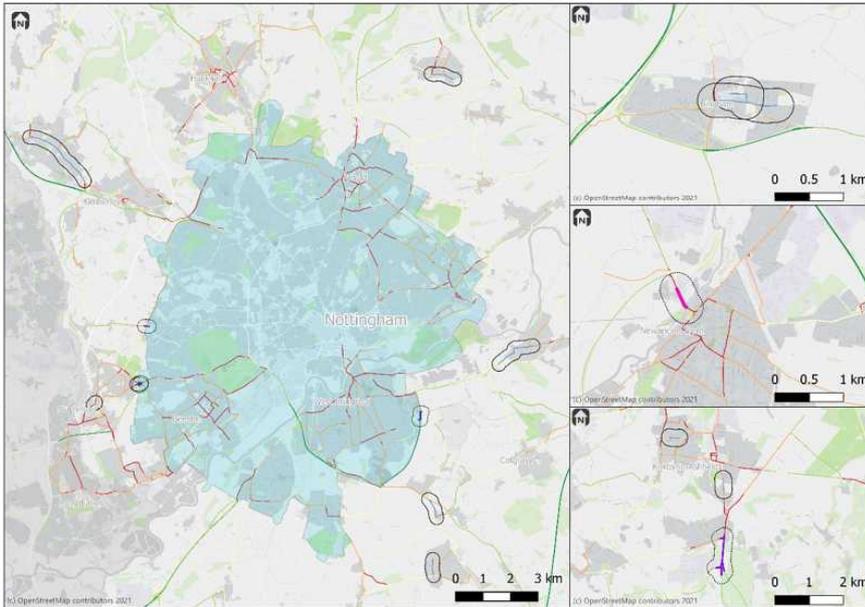
6.2 Although traffic levels dropped during the height of the COVID pandemic, the level of traffic in the area is almost back to pre-COVID levels; NCC traffic counters show that, for w/c 20th September 2021, 24-hour weekday traffic volumes are at 96% of pre pandemic levels (w/c 2nd March 2020). The DfT's data for the same period shows traffic volumes at 98% of pre-COVID levels, suggesting Nottinghamshire is displaying trends comparable to the national picture.



6.3 The

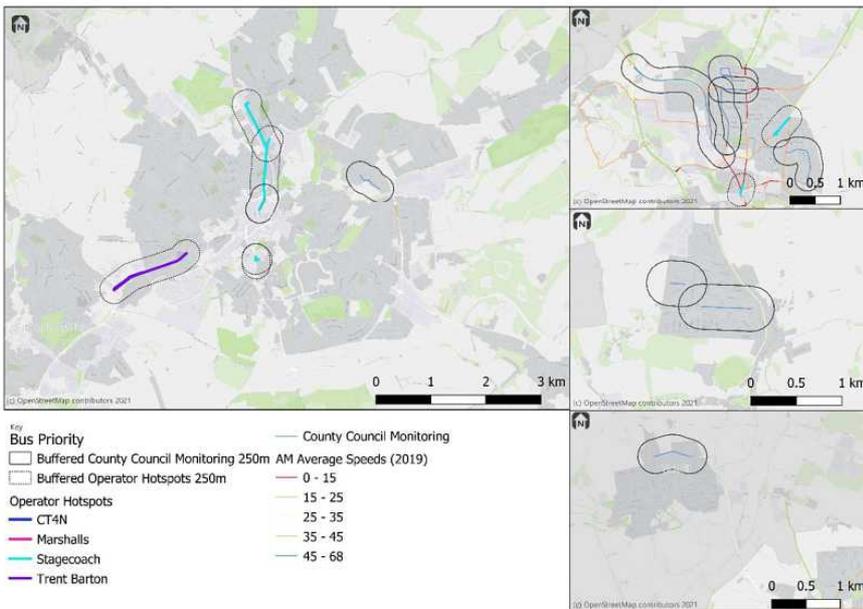
maps below show the main pinch-points that bus operators have reported as locations where their services have experienced delay. The Council is working with operators to establish the provision of a consistent data set to help identify the scale of the issues reported which will then be used to help prioritise where infrastructure improvements (or other programmes) to address pinchpoints will be delivered.

Bingham, Newark, Kirkby-in-Ashfield



Di

Mansfield, Worksop, North Carlton, Tickhill

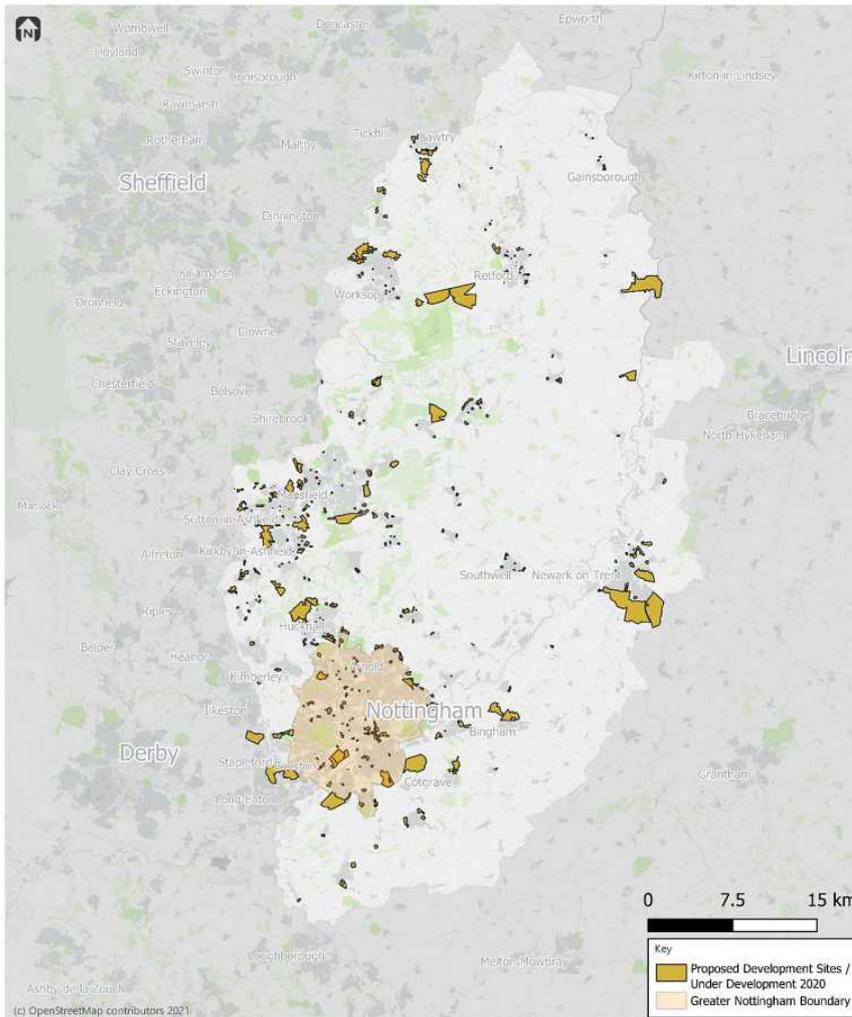


6.4 Between 2009 and 2019, the average journey time delay during the morning peak has increased on the routes into the market towns within the EP area by between 4% (in Worksop) and 8% (in Mansfield); which will have had a negative impact on the operation of bus services. Operators, however, have identified much higher increases in operating times of some of their services resulting in the need for additional vehicles to be utilised to maintain the existing frequency; and the Council will continue to work with operators to identify the additional causes of these running time increases. For instance, operators have reported that:

- The running time for the Threes service along the A60 increased by 26% since 2009, and requires an additional vehicle to maintain the timetable.
- The journey time on service Rainbow 1 increased by 18%, and current punctuality is 61.8%. An additional 6 vehicles were required to maintain reliability on this service and service 9 combined, costing approximately £900k per year to operate.

- Running times have been extended by 10 minutes on journeys into Gainsborough for Bassetlaw Services 95, 97, 98, 99.
- The running time on Newark Service 3 has been extended by 10 minutes on the cycle, plus an additional vehicle has been added to the service.
- An additional bus on the Pronto service is required in the afternoon peak at Mansfield to maintain reliability as buses regularly run late.
- Additional resource has been added to services 21 and 25 to help maintain reliability.

In addition to the existing traffic levels, more trips will potentially be added to the network resulting from the high level of development planned in the EP area, the location and size of which is illustrated below. Although developer contribution monies are, and will continue to be, used to mitigate this impact, wider measures will be required to promote behaviour change and deliver infrastructure improvements (including bus priority measures) in order to help deliver modal transfer, improved bus reliability and improved journey times.



6.5 A highway permit system is in place to help ensure all work on or below roads are planned and coordinated to minimise disruption. As part of the Council's network management strategy, the objectives of the permit system are to help the Council achieve:

- improved journey times and reliability for all road users;
- reduced congestion caused by road works;

- improved information available on works, including advanced warning and duration;
- improved safety for those undertaking works and travelling through works; and
- reduced damage caused to the road.

7. Enhanced Partnership Plan

Aim and Objectives

- 7.1 The vision for bus in Nottinghamshire is for buses to be a mode of choice for many travel needs, having a positive impact on people's lives and the places they live.
- 7.2 The overall aim of the Nottinghamshire Enhanced Partnership is to build a sustainable, efficient, and growing bus network that meets people's travel needs and expectations.
- 7.3 Within this overall aim, the objectives of the EP are:
- 1) Network development: A customer-informed approach to bus service provision to provide a comprehensive, simple network that is easy to understand and use.
 - 2) Bus priority: Provide robust measures and infrastructure to support bus efficiency, reliability and improve journey times by bus, making the bus an attractive proposition compared to the car.
 - 3) Fares and ticketing: Provide a network which is affordable and offers good value for money.
 - 4) Integration: Develop a network which is integrated and offers more opportunities to travel for more residents of Nottinghamshire to access work, education, health, and leisure destinations.
 - 5) Infrastructure: Provide a network and associated infrastructure which is attractive, comfortable, safe, and accessible to all.
 - 6) Co-ordination: Work with partners to provide a coordinated approach to bus service delivery.
 - 7) Service quality: Grow patronage and improve passenger satisfaction.
 - 8) Decarbonisation: Contribute to the council's ambitions for decarbonisation and improving local air quality.
 - 9) Contribute towards the governments 'Levelling up' agenda.

Interventions and Schemes

7.4 The Plan provides the backdrop for specific EP Schemes that will detail actions and developments to be taken jointly by partners to deliver a significant improvement in bus services in Nottinghamshire that will help meet the above objectives. The table below sets out the interventions required to meet these objectives.

Network Development	<ul style="list-style-type: none"> • Network sustainability review, plugging key gaps in the network with most appropriate solution, as well as network simplification and obtaining efficiencies. • Implementation of DRT services to complement the core network. • Bus service enhancements. • Visitor economy pilot scheme. • Total Transport solutions to integrate provision.
Bus Priority	<ul style="list-style-type: none"> • Corridor-based bus priority schemes. • Centralised traffic light. • Tackling network disruption through junction/bus stop clearway protection; junction realignment; bus priority enforcement; loading restrictions; and review of the permit system. • Adopt new Traffic Management powers to support bus punctuality
Fares & Ticketing	<ul style="list-style-type: none"> • Fare and product alignment to simplify the offer to passengers • Multi-operator ticketing scheme. • Contactless payment . • Young persons' scheme. • Jobseekers scheme. • Plusbus scheme. • Fares incentives aligning with other. • Limited fare rises annually.
Integration	<ul style="list-style-type: none"> • Inter-modal connections.

	<ul style="list-style-type: none"> • Integration with walking and cycling. • Timetable alignment. • Interchange investment programme and rural mobility hubs. • Passenger Transport Support Hub. • Pocket Park & Ride expansion.
Infrastructure	<ul style="list-style-type: none"> • Bus stop infrastructure upgrade. • CCTV to improve real or perceived safety at bus stops. • Solar power and green roofs in shelters. • RTI displays. • Journey planning.
Coordination	<ul style="list-style-type: none"> • Coordination of information. • Adopt minimum bus stop information standards. • Minimised and coordinated timetable changes. • Coordinated marketing campaigns. • Simplified data for D2N2 RTI system
Service Quality	<ul style="list-style-type: none"> • Vehicle upgrades. • Passenger charter.
Decarbonisation	<ul style="list-style-type: none"> • Idling cut-off. • Reduction in carbon emissions from buses. • Pursue future bids to secure government funding to support decarbonisation. • CO₂ Roadside Monitors.

7.5 The first EP Scheme seeks to outline and commit partners to measures that will help provide a stable and consistent network for users in Nottinghamshire and outlines a commitment to the development of other schemes on approval of funding.

7.6 Within the Nottinghamshire BSIP, a range of interventions have been identified that address the aim and objectives set out above. As funding availability allows, these will be brought forward and implemented (either singly or in combination) in future Schemes made under the Enhanced Partnership Plan.

- 7.7 An EP Plan can only exist if there is at least one associated EP Scheme in place. Therefore, for as long as an EP Scheme is in place, a Plan must also be in place.

