# SQPS

## Statutory Quality Partnership Scheme

January 2010

Nottingham City Council

# Statutory Quality Partnership Scheme

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# Legal Definition

NOTTINGHAM CITY CENTRE STATUTORY BUS QUALITY PARTNERSHIP SCHEME IS MADE IN ACCORDANCE WITH SECTIONS 114 – 123 OF THE TRANSPORT ACT 2000 BY NOTTINGHAM CITY COUNCIL (the "Scheme") BY:

Nottingham City Council, The Guildhall, Burton Street, Nottingham, NG1 4BT.

| **1. DEFINITIONS AND INTERPRETATION** | |
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| "bus stand clearway" | shall mean a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit a local bus to stand within the clearway for as long as maybe necessary up to a maximum period of 10 minutes; |
| "bus stop" | means all bus stops within the Scheme Area, including bus stand clearways and bus stop clearways; |
| "bus stop clearway" | shall have the meaning given to it as detailed in paragraph 1(a) of Part 1 to Schedule 19 of the Traffic Signs Regulations and General Directions 2002 (SI3113/2002); |
| "bus stop clearway (regulated)" | shall mean a bus stop clearway as defined in Appendix 3 to the Scheme; |
| "bus stop clearway (non-regulated)" | shall mean any bus stop clearway other than a bus stop clearway (regulated); |
| "Commencement Date" | means the date of commencement of the Scheme pursuant to clause 2.1, or such later date as the Scheme may commence following any postponement of the Scheme under section 117 of the Transport Act 2000; |
| "Core Local Service" | means a Local Service operating at a frequency of four or more buses an hour between 0800 and 1800 Monday to Friday; |
| "Complementary Local Service" | means a Local Service other than a Core Local Service; |
| "the Council" | Nottingham City Council of The Guildhall, Burton Street, Nottingham, NG1 4BT; |

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| "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; |
| "Facilities" | means those facilities listed in Schedule 2; |
| "Greater Nottingham Bus Quality Partnership Meeting" | means the quarterly meeting held in March, June, September and December each year; |
| "Local Service" | has the meaning set out in Section 2 of the Transport Act 1985, (but excluding any Excluded Services); |
| "NET" | means Nottingham Express Transit; |
| "Non-Regulated" stop | shall mean a Non-Regulated bus stop as defined in Appendix 3; |
| "Regulated" stop | shall mean a Regulated bus stop as defined in Appendix 3; |
| "Reserve Service Change Dates" | in addition to the agreed "Service Change Dates", a further six dates will be reserved each calendar year. The reserve dates for each year will be agreed between the Council and the bus operators, at the September meeting of the Greater Nottingham Bus Quality Partnership Group in the preceding year; |
| "Scheme Area" | means the area marked as shown on the map at Schedule 1; |
| "Service Change Dates" | means the closest Sunday to the following:-<br>• Last Sunday in January<br>• Start of British Summer Time<br>• Sunday before May Day Bank Holiday<br>• End of School Summer Term<br>• Start of the new School Year<br>• End of British Summer Time |
| "Slot Booking" | means the Slot Booking System which operators pursuant to the Scheme are required to comply with pursuant to Schedule 3 and Appendix 3 to the Scheme; |

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| "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 (*Standards*); |
| "Traffic Commissioner" | has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981; |
| "TRO" | means a Traffic Regulation Order; |

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| **2.** | **DATE AND PERIOD OF OPERATION** |
| 2.1 | The Scheme was made on 29th January 2010 and will come into operation on 2nd May 2010. |
| 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 a given quality standard. 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:-<br><br>• To facilitate an increase in the modal share of bus as part of the Greater Nottingham Growth Strategy and sustainability objectives.<br>• To provide additional City Centre bus infrastructure in order to accommodate more bus services/higher frequencies in-line with modal share targets.<br>• 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.<br>• To improve the range of City Centre destinations served by bus routes and in particular to better serve major new developments including Broadmarsh Centre, Nottingham Station and Eastside.<br>• To reduce pressure on congested bus priority streets and bus stops to help improve journey reliability and reduce delays.<br>• To achieve better environmental conditions and improve pedestrian and cycling amenities on bus priority streets.<br>• To manage bus stop use so as to maximize capacity within a quality framework, whilst maintaining high environmental standards.<br>• Provide management of on street stops on a similar basis to bus station management, with the introduction of a Slot Booking System. |

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| **4.** | **SCHEME AREA** |
| 4.1 | The Scheme Area covers 96 bus stops within Nottingham City Centre, as shown on Schedule 1. |
| 4.2 | The Scheme shall apply to 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 the summary of Affected Services when required for every service change date and the Council will make copies available to the Traffic Commissioner and all operators of affected Local Services. For the avoidance of doubt, such list of Scheduled Services will be an indicative list only of those Local Services which the Council believes to fall within the terms of the Scheme. An omission from the list of Affected Services shall not exempt from the Scheme, which would otherwise fall within the terms of the Scheme. |
| 4.4 | The Victoria Bus Station and Broadmarsh Bus Station are located within the Scheme Area, but are not Facilities subject to the SQPS requirements. |
| **5.** | **FACILITIES** |
| 5.1 | Subject to clause 8 (Conditions of Use), the Council will make the Facilities available (as detailed in Schedule 2) to Local Services from the Commencement Date, until the date the Scheme ceases to have effect. |
| 5.2 | Clause 5.1 shall not apply in relation to any Local Service using a Facility for any period during which the Council is temporarily unable to fulfil its obligations, in respect of that Facility, due to circumstances beyond its control. In such circumstances the Council shall notify any operator affected by the non-provision of such Facility, confirming the reason for such non-provision and the anticipated period during that the Facility will not be available. |
| 5.3 | Due to the pending re-development of Broadmarsh Centre, the existing canopy located on Collin Street (bus stops C2, C3, C4, C6, C7 and C8) will remain. Consequently, this prohibits the installation of bus stop information poles, bus stop plates and 4-sided timetable drum at these stops and will therefore not be included as part of the Scheme improvements. However, electronic displays will be provided for all of the above stops which will be wall mounted. |
| 5.4 | The Facilities are to be maintained for the duration of the Scheme in accordance with Schedule 7 (Maintenance of Facilities). |

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| 5.5 | A number of Environmental Schemes including bus lanes have been implemented within the Scheme Area, to provide priority for buses, as detailed in Schedule 2. |
| 5.6 | Any queries regarding the Traffic Regulation Orders for the Scheme Area may be obtained from Nottingham City Council, Environment and Regeneration, Traffic and Safety, Lawrence House, Talbot Street, Nottingham, NG1 5NT. |
| 5.7 | The Council has provided existing bus stop infrastructure which is all less than 10 years old, as at 2nd November 2009. These Facilities have been implemented as part of the Council's ongoing commitment to provide improvements to bus stops for bus passengers and 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 therefore included within the Scheme (as detailed in Appendix 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 either a Core Local Service or a Complementary Local Service, in accordance with the requirements of clauses 6.2 and 6.3 of this Scheme. |
| 6.2 | A Local Service will be a Core Local Service where it operates [within the Scheme Area] at a frequency of four or more buses an hour between 0800 and 1800 Monday to Friday. Core Local Services shall comply with the Standard of Services as specified in Schedule 3 including:<br>a) meeting a minimum Euro III emission standards; and<br>b) having DDA compliant destination displays and full DDA accessibility, save to the extent that such Core Local Service is exempt from a Standard of Service pursuant to clause 6.4 below. |
| 6.3 | Complementary Local Services are all Local Services operating in the Scheme Area which are not a Core Local Service. Complementary Local Services shall comply with the Standards of Services as specified in Schedule 3, including:<br>a) subject to clause 6.6, meeting Euro II emission standards; and<br>b) having front DDA compliant destination displays. |

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| 6.4 | The standards as specified in 6.2 shall not apply to a service using a step entrance coach that is compliant with at least Euro II emission standards on either a Core or Complementary Local Service, which will be permitted to use the Facilities within the Scheme Area, provided that the operator of such provides an alternative service in accordance with clause 6.5 of this Scheme. |
| 6.5 | The alternative service to be provided pursuant to clause 6.4 must operate to at least the same frequency as the service operated using a step entrance coach, to the same destination and on substantially the same route and must use one of the bus stops within the Scheme Area, and stop at least the same (or similar) stops as the step entrance coach. If necessary, a combination of services can be used to meet the criteria. |
| 6.6 | Notwithstanding clauses 6.2 to 6.5, with effect from 1st April 2013, all Local Services operating in the Scheme Area must comply with Euro III emission standards at particulate level as a minimum standard. |
| 6.7 | Any notification which has been requested to be sent to the Council should be copied to the Public Transport Manager, Nottingham City Council, Environment and Regeneration, Exchange Buildings North, Smithy Row, Nottingham, NG1 2BS. |
| **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 biggest 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 have a positive effect on containing congestion and maintaining accessibility levels by increasing bus usage and modal split. |
| 7.3 | The future planned growth of the conurbation (Sustainable Urban Extensions) will inevitably put additional strain on the City Centre to accommodate more buses in a restricted area, with limited kerb space, which will need to be managed constructively. |
| 7.4 | There has already been significant investment in the City Centre with regards to the NET, Clear Zone, Turning Point, enforcement mechanisms, waiting infrastructure and electronic information. The City Council is keen to protect this level of investment by ensuring that it is utilised by high quality services. |

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| **8.** | **CONDITIONS OF USE** |
| 8.1 | An operator of a Local Service may only use the Facilities in the Scheme Area if:<br>a) a written undertaking from the operator in the template form attached at Schedule 5 is provided to the Traffic Commissioner and a copy delivered to the Council; and<br>b) each Local Service is provided by such operator to the Standards in accordance with that undertaking except for any period during which such operator is temporarily unable to do so owing to circumstances beyond their control, provided that the Council is notified in writing as soon as practicably possible as to the reasons and period of such non-compliance. |
| 8.2 | Any operator of a Local Service who fails to comply with paragraph 8.1 above may be subject to action by the Traffic Commissioner in accordance with section 26 (Conditions attached to PSV operator's licence) Transport Act 1985 and section 155 Transport Act 2000. |
| **9.** | **REVIEW AND MONITORING** |
| 9.1 | The Council and bus operators will review the operation of the Scheme at each Greater Nottingham Bus Quality Partnership Meeting, which will include an assessment of the Scheme's benefits in order to determine if any action is required to maintain the Facilities and Standards of Service. |
| 9.2 | The 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 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. |

