

NORTH SHEFFIELD (BARNSLEY ROAD) QUALITY BUS PARTNERSHIP SCHEME

Pursuant to Sections 114-123 of the Transport Act 2000

DATE

THE STATUTORY QUALITY PARTHERSHIP SCHEME FOR NORTH SHEFFIELD (BARNSLEY ROAD) IS MADE IN ACCORDANCE WITH SECTIONS 114 TO 123 OF THE TRANSPORT ACT 2000 BY:

- SOUTH YORKSHIRE PASSENGER TRANSPORT AUTHORITY OF PO (1) **BOX 37 REGENT STREET BARNSLEY S70 2PG ("the Authority")**
- **(2)** SOUTH YORKSHIRE PASSENGER TRANSPORT **EXECUTIVE OF EXCHANGE STREET SHEFFIELD S2 5SZ ("the Executive")**
- SHEFFIELD CITY COUNCIL OF TOWN HALL SHEFFIELD S1 2HH ("the (3) Council")

1. **DEFINITIONS AND INTERPRETATION**

"the 2000 Act" means the Transport Act 2000

"Another Scheme Area" means any other area subject to a Statutory Quality

Partnership Scheme made under the 2000 Act

"Commencement Date" means Sunday 29th July 2007

"Complementary Bus means a Local Service other than a Core Bus

Service" Service

"Core Bus Service" means a Local Service or Service Group operating

> at a frequency of 4 or more buses within any one hour period between 0700 and 1800 Monday to

Saturday

"CCTV" means closed circuit TV camera equipment

> (recording to evidential quality to enable prosecution) for the purpose of accident investigation. detection. deterrence and/or

prevention of crime or antisocial behaviour

"Dedicated Route

means an individual bus only allocated to a specific Specific Bus" Local Service enabling that Local Service to be

individually advertised and promoted

"the Facilities" means all those elements of infrastructure and

works set out in clause 5

"Local Service" has the meaning set out in section 2 of the

> Transport Act 1985, and as identified from time to time by the Executive for the purposes of this Scheme by named operator and a unique service number but excluding any such Local Services as

set out in Schedule 8

"Mini Interchange"	means	а	cluster	of	bus	stops	observed	by	any
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Local Service to facilitate passenger interchange with at least two recognised Stopping Places with raised boarding points to enable level boarding to low floor buses, sheltered waiting areas, passenger information and Real Time displays where

practicable

"Real Time" means a system of providing scheduled and actual

next bus departure time information. It is provided

by RID and RTPI outputs

"RID" means Real Time Intelligent Detection System

used to control traffic signals and give priority when necessary to buses using global positioning

technology and queue detection

"RTPI" means Real Time Passenger Information used to

provide actual bus time information at selected stops with displays and also by email and

telephone text

"Scheme" means the North Sheffield (Barnsley Road) Quality

Bus Partnership Scheme subject of this document

"Scheme Area" has the meaning set out in clauses 4.1 and 4.2

"Scheme Makers" means the Authority, the Executive and the Council

"Service Change Date

Agreement"

means the agreement entered into between the Executive and the Association of Bus Operators

Serving South Yorkshire on 23rd July 1999 and any subsequent written agreement

"Service Change Dates" means the dates agreed in accordance with the

Service Change Date Agreement

"Service Group" means two or more Local Services provided by the

same operator, which together over common sections of route provide an enhanced regular frequency and this is deemed to apply where the timing of journeys involves no more than 10 minutes variation from the timings which would provide even headway spacing. For example, two such Local Services operating hourly at intervals of 20/40 minutes would constitute a Service Group but

those at intervals of 19/41 minutes would not)

"Standard of Services" means the standards set out in Schedule 7

"Stopping Place" has the meaning set out in section 137(1) of the

Transport Act 1985

"Supported Bus means a journey on a Local Service which is fully Service" or partially financed by and operated under contract

or partially financed by and operated under contract to the Executive and includes any funding source

utilised by the Executive

"Traffic Commissioner" has the meaning set out in section 82(1) of the

Public Passenger Vehicles Act 1981. (For the purposes of this Scheme this is the Traffic Commissioner for the North Eastern Traffic Area)

"TRO" Means an order under the Road Traffic Regulation

Act 1984 or any other enactment regulating the use of roads or other places by public service vehicles.

2. <u>DATE AND PERIOD OF OPERATION</u>

- 2.1 The Scheme is to be made on Monday 29 January 2007 and will come in to operation on Sunday 29 July 2007.
- 2.2 The Scheme will operate for a period of 10 years from 29 July 2007 subject to variation or revocation in accordance with section 120 of the Transport Act 2000.

3. SCHEME PURPOSE AND OBJECTIVES

- 3.1 The Scheme aims to enable bus operators to achieve more reliable and punctual Local Services in accordance with bus service registrations and commitments to the Traffic Commissioner.
- 3.2 The Scheme aims to improve the quality of bus services operating in the Scheme Area.
- 3.3 The Scheme will assist the delivery of the South Yorkshire Local Transport Plan 2006-2011 and its Bus Strategy aims by:-
 - Providing a realistic alternative to the car
 - Providing quality transport for those without use of a car
 - Improving the overall image of bus services and promoting confidence in the bus service network
 - Reducing delays to the smooth and consistent operation of bus services
 - Better customer relations and more customer focussed standards, consistently delivered
 - Ensuring comfort and convenience across the whole journey

- Maintaining good and consistent standards of cleanliness, upkeep and information
- Ensuring safety and security throughout the whole journey and effective systems making bus use easy
- Ensuring interchange is not a major barrier to travel
- Improving the overall image of bus services, positively marketing and promoting confidence in the services
- Improving access by bus to local centres and key social facilities (such as for employment, education, health, essential retail, banking and leisure)
- Improving modal choice and increasing bus patronage
- Increasing mobility and reducing barriers to bus use
- Contributing to and reinforcing wider economic regeneration and the social inclusion policies of the Council
- 3.4 The Scheme Makers will provide and maintain the Facilities in the Scheme Area and operators of Local Services who wish to use the Facilities will undertake to provide such Local Services to the Standard of Services.
- (a) The Scheme Makers are satisfied that the provision of the Facilities and operation of Local Services in accordance with the Standard of Services will improve the quality of Local Services provided in the Scheme Area by bringing benefits to persons using those services and will:-
 - (i) provide improved access to the bus network at all Stopping Places in the Scheme Area using raised kerbs (155mm) designed for level boarding access and egress to low floor buses and tactile paving for those with visual impairment
 - (ii) provide easier access to the bus network for all bus users by use of low floor buses on most Local Services operating in the Scheme Area
 - (iii) provide reduced journey times by highway measures to reduce traffic delay at congestion bottlenecks and use of measures including a Real Time Intelligent Detection system (RID) to give priority to buses at selective traffic light controlled junctions
 - (iv) provide improved consistency and predictability of journey times through bus priority measures including a Real Time Intelligent Detection System (RID) which can measure and quantify timetable compliance and provide Real Time Public Information (RTPI) to guide passenger and management decisions and to improve bus service reliability

- (v) provide improved quality standards for the customer including internal and external vehicle cleanliness, maintenance of seating and interior fittings to the highest achievable standard
- (vi) improve driver attitude by ensuring drivers are trained to the National Occupational Standard of NVQ level 2 including customer care and that they carry out their duties in a courteous and professional manner at all times
- (vii) improve understanding of bus service travel options by minimising barriers to interchange and improving passenger information at stops, interchanges, on buses and via internet and text messaging technology using the outputs from Real Time Passenger Information (RTPI).
- (b) The Scheme Makers are satisfied that the provision of the Facilities and the operation of Local Services which are compliant with Euro 3 exhaust emission standards will reduce air pollution particularly Nitrogen dioxide in the Sheffield Urban Air Quality Management Area. The key summary points in the Councils' Air Quality Action Plan include public transport actions to progress Quality Bus Corridors to encourage modal shift, role out Variable Message Signing (VMS) to direct drivers to their destinations away from traffic congestion, tighter exhaust standards for Council vehicles, buses, taxis, delivery and refuse vehicles. Buses to be conditioned to comply with exhaust emission standards in the Scheme Area also operate elsewhere in the Sheffield urban area and therefore can be considered to have an effect in reducing air pollution.
- (c) The Scheme makers are satisfied that the improvements to Local Services will lead to increased patronage and contribute to limiting traffic congestion.
- 3.5 The notice and consultation provisions of section 115 of the 2000 Act have been complied with.

4. SCHEME AREA

- 4.1 The Scheme shall cover the area delineated in green on Schedule 1 attached.
- 4.2 The Scheme Area is a linear corridor, commencing at Spital Hill at its junction with Carlisle Street running north following the A6135 to Ecclesfield Road at Chapeltown except that it runs via St Michaels Road, High Street, St Marys Lane, Church Street and Mill Road at Ecclesfield. The Scheme Area also covers the B6086 Firth Park Road, Stubbin Lane and Hucklow Road.
- 4.3 The Scheme shall apply to all operators of Local Services within the Scheme Area. A summary of all Local Services operating in the Scheme Area is listed on Schedule 2 attached which will be updated for every Service Change Date and copies made available to the Traffic Commissioner and all operators of affected Local Services.