Funding Sources

- 7.8 The Enhanced Partnership will draw on multiple funding sources to deliver the desired outcomes of the Enhanced Partnership Scheme(s), as appropriate:
- Funding provided by Central Government
 - County Council capital funding
 - County Council revenue funding
 - Developer contributions
 - Operator investment
 - Reinvestment of operator revenue generated by schemes
 - Other external funding opportunities.

8. Enhanced Partnership Plan Governance

- 8.1 Following the publication of the National Bus Strategy, Nottinghamshire County Council convened an all-operator and stakeholder Partnership Steering Group. Terms of reference were agreed, and monthly meetings held, chaired independently to allow authority officers and Operators to discuss things freely on equal terms. The Partnership supported the proposal for an Enhanced Partnership (EP) and the Council published a notice of intent to develop an EP on 22nd June 2021. All Operators are invited to attend meetings and contribute to its work.
- 8.2 The Partnership has supported the development of the BSIP, and has been developed into an Enhanced Partnership Board to develop this Plan and the accompanying Scheme.

Enhanced Partnership Board

- 8.3 The **Enhanced Partnership Board** will be the decision-making body and will develop any future Schemes and any variations to existing Schemes. Membership of the Enhanced Partnership Board will comprise the following representatives:
- the top two Operators in the EP area, in terms of mileage operated (1 vote each) for Qualifying services

- 1 x Operator representing all remaining Operators in the EP area (1 vote) for Qualifying services
 - 1 x Nottinghamshire County Council – Transport (1 vote)
 - 1 x Nottinghamshire County Council – Highways (1 vote)
 - Independent Chair (non-voting)
- 8.4 Board meetings will require a quorum of *two* Operator representatives, with a minimum of one of the top two Operators, and one representing services not operated by the top two Operators; and *two* County Council representatives. An Operator representative may, if necessary, arrange for an alternate or deputy from the same category to participate with voting rights.

Terms of Reference

- 8.5 The Board will be the key oversight body of the Nottinghamshire Enhanced Partnership. The Board will have the following initial terms of reference being to:
- 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 County Council 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 County Council having regard to s.138L of the 2000 Act, once all relevant preparatory work has been completed, and make recommendations to the County Council 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.

Role of the Enhanced Partnership Board members

- 8.6 The Operator representative for those Operators that are not the top two Operators in the EP area, in terms of mileage operated, 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 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.

Enhanced Partnership Board decision making

- 8.7 Decisions of the Enhanced 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 (as set out in 8.3). In order to encourage engagement in the affairs of the Board, Operator representatives not attending the meeting whether in person or by proxy will be deemed to be voting in favour of any resolutions put to the Board at that meeting.

Voting can be conducted after the meeting if requested by a voting board member, if a proposal being discussed has substantially changed taking into account information and any proposal associated with that information advised to members of the Board prior to the meeting, where this is considered appropriate by the Chair. The vote will be carried out within 7 days of the Board meeting and the voting will be transparent to all voting members unless the Chair deems it appropriate to be confidential.

- 8.8 Operators will be entitled to make known their concerns in writing to the County Council if they object to a particular vote of the Enhanced Partnership Board.
- 8.9 The Independent chair will review the circumstances and consider whether these are such that use of its veto is required as provided for below.

Nottinghamshire County Council veto

- 8.10 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.
- 8.11 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 Council to make a further Enhanced Partnership Scheme or would result in any other material commitment required of the Council the Council 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:

- 8.11.1. the availability or non-availability of funding to support implementation of the proposal including the Council's ability to provide for any future expenditure that the Council would be required to incur;
- 8.11.2. the compatibility of the proposal with policies that the Council has committed to follow including in particular policies supporting the Council's equalities duties;
- 8.11.3. should the proposal be implemented the Council would in consequence be in breach of any contracts or other legally binding obligations that it is subject to;
- 8.11.4. the proposal requires the co-operation of third parties such as a District Council
- 8.11.5. any governance related considerations that the Council requires to take into account.

For avoidance of doubt the existence of matters raised by the Council need not be taken as reason for the Enhanced Partnership Board to decline to deal with the proposal and the Council 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

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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 Council exercising its veto.

Meeting observers

- 8.12 Any other bus Operator, City, County, Borough Council, and other stakeholder representatives who are members of the Stakeholder Reference Group will be able to attend the Enhanced 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 Enhanced Partnership Board at the Chair's discretion or be invited to defer these until the next Enhanced Partnership meeting.

Meeting arrangements

- 8.13 The Enhanced Partnership board meetings will take place not less than four times per year at regular intervals, 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 (as set out in 8.4) can be achieved, with not less than one week's notice being given. Meetings will be arranged, chaired and minutes taken by the Independent Chair and will normally be held at County Hall. Meeting length will vary according to agenda content but ordinarily be one to two hours.
- 8.14 Agendas and meeting papers will be circulated to all EP 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 Enhanced Partnership Board members so any issues or concerns can be discussed with the relevant Operator representative, to be raised at the Enhanced Partnership Board meeting. Draft minutes will be approved at the next Enhanced Partnership Board meeting.
- 8.15 The EP Board will observe the need for confidentiality; any information provided by local bus service operators relating to patronage and/or fare income on individual bus routes will be considered commercially confidential and will only be discussed by the EP Board on this basis.
- 8.16 Where any other matter should remain confidential and not for discussion outside the EP Board, the member raising the matter has the responsibility to make this clear in advance or at the time of discussion. It is the responsibility of the EP Board members to ensure appropriate steps are taken to maintain the confidentiality of the matter.
- 8.17 All meeting of the EP Board shall be held in private. (non Board member Opertors shall have the right to be in attendance.)

- 8.18 At the commencement of each meeting the Chair shall remind all participating in the meeting that in conducting the affairs of the EP Board and in taking any actions arising from the meeting of the EP Board each participant has responsibilities under competition law and must observe these.

Stakeholder Reference Group

- 8.19 An Enhanced Partnership **Stakeholder Reference Group** provides external insight and constructive challenge and will provide opportunities for discussing issues of all kinds affecting the Nottinghamshire bus network, consulting with, and building consensus across, the various stakeholders and making recommendations to the Enhanced Partnership Board. This group consists of, where relevant, County, City, District and Borough Council officers; other public transport operators; community transport operators; train operating companies; bus user group representatives; business group representatives; disability groups and other relevant key stakeholders.

Meeting arrangements

- 8.20 Stakeholder Reference Group meetings will take place twice a year at regular intervals. The meetings will be arranged, and minutes taken by, the County Council and normally held at County Hall. The meetings will be chaired independently. Meeting length will vary according to agenda content but ordinarily expected to be one to two hours.
- 8.21 Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous meetings) will be circulated by the County 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 Stakeholder Reference Group meeting.
- 8.22 Continuous dialogue will be held with neighbouring authorities to ensure the EP delivery is compatible with neighbouring EPs.

Enhanced Partnership Delivery Group

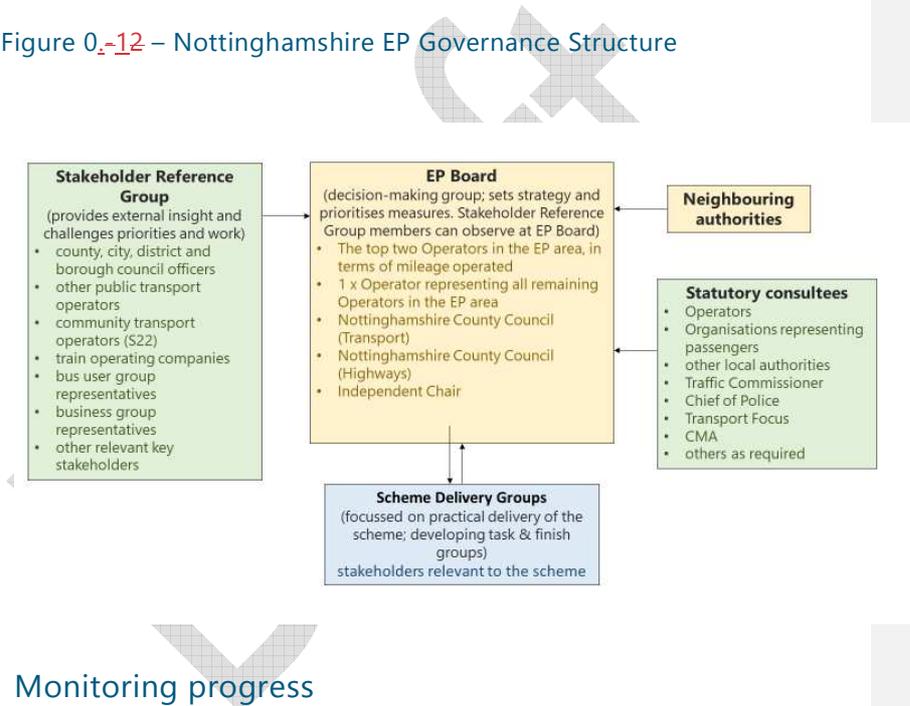
- 8.23 An **Enhanced Partnership Delivery Group** will be responsible for implementing the measures set out in the EP Scheme(s). This group will consist of representatives from the Council, Operators and other relevant stakeholders and experts as appropriate. It will establish specific task and finish groups to implement particular measures, and will report directly to the Enhanced Partnership Board.

8.24 The Board has consulted the following in the development of this Plan:

- Transport Focus
- Traffic Commissioner
- Chief Officer of Police
- Competition and Markets Authority
- Neighbouring authorities

8.25 The relationship between these different groups is shown in Figure 4.2.

Figure 0.12 – Nottinghamshire EP Governance Structure



Monitoring progress

8.26 The success of the EP Plan will be monitored in a number of ways:

- Passenger Satisfaction (key target in the BSIP) – monitored and measured through annual Transport Focus Passenger Surveys. As well as overall passenger satisfaction, satisfaction in value for money; punctuality; and passenger transport information will be monitored.
- Passenger Growth (key target in the BSIP) – monitored and measured by reviewing operator patronage data on a route-by-route basis, which is currently submitted to the Local Transport Authorities as part of their returns to the DfT.

- Reliability (key target in the BSIP) – monitored and measured using operator punctuality data, which is the percentage of services operating to the Traffic Commissioner window of between -1 and +5 minutes of the scheduled timing point.
- Journey time (key target in the BSIP) – monitored and measured using timetable data and distance between key timing points within the BSIP area to record average journey speeds on 22 services covering all areas of the county and representing 37.35% of mileage and 58.7% of patronage
- Non-operated scheduled mileage – as a further indication of reliability issues on a route basis. This will be recorded on a monthly basis and will determine whether localised, route-based issues are being addressed, such as bus clearway enforcement and the management of roadwork permits, as well as the success of the larger schemes.
- Patronage increases by service type and ticket type – to monitor post-COVID travel and the success of schemes targeted at specific services or groups of people – e.g. evening services; Sunday services; rural services; young persons' travel; jobseeker travel; off-bus tickets; and ENCTS travel.
- Multi-operator ticketing and contactless usage – to monitor the effectiveness of introducing schemes and how much inter-operator travel is occurring in the county.
- Localised surveys – to monitor satisfaction of different aspects of bus travel and help develop services further.
- Targets for responding to complaints and responding to delayed/cancelled services, as identified in the Passenger Charter – to monitor whether the quality aspects and commitments to passengers are being maintained.
- Percentage of population that have access to a frequent bus service at different times of the day and days of the week – to guide network development, particularly when new developments are built.
- Journey times at peak times compared to off-peak; and comparing quickest journey times and slowest journey times along given routes.
- Modal shift through modal share surveys will be carried out following key initiatives to determine impact on modal shift.
- Supporting the districts in any CO₂ monitoring to help measure the impact of the BSIP measures.

- Footfall in town centres; car park occupancy; traffic flow – to give an indication of the local economy and provide some context on the patronage trends witnessed on different services. This information will be provided by District/Borough Councils partners.

8.27 Consultation with partners, businesses, special interest groups, elected representatives, and passenger representatives, including those who were engaged with during the development of the BSIP, will continue throughout the life of the EP and is integrated into the EP Governance structure. This will be through regular meetings, public consultation, and through passenger research (through the annual Transport Focus surveys). Consultation will occur at the same time as the review of the BSIP and EP Plan, and, where appropriate, when specific schemes are being developed, monitored, and evaluated.

Small and medium sized Operators

- 8.28 Given the variety of Operators involved (in terms of market share, fleet size, company turnover and structure), it is important to ensure that the effects of the Enhanced Partnership do not unduly negatively impact smaller Operators' ability to engage or to comply with requirements.
- 8.29 As such, the needs of small and medium-sized Operators (SMOs) have been considered in the development of the Enhanced Partnership, with opportunities for all bus operators to participate throughout, either through individual discussions or through attendance at the Partnership meetings. The Plan seeks to support improvements in all aspects of bus provision, regardless of the size of Operators providing services. Within the Enhanced Partnership Schemes, smaller Operators may be given extended periods to comply with certain standards.