# Schedule 1

## Map of Scheme Area

# Schedule 1

## Map of scheme area



# Schedule 2

## Facilities provided by Nottingham City Council

## SCHEDULE 2 - FACILITIES PROVIDED BY NOTTINGHAM CITY COUNCIL

| FACILITY | REF | DESCRIPTION OF FACILITY |
|---|---|---|
| **1. ENVIRONMENTAL SCHEMES** | | |
| Clear Zone | 1.1 | The Nottingham City Council (Nottingham City Centre) (Clear Zone Area) Traffic Regulation Order 2004 (TMP 9031M) (or any TRO that amends or replaces such order and provides the facilities listed in this paragraph 1.1) is a TRO that has been introduced as part of a national initiative to reduce traffic congestion and pollution in the City Centre, and to keep the city clear of congestion by banning non-essential traffic. These objectives are achieved largely through the introduction of access restrictions. The main features of these restrictions are:<br>• covering all approaches to the Old Market Square including Friar Lane, Fletcher Gate, King Street and Market Street<br>• buses, taxis, cycles, blue badge holders, private hire and restricted access permit holders are allowed access to the zone at all times<br>• access and loading is permitted everyday outside the core hours of 10am to 4.30pm<br>• all limited waiting parking has been removed or converted to blue badge use |
| Turning Point North | 1.2 | The Nottingham City Council (Turning Point and Clear Zone Area, Nottingham) (Prohibitions of Driving and One Way Street) Traffic Regulation Order 2006 (TMP 9039M) (or any TRO that amends or replaces such order and provides the facilities listed in this paragraph 1.2) is a TRO which has been introduced, to transform Milton Street and parts of Upper Parliament Street and Lower Parliament Street into a pedestrian friendly area for authorised traffic only and including a high degree of bus priority. Entry into the Turning Point area is restricted to buses, taxis, blue badge holders, emergency services, cyclists and access for loading and unloading. This is the permanent new traffic arrangement in Nottingham City Centre and applies at all times on the following lengths of road:-<br>• Milton Street (Shakespeare Street to Upper Parliament Street)<br>• Upper Parliament Street (South Sherwood Street to Milton Street)<br>• Lower Parliament Street (Broad Street to Milton Street) |
| **2. BUS PRIORITY** | | |
| Slot Booking System | 2.1 | The Council will manage the Slot Booking System in accordance with Appendix 3 to the Scheme. |

| FACILITY | REF | DESCRIPTION OF FACILITY |
|---|---|---|
| Bus Lanes | 2.2 | The Nottingham City Council (Various Locations, City of Nottingham Consolidation Area) (No.1) (Bus/Tram Lanes and Gateways) Traffic Regulation Order 2007 (TMP 6613M) (or any TRO that amends or replaces such order and provides the bus lanes detailed in Schedule 8) was implemented to consolidate all of the bus lanes in the City into a single TRO.<br><br>A number of bus lanes have been introduced on key routes within the Scheme Area to give priority to buses, and cycles, as detailed in Schedule 8.<br><br>The Nottingham City Council (Access to bus lanes by wheelchair accessible licensed hackney taxis) Experimental Order (TME 6699M) (or any TRO that amends or replaces such order and provides the facilities listed in this paragraph) has been introduced to allow wheelchair accessible taxis to use bus lanes. This exemption was introduced on 28th August 2009, on an experimental basis for 18 months and will expire on 26th February 2011. |
| Carlton Street Prohibition of Driving | 2.3 | The Nottingham City Council (Carlton Street, Nottingham) (Prohibition of Driving) Experimental Order 2009 (TME 6730M) (or any TRO that amends or replaces such order and provides the facilities listed in this paragraph 2.3, including any order that makes the provision of such facilities permanent) has been introduced to reduce the number of through vehicles accessing George Street and Parliament Street, by restricting the use to Buses, Wheelchair Accessible Hackney Carriages and Cycles. The Experimental Order was introduced on 6th February 2009 on an experimental basis for 18 months and will expire on 5th August 2010.<br><br>If the Experimental Order is successful in reducing the number of unauthorised through vehicles, the Council intend to make the Experimental Order permanent. |
| Bus Stands and Bus Stop Clearways | 2.4 | Within the Scheme Area there will be 96 bus stops, including 27 bus stands which can be used to layover. As part of the Slot Booking System (pursuant to Appendix 3 of the Scheme), all bus stops within the Scheme Area will be designated into an appropriate category and will be defined as either:-<br><br>a) "Bus Stand Clearway"<br>b) "Bus Stop Clearway"<br>c) "Bus Stop Clearway (Non-Regulated)"<br><br>on the basis set out in the Slot Booking System. |
| | 2.5 | 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 Appendix 2 (Infrastructure) to this Schedule 2.<br><br>Where a Bus Stop Clearway or Bus Stand Clearway has been provided, these will only permit use by Local Services. |

| FACILITY | REF | DESCRIPTION OF FACILITY |
|---|---|---|
| | 2.6 | 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:-<br><br>a) all "Bus Stand Clearways" will be designated with a maximum layover of 10 minutes, as specified in Appendix 1 to this Schedule 2.<br>b) all "Bus Stop Clearways" will be designated with a maximum layover of 2 minutes, as specified in Appendix 1 to this Schedule 2 in accordance with regulation 3 (a) of The Traffic Signs Regulations and General Directions 2002/3113. |
| **3. INFRASTRUCTURE** | | |
| Bus Shelters, Sheltercases and Seating | 3.1 | JCDecaux Ltd are the approved contractor for the supply, installation and maintenance of all bus shelters including seating and lighting, within the Scheme Area.<br><br>Subject to site limitations, a bus shelter will be provided at bus stops within the Scheme Area, as detailed in Appendix 2 and will either be of the "standard" awning design or "Foster" design, depending on location. |
| Council Information Panel | 3.2 | 4 Council Information Panels (CIP) have been erected within the Scheme Area. The free standing panels are internally illuminated and contain details of the main bus routes based on the criteria of operating a "Core Local Service". Other key services will be included at the discretion of the Council. The CIP also includes a frequent routes map, City Centre bus stops map and an area guide of services operating within the Greater Nottingham Area. The CIP's are located as shown on Schedule 1. |
| Sheltercase Inserts | 3.3 | Each bus shelter within the Scheme Area will be provided with a sheltercase. The sheltercase inserts will contain details of the main bus routes based on the criteria of operating a "Core Local Service". Other key services will be included at the discretion of the Council. The sheltercase insert also includes a frequent routes map, City Centre bus stops map and an area guide of services operating within the Greater Nottingham Area.<br><br>The inserts will be updated for 2nd May 2010 and will be updated on this anniversary every subsequent year, for the duration of the Scheme. |

| FACILITY | REF | DESCRIPTION OF FACILITY |
|---|---|---|
| Sheltercase Mini Timetables and Holders | 3.4 | A mini guide timetable holder will be provided at all bus stands within the Scheme Area, and will be fitted to the shelter information case, as detailed in Appendix 2 (Infrastructure).<br><br>Mini timetables will be provided for each service which uses the bus stand and will be updated for each service change.<br><br>A full complement of mini timetables for all services using any of the bus stands or bus stops within the Scheme Area, as a Local Service, will be available at the Customer Information Point at Broadmarsh Bus Station. |
| Bus Stop Information Poles, Bus Stop Plate and Timetable Drum | 3.5 | A bus stop information pole, 4 sided timetable drum and 1m bus stop flag will be provided at each bus stand or bus stop within the Scheme Area, as specified in Appendix 2 (Infrastructure).<br><br>The “Bus Stop” plate legend will be varied to “Bus Stand”, where the stop is designated a bus stand in accordance with paragraph 2.6 above.<br><br>The bus stop plate will be provided by the Council for use by the relevant Local Services. |
| Bus Stop Kerbs | 3.6 | The minimum standard kerb height provided at all bus stops within the Scheme Area will be 125mm, with an acceptable height of 140mm, and a maximum height of 160mm. |
| **4. ELECTRONIC INFORMATION** | | |
| Real-Time Electronic Displays | 4.1 | An electronic display (3 line LED) will be provided at each bus stand or bus stop within the Scheme Area, as specified in Appendix 2 (Infrastructure).<br><br>The electronic display will show either “real time” or chronological scheduled information for all Local Services using the relevant bus stand or bus stop.<br><br>The Public Transport Team can add messages to the electronic displays within the Scheme Area, which can provide useful travel information relating to various one-off network changes – stops, services, fares, 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). |

| FACILITY | REF | DESCRIPTION OF FACILITY |
|---|---|---|
| Electronic Journey Planner | 4.2 | The Council provides electronic journey planner kiosks at the NCT Travel Centre, Victoria Bus Station, Broadmarsh Bus Station and Nottingham Railway Station. |
| **5. MONITORING, ENFORCEMENT AND MAINTENANCE** | | |
| Zebra Marshalls | 5.1 | The Public Transport Team will provide 2 Marshalls for 1 hour a day, between 12 pm and 2 pm, on Mondays to Saturdays (excluding Bank Holidays) at the zebra crossing located outside Boots' on Lower Parliament Street. The Marshalls will be provided to regulate the number of pedestrians using the zebra crossing, to try and minimise delays to Local Services. |
| Enforcement of Bus Stands and Bus Stop Clearways | 5.2 | 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 employed on behalf of the Council.<br><br>The Civil Enforcement Officers may issue a Penalty Charge Notice if the restrictions detailed in 2.6 above are contravened. The Council's charge (as of 1st April 2009) for a Penalty Charge Notice is £70, which is reduced to £35 if it is paid within 14 days from the date of issue of the Penalty Charge Notice. |
| Enforcement of Bus Lanes and Bus Gates | 5.3 | The Nottingham City Council (City of Nottingham) (Bus/Tram Lanes and Gateways) (New Articles/Definitions) Traffic Regulation Order 2007 (TMP 6644M) (or any TRO that amends or replaces such order and provides the facilities detailed in this paragraph 5.3) allows the Council to enforce all of the bus lanes and bus gates in the City.<br><br>Enforcement of contraventions is carried out using the latest CCTV technology that records unauthorised motorists using bus lanes. |
| | 5.4 | The Council purchased a mobile CCTV equipped enforcement vehicle in 2009 which will be used in areas that cannot be covered by static CCTV cameras, including bus lanes within the Scheme Area.<br><br>Further expansion of CCTV is planned once new powers have been awarded by the Government to enforce moving traffic offences within areas such as Turning Point North's restricted access zone and the Clear Zone. |
| Maintenance | 5.5 | The Maintenance Specification for the Facilities provided within the Scheme Area, are detailed in Schedule 7. |

