

West Midlands

# BUS ALLIANCE

## Solihull town centre Advanced Quality Partnership Scheme

Version 1 - valid from 26 November 2017



**WEST MIDLANDS**  
COMBINED AUTHORITY

# Solihull Town Centre Advanced Quality Partnership Scheme

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

**(1) THE WEST MIDLANDS COMBINED AUTHORITY** of 16 Summer Lane,  
Birmingham, B19 3SD; (“WMCA”) and

**(2) SOLIHULL METROPOLITAN BOROUGH COUNCIL** of Council House, Manor  
Square, Solihull, West Midlands, B91 3QB (“the Council”, “SMBC”)

## **1. DEFINITIONS AND INTERPRETATION**

<b>Articulated Bus Stand</b>	means a Bus Stand that can be used by local buses over 15m in length;
<b>Solihull Quality Partnership meeting</b>	means the quarterly meeting held in February, May, August and November each year;
<b>Bus Stand</b>	means a bus stopping location within the Scheme Area associated to a Bus Stand Clearway, allowing a local bus of no more than 15m in length to stand period of either 5 or 10 minutes as determined by specific TRO for the facility and the on street signing at the facility;
<b>Bus Stand Clearway</b>	shall mean a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit a local bus to stand within the clearway for as long as maybe necessary up to a maximum period of 10 minutes;
<b>Bus Stop</b>	means a bus stop within the Scheme Area with a bus stop clearway;
<b>Bus Stop Clearway</b>	shall have the meaning given to it as detailed in paragraph 1(a) of Part 1 to Schedule 19 of the Traffic Signs Regulations and General Directions 2002 (SI3113/2002);
<b>Bus Stop Clearway (regulated)</b>	shall mean a bus stop clearway as defined in Schedule D to the Scheme;
<b>Bus Stop Clearway (non-regulated)</b>	shall mean any bus stop clearway other than a bus stop clearway (regulated);
<b>Commencement Date</b>	means the date of commencement of the Scheme pursuant to clause 2.1, or such later date as the Scheme may commence following any postponement of the Scheme under section 117 of the Transport Act 2000 (as amended by Section 16 of the Local Transport Act 2008);
<b>Equality Legislation</b>	means The Equality Act 2010 and the Disability Equality Duty under the Disability Discrimination Act 2005 (as amended);
<b>Excluded Services</b>	shall mean the category of Local Services listed in Schedule B;
<b>Facilities</b>	means those facilities listed in Schedule C;
<b>Incident Planning Group</b>	means a WMCA co-ordinated group that responds to external issues on the public transport network, working with operators and other

<b>Information Recharging Scheme</b>	agencies to ensure the best possible service is delivered to the passenger during any major disruption. means the scheme between WMCA and bus operators covering standards of information for passengers, the quality of data passed from bus operators to WMCA and WMCA's charges for maintaining information provision to passengers, as established under the provisions of the Transport Act 2000;
<b>Local Service</b>	has the meaning set out in Section 2 of the Transport Act 1985, (but excluding any Excluded Services);
<b>Low Floor Bus</b>	means a vehicle whether double or single deck that fully meets the functional requirements of the Public Service Vehicle Accessibility Regulations 2000.
<b>Metro or Midland Metro</b>	means the Midland Metro system;
<b>Non-Regulated stop</b>	shall mean a Non-Regulated bus stop as defined in Schedule D;
<b>PSVAR</b>	means current Public Service Vehicle Accessibility Regulations;
<b>Regulated Stop</b>	shall mean a Regulated bus stop as defined in Schedule D;
<b>Scheme Area</b>	means the area marked as shown on the map at Schedule A;
<b>Scheduled Coach Service</b>	means a service that has more than five departures per week which operates outside the requirements to register as a local bus service as defined in the Transport Act 1985
<b>Scheduled Coach Stand</b>	means a coach stopping location in the Scheme Area associated with a Bus Stand Clearway, allowing a Scheduled Coach Service (that operates outside of the requirements of the Transport Act 1985) to stand for as long as necessary up to a maximum period of 10 minutes
<b>Service Change Dates</b>	means dates each year agreed between WMCA and bus operators on which network changes are preferably concentrated unless agreed in advance with WMCA;
<b>Slot Booking</b>	means the Slot Booking System with which operators pursuant to the Scheme are required to comply, as detailed in Schedule D to the Scheme;
<b>AQPS</b>	means an Advanced Quality Partnership Scheme made pursuant to section 114(1) of the Transport Act 2000 [as amended by the Local Transport Act 2008 and the Bus Services Act 2017];
<b>Standards of Service</b>	means the standards of service set out in Schedule B ( <i>Standards</i> );
<b>Traffic Commissioner</b>	has the meaning set out in Section 82(1) of the Public Passenger Vehicles Act 1981;
<b>TRO</b>	means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places;

- 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 **Friday 18<sup>th</sup> August 2017** and will come into operation on **Sunday 26<sup>th</sup> November 2017** (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 **Saturday 20<sup>th</sup> November 2027** 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 **33 bus stops/stands and shelters** within Solihull town centre, 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 WMCA will maintain a summary of affected services when required for every service change date and the WMCA 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 WMCA 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 WMCA 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 WMCA 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 WMCA 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 WMCA and the Council will provide bus stop infrastructure at all Bus Stops and Stands within the Scheme area.

