

West Midlands Enhanced Partnership Scheme for Buses

Supporting the development of bus services on two corridors:

A34(N) Walsall – Birmingham City Centre and

A45 Birmingham Airport / B425 Solihull – Birmingham City Centre



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Organisations Making the Enhanced Partnership Scheme for A34(N) and A45 / B425

THE WEST MIDLANDS ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138R(1) OF THE TRANSPORT ACT 2000 BY:

(1) THE WEST MIDLANDS COMBINED AUTHORITY (WMCA) of 16 Summer Lane, Birmingham, B19 3SD;

(2) BIRMINGHAM CITY COUNCIL of The Council House, Victoria Square, Birmingham B1 1BB;

(3) SANDWELL METROPOLITAN BOROUGH COUNCIL of Sandwell Council House, Freeth Street, Oldbury, B69 3DE;

(4) SOLIHULL METROPOLITAN BOROUGH COUNCIL of Council House, Manor Square, Solihull, West Midlands, B91 3QB;

(5) WALSALL METROPOLITAN BOROUGH COUNCIL of Civic Centre, Darwall Street, Walsall, WS1 1TP.

Definitions used in the document

AQPS – means an Advanced Quality Partnership Scheme made pursuant to section 114(1) of the Transport Act 2000 [as amended by the Local Transport Act 2008 and the Bus Services Act 2017].

Automatic Vehicle Location (AVL) – is a means for automatically determining and transmitting the geographic location of a vehicle, allowing it to be tracked in real time.

Bus Franchising Area – an area in which a statutory franchising scheme operates, as prescribed in the Transport Act 2000, as amended by the Bus Services Act 2017 (section 123). Bus services in the area are controlled and specified by the transport authority, with bus operators providing services under one or more contracts.

Bus Gate – is a short stretch of road carriageway that is restricted to use by buses and (where specified) taxis and other authorised vehicles as indicated on appropriate signage on the approach.

Bus Lane – is a signposted lane, designated for use by buses and (where specified) taxis and other authorised vehicles, at the times also indicated by signage.

Bus lane enforcement – means the action taken to ensure that bus lanes are used only by authorised vehicles. This is often carried out by using cameras to record unauthorised use, with the issue of civil penalties to offenders under section 144 of the Transport Act 2000.

Bus Stand – means a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit a local bus to stand within the clearway for as long as maybe necessary up to a maximum period of 10 minutes.

CCTV – means closed circuit television system, whereby static or mobile cameras are used to record offences or for surveillance and security purposes.

CVRAS – means Clean Vehicle Retrofit Accreditation Scheme (CVRAS) and is a certification scheme for manufacturers of retrofit emissions reduction technology that will enable Clean Air Zone (CAZ) compliance of legacy fleet vehicles to address the air pollution emissions from buses.

Designated feeder service – means a bus service that is specifically designed by the operator and accepted by Transport for West Midlands as one that connects with another service allowing passengers to interchange at designated stops or stands

Enforcement camera – means a roadside camera that records and produces suitable evidence of unauthorised use of bus lanes or bus gates for the local highway authority to issue civil penalties under section 144 of the Transport Act 2000.

EP Scheme Area – means the area to which this EP Scheme document applies; namely the A34 (Birmingham to Walsall), A45 (Birmingham to Birmingham Airport) and B425 Lode Lane (Yardley to Solihull) corridors.

Euro VI equivalent standards – Euro VI diesel bus or a bus with CVRAS approved technologies retrofitted to a diesel bus to reduce NOx and PM emissions and achieve Euro VI equivalent standards

Facilities – means the physical assets that are provided at specific locations along particular routes (or parts of routes) within the EP scheme area or new and improved bus priority measures. This is deemed for such purposes of section 138D(1) of the Transport Act 2000.

Measures – means the improvements with the aim of:

- Increasing the use of local bus service serving the routes to which the measures relate or ending or reducing a decline in their use; or
- Improving the quality of local bus service.

Slot Booking System – means the system and process set out to manage the number of buses using a particular bus stop and their headway.

Local Authorities – as prescribed under section 23 of the Local Government Act 2003.

Local Highway Authorities – this is a local authority with responsibility for the maintenance of highway infrastructure in its local authority area. In the case of this EP Scheme, this means either Birmingham City Council, Solihull Metropolitan Borough Council, Sandwell Metropolitan Borough Council or Walsall Metropolitan Borough Council.

Local transport authority – collectively means the West Midlands Combined Authority (WMCA) and Transport for West Midlands (TfWM).

Local Qualifying Bus Services – means those Registered Local Bus Services operating within the EP Scheme area that must meet the requirements and obligations set out in the EP Scheme document.

Multi-Operator Capping – means a common fares and ticketing system, applied across multiple bus operators, that will cap a user's travel cost according to the lowest price available for the journey or journeys made.

Multi-Operator Ticketing – means a common fares and ticketing system applied and accepted by multiple operators. In the West Midlands this currently means nBus and nNetwork products.

Network Stability Protocol – this covers the specified dates through the year, agreed between WMCA and bus operators, on which local bus service changes take place.

Real Time Information – using technology to track the location of buses in real time, information is transmitted to bus stops or devices to indicate to passengers the predicted arrival time at a particular point.

Registered Local Bus Service – has the meaning set out in Section 2 of the Transport Act 1985.

Strategic Vision for Bus – approved in November 2018 by the WMCA to provide a clear view of what the region requires from its bus network. The Vision supports the region's Strategic Economic Plan and supporting West Midlands Strategic Transport Plan "Movement for Growth" in defining a longer-term strategy for bus in the West Midlands.

Highway Works Permit – is a permit issued by local highway authorities to any organisation that wishes to undertake street works promoted by a public utility company or highway works promoted by the Local Highway Authority, with the aim of managing all works on the public highway. Local authorities have powers to operate permit schemes under Part 3 of the Traffic Management Act 2004 and The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015.

Swift – is the brand name for smartcard ticketing products promoted and managed by Transport for West Midlands and that can be used on all public transport modes.

TRO – means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places.

Transport for West Midlands (TfWM) – means the organisation within the West Midlands Combined Authority with responsibility for transport.

West Midlands Bus Alliance – established in 2015, this is an alliance of bus operators, local councils, and other partners that have agreed to work together to deliver high levels of passenger satisfaction and drive forward investment in bus services.

West Midlands Enhanced Partnership Plan – means the document made pursuant to section 138A of the Transport Act 2000 and which is required to be in place for an EP Scheme to be made.

Zero emission vehicle – means a vehicle that emits no pollutants at its tailpipe.

1. Introduction

1.1 This document fulfils the statutory requirements set out by the Bus Services Act 2017 for an Enhanced Partnership (EP) Scheme. In accordance with statutory requirements in section 138 of the Transport Act 2000, this EP Scheme document sets out:

- Area covered (Section 2)
- Commencement date (Section 2)
- Overall interventions to be made by the authorities (Section 3)
- Requirements imposed on local qualifying bus services (Section 4)
- Details for reviewing the operation of the EP Scheme (Section 5)

1.2 The EP Scheme can only be put in place if an associated Enhanced Partnership Plan has been made. Therefore, this document should be considered alongside the West Midlands Enhanced Partnership Plan.

1.3 The EP Scheme has been jointly developed by Transport for West Midlands (TfWM), local highway authorities and those bus operators that provide local qualifying bus services in the EP Scheme area. The EP Scheme aims to support improvements to bus services on two corridors. It sets out obligations and requirements on both the local transport authority, local highway authorities and operators in order to achieve the intended improvements, with the aim of passengers benefitting from attractive and convenient bus services.

1.4 The EP Scheme aims to contribute towards meeting the 9 objectives set out in the '*Strategic Vision for Bus*¹:

1. UK leading low emission bus fleet with zero emission corridors serving the most affected areas of air quality.
2. Fully integrated bus network, including demand responsive and rapid transit services supporting interchange with rail, coach and Metro to form one network.
3. Simple, convenient and easy to use payment options, with fare capping, providing a network which is value for money and affordable for customers.

¹ <https://www.tfwm.org.uk/media/38969/final-strategic-vision-for-bus.pdf>

4. Fewer private car journeys by making bus the mode of choice and creating better access to jobs and long-term change.
5. Creating a safe, secure and accessible mode for all and tackling long-held barriers and perceptions.
6. Accountable network performance management, tackling issues causing congestion and reliability problems.
7. World-leading customer information, utilising 5G and all available technologies and platforms.
8. All young people under 25 years supported by discounted travel, as well as addressing barriers for excluded groups.
9. Evolve a network to support a 24/7 thriving economy, connecting people to new and developing destinations and attractions.

