

Appendix A

TRANSPORT ACT 2000 (AS AMENDED)

THE PENNINE REACH QUALITY PARTNERSHIP SCHEME [2016]

Made

2016

Arrangement of the Scheme	
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This Quality Partnership Scheme in respect of the areas shown on the plans set out in Schedule 1 (“**the Scheme**”) is made by Blackburn with Darwen Borough Council (“**the Lead Authority**”) and Lancashire County 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 S.I. 2009/445 (as amended) (“**the Regulations**”).

1. DEFINITIONS AND INTERPRETATION

1.1 In the interpretation of this Scheme unless the context otherwise requires the following words and expressions shall have the following meanings:

Commencement Date		has the meaning as set out in Clause 2.1;
Complementary Service	Local	means a Local Service which to the extent necessary satisfies the requirements specified in Clause 4 of this Scheme and which is neither a Core Local Service nor an Excluded Service;
Core Local Service		means a Local Service which to the extent necessary satisfies the requirements specified in Clause 4 of this Scheme and which is neither a Complementary Local Service nor an Excluded Service;
Equality Legislation		means The Equality Act 2010 and the Disability Equality Duty under the Disability Discrimination Act 2005 (as amended);
Excluded Service		means any local bus service or class of local bus services set out in Schedule 4;
Facilities		means, subject to regulations made under s.119 of the 2000 Act from time to time: <ul style="list-style-type: none"> (a) all infrastructure, equipment and services provided along public transport routes in the Scheme Area; and (b) all facilities which are ancillary to (a) above and which are provided by the Authorities, and which in either case is set out or referred to in Schedule 3;
LTP		means Blackburn with Darwen Borough Council's Local Transport Plan 3 2011 - 2021 and Lancashire County Council's Local Transport Plan 2011 – 2021, the supporting documents thereto and any successor documents;
Local Service		means any registered local bus service which is so defined by s.2 of the Transport Act 1985;
Low Floor Bus		a vehicle providing a step-free route from the entrance to at least the designated Priority seats;
Participating Operator		means a bus operator who has given a written undertaking in the form attached at Schedule 5 to the satisfaction of the Traffic Commissioner that, when using the Facilities on any date in relation to Core Local Services and/or Complementary Local Services, it will provide the Standard of Services required by this Scheme;

Plan 1	the plan annexed at Part 1 of Schedule 1;
Plan 2	the plan annexed at Part 2 of Schedule 1;
PSVAR	means the Public Service Vehicle Accessibility Regulations 2000;
Qualifying Agreement	has the meaning set out in paragraph 17(4) of Schedule 10 to the 2000 Act as amended;
Relevant Authority	In relation to a Core Local Service reference shall be deemed to be to Blackburn with Darwen Council and where the reference is to a Complementary Local Service the reference shall be deemed to be to Lancashire County Council
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 Schedule 2;
Timetable Change Dates	means the dates on which changes to local bus services are made, as specified in Paragraph 4 of Schedule 6 ('Timetable Change Dates');
Traffic Commissioner	has the meaning set out in s.82(1) of the Public Passenger Vehicles Act 1981 as amended;
TRO	means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places; and
Voluntary Multilateral Partnership Agreement	means the agreement between the Authorities and the operators listed at Schedule [6] of the agreement.

2. DATE AND PERIOD OF OPERATION

- 2.1 The Scheme is made in accordance with s.116 and s.118(1) of the 2000 Act on [DATE] 2016 and shall come into effect on 22 May 2016¹ (the "**Commencement Date**").
- 2.2 The Scheme will operate for a period of five (5) years from the Commencement Date subject to variation or revocation in accordance with s.120 of the 2000 Act.

3. SCHEME PURPOSE AND OBJECTIVES

- 3.1 The purpose of the Scheme is to improve the quality of bus services operating in the Scheme Area.
- 3.2 The Authorities will provide the Facilities and the Participating Operators will undertake to the Traffic Commissioner North West to provide Core Local Services and/or Complementary Local Services that comply with 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 their respective LTP's and will meet the requirements of s.114(1) of the 2000 Act.
- 3.4 The Authorities are satisfied that both the provision of the Facilities and the provision of Core Local Services and Complementary Local Services to the required Standard of Services will:
- 3.4.1 improve the quality of Local Services provided in the Scheme Area by bringing benefits to persons using those services; and
- 3.4.2 reduce or limit traffic congestion, noise and air pollution,
- and thus will meet the requirements of s.114(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 Participating Operators have entered into a Voluntary Multilateral Partnership Agreement which includes a framework for making enhancements such as (but not exclusive to) issues such as the co-ordination of timetables in order to achieve the service frequencies and headways required by the Scheme and ticket interavailability.

4. **SCHEME AREA AND SCOPE**

- 4.1 The Scheme shall:
- 4.1.1 in respect of Core Local Services, cover Local Services which operate in the area of the route corridor as delineated in bold within the blue lines on Plan 1 and Plan 2 and described in more detail below:
- (a) Junction of the A666 Bolton Road / Sandy Lane, Darwen to the junction of A666 Bolton Road / Russell Street, Blackburn;
 - (b) Junction of A674 Salford / A677 Eanam, Blackburn to the junction of the A677 Furthergate / A678 Burnley Road, Blackburn;
 - (c) Junction of the A677 Furthergate / A678 Burnley Road to Whitebirk Roundabout (borough boundary with Hyndburn);
 - (d) Junction of the A677 Furthergate / A678 Burnley Road to A679 Intack (borough boundary with Hyndburn);
 - (e) A679 (Borough boundary with Hyndburn) to Church Junction with B6231. Junction of A679 and Wndsor Road to Junction of Windsor Road and B6234. Junction of A679 and Thwaites Road to Junction of Thwaites Road and B6234;
 - (f) Junction of Windsor Road and B6234 and Junction between B6234 and B6231. Junction of B6231 and B6234 to Junction of A679;
 - (g) A679 Junction with B6234 to Junction with Blackburn Road. Blackburn Road to Junction with King Street;
 - (h) Junction of York Street/A679 via Whalley Road to Junction with Harwood New Road;
 - (i) Harwood New Road Junction with A680 to Great Harwood Towngate via Harwood Lane, Park Road and Queen Street;
 - (j) Great Harwood Towngate to Junction of A678 via B6535; and

(k) A678 Junction of B6535 to Hyndburn Borough Boundary.

4.1.2 in respect of Complementary Local Services, cover Local Services which operate in the area as delineated in bold within the red lines on Plan 2, around Accrington Town Centre.

4.2 The Scheme shall apply to operators of Core Local Services and Complementary Local Services operating within the Scheme Area who wish to use the Facilities.

4.3 In respect of Core Local Services or Complementary Local Services using the Facilities which form part of bus routes extending beyond the Scheme Area, Participating Operators are required (subject to any phasing expressly provided for in the Scheme) to meet the Standard of Services on that part of those bus routes within the Scheme Area only.

4.4 Core Local Services shall be operated at the combined minimum frequencies and with timetable headways between services specified in Schedule 9. The Voluntary Multilateral Partnering Agreement provides arrangements for timetable co-ordination to give effect to the requirements of the Scheme.

5. FACILITIES

5.1 The Authorities will (subject to clause 5.4 and to any subsequent variations made to the Scheme) make the Facilities available to Participating Operators from the dates in Schedule 3 until the Scheme ceases to have effect.

5.2 As part of the obligation in Clause 5.1, the Authorities shall use reasonable endeavours to secure that any Traffic Regulation Order and/or any contractual or other arrangement necessary to deliver the Facilities (to the extent that enforcement of such Traffic Regulation Order or other arrangement is the responsibility of the Authorities) be made and maintained whilst the Scheme has effect.

5.3 To the extent that the enforcement of any Traffic Regulation Order is the responsibility of the Authorities, the Authorities confirm that they will use reasonable endeavours to secure arrangements for the effective enforcement of the Traffic Regulation Orders required to deliver the Facilities and for the enforcement of other Traffic Regulation Orders in the Scheme Area while the Scheme has effect. This includes where applicable any contracts or service level agreements with relevant third parties.

5.4 Clauses 5.1, 5.2 and 5.3 do not apply to such extent as necessarily arises (but not otherwise) in relation to any period during which the Authorities are temporarily unable to fulfil any of their respective obligations due to circumstances beyond their control. Notwithstanding this, the Authorities will use all reasonable endeavours to minimise the impact of any disruption to Core Local Services or Complementary Local Services.

5.5 In respect of Clause 5.4, "circumstances beyond their control" include emergency road works, severe weather, flood, industrial action and emergency incidents.

5.6 Standards for the implementation, modification and maintenance of the Facilities are set out in Schedule 3.

6. CONDITIONS OF USE

6.1 A bus operator may not use any of the Facilities in connection with the provision of a Core Local Service or a Complementary Local Service unless:

6.1.1 it is a Participating Operator; and

6.1.2 the local bus service is a Local Service which is provided to the Standard of Services when using the Facilities except to such extent as necessarily arises (but not otherwise) for any temporary period during which the Participating Operator is temporarily unable to do so owing to circumstances beyond its control (provided that the Lead Authority is notified in writing of the reason and anticipated duration

of this non-compliance as soon as is reasonably practicable after the non-compliance becomes apparent).

- 6.2 In respect of Clause 6.1.2 “circumstances beyond its control” include emergency road works, severe weather, flood, industrial action and emergency incidents.
- 6.3 Any bus operator who uses the Facilities in connection with the provision of a local bus service but fails to comply with Clause 6.1 may be subject to action by the Traffic Commissioner in accordance with s.17 (suspension etc. of licences) The Public Passenger Vehicles Act 1981, s.26 (Conditions attached to PSV operator's licence) Transport Act 1985 and s.155 (Penalties) Transport Act 2000.

7. **MONITORING AND REVIEW**

- 7.1 The Authorities and Participating Operators will hold meetings at least twice a year (although the parties may hold additional meetings if deemed necessary as and when required) to monitor the operation of the Scheme and arrangements under the Voluntary Multilateral Partnership Agreement.
- 7.2 Performance targets are set out in Schedule 7. Reference however to the targets in the standards set from time to time by the Traffic Commissioner shall automatically be varied as the Traffic Commissioner may determine. The Authorities and Participating Operators will work together to collect data and monitor progress towards the targets. The responsibilities of the parties will be set out in the Voluntary Multilateral Partnership Agreement.
- 7.3 In the event that the Authorities are unable to obtain bus journey time and reliability information from the RTI system to be implemented as part of the Scheme, Participating Operators will use all reasonable endeavours to provide such information fourteen days prior to any review meeting but no later than seven days prior to the relevant review meeting.
- 7.4 The Authorities retain the right to monitor compliance with the Standard of Services in respect of any Core Local Service or Complementary Local Service that uses the Facilities and Participating Operators will allow the Authorities reasonable access to any Core Local Service or Complementary Local Service upon prior request and provide them with any reasonable assistance it may require for this purpose including the provision of relevant information.
- 7.5 If it becomes necessary during the lifetime of the Scheme to postpone or withdraw the provision of any of the Facilities by a variation to the Scheme then to the extent that the basis on which a Participating Operator was meeting the Standard of Services was adversely affected, the Lead Authority will open discussions with all Participating Operators and any other parties that the Lead Authority considers it should consult with a view to revising the Standard of Services to a proportionate degree.
- 7.6 In the event of a structural fall in demand on Core Local Services or Complementary Local 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.
- 7.7 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.
- 7.8 From time to time, the Scheme document may be revised as deemed appropriate by the Authorities. Changes to this Scheme document can be proposed by the Authorities and Participating Operators and all parties will be consulted on proposed amendments to this Scheme document. Following consultation on any changes, the alterations will be published in a revised document to have affect following such period of time as the Authorities (following consultation with participating operators) deems in their absolute discretion appropriate. At most the document will be revised once a year, or if otherwise agreed by all parties through the review meetings.