Competition

- 8.30 The Enhanced Partnership has been subject to the Competition Test as set out in Part 1 of Schedule 10 of the Transport Act 2000. The assessment, undertaken by Nottinghamshire County Council and shared with the Competition and Markets Authority, concluded that there will be no adverse impact on competition. The implementation of an Enhanced Partnership Plan and associated Scheme is aimed at delivering improvements to bus services for passengers in a deregulated environment. The Enhanced Partnership will not impact on competition, as Operators will be free to

amend and introduce services in the area, provided that the standards that apply to all Operators are met.

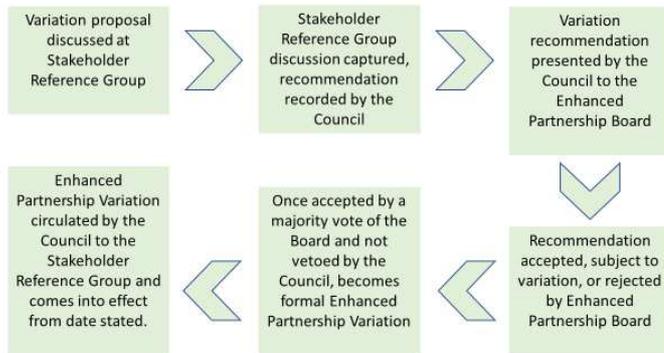
Reviewing the EP Plan

- 8.31 Once the EP Plan is made, it will be reviewed by the EP Board at least annually, following the review of the Nottinghamshire BSIP. The Council will initiate each review and it will take no longer than 6 months to complete. Monitoring reports for the BSIP will be produced every 6 months to demonstrate progress towards the objectives and targets set. The Stakeholder Reference Group will be part of this process, providing feedback on the outcomes and measures as well as shaping changes going forward.

Variations to the Plan and Schemes

- 8.32 Enhanced Partnership Plan Variations shall be made in accordance with the procedures provided for under s.138L and s.138M of the 2000 Act.
- 8.33 Enhanced Partnership Scheme Variations will be subject to a bespoke voting mechanism where the relevant conditions referred to at paragraph [8.358-29](#) are satisfied.
- 8.34 The following process (Figure 8.1) will be used to adopt Enhanced Partnership Scheme Variations in circumstances within which s.138E of the 2000 Act, in place of the default objection mechanism that is required to be used when the Enhanced Partnership Plan and Scheme is made by under s.138G of the 2000 Act. Alternative bespoke voting schemes may be adopted in relation to subsequent schemes to address the particular circumstances of that Scheme, the detail being incorporated into the scheme document.
- 8.35 Any Enhanced Partnership Variation requires both of the following conditions to be met - a simple majority vote of the Nottinghamshire Bus Partnership Board in favour of the same; and the Councils veto on the Nottinghamshire Bus Partnership Board has not been invoked in response to such a vote.

Figure 8.1 Process of Enhanced Partnership Scheme Variation



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

Enhanced Partnership Plan Revocation or other Variations

8.37 The Enhanced 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 8 process on the following matters:

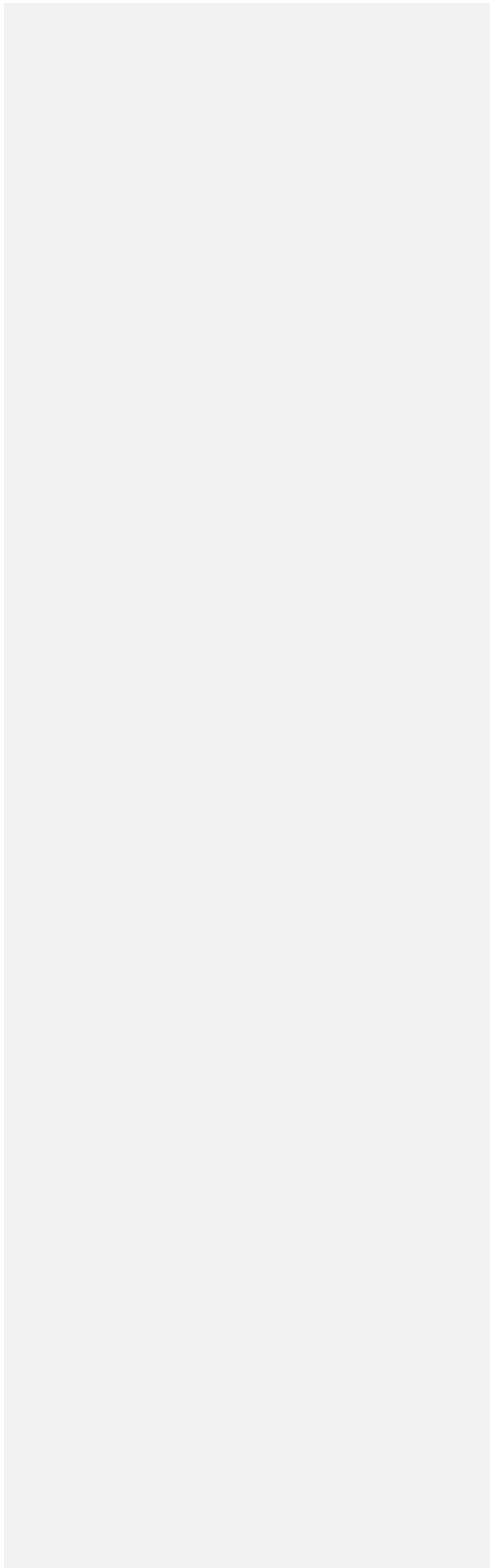
- Processes for Enhanced Partnership Variations
- Enhanced Partnership Board structure and Operator representation

8.38 A summary of monitoring measures for all elements of the Enhanced Partnership Scheme will be reported by the Enhanced Bus Partnership Board at the end of each financial year. If the Enhanced 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 Enhanced Partnership Board for action to address them. The Enhanced Partnership Board must consider these recommendations and use the voting mechanism defined in section 8 to determine whether to make formal variations of a defined Enhanced Partnership Scheme to address these recommendations.

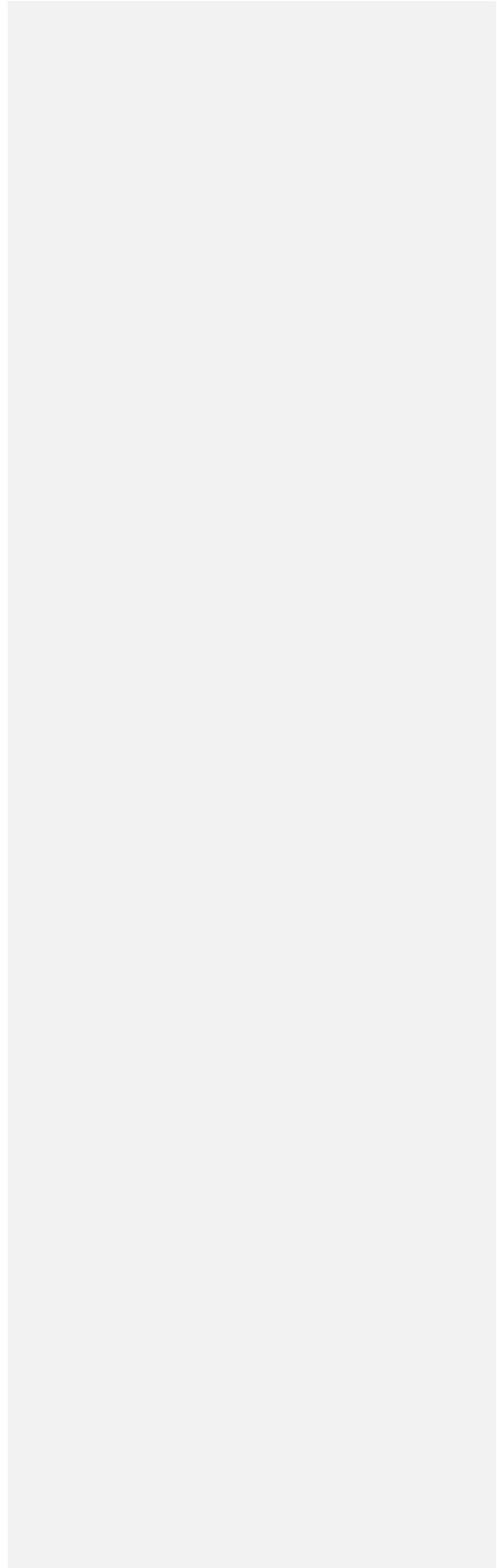
8.39 In accordance with the section 8 process, should a variation be recommended which may pose conflict with competition legislation, the County Council will invoke its veto in response to such a vote.

- 8.40 In the event that the Enhanced Partnership Board recommends through a section 8 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.
- 8.41 For the avoidance of doubt, any other variation proposals not covered above 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.

Draft



Draft



NOTTINGHAMSHIRE ENHANCED PARTNERSHIP SCHEME SCHEME 1 (2021/22 – 2026/27)

THIS FIRST NOTTINGHAMSHIRE ENHANCED PARTNERSHIP SCHEME IS MADE IN ACCORDANCE WITH SECTIONS 114 – 123 OF THE TRANSPORT ACT 2000 (as amended) (the “Scheme”) BY **Nottinghamshire County Council**, of County Hall, Loughborough Road, West Bridgford, Nottingham, NG2 7QP.

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1.	ENHANCED PARTNERSHIP SCHEME – LEGAL DEFINITIONS AND INTERPRETATION
“Bus”	<p>means:</p> <p>(a) a motor vehicle constructed or adapted to carry more than eight passengers (exclusive of the driver); and</p> <p>(b) a Local Bus not so constructed or adapted.</p>
“Bus Gate”	<p>means a length of road reserved for buses, the entry to which is indicated with traffic signs to diagrams 953, 953.2 and 1048.2 (or 1048.4) of the TSR&GD 2002.</p>
“Bus Lane”	<p>has the same meaning as given in regulation 23 in Part I of the TSR&GD 2002.</p>
“Bus Operator (or Operator)”	<p>Means any bus operator operating Qualifying Bus Services.</p>
“Bus Service Improvement Plan “	<p>Means the Bus Service Improvement Plan adopted by the Council on 17 November 2021 as the same may be revised from time to time.</p>
“Bus Stand Clearway”	<p>means:</p> <p>(a) a bus stop indicated by road markings of the type shown in either diagram 1025.1, 1025.3 or 1025.4 in Schedule 6 to Part 1 to the TSRGD within which the legend “BUS STAND” area is marked and within which the requirements, prohibitions and exception specified for the term “bus stand clearway” given in Schedule 19 to Part 1 of the TSRGD apply, and</p> <p>(b) within which the public service vehicle will not be permitted to wait for longer than the maximum duration of time and will not be permitted to wait again during the period of time.</p>

“Bus Stop”	means a location within the scheme area which is intended for waiting by local buses and which is indicated with a sign of a type similar to that shown in diagram 970 in Schedule 5 to Part 1 of the TSRGD.
“Bus Stop Clearway”	means a bus stop indicated by road markings of the type shown in either diagram 1025.1, 1025.3 or 1025.4 in Schedule 6 to Part 1 to the TSRGD within which the legend “BUS STOP” area is marked and within which the requirements, prohibitions and exception specified for the term “bus stop clearway” given in Schedule 19 to Part 1 of the TSRGD apply.
“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.
“Council”	means Nottinghamshire County Council whose principal office is County Hall, Loughborough Road, West Bridgford, Nottingham NG2 7QP.
“DDA”	means the Disability Discrimination Act 1995 (as amended) and “DDA compliant” shall be construed accordingly.
“Enhanced Partnership Plan (EP Plan) “	means the Enhanced Partnership Plan for Nottinghamshire County (excluding the area comprised within the Robin Hood EP Plan) which comes into operation on the 1 st April 2022
“Enhanced Partnership Scheme Bespoke variation (Bespoke variation mechanism) “	is a reference to a formal bespoke variation of the relevant Enhanced Partnership Scheme as a result of the voting mechanism set out in section [10.6] and which will then constitute a formal bespoke variation of the relevant scheme for the purposes of s.138E(1) of the 2000 Act.
“EP Board”	the Enhanced Partnership Board created and operating in the manner provided under the EP Plan.

“Excluded Services”	shall mean the category of Local Services listed in Schedule 3;
“Excursion Tour” or	has the same meaning as given in section 137(1) of the Transport Act 1985;
“Facilities”	means those facilities meeting the requirements of s138D (1) of the 2000 Act intended for the convenience of passengers of local services which are listed in Schedule 1
“Hackney Carriage”	has the same meaning as given in section 137(1) of Local Government (Miscellaneous Provisions) Act 1976.
“Local Bus”	means a public service vehicle used for the provision of a Local Service not being an Excursion or Tour.
“Local Service”	has the meaning set out in Section 2 of the Transport Act 1985, (but excluding any Excluded Services)
“Measures “	means those measures referred to in Part B, sections 8 and/or 9 meeting the requirements of s138D (2) of the 2000 Act.
Non-qualifying Bus Service	Means services excluded from classification as Qualifying Bus Services.
Qualifying Bus Service	is a reference to registered local bus services with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of those detailed in schedule 3.
“Requirements	means those requirements placed upon Bus Operators to the extent that the same operates Qualifying Bus Services identified as such within Schedule 2 and meeting the requirements of s.138C 2017 Act.
“Scheme”	means any Nottinghamshire Enhanced Partnership Scheme made during or prior to (but still in effect) the period in which this EP Plan is in effect.

