

**CAMBRIDGESHIRE COUNTY COUNCIL**

**CAMBRIDGESHIRE GUIDED BUSWAY**

**QUALITY BUS PARTNERSHIP**

**PREAMBLE**

- (A) This Quality Bus Partnership scheme (“**QBP**”) is a quality bus partnership scheme within the meaning of Part II of the Transport Act 2000 (“**the Act**”) made under s.114 of the Act by the Council as a local transport authority.
- (B) The Council believes that this QBP will contribute to the implementation of its local transport policies, in particular, the policies in the Council’s Bus Strategy (part of its Local Transport Plan 2004-2011), to:
- “i. Develop Quality Partnership agreements with bus companies.
  - ii. Develop and seek to implement (in consultation with bus operators) a Cambridge network; a series of high-quality routes offering a “turn up and ride” facility within Cambridge. It is essential that buses on this network are associated with quality, therefore image and branding will be among the key features of the system. Integration of existing and proposed park and ride sites will be a primary function of these routes.
  - iii. Develop (in consultation with bus operators) a series of core routes throughout the County. Core routes link major centres, including Cambridge and Peterborough, and the Market Towns and, where possible, links between Market Towns. Regular services (i.e. operating at least every hour during the day on weekdays) will be operated on these routes. Consideration will be given to promoting the development of Sunday and evening services on these routes.
  - ...
  - v. Develop, for longer-term implementation, rapid transit schemes within the Cambridge Area consisting of segregated and non-segregated sections.”
- (C) The Council wishes to make this QBP to implement the above policies in the context of the Cambridgeshire Guided Busway.
- (D) The Council has, in accordance with s.115 of the Act, given notice of the QBP and consulted in relation to the making of it:
- a) all operators of local services who would, in its opinion, be affected by the QBP;
  - b) such organisations appearing to the Council to be representative of users of local services as it has thought fit;
  - c) the Traffic Commissioner, Eastern Region;
  - d) the Chief Constable of the Cambridgeshire Constabulary; and

- e) such other persons as the Council has thought fit.
- (E) Having considered the responses received as a result of that consultation, the Council is satisfied that this QBP will improve the quality of local services provided in the area served by the Cambridge Guided Busway area and will bring benefits to persons using local services in that area and has now decided to make this QBP as follows.

## 1 INTERPRETATION

In this QBP, terms defined in the Preamble have the meanings given to them there and the following terms have the following meanings:

**“the Ancillary Facilities”** means the ancillary facilities set out in Schedule 2;

**“Bus Operator”** means any operator of local services using the Facilities to which this QBP applies pursuant to paragraph 4;

**“CGB QBP Administrator”** means any person appointed pursuant to paragraph 5.1 or the Council pursuant to paragraph 5.2;

**“the Facilities”** means the facilities set out at paragraph 3;

**“the Guided Busway”** means the Cambridgeshire Guided Busway, being a guided busway running between St. Ives to Milton Road, Cambridge and to Kings Hedges Road, Cambridge and from Cambridge Railway Station to the Trumpington Park & Ride site and to Addenbrooke’s Hospital and the Park and Ride Sites, all as authorised to be constructed by the Order;

**“local service”** has the meaning given to it in the Act;

**“the Order”** means the Cambridgeshire Guided Busway Order 2005 (S.I. 2005/3523);

**“the Operations Handbook”** means from time to time, the manual for correct and safe use of the Guided Busway as approved by the Council;

**“the Park and Ride Sites”** means the Park and Ride sites at St Ives and at Longstanton as authorised to be constructed by the Order;

**“QBP Vehicle”** means any vehicle providing local services to which this QBP applies pursuant to paragraph 4;

**“the Ticketing Scheme”** means, from time to time, any multi-operator ticketing scheme put into place by the Council under the provisions of the Act or otherwise agreed between the Council and the Bus Operators pursuant to the provisions of The Competition Act 1998 (Public Transport Ticketing Schemes Block Exemption) Order 2001 (S.I. 2001/319) (as amended); and

**“the Traffic Commissioner”** means the Traffic Commissioner, Eastern Region.

## **2 OPERATIVE DATE**

- 2.1 This QBP will come into operation on such date after 5 July 2009 as is specified, published and notified to Bus Operators by the Council. Such a date will not exceed 12 months after the date on which this QBP is made.
- 2.2 This QBP ends at 17:00 hours on the day of the tenth anniversary of the date on which it comes into operation.

## **3 FACILITIES**

Under this QBP, the Council is providing, or procuring the provision of, the following facilities:

- (a) the Guided Busway; and
- (b) the Ancillary Facilities.

