

Quality Partnership Scheme MetroBus

Quality Partnership Scheme

28th July 2017

This Quality Partnership Scheme in respect of the MetroBus Network (“the Scheme”) is made by Bristol City Council (“the Lead Authority”), South Gloucestershire District Council and North Somerset District Council (together “the Authorities”) in accordance with Sections 114 to 123 of the Transport Act 2000 (“the 2000 Act”) as amended and the Quality Partnership Schemes (England) Regulations 2009 (“the Regulations”).

With effect from 8 February 2017 the West of England Combined Authority (WECA) came into existence. Functions relating to transport operations and services, including, Concessionary Fares, Community Transport Grants and Local Bus information (including Real Time Information) transferred to the WECA from Bristol City Council, South Gloucestershire Council and Bath and North East Councils (together “the constituent councils”). At its meeting on Wednesday 15th March 2017 WECA devolved the implementation of the QPS to these constituent councils.

1. DEFINITIONS AND INTERPRETATION

“**Access Charge**” means the charge payable in respect of each bus that passes through a MetroBus Only Facility as described in Schedule 6.

“**Complementary Service**” means a Local Service operating as defined in Schedule 3 and any services designated under Clause 9.5.

“**Excluded Service**” means any local bus service or class of local bus services set out in Schedule 2.

“**Facilities**” means, subject to regulations made under s119 of the 2000 Act from time to time:

- (a) all infrastructure, equipment and services provided along routes in the Scheme Area; and
- (b) all infrastructure, equipment and services which are ancillary to (a)

and which are

- (i) provided by the Authorities for the benefit of the registered local bus services participating in the Scheme; and
- (ii) set out in Schedule 4.

“**Guided Busway**” means the Facility provided as shown in two parts on Plan 2 and Plan 3.

“**JLTP**” means the West of England Joint Local Transport Plan 3 (2011 – 2026), the Supporting Documents thereto and any successor documents.

“**Local Service(s)**” means any registered local bus service which:

- (a) is so defined by s2 of the Transport Act 1985; and
- (b) is not an Excluded Service.

“MetroBus” means the rapid transit public transport network on which this Quality Partnership Scheme is made comprising the three rapid transit schemes described in the JLTP.

“MetroBus Customer Charter” means a customer charter to be developed by the MetroBus Performance Review Group required by Schedule 1 paragraph D12.

“MetroBus Only Facility” means a Facility identified as such in Schedule 4.

“MetroBus Performance Review Group” means the group set up in accordance with the provisions of Clause 7 of this Scheme.

“MetroBus Service” means a Local Service operating as defined in Schedule 3.

“MetroBus Stop” means a stopping point used by a MetroBus Service at the locations defined in Schedule 4.

“Participating Operator” means a bus operator who uses the Facilities in the operation of a Local Service, a MetroBus Service or a Complementary Service and who has given a written undertaking in the form attached at Schedule 7 to the Traffic Commissioner that, when using the Facilities on any date, he will provide the Standard of Services as it has effect in relation to that date, and has entered into a Voluntary Partnership Agreement in accordance with Clause 3.7.

“Qualifying Agreement” has the meaning set out in paragraph 17(4) of Schedule 10 to the Transport Act 2000 as amended.

“RTI” means Real Time Information.

“Scheme Area” has the meaning set out in Clause 4.1.

“Standard of Services” means the standards set out in Clause 6 and Schedule 1.

“Traffic Commissioner” has the meaning set out in s82(1) of the Public Passenger Vehicles Act 1981 as amended.

“Voluntary Partnership Agreement” has the meaning set out in s153(2) of the 2000 Act as amended.

“West of England” means together the areas of Bath and North East Somerset Council, Bristol City Council, North Somerset Council and South Gloucestershire Council as shall be operated by those authorities from time to time.

2. DATE AND PERIOD OF OPERATION

2.1. The Scheme will come into operation from and including the date of the first MetroBus service to commence operation (“the Commencement Date”) in accordance with s116 and s118 (1) of the 2000 Act.

2.2. The Scheme will operate for a period of ten years from the Commencement Date and for a period of ten years from the first date of operation of each subsequent MetroBus service as defined in Schedule 1 Table 1 subject to variation or revocation in accordance with s120 of the 2000 Act.

3. SCHEME PURPOSE AND OBJECTIVES

- 3.1. The Scheme aims to bring benefits to persons using Local Services operating as part of the three rapid transit schemes described in the JLTP, now collectively known as MetroBus. Amongst its objectives MetroBus seeks to reduce or limit traffic congestion, noise and air pollution. The purpose of the Scheme is to ensure a high quality of MetroBus bus services operating in the Scheme Area and contribute to meeting these MetroBus objectives.
- 3.2. The Authorities will provide the Facilities and Participating Operators will provide Local Services, MetroBus Services and Complementary Services to the Standard of Services.
- 3.3. The Authorities are satisfied that the Scheme will contribute to the implementation of their local transport policies as set out in the JLTP and thus will meet the requirements of s114(1) of the 2000 Act.
- 3.4. The Authorities are satisfied that both the provision of the Facilities and the provision of Local Services to the Standard of Services will
 - a) improve the quality of Local Services provided in the Scheme Area by bringing benefits to persons using those services, and
 - b) reduce or limit traffic congestion, noise and air pollution,and thus will meet the requirements of s114(3) of the 2000 Act.
- 3.5. The Authorities are satisfied that the competition test in Part 1 of Schedule 10 to the 2000 Act has been met in respect of the Scheme.
- 3.6. The notice and consultation requirements of s115 of the 2000 Act have been complied with.
- 3.7. The Authorities and each operator of a MetroBus Service will enter into and implement a Voluntary Partnership Agreement which will include a framework to cover issues such as the co-ordination of timetables and ticket inter-availability and the MetroBus Performance Review Group.
- 3.8. The Scheme may be supported as appropriate by Qualifying Agreements between Participating Operators.
- 3.9. The Authorities and Participating Operators acknowledge the importance of minimising the time spent by MetroBus Services at MetroBus Stops.

4. SCHEME AREA AND SCOPE

- 4.1. The Scheme Area shall cover the corridors of the three rapid transit schemes:
 - a) The Ashton Vale to Temple Meads (AVTM) scheme, linking the Long Ashton park and ride site and the City Centre;

- b) The South Bristol Link (SBL), linking Hengrove and South Bristol with the Long Ashton park and ride site, as well as improving public transport links to Bristol Airport; and
- c) The North Fringe to Hengrove Package (NFHP), linking Hengrove, the City Centre and the University of West of England (UWE) campus at Frenchay via a bus only junction on the M32, and onward to Cribbs Causeway and Emerson's Green.

as delineated in red on Plan 1 attached (the "Scheme Area"). The Facilities, as listed in Schedule 4, do not include all bus stops in the Scheme Area, nor do they cover all roads in the Scheme Area.

- 4.2. In respect of Local Services using the Facilities that form part of bus routes extending beyond the Scheme Area, operators are required to meet the Standard of Services on that part of those bus routes within the Scheme Area only.

5. FACILITIES

- 5.1. The Authorities will make the Facilities available to Participating Operators from the dates in Schedule 4 until the Scheme ceases to have effect.
- 5.2. As part of the obligation in Clause 5.1, the Authorities shall promote any Traffic Regulation Order and/or other contractual or other arrangement necessary to deliver and maintain the Facilities.
- 5.3. Clauses 5.1 and 5.2 do not apply in relation to any period during which the Authorities are temporarily unable to fulfil their obligations due to circumstances beyond their control.
- 5.4. In respect of Clause 5.3, "temporarily" means "for a period not exceeding fourteen days" and "circumstances beyond their control" include emergency road works, severe weather, flood, industrial action and emergency incidents.

6. CONDITIONS OF USE

- 6.1. A bus operator may not use any of the Facilities in connection with the provision of a Local Service unless
 - a) the bus operator is a Participating Operator; and
 - b) the local bus service is a Local Service which is provided to the Standard of Services when using the Facilities except for any period during which the operator is temporarily unable to do so owing to circumstances beyond his control (provided that the Lead Authority is notified in writing of the reason and anticipated duration of this breach as soon as is reasonably possible after the anticipated breach becomes apparent); and
 - c) in the case of MetroBus Services and Complementary Services, is provided to the Standard of Services when using the Facilities specifically

identified as applicable to such categories of Local Services as set out in Schedule 4 and including compliance with the requirements of clauses 6.5 and 6.6 below which shall be a Standard of Service.

- 6.2. In respect of Clause 6.1 (b), “temporarily” means “for a period not exceeding fourteen days” and “circumstances beyond his control” include emergency road works, severe weather, flood, industrial action and emergency incidents.
- 6.3. A registered local bus service other than a Local Service or an Excluded Service may not use the Facilities.
- 6.4. A registered local bus service that is a Local Service or an Excluded Service but not a MetroBus Service or a Complementary Service may not use any of the Facilities identified in Schedule 4 as reserved for use only by MetroBus Services or Complementary Services.
- 6.5. A Participating Operator operating MetroBus Services or Complementary Services may not use MetroBus Only Facilities unless relevant access charges are paid as set out in Schedule 6.
- 6.6. A Participating Operator operating MetroBus Services may not use any of the Facilities identified as applicable to this category of Local Services unless he participates in the MetroBus Performance Review Group.
- 6.7. Any bus operator who uses the Facilities in connection with the provision of a local bus service but fails to comply with Clauses 6.1 to 6.6 may be subject to action by the Traffic Commissioner in accordance with s26 of the Transport Act 1985 and s155 of the 2000 Act.
- 6.8. The Authorities shall monitor compliance with the conditions of use set out in this clause 6 in respect of any Local Service that uses the Facilities and Participating Operators will allow the Authorities reasonable access to any Local Service upon prior request and provide them with any reasonable assistance they may require for this purpose including the provision of relevant information.

7. PERFORMANCE MONITORING OF METROBUS SERVICES

- 7.1. The Authorities and Participating Operators will establish a MetroBus Performance Review Group operational as of the commencement of the Scheme consisting of one representative from each of the Authorities and one representative of each Participating Operator operating MetroBus Services under the Scheme for the purpose of monitoring performance against the Service Standards.
- 7.2. Performance monitoring by the MetroBus Performance Review Group shall as a minimum cover the Monitoring Areas set out in Schedule 5, and shall also generally monitor the operation of the Scheme and the Voluntary Partnership Agreements associated with it to ensure that the Scheme objectives are being met.
- 7.3. Collation of monitoring results shall be undertaken at least quarterly.

- 7.4. The Authorities and Participating Operators will work together to collect data for monitoring purposes.
- 7.5. The arrangements and responsibilities in relation to the MetroBus Performance Review Group and the collection of data will be set out in Voluntary Partnership Agreements. Those arrangements and responsibilities shall ensure robust data collection, monitoring and reporting whilst acknowledging issues of confidentiality between Participating Operators and third parties and among Participating Operators.

8. MAXIMUM FARES ON METROBUS SERVICES

- 8.1. Fares to be charged on MetroBus Services operating within the Scheme Area shall not exceed the levels set out in Schedule 1 Part B.
- 8.2. The level of the maximum fares that may be charged on MetroBus Services shall be subject to annual review in accordance with the process set out in Schedule 1 Part B.

