

MANSFIELD PUBLIC TRANSPORT INTERCHANGE & TOWN CENTRE STATUTORY QUALITY BUS PARTNERSHIP SCHEME

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MANSFIELD PUBLIC TRANSPORT INTERCHANGE & TOWN CENTRE STATUTORY QUALITY BUS PARTNERSHIP SCHEME IS MADE IN ACCORDANCE WITH SECTIONS 114 – 123 OF THE TRANSPORT ACT 2000 (the “Scheme”) BY **Nottinghamshire County Council**, of County Hall, Loughborough Road, West Bridgford, Nottingham, NG2 7QP.

1. 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” means any operator running passenger services registered as local services with the Traffic Commisioners.

- “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 during the times specified in column 3 in the table in Appendix X2 the public service vehicle will not be permitted to wait for longer than the maximum duration of time specified in column 4 of the aforementioned table and will not be permitted to wait again during the period of time specified in column 5 of the aforementioned table.

- “Bus Stop” means a location within the scheme area other than within the Mansfield Public Transport Interchange 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 duration during the period of time specified in column 4 of the table in Appendix X3;

“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;
“Excluded Services”	shall mean the category of Local Services listed in Schedule 4;
“Excursion or Tour”	has the same meaning as given in section 137(1) of the Transport Act 1985;
“Facilities”	means those facilities intended for the convenience of passengers of local services which are listed in Schedule 2;
“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);
“Mansfield Public Transport Interchange” or “MPTI”	means the new passenger interchange facility on Quaker Way, Mansfield
North Nottinghamshire Bus Quality Partnership (NNBQP)	means the informal partnership consisting of District Councils, Nottinghamshire County Council, Bus Operators, public transport interest groups and other stakeholders in North Nottinghamshire.
“NNBQP Meeting”	means the half yearly meetings of the NNBQP which are scheduled to be held on dates to be determined every March and December unless otherwise stated.
“Reserve Service Change Dates”	means a further six dates that will be reserved each calendar year in addition to the agreed Service Change Dates which for each year will be agreed between the Council and Bus Operators at the December NNBQP meeting in the preceding year, or otherwise determined by the Council, acting reasonably;

“Scheme”	means the Mansfield Quality Bus Partnership; the subject of this document;
“Scheme Area”	means the area where the scheme will apply and which is defined in Appendix X4;
“Service Change Dates”	means the closest Sunday to the following:- (a) last Sunday in January; (b) start of British Summer Time; (c) Sunday before May Day Bank Holiday; (d) end of the school summer term; (e) start of the school autumn term; (f) end of British Summer Time, The members of the NNBQP will be notified of the dates of (d) and (e) by the County Council prior to the relevant NNBQP meeting;
“SQPS”	means a Statutory Quality Partnership Scheme made pursuant to section 114(1) of the Transport Act 2000;
“Standards of Service”	means the standards of service set out in Schedule 3 (<i>Standards</i>);
“Traffic Commissioner”	has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981;
“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;
“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;

2. DATE AND PERIOD OF OPERATION

2.1

The Scheme was made on 26th January 2013 and will come into effect on the 5th May 2013 .

The Standards of Services and Facilities at all bus stops within the scheme are to be in place by the commencement date of the scheme. Some facilities relating to camera enforcement of the bus lanes on Leeming Street and Nottingham Road may not be in place by this date but will be introduced by September 30th 2013..

2.2

The Scheme will operate for a period of 10 years from the Commencement Date notwithstanding any postponement of the Scheme under section 117 of the Transport Act 2000 and subject to variation or revocation in accordance with Section 120 of the Transport Act 2000.

3. SCHEME PURPOSE AND OBJECTIVES

3.1

The Scheme aims to bring benefits to persons using Local Services by improving the quality of those Local Services operating in the Scheme Area and restricting the use of the Bus Stops in the Scheme Area to those Local Services that meet the Standards of Service. The Council is satisfied that both the provision of the Facilities and the provision of Local Services to the required standard will achieve this aim.

3.2

The Scheme aims to enable Bus Operators to achieve more reliable and punctual services in accordance with bus service registrations as part of their commitments to the Traffic Commissioner.

3.3

The Scheme purpose and objectives are:-

- to facilitate an increase in the modal share of the bus as part of the Local Transport Plan objectives
- to improve the overall image of bus services to grow bus patronage
- to increase mobility and reduce barriers to bus use to make bus use easier
- to contribute to economic regeneration and the social inclusion policies of the Council
- to ensure safety and security throughout the whole journey
- to ensure interchange is not a major barrier to travel
- to provide additional Mansfield Town centre bus infrastructure in order to accommodate more bus services/higher frequencies in-line with modal share targets
- to provide information and reassurance to customers already on a journey, or to help customers plan a journey in the future. Key information will be provided at all bus stops and bus shelters, from timetable information to mapping and journey planning information
- to achieve better environmental conditions and improve pedestrian and cycling amenities on bus priority streets
- to reduce pressure on congested bus priority streets and bus stops to help improve journey reliability and reduce delays
- to manage bus stop use so as to maximize capacity within a quality framework whilst maintaining high environmental standards

4. SCHEME AREA

4.1

The Scheme Area covers 25 bus stops within Mansfield Town Centre and the MPTI as listed on Schedule 1 covering the area and streets defined in Appendix X4 and X5.

