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|-------------------------|---|--------------------|--------------------------|
| Report To: | Environment and Regeneration Committee | Date: | 5 March 2015 |
| Report By: | Corporate Director Environment, Regeneration and Resources | Report No: | ERC/ENV/IM/14.222 |
| Contact Officer: | Robert Graham | Contact No: | 01475 714824 |
| Subject: | Inverclyde Statutory Quality Partnership Scheme | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to recommend approval by Committee of the promotion of a Statutory Quality Partnership Scheme (sQPS) jointly with Strathclyde Partnership for Transport (SPT) and the Scottish Government (Transport Scotland).

2.0 SUMMARY

- 2.1 The Safe Sustainable Communities Committee of 6 March 2012 gave approval for the promotion of a Statutory Quality Partnership Scheme by the Council.
- 2.2 SPT drew up an initial draft Statutory Quality Partnership Scheme for Inverclyde in September 2012 for consultation.
- 2.3 Several meetings and discussions have taken place since then with SPT and Transport Scotland regarding this matter.
- 2.4 An informal consultation meeting with the bus operators took place on 3 October 2014. A number of issues were raised at the meeting which required to be considered and a further informal bus operator meeting took place on 21 November 2014.
- 2.5 The formal statutory consultation process was carried out in February 2015. A Notice was published in the Greenock Telegraph advising bus operators and other interested parties of the proposed sQPS. The deadline for responses to the formal consultation is Friday 27 February 2015.
- 2.6 After the formal consultation and revisions deemed necessary to the sQP document, it is proposed to seek this Committee's approval of the Scheme and thereafter final approval by Council on 9 April 2015. The final Scheme will also require to be approved by SPT and the Scottish Government.
- 2.7 Once the Scheme is 'made' the Council will publish a Notice of the finalised Scheme within fourteen days of the date on which the Scheme was made.
- 2.8 The specified date for commencement of operation of the Scheme has to be at least 3 months after the Scheme is made and is planned for Sunday 12 July 2015.

3.0 RECOMMENDATIONS

- 3.1 Committee is recommended to approve the Inverclyde Statutory Quality Partnership Scheme, a copy of which is attached as Appendix A.
- 3.2 That Committee support the Scheme being submitted to Council on 9 April 2015 for final approval.

4.0 BACKGROUND

- 4.1 A Statutory Quality Partnership Scheme (sQPS) is a statutory agreement between parties to provide improved bus infrastructure and services. The Council in partnership with SPT and the Scottish Government (Transport Scotland) intend to promote a sQPS covering the Port Glasgow, Greenock and Gourock route corridor and from Greenock Town Centre to its boundary along the A78. Also included would be Kilblain Street and Port Glasgow bus stations.
- 4.2 The above route corridors and bus stations match where there has been substantial public investment in bus infrastructure over several years eg raised kerbs, bus bays, new bus shelters, new bus stops and information cases.
- 4.3 Bus operators wishing to participate in a sQPS must give a written undertaking to the Traffic Commissioner that they will provide the specified standard of service when using the facilities. The Specified Standards (Schedule 4) include for example vehicle specifications, vehicle maintenance standards, reliability and driver standards for services using the facilities.

The level of fares, timetables and routes served cannot be included in a sQPS and will remain wholly controlled by the bus operators.

- 4.4 Adherence to the commitment by the bus operator then becomes a condition of continued registration. The Traffic Commissioner is empowered to act against any operator who fails to meet the condition of registration.
- 4.5 The sQPS document specifies several obligations on Bus Operators (Clause 3). An important obligation is Clause 3.6 which states that from 12 July 2015, 50% of all journeys on "in scope" services to be operated with Low Floor vehicles with engines meeting EURO 3 engine emission standards (or with EURO 2 with TfL approved CRT devices). The document specifies further emission standards required from 1 January 2016, 1 January 2017 and 1 January 2018.
- 4.6 There are also road maintenance standards specified in Schedule 3.2 that the Council shall endeavour to undertake for local roads.

5.0 PROPOSALS

- 5.1 Once the scheme is 'made' the Council will publish a Notice of the finalised scheme within 14 days of the date on which the scheme was made. The date for commencement of operation of the scheme has to be at least 3 months after the scheme is made and is planned for Sunday 12 July 2015.
- 5.2 It is a requirement of sQPS legislation to undertake annual reporting to the Scottish Ministers on the effectiveness of the scheme.
- 5.3 It is proposed that a sQP Board be created for the management of the Scheme. See Schedule 10 – Scheme Governance. An independent Chairperson was appointed in early March 2014 for the Glasgow City Council Scheme. It is SPT's proposal that this person should also chair Board meetings for the proposed scheme in Inverclyde.
- 5.4 The Board is an officer based group and its proposed composition is representatives from bus operators, SPT, Transport Scotland and the Council.
- 5.5 A Working Group is also to be created containing key persons from SPT and Inverclyde Council to discuss current issues.

6.0 IMPLICATIONS

Finance

- 6.1 Ongoing maintenance of bus infrastructure is the responsibility of the Council. All costs will be contained within existing budgets and/or future SPT grants.

Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|----------------|--------------|---------------------------------|---------------|----------------|
| N/A | | | | | |

Annually Recurring Costs / (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (if Applicable) | Other Comments |
|-------------|----------------|------------------|------------------------|-------------------------------|----------------|
| Roads | Revenue | 2014/15 | £38 | | |

Legal

- 6.2 Legal and Property Services are supportive of the content of this report.

Human Resources

- 6.3 There are no implications for Human Resources in this report.

Equalities

- 6.4 A Statutory Quality Partnership Scheme will improve the level of bus services and buses to the benefit of the travelling public and especially among groups including the elderly, mobility impaired and parents with prams that make more use of bus services.

Repopulation

- 6.5 Improved bus services and buses will contribute to the overall appeal of Inverclyde as a preferred place to reside.

7.0 CONSULTATIONS

- 7.1 a) Legal Services have been consulted on this report.
b) Finance Services have been consulted on this report.

8.0 LIST OF BACKGROUND PAPERS

- 8.1 Appendix A – Statutory Quality Partnership Scheme.

The Statutory Quality Partnership Scheme for Inverclyde

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- 1.0 The Scheme
 - Area;
 - Routes;
 - Types of operator services/phasing.

- 2.0 Specific Obligations On The Council/SPT/The Scottish Government
 - General scope;
 - Bus stopping places;
 - Integrated priority measures;
 - Traffic regulation Orders;
 - Enforcement;
 - Maintenance.

- 3.0 Specific Conditions On Bus Operators
 - Comply with Operator Standards

- 4.0 Benefits

- 5.0 Monitoring

- 6.0 Governance

- 7.0 General
 - Written undertaking to the Office of the Traffic Commissioner;
 - Consequence of Bus Operator non-compliance;
 - The Office of the Traffic Commissioner as arbiter.
 - Non-performance by Council/SPT/The Scottish Government

SCHEDULES:

1. Area Map & Road Coverage
2. Specified Facilities:
 - Bus Stopping Places
 - Integrated Priority Measures
 - TROs
 - Procedures to be followed in making modifications to Facilities
3. Council/SPT/Transport Scotland Standards:
 - Bus Stopping Places
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4. Specified Service Standards
5. Services Excluded from Agreement
6. Schedule of Existing Local Services
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8. Bus Operator Undertaking Form
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10. Governance

Statutory Quality Partnership Scheme made under Section 3 of the Transport (Scotland) Act 2001 as amended by the Transport (Scotland) Act 2005

1.0 The Scheme

1.1 This Statutory Quality Partnership Scheme is jointly made by The Inverclyde Council, Municipal Buildings, Greenock, PA15 1LY (hereinafter referred to as “the Council”), Strathclyde Partnership for Transport, Consort House, 12 West George Street, Glasgow (hereinafter referred to as “SPT”), both Local Transport Authorities in terms of Section 82 of the Transport (Scotland) Act 2001 (“the 2001 Act”) and The Scottish Government, hereinafter referred to as Transport Scotland, Buchanan House, 58 Port Dundas Rd, Glasgow (National Government, Executive Agency).

The Scheme shall be known as:

The Statutory Quality Partnership Scheme for Inverclyde (hereinafter referred to as “the Scheme”).

1.2 The Council, SPT and Transport Scotland will provide and maintain facilities (“the Specified Facilities”) as more fully described in Schedule 2, in the scheme area, which is delineated in red on the plan produced at Schedule 1 and bus operators providing a local public service as defined in the Transport Act 1985 (“local services”) who wish to use the specified facilities will undertake to provide such local services in accordance with the Specified Standard for Bus Services (“the Operator Standards”) as specified in Schedule 4.

1.3 The Scheme has been made following consultation in terms of Section 5 of the 2001 Act.

1.4 The Scheme will come into operation on Sunday 12 July 2015 and will continue for a period of 5 years (“the Term”) subject to any variation or revocation in accordance with Section 9 of the 2001 Act.

1.5 Bus operators of local bus services in the scheme area shall, in relation to those services, comply with the Operator Standards from Sunday 12 July 2015 unless they are excluded from the Scheme for any reason specified in Schedule 5. Operators who do not fully comply with these standards will not be allowed to use the specified facilities. No service that picks up or sets down on a “hail and ride” basis may do so at any point other than a specified facility.

1.6 All other bus operators of local services in the scheme area who do not comply with the Operator Standards or who are not excluded from the Scheme for any reason specified in Schedule 5 cannot use the Specified Facilities.

- 1.7 Prior to the commencement of the Scheme, bus operators will be required to advise SPT which vehicles they will use on local services operating in the scheme area. SPT will arrange for those vehicles meeting the Operator Standards to be issued with a vehicle identifier disc to be displayed in the vehicle windscreen at all times that vehicle is being used on a local service operating in the scheme area. Each bus operator shall provide to SPT a statement of all fleet vehicles used to provide local services in the Scheme area during the preceding six month period.
- 1.8 From time to time, the Scheme may be varied as considered appropriate by the Council, SPT and Transport Scotland. Variations to the Scheme may also be proposed by bus operators and all parties will be consulted on such proposed variations. After agreement is reached on any proposed variation, the Council and SPT will give notice of the varied scheme.

2 OBLIGATIONS ON THE COUNCIL/SPT/TRANSPORT SCOTLAND.

- 2.1 The Council, SPT and Transport Scotland will provide Specified Facilities that assist in the delivery of their respective transport strategies by improving the quality of bus facilities for passengers in the scheme area, enabling bus operators to deliver more reliable and punctual local services, thereby encouraging bus travel as a means of limiting congestion and associated adverse environmental impacts and improving access to Inverclyde for bus passengers. The types of facilities provided at various locations in the scheme area to support these strategies include the following:
- (a) Improved facilities at selected bus stopping places as specified in Schedule 2.1.
 - (b) Traffic Management by way of traffic signal and road layout arrangements to reduce delays to local services and improve the general flow of traffic as identified in Schedule 2.2.
 - (c) Traffic Regulation Orders where reasonably practicable, to provide bus friendly waiting and loading restrictions and prohibitions.
 - (d) Appropriately focused decriminalised parking enforcement from the start of the sQPS.
 - (e) Control measures to stop abuse of bus and taxi only facilities, regular and close monitoring of known problem locations, with particular attention being given to the abuse of Traffic Regulation Orders at bus stops.
 - (f) Maintenance of Specified Facilities in accordance with the standards specified in Schedule 3.

- (g) SPT Service Compliance Inspectors will continue to monitor the operation of bus services in Inverclyde and their duties will be extended to include monitoring vehicles and services operating in the scheme area for their compliance with the terms of the Scheme.
- (h) SPT shall allocate local services to specific bus stops in the scheme area where there is a requirement for “split stop” arrangements to safely handle large numbers of bus journeys. Bus operators will be consulted before these arrangements are put in place. The bus stop flags will show each individual operator’s name and service number.
- (i) SPT shall maintain the service numbering information on the service specific “split stops” in the scheme area on an ongoing basis should bus operators change their service numbers.

2.2 Subject to Clause 2.3, the Council, SPT and Transport Scotland will make the Specified Facilities detailed in Schedule 2 available from Sunday 12 July 2015 for the term of the Scheme.

