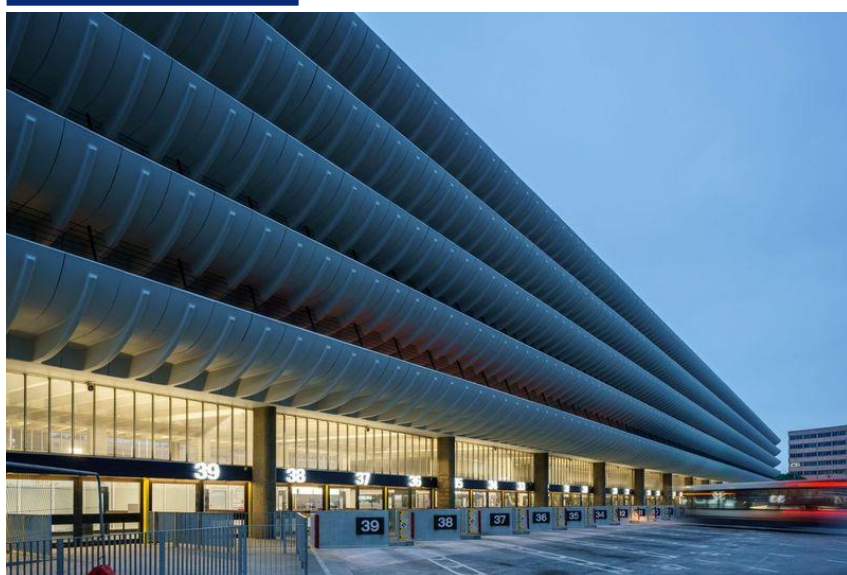


Transport Act 2000 S138

National Bus Strategy

Lancashire Enhanced Partnership Plan and Scheme

Lancashire County Council and Partners



7 APRIL 2022

Revised

October 2024

Version Summary

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0. INTRODUCTION

The National Bus Strategy (Bus Back Better), published by Government in March 2021, sets out a high level of ambition for the improvement and development of bus services in England, to reverse the historic decline in patronage overall in England, and to provide the means for bus services to recover from the significant reductions in patronage as a result of the restrictions imposed to control the Covid-19 pandemic.

Government provided Local Transport Authorities (LTAs) with a choice of pursuing franchising of bus services or the Enhanced Partnership process, with a decision required by the end of June 2021. Lancashire County Council pursued the Enhanced Partnership process, reflecting the history of successful partnership working with bus operators.

LTAs were then required to prepare and publish Bus Service Improvement Plans (BSIPs) by the end of October 2021. These documents are intended to describe the state of bus services and the market for travel, express ambition for change and develop a comprehensive suite of interventions to increase the number of passengers on bus services. Lancashire County Council prepared a joint BSIP with Blackburn with Darwen Borough Council which can be found here: [lancashire-with-blackburn-with-darwen-bus-service-improvement-plan.pdf](#).

The BSIP provides the overarching framework for the Enhanced Partnership Plan (EP Plan) and Enhanced Partnership Scheme (EP Scheme). The EP Plan summarises the main themes of the BSIP in setting out an analysis of local bus services in Lancashire, the objectives for the quality and effectiveness of bus services and how the EP Scheme or Schemes are intended to achieve these objectives. The EP Scheme describes the Facilities, Measures and Requirements to be implemented to meet those objectives and how the partnership is constituted and operates.

Both the EP Plan and the EP Scheme have been prepared by Lancashire County Council, in consultation with the bus operators, under the Transport Act 2000 (c.38).

COMPETITION TEST

Lancashire County Council has undertaken an assessment of the impacts of the EP Plan and Scheme made on 7 April 2022 on competition for the purposes of Part 1 of Schedule 10 of the Transport Act 2000. The authority believes it will or is likely to have a significantly adverse effect on competition. However, the authority believes the EP Plan and Scheme(s) is justified because:

- it is with a view to achieving one or more of the following purposes:
 - securing improvements in the quality of vehicles or facilities used for or in connection with the provision of local services;
 - securing other improvements in local services of benefit to users of local services; and
 - reducing or limiting traffic congestion, noise or air pollution.
- its effect on competition is or is likely to be proportionate to the achievement of that purpose or any of those purposes.
- The Competition and Markets Authority has also been consulted on the proposals as required by section 138F of the Transport Act 2000.

1. PART 1 - EP PLAN

THE LANCASHIRE COUNTY COUNCIL ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY LANCASHIRE COUNTY COUNCIL.

This Enhanced Partnership (EP) covers the entire administrative areas of Lancashire County Council as illustrated at Figure 1-1. Figure 1-1 shows the 'lower tier' district council areas within Lancashire.

The EP Plan will apply during the period of 7 April 2022 to 5 April 2032 and will be reviewed following any update to the Bus Service Improvement Plan (BSIP).

Lancashire County Council engages in frequent dialogue with bordering Local Transport Authorities (LTAs) to discuss cross-boundary transport issues. This engagement will continue throughout the EP period to ensure consistency and continuity of bus service provision across local authority boundaries. This is the case particularly with Blackburn with Darwen Borough Council and Blackpool Council with which Lancashire shares a significant number of cross boundary services, but also with Westmorland and Furness Council, Merseytravel, North Yorkshire Council, Transport for Greater Manchester and West Yorkshire Combined Authority.

The County Council already works in partnership with the former Cumbria County councils, Blackburn with Darwen Council and Blackpool Council on the developments associated with the English National Concessionary Travel Scheme, NoWcard; and with all neighbouring authorities on the joint delivery of contracted cross boundary services where costs and development ideas are shared.

Figure 1-1 - Lancashire County Council Administrative Area



1.1. EP Links to Policy Objectives

The EP alongside Lancashire's Bus Service Improvement Plan will contribute to the delivery of policy objectives outlined within Lancashire's Local Transport Plan. Lancashire County Council and Blackburn with Darwen Borough Council are working alongside Blackpool Council to develop a new Joint Local Transport Plan (LTP4).

LTP4 will cover an area with a population of more than 1.5 million. Whilst the economy of more than £34bn is the second highest in the North West region, there is a 20% productivity gap compared to the national average – transport is one of the contributing factors to this growing gap. Transport-related social exclusion (due to poor accessibility) is a major challenge in the LTP4 area with Transport for the North's Transport-Related Social Exclusion tool providing a valuable asset to identify those areas at highest risk.

Good transport is critical to unlocking new job opportunities and housing developments. High quality public transport acts as a means to an end – making public and active travel a viable option for regular journeys reduces car dependency. Modal shift from cars will help to improve air quality and reduce congestion on key corridors .

1.2. The Lancashire Bus Network and Bus Market

Table 2-1 outlines the distribution of bus operators by district council area within Lancashire.

Table 2-1 – Bus Operators in Lancashire (October 2024)

District	Main Operator(s)	Other Operator(s)
Burnley	Transdev	First West Yorkshire, Preston Bus, Vision Bus
Chorley	Stagecoach M&SL	Holmeswood, TfGM, Transdev, Tyrers, Preston Bus
Fylde	Blackpool Transport Stagecoach M&SL	Archway, Preston Bus, Stagecoach C&NL
Hyndburn	Transdev	Pilkingtonbus, Stagecoach M&SL
Lancaster	Stagecoach C&NL	Lonsdale Buses
Pendle	Transdev	Pilkingtonbus, Preston Bus, Stagecoach M&SL, Vision Bus
Preston	Preston Bus Stagecoach M&SL	Archway, Holmeswood, Stagecoach C&NL, Transdev, Tyrers, Vision Bus
Ribble Valley	Stagecoach M&SL, Transdev	Holmeswood, Moving People, Pilkingtonbus, Preston Bus, North Yorkshire Council
Rossendale	Transdev	TfGM, Vision Bus
South Ribble	Stagecoach M&SL	Holmeswood, Preston Bus, Transdev, Tyrers, Vision Bus
West Lancashire	Arriva North West Stagecoach M&SL	Charlton MiniCoaches, Preston Bus, TfGM
Wyre	Blackpool Transport Stagecoach C&NL	Archway, Lonsdale Buses, Preston Bus, Transporabus NW

1.3. Bus Service Supply

Within Lancashire a number of services in the urban areas of Burnley, Preston, Hyndburn, Wyre and Fylde and Lancaster provide ‘walk-up’ frequencies of at least 5-6 bph. There are also a number of regular interurban bus routes which are consistent with the distribution of the population - particularly in east Lancashire. Beyond the urban and interurban services, there are low frequency services to and within the rural north-east of the county with a strong reliance on local authority funding for many bus services.

Within the county there is however variable connectivity to major employment areas, with only some having a regular weekday daytime service; similarly, service provision during evenings and Sundays is variable, with only main connections provided.

1.4. Bus Service Infrastructure

Within Lancashire there are around 8,000 bus stops. Lancashire County Council also manages and staffs a number of bus station facilities at Preston, Accrington and Nelson. These are described in more detail in the Enhanced Partnership Scheme Appendix A1, however Table 2-2 below lists all bus stations in Lancashire along with their owner.

Table 2-2 – Bus Stations in Lancashire

Bus Station	Owner	Notes
Accrington	Lancashire County Council	
Burnley	Burnley Borough Council	
Chorley	Chorley Borough Council	From 1 st November 2023
Colne	Pendle Borough Council	
Lancaster	Lancaster City Council	
Nelson	Lancashire County Council	
Ormskirk	West Lancashire Borough Council	
Preston	Lancashire County Council	
Rawtenstall	Rossendale Borough Council	

1.5. Bus Fares

Bus fares and fare structures vary substantially across the county. As would be expected for an authority of the size and diversity of Lancashire, the complexities of the bus network means that different operators offer different ticketing products. Overlapping and inconsistent fare zones make difficulties in providing clear and comprehensive fares information to users and potential passengers. The Government's £2 adult single fare cap has simplified single and return fares, whilst most operators are taking part in Lancashire County Council's BSIP funded £1 evening single fare and £1 Sunday daytime single fare, the latter replacing the original 'Buy Saturday get Sunday Free' day ticket deal in May 2024.

At present there is no countywide multi-operator ticketing scheme within Lancashire, however the Anybus multi-operator ticketing scheme was introduced in Preston through a soft-launch. A Fylde Coast version of the Anybus ticket is expected to be introduced during late summer 2024. There are currently inconsistent fare offers for key groups such as students, young people and job-seekers.

1.6. Bus Passenger Information

Lancashire County Council provides timetable information on its website, including information on departure stands in its bus stations, and also allows for searching by broad and then refined area (with mapping to provide a visual search tool). The county council also provides printed timetable leaflets for those tendered bus services operated on behalf of the authority, which are also downloadable from its website. Alongside this, bus stop information is provided at approximately 45% of all stops within the county in partnership with bus operators.

At present, the information provided to passengers in Lancashire may be seen as confusing and inconsistent due to the variation in provision depending on area and main operator.

1.7. Bus Fleet

Table 2-3 shows an estimation of the number of vehicles by size and operator type in Lancashire using a mixture of operator supplied and third party sources. The large operating companies (Blackpool Transport, Preston Bus (Rotala), Stagecoach and Transdev) make up the vast majority of vehicles operating within Lancashire. The fleet composition mirrors the type of services operated by the two types of operator – SME Operators predominantly work contracted services which specify smaller single deck buses to negotiate rural and tight residential roads.

As shown in table 2-4, just under 2 in 3 buses operating in Lancashire conform to the latest emission standards for diesel engines (Euro VI). Over half of the remaining vehicles are Euro V compliant. No buses are currently zero-emission.

In terms of passenger amenity (table 2-5), a similar proportion of buses have next stop audio announcements and visual displays as in 2022. USB charging has also increased to just under 50%, from around a third in 2022. Wi-Fi provision has however dropped from just over half to just over a third as operators seek to save money.

