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County Hall, Glenfield, Leicester, LE3 8RJ*

Local Bus Services

Schedule 2B - Operational Specification

1st June 2016 - 31st May 2020

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LOCAL BUS SERVICES

Schedule 2B – Operational Terms & Conditions

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DEFINITIONS USED IN THIS DOCUMENT

Throughout this entire document except where the context clearly implies otherwise, the following definitions shall apply:

'CCTV' means Closed Circuit Television

'Contract' means the contract awarded for the provision of services entered into between the Council and the Supplier(s).

'Council' means Leicestershire County Council (LCC) which commissions the Services or any officer or member acting on behalf of the Council.

'Large Vehicle' means a large vehicle of minimum 9 passenger seats.

'S Notice' means a roadworthiness prohibition that is issued as a result of a significant breakdown in the maintenance procedures agreed as part of the operator's licence.

'Supplier' means an appropriately licensed individual, company, organisation, legally existing firm or sole trader that is engaged by the Council to provide passenger transport services.

'Service' or 'Services' mean the passenger transport services delivered by the Supplier to the Council under any Contract.

'Tender' means the Supplier's Tender.

'TO' means the Transport Operations Service of Leicestershire County Council or any duly authorised officer acting on the TO's behalf.

Document Control

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These specifications which relate to the general operation of Local Bus Services should be read in conjunction with Schedule 2A - terms and conditions which covers European Union and United Kingdom domestic legislative requirements. They also relate to the individual schedule of specifications (Invitation To Tender – Part A) that are issued with individual services operated by Suppliers.

Requirements of Suppliers and their staff

Operating License and Insurance

1. In particular, but without prejudice to the generality of the foregoing, it is hereby agreed and declared that it shall be the Supplier's sole responsibility:
 - a to obtain any necessary Public Service Vehicle (PSV) supplier's licence, community bus permit, vehicle excise duty (road tax); vehicle insurance and MOT test certificate (when required) and to display required licences / discs as appropriate.
 - b Control of operator discs. Contracts must be operated with a vehicle displaying a disc within the control of the contract holder (with the exception of sub-contracting authorised by the Council).
 - c to ensure that all drivers hold any necessary PSV or driving licence and any other necessary qualifications and comply at all times with any relevant regulations.
 - d to promote confidence in the professionalism associated with contracted passenger transport operation.

Drivers

2. The Council retains the right to suspend, either temporarily or permanently, named staff from working on specific or any Council passenger contracts. Please note that suspensions pending an investigation into an incident should be considered a neutral act and may be as much to protect staff as passengers.
3. Drivers are expected to demonstrate compliance with Certificate of Professional Competence regulations (a minimum of 35 hours training in a 5 year period). For more details please contact TO.
4. Drivers must comply with the appropriate guidelines for drivers, copies of which are available on request.
5. Drivers must be smartly and appropriately dressed so as to inspire confidence in passengers. This means that they should wear clothing which:
 - a is appropriate to their role
 - b is not likely to be viewed as offensive, revealing, or sexually provocative
 - c does not distract, cause embarrassment or give rise to misunderstanding
 - d is absent of any political or otherwise contentious slogans
 - e is not considered to be discriminatory and is culturally sensitive

6. All Suppliers and their staff, must comply with other LCC published guidelines and Codes of Practice as appropriate e.g. Guidelines for Drivers, Moving & Handling Manual, Carriage of Wheelchairs, Tail-lift operation.
7. Smoking and the use of e-cigarettes and similar devices is not permitted by any person on any vehicle, immediately before or during the contract operation and notices to that effect must be displayed in the vehicle. Suppliers are reminded that PSV's are considered to be public places and covered by smoking legislation. References to "smoking" shall include reference to the use of e-cigarettes and similar devices.

Training and Customer Care

8. Drivers must exercise care for their passengers, preferably with the help of customer care training. This includes communications with customers, a considerate driving style, and showing particular attention to the needs of young children and elderly, disabled and vulnerable passengers. All drivers are expected to meet a minimum training level as defined by the Council, (at time of publication defined as the "Helping Hands" course). The Council will provide the minimum level of training if required by companies without their own training resources (for which a charge may be made).