“Scheme Area”	means the area where a Scheme will apply, and which is defined in Schedule 7;
“Service Change Dates”	<p>means the closest Sunday to the following: -</p> <ul style="list-style-type: none"> (a) last Sunday in January; (b) Sunday before May Day Bank Holiday; (c) end of the school summer term; (d) start of the school autumn term. <p>Additional change dates can be agreed between the Council and operators by a decision of the EP Board to reflect differing school term dates between Local Education Authorities and Academies.</p> <p>This does not exclude the current arrangements to accept short notice / Emergency registrations as appropriate.</p> <p>The members of the Travel Notts Board will be notified of the dates of (c) and (d) by the Council prior to the relevant Travel Notts Board meeting at which subsequent Service Change Dates are to be confirmed.</p>
“EP Plan”	means this Enhanced Partnership Plan made pursuant to the provisions of s. 138 of the Transport Act 2008 as amended as the same may be varied from time to time under the procedures for variation provided for at s.138 of the 2000 Act.
“Standards of Service”	means the standards of service set out in Schedule 2 (<i>Standards</i>);
“Traffic Commissioner”	has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981;
“Traffic Restrictions”	means restrictions and control on vehicular traffic introduced through a TRO or other statutory means through powers contained in the Road Traffic Regulation Act 1984.
“Travel Notts”	Common branding for the Nottinghamshire network as adopted with the agreement of the EP Board.
“Travel Notts Board”	Nottinghamshire Partnership Board comprising, Nottinghamshire Council, Bus Operators, District Councils, Bus user representative,

	Rail operators, Business Community representative
“Travel Notts Board meeting”	means the half yearly meetings of the EP board which are scheduled to be held on dates to be determined every April and October unless otherwise stated.
“TRO”	means a Traffic Regulation Order or any other order made under provisions contained in the Road Traffic Regulation Act 1984.
“TSRGD”	means the Traffic Signs Regulations and General Directions 2002 (S.I. 2002/3113) as amended. updated or replaced from time to time.
“1985 Act”	Transport Act 1985
“2000 Act”	Transport Act 2000 (as amended by the 2017 Act).
“2017 Act”	Bus Services Act 2017

2	DATE AND PERIOD OF OPERATION
2.1	The Scheme was made on 31 st March 2022.
2.2	The Scheme will operate for a period of 5 years from the Commencement Date notwithstanding any postponement of any Requirements, Measures or Facilities referred to in the Scheme and subject to bespoke variation or revocation in accordance with Section 138E of the 2000 Act.

3	SCHEME PURPOSE AND OBJECTIVES
3.1	The overall Aim is to build a sustainable, efficient and growing bus network that meets peoples travel needs and expectations.

3.2	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 the Scheme Area to those Local Services that meet the Standards of Service. The Council is satisfied that both the provision of the Facilities and the provision of Local Services to the required standard will achieve this aim.
3.3	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, reduce journey time, increase bus patronage and passenger satisfaction. Measures and funding will be put in place from existing funding sources.
3.4	<p>The Scheme purpose and objectives are: -</p> <ol style="list-style-type: none"> 1. Customer-informed approach to bus service provision to provide a comprehensive, simple network that is easy to understand and use. 2. Provide robust measures and infrastructure to support bus efficiency, reliability and improve journey times by bus, making the bus an attractive proposition compared to the car. 3. Provide a network which is affordable and offers good value for money 4. Develop a network which is integrated and offers more opportunities to travel for more residents of Nottinghamshire to access work, education, health, and leisure destinations. 5. Provide a network and associated infrastructure which is attractive, comfortable, safe, and accessible to all. 6. Work with partners to provide a coordinated approach to bus service delivery. 7. Grow patronage and improve passenger satisfaction 8. Contribute to the council and government's ambitions for decarbonisation and improving local air quality. 9. Contribute towards the governments 'Levelling up'agenda.

4	SCHEME AREA
4.1	The Scheme Area covers 3,663 bus stops as listed in Appendix X1 & X2 covering the area as defined in the map in Schedule 7.
4.2	The Scheme shall apply to Bus Operators of Local Services operating within the Scheme Area. unless exempted under the provisions of the Scheme (or where 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 4 (Affected Services). The Council will update Schedule 4 when required for every Service Change Date and the Council will make copies available to the Traffic Commissioner and all Bus Operators of affected Local Services. For the avoidance of doubt, such list of Affected 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 in Schedule 4 shall not exempt a Local Service from the Scheme, which would otherwise fall within the terms of the Scheme.
4.4	Mansfield Interchange, Newark Bus Station, Worksop Bus Station and Retford Bus Station and their facilities located within the Scheme area are Facilities for the purpose of this Scheme.

5	FACILITIES
5.1	Subject to compliance within paragraph 8 (Conditions of Use), the Council will make the Facilities available (as detailed in Scheduled1) to Local Services and maintain and procure the maintenance of the Facilities from the Commencement Date, until the date the Scheme ceases to have effect.
5.2	Paragraph 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 fulfill its obligations, in respect of that Facility, due to circumstances beyond its control. In such circumstances the Council shall notify any Bus Operator affected by the inability of the Council to meet its obligations in respect of that Facility, confirming the reason for such inability and the anticipated period during that the Facility will not be available or the Facility is not being provided in compliance with the Council's obligations.
5.3	The Facilities are to be maintained for the duration of the Scheme in accordance with Schedule 5 (Maintenance of Facilities).
5.4	Any queries regarding the Traffic Regulation Orders for the Scheme Area may be obtained from the Traffic Manager, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP
5.5	The Council has included existing Bus Stops and other Facilities within the

	<p>Scheme. These Facilities have been implemented as part of the Council's ongoing commitment to provide improvements to Bus Stops for bus passengers and Bus Operators, during which time all of the Facilities have been 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 detailed in Schedule 1.</p>
6	MEASURES
6.1	<p>The Council shall continue to take and where relevant commence to take the Measures provided for in this Scheme subject to any temporary inability to take the relevant Measure due to circumstances beyond the control of the Council.</p>
6.2	<p>Any queries regarding the Traffic Regulation Orders for the Scheme Area which are designated as Measures should be directed to the Traffic Manager, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP</p>

7	STANDARDS OF SERVICES TO BE PROVIDED BY BUS OPERATORS
7.1	<p>For the purpose of the Scheme, all Local Services will be in accordance with the requirements of paragraphs 7.2 of this Scheme in order to use the Facilities.</p>
7.2	<p>A Local Service shall comply with the Standard of Services as specified in Schedule 2 including:</p> <ul style="list-style-type: none"> a) meeting a minimum Euro IV emission standards from the 1st April 2025; and b) having DDA compliant destination displays and full DDA accessibility.

8	SCHEME BENEFITS
8.1	<p>The improvements to infrastructure, ticketing, highways, vehicle quality and staff training by introducing this Scheme, will bring benefits to passengers using Local Services in the Scheme Area by improving the quality of those Local Services.</p>

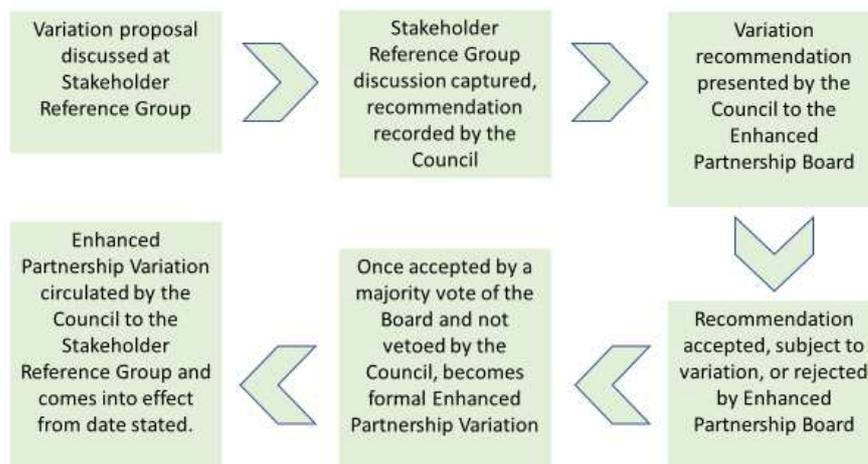
8.2	Congestion in the Scheme Area is currently one of the causes for unreliability, solved only by the addition of extended journey times, which prevents any significant reductions in scheduled journey times. The introduction of the Scheme will introduce a number of measures to address congestion. This should improve reliability and accessibility and help towards increasing bus usage. Measures will be put in place using existing funding as described in Schedule 1.
8.3	The targets for passenger benefits for the EP are based on the Bus Service Improvement Plan submitted to the DfT on the 31 st October 2021.
8.4	There has already been significant investment in Facilities including bus priority, enforcement mechanisms, waiting infrastructure, bus stations and electronic information. The Council is keen to protect this level of investment by ensuring that it is utilised by high quality services.
8.5	This scheme will support public health in the County by reducing the emissions of harmful Nitrous Oxide and Particulate Matter from the operators' bus fleets. It will also contribute to a reduction in the County's Carbon Dioxide emissions and contribute to the County Council climate change commitments.

9	CONDITIONS OF USE
9.1	An operator of a Local Service may only use the Facilities in the Scheme Area if each Local Service is provided by such Bus Operator to the Standards of Service except for any period during which such Bus Operator is temporarily unable to do so owing to circumstances beyond its control, provided that the Council is notified in writing as soon as practicably possible as to the reasons and period of such non-compliance.
9.2	Any Bus Operator of a Local Service who fails to comply with paragraph 7.1 above (including failing to give any undertaking required by the Traffic Commissioners in relation to the registration of any new or variation to an existing service) may be subject to action by the Traffic Commissioner in accordance with section 26 (Conditions attached to PSV operator's licence) of the Transport Act 1985 and section 155 of the TA 2000.

10	REVIEW AND MONITORING
10.1	The Scheme will be reviewed at each Travel Notts Board Meeting, which will include an assessment of the Scheme's benefits in order to determine if any action is required to maintain or develop the Facilities and/or Standards of Service.
10.2	The Council reserves the right to monitor compliance with the Standards of Services in respect of a Local Service which is using any of the Facilities. Bus Operators of such Local 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.
10.3	Instances of Bus Operators failing to comply with the Standard of Services may be reported to the Traffic Commissioner and may be subject to action as detailed in Paragraph 9.2
10.4	The Council is required to provide, maintain and ensure availability of Facilities and continue to take or procure that any third party continues to take Measures throughout the life of the Scheme as required under section 138J of the 2000 Act subject to any temporary unavailability of any Facilities or Measures, postponement of an implementation date for a Facility or Measure as permitted by the Scheme where necessary and to any variation of the Scheme that may arise.
10.5	Any bespoke variation or Amendment to the scheme will be undertaken in regard to Section 138(E) of The Bus Services Act 2017 and the statutory guidance contained within The Bus Services Act 2017 Enhanced Partnership Scheme Guidance. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/673420/bus-services-act-2017-advanced-quality-partnerships.pdf
10.6	<p>1.1 Any variation to this Scheme will be subject to the following bespoke voting mechanism where the relevant conditions referred to at paragraph [10.6.3] are satisfied.</p> <p>1.2 The following process (Figure 8.1) 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>

- 1.3 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 Nottinghamshire Bus Partnership Board in favour of the same; and the Councils veto on the Nottinghamshire Bus Partnership Board has not been invoked in response to such a vote.

Figure 8.1 Process of Enhanced Partnership Scheme Variation



<p>11</p>	<p>Communications concerning this Scheme</p>
<p>11.1</p>	<p>Communications with the Council relating to this Enhanced Partnership Scheme</p> <p>Any Operator or other person wishing to communicate with the Enhanced Partnership concerning the administration of this Scheme should address the communication to [Chairman of the Enhanced Partnership Board with a copy provided to the Team Manager, Development and Partnerships, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP</p>

SCHEDULE 1 – FACILITIES, MEASURES AND REQUIREMENTS OF NOTTINGHAMSHIRE COUNTY COUNCIL

The facilities, measures and requirements outlined in this schedule reflect what is currently provided using existing resources. Should additional funding be secured, the facilities, measures and requirements may be amended following the Variation Mechanism outlined in Chapter 8 of the Enhanced Partnership Plan.

Where there is reference below to the Council maintaining Facilities, but reference is made to that Facility being maintained on behalf of the Council by a third party the Council's obligations to maintain shall be to have in place a contract for the maintenance of such Facilities (to the extent maintenance is contracted out), to monitor and where reasonably practicable seek to enforce its contract with that third party. In the case of any maintenance of a Facility contracted out subsequent to the entering into effect of this Scheme the obligations of the Council shall again be to ensure that it has a contract in place and to monitor and where reasonably practicable seek to enforce its contract with that third party.