5. FACILITIES

- 5.1 Subject to clause 8, the Executive and the Council will make the Facilities available to Local Services from 29 July 2007 until the Scheme ceases to have effect.
- 5.2 The Executive and the Council shall ensure that any Traffic Regulation Order and/or other contractual or other arrangement necessary to deliver the Facilities are made and maintained whilst the Scheme has effect.
- 5.3 Clauses 5.1 and 5.2 do not apply in relation to any period during which the Executive or the Council are temporarily unable to fulfil their obligations due to circumstances beyond their control. In such circumstances a nominated contact at each operator to be notified in writing (or other agreed format) of the reason and anticipated duration of each individual breach either in advance or as soon as is practicably possible after the breach becomes apparent.
- 5.4 The Executive and/or the Council shall provide new or upgraded Facilities at the Stopping Places as listed in Schedule 3. This includes details and status of all the stops and shelters in the Scheme Area. New and existing facilities are identified on the map in Schedule 1. The Bus Stop Standard Specification For Quality Bus Corridors is being implemented for all Bus Stops in the Scheme Area and details are listed in Schedule 5 (3.4).
- 5.5 The Executive will provide new Facilities for passengers to be known as "Mini Interchanges" which consist of enhanced bus stop clusters at:

Burngreave
Pitsmoor Road/Orphanage Road
Firvale
Firth Park centre
Sheffield Lane Top
Ecclesfield High Street

These are identified on the map in Schedule 1 and details of the new or upgraded Facilities are listed in Schedule 3.

- 5.6 The Council will provide all the Facilities listed and detailed in Schedule 4 to include in summary:-
 - Spital Hill/Burngreave Road:- major highway and junction improvements, formalised parking, a dedicated inbound all day bus lane and new RID controlled signals for bus priority.
 - Barnsley Road/Orphanage Road:- junction, pedestrian crossing and footway improvements.
 - Firvale "minor":- junction improvements, improved footways and turning restrictions to improve main traffic flows.
 - Firth Park centre:- re-aligned bus stops, kerbs and footways, formalised parking and loading arrangements to improve traffic flow.

- Sheffield Lane Top:- junction improvements with synchronisation of existing signals, new queue detection loops and RID technology at both this and the Deerlands Avenue junction.
- Any necessary highway infrastructure works not covered elsewhere to enable the bus stop package in Schedule 3 to be delivered.
- RID controlled signals at junctions as detailed in Schedule 4.

5.7 Maintenance of Facilities

- 5.7.1 The Scheme is subject to maintaining the rights, roles/responsibilities of the City Council as Highway and Traffic Management Authority.
- 5.7.2 The Facilities are to be maintained by the Executive and the Council (as respectively provided by each of them) for the duration of the Scheme.
- 5.7.3 The Facilities will be maintained in accordance with the Quality Bus Corridor Maintenance Specification (section 3.2) and the Bus Stop Standard Specification for Quality Bus Corridors (3.4). The details of these are attached as Schedule 5.

5.8 Existing Facilities

5.8.1 The following Stopping Places which have previously been subject of enhancement works are also included in the Scheme in accordance with the Quality Partnership Schemes (Existing Facilities) Regulations 2001:-

Bus Stops 20893 and 20894 on Barnsley Road upgraded in September 2004 associated with development of Longley College and Bus Stops 23837 and 23435 on Ecclesfield High Street which were upgraded in May 2004 as part of a Sheffield City Council road safety scheme. These stops are identified on the Scheme Area map at Schedule 1 with map references 48, 49, 97 and 76 respectively.

5.9 Traffic Regulation Orders, Urban and Bus Stop Clearways

5.9.1 Within the Scheme Area there is an 'Urban Clearway' peak time restriction of no waiting/no loading 0730-0930 and 1600-1830 Monday-Friday on the A6135 from the junction with Savile Street/Wicker to the junction with Horndean Road covering Spital Hill, Burngreave Road and Barnsley Road. An 'Urban Clearway' restriction also applies to 150 metres of Firth Park Road running North East from the junction of Barnsley Road at Firvale. These restrictions are intended to keep running lanes clear of parked vehicles to maximise highway capacity at times of high traffic flows.

There are locations in the Scheme Area which have more restrictive waiting restrictions, mainly a Prohibition of Waiting at Any Time. These apply where it is not desirable to have any vehicles parked and include sections of road approaching major signalised junctions, at minor junctions where parked vehicles can inhibit turning manoeuvres and on sections of carriageway too narrow to maintain a two-way traffic flow and support parking.

- 5.9.2 Changes to Traffic Regulation Orders for the Scheme Area are detailed in Schedule 6. An all day 'to City' bus lane is proposed for the section of the A6135 Burngreave Road from Melrose Road to Catherine Road. The proposed signalised junction at Catherine Road will be controlled using RID technology and will give selective priority to buses.
- 5.9.3 All Stopping Places (bus stops) in the Scheme Area will be protected by Bus Stop Clearways as enabled by the Traffic Signs Regulations and General Directions 2002, (Statutory Instrument 2002 No. 3113). These will be indicated by single broad yellow lines painted on the road parallel to the kerb starting 27 metres prior to that stop in order to keep them clear of parked vehicles so enabling buses to access and dock parallel to the kerb to permit level boarding on to low floor buses.
- 5.9.4 Any TRO required under the Scheme will be maintained for the duration of the Scheme.

6. STANDARD OF SERVICES

- Operators of Core Bus Services in the Scheme Area shall on those services comply with the Standard of Services set out in Schedule 7 from 29 July 2007 unless they are excluded from the Scheme for any reason identified in Schedule 8.
- Operators of Supported Bus Services in the Scheme Area shall on those services comply with the Standard of Services set out in Schedule 7 from 29 July 2007 unless they are excluded from the Scheme for any reason identified in Schedule 8.
- 6.3 Operators of Complementary Bus Services in the Scheme Area shall on those services comply with the Standard of Services set out in Schedule 7 from 27 July 2008 unless they are excluded from the Scheme for any reason identified in Schedule 8.

7. PASSENGER BENEFITS

7.1 The improvements to highways, infrastructure and vehicle quality will improve the quality of Local Services provided in the Scheme Area by bringing benefits to persons using those services.

7.2 **Journey time savings**

The Scheme Makers are satisfied that the implementation of the Facilities including the highway infrastructure works, RID controlled traffic signals, low floor vehicles and raised kerbs for level boarding will contribute to both overall journey time reductions for Local Services in the Scheme Area. The Spital Hill/Burngreave Road scheme is targeted to deliver a reduction between peak and off peak journey time variation and a 60% reduction in standard deviation of journey times. This contributes to making the bus more attractive to passengers and should lead to patronage growth. A breakdown of these targeted journey time savings is included in Schedule 9

7.3 Patronage growth

- (i) The implementation of the Scheme measures is intended to deliver patronage growth in the Scheme Area and build on patronage growth targets originally set out in consultancy reports to the Executive for the Better Buses for Sheffield voluntary North Sheffield Partnership Agreement project. The Infrastructure Report was produced by ARUP and titled: "North Sheffield Quality Network (Better Buses for Sheffield)" Job Number 69110-29. The report produced by TAS was called "North Sheffield Quality Network: A Report to South Yorkshire PTE". In this a term "the Value of Passenger Infrastructure Investment" was used linking the cost of investment in infrastructure Facilities to benefits in patronage growth.
- (ii) Milestones for the projected patronage growth targets for the voluntary partnership have been achieved by the staged completion of the infrastructure Facilities being implemented in this Scheme. The original targets set are included in summary detail in schedule 9 for each Facility in the Scheme. This voluntary agreement was solely with operator FirstGroup and baseline figures are for their services only. The QPS affects Local Services of other operators and whilst the percentage figures quoted in schedule 9 are still valid, the actual passenger numbers are higher when those operators services are included.
- (iii) The completion and ongoing maintenance of all the Facilities and conditioning of Local Services to compliance with Standard of Services is expected to achieve further patronage growth. The implementation of this Statutory Quality Partnership Scheme is necessary to protect the Facilities and preserve the benefits already accrued from the changes to date.

8. CONDITIONS OF USE

- 8.1 An operator of a Local Service may only use any of the Facilities in the Scheme Area if:-
 - (a) a written undertaking from the operator in the template form attached at Schedule 10 is provided to the Traffic Commissioner and a copy delivered to the Executive.
 - (b) the Local Service is provided to the Standard of Services in accordance with that undertaking EXCEPT for any period during which an operator is temporarily unable to do so owing to circumstances beyond his control, provided that a nominated contact at the Executive and the Council is notified in writing (or other agreed format) of the reason and anticipated duration of each individual breach in advance or as soon as is practicably possible after the breach becomes apparent.
- 8.2 Any operator of a Local Service who fails to comply with clause 8.1 above may be subject to action by the Traffic Commissioner in accordance with section 26 (conditions attached to PSV operator's licence) of the Transport Act 1985 and section 155 of the 2000 Act.