2.3 The obligations on the Council/SPT/Transport Scotland do not apply in relation to any period during which the Council, SPT or Transport Scotland are temporarily unable to fulfil their obligations due to circumstances beyond their control. In such circumstances, each operator shall be notified of the reason and anticipated duration of each individual circumstance as soon as is reasonably practicable.

2.4 The Council will where reasonably practicable seek to promote within two years from the start date of the Scheme, a range of new Traffic Regulation Orders to assist the movement of buses and operation of bus services. The Traffic Regulation Orders in particular will provide for:-

- (a) the introduction of more restrictive waiting and loading restrictions at various times of the day at congested sections of the routes and on sections of roads approaching major signalised junctions. The restrictions will be implemented at minor junctions where parked vehicles may inhibit turning manoeuvres and on sections of carriageway which are too narrow to maintain two-way traffic flow and support parking;
- (b) the introduction of suitable measures that will give priority to buses at certain locations and improve the operation of junctions by prohibiting turning movements and the introduction of yellow box road markings;
- (c) the protection of bus stopping places with Bus Stop Clearways and highly visible ‘bus cage’ road markings;
- (d) better control of road works required by utility companies, through Temporary Traffic Regulation Orders and
- (e) the provision of additional suitable locations to allow bus services to take recovery times.

2.5 Bus operators will be allocated specific spaces in bus stop information panels to allow them to provide their own timetable information that meets SPT Guideline Standards. Operators may choose to have their information provided by SPT. A charge will be made by SPT for this service.

3 OBLIGATIONS ON BUS OPERATORS

3.1 Subject to Clause 7.1(b), bus operators shall comply with the Operator Standards, unless they are excluded from the Scheme for any reason.

3.2 Each bus operator has the right to vary its standards of provision, subject to meeting the Operator Standards. All relevant fleet changes must be notified to SPT no later than 7 working days prior to any vehicle being used to operate local services in the scheme area.

3.3 Every local service operating in the scheme area shall be recorded in the Register of Local Services specified in Schedule 6. Bus operators shall intimate each change of service to SPT. SPT shall forward the revised Schedule 6 to the Council, bus operators and the Office of the Traffic Commissioner.

3.4 Each Bus Operator providing local services on the Inverclyde Routes shall share data with the Council, SPT and Transport Scotland to permit performance trend and passenger trend monitoring and allow the Council, SPT and Transport Scotland to use such data in the manner detailed in Schedule 9.

3.5 Bus operators will co-operate with the Council, SPT and Transport Scotland to investigate and if appropriate, promote Quality Partnership Agreements or other service enhancements in order to further improve the operation and efficiency of local services operating in the scheme area.

3.6 From Sunday 12 July 2015, 50% of all journeys on “in scope” services to be operated with Low Floor vehicles with engines meeting EURO 3 engine emission standards (or EURO 2 with TfL approved CRT devices)
From 1 January 2016, all journeys on “in scope” services to be operated with Low Floor vehicles with engines meeting EURO 3 engine emission standards (or EURO 2 with TfL approved CRT devices)
From 1 January 2017, a minimum of 25% of journeys on “in scope” services to be operated with Low Floor vehicles with engines meeting EURO 4 engine emission standards and the remaining 75% or less journeys to be operated with Low Floor vehicles with engines meeting EURO 3 engine emission standards.
From 1 January 2018, a minimum of 50% of journeys on “in scope” services to be operated with Low Floor vehicles with engines meeting EURO 4 engine emission standards and the remaining 50% or less journeys to be operated with Low Floor vehicles with engines meeting EURO 3 engine emission standards.

- 3.7 Bus operators will be required to participate in the investigation of the Electronic Bus Service Registration system for local bus services within the Statutory Quality Bus Partnership.
- 3.8 Bus operators shall provide timetable, route and fares information in their specifically allocated space for each of their services in the information display panel provided at bus stops and bus shelters. This information must conform to SPT published guideline standards. Operators who do not arrange to provide compliant timetable information at bus stops will be reported to the Office of the Traffic Commissioner.
- 3.9 Where “split stop” arrangements are provided, bus operators may only use the stop designated for that particular service.
- 3.10 “Hail and Ride” services will only be allowed to stop within the designated stopping areas within the Scheme area.
- 3.11 Bus operators operating local services within the area of the scheme shall accept any multi-operator integrated ticketing scheme endorsed by SPT on all local services within the area of the scheme.
- 3.12 Bus operators operating local services within the area of the scheme shall co-operate and liaise with SPT with a view to delivering a ‘Smart’ ticketing solution. Bus operators operating local services within the area of the scheme must participate in and vehicle equipment must be compatible with any such multi-operator, ‘smart-enabled’ ticketing scheme endorsed by SPT by 2018.

4 SCHEME BENEFITS

The Scheme is intended to improve bus service provision standards and encourage passenger growth so that increased bus use can assist in restraining traffic congestion and its associated adverse environmental effects. The Scheme aims to achieve this by providing benefits for both bus users and bus operators in several key areas.

Facilities

- 4.1 The improvement to roads, passenger facilities and the implementation of general traffic management measures aimed at providing higher priority for buses in the scheme area will bring material benefits to those using and operating local services. Buses will be able to travel the routes providing

a more reliable and consistent service with a higher degree of compliance with their registered timetables. Bus users will also benefit from being provided with more pleasant bus stopping places that are safe and secure with quality service information and easy physical access to buses.

Standards of Service

4.2 The provision of local services to the Operator Standards will bring material benefits to passengers by ensuring that minimum standards are met or exceeded in relation to vehicle condition, driving standards, customer care and service reliability affecting the bus travel experience. Further environmental and social inclusion benefits will be gained by the introduction of higher standards for bus emission levels and low floor buses with provision for the disabled and young families.

4.3 Patronage Growth

Improved facilities and standards of service should result in increased patronage and will establish a growth trend across the area as a whole. Implementation of the Scheme is necessary to preserve benefits already accrued. The Scheme will further improve facilities, provide ongoing maintenance and upgraded standards of local services as a result of compliance with the Operator Standards. It is anticipated that further patronage growth can be achieved.

5 REVIEW AND MONITORING

5.1 SPT shall monitor compliance with the Bus Operator Standards.

5.2 No later than 10 working days after each three month period (the first such period to begin on the commencement date of the Scheme), or at such intervals as SPT may so require, bus operators of local services using the Specified Facilities shall provide SPT with a written report giving summary details of their compliance with the Operator Standards as further detailed in Schedule 7.

5.3 Instances of failure to comply with the Operator Standards will be reported to the Office of the Traffic Commissioner.

5.4 The Council, SPT and Transport Scotland shall undertake an annual review of the Scheme on or around the anniversary of the commencement date which will include an assessment of the Scheme's benefits in order to determine any action required to maintain those benefits. This report will be submitted to the Scottish Government and the Office of the Traffic Commissioner.

5.5 Operators of local services will allow the appropriate Council, SPT and Transport Scotland staff free travel access to any local service and provide them with any assistance they require for the purpose of monitoring compliance with the Scheme.

5.6 The monitoring and evaluation shall be carried out in accordance with the monitoring and evaluation plan specified in Schedule 7.

- 5.7 The information provided through the monitoring procedure shall be evaluated against specific targets specified in Schedule 7 and shall be considered at biannual meetings between the Council, SPT and Transport Scotland for such further action as may be required.
- 5.8 If any further action is identified by the Council, SPT or Transport Scotland as being required to maintain the Scheme benefits, the Council, SPT, Transport Scotland or the bus operator as appropriate shall carry out such action as soon as reasonably practicable.
- 5.9 All data supplied by bus operators to the Council, SPT and Transport Scotland will be subject to the terms specified in Schedule 9.

6 GOVERNANCE

- 6.1 The Scheme will be operated following the governance structure set out in **Schedule 10**.
- 6.2 In the event of any dispute between the Council, SPT, Transport Scotland and any bus operator, the parties to the dispute shall attempt to resolve same as amicably and quickly as possible. Should the dispute not be resolved within 14 days, the matter shall be referred to directorate or equivalent personnel of the parties involved who shall endeavour to resolve the dispute. If the matter remains unresolved after a further period of 14 days, the parties may refer the dispute to arbitration with an independent arbiter being appointed by the President of the Law Society of Scotland.

7 GENERAL

7.1 A bus operator may only use any of the Specified Facilities if:-

- (a) a written undertaking from the bus operator in the form attached at Schedule 8 is provided to the Office of the Traffic Commissioner and a copy delivered to SPT; and
- (b) the local service is provided to the Operator Standards except for any period during which a bus operator is temporarily unable to do so owing to circumstances beyond his control, provided that SPT is notified of the reason and anticipated duration of each individual circumstance as soon as reasonably practicable.

This Quality Partnership Scheme is made on the [date] by

[The Council]

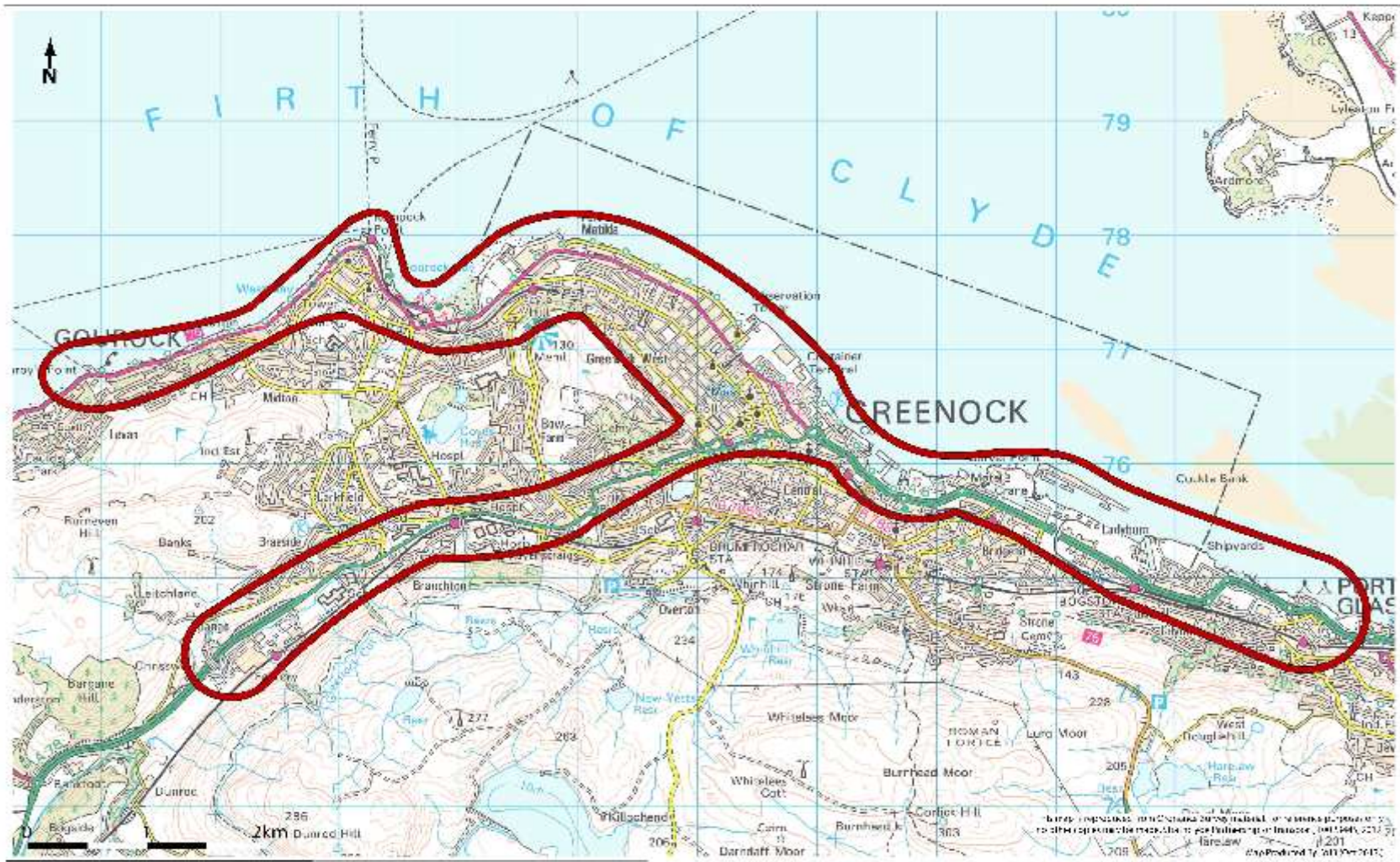
[SPT]

