
Requirements for urban buses in New Zealand

New Zealand's common standard for urban bus quality (2014)



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RECORD OF AMENDMENTS

AMENDMENT NUMBER	DESCRIPTION OF CHANGE	EFFECTIVE DATE	UPDATED BY
1	Review of RUB first published in 2008.	Start of 2012-2015 NLTP.	Chad Barker
2	Amendment to accommodate the introduction of double-decker buses.	July 2013	Chad Barker
3	Three-yearly review of the RUB	December 2014	Chad Barker

ABBREVIATIONS

ABS	Anti-lock braking system
AS 3696.13	Australian Standard AS.3696.13 Wheelchairs – Determination of co-efficient of friction of test surfaces
ASR	Anti-spin regulation/drive slip control
BCA	Bus and Coach Association New Zealand
EBS	Electronic braking system
ECAS	Electronically controlled air suspension
ESC/ESP	Electronic stability control or programme
GVM	Gross vehicle mass
LB LBDD	Large bus Large bus double-decker
LTMA	Land Transport Management Act 2003
NLTF	National Land Transport Fund
NLTP	National Land Transport Programme
NZTA/ Transport Agency	NZ Transport Agency
P&I	NZ Transport Agency's Planning and Investment group
PTOM	Public Transport Operating Model
RTS14	Road and traffic standard series RTS14 Guidelines for facilities for blind and vision impaired pedestrians (revision 2, 2009)
RUB	Requirements for urban buses in New Zealand: New Zealand's common standard for urban bus quality
SB	Small bus
SLF	Super low floor
VQS	Vehicle quality standard

1. INTRODUCTION

1.1 Introduction

1.1.1 Purpose of the RUB

The purpose of the RUB is to standardise urban bus requirements across regional councils and Auckland Transport to create efficiencies, and improve the usability and accessibility of buses for all customers.

The Transport Agency agrees that the quality of buses is necessary for creating a valued customer experience. It is also an important way to attract more patronage from people who have a greater choice about whether they use public transport to get to where they want to go.

The RUB is a common New Zealand-wide vehicle quality standard for use in urban bus contracts. Regional councils and Auckland Transport must use the RUB so that they can access Transport Agency investment for public transport services involving buses. The Transport Agency requires this through its procurement rules.

The RUB has been developed through a collaborative process with Regional Councils, Auckland Transport, Bus and Coach Association New Zealand (BCA), bus operators and suppliers to the industry. A considerable amount of work has been undertaken with organisations representing people with impairments.

As part of the development of the RUB it was agreed by the stakeholders that it should be reviewed every three years.

1.1.2 The evolution of the RUB

In 2007/08 Regional Councils requested advice from the Transport Agency as to the terms that should be in their new urban bus services contracts so that those contracts provide for better access and usability of vehicles by customers.

The BCA also indicated its interest in obtaining more uniformity than currently existed in VQSs used by Regional Councils throughout New Zealand for operational reasons and potential cost savings.

The Transport Agency agreed that it was beneficial to develop a set of vehicle requirements for urban buses to be applied nationally. A key issue was (and is ongoing) how to provide for the mobility needs of people with physical, sensory and cognitive impairments. There is also a conscious effort from stakeholders involved in planning and investing in public transport to look for ways to improve the customer experience.

The first version of the RUB was published in December 2008 and came into effect on 1 January 2010, providing a transition period for regional councils and operators.

The RUB was updated in September 2011 to clarify its purpose, take the opportunity to update vehicle requirements and make it a Transport Agency procurement rule to be able to access Transport Agency investment for public transport services involving buses.

While we have had some implementation of the RUB since that time – through regional council tenders and negotiated changes to contracts, and some operators have been ensuring their new buses are built to the RUB requirements – full implementation has not yet occurred. The main reason is that tendering and changes to contracts have been limited while a new public transport planning and procurement model has been developed ie the Public Transport Operating Model (PTOM).

1.1.3 Strategic context

The Land Transport Management Act 2003 (LTMA) has a purpose of contributing to an effective, efficient and safe land transport system in the public interest. The LTMA provides the legal framework for managing and investing in land transport activities. The LTMA requires the Transport Agency to invest its revenue in a manner that seeks to achieve value for money.

The Government Policy Statement on Land Transport Funding highlights the Government's outcomes and priorities for the land transport sector, and sets out an investment range for a number of different activities over a ten year period. The current Government Policy Statement highlights three focus areas: economic growth and productivity, value for money and road safety.

The Transport Agency applies the Government Policy Statement to its investment decision-making through an Investment Assessment Framework. In this context, increasing the value for money from public transport investment, and making the most of urban network capacity is a priority.

The LTMA sets out the statutory provisions regulating and managing public transport in New Zealand. These provisions, in Part 5 of the LTMA, form the high level legal framework and are based on new Government policy – PTOM – designed to improve procurement outcomes and service delivery of public transport.

PTOM represents a paradigm shift in the delivery of public transport services in New Zealand by providing a framework for building long-term, collaborative public transport partnerships between Regional Councils/ Auckland Transport and bus operators. At a high level, the aim of PTOM is to grow patronage with less reliance on public subsidy.

PTOM encourages bus operators to:

- create efficiencies in their businesses
- achieve a sustainable level of profit to satisfy shareholders and be able to reinvest in their services
- invest in innovation to grow patronage.

Alongside the development of PTOM has been a public transport sector-wide acknowledgement of the need to improve the effectiveness of public transport in New Zealand, and this has resulted in a stronger focus on customer experience and service delivery. The RUB has been developed with this in mind, and the importance of improving the ease of use of urban buses.

The adoption of a common standard approach like the RUB will also result in:

- net savings, due to reduced capital and operating costs of purchasing, and operating urban buses
- reduced time in understanding and complying with multiple regional Vehicle Quality Standards
- more efficient use of urban buses by public transport operators because buses can be used in more than one region without costly modifications.

The RUB has wider benefits at a national level, including:

- improving the perception held by existing and potential users that buses can be used for all urban travel, including commuter, shopping, education and recreational activities travel
- an increase in usage of public transport, including by an ageing population and people with physical, sensory and cognitive impairments
- reducing bus design and feature variations that result in higher unit costs for supply.

1.1.4 Implementation

The Transport Agency's expectation is that all Regional Public Transport Plans prepared under the LTMA include a policy of using the RUB for vehicle quality standards, and all PTOM contracts will incorporate the RUB requirements as they are rolled out. Regional councils and Auckland Transport, in the transition to PTOM contracts, should also consider incorporating the RUB for any contract extensions and into existing contracts depending on funding, their ability to vary existing contracts and operator support.

1.2 Scope

1.2.1 Regional Council/Auckland Transport contracted urban bus services

It is intended that the RUB applies to Regional Council/Auckland Transport-contracted public transport bus services in urban centres.

Many of the specifications contained in this document, however, do not apply to existing buses within a regional fleet, but only to those vehicles that are new to urban service (the scope of this phrase is discussed in the next sub-section) on and from the time of their introduction into service in a particular region. That being said, there are some minimum specifications that will apply to existing buses (see section 8). This document is also not generally applicable to other forms of bus and coach operations, eg Regional Council/Auckland Transport-contracted school and rural services, tourist, charters, intercity services or school services funded by the Ministry of Education and either contracted through its agents or directly by schools themselves. Again, however, there are some minimum specifications that can be applied, at a Regional Council's/Auckland Transport's discretion, to buses providing school and rural services (see section 8, including options for maximum age).

1.2.2 What does 'new to urban service' mean?

'New to urban service' means any new bus or used import entering urban service in New Zealand for the first time.

In the case of any bus shifting from one New Zealand region to another region that has already been used in urban service, the bus in question must:

- have previously satisfied the RUB or VQS that was in place at the time that that bus was accepted into service under an urban contract in the region in which it originated
- at a minimum meet the requirements listed in section 8
- the move must be acceptable to the receiving Regional Council.

1.2.3 Special exemption for some existing bus orders

Any 'new' buses that have been ordered prior to publication of this version of the RUB will be exempt from this current version of the RUB, provided that the last delivery date for any such bus under the contract with the supplier is no later than one year after the start of the NLTP 2015–2018. This includes orders for newly constructed buses, as well as new or used imports. The date of publication of this version of the RUB is December 2014. Operators will need to provide written evidence to the relevant Regional Council to confirm contracts and delivery schedules in order to qualify for this exemption.

Any bus qualifying for this exemption must still comply in all respects with the previous version of the RUB published in 2011 or VQS in place at the time.

1.2.4 Exemption for contracted school and rural services

As noted earlier, it is not generally intended that the RUB applies to buses used to provide Regional Council/Auckland Transport-contracted school or rural services. However, all or some of the requirements in section 8 can be applied at the discretion of a Regional Council/Auckland Transport (see section 8).

'Rural service' means any service that begins or ends in a rural area.

'Rural area' means any area judged to be rural in character, based on a reasonable assessment of its geographic features, resident population, dominant forms of employment and other relevant features¹.

While contracted school and rural services are generally exempt, Regional Councils and Auckland Transport should make all reasonable endeavours to provide the highest standards of maximum age criterion, accessibility and safety that are possible for the available funding.

1.2.5 Land transport rules

This RUB is focussed on the quality and usability aspects required to meet the needs of public transport bus customers. It is a quality standard delivered through a supplier service contract relationship, and is subsidiary to the land transport rules listed below. These rules are legislative requirements focussing on, among other things, commercial vehicle safety, dimensions, mass and emissions.