8. ENFORCEMENT AND APPEALS PROCESS

- 8.1 In the event that any party considers that any other party under this Scheme is not meeting its obligations thereunder, the matter shall in the first instance be referred to the Authorities for consideration.
- 8.2 Where any concern raised in accordance with Clause 8.1 above relates to an Authority, then that Authority shall have a duty to consider with due diligence and care the concern raised and any appropriate action which might be taken to address such concern.
- 8.3 Where any concern raised in accordance with Clause 8.1 relates to a Participating Operator, then:
- 8.3.1 if necessary, the Authorities shall hold a one-to-one meeting with the Participating Operator whose actions have caused concern to discuss the issue and to see if any steps can be taken to resolve the matter.
 - 8.3.2 if the matter cannot be resolved through the one-to-one meeting, then the matter shall be discussed at the next Scheme meeting between all parties.
- 8.4 If the matter cannot be resolved through the process as set out above, the matter may be referred to the Traffic Commissioner for the North West, with the right of either party to appeal against such a decision to the Transport Tribunal as with any Traffic Commissioner decision.

9. NO JOINT AND SEVERAL LIABILITY

- 9.1 Notwithstanding that this Scheme is made jointly by the Authorities each Authority enters into this Scheme independently of the other Authority and shall be solely responsible for its obligations and liabilities hereunder. Nothing in this Scheme shall have the effect of making the Authorities jointly and severally in respect of their separate obligations and liabilities that may arise hereunder.

10. CONTACT ADDRESSES

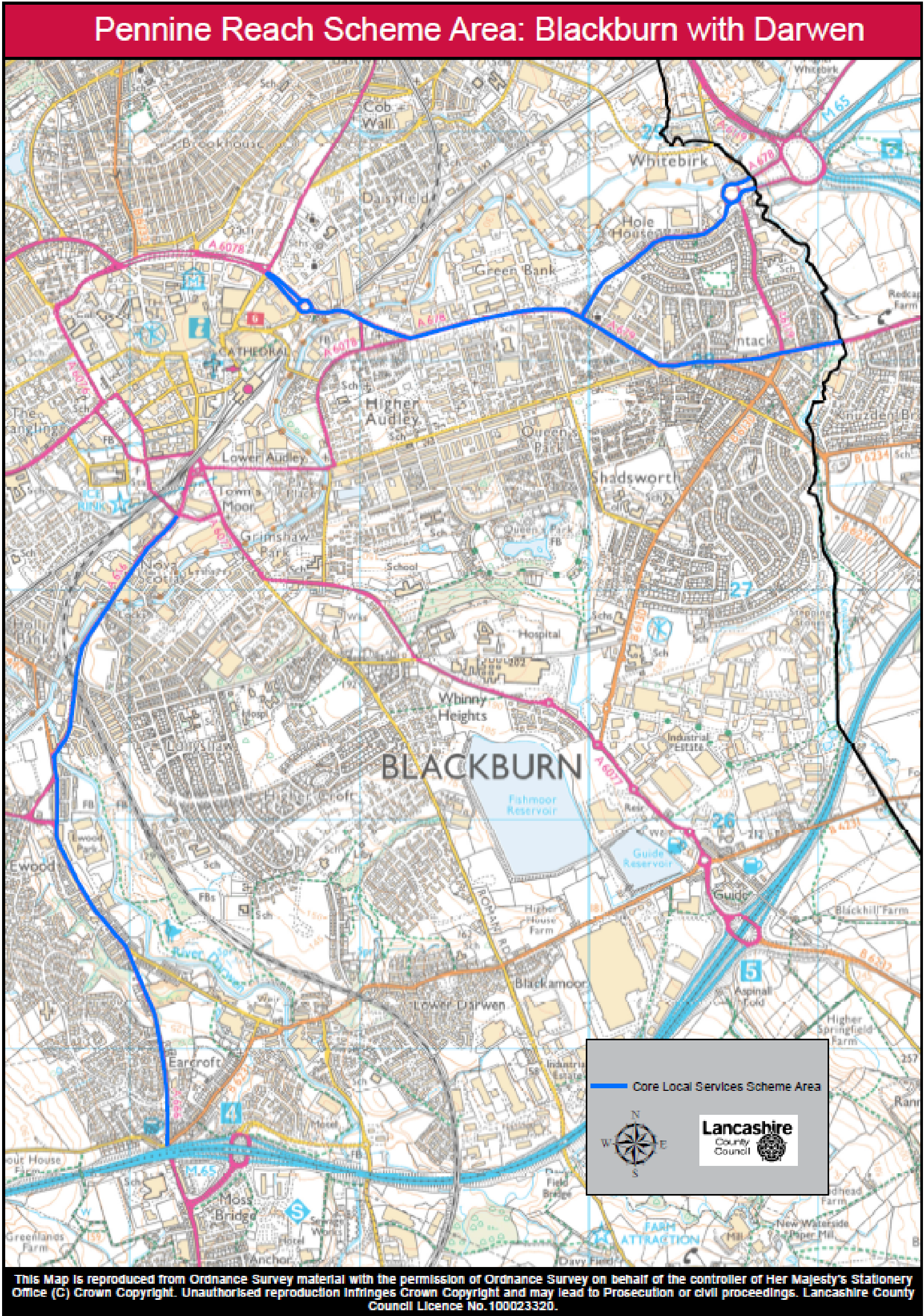
- 10.1 Any notification required to be sent to the Authorities may be addressed to:
In respect of Lancashire County Council:

Email: penninereach@lancashire.gov.uk
Telephone: 01772 533565

In respect of Blackburn with Darwen Borough Council:
[Details to be confirmed]





SCHEDULE 1

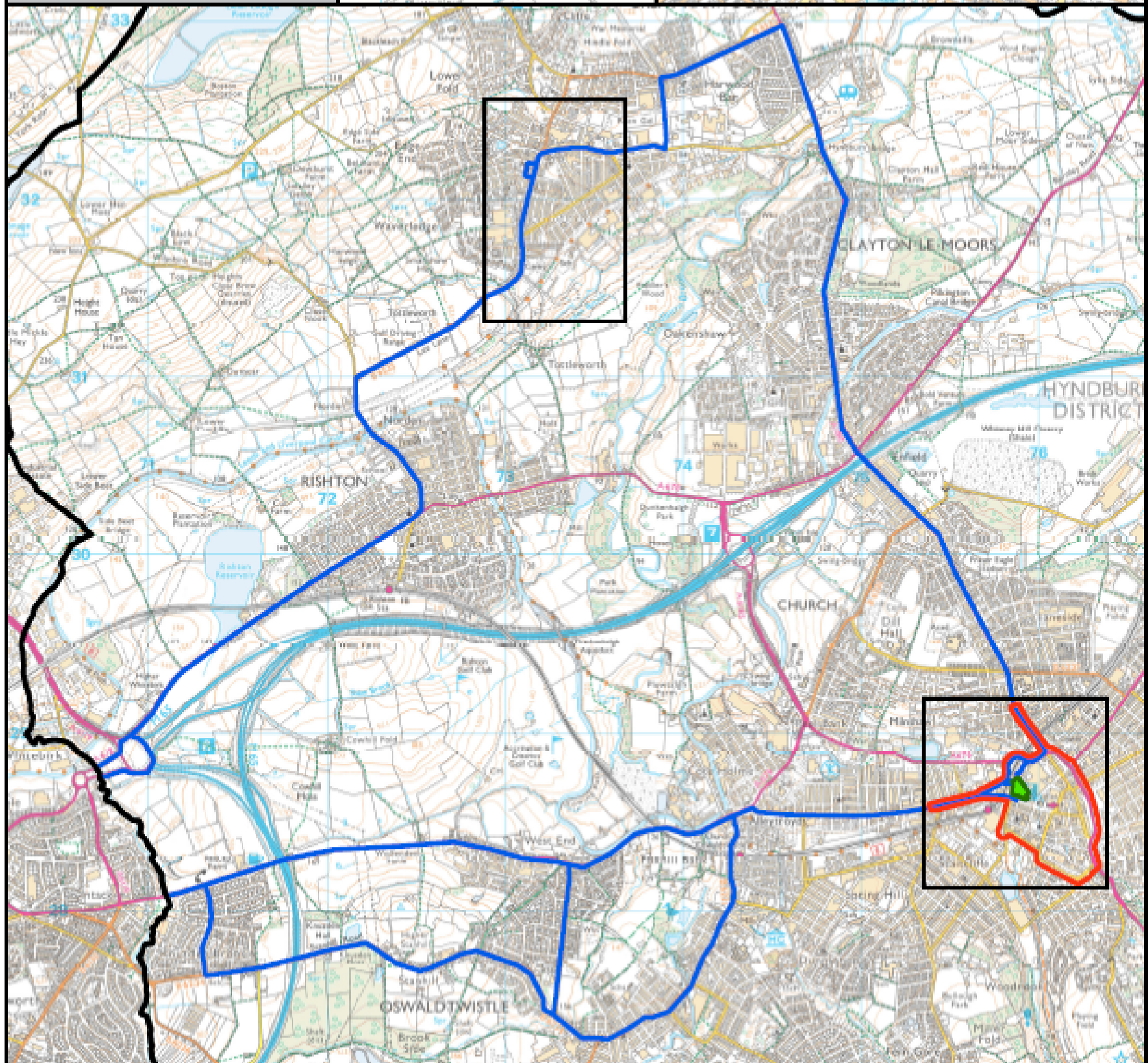
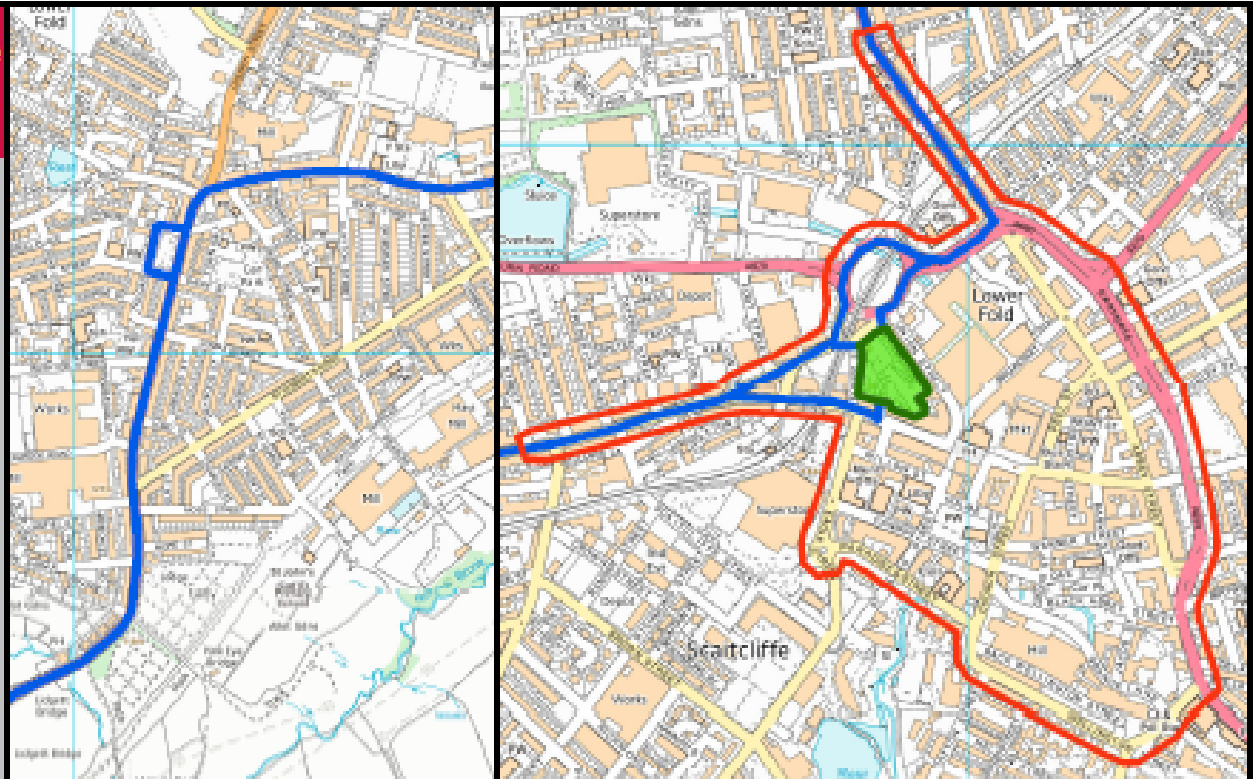
PART 1: PLAN OF SCHEME AREA: BLACKBURN WITH DARWEN