9. SCHEME REVIEW

- 9.1. A review of the requirements as to frequencies, timings, maximum fares and the formula for varying maximum fares may be initiated by the Lead Authority either at its own discretion or by request of three or more Participating Operators whose services are affected by a particular set of requirements (or 50% of such operators, if fewer) and will be undertaken in accordance with the process set out in Schedule 9.
- 9.2. If it becomes necessary during the lifetime of the Scheme to postpone or cancel the provision of any of the Facilities to the extent that the basis on which a Participating Operator was meeting the Standard of Services was undermined thereby, the Lead Authority will open discussions with Participating Operators with a view to revising the Standard of Services to a proportionate degree.
- 9.3. In the event of a structural fall in demand on MetroBus Services using the Facilities to the extent that a Participating Operator considers that the Standard of Services can no longer be met, that Participating Operator and the Lead Authority shall review the matter and use all reasonable endeavours to find a mutually acceptable way forward that seeks to maintain as much of the Standard of Services as possible; subject to any claimed structural fall in demand having been confirmed by the MetroBus Performance Review Group and that any change to the Standard of Services will first have been discussed with the Group and will be applicable to all MetroBus Services.
- 9.4. A formal process of review of the Scheme will be set up by the Lead Authority no later than twelve months before the end of the Scheme.
- 9.5. The Authorities reserve the right to designate any Local Service as a Complementary Services in addition to those set out in Schedule 3 at any point during the life of the Scheme subject to the prior agreement of all

Participating Operators operating MetroBus Services at the time (such agreement not to be unreasonably withheld).

SIGNED on behalf of Bristol City Council by

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Name

Title

SIGNED on behalf of North Somerset District Council by

.....

Name

Title

SIGNED on behalf of South Gloucestershire District Council by

.....

Name

Title

Plan, Schedules and Annexes

Plan

- 1 The Scheme Area
- 2 The Guided Busway

Schedules

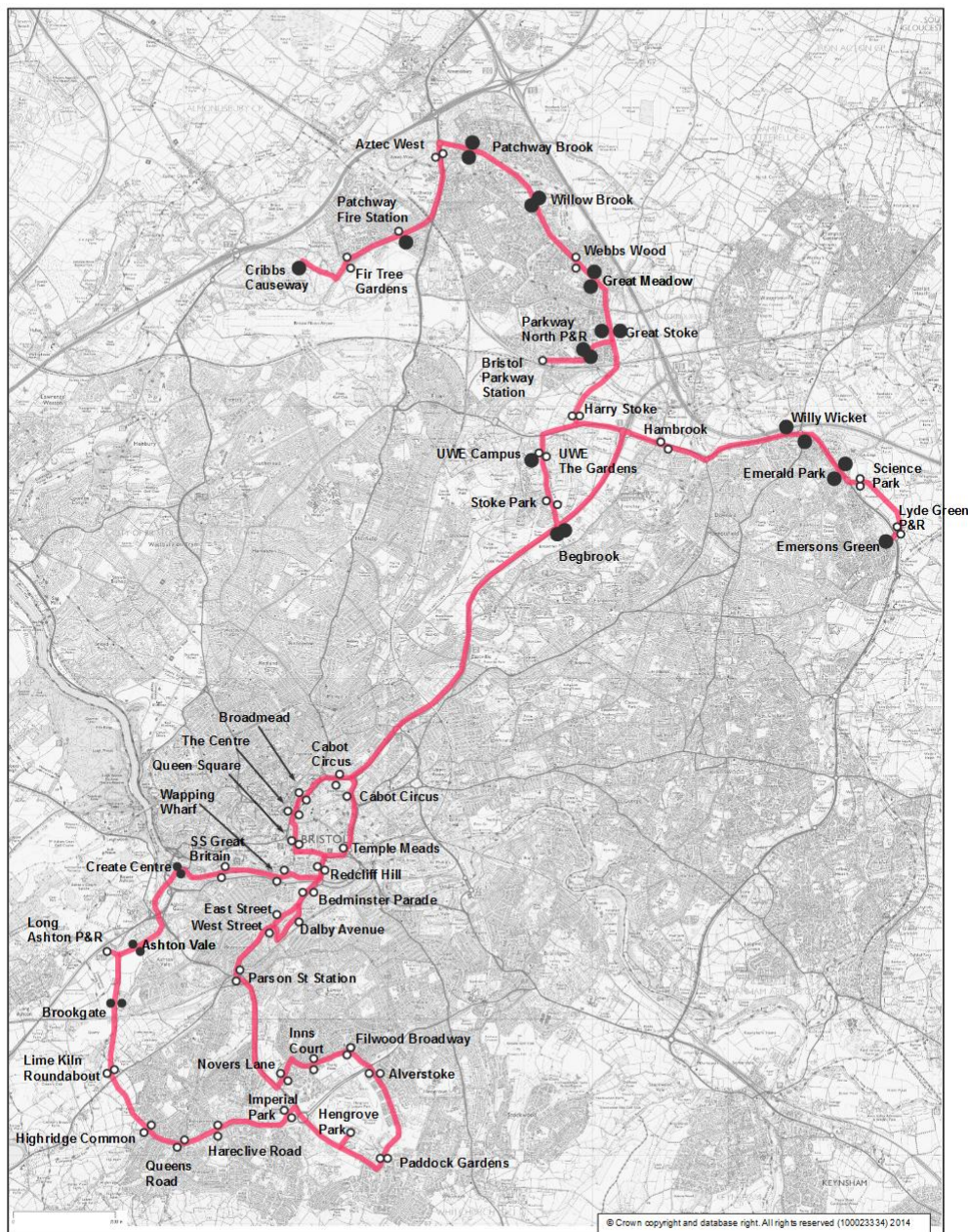
- 1 Standard of Services
 - A Frequencies and timings
 - B Fares and Ticketing
 - C Vehicles
 - D General
 - E Additional Service Standards for Use of MetroBus Only Facilities
- 2 Excluded Services
- 3 MetroBus and Complementary Services
- 4 The Facilities
- 5 Performance Monitoring Areas for MetroBus Services
- 6 Access Charges in Relation to MetroBus Only Facilities
- 7 Undertaking in accordance with s118 (4) of the Transport Act 2000
- 8 Registration Criteria
- 9 Process for review of requirements in Schedule 1 (A & B)

Annex

- 1 Code of Conduct on MetroBus Service Stability
- 2 MetroBus branding guidelines

PLAN 1

The Scheme Area



- MetroBus only
- MetroBus + Complementary Services
- MetroBus + all Local Services

PLAN 2 The Guided Busway (part 1)



REV	DATE	DESCRIPTION

West of England Travel

Bristol Metrobus

ASHTON VALE to TEMPLE MEADS and BRISTOL CITY CENTRE

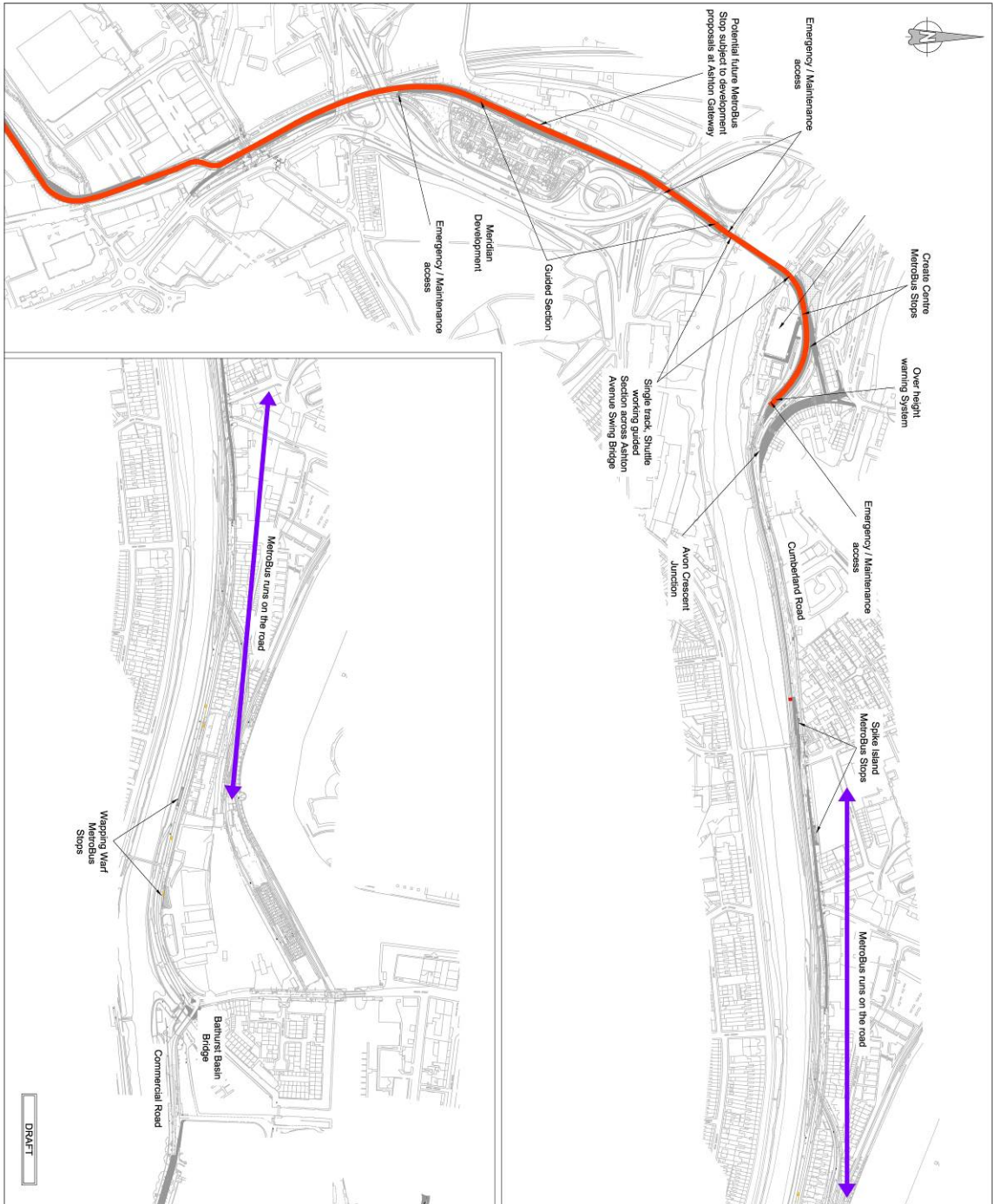
OVERVIEW OF GUIDED BUSWAY
 FEB 2015

Drawing No: **AVTM-X-SK-DRG-106**
 Revision: **P1**

Prepared by: **AVTM**
 Checked by: **AVTM**
 Date: **2015**

Drawing No: **AVTM-X-SK-DRG-106**
 Revision: **P1**

PLAN 3 The Guided Busway (part 2)



West of England
travel

BRISTOL METROBUS
ASHTON VALE TO TEMPLE MEADS
AND BRISTOL CITY CENTRE

CHISHILL

**OVERVIEW OF
GUIDED BUSWAY**
FEB 2015

Client: **West of England**

Contract No: **ATM-X-SK-DRG-107**

Contractor: **P1**

Drawing Name: **ATM-X-SK-DRG-107**

Rev	Description	Date

DRAFT

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SCHEDULE 1

Standard of Services

A. Frequencies and timings

A1 In respect of MetroBus Services operating in the Scheme Area, each Participating Operator (or a combination of Participating Operators) must provide a minimum level of service to all designated MetroBus Stops (as listed in Table 7 in Schedule 4) on the routes within the Scheme Area and at the times of day shown in Table 1. On Mondays to Fridays (excluding Bank Holidays) between Boxing Day and New Years Day, the requirements for Saturdays shall apply. On Christmas Day, there shall be no requirement to provide a service.