#### 4.5 **STANDARDS OF SERVICES TO BE PROVIDED BY BUS OPERATORS**

4.1 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.

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

### **5. CONDITIONS OF USE**

5.1 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 WMCA; 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 WMCA 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.

5.2 Any operator of a Service who fails to comply with paragraph 5.1 above 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. REVIEW AND MONITORING**

6.1 The WMCA, the Council and bus operators will review the operation of the Scheme at each Solihull 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/or Standards of Service.

- 6.2 The WMCA 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 WMCA 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.
- 6.3 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.

## **7. ENFORCEMENT AND APPEALS PROCESS**

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

- 7.1 In the event that any Bus operator, the WMCA 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.
- 7.2 If necessary, following the actions in 7.1 meeting(s) will take place within ten working days with the parties involved to resolve the issues.
- 7.3 As a result of the any actions taken under 7.1 and 7.2 the WMCA reserves the right to advise the Office of the Traffic Commissioner of any operational issues with scheme.
- 7.4 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.
- 7.5 As part of the process outlined in 7.1, 7.2 and 7.4 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**

- 7.6 In the event that any bus operator, the WMCA 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.
- 7.7 If necessary following the actions in 7.6 meeting(s) will take place within five working days with the parties involved to resolve the issues
- 7.8 If the matter regarding slot booking cannot be resolved through the meeting process, in the first instance the matter will be determined by a WMCA Director not directly involved with the operation of the Scheme.
- 7.9 As part of the process outlined 7.6 to 7.8 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.

## **8. CONTACT ADDRESSES**

- 8.1 Any notification required to be sent to WMCA should be addressed to:

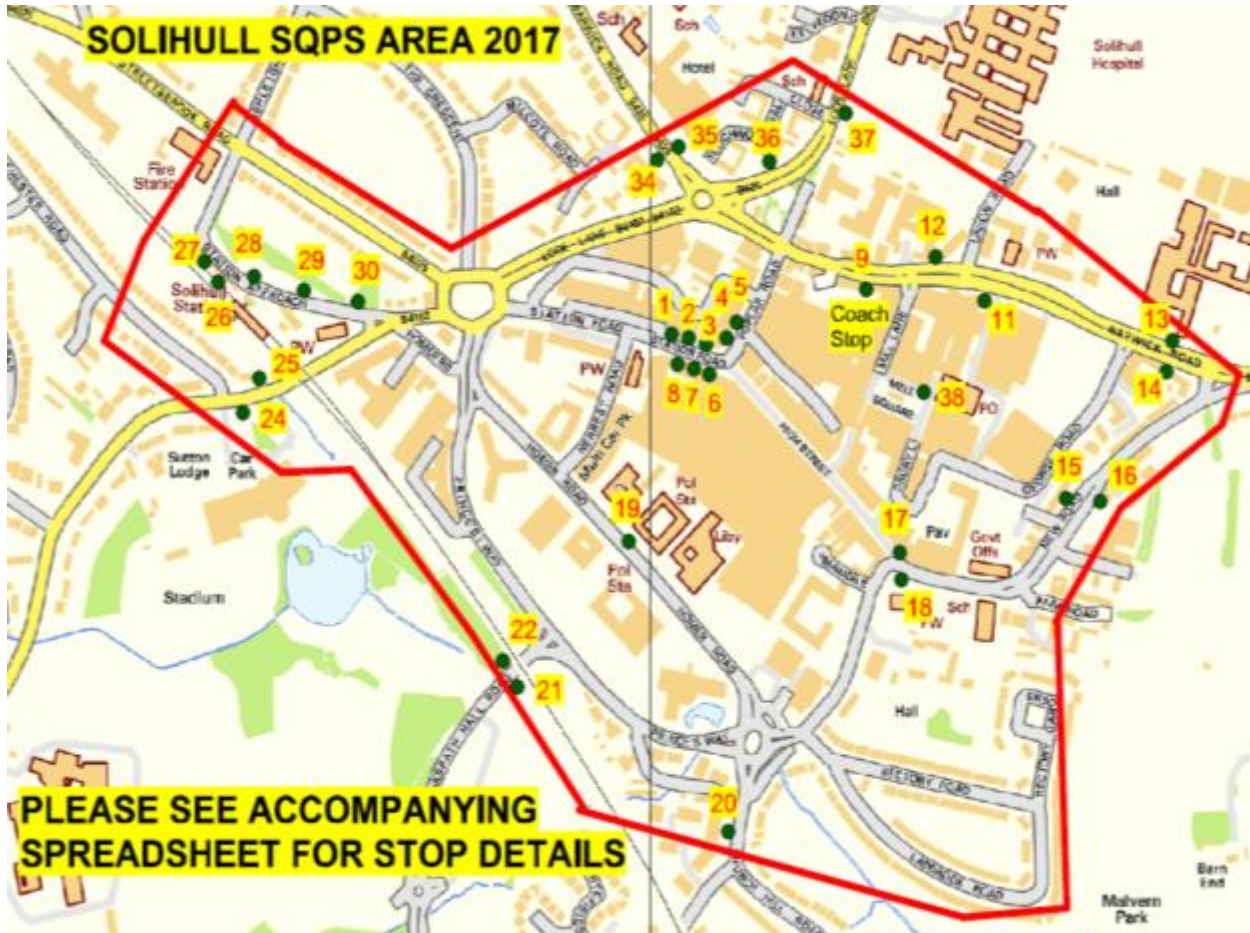
Network Delivery Team (Solihull Town Centre QPS), Transport for West Midlands, 16 Summer Lane, Birmingham, B19 3SD. *Email* QPS@TfWM.org.uk