PART 2: PLAN OF SCHEME AREA: LANCASHIRE COUNTY COUNCIL

Pennine Reach Scheme Area: Lancashire

-  Core Local Services Scheme Area
-  Complementary Local Services Scheme Area
-  Lancashire Boundary
-  Accrington George Slynn Bus Station



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**SCHEDULE 2
Standard of Service**

1. APPLICABILITY OF THE STANDARDS AND INTERPRETATION OF THIS SCHEDULE

1.1 In relation to each of the Standards of Services listed in this Schedule 2, the Standard of Service shall be deemed applicable to the Core Local Services and/or the Complementary Local Services as indicated in the table below:

Standard	Core Local Services	Complementary Local Services
Frequency of Timings	✓	X
Real Time Information	✓	X
Punctuality and Reliability	✓	✓
Data Sharing	✓	✓
Accessibility	✓	✓
Emissions	✓	X
Capacity	✓	X
Communication and Service Control	✓	X
Passenger Security	✓	X
Passenger Information	✓	✓
Heating and Ventilation	✓	✓
Route and Destination Displays	✓	✓
Lighting and Ancillary Equipment	✓	✓
Presentation	✓	✓
Driver Training, Conduct and Appearance	✓	✓
Customer Behaviour Code	✓	✓
Customer Care Policy	✓	✓
Customer Satisfaction	✓	X
Ticketing Equipment	✓	✓
Ticketing Schemes	✓	✓

1.2 In this Schedule 2, any references to 'Services' shall be deemed to mean 'Core Local Services' and/or 'Complementary Local Services' as designated applicable according to the table in Paragraph 1.1 above.

2. FREQUENCIES OF TIMINGS

2.1 In respect of Services operating in the Scheme Area, each Participating Operator (or a combination of Participating Operators on a basis to be agreed under the terms and conditions of the Voluntary Multilateral Partnering Agreement) must provide a minimum level of service to all recognised bus stops (except as specified below) in the Scheme Area and at the times of day shown in Table 1. On Christmas Day and Boxing Day, there shall be no requirement to provide a service.

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

Mondays to Saturdays (not Bank Holidays)		Sundays until 22:00 and Bank Holidays
07:30 to 18:00	pre 07:30 and post 18:00 until 23:00	
6	2	2

- 2.2 Individual departures must be timed to give a regular interval.
- 2.3 In entering into and implementing a Voluntary Multilateral Partnership Agreement the Participating Operators have to the extent relevant in connection with their duty to comply with the Scheme agreed timetables that as consolidated establish so far as reasonably practicable local services that satisfy the service frequency and headway requirements of this Scheme.

3. **GENERAL**

Real Time Information (RTI)

- 3.1 All Core Local Services and Complementary Local Services when operating in the Scheme Area must be covered by RTI. Having submitted its undertaking to the Traffic Commissioner in accordance with the requirements of the Scheme each Participating Operator should be deemed to have warranted that its on vehicle systems are compliant with the requirements for the provision of data to support the operation of RTI as facilitated by the Authorities.
- 3.2 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 within 48 hours. Further, the same operators warrant that in the event of a bus being transferred away from the area, any RTI equipment belonging to the Authorities will be returned to the Authorities in good condition, fair wear and tear excepted, as soon as possible thereafter.
- 3.3 Participating Operators' shall have ticket machines which are capable of powering a Real Time Information system and Traffic Light Priority.
- 3.4 No operator of a Local Service shall be entitled to use the traffic light priority equipment installed on its services for the purpose of obtaining the benefit of the Scheme's priority system unless it is a Participating Operator operating a Local Service which is subject to the Scheme.

Punctuality and reliability

- 3.5 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 s.118(4) of the Transport Act 2000.
- 3.6 Participating Operators undertake to use all reasonable endeavours both to transfer passengers from a broken-down bus onto alternative services within 30 minutes of that breakdown and also to give priority to the removal of a broken-down bus within 60 minutes of that breakdown should it be blocking or impeding traffic flow. Participating Operators must keep passengers on broken-down buses informed of the likely duration of the delay.
- 3.7 Any bus provided to replace a broken-down bus will not have to meet all the accessibility requirements in paragraphs 3.10 and 3.11 below but Participating Operators must use all reasonable endeavours to ensure that, as a minimum, it has step-free access to the priority seating area for disabled passengers. In the last resort, Participating Operators may use a vehicle without step-free access as a substitute for a period not exceeding 3 hours and, during that time, must cover reasonable taxi costs for any wheelchair user intending to travel on the

bus who is unable to access it.

Data Sharing

- 3.8 The Participating Operators and Authorities agree to provide information as specified in Part 1 of Schedule 7 in order to facilitate the compilation of the Monitoring Information. Where the information is not accessible by the Authorities immediately (through for example the RTI system) the data shall be delivered to the Authorities at such times and to cover such periods of operation as the Authorities may reasonably specify. No data relating to an individual operator will be shared in a disaggregated basis with any other operator.

Network Stability

- 3.9 Participating Operators undertake to make changes to routes and timetables of Services within the limitations of Schedule 2 paragraph 1 in accordance with the Code of Conduct on Bus Service Stability as attached in Schedule 6. Notwithstanding this, it is recognised that circumstances may arise under which it may be necessary for Participating Operators to seek approval from the Traffic Commissioner to make variations at short notice and in such cases the Authorities and Participating Operators will work together to ensure as much advance notice as possible is given to passengers if such approval be given by the Traffic Commissioner.

Accessibility

- 3.10 From the Commencement Date, all Core Local Services shall use fully accessible Low Floor Buses with wheelchair ramps (fixed or portable to be used when necessary/requested), meeting the functional requirements of PSVAR. All Complementary Local Services must use Low Floor Buses (unless otherwise specified by tendered service requirements or similar).
- 3.11 Notwithstanding the above, all Services must comply with full Equality Legislation and PSVAR accessibility as a minimum, unless mandated or exempted earlier by legislation.

Emissions

- 3.12 Monitoring of air quality in the Scheme Area shows that buses are a significant contributor to overall nitrogen dioxide emissions. The European Union have imposed a duty on Member States under the EU Ambient Air Quality Directive to comply with limit values for various pollutants including nitrogen dioxide (N02). The deadline for compliance was 2010 although the Directive allows Member States to apply for a derogation in respect of the achievement of the N02 limit value until 2015 subject to the submission of a satisfactory air quality plan setting out how the limit value will be met. The introduction of cleaner engine vehicles will provide a positive contribution towards efforts to improve air quality in the Scheme Area and also along the corridors along which the services operate and will provide an evidence base for the UK Government to demonstrate longer term, sustained compliance.
- 3.13 The following vehicle standards will therefore apply:

Date	Single deck	Double deck
With immediate effect	Euro 4	Euro 3
Sunday 28 th May 2017	Euro 4	Euro 4

Accessibility standards	Vehicles low floor and DiPTAC compliant from the Commencement Date	Vehicles low floor and DiPTAC compliant from the Commencement Date
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- 3.14 Drivers must switch off engines if stationary for more than two minutes at bus stops in the Scheme Area.

Capacity

- 3.15 Notwithstanding the minimum service level requirements, 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 frequent 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

- 3.16 All drivers of buses using the Facilities will be equipped with a means of communication with the operator's control centre at all times whilst in service in the Scheme Area.

Passenger Security

- 3.17 All buses using the Facilities will have on-board Closed Circuit Television (CCTV) monitoring systems fitted, to give clear views of passenger saloons, entrances and exits and the driver's front and rear view of the highway. Any such system fitted to buses using the Facilities 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.

Passenger Information

- 3.18 Buses using the Facilities will display internally up-to-date, accurate route, timetable and promotional information appropriate to the route(s) being operated. The scope and content of such information will be agreed with the Relevant Authority. Any out-of-date information must be removed as soon as it ceases to be current. Notices including contact numbers for lost property, customer comment and Passenger Focus must also be displayed.
- 3.19 Participating Operators undertake to display notices on each saloon of all vehicles using the Facilities announcing forthcoming service and fare changes relevant to the Scheme Area, and any other applicable public notices relating to upcoming changes, at least 7 days in advance of the date on which changes will take effect.
- 3.20 Participating Operators undertake to inform the Relevant Authority in advance wherever possible of any known disruptions, substantial delays or cancellations to bus services in the Scheme Area.

Heating and Ventilation

- 3.21 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.

Route and Destination Displays

- 3.22 In line with the requirements of The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002 (SI 2002, 1724), all Services must display an accurate route number and/or route name and ultimate destination indicators at all times.
- 3.23 All displays must comply with the legal standards set out in Schedule 2, Section 8 of the PSV Accessibility Regulations 2000, unless using temporary destination equipment, as set out in paragraph 3.24 below. By 31st March 2016, all vehicles are to be fitted with electronic number and destination displays.
- 3.24 All temporary destination and number displays must comply with Sections 8(3)(a) and (b) of Schedule 2 of the PSV Accessibility Regulations 2000 and only be used as substitute for normal destination equipment in the event of an emergency.

Lighting and Ancillary Equipment

- 3.25 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

- 3.26 All vehicles using the Facilities must be kept in a clean and tidy condition externally without damage to panels, windscreen, windows or doors. The exteriors should be complete in finished livery and free of damage, grime and graffiti. Further requirements for dealing with damage to windows are shown at paragraph 3.27 in this Schedule. Timescales for rectification are shown at paragraph 3.33 in this Schedule.
- 3.27 Any windows with etching on more than 50% of the window should be replaced. Badly scratched or blown double glazed windows which impair visibility should be replaced at the earliest practical opportunity. All windows, windscreens and other glass or polycarbonate panels must be in a clean condition at the start of service each day. Timescales for rectification are shown at paragraph 3.33 in this Schedule.
- 3.28 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. Timescales for rectification are shown at paragraph 3.33 in this Schedule.
- 3.29 Participating Operators shall use all reasonable endeavours to ensure that any free newspapers made available to passengers on the buses are cleared from seats and floors at regular intervals during the day.
- 3.30 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.