This document is subsidiary to the legislative requirements for buses in New Zealand, namely:

- Land Transport Rule: Passenger Service Vehicles 1999 [Rule 31001]
- Land Transport Rule: Heavy Vehicles 2004 [Rule 31002]
- Land Transport Rule: Vehicle Exhaust Emissions 2007 [Rule 33001/2]
- Land Transport Rule: Heavy Vehicle Brakes 2006 [Rule 32015]
- Land Transport Rule: Vehicle Equipment 2004 [Rule 32017]
- Land Transport Rule: Vehicle Dimensions and Mass 2002 [Rule 41001]
- Land Transport Rule: Vehicle Standards Compliance 2002 (the Compliance Rule) [Rule 35001/1]
- Land Transport (Road User) Rule 2004 [S.R. 2004/427]
- Land Transport Rule: Operator Safety Rating 2008 [Rule 81002].

The vehicle must also meet other rules for vehicle systems, parts and components. See <http://www.nzta.govt.nz/resources/results.html?catid=2>.

1.2.6 RUB and the Transport Agency's procurement rules

Using the RUB is a Transport Agency requirement through the Procurement Manual, procurement rule 10.31:

¹In the event of dispute, this is to be determined by the Transport Agency at its sole discretion. Population and other statistical data (where used) to be sourced from the most recent national census data compiled by Statistics New Zealand.

Rule	<ol style="list-style-type: none"> 1. All urban bus public transport unit contracts must incorporate the vehicle standards contained in the <i>Requirements for urban buses in New Zealand: New Zealand's common standard for urban bus quality</i> (RUB) 2. If an approved organisation wishes to specify additional or higher vehicle standards than those set out in the RUB it must seek written approval for a procurement variation from the Transport Agency (the process for applying for the variation and criteria that the variation will be assessed against is described in the RUB).
Guidelines	<p>The RUB has been developed in collaboration with regional councils, the Bus and Coach Association, operators, bus builders and suppliers. User groups were also consulted as part of its development.</p> <p>The intention is that the RUB forms a common standard for urban buses in New Zealand and that the dimensions and features in the RUB are accepted by all regional councils as a prerequisite for receiving Transport Agency investment.</p> <p>The RUB may be amended from time-to-time (but typically every three years), the most recent update should always be used in tenders and this can be found at www.nzta.govt.nz/resources/requirements-for-urban-buses/index.html</p> <p>In addition, all urban bus public transport units should consider the additional matters and good practice as set out in the RUB.</p>

Note: Failure to comply with these procurement procedures for urban public transport services will be considered a breach under section 36 of the LTMA.

Note that the Planning and Investment Knowledge Base also requires approved organisations to comply with the RUB to qualify for NLTP consideration, by following the Transport Agency's Procurement manual: for the activities funded through the National Land Transport Programme and procurement rules, as well as any relevant standards or guidelines listed in the Transport Agency's Register of network standards and guidelines (in this case the RUB).

1.2.7 Does the RUB apply to new, used and existing vehicles in the fleet?

This document is intended for use by Regional Councils in their procurement of urban bus services. It specifies:

- requirements that apply to all new buses (this includes newly constructed buses, as well as new or used imports) that enter urban service as PTOM contracts are rolled out (sections 2 to 7)
- requirements for buses in the existing fleet (section 8).

1.2.8 Regular reviews of the RUB

The practical implementation of these requirements may highlight new ways of dealing with particular issues that may arise and the intent is that we should make improvements if need be. It is, therefore, proposed that this document be formally reviewed every three years.

1.2.9 Interpretation and good practice

In addition to setting out the technical bus specifications themselves, this document provides:

- information about how to interpret some of the requirements (labelled 'Interpretation')

- additional matters that can be considered by regional councils for inclusion in their VQSs without the need for a variation under subsection 1.4 (labelled ‘Good practice’).
- Interpretation and good practice are provided in this document in boxes.

1.2.10 Items not included

The Transport Agency is also aware that there are other issues that are as important as vehicle design and construction. One example is the quality of the infrastructure that enables use of a public transport system, e.g., bus stop location and design, kerb heights and facilities (e.g., in terms of weather protection), information, suitability for use by persons of all ages and capabilities, and ease of transfer opportunities. However, defining the infrastructure requirements is not included as part of this document, nor is driver training.

As part of a programme of work designed to improve the effectiveness of public transport, the Transport Agency has developed bus stop infrastructure guidelines to apply nationally which borrow heavily from the extensive work completed by Auckland Transport on bus stop design and facilities. This document can be found on the Transport Agency’s website by searching for ‘guidelines for public transport infrastructure and facilities’.

The Transport Agency worked with the BCA back in 2011 to develop and roll out a customer service training programme for bus operators to use for driver training. The resources and tools are available through the BCA and are free to its members.

The document also does not cover a special feature that was trialled by Environment Canterbury and allowed in law from 1 May 2010, namely a facility for people to carry bicycles on a rack at the front of the bus. The onus is on the operator to work with councils and the Certificate of Fitness agent to ensure compliance with the law.

1.3 Definitions concerning buses

For the purpose of this document, a bus is a heavy vehicle that provides a service with more than 12 seating positions.

Where there is a need to further delineate the bus by size in terms of seated capacity, this document uses what is known in the industry as a small bus (SB) and large bus (LB). We have also covered double deckers (large bus double decker (LBDD)) as we are likely to see more of these vehicles in service over time. This will be determined by need and/or the limitations on vehicle design or performance characteristics. Recent design improvements and operating experience means that the capacity for a SB should be increased from 33 to 35 seated passengers excluding the driver.

SB	13 – 35 seated passengers (excluding the driver).
LB	36 or more seated passengers (excluding the driver) including both rigid 2 and 3 axle and articulated buses.
LBDD	80 or more seated passengers (excluding the driver) including both rigid 2 and 3 axle double-decker buses.

References are to all bus sizes unless specifically noted as to the size category in the relevant sections that follow.

1.4 Process for seeking a variation to these requirements

Any regional council wanting to depart from the requirements of the RUB must first apply to the Transport Agency for approval, using normal processes for a variation to a procurement procedure. For variations valued at less than \$100 million, and considered minor or low risk, this will likely involve a three-step process:

1. The submission of an application form by the relevant council as an approved organisation to the local Transport Agency representative (example attached to this document).
2. The preparation of a memo in support of the application to be completed by that Transport Agency representative and submitted to the Transport Agency's Regional Planning & Investment Manager (example attached to this document).
3. Consideration of the application and approval/refusal by the Transport Agency's Regional P&I manager.

Any more significant variation will require the involvement of either the Group Manager P&I or the Transport Agency Board.

The Transport Agency may approve an application that can show the variation represents value for money. The value for money assessment will consider the whole-of-life costs and benefits of the proposed amended service. As part of this assessment, the Transport Agency will likely consider matters such as the effective, economic and sustainable use of resources, the contribution of the variation to the outcomes the Transport Agency is trying to achieve, national and regional impacts, any demonstrated value of the standard approach to urban bus specifications and the likely impacts on its effectiveness if a variation is approved. An application is unlikely to be approved if the Transport Agency determines that value for money would be unduly compromised.

By way of example, it is possible that some services may require a higher or different standard of vehicle to operate temporarily, or for a longer period of time, eg some high-frequency inner-city routes may be better served by a wider rear door or provision for more standees. It is also possible that the RUB may require variation to capitalise on an improvement in technology. The Transport Agency is keen to see bus companies and regional councils seek to utilise any benefits that flow from technological advances. A variation application will be the appropriate channel until such time as a review of the RUB is actioned.

In some regions buses may be used to provide regular services to satellite or dormitory areas and a different/lower specification might seem justified. However, with one exception (i.e., accepting a single door at the front for longer distance), the Transport Agency does not see a need to relax the requirements set by the RUB for buses operating such services, unless the roading or terrain is such that the operation of buses complying with this specification is not practical (in which case a specific variation application could (and should) be sought. This situation aside, the RUB will continue to apply to the services described above in order to maximise the opportunity to promote public transport as a means of travel to the maximum range and number of people. This is expected to occur because:

- people with disabilities can also be expected to use these services, and
- buses on these routes can be expected to pick up and set down passengers as they move in and out of the urban area and these passengers will expect the buses to be of a similar standard to those used within the urban area.

Moreover, we understand from discussions with public transport operators that there are likely to be times when the bus company running the services described above will want to use the buses on those services on urban services instead, in order to maximise bus utilisation.

2. DESIGN AND PERFORMANCE

2.1 Introduction

The chassis must be fit for purpose as required by the heavy vehicles rules, eg Land Transport Rule: Vehicle Dimensions and Mass 2002 and Land Transport Rule: Passenger Service Vehicles 1999. The chassis shall be of an appropriate design and use protective material, or techniques such that a bus can be expected to give 20 years reliable life under normal high-intensity urban operational conditions of service, without incurring major structural failures or the need for major overhaul requirements due to operating, roading and environmental conditions excluding those that are attributable to vehicle crashes.

2.2 Maximum vehicle age and fleet average age profile

The maximum permitted vehicle age is <20 years.

Note: This applies to all vehicles irrespective of whether they are new to urban service or existing buses.

Good practice

To ensure that the urban bus fleet is replaced to achieve a smooth and reliable supply of buses, the desired fleet profile for an urban bus company is:

- from the date of the introduction of these requirements, i.e., the date PTOM contracts are rolled out: ≤ 12.5 average years, and
- by 1 January 2017: ≤ 10 average years.

2.3 Engine

All sizes – includes all modes of propulsion, ie liquid fuel, electricity, gas or hybrid.

ACCELERATION	0-50km/h \leq 30 seconds.
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Interpretation

Acceleration measured in an unladen bus on a level road. The average of two tests, one in each direction within a period of 30 minutes.

Range without refuelling: \geq 350km or 15 hours.

Emissions: Current Vehicle Exhaust Emissions Rule. Currently Euro 5 for a new or imported used bus (refer to sub-section 1.2.5)

Noise: Current Vehicle Equipment Rule. The Drive by Test measurement method is preferred as this better reflects on-road performance, and is simpler to carry out.