4.2

The Scheme shall apply to Bus Operators of Local Services operating within the Scheme Area.

4.3

A summary of all Local Services operating in the Scheme Area at the date of making of the Scheme is set out in Schedule 6 (Affected Services). The Council will update Schedule 6 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 6 shall not exempt a Local Service from the Scheme, which would otherwise fall within the terms of the Scheme.

5. FACILITIES

5.1

Subject to compliance with clause 8 (Conditions of Use), the Council will make the Facilities available to Local Services from the Commencement Date, until the date the Scheme ceases to have effect.

5.2

Clause 5.1 shall not apply in relation to any Local Service using a Facility for any period during which the Council is temporarily unable to 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 non-provision of such Facility, confirming the reason for such non-provision and the anticipated period during that the Facility will not be available.

5.3

The Facilities are to be maintained for the duration of the Scheme in accordance with Schedule 7 (Maintenance of Facilities).

5.4

Any queries regarding the Traffic Regulation Orders for the Scheme Area may be obtained from the Traffic Manager, Nottinghamshire County Council, Environment and Resources, Trent Bridge House, West Bridgford, NG2 6BJ

5.5

The Council has included existing Bus Stops and other Facilities within the Scheme which were less than 5 years old when notice of the Scheme was first published, and between 5 and 10 years old. 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 2 in accordance with the Quality Partnership Schemes (Existing Facilities) Regulations 2001

6. STANDARDS OF SERVICES TO BE PROVIDED BY BUS OPERATORS

6.1

For the purpose of the Scheme, all Local Services will be in accordance with the requirements of clauses 6.2 of this Scheme in order to use the facilities.

6.2

A Local Service shall comply with the Standard of Services as specified in Schedule 3 including:

- a) meeting a minimum Euro II emission standards from the Commencement Date and Euro III standards by April 2014 ; and
- b) having DDA compliant destination displays and full DDA accessibility.

6.3

Any notification which has been requested to be sent to the Council should be copied to the Mansfield Bus Station Manager, Nottinghamshire County Council, Quaker Way, Mansfield , Nottinghamshire, NG18 1LP and the Team Manager, Nottinghamshire County Council, Transport and Travel services, Fox Road , West Bridgford, Nottingham NG2 6BJ.

7. SCHEME BENEFITS

7.1

The improvements to infrastructure, 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.

7.2

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 increase bus priority measures in Mansfield and the enforcement of these measures. This should improve reliability and accessibility and help towards increasing bus usage.

7.3

The targets for passenger benefits for the MPTI are based on the Major Scheme Business Case submission as approved by the Department For Transport in 2011.

7.4

There has already been significant investment in Mansfield Town Centre with regards to the MPTI, enforcement mechanisms, waiting infrastructure and electronic information. The County Council is keen to protect this level of investment by ensuring that it is utilised by high quality services.

8. CONDITIONS OF USE

8.1

An operator of a Local Service may only use the Facilities in the Scheme Area if:

- a) a written undertaking from the Bus Operator in the template form attached at Schedule 5 is provided to the Traffic Commissioner and a copy delivered to the Council; and
- b) each Local Service is provided by such Bus Operator to the Standards in accordance with that undertaking except for any period during which such Bus Operator is temporarily unable to do so owing to circumstances beyond their control, provided that the Council is notified in writing as soon as practicably possible as to the reasons and period of such non-compliance.

8.2

Any Bus Operator of a Local Service who fails to comply with paragraph 8.1 above may be subject to action by the Traffic Commissioner in accordance with section 26 (Conditions attached to PSV operator's licence) of the Transport Act 1985 and section 155 of the Transport Act 2000.

9. REVIEW AND MONITORING

9.1

The Council and Bus Operators will review the operation of the Scheme at each NNBQP Meeting, which will include an assessment of the Scheme's benefits in order to determine if any action is required to maintain the Facilities and/or Standards of Service.

9.2

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.

9.3

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 Clause 8.2.

SCHEDULE 1 – BUS STOPS & NEW/REFURBISHED FACILITIES WITHIN THE SCHEME AREA

All refurbishments and installations to be completed by March 25th 2013

Real Time units will be installed on new poles.

