



## LEAD MEMBER FOR TRANSPORT AND ENVIRONMENT

**DECISIONS** to be made by the Lead Member for Transport and Environment,  
Councillor Claire Dowling

**MONDAY, 18 JULY 2022 AT 2.00 PM**

**COMMITTEE ROOM, COUNTY HALL, LEWES**

### **AGENDA**

1. Decisions made by the Lead Cabinet Member on 13 June 2022 (*Pages 3 - 6*)
2. Disclosure of Interests  
Disclosure by all Members present of personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
3. Urgent items  
Notification of any items which the Lead Member considers urgent and proposes to take at the appropriate part of the agenda.
4. Petition - Request for a 40mph speed limit extension on the A2100 London Road, Battle (*Pages 7 - 20*)  
Report of the Director of Communities, Economy and Transport
5. Introduction of Car Parking Charges in Millbrook Car Park, Ashdown Forest (*Pages 21 - 26*)  
Report by the Director of Communities, Economy and Transport
6. Sea Road, Bexhill: zebra crossing relocation (*Pages 27 - 118*)  
Report by the Director of Communities, Economy and Transport
7. East Sussex Bus Service Improvement Plan (*Pages 119 - 348*)  
Report by the Director of Communities, Economy and Transport
8. Any urgent items previously notified under agenda item 3

PHILIP BAKER  
Assistant Chief Executive  
County Hall, St Anne's Crescent  
LEWES BN7 1UE

8 July 2022

Contact Sophie Webb, Governance and Democracy Officer,  
01273 337495  
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## LEAD MEMBER FOR TRANSPORT AND ENVIRONMENT

DECISIONS made by the Lead Member for Transport and Environment, Councillor Claire Dowling, on 13 June 2022 at CC1, County Hall, Lewes.

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Councillor Georgia Taylor spoke on item 4 (see minute 11)

Councillors Sam Adeniji, Godfrey Daniel, Ian Hollidge and Georgia Taylor spoke on item 5 (see minute 12)

### 7. DECISIONS MADE BY THE LEAD CABINET MEMBER ON 25 MAY 2022

7.1 The Lead Member approved as a correct record the minutes of the meeting held on 25 May 2022.

### 8. DISCLOSURE OF INTERESTS

8.1 There were none.

### 9. URGENT ITEMS

9.1 There were none.

### 10. REPORTS

10.1 Reports referred to in the minutes below are contained in the minute book.

## 11. PETITION TO CONSIDER ROAD SAFETY AT ERIDGE GREEN (A26)

11.1 The Lead Member considered a report by the Director of Communities, Economy and Transport.

11.2 Mr Ian Holton, the Lead Petitioner for the petition calling on the County Council to consider road safety at Eridge Green, spoke to highlight safety concerns relating to speed of vehicles, pedestrian crossing safety, overhanging vegetation, the existing vehicle activated sign and road safety in the whole of the Eridge Green area.

### DECISIONS

11.3 The Lead Member RESOLVED to:

(1) Advise the petitioners that a pedestrian crossing on the A26 at Eridge Green is not a priority for East Sussex County Council at the present time;

(2) A reduction of the existing 40mph speed limit on the A26 at Eridge Green is not a priority for East Sussex County Council at the present time;

(3) The implementation of traffic calming on an 'A' class road would not be supported by emergency services as this would affect their response times;

(4) Improvements to the junction of Sham Farm Road is not a priority for East Sussex County Council at the present time;

(5) Although not a priority for East Sussex County Council, a request for measures could be put forward via the Parish Council requesting a Feasibility Study and using the Community Match Initiative;

(6) The implementation of Pedestrian warning signs will be assessed against national criteria and guidance; and

(7) East Sussex Highways have been asked to assess the condition of the road markings in the area and make improvements where appropriate.

### REASONS

11.4 A lower speed limit and pedestrian crossing on the A26 Eridge Green does not meet the County Council's criteria and, therefore, due to limited resources this site would not be a priority to consider above those currently identified for investigation.

11.5 Traffic calming measures has not been identified as a priority for the County Council at the present time and that the measures available for use on a busy A class road are very limited owing to the likelihood of formal objections from statutory consultees to such proposals.

11.6 Due to the crash record at the junction of Sham Farm Road/A26, this site would not be a priority to consider above those currently identified for investigation.

11.7 Rotherfield Parish Council can be approached to support a Feasibility Study into whether any measures could be considered for part funding through the Community Match initiative.

## 12. NOTICE OF MOTION - DISCHARGE OF UNTREATED WASTEWATER BY SOUTHERN WATER

12.1 The Lead Member considered a report by the Director of Communities, Economy and Transport along with written comments from Councillor Kathryn Field as the proposer of the motion.

### DECISIONS

12.2 The Lead Member RESOLVED to recommend that the County Council approve an amended motion as set out below:

- (1) The Environment Agency to swiftly complete a full and transparent investigation into the 5th February Eastbourne discharge, and sewage discharges across East Sussex.
- (2) Recommendations from investigations be published with clear action plans agreed with the regulators where appropriate.
- (3) Southern Water to take responsibility for sewage discharges in East Sussex and apologise to residents, businesses and visitors where appropriate to do so and offer a full explanation.
- (4) The regulators to consider stronger penalties or mechanisms to reduce incidents of unauthorised discharges of sewage.

### REASONS

12.3 The Council recognises the importance of this issue and the impact that it has on East Sussex residents, businesses, visitors and the environment.

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<b>Report to:</b>	<b>Lead Member for Transport &amp; Environment</b>
<b>Date of meeting:</b>	<b>18 July 2022</b>
<b>By:</b>	<b>Director of Communities, Economy, and Transport</b>
<b>Title:</b>	<b>Petition - Request for a 40mph speed limit extension on the A2100 London Road, Battle</b>
<b>Purpose</b>	<b>To consider a petition for an extended 40mph speed limit on the A2100 London Road, Battle.</b>

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**Recommendation:** *The Lead Member is recommended to advise the petitioners that:*

**An extension of the 40mph speed limit on the A2100 London Road beyond that agreed for the Lillybank development is not a priority for investigation by the County Council at the present time.**

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## **1 Background Information**

1.1 At the County Council meeting on 23 July 2021, a petition was presented to the Chair by Councillor Kathryn Field on behalf of residents concerned about road safety on the A2100 London Road, Battle requesting *“that when the 40mph speed limit is extended to protect the new Lillybank Development, it be extended to a suitable location north of the Canadia Road turning to help protect vulnerable residents from the excessive speeding frequently endangering lives”*. A plan indicating the extent of the proposed speed limit extension and that requested by the petitioners is attached as Appendix 1.

1.2 A copy of the petition is available in the Members’ Room. Standing Orders provide that where the Chair considers it appropriate, petitions are considered by the relevant Committee or Lead Member and a spokesperson for the petitioners is invited to address the Committee. The Chair has referred this petition to the Lead Member for Transport and Environment.

1.3 The Lillybank Farm development (Millbank Homes, planning application reference RR/2016/725/P) was approved with a Section 106 legal agreement in May 2017. Part of this agreement required an extension to the existing 40mph speed limit on London Road to the north of the proposed access to the development. This measure is required to make the access to the development acceptable in highway standards terms.

1.4 A Traffic Regulation Order (TRO) to implement a 40mph extension was originally advertised and approved by Planning Committee in 2018. The developer did however not implement the speed limit reduction within the statutory two-year period, as commencement on site was delayed, and therefore the TRO has been readvertised.

1.5 Millwood Homes are now constructing the Lillybank housing development and there is a need to implement the 40mph speed limit extension. The Traffic Regulation Order was subject to consultation with various interested parties, including the emergency services and re-advertised publicly from 18 February 2022 to 11 March 2022.

1.6 Seven items of correspondence were received during the advertisement period. No objections were received to the proposed extension of the 40mph speed limit itself. Instead, the objectors were requesting that the proposed extension goes further.

1.7 These objections were reported to Planning Committee on 15 June 2022. The objections were not upheld, and the decision made to proceed with the proposal as advertised. A copy of the Planning Committee Report is attached as Appendix 2.

## **2. Supporting Information**

2.1 The introduction of speed limits is a very emotive subject, with many people believing a lower limit will automatically slow traffic down. However, it is recognised nationally that most drivers travel at the speed they consider to be safe for the conditions of the road, based on their assessment of the local environment. There are several factors that are taken into consideration when assessing a length of road for a speed limit, with the predominant factors being the number of properties that are clearly visible to a driver and the average speed of traffic using the road.

2.2 A driver can see a need for a lower speed limit on roads having a high level of visible frontage development. If a road has sporadic development, set back and/or screened by vegetation, they will not identify with the lower limit. If the 40mph speed limit was extended to a point beyond the Canadia Road junction, this would extend it by at least 600 metres from the proposed position agreed for the Lillybank development. As this section of road has very limited development, set back from the road, mostly screened by vegetation and not clearly visible to a motorist, the reasons for the speed limit would not be obvious to a driver. A copy of our approved speed limit policy is attached as Appendix 3.

2.3 The research that has been carried out nationally indicates that speed limits that are introduced with signs and lines alone only reduce the average speed of traffic by about 1mph to 2mph, and then only when it appears obvious to the driver why the limit has been imposed. Setting a speed limit that is significantly below the speed that most drivers consider appropriate only leads to them being widely ignored. This produces a large margin between the slowest and fastest vehicles which is recognised as a significant contributor to crashes. To effectively reduce vehicle speeds engineering and/or traffic management measures would be required.

2.4 To assess if a lower speed limit is appropriate, and whether extensive engineering measures would be needed, it would require a full investigation process to be undertaken.

2.5 This stretch of the A2100 London Road currently has a good safety record with only one slight personal injury crash recorded in the most recent five-year period (up to 30/04/2022) between Virgins Lane and the end of the footway to the north of Canadia Road. With a traffic flow in excess of 8,000 vehicles per day, this equates to over 14 million vehicle movements along this section of the A2100 in the same period. The investigation

of a lower speed limit is therefore not a priority for the Road Safety team due to its limited contribution to casualty reduction.

2.6 Whilst the investigation of a lower speed limit on this section of the A2100 is not a priority for the Road Safety Team, an application through the Community Match Initiative could be considered. It is therefore suggested that the residents contact Battle Town Council to see whether they would support an investigation into the feasibility of a lower speed limit. Details of the Community Match Initiative and the costs associated with a feasibility study and speed surveys can be provided if required.

### **3 Conclusion and Reasons for Recommendations**

3.1 An extension of the 40mph speed limit on the A2100 London Road beyond that which has been agreed for the Lillybank development is not a priority for further investigation by the County Council at the present time due to its lack of visible frontage development and good safety record.

**RUPERT CLUBB**

Director of Communities, Economy and Transport

Contact Officer: Helen Clee

Tel. No. 0345 6080193

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#### LOCAL MEMBER

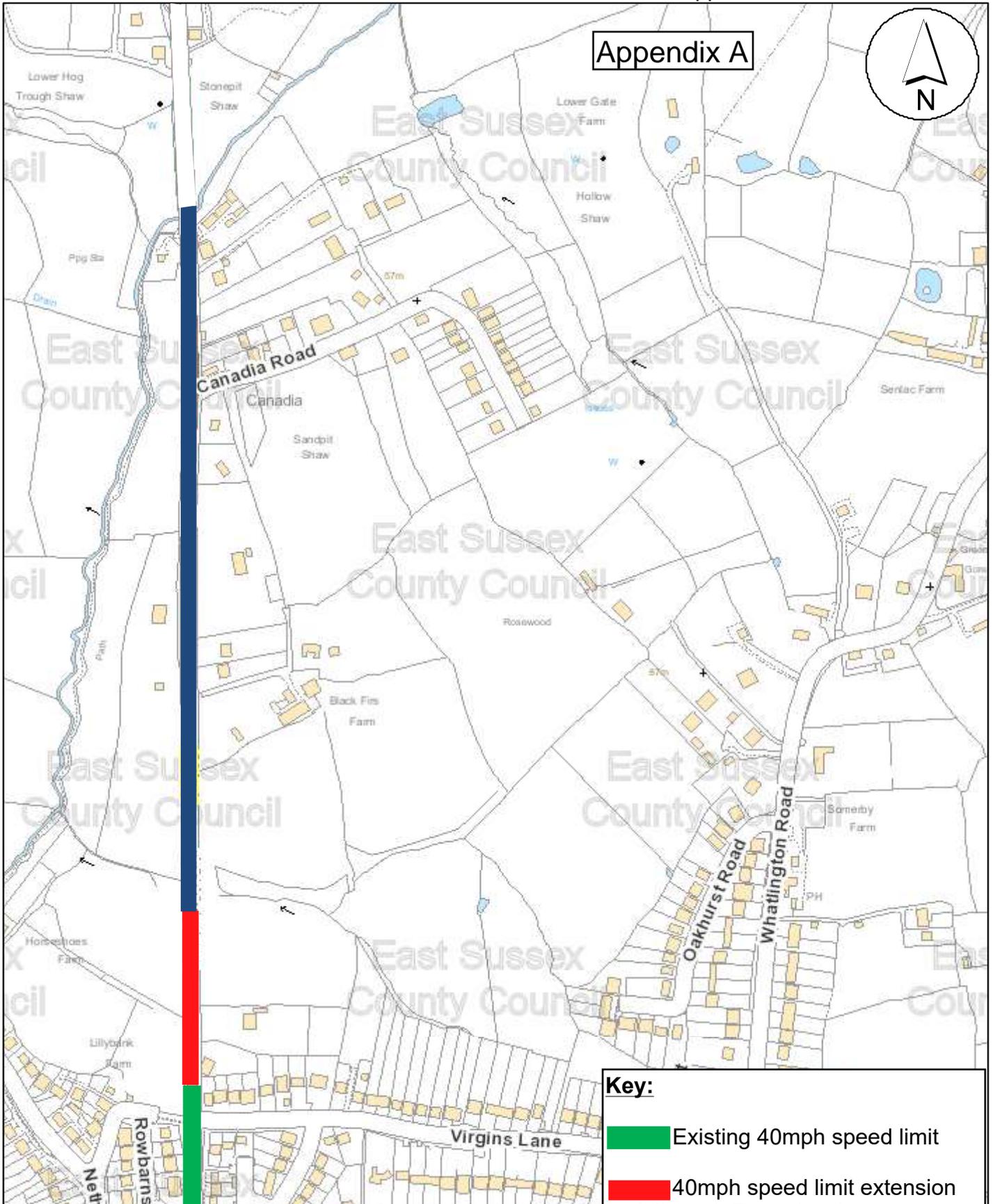
Councillor Kathryn Field

#### BACKGROUND DOCUMENTS

The submitted petition

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Appendix A



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**Key:**

- Existing 40mph speed limit
- 40mph speed limit extension for Lillybank Farm development
- Requested 40mph speed limit extension

**Map** Petition for 40mph speed limit extension - A2100 London Road, Battle

**Author:** HSC

**Date:** 21/10/2021

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Committee:	<b>Regulatory Planning Committee</b>
Date:	<b>15<sup>th</sup> June 2022</b>
Report by:	<b>Director of Communities, Economy and Transport</b>
Title of Report	<b>Traffic Regulation Order – A2100 London Road, Battle</b>
Purpose of Report	<b>To consider the objections received in response to the formal consultation on the draft Traffic Regulation Order associated with the development of Lillybank Farm, London Road, Battle.</b>
Contact Officer:	<b>Mark Weston – 01273 482242</b>
Local Member:	<b>Councillor Kathryn Field</b>

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## **RECOMMENDATION**

**The Planning Committee is recommended to:**

- 1. Not uphold the objections to the draft Order as summarised in paragraph 2.2 of this report**
  - 2. Recommend to the Director of Communities, Economy and Transport that the draft Traffic Regulation Order be made as advertised.**
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- 

## **CONSIDERATION BY DIRECTOR OF COMMUNITIES, ECONOMY AND TRANSPORT.**

### **1. Introduction**

1.1 Planning permission for a residential development of 50 dwellings at Land to the West of Lillybank Farm, Wattles Wish, Battle was granted by Rother District Council in May 2017 (Planning application reference RR/2016/725/P). A Section 106 Legal Agreement was attached to the permission that secured the requirement for an extension to the 40mph speed limit on the A2100 London Road. This needs to be implemented through a Traffic Regulation Order (TRO), the cost of which is funded by the developer. The proposed lowered speed limit is intended to reduce vehicle speeds on the approach to the new junction (the development access).

1.2 To encourage compliance with the extended 40mph speed limit a gateway feature with a speed limit sign is proposed at the beginning of the new limit.

1.3 This Traffic Regulation Order is identical to the proposal originally advertised and approved by the County Council's Planning Committee in 2018. The reason this matter is now back before this Committee is that the developer did not implement the speed limit reduction within the statutory two-year time period, as commencement on site was delayed, and therefore the TRO needed to be readvertised.

1.4 An initial consultation was carried out between 27 October 2021 and 17 November 2021 with the local District and County Councillors, and statutory consultees including the emergency services.

1.5 On the 18 February 2022, the County Council gave notice under the relevant section of the Road Traffic Regulation Act 1984, (as amended), that it was proposing to amend the existing Traffic Regulation Order. A copy of the draft Traffic Regulation Order is included in Appendix 1. Copies of the advertised Notice of proposals were placed on posts in London Road. Copies of the proposals were also placed on deposit in County Hall reception for viewing by members of the public. In addition, the Public Notice was advertised in the local newspaper (The Rye and Battle Observer on 18 February 2022). The formal period for representations ended on the 11 March 2022.

1.6 The proposals are as follows: -

- To extend the 40mph speed limit in the following length of road: A2100 London Road – from a point 26.5 metres north of its junction with Virgins Lane, for a distance of 177 metres to the north of this point.
- The existing 40mph speed limit will remain in force as specified in the Order.

1.7 The proposed speed limit will reduce vehicle speeds on the approach to the new junction that accesses the approved residential development. This allows for compliance with visibility guidance, increases pedestrian safety and minimises potential for collisions at the proposed site entrance.

## **2. Comments and Appraisal**

2.1 During the formal consultation period, seven items of correspondence were received objecting to the proposals.

2.2 The grounds for the objections were that:-

- The proposal does not extend far enough to the north to include other properties on London Road. The reasons cited for this;
  - The footway alongside the western side of London Road, to the north of the proposed speed limit, is narrow and is often narrowed further by overhanging vegetation and fallen soil from banks and can feel unsafe when cars pass at higher speeds.
  - Residents accessing their properties on London Road to the north of the proposed speed limit are overtaken when indicating to leave the highway.
  - Exiting properties to the north of the proposed speed limit can be difficult when there is a high volume of traffic using London Road.
  - A large number of the properties north of the speed limit extension access single width tracks. If a vehicle is waiting to exit one of these tracks another vehicle cannot enter which is not clear to other traffic using the A2100.
  - Drivers on the A2100 are unaware that there are vehicle accesses north of the proposed speed limit extension.
  - Rights of Way meet the A2100 north of Canadia Road where there is no footway at the side of the road.
  - A lower speed limit would help encourage walking and cycling.
  - There have been a number of accidents on this stretch of road.

2.3 No objections were received that were objecting to the proposed extension of the 40mph speed limit itself. Instead, the objectors were requesting that the proposed extension goes further.

2.4 It is not considered that these objections provide sufficient grounds to warrant the modification or withdrawal of the proposals. This TRO relates solely to the Lillybank Farm development and is a mitigation measure for it as required by their planning permission for the site. This Traffic Regulation Order will implement a speed limit extension, not to address any existing road safety concerns, and its implementation is paid for by the developer. Given that the County Council has previously made a decision for an identical Traffic Regulation Order on London Road, and that there has not considered to have been a change in circumstances in the subsequent years, the Traffic Regulation Order advertised is simply for an extension of the 40mph speed limit that replicates the previous lapsed Traffic Regulation Order.

2.5 The extension of the existing 40mph speed limit is proposed to achieve a full Design Manual Road & Bridges (DMRB (TD 9/93)) 60mph stopping sight distance (215m) prior to the proposed development junction. This has been designed to accommodate vehicles decelerating from 60mph at the 60mph/40mph interface providing an acceptable forward visibility to the proposed junction.

2.6 It is not considered appropriate to introduce a further extended 40mph speed limit as part of this proposal, as it is not required to make the development access acceptable in planning terms or to be in accordance with visibility guidance. Concerns were raised at the time of the planning application with regard to highway safety at the proposed access point, by ESCC officers and members of the public. The proposed extension to the 40mph speed limit will mitigate those concerns, lead to improved highway safety and ensure that the development site access is policy compliant.

2.7 A petition requesting an extension to this speed limit has been submitted to the County Council, which is due for consideration by the Lead Member for Transport and Environment once this TRO has been considered by Planning Committee.

### **3. Conclusion and reasons for recommendation**

3.1 This proposal seeks to address road safety concerns associated with the proposed development at Lillybank Farm whilst being mindful of the need to ensure the flow of traffic on London Road (A2100). It is considered that the concerns raised by the objectors should not be upheld and the proposals should proceed as per the advertised TRO.

3.2 In turn, it is recommended that the Planning Committee recommends to the Director of Communities Economy and Transport that the draft Order be made as advertised.

RUPERT CLUBB  
Director of Communities, Economy and Transport  
31 May 2022

### **BACKGROUND DOCUMENTS**

**None**

Appendix 1: Draft TRO

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## EAST SUSSEX COUNTY COUNCIL

**LEAD MEMBER – COMMUNITIES AND SAFETY**  
**POLICY SUMMARY**

<b>LOCAL SPEED LIMITS</b>	<b>PS05/02</b>
<p><b>PURPOSE OF POLICY</b></p> <p>To achieve a safe distribution of speeds consistent with the speed limit that reflects the function of the road and the road environment</p>	
<p><b>SPECIFIC POLICIES</b></p> <ol style="list-style-type: none"> <li>1. On trunk roads, speed limits (in common with other orders regulating traffic) are the responsibility of the Department for Transport (DfT), through its executive agency, Highways England. The County Council has no jurisdiction over this class of road.</li> <li>2. On all other roads Orders are made by the County Council subject to the statutory requirements for the advertisement of the proposals and considerations of any objections.</li> <li>3. The principle determinant of a proposed speed limit should be the appearance and character of the road as described in Appendix A.</li> </ol>	
<p><b>SUPPORTING STATEMENT</b></p> <p>Adherence to the criteria ensures consistency in the introduction of Local Speed Limits on a countywide basis and supports the work that has been undertaken with neighbouring authorities. It is recognised that, where appropriate, a lower speed limit can assist in the reduction of the number and severity of casualties and help to improve environmental aspects and quality of life for local residents. Reference should always be made to the latest national guidance available.</p>	
<p><u>References – Further Information</u></p> <p>Road Traffic Regulation Act 1984  Department for Transport – Circular Roads 01/2006  Department for Transport – Circular Roads 02/2006  Department for Transport – Traffic Advisor Leaflet 1/04  Department for Transport – Traffic Advisory Leaflet 2/06  Department for Transport- Circular Roads 01/2013  H &amp; T Committee – Agenda Item 10  H &amp; T Committee – Agenda Item 18  Cabinet Committee – Agenda Item 5  Lead Member for Transport and Environment – Agenda Item 11  Lead Member for Communities &amp; Safety – Agenda Item 31</p>	<p><u>Date of Approval</u></p> <p>17.03.1993  19.10.1994  15.11.2000  25.06.2007  16/03/2018</p>

## **SPECIFIC POLICIES (CONTINUED)**

4. Subject to paragraphs 5 and 6 below, villages may be considered for the introduction of a 30 mph speed limit in accordance with recommendations of DfT guidance for setting local speed limits providing that there are 20 or more properties served by private accesses which adjoin the main road (on one or both sides of the road), located over a length of not less than 600 metres, and clearly visible to drivers.
5. Speed limits should be set in accordance with the table below :-

<b>Speed Limit</b>	<b>Average Speed Below</b>
20	24
30	33
40	42
50	52
60	62

6. Where the average speed is above the figures quoted in paragraph 5 for a particular speed limit being investigated then, subject to available resources, either :-
  - a) Where the history of injury crashes at the site justifies the necessary expenditure, engineering measures appropriate to the function of the road should be investigated to reduce vehicle speeds below the figures quoted in paragraph 5 for a particular speed limit. If this can be achieved a Traffic Regulation Order (TRO) for the proposed speed limit may then be made in conjunction with the introduction of engineered measures.
  - b) Where engineering measures are not appropriate due to the function of the road or cannot be justified by the history of crashes a TRO may be considered for a higher limit than that originally proposed which reflects the speed quoted in paragraph 5.

### **7. 20mph Speed Limits and Zones**

20mph speed limits or zones can positively contribute to quality of life and encourage healthier modes of transport such as walking or cycling. They can also help in creating a sense a place, better serving the local communities' needs. However, to ensure that they are effective, they will only be pursued if the following general criteria are met: -

- a) It can be demonstrated that there are clear benefits to be gained in terms of casualty reduction, particularly involving vulnerable road users;
- b) The lower limit is an integral part of either an area wide traffic calming scheme, a School/ Community Safety Zone or a Town Centre Management Scheme; and
- c) The lower limit is effectively self-enforcing

**Proposed Speed Limit Criteria – Route Assessment**

*Below gives an indication of appropriate speed limits, reference should be made to the latest Department for Transport guidance for more detailed information.*

<b>SPEED LIMIT/ CHARACTER OF ENVIRONMENT</b>	<b>CHARACTER OF ROAD</b>	<b>TRAFFIC COMPOSITION</b>
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**20 mph Speed Limit**

Town centres, residential areas, in the vicinity of schools	Constrained in terms of vehicle movement with existing conditions or engineered features influencing vehicle speed with available alternative routes for through traffic	Mean vehicle speed below 24 mph  High proportion of vulnerable road users in direct conflict with traffic
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**30 mph Speed Limits**

Built up areas, visible properties with frontage access, the road giving a clear indication to drivers of the need to reduce speed	Urban streets  Roads through villages and identified rural settlements with 20+ visible properties within a 600m length	Mean vehicle speed below 33mph  Significant number of vulnerable road users in conflict with vehicular traffic
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**40 mph Speed Limits**

Less built up areas, set back properties with frontage access indicating to drivers the need to reduce speed	<b>Urban</b> Suburban distributor roads buildings set back from the road  <b>Rural</b> Roads through villages and identified rural settlements over a minimum length of 600m	Mean vehicle speed below 42mph  <b>Urban</b> Vulnerable road users segregated from road space  <b>Rural</b> A noticeable presence of vulnerable road users
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**50 mph Speed Limits**

Limited frontage development	Higher quality urban distributors with few points of access  Low standard classified roads	Mean vehicle speed below 52mph
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**60 mph Speed Limits (Dual Carriageways)**

Limited frontage development	High standard rural classified roads	Mean vehicle speed below 62mph
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*Note: Vulnerable road users include pedestrians (particularly children, the elderly and disabled) and cyclists.*

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**Report to:** Lead Member for Transport & Environment

**Date of meeting:** 18 July 2022

**By:** Director of Communities, Economy and Transport

**Title:** Introduction of Car Parking Charges in Millbrook Car Park, Ashdown Forest

**Purpose:** This report seeks agreement from Lead Member to support changes to car parking arrangements at the A22 Millbrook Hill car parks, Ashdown Forest

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## **RECOMMENDATION:**

**The Lead Member is recommended to agree the introduction of parking charges on East Sussex County Council land at Millbrook Hill, Ashdown Forest**

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## **1 Background Information**

1.1 Ashdown Forest is the largest public open space in the south east of England and currently attracts more than 1.5 million visitors each year. The Forest is owned by the Ashdown Forest Trust, of which East Sussex County Council (ESCC) is the sole Trustee. The Forest is managed by the Conservators of Ashdown Forest under the Ashdown Forest Act 1974.

1.2 The object of the Ashdown Forest Trust is to promote the conservation of Ashdown Forest as a quiet and natural area of outstanding beauty and as an amenity and place of resort for members of the public.

1.3 The Board of Conservators of the Ashdown Forest identified significant budget pressures in managing the Forest and sought alternative means of raising revenue subsequently agreeing, in July 2021, to explore the potential and feasibility of charging for the use of Forest car parks. The Conservators then undertook a six-week consultation from October to December 2021 to seek views on the proposal to introduce parking charges.

1.4 On 31 January 2022, following the conclusion of the consultation, the Board of Conservators voted unanimously to introduce charges for parking in the car parks located on Ashdown Forest and operated by the Conservators.

1.5 The Ashdown Forest Act 1974 includes a requirement to submit details of their proposed car park charges to the County Council for approval. On 28 April 2022, Lead Member for Resources and Climate Change approved the proposal for car park charging by the Conservators on land owned by the Ashdown Forest Trust

1.6 The proposed parking tariffs are yet to be finalised pending a tendering process to procure a parking management contractor to install parking machines, signing and to manage the car parks. However, the Conservators have indicated that parking charges will be in the range:

- £1.50 to £2.00 for up to 1 hour
- £2.50 for up to 2 hours
- £4.00 for up to 4 hours
- £5.00 to £6.00 for an all-day pass (16 hours) – no overnight parking
- £80 to £100 for an annual parking pass.

## **2 Supporting Information**

2.1 Within the car parks managed by the Conservators, there are some areas of ESCC land. This includes land adjacent to the A22 on Millbrook Hill (Appendix 1, Plan 1) which is not managed by the Conservators. The Millbrook car parks are open areas of hard standing to the east and west of the carriageway (Appendix 2, Photographs 1 and 2). However, the parking areas are oversized, and the surface is currently in poor condition. A scheme to introduce more formal parking arrangements is programmed for delivery in summer 2022 which includes a reduction in the car parks size and new surfacing to reduce ongoing maintenance costs (Appendix 1, Plan 2).

2.2 As part of these works, and in line with the Forests wider management of parking, the small car park 650m north of the Millbrook car parks on the west side of the A22 known locally as Vachery car park will be closed.

2.3 The Millbrook car parks are situated on land owned by both ESCC and the Ashdown Forest Trust on an approximate 50/50 basis (Appendix 1, Plan 3).

2.4 In line with the Conservators' plans to introduce car parking charges, it is proposed that ESCC should therefore permit a tariff to be charged for parking on land owned by ESCC in the Millbrook car parks. This would provide a single combined area of charging. The Conservators would manage the parking using a consistent approach across the Forest.

2.5 The net car parking income from the Millbrook car parks would be shared on an equal basis between the Conservators and the Council. The net parking income would be the parking tariff less the fee charged by the parking management contractor.

2.6 The Council's share of the income stream would contribute to the cost of maintenance of the Millbrook car parks, supporting the Council's priority of making the best use of resources in the short and long-term.

## **2 Conclusion and Reasons for Recommendations**

3.1 The Board of Conservators explored the potential for introducing parking charges and have deemed that these charges are necessary for the long-term preservation, use and enjoyment of the Ashdown Forest as an amenity space for the public.

3.2 The introduction of parking charges at the Millbrook Car Parks will provide a consistent approach to managing parking across the Ashdown Forest. The ESCC share of revenue generated by the tariffs will contribute towards to maintenance of the Millbrook car parks.

3.3 The Lead Member for Transport and Environment is therefore recommended to grant the approval of parking charges at Millbrook Car Parks subject to the finalising of specific charging tariffs on completion of the tendering process referred to in 1.6 above.

RUPERT CLUBB

Director of Communities, Economy and Transport

Contact Officer: Karl Taylor

Tel. No. 01273 482207

Email: karl.taylor@eastsussex.gov.uk

### **LOCAL MEMBERS**

All members whose electoral Divisions are within areas covered by the Ashdown Forest

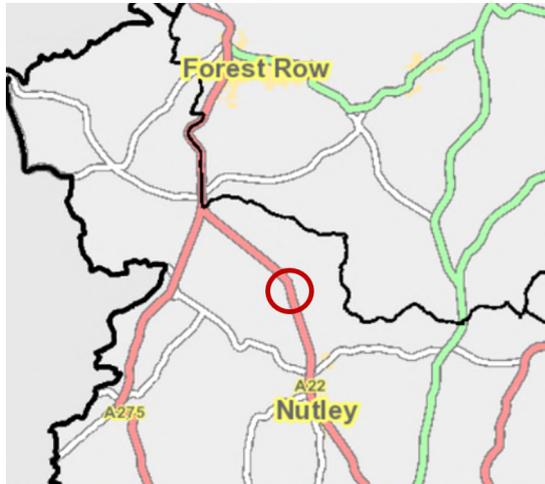
### **BACKGROUND DOCUMENTS**

[Agenda for Lead Member for Resources and Climate Change on Thursday, 28th April, 2022, 2.00 pm](#)

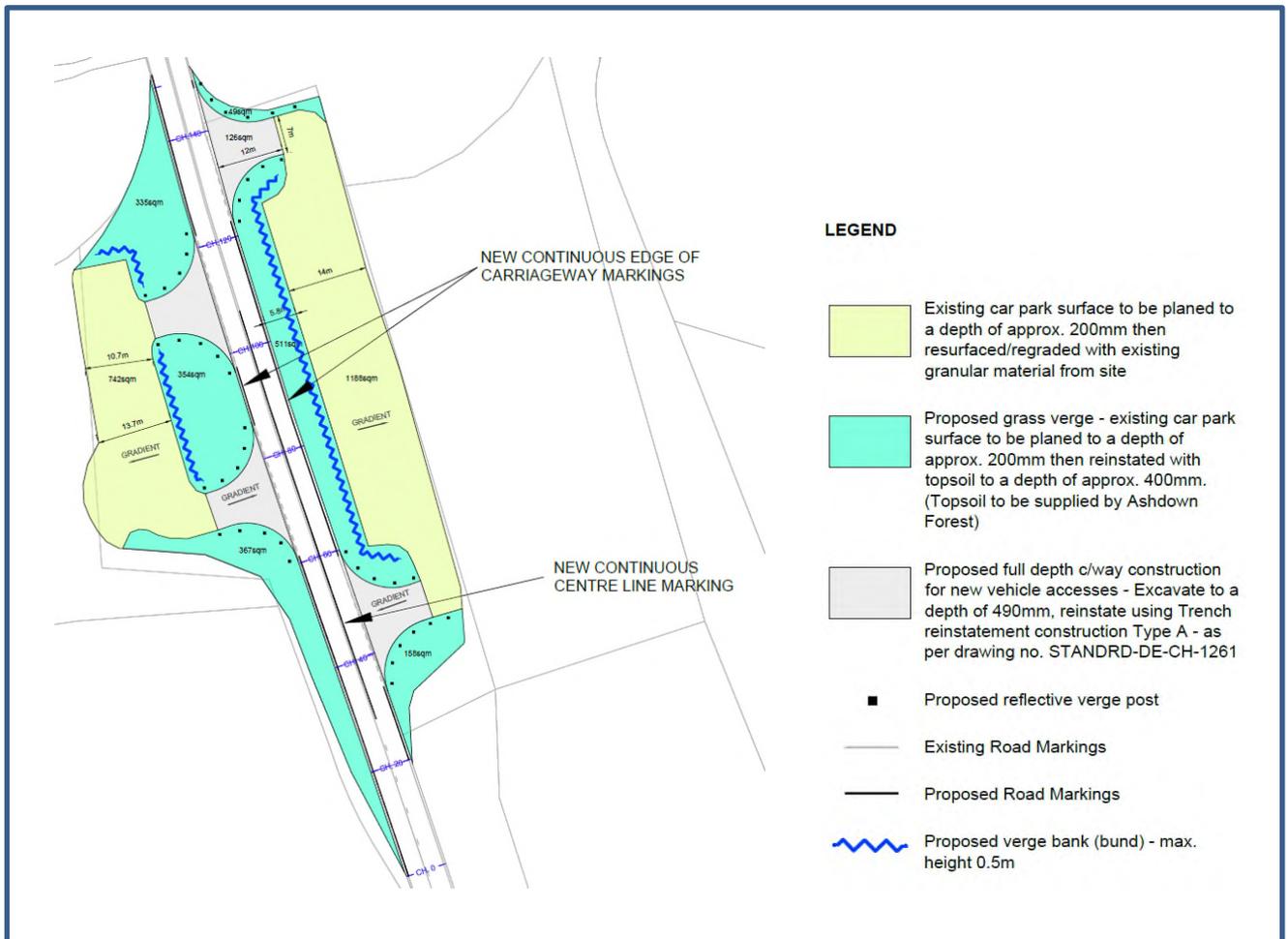
**APPENDIX 1 – SITE PLANS**

**Plan 1. Location map for the Millbrook car parks.**

The car parks are situated between Nutley and Forest Row, on the A22 at Millbrook Hill.



**Plan 2. Planned new parking arrangements**



**Plan 3. Existing parking areas at Millbrook Hill.**

Green indicates existing arrangements for parking on land owned by the Ashdown Forest Trust. Blue indicates existing arrangements for parking on land owned by East Sussex County Council.



APPENDIX 2 – SITE PHOTOGRAPHS



Photograph 1. The Millbrook Car Parks viewed from the south



Photograph 2. The Millbrook Car Parks viewed from the north

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<b>Report to:</b>	<b>Lead Member for Transport &amp; Environment</b>
<b>Date of meeting:</b>	<b>18 July 2022</b>
<b>By:</b>	<b>Director of Communities, Economy and Transport</b>
<b>Title:</b>	<b>Sea Road, Bexhill: zebra crossing relocation</b>
<b>Purpose:</b>	<b>To consider responses to the stakeholder and public consultations on the proposed relocation of the zebra crossing on Sea Road in Bexhill and seek approval to progress the scheme to detailed design and construction.</b>

---

***RECOMMENDATIONS: The Lead Member is recommended to:***

- (1) Note the comments of the local consultation; and**
  - (2) Approve the proposal for the relocation of the pedestrian crossing in Sea Road, Bexhill as set out in this report with the scheme to be taken forward to detailed design and construction as part of the 2022/23 Capital Programme for Local Transport Improvements**
- 

## **1 Background Information**

1.1. Through the County Council's capital programme of local transport improvements, proposals have been developed to improve pedestrian safety on Sea Road in Bexhill. The proposals focus on the relocation of the existing zebra crossing near the entrance to Bexhill rail station to improve the environment for vulnerable users crossing Sea Road and encourage a shift towards more sustainable modes of transport.

1.2. The scheme will contribute to the County Council's priorities relating to reducing carbon emissions, supporting sustainable economic growth and recovery, and improving health and wellbeing.

## **2 Supporting Information**

2.1. The existing zebra crossing is located 5 metres south of the junction of Endwell Road with the B2182 Sea Road, a route that provides a north-south corridor from the A269 in Sidley village on the northern outskirts of Bexhill-on-Sea to the seafront.

2.2. Following inclusion in the capital programme of local transport improvements in March 2019, a feasibility study was undertaken to identify an appropriate location at which to relocate and improve the current zebra crossing facility along Sea Road. The study was informed by traffic, non-motorised user crossing movement and speed data alongside a review of personal injury collisions in the area to provide a detailed understanding of traffic and pedestrian issues along the local highway network.

2.3. The results of a study and pedestrian crossing assessment against Government guidance fully supported the need for a controlled pedestrian crossing at the site. However, safety concerns have been highlighted regarding the close proximity of the crossing to the Sea Road / Endwell Road junction. Accordingly, proposals were developed to address these concerns which comprised;

- Reposition the existing Sea Road zebra crossing further south to be halfway between Endwell Road and Jameson Road including dropped kerbs, tactile parking and pedestrian

guard rail on the eastern footpath. The repositioned crossing would allow drivers exiting Endwell Road to carry out a full turn manoeuvre before stopping (if required) at the crossing, which is frequently utilised by pupils as they walk to and from St. Richard's Catholic College;

- The loss of approximately three 'Pay & Display' car parking bays south of the crossing to necessitate the repositioning of the crossing.

2.4. A plan showing the proposed design options is included within Appendix 1.

#### Future conversion to parallel zebra crossing as part of Bexhill Cycle Network proposals

2.5. Through the capital programme of local transport improvements, the County Council is currently developing proposals for a new cycle route between Bexhill Station and the existing National Cycle Network Route 2 (NCN2) along the seafront linking to the Ravenside Retail and Leisure Park.

2.6. The cycle route proposals are at an early stage of development and would utilise the proposed relocated zebra crossing. In doing so, the repositioned crossing would be constructed to enable its future conversion to a parallel zebra crossing which will incorporate a running lane for cyclists, to be used in parallel with the zebra crossing. The proposed cycle route (including the section which utilises the zebra crossing) is currently programmed for consultation in late Winter 2022. The outcomes of the consultation on the cycle route proposal and the recommended way forward will be reported to a subsequent Lead Member decision making meeting.

#### Equalities Impact Assessment

2.7. An initial Equality Impact Assessment (EqIA) was carried out for the proposed design option in order to consider the impact on groups with protected characteristics. By carrying out the EqIA and seeking feedback from stakeholder groups, potential impacts have been identified and all potential actions to advance equality of opportunity, eliminate discrimination and foster good relationships have been documented.

2.8. These impacts include overall benefits for pedestrians through the improved crossing facilities. The relocated crossing will also be positioned within a location which benefits from an extensive footway, thus providing further assistance to wheelchair users. This will allow wheelchair users to pass pedestrians in areas where they previously could not.

2.9. The EqIA also identified that people who are less mobile, have balance problems, have hearing or visual impairments will be encouraged and have more opportunities to walk and feel safer when travelling within Bexhill town centre due to the proposed public realm improvements, crossing facilities and widened footways. The EqIA will remain a living document which will be updated at key stages throughout the life of the scheme.

#### Stakeholder Engagement

2.10. Stakeholder consultation was undertaken between 19 May and 26 June 2020 with key stakeholder groups, which comprised the emergency services, local cycle groups, disability groups, walking groups, local bus company (Stagecoach), and members & officers of both Rother District Council and East Sussex County Council. Of the nine responses received, 78% supported or strongly supported the proposals, with the remainder neither supporting or opposing the scheme. The local County Council member, Councillor Hollidge, has also confirmed his support for the scheme. A copy of the County Council Stakeholder Engagement Response Report is attached for further reference within Appendix 2.

#### Public Consultation

2.11. A local public consultation was carried out between 25 February and 25 March 2022. As is standard practice, East Sussex Highways ensured that people living and working within the area affected by the relocation of the zebra crossing were aware of the proposals. Leaflets were distributed to over 400 addresses in the vicinity of the proposed scheme, with the consultation material made available on the County Council's Citizen Space webpage and promoted through

the local media, posters, letters/emails to ward members, and to disability and access groups. A copy of the consultation letter, plan and a map showing the extent of the consultation, is contained in Appendix 3.

2.12. A copy of the consultation summary report is provided in Appendix 4. There were a total of 31 direct responses, which equates to an 8% response rate. Typical survey response rates can lie anywhere in the region between the 5% to 30% range, this response rate could be classed as low however, given the nature of this type of scheme, it is not unexpected.

2.13. Overall, the responses received were generally positive with 67% of respondents in favour of the proposed scheme. However, a total of 33% respondents opposed the design option. Those who did not support the scheme felt that the zebra crossing should remain at its current location given concerns for pedestrian safety based upon how certain businesses currently operate in terms of their delivery operations. In addition, other respondents highlighted the loss of parking was also deemed unacceptable given the current demand for spaces.

2.14. As the proposals will necessitate changes to the parking restrictions in the area, amendments will need to be made to the current Traffic Regulation Order (TRO). These would be advertised at a future date following the detailed design and prior to construction. Any unresolved objections will need to be presented to the County Council's Planning Committee for their determination.

### **3 Conclusion and Reasons for Recommendations**

3.1. The results from both the stakeholder and public consultation show that there is overall support for the repositioning of the existing Sea Road zebra crossing situated just south of Endwell Road to further south, halfway between Endwell Road and Jameson Road.

3.2. The loss of any on street parking, as a result of the relocation of the zebra crossing would be subject to the advertisement of a change to the existing Traffic Regulation Order and any unresolved objections would need to be reported and considered by the County Council's Planning Committee. The repositioned crossing would also be constructed to enable its future conversion to a parallel zebra crossing which will incorporate a running lane for cyclists, to be used in parallel with the zebra crossing as part of proposals being developed for a cycle route between Bexhill station and the existing NCN2 route as well as the Ravenside Retail and Leisure Park.