Fuel efficiency: Power train management systems that enable settings for both economy or power operations are highly desirable to enable varied topographical conditions to be accommodated.

Compartment insulation: Non-flammable, noise and heat insulation material.
Fire retardancy ISO 3795 (1998) or FMVSS 302 US standard or equivalent ECE standard.

2.4 Transmission

SB	Fully automatic or electronic shift.
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LB/LBDD	Fully automatic or electronic shift plus retarder.
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2.5 Suspension

SB	Air suspension including kneeling capability is desirable.
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LB/LBDD	Air suspension. ECAS including self-levelling. Kneeling at front door \geq 60mm drop/lift, driver controlled with in-use indicator/drive-off protection. Kneel or rise time $<$ 8 seconds.
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2.6 Stability and steering

LB/LBDD

ESC/ESP is desirable.

2.7 Braking

SB/LB/LBDD

Must meet a brake standard as required by the Land Transport Rule: Heavy Vehicle Brakes 2006 if over 3.5 tonnes GVM.

LB/LBDD

EBS and ABS, eg electronically controlled braking system with brake blending and anti-lock braking system. Vehicle movement above 5km/h is inhibited while rear door is open or the kneeling system is activated.

Interpretation

Some suppliers may offer a combined system incorporating ABS, ASR and EBS. This is acceptable providing the system complies with ECE R13.

Most kneeling systems allow the bus to move off after the doors have closed but while the rise is being completed. This reduces the dwell time at bus stops.

3. ACCESS

3.1 Introduction to the priority seating area

The ease and speed of accessibility for passengers of all ages, sizes, capability and mobility while boarding or alighting a vehicle, as well as movement within the vehicle, is of prime importance because:

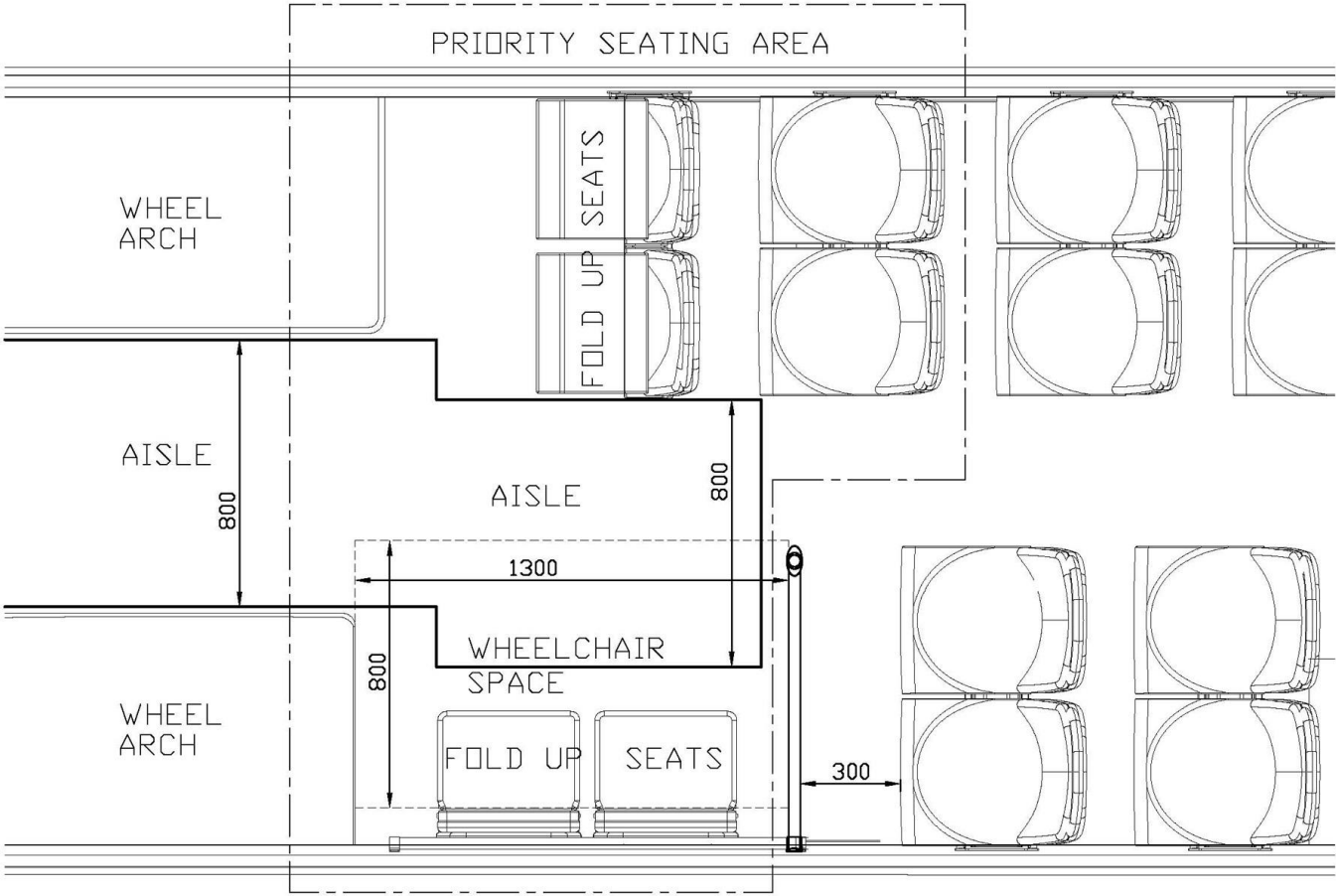
- it removes the perceived barrier that buses cannot be easily used by all members of the public regardless of any physical, sensory or cognitive impairment
- boarding and alighting times are much reduced, which can have a significant impact on the bus dwell time at every stop, and therefore the overall travel times and consistency of journey time of a bus service when compared with that of the alternative choices, ie using a private or company vehicle.

The priority seating area is a key concept in achieving this accessibility. The priority seating area is located well to the forward end of the saloon (in the case of an LBDD, the lower saloon), preferably immediately to the rear of the front wheel arches, or for LBDD immediately to the rear of the front wheel arches and stairwell, and encompasses a minimum of:

- one multi-use/wheelchair space that will accommodate one wheelchair and user (preferably rearward facing) or pram user on the nearside of the vehicle, and
- four seating positions preferably on the offside (at least two seating positions must be forward facing. These must be available when the wheelchair space is occupied). To maximise seating capacity, the provision of fold-up seats in the wheelchair/multi-use space for use when not required by a wheelchair or pram user is permitted provided aisle width clearances are maintained when the seats are folded and the area occupied by a wheelchair or pram.

The purpose of the priority seating area is to provide space for a wheelchair user and seating for those with physical, sensory and cognitive impairments (including when accompanied by a guide dog) and parents/caregivers with children, irrespective of whether or not a pram or stroller is being used.

The picture below shows the general location of the priority seating area. It is not intended to show all of the features and dimensions of the priority seating area, and other variations are possible within the parameters of this urban bus quality specification.



For an LB, a minimum of one preferably rearward facing wheelchair space to accommodate a wheelchair with a footprint of $\leq 700\text{mm}$ width \times $\leq 1200\text{mm}$ length and its user shall be provided (for more detail see section 6).

Offside forward or rearward facing fold-up seats may be used as priority seating to offer a second transverse or rearward facing wheelchair position.

SOME ITEMS NEEDING EXTRA EXPLANATION	DEFINITION AND REQUIREMENTS
Plinth	<p>Definition</p> <p>Raised small step/platform/area within the bus saloon above the level of the central aisle that makes access easier to seats, particularly those that may be mounted onto the wheel arches rather than to the floor or bus sidewall.</p>
Wheel arch	<p>Definition</p> <p>The covered protective flooring structure directly above the front and rear wheels/axles of the bus. The front wheel arches particularly must allow the suspension and steering action of the bus to fully function.</p> <p>Requirement</p> <p>Vertical or tapered sides are acceptable provide the minimum width is achieved at the height specified. See subsection 3.5 for the measurement detail.</p>
Parent/caregiver and child seat	<p>Definition</p> <p>A bench style seat of a narrower width than the normal double-bench seat which may permit a parent/caregiver and child to sit side by side, often used on or forward of the front wheel arch in conjunction with the need to provide a wider aisle for wheelchair/mobility device/pram access. For capacity calculation purposes, this seat counts as one adult.</p> <p>Requirement</p> <p>If fitted this seat must not protrude over the wheel arch edge into the aisle area if it reduces the required aisle width (see sub-section 3.5), as this can restrict easy access for a person in a wheelchair.</p>

Doors and aisle width, step heights, interior floors, seating configuration and revenue collection all impact on accessibility.

For the purpose of this document, all ticketing/revenue collection that requires interaction with the driver (prepaid or cash) for all passengers of any capability, including those using wheelchairs, is to be through the front door. Boarding or alighting using an electronic revenue system using tag-on/tag-off equipment may be through either door, although the Transport Agency is aware that some Regional Councils currently intend to restrict electronic ticketing system tag on to the front door only.

Any tag-on/tag-off equipment should be readily accessible and be easy to use by adults and children, irrespective of whether they have a disability or not.

The positioning of the tag-on/tag-off equipment must be such that it does not reduce any of the clearances specified for accessibility.

3.2 Doors

NUMBER	SB	One.
	LB/LBDD	Two. Larger vehicles that will be used solely on longer-distance urban express/limited stop style services may use only one door. Regional Council prior approval for this configuration is required. Front door shall be as close to the front of the bus as possible, preferably forward of the front axle and immediately opposite and in full view of the driver. The rear door should be located as close to the forward side of the rear axle wheel housing as possible.
LOCATION		To achieve standardisation of on street/in terminal/interchange bus infrastructure it is highly desirable that the second/rear door should be located immediately forward of the rear axle at low floor level. For articulated buses a third door further to the rear of the rear section may also be provided.
WIDTHS (CLEAR SPACE EXCLUDING ANY HANDRAILS ON THE DOOR)	Front door SB LB/LBDD	≥850mm single leaf. ≥1000mm double leaf.
	Rear door LB	≥700mm single leaf.
	LBDD	≥1000mm single or double leaf rear door is preferred to assist with loading and unloading.