Care and Diligence

9. It is a specific condition of the payment of monies under any Contract, that the Supplier shall ensure that vehicles and employees used in the provision of Services are fully licensed under the appropriate Acts of Parliament and regulations and that all the appropriate certificates and licences are at all times in full force and effect.

Attendance at Meetings

10. The Supplier shall attend or be represented by a person approved by TO at all meetings convened by TO in connection with the Service to which they may be invited, including regular progress and/or performance review meetings, and shall advise and assist TO on all matters relating to the Service which lie within the scope of the duties the Supplier has assumed.

Whistleblowing Policy

11. The Supplier will ensure the dissemination of the Council's "Supplier Whistleblowing Policy" (a copy of which is available on request among all current and future employees and sub-contractors who have an active involvement in Contracts for the Council and any other employees as appropriate.
12. The Supplier shall assist and advise TO with regard to any matter, or item, that may be the subject of arbitration, enquiry or litigation, and, if required by TO, the Supplier shall attend and give evidence and authorise, assist and advise TO in any arbitration or before any court of inquiry held in relation to the Service.

Environment

13. The Supplier shall perform the Contract in such a way that it supports LCC's Environmental Policy and Environmental Purchasing Policy, see the following websites to view the Environmental Policy and the Environmental Purchasing Policy:

http://website/environment_policy.doc

http://website/environmental_purchasing_policy.pdf

Requirements of the Vehicle and Equipment

Vehicle Condition and Passenger Doors

14. Every vehicle used in the operation of this contract must:

- a be in a fit and serviceable condition for providing the service required.
- b have exterior paintwork, interior seats and fittings in good condition such as to promote confidence in users.
- c have effective heating, lighting and ventilation.
- d be clean internally and externally at the start of each day's operation and be cleaned out during the course of the day as necessary.
- e carry a first aid kit in accordance with current guidelines of the Health and Safety Executive, see www.hse.gov.uk.

15. All vehicles with more than 12 passenger seats and which will not carry an escort must:

- a have a powered passenger door operable by the driver from a normal seated position.
- b have any external door in the driver's direct line of sight fitted with glazed panels or mirrors fitted so as to allow the driver to see people moving in the vicinity of the door.
- c However, vehicles with 13 to 16 passenger seats may be used without an escort and need not comply with (a) and/or (b) above if the driver has been appropriately trained and has signed a statement that confirms this.

16. All vehicles with more than 16 passenger seats must not have centre doors.

17. All Large vehicles must have a front passenger door positioned so that boarding and alighting passengers walk past the driver. This enables the driver to check passes, take fares and issue tickets (if appropriate) as well as ensuring that passengers have alighted safely.

18. Large Vehicles without a front passenger door as described above should not be used, except in an emergency and not without an escort. The escort will be expected to supervise boarding and alighting and check passes as appropriate.

Audio, Visual and CCTV

19. The vehicle's audio and visual devices are not to be played on Contracts.

20. Where CCTV systems are in operation, the Supplier must comply with the relevant legislation governing the operation of overt CCTV systems, including clearly displaying CCTV notices. For CCTV systems provided by the Council, the Supplier will also adhere to the specific CCTV agreement.

21. The Council will be the 'Data Controller' for any CCTV recordings made during operation of any journey provided under contract and the Supplier shall be the Data Processor (whether the equipment is provided by the Council or not). The Supplier shall only process personal data captured on CCTV images in strict accordance with the Data Protection Act 1998 and the Council's instructions.

22. The Supplier will co-operate in the installation and use of CCTV, a vehicle tracking device, communication device or other device(s) on the vehicle(s) normally operating the contract. The Supplier will comply with the Council's separately published agreements for such equipment.

Vehicle Equipment

23. All equipment used in assisting passengers must be fit for purpose and suppliers must ensure that all relevant staff are properly trained in its use.

