

West Midlands

BUS ALLIANCE

**Wolverhampton City Centre
Advanced Quality Partnership Scheme**



**West Midlands
Combined Authority**

Wolverhampton City Centre Advanced Quality Partnership Scheme

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Schedule A – The Scheme

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

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

1. DEFINITIONS AND INTERPRETATION

Articulated Bus Stand	means a Bus Stand that can be used by local buses over 15m in length;
Bus Alliance Area Partnership meeting	means the regular meetings held between the West Midlands Combined Authority, City of Wolverhampton Council and the local bus operators;
Bus Stand	means a bus stopping location within the Scheme Area associated to a Bus Stand Clearway, allowing a local bus of no more than 15m in length to stand for a period of more than 2 minutes as determined by specific TRO for the facility and the on street signing at the facility;
Bus Stand Clearway	shall mean a bus stop clearway as defined in accordance with paragraph 1 of Part 6 to Schedule 7 of The Traffic Signs Regulations and General Directions 2016 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 a bus stop within the Scheme Area with a bus stop clearway;
Bus Stop Clearway	shall have the meaning given to it as detailed in paragraph 1 of Part 6 to Schedule 7 of the Traffic Signs Regulations and General Directions 2016 (SI2016/362);
Bus Stop Clearway (regulated)	shall mean a bus stop clearway as defined in Schedule D 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 (as amended by Section 16 of the Local Transport Act 2008);
Equality Legislation	means The Equality Act 2010 and the Disability Equality Duty under the Disability Discrimination Act 2005 (as amended);
Excluded Services	shall mean the category of Local Services listed in Schedule B;

Facilities	means those facilities listed in Schedule C;
Incident Planning Group	means a West Midlands Combined Authority co-ordinated group that responds to external issues on the public transport network, working with operators and other agencies to ensure the best possible service is delivered to the passenger during any major disruption.
Information Recharging Scheme	means the scheme between West Midlands Combined Authority and bus operators covering standards of information for passengers, the quality of data passed from bus operators to West Midlands Combined Authority and West Midlands Combined Authority's charges for maintaining information provision to passengers, as established under the provisions of the Transport Act 2000;
Local Service	has the meaning set out in Section 2 of the Transport Act 1985, (but excluding any Excluded Services);
Low Floor Bus	means a vehicle whether double or single deck that fully meets the functional requirements of the Public Service Vehicle Accessibility Regulations 2000.
Metro or Midland Metro	means the Midland Metro system;
Non-Regulated stop	shall mean a Non-Regulated bus stop as defined in Schedule D;
PSVAR	means current Public Service Vehicle Accessibility Regulations;
Regulated Stop	shall mean a Regulated bus stop as defined in Schedule D;
Scheme Area	means the area marked as shown on the map at Schedule A;
Scheduled Coach Service	means a service that has more than five departures per week which operates outside the requirements to register as a local bus service as defined in the Transport Act 1985
Scheduled Coach Stand	means a coach stopping location in the Scheme Area associated with a Bus Stand Clearway, allowing a Scheduled Coach Service (that operates outside of the requirements of the Transport Act 1985) to stand for as long as necessary up to a maximum period of 10 minutes
Service Change Dates	means dates each year agreed between West Midlands Combined Authority and bus operators on which network changes are preferably concentrated unless agreed in advance with West Midlands Combined Authority;
Slot Booking	means the Slot Booking System with which operators pursuant to the Scheme are required to comply, as detailed in Schedule D to the Scheme;
AQPS	means an Advanced Quality Partnership Scheme made pursuant to section 114(1) of the Transport Act 2000 [as amended by the Local Transport Act 2008 and the Bus Services Act 2017];
Standards of Service	means the standards of service set out in Schedule B (<i>Standards</i>);
Traffic Commissioner	has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981;

TfWM	means Transport for West Midlands, part of the West Midlands Combined Authority;
TRO	means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places; and
WMCA	means the West Midlands Combined Authority. The lead authority for the scheme.

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

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

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

2. DATE AND PERIOD OF OPERATION

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

3. SCHEME AREA

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

4. FACILITIES

- 4.1 Subject to clause 6 (Conditions of Use), the West Midlands Combined Authority and the Council will make the Facilities available (as detailed in Schedule C) to Local Services from the Commencement Date, until the date the Scheme ceases to have effect.
- 4.2 Clause 4.1 shall not apply in relation to any Local Service using a Facility for any period during which the West Midlands Combined Authority or the Council is temporarily unable to fulfil its obligations, in respect of that Facility, due to circumstances beyond its control. In such circumstances the West Midlands Combined Authority shall notify any operator affected by the non-provision of such Facility, confirming the reason for such non provision and the anticipated period during that the Facility will not be available.
- 4.3 The Facilities are to be maintained for the duration of the Scheme in accordance with Appendix C3 (Maintenance of Facilities).
- 4.4 The West Midlands Combined Authority and the Council will provide bus stop infrastructure at all Bus Stops and Stands within the Scheme area.