Interpretation

1. It is not intended that rear door access or egress be provided for wheelchair users.
2. In addition to the doors for entrance and exit there must be adequate provision made for emergency exit as stated in section 5 of the Land Transport Rule: Passenger Service Vehicles Rule 1999.
3. The requirements for any additional form of rear door/brake safety interlock system is a preferred feature and until such time as this may fall within the Passenger Service Vehicles Rule 1999 amendment process it has been included in the RUB.
4. The door width measurement is the total inside aperture opening width when the door mechanism has been operated, but excludes the handrails from the measurement. It should be taken at the point midway between the top and the bottom of the door opening.
5. For a SB, the door may be behind the front wheel axle provided access to the driver for fare payment is not reduced.
6. Outward opening plug-style doors are permitted providing they meet the Vehicle Dimensions and Mass Rule overall width requirement.

3.3 Step height/depths

FIRST STEP HEIGHT	Measured from the ground to top of step nosing (without kneeling in operation).	
SB	≤300mm (may be up to 370mm if kneeling ≤300mm is fitted).	
	19.5 inch rims	22.5 inch rims.
	Front ≤370mm	≤370mm.
	Rear ≤370mm	≤370mm.
	With kneeling: Front ≤280mm.	≤300mm.
LB/LBDD	<p>Interpretation Kneeling is highly desirable for a SB and is mandatory for a LB. See subsection 6.4 for the requirement to provide external signage that the bus kneels on request.</p> <p>Measurement should be taken at the midpoint of the open door aperture with the bus on level ground (not on a cambered surface) and includes any step edge highlighter strip.</p> <p>For some LBs the fitment of larger rims and tyres offer significant benefits in terms of ground clearance, ride quality, maintenance costs and fuel efficiency. The possible intention to fit larger rims should be signalled by operators in any tender documents so that Regional Councils can check and if necessary address any infrastructure requirements. If buses are consistently getting damaged due to ground clearance, there may be a case for the first step height with kneeling on larger tyres to be ≤330mm, but on standard rims and tyres the bus must meet ≤300mm.</p>	
ANY ADDITIONAL STEPS, INCLUDING AISLE OR SEAT PLINTHS	As per the Land Transport Rule: Passenger Service Vehicles 1999.	
FOR LBDD STAIRWELL	For passenger confidence, step heights should preferably be all of equal height. A maximum of two different heights is permitted.	

There should not be any plinths located forward of the rear edge of the rear door (ie within the low floor area) except where they are necessary to access forward facing seat(s) located on the forward face of the front wheel arches.

Minimum step depth (i.e., the horizontal measurement from the front edge to face of the next riser) is specified in the Land Transport Rule: Passenger Service Vehicles 1999 as being ≥200mm. Except for any steps to access forward facing seats on the front of the wheel arches minimum step depth, for the RUB,

has been increased to ≥ 230 mm. To be clear this applies to any steps into the rear saloon area by the rear door/axle location.

3.4 Floors

All floor surfaces shall use a slip resistant (refer to AS 3696.13) material with particular attention paid to its effectiveness in the entry and exit door areas, including the wheelchair ramp, and areas designated and signed for wheelchair users, priority seating and floor-positioned luggage areas. All of these areas shall use easily seen contrasting colour flooring material, which contrasts to the flooring of the rest of the main saloon, including under the other passenger seats and any luggage areas.

Wheelchair signage as a flooring insert is required in addition to a sidewall-mounted wheelchair sign, which must clearly state that the wheelchair user must apply the wheelchair's brakes and use the wheelchair restraint (if fitted) at all times when the bus is moving.

Interpretation

The Blind Foundation and the Association of Blind Citizens of New Zealand recommend a 70-percent minimum visual contrast (refer to RTS14, section 5.3 and AS/NZS1428.4). This is a simple comparison test of reflected luminance from the lighter (high visibility) colour with the surrounding darker colour using a spot light meter.

In terms of luminance contrast and therefore usefulness to people with impaired vision, the colour yellow is several times more visible than other colours. It is, therefore, mandatory in all areas where high contrast is required, eg for stanchions, grab handles, handrails, step edge/plinth nosings and wheelchair ramp edges.

Refer also to the Blind Foundation's Accessible Signage Guidelines (<http://blindfoundation.org.nz/about/business-services/environmental-design-advisory/accessible-signage/download-the-accessible-signage-guidelines>).

SB	Flat (horizontal) floor from front entry to rear of priority seating area is mandatory and highly desirably to immediately forward of rear axle.
LB/LBDD	Flat floor from front entry to rear edge of the rear door or immediately to the front of the rear axle if only one door. Behind the rear door or rear axle stepped access (preferably a maximum of two, excluding any step access to the rear seat) in conjunction with sloping floors are acceptable.

Interpretation

A gradual transverse axis sloped area in the front entrance from the first step to the edge of the fare paying area adjacent to the driver is permitted but not preferred.

One of any set of aisle steps to the rear saloon may be located forward of the rear door providing easy access and egress through the door area is not noticeably effected.

The Transport Agency recognises that for some low-floor chassis the requirement for provision of a flat floor to the rear of the rear door is not easy to meet. Where a chassis supplier can demonstrate to the regional council why their particular chassis has this problem that cannot be solved and that in all other aspects the bus meets/exceeds the RUB, a sloped floor from the rear of the rear most priority seat could be acceptable providing the rear step height is not compromised.

For LBDD – the above flat floor criteria would also apply to meeting the $\leq 370\text{mm}$ rear step height if a transverse ramp is required in the rear door area.

This would be addressed through the variation process.

3.5 Aisle width

The manoeuvring width inside the front door entrance, fare paying and turning area must be at least the same as the aisle width between the wheel arches and up to the rear of the multi-use wheelchair space. There must be unimpeded access for a wheelchair and pram through the front wheel arches to at least the front edge of the rearmost set of priority seating or the rear of the wheelchair space.

The aisle width clearance through the front wheel arches and up to the rear of the multi-use/wheelchair space area must be:

SB	$\geq 780\text{mm}$: Measured at the middle of the wheel arch at a height of 300mm.
LB/LBDD	$\geq 800\text{mm}$: Measured at the middle of the wheel arch at a height of 300mm.

The swept path from the front entrance to the aisle shall accommodate a wheelchair/mobility device/pram of $\leq 700\text{mm}$ width x $\leq 1200\text{mm}$ length, with an allowance for clearance.

Aisle width to the rear of the front edge of the rearmost set of priority seats for remainder of flat floor area/to rear door $\geq 440\text{mm}$ and desirably through to the rearmost seats.

For LBDD – the aisle width of $\geq 440\text{mm}$ applies throughout the upper saloon as well. Stairwell step width must meet the Land Transport Rule: Passenger Service Vehicles 1999 ie $\geq 550\text{mm}$, but a width of $\geq 600\text{mm}$ between handrails is preferred.

The European (EC)/United Kingdom (UK) and Australian (AS) standards are $\geq 750\text{mm}$ through the wheel arches.

3.6 Seating configuration

The Transport Agency appreciates that different urban operations and chassis design configurations may demand different seating configurations. Seats shall face forward (preferred choice for most passengers) or rearward if utilising the rear side of the front wheel arches, except as specified below:

Fold-up single, double or triple occupant seating in any orientation is permitted in the wheelchair/multi-use space. This includes inward-facing fold-up style seats in order to maximise seating capacity when the spaces are not occupied by a wheelchair traveller (or parents/caregivers with a child in a stroller or pram).

Any fold-up seats whether forward, rearward or inward facing must have a mechanism that ensures they stay in the up stowed position unless actively moved by a passenger. This ensures that they are up in the event of the space being required by a wheelchair or pram user. Passenger operated lever locking systems are not permitted.

Wide single parent/caregiver and child seating may fitted on wheel arches but any overhang on the inside must not reduce the required aisle width clearance.

However, to ensure passenger confidence along the route as well as speedy accessibility:

- ≥ 60 percent of the total seated capacity of the bus shall be forward facing (the majority of the forward facing seats may be towards the rear of the bus)
- ≥ 50 percent of the seats in the priority area shall be forward facing.

To increase the standing/seated passenger ratio and to facilitate wheelchairs/mobility devices/prams, forward, rearward and inward-facing fold-up seating is allowed.

If the horizontal sidewall handrails are not provided in the wheelchair/multi-use space then any fold-up seat in any orientation, located in a space that is available to accommodate a wheelchair user, must have an underseat contrasting colour grab handle that the wheelchair user or smaller stature standees can rely on for stability.

See subsection 4.3 for other requirements relating to handrails.

See section 6 for further details related to priority seating and wheelchair carriage.

LBDD – the use of rear wheel arch rearward facing seats or inward facing fold-up seats is permitted to maximise seating and/or standing capacity providing the ≥ 60 percent forward facing seat overall requirement above is met.

Seat spacing between forward-facing seats shall be ≥ 670 mm, as measured by the same method as set out in the Land Transport Rule: Passenger Service Vehicles 1999.

Leg room is an important feature for passenger comfort and should be ≥ 300 mm measured horizontally from the front edge of the seat squab to the seat back in front or any modesty or safety panel.

The use of fixed or fold-up inward facing seats in any other area of the bus than the multi-use/wheelchair space and priority area must comply with the Land Transport Rule: Passenger Service Vehicles 1999 but is discouraged.