All other bus stop poles were installed in financial year 2009/10

Stop reference and location			Shelter Type	Real Time
MPTI bays A - P				Y
MA0417	Council Office	Chesterfield Road South		Y
MA0230	Council Office	Chesterfield Road South	New BSL	Y
MA0418	Tesco	Chesterfield Road South		Y
MA0092	Tesco	Chesterfield Road South	Refurbished CC	Y
MA0089	St Philip Neris Church	Chesterfield Road South	Refurbished CC	Y
MA0373	Wood Street	Wood Street		
MA0028	Westgate	Westgate	New BSL	Y
MA0091	Thoresby Street	Wood Street		
MA0338	Rosemary Street	Rosemary Street		
MA0174	Magistrates Court	Westfield Lane		
MA0172	Fire Station	Rosemary Street	New CC	Y
MA0173	Fire Station	Rosemary Street	Refurbished CC	
MA0353	Stockwell Gate	Stockwell Gate	Refurbished CC	
MA0352	Community Hospital	Stockwell Gate	Refurbished CC	Y
MA0351	Community Hospital	Stockwell Gate	New BSL	Y
MA0029	Quaker Way	Quaker Way	New BSL	Y
MA0559	Bridge Street	Bridge Street	New BSL	Y
MA0560	Bridge Street	Bridge Street		
MA0558	Toothill Lane	Toothill Lane	Refurbished BSL	Y
MA0553	Leeming Street	Leeming Street	New CC	Y
MA0554	Leeming Street	Leeming Street	New BSL	Y
MA0555	Leeming Street	Leeming Street		
MA0556	Leeming Street	Leeming Street		
MA0557	Leeming Street	Leeming Street		
MA0391	St Peters Way	Bath Lane		

BSL = Bus Shelters Limited

CC = Clear Channel

SCHEDULE 2 - FACILITIES PROVIDED BY NOTTINGHAMSHIRE COUNTY COUNCIL

FACILITY	REF	DESCRIPTION OF FACILITY
1. MPTI		
Mansfield Town Centre	1.1	<p>The new Interchange is fully enclosed, providing a comfortable waiting area with plenty of seating, toilets, shop, café and baby changing area. It includes a staffed travel information office, CCTV cameras linked to the Mansfield town centre system and automatic doors separating the waiting passengers from buses. There are driver facilities provided for Bus Operators and electronic information systems providing passenger information.</p> <p>The MPTI uses a departure bay allocation system to avoid service clashes on bays and to assist passengers finding services departing in similar directions.</p>
2. BUS PRIORITY		
Bus Lanes and other traffic restrictions	2.1	<p>A number of bus lanes and other traffic restrictions have been introduced on key routes over recent years within the Scheme Area to give priority to buses as described in Schedule 8 (TRO 2002 & 2004). The Council will increase enforcement of these existing TRO's to improve bus priority in the Scheme Area. In addition to these TRO's have been introduced in 2012 in relation to accesses to and from the new MPTI.</p>
Clumber Street and Leeming Street Prohibition of Driving enforcement	2.2	<p>The "Nottinghamshire County Council (Clumber Street and Leeming Street, Mansfield) (Prohibition of Driving) Traffic Regulation Order 2006 (2111)" was been introduced to reduce the volume of through-traffic travelling along Clumber Street and Leeming Street between the hours of 11pm and 4am. The "Nottinghamshire County Council (Mansfield Consolidateds 2, 3, 10, 11 and 12) (Mansfield South Area) Traffic Regulation Order 2004 (2107) introduced</p>

a northbound bus lane along Nottingham Road effective all hours all days. The Orders restrict access to buses, emergency service vehicles, vehicles displaying a blue-badge permit, Hackney Carriages, private hire vehicles, vehicles in the service of utility companies and local authorities, and vehicles requiring residential access during these times. As part of the facilities of the Scheme camera enforcement of the Prohibition of Driving will be introduced.

Bus Stands and Bus Stop Clearways

2.3 Within the Scheme Area in addition to the 16 bays at the MPTI there will be 25 Bus Stops, including 1 Bus Stand which can be used to layover. All Bus Stops within the Scheme Area are designated in Appendix X1 and X2 as either a-

- a) Bus Stop Clearway
- b) Bus Stand Clearway

2.4 Bus Stop Clearways and Bus Stand Clearways will be provided at all stops where these are not currently in place, save to the extent that this is not possible due to loading and unloading requirements for local businesses, as specified in Appendix X1 & 2 (Infrastructure) to this Schedule 2.

Bus Stop Clearways and Bus Stand Clearway will only permit use by Local Services. Enforcement of these facilities will be through local Civil Parking Enforcement Officers working on behalf of the Council.

2.5 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:-

- a) all "Bus Stand Clearways" whether existing or new will be designated with a maximum layover of 30 minutes, as specified in Appendix X1.
- b) all "Bus Stop Clearways" whether existing or new will be designated with a maximum layover of 2 minutes, as specified in Appendix X3 in accordance with regulation 3 (a) of The Traffic Signs Regulations and General Directions 2002/3113.

3. INFRASTRUCTURE

Bus Shelters,
Shelter cases and
Seating

3.1 Clear Channel is the approved contractor for the supply, installation and maintenance of advertising and matching non advertising bus shelters across the County. They have a contract with the Council running until 2025 and will be responsible for the installation or refurbishment of 9 bus shelters including seating and lighting, within the Scheme Area. Clear Channel will also be responsible for the cleaning and maintenance of the specified standards in Schedule 7 of the shelters that they own within the scheme area.

The Council will also provide 7 refurbished bus shelters including seating and lighting, within the Scheme area. The Council has a contract for shelter cleaning and maintenance that will ensure it meets the requirements of Schedule 7.

Subject to site limitations, additional bus shelters will be provided at bus stops within the Scheme Area by either party and will either be of the Principle design or Commander design, depending on location.

