



South Essex Rapid Transit Major Scheme Business Case

Appendix 2B sert Specification

April 2010



A partnership project between Essex County Council, Southend-on-Sea Borough Council and Thurrock Council

sert Specification

[As Agreed by the Client Review Group on 7th May 2009]

Vehicles

- ◆ Fully accessible, low floor entrances, the majority of seats step free, and wheelchair/pushchair spaces by doors.
- ◆ On board 'bus stopping' illuminated sign, to indicate that the driver will be calling at the next bus stop.
- ◆ Electronic and audible messages on board the bus to indicate the name of the next bus stop.
- ◆ Up-to-date engine technology to ensure maximum fuel efficiency and lowest levels of noise and pollution.
- ◆ Clear branding of the vehicles, using a bespoke livery/internal decor to allow passengers to distinguish the SERT network from conventional bus services.
- ◆ Air conditioning and heating.
- ◆ Electronic information displays on the front, rear and side of transit vehicles, indicating the destination and the route the vehicle is serving.
- ◆ 'London Underground' style route maps provided inside the vehicle.
- ◆ Personal security in the form of on board CCTV.
- ◆ Vehicle dimensions most likely to be in the order of 10.4m length x 2.6m width minimum.
- ◆ GPS tracking linked to real-time information, traffic signals and control centre.
- ◆ Forward facing enforcement camera to capture traffic regulation infringements (depending on enforcement regime).

Transitway

- ◆ Dedicated transit lanes or segregated transitway provided wherever needed, with non-segregated sections having, where possible, 'red-route' type waiting and loading controls, where existing restrictions or non-compliance will introduce unacceptable delays.
- ◆ High-quality, high-visibility surface materials on new sections of transitway to maximise passenger comfort and minimise noise and vibration.
- ◆ Minimum lane width 3.5m.
- ◆ If cycle ways are included into the transitway design, this minimum should be increased to 4.75m.

Stops

- ◆ Pavement width preferably 4.0m at stops, to allow free passage for boarding and alighting and through movement along the pavement, although reduction of this may be allowable in physically-constrained locations.
- ◆ Stop length to accommodate 10.4m vehicles, although extension to accommodate additional vehicles stopping should not be precluded.
- ◆ Distinctive stops with shelters, seats and lighting provided to a common, high quality standard.
- ◆ All stops named and clearly identified.
- ◆ Standard level of information provision including ‘London Underground’ style route map, information on other public transport services, and area map with local information at all stops.
- ◆ Raised kerbs for close, level and swift boarding, integrated into footway using high quality paving materials to identify stops. Drainage designed to prevent water build up near to stops.
- ◆ Real time information provided by electronic displays and for RNIB key fob holders, indicating when the next two services are due and if service disruption has occurred.
- ◆ Passenger help points at main stops (longer term).
- ◆ Cycle parking provided at main stops and interchanges where appropriate.
- ◆ CCTV surveillance for safety and security where this can be provided effectively.

Operations and Control Centre

- ◆ Control centre with GPS tracking of all vehicles and CCTV coverage, linked to real time information and signal priority.
- ◆ Static and on-vehicle CCTV enforcement.
- ◆ High frequency service throughout the day (e.g. typically a 10-minute frequency except 20 minute frequency early morning and evenings and 15 minute frequency on Sundays/Bank Holidays.).

Fares and ticketing

- ◆ Easy to understand fare structure.
- ◆ Off-board ticketing, available through various outlets (e.g. stations, shops, machines at stops, etc.).

Marketing and Information

- ◆ Single branded image across the network applied to stops, vehicles and information/ advertising.

- ◆ Network specific marketing using the brand image, to encourage use of **sert** by people who would not usually choose to use public transport.
- ◆ Dedicated website with real time information, future plans, newsletters, FAQs etc (www.sert.org.uk).

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