Table 2-3 – Bus Fleet

Vehicle Size	Large Operators	SME Operators	Total	% Total
Double Deck Buses	286	26	312	43.6%
Full Size Single Deck	216	16	232	32.4%
Single deck (21 – 38 seats)	93	65	157	21.9%
Minibus (<21 seats)	13	2	15	2.1%
Total	607	109	716	-
% of Total	84.8%	15.2%	-	-

Table 2-4 – Emission Standards

Emissions Level	Large Operators	SME Operators	Total
Zero Emission	0	0	0
Euro VI	393	35	428
% Total Euro VI Vehicles	64.7%	32.1%	59.8%
Euro V	144	34	178
% Total Euro V Vehicles	23.7%	31.2%	24.9%
Euro IV	47	18	65
Euro III and below	23	22	45

Table 2-5 – Onboard Amenities

Amenity	Large Operators	SME Operators	Total
Next Stop Audio / Visual	291	1	292
% Next Stop Audio Visual	47.9%	0.9%	40.8%
Wi-Fi	276	1	277
% Wi-Fi	45.5%	0.9%	38.7%
USB Charging	333	18	351
% USB Charging	54.9%	16.5%	49.0%

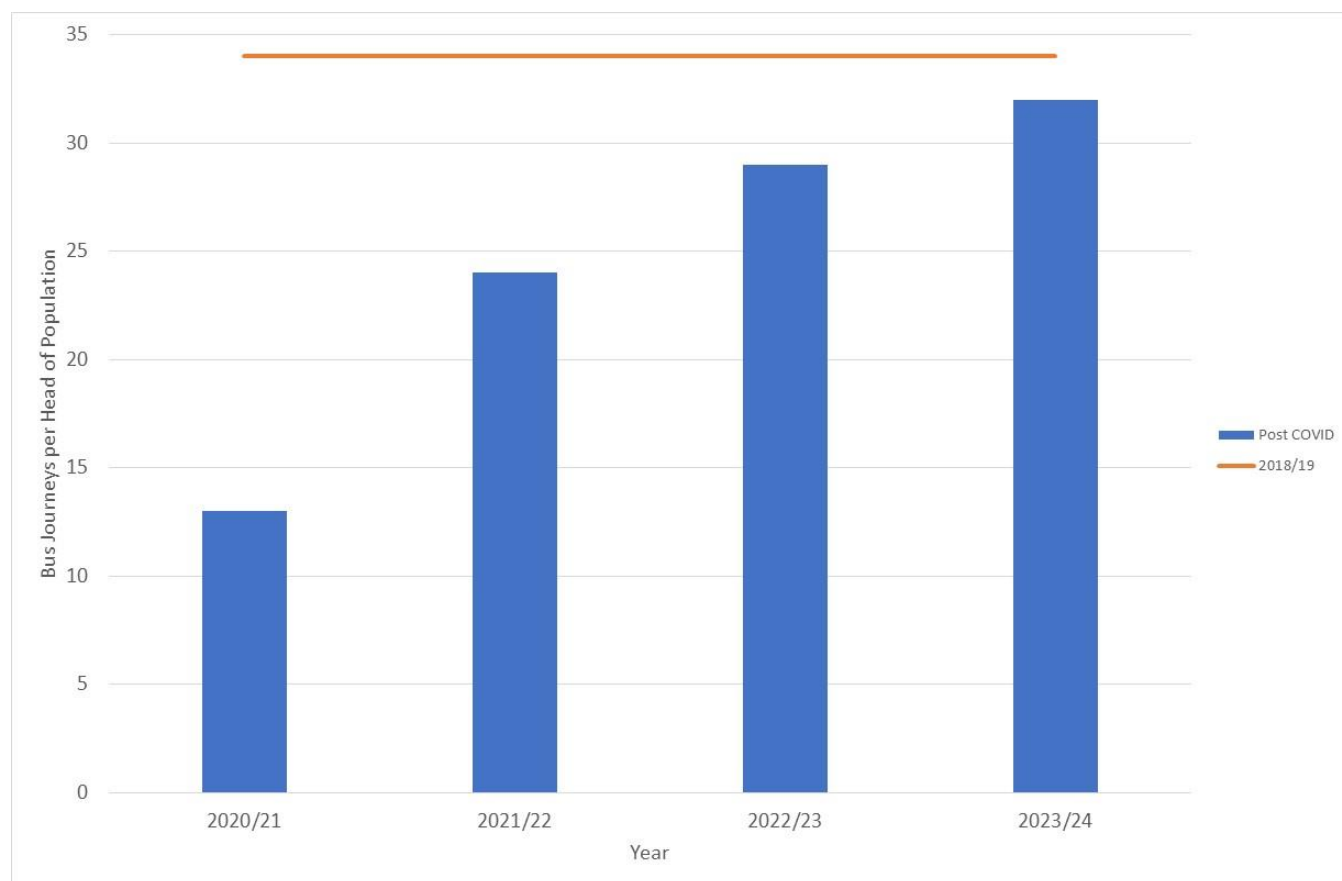
1.8. Bus Priority Measures

Lancashire has a number of physical priority measures. These are described at Appendix A1 of the EP Scheme. However, there is significant scope for more as was reflected in the recent Transforming Cities Fund bid for Preston, and in particular there is scope to develop priorities on a 'whole route' basis to maximise the benefits of journey time reductions and improvements to service reliability.

1.9. Bus Service Outcomes

Figure 1-2 shows the growth in Passenger Journeys per Head of Population since COVID compared to 2018/19 financial year. In 2023/24 there were over 40m individual bus journeys within Lancashire.

Figure 1-2 – Bus Patronage per Head of Population, Lancashire County Council



1.10. Passenger experience and priorities for improvement

Lancashire County Council support Transport Focus "Your Bus Journey" passenger satisfaction survey to inform the annual review of the BSIP and in turn to inform the priorities for delivery on the part of the Enhanced Partnership and to invite feedback from bus users and other residents on the Facilities, Measures and Requirements introduced under this Enhanced Partnership.

The results of the first year of surveys (2023) are shown in Table 1-6 below.

Table 1-6 – 2023 Baseline Scores for Bus Passenger Satisfaction

Theme	Percentage of respondents satisfied in 2023 survey
Overall journey satisfaction	80%
Value for money	69%
Bus stop where you caught bus	77%
Length of time you had to wait for the bus	68%
Punctuality of the bus at stop (arriving on time)	71%
Bus driver	86%
Length of time journey on bus took	82%

The Management Board described at Section 2.5.2 of the Enhanced Partnership Scheme will also provide an opportunity for Lancashire County Council to elicit the views of those with a stake or interest in bus services, including any bus user groups as may be established, in the performance of the Enhanced Partnership.

The Management Board, supported by the Forum, can monitor the effectiveness of the delivery of Facilities, Measures and Requirements and can liaise with the Enhanced Partnership Executive Board (Section 2.5.3 of the Enhanced Partnership Scheme) regarding priorities for funding and delivery. It has a duty to consider the outputs of any monitoring undertaken by Lancashire County Council against the targets set out in this EP Plan and any others agreed for specific initiatives.

1.11. Journey time trends

There is currently no open-source information available regarding historic bus journey times in Lancashire. As such, information published by the DfT regarding the delay and speed on locally managed 'A' roads has been used as a proxy for understanding bus journey trends in Lancashire.

The data suggests that the average delay on locally managed 'A' roads within Lancashire increased by 1.2 seconds per vehicle per mile (spvpm) between 2016 and 2018, with this decreasing by around 3 spvpm in 2019 before decreasing further as a result of the Covid 19 pandemic. During the period of 2016-19 the average speed on locally managed 'A' roads remained fairly static at around 25 km/h. Although there is not a clear trend in delay on local 'A' roads, the level of delays seen will impact the reliability and journey times of bus services. The increased journey times and lower levels of reliability caused by congestion can reduce the desirability of bus services to customers as well as increasing the financial cost of delivering the bus service. The measures supported by the EP will work to improve journey times and reliability in Lancashire through improvements to bus priority.

1.12. Objectives

Table 1-7 sets out the overall objectives for the Enhanced Partnership and how the EP will work towards achieving these objectives.

Table 1-7 – Overall Bus Service Improvement Plan Objectives

Objective	How We Will Achieve This
Review Service Frequency “More buses, more often”	Increased frequencies, including evenings and weekends New services Interurban and urban Superbus Network
Increase Bus Priority Measures “Getting buses moving”	64 bus priority measures identified Route reviews Mitigate the impact of roadworks
Increase Demand Responsive Services	Consider innovative solutions for locations that are hard to reach by conventional buses in conjunction with the commercial and community sectors
Consideration of Bus Rapid Transport Networks	Intensive bus priority enables services with BRT characteristics Urban and interurban Superbus network

Objective	How We Will Achieve This
Integrate Services with Other Transport Modes	Bus and rail integration including via enhanced Wayfinding
Simplify Services	Consider re-planning routes Specific service change dates
Review Socially Necessary Services	Evening and weekend service increases DRT proposals Identify opportunities to enhance supported services Provide improved access to employment
Invest in Superbus Networks	Urban Superbus – at least every 10 minutes Interurban Superbus – at least every 30 minutes between major towns Improved frequencies in evenings and at weekends Underpinned by extensive bus priority, investment in bus stop infrastructure and passenger information, including real-time. Minimum Euro VI emission standards
Lower fares	Consistent offers to young people and jobseekers across Lancashire Travel on Saturday, get Sunday free Multi-operator ticket means you can use the same ticket across different operators in the same area
Simplify ticketing	Simplify fares and fare zone boundaries Multi-operator ticketing Tap On Tap Off contactless fare capping
Invest in accessible and inclusive bus services “Buses for all”	Invest in accessible bus stops Information at bus stops including real time Audio visual announcements on buses
Protect Passenger Safety of Bus Passengers	Improve access to bus stops CCTV on buses and at bus stop facilities Passenger Charter
Improve Buses for Tourists	Develop local leisure travel Marketing in tourist areas
Invest in decarbonisation “Cleaner Buses”	Future Zebra fund bids Clean vehicle retro-fit scheme and fund to support Superbus standards
Passenger Charter	Keep the Passenger Charter up to date and relevant
Strengthen Network Identity	Review bus stop branding
Improve bus information	Develop comprehensive information, with improved web presence Use technology and social media

Objective	How We Will Achieve This
	Increase bus stop information, including real time Coordinated service change dates e-ink pilot Disruption messaging tool
Pulling it all together	Marketing Strategy Learning from others Transport team development

Delivery of the interventions identified in the Bus Service Improvement Plan against these objectives will contribute to the four key targets for outcomes that Lancashire County Council has identified in its BSIP. These are:

- To improve bus journey times, with a target of 10% reduction across Lancashire by March 2025;
- To improve bus journey time reliability, with 90% of non-frequent services being 'on-time' and an excess wait time of 0.8 minutes for frequent services;
- To increase passenger numbers, with a return to pre-Covid levels of demand by March 2025 and a 10% increase by March 2030; and
- To improve passenger satisfaction, with target percentage point increases in people agreeing strongly or tending to agree with each statement by March 2025:
 - I feel safe when travelling by bus in Lancashire - 5%;
 - Lancashire bus services are reliable - 20%
 - I find it affordable to travel by bus in Lancashire - 20%
 - Lancashire bus services meet my travel needs - 20%
 - It is easy to get information about Lancashire bus services - 20%

The tables below summarise the proposals outlined for implementation in the Bus Service Improvement Plan. This Enhanced Partnership will seek to develop and deliver these, subject to scheme feasibility and the Partnership being able to identify and secure appropriate levels of funding from the National Bus Strategy and from other sources.

