

NOTTINGHAMSHIRE ENHANCED PARTNERSHIP SCHEME

SCHEME 1.1 (2022/23 – 2027/28)

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.

Contents

1. Scheme governance and scheme variation mechanism
2. Bus Service Improvement Plan targets
3. Enhanced Partnership Scheme – legal definitions & interpretation
4. Date and period of operation
5. Scheme purpose and objectives
6. Scheme area
7. Facilities
8. Measures
9. Standards of services to be provided by bus operators
10. Scheme benefits
11. Conditions of use
12. Review and monitoring
13. Communications concerning this scheme

Schedules

- Schedule 1 – Facilities, measures and requirements of Nottinghamshire County Council
- Schedule 2 – Standards of services and operator commitments
- Schedule 3 – Local bus services excluded from the scheme
- Schedule 4 – Local bus services in the scheme
- Schedule 5 – Maintenance of facilities
- Schedule 6 – Traffic Regulation Orders
- Schedule 7 – Scheme area map
- Schedule 8 – Funding allocation

Appendices

Appendix X1 – Mansfield Town Centre bus stop infrastructure

Appendix X2 – Bus stops in the scheme area excluding Mansfield & Worksop Town Centres

Appendix X3 – Passenger Charter

Appendix X4 – Signals for Centralised Traffic Light Priority

Appendix X5 – Nottinghamshire Hub Network map

1. Scheme Governance and Scheme Variation mechanism

1.1 Enhanced Partnership Board

1.1.1 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:

- (i) the top two Operators in the EP area, in terms of mileage operated (1 vote each) for Qualifying services
- (ii) 1 x Operator representing all remaining Operators in the EP area (1 vote) for Qualifying services
- (iii) 1 x Nottinghamshire County Council – Transport (1 vote)
- (iv) 1 x Nottinghamshire County Council – Highways (1 vote)
- (v) Independent Chair (non-voting)

1.1.2 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.

1.2 Enhanced Partnership Board Terms of Reference

1.2.1 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:

- (i) monitor the progress of the Enhanced Partnership in delivering the EP Plan and BSIP;
- (ii) monitor the effectiveness of implemented Schemes in achieving the EP Plan and BSIP objectives;
- (iii) work with the County Council to respond to Government or other funding opportunities that may arise for delivery of bus service improvement interventions;
- (iv) review, discuss and agree priorities for delivery of interventions to achieve the EP Plan and BSIP;
- (v) 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;
- (vi) 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;
- (vii) 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).

1.2.2 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.

1.3 Role of the Enhanced Partnership Board members

1.3.1 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:

- (i) fully reviewed and understood all meeting papers in advance of attendance
- (ii) the required mandate from the Operators they represent.

1.4 Enhanced Partnership Board decision making

1.3.1 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.

1.3.2 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.

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

1.4 Enhanced Partnership Board Nottinghamshire County Council veto

1.4.1 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.

1.4.2 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:

- (i) 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;
- (ii) the compatibility of the proposal with policies that the Council has committed to follow including in particular policies supporting the Council's equalities duties;
- (iii) 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;
- (iv) the proposal requires the co-operation of third parties such as a District Council
- (v) any governance related considerations that the Council requires to take into account.

1.4.3 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 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.

1.5 Enhanced Partnership Board Meeting observers

1.5.1 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.

1.6 Enhanced Partnership Board Meeting arrangements

1.6.1 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.

1.6.2 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.

- 1.6.3 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.
- 1.6.4 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.
- 1.6.5 All meeting of the EP Board shall be held in private (Non Board member Operators shall have the right to be in attendance.)
- 1.6.6 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.

1.7 Stakeholder Reference Group

- 1.7.1 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.

1.8 Stakeholder Reference Group Meeting Arrangements

- 1.8.1 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.
- 1.8.2 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.
- 1.8.3 Continuous dialogue will be held with neighbouring authorities to ensure the EP delivery is compatible with neighbouring EPs.

1.9 Enhanced Partnership Delivery Group

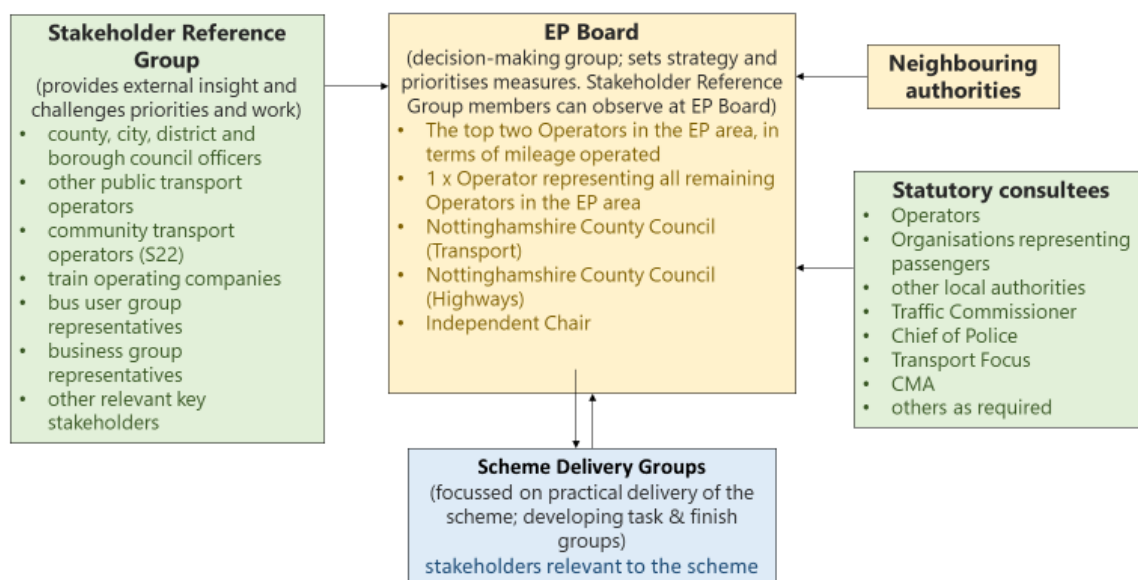
- 1.9.1 An Enhanced Partnership Delivery Group will be responsible for implementing the measures set out in the EP Scheme(s). This group will consist of representatives

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.

1.10 Enhanced Partnership Governance Structure

1.10.1 The relationship between these different groups is shown in Figure 1.1

Figure 1.1 – Nottinghamshire EP Governance Structure



1.9.3 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.