[Transport Scotland]

SCHEDULE 1

MAP OF SCHEME AREA

PLAN OF INVERCLYDE SHOWING THE sQPS AREA delineated in red



Inverclyde sQPS Area

SCHEDULE 2

2.1

SPECIFIED FACILITIES SCHEDULE

| stop_no | town_village_location | St | indicator | common_name | tablet_attachment | stop_type | lay_by | length | HAK | Boarder | Install date | owner | date_erected | electrical |
|---------|-----------------------|--------------|-----------|----------------|-----------------------|-----------|--------|--------|-----|---------|--------------|---------|--------------|------------|
| | | | | | | | | | | | | | | supply |
| 6130508 | Greenock | Dalrymple St | opp | Nicolson St | Elite Pole (Anodised) | MARKED | | 19 | Y | | Sep-09 | Council | 04/10/2009 | |
| 6130548 | Greenock | Grey Pl | Before | Hood St | Elite Pole (Anodised) | MARKED | | 19 | Y | | Sep-09 | | | |
| 6130305 | Greenock | Brougham St | at | 53 Brougham St | Elite Pole (Anodised) | MARKED | | 29 | Y | | May-07 | | | |
| 6130306 | Greenock | Brougham St | After | Margaret St | Elite Pole (Anodised) | MARKED | | 23 | Y | | May-07 | | | |
| 6130307 | Greenock | Brougham St | after | Campbell St | Elite Pole (Anodised) | MARKED | | 23 | Y | | May-07 | Council | 25/05/2007 | N |
| 6130308 | Greenock | Brougham St | before | Campbell St | Elite Pole (Anodised) | MARKED | | 25 | Y | | May-07 | Council | 30/03/2004 | N |
| 6130309 | Greenock | Brougham St | before | Patrick St | Elite Pole (Anodised) | MARKED | | 17 | Y | | Sep-09 | Council | | N |
| 6130310 | Greenock | Brougham St | after | Patrick St | Elite Pole (Anodised) | MARKED | | 17 | Y | | Sep-09 | | | |
| 6130301 | Greenock | Eldon St | opp | Madeira St | Elite Pole (Anodised) | MARKED | | 21 | Y | | Mar-08 | Council | | |
| 6130302 | Greenock | Eldon St | at | Maderia St | Elite Pole (Anodised) | MARKED | | 21 | Y | | Mar-08 | | | |
| 6130303 | Greenock | Brougham St | Near | Johnston St | Elite Pole (Anodised) | MARKED | | 29 | Y | | Mar-08 | | | |
| 6130304 | Greenock | Brougham St | at | 30 Brougham St | Elite Pole (Anodised) | MARKED | | 29 | Y | | Mar-08 | | | |
| 6130300 | Greenock | Eldon St | at | Bentinck St | Elite Pole (Anodised) | MARKED | | 27 | Y | | Mar-08 | | | |
| 6130299 | Greenock | Eldon St | opp | Bentinck St | Elite Pole (Anodised) | MARKED | | 25 | Y | | Mar-08 | | | |
| 6130546 | Greenock | Eldon St | after | Eldon Pl | Elite Pole (Anodised) | MARKED | | 28 | Y | | Mar-08 | | | |
| 6130547 | Greenock | Eldon St | opp | Eldon Pl | Elite Pole (Anodised) | MARKED | | 35 | Y | | Mar-08 | | | |
| 6130295 | Greenock | Eldon St | at | Esplanade | Elite Pole (Anodised) | MARKED | | 21 | Y | | Mar-08 | Council | 01/05/2008 | N |

| | | | | | | | | | | | | | | |
|---------|----------|------------|--------|------------------|-----------------------|--------|---|----|---|---|--------|-----------|------------|---|
| 6130296 | Greenock | Eldon St | opp | Esplanade | Elite Pole (Anodised) | MARKED | | 29 | Y | | Mar-08 | | | |
| 6130297 | Greenock | Eldon St | opp | North St | Elite Pole (Anodised) | MARKED | | 21 | Y | | Mar-08 | | | |
| 6130298 | Greenock | Eldon St | opp | Wood St | Elite Pole (Anodised) | MARKED | | 37 | Y | | Mar-08 | | | |
| 6130294 | Greenock | Eldon St | opp | Battery Park Ave | Standard Pole | MARKED | | 29 | Y | | Mar-08 | | | |
| 6130293 | Greenock | Eldon St | Opp | Octavia Terr | JCDecaux Shelter | MARKED | | 19 | Y | | Mar-08 | JC Decaux | 01/07/2000 | Y |
| | | | | | | | | | | | | | | |
| 6130437 | Greenock | Eldon St | opp | Battery Park | Standard Pole | MARKED | Y | 33 | Y | | | | | |
| 6130321 | Greenock | Eldon St | at | Newark St | Elite Pole (Anodised) | MARKED | | 35 | Y | | Mar-08 | | | |
| 6130291 | Greenock | Eldon St | opp | Newark St | JCDecaux Shelter | MARKED | | 19 | Y | | Mar-08 | JC Decaux | 01/10/2000 | Y |
| 6130545 | Greenock | Patrick St | After | Grey Pl | Elite Pole (Anodised) | MARKED | | 19 | Y | | Sep-09 | | | |
| 6130491 | Greenock | Union St | at | Kelly St | Elite Pole (Anodised) | MARKED | Y | 37 | Y | | Mar-09 | | | |
| 6130529 | Greenock | Union St | Before | Robertson St | Elite Pole (Anodised) | MARKED | | 9 | Y | Y | Mar-09 | | | |
| 6130278 | Greenock | Union St | after | Robertson St | Elite Pole (Anodised) | MARKED | | 9 | Y | Y | Mar-09 | | | |
| 6130279 | Greenock | Union St | Near | Campbell St | Elite Pole (Anodised) | MARKED | | 7 | Y | Y | Mar-09 | Council | 23/03/2009 | N |
| 6130555 | Greenock | Union St | before | Forsyth St | Elite Pole (Anodised) | MARKED | N | 7 | Y | | Mar-09 | | | |
| 6130280 | Greenock | Union St | before | Margaret St | Elite Pole (Anodised) | MARKED | | 9 | Y | Y | Mar-09 | | | |
| 6130281 | Greenock | Union St | before | Fox St | Elite Pole (Anodised) | MARKED | | 9 | Y | Y | Mar-09 | | | |
| 6130282 | Greenock | Newark St | at | Bedford St | Elite Pole (Anodised) | MARKED | | 9 | Y | Y | Mar-09 | | | |
| 6130283 | Greenock | Newark St | at | Dungourney Dr | Elite Pole (Anodised) | MARKED | | 9 | Y | Y | Mar-09 | | | |
| 6130284 | Greenock | Newark St | opp | Dungourney Dr | Elite Pole (Anodised) | MARKED | | 9 | Y | Y | Mar-09 | | | |
| 6130285 | Greenock | Newark St | at | Stoneleigh Rd | Elite Pole (Anodised) | MARKED | | 9 | Y | Y | Mar-09 | | | |
| 6130286 | Greenock | Newark St | opp | Stoneleigh Rd | Elite Pole (Anodised) | MARKED | | 13 | Y | | Jun-09 | | | |
| 6130287 | Greenock | Newark St | after | Finnart St | Elite Pole (Anodised) | MARKED | | 19 | Y | | Mar-09 | | | |

| | | | | | | | | | | | | | | |
|---------|----------|-------------|--------|------------------|-----------------------|--------|---|------|---|---|--------|-----------|------------|---|
| 6130288 | Greenock | Newark St | after | Wood St | Elite Pole (Anodised) | MARKED | | 9 | Y | Y | Mar-09 | Council | 10/02/2009 | N |
| 6130289 | Greenock | Newark St | opp | Fort Matilda Stn | Elite Pole (Anodised) | MARKED | | 19 | Y | | Mar-09 | Council | 01/02/2009 | N |
| 6130290 | Greenock | Newark St | at | Fort Matilda Stn | Elite Pole (Anodised) | MARKED | | 21 | Y | | Mar-09 | Council | 01/02/2009 | N |
| 6130322 | Gourock | Cardwell Rd | before | Manor Cres | Elite Pole (Anodised) | MARKED | Y | 31 | N | | | JC Decaux | 01/10/2000 | Y |
| 6130323 | Gourock | Cardwell Rd | before | Cove Rd | Elite Pole (Anodised) | MARKED | | 31 | Y | | Mar-08 | Council | | N |
| 6130324 | Gourock | Cardwell Rd | opp | Caledonia Cres | Elite Pole (Anodised) | MARKED | | 29 | Y | | Mar-08 | | | |
| 6130426 | Gourock | Cardwell Rd | opp | Adam St | Elite Pole (Anodised) | MARKED | | 25 | Y | | Mar-08 | | | |
| 6130325 | Gourock | Shore St | before | Chalmers St | Elite Pole (Anodised) | MARKED | | 29 | Y | | Mar-08 | Council | 01/02/2008 | N |
| 6130326 | Gourock | Shore St | after | Broomberry Dr | Elite Pole (Anodised) | MARKED | | 15 | Y | | Mar-08 | Council | 01/02/2008 | N |
| 6130327 | Gourock | Shore St | at | King St | Elite Pole (Anodised) | MARKED | | 31 | Y | | Mar-08 | | | |
| 6130328 | Gourock | Shore St | opp | King St | Elite Pole (Anodised) | MARKED | | 29 | Y | | Mar-08 | Council | 01/02/2008 | N |
| | | | | | | | | | | | | | | |
| 6130329 | Gourock | Shore St | opp | John St | Elite Pole (Anodised) | MARKED | | 25 | Y | | Mar-08 | Council | 01/02/2008 | N |
| 6130458 | Gourock | Shore St | before | John St | Elite Pole (Anodised) | MARKED | | 29 | Y | | Mar-08 | | | |
| 6130330 | Gourock | Shore St | opp | Kempock Pl | Elite Pole (Anodised) | MARKED | | 19 | Y | | Mar-08 | Council | 01/02/2008 | N |
| 6130331 | Gourock | Shore St | opp | Station Rd | Elite Pole (Anodised) | MARKED | Y | 52 | Y | | Mar-08 | Council | 23/03/1997 | N |
| 6130335 | Gourock | Kempock St | before | Station Rd | Elite Pole (Anodised) | MARKED | | None | Y | | Jan-11 | | | |
| 6130336 | Gourock | Kempock St | After | Kempock Pl | Elite Pole (Anodised) | MARKED | | None | Y | | Jan-11 | | | |
| 6130337 | Gourock | Albert Rd | at | 33 Albert Rd | Standard Pole | MARKED | | 19 | Y | | Mar-10 | | | |
| 6130338 | Gourock | Albert Rd | opp | 26 Albert Rd | Standard Pole | MARKED | | 29 | Y | | Mar-10 | Council | 16/12/2010 | |
| 6130339 | Gourock | Albert Rd | at | Hillside Rd | Standard Pole | MARKED | | 19 | Y | | Mar-10 | | | |
| 6130340 | Gourock | Albert Rd | opp | Hillside Rd | Standard Pole | MARKED | | 29 | Y | | Mar-10 | | | |
| 6130341 | Gourock | Albert Rd | at | Ashburn Gate | Standard Pole | MARKED | | 13 | Y | | Jun-10 | | | |
| 6130342 | Gourock | Albert Rd | opp | Ashburn Gdns | Standard Pole | MARKED | | 29 | Y | | Jun-10 | | | |