Table 1 Minimum frequency to be operated in parts of the Scheme Area (buses per hour)

Route No	Route	Mondays to Fridays (not Bank Holidays)			Saturdays		Sundays & Bank Holidays	
		0730 to 0900 and 1600 to 1900	0600 to 0730 and 0900 to 1600	1900 to 2400	1000 to 1800	0600 to 1000 and 1800 to 2400	0900 to 1800	1800 to 2400
1	Cribbs Causeway – UWE – M32 junction - The Centre – Redcliff Hill - Parson Street - Hengrove Park	6	6	6	6	6	3	3
2	Long Ashton P&R – Create – Redcliff Hill – City Centre loop – Redcliff Hill – Create - Long Ashton P&R (6	5	3	5	4	3	0
3	Emersons Green – M32 – The Centre	3	3	3	3	3	3	3
4	Hengrove Park - Highridge Common - Long Ashton P&R – Create – Redcliff Hill – City Centre loop – Redcliff Hill – Create - Long Ashton P&R – Highridge Common – Hengrove Park	3	3	3	3	2	2	2
5	Emersons Green Hambrook – UWE – Parkway Station	3	3	2	3	2	3	2
Minimum frequency on route 2 can be provided through interworking with route 4, e.g.on common sections of route, the cumulative frequency of routes 2 and 4 can equal the minimum frequencies stated for route 2 alone.								

A2 Individual departures must be timed to give a regular interval as far as possible taking into account reasonable scheduling efficiencies.

A3 If two or more Participating Operators are operating MetroBus Services the Participating Operators will enter into and implement Qualifying Agreements as necessary to co-ordinate their Local Services so as to establish and maintain a regular interval between MetroBus Services as far as possible.

B. Ticketing & Fare Requirements for MetroBus Services

General

- B1 For the purpose of this Schedule 1 Part B, a MetroBus Operator is a Participating Operator operating MetroBus Services.
- B2 The Authorities and MetroBus Operators shall work together to implement a ticketing strategy that minimises stop dwell time.
- B3 MetroBus Operators shall use all reasonable endeavours to:
- minimise interaction with the driver regarding purchase of tickets
 - maximise the use of smartcards, electronic ticketing to drive off bus ticket sales
 - promote and enable smartcard sales via the West of England online portal and ticketing infrastructure provided at MetroBus Stops, and via MetroBus Operator's own commercial portals
 - operate smartcard 'tap on, tap off' on MetroBus infrastructure (or an alternative solution pursuant to paragraph B8 in this Schedule)
 - minimise any need for on-bus cash payment for products
 - maximise ticket interavailability with MetroBus Services and other Local Services
- B4 All vehicles used for MetroBus Services shall operate ITSO-certified Electronic Ticket Machines (ETM) compatible with either the MetroBus Operator's Host Operator Processing System (HOPS) or the HOPS procured by the West of England.
- B5 All ticket products (whether commercial or interoperable) eligible for use on MetroBus Services shall be made available as ITSO smart products and shall be available via both the West of England online portal and the MetroBus Operator's own commercial portal.
- B6 MetroBus Operators shall accept other MetroBus Operator's smart period pass products on sections of the MetroBus Network for which the other MetroBus Operator's pass is valid and shall develop and operate their own revenue allocation arrangements to support this.
- B7 MetroBus Operators shall work together and with the Authorities to jointly resource the establishment and operation of a 'Tap on and Tap off' e-purse led ticketing scheme utilising 'Tap on' on MetroBus vehicles and 'Tap off' at the iPoint Facilities provided at MetroBus Stops (as set out in Schedule 4).
- B8 The aim of the 'Tap on and Tap off' scheme referred to in B7 above is to provide a solution for short distance, non-period pass or day ticket travel. Should an alternative customer focussed solution to handling these journeys off bus be identified that delivers the same or better boarding times for MetroBus, and is a solution supported by MetroBus Operators and the Authorities, then this will be actively considered as an alternative to 'Tap on and Tap off'.
- B9 To assist MetroBus Operators in meeting Service Standards set out above, and consistent with the joint resourcing of the 'Tap on and Tap off' scheme referred to in B7, the Authorities will provide as a Facility the MetroBus Ticketing Infrastructure and Back Office Package set out in Schedule 4.

B10 Additional requirements including arrangements to facilitate implementation and operation of a ticketing strategy for MetroBus Services that meets the requirements in B6 to B10 above shall be set out in the Voluntary Partnership Agreement between the Authorities and the MetroBus Operator that is required under clause 3.7 of the Scheme.

Maximum Fares for MetroBus Services

B11 The maximum adult and child single fares that may be charged on MetroBus Services at the Commencement Date are set out in Table 2. MetroBus Operators may charge fares at a lower level than the maximum at any time that the Scheme has effect, subject to the provision of notice as required in Paragraph B12.

Table 2 Adult and Child Maximum single fares (£)

Distance or Time Travelled	Adult	Child (under 16 years)
0 to 3 miles single trip	£1.50	£0.75
3 miles to 6 miles single trip	£2.50	£1.25
Greater than 6 miles single trip	£3.50	£1.75
Multi Operator single journey	(to be confirmed)	(to be confirmed)

B12 MetroBus Operators must provide full details of the fares they propose to charge on MetroBus Services at the Commencement Date (if different to the maximum fares in Table 2 above) to the Authority 21 days before the Commencement Date and all subsequent changes to those fares to the Authority 21 days before they come into effect.

B13 The maximum fares set out in Table 2 shall be subject to review and adjustment to reflect cost changes in the bus industry using relevant indices. A review shall be undertaken three months prior to the planned commencement of the first MetroBus Service to operate and annually thereafter. Arrangements for review and adjustment shall be set out in the Voluntary Partnership Agreement between the Authorities and the MetroBus Operator that is required under clause 3.7 of this Scheme.

B14 MetroBus Operators must participate in existing voluntary ticket schemes covering the Scheme Area such as PlusBus, Freedom Travelpass and West of England Bus Operator Association’s Rider ticket scheme.

C. Vehicles

MetroBus Buses

C1 All buses used to operate MetroBus Services shall, as a minimum:

- conform to the agreed MetroBus branding (see paragraph D13).
- be fitted with dual doors so as to facilitate swift loading and boarding, and be no more than 6 months old when first operated as a MetroBus Service.
- offer step free access and have a kneeling facility to match kerb heights at MetroBus Stops.
- have high quality vehicle interiors and passenger features, to include individual seats, audible and visual real time information and next stop displays, and wi-fi connections for passenger use.
- be fitted with a package of both active and passive temperature control measures.
- be equipped with a two way radio allowing communication between the driver and the depot or control centre, a driver emergency button, and on-board GPS-based equipment and a driver display monitor that is fully compatible with the Authorities' Real Time Passenger Information system.
- be equipped as necessary to meet all requirements relating to fares and ticketing (see paragraphs B1 to B15).
- meet the further standards set out in paragraphs C2 to C16 below.
- for services operating via the AVTM Guided Busway, be equipped with guide wheels and guide arms. Manufacturers' maintenance schedules and guidance must be fully complied with to ensure the guide wheels maintain suitable contact with the guideway on both sides of the vehicle.

It is acknowledged that there may need to be a transition to full MetroBus vehicle standards. During the first 18 months of the Scheme dispensation from the full vehicle specification can be given by the Lead Authority but will require written authorisation of such.

Emissions

C2 MetroBus Services, Complementary Services and other Local Services using any of the Facilities within the Scheme Area are required to meet the relevant standards set out in Table 3 with regard to emission standards and fuels:

Table 3 Emission Standards and Fuel Requirements for Use of Facilities

Category of Local Services	Minimum emission standard to be met for use of any Facility within the Scheme Area	Date from which the standard applies
MetroBus Services	Euro VI.	From the Commencement Date specified in Clause 2.1, until 31 October 2019.
MetroBus Services	Euro VI; and, Buses shall be a certified LEB; and, Either diesel-electric hybrid-powered or use a fuel certified to produce lower emissions than a diesel-electric hybrid.	From 1 November 2019
Complementary Services	Euro VI	From the Commencement Date

		specified in Clause 2.1
Other Local Services	Euro IV (including vehicles fitted with Selective Catalytic Reduction Technology to meet Euro IV)	From 1 January 2019

- C3 Drivers must switch off engines when stationary at bus stops in the Scheme Area for more than two minutes: except that any time necessary for passengers to board or alight shall not be counted.

Capacity

- C4 Notwithstanding the minimum service level requirements set out at paragraph A1, Participating Operators will ensure that sufficient capacity is provided on their buses such that no passengers should be left standing at a bus stop on a regular basis because a bus is full, save in cases of exceptional demand caused by service disruption or other events beyond the operators' control. Participating Operators will provide duplicate vehicles as necessary to meet predictable seasonal demand.

Communication and Service Control

- C5 All buses using the Facilities shall be equipped with a means of communication with the operator's control centre at all times whilst in service in the Scheme Area. For MetroBus Services, the means of communication shall be two way radio.

CCTV and Safety

- C6 All buses using the Facilities and operating as MetroBus Services and Complementary Services shall be fitted with on-board Closed Circuit Television (CCTV) monitoring systems, to give clear views of passenger saloons, entrances and exits and the driver's view of the highway. The system must meet the standards in the CCTV Operational Requirements Manual 2009 (published by the Home Office) and must be capable of interfacing with Police and the Authorities' CCTV systems. Participating Operators will use all reasonable endeavours to ensure that any such CCTV equipment is in continuous operation whilst the bus is in service.
- C7 All buses using the Facilities and operating as MetroBus Services shall be fitted with an appropriate system to detect bicycles undertaking on the nearside of the bus. The system must alert the driver using an audible spoken alert and operate independently of other hardware.

Passenger Information

- C8 Buses using the Facilities will display internally up-to-date, accurate route, timetable and promotional information appropriate to the route(s) being operated. For MetroBus Services, such notices shall be in a form consistent with the MetroBus Branding Guidelines to be developed in accordance with Annex 2.

Heating and Ventilation

- C9 Buses using the Facilities will have functioning in normal working order a climate control system or another type of heating and ventilation system operating to maintain passenger comfort. For MetroBus Services, the heating and ventilation system shall include air chill or air conditioning for the passenger saloon.

Route and Destination Displays

- C10 Buses using the Facilities must display accurate route and destination indicators at all times. These must comply with the standards set out in Schedule 2, section 8 of the PSV Accessibility Regulations 2000.

Lighting and Ancillary Equipment

- C11 All vehicles using the Facilities must be well lit internally during hours of darkness and poor daylight. All internal equipment such as bell pushes must be fully functioning.

Presentation

- C12 All vehicles using the Facilities must be kept in a clean and tidy condition externally without damage to panels, windscreen, windows or doors, and be complete in finished livery and free of damage, grime and graffiti.
- C13 All vehicles using the Facilities must be kept in a clean and tidy condition internally, particularly panels, windows, floors, ventilation panels and grilles. The interior should be as free as reasonably practical of litter, debris, damage, contamination, grime, graffiti or unauthorised stickers. All buses must enter service at the start of each day in a clean condition.
- C14 Participating Operators shall use all reasonable endeavours to ensure that any newspapers and large pieces of litter are cleared from seats and floors at regular intervals during the day. For MetroBus Services, newspapers and large pieces of litter shall be removed from the interior salon prior to each new journey.
- C15 Any racist, obscene or abusive graffiti must be removed as soon as reasonably practical and in any case before the bus next enters service on a subsequent day.
- C16 All seat cushions, backs, bases and materials must be maintained in a clean and tidy condition such that passenger clothing does not become soiled.
- C17 Participating Operators undertake to immediately inform the Lead Authority of any problems that may affect their ability to maintain vehicles in a clean and tidy condition.

D. General

Real Time Information (RTI)

- D1 All Local Services in the Scheme Area must be covered by the RTI system provided by the Authorities from the Commencement Date. Participating Operators are required to sign and implement in full the provisions of the West of England Bus Operator Agreement for RTI including:
- 1.1. the fitting of vehicles with compatible RTI on-bus units or making available automatic vehicle location information to an agreed format; and,
 - 1.2. information use and data sharing.
- D2 Participating Operators undertake to use all reasonable endeavours to ensure that RTI equipment is active and functions correctly and to report any defects to the Lead Authority or its nominated supplier.
- D3 Participating Operators undertake to ensure that ETMs are functioning correctly and are providing the required information to the RTI on-bus unit and/or the ETM central server to the required RTIG standard to meet the minimum level of service as stipulated in the West of England Bus Operator Agreement for RTI.