Sheltercase Inserts

3.3 Each bus shelter within the Scheme Area will be provided with a shelter case. The shelter case inserts will contain details of all bus routes and destinations in Mansfield Town and surrounding areas.

The inserts will be updated for the start of the SQBP scheme and updated on the following service change dates:

- Start of new school year
- Start of British Summer Time.

This provision is over and above the minimum requirements agreed under the County Council's Bus Service Information Strategy, which is a daughter document of the Local Transport Plan, and will provide additional information to assist passengers plan their journeys.

Bus Stop Information Poles,
Bus Stop Plate and Timetable
cases

3.4 A bus stop information pole, 4 sided timetable display and 700mm bus stop flag will be provided at each bus stand or bus stop within the Scheme Area, as specified in Appendix 2 (Infrastructure).

The “Bus Stop” plate legend will be varied to “Bus Stand”, where the stop is designated a bus stand in accordance with paragraph 2.5 above.

The Bus Stop plate will be provided by the Council for use by the relevant Local Services. Operator and service vinyls displayed on the plates will need to comply with the County Council’s ‘Strategy for the provision of Information on Local Bus services’ published in July 2003.

Bus Stop Kerbs	3.5	The minimum standard kerb height provided at all bus stops within the Scheme Area will be 125mm, with an acceptable height of 140mm, and a maximum height of 180mm.
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4. ELECTRONIC INFORMATION

Real-Time Electronic Displays	4.1	An electronic display (3 line LED) will be provided at each bus stop within the Scheme Area specified in Schedule 1 (Bus Stops and Facilities) as having real time displays.
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The electronic display will show either “real time” or chronological scheduled information for all Local Services using the relevant bus stop.

The County Council or Partner Local authorities can add messages to the electronic displays within the Scheme Area, which can provide useful travel information relating to various one-off network changes – stops, services, fares, roadworks, delays etc. The facility to add messages is available to bus operators, during office hours (Monday to Friday 8.30 am - 5.00 pm).

Electronic Journey Planner	4.2	The Council will provide an electronic journey planner kiosk at MPTI.
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5. MONITORING, ENFORCEMENT AND MAINTENANCE

Enforcement of Bus Stands and Bus Stop Clearways	5.1	The Council is responsible for civil parking enforcement and has powers to undertake the enforcement of Bus Lane contraventions and Bus Stand and Bus Stop clearways. Civil Enforcement Officers, who are employed on behalf of the Council will undertake enforcement of parking regulations.
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Civil Enforcement Officers will be tasked with enforcing the new Bus Stop and Bus Stand clearways which are being provided as part of the scheme to improve access to Bus Stops and speed up boarding times. The Enforcement Officers will be asked to focus on this from the commencement of the scheme to ensure that motorists are discouraged from current patterns of parking at or close to Bus Stops.

The Civil Enforcement Officers shall issue a Penalty Charge Notice if the restrictions detailed in 2.5 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.

Enforcement of Bus Lanes and Bus Gates 5.2 The Council has powers to enforce Bus Lanes and Bus Gates in the Scheme Area.

The Council will as part of the scheme introduce equipment to ensure that enforcement of contraventions is carried out using DfT approved technology that records unauthorised motorists using Bus Lanes or Gates.

This equipment will be operational by no later than 30th September 2013.

Maintenance 5.3 The Maintenance Specification for the Facilities provided within the Scheme Area, are detailed in Schedule 7.

6. OTHER FACILITIES

Bus Passenger Surveys 6.1 The Council will undertake detailed surveys each year in Mansfield to monitor customer satisfaction with bus services and information in the town. These will take the form of a questionnaire survey over a two day period and customers are interviewed to comment on all aspects of their journey on and off bus.

The information will also be presented to the operators at the quarterly North Nottinghamshire Bus Quality Partnership 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.

SCHEDULE 3 - STANDARDS OF SERVICES

STANDARD	REF	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION
1. OPERATOR STANDARDS			
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.	To improve the reliability of bus services and to intervene with incidents as they arise.
	1.2	To participate in Bus punctuality partnerships which are broadly similar to Punctuality Improvement Plans (PIPs) in that they place a commitment on bus operators (there can be more than one in the area) and the local authority (local traffic and transport authorities) to work together on issues affecting bus punctuality, and to identify any problems and solutions through the production of a punctuality partnership plan. Bus punctuality partnerships are based on 6 key principles: Principle 1: <ul style="list-style-type: none"> • Recognition of the importance of 	

punctuality and reliability to delivering a good service to the passenger.

Principle 2:

- All parties recognise their contribution to the provision of punctual services and jointly identify and agree actions that can be taken.

Principle 3:

- A shared commitment to achieving a high standard of service punctuality to benefit the passenger.

Principle 4:

- A commitment to constructive partnership working between the operator, the local traffic authority and the local transport authority that is clear to all.

Principle 5:

- A working level commitment to regular and timely constructive dialogue on operational issues.

Principle 6:

- Mutual sharing of information on operational issues

so that areas for action can be identified, on the understanding that the information will only be shared with a third party in accordance with any data sharing agreement.