| FACILITY | REF | DESCRIPTION OF FACILITY |
|---|---|---|
| **6. OTHER FACILITIES** | | |
| Centrelink Bus Service | 6.1 | A free bus service was launched in September 2009 by the Council, which connects the Victoria Bus Station with the Broadmarsh Bus Station via the City Centre. This is being provided to allow through journeys for those services which do not meet the Standards of Service and are required to use one of the bus stations. Additional bus stops along the route are also provided for the convenience of passengers.<br><br>The Centrelink service operates every 10 mins between 7am and 7pm, from Monday to Saturday inclusive. |
| Customer Information Point | 6.2 | The Council has provided a Travel Centre in the Broadmarsh Bus Station, providing all operator information and details on ticketing and concessionary travel. The Travel Centre is open between 9am and 5pm, from Monday to Saturday inclusive. |
| Bus Passenger Surveys | 6.3 | The Council undertakes detailed surveys each quarter in both the Victoria and Broadmarsh bus stations and the NCT Travel Centre to monitor customer satisfaction with bus services in Nottingham. These take the form of a questionnaire survey and on average 500 customers are interviewed each quarter to ascertain perceptions about timekeeping; cancellations; journey times and customer service from drivers. The percentage of passengers that are satisfied is disclosed at the end of each quarter. The surveys also look at other aspects of bus travel including: timetable information; passenger waiting facilities; customer service at travel centres, integrated ticketing, Real-Time, and perceptions of safety when travelling.<br><br>Each quarter the figure is disclosed to the Council's Corporate Performance Team and is reported in the LTP Delivery Report.<br><br>The information will also be presented to the operators at the quarterly Greater Nottingham Bus Quality Partnership Meetings. |

# Schedule 3

## Standards of Service

## SCHEDULE 3 - STANDARDS OF SERVICES

| STANDARD | REF | STANDARD OF SERVICES REQUIREMENT DETAIL | JUSTIFICATION |
|---|---|---|---|
| **1. OPERATOR STANDARDS** | | | |
| Slot Booking System | 1.1 | All Local Services operating within the Scheme Area will be subject to the Slot Booking System, in accordance with Appendix 3 of the Scheme. | To effectively manage the use of City Centre Stops |
| Reliability and Punctuality | 1.2 | To provide reliable and punctual local services in accordance with bus service registrations within the Traffic Commissioners compliance guidelines of within 1 minute early and 5 minutes late at registered timing points. | To improve the reliability of bus services and to intervene with incidents as they arise. |
| | 1.3 | To participate in Punctuality Improvement Plans (PIP's) and actively work towards achieving agreed targets for improving Local Service journey time performance targets, with agreed monitoring procedures and associated data disclosure commitments relating to reliability and punctuality. | |
| | 1.4 | To ensure that passengers on a bus which has become immobilised are transferred safely on to a replacement vehicle or alternative local service within 45 minutes of breakdown occurrence. | |
| | 1.5 | To be in attendance of broken down buses and use reasonable endeavours to remove any obstacle from the highway within 60 minutes of any breakdown occurrence. | |
| Network Stability | 1.6 | 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 |
| | 1.7 | To notify the Council with summary notification of any intended service changes which would affect the Slot Booking System, at least 10 working days in advance of submitting such an application to the Traffic Commissioner. | |

| STANDARD | REF | STANDARD OF SERVICES REQUIREMENT DETAIL | JUSTIFICATION |
|---|---|---|---|
| Ticketing | 1.8 | All operators operating in the Scheme Area shall participate in the integrated multi-operator Kangaroo and Plusbus ticket schemes. | Effective systems making bus use easier. |
| Customer Care | 1.9 | 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 inclusive of diversity/disability awareness training. | Improved customer relations and customer focused standards. |
| | 1.10 | 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. | |
| Driver uniform identity and appearance | 1.11 | To provide all drivers with an appropriate uniform and use reasonable endeavours to ensure that this is worn on duty and maintained in a clean and tidy condition to promote a professional appearance. | To improve the image of bus services for passengers. |
| Driver training | 1.12 | To ensure drivers operating Local Services within the Scheme Area are fully briefed on the terms and objectives of the Scheme and they are route trained and are conversant and proficient in the use of ticketing equipment and all fares options when operating Local Services in the Scheme Area. | Improved customer relations and customer focused standards. |
| Provision of Fleet data | 1.13 | 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 | 1.14 | To provide the Council with an annual statement of the number and proportion of drivers qualified or receiving training (as specified in 1.12 above) operating on Local Services covered by the Scheme. | Improved customer relations and customer focused standards. |

| STANDARD | REF | STANDARD OF SERVICES REQUIREMENT DETAIL | JUSTIFICATION |
|---|---|---|---|
| Service Registrations | 1.15 | 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 as to which Bus Stops or Bus Stands are intended to be used, a minimum of 10 working days in advance of submitting such an application to the Traffic Commissioner. | To effectively manage stop allocation within the Scheme Area. |
| | 1.16 | The Council 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. | |
| | 1.17 | All applications to register or change a Local Service Registration which are submitted to the Council must include a full working timetable, showing the times of all departures from each particular stop for the proposed service, even if the service is operated at frequent intervals of 10 minutes or better. | |
| **2. VEHICLE STANDARDS** | | | |
| Accessibility | 2.1 | Subject to clauses 6.4 and 6.5 of the Scheme, all Core 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, unless having any exclusion as listed in Schedule 4.<br><br>Subject to clauses 6.4 and 6.5 of the Scheme, all Complementary Local Services must use low floor buses. | Comfort and convenience for passengers |
| Emissions | 2.2 | Subject to clauses 6.4 and 6.5 of the Scheme, all Core Local Services must comply with Euro III emission standards at particulate level, as a minimum standard.<br><br>Subject to clause 6.6 of the Scheme and paragraph 2.3 of this Schedule 3, all Complementary Local Services must comply with Euro II emission standards at particulate level. | Linked into LTP emissions standards and Air Quality objectives for the City Centre. |

| STANDARD | REF | STANDARD OF SERVICES REQUIREMENT DETAIL | JUSTIFICATION |
|---|---|---|---|
| Euro III Compliance | 2.3 | From 1st April 2013, all Local Services using any of the Facilities within the Scheme Area must comply with Euro III emission standards at particulate level as a minimum standard. | Linked into LTP emissions standards and Air Quality objectives for the City Centre. |
| Route and Destination Displays | 2.4 | All Local Services must display an accurate route number and/or route name and ultimate destination indicators at all times. | Improve the overall image of bus services. |
| | 2.5 | All displays to comply with the legal standards set out in Schedule 2, Section 8 of the PSV Accessibility Regulations 2000. | |
| | 2.6 | All Complementary Local Services must use a front display and the side/rear number display/destination if fitted, unless using temporary destination equipment, as set out in Section 2.7 below. | |
| | 2.7 | 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 | 2.8 | To provide vehicles 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 operator must also provide their own contact details for bus users. | Improve the overall image of bus services. |
| | 2.9 | No vehicles are to be used which remain in a livery belonging to a previous operator under any circumstances. | |

| STANDARD | REF | STANDARD OF SERVICES REQUIREMENT DETAIL | JUSTIFICATION |
|---|---|---|---|
| Vehicles | 2.10 | To ensure that no vehicle 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 stop allocation within the Scheme Area. |
| | 2.11 | Vehicle engines must be switched off at bus stands, where waiting time exceeds 2 minutes, unless there is an operational requirement for the vehicle to remain switched on. | Linked into LTP emissions standards and Air Quality objectives for the City Centre. |
| **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. | 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 endeavours to enforce a smoking prohibition for all passengers on Local Services. | Comfort and convenience for passengers. |
| Distractions | 3.6 | To ensure drivers do not use mobile phone handsets or consume food or drink whilst driving to ensure safety of passengers. | Comfort and convenience for passengers. |

| STANDARD | REF | STANDARD OF SERVICES REQUIREMENT DETAIL | JUSTIFICATION |
|---|---|---|---|
| Hot food and alcoholic drinks | 3.7 | To use reasonable endeavours to ensure hot food and alcoholic drinks are not consumed on Local Services. | Comfort and convenience for passengers. |
| **4. INFORMATION STANDARDS** | | | |
| Bus Stop Plate | 4.1 | Each 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. | Consistent image of marketing services for passengers. |
| Timetable Information | 4.2 | Each operator 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. | Consistent image of marketing services for passengers. |
| | 4.3 | Information displayed by the operator within the timetable case must include a telephone contact number for that operator's customer enquiries. | |
| | 4.4 | The timetable information must be displayed in font size 12pt or above and each operator must fully matt encapsulate the information that is to be placed inside the timetable case. If colour coding for services is used, the insert must be printed with UV stable inks. | |
| | 4.5 | Any out of date information is to be removed as soon as reasonably practical. If the timetable information is not removed within 48 hours of the service change, then the information will be removed by the Council. | |
| | 4.6 | No temporary notices of any description are to be fixed to any bus stop information pole, timetable case or sheltercase, without the prior approval of the Council. The real-time displays can be used to display service disruption details if required. | |

# Schedule 4

## Local Services excluded from the Scheme

## SCHEDULE 4

## LOCAL SERVICES EXCLUDED FROM THE SCHEME

1. Services which operate for the primary purpose of carrying schoolchildren or students between their home and a school or Further Education College at the start or finish of the day.

2. Community Transport or Dial a Ride services which are restricted to use by pre-registered passengers only.

3. Any NET substitute services used as a tram replacement which are not registered as a Local Service in accordance with Section 6 of the Transport Act 1985.

4. Any Local Services which use either the Broadmarsh Bus Station or Victoria Bus Station, but which do not stop at any bus stop within the Scheme Area.