Any notification required to be sent to Solihull Metropolitan Borough Council may be addressed to:

Solihull Metropolitan Borough Council of Council House, Manor Square, Solihull, West Midlands, B91 3QB



# Map of Scheme Area & Bus Stop Infrastructure



Solihull Rail Station						
Plan Number	Location	Naptan Code	Shelter Number	Infrastructure	Date Installed	Stop Designation
26	Station Approach - Solihull Station Interchange	43000156402	156402	Enclosed 4.5m Sliver Principle	2009	Bus Stand Maximum layover 5 minutes
27	Station Approach - Solihull Station Interchange	43000156401	156402	Enclosed 4.5m Sliver Principle	2009	Bus Stand Maximum layover 5 minutes
28	Station Approach - Solihull Station Interchange	43000156404	810830	Enclosed 4.5m Sliver Principle	2009	Bus Stand Maximum layover 10 minutes

<b>Solihull Rail Station</b>						
<b>Plan Number</b>	<b>Location</b>	<b>Naptan Code</b>	<b>Shelter Number</b>	<b>Infrastructure</b>	<b>Date Installed</b>	<b>Stop Designation</b>
29	Station Approach - Solihull Station Interchange	43000156406	810833	Enclosed 4.5m Sliver Principle	2009	Bus Stand Maximum layover 5 minutes
32	Station Approach - Solihull Station Interchange	43000156408	810835	Enclosed 4.5m Sliver Principle	2009	Bus Stand Maximum layover 5 minutes
<b>Solihull Town Centre</b>						
1	Solihull Town Centre - Station Road (SA)	43000158106	0158106	8m Silver Motis	July 2015	Bus Stop no layover
2	Solihull Town Centre - Station Road (SB)	43000158101	0158101	8m Silver Motis	July 2015	Bus Stop no layover
3	Solihull Town Centre - Station Road (SC)	43000158102	0158102	8m Silver Motis	July 2015	Bus Stop no layover
4	Solihull Town Centre - Station Road (SD)	43000158401	0158401	8m Silver Motis	August 2015	Bus Stop no layover
5	Solihull Town Centre - Station Road (SE)	43000158402	0158402	8m Silver Motis	August 2015	Bus Stop no layover
6	Solihull Town Centre - Station Road (SK)	43000158104	0158104	8m Silver Motis	September 2015	Bus Stop no layover
7	Solihull Town Centre - Station Road (SL)	43000158103	0158103	8m Silver Motis	September 2015	Bus Stop no layover
8	Solihull Town Centre - Station Road (SL)	43000158105	N/A	Stop Pole	November 2015	Bus Stop no layover
<b>Warwick Road</b>						
9	Warwick Road - Poplar Road	43000159601	N/A	Holiday, Tour and Excursion Coaches only	2008	Bus Stop no layover
11	Warwick Road - House of Fraser	43000159301	810926	Cantilever 4.5m Sliver Principle	2014	Bus Stop no layover
12	Warwick Road - House of Fraser	43000159302	810925	Enclosed 4.5m Sliver Principle	2013	Bus Stop no layover