9. **REVIEW AND MONITORING**

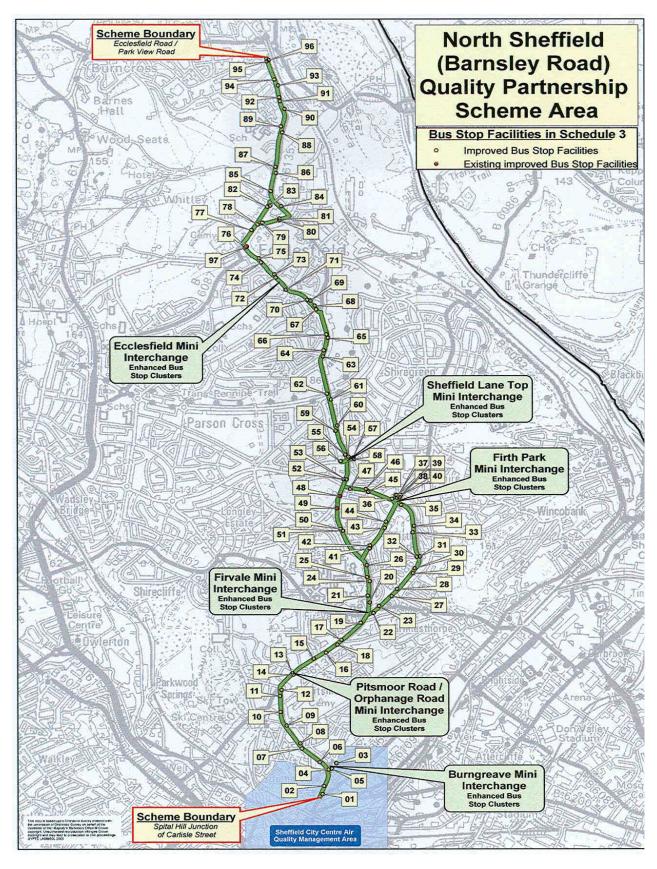
- 9.1 The Scheme Makers will review the operation of the Scheme on each anniversary of the Commencement Date which will include assessment of the Scheme's benefits in order to determine any action required to maintain those benefits.
- 9.2 No more than 10 working days after the close of each six month period of the Scheme (the first such period to begin on the Commencement Date) the operator of a Local Service using the Facilities shall provide to the Executive a written report giving summary details of its delivery of the Standard of Services in such period as the Executive shall periodically request to include compliance with vehicle allocation number of trained drivers.
- 9.3 The Executive and the Council retain the right to monitor compliance with the Standard of Services in respect of a Local Service which is using the Facilities and operators of such services will allow reasonable access to any Local Service and provide them with any reasonable assistance they require for this purpose.
- 9.4 Operators to supply to the Executive a statement on an annual basis listing each bus by registration and fleet number, its Euro compliance emission standard, accessibility compliance and the number of drivers employed and used in the Scheme Area who have and have not met the prescribed training and customer care requirements in accordance with the Standard of Services or their status in receiving training.
- 9.5 Instances of failing to comply with the Standard of Services may be reported to the Traffic Commissioner and may be subject to action as detailed in clause 8.2.

Name Position (Chairman) SIGNED on behalf of South Yorkshire **Passenger Transport Executive by** Name Position (Director General) SIGNED on behalf of Sheffield City Council by Name Position (Leader) Name Position

(Chief Executive)

SIGNED on behalf of South Yorkshire Passenger Transport Authority by

SCHEME AREA <u>SCHEDULE 1</u>



THE PARTY OF	SANTA TORRESTANT	Local Services covered by the North Sheffield (Barnsley Road) QPS	(Barnsley Ro	ad) Q	PS	as at	as at October 2006	er 20(90			
Service	Operator	Service Description	Comments	Schedule 8 Exempt code	Frequency					Vehicle type b	Route	۳ × ۳
					Monday to Friday Daytime Evenir	o Friday Evening	Saturday Daytime Ev	ening	Sunday			
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Supporte	Supported Local Services											
~	First	SHIRECLIFFE - SHEFFIELD - DARNALL	Contracted journeys		None	8	None			8		
17/17A	First	SHEFFIELD GRENOSIDE - MEADOWHALL	Contracted journeys		None	8	None			8		
501	Stagecoach	SHEFFIELD - STOCKSBRIDGE - TANKERSLEY - MEADOWHALL			8	None	8		_	AID LF		വ
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289	MASS	SHEEFIELD AND TOP , BANMOOR	School service	: a	9 GH2	None	None	+	None	8 6		
775	First	ECCLESFIELD - PARSON CROSS	School service	: ⊲:	무용	None	None	+	None	8 8		
TOTAL												38
	"Core" Local Services	"Core" Local Services to comply with Standard of Services from 29 July 2007		SCHD	Schooldaus onlu.	all de	Ġ	single deck		DD - double deck		
	PTE supported Local	PTE supported Local Services to comply with Standard of Services from 29 July 2007					MINIM	MINIMID - MiniMidi				
	Operator Stagecoach	Operator Stagecoach also includes the following companies:- East Midland Motor Services Ltd, Chesterfield Transport Ltd, Whites World Travel Ltd, Yorkshire Traction Ltd and Andrews(Sheffield) Ltd,	s World Travel Ltd, York shire Tra	action Ltd a	nd Andrews(S	heffield) Ltd.						

SCHEDULE 3

North Sheffield QPS - Bus Stop Infrastructure Improvements

Mini Interchange	Map Ref	Bus Stop No	Bus Stop Name	Direction	*QPS Standard	New Shelter	Pole only)	Existing Shelter	Real Time Displays
Zilloi change	1	23172	Spital Hill/Spital St	inbound	✓ ✓	-	-	✓ ✓	-
	2	23179	Spital Hill/Spital St	outbound	✓	✓	_	_	_
9 0	3	23472	Ellesmere Rd/Gower St	inbound	✓	-	_	✓	-
eave chan sus St	4	23473	Burngreave Rd/Gower St	inbound	✓	✓	_	-	√
Burngreave Mini Interchange Enhanced Bus Stop Cluster	5	23474	Ellesmere Rd/Earsham St	outbound	✓	-	-	✓	✓
Burngreave Mini Interchange Enhanced Bus Stop Cluster	6	23470	Burngreave Rd/Andover St	outbound	✓	-	-	✓	✓
<u> </u>	7	23234	Burngreave Rd/Catherine St	outbound	✓	-	-	✓	-
	8	23235	Burngreave Rd/Burngreave St	inbound	✓	-	-	✓	-
	9	20209	Burngreave Rd/Melrose Road	inbound	✓	-	-	✓	-
	10	20210	Burngreave Road/Minna Road	outbound	✓	✓	-	-	-
	11	20195	Barnsley Road/Pitsmoor Road	outbound	✓	-	✓	_	_
	12	20211	Burngreave Road/Toll Bar	inbound	✓	_		✓	_
Rd/ e Rd hange s Stop	13	25212	Barnsley Road/Orphanage Road	outbound	√	√	-	-	✓
Pitsmoor Rd/ Orphanage Rd Mini Interchange Enhanced Bus Stop Cluster	14	25213	Barnsley Road/Firshill Close	inbound	√	-	-	✓	✓
	15	23595	Barnsley Road/Norwood Road	outbound	✓	-	✓	-	-
	16	20177	Barnsley Road/Devon Road	inbound	✓	-	✓	-	-
	17	20178	Barnsley Road/Crabtree Close	outbound	✓	-	✓	-	-
	18	20191	Barnsley Road/Osgathorpe Road	inbound	✓	-	-	√	-
<u> </u>	19	21027	Barnsley Rd/Herries Rd	outbound	✓	-	-	✓	✓
s hang s Stop	20	23560	Barnsley Rd/Northern General	inbound	✓	✓	-	-	✓
Firvale Interch aced Bus Cluster	21	21044	Barnsley Rd/Northern General	outbound	✓	-	-	✓	✓
Firvale Mini Interchange Enhanced Bus Stop Cluster	22	21029	Firth Park Rd/Barnsley Rd	inbound	✓	✓	-	-	✓
≥ ພັ	23	21039	Firth Park Rd/Owler Lane	outbound	✓	-	✓	-	-
	24	21045	Barnsley Rd/ Idsworth Road	inbound	✓	√	-	-	-
	25	21046	Barnsley Rd/ Idsworth Road	outbound	✓	✓	-	-	-
	26	21047	Barnsley Rd/Mortlake Road	inbound	✓	-	✓	-	-
	27	21037	Firth Park Road/Selby Road	inbound	✓	-	-	✓	-
	28	21040	Firth Park Road/Bolsover Road	outbound	√	-	-	✓	-
	29	21041	Firth Park Road/Addison Road	inbound	✓	-	-	✓	-
	30	21042	Firth Park Road/Addison Road	outbound	✓	-	✓	-	-
	31	20837	Firth Park Road/Vivian Road	inbound	✓	-	-	✓	-
	32	21043	Firth Park Road/Vivian Road	outbound	✓	✓	-	-	-
	33	20916	Firth Park Road/Firth Park Avenue	outbound	√	-	✓	-	-
	34	20915	Firth Park Road/Firth Park Avenue	inbound	✓	✓	-	-	-