## **4 SERVICES AND EXCLUDED SERVICES**

- 4.1 In accordance with the provisions of the Act and subject to paragraphs 4.2 and 4.3, this QBP will apply to all local services using the Facilities.
- 4.2 This QBP does not apply to:
  - (a) any local services the provision of which the Council secures under section 63 of the Transport Act 1968; or
  - (b) any local services as the Council may from time to time designate that are provided by or on behalf of bodies designated under the Section 19 (Designated Bodies) Order 1987 or such other similar bodies.
- 4.3 Where a local service uses either or both of the Park and Ride Sites but no other part of the Guided Busway, the Council may, following consultation with the relevant operator, disapply such of the obligations in Schedule 1 as would apply to that local service pursuant to paragraph 6 as the Council deems appropriate.
- 4.4 No disapplication pursuant to paragraph 4.3 shall be effective unless:
  - (a) it is given by a written notice from the Council to the relevant operator; and
  - (b) that written notice is copied to all Bus Operators, to the CGB QBP Administrator (if any) and to the Traffic Commissioner.

## **5 PARTNERSHIP ADMINISTRATION**

- 5.1 The Council may appoint any person as the CGB QBP Administrator.

- 5.2 Unless at any particular time there is a person validly appointed by the Council as the CGB QBP Administrator, the Council shall fulfil all roles of the CGB QBP Administrator.
- 5.3 The CGB QBP Administrator will have a co-ordinating role and will be the point of contact for publicity and information about this QBP on behalf of the Council and the Bus Operators.
- 5.4 The CGB QBP Administrator will arrange for meetings between the Council, any Bus Operators and other relevant parties at least twice each year in the first 2 years of the lifetime of this QBP and at least annually thereafter to review the working of this QBP and to discuss and recommend to the Council any changes to it.
- 5.5 The CGB QBP Administrator shall keep the Council and the Bus Operators informed of all pertinent matters in relation to the functioning of this QBP, in particular, as to the local services that are registered with the Traffic Commissioner that from time to time fall within the scope of this QBP.
- 5.6 The Council and all Bus Operators shall inform the CGB QBP Administrator and the Traffic Commissioner as soon as they become aware of any failure by any party to meet the requirements of this QBP.

## **6 STANDARD OF SERVICES**

All QBP Vehicles must comply with the obligations set out in Schedule 1.

## **7 FREQUENCY OF SERVICES**

- 7.1 In accordance with article 38 of the Order, this QBP makes provision in relation to the frequency and timings of local services using the Guided Busway.
- 7.2 Subject to paragraphs 7.3 and 7.8, to maintain service stability, Bus Operators may only register or de-register services that are to use the Guided Busway on 6 occasions during the year and on dates to be specified by the Council following consultation with Bus Operators and having regard to scholastic terms and rail timetable changes.
- 7.3 The Council may, when it reasonably deems necessary, permit the registration of a particular service or particular services on a date other than those set out at paragraph 7.2.
- 7.4 Prior to registering with the Traffic Commissioner any proposed local service that would use the Guided Busway, a Bus Operator shall notify the Council of the proposal and shall not register that local service with the Traffic Commissioner until the Council has given its approval.
- 7.5 The approval of the Council under paragraph 7.4 shall only be withheld if the Council reasonably believes:

7.5.1 that:

- (a) in the interests of passengers, the proposed service should be registered at a different time; and
  - (b) it is practical for the Bus Operator to register that service at a different time; or
- 7.5.2 that registration of the proposed service would cause undesirable ‘bunching’ of services or undermine the even headway of services using the Guided Busway, in which case paragraph 7.6 shall have effect.
- 7.6 Where the Council reasonably believes that either of the matters set out in paragraph 7.5.2 are met, the Council may:
  - 7.6.1 withhold its approval for that proposed service;
  - 7.6.2 suggest that the Bus Operator runs the proposed service at a different time and indicate that it would approve such an amended proposal;
  - 7.6.3 following consultation with relevant Bus Operators and only to the minimum extent necessary, require any Bus Operator operating existing services using the Guided Busway to run those services at a different time to allow the proposed service to be operated without bunching or to maintain even headway; or
  - 7.6.4 do both 7.6.2 and 7.6.3.
- 7.7 Where a Bus Operator has de-registered a service using the Guided Busway in accordance with paragraph 7.2, the Council may require any Bus Operator operating other services using the Guided Busway to run those services at a different time to maintain even headway of services.
- 7.8 Where, in the Council’s reasonable opinion, the provision of services on the Guided Busway is not being provided so as to ensure an even headway between services the Council may, in consultation with the relevant Bus Operator or Bus Operators and to the minimum extent necessary to ensure even headway, direct any Bus Operator to alter the time at which any particular service operates along the Guided Busway and to re-register that service accordingly.

## **8 TICKETING SCHEME**

All Bus Operators must participate in the Ticketing Scheme.