# Schedule 5

## Bus Operators Undertaking

**SCHEDULE 5**

## NOTTINGHAM CITY CENTRE

## STATUTORY QUALITY PARTNERSHIP SCHEME

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

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

**FROM: {Name and address of Operator}**

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

All terms used in this undertaking have the same meaning as those set out in the Nottingham City Centre Statutory Quality Partnership Scheme as made on {insert date}

**SIGNED**

{insert name of Director of Operator Company}

{Title}

{Operator Company name}

**DATE**:

# Schedule 6

## List of Affected Services

**SCHEDULE 6 - CORE LOCAL SERVICES - AS AT 29TH JANUARY 2010**

| Service Number | Operator | Service Description | Frequency | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | Monday to Friday | | | Saturday | | Sundays |
| | | | Peak | Daytime | Evening | Daytime | Evening | |
| Unilink 4 | Nottingham City Transport | NTU City Campus - Trent Bridge - NTU Clifton Campus | 12 | 12 | 30 | NONE | NONE | NONE |
| 6 | Nottingham City Transport | City - Trent Bridge - West Bridgford - Edwalton | 10+ | 10+ | 30 | 10+ | 30 | 30 |
| 10 | Nottingham City Transport | City - Trent Bridge - Wilford Hill - Ruddington Green | 10+ | 10+ | 30/60 | 10+ | 30/60 | 30 |
| 11/11C | Nottingham City Transport | City - Meadows - Lady Bay - (National Watersports Centre) | 10+ | 10+ | 20/40 | 10+ | 20/40 | 30/40 |
| 17 | Nottingham City Transport | City - City Hospital - Hucknall Road - Bulwell | 10+ | 10+ | 30 | 10+ | 30 | 30 |
| 21 | Nottingham City Transport | City - Thorneywood - Prospect Road - Carlton Valley | 10+ | 10+ | 20 | 10+ | 20 | 15 |
| 23/23A/24 | Nottingham City Transport | City - Sneinton Dale - Oakdale Road - Bakersfield | 10 | 10 | 20 | 10 | 20 | 15 |
| 27 | Nottingham City Transport | City - Carlton Hill - Carlton Square - Carlton | 10+ | 10+ | 30 | 10+ | 30 | 30 |
| 28 | Nottingham City Transport | City - Canning Circus - Ilkeston Road - Beechdale - Bilborough | 10+ | 10+ | 15/30 | 10+ | 15/30 | 30 |
| Unilink 34 | Nottingham City Transport | City - Canning Circus - Derby Road - QMC - University Park - Dunkirk | 10+ | 10+ | NONE | NONE | NONE | NONE |
| 35 | Nottingham City Transport | City - Derby Road - Wollaton Vale - Bilborough - Strelley - Bulwell | 10 | 10 | 20/40 | 10 | 20/40 | 20/40 |
| 36 | Nottingham City Transport | City - Canning Circus - Derby Road - QMC - Beeston - Chilwell | 10+ | 10+ | 20 | 10+ | 20 | 20 |
| 37 | Nottingham City Transport | City - Canning Circus - Derby Road - QMC Forecourt | 10 | 10 | NONE | NONE | NONE | NONE |
| 40 | Nottingham City Transport | City - St Ann's - Sherwood - City Hospital | 15 | 15 | 60 | 30 | 60 | 60 |
| 41 | Nottingham City Transport | City - St Ann's (Kildare Road) | 15 | 15 | 60 | 10/20 | 60 | 60 |
| 44/44B | Nottingham City Transport | City - Colwick - Netherfield - Gedling - Mapperley - City | 10+ | 10+ | 30 | 10+ | 30 | 30 |
| 45/45B | Nottingham City Transport | City - Mapperley - Gedling - Netherfield - Colwick - City | 10+ | 10+ | 30 | 10+ | 30 | 30 |
| 48 | Nottingham City Transport | City - Meadows - Clifton Bridge - Clifton | 10+ | 10+ | 20/30 | 10+ | 20/30 | 20 |
| 58 | Nottingham City Transport | City - Sherwood - Daybrook - Arnold - Killisick | 10+ | 10+ | 20/30 | 10+ | 20/30 | 20 |
| 68/69 | Nottingham City Transport | City - Bulwell - Hempshill Vale - Snape Wood - Bulwell - City | 10 | 10 | 15/30 | 10 | 15/30 | 15 |
| 77 | Nottingham City Transport | City - Alfreton Road - Aspley Lane - Strelley | 10+ | 10+ | 15/30 | 10+ | 15/30 | 30 |
| 81 | Yourbus | City - Hyson Green - Bulwell - Hempshill Lane | 10 | 10 | NONE | 10 | NONE | NONE |
| 89 | Nottingham City Transport | City - Sherwood - Bestwood Park - Rise Park | 10+ | 10+ | 30 | 10+ | 30 | 30 |
| Citylink 1 | Nottingham City Transport | City - Queens Drive - Riverside Retail Park - Park and Ride - Boots | 10 | 10 | 15 | 10+ | NONE | NONE |
| Citylink 2 | Nottingham City Transport | City - Daleside Road - Park and Ride - Colwick Ind Est - Victoria Park | 12 | 12 | NONE | 10 | NONE | NONE |
| Rainbow 1 | Trent Barton | City - Nuthall - Kimberley - Eastwood/Alfreton/Ripley | 10 | 10 | 30 | 10 | 30 | 30 |
| the two | Trent Barton | City - Wollaton - Trowell - Ilkeston - Cotmanhay Farm | 12 | 12 | 30 | 12 | 30 | 20/30 |
| Rainbow 4 | Trent Barton | City - QMC - Stapleford - Sandiacre (Derby) | 10 | 10 | 30 | 10 | 30 | 30 |
| Indigo | Trent Barton | City - QMC - Beeston - Long Eaton (Derby/Loughborough) | 6-7 | 6-7 | 15 | 6-7 | 15 | 10/20 |
| Red Arrow | Trent Barton | Nottingham Victoria Bus Station - Derby (Chesterfield) | 15 | 15 | 30/60 | 15 | 30 | 30 |
| Calverton Connection | Trent Barton | City - Sherwood - Arnold - Calverton | 15 | 15 | 40/80 | 15 | 40 | 60 |
| Ruddington Connection | Trent Barton | City - Trent Bridge - Wilford - Ruddington Business Park/Clifton | 15 | 15 | 60 | 15 | 60 | 60 |
| Bingham Xprss | Trent Barton | City - Trent Bridge - Radcliffe on Trent - Bingham | 15 | 15 | 20/40 | 15 | 20 | 20 |
| Radcliffe Line | Trent Barton | City - Trent Bridge - West Bridgford - Radcliffe on Trent (Cropwell/East Bridgford) | 15 | 15 | 20/40 | 15 | 20 | 20 |
| Keyworth Connection | Trent Barton | City - Trent Bridge - Tollerton - Plumtree - Keyworth | 15 | 15 | 60 | 15 | 60 | 30 |
| Centrelink | Trent Barton | Victoria Bus Station - City Centre - Broadmarsh Bus Station | 10 | 10 | NONE | 10 | NONE | NONE |

**SCHEDULE 6 - COMPLEMENTARY LOCAL SERVICES - AS AT 29TH JANUARY 2010**

| Service Number | Operator | Service Description | Frequency | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | Monday to Friday | | | Saturday | | Sundays |
| | | | Peak | Daytime | Evening | Daytime | Evening | |
| 1 | Nottingham City Transport | City - Clifton (NTU) - Gotham - East Leake - Loughborough | 15/30 | 30 | 60 | 30 | 60 | 60 |
| 2 | Nottingham City Transport | City - Trent Bridge - Clifton - Summerwood Lane | 15 | 30 | 60 | 30 | 60 | 60 |
| 3 | Nottingham City Transport | City - Trent Bridge - Clifton | NONE | 30 | NONE | 30 | NONE | NONE |
| 5/5A | Nottingham City Transport | City - Trent Bridge - West Bridgford - Melton Road - Gamston | 30 | 30 | NONE | 30 | NONE | 60 |
| 7 | Nottingham City Transport | City - Trent Bridge - West Bridgford - Abbey Park - Gamston | 30 | 30 | 30/60 | 30 | 60 | 60 |
| 8 | Nottingham City Transport | City - West Bridgford - Rushcliffe Leisure Centre - Compton Acres | 30 | 30 | 60 | 30 | 60 | 60 |
| 9 | Nottingham City Transport | City - West Bridgford - Compton Acres - Rushcliffe Leisure Centre | 30 | 30 | 60 | 30 | 60 | 60 |
| 13 | Nottingham City Transport | City - Castle Boulevard - Beeston | 30 | 30 | 30/60 | 30 | 30/60 | 30 |
| 14 | Nottingham City Transport | City - Castle Boulevard - Beeston - Chilwell | 30 | 30 | NONE | 30 | NONE | NONE |
| 15 | Nottingham City Transport | City - City Hospital - Bestwood Park - Rise Park | 20 | 20 | 60 | 20 | 60 | 60 |
| 16 | Nottingham City Transport | City - City Hospital - Top Valley - Rise Park | 20 | 20 | 60 | 20 | 60 | 60 |
| 25 | Nottingham City Transport | City - Carlton Hill - Westdale Lane - Mapperley (Arnold) | 10 | 20 | 30 | 20 | 30 | 30 |
| 30 | Nottingham City Transport | City - Canning Circus - Wollaton Park - Bramcote - Wollaton Vale | 10/20 | 20 | 30/60 | 20 | 30/60 | 60 |
| Unilink 31 | Nottingham City Transport | City - Canning Circus - Ilkeston Road - Jubilee Campus | 20 | 20 | NONE | NONE | NONE | NONE |
| 42 | Nottingham City Transport | City - Abbotsford Drive - St Ann's (Kildare Road) | 30 | 30 | 60 | 30 | 60 | 60 |
| 56 | Nottingham City Transport | City - Sherwood - Arno Vale - Plains Estate - Arnold | 20 | 20 | 60/75 | 20 | 60/75 | 60 |
| 59 | Nottingham City Transport | City - Sherwood - Arnold - Killisick | 20 | 20 | 60 | 20 | 60 | 60 |
| 70 | Nottingham City Transport | City - Basford - Bulwell - Rise Park - Arnold | 20 | 20 | 60 | 20 | 60 | 60 |
| 71 | Nottingham City Transport | City - Basford - Cinderhill - Bulwell (Rise Park and Arnold) | 20 | 20 | 60 | 20 | 60 | 60 |
| 72 | Nottingham City Transport | City - Basford - Assarts Farm | 4 jnys | NONE | NONE | NONE | NONE | NONE |
| 78 | Nottingham City Transport | City - Alfreton Road - Nuthall Road - Strelley | 20 | 20 | 60 | 20 | 60 | 60 |
| 79 | Nottingham City Transport | City - Alfreton Road - Nuthall Road - Broxtowe Lane - Strelley | 20 | 20 | 60 | 20 | 60 | 60 |
| 87 | Nottingham City Transport | City - Sherwood - City Hospital - Oxclose Lane - Redhill - Arnold | 15/20 | 20 | 60 | 20 | 60 | 60 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 88 | Nottingham City Transport | City - Sherwood - City Hospital - Top Valley - Warren Hill - Rise Park | 20 | 20 | 30/60 | 20 | 30/60 | 60 |
| 100 (26) | Nottingham City Transport | City - Carlton Square - Burton Joyce - Lowdham - Southwell | 15/20 | 20/30 | 60 | 20 | 60 | 60 |
| Skylink | Nottingham City Transport | City - Trent Bridge - Wilford Lane - Clifton - East Midlands Airport | 30 | 30 | 30 | 30 | 30 | 30 |
| L1 | Nottingham Community Transport | City - Trent Bridge - Wilford Village - Silverdale | NONE | 60 | NONE | 60 | NONE | NONE |
| L3 | Nottingham City Transport | City - QMC - Beechdale - Bilborough - Strelley | NONE | 60 | NONE | 60 | NONE | NONE |
| L4 | Nottingham City Transport | City - Radford - Ainsley Estate - Beechdale - Aspley | NONE | 60 | NONE | 60 | NONE | NONE |
| L5 | Nottingham Community Transport | City - Castle Marina - QMC - Wollaton Park Estate | NONE | 60 | NONE | NONE | NONE | NONE |
| L7 | Nottingham Community Transport | City - Ilkeston Road - Charlbury Road | NONE | 4 jnys | NONE | NONE | NONE | NONE |
| L9 | Nottingham City Transport | City - Thorneywood - Mapperley - Sherwood - Arnold - Bestwood Park | NONE | 60 | NONE | 4 jnys | NONE | NONE |
| L10 | Nottingham City Transport | City - Ilkeston Road - Wollaton - Bramcote - Beeston | 2/3 jnys | 60 | NONE | 60 | NONE | NONE |
| L13 | Nottingham City Transport | City - Hyson Green - Basford - Bulwell | 2/3 jnys | NONE | NONE | NONE | NONE | NONE |
| L14 | Nottingham City Transport | City - Hyson Green - New Basford - City Hospital - Basford - Bulwell | 30 | 30 | NONE | 30 | NONE | NONE |
| W1 | Nottingham City Transport | City - Castle Marina - Abbey Bridge - Lenton Lane Industrial Estate | 15/30 | NONE | NONE | NONE | NONE | NONE |
| W2 | Nottingham City Transport | City - Queens Drive - Crossgate Drive End (Riverside Retail Park) | 30 | NONE | 1 jny | NONE | NONE | NONE |
| W3 | Nottingham City Transport | City - Ilkeston Road - Bilborough - Nottingham Business Park | 4/5 jnys | NONE | NONE | NONE | NONE | NONE |
| W4 | Nottingham City Transport | City - Queens Drive - Riverside Retail Park - Boots | NONE | NONE | NONE | 5 jnys | NONE | NONE |
| Cotgrave Connection | Trent Barton | City - West Bridgford - Cotgrave | 20 | 20 | 60 | 20 | 60 | 60 |
| 18 | Trent Barton | City - QMC - Beeston - Stapleford | 30 | 30 | 60 | 30 | 60 | NONE |
| 20 | Trent Barton | City - Beeston - Stapleford - Ilkeston - Heanor | NONE | NONE | NONE | NONE | NONE | 60 |
| 21 | Trent Barton | City - QMC - Kirk Hallam - Ilkeston | 60 | 60 | 60 | 60 | 60 | NONE |
| 21 | Notts and Derby Traction | City - QMC - Trowell - Ilkeston | 1 jny | NONE | NONE | NONE | NONE | NONE |
| 22 | Trent Barton | City - Gamston - Cotgrave - Cropwell Bishop - Langar - Granby | 1 jny | 60 | 1 jny | 60 | 1 jny | NONE |