Table 1-8 – Enhanced Partnership Scheme Proposals

Title of scheme	Detail on aspiration
Bus priority infrastructure	
Bus priority in Lancaster, Morecambe and Heysham focused on the Superbus network	Development of a sustainable travel corridor between Lancaster and Morecambe and bus priority measures elsewhere on the network. This complements schemes that LCC is providing advanced funding for in Lancaster city centre and in South Lancaster
Bus priority in Preston focused on the Superbus network	Combination of bus lanes, traffic signal priority schemes, junction re-modelling and waiting and loading reviews
Secondary bus network proposals in Preston	Traffic management measures and junction re-modelling to improve conditions for buses
County Wide – Traffic light priority system as per TCF proposals.	Traffic light priority management system Bus priority implemented at 418 traffic signal sites
Feasibility Study	Feasibility Study to convert redundant rail corridor to BRT in Preston
Proposals to support the Superbus network in East Lancashire	Bus station enhancements in Colne town centre; traffic signal priority in Burnley; other schemes in Nelson and Rawtenstall; schemes to improve bus station access and egress at Chorley and Accrington
Proposals to support the Superbus network in Wyre	Review of bus routeing and priority measures in Garstang town centre
Proposals to support secondary bus network in South Ribble	Parking and operations reviews
Proposals to support the Superbus network in Ribble Valley	Parking and operations review in Longridge
Proposals to support the Superbus network in Fylde	Kirkham and Lytham St Annes
Proposals to support the Superbus network in South Ribble	Parking and operations review in Leyland
Other infrastructure	
Interchanges	Improvements to passenger accessibility and amenity at Chorley, Nelson, Preston, Burnley and Skelmersdale bus stations
Interchanges	Enhanced information and security presence at LCC-managed bus stations
Superbus route reviews	Systematic reviews of TROs, parking and highway operations
Superbus bus stops	Systematic upgrades to standard agreed by EP Board

Bus stops on secondary bus routes	Systematic upgrades to standard agreed by EP Board
Fares support	
Targeted fare discount schemes	Consistent discount for 16-21 year olds
	£1 single fare after 19:00 Monday – Saturday and all day Sunday
	Consistent discounts for other groups e.g. jobseekers
Ticketing reform	
Multi-operator scheme establishment costs	Establish suitable back office, operator reimbursement & customer service processes
Tap On Tap Out Ticketing	Second card readers
Bus service support	
Funding for bus service enhancements including increases to daytime, evening and Sunday frequencies, and new services to meet currently poorly-met or unmet needs	Funding to allow patronage to continue to re-establish (demonstrating which services are heading back to full commercial viability, and would then benefit from targeted investment for further growth) and network reviews to be undertaken.
	Interurban Superbus
	Secondary interurban
	Urban Superbus
	Demand Responsive Transport schemes
	Other services
Marketing	
Marketing campaigns	Marketing campaigns focused on particular opportunities e.g. to support service enhancements
EP/franchising delivery: LTA costs	
9 FTE in 2022/23 rising to 11 FTE in 2023/24 falling to 8 in 2025/26 onwards	fares & ticketing; Community Transport officer; marketing; bus route reviews; PT co-ordination
Zero emission buses	
Measures to position the authorities better for further rounds of ZEBRA and implementation of measures	Feasibility studies for appropriate technologies and means of depot conversions
	Challenge Funding to encourage conversion to ultra-low or zero-emission fleets
Other - passenger information	
Real Time Passenger Information at bus stops	Systematic provision on Superbus routes
Printed information at bus stops	Improve the provision of information at stops; undertake e-ink trial
Improvements to 'next stop' announcements	'Next stop' announcements programme on buses

2 PART 2 – EP SCHEME

THE LANCASHIRE COUNTY COUNCIL ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY LANCASHIRE COUNTY COUNCIL

2.0 Definitions

In this Enhanced Partnership Plan and any Schemes made pursuant to it, the following capitalised terms shall have the meanings ascribed to them below:

1985 Act	Transport Act 1985
2000 Act	Transport Act 2000
2017 Act	Bus Services Act 2017
Bus Operators (or Operators)	All Operators running Qualifying Bus Services taken collectively.
Enhanced Partnership Scheme Variation	<p>This comprises either:</p> <p>A variation of the Enhanced Partnership Scheme as a result of the voting mechanism set out in section 3.7.2 with respect to Facilities, Measures or Requirements</p> <p>or</p> <p>A variation of the EP Plan or Scheme agreed as a result of the mechanism set out in Section 3.7.3.</p> <p>Each of which will then constitute a formal variation of the EP Scheme for the purposes of s.138E(1) of the 2000 Act.</p>
Executive Board (EB)	The committee of selected Lancashire Bus Operator representatives, Lancashire County Council representatives, responsible for considering recommendations put forward by the Management Board and making decisions including specific Enhanced Partnership Scheme Variations.
Enhanced Partnership	The Enhanced Partnership covering the geographic extent of the administrative boundary of the county of Lancashire shown for identification purposes only on the plan at Figure 1-1.
Facilities	Those facilities referred to in Appendix A which shall be deemed such for the purposes of s.138D(1) of the 2000 Act.
Forum	A stakeholder group convened and chaired by Lancashire County Council, responsible for bringing forward ideas and suggestions about improvements to the public transport network in Lancashire, to be considered by the Management Board for future work. The Management Board will feed back to the Forum on the outcomes and on what will be taken forward to the Executive Board for future decision making. The Forum will help monitor the achievements of the Partnership against its objectives and monitor delivery against the targets set out in the EP Plan.
Large, or Other Operator	Any Operator providing 5% or more of total scheduled bus service mileage within Lancashire (excluding tendered services where the

	<p>tendering authority takes the revenue risk) is classed as a Large Operator.</p> <p>All other operators are Other Operators.</p> <p>Where Qualifying Bus Services are provided by multiple operating companies or subsidiaries of the same owning group, they are to be considered to be provided by one Operator.</p> <p>For the avoidance of doubt, Lancashire County Council will publish a list of Large and Other Operators at the start of each Lancashire County Council financial year.</p>
Management Board (MB)	The committee of Lancashire Bus Operators and Lancashire County Council officers, responsible for considering all issues affecting the Enhanced Partnership, and making recommendations to the Executive Board in line with the Enhanced Partnership governance arrangements.
Measures	Those measures referred to in Appendix B which shall be deemed as such for the purposes of s.138D(2) of the 2000 Act.
Non-qualifying Bus Service	Services excluded from classification as Qualifying Bus Services.
Operator Objection Mechanism	As defined at The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018
Qualifying Bus Service	<p>A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of:</p> <ul style="list-style-type: none"> Any schools or works registered local bus service not eligible for Bus Service Operators Grant Any cross-boundary registered local bus service with less than 10% of its route mileage within the Enhanced Partnership area, except where the Executive Board agree that there are particular reasons why its inclusion in the EP would be to the benefit of the EP's objectives defined in the EP Plan Any services operated under section 22 of the 1985 Act Any registered local bus service which is an excursion or tour or for special events. <p>For the avoidance of doubt, Lancashire County Council will publish a list of Qualifying Bus Services at the start of each County Council financial year.</p> <p>In addition, any tendered service on which the tendering authority takes the revenue risk will not be subject to the Operator Objection mechanism, consistent with The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.</p>
Requirements	Those requirements placed upon Bus Operators identified as such within Appendix C which shall be deemed as such for the purposes of s.138C 2000 Act.
Task and Finish Group	A group appointed by the Management Board to research and assess proposals for Facilities, Measures and Requirements and to prepare business cases setting out feasibility and costs on behalf of the Management Board.

2.1 Section 1 – EP Scheme Content

This document fulfils the statutory requirements for an EP Scheme. In accordance with statutory requirements in Sections 138A-138S of the Transport Act 2000, the EP Scheme document sets out:

- **Section 2** - Scope of the EP Scheme and commencement date
- **Section 3** - Obligations on the Local Authorities
- **Section 4** - Obligations on Bus Operators
- **Section 5** – Governance Arrangements

The EP Scheme has been jointly developed by Lancashire County Council in the Lancashire County Council administrative area and those bus operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both Lancashire County Council, the borough and district council areas and operators of local services in the Lancashire County Council administrative area in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

2.2 Section 2 - Scope of the EP Scheme and Commencement Date

2.2.1 Description of Geographical Coverage

The EP Scheme will support the improvement of all Qualifying Bus Services operating in the administrative area of Lancashire County Council, as shown at Figure 1-1 of the EP Plan.

2.2.2 Commencement Date

The EP Scheme enters into force at the same time as the EP Plan on 7 April 2022.

2.2.3 Review and Duration

The EP Scheme has an end date of 5 April 2032. The Executive Board (EB) will review the EP Scheme at least annually on the anniversary of the commencement date and in line with reviews of the EP Plan in the years that these fall due. The Facilities, Measures and Requirements contained within it will be reviewed at least every six months.

2.2.4 Exempted Services

The following types of local service are exempted from compliance with all of the requirements of the EP Scheme:

- Any schools or works registered local bus service not eligible for Bus Service Operators Grant;
- Any cross-boundary registered local bus service with less than 10% of its route mileage within the Enhanced Partnership area except where the Executive Board agree that there are particular reasons why its inclusion in the EP would be to the benefit of the EP's objectives defined in the EP Plan;

-
- Any services operated under section 22 of the 1985 Act; and
 - Any registered local bus service which is an excursion, tour or for special events.

2.3 Section 3 - Obligations on the Authority

2.3.1 Facilities

Existing Facilities maintained by Lancashire County Council are shown at **Appendix A1**. These consist of bus priority schemes; bus stations and interchanges; and bus stops.

Any change to the inventory of existing bus priority schemes or bus stations or interchanges outlined at Appendix A1 is subject to the approval of the Executive Board under the voting mechanism defined at 3.6.3. In addition, any proposal to remove bus priority schemes or bus stations and interchanges or amend the scope of these is subject to there being no objections received from Operators of Qualifying Bus Services utilising those Facilities at the time the proposal is made (see Section 2.6.2 – variation).

Facilities that the Board have agreed should be made and which have received any consents necessary from Lancashire County Council for implementation, but which have not yet been implemented, are shown at **Appendix A2**.

The full list of Facilities proposed under Lancashire County Council's Bus Service Improvement Plan not included in either of the above appendices is shown at **Appendix A3**.

2.3.2 Measures

Existing Measures provided by Lancashire County Council are shown at Appendix B1.

Measures that the Board have agreed should be made and which have received any consents necessary from Lancashire County Council for implementation, but which have not yet been implemented, are shown at Appendix B2.

The full list of Measures proposed under Lancashire County Council's Bus Service Improvement Plan not included in either of the above appendices is shown at Appendix B3.

2.3.3 Change and Disruption Information

Lancashire County Council will continue to provide information of bus service changes on its website, at least four weeks prior to the change.

Lancashire County Council will provide information of short-term timetable changes caused by road works etc. on its website at least two weeks prior to the change, or as soon as possible where information is provided to the Council with less than two weeks' notice. The Council will ensure that information of short-term disruption is provided at affected bus stops at least a week prior to the change, or as soon as possible where information is provided at shorter notice to the Council.

Where the Council proposes to make changes to supported bus services, these will be advertised for at least two weeks prior to the contractor submitting the relevant service registration changes to the Traffic Commissioner, for public consultation, whereby:

- a) A bus service is proposed to be withdrawn without replacement or only replaced in part by another service meaning a loss of existing journey opportunities;

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- b) A bus service is proposed to be re-routed without replacement or only replaced in part by another service meaning a loss of existing journey opportunities;
 - c) A bus service is proposed to have a reduction in early morning or evening journeys;
 - d) A bus service is proposed to have a reduction in daytime frequency.

The exception is in emergency circumstances where the change is only expected to be temporary e.g. road closure, unforeseen reduction in available resources etc.

The consultation will be published on the Council's Bus Service Changes page. The text as a minimum will cover:

- a) The proposed changes in simple to understand language with an explanation for the reason for the change;
- b) Clear maps should be provided where routes are changing;
- c) Any mitigations to be put in place or an explanation of how other existing services provide alternative options for those currently using the affected service; and
- d) Details of how to respond to the consultation including the deadline for responses.