3.3. Therefore, the Lead Member is recommended to approve the detailed design and construction for the repositioning of the existing Sea Road zebra crossing as part of the 2022/2023 Capital Programme for Local Transport Improvements.

RUPERT CLUBB

Director of Communities, Economy and Transport

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Project Manager & Report Author: Andy Mileham

Tel. No. 0203 980 2558

Email: [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

#### LOCAL MEMBERS

Councillor Hollidge

#### BACKGROUND DOCUMENTS

None

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The existing zebra crossing is to be removed in its entirety

Proposed double yellow lines

**KEY**

- Highway boundary
- Carriageway
- Proposed dropped kerb
- Proposed tactile paving
- Proposed bus stop hard-standing
- Extended bus stop Clearway

New northern extent of existing controlled parking: restrictions as existing. Length of existing controlled parking reduced by 18m; this relates to 3 car lengths

Proposed zebra crossing. New belisha beacons provided. Location allows for upgrading to incorporate a cycle crossing facility if required in future

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# SCH-145b: Bexhill Sea Road Pedestrian Crossing Facility - Stakeholder Engagement

**PREPARED FOR:** Nicholas Mitchell (ESCC)  
**COPY TO:** Deborah Parker (ESCC)  
**PREPARED BY:** Andy Mileham (ESH)  
**DATE:** 30<sup>th</sup> June 2020  
**PROJECT NUMBER:** SCH-145b - 678223  
**TECHNICAL NOTE:** 1  
**APPROVED BY:** Aidan Shearer (ESH)

## Introduction

### 1.1 Purpose of this Note

This Technical Note (TN01) sets out a comprehensive record of our stakeholder engagement for SCH-145b which comprises the relocation of a zebra crossing facility on Sea Road, Bexhill and will cover such topics as our engagement approach and process.

It should be noted however that these design proposals will be shared more widely and be subject to a public consultation later in the year.

### 1.2 Report Structure

This Technical Note is based upon the following sections.

- Section 1 - Introduces the project and its current stage of development.
- Section 2 - Describes the stakeholder engagement methodology for the proposed scheme and the methodology used for analysing feedback from stakeholders. This engagement process identifies the different groups engaged and what their functions are, as well as requesting technical input and suggestions.
- Section 3 - Outlines engagement to date to explain with whom we have engaged so far on the Project and how we have listened to their feedback, analysed it and communicated it back to them.

### Supporting Information:

- Appendix A - Proposed Scheme Design
- Appendix B - Stakeholder Consultation List
- Appendix C - Engagement Communications 'ESCC Email Template'
- Appendix D - Engagement Communications 'Stakeholder Responses'

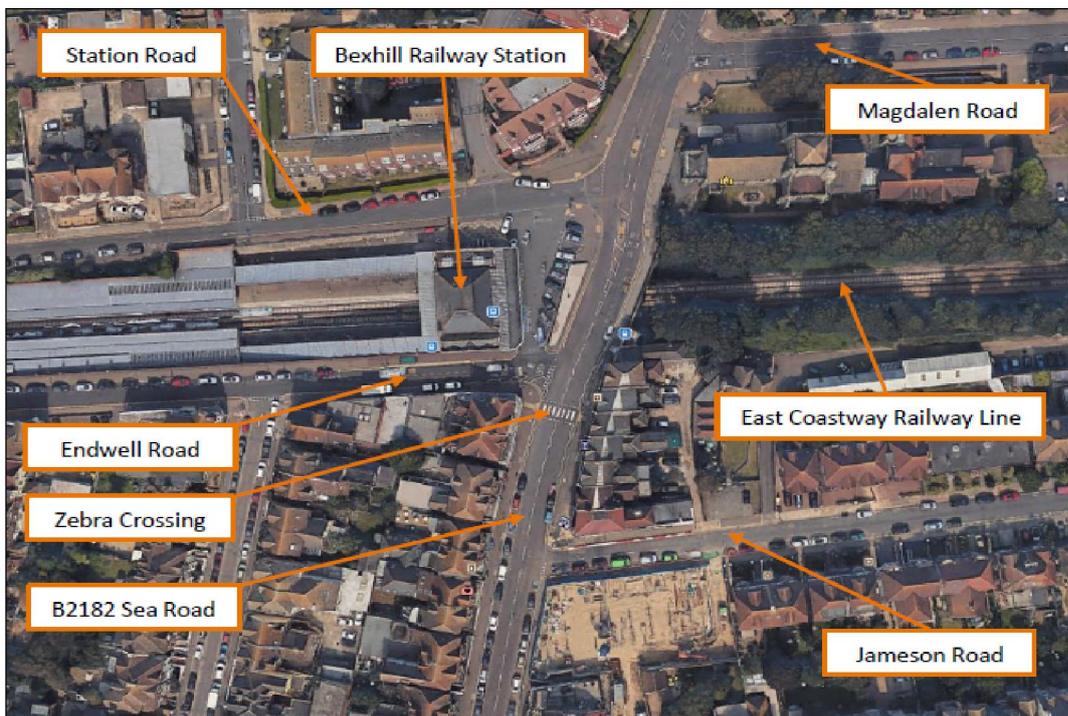
### 1.3 Project Summary

In September 2019 East Sussex Highways (ESH) were commissioned by East Sussex County Council (ESCC) to undertake a feasibility study for improvements at the zebra crossing facility along Sea Road in Bexhill-on-Sea.

The existing zebra crossing is located on the Sea Road section of the B2182, a route that provides a north-south corridor from the A269 in Sidley village on the northern outskirts of Bexhill-on-Sea. It passes under the A259 King Offa Way dual carriageway and crosses over the East Coastway railway line, before turning westbound along the sea front of Bexhill-on-Sea.

The zebra crossing itself is located towards the north end of Sea Road, next to the Endwell Road junction, and is in close proximity to both the railway bridge section of Sea Road and Bexhill railway station. **Figure 1.1** displays the location of the study area and the surrounding highway network.

**Figure 1.1**  
Study Area



Data was collected from a range of different sources, all of which formed an essential part of understanding the characteristics of the study area's highway network. This included an initial desk-based study and a review of personal injury collision (PIC), traffic flow, speed and non-motorised user (NMU) crossing movement data provided by ESCC. Review of the collected data has provided a detailed understanding of traffic and pedestrian issues along the local highway network.

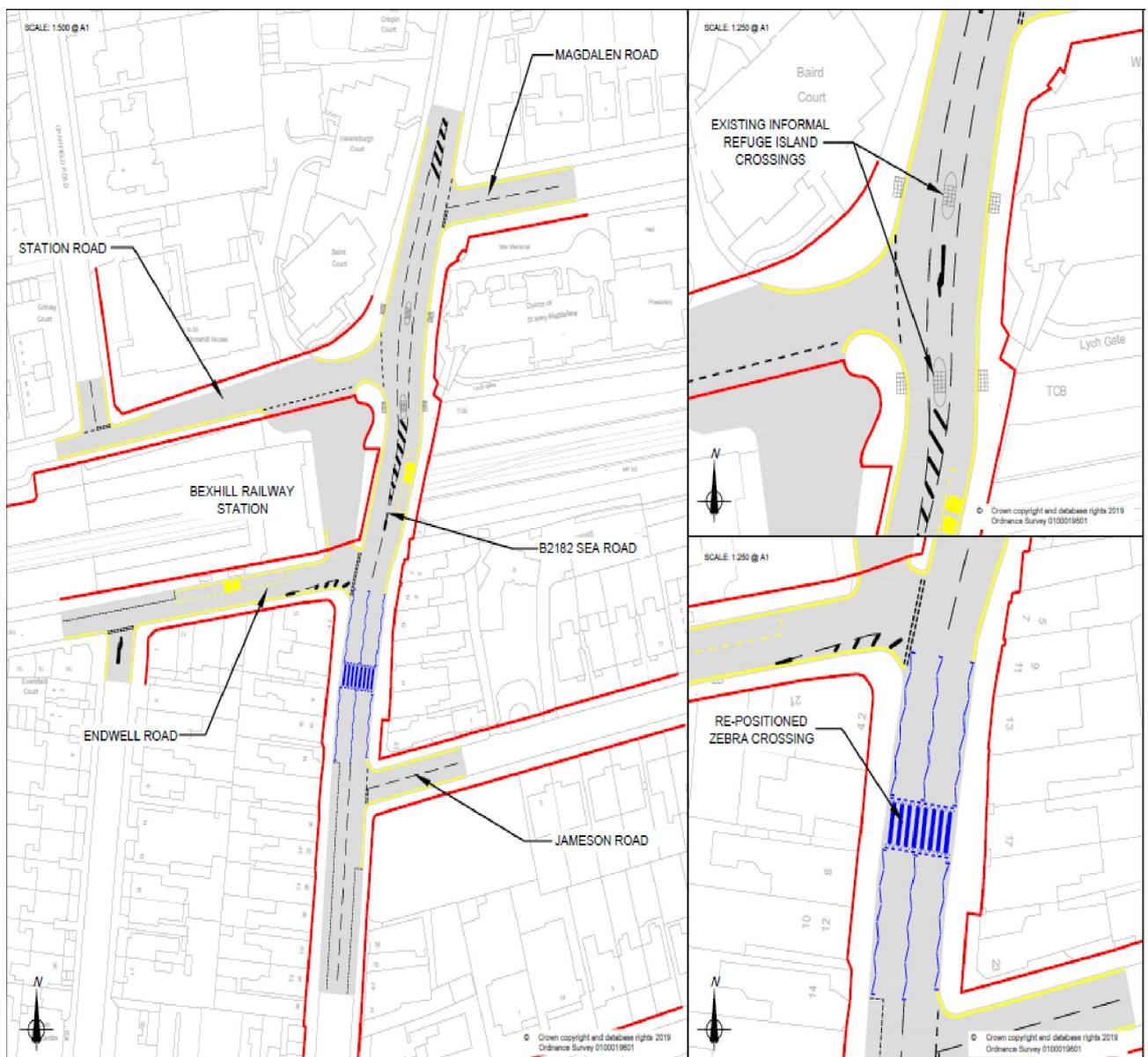
Thus, conclusions have been reached regarding the issues and potential remedies for addressing local concerns. The results of a pedestrian crossing assessment, against the outlined criteria of LTN1/95 'The Assessment of Pedestrian Crossings', fully supported the need for a controlled pedestrian crossing at the site. However, safety concerns were raised regarding the proximity of the crossing to the Sea Road / Endwell Road junction.

Therefore, the proposed scheme will consist of the following design changes;

- Reposition the existing Sea Road zebra crossing further south to be halfway between Endwell Road and Jameson Road – this allows motorists to carry out a full turn before stopping (if required) at the crossing, which is used by pupils as they walk to and from school;
- The new zebra crossing will be widened to 5 metres, and have dropped kerbs, tactile paving and guard rails on the eastern footpath to assist pedestrians as well as flashing amber lights on black and white poles and zig zag road markings to alert motorists; and
- Some 'Pay & Display' car parking bays south of the crossing will need to be removed to reposition the crossing.

It should be noted that the proposed scheme illustrated below, as well as illustrated within [Appendix A](#), was submitted and approved by the ESCC Road Safety Team for a Stage 1 Road Safety Audit (RSA) in February 2020.

**Figure 1.2**  
Proposed Scheme



## Stakeholder Engagement Process

### 2.0 Methodology

The main focus of stakeholder engagement for this Project was to;

- Give stakeholders an understanding of how the feasibility study for Sea Road is being developed (stakeholder contact list is included within [Appendix B](#));
- Give stakeholders the chance to provide feedback on the design option; and
- Review all feedback received and explain how this was taken into consideration for the final design.

### 2.1 Feedback Analysis

On Tuesday 19<sup>th</sup> May 2020, an invitation was issued to key stakeholders, asking them to provide feedback in the form of written representations on the proposed relocation zebra crossing design option. Organisations were asked to respond to an identified project mailbox by Friday 26<sup>th</sup> June 2020.

A copy of this written communication is included for reference within [Appendix C](#) with the responses received also being provided within [Appendix D](#). All of the responses were documented and allocated a reference number. The project team then sorted through all representations to highlight the key themes and provided these to the subject matter experts who would be responsible for analysing the issues in more detail.

It should be noted that due to a lack of responses from the initial email correspondence a secondary email was issued to all the outstanding recipient's on Saturday 20<sup>th</sup> June 2020, again asking for stakeholder feedback.

## Stakeholder Feedback Responses

### 3.0 Feedback Received

The Project Team sent requests for written representations to 18 organisations as well as a handful of Rother Councillors that operate within the Bexhill ward. The invitations were sent to organisations within the Stakeholder Reference Group, a list that was provided by ESCC. It should be noted however that from the 18 organisations contacted only 9 sent submissions to the Project Team, thus calculating a response rate of only 50%. As mentioned previously, a copy of the written responses has also been included for further reference and is attached within [Appendix D](#) of this Technical Note. The below [Table 1.1](#) has illustrated if that individual stakeholder was either in support of the proposed scheme or was opposed.

**Table 1.1.**  
*Expression of Interest*

Support/Oppose	Frequency	% of total responses
Strongly support or support	7	78%
Neither support nor oppose	2	22%
Strongly oppose or oppose	0	0%
<b>Total</b>	<b>9</b>	<b>100%</b>

**Table 1.1** above depicts the number of responses who expressed a preference for the proposed relocation of the zebra crossing. As the table has identified, all apart from two of the respondents were in support of the scheme with the remaining aforementioned two respondents neither supporting nor opposing the scheme. This was due to the comments from the respondents suggest that this is because there was not enough technical information available for them to make an informed decision. This is discussed later on within this Technical Note. However, it should be noted that both the emergency services, South East Coast Ambulance Service and Surrey and Sussex Police were in favour of the scheme as well as receiving positive comments from the local councillors that serve the ward of Bexhill.

It should also be noted that no respondent opposed the scheme.

In order to receive further feedback from Stakeholders this Technical Note was prepared on the 30<sup>th</sup> July 2020 thus giving a further four days to receive any such late responses from Stakeholders, however no further corresponding emails were received.

The project team received a wealth of detailed comments in the feedback which has been helpful in identifying the overall mood from stakeholders as well as issues of importance. Therefore, the more detailed suggestions regarding the scheme have been provided below within the subsections of this Technical Note, with the following response in [blue](#) by ESH.

### **3.2 Broader Points Raised**

#### **3.2.1 Bus Stop**

Stagecoach South East issued the following response *“While this improves access for pedestrians, we would ask you to include improvements to the nearby bus stop in Sea Road.*

*The southbound bus stop opposite the Railway Station would ideally require modifications to improve accessibility for bus uses.*

*We would ask for the clearway markings to be lengthened with a raised kerb (160mm). The length of the raised kerb without a shelter should be 3.6 metres (4 standard kerb lengths)”.*

*ESH Response – The reason for consulting such stakeholders is to obtain their views before it goes to public consultation. If we don’t have the support of people like bus operators, emergency services, councillors, other council teams etc it’s much harder to get approval at consultation stage.*

*The primary objective of this scheme is to improve pedestrian movement and safety by repositioning and extending the width of the current zebra crossing. Therefore, the issue regarding the ‘raised kerbs will be discussed by the ESCC planning team and the drawings will be updated depending on the results of those discussions.*

#### **3.2.1 Pedestrian Safety**

ESCC Road Safety Team responded with the comment *“You have stated that the crossing is to be moved further south, and while this may allow motorists to turn fully before stopping at the crossing, it may also result in the crossing being further away from pedestrian desire lines. I note that you have stated the crossing is used by pupils walking to and from school.*

*Those attending St Richards Catholic College (located in Ashford Road and widely accessed via Magdalen Road) may be encouraged to use the informal refuge island crossing points further north, as this is a more direct route between the school and the railway station. Some may even cross without the use of the zebra crossing or informal refuge islands.*

*The Royal Sovereign Public House (No. 15 Sea Road) has outside seating placed on the footway. The relocation of the crossing could possibly cause pedestrians to have a more limited space to wait (at the crossing) due to the proximity to the pub and outside seating. This may be particularly prevalent at the end of the school day when a potentially large number of pupils are travelling in the same direction at the same time.*

*In addition to this I would also query the continued use of pedestrian guard railing. While I appreciate it is currently in situ on the eastern side of the road, I am sure you are aware that there is a general shift away from the use of pedestrian guard railing and I would question how much it is needed at this location, given the lack of guard railing at other crossing points in this area”.*

*ESH Response – Again, the design team take will take these comments onboard. However, it should be noted that this design has been reviewed and approved by ESCC own safety team during its Stage 1 Road Safety Audit. Therefore, this feedback and comments will be considered during the detailed design stage.*

## Conclusion

### 4.0 Summary

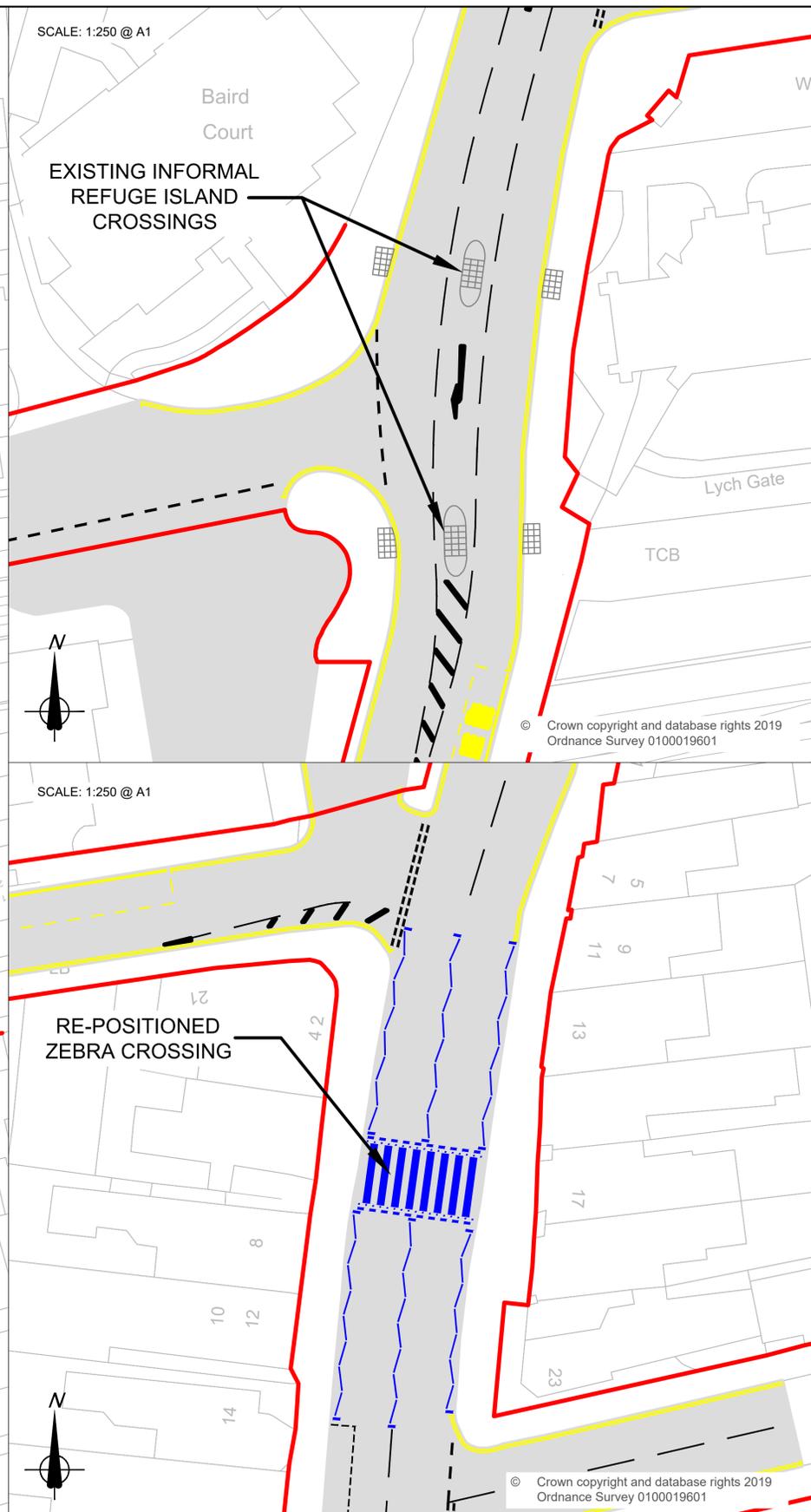
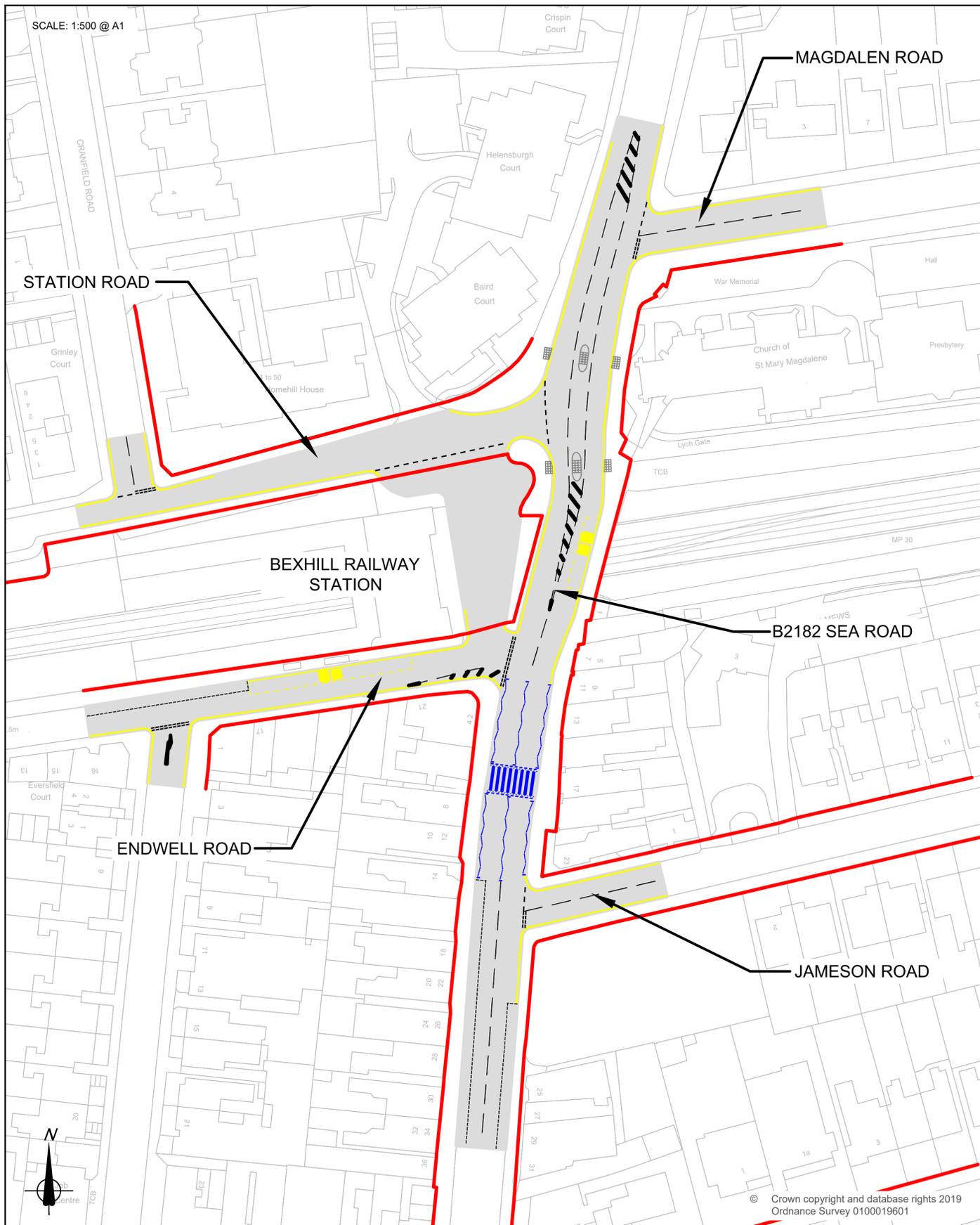
Overall, respondents across the stakeholder groups support the proposals of the relocation of the zebra crossing facility on Sea Road, Bexhill with 78% supporting or strongly supporting the proposals. According to comments received, none objected with the remaining 22% neither supporting nor opposing the scheme.

This report provides a detailed analysis of the feedback received during the stakeholder engagement. The next step will be sharing the design proposal with the general public via consultation later during the year. This report however will be circulated to the project and design teams in order to inform the detailed design and further planning stages of the scheme.

# Appendices

# Appendix A

## Proposed Scheme Design



KEY:  
 LOCAL AUTHORITY HIGHWAY BOUNDARY

Page 41

Rev	Status	Rev. Date	Purpose of revision	Drawn	Chkd	Apprvd

**East Sussex Highways**  
 A partnership between:  
  
 EAST SUSSEX HIGHWAYS  
 RINGMER DEPOT, THE BROYLE  
 RINGMER, EAST SUSSEX, BN8 5NP  
 Tel. 0345 60 80 193 www.eastsussexhighways.com

Project	BEXHILL SEA ROAD PEDESTRIAN CROSSING FACILITY	
Drawing title	PROPOSED LAYOUT IMPROVEMENTS	

Status	SHOWN ON DRAWING	Revision	Date 28/10/2019
Scale	DAFYDD EVANS	Checked By	GETHIN THOMAS
Approved By	ANDY MILEHAM	Project No.	SCH-0145
Originator	Original Size	A1	
Drawing number	002	Volume   Design Alt.   Type   Role   Number	

# Appendix B

## Stakeholder Consultation List

Stakeholder	Contact Details	To include as part of Statutory Consultation Process
<b>ESCC Departments</b>		
Road Safety Team	<a href="mailto:Traffic.Safety@eastsussex.gov.uk">Traffic.Safety@eastsussex.gov.uk</a>	Yes
Passenger transport group	<a href="mailto:publictransport.pts@eastsussex.gov.uk">publictransport.pts@eastsussex.gov.uk</a>	Yes
Parking Team	<a href="mailto:Parking.escc@eastsussex.gov.uk">Parking.escc@eastsussex.gov.uk</a>	Yes
Transport Development Control	<a href="mailto:DevelopmentControl.Transport@eastsussex.gov.uk">DevelopmentControl.Transport@eastsussex.gov.uk</a>	Yes
Asset Management	<a href="mailto:Contracts.ManagementGroup@eastsussex.gov.uk">Contracts.ManagementGroup@eastsussex.gov.uk</a>	Yes
County Ecologist	[REDACTED]	
County Archaeologist	<a href="mailto:County.Archaeology@eastsussex.gov.uk">County.Archaeology@eastsussex.gov.uk</a>	
County Arboroculturist	[REDACTED]	
Landscape Group	[REDACTED]	
Planning Team	<a href="mailto:Development.Control@eastsussex.gov.uk">Development.Control@eastsussex.gov.uk</a>	
County Councillors	Used link to ESCC website: <a href="https://democracy.eastsussex.gov.uk/mgMemberIndex.aspx?bcr=1">https://democracy.eastsussex.gov.uk/mgMemberIndex.aspx?bcr=1</a>	Yes
<b>District and Boroughs</b>		
District and Borough Councils	Used link to ESCC website: <a href="https://www.eastsussex.gov.uk/yourcouncil/about/districtandborough/">https://www.eastsussex.gov.uk/yourcouncil/about/districtandborough/</a>	Yes
District and Borough Councillors	Hastings Borough Council: <a href="https://hastings.moderngov.co.uk/mgFindMember.aspx">https://hastings.moderngov.co.uk/mgFindMember.aspx</a> Rother District Council: <a href="https://rother.moderngov.co.uk/mgFindMember.aspx">https://rother.moderngov.co.uk/mgFindMember.aspx</a> Wealden District Council: <a href="http://council.wealden.gov.uk/mgMemberIndex.aspx?bcr=1">http://council.wealden.gov.uk/mgMemberIndex.aspx?bcr=1</a> Lewes District Council and Eastbourne Borough Council: <a href="https://www.lewes-eastbourne.gov.uk/councillors-committees-and-meetings/who-are-my-councillors/">https://www.lewes-eastbourne.gov.uk/councillors-committees-and-meetings/who-are-my-councillors/</a>	Yes

District/Borough Conservation Officer	Eastbourne Borough Council: Hastings Borough Council: discuss with ESCC Scheme Promotor as there isn't one dedicated person to the role Rother District Council: Wealden District Council: Lewes District Council:	
Equalities officer	[REDACTED]	
Towns and Parish Councils		
Town & Parish councils	Used link to ESCC website: <a href="http://www.sussexalc.org.uk/East_Sussex_19924.aspx">http://www.sussexalc.org.uk/East_Sussex_19924.aspx</a>	Yes
Other Authorities		
Highways England	[REDACTED] [REDACTED] Route Sponsor for East Sussex	
Network Rail	[REDACTED] [REDACTED] - Head of Strategic Planning, South East Route ([REDACTED] is our first point of contact)	Yes
Train Operating Companies	South East - [REDACTED] Southern - [REDACTED] [REDACTED]	
Environment Agency	<a href="mailto:enquiries@environment-agency.gov.uk">enquiries@environment-agency.gov.uk</a>	
South Downs National Park	<a href="mailto:planning@southdowns.gov.uk">planning@southdowns.gov.uk</a>	
Historic England	[REDACTED]	
Emergency Services		
East Sussex Fire and Rescue	Borough Commander for Wealden & Eastbourne: [REDACTED] Borough Commander for Brighton & Hove and Lewes: [REDACTED] Borough Commander for Rother: [REDACTED]	Yes

Police	[REDACTED]	Yes
South East Coast Ambulance Service	Eastbourne, Wealden (Inc. Newhaven), Hastings, Rother [REDACTED] Lewes and City of Brighton areas [REDACTED]	Yes
Road User Groups		
Bus companies	Used link to ESCC website <a href="https://www.eastsussex.gov.uk/roadsandtransport/public/buses/routes/">https://www.eastsussex.gov.uk/roadsandtransport/public/buses/routes/</a> <u>Stagecoach (for east Sussex):</u> [REDACTED], Business Development Officer [REDACTED] <u>Stagecoach (for Eastbourne):</u> [REDACTED] Operations Manager [REDACTED] [REDACTED], Asst Operations Manager [REDACTED]  <u>Renown Coaches:</u> [REDACTED]  <u>Compass Travel (Sussex) Ltd</u> <a href="mailto:office@compass-travel.co.uk">office@compass-travel.co.uk</a>  <u>Countryliner (now in 'administration')</u> <a href="mailto:info@countryliner.net">info@countryliner.net</a>	Yes
Road Haulage Association	[REDACTED]	Yes
Freight Transport Association	<a href="mailto:traffic@fta.co.uk">traffic@fta.co.uk</a> [REDACTED]	Yes
Access and Cycle Groups		

<p>Disability Groups</p>	<p>Scheme specific – As agreed with ESCC Client team through Comms Plan</p> <p>Hastings and Rother Disability Forum <a href="mailto:enquiries@hrdf.org.uk">enquiries@hrdf.org.uk</a></p> <p><u>Wealden</u></p> <p><u>Eastbourne Access Group</u> [REDACTED]</p>	
<p>Cycling &amp; Walking        Groups</p>	<p>Scheme specific – As agreed with ESCC Client team through Comms Plan</p> <ul style="list-style-type: none"> <li>• <u>Newhaven Area</u> (Including Peacehaven &amp; Seaford)</li> </ul> <p><u>Cycling</u></p> <p>Cycle Seahaven – [REDACTED]</p> <ul style="list-style-type: none"> <li>• Lewes</li> </ul> <p><u>Cycling</u></p> <p>Cycle Lewes - [REDACTED]</p> <p><u>Walking</u></p> <p>Living Streets Lewes – still awaiting GDPR contact details request confirmation</p> <ul style="list-style-type: none"> <li>• Eastbourne</li> </ul> <p><u>Cycling</u></p> <p>Bespoke – [REDACTED]</p> <p><u>Walking</u></p> <p><u>AFoot</u></p> <ul style="list-style-type: none"> <li>• <u>South Wealden</u></li> </ul> <p><u>Cycling &amp; Walking</u></p> <p>Active Hailsham – [REDACTED]</p> <ul style="list-style-type: none"> <li>• Rother (including Bexhill)</li> </ul> <p><u>Bexhill Cycling</u></p> <p>Bexhill Wheelers – [REDACTED]</p> <p><u>Rother – Cycling</u></p> <p>1066 Cycle club - [REDACTED]</p> <p><u>Rother – Walking</u></p> <p>Rother Ramblers – [REDACTED]</p> <p><u>Hastings</u></p> <p><u>Hastings Cycling</u></p> <p><u>Hastings Urban Bikes</u> – [REDACTED]</p> <p>[REDACTED]</p>	

	<p><b>Hastings The Greenway Group:</b> <a href="mailto:info@hastingsgreenway.org">info@hastingsgreenway.org</a></p> <p>Hastings Sustainable Transport Forum – [REDACTED]</p> <p><b>Hastings Walking</b></p> <p>Hastings Ramblers – [REDACTED]</p>	
District Access Group	<p>Eastbourne Borough Council:  [REDACTED], Corporate Development Support Officer</p> <p>Hastings Borough Council:</p> <p>Rother District Council:</p> <p>Wealden District Council:</p> <p>Lewes District Council:</p>	
<b>Statutory Undertakers</b>		
Statutory undertakers	<a href="mailto:C2Stats@eastsussexhighways.com">C2Stats@eastsussexhighways.com</a>	
<b>Other</b>		
Schools	Scheme specific – As agreed with ESCC Client team through Comms Plan	
Local businesses/shops	<p>Scheme specific – As agreed with ESCC Client team through Comms Plan</p> <p><b>Federation of Small Businesses</b> [REDACTED]</p> <p><b>Local Chamber of Commerce – area specific</b></p>	
Residents groups/associations	Scheme specific – As agreed with ESCC Client team through Comms Plan	
Residents	Scheme specific – As agreed with ESCC Client team through Comms Plan	

# Appendix C

Engagement Communications

'ESCC Email Template'

## Mileham, Andy/LON

---

**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Attachments:** SCH-0145 002 Proposed Layout Improvements.pdf; SCH-0145 001 Existing Layout.pdf

**Importance:** High  
**Sensitivity:** Confidential

**Sensitivity:** Confidential

Dear Sir or Madam,

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

Our proposal will be shared more widely and be subject to a public consultation later in the year. However, before that we wanted to share some details of the proposed design with you to get your input at this early stage on the changes we are looking to make.

From the attached drawing, you will see that we are proposing to:

- Reposition the existing Sea Road zebra crossing further south to be halfway between Endwell Road and Jameson Road – this allows motorists to carry out a full turn before stopping (if required) at the crossing, which is used by pupils as they walk to and from school.
- The new zebra crossing will be widened to 5 metres, and have dropped kerbs, tactile paving and guard rails on the eastern footpath to assist pedestrians as well as flashing amber lights on black and white poles and zig zag road markings to alert motorists.
- Some car parking bays south of the crossing will need to be removed to reposition the crossing

Please also note that this area is subject to proposals for a cycle route which would alter the crossing design, but not the proposed new location. The cycle route proposals will be consulted upon separately but would include a parallel crossing for cyclists at the zebra location.

The feedback received through this stakeholder engagement process will be considered during the detailed design stage and will help with the refinement and development of the scheme. We would welcome your views on any or all of these details by Friday 26 June 2020 – you can email us at [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

If you would like to discuss this further with a member of the project team, please let us know and we would be happy to set up an online meeting to do so.

Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**  
**Jacobs** | Associate Director of Cities & Places  
☎ 0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)  
Cottons Centre | Cottons Lane | London | SE1 2QG | United Kingdom

**Jacobs** Challenging today.  
Reinventing tomorrow.

# Appendix D

Engagement Communications

'Stakeholder Responses'

## Mileham, Andy/LON

---

**From:** [REDACTED]  
**Sent:** 22 May 2020 12:32  
**To:** Mileham, Andy/LON  
**Subject:** [EXTERNAL] RE: Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Sensitivity:** Confidential

Thank you Andy.

All perfectly reasonable.

The usual problem is displacing residents parking, but reducing paid parking is not an issue.

Absolutely no concerns and happy to support the improvements.

Regards

[REDACTED]  
BSc (Hons) Social Sciences (Open), BSc (Open),  
Cert HSC (Open), Cert Mngt Care (Open).

**Surrey and Sussex Police - Operations Command  
Road Safety and Traffic Management Team  
(Surrey- Strategic Road network, Tandridge, Reigate and Banstead, Mole Valley, )  
(Sussex -Rother, Lewes, Eastbourne, Hastings, Wealden)**

[REDACTED]  
[REDACTED]  
Roads Policing Unit, Fosterdown, Godstone, Surrey. RH9 8BQ  
[www.surrey.police.uk](http://www.surrey.police.uk)  
[www.sussex.police.uk](http://www.sussex.police.uk)

---

**From:** Mileham, Andy/LON [mailto:Andy.Mileham@jacobs.com]  
**Sent:** 21 May 2020 14:18  
**To:** [REDACTED]  
**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Sensitivity:** Confidential

**\*\*External Email - Think before you click. If you do not trust the sender, do not click on any links or open any attachments. Further information can be found [here](#).\*\***

Good Afternoon [REDACTED],

Many thanks for the quick turnaround on this it's very much appreciated.

I've attached a copy of our design report that was submitted and approved by ESCC (the scheme has also passed a Road Safety Audit) so should have further details located within. However in answer to your questions, please find attached my response in [blue](#);

- Moving the crossing away from the historic desire line may lead to individuals crossing the road in the shadow of the newly located crossing. Nothing is worse than moving the crossing to a safer location; but then no one uses it.
- [Jacobs Response – Agreed. Although the existing zebra crossing is deemed a suitable type of pedestrian crossing in reflection of the number of passing vehicles and pedestrian crossing movements recorded during the surveys, improvement measures have been considered in order to resolve the safety concerns gathered from the PIC analysis.](#)
- Who is currently parking in the spaces to be used for the new crossing? Is it residents?
- [Jacobs Response - It's Pay & Display Parking \(2 hours maximum\).](#)
- Is there a collision problem at this location?
- [Jacobs Response – Please see section 5.3.5 for the Personal Injury Collision Data for the study. However it should be noted that during the five-year assessment period that eight collisions were recorded within the study area resulting in nine casualties.](#)
- What has provoked the proposal?
- [Jacobs Response – ESCC Head of Road Safety 'Brian Banks' is keen for improvements to be made due to the crash record.](#)

Should you have any additional follow-up questions then please don't hesitate to get in touch.

Regards

**Andy Mileham, MILT, MCIHT, TMICE**

**Jacobs** | Associate Director of Cities & Places

☎ 0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

Cottons Centre | Cottons Lane | London | SE1 2QG | United Kingdom

**Jacobs**

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Reinventing tomorrow.

---

**From:** [REDACTED]

**Sent:** 21 May 2020 12:49

**To:** Mileham, Andy/LON <[Andy.Mileham@jacobs.com](mailto:Andy.Mileham@jacobs.com)>

**Subject:** [EXTERNAL] RE: Sea Road, Bexhill - Proposed Pedestrian Crossing

**Sensitivity:** Confidential

Good afternoon Andy.

I visited the location yesterday.

My only observations would be that;

1. Moving the crossing away from the historic desire line may lead to individuals crossing the road in the shadow of the newly located crossing. Nothing is worse than moving the crossing to a safer location; but then no one uses it.
2. Who is currently parking in the spaces to be used for the new crossing? Is it residents?
3. Is there a collision problem at this location?
4. What has provoked the proposal?

Regards

[Redacted]

BSc (Hons) Social Sciences (Open), BSc (Open),  
Cert HSC (Open), Cert Mngt Care (Open).

**Surrey and Sussex Police - Operations Command  
Road Safety and Traffic Management Team  
(Surrey- Strategic Road network, Tandridge, Reigate and Banstead, Mole Valley, )**

**(Sussex -Rother, Lewes, Eastbourne, Hastings, Wealden)**

[Redacted]

[Redacted]

Roads Policing Unit, Fosterdown, Godstone, Surrey. RH9 8BQ

[www.surrey.police.uk](http://www.surrey.police.uk)

[www.sussex.police.uk](http://www.sussex.police.uk)

---

**From:** Mileham, Andy/LON [<mailto:Andy.Mileham@jacobs.com>]

**Sent:** 18 May 2020 21:24

**To:** [Redacted]

**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing

**Importance:** High

**Sensitivity:** Confidential

**\*\*External Email - Think before you click. If you do not trust the sender, do not click on any links or open any attachments. Further information can be found [here](#).\*\***

Dear [Redacted],

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

Our proposal will be shared more widely and be subject to a public consultation later in the year. However, before that we wanted to share some details of the proposed design with you to get your input at this early stage on the changes we are looking to make.

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- Some car parking bays south of the crossing will need to be removed to reposition the crossing

Please also note that this area is subject to proposals for a cycle route which would alter the crossing design, but not the proposed new location. The cycle route proposals will be consulted upon separately but would include a parallel crossing for cyclists at the zebra location.

The feedback received through this stakeholder engagement process will be considered during the detailed design stage and will help with the refinement and development of the scheme. We would welcome your views on any or all of these details by Friday 26 June 2020 – you can email us at [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

If you would like to discuss this further with a member of the project team, please let us know and we would be happy to set up an online meeting to do so.

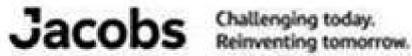
Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**

**Jacobs** | Associate Director of Cities & Places

☎ 0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

Cottons Centre | Cottons Lane | London | SE1 2QG | United Kingdom



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For more information please visit <http://www.symanteccloud.com>

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## Mileham, Andy/LON

---

**From:** Development Control (Transport)  
<DevelopmentControl.Transport@eastsussex.gov.uk>  
**Sent:** 22 June 2020 11:48  
**To:** Mileham, Andy/LON  
**Subject:** [EXTERNAL] RE: Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Sensitivity:** Confidential

Hello Andy,

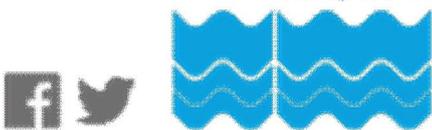
I have confirmed with Planner within our team who has advised we do not have any comments to add.

We did however send this to our Strategic Economic Infrastructure Team and they will advise if they wish to make any comments themselves.

Kind Regards,

  
Technical Support Officer  
Transport Development Control  
Communities, Economy & Transport  
 | [eastsussex.gov.uk](http://eastsussex.gov.uk)

East Sussex  
County Council



---

**From:** Mileham, Andy/LON <Andy.Mileham@jacobs.com>  
**Sent:** 18 May 2020 21:16  
**To:** Development Control (Transport) <DevelopmentControl.Transport@eastsussex.gov.uk>  
**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Importance:** High  
**Sensitivity:** Confidential

Dear Sir or Madam,

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

Our proposal will be shared more widely and be subject to a public consultation later in the year. However, before that we wanted to share some details of the proposed design with you to get your input at this early stage on the changes we are looking to make.

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If you would like to discuss this further with a member of the project team, please let us know and we would be happy to set up an online meeting to do so.

Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**

**Jacobs** | Associate Director of Cities & Places

☎ 0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

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## Mileham, Andy/LON

---

**From:** [REDACTED]  
**Sent:** 22 June 2020 10:05  
**To:** Mileham, Andy/LON  
**Cc:** [REDACTED]  
**Subject:** [EXTERNAL] FW: TDC2060 Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Attachments:** SCH-0145 002 Proposed Layout Improvements.pdf; SCH-0145 001 Existing Layout.pdf

**Importance:** High  
**Sensitivity:** Confidential

Dear Andy,

I have been asked to respond to you with regards to the proposals to improve the pedestrian crossing facilities at Sea Road, Bexhill on Sea.

You have stated that the crossing is to be moved further south, and while this may allow motorists to turn fully before stopping at the crossing, it may also result in the crossing being further away from pedestrian desire lines. I note that you have stated the crossing is used by pupils walking to and from school. Those attending St Richards Catholic College (located in Ashford Road and widely accessed via Magdalen Road) may be encouraged to use the informal refuge island crossing points further north, as this is a more direct route between the school and the railway station. Some may even cross without the use of the zebra crossing or informal refuge islands.