24. The Supplier shall ensure that the route number and destination and other information signs as specified by the Council and relevant to the Contract are displayed in the vehicle when operating services under this Contract. Suppliers must not display the route number and destination at other times.

25. The route number and destination must be displayed by means of a digital, LED or dot matrix display and comply with Schedule 2 of the PSV (Accessibility) Regulations 2000. By prior agreement with the Council, and up to a period of 3 months from the start of a contract, the route number and destination may be displayed by means of a temporary board provided at the supplier's expense. Temporary boards will also be allowed in 'substitute' vehicle(s).

26. Copies of the service timetable must be carried and made available to passengers on request.

27. Drivers must be able to supply general information about terminal points of other services in towns served by the contract service and must be able to refer passengers to the National Transport Helpline (Traveline) for other queries.

28. In the case of minimum subsidy Contracts, the Council shall not be under any liability to the Supplier to provide publicity for the services specified in the Invitation to Tender- part A. Publicity must be provided by the Supplier at least to the level stated within Invitation to Tender- part A.

29. In the event of a puncture - an emergency wheel or a tyre that can legally be repaired with a puncture sealant – must only be used to complete a contract journey that has been started. Follow the guidance concerning maximum speeds when using such tyres, amend route if necessary to avoid motorway driving. If the use of an emergency wheel or repaired tyre could jeopardise the safety of passengers then arrangements should be made to safely transfer passengers on to a replacement vehicle.

Operation and Penalties

Operation

30. Contract services should be on time at the start of each journey and thereafter at each timing/pick-up-point; no Contract should run early and late running is only excusable in circumstances beyond the Supplier's control. The correct route and pick-up points should be followed as those issued as part of the Contract, unless the driver is prevented from doing so by roadworks or similar.

31. The Supplier or his/her representative must be immediately contactable by telephone between 08:00 and 18:00 Monday to Friday and have available e-mail facilities or other online systems to assist in communications with the Council concerning the Contract.

32. The Supplier or his/her representative must be suitably conversant with the Contract as to be able to manage any queries or amendments to the Contract in an effective and professional manner.
33. In addition to the above hours of operation, the Supplier or his/her representative must be contactable at least 30 minutes before a Contract is due to operate and whilst the Contract is operating in order to give and receive messages and information relevant to the operation of the Contract.
34. The driver must be contactable during the hours of operation of the Contract. Drivers must not use mobile phones whilst the vehicle is in motion. Any call taken or made when the vehicle is stationary must relate to the operation of the Contract.
35. Drivers should contact their supervisor before not operating Contracts.
36. The Supplier must inform the Council of any changes relating to the scheduled requirements of the Contract, particularly where these affect the operation of the Contract.
37. Any changes to the Contract schedule known by the Supplier must be reported to TO by the Supplier within 5 working days. Any payments made for Contracts found not to have operated, or not operated as per authorised schedule will be disputed by the Council and repayment sought from the Supplier.
38. The Supplier must report by telephone to TO all accidents, breakdowns or other significant delays that occur whilst operating the Contract. This information is to be given as soon as possible after the breakdown or similar occurs. The supplier must also give timely notification to the National Transport Helpline (Traveline).
39. In the event of a complaint about a service being received by the Council, the Supplier must supply an explanation of the event within one working day of being informed of it. If the complaint is made direct to the Supplier, the supplier must reply in writing to the complainant within 3 working days, with a copy of the reply sent concurrently to TO.
40. Any vehicle used in the operation of this contract must not be:
 - a refuelled during scheduled journeys, unless otherwise exempted by TO
 - b left unattended with the engine running or with passengers on board.
41. The Supplier shall be responsible for all fees and charges associated with operating the Contract, for example bus station departure charges, road tolls and parking charges etc.
42. No additional payment will be made for waiting time unless approved by TO prior to or at the time it occurs.
43. No additional payment will be made for cleaning costs.
44. No additional payment will be made for damage to vehicles or suppliers property caused by a service user or third party. This should be covered under the company's insurance policy.