## **9 VARIATION**

- 9.1 The Council may at any time vary or revoke this QBP in accordance with the provisions of sections 120 to 122 of the Act and any regulations made under those sections.

- 9.2 In making any variation of this QBP pursuant to paragraph 9.1, the Council shall take into account any recommendations made pursuant to paragraph 5.4.

## **10 NOTICES**

Any notices required by this QBP to be given shall be given in writing to the following addresses:

- (a) on the Council, to:

Cambridgeshire Guided Busway  
RES1504  
Shire Hall  
Castle Street  
CB3 0AP

- (b) on the CGB QBP Administrator, to such address as the CGB QBP Administrator shall, on its appointment and from time to time thereafter, specify; and
- (c) on a Bus Operator, to such person at such address as the Bus Operator shall have notified to the CGB QBP Administrator, or failing such notification, to the name and address details registered with the Traffic Commissioner in respect of that Bus Operator.

**Made by the Council on •**

**Duly authorised signatory  
for and on behalf of  
Cambridgeshire County Council**

## **SCHEDULE 1 – STANDARD OF SERVICES**

### **PART A - VEHICLES**

#### **1 Vehicle Age**

- 1.1 Subject to paragraphs 1.2 and 1.3, QBP Vehicles must be new at the time of their first use of the Facilities.
- 1.2 At the CGB QBP Administrator's discretion, QBP Vehicles may be pre-used if at the time of their first use of the Facilities they are not older than other QBP Vehicles.
- 1.3 At the CGB QBP Administrator's discretion, vehicles not meeting the requirements of paragraphs 1.1 or 1.2 may use the Facilities as a short term measure whilst Bus Operators procure new QBP Vehicles if there is significantly more demand than capacity. Such vehicles must nevertheless meet the other obligations set out in this Schedule (excluding as to livery) and lack of availability of vehicles due to routine maintenance will not be a valid reason for seeking to operate older vehicles on the Facilities.

#### **2 Engine emission standards**

- 2.1 As at the entry into force of this QBP, QBP Vehicles must comply with the requirements of European Directive 98/69/EC (as amended by Directive 2002/80/EC) (known as Euro 4) as a minimum.
- 2.2 Thereafter, any QBP Vehicles will need to comply with the relevant European and UK emissions standards at the time at which they first use the Facilities.

#### **3 Appropriate branding, livery and advertising space**

- 3.1 Subject to paragraph 3.2, QBP Vehicles must conform to the agreed Cambridgeshire Guided Busway Livery Specification as set out in Schedule 3.
- 3.2 At the CGB QBP Administrator's discretion, vehicles not conforming to the agreed Cambridgeshire Guided Busway Livery Specification may use the Facilities as a short term temporary measure if there is significantly more demand than capacity or to allow for the routine maintenance of QBP Vehicles in accordance with good practice.
- 3.3 Bus Operators may display their own logos on the front and sides of QBP Vehicles.
- 3.4 The sides of saloon QBP Vehicles must not be used for displaying advertisements.
- 3.5 The sides of double-deck QBP Vehicles must not be used for displaying advertisements in the period of the first 12 months following the coming into force of this QBP. At the end of that period of 12 months, the Council and the Bus Operators

may agree to permit the display of advertisements on the sides of double-deck vehicles.

- 3.6 The backs of QBP Vehicles may be used for advertising.
- 3.7 Internal spaces of QBP Vehicles may be used for advertising at the Bus Operator's discretion.
- 3.8 A Bus Operator will remove from any QBP Vehicle advertising or other material that is, in the Traffic Commissioner's discretion, inappropriate.

#### **4 Internal temperature control system**

QBP Vehicles must be equipped with a package of temperature control measures comprising at least one measure from column **A** below together with one measure from column **B** below:

<b>A</b>	<b>B</b>
1. Forced ventilation	1. White roofing
2 Air chill	2. Body insulation
	3. Tinted Windows
	4. Other similar physical measure of passive temperature control.

#### **5 Access requirements**

- 5.1 Bus Operators must endeavour to provide maximum access for all and, in particular QBP Vehicles must comply with all relevant requirements of:
  - (a) the Disability Discrimination Act 1995 (as amended) and associated legislation, including the Public Service Vehicles Accessibility Regulations 2000 (as amended); and
  - (b) any relevant accessibility specifications issued by the Disabled Persons Transport Advisory Committee (DPTAC) disability requirements.
- 5.2 QBP Vehicles must have a wide dual door at front of vehicle, with low floor, no step entrance and exit with wide gangways, all so as to be adequate for wheelchairs.
- 5.3 QBP Vehicles must have a ground clearance or ability to kneel to meet any regulatory requirements, applicable at any particular time, as to boarding platform height (off the Guided Busway).



- 5.4 QBP Vehicles must be equipped with an access ramp for use where necessary.