| | | | | | | | | | | | | | | |
|---------|----------|-------------|--------|--------------------|-----------------------|--------|---|------|---|---|--------|-----------|------------|---|
| 6130343 | Gourock | Ashton Rd | after | Ashton Pl | Standard Pole | MARKED | | 31 | Y | | Jun-10 | | | |
| 6130344 | Gourock | Ashton Rd | opp | Ashton Pl | Standard Pole | MARKED | | 31 | Y | | Jun-10 | | | |
| 6130345 | Gourock | Victoria Rd | after | Victoria Rd | Standard Pole | MARKED | | 33 | Y | | Jun-10 | | | |
| 6130346 | Gourock | Ashton Rd | before | Ryl G'ck Yacht Cl | Standard Pole | MARKED | | 31 | Y | | Jun-10 | Council | 11/06/2010 | N |
| 6130347 | Gourock | Cloch Rd | opp 14 | Cloch Rd | Standard Pole | MARKED | | 29 | Y | | Jul-10 | Council | 21/06/2010 | N |
| 6130348 | Gourock | Cloch Rd | at 15 | Cloch Rd | Standard Pole | MARKED | | 33 | Y | | Jul-10 | | | |
| 6130349 | Gourock | Cloch Rd | after | Cloch Brae | Standard Pole | MARKED | | 29 | Y | | Jul-10 | | | |
| 6130459 | Gourock | Cloch Rd | opp | Cloch Brae | Standard Pole | MARKED | | 29 | Y | | Jul-10 | | | |
| 6130350 | Gourock | Cloch Rd | opp | Mclnroys Point | Standard Pole | MARKED | | 31 | Y | | Jul-10 | | | |
| 6130351 | Gourock | Cloch Rd | at | Mclnroys Point | Elite Pole (Anodised) | MARKED | Y | 52 | Y | | Mar-05 | Council | 21/06/2010 | N |
| 6130352 | Gourock | Cloch Rd | at | Cameron Court | Standard Pole | MARKED | | 9 | Y | | Jul-10 | | | |
| 6130353 | Gourock | Cloch Rd | opp | Cameron Court | Standard Pole | MARKED | | 29 | Y | | Jul-10 | | | |
| 6130354 | Gourock | Cloch Rd | opp | Dunvegan Ave | Standard Pole | MARKED | | 19 | Y | | Jul-10 | Council | 27/06/2007 | N |
| 6130460 | Gourock | Cloch Rd | at | Dunvegan Ave | Standard Pole | MARKED | | 19 | Y | | Jul-10 | | | |
| 6130355 | Gourock | A770 | opp | Cloch Caravan Park | Standard Pole | MARKED | | 29 | Y | | Jul-10 | Council | 30/07/2010 | N |
| | | | | | | | | | | | | | | |
| 6130544 | Greenock | Inverkip St | at | Kilblain St | Elite Pole (Anodised) | MARKED | Y | 48 | N | | | Council | | |
| 6130570 | Greenock | Inverkip St | before | East Shaw St | Elite Pole (Anodised) | MARKED | Y | 33 | N | | | | | |
| 6130206 | Greenock | Nelson St | opp | South St | Elite Pole (Anodised) | MARKED | | | N | | | Council | 01/01/1976 | N |
| 6130207 | Greenock | Nelson St | at | James Watt Coll | JCDecaux Shelter | MARKED | Y | 69 | N | | | JC Decaux | 01/10/2000 | Y |
| 6130209 | Greenock | Nelson St | at | Ardgowan St | Elite Pole (Anodised) | MARKED | | None | Y | Y | Jan-09 | | | |
| 6130205 | Greenock | Inverkip Rd | at | Brachelston St | Elite Pole (Anodised) | MARKED | | 13 | Y | | Mar-11 | | | |
| 6130625 | Greenock | Inverkip Rd | before | Bow Rd | Elite Pole (Anodised) | MARKED | N | 11 | Y | | Sep-11 | | | |
| 6130626 | Greenock | Inverkip Rd | after | Old Inverkip Rd | Elite Pole (Anodised) | MARKED | N | 11 | Y | | Sep-11 | | | |
| 6130204 | Greenock | Inverkip Rd | at | Rankin Court | Elite Pole (Anodised) | MARKED | | 19 | Y | | Mar-11 | Council | 14/03/2011 | |
| 6130203 | Greenock | Inverkip Rd | opp | Rankin Court | Elite Pole (Anodised) | MARKED | | 19 | Y | | Mar-11 | | | |
| 6130202 | Greenock | Inverkip Rd | at | Florence St | Elite Pole | MARKED | Y | 35 | Y | | Sep-11 | Council | 01/09/2011 | N |

| | | | | | | | | | | | | | | |
|---------|----------|------------------|-------|-------------------|-----------------------|--------|---|----|---|--|--------|-----------|------------|---|
| | | | | | (Anodised) | | | | | | | | | |
| 6130201 | Greenock | Inverkip Rd | at | Greenock Library | Elite Pole (Anodised) | MARKED | | 13 | Y | | Sep-11 | Council | 15/03/2011 | N |
| 6130238 | Greenock | Inverkip Rd | at | 162 Inverkip Rd | Elite Pole (Anodised) | MARKED | | 9 | Y | | Sep-11 | Council | 01/01/1990 | N |
| 6130239 | Greenock | Inverkip Rd | opp | 174 Inverkip Rd | Elite Pole (Anodised) | MARKED | N | 19 | Y | | Mar-11 | Council | 14/03/2011 | |
| 6130240 | Greenock | Inverkip Rd | at | Neil St | JCDecaux Shelter | MARKED | Y | 43 | N | | | JC Decaux | 01/07/2000 | Y |
| 6130241 | Greenock | Inverkip Rd | opp | Neil St | JCDecaux Shelter | MARKED | Y | 47 | N | | | JC Decaux | 01/07/2001 | Y |
| 6130249 | Greenock | Inverkip Rd | at | Branchton Station | Elite Pole (Anodised) | MARKED | Y | 45 | Y | | Sep-11 | Council | 13/03/1992 | N |
| 6130250 | Greenock | Inverkip Rd | opp | Branchton Station | Elite Pole (Anodised) | MARKED | Y | 73 | Y | | Mar-11 | Council | 25/09/2008 | N |
| 6130275 | Greenock | Inverkip Rd | after | Auchmead Rd | Elite Pole (Anodised) | MARKED | | 29 | Y | | Mar-11 | Council | 13/03/2011 | |
| 6130276 | Greenock | Inverkip Rd | opp | Auchmead Rd | Elite Pole (Anodised) | MARKED | | 25 | Y | | Mar-11 | | | |
| 6130277 | Greenock | Inverkip Rd | after | Flatterton Rd | Elite Pole (Anodised) | MARKED | | 19 | Y | | Mar-11 | Council | 04/03/2007 | N |
| 6130441 | Greenock | Inverkip Rd | at | Greenock H S | Elite Pole (Anodised) | MARKED | | 19 | Y | | Mar-11 | | | |
| | | | | | | | | | | | | | | |
| 6130157 | Greenock | Dalrymple St | opp | Terr Rd | JCDecaux Shelter | MARKED | Y | | N | | | JC Decaux | 01/10/2000 | Y |
| 6130158 | Greenock | Dalrymple St | at | Terr Rd | JCDecaux Shelter | MARKED | Y | | N | | | JC Decaux | 01/10/2000 | Y |
| 6130149 | Greenock | Rue End St | opp | East Blackhall St | JCDecaux Shelter | MARKED | Y | | N | | | JC Decaux | 09/10/2001 | Y |
| 6130156 | Greenock | Rue End St | at | Virginia St | JCDecaux Shelter | MARKED | Y | | N | | | JC Decaux | 01/10/2000 | Y |
| 6130147 | Greenock | Main St | after | Knowe Rd | Elite Pole (Anodised) | MARKED | | | N | | | Council | 10/01/2001 | N |
| 6130148 | Greenock | Main St | opp | Knowe Rd | Elite Pole (Anodised) | MARKED | | | N | | | Council | 10/01/2001 | N |
| 6130146 | Greenock | East Hamilton St | opp | CPA | Elite Pole (Anodised) | MARKED | | | N | | | | | |
| 6130145 | Greenock | East Hamilton St | at | CPA | Elite Pole (Anodised) | MARKED | | | N | | | | | |
| 6130144 | Greenock | East Hamilton St | at | Ratho St | Elite Pole (Anodised) | MARKED | | | N | | | Council | 03/12/2006 | N |
| 6130143 | Greenock | East Hamilton St | opp | Ratho St | Elite Pole (Anodised) | MARKED | | | N | | | Council | 03/12/2006 | N |

| | | | | | | | | | | | | | | |
|---------|--------------|------------------|-------------|-----------------|-----------------------|--------|---|----|---|--|-------|-----------|------------|---|
| 6130142 | Greenock | East Hamilton St | at | Sinclair St | Elite Pole (Anodised) | MARKED | | | N | | | Council | 03/12/2006 | N |
| 6130431 | Greenock | East Hamilton St | opp | Sinclair St | Elite Pole (Anodised) | MARKED | Y | | N | | | Council | 03/12/2006 | N |
| 6130141 | Greenock | East Hamilton St | opp | Ladyburn St | Elite Pole (Anodised) | MARKED | Y | | N | | | Council | 12/02/1999 | N |
| 6130140 | Greenock | East Hamilton St | at | Ladyburn St | Elite Pole (Anodised) | MARKED | | | N | | | Council | 01/10/2003 | N |
| 6130139 | Greenock | Port Glasgow Rd | at | 22 Pottery St | Elite Pole (Anodised) | MARKED | | | N | | | Council | | N |
| 6130138 | Greenock | Port Glasgow Rd | after | Pottery St | Elite Pole (Anodised) | MARKED | | | N | | | JC Decaux | 30/04/2008 | N |
| 6130137 | Greenock | Port Glasgow Rd | at | Gibshill Rd | Elite Pole (Anodised) | MARKED | | | N | | | Council | 01/04/2007 | N |
| 6130462 | Greenock | Port Glasgow Rd | opp | Gibshill Rd | Elite Pole (Anodised) | MARKED | | | N | | | Council | 01/01/2006 | N |
| 6130107 | Greenock | Greenock Rd | opp | Bogston station | Elite Pole (Anodised) | MARKED | Y | | N | | | Council | 01/01/2006 | N |
| 6130106 | Greenock | Greenock Rd | at | Bogston station | JCDecaux Shelter | MARKED | Y | | N | | | JC Decaux | 01/07/2001 | Y |
| 6130105 | Port Glasgow | Brown St | opp | St John's P S | JCDecaux Shelter | MARKED | Y | | N | | | JC Decaux | 01/07/2001 | Y |
| 6130104 | Port Glasgow | Brown St | At | St John's P S | JCDecaux Shelter | MARKED | Y | | N | | | JC Decaux | 01/07/2000 | Y |
| | | | | | | | | | | | | | | |
| 6130102 | Port Glasgow | Brown St | at | William St | Elite Pole (Anodised) | MARKED | Y | | N | | | Council | 16/10/2008 | Y |
| 613092 | Port Glasgow | Shore St | before | Balfour St | Elite Pole (Anodised) | MARKED | | | N | | | | | |
| 613093 | Port Glasgow | Shore St | opp & after | Jean St | Elite Pole (Anodised) | MARKED | Y | | N | | | Council | 16/10/2008 | N |
| 613094 | Port Glasgow | Scarlow St | at | Princes St | Elite Pole (Anodised) | MARKED | | | N | | | Council | 01/01/2010 | N |
| 613095 | Port Glasgow | Scarlow St | opp | Princes St | Elite Pole (Anodised) | MARKED | Y | | N | | | Council | 16/10/2008 | N |
| 613099 | Port Glasgow | Greenock Rd | opp | Coronation Park | Elite Pole (Anodised) | MARKED | | | N | | | | | |
| 6130100 | Port Glasgow | Greenock Rd | at | Coronation Park | Elite Pole (Anodised) | MARKED | Y | | N | | | Council | 21/09/2008 | N |
| 6130101 | Port Glasgow | Greenock Rd | opp | Bay St | Elite Pole (Anodised) | MARKED | | | N | | | | | |
| | | | | | | | | | | | | | | |
| 6130482 | Greenock | Container Way | at | Tesco store | Elite Pole (Anodised) | MARKED | Y | 77 | N | | check | Council | 15/01/2010 | N |