45. On Bank and Public Holidays, Contract operation shall be as follows:

- Christmas Day, Boxing Day and New Year's Day - No service.
- Bank Holidays which are not Christmas Day, Boxing Day, New Year's Day or Good Friday - Sunday Contracts to operate.
- Good Friday - Normal day of operation

Penalties

46. If a Supplier is unable to operate their journey(s) then the Council will make emergency cover arrangements on behalf of the Supplier. Also the Council will not pay for the journeys that the Supplier is unable to operate and will charge the Supplier an administration fee of £30 (per arrangement).

47. The Council reserves the right to vary the administration fee by separate notification. The Supplier will also be liable to pay any additional cost of the emergency contract that is over and above the cost of their Contract.

48. The Council operates a system of penalty points for any failure to operate Services as specified in individual Contract Schedules (including the Invitation to Tender – part A and/or any official order), so as to ensure any penalties applied are fair and consistent; the system in use is described in Appendix A to this schedule.

49. This system does not remove the right of the Council, if and whenever there shall be any breach, non-observance or non-performance of any obligations on the part of the Supplier herein contained, by notice in writing from the Council to the Supplier forthwith to terminate the Contract.

50. The Contract shall cease and terminate forthwith except to the extent the parties shall fulfil their obligations under the Contract up to the time of termination and without prejudice to the parties rights to seek compensation for any breaches.

Variation and Sub-Contracting

Variation

51. Prior approval must be sought to operate vehicles that do not conform to Contract specification. Whenever vehicles are operated which do not meet the contracted specification the Council will reduce the contracted price by one third for the period that such vehicles are used unless otherwise previously agreed. It should be noted that this clause applies regardless of whether approval to run such vehicles has been given but in the case of prior approval penalty points will not be awarded.

52. Variations may be made to the details of the Service, route, frequency, timings and vehicle as specified in individual Contract schedules and/or official orders subject to the prior agreement between the Council and the Supplier.

53. Variations of a temporary nature (less than 6 weeks) and which represent no more than 10 miles per day change in mileage operated will not attract an alteration to Contract rates. Variations that last more than 6 weeks and increase mileage by more than 10 miles per day will attract a marginal increase for the period of time and distance over and above the initial 6 weeks and 10 miles. No additional payment will be made unless approved by TO in advance of the route variation.

54. Variations that last more than 6 weeks and reduce mileage by more than 10 miles per day will attract a marginal decrease in payment for the period of time and distance over and above the initial 6 weeks and less than the initial 10 miles.
55. Additional (or reduced) picking up and setting down points on line of route that do not affect the overall mileage of the route will not attract any change in Contract rates.
56. Permanent variations in mileage smaller than 10% from the original Contract specification (live mileage as stated in the original schedule) will not attract any change in Contract payments. For permanent variations greater than 10% and for temporary variations not described in clause 67 the tendered rate per mile may be used as a basis for the Council to approve any appropriate increase. Please note that mileage reductions covered by the above will attract decreases in Contract payments. In the absence of a tendered rate per mile the mileage rate will be calculated on the basis of Contract price divided by Contract mileage.

Sub-contracting

57. The Supplier shall not assign, sub-contract or otherwise dispose of his/her interest under this contract without receiving in advance the consent of the Council **PROVIDED** that this condition shall not prohibit the Supplier from arranging for the provision of a service under this contract by vehicles operated by a third party in an emergency (in which case the Supplier shall inform the Council as soon as possible afterwards).