**SCHEDULE 6 - COMPLEMENTARY LOCAL SERVICES - AS AT 29TH JANUARY 2010**

| Service Number | Operator | Service Description | Frequency | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | Monday to Friday | | | Saturday | | Sundays |
| | | | Peak | Daytime | Evening | Daytime | Evening | |
| Bilborough Collegelink | Littles Travel | City - Bilborough College | 75 | 75 | NONE | NONE | NONE | NONE |
| Commuter Express | Trent Barton | City - Bramcote - Stapleford - Sandiacre | 30 | NONE | NONE | NONE | NONE | NONE |
| Long Eaton Xprss | Trent Barton | City - Long Eaton | 15 | NONE | NONE | NONE | NONE | NONE |
| Your 7/7A | Premiere Travel | City - Mapperley - Lambley - Woodborough - Calverton - Arnold - City | 30 | 30 | 60 | 30 | 60 | 60 |
| Your 17 | Premiere Travel | City - QMC - Beeston - Attenborough - Toton - Stapleford | 1 jny | 60 | NONE | 60 | NONE | NONE |
| Red1 | Premiere Travel | City - Radcliffe - Bingham | 10 | 15 | 60 | 15 | 60 | NONE |
| X9 | Premiere Travel | City - Trent Bridge - Wilford Hill - Ruddington - Bunny - Loughborough | 30 | 30 | 60 | 30 | 60 | 60 |
| 5 | Premiere - nottsbus | City - Lowdham - Calverton - Oxton | 1 jny | 60 | NONE | 60 | NONE | NONE |
| 19 | Veolia (Paul James) | City - Melton Mowbray - Oakham | NONE | 60 | NONE | 60 | NONE | NONE |
| 50 | Premiere - nottsbus | City - Cotgrave - Owthorpe - Colston Bassett | NONE | 3 jnys | NONE | 3 jnys | NONE | NONE |
| 51 | Premiere - nottsbus | City - Keyworth - Upper Broughton | 1 jny | 4 jnys | NONE | 5 jnys | NONE | NONE |
| 52 | Premiere - nottsbus | City - Keyworth - Kinoulton - Upper Broughton | 1 jny | 3 jnys | NONE | 4 jnys | NONE | NONE |
| 63 | Veolia - nottsbus | City - Bunny - East Leake - Loughborough | NONE | NONE | 2 jnys | NONE | 2 jnys | NONE |
| 64 | Premiere | City - QMC - Clifton - Larkhill | NONE | 5 jnys | NONE | 5 jnys | NONE | NONE |
| 65 | Premiere - nottsbus | City - Normanton on Soar | NONE | 4 jnys | NONE | 3 jnys | NONE | NONE |
| 90 | Marshalls | City - Farndon - Newark | 40 | 60 | 3 jnys | 60 | 2 jnys | 120 |
| 331 | Veolia - nottsbus | City - Moorgreen - Pinxton - Alfreton | NONE | NONE | 2 jnys | NONE | 2 jnys | 6 jnys |
| 331 | Doyles | City - Moorgreen - Pinxton - Alfreton | 60 | 60 | NONE | 60 | NONE | NONE |
| D1 | Veolia (Dunn-Line) | City - Kimberley - Matlock - Bakewell | NONE | 1 jny | NONE | NONE | NONE | NONE |
| D2 | Veolia (Dunn-Line) | City - Tollerton - Cotgrave - Melton Mowbray | NONE | 1 jny | NONE | NONE | NONE | NONE |
| D3 | Veolia (Dunn-Line) | City - Kimberley - Matlock - Bakewell | NONE | 1 jny | NONE | NONE | NONE | NONE |

**NIGHT SERVICES - FRIDAY AND SATURDAY EVENINGS**

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| N6 | Nottingham City Transport | City - Trent Bridge - West Bridgford - Edwalton | | | 3 jnys | | 3 jnys | |
| N27 | Nottingham City Transport | City - Sneinton - Bakersfield - Carlton - Mapperley | | | 3 jnys | | 3 jnys | |
| N28 | Nottingham City Transport | City - Lenton - Bilborough - Wollaton - Wollaton Vale | | | 3 jnys | | 3 jnys | |
| N36 | Nottingham City Transport | City - Wollaton Park - University - Beeston - Chilwell | | | 3 jnys | | 3 jnys | |
| N48 | Nottingham City Transport | City - Meadows - Wilford - Clifton Bridge - Clifton - Ruddington | | | 3 jnys | | 3 jnys | |
| N58 | Nottingham City Transport | City - Carrington - Sherwood - Arnold - Killisick - Plains Estate - Woodthorpe | | | 3 jnys | | 3 jnys | |
| N77 | Nottingham City Transport | City - Aspley - Broxtowe - Bulwell | | | 3 jnys | | 3 jnys | |
| N89 | Nottingham City Transport | City - Sherwood - Bestwood - Bestwood Park - Rise Park | | | 3 jnys | | 3 jnys | |
| Pronto | Trent Barton | City - Daybrook - Redhill - Newstead Abbey - Mansfield | | | 2 jnys | | 2 jnys | |
| Rainbow 1 | Trent Barton | City - Nuthall - Kimberley - Eastwood | | | 8 jnys | | 8 jnys | |
| the two | Trent Barton | City - Wollaton - Trowell - Ilkeston - Cotmanhay Farm | | | 4 jnys | | 4 jnys | |
| Rainbow 3 | Trent Barton | City - City Hospital - Hucknall (Kirkby) | | | 7 jnys | | 7 jnys | |
| Rainbow 4 | Trent Barton | City - QMC - Stapleford - Sandiacre | | | 4 jnys | | 4 jnys | |
| Indigo | Trent Barton | City - QMC - Beeston - Long Eaton | | | 8 jnys | | 8 jnys | |
| Radcliffe Line | Trent Barton | City - Trent Bridge - West Bridgford - Radcliffe on Trent - Bingham | | | 4 jnys | | 4 jnys | |
| Red Arrow | Trent Barton | Nottingham - Derby | | | 6 jnys | | 6 jnys | |
| Calverton Connection | Trent Barton | City - Sherwood - Arnold - Calverton | | | 4 jnys | | 4 jnys | |
| Cotgrave Connection | Trent Barton | City - West Bridgford - Cotgrave | | | 2 jnys | | 2 jnys | |
| Keyworth Connection | Trent Barton | City - Trent Bridge - Tollerton - Plumtree - Keyworth | | | 3 jnys | | 3 jnys | |

