

Local Bus Service Registration

Guide for Operators

This guide and the application forms for local bus service registration and all other operator licensing guides and forms are available on the Vehicle and Operator Services [VOSA] website. The site also provides help and information to transport operators, local authorities, partner organisations, hire companies and the public. In addition you can view all new/varied or cancelled bus registration applications, that have been accepted by Traffic Commissioners by using the bus registration search on the website. To do this go to www.transportoffice.gov.uk and click on on-line services.

“Notices and Proceedings” which contains details of all Public Service Vehicle licence applications and bus registrations is also available on the website.

Further advice on the registration of local bus services can be obtained by telephoning the VOSA National Telephone No. 0300 123 9000 (calls provided by BT are charged at low rate. Charges from other providers may vary)

Guide to Local Bus Service Registration: Part 1

THE REGISTRATION SYSTEM

INTRODUCTION

Anyone who wants to run a local bus service outside London should read this guide. It will tell you how to register your service and describes how the registration system works. To register a service you must have a valid PSV operator's licence (or a community bus permit). If you do not have either of these you should see the Guide to PSV Operator Licensing (PSV 437) – available from Traffic Area Offices or via their website. N.B. If you run a service in Scotland there are slightly different rules that apply (see PSV 353A[Scotland]).

This is not a legal document. If you want to know the legal position you should look at the Transport Act 1985, especially section 6, The Transport Act 2000 and at The Public Service Vehicles (Registration of Local Services) Regulations 1986 (SI 1986/1671) as amended by (SI 1988/1879), (SI 1989/1064), (SI 1993/2752), (SI 1994/3271) and (SI 2002/182). All are available from Her Majesty's Stationery Office (HMSO) and can be ordered from booksellers.

1 WHAT IS A LOCAL SERVICE?

It is a bus service using Public Service Vehicles (PSVs) to carry passengers at separate fares over short distances. The route can be of any overall length, as long as throughout its length passengers can get off within 24.15 kms (15 miles) (measured in a straight line) of the place where they were picked up.

If on a long distance service there are some parts of the route where passengers can make local journeys of 24.15 kms (15 miles) or less, then those parts of the route should be registered as separate local services.

2 WHAT IS MEANT BY SEPARATE FARES?

This is where each passenger makes a separate payment to the driver, conductor or an agent to use the service. The passengers may pay as they get on the bus, or they may buy tickets in advance, have season tickets or use concessionary passes. Payment can also be made by some indirect means (eg a concert ticket which includes travel). These are all separate fares.

3 WHAT DO I NEED BEFORE I START MY LOCAL SERVICE?

If the service does not have any stops within the London* area, you should just register the service with the Traffic Commissioner. You should normally do this at least 56 days before the date on which you want the service to start. For the few cases where a shorter period of notice can be accepted, please see Part 3.

If the service has any stops in London* where people can get on or off, you will need a London Service Permit. Please contact Transport for London or see their website for details. www.tfl.gov.uk

(*London means the area covered by the 32 London Boroughs and the City of London).

4 ARE EXCURSIONS AND TOURS LOCAL BUS SERVICES?

On an excursion or tour all the passengers must travel together to the same place or places and then return together to the place where they got on. (They need not get on at exactly the same place.) Excursions and tours are only local bus services that need to be registered if:

- separate fares are paid;
- the whole journey is within a 24.15 km (15 mile) radius of the starting point;
- they run one or more times a week for at least 6 weeks in a row.

If you are not sure how long the service will run you should register it to be on the safe side. Any excursion or tour which is a local bus service and has a stop in London must also have a service permit. Again you should contact Transport for London for details.

5 MUST ALL LOCAL BUS SERVICES BE AVAILABLE TO THE GENERAL PUBLIC?

No, for example schools and works services may be local bus services if the users pay a separate fare (especially if passengers pay different amounts depending on how far they travel). But this type of service is not a local bus service and does not have to be registered if **all** of the following conditions apply:

- someone other than the bus operator or his agent is responsible for arranging the journey and for bringing the passengers together;
- the journey is not advertised beforehand to the general public;
- all passengers travel to or from the same place (eg a school or factory); and
- passengers pay the same fare no matter how far they travel.