1.11 Small and medium sized operators

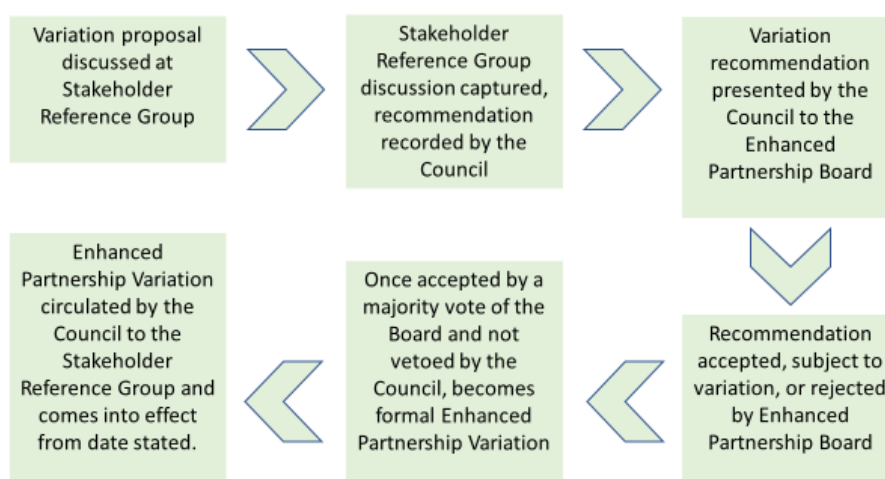
1.11.1 Given the variety of Operators involved (in terms of market share, fleet size, company turnover and structure), it is important to ensure that the effects of the Enhanced Partnership do not unduly negatively impact smaller Operators' ability to engage or to comply with requirements.

1.11.2 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.

1.12 Variations to the Scheme

- 1.12.1 Enhanced Partnership Scheme Variations will be subject to a bespoke voting mechanism where the relevant conditions referred to at paragraph **1.25** are satisfied.
- 1.12.2 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.
- 1.12.3 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 1.2 Process of Enhanced Partnership Scheme Variation



- 1.12.3 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.

1.13 Enhanced Partnership Revocation or other Variations

- 1.13.1 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:
- (i) Processes for Enhanced Partnership Variations
 - (ii) Enhanced Partnership Board structure and Operator representation
- 1.13.2 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 1.12 to determine whether to make formal variations of a defined Enhanced Partnership Scheme to address these recommendations.

- 1.13.3 In accordance with the section 1.12 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.
- 1.13.4 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.
- 1.13.5 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.

2 Bus Service Improvement Plan Targets

- 2.1 Progress against the BSIP targets outlined below will be reported on a six-monthly basis:

	Target	Baseline	Source	Target				
				22/23	23/24	24/25	25/26	30/31
Core Indicators								
Passenger Satisfaction	Overall satisfaction	94% (2019)	Transport Focus Surveys	90%	92%	94%	95%	95%
Passenger Growth	Overall growth	2019/20 10,752,331	Operator data by route	-15%	-5%	2%	5%	8%
Reliability	Overall reliability	2019/20 78.0%	Operator punctuality data	80%	82%	85%	95%	95%
Journey time	Journey length per hour	2021 15.68 mph	Timetables and route mileage	15.8	16.0	16.2	16.5	16.8
Additional Indicators								
Passenger Satisfaction	Value for money	71% (2019)	Transport Focus Surveys	72%	74%	76%	78%	80%
Passenger Satisfaction	Punctuality	71% (2019)	Transport Focus Surveys	73%	75%	82%	84%	85%
Passenger Satisfaction	PT Information	57% (2020)	NHT Surveys	60%	63%	68%	70%	75%

3	ENHANCED PARTNERSHIP SCHEME – LEGAL DEFINITIONS AND INTERPRETATION
“Bus”	means: (a) a motor vehicle constructed or adapted to carry more than eight passengers (exclusive of the driver); and (b) a Local Bus not so constructed or adapted.
“Bus Gate”	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.
“Bus Lane”	has the same meaning as given in regulation 23 in Part I of the TSR&GD 2002.
“Bus Operator (or Operator)”	Means any bus operator operating Qualifying Bus Services.
“Bus Service Improvement Plan “	Means the Bus Service Improvement Plan adopted by the Council on 17 November 2021 as the same may be revised from time to time.
“Bus Stand Clearway”	means: (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 (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.

“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 11.6 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 quartly meetings of the EP board which are scheduled to be held on dates to be determined.
“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

4	DATE AND PERIOD OF OPERATION
4.1	The Scheme was made on 31 st March 2022.
4.2	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.

5	SCHEME PURPOSE AND OBJECTIVES
5.1	The overall Aim is to build a sustainable, efficient and growing bus network that meets peoples travel needs and expectations.
5.2	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.
5.3	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.
5.4	<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.

6	SCHEME AREA
6.1	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.
6.2	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).

6.3	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.
6.4	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.

7	FACILITIES
7.1	Subject to compliance within paragraph 10 (Conditions of Use), the Council will make the Facilities available (as detailed in Schedule 1) 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.
7.2	Paragraph 6.1 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.
7.3	The Facilities are to be maintained for the duration of the Scheme in accordance with Schedule 5 (Maintenance of Facilities).
7.4	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
7.5	The Council has included existing Bus Stops and other Facilities within the 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.
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8	MEASURES
8.1	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.
8.2	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

9	STANDARDS OF SERVICES TO BE PROVIDED BY BUS OPERATORS
9.1	For the purpose of the Scheme, all Local Services will be in accordance with the requirements of paragraphs 8.2 of this Scheme in order to use the Facilities.
9.2	A Local Service shall comply with the Standard of Services as specified in Schedule 2 including: <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.

10	SCHEME BENEFITS
10.1	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.
10.2	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.
10.3	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.
10.4	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.
10.5	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.

11	CONDITIONS OF USE
11.1	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.
11.2	Any Bus Operator of a Local Service who fails to comply with paragraph 8.1 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.

12	REVIEW AND MONITORING
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12.1	The Scheme will be reviewed at each 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.
12.2	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.
12.3	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 10.2
12.4	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.

13	Communications concerning this Scheme
13.1	<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

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.

The funding allocation for the facilities and measures set out in the table below can be found in Schedule 8. This also sets out the commitment of the Council to continue to provide support relating to bus provision at current levels.

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 6. The Council will continue to enforce those existing TROs to improve bus priority in the Scheme Area as outlined in Schedule 6.	2,7	Continuous throughout the period of this Scheme.
	1.2	The Council will review bus lane operating hours.	2,7	Periodically as determined by the Council in

				consultation with the EP Board.
Bus Gates (Facilities)	1.3	<p>The Council will ensure the following bus gates are maintained in the EP area:</p> <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	<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> <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.