| | | | | | | | | | | | | | | |
|---------|----------------------|-----------------|-----------|-----------------|-----------------------|----------|---|----|---|--|--------|---------|------------|---|
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| 6130311 | Greenock | West Stewart St | Stance 1 | West Stewart St | Elite Pole (Anodised) | MARKED | Y | 22 | Y | | Mar-11 | Council | | N |
| 6130312 | Greenock | West Stewart St | Stance 2 | West Stewart St | Elite Pole (Anodised) | MARKED | Y | 15 | Y | | Mar-11 | | | |
| 6130313 | Greenock | West Stewart St | Stance 3 | West Stewart St | Elite Pole (Anodised) | MARKED | Y | 15 | Y | | Mar-11 | | | |
| 6130315 | Greenock | West Stewart St | Stance 5 | West Stewart St | Elite Pole (Anodised) | MARKED | Y | 41 | Y | | Mar-11 | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| 6130453 | Greenock | Nicolson St | Stance 9 | Nicolson St | Elite Pole (Anodised) | MARKED | Y | 18 | Y | | Sep-10 | | | |
| 6130454 | Greenock | Nicolson St | Stance 10 | Nicolson St | Elite Pole (Anodised) | MARKED | Y | 16 | Y | | Sep-10 | Council | 07/09/2010 | N |
| 6130455 | Greenock | Nicolson St | Stance 11 | Nicolson St | Elite Pole (Anodised) | MARKED | Y | 16 | Y | | Sep-10 | | | N |
| 6130456 | Greenock | Nicolson St | Stance 12 | Nicolson St | Elite Pole (Anodised) | MARKED | Y | 16 | Y | | Sep-10 | Council | 07/09/2010 | N |
| 6130457 | Greenock | Nicolson St | Stance 13 | Nicolson St | Elite Pole (Anodised) | MARKED | Y | 16 | Y | | Sep-10 | | | N |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| 6130466 | Port Glasgow | Fore St | at | Stance 1 | Elite Pole (Anodised) | MARKED | Y | | N | | Jan-13 | Council | 01/11/2013 | N |
| 6130467 | Port Glasgow | Fore St | Stance 2 | Bus Station | Elite Pole (Anodised) | MARKED | Y | | N | | Jan-13 | Council | 01/11/2013 | N |
| 6130469 | Port Glasgow | Fore St | Stance 3 | Bus Station | Elite Pole (Anodised) | MARKED | Y | | N | | Jan-13 | Council | 01/11/2013 | N |
| 6130470 | Port Glasgow | Fore St | Stance 4 | Bus Station | Elite Pole (Anodised) | MARKED | Y | | N | | Jan-13 | Council | 01/11/2013 | N |
| 6130472 | Port Glasgow | Fore St | Stance 5 | Bus Station | Elite Pole (Anodised) | MARKED | Y | | N | | Jan-13 | Council | 01/11/2013 | N |
| 6130473 | Port Glasgow | Fore St | Stance 6 | Bus Station | Elite Pole (Anodised) | MARKED | Y | | N | | Jan-13 | Council | 01/11/2013 | N |
| 6130579 | Greenock Bus Station | Kilblain St | Stcs 5- 8 | Bus Station | | UNMARKED | N | 12 | Y | | Sep-10 | SPT Ops | Sep-10 | |
| | | | | | | | | | | | | | | |
| 6130583 | Greenock Bus Station | Kilblain St | Stcs 1-4 | Bus Station | | UNMARKED | N | 15 | Y | | Sep-10 | SPT Ops | Sep-10 | |

PROCEDURE TO BE FOLLOWED IN MAKING MODIFICATIONS TO SPECIFIED FACILITIES

- 2.1.1 The Council, SPT and/or Transport Scotland shall be responsible for procuring the design, construction, completion, testing and commissioning of any modifications to the Specified Facilities.
- 2.1.2 SPT shall provide bus operators with a written bi-annual report on progress of modifications to the Specified Facilities and the timescales for completion of such modifications and the estimated timescale for completion of any modifications to the Specified Facilities that have yet to commence.

SCHEDULE 2.2 INTEGRATED TRAFFIC MANAGEMENT MEASURES

2.2.1 Traffic Management Measures

The Council, in conjunction with bus operators, SPT and Transport Scotland will endeavour to identify critical roads and junctions on roads leading to and from Inverclyde where local services are delayed in order to determine traffic management measures that will reduce delays to bus passengers. Committed measures are as follows:-

Altered Traffic Signal Phasing at the junction of Patrick Street and Grey Place to assist buses turning right from Patrick Street into Grey Place. Currently being evaluated, taking into account the new Aldi store on Patrick Street north of the junction
Revised junction layout and new traffic signals at the junction of Manor Crescent and Cardwell Road incorporating a nearby signalled pedestrian crossing. Has been implemented.

| THEME | ISSUE | STANDARD |
|------------------------------|---------------------|--|
| HIGHWAY LAYOUT | Footway | <ul style="list-style-type: none"> • Where appropriate, bus stops will be fitted with raised kerbs to improve access to buses for all users • 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 |
| | Carriageway | <ul style="list-style-type: none"> • Contiguous with the above all stops on route will have a Bus Stop Cage marking in yellow on the carriageway |
| PASSENGER INFORMATION | Service Information | <ul style="list-style-type: none"> • Timetables will be provided by bus operators at all stops along routes and will be updated by bus operators to reflect changes as they occur by each operator. • All stops will be visited every four weeks for general cleaning, maintenance and to ensure the information is provided and visible. |
| | Local Info | <ul style="list-style-type: none"> • Local area maps and local information provided at key stops along routes |
| | Interchange Points | <ul style="list-style-type: none"> • 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 |

SCHEDULE 2.3 TRAFFIC REGULATION ORDERS

2.3.1

Waiting and Loading restrictions to be developed in conjunction with bus operators, to improve traffic flows and assist with the regular operation of local services in terms of The Inverclyde Council, (Inverclyde), Various Restrictions Order 2005.

COUNCIL/SPT/TRANSPORT SCOTLAND QUALITY BUS ROUTE STANDARDS**3.1 BUS STOPPING PLACES**

| THEME | ISSUE | STANDARD |
|-------------------------------------|----------------|--|
| PASSENGER INFRASTRUCTURE | Shelters | <ul style="list-style-type: none">• Shelters will be provided and maintained to the standards specified in the contract between the Council and Sercon dated 01/04/2014. Cleaning regime to be a minimum of once per month on the A8, A78 & A770 and to be a minimum of once every second month on other roads. |
| | Footway Widths | <ul style="list-style-type: none">• Bus shelters shall be positioned to allow a minimum 1250mm dimension for pedestrians accessing or bypassing the bus shelter.• At locations adjacent to windows or premises, the distance measured from shelter to premises shall be a minimum of 1250mm.• For a pole/carousel installation at the kerb edge of a footway a minimum width of 1250mm 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 <p>The location, orientation and size of end panels will be determined by the Council's Condition Survey</p> |

ROADS and ROADS INFRASTRUCTURE MAINTENANCE

3.2.1 The Council (for local roads) shall endeavour to undertake road maintenance as follows:

- a) Bus Operators shall be provided with 2 weeks' notice where possible and in any event no less than seven days notice prior to any works (excluding emergency works) being undertaken in the scheme area or roads adjacent to the area which might affect the maintenance of the anticipated scheme benefits, together with, an estimate of the anticipated delays, broken down by time period or where such estimates are not practical confirmation that such estimates will not be provided;
- b) Signs, lines and lane colouring will be inspected annually by the Council/Transport Scotland and replaced/repared as required. In the case of lines and lane colouring, the Council shall in any event, renew these every three 3 years;
- c) All programmed maintenance works shall be discussed with bus operators prior to being undertaken;
- d) The Council shall inspect the infrastructure on the Inverclyde Routes every 6 months;
- e) The Council shall endeavour to ensure that all Bus Operators complying with the Operator Standards are allowed access to any facilities provided under this Scheme and ensure that all maintenance work takes place outside peak periods as agreed between the parties, wherever possible;
- f) In instances where bus operators cannot be provided with access to any facilities in the scheme area for the duration of any maintenance work or such works take longer than expected to complete, the Council/Transport Scotland shall develop work programmes to minimise bus service disruption and shall provide bus operators with estimates of the time delays caused by such works.
- g) Traffic signal faults shall be attended as follows:-
 - i) all urgent faults shall be repaired or made safe within 24 hours.
 - ii) all non-urgent faults shall be repaired or made safe within 5 working days
 - iii) 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;
 - signals failing to change;
 - signals ignoring demands and running to minimum on any stage/phase;
 - short minimum green; and
 - short inter green.
- h) For 24 hours a day, seven days a week, the Council/Transport Scotland will provide a 3 hour response on site for emergencies and make safe or repair as soon as possible thereafter. In any event the Council shall ensure that all dangerous defects are made safe within 24 hours of being reported to the Council;
- i) Gritting of bus routes within the scheme area shall be completed within 3 hours from the time of commencing gritting operations;
- j) Potholes considered to be a safety defect and potentially damaging to buses will be repaired within 24 hours of a report being received by the Council; and
- k) On Trunk Roads, the current Transport Scotland maintenance regime will apply.
The contract is available on the Transport Scotland website via the following link:
<http://www.transportscotland.gov.uk/strategy-and-research/publications-and-consultations/fourth-generation-south-west-unit-operating-contract>

SCHEDULE 3.3

ENFORCEMENT OF TRAFFIC REGULATION ORDERS

- 3.3.1 The Council shall use the powers available to them in respect of enforcement of parking restrictions and traffic regulation orders in order to ensure the maintenance of the anticipated benefits of the Scheme.
- 3.3.2 Within the Scheme Area, enforcement patrols will target known problem areas and times, as resource availability allows.

SCHEDULE 4**SPECIFIED STANDARD FOR BUS SERVICES****OPERATOR STANDARDS**

| SERVICE STANDARD | Ref' no | DETAIL REQUIREMENT FOR SPECIFIED STANDARD OF SERVICE | JUSTIFICATION AND LINK TO LOCAL TRANSPORT STRATEGY |
|--------------------------|----------------|--|---|
| 1. UNDERTAKINGS | | GENERAL UNDERTAKINGS OF THE OPERATOR | |
| Reliability | 1.1 | To provide local services, reliably and punctually in accordance with bus service registrations and operate all journeys in accordance with the Office of the Traffic Commissioner's published standards as are in force from time to time. | Improvements to the overall image of bus services, to positively market and promote confidence in the bus network. |
| | 1.2 | To cooperate with the Council in investigating and if appropriate enter into and implement, specific Quality Bus Corridor Partnership Agreements or other service enhancements in order to further improve operational efficiencies. | Reduction in delays to the consistent operation of bus services, including rapid intervention to deal with problems as they arise |
| Network stability | 1.3 | To cooperate with the Council and SPT to improve network stability through reducing the frequency of route and timetable changes. | Effective systems making bus use easy |
| | 1.4 | To notify SPT of any intended service changes to local services at 21 days and in detail at 14 days in confidence (until acceptance of registration by the Office of the Traffic Commissioner) in advance of the registration deadline. No more than 4 changes to local services operating in the scheme area per year will be allowed per operator, other than in exceptional circumstances | Improvement of 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, with seat and interior coverings of a similar material and matching 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 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, delivered consistently |

