



## PASSENGER TRANSPORT GOVERNING POLICY

### Issuing Authority

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This policy is issued by the Committee for the Issuing Authority & Infrastructure in accordance with the Public Transport (Guernsey) Law, 1984 and the Public Transport Ordinance, 1986 (as amended).

### 1. Introduction

The Issuing Authority is mandated to be responsible for:

*Transport policy to enable the safe and efficient movement of people and goods around the Island including traffic management, road safety **and the regulation of public transport.***

The legislation relevant to this statement includes The Public Transport (Guernsey) Law 1984; The Public Transport Ordinance (1986), as amended; and The Road Traffic (Permits to Drive Public Service Vehicles) Ordinance (1986) as amended.

The Public Transport (Guernsey) Law 1984 sets out at section 2 the general duty of the Issuing Authority. That duty includes:

*To be responsible for ensuring that, so far as is reasonably practical, there are at all times available in this island, sufficient, efficient and safe systems of public transport to meet the requirements for the time being of the public.*

In discharging this duty it is clearly apparent that the Issuing Authority must, in considering applications made under the legislation, give due consideration to the three listed factors namely **efficient, sufficient and safe** systems. The Issuing Authority is, therefore, under a legitimate requirement to concentrate on these factors when applying the provisions of the ordinances, as set out below, to its determination of applications (along with any supporting information) made under the legislation.

**This document sets out the policies that will be considered in applying the terms of this legislation and when determining applications to operate Public Service Vehicles and or Public Service Road Services.**

This policy should be read alongside the Issuing Authority's Taxi and Private Hire Service Licences Policy Statement.

## **1.1 Definitions**

### **1.1.1 Public Vehicle**

- (a) A hired motor vehicle or
- (b) A motor vehicle which is used for the carriage of passengers for hire or reward and which is offered for use either by standing or plying for hire or which is so offered in any other way whatsoever.

### **1.1.2 Public Service Vehicle**

Means a public vehicle other than a hired motor vehicle.

### **1.1.3 Road Service**

Any service for the carriage of passengers or passengers and baggage for hire or reward in a motor vehicle.

## **2. Key Legislative Provisions - The Public Transport Ordinance, 1986, (as amended)**

The following is a précis of the legislation relating to the licensing of vehicles and services under the above legislation. It is intended only as a guide to those sections of the legislation specifically referred to and is presented for ease of reference between the Law and the supporting policies set out in this Governing Policy. Any person seeking a Public Service licence is recommended to examine a full copy of the legislation.

### **2.1 *Provisions relating to Public Service Vehicle Licences***

#### **2.1.1 Section 4**

Makes it an offence to use a vehicle as a Public Service Vehicle on a public highway without a Public Service Vehicle licence.

#### **2.1.2 Section 6**

Requires that an application for a Public Service Vehicle licence is made in the form and containing the information required by the Issuing Authority.

#### **2.1.3 Section 7**

Enables the Issuing Authority to grant a Public Service Vehicle licence or grant a licence with conditions or refuse to grant a licence.

#### **2.1.4 Section 9**

Defines the categories of Public Service Vehicles as:

- Public Service Omnibus vehicles
- Taxis
- Private Hire Omnibus vehicles
- Private Hire motor vehicles

2.1.5 Section 10

Lists the conditions that the Issuing Authority will take into consideration when determining an application for a Public Service Vehicle licence as:

- Whether the vehicle is licensed under the “Loi relative aux Automobiles 1926” This refers to the registration of vehicles in accordance with construction and use class provisions;
- Whether the vehicle is owned by the person applying for the licence;
- Whether the vehicle is right hand drive (However, the Issuing Authority can exercise discretion in this respect);
- Whether it is of a type approved by the Issuing Authority as being suitable for the operation of the Road Service Licence category being applied for;
- Whether a Road Service Licence, for which it is intended the vehicle will be used, has been granted.

2.1.6 Section 10 - Subsections 1 and 2

Enables the Issuing Authority to issue a Public Service Vehicle licence, including the issuing of a licence when the vehicle in question is not owned by the applicant, to provide cover for a vehicle undergoing repair and in order to ensure the ongoing provision of the Public Service Road service. Such licences are limited in duration to a maximum 60 days and during their existence the licence in respect of the vehicle undergoing repair is suspended.

2.1.7 Section 11

Limits the period of validity of a Public Service Vehicle Licence to 31 December following the grant of the licence.

2.1.8 Section 12

Refers to the fees to be paid in respect of a licence issued. The fee level is altered by amendments to the ordinance.