A60 Nottingham Road, Mansfield Bus Priority (measure)	1.8	<p>Feasibility study into bus priority on A60 south of Mansfield, specifically a northbound bus lane on the approach to Baums Lane junction; improvements to Park Lane/Baums Lane junction with an additional lane on Park Lane arm to increase green time for A60. This will include centralised traffic light bus priority; consideration for a bus lane through the junction; and roadspace reallocation from Baums Lane to Nottingham Road junction. Total Length: 300m.</p> <p>The aim of this measure is to make overall journey time savings of 30-60 seconds along this corridor.</p> <p>The feasibility study will consider bus network punctuality and reliability review; buildability & design concept development; initial C3 enquiry; data collection & network impact modelling; cost estimation; delivery risk assessment; and value for money assessment. It will also determine bus stop infrastructure improvements which will complement the measure and take account of the Active Travel Fund projects.</p>	2,4,5,7	<p>Feasibility investigation completed: March 2023</p> <p>Subject to a positive feasibility outcome:</p> <p>Detailed design completed: September 2023</p> <p>Consultation completed (including representative polling): December 2023</p> <p>Delivery completed: September 2024</p>
A60 Woodhouse Road, Mansfield Bus Priority (measure)	1.9	<p>Feasibility study into delivering the following sections of bus priority:</p> <p>A60 north of Mansfield - southbound bus lane from The Woodlands to A6009/St Peter's Way. Length: 670m</p> <p>The aim of this measure is to make overall journey time savings of 30-100 seconds along this corridor.</p> <p>The feasibility study will deliver the steps as set out in 1.8</p>	2,4,5,7	<p>Feasibility investigation completed: March 2023</p> <p>Subject to a positive feasibility outcome:</p> <p>Detailed design completed: September 2023</p> <p>Consultation completed (including</p>

				<p>representative polling): December 2023</p> <p>Delivery completed: September 2024</p>
A38 Bus Priority (measure)	1.10	<p>Feasibility study into delivering the following sections of bus priority:</p> <p>Section 1: A38 westbound- bus lane between the junction of Botany Avenue and Skegby Lane through roadspace allocation(length: 500m), with the aim of achieving overall journey time savings of 30-60 seconds along this section.</p> <p>Section 2: A38 westbound- bus lane between the junction of Wilmore Way and Kings Mill Road (length 700m), with the aim of achieving overall journey time savings of 0-30 seconds along this section.</p> <p>Section 3: A38 eastbound- bus lane between Wilmore Way and Skegby Lane through road space reallocation (length 700m), with the aim of achieving overall journey time savings of 30-60 seconds along this section.</p> <p>Section 4: B6023 eastbound- bus lane between Dalesforth Street and Unwin Road through roadspace reallocation. (length 500m), with the aim of achieving overall journey time savings of 0-30 seconds along this section.</p> <p>Combined Length: 2,400m (2.4km). Estimated overall journey time saving: 60-180 seconds</p> <p>The feasibility study will deliver the steps as set out in 1.8</p>	2,4,5,7	<p>Feasibility investigation completed: September 2023</p> <p>Subject to a positive feasibility outcome:</p> <p>Detailed design completed: March 2024</p> <p>Consultation completed(including representative polling): September 2024</p> <p>Delivery completed: March 2025</p>

A611 Bus Rapid Transit (measure)	1.11	<p>Feasibility study into delivering bus rapid transit measures including centralised traffic light priority, filling in laybys, yellow box junctions and bus stop clearways between A608 & B6021 covering 2,000m (2km).</p> <p>The aim of this measure is to make overall journey time savings of 0-30 seconds</p> <p>The feasibility study will deliver the steps as set out in 1.8</p>	2,4,5,7	<p>Feasibility investigation completed: December 2022</p> <p>Subject to a positive feasibility outcome:</p> <p>Detailed design completed: December 2022</p> <p>Delivery completed: July 2023</p>
A632 and A619 Bus Rapid Transit (measure)	1.12	<p>Feasibility study into delivering bus rapid transit measures including centralised traffic light priority, filling in laybys, yellow box junctions and bus stop clearways on the A632 corridor between Main Road and Portland Road, Langwith (860m) and on the A619/A60 corridor between Broad Lane and Newcastle Avenue, Worksop (4,400m).</p> <p>This would result in an estimated journey time saving of 0-30 seconds on both A632 & A619, however this would increase significantly if proposed improvements are implemented on the same corridors within the Derbyshire County Council boundary.</p> <p>The feasibility study will deliver the steps as set out in 1.8</p>	2,4,5,7	<p>Feasibility investigation completed: December 2022</p> <p>Subject to a positive feasibility outcome:</p> <p>Detailed design completed: December 2022</p> <p>Delivery completed: March 2023</p>
Operator Pinch Point Package (measure)	1.12	<p>Work with Bus Operators to identify the locations where buses experience regular and sustained congestion and/or reliability problems, and develop a series of interventions to alleviate these problems. These interventions could be in the form of bus stop clearways; junction protection; and yellow box junctions</p>	2,7	<p>Mansfield & Ashfield area commission & delivery completed: March 2023</p> <p>Rushcliffe area</p>

		The interventions will be prioritised according to journey time savings (where biggest delays are witnessed); frequency of delay occurrence; road safety; and accessibility.		commission & delivery completed: March 2024 Bassetlaw & Newark & Sherwood commission & delivery completed: March 2024
Centralised Traffic Light Priority (CTLTP) (measure)	1.13	Extend the roll out of CTLTP to signals across the entire bus network using a corridor-based approach. A list of signals for CTLTP is set out in Appendix X4	2,7	Mansfield & Ashfield area commission & delivery completed: March 2023 Rushcliffe area commission & delivery completed: March 2024 Bassetlaw & Newark & Sherwood commission & delivery completed: March 2024
2. FACILITIES				
Mansfield Interchange (Facility)	2.1	The Council will maintain the Interchange. 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	2,4,5,7	Continuous throughout the period of this Scheme.

		<p>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>		
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 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>	2,4,5,7	Continuous throughout the period of this Scheme.