<b>Warwick Road</b>						
<b>Plan Number</b>	<b>Location</b>	<b>Naptan Code</b>	<b>Shelter Number</b>	<b>Infrastructure</b>	<b>Date Installed</b>	<b>Stop Designation</b>
<b>13</b>	Warwick Road - Solihull School	43000157101	810914	Enclosed 4.5m Sliver Principle	2013	Bus Stop no layover
<b>14</b>	Warwick Road - Solihull School	43000157102	810913	Cantilever 4.5m Sliver Principle	2013	Bus Stop no layover
<b>34</b>	Warwick Road - Lode Lane Sg	43000158403	810912	Stop Pole	2007	Bus Stop no layover
<b>35</b>	Warwick Road - Lode Lane Sf	43000158402	8158402	Cantilever 4.5m Sliver Principle	2013	Bus Stop no layover
<b>Homer Road</b>						
<b>Plan Number</b>	<b>Location</b>	<b>Naptan Code</b>	<b>Shelter Number</b>	<b>Infrastructure</b>	<b>Date Installed</b>	<b>Stop Designation</b>
19	Homer Road - Police Station	43000158301	0158301	Cantilever 4.5m Blue Timeline	2009	Bus Stop no layover
<b>New Road</b>						
15	New Road - Malvern Park Avenue	43000157702	0157702	Stop Pole	2013	Bus Stop no layover
16	New Road - Malvern Park Avenue	43000157701	0157701	Stop Pole	2013	Bus Stop no layover
17	New Road - St Alphege Church	43000158202	0158202	Stop Pole	2007	Bus Stop no layover
18	New Road - St Alphege Church	43000158201	0158201	Stop Pole	2007	Bus Stop no layover
<b>Lode Lane</b>						
36	Lode Lane - Solihull Hospital	43000159101	810911	Cantilever 3m Blue Timeline	2006	Bus Stop no layover
37	Lode Lane - Solihull Hospital	43000159102	810910	Cantilever 3m Blue Timeline	2006	Bus Stop no layover
<b>Blossomfield Road</b>						
24	Blossomfield Road - Solihull Swimming Pool	43000156202	810827	4.5M Blue Timeline Enclosed	2006	Bus Stop no layover
25	Blossomfield Road - Solihull Swimming Pool	4300016201	0156201	Stop Pole	2014	Bus Stop no layover

<b>Monkspath Hall Road</b>						
21	Monkspath Hall Road	43000124402	N/A	Stop Pole	2010	Bus Stop no layover
22	Monkspath Hall Road	43000124401	N/A	Stop Pole	2010	Bus Stop no layover
<b>Church Hill Road</b>						
20	Church Hill Road	4300013401	N/A	Stop Pole	2007	Bus Stop no layover
<b>Dury Lane</b>						
38	Dury Lane – Mell Square	4300015525	810924	Cantilever 4.5m Blue Timeline	2009	Bus Stop no layover

In addition to the provision of the bus stops and stands there will also be a bus stand layover bay in Station Approach. This will allow up to three vehicles to each layover for a maximum wait time of 15 minutes.

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# **Schedule B**

## Service standards

## 1. SERVICE STANDARDS

1.1 **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 WMCA to use any of facilities specifically provided for this agreement; or
- v) any Local Services operating within the Scheme Area but which do not stop at any bus stop within the Scheme Area; or
- vi) 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 WMCA to use any of facilities specifically provided for this agreement;
- vii) 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.

1.2. Heritage vehicles will be exempt from the requirements of sections 1.5; 1.6; 1.7; 2.1; 2.3; 2.4; 2.6; 2.7; 2.4 and 2.5.2 of this Schedule B.

- 1.3. Any operators providing services that would be excluded from the scheme (as specified in above in Section 1.1) 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.
- 1.4. 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 Solihull Town Centre Scheme Area.
- 1.5. All operators in the Scheme Area shall offer ticketing product(s) that permit passengers travelling into the Scheme Area to interchange between services interchanging within the Scheme Area to reach a final destination within the Scheme Area without the payment of a separate fare.
- 1.6. In line with the WMCA'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 WMCA'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.
- 1.7. Each bus operator providing services in the Solihull scheme area shall put in place a facility with the WMCA for sharing data, in the form of a Data Sharing Agreement.
- 1.8. 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 WMCA 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.

## **2. VEHICLE STANDARDS**

- 2.1 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.
- 2.2 National monitoring of air quality that includes the wider West Midlands shows that diesel powered vehicles are currently one of the greatest contributors of nitrogen dioxide emissions. The European Union have imposed a duty on Member States under the EU Ambient Air Quality Directive to comply with limit values for various pollutants including nitrogen dioxide (NO<sub>2</sub>). The introduction of cleaner engines



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.

2.3 The following vehicle standards will therefore apply:

<b>Date</b>	<b>All Local Bus Vehicles</b>
<b>Sunday 26<sup>th</sup> November 2017</b>	<b>Euro III</b>
<b>Sunday 22<sup>nd</sup> July 2018</b>	<b>Euro IV</b>
<b>Sunday 5<sup>th</sup> January 2020</b>	<b>Euro V</b>
<b>Sunday 3<sup>rd</sup> January 2021</b>	<b>Euro VI</b>

2.4 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 1.1 (iii) these will not be required to meet requirements for fully accessible vehicles until 1<sup>st</sup> January 2020, but are subject to the Vehicle Emission Standards as defined in paragraph 2.3.