References to “Continuous throughout the period of the Scheme” means that the requirement shall have effect from the Commencement Date of the Scheme, or any later date referred to and continue thereafter (unless varied) until the Scheme ceases to have effect.

FACILITY / MEASURE / REQUIREMENT	REF	DESCRIPTION OF FACILITY / MEASURE / REQUIREMENT	JUSTIFICATION AGAINST SCHEME OBJECTIVES	TIME
1. BUS PRIORITY (these being Facilities or Measures as indicated in the first column)				
Bus Lanes and other traffic restrictions (Measures)	1.1	A number of bus lanes and other traffic restrictions have been introduced on key routes over recent years within the Scheme Area to give priority to buses as described in Schedule 8 (TRO 2002 & 2004). The Council will continue to enforce those existing TROs to improve bus priority in the Scheme Area as outlined in Schedule 7.	2,7	Continuous throughout the period of this Scheme.
	1.2	The Council will review bus lane operating hours.		Periodically as determined by

				the Council in consultation with the EP Board.
Bus Gates (Facilities)	1.3	The Council will ensure the following bus gates are maintained in the EP area: <ul style="list-style-type: none"> • Hucknall Bus Link • Leeming Street, Mansfield • Nottingham Road, Mansfield 	2,7	Continuous throughout the period of this Scheme.
Automatic Vehicle Location Traffic Light Priority (Measures)	1.4	22 junctions are AVL TLP enabled and will be maintained.	2,7	Continuous throughout the period of this Scheme.
Bus Stands and Bus Stop Clearways (Measures)	1.5	The Council will maintain the Bus Stands and Clearways within the Scheme Area.	2,7	Continuous throughout the period of this Scheme
	1.6	Bus Stop Clearways and Bus Stand Clearway will only permit use by Local Services. Enforcement of these Measures will be through local Civil Parking Enforcement Officers working on behalf of the Council.	2,7	Continuous throughout the period of this Scheme.
	1.7	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>a) all “Bus Stand Clearways” whether existing or new will be designated with a maximum layover of 30 minutes,</p> <p>b) all “Bus Stop Clearways” whether existing or new will be designated with a maximum layover of 2 minutes, in accordance with regulation 3 (a) of The Traffic Signs Regulations and General Directions 2002/3113.</p>	2,7	Continuous throughout the period of this Scheme and from such date as the Council establishes applying the Bespoke Voting Procedure within the EP Board.

2. FACILITIES				
Mansfield Interchange (Facility)	2.1	<p>The Council will maintain the Interchange.</p> <p>The Interchange is fully enclosed, providing a comfortable waiting area with plenty of seating, toilets, shop, café and baby changing area. It includes a staffed travel information office, CCTV cameras linked to the Mansfield town centre system and automatic doors separating the waiting passengers from buses. There are driver facilities provided for Bus Operators and electronic information systems providing passenger information.</p> <p>The MPTI uses a departure bay allocation system to avoid service clashes on bays and to assist passengers finding services departing in similar directions.</p>	2,4,5,7	Continuous throughout the period of this Scheme.
Retford Bus Station (Facility)	2.2	<p>The Council will maintain the Bus station.</p> <p>The bus station is fully enclosed, providing a comfortable waiting area with plenty of seating, toilets, and baby changing area. It includes a staffed travel information office, CCTV cameras linked to the Bassetlaw system and automatic doors separating the waiting passengers from buses. There are electronic information systems providing passenger information.</p> <p>The bus station uses a departure bay allocation system to avoid service clashes on bays and to assist passengers finding services departing in similar directions.</p>	2,4,5,7	Continuous throughout the period of this Scheme.
Worksop Bus Station (Facility)	2.3	<p>The Council will maintain the bus station.</p> <p>The bus station is fully enclosed, providing a comfortable waiting area</p>	2,4,5,7	Continuous throughout the period of this Scheme.

		<p>with plenty of seating, toilets, cafe and baby changing area. It includes a staffed travel information office, CCTV cameras linked to the Bassetlaw system and automatic doors separating the waiting passengers from buses. There are driver facilities provided for Bus Operators and electronic information systems providing passenger information.</p> <p>The bus station uses a departure bay allocation system to avoid service clashes on bays and to assist passengers finding services departing in similar directions.</p>		
Newark Bus Station (Facility)	2.4	<p>The Council will maintain the bus station.</p> <p>The bus station is fully enclosed, providing a comfortable waiting area with plenty of seating, toilets and baby changing area. It includes a staffed travel information office, CCTV cameras linked to the Newark town centre system and automatic doors separating the waiting passengers from buses. There are driver facilities provided for Bus Operators and electronic information systems providing passenger information.</p> <p>The bus station uses a departure bay allocation system to avoid service clashes on bays and to assist passengers finding services departing in similar directions.</p>	2,4,5,7	Continuous throughout the period of this Scheme.
Sutton Bus Station (Facility)	2.5	<p>The Council will maintain the bus station.</p> <p>The bus station has seven high quality bus shelters with integrated information boards and CCTV cameras linked to the Mansfield District Council system</p>	2,4,5,7	Continuous throughout the period of this Scheme.
Bus Shelters, Shelter cases and Seating (Clear Channel)	2.6	<p>Clear Channel is the approved contractor for the supply, installation and maintenance of advertising and matching non advertising bus shelters across the County. They have a contract with the</p>	5,7	Continuous throughout the period of this Scheme.

(Facility)		Council running until 2025. Clear Channel will also be responsible for the cleaning and maintenance of the specified standards in Schedule 5 of the shelters that they own within the scheme area.		
Bus shelters (Council installed) (Facility)	2.7	The Council will maintain all shelters as per Schedule 5	5,7	Continuous throughout the period of this Scheme.
	2.8	The Council has a contract for shelter cleaning and maintenance that will ensure it meets the requirements of Schedule 5.	5,7	Continuous throughout the period of this Scheme.
Shelter case Inserts (Facility)	2.9	The Council will maintain shelter inserts as outlined in Appendix 2 & 3.	1,5,7	Continuous throughout the period of this Scheme.
	2.10	<p>Shelter case inserts will contain details of all bus routes and destinations in the surrounding area.</p> <p>The inserts will be updated for the start of the Scheme and updated on the following service change dates:</p> <ul style="list-style-type: none"> • Start of new school year • Start of British Summer Time. 	1, 5,7	To be completed by 31 March 2023.
Bus Stop Information Poles, Bus Stop Plate and Timetable cases (Facility)	2.11	<p>A bus stop information pole, timetable display and bus stop flag will be provided at each bus stand or bus stop specified in Appendix 2 & 3.</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 1.6 above.</p> <p>The Bus Stop plate will be provided by the Council for use by the relevant Local Services. Operator and service vinyls displayed on the plates will need to comply with the Council’s ‘Strategy for the</p>	1,5,7	Continuous throughout the period of this Scheme.

		provision of Information on Local Bus services'published in July 2003.		
Bus Stop Kerbs (Facility)	2.12	The Council will maintain 1,617 raised kerbs as per Appendix 2 & 3; The minimum standard kerb height will be 125mm, with an acceptable height of 140mm, and a maximum height of 180mm.	1,5	Continuous throughout the period of this Scheme.
The Council will maintain the Facilities throughout the period of the Scheme having regard to the Maintenance Specification detailed in Schedule 5.				
3. ELECTRONIC INFORMATION				
Real-Time Electronic Displays (Facility)	3.1	Maintain 450 electronic displays (3-line LED & TFT) within the Scheme Area specified in Schedule 1 (Bus Stops and Facilities) as having real time displays. The electronic display will show either "real time" or chronological scheduled information for all Local Services using the relevant bus stop. The County Council or Partner Local authorities 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, roadworks, delays etc. The facility to add messages is available to bus operators, during office hours 24 hours per day, 7 days per week.	1,5,7	Continuous throughout the period of this Scheme.
Electronic Journey Planners (Facility)	3.2	The Council will maintain its electronic journey planner kiosks at their existing locations.	1,5,7	Continuous throughout the period of this Scheme.
4. FUNDING BIDS				

National Bus Strategy, Zero Emission Bus Regional areas and other National Bus Strategy bidding opportunities (Preparatory Activity Leading to Proposed Future Measures)	4.1	The Council will, in partnership with Operators, submit bids to all relevant Government competition funding sources to seek external contributions towards Enhanced Partnership ambitions. The Council will work with Operators to identify and pursue other funding sources where these agreed upon using the mechanism in Section 8 of the EP Plan.	8,9	As opportunities arise.
	4.2	The Council will, in partnership with operators, submit bids for any further National Bus Strategy competitions or other Government monies where bidding for transport improvements is permitted i.e., Levelling Up	8,9	As opportunities arise.
5. PARTNERSHIP SUPPORT				
Planning consultation (Measure)	5.1	The Council will appraise relevant Operators of significant planning developments (for example large residential or commercial sites) throughout Nottinghamshire, including major development sites of sufficient scale or nature to generate developer contributions to support bus service enhancements. The Council 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.	2,4,5,6,7	Continuous throughout the period of this Scheme.
6. MONITORING, ENFORCEMENT AND MAINTENANCE				
Enforcement of Bus Stands and Bus Stop Clearways (Measures)	6.1	The Council is responsible for civil parking enforcement and has powers to undertake the enforcement of Bus Lane contraventions and Bus Stand and Bus Stop clearways. Civil Enforcement Officers, who are employed on behalf of the Council will undertake enforcement of parking regulations.	2,7	Continuous throughout the period of this Scheme.

		<p>Civil Enforcement Officers are tasked with enforcing Bus Stop and Bus Stand clearways which are maintained as part of the scheme to improve access to Bus Stops and speed up boarding times.</p> <p>The Civil Enforcement Officers may issue a Penalty Charge Notice if the restrictions detailed in 1.5 above are contravened. The Council's charge (at the time of publication) for a Penalty Charge Notice is £70, which is reduced to £35 if it is paid within 14 days.</p>		
	6.2	<p>The Council has purchased three mobile CCTV equipped enforcement vehicles and will continue to use these to enforce Bus Stop Clearways within the Scheme Area.</p>	2,7	<p>Continuous throughout the period of this Scheme.</p>
Enforcement of Bus Lanes and Bus Gates (Measures)	6.3	<p>The Council will maintain enforcement of its bus lanes and bus gates.</p> <p>The Council may issue a Penalty Charge Notice if the restrictions detailed in 1.1 above are contravened. The Council's charge (at the time of publication) for a Penalty Charge Notice is £70, which is reduced to £35 if it is paid within 14 days.</p>	2,7	<p>Continuous throughout the period of this Scheme.</p>
<p>The Council will maintain the Facilities throughout the period of the Scheme having regard to the Maintenance Specification detailed in Schedule 5.</p>				
<p>7. OTHER INITIATIVES</p>				
Bus Passenger Surveys	7.1	<p>The Council will undertake Transport Focus surveys each year across the County to monitor passenger satisfaction with bus services These will take the form of a questionnaire survey over a prescribed period where customers will be interviewed to comment on all aspects of their journey on and off bus.</p>	1,2,3,4,5,7	<p>On annual basis. Timing to be determined in consultation with the EP Board.</p>

		The information will also be presented to the operators at the Travel Notts Board Meetings and will be used to monitor the effectiveness of measures implemented in the Scheme. The results will also provide information to the Council and Bus Operators which will enable them to develop and implement any further improvements to services or facilities that are required.		
8. TICKETING (Initiatives to be incorporated into standards of service by way of an Scheme Variation or where appropriate a further Scheme)				
Multi Operator Ticketing	8.1	The Council will develop Multi Operator Ticket (MOT) schemes agreements and technical specs for Newark, Mansfield, and Nottingham satellite towns.	1,3,7,9	To be adopted as a variation to this Scheme or as a new Scheme to have effect by 1 April 2023
Plusbus	8.2	The Council will develop Plusbus schemes in the scheme area.	1,3,7,9	To be adopted as a variation to this Scheme or as a new Scheme to have effect by 1 April 2023
Young Person Ticketing	8.3	The Council will develop Young Person Ticketing scheme.	1,3,7,9	To be adopted as a variation to this Scheme or as a new Scheme to have effect by 1 April 2023
9. INFORMATION (Measures)				
Timetables	9.1	Council printed timetables will make reference to the Nottinghamshire partnership, Travel Notts	1,5	Continuous throughout the period of this Scheme

Integrated Maps	9.2	Council integrated maps will be provided at stop and will make reference to Nottinghamshire partnership, Travel Notts	1,5	Continuous throughout the period of this Scheme
Website	9.3	The Council will develop and maintain a Nottinghamshire partnership Travel Notts website page where the public can access information on the Enhanced Partnership.	1,5	Continuous throughout the period of this Scheme
Marketing Campaign	9.4	The Council will develop a joint marketing campaign promoting the partnership and encouraging bus usage	1,5	With effect from 1 April 2022. Apr 2022
10. TOTAL TRANSPORT SOLUTIONS (Measures)				
Total Transport Solutions	10.1.	The Council will work with Doncaster Hospitals Trust to develop a total transport solution	1,3,4,6,7	To be completed by 31 March 2024-
	10.2	The Council will work with companies to develop Commuter plans.	1,7	With effect from 1 Apr 2022.
11. FEASIBILITY STUDIES (Preparatory to provision of Facilities and Measures)				
Feasibility Studies	11.1	Feasibility studies to implement further Pocket Park and Rides in 23/24	2,5,7	To be conducted during the period from 1 Apr 2023 -31 March 2024.
	11.2	Feasibility studies for Mobility hubs	2,5,7	To be conducted in the period 1 Apr 2023 to 31 March 2024.