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.
Nottinghamshire Hub Network (Facility)	2.6	<p>The Council will develop an integrated countywide network of interconnected transport hubs at key locations across the county, easily accessed via active modes with secure cycle parking, and carefully sited so that existing (and new) conventional bus services can serve the hubs and enable interchange for passengers between modes or services. The hubs will be the foundation for the emerging network of flexible DRT services and other connecting services tailored to individual communities and visitors. Hubs will be classified as Large Urban, Medium Town and Small Town/Rural Hubs. See Appendix X5 for map of proposed hub locations.</p>	2,4,5,7	<p>Feasibility & design: March 2023</p> <p>Introduced between April 2023 & March 2025.</p>
Bus Shelters, Shelter cases	2.7	Clear Channel is the approved contractor for the supply, installation and	5,7	Continuous throughout the

and Seating (Clear Channel) (Facility)		maintenance of advertising and matching non advertising bus shelters across the County. They have a contract with the 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.		period of this Scheme.
Bus shelters (Council installed) (Facility)	2.8	The Council will maintain all shelters as per Schedule 5	5,7	Continuous throughout the period of this Scheme.
	2.9	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)	2.10	The Council will maintain shelter inserts as outlined in Appendix X1 & X2.	1,5,7	Continuous throughout the period of this Scheme.
	2.11	<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)	2.12	<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 X1 & X2.</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</p>	1,5,7	Continuous throughout the period of this Scheme.

		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 provision of Information on Local Bus services' published in July 2003.		
Bus Stop Kerbs (Facility)	2.13	The Council will maintain 1,617 raised kerbs as per Appendix X1 & X2; 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	<p>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.</p> <p>The electronic display will show "real time" (or chronological scheduled information if there are operational issues) for all Local Services using the relevant bus stop.</p> <p>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.</p>	1,5,7	Continuous throughout the period of this Scheme.
Universal provision of Real Time	3.2	Connect all local bus operators to the regional D2N2 real time information estate.	1,5,7	Complete universal provision of real

Information (measure)		The Council will maintain the real time passenger information (RTPI) system; fund and support the connection of ticket machine suppliers to RTPI system; maintain an accurate single data set; and monitor data quality		time information: March 2023
Electronic Journey Planners (Facility)	3.3	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	2,4,5,6,7	Continuous throughout the period of this Scheme.

		at an early stage with all Bus Operators running existing Qualifying Bus Services at the time of consultation likely to be impacted by development.		
Parking Strategy Review (measure)	5.2	Work in partnership with district and borough partners to define a scope of works in relation to a review of parking strategy and charging policy to improve alignment with the cost of travel by public transport. This also includes investigating the potential for pocket park and ride sites.	2,4,6,7,8	<p>Complete parking strategy & charging policy review: September 2023</p> <p>Agree alignment of strategy & charging policies: March 2024</p> <p>Complete pilot to introduce revised charges: April 2024</p> <p>Review pilot & learning: March 2025</p>
6. MONITORING, ENFORCEMENT AND MAINTENANCE				
Enforcement of Bus Stands and Bus Stop Clearways (Measures)	6.1	<p>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.</p> <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</p>	2,7	Continuous throughout the period of this Scheme.

		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.		
	6.2	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.	2,7	Continuous throughout the period of this Scheme.
Enforcement of Bus Lanes and Bus Gates (Measures)	6.3	The Council will maintain enforcement of its bus lanes and bus gates. 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.	2,7	Continuous throughout the period of this Scheme.
	6.4	The Council will undertake a study to determine locations for additional cameras at bus lanes, red routes, bus stop clearways, and other traffic regulation order hotspots that can be enforced.	2,7	Study completion: December 2022 Complete phase 1 camera roll out: September 2023 Complete phase 2 camera roll out: March 2024
The Council will maintain the Facilities throughout the period of the Scheme having regard to the Maintenance Specification detailed in Schedule 5.				
7. OTHER INITIATIVES				
Bus Passenger Surveys	7.1	The Council will undertake Transport Focus surveys each year across the County to monitor passenger satisfaction	1,2, 3,4,5,7	On annual basis. Timing to be determined

		<p>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> <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.</p>		in consultation with the EP Board.
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 specifications for Newark, Mansfield, Sutton-in-Ashfield, and Nottingham satellite towns. The strategy will also review the appropriateness of an MOT in the remaining areas of the Scheme area.	1,3,4,7,9	<p>MOT strategy completed: December 2022</p> <p>Newark scheme launched: March 2023</p> <p>Mansfield/Sutton scheme launched: September 2023</p>
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 design, develop, and implement a Young Person (U22) Ticketing scheme.	1,3,7,9	Scheme design completed: December 2022

				Scheme delivery completed: September 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, and will maintain the links to multi operator information.	1,5,6	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, including promoting the availability of the England National Travel Concessionary Scheme (ENCTS) and ensuring that it is easy to apply for.	1,5,6	With effect from 1 April 2022
Information Coordination	9.5	The Council will work with Operators to develop a policy to ensure information is coordinated across all operators' services at bus stops, online, on location-based paper information; and through apps.	1,5,6	Agree minimum standards of information at stop: September 2022 Launch one stop shop solutions: March

				2023
10.TOTAL TRANSPORT SOLUTIONS (Measures)				
Total Transport Solutions	10.1.	The Council will work with partners in other sectors to explore efficiencies in transport provision and support active Travel Demand Management - to include NCC fleet operations; Vision West Notts College campus (including Nottingham Trent University); work buses for local businesses; and NHS trusts such as Doncaster Hospitals Trust for non-emergency passenger transport.	1,3,4,6,7	<p>Complete Vision West Notts College campus review revised network: October 2022</p> <p>Launch of Vision West Notts College campus revised network: September 2023</p> <p>Complete NHS NEPTS review & introduce recommended changes: September 2023</p> <p>Complete bus review and introduce recommended changes: March 2024</p>
	10.2	The Council will work with companies to develop Commuter plans.	1,7	With effect from 1 Apr 2022.
11.POCKET PARK & RIDE (Preparatory to provision of Facilities and Measures)				
Pocket Park & Ride	11.1	The Council will undertake a feasibility study to implement further Pocket Park and Rides in 23/24	2,4,5,7	Complete review of potential pocket park & ride sites: March

				2023 Complete negotiation and agreements: January 2024 Launch new sites: March 2024
12.NETWORK DEVELOPMENT (Further Initiatives)				
Demand Responsive Transport	12.1	Introduce DRT pilots as per Rural Mobility Fund: <ul style="list-style-type: none"> • 2 vehicle operation north of Ollerton/Tuxford in Bassetlaw district to provide access from rural areas to key centres, key destinations and interchanges. • 2 vehicle operation west of Ollerton in Newark and Sherwood district to provide access from rural areas to key centres, key destinations and interchanges • 1 vehicle operation to deliver evening services in Mansfield. • 2 vehicle operation in Rushcliffe District feeding to key local destinations and interchanges, including Clifton P&R; East Midlands Gateway, East Midlands Airport and University of Nottingham. 	1,4,5,6,7	Launch DRT in Bassetlaw, Newark & Sherwood & Mansfield: August 2022 Launch DRT in Rushcliffe: November 2022
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.
Bus Service	12.3	Following completion of comprehensive	1,4,5,6	Countywide

