

2018-19 PSV Survey Guidance Notes

This return is for licensed operators of Public Service Vehicles (PSVs) which are in Tax Classes 34 and 38, using buses, minibuses, and coaches for **local bus services**.

This return does NOT ask for details of passengers carried or kilometres run on (closed) school contract services, long distance coaching, tours, excursions and private hire taxi services and any work which is not intended for carrying passengers. See below for details of definitions.

This return relates to the **period 1 April 2018 to 31 March 2019**.

Please contact Paul Syron on 020 7944 3077 if you have any questions or need any help completing this survey

Definition of 'local bus services':

These are scheduled stopping services registered with the Traffic Commissioner. In **Greater London**, local services include tendered services for Transport for London or those run with a London Service Permit. **Outside London**, local services include commercial and tendered local bus services.

Note that the following **should be** included in your survey return:

- **Normal stopping** services
- **School and works services** should be included if the service is registered as a local service and is available to the general public.
- Some **long distance coach express services** often have short **stopping portions** at each end of the route registered as a local service. Those parts should be recorded as local work. The express parts of the service should not be included.
- **Flexible "hop-on, hop-off" tours**, if registered with the Traffic Commissioners, are counted as local services and should be included in your return

The following non-local services (which are not registered with the Traffic Commissioner) **should not** be included in the estimates of passengers carried and kilometres run in this return:

- **Scheduled coach services** - express coaches between towns and cities, coaches to airports, commuter coaches on the **non-stop** parts of their routes.
- **School contracts** - where the service is contracted to you by a local education authority or school and cannot be used by fare-paying members of the public at bus stops.
- **Private hire** - where the vehicle is hired in advance. This includes excursions and rail replacement work.
- **Tours** which are day trips or pre-booked tours.

Notes to help you complete this return:

Operator Licence Number(s): If changes are required, please amend as necessary.

Number of licence discs: This is the number of discs held, not the number you are authorised to hold. This figure would normally be equal to or more than the figure in Q1d (total number of PSV vehicles). We have derived this figure from Traffic Commissioner data but please amend if this is not correct. Please include those hired from others, but exclude those you have hired out to others.

For numeric questions, please enter '0' (zero) where appropriate but leave boxes blank where the answer is not available or not applicable.

Notes for specific questions:

Bus partnership schemes (Details section) - Bus partnership schemes are agreements between local authorities and local bus operators to improve the quality of services and facilities within the scheme area. They will involve at least one bus company and at least one local authority. The local authority may undertake to provide bus priority measures, new bus stops and/or real time information systems. In return bus operators may provide new vehicles with improved levels of accessibility and environmental performance and/or enhanced driver training. They may also provide an enhanced level of service.

Statutory partnership schemes (Details section) - Under such a scheme a local transport authority ("LTA") (or two or more LTAs jointly) agrees to invest in improved facilities at specific locations along bus routes (e.g. bus stops or bus lanes) and operators who wish to use those facilities undertake to provide services of a particular standard (e.g. new buses, or driver training standards). The scheme is made under section 114 of the Transport Act 2000.

Voluntary partnership schemes (Details section) - In general, the term "voluntary agreement" (or "quality bus partnership agreement") is a non-statutory term used to describe any agreement entered into voluntarily by one or more local authorities and one or more bus operators, and possibly other relevant parties. A Voluntary Partnership scheme is a particular type of voluntary agreement, and is defined in the Transport Act 2000 as any voluntary agreement under which:

- a local transport authority, or two or more local transport authorities, undertake to provide particular facilities, or to do anything else for the purpose of bringing benefits to persons using local services, within the whole or part of their area, or combined area, and
- one or more operators of local services undertake to provide services of a particular standard.

Area based partnership schemes (Details section) - partnership schemes that impose measures on a geographically defined area.

Route based partnership schemes (Details section) - partnership schemes that impose measures on individual routes only.

Q1 – Please ensure that the total in 1d is the sum of 1a, 1b and 1c.

Q2 – This question relates only to buses (the total number given in Q1(a))

Q2a - The number of modern buses which have a PSV Accessibility Certificate. These are generally low-floor vehicles with a ramp to allow wheelchair users to board without the assistance of the driver or crew.

Q2b - The number of low floor buses which are older designs without the PSV Accessibility Certificate, but which were designed to allow wheelchair access. These vehicles often have a kneeling mechanism or a ramp to assist passengers boarding.

Q2c - The number of buses equipped with electronic devices that can be used to monitor punctuality. This can take the form of a GPS satellite system, a 'tag and beacon' system or any similar setup.

Q2ci - Please include cases where the AVL system on the bus is used directly by the bus operator to provide the real time service information to customers, but also cases where a local authority may provide the information to customers instead.

Q2cii - Please include cases where the AVL system on the bus is used directly by the bus operator to monitor punctuality, but also cases where a local authority may monitor punctuality instead.

Q2d – ITSO stands for Integrated Transport Smartcard Organisation and is a smart ticketing system. Please only count those vehicles which are equipped with ITSO ticket machines which are 'live' i.e. are being used to accept ITSO smart cards (or mobile phones emulating these), used smartly. Please only include those vehicles with machines that accept ITSO but not contactless payment.

Q2e - Please count vehicles which are equipped with live ticket machines that are being used to make payment using contactless EMV cards (or mobile phones emulating these e.g. Android Pay or Apple Pay). Please only include those vehicles with machines that accept contactless payment but not ITSO smart cards.

Q2hi – Audible and visible next stop information helps passengers know when to alight a bus service.

To be counted, a vehicle must:

- Provide audible and visible information on any local bus service route it operates;
- Provide BOTH audible information (such as recorded announcements or manual announcements made through a microphone) AND visible information (such as through a visual display screen);
- Provide information which is both audible and visible to passengers on each deck of the vehicle; and
- Provide information identifying upcoming stops.

Vehicles should not be counted if:

- Information is provided through only one sensory channel (ie: through audible announcements OR visible screens only);
- Information is only available on one deck of a double deck vehicle;
- Facilities to provide audible and visible information are installed physically but as of the above date were not used to provide the next stop information to passengers.

Q2hii – Audible and visible route and next stop information helps passengers to identify the route they are travelling on and know when to alight a bus service.

To be counted, a vehicle must:

- Provide audible and visible information on any local bus service route it operates;
- Provide BOTH audible information (such as recorded announcements or manual announcements made through a microphone) AND visible information (such as through a visual display screen);
- Provide information which is both audible and visible to passengers on each deck of the vehicle; and
- Provide information identifying: the route and direction, upcoming stop, and points at which a vehicle begins or ends a diversion.

Vehicles should not be counted if:

- Information is provided through only one sensory channel (ie: through audible announcements OR visible screens only);
- Information is only available on one deck of a double deck vehicle;
- Information is provided only about selected routes or stops;
- Facilities to provide audible and visible information are installed physically but as of the above date were not used to provide the information indicated.

Q3 – This question relates only to buses. Please ensure the total in Q1a is the sum of Q3a to Q3g

Q4 - Please enter the number of staff employed in PSV work only by your organisation. You should include working proprietors and all staff directly connected to PSV-related work; but exclude contract staff for any work contracted out. If the staff member has more than one PSV job only count the main one. For part time PSV staff, count them as the proportion of a full-time person. If work is contracted out, do not count the contractor's staff. Exclude staff not connected with PSV work, e.g. hotel staff or holiday sales staff.

Q6b - Only include journeys here if you received full or partial reimbursement from Local Authorities.

Q6c – This does not include children less than 5 years of age.

Q7 – The totals of the columns in this question should equal the totals in the relevant parts of Q6.

Q8 – Only count 'live' kilometres. 'Live' kilometres exclude any dead running between the depot and the start and end of routes. Please use the conversion 1 mile = 1.609344 km

Q8a – These are services for TfL on local bus tendered routes, or on coach commuter services, which set down at points in London, operated with a London Service Permit.

Q8c - These are usually local services following competitive tendering. Please do not include services run under contract to bodies other than local authorities or PTEs.

Q9 – The totals of the columns in this question should equal the totals in the relevant parts of Q8.

Q10a Only include fares received from those young people where you received partial reimbursement *from Local Authorities*, excluding school contracts. Please include both on and off bus fares (e.g. season tickets). Please do NOT include any payments received from local authorities for concessionary fare reimbursement or contract payments.

Q10b This will include those paying full fare, season and multi-journey tickets, **and** concessions offered by you purely as a commercial incentive and other similar concessionary passes **not** reimbursed by Local Authorities, e.g. those issued to staff, unemployed, your own discounts offered for children etc.

Q11 – The totals of the columns in this question should equal the relevant parts of Q10.

Q12a – Include traffic operations, drivers wages, fuel costs before BSOG rebate, maintenance and running costs.

Q12b – Other non-local services e.g. for coach and private hire work.

Q12c – Management, welfare and non-operational costs.

Q12d – Historic depreciation of owned or leased assets. Exclude the cost of interest on loans.

LIST OF LOCAL AUTHORITIES USED IN 2017-18 PSV OPERATORS SURVEY

East Midlands

Derby
Derbyshire (exc Derby)
Leicester
Leicestershire (exc Leicester & Rutland)
Lincolnshire
Northamptonshire
Nottingham
Nottinghamshire (exc Nottingham)
Rutland

East of England

Bedford
Cambridgeshire (exc Peterborough)
Central Bedfordshire
Essex (exc Southend & Thurrock)
Hertfordshire
Luton
Norfolk
Peterborough
Southend
Suffolk
Thurrock

London & South East

Bracknell Forest
Brighton & Hove

Buckinghamshire (exc Milton Keynes)
East Sussex (exc Brighton & Hove)
Greater London
Hampshire (exc Portsmouth & Southampton)
Isle of Wight
Kent (exc Medway Towns)
Medway Towns
Milton Keynes
Oxfordshire
Portsmouth
Reading
Slough
Southampton
Surrey
West Berkshire
West Sussex
Windsor & Maidenhead
Wokingham

North East

Darlington
Durham (exc Darlington)
Hartlepool
Middlesbrough
Northumberland
Redcar & Cleveland
Stockton
Tyne and Wear (PTE)

North West

Blackburn with Darwen
Blackpool
Cheshire East
Cheshire West and Chester
Cumbria
Greater Manchester (PTE)
Halton
Lancashire (exc Blackburn & Blackpool)
Merseyside (PTE)
Warrington

South West

Bath & NE Somerset
Bournemouth
Bristol
Cornwall inc. Scilly Isles
Devon (exc Plymouth & Torbay)
Dorset (exc Poole & Bournemouth)
Gloucestershire
North Somerset
Plymouth
Poole
Somerset
South Gloucestershire
Swindon
Torbay
Wiltshire (exc Swindon)

West Midlands

Herefordshire
Shropshire (exc Telford &
The Wrekin)
Staffordshire (exc Stoke-on-
Trent)
Stoke-on-Trent
Telford and the Wrekin
Warwickshire
West Midlands (PTE)
Worcestershire

Scotland

Aberdeen Aberdeenshire
Angus
Argyll & Bute
Clackmannanshire
Dumfries
Dundee
East Ayrshire
East Dunbartonshire
East Lothian
East Renfrewshire
Edinburgh
Eilean Siar
Falkirk
Fife
Glasgow
Highland
Inverclyde
Midlothian
Moray
North Ayrshire
North Lanarkshire
Orkney
Perth & Kinross
Renfrewshire
Scottish Borders
Shetland
South Ayrshire
South Lanarkshire
Stirling
West Dunbartonshire
West Lothian

Yorkshire and the Humber

East Riding of Yorkshire
Kingston upon Hull
North East Lincolnshire
North Lincolnshire
North Yorkshire (exc York)
South Yorkshire (PTE)
West Yorkshire (PTE)
York

Wales

*No LA breakdown, please
provide total for all Wales*