							,			
	0 0	35	20913	Firth Park FP 8	outbound	√	√	-	-	√
ž	Stop	36	20888	Firth Park Rd/FP 1	inbound	√	✓	-	-	✓
Firth Park	Mini Interchange Enhanced Bus Stop Cluster	37	20908	Firth Park FP 2	inbound	✓	✓	-	-	✓
E	i In ance	38	20909	Firth Park FP 4	inbound	✓	✓	-	-	✓
-	A Å	39	20911	Firth Park FP 6	outbound	✓	✓	-	-	✓
		40	20912	Firth Park FP 7	outbound	✓	✓	-	-	✓
		41	21048	Hucklow Rd/WhelDrake Road	inbound	✓	✓	-	-	-
		42	21049	Hucklow Rd/WhelDrake Road	outbound	✓	✓	-	✓	-
		43	20886	Hucklow Rd/Eyncourt Road	inbound	✓	✓	-	✓	-
		44	20887	Hucklow Rd/Eyncourt Road	outbound	✓	✓	-	-	-
		45	20890	Stubbin Lane/Tideswell Road	outbound	✓	-	✓	-	-
		46	20891	Stubbin Lane/Tideswell Road	inbound	✓	✓	-	-	-
		47	20892	Stubbin Lane/Barnsley Road	outbound	✓	-	✓	-	-
		48	20893	Barnsley Rd/Longley lane	inbound	✓	-	✓	-	-
		49	20894	Barnsley Rd/Longley lane	outbound	✓	-	✓	-	-
		50	20896	Barnsley Rd/Horninglow Road	outbound	✓	-	✓	-	-
		51	20897	Barnsley Rd/Horninglow Road	inbound	✓	-	✓	-	-
		52	20898	Barnsley Road/Hereward Road	outbound	✓	✓	-	-	-
		53	20899	Barnsley Road/Hereward Road	inbound	✓	-	_	✓	_
8		54	20900	, Barnsley Rd/Hatfield House Lane	inbound	✓	✓	-	-	✓
_ <u></u>	ange Stop	55	20901	Barnsley Rd/Homestead Rd	outbound	✓	✓	-	-	✓
<u> </u>	erch Bus ster	56	20902	Elm Lane/Swanbourne Rd	adjacent	✓	-	✓	-	-
Sheffield Lane Top	Mini Interchange Enhanced Bus Stop Cluster	57	20903	Hatfield House Lane/Etwell Way	adjacent	✓	✓	-	-	-
She	≥ m	58	20904	Hatfield House Lane/Barnsley Rd	adjacent	✓	√	-	-	-
		59	20884	Barnsley Rd/Kinnaird Av	outbound	✓	✓	-	-	-
		60	20885	Barnsley Rd/Kinnaird Av	inbound	✓	✓	-	-	-
		61	20882	Barnsley Road/Hartley Brook Road	inbound	✓	✓	-	-	-
		62	20878	Barnsley Road/Deerlands Avenue	outbound	✓	√	-	-	-
		63	20877	High Greave/Tunwell Avenue	inbound	✓	✓	-	-	-
		64	20840	High Greave/Tunwell Avenue	outbound	✓	-	✓	-	-
	-	65	20841	High Greave/High Greave Avenue	inbound	✓	✓	-	-	-
	_	66	23613	High Greave/High Greave Avenue	outbound	✓	✓	-	-	-
		67	20844	St Michaels Road/High Greave	outbound	✓	-	✓	-	-
		68	20845	St Michaels Road/High Greave	inbound	✓	✓	-	-	-
		69	23382	St Michaels Road/High Street	inbound	✓	✓	-	-	-
		70	23383	St Michaels Road/High Street	outbound	✓	-	✓	-	-
Ecclesfield Mini	Interchange Enhanced Bus Stop Cluster	71	23381	High Street/ Wordsworth Avenue	outbound	✓	-	-	✓	✓
lesfiel	interchi anced Bi Cluste	72	22116	High Street/Sycamore Road	outbound	✓	-	-	✓	-
Ecc	H Å	73	23380	High Street/ Sycamore Road	inbound	√	-	√	-	-
	-	74	23379	High Street/ Greaves Road	outbound	✓	-	√	-	-
	-	75	23378	High St/ St Marys Close	inbound	√	√	-	-	-
		76	23435	St Mary's Lane/Church Street	inbound	✓	-	✓	-	-

77	23437	Church St/St Mary's Lane	outbound	✓	_	✓	_	_
78	27024	Church Street/Mill Road	inbound	✓	-	✓	-	_
79	27120	Mill Road/Church Street	outbound	✓	-	✓	-	-
80	23444	Mill Road/St Wandrills Close	inbound	✓	-	-	✓	-
81	26740	Mill Road/The Common	outbound	✓	-	✓	-	-
82	23438	Church St/Whiteley Lane	outbound	✓	-	✓	-	-
83	27023 Church St/The Common inbound				-	✓	-	-
84	23442	The Common/Nether Lane	inbound	✓	-	-	✓	-
85	23439	Chapeltown Rd/Whiteley Lane	outbound	✓	✓	-	-	-
86	23441	Chapeltown Rd/Hunshelf Lane	inbound	✓	-	✓	-	-
87	23440	Chapeltown Rd/Hunshelf Lane	outbound	✓	-	✓	-	-
88	22377	Chapeltown Rd/Cowley View Rd	inbound	✓	✓	-	-	-
89	22376	Chapeltown Rd/Crakehall Rd	outbound	✓	-	✓	-	-
90	22374	Ecclesfield Rd/Cowley View Rd	inbound	✓	✓	-	-	-
91	22373	Ecclesfield Rd/Cowley View Rd	outbound	✓	-	✓	-	-
92	22372	Ecclesfield Rd/Cumberland Crescent	outbound	✓	-	✓	-	-
93	22371	Ecclesfield Rd/Park Avenue	inbound	✓	✓	-	-	-
94	22370	Ecclesfield Rd/Park Avenue	outbound	✓	-	✓	-	-
95	22345	Ecclesfield Rd/British Legion	outbound	✓	✓	-	-	-
96	22364	Ecclesfield Rd/British Legion	inbound	✓	-	-	✓	-
97	23837	St Mary's Lane/Church Street	outbound	✓	-	✓	-	-
		Count		97	41	34	22	18

Inbound Stops 45 Outbound Stops 49

Adjacent stops for

interchange 3

* All bus stops will be enhanced to the QPS Standard as detailed in Key Schedule 5 extract 3.4:

- 155 mm Kerb
- Tactile Paving
- Bus stop Clearway
- Carousel

Mini Interchange Enhanced Bus Stop Clusters

Existing facilities

	Facility provided for the QPS	Drawing No
(1) S	pital Hill/Burngreave Road	
(ii) (iii) (iv)	Major highway and junction improvements to provide bus priority, including a section of bus lane following ARUP study and AIMSUN modelling, with associated kerb and footway works, formalised parking, RID controlled signals at junctions for selective bus priority and associated waiting restrictions at the junctions of the A6135 Spital Hill with Carlisle Street, A6135 Spital Hill with Gower Street and Brunswick Road and A6135 Burngreave Road with Burngreave Street and Catherine Road. New dedicated inbound 24 hour bus lane on Burngreave Road between Melrose Road and Catherine Road with RID controlled pre-signals to give priority to buses entering Spital Hill for onward journeys to the city centre. One way only, turning restrictions and minor road closures at certain junctions to improve pedestrian safety and aid bus priority. Highway, kerb and footpath improvements for improved bus stop facilities and mini interchange. Introduction of pedestrian crossing facilities at Spital Hill/Carlisle Street and Burngreave Road/Gower Street junctions to improve the pedestrian environment and aid access to bus stops.	TM/BG253/P08
(i)	arnsley Road/Orphanage Road Carriageway upgrades, junction improvements, widen and regrade footway to bus stops; relocate pedestrian crossing and changes to guardrails, kerb lines, footways, stops and shelters. Introduce mini interchange of enhanced bus stop clusters with Real Time displays.	HD/BG285/1
(3) F	irvale "Minor"	
(i)	Barnsley Road:- carriageway re-configuration, removal of central refuge	HD/BG254/1B HD/BG254/2A
(ii)	to improve traffic flow, upgrade and re-siting of new controlled pedestrian crossing and associated kerbs and shelters. Barnsley Road/Herries Road/Owler Lane Right Turn Ban and associated re-configuration of traffic signals to improve junction efficiency at major congestion hotspot for the benefit of bus users on the major bus corridor	TR/39/10080NRT TS/BG254/1.1
(iii)	Kerb and paving works for upgraded bus stops and shelters.	HD/BG254/5A
(4) F	irth Park Centre	
(i)	Reconfiguration of bus laybys and service loading bays and formalise car parking on Sicey Avenue. Kerb re-alignment and crossing relocation to facilitate above and maximise	TM-BG255-C1A
(ii)	road space efficiency to minimise traffic congestion in this busy suburban centre.	
(iii)	Carriageway and	HD/BG255/P3C
(iv)	footpath works and associated works for bus stop improvements.	
(iv)	Provision of central Real-Time Passenger Information Facility to aid journey planning.	
(5) S	heffield Lane Top	
(i)	Introduction of technological improvements to provide bus priority following AIMSUN modelling.	TC/25/10/1.0
(ii)	Reconfiguration and synchronisation of the traffic signals and pedestrian	
(iii)	crossings. Introduction of queue detection loops on the approaches to junctions at Sheffield Lane Top and with Deerlands Avenue.	HD/BN127/20
(iv) (v)	Manage the introduction of RID/RTPI Raised kerbs and tactile paving at stops and associated levelling and pavement works. New shelters.	