The Council will also either host consultation information for changes to commercial services on behalf of operators, or provide a link to the relevant operator consultation webpage, on the Bus Service Changes page of the Council's website.

The outcome of the consultation will be published within ten working days and be available for at least two weeks at the same location as the original consultation.

Lancashire County Council will provide regular communication to the relevant contacts at all bus operators within Lancashire regarding changes to bus stops. This will consist of:

- Proposals to add, remove or relocate a bus stop for which operators will have two weeks to respond with any objections from the date of publication;
- Outcome of consultations on the proposals to add, remove or relocate bus stops including expected date of change; and
- Changes to the NAPTAN database of bus stops including the above and any name changes not covered by the above.

Operators will be expected to update their NAPTAN database in accordance with any changes they are informed about.

2.3.4 Wider Working

Lancashire County Council will work with neighbouring authorities to ensure there is as much cross-boundary co-operation as possible, especially regarding bus service policy and improvements. Lancashire County Council will work with other authorities as part of the Transport for the North Bus Forum and utilise the Transport Social Exclusion tool to improve bus services where practical.

2.4 Section 4 - Obligations on Local Bus Operators

The existing Requirements on Operators in providing Qualifying Bus Services are shown at:

Appendix C1.	The existing requirements on Operators providing Qualifying Bus Services.
Appendix C2.	Requirements on Operators that will apply at the making of this Scheme along with further requirements that may be agreed by the Executive Board from time to time.
Appendix C3.	The full list of Requirements proposed under Lancashire County Council's Bus Service Improvement Plan but not included in either of the above appendices.

2.4.1 Data Provision

For monitoring and compliance purposes, operators will be obliged to provide the data set out in the table below. All data provided will be dealt with in line with Section 2.6.6

[Table to be inserted following agreement with operators]

Operators and Lancashire County Council will be expected to comply with Section 143B of the 2000 Act in relation to supply and use of the data.

2.5 Section 5 – Governance Arrangements

For decision-making purposes, the Enhanced Partnership will be governed by an Executive Board, supported by a Management Board:

- Executive Board (EB) – established by the Enhanced Partnership with the mandate to take decisions using an Enhanced Partnership Scheme Variation mechanism (section 2.6.2) on issues put to them by the Management Board, and other issues identified as being relevant to partnership delivery;
- Management Board (MB) – with a mandate to report to the Board the cost and feasibility of proposed Facilities, Measures and Requirements.

In addition, a Forum will enable stakeholders in the bus network to bring forward ideas and suggestions about improvements in the public transport network in Lancashire, to be considered by the Management Board and for future work.

The Management Board will feed back to the Forum on the outcomes and on what will be taken forward to the Executive Board for future decision making.

2.5.1 Forum

The Forum will provide opportunities for discussing issues of all kinds affecting the Lancashire bus network, consulting with and building consensus across the various stakeholders. The Forum will monitor the achievements of the Partnership against its objectives and it will monitor delivery against the targets set out in the EP Plan.

Detailed Terms of Reference are shown at **Appendix D1**.

Membership of the Forum will be voluntary and will comprise (with the exception of Lancashire County Council) one representative from each of:

- All Bus Operators running Qualifying Bus Services
- Community transport operators
- Lancashire County Council (Passenger Transport and Highways)
- All district and borough councils in Lancashire
- Lancashire train operating companies
- Neighbouring Local Transport Authorities
- Transport Focus, and any bus user groups in Lancashire as may be constituted
- Hospital trusts, tertiary education establishments, Chambers of Commerce and Local Enterprise Partnerships within Lancashire

The Forum may invite other external organisations to join the Forum on an advisory basis for fixed periods to provide specialist expertise.

Meeting arrangements

Forum meetings will take place not less than twice per year. Forum meetings will be arranged, chaired and minutes taken by Lancashire County Council. Meeting length will vary according to agenda content but ordinarily expected to be one to two hours.

Any business for a Forum meeting, where possible, must be submitted in writing (by post or email) at least one week in advance for inclusion on the agenda.

Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous MB and EB meetings) will be circulated by Lancashire County Council no less than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Forum meeting.

2.5.2 Management Board

The MB will develop proposals for the design and implementation of interventions in the form of Facilities, Measures and Requirements, drawing on Lancashire County Council and Blackburn with Darwen Borough Council's Bus Service Improvement Plan and receiving ideas, suggestions and proposals from the Forum. It will be responsible for prioritising these interventions against available spend as required. Detailed Terms of Reference are shown at **Appendix D2**.

The MB may constitute task and finish groups as it may consider helpful from time to time to research particular matters of relevance and to develop business cases to the satisfaction of the MB members and a level of detail suitable for consideration by the EB. These task and finish groups may be constituted jointly with other local transport authorities.

The MB will be constituted of Operators operating Qualifying Bus Services (excluding services where the tendering authority takes the revenue risk) and representatives of Lancashire County Council.

Each Operator may send up to two representatives. One non-voting officer from Lancashire County Council will represent bus services on which it takes the revenue risk.

The Operators thus represented at any meeting of the MB will have 50% of the available vote. That 50% will be apportioned according to the percentage share of scheduled mileage operated by each Operator present at the meeting.

The percentage of scheduled mileage operated by each Operator will be that which Lancashire County Council publishes at the start of the financial year. In the event that an operator's share of scheduled mileage changes by more than 5% during the course of the financial year, LCC will revise and re-issue its calculation.

Lancashire County Council officers will have the remaining 50% of the vote. Up to three officers will attend – two from the public transport function and one from highways. The vote will be distributed pro-rata to those attending.

In addition, district councils within Lancashire, and Blackburn with Darwen Borough Council and Blackpool Council will be entitled to send one representative each, but will have no voting powers.

In the event of a 50:50 vote then the MB will refer the matter to the EB for decision.

The final MB meeting of each financial year, or the first one of the next depending on timing, will be the designated MB AGM. At least two weeks prior to this meeting Lancashire Public Transport Operators Association (LAPTA) will inform Lancashire County Council of its choice of representatives to the Executive Board. Should LAPTA be unable to achieve the necessary consensus, Lancashire County Council will organise a ballot of bus operators (section 2.5.3).

Meeting arrangements

MB meetings will take place not less than twice per year, with provision for additional meetings as required to take decisions which in the opinion of the Chair cannot be deferred to a scheduled meeting, provided that a quorum can be achieved, with not less than one week's notice being given.

Agendas and meeting papers will be circulated to all MB members no less than one week in advance of each meeting date, and draft minutes circulated no more than two weeks after each meeting. Any business for an MB meeting must be submitted in writing (by post or email) in advance for inclusion on the agenda. Any request for inclusion of items on the agenda must include an explanation of how they fulfil the objectives set out in the EP Plan. Such requests may be submitted by the Forum and by the EB as well as members of the MB.

2.5.3 Executive Board

Membership of the Executive Board (EB) will consist of three voting Operators, three voting Lancashire County Council directors drawn from public and integrated transport, growth and environment, and planning, and the non-voting Chair. The Chair will be Lancashire County Council's Cabinet Member for Highways and Transport or his or her selected deputy, or failing this an independent nominee as proposed, seconded and elected by vote by the Board member representatives, with an anonymous voting process to confirm election.

The Large Operators (defined as operating 5% or more of total scheduled bus service mileage in Lancashire) will elect two representatives to the EB. The Other Operators (defined as operating less than 5% of total scheduled bus service mileage in Lancashire) will elect one representative to the EB.

The Executive Board (EB) will be the decision-making body of the Enhanced Partnership. Detailed Terms of Reference are shown at **Appendix D3**. The scope of the EB's decision-making will be on those matters set out in the Bus Service Improvement Plan and the Enhanced Partnership Plan. Where a decision by Lancashire County Council is required, for instance on the implementation of bus priority, the EB will have the power to make recommendations and request that such recommendations are formally considered by LCC.

Certain decisions of the EB may constitute Enhanced Partnership Scheme Variations pursuant to section 2.6.2 hereof if the requirements therein are met.

EB meetings will require a quorum of two Operator representatives and one Lancashire County Council representative from two of the three departments mentioned in addition to the Chair. An Operator representative may, if necessary, arrange for an alternate or deputy from the same category to participate with voting rights.

Operator representative selection

It is expected that members of Lancashire Public Transport Operators Association will select representatives to the EB. In the event that it cannot establish a consensus, it will inform Lancashire County Council at least two weeks prior to the MB AGM.

Operators will then be invited to self-nominate or nominate other willing Operators in writing to Lancashire County Council's Public Transport Manager prior to each Management Board AGM. Where there are more than two nominees for the Large Operator category, and more than one nominee for the Other Operator Category, Bus Operators will be given the opportunity to vote by secret ballot undertaken among those present at the MB AGM for a preferred representative. Voting will be on the basis of one vote per Operator (where Operators are part of the same holding company or group, they will only be entitled to one vote between them). Where there is a tie, a run-off vote will take place between the leading tied Operators. Operator representatives will be re-selected on an bi-annual basis, or in response to a representative leaving their company part-way through their term.

In the event that an MB AGM ballot fails to select Operator representatives for either category, the default Operator objection mechanism set out in the Enhanced Partnerships and Schemes (Objections) Regulations 2018 will be used to determine the views of Operators in that category for the purposes of EB votes (in terms of objection or otherwise to the proposals) set out in section 2.6.4.

Role of EB members

Operator representatives will be acting on behalf of all Operators in that category, not on behalf of their own company alone. Representatives will be responsible for ensuring attendance at all EB meetings in that year, and ensure they have:

- (a) fully reviewed and understood all meeting papers in advance of attendance
- (b) the required mandate from the Operators they represent.

EB decision-making

Decisions of the EB will be made by way of a vote through a show of hands. The share of the vote on either side will be distributed pro-rata on a 'one representative, one vote' basis such that the share of votes for both operators and Lancashire County Council will be 50%.

Should the members of the EB find that they are at loggerheads and after deliberation cannot reach a decision on a particular matter, then they will agree to appoint an independent arbiter who will consider the matter and make the decision on behalf of the EB.

Operators will be entitled to make known their concerns in writing to Lancashire County Council's Public Transport Manager if they object to a particular vote of the EB. Lancashire County Council will review the circumstances and consider whether these are such that use of its veto is required as provided for below.

Lancashire County Council veto

These controls ensure that the voting system:

-
- Does not allow an individual Operator to influence the Enhanced Partnership to its own commercial benefit or to harm competitors;
 - That there is no opportunity for a group of Operators to vote in a co-ordinated manner to mutual benefit on a sustained basis; or
 - That there is no discrimination between Operators; and that actual or potential competition, entry to new services and by new Operators, or innovation, is not inhibited.

Lancashire County Council may, in exceptional circumstances, exercise a veto over EB decisions which it may reasonably believe or suspect as having anti-competitive implications or being otherwise significantly against the public interest.

Meeting observers

Any other Bus Operator, Lancashire County Council and district and borough council representatives will be able to attend the EB meetings as observers but will not have the right to vote. Observers may be invited to make comments or ask questions of the EB at the Chair's discretion or invited to defer these until the next Forum meeting. They may, at the EB's discretion, be required to sign an appropriate Confidentiality Agreement if any discussions or papers submitted include information that is commercial in confidence.

Meeting arrangements

EB meetings will take place not less than twice per year following the MB meetings, with provision for additional meetings as required to take decisions which in the opinion of the Chair cannot be deferred to a scheduled meeting, provided that a quorum can be achieved, with not less than one week's notice being given. Meetings will be arranged and minutes taken by Lancashire County Council. Meeting length will vary according to agenda content but ordinarily be one to two hours.

Agendas and meeting papers will be circulated to all EB members no less than one week in advance of each meeting date, and draft minutes circulated no more than two weeks after each meeting. Copies will also be distributed to all Forum and MB members so any issues or concerns can be discussed with the relevant Operator representative, who can then request further agenda items if required prior to the EB meeting. Draft minutes will be approved at the next EB meeting.

