

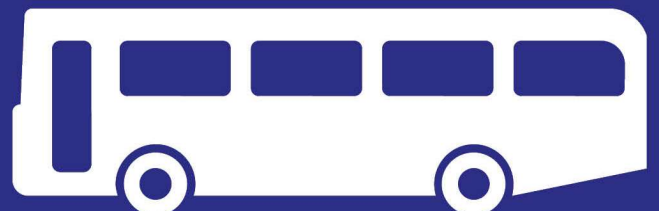
**NATIONAL BUS STRATEGY
TRANSPORT ACT 2000
ENHANCED PARTNERSHIP PLAN AND
SCHEME**

Buckinghamshire Council



**Buckinghamshire
Council**

National Bus Strategy Transport Act 2000 Enhanced Partnership Plan and Scheme



1. INTRODUCTION

1.1. The government’s National Bus Strategy for England, Bus Back Better, was published on 15 March 2021. It sets out how local transport authorities and bus operators will work in partnership to deliver better bus services in their areas.

1.2. The strategy required all transport authorities to work with bus companies and to develop a Bus Service Improvement Plan (BSIP) by 31 October 2021. Buckinghamshire Council’s BSIP is published online: [National bus strategy | Buckinghamshire Council](#)

1.3. This has led to the establishment of an Enhanced Partnership for buses by DATE TBC. An Enhanced Partnership is a joint effort between the council and bus operators to improve bus services for passengers. This document contains the Enhanced Partnership Plan and Enhanced Partnership Scheme.

1.4. The Plan sets out the ambitions of the Enhanced Partnership. The Scheme sets out the current requirements for all parties involved in the partnership.

Table 1 - Comparing Buckinghamshire BSIP objectives and approach taken by Enhanced Partnership to address these.

BSIP Objectives	EP Approach
1. Putting transport users first	Expansion of High Wycombe SmartZone and creation of new Aylesbury SmartZone; Tap-on Tap-off Contactless ticketing; Enhanced bus specification including Audio-visual next stop information; Improved bus passenger information both online and at bus stops; Set up a bus passenger charter
2. Improving reliability of bus services	Investigate more bus priority Deliver Demand Responsive Services Setting standards for vehicles Setting targets for reliability and punctuality
3. Easier to understand and more attractive to use	Increased co-ordination on jointly operated corridors; Better integration between services and transport modes; Multi-operator ticketing and Tap-on Tap-off Contactless ticketing; Improved bus passenger information both online and at bus stops.
4. Support Buckinghamshire Council’s climate change strategy and decarbonisation	Invest in bus improvements to support climate change and decarbonisation; Invest in upgrading vehicles.
5. Encouraging network and patronage growth	Review service frequencies; Investigate enhanced bus priority Invest in upgrading vehicles; Deliver Demand Responsive Services Multi-operator ticketing and Tap-on Tap-off Contactless ticketing; Improved bus passenger information both online and at bus stops.

COMPETITION TEST

Prior to this Enhanced Partnership being made, Buckinghamshire Council assessed that the impacts on competition of the Plan and Scheme, which are made with effect from 1st March 2024, are not or are not likely to have a significant adverse impact in accordance with Schedule 10, of the Transport Act 2000. Part 2 does not apply.

The Competition and Markets Authority have been consulted prior to this Enhanced Partnership being made.

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2. ENHANCED PARTNERSHIP PLAN

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

Buckinghamshire Council

EP Plan Content

Section 2 - Scope of the EP Plan

Section 3 – Overview of Current Situation

Section 4 – Outcomes of EP Plan

Scope of the EP Plan

2.1. The Enhanced Partnership Plan (the Plan) is valid initially from (to be determined) for a period of Five Years, after which it will be subject to extensions if required. The Plan will be reviewed annually and additionally when:

- New sources of funding are made available;
- Circumstances within Buckinghamshire change such as the opening of East West Rail;
- Neighbouring authorities propose changes to their Enhanced Partnership which will affect Buckinghamshire;
- Or other circumstances the Enhanced Partnership Board feel relevant.

Area Covered by EP Plan

2.2. The Buckinghamshire Enhanced Partnership (BEP) covers the Buckinghamshire Council unitary authority boundary.

2.3. Buckinghamshire is a largely rural county with a network of market towns, reflected in the bus network which is made up of urban and inter-urban bus services providing vital connectivity and accessibility to employment areas within Buckinghamshire and to cities and key areas outside of the county. Routes are provided by several different bus operators. Two main bus operators (Arriva and Carousel) carry 75% of passengers, with the remainder travelling on services provided by numerous other public operators.

2.4.

2.5. Figure 1 shows the towns in Buckinghamshire and the two key urban areas within Buckinghamshire: Aylesbury and High Wycombe. These account for around 40% of the population¹ and have the largest concentration of bus services.

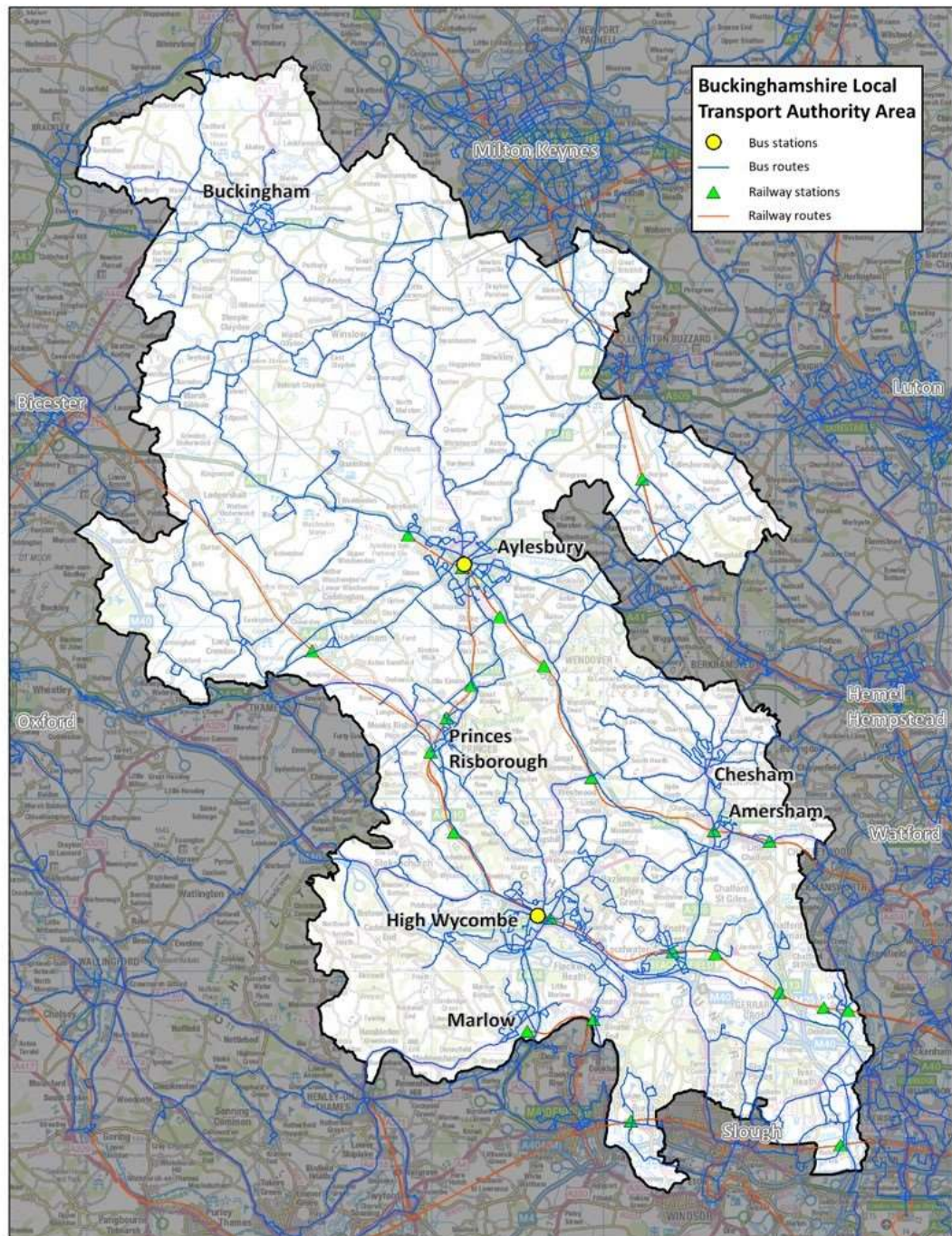


Figure 1: Buckinghamshire EP Plan Area

¹ Based on Office for National Statistics mid-year population estimates, 2019: <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland>

Overview of Current Situation

Current Operators

- 2.6. Buckinghamshire has a wide array of operators, small and large, based both within Buckinghamshire and neighbouring LTAs. The key operators are listed in Table 2 whilst

2.7. Table 3 sets out their status within Buckinghamshire. There are also two Community Transport operators who provide registered local bus services in the Winslow and Princes Risborough areas under Section 22 permits.