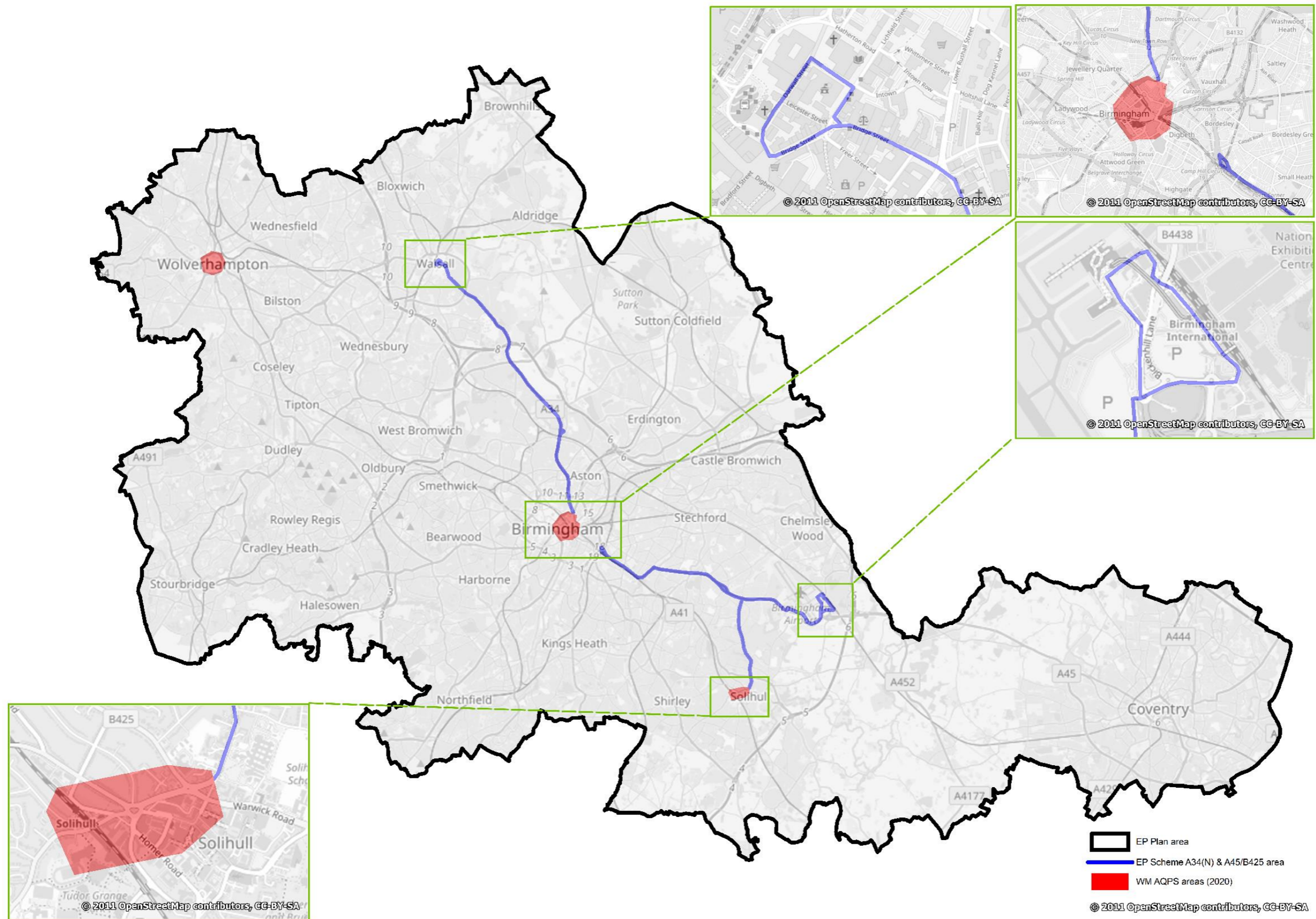
2. Scope of the EP Scheme

- 2.1 The EP Scheme will support the improvement of all local bus services operating in the following two corridor areas:
 - 2.1.1 Walsall to Birmingham City Centre (A34(N))
 - 2.1.2 Birmingham City Centre to Birmingham Airport and Solihull Town Centre (A45 / B425)
- 2.2 The EP Scheme does not include the areas of the current Advanced Quality Partnership Scheme (AQPS) for Birmingham City Centre and Solihull Town Centre, as there can be no overlap between different types of AQPS and EP Schemes. A map of the EP Plan and EP Scheme is shown in Figure 1.
- 2.3 The EP Scheme start date will be 70 days after it has been made, with subsequent milestone dates by which certain facilities and measures (Section 3) and bus service operator obligations will be introduced (Section 4). The EP Scheme will have no specific end date but will be subject to a review by TfWM at least annually (Section 5).
- 2.4 Registered Local Bus Services with one or more stopping places within the EP Scheme area are classed as 'qualifying local services', except those with locally-agreed exemptions, as set out below:
 - 2.4.1 Services run under sections 89 to 91 of the Transport Act 1985 where the authority retains all the revenue.
 - 2.4.2 Registered local services that are excursions or tours.
 - 2.4.3 Services operated under section 22 of the Transport Act 1985 (community bus services).
 - 2.4.4 Services that have 10% or less of their overall distance registered as local bus services.
 - 2.4.5 Services operated by vehicles that by law do not permit standing.
 - 2.4.6 Services operating under contract to local transport authorities outside of the area of the West Midlands Combined Authority².
- 2.5 Bus services where all journeys operate under contract to WMCA through TfWM, will not need to comply with the vehicle requirements set out in this document for the duration of the current contract period, with the exception of the Euro VI equivalent standards engine standard or better by 28th April 2021. Any services procured after the making of the EP Scheme must comply with the Scheme requirements.

² As defined in the West Midlands Combined Authority Constitution

- 2.6 A list of qualifying local bus services (as of 9th November 2020) is given in Schedule A.
- 2.7 Before the expiry of the Birmingham City Centre AQPS (9th July 2022) and Solihull Town Centre AQPS (20th November 2027), TfWM will review these schemes to determine whether the boundaries between the AQPS and EP Scheme areas should be amended. Such reviews will commence by July 2021. Any proposed amendments to the EP Scheme will be determined through the EP Scheme variation process outlined in section 5.

Figure 1 Map of the EP Plan and EP Scheme



3. Requirements of the Authorities

Facilities – Transport for West Midlands

- 3.1 TfWM will provide the Facilities detailed in Schedule B2 to B6. These include:
1. New bus lanes
 2. Bus Gates
 3. Pedestrian crossing upgrades
 4. Traffic signal upgrades
- 3.2 TfWM will provide new bus stop infrastructure at locations listed in Schedule C1 to C3, prior to the introduction of the standards for buses of 15m-18.75m length.
- 3.3 The bus stops to be improved, as detailed in Schedule C1 to C3, will incorporate:
1. Real time information displays
 2. Lighting
 3. CCTV for security
 4. Bench seating
- 3.4 TfWM will maintain bus stop infrastructure in accordance with the standards set out in Schedule D5.

Facilities – Local Highway Authorities

- 3.5 Each local highway authority will maintain all existing (Schedule B1) and new facilities (Schedules B2 to B6) in good order for the use of qualifying local bus services in accordance with its published Highway Maintenance policies and procedures.
- 3.6 Local highway authorities will endeavour to protect these bus stops, where required by partners, by appropriate Bus Stop Clearway Orders, or other suitable action to ensure passengers have un-restricted access to the qualifying local bus services. Any changes requiring the introduction of a Traffic Regulation Order (TRO) will be subject to the statutory consultation process.

Provision of Measures – Local Highway Authorities

- 3.7 The following measures will be provided by the local highway authorities in the EP Scheme Area:
1. Local Highway Authority Mechanisms and Procedures
 2. Bus lane enforcement
 3. Junction enforcement
 4. Managing highway works in the EP Scheme Area
 5. Management and co-ordination of specific highway works

Local Highway Authority Mechanisms and Procedures

- 3.8 The reporting mechanisms for each local highway authority are shown in Schedule D (D1 to D4). Should the telephone numbers, email addresses or other aspects of the reporting procedures provided in Schedule D1 to D4 change, local highway authorities will inform TfWM and bus operators operating in the EP Scheme area at least 1 week in advance of the change via email to the bus operators and to busalliance@tfwm.org.uk.
- 3.9 Each local highway authority will use its powers and resources to enforce Traffic Regulation Orders, to improve compliance and make journey times for bus reliable.

Bus lane enforcement

- 3.10 Local highway authorities will use the discretionary powers granted in the Traffic Management Act 2004 to enforce bus lanes with CCTV equipment. The local highway authorities are approved local authorities under The Bus Lane Contraventions (Approved Local Authorities) (England) Order 2005 for the purposes of section 144 of the Transport Act 2000 (Civil Penalties for Bus Lane Contraventions).
- 3.11 The Enforcement cameras and recording systems will be approved in accordance with the requirements of The Bus Lanes (Approved Devices) (England) Order 2005.
- 3.12 Local highway authorities will implement an evidence-based assessment process to help determine the initial need and continued operational business case of any enforcement system used under this EP scheme, which must be provided and operated with due consideration to the whole enforcement process and the requirements of the Investigatory Powers Commissioner's Office.

- 3.13 Should a local highway authority deem it necessary to relocate an Enforcement camera then it will provide a response as to the reasons why to the EP Reference Group.
- 3.14 A list of potential sites for Enforcement cameras to be installed is provided in Schedule B3, Table 11.

Junction Enforcement

- 3.15 If additional powers are provided to local highway authorities or WMCA to deter vehicles from blocking junctions, these will be taken up and used in the EP Scheme area. Bus operators will be able to report problem areas for enforcement action through the same processes given by the local highway authorities in Schedule D, unless otherwise notified.

Managing Highway works in the EP scheme area

- 3.16 Each local highway authority will establish mechanisms by the EP Scheme commencement date to minimise disruption to qualifying local bus services from both planned and emergency highway works, in accordance with the New Roads and Street Works Act (1991) available under a noticing scheme.
- 3.17 Each local highway authority will commit to investigating implementation of Highway Lane Rental Schemes 12 months after the implementation of the relevant permitting scheme referenced in section 3.16.
- 3.18 Where bus operators report a highway issue affecting bus travel to a local highway authority for investigation, they must also report the matter to TfWM using the busalliance@tfwm.org.uk email address.

Management and co-ordination of specific highway works

- 3.19 Birmingham City Council (BCC) will work with TfWM, Sandwell Metropolitan Borough Council, Walsall Metropolitan Borough Council and relevant local bus operators to maximise the benefits to bus users of the changes to the transport network in the Perry Barr area. This will include BCC holding meetings with those partners, at least monthly, through the Perry Barr Cross Partner (Transport) Mitigations Group, to minimise bus disruption during construction by seeking to coordinate programmed activities, maximise available road space for bus and minimise traffic demand along the whole corridor, but particularly through the Perry Barr area, before and during the changes to the transport network in the Perry Barr area.
- 3.20 When necessary for future major highway works impacting bus travel in the scheme area, the relevant lead local highway authority will work with the relevant partners, including local bus operators, to maximise the benefits to bus

users of the changes to the transport network and minimise bus disruption during construction. Any partner can make a request for partner mitigation groups to major highway works, as they deem necessary.

Provision of Measures – Transport for West Midlands

- 3.21 The following measures will be provided by TfWM in the EP Scheme Area:
1. Promoting and prioritising bus travel
 2. Monitoring of bus journey times
 3. Helping the delivery of transport during Birmingham Commonwealth Games 2022
 4. Working closely with stakeholders
 5. Integration with other sustainable travel modes
 6. Slot Booking System

Promoting and prioritising bus travel in the EP Scheme Area

- 3.22 TfWM will actively promote bus travel in the EP Scheme area through the actions within its Communication Strategy and those of the Bus Alliance Communications and Marketing Steering Group.

