

APPLICATION FOR A COMMERCIAL BUS SERVICE PERMIT



Department for

Infrastructure

An Roinn

Bonneagair

Department for

Infrastructurewww.infrastructure-ni.gov.uk

BACKGROUND

The Department for Infrastructure (DfI) is responsible for administering the Commercial Bus Service Permit ("Bus Permit") system. The Bus Permit system is intended to provide opportunities for private bus operators to operate scheduled public transport services to complement the network of services currently provided by Translink.

OFFICIAL USE ONLY

Fee Rec'd Yes/No Initials: _____

EFT.: _____

Date: _____

Section 6 of the Transport Act (Northern Ireland) 2011 outlines the key considerations the Department must take into account when making decisions on Permit applications, and the organisations the Department consults with as part of the Permit application process.

The key considerations include:

- The suitability of the route for the proposed service;
- Other relevant applications;
- How the needs of people likely to use the proposed service are currently served;
- The general effect the granting of a permit would have on existing public transport services; and,
- The need to ensure fair competition among providers of public transport services.

The Guidelines for Bus Operators, available on the Department's website, provides more information on the Bus Permit system.

If you have read the Guidance and still need assistance completing this form, please contact Public and Community Transport Branch:

Public and Community Transport Branch
James House, Gasworks Site
2-4 Cromac Avenue
Belfast, BT7 2JA

Email: cbsp@infrastructure-ni.gov.uk

Upon receipt of your application the Department will respond with an acknowledgement and any initial queries within ten working days. Further information may be required following engagement with statutory consultees.

Please ensure that you complete this form fully, otherwise it will take longer to deal with your application as the Department will need to request additional information from you. **A copy of the Department's privacy notice can be found at www.infrastructure-ni.gov.uk/dfi-privacy**

ABOUT THE OPERATOR

This section asks you for your personal details, company details and license details.

1. Name of Applicant:

Title (Mr / Mrs / Miss / Ms / Other): _____

Forename: _____

Surname: _____

2. Position within Company: _____

3. Company Trading Name: _____

4. Company Registration Number (if applicable): _____

5. Business Address: _____

Postcode: _____

6. Business Telephone Number: _____

7. Business Email Address: _____

8. Mobile Telephone Number (optional): _____

9. Company website (optional): _____

10. Operator Licence Number: _____

11. Date of Licence Application to DVA (if applicable): _____

ABOUT YOUR PROPOSED SERVICE

This section asks you for specific details about the type of service you wish to provide and asks you to detail which route you wish to provide.

- 12. Are you applying for:** A new service ☐
An amendment to an existing service ☐
A renewal of an existing service ☐

13. Which type of Commercial Bus Service Permit are you applying for? The Guidelines for Bus Operators provide a definition of each Permit category.

- | | | | | | |
|---------------------------|--------------------------|------------------------|--------------------------|-----------------|--------------------------|
| Demand Responsive Service | ☐ | Event Specific Service | ☐ | Express Service | ☐ |
| Regular Stopping Service | ☐ | Sightseeing Service | ☐ | Taxibus Service | ☐ |

14. Please provide a brief summary of the service which you wish to provide, detailing the starting and end points and any specific characteristics of the service (e.g. term time only, weekdays only, seasonal timetables). For example, "Belfast to Newry Regular Stopping Service".

15. Please attach a copy of your detailed route map (including stops) and fully detail your proposed timetable. Please ensure the route map shows clearly all roads, junctions and stops to be used.

16. What is the proposed route number, name of the service, or event for which the service is being provided? This is helpful for customer information purposes.

17. When do you propose to begin the service? Please provide the actual date, or month / year.

dd / mm / yyyy

- 18. If you require access to a Translink bus station for the purposes of enabling your passengers to board and / or alight, please indicate below the station(s) you wish to use.** Public Transport Regulation Branch will liaise with Translink and the Operator in conjunction with any station access requests.

- 19. Do you wish to use an existing bus stop(s) along the route?** If so, please indicate the relevant stop(s).

- 20. Do you wish to display customer information, such as a sign / flag, or timetable at the stop(s)?**
If you wish to do so, you will need to provide the Department with a copy of a written authorisation from Translink, and evidence of your Public Liability Indemnity insurance.

- 21. Do you require the creation of a new bus stop pole to enable customer information to be displayed?**

22. Will the service use a private road(s)? (e.g. Stormont Estate, Belfast Harbour Estate, Belfast Castle)?

Yes

☐

No

☐

If **"Yes"**, please go to Question 23. If **"No"**, go to Question 24.

23. Do you have permission from the land-owner to operate your service on this / these road(s)?

Yes

☐

No

☐

If **"yes"**, please **enclose written confirmation** from the land-owner that permission has been granted. If **"no"**, then this **application may not be able to proceed**. Please contact Public and Community Transport Branch for further advice.