2.1.9 Section 13

Provides for a Public Service Vehicle licence to be renewed on an annual basis by the payment of the prescribed annual fee on or before 31 December. The provisions of sections 6, 7 and 10 above apply to applications for renewal in the same way as they do to original applications.

2.1.10 Section 14

Provides for a Public Service Vehicle licence to cease to be valid if the licence holder no longer owns the vehicle or is no longer the holder of the Road Service Licence related to that vehicle.

2.1.11 Section 15

Addresses the issuing of a vehicle licence plate by the Issuing Authority to the Public Service Vehicle licence holder and requires the licence holder to display that plate. The section also deals with the surrender of the plate in the event of the licence no longer being valid.

2.1.12 Section 16

Provides the power for the Issuing Authority to revoke, suspend or vary a Public Service Vehicle licence including varying the conditions attached to the licence and requires the Issuing Authority to revoke a licence if in its opinion the terms and conditions of the licence are not being complied with or the owner of the vehicle for which the licence was granted is not, by reason of his conduct, a fit and proper person to hold such a licence.

2.1.13 Section 17

Requires the licence to include a statement setting the maximum number of passengers that can be carried by the motor vehicle.

2.1.14 Section 18

Enables the Issuing Authority to serve a notice requesting the production of accounts, balance sheets receipts or such other documentation as specified in the notice.

2.1.15 Section 26

Enables the Issuing Authority to limit the number of Public Service Vehicle Licences either generally or in respect of each category of Public Service Vehicle, and enables the Issuing Authority to limit the number of such licences that are issued to an applicant.

**2.2 *Provisions relating to Public Service Road Service Licences***

2.2.1 Section 5

Makes it an offence to operate or attempt to operate a road service without a licence and specifically makes it an offence to operate:

- A Public Omnibus service without a Public Omnibus service licence;
- A Public Excursion service without a Public Excursion service licence;

- A Private Hire Omnibus service without a Private Hire Omnibus service licence;
- A Private Hire Motor car service without a Private Hire Motor car service licence;
- A Taxi service without a Taxi service licence.

#### 2.2.2 Section 19

Requires that an application for a Public Service Road Service licence is made in the form and containing the information required by the Issuing Authority.

#### 2.2.3 Section 20

Enables the Issuing Authority to grant a Public Service Road Service licence or grant a licence with conditions or refuse to grant a licence.

#### 2.2.4 Section 21

Lists the conditions that the Issuing Authority will take into consideration when determining an application for a Public Service Road Service licence as:

- whether the requirements of the public are sufficiently met by the number of road service licences of the category being applied for which are already in force;
- whether the operation or the itinerary in respect of which the licence is being applied for is already adequately served by virtue of a road service licence of the same category;
- the suitability of the operation or the itinerary for the road service licence in respect of which the licence is being applied for;
- whether the motor vehicle or motor vehicles, as the case may be, which it is proposed to use for the operation of the road service in respect of which the licence is being applied for is or are of a type or types approved for that purpose in accordance with the provisions of section 10(1)(a)(iv) of this Ordinance.

#### 2.2.5 Section 22

Defines the categories of Public Service Road Services as:

- Public Excursion service licence;
- Public Omnibus service licence;
- Taxis service licence;
- Private Hire Omnibus service licence;
- Private Hire motor car service licence.

#### 2.2.6 Section 23

Enables the Issuing Authority to issue a temporary Road Service Licence valid for a specified period:

- To ascertain the best method of regulating road services;
- To enable a road service to be provided for under temporary circumstances;
- To enable a road service to be provided for a special occasion;
- For such other temporary reasons or purposes as the Issuing Authority may consider sufficient.

#### 2.2.7 Section 24

Provides the power for the Issuing Authority to revoke, suspend or vary a Public Service Road Service licence including varying the conditions attached to the licence and requires the Issuing Authority to revoke a licence if in its opinion the terms and conditions of the licence are not being complied with.

#### 2.2.8 Section 25

Requires the licence to include statements setting out:

- The manner in which the journeys or itinerary will be operated;
- For Public Omnibus and Public Excursion licences the maximum fare to be charged;
- For Public Omnibus licences the times of departure for the termini and intermediary points and the minimum service to be provided.