Any business for an EB meeting must be submitted in writing (by post or email) in advance for inclusion on the agenda. Any request for inclusion of items on the agenda must include an explanation of how they fulfil the objectives set out in the EP Plan. Such requests may be submitted by the Forum and by the MB as well as members of the EB.

2.6 Arrangements for Reviewing, Varying or Revoking the Enhanced Partnership Scheme

2.6.1 Review of Enhanced Partnership Scheme

Once the EP Scheme is made, the Facilities, Measures and Requirements contained in Appendices A, B and C will be reviewed by the Management Board every six months following publication of data on progress towards targets, as required by the BSIP. Lancashire County Council will initiate each review. The Executive Board will be required to consider this review and decide whether changes to Appendices A, B and C are appropriate in response.

The Management Board can also decide to review specific elements of the EP Scheme on an ad-hoc basis. Management Board members should contact Lancashire County Council using the following email address bsip@lancashire.gov.uk explaining what the issue is and its urgency. Lancashire County Council will then decide whether to table at the next scheduled meeting or make arrangements for all or the necessary MB members to meet sooner.

2.6.2 Changes to the Enhanced Partnership Scheme Facilities, Measures and Requirements

Any changes to the Facilities, Measures or Requirements set out in Appendices A, B and C; or changes to the associated Sections 3 and 4 (2.3 and 2.4) of the EP Scheme; will be considered bespoke changes to the EP Scheme. Any Operator of Qualifying Local Services or Lancashire County Council may bring a proposal or proposals to the Management Board where it or they will be considered. As described in Section 2.5.2 above, any proposal must be submitted in time for its inclusion in the MB meeting agenda and must explain how it meets the objectives of the EP Plan.

An MB vote in favour will lead to the matter being considered by the EB. Lancashire County Council will then amend the relevant Appendix or Appendices to this EP Scheme if the EB votes in favour by a simple majority and provided that Lancashire County Council has not exercised its veto.

If an Operator representative for one or more Operator category at the EB has not been selected, the votes of that/those categories will be determined using the default Operator objection mechanism, specified by the Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

The EB will also consider when any such changes shall come into force, and / or the linking of the changes (for instance, any Operator Requirements to take effect only once any enabling Local Authority Facilities or Measures have been implemented, taking account of the lead time for service registrations should these be required).

As per section 2.3.1 above, any proposal to withdraw or reduce the scope of any bus priority scheme or named passenger interchange or bus station Facility requires the written approval of all Operators of Qualifying Services using that scheme at the time the proposal is made.

If Lancashire County Council consider the matter urgent then it may convene a special meeting of the MB followed by a special meeting of the EB, giving at least 14 days' prior written notice for the meeting to all MB members and for the meeting of the EB to consider the proposed variation.

In the event that a number of Operators which would trigger the default Operator objection mechanism (as set out in the Enhanced Partnerships and Schemes (Objections) Regulations 2018 as may be varied from time to time) raise concerns in writing to a minimum of one subsequent EB meeting about a previous decision of the EB, the decision-making process for Enhanced Partnership Scheme Variations will revert to the default Operator objection mechanism contained in those regulations to review that decision and as appropriate for future decision-making purposes.

2.6.3 Other Changes to the Enhanced Partnership Scheme

Any other proposals (i.e. content other than Facilities, Measures and Requirements as set out in Appendices A to C) for changes to the EP Scheme will be considered under Section 138L of the Transport Act 2000. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan and Lancashire County Council's current local transport policies. Any such proposals should be in writing and submitted to bsip@lancashire.gov.uk

Any Operator of Qualifying Local Services or Lancashire County Council may bring a proposal or proposals to the MB where it or they will be considered. If a simple majority of the MB vote in favour, the EB will then consider the proposal or proposals and any accompanying evidence and vote on the change at its next meeting. Lancashire County Council will then follow the process set out in Section 138L of the Transport Act 2000 and The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018 on behalf of the EB.

2.6.4 Revocation of the EP Scheme

Should Lancashire County Council or any other member of the MB believe that it is necessary to revoke the Plan or Scheme, then it must express this in writing to the MB. The MB will then consider and vote upon the proposal and submit it to the EB which will do the same.

Lancashire County Council will take into consideration the votes of the MB and EB in making its own decision whether to revoke the EP Plan or Scheme. It will then follow the process set out at Section 138O of the Transport Act 2000.

2.6.5 Postponement

Should it be necessary to postpone the implementation of any Facility, Measure or Requirement, Lancashire County Council will follow the procedure at Section 138I of the Transport Act 2000. It must first use reasonable endeavours to seek the views of the MB and the EB.

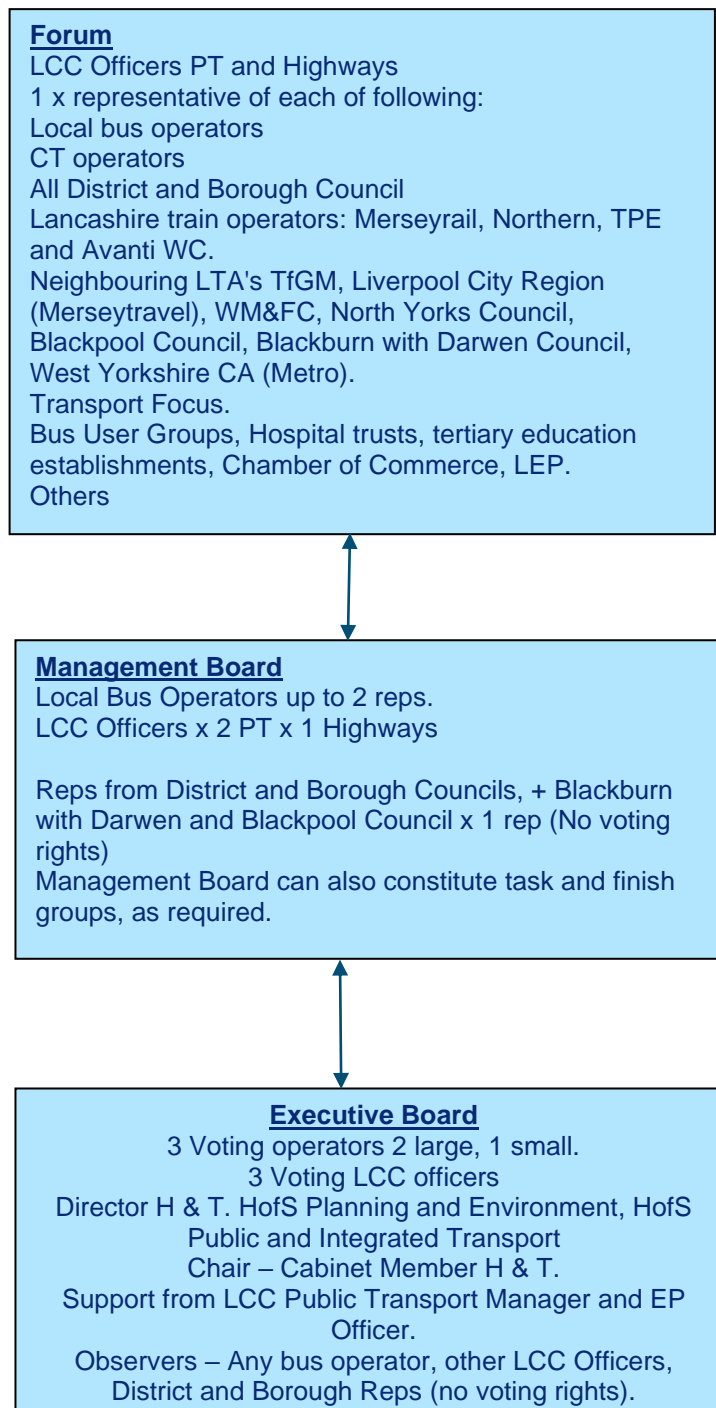
2.6.6 Data sharing and commercial confidence

At all times each member of the Forum, MB and EB will respect data confidentiality and the Forum, MB and EB will maintain processes to maintain and respect commercial confidentiality as required. Should any member believe there has been a breach of confidentiality, they should raise this with the Public Transport Manager of Lancashire County Council.

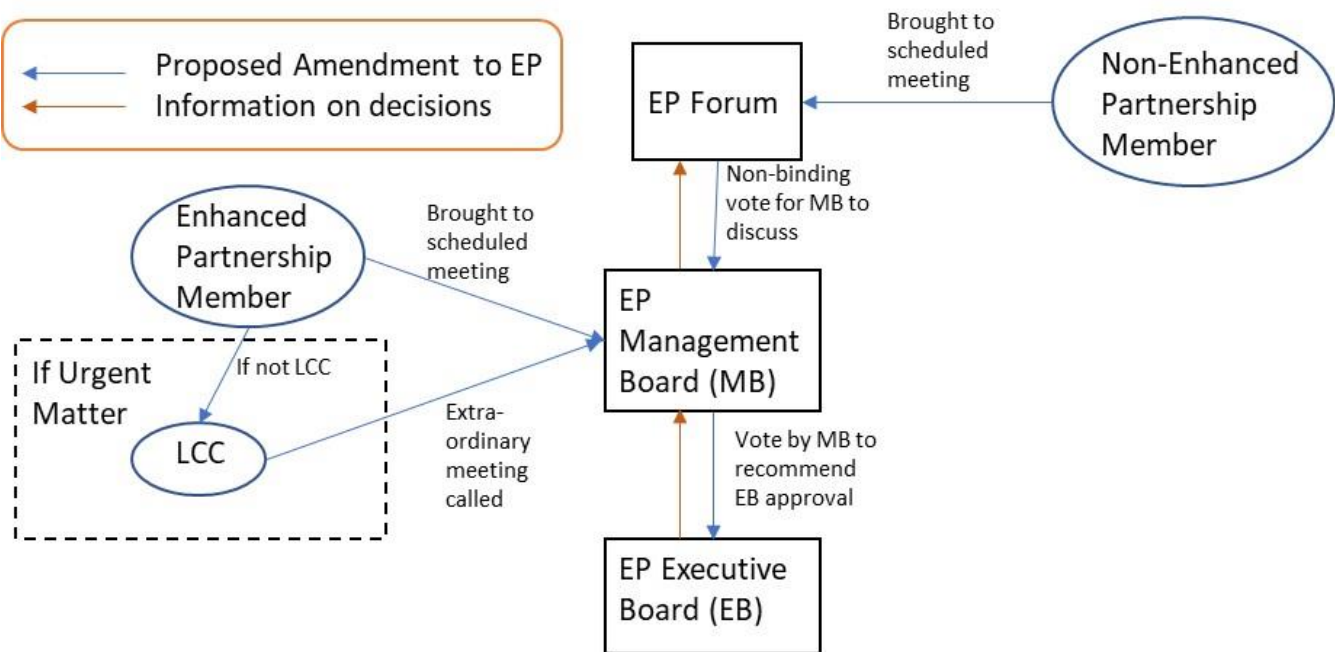
2.6.7 Enforcement

Should Lancashire County Council decide that it wishes to take on the Traffic Commissioner powers, it will follow the procedure to amend the EP Scheme under Section 138L of the Transport Act 2000.