2.5 All vehicles operating within the Scheme Area must use daytime running lights at all times.

2.6 Route and Destination Displays

2.6.1 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.

2.6.2 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 2.6.3 below. All vehicles are to be fitted with electronic number and destination displays.

2.6.3 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.

## 2.7 Presentation

- 2.7.1 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.
- 2.7.2 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.

## 2.8 Parked vehicles

- 2.8.1 No vehicle may be left at a bus stop within the Scheme Area unattended at any time other than at the designated stands at Solihull Railway Station Approach where this is limited by TRO. Unattended vehicles will be defined as illegally parked and may be subject to a Penalty Charge Notice.
- 2.8.2 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.

- 2.9 All operators must provide the WMCA and the Council, in an approved Excel spreadsheet format clearly identifying the operator, with a quarterly statement listing each bus by registration plate, fleet number, Euro emission standard, accessibility status (low floor to functional Equality legislation compliance), and real-time enabled. This is primarily to assist with the enforcement of bus priority facilities and the Scheme. Where a vehicle has had an engine or exhaust modification system fitted to achieve an improved emission standard then WMCA will also require copies of the annual test certification that proves the vehicle is continuing to achieve the up rated emission standard.

## 2.10 **DRIVER STANDARDS**

- 2.1 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.
- 2.2 To ensure safety of passengers, drivers must not use hand-held mobile phones, consume food or drink or otherwise be distracted whilst driving.
- 2.3 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.

## 2.4 Driver Training

- 2.4.1 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.
- 2.4.2 Operators shall ensure that at least 60% of drivers at each of their operating centres that serve the Scheme Area on Local Services have, or are working towards NVQ Level 2 training to include the mandatory units of Transporting Passengers by Road – Short Itineraries (currently TP1 to TP7 inclusive) plus the optional units “Provide Local Bus Services” (currently TP11) and “Operate Payment Systems” (currently TP8), or an agreed equivalent inclusive of diversity/disability awareness training, unless otherwise superseded or agreed by the West Midlands Bus Operator’s Panel and WMCA.
- 2.4.3 To provide the WMCA with an annual statement of the number and proportion of drivers qualified or receiving training (as specified in 2.4.2 above) operating on Local Services covered by the Scheme.

## 2.5 Passenger Assistance

- 2.5.1 Operators shall 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.
- 2.5.2 Drivers to assist passengers in wheelchairs 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.
- 2.5.3 If requested, drivers should enable sitting passengers who require assistance to remain seated until the bus has come to a stop before alighting.

- 2.6 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.

## **3. CUSTOMER CARE STANDARDS**

### 3.1 Customer Care

- 3.1.1 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.

- 3.1.2 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.
- 3.1.3 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.

#### **4. NETWORK PERFORMANCE**

- 4.1 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 WMCA. Reference should be made to Appendix D1 of the Slot Booking System.
- 4.2 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.
- 4.3 The WMCA and the Council will continue to work with operators to improve punctuality and reliability through voluntary multi-lateral agreements outside the town centre.

#### **5. INFORMATION STANDARDS**

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

#### **6. ENFORCEMENT**

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

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# **Appendix B1**

## Bus Operators Undertaking

**SOLIHULL TOWN CENTRE**  
**ADVANCED QUALITY PARTNERSHIP SCHEME**

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

**TO: PRIVATE & CONFIDENTIAL**

**Senior Team Leader, PSV Operator Licensing**

Hillcrest House  
386 Harehills Lane  
Leeds  
LS9 6NF

**FROM:**

**{Operator Legal Name}**

**{Operator Licence Number}**

**{Address}**

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

All terms used in this undertaking have the same meaning as those set out in the Solihull Advanced Quality Partnership Scheme as made on **Friday 18<sup>th</sup> August 2017** and that will come into operation on **Sunday 26<sup>th</sup> November 2017**.

**SIGNED**

**{Company Officer Signature}**

**{Company Officer Name}**

**{Date Signed}**

**COPY OF COMPLETED FORM MUST AT THE SAME TIME BE SUBMITTED TO:**  
**Network Delivery Team (Solihull Town Centre AQPS)**  
**West Midlands Combined Authority, 16 Summer Lane, Birmingham, B19 3SD**

# **Appendix B2**

## Ticketing Schemes



## **Appendix B2 – Ticketing schemes**

The WMCA 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 WMCA 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 WMCA  
and Solihull Metropolitan Council

## **1. Bus Priority**

### 1.1 Slot Booking System

The WMCA will manage the Slot Booking System in accordance with Schedule D to the scheme.

### 1.2 Solihull Metropolitan Council will maintain the relevant Traffic Regulation Orders and Bus Lanes within the scheme area. This will both facilitate the operation and enforcement of the scheme.