| SERVICE STANDARD | Ref' no | DETAIL REQUIREMENT FOR SPECIFIED STANDARD OF SERVICE | JUSTIFICATION AND LINK TO LOCAL TRANSPORT STRATEGY |
|--------------------------------------|---------|--|--|
| Customer Care | 1.7 | To ensure drivers on local services in the scheme area have or shall acquire '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. Bus operators must ensure drivers complete training within 12 months and drivers of complementary services within 24 months and provide 1 day refresher training updates every 3 years. An annual statement shall be given to SPT detailing the number and proportion of drivers qualified or in receipt of training. Bus operators must ensure drivers undertake their duties in a courteous and professional manner. | Better customer relations and more customer focussed standards, consistently delivered |
| | 1.8 | To ensure policies and procedures are in place to cover situations such as a child travelling alone. | |
| | 1.9 | To respond to customer correspondence within 10 working days of receipt and provide a summary of such correspondence and responses thereto on a monthly basis for local services in the scheme area to the Council/SPT/Transport Scotland. | |
| Journey promises | 1.10 | Bus operators shall make available relevant 'Conditions of Carriage' documentation, containing references to a specific claims policy. Any claim for compensation for additional travel costs incurred as a result of service disruption will be considered on a case by case basis and the final decision will be made at the bus operator's discretion. Where additional costs have been incurred, receipts and supporting evidence should be provided. | Improvement of the overall image of bus services, to positively market and promote confidence in the bus network |
| Driver uniform and appearance | 1.11 | To provide all drivers with a uniform and ensure that this is worn on duty to promote a tidy and professional appearance. | Improvement of the overall image of bus services, positively market and promote confidence in the bus network |
| Service development | 1.12 | To recognise that service frequency and capacity should be aligned with changes in passenger demand and new development opportunities. | |
| Information | 1.13 | To display wherever practicable internally on dedicated route specific buses, current route and timetable information appropriate to the local service(s) being operated to include; generic information on fare levels and availability of return, weekly/monthly, and of operator own and SPT tickets/passes. | Effective systems making bus use easy |
| | 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. | Ensure interchange is not a barrier |
| | 1.15 | Wherever possible, inform SPT in advance of any known disruptions, substantial delays or cancellations to local services in the scheme area. | |

| SERVICE STANDARD | Ref' no | DETAIL REQUIREMENT FOR SPECIFIED STANDARD OF SERVICE | JUSTIFICATION AND LINK TO LOCAL TRANSPORT STRATEGY |
|--------------------------------------|---------|--|---|
| | 1.16 | To maintain up to date bus route, timetable and fares information to SPT Standards in bus stop and bus shelter display panels and to change/remove this information in compliance with the Standards. | |
| Fare revisions | 1.17 | To provide SPT with notification of proposed fare increases in confidence at 21 days and in detail at 14 days in advance of implementation deadline. | Effective systems making bus use easy |
| Smoking | 1.18 | To enforce a no smoking policy on local services and incorporate this within their Health and Safety training and post notices compliant with the terms of the Smoking, Health and Social Care (Scotland) Act 2005 on buses to that effect. Drivers to report cases of non-compliance to the operator | Comfort and convenience of passengers across the whole journey. Compliance with legislation |
| Hot food and alcoholic drinks | 1.19 | 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 the operator | Comfort and convenience of passengers across the whole journey |
| Provision of patronage data | 1.20 | To provide SPT with patronage % change data compared to an index set at the date of commencement of the Scheme. Index change data to be supplied over a 4 week period every 6 months for local services listed as operating under the Scheme in Schedule 7 of the Scheme for the purposes of monitoring service performance. | Enable reporting of patronage trends in the Scheme area. |
| Fleet List | 1.21 | To supply SPT annually with a current fleet list identifying registration numbers, fleet number, low floor to functional DDA compliance, emissions compliance and CCTV. | Effective systems making bus use easy. |
| 2. VEHICLE SPECIFICATIONS | | OPERATORS UNDERTAKE TO PROVIDE VEHICLES TO THE FOLLOWING SPECIFICATION ON LOCAL SERVICES IN THE SCHEME AREA | |
| Accessibility | 2.1 | From Sunday 12 July 2015 increasing numbers of journeys, defined in clause 3.6 to be operated with 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 of passengers across the whole journey |
| CCTV | 2.2 | A minimum of 90% of vehicles operating journeys after 2000hrs to be equipped with working CCTV monitoring systems in continuous operation with a minimum of 3 cameras in each saloon. All operators will comply fully with the Data Protection Act 1998. | Safety and security of passengers throughout the whole journey and compliance with data protection regulations. |

| SERVICE STANDARD | Ref' no | DETAIL REQUIREMENT FOR SPECIFIED STANDARD OF SERVICE | JUSTIFICATION AND LINK TO LOCAL TRANSPORT STRATEGY |
|---|---------|--|--|
| Communication | 2.3 | A minimum of 90% of vehicles operating journeys after 2000hrs to be fitted either with real time, two-way radio or 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 | From Sunday 12 July 2015, 50% journeys, to be operated with vehicles meeting EURO 3 engine standard buses. Buses that are fitted with a certified Transport for London approved continuously regenerating trap exhaust system that reduces particle emissions to Euro 3 levels will be permitted. From 1 January 2016, 100% of journeys will require to be operated with low floor vehicles meeting EURO 3 engine standard buses (or with EURO 2 and CRT devices). From 1 January 2017, a minimum of 25% of journeys will be required to be operated vehicles meeting EURO 4 engine emission standards, with the remaining 75% or less being operated by vehicles meeting EURO 3 engine standards. From 1 January 2018, a minimum of 50% of journeys will be required to be operated vehicles meeting EURO 4 engine emission standards, with the remaining 50% or less being operated by vehicles meeting EURO 3 engine standards. | Emissions standards contributing to Inverclyde Council's development of AQAP areas and Low Emission Zones |
| Heating and ventilation | 2.5 | Buses to be equipped with either climate control or other heating/ventilation system operating correctly to maintain ambient temperature levels for passenger comfort. All opening windows to be fully functional. | Comfort and convenience of passengers across the whole journey |
| Lighting and ancillary equipment | 2.6 | Buses 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 of passengers throughout the whole journey |
| Route and destination displays | 2.7 | Buses to display accurate route number and ultimate destination indicators at all times using destination descriptions agreed with SPT. These to comply with the standards set out in Paragraph 8 of Schedule 2 to the PSV Accessibility Regulations 2000. | Effective systems making bus use easy. |
| | 2.8 | Wherever practicable any temporary destination and number displays to comply with Paragraphs 8(3) (a) and (b) of Schedule 2 to the PSV Accessibility Regulations 2000 and only to be used as substitute for normal destination equipment in the event of emergency. | Good and consistent standards of cleanliness, upkeep and information. |
| VEHICLE MAINTENANCE STANDARDS | | OPERATORS UNDERTAKE TO MAINTAIN VEHICLES USED ON LOCAL SERVICES WITHIN THE SCHEME AREA TO MEET THE FOLLOWING CRITERIA. | |
| Lighting, electrical and ancillary equipment | 3.1 | Operators shall ensure that internal electrical equipment such as lighting, are fully operational. | Comfort and convenience of passengers across the whole journey Good and consistent standards of cleanliness and upkeep. |

| SERVICE STANDARD | Ref' no | DETAIL REQUIREMENT FOR SPECIFIED STANDARD OF SERVICE | JUSTIFICATION AND LINK TO LOCAL TRANSPORT STRATEGY |
|--------------------------------|---------|---|--|
| | 3.2 | Operators shall ensure that internal bell pushes, mechanical equipment and all defined opening windows are fully operational and maintained in a clean and tidy condition. | Safety and security throughout the whole journey |
| Presentation (exterior) | 3.3 | Operators shall ensure external paint work is 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 cleanliness and upkeep. Improve the overall image of bus services |
| | 3.4 | Operators shall maintain visibility out of windows for passengers and shall ensure that external advertising does not exceed a maximum of 30% obscuration and 15 cm maximum block. | |
| | 3.5 | Operators shall 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 opportunity. | |
| | 3.6 | Buses shall be maintained in a clean and tidy condition, with particular respect to panels, glazing, window surrounds, floor area and heating/ventilation grilles. | |
| Presentation (interior) | 3.7 | Operators shall ensure all seat cushions, backs, bases, fabrics 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 |
| | 3.8 | Buses to be free of litter, debris, damage, contamination, grime, graffiti, stickers and unauthorised posters. To ensure any racist or abusive graffiti is removed at the earliest opportunity. | |
| | 3.9 | Buses shall be maintained in a clean and tidy condition, free from ingrained dirt on panels, windows, frames, and grills. | |
| Cleanliness (exterior) | 3.10 | Buses shall be externally cleaned (including all bodywork and external glass) for the start of service each day prior to departing from the operating depot. | Good and consistent standards of cleanliness and upkeep. |
| Cleanliness (interior) | 3.11 | Buses shall be cleaned for the start of service each day prior to leaving from the operating depot Daily cleaning shall 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. 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. | Good and consistent standards of cleanliness and upkeep. |

| SERVICE STANDARD | Ref' no | DETAIL REQUIREMENT FOR SPECIFIED STANDARD OF SERVICE | JUSTIFICATION AND LINK TO LOCAL TRANSPORT STRATEGY |
|--------------------|---------|--|--|
| Litter | 3.12 | Drivers shall 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. | |
| Information | 3.13 | Any information to be removed as soon as it ceases to be current. | Good and consistent standards of cleanliness and upkeep. |
| Technical Problems | 3.14 | Operators undertake to notify SPT of any technical problems such as bus wash breakdown, ice or industrial action which affects their ability to maintain cleaning standards | Good and consistent standards of upkeep and information. Effective systems making bus use easy. |

| 4. BRANDING/LIVERY | | OPERATOR UNDERTAKINGS IN RESPECT OF VEHICLE BRANDING | |
|----------------------|-----|--|--|
| Route specific Buses | 4.1 | Operators shall use dedicated route specific buses only on the route(s) for which they are branded. Dedicated route specific buses must not be used on routes other than those specifically scheduled except in circumstances which are reasonably beyond the bus operator's control. In such circumstances the bus operator must re-allocate such buses as soon as reasonably practicable to the correct dedicated route. | |

| 5. RELIABILITY | | OPERATOR UNDERTAKINGS IN RESPECT OF RELIABILITY | |
|------------------------|-----|---|---|
| Service reliability | 5.1 | Operators shall ensure local service timetables are realistic under normal circumstances in order to maintain advertised timetables and headways 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 the Office of the Traffic Commissioner's' guidelines. | 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. |
| Breakdown and recovery | 5.2 | Operators shall ensure that passengers on a bus which has become immobilised are transferred safely on to a replacement vehicle or alternative local service within 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. |
| | 5.3 | Operators shall 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 | 5.4 | Operators shall 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. | Promote confidence in the bus network |
|----------------------|-----|---|---------------------------------------|

| 6. DRIVER STANDARDS | | OPERATORS UNDERTAKINGS IN RESPECT OF DRIVER STANDARDS AND BEHAVIOUR | |
|--------------------------------|-----|---|---|
| General | 6.1 | Operators shall ensure 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, delivered consistently. |
| Picking up/setting down | 6.2 | Operators shall ensure drivers operating local services observe all bus stops on request and ensure all intending passengers are transported subject to maximum displayed vehicle capacity. | Promote confidence in the bus network |
| | 6.3 | Operators shall ensure drivers align buses at stopping places, parallel and adjacent to raised access kerbs wherever practicable to enable level boarding. | |
| Passenger assistance | 6.4 | Operators shall ensure drivers provide assistance when requested, for boarding or alighting by elderly or disabled passengers and if so requested shall remain stationary until such passengers are seated. Drivers shall 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. | Better customer relations and more customer focussed standards, consistently delivered. |
| Smoking | 6.5 | Operators shall ensure drivers observe smoking prohibition at all times whilst on board a bus, or at Council/SPT facilities such as interchanges and shelters. | Comfort and convenience across the whole journey. Compliance with legislation |
| Distractions | 6.6 | Operators shall ensure drivers do not use mobile phone handsets or consume food or drink whilst driving to minimise distractions for the safety of passengers | Comfort and convenience across the whole journey. Compliance with legislation |
| Heating and ventilation | 6.7 | Operators shall 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 | |
|---|---|---|---|
| <p>Defects to be rectified within 7 working days wherever reasonably practicable</p> | 7 | <p>Operators shall monitor buses to ensure compliance with the Operator Standards. Prompt rectification of defects is likely to result in fewer instances of failure to comply. This applies to all items specified in the Scheme including heating/ventilation systems and opening windows, water ingress and leaks from roof/windows to a saloon all internal electrical and mechanical problems, recurrent minor defects from chassis, engine, gearbox including suspension knocks, snatching brakes/retarders and screeching belts, minor body defects, including rattles, which are an ongoing annoyance to passengers when vehicle is idling or in motion.</p> <p>Any bus reported with a defect and subsequently reported on 2 further occasions with the same defect after 7 days of that report shall be reported to the Office of the Traffic Commissioner in accordance with clause 5.</p> | <p>Better customer relations and more customer focussed standards, consistently delivered.</p> <p>Improve the overall image of bus services and promote confidence in the bus network</p> |