5. STANDARDS OF SERVICES TO BE PROVIDED BY BUS OPERATORS

- 5.1 The operators of Local Services who wish to use the Facilities will undertake to provide such Services in accordance with the Standards (listed in Schedule B) from the Effective Date until the Scheme ceases to have effect.
- 5.2 The Scheme shall not restrict any Operator from providing any services in excess of the specified Standards.

6. CONDITIONS OF USE

- 6.1 An operator may only use the Facilities in the Scheme Area if:
- a) a written undertaking from the operator (under the specific Operator Licence or Community Bus Permit the service is or will be registered under) using the template form attached at Appendix B1 is provided to PSV Operator Licensing at their office in Leeds and a copy delivered to the West Midlands Combined Authority; and
 - b) each Local Bus Service will at all times be provided to the Standards in accordance with that undertaking except for any period during which such operator is temporarily unable to do so owing to circumstances beyond their control, provided that the West Midlands Combined Authority is notified in writing (as outlined in Section E – Communications Protocol) as soon as practicably possible as to the reasons and period of such non-compliance.

- 6.2 Any operator of a Service who fails to comply with paragraph 6.1 may be subject to action by the Traffic Commissioner in accordance with section 17 (Revocation, suspension etc. of licences) The Public Passenger Vehicles Act 1981, section 26 (Conditions attached to PSV operator's licence) Transport Act 1985 and section 155 (Penalties) Transport Act 2000.
- 6.3 Conditions for use of the bus station are set out in the WMCA Bus Station User Agreement. These conditions supersede any conditions set out in the scheme for bus operation in the bus station, or not specified and covered by this scheme.

7. REVIEW AND MONITORING

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

8. ENFORCEMENT AND APPEALS PROCESS

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

- 8.1 In the event that any Bus operator, the West Midlands Combined Authority and/or the Council considers that any other party under this Scheme are not meeting their obligations there under then the issues shall be put in writing to the party not meeting their obligations. This will give that party the right of explanation within ten working days why the issues are happening and or any actions being implemented to allow that party to comply with the scheme.

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

For matters relating to the Slot Booking System

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

9. CONTACT ADDRESSES

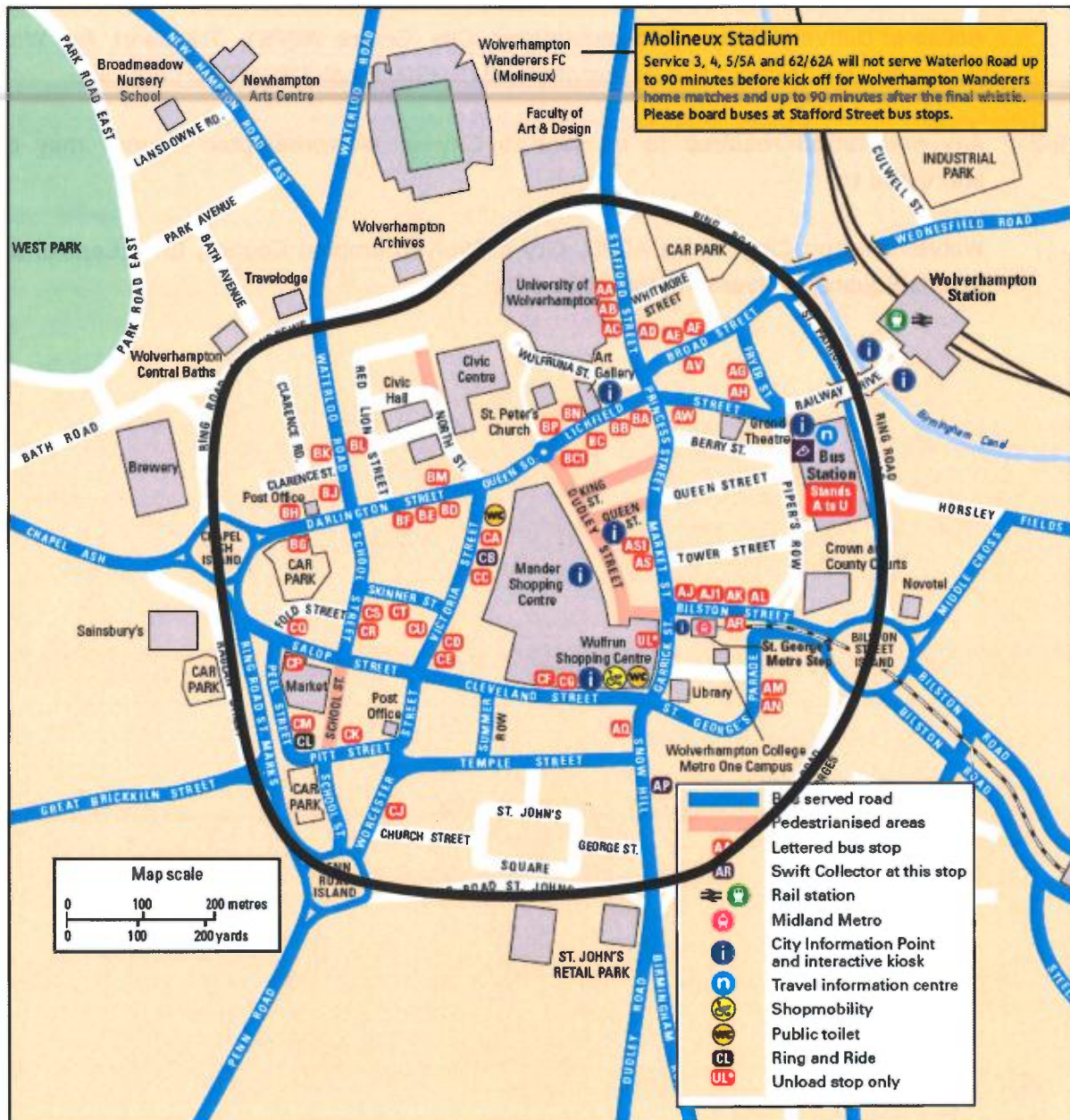
- 9.1 Any notification required to be sent to West Midlands Combined Authority (lead authority) should be addressed to:

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

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

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

Map of Scheme Area & Bus Stop Infrastructure



Stop Code	Location	Type	Colour	Stand or Stop	RTI	Date Installed	Stand duration layover
AA	Stafford Street, University	Shelter	Silver	Stop	Y	15/07/2015	-
AB	Stafford Street, University	Shelter	Silver	Stop	Y	15/07/2015	-
AC	Stafford Street, University	Shelter	Silver	Stop	Y	16/07/2015	-
AD	Stafford Street, University	Pole	N/A	Stop	N	10/09/2007	-
AE	Broad Street, Thornley Street	Shelter	Black	Stop	N	01/01/2000	-
AF	Broad Street, Thornley Street	Shelter	Black	Stop	N	01/04/2002	-
AG	Fryer Street, Broad Street	Shelter	Black	Stop	N	01/01/2003	-
AH	Lichfield Street, Pipers Row	Pole	N/A	Stop	N	21/03/2015	-
AJ	Bilston Street, Police Station	Shelter	Silver	Stand	N	14/04/2013	Maximum 5 minutes
AJ1	Bilston Street, Police Station	Shelter	Silver	Stand	N	18/07/2015	Maximum 5 minutes
AK	Bilston Street, Police Station	Shelter	Silver	Stand	N	01/05/2015	Maximum 5 minutes
AL	Bilston Street, Police Station	Shelter	Silver	Stand	N	02/05/2015	Maximum 5 minutes
AM	St Georges Parade, Old Hall Street	Pole	N/A	Stop	N	16/08/2007	-
AN	St Georges Parade, Old Hall Street	Pole	N/A	Stand	N	01/03/2010	-
AP	Snow Hill, Temple Street	Shelter	Black	Stop	Y	01/12/2003	-
AQ	Snow Hill, Temple Street	Pole	N/A	Stop	N	30/03/2010	-
AR	Bilston Street, Coach Stand, opp Police Station	Shelter	Silver	Stand	N	01/06/2016	Maximum 5 minutes
AS	Market Street, Tower Street	Shelter	Silver	Stop	N	08/04/2015	-
AS1	Market Street, Tower Street	Shelter	Silver	Stand	N	07/04/2015	Maximum 5 minutes
AV	Broad Street, Thornley Street	Pole	N/A	Stop	N	22/05/2009	-
AW	Lichfield Street, Princess Street	Pole	N/A	Stop	N	20/03/2015	-
BA	Lichfield Street, Art Gallery	Shelter	Silver	Stand	N	01/04/2015	Maximum 5 minutes
BB	Lichfield Street, Art Gallery	Shelter	Silver	Stop	N	01/04/2015	-
BC	Lichfield Street, Art Gallery	Shelter	Silver	Stop	N	05/04/2015	-
BC1	Lichfield Street, Art Gallery	Shelter	Silver	Stop	N	01/04/2015	-
BD	Darlington Street, Beatties	Pole	N/A	Stop	N	30/03/2010	-
BE	Darlington Street, Beatties	Shelter	Black	Stop	N	01/12/2003	-
BF	Darlington Street, Beatties	Shelter	Black	Stop	N	01/12/2003	-
BG	Darlington Street, School Street	Shelter	Black	Stop	N	10/10/2000	-
BH	Darlington Street, Ring Road	Pole	N/A	Stop	N	25/01/2008	-
BJ	Waterloo Road, Clarence Street	Shelter	Silver	Stop	N	28/02/2018	-
BK	Waterloo Road	Shelter	-	Stop	N	31/05/2018	-
BL	Waterloo Road, Clarence Street	Pole	-	Stop	N	05/05/2006	-
BM	Darlington Street, Beatties	Pole	N/A	Stop	N	30/03/2010	-
BN	Lichfield Street, Art Gallery	Pole	Silver	Stop	Y	06/04/2015	-
BP	Lichfield Street, Art Gallery	Pole	Silver	Stop	Y	17/07/2015	-
CA	Victoria Street, Beatties	Shelter	Blue	Stop	Y	01/04/2002	-
CB	Victoria Street, Beatties	Shelter	Blue	Stop	Y	01/03/2002	-
CC	Victoria Street, Mander Centre	Shelter	Blue	Stand	Y	01/07/2002	Maximum 5 minutes
CD	Victoria Street, Salop Street	Shelter	Blue	Stand	Y	01/05/2001	Maximum 5 minutes