Good practice

Seat height:

- The height from the floor to the top of the front of the seat cushion should be $\geq 400\text{mm}$ and $\leq 500\text{mm}$.
- The Blind Foundation recommends 450–500mm as this would better suit elderly clients with mobility limitations.
- The height to the top of the seat back excluding any grab handle should be $\geq 900\text{mm}$.

Interpretation

Seat spacing:

In contrast to the critical structural elements such as step height, door width and aisle width, regional councils can make a case through the variation process in subsection 1.4 for a different seat spacing dimension to accommodate local circumstances, eg many regions carry a smaller number of passengers per trip and have less standees in the peak. The project team developing the RUB has advised that seats can be moved relatively easily and inexpensively.

3.7 Seating design

Changes in population demographics means many of our passengers are getting heavier, bigger/wider, older and less mobile, so good easily accessible seating is a requirement for passengers be they short distance hop on hop off or using the longer suburban routes and express/motorway services which may mean a journey of up to an hour.

Seating shall consist of a fabricated frame or moulded shell. The fabricated frame single, double or triple seat shell shall support or contain a flat bench style or minimally contoured to body shape integral cushion style squab, or padded insert style seat. A single layer unpadded fabric or synthetic material liner is not acceptable.

All materials shall be vandal, fire, stain and odour resistant. They shall also be hard-wearing and easy to clean.

SEAT WIDTH	Single seat:	$\geq 425\text{mm}$.
	Double bench or paired:	$\geq 875\text{mm}$.
	Parent/caregiver and child, on front wheel arch:	$\geq 760\text{mm}$.
SPACING	Forward facing:	$\geq 670\text{mm}$ (also refer to Interpretation in 3.6 above).

3.8 Luggage/stroller/prams/mobility devices

The safe provision of baggage, freight and pushchairs is provided for in section 6.8 of the Land Transport Rule: Passenger Service Vehicles 1999.

Good practice

Provision can be toward the front of the saloon area for easy access/safe/secure storage of:

- luggage, ie suitcase, carryall, backpack or similar package
- folded pram/stroller/mobility frame/aids
- folded wheelchair.

The area above the wheel arches immediately above both front wheels is in most configurations the most suitable luggage location, but alternatives behind modesty panels at the front or rear door are also acceptable.

In total, sufficient protected space should be provided to accommodate two folded prams/strollers/mobility frames and two pieces of luggage, each of the luggage pieces being capable of being carried by one person, eg $\leq 25\text{kg}$ with dimensions $\leq 800\text{mm} \times \leq 300\text{mm}$. Luggage storage may be side-by-side or one on top of another providing they are securely contained, readily accessible and do not hinder any passenger movement through the area.

In the event that for special services or areas e.g., tourist centres or airport services, additional luggage space is required, this can be readily installed on a local basis by the removal of some seating (eg from over or forward of one or both the front wheel arches).

4. VEHICLE INTERIOR, ENTRANCE AND EXIT

4.1 Introduction

The Land Transport Rule: Passenger Service Vehicles 1999 includes requirements for handrails, handholds and handgrips, energy absorbent padding and lighting. However, this document suggests additional requirements to ensure passenger safety and introduces the now commonly used term grab handle in preference to hand grip.

4.2 Step and plinth edges

All steps at door entry and exits or within the vehicle shall have full width step edges fitted with a distinctive high-visibility yellow colour, slip resistant/non-trip style nosing in a solid band, contrasting with the immediately adjacent flooring material.

Interpretation

The Blind Foundation and the Association of Blind Citizens of New Zealand recommend a 70 percent minimum visual contrast (refer to RTS 14 section 5.3).

The Blind Foundation and the Association of Blind Citizens of New Zealand recommend the use of safety yellow as the colour that is most easily distinguished by the visually impaired (refer to sub-section 3.4), and for this reason it is mandatory.

The nosing dimensions in the horizontal and vertical planes should be within the range 45–50mm in width (UK Public Service Vehicles Accessibility Regulations 2000).

Plinths shall have a minimum of similar nosing on the horizontal edge.

Sharks-tooth style reduces the contrasting effect by half so is unacceptable.

4.3 Stanchions/handrails

Vertical high-visibility contrasting yellow colour (see sub-section 3.4 for colour requirement) stanchions from either floor to ceiling or seatback to ceiling, as location dictates, shall be fitted throughout the length of the bus and close to the aisle, but not impede movement along the aisle or within the wheelchair/multi-use space (eg floor-mounted stanchions can hinder wheelchair users' manoeuvrability).

Except in the multi-use/wheelchair space and priority seating area, they must be spaced at least at alternate seats left and right of the aisle, and so that a passenger can stand safely or walk/move through the remainder of the bus while able to hold a stanchion with one hand at all times. This includes in the rear saloon, and upper saloon area for a LBDD. Additional overhead horizontal handrails are allowed (see paragraph below).

Additional stanchions shall be provided immediately adjacent to doorways, and adjacent to priority seating or wheelchair areas if not already fitted as above. Again, care must be taken to ensure that these stanchions do not limit the manoeuvrability of the wheelchair user.

In entry exit areas and the fare paying area or areas where vertical stanchions are impractical because seating may have been reduced to provide for more people to stand, priority seating or wheelchair

positions, or is of the folding style, then front dash board, sidewall, modesty panel, wheel arch-mounted or overhead contrasting colour handrails shall be provided.

Handrails are required for all doors unless they are outward opening plug-style.

For LBDD – sidewall mounted handrails shall be provided on each side of the stairwell.

Stanchions, handrails and grab handles must meet the requirements of section 6.9 of the Land Transport Rule: Passenger Service Vehicles 1999.

Interpretation

For contrast refer to guidance for step and plinth edges.

Overhead contrasting colour handrails should be no higher than 1900mm from floor level, unless fitted with strap hangars to reach to, or below this height.

Stanchion/handrail maximum cross-section dimension should be in the range of 30–35mm and should be of a circular or elliptical cross section (UK Public Service Vehicles Accessibility Regulations 2000).

For stanchions and handrails, eg on the doors, in the fare paying area or on the top face of the front wheel arches, or within the multi-use/wheelchair space, they should have a finger/hand clearance space of between 35 and 45mm between any part of the vehicle, and all parts of a handrail other than its mountings. Our preference is for 45mm which is similar to the United Kingdom requirements of not less than 45mm (UK Public Service Vehicles Accessibility Regulations 2000).

The Hamilton Accessibility Pilot team recommends that handrails mounted horizontally on the side of the bus sidewall immediately to the side of the wheelchair user be at least 700mm in length. These are only required if the wheelchair area is not fitted with fold-up seats fitted with underseat handrails.

Deep knurling is not encouraged for general cleanliness and hygiene reasons.

4.4 Grab handles on seat backs and elsewhere

All forward or rearward-facing seats must have a grab handle fitted towards the aisle side. Additional grab handles on the faces of wheel arches can also be beneficial. As with stanchions and handrails, all grab handles shall be of the same high-visibility contrasting yellow colour material unless they are an integral part of the seat frame construction in which case they can be the moulded colour or another colour contrast.

Interpretation

For contrast refer to guidance for step and plinth edges and sub-section 3.4.

Grab handles should have a circular or elliptical cross section of 30–35mm on the maximum section (refer to the United Kingdom Public Service Vehicles Accessibility Regulations 2000). Finger and hand clearance space should be as for handrails above, ie 35 to 45mm. The length should be at least 100mm but our preference is for at least 120mm which is easier to grasp in a moving situation.

4.5 Lighting

Lighting must be adequate as per section 6.15(3) of the Land Transport Rule: Passenger Service Vehicles 1999.

In addition, for the purpose of these requirements, the following lighting should be provided:

- For the internal entry and exit doorway step areas and externally downwards and outwards for ≥ 300 mm beyond the step edge to a level of ≥ 100 lux. Extinguished on door closure and prior to moving off.

Note: This should be measured at ground level below the doorway centre point on the step edge to ensure maximum visibility.

- Fare paying area ≥ 65 lux. Extinguished on door closure and prior to moving off.
- General saloon – Light levels in the general saloon area from immediately behind the driver's modesty panel should be ≥ 40 lux. These should be measured at a height of 1000mm above the floor level on the longitudinal centre axis of the bus. Commercially available self-calibrated lux level meters are the recommend measurement method.
- LBDD stairwell - step level low intensity foot safety lighting is required (sidewall fitment is preferred).
- Overhead lighting requirements are the same as for the general saloon area ie > 40 lux.

4.6 Security and safety

Provision of suitable cable ducting and/or installed cables and mounting points to allow for the subsequent installation of internal or external above the door of High Definition Units or standard CCTV automatic security and or safety/video cameras shall be provided.

SB	One located immediately forward of the driver to view the fare paying and saloon areas.
LB LBDD	<p>A minimum of three – two internal and one located as above, i.e., in the front entry and fare paying area. The second one positioned so the saloon and rear door can be observed, and one for an external rearward facing camera mounted above the front door to provide observation along the side of the bus to beyond the rear door, or rear axle if only one door.</p> <p>The Land Transport Rule: Passenger Service Vehicles 1999 requires that drivers must be able to observe all passengers. Therefore the minimum CCTV requirement for LBDD is increased from three to five positions, to include one with a general view of the upper saloon area, and one viewing the stairwell.</p> <p>Contrasting easily seen signage (visible at the bottom and top entry points to the stairwell) with the words: ‘Passengers must not stand in the stairwell when the bus is in motion’ must be provided.</p> <p>A nearside upper deck “tree guard” that will offer protection to the bus nearside superstructure and upper front screen is mandatory e.g., 35–50mm diameter tubular fitment.</p> <p>An additional “elevated electro/optical hazard warning device” that will alert the driver to an obstacle in the vehicle’s current line of travel is desirable.</p>

4.7 Heating, ventilation and air conditioning

The very strong passenger and bus operator preferences are that in order to compete with the attractiveness of the private car and encourage more patronage, all urban buses should have an air conditioning climate control fresh air system provided that acts throughout the whole bus saloon area.