| 8. Maintenance | | OPERATORS UNDERTAKINGS IN RESPECT OF MAINTENANCE | |
|-----------------------------------|-----|--|---|
| <p>On-board technology</p> | 8.1 | <p>Bus operators shall endeavour to maintain all on board technology including CCTV and telephone/communication equipment, lighting and destination/information displays on vehicles used to provide the services within the reliability tolerances specific to the items of equipment in question and shall ensure that any defective equipment is either repaired or replaced within 24 hours of its becoming defective;</p> | <p>Better customer relations and more customer focussed standards, consistently delivered.</p> <p>Improve the overall image of bus services and promote confidence in the bus network</p> |

| | | | |
|----------------------------|-----|--|--|
| Ticketing Equipment | 8.2 | Bus operators shall endeavour to maintain all bus ticket machines used on vehicles used to provide the services so that the reliability of the machines is sufficient to provide both good service to customers and integrity of information and shall ensure that any defective machine is either repaired or replaced within 24 hours of its becoming defective. | |
|----------------------------|-----|--|--|

| | | | |
|-------------------------|-----|---|--|
| 9. Registrations | | OPERATORS UNDERTAKINGS IN RESPECT OF LOCAL BUS SERVICE REGISTRATIONS | |
| Registrations | 9.1 | Bus operators will be required to participate in the investigation of the Electronic Bus Service Registration system for local bus services within the Statutory Quality Bus Partnership. Bus operators should also take cognisance of any adopted policies or changes to legislation, post consultation on 'Changes to Bus Registrations in Scotland'. | Better customer information standards, consistently delivered. |

SERVICES EXCLUDED FROM THE SCHEME

- (a) Services which operate in, terminate in or pass through the scheme area for the express purpose of carrying schoolchildren or students between their home and a school or further education college and which only operate at the start or finish of the school or college day.
- (b) Longer distance “Express” type services which originate at least 15 miles away from the scheme area and which are registered to observe only one stopping place in each direction within the scheme area.
- (c) Services which require to be operated by High Floor coaches for use on services where part of the route involves a ferry crossing.
- (d) Services terminating in or passing through the scheme area with headways of 60 minutes or greater between journeys. Multiple registrations for a number of such services registered by the same operator or registered in co-ordination by a group of operators which would be recognised by bus passengers as being one and the same service, will be regarded as registrations for services which come within the scope of the scheme.
- (e) Community Transport or “MyBus” services which are restricted to use by pre-registered passengers only.

SCHEDULE 6**SCHEDULE OF LOCAL SERVICES**

A SCHEDULE OF ALL SERVICES REGISTERED WITH THE OFFICE OF THE TRAFFIC COMMISSIONER AS OPERATING ON THE INVERCLYDE ROUTES AS AT
7 November 2014

| Ser No | Operator & Registration No | Terminal Points | Service Provision |
|--------|--------------------------------|---|--|
| 30 | C&M Coaches PM0002209/4 | Greenock Town Centre - Braeside | Every 10 minutes, Monday to Saturday daytime, every 30 minutes evenings & Sundays |
| 31 | C&M Coaches PM0002209/2 | Greenock Town Centre – Overton - Pennyfern | Every 30 minutes, Monday to Saturday daytime |
| 32 | C&M Coaches PM0002209/01 | Greenock Town Centre – Gateside - Pennyfern | Every 30 minutes, Monday to Saturday daytime |
| 19 | C&R Coaches PM1110504/1 | Greenock Town Centre - Branchton | Every 30 minutes, Monday to Saturday daytime |
| 330 | Gillens Coaches PM1110504/2 | Greenock Town Centre – Overton - Pennyfern | Every 60 minutes, Evenings & Sundays <i>Subsidised</i> |
| 331 | Gillens Coaches PM1110504/3 | Greenock Town Centre - Branchton | Every 60 minutes, Evenings & Sundays <i>Subsidised</i> |
| 576 | McGills PM0000015/181 | Greenock Town Centre – Upper Skelmorlie/Largs | Every 60 minutes, Mon-Sat Evenings <i>Subsidised</i> |
| 578 | McGills PM0000015/182 | Greenock Town Centre - Largs | Every 60 minutes, Sunday Evenings <i>Subsidised</i> |
| 507 | McGills PM0000015/167 | Greenock Town Centre – Midton/Trumpethill | Every 15 minutes, Monday to Saturday daytime, every 30 minutes evenings & Sunday daytime |
| 517 | McGills PM0000015/95 | Greenock Town Centre – Burns Square | Every 12 minutes, Monday to Saturday daytime, every 30 minutes every evening & 20 minutes Sunday daytime |
| 530 | McGills PM0000015/170 | Greenock – Port Glasgow - Kilmacolm | Every 60 minutes, Mon-Sat Evenings and most of Sunday. <i>Subsidised</i> |
| 531 | McGills PM0000015/74 | IRH - Greenock – Port Glasgow - | Every 30 minutes, Monday to Saturday daytime, every 60 minutes |

| | | | |
|----------|-----------------------------------|--|---|
| | | Slaemuir | evenings & Sundays |
| 532 | McGills PM0000015/76 | IRH - Greenock – Port Glasgow - Devol | Every 15 minutes, Monday to Saturday daytime, every 60 minutes evenings & Sundays |
| 533 | McGills PM0000015/75 | IRH - Greenock – Port Glasgow – Oronsay Avenue | Every 15 minutes, Monday to Saturday daytime, every 60 minutes evenings & Sundays |
| 534 | McGills PM0000015/ | Tesco – Port Glasgow – Broadfield Circular | Every 30 minutes, Monday to Saturday shopping hours |
| 535 | McGills PM0000015/ | Port Glasgow Industrial Estate to Larkfield Road | One journey Monday to Friday |
| 538 | McGills PM0000015/56 | Greenock – Mallard Cres | Every 30 minutes, Monday to Saturday daytime |
| 540 | McGills PM0000015/3 | Cardross Cres – Greenock – IRH - Gourock | Every 30 minutes, Monday to Saturday daytime |
| 543 | McGills PM0000015/33 | Greenock – Burnhead St | Every 15 minutes, Monday to Saturday daytime, every 20 minutes Sunday daytime, every 30 minutes evenings |
| 545 | McGills PM0000015/4 | McInroy's Point/IRH – Greenock – Gibbshill – Port Glasgow | Every 20 mins Mon-Sat daytime, every hour Suns daytime unsubsidised and every hour evenings/ all day Sunday <i>subsidised</i> |
| 547 | McGills PM0000015/100 | Greenock - Gourock | 3 per hour, Monday to Saturday daytime |
| 578 | McGills PM0000015/8 | Greenock – Upper Inverkip – Upper Skelmorlie | Hourly Monday to Saturday daytime. Combines with 580 to a 30 mins Mon-Fri daytime service. |
| 580 | McGills PM0000015/27 | Greenock –Upper Skelmorlie | Hourly Monday to Friday daytime. Combines with 578 to a 30 mins Mon-Fri daytime service. |
| 901 | McGills PM0000015/83 & 4 | Largs – Greenock – Port Glasgow - Glasgow | Hourly Monday to Saturday daytime and two hourly Sunday daytime. Combines with 906 & 908 to a 4 per hour Mon-Sat daytime service between Greenock and Port Glasgow. |
| 906/906X | McGills PM0000015/85 & 86 | Largs – Greenock – Port Glasgow - Glasgow | Every 30 minutes Monday to Saturday daytime and hourly Sunday daytime. Combines with 901 & 908 to a 4 per hour Mon-Sat daytime service between Greenock and Port Glasgow. |
| 907 | McGills PM0000015/87, 88, 97 & 98 | Dunoon – Western Ferry - Gourock – Greenock – Port Glasgow – Glasgow | Approximately two hourly service, daily. |

| | | | |
|-----|-------------------------------------|--|---|
| X7 | McGills PM0000015/160 | Greenock – Port Glasgow – Kilmacolm - Glasgow | Every 30 minutes Monday to Saturday daytime |
| X22 | McGills PM0000015/132 | Greenock – Port Glasgow – Clydebank | Every hour Monday to Saturday daytime |
| 585 | Stagecoach Western PM0000008/375 | Greenock – Ardrossan - Ayr | Every 30 minutes, Monday to Saturday daytime, 60 minutes, Monday to Saturday evenings, two hourly Sunday daytime |

Register of “In Scope” Local Services Operating in the Statutory Quality Partnership Scheme for Inverclyde
(As at 7 November 2014)

| Ser No | Operator & Registration No | Terminal Points | Service Provision |
|--------|----------------------------|---|---|
| 30 | C&M Coaches PM0002209/4 | Greenock Town Centre - Braeside | Every 10 minutes, Monday to Saturday daytime, every 30 minutes evenings & Sundays |
| 19 | C&R Coaches PM1110504/1 | Greenock Town Centre - Branchton | Every 30 minutes, Monday to Saturday daytime |
| 507 | McGills PM0000015/167 | Greenock Town Centre – Midton/Trumpethill | Every 15 minutes, Monday to Saturday daytime, every 30 minutes evenings & Sunday daytime |
| 517 | McGills PM0000015/95 | Greenock Town Centre – Burns Square | Every 12 minutes, Monday to Saturday daytime, every 30 minutes every evening & 20 minutes Sunday daytime |
| 531 | McGills PM0000015/74 | IRH - Greenock – Port Glasgow - Slaemuir | Every 30 minutes, Monday to Saturday daytime, every 60 minutes evenings & Sundays |
| 532 | McGills PM0000015/76 | IRH - Greenock – Port Glasgow - Devol | Every 15 minutes, Monday to Saturday daytime, every 60 minutes evenings & Sundays |
| 533 | McGills PM0000015/75 | IRH - Greenock – Port Glasgow – Oronsay Avenue | Every 15 minutes, Monday to Saturday daytime, every 60 minutes evenings & Sundays |
| 538 | McGills PM0000015/56 | Greenock – Mallard Cres | Every 30 minutes, Monday to Saturday daytime |
| 540 | McGills PM0000015/3 | Cardross Cres – Greenock – IRH - Gourrock | Every 30 minutes, Monday to Saturday daytime |
| 543 | McGills PM0000015/33 | Greenock – Burnhead St | Every 15 minutes, Monday to Saturday daytime, every 20 minutes Sunday daytime, every 30 minutes evenings |
| 545 | McGills PM0000015/4 | McInroy’s Point/IRH – Greenock – Gibbshill – Port Glasgow | Every 20 mins Mon-Sat daytime, every hour Suns daytime unsubsidised and every hour evenings/ all day Sunday <i>subsidised</i> |
| 547 | McGills PM0000015/100 | Greenock - Gourrock | 3 per hour, Monday to Saturday daytime |
| 578 | McGills PM0000015/8 | Greenock – Upper Inverkip – Upper Skelmorlie | Hourly Monday to Saturday daytime. Combines with 580 to a 30 mins Mon-Fri daytime service. |
| 580 | McGills PM0000015/27 | Greenock –Upper Skelmorlie | Hourly Monday to Friday daytime. Combines with 578 to a 30 mins Mon-Fri daytime service. |

| | | | |
|----------|-------------------------------------|--|---|
| 901 | McGills PM0000015/83 & 4 | Largs – Greenock – Port Glasgow - Glasgow | Hourly Monday to Saturday daytime and two hourly Sunday daytime. Combines with 906 & 908 to a 4 per hour Mon-Sat daytime service between Greenock and Port Glasgow. |
| 906/906X | McGills PM0000015/85 & 86 | Largs – Greenock – Port Glasgow - Glasgow | Every 30 minutes Monday to Saturday daytime and hourly Sunday daytime. Combines with 901 & 908 to a 4 per hour Mon-Sat daytime service between Greenock and Port Glasgow. |
| X7 | McGills PM0000015/160 | Greenock – Port Glasgow – Kilmacolm - Glasgow | Every 30 minutes Monday to Saturday daytime |
| 585 | Stagecoach Western PM0000008/375 | Greenock – Ardrossan - Ayr | Every 30 minutes, Monday to Saturday daytime, 60 minutes, Monday to Saturday evenings, two hourly Sunday daytime |

7 Introduction

7.1 In order to assess the ongoing effectiveness of the Specified Facilities and Operator Standards introduced under this Scheme in delivering and sustaining the required benefits and identify areas for potential improvement a regime of monitoring shall be implemented. This will track operation of the Scheme against key outputs and associated targets.