### **3. Relevant Criteria and policies taken into consideration in exercising the legislative provisions set out above**

#### **3.1 *Policies relating to Public Service Vehicle Licences***

##### **3.1.1 Policy relating to section 6**

Applications must be in writing using the Issuing Authority's standard application form for Public Service Vehicle Licence Applications and must provide the following information:

- Description of the vehicle including: age; make and model; engine size; fuel type and fuel efficiency rating; engine and chassis number; body type, including width, length and weight, number of axles and wheels; number of doors, seats and carrying capacity; details of safety provisions including seat belts, emergency exit doors, safety and hand rails; a description of the condition of the vehicle including supporting photographs;
- Name and Address of the vehicle owner including a copy of proof of title;

- Where the vehicle is owned by a company – the name and registered office of the company; the name and address of the Company Directors; details of the company structure including parent and subsidiary companies;
- The category of Public Service Vehicle licence being applied for (see section 9 above);
- Details of the Road Service Licence for which the vehicle will be used;
- The knowledge and past experience of the applicant including: experience of operating a Public Service Vehicle of the category requested in the application; previous business/company management experience; experience of working in and delivering customer focused services; details of past relevant employment; details of any relevant criminal convictions;
- Details of key individuals including operational managers, service advisors and any other person have a controlling function or interest in the service being provided.

**Where information is not provided and may reasonably be considered to be relevant to the licence application the application will be returned as invalid.**

Applicants should allow for a period of 6 weeks between lodging a complete and valid application and that application being determined by the Issuing Authority.

### 3.1.2 Policy relating to section 7

- a. In addition to the statutory considerations listed in section 10 (which includes the requirement to obtain a Road Service licence) and in order to consider “suitability” under section 10 IV and “fit and proper” under section 16 the Issuing Authority will take the following considerations into account:
- b. Guernsey roads are small and often congested and the States has a policy of reducing emissions including carbon emissions from transport. The Issuing Authority will, therefore, wish to ensure that the vehicle is suitable and sufficient but not excessive to meet the needs of the road service for which it will be used. In particular the Issuing Authority will be concerned to ensure that the size of the vehicle including the engine size and fuel efficiency is commensurate with the expected normal carrying capacity. The Issuing Authority will also take into consideration, in determining the suitability of Public Omnibus Service Vehicles, the standards set out in schedule 1 to this Governing Policy document.
- c. Guernsey wishes to protect its reputation as a quality financial services centre and tourist destination. The Issuing Authority will, therefore, wish to ensure that the vehicle is suitable and sufficient to meet the needs of the clients of the road service for which it will be used. In particular the Issuing Authority will be concerned to ensure that the internal and external condition of the vehicle including cleanliness and maintenance is commensurate with the type of service offered.

The holding of a Public Service Vehicle Licence signals the Issuing Authority's "seal of approval" which can be removed if the terms and conditions of the licence are breached and/or the owner of the vehicle (section 16) is considered not to be fit and proper. The Issuing Authority will, therefore, wish to ensure that the owner of the vehicle (the licence holder) is fit and proper before granting a licence. In particular the Issuing Authority will consider the competence, probity, experience and track record of the applicant to operate (n.b. operate must be read in its widest context and is not limited to "drive") the Public Service Vehicle or the Road Service applied for and will have regard to the applicant's ability to demonstrate their competence to deliver a professional, reliable and consistent customer focused service.

### 3.1.3. Policy relating to section 10 - Subsections 1 and 2

The Issuing Authority recognises that, from time to time, a Public Service Vehicle, due to repair and maintenance requirements, will not be available to service the relevant Road Service Licence. The Issuing Authority grants Road Service Licences (and the associated Public Service Vehicle Licence) only when it is satisfied that the service meets a legitimate need that is not already being met. As such the Issuing Authority will give a high degree of importance to enabling the uninterrupted delivery of safe, sufficient and efficient services. The Issuing Authority will generally support the issue of temporary Public Service Vehicle licences to meet this need subject to the following considerations:

- That the need to remove the licensed Public Service Vehicle from service was as a result of unavoidable and/or unforeseeable damage / circumstances, or
- That the need to remove the licensed Public Service Vehicle from service was as a result a planned maintenance programme that could not reasonably be accommodated without the use of a vehicle operating under a temporary licence or without unacceptable disruption to the service provided;
- That the number and frequency of occasions on which the Licensed Public Service vehicle is removed for service is such as to bring into question the suitability of that vehicle to provide the Road Service for which it is licensed;
- That the vehicle for which a temporary licence is required is suitable and meets the reasonable expectations of the conditions set out in Policy 7;
- That the temporary licence will be in issue for no more than 60 days and will not be renewed.