Enhancements		<p>network sustainability review, develop a BSIP supported services programme, using a blend of fixed, semi-fixed, DRT & community transport- implemented as a phased approach around the County with a priority order targeting:</p> <ol style="list-style-type: none"> 1. services identified for service reconfiguration following the network review 2. enhancements/kick start services to connect to major employment, training & health sites including Oakham Business Park in Mansfield; Brunel Industrial Estate in Newark and Manton Wood Enterprise Park in Worksop 3. enhancements/kick start services to connect to major leisure, retail & tourism sites 4. enhanced kickstart frequencies 5. enhancements/kick start to evening & Sunday services including Mansfield town centre. <p>As part of the review, consideration will be given to integration opportunities between different modes and active travel, as well as between buses.</p>	,7	<p>network review completed: September 2022 - April 2023</p> <p>Bassetlaw & Newark & Sherwood commission & delivery completed: April 2023</p> <p>Mansfield & Ashfield area commission & delivery completed: April 2023</p> <p>Rushcliffe area commission & delivery completed: September 2024</p>
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SCHEDULE 2 - STANDARDS OF SERVICES AND OPERATOR COMMITMENTS

Bus Operators will be engaged at every stage from inception to detailed design for all new bus infrastructure projects.

Bus Operators must share on a transparent, open book basis, any operational savings generated from bus priority schemes as detailed in Schedule 1, plus any additional revenue generated through other facilities, measures and commitments detailed in Schedule 1 and 2. Costs savings in areas including fuel, vehicle maintenance, driver overheads and any other cost as requested by the Council must be provided.

Non-Disclosure Agreements as required can be put in place between Bus Operators and the Council to facilitate the exchange of cost and revenue information on a confidential basis. Bus Operators will provide information on a quarterly basis in order for the Council to judge whether significant savings have been generated and/or additional revenue achieved. Any savings and/or additional revenue generated by individual Bus Operators will then be expected to be reinvested in improvements for passengers this can include but is not limited to fares and ticketing initiatives; improved frequency of services; additional journeys; promotion and marketing of the bus network within the scheme area; or investment in better quality and/or zero emission buses. Priorities for reinvestment will be negotiated on a case by basis between individual Bus Operators and the Council and reported back to the EP Board once agreed.

STANDARD	REF	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICA TION AGAINST SCHEME OBJECTIVE S	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 than 45mins, 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.
	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	Annual review of timetables, analysing impact of BSIP interventions and external factors permitting a reduction in bus service running times.	2,7	<p>Rapid review of existing timetables: December 2023</p> <p>Complete 22/23 running time review: March 2023</p> <p>Complete 23/24 running time review: March 2024</p> <p>Complete 24/25 running time review: March 2025.</p>
Timetable Alignment Review	1.6	Develop a scope of works to design timetables which will allow guaranteed connections at key interchange points to complement investment in bus priority and service development.	1,4	<p>Complete detailed review of interchange connections: March 2024</p> <p>Complete design of revised timetables: June 2024</p> <p>Introduce revised timetables: September 2024</p>
	1.7	Develop a scope of works to work in partnership with train and tram operators over timetable integration; integrated information provision; and extension of plus bus/exploration of integrated ticketing.	1,4,6	Complete detailed review of timetable/information & ticketing integration: June 2024

				Complete design of revised timetables/information & ticketing: September 2024 Introduce revised timetables/information/ticketing: December 2024
Multi Operator ticketing	1.8	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	1.9	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	1.10	All bus operators in the scheme area will participate in the Jobseekers scheme	3, 4, 7	Scheme adoption completed: March 2023 Scheme publicity launched: April 2023

Young Persons scheme	1.11	All bus operators will participate in County Council Young Persons' (U22) scheme. The aim is for the scheme to be fully commercial in 2025/26.	3, 4, 7	Scheme design completed: December 2022 Scheme delivery completed: September 2023
Fare rises	1.12	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	1.13	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 September 2022 to 31 March 2024.
Customer Care	1.14	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	1.15	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	1.16	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	4,6	Continuous throughout the period of this Scheme.

		inform the Council of the proposed service changes a minimum of 28 days in advance of submitting such an application to the Traffic Commissioner.		
	1.17	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	1.18	All Bus Operators will aim to join DVSA's Earned Recognition Scheme ("ERS")	1,5,6	Complete scheme participation by March 2025.
Inclusive Transport Leaders Scheme	1.19	All Bus Operators will aim to join DVSA's Inclusive Transport Leaders Scheme	1,5,6	Complete scheme participation for all operators: March 2024
Passenger Charter	1.20	All Bus Operators will be signed up to the Passenger Charter as per Appendix X3 by April 2022.	1,5,7	Agree Passenger Charter: September 2022 Passenger Charter sign up complete: October 2022 Commence Passenger Charter promotion: October 2022 onwards
Accessibility Awareness	1.21	With support from the Council, develop a scheme to improve information around	1,5,7	Audit accessibility

Campaign		access to the bus including wheelchair space availability and location of accessible bus stops.		standards across network area: March 2023 Design accessibility awareness campaign completed: September 2023 Launch campaign: September 2023
Ticket machine specification	1.22	All Operators will have electronic ticket machines on all buses serving Qualifying Bus Services. These will meet the Technical Specification 1000: Interoperable public transport ticketing using contactless smart customer media. Version V2.1.4. Operators will ensure equipment is compatible with any update version in a reasonable timescale	1,3,5,7	All electronic ticket machines to meet the required specification by September 2023
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 name and ultimate destination indicators at all times.	1	Continuous throughout the period of this Scheme.
	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.	1	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.	1	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 branded route. Internally, the Bus Operator must also provide their own contact details for bus users.	1,5	Continuous throughout the period of this Scheme.
	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.	1,5	Continuous throughout the period of this Scheme.
Marketing	2.9	All vehicles operating Qualifying Bus Services will carry branding to promote the Travel Notts Partnership. Where cross-boundary services run into adjacent bus partnership or franchising	1,5,6	Continuous throughout the period of this Scheme.