Monitoring of bus journey times

- 3.23 TfWM will monitor bus journey times in the EP Scheme area by collecting and analysing Automatic Vehicle Location (AVL) data and reporting these on a quarterly basis. The following measures will be made and compared with a first quarter baseline (after the EP Scheme is made) for each service that operates more than two journeys per day between defined stop points (as detailed in section 3.25):
1. RJT or Real Journey Time (95th percentile journey time)
 2. TJT or Timetabled Journey Time
 3. CT or Contingency Time passengers must allow = $RJT - TJT$
 4. Performance against TJT of TJT with CT added = $\% (TJT / (TJT + CT))$
= $\% (TJT / RJT)$
- 3.24 Measurements will be made on stop pairs (defined by TfWM) during the morning and afternoon peak periods (07:00-10:00 and 15:30-18:30) within the EP Scheme Area linking:
1. A local centre with its nearest district centre
 2. A local centre with its nearest strategic centre
 3. A district centre with its nearest strategic centre
 4. Two strategic centres
- 3.25 This data will be published on TfWM's website and used to identify the need for further possible measures, facilities and influence on the management of roadworks in the EP Scheme area.
- 3.26 Through its monitoring of bus journey times, TfWM will influence the management and mitigation of roadworks by local highway authorities in order

to minimise disruption to bus services and inconvenience to bus passengers in the EP Scheme Area.

An EP scheme to help the delivery of transport during Birmingham Commonwealth Games 2022

- 3.27 The EP Scheme will be used as a tool in the 'Games Strategic Transport Plan', compiled by TfWM to ensure people in the EP Scheme area can continue to travel around the region during the Commonwealth Games. Certain key improvements and works will be completed by the start of the Games, helping to minimise disruption. This will include the development of an interchange at Perry Barr, offering a gateway for the games.

Working closely with stakeholders

- 3.28 TfWM will work with key stakeholders at Birmingham Airport and Network Rail to promote the best possible interchange facilities and routing around Birmingham Airport and Birmingham International Station.

Integration with other sustainable travel modes

- 3.29 Improved access for people to and from bus stop infrastructure, and to board and alight buses will be considered. Pavement audits provide one means to identify improvements for the needs of pedestrians in areas of interchange, which can be investigated when identified by partners.
- 3.30 The current Local Cycling and Walking Investment Plan (LCWIP) identifies infrastructure within the Scheme area³. Bus and active travel modes need to be integrated to ensure high quality improvements are delivered that enhance sustainable travel. This will consider improvements to bus stop design to allow for safe bus passenger access, whilst considering the needs of other non-motorised users as referenced in the West Midlands Cycle Design Guidance⁴.

Slot booking system

- 3.31 TfWM may introduce a 'Slot Booking System' at a stop in the EP Scheme area in situations where TfWM or an operator highlight the inability of that stop to accommodate all scheduled departures. Stops in this position will be considered on a case by case basis. An operator wishing to request consideration of slot booking at a particular stop should do so by emailing busalliance@tfwm.org.uk.
- 3.32 TfWM will review the slot booking system, together with any stops to which such a system is applied, based on demand and quality, when requested or when the threshold of a full slot allocation is reached at a bus stop. This will be

³ https://www.tfwm.org.uk/media/47547/feb19-759487472899466-lcwip-roadmap_v30.pdf

⁴ <https://www.tfwm.org.uk/media/2713/2019-07-15-wm-guidance-wcovers.pdf>

reviewed against a quality framework process agreed through the West Midlands Bus Alliance within a 28-day period.

- 3.33 Operators wishing to use a stop that is subject to slot booking must submit a request for slots to TfWM. Such requests should be emailed to busalliance@tfwm.org.uk at least 14 days prior to submitting the service registration or variation to TfWM (itself at least 70 days before the service takes effect).

4. Requirements in respect of qualifying local bus services

Vehicle standards

- 4.1 Vehicles used on qualifying local bus services will be required to meet specified standards, dependent on their type and age. These will apply differently according to the number of vehicles deployed on local bus services by each operator.
- 4.2 The implementation period for completing obligations for buses of 15m-18.75m length are detailed in Table 1:

Table 1 Obligations for buses of 15m-18.75m length

Phase	Obligations for buses of 15m-18.75m length	Milestone date
1	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Multiple doors for boarding and alighting • Zero emission (at tailpipe), as deemed zero emission (at tailpipe) by TfWM. • Heating and cooling for customer comfort • Ability to pay for tickets by contactless payment • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • A display showing onward connection details by bus (including Designated feeder services), train, Metro or air, where applicable, from open data sources. • CCTV installed. This will provide images inside the vehicle for the safety and security of passengers. A forward-facing camera will help identify issues with traffic and road conditions. • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • USB charging available, including at every wheelchair spaces and priority seats • Free Wi-Fi • A specific livery agreed with TfWM 	<p>On completion of enhanced infrastructure listed in Table 9 Table 11 Table 12 Table 18 Table 19 Table 20 Table 21</p>

4.3 The implementation period for completing obligations for **Double Deck** vehicles not operating on Designated feeder services are detailed in Table 2:

Table 2 Obligations for Double Deck vehicles not operating on designated feeder services

Phase	Obligations for Double Deck vehicles not operating on designated feeder services	Milestone date
1	<p>New vehicles registered on or after the EP scheme start date must meet the following requirements:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. • Free Wi-Fi • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • USB charging available, including at every wheelchair space and priority seats • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements on both decks, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements on both decks. ○ Take all reasonable steps to alert passengers on both decks to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers on both decks to route diversions through visual displays on the vehicle. • A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources. • Option to pay for tickets through contactless ticketing. 	Scheme start date
2	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • Option to pay for tickets through contactless ticketing. 	28/04/2021
3	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements on both decks, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements on both decks 	29/05/2022

	<ul style="list-style-type: none"> ○ Take all reasonable steps to alert passengers on both decks to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers on both decks to route diversions through visual displays on the vehicle. • A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources. • Free Wi-Fi 	
4	New Vehicles registered on or after 25/05/25 will have: <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	25/05/2025
5	All vehicles will have: <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	26/05/2030

- 4.4 The implementation period for completing obligations for standard **Single Deck** vehicles not operating on Designated feeder services of operators with less than 21 local service buses, are detailed in Table 3:

Table 3 Obligations for Single Deck vehicles not operating on designated feeder services of operators with less than 21 local service buses

Phase	Obligations for Single Deck vehicles not operating on designated feeder services of operators with less than 21 local service buses	Milestone date
1	<p>New vehicles registered on or after the EP scheme start date must meet the following requirements:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • USB charging available, including at every wheelchair space and priority seats • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • Option to pay for tickets through contactless ticketing. 	Scheme start date
2	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • Option to pay for tickets through contactless ticketing. 	28/04/2021
3	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. 	25/05/2026

	<ul style="list-style-type: none">• A display showing onward connection details by bus, train, metro or air, where applicable from open data sources	
4	New Vehicles registered on or after 25/05/26 must meet the following requirements: <ul style="list-style-type: none">• Vehicles must be non-diesel.	25/05/2026
5	All vehicles will have: <ul style="list-style-type: none">• Vehicles must be non-diesel.	29/05/2033

- 4.5 The implementation period for completing obligations for standard **Single Deck** vehicles not operating on Designated feeder services of operators with more than 20 local service buses, are detailed in Table 4:

Table 4 Obligations for Single Deck vehicles not operating on designated feeder services of operators with more than 20 local service buses

Phase	Obligations for Single Deck vehicles not operating on designated feeder services of operators with more than 20 local service buses	Milestone date
1	<p>New vehicles registered on or after the EP scheme start date must meet the following requirements:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. • Free Wi-Fi • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • USB charging available, including at every wheelchair space and priority seats • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • Option to pay for tickets through contactless ticketing. 	Scheme start date
2	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • Option to pay for tickets through contactless ticketing. 	28/04/2021
3	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. 	29/05/2022

	<ul style="list-style-type: none">• A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources.	
4	New Vehicles registered on or after 25/05/25 will have: <ul style="list-style-type: none">• Vehicles must be non-diesel.	25/05/2025
6	All vehicles will have: <ul style="list-style-type: none">• Vehicles must be non-diesel.	26/05/2030

4.6 If requested by an operator and in agreement with TfWM or designated by TfWM, a service that is specifically designed to connect with services at interchange points outlined in Schedule C3 Table 24, may be defined as a Designated feeder Service. Vehicles on such services will carry additional branding and have a co-ordinated timetable to facilitate connections.

4.7 The implementation period for completing obligations for vehicles used on Designated feeder services are detailed in Table 5:

Table 5 Obligations for vehicles of operators on Designated feeder services

Phase	Obligations for vehicles of operators on Designated feeder services	Milestone date
1	<p>New vehicles registered on or after the EP scheme start date must meet the following requirements:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. • Free Wi-Fi • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • USB charging available, including at every wheelchair spaces and priority seats • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • A display showing onward connection details for bus services operating in the Scheme area. • Option to pay for tickets through contactless ticketing. • A specific livery agreed with TfWM 	Scheme start date
2	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic and road maintenance issues • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • Option to pay for tickets through contactless ticketing. 	28/04/2021
3	<p>All vehicles will have:</p>	29/05/2022

	<ul style="list-style-type: none"> • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources. • A specific livery agreed with TfWM 	
4	<p>New Vehicles registered on or after 25/05/25 will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	25/05/2025
5	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	26/05/2030

Timetable changes

- 4.8 Qualifying local bus services within the EP Scheme Area may only be changed on the dates agreed with TfWM and in line with the Network Stability Protocol. In exceptional circumstances, and in agreement with TfWM, services may be changed on other dates.
- 4.9 Copies of registration applications and variations must be submitted to TfWM with at least 70 days' notice before the service takes effect.

Ticketing schemes.

- 4.10 The following ticket types must be offered and accepted by relevant services in the EP Scheme Area, subject to their validity in the given ticket types area. Services offering no more than 2 journeys in each direction per day (as highlighted in the Tables of qualifying services in Schedule A), will not be required to participate in the multi-operator ticketing scheme. The overall schemes for these tickets will be managed by TfWM. The following ticket types must be offered:
1. nBus (full suite)
 2. nNetwork (full suite)
- 4.11 Ticket vending machines may be provided by TfWM at some selected bus stops. These will be capable of selling operators' own tickets, as well as network tickets. Operators wishing to use this facility will need to agree an arrangement and fee with TfWM.
- 4.12 Subject to TfWM progressing multi-operator capping schemes, the following ticket types must be offered and accepted by all services in the EP scheme (excluding those services offering no more than 2 journeys in each direction per day):
1. Multi-operator capping on TfWM's Swift smartcard
 2. Multi-operator capping contactless
- 4.13 Advertisements carried on ticket rears on qualifying services (including campaigns on behalf of TfWM) should not conflict with the required standards outlined below, which supplement the requirements of the Advertising Codes. The regulation of advertising in the UK is the responsibility of the Advertising Standards Authority (ASA). The ASA applies the Advertising Codes which are written by the Committees of Advertising Practice (CAP). Advertising will not be acceptable if:
1. It is likely to cause widespread or serious offence to reasonable members of the public on account of the product or service being advertised, the content or design of the advertisement, or by way of implication;

2. It relates to lap-dancing, 'gentlemen's clubs', escort agencies, massage parlours, or unproven health and weight loss products;
3. It promotes (directly or indirectly) food or non-alcoholic drink which is high in fat, salt and/or sugar ('HFSS' products), according to the Nutrient Profiling Model managed by Public Health England. It is for the advertiser to demonstrate (in case of any doubt) that any product is not HFSS, and/or that an advertisement is not promoting HFSS products, and/or that there are exceptional grounds.
4. It is unacceptable for some other substantial reason (which TfWM will identify and explain as reasonably required).

