



Application to register a flexible bus service in Scotland

Please Note

For local bus services in Scotland, you must submit your application to the relevant local authority or regional transport partnership 28 days before sending it to the Traffic Commissioner

About this form

This form is to register a flexible bus service with the Traffic Commissioner for Scotland.

Do not use this form if you wish to register a standard bus service.
Applications for standard services must be made using form [PSV350](#).

You must send the correct [fee](#) with this form.

Giving false information or modifying the application form is an offence and could lead to prosecution.

Filling in the form

Complete all relevant questions in the fields provided. Where further space is required either provide this information on the body of the email if submitting electronically or on a separate sheet of paper if submitting by post.

You can either:

- Complete the form in full electronically and submit with all supporting documentation attached by email to:

enquiries-busregscot@otc.gov.uk
- Complete using black ink ensuring that the form is completed in full and submit with all supporting evidence by post to:

[Office of the Traffic Commissioner \(Licensing\)](#)



YOU MUST NOT START OPERATING THIS SERVICE UNTIL YOU HAVE RECEIVED CONFIRMATION OF THE START DATE

Like a conventional registered service, a flexible service uses public service vehicles to carry passengers at separate fares over short distances. In order to qualify and register as a flexible service, each passenger must be able to leave the bus within 15 miles (measured in a straight line) from the place at which they were picked up.

However, unlike a conventional registration, operators of flexible services are not required to register a fixed route or timetable. Instead, individual passengers must pre-book their journey with the operator and the route and timings will vary according to those passengers' needs. Operators must also keep records of each booking taken, and their on-the-road performance in providing the service. Operators can also specify a geographical area of operation within which they can provide fully flexible services.

A flexible service is defined as one:

- i. which serves one or more local communities or neighbourhoods within a specific geographical area;
- ii. which, while it may have fixed sections of route, is in the entirety of its operation so flexible that it is not practicable to identify in advance all the roads to be traversed at any given time;
- iii. which is provided primarily for the purpose of carrying passengers who have booked in advance of the journey and whose collective requirements determine the route of each journey notwithstanding that other persons may also be travelling;
- iv. all the seats of which are available for use by members of the general public; and
- v. which is provided in consideration of the payment of individual passenger fares which are not subject to variation according to the number of passengers carried on the journey.

While a vehicle is being used to provide a flexible service, the operator must display inside the vehicle information about fares (whether in the form of a fare table or otherwise) which is both clearly legible to passengers and is formulated in such a manner that a passenger may ascertain the fare for that person's journey without difficulty. The operator must also make available, in any reasonably accessible form, to all persons who may wish to use the service a description of the area of its operation.

While a vehicle is being used to provide a flexible service, the operator must display in a position clearly legible from the outside of the vehicle the name by which the service is known.



APPLICANT DETAILS

- 1. Name in which your PSV operator's licence or community bus permit is held**

- 2. PSV operator's licence number or community bus permit number(s) for this registration** (for example PM1234567 or CB001234)

3. Contact Details

Address for correspondence including postcode:

Telephone number / mobile number:

E-mail address:

- 4. Proposed start date**
(see note 3)

- Proposed end date**
(if applicable and known)

- 5. Route number or name by which the service will be known, including any letters** (e.g. 17A, 17B)



6. What days and times the service will run on?

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7. Will the service operate withing a geographical area of flexible operation? If Yes, please give a full description in the service description sheet.

Yes ☐ No ☐

8. Will the service use recognised bus stops? If Yes, please give details of stopping arrangements in the service description sheet.

Yes ☐ No ☐

9. Are there any stopping points, layover points and terminus points where you will stop longer than is necessary to pick up or set down passengers? If Yes, please give details in the service description sheet.