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|-------------------|-----|--|---|
| | 1.3 | To ensure that passengers on a Bus which has become immobilised are transferred safely on to a replacement vehicle or alternative Local Service within 45 minutes of breakdown occurrence. | |
| | 1.4 | To be in attendance of broken down Buses and use reasonable endeavours to remove any obstacle from the highway within 60 minutes of any breakdown occurrence. | |
| Network Stability | 1.5 | To only make changes to routes and timetables in strict accordance with either the agreed "Service Change Dates" or "Reserve Service Change Dates" Agreement, in order to maintain network stability, unless there are exceptional circumstances which have been agreed in advance with the Council. | To improve the overall image of bus services and actively promote confidence in the bus network |
| Plusbus | 1.6 | All Bus Operators in the Scheme Area will participate in the Plusbus ticket scheme. | |

Customer Care	1.7	To either provide access for or ensure that all drivers on Local Services covered by the Scheme have, or are working towards “National Occupational Standards in either Customer Service NVQ level 2”, or “Road Passenger Transport NVQ level 2” qualification, or an agreed equivalent training programme inclusive of diversity and disability awareness training.	Improve the image of bus services with better customer relations and customer focused standards
	1.8	All Bus Operators operating Local Services within the Scheme Area to have an established complaints procedure and to respond to customer correspondence within 10 working days of receipt.	
Driver uniform identity and appearance	1.9	To provide all drivers with an appropriate uniform and use reasonable endeavours to ensure that this is worn on duty and maintained in a clean and tidy condition to promote a professional appearance.	To improve the image of bus services for passengers.
Driver training	1.10	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.	Improve the image of bus services with better customer relations and customer focused standards.

Provision of Fleet data	1.11	To provide the Council with a quarterly statement listing each bus by registration plate, fleet number, Euro emission standard, accessibility status (low floor to functional DDA compliance), and real-time enabled.	To monitor improvements in vehicle standards.
Provision of trained drivers data	1.12	To provide the Council with an annual statement of the number and proportion of drivers qualified or receiving training (as specified in 1.10 above) operating on Local Services covered by the Scheme.	Improve the image of bus services with better customer relations and customer focused standards.
Service Registrations	1.13	Before submitting an Application to Register a Bus Service (PSV350) or an Application to Change a Local Service Registration (PSV355) with the Traffic Commissioner, the bus operator must inform the Council of the proposed service changes a minimum of 10 working days in advance of submitting such an application to the Traffic Commissioner.	To effectively manage departure bay allocations within the MPTI
	1.14	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 stop for the proposed service even if the service is	

operated at frequent intervals of 10 minutes or better.

- 1.15 All applications to register or change a Local Service Registration which are submitted to the Council must include a full working timetable, showing the times of all departures from each particular Bus Stop for the proposed service, even if the Local Service is operated at frequent intervals of 10 minutes or better.

2. VEHICLE STANDARDS

Accessibility	2.1	<p>All Local Services shall use fully accessible low floor buses with wheelchair ramps (fixed or portable), meeting the functional requirements of the Public Service Vehicle Accessibility Regulations 2000</p> <p>Local Services must use low floor buses.</p>	
Emissions Euro III Compliance	2.2	<p>From 1st April 2013 all Local Services using any Facility within the Scheme Area must comply with Euro II emission standards at particulate level as a minimum standard. and reach Euro III by 1st April 2014</p>	<p>Linked into LTP emissions standards and Air Quality objectives for the Town Centre.</p>
Route and Destination	2.3	<p>All Local Services must</p>	<p>Improve the overall</p>

Displays		display an accurate route number and/or route name and ultimate destination indicators at all times.	image of bus services.
	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.	
	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.	
Presentation	2.6	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.	Improve the overall image of bus services.
	2.7	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.	

Vehicles	2.8	To ensure that no Bus is left within the Scheme Area unattended at any time. Unattended vehicles will be defined as illegally parked and may be subject to a penalty charge notice.	To effectively manage bus stand and parking facilities within the Scheme Area.
	2.9	Bus engines must be switched off at Bus Stands, where waiting time exceeds 2 minutes, unless there is an operational requirement for the Bus to remain switched on.	Linked into LTP emissions standards and Air Quality objectives for Mansfield.

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.	Improve the overall image of bus services.
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.	To improve the overall image of bus usage with increased comfort and convenience for passengers with special needs.
	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.	
	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.	
Smoking	3.5	To ensure drivers do not smoke at any time on board a Bus and to use reasonable endeavors to enforce a smoking prohibition for all passengers on Local Services	To improve the overall image of bus usage with increased comfort and convenience
Distractions	3.6	To ensure drivers do not use mobile phone handsets or consume food or drink whilst driving to ensure safety of passengers	To improve the overall image of bus usage with increased comfort and convenience
Hot food and alcoholic drinks	3.7	To use reasonable endeavors to ensure hot food and alcoholic drinks are not consumed on Local Services.	To improve the overall image of bus usage with increased comfort and convenience

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. See schedule 2 clause 3.5	Improving the overall image of bus travel with a consistent image of marketing services for passengers.
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.	Improving the overall image of bus travel with a consistent image of marketing services for passengers.
	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. 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.	
	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.