Providing information to the public

- 4.14 Operators providing multi-operator tickets will display a range of nBus and nNetwork day ticket prices at the point of entry to buses on qualifying local bus services using information posters provided by TfWM.
- 4.15 nBus and nNetwork information will be provided and maintained by TfWM on displays at bus stops.
- 4.16 Operators will display details of relevant planned route changes and timetable changes on vehicles at least 2 weeks prior and 1 week following the change.
- 4.17 Operators will publish the bus journey times data collected and processed by TfWM (referred to in section 3.23 – 3.26) on their website and on buses in the scheme area, as a minimum for the public.

The West Midlands Bus Alliance Customer Charter

- 4.18 Operators of qualifying local bus services will display the principles of the West Midlands Bus Alliance Customer Charter on all their buses in the EP Scheme Area. This must include a means of contacting the local bus service operator with comments or complaints and an escalation option if the passenger is not satisfied with the response they receive. This escalation option should be a registered Alternative Dispute Resolution body. Copies of the Customer Charter can be provided by TfWM if requested to busalliance@tfwm.org.uk.

5. EP Scheme Management .

Governance

5.1 The EP Scheme has been developed by an EP Scheme Reference Group of partners and directly impacted and interested stakeholders, comprising:

Partners

- 5.1.1 Transport for West Midlands (part of the West Midlands Combined Authority)
- 5.1.2 Birmingham City Council
- 5.1.3 Sandwell Metropolitan Borough Council
- 5.1.4 Solihull Metropolitan Borough Council
- 5.1.5 Walsall Metropolitan Borough Council
- 5.1.6 Bus operators providing qualifying local bus services

Stakeholders

- 5.1.7 Birmingham Airport
- 5.1.8 Bus Users UK
- 5.1.9 Confederation of Passenger Transport (CPT)
- 5.1.10 Greater Birmingham & Solihull Local Enterprise Partnership
- 5.1.11 Transport Focus

5.2 The Group will be responsible for considering future variations, in accordance with the processes detailed in sections 5.3 to 5.5.

Variations to the EP Scheme

5.3 Consideration will be given to potential EP Scheme variations highlighted either by one of the organisations represented on the EP Reference Group or an operator of qualifying local bus services. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the EP Plan and current local transport policies. Such requests should be set out in writing and submitted to busalliance@tfwm.org.uk.

5.4 On receipt of a valid request for a variation, TfWM will reconvene the EP Scheme Reference Group, giving at least 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation is agreed by all bus operator and local highway authority and TfWM representatives present, TfWM will make the EP Scheme variation, subject to the approval of the relevant local highway authorities and TfWM. Partners not represented at the meeting will be deemed to be abstaining from the decision.

5.5 If there is not full agreement of all partners present, then the proposed variation will be put to the operator objection mechanism, but with a reduced objection

period of 14 days replacing Part 2 of the Transport Act 2000 section 138L (2) (c). The proposed variation will be advertised on the TfWM website and emailed to operators of qualifying local services in the EP Scheme area. If the proposed variation passes the operator objection mechanism, TfWM will make the EP Scheme variation, subject to the approval of the relevant local highway authorities and TfWM.

Review of the EP Scheme

- 5.6 Once the EP Scheme is made, it will be reviewed by the EP Scheme Reference Group at least annually, commencing no later than on the anniversary of the scheme commencement date. TfWM will initiate each review and it will take no longer than 6 months to complete.
- 5.7 As part of the review process, at least every 2nd year consideration will be given to the appropriateness of the milestone dates for the implementation of non-diesel vehicles, which will take into account changes in national and regional guidance and policy.
- 5.8 Depending on the outcome of the Outline Business Case⁵ assessment to consider the best future delivery model for bus services in the West Midlands from the Bus Services Act 2017, due to be completed in 2021, it may be necessary to review the EP Scheme.
- 5.9 Should Traffic Regulation Orders (TRO) required for the facilities listed in Schedule B2, Table 9, not be made, TfWM will recognise the need to vary the EP Scheme for section 4.2 (Table 1) through the variation process set out in sections 5.3 to 5.5. Any such necessary changes will be considered as part of the first annual review.
- 5.10 Any changes to the future target dates within Table 13, Table 15, Table 17, Table 22 and Table 23 will be agreed, as required, between TfWM and the relevant local highway authority responsible for maintaining the infrastructure, and automatically varied in the EP Scheme, without the need to follow the variation process set out in sections 5.3 to 5.5.
- 5.11 The audio visual announcement requirements, set out in Table 1 to Table 5 inclusive, will be automatically amended, as necessary, to align with national legislation, when adopted, without the need for a variation to the EP Scheme. This will not change the milestone dates in the EP Scheme or the requirements specified for every wheelchair space.

⁵ As approved by the WMCA Board at its meeting on the 28 June 2019:
<https://governance.wmca.org.uk/ieListDocuments.aspx?CId=137&MId=221&Ver=4>

- 5.12 Any changes to the contact information contained in Schedule D, will be automatically updated, without the need to follow the variation process set out in sections 5.3 to 5.5. This only applies to amendments to existing contact information or additional information with regard to the mechanism for reporting issues. Any proposal to remove a mechanism for reporting issues will be subject to the variation process set out in sections 5.3 to 5.5.

Revocation of the EP Scheme

- 5.13 An EP Scheme can only exist if an EP Plan is in place. If, for any reason, the EP Plan is revoked, it would automatically mean that the EP Scheme would cease. Equally, if all EP Schemes ceased, the EP Plan would be revoked.
- 5.14 If, for some reason, it becomes necessary for the EP Scheme to be revoked, the EP Scheme Reference Group will be reconvened and follow the same process as outlined in sections 5.3 to 5.5 (noting that the agreement will be for revocation and not variation).
- 5.15 If at any point in the future the EP Scheme area is included in a Bus Franchising Area, the relevant requirements set out in this EP Scheme document will cease to apply from the commencement date of the franchising scheme.

Schedule A: List of qualifying local services as of 09/11/2020**Schedule A1: A45 / B425 Corridor****Table 6 Qualifying services on the A45 / B425 corridor as of 04/12/2020**

Service	Description	Operator
58	Kingshurst – Solihull	West Midlands Travel Ltd.
60	Birmingham – Cranes Park	West Midlands Travel Ltd.
71W	Buckland End – Jaguar Land Rover	West Midlands Travel Ltd.
72	Chelmsley Wood – Solihull	West Midlands Travel Ltd.
72A	Chelmsley Wood – Solihull	West Midlands Travel Ltd.
73	Heartlands Hospital – Solihull	West Midlands Travel Ltd.
75	Birmingham International – Birmingham Business Park	Diamond Bus Ltd.
75A	Birmingham International Stn – Bishop Walsh School	Claribels Coaches Ltd.
89	Coventry – Solihull	Diamond Bus Ltd.
844*	King Edward VI School – Sheldon*	The Green Bus Company Ltd.
871*	King Edward VI School – Sheldon*	The Green Bus Company Ltd.
876*	Blossomfield – South Yardley*	West Midlands Travel Ltd.
877*	Bordesley – St Peters School*	West Midlands Travel Ltd.
883*	Hockley – King Edwards VI Five Ways	The Green Bus Company Ltd.
891*	Bordesley – Cosehill School*	West Midlands Travel Ltd.
897*	Sheldon – Lode Heath School*	West Midlands Travel Ltd.
898*	Sheldon – St Peters RC School*	West Midlands Travel Ltd.
A1	Solihull – Damsonwood circular Tendered until 24/04/2021	Diamond Bus Ltd.
A2	Solihull circular Tendered until 24/04/2021	Diamond Bus Ltd.
A10	Cranes Park – Solihull	Silverline Landflight Ltd.
S16	Yardley – Solihull Tendered until 05/06/2021	Claribel Coaches Ltd.
X1	Birmingham – Airport – Coventry	West Midlands Travel Ltd.
X2	Birmingham – Solihull	West Midlands Travel Ltd.
X12	Birmingham – Solihull	West Midlands Travel Ltd.

* - These services are exempt from the multi-operator ticketing scheme requirements.

Schedule A2: A34 (N) Corridor**Table 7 Qualifying services on the A34 (N) corridor as of 04/12/2020**

Service	Description	Operator
7	Birmingham – Perry Common	West Midlands Travel Ltd.
28	Heartlands – Great Barr	West Midlands Travel Ltd.
33	Birmingham – Pheasey	West Midlands Travel Ltd.
46	West Bromwich – Great Barr	West Midlands Travel Ltd.
51	Birmingham – Walsall	West Midlands Travel Ltd.
52	Birmingham – Perry Beeches	West Midlands Travel Ltd.
54	Perry Barr – Hamstead	West Midlands Travel Ltd.
54A	Perry Barr – Hamstead	West Midlands Travel Ltd.
61	Perry Barr – Handsworth Tendered until 02/01/2021	Diamond Bus Ltd.
68A	Perry Barr and Aston circular Tendered until 23/01/2021	Diamond Bus Ltd.
68C	Perry Barr and Aston circular Tendered until 23/01/2021	Diamond Bus Ltd.
74	Walsall – Gillity Village Tendered until 28/10/2023	Diamond Bus Ltd.
77	Sutton Coldfield – Walsall	West Midlands Travel Ltd.
424	Birmingham – Queslett Tendered until 23/01/2021	Claribel Coaches Ltd.
700*	Darlaston Comp School - Ryecroft	West Midlands Travel Ltd.
705*	Gillity Village – Barr Beacon School*	West Midlands Travel Ltd.
788*	Walsall – Barr Beacon School*	West Midlands Travel Ltd.
842*	Hill Hook – King Edward VI Aston *	The Green Bus Company Ltd.
848*	Great Barr – King Edward VI Aston*	The Green Bus Company Ltd.
851*	Edgbaston – Queen Mary’s School*	The Green Bus Company Ltd.
881*	Palfrey – Barr Beacon School*	West Midlands Travel Ltd.
888*	Birmingham – Perry Beeches School*	West Midlands Travel Ltd.
907	Birmingham – Sutton Coldfield	West Midlands Travel Ltd.
907A	Birmingham – Sutton Coldfield	West Midlands Travel Ltd.
934	Birmingham – Walsall	West Midlands Travel Ltd.
935	Birmingham – Walsall	West Midlands Travel Ltd.
936	Birmingham – Brownhills West	West Midlands Travel Ltd.
937	Birmingham – Brownhills	West Midlands Travel Ltd.
937A	Birmingham – Brownhills West	West Midlands Travel Ltd.
997	Birmingham – Walsall	West Midlands Travel Ltd.
X51	Birmingham – Cannock	West Midlands Travel Ltd.