Punctuality and reliability

- D4 Participating Operators undertake to provide punctual and reliable services in accordance with the particulars registered with the Traffic Commissioner and the undertaking they have given under s118(4) of the Transport Act 2000.
- D5 The following standards shall apply to all MetroBus Services:
- In respect of each MetroBus route, 100% of registered journeys for that route shall operate.
 - In respect of each MetroBus route scheduled to operate with a service interval of ten minutes or less, excess waiting time at stops shall not exceed one minute 15 seconds, measured over any 3 month rolling period.
 - In respect of each MetroBus route scheduled to operate with a service interval of greater than ten minutes, measured over any 3 month rolling period:
 - 97% of bus services shall start 'on time' (defined as within 1 minute early and 5 minutes 59 seconds late)
 - 97% of buses shall arrive 'on time' at intermediate destinations en-route.
- D6 Participating Operators undertake to use all reasonable endeavours to transfer passengers from a broken-down bus onto alternative services within 15 minutes of that breakdown and to remove a broken-down bus within 60 minutes of that breakdown should it be blocking or impeding traffic flow. Participating Operators shall keep passengers on broken-down buses informed of the likely duration of the delay. For Local Services using the Guided Busway any broken-down bus shall be removed in accordance with the specific requirements of the Guided Busway Operation Manual (see Schedule 1 part E).
- D7 Any bus provided to replace a broken-down bus operating a MetroBus Service or Complementary Service shall be used only for the minimum possible period. It will not be required to meet the full vehicle requirements set out in Schedule 1 Part C for a MetroBus Service or Complementary Service but shall as a minimum meet the vehicle standards for a Local Service.

Network Stability

D8 Operators of MetroBus Services undertake to make changes to routes and timetables of Local Services within the limitations of Schedule 1 (A) and in accordance with the Code of Conduct for MetroBus Services as attached in Annex 1. Notwithstanding this, it is recognised that circumstances may arise under which it may be necessary for operators of MetroBus Services to seek approval from the Traffic Commissioner to make variations at short notice and in such cases the Authorities and operators of MetroBus Services will work together to ensure as much advance notice as possible is given to passengers if such approval be given by the Traffic Commissioner.

Driver Training, Conduct and Appearance

D9 Participating Operators undertake to ensure that drivers:

- Are fully briefed on the terms and objectives of the Scheme before they operate Local Services using the Facilities.
- drive in a safe and professional manner, are polite and are trained in disability awareness.
- provide assistance when requested for boarding or alighting by those passengers who are elderly or have disabilities.
- wear a uniform when on duty.

D10 Drivers shall receive regular and appropriate training and Participating Operators shall hold a training log that is available for inspection by the Lead Authority.

D11 For MetroBus Services and Complementary Services, the additional requirements shall also apply:

- drivers and driver training shall in addition meet the requirements of Part E of this Schedule in respect of use of the Guided Busway.
- driver uniform shall be consistent with the MetroBus Branding Guidelines to be developed in accordance with Annex 2.

Customer Care and Satisfaction in relation to MetroBus Services

D12 Participating Operators will operate the MetroBus Customer Charter to be developed by the MetroBus Performance Review Group. The Charter shall as a minimum cover:

- a policy that addresses behaviour that could cause an annoyance to other passengers.
- the offering of compensation equivalent to the cost of the journey on demand to passengers who experience delays above specified thresholds
- attitudinal surveys twice a year to establish passengers' aspirations and reactions to the Scheme; and
- consultation with passenger groups at least twice per year.

MetroBus Branding

D13 MetroBus Services and Complementary Services shall meet the relevant requirements with regard to MetroBus branding as set out in the MetroBus branding guidelines to be developed in accordance with Annex 2.

E. Additional Service Standards for Use of MetroBus Only Facilities

E1 The following Service Standards shall apply to MetroBus Services and Complementary Services when using MetroBus Only Facilities.

Table 4 Additional Service Standards for Use of MetroBus Only Facilities

MetroBus Only Facility	Additional Service Standards
The Guided Busway	As set out in paragraphs E2 to E5
The M32 bus only junction	As set out in paragraphs E6 to E9

The Guided Busway

E2 The Guided Busway Operations Manual (GBOM) will be developed in consultation with prospective operators of MetroBus Services. The anticipated scope and content of the GBOM is set out below.

E3 The scope of the GBOM will cover areas such as:

- Description of kerb guidance system
- Access arrangements to and from the Guided Busway, including emergency access.
- Arrangements to regulate access to the Guided Busway and maintenance track that is provided alongside much of the Guided Busway.
- Guided Busway operational hours, arrangements for scheduled and periodic closure for maintenance activities, and criteria triggering unplanned closure of the Guided Busway.
- Requirements as to guide wheels, their fitting, inspection and maintenance.
- Requirements as to restriction on height of vehicles used on the Guided Busway and procedures in relation to over height detection equipment.
- Maximum speed of vehicles using the Guided Busway and requirement for 'no stopping' under normal operating conditions except at designated MetroBus stops.
- Details and procedures in relation to CCTV coverage of the Guided Busway and requirements for status reporting between Participating Operators and the Authorities.
- Requirements as to the removal of broken down vehicles, with the obligation on the vehicle owner or operator for such removal.
- Procedures covering removal of obstructions other than broken down vehicles.

E4 The obligations and requirements that the GBOM is expected to place on Participating Operators using the Guided Busway include, but are not limited to, the following:

- Develop and implement the operator's own procedures:
 - a) To ensure safe operation of staff and passengers in relation to operations in and about the Guided Busway.
 - b) To swiftly remove broken down vehicles without damage to the Guided Busway infrastructure.
 - c) To respond to emergency situations and periods of planned or unplanned closure.
- Use only suitably trained drivers.

- Implement arrangements for driver training specifically in relation to operation of the Guided Busway (Schedule 1 Paragraph D11 refers) and maintain a log of trained drivers.
- Provide vehicles suitably equipped with guide wheel mechanisms and maintain a log of guide wheel mechanism maintenance.
- Remove a broken down vehicle as quickly as possible and within the following maximum time periods from the occurrence of the breakdown:
 - a) Removal from any individual section of guided running track = 1 hour
 - b) Removal from the overall Guided Busway = 24 hours
- Verifiable procedures for the fitting, inspection and maintenance of guide wheel mechanisms.
- Requirement for the driver of the first trip of the day to report on the status of the Guided Busway for immediate transmission to the Authorities.
- Arrangements for cooperation and liaison with other Participating Operators using the Guided Busway.

E5 The obligations and requirements that the GBOM is expected to place on the Authorities include, but are not limited to, the following:

- Undertake to ensure that the Guided Busway is open and available during operational hours.
- Maintain the Guided Busway to an appropriate maintenance regime.
- When necessary, undertake winter maintenance.
- Restrict access to the Guided Busway to the following:
 - a) Participating operators
 - b) Authorised maintenance vehicles whilst engaged in maintenance activity.

The M32 Bus Only Junction

E6 Pursuant to clause 6.4 and Schedule 4 paragraph 7 of this Scheme the M32 Bus Only Junction (“BOJ”) is a MetroBus Only Facility reserved for use by MetroBus Services. However, operators of MetroBus Services should note that under the terms of a Memorandum of Understanding between Bristol City Council (BCC) and Highways England (HE) other vehicles are also permitted to use the BOJ, in summary:

- Emergency Service vehicles for the purpose of travelling from the northbound carriageway to the southbound carriageway;
- HE Traffic Officer vehicles;
- HE and BCC appropriately marked maintenance vehicles when required to inspect or maintain any part of the BOJ.
- Private recovery service vehicles using the junction to return to the motorway southbound where to do otherwise would involve reversing on the M32.
- Any vehicle, whose driver is following an instruction from a Police Officer or HE Traffic Officer.

E7 The Memorandum of Understanding sets out maintenance responsibilities with respect to the BOJ. The junction will be available for use by authorised vehicles at all times (for 24 hours per day, 7 days per week, 365 days per year) except when it is required to be closed for planned maintenance, emergency maintenance or instructed by the police due to an incident. Different maintenance responsibilities apply in relation to the bridge and associated structures within the BOJ. HE and BCC will endeavour to undertake planned maintenance of the

structures in a way that avoids closure of the BOJ but should this prove necessary a minimum of three months' notice will be given to operators of MetroBus Services using the BOJ. In the case that unplanned maintenance proves necessary, the provisions of clauses 5.3 and 5.4 of this Scheme shall apply.

E8 Entrance to the BOJ from the local road network will be controlled by use of a CCTV system.

E9 The following requirements shall apply as an additional Standard of Service for MetroBus Services using the BOJ:

- Operators shall notify to the Lead Authority at least three months prior to the commencement of a MetroBus Service the registration numbers of all buses being used to operate MetroBus Services and to keep the notification up to date;
- Operators shall provide drivers with appropriate training to ensure safe passage through the control system regulating entrance to the BOJ from the local road network.

SCHEDULE 2

Excluded Services

1. The following categories of public transport services are excluded from the Scheme:
 - a) Bus services that operate exclusively during academic terms for the primary purpose of carrying scholars and/or students between their homes and academic establishments and which normally comprise one journey in each direction;
 - b) Bus services operating with a frequency of one a day in each direction on every day that the service operates;
 - c) Bus services that operate in the Scheme Area but which are not registered to operate along a route whereby any of the Facilities would be available to them;
 - d) Community Transport or Dial-a-Ride services which are restricted to use by pre-registered passengers only;
 - e) Scheduled express bus or coach services not eligible for Bus Service Operators Grant;
 - f) Other scheduled coach services operated, marketed and branded as part of the National Express, Megabus or Greyhound coach networks or any successors thereto;
 - g) Any Excursion or Tour service as defined in s137 of the 1985 Act;
 - h) Bus services that operate over no more than 1km of any of MetroBus Routes 1 to 5 as defined in Schedule 1 Part A Table 1; and,
 - i) Bus services that are supported by service subsidies provided by an LTA that is not one of the Authorities, providing that the service subsidy agreement is in force at the Commencement Date and covers no more than four years.
 - j) Bus services that operate to, from or via the Long Ashton Park and Ride MetroBus Stop and are intended exclusively for the purpose of providing transport to and from short term special events.

SCHEDULE 3

MetroBus and Complementary Services

1. For the purposes of this Scheme, the following definitions of MetroBus Services and Complementary Services shall apply:

MetroBus Services

- 1) A Local Service;
- 2) The subject of a VPA between the Council and a Participating Operator;
- 3) Authorised by the Authorities to use MetroBus branding as set out within the Branding Guidelines to be developed in accordance with Annex 2: and,
- 4) Operates over the entirety of one of Routes 1 to 6 set out in Schedule 1 Table 1.

Complementary Services

- 1) A Local Service;
 - 2) The subject of a VPA between the Authorities and the operator of the service who is also a Participating Operator;
 - 3) Authorised by the Councils to use MetroBus branding for Complementary Service as set out within the Branding Guidelines to be developed in accordance with Annex 2;
 - 4) Is a service to which reference is made within the West of England Major Scheme Best and Final Bids for Rapid Transit Schemes as submitted to the Department for Transport on 8 September 2011; or fulfils a similar function to the services described therein.
 - 5) Operates via the Guided Busway.
2. The Complementary Services operating at the commencement of the Scheme are set out in Table 5.

Table 5 Complementary Services at Commencement of Scheme

Service Reference	Registration Number	Service Description	Operated by
A1 Airport Flyer	PH0007208/88	Limited stop express service between Bristol City Centre and Bristol Airport.	The operator under contract to Bristol Airport
X1	PH0000132/7	Local bus service between Weston-super-Mare and Bristol City Centre.	First West of England

3. In accordance with Clause 9.5 further Complementary Services may be designated during the life of the Scheme in addition to those set out in Table 5.