		<p>areas, appropriate arrangements will be agreed with the Bus Operator and neighbouring local Council.</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 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>		
Marketing Campaign	2.10	<p>Bus operators will work with the council to develop a joint marketing campaign promoting the partnership and encouraging bus usage, including promoting the availability of the England National Travel Concessionary Scheme (ENCTS).</p> <p>This will include travel incentive campaigns designed around specific measures implemented.</p>	1,3,5,6	To commence on 1 October 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	8	Continuous throughout the period of this

		requirement for the Bus to remain switched on.		Scheme
Complimentary Bus Priority Investment	2.13	Subject to the outcome of the A60 Woodhouse Road and A38 bus priority feasibility studies, award of BSIP funding and delivery of the two schemes, Stagecoach East Midlands will reinvest in the network by purchasing and maintaining 14 single deck electric buses to operate on Service 1 between Mansfield Woodhouse & Huthwaite/Alfreton via Sutton in Ashfield	5,7,8	<p>Subject to the outcome of a feasibility assessment into bus priority along the A60 corridor, and BSIP funding:</p> <p>Complete investment preparatory work: March 2023</p> <p>Introduce new fleet: March 2024</p>
	2.14	Subject to the outcome of the A38 bus priority & A611 Bus Rapid Transit feasibility studies, award of BSIP funding, delivery of the schemes, and winning future ZEBRA funding, trentbarton will reinvest in the network by purchasing and maintaining 18 single deck hydrogen buses to operate on the threes route between Mansfield & Nottingham via Sutton in Ashfield & Kirkby in Ashfield.	5,7,8	<p>Subject to the outcome of a feasibility assessment into bus priority along the A60 corridor, and BSIP funding:</p> <p>Complete investment preparatory work: September 2023</p> <p>Introduce new fleet: September 2024</p>
	2.15	Subject to the outcome of the A60 Nottingham Road, Mansfield bus priority feasibility studies, award of BSIP funding and delivery of scheme, Stagecoach East	5,7	Subject to the outcome of a feasibility assessment into

		Midlands will reinvest in the network by delivering mid-life refurbishment of the pronto bus bus fleet during 2024/25 financial year including rebrand, repaint, retrim, and upgraded wifi.		bus priority along the A60 corridor, and BSIP funding: Complete investment preparatory work: March 2024 Introduce new fleet: March 2025
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	5	Continuous throughout the period of this

		for all passengers on Local Services.		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 that stop” or in a matrix format together with a route summary which details the main areas served by the service.	1,5,7	Continuous throughout the period of this Scheme
	4.3	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.	1,5,7	Continuous throughout the period of this Scheme
	4.4	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.	1,5,7	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 Travel Notts Partnership. The same principles apply as per paragraph 2.9 for on bus vinyls regarding design and content.	1,5,7	Continuous throughout the period of this Scheme.
SIRI Data	4.9	Operators to provide a SIRI VM or SM into the D2N2 RTI system. Operators to support connection of the ticket machine supplier to the RTI system; fund the maintenance of ticket machine provider feeds; manage scheduled data to BODS standards and supply to the Council 15 working days in advance of going live except in exceptional circumstances; and monitor data quality	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
Information Coordination	4.12	<p>Develop a policy to ensure information is coordinated across all operators' services at bus stops, online, on location-based paper information; and through apps.</p> <p>Operators to work with the Council to develop a policy to ensure information is coordinated across all operators' services at bus stops, online, on location-based paper information; and through apps.</p>	1,5,6,7	<p>Agree minimum standards of information at stop: June 2022</p> <p>Launch one stop shop solutionssolutio n: March 2023</p>
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.	1	Continuous throughout the period of this Scheme
Provision of trained drivers' data	5.2	To provide the Council with an annual statement of the number and proportion of drivers qualified or receiving training (as specified in 1.13 above) operating on Local Services covered by the Scheme.	1,7	Apr 2022 onwards on a date to be agreed 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	8	With effect from 1 Apr 2022 onwards on such dates as

		functional DDA compliance), and real-time enabled.		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.	2	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	24	Newark - Grantham	Monday - Saturday
CT4N	18	Nottingham - Beeston - Stapleford	Monday - Saturday
CT4N	300	Lowdham - Southwell - Newark	Mondays, Wednesdays & Fridays
CT4N	L75	Netherfield - Gedling - Burton Joyce	Monday - Friday
First South Yorkshire	205	Doncaster - Rossington - Harworth - Tickhill	Monday - Saturday
GEM Mini Travel	341	Barnby in the Willows – Fernwood - Newark	Monday - Saturday
GEM Mini Travel	367	Newark – Collingham - Harby	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 Minibuses	N73	Mapperley - Carlton - Netherfield	Monday - Friday
Nottsbus	33	Nottingham - Cropwell Bishop - Radcliffe on Trent/Sutton cum Granby	Monday - Saturday
Nottsbus	510	Beeston - Attenborough - Toton - Stapleford	Monday - Saturday
Nottsbus	511	Stapleford Town Service	Monday - Saturday
Notts & Derby	27	Swingate - Kimberley - Awsworth - Ilkeston - Larklands	Monday - Saturday

PC Coaches	47	Newark - Lincoln	Monday - Saturday
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	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	141	Nottingham - Hucknall - Blidworth - Rainworth - Mansfield - Sutton	Daily
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 Midlands	218	Mansfield - Forest Town	Monday - Saturday
Stagecoach East Midlands	219	Mansfield - Berry Hill - Mansfield	Monday - Saturday
Stagecoach East Midlands	240	Mansfield - Berry Hill (Berry Hill Flyer)	Monday - Saturday
Stagecoach East	Pronto	Nottingham - Mansfield - Chesterfield	Daily

Midlands			
Stagecoach East Midlands	Sherwood Arrow	Nottingham - Ollerton - Worksop/Retford	Daily
Stagecoach Yorkshire	1	Newbold - Langwith	Daily
Stagecoach Yorkshire	77	Chesterfield - Worksop	Daily
trentbarton	18	Heanor - Ilkeston - Beeston - Nottingham	Sundays & Bank Holidays
trentbarton	33	Ilkeston - Heanor - Eastwood - Kirkby - Sutton	Monday - Saturday
trentbarton	34	Ilkeston - Marlpool Farm - Heanor - Eastwood - Kimberley - Harrier Park - Hucknall	Daily
trentbarton	35	Hucknall Railway Station - Hayden Lane - Hucknall Railway Station	Daily
trentbarton	90	Sutton - Kirkby - Selston - Jacksdale - Ripley	Monday - Saturday
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, 93B	Radcliffe - Bingham - Bottesford - Grantham	Monday - Saturday

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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 Bespoke Variation Mechanism. For avoidance of doubt the Council is able to recontract and outsource further aspects of Facility Maintenance at its discretion.