Table 2 - Commercial bus service operators in Buckinghamshire

Bus service operator	Description
Arriva	Operate local routes within Aylesbury and High Wycombe. Interurban services radiate from- and between these towns as well as providing cross boundary links to Reading, Oxford, Milton Keynes and Watford.
Carousel Buses (Go Ahead Group)	Based in High Wycombe, operating local routes in High Wycombe, and interurban routes towards Amersham, Slough, Beaconsfield, Great Missenden, Gerrard's Cross, Hemel Hempstead and Uxbridge.
First Berkshire	'Core' Buckinghamshire routes are links from Slough to High Wycombe, Uxbridge and Maidenhead, additional Slough local services serve the boundary areas.
Hallmark	Operate services for Heathrow Airport
Langston & Tasker	Provide tendered services in the Buckingham area.
London Buses (TfL)	Uxbridge-Ruislip service 331 passes through Southeast Buckinghamshire
Oxford Bus Company (Go-Ahead Group)	Oxford – Heathrow & Gatwick Airport 'Airline' service operates via High Wycombe
Redline Buses, Red Rose Travel, Red Eagle	Provide the core of Aylesbury's local network and some interurban links as well as tendered services in and around the county
Stagecoach East	Oxford – Bedford service X5 calls at Buckingham
Star Travel	Provide tendered services in the Aylesbury area
Thames Valley (Reading Buses)	Provide tendered services in Slough and Windsor / Maidenhead area which cross into Buckinghamshire
Transport for London (TfL)	Uxbridge-Ruislip service 331 passes through South East Buckinghamshire
Vale Travel	Provide tendered services in the Aylesbury area
Z & S Transport	Provide tendered services in the Aylesbury area

Table 3: Ownership and Size of Bus Operators in Buckinghamshire

Operator	Ownership	Size in Bucks
Arriva Midlands	Arriva Group	Large
Carousel Buses	Go Ahead Group	Large
First Berkshire	First Group	Small
Langston & Tasker	SME	Small
London Buses	Transport for London (TfL)	Small
Oxford Bus Company	Go Ahead Group	Small
Red Rose Travel	SME	Small
Redline Buses	SME	Small
Red Eagle	SME	Small
Stagecoach East	Stagecoach Group	Small
Star Travel	SME	Small
Thames Valley	Reading Borough Council	Small
Vale Travel	SME	Small
Z & S Transport	SME	Small

Patronage and Supply Trends

2.8. Table 4 outlines the patronage and mileage statistics from the Department for Transport's (DfT's) Annual Bus Statistics between 2015/16 and 2019/20. As COVID-19 affected the end of the 2019/20 financial year a comparison is only fair as far as 2018/19, this saw a 18% reduction in overall patronage and 20% reduction in Concessionary patronage since 2015/16. However, this should be seen in context of the 35% reduction in supported mileage which contributed towards a 12% reduction in overall mileage. Geographically, bus route coverage remained broadly similar during this period.

Table 4: Overview of Patronage and Service Supply

Year	Total Journeys (millions)	Journeys per Head*	Concession Journeys (millions)	Percentage of journeys using concessionary passes	Total miles operated (millions)	Total supported miles operated (millions)	% Supported miles operated
2015/16	10.86	20.55	3.54	32.6%	12.98	2.85	21.9%
2016/17	10.70	20.01	3.62	33.8%	16.25	2.48	15.3%
2017/18	9.98	18.62	3.72	37.3%	12.40	2.11	17.0%
2018/19	8.92	16.51	3.25	36.4%	11.44	1.84	16.1%
2019/20	7.80	14.33	2.97	38.1%	11.80	2.15	18.2%
2020/21	3.30	6.06	0.96	29.1%	4.40	1.10	20.0%

* Trips per head of population in Buckinghamshire

** ‘Supported’ refers to tendered services subsidised by Buckinghamshire or neighbouring authorities, i.e. supported miles are the number of miles operated by these tendered services

Outcome of the EP Plan

EP Plan Objectives

2.9. There are five key objectives for the Enhanced Partnership into which each area of intervention falls, these are:

- Putting transport users first.
- Improving reliability of bus services.
- Making bus services easier to understand and more attractive to users.
- Supporting Buckinghamshire’s climate change strategy and decarbonisation.
- Encouraging network and patronage growth.
-

The alignment between objectives and interventions is set out in Table 5 below. Table 6 gives more detail on the ambition for each area of intervention.

Table 5: Alignment of proposed improvement measures with Buckinghamshire objectives

Area of Intervention	Enhanced Partnership Objectives				
	Putting transport users first	Improving reliability of bus services	Easier to understand and more attractive to use	Support BC s climate change strategy and decarbonisation	Encouraging network and patronage growth
More frequent and reliable services					
Primary Public Transport Corridors		✓			✓
Town centre infrastructure improvements	✓	✓	✓		✓
Bus priority measures at junctions		✓			

	Enhanced Partnership Objectives				
Area of Intervention	Putting transport users first	Improving reliability of bus services	Easier to understand and more attractive to use	Support BC s climate change strategy and decarbonisation	Encouraging network and patronage growth
Demand-responsive services		✓	✓	✓	✓
Community transport review	✓		✓	✓	✓
Improvements to planning and integration					
Improve links with rail stations		✓	✓		✓
Co-locate bus stops with cycle parking and e-scooters			✓		✓
Links to airports			✓		✓
High Wycombe park and ride improvements		✓	✓		
Reduce head-to-head competition			✓		
Other service simplification		✓	✓		✓
Review socially necessary rural services	✓	✓		✓	
Increase evening and Sunday bus provision			✓		✓
Work with existing community bus schemes			✓	✓	
Interurban bus service review		✓	✓		✓
Work with large employers to	✓		✓	✓	✓

	Enhanced Partnership Objectives				
Area of Intervention	Putting transport users first	Improving reliability of bus services	Easier to understand and more attractive to use	Support BC s climate change strategy and decarbonisation	Encouraging network and patronage growth
encourage modal shift					
Improvements to fares and ticketing					
Youth discount scheme changes			✓		✓
Other discount schemes			✓		✓
Common ticketing technology across operators			✓		✓
Alignment of fares and ticketing between operators		✓	✓		✓
New ticket types (e.g. carnet)			✓		✓
Intalink Explorer as county-wide day ticket			✓		✓
Extended SMARTzones (High Wycombe and Aylesbury)			✓		✓
Joint ticket zone near Slough and Maidenhead			✓		✓
Expanded PlusBus integration			✓		✓
Higher-specification buses					
Improved on-bus technology	✓		✓		

	Enhanced Partnership Objectives				
Area of Intervention	Putting transport users first	Improving reliability of bus services	Easier to understand and more attractive to use	Support BC's climate change strategy and decarbonisation	Encouraging network and patronage growth
Increase on-bus wifi coverage			✓		
Introduce maximum vehicle age	✓	✓		✓	
Improve timetable information across digital platforms and paper			✓		
Improve well-used bus stops	✓		✓	✓	
New accessibility guidelines for housing developments	✓		✓	✓	✓
Review bus access in commercial areas		✓	✓		✓
Upgrade bus stations	✓	✓	✓	✓	
Improvements to passenger engagement					
Passenger charter	✓		✓		
Public forums	✓		✓		
Refresh route marketing for urban and inter-urban services			✓		
Updated bus timetable app			✓		
Additional real-time passenger information coverage			✓		

	Enhanced Partnership Objectives				
Area of Intervention	Putting transport users first	Improving reliability of bus services	Easier to understand and more attractive to use	Support BC s climate change strategy and decarbonisation	Encouraging network and patronage growth
Buckinghamshire bus map			✓		
E-paper information displays			✓		
Other					
Setting fixed timetable change dates each year		✓	✓		