- 3.31 All seat cushions, backs, bases and materials must be maintained in a clean and tidy condition such that passenger clothing does not become soiled.
- 3.32 Participating Operators undertake to inform the Lead Authority of any problems that may affect their ability to maintain vehicles in a clean and tidy condition.
- 3.33 The timescales for rectification of reported vehicle defects are:
- 3.33.1 Immediately as practical or, if parts need to be ordered, as soon as they become available:
- (a) CCTV, radio or telephone communication equipment, all internal equipment including lighting, bus stopping signs, destination displays, bells and electronic ticket machines.
- 3.33.2 Within 24 hours or 5 working days if parts need to be ordered:
- (a) Climate control or heating and ventilation systems, leaks from roofs or windows entering the saloon, recurrent minor defects from chassis, engine, gearbox including suspension knocks, snatching brakes or retarders and screeching belts.
- 3.33.3 Within 5 working days:
- (a) Minor body defects including all repairs to glazing specified in paragraph 3.27 of this Schedule.

Driver Training, Conduct and Appearance

- 3.34 Participating Operators undertake to fully brief drivers on the terms and objectives of the Scheme before they operate Services using the Facilities and hold a training log that is available for inspection by the Lead Authority.
- 3.35 Participating Operators undertake to ensure that drivers drive in a safe and professional manner, are polite and are trained in disability awareness. All drivers driving on Core Local Services in the Scheme Area will have attained the Driver Certificate of Professional Competence by 12 months from the Commencement Date and trained to Level 2 NVQ in customer care (and this training must include the NVQ module entitled 'Recognise Diversity when Delivering Customer Service'). Operators will ensure that drivers receive training updates at least every 3 years and will hold a training log that will be available for inspection by the Lead Authority. Each Participating Operator shall make available for inspection evidence as reasonably required that it is applying the requirements of this clause 3.35.
- 3.36 Drivers of buses using the Facilities must dock buses correctly at stopping places, parallel and adjacent to raised kerbs wherever practical.
- 3.37 Drivers of buses using the Facilities must provide assistance when requested for boarding or alighting by those passengers who are elderly or have disabilities and, if requested to do so, must remain stationary until boarding passengers are seated. Drivers must be aware of elderly or disabled passengers who can remain seated following a bus stop request until the bus has come to a stop. Drivers must assist passengers in wheelchairs by lifting the ramp and if requested offer assistance in accordance with PSV (Conduct of Drivers, Inspectors,

Conductors and Passengers) (Amendment) Regulations 2002. Drivers must have regard to their safety and security, and the safety and security of passengers, in following these behaviours.

- 3.38 Drivers must not smoke at any time while on board a bus or at any time while on duty in uniform except during designated breaks. Drivers must leave the vehicle if they wish to smoke. Drivers must not use mobile phone handsets or consume food or drink while the vehicle is in motion.
- 3.39 Operators of buses using the Facilities will provide their drivers with a uniform and will take all reasonable steps to ensure that this is worn on duty.

Customer Behaviour Code

- 3.40 Participating Operators shall use all reasonable endeavours to stop any passengers from smoking on board vehicles and to prevent any passengers who are smoking from boarding.
- 3.41 Participating Operators will operate a policy that addresses behaviour that could cause an annoyance to other passengers. This includes the prohibition of passengers from consuming alcohol or hot food on board buses, and a request for passengers using personal electronic equipment and mobile telephones to exercise consideration for others.

Customer Care Policy

- 3.42 Participating Operators will operate a Customer Charter Scheme covering Services in the Scheme Area to offer compensation equivalent to the cost of the journey on demand to passengers who experience delays above the thresholds set out in paragraph 3.43 provided that those delays can be reasonably attributed to action or inaction on the part of that operator. The Customer Charter Scheme will be established on the Commencement Date and it may be administered jointly by the authorities making the quality partnership schemes and Participating Operators or it may comprise individual operators' own schemes.
- 3.43 To qualify for compensation, passengers must have been either:
 - 3.43.1 On a bus on a high frequency service (i.e. where the service interval is ten minutes or less) that has experienced a delay of more than double the scheduled service headway; or
 - 3.43.2 On a bus on any other service that has departed a registered timing point more than 1 minute early or more than 20 minutes late.

Customer Satisfaction

- 3.44 Participating Operators will:
 - 3.44.1 Undertake attitudinal surveys twice a year to establish passengers' aspirations and reactions to the Scheme; and
 - 3.44.2 Monitor customer satisfaction levels amongst all passenger groups at least twice per year and seek to improve them.

The survey results will be made available to the Lead Authority at no charge.

Ticketing equipment

- 3.45 The Participating Operators will work with the Authorities on the installation and ongoing maintenance of the Electronic ITSO compliant smart card ticketing machines on all Services operating in the Scheme Area.

General

- 3.46 Participating Operators must comply with the Standard of Services in this Schedule from the Commencement Date.

SCHEDULE 3

The Facilities

1. Each of the Facilities listed in this Schedule 3 shall be deemed applicable to the Core Local Services and the Complementary Local Services.
2. The Authorities confirm that all the Facilities will be ready for use at the Commencement Date [and that the Facilities will continue to be available for the duration of the Scheme unless the Scheme be varied or revoked under s.120(1) of the 2000 Act.
3. The Authorities confirm that RTI and the infrastructure ancillary to it will be operational on the Commencement Date.
4. The following standards and specifications will apply to upgraded infrastructure wherever reasonably possible and subject *inter alia* to cost and limitations of the site:

Shelters

5.
 - (a) All shelters will include seating provision
 - (b) All shelters with physical RTI displays will be illuminated
 - (c) All Pennine Reach bus stops will be fitted with virtual Real Time access systems to enable passengers to access Real Time information via NFC tag, QR code, text and web addresses
 - (d) The glazing manifestations will be 8mm polycarbonate or 10mm glass for urban shelters and 6mm polycarbonate for rural shelters
6. Detailed information regarding bus shelters, stops and associated footway specifications and standards are available within Appendix 1 to this Schedule 3. Locations for bus stops are also attached within Appendix 1 to this Schedule 3.

Carriageway

7. All signalised junctions on the Pennine Reach route will be upgraded to SCOOT/MOVA standard, and where possible will be linked to the appropriate Authority's Urban Traffic Management and Control (UTMC) systems. The realtime system employed on vehicles will feed scheduled and actual running time information to the UTMC system and can place a call to traffic lights to change to green if vehicles are running late.
8. Bus priority is provided in the following locations specified in Appendix 2 to this Schedule.

Interchange Points

9. From the Commencement Date: Ewood Bus Hub, Great Harwood and Accrington George Slynn Bus Station.

Bus Stops

10. The bus stop improvements that form part of the Facilities are listed in full in Appendix 1 to this Schedule 3.

Traffic Signal Junction Priorities

11. The traffic signal junction priorities that form part of the Facilities are listed in Appendix 3 to

this Schedule 3.

Timing of Delivery

12. The Authorities, [following completion of the Facilities or any modifications thereto,] shall notify Participating Operators as soon as possible thereafter of any event or circumstance of which they are aware which will or might adversely affect the timing of the delivery of the expected benefits.

Maintenance

13. The Authorities shall use all reasonable endeavours to ensure the repair, upkeep, maintenance and management of the Facilities to the standard specifications of maintenance and management set out in paragraph 12 below.
14. To the extent that the enforcement of any Traffic Regulation Order is the responsibility of the Authorities, the Authorities shall use all reasonable endeavours to promote and enforce, both directly and indirectly, the Traffic Regulation Orders made as part of the Scheme as specified above.
15. The Authorities shall use all reasonable endeavours to ensure that all Facilities are kept in a good state of repair and any maintenance will be undertaken in line with the relevant Authorities' standards at the time. The Authorities will also ensure that:
 - (e) the Authorities will notify Participating Operators of all programmed maintenance works prior to undertaking them; and
 - (f) in instances where Participating Operators cannot be provided with access to any part of the Facilities for the duration of any maintenance work or such works take longer than expected to complete, the Authorities shall develop jointly with the Participating Operators work programmes to minimise bus service disruption and shall provide the Participating Operators with estimates of the time delays caused by such works to their services.

Standards

16. The Authorities shall use all reasonable endeavours to ensure that all bus shelters provided as part of the Facilities are cleaned at least every 3 months unless marked with racist, obscene or abusive graffiti in which case the Authorities shall use all reasonable endeavours to ensure that cleaning is carried out within 24 hours of such graffiti being reported.
17. The Authorities shall use all reasonable endeavours to ensure that damage to shelters is repaired within 7 days of notification, subject to parts being available from the manufacturer, including glazing damage. Any dangerous defect shall be made safe within 24 hours if reported during normal working hours.

Appendix 1: Bus Stops

Part 1: Lancashire County Council

Stop Standards:

Gold: Shelter provided, some shelters are Real Time enabled and some stops provide a lay by for buses to pull into.

Silver: Shelter provided.

Bronze: Pole only.

All stops feature raised kerbing compliant to DDA guidance, paved boarding areas and on road bus markings.

List of Stops:

Pennine Reach Scheme Area Bus Stops

Note: Where rows are empty, these stops have either been physically removed as stops or have been removed from the scheme.

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
1	2500IMG2093	Moss Farm	Whitebirk Roundabout	Towards Rishton (Eastbound)	Bronze	Pole	-	-	371027 429140
2	2500IMG2092	Moss Farm	Whitebirk Roundabout	Towards Blackburn (Westbound)	Bronze	Pole	-	-	370996 429085
3	2500IMG2090	Sidebeet Lane	Rishton – Sidebeet Lane	Towards Rishton (Eastbound)	Bronze	Pole	-	-	371209 429365
4	2500IMG2091	Sidebeet Lane	Rishton – Sidebeet Lane	Towards Blackburn (Westbound)	Bronze	Pole	-	-	37219 429357
5	2500IKG2089	Rishton Reservoir	Rishton - Reservoir	Towards Rishton (Eastbound)	Bronze	Pole	-	-	371515 429591
6	2500DCL458	Rishton Reservoir	Rishton - Reservoir	Towards Blackburn (Westbound)	Bronze	Pole	-	-	371488 429558
7	250012984	War Memorial	Rishton – Opposite War Memorial	Towards Great Harwood (Eastbound)	Silver	Reverse Cantilever	-	-	372065 429944
8	2500IMG2088	War Memorial	Rishton – War Memorial	Towards Blackburn (Westbound)	Silver	Cantilever	-	-	372032 429908
9	250012995	Cricket Club	Rishton – Cricket Ground	Towards Great Harwood (Eastbound)	Bronze	Pole	-	-	372276 430079

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
10	250012985	Cricket Club	Rishton – Cricket Ground	Towards Blackburn (Westbound)	Bronze	Pole	-	-	372210 430023
11	250015045	Station Road	Rishton – Station Road	Towards Great Harwood (Eastbound)	Gold	Z Shaped	Yes	-	372424 430173
12	2500156	Station Road	Rishton – Station Road	Towards Blackburn (Westbound)	Gold	Reverse Cantilever	Yes	-	372514 430219
13	<i>School Buses Only – Not in scheme</i>								
14	2500155	Stourton Street	Rishton – Harwood Road/Stourton Road	Towards Great Harwood (Northbound)	Silver	Cantilever	-	-	372424 430173
15	250012992	Stourton Street	Rishton – Harwood Road/Stourton Road	Towards Blackburn (Southbound)	Silver	Reverse Cantilever	-	-	372401 430561
16	250015516	Wilpshire Road	Rishton – Harwood Road/Wilpshire Road	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	372152 430939
17	2500IMG2083	Lee House	Rishton – Lee Lane Golf Range	Towards Great Harwood (Eastbound)	Bronze	Pole	-	-	372505 431177
18	250015408	Lee House	Rishton – Lee Lane Golf Range	Towards Rishton (Westbound)	Bronze	Pole	-	-	372549 431186
19	250011799	Cemetery	Great Harwood - Cemetery	Towards Great Harwood (Eastbound)	Silver	Z Shaped	-	-	373038 431532
20	2500DCL459	Cemetery	Great Harwood - Cemetery	Towards Rishton (Westbound)	Gold	Double Fronted	-	Yes	373059 431537
Sites 21 – 30 were removed from the scheme									
31	250011798	Towngate (Blackburn Road)	Great Harwood - Towngate	Towards Clayton-Le-Moors (Northbound)	Gold	Double Fronted	Yes	-	373038 431532
32	25001280	Holgate Street	Great Harwood - Towngate/Commercial Street	Either direction	Gold	Double Fronted	-	-	373149 432195
Heritage	2500LAA00471	Towngate	Great Harwood – Town Square	Towards Rishton (Southbound)	Gold	Heritage	Yes	-	373193 432208
33	2500IMG2309	Barnmeadow Lane	Great Harwood - Queen Street	Towards Clayton-Le-Moors (Eastbound)	Gold	Z Shaped	-	-	373317 432286

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
34	25001273	Mercer Hall	Great Harwood - Mercer Hall	Towards Rishton (Westbound)	Silver	Double Fronted	-	Yes	373508 432274
35	2500IMG2310	Mercer Hall	Great Harwood - Mercer Hall	Towards Clayton-Le-Moors (Eastbound)	Silver	Reverse Cantilever	-	-	373490 432290
36	25001278	Tesco	Great Harwood - Lomax Square	Towards Rishton (Westbound)	Silver	Double Fronted	Yes	Yes	373762 432280
37	250011803	Tesco	Great Harwood - Lomax Square	Towards Clayton-Le-Moors (Eastbound)	Silver	Cantilever	Yes	-	373792 432299
38	25002306	Windsor Road	Great Harwood - Park Road	Towards Great Harwood (Southbound)	Silver	Cantilever	-	-	373894 432545
39	2500IMG2305	Windsor Road	Great Harwood - Park Road	Towards Clayton-Le-Moors (Northbound)	Bronze	Pole	-	-	373887 432533
40	2500IMG2937	Coronation Street	Great Harwood - Park Hotel	Towards Great Harwood (Westbound)	Silver	Reverse Cantilever	Yes	-	373935 432679
41	2500LAA15833	Coronation Street	Great Harwood - Opposite Park Hotel	Towards Clayton-Le-Moors (Eastbound)	Silver	Reverse Cantilever	-	-	373961 432701
42	25001277	Lyndon House	Great Harwood - Lyndon Avenue	Towards Great Harwood (Westbound)	Silver	Double Fronted	-	Yes	374288 432842
43	250011801	Lyndon House	Great Harwood - Lyndon Avenue	Towards Clayton-Le-Moors (Eastbound)	Silver	Z Shaped	-	-	374230 432826
44	2500IMG2938	Harwood Bar	Harwood Rd New	Towards Great Harwood (Westbound)	Bronze	Pole	-	-	374492 432939
45	2500IMG2051	Harwood Bar	Harwood Bar	Towards Clayton-Le-Moors (Eastbound)	Bronze	Pole	-	-	374507 432958
46	250011805	Lyndon Avenue	Great Harwood - Whalley Road/Lyndon Ave	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	374614 432806
47	2500IMG2052	Lyndon Avenue	Great Harwood - Whalley Road/Lyndon Ave	Towards Clayton-Le-Moors (Southbound)	Bronze	Pole	-	-	374618 432833
48	2500LAA15831	Pendle Road	Great Harwood - Whalley Road/Pendle Road	Towards Great Harwood (Northbound)	Silver	Double Fronted	-	-	374677 432611

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
49	2500LAA15832	Pendle Road	Great Harwood - Whalley Road/Pendle Road	Towards Clayton-Le-Moors (<i>Southbound</i>)	Silver	Reverse Cantilever	-	-	374676 432651
50	2500IMG2054	Hyndburn Bridge Hotel	Clayton-Le-Moors - Hyndburn Bridge	Towards Great Harwood (<i>Northbound</i>)	Bronze	Pole	-	-	374769 432312
51	2500IMG2053	Hyndburn Bridge Hotel	Clayton-Le-Moors - Hyndburn Bridge	Towards Clayton-Le-Moors (<i>Southbound</i>)	Silver	Cantilever	-	-	374777 432350
52	2500IMG2056	Wilson Playing Fields	Clayton-Le-Moors - Opposite Lodge Gates (Lynwood Avenue)	Towards Great Harwood (<i>Northbound</i>)	Bronze	Pole	-	-	374875 431838
53	2500IMG2055	Wilson Playing Fields	Clayton-Le-Moors - Lodge Gates (Lynwood Avenue)	Towards Accrington (<i>Southbound</i>)	Silver	Z Shaped	-	-	374901 431882
54	2500IMG2057	Sparth Road	Clayton-Le-Moors - Sparth Rd	Towards Great Harwood (<i>Northbound</i>)	Gold	Cantilever	Yes	-	374786 431497
55	2500DCL462	Sparth Road	Clayton-Le-Moors - Sparth Road	Towards Accrington (<i>Southbound</i>)	Gold	Double Fronted	Yes	Yes	374809 431542
56	250015044	Devonshire Drive	Clayton-Le-Moors - opposite The Lamb	Towards Great Harwood (<i>Northbound</i>)	Bronze	Pole	-	-	374823 431200
57	2500757	Devonshire Drive	Clayton-Le-Moors - The Lamb	Towards Accrington (<i>Southbound</i>)	Bronze	Pole	-	-	374837 431195
58	250011182	Albion Inn	Clayton-Le-Moors - The Albion	Towards Great Harwood (<i>Northbound</i>)	Bronze	Pole	-	-	374871 430875
59	250011180	Albion Inn	Clayton-Le-Moors - opposite The Albion	Towards Accrington (<i>Southbound</i>)	Silver	Reverse Cantilever	-	-	374888 430829
60	2500IMG2073	Hare and Hounds Stop 1	Clayton-Le-Moors - Hare and Hounds	Towards Great Harwood (<i>Northbound</i>)	Gold	Cantilever	Yes	-	374911 430688
61	2500759	Hare and Hounds Stop 2	Clayton-Le-Moors - Hare and Hounds	Towards Accrington (<i>Southbound</i>)	Gold	Z Shaped	Yes	-	374960 430628
62	2500IMG2075	Sydney Street	Clayton-Le-Moors - Sydney St	Towards Great Harwood (<i>Northbound</i>)	Bronze	Pole	-	-	375113 430433
63	2500IMG2076	Sydney Street	Clayton-Le-Moors - Sydney St	Towards Accrington (<i>Southbound</i>)	Bronze	Pole	-	-	375127 430438

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
64	2500IMG2078	Whinney Hill Road	Altham - Whinney Hill Road	Towards Great Harwood (Northbound)	Bronze	Pole	-	-	375381 430159
65	2500IMG2077	Whinney Hill Road	Altham - Whinney Hill Road	Towards Accrington (Southbound)	Bronze	Pole	-	-	375280 430279
66	250010027	The Crown	Accrington - the Crown	Towards Accrington (Southbound)	Silver	Reverse Cantilever	-	-	375532 429921
67	2500765	The Crown	Accrington opposite the Crown	Towards Clayton-Le-Moors (Northbound)	Bronze	Pole	-	-	375513 429934
68	2500IMG2080	Ribblesdale Avenue	Accrington - Oaklea	Towards Accrington (Southbound)	Silver	Z Shaped	-	-	375684 429618
69	2500IMG2079	Ribblesdale Avenue	Accrington - Oaklea	Towards Clayton-Le-Moors (Northbound)	Bronze	Pole	-	-	375673 429611
70	250010040	Victoria Hospital	Accrington - Victoria Hospital	Towards Accrington (Southbound)	Gold	Reverse Cantilever	-	-	375848 429247
71	2500IMG2081	Victoria Hospital	Accrington - Opposite Victoria Hospital	Towards Clayton-Le-Moors (Northbound)	Gold	Reverse Cantilever	Yes	-	375830 429287
72	2500IMG2058	Castle Hotel	Accrington - Castle Hotel	Towards Accrington (Southbound)	Bronze	Pole	-	-	376017 428935
73	2500IMG2082	Castle Hotel	Accrington - Castle Hotel	Towards Clayton-Le-Moors (Northbound)	Bronze	Pole	-	-	375969 428980
74	-								
75	-								
76	-								
77	-								
78	-								
79	2500IMG2299	Ellison Street	Accrington Ellison St	Towards Accrington (Eastbound)	Gold	Z Shaped	-	-	375613 428645
80	2500IMG2300	Ellison Street	Accrington Ellison St	Towards Church (Westbound)	Gold	Double Fronted	-	-	375634 428637
81	-								

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
82	-								
83	2500IMG2296	Lister Street	Accrington - Opposite Lister Street	Towards Church (Westbound)	Silver	Reverse Cantilever	-	-	375194 428548
84	2500IMG2297	Lister Street	Accrington - Lister St	Towards Accrington (Eastbound)	Silver	Double Fronted	-	Yes	375278 428570
85	2500IMG2099	Princess Street	Accrington Percival St	Towards Accrington (Eastbound)	Bronze	Pole	-	-	374942 428532
86	2500IMG2100	Princess Street	Accrington - Princess Street	Towards Church (Westbound)	Silver	Cantilever	-	-	374910 428541
87	2500IMG2098	Acorn	Accrington - Leyland Street (Health Centre)	Towards Church (Westbound)	Gold	Cantilever	Yes	-	374751 428528
88	2500DCL457	Acorn	Accrington - China Street	Towards Accrington (Eastbound)	Gold	Cantilever	Yes	-	374650 428544
89	2500IMG2097	Kirk House	Church Gateway - Kirk House (Henry Street)	Towards Accrington (Eastbound)	Silver	Double Fronted	-	Yes	374440 428566
90	2500IMG2096	Church Street	Church Gateway – Church Street	Towards Peel Bank (Northbound)	Bronze	Pole	-	-	374424 428627
91	2500IMG2114	Alleytroys	Church Gateway - Market Street	Towards Oswaldtwistle (Southbound)	Silver	Double Fronted	-	Yes	374310 428457
92	2500754	Alleytroys	Church Gateway - Market Street	Towards Church (Northbound)	Silver	Double Fronted	-	-	374295 428476
93	-								
94	-								
95	2500IMG2112	Oswaldtwistle Mills	Oswaldtwistle Mills	Towards Oswaldtwistle (Southbound)	Gold	Double Fronted	-	Yes	374295 428131
96	2500IMG2111	Oswaldtwistle Mills	Oswaldtwistle Mills - Opposite	Towards Church (Northbound)	Gold	Reverse Cantilever	-	-	374278 428097
97	2500138	Civic Theatre	Oswaldtwistle – Opposite Town Hall	Towards Oswaldtwistle (Southbound)	Gold	Double Fronted	Yes	Yes	374143 427765

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
98	250012690	Civic Theatre	Oswaldtwistle Town Hall	Towards Church (Northbound)	Gold	Cantilever	Yes	-	374104 427745
99	-								
100	-								
101	2500130	Library	Oswaldtwistle - Library	Towards Stanhill (Southbound)	Silver	Reverse Cantilever	-	Yes	373885 427409
102	2500DCL456	Library	Oswaldtwistle - Opposite Library	Towards Church (Northbound)	Silver	Cantilever	-	Yes	373860 427418
103	2500IMG2107	Commercial Street	Oswaldtwistle - Commercial Street	Towards Stanhill (Southbound)	Silver	Reverse Cantilever	-	-	373721 427346
104	-								
105	2500IMG1712	Black Dog Inn	Oswaldtwistle – Black Dog Inn	Towards Church (Northbound)	Gold	Reverse Cantilever	Yes	-	373481 427279
106	2500125	Black Dog Inn	Oswaldtwistle – Black Dog Inn	Towards Stanhill (Southbound)	Gold	Cantilever	Yes	-	373552 427291
107	2500IMG1713	Thwaites Road	Oswaldtwistle - Stanhill Lane, Opposite Thwaites road	Towards Stanhill (Westbound)	Bronze	Pole	-	-	373346 427350
108	2500IMG1714	Thwaites Road	Oswaldtwistle - Stanhill Lane, Thwaites Road	Towards Church (Eastbound)	Bronze	Pole	-	-	373314 427388
109	2500IMG2941	Central Avenue	Oswaldtwistle - Thwaites Road, Central Avenue	Towards West End (Northbound)	Silver	Double Fronted	-	-	373307 427685
110	2500DCL454	Central Avenue	Oswaldtwistle - Thwaites Road, Opposite Central Avenue	Towards Oswaldtwistle (Southbound)	Silver	Reverse Cantilever	-	-	373322 427709
111	250012688	Tennyson Avenue	Oswaldtwistle Thwaites Road, Opposite Tennyson Avenue	Towards West End (Northbound)	Silver	Reverse Cantilever	-	-	373344 428018

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
112	2500IMG2940	Tennyson Avenue	Oswaldtwistle - Thwaites Road, Tennyson Ave	Towards Oswaldtwistle (Southbound)	Silver	Z Shaped	-	-	373353 427993
113	2500IMG2939	Browning Avenue	Oswaldtwistle - Thwaites Road, Opposite Browning Avenue	Towards West End (Northbound)	Bronze	Pole	-	-	373358 428150
114	2500IMG2123	Browning Avenue	Oswaldtwistle - Thwaites Road, Browning Avenue	Towards Oswaldtwistle (Southbound)	Bronze	Pole	-	-	373369 428149
115	2500IMG2117	West End Post Office	Oswaldtwistle - Opposite West End Post Office	Towards Knuzden (Westbound)	Silver	Cantilever	-	-	373272 428274
116	2500140	West End Post Office	Oswaldtwistle - West End Post Office	Towards Oswaldtwistle (Eastbound)	Silver	Z Shaped	-	-	373292 428283
117	2500IMG2118	Spread Eagle Street	Oswaldtwistle - Spread Eagle Street	Towards Knuzden (Westbound)	Gold	Double Fronted	Yes	-	372997 428316
118	2500139	Spread Eagle Street	Oswaldtwistle - Opposite Spread Eagle Street	Towards Oswaldtwistle (Eastbound)	Gold	Cantilever	Yes	-	373103 428304
119	2500IMG2120	Percy Street	Oswaldtwistle - Percy Street	Towards Knuzden (Westbound)	Silver	Double Fronted	-	Yes	372860 428351
120	2500IMG2119	Percy Street	Oswaldtwistle - Opposite Percy Street	Towards Oswaldtwistle (Eastbound)	Bronze	Pole	-	-	372905 428352
121	2500IMG2121	Devon Avenue	Oswaldtwistle - Opposite Devon Avenue	Towards Knuzden (Westbound)	Bronze	Pole	-	-	372703 428376
122	2500IMG2122	Devon Avenue	Oswaldtwistle - Devon Avenue	Towards Oswaldtwistle (Eastbound)	Bronze	Pole	-	-	372648 428390
123	2500IMG1532	Old Mother Redcap	Windsor Road - Old Mother Red Cap	Towards West End (Eastbound)	Silver	Reverse Cantilever	-	-	371532 428220

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
124	2500IMG1530	Old Mother Redcap	Windsor Road - Opposite Old Mother Red Cap	Towards Knuzden (Westbound)	Silver	Double Fronted	-	Yes	371517 428205
125	2500IMG1533	Windsor Road	Knuzden - Blackburn Road/Windsor Road	Towards West End (Eastbound)	Silver	Reverse Cantilever	-	-	371372 428169
126	2500110	Windsor Road	Knuzden - Blackburn Road/Windsor Road	Towards Blackburn (Westbound)	Silver	Double Fronted	-	Yes	371231 428109
127	2500IMG1725	Cambridge Drive	Knuzden - Windsor Road Shops	Towards Stanhill (Southbound)	Silver	Cantilever	-	-	371349 427899
128	2500IMG1724	Cambridge Drive	Knuzden – Opposite Windsor Road Shops	Towards West End (Northbound)	Silver	Reverse Cantilever	-	-	371332 427863
129	2500IMG1721	Moss Lane	Knuzden Brook - Stanhill, Opposite Moss lane	Towards Stanhill (Eastbound)	Silver	Double Fronted	-	-	371636 427684
130	2500109	Moss Lane	Knuzden Brook - Stanhill, Moss lane	Towards Knuzden (Westbound)	Silver	Double Fronted	-	-	371500 427652
131	2500LAA07226	Knuzden Hall	Knuzden Hall	Towards Stanhill (Eastbound)	Bronze	Pole	-	-	372072 427799
132	2500LAA15811	Knuzden Hall	Opposite Knuzden Hall	Towards Knuzden (Westbound)	Bronze	Pole	-	-	372070 427788
133	2500IMG1720	Higher Stanhill Farm	Oswaltdwistle - Quarry Bank	Towards Stanhill (Eastbound)	Bronze	Pole	-	-	372293 427790
134	2500IMG1719	Higher Stanhill Farm	Oswaltdwistle - Quarry Bank	Towards Knuzden (Westbound)	Bronze	Pole	-	-	372415 427694
135	2500136	Stanhill Inn	Oswaltdwistle - Stanhill Inn	Towards Oswaltdwistle (Eastbound)	Bronze	Pole	-	-	372680 427723
136	2500IMG1718	Stanhill Inn	Oswaltdwistle - Opposite Stanhill Inn	Towards Knuzden (Westbound)	Silver	Reverse Cantilever	-	-	372630 427688
137	2500DCL453	Aspen Lane	Oswaltdwistle - Aspen Lane	Towards Oswaltdwistle (Eastbound)	Bronze	Pole	-	-	372894 427766
138	2500IMG1717	Aspen Lane	Oswaltdwistle - Opposite Aspen Lane	Towards Knuzden (Westbound)	Bronze	Pole	-	-	372833 427768

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
139	2500IMG1716	Harlech Drive	Oswaldtwistle - Harlech Drive	Towards Oswaldtwistle (<i>Eastbound</i>)	Bronze	Pole	-	-	373175 427603
140	2500IMG1715	Harlech Drive	Oswaldtwistle - Stanhill Lane	Towards Knuzden (<i>Westbound</i>)	Bronze	Pole	-	-	373213 427478
141	2500DCL455	Buttermere Drive	Oswaldtwistle – Buttermere Drive	Towards Knuzden (<i>Westbound</i>)	Silver	Reverse Cantilever	-	-	373533 728275
142	2500IMG2116	Buttermere Drive	Oswaldtwistle - Buttermere Drive	Towards Accrington (<i>Eastbound</i>)	Silver	Reverse Cantilever	-	-	373659 428382
143	2500748	Bridge Street	Church – Bridge Street	Towards Knuzden (<i>Westbound</i>)	Silver	Reverse Cantilever	-	-	374238 428514
144	2500IMG2115	Bridge Street	Church – Bridge Street	Towards Accrington (<i>Eastbound</i>)	Silver	Reverse Cantilever	-	-	374118 428467
145	250011804	Lord Street	Great Harwood – Lord Street	Towards Rishton (<i>Southbound</i>)	Bronze	Pole	-	-	373115 431917
146	250011816	Waverledge Road	Great Harwood – Waverledge Road	Towards Great Harwood (<i>Northbound</i>)	Bronze	Pole	-	-	373089 431831

Accrington Town Centre Area Bus Stops

[To be confirmed.]

Direction of travel is described as either Inbound or Outbound. Inbound is defined as a stop for services travelling towards the bus station, Outbound is defined as a stop for services which have left the bus station.

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
TC1									
TC2									
TC3									

Site ID	Stop number	Stop Name	Location (Town/Area)	Direction of Travel	Standard	Shelter Type	Real Time	Advertising	Approximate Grid Ref
TC4									
TC5									
TC6									

Part 2: Blackburn with Darwen Borough Council

[Blackburn with Darwen information to be confirmed]

Appendix 2: Bus Lanes

Part 1: Lancashire County Council²

[There are two Bus Lanes covered within this scheme. These two bus lanes will, subject to approval following a public consultation period, be introduced in the Clayton-Le-Moors area of the scheme. This information will be updated once the bus lanes have been determined. The bus lanes each only cover one direction of travel. Detailed information of the two bus lanes is detailed below:]

Bus Lane 1 – Whalley Road, near to the Sparth Road Junction, Clayton-Le-Moors

Direction of Travel – North to South

Times of Operation – 24 hours

From a point 38 metres south of the junction of Whalley road with the centreline of Clayton Hall Drive to a point 83 metres north of the junction of Whalley Road with the centreline of Warwick Avenue/Sparth Road resulting in an approximate length of 341 metres.

The bus lane runs for the length stated above and in the direction stated above and must not be used for buses travelling in the opposite direction. A copy of the Traffic Regulation Order produced to confirm this bus lane is available upon request from Lancashire County Council. The title of the proposed TRO is as follows:

LANCASHIRE COUNTY COUNCIL

(MILTON STREET, LANCASTER DRIVE AND WHALLEY ROAD, CLAYTON-LE-MOORS, HYNDBURN BOROUGH)

(BUS LANE, COMPULSORY LEFT TURN AND ONE WAY TRAFFIC) ORDER 201

[Detail to be confirmed]

This bus lane can only be used by those buses with the ability to trigger bus priority systems due to the inclusion of a bus gate, located at the end of the bus lane. This bus gate gives priority for buses using the bus lane to move ahead of other traffic at this point. As a result, any bus such as replacement buses used in accordance with schedule 2, paragraph 3.4 or coach services without the ability to trigger the bus priority mechanism will be unable to use the bus gate.

Bus Gate – Whalley Road, Clayton-Le-Moors, at the end of Bus Lane 1.

A bus gate has been introduced on Whalley Road, Clayton-Le-Moors at the end of Bus Lane 1, outlined above. This bus gate features traffic signals on both the bus lane and the adjacent running lane for buses and general traffic travelling South. These signals work in coordination with each other to give buses priority over general traffic once a bus enters the bus lane and approaches the bus gate. This allows the bus to either get to the front of the queue at the Sparth Road Junction or to give a clear route through the Sparth Road junction, dependent on the phasing of the signals at the junction, once the bus clears the bus gate.

Bus Lane 2 – Whalley Road, near to the Burnley Road Junction, Clayton-Le-Moors

Direction of Travel – South to North

Times of Operation – 24 hours

Similar description of 'from a point to a point' as in TRO and approximate length as stated in TRO

[Detail to be confirmed]

The bus lane runs for the length stated above and in the direction stated above and must not be used for buses travelling in the opposite direction. A copy of the Traffic Regulation Order produced to confirm this bus lane is available upon request from Lancashire County Council. The title of the TRO is as follows:

LANCASHIRE COUNTY COUNCIL
TRO TITLE]

[Detail to be confirmed]

Part 2 Blackburn with Darwen Borough Council

[Detail to be confirmed by Blackburn with Darwen Borough Council]

Appendix 3: Traffic Signal Junction Priorities

1. The traffic signal junction priorities that form part of the Facilities are listed as follows:

Part 1: Lancashire County Council

Location	Type	Approximate Grid Ref
Whitebirk – A678/A6119/M65 Roundabout	Signal Controlled Roundabout	370843 428912
Rishton – Blackburn Road/High Street/Harwood Road Junction	Traffic Signal Junction	372544 430247
Great Harwood – Queen Street, East of Water Street	Pelican Crossing	373447 432291
Great Harwood – Queen Street, East of Princess Street	Puffin Crossing	373817 432299
Great Harwood – Hyndburn Road/Whalley Road Junction	Traffic Signal Junction	374752 432424
Clayton-Le-Moors – Whalley Road, North of Woodside Way	Puffin Crossing	374857 431748
Clayton-Le-Moors – Whalley Road/Sparth Road Junction	Traffic Signal Junction	374791 431461
Clayton-Le-Moors – Whalley Road, North of Pickup Street	Puffin Crossing	374849 431061
Clayton-Le-Moors – Whalley Road/Burnley Road Junction	Traffic Signal Junction	374984 430576
Clayton-Le-Moors – Whalley Road, South of Frank Street	Puffin Crossing	375162 430394
Clayton-Le-Moors – Whalley Road/Whinney Hill Road/Church Street Junction	Traffic Signal Junction	375334 430215
Accrington – Whalley Road/Queens Road Junction	Traffic Signal Junction	375825 429342
Accrington – Whalley Road/Eastgate/Castle Street Junction	Traffic Signal Junction	376042 428889
Accrington – Eastgate/Burnley Road Junction	Traffic Signal Junction	376175 428809
Accrington – Eastgate/Avenue Parade/Stanley Street Junction	Traffic Signal Junction	376239 428701
Accrington – Eastgate/Abbey Street/Plantation Street Junction	Traffic Signal Junction	376307 428419
Accrington – Blackburn Road/Abbey Street/Barnes Street Junction	Traffic Signal Junction	376245 428532
Accrington – Blackburn Road/King Street Junction	Traffic Signal Junction	375748 428651
Accrington – Blackburn Road, East of Lister Street	Puffin Crossing	375243 428561

Location	Type	Approximate Grid Ref
Accrington – Blackburn Road/Lonsdale Street Junction	Traffic Signal Junction	374684 428535
Church Gateway – Blackburn Road/Market Street/Henry Street	Signalled Pedestrian Crossing	374332 428564
Oswaldtwistle – Union Road, North of Haworth Street	Pelican Crossing	374167 427809

Part 2: Blackburn with Darwen

[Detail to be confirmed by Blackburn with Darwen Borough Council]

SCHEDULE 4

Excluded

Services

1. The following categories of public transport services are excluded from the Scheme:
 - 1.1 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;
 - 1.2 Community Transport or Dial-a-Ride services which are restricted to use by pre-booked passengers only;
 - 1.3 Scheduled express bus or coach services not eligible for Bus Service Operators Grant;
 - 1.4 Other scheduled coach services operated, marketed and branded as part of the National Express, Megabus or Greyhound coach networks or similar operators of coach networks or any successors thereto; and
 - 1.5 Any Excursion or Tour service as defined in s.137 of the 1985 Act.

[Blackburn with Darwen Borough Council to confirm whether any further services need to be added to this list]

SCHEDULE 5

**Section 118(4) Undertaking In Accordance with
Transport Act 2000**

Section 118(4) of The

TO: PRIVATE & CONFIDENTIAL

Traffic Commissioner for the North West Traffic Area

Beverley Bell Suite 4 Stone Cross Place Stone Cross Lane Golborne Warrington WA3 2SH

FROM: [Name of operator] [Operator licence number] [Address]

{Name of operator}- hereby undertakes to provide Local Services to the standards and requirements specified in the Scheme when using the Facilities.

All terms used in this undertaking have the same meaning as those set out in the [*Insert Scheme Name*] as made on [] 2016.

SIGNED

[insert name of Director of Operator Company] [Title]

[Operator Company name]

DATE:

COPY OF COMPLETED FORM TO BE SUBMITTED TO AUTHORITIES

SCHEDULE 6

Code of Conduct on Bus Service Stability for The Pennine Reach Scheme

1. INTRODUCTION

- 1.1 This document is based on the Code of Conduct produced by the Bus Partnership Forum in 2003. That document was supported by Government, the Traffic Commissioners and the Office of Fair Trading. Proposals in the Department for Transport's document titled *Improving Bus Passenger Services through the Regulatory Framework* that was put out to consultation in March 2010 have been incorporated in this Code of Conduct.
- 1.2 Blackburn with Darwen Borough Council and Lancashire County Council will adopt this Code of Conduct and will invite all operators of local bus services in the area to adopt it too.
- 1.3 Notwithstanding its voluntary status, this Code of Conduct will form an annex to all Quality Partnership Schemes made under the Transport Act 2000 in the Pennine Reach Scheme Area. Compliance will be a requirement in respect of all local bus services operating in the defined Scheme Area of each Quality Partnership Scheme unless they are designated as Excluded Services.

2. AIMS AND OBJECTIVE

- 2.1 The aims of this Code of Conduct are:
- 2.1.1 to reduce the number of days of the year on which network or timetable changes take place;
 - 2.1.2 to reduce the number of changes to individual bus services;
 - 2.1.3 to ensure that the Authorities have sufficient notice of forthcoming commercial service changes so that they can complete the tendering process and issue publicity in sufficient time for the implementation of the service changes;
 - 2.1.4 to ensure that operators have sufficient notice of tenders and tender awards so that any consequential operational changes to other services can be implemented from the same date that new contracts come into effect;
 - 2.1.5 to allow operators and Authorities to reflect important changes in passenger demand, including education and employment needs, and the needs of operational reliability (including the Traffic Commissioner's performance standards);
 - 2.1.6 to assure the punctuality of all registered local bus services;
 - 2.1.7 to introduce a minimum period of operation for newly-registered services;
 - 2.1.8 to support the expansion of real-time information both at on-street displays and through web-based applications.

2.2 The overall objective is to increase customer confidence in bus service provision, thereby contributing to passenger growth and making bus services more sustainable.

3. **START DATE AND SCOPE**

3.1 This Code of Conduct will come into effect on Monday 3rd April 2016. It applies to local bus services operating within and across the boundaries of the Scheme Area.

4. **TIMETABLE CHANGE DATES**

4.1 Three Timetable Change Dates will be set in each calendar year for changes to local bus services. They will be:

4.1.1 Provisionally, the Sunday that falls 1 week before Easter Sunday,

4.1.2 Provisionally, 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,

however, in respect of Paragraphs 4.1 and 4.2 the Lead Authority shall finalise and publish the exact applicable Timetable Change Date having regard to school holiday periods as they affect services that are subject to the Scheme. The date will be published no later than [21 days] prior to the anticipated Timetable Change Date.

4.1.3 The Sunday in December co-inciding with the change date of the national rail timetable which is generally the second Saturday.

4.2 Timetables may vary during the period between each Timetable Change Date to reflect seasonal changes or the requirements of educational establishments. However, such changes will be determined on one of the Timetable Change Dates for the entire period until the next Timetable Change Date, covering all such changes in that period. Publicity will reflect this arrangement and show appropriate qualifying codes to describe the variations, unless the authority or operator responsible for producing publicity material chooses to reprint the publicity to coincide with the introduction of such variations.

4.3 It should be noted that any timetable change will require a reconfiguration of the Real Time Information system and will incur separate costs.

5. **OPERATORS' OBLIGATIONS**

5.1 Operators will register changes to local bus services to take effect on one of the Timetable Change Dates.

5.2 Operators will give the relevant Authority at least 3 weeks' notice prior to registration of proposed bus route changes that involve broken or revised network links or withdrawals which will leave sections of road uncovered by services (either as a whole or by time of day).

5.3 Operators will give the relevant Authority at least 2 weeks' notice prior to registration of proposed bus timetable changes that involve re-timings, reduced or increased frequencies.

5.4 Operators will advise the relevant Authority of the degree of confidentiality applicable to each notification and whether or not the relevant Authority may consult bus users and other stakeholders.

5.5 Operators will not make changes to a newly-registered commercial service for at least 90 days after its start. Any changes will be registered to take effect on a Timetable Change Date. This provision may be relaxed in genuinely exceptional or unforeseen circumstances.

5.6 Operators will give the Traffic Commissioner and the relevant council(s) 56 days' notice of variations

to local bus services at Bank Holiday times.

- 5.7 Operators will avoid changing an individual local bus service more than twice in any twelve month period).

6. **AUTHORITIES OBLIGATIONS**

- 6.1 Authorities will make changes to tendered bus services (including start and finish of contracts) on one of the Timetable Change Dates.
- 6.2 Authorities will invite tenders for new contracts at least 15 weeks before the start date, except in the case of emergency contracts.
- 6.3 Authorities will award new contracts at least 10 weeks before the start date, except in the case of emergency contracts.
- 6.4 Authorities will seek to award contracts for a period of at least one year, except in the case of emergency contracts.
- 6.5 Authorities will not make changes to a newly-registered tendered service for at least 90 days after its start. This provision may be relaxed in genuinely exceptional or unforeseen circumstances.
- 6.6 Authorities will treat advance information from operators in accordance with the degree of confidentiality demanded by the operator. Any consultation with bus users or other stakeholders will only be carried out with permission of the operator.

7. **EXCEPTIONS**

- 7.1 Operators and councils will endeavour to observe the Timetable Change Dates but it is recognised that such action may not be possible if exceptional circumstances arise, such as:
- 7.1.1 where an operator needs to make a commercial response to a new operator joining the Scheme;
 - 7.1.2 where an operator needs to modify a service to take account of changing road traffic conditions of either a temporary nature (e.g. for the duration of road works) or to reflect an indeterminate change (e.g. a worsening of traffic congestion and, hence, traffic speeds);
 - 7.1.3 where an operator or authority needs to address a problem (which is jointly agreed) that has arisen which is having an adverse impact on particular customers;
 - 7.1.4 where an operator 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.
- 7.2 Two Optional Change Dates (on the Sunday that falls 8 days before the Spring Bank Holiday and on the second Sunday in December) will be available for changes to bus services that have timetabled connections with specific rail services if the relevant rail service timetable changes on that date.

8. **CO-OPERATION**

- 8.1 Regular liaison should take place between operators and Authorities to co-ordinate bus service planning.
- 8.2 As soon as possible after each Timetable Change Date, issues pertinent to the next but one

Timetable Change Date should be identified and discussed.

- 8.3 Punctuality Improvement Partnership processes will be co-ordinated with this Code of Conduct.
- 8.4 In respect of Timetable Change Date 1, operators and Authorities should take account of the Christmas & New Year holiday period and allow extra time for registration and advance notification if possible.
- 8.5 Discussion should take place between operators and the relevant authority to identify those bus services whose timetables are co-ordinated with rail services and may, therefore, change on the Optional Change Dates referred to in paragraph 7.2. Changes to such services should be planned at the time of consultation by the train operator on changes to the rail timetable.

9. **FAILURE TO COMPLY**

- 9.1 If an operator fails to comply with one of the Timetable Change Dates, the relevant Council(s) will decide upon the most appropriate action. Information and publicity will be provided in accordance with the normal practice of the relevant Council but a charge may be made to the operator commensurate with the work involved in producing and displaying the information. This will be in addition to any other local charging arrangements.
- 9.2 If failure to comply is for any of the reasons listed in paragraph 7.1 other than where an operator makes a commercial response to a competitive initiative by another operator, the provisions of paragraph 9.1 shall not apply.
- 9.3 In respect of any Quality Partnership Schemes that may be made by councils, failure to comply with this Code of Conduct by an operator of a local bus service operating in the defined Scheme Area will be considered a breach of that operator's obligations under the Quality Partnership Scheme.