## **6 Legal and Operational Requirements**

QBP Vehicles must meet all relevant legal requirements, in particular statutory bus safety requirements.

## **7 Minimum legroom**

Bus Operators must use their best endeavours to provide legroom on QBP Vehicles in excess of that set out in Regulation 28 of the Public Service Vehicles (Conditions of Fitness, Equipment, Use and Certification) Regulations 1981 (SI 1981/257).

## **8 Seat Comfort**

In QBP Vehicles, where appropriate, individual seats must be supplied in preference to bench seating.

## **9 Ticketing**

QBP Vehicles must be equipped with appropriate electronic ticketing machinery to facilitate the use of smart card multi-operator tickets in accordance with the Ticketing Scheme.

## **10 Radio Communication and Real Time Information**

- 10.1 QBP Vehicles must be equipped with a two-way radio allowing communication between the driver and both the depot and the control centre.
- 10.2 QBP Vehicles must be equipped with a driver emergency button.
- 10.3 QBP Vehicles must be equipped with on-board GPS-based real-time information and priority equipment that is fully compatible with the existing Cambridgeshire systems (ACIS Deltatrak 125 or equivalent).
- 10.4 QBP Vehicles must be equipped with a driver display linked to the real-time information system to allow the driver to monitor adherence to the registered timetable.

## **11 Front tyres**

Only new tyres are to be fitted to the front wheels of QBP Vehicles.

**12 Guidewheels and Guidearms to be maintained at appropriate gauge / height:**

- 12.1 QBP Vehicles must be suitably equipped with guidewheels and guide-arms to run on the Guided Busway.
- 12.2 The width over guide-wheel faces must lie between 2600mm and 2605mm (and preferably 2603mm).
- 12.3 Manufacturers' maintenance schedules and guidance must be fully complied with so that guidewheels maintain suitable contact with the guideway on both sides of the vehicle.
- 12.4 QBP Vehicles must not be 'crabbed' and must run correctly in accordance with the Operations Handbook
- 12.5 QBP Vehicles must meet the specification notified by the Council to the Bus Operators for minimum tolerances between axles.

**13 Other requirements**

- 13.1 Bus Operators must put in to place adequate systems and training to ensure that drivers know whether or not a QBP Vehicle is, at any particular time, in a suitable condition for use on the Guided Busway in accordance with the Operations Handbook. Such a system must entail a sticker or other similar device visible to the driver.
- 13.2 QBP Vehicles must display their destination.
- 13.3 QBP Vehicles must have mirrors that are positioned on the vehicles or otherwise designed so as to take into account the elevated position of persons at stops along the Guided Busway and as such to minimise any danger to such persons.
- 13.4 QBP Vehicles must be equipped with a reflective triangle for use in emergencies.

**PART B - OPERATION**

**14 Punctuality**

All Bus Operators shall comply with the Traffic Commissioners' Practice Direction No.4 of November 2004 (as amended or replaced from time to time) in relation to punctuality.

**15 Cleaning Standards**

All Bus Operators shall ensure that QBP Vehicles are washed outside and swept inside once every 24 hours.

**16 Customer Service**

All Bus Operators shall ensure that at least 90% of drivers of QBP Vehicles are trained in customer care to Confederation of Passenger Transport (CPT) standards or NVQ Level II.

**17 Passenger Safety**

Bus Operators shall take all reasonable care in the operation of local services using the Facilities and to ensure the safety of passengers.

**SCHEDULE 2 – ANCILLARY FACILITIES**

- 1 maintenance of the Guided Busway;
- 2 operational services in relation to cleaning, monitoring and security of the Guided Busway;
- 3 enforcement and other measures along the Guided Busway with a view to preventing any illegal parking interfering with local services using the Guided Busway;
- 4 traffic regulation orders as the Council determines necessary to keep the Guided Busway clear;
- 5 electronic tags to permit access through rising bollard systems in accordance with the existing systems;
- 6 the provision of branded stops on the Guided Busway and, at such other locations, if any, as are deemed fit by the Council following consultation with Bus Operators;
- 7 the provision of ticketing machines at stops along the Guided Busway and systems to promote and facilitate the arrangements of the Ticketing Scheme in so far as the Council deems necessary;
- 8 real time bus information technology at stops on the Guided Busway and, at such other locations as the Council determines following consultation with Bus Operators;
- 9 the provision of kerbs at stops where deemed necessary by the Council to facilitate passenger boarding and alighting to and from local services using the Facilities.

**SCHEDULE 3 – GUIDED BUSWAY LIVERY SPECIFICATION**

The Guided Busway Livery Specification is the common elements, excluding any Bus Operator logos or branding, of the following graphical representations adjusted as agreed between the Council and the Bus Operator and only in so far as is required to adapt to the model of QBP Vehicle proposed to be used.