It may not always be easy to tell if a bus service is a local one or not. If you are not sure, ask the Traffic Area Office for help. See question 31 for eligibility of your service for Bus Service Operator's Grant.

6 WHAT IS A REGISTRATION?

A registration is a notice of the local bus service you want to operate. To register you must give the Traffic Commissioner a full description of the service you will be running. The Commissioner can take action against any operator who does not run the service as registered, or who runs a local bus service without registering it.

All local services need to be registered except for:

- the parts of a local bus service with stopping points within the London area (these need a London Service Permit); or
- local bus services run under an agreement with the rail franchising director to replace any rail services which have been temporarily disrupted or withdrawn; or
- excursions and tours which **do not** run at least once a week for at least 6 weeks in a row (eg a service which runs once a fortnight or less).

7 WHO CAN REGISTER A LOCAL BUS SERVICE?

Anyone who holds a valid PSV operator's licence can register a local bus service, as long as the licence does not have a condition imposed upon it which prohibits operating that sort of service, (Question 20 explains how this can happen).

The following people may also register local bus services:

- community bus permit holders can register a community bus service;
- a local education authority (in Scotland, an education authority) can register a school bus service provided by its own vehicles;
- licensed taxi operators can register by getting a 'special PSV operator's licence' which is quite simple to get (see Part V of the Guide to PSV Operator Licensing (PSV437)).

8 WHAT SHOULD I DO BEFORE REGISTERING MY SERVICE?

Registering a service is a serious step to take. Before you make your registration you should think carefully about the need for your service and the practical side of running it. Is the route suitable, and have you got the right sort of vehicle? Can the timetable be kept to, given the traffic conditions on the route? Remember you will have to run the service just as you have registered it, even if your staff are ill or a vehicle is off the road. You must have some back-up arrangements for these cases. Also think about what level of service you will run on Bank holidays as well as normal days and weekends. Similarly if there are special factors in that area like university terms you will want to think about how you will cope in the holidays. You may find the volume of passengers drops and you want to run a reduced number of journeys. Also make sure that you understand whether traffic congestion regularly occurs on your route, if so, make sure you have allowed for this when writing the timetable. You may want to allow more time during the peak rush hour than during the rest of the day.

Before you register your service you should talk to the police and the local authority about your route and stopping places, especially if you want to use roads not already served by buses or if you want to use new bus stops. They may be able to identify and help sort out problems with traffic congestion and road safety before you send in your registration. If such problems are not solved a local authority may put restrictions on the roads you want to use, or they may ask the Traffic Commissioner to agree 'traffic regulation conditions' (see Question 24). You should also check to see if there are any traffic regulation conditions already in force in the area in which you want to run your service.

9 HOW DO I REGISTER MY SERVICE?

Your local Traffic Area Office will give you an application form (PSV350). You should fill this in carefully, giving all the details needed about the service. Send it with the fee to the Traffic Area Office covering the place where the service will start. For addresses – see Part 4 of this guide. If the service has stopping places in more than one traffic area, the office to which you send your application will copy it to the others. You should allow plenty of time, as in most cases you must give 56 days' notice before your service can start. This time limit begins on the day that the Traffic Commissioner accepts your registration.

The Commissioner can only accept it if you have given all your details correctly.

10 WHO MUST REGISTER A SERVICE WHICH IS PROVIDED BY MORE THAN ONE OPERATOR?

If you want to run a service jointly with another PSV operator, you have a choice. Either:

- each operator separately registers the part of the timetable they will run; or
- one of the operators (the co-ordinator) registers the service for all the operators

involved (he must give a full list of all the operators, their addresses and their PSV operators' licence numbers).

You should note there may well be Competition Act implications with any joint services. You should contact the Office of Fair Trading to discuss any joint service implications. Broadly speaking, where operators use the same number for a service or have a common livery, but otherwise take all their commercial decisions independently, a joint service is unlikely to raise significant competition concerns. However, where there is agreement between the operators over timing or pricing, or they share profit or revenue, the joint service would normally raise significant competition concerns. If you need more information a leaflet, 'Competition Legislation and the Bus Industry' is available from the DfT, Buses & Taxis Division, Great Minster House, 76 Marsham Street, London SW1P 4DR.