SCHEDULE 7

Performance Targets

Part 1 Performance Targets

Performance Level						
Standard	Reference	Measurement	Frequency	Green	Amber	Red
Frequency of Timings	2.3	Co-ordinated Timetable	As per agreed timetable	As agreed	n/a	Below agreed level
Real Time Information	3.1	Active from scheme start	Scheme start	100%	n/a	< 100%
	3.2	Continued operation	Each review meeting	100% of services functional	90-99% of services functional	< 90% of services functional
Punctuality & Reliability	3.5	Traffic Commissioners guidelines	In line with Authorities' traffic commissioner punctuality surveys. To be reviewed by the Authorities. Instances where a service is late by more than double the standard set by the traffic commissioner will be deemed as a 'no show' and reasoning will be sought from the operator.	> 95% of services late by less than 5 minutes or earlier than 1 minute.	90-94% of services late by less than 5 minutes or earlier than 1 minute.	< 89% of services late by less than 5 minutes or earlier than 1 minute.
	3.6	Transfer of passengers	Each review meeting	100% of services within 30 minutes	95-99% of services within 30 minutes	< 94% of services within 30 minutes
	3.7	Replacing of broken-down bus	Each review meeting	100% of services within 60 minutes	95-99% of services within 60 minutes	< 94% of services within 60 minutes
Data Sharing	3.8	Sharing of data	Each review meeting	Sharing of all data agreed	n/a	Failure to share agreed data
Accessibility	3.10	Low Floor Buses	Scheme Start	100%	n/a	< 100%
Emissions	3.13	Adhere to Vehicle Standards	Guidance standards	100% adhering and continued use	100% adhering but infrequent use of non-standard as emergency only when agreed by authorities.	<100% adhering and continued use of substandard buses
Capacity	N/A					
Communication and Service Control	N/A					
Passenger Security	3.17	Services with functional CCTV	Each review meeting	100% functional with non-functional period of no more than 1 month	n/a	Any service operating for a period of more than 1 month without CCTV without valid reasoning ie awaiting booked repair
Passenger Information	N/A					
Heating and Ventilation	N/A					

Performance Level						
Standard	Reference	Measurement	Frequency	Green	Amber	Red
Route and Destination Displays	N/A					
Lighting and Ancillary Equipment	N/A					
Presentation	3.26 – 3.33	As defined in SQBP	Not to be reported at review meetings unless major problem	No system for these, to be done within timescales as defined in SQBP. Daily inspection by drivers. Report to authorities any problems as defined in 3.30		
Driver Training, Conduct and Appearance	3.35	Driver qualifications	Each review meeting (only if any problems)	As defined	New/existing driver undertaking required training	Not undertaking training
Customer Behaviour Code	3.40 & 3.41	Policy in place and available upon request	Confirmation at scheme start that policy is in place, notify authorities of any major policy change	Policy in place	n/a	No policy in place
Customer Care Policy	3.42	Customer Charter in place	Confirmation at scheme start	In Place	n/a	Not in place
Customer Satisfaction	3.44.1	Attitudinal surveys	Twice yearly	Undertaken	n/a	Not Undertaken
	3.44.2	Customer satisfaction levels	Twice yearly	Undertaken & high customer satisfaction results	Undertaken & low customer satisfaction results	Not undertaken
Ticketing Equipment	3.45	Ticketing equipment compliant and functional	Scheme Start and ongoing if major problems	In place	n/a	Not in place

Part 2: Required Information

A summary of customer complaints relating to services operating under the Pennine Reach Quality Partnership Scheme must be provided to the authorities. These summaries must include the nature of the complaint, the steps taken by Participating Operators to resolve the complaints and if the issue is now resolved or not.

Copies of and policies, codes or other documentation relevant to those standards must be made available to the authorities upon request.

The pro forma in Appendix 2 to this Schedule 7 is [to be used by Participating Operators in advance of each review meeting during the Term to report performance of each criteria. The pro forma in Appendix 1 to this Schedule is to be used by Participating Operators prior to the Commencement Date.³

Part 3: Authorities Responsibilities

The Authorities will be required to update participating operators at each review meeting with any changes to the maintenance standards at that time. If there are any changes which participating operators feel are unacceptable or reduce the quality of the facilities provided then concerns should be raised in accordance with the procedure set out in clause 8 (Enforcement and Appeals process).

Participating Operators who have submitted an issue to either authority, using either the contact details provided in this scheme document or alternative contact methods, can request an update of the progress of these prior to each review meeting. Requests for updates need to be submitted at least 2 weeks prior to a review meeting and responses can be either be given at review meetings or before these if obtained in time. Any requests submitted under 2 weeks before the next review meeting may be answered at the next meeting however this cannot be guaranteed. In all instances the authorities will endeavour to provide updates as soon as possible. If any participating operator feels that updates are not being given or issues are not resolved in an appropriate timescale, this should be raised in accordance with the procedure set out in clause 8 (Enforcement and Appeals process).

³.

Appendix 1

From Scheme Start:

TO BE USED ONLY PRIOR TO SCHEME COMMENCEMENT – to be returned to both authorities at least 1 month before the scheme commencement date

Operator:

Services:

Name of Authorised Person:

The statements given below are to be completed and will be kept on file to record the actions promised by each operator before the start of the scheme. If any of the following statements, along with any of the other requirements listed within the scheme document, then action will be taken in accordance with the enforcement and appeals section of the scheme document.

Delete those sections in red italics in the following statements which are not applicable, leaving only those which are true.

I can confirm that the above named operator *is/is not* agreeable to the frequency of timings listed in the scheme and *will/will not* be able to meet these standards.

I can confirm that *all/some/none* of the above named services which are applicable to this scheme have Real Time technology in place for the start of the scheme. *Where this technology is not already implemented, I can confirm the operator will/will not be able to implement this on all services prior to the commencement date.*

I can confirm that *all/some/none* of the buses that will operate the above named services are compliant with the requirements of 'low floor buses' as listed in the scheme document. *I can confirm that all of the buses that will operate the listed services will/will not be complaint prior the scheme commencement date.*

I can confirm that *all/some/none* of the buses that will operate the above named services are compliant with the requirements of the 'vehicle standards' as listed in the scheme document. *I can confirm that all of the buses that will operate the listed services will/will not be complaint prior the scheme commencement date.*

I can confirm that *all/some/none* of the buses that will operate the above named services are fitted with functional CCTV system. *I can confirm that those buses which are not currently fitted with a CCTV system will/will not be before the commencement date.*

I can confirm that a Customer Behaviour Policy and a Customer Charter is in place and a copy of these can be made available upon request.

I can confirm that *all/some/none* of the buses that will be used on the above named services are fitted with ITSO compliant ticketing machines and these will be used from the commencement date. *I can confirm that any buses not currently fitted with ITSO compliant ticketing machines will/will not be by the scheme commencement date.*

Signed

Date

Appendix 2

Ongoing review meetings:

Operator:

Services:

Name of Authorised Person:

Date of Review Meeting:

Operators are requested as a minimum to complete this pro forma prior to the next scheduled review meeting and must be provided to the authorities at least 2 weeks in advance of the meeting. Operators choosing to provide more detail on any issues or provide supplementary information/sheets are able to do. It is kindly requested that any supplementary information provided is submitted in a consistent manner/pro forma each time it is submitted.

I can confirm that the above named operator *is/is not* able to provide recent real time (or replacement) data to show the frequency of timings achieved by their services. We can confirm that we have met the coordinated timetable to ---% success.

I can confirm that ---% of the above named services which are applicable to this scheme have had Real Time technology in operation for this period. *I have provided details of services where this was not possible along with associated reasoning.*

Within the last period I can confirm that xxx of the above named services which are applicable to this scheme have suffered break downs. Of these services ---% saw passengers transferred within 30 minutes and ---% had replacement buses within 60 minutes. *I have provided details of instances where these timescales were not met.*

Within the last period I can confirm that ---% of the above named services which are applicable to this scheme were low floor buses and ---% met all vehicles standards required. *I have provided details of where these standards were not met.*

I can confirm that ---% of the buses that operate the above named services have had functioning systems on board with non-functional periods of less than 1 month. *I have provided details of instances where this was not possible.*

I can confirm that all drivers operating the services listed above are either fully trained or are working towards the required standards.

During the last period we *were/were not* required to undertake attitudinal and customer satisfaction surveys. *I have provided the results of these surveys.* Our next surveys are due to be undertaken in *I have provided supplementary information which I can confirm is up to date and correct.* I can confirm that all other aspects of the scheme have been adhered to within the last period and the standards of service expected of the operator have been ensured. Where this has not been possible I have provided information to explain these instances.

Signed

Date

SCHEDULE 8
Traffic Signal Maintenance

Faults on traffic signals provided as part of the Facilities shall be:

A: Blackburn and Darwen Proforma standards:

- (a) all Urgent Faults are attended within two hours and repaired as soon as possible thereafter
- (b) all Non-Urgent Faults are attended with twenty-four hours and repaired as soon as possible thereafter
- (c) The Authorities shall ensure that, in relation to all faults, confirmation of fault clearance is sent to Participating Operators by e-mail or fax as soon as possible thereafter
- (d) For the purpose of this paragraph, "Urgent Fault" means any of the following faults occurring on a traffic signal:
 - all lamps out;
 - multiple lamp failure;
 - any road traffic accident or damage to equipment on site where the equipment is rendered unsafe or inoperative;
 - sticking amber, red/amber etc.;
 - signals failing to change;
 - signals ignoring demands and running to minimum on any stage/phase;
 - short minimum green; and
 - short inter-green.
- (e) For twenty-four hours a day, seven days a week, the Authorities will provide a two hour response on site for traffic signal emergencies and make safe or repair as soon as possible thereafter. In any event the Authorities shall ensure that all dangerous defects affecting the Facilities are made safe within twenty-four hours of being reported to the Authorities.

B: Lancashire County Council Proforma standards

- (a) All signals get thoroughly inspected and have lamps changed once a year.
- (b) The Authority has 3 classifications for traffic signal faults, which are: "Emergency", "Urgent" and "Non-Urgent".
- (c) All Emergency Faults have a 2 hour response time, 24 hours a day and 7 days a week. For the purpose of this paragraph "Emergency Faults" means collision damage repairs which need to be made safe urgently. Once made safe, any outstanding works will then either be agreed with the Authority immediately or by 10am the next working day. Any fault that is deemed to be safety or operationally critical can also be classed as an Emergency Fault but this is only done in extreme circumstances.
- (d) All Urgent Faults have a 4 working hour response time, Monday to Friday, 8am to 5pm. Urgent Faults will then be repaired within 2 hours of attendance or, if not possible, as a minimum made safe and further action will then be agreed with the Authority either immediately or by 10am the next working day. For the purpose of this paragraph "Urgent Faults" include red lamp failures, signals 'all-out', signal heads severely out of alignment and anything that is deemed safety critical but not an Emergency.
- (e) All non-urgent faults have an 8 hour response time, Monday to Friday, 8am to 5pm. Non-Urgent Faults will then be repaired within 2 hours of attendance or, if not possible,

as a minimum made safe and further action then agreed with LCC immediately or by 10am the next working day.

- (f) Other non-routine work includes major component replacements (such as signal poles and signal heads) and underground cable faults which are to be completed within 5 working days. Any traffic signal controller replacements have to be completed within 20 working days.