CE	Victoria Street, Salop Street	Shelter	Blue	Stand	Y	01/05/2001	Maximum 5 minutes
CF	Cleveland Street, Wulfrun Centre	Shelter	Blue	Stand	Y	31/05/2018	Maximum 5 minutes
CG	Cleveland Street, Wulfrun Centre	Shelter	Blue	Stand	N	31/05/2018	Maximum 5 minutes
CJ	Worcester Street, Ring Road	Shelter	Blue	Stop	Y	26/09/2008	-
CK	Pitt Street, School Street	Shelter	Black	Stop	Y	16/01/2005	-
CM	Peel Street, School Street	Shelter	Black	Stop	N	09/08/2010	-
CP	Salop Street, Ring Road	Shelter	Black	Stop	N	10/10/2000	-
CQ	Salop Street , Ring Road	Shelter	Black	Stop	N	10/10/2000	-
CR	School Street, Salop Street	Shelter	Black	Stand	N	11/08/2010	Maximum 5 minutes
CS	School Street, Skinner Street	Shelter	Black	Stand	N	16/01/2005	Maximum 5 minutes
CT	Skinner Street, Victoria Street (Mecca Bingo)	Pole	N/A	Stand	N	25/01/2008	Maximum 5 minutes
CU	Victoria Street, Salop Street	Pole	N/A	Stop	N	24/11/2006	-
Stands A-U	Wolverhampton Bus Station	<p>This facility is within the West Midlands Combined Authority owned Wolverhampton Bus Station.</p> <p>Provision of these facilities and allocation of departure stands are covered by the West Midlands Combined Authority Bus Station User Agreement.</p> <p>Any operator of a bus or coach service that is registered as a local bus service which uses Wolverhampton Bus Station must be both signed up to the Wolverhampton City Centre Advanced Partnership and the West Midlands Combined Authority Bus Station User Agreement.</p> <p>In line with all West Midlands Combined Authority owned bus stations there is a charge levied on any bus or coach operator for use of this facility.</p>					

Schedule B

Service standards

10. SERVICE STANDARDS

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

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

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

11. VEHICLE STANDARDS

- 11.1 From the Commencement date, Local Services shall use fully accessible low floor buses with wheelchair ramps (fixed or portable), meeting the functional requirements of the Public Service Vehicle Accessibility Regulations 2000.
- 11.2 National monitoring of air quality that includes the wider West Midlands shows that diesel powered vehicles are currently one of the greatest contributors of nitrogen dioxide emissions. The European Union have imposed a duty on Member States under the EU Ambient Air Quality Directive to comply with limit values for various pollutants including nitrogen dioxide (NO₂). The introduction of cleaner engine vehicles will provide a positive contribution towards efforts to improve air quality in the scheme area and also along the corridors along which the services operate and will provide an evidence base for the UK Government to demonstrate longer term, sustained compliance.
- 11.3 The following vehicle emission standards will apply to all services operating in the scheme area, with the exception of services that cross the boundary between the City of Wolverhampton local authority and a non WMCA constituent authority operating a frequency of 2 buses per hour or less:

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

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

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

- 11.5 All operators must provide the West Midlands Combined Authority and the Council, in an approved Excel spreadsheet format clearly identifying the operator, with a quarterly statement listing each bus operating in the Scheme Area by registration plate, fleet number, Euro emission standard, accessibility status (low floor to functional Equality legislation compliance), real-time enabled, next-stop audio-visual announcement,

contactless ticketing enabled and the local service route(s) running. This is primarily to assist with the enforcement of bus priority facilities and the Scheme. It is the responsibility of the operator to ensure the statement is up to date.