Real Time Intelligent Detection (RID)

This is being introduced at the following traffic signal installations, junctions and pelican crossings in the Scheme Area and will enable bus priority and be controlled by the Councils urban traffic control centre.

SCC Reference	RID traffic signal installation
Site no. 215	Spital Hill at the junction of Spital Street.
Site no. 124	Burngreave Road at the junction of Gower Street.
Site no. 176	Burngreave Road at the junction of Catherine Street.
Site no. 164	Burngreave Road at the junction of Christchurch Road.
Site no. 268	Burngreave Road at the junction of Barnsley Road.
Site no. 235	Burngreave Road at the junction of / Pitsmoor Road.
Site no. 101	Barnsley Road at the junction of Scott Road.
Site no. 112	Barnsley Road at the junction of Osgathorpe Road.
Site no. 165	Barnsley Road at the junction of Norwood Road.
Site no. 013	Barnsley Road at the junction of Firth Park Road.
Site no. 490	Barnsley Road at the junction of Horninglow Road.
Site no. 177	Barnsley Road at the junction of Stubbin Lane
Site no. 021	Barnsley Road at the junction of Elm Lane
Site no. 151	Barnsley Road at the junction of Kinnaird Road.
Site no. 088	Barnsley Road at the junction of Deerlands Avenue

There is also Site no. 024 Wicker at the junction of Spital Hill is outside the Scheme Area but is a vital entry point to the City Centre from the North Sheffield QPS Area.

Activity	Specification
Street Lighting (excl electricity supply faults)	Average outage level between 2 and 3%
ouppry radito)	Rectification of faulty lamp within 8 days on average
Drainage	On average between 1 and 2 inspections/gulley cleans per year. Also in response to complaints
Signs and lines	Action taken on receipt of complaint and as a result of routine inspections
Illuminated signs	Average outage between 2 and 10%
Footways	Safety inspections undertaken between monthly and 6 monthly. Defects greater than 20mm repaired within 24 hrs of report from public
Carriageways	Safety inspections undertaken between monthly and 6 monthly. Defects greater than 40mm repaired within 24hrs of report from public Resurfacing frequency on average every 30 years
Traffic signals	Response time for outages within 3 hours
Street Sweeping	Every 2 weeks
Footway Sweeping	Frequency varies according to specific location in order to deal with hot spots
Verge cutting	Minimum of 12 times per year
Winter Maintenance	Routes gritted within 3 hours of decision to grit
Statutory Undertakers' Activities	Routes classified as traffic sensitive
Shelters - Offensive graffiti - Cleaning - Seating - Repairs - Glazing damage - Dangerous damage	Remove immediately upon notification (target 2 hrs) Two weekly Installed on all new shelters (subject to site limitations) 7 days of notification By next working day (< 4 hours if told before 3:30pm) 4hrs during normal working hours
Carousel Information	Repairs - 48hrs of notification
Printed information	Updating - 10 days prior to new timetable for bus guides - subject to 56 days notification of bus service registration or any revised notification agreed between the Executive and operators

BUS STOP STANDARD SPECIFICATION FOR QUALITY BUS CORRIDORS CHECK THIS

THEME	ISSUE	STANDARD
MAINTENANCE	All	Schedule 5
PASSENGER INFRASTRUCTURE	Shelter	 The current shelter standard is the Abacus SA900 range (or equivalent) All shelters will be installed in standard PTE colours The steel work will be PTE Blue, Currently RAL 5003 The glazing manifestations will be PTE Yellow, Currently D-91-G-1416 All shelters will include seating provision (subject to site limitation) All new shelters will be installed with 3x Pad Seats (subject to site limitation) Any exceptions will be assessed by the Partnership Design Team All shelters will be illuminated unless costs prove to be prohibitive Electricity connections are not to be taken from a street light supply All electricity connections exceeding the PTE cost threshold will be referred to the Partnership Design Team for approval Solar powered illuminations will be considered where practical The overall size of new shelter installations will be determined by the result of the Shelter Evaluation New shelters will be installed with standard glazed panels Potential requirements for solid blocks / privacy screens / poly carbonate panels will be identified by the Condition Survey The PTE's current approved Shelter contractor will install all Shelters
	Footway Widths	 For shelter Installation at the rear of a footway a minimum width of 1950mm will be required for a quarter end panel shelter, 2150mm for a half end panel and 2750 for a full end panel For shelter Installation at the kerb edge of a footway a minimum width of 2110mm will be required for a quarter end panel shelter, 2600mm for a half end panel and 3200 for a full end panel For a pole/ crousel installation at the rear of a footway a minimum width of 1500mm will be required For a pole/carousel installation at the kerb edge of a footway a minimum width of 1800mm will be required If footway width is not a restricting factor then the location of the shelter will be determined by the direction of the prevailing (winter) wind The location, orientation and size of end panels will be determined by the Condition Survey

THEME	ISSUE	STANDARD
HIGHWAY LAYOUT	Footway	 There will be a section of raised kerb (155mm) at all stops to allow people with wheelchairs better access to buses. Minimum 3 raised kerbs Proprietary kerb systems are not to be used The area immediately behind the raised kerb will be surfaced in a rectangular block of contrasting coloured textured material to provide better access for people with visual impairments All stops to be wheelchair accessible with a 2m x 2m-boarding/alighting zone to be kept clear of street furniture & other obstructions There should be a minimum area of hard standing for 5 passengers at every stop The recommended ramp gradient on footways on quality corridors is 1:20 and the maximum acceptable gradient is 1:12
		 provided this is over a short distance It is desirable to have a litter bin at all stops. Litter bins should be carefully located so as not to create an obstruction for pedestrians A pedestrian crossing point, with tactile paving, should be provided within a reasonable distance of each bus stop. This will be between each pair of bus stops wherever possible A good quality footway will be provided between each stop & these crossing points, as necessary
	Carriageway	 A 24-hour bus stop clearway should be provided at all stops 27m minimum. The procedure to deal with specific locations where this is not achievable will be agreed by the individual Partnership design teams, including the option to relocate Contiguous with the above all stops on route should have a Bus Stop Cage marking in yellow on the carriageway Bus drivers can experience difficulties and delay when pulling out of a bus lay-by to rejoin the traffic flow, it is therefore recommended that full depth lay-by's are not provided at bus stops on Quality Corridors unless there are specific operational or safety reasons
PASSENGER INFORMATION	Service Information	 Static bus service information (timetables) will be provided at all stops along routes and will be updated to reflect service changes at the four key service change dates All stops will be visited every two weeks for general cleaning, maintenance and to ensure the information is provided and visible. Real Time Passenger Information, RTPI, (electronic displays) are to be incorporated along routes as technology permits, a procedure to agree installation locations is to be developed in line with the PTE Strategy. This is also linked to the RTI in participation agreements
	Local Info	Where possible it is desirable to display local area maps and local information at stops along routes
	Interchange Points	 Multi modal information will be available in the immediate area if the stop is an interchange point Where the stop is designated an interchange point, signage will be provided to ensure passengers are able to determine location of the adjacent travel mode

TRAFFIC REGULATION ORDERS

Sheffield City Council will make the following TRO's in relation to the Scheme.

THE SHEFFIELD CITY COUNCIL
(VARIOUS ROADS AREA NO. 8) (PROHIBITION AND RESTRICTION OF WAITING)
(CONSOLIDATION) ORDER 1988 (AMENDMENT No.) ORDER 2006

THE SHEFFIELD CITY COUNCIL
(VARIOUS ROADS) (CONSOLIDATION OF URBAN CLEARWAY, PROHIBITION AND RESTRICTION OF WAITING) ORDER 1993 (AMENDMENT No.) ORDER 2006

THE SHEFFIELD CITY COUNCIL (VARIOUS ROADS, SHEFFIELD)
(CONSOLIDATION OF ONE-WAY TRAFFIC) ORDER 1982 (AMENDMENT No.) ORDER 2006

THE SHEFFIELD CITY COUNCIL
(VARIOUS ROADS AT BURNGREAVE, PROHIBITED RIGHT TURN AND
PROHIBITION OF DRIVING) ORDER 2006

THE SHEFFIELD CITY COUNCIL
(BUS PRIORITY) (CONSOLIDATION) ORDER 1991 (AMENDMENT No.) ORDER 2006

NOTICE IS HEREBY GIVEN that Sheffield City Council propose to make Orders under the provisions of Section 1(1), 2(1) and (2) and Schedule 9 of the Road Traffic Regulation Act 1984.