Contract Payments, Fares and Inspection

Payments and price variations

58. Unless otherwise agreed in writing, payment will be made following receipt of a correct invoice and accompanying information as detailed below. Only one invoice per contract per operational calendar month will be permitted. No invoice will be accepted for processing before the last journey of the previous operational calendar month has been completed; payment will then be made in arrears within 30 days of receipt of an undisputed invoice for the previous period of operation, or within 30 days of the last day of operation of the previous period, whichever is the later.
- a. Where monitoring forms are required they **MUST** be completed accurately. Failure to disclose lost or late mileage on monitoring forms will attract penalty points and is likely to delay payment.
 - b. Where there will be less than 5 days operation in a calendar month these days should be added to the previous month's or subsequent month's invoice.
 - c. The preferred method of payment is by BACS, unless otherwise agreed by LCC.
 - d. If the supplier is a limited business then payments will only be made to that named business account. Payment will only be made to an individual's account if the supplier is a sole trader or if they are the owner of the business (excluding factoring arrangements).
 - e. Suppliers will be expected to observe and apply the 30 day payment terms specified above to any payments that they are required to make to their sub-contractors and sub-contracting arrangements that have been agreed by LCC.

- f. Contract payments will be based on an annualised rate. A daily rate, based on the annualised price, will only be used to reconcile contracts that start or finish part way through a financial year. In the case of School Special Services the Council will pay the supplier in respect of each calendar month or 4 or 5 week period following the receipt of an invoice and monitoring form. The amount paid will be the daily rate (based on the annualised price over 190 schooldays) multiplied by the number of schooldays operated in the period.
- g. In the case of minimum subsidy Contracts the Council will pay the supplier in respect of each 4 or 5 weekly period or calendar month following the receipt of an invoice and monitoring form covering that period.
- h. In the case of minimum cost Contracts the Council will pay the supplier in respect of each 4 or 5 weekly period or calendar month following receipt of an invoice and monitoring form covering that period. The amount to be paid will be the appropriate portion of the annual revenue guarantee less the income attributable to the service for that period, with the proviso that for any period in which the income attributable exceeds the revenue guarantee that surplus shall be carried forward and offset against the next and, if necessary, succeeding periods by credit note. The annual revenue guarantee will be allocated in 4-week, 5-week or monthly periods based on the equivalent split of the annual tendered price.
- i. The information to be included in the monitoring form will be determined from time to time by the Council but will include:-
 - Farebox revenue
 - Passenger journeys (including journeys made with return tickets, season tickets or other forms of multi-journey tickets)
 - Concessionary travel journeys
 - Lost mileage and journeys not operated
 - Journeys operated with a vehicle which does not comply with the contract specification.
- j. In addition, for minimum cost contracts, information relating to concessionary travel journeys must be supplied in a form to allow the Council to claim reimbursement from the relevant Travel Concession Authority.

59. Suppliers have the option to join the Council's faster payments scheme. If the Supplier agrees to deduct 1% from invoice totals, the Council will pay within 14 days of receipt of an undisputed invoice for the previous period of operation, or within 14 days of the last day of operation of the previous period, whichever is the later. Once a Supplier joins the scheme, the discount must be applied to all the Supplier's invoices for the relevant types of work. The Council reserves the right to withdraw the faster payments scheme at two months' notice and a notice period of one month is required from Suppliers joining or leaving the scheme.

60. No payment will be made for any contracted journey(s) cancelled with at least 5 working days' notice. For any journey cancelled at less 5 working days, the Council will pay 65% of the normal rate. For any journey cancelled with very short notice, for example when a driver has set out, the Council will pay the normal rate for that journey.

61. No payment will be made for journeys that run early or, through the fault of the Supplier (including mechanical failure), run more than 30 minutes late or not at all. Payment will be reduced by a third for journeys which run, through the fault of the Supplier, between 10 and 30 minutes late. For these purposes the price of the Contract will be deemed to be spread evenly across the annual or daily Contract mileage as appropriate. Please note that it is expected that every effort is made to operate all journeys. Drivers should contact their supervisor before not operating journeys. Last journeys must always be operated and no sections of route should be missed out. Regular lateness should be reported to the Council.
62. An allowance of up to 8% of journeys per invoice period (4 or 5 weekly or a calendar month) may be operated by a vehicle not conforming to the contract specification but the Council must be informed at the earliest opportunity and the supplier must declare on the monitoring form any journeys operated by a non-specification vehicle. Whenever a vehicle to the contract specification is not available, a vehicle which meets the minimum vehicle specification option in the tender must be used. The Council will reduce the contracted price by 10% for the period that such vehicles are used but penalty points will not be awarded to the contract.
63. The use of a non-specification vehicle outside the 8% allowance must be agreed in advance with the Council and the contract price will be reduced by 20% for the period such vehicles are used. Failure to agree the use in advance or to declare journeys operated by a non-specification vehicle will also attract penalty points.
64. Every vehicle should be fitted with an electronic ticket machine capable of providing a report of tickets issued by individual journey and recording the acceptance of all types of passes.
65. The ticket machine must be appropriately fixed to the vehicle and a litterbin for used tickets must be fixed near to the vehicle exit
66. Pupils or students in possession of valid passes or permits issued or authorised by the Council shall be conveyed to their destination free of charge.
67. All contracts that have been running for a minimum of 12 months will be eligible for a price review from the following 1st April each year, provided there has been no price adjustment within the previous 12 months. Each supplier will need to request a price review for their contracts, this request must be received by 30th November. Any price variation applied will be at the discretion of the Council, will be uniform across all qualifying Contracts and will not exceed the prevailing RPI (Retail Price Index).
68. Any requests for a price review that is received after 30th November will be considered, however, any price adjustments will only be applied after 4 whole calendar months have passed, for example if a request is received on 15th December, then any adjustment will be applied from the following 1st May.

EMTIS Payment

69. The costs levied by East Midlands Transport Information Service (EMTIS) shall be borne by the Operator, where the Contract has been awarded on a Minimum Subsidy Basis. If the Contract has been awarded on a Minimum Cost Basis the Council will be responsible for the costs levied by EMTIS.

70. If the Operator fails to make any payment (pertaining to this contract and/or commercial services) due to East Midlands Transport Information Service (EMTIS) for the provision of information services on behalf of the Operator within a period of twenty eight (28) days from the date of the issue of the invoice from EMTIS, the Council shall be entitled to deduct such monies from any sum then due, or which at any time thereafter may become due to the Operator under this Contract or any other Contract with the Council.

Bus Service Operators Grant

71. BSOG will **not** be paid to this contract, therefore, your tender price should contain all direct operational costs.

Fares and Concessionary Travel

72. Every passenger on payment of the fare shall be issued with a ticket showing the fare paid, and the supplier shall maintain the system of daily waybills in sufficient detail to identify the revenue collected on each journey. Passengers travelling at concessionary rates should be asked to show appropriate authorisation.

73. Passengers travelling with Local Authority concessionary passes must be issued with a ticket – even if of nil value. Suppliers who do not comply with this clause will not be able to operate any Leicestershire County Council local bus service Contract.

74. In the case of minimum subsidy local bus contracts the supplier shall obtain consent from the Council of any changes in fare levels with at least 28 days' notice. Passengers must be given at least 14 days' notice of agreed changes.

75. In the case of minimum cost local bus service contracts the supplier shall charge such fares as are specified by the Council and those fares shall be varied in accordance with the Council's instructions.

76. On 'minimum cost' local bus service contracts, children's fares should be available at all times and these should not exceed half of the adult fare unless otherwise specified by the Council. Children are defined by age as being 5 to 15 inclusive. Children under the age of 5 shall be carried free of charge provided they do not occupy a seat to the exclusion of a farepaying passenger and a farepaying passenger accompanies them.

77. Drivers must be able to show on demand and correctly interpret any faretable applicable to a contract service and be able to accept travel concessions and/or other specified special tickets.

78. On minimum cost local bus service Contracts no free travel is to be permitted without specific permit approved by the County Council, except for holders of valid driver and escort County Council registration badges – who are expected to show them in lieu of payment. The faretable for the service should be displayed in the interior of the vehicle. A sample ticket (enlarged) should be displayed in the vehicle, explaining the details printed on the ticket.