* - These services are exempt from the multi-operator ticketing scheme requirements.

Schedule B: Facilities provided and maintained by local highway authorities

B1 Current bus lanes

The current bus lanes detailed in Table 8 will be maintained by the relevant local highway's authority as part of the EP Scheme. Maps of the proposed bus lanes on the two corridors are shown in Schedule E:

Table 8 Current bus lanes to be maintained

Intervention number	Bus lane description	Hours of operation	Category of vehicle permitted	Responsibility for Maintaining
1.	Bus lane from the junction of Birchfield Rd/Heathfield Rd to Perry Barr Island (northbound)	7 am to 7pm	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
2.	Bus lane from Aston Six Ways to junction of New Town Row/New Town Middleway junction (southbound)	7 am to 10 am and 4pm to 7pm	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
3.	Bus lane from after Dovehouse Lane to before Rowood Drive (southbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles.	Solihull MBC
4.	Bus lane from the junction of Lode Lane/Lighthorne Rd to the junction of Lode Lane/Hermitage Rd (southbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Solihull MBC
5.	Bus lane from o/s 42 Lode Lane to EP scheme boundary north of Solihull (southbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Solihull MBC

6.	Bus lane from Walsall Rd bridge over River Tame to Cliveden Avenue bus stop (northbound)	7 am to 7pm	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
7.	Bus lane from after Livingstone Road bus stop to the junction of Walsall Rd/Trinity Rd (southbound)	7 am to 7pm	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
8.	Bus lane on the A34 flyover of Junction 7 of the M6 (southbound)	24hrs	Bus services, bicycles, hackney carriage vehicles	Sandwell MBC
9.	Bus lane from before Marathon Point to the junction of Walsall Rd/Church Road (southbound)	7am to 10am	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
10.	Bus lane from New Town Row canal bridge to before Aston Six Ways (northbound)	7 am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
11.	Bus lane from after Aston Six Ways to junction of Birchfield Rd/Wilson Rd (northbound)	7 am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council

B2 New bus lanes

The new bus lanes detailed in Table 9 will be implemented by TfWM by 30th June 2022, and then maintained by the local highway authority as part of the EP Scheme.

Table 9 New bus lanes to be provided by 30/06/2022

Intervention number	Bus lane description	Hours of operation	Category of vehicle permitted	Responsibility for maintaining
12.	Bus lane from Clay Ln/Coventry Rd to the junction of Coventry Rd/Charles Edward Rd (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
13.	Bus lane from junction of Coventry Rd/Forest Rd to the junction of Coventry Rd/Redhill Rd (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
14.	Bus lane from junction of Small Heath Highway/Energy Rd to the proposed Poets Corner bus stop (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
15.	Bus lane on Small Heath Highway from approx. 40959, 285240 OSGR co-ordinates to approx. 408851, 285709 OSGR co-ordinates (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
16.	Bus lane from junction of Lawden Rd/Small Heath Highway to Small Heath Highway before Bordesley Circus (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
17.	Bus lane from approx. 408873, 285722 OSGR co-ordinates to Small Heath Highway before Poets Corner (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
18.	Bus lane from after Poets Corner to proposed Poets Corner bus stop (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
19.	Offside bus lane from approx.. 410210, 284767 OSGR co-ordinates to after Heybarnes Circus (eastbound)	24hrs	Bus services	Birmingham City Council
20.	Bus lane from junction of Coventry Rd/Deakins Rd to junction of Coventry Rd/Howard Rd (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
21.	Bus lane from junc. of Birmingham Rd/Skip Lane to	7 am to 7pm	Bus services, bicycles, hackney	Walsall MBC

	Walsall boundary(southbound)		carriage vehicles, Motorcycles	
22.	Bus lane from Walsall Boundary to junction of Birmingham Rd/Chapel Ln (southbound)	7 am to 7pm	Bus services, bicycles, hackney carriage vehicles.	Sandwell MBC
23.	Bus lane from Scott Rd stop to the junction of Walsall Rd/Sundial Ln (southbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Sandwell MBC
24.	Bus lane from after Booths Farm Rd to the Beeches Rd bus stop (southbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
25.	Bus lane from Marathon Point to opposite Cliveden Avenue (southbound)	7am to 10am	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
26.	Bus lane from junction of Birchfield Rd/Trinity Rd to Arden Road (southbound)	7am to 10am	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
27.	Offside Bus lane from after Mansfield Road to before Aston Six Ways	7am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
28.	Northbound underpass between James Watt Queensway and New Town Row under Lancaster Circus	24hrs	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
29.	Bus lane from Tennis Court bus stop to o/s 392 Walsall Rd (northbound)	4pm to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
30.	Bus lane from o/s 514 Walsall Rd to o/s 616 Walsall Rd (northbound)	4pm to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
31.	Bus lane from after the junction of Walsall Rd/Booths Farm Rd to before Old Walsall road (northbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
32.	Bus lane from after the junction Old Walsall road to Scott Arms junction (northbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles.	Sandwell MBC
33.	Bus lane from the junction of New Town Row/Manchester Street to New Town Row canal bridge (southbound)	24hr	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
34.	Bus lane from Chapel Lane bus stop to Peak House Road	7am to 7pm	Bus services, bicycles, hackney carriage vehicles.	Sandwell MBC
35.	Bus Peak House Road to Walsall Boundary	24hrs	Bus services, bicycles, hackney carriage vehicles.	Sandwell MBC

36.	Bus lane from Walsall Boundary to o/s The Bell Inn PH (northbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Walsall MBC
37.	Contraflow bus lane on Ablewell Street towards, Walsall	24hrs	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Walsall MBC
38.	Bus lane on Lancaster Street from Bagot St to Lancaster Circus Queensway	7am to 7pm	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Birmingham City Council
39.	Bus lane on James Watt Queensway from Lancaster Circus Queensway to Coleshill Street	7am to 7pm	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Birmingham City Council

TfWM will look to implement the new bus lanes detailed in Table 10 by a future target date, which will then be maintained by the local highway authorities under the terms of the EP Scheme.

Table 10 New bus lanes to be provided by a future target date of 31/12/2024

Intervention number	Bus lane description	Hours of operation	Category of vehicle permitted	Responsibility for Maintaining
40.	Bus lane from junction Coventry Rd/Horse Shoes Ln to the junction of Coventry Rd/Sheaf Ln (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
41.	Bus lane from junction of Coventry Rd/Arden Oak Rd to the junction of Coventry Rd/Terminal Rd (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council and Solihull MBC
42.	Bus lane from junction of Hobs Moat Rd/Jillcot Rd to the junction of Coventry Rd/Hobs Moat Rd (northbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council and Solihull MBC
43.	Bus lane on Darwall Street, Walsall	24hrs	Local bus services	Walsall MBC
44.	Bus lane from junction of Birmingham Rd/Queens Rd to the junction of Birmingham Rd/Broadway (northbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Walsall MBC
45.	Offside bus lane from junction of Springhill Rd/Hill St to the junction of Ablewell St/Town Hill	24hrs	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Walsall MBC
46.	Bus lane from Jaguar-Landrover works Lode Lane North Gate to Jaguar-Landrover main gate (southbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Solihull MBC
47.	Offside bus lane from junction of Birmingham Rd/Chapel Lan to the southern end of M6 Motorway J7 flyover (southbound)	24hrs	Bus services, bicycles, hackney carriage vehicles	Sandwell MBC
48.	Bus lane from junction of Coventry Rd/Damson Parkway to junction of Coventry Rd/Glencroft Rd (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
49.	Bus lane from before the junction of Coventry Rd/Lyndon Rd to the junction of Coventry Rd/Clay Lane	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
50.	After Dyas Avenue (658 Walsall Rd) to Opp Booths Farm Rd (northbound)	7am to 7pm	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council

51.	Bus lane from after Walsall Rd/Stanford Avenue to Booths Farm Rd (southbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
52.	Bus lane from Canal Bridge Marathon Point (southbound)	7am to 10am	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
53.	Bus lane from junction of Coventry Rd/Glencroft Rd to the junction of Coventry Rd/Hobs Moat Rd (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council

B3 Bus lane enforcement

Bus lane Enforcement cameras will be provided in at least 10 locations across the EP Scheme Area and will be implemented or retained as agreed by TfWM with the relevant local highway authority from 30/06/2022, subject to approved business cases where applicable. These will be maintained and operated by the local highway authorities as part of the EP Scheme. These, minimum 10 locations will be provided at locations listed in Table 11:

Table 11 Bus lane enforcement locations

Intervention number	Description	Responsibility for Maintaining
54. – 63.	Install bus lane enforcement from Ada Road to Redhill Rd (westbound)	Birmingham City Council
	Install bus lane enforcement from Holder Rd to Howard Rd (eastbound)	Birmingham City Council
	Install bus lane enforcement from Lawden Rd to Bordesley Circus (westbound)	Birmingham City Council
	Install bus lane enforcement from Poets Corner to Camp Hill Line Rail Bridge (westbound)	Birmingham City Council
	Install bus lane enforcement from Small Heath Bridge to Poets Corner (eastbound)	Birmingham City Council
	Install bus lane enforcement from Ackers to Poets Corner (westbound)	Birmingham City Council
	Install bus lane enforcement in the central reserve before Heybarnes Circus	Birmingham City Council
	Install bus lane enforcement before Old Walsall Rd (northbound)	Birmingham City Council
	Install bus lane enforcement before Dyas Avenue (southbound)	Birmingham City Council
	Install bus lane enforcement before Cliveden Avenue (southbound). In operation at peak hours only.	Birmingham City Council
	Install bus lane enforcement before Trinity Rd (southbound)	Birmingham City Council
	Install bus lane enforcement from Mansfield Rd to Aston Six Ways (southbound)	Birmingham City Council
	Install bus lane enforcement before Aston Six Ways (northbound)	Birmingham City Council
	Install bus lane enforcement from Milton Street to Newton Road (northbound)	Birmingham City Council
	Install bus lane enforcement from Moorsom Street to Newtown Middleway (southbound)	Birmingham City Council
	Install bus lane enforcement from Price Street to Princip St (northbound)	Birmingham City Council
	Install bus lane enforcement at the Lancaster Circus Underpass (southbound)	Birmingham City Council
	Install bus lane enforcement from Birmingham/Solihull boundary to Wells Rd (westbound)	Birmingham City Council
	Install bus lane enforcement from Damson Parkway to Birmingham/Solihull boundary (westbound)	Solihull MBC
	Birmingham/Solihull boundary to Damson Parkway (eastbound)	Solihull MBC
To retain bus lane enforcement from JLR South Entrance to Henley Crescent (southbound)	Solihull MBC	

Install bus lane enforcement on the approach to the junction of Walstead Road (northbound)	Walsall MBC
Install bus lane enforcement on the approach to the junction of Broadway (northbound)	Walsall MBC
Install bus lane on the approach to the junction of Botts Lane (northbound)	Walsall MBC
Install bus lane enforcement for the Ablewell Street/Town Hill bus gate (northbound)	Walsall MBC

B4 Bus Gates

The bus gates detailed in Table 12 will be implemented by TfWM by 30th June 2022 and then maintained by the relevant local highway authority as part of the EP Scheme.