In practice, many bus suppliers and operators are fitting air conditioning climate control as standard on all their new urban buses,

Full air conditioning climate control is mandatory for all new non-hybrid urban buses operating in Auckland, Wellington and Christchurch only. For all other urban centres it is ‘good practice’.

LBDD - provision of effective climate control is of greater priority in the upper saloon area because of the lower ceiling height and generally more confined/enclosed nature of the environment. Individual passenger adjusted directional vent controls, e.g., ‘eyeball style’, located directly above obliquely overhead each passenger are permitted but not mandatory.

Systems that are independent of the driver adjusting settings are preferred.

However, in recognition that there are capital and operating cost and vehicle weight concerns, the alternative provision of an adequate saloon heating and ventilation system (eg forced air system with a mix of hopper or sliding style opening side windows and roof vents) that maintains a saloon temperature range of 18 – 26°Celsius is mandatory.

Good practice

The fitment of an air conditioning climate control fresh air system is highly recommended to offer passengers improved levels of comfort (eg a stable interior environment of 22°Celsius in summer or winter), including improved window demisting.

This recognises that in some urban centres the general levels of external air pollution are such that merely drawing untreated/polluted outside air into the bus is becoming unacceptable.

Hybrid buses have been excluded until clearer evidence is available of the impacts on fuel efficiency and therefore whole-of-life costs have been established.

4.8 Demisting

Refer to section 6.10 of the Land Transport Rule: Passenger Service Vehicles 1999 for windscreen requirements.

Where a full air conditioning climate control system is not fitted, the demisting system must be capable of initial demisting and keeping demisted at all times the glass panels of both front and rear doors and all side windows.

Interpretation

Misted up side windows is a major complaint from customers. Initial demisting of the windscreen, driver side windows, front and rear door glass and all other side windows should be achieved within 10 minutes of vehicle start-up.

5. COMMUNICATION

5.1 Introduction

Section 6.12 of the Land Transport Rule: Passenger Service Vehicles 1999 requires that there be a means of communication with the driver but it is not specific. In this section better requirements are set out. Requirements for the external destination display are also set out.

In addition, the Land Transport Rule: Passenger Service Vehicles 1999 was amended to include sections 8.5 and 8.6 allowing the provision of facilities for hearing or vision impaired passengers. This section of the document provides more requirements.

5.2 Bus stopping signals

All buses shall be fitted with dual-indicator bus stopping signalling and acknowledgement display devices that are easily seen and heard by the driver and the passengers in all areas of the bus saloon. (This includes the upper saloon of an LBDD). Signalling devices should be in easy reach of all passengers whether seated or standing. Generally this means that signalling devices should be:

- easily reached by any person seated in a priority seating area or wheelchair area without having to stand up, eg fitted on side walls below the window frame or on stanchions or horizontal handrails
- easily used by elderly and disabled people with poor hand and finger function or dexterity
- adjacent to and not less than every second row of seats on both sides of the aisle
- fitted to the underside of any fold-up seat fitted in the multi-use/wheelchair space if the other bell push is obscured by the fold-up seat.

The dashboard indicator shall have two components: a general signal and a second signal to indicate to the driver that the signal has been made by a passenger occupying a wheelchair or priority seating position.

The device shall trigger both an audible and visual indication to the driver, and passenger. For the passenger saloon there shall be at least two illuminated bus stopping signs (to meet the needs of people with a visual impairment a mix of upper and lower case characters is strongly preferred) with associated audible acknowledgement signals. The signs shall consist of one rearward facing to the saloon adjacent to the driver's area and a second forward and rearward facing repeater located near the rear door to acknowledge the request. This sign shall remain illuminated until cancelled by the operation of the door controls.

Bus stopping request devices shall be of a high-visibility yellow mounting holding a red push signal button, and may take the form of a mix of the following:

- Finger/thumb/knuckle push buttons on the vertical stanchions at a height of $\geq 1300\text{mm}$ and $\leq 1600\text{mm}$ above floor level.
- Finger/thumb/knuckle push buttons on the bus side panels at a height of $\geq 850\text{mm}$ and $\leq 1050\text{mm}$ particularly in the priority seating area or on the undersides of folding seats.
- Finger/thumb/knuckle push buttons fitted as near as possible to the top edge of any fold up seat for use when the seat is in the fold up position if the side wall button is obscured
- Due to the incidence of false signal calls experienced with many full/large protruding palm push style call systems, these are not recommended unless they are of the modern hydraulic style which require reasonable pressure to activate.

Interpretation

The Blind Foundation recommends that high contrast and consistent colours should be used such as a red button on yellow background.

The Blind Foundation and the Association of Blind Citizens of New Zealand recommend that except for the first letter, all letters should be in lower case. When signs are written in upper case letters, they cannot be read easily by vision-impaired people. Use of upper and lower case is therefore paramount for all bus internal and external signage.

Also refer to: the Blind Foundation's Accessible Signage Guidelines

<http://blindfoundation.org.nz/about/business-services/environmental-design-advisory/accessible-signage/download-the-accessible-signage-guidelines>

The Hamilton Accessibility Pilot team recommends for the wheelchair space, that bus stopping buttons are placed to the side of the seated passenger and behind or on the grab handle.

Disability representatives see the provision of the second bus stopping repeater as essential if wheelchair users are to accept rearward facing orientation. It also improves the situation for all passengers especially those seated or standing in the rear saloon area.

5.3 External destination display

Clear information of the bus route, destination and intermediate points form an essential part of generating passenger confidence. Signs shall be of the electromechanical or electronic matrix style with emphasis on high visibility during all light levels that can be easily read by the majority of sighted current or potential passengers as the bus approaches, or departs. See sub-section 5.2 regarding the needs of people with a visual impairment - signs should have the capability to display multi-line information in a mix of upper and lower case characters and also frequently changing displays to facilitate additional route information, eg via station.

The sign must be controlled by the driver from the driving position and be capable of storing a range of different route and destination information as well as displaying whether the bus is not in service, on charter, school or special work.

All buses shall have the following signs:

- Front forward-facing three digit/character route-number and destination combination sign $\geq 1500\text{mm}$ wide located at or above the top of the windscreen.
- Near side, as close as possible to the front entrance, a route number and destination repeater sign preferably fitted at the top of the first side window so that it can be seen over the heads of any queuing passengers.
- At the back of the bus a rearward-facing three digit/character route-number sign at a height $\geq 1500\text{mm}$ and $\leq 2500\text{mm}$ above ground level and central or left of centre, ie toward the nearside of the bus. For LBDD – the height is $\geq 1500\text{mm}$ and $\leq 2900\text{mm}$.

SB

Front and rear route number characters shall be $\geq 125\text{mm}$.

Front destination characters shall be $\geq 100\text{mm}$.

Side route number and destination characters shall be $\geq 60\text{mm}$.

LB/LBDD

Front and rear route number characters shall be $\geq 150\text{mm}$.
 Front destination characters shall be $\geq 125\text{mm}$.
 Side route number and destination characters shall be $\geq 60\text{mm}$.
 Wide rear destination signage similar to a front destination sign is desirable.

Interpretation

- High visibility: The Blind Foundation and Association of Blind Citizens of New Zealand recommend that high-visibility signs be set at a 70-percent minimum visual contrast (refer to RTS 14 section 5.3).
- Route numbers: Route numbers should be consistently displayed in a large font to the left of the display when viewed from the roadside.
- Use of upper/lower case: The Blind Foundation and the Association of Blind Citizens of New Zealand recommend that except for the first letter, all letters should be in lower case. When signs are written in upper case letters, they cannot be read easily by vision-impaired people. The exception to this would be place names such as Lower Hutt, North City. Refer to the Blind Foundation's Accessible Signage Guidelines.

Good practice

- Dot matrix: The Blind Foundation and Association of Blind Citizens of New Zealand advise that dot matrix signs are not easily read by someone with low vision.

5.4 Internal information

5.4.1 Electronic information displays and announcements

Installed cables or cable ducting and suitable mounting points to enable later ready fitment of 24V driver initiated or automated progressive route and journey-related information and announcements equipment shall be provided, including in the LBDD upper saloon.

Good practice

People with hearing impairments represent a large proportion of the New Zealand population (approximately 400,000 people). Approximately 250,000 New Zealanders' hearing impairment is classified as serious enough to constitute a disability.

Progressive route and journey-related information presented on an electronic information display provides vital information on the route being taken and the current location of the bus. This information provides confidence to the user and helps to ensure they do not find themselves getting off at the wrong stop which also may present safety issues, particularly at night.

Similarly, for the visually impaired, audible announcements via electronic information equipment have been successfully trialled as part of the Hamilton Accessibility Pilot. The Hamilton Accessibility Pilot team also trialled journey-related information presented on an electronic display. Findings

from the trial suggest colour contrast is important on the visual display. Angle of the screen and screen quality is important to reduce glare. Text size needs to be readable. Text and background colour should clearly contrast. The audio announcements should focus on place names as opposed to street addresses and numbers.

A submission from the Hearing Association New Zealand also commented on the usefulness of displaying the fare electronically in the fare paying area (as part of the ticket machine or via a separate display) so that the customer is aware of the correct cash fare to be paid.

The Transport Agency encourages regional councils to consider the implementation of these systems to cater for those with hearing and visual impairments (and for the wider benefits that such systems may bring for other passengers) where feasible, and to consider lower-cost alternatives that may present themselves in the marketplace.

5.5 Driver operational communication

For an urban fleet service requiring more than five buses in service at any one time, a two-way radio shall be provided to provide communication between buses of the same operator, back to base depot and to any central information or control centre.