Table 6: Enhanced Partnership Ambitions

Category	Sub category	Explanation
More frequent and reliable services	Review service frequency	<p>Current service levels and timetables are near pre-COVID service levels but not bus patronage – support needed while passenger numbers recover.</p> <p>Urban network – minimum 15-minute service on key corridors during daytime and 30-minute evening and Sunday frequency</p> <p>Interurban networks – minimum 15-minute services between key settlements during daytime and 30-minute evening & Sunday.</p> <p>Links to new housing developments</p> <p>Some demand-responsive services as feeders to the Urban and Interurban networks, or at times of day with lower levels of demand</p> <p>Some demand-responsive evening services.</p>
	Increase bus priority measures	<p>Priority Public Transport Corridors</p> <p>Aylesbury, A41</p> <p>High Wycombe, A40</p> <p>A4, A355 and A404 corridors.</p> <p>Town centre improvements:</p> <p>Aylesbury gyratory</p> <p>High Wycombe Town Centre</p> <p>Bus Priority at junctions</p> <p>High Wycombe railway station</p> <p>High Wycombe bus station exit</p> <p>Wycombe Coachway exit onto Handy Cross roundabout</p> <p>Right turn from Marlow Hill into Wycombe Coachway</p> <p>Marlow Hill gyratory</p> <p>A404 / Whielden Lane</p> <p>Maxwell Road / A355</p>
	Increase demand responsive services	<p>Successful Rural Mobility Fund (RMF) bids – one DRT scheme live and a second to start this year – maximise use and promote as an alternative for evening services</p> <p>Abbey Barn Park and Penn Wood developments trial – section 106 funded</p>
	Consideration of bus rapid transport networks	<p>This will be considered as part of the access strategy to any larger new housing developments where funding is available.</p>
Improvements to planning / integration with other modes	Integrate services with other transport modes	<p>Improved links to key rail stations, including East West Rail in future</p> <p>Co-locating bus stops and major bus stations with cycle parking and e-scooter pick-up points</p> <p>Better links to Heathrow & Luton Airports</p> <p>Better connections with Stagecoach X5 at Buckingham</p>
	Simplify services	<p>co-ordinate service provision on jointly operated corridors</p> <p>Branding – identifying with specific routes</p>

Category	Sub category	Explanation
		<p>Route maps – comprehensive with all services, easy to read</p> <p>All services through the same location to serve the same bus stop</p> <p>Investigate implementation of express buses</p> <p>Better coordination on multi-operator corridors</p>
	Review socially necessary services	<p>Replace some subsidised services with DRT</p> <p>Maintain our socially necessary subsidised service network</p> <p>Work with partners to develop alternative community-led bus schemes</p> <p>Increase evening and Sunday provision</p> <p>Where possible use school contract resources to help improve service frequency</p>
	Invest in Superbus networks	<p>Investigate pathways to a core interurban network, to eventually have minimum frequency, vehicle, branding and infrastructure standards</p> <p>Suggest parallel interurban express bus- and local bus provision, i.e. same end destinations but different intermediate stops</p> <p>Aim for journey times to be more competitive with cars.</p>
Improvements to fares and ticketing	Lower fares	<p>Extended Youth Discount Scheme</p> <p>Alignment of Youth Discount Scheme with improved 16-21 ticketing offer from operators, potentially to follow Carousel's flat fare model</p> <p>Coordination with Bucks New University</p> <p>Jobseekers allowance discount scheme</p> <p>Investigate re-establishing a Heathrow Airport workers discount scheme</p>
	Simplify fares	<p>Ensure common ticket types and technology across operators, potentially tap-on-tap-off multi-operator fare capping</p> <p>Ensure alignment of ticket types, e.g. single, return, day, weekly etc.</p> <p>Introduce carnet products</p> <p>Pursue tighter ticketing integration with rail operators</p> <p>Ensure all operators can read QR codes and accept payment by contactless bank card</p>
	Integrate ticketing between operators and transport	<p>Extended High Wycombe SMARTzone with outer zone to minimum cover 1 route</p> <p>Create new Aylesbury SMARTzone, with inner and outer zones.</p> <p>Joint ticket zone in Slough & Maidenhead area in conjunction with Slough & RBWM Councils.</p> <p>Expand upon Plus Rail ticket concept.</p>
Higher-specification buses	Invest in improved bus specifications	<p>Introduce maximum vehicle age or minimum standard</p> <p>Next-stop audiovisual systems, where not already available</p> <p>On-board USB / wireless charging</p>

Category	Sub category	Explanation
	Invest in accessible and inclusive bus services	Develop a minimum standard for bus stops based on the usage and profile with upgrades made where funding is available New guidelines for housing developments to include bus stops and access to the development in an earlier stage of design Review bus access and infrastructure in commercial areas, e.g. Cressex Business Park, Stokenchurch Business Park
	Protect personal safety of bus passengers	CCTV on all buses CCTV and lighting at key bus stops Improve lighting Improve cleanliness Bus stops located in locations which are overlooked Minimum customer service training for drivers Encourage diverse range of bus drivers Increased consideration of needs of vulnerable groups
	Improve buses for tourists	New and improved links to local tourist attractions Bus map to list destinations Discounted entry for bus users Integration with existing Waddesdon shuttle bus Improved access to other attractions such as Hughenden Manor, Stowe, Silverstone, Pinewood Studios
	Invest in decarbonisation	Minimum Euro VI standard for core network and Euro V for secondary services. Increase bus patronage as a proportion of all trips Move toward zero-emission buses once technology is more capable of handling local steep terrain, potentially through ZEBRA funding Support Community Transport services investing in EVs (e.g. through developer funding)
Improvements to passenger engagement	Passenger Charter	Set up a passenger charter with KPIs for key areas of operation and vehicle and infrastructure standards. Set up and hold regular public forums
	Strengthen network identity	Refresh route marketing on urban and interurban networks Sensible branding for cross-boundary services with other LTAs
	Improve bus information	Operators to provide each other's information, Buckinghamshire Council-published maps Building on current mobile app provision RTPI systems – additional coverage Kindle-style e-paper systems for providing updates on services (to replace posters) Operators to make full use of RTPI displays to relay delay- and other service information
Other	Other	Fixed service change dates in timetable, i.e. summer, winter, term-time, holiday changes Work with large employers in Buckinghamshire through Buckinghamshire Local Enterprise Partnership (BLEP) to

Category	Sub category	Explanation
		ensure that modal shift of employees and / or customers / visitors can be maximised

Interaction with EP Scheme

2.10. The EP Scheme is designed to meet the objectives of the EP Plan where funding and resources are available.

Consultation on EP Plan and Scheme(s)

2.11. Buckinghamshire Council will consult with the relevant parties as set out in Transport Act 2000 Section 138F parts 6 and 7, as amended by the Bus Services Act 2017. This consultation will take place as part of the initial preparation process, during the creation of a new EP Scheme and as part of any variation to the EP Plan. Buckinghamshire Council will present consultees with a list of relevant questions to gauge their view on the EP Plan and, where relevant, EP Scheme as a whole as well as sections which would particularly affect them.

Effect on Neighbouring Authorities

2.12. Given the prevalence of cross-boundary interurban routes, close working with neighbouring authorities will be needed. Buckinghamshire will aim to meet regularly with neighbouring authorities to discuss Enhanced Partnership issues. The key areas that might have an effect on neighbouring authorities are shown in Table 7 below.

Table 7: Effect on Neighbouring Authorities and Mitigation

Area	Issue	Mitigation
Service Change Dates	Service change dates might not align with those set by other authorities	Discuss with authorities with aim of alignment. Where not possible allow additional service changes where relevant
Young Person Ticketing	Discount level and age range may not be the same as neighbouring authority	Where possible align them. Where not possible ensure each authority clearly states differences
Multi-Operator Ticketing	Expansion of multi-operator ticketing areas to cross into neighbouring areas	Set up a joint Scheme where relevant to acknowledge cross-boundary validity
Service Enhancements	Desired frequency of cross-boundary service might not be in line with neighbour	Discuss with relevant authority and operator to agree new frequency and split of any funding needed
Vehicle Standards	Desired standard of vehicles (emission levels, age and interior features) may differ from neighbour	Agree with relevant authorities that cross boundary services comply with higher standards. Where service mileage in one authority is <10% of

		overall mileage, exempt service from relevant section of Scheme
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Targets

- 2.13. Punctuality should be improved where highway interventions take place to reduce the impact of congestion on bus services.
- 2.14. The Enhanced Partnership will require operators to meet the targets set out in the Punctuality Improvement Partnership.
- 2.15. We will seek to take part in future rounds of the Transport Focus Bus Passenger Satisfaction Survey. We will then aim to improve upon customer satisfaction results year-on-year based upon the benchmark set by the first year's survey. This will be reported upon in future BSIPs. Targets for passenger growth will be based on short-, medium-, and long-term aspirations.
- 2.16. The short-term target is to grow patronage back to pre-COVID levels, and build confidence back in bus transport, in order to maintain the current network. This will provide a strong basis on which to then increase passenger numbers.
- 2.17. A medium-term target will be an increase to around 9.5 million per year, an increase of 22% against 2019/20 levels.
- 2.18. We also have a long-term aspiration to further increase passenger numbers to around 10-12 million per year.