The Royal Sovereign Public House (No. 15 Sea Road) has outside seating placed on the footway. The relocation of the crossing could possibly cause pedestrians to have a more limited space to wait (at the crossing) due to the proximity to the pub and outside seating. This may be particularly prevalent at the end of the school day when a potentially large number of pupils are travelling in the same direction at the same time.

In addition to this I would also query the continued use of pedestrian guard railing. While I appreciate it is currently in situ on the eastern side of the road, I am sure you are aware that there is a general shift away from the use of pedestrian guard railing and I would question how much it is needed at this location, given the lack of guard railing at other crossing points in this area.

I trust that these comments will be of use to you. Please do not hesitate to contact me if you wish to discuss them further.

Kind regards

[REDACTED]  
Senior Traffic and Safety Officer  
Road Safety Team  
Communities, Economy & Transport  
[REDACTED]



---

**From:** Mileham, Andy/LON <[Andy.Mileham@jacobs.com](mailto:Andy.Mileham@jacobs.com)>  
**Sent:** 18 May 2020 21:12  
**To:** Traffic Safety <[Traffic.Safety@eastsussex.gov.uk](mailto:Traffic.Safety@eastsussex.gov.uk)>  
**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Importance:** High  
**Sensitivity:** Confidential

Dear Sir or Madam,

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

Our proposal will be shared more widely and be subject to a public consultation later in the year. However, before that we wanted to share some details of the proposed design with you to get your input at this early stage on the changes we are looking to make.

From the attached drawing, you will see that we are proposing to:

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Please also note that this area is subject to proposals for a cycle route which would alter the crossing design, but not the proposed new location. The cycle route proposals will be consulted upon separately but would include a parallel crossing for cyclists at the zebra location.

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Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**  
**Jacobs** | Associate Director of Cities & Places  
☎ 0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)  
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## Mileham, Andy/LON

---

**From:** [REDACTED]  
**Sent:** 20 June 2020 15:50  
**To:** Mileham, Andy/LON  
**Subject:** [EXTERNAL] Re: Sea Road, Bexhill - Proposed Pedestrian Crossing

**Sensitivity:** Confidential

Apologies, I discussed this with colleagues at the time and then neglected to respond to you. I think the proposed plan is fine.

Who do I contact about installing a crossing on Magdalen Road? This is a very busy road and pedestrians have nowhere safely to cross.

[REDACTED]  
Rother District Councillor - Sackville Ward Bexhill

Rother District Council  
Town Hall  
Bexhill on Sea  
East Sussex TN39 3JX

[REDACTED]  
W:[www.rother.gov.uk](http://www.rother.gov.uk)

On 20 Jun 2020, at 15:20, Mileham, Andy/LON <Andy.Mileham@jacobs.com> wrote:

**[THIS EMAIL HAS BEEN SENT FROM OUTSIDE ROTHER]** Please do not open links or attachments unless you recognise the sender and know the content is safe.

[REDACTED],  
I was checking my records and have noticed that we have still not received a response from yourself concerning the attached scheme.

Your feedback and acknowledgment are very much appreciated before by Friday, 26th June 2020.

If you would like to discuss this further with a member of the project team, please let us know, and we would be happy to set up an online meeting to do so.

Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**

<image001.png>  
| Associate Director of Cities & Places  
<image004.jpg>

0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)  
Cottons Centre | Cottons Lane | London | SE1 2QG | United Kingdom  
<image005.jpg>

---

**From:** Mileham, Andy/LON  
**Sent:** 19 May 2020 14:16  
**To:** [REDACTED]  
**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Importance:** High  
**Sensitivity:** Confidential

Dear [REDACTED]

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

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Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**

<image001.png>

| Associate Director of Cities & Places

<image006.jpg>

0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

Cottons Centre | Cottons Lane | London | SE1 2QG | United Kingdom

<image007.jpg>

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<SCH-0145 002 Proposed Layout Improvements.pdf>

<SCH-0145 001 Existing Layout.pdf>

## COVID - 19 pandemic

The Council will endeavour to respond to your request as soon as possible but we ask you to appreciate that our priority in terms of resources, finances or people, might be diverted away from usual compliance or information work during this extraordinary pandemic period. This understandably may result in the Council not being able to respond to you as quickly as we would like to.

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## Mileham, Andy/LON

---

**From:** [REDACTED]  
**Sent:** 19 May 2020 09:50  
**To:** Mileham, Andy/LON  
**Subject:** [EXTERNAL] RE: Sea Road, Bexhill - Proposed Pedestrian Crossing

**Sensitivity:** Confidential

Hi Andy,

I have reviewed the plans – I have no concerns to raise.

Kind regards,

[REDACTED]

[REDACTED]

**Operations Manager**

**East Sussex Operating Unit**

**South East Coast Ambulance Service NHS Foundation Trust**

Polegate Make Ready Centre Hailsham Road Polegate East Sussex BN26 6QL  
Hastings Make Ready Centre Bohemia Road Hastings East Sussex TN34 1ET

[REDACTED]



---

**From:** Mileham, Andy/LON <Andy.Mileham@jacobs.com>  
**Sent:** 18 May 2020 21:25  
**To:** [REDACTED]  
**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Importance:** High  
**Sensitivity:** Confidential

Dear [REDACTED],

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

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Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**

**Jacobs** | Associate Director of Cities & Places

☎ 0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

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## Mileham, Andy/LON

---

**From:** Parking Rother <Parking.Rother@eastsussex.gov.uk>  
**Sent:** 25 June 2020 13:30  
**To:** Mileham, Andy/LON  
**Cc:** [REDACTED]  
**Subject:** [EXTERNAL] RE: Sea Road, Bexhill - Proposed Pedestrian Crossing

Dear Andy

Thank you for your email of 18 May about the proposed pedestrian crossing in Sea Road. I apologise for the delay in responding.

We have no objections to the relocation of the crossing.

Please be aware the we are currently in the process of implementing a new parking scheme in Bexhill. This does not change the location of the bays in Sea Road (which will be removed by your proposal) by does change their use and put them in a new Traffic Order. Below is a link to the draft order.

[https://consultation.eastsussex.gov.uk/economy-transport-environment/parkingrotherformal2019/supporting\\_documents/Draft%20TRO.pdf](https://consultation.eastsussex.gov.uk/economy-transport-environment/parkingrotherformal2019/supporting_documents/Draft%20TRO.pdf)

It is hope that the scheme will come into effect in October.

I hope this information is of use.

Kind regards

[REDACTED]  
Parking Review Officer  
Parking Team, Communities, Economy and Transport

[REDACTED]  
[eastsussex.gov.uk](https://eastsussex.gov.uk)



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<https://www.eastsussex.gov.uk/community/emergencyplanningandcommunitysafety/coronavirus/>

---

**From:** [REDACTED]  
**Sent:** 19 June 2020 10:22

**To:** Parking ESCC <Parking.ESCC@eastsussex.gov.uk>  
**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing

Dear Parking team,

Just a quick reminder that we would appreciate any feedback about the proposed relocation of the pedestrian crossing on Sea Road Bexhill by 26 June.

You will have received an e-mail about the proposals from Andy Mileham at Jacobs (below). Please let him have any comments by next Friday.

Kind regards

[Redacted]

[Redacted]

Principal Scheme Development Officer, Strategic Economic Infrastructure  
Economic Development, Skills and Infrastructure Service  
Communities, Economy and Transport

[Redacted]

[eastsussex.gov.uk](http://eastsussex.gov.uk)

East Sussex  
County Council



**From:** Mileham, Andy/LON <[Andy.Mileham@jacobs.com](mailto:Andy.Mileham@jacobs.com)>

**Sent:** 18 May 2020 21:25

**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing

**Importance:** High

**Sensitivity:** Confidential

Dear stakeholder,

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

Our proposal will be shared more widely and be subject to a public consultation later in the year. However, before that we wanted to share some details of the proposed design with you to get your input at this early stage on the changes we are looking to make.

From the attached drawing, you will see that we are proposing to:

- Reposition the existing Sea Road zebra crossing further south to be halfway between Endwell Road and Jameson Road – this allows motorists to carry out a full turn before stopping (if required) at the crossing, which is used by pupils as they walk to and from school.
- The new zebra crossing will be widened to 5 metres, and have dropped kerbs, tactile paving and guard rails on the eastern footpath to assist pedestrians as well as flashing amber lights on black and white poles and zig zag road markings to alert motorists.
- Some car parking bays south of the crossing will need to be removed to reposition the crossing

Please also note that this area is subject to proposals for a cycle route which would alter the crossing design, but not the proposed new location. The cycle route proposals will be consulted upon separately but would include a parallel crossing for cyclists at the zebra location.

The feedback received through this stakeholder engagement process will be considered during the detailed design stage and will help with the refinement and development of the scheme. We would welcome your views on any or all of these details by Friday 26 June 2020 – you can email us at [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

If you would like to discuss this further with a member of the project team, please let us know and we would be happy to set up an online meeting to do so.

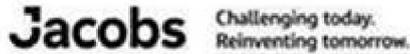
Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**

**Jacobs** | Associate Director of Cities & Places

☎0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

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## Mileham, Andy/LON

---

**From:** [REDACTED]  
**Sent:** 22 June 2020 07:33  
**To:** Mileham, Andy/LON  
**Subject:** [EXTERNAL] Re: Sea Road, Bexhill - Proposed Pedestrian Crossing

**Sensitivity:** Confidential

Dear Andy

Sorry for not replying earlier the proposals look fine to me moving the zebra crossing to the south will certainly make things a little safer I have been caught out there myself

Kind Regards  
[REDACTED]

---

**From:** Mileham, Andy/LON <Andy.Mileham@jacobs.com>  
**Sent:** 20 June 2020 15:19  
**To:** [REDACTED]  
**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing

Dear [REDACTED],

I was checking my records and have noticed that we have still not received a response from yourself concerning the attached scheme.

Your feedback and acknowledgment are very much appreciated before by Friday, 26th June 2020.

If you would like to discuss this further with a member of the project team, please let us know and we would be happy to set up an online meeting to do so.

Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**  
**Jacobs** | Associate Director of Cities & Places  
☎ 0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)  
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**From:** Mileham, Andy/LON  
**Sent:** 19 May 2020 14:18  
**To:** [REDACTED]  
**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Importance:** High  
**Sensitivity:** Confidential

Dear [REDACTED],

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

Our proposal will be shared more widely and be subject to a public consultation later in the year. However, before that we wanted to share some details of the proposed design with you to get your input at this early stage on the changes we are looking to make.

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Please also note that this area is subject to proposals for a cycle route which would alter the crossing design, but not the proposed new location. The cycle route proposals will be consulted upon separately but would include a parallel crossing for cyclists at the zebra location.

The feedback received through this stakeholder engagement process will be considered during the detailed design stage and will help with the refinement and development of the scheme. We would welcome your views on any or all of these details by Friday 26 June 2020 – you can email us at [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

If you would like to discuss this further with a member of the project team, please let us know and we would be happy to set up an online meeting to do so.

Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**

**Jacobs** | Associate Director of Cities & Places

☎ 0203 980 2558 | [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

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## Mileham, Andy/LON

---

**From:** [REDACTED]@stagecoachbus.com>  
**Sent:** 20 May 2020 16:55  
**To:** Mileham, Andy/LON  
**Cc:** [REDACTED]  
**Subject:** [EXTERNAL] Re: Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Sensitivity:** Confidential

Hello Andy,

Thank you for emailing me proposals regarding the pedestrian crossing at Sea Road in Bexhill.

While this improves access for pedestrians, we would ask you to include improvements to the nearby bus stop in Sea Road.

The southbound bus stop opposite the Railway Station would ideally require modifications to improve accessibility for bus uses.

We would ask for the clearway markings to be lengthened with a raised kerb (160mm). The length of the raised kerb without a shelter should be 3.6 metres (4 standard kerb lengths).

Please let me know if you require any further information on this and I will do what I can to assist.

[REDACTED]  
Network Planning Manager  
Stagecoach South East

T [REDACTED]

**\*Please note I am currently working from home until further notice**

The Bus Station, St George's Lane, Canterbury, Kent, CT1 2SY  
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[www.stagecoachbus.com/conditions-of-carriage](http://www.stagecoachbus.com/conditions-of-carriage)

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Registered Office: One Stockport Exchange, 20 Railway Road, Stockport, SK1 3SW

**From:** Mileham, Andy/LON <Andy.Mileham@jacobs.com>  
**Sent:** 19 May 2020 12:09  
**To:** [REDACTED]@stagecoachbus.com>  
**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing

[REDACTED]

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

Our proposal will be shared more widely and be subject to a public consultation later in the year. However, before that we wanted to share some details of the proposed design with you to get your input at this early stage on the changes we are looking to make.

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The feedback received through this stakeholder engagement process will be considered during the detailed design stage and will help with the refinement and development of the scheme. We would welcome your views on any or all of these details by Friday 26 June 2020 – you can email us at [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

If you would like to discuss this further with a member of the project team, please let us know and we would be happy to set up an online meeting to do so.

Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**  
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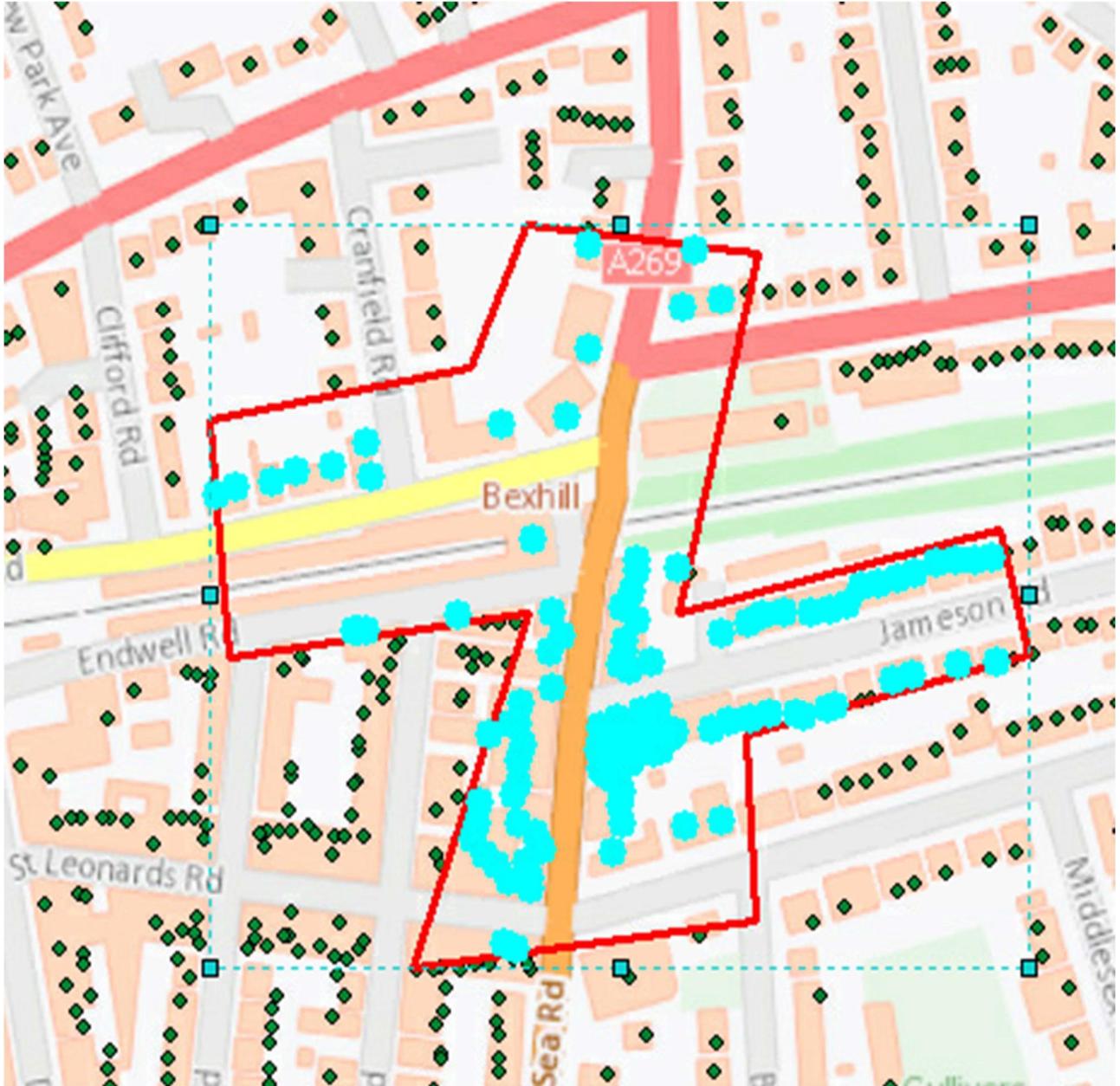
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Registered Address: 10 Dunkeld Road, Perth, PH1 5TW  
Registered Number: 100764 in Scotland

---

Catchment area for delivery of Sea Road Bexhill consultation leaflet



## Have your say on the proposed improvements to pedestrian crossing facilities at Sea Road, Bexhill.

East Sussex Highways (ESH) and East Sussex County Council (ESCC) are looking to improve pedestrian facilities in Sea Road.



The scheme aims to:

- Reposition the existing zebra crossing on Sea Road further south to be halfway between Endwell Road and Jameson Road.
- Provide a new 5 metre widened zebra crossing and have dropped kerbs & tactile paving to assist pedestrians.

A drawing of the design proposals is shown overleaf.

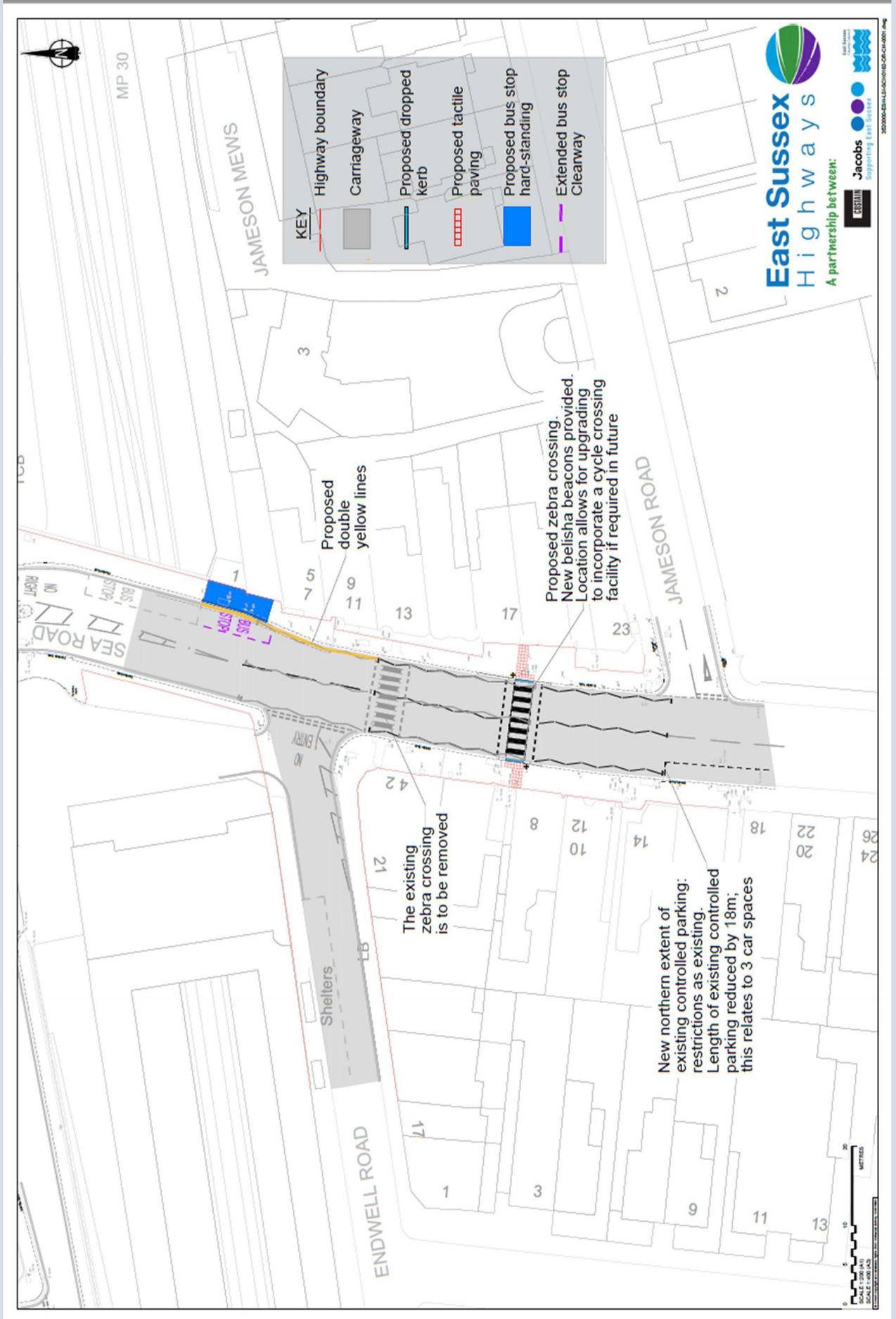
The consultation can be accessed via the QR code or the weblink below  
<https://consultation.eastsussex.gov.uk/economy-transport-environment/sea-road,bexhill>

You can also request paper copies of plans and response forms, copies in Braille, large text or another language by contacting [customer@eastsussexhighways.com](mailto:customer@eastsussexhighways.com) or calling 0345 60 80 193.



Consultation closes on Friday 24<sup>th</sup> March 2022

# Proposed improvements to pedestrian facilities at Sea Road, Bexhill



## Mileham, Andy/LON

---

**Subject:** Sea Road, Bexhill - Proposed Pedestrian Crossing  
**Attachments:** SCH-0145 002 Proposed Layout Improvements.pdf; SCH-0145 001 Existing Layout.pdf

**Importance:** High  
**Sensitivity:** Confidential

**Sensitivity:** Confidential

Dear Sir or Madam,

I am contacting you on behalf of East Sussex Highways (ESH) and East Sussex County Council (ESCC) who are looking to improve pedestrian facilities in Bexhill, and in particular on Sea Road.

Our proposal will be shared more widely and be subject to a public consultation later in the year. However, before that we wanted to share some details of the proposed design with you to get your input at this early stage on the changes we are looking to make.

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The feedback received through this stakeholder engagement process will be considered during the detailed design stage and will help with the refinement and development of the scheme. We would welcome your views on any or all of these details by Friday 26 June 2020 – you can email us at [andy.mileham@jacobs.com](mailto:andy.mileham@jacobs.com)

If you would like to discuss this further with a member of the project team, please let us know and we would be happy to set up an online meeting to do so.

Kind Regards

**Andy Mileham, MILT, MCIHT, TMICE**

**Jacobs** | Associate Director of Cities & Places

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PUBLIC CONSULTATION REPORT

# Sea Road, Bexhill Pedestrian Crossing Facility

*Prepared for*

East Sussex County Council (ESCC)

April 2022

East Sussex Highways  
The Broyle  
Ringmer  
East Sussex  
BN8 5NP

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# Document Issue

## Revision History

Issue	Author	Date	Description
1	A.J. Mileham	10/04/21	Client Draft
2	A.J. Mileham	23/04/21	Final Client Version

## Technical Check

Role	Name	Signature	Date
Senior Transport Planner	C.Hill	<i>C.Hill</i>	11/04/21

## Approval

Role	Name	Signature	Date
Associate Director	A.J. Mileham	<i>A. Mileham</i>	13/04/21

# Acronyms & Abbreviations

<b>CPE</b>	Civil Parking Enforcement
<b>DfT</b>	Department for Transport
<b>ESCC</b>	East Sussex County Council
<b>ESH</b>	East Sussex Highways
<b>NMU</b>	Non-Motorised User
<b>PIC</b>	Personal Injury Collision
<b>QR</b>	Quick Response
<b>RSA</b>	Road Safety Audit

# Executive Summary

## Background

This technical report sets out the consultation strategy and results in relation to the East Sussex County Council (ESCC) proposal SCH-145, which comprises of the relocation and improvements at the zebra crossing facility along Sea Road in Bexhill-on-Sea. The existing zebra crossing is located on the Sea Road section of the B2182, a route that provides a north-south corridor from the A269 in Sidley village on the northern outskirts of Bexhill-on-Sea to the seafront.

It passes under the A259 King Offa Way dual carriageway and crosses over the East Coastway railway line, before turning westbound along the sea front of Bexhill-on-Sea. The zebra crossing itself is located towards the north end of Sea Road, next to the Endwell Road junction, and is in close proximity to both the railway bridge section of Sea Road and Bexhill railway station.

Data was collected from a range of different sources, all of which formed an essential part of understanding the characteristics of the study area's highway network. This included an initial desk-based study and a review of personal injury collision (PIC), traffic flow, speed and non-motorised user (NMU) crossing movement data provided by ESCC. Review of the collected data has provided a detailed understanding of traffic and pedestrian issues along the local highway network.

Thus, conclusions have been reached regarding the issues and potential mitigation for addressing local concerns. The results of a pedestrian crossing assessment, against the outlined criteria of LTN1/95 'The Assessment of Pedestrian Crossings', fully supported the need for a controlled pedestrian crossing at the site. However, safety concerns were raised regarding the proximity of the crossing to the Sea Road / Endwell Road junction.

Therefore, the proposed scheme will consist of the following design changes;

- Reposition the existing Sea Road zebra crossing further south to be halfway between Endwell Road and Jameson Road;
- The new zebra crossing will be widened to five metres, include dropped kerbs, tactile paving and guard rails on the eastern footpath to assist pedestrians as well as flashing amber lights on black and white poles and zig zag road markings to alert motorists; and
- Some 'Pay & Display' car parking bays south of the crossing will need to be removed to reposition the crossing. This has been calculated as a total reduction of three parking bays.

In parallel, ESCC is also working to develop a high quality and safe cycle route which would alter the crossing design, but not the proposed new location. The cycle route proposals will be consulted upon separately but would include a parallel crossing for cyclists at the zebra location.

The main purpose of this report is to set out how the public consultation was undertaken and to summarise the responses received. The findings summarised in this report will be used to inform the next stages of the overall design process.

In addition to the above, it should also be noted that ESH and ESCC have previously engaged in discussions with local communities, businesses, voluntary groups and public organisations as part of the stakeholder engagement process. The results of which are detailed within ESH Technical Note (TN01) which was prepared in June 2020.

## Consultation Process

The consultation adopted a “digital first” approach to reach as wide an audience as possible in a sustainable way. This means making details of the scheme available online via the East Sussex Citizen Space consultation hub. The consultation period ran from 25<sup>th</sup> February to 25<sup>th</sup> March 2022 and was undertaken virtually (due to Covid-19 restrictions at the time).

The consultation event was hosted on the ESCC Citizen Space webpage, which is a digital platform used by the majority of UK councils to undertake online consultations and record responses received from the public. All information about the proposals was made available online via the webpage, with the design proposals accompanied by a questionnaire, which included open questions in order to encourage qualitative feedback.

Members of the public were invited to give their views by filling in the questionnaire online or via post or email. The questionnaire and factsheets were available on request in alternative formats such as large print, audio or languages other than English. Paper copies of the questionnaire and the factsheets were also available upon request.

Leaflets were distributed to over 400 addresses, which were located within close proximity of the proposed scheme. In addition, the design proposals were also promoted through the local media, posters, letters/emails to ward members, disability and access groups and to the owners/occupiers.

As mentioned above, a separate process was undertaken for the stakeholder engagement. Outputs from that process were presented in a previous Technical Note (01), and changes made to the design in response to the comments made.

## Consultation Findings

There was a total of around 31 respondents to the consultation which equates to an 8% response rate. As is standard practise, a typical survey response rate can lie anywhere in the region between 5% and 30%. This response rate could be classed as low however, given the nature of this type of scheme, it is not unexpected.

Of the individuals who responded, 50% were male and 37% were female, with the remaining 13% preferring to not say. According to the 2018 figures, the area of Rother is 48.5% male and 51.5% female (Equality and Diversity Profile for Hastings and Rother Clinical Commissioning Group, East Sussex Public Health Intelligence January 2018), indicating a slight under-representation of women participating in the consultation.

In terms of the ages of respondents the largest group of respondents, 43%, were from the ‘65+ years category. The age distribution of the sample roughly reflects the age distribution of Rother district (Equality and Diversity Profile for Hastings and Rother Clinical Commissioning Group, East Sussex Public Health Intelligence January 2018) with a high proportion of Bexhill population being 65+ years old.

The number of respondents who recorded that they either had reduced mobility or that they considered themselves to be disabled under the Equality Act 2010 were registered as 23% of all respondents.

Overall, the responses received were generally positive with 67% of respondents in favour of the proposed scheme. However, a total of 33% respondents opposed the design option. According to comments received, respondents felt that the zebra crossing should remain at its current location given concerns for pedestrian safety based upon how certain business currently operate in terms of their delivery operations. In addition, the loss of parking was also deemed unacceptable given the current demand for spaces. A full detailed analysis of the responses received is included within this report under [Section 5](#).

## Conclusion & Next Steps

The results of the public consultation show that there is overall support (67%) for the proposed relocation and improvements at the zebra crossing facility along Sea Road in Bexhill-on-Sea.

ESCC and the county's highways team are grateful to all of those who took the time to give their views about the proposals. All feedback received during the public consultation period will be evaluated by both ESCC and ESH and will be considered when the scheme enters its detailed design phase.

ESCC will continue to work with local residents and other key stakeholders in order to support the successful growth of Bexhill.

# 1. Introduction

## 1.1 Purpose of this Report

This report provides a comprehensive record of the public consultation undertaken for the proposed relocation and improvements at the zebra crossing facility along Sea Road in Bexhill-on-Sea.

The main purpose of this report is to explain how the public consultation was undertaken and summarise the responses received. The findings from this report will be used to inform the next stages of the design process.

## 1.2 Report Structure

This report is structured as follows;

- Section 1 - Introduces the project and its current stage of development;
- Section 2 - Describes the public consultation methodology for the proposed schemes and the methodology used for analysing feedback from the public. This section also summarises who was engaged;
- Section 3 - Outlines the responses from this consultation based on the questionnaire results;
- Section 4 - Presents a summary of the scheme specific responses; and
- Section 5 - Concludes with a recommendation for the next steps.

### 1.2.1 Supporting Information

- Appendix A - Proposed scheme designs
- Appendix B - Catchment areas for consultation
- Appendix C - Consultation communication ESSC Leaflet and Questionnaire
- Appendix D - Consultation communication 'General Public Responses'
- Appendix E - Press and media adverts

## 1.3 Project Summary

The existing zebra crossing is located on the Sea Road section of the B2182, a route that provides a north-south corridor from the A269 in Sidley village on the northern outskirts of Bexhill-on-Sea. It passes under the A259 King Offa Way dual carriageway and crosses over the East Coastway railway line, before turning westbound along the sea front of Bexhill-on-Sea.

The zebra crossing itself is located towards the north end of Sea Road, next to the Endwell Road junction, and is in close proximity to both the railway bridge section of Sea Road and Bexhill railway station. **Figure 1.1** overleaf displays the location of the study area and the surrounding highway network.

**Figure 1.1**  
Study Area



Data was collected from a range of different sources, all of which formed an essential part of understanding the characteristics of the study area's highway network. This included an initial desk-based study and a review of personal injury collision (PIC), traffic flow, speed and non-motorised user (NMU) crossing movement data provided by ESCC. Review of the collected data has provided a detailed understanding of traffic and pedestrian issues along the local highway network.

The results of a pedestrian crossing assessment, against the outlined criteria of LTN1/95 'The Assessment of Pedestrian Crossings', fully supported the need for a controlled pedestrian crossing at the site. However, safety concerns were raised regarding the proximity of the crossing to the Sea Road / Endwell Road junction.

Therefore, the proposed scheme will consist of the following design changes;

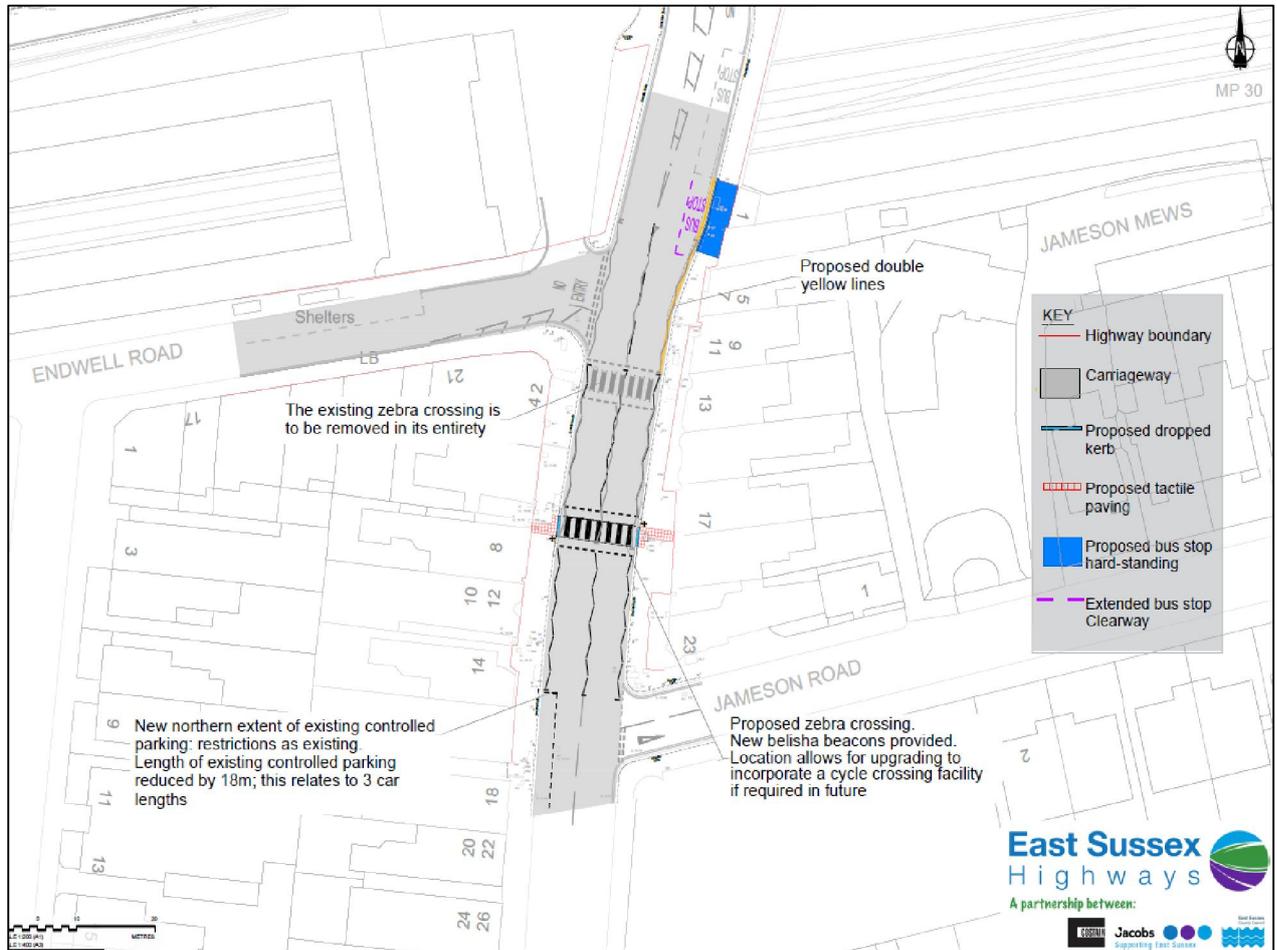
- Reposition the existing Sea Road zebra crossing further south to be halfway between Endwell Road and Jameson Road;
- The new zebra crossing will be widened to five metres, include dropped kerbs, tactile paving and guard rails on the eastern footpath to assist pedestrians as well as flashing amber lights on black and white poles and zig-zag road markings to alert motorists; and
- Some 'Pay & Display' car parking bays south of the crossing will need to be removed to reposition the crossing. This has been calculated as a total reduction of three parking bays.

In parallel with the above, ESCC is also working to develop a high quality and safe cycle route which would alter the crossing design, but not the proposed new location. The cycle

route proposals will be consulted upon separately but would include a parallel crossing for cyclists at the zebra location.

It should be noted that the proposed scheme illustrated below, as well as illustrated within **Appendix A**, was submitted and approved by the ESCC Road Safety Team for a Stage 1 Road Safety Audit (RSA) in February 2020.

**Figure 1.2**  
*Proposed Scheme*



# About the Consultation

## 2.1 Purpose

The objectives of the consultation were as follows:

- To give the public easily understandable information about the proposals and allow them to respond;
- To understand the level of support for or opposition to the proposals;
- To understand any issues that might affect the proposal which we were not previously aware of;
- To understand concerns and objections; and
- To allow respondents to make suggestions.

## 2.2 Potential outcomes

The potential outcomes of this consultation are:

- Following careful consideration of the consultation responses, it is decided to proceed with the schemes as set out in the consultation
- Following careful consideration of the consultation responses, the scheme is modified in response to issues raised during the consultation and it proceeds with a revised design and
- Following careful consideration of the consultation responses, it is decided not to proceed with the scheme.

## 2.3 Who we consulted and when

As is standard practice, ESH ensured that people living and working within the area affected by the relocation zebra crossing were aware of the proposals. Leaflets were distributed to over 400 addresses, with the proposed scheme also promoted through the local media, posters, letters/emails to ward members, disability and access groups and to local owners/occupiers.

A Quick Response Code (QR) code and link to an online survey was located upon the leaflet (a QR code allows smart phone users to scan an image to automatically be routed to the online survey website).

The consultation adopted a "digital first" approach to reach as wide an audience as possible in a sustainable way. This means making details of the scheme available online via the East Sussex Citizen Space consultation hub. The consultation period ran from 25th February to 25th March 2022 and was undertaken virtually (due to Covid-19 restrictions at the time).

In addition to this report, a separate process was undertaken for the Stakeholder Engagement. Outputs from that process were presented in a previous report, and changes made to the design in response to the comments made.

The contact list included disability groups, organisations representing the elderly, transport user groups, businesses and major employers, trade organisations, statutory organisations, charities, local government, and politicians. Both ESH and ESCC also provided information to local media about the proposals and consultation.

## 2.4 What we asked

The questionnaire comprised of several closed questions, asking people to select an answer that matched their level of support for or against the proposed relocation of the zebra crossing.

The complete list of questions that were asked regarding the proposals have been analysed within **Section 4** of this technical note with a PDF copy of the original questionnaire format provided within **Appendix C**.

## 2.5 Methods of responding

People were able to respond to the consultation through the following channels:

- By answering the questions in the questionnaire on our consultation website at <https://www.eastsussexhighways.com/sea-road-bexhill-consultation-2022>
- By emailing [customer@eastsussexhighways.com](mailto:customer@eastsussexhighways.com). The Consultation Team also answered questions from members of the public and stakeholders via email.
- By phoning our Customer Services Team (0345 60 80 193) which had been briefed on the scheme and were available to answer questions and take responses from members of the public. When our telephone operatives were unable to answer questions immediately, these were forwarded to the Consultation Team, and were answered subsequently by email or telephone.
- By leaving comments and posting the questionnaire to County Hall in Lewes.

Through our Customer Services Team, it was possible to request foreign language translations, large print, Braille or audio versions of our consultation materials.

## 2.6 Consultation materials and publicity

ESH and ESCC used a range of channels to raise awareness of the consultation and to ensure that members of the public and stakeholders were aware of the consultation and its purposes. Below and overleaf identifies the different channels and materials used to encourage interested parties to visit the specific webpage or contact ESCC to find out more about the scheme and provided details as to how to respond.

### 2.6.1 Website

ESCC and ESH produced a website <https://www.eastsussexhighways.com/sea-road-bexhill-consultation-2022> that provided detailed information about the consultation, including a text explanation of the design proposal, a map and computer images helping to explain the proposals. The website provided people with the opportunity to respond to the consultation by answering our questionnaire.

### 2.6.2 Letters

As mentioned previously, ESCC and ESH sent a leaflet to over 400 individual addresses which were located within close proximity of the proposed design option. The letter contained a summary of the design proposal along with an overview map identifying where the design option would be located.

The letter directed people to the consultation website and invited them to respond. The consultation letter, overview map and map of the distribution area are included within each of the individual appendices attached to this technical note.

### 2.6.3 Emails to stakeholders

In addition to the above, ESH and ESCC also reissued an email outlining the scheme and explaining where to find more information and respond to. A total of around 18 organisations as well as a handful of Rother Councillors that operate within the Bexhill ward were contacted.

### 2.6.4 Press and media activity

ESCC and ESH issued a press release and publicised the consultation on social media platforms such as Twitter, Facebook and the ESSC press office 'Newsroom'. A copy of all the press release and advert can be seen in [Appendix E](#) of this technical note.

### 2.6.5 Public meetings and events

Given the recent pandemic variants of 'COVID-19' and certain 'lockdown' restrictions, no formal face-to-face consultation was undertaken, and the consultation was undertaken completely virtually.

## 2.7 Equalities assessment

ESCC and ESH took steps ensure that all groups in the community, including organisations for elderly & disabled people, were made aware of the proposals, their potential impacts and how to respond to the consultation. Measures taken included:

- Identifying and emailing relevant stakeholders, including but not limited to the district access groups as well as cycling and walking societies, inviting them to respond to the consultation.
- Ensuring that the materials were written in plain English and available on request in different formats (for example Braille, large print, other languages).
- Considering how best to reach our target audiences and tailoring the way of communicating with them. For example, by preparing where available at County Hall in Lewes hard copies of our online material for those not able to access our website.

## 2.8 Analysis of consultation responses

All responses to the consultation have been analysed by ESH. All closed questions were reviewed, and the results tabulated and reported. All open questions, where respondents provided comments on the overall scheme or parts of it, were read and analysed in detail. Each individual comment was attributed with one or more codes according to the issues raised. This information was also analysed.

All results are reported in [Section 4 and Section 5](#) of this report. Throughout this process we were mindful of our responsibilities under the Data Protection Act.

# About the Respondents

## 3.1 Introduction

This section of the report provides more information on respondents to this consultation, based on the information they provided to us in our questionnaire. For a full list of the consultation questions, see [Appendix C](#).

## 3.2 Number of respondents

ESH and ESCC received 31 direct responses, which equates to an 8% response rate. As is standard practice, a typical survey response rates can lie anywhere in the region between 5% and 30%.

Therefore, this response could be classed as 'average' with regard to return of feedback.

[Section 4](#) reports the results from the 31 direct responses received through the consultation website, paper questionnaire or by unique email address.

## 3.3 Respondent's gender

Of the individuals who responded, 50% were male and 37% were female, with the remaining 13% preferring not to say.

According to 2018 figures, the area of Rother is 48.5% male and 51.5% female (Equality and Diversity Profile for Hastings and Rother Clinical Commissioning Group, East Sussex Public Health Intelligence January 2018), indicating a slight under-representation of women participating in the consultation.

A breakdown of the survey gender responses is provided within [Table 3.1](#) below.

*Table 3.1 Survey Gender Responses*

What gender do you identify as?	Number	Percentage (%)
Male	15	50%
Female	12	37%
Prefer not to say / Not answer	4	13%
<b>Total</b>	<b>31</b>	<b>100%</b>

## 3.4 Respondent's age

In terms of the ages of respondents the largest number, 43%, were from the '65+ years category.

The age distribution of the sample roughly reflects the age distribution of Rother district (Equality and Diversity Profile for Hastings and Rother Clinical Commissioning Group, East Sussex Public Health Intelligence January 2018) with a high proportion of Bexhill population being 65+ years old.

The ages of the respondents are shown in [Table 3.2](#) overleaf.