EP Governance diagram



EP Scheme Bespoke Change Process Flow



APPENDIX A: Obligations on the Authority - Facilities

A.1 Facilities – Existing

Bus Priority Schemes

Current Lancashire County Council provided physical priority measures, listed below:

Road Name	Location	Type of Bus Priority
Fishergate and Fishergate Hill	Preston	Bus lane
Tithebarn Street	Preston	Bus lane (Preston Bus Station)
Corporation Street	Preston	Bus gate
Broughton	Broughton	Bus gate
Greyhound Bridge	Lancaster	Bus lane
Morecambe Road	Lancaster	Bus lane
Skerton Bridge	Lancaster	Bus gate
Spring Garden Street	Lancaster	Bus and access only
Chapel Street and Damside Street	Lancaster	Bus and access only
Owen Road/Parliament Street	Lancaster	Bus lane
Whalley Road	Accrington	Bus lane
Accrington Bus Station	Accrington	Bus gate and bus lane
A678 Whitebirk approach (partially in Blackburn with Darwen)	Whitebirk	Bus lane
Whalley Road on approach to Sparth House/Road	Accrington	Bus lane
Westway (Junction 10)	Burnley	Bus lane
Church Street	Burnley	Bus lane
Padiham Road	Burnley	Bus lane

Bus Stations and Passenger Interchanges

Lancashire County Council manages a number of bus station facilities:

- Preston – large facility refurbished in 2017 Grade II-listed building with 36 bays and 5-bay coach station with public wifi and passenger departure information screens;
- Accrington – 11-bay modern facility, opened in 2016 with wifi and passenger information screens;

-
- Nelson – interchange with 9 bays opened in 2008: no public wifi currently in place; however passenger departure information screens were fitted in early 2022;
 - All bus stations are staffed and feature CCTV for added security (CCTV at two sites, Chorley and Nelson, were upgraded by the county council in 2022).

Bus stations at Burnley, Chorley, Colne, Lancaster, Ormskirk and Rawtenstall are owned by the borough council concerned and managed under a facilities management contract or by the local bus operator.

Bus Stops

As of May 2021, 7,806 bus stops in Lancashire maintained by Lancashire County Council. Of these stops approximately 45% feature up to date passenger information cases, with stop specific timetable information.

A capital investment programme by Lancashire County Council totalling £3,000,000 to improve the shelter stock across the county over a 5-year period has been implemented. This scheme provides a great improvement in the quality of shelters alongside a funded maintenance programme to maintain this new higher standard for those shelter owned and managed by the county council. This programme started in 2020 and will run through to 2025 and will see in excess of 750 shelters replaced or refurbished.

There are also a number of shelters, outside the county council's control, owned and managed by advertising companies, district and parish councils.

A.2 Facilities – Approved for Implementation by the Executive Board

All facilities approved for implementation will be subject to a robust public consultation process and formal decision making processes in line with the established policies of the county council. They will also be formally consulted on with local bus operators, who in most instances have already assisted in developing the schemes set out below.

Bus Priority Schemes

Title	Proposals	Progress	Next Steps	Expected Delivery By
Oliver's Place (Preston)	Review of parking and congestion on Oliver's Place, Pittman Way to improve bus movements	Completed March 2023	N/A	Completed
Stanifield Lane (South Ribble)	Improvements to Stanifield Lane / Lydiate Road Junction to improve bus priority	Scheme removed due to impact of Lancashire Central development	N/A	N/A
Leyland Road, Studholme Crescent to the Cawsey (South Ribble)	Review of parking and waiting restrictions on Leyland Road at the Studholme Crescent to the Cawsey	Completed July 2024.	N/A	Complete
Accrington Bus Station (Hyndburn)	Change in egress priority to buses at Accrington bus station	Concept designs developed.	Detailed designs and Traffic Regulation Order (TRO) process	December 2024
Longridge Town Centre stops (Ribble Valley)	Upgrading bus stops and infrastructure in Longridge town centre to complement local bus network enhancements	First phase completed December 2023. Works approved at cabinet Jan 24	Work to be finished Summer 2024	September 2024
South Lancaster Bus Priority Schemes	Minor enhancements to improve bus priority in Bowerham.	Initial designs for Bowerham being reviewed following feedback.	TRO consultation to be reviewed, likely to need approval at October Cabinet	Autumn 2024
	Bowerham Rd / Barton junction remodelling to improve priority for buses	Designs for junction being modelled	Assessment of modelling results	September 2025
Colne Town Centre (Pendle)	Improvements to highway network in Colne Town Centre and bus station	Design finalised	Awaiting final agreement with Pendle Borough Council	September 2025
Water Lane, Fylde Road, Aqueduct Street Junction - Bus Lanes (Preston) (Part developer funded)	Bus priority at junction and bus lanes on 3 arms of approach to junction. Bus lanes inbound on Tulketh Brow between Stocks Road and Ashton Street, Outbound between Ashton Road	Concept designs being reviewed based on modelling results	Detailed designs and stakeholder consultation	September 2025

	and Pechell Street and a bus lane on Water Lane			
New Hall Lane (Preston)	Bus Lane on New Hall Lane	Approved by cabinet May 24	Work to be scheduled following safety audit	Autumn 2024
	Improvements to New Hall Lane / Stanley Street / London Road junctions	Design in development	Further development of designs. Likely only to be able to purchase land and move utilities within budget / timescale	August 2025
Plungington to University corridor review (Preston)	Junction layout improvements at Fylde Road/ Brook Street	Concept designs being developed	Further development of designs	March 2025
	Intelligent bus priority at Blackpool Road/ Plungington Road, Aqueduct Street/ Plungington Road and Victoria street/ Plungington junctions	Scoping and programming	Design and procurement of traffic signals	March 2025
Burnley, Yorkshire Street (NOT FUNDED FROM BSIP)	Change roundabout to traffic lights and ensure bus priority at signals.			March 2024
Rawtenstall, Bacup Road bus gate (Rossendale) (Part of LUF Proposals)	Bus Gate on Bacup Road and right turn filter lane on A682.	Bus gate designs drawn up for incorporation into wider Rawtenstall Gyratory concepts.	LUF Rawtenstall Gyratory design development	March 2025 – March 2026 (full LUF works)
Grimsargh Bridge (Preston)	Widening of road bridge over old railway line on B6243 Preston Road, at Grimsargh. Congestion reduction scheme. Currently, only room for one direction traffic flow - causing significant delays for buses.	LCC Bridges Team appointed. Concept designs developed and onsite investigatory survey works carried out to inform design.	Finalisation of design and programme including mitigations to cover residents concerns. Wider consultation work.	August 2025
London Road (Preston & South Ribble)	Red route in both directions on London Road from Ribbleton Lane to Yew Tree Lane.	Scheme removed due to time constraints and alternative proposals	N/A	N/A

Ribbleton Lane bus priority (Preston)	Bus lane inbound from Skeffington Road junction to Deepdale Road junction, bus lane inbound to Blackpool Road junction, bus lane outbound to Blackpool Road junction. Bus priority to be added to existing junctions Right turn stacking lanes for cars at key junctions to be reviewed to improve through route for buses	Detailed designs being developed.	Further design work and discussions with local bus operators. Given time and resources, likely to propose dropping scheme from BSIP but retain designs for future implementation	March 2025
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SUPERBUS ROUTE IMPROVEMENT

Expected to be a continuous process to March 2025

Title	Proposals	Progress	Next Steps	Delivery
Whalley Road Corridor (Hyndburn)				
Hare and Hounds bus lane	Enhancement of Pennine Reach scheme by installing approx 300m of bus lane towards Great Harwood on Whalley road between Brisbane Street and the Whalley Road, Blackburn Road, Burnley Road junction.	Concept designs developed.	Detailed designs and consultation.	March 2025
Traffic signal corridor review	Bus priority via traffic signal optimisation and refurbishment at junctions with Queens Rd; Church Ln / Whinney Hill; Hare and Hounds; and Sparth Rd	Contractor appointed	Finalise designs and implementation	Autumn 2024
Blackpool Road Corridor (Preston)				
Bus Lane between Tulketh Road and	Bus priority improvements on key Superbus route from the Fylde into Preston city centre to	Concept designs and modelling	Modelling has shown traffic light changes would give greater	March 2025

Parkfield Avenue (Preston)	provide 600m of Bus Lane on Blackpool Road		impact, potential to drop from BSIP	
Tulketh Brow parking improvements (Preston)	Removal of parking spaces and introduction of restrictions up to the junction	Concept designs	Detailed designs and consultation	March 2025
Traffic signal corridor review	Bus priority via traffic signal optimisation and refurbishment at three pedestrian crossings and junctions with Peddars Ln; Tulketh Rd; Tulketh Brow; and Inkerman St.	Contractor appointed	Finalise designs and implementation	Autumn 2024
A6 / Service 125 Corridor (Preston, South Ribble and Chorley)				
Bus Stop review and bus priority	Full route review of the 125 bus service within Lancashire: Phase 1 Adlington to Chorley Phase 2 Chorley to Preston	Phase 1 – feasibility and concept designs complete. TROs being prepared. Phase 2 – concept designs being finalised	Phase 1 – TRO advertising January 2024 Phase 2 – TRO advertising April 2024. Discussions with local bus operators	Phase 1 – September – December 2024 Phase 2 – January – March 2025
Bamber Bridge bus stop upgrade	Installation of new shelters at selected bus stops in Bamber Bridge	Completed December 2023	N/a	Complete
Walton Summit parking review	Parking review at Walton Summit (0600 to 2000 Mon to Fri) - mixture of restrictions	Concept designs being finalised	TRO advertising and discussions with local bus operators	January – March 2025
Northbound bus lane on Preston Road, Chorley	To provide 450m of northbound bus lane from Park Road to bus stop prior to Euxton Lane Roundabout signals	Scheme feasibility under review – due to close connection to significant developer led works in the area, it is uncertain as to whether these schemes can be delivered within the BSIP1 timeframe of March 2025		
Southbound bus lane on Preston Road, Chorley	To provide 170m of southbound bus lane from Harwood Roundabout to Euxton Lane bus stop and pedestrian crossing			
Bus Gate and/or Traffic signals at Park Road/Preston Road, Chorley	Bus gate or traffic signal improvements to ease bus flow to join new bus lane			

Bus priority at traffic signals	Bus priority via traffic signal optimisation and refurbishment at Chapel St / Clifford St, Chorley; Garstang Rd / Watling Street Rd, Preston; and Garstang Rd / Aqueduct St, Preston	Contractor appointed	Finalise designs and implementation	Autumn 2024
Other Schemes in Lancashire				
Tudor Avenue parking and bus stop review (Preston)	Introduction of restrictions at junction of Cairnsmore Avenue and Tudor Avenue. Review of bus stop location and parking at Tudor Avenue bus stop	Completed October 2023	N/a	Complete
Scale Hall Lane/ Morecambe Road junction (Lancaster)	Modification of junction layout to allow buses more priority in joining traffic (give way rather than full traffic signal control)	Final design being developed and modelled	Programming for delivery	December 2024
Lancaster Gyratory (Lancaster)	Upgrade of traffic signals including intelligent bus priority	Contractor appointed	Finalise designs and implementation	Autumn 2024
Garstang town centre (Wyre)	Review parking provision and restrictions on Garstang High Street and local road network	Concept designs developed	TRO advertising and consultation to start imminently. Discussion with local bus operators	October 2024
Clitheroe Town centre (Ribble Valley)	Review parking provision and restrictions around Clitheroe Town Centre, Clitheroe Interchange and local road network. Introduce	Concept designs developed	TRO advertising	March 2025
Longridge Road B6243, Preston between M6 Motorway Bridge and Gamull Lane (Preston)	Review parking provision and restrictions on this stretch of road, in particular the introduction of restrictions inbound (toward Preston)	Designs produced for key location	TRO advertising	December 2024
Oswaldtwistle Town Centre, Union Road B6243 (Hyndburn)	Review parking provision and restrictions in both directions	Designs produced	TRO advertising	March 2025

Bus stops on Superbus routes	Review bus stop locations and alignments at key locations on Superbus network known for delays	Ongoing	Ongoing, continued discussion with bus operators	Ongoing (end March 2025)
Traffic light bus priority	In addition to the junctions being reviewed as part of corridor specific projects, eleven further key junctions have been identified including in Leyland, Morecambe and Ormskirk.	Contractor appointed	Finalise designs and implementation	October 2024 – March 2025