3. ENHANCED PARTNERSHIP SCHEME

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

Buckinghamshire Council

EP Scheme Content

- 3.1. The current on-board features provided among those operators consulted are shown in **Error! Reference source not found.**
- 3.2. This document fulfils the statutory requirements for an EP Scheme. In accordance with statutory requirements in section 138 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

- 3.3. The EP Scheme can only be put in place if an associated EP Plan has been made. Therefore, this document should be considered alongside the associated EP Plan.
- 3.4. The EP Scheme has been jointly developed by Buckinghamshire Council, Local Highway Authorities, relevant lower tier authorities and those bus operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both the Local Transport Authority, Local Highway Authorities, Lower Tier Authorities including town and parish councils and operators of local services in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

Scope of the EP Scheme and Commencement Date

Description of Geographical Coverage

3.5. The current on-board features provided among those operators consulted are shown in **Error! Reference source not found.**

3.6. The EP Scheme will support the improvement of all local bus services operating in the following areas:

- The area covered by Buckinghamshire Council

3.7. The Scheme will not:

- Impair the ability of any operator to make changes to its commercial services other than to the dates on which these occur, except where it the service change would conflict with any agreement within this Scheme
- Influence the setting of commercial fare levels other than with regard to the date on which fares change
- Affect the ability of Buckinghamshire Council to award or withdraw contracts for tendered services other than
 - by agreements on frequencies, or
 - the dates on which these occur
- Cover the Buckinghamshire Concessionary fare agreements, which are covered by separate legislation
- Prevent Buckinghamshire Council undertaking any policy that has a democratic mandate.

Map of EP Plan and EP Scheme Areas

3.8. The EP Scheme for Buckinghamshire covers the same area as the Buckinghamshire EP Plan. This is shown in Figure 2.

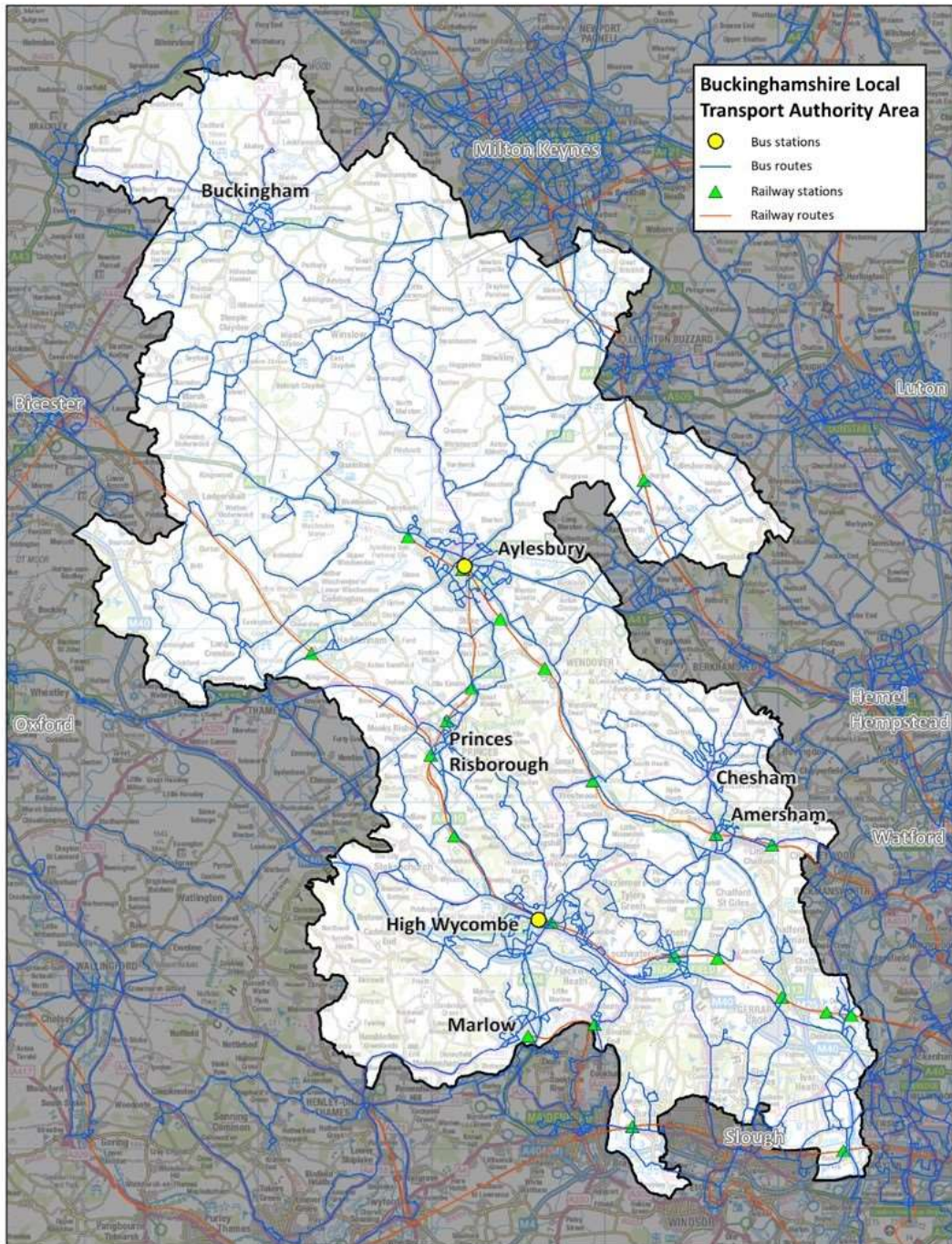


Figure 2: Buckinghamshire EP Plan and Scheme Area

Commencement Date

3.9. The EP Plan and EP Scheme are made on 1st March 2024. The Plan will be valid for as long as there is an EP Scheme in place, however the Plan will be reviewed annually or during circumstances set out in 2.1.

3.10. The EP Scheme will have no specific end date but will be reviewed by Buckinghamshire Council with support from the EP Board annually (see Section 5), the scheme can be revoked in the circumstances set out in paragraphs 4.31-4.35.

Exempted Services

3.11. The following services are exempt from the requirements of the EP Scheme:

- Any schools or works registered local bus service not eligible for Bus Service Operators Grant;
- A service which has only part of its route registered as a local service;
- Any services operated under Section 19 or Section 22 of the 1985 Transport Act; or
- A service classed as an excursion or tour.

3.12. Additionally, services tendered by Buckinghamshire Council or a third party such as a neighbouring authority, and registered local services which have less than 20% of route mileage within the EP area will be exempted from certain obligations. These exemptions will be set out in the obligation.

Impact on SME Operators

3.13. As required by the Bus Service Act 2017 Enhanced Partnership Guidance, Buckinghamshire Council has endeavoured to ensure that Small and Medium Enterprise (SME) operators are not unduly burdened with requirements that will be hard to achieve without the resources and financial backing available to operators who are part of a national or international group. The operators the Council consider to be classed as SME are set out within the EP Plan.

3.14. The Council will assist SME operators applying for appropriate funding where requested, the Council will also consider applications from SME operators to be exempt from commitments to the EP Scheme for a set time period where the operator can demonstrate a need and action plan to conform in the short to medium term.

Obligations on the Authorities

Summary of obligations on authorities

3.15. As a unitary authority, Buckinghamshire Council is the Local Transport Authority, Highways Authority and Planning Authority for the Buckinghamshire area. Buckinghamshire Council is responsible for managing bus lanes, bus stop infrastructure and most car parking. In most circumstances, local bus shelters are maintained by parish councils or other third party.

Facilities

3.16. Buckinghamshire Council will continue to provide the existing facilities as outlined in Annex A.

New Facilities

3.17. New Facilities to be provided by Buckinghamshire Council shall be added via the Enhanced Partnership Scheme Bespoke Variation arrangements at Section 5 when future funding is clearer.

Real time passenger information screens

3.18. Buckinghamshire Council will maintain existing and new screens in a fit-for-purpose state and replace screens when they stop working.