Table 3.2 Survey Responses – Age Range

Age group	Number	Percentage (%)
Under 16	0	0%
16-24	0	0%
25-34	0	0%
35-44	3	10%
45-54	4	13%
55-64	6	20%
65+	14	44%
Not answered	4	13%
<b>Total</b>	<b>31</b>	<b>100%</b>

## 3.5 Accessibility and disabilities

The numbers of respondents who recorded that they either had reduced mobility or that they considered themselves to be disabled under the Equality Act 2010 are recorded within [Table 3.3](#) below. The majority (64%) said that they did not have reduced mobility and similarly did not consider themselves to be disabled (74%).

Table 3.3 Accessibility and disabilities - Responses

	Reduced Mobility? Frequency	Reduced Mobility? % of total respondents	Disabled? Frequency	Disabled? % of total respondents
Yes	7	23%	5	16%
No	20	64%	23	74%
Prefer not to say/No answer	4	13%	3	10%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>31</b>	<b>100%</b>

## 3.6 Respondent postcodes

Of the 31 questionnaire respondents to the consultation, all 31 (100%) submitted their postcode. [Table 3.4](#) presents the full list of postcodes of all the respondents.

Table 3.4 Respondent postcodes

Postcode	Total	Percentage (%)
TN 39	2	4%
TN 40	29	96%
Prefer not to say/No answer	0	0%
<b>Total</b>	<b>31</b>	<b>100%</b>

## 3.7 Relationship between respondent and scheme area

In addition to the above, respondents were also asked to describe their relationship to the scheme area i.e., if they were an individual or business. The results of which are detailed overleaf within **Table 3.5**. The majority of respondents are categorised as ‘Individuals’.

*Table 3.5 Relationship between respondent and scheme*

Category of respondent	Total	Percentage (%)
Individual	30	97%
Business	1	3%
Prefer not to say/No answer	0	0%
<b>Total</b>	<b>31</b>	<b>100%</b>

## 3.8 Summary of consultation responses

The following summarises the overview responses:

- Overall, there was a balanced gender response.
- The respondents were a wide spread of age ranges, but the majority of responses were 65+ (44%).
- Based on postcode data, all respondents reside within the district of Bexhill, with all respondents being located within Postcodes TN39 and TN40.
- The majority (64%) said that they did not have reduced mobility and similarly did not consider themselves to be disabled (74%).
- All but one respondent specified themselves as ‘Individuals’ rather than ‘businesses’.

# Scheme specific consultation responses

## 4.1 About this chapter

To gain feedback on the scheme, ESH asked respondents answering the online questionnaire three closed questions, allowing them to show their level of support for each of the individual four design schemes. The results of which are presented within this chapter.

## 4.2 Scheme specific questions

The following summarises the responses to the remainder of the questions contained in the public consultation questionnaire;

### **Responses to Q3: ‘To what extent do you support the proposed pedestrian crossing improvements?’**

Respondent support to the proposed design scheme is noted in [Table 4.1](#).

Table 4.1 Survey Respondent view

View	Number	Percentage (%)
Strongly support	14	47%
Support	7	20%
Oppose	1	3%
Strongly Oppose	9	30%
No opinion/ Don't know	0	0
<b>Total</b>	<b>31</b>	<b>0</b>

Overall, the responses that were received were positive with 67% of respondents in favour of the proposed scheme. However, a total of 33% respondents opposed the design option. According to comments received, respondents felt that the scheme should remain within its current location given concerns for pedestrian safety based upon how certain businesses currently carry out their delivery operations.

### 4.2.1 Specific Themes and Trends in the Qualitative Responses

#### 4.2.1.1 Issues and concerns

As mentioned previously, numerous detailed responses were received from the general public regarding the proposed pedestrian crossing improvements. A brief outline of all the received feedback involving issues/concerns have been provided below, with an ESH design response underneath in [blue](#).

- *“How come ESCC can afford this but fail to provide drop kerbs for disabled at Cantelupe Road and Jameson Road junctions with Sea Road and allow closure of west footway of Sea Road to be closed for so long.”*
- **ESH Response** – Unfortunately we (the ESH schemes design team) can only answer specific questions on the design proposals presented with this report.
- *“Better to repair footpaths and provide dropped curbs to cross side roads*

- **ESH Response** - All maintenance concerns regarding Bexhill or East Sussex that you may cycle, walk, or drive and believe require repair can be raised via the East Sussex Highways website: [www.eastsussexhighways.com](http://www.eastsussexhighways.com)  
Once your comments are logged, a steward will be tasked with inspecting the site and will provide feedback to you via a customer service team. Alternatively, you can contact East Sussex Highways via phone on 0845 608 0193
- *“The crossing being closer to Jameson road will cause danger due to the dominoes and kebab delivery drivers parking on the double yellows and zig zag markings visibility is bad pulling out of Jameson road on a regular basis this would put pedestrians at risk unless the ticket wardens will enforce the parking problems on the double yellows at the sea road /Jameson road junction.”*
- **ESH Response** – As part of the feasibility design process a number of specific design checks/tests are required. The enclosed design option has been prepared in accordance with the relevant design specifications as per Department for Transport (DfT) and Design Manual for Roads & Bridges (DMRB) guidance. The design option has also been audited by an independent road safety engineer as part of the Road Safety Audit (RSA) Stage. As part of that RSA process, it was recommended that bollards along this section of Sea Road be introduced to deter loading. Therefore, the position of suitably spaced bollards will be determined during the detail design stage.  
In addition to the above, the recent introduction of civil parking enforcement (CPE) within the area has enhanced the level of parking enforcement, which in turn will help improve ‘turnover’ of short-term parking spaces
- *“This will give a better view to both vehicles approaching over the railway bridge and turning right from Endwell Road, and thus improve safety. Living as we do directly opposite the existing crossing and thereby suffering the continuous flashing in our bedroom window, may we suggest courtesy shield/shrouds to prevent this? But a long overdue improvement.”*
- **ESH Response** - No further comment required.
- *“The scheme will greatly improve pedestrian safety, there should be a camera or more proactive control of the persistent illegal parking because of the 2 takeaways shops especially Domino’s Pizzas who have delivery drivers who already cause mayor parking problems. I believe a camera to automatically issue parking tickets via number plate recognition?”*
- **ESH Response** - ESCC and ESH are hopeful that with the introduction of civil parking enforcement (CPE) within the area this will indeed help improve ‘turnover’ of short-term parking spaces.
- *“I live opposite the present zebra crossing and have seen many people hit by cars.”*
- **ESH Response** – One of main reasons for the relocated zebra crossing facility is to provide school children (from St Richard Catholic College) a safer route between the two trip attractors being the Ravenside Retail Park and Bexhill station. Historically there have been a number of injury accidents on the current zebra crossing. Should the proposed cycle route also be implemented this will provide a sustainable transport alternative and will look to reduce the number of parked cars during peak arrival and exit periods.
- *“The present position of the zebra crossing is a death trap & I am so relieved that it’s going to be moved to a safer position”.*
- **ESH Response** - No further comment required.

- *“The zebra crossing as it is currently placed is totally wrong for drivers turning into Sea Road from Buckhurst Road.”*
- **ESH Response** - No further comment required.
- *“It’s a good idea and should be safer but losing three parking spaces is not good. The town has lost enough”*
- **ESH Response** – The loss of any parking within the local area is unfortunate. There is currently located on this particular stretch of Sea Road a total of around 19 parking bays, between Cantelupe Road and Endwell Road with numerous parking also available within the surrounding area, i.e., St Leonards Road.  

ESCC and ESH are hopeful that with the introduction of civil parking enforcement (CPE) within the area this will indeed help improve ‘turnover’ of short-term parking spaces. With regard to long-term parking i.e., parking for residents., as is standard practice, an additional on-street parking assessment will be carried out overnight, using the ‘Lambeth methodology’.
- *“Great idea to move the crossing and widen its appeal to users. Can it have belisha beacons each side like the one on Barnhorn Rd Little Common? This will enable it to be seen clearly at night and alert people to the crossing when approaching it.”*
- **ESH Response** – Further details regarding specific infrastructure will be determined during the detail design stage.
- *“Will make turning right from Endwell road much easier.”*
- **ESH Response** - No further comment required.
- *“Some speed bumps would prevent cars coming over the rail bridge travelling south too fast and failing to stop at the crossing”.*
- **ESH Response** – At present the design proposals do not include the implementation of any specific speed reducing measures along Sea Road. As mentioned previously, the design option presented has been audited by an independent road safety engineer as part of the RSA Stage 1 process.
- *“I think it’s wonderful to make it safer and easier for pedestrians especially for all the school children that use the crossing. My only concern is losing the parking spaces which will impact on surrounding roads, but safety outweighs convenience”.*
- **ESH Response** – As mentioned previously, there is currently located on this particular stretch of Sea Road a total of around 19 parking bays, between Cantelupe Road and Endwell Road with numerous parking bays also available within the surrounding area, i.e., St Leonards Road. In addition to the above the recent introduction of civil parking enforcement (CPE) within the area has enhanced the level of parking enforcement, which in turn will help improve ‘turnover’ of short-term parking spaces.  

ESH will also look to engage with ESCC to implement a parking beat study. This will consist of survey data collected from on-street and off-street, to identify parking trends. The data can be used to determine lengths of stay, capacity, and usage of available parking spaces. This data then can then be presented at the lead member meeting.
- *“As a frequent user of this crossing I am acutely aware of the risk posed by its present location. Drivers turning right on exiting Endwell Road have, on more than one occasion, been checking oncoming traffic from the north for a few seconds too long and have gone past me on the crossing.”*
- **ESH Response** - No further comment required.

- *“I support the proposal, because it should make crossing Sea Road safer, But how will crossing Endwell Road to get to the station and the bus stops be made safe to cross too?”*
- **ESH Response** – Located adjacent to Station Road there already exists a pedestrian refuge island that provides a route for pedestrians to cross to access both the railway station and bus stop (Stop ID: esuapwgp). By relocating the existing crossing further to the south, it will provide school children (from St Richard Catholic College) a safer route between the two trip attractors being the Ravenside Retail Park and Bexhill station. Historically there have been a number of injury accidents on the current zebra crossing, which has also been taken into account for its relocation.
- *“At present, drivers coming up Endwell Road, intending to turn right on to Sea Road, can see the pedestrian crossing before they turn, and they therefore take the right turn quite slowly, at the same time content to let pedestrians cross Endwell Road. If the pedestrian crossing is no longer immediately in their sights, they might be less inclined to slow right down for the junction, and less inclined to let pedestrians cross there.”*
- **ESH Response** – The design option presented has been audited by an independent road safety engineer as part of the RSA Stage 1 process. As is standard practise additional RSA’s (four in total) will be conducted during the design/planning development.
- *“I fail to see why this work needs to be undertaken, there is no issue with the existing siting or type of crossing which has served for some considerable time. I feel that the money could be better spent on resurfacing and fixing pot holes in Holliers Hill.”*
- **ESH Response** – Historically there have been a number of injury accidents on the current zebra crossing, which has also been taken into account for its relocation.
- Any maintenance concerns regarding Bexhill or East Sussex that you may cycle, walk, or drive and believe require repair can be raised via the East Sussex Highways website: [www.eastsussexhighways.com](http://www.eastsussexhighways.com)

Once your comments are logged, a steward will be tasked with inspecting the site and will provide feedback to you via a customer service team. Alternatively, you can contact East Sussex Highways via phone on 0845 608 0193

- *“I am in full agreement with the proposal, but I think there will be problems with the repositioning. At present the double yellow lines on the corners of Jameson Road are flagrantly and continually disregarded especially by the drivers employed by Dominos Pizzas. Turning right from Jameson Road into Sea Road is already dangerous as visibility is often completely compromised by illegally parked vehicles. This is likely to become even more difficult with the crossing in closer proximity and I suspect there will be illegal parking on the newly positioned crossings chevrons. It is often difficult to exit Jameson Road as traffic proceeds northwards rapidly, with a crossing closer I think this can only get worse and there may be more likelihood of an accident on the crossing.”*
- **ESH Response** – As mentioned previously, ESCC and ESH are hopeful that the introduction of civil parking enforcement (CPE) within the area will improve ‘turnover’ of short-term parking spaces. Should further illegal parking still occur, then additional measures could be explored such as CCTV vehicle enforcement.
- *“Moving the crossing south from its current position is going to lose another 3 permit spaces for residents, we have already lost approx. 6 spaces when the zones were changed and now from one stop to St Leonard’s road is 1hr parking and no permit holders, Sea Road should never have been put in the central zone but instead in east as there are always plenty of extra spaces in Jameson and Cantaloupe Road.”*

- **ESH Response** – ESCC and ESH are confident that with the introduction of civil parking enforcement (CPE) within the area this will indeed help improve ‘turnover’ of short-term parking spaces. With regard to long-term parking i.e., parking for residents, as is standard practise, an additional on-street parking assessment will be carried out overnight, using the ‘Lambeth methodology’.

Overnight parking surveys are designed to capture peak resident demand for on street parking in a given area, as it is expected that the majority of local residents would be at home and parked for the night. It is envisaged that this study will be undertaken as part of the overall design process

- *“By moving the crossing further south it will put it closer to Dominoes, there delivery drivers already have no regard for the rules or the safety of other drivers and pedestrians. They do not obey the 2 hr no return parking, they park on double yellow lines, do u turns in the middle of the road, park across the corners on the junction of sea road and Jameson road and there is never a traffic warden in sight, especially on a Friday/Saturday teatime when they are at their busiest and there must be 10 cars constantly coming and going, on the very rare occasion that there might be a traffic warden they just give them a warning and ask them to move no tickets are given out and so there is no need for Dominoes drivers to stop doing what they want. Surely a 2hr no return should apply to everyone? If not what’s the point of it. While I appreciate they have a job to do then why not apply for a business permit I know of server shops in the road that have them.”*
- **ESH Response** – As mentioned previously, ESCC and ESH are hopeful that the introduction of civil parking enforcement (CPE) within the area will help improve ‘turnover’ of short-term parking spaces. Should further illegal parking still occur, then additional measures could be explored such as CCTV vehicle enforcement.
- *“If this goes ahead then changes to sea road parking restrictions also needs to change, in fact it needs to change regardless to make it safe, all of sea road from the train station to the junction of St Leonard’s road and Canteloupe Road should be permit holders only, this would give residents a fairer chance of getting a space and keep the dominoes delivery drivers from continuing to flout the rules, and please could you hire some traffic wardens that are actually willing to give out tickets”.*
- **ESH Response** - ESCC and ESH are hopeful that the introduction of civil parking enforcement (CPE) within the area will help improve ‘turnover’ of short-term parking spaces. Should further illegal parking still occur, then additional measures could be explored such as CCTV vehicle enforcement.
- *“Wouldn’t it be better to fix the potholes in the roads before wasting tens of thousands of pounds moving the crossing two inches to the left.”*
- **ESH Response** - All maintenance concerns regarding Bexhill or East Sussex that you may cycle, walk, or drive and believe require repair can be raised via the East Sussex Highways website: [www.eastsussexhighways.com](http://www.eastsussexhighways.com)

Once your comments are logged, a steward will be tasked with inspecting the site and will provide feedback to you via a customer service team. Alternatively, you can contact East Sussex Highways via phone on 0845 608 0193

- *“Long overdue, asked for something similar about 2 years ago! Now need to do something with the one in Buckhurst Place”.*
- **ESH Response** – A proposed feasibility study has already been undertaken with concerns to Buckhurst Place/Sackville Road Junction. Further details are located here <https://consultation.eastsussex.gov.uk/economy-transport-environment/london-road-bexhill/>.

- *“This scheme is not solving the problem, merely moving it to the junction of Jameson Road. Currently exiting Jameson Road is very difficult due to continual illegal parking that is not controlled. Delivery lorries regularly block half of Jameson Road and vision is badly obstructed and dangerous. Parking on Double Yellow lines in Sea Road and Jameson Road occurs continuously as does parking within the zigzag lines and double parking outside Miah’s Lounge and Hair Pro UK poses further difficulties. Unless illegal parking is properly controlled, moving the crossing will cause more problems than it solves rendering it a total waste of taxpayers’ money.”*

- **ESH Response** – One of main reasons for the relocated zebra crossing facility is to provide school children (from St Richard Catholic College) a safer route between the two trip attractors being the Ravenside Retail Park and Bexhill station. Historically there have been a number of injury accidents on the current zebra crossing. Should the proposed cycle route also be implemented this will provide a sustainable transport alternative and will look to reduce the number of parked cars during peak arrival and exit periods.

In addition, the design option presented has been audited by an independent road safety engineer as part of the RSA Stage 1 process.

- *“Clearly no one has actually spent any time in Sea Road to see what goes on during the day. The road would lose 3 permit/2-hour parking spaces leaving only a handful of permit spaces and the rest being 1-hour spaces”.*

- **ESH Response** – There is currently located on this particular stretch of Sea Road a total of around 19 parking bays, between Cantelupe Road and Endwell Road with numerous parking also available within the surrounding area, i.e., St Leonards Road. In addition to the above, the recent introduction of civil parking enforcement (CPE) within the area has enhanced the level of parking enforcement, which in turn will help improve ‘turnover’ of short-term parking spaces.

ESH will also look to engage with ESCC to implement a parking beat study. This will consist of survey data collected from on-street and off-street, to identify parking trends. The data can be used to determine lengths of stay, capacity, and usage of available parking spaces.

- *“The crossing would be closer to Domino’s who’s staff park on double yellow lines and across the junction of Jameson Road all day every day. The staff at Domino’s do 3 point turns in the middle of the road, holding up other traffic and speed off to do deliveries. My car has been hit twice by these drivers. If the crossing is brought further down the road then it’s likely that it will be a pedestrian that is hit by one of these drivers next time rather than another car. Other takeaways that do deliveries in Sea Road either pay for permits or park sensibly. As a business I am paying £220 annually for a permit and I am fully aware that this does not mean that I am entitled to a space, but if you are going to remove permit spaces would you change the 1-hour parking to permit /2 hours instead? Or give permit holders in zone C - (Sea Road) permits for zone E instead where there is always an abundance of permit holder spaces available?”*

- **ESH Response** – One of main reasons for the relocated zebra crossing facility is to provide school children (from St Richard Catholic College) a safer route between the two trip attractors being the Ravenside Retail Park and Bexhill station. Historically there have been a number of injury accidents on the current zebra crossing, hence further reasoning for its relocation. Also as mentioned above, ESCC and ESH are hopeful that the introduction of civil parking enforcement (CPE) within the area will help improve ‘turnover’ of short-term parking spaces. Should further illegal parking still occur, then additional measures could be explored such as CCTV vehicle enforcement.

# Conclusion

## 5.1 Summary

This report sets out a comprehensive record, along with the approach and process of East Sussex Highways (ESH), for the combined general public consultation for proposal SCH-145, which comprises of the relocation and improvements at the zebra crossing facility along Sea Road in Bexhill-on-Sea.

There was a total of 31 respondents to the consultation which equates to an 8% response rate. Typical survey response rates can lie anywhere in the region between 5% and 30%. This response rate could therefore be classed as low. However, given the nature of this type of scheme, it is not unexpected.

Of the individuals who responded, 50% were male and 37% were female, with the remaining 13% preferring not to say. According to the 2018 figures, the area of Rother is 48.5% male and 51.5% female (Equality and Diversity Profile for Hastings and Rother Clinical Commissioning Group, East Sussex Public Health Intelligence January 2018), indicating a slight under-representation of women participating in the consultation.

In terms of the ages of respondents the largest number, 43%, were from the '65+ years category. The age distribution of the sample roughly reflects the age distribution of Rother district (Equality and Diversity Profile for Hastings and Rother Clinical Commissioning Group, East Sussex Public Health Intelligence January 2018) with a high proportion of Bexhill population being 65+ years old.

The number of respondents who recorded that they either had reduced mobility or that they considered themselves to be disabled under the Equality Act 2010 were registered as 23% of all respondents.

Overall, the responses that were received were generally positive with 67% of respondents in favour of the proposed scheme. However, a total of 33% respondents opposed the design option. According to comments received, respondents felt that the scheme should remain within its current location given concerns for pedestrian safety based upon how certain businesses currently carry out their delivery operations. In addition, the loss of parking was also deemed unacceptable given the current demand for spaces.

This report and the associated comments/feedback for the proposed zebra crossing facility will be circulated to the project and design teams in order to inform the detailed design and further planning stages.

# Appendix A

## Proposed Scheme Design



MP 30

JAMESON MEWS

ENDWELL ROAD

SEA ROAD

JAMESON ROAD

**KEY**

-  Highway boundary
-  Carriageway
-  Proposed dropped kerb
-  Proposed tactile paving
-  Proposed bus stop hard-standing
-  Extended bus stop Clearway

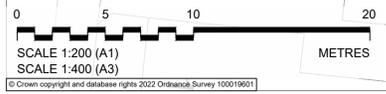
Proposed double yellow lines

The existing zebra crossing is to be removed

Proposed zebra crossing. New belisha beacons provided. Location allows for upgrading to incorporate a cycle crossing facility if required in future

New northern extent of existing controlled parking: restrictions as existing. Length of existing controlled parking reduced by 18m; this relates to 3 car spaces

Page 103



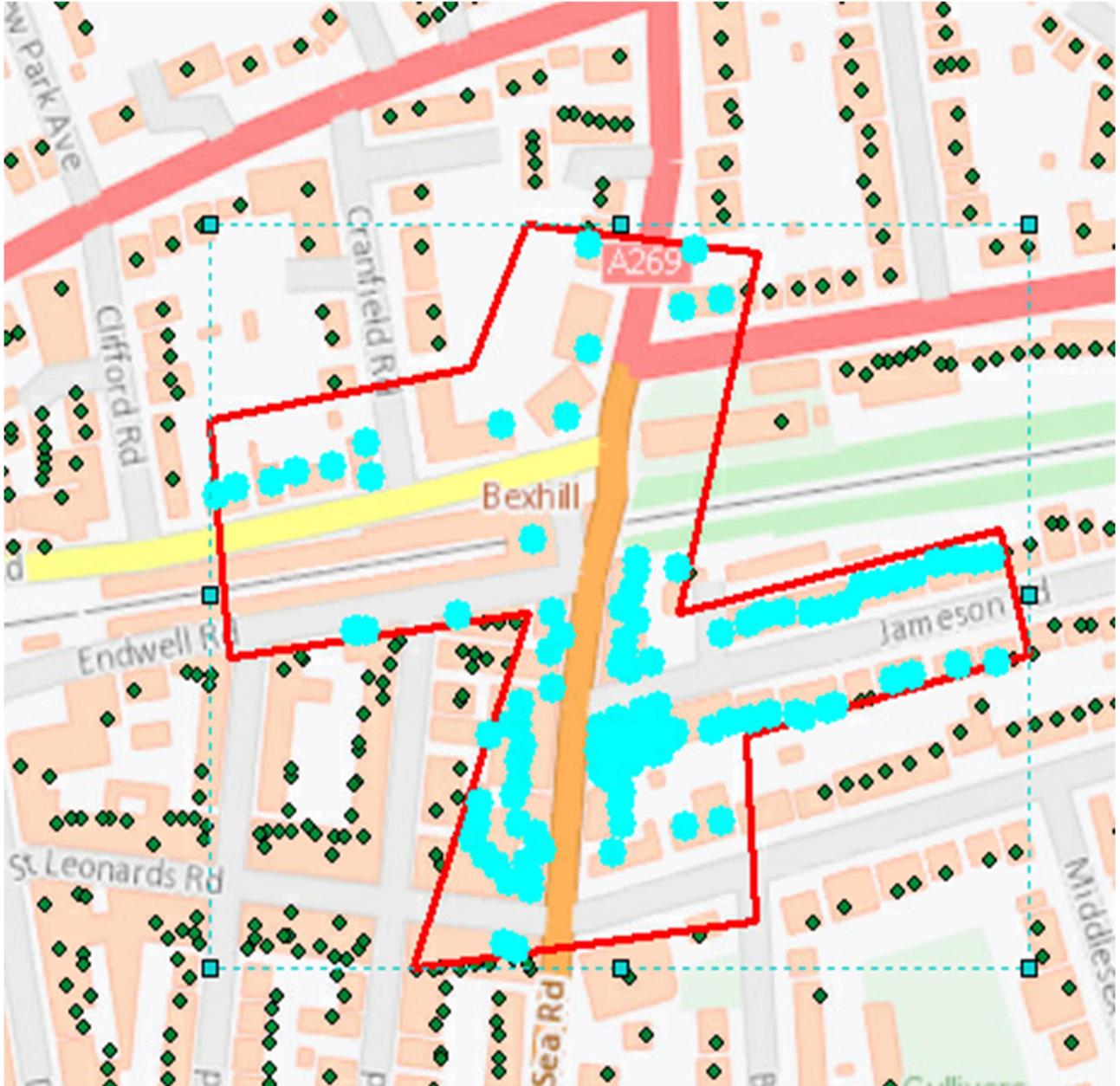
**East Sussex Highways**

A partnership between:

Supporting East Sussex

# Appendix B

## Catchment Area for Consultation



# Appendix C

## Consultation Communication ESH Leaflet & Questionnaire

## Sea Road, Bexhill – Pedestrian Crossing Improvements

### Freepost East Sussex Highways

**Q5. Do you consider yourself to be disabled as set out in the Equality Act 2010?**

- Yes
- No
- Prefer not to say

**The Equality Act 2010** describes a person disabled if they have a longstanding physical or mental condition that has lasted or is likely to last at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day to day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.

**Thank you for taking part in this survey, your views are important to us.**

**Please return the questionnaire by 1) Reuse the envelope provided. 2) Refold this questionnaire in two, ensuring that the “Freepost East Sussex Highways” appears in the window of the envelope provided. 3) Seal envelope and place in the post.**

### Your views about our proposals

We would like your views on the Sea Road, Pedestrian Crossing Improvements.

An online version of this questionnaire is available on our website along with plans showing the proposals: [www.eastsussexhighways.com/consultations](http://www.eastsussexhighways.com/consultations)

**Privacy Notice:** East Sussex Highways takes data protection seriously. Please be assured that your information will be used appropriately in line with data protection legislation, will be stored securely and will not be processed unless the requirements for fair and lawful processing can be met. Please see the website link for further information: [www.eastsussexhighways.com/privacy-notice-eshconsultations](http://www.eastsussexhighways.com/privacy-notice-eshconsultations)

Please return your completed questionnaire by **(Friday 24<sup>th</sup> March 2022)** using the 'Freepost East Sussex Highways' address.

All responses received will be treated in the strictest confidence; the Council will use the responses from this questionnaire for research purposes only.

We are asking these questions as we want to make sure that we have a representative view of the proposals from residents, businesses and stakeholder groups.

### SECTION 1 – Your Status

**Q1. Are You...**

- An individual
- A business
- Other

If business or other, please provide details:

**Q2. Please provide your postcode.** (It will not be used to identify you)

## SECTION 2 – About the proposals

**Q1. To what extent do you support the proposed pedestrian crossing improvements?**

- Strongly support
- Support
- No opinion
- Oppose
- Strongly oppose
- Don't know

**Q2. Please give us your feedback on the elements of the scheme you wish to comment on, in the box below.**

**Q2. Which age group do you fall into?**

**Under 16**

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to say

**Q3. What do you do when you visit Bexhill? Tick all that apply.**

- It is where I live
- It is where I work
- I come here to shop
- I come here to use services (e.g., bank, doctors, etc)
- I come here for leisure
- I come to do business
- Other

**Q4. Do you have reduced mobility?**

- Yes
- Not applicable. I do not have reduced mobility.
- Prefer not to say.
  
- If yes, is do you think this scheme is suitable?
- If yes, is this scheme accessible?

Do you have any additional comments relating to this issue? Please state them below:

## SECTION 3: Equality Survey – (About You)

We are asking these questions as we want to make sure that we have a representative view of all persons impacted by the proposal either directly or indirectly. Please be advised that you are under no obligation to provide any responses to the below questions. All responses received will be treated in the strictest confidence. ESH & ESCC will use the responses from this questionnaire for research purposes only and to better understand the equality impact of the proposal.

**Q1. Do you consider yourself?**

- Male
- Female
- Prefer not to say



## Have your say on the proposed improvements to pedestrian crossing facilities at Sea Road, Bexhill.

East Sussex Highways (ESH) and East Sussex County Council (ESCC) are looking to improve pedestrian facilities in Sea Road.



The scheme aims to:

- Reposition the existing zebra crossing on Sea Road further south to be halfway between Endwell Road and Jameson Road.
- Provide a new 5 metre widened zebra crossing and have dropped kerbs & tactile paving to assist pedestrians.

A drawing of the design proposals is shown overleaf.

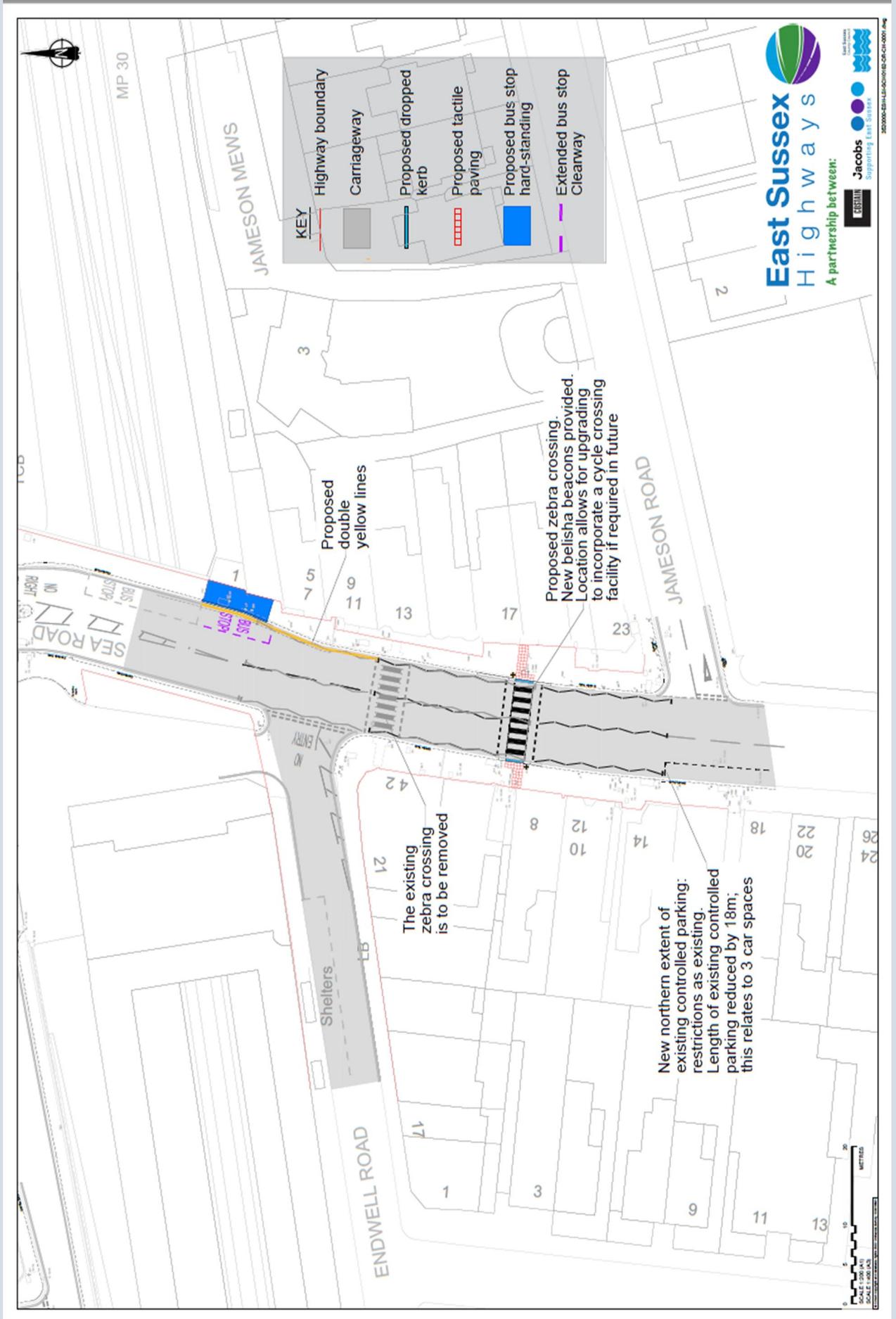
The consultation can be accessed via the QR code or the weblink below  
<https://consultation.eastsussex.gov.uk/economy-transport-environment/sea-road,bexhill>

You can also request paper copies of plans and response forms, copies in Braille, large text or another language by contacting [customer@eastsussexhighways.com](mailto:customer@eastsussexhighways.com) or calling 0345 60 80 193.



Consultation closes on Friday 24<sup>th</sup> March 2022

# Proposed improvements to pedestrian facilities at Sea Road, Bexhill



# Appendix D

## Consultation Communication General Public Response

## Sea Road, Bexhill: Interim report

This report was created on Thursday 17 March 2022 at 14:33 and includes **30** responses.

**The activity had not yet closed when this report was generated. As such, this report may not accurately reflect the final distribution of responses, and should be treated as interim only.**

### Contents

Question 1: Your status - are you?	1
Your status	1
If business or other, please provide details:	1
Question 2: Please provide your postcode. (It will not be used to identify you)	2
Postcode	2
Question 3: To what extent do you support the proposed pedestrian crossing improvements?	2
Support level	2
Question 4: Please give us your feedback on the elements of the scheme you wish to comment on, in the box below.	2
Feedback	2
Question 5: Equality Survey – (About You) We are asking these questions as we want to make sure that we have a representative view of all persons impacted by the proposal either directly or indirectly. Please be advised that you are under no obligation to provide any responses to the below questions. All responses received will be treated in the strictest confidence. ESH & ESCC will use the responses from this questionnaire for research purposes only and to better understand the equality impact of the proposal.	2
Do you consider yourself?	2
Question 6: Which age group do you fall into?	3
Age group	3
Question 7: What do you do when you visit Bexhill? Tick all that apply.	4
What do you do when you visit Bexhill?	4
Question 8: Do you have reduced mobility?	4
Do you have reduced mobility?	4
Suitable and accessible	5
Question 9: Do you consider yourself to be disabled as set out in the Equality Act 2010? The Equality Act 2010 describes a person disabled if they have a longstanding physical or mental condition that has lasted or is likely to last at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day to day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS, for example) are considered to be disabled from the point that they are diagnosed.	5
Disability	5

### Question 1: Your status - are you?

#### Your status



Option	Total	Percent
An individual	30	100.00%
A business	0	0.00%
Other	0	0.00%
Not Answered	0	0.00%

#### ***If business or other, please provide details:***

There was 1 response to this part of the question.

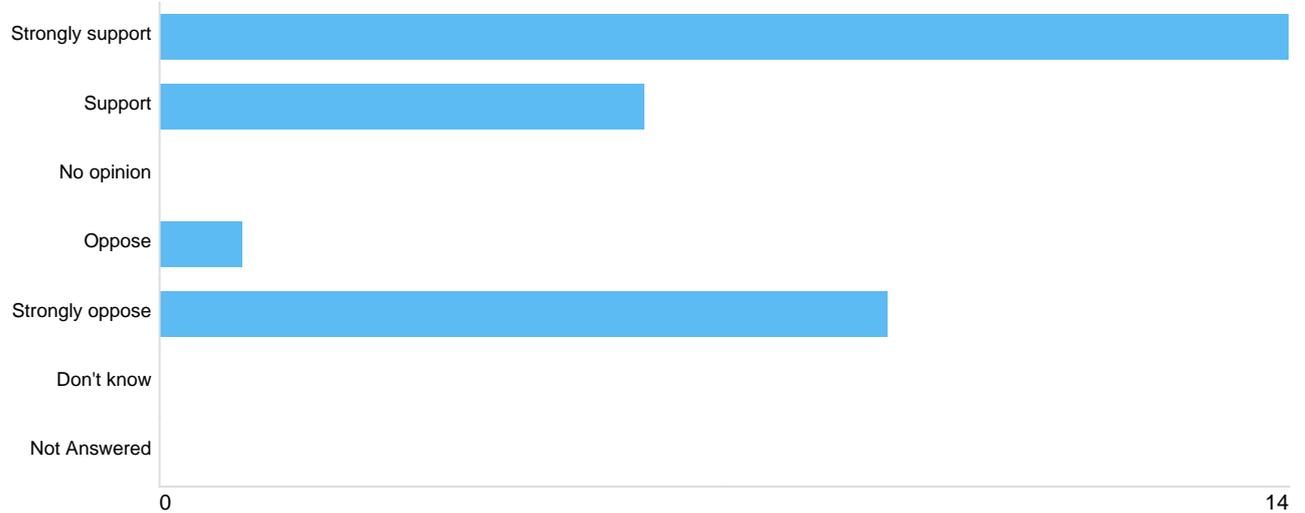
**Question 2: Please provide your postcode. (It will not be used to identify you)**

**Postcode**

There were **28** responses to this part of the question.

**Question 3: To what extent do you support the proposed pedestrian crossing improvements?**

**Support level**



Option	Total	Percent
Strongly support	14	46.67%
Support	6	20.00%
No opinion	0	0.00%
Oppose	1	3.33%
Strongly oppose	9	30.00%
Don't know	0	0.00%
Not Answered	0	0.00%

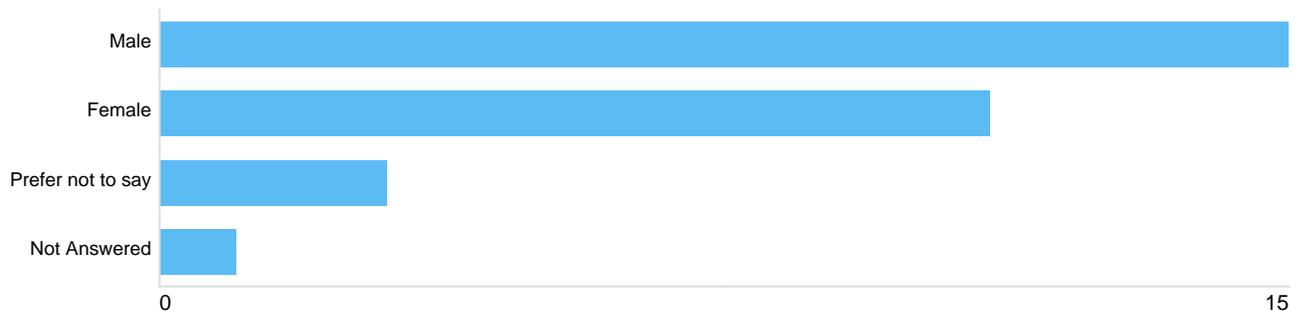
**Question 4: Please give us your feedback on the elements of the scheme you wish to comment on, in the box below.**

**Feedback**

There were **24** responses to this part of the question.