SCHEDULE 4

The Facilities

1. The Authorities confirm that all the Facilities will be ready for use at the Commencement Date unless marked otherwise and that the Facilities will continue to be available for the duration of the Scheme unless the Scheme be varied or revoked under s120(1) of the 2000 Act.
2. The Authorities confirm that the West of England RTI system and the infrastructure ancillary to it within the control of the Authorities will be operational on the Commencement Date.
3. The Facilities comprise:
 - New and improved bus stops (Table 7)
 - The Guided Busway, new and improved bus lanes and high occupancy vehicle (HOV) lanes (Table 8)
 - Traffic signal priority measures (Table 9)
 - Maintenance and Cleaning Package (paragraphs 8 to 11 & Table 11)
 - TRO Enforcement Package (paragraphs 12 to 17)

MetroBus Stops

4. MetroBus Stops are categorised as Types A, B or C as defined in Table 6.

Table 6 MetroBus Stop Types

Provided at ALL MetroBus Stop (Types A, B and C):	
<ul style="list-style-type: none"> • Shelter (available from when MetroBus service is registered to serve stop) • Stop marker with brand identity • Seating • Real-time departure information (RTI) and service information screen (available from when MetroBus service is registered to serve stop) • Timetable display and route map • Lighting • CCTV for personal security 	<ul style="list-style-type: none"> • Emergency Help point • Bin • Raised kerb/platform and defined passenger waiting area • Clearway • Advertising display (where appropriate) • Ticket purchasing facilities (cards only) (available from when MetroBus service is registered to serve stop)
Additional provision at specific MetroBus Stop types:	
Stop Type A: Transport Interchange	<ul style="list-style-type: none"> • Interchange and wayfinding information • Cycle stands • Interchange iPoint, incorporating: <ul style="list-style-type: none"> ○ Smartcard loader touch-pad ○ RTI and service information ○ Interchange directions and local area wayfinding ○ Brand identity
Stop Type B: District	<ul style="list-style-type: none"> • Local connections and wayfinding information • Cycle Stands (where space allows) • District iPoint , incorporating: <ul style="list-style-type: none"> ○ Smartcard loader touch-pad ○ RTI and service information ○ Local area wayfinding ○ Brand identity

Stop Type C: Neighbourhood	<ul style="list-style-type: none"> • Local connections and wayfinding information • Cycle stands (where space allows) • Neighbourhood iPoint , incorporating: <ul style="list-style-type: none"> ○ Smartcard loader touch-pad ○ RTI and service information ○ Local area wayfinding ○ Brand identity
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Table 7 MetroBus Stops

Naptan Code	Stop Name	Stop Type	Direction	Availability:			Date available: or date first provided for existing facilities
				MetroBus Services	Complementary Serv.	Local Services	
New stop	NFH	Cribbs Causeway	A	Terminus	•		Winter 2017/18
0170SGP90847	NFH	Fir Tree Close	B	To Cribbs Causeway	•	•	Winter 2017/18
0170SGP90848	NFH	Fir Tree Close	B	To Hengrove Park	•	•	Winter 2017/18
New stop	NFH	Patchway Fire Station	B	To Cribbs Causeway	•		Winter 2017/18
0170SGA56552	NFH	Patchway Fire Station	B	To Hengrove Park	•	•	Winter 2017/18
0170SGP90763	NFH	Aztec West	B	To Cribbs Causeway	•	•	Winter 2017/18
0170SGP90764	NFH	Aztec West	C	To Hengrove Park	•	•	Winter 2017/18
New stop	NFH	Patchway Brook	B	To Cribbs Causeway	•		Winter 2017/18
New stop	NFH	Patchway Brook	B	To Hengrove Park	•		Winter 2017/18
New stop	NFH	Willow Brook	B	To Cribbs Causeway	•		Winter 2017/18
New stop	NFH	Willow Brook	B	To Hengrove Park	•		Winter 2017/18
New stop	NFH	Webbs Wood	B	To Cribbs Causeway	•	•	Winter 2017/18
0170SGP90730	NFH	Webbs Wood	B	To Hengrove Park	•	•	Winter 2017/18
New stop	NFH	Great Meadow	B	To Cribbs Causeway	•		Winter 2017/18
New stop	NFH	Great Meadow	B	To Hengrove Park	•		Winter 2017/18
New stop	NFH	Great Stoke	B	To Cribbs Causeway	•		Winter 2017/18
New stop	NFH	Great Stoke	B	To Hengrove Park	•		Winter 2017/18
New stop	NFH	Parkway North	B	To Emersons Green	•		Winter 2017/18
New stop	NFH	Parkway North	B	To Parkway	•		Winter 2017/18
New stop	NFH	Bristol Parkway Station	A	Terminus	•	•	Spring 2018
New stop	NFH (SGTL)	Harry Stoke	B	To Cribbs Causeway	•	•	Winter 2017/18
New stop	NFH (SGTL)	Harry Stoke	B	To Hengrove Park	•	•	Winter 2017/18
New stop	NFH	Hambrook	B	To Emersons Green	•	•	Winter 2017/18
New stop	NFH	Hambrook	B	To Parkway	•	•	Winter 2017/18
New stop	NFH	Willy Wicket	B	To Emersons Green	•		Winter 2017/18
New stop	NFH	Willy Wicket	C	To Parkway	•		Winter 2017/18
New stop	NFH	Emerald Park	C	To Emersons	•		Winter 2017/18

Naptan Code	Stop Name	Stop Type	Direction	Availability:			Date available: or date first provided for existing facilities
				MetroBus Services	Complementary Serv.	Local Services	
			Green				
New stop	NFH	Emerald Park	C	To Parkway	•		Winter 2017/18
017000005	NFH	Science Park	A	To City	•	•	Winter 2017/18
017000006	NFH	Science Park	A	To Emersons Green	•	•	Winter 2017/18
New stop	NFH	Lyde Green P&R	B	To Emersons Green	•	•	Winter 2017/18
New stop	NFH	Lyde Green P&R	B	To Parkway	•	•	Winter 2017/18
New stop	NFH	Emersons Green	C	Terminus	•		Winter 2017/18
0170SGP90687	NFH	UWE The Gardens	A	To Cribbs Causeway	•	•	Winter 2017/18
0170SGP90688	NFH	UWE The Gardens	A	To City	•	•	Winter 2017/18
	NFH	UWE Campus		Both Directions	•		Winter 2017/18
0170SGP90679	NFH	Stoke Park	B	To Cribbs Causeway	•	•	Winter 2017/18
0170SGP90680	NFH	Stoke Park	B	To Hengrove Park	•	•	Winter 2017/18
New stop	NFH	Begbrook	B	To Cribbs Causeway	•		Winter 2017/18
New stop	NFH	Begbrook	B	To Hengrove Park	•		Winter 2017/18
0100BRA01798	NFH	Cabot Circus	A	To Cribbs Causeway	•	•	Winter 2017/18
0100BRP90363	NFH	Cabot Circus	A	To Hengrove Park	•	•	Winter 2017/18
0100BRP90341/42	NFH	Broadmead (Lewins Mead)	A	To Cribbs Causeway	•	•	Winter 2017/18
0100BRP90368/69 0100BRA16910/11	NFH	Broadmead (Rupert Street)	A	To Hengrove Park	•	•	Winter 2017/18
New stop	NFH	Centre (Colston Av)	A	To Cribbs Causeway	•	•	Winter 2017/18
New stop	NFH/ AVTM	Centre (Colston Av)	A	To Hengrove Park	•	•	Winter 2017/18
0100BRX23922	NFH	Queen Square (Prince St)	B	To Cribbs Causeway	•	•	Winter 2017/18
0100BRP90355	NFH/ AVTM	Queen Square (Prince St)	B	To Hengrove Park	•	•	Winter 2017/18
0100BRA10801/02	NFH/ AVTM	Redcliff Hill	A	To Cribbs Causeway	•	•	Summer 2016
0100BRA10798/99/ 800	NFH/ AVTM	Redcliff Hill	A	To Hengrove Park	•	•	Summer 2016
0100BRA10067/68	NFH	Bedminster Parade	A	To Cribbs Causeway	•	•	Winter 2017/18
0100BRA10065/66	NFH	Bedminster Parade	A	To Hengrove Park	•	•	Winter 2017/18
0100BRA10069/70	NFH	Dalby Avenue	B	To Hengrove Park	•	•	Winter 2017/18
0100BRA10112	NFH	East Street	B	To Cribbs Causeway	•	•	Winter 2017/18
0100BRA10073	NFH	West Street	B	To Hengrove Park	•	•	Winter 2017/18
0100BRZ01713	NFH	Parson Street Station	B	To Cribbs Causeway	•	•	Winter 2017/18
0100BRA10077	NFH	Parson Street Station	B	To Hengrove Park	•	•	Winter 2017/18
0100BRA10156	NFH	Novers Lane	B	To Cribbs	•	•	Winter 2017/18

Naptan Code	Stop Name	Stop Type	Direction	Availability:			Date available: or date first provided for existing facilities
				MetroBus Services	Complementary Serv.	Local Services	
				Causeway			
0100BRA10154	NFH	Novers Lane	B	To Hengrove Park	•	•	Winter 2017/18
0100BRA10325	NFH	Inns Court	B	To Cribbs Causeway	•	•	Winter 2017/18
0100BRA10324	NFH	Inns Court	B	To Hengrove Park	•	•	Winter 2017/18
0100BRA10328	NFH	Filwood Broadway	B	To Cribbs Causeway	•	•	Winter 2017/18
0100BRA10329	NFH	Filwood Broadway	B	To Hengrove Park	•	•	Winter 2017/18
0100BRA10278	NFH	Alverstoke	C	To Hengrove Park	•	•	Winter 2017/18
0100BRA10279	NFH	Alverstoke	B	To Cribbs Causeway	•	•	Winter 2017/18
0100BRA10270	NFH	Paddock Gardens	C	To Hengrove Park	•	•	Winter 2017/18
0100BRA46644	NFH	Paddock Gardens	B	To Cribbs Causeway	•	•	Winter 2017/18
010000008	NFH/SBL	Hengrove Park	A	Terminus	•	•	Winter 2017/18
0190FBX18338	AVTM/SBL	Long Ashton P&R	A	Terminus	•	•	Autumn 2017
New stop	AVTM	Ashton Vale	B	To Long Ashton	•	•	Autumn 2017
New Stop	AVTM	Ashton Vale	B	To City	•	•	Autumn 2017
New Stop	AVTM	Ashton Gate		To Long Ashton	•	•	Autumn 2017
New stop	AVTM	Ashton Gate		To City	•	•	Autumn 2017
New stop	AVTM	Create Centre	B	To City	•	•	Autumn 2017
New stop	AVTM	Create Centre	B	To Long Ashton	•	•	Autumn 2017
0100BRA16928	AVTM	SS Great Britain	B	To City	•	•	Autumn 2017
0100BRA10747	AVTM	SS Great Britain	B	To Long Ashton	•	•	Autumn 2017
0100053241	AVTM	Wapping Wharf	B	To City	•	•	Autumn 2017
0100053240	AVTM	Wapping Wharf	B	To Long Ashton	•	•	Summer 2018
New Stop	Temple Circus	Temple Meads	A	To City	•	•	Summer 2018
0100BRP90356	AVTM	Cabot Circus	A	To City	•	•	Autumn 2017
019000083	SBL	Brookgate	C	To Long Ashton	•	•	Summer 2017
019000084	SBL	Brookgate	C	To Hengrove	•	•	Summer 2017
019000082	SBL	Lime Kiln Roundabout	C	To Long Ashton	•	•	Summer 2017
019000081	SBL	Lime Kiln Roundabout	C	To Hengrove	•	•	Summer 2017
010000043	SBL	Highridge Common	B	To Long Ashton	•	•	Summer 2017
010000042	SBL	Highridge Common	B	To Hengrove	•	•	Summer 2017
010000040	SBL	Queens Road	B	To Long Ashton	•	•	Summer 2017
010000041	SBL	Queens Road	B	To Hengrove	•	•	Summer 2017
010000038	SBL	Hareclive Road	B	To Long Ashton	•	•	Summer 2017
010000039	SBL	Hareclive Road	B	To Hengrove	•	•	Summer 2017
0100BRA56573	SBL	Imperial Park	B	To Long Ashton	•	•	Summer 2017
0100BRA56572	SBL	Imperial Park	B	To Hengrove	•	•	Summer 2017

Bus Priority Facilities

5. Bus priority Facilities are set out in Table 8 and will be available from the date shown; or, for existing facilities, were first provided from the date shown.

Traffic Signal Bus Priority Facilities

6. Traffic signal bus priority Facilities are set out in Table 9 and will be available from the date shown; or, for existing facilities, were first provided from the date shown.

Table 8 Bus Priority Facilities

MetroBus Scheme	Type of Priority Measure	Description	Operational hours	Approx Length (km)	Date available: or date first provided for existing facilities
NFH	Bus Lane	Highwood Road bus only road between Coniston Road and Durban Road - eastbound	24 hour	0.9	2014
NFH	Bus Lane	Highwood Road bus only road between Coniston Road and Durban Road - westbound	24 hour	0.9	2014
NFH	Bus Lane	Highwood Road eastbound bus lane between Durban Road and Coniston Road	24 hour	0.3	Nov 2006
NFH	Bus Lane	A38 Gloucester Road northbound bus lane between Sandhurst Close and Aztec West Roundabout	7:30-9:30am 4-7pm	0.65	Feb 2010
NFH	Bus Lane	Bradley Stoke Way eastbound bus lane between Aztec West Roundabout and Woodlands Lane	24 hour	0.15	Winter 2017/18
NFH	Bus Lane	Bradley Stoke Way westbound bus lane between Patchway Brook Roundabout and Aztec West Roundabout	24 hour	0.65	July 2017
NFH	Bus Lane	Bradley Stoke Way northbound bus lane between Dewfalls Drive and Patchway Brook Roundabout	24 hour	0.83	July 2017
NFH	Bus Lane	Bradley Stoke Way northbound bus lane between Savages Wood Roundabout and Dewfalls Drive	24 hour	0.33	Nov 2012
NFH	Bus Lane	Bradley Stoke Way southbound bus lane on the approach to the Great Stoke Roundabout	24 hour	0.22	Winter 2017/18
NFH	Bus Lane	Great Stoke Way northbound bus lane between Trevelyan Walk and the Great Stoke Roundabout	24 hour	0.23	Winter 2017/18
NFH	2+ Lane	A4174 Ring Road eastbound 2+ lane between Coldharbour Lane and the M32 J1	24 hour	0.98	Aug 2011
NFH	2+ Lane	A4174 Ring Road westbound 2+ lane between the M32 J1 and Coldharbour Lane	24 hour	0.98	Aug 2011
NFH	Bus Lane	A4174 Ring Road eastbound bus lane on the approach to the Hambrook crossroads	24 hour	0.03	Winter 2017/18
NFH	Bus Lane	A4174 Ring Road westbound 2+ lane between the Hambrook crossroads and the M32 J1	24 hour	0.35	2014
NFH	Bus lane	A4174 Ring Road eastbound bus lane between the Hambrook crossroads and the River Frome	24 hour	0.32	Winter 2017/18
NFH	Priority Vehicle Lane	A4174 Ring Road westbound 2+ lane between Bromley Heath Roundabout and the Hambrook crossroads	24 hour	0.54	2010
NFH	Bus Lane	A4174 Ring Road eastbound bus lane between the Bromley Heath Roundabout and the Wick Wick Roundabout	24 hour	1.2	Winter 2017/18
NFH	2+ Lane	A4174 Ring Road westbound 2+ lane between Wick Wick Roundabout and Bromley Heath Roundabout	24 hour	0.84	2010
NFH (SGTL)	Bus Lane	Southbound bus lane on new road between London – Cardiff rail line and access road to Harry Stoke housing development.	24 hour	0.9	Winter 2017/18
NFH (SGTL)	Bus Lane	Southbound bus lane on new road on the approach to the A4174 Ring Road junction.	24 hour	0.02	Winter 2017/18
NFH (SGTL)	Bus Lane	Northbound bus lane on new road between a point 200m south of Hambook Lane and the Patchway Roundabout (Great Stoke Way/Patchway junction).	24 hour	0.7	Winter 2017/18
NFH	2+ Lane	Northbound bus lane on Coldharbour Lane between UWE and A4174	24 hour	0.46	May 2011
NFH	Bus Lane	Southbound bus lane on Coldharbour Lane/Stoke Lane between Lancelot Road and the M32 overbridge.	24 hour	0.35	Winter 2017/18
NFH	Bus-only junction	'Authorised Vehicles Only' junction onto M32 from Stoke Lane and associated slip roads and bridge works.	24 hour	n/a	Winter 2017/18
NFH	Bus Lane	Northbound bus lane on Prince Street, Broad Quay, Colston Avenue, Lewins Mead.	24 hour	0.95	New (July 2017) and existing

MetroBus Scheme	Type of Priority Measure	Description	Operational hours	Approx Length (km)	Date available: or date first provided for existing facilities
AVTM/NFH	Bus Lane	Southbound bus lane on Bond Street, Haymarket, Rupert Street, Colston Avenue, Broad Quay.	24 hour	1.53	New (Autumn 2017) and existing
AVTM/NFH	Bus Lane	Eastbound bus lane on The Grove between Prince Street and Welsh Back.	24 hour	0.15	July 2017
AVTM/NFH	Bus Lane	Eastbound bus lane Redcliffe Way from Welsh Back Roundabout to Redcliff Hill Roundabout	24 hour	0.1	Autumn 2017
AVTM/NFH	Bus Lane	Northbound bus lane on Redcliff Hill between Bedminster Bridge and Redcliffe Way.	24 hour	0.22	January 2017
NFH	Bus Lane	Northbound bus lane on East Street/Bedminster Parade between Dean Street and Bedminster Bridge Roundabout	24 hour	0.24	2010
NFH	Bus Lane	Southbound bus lane on Bedminster Parade between Bedminster Bridge Roundabout and Regent Road	24 hour	0.19	Winter 2017
NFH	Bus Lane	Southbound bus lane on Hartcliffe way between Headley Lane and Novers Lane.	24 hour	0.64	Winter 2017/18
NFH	Bus Lane	Northbound bus lane on Hartcliffe Way between Headley Lane and Parson Street.	24 hour	0.55	Winter 2017/18
AVTM	Guided Busway	As shown in Plan 2.	6am - midnight	2.5	Autumn 2017
AVTM	Bus Lane	Eastbound bus lane on Commercial Road between Lower Guinea Street and the entrance into Waring House	24 hour	0.12	Autumn 2017
AVTM (Temple Circus)	Bus Lane	Temple Way bus lane from Victoria Street to Temple Back East	24 hour	0.15	Spring 2017
AVTM (Temple Circus)	Bus Lane	Temple Way bus lane from Old Market roundabout to Bond Street.	24 hour	0.39	Spring 2017
SBL	Bus Lane	Bus lane from A38 roundabout to the Brookgate bus-only junction	24 hour	1.23	January 2017
SBL	Bus Lane	Bus lane from Brookgate bus-only junction to the A38 roundabout	24 hour	1.23	January 2017
SBL	Bus only road	Bus only road from Brookgate bus-only junction to Ashton Vale to Temple Meads guided busway	24 hour	0.63	January 2017

Table 9 Traffic Signal Bus Priority

Location	MetroBus Scheme	Signals Type	Type of priority	Approaches with MetroBus priority	Date available: or date first provided for existing facilities
Stoke Lane Bus Gate (north of M32 bridge)	NFH	Bus gate	SVD via RTI	Stoke Lane southbound	September 2017
(Newfoundland Circus) M32 / Houlton Street	NFH	Junction	SVD via RTI	M32 southbound	September 2017
(Newfoundland Circus) Bond Street / Bond Street	NFH/ AVTM	Junction	SVD via RTI	Bond Street eastbound, westbound & northbound	July 2017
The Haymarket / Union Street	NFH/ AVTM	Junction	SVD via RTI	The Haymarket southbound	July 2017
Lower Maudlin Street / Lewins Mead	NFH	Junction	SVD via RTI	Lewins Mead northbound	July 2017
Lewins Mead / St Johns Bridge	NFH	Junction	SVD via RTI	Lewins Mead northbound	July 2017
Rupert Street / Christmas Street / Colston Avenue	NFH/ AVTM	Junction	SVD via RTI	Rupert Street southbound Colston Avenue northbound	July 2017
Colston Avenue	NFH/ AVTM	Junction	SVD via RTI	Colston Avenue (West) southbound Colston Avenue (East) northbound	July 2017
Colston Avenue (East) / Broad Quay / Baldwin Street	NFH/ AVTM	Junction	SVD via RTI	Broad Quay northbound Colston Avenue (East) southbound	July 2017
Broad Quay / Marsh Street / Prince Street	NFH/ AVTM	Junction	SVD via RTI	Broad Quay southbound Prince Street northbound (To Broad Quay)	July 2017
Malago Road Bus Gate (between St Johns Road and Sheene Road)	NFH	Junction	To be converted to give-way arrangement	n/a	September 2017
West Street / Sheene Road	NFH	Junction	SVD via RTI	Sheene Road northbound West Street eastbound	September 2017
Bedminster Down Road / West Street / Parson Street	NFH	Junction	SVD via RTI	West Street southbound Parson Street northbound	September 2017
Parson Street / Bedminster Road	NFH	Junction	SVD via RTI	Parson Street northbound Parson Street southbound	September 2017
Hartcliffe Way / Parson Street	NFH	Junction	SVD via RTI	Parson Street southbound Hartcliffe Way northbound	September 2017
Hartcliffe Way / Novers Lane	NFH	Junction	SVD via RTI	Hartcliffe Way southbound Novers Lane westbound	September 2017
Potential access junction to service Ashton Gateway Development	AVTM	Junction	Junction type not yet fixed	Guideway northbound Guideway southbound	6 months after planning permission for Ashton Gateway is obtained.
Cumberland Road / Guided Busway	AVTM	Junction	SVD via RTI	Cumberland Road westbound Guided Busway	July 2017
Cumberland Road Inbound Bus Gate	AVTM	Bus Gate	SVD via RTI	Cumberland Road Inbound Bus lane	July 2017
Redcliffe Way Bus Gate	AVTM	Bus Gate	SVD via RTI	Redcliffe Way eastbound	July 2017
Temple Circus	AVTM	Junction	SVD via RTI	Redcliffe Way eastbound	July 2017
Temple Way / Bond Street	AVTM	Junction	SVD via RTI	Temple Way northbound	July 2017

Location	MetroBus Scheme	Signals Type	Type of priority	Approaches with MetroBus priority	Date available: or date first provided for existing facilities
SBL-A38 roundabout	SBL	Signalised roundabout	Advance green phase	SBL southbound onto roundabout	Winter 2016
Highridge Road junction	SBL	Junction	SVD via RTI	SBL in both directions	Winter 2016
Queens Road junction	SBL	Junction	SVD via RTI	SBL in both directions	Winter 2016
Hareclive Road junction	SBL	Junction	SVD via RTI	SBL in both directions	Winter 2016

MetroBus Only Facilities

7. Facilities designated as MetroBus Only Facilities are set out in Table 10:

Table 10 MetroBus Only Facilities

Facility	Facility Reserved for Use only by	Applicable additional Service Standards
The Guided Busway	MetroBus Services; and, Complementary Services	Schedule 1 Part E
The M32 bus only junction	MetroBus Services	Schedule 1 Part E

Maintenance and Cleaning Package

8. The Maintenance and Cleaning Package set out in paragraphs 9 to 11 in this Schedule is ancillary to the Facilities provided at locations within the Scheme Area and is a Facility for the purposes of the Scheme.
9. The Authorities shall undertake the maintenance and cleaning of the Facilities to the Standards set out in Table 11 as a minimum.
10. In respect of planned maintenance and cleaning, the Authorities shall:
- notify Participating Operators of all programmed maintenance works prior to undertaking them and keep Participating Operators fully informed regarding the progress and completion of all work
 - use all reasonable endeavours to minimise the time that Facilities are unavailable to Participating Operators, including by undertaking work outside of peak hours wherever possible,
11. In the event that unplanned maintenance or repair becomes necessary or in an emergency situation the provisions of Clause 5.3 of the Scheme shall apply. Notwithstanding this, the Authorities will use all reasonable endeavours to minimise the impact of any disruption to Local Services.