3.19. Any programme for subsequent installations will be added here using the Enhanced Partnership Scheme Bespoke Variation arrangements at Section 5.

Bus Stop Infrastructure

3.20. Buckinghamshire Council will:

- Carry out a survey of all bus stops in Buckinghamshire and create an accurate database of condition and facilities.
- Ensure that bus stop infrastructure (including flags, shelters and timetable display case / information screens) are well maintained and of good appearance with each stop visited once a year
- Ensure all information supplied at bus stops is clear and up to date, to include a list of departures, routes and destinations.
- Display information relating to any planned in advance route diversions on its website at least a week before, and where resources allow at relevant bus stops.
- Where an issue with a bus stop is reported (such as damaged shelter or flag) the council will:

- Seek to remedy the issue within five working days, or report to infrastructure owner where this is a third party
- Provide a progress report to the person or organisation who originated the issue report if requested; and
- Keep a log of issues report, status of response and reasons for not meeting targets where appropriate. The log should be shared with the Forum every quarter.

New / Upgraded Bus Stop Infrastructure

3.21. Where funding allows Buckinghamshire Council will seek to upgrade infrastructure on specific corridors as agreed with the EP Board. These will be added to Annex A via the Enhanced Partnership Scheme Bespoke Variation arrangements at Section 5.

LTA Website

3.22. Buckinghamshire Council will, incrementally and in some cases subject to funding, build on its existing public transport website to ensure that it will be prominently and easily accessible from the navigation tabs / bars of the councils' website to allow users to easily find the information and provides:

- Up to date service timetables for all registered local bus services in Buckinghamshire for download or interrogation
- Maps showing services provided by all operators:
 - County-wide interurban network map
 - Individual maps for the main urban areas; and
 - A map of the Slough and Maidenhead area including relevant parts of Buckinghamshire (subject to agreement with Slough and Royal Borough of Windsor & Maidenhead councils).
- Access to journey planning tools
- News and events information
- Access to real time information
- Work with operators to provide access to fares information, either directly or via operator websites

Measures

3.23. Existing measures are covered in Annex B. New measure will be added to Annex B using the Enhanced Partnership Scheme Bespoke Variation arrangements at Section 5.

Passenger Charter

3.24. Buckinghamshire Council will endeavour to undertake all necessary measures within its powers and abilities to assist operators in meeting the requirements of the Passenger Charter as set out in Annex E.

Managing roadworks in the EP Scheme area

3.25. Buckinghamshire Council will seek to establish with local bus operators a mechanism to minimise disruption to local bus services from both planned and emergency roadworks. This will include liaison with bus operators to ensure that the co-ordination of works across the network minimises disruption, identifying a hierarchy of bus-critical streets as well as setting out their processes and procedures for the provision and management of street works permits in the EP Scheme area.

3.26. This mechanism will be added to the EP Scheme if and when it is agreed by the operators and Council.

Obligations on Local Bus Operators

Vehicle standards

3.27. Services with less than 20% of total route mileage within Buckinghamshire or tendered by a neighbouring authority, are excluded from these requirements on the basis of abiding by standards set by a neighbouring authority. Those services operated on behalf of Transport for London are excluded from these requirements where they are contradictory to the contract specification.

3.28. The definition of Core and Secondary routes are set out in Annex F.

Core Routes

3.29. Subject to funding, vehicles operating 'Core' routes should have / be:

- CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues;
- Operators will continue to have Automatic Vehicle Location equipment installed that will feed into the relevant LTA's real time information system;
- Heating and cooling for customer comfort; and
- A ticket machine that:
 - will allow passengers to pay for tickets through contactless media;
 - Is capable of reading QR codes.

3.30. Subject to funding, these vehicles should additionally have / be:

- Minimum Euro V emission standard from 1st April 2025;
- Minimum Euro VI emission standard from 1st April 2027;
- USB charging available, including at every wheelchair space and priority seats, from 1st April 2025;
- Audio visual announcements (from date to be confirmed by DfT (currently October 2026)):
 - Next stop audio announcements on both decks, including through an induction hearing loop at every wheelchair space and priority seats.
 - Next stop visual announcements on both decks.
 - Take all reasonable steps to alert passengers on both decks to route diversions through audio announcements on the vehicle.
 - Take all reasonable steps to alert passengers on both decks to route diversions through visual displays on the vehicle.
 - A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources.

- Have Tap-on Tap-off capability (including second reader).

Secondary Routes

3.31. Subject to funding, vehicles operating 'Secondary' routes should have / be:

- CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues;
- Operators will continue to have Automatic Vehicle Location equipment installed that will feed into the relevant LTA's real time information system;
- Heating and cooling for customer comfort; and
- A ticket machine that:
 - will allow passengers to pay for tickets through contactless media;
 - Is capable of reading QR codes.

3.32. Subject to funding, vehicles should additionally have / be:

- Minimum Euro IV emission standard from 1st April 2024;
- Minimum Euro V emission standard from 1st April 2026;
- Audio visual announcements (from date to be confirmed by DfT (currently October 2026)):
 - Next stop audio announcements on both decks, including through an induction hearing loop at every wheelchair space and priority seats.
 - Next stop visual announcements on both decks.
 - Take all reasonable steps to alert passengers on both decks to route diversions through audio announcements on the vehicle.
 - Take all reasonable steps to alert passengers on both decks to route diversions through visual displays on the vehicle.
 - A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources.
- Tap-on Tap-off capability (including second reader).

Timetable changes

3.33. Permanent timetable changes within the Buckinghamshire Enhanced Partnership area can only occur on set dates per year, to be agreed by the EP Board and where possible with neighbouring authorities. Operators and the Council are only able to make changes to timetables on other dates in agreement with the EP Board except where:

- It is an emergency change to take account of unforeseen circumstances
- It is a temporary change caused by ongoing resourcing issues, short-term highway changes or roadworks

- It is in response to permanent highway changes such as road closure or access to a new development
- The change is to a service or journey at the request of a third party such as a neighbouring authority, educational establishment or employment facility or to meet an new or unexpected demand
- The change is to implement a seasonal timetable; or
- Other such reasons that the EP Board feels appropriate.

3.34. Operators and the Council are required to notify passengers of upcoming services changes at least four weeks before commencement via their websites, 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 operate should endeavour to notify passengers as soon as possible.

Real Time Information

3.35. Operators are to make full use of RTPI displays to relay delay and other service information. SME operators will not be expected to provide data beyond that currently required of BODs until the introduction of a new, easier to use, system in 2024.

Ticketing

High Wycombe SmartZone Multi-Operator Ticketing Scheme

3.36. Decisions relating to the High Wycombe SmartZone, including BSIP ambitions of zonal expansion and contactless capping, will be made by the SmartZone Board with due notification given to the EP Board and Forum

Contactless Capping

3.37. Subject to funding, from a date to be agreed by the SmartZone Board following initial Project Coral or other similar trials, all operators within the SmartZone scheme will be required to have a second ('tap-off') reader fitted and participate in the shared back-office system which will be provided for the tap-on tap-off contactless capping scheme.

Neighbouring Authority Schemes

3.38. Buckinghamshire Council will work with a number of neighbouring authorities to develop joint ticketing schemes where geography overlaps, notably Slough and Royal Borough of Windsor & Maidenhead. Once developed these schemes may be included in this section via the variation mechanism or be part of a separate scheme.

Service Scheduling

Enhancing Frequency

3.39. It is the aim for Buckinghamshire Council to enhance frequencies on strategic routes subject to funding. These will be agreed by the Partnership Board and added to an appropriate part of an EP Scheme document.

Co-ordination, Even Headways and Reducing Over-Provision

3.40. Buckinghamshire Council will work with local bus services operating on the corridors listed in Annex C to co-ordinate their timetables and / or match provision to demand to ensure services are sustainable and simpler to use and understand.

3.41. A bespoke variation mechanism will be used – the agreement for service co-ordination etc. will only require agreement of operators involved and Buckinghamshire Council. Once agreed, Annex C will be updated.

Co-ordination with rail services

3.42. Local bus services stopping at the bus stops at or close to a railway station should seek to, where possible and practical, co-ordinate their timetables with stopping arrangements for the rail service serving the station in question. Operators should advertise these connections within their timetables where practical.

Co-ordination between local bus services or between local buses and other types of road transport such as Demand Responsive Transport (DRT)

3.43. Buckinghamshire Council will work with operators to develop a list of services which should be co-ordinated to provide connections at relevant interchange points. This list will be added as an Annex using the standard variation process when completed.