### 1.3 Bus Stands and Bus Stop Clearways

1.3.1 At the Commencement Date, within the Scheme Area there will be **33 bus stops, including 5 bus stands** at Solihull Rail Station (marked as stops 26,27,28,29 and 30 in Schedule A Map of Scheme Area & Bus Stop Infrastructure which can be used for time limited layover. (up to 5 minutes on stands 26,27,29 and 30 and 10 minutes on stand 28). The three bay layover facility on Station Approach which has a maximum wait time of 15 minutes does not form part of slot booking system. 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.

1.3.2 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.

1.3.3 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.

1.3.4 In accordance with Schedule 19 of the Traffic Signs Regulations and General Directions 2002 (SI 2002/3113) including any relevant subsequent updates to these Regulations, all Bus Stand Clearways and Bus Stop Clearways will be defined on the following basis:-

- (a) all "Bus Stand Clearways" will be designated with a maximum layover of either 5 or 10 minutes, as specified in Schedule A to this Schedule C.

- (b) all “Bus Stop Clearways” will be designated with a maximum layover of 2 minutes, as specified in Appendix Schedule A to this Schedule C in accordance with regulation 3 (a) of The Traffic Signs Regulations and General Directions 2002/3113.

## **2. INFRASTRUCTURE**

### 2.1 Bus Shelters, Shelter cases and Seating

- 2.1.1 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.

## **3. PASSENGER INFORMATION**

- 3.1 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.

### 3.2 Real-Time Electronic Displays

- 3.2.1 The electronic display will show either “real time” or chronological scheduled information for all Local Services using the relevant bus stand or bus stop.
- 3.2.2 The WMCA 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 WMCA to add planned messages is available.

## **4. OTHER FACILITIES**

### 4.1 Bus Passenger Surveys

- 4.1.1 The WMCA will undertake regular studies to monitor customer satisfaction with bus services in Solihull.
- 4.1.2 The information will also be presented to operators at the Solihull Bus Quality Partnership meetings.

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

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

5.1.1 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.

5.1.2 The Civil Enforcement Officers may issue a Penalty Charge Notice if the restrictions detailed in 1.3.4 above 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.

5.1.3 The WMCA will liaise with the Council regarding persistent problems with contraventions by other vehicles of bus stand and bus stop clearways. Any problems experienced by operators can be notified to the WMCA for monitoring.

5.2 The WMCA will monitor the operation of bus services in the Solihull 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 7 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"> <li>▪ Alighting-only bus stops will be provided with a bus stop pole and flag, with wording indicating that services cannot be boarded at that location.</li> <li>▪ Boarding bus stops will be provided with a bus stop flag incorporating service numbers, timetable information and, if applicable, real-time information and mapping.</li> </ul>
Shelter	<ul style="list-style-type: none"> <li>▪ Provided at Bus Stops and Bus Stands as detailed in Schedule A.</li> <li>▪ Size and orientation of shelter provided dependent on site conditions.</li> <li>▪ All shelters will be illuminated.</li> <li>▪ All shelters will include seating provision (subject to site conditions).</li> </ul>
Real-time	<ul style="list-style-type: none"> <li>▪ Electronic Display provided at Bus Stops and Bus Stands as specified in Schedule A, incorporated within the bus stop totem.</li> <li>▪ Real-time or scheduled information displayed</li> </ul>
Raised kerbs	<ul style="list-style-type: none"> <li>▪ Minimum standard kerb height provided at Bus Stops and Bus Stands within the Scheme Area will be 120mm, with an acceptable height of 140mm, and a maximum height of 160mm</li> </ul>
Maintenance	<ul style="list-style-type: none"> <li>▪ As detailed in Appendix C3.</li> </ul>
Bus Stand Clearway/Bus Stop Clearway	<ul style="list-style-type: none"> <li>▪ Provided at Bus Stops and Bus Stands as detailed in Schedule A.</li> <li>▪ If provided, will be in accordance with The Traffic Signs Regulations and General Directions 2002.</li> </ul>

# **Appendix C2**

## Passenger information specification



## Appendix C2 – Passenger information specification

Bus Stop Plate	The WMCA 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 WMCA's Information Recharging Scheme.
Timetable Information	The WMCA 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)	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.

# **Appendix C3**

## Maintenance of Facilities

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

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

#### **Responsibility: WMCA's Shelter Maintenance Contractor**

- 1.1 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.
- 1.2 Graffiti and flyposters are removed within three working days of notification to WMCA.
- 1.3 Routine repairs, including the replacement of lamps and fluorescent tubes are conducted within 2 working days following notification to WMCA. 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 the WMCA 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.

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

#### **Responsibility: The WMCA's Real Time Information team**

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

### **3. CCTV Equipment in Shelters**

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

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.

- 3.1 All repairs are conducted within five working days following notification to WMCA.

