

**Windsor – Englefield Green – Egham – Staines Corridor
Quality Bus Partnership**

PARTNERSHIP MEMORANDUM

Surrey County Council, Runnymede Borough Council, Royal Borough of Windsor and Maidenhead, First (London and Berkshire) and Tellings Golden-Miller share a common objective to develop and improve bus travel along the Windsor – Egham – Staines corridor with consequent benefits to passengers.

The partners recognise that the provision of high quality, reliable, accessible public transport can best be achieved through a partnership approach. The aim is to identify initiatives to encourage greater usage of the bus services in the area and to implement complementary measures, building upon best practice. To achieve this we have therefore developed the Windsor – Egham – Staines Quality Bus Partnership.

This memorandum is a statement of the partners best intentions to work in close co-operation to achieve the common objective to deliver new investment in a high quality transport system which will improve accessibility, reduce traffic congestion and help protect the local environment. This will be achieved by initiatives such as those set down in the Schedule and the Partners' commitment to pursue their implementation.

Schedule of Commitment by Partners

This schedule forms part of the Partnership memorandum entered into between Surrey County Council, Runnymede Borough Council, Royal Borough of Windsor and Maidenhead, First (London and Berkshire) and Tellings Golden-Miller and sets out those initiatives (without limitation) that the Partners wish to pursue to improve and develop high quality bus services along the Windsor – Egham – Staines public transport corridor.

It is intended that the agreement shall remain for five years from the date of signing, shall be reviewed annually and may be extended with the mutual consent of all parties.

Local Authority Responsibilities

- To provide high quality bus stop infrastructure including bus stop flags and timetable frames
- To ensure that traffic management schemes encourage bus service usage
- To consult with bus operators on traffic planning matters
- Implement and enforce of bus stop clearways and appropriate waiting restrictions
- To provide appropriate accessible infrastructure in accordance with the Disability Discrimination Act
- To provide and maintain high quality passenger shelters and waiting facilities
- To design, develop and implement Real Time Passenger Information as funding is identified
- To develop integrated ticketing schemes
- Maintain and develop concessionary fares schemes

Bus Operator Responsibilities

- To provide modern, low floor fully accessible buses
- To ensure all drivers undergo customer care and Disability Discrimination Act training
- Maintain existing service levels and to investigate opportunities for the introduction of enhanced services
- To limit fares increases to current levels and to consider the introduction of revised and simplified fares structure

- Participate in multi-operator ticket scheme
- Publicity and marketing
- To operate all journeys reliably and punctually

Partnership Targets

The partners will develop a system for monitoring the effectiveness of the Quality Bus Partnership Agreement and the measures implemented.

Monitoring will be carried out to assess:

- Passenger growth
- Reliability
- Punctuality
- Quality of Bus stop infrastructure
- Quality of Waiting facilities
- Bus stop clearways
- Bus stop accessibility
- Passenger satisfaction
- Usefulness of Information
- Age of fleet

Commitment Statement of Partners

We, the undersigned hereby confirm our commitment and support to the Windsor – Englefield Green – Egham - Staines Quality Bus Partnership as set out in this document and the attached work plan/appendices.

Signed
Tony Wilson

Managing Director
First in London & Berkshire

Signed
Andrew Taylor

Commercial Director
First in Berkshire

Signed

Tellings Golden-Miller

Signed

Tellings Golden-Miller

Signed
Councillor Helyn Clack

Executive Member
Transportation
Surrey County Council

Signed
Callum Findlay

Director of Transportation
Surrey County Council

Signed
Councillor

Runnymede Borough Council

Signed

Runnymede Borough Council

Signed

Royal Borough of Windsor & Maidenhead

Signed



Royal Borough of Windsor & Maidenhead

Runnymede Borough Council
 Borough Secretary
 Civic Offices
 Station Road
 Addlestone
 Surrey
 KT15 2AH
P.SURREY FRICS
 Valuer to the Council



Description
Waspie Farm Car Park

Scale 1:1250
 Date 22/08/2001
 Drg.No. VAL 481

Key
 R.B.E. land
 land subject of planning application

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