### 3.1.3. Policy relating to section 13

The approach of the legislation is that an application must be made for a Public Service vehicle Licence. That application must be made as set out in policy 6 above and will be determined as set out in the section relating to policy 7 above. Any licence granted will only be valid until 31 December of the year in which the licence is granted. After that date a new application would be required and that new application would again be submitted and determined in accordance with policies relating to sections 6 and 7. However, the legislation also provides for the renewal of a licence. On payment of the required fee before the 31 December and provided the licence conditions have been met the licence can be renewed for a further year. Such renewal of a licence is, under the legislation, subject to the same conditions and considerations as an original application and the same information must be submitted in respect of an application for renewal. However, in order to facilitate the delivery of uninterrupted services the Issuing Authority has adopted a general policy such that provided the requisite fee has been paid, the licence conditions have been complied with, the application information has been provided and there has been no material change to the vehicle of the Public Road Service provided, the Issuing Authority will renew the Public Service Vehicle Licence.

Applicants should allow for a period of 5 working days between lodging a complete and valid application for renewal and that application being determined by the Issuing Authority.

**Failure to renew a licence in accordance with this policy will result in that licence being made available for issue to any applicant in accordance with the provisions of the legislation and the policies set out in this document.**

### 3.1.5 Policy relating to section 15

Upon granting a Public Service Vehicle Licence the Issuing Authority will issue a plate identifying the vehicle as a Public Service Motor vehicle. The Issuing Authority's policy in respect of such plates is that they are not intended to be transferable between vehicles on a routine basis and they must be fixed in a semi permanent fashion in a clearly visible position on the vehicle. The plate remains the property of the Issuing Authority and is only issued after full payment of the required deposit.

### 3.1.6 Policy relating to section 16

The Issuing Authority recognises that technical licence condition infractions can and will occur from time to time despite the best endeavours of the licence holder. In such cases the Issuing Authority would not seek to revoke a licence. However, if in the opinion of the Issuing Authority the infractions are or were reasonably avoidable through the application of competent management and if the infractions are considered to be significant either in terms of their number, frequency, repetitive nature or severity, then the Issuing Authority will, unless it can be convinced that the licence holder has taken real and practical actions to avoid the repetition or continuing breach of licence conditions, revoke the licence.

In determining whether a person is “fit and proper” to hold or continue to hold Public Service Vehicle licences the Issuing Authority will take into consideration:

- Any relevant convictions, cautions or warnings including cases pending;
- The number, degree and severity of complaints received;
- The number and frequency of licence revocations;
- The number and nature of any notices (whether formal or informal) served on the licence holder under any relevant statute including but not limited to legislation dealing with Health and Safety, Trading Standards, Consumer Protection and Road Traffic and Transport;
- The health of the applicant specifically in respect of their ability to provide the service obligations associated with a grant of the type of licence applied for.  
And
- The actual or perceived impact that the operation has, or will have if it continues, on the reputation of the Island.

A licence revoked in accordance with this policy will be made available for issue to any applicant in accordance with the provisions of the legislation and the policies set out in this document.

### 3.1.7 Policy relating to section 26

In determining whether to limit the number of Public Service Vehicle Licences either generally or in respect of each category, the Issuing Authority will primarily be concerned with the demonstration of market need. The Issuing Authority will operate a presumption against granting licences for services which the Issuing Authority believes can be adequately delivered by the existing white plate taxi fleet or by the existing scheduled services bus fleet.

It is, therefore, for the applicant to clearly specify the nature of the market for which the licence is requested and to demonstrate that the identified market need is not already being met. This will, in most cases, require the applicant to consider in detail the type of service that is to be provided. The Issuing Authority will, in general, condition any licence granted such that the application of that licence is specific to the market need identified at the application stage.

The Issuing Authority will consider applications for private hire services in respect of truly specialist vehicles and/or specialist services provided the applicant can demonstrate market need.

The Issuing Authority is of the view that it is necessary to regulate the number of licences held by an individual/company in order to ensure effective competition and innovation whilst securing the economic viability and hence the reliability, sustainability and availability of essential services. This approach supports the fundamental requirement to ensure the provision of safe, efficient and sufficient public transport services. The Issuing Authority will, therefore, limit the number of licences held by an individual/company as follows:

- Taxis - 25 taxi service licences per company issued in this category (no more than 50 taxi service licences to be held by all taxi companies, remainder to be held by owner operators);
- Private Hire motor vehicles – no specified limit.

### **3.2 Policies relating to Road Service Licences**

#### **3.2.1 Policy relating to section 19**

A standard form is available from the Issuing Authority for applications.