12.NETWORK DEVELOPMENT (Further Initiatives)

Demand Responsive Transport	12.1	Introduce 3 DRT pilots as per Rural Mobility Fund.	1,4,5,6,7	Apr 2022 – Apr 2023
Bus Service Support	12.2	Review bus service support as required under 1985 Transport Act	1,4,5,6,7	Continuous throughout the period of this Scheme.

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SCHEDULE 2 - STANDARDS OF SERVICES AND OPERATOR COMMITMENTS

The standards of service and operator commitments outlined in this schedule reflect what is currently provided using existing resources. Should additional funding be secured, the standards of service and operator commitments may be amended using the Variation Mechanism outlined in Chapter 8 of the Enhanced Partnership Plan.

STANDARD	REF	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AGAINST SCHEME OBJECTIVES	TIME
1. OPERATOR STANDARDS AND COMMITMENTS				
Reliability and Punctuality	1.1	To provide reliable and punctual Local Services in accordance with bus service regulations within the Traffic Commissioner's compliance guidelines of 1 minute early and 5 minutes late at registered timing points.	2,7	Continuous throughout the period of this Scheme.
	1.2	To ensure that passengers on a Bus which has become immobilized are transferred safely on to a replacement vehicle or alternative Local Service within 45 minutes of breakdown occurrence, unless the travel time from the depot to the breakdown is greater		Continuous throughout the period of this Scheme.

		than 45mins, in which case transfer must occur as soon as reasonably practicable taking into account potential transfer to a following service capacity permitting.		
	1.3	To be in attendance of broken-down Buses and use reasonable endeavors to remove any obstacle from the highway within 60 minutes of any breakdown occurrence, unless the travel time from the depot to the breakdown is greater than 60 mins. in which case transfer must occur as soon as reasonably practicable taking into account potential transfer to a following service capacity permitting.		Continuous throughout the period of this Scheme.
Network Stability	1.4	To only make changes to routes and timetables in strict accordance with 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.	5	Continuous throughout the period of this Scheme.

Timetable review	1.5	To review timetables regularly to reduce journey times and to investigate a consistent approach to timetable formulation to minimize waiting times	2,7	Continuous throughout the period of this Scheme. Waiting time minimization project work to commence by 1 April 2022 and to be completed by 31 March 2023.
Multi Operator ticketing	1.6	All operators in the scheme area will participate in all Multi operator ticketing schemes. The required standards for the MOT schemes will be included in a further Appendix, once determined.	3, 7	To be implemented as a Scheme Variation or a further Scheme if appropriate by a date to be determined within that Scheme Variation.
Plusbus	1.7	All Bus Operators in the Scheme Area will participate in the Plusbus ticket scheme.	3, 4, 7	To be implemented as a Scheme Variation by a date to be determined within that Scheme Variation.
Job-seekers scheme	1.8	All bus operators in the scheme area will participate in the Jobseekers scheme	3, 4, 7	To be implemented as a Scheme Variation by a date to be determined within that Scheme Variation.
Young Persons scheme	1.9	All bus operators will participate in County Council Young Persons' scheme.	3, 4, 7	To be implemented as a Scheme Variation by a date to be determined within that Scheme

				Variation,
Fare rises	1.10	All bus operators will only change fares company-wide twice a year, unless there are exceptional circumstances	3, 7	Continuous throughout the period of this Scheme from April 2023.
Simplification of fares	1.11	All bus operators to work in the best interests of the scheme and with partners to develop and implement ticketing product standardisation.	3,5, 7	To be conducted in the period 1 Apr 2022 to 31 March 2023.
Customer Care	1.12	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	1,7	Continuous throughout the period of this Scheme
Driver training	1.13	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 use of ticketing equipment and all fares options when operating Local Services in the Scheme Area.	1,7.	Continuous throughout the period of this Scheme

Service Registrations	1.14	Before submitting an Application to Register a Bus Service (PSV350) or an Application to Change a Local Service Registration (PSV355) with the Traffic Commissioner, the bus operator must inform the Council of the proposed service changes a minimum of 28 days in advance of submitting such an application to the Traffic Commissioner.	4,6	Continuous throughout the period of this Scheme.
	1.15	All applications to register or change a Local Service Registration which are submitted to the Council must include a full working timetable, showing the times of all departures from each particular Bus Stop for the proposed service, even if the Local Service is operated at frequent intervals of 10 minutes or better.	4,6	Continuous throughout the period of this Scheme.
DVSA Earned Recognition Scheme	1.16	All local bus operators will aim to join DVSA's Earned Recognition Scheme ("ERS")	1, 5, 6	Implementation date to be based upon further schemes being introduced by DVSA appropriate to small and medium sized operators.

Inclusive Transport Leaders Scheme	1.17	All local bus operators will aim to join DVSA's Inclusive Transport Leaders Scheme	1,5, 6	By Apr 2024
Passenger Charter	1.18	All Bus Operators will be signed up to the Passenger Charter as per Appendix X3 by April 2022.	1,5,7	With effect from 1 Apr 22.
2. VEHICLE STANDARDS				
Accessibility	2.1	All Local Services shall use fully accessible low floor buses or coaches with wheelchair ramps (fixed or portable), meeting the functional requirements of the Public Service Vehicle Accessibility Regulations 2000 (as amended). Local Services must use low floor buses or PSVAR compliant coaches.	1, 5	Continuous throughout the period of this Scheme.
Emissions Euro IV Compliance	2.2	From 1 st April 2025 all Local Services using any Facility within the Scheme Area must comply with Euro IV emission standards at particulate level as a minimum standard.	8	By 1 Apr 2025.
Route and Destination Displays	2.3	All Local Services must display an accurate route number and/or route	1.	Continuous throughout the period of this Scheme.

		name and ultimate destination indicators at all times.		
	2.4	All displays to comply with the legal standards set out in Schedule 2, Section 8 of the Public Service Vehicle Accessibility Regulations 2000.		Continuous throughout the period of this Scheme.
	2.5	All temporary destination and number displays to comply with Sections 8 (3) (a) and (b) of Schedule 2 of the PSV Accessibility Regulations 2000 and only be used as substitute for normal destination equipment in the event of an emergency.		Continuous throughout the period of this Scheme.
On board displays, Audio, CCTV and USB charging sockets	2.6	All newly purchased buses to have on board displays showing next stop information, next stop audio announcements, CCTV and USB plugs	1,5	Continuous throughout the period of this Scheme.
Presentation	2.7	To provide Buses which are well presented in good order, clean externally and internally without unpleasant odours, in appropriate finished livery, which clearly identifies either the Bus Operator or	1,5	Continuous throughout the period of this Scheme.

		branded route. Internally, the Bus Operator must also provide their own contact details for bus users.		
	2.8	No Buses are to be used which remain in a livery belonging to a previous Bus Operator or different part of the same company under any circumstances.		Continuous throughout the period of this Scheme.
Marketing	2.9	<p>All vehicles operating Qualifying Bus Services will carry branding to promote the Travel Notts Partnership.</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.</p> <p>The Council will prepare and supply all branding materials for vehicles if requested by the bus operators. Alternatively, bus operators can produce their own vinyls, upon agreement with the Council that they meet the Council's branding</p>		Continuous throughout the period of this Scheme.

		<p>and messaging guidelines Bus Operators will ensure vinyls are displayed appropriately at all times.</p> <p>Bus Operators will acknowledge the partnership with all Councils that they operate across in all timetables when timetables for a Qualifying service are re-printed.</p> <p>Bus operators will also acknowledge the partnerships with all Councils on their websites. This will include the Travel Notts logo.</p>		Continuous throughout the period of this Scheme.
Marketing Campaign	2.10	Bus operators will work with the council to develop a joint marketing campaign promoting the partnership and encouraging bus usage.	1,5	To commence on 1 Apr 2022.
Vehicles	2.11	To ensure that no Bus is left within the Scheme Area at bus stops, bus stands or bus bays unattended at any time. Unattended vehicles will be defined as illegally parked and may be subject to a penalty charge notice.	2	Continuous throughout the period of this Scheme

	2.12	Bus engines must be switched off at all bus stops, where waiting time exceeds 2 minutes, unless there is an operational requirement for the Bus to remain switched on.	8	Continuous throughout the period of this Scheme
3. DRIVER STANDARDS				
General	3.1	To ensure bus drivers at all times drive in a safe, courteous and professional manner undertaking a duty of care to all bus passengers and other road users.	1,5, 7.	Continuous throughout the period of this Scheme
Passenger Assistance	3.2	To ensure drivers provide assistance to elderly or mobility impaired passengers when requested, for boarding or alighting and if so, requested for them to remain stationary until such passengers are seated.	5,7.	Continuous throughout the period of this Scheme
	3.3	Drivers to assist passengers in wheelchairs by lifting ramp and if requested offer assistance in accordance with the PSV (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002.	1,5	Continuous throughout the period of this Scheme

	3.4	If requested, drivers should enable sitting passengers who require assistance to remain seated until the bus has come to a stop before alighting.	1,5	Continuous throughout the period of this Scheme
Smoking	3.5	To ensure drivers do not smoke at any time on board a Bus and to use reasonable endeavors to enforce a smoking prohibition for all passengers on Local Services.	5	Continuous throughout the period of this Scheme
Distractions	3.6	To ensure drivers do not use mobile phone handsets or consume food or drink whilst driving to ensure safety of passengers.	5	Continuous throughout the period of this Scheme
4. INFORMATION STANDARDS				
Bus Stop Plate	4.1	Each Bus Operator shall display at any Bus Stand or Bus Stop a service name/number for each Local Service that uses such Bus Stand or Bus Stop.	1,5,7	Continuous throughout the period of this Scheme
Timetable Information	4.2	Each Bus Operator shall display their "service information" in the timetable cases, with the services shown displayed either in the format "times departing from	1,5,7.	Continuous throughout the period of this Scheme

	that stop” or in a matrix format together with a route summary which details the main areas served by the service.		
4.3	<p>Information displayed by the Bus Operator within the timetable case must include a telephone contact number for that operator’s customer enquiries. Advertising material is not to be displayed in any timetable or information case at the Bus Stops unless otherwise agreed. This relates to both the Council and Clear Channel owned infrastructure. Information cases in shelters and any empty space in timetable cases will be used by the Council for general public transport information.</p>	1,5,7	Continuous throughout the period of this Scheme
4.4	<p>The timetable information must be displayed in font size 12pt or above and each operator must fully encapsulate or otherwise waterproof the information that is to be placed inside the timetable case. All inserts must be printed with UV stable inks.</p>		Continuous throughout the period of this Scheme.

	4.5	Any out-of-date information is to be removed and, if necessary, replaced as soon as is reasonably practical. If the timetable information is not removed within 48 hours of the Service Change Date, then the information will be removed by the Council and any costs incurred will be recovered from the operator.	1,5 Continuous throughout the period of this Scheme.
	4.6	No temporary notices of any description are to be fixed to any Bus Stop information pole, timetable case, shelter case or shelter, without the prior approval of the Council. The real-time displays can be used to display service disruption details if required by informing the Council of the message to be displayed and the location.	1,5 Continuous throughout the period of this Scheme
Printed Timetables	4.7	All operators to provide printed timetables to all Council bus stations.	1,5 Continuous throughout the period of this Scheme
	4.8	All printed timetables make reference to them being part of	1,5,7 Continuous throughout the period of this

		Travel Notts Partnership. The same principles apply as per paragraph 2.9 for on bus vinyls regarding design and content.		Scheme.
SIRI Data	4.9	Operators to provide a SIRI VM or SM into the D2N2 RTI system.	1,5	With effect from 1 Apr 2023 onwards.
Websites	4.10	All Operator websites make reference to being part of the Travel Notts Partnership	1,5,7	From 1 July 2022 and thereafter continuous throughout the period of this Scheme.
Passenger Charter	4.11	All operators to make passengers aware of the Passenger Charter via printed and electronic media.	1,5,7	Continuous throughout the period of this Scheme
5. DATA PROVISION				
Planning consultation	5.1	Bus Operators will share on request, and under anonymised and non-disclosure-based data sharing agreement, Automatic Vehicle Location and patronage data to support development of planning consultation responses.		Continuous throughout the period of this Scheme
Provision of trained drivers' data	5.2	To provide the Council with an annual statement of	1,7	Apr 2022 onwards on a date to be agreed

		the number and proportion of drivers qualified or receiving training (as specified in 1.13 above) operating on Local Services covered by the Scheme.		determined by the Council in consultation with the EP Board.
Provision of Fleet data	5.3	To provide the Council with a quarterly statement listing each bus by registration plate, fleet number, Euro emission standard, accessibility status (low floor to functional DDA compliance), and real-time enabled.	8	With effect from 1 Apr 2022 onwards on such dates as are determined in consultation with the EP Board.
Punctuality & Reliability Data	5.4	Provision of data on reliability and punctuality from ticket machines or on-board data loggers to support investment in bus priority.	8	With effect from 1 Apr 2022 on such dates as are determined in consultation with the EP Board.
BSIP data	5.5	All other data pursuant to the BSIP and the effective monitoring of the BSIP /EP that is in addition to data identified in sections 5.1 – 5.4.	3	Upon request in writing from the Council to Operators requiring the provision of the data within a reasonably specified period.