For the smaller bus fleets and urban centres, a hands-free cell phone is an acceptable alternative providing the operator can provide evidence of a company safe driving policy that its drivers must follow with respect to hands-free use.

6. FACILITIES FOR PASSENGERS WITH IMPAIRMENTS

6.1 Introduction

The Land Transport Rule: Passenger Service Vehicles 1999 was originally non-specific as regards the provision of special equipment for people with impairments. This was extended and section 8 of the Rule now covers the requirements for the provision of signs, tactile surfaces and public address systems. More detail is given than the Rule in this section of the document.

6.2 Priority seating area

Provision shall be made as follows for passengers with physical, sensory or cognitive impairments including those that may be accompanied by a guide dog:

- Priority seating area well to the forward end of the saloon with at least four preferably all forward facing seats identified for passengers with impairments or extra mobility needs. These seats may be of the folding type in order to facilitate wheelchair access and stowage. Any fold-up seat must be capable of being held in the stowed position.
- A separate space of dimensions not less than 800mm by 1300mm to cater for a wheelchair with a footprint of $\leq 700\text{mm}$ width \times $\leq 1200\text{mm}$ length and its user (see subsection 6.3).
- Contrasting easily seen signage to indicate the area and request to vacate seats for use by passengers with disability/mobility needs along the following lines:

‘Priority seating area - Please vacate these seats for elderly or disabled passengers or parents/caregivers with children.’

Minimum front door and aisle widths, initial step heights and fare paying areas have been already specified in section 3 and make due allowances for access.

6.3 Wheelchairs

Wheelchairs are described as both manual self/caregiver propelled or powered versions of preferred characteristics as follows:

- Footprint to be provided for forward or rearward facing stowage $\leq 700\text{mm}$ width \times $\leq 1200\text{mm}$ length.
- If transverse stowed, with handles and foot rest capable of being folded or stowed $\leq 700\text{mm}$ width \times $\leq 900\text{mm}$ length.
- Note: Powered mobility scooters are not classed as a wheelchair, and are not able to be carried due to their dimensions and restricted manoeuvrability. This restriction may be revisited at the next three yearly RUB review if evidence that more suitable (weight and dimensions) mobility scooters have become more widely available.

Space shall be provided, as part of the priority seating area, for the carriage of an occupied wheelchair/pram as specified above as follows:

SB	To carry one wheelchair, preferably rearward facing.
LB/LBDD	To carry a minimum of one wheelchair (preferably rearward facing and on the nearside).

Interpretation

For wheelchair carriage purposes a rearward facing orientation is preferred for improved safety and better manoeuvrability, as well as removing the need to fit restraints. Rearward facing is the preferred position in many overseas jurisdictions, and particularly in Europe.

A second wheelchair space could be provided at the discretion of regional councils and/or operators. This may be transverse facing utilising folding seats that can be used by other passengers when the wheelchair space is not occupied by a wheelchair user. The wheelchair space should not cause the wheelchair user and wheelchair to significantly encroach into the aisle space beyond the normal bench seat width and, therefore, creating a potential hazard to other passengers.

An aisle width of $\geq 800\text{mm}$ from the front entry to at least the front edge of the rearmost set of priority seating or the rear of the wheelchair space may impact on the amount of width available for priority seating in the forward saloon area, that is, behind the front wheel arches. A second rearward facing wheelchair space or larger aisle ($\geq 800\text{mm}$) may mean that appropriate priority seating provided for other passengers with physical, sensory or cognitive impairments and parents/caregivers with children may have to be located further down the back of the bus. This is not preferred as this makes it more difficult for people with impairments and for those with impairments but who do not need a wheelchair to move around (ie the majority of people with impairments), to access the priority seats on the bus.

The requirements and design standards of the fitments of wheelchair and wheelchair-occupant restraints are in section 8.4 of the Land Transport Rule: Passenger Service Vehicles 1999.

In the Land Transport Rule: Passenger Service Vehicles 1999 it is mandatory to fit a restraint if a forward facing wheelchair position is provided. There is no mandatory requirement to fit restraints if the wheelchair position is rearward facing (but a restraint “may” be fitted), but a backrest head support is mandatory.

For the purpose of the RUB the position is as follows:

- Any wheelchair restraints, if fitted, must be located so that they are capable of being used by the wheelchair occupant unaided, current floor-mounted restraints do not usually meet this requirement.
- For rearward facing wheelchair locations fitted with ironing board-style backrests, there is no requirement for restraints to be fitted or used. There should be signage to indicate that any wheelchair brakes and lap belts should be applied irrespective of the orientation of the wheelchair.
- Any passenger safety/modesty panel and any associated vertical stanchion fitted immediately behind the multi-use/wheelchair space should be designed so that it does not hinder the manoeuvring of the wheelchair user and wheelchair in to and out of the wheelchair space. Clearance for the wheelchair user’s feet and/or foot plates under any panel while manoeuvring is desirable.

Interpretation

If a rule incorporates a standard by reference, the technical specifications effectively form part of the rule. The Land Transport Rule: Passenger Service Vehicles 1999 incorporates joint Australian and New Zealand standards relating to wheelchair hoists, ramps and restraints. If these standards cannot be complied with there are general safety requirements which are an alternative.

An international wheelchair symbol for accessibility sign shall be provided on the bus internal side wall and must be incorporated in to the flooring material of any wheelchair space. Signage shall also request the vacation of any seats in the wheelchair space to enable the area to be used by a wheelchair user or caregiver with a pram. This may be part of the priority seating area signage. See subsection 6.2.

Externally two international wheelchair symbols for accessibility shall be provided, one on the front left of the bus and one on the side of the bus by the front door entrance.

6.4 Boarding or alighting

Subsections 2.5 and 3.3 specify the requirement for the bus to kneel at the front door. This can be beneficial to many passengers whether on foot, with or without an impairment, in a wheelchair or accompanied by small children.

Automatic kneeling capability is not required rather this should be manually controlled by the driver. If the capability is used every time the bus stops it will use unnecessary air and, therefore, increase fuel costs, as well as slow down overall journey times.

A sign stating 'This bus kneels on request' shall be provided on the exterior of the bus adjacent to the front door.

6.5 Ramp

A manually-operated flip-over style ≥ 800 mm width ramp shall be provided at the front door that can be deployed and recovered by the driver on request from wheelchair, pram users or any other impaired passengers where the kneeling facility proves to be insufficient. Ramps must comply with section 8.2 of the Land Transport Rule: Passenger Service Vehicles 1999 in terms of any ramp, door brake interlock and driver warning system.

Desirably the ramp hinges and lifting rings or handles should be countersunk/flush with the floor to reduce the interference to passengers on foot or in wheelchairs.

Preferably the driver's lifting handle should be of the full-hand width style rather than a single digit ring style pull up.

High-contrast yellow, flat ramp edge marker strips are preferred over the raised metal edges.

The ramp surface material must be slip resistant. See sub-section 3.4.

A wall mounted sign adjacent to the front door (preferably pictorial) shall indicate the permitted maximum weight of the ramp e.g., 300kgs and maximum width of any wheelchair or pram that can be carried by the bus i.e., 700mm (excluding the user).

Organisations representing people with impairments have undertaken to publicise this limitation widely through their own communication channels.

Interpretation

A powered ramp may be fitted provided it meets the requirements of section 8.2 of the Land Transport Rule: Passenger Service Vehicles 1999.

7. DRIVER COMPARTMENT

The role and responsibility of the urban bus driver in coping with the levels of urban traffic and congestion, the various requirements of passenger loading, revenue collection, unloading and dealing with the range of passenger requests for assistance and information is a demanding one. Any features that make the task easier and safer to carry out will be to the overall benefit of the public bus transport industry.

Good practice

The bus driver's compartment is part of his/her workplace and they can spend the majority of their working day in that compartment.

Features

In addition to any overall bus heating and ventilation, or air conditioning system, provision can be made to provide the driver with some personal driver-controlled form of heat and cooling, including to the foot area.

Comfort

- A fully sprung driver's seat with adjustment for all three planes of driving position.
- For LB, the driver's seat suspension should be capable of being adjusted to cater for varying driver weight.
- A readily adjustable (tilt and height) steering wheel column and soft style easily-cleaned, and dried, steering wheel.
- A footrest for the left foot.
- Coat/jacket storage, eg hook.
- Out-of-sight storage for personal belongings such as bag/lunchbox.
- Ticketing equipment and till stand should be ergonomically located.

On-board security

- Barrier protection panel immediately behind the driver to prevent any form of assault from behind, either directly by a passenger or by a thrown object.
- A revenue collection and holding system so that the driver's cash can be readily and securely locked into a cash box that can be secured to the bus, eg to the ticket issuing equipment stand.

8. EXISTING BUSES

8.1 Introduction

There are a large number of buses used in the urban bus fleets that have been purchased over the last 20 years. Some of the more recent ones will meet or exceed all or most of the criteria listed in this document for new buses, but many of the earlier purchases will not.

The Transport Agency encourages operators to speed up the replacement of the older less user or environmentally friendly vehicles, and to retrofit as many of the features in the previous sections as is possible.

Existing buses aged between 20 and 23 years old may be used for school only use with prior Regional Council/Auckland Transport approval, providing evidence is provided of a planned replacement programme.

