



## Transport Delivery Committee

<b>Date</b>	16 July 2018
<b>Report Title</b>	Wolverhampton Advanced Quality Partnership Scheme (AQPS) – approval to make the scheme
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<b>Report Considered by</b>	Putting Passengers First

### Recommendation(s) for action or decision:

#### The Transport Delivery Board is recommended to:

1. Approve the making of the Wolverhampton City Centre Advanced Quality Partnership Scheme, jointly with the City of Wolverhampton council, by 20<sup>th</sup> August 2018.

#### 1.0 Purpose

- 1.1 To seek the approval of the WMCA Transport Delivery Committee to make the Wolverhampton City Centre Advanced Quality Partnership Scheme, following the period of formal consultation.

#### 2.0 Background

- 2.1 As part of the powers within the Transport Act 2000 that were refined by the Local Transport Act 2008 and Bus Services Act 2017, transport authorities, such as the West Midlands Combined Authority (WMCA), have the ability to create an Advanced Quality Partnerships Scheme (AQPS) to improve bus standards. The transport authority can then impose minimum standards on bus operator(s) for service delivery in an area through an AQPS.
- 2.2 In July 2012 the transport authority jointly created an AQPS for Birmingham city centre in partnership with Birmingham City Council. This has proved to be an effective way of managing the use of bus stops within the city centre and has, through setting minimum standards for buses, helped to drive up the quality and

most notably imposed minimum emission standards for buses entering the scheme area.

- 2.3 With the recent improvements to the public realm in Solihull town centre both TfWM and Solihull Metropolitan Borough Council (SMBC) were keen to establish a set of principles through a new AQPS to manage the 'on street' operation of buses in Solihull town centre and further drive up air quality improvements through higher emission standards, as well as protecting the significant levels of bus investment put into the centre by TfWM and SMBC. This scheme went live on Sunday 26<sup>th</sup> November 2017.
- 2.4 To further strengthen delivery through the West Midlands Bus Alliance to improve bus standards, we are keen to expand the AQPS models and implement further AQPS in key areas across the West Midlands in partnership with the local authorities and bus operators.
- 2.5 With significant investment currently going into Wolverhampton city centre with a rejuvenation of the retail offer, improvements in public realm and the start of the construction of the Midland Metro extension to the city centre rail station, as part of the Wolverhampton Interchange, there is a need to use the powers of an AQPS in a similar way to the other two schemes in the region, to further improve air quality through minimum emission standards, as well as protecting the significant levels of bus investment put into the city centre by the City of Wolverhampton Council and TfWM in recent years.

### **3.0 The Proposed Scheme**

- 3.1 The proposed scheme will cover all 71 bus stops/stands (including the stands that are in the WMCA owned Wolverhampton Bus Station) that are located within the city centre ring road
- 3.2 All bus stops in the scheme will have a slot booking system, similar to the type of operation undertaken across TfWM bus stations (including Wolverhampton bus station) and other AQPS in the region. This process looks to maximise safety at stops, prevent double parking of buses and make a more attractive environment for customers.
- 3.3 The phasing of minimum emission standards for the scheme, will implement Euro VI emission standards, to improve air quality in the area as soon as practically possible. There will be Euro III minimum standards for all bus services from the scheme start date. This will be followed by graduated Euro VI emission standards for bus services each year, until Euro VI for all local bus services by July 2022.
- 3.4 In addition to the slot booking system and bus engine emission standards, the AQPS will help with the following:
- Protect the improved bus facilities in Wolverhampton city centre.
  - Introduce enforceable bus stops and stands within the AQPS with new Traffic Regulation Orders (TROs).
  - Require the City of Wolverhampton council to enforce bus stands and other TROs.

- Require operators to provide RTI data feed to improve passenger information.
- Improve driving standards and driver training.

#### **4.0 Establishing the AQPS**

- 4.1 Prior to the statutory consultation prescribed in the 2000 Transport Act, and at an early stage of planning the AQPS, TfWM and the City of Wolverhampton council (CWC) worked with the local bus operators to develop and informally discuss the scheme.
- 4.2 Approval to under the statutory consultation on the scheme was given by the Transport Delivery Committee on the 8 January 2018.
- 4.3 On the 22 January 2018, WMCA gave notice of the proposed AQPS on the TfWM website and the start of the formal consultation for a 13 week period.
- 4.4 After giving notice of the scheme consultation, TfWM notified via email all stakeholders we are obliged to consult as part of the formal statutory consultation:
- Bus operators who currently operate within the proposed scheme area:
    - National Express West Midlands (West Midlands Travel Ltd)
    - Diamond Bus
    - Igo buses
    - Arriva
    - Banga Buses
    - Travel Express (Let's Go)
    - Select Buses
    - National Express Coaches Ltd
  - Members of the WMCA Transport Delivery Committee
  - City of Wolverhampton councillors
  - Board members of the West Midlands Bus Alliance
  - Mayor of the West Midlands Combined Authority, Andy Street
  - Deputy Leader of the West Midlands Combined Authority, Cllr Bob Sleigh
  - Member of Parliament for Wolverhampton South East, Pat McFadden
  - Member of Parliament for Wolverhampton North East, Emma Reynolds
  - Member of Parliament for Wolverhampton South West, Eleanor Smith
  - Transport Focus
  - Competitions and Market Authority (CMA)
  - Black Country Local Enterprise Partnership
  - Office of the Traffic Commissioner
  - West Midlands Chief Constable and West Midlands Police Commissioner
- 4.5 The consultation was promoted to local groups who represent the needs of passengers with disabilities and other particular transport needs, including OneVoice, Age UK, Independent Age, Sense, Scope and Royal National Institute of Blind People.

- 4.6 The consultation was promoted via the TfWM website, TfWM social media to all stakeholders and the public. The scheme is not required to be the subject of a full public consultation on the scheme, although anyone could make comments through the QPS@tfwm.org.uk email address.
- 4.7 The consultation closed on the 23 April 2018. During the consultation, seven responses were received, Select Buses, Travel Express (Let's Go), National Express West Midlands, Arriva, Confederation of Passenger Transport UK, Campaign for Better Transport and the CMA.
- 4.8 An admissible objection relating to the vehicle requirements for emission standards was received from Select Buses during the consultation. This was discussed with Select Buses and the admissible objection removed, following agreement to amend the scheme for local bus services operating between the scheme area and a non WMCA constituent authority.
- 4.9 Arriva made an objection to all facilities listed in the scheme, which are existing and over 5 years old from being specified in the proposed scheme.
- 4.10 To fully take account of views expressed in response to the consultation, further modifications were made to the scheme. The modifications changed the requirements relating to vehicle standards, stops/stands, driver training standards, excluded services and measures provided by the CWC and TfWM.
- 4.11 The AQPS guidance advises that where changes are made to the scheme, the authority re-consults at least those parties who would be specially affected by the changes. Re-consultation though is not a statutory requirement under the 2000 Act.
- 4.12 To ensure the local bus operators are aware of the changes, and had a further opportunity to provide comments on the scheme following the changes, a second consultation exercise was undertaken with all affected bus operators for a 42 day period. This ran from the 16 May 2018 to 27 June 2018.
- 4.13 During this re-consultation with affected bus operators, a further two responses were received; Select Buses and National Express West Midlands. The objection from Arriva to the proposed scheme was removed following the further period of consultation and discussion.

## **5.0 Competition Test in Part 1 of Schedule 10 to the Transport Act 2000**

- 5.1 A transport authority can only make an AQPS if it satisfies the requirements of the Competition Test in Part 1 of Schedule 10 to the Transport Act 2000. The test is satisfied if:
- the scheme does not have or is not likely to have a significantly adverse effect on competition, or
  - the effect it has on competition is proportionate to the achievement of one or more of the following purposes:
    - improving the quality of vehicles or facilities covered by the scheme;

- securing other improvements to local services of benefit to their users;
- reducing or limiting traffic congestion, noise or air pollution.

5.2 The AQPS is subject to the test in Part 1 of Schedule 10 to the Transport Act 2000. This test has three stages.

<b>Part 1 Test – 3 Stages</b>	<b>West Midlands Combined Authority assessment</b>
<p>a) Is there or is there likely to be a significantly adverse effect on competition?</p>	<p>We do not think that there is likely to be a significantly adverse impact on competition. We have reached this conclusion on the basis of our interpretation of Competition Law.</p> <p>In terms of fairness, we have fully completed the assessment to demonstrate why we think there is no significant adverse effect on competition.</p>
<p>b) If Yes, is the LTA’s involvement with a view to securing one or more of the three purposes specified (known as ‘bus improvement objectives’), either:</p> <ul style="list-style-type: none"> <li>• to secure improvements in the quality of vehicles or facilities used to provide local services,</li> <li>• to secure other improvements in local services, or</li> <li>• to reduce or limit traffic congestion, noise or air pollution.</li> </ul>	<p>The implementation of the AQPS for Wolverhampton City Centre is aimed at reducing air pollution from bus vehicles operating in this area, and across the wider city and region.</p>
<p>c) Is the effect on competition proportionate or likely to be proportionate to the achievement of that purpose?</p>	<p>We conclude that the effect on competition is proportionate to the achievement of the purposes set out in the Second Stage and, therefore, the ‘Part 1’ test is met.</p>

5.3 Seven operators of local bus services will be affected by the scheme, however, all will be able to comply with the service standards on the proposed date of the scheme going live. These service standards are: vehicle standards including a minimum Euro III for all vehicles operating local bus services in the scheme area from the scheme commencement date; driver standards; customer care standards; network performance and information standards.

5.4 All operators will be affected by future vehicles standards that apply in the scheme, without improvements being made to their fleets.