# Schedule 7

## Maintenance of Facilities

## SCHEDULE 7 - MAINTENANCE OF FACILITIES

| FACILITY | REF | OPERATIONAL ACTIONS AND SOLUTIONS | RESPONSIBILITY |
|---|---|---|---|
| Bus Shelters, Council Information Panels, Sheltercases and Seating | 1.1 | Inspections are conducted once a week and all infrastructure is cleaned once a fortnight throughout the year. | JCDecaux Ltd |
| | 1.2 | Graffiti and Flyposters are removed within one working day of notification to JCDecaux. Offensive graffiti is removed within 4 hours of notification to JCDecaux. | |
| | 1.3 | Routine repairs, including the replacement of lamps and fluorescent tubes are conducted within 2 working days following notification to JCDecaux 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 JCDecaux will respond within 4 working hours for faults reported to and received by the Company between 0730 and 1800 hours on working days and by noon on the next working day for faults reported to and received by the company between 1800 and 0730 hours on non-working days. | |
| Sheltercase Mini Timetables and Holders | 1.5 | At bus stands where a mini timetable holder has been provided, the mini timetable guides will be replenished at least 3 times a week. | Public Transport Team |
| 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. | Public Transport Team |
| | 1.7 | Timetable cases will be inspected and cleaned once a month. Graffiti and Flyposters 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. | Public Transport Team |

| FACILITY | REF | OPERATIONAL ACTIONS AND SOLUTIONS | RESPONSIBILITY |
|---|---|---|---|
| Real-Time Electronic Displays | 1.9 | Electronic real-time displays will be visually checked at least 3 times a week and will be cleaned at least once a month. | Public Transport Team |
| | 1.10 | Routine repairs are conducted within 2 working days following notification to the Council. Non routine repairs are conducted within 5 working days of notification. | |
| | 1.11 | Where the display maintenance contractor cannot identify a fault, the display will be sent back to the manufacturer, and if available, a new display will be installed at the site. | |
| | 1.12 | Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property, the Council will respond within 4 working hours for faults reported to and received between 0730 and 1800 hours on working days and by noon on the next working day for faults reported to and received between 1800 and 0730 hours on non-working days. | |
| Electrical Supplies to Infrastructure. | 1.13 | If for any reason a fault lies with the electricity supply to any of the infrastructure, then the fault will be reported to the nominated electricity supplier. The responsibility in these circumstances is therefore out of the control of the Council. | Nominated Electricity Supplier |
| Bus Stands and Bus Stop Clearways | 1.14 | All bus stand clearways, bus stop clearway markings and associated signing will be renewed in advance of the introduction of the Statutory Quality Partnership Scheme and will be maintained for the duration of the Scheme. | Highways Maintenance |

# Schedule 8

## Traffic Regulation Orders - Bus Lanes

**SCHEDULE 8**

# TRAFFIC REGULATION ORDERS – BUS LANES

| | **Bus Lane Description** | **Duration** |
|---|---|---|
| i) | Canal Street (south side)<br><br>From a point 98 metres east of its junction with Carrington Street in a westerly direction to a point 25 metres east of that point. | Mon – Fri<br>7.30am – 9.30am and<br>4pm – 6pm |
| ii) | Cranbrook Street (south-west side)<br><br>From a point 30 metres north-west of its junction with Goose Gate in a north-westerly direction to its junction with and continuing on Lower Parliament Street. | At Any Time |
| iii) | Hockley (south side)<br><br>From its junction with Lower Parliament Street in a westerly direction to its junction with Cranbrook Street. | At Any Time |
| iv) | Lower Parliament Street (north side)<br><br>From a point 30 metres south of its junction with Nile Street in a southerly direction to its junction with Boston Street. | Mon – Fri<br>7.30am – 9.30am and<br>4pm – 6pm |
| v) | Maid Marian Way (east and north-east side)<br><br>From its junction with Upper Parliament Street in a south-westerly direction to its junction with Castle Gate.<br><br>From a point 43.5 metres south-east of its junction with Castle Gate to a point 68 metres west of its junction with Collin Street. | At Any Time<br><br>Mon – Sat<br>At Any Time |
| vi) | South Sherwood Street (east side)<br><br>From its junction with Shakespeare Street in a southerly direction to its junction with Burton Street. | At Any Time |

# Appendices 1 - 4

# APPENDIX 1 - BUS STOP SPECIFICATION

| | |
|---|---|
| Information Pole | • 114mm pole or 76mm broad based pole.<br>• Galvanised steel.<br>• 4m above ground.<br>• Electrics Door and mounting board for electrics.<br>• Electrical feed to each pole. |
| Bus Stop Plate | • Aluminium with white finish.<br>• Length 1000mm, width 375mm.<br>• Pre-printed with “Bus Stop” or “Bus Stand” legend, bus logo, service grid in black and Nottingham City Council logo.<br>• Black pole-mounted narrow width brackets top and bottom. |
| 4-Sided Timetable Drum | • Metal framed timetable cases with polycarbonate panels. |
| Raised kerbs | • Minimum standard kerb height provided at Bus Stops and Bus Stands within the Scheme Area will be 125mm, with an acceptable height of 140mm, and a maximum height of 160mm. |
| Real-time | • 3 line LED Electronic Display provided at all Bus Stops and Bus Stands, unless excluded in Appendix 1.<br>• Real-time or scheduled information displayed. |
| Litter Bin | • Floor mounted litter bin located in close proximity to the bus stop.<br>• Situated so as not to obstruct view of timetable case, access to advertising panel, or general access to bus. |
| Shelter | • Provided at all Bus Stops and Bus Stands unless excluded in Appendix 1.<br>• Size and orientation of shelter provided dependent on site conditions.<br>• All shelters will be illuminated.<br>• All shelters will include seating provision (subject to site conditions).<br>• Orientation of shelter dependent of site conditions. |
| Maintenance | • As detailed in Schedule 7. |
| Bus Stand Clearway/ Bus Stop Clearway | • Provided at Bus Stops and Bus Stands as detailed in Appendix 1.<br>• If provided, will be in accordance with The Traffic Signs Regulations and General Directions 2002. |

## APPENDIX 2 - BUS STOP INFRASTRUCTURE

| Bus Stop Number and Name | | Bus Stop Restriction* see below | Bus Stop Info Pole | 1m Bus Stop Plate | 4 sided Timetable Drum | JCDecaux Bus Shelter | Real Time Display X* see below |
|---|---|---|---|---|---|---|---|
| A1 | Angel Row | 1 | √ | √ | √ | √ | √ |
| A2 | Angel Row | 1 | √ | √ | √ | √ | √ |
| A3 | Angel Row | 1 | √ | √ | √ | √ | √ |
| A4 | Angel Row | 1 | √ | √ | √ | √ | √ |
| B1 | Beastmarket Hill | 2 | √ | √ | √ | √ | √ |
| B2 | Beastmarket Hill | 2 | √ | √ | √ | √ | √ |
| B3 | Beastmarket Hill | 2 | √ | √ | √ | √ | √ |
| C1 | Collin Street | 1 | √ | √ | √ | √ | √ |
| C2 | Collin Street | 1 | X | X | X | X | √ |
| C3 | Collin Street | 1 | X | X | X | X | √ |
| C4 | Collin Street | 1 | X | X | X | X | √ |
| C5 | Collin Street | 1 | √ | √ | √ | X | √ |
| C6 | Collin Street | 1 | X | X | X | X | √ |
| C7 | Collin Street | 1 | X | X | X | X | √ |
| C8 | Collin Street | 1 | X | X | X | X | √ |
| C9 | Maid Marian Way | 3 | √ | √ | √ | X | X |
| C10 | Canal Street | NONE | √ | √ | √ | X | X* |
| E1 | Elite | 3 | √ | √ | √ | √ | √ |
| E2 | Elite | 3 | √ | √ | √ | √ | √ |
| F1 | Friar Lane | 2 | √ | √ | √ | √ | √ |
| F2 | Friar Lane | 2 | √ | √ | √ | √ | √ |
| F3 | Friar Lane | 2 | √ | √ | √ | √ | √ |
| F4 | Friar Lane | 1 | √ | √ | √ | √ | √ |
| G1 | NTU City Campus | 3 | √ | √ | √ | √ | √ |
| G2 | NTU City Campus | 3 | √ | √ | √ | √ | X* |
| G3 | NTU City Campus | 1 | √ | √ | √ | X | X |
| H1 | Fletcher Gate | NONE | √ | √ | √ | X | X* |
| H2 | George Street | 3 | √ | √ | √ | √ | √ |
| H3 | Palais | 3 | √ | √ | √ | X | X |
| H4 | Palais | 3 | √ | √ | √ | √ | X* |
| H5 | Huntingdon Street | NONE | √ | √ | √ | X | X |
| H6 | Boston Street | 3 | √ | √ | √ | √ | X* |
| H7 | Hockley | 1 | √ | √ | √ | √ | X* |
| H8 | George Street | NONE | √ | √ | √ | √ | √ |
| J1 | Victoria Centre | 1 | √ | √ | √ | X | X |
| J2 | Victoria Centre | 2 | √ | √ | √ | √ | √ |
| J3 | Victoria Centre | 2 | √ | √ | √ | √ | √ |
| J4 | Victoria Centre | 2 | √ | √ | √ | √ | √ |
| J5 | Victoria Centre | 2 | √ | √ | √ | √ | √ |
| J6 | Victoria Centre | 2 | √ | √ | √ | √ | √ |
| K1 | King Street | 2 | √ | √ | √ | √ | √ |
| K2 | King Street | 2 | √ | √ | √ | √ | √ |
| K3 | King Street | 2 | √ | √ | √ | √ | √ |
| M1 | Maid Marian Way | NONE | √ | √ | √ | √ | √ |
| M2 | Maid Marian Way | NONE | √ | √ | √ | √ | √ |
| M3 | Maid Marian Way | 3 | √ | √ | √ | √ | √ |
| M4 | Maid Marian Way | 3 | √ | √ | √ | √ | √ |
| M5 | Castle College | 3 | √ | √ | √ | √ | X* |
| M6 | Mount Street | 3 | √ | √ | √ | √ | X* |
| N1 | Canal Street | NONE | √ | √ | √ | X | X* |
| P1 | Parliament Street | 5 | √ | √ | √ | √ | √ |
| P2 | Parliament Street | 5 | √ | √ | √ | √ | √ |
| P3 | Parliament Street | 5 | √ | √ | √ | √ | √ |