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

11.9 Route and Destination Displays

- 11.9.1 In line with the requirements of The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002 (SI 2002, 1724), as amended, all Local Services must display an accurate route number and/or route name and ultimate destination indicators at all times.
- 11.9.2 All displays must comply with the legal standards set out in Schedule 2, Section 8 of the PSV Accessibility Regulations 2000, unless using temporary destination equipment, as set out in Section 11.9.3 below. All vehicles are to be fitted with electronic number and destination displays.
- 11.9.3 All temporary destination and number displays to comply with Sections 8(3)(a) and (b) of Schedule 2 of the PSV Accessibility Regulations 2000 and only be used as substitute for normal destination equipment in the event of an emergency.

11.10 Presentation

- 11.10.1 Vehicles must be well presented in good order, clean externally and internally without unpleasant odours, in appropriate finished livery, which clearly identifies either the bus operator or branded route. Internally, the operator must also provide their own contact details for bus users.

- 11.10.2 No vehicles are to be used which remain in a livery belonging to a previous operator under any circumstances or bear any previous operator's branding or other information.

11.11 Parked vehicles

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

12. DRIVER STANDARDS

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

12.4 Driver Training

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

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

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

12.5 Passenger Assistance

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

13. CUSTOMER CARE STANDARDS

13.1 Customer Care

- 13.1.1 Operators shall ensure that passengers on a bus which has become immobilised are transferred safely on to a replacement vehicle or alternative local service within 60 minutes of breakdown occurrence.
- 13.1.2 Operators shall be in attendance of broken down buses and use reasonable endeavours to remove any obstacle from the highway within 60 minutes of any breakdown occurrence.
- 13.1.3 All operators operating Local Services within the Scheme Area to have an established complaints procedure and to respond to customer correspondence within 10 working days of receipt.

14. NETWORK PERFORMANCE

- 14.1 With the exception of Scheduled Coach Services, changes to routes and timetables shall only be made on the agreed Service Change Dates, in order to maintain network stability, unless there are exceptional circumstances which have been agreed in advance with the West Midlands Combined Authority. Reference should be made to Appendix D1 of the Slot Booking System.
- 14.2 All Local Bus Service Registrations, whether new or variations, must be undertaken in line with the process set out in Schedule D, Slot Booking System.

- 14.3 The West Midlands Combined Authority and the Council will continue to work with operators to improve punctuality and reliability through voluntary multi-lateral agreements outside the town centre.

15. INFORMATION STANDARDS

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

16. ENFORCEMENT

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

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Appendix B1

Bus Operators Undertaking

WOLVERHAMPTON CITY CENTRE **ADVANCED QUALITY PARTNERSHIP SCHEME**

UNDERTAKING IN ACCORDANCE WITH PART 2 OF THE TRANSPORT ACT 2000

TO: PRIVATE & CONFIDENTIAL

Team Leader, PSV Operator Licensing (Wolverhampton City Centre AQPS)
Central Licensing Office
Hillcrest House
386 Harehills Lane
Leeds
LS9 6NF

FROM:	<input type="text"/>	{Operator Legal Name}
	PD	{Operator Licence Number}
	<input type="text"/>	{Address}

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

All terms used in this undertaking have the same meaning as those set out in the Wolverhampton City Centre Advanced Quality Partnership Scheme as made by **24th August 2018** and that will come into operation on **Sunday 25th November 2018**.

SIGNED

<input type="text"/>	{Company Officer Signature}
<input type="text"/>	{Company Officer Name}
<input type="text"/>	{Date Signed}

COPY OF COMPLETED FORM MUST AT THE SAME TIME BE SUBMITTED TO:
Network Delivery Team (Wolverhampton City Centre AQPS)
West Midlands Combined Authority, 16 Summer Lane, Birmingham, B19 3SD
QPS@tfwm.org.uk

Appendix B2

Ticketing Schemes

Appendix B2 – Ticketing schemes

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

Schedule C

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

17. BUS PRIORITY

17.1 Slot Booking System

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

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

17.2 Bus Lanes/Gates

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

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

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

17.3 Bus Stands and Bus Stop Clearways

17.3.1 At the Commencement Date, within the Scheme Area there will be 71 bus stops, including 19 bus stands at Wolverhampton Bus Station. As part of the Slot Booking System (pursuant to Schedule D of the Scheme), all bus stops within

the Scheme Area will be designated into an appropriate category and will be defined as either:-

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

on the basis set out in the Slot Booking System.