**Question 5: Equality Survey – (About You) We are asking these questions as we want to make sure that we have a representative view of all persons impacted by the proposal either directly or indirectly. Please be advised that you are under no obligation to provide any responses to the below questions. All responses received will be treated in the strictest confidence. ESH & ESCC will use the responses from this questionnaire for research purposes only and to better understand the equality impact of the proposal.**

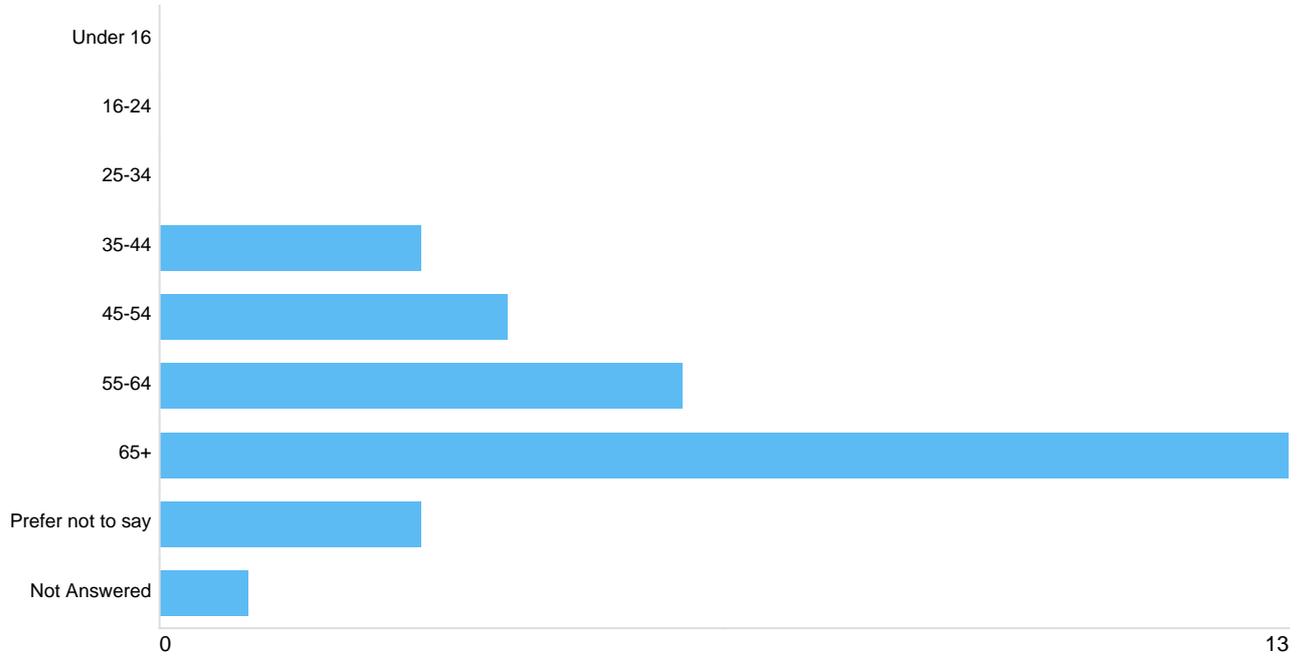
**Do you consider yourself?**



Option	Total	Percent
Male	15	50.00%
Female	11	36.67%
Prefer not to say	3	10.00%
Not Answered	1	3.33%

**Question 6: Which age group do you fall into?**

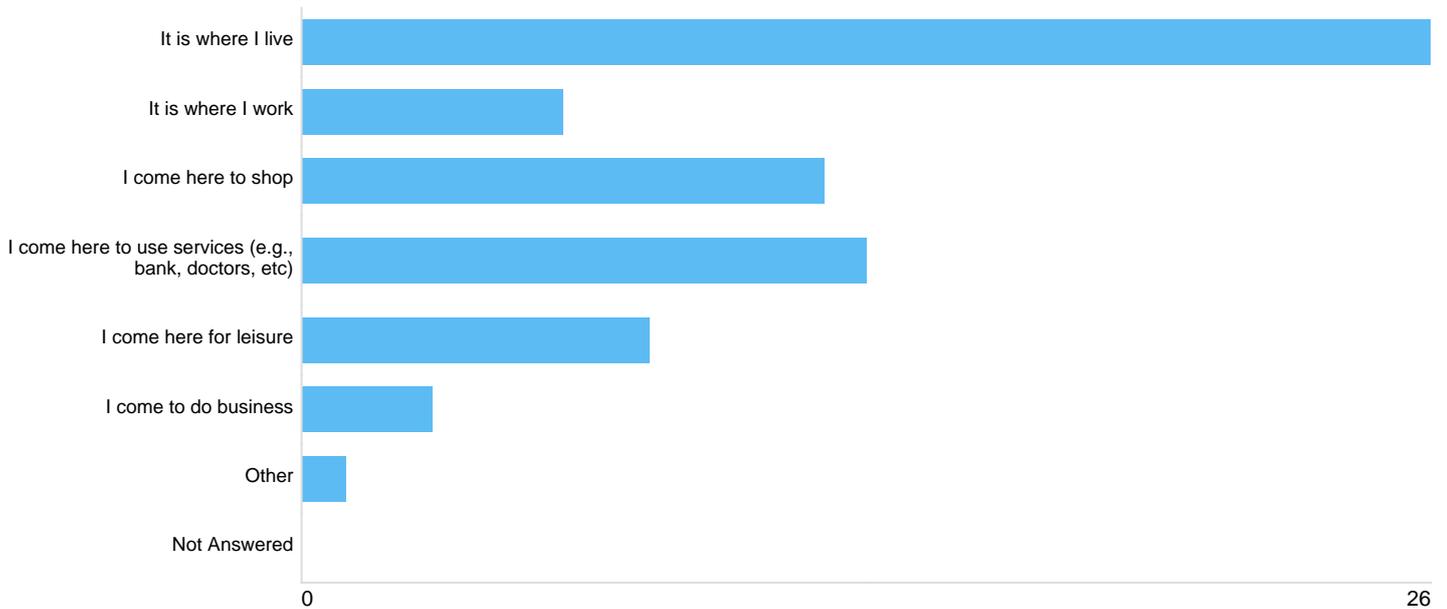
**Age group**



Option	Total	Percent
Under 16	0	0.00%
16-24	0	0.00%
25-34	0	0.00%
35-44	3	10.00%
45-54	4	13.33%
55-64	6	20.00%
65+	13	43.33%
Prefer not to say	3	10.00%
Not Answered	1	3.33%

**Question 7: What do you do when you visit Bexhill? Tick all that apply.**

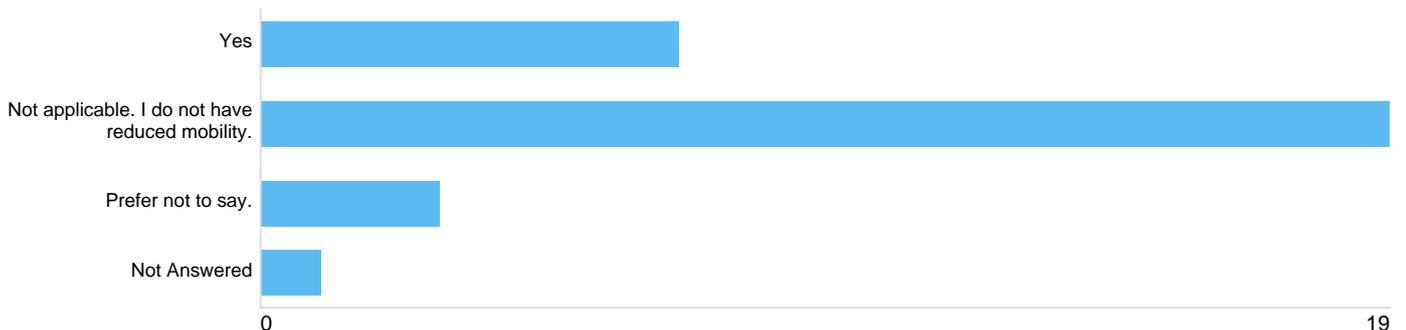
*What do you do when you visit Bexhill?*



Option	Total	Percent
It is where I live	26	86.67%
It is where I work	6	20.00%
I come here to shop	12	40.00%
I come here to use services (e.g., bank, doctors, etc)	13	43.33%
I come here for leisure	8	26.67%
I come to do business	3	10.00%
Other	1	3.33%
Not Answered	0	0.00%

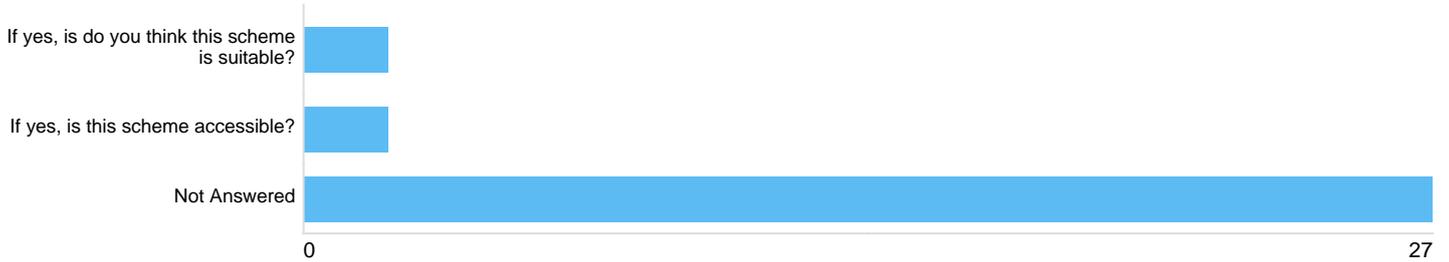
**Question 8: Do you have reduced mobility?**

*Do you have reduced mobility?*



Option	Total	Percent
Yes	7	23.33%
Not applicable. I do not have reduced mobility.	19	63.33%
Prefer not to say.	3	10.00%
Not Answered	1	3.33%

**Suitable and accessible**



Option	Total	Percent
If yes, is do you think this scheme is suitable?	2	6.67%
If yes, is this scheme accessible?	2	6.67%
Not Answered	27	90.00%

**Question 9: Do you consider yourself to be disabled as set out in the Equality Act 2010? The Equality Act 2010 describes a person disabled if they have a longstanding physical or mental condition that has lasted or is likely to last at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day to day activities. People with some conditions (cancer, multiple sclerosis and HIVAIDS, for example) are considered to be disabled from the point that they are diagnosed.**

**Disability**



Option	Total	Percent
Yes	5	16.67%
No	22	73.33%
Prefer not to say	2	6.67%
Not Answered	1	3.33%

# Appendix E

## ESCC Press & Media Adverts



<b>Report to:</b>	<b>Lead Member for Transport and Environment</b>
<b>Date of meeting:</b>	<b>18 July 2022</b>
<b>By:</b>	<b>Director of Communities, Economy and Transport</b>
<b>Title:</b>	<b>East Sussex Bus Service Improvement Plan</b>
<b>Purpose:</b>	<b>To consider the proposed apportionment of the DfT's indicative Bus Service Improvement Plan (BSIP) allocation and the draft Enhanced Partnership (EP) Plan and Scheme.</b>

---

**RECOMMENDATIONS:** The Lead Member is recommended to:

- (1) Approve the high level apportionment of the Government's indicative Bus Service Improvement Plan (BSIP) allocation as detailed in Appendix 1;**
  - (2) Approve the draft Enhanced Partnership (EP) Plan and Schemes to allow us to proceed in to the statutory process to 'make' the EP Plan and Scheme as detailed in Appendix 2 and C;**
  - (3) Approve that the underspend from the Transport Hub budget can be used to fund the early implementation of some of the BSIP fare reduction proposals and to delegate to the Director of Communities, Economy and Transport the authority to finalise these proposals; and**
  - (4) Agree to delegate to the Director of Communities, Economy and Transport the authority to finalise the apportionment and amendments to the Draft EP Plan and Scheme following further technical work and from feedback from the DfT.**
- 

## **1 Background Information**

1.1 On Monday 15 March 2021 the Government launched "Bus Back Better", a new bus strategy for England (outside London). It aims to rejuvenate local bus services, making them attractive for passengers, cheaper, easier to understand and use, faster and more reliable, and greener. It acknowledges the decades-long decline in bus patronage nationally and points to towns and cities which have bucked the trend, increasing passenger numbers with coordinated services and investment. Greater use of buses, and more buses being zero emission, will contribute to Government's central objectives: carbon net zero and levelling up.

1.2 The government strategy placed new requirements on local transport authorities (LTAs) to develop Bus Service Improvement Plans (BSIPs) and set up Enhanced Partnerships (EPs) with local bus operators, with actions on networks and services, fares and ticketing, passenger facilities, and highway bus priority measures.

1.3 At the Lead Member for Transport and Environment meeting of 25 October 2021 approval was given to the Aims, Objectives, and Proposals in the draft BSIP and delegated authority to the Director of Communities, Economy and Transport to finalise the BSIP. This was subsequently submitted to the Department of Transport by their 31 October 2021 deadline.

1.4 The Covid pandemic has significantly reduced use of bus services since March 2020. Bus operators and local transport authorities have been reliant on Government Covid bus support funding to maintain the current bus network. June 2022 bus passenger numbers in East Sussex have so far only recovered to around 80% of their pre-Covid levels. Government has announced the Covid bus support funding will end in October 2022. Local transport authorities and bus operators have been directed by Government to work together to plan revised bus networks in their area to take account of changing customer demands on lower funding levels. This also comes at a time of higher operating costs for bus operators, resulting from pay increases to bus drivers so as to be able to ensure sufficient staff numbers, and significant fuel price increases.

1.5 Government has said indicative BSIP funding allocations must not be used to simply ensure the continuation of the existing bus services that may no longer be commercially viable. East Sussex County Council is working closely with bus operators to minimise the impact of any changes due to reduced passenger use.

## 2 BSIP Indicative Funding Allocation

2.1 East Sussex County Council submitted an ambitious costed proposals for improvements within its BSIP, in response to the Government's proposals to provide significant BSIP funding. On 4 April 2022 Government announced indicative funding allocations to approximately one third of LTAs who submitted BSIP funding bids, we understand based on the quality of their BSIPs, and the ambition shown. East Sussex County Council allocation is one of the highest (Appendix 4), with funding of £41,415,025 (see appendix 6 for further information including a comparison with other authorities allocations).

2.2 This Indicative Funding Allocation (IFA) is split into a capital and revenue allocation:

- £22,315,000 capital / £19,100,025 revenue
- 3 year allocation - 2022/23, 2023/24 and 2024/25
- All funding to be spent by the end of March 2025

2.3 The IFA is just over half of what we asked for over the 3 years (£82,374,500), around:

- 80% of the capital ask / 35% of the revenue ask

2.4 This 'indicative allocation' does not constitute a formal or binding grant offer. Funding confirmation is conditional on our submission and implementation of a transformational Enhanced Partnership (EP) which includes firm and detailed commitments to deliver a package of prioritised and ambitious improvements to bus services, in line with:

1. Our BSIP
2. The Department's feedback on it and commitments made in and after clarification emails
3. The guidance provided with the DfT's email of 4 April (see Appendix 4) that sets out their key priorities (such as the prioritisation of bus priority schemes and high profile and impactful interventions that reduce and simplify fares)

## 3 Proposed Apportionment of the Indicative BSIP Allocation

3.1 Below is our proposed apportionment of our indicative allocation. For further details see Appendix 1.

**Table 3.1: BSIP Indicative Allocation Apportionment**

<b>Bus Priority Infrastructure</b>	<b>£20,000,000</b>
<b>Bus Service Support</b>	<b>£12,500,000</b>
<b>Fares Support</b>	<b>£6,000,000</b>
<b>Other Infrastructure</b>	<b>£2,000,000</b>
<b>EP delivery</b>	<b>£600,000</b>
<b>Enforcement</b>	<b>£210,000</b>
<b>Marketing &amp; Promotion</b>	<b>£100,000</b>
<b>Total</b>	<b>£41,410,000</b>

3.2 It is important to note that the bus priority infrastructure measures (see Appendix 1 and Appendix 6 for further information) are our initial proposals which will require design work to establish their feasibility and the schemes taken forward will be consulted upon and the appropriate statutory processes followed.

## 4 Next Steps

4.1 The DfT wish to ensure that, if at all possible, that funding is confirmed, and EPs are in place in sufficient time to inform final decisions on service levels once Covid bus funding ends from October 2022.

4.2 The next steps are:

1. Submitted our draft EP Plan & Schemes, our supporting evidence documentation and our finance summary table (apportionment of the indicative allocation) on 30 June 2022 to the DfT.
2. The DfT will review our submission and either provide further feedback (to be incorporated before funding is provided) or agree that it meets their expectations and confirm our funding allocation.
  - a. If further feedback is provided, we will have an opportunity to amend our submission before any amendment or withdrawal of our funding allocation
  - b. If and when funding has been confirmed, we are then required to make our EP

4.3 The DfT will finalise funding profiles with us before funding is confirmed. We have been asked to shape our plans around the broad national funding shown in the summary table (Other infrastructure, Fares support, Ticketing reform, Bus service support, Marketing, EP/franchising delivery: LTA costs).

4.4 The DfT will release funding when our Enhanced Partnership (Plan & Scheme) has been made and has been approved by Lead Member. The aim is to have the made Enhanced Partnership (Plan & Scheme) approved at the Lead Member Decision Making meeting on 24 October 2022.

4.5 Subject to the approval of the Lead Member to the proposals contained within the draft EP Plan and Scheme, the next steps are to:

- Continue to work with our bus operators and our consultants in developing and fine tuning our scheme proposals.
- Finalise the scheme proposals after completion of the above work and receiving feedback from the DfT before entering into the statutory process to make the EP Plan and Schemes.
- Submit the made EP Plan and Schemes to Lead Member Transport and Environment Decision Making meeting on 24 October 2022
- Subject to the approval of the Lead Member of the made EP and receiving the DfT grant commence implementation.

## 5 Conclusions and Reasons for Recommendations

5.1 Our mission as a local transport authority is to ensure that East Sussex residents and visitors enjoy the highest possible quality bus services that provide a frequent and comprehensive choice, reduce congestion, and make a positive contribution to better air quality and decarbonisation. This mission is supported by our authority's bus operators who will play a key role in its delivery.

5.2 The East Sussex BSIP is a highly ambitious plan that seeks to stimulate and drive significant improvements to bus services across the local authority area and the wider region. Our proposed apportionment of our indicative allocation intends to deliver as much of the ambitious proposals as possible, provide value for money and:

- Recover bus usage from the Covid-19 pandemic, taking account of consequential changes in travel patterns
- Increase bus usage significantly in the next few years and to eventually deliver a transformational change in bus usage.
- Deliver a step change in bus provision to both current and new bus users.

5.3 The implementation of the BSIP fare reduction proposals will have greatest impact if introduced in the busier summer months. It is therefore proposed to use existing underspend from the Transport Hub budget to fund the early implementation of the BSIP fare reduction proposals for Young Persons and General fare reductions. As well as providing benefits to users, this will assist our bus operator's

in maintaining a high quality bus network in East Sussex. The early implementation of the fare reduction scheme will also be viewed in a very positive manner by both operators and the DfT and is likely to stimulate passenger recovery post pandemic. It is estimated that the current projected underspend of £515k would be sufficient to fund these fare reductions until we receive grant funding from DfT in the Autumn.

- 5.4 The Lead Member for Transport and Environment is therefore recommended to:
1. Approve the high level apportionment of the Government's indicative BSIP allocation as detailed in Appendix 1.
  2. Approve the draft Enhanced Partnership (EP) Plan and Schemes to allow us to proceed in to the statutory process to 'make' the EP Plan and Scheme as detailed in Appendix 2 and C.
  3. Approve that the underspend from the Transport Hub budget can be used to fund the early implementation of some of the BSIP fare reduction proposals and to delegate to the Director of Communities, Economy and Transport the authority to finalise these proposals.
  4. Agree to delegate to the Director of Communities, Economy and Transport the authority to finalise the apportionment and amendments to the Draft EP Plan and Scheme following further technical work and from feedback from the DfT.

RUPERT CLUBB

Director of Communities, Economy and Transport

Contact Officer: Craig Lamberton Tel. No. 01273 337525 Email: [craig.lamberton@eastsussex.gov.uk](mailto:craig.lamberton@eastsussex.gov.uk)

#### LOCAL MEMBERS

All members

#### BACKGROUND DOCUMENTS

[East Sussex Bus Service Improvement Plan](#)

**APPENDIX 1: PROPOSED APPORTIONMENT OF INDICATIVE BSIP ALLOCATION**

**Table A1 – Proposed Apportionment of Indicative BSIP Allocation**

DfT Category	Category	Title of scheme	Total cost of project		
			Scheme Costs	Sub Totals	
<b>Bus Priority Infrastructure</b>	Hailsham - Polegate - Eastbourne Movement Access Corridor	Completion of phase 2 of bus priority scheme	£4,000,000	£20,000,000	
	A259 Eastbourne Seaside Roundabout	Provision of bus lanes entering and through the roundabout on the NE (A259), SW (A259) and on Lottbridge Drive (A2290 south) arm of the roundabout	£1,250,000		
	<b>Eastbourne Bus Rapid Transit 'BRT'</b>	West - Upperton Road south of the A259/A2270 junction	East - A259 Seaside Road/Seaside and St Anthony's Avenue to the southwest and northeast of Seaside roundabout		£2,750,000
		Willingdon Drive, Shinewater - bus lane (westbound) on Lottbridge Drive			£3,250,000
		Lottbridge Drive, Hampden Park - bus lane on Lottbridge Drive and on Lottbridge Drive	£2,250,000		
		<b>Eastbourne – Sovereign Harbour</b>	Bus Gate: North Harbour and South Harbour of Sovereign Harbour		£750,000
	<b>Newhaven to Seaford</b>	Improvements on A259 Seaford (Station Approach)	£500,000		
	<b>A259 Newhaven Town Area</b>	Newhaven Town Centre Ring Road – virtual bus priority at traffic signals and signal controlled pedestrian crossings	£3,250,000		
		Bus Lane/infrastructure on A259 east of Denton roundabout (eastbound and westbound) between The Drove and Denton roundabouts and Drove Road between Drove roundabout and Newhaven Town rail station/bus interchange			
		Reconfiguration of the bus stop provision at Denton Corner			
<b>Peacehaven to Saltdean</b>	Bus priority measures on South Coast Road	£500,000			
<b>TLP</b>	Traffic Light Priority at up to 33 Junctions	£1,500,000			

Table A1 – Proposed Apportionment of Indicative BSIP Allocation (continued)

DfT Category	Category	Title of scheme	Total cost of project	
			Scheme Costs	Sub Totals
Other Infrastructure	RTI, Mobility Hubs, Interchanges & Bus Stops	Mobility Hubs	£300,000	£2,000,000
		Key Interchanges	£625,000	
		Bus Shelter Improvements	£390,000	
		Real Time Information	£625,000	
		QR Codes	£60,000	
Bus Service Support		Conventional Public Bus Service Enhancements	£10,500,000	£12,500,000
		DDRT	£2,000,000	
Fares Support		Young Persons Fare scheme	£2,825,000	£6,000,000
		Reducing Fares	£2,825,000	
		Infrastructure	£350,000	
Marketing		Promoting BSIP	£100,000	£100,000
EP delivery: LTA costs		ESCC Bus Back Better Team	£500,000	£600,000
		Consultancy Support	£100,000	
Other	Demand Management	Enforcement ANPR	£130,000	£210,000
		Enforcement - Staff	£80,000	
<b>TOTALS</b>			<b>£41,410,000</b>	

### Bus Priority Infrastructure (BPI) - £20,000,000

We propose to allocate £20 million to Bus Priority Infrastructure (BPI) which is

- just under half of our overall allocation
- funding all of our amended BSIP BPI proposals (following discussions and clarification meetings with the DfT)
- £18.5m Physical Bus Priority - 12 physical schemes in total – see table 3.2 below for headline information and Appendix 5 for further information
- £1.5m Traffic Light Priority
  - We are proposing to introduce bus priority at up to 33 signal controlled junctions in East Sussex. This is all of the signal controlled junctions in East Sussex that buses use.

The DfT requires completion of these schemes as soon as possible but by no later than the end of March 2025.

**Table 3.2: Bus Priority Infrastructure: Proposed Physical Schemes**

Title of scheme	Detail on aspiration	Current Design Status	Total cost of project or proposal (£ nominal) ***
			Capital
<b>PACKAGE 1 - SOUTH WEALDEN TO EASTBOURNE BUS PRIORITY</b>			
Hailsham - Polegate - Eastbourne Movement Access Corridor	Completion of phase 2 of bus priority scheme	Preliminary Design – design review required	£5,000,000
<b>PACKAGE 2 - EASTBOURNE TOWN BUS PRIORITY</b>			
A259 Eastbourne Seaside Roundabout	Low-cost option - Provision of bus lanes entering and through the roundabout on the NE (A259), SW (A259) and on Lottbridge Drive (A2290 south) arm of the roundabout.	Concept – feasibility design required	£2,000,000
Eastbourne Bus Rapid Transit 'BRT'	West - Upperton Road south of the A259/A2270 junction, Station Parade to link to Terminus Road bus lanes	Concept - – feasibility design required	£5,000,000
	East - A259 Seaside Road/Seaside and St Anthony's Avenue to the southwest and northeast of Seaside roundabout	Concept - – feasibility design required	
	Willingdon Drive, Shinewater - Introduction of bus lane (westbound) on Lottbridge Drive between junction with Kingfisher Drive to the A22 Shinewater roundabout	Concept – feasibility design required	£3,500,000
	Lottbridge Drive, Hampden Park - Introduction of sections of bus lane (additional road space) on Lottbridge Drive between the Marshall roundabout and Mountfield roundabout, and on	Concept – feasibility design required	£3,000,000

Title of scheme	Detail on aspiration	Current Design Status	Total cost of project or proposal (£ nominal) ***
			Capital
	Lottbridge Drove north of Marshall roundabout		
Eastbourne – Sovereign Harbour	Bus Gate to enable buses to travel between the North Harbour (Pacific Drive) and South Harbour (Atlantic Drive) area of Sovereign Harbour in Eastbourne	Feasibility/preliminary design – design review required	£750,000
<b>PACKAGE 3 - SEAHAVEN TOWNS BUS PRIORITY</b>			
Newhaven to Seaford	Improvements on A259 Seaford (Station Approach)	Concept – feasibility design required	£500,000
A259 Newhaven Town Area	Newhaven Town Centre Ring Road – virtual bus priority at traffic signals and signal controlled pedestrian crossings	Concept – feasibility design required	£3,250,000
	Bus Lane/infrastructure on: * A259 east of Denton roundabout (eastbound and westbound), * between The Drove and Denton roundabouts and * Drove Road (B2109) between Drove roundabout and Newhaven Town rail station/bus interchange	Concept – feasibility design required	
	Reconfiguration of the bus stop provision at Denton Corner.	Concept – feasibility design required	
Peacehaven to Saltdean	Bus priority measures on South Coast Road	Concept – feasibility design required	£500,000
<b>TOTAL</b>			<b>£18,500,000</b>

**It is important to note that these are our initial proposals which will require design work to establish their feasibility and the schemes taken forward will be consulted upon and the appropriate statutory processes followed.**

#### **Bus Service Support - £12,500,000**

We are proposing to allocate over £12.5 million on Bus Service Support which will deliver bus network improvements with

1. £10.5m conventional – delivering around 60% to 70% of our BSIP proposals
2. £2m DDRT provision – delivering around 25% to 30% of our BSIP proposals
  - Conventional enhancements being
    - increased frequencies

- extended operation into the evenings
- more weekend services

The specific service improvements will be influenced by those which bus operators are likely to commercially sustain after the BSIP funding period, as Government has not committed to follow-on funding. This will also take account of value for money criteria as part of the bus tendering process.

Concessionary cards can be used on DDRT services. Unlimited use but with the possibility to assess and review whether a fair use policy is needed.

### **Fares Support - £6,000,000**

We are proposing to allocate £6m to fares support (reduce ticket prices) which can be broken down into two distinct schemes and the infrastructure required to deliver our BSIP ticketing proposals. The more detailed proposed apportionment is shown below:

1. £2.825m - Young Persons fare reduction -
2. £2.825m - General Fare Reduction -
3. £350k – Infrastructure\*<sup>1</sup>: technology and back office (mobile app smart ticketing and sophisticated and accurate fare reimbursement)–

\*<sup>1</sup> Infrastructure includes the back office for fare reimbursement and an app based ticketing solution which will include in-built age verification. This technology will also be utilised to help deliver the General Fare Reductions including fare capping - application of best value fares (see below)

### **Young Persons Fare Reduction Proposal**

The **Young Persons Fare Reduction** proposal can be broken down into 2 distinct schemes

- 1 **Young persons reduced price tickets; and**
- 2 **Free & flat fares for accompanied and unaccompanied young people**

The **Young Persons Reduced Price Ticket** proposal, which will apply to singles and returns tickets is:

1. 16 to 19 at the same fare as under 16 (based on operator's existing discount)
2. 20 to 29 years of age to have a 1/3 off adult fares

The **Free & Flat Fares** ticket proposal, which will apply to single tickets is to be available to under 20 years of age:

1. Accompanied – free travel at all times
2. Unaccompanied – £1 flat fare for off peak\*<sup>2</sup> travel

\*<sup>2</sup> after 6pm on school days and at all times on school holidays and weekends

### **General Fare Reduction**

This scheme is being developed but is likely to be providing a better fare offering outside of towns which are currently covered by operators zonal tickets and targeted reduction of high cost fares in rural areas. The key proposals of the scheme are:

1. **Multi Operator Day Ticket:** provide an East Sussex County 'Discovery' Ticket - multi-operator ticket valid for a day on all East Sussex bus services (travel within East Sussex but also valid on journeys to and from East Sussex)
2. Operators Network and Town tickets to be reduced
3. More and reduced short hop fares
4. All East Sussex operators to cap fares at best value ticket price

Daily fare capping to be applied throughout all ticketing schemes (when the technology solution setup is complete).

### **Other Infrastructure - £2,000,000**

The following is an overview of our proposals for other infrastructure which encompasses, Real Time Information, mobility hubs, key interchanges & bus stops:

- **Real Time Information (RTI)** - £625,000 – 30+ new RTI signs to be installed throughout the county with a focus on key corridors and in locations where there will be new bus priority measures.
- **Key Interchanges** - £625,000 – delivering around 20% of our 52 proposed interchanges and for 10 mobility hubs to be delivered at a 'Key Interchange' level
- **Bus Stop Improvements** - £390,000 - delivering around 30% of our proposed bus stop improvements – the funding will be focused on improvements that deliver the best value for money
- **Mobility Hubs** - £300,000 – delivering an anticipated 1 of our 11 proposed mobility hubs (remaining 10 to be delivered as 'Key Interchanges')
- **QR Codes** - £60,000 – delivering QR Codes at all stops in East Sussex

#### **EP delivery - £600,000**

We are proposing to allocate £600,000 on delivery of the BSIP and EP. This can be broken down into 2 distinct areas as shown below:

- ESCC Staff – new 'Bus Team' and administration - £500,000
- Consultancy support - £100,000

#### **Enforcement – £210,000**

We are proposing to allocate £210,000 on enforcement. This can be broken down into 2 distinct areas as shown below:

- ANPR - £130,000 – covering all bus lanes in East Sussex
- Staff - £80,000 – 1 full time member of staff

#### **Marketing & Promotion - £100,000**

We are proposing to allocate £100,000 on marketing and promotion of the BSIP and its' constituents schemes.

# **East Sussex Enhanced Partnership Plan**

IS MADE IN ACCORDANCE WITH  
SECTION 138G (1) OF THE TRANSPORT ACT 2000 BY:  
EAST SUSSEX COUNTY COUNCIL

Draft Enhanced Partnership Plan– June 2022

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# ENHANCED PARTNERSHIP PLAN

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

### 1. Extent of the East Sussex Enhanced Partnership

- 1.1. On 25th June 2021, the ESCC published a notice of intent to prepare an Enhanced Partnership (EP Plan and EP Scheme), in accordance with Section 138F of the Transport Act 2000.
- 1.2. The EP plan is a high-level strategic document that sets the bus network in the EP area into context. It provides the context for the proposed local bus service improvements, subject to available funding. It draws heavily on our published BSIP, updated to reflect the latest circumstances, anticipated future network requirements reflecting post-pandemic demand and the development of our proposals following the feedback we have received from the Department and our indicative funding allocation.
- 1.3. The EP Scheme sets out how the initial objectives in the EP Plan will be achieved through agreed actions developed within and supported by the partnership.
- 1.4. The EP Plan and EP Scheme together contribute to the implementation of the East Sussex BSIP. Where funding allows, they will provide the opportunity to realise potential benefits to passengers using local bus services across East Sussex. This will be through improved efficiency and attractiveness of the wider public transport network and better air quality.
- 1.5. Our mission as a local transport authority and bus operators is to ensure that East Sussex residents and visitors enjoy the highest possible quality bus services that provide a frequent and comprehensive choice, reduce congestion and make a positive contribution to better air quality and decarbonisation.
- 1.6. The National Bus Strategy asked us to work together at pace to plan and deliver: A fully integrated service with simple, multi-modal tickets; More bus priority measures; High-quality information for all passengers in more places; and Better turn-up-and-go frequencies that keep running into the evenings and at weekends.
- 1.7. The resultant network we have planned in this BSIP actively addresses all the above. The stakeholder engagement we have undertaken has identified the current state of the network and its shortcomings, has enabled us to take on board the aspirations of our bus operators and the priorities of our stakeholders, especially bus users.
- 1.8. Our BSIP aims to substantially improve bus services to provide residents and visitors with a better alternative to the car and deliver sustainable growth to

the sector. In turn this modal shift will benefit local communities through reduced congestion and improved air quality.

- 1.9. The EP Plan and the EP Schemes are proposed to cover the entirety of the county of East Sussex and throughout the administrative area of ESCC.
- 1.10. East Sussex has borders with three other Local Transport Authorities (LTAs): Brighton & Hove (Unitary Authority), Kent and West Sussex (County Councils). East Sussex has liaised with all three LTAs to discuss overall approaches to BSIPs, EP Plans and Schemes. We will continue to discuss common issues between areas and to seek agreement for collaborative working with respect to cross boundary arrangements.

**Figure 1-1 – East Sussex Enhanced Partnership Plan and Scheme Area**



**2. EP Plan Period and Review**

- 2.1. The EP Plan is made on Friday 4 November 2022.
- 2.2. This EP Plan has an end date of 31 March 2025.
- 2.3. In keeping with the East Sussex BSIP, the first version of the East Sussex EP Plan remains aspirational assuming either receipt of the full National Bus Strategy (NBS) funding requested or, that during the EP Plan period, there will be other opportunities to attract alternative funding or deliver initiatives in a different way.
- 2.4. The process to review the EP Plan will commence at or before the start of the final year of the initial period (from April 2024) leading to adoption of a new

plan and associated schemes from April 2030. Review of the EP Plan would be conducted using the established meeting and governance structure through the EP Forum and EP Planning Group making recommendations to the EP Board for approval.

- 2.5. Changes to operational and financial circumstances will be reflected in updated versions of the East Sussex BSIP which will be subject to annual reviews and through the obligations and commitments made within our EP schemes which will be subject to a controlled but simple and responsive mechanism for variation.

### **3. Current Position and Future Considerations**

- 3.1. Our BSIP sets out a range of ambitious initiatives to address identified challenges and limitations across all aspects of service provision.
- 3.2. As is the case in most parts of the UK, bus services in East Sussex operate in a de-regulated market outside the control of the LTA. The Department for Transport, not ESCC, is responsible for the licensing of operators and services. In this de-regulated environment, operators provide services at their own discretion and set vital features such as routes, timetables, frequencies, and fares. In excess of 90% of all bus journeys in the county are provided on this commercial basis. They do not attract subsidy from ESCC but run only for the revenue generated by passenger usage.
- 3.3. Throughout the pandemic ESCC has worked very closely with all its transport providers to ensure that services continue to operate and are provided in line with emerging guidance. Our relationships with bus operators in particular have strengthened as a result of this. From a financial perspective, ESCC supported the network by maintaining payments to operators for contracted bus services, school season tickets and the English National Concessionary Travel Scheme. This, coupled with other support provided by the Government, ensured that buses continued to operate, and we avoided a significant reduction to service levels in East Sussex.
- 3.4. However, it is acknowledged that the challenge remains to recover from the impacts of the pandemic. Covid restrictions and concerns have resulted in an unprecedented reduction in bus use. Currently (January 2022) bus use is around 60% of the pre-covid level. ESCC continues to work closely with operators and collectively we are confident that ongoing financial support in the form of the Bus Recovery Grant and concessionary travel payments will sustain the network until October 2022. At this point, exceptional funding from Government will cease. However, ESCC will continue concessionary fare reimbursement at pre Covid levels throughout the 22/23 financial year.
- 3.5. Consideration needs to be given to the pressure on future ESCC and bus operator finances. For bus operators there are also the cost challenges resulting from increased congestion, and rises in costs including fuel, wages and insurance. More recently, the national driver shortage has created a resource barrier to providing bus services and is anticipated to accelerate cost increases.

- 3.6. This said, the NBS and BSIP, along with future Government NBS funding allocations, represent a positive framework for supporting network recovery. Initiatives in the form of enhancements to public transport information and ticketing will be used to encourage passengers to the network with a view firstly to recover patronage to pre covid levels and ultimately to exceed them.
- 3.7. Taking account of the above, ESCC is prioritising initiatives that will maintain commercial and subsidised service levels consistent with or similar to the pre-pandemic network. Having secured this base level of provision, additional funding will be used to deliver a range of aspirations that will be prioritised through future stakeholder engagement and taking account of a criteria being developed by ESCC that will consider recovery, sustainability and long-term legacy, policy context and value for money.
- 3.8. More generally, whilst ESCC and bus operators in East Sussex have in the main continued to maintain standards and levels of provision, it is acknowledged that there is scope for significant improvement. In respect of bus information, ticketing, fares, infrastructure, innovation and digital accessibility, ESCC has identified specific areas for development. These are outlined in respective sections of the BSIP, along with initiatives for improvement in each area.
- 3.9. In developing this EP Plan the following assumptions were made:
- ESCC will have no more powers than now to influence demand for car travel or car parking
  - Perception of relative costs of car and bus travel by adults will not change significantly
  - ESCC funding streams for transport will be similar level to now (financial support for users of local buses totals £13.1m pa approximately split between ENCTS £11.3m and contracted services £1.8m net)
  - Levels of DfT Bus Service Operators Grant (BSOG) or any successor funding to bus operators (for providing commercial bus services) and to East Sussex County Council (for supporting bus services) remain similar
  - No demand related regulations (or social norms) will change e.g., restrictions on out-of-town or edge-of-town retail parks, size of retail car parks, and retail opening hours on Sundays
  - Congestion will remain a factor in bus journey times, although not necessarily in the same areas as now
  - No locations in East Sussex will be eligible to become 'Clean Air Zones' or similar, where a local authority may restrict vehicle access based on its emissions
  - Relative population and population densities by district area will not significantly change, excepting new housing areas planned in and around Hailsham and Bexhill
  - The covid pandemic is not a short-term issue and its affect to the bus market will continue into 2023
  - Travel related to economic activity will remain subdued
  - Car travel will remain more attractive to many people while covid is a fear, so patronage could be lower for many months

- Patronage during the morning peak will not exceed 90% of pre-covid levels due to changed work and education patterns
- Patronage is unlikely to be at its maximum until the potential risk posed by covid on public transport is accepted by most people to be low
- Decarbonising all forms of transport will remain a priority of the public
- Dependent on passenger numbers and levels of covid recovery funding available after April 2022, local bus operators are likely to reduce frequencies or even deregister some services which are currently commercial.
- Any deregistered service may be considered socially necessary by ESCC after analysis of patronage data. If this occurs, ESCC may tender for socially necessary bus services to replace or augment lower commercial provision by bus operators. This will be via standard tendering processes considering the Public Services (Social Value) Act 2012 unless otherwise authorised by the Department for Transport. Services tendered will be dependent on available on-going funds.
- To ensure the bus network is sustainable in the medium term the EP will reconfigure the bus network during 2022/23 to suit the funding available.

#### 4. Customer views

- 4.1. Although formal consultation is not required by the BSIP guidance, ESCC wanted to ensure that its plan reflected local need and aspiration. ESCC has therefore sought to engage as fully as the timescale allowed, working to a principle of light touch consultation to establish resident's priorities in the process of forming the BSIP in partnership with operators.
- 4.2. Once Government's financial settlement for ESCC's BSIP is known, further consultation will be undertaken on priorities for the EP Scheme(s).

#### National Highways and Transport Network Public Satisfaction (NHT) Surveys

- 4.3. East Sussex bus services were last included in the Transport Focus Survey in 2018. The headline results for East Sussex and England are shown in **Error! Reference source not found.** and **Error! Reference source not found.**

Figure 4-1.1 – Transport Focus East Sussex Bus Passenger Survey - 2018

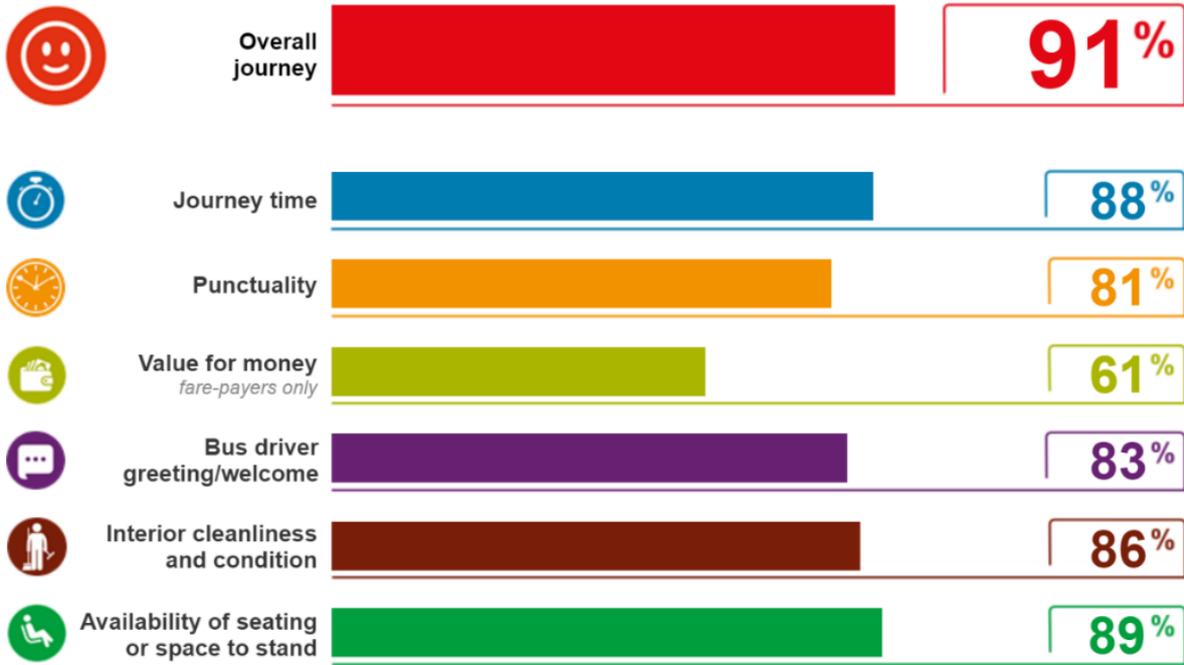
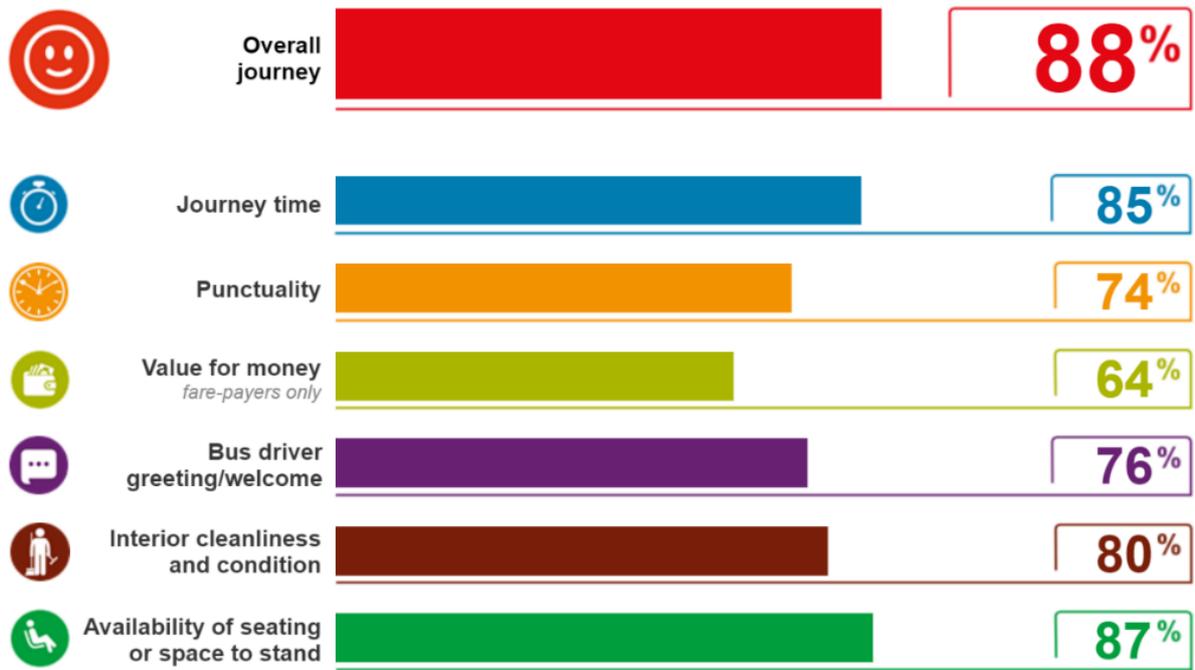


Figure 4-1.2 – Transport Focus Survey England Headline Results - 2018



4.4. Satisfaction with the transport services provided in East Sussex have been assessed through the National Highways and Transport Network (NHT) public satisfaction survey undertaken in most years since 2009 (Figure 4.2.1). The 2020 survey identified a greater than 50% satisfaction rate across most public transport criteria, with only public transport information below 50% satisfaction.

Figure 4-2.1–NHT Public Satisfaction Survey – East Sussex- KBI Measures Scores

KBI Measure	2009	2011	2012	2014	2015	2016	2017	2018	2019	2020	2020 group rank (of 29)	variation from peer group average	2020 peer group high to low range
<b>01 General KBI</b>													
KBI 01 - Importance vs Satisfaction (local)	54	54	54	54	52	52	51	51	51	50	23	-2	7
KBI 02 - Importance vs Satisfaction (national)	54	54	54	54	52	52	51	51	51	50	23	-2	6
<b>02 Accessibility KBI</b>													
KBI 03 - Ease of Access (all)	76	77	77	76	75	74	74	74	74	76	16	-1	5
KBI 04 - Ease of Access (disabilities)	73	66	70	67	65	62	68	64	64	64	21	-2	13
KBI 05 - Ease of Access (no car)	79	73	69	70	71	76	69	74	69	64	26	-5	19
<b>03 Public Transport KBI</b>													
KBI 06 - Local bus services (overall)	57	55	61	63	62	59	60	60	61	60	5	3	22
KBI 07 - Local bus services (aspects)	53	54	58	63	62	58	64	62	61	61	5	7	35
KBI 08 - Public transport information	45	46	40	48	49	45	45	44	45	44	5	6	34
KBI 09 - Taxi/mini cab services	68	67	67	68	66	66	66	67	67	65	7	2	11
KBI 10 - Community Transport	57	57	58	59	57	58	59	59	59	57	10	0	6
<b>04 Walking/ Cycling KBI</b>													
KBI 11 - Pavements & Footpaths (overall)	51	55	52	50	52	49	50	48	48	49	28	-5	16
KBI 12 - Pavements & Footpaths (aspects)	54	58	56	53	57	56	57	54	56	52	25	-3	7
KBI 13 - Cycle routes and facilities (overall)	51	49	49	50	49	52	50	49	48	44	21	-2	10
KBI 14 - Cycle routes and facilities (aspects)	48	52	50	52	55	56	50	49	48	45	8	1	10
KBI 15 - Rights of way (overall)	61	59	58	58	57	57	57	56	54	55	21	-2	6
KBI 16 - Rights of way (aspects)	53	56	53	52	54	53	54	53	53	51	13	0	8
<b>05 Tackling Congestion KBI</b>													
KBI 17 - Traffic levels & congestion	44	50	48	48	40	42	41	42	41	44	21	-2	12
KBI 18 - Management of roadworks	47	52	52	55	52	53	51	53	54	50	15	0	10
KBI 19 - Traffic management	51	55	53	54	52	54	54	51	53	36	29	-6	12
<b>06 Road Safety KBI</b>													
KBI 20 - Road safety locally	55	59	60	60	57	56	54	56	56	55	20	-1	9
KBI 21 - Road safety environment	49	56	53	54	54	54	54	55	55	51	19	-1	6
KBI 22 - Road safety education	48	55	50	48	48	51	50	50	50	47	23	-2	10
<b>07 Highway Maintenance/Enforcement KBI</b>													
KBI 23 - Condition of highways	38	31	33	28	27	29	27	23	27	22	29	-10	22
KBI 24 - Highway maintenance	51	48	47	47	50	49	50	47	49	45	24	-4	8
KBI 25 - Street lighting	63	66	67	62	62	62	60	59	61	59	21	-2	17
KBI 26 - Highway enforcement/obstructions	48	55	48	48	48	48	50	45	49	44	14	0	9

### Bus Back Better (BSIP) Engagement Survey 2021

- 4.5. A survey was undertaken in August-September 2021 specifically for people's views on the priorities for the BSIP. 2,016 responses were received. Of those responding to the consultation 46% currently use buses frequently and just under 6.5% are not currently using buses. In terms of which improvements people would most like to see (Question 7), the responses are shown below in **Error! Reference source not found.. Error! Reference source not found.** shows priorities by those with and those without concessionary passes, by age and by how frequently respondents use bus services.
- 4.6. The answers to Question 7 indicate that more frequent services, including operating in evenings and on Sundays, is the highest priority by a significant margin of all those responding. The results showed that the same first priority applied (more frequent services, including in evenings and on Sundays) regardless of concessionary pass use, age or how often bus services are used.
- 4.7. The next highest priorities were better Real Time Information and then more reliable, faster services. However, when those holding a concessionary permit were removed from the results, the second highest priority was to have lower fares and the third priority was to have faster and more reliable services, helped by bus priority measures.
- 4.8. When only those holding a concessionary permit were asked which improvements (if any) to bus travel they would like most to see introduced in

East Sussex, whilst their first priority was more frequent services, including operating in evenings and on Sundays, their second priority was for more Real Time Information (showing where my bus is, both while waiting and during my journey).