The form must be completed to provide the following information:

1. Name and Address of the applicant and details of key individuals including operational managers, service advisors and any other person having a controlling function or interest in the service being provided.
2. Where the applicant is a company – the name and registered office of the company; the name and address of the Company Directors; details of the company structure including parent and subsidiary companies.
3. The category of licence being applied for (see section 2.2.1 above).
4. Description of the vehicle(s) proposed to be used to deliver the Road Service including: age; make and model; engine size; fuel type and fuel efficiency rating; engine and chassis number; body type, including width, length and weight, number of axles and wheels; number of doors, seats and carrying capacity; details of safety provisions including seat belts, emergency exit doors, safety and hand rails; a description of the condition of the vehicle including supporting photographs.

5. The knowledge and past experience of the applicant including: experience of operating a Road Service of the category requested in the application; previous business/company management experience; experience of working in and delivering customer focused services; details of past relevant employment; details of any relevant criminal convictions.
6. A clear description of the area of the market and the “service standards” to be offered for which the Road Service Licence is being applied for. As this will assist the Issuing Authority to consider the need for the service in accordance with the statutory considerations in section 21 of the Law, the applicant is urged to provide as much detail as possible as to the specific nature of the service to be provided. As an example, a uniformed chauffeur driven service using prestige vehicles with a high degree of customer service meets a different market need to a more standard executive vehicle service. The applicant should exercise care in listing these “service standards” as the Issuing Authority will make them conditions of the licence.

**Where information is not provided and may reasonably be considered to be relevant to the licence application the application will be returned as invalid.**

Applicants should allow for a period of 6 weeks between lodging a complete and valid application and that application being determined by the Issuing Authority.

### 3.2.2 Policy relating to section 20

In addition to the statutory considerations listed in section 21 and in order to consider “suitability” under section 21 (c) the Issuing Authority will take the following considerations into account.

Guernsey wishes to protect its reputation as a quality financial services centre and tourist destination. The Issuing Authority will, therefore, wish to ensure that the nature and quality of the operation, the schedules, itinerary, facilities and services offered are suitable and sufficient to meet the needs of the clients of the category of Road Service proposed.

The holding of a Public Service Road Service Licence signals the Issuing Authority’s “seal of approval” which can be removed if the terms and conditions of the licence are breached and/or the owner of the vehicle (section 16) is considered not to be fit and proper. The Issuing Authority will, therefore, wish to ensure that the provider of the Road Service, being the owner of the vehicle (the licence holder), is fit and proper before granting a licence. In particular the Issuing Authority will consider the competence, experience and track record of the applicant to operate the Road Service Licence applied for and will have regard to the applicant’s ability to demonstrate his / her competence to deliver a professional, reliable and consistent customer focused service.

The Issuing Authority will take into consideration:

- Any relevant convictions, cautions or warnings including cases pending;

- The number, degree and severity of all complaints received;
- The number and frequency of licence revocations;
- The number and nature of any notices (whether formal or informal) served on the licence holder under any relevant statute including but not limited to legislation dealing with Health and Safety, Trading Standards, Consumer Protection and Road Traffic and Transport;
- The health of the applicant specifically in respect of their ability to provide the service obligations associated with a grant of the type of licence applied for.  
And
- The actual or perceived impact that the operation has, or will have if it continues, on the reputation of the Island.

### 3.2.3 Policy relating to section 23

The Issuing Authority grants Road Service Licences (and the associated Public Service Vehicle Licence) only when it is satisfied that the service meets a legitimate need that is not already being met. Although market research and company and individual representations may be used to support the case for the granting of a Road Service Licence they are not, of themselves, proof of need. Subject to the limit on the maximum number of licences that will be issued as set out in the policy relating to section 26 above, the Issuing Authority will generally support the issue of a temporary Road Service Licence if, in its opinion, there is doubt over whether the public need is being met and it is of the opinion that the granting of a temporary Road Service Licence would enable the need to be demonstrated.

The issue of such temporary Road Service licences will normally contain conditions requiring the holder to undertake careful and accurate monitoring of the operation and carryings in order to assist the Issuing Authority in determining whether or not sufficient need exists to warrant the issuing of a Road Service Licence under section 20.

### 3.2.4 Policy relating to section 24

The Issuing Authority recognises that technical licence condition infractions can and will occur from time to time despite the best endeavours of the licence holder. In such cases the Issuing Authority would not seek to revoke a licence. However, if in the opinion of the Issuing Authority the infractions are or were reasonably avoidable through the application of competent management and if the infractions are considered to be significant either in terms of their number, frequency, repetitive nature or severity, then the Issuing Authority will, unless it can be convinced that the licence holder has taken real and practical actions to avoid the repetition or continuing breach of licence conditions, revoke the licence.