1 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.	Facilities & Partnerships Team of the Council
	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.	
	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.	The supplier of the system

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

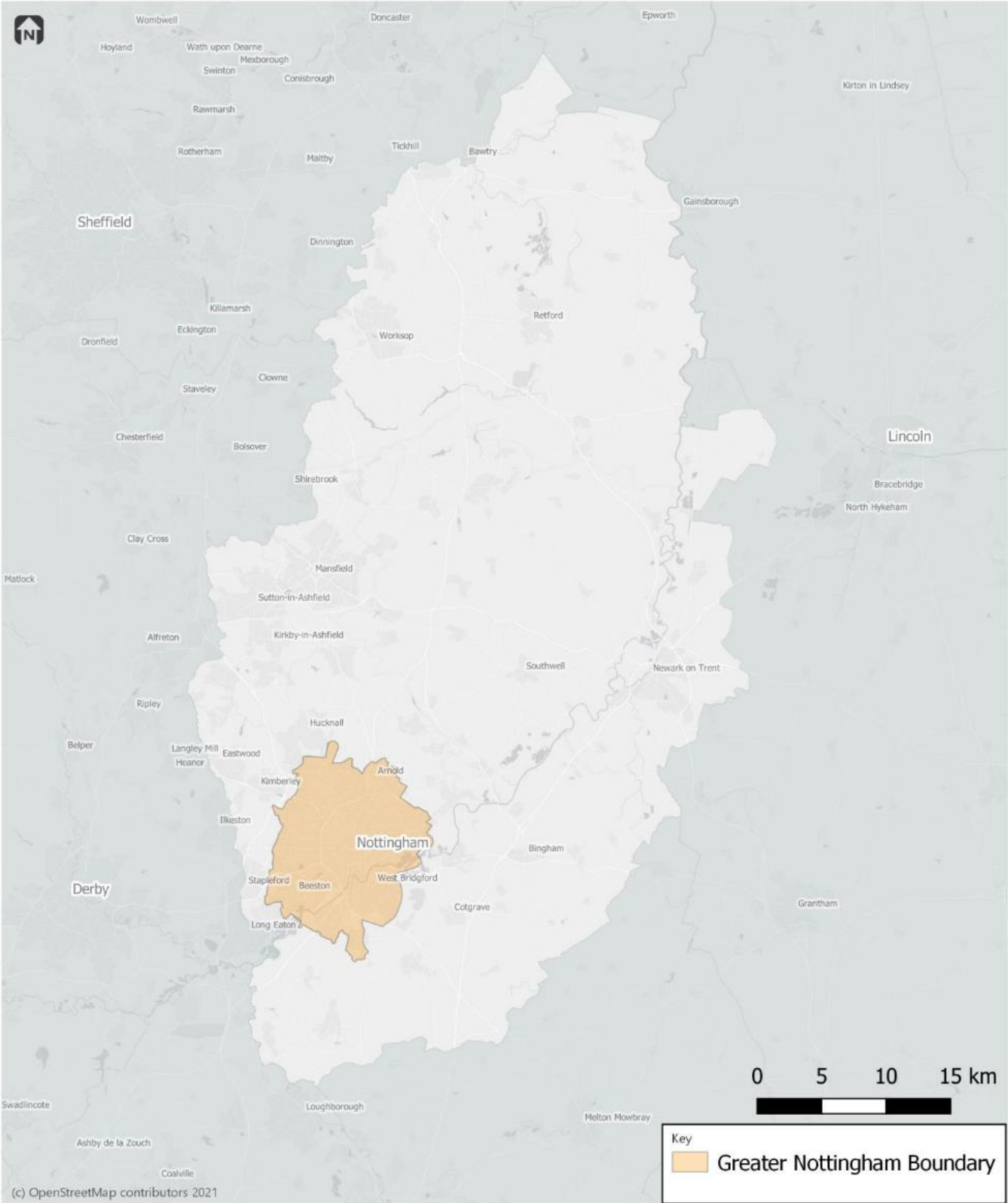
District of Mansfield

<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

SCHEDULE 7 - SCHEME MAP



SCHEDULE 8 –BSIP funding allocation

Theme	Scheme	Indicative Cost - Total for 3 years		Journey Time Savings	Delivery Milestones
		Resource (£)	Capital (£)		
Bus priority infrastructure	A60 Nottingham Road, Mansfield Bus Priority	50,000	3,300,000	30-60 seconds	Feasibility investigation completed: March 2023 Detailed design completed: September 2023 Consultation completed: December 2023 Delivery completed: September 2024
	A60 Woodhouse Road, Mansfield Bus Priority	50,000	2,150,000	30-100 seconds	Feasibility investigation completed: March 2023 Detailed design completed: September 2023 Consultation completed: December 2023 Delivery completed: September 2024
	A38 Bus Priority	50,000	3,630,000	60- 180 seconds	Feasibility investigation completed: September 2023 Detailed design completed: March 2024 Consultation completed: September 2024 Delivery completed: March 2025
	A611 Bus Rapid Transit	50,000	500,000	Up to 30 seconds	Feasibility investigation completed: December 2022 Detailed design completed: December 2022 Delivery completed: July 2023
	A632 and A619 Bus Rapid Transit	-00	276,000	Up to 30 seconds	Feasibility investigation completed: December 2022 Detailed design completed: December 2022 Delivery completed: March 2023
	Operator Pinch Point Package	-00	470,000		Mansfield & Ashfield area commission & delivery completed: March 2023

					Rushcliffe area commission & delivery completed: March 2024
					Bassetlaw & Newark & Sherwood commission & delivery completed: March 2024
	Centralised Traffic Light Priority (CTLP) Roll Out Extension	-00	350,000		Mansfield & Ashfield area commission & delivery completed: March 2023 Rushcliffe area commission & delivery completed: March 2024 Bassetlaw & Newark & Sherwood commission & delivery completed: March 2024
	Bus Priority Enforcement Improvements	100,000	240,000		Complete surveys & data collection: December 2022 Commence extension of enforcement: April 2023 Complete phase 1 camera roll out: September 2023 Complete phase 2 camera roll out: March 2024
Other infrastructure	Complimentary Bus Priority Corridor Bus Stop Infrastructure Improvements	-00	200,000		Complete bus stop improvements in line with bus priority corridor delivery- see bus priority schemes for timescales.
Lower fares	Under 22 Young Persons Scheme	1,200,000	-00		Scheme design completed: December 2022 Scheme delivery completed: September 2023
Simplified Ticketing	Multi Operator Ticketing Delivery Programme	40,000	-00		Strategy development completed: December 2022 Newark scheme launched: March 2023 Mansfield & Ashfield scheme launched: September 2023
Bus Network Development	Bus Service Enhancements	3,900,000	-00		Countywide network review completed: September 2022 - April 2023 Bassetlaw & Newark & Sherwood commission & delivery completed: April 2023