- 17.3.2 Bus Stop Clearways and Bus Stand Clearways will be provided at all stops, save to the extent that this is not possible due to loading and unloading requirements for local businesses, as specified in Schedule A (Infrastructure) to this Schedule C.
- 17.3.3 Where a Bus Stop Clearway or Bus Stand Clearway has been provided these will only permit use by Local Services, unless otherwise authorised by the Council.
- 17.3.4 In accordance with Schedule 7 of the Traffic Signs Regulations and General Directions 2016 (SI 2016/362) including any relevant subsequent updates to these Regulations, all Bus Stand Clearways and Bus Stop Clearways will be defined on the following basis:-
 - a. all "Bus Stand Clearways" will be designated with a maximum layover of either 5 or 10 minutes, as specified in Schedule A to this Schedule C.
 - b. all "Bus Stop Clearways" will be designated with a maximum layover of 2 minutes, as specified in Appendix Schedule A to this Schedule C in accordance with regulation 3 (a) paragraph 1 Part 6 Schedule 7 of The Traffic Signs Regulations and General Directions 2016/362.

18. MEASURES

18.1 Connected Places, City of Wolverhampton

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

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

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

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

18.3 Wolverhampton and Walsall Network Development Plan (NDP)

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

18.4 Free city centre bus

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

19. INFRASTRUCTURE

19.1 Bus Shelters, Shelter cases and Seating

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

20. PASSENGER INFORMATION

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

20.2 Real-Time Electronic Displays

- 20.2.1 The electronic display will show either “real time” or chronological scheduled information for all Local Services using the relevant bus stand or bus stop.
- 20.2.2 The West Midlands Combined Authority can add messages to the electronic displays within the Scheme Area, which can provide useful travel information relating to various one-off network changes – stops, services, fares, roadworks, delays etc. The facility for bus operators to contact the West Midlands Combined Authority to add planned messages is available.

21. OTHER FACILITIES

21.1 Bus Passenger Surveys

- 21.1.1 The West Midlands Combined Authority will undertake regular studies to monitor customer satisfaction with bus services in Wolverhampton.
- 21.1.2 The information will be presented to operators at the relevant Bus Alliance Area Partnership meetings.

22. MONITORING, ENFORCEMENT AND MAINTENANCE

22.1 Enforcement of Bus Stands and Bus Stop Clearways

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

Appendix C1

Bus stop specification

Appendix C1 - Bus Stop Specification

Information pole	<p>As detailed in Schedule A:</p> <ul style="list-style-type: none"> • Alighting-only bus stops will be provided with a bus stop pole and flag, with wording indicating that services cannot be boarded at that location. • Boarding bus stops will be provided with a bus stop flag incorporating service numbers, timetable information and, if applicable, real-time information and mapping.
Shelter	<ul style="list-style-type: none"> • Provided at Bus Stops and Bus Stands as detailed in Schedule A. • Size and orientation of shelter provided dependent on site conditions. • All shelters will be illuminated. • All shelters will include seating provision (subject to site conditions).
Real-time	<ul style="list-style-type: none"> • Electronic Display provided at Bus Stops and Bus Stands as specified in Schedule A, incorporated within the bus stop totem. • Real-time or scheduled information displayed
Raised kerbs	<ul style="list-style-type: none"> • Minimum standard kerb height provided at Bus Stops and Bus Stands within the Scheme Area will be 120mm, with an acceptable height of 140mm, and a maximum height of 160mm
Maintenance	<ul style="list-style-type: none"> • As detailed in Appendix C3.
Bus Stand Clearway/Bus Stop Clearway	<ul style="list-style-type: none"> • Provided at Bus Stops and Bus Stands as detailed in Schedule A. • If provided, will be in accordance with The Traffic Signs Regulations and General Directions 2016.

