**Application for a Service Permit** to operate a local bus service in Greater Manchester

*Please note this is a draft, subject to potential changes, based on feedback from the consultation. Permit applications, changes, renewals, and cancellations are also likely to be administered online.*

***This is for information purposes only. Please do not complete this draft form.***

1. **Applicants Details**

|  |  |
| --- | --- |
| PCV Operators Licence Number or Community Bus Permit Number |  |
| Name which appears on your Operators Licence or Community Bus Permit |  |
| Trading Name (if different from above) |  |
| Address for Postal Correspondence |  |
|  |  |
| Town |  |
| City/County |  |
| Post Code |  |
| Main Contact Name |  |
| Job Title |  |
| Email Address |  |
| Direct Telephone Number (for TfGM use) |  |
| Company Emergency / Out of Hours Contact Details (for TfGM use) |  |

1. **Permit Application Details**

|  |  |  |  |
| --- | --- | --- | --- |
| a) | Is this an existing Permit Service operated by your company? (Yes/No) | |  |
| b) | If YES, what is its Permit Number |  | |
| c) | Are you applying to cancel this Service Permit? (Yes/No)   * *If YES, please proceed to Section 4.* | |  |

1. **Service Details**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| a) | Proposed Service Number (if applicable) | |  | |
| b) | Proposed Brand Name (if applicable) | |  | |
| c) | Start Point (place/road name(s)/stand) | |  | |
| d) | Destination (place/road name(s)/stand) | |  | |
| e) | Days of Operation | |  | |
| f) | Will the service operate on public holidays, except Christmas Day and New Year’s Day? (Yes/No) *Please state any exceptions.* | |  | |
| g) | | Will the service be advertised as being available to the public? (Yes/No) | |  |
| h) | | Are cash fares to be charged on the vehicle? (Yes/No) | |  |
| i) | | Will passengers be charged the same fare, irrespective of distance travelled? (Y/N) | |  |
| j) | | Will the Service be subsidised by a school/college, local authority or third party? (Yes/No)   * *If NO, please proceed to Section 4.*   If YES, please give the names of the organisation(s) involved below: | | |
|  | | |
| k) | | When will these contract(s)/arrangements expire? (Date) | |  |
| l) | | Will the revenue from the Service belong to the organisation(s) above? (Yes/No) | |  |

1. **Proposed Effective Time**

|  |  |  |  |
| --- | --- | --- | --- |
| a) | Proposed Effective Date (dd/mm/yy) |  | |
| b) | If the Proposed Effective or End Date is less than 98 days (14 weeks), please indicate with an ‘X’ which of the following reasons apply: | | |
| 1. To change the timetable for all or part of the week which includes 24 and 25 December, Good Friday, or any public holiday | |  |
| 1. The new service/change will replace a substantially similar service that has stopped or intends to stop operating. | |  |
| 1. The service to be changed or cancelled is either not available to the public or is not generally used by them (e.g., a works or school service). | |  |
| 1. The police, or a traffic authority have asked me to change/cancel this service on road safety grounds, or due to a Road Traffic Regulation Order. | |  |
| 1. The new service/change will apply for a period of no more than 21 days and will cater for the additional demands of a special occasion or event. | |  |
| 1. The service is required to meet an urgent and exceptional public passenger transport requirement. | |  |
| 1. The service timetable will be changed: in timings no more than 10 minutes earlier or later than registered; or to match the service with an altered connecting rail, ferry or air service. | |  |
| 1. The change or suspension will last for a period of 14 days or less which is a local public holiday or a holiday widely observed in the area. | |  |
| 1. The need to start/change/cancel a service could not have reasonably been foreseen at the relevant notice period. | |  |
| Please explain why: | | |

***Please note that Transport for Greater Manchester (TfGM) reserves the right to refuse to allow a Service Permit to be approved at short notice even if it is claimed that one of the above cases is satisfied.***

1. **Vehicle Details** *- for new and variations to existing Service Permits only*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Please indicate with an ‘X’ below the type(s) of vehicles that will typically be used to operate the Permit Service, and provide details of their length, capacity, and fuel/emission standards. | | | | | | | | |
| **Single deck** | |  | **Double deck** |  | **Bus** |  | **Coach** |  |
| **Min Length**  **(Metres)** | |  | **Max Length**  **(Metres)** |  | **Min Age (Years)** |  | **Max Age**  **(Years)** |  |
| **Minimum Passenger Seats** | |  | **Maximum Passenger Seats** |  | **Minimum**  **Capacity** |  | **Maximum Capacity** |  |
| **Wheelchair Spaces** | |  | **Passenger Doors \*** |  | **Fuel Type** |  | **Euro Emission Standard\*\*** |  |
| b) | Will these vehicles be fitted with any additional facilities for passengers, such as wi-fi and on-bus stop announcements? (Yes/No) If YES, please give further details below: | | | | | | | |
|  | | | | | | | |

***\*Please note that vehicles with dual passenger doors may not be suitable for use at some bus stations and bus stands unless mitigations, such as isolation switches are fitted and can be utilised appropriately. \*\*Vehicles that do not meet, or exceed, Euro VI emission standards may need to be upgraded or replaced for TfGM to be able to grant a Service Permit.***

1. **Route & Stopping Details** *- for new and variations to existing Service Permits only*

|  |  |  |
| --- | --- | --- |
| Please give the following details: | | |
| a) | **Route Description** - if not included with the timetable submitted. | |
| Outwards from: | |
| Inwards from: | |
| b) | **Variations to this route** (except as required by road works and incidents/emergencies). | |
|  | |
| c) | **Timing and Layover Points** – if different from the timetable submitted with this application. | |
|  | |
| d) | **Reversing or Turning Manoeuvres.** | |
|  | |
| e) | **Stops to be observed if Limited Stop.** | |
|  | |
| f) | **Stops that will NOT be observed along the line of route.** | |
|  | |
| g) | **Stopping Places or Hail & Ride Locations where there are no fixed stopping places.** | |
|  | |
| h) | **Bus Station(s) Stands served, or departure points observed in Manchester City Centre.** | |
|  | |
| i) | Have departure slots been agreed with these bus station(s), including those for any City Centre stands, in accordance with the proposed timetable? (Yes/No) |  |

***Please note that the proposed service will be expected to operate in accordance with the TfGM Bus Station Licence and/or City Plan (or their equivalent). Scheduled Departures from TfGM bus stations will be subject to charges that will be invoiced by TfGM in arrears. Operators should avail themselves of the likely costs when enquiring and reserving the required departure slots. Failure to obtain the required departure slots may delay your application for a Service Permit.***

1. **Fares & Tickets** *- for new and variations to existing Service Permits only*

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| --- | --- | --- |
| Please give the following details, including current prices, where applicable: | | |
| a) | **Proposed Fare Scale(s) for the Permit Service, including any Return fares** – where a fare table has not been submitted with the application\*. | |
|  | |
| b) | **Any Operator/Other Local Authority multi-journey tickets proposed to be SOLD on the Permit Service within Greater Manchester.** | |
|  | |
| c) | **Any Operator/Other Local Authority passes, or multi-journey tickets proposed to be ACCEPTED on the Permit Service within Greater Manchester, if different to the above.** | |
|  | |
| d) | **Details of the ITSO-compliant Electronic Ticket Machines (ETM supplier/type) you will use.** | |
|  | |
| e) | Are your ETM’s contactless? (Yes/No) |  |

\****Please note any future changes to fares and ticket/pass acceptance within Greater Manchester must be notified to TfGM for approval prior to any changes being introduced.***

1. **Passenger Information** *- for new and variations to existing Service Permits only*

|  |  |  |  |
| --- | --- | --- | --- |
| a) | Will you require the Service Number(s) and departure times to be displayed on bus stops and departure stands within Greater Manchester, where possible? (Yes/No) *# - charges may apply* | |  |
| b) | Will you require TfGM to produce printed timetables and/or similar online content for the Permit Service? (Yes/No) # | |  |
| c) | If NO, will you provide your own printed timetables to TfGM? (Yes/No) | |  |
| d) | Will you provide a SIRI feed from your ETMs to enable TfGM to provide real time passenger information about the Permit Service? (Yes/No) \* | |  |
| e) | What is your company website address? |  | |
| f) | Telephone Number for passenger enquiries or comments? |  | |
| g) | Telephone Number for lost property - if different to above? |  | |
| h) | Email address(es) for passenger queries or lost property? |  | |
| i) | Twitter or Facebook details for passenger information? |  | |
| j) | Contact address for passenger enquiries or comments – if different from the main address in Section 1. |  | |

***#Charges may apply. \*Please note any additional cost for the SIRI feed provision must be borne by the operator.***

1. **Driver/Staff Information** *-* *for new and variation to existing Service Permits only*

|  |  |  |
| --- | --- | --- |
| a) | Are your staff required to wear a company uniform that easily identifies them as an employee of your company? (Yes/No) |  |
| b) | If YES, please state what that uniform consists of: | |
|  | |
| c) | Have your operational staff received training from your company in the following? | |
|  | 1. Customer Care? (Yes/No) |  |
|  | 1. Disability Awareness Training? (Yes/No) |  |
|  | 1. Equality Training? (Yes/No) |  |
| d) | Will the operating depot be able to safely contact drivers on the Permit Service in the event of an incident or unexpected change to operational requirements? (Yes/No) *If YES, please state how this would be achieved safely.* | |
|  | |

1. **Supporting Documents** *- for new and variation to existing Service Permits only*

|  |  |  |
| --- | --- | --- |
| a) | I confirm that I have or will supply the following supporting information electronically\*, where applicable, and a remittance for each new application or variation: | |
| 1. Full Working Timetable (in Excel) and/or as a TransXchange File? (Yes/No) |  |
| 1. Map of the Route detailed in Section 6 (as a PDF)? (Yes/No) |  |
| 1. Current or Proposed Faretable? (Excel or PDF) (Yes/No) |  |
| b) | The remittance fee of either £160 for each new application, including renewals of expiring permits, or £65 to make changes to an existing permitted service. (There are no charges for cancellation of a local service.) | |

\****Please note these documents must be less than 4MB in size. Documents returned in formats others than the ones requested above may delay the processing of your application.***

**If applicants are unclear about any aspect of the requirements, they are advised to read the Guidance notes or contact TfGM’s Bus Services team before applying for a Service Permit.**

**Declaration**

|  |  |
| --- | --- |
| I declare that, as far as I know, the information I have given is true and correct.  I confirm that I have read and understood the Service Permit guidance document. | |
| Name |  |
| Job Title |  |
| Date |  |

**Please submit this application and any supporting documentation to: registrations@tfgm.com**

**Data Protection Statement**

We process personal data in compliance with the Data Protection Act 1998. Our core data protection obligations and commitments are set out in the organisation’s primary privacy notice available at: <https://tfgm.com/privacy-policy>