Yes ☐ No ☐

10. Are there any fixed stopping points? If Yes, please give details in the service description sheet.

Yes ☐ No ☐

11. Are any fixed stopping places timetabled?

Yes ☐ No ☐

If Yes, please attach a copy of any full timetable for any fixed stops (which must show the days and times of your operation, and exceptions such as public holidays). If you wish to change the timings you must apply to vary the registration.

If No, are any stops not available for bookings at particular times? If so, please give full details in the **service description sheet**.

12. Are there any fixed sections of route? If Yes, please give details in the service description sheet and mark these sections on a route map. If No, please go to question 14.

Yes ☐ No ☐



13. Will any sections of fixed route operate as Hail and Ride? If Yes, give full details of the route, stopping places and timetables for this section(s).

Yes ☐ No ☐

14. Is your service supported by subsidies from a local authority or Regional Transport Partnership?

Yes ☐ No ☐ In part ☐

15. Please give the name(s) of the authority or RTP providing the subsidy

16. In which geographical area will most of your flexible operation or fixed stops be located?

You must send a copy of this form with the supporting documents to any relevant local authority or regional transport partnership in whose area the service will operate, BEFORE submitting your application to the traffic commissioner. The authorities will then have 28 days to consider your application. You must also supply confirmation that the local authority has considered your application. A proforma can be found below.

I have sent a copy of this form and supporting documents to the following authorities. Please include the date notification was sent.

17. What type of service will be operated? (Tick all boxes that apply)

- ☐ **One to many** - passengers are picked up from fixed stops outside the area of flexible operation and taken on demand to different destinations inside the flexible area.
- ☐ **Many to one** - passengers are picked up from a location within the area of flexible operation and taken to a single, fixed destination.
- ☐ **Many to many** - passengers can pre-book to be picked up and set down anywhere within the area of operation.



18. How do passengers pre-book journeys? Please include details of:

- how the location of flexible pick-up and drop off points will be agreed between the operator and individual passengers;
- how pick-up and drop-off times will be agreed with individual passengers in areas of flexible operation.

19. What are the days and times of the year when passengers may pre-book journeys?

20. Will all bookings be accepted? Are there any arrangements if an individual booking cannot be accepted?

21. Are pre-bookings subject to a time window? Please give details:

Where it is impracticable to specify an exact arrival or departure time at a stop, you can use a time window. This window should be no longer than 20 minutes unless the traffic commissioner approves a longer period in special cases.

22. What size(s) of vehicles will be used (please give the number of passenger seats)?



Service Description Sheet

Please use the route description sheet overleaf to give details as required.

Flexible Services

- a description of the area of operation of the service, accompanied by a map of a scale not smaller than 1:50,000 showing the sections of flexible operation and fixed sections of route;
- details of any fixed stopping places and the stopping arrangements at those places (including whether all the specified fixed stopping places will be in use at all operating times and, if not, what the stopping arrangements will be at those places);
- an indication of any fixed stopping places where the vehicles used on the service may or will stand for longer than the time required to pick up or set down passengers;



Supporting Documentation Required

- A map not smaller than 1:50000 scale showing:
 - a) the boundaries of the geographical area of flexible operation and;
 - b) any fixed sections of route, including route variations;
- A timetable for any fixed stops;
- Additional service description sheet(s) if used;
- Form [PSV350A](#) if the start date given at Question 4 is less than 42 days after the date on which you expect the application to be accepted.
- The appropriate [fee](#) and the 'Payment Details' sheet below, as a separate attachment, if paying by card, cheques should be made payable to the Driver and Vehicle Standards Agency.
- The completed pro-forma(s) showing that Local Authority consideration has been given to your application.

DECLARATION

I declare that,

- to the best of my knowledge, the information I have given is true and correct.
- I have sent a copy of this form and supporting documents to each of the local authorities in whose area this service will operate and will comply with any local authority scheme requirements.