	Detail of proposed traffic restrictions to:-	Council TRO Drawing number
-	introduce a Prohibition of Waiting At Any Time on parts of Bressingham Road, Burngreave Road, Burngreave Street, Carlisle Street, Catherine Road, Melrose Road, Spital Hill, Spital Lane and Spital Street;	TR/32/008-Burng
-	introduce an 'at all times' Bus Lane on Burngreave Road between its junctions with Melrose Road and Catherine Road;	TR/32/008-Burng
-	Introduce one-way traffic on parts of Burngreave Street (an 'in' plug at Catherine Road), Hallcar Street (from Spital Hill to Sorby Street) and Spital Street (from Spital Hill to Spital Lane);	TR/32/008-Burng
-	introduce a Prohibition of Driving on parts of Grimesthorpe Road South (at its junction with Burngreave Road/Gower Street), Spital Street (the south east leg at its junction with Spital Hill) and in the central reserve of Spital Hill opposite its junction with Hallcar Street;	TR/32/008-Spital
-	introduce a 'loading only' bay on part of Spital Hill and revise the location of	TR/32/008-Spital
	the existing 'loading only' bay on part of Sicey Avenue at Firth Park;	TR/39/150-Sicey
-	revoke lengths of Restricted Waiting on parts of Spital Hill;	TR/32/008-Spital
-	introduce a Prohibition of Waiting and of Loading/unloading At Any Time on parts of Sicey Avenue at Firth Park;	TR/39/150-Sicey

Any queries regarding the TRO's for the Scheme Area may be obtained from Mr Eric Wilson at Traffic Regulations, Development Services, 2-10 Carbrook Hall Road, Sheffield S9 2DB.

STANDARD OF SERVICES SCHEDULE 7

Statutory Quality Partnership Scheme for North Sheffield (Barnsley Road) pursuant to Section 114 of the Transport Act 2000

STANDARD	Ref'	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
ALL		Applicable in accordance with clause 6 of the scheme to Local Services as listed in schedule 2 to be circulated to Bus Operators and the Traffic Commissioners prior to commencement of the Scheme and updated for each Service Change Date.	
1. UNDERTAKINGS	. UNDERTAKINGS GENERAL UNDERTAKINGS OF THE OPERATOR		
Reliability	1.1	To provide reliable and punctual services in accordance with bus service registrations and commitments to the Traffic Commissioner to operate within compliance guidelines.	Improve the overall image of bus services, positively market and promote confidence in bus network. Reduce delays to the consistent
Tronus mily	1.2	To participate in Punctuality Improvement Plans (PIPs) and actively work towards achieving agreed targets for improving Local Service journey time performance targets.	operation of bus services, including rapid intervention to deal with problems as they arise
Notwork atability	1.3	To only make changes to routes and timetables in strict accordance with the Executive's "Service Change Dates" agreement dated 20 July 1999, in order to maintain network stability.	Effective systems making bus use easy
Network stability	1.4	To notify the Executive through a designated point of contact with summary notification of any intended service changes at 21 days and in detail at 14 days in confidence (until acceptance of registration by the Traffic Commissioner) in advance of the registration deadline in order to allow reasonable time for meaningful consultation.	Improve the overall image of bus services, positively market and promote confidence in the bus network
Presentation	1.5	To ensure all vehicles are internally and externally clean, tidy and well presented, in appropriate finished livery displaying Travel South Yorkshire logo and with seat and interior coverings of a similar material and matching or as designed pattern and colour.	Good and consistent standards of cleanliness and upkeep.
Driver training	1.6	To fully brief drivers on the terms and objectives of the Quality Partnership Scheme prior to operating Local Services within the Scheme Area and to ensure they are route trained and proficient in the use of ticket machines and conversant with all fares options when operating Local Services in the Scheme Area.	Better customer relations and more customer focussed standards, consistently delivered

STANDARD	Ref' no	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
	1.7	To ensure drivers on Local Services in the Scheme Area have or are acquiring 'National Occupational Standards in either Customer Service NVQ level 2 or Road Passenger Transport NVQ 2' qualification or an agreed equivalent inclusive of diversity/disability awareness training and a one day customer service workshop. Operators to ensure drivers of core services complete training within 12 months and drivers of complementary services within 24 months and provide 1 day training refresh updates every 3 years. Operators to make reasonable endeavours to ensure drivers undertake their duties in a courteous and professional manner.	Better customer relations and more
Customer Care	1.8	To ensure policies and procedures are in place to cover procedures such as child travelling alone, fare collection if passenger is not in procession of means to pay, and other unforeseen eventualities.	customer focussed standards, consistently delivered
	1.9	To respond to customer correspondence within 10 working days of receipt and provide a summary of comments on a monthly basis for local services in the Scheme Area to the Executive. Similar obligations to be given by the Executive	
	1.10	To provide an annual statement to the Executive of the number and proportion of drivers qualified or receiving training (as specified in 1.7 above) operating on Local Services in the Scheme Area.	
Journey promises	1.11	To participate in a Quality Partnership Passenger Charter Scheme for Local Services in the Scheme Area to include compensation of at least a single journey voucher for the equivalent of the journey foregone to passengers on Local Services which have run more than one minute early from a registered time point or for journeys which have not operated or departed from their boarding stop more than 20 minutes late except in circumstances which are reasonably beyond the operators control. The number of payments to be reported monthly to the Executive.	Improve the overall image of bus services, positively market and promote confidence in the bus network
Driver uniform, identity and appearance	1.12	To provide all drivers with a uniform (which may be different for male and female staff) from within a standard range of items available to that person and use reasonable endeavours to ensure that this is worn on duty to promote a tidy and professional appearance.	Improve the overall image of bus services, positively market and promote confidence in the bus network
Information	1.13	Wherever practicable to display internally on Dedicated Route Specific Buses, current route and timetable information appropriate to the Local Service(s) being operated, generic information on fare levels, concessionary travel and availability of return, period, and Executive tickets/passes.	Effective systems making bus use easy Ensure interchange is not a barrier

STANDARD	Ref'	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
1.14		To display wherever practicable on all other buses on Local Services in the Scheme Area summary details of forthcoming service changes relevant to the Scheme Area at least 14 days in advance of the date of commencement.	
	1.15	To use reasonable endeavours to inform nominated contacts wherever possible in advance at the Executive of any known disruptions, substantial delays or cancellations to Local Services in the Scheme Area. This can be provided electronically via the future Real Time Information system by participating operators.	
Fare revisions	1.16	To provide the Executive with summary notification of proposed fare increases in confidence at 21 days and in detail at 14 days in advance of implementation deadline in order to allow reasonable time for meaningful consultation. The Executive to give similar commitments to operators of concessionary fare changes.	Effective systems making bus use easy
Smoking	1.17	To operate and use reasonable endeavours to enforce a no smoking policy on Local Services and incorporate this within their Health and Safety training and post notices on buses to that effect. Drivers to report cases of non-compliance to management	Comfort and convenience across the whole journey
Hot food and alcoholic drinks	1.18	To use reasonable endeavours to ensure hot food and alcoholic drinks are not consumed on Local Services and post notices on buses to that effect. Drivers to report cases of non-compliance to management	Comfort and convenience across the whole journey
Provision of patronage data	1.19	To provide the Executive with patronage data as an average by service over a 4 week period supplied every 6 months for the North Sheffield portion of local services listed in Schedule 2 of the Scheme document for the purposes of monitoring service performance. Any figures publicly quoted to be aggregate totals only without reference to service or operator and be treat as exempt for the purpose of S43 of the Freedom of Information Act as being commercially sensitive and confidential.	Enable reporting of patronage trends in the QPS area on a similar basis to that established for the North Sheffield Quality Partnership Agreement.
Fleet List	1.20	To supply the Executive annually through a designated point of contact with current fleet list identifying key indicators such as registration numbers, fleet number, low floor to functional DDA compliance(as in 2.1), Euro 3 emissions compliance and CCTV. Effective systems makin easy.	
2. VEHICLE SPECIFICATIONS		OPERATORS UNDERTAKE TO PROVIDE VEHICLES TO THE FOLLOWING SPECIFICATION ON LOCAL SERVICES IN THE SCHEME AREA	
Accessibility	2.1	To use accessible low floor buses with fixed or portable wheelchair ramps, meeting the functional requirements of the Public Service Vehicle Accessibility Regulations 2000.	Comfort and convenience across the whole journey