- 5.5 It is deemed reasonable that the future vehicle emission standards specified in the AQPS on operators, to achieve reduced air pollution, is proportionate to achieving this aim and acceptable.

## **6.0 Making and introducing the Scheme**

- 6.1 Following the re-consultation, it is proposed to make the AQPS with modifications. The modifications take account the views expressed in response to the consultation and external circumstances that have changed since the AQPS was originally proposed. To comply with the legal procedure following the formal consultation, the following timescales are proposed.

- Approval to make the scheme at the WMCA Transport Delivery Committee meeting on **16 July 2018**.
- CWC approval to make the scheme with the WMCA.
- Scheme is made on or before **20 August 2018**.
- We will then give the legal minimum of 13 weeks' notice of the scheme start date.
- Scheme starts on **25 November 2018**.

- 6.2 The City of Wolverhampton council cabinet meeting on 29 June 2016 authorised the Director of Governance to sign the AQPS with the WMCA.

- 6.3 CWC will make changes to the Traffic Regulation Order (TRO) for all of the bus stops/stands within the city centre and the physical works required on-street before the scheme start date.

- 6.4 All bus operators who wish to operate any local bus service in the scheme area once it has started will have to sign a declaration to both the WMCA and the Traffic Commissioner, before the scheme start date that they will fully comply with the AQPS.

## **7.0 Monitoring and enforcement of the Scheme**

- 7.1 With the decriminalised parking enforcement powers in Wolverhampton, the enforcement of stationary parking offences including buses either parked where they should not or for too long on bus stops and stands will continue to be the responsibility of the parking enforcement officers employed by the CWC. Moving traffic offences will continue to be the responsibility of West Midlands Police.

- 7.2 TfWM staff will undertake monitoring of service performance and adherence to the scheme requirements. The scheme provides for procedures to follow for operators who do not comply with the scheme. Ultimately this could result in action being taken by the Traffic Commissioner for the West Midlands.

- 7.3 The implementation of any AQPS should aim to strengthen the working relationship between TfWM and the Traffic Commissioner for the West Midlands (TC). The TC takes his role of ultimate enforcer of the AQPS very seriously and through the local

office for the TC they have taken a keen interest in helping to ensure the bus operators all meet the required standards set out in the AQPS effective in the region and will continue to support this scheme.

## **8.0 Financial Implications**

8.1 There are no direct financial implications as a result of this report with all on-going related TfWM activities funded within existing budgets. However, any future proposed enhancements in relation to delivery of the AQPS where additional TfWM input/support is required will need to be considered and evaluated so any one-off and on-going financial implications can be quantified to inform proposals.

## **9.0 Legal Implications**

9.1 The legal process required to be followed to make the AQPS are set out in the body of this report. There are no additional legal comments arising from the contents of this report.

## **10.0 Equality Implications**

10.1 There are no new equality implications as a result of this report.

## **11.0 Appendices**

- A copy of the draft scheme (version 3 dated 25 November 2018)

**Appendix – draft scheme**

West Midlands

# BUS ALLIANCE

Wolverhampton City Centre  
Advanced Quality Bus Partnership



**WEST MIDLANDS**  
COMBINED AUTHORITY

# Wolverhampton City Centre Advanced Quality Partnership Scheme

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## SCHEDULE A – THE SCHEME

WOLVERHAMPTON CITY CENTRE ADVANCED QUALITY PARTNERSHIP  
SCHEME IS MADE IN ACCORDANCE WITH SECTIONS 114 – 123 OF THE  
TRANSPORT ACT 2000, AS AMENDED BY THE LOCAL TRANSPORT ACT 2008 AND BUS  
SERVICES ACT 2017 (THE SCHEME), BY:

- (1) The **West Midlands Combined Authority** of 16 Summer Lane, Birmingham, B19 3SD; (“WMCA”) and
- (2) **City of Wolverhampton Council** of Civic Centre, St Peter’s Square, Wolverhampton, WS1 1SH (“the Council”, “CWC”)

### 1. DEFINITIONS AND INTERPRETATION

<b>Articulated Bus Stand</b>	means a Bus Stand that can be used by local buses over 15m in length;
<b>Bus Alliance Area Partnership meeting</b>	means the regular meetings held between the West Midlands Combined Authority, City of Wolverhampton Council and the bus operators;
<b>Bus Stand</b>	means a bus stopping location within the Scheme Area associated to a Bus Stand Clearway, allowing a local bus of no more than 15m in length to stand for a period of more than 2 minutes as determined by specific TRO for the facility and the on street signing at the facility;
<b>Bus Stand Clearway</b>	shall mean a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit a local bus to stand within the clearway for as long as maybe necessary up to a maximum period of 10 minutes;
<b>Bus Stop</b>	means a bus stop within the Scheme Area with a bus stop clearway;
<b>Bus Stop Clearway</b>	shall have the meaning given to it as detailed in paragraph 1(a) of Part 1 to Schedule 19 of the Traffic Signs Regulations and General Directions 2002 (SI3113/2002);
<b>Bus Stop Clearway (regulated)</b>	shall mean a bus stop clearway as defined in Schedule D to the Scheme;

<b>Bus Stop Clearway (non-regulated)</b>	shall mean any bus stop clearway other than a bus stop clearway (regulated);
<b>Commencement Date</b>	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 (as amended by Section 16 of the Local Transport Act 2008);
<b>Equality Legislation</b>	means The Equality Act 2010 and the Disability Equality Duty under the Disability Discrimination Act 2005 (as amended);
<b>Excluded Services</b>	shall mean the category of Local Services listed in Schedule B;
<b>Facilities</b>	means those facilities listed in Schedule C;
<b>Incident Planning Group</b>	means a West Midlands Combined Authority co-ordinated group that responds to external issues on the public transport network, working with operators and other agencies to ensure the best possible service is delivered to the passenger during any major disruption.
<b>Information Recharging Scheme</b>	means the scheme between West Midlands Combined Authority and bus operators covering standards of information for passengers, the quality of data passed from bus operators to West Midlands Combined Authority and West Midlands Combined Authority's charges for maintaining information provision to passengers, as established under the provisions of the Transport Act 2000;
<b>Local Service</b>	has the meaning set out in Section 2 of the Transport Act 1985, (but excluding any Excluded Services);
<b>Low Floor Bus</b>	means a vehicle whether double or single deck that fully meets the functional requirements of the Public Service Vehicle Accessibility Regulations 2000.
<b>Metro or Midland Metro</b>	means the Midland Metro system;
<b>Non-Regulated stop</b>	shall mean a Non-Regulated bus stop as defined in Schedule D;
<b>PSVAR</b>	means current Public Service Vehicle Accessibility Regulations;
<b>Regulated Stop</b>	shall mean a Regulated bus stop as defined in Schedule D;
<b>Scheme Area</b>	means the area marked as shown on the map at Schedule A;
<b>Scheduled Coach Service</b>	means a service that has more than five departures per week which operates outside the requirements to register as a local bus service as defined in the Transport Act 1985

<b>Scheduled Coach Stand</b>	means a coach stopping location in the Scheme Area associated with a Bus Stand Clearway, allowing a Scheduled Coach Service (that operates outside of the requirements of the Transport Act 1985) to stand for as long as necessary up to a maximum period of 10 minutes
<b>Service Change Dates</b>	means dates each year agreed between West Midlands Combined Authority and bus operators on which network changes are preferably concentrated unless agreed in advance with West Midlands Combined Authority;
<b>Slot Booking</b>	means the Slot Booking System with which operators pursuant to the Scheme are required to comply, as detailed in Schedule D to the Scheme;
<b>AQPS</b>	means an Advanced Quality Partnership Scheme made pursuant to section 114(1) of the Transport Act 2000 [as amended by the Local Transport Act 2008 and the Bus Services Act 2017];
<b>Standards of Service</b>	means the standards of service set out in Schedule B ( <i>Standards</i> );
<b>Traffic Commissioner</b>	has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981;
<b>TfWM</b>	means Transport for West Midlands, part of the West Midlands Combined Authority;
<b>TRO</b>	means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places; and
<b>WMCA</b>	means the West Midlands Combined Authority.

**Words importing the singular include the plural and vice versa and words implying any one gender include all genders;**

**Headings and references to headings shall be disregarded in construing this Scheme;**

**A reference to a statute, a statutory instrument, code of practice or statutory guidance is a reference to it as amended, extended, re-enacted or replaced from time to time.**

## **2. DATE AND PERIOD OF OPERATION**

- 2.1 It is proposed the Scheme will be made no later than **4<sup>th</sup> August 2018** and will come into operation on **25<sup>th</sup> November 2018** (giving more than the legally required 13 weeks' notice of implementation).
- 2.2 The Scheme will operate for a period of 10 years from the Commencement Date and will end at 23:59hrs on **25<sup>th</sup> November 2028** notwithstanding any postponement of the Scheme under section 117 of the Transport Act 2000 (Postponement of provision of particular facilities or standards of service) and subject to variation or revocation in accordance with Section 120 of the Transport Act 2000 (Variation or revocation of schemes).

## **3. SCHEME AREA**

- 3.1 The Scheme Area covers **71 bus stops/stands and shelters (including the Stands that are in the West Midlands Combined Authority owned Wolverhampton Bus Station)** within Wolverhampton city centre ring road, as shown in Schedule A.
- 3.2 The Scheme shall apply to ALL operators of Local Bus Services running within the Scheme Area.
- 3.3 The West Midlands Combined Authority will maintain a summary of affected services when required for every service change date and the West Midlands Combined Authority will make copies available to the Traffic Commissioner and all operators of affected Local Services. For the avoidance of doubt, such list of Scheduled Services will be an indicative list only of those Local Services which West Midlands Combined Authority believes to fall within the terms of the Scheme. An omission from the list of Affected Services shall not exempt a service from the Scheme, which would otherwise fall within the terms of the Scheme.