Inspection, Audit and Statistics

79. Council Officers may:

- a inspect the vehicle provided immediately before, during or after operation of any journey.
- b by prior agreement inspect vehicles not in operation.
- c Inspect maintenance facilities and records
- d inspect passes of passengers.
- e request relevant information from drivers, escorts and passengers.
- f travel as an escort on any Contract journey.

80. In normal circumstances, inspections will be carried out so as not to delay subsequent journeys unduly.

81. Council Officers will be permitted access on demand to all relevant books, documents, vouchers, tickets and accounts at any reasonable time or times.

82. The Supplier shall provide the Council with accurate statistics showing performance of each Service as the Council shall reasonably require.

APPENDIX A: FAILURE TO OPERATE SERVICE AS SPECIFIED

1. The penalty points system described in this appendix is designed to ensure that failures to meet the contract conditions are followed up with a penalty which is appropriate to the failure and fairly applied and which gives the Supplier an incentive to improve performance.
2. The following rules will determine the application of penalty points and the award and termination of Contracts:
 - (a) Failure to comply with contract conditions will lead to the application of penalty points as detailed below, in a range from 1 to 20.
 - (b) Each set of penalty points will be attached to the Contract for a period of 1 year. If at any time a Contract has 20 or more points attached to it, that Contract will be terminated, either immediately or, at the discretion of the Council, after a notice period.
 - (c) Some failures will not have a penalty points score but will instead result in immediate Contract termination. Particularly serious failures may result in further action being taken against the Supplier. For example a vehicle allocated to a Contract that is deemed to be in a condition that would attract an immediate prohibition with 'S' notice would result in the termination of that Contract and the suspension of consideration of tender awards for a period of time.
 - (d) in awarding Contracts, consideration will be given to the performance and abilities of Suppliers.
 - (e) Points applied will be factored according to the frequency of services on the Contract, as follows:

Contracts having more than 120 single journeys per week – penalty points detailed below x 0.25
Contracts having 61 to 120 single journeys per week – penalty points detailed below x 0.5
Contracts having 13 to 60 single journeys per week – penalty points detailed below x 0.75
Contracts having up to 12 single journeys per week – penalty points applied as below
 - (f) If the same failure is recorded a second time after the first instance, within 56 days of that first instance but after sufficient time has been allowed for remedial action to be taken, double the factored penalty points will be applied.
 - (g) Following breaches of contract conditions Suppliers may be suspended or excluded from further Contract awards, either temporarily or permanently.

APPENDIX B: SCHEDULE OF PENALTY POINTS

Note: V denotes that the number of points will be variable at Council's discretion
T denotes immediate termination of contract

CONTRACT CONDITION SCHEDULE & PARAGRAPH	PENALTY POINTS APPLIED FOR FAILURE TO OPERATE SERVICES AS SPECIFIED	
ITT – Part A	Operating with vehicle not meeting specification, except in the case of an emergency	5
	Not operating to specification	5
Schedule 2A	Variable at Council's discretion, unless otherwise stated	V
Schedule 2B	As below	-
	<u>Requirements of Suppliers and their staff</u>	
1a	Operating without licences, tax, insurance or MOT	T
1a	Failure to display licences, tax, insurance or MOT	7
1b	Operating with licence that is not held by Contract holder	T
1c	Driving without licences / not complying to regulations	T
1d	Inability to promote confidence / professionalism	V
2	Use of barred Drivers	T
2	Failure to suspend Driver during investigation	7
3	Non-compliance of CPC regulations	5
4	Failure to comply with Guidelines for Drivers	V
5	Drivers inappropriately dressed	2
6	Failure to comply with Codes of Practice and Guidelines	V
7	Smoking on vehicle prior to or during the contract operation	7
7	Failure to display 'No Smoking' signs	2
8	Lack of customer care	4
9	Failure to comply with licensing obligations	T
10 - 13	N/a	-
	<u>Requirements of the Vehicle and Equipment</u>	
14a	Not operating a fit and serviceable vehicle	V
14b	Poor vehicle condition (does not promote confidence in users)	V
14c	Ineffective heating, lighting or ventilation	2
14d	Lack of cleanliness	2
14e	Not carrying a first aid kit	5
15a	Operating a 12+ seat vehicle without a powered passenger door	5
15b	Inadequate / inappropriate front passenger door	5
15c	Operating 13 to 16 seat vehicle with inadequately trained driver and no escort	3
16	Operating 16+ seat vehicle with centre doors	5
17	Operating Large vehicle without front passenger door and no escort	5
18	Escort failing to supervise / check passes	5
19	Inappropriate use of audio / visual devices	2
20	Breach of legislation or agreement, applicable to the Contract on which the CCTV system is in use on or destined for use on, including failure to	2