Table 11 MetroBus Minimum Planned Maintenance and Cleaning Standards

Highway Feature Ancillary to Facilities	Minimum Planned Maintenance and Cleaning Standard	Provision Arrangements
Street Lighting	Faulty lamp – to be rectified within five days of notification. Multi-lamp faults or damage – to be attended within 30hrs of notification and rectified if possible Faults which require attendance by third parties to be rectified within 4 weeks. Inspection and cleaning lanterns (LED) - every 2 years Cleaning lanterns (other than LED) - every 3 years (Excludes power related faults. Councils will work with power suppliers to rectify as soon as possible)	NSC - Term maintenance with SSE expires 2018 SGC - Streetcare division BCC – Highways Maintenance Team
Drainage	Gullies will be cleaned as determined on an intelligence basis from the asset condition survey. This identifies the gully cleaning requirements across the highway network, determining the frequency dependent on the condition of the asset.	NSC - Term maintenance with SSE SGC - Streetcare division BCC – Highways Maintenance Team

Highway Feature Ancillary to Facilities	Minimum Planned Maintenance and Cleaning Standard	Provision Arrangements
Illuminated signs and bollards	<p>Rectification of faulty lamp - within five days of notification of fault.</p> <p>Rectification of multi-lamp faults or damage - to be attended within 30hrs of notification and rectified if possible. Faults which require attendance by third parties will be rectified within 4 weeks</p> <p>(Excludes power related faults. Councils will work with power suppliers to rectify as soon as possible)</p> <p>Cleaning of bollards and road signs – every 2 years</p>	NSC - Term maintenance with SSE SGC - Streetcare division BCC – Highways Maintenance Team
Footways and Carriageways	<p>Carriageway within Bus Lane Facilities; and footway areas within 5 metres of MetroBus Stops - safety inspections to be undertaken at least every 3 months.</p> <p>Repair of footway and carriageway defects:</p> <p>All footway defects greater than 20mm deep assessed as requiring immediate action will be repaired within 48 hours of notification.</p> <p>All carriageway defects greater than 40mm deep and 300mm in diameter within Bus Lane Facilities assessed as requiring immediate action will be repaired within 48 hours of notification.</p>	NSC - Term maintenance with BBLP SGC Streetcare division BCC – Highways Maintenance Team
Overhanging trees on bus lanes	<p>Emergency issues rectified within 24 hours.</p> <p>Other works programmed depending on severity of obstruction and ownership of tree.</p>	NSC - Term maintenance SGC Streetcare division BCC – Highways Maintenance Team
Street and footway sweeping	<p>Sweeping of carriageway within Bus Lane Facilities – once per month</p> <p>Sweeping of footway areas within vicinity of MetroBus Stops – two times per month (urban locations) and four times per year (rural locations)</p>	NSC - Term maintenance SGC Streetcare division BCC – Street Cleansing Team
Winter maintenance:	Scheme Area to be classified as part of the Priority 1 network for winter maintenance including pre-cautionary salting and snow clearance. To include treatment of access routes to Participating Operator's depots.	NSC - Term maintenance with BBLP SGC Streetcare division BCC – Highways Maintenance Team
Statutory Undertakers' Activity	<p>Scheme Area to be classified as "traffic sensitive" at all times.</p> <p>Notice to operators of planned statutory undertakers' works – Minor works – 2 days' notice Standard works – 7 days' notice Major works – 11 weeks' notice</p>	Local Authority administered
Shelters	<p>Removal of racist, obscene or abusive graffiti – within 24 hours of notification.</p> <p>Routine cleaning – every 2 weeks</p> <p>Making safe damage – within 24 hours of notification</p> <p>Repair of damage - within 7 days of making safe</p>	BCC shelter contractor

Highway Feature Ancillary to Facilities	Minimum Planned Maintenance and Cleaning Standard	Provision Arrangements
Signs & Road Markings	Safety inspections – at least every six months Repair of defects assessed as safety critical – within 14 days of assessment Road markings – renewal if faded within seven years of the date of installation.	NSC - Term maintenance with BBLP SGC - Streetcare division BCC – Highways Maintenance Team
Real Time Passenger Information System	Attend and repair within 24hours (weekdays), within 48hrs (weekends)	Maintenance contract with supplier.
Traffic Signals and Traffic Signal Priority	Emergency faults (that pose a danger to life) – attended within 2.5 hours of notification 24 hours a day, 7 days a week. Other faults – attended within 7 days of notification.	Maintenance contract with supplier.

TRO Enforcement Package

12. The Traffic Regulation Orders Enforcement Package set out in paragraphs 13 to 17 in this Schedule is ancillary to the Facilities provided at locations within the Scheme Area and is a Facility for the purposes of the Scheme.
13. In respect of the enforcement of Traffic Regulation Orders (“TROs”) the Authorities shall:
 - promote and enforce, both directly and indirectly, the TROs made to implement the Guided Busway and bus lanes provided as a Facility under this Scheme as set out in Table 8.
 - use reasonable endeavours to secure enforcement action with regard to the high occupancy lanes provided as a Facility under this Scheme as set out in Table 8.
14. In addition to the provisions of paragraph 13 above in relation to the Facilities, the Authorities shall use the powers available to them (and any extension of those powers subsequently obtained) in respect of enforcement generally of parking and traffic regulations along the routes on which MetroBus Services operate as set out in Table 1 whether or not provided as a Facility under this Scheme. The scope of enforcement shall include all offences described in the Traffic Management Act 2004, as well as moving traffic offences within bus lanes (under the Transport Act 2000), for which both fixed-position and on-board vehicle cameras may be used.
15. Waiting and loading restrictions provided as part of the Facilities will be enforced daily.
16. The Authorities will use all reasonable endeavours to ensure that enforcement will be targeted to coincide with peak periods, with additional targeted enforcement of identified problem areas.
17. The Authorities will continue such levels of enforcement throughout the period of this Scheme.

MetroBus Ticketing Infrastructure and Back Office Package

18. The MetroBus Ticketing Infrastructure and Back Office Package set out in paragraphs 19 to 22 in this Schedule is ancillary to the Facilities provided at locations within the Scheme Area and is a Facility for the purposes of the Scheme.
19. The Authorities will procure ticketing infrastructure at MetroBus Stops integrated with iPoints that will provide the functionality set out in Table 12 and on the basis of cost apportionment as also set out in that table.
20. The Authorities will continue to own, develop and maintain the West of England Host Operator Processing System (HOPS) and will permit access if required to enable the operator of a MetroBus Service to meet the Service Standard set out at Schedule 1 Part B paragraph B4.
21. The Authorities will continue to own, develop and maintain the West of England online portal and will permit and facilitate the linking by the operator of a MetroBus Service of that operator's own portal to the West of England portal to enable the Operator to meet the Service Standard set out at Schedule 1 Part B paragraph B5.
22. Provision of smartcard readers at every MetroBus Stop will facilitate 'tap off' by smartcard users to validate a journey end when 'tap on, tap off' is implemented and thereby enable the operator of a MetroBus Service to meet the Service Standard set out at Schedule 1 Part B paragraph B7.

Table 12 Functionality of Ticketing Infrastructure provided at Stops

Facility	Functionality	Proposed Cost Apportionment and Responsibilities
Integrated into iPoint	Ticket vending and smartcard functionality via web links to provide: <ul style="list-style-type: none"> • Smart product collection • Smart card content information status • Smart Ticket Purchase, Renewal & Top-up • Single Journey Paper Ticket Purchase • Vending of Smartcards and/or Low Cost Media Products • Accepts cEMV or Chip & Pin or E-purse payment (not cash) • Hot listing • 	<ul style="list-style-type: none"> • E-Purse TOTO equipment in iPoint, maintenance and operational software shared 50/50 MetroBus and Operators • Both parties cover own portal costs and sending product orders to collection at iPoints. • Ticketing consumables & replacement costs to be shared between MetroBus and Operators.

SCHEDULE 5

Performance Monitoring Areas for MetroBus Services

1. Performance monitoring by the MetroBus Performance Review Group shall as a minimum cover the Monitoring Areas set out in Tables 13 to 15 below.
2. The arrangements and responsibilities of the Parties in relation to monitoring and the collection of data will be set out in Voluntary Partnership Agreements. Those arrangements and responsibilities shall ensure robust data collection, monitoring and reporting whilst acknowledging issues of confidentiality between Participating Operators.
3. Baseline measures against which performance in the first Reporting Period will be measured will be agreed at the first meeting of the Review Group.

Table 13 Operator Service Performance Areas

Monitoring Areas	Scheme Reference
Reliability of Journeys	Schedule 1 (paragraph D5)
Punctuality of Departures from Starting Point of Journey	Schedule 1 (paragraph D5)
Punctuality of Departures from registered timing points	Schedule 1 (paragraph D5)
Occurrences of passengers left at stop due to bus being full	Schedule 1 (paragraph C4)
On-bus passenger information	Schedule 1 (paragraph C8)
Real Time Information journey matching	Schedule 1 (paragraphs D1, D2 & D3)
Compliance with the relevant vehicle standards	Schedule 1 (part C)
Customer Satisfaction	Schedule 1 (paragraph D12)
Compliance with the other general standards (other than specifically referred to above)	Schedule 1 (Section D, paragraphs D1 to D3 & D8 to D11 & D13)

Table 14 Authority Performance Areas

Monitoring Areas	Scheme Reference
Notification of planned and unplanned road works to Operators.	Schedule 4 (paragraph 10)
Mitigation measures proposed to minimise disruption from planned highways works.	Schedule 4 (paragraph 10)
Visual safety inspections of the highway infrastructure	Schedule 4 (Table 11)
Footway and Carriageway repairs.	Schedule 4 (Table 11)
Undertaking enforcement along the corridor.	Schedule 4 (paragraphs 13 to 17)
Traffic signals maintenance	Schedule 4 (Table 11)
Attending and repair of Real Time Information faults.	Schedule 4 (Table 11)
Cleaning of shelters	Schedule 4 (Table 11)

Table 15 Scheme Outcome Performance Areas

Monitoring Areas	Scheme Reference
MetroBus Service journey speed	All related to Clause 3 - Scheme Purpose and Objectives
Variation in bus journey times	
Average bus stop dwell times	
% of trips using cash payment on bus	
Punctuality of MetroBus Services	
Customer Complaints	
Journey time competitiveness with car	
Patronage (% change)	

SCHEDULE 6

Access Charges in Relation to MetroBus Only Facilities

1. The Authorities will undertake to provide and maintain the Facilities including the MetroBus Only Facilities (the Guided Busway and the M32 bus only junction). The MetroBus Only Facilities will provide MetroBus Services and Complementary Services with a significant journey time advantage.
2. Maintenance of the MetroBus Only Facilities places an additional highway maintenance obligation on the Authorities the cost of which the Authorities wish to secure from Participating Operators of MetroBus Services in the form of a contribution that is reasonable and proportionate and is transparently linked to realisation of the forecast benefits from operation of MetroBus Services.
3. Contributions will be secured through the levying of an access charge (Access Charge) on each bus passing through the Guided Busway or the M32 bus only junction whether operating as a MetroBus Service or a MetroBus Complementary Service.
4. The level and frequency of the Access Charge will be set by the Authorities such that the anticipated total of charges payable in any given year for use of a specific MetroBus Only Facility will reflect the Authorities' forecast expenditure on maintenance of that MetroBus Only Facility in that same year. Arrangements for the calculation, notification and payment of the Access Charge shall be set out in the Voluntary Partnership Agreement between the Authorities and the Participating Operator as required under clause 3.7 of the Scheme.
5. The Authorities propose to levy the Access Charge in exercise of the following powers:
 - Access Charge in respect of the Guided Busway - powers conferred by Part 4 of The Ashton Vale to Temple Meads and Bristol City Centre Rapid Transit Order 2013
 - Access Charge in respect of the M32 Bus Only Junction - the general power of competence provided to local authorities in England under Part 1, Section 1 of the Localism Act 2011.