| Bus Stop Number and Name | | Bus Stop Restriction* see below | Bus Stop Info Pole | 1m Bus Stop Plate | 4 sided Timetable Drum | JCDecaux Bus Shelter | Real Time Display X* see below |
|---|---|---|---|---|---|---|---|
| P4 | Parliament Street | 5 | √ | √ | √ | √ | √ |
| P5 | Parliament Street | 5 | √ | √ | √ | √ | √ |
| Q1 | Queen Street | 2 | √ | √ | √ | √ | √ |
| Q2 | Queen Street | 2 | √ | √ | √ | √ | √ |
| Q3 | Queen Street | 2 | √ | √ | √ | √ | √ |
| S1 | Nottingham Station | 3 | √ | √ | √ | √ | √ |
| S2 | Nottingham Station | 3 | √ | √ | √ | √ | √ |
| S3 | Nottingham Station | 3 | √ | √ | √ | √ | √ |
| S4 | Nottingham Station | 3 | √ | √ | √ | √ | √ |
| S5 | Nottingham Station | 3 | √ | √ | √ | √ | √ |
| S6 | Nottingham Station | 3 | √ | √ | √ | √ | √ |
| T1 | Victoria Centre | 2 | √ | √ | √ | √ | √ |
| T2 | Victoria Centre | 2 | √ | √ | √ | √ | √ |
| T3 | Victoria Centre | 2 | √ | √ | √ | √ | √ |
| T4 | Victoria Centre | 2 | √ | √ | √ | √ | √ |
| T5 | York House | 1 | √ | √ | √ | √ | √ |
| T6 | York House | 1 | √ | √ | √ | √ | √ |
| T7 | Burton Street | 7 | √ | √ | √ | X | X* |
| T8 | Burton Street | 6 | √ | √ | √ | X | X* |
| U1 | Upper Parliament Street | 3 | √ | √ | √ | √ | √ |
| U2 | Upper Parliament Street | 3 | √ | √ | √ | √ | √ |
| U3 | Upper Parliament Street | 3 | √ | √ | √ | √ | √ |
| U4 | Upper Parliament Street | 3 | √ | √ | √ | √ | √ |
| U5 | Upper Parliament Street | 3 | √ | √ | √ | X | X |
| V1 | Victoria Centre | 3 | √ | √ | √ | √ | √ |
| V2 | Victoria Centre | 3 | √ | √ | √ | √ | √ |
| V3 | Victoria Centre | 3 | √ | √ | √ | √ | √ |
| V4 | Victoria Centre | 3 | √ | √ | √ | √ | √ |
| V5 | Victoria Centre | NONE | √ | √ | √ | √ | X* |
| W1 | Victoria Centre | 3 | √ | √ | √ | √ | √ |
| W2 | Victoria Centre | 3 | √ | √ | √ | √ | √ |
| W3 | Victoria Centre | 3 | √ | √ | √ | √ | √ |
| W4 | Victoria Centre | 3 | √ | √ | √ | √ | √ |
| X1 | Mount Street | 1 | √ | √ | √ | √ | √ |
| X2 | Mount Street | 1 | √ | √ | √ | √ | √ |
| Y1 | Cathedral | 3 | √ | √ | √ | √ | X* |
| Y2 | Cathedral | 3 | √ | √ | √ | √ | √ |
| Y3 | Cathedral | 3 | √ | √ | √ | √ | √ |
| Y4 | Cathedral | 3 | √ | √ | √ | √ | √ |
| Y5 | Wollaton Street | 3 | √ | √ | √ | X | X |
| Y6 | Talbot Street | NONE | √ | √ | √ | X | X |
| Y7 | Tollhouse Hill | 3 | √ | √ | √ | √ | X* |
| Y9 | Clarendon Street | NONE | √ | √ | √ | X | X |

**Bus Stop Restriction Code and Real Time Explanation**

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

X* = Real-time display to be provided within 12 months of the Scheme coming into operation.

# APPENDIX 3 – SLOT BOOKING SYSTEM

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

## 1. DEFINITIONS & INTERPRETATION

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

a) "Council" means Nottingham City Council;
b) "Bus Stop" means each bus stopping point within the SQPS area that is marked by a bus stop flag sign and listed in Appendix 4;
c) "Regulated Bus Stop" means any Bus Stop within the SQPS area specified as a Regulated Stop in Appendix 4 at which the number of departures in each 30-minute operating period is limited (For example a maximum of 6 departures in each operating period may be permitted from a stand and the registration of further departures from that Bus Stop would not be permitted).
d) "Non-Regulated Bus Stops" normally function as stops on the final inbound approach to the city centre, at which the overwhelming majority of passengers will be alighting from rather than boarding the buses serving the stop. Any other Bus Stop that is not specifically defined as a Regulated Bus Stop or as a Bus Stand is defined as a "Non-Regulated Bus Stop" in Appendix 4 and has no limit on the number of departures permitted from that stop in any operating period.
e) "Bus Stand Clearway" means a Regulated Bus Stop used for terminating services as detailed in Appendix 4;
f) "Bus Stop Clearway" (Regulated or Non-Regulated) means a Bus Stop intended for use by services operating through the stop rather than terminating at it;
g) "Bus Stop (Not Clearway)" means a Bus Stop that is not regulated and is intended for bus services operating through the stop rather than terminating at it, as specified in Appendix 4.
h) "Service" means a service provided along the same route by one operator and denoted by a single service number or service name. This will include any minor variations of the same service as denoted by a prefix or suffix attached to the basic service number or service name.
i) "Departure" means either a) a scheduled in-service departure from a Bus Stop or b) any out-of service movement away from a bus stop in those instances where there is no scheduled in-service departure but there has been a scheduled in-service arrival at the bus stop and that journey has terminated there;

j) "Departure Slot" means an allotted period of time in which a bus operator can occupy a bus stand in order to take up a scheduled departure, as more specifically set out in paragraphs 3 and 4;
k) "Operating Pattern" means the pattern of departure slots available from a bus stand. These will be 5 minutes, 6 minutes or 7-8 minutes long;
l) "Operating period" means a 30-minute operating period into which the operating day is divided;
m) "Double operating period" means a 60-minute period where it is appropriate for the requirements of that extended period to be taken into consideration as a single entity;
n) "Stop Group" means a group of bus stands or bus stops, usually along the same side of the same street that share the same alphabetic character of their stop code.
o) "Stop Code" means the 2-character code applied to each bus stop in the Nottingham city centre SQPS zone. The first character in the code is alphabetic and denotes the location of the Stop Group (e.g. B means Beastmarket Hill). The second character in the code is numeric and denotes the number of that stop within the Stop Group (e.g. Z3 would denote the 3rd stop within the "Z" bus stand group;
p) "Bus Stop Cage" means the marked area on the carriageway to accommodate buses standing at a Bus Stop Clearway or Bus Stand Clearway;
q) "Bus Stations" means Broadmarsh Bus Station or Victoria Bus Station.

## 2. GENERAL PRINCIPLES

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

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

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

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

1. Each Bus Stand has between 4 and 6 Departure Slots available in any 30-minute operating period.
2. The number of Departure Slots will be determined by the operating pattern of the most frequent service using the Bus Stand.
3. Departure Slots will only be allocated for any service where that service has one departure or more in any 60-minute double operating period.
4. 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 booked Departure Slot (where it was booked by another service).
5. Table 1 shows the Departure Slots available for each operating pattern: - with 5-minute, 6-minute or 7/8 minute long departure slots.
6. Pattern A has 6 Departure Slots, each 5 minutes long in a 30-minute operating period.
7. Pattern B has 5 Departure Slots, each 6-minute long in a 30-minute operating period.
8. Pattern C has 4 Departure Slots, each 7 or 8 minutes long in a 30-minute operating period.
9. **Where there are fewer than 4 departures from a Bus Stand in each 30-minute operating period that Bus Stand will always revert to Pattern A operation and a full 6 Departure Slots in any 30-minute operating period will be made available for use.**

TABLE 1 DEPARTURE SLOTS AVAILABLE FROM A BUS STAND FOR EACH OPERATING PATTERN (minutes past each hour)

| PATTERN A 5-minute Departure Slots | PATTERN B 6-minute Departure Slots | PATTERN C 7/8-minute Departure Slots |
|---|---|---|
| 01-05 | 01-06 | 01-07 |
| 06-10 | 07-12 | 08-15 |
| 11-15 | 13-18 | 16-22 |
| 16-20 | 19-24 | 23-30 |
| 21-25 | 25-30 | 31-37 |
| 26-30 | 31-36 | 38-45 |
| 31-35 | 37-42 | 46-52 |
| 36-40 | 43-48 | 53-00 |
| 41-45 | 49-54 | |
| 46-50 | 55-00 | |
| 51-55 | | |
| 56-00 | | |

10. If the preceding Departure Slot is booked then a bus may wait on the Bus Stand for up to 5 minutes within its slot.
11. If the preceding Departure Slot is NOT booked then a bus may be scheduled to wait on the Bus Stand for up to 10 minutes prior to its departure time.
12. If further departures are introduced onto the Bus Stand then any departure that is scheduled to wait on the Bus Stand for 10 minutes will be required to reduce its waiting time to no more than 5 minutes where the departure slot preceding its departure slot is to be booked by another departure.
13. Engines should be switched off (within reason) where waiting time exceeds 2 minutes.
14. Vehicles should not be left unattended without a driver at any time.

## 5. ALTERNATIVES

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

## 6. REGISTRATION WITH TRAFFIC COMMISSIONER AND MAKING A SLOT BOOKING WITH NOTTINGHAM CITY COUNCIL

1. Operators are required to register changes to bus services with the Traffic Commissioner with 56 days notice.
2. For any service that will use Bus Stands or Regulated Bus Stops within Nottingham city centre they will be expected to state which stops they intend to observe by quoting the relevant 2 character Stop Code.
3. In order to arrange a Departure Slot the operator should approach the Council with details of their service number, proposed route and provisional Stop Codes prior to registration with the Traffic Commissioner. This approach to the Council should be made at least 10 working days in advance of registration with the Traffic Commissioner.
4. The Council will consider each proposal and allocate services to specific Departure Slots at Bus Stands either at the operator's preferred Bus Stand or at an alternative Bus Stand in the vicinity if the preferred Bus Stand is not available.
5. For Regulated Bus Stops, the Council will ensure that each new service will not exceed the departure limit of that stop.
6. Where an incumbent service is present at a Bus Stand or Regulated Bus Stop will take precedent over a new service that is seeking to take up a slot at the Bus Stand or regulated Bus Stop.
7. To determine, for the purposes of paragraph 6.6, incumbency at a Bus Stand or Regulated Bus Stop, services will be ranked in terms of the first date of registration for that service with the Traffic Commissioner at its current headway (with earlier registrations taking priority over more recent registrations).
8. If a service is to introduce more departures from a Bus Stand or Regulated Bus Stop then it can do this until all available slots on that Bus Stand are taken. Once no vacant slots remain, it is up to the service that is being increased to either: - (a) locate to an alternative bus stand where the required slots are available for use; or (b) for another service from the existing stand to be located to an alternative stand (this could only be done with the agreement of any other operator using the same Stand).
9. Where prior to the commencement of the Scheme two or more services have registered the same scheduled Departure Slot from a Bus Stand within the Scheme Area, all operators other than the first operator to have registered their service at such Bus Stand with such departure time shall, as soon as reasonably practicable, re-register their service either with an alternative Departure time or at an alternative Bus Stop in accordance with this paragraph 6.