SCHEDULE 3

LOCAL BUS 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 relevant school day.
2. Community Transport or Dial a Ride services which are restricted to use by pre-registered passengers only.
3. Any rail replacement services which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985.
4. Any supermarket services which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985.
5. National coach services or coach tours using the Bus Stations or Bus Stand/ Clearways as defined in paragraph 2.5 of Schedule 1.
6. Local Services where the registered mileage operated within the Scheme Area is 10% or less of the overall mileage operated by the Service.
7. Services which operate one day a week i.e, market day services.
8. Services operated under a S22 of the 1985 Act.

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SCHEDULE 4- LOCAL BUS SERVICES

The following list of local bus services are included within the Scheme and are correct at the date of making the Scheme.

Operator	Service No	Route	Day of Operation
Centrebus	19	Nottingham - Melton Mowbray	Monday - Saturday
Centrebus	24	Newark - Grantham	Monday - Saturday
CT4N	18	Nottingham - Beeston - Stapleford	Monday - Saturday
CT4N	33, 33X	Nottingham - Cropwell Bishop - Sutton cum Granby	Monday - Saturday
CT4N	L75	Netherfield - Gedling - Burton Joyce	Monday - Friday
First South Yorkshire	205	Doncaster - Rossington - Harworth - Tickhill	Daily
GEM Mini Travel	190	Rampton - Retford - Tuxford	Monday - Saturday
GEM Mini Travel	195	Retford - North Wheatley - Gainsborough	Monday - Saturday
GEM Mini Travel	P190	Rampton - Retford - Tuxford (DRT)	Monday - Saturday
Kinchbus	9	Loughborough - Bunny - Nottingham	Daily
Marshalls of Sutton on Trent	77	Hawtonville Circular	Monday - Saturday
Marshalls of Sutton on Trent	339	Tuxford - Sutton on Trent - North Muskham	Monday - Saturday
Marshalls of Sutton on Trent	856	Lowdham - Bingham - Bottesford / Orston	Tuesdays & Thursdays
Marshalls of Sutton on Trent	857	Newark - Bottesford	Wednesdays & Fridays
Marshalls of Sutton on Trent	37, 37A, X37	Newark - Tuxford - Retford	Monday - Saturday
Marshalls of Sutton on Trent	90, 90A	Newark - Nottingham	Daily
Marshalls of Sutton on Trent	91, 91A	Newark - Elston - Bingham	Monday - Saturday
Nottingham City Transport	1	Nottingham - East Leake - Loughborough	Daily
Nottingham City Transport	26, 26A	Nottingham - Lowdham -Southwell	Daily
Nottingham Coaches	865	Clifton - Kegworth - Normanton on Soar	Monday - Saturday
Nottingham Coaches	S2	Bingham - Radcliffe - Gamston, Morrisons	Tuesdays & Thursdays
Nottingham Coaches	S3	Keyworth - Tollerton - Gamston, Morrisons	Tuesdays & Thursdays
Nottingham Coaches	S4	East Bridgford - Radcliffe - Gamston, Morrisons	Tuesdays & Thursdays

Nottingham Minibuses	N73	Mapperley - Carlton - Netherfield	Monday - Friday
Nottsbus	510	Beeston - Attenborough - Toton - Stapleford	Monday - Saturday
Nottsbus	511	Stapleford Town Service	Monday - Saturday
PC Coaches	47	Newark - Lincoln	Monday - Saturday
Sharpes	300	Lowdham - Southwell - Newark	Mondays, Wednesdays & Fridays
Stagecoach East Midlands	1 (Mansfield)	Mansfield Woodhouse - Mansfield - Huthwaite - Alfreton	Daily
Stagecoach East Midlands	1 (Newark)	Newark - Coddington	Monday - Saturday
Stagecoach East Midlands	2	Lincoln Road Estates - Newark - Balderton	Monday - Saturday
Stagecoach East Midlands	3	Hawtonville - Newark Bus Station - Balderton	Monday - Saturday
Stagecoach East Midlands	4, 4A	Manton - Worksop - Kilton	Daily
Stagecoach East Midlands	5	Worksop - ASDA Sandy Lane	Monday - Saturday
Stagecoach East Midlands	6 (Mansfield)	Ladybrook - Bull Farm	Daily
Stagecoach East Midlands	6 (Worksop)	Worksop - Gateford - Shireoaks - Worksop	Monday - Saturday
Stagecoach East Midlands	7 (Mansfield)	Mansfield - Oak Tree	Daily
Stagecoach East Midlands	7 (Worksop)	Worksop - Shireoaks - Gateford - Worksop	Monday - Saturday
Stagecoach East Midlands	11	Mansfield - Meden Vale	Monday - Saturday
Stagecoach East Midlands	12, 12B	Mansfield - Shirebrook	Daily
Stagecoach East Midlands	14	Mansfield - Kirton	Monday - Saturday
Stagecoach East Midlands	15, 15A	Mansfield - Walesby	Daily
Stagecoach East Midlands	16, 16A	Mansfield - Clipstone	Daily
Stagecoach East Midlands	19, 19A	Worksop - Rotherham	Daily
Stagecoach East Midlands	21	Worksop - Doncaster	Daily
Stagecoach East Midlands	22	Worksop - Doncaster	Daily

Stagecoach East Midlands	23, 23A, 23B	Mansfield - Langwith	Daily
Stagecoach East Midlands	25, 25X	Worksop - Doncaster	Daily
Stagecoach East Midlands	27 (Mansfield)	Mansfield - Rainworth	Monday - Saturday
Stagecoach East Midlands	27 (Retford)	Retford - Misson	Monday - Saturday
Stagecoach East Midlands	28, 28B	Mansfield - Blidworth - Southwell - Newark (Sun & BH's to Blidworth only)	Daily
Stagecoach East Midlands	29 (Mansfield)	Mansfield - Southwell - Newark	Monday - Saturday
Stagecoach East Midlands	29 (Retford)	Retford - Doncaster	Monday - Saturday
Stagecoach East Midlands	42	Worksop - Retford	Monday - Saturday
Stagecoach East Midlands	43	Worksop - Retford	Monday - Saturday
Stagecoach East Midlands	47, 47A	Hallcroft - Retford - Ordsall	Monday - Saturday
Stagecoach East Midlands	53, 53A	Mansfield - Sheffield	Daily
Stagecoach East Midlands	77, 77C	Chesterfield - Worksop	Daily
Stagecoach East Midlands	95	Gainsborough - Retford	Monday - Saturday
Stagecoach East Midlands	97	Gainsborough - Retford	Monday - Saturday
Stagecoach East Midlands	98	Gainsborough - Doncaster	Monday - Saturday
Stagecoach East Midlands	99	Doncaster - Retford	Monday - Saturday
Stagecoach East Midlands	200	Ladybrook Estate - Mansfield - Ladybrook Estate	Thursdays & Fridays
Stagecoach East Midlands	204	Mansfield - Mansfield Woodhouse - Mansfield	Monday - Saturday
Stagecoach East Midlands	209	Edwinstowe - Worksop	Monday - Saturday
Stagecoach East Midlands	210	Mansfield - Mansfield Woodhouse	Monday - Saturday
Stagecoach East Midlands	217	Mansfield - Ladybrook - Rannock Drive - Mansfield	Monday - Saturday
Stagecoach East	218	Mansfield - Forest Town	Monday - Saturday

Midlands			
Stagecoach East Midlands	219	Mansfield - Berry Hill - Mansfield	Monday - Saturday
Stagecoach East Midlands	240	Mansfield - Berry Hill (Berry Hill Flyer)	Monday - Saturday
Stagecoach East Midlands	Pronto	Nottingham - Mansfield - Chesterfield	Daily
Stagecoach East Midlands	Sherwood Arrow	Nottingham - Ollerton - Worksop/Retford	Daily
Stagecoach Yorkshire	1	Newbold - Langwith	Daily
Stagecoach Yorkshire	77, 77C	Chesterfield - Worksop	Daily
Travel Wright	136	Walesby - Tuxford - Retford	Monday - Saturday
Travel Wright	227	Edwinstowe - Bilsthorpe - Southwell - Newark	Wednesdays & Fridays
Travel Wright	332	Newark - Caunton - Norwell - Newark	Monday - Saturday
Travel Wright	335	Retford - New Ollerton - Caunton - Newark	Monday - Saturday
Travel Wright	341	Barnby in the Willows - Fernwood - Newark	Monday - Saturday
Travel Wright	367	Newark - Collingham (-Harby (DRT))	Monday - Saturday
trentbarton	20	Heanor - Ilkeston - Beeston - Nottingham	Sundays & Bank Holidays
trentbarton	21	Heanor - Ilkeston - Kirk Hallam - Nottingham	Monday - Saturday
trentbarton	27	Swingate - Kimberley - Awsworth - Ilkeston - Larklands	Monday - Saturday
trentbarton	90	Sutton - Kirkby - Selston - Jacksdale - Ripley	Monday - Saturday
trentbarton	141	Nottingham - Hucknall - Blidworth - Rainworth - Mansfield - Sutton	Daily
trentbarton	amberline	Derby - Kilburn - Heanor - Eastwood - Hucknall	Monday - Saturday
trentbarton	black cat	Derby - Ilkeston - Heanor - Eastwood - Hucknall	Monday - Saturday
trentbarton	C1	Hucknall - Lovesay Avenue - Hucknall	Daily
trentbarton	C2	Hucknall - Hayden Lane - Hucknall	Daily
trentbarton	connect	Hucknall Station - Town Centre - Beauvale - Town Centre - Hucknall Station	Daily
trentbarton	i4	Nottingham - Stapleford - Sandiacre - Derby	Daily
trentbarton	indigo	Nottingham - QMC - Beeston - Long Eaton - Derby	Daily
trentbarton	mainline	Nottingham - Radcliffe - Bingham	Daily
trentbarton	my15	Ilkeston - Stapleford - Sandiacre - Long Eaton - EMA	Daily
trentbarton	rainbow one	Nottingham - Eastwood - Ripley - Alfreton	Daily
trentbarton	rushcliffe villager	Nottingham - Radcliffe - East Bridgford - Newton - Bingham	Monday - Saturday

trentbarton	skylink express	Nottingham - Clifton - EMA	Daily
trentbarton	skylink Nottingham	Nottingham - EMA - Loughborough/Coalville	Daily
trentbarton	the calverton	Nottingham - Arnold - Calverton - Arnold - Nottingham	Daily
trentbarton	the cotgrave	Nottingham - Cotgrave - Nottingham	Daily
trentbarton	the keyworth	Nottingham - Keyworth - Nottingham	Daily
trentbarton	the nines (9.1.9.3)	Derby - Ripley - Alfreton - Sutton - Mansfield	Daily
trentbarton	the threes (3A, 3B, 3C)	Nottingham - Hucknall - Kirkby - Sutton - Mansfield	Daily
trentbarton	the two	Cotmanhay Farm - Ilkeston - Nottingham	Daily
Vectare	833	Bingham - Cropwell Bishop - Orston - Bingham	Monday - Saturday
Vectare	93, 93A, 93B, 93C	Radcliffe - Bingham - Bottesford - Grantham	Monday - Saturday

SCHEDULE 5 - MAINTENANCE OF FACILITIES

The maintenance of facilities outlined in this schedule reflect what is currently provided using existing resources. Should additional funding be secured, the maintenance of facilities may be amended using the Variation Mechanism outlined in Chapter 8 of the Enhanced Partnership Plan. For avoidance of doubt the Authority is able to recontract and outsource further aspects of Facility Maintenance at its discretion.