STANDARD	Ref'	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
ссти	2.2	To be equipped with working CCTV monitoring systems in continuous operation with a minimum of 3 cameras in each saloon meeting requirements for evidential quality and data retention to enable prosecution and complies with Data Protection Act 1998.	Safety and security throughout the whole journey and compliance with data protection regulations
Communication	2.3	To be fitted either with Real time, two-way radio or the drivers supplied with hands-free mobile telephone equipment to enable communication with operators' control facility at all times.	Reduce delays to consistent operation of bus services with rapid intervention to deal with problems arising. Safety and security throughout the whole journey
Emissions	2.4	To meet Euro 3 emission standards on Core and Supported Local Services from start date of Scheme and all other Local Services in the Scheme Area from 27 July 2008 unless covered by any exclusion listed in Schedule 8.	
Heating and ventilation	2.5	To be equipped with either climate control or other heating/ventilation system operating correctly to maintain ambient temperature levels for passenger comfort relative to the outside temperature. All opening windows to be fully functional.	Comfort and convenience across the whole journey
Lighting and ancillary equipment	2.6	To be well lit internally during hours of darkness and poor daylight. Reduced illumination is acceptable in order to prevent reflective glare in the driver's windscreen when vehicle is in motion.	Safety and security throughout the whole journey
Route and destination	2.7	To display accurate route number and ultimate destination indicators at all times and use reasonable endeavours to agree place descriptions with the Executive. These to comply with the standards set out in Schedule 2 section 8 of the PSV Accessibility Regulations 2000.	Effective systems making bus use easy.
displays	2.8	Wherever practicable any temporary destination and number displays to comply with sections 8(3) (a) and (b) of Schedule 2 of the PSV Accessibility Regulations 2000 and only be used as substitute for normal destination equipment in the event of emergency.	Good and consistent standards of cleanliness, upkeep and information.
Real Time Information	2.9	To be fitted with a functioning active global positioning system (GPS) equipment and the Executive's area Real Time Intelligent Detection System (RID) giving traffic signal priority at specified junctions, real time monitoring of in service buses against schedule and Real Time Public Information (RTPI) outputs. Reduce all delays to the condoperation of bus services, in rapid intervention to deal with problems as they arise.	
3. VEHICLE MAINTENANCE STANDARDS		OPERATORS UNDERTAKE TO MAINTAIN VEHICLES USED ON LOCAL SERVICES WITHIN THE SCHEME AREA TO MEET THE FOLLOWING CRITERIA.	

STANDARD	Ref'	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
Obligation	3.1	In addition to maintenance in compliance with the Vehicle and Operator Services Agency (VOSA) requirements, to investigate all recurrent minor defects which are an annoyance to passengers' at the earliest practicable opportunity and record defect for rectification. Examples include, ingress of dripping water from leaks, odours, bodywork and suspension rattles and extraordinary engine/transmission noise or vibration.	Comfort and convenience across the whole journey Good and consistent standards of cleanliness and upkeep.
Lighting and ancillary	3.2	To ensure that internal electrical equipment such as lighting, are fully operational.	Safety and security throughout the
equipment	3.3	To ensure that internal bell pushes, mechanical equipment and all defined opening windows are fully operational	whole journey
	3.4	To be maintained in a clean and tidy condition without damage to panels, windscreen, windows and doors.	
	3.5	To ensure external paint work in good order and complete in appropriate finished livery and free of damage, grime, graffiti and frayed worn or peeling advertisements.	Good and consistent standards of
Presentation (exterior)	3.6	To maintain visibility out of windows for passengers, operators to ensure all front and side windows other than the foremost nearside downstairs window are free of commercial advertising and any own advertising is in contra-vision and any block text is no wider than 10cm and cover no more than 25% of the glazed window.	Improve the overall image of bus services
	3.7	To replace any window with etching in excess of 50% of the surface area. Badly scratched and blown double glazed windows which impair visibility to be replaced at the earliest practical opportunity.	
	3.8	To be maintained in a clean and tidy condition, with particular respect to panels, glazing, window surrounds, floor area and heating/ventilation grilles.	
Presentation (interior)	3.9	To ensure all seat cushions, backs, bases, fabrics, moquettes and facing materials are maintained in a clean and tidy condition, of similar colour and matching pattern and fabric throughout, in good repair and free of chewing gum, damp and rot to avoid passengers clothing being soiled.	Good and consistent standards of cleanliness and upkeep. Comfort and convenience across the whole journey
	3.10	To be free of litter, debris, damage, contamination, grime, graffiti, stickers and unauthorised posters. To ensure any racist or abusive graffiti removed at the earliest practical opportunity.	whole journey
	3.11	To be maintained in a clean and tidy condition, free from ingrained dirt on panels, windows, frames, grills and wheels.	Good and consistent standards of
Cleanliness (exterior)	3.12	To be wherever practicable to be externally cleaned (including all bodywork and external glass) for the start of service each day and prior to leaving from stack to commence service in the course of the day from the operating depot.	cleanliness and upkeep.

STANDARD	Ref'	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY	
Cleanliness (interior)	3.13	To be wherever practicable cleaned for the start of service each day and prior to leaving from stack to commence service in the course of the day from the operating depot. Daily cleaning to include all floor areas, staircases, windows, frames, grab rails, handrails, poles, seat frames and any other surfaces visible to passengers. Used ticket boxes to be emptied and all litter removed. Major items of litter to be removed from buses stacked at depot prior to entering service.	Good and consistent standards of cleanliness and upkeep.	
	3.14	Windscreens, windows, glass panels, assault screen and surrounding frames to be clean and free from dust, dirt, smudges, streaks and fingerprints for the start of service each day.		
Litter	3.15	Use reasonable endeavours to ensure major items of litter such as bottles, cans and strewn newspapers are removed from the vehicle at the end of each scheduled journey at terminals where litter bins are provided. Good and consistent cleanliness and upkee		
	3.16	Any out-of-date information to be removed as soon as it ceases to be current.	Good and consistent standards of	
Information	3.17	Operators undertake to notify the Executive of any technical problems such as bus wash breakdown, ice, industrial action etc, which affect their ability to maintain cleaning standards. Monitoring output to be adjusted for certain notified circumstances.	upkeep and information. Effective systems making bus use easy.	
4. BRANDING/LIVERY		OPERATOR UNDERTAKINGS IN RESPECT OF VEHICLE BRANDING		
	4.1	To display the "Travel South Yorkshire" logo on vehicles operating within the Scheme Area.	Improve the overall image of bus services, positively market and	
Dedicated Route Specific buses	4.2	To use Dedicated Route Specific Buses only on the route(s) for which they are dedicated to. Dedicated Route Specific Buses must not be used on routes other than those specifically scheduled for except in circumstances which are reasonably beyond the Operator's control. In such circumstances the operator must re- allocate such buses as soon as practicably possible to the correct dedicated route. A summary report of compliance of vehicle allocation at the start of service to be submitted to the Executive	promote confidence in the bus network Effective systems making bus use easy.	
5. RELIABILITY		OPERATOR UNDERTAKINGS IN RESPECT OF RELIABILITY		
Service reliability	5.1	To ensure bus service and driver schedules are realistic under normal circumstances in order to maintain advertised timetables and provide consistent journey times and are updated to reflect significant known road and traffic conditions. To ensure drivers have sufficient time for passenger boarding in busy urban centres to maintain reliability and timetable compliance within Traffic Commissioners' guidelines. Timetable compliance can be tracked by the future Real Time Information project.	Reduce all delays to the smooth and consistent operation of bus services, including rapid intervention to deal with problems as they arise. Effective systems making bus use easy.	

STANDARD	Ref'	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY	
Breakdown and recovery	5.2	To ensure that passengers on a bus which has become immobilised are transferred safely on to a replacement vehicle or alternative local service within 45 minutes of breakdown occurrence.	Reduce all delays to the smooth and consistent operation of bus services, including rapid intervention to deal with problems as they arise.	
	5.4	To be in attendance of broken down buses and use reasonable endeavours to remove from the highway within 60 minutes of any breakdown occurrence.		
Last journeys	5.5	To guarantee completion of last journeys in the event of a breakdown or accident and to guarantee to operate the last journey opportunity where no later reasonable alternative bus service is available unless prevented in the reasonable opinion of the operator by adverse weather or for issues of health and safety. This can be marketed with a customer charter.	Promote confidence in the bus network	
6. DRIVER STANDARDS		OPERATORS UNDERTAKINGS IN RESPECT OF DRIVER STANDARDS AND BEHAVIOUR		
General	6.1	To ensure bus drivers at all times drive in a safe and professional manner undertaking a duty of care to all passengers.	Better customer relations and more customer focussed standards, consistently delivered.	
Start of journey	6.2	To ensure bus drivers are in situ to commence passenger boarding at least 3 minutes Improve the ove		
Picking up/setting down	6.3	To use reasonable endeavours to ensure drivers operating Local Services observe all bus stops on request and all intending passengers are transported subject to maximum displayed vehicle capacity.	Promote confidence in the bus network	
	6.4	To ensure drivers align buses at Stopping Places, parallel and adjacent to QPS enhanced standard raised access kerbs wherever practicable to enable level boarding.		
Passenger assistance	6.5	To ensure drivers provide assistance when requested, for boarding or alighting by elderly or disabled passengers and if so requested to remain stationary until such passengers are seated. Drivers to assist passengers in wheelchairs by lifting ramp and if requested offer assistance in accordance with the PSV (Conduct of Drivers, Inspectors, Conductors and passengers) (Amendment) Regulations 2002. Drivers to enable elderly and disabled passengers sitting in priority seating who have requested to alight to remain seated until the bus has come to a stop.	Better customer relations and more customer focussed standards, consistently delivered.	
Smoking	6.6	To ensure drivers observe smoking prohibition at all times whilst on board a bus, or at PTE facilities such as Interchanges and shelters	Comfort and convenience across the whole journey.	