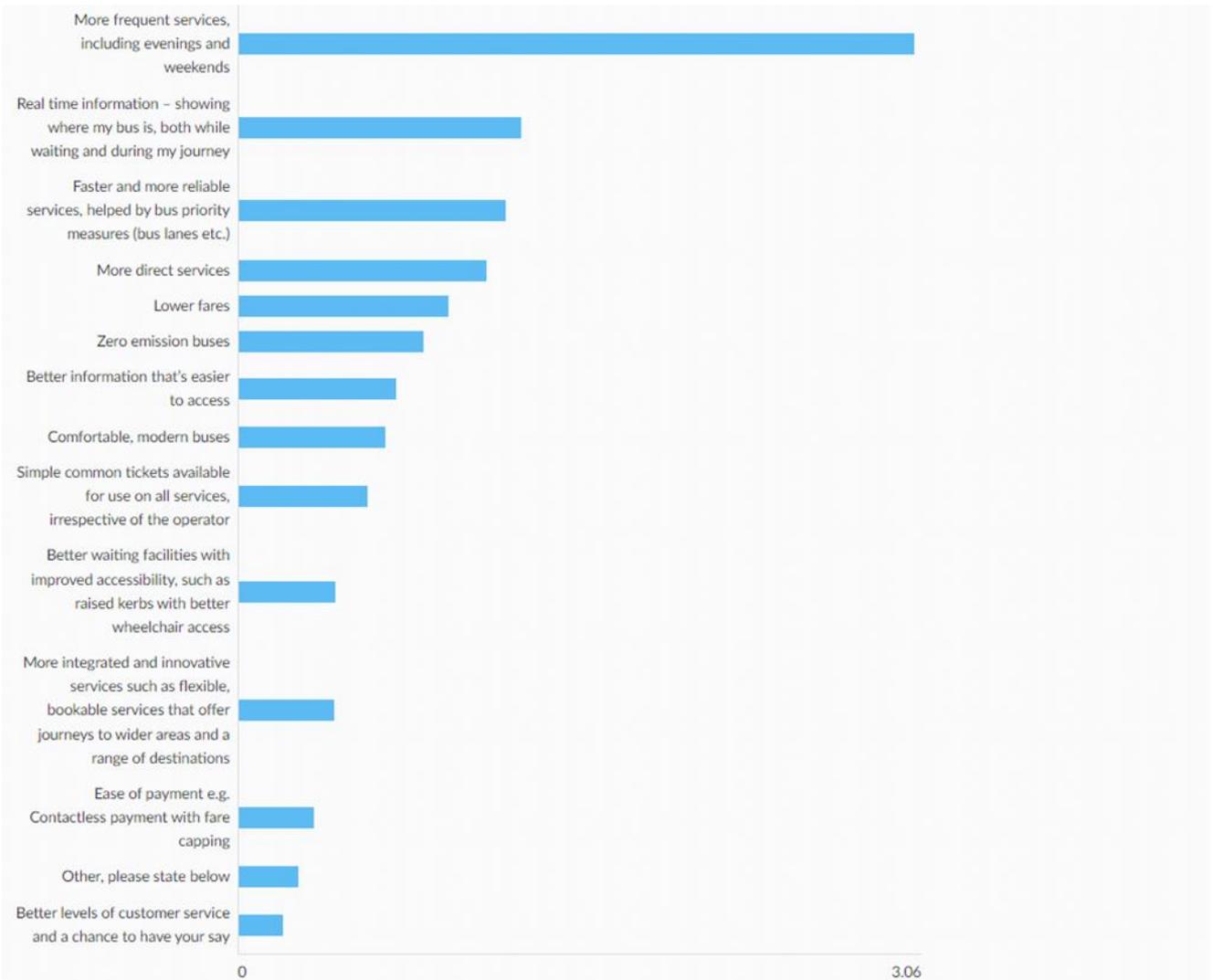
- 4.9. Their third equal priority was as per those not holding a concessionary permit, that is to have faster and more reliable services, helped by bus priority measures, along with more direct services.

Figure 4-3.1 – East Sussex BSIP Engagement Survey 2021 Results

Type of Improvement	All*	No Concessionary Pass	Has Concessionary Pass	Age under 18 to 34	Age 35 - 64	Age 65+	User with no alternative	Frequently use bus	Sometimes use bus	Rarely use bus	Never use bus
More frequent services, including evenings and weekends	30.6%	18.0%	21.0%	19.0%	18.0%	20.0%	17.0%	20.0%	19.0%	18.0%	18.0%
Real time information – showing where my bus is, both while waiting and during my journey	12.8%	10.0%	14.0%	10.0%	10.0%	14.0%	10.0%	13.0%	12.0%	11.0%	9.0%
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	12.1%	10.0%	10.0%	13.0%	10.0%	10.0%	7.0%	11.0%	9.0%	10.0%	8.0%
More direct services	11.2%	9.0%	10.0%	8.0%	9.0%	10.0%	10.0%	9.0%	10.0%	9.0%	10.0%
Lower fares	9.5%	12.0%	3.0%	13.0%	11.0%	3.0%	13.0%	7.0%	7.0%	9.0%	10.0%
Zero emission buses	8.4%	7.0%	7.0%	6.0%	7.0%	8.0%	6.0%	7.0%	7.0%	8.0%	8.0%
More frequent services, including evenings and weekends	30.6%	18.0%	21.0%	19.0%	18.0%	20.0%	17.0%	20.0%	19.0%	18.0%	18.0%
Real time information – showing where my bus is, both while waiting and during my journey	12.8%	10.0%	14.0%	10.0%	10.0%	14.0%	10.0%	13.0%	12.0%	11.0%	9.0%
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	12.1%	10.0%	10.0%	13.0%	10.0%	10.0%	7.0%	11.0%	9.0%	10.0%	8.0%
More direct services	11.2%	9.0%	10.0%	8.0%	9.0%	10.0%	10.0%	9.0%	10.0%	9.0%	10.0%
Lower fares	9.5%	12.0%	3.0%	13.0%	11.0%	3.0%	13.0%	7.0%	7.0%	9.0%	10.0%
Zero emission buses	8.4%	7.0%	7.0%	6.0%	7.0%	8.0%	6.0%	7.0%	7.0%	8.0%	8.0%

\*The 'All' category contains first choice only options – all other categories count choices given at any level of importance

**Figure 4-3.2 - Question 7 - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?**



Item	Ranking
More frequent services, including evenings and weekends	3.06
Real time information - showing where my bus is, both while waiting and during my journey	1.28
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	1.21
More direct services	1.12
Lower fares	0.95
Zero emission buses	0.84
Better information that's easier to access	0.71
Comfortable, modern buses	0.66
Simple common tickets available for use on all services, irrespective of the operator	0.58
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	0.44
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	0.43
Ease of payment e.g. Contactless payment with fare capping	0.34
Other, please state below	0.27
Better levels of customer service and a chance to have your say	0.20

4.10. Question 5 asked respondents, if they needed to get to somewhere they do not normally visit and were using the bus, how would they find out details of what was available / planning their journey by bus. Taking all respondents,

the greatest number would use the bus company’s website (28.6%), followed by the bus operator’s app (20.8%). Looking at the difference in response by age group, for under 18 year olds the preference is almost reversed with 27% using the bus company’s app and 21% using the bus company’s website. Unsurprisingly, for those aged 65 or over the highest source of information would be the bus company’s website (28%) followed by the bus operator’s app (14%) and timetable at the bus stop (12%). Figure 4-3.3 below shows priorities by age.

**Figure 4-3.3 - Question 5 - If you needed to get to somewhere you do not normally visit and were using the bus, how would you find out details of what was available / planning your journey by bus?**

Information Source	All*	Age under 18 to 34	Age 35 - 64	Age 65+
<b>Bus Company website</b>	28.6%	21.0%	27.0%	28.0%
<b>Bus Operator’s App</b>	20.8%	27.0%	21.0%	14.0%
<b>Google Maps</b>	14.2%	23.0%	16.0%	9.0%
<b>Timetable at Bus Stop</b>	8.6%	10.0%	11.0%	12.0%
<b>Traveline Website or App</b>	7.0%	4.0%	8.0%	8.0%
<b>Paper Timetable</b>	5.2%	4.0%	4.0%	10.0%

\*The ‘All’ category contains first choice only options – all other categories count choices given at any level of importance

Conclusions from question 5 are:

- The bus operator’s website or app were the most common ways of deriving information with all age groups;
- There were a large proportion of those aged under 18 to 34 who relied on Google maps;
- Printed information and information at the bus stop were particularly useful for the elderly.

4.11. Question 6 asked respondents what (if anything) stops them from using the bus more or at all. Taking all responses, the highest number noted infrequent services as the biggest deterrent (22.1%), the second most common factor was that buses do not go to where they wish to go (15.1%) and the third was concern over reliability (10.5%). When considering those respondents who held concessionary permits, the responses were similar and in the same order, but when looking at those who did not have concessionary permits, unreliability dropped to fourth place and third place was taken by the cost of travel.

For those under the age of 18, bus travel being unreliable, and its cost were considered slightly more important than buses not going where they want to go. For those over 65, concerns over the need to change buses were considered to be almost as important as reliability. Figure 4-3.4 below shows priorities by those with and those without concessionary passes, by age and by how frequently respondents use bus services.

Figure 4-3.4 - Question 6 - What (if anything) stops you from using the bus more/at all?

Reasons	All*	No Concessionary Pass	Has Concessionary Pass	Age under 18 to 34	Age 35 - 64	Age 65+	User with no alternative	Frequently use bus	Sometimes use bus	Rarely use bus	Never use bus
<b>Infrequent</b>	22.1%	18.0%	21.0%	18.0%	18.0%	21.0%	17.0%	20.0%	20.0%	19.0%	16.0%
<b>Buses don't go where I want to</b>	15.1%	13.0%	15.0%	13.0%	13.0%	14.0%	10.0%	14.0%	14.0%	12.0%	10.0%
<b>Unreliable</b>	10.5%	11.0%	11.0%	14.0%	11.0%	10.0%	13.0%	13.0%	10.0%	8.0%	7.0%
<b>Cost</b>	9.0%	14.0%	2.0%	14.0%	13.0%	3.0%	13.0%	9.0%	8.0%	10.0%	11.0%
<b>Some journeys involve a change of bus</b>	8.3%	8.0%	10.0%	8.0%	8.0%	9.0%	7.0%	10.0%	8.0%	7.0%	5.0%
<b>Too slow</b>	7.8%	9.0%	7.0%	11.0%	8.0%	7.0%	10.0%	7.0%	8.0%	9.0%	10.0%

\*The 'All' category contains first choice only options – all other categories count choices given at any level of importance.

\*The 'All' category contains first choice only options – all other categories count choices given at any level of importance

Conclusions from question 6 are:

- Poor actual or perceived frequency of service was the primary reason for all respondents not using the bus more often;
- Buses not going where respondents wanted to go was the second highest reason for not using the bus more often;
- For those not entitled to free travel, cost of travel was an issue; and
- Young people were concerned over unreliability and cost of travel and more concerned about buses being too slow than other groups were.

4.12. Respondents were given the opportunity to suggest improvements to specific services and to request new services. The main themes of these requests are shown in Figure 4-3.5.

**Figure 4-3.5 – Questions 8 & 9 - Suggestions for improvements to an existing bus service, or proposals for a new one or any other specific suggestions**

Service No	Number of Responses	Requests - Main Themes
14,14C	74	Regular hourly service between North Peacehaven and Newhaven
		Improved Frequency between Peacehaven and Brighton
		Improved reliability
100,101,102	58	Improved Frequency including introduction of evening service
		Extend beyond Rye to Camber or through to Dover
98,99	48	Reliability and improved frequency
28,29	47	Improved service north of Uckfield
123	39	Improved frequency including evenings and Sundays
		Afternoon journey from Lewes Priory School to Peacehaven
12,12A	33	Reliability and improved frequency
54	30	Improved frequency including evenings and Sundays
		Faster and more direct service between Uckfield and Eastbourne
312,313	29	Improved frequency including evenings and Sundays
		Better co-ordination of service 313 with train times
12X	24	More stopping points; less stopping points
2	23	Improved frequency including evenings and Sundays
125	23	Improved frequency including evenings and Sundays
127,128,129	21	Improved frequency including evenings and Sundays
		Use of smaller electric vehicles
Loop	20	Improved frequency including evenings and Sundays
231	19	Improved frequency including evenings and Sundays
		Better co-ordination of with train times at Etchingham
		Extension of service from Heathfield to Lewes/Brighton
5,5A	19	Improved frequency including evenings and Sundays
		Bus gate at Sovereign Harbour
254,304	18	Improved frequency including evenings and Sundays
51,252	18	Improved frequency including evenings and Sundays
28 in Hastings	17	Improved frequency including evenings and Sundays
248,249	17	Improved service for Buxted and Hadlow Down
3,4	17	Improved frequency including evenings and Sundays
121	16	Improved frequency including evenings and Sundays
31A,31C	15	Improved frequency including evenings and Sundays
N12,N14	14	Re-introduction of these Night Bus Services
20,21,21A,22,22A	14	Improved evenings and Sundays
95	13	Improved frequency including evenings and Sundays
166,167,168	11	Improved frequency including evenings and Sundays
96,97	9	Improved frequency including evenings and Sundays
145	9	Improved frequency including evenings and Sundays
23	8	Improved frequency including evenings and Sundays
122	7	Improved frequency including evenings and Sundays

Most Frequent New Service Suggestions:

15	Seaford to Lewes
10	Peacehaven to Lewes
7	Seaford to Eastbourne District General Hospital
6	Heathfield to Lewes/Brighton
4	Introduce service for Fairwarp
3	Services to various leisure attractions

- 4.13. From the responses received, there is a clear picture of the priorities that respondents have, in order for there to be an increase in the use of bus services:
- Frequencies need to be enhanced and evening and Sunday services improved;
  - Cost of travel is a concern, especially for young people;
  - Faster and more reliable journeys are a priority;
  - Easily accessed information is important by a variety of methods, and increased real time passenger information is a priority;
  - Lack of services to desired destinations is a problem (probably more acute in rural areas); and
  - Elderly people need confidence of the ease of use if required to change buses.

## 5. Summary of available data - trends in bus journey speeds and the impact of congestion on local bus services

- 5.1. Illustrations of impacts of congestion are in Appendix D of the [East Sussex Bus Service Improvement Plan](#)

## 6. Key aims from the East Sussex BSIP

- 6.1. Aims in the BSIP are:
- Significant quality improvements in bus provision across the area of the County;
  - More bus priority schemes designed to enhance reliability and reduce journey times;
  - A bus network that relates to the needs of all potential users;
  - Simplified fares and ticketing and reduced fares for young passengers under the age of 30;
  - A step change in terms of improved services for the rural areas;
  - Technical and operational innovation in bus service provision;
  - Bus patronage in the County not only to recover their pre-pandemic levels, but to significantly grow in future years.

## 7. Interventions required to deliver the outcomes

- 7.1. The overall imperative for ESCC and ESCC's bus operators is to recover from the impacts of the pandemic, sustaining current service levels and offerings and then to aspire to drive genuine improvement across all areas of bus service provision in East Sussex.

- 7.2. The interventions identified in the East Sussex BSIP, subject to funding, are:

- To launch new Digital Demand Responsive Transport (DDRT) schemes for all communities outside of Hastings and Eastbourne, to help ensure no resident is further than 800 metres from an available bus service. These will be based on innovative Mobility as a Service (MaaS) principles
- To increase bus service provision on main corridors and in urban locations
- To additionally ensure comprehensive access to bus or DDRT services evenings and weekends
- To continue and to enhance our work with bus operators to improve commercial bus services and to provide new services where demand can be identified
- To create a series of mobility hubs in key town locations in East Sussex, with interchange connections between transport services and also linked with routes from ESCC's walking and cycling strategy
- To enhance the waiting environment for bus passengers by setting standards for bus stops and shelters, upgrading them and ensuring that up to date and well-designed information is available through a variety of media (including in real time)
- To implement bus priority measures that will improve reliability and achieve a minimum of 95% punctuality
- To offer a simplified range of better value payment options, available on all operators' services and integrated across public transport modes
- To introduce a new discounted concessionary bus travel scheme for children and young people, including all under 30s resident in East Sussex or West Sussex
- To remove travel time restrictions for disabled concessionary travel pass holders
- To greatly improve marketing, promotion and information for the significantly better provision
- Progressively to support operators in increasing the number of zero emission buses used on the network and to assist operators to upgrade existing diesel buses to Euro VI standard as part of the drive to achieve net carbon neutrality by 2050.

## **8. Local bus services description**

### Corridors and frequencies

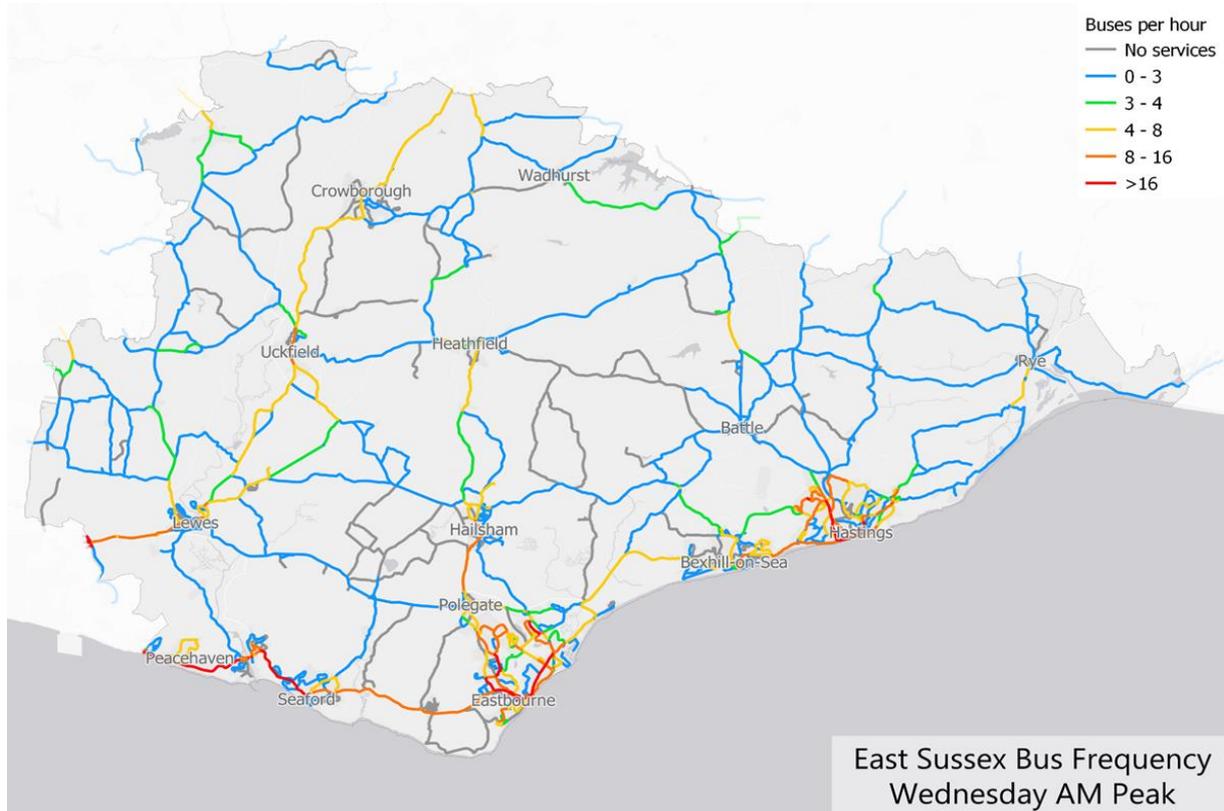
- 8.1. All bus routes in East Sussex are mapped and the frequency of bus services along these corridors calculated pre-covid. Currently bus networks are reduced due to covid-19. Figure 8-1 shows bus frequencies on a Wednesday AM Peak 07:00-09:00 pre-covid. Several other bus frequency maps are in Appendix E of the [East Sussex Bus Service Improvement Plan](#). The bus frequency maps show pre-covid (Q4 2019).
- 8.2. As a general pattern, bus frequencies are greatest on routes within Eastbourne and Hastings and between the major towns.
- 8.3. The main corridors in Eastbourne (Langney-Seaside-Eastbourne town centre-Old Town-District General Hospital/Willingdon and Hampden Park-Eastbourne town centre) have Monday to Saturday daytime frequencies of 8

buses an hour (route 1,1A and Loop). Most areas of the town, but not all, are served by at least two buses per hour at these times. Evening and Sunday bus frequencies are generally around 15 minutes on the main corridors, with most other areas in the town (but not all) provided with a minimum hourly service.

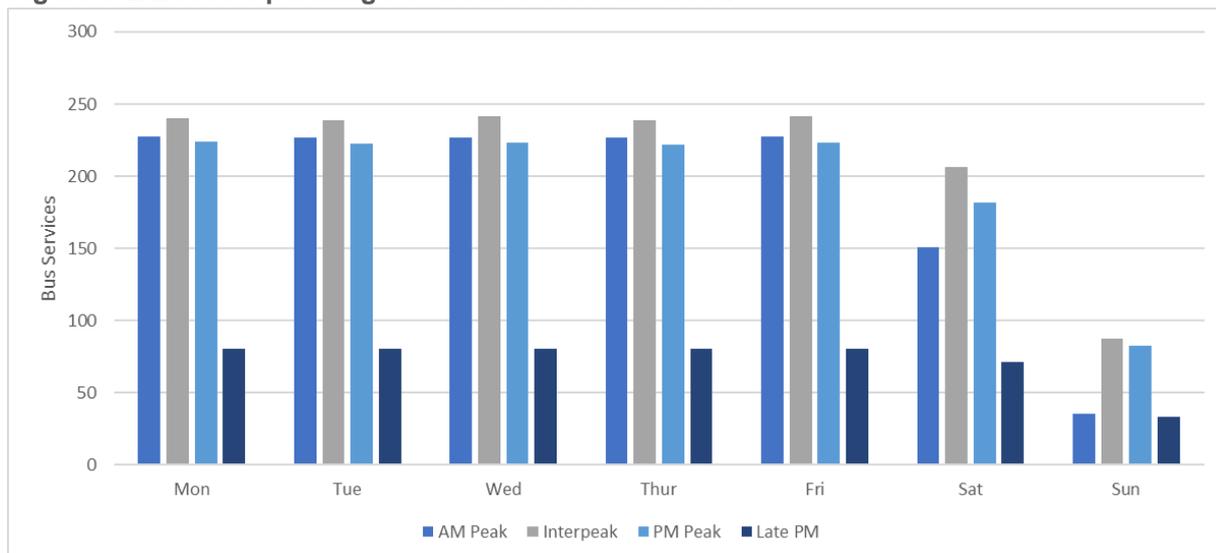
- 8.4. The Hastings bus network is complex, reflecting the hilly topography of the town and therefore the need to address accessibility requirements, including elderly and disabled residents who find the terrain more challenging. The Hollington-Silverhill-St Leonards Warrior Square-Hastings town centre-Ore cross town corridor has a Monday to Saturday daytime frequency of 8 buses an hour (routes 20,22,22A), though alternate buses between the town centre and Ore are routed via Old Town.
- 8.5. There are currently four main inter-urban corridors:
- Brighton & Hove Buses' 'Coaster' corridor between Eastbourne, Seaford, Newhaven, Peacehaven and Brighton (routes 12,12A,12X,14). The Monday to Saturday daytime bus frequency is 6 buses an hour between Eastbourne and Brighton, 9 buses an hour between Seaford and Brighton, and 12 buses an hour between Peacehaven and Brighton
  - Brighton & Hove Buses' 'Regency' corridor (routes 28,29) between Brighton, Lewes, Ringmer, Uckfield, Crowborough and Tunbridge Wells. The Monday to Saturday daytime bus frequency is 10 minutes between Brighton and Lewes, with 2 buses an hour extending to Ringmer and 2 buses an hour extending to Uckfield. 1 bus an hour continues beyond Uckfield to Crowborough and Tunbridge Wells
  - Stagecoach's 'Wave' corridor between Eastbourne, Bexhill and Hastings (route 99). The Monday to Saturday daytime bus frequency is 20 minutes between Eastbourne and Hastings, supplemented by a further 2 buses an hour on another Stagecoach service (route 98) between Bexhill and Hastings
  - Stagecoach's corridor between Eastbourne, Polegate, Hailsham, Heathfield, Mayfield and Tunbridge Wells (routes 51,54,98). The Monday to Saturday daytime frequency is 15 minutes between Eastbourne and Hailsham, with 2 buses an hour to Tunbridge Wells.
- 8.6. The only other sections of the East Sussex inter-urban bus network with 2 buses an hour, Monday to Saturday daytime, are:
- A Stagecoach service between Eastbourne and Hellingly Roebuck Park, via Langney and Hailsham (route 1X)
  - Stagecoach's 'Wave' services between Hastings and Rye (routes 100,101). Though between the two towns each bus an hour follows a different routing so as to serve communities in-between

- Metrobus services locally between Forest Row and East Grinstead, where two services combine to provide 2 buses an hour (routes 270,291).
- 8.7. The number of services running is consistent on weekdays. At weekends there are approximately 10% fewer services on Saturdays, and 65% fewer on Sundays.

Figure 8-1 – Bus frequency map: Wednesday AM Peak 07:00-09:00

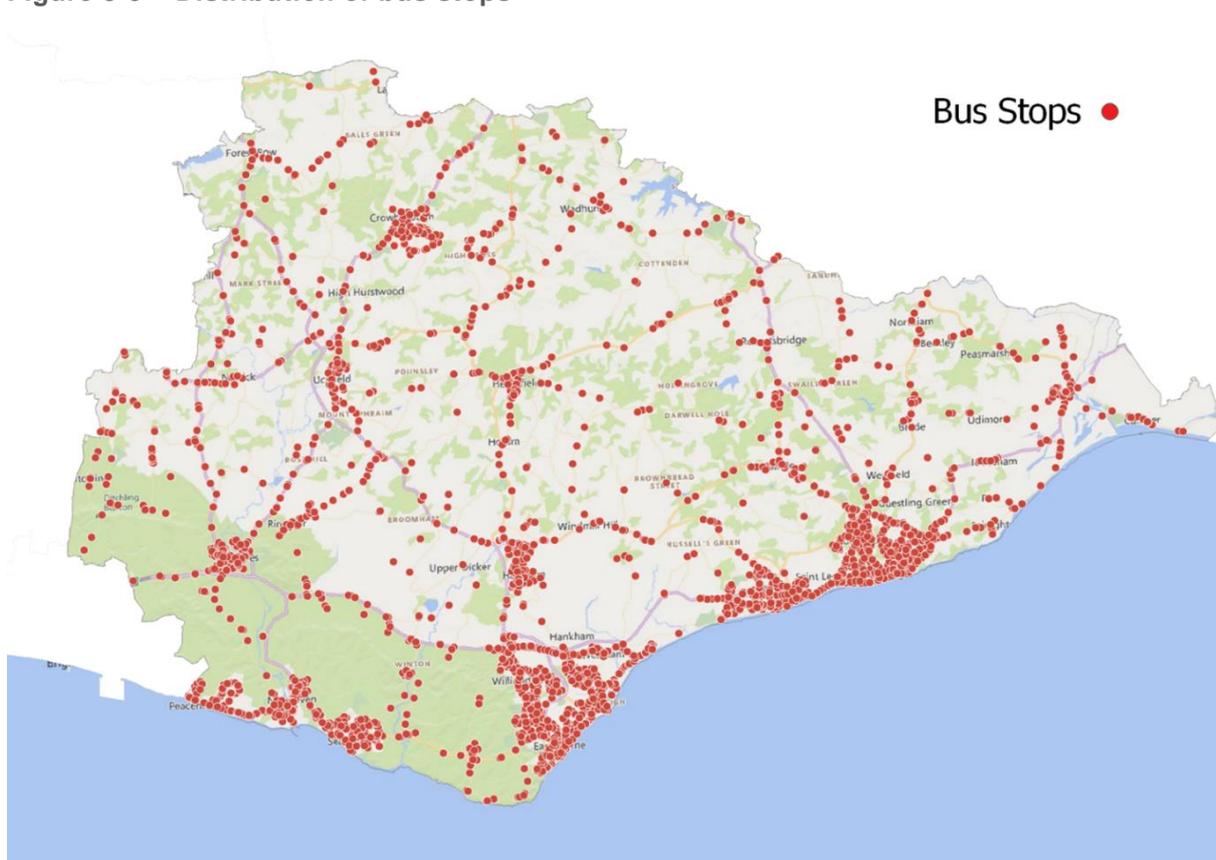


**Figure 8-2 Buses Operating Per Hour across the week**



8.8. Figure 8-3 shows the distribution of bus stops across the county. It shows that there is a good distribution of bus stops, except in the most rural areas. In rural areas with no bus stops, buses will stop on a ‘hail and ride’ basis where it is safe to do so.

**Figure 8-3 – Distribution of bus stops**



**Corridors and frequencies assessment**

8.9. The number of services running is consistent throughout the week. With the same number of services running during each period. There are between approximately 220-240 during the AM, Interpeak and PM periods (including

school term-time only services) and far fewer services running in the late PM period (approximately 75).

- 8.10. On Saturdays there are 10% fewer services during the interpeak, PM and Late PM periods. The AM peak has about 30% fewer services than on the weekdays AM peak.
- 8.11. On Sundays the number of services is 40% of the weekday levels, except for a much lower proportion of services in the AM peak (about 75% fewer services compared to the same period on Saturdays).
- 8.12. Bus service route section journey times, for selected services, are shown in Figure 8-4.

**Figure 8-4 - Timetable Journey Times for Selected Services and Selected Key Journeys (September 2021)**

Operator	Service	Route Section	M-F AM Peak **	M-F daytime	Sunday daytime
Brighton & Hove	12	Seaford Library - Brighton Station	74	59	62
Brighton & Hove	12A	Seaford Millberg Rd - Brighton Station	82	71	77
Brighton & Hove	12X	Eastbourne Gildredge Road - Brighton Station	88	79	
Brighton & Hove	14	Peacehaven Meridian Centre - Brighton Station	38	38	38
Brighton & Hove	28	Lewes Bus Station - Brighton Churchill Square	45	40	38
Brighton & Hove	28	Ringmer Broyle Estate - Lewes Bus Station	22	16	16
Brighton & Hove	29	Uckfield Bus Station - Isfield - Lewes Bus Station	28	20	22
Brighton & Hove	29	Crowborough Cross - Uckfield Bus Station	25	26	23
Stagecoach	1	Eastbourne Gildredge Road - Hazelwood Ave Malvern Close	26	24	24
Stagecoach	1/1A	Larkspur Drive Foxglove Rd - Eastbourne Gildredge Road	38	33	33
Stagecoach	1A	Eastbourne Gildredge Road - Hamlands Seven Sisters PH	34	32	32
Stagecoach	1X	Roebuck Park - Hailsham High Street	14	13	
Stagecoach	1X	Hailsham High Street - Eastbourne Gildredge Road	52	43	
Stagecoach	2	Northiam Coppards Lane - Conquest Hospital	28	27	
Stagecoach	3	Foot of Beachy Head - Eastbourne Gildredge Road	17	17	17
Stagecoach	5/5A	Bridgemere Rd - Eastbourne Cornfield Road	15	12	12
Stagecoach	5/5A	Winkney Farm Wilton Ave - Eastbourne Cornfield Road	34	28	
Stagecoach	5/5A	Langney Shopping Centre - Winkney Farm Wilton Ave	13	9	
Stagecoach	5/5A	Beachlands - Langney Shopping Centre	35	32	
Stagecoach	6	Langney Shopping Centre - Polegate Station	24	20	
Stagecoach	20	Ore Crowborough Rd - Hollington Sandringham Heights	51	55	55
Stagecoach	21A	Malvern Way - Hastings Station	16	17	17
Stagecoach	22A	Ore Hastings Academy - Hollington Tesco	52	54	53
Stagecoach	26	Conquest Hospital - Hastings Station	19	22	22
Stagecoach	26A	Conquest Hospital - Hastings Station	36	33	33
Stagecoach	28	Conquest Hospital - Hastings Station	34	33	26
Stagecoach	51	Heathfield High Street - Hailsham High Street	35	30	30
Stagecoach	51	Hailsham High Street - Eastbourne Cornfield Road	42	38	30

Operator	Service	Route Section	M-F AM Peak **	M-F daytime	Sunday daytime
Stagecoach	54	Hailsham North Street - Uckfield Bus Station	49	34	
Stagecoach	98	Polegate High Street - Eastbourne Cornfield Road	28	22	
Stagecoach	98	Bexhill Devonshire Road - Hailsham High Street	66	50	
Stagecoach	98	Sidley Mount Idol View - Hastings Station	56	56	52
Stagecoach	99	Eastbourne Gildredge Road - Bexhill Devonshire Road	50	45	41
Stagecoach	99	Bexhill Devonshire Road - Hastings Station	34	34	30
Stagecoach	100	Rye Station - Hastings Station	43	43	48
Stagecoach	101	Rye Station - Hastings Station	47	49	48
Stagecoach	102	Camber Sands Holiday Park - Rye Station	21	21	13
Stagecoach	252	Heathfield Fire Station - Tunbridge Wells Royal Victoria Place	48	42	44
Stagecoach	254	Hawkhurst High Street - Tunbridge Wells Royal Victoria Place	48	48	
Stagecoach	304	Hawkhurst High Street - Hastings Silverhill	50	49	
Stagecoach	312	Tenterden The Vine - Rye Station	27	27	
Stagecoach	313	Northiam Coppards Lane - Rye Station	25	25	
Stagecoach	349	Hawkhurst Victoria Hall - Hastings Station	64	52	53
Stagecoach	Loop	Eastbourne Gildredge Road - Eastbourne Gildredge Road	84	82	70
Stagecoach	Loop	Eastbourne Cornfield Road - Eastbourne Cornfield Road	82	82	68
Compass Travel	31	North Chailey Kings Head - Uckfield Bus Station	20	20	
Compass Travel	123	Newhaven Lower Place - Lewes Bus Station	26	25	
Compass Travel	127	Lewes Friars Walk - Landport Waldshut Road	8	8	
Compass Travel	231	Heathfield Fire Station - Uckfield Bus Station	21	19	
			1,914	1,754	1,127

<b>Peak excess timetabled journey time compared to off-peak</b>	<b>109</b>	<b>%</b>
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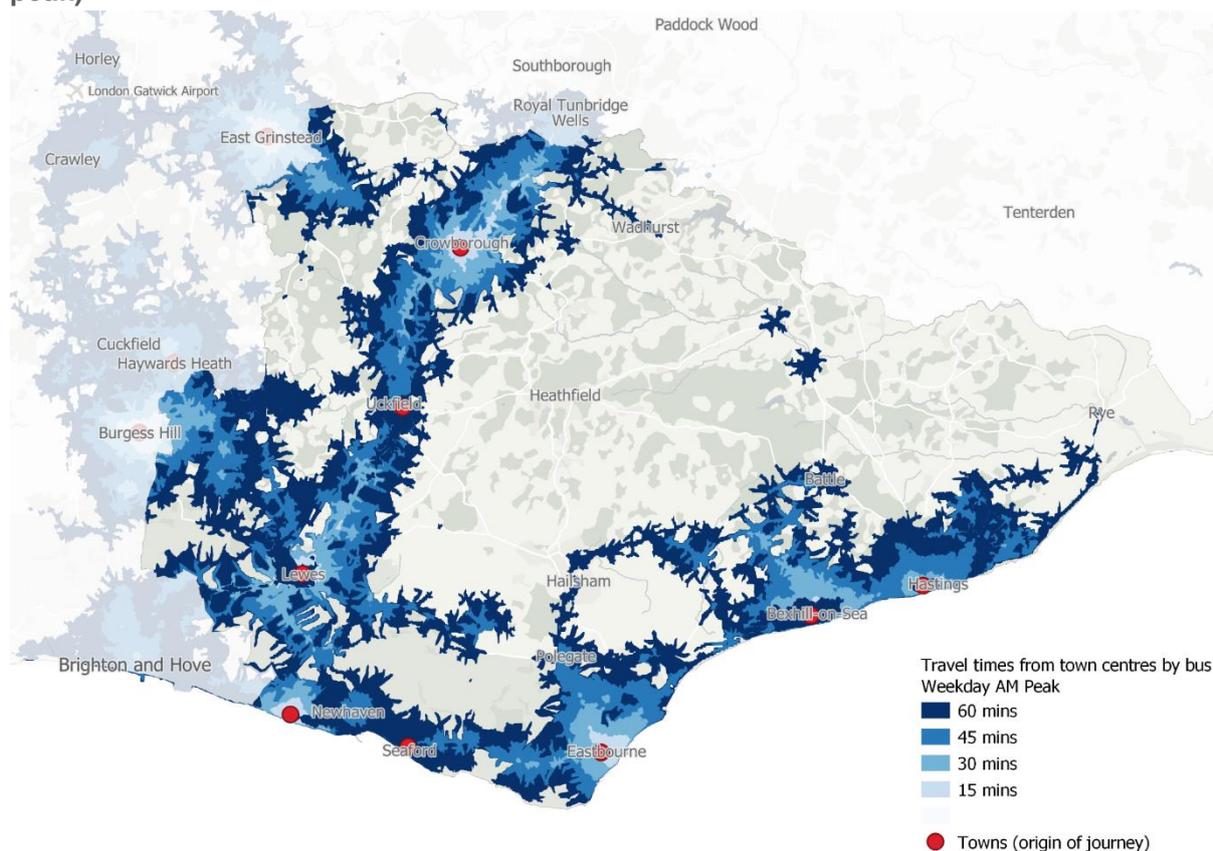
\*\*AM peak defined as nearest 08:30 arrival at destination

Please note that the times in this table are timetabled journey times

### Accessibility

- 8.13. Figure 8-5 shows accessibility to town centres during the weekday AM peak period. The seven town centre locations being Hastings, Bexhill, Eastbourne, Peacehaven, Lewes, Uckfield and Crowborough. The figure highlights that access to the major towns via bus services is limited for much of the county.

**Figure 8-5 – Public transport accessibility to towns centres in East Sussex (weekday AM peak)**



**Operators**

- 8.14. Listed in the Figure 8-6 are the 17 bus operators running local bus services in East Sussex as at January 2022 (excluding . The majority of routes are run by 2 operators, these being Stagecoach (60 routes) and Brighton & Hove Buses/Metrobus (34 routes).
- 8.15. The listing includes the 6 community transport operators currently providing bus services in the County. 4 operators currently run routes on schooldays only in East Sussex (Seaford & District, Hams Travel, Rambler Coaches and Arriva Kent & Surrey).
- 8.16. Of the 5 other operators, the largest provider (Compass Travel with 24 routes) operates services predominately funded by ESCC. The routes operated by Autocar, The Big Lemon and Go-Coach Hire run mainly in Kent and Brighton. The final operator, Seven Sisters Bus and Coach, operates only a single seasonal sightseeing amenity bus route aimed at tourists and is excluded from the English National Concessionary Travel Scheme.
- 8.17. For mileage scheduled to be run over a year in East Sussex per operator please see Annex A of this document.

**Figure 8-6 – Bus operators serving East Sussex and routes**

Bus Operator Name	No. of Routes Operated	Routes
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<b>Stagecoach South East</b>	<b>60</b>	<b>1, 1A, 1X, 2, 3, 3A, 4, 5, 5A, 6, 6A, 7, 20, 21, 21A, 22, 22A, 22C, 23, 23B, 24, 26, 26A, 27, 28, 51, 51X, 54, 54A, 57, 58, 70, 73, 74, 95, 96, 97, 98, 99, 100, 101, 102, 103, 251, 252, 254, 293, 304, 305, 312, 313, 320, 342, 347, 349, 359, 384, 501, 553, LOOP</b>
<b>Brighton &amp; Hove Bus and Coach Company and Metrobus</b>	<b>34</b>	<b>5B, 11X, 12, 12A, 12X, 13X, 14, 14A, 14B, 14C, 23, 25, 25X, 27, 27B, 27C, 28, 29, 29B, 29X, 50, 76A, 79, 92, 492, 494, N12, N14, N25, N29, 270, 271, 272, 291</b>
<b>Compass Travel</b>	<b>24</b>	<b>30, 31, 39, 119, 120, 121, 122, 123, 125, 126, 127, 128, 129, 143, 145, 166, 167, 168, 228, 229, 231, 261, 492, 493</b>
<b>Cuckmere Buses</b> <i>(community transport operator)</i>	<b>17</b>	<b>36, 37, 40, 41, 42, 44, 45, 47, 49, 120, 125, 126, 195, 196, H1, H3, H4</b>
<b>Seaford &amp; District</b> <i>(schooldays bus services only)</i>	<b>11</b>	<b>142, 149, 150, 227, 267, 268, 269, 318, 331, 360, 361, 468</b>
<b>Hams Travel</b> <i>(schooldays bus services only)</i>	<b>8</b>	<b>258, 294, U1, U2, U3, U4, U5, U19</b>
<b>Rambler Coaches</b> <i>(schooldays bus services only)</i>	<b>7</b>	<b>304, 342, 355, 356, 381, 382, 383</b>
<b>Battle Area Community Transport</b> <i>(community transport operator)</i>	<b>7</b>	<b>B67, B71, B72, B73, B74, B75, B79</b>
<b>Autocar Bus &amp; Coach Services</b>	<b>6</b>	<b>255, 256, 288, 293, 299, 354</b>
<b>Community Transport for Lewes Area</b> <i>(community transport operator)</i>	<b>5</b>	<b>131, 132, 246, 248, 249</b>
<b>Wealdlink Community Transport</b> <i>(community transport operator)</i>	<b>4</b>	<b>224, 225, 226, 262</b>
<b>Bexhill Community Bus</b> <i>(community transport operator)</i>	<b>4</b>	<b>11, 12, 13, 14</b>
<b>The Big Lemon</b>	<b>2</b>	<b>47, 57</b>
<b>Go-Coach Hire</b>	<b>2</b>	<b>TW8, DRT</b>
<b>Arriva Kent and Surrey</b> <i>(schooldays bus service only)</i>	<b>1</b>	<b>286</b>
<b>Rye Community Transport</b> <i>(community transport operator)</i>	<b>1</b>	<b>326</b>
<b>Seven Sisters Bus and Coach</b> <i>(seasonal sightseeing bus service)</i>	<b>1</b>	<b>Eastbourne Sightseeing Service</b>

### Fares and ticketing

- 8.18. Bus operators in the East Sussex area offer a wide range of fares and ticket options. These are generally aimed at encouraging passengers to forward purchase period tickets valid for a whole day or more. Return fares are also usually available.
- 8.19. Contactless payment is now common across the network. In addition, Brighton & Hove Buses/Metrobus offer tap-on and tap-off. Information regarding fares and tickets is not always easy to locate on the operators' websites.
- 8.20. Some simplified flat fare arrangements exist in localised areas, most notably on Stagecoach's Eastbourne network. Though this is likely to have the effect of discouraging shorter journeys. Stagecoach's Evening Rider is a special fixed rate bus ticket, through their app, which allows unlimited travel on their services in East Sussex and Kent after 6pm.