Table 12 Bus gates to be implemented by 30/06/2022

Intervention Number	Description	Implementation	Responsibility for Maintaining	Hours of Operation
64.	Bus gate at Haybarns Circus (eastbound)	TfWM	Birmingham City Council	24hrs
65.	Bus gate at the southern end of M6 motorway J7 flyover (southbound)	TfWM	Sandwell MBC	24hrs
66.	Bus gate at junction of Birmingham Road/Chapel Lane (southbound)	TfWM	Sandwell MBC	24hrs
67.	Bus gate at the entry to northbound underpass at Lancaster Circus	TfWM	Birmingham City Council	24hrs

TfWM will look to implement the new bus gates detailed in Table 13 by a future date, which will then be maintained by the local highway authority as part of the EP Scheme.

Table 13 Bus gates to be implemented by a future target date of 31/12/2024

Intervention Number.	Description	Implementation	Responsibility for Maintaining	Hours of Operation
68.	Bus gate southbound at Lancaster Circus Underpass	TfWM	Birmingham City Council	24hrs

B5 Traffic Signal upgrades to include priority for local bus services

The traffic signal upgrades detailed in Table 14 will be implemented by TfWM by 30th June 2022 the dates given and the maintained by the relevant local highway authority as part of the EP Scheme.

Table 14 Traffic signal upgrades to be implemented by 30/06/2022

Intervention number	Description	Implementation	Responsibility for Maintaining
69.	Coventry Rd/Kings Rd	TfWM	Birmingham City Council
70.	Coventry Rd/Berkeley Rd	TfWM	Birmingham City Council
71.	Coventry Rd/Holder Rd	TfWM	Birmingham City Council
72.	Lode Ln/Moat Ln	TfWM	Solihull MBC
73.	New Town Row/New John St West	TfWM	Birmingham City Council
74.	New Town Row/St. Stephens St	TfWM	Birmingham City Council
75.	High St/Newbury Rd/Park Ln	TfWM	Birmingham City Council
76.	Walsall Rd/Cliveden Ave	TfWM	Birmingham City Council
77.	Walsall Rd/Church Rd	TfWM	Birmingham City Council
78.	Walsall Rd/Rocky Ln	TfWM	Birmingham City Council
79.	Walsall Rd/Beeches Rd	TfWM	Birmingham City Council
80.	Walsall Rd/Old Walsall Rd	TfWM	Birmingham City Council
81.	A34/Walstead Rd	TfWM	Walsall MBC

TfWM will look to implement traffic signal upgrades detailed in Table 15 by a future target date, which will then be maintained by the local highway authorities under the terms of the EP Scheme.

Table 15 Traffic signal upgrades to be implemented by a future target date of 31/12/2024

Intervention number	Description	Implementation	Responsibility for Maintaining
82.	Coventry Rd/Gilbertstone Ave	TfWM	Birmingham City Council
83.	Coventry Rd/Wagon Ln	TfWM	Birmingham City Council
84.	Coventry Rd/Lyndon Rd	TfWM	Birmingham City Council
85.	Coventry Rd/Sheaf Ln/Hobs Moat Rd	TfWM	Birmingham City Council
86.	Coventry Rd, Morrisons access	TfWM	Birmingham City Council
87.	Coventry Rd/Hatchford Brook	TfWM	Birmingham City Council

88.	Jaguar Landrover north access	TfWM	Solihull MBC
89.	Lode Ln/Dovehouse House	TfWM	Solihull MBC
90.	Birchfield Rd/Trinity Rd	TfWM	Birmingham City Council

B6 Pedestrian Crossing upgrades

The pedestrian crossing upgrades detailed in Table 16 will be implemented by TfWM by the dates given and maintained by the local highway authority as part of the EP Scheme:

Table 16 Pedestrian crossings to be upgraded by 30/06/2022

Intervention number	Description	Implementation	Responsibility for Maintaining
91.	E2916/7 – Walsall Rd nr Tuckers Fasteners Crossing	TfWM	Birmingham City Council
92.	E2911/3 – Walsall Rd nr Tennis Court Crossing	TfWM	Birmingham City Council
93.	C0711 – Sundial Lane Dual Crossings	TfWM	Sandwell MBC
94.	Beacon Rd Dual Crossings	TfWM	Walsall MBC
95.	Ablewell St / Town Hill dual crossings (bus gate)	TfWM	Walsall MBC

TfWM will look to implement pedestrian crossing upgrades detailed in Table 17 by a future date, which will then be maintained by the local highway authorities as part of the EP Scheme.

Table 17 Pedestrian crossings to be upgraded by a future target date of 31/12/2024

Intervention number	Description	Implementation	Responsibility for Maintaining
96.	E2124/5 Coventry Rd nr Clay Ln Crossing	TfWM	Birmingham City Council
97.	E2004/5 Coventry Rd nr Steyning Rd Crossing	TfWM	Birmingham City Council
98.	E2106/7 Coventry Rd Nr Brays Rd Crossing	TfWM	Birmingham City Council
99.	E2002 Coventry Rd nr Arden Oak	TfWM	Birmingham City Council
100.	New pedestrian crossing nr Old Lode ln	TfWM	Solihull MBC
101.	B0966 – Nr Queen's Rd Crossing	TfWM	Walsall MBC
102.	Nr Metro Inns Crossing	TfWM	Walsall MBC
103.	New crossings nr Hill Street	TfWM	Walsall MBC
104.	E2000/1 Coventry Rd nr Wells Green Crossing	TfWM	Birmingham City Council
105.	E2113 Coventry Rd nr Wells Rd Crossing	TfWM	Birmingham City Council
106.	E2918/9 – Walsall Rd nr Perry Park Cres	TfWM	Birmingham City Council
107.	E2906 – Walsall Rd nr Booths Farm Rd	TfWM	Birmingham City Council

Schedule C: Bus stops, shelters and information

C1 Enhanced Bus Stops

The enhanced bus stops detailed in Table 18, Table 19, Table 20, Table 21 will be equipped to accommodate vehicles of 15m-18.75m length by TfWM, facilitating multi-door boarding and alighting, by 30th June 2022 and maintained by TfWM as part of the EP Scheme.

The enhanced bus stops detailed in Table 22 will be equipped to accommodate vehicles of 15m-18.75m length by TfWM, facilitating multi-door boarding and alighting by a future target date of 31/12/2024 and maintained by TfWM as part of the EP Scheme.

These bus stops will also include:

- Real time information displays
- Lighting
- CCTV for security
- Bench seating

Local highway authorities will be responsible for maintaining bus stop clearway orders associated with the enhanced bus stops.

Although all stops will allow multi-door boarding.

Enhanced bus stops will be available to all local bus services to use.

Table 18 Enhanced bus stops on the A34 towards Birmingham City Centre

Intervention number	Location
108.	Walsall Town Centre (location to be confirmed)
109.	Walsall Six Ways, Birmingham Road
110.	Jesson Road, Birmingham Road
111.	Travelodge, Birmingham Road
112.	Queens Road, Birmingham Road
113.	Bell Inn, Birmingham Road
114.	Chapel Lane, Birmingham Road
115.	Scott Road, Birmingham Road
116.	Scott Arms, Walsall Road
117.	Beeches Road, Walsall Road
118.	Rocky Lane, Walsall Road
119.	The Tennis Court, Walsall Road
120.	Cliveden Avenue
121.	Perry Barr One Stop Birchfield Rd
122.	Livingstone Road
123.	Trinity Road, Birchfield Road
124.	Six Ways Aston, Birchfield Road
125.	Swimming Baths, Newtown Row
126.	St Stephens Street, Newtown Row
127.	Lower Tower Street

Table 19 Enhanced bus stops on the A34 towards Walsall

Intervention number	Location
128.	Lower Tower Street, Newtown Row
129.	Milton Street, Newtown Row
130.	Six Ways Aston, Birchfield Road
131.	Heathfield Road, Birchfield Road
132.	Livingstone Road
133.	Perry Barr Interchange
134.	Cliveden Avenue
135.	The Tennis Court, Walsall Road
136.	Rocky Lane, Walsall Road
137.	Beeches Road, Walsall Road
138.	Scott Arms, Walsall Road
139.	Cross Lane, Birmingham Road
140.	Chapel Lane, Birmingham Road
141.	Bell Inn, Birmingham Road
142.	Queens Road, Birmingham Road
143.	Travelodge, Birmingham Road
144.	Jesson Road, Birmingham Road
145.	Walsall Six Ways, Springhill Road

Table 20 Enhanced bus stops on the A45 towards Birmingham City Centre

Intervention number	Location
146.	Keresley Close, Lode Lane OR Solihull Hospital (this stop lies OUTSIDE the EP Scheme area)
147.	Lode Heath School, Lode Lane
148.	Henley Crescent, Lode Lane
149.	Castle Lane, Lode Lane)
150.	Solihull Ice Rink, Lode Lane
151.	Old Lode Lane, Lode Lane
152.	The Wheatsheaf, Coventry Road
153.	Lyndon Road, Coventry Road
154.	Brays Road, Coventry Road
155.	Steyning Road, Coventry Road
156.	Swan Island, Coventry Road
157.	Kathleen Road, Coventry Road
158.	Kings Road, Coventry Road
159.	Small Heath Highway, Poets Corner

Table 21 Enhanced bus stops on the A45 towards Birmingham Airport/Solihull

Intervention number	Location
160.	Small Heath Highway, Poets Corner
161.	Kings Road, Coventry Road
162.	Kathleen Road, Coventry Road
163.	Swan Island, Coventry Road
164.	Sunnymead Road, Coventry Road
165.	Brays Road, Coventry Road
166.	Lyndon Road, Coventry Road
167.	Old Lode Lane, Lode Lane
168.	Ulleries Road, Lode Lane
169.	Lode Lane, (opp Olton Tavern)
170.	Dovehouse Lane, Lode Lane
171.	Henley Crescent, Lode Lane
172.	Rowood Drive, Lode Lane
173.	Solihull Hospital

Table 22 Enhanced bus stops to be delivered by a future target date of 31/12/2024

Intervention number	Location
<i>A34 towards Birmingham City Centre</i>	
174.	Walsall Town Hall
175.	Skip Lane
176.	Fentham Road
<i>A34 towards Walsall</i>	
177.	Swimming Baths
178.	Hatfield Rd
179.	Old Walsall Road
180.	Skip Lane
<i>A45 / B425 towards Birmingham city centre</i>	
181.	The Hermitage
182.	Keswick Road
<i>A45/ B425 towards Solihull</i>	
183.	The Hermitage
184.	Keswick Road

C2 Enhanced Bus Stands

TfWM will look to implement the new bus stands detailed in Table 23 by a future target date. These will be designated as bus stands capable of accommodating vehicles of 15-18.75m length, with buses able to stand for up to 10 minutes depending on the location.