## **4. FACILITIES**

- 4.1 Subject to clause 6 (Conditions of Use), the West Midlands Combined Authority and the Council will make the Facilities available (as detailed in Schedule C) to Local Services from the Commencement Date, until the date the Scheme ceases to have effect.
- 4.2 Clause 4.1 shall not apply in relation to any Local Service using a Facility for any period during which the West Midlands Combined Authority or the Council is temporarily unable to fulfil its obligations, in respect of that Facility, due to circumstances beyond its control. In such circumstances the West Midlands Combined Authority shall notify any operator affected by the non-provision of such Facility, confirming the reason for

such non provision and the anticipated period during that the Facility will not be available.

4.3 The Facilities are to be maintained for the duration of the Scheme in accordance with Appendix C3 (Maintenance of Facilities).

4.4 The West Midlands Combined Authority and the Council will provide bus stop infrastructure at all Bus Stops and Stands within the Scheme area.

## **5. STANDARDS OF SERVICES TO BE PROVIDED BY BUS OPERATORS**

5.1 The operators of Local Services who wish to use the Facilities will undertake to provide such Services in accordance with the Standards (listed in Schedule B) from the Effective Date until the Scheme ceases to have effect.

5.2 The Scheme shall not restrict any Operator from providing any services in excess of the specified Standards.

## **6. CONDITIONS OF USE**

6.1 An operator may only use the Facilities in the Scheme Area if:

a) a written undertaking from the operator (under the specific Operator Licence or Community Bus Permit the service is or will be registered under) using the template form attached at Appendix B1 is provided to PSV Operator Licensing at their office in Leeds and a copy delivered to the West Midlands Combined Authority; and

b) each Local Bus Service will at all times be provided to the Standards in accordance with that undertaking except for any period during which such operator is temporarily unable to do so owing to circumstances beyond their control, provided that the West Midlands Combined Authority is notified in writing (as outlined in Section E – Communications Protocol) as soon as practicably possible as to the reasons and period of such non-compliance.

6.2 Any operator of a Service who fails to comply with paragraph 6.1 may be subject to action by the Traffic Commissioner in accordance with section 17 (Revocation, suspension etc. of licences) The Public Passenger Vehicles Act 1981, section 26 (Conditions attached to PSV operator's licence) Transport Act 1985 and section 155 (Penalties) Transport Act 2000.

6.3 Conditions for use of the bus station are set out in the WMCA Bus Station User Agreement. These conditions supersede any conditions set out in the scheme for bus operation in the bus station, or not specified.

## **7. REVIEW AND MONITORING**

- 7.1 The West Midlands Combined Authority, the Council and bus operators will review the operation of the Scheme at each relevant West Midlands Bus Alliance Area Partnership Meeting, which will include an assessment of the Scheme's benefits in order to determine if any action is required to maintain the Facilities and/or Standards of Service.
- 7.2 The West Midlands Combined Authority and/or 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 and operators of such services will allow the West Midlands Combined Authority and 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.
- 7.3 From time to time, the scheme document will be updated and refreshed as deemed appropriate by the scheme makers. Changes to the AQPS document can be proposed by the scheme makers and bus operators and all parties will be consulted on proposed amendments to the AQPS document. After agreement is reached on any changes, the alterations will be published in a revised document showing the tracked changes. At most the document will be revised once a year, or if otherwise agreed by all parties through the quarterly meetings.

## **8. ENFORCEMENT AND APPEALS PROCESS**

### **For matters relating to The Scheme and day to day management of the Scheme**

- 8.1 In the event that any Bus operator, the West Midlands Combined Authority and/or the Council considers that any other party under this Scheme are not meeting their obligations there under then the issues shall be put in writing to the party not meeting their obligations. This will give that party the right of explanation within ten working days why the issues are happening and or any actions being implemented to allow that party to comply with the scheme.
- 8.2 If necessary, following the actions in 8.1 meeting(s) will take place within ten working days with the parties involved to resolve the issues.
- 8.3 As a result of the any actions taken under 8.1 and 8.2 the West Midlands Combined Authority reserves the right to advise the Office of the Traffic Commissioner of any operational issues with scheme.

- 8.4 If the matter regarding the operation of the scheme cannot be resolved through the meeting process, the matter will be determined if appropriate by the appointment of an independent arbiter (as agreed between the two parties) to investigate the issue(s) to report on their findings and to propose remedial measures. The arbiter may be a Director at a local authority with an AQPS in operation.
- 8.5 As part of the process outlined in 8.1, 8.2 and 8.4 the actions of a bus operator (s) may be referred to the Traffic Commissioner for the West Midlands so that if considered necessary action can be taken against the operator in accordance with section 17 (Revocation, suspension etc. of licenses) The Public Passenger Vehicles Act 1981, section 26 (Conditions attached to PSV Operator's Licence) Transport Act 1981, section 26 (Conditions attached to PSV Operator's Licence) Transport Act 1985 and section 155 (Penalties) Transport Act 2000.

**For matters relating to the Slot Booking System**

- 8.6 In the event that any bus operator, the West Midlands Combined Authority and/or the Council considers that any other party under this Scheme are not meeting their obligations there under, or that an issue has been identified with the allocation of slots, the matter shall firstly be put into writing within five working days to the party not complying giving them the right of explanation within five working days why the issues are happening and or any actions that are or could be implemented to allow compliance with the scheme.
- 8.7 If necessary following the actions in 8.6, meeting(s) will take place within five working days with the parties involved to resolve the issues
- 8.8 If the matter regarding slot booking cannot be resolved through the meeting process, in the first instance the matter will be determined by a West Midlands Combined Authority Director not directly involved with the operation of the Scheme.
- 8.9 As part of the process outlined 8.6 to 8.8 the actions of a bus operator(s) may be referred to the Traffic Commissioner for the West Midlands so that if considered necessary action can be taken against the operator in accordance with section 17 (Revocation, suspension etc. Of licences) The Public Passenger Vehicles Act 1981, section 26 (Conditions attached to PSV operator's licence) Transport Act 1985 and section 155 (Penalties) Transport Act 2000.

## **9. CONTACT ADDRESSES**

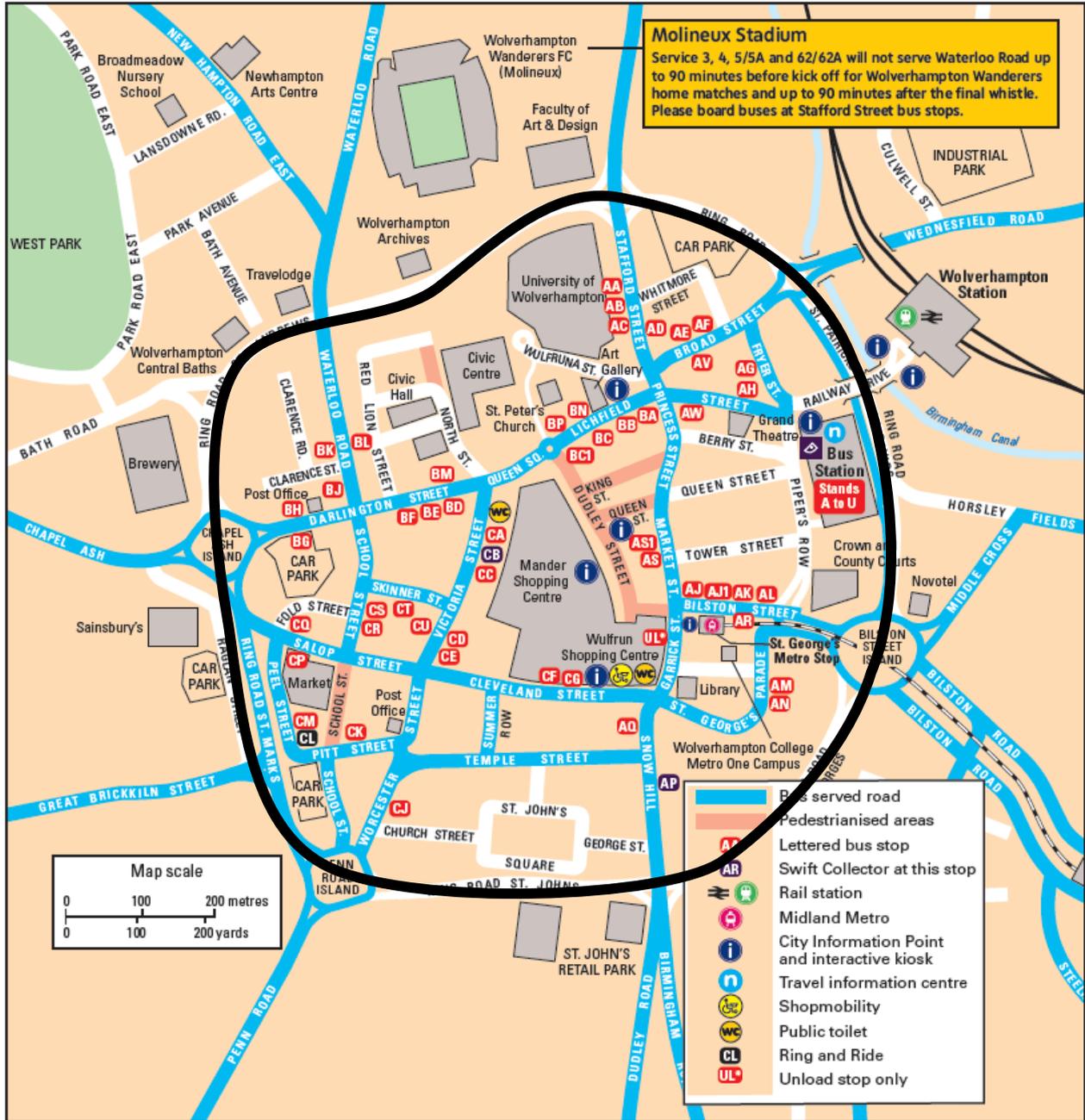
- 9.1 Any notification required to be sent to West Midlands Combined Authority should be addressed to:

Network Delivery Team (Wolverhampton City Centre AQPS), Transport for West Midlands, 16 Summer Lane, Birmingham, B19 3SD. Email [QPS@TfWM.org.uk](mailto:QPS@TfWM.org.uk)

- 9.2 Any notification required to be sent to City of Wolverhampton Council may be addressed to:

Wolverhampton City Centre AQPS, City of Wolverhampton Council, Civic Centre, St. Peter's Square, Wolverhampton, WV1 1SH

## Map of Scheme Area & Bus Stop Infrastructure



Stop Code	Location	Type	Colour	Stand or Stop	RTI	Date Installed
AA	Stafford Street, University	Shelter	Silver	Stop	Y	15/07/2015
AB	Stafford Street, University	Shelter	Silver	Stop	Y	15/07/2015
AC	Stafford Street, University	Shelter	Silver	Stop	Y	16/07/2015
<b>AD</b>	<b>Stafford Street, University</b>	<b>Pole</b>	<b>N/A</b>	<b>Stop</b>	<b>N</b>	<b>10/09/2007</b>
AE	Broad Street, Thornley Street	Shelter	Black	Stop	N	01/01/2000
AF	Broad Street, Thornley Street	Shelter	Black	Stop	N	01/04/2002
AG	Fryer Street, Broad Street	Shelter	Black	Stop	N	01/01/2003
AH	Lichfield Street, Pipers Row	Pole	N/A	Stop	N	21/03/2015
<b>AJ</b>	<b>Bilston Street, Police Station</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stand</b>	<b>N</b>	<b>14/04/2013</b>
<b>AJ1</b>	<b>Bilston Street, Police Station</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stand</b>	<b>N</b>	<b>18/07/2015</b>
<b>AK</b>	<b>Bilston Street, Police Station</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stand</b>	<b>N</b>	<b>01/05/2015</b>
<b>AL</b>	<b>Bilston Street, Police Station</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stand</b>	<b>N</b>	<b>02/05/2015</b>
AM	St Georges Parade, Old Hall Street	Pole	N/A	Stop	N	16/08/2007
AN	St Georges Parade, Old Hall Street	Pole	N/A	Stand	N	01/03/2010
AP	Snow Hill, Temple Street	Shelter	Black	Stop	Y	01/12/2003
AQ	Snow Hill, Temple Street	Pole	N/A	Stop	N	30/03/2010
<b>AR</b>	<b>Bilston Street, Coach Stand, opp Police Station</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stand</b>	<b>N</b>	<b>01/06/2016</b>
AS	Market Street, Tower Street	Shelter	Silver	Stop	N	08/04/2015
<b>AS1</b>	<b>Market Street, Tower Street</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stand</b>	<b>N</b>	<b>07/04/2015</b>
AV	Broad Street, Thornley Street	Pole	N/A	Stop	N	22/05/2009
AW	Lichfield Street, Princess Street	Pole	N/A	Stop	N	20/03/2015
<b>BA</b>	<b>Lichfield Street, Art Gallery</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stand</b>	<b>N</b>	<b>01/04/2015</b>
<b>BB</b>	<b>Lichfield Street, Art Gallery</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stop</b>	<b>N</b>	<b>01/04/2015</b>
<b>BC</b>	<b>Lichfield Street, Art Gallery</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stop</b>	<b>N</b>	<b>05/04/2015</b>
<b>BC1</b>	<b>Lichfield Street, Art Gallery</b>	<b>Shelter</b>	<b>Silver</b>	<b>Stop</b>	<b>N</b>	<b>01/04/2015</b>
BD	Darlington Street, Beatties	Pole	N/A	Stop	N	30/03/2010
BE	Darlington Street, Beatties	Shelter	Black	Stop	N	01/12/2003
BF	Darlington Street, Beatties	Shelter	Black	Stop	N	01/12/2003
BG	Darlington Street, School Street	Shelter	Black	Stop	N	10/10/2000
BH	Darlington Street, Ring Road	Pole	N/A	Stop	N	25/01/2008
BJ	Waterloo Road, Clarence Street	Shelter	Silver	Stop	N	28/02/2018
BK	Waterloo Road	Shelter	-	Stop	N	31/05/2018
BL	Waterloo Road, Clarence Street	Pole	-	Stop	N	05/05/2006
BM	Darlington Street, Beatties	Pole	N/A	Stop	N	30/03/2010
BN	Lichfield Street, Art Gallery	Pole	Silver	Stop	Y	06/04/2015
BP	Lichfield Street, Art Gallery	Pole	Silver	Stop	Y	17/07/2015
CA	Victoria Street, Beatties	Shelter	Blue	Stop	Y	01/04/2002
CB	Victoria Street, Beatties	Shelter	Blue	Stop	Y	01/03/2002
<b>CC</b>	<b>Victoria Street, Mander Centre</b>	<b>Shelter</b>	<b>Blue</b>	<b>Stand</b>	<b>Y</b>	<b>01/07/2002</b>
<b>CD</b>	<b>Victoria Street, Salop Street</b>	<b>Shelter</b>	<b>Blue</b>	<b>Stand</b>	<b>Y</b>	<b>01/05/2001</b>

<b>CE</b>	<b>Victoria Street, Salop Street</b>	<b>Shelter</b>	<b>Blue</b>	<b>Stand</b>	<b>Y</b>	<b>01/05/2001</b>
<b>CF</b>	<b>Cleveland Street, Wulfrun Centre</b>	<b>Shelter</b>	<b>Blue</b>	<b>Stand</b>	<b>Y</b>	<b>31/05/2018</b>
<b>CG</b>	<b>Cleveland Street, Wulfrun Centre</b>	<b>Shelter</b>	<b>Blue</b>	<b>Stand</b>	<b>N</b>	<b>31/05/2018</b>
CJ	Worcester Street, Ring Road	Shelter	Blue	Stop	Y	26/09/2008
<b>CK</b>	<b>Pitt Street, School Street</b>	<b>Shelter</b>	<b>Black</b>	<b>Stop</b>	<b>Y</b>	<b>16/01/2005</b>
CM	Peel Street, School Street	Shelter	Black	Stop	N	09/08/2010
CP	Salop Street, Ring Road	Shelter	Black	Stop	N	10/10/2000
CQ	Salop Street , Ring Road	Shelter	Black	Stop	N	10/10/2000
<b>CR</b>	<b>School Street, Salop Street</b>	<b>Shelter</b>	<b>Black</b>	<b>Stand</b>	<b>N</b>	<b>11/08/2010</b>
<b>CS</b>	<b>School Street, Skinner Street</b>	<b>Shelter</b>	<b>Black</b>	<b>Stand</b>	<b>N</b>	<b>16/01/2005</b>
<b>CT</b>	<b>Skinner Street, Victoria Street (Mecca Bingo)</b>	<b>Pole</b>	<b>N/A</b>	<b>Stand</b>	<b>N</b>	<b>25/01/2008</b>
CU	Victoria Street, Salop Street	Pole	N/A	Stop	N	24/11/2006
<b>Stands A-U</b>	<b>Wolverhampton Bus Station</b>	<p>This facility is within the West Midlands Combined Authority owned Wolverhampton Bus Station.</p> <p>Provision of these facilities and allocation of departure stands are covered by the West Midlands Combined Authority Bus Station User Agreement.</p> <p>Any operator of a bus or coach service that is registered as a local bus service which uses Wolverhampton Bus Station must be both signed up to the Wolverhampton City Centre Advanced Partnership and the West Midlands Combined Authority Bus Station User Agreement.</p> <p>In line with all West Midlands Combined Authority owned bus stations there is a charge levied on any bus or coach operator for use of this facility.</p>				

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## **SCHEDULE B**

Service standards

## 10. SERVICE STANDARDS

10.1 **ALL** registered local bus services operating within the Scheme Area are required to participate in the scheme, unless excluded due to being:

- i. services which operate for the primary purpose of carrying schoolchildren or students between their home and a school or Further Education College at the start or finish of the day; or
- ii. Community Transport or Ring and Ride services which are restricted to use by pre-registered passengers only; or
- iii. an excursion, tour service, inter-urban or other agreed non-scheduled service with the exception of any Scheduled Coach Service which operates outside the requirements to register as a local bus service under the requirements contained in the Transport Act 1985; or
- iv. any National Rail (whether procured directly by them or via a Train Operating Company) which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985. However any operator of such a service **MUST** gain the permission from the West Midlands Combined Authority to use any of facilities specifically provided for this agreement; or
- v. any Midland Metro bus replacement service (whether procured directly by Midland Metro Ltd or the West Midlands Combine Authority) which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985. However any operator of such a service **MUST** gain the permission from the West Midlands Combined Authority to use any of facilities specifically provided for this agreement; or
- vi. any Local Services operating within the Scheme Area but which do not stop at any bus stop within the Scheme Area; or
- vii. exempt from the requirements of Part II, Regulation 3 of the Public Service Vehicle Accessibility Regulations 2000 (SI 1970 of 2000), by virtue of according with Part II, Regulation 4(1)(f) of those Regulations (vehicle being over 20 years old and not used to provide a local service or a scheduled service for more than 20 days in any calendar year, hereafter referred to as a "heritage vehicle"). However any operator of such a service **MUST** gain the permission from West Midlands Combined Authority to use any of facilities specifically provided for this agreement;
- viii. any service that has an allocated stop within the scheme area but also does not have any registered stops within a two Kilometre straight line distance outside

of the scheme boundary and is operated using a vehicle that meets the legal requirements of a coach.