Appendix C2

Passenger information specification

Appendix C2 – Passenger information specification

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

Appendix C3

Maintenance of Facilities

Appendix C3 – Maintenance of facilities

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

Responsibility: West Midlands Combined Authority's Shelter Maintenance Contractor

- 23.1 All shelters and totems within the Scheme Area will be inspected and cleaned at least once a week. Totems are additionally inspected whenever a service needs to be added, removed or amended.
- 23.2 Graffiti and flyposters are removed within three working days of notification to West Midlands Combined Authority.
- 23.3 Routine repairs, including the replacement of lamps and fluorescent tubes are conducted within 2 working days following notification to West Midlands Combined Authority. Non routine repairs are conducted within 5 working days of notification.
- 23.4 Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property the West Midlands Combined Authority will respond within 4 working hours for faults reported to and received between 0730 and 1800 hours on working days and by noon on the next working day for faults reported to and received by the company between 1800 and 0730 hours on non-working days.

24. Real Time Information Electronic Displays

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

- 24.1 Electronic real-time displays will be visually checked and cleaned at least once a week, as part of the shelter and totem cleaning regime
- 24.2 Routine repairs are conducted within 5 working days following notification to the West Midlands Combined Authority.
- 24.3 Where the display maintenance contractor cannot identify a fault, the display will be replaced.
- 24.4 Where damage has occurred that requires urgent attention due to a danger to traffic, pedestrians or property, the West Midlands Combined Authority will respond within 4 working hours for faults reported to and received between 0730 and 1800 hours on working days and by noon on the next working day for faults reported to and received between 1800 and 0730 hours on non-working days.

25. CCTV Equipment in Shelters

Responsibility: The West Midlands Combined Authority

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

26. Electrical Supplies to Infrastructure

Responsibility: Nominated Electricity Supplier

- 26.1 If for any reason a fault lies with the electricity supply to any of the infrastructure, then the fault will be reported to the nominated electricity supplier. The responsibility in these circumstances is therefore out of the control of the West Midlands Combined Authority.

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Schedule D

Slot booking system

Schedule D - Slot Booking System

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

27. DEFINITIONS & INTERPRETATION

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

"Bus Stand Clearway"	means a Regulated Bus Stop used for terminating services as detailed in Schedule D;
"Bus Stop"	means each bus stopping point within the AQPS area that is marked by a bus stop flag sign and listed in Schedule A;
"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 Schedule A.
"Bus Stop Cage"	means the marked area on the carriageway to accommodate buses standing at a Bus Stop Clearway or Bus Stand Clearway;
"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;
"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;
"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 29 and 30;
"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 Schedule A and has no limit on the number of departures permitted from that stop in any operating period. Layover is not permitted at any Non- Regulated Bus Stop.
"Regulated Bus Stop"	means any Bus Stop within the AQPS area specified as a Regulated Stop in Schedule A at which the number of departures in each hour is limited. Layover is not permitted at any Regulated Bus Stop.
"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.
"Slot Booking Area"	Is the specific area within the wider scheme area where West Midlands Combined Authority allocate departure slots
"Stop Code"	means the alpha-numeric reference code applied to each bus stop within Wolverhampton City Centre.
"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.
"Terminus Stand"	means a bus stand designated or recognised as the main timing point in the Scheme area for a service or group of services.

28. GENERAL PRINCIPLES

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

28.1.1 Bus Stands for terminating services;

28.1.2 Regulated Bus Stops for through services (with a maximum 60 departures in each hour);

28.1.3 Non-regulated Bus Stops for through services, where operators must comply with the terms of any Bus Stop Clearway and shall, in any event, not layover at a Non-Regulated Bus Stop for longer than 2 minutes.

- 28.1.4 A departure slot allocated and agreed with the WMCA Bus Station Manager at Wolverhampton Bus Station
- 28.1.5 All departures on the same service, provided by the same operator, must observe the same Bus Stop for all departures and cannot be split over 2 or more stops within the same Stop Group.
- 28.1.6 Each service, provided by the same operator, must only observe up to one Bus Stand within the AQPS area other than the West Midlands Combined Authority controlled bus station.
- 28.1.7 Each service, provided by the same operator, may observe only one Regulated Bus Stop per direction on any road.

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

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

30. DEFINITION OF A DEPARTURE SLOT AT A BUS STAND

- 30.1 Each single Bus Stand has up to 15 Departure Slots available in any hour and a double Bus Stand up to 30 Departure Slots per hour. WMCA may consider requests from one or more operators to provide a higher number of departures per hour from a Bus Stand if it is deemed by WMCA to be in the passengers' interest; such requests will only be considered on the basis that the group of stands (as set out in Schedule A) would not exceed its total capacity and WMCA reserves the right to reject the request (subject to the prescribed appeals process).
- 30.2 A departure slot will be allocated for a 4-minute period thus giving 15 departures on a single stand and 30 departures on a double stand. Operators can schedule their service to depart at any time within the 4 minute departure slot. Operators should recognise it as in their operational interest to distribute departures evenly with buses leaving the stop at no less than a 3-minute scheduled interval for a single terminal stop or a 2-minute scheduled interval for a double terminal stop but within the overall limit on the number of departures per stop per hour.
- 30.3 Buses may leave the Bus Stand at any time within a Departure Slot, so long as the waiting time prior to that departure does not overlap into a preceding 4-minute Departure Slot (where it was booked by another service).