- 8.21. The main bus operators offer jobseekers discounted travel. In East Sussex the standard statutory travel time restrictions apply to the English National Concessionary Travel Scheme for older and disabled people, with eligible disabled East Sussex residents also offered a companion travel pass if they need assistance when travelling.

Fares for family groups and young people

- 8.22. Both Stagecoach and Brighton & Hove/Metrobus offer ticket products aimed at providing better value for family groups travelling together. These include Stagecoach's add on ticket for up to four children (aged 5-15) for any adult bus ticket or concessionary pass. Brighton & Hove Buses offer a lower priced flat child fare during school holidays and after 6pm on schooldays up to age 18, along with family networkSAVER tickets for up to 5 people (minimum 1 adult, maximum 2 adults) providing unlimited travel on their services for a day.
- 8.23. All operators in East Sussex offer approximately half fares to under 16s. For students over the age of 16, various period discount schemes are available. East Sussex County Council's long-standing Freedom ticket scheme offers under 19s unlimited travel for a week on any bus service in the County for a fixed weekly rate. All operators have agreed to participate in this straight-forward unsubsidised scheme, with no revenue apportioning arrangement in place between operators. Young people pay on bus and the operator keeps the revenue.

Multi-operator fares/integrated ticketing

- 8.24. In addition to the Freedom ticket scheme, Multi-Operator Ticketing is available in East Sussex through the regional Discovery ticket scheme. Though this is limited to a one-day ticket and only available to purchase on bus. Adult, child and family versions of Discovery are available. It is accepted on all East Sussex bus services, except the Eastbourne Sightseeing service.
- 8.25. Brighton & Hove Buses/Metrobus have worked with Compass Travel to ensure some ticket products can be used on both operator's services, and there is a Lewes ticket available on all operator services.
- 8.26. Brighton & Hove Buses/Metrobus have joined with Southern's KeyGo initiative which allows Key Smartcard users to tap in & out for rail fares with bus trips added at both ends of the journey, with the best fare being automatically calculated.
- 8.27. The PlusBus scheme allows local bus trip ad-ons at the end of a rail journey for major towns throughout England. In East Sussex these are Bexhill & Hastings PlusBus, Brighton & Hove PlusBus (including Seaford, Newhaven and Peacehaven), Eastbourne PlusBus, Lewes PlusBus (including Selmeston, Rodmell, Ringmer and South Chailey), Rye PlusBus (including Iden, Beckley Broad Oak, Winchelsea and Camber).

## **9. How the EP Scheme assists in achieving the objectives set out in the EP Plan**

- 9.1. Initially there is one EP Scheme for East Sussex, intended to first maintain present levels of service on most routes from April 2022, dependant on available funding.
- 9.2. Depending on available funding, next steps include improvements to existing bus infrastructure to be more inclusive.
- 9.3. After covid has passed, services will be gradually re-aligned and integrated to present a single network.
- 9.4. Further EP Schemes are expected to be added, to support the aims of the East Sussex BSIP, when funding is available.

## **10. Intended effect of the EP Scheme(s) on neighbouring areas that are outside the EP Plan and EP Scheme(s) area**

- 10.1. All neighbouring authorities are preparing Enhanced Partnerships of their own.
- 10.2. The East Sussex EP Plan and EP Scheme are for the entire area of the County, and there are no areas of the county that are not covered by the Enhanced Partnership defined in them.
- 10.3. ESCC already works with other authorities to support some cross border services, and this will continue. ESCC collaborate with West Sussex County Council (WSCC), Brighton & Hove City Council (BHCC) and Kent County (KCC) on various bus related initiatives.

## **11. Reviews**

- 11.1. This first version of the East Sussex EP Plan is intended to cover an 2.5 year period from November 2022 until end of March 2024. The EP Board may propose variations to the Plan outside of the formal review dates, which if agreed will be subject to the statutory consultation process. Statutory consultees will be invited to sit on ESCC's EP Forum and as such have the opportunity to input into the success of the plan and inform any requirements for review or amendment.
- 11.2. In keeping with ESCC's Bus Service Improvement Plan, this first version of the East Sussex EP Plan is ambitious given the level of indicative funding. We will work throughout the period to supplement the BSIP funding with our own funding and develop other opportunities to attract alternative funding or deliver initiatives in a different way or using the ESCC's own resources should they be available.
- 11.3. The process to review the EP Plan will commence at the start of the final year of the initial period (from April 2029) leading to adoption of a new plan and associated schemes from April 2030. Review of the EP Plan would be conducted using the established meeting and governance structure through the EP Scheme Forum and EP Planning Groups making recommendations to the EP Board for approval. Targets will be reviewed through EP Schemes.

- 11.4. Changes to operational and financial circumstances will be reflected in updated versions of the East Sussex BSIP which will be subject to annual review and through the obligations and commitments made within our EP schemes which will be subject to a controlled but simple and responsive mechanism for variation.
- 11.5. Review periods are expected to take 6 months, including:
- Revision (changed policy, changed circumstances, revised funding streams, revised priorities)
  - 28-day operator objection period
  - Followed by a 21-day statutory consultation
  - Two months for signoff of changes

## **12. Competition test**

- 12.1. ESCC has undertaken an assessment of the impacts of the EP Plan and the EP Scheme made on 1 April 2022 on competition and believes it will not or is unlikely to have a significantly adverse effect on competition, for the purposes of Part 1 of Schedule 10 of the Transport Act 2000.
- 12.2. The competition test shall be reviewed on each variation of the EP Scheme in accordance with the requirements of Part 1 of Schedule 10 of the Transport Act 2000.
- 12.3. The competition test is a standalone document.
- 12.4. The above statement is included in the EP Plan for completeness.

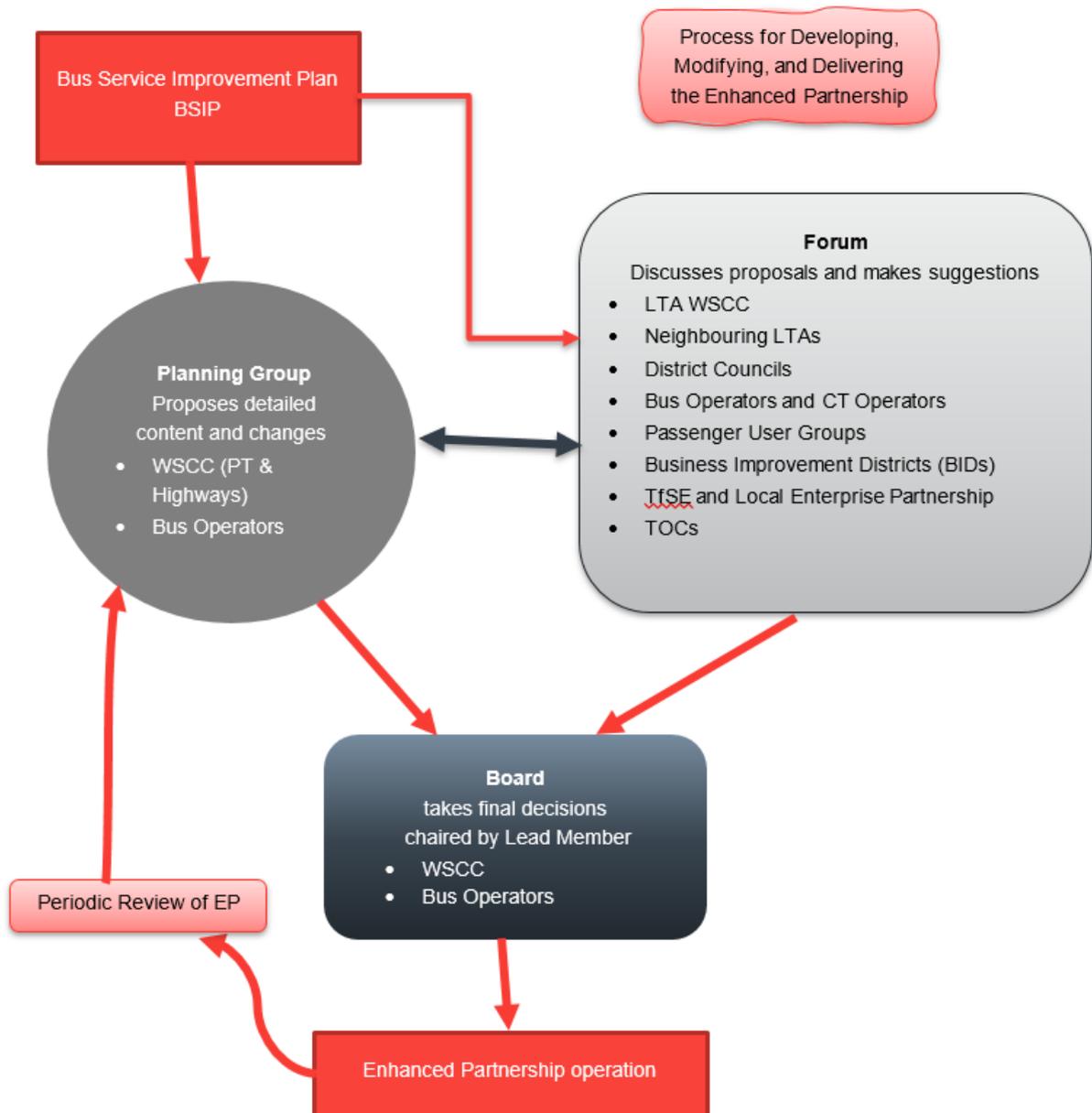
## **13. Governance**

- 13.1. The EP Plan and EP Schemes will be supported by a governance structure. This will cover:
- An EP Board supplying strategic overview and carrying out the key decision-making process, including formal reviews of the contents of the schemes
  - An EP Planning Group that will discuss in detail delivery of future EP measures required to complete the EP Plan and recommend proposals to the EP Forum and the EP Board.
  - An EP Forum made up of a wider range of stakeholders to consider proposals to assist in the delivery of the EP Plan.
  - Bus punctuality improvement partnerships, concentrating on road network improvements and management
  - Other local focus groups that may exist locally, who can feed views into the EP Forum and address issues previously covered by Quality Bus Partnerships.
- 13.2. ESCC will continue the dialogue that has developed over many years with the vast majority of operators in East Sussex. More data on commercial routes such as number of passengers boarding by location, bus fleet deployed, service performance, and summaries of issues for passengers will be exchanged.

13.3. Additionally, the Partnership will engage surveys of bus users. The annual revision of BSIP will include a consultation survey for the public to express their views.

## Governance structure diagram

The governance structure diagram is set out below:



## Assemblies

The EP will be managed through a number of assemblies including an EP Board, an EP Planning Group, and an EP Forum.

### 13.4. East Sussex Enhanced Partnership Board (EPB)

- 13.4.1. The EPB will oversee the delivery of this and any subsequent Enhanced Partnership Plan and all Enhanced Partnership Schemes made by ESCC. The EPB will receive and consider matters referred to the EP Board as a result of discussions within the EP Forum as well as considering matters referred to the EP Board by its own members and other operators.
- 13.4.2. In more detail the initial terms of reference of the EP Board are to:
- monitor the progress of the Enhanced Partnership in delivering the BSIP and the EP Plan;
  - monitor the effectiveness of implemented Schemes in achieving the BSIP and EP Plan objectives;
  - work with ESCC to respond to government or other funding opportunities that may arise for delivery of bus service improvement interventions;
  - review, discuss and agree priorities for delivery of interventions to achieve the objectives of the BSIP and the EP Plan;
  - review, discuss and agree programmes of preparatory work (feasibility studies, business case preparation, design, public consultations, impact assessments etc) for interventions that may be taken forward as Scheme variations or new Schemes;
  - oversee the process of preparing and developing detailed requirements leading to a variation to an existing Scheme where this will be subject to the bespoke scheme voting procedure incorporated in any Scheme where that is applicable;
  - consider fully detailed proposals for EP Scheme variations or new EP Schemes that are the responsibility of ESCC having regard to s.138L of the Transport Act 2000 Act, once all relevant preparatory work has been completed, and make recommendations to the ESCC for their adoption (or otherwise).
- 13.4.3. The EP Board shall be entitled to keep under review these terms of reference and further develop them being responsible for all decisions relating to administration of the affairs of the Board including frequency of meeting, requests for the attendance at meetings of the Board by individuals and representatives of organisations that are capable of contributing to the work of the Board and the manner in which and methods by which reporting of the affairs of the EP Board are made to all operators.
- 13.5. Three operator representatives will have membership of the EPB. These will include an automatic invite to each of the two operators with highest registered mileage in East Sussex. The third operator position will be subject

to nomination by an agreed process established by ESCC following consultation with all remaining operators whose services are within scope of the first EP Scheme this with the aim of ensuring inclusive representation of smaller operators.

- 13.6. Operator market share will be reassessed on an annual basis (more frequently if there are any significant structural changes with the bus network evidenced by the registration of service changes or operator ownership. The next review should be completed by 1st April 2023.
- 13.7. The EPB will be chaired by ESCC's Cabinet Member for Transport and Environment. There will be 3 other officer representatives from ESCC. Voting will be by majority vote, but with the Chair having a casting vote.
- 13.8. The following non-voting representatives will be invited to all EPB meetings:
  1. Transport Focus
  2. Traffic Commissioner for the South-East and Metropolitan Traffic AreaAdditional non-voting members will be subject to invitation to the EPB as agreed by a consensus of EPB voting members.
- 13.9. Representatives of operators will be acting in the interests of all operators and should participate in the business of the EPB not on behalf of their own company alone. Representatives will be responsible for ensuring attendance at all EPB meetings in that year, and ensure they have:
  - 13.9.1. fully reviewed and understood all meeting papers in advance of attendance
  - 13.9.2. in relation to the required mandate from the operators they represent.
- 13.10. Prior to the detailed consideration of any matter that could lead to by way of a variation to an existing or the development of a further Scheme ESCC shall in order to limit any circumstances in which a veto may be required where any proposal is to be taken forward by the Enhanced Partnership Board that would lead to a variation to an existing Enhanced Partnership Scheme or would lead to a requirement for the Council to make a further Enhanced Partnership Scheme or would result in any other material commitment required of the Council the Council shall prepare and deliver to the Enhanced Partnership Board a brief summary document setting out the Council's opinion concerning the feasibility of the proposal should it be implemented. The summary document may refer to matters such as:
  - 13.10.1. the availability or non-availability of funding to support implementation of the proposal including the Council's ability to provide for any future expenditure that the Council would be required to incur;

- 13.10.2. the compatibility of the proposal with policies that the Council has committed to follow including in particular policies supporting the Council's equalities duties;
- 13.10.3. should the proposal be implemented the Council would in consequence be in breach of any contracts or other legally binding obligations that it is subject to;
- 13.10.4. the proposal requires the co-operation of third parties such as a district council
- 13.10.5. any governance related considerations that the Council requires to take into account.

For avoidance of doubt the existence of matters raised by the Council need not be taken as reason for the Enhanced Partnership Board to decline to deal with the proposal and the Council shall indicate in the summary document or in any other manner at a subsequent date the extent to which it supports the proposal and is willing and able to work with the Enhanced Partnership Board in order to progress the proposal on a basis that is not anticipated to lead to the Council exercising its veto.

#### 13.11. Meeting arrangements for the EP Board

- 13.11.1. The Enhanced Partnership Board meetings will take place not less than four times per year at regular intervals, 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 (as set out in 8.4) can be achieved, with not less than one week's notice being given. Meetings will be arranged, chaired and minutes taken by the County Council and will normally be held at County Hall. Meeting length will vary according to agenda content but ordinarily be one to two hours.
- 13.11.2. Agendas and meeting papers will be circulated to all EP Board 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 Enhanced Partnership Board members so any issues or concerns can be discussed with the relevant Operator representative, to be raised at the Enhanced Partnership Board meeting. Draft minutes will be approved at the next Enhanced Partnership Board meeting.
- 13.11.3. The EP Board will observe the need for confidentiality; any information provided by local bus service operators relating to patronage and/or fare income on individual bus routes will be considered commercially confidential and will only be discussed by the EP Board on this basis.
- 13.11.4. Where any other matter should remain confidential and not for discussion outside the EP Board, the member raising the matter has the responsibility to make this clear in advance or at the time

of discussion. It is the responsibility of the EP Board members to ensure appropriate steps are taken to maintain the confidentiality of the matter.

- 13.11.5. At the commencement of each meeting the Chair shall remind all participating in the meeting that in conducting the affairs of the EP Board and in taking any actions arising from the meeting of the EP Board each participant has responsibilities under competition law and must observe these.

#### 13.12. EP Planning Group

- 13.12.1. This Group consists of representatives from the Bus Operators (the same operators that are member of the EPB) and the LTA and Highway Authority.
- 13.12.2. It will discuss in detail delivery of future EP measures required to complete the EP Plan and advise proposals to the EP Forum and make recommendations for consider by the EP Board.
- 13.12.3. Decisions on what to take forward will be by a simple majority vote with the LTA having the casting vote for specific proposals if they are deemed to be
- impractical,
  - contrary to policy objectives, or
  - if appropriate funding is not available.
- 13.12.4. The Group will meet at least every six months in order to prepare proposals for the EP Forum to consider. More frequent meetings may be necessary at the request of the LTA.
- 13.12.5. The Group will consider any the views and any proposals made by the EP Forum and make recommendations to the EP Board.
- 13.12.6. Terms of Reference shall be set by the EPB.

#### 13.13. Operation of Multi-Operator and other Ticketing Schemes

- 13.13.1. The operation of any ticketing schemes promoted within the East Sussex administrative area only shall fall within the remit of the EPB and also the EP Forum. ESCC shall conduct annual reviews of the operation of any Schemes in effect within East Sussex on an annual basis with particular reference to benefits that are being derived by operators and passengers.

#### 13.14. East Sussex EP Forum

- 13.14.1. The future content and arrangements for the variation and revocation of the EP Plan and EP Scheme will be considered by the EP Forum. The members are:
- The LTA

- Neighbouring LTAs (Brighton & Hove City Council, West Sussex County Council, Kent County Council)
- East Sussex Borough & District Councils (Eastbourne Borough Council, Hastings Borough Council, Lewes District Council, Rother District Council, Wealden District Council)
- Local Bus Operators
- Community Transport operators
- Passenger User Groups
- Business Improvement Districts
- Sussex Health and Care Partnership
- Transport for the South East
- South East Local Enterprise Partnership
- Southern Railway

13.14.2. All Bus Operators with registered local bus services in East Sussex are entitled to be members of the EP Forum and any new operators registering such services during the lifetime of the EP will automatically be invited to be members. Community Transport operators are defined as those providing bus services available to the general public.

13.14.3. The EP Forum will meet on a six-monthly basis and meetings will be hosted by East Sussex County Council, generally at County Hall, Lewes, or virtually. The chairmanship of the Forum will rotate on an annual basis between the LTA and a nominee of the Bus Operators.

13.14.4. Guest attendees will be permitted on the approval of the Forum Chair.

13.14.5. The size of the Forum membership militates against it being a decision-making body, rather its purpose is to receive proposals from the EP Planning Group, discuss them together with other items proposed to assist in the delivery of the EP Plan. Majority voting will apply to proposals, but such proposals will then be considered by the EP Planning Group, agreed, altered, or rejected prior to recommendations being presented to the EP Board.

13.14.6. Terms of Reference shall be set by the EP Board.

#### 13.15. Meeting Arrangements

13.15.1. Quarterly meetings (on-line or in person) of all members and interested parties, notified by email 10 working days prior, unless an urgent issue erupts

13.15.2. Papers will be circulated 7 days prior to each meeting

#### 13.16. Data and Information Governance

- 13.16.1. Any data required for the operation of the EP Scheme will be confidential between the parties, Data shall only be shared to the extent permitted by competition law and subject to any UK GDPR.
- 13.16.2. Information provided to ESCC under Section 143 of the Transport Act 2000 and associated secondary legislation will remain confidential, unless otherwise agreed or required by law.

## Annex A

### List of bus operators by annual mileage: East Sussex Bus Kilometres By Operator In Descending Order

Operator	Commercial	Non-Commercial and Contracted	Annual Total	%
Stagecoach	7,511,505	362,384	7,873,889	<b>61</b>
Brighton & Hove Buses/Metrobus	3,841,674	44,486	3,886,160	<b>30</b>
Compass Travel	253,640	614,588	868,228	7
Seaford & District	87,533	17,974	105,507	0.82
Autocar	0	66,130	66,130	0.51
Rambler Coaches	5,016	54,112	59,128	0.46
Hams Travel	26,942	9,842	36,784	0.28
The Big Lemon	0	13,270	13,270	0.10
<b>Annual Total</b>	<b>11,726,310</b>	<b>1,182,786</b>	<b>12,909,096</b>	
%	<b>91</b>	<b>9</b>		

## ANNEX B - GLOSSARY AND DEFINITIONS

The following terms have been used in the Enhanced Partnership Plan and Scheme documents in East Sussex:

**Bus Recovery Grant** – the grant set up to support commercial bus operators in England due to the ongoing impacts of coronavirus by the Government

**Bus Operators or Operators** – operators of local bus services within East Sussex

**BSIP** – the East Sussex bus services improvement plan published in June 2021 containing proposals to improve bus services, available to download at: [East Sussex Bus Service Improvement Plan](#)

**Chair** – the chair of the EP Board

**Clean Air Zone** - an area in which a local authority has brought measures into place to improve the air quality

**DRT or DDRT** – Demand responsive transport schemes (also known as Digital Demand Responsive Transport) are flexible bus services using pre-booking via an app or telephone booking line.

**English National Concessionary Travel Scheme or ENCTS** - a national scheme run by the Department for Transport in conjunction with local authorities across England.

**Enhanced Partnership and EP** – A formal enhanced partnership between ESCC and bus operators created under the Bus Services Act 2017, designed to improve bus services by setting out firm commitments which are binding on both ESCC and operators.

**EP Board or EPB** – The committee of operators and ESCC responsible for managing the Enhanced Partnership, including decision making.

**EP Forum** – The group formed of stakeholders, including borough and district councils, and all bus operators running in this EP Scheme Area to oversee the delivery of existing commitments and to promote potential variations to the EP Scheme to the EP Board.

**EP Plan** – The 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.

**EP Planning Group** – This group is to discuss in detail delivery of future EP measures required to complete the EP Plan, and recommend proposals to the EP Forum and the EP Board and made up of TBC.

**EP Scheme** – the document made pursuant to the EP Plan under the Transport Act 2000 (as amended).

**EP Scheme Area** – The area to which the EP Scheme document applies.

**ESCC or the Council** – East Sussex County Council

**Forum Chair** – the chair of the EP Forum

**Highway Authority** – the highway authority for East Sussex

**LTA** – Local Transport Authorities

**MaaS** – Mobility as a service platforms bring together a number of transport modes on one app, offering details of each service together with ticket booking facilities. 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.

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

**NBS** – The national bus strategy for England as set out in the Government document “Bus Back Better” and associated Government funding announcements to support the NBS.

**Quality Bus Partnerships** – Voluntary agreements between ESCC, borough or district councils and bus operators in that district designed to work closely together to improve local bus services.

**Real Time Information** – Technology used 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.

**Transport Focus Survey** – a survey undertaken by the independent watchdog for transport users.

**ANNEX C - Draft Heads of Terms for the development of a Multi-Operator [Day] [Period] Ticket**

(satisfying the Ticketing Block Exemption requirements for a Multi-Operator Travel Card (“MTC”))

Description of Agreement	Multi-Operator [Day] [Period] Ticket Participation Agreement (“Participation Agreement”), NB: This agreement will need to be agreed by Operators and signed prior to the formal making of the Enhanced Partnership Scheme as the two documents are necessarily linked.
Parties	To comprise: <ul style="list-style-type: none"> <li>• East Sussex County Council (“County Council”)</li> <li>• Operators of local services that are within scope of the County Council’s intended Enhanced Partnership</li> </ul>
Addition of parties	New Operators will be able to participate on equal terms with the then current Operators and will become parties to the Participation Agreement through a Deed of Adherence to its terms and conditions.
Withdrawal of parties	An Operator ceasing to operate local services that are within scope of the County Council’s intended Enhanced Partnership will withdraw from the scheme. A Deed of Termination will be agreed to provide for a final revenue settlement following the withdrawal taking effect.
Link to the proposed Enhanced Partnership Scheme	For Operators within scope of the Enhanced Partnership Scheme, participation in the Scheme will be mandatory. This will be achieved through a service requirement placed on Operators within the Enhanced Partnership Scheme document.
Travel Incentive Scheme (“Scheme”)	The County Council propose to allocate a certain amount of funding towards a travel incentive scheme, the purpose of which, is to provide communities and visitors to the County with an incentive to choose travel by bus over car for journeys intended to be taken. [Can this be further developed to reflect the intentions eg is it planned to have a per journey subsidy payable to the Operator and will this be on a reducing scale over the period of the scheme?] The Scheme is anticipated to meet the requirements of the recently enacted Subsidy Control Act 2022 and details of the Scheme will be developed with a view to ensuring compatibility with UK subsidy control requirements with a view to avoiding notification requirements.
Effective Date	To be established, taking into account DfT’s decision making processes and confirmation of the funding to be made available to the County Council. Operators will be given no less than [ ] weeks’ notice of the intended commencement date at which the terms and conditions of the Participation Agreement will become effective.
Administration of the Scheme	The County Council shall be the administrator of the Scheme. It will be entitled to subcontract certain administration tasks but remains fully responsible for administration. The County Council shall be entitled to recover from each Operator a share of the administration costs on a basis to be agreed and by reference to a budget approved by operators in advance. Costs will only be included where these are incurred in a manner that is indispensable to the operation of the Scheme
Obligations that the County Council will accept under	<ul style="list-style-type: none"> <li>• To promote the Scheme and the related ticket product within the County through appropriate marketing and promotion channels available to the County Council;</li> </ul>

<p>the Participation Agreement</p>	<ul style="list-style-type: none"> <li>• To provide or procure the provision of administrative support sufficient to meet the requirements of the Scheme;</li> <li>• To receive, store and process, as required by the Scheme, agreed data sets required to enable the calculation of revenue allocations between Operators – this to be based upon [recorded mileage?];</li> <li>• To periodically provide performance data relating to the service, providing operators with insight into the overall take-up of the ticketing product using aggregated data. For avoidance of doubt no data sharing will be undertaken within the Scheme that, in the County Council's opinion, would prejudice the validity of the block exemption by breaching any requirement of the exemption;</li> <li>• To ensure secure backups of data are held in a manner that constitutes good practice and apply cyber security precautions consistent with those in effect protecting other County Council data;</li> <li>• To undertake periodic reconciliations of revenues accounted for through the purchase of the ticketing product and to calculate apportionments between operators reflecting [recorded mileage operated];</li> <li>• To produce certificates for approval by each Operator recording the impact of the apportionment exercise in relation to: <ul style="list-style-type: none"> <li>○ revenue received and held by that operator;</li> <li>○ revenue received and held by all other operators;</li> <li>○ the impact on that operator of the reconciliation exercise – whether it is to receive an entitlement to an additional payment for the relevant period or is required to make a payment into a revenue pool administered by the County Council;</li> </ul> </li> <li>• To receive back approved certificates and act on these administering any receipts and payments that arise;</li> <li>• To pay to each Operator in accordance with its entitlement, the subsidy owing, associated with purchase of the travel product by passengers in the relevant period;</li> <li>• To issue invoices in an appropriate form to operators in relation to their respective liability to make a contribution to the administration costs of the Scheme.</li> </ul>
<p>Obligations that Operators will accept under the Participation Agreement</p>	<ul style="list-style-type: none"> <li>• To agree the format and presentation of the ticketing product to enable its issue in a standardised format;</li> <li>• To agree the terms and conditions for its issue;</li> <li>• To accept the ticketing product without applying any surcharges or set within its terms and conditions of carriage any restrictions or disadvantage to a passenger intending to travel using the ticketing product;</li> <li>• To maintain on-bus equipment sufficient to capture, store and provide for the uploading of data relevant to the travel product, the Operator being responsible for the data throughout its journey from bus to the operators internal management system and its uploading to the County Council;</li> <li>• To ensure secure backups of data are held in a manner that constitutes good practice;</li> <li>• To approve on a timely basis draft revenue certificates;</li> <li>• To make any payment into the pooled fund required within [ ] days of receipt of the final certificate for a period;</li> </ul>

	<ul style="list-style-type: none"> <li>• To meet the share of Scheme administration charges agreed within the Participation Agreement;</li> <li>• To observe the terms and conditions of any licence granted by the County Council in relation to intellectual property rights associated with branding in relation to the Scheme.</li> </ul>
Dispute Resolution	The Participation Agreement will provide an appropriate mechanism for resolving disputes with particular provision made for any disputes relating to revenue allocation to ensure an expert opinion may be obtained – the opinion being binding upon all parties.
Change provisions	The Participation Agreement will include a change mechanism entitling any party to propose changes to the terms and conditions. A mandatory provision requiring the parties to consider and enter into any variation to the agreement necessitated upon expiry of the block exemption (in the unlikely event that it is not continued, or a new exemption implemented on terms substantially different to those that the Participation Agreement is founded upon is introduced). Failure by all parties to agree a change in mandatory circumstances will require the County Council to reconsider the continuation of the Participation Agreement and will entitle the County Council to serve a unilateral notice of termination upon all then current parties to the Agreement. A variation to the Enhanced Partnership Scheme will also be made to remove the requirement that operators are party to the Participation Agreement.
Confidentiality	The Participation Agreement will include standard confidentiality provisions. To ensure no breach of the ticketing block exemption, the Participation Agreement will expressly limit the use and disclosure of data shared to the purpose of the sharing as defined within the Participation Agreement and to other circumstances where disclosure is required by law.
Indemnities	The Participation Agreement will include indemnities at an appropriate level (potentially with different levels of cap for large and small operators). This will be discussed with operators prior to the development of legal drafting.
GDPR	An evaluation will be undertaken on behalf of the County Council of the technical solution to be adopted with a view to considering the extent to which data that is Personal Data (as defined in the Data Protection Act 2018) is processed and an appropriate data sharing schedule will be incorporated into the Participation Agreement.
Termination	The Participation Agreement will provide appropriate termination rights but scenarios where termination may apply will be discussed with operators given that a termination for breach would have an impact upon participation in the Enhanced Partnership Scheme
Other provisions	The Participation Agreement will include standard final provisions including prohibitions on assignment, arrangements for service of notices, no third-party rights, governing law and jurisdiction.

# **East Sussex Enhanced Partnership Scheme**

IS MADE UNDER THE TRANSPORT ACT 2000 (AS AMENDED) BY:  
EAST SUSSEX COUNTY COUNCIL

Initial Enhanced Partnership Scheme – 4 November 2022

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# ENHANCED PARTNERSHIP SCHEME

**THE EAST SUSSEX ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE UNDER THE TRANSPORT ACT 2000 (as amended) BY EAST SUSSEX COUNTY COUNCIL on November 2022**

## **1. EP Scheme Content**

1.1. 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 East Sussex County Council

**Section 4** - Obligations on Bus Operators

**Section 5** - Variation and Revocation

1.2. 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.

1.3. The EP Scheme has been jointly developed by East Sussex County Council (ESCC), and those Bus Operators that provide local bus services in the EP Scheme Area.

1.4. The EP Scheme sets out obligations and requirements on both ESCC and Bus Operators in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

## **2. Scope of the EP Scheme and Commencement Date**

2.1. The EP Scheme will support the improvement of all local bus services operating anywhere in the whole county of East Sussex, except exempted services as set out in paragraph 2.5.

2.2. figure 1 sets out the extent of the EP Plan and EP Scheme Area

**Figure 1 - Map of EP Plan and EP Scheme Area**



**Commencement Date**

- 2.3. The East Sussex EP Scheme is made on Friday 4 November and shall come in to operation on Friday 18 November 2022 (Commencement Date).
- 2.4. The EP Scheme will have no specific end date but will be formally reviewed by the EP Board on a 6 monthly basis. Variations may be made to the EP Scheme at set out in The EP Plan.
- 2.5. Not all requirements of this EP Scheme will come into force at the same time. Dates in this EP Scheme for several facilities and measures paragraph 3 and Bus Operator obligations (paragraph 4) will be after the Commencement Date to allow flexibility for different parts of the EP Scheme to come into effect on different dates.
- 2.6. ESCC will maintain a list of services that are affected by the EP Scheme and make this available to Bus Operators when the EP Scheme is made, then subsequently on a 6 monthly basis when the EP Scheme is reviewed.

## Exempted Services

- 2.7. The following services are exempt from the requirements of this EP Scheme:
- 2.8. Coach services that are registered as local bus services
- 2.9. (a service which has part, or all its route registered as a local service in the county of East Sussex (the EP geographical area), but where that part of its route is 20% or less of the overall route distance covered by the service from its service start to service end point. i.e., coach, bus, and tour services that are registered as 'local' bus services because they fall within its definition but are not aimed at serving local journeys.)
- 2.10. Sightseeing tours
- 2.11. (a service which is registered as a local service under section 6 of the Transport Act 1985, but which would otherwise be an excursion or tour within the meaning in section 137(1) of that Act.) including services excluded from the English National Concessionary Travel Scheme
- 2.12. Cross-boundary services where less than 10% of the registered mileage of journeys entering East Sussex is within the EP Scheme Area
- 2.13. Rail replacement bus services
- 2.14. Bus services to sports, concerts, or other public events including motorsports and horse racing where a flat fare or no identifiable fare is charged for adults
- 2.15. Community Transport services provided under a permit made under section 22 of the Transport Act 1985.<sup>1</sup>
- 2.16. Any local service which whilst open to the general public has a start point or destination at a school, and which is predominantly used by students travelling to or from such school.
- 2.17. Any local service which is not registered with at least one service operating on each weekday.
- 2.18. Any local service which is primarily operated as a replacement service for rail.
- 2.19. Any local service which is registered to operate less than three journeys in any day.
- 2.20. A local service which forms part of a longer route which is not registered as a Local Service and operates as a long-distance scheduled coach services.
- 2.21. Any local service which is registered as a flexible service.
- 2.22. Any local service which is operated solely with vehicles having 16 seats or less, and which operates for no more than one day a week.

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<sup>1</sup> S.123J and 138C of the Transport Act 2000 exclude services provided under section 22 of the Transport Act 1985.

- 2.23. Any local service which is registered to support a special event
- 2.24. Any local service which would, other than for its registration under section 6 Transport Act 1985, be an excursion

**3. Obligations on Authorities**

- 3.1. The following matrix sets out the specific interventions that ESCC is required to deliver by subject area as part of the EP Scheme.
- 3.2. All of the below obligations can be amended using the EP Scheme Bespoke Variation arrangements for varying or revoking the EP scheme as set out in paragraph 5.
- 3.3. New obligations that relate to the principles and initiatives contained within the EP Plan are also subject to the Bespoke Variation arrangements for varying the EP scheme as set out in paragraph 5.

## NETWORK DEVELOPMENT

Responsibility	Local Transport Authority	Facility (F) or Measure (M)	Delivery Date
To develop prioritisation methodology for the service enhancements set out in the BSIP enhancements should NBS funding allow.	ESCC	M	By March 2023
Utilising the above methodology and prioritisation, to work with operators to deliver resulting 2022/2023 service enhancements and subsequent service improvements as funding from the NBS allows.	ESCC	M	Commence when funding known
To work with Borough and District Planning authorities to ensure that appropriate bus service provision is actively considered as part of new planning applications, including housing schemes.	ESCC	M	Ongoing
In finalising the design of proposed new DDRT services, we will consult with local stakeholders and communities, including health professionals with expertise on local needs in respect to loneliness and social isolation.	ESCC	M	Ongoing

## SERVICE MANAGEMENT AND CUSTOMER CARE

Responsibility	Local Transport Authority	Facility (F) or Measure (M)	Delivery Date
In conjunction with operators and Passenger Charter groups, develop and implement a single East Sussex Passenger Charter to cover all services within the EP and to ensure high operating and customer service standards.	ESCC	M	By March 2023
To commission an annual public satisfaction survey to better understand customer experiences and to benchmark progress.	ESCC	M	Ongoing
To put passenger safety at the forefront of thinking with respect to operational / service management.	ESCC	M	Ongoing

## FARES AND TICKETING

Responsibility	Local Transport Authority	Facility (F) or Measure (M)	Delivery Date
ESCC will help to identify and deliver specific fares and ticketing schemes, including outside the larger conurbations, with a particular focus on initiatives which support recovery from the pandemic and access to education, tourism, employment opportunities.	ESCC	M	Ongoing. Extent of obligation subject to change once NBS funding known.
ESCC will work with operators to improve the availability of specific fares and ticketing schemes aimed at families and groups	ESCC	M	Ongoing
ESCC will work with Bus Operators and neighbouring authorities to increase the coverage of PlusBus, subject to the necessary rail industry agreements	ESCC	M	Ongoing
ESCC will work with Bus Operators and neighbouring authorities to develop the multi-operator Discovery ticket product, potentially providing a multi-day version and potentially also to include a rail add-on subject to the agreement of the rail companies.	ESCC	M	Ongoing
As funding allows, ESCC will continue to assist Bus Operators to invest in their ETMs and back-office systems to enable the introduction of innovative ticketing offers, including a fully contactless fleet and fare capping	ESCC	M	Ongoing. Extent of obligation subject to change once NBS funding known.

## INFRASTRUCTURE AND PRIORITY

Responsibility	Local Transport Authority	Facility (F) or Measure (M)	Delivery Date
To introduce new bus stops and upgrade existing bus stops (including poles, flags, timetable cases, raised/ dropped kerbing, clearways) to support the network and passenger / operator requests as funding permits	ESCC	M	Ongoing. Extent of obligation subject to change once NBS funding known.
When conducting civils work at bus stops to take the opportunity to bring them up to latest standards with respect to accessibility where practically possible.	ESCC	M	Ongoing.
To work with Parish/ Town / Borough / District Councils to improve standards and consistency of bus shelter offering.	ESCC	M	March 2024 Extent of obligation subject to change once NBS funding known.
To offer match funding to Parish / Town Councils to support the delivery of improved shelters as funding permits.	ESCC	M	Ongoing
Within funding constraints, to work with Borough / District Councils to identify and deliver bus driver facilities to support network growth.	ESCC	M	Ongoing. Extent of obligation subject to change once NBS funding known.
To commission a survey and audit of bus stops to ascertain what facilities are present, disability compliance, maintenance standard and information provision. ESCC will categorise bus stops in conjunction with operators for each stop for planning facilities and information provision.	ESCC		By March 2023
To produce a bus stop hierarchy to enable the prioritisation and delivery of mobility hubs, bus – bus interchanges to enhance integration etc as NBS funding permits.	ESCC		By March 2023
To upgrade Uckfield Bus Station to improve the passenger waiting environment and bus stopping arrangements.	ESCC		By March 2023.
To refine Mobility Hub proposals and agree the required facilities at each location.	ESCC		Ongoing. Extent of obligation subject to change once NBS funding known
To press (where appropriate based on modelling) for the inclusion of bus priority measures as part of new developments or funded highway schemes	ESCC		Ongoing
To refine the list of corridors where congestion has a high impact on bus reliability and work with operators to further prioritise focus areas, to allow delivery of feasibility studies and subsequent schemes as NBS funding permits.	ESCC		By March 2023



## HIGHWAYS AND NETWORK MANAGEMENT

Responsibility	Local Transport Authority	Facility (F) or Measure (M)	Delivery Date
For any new / upgraded highway schemes under ESCC's control consider potential bus service improvements which would enhance reliability, service levels and accessibility and incorporate as funding permits. Ensure that these principles are encouraged (or enforced where applicable) for other non ESCC schemes / developments.	ESCC	M	Ongoing.
As funding permits seek to deliver highway interventions to aid bus punctuality coming out of PIPs, local transport focus groups or other sources.	ESCC	M	Ongoing. Extent of obligation subject to change once NBS funding known.
Review, relaunch and lead new Punctuality Improvement Partnerships (PIP)	ESCC	M	By March 2023
Through PIPs and local focus groups identify parking issues affecting buses and work with to introduce new restrictions and/ or enforce existing restrictions as funding and resources permit.	ESCC	M	Ongoing.
Work with Bus Operators to adopt a new approach to street works affecting bus routes, supported by technology, so as to streamline planning, execution and closure of works.	ESCC	M	By March 2023
Continue to support buses with respect to soft landscaping issues	ESCC	M	Ongoing.
Agree an approach to bus gate and bus lane ANPR enforcement, delivering solutions as funding permits.	ESCC	M	Ongoing.

## ALTERNATIVE DELIVERY MODELS

Responsibility	Local Transport Authority	Facility (F) or Measure (M)	Delivery Date
ESCC will establish a policy to ensure future opportunities for BRT and Superbus schemes are explored, including working closely with Brighton & Hove City Council.	ESCC	M	By March 2024.
To ensure that park & ride, coach services, community transport services and DDRT schemes are integrated with the conventional bus network, including in marketing and ticketing schemes.	ESCC	M	Ongoing.

## ENVIRONMENT AND AIR QUALITY

Responsibility	Local Transport Authority	Facility (F) or Measure (M)	Delivery Date
Pursue any future funding opportunities to improve vehicle emission standards in East Sussex.	ESCC	M	Ongoing.
Where funding permits deliver publicity campaigns to promote the role of the bus in meeting environmental challenges.	ESCC	M	Ongoing.
Form an AQMA hierarchy in order to help to prioritise any future funding submissions linked to zero emission buses.	ESCC	M	By March 2023.
Set minimum emission standards for operation within EP scheme areas and negotiate with operators an appropriate programme for improving these standards.	ESCC	M	Ongoing. Extent of obligation subject to change once NBS funding known.

## INNOVATION AND DIGITAL ACCESSIBILITY

Responsibility	Local Transport Authority	Facility (F) or Measure (M)	Delivery Date
As funding permits ESCC will support operators to help them secure enhanced ETMs, associated back-office functionality and TransXChange / Real Time Information capability. This will support a range of initiatives in respect of payment methods, Real Time Information, ticketing and reliability	ESCC	M	Ongoing. Extent of obligation subject to change once NBS funding known.
As funding permits maximise the use of innovation in conjunction with operators – e.g., RTI, at stop audio announcements etc	ESCC	F	Ongoing. Extent of obligation subject to change once NBS funding known.

## PUBLIC TRANSPORT INFORMATION

Responsibility	Local Transport Authority	Facility (F) or Measure (M)	Delivery Date
Consider the development of East Sussex network brand	ESCC	M	By March 2023.
Consider the development of a “one stop shop” for Public Transport information including journey planning functionality, an interactive map and RTI.	ESCC	F	By March 2023.
Agree with operators to set standards for at-stop bus timetables and printed publicity.	ESCC	M	Ongoing.
Expand the number of locations with RTI availability, by way of QR codes and/or displays.	ESCC	F	Ongoing.
Conduct publicity campaigns (subject to funding) to encourage higher usage of the bus post recovery and to support strategic priorities	ESCC	M	Ongoing. Extent of obligation subject to change once NBS funding known.

### 4. Obligations on Local Bus Operators

- 4.1. The below sets out the specific interventions that Bus Operators are required to deliver by subject area as part of this EP Scheme.
- 4.2. All of the below obligations can be amended using the EP Scheme Bespoke Variation arrangements for varying the EP scheme.

- 4.3. New obligations that relate to the principles and initiatives contained within the EP Plan are also subject to the Bespoke Variations arrangements for varying the EP scheme.
- 4.4. Bus Operators operating within the geographical area covered by this EP scheme will be invited to attend EP Forum meetings.