- 10.2 Heritage vehicles will be exempt from the requirements of sections 10.5; 10.6; 10.7; 11; 11.2; 11.4; 11.9; 11.10; 12.3 and 12.5.2 of this Schedule B.
- 10.3 Any operators providing services that would be excluded from the scheme (as specified under paragraph 10.1) but wish to use the facilities provided by the Scheme may only use a bus stop (not a terminal stand, as specified in Schedule A) and would also be required to comply with the Slot Booking System in accordance with Schedule D.
- 10.4 Any other scheduled service using one or more bus stops within the Scheme Area will be required to participate in the Scheme and will be subject to the Slot Booking System, in accordance with Schedule D of the Scheme. Bus operators will not be able to register services with the Traffic Commissioner where the Traffic Commissioner Registration documentation for a service has a 'Hail and Ride' stopping arrangement within the Wolverhampton Town Centre Scheme Area.
- 10.5 All operators in the Scheme Area shall offer ticketing product(s) that permit passengers travelling into the Scheme Area to interchange between services within the Scheme Area to reach a final destination within a WMCA constituent authority without the payment of a separate fare; with the exception of local services operating a frequency of 2 buses per hour or less that cross the boundary between the City of Wolverhampton local authority and a non WMCA constituent authority.
- 10.6 In line with the West Midlands Combined Authority's Integrated Passenger Information Strategy, by the first anniversary of the Scheme all vehicles operating within the Scheme Area must be fitted with equipment to provide locational data to West Midlands Combined Authority's Real Time Information system; such equipment must be maintained in working order and correctly configured at the start of each journey by the vehicle operated.
- 10.7 Each bus operator providing services in the Wolverhampton scheme area shall put in place a facility with the West Midlands Combined Authority for sharing real-time information data, in the form of a Data Sharing Agreement.
- 10.8 In the event of an emergency or serious disruption in the scheme area, which results in Police intervention to temporarily close roads, all operators agree to provide services to revised terminal points as guided by the Emergency Planning Group. The West Midlands Combined Authority will communicate such decisions and actions in accordance with the Communication Protocol (Schedule E) and coordinate the communication of any revised arrangements to passengers via appropriate media outlets, where possible including the Real Time Information displays.

## 11. VEHICLE STANDARDS

- 11.1 From the Commencement date, 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.
- 11.2 National monitoring of air quality that includes the wider West Midlands shows that diesel powered vehicles are currently one of the greatest contributors of nitrogen dioxide emissions. The European Union have imposed a duty on Member States under the EU Ambient Air Quality Directive to comply with limit values for various pollutants including nitrogen dioxide (NO<sub>2</sub>). The introduction of cleaner engine vehicles will provide a positive contribution towards efforts to improve air quality in the scheme area and also along the corridors along which the services operate and will provide an evidence base for the UK Government to demonstrate longer term, sustained compliance.
- 11.3 The following vehicle emission standards will apply to all services operating in the scheme area, with the exception of services that cross the boundary between the City of Wolverhampton local authority and a non WMCA constituent authority operating a frequency of 2 buses per hour or less:

	<b>Local Bus Services Emission Standards</b>
<b>Sunday 25<sup>th</sup> November 2018</b>	<b>Minimum Euro III on all journeys</b>
<b>Sunday 28<sup>th</sup> April 2019</b>	<b>Minimum Euro VI on 10 per cent of journeys</b>
<b>Sunday 26<sup>th</sup> April 2020</b>	<b>Minimum Euro VI on 50 per cent of journeys</b>
<b>Sunday 25<sup>th</sup> April 2021</b>	<b>Minimum Euro VI on 75 per cent of journeys</b>
<b>Sunday 24<sup>th</sup> April 2022</b>	<b>Minimum Euro VI on all journeys</b>

- 11.4 Services in the scheme area that cross the boundary between the City of Wolverhampton local authority and a non WMCA constituent authority operating a frequency of 2 buses per hour or less, will have the following vehicle emission standards apply:

	<b>Local Bus Services Emissions Standards</b>
<b>Sunday 25<sup>th</sup> November 2018</b>	<b>Minimum Euro III on all journeys</b>
<b>Sunday 26<sup>th</sup> April 2026</b>	<b>Minimum Euro VI on all journeys</b>

- 11.5 All operators must provide the West Midlands Combined Authority and the Council, in an approved Excel spreadsheet format clearly identifying the operator, with a quarterly

statement listing each bus operating in the Scheme Area by registration plate, fleet number, Euro emission standard, accessibility status (low floor to functional Equality legislation compliance), real-time enabled, next-stop audio-visual announcement, contactless ticketing enabled and the local service route(s) running. This is primarily to assist with the enforcement of bus priority facilities and the Scheme. It is the responsibility of the operator to ensure the statement is up to date.

- 11.6 Where a vehicle operating within the Scheme Area has had a Clean Vehicle Retrofit Accreditation Scheme (CVRAS) engine or exhaust modification system fitted to achieve an improved emission standard, then West Midlands Combined Authority will require copies of the test certification that proves the vehicle is achieving an improved emission standard, as well as access to the remote monitoring data and equipment details of the CVRAS technology fitted to ensure the vehicle continues to achieve the up rated emission standard.
- 11.7 All services operating within the Scheme must comply with full Equality legislation and PSVAR accessibility as a minimum, unless mandated or exempted earlier by legislation. For vehicles operating on services defined in paragraph 10.1 (iii) these will not be required to meet requirements for fully accessible vehicles until 1<sup>st</sup> January 2020, but are subject to the Vehicle Emission Standards as defined in paragraph 11.3.
- 11.8 All vehicles operating within the Scheme Area must use daytime running lights at all times.

### **11.9 Route and Destination Displays**

- 11.9.1 In line with the requirements of The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002 (SI 2002, 1724), as amended, all Local Services must display an accurate route number and/or route name and ultimate destination indicators at all times.
- 11.9.2 All displays must comply with the legal standards set out in Schedule 2, Section 8 of the PSV Accessibility Regulations 2000, unless using temporary destination equipment, as set out in Section 11.9.3 below. All vehicles are to be fitted with electronic number and destination displays.
- 11.9.3 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.

### **11.10 Presentation**

- 11.10.1 Vehicles must be 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 operator must also provide their own contact details for bus users.
- 11.10.2 No vehicles are to be used which remain in a livery belonging to a previous operator under any circumstances or bear any previous operator's branding or other information.

### **11.11 Parked vehicles**

- 11.11.1 No vehicle must be left unattended. Drivers must switch off engines at all times unless departure is imminent. Quitting (vehicles left unattended with the engine running) is strictly prohibited.

## **12. DRIVER STANDARDS**

- 12.1 Operators shall 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.
- 12.2 To ensure safety of passengers, drivers must not use hand-held mobile phones, consume food or drink or otherwise be distracted whilst driving.
- 12.3 All drivers must be provided with an appropriate uniform and operators shall use reasonable endeavours to ensure that this is worn on duty and maintained in a clean and tidy condition to promote a professional appearance.

### **12.4 Driver Training**

- 12.4.1 Drivers operating Local Services within the Scheme Area should be fully briefed on the terms and objectives of the Scheme, be route trained and conversant and proficient in the use of ticketing equipment and all fares options when operating Local Services in the Scheme Area.
- 12.4.2 Operators shall ensure that all drivers at each of their operating centres that serve the Scheme Area on Local Services have completed in the last rolling 5 years, or are working towards the following Driver Certificate of Professional Competence (CPC) subject areas:
- i. Customer Service / Disability Awareness (PCV);
  - ii. Personal Health and Wellbeing;

- iii. Physical/Mental Health and Wellbeing;
- iv. Health, Safety and Emergencies; and
- v. Safe and Fuel Efficient Driving,

unless otherwise superseded or agreed by the West Midlands Bus Operator's Panel and West Midlands Combined Authority.

- 12.4.3 To provide the West Midlands Combined Authority with an annual statement in the first month of each calendar year, of the number and proportion of drivers qualified or receiving training (as specified in 12.4.2) operating on Local Services covered by the Scheme.

## **12.5 Passenger Assistance**

- 12.5.1 Operators shall ensure drivers provide assistance to passengers when requested, for boarding or alighting and if so requested for them to remain stationary until such passengers are seated.
- 12.5.2 Drivers to assist passengers by lifting or deploying ramp and if requested offer assistance in accordance with the PSV (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002.
- 12.5.3 If requested, drivers should enable sitting passengers who require assistance to remain seated until the bus has come to a stop before alighting.
- 12.6 Operators must ensure drivers do not smoke at any time on board a bus and to use reasonable endeavours to enforce a smoking prohibition for all passengers on Local Services.

## **13. CUSTOMER CARE STANDARDS**

### **13.1 Customer Care**

- 13.1.1 Operators shall ensure that passengers on a bus which has become immobilised are transferred safely on to a replacement vehicle or alternative local service within 60 minutes of breakdown occurrence.
- 13.1.2 Operators shall 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.

- 13.1.3 All 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.

#### **14. NETWORK PERFORMANCE**

- 14.1 With the exception of Scheduled Coach Services, changes to routes and timetables shall only be made on the agreed Service Change Dates, in order to maintain network stability, unless there are exceptional circumstances which have been agreed in advance with the West Midlands Combined Authority. Reference should be made to Appendix D1 of the Slot Booking System.
- 14.2 All Local Bus Service Registrations, whether new or variations, must be undertaken in line with the process set out in Schedule D, Slot Booking System.
- 14.3 The West Midlands Combined Authority and the Council will continue to work with operators to improve punctuality and reliability through voluntary multi-lateral agreements outside the town centre.

#### **15. INFORMATION STANDARDS**

- 15.1 No temporary notices of any description are to be fixed to any bus stop or information pole, without the prior approval of the West Midlands Combined Authority. The real-time displays can be used to display service disruption details if required.

#### **16. ENFORCEMENT**

- 16.1 Any enforcement will follow the protocol as set out in Section 8 of The Scheme.

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## **Appendix B1**

### Bus Operators Undertaking

**WOLVERHAMPTON CITY CENTRE**  
**ADVANCED QUALITY PARTNERSHIP SCHEME**

**UNDERTAKING IN ACCORDANCE WITH SECTION 118(4) OF THE TRANSPORT  
ACT 2000**

**TO: PRIVATE & CONFIDENTIAL**

**Senior Team Leader, PSV Operator Licensing**

Hillcrest House  
386 Harehills Lane  
Leeds  
LS9 6NF

**FROM:**  **{Operator Legal Name}**

**PD** **{Operator Licence Number}**

**{Address}**

The above named operator hereby undertakes to provide Local Services to the standards and requirements specified in the Scheme when using the Facilities. The traffic commissioner can impose a penalty or sanction for any failure to meet the standards. Currently the penalty can be up to £550 for every vehicle the operator has licenced and/or the traffic commissioner can place a condition on the licence prohibiting the operator from running certain local services or local services of any description.

All terms used in this undertaking have the same meaning as those set out in the Wolverhampton Advanced Quality Partnership Scheme as made on **1<sup>st</sup> August 2018** and that will come into operation on **Sunday 25<sup>th</sup> November 2018**.

**SIGNED**

**{Company Officer Signature}**

**{Company Officer Name}**

**{Date Signed}**

**COPY OF COMPLETED FORM MUST AT THE SAME TIME BE SUBMITTED TO:**

Wolverhampton City Centre Advanced Quality Partnership Scheme – Version 3 dated  
25<sup>th</sup> November 2018

[PUBLIC]

**Network Delivery Team (Wolverhampton City Centre AQPS)**  
**West Midlands Combined Authority, 16 Summer Lane, Birmingham, B19 3SD**

**APPENDIX B2**

Ticketing Schemes

## **APPENDIX B2 – TICKETING SCHEMES**

The West Midlands Combined Authority is working in partnership with operators to develop and introduce Smartcard multi operator ticketing products to create an integrated public transport offer between the bus, rail and metro modes. The West Midlands Combined Authority will work with operators to create where possible such ticketing products that do not create a financial penalty to the user who has to change buses within the AQPS area to access their final destination.

## **SCHEDULE C**

Facilities provided by West Midlands Combined Authority and City of Wolverhampton  
Council

## 17. BUS PRIORITY

### 17.1 Slot Booking System

**17.1.1** The West Midlands Combined Authority will manage the Slot Booking System in accordance with Schedule D to the scheme.

**17.1.2** City of Wolverhampton Council will implement new Traffic Regulation Orders for all bus stops and stands in the scheme before the scheme commencement date and maintain the relevant Traffic Regulation Orders within the scheme area for the duration of the scheme. This will both facilitate the operation and enforcement of the scheme.

### 17.2 Bus Lanes/Gates

**17.2.1** The scheme includes the following bus lanes within the scheme area, and bus lanes on the approach to/from the scheme area.

<b>Location</b>	<b>Operational</b>
Cleveland Street, City Centre (TRO 4146)	24 Hour Bus Lane
Victoria Square (from Lichfield Street to Berry Street), City Centre (4731)	24 Hour Bus Gate
Market Street, City Centre (4387)	24 Hour Bus Lane
Peel Street, City Centre (4473)	24 Hour Bus Lane
Ring Road St David's (Bilston St into Bus Station), City Centre (4523)	24 Hour Bus Lane
Ring Road St David's (contraflow Broad Street into Bus Station), City Centre (4523)	Contraflow 24 Hour Bus Lane
Ring Road St David's (between the two carriageways), City Centre (4523)	24 Hour Bus Lane
Ring Road St David's (bus station towards Broad Street to Railway Drive), City Centre (4523)	24 Hour Bus Lane
Darlington Street near Red Lion Street, City Centre (4187)	24 Hour Bus Gate
Princess Square, City Centre (4745)	24 Hour Bus Lane

**17.2.2** City of Wolverhampton Council will maintain the relevant bus lanes Traffic Regulation Orders and bus lane enforcement scheme for the duration of the scheme. This will both facilitate the operation and enforcement of the scheme to improve bus journey reliability and journey times.

### 17.3 Bus Stands and Bus Stop Clearways

**17.3.1** At the Commencement Date, within the Scheme Area there will be 72 bus stops, including 19 bus stands at Wolverhampton Bus Station. As part of the Slot Booking

System (pursuant to Schedule D of the Scheme), all bus stops within the Scheme Area will be designated into an appropriate category and will be defined as either:-

- a. "Bus Stand Clearway"
- b. "Bus Stop Clearway"
- c. "Bus Stop Clearway (Non-Regulated)"

on the basis set out in the Slot Booking System.

- 17.3.2 Bus Stop Clearways and Bus Stand Clearways will be provided at all stops, save to the extent that this is not possible due to loading and unloading requirements for local businesses, as specified in Schedule A (Infrastructure) to this Schedule C.
- 17.3.3 Where a Bus Stop Clearway or Bus Stand Clearway has been provided these will only permit use by Local Services, unless otherwise authorised by the Council.
- 17.3.4 In accordance with Schedule 19 of the Traffic Signs Regulations and General Directions 2002 (SI 2002/3113) including any relevant subsequent updates to these Regulations, all Bus Stand Clearways and Bus Stop Clearways will be defined on the following basis:-
- a. all "Bus Stand Clearways" will be designated with a maximum layover of either 5 or 10 minutes, as specified in Schedule A to this Schedule C.
  - b. all "Bus Stop Clearways" will be designated with a maximum layover of 2 minutes, as specified in Appendix Schedule A to this Schedule C in accordance with regulation 3 (a) of The Traffic Signs Regulations and General Directions 2002/3113.

## **18. MEASURES**

### **18.1 Connected Places, City of Wolverhampton**

- 18.1.1 The City of Wolverhampton will deliver the Connected Places Strategy. The Connected Places Strategy, outlines the City of Wolverhampton's vision, strategy and priorities for a people centred approach to improving Wolverhampton's city centre's streets and public spaces.
- 18.1.2 The City of Wolverhampton will deliver Connected Places through a range of mechanisms, demonstrating the commitment to sustainable access for the city centre, including continued promotion of, and investment in public transport, and bus in the city centre.

- 18.1.3 Way-finding: re-inforce the city's identity and image through a co-ordinated approach to improve wayfinding signage. This will include important gateway projects, such as the Interchange, for those travelling by bus.
- 18.1.4 City Centre car parking: currently the city centre is over supplied with poor quality, surfaced level car parks and a significant amount of on-street parking. This will change with the development and refurbishment of a select number of premium city centre multi-storeys within the ring road and further opportunities on the periphery. This will reduce vehicle movements in the core of the city centre and enable the City of Wolverhampton to transform unnecessary road space.
- 18.1.5 The City of Wolverhampton recognise the limitations of the Connected Places Strategy. It is impossible to bring about transformational change of any scale without the simplifications of traffic management within the city centre. As well as the delivery of the Wolverhampton Interchange project, further work with partners including TfWM and local bus operators, will need to determine the best approach about changes to traffic management and vehicle access.

## **18.2 City Centre Area Action Plan (AAP) 2015 – 2026**

- 18.2.1 The city centre AAP will guide the regeneration of the city centre up to 2026.
- 18.2.2 Policy CC6 Transport aims to provide an effective, efficient transport network making the city centre accessible to all, thus encouraging investment and regeneration to create a more prosperous city centre.
- 18.2.3 This includes working with TfWM and bus operators to ensure that bus flows are fully considered in development proposals.

## **18.3 Wolverhampton and Walsall Network Development Plan (NDP)**

- 18.3.1 Having a plan in place to improve the bus network as populations grow, land uses change and new development are planned and built will be crucial.
- 18.3.2 Delivering the NDP will support positive change so that bus continues to play a crucial role for the local people and in the growth of the area and city centre. Working together, the Bus Alliance will deliver local bus improvements in the NDP that ensure the current and future travel needs of the local population and businesses are met and bus travel is truly transformed in the area.
- 18.3.3 This area-based NDP will be adopted, and then reviewed annually, to ensure that the bus network continues to meet local needs and is able to adapt to future growth opportunities and challenges.

#### **18.4 Free city centre bus**

- 18.4.1 The free city centre bus service number 500 travels around the city centre on market days (Tuesday, Wednesday, Friday and Saturday) giving easy access to shopping in the city centre. It is provided by the City of Wolverhampton.
- 18.4.2 The first bus leaves the Bus Station at Pipers Row (Stand G) at 9.40am and runs every 30 minutes. The last return service from stop CK at the markets (Pitt Street) will leave at 2.30pm.