Complaints Handling

3.44. When receiving a complaint from a member of the public, operators are obliged to:

- Where relevant, acknowledge the complaint within 48 hours or two working days
- Provide a response within ten working days, where this is not possible:
 - Provide an explanation of why this cannot be achieved; and
 - Provide an update on progress after ten working days if the complaint is unresolved.

3.45. Operators should report the proportion of complaints dealt with within ten working days to the EP Board every six months including an outline of reasons why complaints were not dealt with within the target timeframe.

Passenger Charter

3.46. Operators are obliged to sign up to the Passenger Charter. The draft charter is set out in Annex E, this is subject to approval by the EP Board the making of the Enhanced Partnership Scheme.

4. GOVERNANCE ARRANGEMENTS

- 4.1. The Buckinghamshire EP will be governed by an EP Board, supported by an EP Forum and, where relevant, working groups.

EP Board

- 4.2. The EP Board will be the decision-making body of the Enhanced Partnership with the remit to approve the future content and arrangements for the variation and revocation of the EP Plan and EP Scheme(s).
- 4.3. The EP Board will meet at least once per quarter, however during the first year of the Enhanced Partnership it is likely to need to meet more frequently. The Council or Operators can request an emergency EP Board meeting, this request must state a reason and be supported by at least half the EP Board members. EP Board meetings may be held in person or via virtual meeting technology.

Board Makeup

- 4.4. Operators will be allocated votes based on the following criteria of market share as agreed by the EP Forum:
- Over 15% = 2 votes
 - 3% - 14.99% = 1 vote
 - Less than 3% = Covered by Small Operator representative
 - Where operators are under the same control their market share will be considered at group level.
- 4.5. Buckinghamshire Council will be allocated 2 votes.
- 4.6. The makeup and voting rights will be reviewed annually to ensure they are still correct.
- 4.7. The representative for the smaller operators will be elected by those operators on a biennial basis, unless the representative chooses to step down during their term or if at least 80% of small operators request for the EP Board to remove them from the position.

Local Authority Veto

- 4.8. Buckinghamshire Council retains the right to veto decisions made by the EP Board where the decision:
- Imposes obligations upon the council which it knowingly cannot meet with resources available to it;
 - Directly conflicts (through finance or resource utilisation) with a democratic decision of council members
 - Is requested by an operator (as set out in 4.15);
 - Directly conflicts with the aims of the BSIP / EP Plan; or
 - Is deemed to be beyond the remit of the EP Board.
- 4.9. The Council is obliged to explain (and where necessary demonstrate) the reason for the use of the veto. However, the veto cannot be used either directly or indirectly to impose a new spending commitment on an operator.

EP Board Remit

- 4.10. The Board's primary function is to advise, agree on, and manage, the delivery of the EP Plan and Scheme(s). This is supported by the EP Forum and, where required, individual working groups.
- 4.11. The Board will:
- Discuss and agree the facilities and measures from the BSIP which should be prioritised for funding
 - Discuss and agree how the EP Plan and Scheme(s) should be varied to account for any new facilities and measures that are introduced
 - Review and update the objectives and targets in the BSIP, EP Plan and Scheme(s)
 - Discuss any key issues that arise from the EP Forum meetings.
 - Whilst motions passed by the EP Board will be taken as binding by the members, the following areas will require sign off by Buckinghamshire Council via its standard process:
 - Changes to highways
 - Enforcement action

Role of EP Board Members

4.12. The small operator representative will be acting on behalf of all small operators, not on behalf of their own company alone. Representatives will be responsible for ensuring attendance at all Board meetings in that year, and ensure they have:

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

4.13. Where the representative cannot make a meeting, they are able to nominate a proxy representative who will be able to vote on their behalf. The EP Board Chair should be made aware of the change at least 24 hours prior to the meeting (unless it is in an emergency in which case as soon as possible).

EP Board Decision-making

4.14. Decisions of the EP Board will be made by way of a vote through a show of hands. Unless stated otherwise in this document, decisions will be passed by way of a simple majority of votes from all members of the Board present and entitled to vote. Operator representatives not exercising their vote will be deemed to be abstaining. All votes will require a quorum of 6 votes.

4.15. Operators will be entitled to make known their concerns in writing to Buckinghamshire Council's Head of Public Transport if they object to a particular vote of the Board. Buckinghamshire Council will review the circumstances and consider whether these are such that use of its veto is required.

EP Board Chair and Secretary

4.16. The EP Board shall agree to appoint a Chair and Secretary. These can be representatives from the Council or other stakeholders acting in an impartial manner. The role of the Chair is to:

- Chair EP Board and EP Forum meetings
- Act as a neutral arbiter / broker where there is disagreement between EP Board members
- Be available for one-to-one meetings with EP Board members between meetings
- Set the agenda for Forum and Board meetings in co-operation with the Secretary

4.17. The role of the Secretary is to:

- Organise EP Board and EP Forum meetings
- Distribute the agenda and other paper work

- Record the minutes of EP Board and EP Forum meetings; and
- Distribute the minutes

EP Forum

4.18. The EP Forum gives the ability for a wider engagement over issues being discussed or that could be discussed by the EP Board. The membership of the EP Forum will comprise:

- Buckinghamshire Council officers including representatives from Highways and Planning
- All Operators providing local bus services within Buckinghamshire
- Community Transport operators
- Passenger representatives
- Representatives from neighbouring authorities; and
- Other parties which the EP Forum, EP Board or Council see fit to invite such as business representatives.

4.19. The EP Forum will meet as agreed, at least twice per year and meetings may be held in person or via virtual meeting technology.

4.20. EP Forum members will receive copies of the minutes of EP Board meetings.

Role of EP Forum

4.21. The EP Forum has no statutory powers; however, it is able to undertake the following activities:

- Hold the EP Board accountable for decisions made
- Make proposals for the EP Board to consider; and
- Scrutinise proposals put forward by the EP Board where these did not originate from the EP Forum.

4.22. A simple one member one vote system will be in place. These votes are non-binding but act as a means of measuring the support from stakeholders for any decision which could be made by the EP Board.

Review of EP Scheme

Once the EP Scheme is made, it will be reviewed by the EP Board every six months following publication of data on progress towards targets, as required by the BSIP – this will ensure any necessary action is taken to deliver the targets set out in the BSIP. Buckinghamshire Council will initiate each review.

4.23. The EP Board and Forum can also decide to review specific elements of the scheme on an ad-hoc basis. EP Board and Forum members should contact the Head of Public Transport, Buckinghamshire Council using the following email address passtrans@buckinghamshire.gov.uk explaining what the issue is and its urgency. The LTA and EP Chair will then decide whether to table at the next scheduled meeting or make arrangements for all or the necessary EP Board members to gather more quickly.

Bespoke Arrangements for Varying or Revoking the Enhanced Partnership Scheme

4.24. Under powers at s.138E of the Transport Act 2000, Enhanced Partnership Scheme Variations where this section is quoted will be subject to the bespoke voting mechanism also as set out in this section.

4.25. Changes to or new flexibility provisions added to the EP Scheme under s.138E of the Transport Act 2000 shall only be included in the EP scheme if they satisfy the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

Proposer of a variation

4.26. Consideration will be given to potential EP Scheme variations highlighted either by a local authority, one of the organisations represented on the EP Forum, or by an operator of local bus services. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan and other current local transport policies. Such requests should be in writing and submitted to passtrans@buckinghamshire.gov.uk. The Council will forward all requests onto all EP Forum members within five working days.

Decision-making process and bespoke objection mechanism

General Variation

4.27. A variation to the EP Scheme should be submitted for discussion at the EP Forum using the rules above, for taking forward for a decision by the EP Board using the standard process.

Extraordinary Meeting Request

4.28. Where a variation cannot wait for the next EP Forum and Board, the operator should submit a request for an extraordinary meeting of the EP Board to the Council, stating the reason for the need (where the request is from the Council an internal request

should be produced). Buckinghamshire Council will reconvene the EP Forum, giving at least 14 days' notice for the meeting, to consider the proposed variation. The notice should include the outline of the proposed variation and the reason for it being classed as an urgent matter.

Variation for Infrastructure Changes

4.29. If Buckinghamshire Council, operators of local bus services or relevant third parties wish to put forward specific proposals for introducing major infrastructure improvements (such as bus priority measures on an individual section of highway or a bus corridor; new or upgraded bus station) not already in the EP Scheme, they should first request that the EP Board set up a working group to discuss the matter.