Bus Service enhancements via BSIP 1, BSIP 2 and BSIP 3

Service	Route Description	Introduced / Estimated Introduction	Funding
2	Chorley – Blackburn – Enhance the timetable to extend Monday to Saturday evening service hourly across the whole route.	27/11/22	BSIP1
42	Morecambe-Lancaster-Garstang-Blackpool - Enhance timetable to introduce Monday to Saturday evening service and increase Sunday daytime to hourly.	27/11/22	BSIP1
5	Overton-Heysham-Morecambe-Carnforth - Enhance timetable to introduce Monday to Saturday evening service hourly.	27/11/22	BSIP1
22	Clitheroe – Blackburn – Shadsworth. Hourly Monday - Saturday evening service introduced for full route, additional early evening journey added on Sundays.	27/11/22	BSIP1
88 (and 89)	Lancaster–Glasson Dock–Garstang-Pilling–Knott End – New two-hourly daily service providing new links across southwest Lancaster and Over Wyre including new Sunday service. Enhances Lancaster-Glasson Dock-Pilling-Knott End frequency to hourly Monday – Saturday in conjunction with existing service 89	27/08/23	BSIP1
310	Skelmersdale-Ormskirk-Maghuil-Liverpool - Enhance timetable to extend Monday to Saturday evening service and Sunday daytime hourly across the whole route into Lancashire. On the core section between Ormskirk and Skelmersdale this would co-ordinate with existing evening Service 375 frequency to a combined half hourly.	02/04/23	BSIP1
313 (now 312)	Skelmersdale – Ashurst Circular – Introduction of Monday to Saturday evening and Sunday daytime hourly service.	02/04/23	BSIP1
319	Skelmersdale Rail Link - Introduce a new daily express service between Skelmersdale and Kirkby Railway Station/centre to link into Liverpool and the wider Merseyside transport network, in partnership with Merseytravel. Monday to Saturday daytime - half-hourly. Monday to Saturday evening and Sunday daytime – hourly	02/04/22	BSIP1
59 (and 15)	Stagecoach service 59 extended hourly from Royal Blackburn Hospital to Accrington replacing LCC tendered service 15. Service 15 resource re-deployed to enhance Clitheroe – Accrington section from every 90 minutes to hourly	29/10/23	BSIP1
31	Preston – Ashton – Lea. Evening enhancements	27/11/23	BSIP2
45	Preston – Longridge – Ribchester – Blackburn Early morning & evening enhancements	27/11/23	BSIP2
5 (2 & 15)	Poulton-le-Fylde / Staining – Victoria Hospital – Blackpool Enhanced connectivity, retention of trail frequency (Joint with Blackpool Council)	07/01/24	BSIP2
61	Preston – Kirkham – Wesham – Wrea Green – Blackpool Increase daytime frequency to half-hourly, evening	28/01/24	BSIP2

	enhancements (Joint with Blackpool Council)		
125R	Horwich Parkway - Horwich - Rivington Extension of route to Chorley	26/05/24	BSIP2
127	Middlebrook – Blackrod – Adlington – Chorley Extension of route to Chorley Hospital via Astley Village – associated changes to other LCC supported services	28/01/24	BSIP2
6 & 33	Westgate – Morecambe / Morecambe – Bare Lane Extension of service 6 to replace and enhance service 33	15/01/24	BSIP2
Mainline	Clitheroe – Padiham – Burnley / Burnley – Colne – Barnoldswick Evening enhancements	27/11/23	BSIP2
X43	Burnley – Rawtenstall – Manchester Standardisation of weekday evening timetable	27/11/23	BSIP2
1, 3&5	Burnley locals Evening enhancements	27/11/23	BSIP2
6&7	Blackburn – Great Harwood - Clayton le Moors – Accrington Evening enhancements	07/01/24	BSIP2
2A	Preston – Longton – Tarleton – Burscough – Ormskirk Evening enhancements	28/01/24	BSIP2
311/312	Ormskirk – Burscough – Skelmersdale – Rainford / Wrightington Hospital Enhanced frequencies and connectivity	27/11/23	BSIP2
24	Blackpool – Victoria Hospital – Poulton – Cleveleys – Fleetwood Enhanced to every 30 minutes Monday – Saturday daytime and hourly Sunday daytime over full route, extra early evening journeys.	04/03/24	BSIP2
2A	Blackburn – Chorley Hospital – Chorley Enhance service 2 to half-hourly Monday – Saturday daytime with new hourly journey via Chorley Hospital	TBC	BSIP3
10&11	Lancaster City Services Introduce hourly evening service	01/09/24	BSIP3
12	Blackpool – Bispham – Norcross – Poulton-le-Fylde Enhance school service to hourly daytime service providing links for new housing	01/09/24	BSIP3
42	Lancaster – Garstang – Blackpool Extra am journey to smooth frequency	01/09/24	BSIP3
81	Lancaster – Holton – Hornby Monday – Saturday evening service	01/09/24	BSIP3
100	Lancaster – Bare – Morecambe Sunday frequency enhancement	01/09/24	BSIP3
113	Preston – Gregson Lane – Bamber Bridge – Leyland Introduce hourly evening service	21/07/24	BSIP3
152	Preston – Blackburn – Burnley Standardisation of Monday – Saturday evening service	21/07/24	BSIP3
310	Liverpool – Maghull – Ormskirk – Skelmersdale Extra resource to create 15 minute co-ordinated frequency with 375/385 Ormskirk - Skelmersdale	01/09/24	BSIP3

375/385	Southport – Ormskirk Extra am journey for Edge Hill students to access Southport Hospital	01/09/24	BSIP3
481/483	Rawtenstall – Blackburn / Burnley Extra Monday – Saturday evening journeys	21/07/24	BSIP3
552	Carnforth – Silverdale – Arnside – Kendal Extend current Arnside – Kendal service to start / finish in Carnforth	TBC	BSIP3
X2	Preston – Penwortham – Banks – Southport Enhance Monday – Saturday frequency to half-hourly	01/02/24	BSIP3
A1-A4	Hyndburn Town Network To enhance local services centred on Accrington to create new connections and remove afternoon schools gap	25/11/24	BSIP3

A.3 Facilities for consideration subject to future funding, feasibility and Executive Board and Lancashire County Council (where required) approval

Below is a list of facilities that are included within the Bus Service Improvement Plan ambition, but are not currently funded. Each scheme will be considered should future funding be made available in the local area or in future BSIP allocations.

Code	Scheme	District (s)
M1	Skerton Bridge Sustainable Transport Corridor	Lancaster
M5	Meadow Street junction with North Road	Preston
H4	Feasibility studies for old train lines as BRT into Preston	Preston
SB2	Lancaster to Morecambe - priority proposals identified in BRT feasibility study	Lancaster
SB3	Garstang to Preston Corridor - district levelling up proposal round 2 (Jan to Feb 2022) but connects in with LCC Superbus route	Wyre, Preston
SB4	Liverpool Road/ Leyland Road/ Strand road junctions	Preston
SB9	Nelson, Broadway/Sagar Street	Pendle
SB10	Rawtenstall Gyratory - part of district levelling up Round 2 (Jan to Feb 2022)	Rossendale
UR1	Carnforth, Market St/A6 junction	Lancaster
UR3	Improvements on Caton Road and at J34 park and ride	Lancaster
UR4	Blackbull Lane, Plungington	Preston
UR6	Portway on approach to Strand Road	Preston
UR7	Watling Street Road between Fulwood Hall Lane and Garrison Pub	Preston

Programmes for future development

These include:

- Conduct route reviews alongside operators to identify further small-scale measures which will improve bus journey times and reliability;
-
- Opportunities for smaller scale park and rides sites that will support Superbus and other local bus services;
- Review bus stop geometry to ensure that buses can access and egress quickly and efficiently. This may include the provision of bus stop boarders and filling in laybys;
- Review bus stop kerb heights and provision for accessible boarding and alighting;
- Review the provision of passenger facilities at bus stops, including shelter and information;
- Provision of real-time passenger information at approximately 10% of stops across Lancashire;
- Review walk access routes to and from bus stops, including dropped kerbs, pedestrian crossing points, footways and footpaths; and
- Funding to upgrade bus stops and shelters owned by other parties.
- Ongoing consultation with local bus operators on future schemes.

APPENDIX B: Obligations on the Authority – Measures

B.1. Existing Measures

Funding	<p>Lancashire County Council will spend at least £6m on tendered bus service support in 2022/23 from all sources, excluding BSIP grant; funding for service support priorities from BSIP grant will be additional to this sum.</p> <p>Additionally, the county council in 2022/23 will spend approximately £17.5m on concessionary travel reimbursement to operators in Lancashire.</p> <p>Funding for bus services will be reviewed annually, as part of the council's budget setting process and is subject to future government Revenue Support Grant allocations.</p>
Printed timetable leaflets	<p>Lancashire County Council will continue to provide printed timetable leaflets for those services operated on behalf of the County Council, and will work with operators to ensure printed timetable leaflet are made available for as long as there is demand from customers</p>
Bus stop timetables	<p>The current levels of printed bus stop information are provided in partnership with bus operators and will be retained. At present the county council produces stop-specific information for approximately 45% of all stops in Lancashire.</p>
Electronic Information	<p>We will also continue to maintain electronic information displays, where installed, in our bus station and bus stops across the county.</p>
Data	<p>Bus information data will be provided to the Traveline National Data Set and where required to the DFT Bus Open Data service, where the County Council is acting as an operator's agent.</p> <p>The county council will continue to support Traveline with the supply of data and will continue to use the Traveline information services, national journey planner, nextbuses and telephone information services.</p>
NaPTAN	<p>The county council will continue to maintain NaPTAN (National Public Transport Access Nodes) data for Lancashire and consult with operators regarding bus stop changes as set out in 2.3.3.</p>
Bus Priority	<p>Continue to maintain bus priority enforcement equipment.</p>
Concessionary Travel	<p>The county council and operators will work proactively together to promote concessionary bus travel to eligible residents. Work will be undertaken to encourage pass take up and the opportunities associated with free off-peak travel across Lancashire.</p>
Passenger Safety	<p>Employment of Public Transport Safety Officers to be deployed on public and school bus network as well as at bus stations and other key locations, to tackle anti-social behaviour and provide reassurance to passengers</p>

B.2. Measures approved by the Executive Board for Implementation

Concessionary Travel	Review the concessionary travel scheme to try and speed up boarding and remove the need for ticket issuance by 2024
DDRT/DRT	DRT to be developed to fill real gaps in the current bus network in partnership with both commercial and voluntary sectors
Satisfaction	We will monitor customer satisfaction levels through the Transport Focus Your Bus Journey satisfaction surveys, annually
Passenger Charter	To adhere to the requirements laid out in the Passenger Charter once approved and published; and to work with operators to review and update the Passenger Charter on a regular basis.
TOTO	Tap on Tap off ticketing (TOTO) Introduction of TOTO to remove barriers to bus travel and deliver single operators' systems that offer daily (or period) capping, prior to the launch of national multi operator capping and reimbursement

B.3. Measures for consideration subject to funding, feasibility and Executive Board and Lancashire County Council (where required) approval

Programmes for development

Bus stop information	Review the provision of information at bus stops and develop a standardised specification for this
Bus stop names	Ensure that bus stop names used by operators are consistent with the National Public Transport Access Node (NAPTAN) database in order to avoid potential confusion
Printed timetable information	LCC and operators to ensure that printed information continues to be available and disseminated
Web developments	Evolve the current LCC web pages to become a single source of comprehensive information across the county and develop and use an app and social media
e-ink	Pilot the potential for e-ink to provide static and real-time information at selected bus stops as part of a demonstration project
Roadside information infrastructure review	Revise processes for the provision of roadside information and, review the infrastructure used to display information to ensure that it is both fit for purpose and attractive
Disruption messaging	LCC to work with partners such as TfN and DfT to develop a disruption messaging tool

Route review/enforcement	Apply the results of route reviews (Facilities) to review waiting and loading restrictions and identify locations where greater enforcement of current restrictions is required
DRT developments	Investigate opportunities to provide DRT services to the large market garden farms particularly in West Lancashire and Fylde, to out of town industrial estates and other rural businesses
Branding on infrastructure	Continue to deploy and strengthen the LCC standard branding across bus infrastructure in the county
Concessionary travel extension	Consider extending the current concessionary travel scheme beyond the 23:00 Monday to Friday restriction to allow for later night travel to pass holders

APPENDIX C: Obligations on Local Bus Operators

C.1. Existing Requirements

Bus operators in Lancashire are required to:

- Use vehicles which are PSVAR compliant on registered public services;
- Use vehicles which are fitted with ticket machines which:
 - Are able to accept and record the use of ENCTS smartcards;
 - Are able to accept and record the use of other ITSO smartcards; and
 - Are able to provide data as required by Bus Open Data legislation¹.