8.2 Existing bus standards

Existing buses: all buses currently used in urban services immediately prior to the date when PTOM contracts are rolled out, at a minimum, shall meet the following requirements (also refer to sub-section 1.2.2):

ACCELERATION	0-50km/h ≤30 seconds.
EMISSIONS	Euro 3 emissions standard for use in Auckland, Wellington and Christchurch (see note at the end of this section which allows for a one-off transition plan to be agreed). Buses used in other urban centres must meet at least Euro 2 emissions standard.
TRANSMISSION	LB automatic.
SUSPENSION	LB Full air with levelling.
DOORS	SB: 1. LB: 2 mandatory if ≥36 seats. Front door width ≥700mm.
STEP HEIGHT	≤370mm.
ADDITIONAL STEPS OR SEAT PLINTHS	As per Land Transport Rule: Passenger Service Vehicles 1999.
FLOOR AND LEVELS	Non-slip material in boarding and aisle area. No more than two steps in the aisle along whole internal length of vehicle excluding any footrest plinth to the rear seats.
STEP EDGE	Highlighter to top edge of nose.
STANCHIONS / HANDRAILS	One close to each door plus at least two in each saloon area, ie forward of rear door and behind rear door.
GRAB HANDLES	On aisle side of all seat backs.

HEATING AND VENTILATION	Drivers area plus ≥ 2 saloon heaters.
DEMISTING	Front windscreen and front door windows.
BUS STOP REQUEST	Bell push or cord within reach of seated and standing passengers in every second row of seats. Illuminated bus stopping display with audible signal.
DESTINATION	Front route no - three characters ≥ 100 mm in height. Front and side destination characters ≥ 60 mm in height.

Good practice

Range without refuelling: ≥ 300 km or 15 hours operation.

Note:

The financial and operational impacts on operators with larger proportions or significant numbers of pre-Euro 3 buses can be significant, therefore Regional Councils/Auckland Transport can agree an equitable one-off transition plan with operators so that these buses can be phased out as soon as practicable after the start of any new PTOM contract. These buses can only be used to supplement peak services and/or school services. These buses must meet the maximum age requirement and do not include pre-Euro emissions standard buses.

APPENDIX 1: PROCUREMENT VARIATION APPLICATION TEMPLATE

Procurement variation application

(approved organisation to complete)

This form is to be used whenever an approved organisation wishes to depart from a procurement procedure that includes the specifications known as Requirements for urban buses in New Zealand: New Zealand's common standard for urban bus quality (2014) (RUB) of the NZTA's Procurement manual: for the activities funded through the National Land Transport Programme. Information submitted will assist in the timely and efficient processing of variation requests.

A separate form is required for each separate variation application.

Upon completion, approved organisations should submit this form to their local NZTA regional representative, passenger transport contract manager or other appropriate contact. Any queries regarding the form should also be directed to that NZTA representative.

Name of procurement procedure and variation

1. [include name], including the RUB - variation [insert name, eg requested by X Regional Council July 2015]

Background information

2. The service(s) affected by the proposed variation are as follows:

[list]

[Also include a brief description of each service affected by the proposed variation to bus specs, eg route description, frequency, contract commencement and expiration, any other relevant background including previous variations if relevant].

3. *The purpose of this section is to identify affected sections of the RUB, explain the relationship between the proposed variation and the NZTA's previously approved procurement procedure (ie the RUB and also the approved organisation's procurement strategy (if different). Go on to explain how the variation contributes to the objectives of the RUB.*

The proposed variation concerns the following section of the RUB:

[list section reference]

[provide other information described above]

4. *The purpose of this question focussing on reasons is to uncover as much helpful information as possible for identifying benefits, value, options and other information relevant to the statutory tests in section 25. A short summary only is required, however, try to provide enough information so that the NZTA person responsible for receiving the application and managing it internally has sufficient detail for the memo they will have to submit to the person with authority to approve/decline this application.*

The variation is being sought because [state reasons].

Best value for money, etc

5. In council's view, the proposed variation contributes to the goal of obtaining best value for money spent by the NZTA and council in the following ways:

Best value for money – describe if and how the requested procurement procedure variation (or your recommended option) achieves best value for money in terms of the use of funds from the NLTF. You may wish to describe this by referring to how the variation contributes to the 5 objectives of the LTMA (ie assisting economic development, assisting safety and personal security, improving access and mobility, protecting and promoting public health, ensuring environmental sustainability), and/or by describing other benefits that will result, and/or the alternatives/options assessed above, ie which one (decline or approval or variation on approval) provides the best value for money.

[state here]

Enabling fair competition – explain whether the proposal does enable fair competition for the right to supply outputs required for the affected passenger service(s). Again, a comparison of alternatives/options could be useful.

[state here]

Encouraging competitive and efficient markets for supply – explain whether the proposal will encourage competitive and efficient markets for the supply outputs required for the affected passenger service(s). Where possible, this should be quantified, eg size of local/regional market and the share that a supplier will have under this proposal (if applicable). Again, a comparison of alternatives/options could be useful.

[state here]

Financial matters

6. *The purpose of this section is help with the value for money assessment*

The current cost of the contract is \$[state here].

The variation is anticipated to cost \$[state here].

Future variations

7. [state here].

Alternatives considered

8. The purpose of this section is help with the s25 assessment by comparing the proposed variation to other available options.

Alternatives considered:

[describe]

Option one - preferred option

[describe option, then explain contribution to s25 outcomes].

Best value for money

[state here]

Enabling fair competition

[state here]

Encouraging competitive and efficient markets for supply

[state here]

Option two - [eg proceed without variation]

[describe option, then explain contribution to s25 outcomes]

Best value for money

[state here]

Enabling fair competition

[state here]

Encouraging competitive and efficient markets for supply

[state here]

Option three - [eg any other option as determined by approved organisation]

[describe option, then explain contribution to s25 outcomes]

Best value for money

[state here]

Enabling fair competition

[state here]

Encouraging competitive and efficient markets for supply

[state here]

Supporting

- 9. Further supporting information is attached in the form of [describe or delete this section if not relevant].

Response to the variation application

(NZTA to complete)

Further information requested

Date returned to requestor

Approved/Not approved and reason(s)

Signed

Date approved organisation notified

APPENDIX 2: PROCUREMENT VARIATION – INTERNAL MEMO SEEKING APPROVAL TEMPLATE

To [insert name], P&I manager [insert relevant region]

Cc [insert name(s) where relevant, otherwise delete this line]

From [insert name of NZTA person responsible for handling variation application]

Date [insert]

Subject Procurement procedure variation – Requirements for urban buses - [insert name of approved organisation]

Purpose

- To seek the approval of the regional P&I manager for a variation to the vehicle specifications known as the NZTA's Requirements for urban buses in New Zealand: New Zealand's common standard for urban bus quality (2011) (RUB), which form part of the procurement procedure in respect of the passenger transport services procured by [insert name of approved organisation].

Recommendations

- That the regional P&I manager approves declines defers
(choose one):

a variation to the vehicle specifications known as the RUB for [insert name of approved organisation] in respect of the services (choose one):

- as set out in this memo
- as attached

Subject to the following conditions: (delete if this is not needed)

-
-
-
-

Background

- [Insert a brief description of the named passenger service that is being procured and the reason(s) for the variation being sought].

4. The passenger services affected by the variation request are:
 - A. [insert name]
 - B. [insert name]
 - C. [insert name]
5. [use or delete as needed]

Requested procurement procedure variation

6. [Describe the proposed procurement procedure variation. If it aids the regional manager's decision (rather than simply adding detail), attach the procedure variation documents or request, as applicable].
7. The annual procurement spend for this service as a result of this variation is considered to be (choose one):
 - \$100 million or less, and
 - minor or low risk .

Thus, the regional P&I manager has delegated authority under the NZTA-consolidated instrument of sub-delegation from group manager of the P&I group to staff, dated 2 December 2010, to endorse this variation.

8. [use or delete as needed]

Assessment of request

9. Insert detail regarding assessment of the variation request. Assessment of the request would usually consider the alternatives of a) declining or b) approving the request, and the consequential impacts of each, if selected. Options, ie variations of approving the request, may also be assessed, if feasible/desirable. The assessment must be made from the perspective of achieving the best outcome for the land transport system.

[inset here]

10. [use or delete as needed]

Testing against s25 of the LTMA

11. Section 25(1) of the LTMA requires that the NZTA must approve procurement procedures that are ...'designed to obtain the best value for money spent by the Agency and approved organisations, having regard to the purpose of this Act'. In approving a procurement procedure, the NZTA must 'also have regard to the desirability of a) enabling persons to compete fairly for the right to supply outputs required for approved activities, if 2 or more persons are willing and able to provide those outputs; and b) encouraging competitive and

efficient markets, for the supply of outputs required for approved activities.’ The same considerations apply to any variation of a procurement procedure.

Best value for money – describe if and how the requested procurement procedure variation (or your recommended option) achieves best value for money in terms of the use of funds from the NLTF. You may wish to describe this by referring to how the variation contributes to the 5 objectives of the LTMA (ie assisting economic development, assisting safety and personal security, improving access and mobility, protecting and promoting public health, ensuring environmental sustainability), and/or by describing other benefits that will result, and/or the alternatives/options assessed above, ie which one (decline or approval or variation on approval) provides the best value for money.

[state here]

Enabling fair competition – explain whether the proposal does enable fair competition for the right to supply outputs required for the affected passenger service(s). Again, a comparison of alternatives/options could be useful.

[state here]

Encouraging competitive and efficient markets for supply – explain whether the proposal will encourage competitive and efficient markets for the supply outputs required for the affected passenger service(s). Where possible, this should be quantified, eg size of local/regional market and the share that a supplier will have under this proposal (if applicable). Again, a comparison of alternatives/options could be useful.

[state here]

12. In summary, analysing the proposal against s25(1) of the LTMA demonstrates that (choose one):

- the proposal does meet the requirements of s25(1) in all respects, or
- does not meet any s25(1) requirements, or
- meets some requirements, namely [XXX]

13. [use or delete as needed]

Conclusion and recommendation

14. [Sum up – provide recommendation – include conditions (if any). Not all variations will achieve all 3 principles in s25(1). In these cases you need to weigh up positives and negatives and make an ‘on balance’ recommendation].

15. [use or delete as needed]

Attachments

16. [state here]