### **4. Electrical Supplies to Infrastructure**

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

- 4.1 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 WMCA.

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# **Schedule D**

## Slot booking system

## Schedule D - Slot Booking System

### DEFINITION OF THE SLOT BOOKING SYSTEM FOR BUS STOPS IN SOLIHULL TOWN CENTRE

#### 1. DEFINITIONS & INTERPRETATION

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

<b>"Bus Stand Clearway"</b>	means a Regulated Bus Stop used for terminating services as detailed in Schedule D;
<b>"Bus Stop"</b>	means each bus stopping point within the AQPS area that is marked by a bus stop flag sign and listed in Schedule A;
<b>"Bus Stop (Not Clearway)"</b>	means a Bus Stop that is not regulated and is intended for bus services operating through the stop rather than terminating at it, as specified in Schedule A.
<b>"Bus Stop Cage"</b>	means the marked area on the carriageway to accommodate buses standing at a Bus Stop Clearway or Bus Stand Clearway;
<b>"Bus Stop Clearway"</b>	(Regulated or Non-Regulated) means a Bus Stop intended for use by services operating through the stop rather than terminating at it;
<b>"Departure"</b>	means either a) a scheduled in-service departure from a Bus Stop or b) any out-of service movement away from a bus stop in those instances where there is no scheduled in-service departure but there has been a scheduled in-service arrival at the bus stop and that journey has terminated there;
<b>"Departure Slot"</b>	means an allotted period of time in which a bus operator can occupy a bus stand in order to take up a scheduled departure, as more specifically set out in paragraphs 3 and 4;
<b>"Non-Regulated Bus Stops"</b>	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

<b>“Regulated Bus Stop”</b>	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.
<b>“Service”</b>	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.
<b>“Slot Booking Area”</b>	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.
<b>“Stop Code”</b>	Is the specific area within the wider scheme area where WMCA allocate departure slots
<b>“Stop Group”</b>	means the alpha-numeric reference code applied to each bus stop within Solihull Town Centre.
<b>“Terminus Stand”</b>	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.
	means a bus stand designated or recognised as the main timing point in the Scheme area for a service or group of services.

## **2. GENERAL PRINCIPLES**

2.1 There will be 3 basic types of stop within the Scheme Area:

- 2.1.1 Bus Stands for terminating services;
- 2.1.2 Regulated Bus Stops for through services (with a maximum 60 departures in each hour);
- 2.1.3 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.



- 2.2 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.
- 2.3 Each service, provided by the same operator, must observe only one Bus Stand within the AQPS area.
- 2.4 Each service, provided by the same operator, may observe only one Regulated Bus Stop per direction on any road.

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

- 3.1 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.
- 3.2 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.

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

- 4.1 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).
- 4.2 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 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.
- 4.3 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 booked Departure Slot (where it was booked by another service).
- 4.4 If the preceding Departure Slot is not booked then a bus may wait on the Bus Stand for up to 5 minutes within its slot.
- 4.5 Engines should be switched off (within reason) where waiting time exceeds 2 minutes.
- 4.6 Vehicles should not be left unattended on a bus stand without a driver at any time.

## 5. ALTERNATIVES

- 5.1 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.
- 5.2 As well as Bus Stands, Bus Stops may be available for new services to use (within the stated departure criteria that apply there)
- 5.3 **REGISTRATION WITH TRAFFIC COMMISSIONER AND MAKING A SLOT BOOKING WITH WMCA**
- 5.4 Operators are required to register changes to bus services with the Traffic Commissioner with 56 days notice, as defined by the Transport Act 1985.
- 5.5 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 the WMCA with a draft timetable**, including which Bus Stops or Bus Stands (using the stop reference code as detailed in Schedule A) are wished to be used, **a minimum of 10 working days in advance of submitting such an application to the Traffic Commissioner**. Appendix D1 provides details of Service Change Dates
- 5.6 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.
- 5.7 The 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.
- 5.8 All applications to register or change a Local Service Registration which are submitted to WMCA 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.
- 5.9 For Regulated Bus Stops, the WMCA will ensure that each new service will not exceed the departure limit of that stop.
- 5.10 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.
- 5.11 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). Temporary registrations for minor amendments of durations of eight weeks or less shall not count towards the incumbency consideration.

- 5.12 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 the WMCA.
- 5.13 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 in accordance with this paragraph 5.
- 5.14 Information supplied in applying for departure slots will be treated as confidential and will not be made available to third parties unless required to do so by law.

## **6. SLOT BOOKING MONITORING**

- 6.1 The 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.
- 6.2 Monitoring may take from the form of personal observations, surveys commissioned by the WMCA and/or the Council, or through the use of CCTV or Real Time Information systems.

## **7. APPEALS PROCESS**

- 7.1 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 2017 & 2018, with associated cut-off dates for requests for amended departure slots.