7.2 The key outputs to be monitored will be:

- punctuality and reliability of bus services;
- bus patronage;
- bus service quality;
- route traffic performance.

7.3 Bus Punctuality and Reliability

For each local service the bus operator shall record the following information:

- a) The total number of scheduled bus journeys operated on each registered service over a full, normal week.
- b) The total number of journeys departing each terminal point no more than one minute early and no more than 5 minutes late

Bus operators shall also record such further information as SPT may from time to time require.

Public Holidays are to be excluded from all data collection.

7.4 Based upon the above data SPT will report the following information:

- a) Service reliability trend information for bus services operating to or through Inverclyde
- b) Service reliability trend information for specific bus corridors leading into Inverclyde and within Inverclyde.

7.5 Bus Patronage

Each bus operator will provide to SPT such information on patronage in the scheme area on each of its routes, as the bus operators and SPT shall from time to time agree. The information provided shall be sufficient to identify average net index increases or decreases in patronage at route level over a period of time.

7.6 **Bus Service Quality**

Bus operators shall supply to SPT a statement as required by clause 5.2 listing each bus intended to be used within the scheme area by registration and fleet number, its Euro compliance emission standard and accessibility compliance. The statement shall also indicate 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 Operator Standards or their status in receiving training.

7.7 **Route Traffic Performance**

The Council and Transport Scotland will provide information concerning the traffic operation in the scheme area to identify general traffic trends in the area and capture the context within which the performance of the Scheme is being reviewed. The following information will be provided:

- a) annual review of accident rates along routes,
- b) annual review of traffic flows,
- c) annual summary of major disruption events on routes (utility works, developments, diversions and such like which may have impacted on bus services),
- d) annual summary of changes to infrastructure on routes,
- e) normal car journey times.

7.8 **Targets**

Provisional scheme benefit targets based upon experience from other successful Quality Partnerships have been set to provide initial benchmarks.

Initial targets applicable for reviewing the monitored outputs shall be the following:

- a) Bus Punctuality and Reliability:
% Start of journeys within 5 minutes **95%**
- b) Bus Patronage:
Average net patronage growth **+ % per annum**

7.9 The information provided under Paragraphs 7.3 to 7.5 of this Schedule shall be derived from the bus operators' electronic ticketing machine data and such other journey time data as shall be obtained from monitoring or such alternative sources as the bus operators shall from time to time undertake or use. The bus operators shall use their reasonable endeavours to ensure that their drivers key in the relevant data in relation to the timing points along the corridor to ensure that monitoring data is available.

The Statutory Quality Bus Partnership Scheme for Inverclyde

**UNDERTAKING IN ACCORDANCE WITH SECTION 8(4) OF THE TRANSPORT (SCOTLAND) ACT 2001 as amended by the
Transport (Scotland) Act 2005**

TO: Office of the Traffic Commissioner for Scotland

Level 6, The Stamp Office
10 Waterloo Place
Edinburgh
EH1 3EG

FROM: [Name and address of Operator]

[Name of Operator] hereby undertakes to provide local services to the Operator Standards and in compliance with all obligations specified within the scheme, when using the Specified Facilities.

SIGNED

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

[Operator Company name]

DATE:

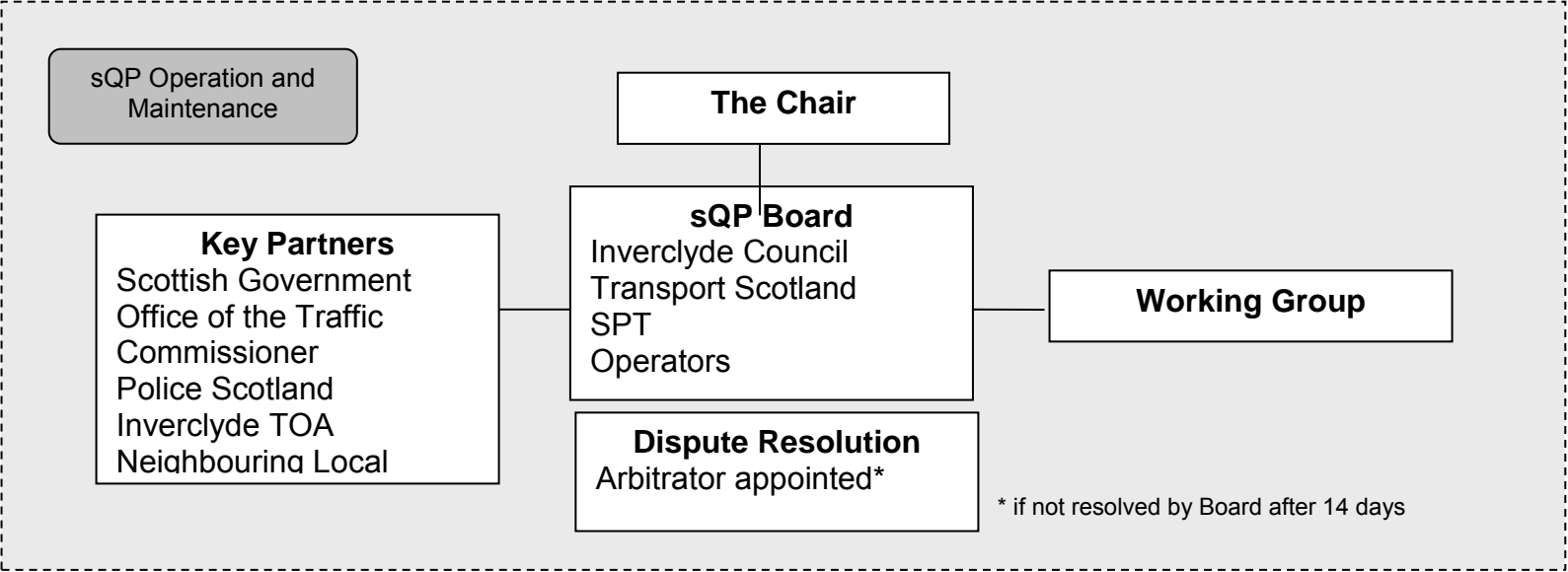
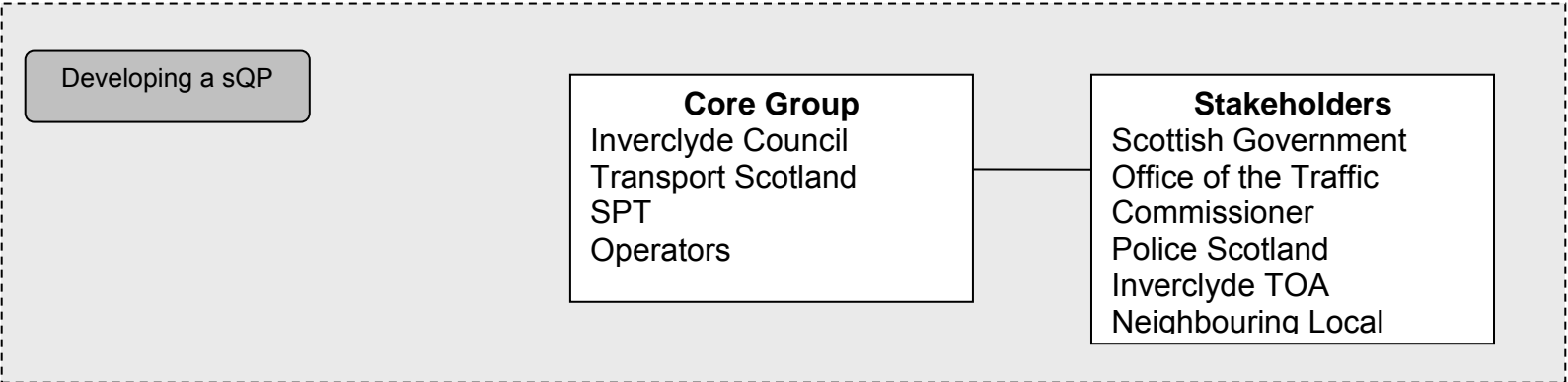
SCHEDULE 9

DATA SHARING/CONFIDENTIALITY

- 9.1 The Council, SPT and Transport Scotland shall not save as provided in clauses 9.2 and 9.4 divulge or communicate to any person, or use or exploit for any purpose whatever any of the trade secrets or confidential knowledge or information or any financial or trading information or data relating to any bus operator which is supplied by the bus operator either directly or indirectly to them as a result of the Scheme. This is in accordance with Section 10(3) of the Transport (Scotland) Act 2001.
- 9.2 Notwithstanding the provisions of paragraph 9.1 the Council, SPT and Transport Scotland shall be entitled to use information and data provided by bus operators for the following purposes:-
- 1 to allow the Council, SPT and Transport Scotland to mutually share the information;
 2. monitoring compliance with the requirements of the Scheme;
 3. monitoring and assessing the benefits delivered by the Scheme;
 4. reporting to the Office of the Traffic Commissioner, V.O.S.A., the Police or any other regulatory authority;
 5. reporting on the Scheme to the Scottish Government;
 6. reporting to Strathclyde Partnership for Transport, Inverclyde Council and bus operators participating in the Scheme;
 7. preparation of reports using aggregated statistics for reporting requirements;
 8. subject always to agreement of the bus operator, for the purpose of promoting bus travel.
- 9.3 These restrictions and prohibitions on use, exploitation, communication and disclosure set out in clauses 9.1 and 9.2 shall continue to apply after the expiration or earlier termination of the Scheme without limit in point of time, but shall cease to apply to any data information or knowledge which may properly come into the public domain through no fault of the person receiving the same or which the receiving party can demonstrate was known by it prior to its receipt of such information.

- 9.4 Notwithstanding any other provision of this Schedule, a party receiving information to which this Schedule applies may disclose the same to the extent required by law or regulation, in particular the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 provided that, where practical and lawful to do so, the party receiving the request for information provides prompt written notice of the request to the party who provided the information.
- 9.5 Bus operators, the Council, SPT and Transport Scotland shall each ensure that their employees are aware of and comply with the provisions of paragraphs 9.1, 9.2 and 9.4.
- 9.6 The Council, SPT and Transport Scotland acknowledges that all intellectual property rights in the data provided by any bus operator shall belong to and remain with the bus operator provided however that the bus operator hereby agrees to licence the same to the Council and SPT at no cost for the purposes described in clause 9.2.

Inverclyde (Gourock, Greenock, Port Glasgow) Statutory Quality Partnership Scheme Governance



Governance – Operational Roles & Responsibilities

sQP board

1. Annual Report to Scottish Government (format to be agreed with the Office of the Traffic Commissioner in advance)
2. Meet every 6 months to discuss issues and reports to date
3. Aim to resolve any disputes within 14 days
4. Each organisation to follow Scheme monitoring plan

Working Group

1. The working group will contain key persons from SPT and Inverclyde Council to discuss current issues, meeting every 1-3 months (dependant on issues). Operators and stakeholders may be invited to attend as required

Inverclyde Council /SPT/Transport Scotland

2. Owner of sQP document therefore responsible for revision with input from the Board

Office of the Traffic Commissioner

1. Regulatory governance

Scottish Government

1. Review Annual Report on behalf of the Office of the Traffic Commissioner

Parking Attendants

1. Powers to enforce Traffic Regulation Orders

Compliance Officers

Inspectors only, report any non-compliance to the sQP board who will report to the Office of the Traffic Commissioner if a significant or continuous breach