4.30. The working group should include representatives from:

- The Council's Public Transport team and other relevant departments such as Highways and Planning
- All bus operators affected by the proposal
- Other relevant third parties where appropriate.

4.31. The working group shall:

- Review the proposed infrastructure upgrade(s) put forward
- Discuss and approve amendments where necessary
- Agree any measures to be undertaken by operators in return for the infrastructure improvement(s); and
- Produce an agreed EP Scheme variation for submission to the EP Board.

Revocation of an EP Scheme

4.32. If any member of the EP Board believes it is necessary to revoke an EP Scheme, the EP Board will be reconvened for an extraordinary meeting unless the request falls within the cycle of meetings. Buckinghamshire Council will provide notice to the EP Board and EP Forum of the request for revocation of an EP Scheme at least 28 days prior to the meeting to allow for:

- EP Board members to understand the impact of the revocation and consult where necessary with group management, lawyers etc.
- The Council to discuss the issue internally to understand the required member involvement
- EP Forum members to provide feedback on the revocation request; and
- Alternative options to be drawn up where necessary.

4.33. Depending on the outcome of the internal discussions, if the EP Board agree to revoke an EP Scheme it may still require approval by Buckinghamshire Council elected members.

Franchising

4.34. Whilst Buckinghamshire Council is fully committed to working with operators through the Enhanced Partnership, it retains the right to undertake the procedures for introducing a franchise (set out in section 123C of the 2017 Act) for all or part of the Buckinghamshire area where:

- The Enhanced Partnership is deemed no longer able to deliver the desired outcome(s) for improving the provision of bus services within the county or a specific area
- Operator(s) in an area are acting in a manner which is counter-productive to the aims of the Partnership and / or Council's BSIP
- A network of services is deemed to be no longer commercially viable to operate; and / or
- Council officers have been instructed by elected members to do so.

4.35. As stated in Section 123H(6)-(8) of the Transport Act 2000, if at any point in the future, any area covered by this EP Scheme is included in a bus franchising scheme, the relevant requirements set out in this EP Scheme document will cease to apply to areas covered by the franchising scheme, in line with the arrangements set out in the franchising scheme.

Postponement

4.36. Should it be necessary to postpone the implementation of any Facility, Measure or Requirement, Buckinghamshire 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 Partnership Board.

Data sharing

4.37. It is not envisaged that personal data will be handled routinely as part of the EP Scheme administration. Any personal data collected on a one-off basis will be handled in line with The Council's data protection policy outlined here:

<https://www.buckinghamshire.gov.uk/your-council/privacy/privacy-policy/>

4.38. There will be procedures to cover personal data including names and addresses for those booking DRT services and any expansion of such services will be covered in the

same way. Such personal data will only be routinely shared with the relevant operator so that it can fulfil booked trips. From time-to-time analysis of trip patterns may be carried out by reference to postcode or settlement but will not refer to individuals.

- 4.39. From time-to-time personal data may be collected derived from online surveys or public consultation. The analysis of this will never contain personal data at a level finer than postcode analysis where this might inform the EP going forward. The core data will be held securely by The Council in line with the above policy.
- 4.40. The operation of the EP will require the provision of patronage data by the operators for monitoring and measuring purposes, in line with the provisions of The Local Bus Services Act 2017. Such data will never be reported publicly other than in an aggregated form. The nature of this data and its publication will be agreed by the EP Board in line with the DfT guidance for EPs.
- 4.41. In line with the recommendations of the Competition and Markets Authority, revenue data will only be collected where necessary. Primarily this will be in relation to subsidised fares and for sales of multi-operator tickets where a 'pot' of revenue is to be distributed between operators on principles agreed by the EP Board.
- 4.42. Passenger and revenue data from services or journeys financially supported by Buckinghamshire Council will be regarded as being in the public domain and is likely to be published at the time of retendering and at other times as Buckinghamshire Council sees fit. A similar approach will be taken with data relating to any commercial service or journeys which the operator has given notice of its intention to deregister the same, in line with the provisions of The Local Bus Services Act 2017.

5. Annex A – Schedule of facilities

5.1. The current bus lanes detailed in the table below will be maintained by the relevant Local Highway Authority as part of the EP Scheme.

Table 8 - Current bus lanes

Site Name	Town Name	Designation Name	Designation Notes
STATION BOULEVARD	AYLESBURY	Priority Lanes	ROUTE FOR BUSES ONLY
PEARSON CLOSE	AYLESBURY	Priority Lanes	Priority Lanes
EXCHANGE STREET	AYLESBURY	Priority Lanes	PRIORITY BUS LANE
NEW STREET	AYLESBURY	Priority Lanes	Priority Lanes
NEW STREET	AYLESBURY	Priority Lanes	Priority Lanes
OXFORD ROAD	AYLESBURY	Priority Lanes	Priority Lanes
OXFORD ROAD	AYLESBURY	Priority Lanes	Priority Lanes
FRIARAGE ROAD	AYLESBURY	Priority Lanes	BUS PRIORITY LANE
FRIARAGE ROAD	AYLESBURY	Priority Lanes	BUS PRIORITY LANE
GREAT WESTERN STREET	AYLESBURY	Priority Lanes	Priority Lanes
LONDON ROAD	LOUDWATER	Priority Lanes	PRIORITY BUS LANE
LONDON ROAD	LOUDWATER	Priority Lanes	EVENING PEAK BUS PRIORITY LANE
LONDON ROAD	LOUDWATER	Priority Lanes	EVENING BUS PRIORITY
LONDON ROAD	LOUDWATER	Priority Lanes	WEEKDAY MORNING BUS PRIORITY
OXFORD ROAD (A4156)	AYLESBURY	Priority Lanes	Priority Lanes
LONDON ROAD	HIGH WYCOMBE	Priority Lanes	EVENING PEAK PRIORITY BUS LANE
LONDON ROAD	HIGH WYCOMBE	Priority Lanes	MORNING PEAK PRIORITY BUS LANE
LONDON ROAD	HIGH WYCOMBE	Priority Lanes	EVENING PEAK BUS PRIORITY LANE
LONDON ROAD	HIGH WYCOMBE	Priority Lanes	MORNING PEAK BUS PRIORITY LANE
LONDON ROAD	HIGH WYCOMBE	Priority Lanes	MORNING PEAK PRIORITY BUS LANE
LONDON ROAD	HIGH WYCOMBE	Priority Lanes	EVENING PEAK BUS PRIORITY LANE
LONDON ROAD	HIGH WYCOMBE	Priority Lanes	MORNING PEAK PRIORITY BUS LANE
LONDON ROAD	HIGH WYCOMBE	Priority Lanes	EVENING PEAK BUS PRIORITY LANE

Table 9 – Anticipated or forthcoming road improvement schemes with bus elements, and public transport schemes aimed at supporting bus services.

Scheme Category	Title of scheme	Detail
Bus priority infrastructure	A41 Bicester Road Public Transport Corridor	Public Transport Corridor to improve journey times for road users between the Rabans Lane and Paradise Orchard Junction
Other infrastructure	A40 London Road corridor improvements	Combining junction and bus stop improvements with new technology to reduce congestion and journey times. Includes optimisation of bus lane and bus stop locations, new RTPI units at bus stops, and improvements to approach lanes at junctions.
Other infrastructure	A418 Oxford Road corridor improvements	Junction and bus stop improvements to reduce journey time and ease congestion. Includes new RTPI units at bus stops, upgraded bus shelters, and improved access for buses at key road junctions.
Other infrastructure	A413 Sustainable travel scheme	Encouraging travel via bus, cycling and walking to village and town centres. Improving access to bus stops on London Road in Buckingham.
Bus service support	Rural Mobility Fund - Aylesbury	DRT scheme supported by the Rural Mobility Fund, providing service to Aylesbury and surrounding villages.
Bus service support	Rural Mobility Fund - High Wycombe	DRT scheme supported by the Rural Mobility Fund, providing service to High Wycombe and outlying suburbs, and Cressex Business Park
Other infrastructure	SCOOT - A41 near Bedgrove, Aylesbury (RTR)	Option to add vehicle recognition on buses to support Split-Cycle Offset Optimisation Technique (SCOOT) traffic light systems as part of this scheme. This would then enable bus prioritisation along this, and more widespread adoption at the other junctions listed below.
Other infrastructure	SCOOT - Central Aylesbury (RAC)	See comment regarding A41 SCOOT system above.
Other infrastructure	SCOOT - A418 near junction with A41, Aylesbury (RTA)	
Other infrastructure	SCOOT - A418 Oxford Road near Southcourt, Aylesbury (ROX)	
Other infrastructure	SCOOT - A413 near Watermead, Aylesbury (RHJ)	