In line with requirements set out by the DfT regarding Next Stop Audio Visual Systems (NSAVS)²:

- All new vehicles introduced after 1 October 2019 must be fitted with functioning NSAVS from 1 October 2024;
- Vehicles first used between 1 October 2014 and 30 September 2019 must comply from 1 October 2025;
- All remaining vehicles used on public services must be fitted with functioning NSAVS from October 2026.

C.2. Requirements Approved for Implementation by the Executive Board

a: Simpler Ticketing

In advance of funding being made available for the aspects of Simpler Ticketing referred to in the BSIP, Operators will use reasonable endeavours to collaborate with Lancashire County Council to:

1. Make consistent existing 'own-operator' ticketing scheme boundaries in order to make the bus product simpler for passenger;
2. Harmonise fare products (though not the price);
3. Where these don't currently exist, develop carnet products to better meet the needs of part-time commuters;
4. Develop a multi-operator ticketing scheme agreement and identify the resource and funding requirements and any technical challenges; and
5. Develop ticketing schemes that meet BSIP and EP aspirations.

Any scheme developed will be in line with the relevant ticket block exemption rules.

¹ [Bus open data policy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/bus-open-data-policy)

² [Summary of Accessible Information Regulations | RTIG-Inform](#)

b: Bus network obligations

1. Bus Operators will be proactively involved in scheme design and consultation and in working constructively with Lancashire County Council to enhance the bus network to better serve local needs, where required, and support wider network improvements and economic development, subject to financial viability.
2. Where investment is made by the county council that speeds up or otherwise improves bus journey times to a level that delivers cashable operating cost savings for a period of more than 12 months; for example, by releasing PVR from a route, this net saving will be reinvested in the network in a way jointly agreed between the council and the operator(s) benefitting. This could be in new services, increased frequency, measure to promote reliability, route extensions or extended hours/days of operation, ticketing and information and marketing improvements, fleet investment or other agreed enhancement.
3. Bus Operators will continue to share data with the county council on a confidential basis; this will additionally include data to determine operational cash savings, to be reinvested as agreed with the county council. Service performance will be measured pre and post improvements to establish baselines. Savings will be based on a corridor approach rather than an individual service basis. Each bus priority scheme may be assessed during the design process to enable an early understanding and forecast of the potential cashable saving per scheme to enable further information regarding future reinvestment.

c: Improvements to fares and ticketing and services

1. Operators will participate in Lancashire County Council's schemes to provide:
 - a. Travel for £1.00 in the evenings after 19:00 (excluding Blackpool Transport commercial services);
 - b. Travel for £1.00 Sunday and Bank Holidays before 19:00.
2. Operators will be encouraged to participate in Multi-operator ticketing schemes in those areas for which a scheme is implemented (abiding by the separate agreement for that area):
 - a. Preston – from November 2023
 - b. Fylde Coast (including the Blackpool Tramway) – from TBC
 - c. [Other areas to be added following recommendations from Multi-operator Ticketing Task and Finish Group]
3. Operators will adhere to the requirements laid out in the Passenger Charter. Operators will work with the Council to review and update the Passenger Charter on a regular basis.
4. Operators are required to notify passengers of upcoming service changes at least two weeks before commencement via their website, social media channels and on vehicles in the appropriate area. Where this cannot be done, such as an emergency or short notice road closure, the operator should endeavour to notify passengers as soon as possible.

d: Improve bus information

1. Operators will be required to share more service information on each others' services on websites and apps
2. Provide and produce relevant printed timetable information, maps and shared promotional information.
3. Update NAPTAN database in accordance with changes made by LCC

e: Innovation

1. Operators to ensure that new and innovative transport developments are shared across Lancashire for the benefit of all Lancashire residents.

f: Bus Service Changes:

1. Bus operators will publish proposed changes to bus services, for at least two weeks prior to submitting the relevant service registration changes to the Traffic Commissioner, for public consultation whereby:
 - a. A bus service is proposed to be withdrawn without replacement or only replaced in part by another service meaning a loss of existing journey opportunities;
 - b. A bus service is proposed to be re-routed without replacement or only replaced in part by another service meaning a loss of existing journey opportunities;
 - c. A bus service is proposed to have a reduction in early morning or evening journeys;
 - d. A bus service is proposed to have a reduction in daytime frequency.

The exception is in emergency circumstances where the change is only expected to be temporary e.g. road closure, unforeseen reduction in available resources etc.

As a minimum operators must either provide LCC with text to be published on the Council's Bus Service Changes page, or publish on their own website and provide LCC with a weblink for wider advertising of the consultation. The text as a minimum must cover:

- a. The proposed changes in simple to understand language with an explanation for the reason for the change;
- b. Clear maps should be provided where routes are changing;
- c. Any mitigations to be put in place or an explanation of how other existing services provide alternative options for those currently using the affected service; and
- d. Details of how to respond to the consultation including the deadline for responses.

The outcome of the consultation will be published alongside the resulting service change notice and be available for at least two weeks at the same location as the original consultation.

C.3. Requirements for consideration subject to funding, feasibility and Executive Board and Lancashire County Council (where required) approval

a: Bus Services

1. Daytime bus service frequencies to increase and lengthen hours of operation. Services will be categorised into three improvement categories:
 - a. Urban 'Superbus' networks in Preston and on the Fylde Coast;
 - b. Interurban 'Superbus' services; and
 - c. Secondary interurban services.
2. Co-ordinate service headways between services and sometimes other operators to achieve increased frequencies

b :Timetable Change Dates:

Timetable changes should be co-ordinated across operators to avoid duplication of work for LCC officers and confusion to passengers, with dates to be agreed by the EP Board six months prior to the start of the calendar year. Operators are able to make changes to timetables on other dates in agreement with Lancashire County Council where:

1. It is an emergency change to take account of unforeseen circumstances;
2. It is a temporary change caused by ongoing resourcing issues, short-term highway changes or roadworks;
3. It is in response to permanent highway changes such as road closure or access to a new development;
4. The change is dictated by a third party such as a neighbouring authority;
5. Where services are subject to seasonal variations or;
6. Other such reasons that Lancashire County Council feel appropriate.

c : Improvements to Planning / Integration with Other Modes

Simplify services

1. Review, where it is possible, routes that deviate away from the end destination, and where splitting or merging services might make the passenger proposition simpler and more direct
2. Where possible, bus services should link with other transport modes and timetables should reflect that connectivity.
3. Bus operators to support Active Travel initiatives and future development of mobility hubs.

d: Improvements to fares and ticketing

Lower fares

1. Operators will offer:

-
- a. A standardised half-fare ticket offer for under 19s, building on the commercial discounts offered by some operators to young people aged 16-19s;
 - b. A standardised half-fare ticket offer for job seekers. This is intended to be provided to those unemployed claiming Jobseekers Allowance for 3-9 months (18-24 year olds) or 3-12 months (over 25s). Other "benefit" recipients may receive a Jobcentre Plus Travel Discount Card from 3 months of their claim and if they are actively engaged with a Jobcentre Plus adviser;
 - c. A standardised half-fare ticket offer for recipients of Universal Credit, on the same terms as for job seekers;

e: Higher specification buses

- 1. CCTV will be mandated on all buses to provide enhanced on-board security
- 2. Undertake feasibility assessments and engage with the distribution network operators to gain early sight of issues associated with upgrading energy supplies to bus stops. This will include assessing the most appropriate technologies available
- 3. Conversion of bus fleets to ultra-low and zero-emissions standards
- 4. Vehicle interiors to meet 'Dementia Friendly' standards and the inclusion of British Sign Language on Next Stop Displays

f: Other

Marketing

- 1. Operators and the county council will work together to develop marketing initiatives and joint promotions to increase awareness and patronage. We will also support the promotion and marketing of fares initiatives both local and nationally led.
- 2. Operators and the county council will work proactively together to promote concessionary bus travel to eligible residents. Work will be undertaken to encourage pass take up and the opportunities associated with free off-peak travel across Lancashire.

APPENDIX D: TERMS OF REFERENCE

D.1. Terms of Reference – Forum

The Forum will:

- Consider the available evidence from Lancashire County Council's monitoring against the BSIP targets of patronage, journey time, reliability and passenger satisfaction;
- Consider how the Management Board's and Executive Board's identification, development and delivery of Facilities, Measures and Requirements can assist in delivering outcomes against those targets and how these Facilities, Measures and Requirements meet the objectives of the EP;
- Receive meeting minutes from the Management Board and Executive Board;
- Request agenda items for Management Board and Executive Board meetings;
- Liaise with the Management Board and Executive Board on the forward work programme;
- Bring forward ideas and suggestions about improvements in the public transport network in Lancashire to be considered and fed back on by the Management Board.

D.2. Terms of Reference – Management Board

The Management Board will:

- Develop and continuously review a process to prioritise available funding to potential Facilities, Measures and Requirements;
- Develop investigations, feasibility studies and costed business cases for the development and implementation of Facilities, Measures and Requirements for submission to the Executive Board for consideration and approval;
- Establish task and finish groups and invite the views and participation of wider stakeholders as required to assist in the development of these investigations, feasibility studies and business cases;
- Liaise with equivalent governance bodies in neighbouring Enhanced Partnerships or franchised areas, on matters both of policy and direction and on specific cross-boundary issues; Consider ideas and suggestions from the Forum and feedback on outcomes; and
- Liaise with the Forum and the Executive Board on the forward work programme.

D.3. Terms of Reference – Executive Board

The Executive Board will provide detailed technical project direction and scrutiny on interventions within the Enhanced Partnership Plan as well as having oversight and direction of financial delivery and the monitoring and evaluation framework.

The Executive Board will:

- Review proposals brought to it by the Management Board in respect of Facilities, Measures and Requirements, and any accompanying evidence;
- Satisfy itself that any such proposals are sufficiently and appropriately evidenced;

-
- Vote on whether to proceed with such a change, and request Lancashire County Council to apply its normal statutory powers as required to deliver any such change, and request Lancashire County Council to amend the EP Scheme as appropriate;
 - Review proposals brought to it by the Management Board for changes to the EP Plan and Scheme, and if content initiate the required process to make such changes;
 - Approves the prioritisation process set out by the Management Board;
 - Direct Lancashire County Council to monitor outcomes against the stated targets and use this evidence to develop its policy in considering proposals brought to it by the Management Board;
Liaise with Lancashire County Council regarding potential bids to external bodies for funding and ensure as far as possible that such bids reflect the priorities of the EP;
 - Liaise as required with the Management Board in considering scheme proposals and in providing direction as required from time to time on the content of the proposals and supporting evidence bases brought to it by the Management Board;
 - Liaise with the Forum and Management Board on the forward work programme.

D.4. Terms of Reference – Task and Finish Groups

A Task and Finish Group constituted by the Management Board will:

- Have its membership determined by the Management Board;
- Be constituted from time to time by the Management Board as required with a specific brief and timescale to report back as appropriate;
- Be expected to meet at least monthly; and
- Deliver a written response to the Management Board's brief for the Management Board's consideration.

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