- 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 or Reserve Service Change Date, then the information will be removed by the Council and any costs incurred will be recovered from the operator.

- 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.

SCHEDULE 4

LOCAL SERVICES EXCLUDED FROM THE SCHEME

1. Services which operate for the primary purpose of carrying schoolchildren or students between their home and a school or Further Education College at the start or finish of the 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 MPTI or Bus Stand Clearways as defined in paragraph 2.5 of Schedule 2.

Schedule 5

**MANSFIELD TOWN CENTRE QUALITY BUS PARTNERSHIP SCHEME
UNDERTAKING IN ACCORDANCE WITH SECTION 118(4) OF THE
TRANSORT ACT 2000**

TO: Traffic Commissioner for the North Eastern Traffic Area

**Hillcrest House
386 Harehills Lane
Leeds LS9 6NF**

FROM: [Name and address of Operator]

[Name of Operator] hereby undertakes to provide Local Services to the standards specified in the Scheme when using the Facilities.

All terms used in this undertaking have the same meaning as those set out in the Mansfield Town Centre Quality Bus Partnership Scheme as made on [insert date].

SIGNED

[insert name of Director of Operator Company]

[Title]

[Operator Company name]

DATE:

Schedule 6

MANSFIELD LOCAL SERVICES - AS AT 13TH JULY 2012

Service Number	Operator	Service Description	Dep.	Frequency (mins)						Dep.
				Monday to Friday			Saturday		Sunday	
				First	Peak	Daytime	Evening	Daytime	Evening	
1	Stagecoach	Mansfield Woodhouse - Mansfield - Huthwaite - Alfreton	0450	10	10	15/30	10	15/30	30	2330
4	Doyles	Mansfield - Mansfield Woodhouse	0920		60		60			1420
6	Stagecoach	Ladybrook - Mansfield - Bull Farm	0550	15	15	2jnys	15	2jnys	60	1917
7	Stagecoach	Mansfield - Oak Tree - Mansfield	0530	15	15		15			1815
9	yourbus	Mansfield - Market Warsop - Worksop	0835	60	60		60			1830
10	Stagecoach	Ladybrook - Mansfield - Warsop - Edwinstowe	0715	60	60		60			1745
10A	Stagecoach	Mansfield - Warsop - Edwinstowe - Sherwood Forest Visitor Centre	0930						60	2225
11	Stagecoach	Mansfield - Meden Vale	0545	30	30	60	30	30	60	2245
12	Stagecoach	Mansfield - Shirebrook	0625	30	30	2jnys	30	2jnys	60	2005
14/15	Stagecoach	Mansfield - Ollerton - Kirton/Walesby	0545	30	30	60	30	60	60	2220
16	Stagecoach	Mansfield - Clipstone	0510	15	15		15		60	1753
17	Doyles	Oak Tree - Forest Town - Mansfield - Sutton	0720	60	60		60			1800
18	Doyles	Mansfield - Berry Hill - Oak Tree - Crown Farm	0650	60	60		60			1810
19	Doyles	Mansfield - Berry Hill	1020		60		60			1500
23	Stagecoach	Mansfield - Shirebrook - Langwith	0545	30	30	60	30	60	120	2215
27/28/141	Stagecoach/Trent Barton	Mansfield - Rainworth	0515	15	15	3jnys	15	3jnys	60	2200
28/28B	Stagecoach	Mansfield - Blidworth - Bilsthorpe - Southwell - Newark	0515	30	30	1jny	30	1jny	60	1915
53	Stagecoach	Mansfield - Sheffield	0640	120	120		120			1735
140	Stagecoach	Mansfield - Skegby - Sutton	0945			3jnys		3jnys	60	2245
141	Trent Barton	Sutton - Mansfield - Blidworth - Hucknall - Nottingham	0600	60	60	120	60	120		2200
Black Cat	Trent Barton	Mansfield - Heanor - Ilkeston - Stanley - Derby	0620	60	60		60			1830
nines	Trent Barton	Mansfield - Sutton - Alfreton - Ripley - Derby	0615	15	15	30	15	30	30	2300
pronto	Stagecoach/Trent Barton	Mansfield - Nottingham	0540	15	15	60	15	60	30	0215
pronto	Stagecoach/Trent Barton	Mansfield - Chesterfield	0610	30	30	60	30	60	60	0210
threes	Trent Barton	Mansfield - Sutton - Kibby - Hucknall - Nottingham	0445	15	10	30	10	30	60	2306

NIGHT SERVICES - FRIDAY & SATURDAY EVENINGS

N1	Stagecoach	Mansfield - Sutton - Huthwaite - Kirkby (Saturday only)	4 jnys
N11	Stagecoach	Mansfield - Meden Vale (Saturday only)	4 jnys
N15	Stagecoach	Mansfield - Ollerton (Saturday only)	4 jnys
N23	Stagecoach	Mansfield - Shirebrook - Langwith (Saturday only)	4 jnys
N28	Stagecoach	Mansfield - Rainworth - Blidworth (Saturday only)	4 jnys
Pronto	Trent Barton	Mansfield - Nottingham	2 jnys
Pronto	Trent Barton	Mansfield - Chesterfield	2 jnys