11 WHAT SORT OF DETAILS ABOUT THE BUS SERVICE DO I HAVE TO GIVE?

The registration application form asks for details of the service such as:

- the start and end points;
- the route of the service (including a map);
- stopping arrangements;
- the timetable for the service;
- the types of vehicle to be used on the service; and
- your PSV operator's licence number(s) or community bus permit number(s).

The service will not be registered unless the proper form is correctly filled in and all the necessary documents are attached. Help on filling in the form is given in Part 2.

12 ARE THERE ANY OTHER TYPES OF SERVICE I CAN OPERATE?

New Regulations came into force in February 2004 which make provision for the registration of flexible bus services that serve one or more local communities or neighbourhoods within a specific geographical area. For more information on the registration of flexible services you should read PSV358A.

13 WHAT IF I WANT TO START IN LESS THAN 56 DAYS?

You will not be allowed to do this unless one of the exemptions applies in your case. The exemptions are given in Part 3. Most of these need the agreement of the Traffic Commissioner.

14 MUST I SEND A COPY OF MY DETAILS TO ANYONE ELSE?

Yes, you must send a copy of the completed form and the other documents ie the route description, timetable and map etc. asked for to every shire county, unitary authority, regional or islands council or Passenger Transport Executive that covers the route of your service. You can get a list of addresses from Traffic Area Offices.

15 IS THERE A FEE FOR REGISTRATION?

Yes. A fee will be charged for registrations (see separate fee schedule). You must send a cheque or postal order (made payable to the Vehicle and Operator Services Agency) with your application form (not cash) or else the application will not be accepted.

16 CAN MY APPLICATION BE REFUSED?

The Traffic Commissioner must accept all properly completed applications to register services but will refuse to register a service if:

- you do not have a valid PSV operator's licence or community bus permit;
- your PSV operator's licence has a condition on it which stops you from running the type of service you have applied to register;
- the service, or part of it, runs in London and needs a London Service Permit ;
- the application form does not give enough information about the service (in this case you will be asked for further details);
- you have not enclosed the fee.

17 HOW WILL I KNOW MY REGISTRATION HAS BEEN ACCEPTED?

The Traffic Area Office will send you a letter giving you the date the registration was accepted, the reference number of the registered service and the earliest date on which the service can start.

18 HOW LONG ARE REGISTRATIONS VALID?

The registration is valid for as long as you want to run the service and until you cancel it. Remember that you must write in to cancel a service or the Traffic Commissioner will expect you to continue to run it and may penalise you if you have not done so.

19 WILL I HAVE TO RUN THE SERVICE EXACTLY AS REGISTERED?

Yes. When you register your service you are committing yourself to running it in the way you have described on the form. That is why it is very important to get the details of the service absolutely right when you apply. You should keep a copy of the application form so that you know what you have registered and can refer to it if you wish to apply to change the registration at a later date.

There are some exceptions to this rule:

- You do not have to run to the registered timetable on Christmas Day, Good Friday and bank holidays, but if you know that you will run a Sunday service or no service at all on any of these days you are advised to put this on your application form. You should state any special arrangements you have for local public holidays which will avoid the need to register these as variations later on.
- If the service is an excursion or tour, you are allowed to cancel any journey without giving notice.
- If you are running school or works services you should show on your application form that they will run only on days when the school, factory etc is open. If these services can be used by the public you should also show this on the published timetable.
- Other sorts of service, which the public need to get from place to place, must be run to the route and timetable that is registered. Any change to the timetable will mean that you must make an application to change your registration.

You may also register a service which is run in response to passenger demand. It may take pre-booked passengers from any point ('dial-a-ride') or it may deviate from the route to set

down passengers where they want to go. If you wish to run a service like this you cannot give the usual sort of route description or timetable though you must give the clearest possible description of how the service will run and how passengers can use it; you must then operate it in that way. Further advice on flexible transport can be obtained from Department for Transport, Buses & Taxis Division, Great Minster House, 76 Marsham Street London SW1P 4DR.