### **19. INFRASTRUCTURE**

#### **19.1 Bus Shelters, Shelter cases and Seating**

- 19.1.1 Appendix C1 sets out the specification for bus stops in the Scheme Area. Subject to site and usage limitations, a bus shelter will be provided at bus stops within the Scheme Area, as detailed in Schedule A.

### **20. PASSENGER INFORMATION**

- 20.1 The specification for the provision of passenger information at each stop is set out in Appendix C2, covering items such as the display of service numbers, provision of timetable information and display of other public transport-related information.

#### **20.2 Real-Time Electronic Displays**

- 20.2.1 The electronic display will show either "real time" or chronological scheduled information for all Local Services using the relevant bus stand or bus stop.
- 20.2.2 The West Midlands Combined Authority 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 for bus operators to contact the West Midlands Combined Authority to add planned messages is available.

### **21. OTHER FACILITIES**

#### **21.1 Bus Passenger Surveys**

- 21.1.1 The West Midlands Combined Authority will undertake regular studies to monitor customer satisfaction with bus services in Wolverhampton.

- 21.1.2 The information will be presented to operators at the relevant Bus Alliance Area Partnership meetings.

## **22. MONITORING, ENFORCEMENT AND MAINTENANCE**

### **22.1 Enforcement of Bus Stands and Bus Stop Clearways**

- 22.1.1 The Council is responsible for civil parking enforcement and the enforcement of bus lane contraventions. With effect from the Commencement Date, all of the bus stands and bus stop clearways will be enforced by the Civil Enforcement Officers, who are deployed on behalf of the Council.
- 22.1.2 The Civil Enforcement Officers may issue a Penalty Charge Notice if the restrictions detailed in 17.3.4 are contravened. The Penalty Charge Notice is £50.00, which is discounted to £25.00 if it is paid within 14 days from the date of issue of the Penalty Charge Notice.
- 22.1.3 Any problems experienced by operators of persistent problems with contraventions by other vehicles to bus stand and bus stop clearways can be notified to the West Midlands Combined Authority. The West Midlands Combined Authority will liaise with the Council regarding persistent problems with contraventions by other vehicles of bus stand and bus stop clearways for increased monitoring.
- 22.2 The West Midlands Combined Authority will monitor the operation of bus services in the Wolverhampton scheme area, which will include monitoring vehicles and services operating within scheme area for their compliance with the terms of the AQPS. Non-compliance will be dealt with as set out in section 8 of The Scheme.

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## **APPENDIX C1**

### Bus stop specification

## Appendix C1 - Bus Stop Specification

Information pole	<p>As detailed in Schedule A:</p> <ul style="list-style-type: none"> <li>Alighting-only bus stops will be provided with a bus stop pole and flag, with wording indicating that services cannot be boarded at that location.</li> <li>Boarding bus stops will be provided with a bus stop flag incorporating service numbers, timetable information and, if applicable, real-time information and mapping.</li> </ul>
Shelter	<ul style="list-style-type: none"> <li>Provided at Bus Stops and Bus Stands as detailed in Schedule A.</li> <li>Size and orientation of shelter provided dependent on site conditions.</li> <li>All shelters will be illuminated.</li> <li>All shelters will include seating provision (subject to site conditions).</li> </ul>
Real-time	<ul style="list-style-type: none"> <li>Electronic Display provided at Bus Stops and Bus Stands as specified in Schedule A, incorporated within the bus stop totem.</li> <li>Real-time or scheduled information displayed</li> </ul>
Raised kerbs	<ul style="list-style-type: none"> <li>Minimum standard kerb height provided at Bus Stops and Bus Stands within the Scheme Area will be 120mm, with an acceptable height of 140mm, and a maximum height of 160mm</li> </ul>
Maintenance	<ul style="list-style-type: none"> <li>As detailed in Appendix C3.</li> </ul>
Bus Stand Clearway/Bus Stop Clearway	<ul style="list-style-type: none"> <li>Provided at Bus Stops and Bus Stands as detailed in Schedule A.</li> <li>If provided, will be in accordance with The Traffic Signs Regulations and General Directions 2002.</li> </ul>

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## **APPENDIX C2**

### Passenger information specification

## Appendix C2 – Passenger information specification

<p>Bus Stop Plate</p>	<p>The West Midlands Combined Authority 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, and this will be maintained under West Midlands Combined Authority’s Information Recharging Scheme.</p>
<p>Timetable Information</p>	<p>The West Midlands Combined Authority shall display their “service information” in the timetable cases, with the services shown displayed in the format “times departing from that stop” together with a route summary which details the main areas served by the service.</p>
<p>Real Time Information (RTI)</p>	<p>Where an RTI display is provided, this will display either “real time” or chronological scheduled information for all Local Services using the relevant bus stand or bus stop.</p> <p>The availability of real-time bus apps will be published at stops, with the written agreement of the West Midlands Combined Authority.</p>

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## **APPENDIX C3**

### Maintenance of Facilities

## **Appendix C3 – Maintenance of facilities**

### **23. Bus Shelters, Information Panels and Seating, Bus Stop Totems and Poles/flags**

#### **Responsibility: West Midlands Combined Authority's Shelter Maintenance Contractor**

- 23.1 All shelters and totems within the Scheme Area will be inspected and cleaned at least once a week. Totems are additionally inspected whenever a service needs to be added, removed or amended.
- 23.2 Graffiti and flyposters are removed within three working days of notification to West Midlands Combined Authority.
- 23.3 Routine repairs, including the replacement of lamps and fluorescent tubes are conducted within 2 working days following notification to West Midlands Combined Authority. Non routine repairs are conducted within 5 working days of notification.
- 23.4 Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property the West Midlands Combined Authority 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 by the company between 1800 and 0730 hours on non-working days.

### **24. Real Time Information Electronic Displays**

#### **Responsibility: The West Midlands Combined Authority's Digital Information team**

- 24.1 Electronic real-time displays will be visually checked and cleaned at least once a week, as part of the shelter and totem cleaning regime
- 24.2 Routine repairs are conducted within 5 working days following notification to the West Midlands Combined Authority.
- 24.3 Where the display maintenance contractor cannot identify a fault, the display will be replaced.
- 24.4 Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property, the West Midlands Combined Authority 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.

## **25. CCTV Equipment in Shelters**

### **Responsibility: The West Midlands Combined Authority**

- 25.1 CCTV cameras will be visually checked at least once a week and will be cleaned at least once a month. Each camera will be given a maintenance inspection every three months, with a full service twice a year to coincide with the changing of clocks between winter and summer times.
- 25.2 All repairs are conducted within five working days following notification to West Midlands Combined Authority.

## **26. Electrical Supplies to Infrastructure**

### **Responsibility: Nominated Electricity Supplier**

- 26.1 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 West Midlands Combined Authority.

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## **SCHEDULE D**

Slot booking system

## Schedule D - Slot Booking System

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

#### 27. DEFINITIONS & INTERPRETATION

These provisions relate to Regulated Bus Stops within Wolverhampton City Centre, as covered by the AQPS. For the purposes of this schedule the following words shall have the following meanings (words previously defined retain those meanings but may have further specific additional meanings below):-

<b>"Bus Stand Clearway"</b>	means a Regulated Bus Stop used for terminating services as detailed in Schedule D;
<b>"Bus Stop"</b>	means each bus stopping point within the AQPS area that is marked by a bus stop flag sign and listed in Schedule A;
<b>"Bus Stop (Not Clearway)"</b>	means a Bus Stop that is not regulated and is intended for bus services operating through the stop rather than terminating at it, as specified in Schedule A.
<b>"Bus Stop Cage"</b>	means the marked area on the carriageway to accommodate buses standing at a Bus Stop Clearway or Bus Stand Clearway;
<b>"Bus Stop Clearway"</b>	(Regulated or Non-Regulated) means a Bus Stop intended for use by services operating through the stop rather than terminating at it;
<b>"Departure"</b>	means either a) a scheduled in-service departure from a Bus Stop or b) any out of service movement away from a bus stop in those instances where there is no scheduled in-service departure but there has been a scheduled in-service arrival at the bus stop and that journey has terminated there;
<b>"Departure Slot"</b>	means an allotted period of time in which a bus operator can occupy a bus stand in order to take up a scheduled departure, as more specifically set out in paragraphs 29 and 30;
<b>"Non-Regulated Bus Stops"</b>	normally function as stops on the final inbound approach to the city centre, at which the

	<p>overwhelming majority of passengers will be alighting from rather than boarding the buses serving the stop. Any other Bus Stop that is not specifically defined as a Regulated Bus Stop or as a Bus Stand is defined as a "Non-Regulated Bus Stop" in Schedule A and has no limit on the number of departures permitted from that stop in any operating period. Layover is not permitted at any Non- Regulated Bus Stop.</p>
<b>"Regulated Bus Stop"</b>	<p>means any Bus Stop within the AQPS area specified as a Regulated Stop in Schedule A at which the number of departures in each hour is limited. Layover is not permitted at any Regulated Bus Stop.</p>
<b>"Service"</b>	<p>means a service provided along the same route by one operator and denoted by a single service number or service name. This will include any minor variations of the same service as denoted by a prefix or suffix attached to the basic service number or service name.</p>
<b>"Slot Booking Area"</b>	<p>Is the specific area within the wider scheme area where West Midlands Combined Authority allocate departure slots</p>
<b>"Stop Code"</b>	<p>means the alpha-numeric reference code applied to each bus stop within Wolverhampton City Centre.</p>
<b>"Stop Group"</b>	<p>means a group of bus stands or bus stops, usually along the same side of the same street that share the same alphabetic character of their stop code.</p>
<b>"Terminus Stand"</b>	<p>means a bus stand designated or recognised as the main timing point in the Scheme area for a service or group of services.</p>

## **28. GENERAL PRINCIPLES**

**28.1** There will be 4 basic types of stop within the Scheme Area:

28.1.1 Bus Stands for terminating services;

- 28.1.2 Regulated Bus Stops for through services (with a maximum 60 departures in each hour);
- 28.1.3 Non-regulated Bus Stops for through services, where operators must comply with the terms of any Bus Stop Clearway and shall, in any event, not layover at a Non-Regulated Bus Stop for longer than 2 minutes.
- 28.1.4 A departure slot allocated and agreed with the WMCA Bus Station Manager at Wolverhampton Bus Station
- 28.1.5 All departures on the same service, provided by the same operator, must observe the same Bus Stop for all departures and cannot be split over 2 or more stops within the same Stop Group.
- 28.1.6 Each service, provided by the same operator, must only observe up to one Bus Stand within the AQPS area other than the West Midlands Combined Authority controlled bus station.
- 28.1.7 Each service, provided by the same operator, may observe only one Regulated Bus Stop per direction on any road.