Scheme Category	Title of scheme	Detail
Other infrastructure	SCOOT - Central High Wycombe near Eden Shopping Centre (RED)	
Other infrastructure	SCOOT - Central High Wycombe between A40 gyratory and railway station (RWC)	
Other infrastructure	SCOOT - Marlow Road and Daws Hill Lane, High Wycombe (RMH)	
Other infrastructure	SCOOT - A40 near Micklefield and Loudwater, High Wycombe (RLR)	

6. Annex B – Example Schedule of Measures

- 6.1. Buckinghamshire Council will set up two Demand Responsive Transport schemes, in Aylesbury and High Wycombe, subject to successful completion of a tendering exercise.
- 6.2. Buckinghamshire Council will continue to provide financial support for socially necessary bus services with a total net subsidy of £2,019,000 provided for 2022/23. Funding for future years is expected to be at a similar level, subject to annual confirmation via the Council's financial decision-making process.
- 6.3. Buckinghamshire Council will continue to promote bus services with a net budget of £15,000 for 2022/23. Funding for future years is expected to be at a similar level, subject to annual confirmation via the Council's financial decision-making process.

7. Annex C – Service Frequency Definitions

Table 10 - Service frequency definitions

Corridor Description	Hours of operation	Maximum Frequency
Aylesbury – Leighton Buzzard & Milton Keynes	To be agreed	To be agreed
Aylesbury – Thame – Oxford	To be agreed	To be agreed
Aylesbury – Princes Risborough - High Wycombe	To be agreed	To be agreed

8. Annex D – Definitions for use in the document

BODS – DfT’s Bus Open Data Service designed to provide bus timetable, vehicle location and fares data for every local bus service in England.

BSIP – Bus Service Improvement Plan

Bus Lane – signposted lane, designated for use by registered local bus services and (where specified) taxis and other authorised vehicles, at the times also indicated by signage.

Bus Lane Enforcement – action taken to ensure that bus lanes and bus gates are used only by authorised vehicles. This is often carried out by using cameras to record unauthorised use, with the issue of civil penalties to offenders under section 144 of the Transport Act 2000.

Bus Stand – bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit a local bus to stand within the clearway for as long as maybe necessary up to a maximum period of 10 minutes.

CCTV – closed circuit television system, whereby static or mobile cameras are used to record offences or for surveillance and safety and security purposes.

CVRAS – Clean Vehicle Retrofit Accreditation Scheme (CVRAS) and is a certification scheme for manufacturers of retrofit emissions reduction technology that will enable Clean Air Zone (CAZ) compliance of legacy fleet vehicles to address the air pollution emissions from buses.

Enforcement Camera – roadside camera that records and produces suitable evidence of unauthorised use of bus lanes or bus gates for the Local Highway Authority to issue civil penalties under section 144 of the Transport Act 2000.

EP Scheme Area – area to which this EP Scheme document applies.

Euro VI equivalent standards – Euro VI diesel bus or a bus with CVRAS approved technologies retrofitted to a diesel bus to reduce NOx and PM emissions and achieve Euro VI equivalent standards

Facilities – physical assets that are provided at specific locations along particular routes (or parts of routes) within the EP scheme area or new and improved bus priority measures. This is deemed for such purposes of section 138D(1) of the Transport Act 2000.

Measures – improvements with the aim of:

- Increasing the use of local bus service serving the routes to which the measures relate or ending or reducing a decline in their use; or
- Improving the quality of local bus service.

Slot Booking System – system and process set out to manage the number of buses using a particular bus stop and their headway.

Local Authorities – prescribed under section 23 of the Local Government Act 2003.

Local Highway Authorities – Local Authority with responsibility for the maintenance of highway infrastructure in its local authority area. In the case of this EP Scheme, this means Buckinghamshire Council.

Local Transport Authority (LTA) – Local Authority with responsibility for tendering supported bus services; setting and managing concessionary fare schemes; and related infrastructure. In the case of this EP Scheme, this means Buckinghamshire Council.

Multi-Operator Capping – common fares and ticketing product, applied across multiple bus operators, that will cap a user’s travel cost according to the lowest price available for the journey or journeys made.

Multi-Operator Ticketing – common fares and ticketing product applied and accepted by multiple operators.

Real Time Information – using technology to track the location of buses in real time. Information is transmitted to bus stops or devices to indicate to passengers the predicted arrival time at a particular point.

Registered Local Bus Service – as set out in Section 2 of the Transport Act 1985.

Street Works Permit – permit issued by Local Highway Authorities to any organisation that wishes to undertake street works, with the aim of managing works on the public highway. Local authorities have powers to operate permit schemes under Part 3 of the Traffic Management Act 2004 and The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015.

TRO – Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places.

Buckinghamshire Council Enhanced Partnership Plan – document made pursuant to section 138A of the Transport Act 2000 and which is required to be in place for an EP Scheme to be made.

Zero Emission Vehicle – vehicle that emits no pollutants at its tailpipe.

9. Annex E – Buckinghamshire Enhanced Partnership DRAFT Passenger Charter

About the Charter

This Charter covers the geographical area, services and operators included in the Buckinghamshire Enhanced Partnership, along with Buckinghamshire Council.

This Charter is valid from (To be determined) and will be reviewed annually.

The purpose of this charter is to outline the roles and responsibilities of the different members of the Buckinghamshire Enhanced Partnership towards bus passengers and the general public.

Legal Rights

This charter does not affect the legal rights of passengers. These can be found in the general conditions of carriage here:

Arriva: <https://www.arrivabus.co.uk/help/conditions-of-carriage>

Carousel: <https://www.carouselbuses.co.uk/conditions-carriage>

First Berkshire: https://www.firstbus.co.uk/uploads/node_images/first-berkshire-conditions-of-travel-march-2021-b.pdf

Red Eagle

Redline: <https://www.redlinebuses.com/conditions-of-carriage>

Red Rose: <https://www.redrosetravel.com/conditions-of-carriage>

Stagecoach East: <https://www.stagecoachbus.com/conditions-of-carriage>

Star Travel

Thames Valley: <https://www.thamesvalleybuses.com/conditions-of-carriage>

Transport for London: <https://tfl.gov.uk/corporate/terms-and-conditions/ticketing-and-travel-conditions-of-carriage>

Z&S Transport

What Can Passengers Expect

Passengers should expect to be able to easily find information about bus routes including, who runs them, where they run, at what time they operate and how much it will cost to travel.

When travelling passengers should expect to:

- Have a punctual and reliable journey;
- Easily find information when services are disrupted and provided with alternatives means of travel when appropriate;
- Be charged the correct fare;
- Be treated with respect by the driver and any other staff they come into contact with;
- Travel in a clean and comfortable vehicle;
- Feel safe at all stages of their journey.

Targets for Bus Operators

The targets bus operators are expected to meet are set out in the Enhanced Partnership Plan, Section 3, which can be found here:

[Insert weblink]

Complaints

How to Complain

If you have a complaint about bus stops and other similar infrastructure, please contact Buckinghamshire Council. For complaints about bus services please contact the relevant bus operator in the first instance. All contact information can be found here:

[Contact a bus company | Buckinghamshire Council](#)

What to expect when you complain

When receiving a complaint from a member of the public, operators and Buckinghamshire Council are obliged to:

- Acknowledge the complaint is received;
- Provide a response within five working days, where this is not possible;
- Provide an explanation of why this cannot be achieved; and
- Provide an update on progress every ten working days until the complaint is resolved.

If you feel your complaint has not been resolved in the appropriate timescale, you may wish to contact Bus Users UK who offer an independent review of complaints.

Bus Users UK
Terminal House
Shepperton
TW17 8AS
0300 111 0001
enquiries@bususers.org

What Happens if We Don't Meet Expectations

Where operators or Buckinghamshire Council do not meet expectations, the complainant should expect a written apology and where appropriate:

- An explanation of the cause of the issue;
- Any measures being introduced to avoid a repeat of the issue;
- Some form of compensation such as a refund or free ticket.

Other Issues

If you wish to raise an issue regarding bus services which is not a complaint (such as suggestion for service change) you may choose to contact:

- A bus user group if there is one in your area
 - <https://www.bucksc.gov.uk/services/transport-and-roads/buses-and-trains/transport-user-groups/>
- An elected representative
- Or your community board.

END OF DOCUMENT