					Mansfield & Ashfield area commission & delivery completed: April 2023 Rushcliffe area commission & delivery completed: September 2024
Integration	Nottinghamshire Hub Network	-00	1,671,800		Feasibility & design: March 2023 Introduce between April 2023 & March 2025.
	Pocket Park & Rides	-00	110,000		Complete review of potential pocket park & ride sites: March 2023 Complete negotiation and agreements: January 2024 Launch new sites: March 2024
Marketing	Complimentary Bus Priority Corridor Marketing Campaigns	100,000	-00		Complete marketing campaigns in line with bus priority corridor delivery- see bus priority schemes.
EP delivery costs	Nottinghamshire County Council staff costs associated with EP management and scheme delivery.	276,000	-00		
Totals		5,816,000	12,897,800		

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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Appendix X4 - Signals for Centralised Traffic Light Priority

Ashfield	
Junction Reference	Address
J50311	A611 Annesley Road/Hucknall Road (Newstead Turn)
J50331	A611 Derby Road / Forest Lane (Badger Box)
J50381	Derby Rd/Shoulder of Mutton Hill
P51294	Mansfield Road/Hill Crescent
J51411	A38 Kings Mill Rd East/B6022 Station Rd
J51421	A38 Kings Mill Rd/Penny Emma Way, Sutton-in-Ashfield
J51431	Kings Mill Rd East/Kirkby Rd/Sutton Rd (Fire Station)
J52241	Lowmoor Road/Portland Street
Bassetlaw	
Junction Reference	Address
J70171	A60 Doncaster Rd / A634 Blyth Rd / Maltby Rd - Oldcotes
J70192	A638 Great North Road/Blyth Road - Ranskill
J70211	Scrooby Road / Shrewsbury Road - Harworth
J70251	A614 Bawtry Road / C65 Blyth Road - Blyth
J70261	C65 Blyth Rd / C66 Serlby Rd - Harworth
J70411	Doncaster Road / Firbeck Colliery Access - Costhorpe
J71111	Bridge St/Central Avenue/Ryton St - Worksop
J71121	Bridge Street / Newcastle Avenue - Worksop
J71193	Potter Street/Bridge Street - Worksop
J71211	Gateford Rd/A60 Carlton Rd/Victoria Square - Worksop
J71221	Watson Road/Bridge Place - Worksop
J71231	Watson Road/Ryton Street - Worksop
J71241	Watson Rd/Memorial Avenue/Newcastle Street - Worksop
J71311	Carlton Road/Turner Road - Worksop
J71392	A60 Carlton Rd/Thievesdale Lane(Cannon X Roads) - Worksop
J71393	Kilton Hill/Blyth Road - Worksop
J71396	Kilton Road / Morrison Access - Worksop
J71421	Retford Road / High Hoe Road - Worksop
J71511-2	A57 Worksop BP / Newcastle Avenue - Cont B. - Worksop
J71561	A57 Worksop BP / A60 Mansfield Rd - Cont A. - Worksop
J71621	Gateford Road/Babbage Way - Worksop
J71631	Gateford Road/Turner Road - Worksop
J71721	Gateford Road / Raymoth Lane - Worksop
J71731	Gateford Road / Ashes Park Avenue - Worksop
J71741	A57 Worksop BP / Woodsetts Lane - Shireoaks Roundabout / Controller A - Shireoaks
J71751-2	A57 Worksop BP / Gateford Road - Shireoaks Roundabout / Controller B - Shireoaks
J72111	Arlington Way/Moorgate - Retford
J72121	Arlington Way/Chapel Gate/Spital Hill - Retford

J72131	Arlington Way/Grove Street - Retford
J72141	Arlington Way/Carolgate/London Rd - Retford
J72151	Amcott Way/Morrison's Superstore - Retford
J72191	Grove St/Nelson St/Canal Bridge - Retford
J72331	Moorgate / Tiln Lane - Retford
Broxtowe	
Eligible junctions included within Greater Nottingham Enhanced Partnership Scheme	
Gedling	
Eligible junctions included within Greater Nottingham Enhanced Partnership Scheme	
Mansfield	
Junction Reference	Address
J60442	Nottingham Road/Baum's Lane
Newark	
Junction Reference	Address
J80111	A1133 High St / C93 Station Rd - Collingham
J80291	Rainworth Bypass/Rufford Colliery - Rainworth
J80292	A6097 Lowdham Bypass / C63 Ton Lane - Lowdham
J80294	A6097/Moor Lane, Calverton - Calverton
J80296	A612 Main Rd/A617 Kelham Rd, Averham - Averham
J80321	Mansfield Road / Church Street, Edwinstowe - Edwinstowe
J80331	Mansfield Rd / West Lane, Edwinstowe - Edwinstowe
J80391	Robin Hood Crossroads/Rufford Rd/B6030 - Edwinstowe
J81111	Barnby Gate/Sherwood Avenue - Newark
J81131	London Road/Sherwood Avenue - Newark
J81141	Lombard St/London Road - Newark
J81161	Lombard St / ASDA Potterdyke - Newark
J81211	Northgate/Queens Road - Newark
J81221	Lincoln Road/Winthorpe Road - Newark
J81241	Beacon Hill Road/Northern Road - Newark
J81311	London Road/Main Street - Balderton
J81411	Lincoln Road/Brunel Drive/Harvest Drive - Newark
J81531	Bowbridge Lane / Hawton Lane - Newark
J81541	Bowbridge Lane / Flaxley Lane - Newark
J81551	Bowbridge Lane / New Rd - Newark
J82121	Southwell Rd East/Kirklington Rd, Rainworth - Rainworth
J82296	A617 / Averham Relief Road - Averham
J83141	B6030/Archway Rd/Dog & Duck - Old Clipstone
J83311	A614 Old Rufford Rd / B6034, Rufford - Edwinstowe
Rushcliffe	
Eligible junctions included within Greater Nottingham Enhanced Partnership Scheme	

Appendix X5 – Nottinghamshire Hub Network

Nottinghamshire Hub Network - Potential Locations