SCHEDULE 7 - MAINTENANCE OF FACILITIES

FACILITY	REF	OPERATIONAL ACTIONS AND SOLUTIONS	RESPONSIBILITY
Bus Shelters, Council Information Panels, Shelter cases and Seating	1.1	Inspections are conducted once a week and all infrastructure is cleaned once a fortnight throughout the year.	Transport and Travel Services department of the Council
	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.	Transport and Travel Services department 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.	Transport and Travel Services department 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.	Transport and Travel Services department 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.	Transport and Travel Services department of the Council.
	1.10	Routine repairs are conducted within 3 working days following notification to the Council. Non routine repairs are conducted within 5 working days of notification.	
	1.11	Where the display maintenance contractor cannot identify a fault, the display will be sent back to the manufacturer, and if available, a new display will be installed at the site.	
	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	Highways department of the Council

reported to and received between 0730 and 1800 hours on working days and by noon on the next working day for faults reported to and received between 1800 and 0730 hours on non-working days.

Electronic Kiosks and Bus Station Electronic Passenger Information system

1.13 The system supplier will attend on site the next working day in response to priority faults notified before 16.00. For other non priority faults repairs will be made within 4 working days. Scheduled maintenance and checks will take place twice a year. Priority faults include; health and safety issues, any issue that renders the system unusable by the public or loss of communications with the unit. Non priority faults are those where system functionality is impaired but it is still in operation and in use.

Electrical Supplies to Infrastructure.

1.14 If for any reason a fault lies with the electricity supply to any of the infrastructure, then the fault will be reported to the nominated electricity supplier. The responsibility in these circumstances is therefore out of the control of the Council however every effort will be made to resolve any issues

Nominated Electricity Supplier

Enforcement Camera

1.15 Routine repairs will be carried out within X days. If the camera cannot 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 were renewed in advance of the

Highways Maintenance

Commencement Date and will be maintained for the duration of the Scheme.

SCHEDULE 8 - TRAFFIC REGULATION ORDERS

Bus Lane

Contained in "The Nottinghamshire County Council (Mansfield Consolidated Area 1) (Mansfield Central Core) Traffic Regulation Order 2002 (2099)"

<u>Ref</u>	<u>Location, Description and Extents of Bus Lane</u>	<u>Times of Operation</u>
1	<u>BRIDGE STREET</u> East-bound / out-bound bus lane from Church Street to St. Peter's Way	All Hours All Days
2	<u>LEEMING STREET</u> Southbound / in-bound bus lane from St. Peter's Way to Toothill Lane	All Hours All Days
3	<u>WEST GATE</u> Northwest-bound / out-bound bus lane from St John Street to Chesterfield Road South	All Hours All Days

Contained in "The Nottinghamshire County Council (Mansfield Consolidated Areas 2, 3, 10, 11 and 12) (Mansfield South Area) Traffic Regulation Order 2004 (2107)"

<u>Ref</u>	<u>Location, Description and Extents of Bus Lane</u>	<u>Times of Operation</u>
4	<u>NOTTINGHAM ROAD</u> North-bound / in-bound bus lane from Bath Street to St Peter's Way	All Hours All Days

Contained in the draft "The Nottinghamshire County Council (Mansfield Public Transport Interchange) (Various Moving Traffic Restrictions and Prohibitions and Revocation of Prohibited Manoeuvre) Traffic Regulation Order 2012 (2144)" likely to come into effect in February 2013

<u>Ref</u>	<u>Location, Description and Extents of Bus Lane</u>	<u>Times of Operation</u>
5	<u>access to MANSFIELD PUBLIC TRANSPORT INTERCHANGE</u> from Station Road Bus station-bound bus lane from Station Road into Mansfield Public Transport Interchange site	All Hours All Days

Access for Buses Only Restriction

Contained in the draft "The Nottinghamshire County Council (Mansfield Public Transport Interchange) (Various Moving Traffic Restrictions and Prohibitions and Revocation of Prohibited Manoeuvre) Traffic Regulation Order 2012 (2144)" likely to come into effect

in February 2013

<u>Ref</u>	<u>Location and Description of Restriction</u>	<u>Times of Operation</u>
1	<u>south-eastern access to MANSFIELD PUBLIC TRANSPORT INTERCHANGE from Quaker Way</u> No access except for buses (and authorised service vehicles) from Quaker Way into Mansfield Public Transport Interchange site	All Hours All Days

Appendix X1

SCHEDULE OF BUS STAND CLEARWAYS

Location Reference	Location of Bus Stand Clearway	Times of Operation	Maximum Duration of Parking	No return period
1	WALKDEN STREET Lay-By along Northern side outside Rosemary Centre	All Hours All Days	30 minutes	Not applicable