20 WHAT HAPPENS IF I DO NOT RUN AS REGISTERED?

Traffic Commissioners have indicated that they expect all bus operators to run their services reliably. This means that you must run your service no more than 1 minute early and no more than 5 minutes late for 95% of the time. If you do not do this the Traffic Commissioner:

- may put a condition on your PSV operator's licence which stops you from running certain local services, or any local service at all. If he does this he may also cancel the registrations you have made; and/or
- may impose a penalty of:
 - a. £550, or
 - b. such other amount as the Secretary of State (as respects England) or the National Assembly for Wales (as respects Wales) may by order specify multiplied by the total number of vehicles which the operator is licensed to use under all the PSV operator's licences held by him.

The Commissioner may do either or both of these things, but will not consider doing so without proper investigation. This will give you the chance to explain why your service did not run reliably and if there are good reasons the Commissioner will take this into account. You have a right to appeal to the Transport Tribunal if you think you have been unfairly treated.

21 WHAT IF I WANT TO CHANGE THE SERVICE?

You must apply on form PSV355 to change the registration. In most cases you must allow at least 56 days, from the date the variation is registered, to the date you wish the changes to take effect. A shorter period of notice may apply in certain cases (see Part 3). But please check with the Traffic Area Office first. There is a fee for any change, which you must send with the form (see separate fee schedule).

22 WHAT IF I WANT TO STOP RUNNING THE SERVICE?

You must apply to cancel the registration, allowing at least 56 days from the date when the Traffic Commissioner accepts the application to the date when you wish the service to stop. Until that date, you must go on running the service, (a shorter period of notice may apply in some cases - see Part 3). You do not have to pay to cancel a registration.

23 HOW WILL I KNOW WHAT OTHER OPERATORS HAVE REGISTERED?

Each Traffic Area Office publishes details of local bus services that have been registered in a booklet called 'Notices and Proceedings' which comes out every fortnight. Changes to and cancellations of services are also published there. You can order copies of 'Notices and Proceedings' from Traffic Area Offices, or you can look at them free at the office during the hours at which the public counter is open. A copy is also available via the VOSA website (www.transportoffice.gov.uk). You may also look at particular service registrations at the public counter or ask for copies of them to be sent to you at a cost to cover copying and

postage.

24 CAN ANY RESTRICTIONS BE PLACED ON THE SERVICE I WISH TO RUN?

In special cases, yes. At the request of a local authority responsible for traffic ('a traffic authority'), the Traffic Commissioner may attach traffic regulation conditions to your PSV operator's licence if the Commissioner thinks that they are needed, to stop danger to road users or reduce severe traffic congestion or environmental pollution in a particular area.

Conditions can affect:

- routes of services;
- the stopping places;
- the times vehicles may stop and for how long;
- the turning or reversing manoeuvres vehicles may make; and
- the number of vehicles, their type or their frequency.

If several operators are running local services in an area, traffic regulation conditions will be attached to the licences of each operator, although sometimes, it may be necessary to make slight differences between operators (for example to allocate stops to particular services).

25 CAN I ASK FOR AN INQUIRY?

A notice of proposed traffic regulation conditions will be published in 'Notices and Proceedings' and any operators who will be affected by the proposal will be told of it. If you have a registered service which will, or may, be affected by a proposal, you can ask the Traffic Commissioner for an inquiry. You must do so within 28 days of the notice being published.

In some cases the Traffic Commissioner may decide that the conditions must start straight away. In this case the Commissioner will tell all operators concerned and the conditions will be put on their licences. Operators will still have the chance to ask for an inquiry if they feel the conditions are unfair or unsuitable. They must do so within 28 days of the decision being published in 'Notices and Proceedings'.

If an operator is unhappy with the decision taken by the Traffic Commissioner he can appeal to the Secretary of State. This must be done within 28 days of the decision being published in 'Notices and Proceedings'.

If at a later date the operator feels that the traffic regulation conditions are no longer needed or should be changed, he can apply to the Traffic Commissioner to make these changes. If the Traffic Commissioner refuses to take any action, or comes to an unfavourable decision, he can appeal to the Secretary of State.

26 WHAT IF I CANNOT RUN MY SERVICE UNDER THE CONDITIONS?

In this case you must change the registration. You have 28 days in which to do so. In the meantime, you must obey the traffic regulation conditions, and run your service as best you can under them. You will not be penalised for failing to run the service as registered, and you will not have to pay a fee if you change the registration because of these conditions.

27 WHAT IF I DISOBEY THE CONDITIONS?

It is against the law to disobey traffic regulation conditions, or any other conditions on your PSV operator's licence. (Please note: a Traffic Commissioner may place a condition on your

licence which forbids you from running some types of services, or any local services at all).

28 WHAT SUBSIDIES ARE AVAILABLE FOR RUNNING LOCAL BUS SERVICES?

County, unitary authorities, regional and island councils and Passenger Transport Executives (PTEs) will offer subsidy contracts for services which are not commercial but which they think are socially necessary. Some district/borough councils in England and Wales also subsidise this sort of service. If a council or PTE wants to subsidise any service it will, in most cases, ask for tenders from operators, and the subsidy contract will be given to the operator who offers the best value for money. It could pay you to get in touch with the council or PTE in your area and ask them to send you details of all their invitations to tender, or of any type that would interest you.

29 MUST ALL SUBSIDISED SERVICES BE PUT OUT TO TENDER?

All local bus service subsidy agreements must be put out to tender, except when very small subsidies are involved. You should contact your local authority to discuss their arrangements. When a council or PTE needs to start a service at short notice (eg when another operator has given it up), it can award a short-term contract without going to tender, but must then go out to tender as soon as possible.

30 IF MY SERVICE DOESN'T PAY CAN I ASK TO BE SUBSIDISED?

You can ask a council or PTE to subsidise a service if it is not making any money, though they do not have to agree to do so. Even if they do agree to subsidise it, they will usually have to put it out to tender, so there is always the risk that another operator will win the tender.

31 CAN I APPLY FOR A BUS SERVICE OPERATORS' GRANT (FORMERLY CALLED FUEL DUTY REBATE)?

Bus Service Operator's Grant is payable for registered local services (and London service permits and community transport) as long as:

- they are not excursions or tours;
- they satisfy certain other conditions; basically to make sure that the general public can use them.

A leaflet explaining the conditions applying and how to claim bus service operators' grant is available from the Department for Transport, Operators' Grant Section, Zone 3/13, Great Minster House, 76 Marsham Street, London, SW1P 4DR. Details on how community transport operators can qualify are available on the Department for Transport website www.dft.gov.uk

32 WHAT HAPPENS ABOUT CONCESSIONARY FARES?

Local authorities must run concessionary fares schemes for elderly, blind and disabled people, and may also do so for children. For further information on the type of scheme running in any given area you will need to contact the local authority concerned.

Guide to Local Bus Service Registration: Part 2

HOW TO REGISTER THE DETAILS OF YOUR LOCAL BUS SERVICE

To register you must give the details of the service you will be running, using the correct application form (PSV350). If you wish to start your service in less than 56 days you must look at Part 3 which explains if you are able to do this. You must also fill in and attach form PSV350A.

If you wish to change or cancel a registration you should use form PSV355. In some cases you will need to send a new application form with this. Because the forms will be photocopied, please use black ink to fill them in. When you have filled in the form send it to the Traffic Area Office where your service starts.

HOW TO FILL IN THE FORM

QUESTIONS 1-5

If you are the co-ordinator for a service provided by more than one operator, using a separate sheet, please give all their:

- names;
- addresses; and
- PSV operators' licence numbers.

If you operate the service from more than one Traffic Area, give your PSV operator's licence numbers for each Traffic Area. If you hold a community bus permit(s) you should put that number down.

QUESTIONS 6, 7 & 8

Please give a full description of the starting and finishing points of your service (eg street name and town with the postcode if you know it).

QUESTION 9

Please give your service a number or name as this makes it easier to identify.

QUESTION 10

Excursions and tours only need to be registered if they run at least once a week for more than 6 weeks in a row. You should show that they are excursions and tours so that they can be cancelled without the usual 56 days' notice. Excursions and tours are not eligible for bus service operators grant. You do not have to give a full description of the service but you must (using the route description sheet) give an outline of the route including any points

where passengers can get on (other than the starting point), an indication as to the period or periods in the year when the service will operate, and the maximum number of vehicle departures to be made on any one day.

ROUTE DESCRIPTION SHEET

There is a blank 'Route description sheet' at the back of the form, which you should photocopy if you need extra sheets.

On the route description sheet you must:

- describe the route in enough detail to show all the roads it uses, including variations for particular journeys; if your variations do not have at least 50% in common with the main route please ask the Traffic Area Office if you should register them separately;
- give details of any points, along the route where vehicles will wait longer than is needed to pick up or set down passengers;
- give details of any deviations made on demand from a fixed route (how much it may deviate, where it might happen and how often); also state whether this is booked in advance by passengers or not; and
- give details of any reversing or turning manoeuvres along the route.

ROUTE VARIATIONS

All route variations must be registered. If you want to change any part of the route you must give 56 days' notice to the Traffic Commissioner. In some cases shorter notice may be allowed (see Part 3). If you make changes to the service without registering them you may have restrictions placed on your PSV operator's licence or be fined.

ROUTE MAP

You must enclose a map with your application. It should show the route and any:

- one way streets;
- layover points;
- the start and end points; and
- variations.

These maps will be photocopied so please mark them with red or black ink.

STOPPING POINTS

Please note that 'recognised bus stops' are signed stops and established unmarked stops (eg 'outside the Bull Inn'). If the service stops at one of a group of stops which are close together there is no need to give details of all of them. You may count grouped stops as one stop.

QUESTION 14

Answer 'Yes' to question 14 if your vehicles, except when they are fully loaded, will pick up and set down passengers at every recognised bus stop along the route (excluding any special terminus arrangements).

QUESTION 15

Answer 'Yes' to this question if there is a need for any new bus stops for your service. If you answer 'Yes' you should discuss your service with the police and the local authority as soon as possible, to make sure that there will not be problems for road safety or traffic conditions.

QUESTION 16

Answer 'Yes' to this question if any part of the service is to run without any fixed stopping places (eg picking up and setting down passengers anywhere on request – not using recognised stops). If you answer 'Yes' you must give details on the stopping places sheet of:

- those parts of the route which have no fixed stopping places;
- the stopping arrangements for these parts of the service.

TIMETABLE

The timetable is a very important document which you must enclose with your application. If there is always less than 10 minutes between journeys you may call it a frequent service, otherwise:

- for regular services give the times of operation in each hour (eg 10, 30 and 50 minutes past the hour);
- for irregular services give the times for every journey.

The timetable must show:

- the start and end points of the service;
- the route number (if any);
- main timing points clearly set out;
- the times of journeys;
- days of the week and times of the year when the service will operate;
- exceptions when the service will not run;
- journeys which pick up or set down at only a limited number of stops; and
- short workings or other variations.

A copy of the up-to-date timetable must be carried on the vehicles running on the service and must always be available for passengers to look at.

CHANGES TO THE TIMETABLE

All changes to the timetable must be registered again, using the form PSV355 with 56 days' notice given (except in the cases given in Part 3).

TIMETABLES FOR SPECIAL TYPES OF SERVICES

Unless you are running a pre-booked service (eg dial-a-ride) or a high frequency service at intervals of 10 minutes or less, you must register a full timetable and operate it as registered.

If you wish to run a service which does not operate to a timetable with fixed times, you must provide a description of the level of service you will operate. A general statement that 'services will be operated on demand' is not acceptable. You must give:

- the service frequency:
 - at different times of the day;
 - on each day of the week;
 - in each month of the year;
- approximate times for first and last journeys as above;
- the maximum waiting time passengers may expect; and
- the maximum number of vehicles you will use at anyone time on the service and their total carrying capacity.

If all journeys are pre-booked you should give the minimum period of notice for booking and the method of booking. The Traffic Commissioner will refuse to register the service if you do not give enough detail. Failure to run the service in a satisfactory manner may mean that you will be stopped from running this type of service.

The rules for varying your service are the same as those for a normal bus service (see question 21 in part 1 of this guide).

BUS SERVICE OPERATOR'S GRANT

Any queries concerning Bus Service Operator's Grant (formerly Fuel Duty Rebate) or changes in your eligibility for grant should be referred to:

Department for Transport
Operator Grants Section
Zone 3/13
Great Minster House
76 Marsham Street
London SW1P 4DR

not to the Traffic Area Office.

QUESTION 17

You must apply to register the particulars of your service with the Traffic Commissioners for every Traffic Area in which the service will operate; please list the Traffic Areas concerned here. You need only complete one form which should be sent to the Traffic Area Office covering the place where the service will start. If this place is in Scotland you will need to complete form PSV350 (Scotland).

SERVICE WHICH RUNS INTO OR OUT OF LONDON

You must register any part of a local service with stops outside the London boundary . Any part of the service with stops within the London boundary will need a London Service Permit. See the Transport for London website for details.

Do not assume that you will be able to run a service into London until you have been granted a London Service Permit.

SIGNING THE FORM

The form must be signed by any person authorised to take responsibility for registering local bus services on behalf of the operator (eg the owner, partner, director or transport manager). Please give your position in the business.

Guide to Local Bus Service Registration: Part 3

CASES WHEN SERVICES MAY BE REGISTERED, CANCELLED OR CHANGED WITH LESS THAN 56 DAYS' NOTICE

Only in the following cases can the normal 56 days period of notice be reduced to a shorter period. Applications to register, cancel or change services must be made in the normal way using the appropriate form PSV350 (for registrations) or PSV355 (for cancellation or changes). But you must also complete and attach form PSV350A.

The following special case has an alternative fixed period of notice:

- where a timetable is to be changed for all or part of the week which includes 24 and 25 December, Good Friday or any bank holiday – the minimum period of notice is 21 days from the date of acceptance of the application by the Traffic Commissioner .

In the cases listed below, you may give less than 56 days' notice at the discretion of the Traffic Commissioner:

- to register or change a service to replace one which you or another operator has stopped or intends to stop running – you must give the name of the operator concerned;
- to change or cancel a service not available, or only available on a very limited basis, to the general public (eg school or works services);
- to change or cancel a service in response to a request from a traffic authority or the police on road safety or traffic grounds – you must give evidence of this request (eg a letter);
- to register or change a service for a period of less than 21 days to cope with the additional demands of a special occasion or event (eg flower show etc.) – you must give details of the occasion or event concerned;
- to change a service timetable, either;
 - no more than 10 minutes earlier or later than the times registered, or
 - to match the service with an altered connecting rail, ferry or air service - you must give details of the connecting service concerned;
- to change or cancel a service for a period of 14 days or less in response to a local public holiday or holiday which is widely observed in the area (eg Wakes week) – you must give details of the holiday; or
- the registration or variation of the service or part of the service is required in order to meet an urgent and exceptional public passenger transport requirement;
- if none of the above apply, there are circumstances which you could have not reasonably foreseen which prevented you from giving the full 56 days' notice to register, cancel or change the service - you must give a full explanation of the circumstances.

In the following cases no formal period of notice is required:

- to register permanent rail substitute services. These do not need the support of form PSV350A, but will need to be detailed on the registration form (PSV350) or the changes/cancellation form (PSV355), as appropriate.
- to change a service solely to comply with a traffic regulation condition or road traffic order – if in response to a road traffic order you must give details of it.

NB Changes to the operators' address, telephone number or trading name do not need to be registered. Any registrations, cancellations or changes of services which do not fall into one of these three sets of special cases described above will need a minimum 56 days' notice from the date of acceptance of the application by the Traffic Commissioner.

Guide to Local Bus Service Registration: Part 4 VOSA Traffic Area Offices

All correspondence should be addressed to the Traffic Commissioner

Traffic Area	Responsible for	Address
North Eastern	The Metropolitan Boroughs within South Yorkshire, Tyne and Wear and West Yorkshire. The Counties of Durham, Northumberland, Nottinghamshire and North North Yorkshire. The Districts of Darlington, East Riding of Yorkshire, Hartlepool, Kingston upon Hull, Middlesbrough, North Lincolnshire, North East Lincolnshire, Nottingham, Redcar and Cleveland, Stockton-on-Tees and York.	Hillcrest House 386 Harehills Lane Leeds LS9 6NF Tel: 0300 123 9000 Fax: 0113 248 9607
North Western	The Metropolitan Boroughs within Greater Manchester and Merseyside. The Counties of Cheshire, Cumbria, Derbyshire and Lancashire. The Districts of Blackburn with Darwen, Blackpool, Derby City, Halton and Warrington	Hillcrest House 386 Harehills Lane Leeds LS9 6NF Tel: 0300 123 9000 Fax: 0113 248 9607
Eastern	The Counties of Bedfordshire, Buckinghamshire, Cambridgeshire, Hertfordshire, Essex, Leicestershire, Lincolnshire (except the Districts of North Lincolnshire and North East Lincolnshire), Norfolk, Northamptonshire and Suffolk. The Districts of Leicester, Luton, Milton Keynes, Peterborough, Rutland, Southend-on-Sea and Thurrock	Hillcrest House 386 Harehills Lane Leeds LS9 6NF Tel: 0300 123 9000 Fax: 0113 248 9607

Traffic Area	Responsible for	Address
West Midland	The Meropolitan Boroughs within the West Midlands. The Counties of Shropshire, Staffordshire, Warwickshire and Worcestershire. The Districts of Herefordshire, Stoke-on-Trent and Telford and Wrekin	Hillcrest House 386 Harehills Lane Leeds LS9 6NF Tel: 0300 123 9000 Fax: 0113 248 9607
Welsh (Cymru)	Wales (Cymru)	Hillcrest House 386 Harehills Lane Leeds LS9 6NF Tel: 0300 123 9000 Fax: 0113 248 9607
Western	The Counties of Cornwall, Devon, Dorset, Gloucestershire, Hampshire, Oxfordshire, Somerset and Wiltshire. The Districts of Bath and North East Somerset, Bournemouth, Bracknell Forest, Bristol, Isle of Wight, North Somerset, Plymouth, Poole, Portsmouth, Reading, Slough, Southampton, South Gloucestershire, Swindon, Torbay, West Berkshire, Windsor and Maidenhad and Wokingham.	Hillcrest House 386 Harehills Lane Leeds LS9 6NF Tel: 0300 123 9000 Fax: 0113 248 9607
South Eastern & Metropolitan	Greater London The Counties of Kent, Surrey, East Sussex and West Sussex The Districts of Brighton and Hove, The Medway Towns.	Hillcrest House 386 Harehills Lane Leeds LS9 6NF Tel: 0300 123 9000 Fax: 0113 248 9607
Scottish	Scotland	Hillcrest House 386 Harehills Lane Leeds LS9 6NF Tel: 0300 123 9000 Fax: 0113 248 9607

Other Useful Addresses

VOSA or PSV Section	PO Box 82 Swansea SA1 1HQ	Tel: 01792 454 250 01792 454 203
The Department for Transport	Zone 3/13, Buses & Taxis Division Great Minster House, 76 Marsham Street, London SW1P 4DR	Tel: 0207 944 2275
The Transport Tribunal	Postal address: Procession House, 55 Ludgate Hill, London EC4M 7JW. Public entrance: Procession House, 110 New Bridge Street, London EC4V 6JL	Tel: 020 7029 9780 Fax: 020 7029 9782

Driver Enquiry Unit	Driver and Vehicle Licensing Agency, Longview Road, Swansea SA6 7JL	Tel: 0870 240 0009
Confederation of Passenger Transport	Imperial House, 15–19 Kingsway, London WC2B 6UN	Tel: 020 7240 3131