MANSFIELD AND WORKSOP TOWN CENTRES

FACILITY	REF	OPERATIONAL ACTIONS AND SOLUTIONS	RESPONSIBILITY
Bus shelters provided by Clear Channel Ltd	1.1	Inspections are conducted once a week and all infrastructure are cleaned once a fortnight throughout the year.	Clear Channel Ltd
	1.2	Graffiti and fly posting are removed within 24 hours of notification. Offensive graffiti is removed within 4 hours of notification to Clear Channel Ltd	
	1.3	Routine repairs, including the replacement of lamps and fluorescent tubes are conducted within 5 working days following notification to Clear Channel Ltd. Non routine repairs are conducted within 5 working days of notification.	
	1.4	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property Clear Channel Ltd will respond within 5 working hours to make the site safe. Damaged glazing or panels will be	

		replaced within 24 hours of notification.	
Bus shelters provided by the Council	1.5	Bus shelters will be inspected once a week and cleaned once a fortnight throughout the year. Graffiti or flyposting will be removed within 24 hours of notification. Offensive graffiti will be removed within 4 working hours of notification.	Facilities & Partnerships Team of the Council
Bus Stop Information Poles and Timetable Cases	1.6	All bus stop information poles within the Scheme Area will be inspected once a year and will be repainted if necessary.	Facilities & Partnerships Team of the Council
	1.7	Timetable cases will be inspected weekly and cleaned once a fortnight. Graffiti and fly posting will be removed within one working day of notification to the Council. Offensive graffiti will be removed within 4 working hours of notification to the Council.	
Bus Stop Plates	1.8	Bus stop plates will be cleaned at least 4 times a year and whenever a service needs to be added, removed or amended.	Facilities & Partnerships Team of the Council
Real -Time Electronic Displays	1.9	On street electronic real-time displays will be visually checked at least once a week and will be cleaned once a fortnight.	Facilities & Partnerships Team of the Council
	1.10	Routine repairs are conducted within 3 working	

		days following notification to the Council. Non routine repairs are conducted within 5 working days of notification.	
	1.11	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.	Facilities & Partnerships Team of the Council
	1.12	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property, the Council will respond within 4 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.	
Electronic Kiosks and Bus Station Electronic Passenger Information system	1.13	The system supplier will attend on site the next working day in response to priority faults notified before 16.00. For other non-priority faults repairs will be made within 4 working days. Scheduled maintenance and checks will take place twice a year. Priority faults include health and safety issues, any issue that renders the system unusable by the public or loss of communications with the unit. Non-priority faults are those where system functionality is impaired, but it is still in operation and in use.	

Electrical Supplies to Infrastructure.	1.14	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 however every effort will be made to resolve any issues	Nominated Electricity Supplier
Enforcement Camera	1.15	Routine repairs will be carried out within 28 days. If the camera cannot be repaired on site, then a temporary one will be installed if available.	The supplier of the relevant enforcement camera
Bus Stands and Bus Stop Clearways	1.16	All Bus Stand Clearways, Bus Stop clearway markings and associated signing are well maintained for the duration of the Scheme.	Facilities & Partnerships Team of the Council

SCHEME AREA (NOT MANSFIELD AND WORKSOP TOWN CENTRES)

FACILITY	REF	OPERATIONAL ACTIONS AND SOLUTIONS	RESPONSIBILITY
Bus shelters provided by Clear Channel Ltd	1.1	All shelters are inspected and cleaned once a month throughout the year.	Clear Channel Ltd
	1.2	Graffiti and fly posting are removed within 24 hours of notification. Offensive graffiti is removed within 4 hours of notification.	
	1.3	Repairs, including the replacement of lamps and fluorescent tubes are	

		conducted within 28 working days.	
	1.4	Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property Clear Channel Ltd will respond within 5 working hours to make the site safe. Damaged glazing or panels will be replaced within 24 hours of notification.	
Bus shelters provided by the Council	1.5	All glazed bus shelters are cleaned 10 times a year. Wood & brick shelters are cleaned twice a year.	Facilities & Partnerships Team of the Council
	1.6	Graffiti and fly posting are removed within 48 hours of notification. Offensive graffiti is removed within 24 hours of notification.	
	1.7	Repairs, including the replacement of lamps and fluorescent tubes are conducted within 28 working days.	
	1.8	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 to make the site safe. Damaged glazing or panels will be replaced within 28 days of notification.	
Bus Stop Information Poles and Timetable Cases	1.9	All bus stop information poles within the Scheme Area will	Facilities & Partnerships Team of

		be inspected once a year and will be repainted if necessary.	the Council
	1.10	Timetable cases will be inspected weekly and cleaned once a fortnight. Graffiti and fly posting will be removed within one working day of notification to the Council. Offensive graffiti will be removed within 4 working hours of notification to the Council.	
Bus Stop Plates	1.11	Bus stop plates will be cleaned at least 4 times a year and whenever a service needs to be added, removed or amended.	Facilities & Partnerships Team of the Council
Real -Time Electronic Displays	1.12	On street electronic real-time displays will be visually checked at least once a week and will be cleaned once a fortnight.	Facilities & Partnerships Team of the Council
	1.13	Routine repairs are conducted within 3 working days following notification to the Council. Non routine repairs are conducted within 5 working days of notification.	
	1.14	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.	
	1.15	Where damage has occurred that requires urgent attention	

		due to a danger to traffic, pedestrians or property, the Council will respond within 4 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.	
Electronic Kiosks and Bus Station Electronic Passenger Information system	1.16	The system supplier will attend on site within two working days. For other non-priority faults repairs will be made within 28 working days. Priority faults include health and safety issues, any issue that renders the system unusable by the public or loss of communications with the unit. Non-priority faults are those where system functionality is impaired, but it is still in operation and in use.	The supplier of the system
Electrical Supplies to Infrastructure.	1.17	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 however every effort will be made to resolve any issues	Nominated Electricity Supplier
Enforcement Camera	1.18	Routine repairs will be carried out within 28 days. If the camera cannot be repaired on site, then a temporary one will be installed if available.	The supplier of the relevant enforcement camera

Bus Stands and Bus Stop Clearways	1.19	Bus Stand Clearways, Bus Stop clearway markings and associated signing are checked and renewed as required.	Facilities & Partnerships Team of the Council
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SCHEDULE 6 - TRAFFIC REGULATION ORDERS

District of Mansfield

<u>Name</u>	<u>Side of Road</u>	<u>Times</u>	<u>Length (m)</u>
A60 Leeming Lane South (Bus Lane) (Mansfield Woodhouse) A60 (No. 126) north east of King Street – A60 (No. 62) south west of Springfield Drive	South	7.30am-9.30am 4.00pm-6.00pm Mon-Fri	176m
Leeming Street (Bus Lane) (Mansfield) A6009 – St Peters Way/Toothill Lane	East	At any time	145m
West Gate (Bus Lane) (Mansfield) West Gate/A6009 – West Gate/St John Street	East	At Any time	75m
A60 Nottingham Road (Bus Lane) (Mansfield) Bath Street – St Peter's Way	West	At Any time	122m
Bridge Street (Bus Lane) (Mansfield) From its junction with Church Street to St Peters Way	North	At Any Time	145
Station Road (Bus Gate) (Mansfield) from Station Road into Mansfield Public Transport Interchange site	North East	At Any Time	1
Quaker Way (Bus Lane) (Mansfield) from Quaker Way into Mansfield Public Transport Interchange site	North West	At Any Time	1

District of Ashfield

<u>Name</u>	<u>Side of Road</u>	<u>Times</u>	<u>Length (m)</u>
Church Street (Bus Lane) (Sutton in Ashfield) (the Bus Station) from its junction with the eastern side of Manor Street to its junction with the southern side of Forest Street.	Both sides	At Any Time	66
Watnall Road (Bus Lane) (Hucknall) between its junction with High Street and a point 27 metres south-west of its junction with Torkard Way (as measured along the centre line).	Both sides	At Any Time	68
Duke Street (Bus Lane) (Hucknall) from a point 18 metres south-west of its junction with Portland Road.	North-East	At Any Time	17

APPENDIX X1 – MANSFIELD AND WORKSOP TOWN CENTRES BUS STOP INFRASTRUCTURE

A list of all bus stops included within Mansfield and Worksop Town Centres can be requested in writing from the Team Manager, Development and Partnerships, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP

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APPENDIX X2 – BUS STOPS IN THE SCHEME AREA EXCLUDING MANSFIELD AND WORKSOP TOWN CENTRES

A list of all bus stops included within the scheme area, excluding Mansfield and Worksop Town Centres can be requested in writing from the Team Manager, Development and Partnerships, Nottinghamshire County Council, Place Department, County Hall, West Bridgford, NG2 7QP

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APPENDIX X3 – PASSENGER CHARTER

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Title of charter.

Geographical area, LTA, bus operators and service types covered.

Date of charter and ‘valid until’ date.

Statement about purpose of charter: what passengers can expect from their bus services and how to complain if their expectations are not met.

Statement that charter does not affect your legal rights.

Link to documents which spell out your legal rights such as conditions of carriage.

WHAT YOU CAN EXPECT FROM US

Safe, clean, comfortable buses

- Buses will be thoroughly cleaned inside and out every day. [any ‘special’ routes that may have more?]
- Buses will be maintained by skilled staff on a regular and planned basis to comply rigorously with all legal requirements.
- Heating, cooling and lighting systems will be checked on a daily basis; buses will not be deployed if these are not working
- Drivers will be trained on how to give customers a safe and comfortable journey, and what to do in case of an emergency
- All buses fitted with CCTV 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.

Helpful driving team

- Drivers will undertake periodic training including customer service training.
- Drivers will 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 to the best of their ability.

We aim to give you the best service

- We aim to run every bus on time, but sometimes there are external factors outside our control which may impact on service reliability. Our target is to run 95% of our services no more than one minute early or five minutes late.
- We will regularly monitor our performance and display the results of service reliability on the NCC [website, social media etc – whatever the 'central location' is], on a monthly basis.
- Any changes of route to services because of roadworks or other factors (such as special events), will be advertised at least a week in advance through the [central location] and operators' own websites, digital platforms and where possible on the buses.
- In the event of significant disruption to services, full details will be passed on to [central location] and will be fed through to real time information screens.
- We will regularly review the bus network with a view to meeting the growing needs of the residents of Nottinghamshire and reducing journey times where possible.
- We will work in partnership with other operators and the council to provide an integrated network.
- We aim for high passenger satisfaction levels and these will be monitored and published through [central location]. Our target is for at least 95% of our passengers to be satisfied with their bus service to be measured through the Transport Focus annual surveys.

Keeping you moving

- If your bus has not arrived within 10 minutes of the scheduled arrival time, please telephone us on X and you will be directed to the operator of that service. If the bus you wish to catch has departed early, been cancelled, or is significantly delayed, the operators may at their discretion:
 - Advise alternative bus service(s) that you could use to complete your journey, and refund any additional fares you have to pay if these services are not operated by us

- 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.
- 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 never leave you stranded due to early running, delays or cancellations for which we have control. This includes situations where a problem with our service causes you to miss a connection onto another bus service.

Information about our services

- The ultimate destination and service number or name of the route/brand will be shown on the front of the bus, and the service number or name will also be displayed on the rear of the vehicle.
- Printed timetable information will be provided, and operator websites and apps will be kept up to date.
- Up-to-date timetable information will be displayed at all bus stops.
- Comprehensive timetables and maps will be published [in central location] and will be available at all bus interchanges.
- Where possible, notification of service changes will be available at least 21 days in advance through the [central location] and information will be supplied to customers, on request, by email and post. Notices will also be available on buses.

Fares & Ticketing

- Information on all fares and ticket products available will be [in central location] along with guidance on which will be the best product for you.
- We will offer contactless facilities on all new services .
- We will aim to have consistent products to be made available across the county and the same rules apply for travel no matter which service you travel on.

Inclusivity

- All buses meet the requirements of the Equalities Act.

- All new buses will have audio and visual announcements.
- Priority seating will be available for elderly and disabled customers, as well as those with reduced mobility.
- We'll make reasonable adjustments to meet the individual needs of customers.
- All drivers will receive initial and ongoing training in customer service and disability awareness skills when selecting our staff.
- There will be an available helpline that can be accessed by people with disabilities, directed through [central location] where timetable and fare information can be accessed in accessible formats.
- Large print timetables, maps and departure lists for bus stops are available on request via [central location].
- Journey assistance cards are available to help people with disabilities make our staff aware of their needs.
- We have a scheme that allows people who use certain “class 2” mobility scooters to travel on our buses with the scooter following an assessment. Details of approved mobility scooters are available from the [central location], which can also provide access to the formal approval process and issue of a permit for travel required before taking a mobility scooter on a bus.
- Space will be available on each bus to accommodate the carriage of wheelchairs and prams. Alternative solutions will be provided for wheelchair users should a wheelchair space be occupied on the bus.
- To help you stop the correct bus at a bus stop, we can provide laminated A4 signs with bus route numbers on. When you hear a bus approaching, hold the sign up and if it is the correct bus, the driver will stop for you.
- Assistance Dogs are welcome on our buses, and travel free of charge
- This charter will be made available in alternative formats

PUTTING THINGS RIGHT

- There will be a highly trained Customer Service teams available to help you 7 days a week available.
- 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 these times will be monitored and published [through central location]

- Our customers 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. They may refer your complaint to the Bus Appeals Body (www.busappealsbody.co.uk). We will act on the Bus Appeals Body's recommendations.

Your customer rights¹

- You have a right to be provided with appropriate and comprehensible information about your rights when you use regular bus and coach 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 are at fault for the loss or damage to your mobility equipment, we will compensate you fully for its replacement or repair.
- We give 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 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.

¹ Includes text that is copyright of Confederation of Passenger Transport (UK) and used with their permission.

- 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.

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