## **29. DEFINITION OF A DEPARTURE SLOT AT A REGULATED BUS STOP**

- 29.1 At Regulated Bus Stops there will be no specifically defined start and end time for a departure slot but the number of departures in any hour should be kept at or below the stated limit of 60 departures.
- 29.2 Operators should recognise it as in their operational interest to distribute departures evenly with buses leaving the stop at no less than a one-minute scheduled interval.

## **30. DEFINITION OF A DEPARTURE SLOT AT A BUS STAND**

- 30.1 Each single Bus Stand has up to 15 Departure Slots available in any hour and a double Bus Stand up to 30 Departure Slots per hour. WMCA may consider requests from one or more operators to provide a higher number of departures per hour from a Bus Stand if it is deemed by WMCA to be in the passengers' interest; such requests will only be considered on the basis that the group of stands (as set out in Schedule A) would not exceed its total capacity and WMCA reserves the right to reject the request (subject to the prescribed appeals process).
- 30.2 A departure slot will be allocated for a 4-minute period thus giving 15 departures on a single stand and 30 departures on a double stand. Operators can schedule their service to depart at any time within the 4 minute departure slot. Operators should recognise it as in their operational interest to distribute departures evenly with buses

leaving the stop at no less than a 3-minute scheduled interval for a single terminal stop or a 2-minute scheduled interval for a double terminal stop but within the overall limit on the number of departures per stop per hour.

- 30.3 Buses may leave the Bus Stand at any time within a Departure Slot, so long as the waiting time prior to that departure does not overlap into a preceding 4-minute Departure Slot (where it was booked by another service).
- 30.4 Engines should be switched off (within reason) where waiting time exceeds 2 minutes.
- 30.5 Vehicles should not be left unattended on a bus stand without a driver at any time.

### **31. ALTERNATIVES**

- 31.1 It may not always be possible to accommodate a new service at the operator's preferred stop and other stopping points may need to be considered in such a situation.

- 31.2** As well as Bus Stands, Bus Stops may be available for new services to use (within the stated departure criteria that apply there)

### **31.3 REGISTRATION WITH TRAFFIC COMMISSIONER AND MAKING A SLOT BOOKING WITH WMCA**

- 31.4 Operators are required to register changes to bus services with the Traffic Commissioner with 42 days' notice, as defined by the Transport Act 1985.

- 31.5 Before submitting an Application to Register a Bus Service (PSV350) or an Application to Change a Local Service Registration (PSV355) or by way of the electronic alternative, for a service change effective within the Scheme area, with the Traffic Commissioner, the bus operator **must provide WMCA with a draft full working timetable**, including which Bus Stops or Bus Stands (using the stop reference code as detailed in Schedule A) are wished to be used, the route, and a completed pro-forma to allow WMCA to confirm receipt of the application, a minimum 28 days before **submitting such an application to the Traffic Commissioner**. Appendix D1 provides details of Service Change Dates.

- 31.6 For any Scheduled Coach Service, operators will need to provide WMCA with a draft timetable which will include the required stopping points, giving a minimum of 28 working days notice to WMCA, in advance of the introduction or change to service.

- 31.7 WMCA will then confirm if, in accordance with the Slot Booking System, the proposed slots are available for the operator to use and, if not, which alternative slots are available for the operator to register.
- 31.8 All applications to register or change a Local Service Registration which are submitted to WMCA must include a full working timetable and route, 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.
- 31.9 For Regulated Bus Stops, WMCA will ensure that each new service will not exceed the departure limit of that stop.
- 31.10 Where an incumbent service is present at a Bus Stand or Regulated Bus Stop it will take precedent over a new service that is seeking to take up a slot at the Bus Stand or regulated Bus Stop.
- 31.11 To determine, for the purposes of paragraph 31.10, incumbency at a Bus Stand or Regulated Bus Stop, services will be ranked in terms of the first date of registration for that service with the Traffic Commissioner at its current headway (with earlier registrations taking priority over more recent registrations). Temporary registrations for minor amendments of durations of eight weeks or less shall not count towards the incumbency consideration.
- 31.12 If a service is to introduce more departures from a Bus Stand or Regulated Bus Stop then it can do this until all available slots on that Bus Stand are taken. Once no vacant slots remain, it is up to the service that is being increased to either: - (a) locate to an alternative bus stand where the required slots are available for use; or (b) for another service from the existing stand to be located to an alternative stand (this could only be done with the agreement of any other operator using the same Stand). Written evidence of agreement to relocate the other service will be required before this option can be considered by WMCA.
- 31.13 Where prior to the commencement of the Scheme two or more services have registered the same scheduled Departure Slot from a Bus Stand within the Scheme Area, all operators other than the first operator to have registered their service at such Bus Stand with such departure time shall, as soon as reasonably practicable, re-register their service either with an alternative Departure time or at an alternative Bus Stop.
- 31.14 Information supplied in applying for departure slots will be treated as confidential and will not be made available to third parties unless required to do so by law.

## **32. SLOT BOOKING MONITORING**

- 32.1 WMCA and the Council will monitor adherence by operators to their booked slots at all stops. Systematic contraventions will be raised with the operator in line with the agreed enforcement process, and subject to the stated Appeals Process.
- 32.2 Monitoring may take from the form of personal observations, surveys commissioned by WMCA and/or the Council, or through the use of CCTV or Real Time Information systems.

### **33. APPEALS PROCESS**

- 33.1 An appeal may be made against any decision regarding the Slot Booking System, in accordance with the Appeals Process as set out in The Scheme.

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## **APPENDIX D1**

### Service Change and Slot Booking Dates

## Appendix D1 – Service Change and Slot Booking Dates

Service change dates for 2018 & 2019, with associated cut-off dates for requests for amended departure slots.

NSP No.	MONTH	REGISTRATION DATE (70 days)	DATE OF IMPLEMENTATION	TARGET POSITION DATE	COMMENTS
NSP 119	Nov-18	16-Sep-18	25-Nov-19	02-Dec-18	
NSP 120	Jan-19	28-Oct-18	06-Jan-19	13-Jan-19	School term starts
NSP 121	Feb-19	16-Dec-18	24-Feb-19	03-Mar-19	End of half term holiday
NSP 122	Apr-19	17-Feb-19	28-Apr-19	05-May-19	TfWM contract change date
NSP 123	May-19	21-Apr-19	30-Jun-19	07-Jul-19	Rail Timetable Change Weekend
NSP 124	Jul-19	19-May-19	28-Jul-19	04-Aug-19	School term finishes
NSP 125	Sep-19	23-Jun-19	01-Sep-19	08-Sep-19	School term starts

Service Change Dates are yet to be agreed.

**Any request for revised departure slots must be made to TfWM at least 28 days before submission of registrations to the Traffic Commissioner. Registrations without signed-off slot requests are likely to be refused.**

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## **SCHEDULE E**

Communications protocol

## Schedule E – Communications protocol

### DEFINITION OF A PROTOCOL FOR THE DISSEMINATION TO OPERATORS OF CRITICAL INFORMATION RELATING TO WOLVERHAMPTON

#### 34. Aim

- 34.1 This protocol aims to clearly set out the preferred method of communication between West Midlands Combined Authority, City of Wolverhampton Council and bus operators covered by the Scheme, in relation to incidents in the Wolverhampton Scheme Area that may impact on the operation of bus services.
- 34.2 It does not replace or overrule any other established communication plans, but sets out the communication methods used for specific events.

#### 35. Events covered

- 35.1 The protocol is anticipated to be used in cases of events such as:
- i. emergency road closures
  - ii. unavailability of bus stops
  - iii. need for service diversions
  - iv. future planned unavailability of facilities

#### 36. Methods of communication

- 36.1 If it is necessary to pass information quickly to all operators, the West Midlands Combined Authority will co-ordinate the dissemination of notices by email. Notifications provided by City of Wolverhampton Council will also be channelled through the West Midlands Combined Authority, to ensure that all parties are aware of the communication and that a co-ordinated response and support can be provided.
- 36.2 All operators must provide the West Midlands Combined Authority with an email address that is working and regularly checked by the operator.
- 36.3 Emails can be sent to the West Midlands Combined Authority at [QPS@TfWM.org.uk](mailto:QPS@TfWM.org.uk). Emails relating to the Scheme or city centre issues should not be sent to a specific individual.

- 36.4** Written communications to the West Midlands Combined Authority or City of Wolverhampton Council should be sent to the addresses stated in Section 8 of The Scheme.



West Midlands Combined Authority  
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