SCHEDULE 7
Form of Undertaking in accordance with s118 (4) of the
Transport Act 2000

Name (in BLOCK CAPITALS) in which licence is held

Licence number

Quality Partnership Scheme Name / Reference

Relevant Authorities

Should you wish to use the facilities provided under the above Quality Partnership Scheme and the service you wish to operate is not excluded from the scheme, you must undertake to provide the service to the standard specified in the Scheme. You may not use the facilities unless you give this undertaking.

In accordance with Section 118 of the Transport Act 2000, as amended, I hereby undertake to provide all local services to the standard specified in the Quality Partnership Scheme referred to above when using the facilities provided under that Scheme.

I understand that failing to provide local services to the standard specified in the Scheme whilst using the facilities provided in the Scheme could lead to the consideration of regulatory action by the Traffic Commissioner.

Signed.....

Name (BLOCK CAPITALS)

Position in business.....

Date.....

Daytime telephone number on which you can be contacted.....
Once signed, forward to Deborah Kavanagh at the Office of the Traffic Commissioner at Hillcrest House, 386 Harehills Lane, Leeds LS9 6NF.

SCHEDULE 8

Registration Restrictions and Registration Criteria

1. The Registration Restrictions and Registration Criteria set out below in Table 16 are imposed and provided in accordance with the provisions of Sections 3A to 3D of the Transport Act 2000 as amended by the Local Transport Act 2008: and within this Schedule 8 'Registration', 'Registration Restrictions' and 'Registration Criteria' have the meanings defined within those Sections.
2. The Authorities consider that it is necessary and expedient for restrictions to be imposed on registration of local services as described below for the purpose of preventing or restricting the provision of such local services which the Authorities consider might be detrimental to the provision of the MetroBus Services or Complementary Services under the Scheme. Registration Criteria are set out below as reference for the traffic commissioners in deciding whether or not to accept an application for registration.

Table 16 Registration Restrictions and Criteria

Registration Restrictions		Registration Criteria
1	Local services that are not MetroBus Services and that are proposed to operate to, from or via the Long Ashton Park & Ride site and serve Bristol City Centre.	Any new local service that is not a MetroBus Service should not be registered if it is proposed to operate to, from or via the Long Ashton Park and Ride site on a route that includes a stopping point within a 1km radius of Bristol Bridge. 'Except that this Registration Restriction should not be applied to the proposed registration of a service that will: a) provide local transport to a short term special event within a 1km radius of Bristol Bridge; and, b) supplement and not be detrimental to the provision of any MetroBus services operating at the time.
2	Local services that are not MetroBus Services and that are proposed to operate to, from or between the Lyde Green Park & Ride site and Bristol City Centre, Bristol Parkway Station or the University of West of England Frenchay Campus.	Any new local service that is not a MetroBus Service should not be registered if the proposed route is common with any part or parts of the MetroBus routes 1, 3 or 5 (as defined in Schedule 1, Part A, Table 4 of the Scheme) to the extent that the length of the proposed route that is common with MetroBus route 1, 3 or 5 amounts to 65% or more of the overall length of that MetroBus route.

SCHEDULE 9

Process of review for requirements in Schedule 1 (A and B)

1. A review of the requirements in Schedule 1 (Part A - Frequencies and Timings and Part B – Ticketing and Fares) will be carried out by the Lead Authority if:
 - a) in its opinion there has been a change in market conditions which materially affects the ability of Participating Operators, acting in a competent and efficient manner, to secure an appropriate rate of return from continuing to operate existing Local Services in accordance with the requirements in Schedule 1 (A and/or B) including (but not exclusive to) the registration of a new Local Service in the Scheme Area by an operator who is not a Participating Operator; or
 - b) the requirements are no longer consistent with its local transport policies.
2. A review of the requirements in Schedule 1 (A and B) may be requested by three or more Participating Operators whose services are affected by a particular set of requirements (or 50% of such operators, if fewer).
3. The operator(s) making any request for such a review must:
 - a) specify to which requirement(s) the request relates;
 - b) submit representations and evidence in support of the request; and
 - c) propose revised requirements as to frequencies and/or timings.
4. On receipt of a request, the Lead Authority will consider whether or not, in its opinion, there has been a change in market conditions which materially affects the ability of Participating Operators, acting in a competent and efficient manner, to secure an appropriate rate of return from continuing to operate existing services in accordance with the requirements in Schedule 1 (A and B).
5. If it is of the opinion that there has not been a material change in market conditions, the Lead Authority will notify the operator(s) who made the request of its opinion within 7 days.
6. If it is of the opinion that there has been a material change in market conditions, or if the existing requirements are no longer consistent with its transport policies, the Lead Authority will draft a proposal to amend the requirements and send details in a review notice to all Participating Operators within 28 days, although the Lead Authority will use all reasonable endeavours to send such notice within 7 days.
7. Participating Operators will be given at least 28 days but not more than 42 days to consider and respond to any proposal to amend the requirements.
8. The Lead Authority will consider the responses and, within 35 days of the end of the consultation period, will send a notice to Participating Operators informing them of its decision, although the Lead Authority will use all reasonable endeavours to send such notice within 7 days.
9. If that decision is to amend the requirements in Schedule 1 (A and/or B), such changes will be introduced as soon as possible, consistent with any statutory or voluntary notice period.
10. Participating Operators have a right of appeal to the Traffic Commissioner against any revised requirements in Schedule 1 (A and B) in accordance with the statutory process set out in the Quality Partnership Schemes (England) Regulations 2009.

ANNEX 1

Code of Conduct on MetroBus Service Stability

1. Aims and objective

- 1.1. The aims of this Code of Conduct on MetroBus Service Stability are:
 - a) to minimise the number and frequency of changes to the MetroBus network overall and to individual MetroBus Service timetables;
 - b) to ensure that, in the event that undertakings given to the Traffic Commissioner from time to time do not fully provide the minimum frequencies for MetroBus Services set out in Schedule 1, Part A, Table 1 of the Scheme, the Authorities have sufficient notice so that they can complete any tendering process that is necessary;
 - c) to allow operators of MetroBus Services and the Authorities to reflect any important changes in passenger demand in relation to the MetroBus network;
 - d) to ensure the punctuality of MetroBus services;
 - e) to ensure a minimum period of operation for newly-registered services; and,
 - f) to support the effective operation, reliability and dissemination of real-time information.
- 1.2. The overall objective is to maximise customer confidence in MetroBus Service provision, thereby contributing to passenger growth and ensuring that MetroBus is a sustainable service.

2. Fixed Change Dates

- 2.1. One Fixed Change Date will be set in each calendar year for changes to MetroBus Services. The Fixed Change Date is:
 - The Sunday before the start of School Term 1 unless the following day is the Late Summer Bank Holiday, in which case the previous Sunday shall be used.

3. Obligations on Operators of MetroBus Services

- 3.1. Operators of MetroBus Services will register changes to MetroBus Services to take effect on the Fixed Change Date.
- 3.2. Operators of MetroBus Services will give the relevant Authority(ies) at least 4 weeks' notice prior to registration of any proposed change to MetroBus Services, the notice to be treated as Confidential Information.
- 3.3. Operators of MetroBus Services will not propose any changes to a newly-registered MetroBus Service for at least 13 weeks.

4. Authorities' obligations

- 4.1. The Authorities will only invite tenders for MetroBus Service contracts if no commercial provider has given undertaking to the Traffic Commissioner to operate services in accordance with this Scheme. Any contracts the Authorities may award under these circumstances will commence on one of the Fixed Change Dates.

- 4.2. The Authorities will treat advance information from operators of MetroBus Services in confidence and shall not disclose without the permission of the operator.

5. Exceptions

- 5.1. Operators of MetroBus Services and the Authorities will endeavour to observe the Fixed Change Date but it is recognised that such action may not be possible if exceptional circumstances arise, such as:
- a) where the Registration Criteria set out in Schedule 8 have not been applied by the Traffic Commissioner and therefore an operator of a MetroBus Services needs to make a commercial response to a competitive initiative by another operator;
 - b) where an operators of MetroBus Service needs to modify a MetroBus Service to take account of changing road traffic conditions of either a temporary nature (e.g. for the duration of road works);
 - c) where an operator of a MetroBus Service or the Authorities needs to address a problem that has arisen which is having an adverse impact on particular customers;
 - d) where an operator of a MetroBus Service needs to modify a service to take account of the unexpected opening or closure of a major educational, retail, employment or health facility in the vicinity of the route.
- 5.2. There is expectation that any proposed change to any MetroBus Service and the circumstances requiring such proposed change, including those set out in 5.1 above, and whether or not proposed for the Fixed Change Date, will have been discussed between the operator of a MetroBus Service and the Authorities through the MetroBus Performance Review Group before any action is taken.

ANNEX 2

MetroBus Branding Guidelines

1. Introduction

- 1.1. The MetroBus Branding Guidelines shall be developed in consultation with prospective operators of MetroBus Services to cover the scope set out below.

2. General Principles

- 2.1. The overriding principle for all MetroBus associated material including stops and shelters, staff uniforms and marketing material is that they belong to the same 'family' that is easily and quickly identifiable as MetroBus. They must be easily identifiable and noticeably different from anything already in use in the area.

3. Scope

- 3.1. The scope of the Branding Guidelines will cover areas such as:

- Brand values and personality
- Core messages
- Brand representation
- Basic elements - logotype
- Colour palette - including greyscale and monochrome
- Minimum size and clear areas
- Language, tone of voice and imagery
- Typography to be used
- Photographic style
- Use of MetroBus brand in association with partner brands
- Extent to which branding requirements will apply to Complementary Services

4. The Authorities

- 4.1. The obligations and requirements that the Branding Guidelines are expected to place on the Authorities include, but are not limited to, the following:

- Clear guidelines for the use of the brand colours and personality.
- High quality street furniture that is easily identifiable and noticeably different (distinctive and different) that is easily and quickly identifiable as MetroBus. On stops and shelters this will be achieved by the use of the single colour and brushed stainless steel.
- Supporting marketing collateral that uses the name MetroBus as the prime identifier of the services.

5. Participating Operators

- 5.1. The obligations and requirements that the Branding Guidelines are expected to place on Participating Operators include, but are not limited to, the following:

- Vehicles with an agreed livery that is easily identifiable and noticeably different (distinctive and different) clearly belonging to the same 'family' that is easily and quickly identifiable as MetroBus

- Staff uniforms reflecting the MetroBus branding
- Use of the MetroBus colour palette on all MetroBus associated items.
- Supporting marketing collateral that uses the name MetroBus as the prime identifier of the services.