	clearly display CCTV notices	
21	Amending / Deleting CCTV recordings without Council approval	2
22	Non co-operation with installation and use of CCTV or other devices	T
22	Not complying with published guidelines on the use of CCTV or other devices	V
23	Unavailability / Incorrect use of vehicle equipment	7
24/25	Not displaying boards or blinds / displaying boards or blinds incorrectly	2
26/27	Failure to supply information regarding the service	5
28	N/A	-
29	Using an emergency wheel incorrectly	5
	<u>Operation and Penalties</u>	
30	Early running	7
30	Late running up to 30 minutes	3
30	Late running 31 minutes to 60 minutes	5
30	Over 60 minutes late or non-operation	7
30	Incorrect route or pick up points	7
31	Unable to be contacted between 08:00 and 18:00 (Monday to Friday)	3
32	Lack of operational knowledge of contract	3
33	Unable to be contacted immediately prior to and during operation	3
34	Driver unable to be contacted during hours of operation	4
34	Driver using mobile phone whilst driving	7
35	Non-operation of contract without any notification or reason	V
36	Failure to inform Council of contract changes	V
37	Failure to notify Council of changes within 5 working days	V
37	Overcharging due to non-declaration of changes	V
38	Failure or delay to report incident, accident or breakdown to the Council	2
39	Failure to handle complaints correctly	2
40a	Refuelling on service	3
40b	Vehicle left unattended (with engine on or passengers on)	5
41 - 50	N/a	-
	<u>Variation and Sub-Contracting</u>	
51	Operating non-specification vehicle without prior approval	5
52	Contract varied without prior agreement	7
53 - 56	N/a	-
57	Sub-contracting without prior agreement from the Council	5
	<u>Contract Payments, Fares and Inspection</u>	
58	Submission of invoice before end of operational period	V
58	Submission of more than one invoice per contract per calendar month	V
58a	Incomplete / inaccurate / missing monitoring form	V
58b - 58d	N/a	-
58e	Failure to pay sub-contractor within a specified period (max 30 days)	5
58f – 58j	N/a	-
59	Leaving the 1% scheme with less than one month's notice	V
60	Incorrect invoicing / Over charging due to cancelled journeys	V
61	Incorrect invoicing / Over charging due to journeys not operated due to adverse weather	V
61	Incorrect invoicing / Over charging due to journeys not operated due to	V

	fault of supplier	
62	n/a	-
63	Use of a non-specification vehicle	5
64	Failure to issue a receipt	5
65	Failure to provide litterbin for used tickets	2
66	Failure to accept valid passes or permits	5
67 - 71	N/A	-
72	Non maintenance of passenger and cash collection records system	5
73	Failure to issue ticket	5
74	Failure to provide 14 days' notice to passengers prior to fares change	5
75	N/A	-
76	Failure to comply with child fare regulations	5
77	Failure to carry and correctly interpret faretable	2
78	Non-acceptance / Non-checking of concessions	5
79	Refusing access to inspect vehicle and/or maintenance documents	7
80	N/a	-
81	Refusing access to relevant books and documents	V
82	Failure to provide accurate statistics	5