DEMAND FOR YOUR PROPOSED SERVICE

This section asks for evidence of demand and how the service will be publicised to the intended market. It also asks you to outline the potential impact the service may have on existing public transport services. Please provide robust and quality evidence of demand where possible.

24. What is the target market for your proposed service? (e.g. commuters, employees in an industrial estate, school children, etc.)

25. Please provide evidence of demand for the service. This can include customer surveys / letters of support / customer requests / analysis of local catchment area, etc.

26. How will the service be publicised? Types of publicity can include local newspaper / TV / radio advertising, circulation of leaflets / flyers / posters, social media advertising, etc.

27. What customer information will be provided? This can include flags / timetabling information at bus stops, a text messaging service to notify customers of delays to services, etc.

28. Please outline your Customer Care arrangements. These can include specific training on Customer Care for administrative staff and drivers, as well as your procedure for dealing with customer feedback / complaints. A copy of your Customer Care Policy / Complaints Procedure including redress to the Consumer Council NI should be submitted along with this application.

IMPACT ON EXISTING PUBLIC TRANSPORT SERVICES

29. What impact do you estimate your proposed service will have on existing public transport services?

30. Please outline any third party arrangements you intend to have in relation to the proposed service (if applicable). These relate to any other operator who may carry out an element of the service on your behalf.

ADDITIONAL DETAILS

This section asks you to outline your proposed fare structure and pricing, and the details of any vehicles you wish to use to provide the routes.

31a. Please indicate the proposed fare structure (flat fares / graduated fares / zonal fares / concessions / weekly fares / monthly fares) **and fare levels** (the actual price of the service to the customer) using the template provided below.

Proposed Fare Structure

SINGLE	RETURN	CONCESSION

VEHICLE DETAILS

31b. Please use the template below to provide details of vehicles to be used, if known, to operate the proposed service.

VEHICLE REGISTRATION NUMBER	DATE OF REGISTRATION	DATE OF MANUFACTURE	SEATING CAPACITY	STANDING CAPACITY	SINGLE OR DOUBLE DECK	ACCESSIBILITY FEATURES (INCLUDING DETAILS OF WHEELCHAIR SPACES)

NOTE: The Public Service Vehicle Accessibility Regulations (Northern Ireland) 2003 (the PSVAR Regulations) set out the accessibility requirements for public service vehicles (buses and coaches) that are used for scheduled public passenger transport services in Northern Ireland. All vehicles must conform to the PSVAR Regulations. For further information, please visit <https://www.nidirect.gov.uk/articles/application-forms-and-guidance>

32. Please outline the contingency arrangements you will have in place in the event of vehicle breakdowns.

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PAYMENT FOR SERVICE PERMIT APPLICATION

An application fee of **£45.00** must be payable to the Department for Infrastructure. All application fees are non-refundable. Fee payment can only be made using Electronic Funds Transfer.

33. An Electronic Funds Transfer (EFT) can be completed with the details below:

Account Name:	DFI Account							
Sort Code:	9	5	-	0	1	-	2	1
Account No.:	9	1	0	6	4	4	4	4
IBAN:	GB71 DABA 9501 2191 0644 44							

Payment Reference

When making a payment to the DfI account, you should include a payment reference, beginning with S P, followed by your Operator name.

S	P														
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DECLARATION AND CHECKLIST

Please use the checklist below to ensure you have enclosed all the relevant documentation. You do not need to enclose this with your application.

- ☐ Completed the **About the Operator**, **About the proposed service (and included a route map)**, **Demand for your service**, and **Additional Details** sections of the application form.
- ☐ Completed and signed the **declaration**.
- ☐ Ensured the **fare and vehicle annexes** are completed, and you have **submitted a route map**.
- ☐ Enclosed Customer Care Policy / Complaints Procedure (with redress to the Consumer Council NI).

I declare that the information I have given is true and correct to the best of my information, knowledge and belief.

Signed: _____ **Date:** _____

Name (in Capital letters): _____

Position in Company: _____

Thank you for submitting your application for a Commercial Bus Service Permit

Next Steps

1. We will issue acknowledgement of receipt of your application (either by email or letter), and provide any initial queries on your application within 10 working days.
2. Following consideration of your application, we will consult with the statutory consultees set out in Section 6 of the Transport Act (NI) 2011. These consultees include other relevant operators, local councils, the PSNI and colleagues in DfI Roads. Following the resolution of any issues raised by consultees both your application and the consultee's feedback is shared with the Consumer Council for Northern Ireland (CCNI) for a recommendation.
3. If your application has been successful, we will issue you with a Notice of Intent. You will then be required to submit a Permit Fee (£195.00). The Permit will last for three years, unless otherwise specified. If you are unsuccessful in your application, we will issue a letter setting out the reasons your application has not been approved at this time.

If you are unsure of any aspect of this application process, please do not hesitate to contact the Service Permit Unit by email:

Public and Community Transport Branch
James House, Gasworks Site
2-4 Cromac Avenue, Belfast, BT7 2JA
Email: cbsp@infrastructure-ni.gov.uk