NSP No.	MONTH	REGISTRATION DATE	DATABASE CUT-OFF	DATE OF IMPLEMENTATION	TARGET POSITION DATE	COMMENTS
NSP 102	Jan-17	06-Nov-16	09-Dec-16	01-Jan-17	08-Jan-17	School term starts
NSP 103	Feb-17	01-Jan-17	03-Feb-17	26-Feb-17	05-Mar-17	End of half term holiday
NSP 104	Apr-17	26-Feb-17	31-Mar-17	23-Apr-17	30-Apr-17	TfWM contract change date
NSP 105	May-17	02-Apr-17	05-May-17	28-May-17	04-Jun-17	Rail Timetable Change Weekend
NSP 106	Jul-17	28-May-17	30-Jun-17	23-Jul-17	30-Jul-17	School term finishes
NSP 107	Sep-17	09-Jul-17	11-Aug-17	03-Sep-17	10-Sep-17	School term starts
NSP 108	Sep-17	30-Jul-17	01-Sep-17	24-Sep-17	01-Oct-17	University term starts (Coventry)
NSP 109	Oct-17	27-Aug-17	29-Sep-17	22-Oct-17	29-Oct-17	TfWM contract change date
NSP 110	Jan-18	13-Nov-17	16-Dec-17	08-Jan-18	15-Jan-18	School term starts
NSP 111	Feb-18	31-Dec-17	02-Feb-18	25-Feb-18	04-Mar-18	End of half term holiday
NSP 112	Apr-18	25-Feb-18	30-Mar-18	22-Apr-18	29-Apr-18	TfWM contract change date

NSP No.	MONTH	REGISTRATION DATE	DATABASE CUT-OFF	DATE OF IMPLEMENTATION	TARGET POSITION DATE	COMMENTS
NSP 113	May-18	25-Mar-18	27-Apr-18	20-May-18	27-May-18	Rail Timetable Change Weekend
NSP 114	Jun-18	15-Apr-18	18-May-18	10-Jun-18	17-Jun-18	Signature Bus Network Review
NSP 115	Jul-18	27-May-18	29-Jun-18	22-Jul-18	29-Jul-18	School term finishes
NSP 116	Sep-18	08-Jul-18	10-Aug-18	02-Sep-18	09-Sep-18	School term starts
NSP 117	Sep-18	29-Jul-18	31-Aug-18	23-Sep-18	30-Sep-18	University term starts (Coventry)
NSP 118	Oct-18	02-Sep-18	05-Oct-18	28-Oct-18	04-Nov-18	TfWM contract change date
NSP 119	Jan-19	11-Nov-18	14-Dec-18	06-Jan-19	13-Jan-19	School term starts
NSP 120	Feb-19	30-Dec-18	01-Feb-19	24-Feb-19	03-Mar-19	End of half term holiday
NSP 121	Apr-19	03-Mar-19	05-Apr-19	28-Apr-19	05-May-19	TfWM contract change date
NSP 122	May-19	24-Mar-19	26-Apr-19	19-May-19	26-May-19	Rail Timetable Change Weekend
NSP 123	Jul-19	26-May-19	28-Jun-19	21-Jul-19	28-Jul-19	School term finishes
NSP 124	Sep-19	07-Jul-19	09-Aug-19	01-Sep-19	08-Sep-19	School term starts

Service Change Dates for subsequent years have yet to be agreed.

**Any request for revised departure slots must be made at least two weeks before submission of registrations to 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 SOLIHULL**

#### **1. Aim**

- 1.1 This protocol aims to clearly set out the preferred method of communication between WMCA, SMBC and bus operators covered by the Scheme, in relation to incidents in the Solihull Scheme Area that may impact on the operation of bus services.

It does not replace or overrule any other established communication plans, but sets out the communication methods used for specific events.

#### **2. Events covered**

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

#### **3. Methods of communication**

- 3.1 If it is necessary to pass information quickly to all operators, the WMCA will co-ordinate the dissemination of notices by email. Notifications provided by SMBC will also be channelled through the WMCA, to ensure that all parties are aware of the communication and that a co-ordinated response and support can be provided.
- 3.2 It is therefore imperative that all operators provide the WMCA with an email address that is regularly checked by the operator.
- 3.3 Emails can be sent to the WMCA at QPS@TfWM.org.uk. This inbox is regularly checked and any emails will be dealt with as appropriate. Emails relating to the Scheme or town centre issues should not be sent to a specific individual, the use of the address above will allow the most appropriate member of the team to deal with the query, regardless of individual staff availability.
- 3.4 Written communications to the WMCA or Solihull Metropolitan Borough Council should be sent to the addresses stated in Section 8 of The Scheme.







West Midlands Combined Authority  
16 Summer Lane  
Birmingham  
B19 3SD



Solihull Metropolitan Borough Council  
Civic Centre  
St. Peter's Square  
Solihull  
WV1 1SH