Appendix X2

SCHEDULE OF BUS STOP CLEARWAYS AND BUS PARKING PLACE

Location Reference	Location of Bus Stop Clearways	Times of Operation	Maximum Duration of Parking
MA0417	COUNCIL OFFICE – CHESTERFIELD ROAD SOUTH Along northern side adjacent to Pheasant Inn between Linden Avenue and Pheasant Hill.	All days, All hours	2 minutes
MA0230	COUNCIL OFFICE – CHESTERFIELD ROAD SOUTH Along southern side adjacent to Mansfield District Council Offices between Rosemary Street and Mount Street.	All days, All hours	2 minutes
MA0418	TESCO – CHESTERFIELD ROAD SOUTH Along northern side adjacent to property 58 Chesterfield Road South between West Bank Avenue and Limestone Rise.	All days, All hours	2 minutes
MA0092	TESCO – CHESTERFIELD ROAD SOUTH Along southern side adjacent to Tesco store, between Rosemary Street and entrance to public car park for Tesco store.	All days, All hours	2 minutes
MA0089	ST PHILIP NERIS CHURCH – CHESTERFIELD ROAD SOUTH Along southern side adjacent to St Philip Neris Church between Wood Street and entrance to public car park for Tesco store.	All days, All hours	2 minutes
MA0373	WOOD STREET Along southern side adjacent to square between Chesterfield Road South and St Johns View.	All days, All hours	2 minutes
MA0028	WESTGATE Along western side adjacent to square between Chesterfield Road South and St John Street.	All days, All hours	2 minutes
MA0091	THORESBY STREET – WOOD STREET Along southern side adjacent to property 37	All days, All hours	2 minutes

	Wood Street between St Johns View and Rosemary Street.		
MA0338	ROSEMARY STREET Along eastern side, opposite Beardall Street between Wood Street and Newcastle Street.	All days, All hours	2 minutes
MA0172	FIRE STATION – ROSEMARY STREET Along northern side adjacent to Fire Station between Rosemary Avenue and unnamed access road to Surgery.	All days, All hours	2 minutes
MA0173	FIRE STATION – ROSEMARY STREET Along southern side opposite Fire Station between entrance to St Philip Neri School and Magistrates Court.	All days, All hours	2 minutes
MA0353	STOCKWELL GATE Lay-by along southern side opposite Herbert Street between entrance to Community Hospital and Dallas Street.	All days, All hours	2 minutes
MA0352	COMMUNITY HOSPITAL – STOCKWELL GATE Along southern side opposite bus depot between entrance to Rose Lodge nursing home and entrance to Community Hospital.	All days, All hours	2 minutes
MA0351	COMMUNITY HOSPITAL – STOCKWELL GATE Along northern side adjacent to bus depot between bus entrance to depot and Spencer Street.	All days, All hours	2 minutes
MA0029	QUAKER WAY Lay-by along eastern side opposite car park entrance between Station Road and Walkden Street.	All days, All hours	2 minutes
MA0559	BRIDGE STREET Along northern side adjacent to Methodist Church between Toothill Lane and St Peters Way.	All days, All hours	2 minutes
MA0560	BRIDGE STREET Along southern side opposite Bridge Tavern between Toothill Lane and St Peters Way.	All days, All hours	2 minutes
MA0558	TOOTHILL LANE Along northern side adjacent to car park between Leeming Street and rail bridge.	All days, All hours	2 minutes
MA0553	LEEMING STREET Along western side opposite Theatre between Toothill Lane and St Peters Way	All days, All hours	2 minutes
MA0554	LEEMING STREET Along western side opposite Theatre between Toothill Lane and St Peters Way	All days, All hours	2 minutes
MA0391	ST PETER'S WAY On Bath Lane between the Railway Bridge and	All days, 0700 to	2 minutes

	St Peter's Way	1900	
MA0655	BATH LANE On Bath Lane between the Railway Bridge and Shirburn Avenue	All days, 0700 to 1900	2 minutes

Location Reference	Location of Bus Parking Place	Times of Operation	Maximum Duration of Parking	No return period
1	QUAKER WAY Lay-By along Western side adjacent to Friends Meeting House (Between Stockwell Gate overpass and Walkden Street)	All Hours All Days	Unrestricted	Not applicable

Appendix X3

DESCRIPTION OF SCHEME AREA

1. The area at Mansfield in the District of Mansfield bounded by and including the following lengths of road:-
 - a: Rosemary Street
Between its junctions with Chesterfield Road South and Belvedere Street / Stockwell Gate
 - b: Belvedere Street
Between its junctions with Rosemary Street / Stockwell Gate and Portland Street
 - c: Portland Street
Between its junctions with Belvedere Street and Nottingham Road
 - d: Nottingham Road
Between its junctions with Portland Street and St Peter's Way
 - e: St. Peter's Way
Between its junctions with Nottingham Road and Chesterfield Road South
 - f: Chesterfield Road South
Between its junctions with St. Peter's Way and Rosemary Street
2. The following lengths of road at Mansfield in the District of Mansfield:
 - a: Bath Lane
Between its junctions with Rosemary Street and Shirburn Avenue
 - b: Chesterfield Road South
Between its junctions with Rosemary Street and Mount Street
 - c: Stockwell Gate / Sutton Road
Between its junction with Rosemary Street and the Stagecoach Depot