Table 23 Enhanced bus stands to be implemented by a future target date of 31/12/2024

Intervention number	Stand location
185.	Swan Island, Coventry Road
186.	Sandwell/Walsall boundary
187.	Walsall Town Centre (position to be confirmed)
188.	Perry Barr One Stop, Birchfield Road

C3 Designated Feeder Bus Stands

TfWM will look to implement Designated feeder service Bus Stands listed in Table 24 at a future date. These stands will be specifically for 'feeder bus services' that are advertised to connect with other key bus services in the corridor, with buses able to stand for up to 10 minutes depending on the location. TfWM will define when these locations will be designated as feeder bus stands, as and when required. Standing buses will not be permitted to idle. These stops may be used by other qualifying local bus services.

Table 24 Designated feeder service Bus Stands

Intervention number	Stop location
189.	Birmingham International Stn, Station Way (NEC Grounds)
190.	Perry Barr One Stop, Birchfield Road
191.	Swan Island, Coventry Road
192.	Sandwell/Walsall boundary
193.	Walsall Town Centre (position to be confirmed)

Schedule D: Reporting Mechanisms to Local Highway Authorities and Transport for West Midlands

Schedule D1: Birmingham City Council reporting mechanisms

Highway Issues

All highway defects reported to Birmingham City Council will be dealt with in accordance with the City Council's current highway maintenance and management service contract requirements. Highway defects should be reported through:

https://www.birmingham.gov.uk/info/20110/report_road_and_pavement_issues

This includes:

- a. Potholes (or other road and pavement problems);
- b. Faulty or broken street lights;
- c. Faulty traffic lights, signs or signals;
- d. Flooding or drainage issues; and
- e. Defects with or damage to other council street furniture.

Response times to defects will be prioritised according to their assessed urgency and the council's current service provisions.

Parking Issues

For specific parking issues, operators can report these by using the online form at:

https://www.birmingham.gov.uk/info/20109/parking/1983/report_an_illegally_parked_vehicle

The parking team can be contacted at: Parking@birmingham.gov.uk

Roadwork notifications

Information on roadworks, including Urgent, Emergency and notified roadworks, can be requested from BHM.Streetworks@kier.co.uk

Any operators wanting to join the list should contact BHM.Streetworks@kier.co.uk

Schedule D2: Sandwell Metropolitan Borough Council reporting mechanisms

Highway Issues

In the first instance all highway related defects related to carriageways, footways, potholes, manhole covers, road markings, road signs, streetlights, traffic lights, bridges and structures and blocked drains should be reported through the 'Report a Problem' page on Sandwell Council's website:

<http://www.sandwell.gov.uk/reportit>

Alternatively, defects can be reported through Sandwell Council's call centre (currently 0121 368 1177). In the event of an emergency response being required, this is the route we would encourage.

Defects will be automatically allocated to the correct team. Highway Safety Inspections will typically be assigned and undertaken the following working day. Defects will be prioritised and rectified in line with Sandwell Council's Asset Management Plan

Parking Issues

For the reporting of specific parking issues, operators can notify the council through the MySandwell Web Portal or contact centre by calling (currently) 0121 368 1177.

Roadwork notifications

Sandwell use one.network to make roadwork information available to operators on a self-help basis through a link on the council's website:

<https://one.network/custom/sandwell/>.

Operators can also follow on twitter on @sandwellroads.

Upcoming traffic management information is emailed on a weekly basis, normally a Wednesday. If any bus operators wish to be added to the weekly email distribution, they should request this via TfWM using busalliance@tfwm.org.uk.

Schedule D3: Solihull Metropolitan Borough Council reporting mechanisms

Highway Issues

Solihull has a dedicated web page for reporting highway related issues, including potholes, street lights and flooding: <https://www.solihull.gov.uk/About/report>

In using this website it is possible to create an account on which a response to an enquiry will be posted. There is a daytime Contact Centre telephone (currently) 0121 704 8001 and an out of hours telephone (currently) 0121 704 8000.

Response to any reported defect will be assessed depending on the severity and risk, any repairs required will be prioritised using a risk-based approach with a standard defect response within 28 days.

Parking Issues

For specific parking issues, bus operators can notify the council by calling (currently) 0121 704 611 or e-mail parkingservices@solihull.gov.uk

Highway work notifications

Details of all planned and approved works are published on the One Network system at: <https://www.solihull.gov.uk/solihullroadworks>

Schedule D4: Walsall Metropolitan Borough Council reporting mechanisms

Highway Issues

Walsall Council specifies that all defects relating to roads and pavements, potholes, manhole covers, road markings, road signs and blocked drains be reported through its 'Report a street problem within Walsall' webpage: <https://go.walsall.gov.uk/forms/Report-A-Street-Problem-Within-Walsall>

All Street lighting defects should be reported via:

www.walsallstreetlighting.amey.co.uk

All Traffic Signal Defects should be reported to Walsall and Wolverhampton shared urban traffic control service by:

Calling (currently) 01902 555795 or through:

utc.controlroom@wolverhampton.gov.uk

Defects will be rectified in line with Walsall Council's procedures (shown on page https://go.walsall.gov.uk/highway_maintenance), giving priority to those sites which are most urgent.

Parking Issues

For specific parking issues operators can notify the Civil Parking Enforcement Team by calling (currently) 01922 652433 or e-mail carparks@walsall.gov.uk.

Roadwork notifications

Roadworks Notices will be e-mailed to operators and other stakeholders on a mailing list managed by the Traffic Management Team. They are also available on Walsall Council's website: -

<https://go.walsall.gov.uk/roadworks>

Any operators wanting to join the list should contact: -

trafficmanagement@walsall.gov.uk.

Schedule D5: Transport for West Midlands Bus stop infrastructure maintenance

We know that sometimes things can get damaged, dirty or show the wrong information and we want you to tell us as soon as you see anything wrong so we can Fix It. This should be done via the following link:

<https://www.networkwestmidlands.com/get-in-touch/report-a-problem/>

TfWM will maintain bus stop infrastructure in accordance with the following standards.

Response within 4 hours of being reported, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use, with **repairs carried out within 48 hours:**

- Bus shelter

Response within 4 hours of being reported, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use, with **repairs carried out within 5 working days** to ensure all elements are fully functional:

- Advertisement panel
- Lighting panel
- Digital screen
- Stop flag
- CCTV
- Real time information

Response within 4 hours of being reported, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use, with **repairs carried out within 10 working days:**

- Feeder pillar

Response and removal within 24 hours of being reported

- Bus shelter offensive graffiti

Response within 4 hours of being reported, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use:

- Ticket machine

Planned maintenance of bus stop infrastructure:

- Weekly shelter and floor cleaning within the shelter footprint, including litter removal
- Annual shelter roof clean
- Every 5 years full electrical tests and inspections