In respect of Private Hire Road Service Licences the Issuing Authority will also pay particular regard to the number and nature of complaints, particularly where those complaints indicate that the service being provided does not or no longer meets the needs of the client in accordance with the statements, case and undertakings given at the time of the licence application.

In respect of Public Omnibus Road Service Licences the Issuing Authority will also pay particular regard to the reliability of the service and compliance with the agreed schedules and itinerary and the standards set out in schedule 1 to this Governing Policy Document.

The Issuing Authority would expect a competent well managed Public Omnibus Road Service that is meeting the requirements of the public to meet the following service standards:

1. Annually no more than 5% of services would commence the route more than 1 minute before or terminate more than 5 minutes after the scheduled times.
2. Annually no more than 1% of services would be cancelled.
3. Customer complaints will receive a written response within 15 normal working days.
4. Annually no more than 1% of services should break down on route or be diverted from the scheduled route due to mechanical or operational reasons other than for road work diversions.

## **Appendix 1 – Scheduled Bus Services Guernsey**

### **The Operator**

The Operator shall be a company registered in Guernsey with limited liability.

It shall be a reputable organisation with a good track record in the business of bus or public transport operations. It shall be sufficiently capitalised for purpose and shall function within the constraints of prudence and good financial management.

It shall own, lease or have free access to suitable premises for:

1. The mechanical maintenance of buses;
2. The cleaning and general maintenance of buses;
3. The fuelling of buses;
4. The storage of sufficient spare parts and accessories required for the upkeep and maintenance of a fleet of buses suited to the purpose of sustaining scheduled services in Guernsey;
5. The retention of an administrative staff and necessary equipment for the purpose of sustaining scheduled bus services in Guernsey.

The Operator will maintain sufficient spare bus capacity to ensure a continuous service delivery.

The Operator will maintain a sufficient number of back up drivers to ensure a continuous service delivery.

The Operator will arrange for sufficient cover of on-call mechanics and supplies of spares, tools and facilities to service vehicles and attend to breakdowns so as to ensure continuity of service.

The Issuing Authority will require that any Operator complies with accepted good practice in all matters of staff recruitment, training and general management.

All drivers, conductors, inspectors, complaint handlers and customer services staff will be trained in the delivery of customer services.

Drivers and conductors will be trained in basic first aid.

Staff engaged upon work directly concerned with or ancillary to the operation of the scheduled bus service will:

1. Be appropriately qualified for the role they undertake;
2. Receive appropriate training and support for fulfilling their role.

The Issuing Authority reserves the right to request appropriate criminal records checks on any members of staff engaged upon the delivery of the scheduled bus services.

### The Vehicles

The Vehicles used for the purpose of delivering the Public Omnibus service, will conform to the following specifications:

*\* Items marked (M) are mandatory requirements. Others are desirable.*

#### *Dimensions*

No more than 2.36 metres wide and 9.75m long. (M)

#### *Seating Capacity*

Minimum of 34 seated and 18 standing.

#### *General Requirements*

Short wheel base - no more than 4.4m. (M)

Turning circle (kerb) - no more than 14.58m.

Full power steering. (M)

Disc brakes (all around). (M)

#### *Power Unit*

At least Euro 3 compliant. (M)  
Electric retarder.  
CRT trap (or equivalent) (M)

#### *Access and Egress*

Low floor with kneeling air suspension and a wheelchair ramp. (M)

#### *Passengers' Needs*

Climate control or air conditioning in the saloon

Ventilation

Saloon lighting

Luggage area

Front electronic destination boards

Designated wheelchair space (M)

As far as practicable, the vehicles should comply with the United Kingdom's Public Service Vehicles Accessibility Regulations, 2000, as well as current recommendations from the Disabled Persons Transport Advisory Committee (DPTAC).

#### *Drivers' Needs*

Adjustable driver's seat

Climate control or air conditioning in the cab

Ventilation

Cab lighting

Roll blind sun visor

Space for ETM / cash (M)

Adequate mirrors. (M)

#### *Safety and Security*

CCTV system (M)

Emergency door buzzer (M)

Steps Illumination (M)

Stop bell pushes. (M)

Non-slip flooring

Fire & first aid equipment (M)

All internal fixtures and fitting to be well maintained, clean and fit for purpose (M)