**APPENDIX 4**
**CITY CENTRE STOP ALLOCTION SYSTEM**
**DEFINITION OF STOPS WITHIN SBQP AREA**
***29 Januaray 2010***

| DEFINITIONS | | | | | | CURRENT OCCUPANCY BY INDIVIDUAL STOP | | | | CURRENT OCCUPANCY BY STOP GROUP | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| STOP | Category | Status | Maximum LEGAL Waiting Time permitted for buses | Maximum No. of Departures permitted (in any 30-minute operating period) | Minimum Length of Departure Slot (minutes) | Existing No of Departures, 1000-1100 | Existing No of Departures, 1600-1700 | % Occupancy 1000-1000 | % Occupancy 1600-1700 | ANALYSIS BY STOP GROUP | Maximum No. of Departures permitted with SQPS (in any 30 minute period) | Existing No of Departures, 1600 1700 | % Occupancy 1600 1700 |
| *A1* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **18** | **18** | 90% | 90% | A1-A4 | 40 | 62 | 78% |
| *A2* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **14** | **18** | 70% | 90% | | | | |
| *A3* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **13** | **13** | 65% | 65% | | | | |
| *A4* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **12** | **13** | 60% | 65% | | | | |
| *B1* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **10** | **10** | 83% | 83% | B1-B3 | 18 | 26 | 72% |
| *B2* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **8** | 50% | 67% | | | | |
| *B3* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **8** | **8** | 67% | 67% | | | | |
| *C1* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **10** | **10** | 50% | 50% | C1-C5 | 50 | 62 | 62% |
| *C2* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **14** | **14** | 70% | 70% | | | | |
| *C3* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **14** | **13** | 70% | 65% | | | | |
| *C4* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **23** | **19** | **115%** | 95% | | | | |
| *C5* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **6** | **6** | 30% | 30% | | | | |
| *C6* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **12** | **12** | 60% | 60% | C6-C7 | 20 | 25 | 63% |
| *C7* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **13** | **13** | 65% | 65% | | | | |
| *C8* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 32 | 31 | No Limit | No Limit | | | | |
| *C9* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 42 | 40 | No Limit | No Limit | | | | |
| *C10* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **5** | **4** | 25% | 20% | | | | |
| *E1* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **12** | **12** | 60% | 60% | E1-E2 | 20 | 28 | 70% |
| *E2* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **14** | **16** | 70% | 80% | | | | |
| *F1* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **2** | **2** | 17% | 17% | | | | |
| *F2* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **12** | **12** | **100%** | **100%** | F2-F4 | 22 | 40 | 91% |
| *F3* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **9** | 50% | 75% | | | | |
| *F4* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **18** | **19** | 90% | 95% | | | | |
| *G1* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 22 | 23 | No Limit | No Limit | | | | |
| *G2* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 36 | 33 | No Limit | No Limit | | | | |
| *G3* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 54 | 54 | No Limit | No Limit | | | | |
| *H1* | NR | BUS STOP (NOT CLEARWAY) | MOI | No Limit | NSB | **57** | **60** | No Limit | No Limit | | | | |
| *H2* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 57 | 60 | No Limit | No Limit | | | | |
| *H3* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 36 | 36 | No Limit | No Limit | | | | |
| *H4* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 10 | 10 | No Limit | No Limit | | | | |
| *H5* | NR | BUS STOP (NOT CLEARWAY) | MOI | No Limit | NSB | **8** | **8** | No Limit | No Limit | | | | |
| *H6* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 31 | 31 | No Limit | No Limit | | | | |
| *H7* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 36 | 36 | No Limit | No Limit | | | | |
| *H8* | NR | BUS STOP (NOT CLEARWAY) | MOI | No Limit | NSB | 14 | 14 | No Limit | No Limit | | | | |
| *J1* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 60 | 60 | No Limit | No Limit | | | | |
| *J2* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **12** | **12** | 100% | 100% | J2-J6 | 30 | 47 | 78% |
| *J3* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **7** | **7** | 58% | 58% | | | | |
| *J4* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **12** | **12** | **100%** | **100%** | | | | |
| *J5* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **7** | **8** | 58% | 67% | | | | |
| *J6* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **8** | **8** | 67% | 67% | | | | |
| *K1* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | K1-K3 | 18 | 24 | 67% |
| *K2* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **7** | **6** | 58% | 50% | | | | |
| *K3* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **9** | **12** | 75% | **100%** | | | | |
| *M1* | NR | BUS STOP (NOT CLEARWAY) | MOI | No Limit | NSB | **31** | **35** | No Limit | No Limit | | | | |
| *M2* | NR | BUS STOP (NOT CLEARWAY) | MOI | No Limit | NSB | **48** | **48** | No Limit | No Limit | | | | |
| *M3* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **12** | **11** | 60% | 55% | M3-M4 | 20 | 31 | 78% |
| *M4* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **20** | **20** | **100%** | **100%** | | | | |
| *M5* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 19 | 18 | No Limit | No Limit | | | | |
| *M6* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 6 | 5 | No Limit | No Limit | | | | |
| *N1* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 5 | 5 | No Limit | No Limit | | | | |
| *P1* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **7** | 50% | 58% | P1-P3 | 18 | 19 | 53% |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| *P2* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | | | | |
| *P3* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | | | | |
| *P4* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | P4-P5 | 12 | 12 | 50% |
| *P5* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | | | | |
| *Q1* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | Q1-Q3 | 18 | 16 | 44% |
| *Q2* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **4** | **4** | 33% | 33% | | | | |
| *Q3* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | | | | |
| *S1* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **19** | **19** | 95% | 95% | S1-S4 | 40 | 90 | **113%** |
| *S2* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **12** | **14** | 60% | 70% | | | | |
| *S3* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **43** | **43** | **215%** | **215%** | | | | |
| *S4* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **13** | **14** | 65% | 70% | | | | |
| *S5* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 36 | 44 | No Limit | No Limit | | | | |
| *S6* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 40 | 44 | No Limit | No Limit | | | | |
| *T1* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | T1-T4 | 24 | 25 | 52% |
| *T2* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | | | | |
| *T3* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **6** | 50% | 50% | | | | |
| *T4* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **6** | **7** | 50% | 58% | | | | |
| *T5* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 20 | 20 | No Limit | No Limit | | | | |
| *T6* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 16 | 17 | No Limit | No Limit | | | | |
| *T7* | T | BUS STAND CLEARWAY | 10 mins | 6 | 5 | **7** | **8** | 58% | 67% | | | | |
| *T8* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **6** | **6** | 30% | 30% | | | | |
| *U1* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **11** | **11** | 55% | 55% | U1-U4 | 40 | 52 | 65% |
| *U2* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **14** | **15** | 70% | 75% | | | | |
| *U3* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **14** | **14** | 70% | 70% | | | | |
| *U4* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **12** | **12** | 60% | 60% | | | | |
| *U5* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 28 | 26 | No Limit | No Limit | | | | |
| *V1* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **9** | **12** | 45% | 60% | V1-V4 | 40 | 44 | 55% |
| *V2* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **10** | **10** | 50% | 50% | | | | |
| *V3* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **12** | **12** | 60% | 60% | | | | |
| *V4* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **10** | **10** | 50% | 50% | | | | |
| *V5* | NR | BUS STOP (NOT CLEARWAY) | MOI | No Limit | NSB | **22** | **24** | No Limit | No Limit | | | | |
| *W1* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **12** | **12** | 60% | 60% | W1-W4 | 40 | 50 | 63% |
| *W2* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **14** | **14** | 70% | 70% | | | | |
| *W3* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **13** | **12** | 65% | 60% | | | | |
| *W4* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **12** | **12** | 60% | 60% | | | | |
| *X1* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **17** | **14** | 85% | 70% | X1-X2 | 20 | 25 | 63% |
| *X2* | R | BUS STOP CLEARWAY | 2 mins | 10 | NSB | **11** | **11** | 55% | 55% | | | | |
| *Y1* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 9 | 8 | No Limit | No Limit | | | | |
| *Y2* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 23 | 23 | No Limit | No Limit | | | | |
| *Y3* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 18 | 16 | No Limit | No Limit | | | | |
| *Y4* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 43 | 44 | No Limit | No Limit | | | | |
| *Y5* | NR | BUS STOP (NOT CLEARWAY) | MOI | No Limit | NSB | 55 | 55 | No Limit | No Limit | | | | |
| *Y6* | NR | BUS STOP (NOT CLEARWAY) | MOI | No Limit | NSB | 12 | 13 | No Limit | No Limit | | | | |
| *Y7* | NR | BUS STOP CLEARWAY | 2 mins | No Limit | NSB | 50 | 50 | No Limit | No Limit | | | | |
| *Y9* | NR | BUS STOP (NOT CLEARWAY) | MOI | No Limit | NSB | 55 | 55 | No Limit | No Limit | | | | |

**KEY TO STOP CATEGORIES**

T - "Terminal" Stand. Can be used by services that observe the Waiting time requirements and Slot Allocation System
R - "Regulated Stop". Stop not included in Slot Allocation System but no of departures per hour regulated to a maximum of 10 in any 30-minute Operating Period.
NR - "Non-Regulated" Stop. Stop not included in the Slot Booking System and no direct limit on the number of departures from the stop.

**OTHER DEFINITIONS**

NSB - NSB in operation at Bus Stops
MOI - Buses must pick up and/or set down and move off immediately at "Non Regulated" Bus Stops

**STOPS AT OR OVER CAPACITY**

PLEASE SEE COLUMS I AND J
**Stops shown in Red are at capcity 100%**
**Stops show in Red on Yellow background are over-capacity. It is suggested that operators take steps to alleviate the problems at these stops.**



Safer, cleaner, ambitious
Nottingham
A city we're all proud of

Ian Combellack
Nottingham City Council
Public Transport Team
Exchange Buildings North
Smithy Row
Nottingham
NG1 2BS