Schedule E: Maps of the EP Scheme area

Figure 2 Indicative map of enhanced bus stops to be provided on the A34 corridor



Figure 3 Indicative map of bus lanes to be provided on the A34 corridor

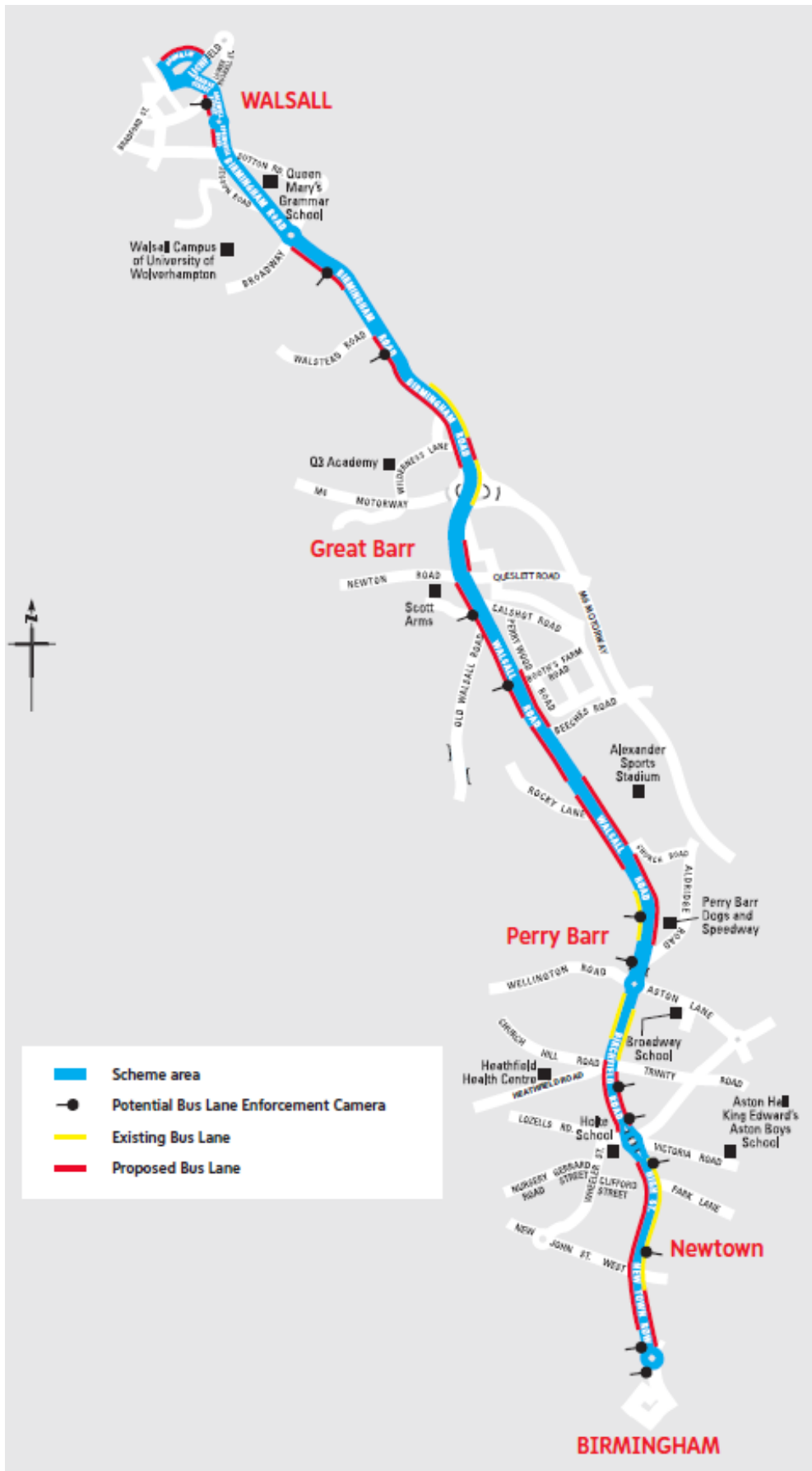


Figure 4 Indicative map of enhanced bus stops to be provided on the A45 and B425 Lode Lane corridor

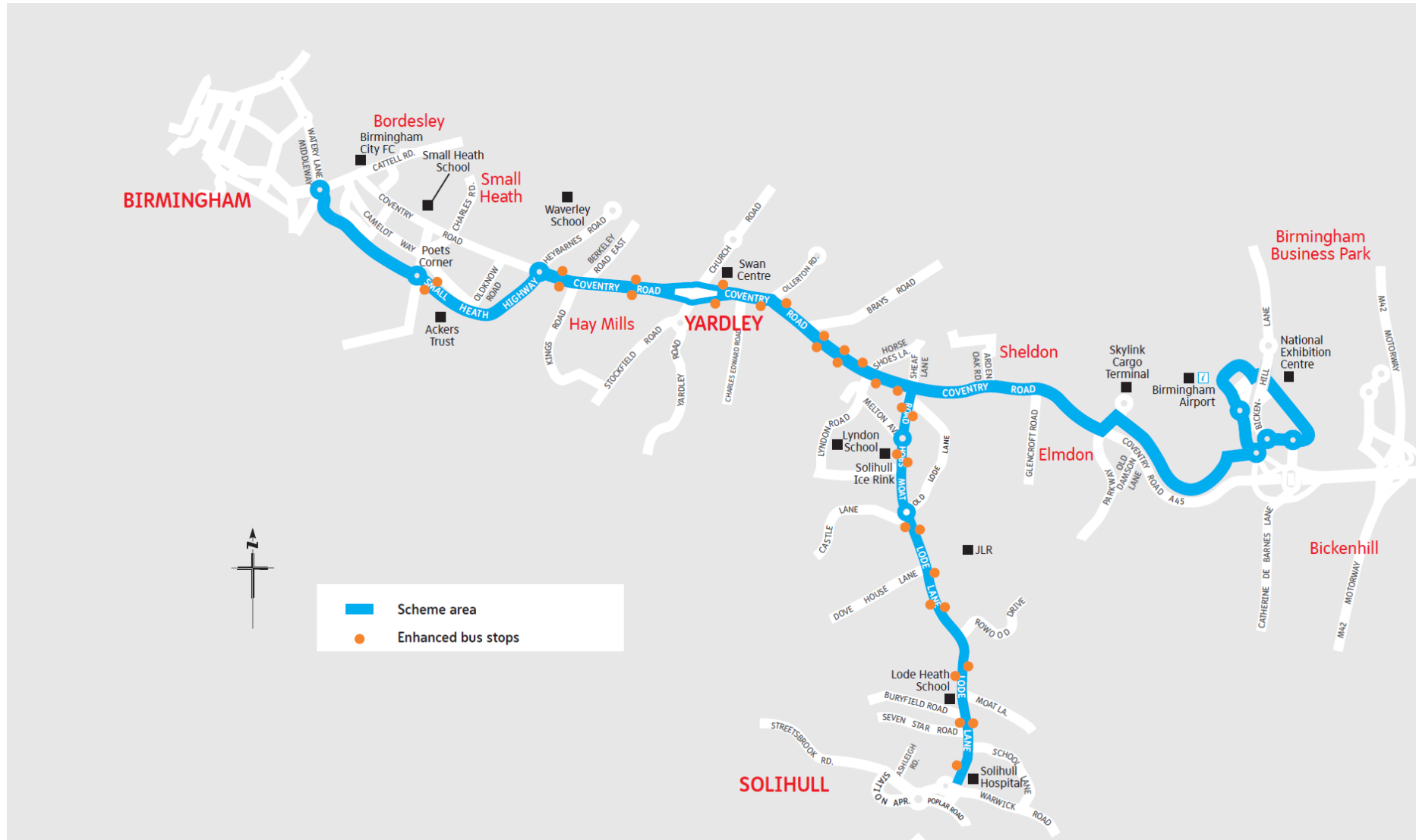
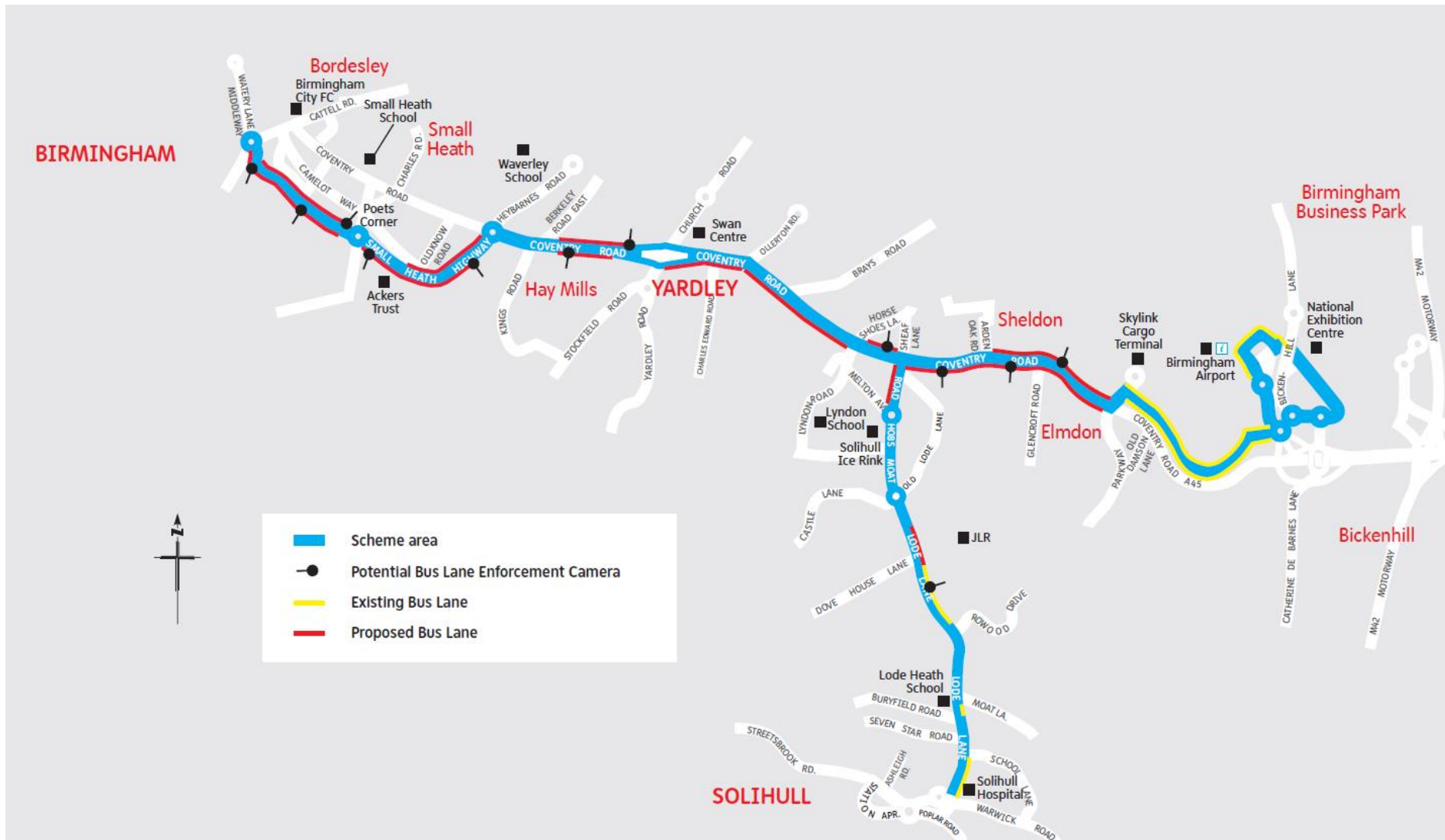


Figure 5 Indicative map of bus lanes to be provided on the A45 and B425 Lode Lane corridor



Signatory page

THIS DEED is dated _____

PARTY SEALS

(1) THE WEST MIDLANDS COMBINED AUTHORITY (WMCA) of 16 Summer Lane, Birmingham, B19 3SD affixed hereto in the presence of its duly Authorised Officer

(2) BIRMINGHAM CITY COUNCIL of The Council House, Victoria Square, Birmingham B1 1BB affixed hereto in the presence of its duly Authorised Officer

(3) SANDWELL METROPOLITAN BOROUGH COUNCIL of Sandwell Council House, Freeth Street, Oldbury, B69 3DE affixed hereto in the presence of its duly Authorised Officer

(4) SOLIHULL METROPOLITAN BOROUGH COUNCIL of Council House, Manor Square, Solihull, West Midlands, B91 3QB affixed hereto in the presence of its duly Authorised Officer

(5) WALSALL METROPOLITAN BOROUGH COUNCIL of Civic Centre, Darwall Street, Walsall, WS1 1TP affixed hereto in the presence of its duly Authorised Officer