Sign – click below to upload an electronic signature or physically sign the paper form

Date

Name in CAPITALS

Position held



DATA PROTECTION

The Traffic Commissioners' fair processing notice tells you what you can expect when a Traffic Commissioner of Great Britain (the data controller) collects your data. A Traffic Commissioner will use your personal information as part of their work as the competent authority for assessing access to the occupation of road transport operators. You can access the fair processing notice here:

<https://www.gov.uk/government/publications/traffic-commissioners-for-great-britain-privacy-notice>.

Alternatively, you may request a paper copy by telephoning 0300 123 9000.

NOTE: it is a criminal offence to give false information in this application

What you need to do:

- Read the above guidance notes 'about this form' before completing the form
- Make sure you've signed it
- Make sure you put any supporting documents in the envelope with your completed form or attach them to the email
- The application should be sent by email to: enquiries-busregscot@otc.gov.uk or posted to: [Office of the Traffic Commissioner \(Licensing\)](#)

You do not need to print this page or post it to us.



**LOCAL REGISTERED SERVICE IN SCOTLAND CONFIRMATION OF LOCAL
AUTHORITY NOTIFICATION PRO-FORMA**

Local authorities should use this pro-forma to confirm that they have received a copy of an application. Alternatively, they can provide the operator with their own method of confirmation, provided the same information is contained within it. In either case, the operator must enclose the confirmation with their application to the Traffic Commissioner.

Operator's name

Operator's licence number

Registration reference

Type of application (tick the relevant box)

☐ New

☐ Variation

☐ Cancellation

Service number

Area of operation

Requested start date

Date received in local authority

Name of local authority

I confirm a copy of the application and supporting documentation has been received
(tick if yes) ☐

Please use the space below to provide the Traffic Commissioner with any further comment regarding the registration. If the operator is applying for short notice grant of the registration, you must also indicate whether or not you support the application, and provide details why. Continue on a separate sheet if necessary.



Local Authority representatives should answer the following questions:

Short notice

Does the local authority support the application for short notice?

Yes ☐ No Not applicable

Is the local authority aware that a commercial/competition issue may arise if the application for short notice is granted?

Yes ☐ No ☐

If Yes, please give details below:

I confirm that the Local Authority has been notified of the proposed registration in accordance with the Regulation 4 of Public Service Vehicles (Registration of Local Services) (Scotland) Regulations 2001 and are content for the registration period to commence on receipt of this notice (or the registered particulars if received by the Traffic Commissioner after this form).

Sign – click below to upload an electronic signature or physically sign the paper form

Date

Name in CAPITALS

Position held and confirmation of name of local authority

The completed form should be provided to the operator (either electronically or by post) for submission to the Traffic Commissioner with the registered particulars.



PAYMENT DETAILS

You can pay the application fee by credit/debit card or cheque/postal order. Credit/debit card information is provided to us at your own risk. Cheques should be made payable to "Driver and Vehicle Standards Agency". **Please do not send cash.**

Your application will not be considered until a fee is paid. If you are sending your credit/debit card details by post, you should consider using a secure method.

Details of the current fees may be found on our website at:

<https://www.gov.uk/government/publications/bus-registration-and-permits-scale-of-fees>

If you are paying by cheque, please send this with your application as above. If you are paying by credit or debit card, please complete the details below or provide details when a member of the permit team contacts you on the details provided in question 3.

I hereby authorise DVSA to take the sum of £ from my account, the details of which are listed below, in respect of my application for a standard or large bus permit. Payment will be taken when the application is received.

Type of card (please tick one)

Mastercard ☐ Visa ☐ Visa Debit/Delta ☐ Maestro ☐

Name of cardholder (exactly as it appears on the card)

Full Card number

Expiry date Month Year **Card Security number**

Issue number (Maestro only) **Start Date** (Maestro only) Month

Your card security number is displayed at the end of the signature strip on the back of the card. Please enter the last three digits.

Signature of cardholder – click below to upload an electronic signature or physically sign the paper form

Your payment details will not be held for any longer than required for the purpose of paying the fee.