STANDARD	Ref' no	STANDARD OF SERVICES REQUIREMENT DETAIL	JUSTIFICATION AND LINK TO PRIORITY ACTIONS IN THE BUS STRATEGY
Distractions	6.7	To use reasonable endeavours to ensure drivers do not use mobile phone handsets or consume food or drink whilst driving to minimise distractions and safety of passengers	Comfort and convenience across the whole journey
Heating and ventilation	6.8	To use reasonable endeavours to ensure that drivers are fully conversant with all vehicle ancillary systems, including lighting, destination equipment and heating and ventilation control systems.	Comfort and convenience across the whole journey
7. TIMESCALES FOR RECTIFICATION OF DEFECTS		OPERATORS UNDERTAKINGS IN RESPECT OF DEFECT RECTIFICATION	
Defects to be rectified within 7 working days wherever reasonably practicable,	7.1	Vehicles will be monitored to measure compliance with the QPS quality requirements. Prompt rectification of defects is likely to result in fewer instances of failure to comply. Any defect of an operators vehicle reported with a fault and subsequently reported on 2 further occasions with the same defect after 7 days of that incident and within 28 days may be subject to clause 8.2 in the Scheme document. To cover all equipment specified in the Scheme document including CCTV equipment Radio or telephone communication equipment QPS and Real Time Intelligent Detection (RID) system equipment lighting and ancillary equipment, heating/ventilation systems and opening windows, leaks from roof/windows ingressing to a saloon. All internal electrical and mechanical problems including lighting, stopping signs, electronic destination/information displays, bells and electronic ticket machines. Recurrent minor defects from chassis, engine, gearbox including suspension knocks, snatching brakes/retarders and screeching belts, destination equipment, minor body defects, including rattles, which are an ongoing annoyance to passengers when vehicle is idling or in motion .	Better customer relations and more customer focussed standards, consistently delivered. Improve the overall image of bus services and promote confidence in the bus network

Local Services excluded from the Scheme

- (a) Services which operate for the primary purpose of carrying schoolchildren or students between their home and a school or Further Education College at the start or finish of the day.
- (b) Services which are registered to observe four or fewer Stopping Places in each direction within the Scheme Area.
- (c) Services or Service Groups with a frequency of between 40 minutes and 70 minutes inclusive where the proportion of the service mileage within the Scheme Area is below 25% of the total service mileage measured from the outer terminus through the Scheme Area to the Sheffield City centre terminal or timing point.

OR

Service or Service Group with a frequency of less than every 70 minutes where the proportion of the service mileage within the Schedule Area is below 50% of the total service mileage measured from the outer terminus through the Scheme Area to the Sheffield city centre terminal or timing point.

(d) Community Transport or Dial-a-Bus services which are restricted to use by pre-registered passengers only

PASSENGER BENEFITS

Journey time savings

The highway infrastructure and bus priority measures including RID are targeted to make journey time savings for buses on Local Services at both peak and off peak times. The total peak time reduction is 1 minute 34 seconds based from the work undertaken by ARUP Table 6.2 page 52 of their report. The key noticeable benefit is a 60% reduction in the standard deviation of bus journey times which results in more punctual services and greater actual and perception of reliability by those using the services.

The individual peak journey time savings are listed as

Burngreave: 24 seconds. Firvale: 30 seconds Firth Park: 10 seconds. Sheffield Lane Top: 30 seconds.

Sourced from PTE and SCC monitoring

Table showing key indicators targeted for the voluntary North Sheffield Barnsley Road Partnership Agreement which will be enhanced and protected to preserve benefits in the QPS

North Sheffield Qu 69110-2. 9 produc	iginal Infrastructure Repo uality Network (Better Bus ed for the development w d, North Sheffield Partner	A6135 Barnsley Road		
QBC Indicator	Measurement	Data Source	Baseline Data	Corridor Target
Bus service satisfaction	Number of users surveyed who are satisfied/very satisfied	SYPTE Market research	81.8% April 2003	90%
Bus service punctuality	% bus departures – 1 to +5 mins at all timing points	SYPTE surveys To include Real Time Information	87.09% 02/03 year	95%
Bus service reliability	% buses operated	SYPTE surveys To include Real Time Information	96.13% 02/03 year	99%
Vehicle occupancy levels	Average occupancy levels by vehicle type	Sheffield CC Annual Screen Line VOS	Car - 1.38 Bus –12.68 2003	To increase occupancy levels
Average bus journey times and variability	Journey time between agreed points	Sheffield CC Annual Screen Line VOS	Chapeltown – Wicker	To reduce bus journey times and reduce variance on average Peak/Off Peak journey times
		AM Peak (inbound)	30:44 32:42	29:10 31:32
		PM Peak (outbound) Corridor Peak Average	31:43	30:09
		Corridor Off Peak Average	29:48	29:28
		Variance	1:55	0:41

Patronage Growth Projections - Consultants projections

Taken from the original Infrastructure Report produced by ARUP titled: North Sheffield Quality Network (Better Buses for Sheffield) Job Number 69110-29 and original TAS Report titled North Sheffield Quality Network: A Report to South Yorkshire PTE. The benefits have been reassessed by ARUP in their report; North Sheffield Better Buses Audit of Outline Appraisal reference number 69110-44 dated 12 September 2006. The facilty improvements, benefits and spend figures have been updated to reflect what is being implemented in the QPS but retaining the original formulas derived by ARUP and TAS on predicted patronage growth. Hence the figures below may differ slightly from the original report. The implementation of the QPS will preserve the facilities and condition Local Services to quality Standards of Services.

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Calculator of "Benefit from waiting environment"		0.96	(46% of £2.10 generation per £1 spend) Calculation based on TAS Value of Vehicle Investment -
Calculator of "Benefit from New vehicles"		0.7	7.6.3 (Report Page 81) - Weighted according to result of Research result (Table 24 Page 58)
Average Fare		0.97	(Current countywide average fare)
Baseline Patronage		20000000	
Services revised for the Better Buses for Sheffield, North Sheffield Voluntary Partnership		Weekly Increase	TAS Table 37: Page 111
31/33 22 (20/20A) 34 (7) 47/48 75/76		4000 12500 500 10000 5600	
97/98 <i>(97/97A)</i>		10000	
Total Weekly Total Annual		42600 2215200	11.08%
	Spend	Pax Benefit	Source
Waiting Environment Stubbin Lane Area (work package 1)	£39,700	39291	
Waiting Environment Firth Park Area (work package 2)	£64,900	64231	
Waiting Environment Pitsmoor Area (work package 3)	£63,500	62845	
Waiting Environment Ecclesfield area (work package 4A)	£133,000	131629	
Waiting Environment Chapeltown area (work package 4B)	£43,000	42557	Calculation based on TAS Value of Passenger Infrastructure
Waiting Environment Firvale (work package 5) Sheffield Lane Top waiting	£67,100	66408	Investment - 7.4.1 (Report Page 79) - Weighted according to result of Research result (Table 24 Page 58)
environment (work package 6)	£98,200	97188	
Ecclesfield High Street waiting environment (work package 7)	£15,000	14845	
Barnsley Road/Hucklow Road (Package 8) Firth Park Centre	£72,500	71753	
(work package 9)	£67,800	67101	
Spital Hill waiting environment (work package 10)	£57,200	56610	
Total	£721,900	714458	3.57%
	Spend	Pax Benefit	Source
Sheffield Lane Top Bus Priority	£61,000	2013	North Sheffield Better Buses Audit of Outline Appraisal reference 6110-44, September 2006.
Firth Park Improvements	£71,400	8612	Calculation based on TAS Value of Passenger Infrastructure
Ecclesfield Interchange (Stop Improvements)	£26,500	26227	Investment - 7.4.1 (Report Page 79) - Weighted according to result of Research result (Table 24 Page 58)
Spital Hill/Burngreave Road (Bus Priority)	£1,352,900	46755	North Sheffield Better Buses Audit of Outline Appraisal
Firvale (Minor) Improvements	£120,000	25728	reference 6110-44, September 2006.
Barnsley Rd/Orphanage Road Improvements	£70,000	69278	Calculation based on TAS Value of Passenger Infrastructure Investment - 7.4.1 (Report Page 79) - Weighted according to result of Research result (Table 24 Page 58)
			North Sheffield Better Buses Audit of Outline Appraisal reference 6110-44, September 2006.
RID (Previously known as SVD)	£30,000	21127	
Total	£1,731,800	199740	

SCHEDULE 10

North Sheffield (Barnsley Road) Statutory Quality Partnership Scheme

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

TO: Traffic Commissioner for the North Eastern Traffic Area

Hillcrest House 386 Harehills Lane Leeds LS9 6NF

FROM: [Name and address of Operator]

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

All terms used in this undertaking have the same meaning as those set out in the North Sheffield (Barnsley Road) Statutory Quality Partnership Scheme as made on [insert date]

SIGNED

[insert name of Director of Operator Company]

[Title]

[Operator Company name]

DATE: