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

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) |  | |

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) | Start Point (place/road name(s)/stand) |  | | | |
| c) | Destination (place/road name(s)/stand) |  | | | |
| d) | Days of Operation |  | | | |
| e) | Will the service operate on public holidays, except Christmas Day and New Year’s Day? (Yes/No) *Please state any exceptions.* | | |  | |
| f) | Will the service be advertised as being available to the public? (Yes/No) | | | |  |
| g) | Are cash fares to be charged on the vehicle? (Yes/No) | | | |  |
| h) | Will passengers be charged the same fare, irrespective of distance travelled? (Y/N) | | | |  |
| i) | 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: | | | | |
|  | | | | |
| j) | When will these contract(s)/arrangements expire? (Date) | |  | | |
| k) | Will any of the revenue from the Service belong to the organisation(s) above? (Yes/No/Some) | | | |  |
| l) | To assist with the review of this application against the statutory test, please set out any further justification for this Service Permit being granted, including the benefits it will provide to passengers in the franchise scheme area **(Optional).** | | | | |
|  | | | | |

1. **Proposed Effective Date**

|  |  |  |  |
| --- | --- | --- | --- |
| a) | Proposed Effective Date (dd/mm/yy) |  | |
| b) | Proposed End Date if temporary change (dd/mm/yy) |  | |
| c) | If the Proposed Effective or End Date is less than 98 days (14 weeks), please indicate with an ‘X’ which of the following reasons for Reduced Notice 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 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 Reduced 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*

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Please indicate with an ‘X’ below the type(s) of vehicle(s) that will **typically** be used to operate the Permit Service: | | | | | | | | |
| **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 the above will not preclude the limited use of other vehicles to maintain passenger service in the event of a mechanical failure.***

***\*Vehicles with dual passenger doors may not be suitable for use at some bus stations and bus stands. \*\*Vehicles that do not meet 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*

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| --- | --- | --- |
| 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 you agreed the departure slots with the TfGM bus station(s), including those for any City Centre stands, in accordance with the proposed timetable? (Yes/No) |  |

***Please note that any Permit Service serving a TfGM bus station and/or Manchester City Centre must operate in accordance with the TfGM Bus Station Site Access and/or City Plan (or their equivalent). Scheduled Departures from TfGM bus stations will be subject to charges invoiced by TfGM in arrears. Operators should avail themselves of the 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 is not being 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) |  |

\****Any changes to fares and ticket/pass acceptance within Greater Manchester must be notified to TfGM prior to any changes being introduced and any fare increases limited to one per year.***

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, or access to your ABODS data feed, 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/ABODs feed provision must be borne by the operator.***

1. **Other Information** *-* *for new and variation to existing Service Permits only*

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| --- | --- | --- |
| 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.* | |
|  | |
| e) | Please provide details below if your company has an Emergency/Out of Hours Contact that TfGM could use regarding the operation of the Permit Service | |
|  |  | |

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

|  |  |  |
| --- | --- | --- |
| a) | I confirm that I have/will supply the following information electronically, where applicable, with my application: | |
| 1. Timetable, showing all proposed journeys (Yes/No) |  |
| 1. Map of the Route detailed in Section 6 (Yes/No) |  |
| 1. Current or Proposed Faretable (Yes/No) |  |
| 1. Health & Safety Policy (PDF) *– first time applicants only* (Yes/No/ N/A) |  |
| 1. Employers (Compulsory) Liability and Public Liability Insurance certificates (PDF) *– first time applicants only* (Yes/No/ N/A) |  |
| 1. Drugs & Alcohol Policy (PDF) *– first time applicants only* (Yes/No/ N/A) |  |

\****Please note the documents combined must be less than 35MB in size. A failure to include all of the relevant documents requested above may delay the processing of your application.***

**If you are unclear about any of the requirements, please visit** [www.tfgm.com/service-permits](http://www.tfgm.com/service-permits) **or email** [**service.permits@tfgm.com**](mailto:service.permits@tfgm.com) **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 understand that:   * TfGM may require changes or attach Conditions to the proposals that we will be expected to comply with for the Service Permit to be granted or continue. * A failure to comply with the outcome or Conditions of a Service Permit application, or operate the Permit Service as agreed, may result in the revocation of the Service Permit and the matter being reported to the Office of The North West Traffic Commissioner.   I also confirm approval for TfGM to invoice the company for the appropriate remittance fee, where applicable, and that the amount shall be paid on demand. | |
| Name |  |
| Job Title |  |
| Date |  |

**Please email the application and supporting documents to:** [**service.permits@tfgm.com**](mailto:service.permits@tfgm.com)

**Note: On receipt of the application form, TfGM will issue an invoice for the associated application fee.**

**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>