31. ALTERNATIVES

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

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

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

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

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

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

31.7 WMCA will then confirm if, in accordance with the Slot Booking System, the proposed slots are available for the operator to use and, if not, which alternative slots are available for the operator to register.

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

31.9 For Regulated Bus Stops, WMCA will ensure that each new service will not exceed the departure limit of that stop.

31.10 Where an incumbent service is present at a Bus Stand or Regulated Bus Stop it will take precedent over a new service that is seeking to take up a slot at the Bus Stand or regulated Bus Stop.

- 31.11 To determine, for the purposes of paragraph 31.10, incumbency at a Bus Stand or Regulated Bus Stop, services will be ranked in terms of the first date of registration for that service with the Traffic Commissioner at its current headway (with earlier registrations taking priority over more recent registrations). Temporary registrations for minor amendments of durations of eight weeks or less shall not count towards the incumbency consideration.
- 31.12 If a service is to introduce more departures from a Bus Stand or Regulated Bus Stop then it can do this until all available slots on that Bus Stand are taken. Once no vacant slots remain, it is up to the service that is being increased to either: - (a) locate to an alternative bus stand where the required slots are available for use; or (b) for another service from the existing stand to be located to an alternative stand (this could only be done with the agreement of any other operator using the same Stand). Written evidence of agreement to relocate the other service will be required before this option can be considered by WMCA.
- 31.13 Where prior to the commencement of the Scheme two or more services have registered the same scheduled Departure Slot from a Bus Stand within the Scheme Area, all operators other than the first operator to have registered their service at such Bus Stand with such departure time shall, as soon as reasonably practicable, re-register their service either with an alternative Departure time or at an alternative Bus Stop.
- 31.14 WMCA reserve the right to review the slot booking system based on demand and quality, periodically and when the threshold of a full slot allocation is reached at a bus stop or stand. This will be reviewed against a quality framework process agreed by the West Midlands Bus Alliance.
- 31.15 Information supplied in applying for departure slots will be treated as confidential and will not be made available to third parties unless required to do so by law.

32. SLOT BOOKING MONITORING

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

33. APPEALS PROCESS

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

Appendix D1

Service Change and Slot Booking Dates

Appendix D1 – Service Change and Slot Booking Dates

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

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

Service Change Dates are yet to be agreed.

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

Schedule E

Communications protocol

Schedule E – Communications protocol

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

34. Aim

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

35. Events covered

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

36. Methods of communication

- 36.1 If it is necessary to pass information quickly to all operators, the West Midlands Combined Authority will co-ordinate the dissemination of notices by email. Notifications provided by City of Wolverhampton Council will also be channelled through the West Midlands Combined Authority, to ensure that all parties are aware of the communication and that a co-ordinated response and support can be provided.
- 36.2 All operators must provide the West Midlands Combined Authority with an email address that is working and regularly checked by the operator.
- 36.3 Emails can be sent to the West Midlands Combined Authority at QPS@TfWM.org.uk. Emails relating to the Scheme or city centre issues should not be sent to a specific individual.
- 36.4 Written communications to the West Midlands Combined Authority or City of Wolverhampton Council should be sent to the addresses stated in Section 8 of The Scheme.



**West Midlands
Combined Authority**

West Midlands Combined Authority
16 Summer Lane
Birmingham
B19 3SD



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

DATED

14th August 2018

WOLVERHAMPTON CITY CENTRE ADVANCED QUALITY PARTNERSHIP SCHEME

between

WEST MIDLANDS COMBINED AUTHORITY (1)

and

WOLVERHAMPTON CITY COUNCIL (2)

THIS DEED is dated

14th August 2018

PARTIES

- (1) West Midlands Combined Authority of 16 Summer Lane, Birmingham, B19 3SD.
- (2) Wolverhampton City Council, Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH.

**THE COMMON SEAL OF WEST
MIDLANDS COMBINED AUTHORITY**

was affixed hereto in the presence
of its duly Authorised Officer:

Tim White



#5577

**THE COMMON SEAL OF
WOLVERHAMPTON CITY COUNCIL**

was affixed hereto in the presence
of its duly Authorised Officer:

Wolke

[SIGNATURE OF AUTHORISED
OFFICER]



560/2018