#### NETWORK DEVELOPMENT

Responsibility	Action	Delivery Date
Operators	To work with ESCC to identify and implement opportunities to improve local bus services in East Sussex, particularly to underserved communities and at times of day when service levels are poor.	Ongoing
Operators	To work with ESCC to develop a unified bus network, making best endeavours to co-ordinate timetables and introduce simple ticketing to enable interchange between services.	Ongoing
Operators	To work with ESCC, neighbouring local authorities, the rail industry and other service providers to seek opportunities to better develop and deliver coordinated services and facilities between bus, rail and other modes across the Scheme area where practically possible	Ongoing
Operators	To agree to work with ESCC and neighbouring local authorities to work towards a set of common registration / timetable change dates per year (for the benefit of co-ordinated information etc), recognising the need for exemptions.	By March 2023
Operators	To work openly and transparently with ESCC with respect to any planned service changes, ensuring that notification and discussion takes place ahead of the statutory registration window.	By March 2023
Operators	To work with ESCC to deliver 2022/23 NBS service enhancements and subsequent service improvements as funding from the NBS allows.	To commence once funding is known.

## SERVICE MANAGEMENT AND CUSTOMER CARE

Responsibility	Action	Delivery Date
Operators	In conjunction with ESCC and Passenger Charter groups, develop and implement a single East Sussex Passenger Charter to cover all services within the EP and to ensure high operating and customer service standards through such measures as high-quality staff training.	By March 2023
Operators	Through high levels of operational management (e.g., vehicle contingency, network planning, scheduling, roadworks planning etc) work to deliver the highest possible levels of reliability and operational standards. These will be included in the Passenger Charter and EP targets.	Ongoing
Operators	To put passenger safety at the forefront of thinking with respect to operational / service management.	Ongoing
Operators	To raise any safety concerns regarding stopping arrangements in the county, including marked bus stops and hail and ride stopping practices with ESCC.	Ongoing

## FARES AND TICKETING

Responsibility	Action	Delivery Date
Operators	To work with ESCC to deliver specific fares and ticketing schemes, including outside the larger conurbations, with a particular focus on initiatives which support recovery from the pandemic and access to education, tourism, employment opportunities. More specifically, Operators are required to participate in East Sussex Discovery Ticket Participation Agreement which at the date of the making of this Scheme has been entered into by all parties to that agreement conditionally upon this Scheme being made by ESCC.	Ongoing. Extent of obligation subject to change once NBS funding known
Operators	To work with ESCC to improve the availability of specific fares and ticketing schemes aimed at families and groups.	Ongoing
Operators	To work with ESCC and neighbouring authorities to increase the coverage of PlusBus, subject to the necessary rail industry agreements	Ongoing
Operators	To work with ESCC and neighbouring authorities to develop the multi-operator Discovery ticket product, potentially providing a multi-day version and potentially also to include a rail add-on subject to the agreement of the rail companies.	Ongoing
Operators	To improve the capability of ETMs whenever possible to support contactless bus ticketing and innovative new products	Ongoing
Operators	To ensure that return tickets are accepted by all operators on common sections of route, subject to a separate ticketing agreement, and to work with ESCC to improve ticket acceptance of period passes.	Return tickets – Summer 2022 Period tickets – subject to funding



## INFRASTRUCTURE AND PRIORITY

Responsibility	Action	Delivery Date
Operators	Provide feedback to ESCC on bus stop condition to allow for quick and efficient action to be taken	Ongoing
Operators	To ensure that buses are using infrastructure appropriately (e.g., position of bus at raised kerb) to support accessible boarding	Ongoing
Operators	If through agreement with ESCC operators are delivering bus stop infrastructure directly (e.g., flags, cases), operators will work to conditions and standards agreed by ESCC.	Ongoing
Operators	When laying over between journeys, ensure buses are parked up at appropriate positions which are communicated with ESCC	Ongoing
Operators	Work with ESCC to refine the list of corridors where congestion has a high impact on bus reliability and through use of data consider reciprocal network benefits which could be offered up if improvements were delivered.	Ongoing. Extent of obligation subject to change once NBS funding known

## HIGHWAY AND NETWORK MANAGEMENT

Responsibility	Action	Delivery Date
Operators	Where highway network changes are made that result in resource savings as a result of faster journey times operators will reinvest some of the benefit in more frequent services, new or newer buses, or other improvements of mutually agreed value in conjunction with local network reviews	Ongoing
Operators	Engage fully with ESCC when consulted on new road schemes and their operational impacts	Ongoing
Operators	Send appropriate representation to PIPs, Roadworks Taskforce meetings etc and work constructively with ESCC, including providing supporting data, to identify areas of concern and to deliver solutions within budget constraints.	Ongoing
Operators	Work with ESCC to adopt a new approach to street works affecting bus routes, supported by technology, so as to streamline planning, execution and closure of works.	By March 2023
Operators	Report on soft landscaping issues affecting buses in a timely manner.	Ongoing
Operators	Through use of roadworks planning, ensure roadworks diversions / stop suspensions are appropriately planned and communicated to passengers.	Ongoing

## ALTERNATIVE DELIVERY MODELS

Responsibility	Action	Delivery Date
Operators	To work with ESCC to ensure that park & ride, coach services, community transport services and DRT schemes are integrated with the conventional bus network, including in marketing and ticketing schemes.	Ongoing

## ENVIRONMENT AND AIR QUALITY

Responsibility	Action	Delivery Date
Operators	Seek to continuously improve bus emission standards through new investment in fleets, as funding permits.	Ongoing
Operators	Work with ESCC and Borough / District Councils as appropriate to form bids to any future funding sources to support conversion to zero emission vehicles	Ongoing
Operators	To commit to minimise idling when at bus stops and stands or in queuing traffic.	By March 2023
Operators	To work with ESCC on advertising campaigns to promote the role of the bus in meeting environmental challenges as funding permits.	Ongoing

## INNOVATION AND DIGITAL ACCESSIBILITY

Responsibility	Action	Delivery Date
Operators	Maximise the use of innovation in conjunction with ESCC as funding permits or legislation requires – e.g., audio / visual on bus announcements, passenger occupancy tools etc.	Ongoing. Extent of obligation subject to change once NBS funding known
Operators	To improve the capability of ETMs whenever possible to provide contactless bus ticketing and innovative new products	Ongoing
Operators	To ensure that live information feeds to BODS and other real time systems cover all local bus services	Ongoing

## PUBLIC TRANSPORT INFORMATION

Responsibility	Action	Delivery Date
Operators	Ensure that appropriate and up to date data feeds are being fed into BODS to meet legislation and support a one stop shop website	March 2022
Operators	To conduct publicity campaigns (subject to funding) in partnership with ESCC to encourage higher use of the bus post recovery and to support key strategic priorities. This will incorporate any agreed brand.	Ongoing. Extent of obligation subject to change once NBS funding known
Operators	To provide and support a website which includes clear, accurate and up to date information, including but not limited to, timetables, contact details and provide a link and promotion to any future ESCC “one stop shop” site	Ongoing
Operators	To agree any numbering for services with ESCC to avoid passenger confusion or duplication.	Ongoing

### 5. Bespoke Arrangements for Varying the Enhanced Partnership Scheme

- 5.1. Under powers at s.138E of the Transport Act 2000, Enhanced Partnership Scheme Variations relating to commitments in sections 3, 4 and associated annexes where section 5.6 is quoted, will be subject to the bespoke voting mechanism also set out in section 5.4.
- 5.2. If changes to or new flexibility provisions under s.138E of the Transport Act 2000 are not in the existing EP Plan they must satisfy the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

#### Proposer of a variation

- 5.3. Consideration will be given to potential EP Scheme variations, highlighted by one of the organisations represented on the EPB, or proposed by the EP Forum through the EP Planning Group or by the EP Planning Group itself. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan or current local transport policies. Such requests should be in writing and submitted to [passenger.transport@eastsussex.gov.uk](mailto:passenger.transport@eastsussex.gov.uk).

ESCC will forward all requests onto all EPB members for information and arrange for an agenda item at the next available EPB meeting.

#### Decision-making process and Bespoke Variation mechanism

- 5.4. Any material change affecting any EP scheme, including variations, will be subject to a vote by the Operator members at the EPB. If the proposed variation is agreed by the majority of bus operators, and if ESCC are also in full agreement and provided where relevant the procedures proposed at section 5.6 have been completed the outcome leading to no change of opinion on the part of ESCC, the EP Scheme variation will be made in accordance with ESCC bespoke variation procedures as soon as practicable and the revised EP scheme will be published on the ESCC website. If the agreed variation is not related to one of the elements of the EP scheme where the Bespoke Variation method is applicable (as detailed in sections 5.2) they must satisfy the statutory objection

mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018. All operator reps need to have voted either in person at the meeting or remotely in advance of the meeting. To avoid a tie, any operator abstaining from the vote will be deemed to have voted in favour of the decision.

- 5.5. Continuation of the requirement to be party to the ticketing Participation Agreement shall be a matter determined under the provisions of the Participation Agreement. Any termination of that agreement or (where provided for ) the withdrawal of any party from that agreement (such as when an Operator ceases to provide services to which this Scheme is applicable) shall not constitute a variation to this Scheme
- 5.6. When changes are likely to adversely affect a significant proportion of bus users in any category or age-group (those with disabilities, parents with young children, children under 16, 16-19 year olds, 20-25 year olds, adults, seniors), or statutory consultees, an engagement or consultation will be held for a minimum of 31 days. This may start at the same time as and overlap the Objection period for Operators. Following this exercise ESCC having given due consideration to the outcome of the consultation may either withdraw any approval it has given to the variation or refer the variation back to the EPB for further consideration and modification having regard to the consultation outcome.

#### **Revocation of an EP Scheme**

- 5.7. If a member of the EPB believes it is necessary to revoke the EP Scheme, the EPB will be reconvened. If the decision is taken to revoke the EP Scheme, it will follow the full formal statutory process and not the bespoke arrangements.

#### **Data and Information Governance**

- 5.8. Any data required for the operation of the EP Scheme will be confidential between the parties, Data shall only be shared to the extent permitted by competition law and subject to any UK GDPR.
- 5.9. Information provided to ESCC under Section 143 of the Transport Act 2000 and associated secondary legislation will remain confidential, unless otherwise agreed or required by law.

## ANNEX A - GLOSSARY AND DEFINITIONS

The following terms have been used in the Enhanced Partnership Plan and Scheme documents in East Sussex:

**ABODS/BODS** – The Government’s Analyse Bus Open Data service brings together data from bus operator systems, including ticket machines, to collate and summarise bus reliability by individual services.

**AQMA** – Air Quality Management Areas are defined areas where action is being taken to reduce air pollution.

**ANPR** – Automatic number plate recognition cameras that may be used for bus lane enforcement.

**Bespoke Variation** – A means to vary the requirements of the Enhanced Partnership Scheme, described in the EP Plan, without invoking the full requirements of Section 138 of the Transport Act 2000.

**BRT** – Bus Rapid Transit systems offer high quality and frequent bus services on routes with a high level of bus priority measures which often include segregated bus lanes.

**BSIP** – A document published in June 2021 containing proposals to improve bus services, available to download at: [East Sussex Bus Service Improvement Plan](#)

**Bus Operators or Operators** – operators of local bus services within East Sussex

**DRT or DDRT** – Demand responsive transport schemes (also known as Digital Demand Responsive Transport) are flexible bus services using pre-booking via an app or telephone booking line.

**English National Concessionary Travel Scheme** - a national scheme run by the Department for Transport in conjunction with local authorities across England.

**Enhanced Partnership and EP** – A formal enhanced partnership between ESCC and Bus Operators created under the Bus Services Act 2017, designed to improve bus services by setting out firm commitments which are binding on both ESCC and operators.

**EP Board or EPB** – The committee of operators and ESCC responsible for managing the Enhanced Partnership, including decision making.

**EP Forum** – The group formed of stakeholders, including borough and district councils, and all Bus Operators running in this EP Scheme Area to oversee the delivery of existing commitments and to promote potential variations to the EP Scheme to the EP Board.

**EP Plan** – The 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.

**EP Planning Group** – This group is to discuss in detail delivery of future EP measures required to complete the EP Plan and recommend proposals to the EP Forum and the EP Board and made up of [to be determined].

**EP Scheme** – the document made pursuant to the EP Plan under the Transport Act 2000 (as amended).

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

**ESCC or the Council** – East Sussex County Council

**LTA** – Local Transport Authorities

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

**NBS** – The national bus strategy for England as set out in the Government document “Bus Back Better” and associated Government funding announcements to support the NBS.

**Passenger Charter** – A document setting out bus users’ rights to defined standards of service including a mechanism for redress. The Passenger Charter will be a single Countywide document.

**PIPs** – Punctuality Improvement Partnerships are forums where Bus Operators and local authorities discuss locations where bus services are regularly delayed and seek to find solutions to reduce these delays.

**Real Time Information** – Technology used 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.

**TransXChange** – A common standard that ensures that timetable information can be exported by Bus Operators into service information portals.

**UK GDPR:** the retained EU law version of the General Data Protection Regulation ((EU) 2016/679).

## Draft Heads of Terms for the development of a Multi-Operator [Day] [Period] Ticket

(satisfying the Ticketing Block Exemption requirements for a Multi-Operator Travel Card ("MTC"))

Description of Agreement	Multi-Operator [Day] [Period] Ticket Participation Agreement ("Participation Agreement"),  NB: This agreement will need to be agreed by Operators and signed prior to the formal making of the Enhanced Partnership Scheme as the two documents are necessarily linked.
Parties	To comprise: <ul style="list-style-type: none"> <li>• East Sussex County Council ("County Council")</li> <li>• Operators of local services that are within scope of the County Council's intended Enhanced Partnership</li> </ul>
Addition of parties	New Operators will be able to participate on equal terms with the then current Operators and will become parties to the Participation Agreement through a Deed of Adherence to its terms and conditions.
Withdrawal of parties	An Operator ceasing to operate local services that are within scope of the County Council's intended Enhanced Partnership will withdraw from the scheme.  A Deed of Termination will be agreed to provide for a final revenue settlement following the withdrawal taking effect.
Link to the proposed Enhanced Partnership Scheme	For Operators within scope of the Enhanced Partnership Scheme, participation in the Scheme will be mandatory.  This will be achieved through a service requirement placed on Operators within the Enhanced Partnership Scheme document.
Travel Incentive Scheme ("Scheme")	<b>The County Council propose to allocate a certain amount of funding towards a travel incentive scheme, the purpose of which, is to provide communities and visitors to the County with an incentive to choose travel by bus over car for journeys intended to be taken.</b>  <b>[Can this be further developed to reflect the intentions eg is it planned to have a per journey subsidy payable to the Operator and will this be on a reducing scale over the period of the scheme?]</b>  The Scheme is anticipated to meet the requirements of the recently enacted Subsidy Control Act 2022 and details of the Scheme will be developed with a view to ensuring compatibility with UK subsidy control requirements with a view to avoiding notification requirements.
Effective Date	To be established, taking into account DfT's decision making processes and confirmation of the funding to be made available to

	<p>the County Council. Operators will be given no less than [ ] weeks notice of the intended commencement date at which the terms and conditions of the Participation Agreement will become effective.</p>
<p>Administration of the Scheme</p>	<p>The County Council shall be the administrator of the Scheme. It will be entitled to subcontract certain administration tasks but remains fully responsible for administration.</p> <p>The County Council shall be entitled to recover from each Operator a share of the administration costs on a basis to be agreed and by reference to a budget approved by operators in advance.</p> <p>Costs will only be included where these are incurred in a manner that is indispensable to the operation of the Scheme</p>
<p>Obligations that the County Council will accept under the Participation Agreement</p>	<ul style="list-style-type: none"> <li>• To promote the Scheme and the related ticket product within the County through appropriate marketing and promotion channels available to the County Council;</li> <li>• To provide or procure the provision of administrative support sufficient to meet the requirements of the Scheme;</li> <li>• To receive, store and process, as required by the Scheme, agreed data sets required to enable the calculation of revenue allocations between Operators – this to be based upon [recorded mileage?];</li> <li>• To periodically provide performance data relating to the service, providing operators with insight into the overall take-up of the ticketing product using aggregated data. For avoidance of doubt no data sharing will be undertaken within the Scheme that, in the County Council’s opinion, would prejudice the validity of the block exemption by breaching any requirement of the exemption;</li> <li>• To ensure secure backups of data are held in a manner that constitutes good practice and apply cyber security precautions consistent with those in effect protecting other County Council data;</li> <li>• To undertake periodic reconciliations of revenues accounted for through the purchase of the ticketing product and to calculate apportionments between operators reflecting [recorded mileage operated];</li> <li>• To produce certificates for approval by each Operator recording the impact of the apportionment exercise in relation to: <ul style="list-style-type: none"> <li>○ revenue received and held by that operator;</li> <li>○ revenue received and held by all other operators;</li> <li>○ the impact on that operator of the reconciliation exercise – whether it is to receive an entitlement to an additional payment for the relevant period or is required to make a payment into a revenue pool administered by the County Council;</li> </ul> </li> <li>• To receive back approved certificates and act on these administering any receipts and payments that arise;</li> <li>• To pay to each Operator in accordance with its entitlement, the subsidy owing, associated with purchase of the travel product by passengers in the relevant period;</li> </ul>

	<ul style="list-style-type: none"> <li>To issue invoices in an appropriate form to operators in relation to their respective liability to make a contribution to the administration costs of the Scheme.</li> </ul>
Obligations that Operators will accept under the Participation Agreement	<ul style="list-style-type: none"> <li>To agree the format and presentation of the ticketing product to enable its issue in a standardised format;</li> <li>To agree the terms and conditions for its issue;</li> <li>To accept the ticketing product without applying any surcharges or set within its terms and conditions of carriage any restrictions or disadvantage to a passenger intending to travel using the ticketing product;</li> <li>To maintain on-bus equipment sufficient to capture, store and provide for the uploading of data relevant to the travel product, the Operator being responsible for the data throughout its journey from bus to the operators internal management system and its uploading to the County Council;</li> <li>To ensure secure backups of data are held in a manner that constitutes good practice;</li> <li>To approve on a timely basis draft revenue certificates;</li> <li>To make any payment into the pooled fund required within [ ] days of receipt of the final certificate for a period;</li> <li>To meet the share of Scheme administration charges agreed within the Participation Agreement;</li> <li>To observe the terms and conditions of any licence granted by the County Council in relation to intellectual property rights associated with branding in relation to the Scheme.</li> </ul>
Dispute Resolution	The Participation Agreement will provide an appropriate mechanism for resolving disputes with particular provision made for any disputes relating to revenue allocation to ensure an expert opinion may be obtained – the opinion being binding upon all parties.
Change provisions	The Participation Agreement will include a change mechanism entitling any party to propose changes to the terms and conditions. A mandatory provision requiring the parties to consider and enter into any variation to the agreement necessitated upon expiry of the block exemption (in the unlikely event that it is not continued, or a new exemption implemented on terms substantially different to those that the Participation Agreement is founded upon is introduced). Failure by all parties to agree a change in mandatory circumstances will require the County Council to reconsider the continuation of the Participation Agreement and will entitle the County Council to serve a unilateral notice of termination upon all then current parties to the Agreement. A variation to the Enhanced Partnership Scheme will also be made to remove the requirement that operators are party to the Participation Agreement.
Confidentiality	The Participation Agreement will include standard confidentiality provisions. To ensure no breach of the ticketing block exemption, the Participation Agreement will expressly limit the use and disclosure of data shared to the purpose of the sharing as defined

	within the Participation Agreement and to other circumstances where disclosure is required by law.
Indemnities	The Participation Agreement will include indemnities at an appropriate level (potentially with different levels of cap for large and small operators). This will be discussed with operators prior to the development of legal drafting.
GDPR	An evaluation will be undertaken on behalf of the County Council of the technical solution to be adopted with a view to considering the extent to which data that is Personal Data (as defined in the Data Protection Act 2018) is processed and an appropriate data sharing schedule will be incorporated into the Participation Agreement.
Termination	The Participation Agreement will provide appropriate termination rights but scenarios where termination may apply will be discussed with operators given that a termination for breach would have an impact upon participation in the Enhanced Partnership Scheme
Other provisions	The Participation Agreement will include standard final provisions including prohibitions on assignment, arrangements for service of notices, no third-party rights, governing law and jurisdiction.

**Appendix 4: Letter from the DfT on 4<sup>th</sup> May on East Sussex County Council's Indicative funding allocation**



Stephen Fidler OBE FCIHT  
Co-DIRECTOR: LOCAL TRANSPORT  
DEPARTMENT FOR TRANSPORT

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SW1P 4DR

Web Site: [www.dft.gov.uk](http://www.dft.gov.uk)

4 April 2022

Transport Director  
East Sussex County Council

[by email]

Dear Transport Director,

**BSIP: Indicative funding allocation for East Sussex County Council**

Thank you for your recent engagement with us on your Bus Service Improvement Plan (BSIP). We appreciate the time and effort you and your local bus operators have put into development of your plans.

We are pleased to offer you an indicative funding allocation of up to **£41,415,025 (of which £22,315,000 capital and £19,100,025 revenue)** to commence delivery of your BSIP. This is total funding from 2022/23 to 2024/25.

This letter does not constitute a formal or binding grant offer. Funding confirmation will be conditional on your submission and implementation of a transformational Enhanced Partnership (EP) which includes firmer and more detailed commitments, from the Local Transport Authority (and any other relevant local authorities) and local bus operators, to deliver a package of prioritised and ambitious improvements to bus services, in line with:

- i. your BSIP;
- ii. the Department's previous feedback on it and commitments made in and after clarification emails; and
- iii. the guidance provided with this email, such as the prioritisation of bus priority schemes (where relevant) and high profile and impactful interventions that reduce and simplify fares.

Whilst we appreciate that it has taken some time to provide this indicative funding allocation, Ministers remain keen to progress quickly with implementing BSIPs. They wish to ensure that, if at all possible, that funding is confirmed and EPs are in place in sufficient time to inform final decisions on service levels once recovery funding ends from October. Our planned next steps are:

- a) By **Monday 2 May** please can you complete the summary table at Annex 4, setting out how you intend to use this funding allocation - showing your prioritised interventions, delivery timelines and costs in a standard format and

with as much detail as possible of how it will be reflected in your EP. Ultimately, we will expect final summary tables to be published alongside your EP. We recognise that it may be challenging for some authorities to secure formal agreement to this update give timescales and forthcoming elections. Its purpose is to provide us with an early sense check of how your EP is developing and allow us to support you in meeting our criteria to receive finalised funding allocations. We will need to receive an update from all LTAs, which we will aim to discuss with you during May and provide further feedback. Please indicate if your update does not have formal or political approval, which we will recognise in our engagement with you. This update supersedes our earlier request for a draft Enhanced Partnership (or variation) by the end of April.

- b) As soon as possible, and **by the end of June**, please provide:
- an updated summary table, incorporating the feedback we are aiming to provide in May;
  - a draft EP (or variation to an existing EP) which shows how relevant aspects of the BSIP will be implemented. This does not need to have completed the statutory process for operator objections but should be accompanied by letters of support from sufficient operators to demonstrate that it is likely to be supported at that stage;
  - a separate document which sets out how any commitments which would not be implemented through or included in detail in an EP (such as the tendering of additional services or new DRT schemes) have been selected and will be delivered - with clear outcomes, outputs, milestones and costs; and
  - confirmation from your section 151 officer that they consider that the funding represents value for money (vfm) and that they will continue to monitor this and comply with our vfm reporting and approval requirements.
- c) We will review your draft EP and either provide further feedback, to be incorporated before we can provide funding, on it or agree that it meets our expectations and the criteria set out above, and confirm your funding allocations. If further feedback is provided you will have an opportunity to strengthen your EP before any amendment or withdrawal of your funding allocation.
- d) If and when funding has been confirmed, you should proceed to make your EP (or variation).

The following annexes set out more detail about the next steps and our requirements:

- **Annex 1** sets out detail of what the Department expects of Enhanced Partnerships, and by when, in order to confirm and release funding.

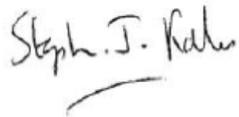
- **Annex 2** provides guidance on the Department's investment priorities and exclusions. We recognise that you may face difficult choices on how to prioritise funding within the indicative allocation. In particular, this annex sets out that we expect the vast majority of your allocation to be spent on bus priority, ambitious and eye-catching initiatives to reduce and simplify fares, and increased service frequencies and new or expanded routes.
- **Annex 3** summarises the basis on which grant funding will be provided, including our expectations on our value for money, branding, and the Public Sector Equality Duty.
- **Annex 4** contains the summary table to be completed.

We will finalise funding profiles with you before funding is confirmed. As far as possible, please shape your plans around the broad national funding shown in the table at Annex 4.

Do not hesitate to contact us with any queries by emailing [BSIP@df.gov.uk](mailto:BSIP@df.gov.uk).

We look forward to working with you.

Yours sincerely,

A handwritten signature in black ink that reads "Stephen J. Fidler". The signature is written in a cursive style with a horizontal line underneath the name.

Stephen Fidler



Appendix 5: Bus Priority Infrastructure: Bus Priority Infrastructure High Level Programme

**Table E2 - Bus Priority Infrastructure High Level Programme**

Title of scheme	Detail	Feasibility	Preliminary Design (including drainage, topo, GPR)	Consultation	Detailed Design	TROs	Construction
<b>PACKAGE 1 - SOUTH WEALDEN TO EASTBOURNE BUS PRIORITY</b>							
<b>Hailsham - Polegate - Eastbourne Movement Access Corridor: Kings Drive, Eastbourne</b>	Phase 2 of bus priority scheme	-	2022/23 - Preliminary Design Review & update	2023/24	2023/24	2023/24 - 2024/25	2024/25
<b>PACKAGE 2 - EASTBOURNE TOWN BUS PRIORITY</b>							
<b>A259 Eastbourne Seaside Roundabout</b>	Low cost option - Provision of bus lanes entering the roundabout on the NE (A259), SW (A259) and on Lottbridge Drove arm of the roundabout.	2022/23	2022/23	2023/24	2023/24	2023/24 - 2024/25	2024/25
<b>Eastbourne Bus Rapid Transit 'BRT'</b>	West - A259/A2270 Upperton Road/Station Parade Central - A259 South Street (between Memorial roundabout and Gildredge Road), East - A259 Seaside Road/Seaside and St Anthony's Avenue	2022/23	2022/23	2023/24	2023/24	2023/24 - 2024/25	2024/25
<b>Eastbourne – Sovereign Harbour</b>	Bus Gate to enable buses to travel between the North Harbour (Pacific Drive) and South Harbour (Atlantic Drive) area of Sovereign Harbour in Eastbourne	-	2022/23 - Preliminary Design Review & update	2023/24	2023/24	2023/24 - 2024/25	2024/25

<b>PACKAGE 3 - SEAHAVEN TOWNS BUS PRIORITY</b>							
<b>Newhaven to Seaford</b>	Improvements between Newhaven and Seaford, including Buckle Bypass (from east of Hill Rise junction to 30mph gateway)	2022/23	2022/23	2023/24	2023/24	2023/24 - 2024/25	2024/25
<b>A259 Newhaven Town Area</b>	Newhaven Town Centre Ring Road – virtual bus priority at traffic signals	2022/23	2022/23	2023/24	2023/24	2023/24 - 2024/25	2024/24 2024/25
	Bus Lane/infrastructure on A259 in and on approaches to Newhaven]						
	Reconfiguration of the bus stop provision at Denton Corner (A259 Denton roundabout)						
<b>Peacehaven to Saltdean</b>	Increased enforcement of existing bus priority	2022/23	2022/23	2023/24	2023/24	2023/24	2023/24 2024/25

**APPENDIX 6****Background Information****Neighbouring authorities BSIP Allocations**

- Portsmouth: **£48.3m**
- Kent: **£35.1m**
- West Sussex: **£17.4m**

Surrey and Hampshire appear to have been allocated 0. A full list of indicative Local Authority BSIP allocations can be found in table D1 below.

**Table D1: Indicative Local Authority BSIP funding allocations**

Alphabetical		By Allocation	
Authority	Indicative Allocation (million)	Authority	Indicative Allocation (million)
Blackburn with Darwen and Lancashire	£34.20	North East and North of Tyne	£163.50
Bournemouth, Christchurch and Poole	£8.90	West of England and North Somerset	£105.50
Brighton and Hove	£27.90	Greater Manchester	£94.80
Central Bedfordshire	£3.70	West Midlands	£87.90
City of York	£17.40	West Yorkshire	£70
Cornwall (including Isles of Scilly)	£13.30	Norfolk	£49.60
Derby City	£7	Portsmouth	£48.30
Derbyshire	£47	Derbyshire	£47
Devon	£14.10	<b>East Sussex</b>	<b>£41.40</b>
<b>East Sussex</b>	<b>£41.40</b>	Kent	£35.10
Greater Manchester	£94.80	Blackburn with Darwen and Lancashire	£34.20
Hertfordshire	£29.70	Stoke-on-Trent	£31.70
Kent	£35.10	Hertfordshire	£29.70
Liverpool City Region	£12.30	Brighton and Hove	£27.90
Luton	£19.10	Reading	£26.30
Norfolk	£49.60	Luton	£19.10
North East and North of Tyne	£163.50	Nottinghamshire	£18.70
North East Lincolnshire	£4.70	West Sussex	£17.40
Nottingham City	£11.40	City of York	£17.40
Nottinghamshire	£18.70	Warrington	£16.20
Oxfordshire	£12.70	Devon	£14.10
Portsmouth	£48.30	Cornwall (including Isles of Scilly)	£13.30
Reading	£26.30	Oxfordshire	£12.70
Somerset	£11.90	Liverpool City Region	£12.30
Stoke-on-Trent	£31.70	Somerset	£11.90
Warrington	£16.20	Nottingham City	£11.40
West Berkshire	£2.60	Bournemouth, Christchurch and Poole	£8.90
West Midlands	£87.90	Derby City	£7
West of England and North Somerset	£105.50	North East Lincolnshire	£4.70
West Sussex	£17.40	Central Bedfordshire	£3.70
West Yorkshire	£70	West Berkshire	£2.60
	<b>£1,084.30</b>		<b>£1,084.30</b>

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# EAST SUSSEX COUNTY COUNCIL BUS SERVICE IMPROVEMENT PLAN

**DfT Submission: June 2022**

**including Apportionment of Funding and Supporting  
Evidence of the BSIP Scheme Proposals**



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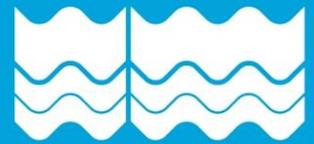
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# **SUMMARY OF PROPOSED APPORTIONMENT OF FUNDING**

# 1 SUMMARY OF PROPOSED APPORTIONMENT OF FUNDING

## 1.1 PROPOSED APPORTIONMENT OF INDICATIVE BSIP ALLOCATION

Below is our proposed apportionment of our indicative allocation. For further details see .

**Table 1-1 BSIP Indicative Allocation Apportionment**

<b>Bus Priority Infrastructure</b>	<b>£20,000,000</b>
<b>Bus Service Support</b>	<b>£12,500,000</b>
<b>Fares Support</b>	<b>£6,000,000</b>
<b>Other Infrastructure</b>	<b>£2,000,000</b>
<b>EP delivery</b>	<b>£600,000</b>
<b>Enforcement</b>	<b>£210,000</b>
<b>Marketing &amp; Promotion</b>	<b>£100,000</b>
<b>Total</b>	<b>£41,410,000</b>

## 1.2 BUS PRIORITY INFRASTRUCTURE (BPI)

We propose to allocate £20 million to Bus Priority Infrastructure (BPI) which is

- just under half of our overall allocation
- funding all of our amended BSIP BPI proposals (following discussions and clarification meetings with the DfT)
- £18.5m Physical Bus Priority - 12 physical schemes in total – see table Table 1-2 below for headline information and Appendix E for further information
- £1.5m Traffic Light Priority
  - We are proposing to introduce bus priority at up to 33 signal controlled junctions in East Sussex. This is all of the signal controlled junctions in East Sussex that buses use.

**Table 1-2 Bus Priority Infrastructure: Proposed Physical Schemes**

Title of scheme	Detail on aspiration	Current Design Status	Total cost of project or proposal (£ nominal) ***
			Capital
<b>PACKAGE 1 - SOUTH WEALDEN TO EASTBOURNE BUS PRIORITY</b>			
Hailsham - Polegate - Eastbourne Movement Access Corridor	Completion of phase 2 of bus priority scheme	Preliminary Design – design review required	£4,000,000
<b>PACKAGE 2 - EASTBOURNE TOWN BUS PRIORITY</b>			
A259 Eastbourne Seaside Roundabout	Low-cost option - Provision of bus lanes entering and through the roundabout on the NE (A259), SW (A259) and on Lottbridge Drive (A2290 south) arm of the roundabout.	Concept – feasibility design required	£1,250,000
Eastbourne Bus Rapid Transit 'BRT'	West - Upperton Road south of the A259/A2270 junction, Station Parade to link to Terminus Road bus lanes	Concept - - feasibility design required	£2,750,000
	East - A259 Seaside Road/Seaside and St Anthony's Avenue to the southwest and northeast of Seaside roundabout	Concept - - feasibility design required	
	Willingdon Drive, Shinewater - Introduction of bus lane (westbound) on Lottbridge Drive between junction with Kingfisher Drive to the A22 Shinewater roundabout	Concept -- feasibility design required	£3,250,000
	Lottbridge Drive, Hampden Park - Introduction of sections of bus lane (additional road space) on Lottbridge Drive between the Marshall roundabout and Mounfield roundabout, and on Lottbridge Drive north of Marshall roundabout	Concept -- feasibility design required	£2,250,000
Eastbourne – Sovereign Harbour	Bus Gate to enable buses to travel between the North Harbour (Pacific Drive) and South Harbour (Atlantic Drive) area of Sovereign Harbour in Eastbourne	Feasibility/preliminary design – design review required	£750,000
<b>PACKAGE 3 - SEAHAVEN TOWNS BUS PRIORITY</b>			
Newhaven to Seaford	Improvements on A259 Seaford (Station Approach)	Concept – feasibility design required	£500,000
A259 Newhaven Town Area	Newhaven Town Centre Ring Road – virtual bus priority at traffic signals and signal controlled pedestrian crossings	Concept – feasibility design required	£3,250,000
	Bus Lane/infrastructure on: * A259 east of Denton roundabout (eastbound and westbound), * between The Drive and Denton roundabouts and * Drove Road (B2109) between Drove roundabout and Newhaven Town rail station/bus interchange	Concept – feasibility design required	
	Reconfiguration of the bus stop provision at Denton Corner.	Concept – feasibility design required	
Peacehaven to Saltdean	Bus priority measures on South Coast Road	Concept – feasibility design required	£500,000
<b>TOTAL</b>			<b>£18,500,000</b>

**It is important to note that these are our initial proposals which will require design work to establish their feasibility and the schemes taken forward will be consulted upon and the appropriate statutory processes followed.**

Please see Section 2 for further details of our bus priority proposals.

### **1.3 BUS SERVICE SUPPORT**

We are proposing to allocate over £12.5 million on Bus Service Support which will deliver bus network improvements with

1. £10.5m conventional – delivering around 60% to 70% of our BSIP proposals
2. £2m DDRT provision – delivering around 25% to 30% of our BSIP proposals
  - Conventional enhancements being
    - increased frequencies
    - extended operation into the evenings
    - more weekend services

The specific service improvements will be influenced by those which bus operators are likely to commercially sustain after the BSIP funding period, as Government has not committed to follow-on funding. This will also take account of value for money criteria as part of the bus tendering process. Concessionary cards can be used on DDRT services. Unlimited use but with the possibility to assess and review whether a fair use policy is needed.

Please see Section 3 for further details of our bus service enhancement proposals.

### **1.4 FARES SUPPORT**

We are proposing to allocate £6m to fares support (reduce ticket prices) which can be broken down into two distinct schemes and the infrastructure required to deliver our BSIP ticketing proposals.

The more detailed proposed apportionment is shown below:

1. £2.825m - Young Persons fare reduction -
2. £2.825m - General Fare Reduction -
3. £0.350m – Infrastructure\*<sup>1</sup>: technology and back office (mobile app smart ticketing and sophisticated and accurate fare reimbursement)–

\*<sup>1</sup> Infrastructure includes the back office for fare reimbursement and an app based ticketing solution which will include in-built age verification. This technology will also be utilised to help deliver the General Fare Reductions including fare capping - application of best value fares (see below)

#### **1.4.1 YOUNG PERSONS FARE REDUCTION PROPOSAL**

**The Young Persons Fare Reduction** proposal can be broken down into 2 distinct schemes

- 1 Young persons reduced price tickets; and**
- 2 Free & flat fares for accompanied and unaccompanied young people**

The **Young Persons Reduced Price Ticket** proposal, which will apply to singles and returns tickets is:

1. 16 to 18 at the same fare as under 16 (based on operator's existing discount)
2. 19 to 29 years of age to have a 1/3 off adult fares

The **Free & Flat Fares** ticket proposal, which will apply to single tickets is to be available to under 20 years of age:

1. Accompanied – free travel at all times
2. Unaccompanied – £1 flat fare for off peak\*<sup>2</sup> travel

\*<sup>2</sup> after 6pm on school days and at all times on school holidays and weekends

## 1.4.2 GENERAL FARE REDUCTION

This scheme is being developed but is likely to be providing a better fare offering across the board. We have developed an ambitious set of general fare reduction proposals through in depth and comprehensive cost forecasting and in close collaboration with operators to develop a set of ticketing proposals what will achieve both the highest passenger growth and that have the greatest likelihood of being commercially sustainable beyond the funding period.

The key proposals of the scheme are:

1. **Multi Operator Day Ticket:** provide an East Sussex County 'Discovery' Ticket - multi-operator ticket valid for a day on all East Sussex bus services (travel within East Sussex but also valid on journeys to and from East Sussex)
2. Operators Network and Town tickets to be reduced
3. More and reduced short hop fares
4. All East Sussex operators to cap fares at best value ticket price

Fare capping to be applied throughout all ticketing schemes (when the technology solution and back office setup is complete).

Please see section 4 for further details of our ticketing proposals.

## 1.5 OTHER INFRASTRUCTURE

The following is an overview of our £2m proposals for other infrastructure which encompasses, Real Time Information, mobility hubs, key interchanges & bus stops:

- **Real Time Information (RTI)** - £625,000 – 30+ new RTI signs to be installed throughout the county with a focus on key corridors and in locations where there will be new bus priority measures.
- **Key Interchanges** - £625,000 – delivering around 20% of our 52 proposed interchanges and for 10 mobility hubs to be delivered at a 'Key Interchange' level
- **Bus Stop Improvements** - £390,000 - delivering around 30% of our proposed bus stop improvements – the funding will be focused on improvements that deliver the best value for money
- **Mobility Hubs** - £300,000 – delivering an anticipated 1 of our 11 proposed mobility hubs (remaining 10 to be delivered as 'Key Interchanges')
- **QR Codes** - £60,000 – delivering QR Codes at nearly all stops in East Sussex

Please see Section 5 for further details of our DDRT proposals, section 6 for RTI and 7 for Mobility Hubs.

## 1.6 EP DELIVERY

We are proposing to allocate £600,000 on delivery of the BSIP and EP. This can be broken down into 2 distinct areas as shown below:

- ESCC Staff – new 'Bus Team' and administration - £500,000
- Consultancy support - £100,000

## **1.7 ENFORCEMENT**

We are proposing to allocate £210,000 on enforcement. This can be broken down into 2 distinct areas as shown below:

- ANPR - £130,000 – covering all bus lanes in East Sussex
- Staff - £80,000 – 1 full time member of staff employed as a civil parking enforcement officer targeting parking infringements on bus routes and at bus stops.

## **1.8 MARKETING & PROMOTION**

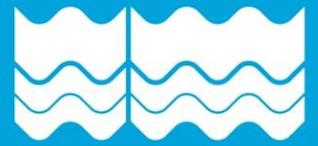
We are proposing to allocate £100,000 on marketing and promotion of the BSIP and its' constituents schemes.

**Table 1-3: Proposed Apportionment of Indicative BSIP Allocation**

DfT Category	Category	Title of scheme	Total cost of project		
			Scheme Costs	Sub Totals	
Bus Priority Infrastructure	Hailsham - Polegate - Eastbourne Movement Access Corridor	Completion of phase 2 of bus priority scheme	£4,000,000	£20,000,000	
	A259 Eastbourne Seaside Roundabout	Provision of bus lanes entering and through the roundabout on the NE (A259), SW (A259) and on Lottbridge Drive (A2290 south) arm of the roundabout	£1,250,000		
	Eastbourne Bus Rapid Transit 'BRT'	West - Upperton Road south of the A259/A2270 junction	East - A259 Seaside Road/Seaside and St Anthony's Avenue to the southwest and northeast of Seaside roundabout		£2,750,000
		Willingdon Drive, Shinewater - bus lane (westbound) on Lottbridge Drive			£3,250,000
		Lottbridge Drive, Hampden Park - bus lane on Lottbridge Drive and on Lottbridge Drive	£2,250,000		
		Eastbourne – Sovereign Harbour	Bus Gate: North Harbour and South Harbour of Sovereign Harbour		£750,000
	Newhaven to Seaford	Improvements on A259 Seaford (Station Approach)	£500,000		
	A259 Newhaven Town Area	Newhaven Town Centre Ring Road – virtual bus priority at traffic signals and signal controlled pedestrian crossings	Bus Lane/infrastructure on A259 east of Denton roundabout (eastbound and westbound) between The Drove and Denton roundabouts and Drove Road between Drove roundabout and Newhaven Town rail station/bus interchange		£3,250,000
		Reconfiguration of the bus stop provision at Denton Corner			
		Peacehaven to Saltdean			
TLP	Traffic Light Priority at up to 33 Junctions	£1,500,000			

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DfT Category	Category	Title of scheme	Total cost of project	
			Scheme Costs	Sub Totals
Other Infrastructure	RTI, Mobility Hubs, Interchanges & Bus Stops	Mobility Hubs	£300,000	£2,000,000
		Key Interchanges	£625,000	
		Bus Shelter Improvements	£390,000	
		Real Time Information	£625,000	
		QR Codes	£60,000	
Bus Service Support		Conventional Public Bus Service Enhancements	£10,500,000	£12,500,000
		DDRT	£2,000,000	
Fares Support		Young Persons Fare scheme	£2,825,000	£6,000,000
		Reducing Fares	£2,825,000	
		Infrastructure	£350,000	
Marketing		Promoting BSIP	£100,000	£100,000
EP delivery: LTA costs		ESCC Bus Back Better Team	£500,000	£600,000
		Consultancy Support	£100,000	
Other	Demand Management	Enforcement ANPR	£130,000	£210,000
		Enforcement - Staff	£80,000	
<b>TOTALS</b>			<b>£41,410,000</b>	



# BUS PRIORITY

## 2 BUS PRIORITY

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### 2.1 BUS PRIORITY EVIDENCE

East Sussex County Council (ESCC) commissioned Podaris and WSP to quantify the traffic delays currently being experienced at the sites chosen for proposed bus priority and traffic light priority schemes and to forecast the improvements to bus journey times which would be achieved if the schemes were to go ahead.

A Value for Money assessment will be carried out during summer 2022 using the DfT's small schemes assessment toolkit. As optioneering and design progresses for the various infrastructure schemes, the benefits/disbenefits for other transport users will be calculated in further detail.

### 2.2 METHODOLOGY

Podaris is a multi-modal transport planning and analysis platform used by Local Authorities, Consultancies, and Transport Bodies on schemes throughout the UK and across the world. It is designed to support rapid strategic studies and has been used to produce the outputs described in this report.

Four peak periods were considered for weekdays:

- AM Peak (08:00 to 09:00)
- PM Interpeak (14:00 to 15:00)
- PM Peak (17:00 to 18:00)
- Evening (20:00 to 21:00)

### 2.3 MODELLING BUS PRIORITY SCHEMES

Each scheme was designed using the parametric infrastructure modelling tool of Podaris. At a high level, this captures both the physical and operational aspects of the schemes under close-to-optimal freeflow conditions – as if the lanes provided full segregation from the externalities of other traffic.

Each segment's output contains detailed parameters concerning the velocity, acceleration, and jerk tolerances of its respective infrastructure system. This is used to create a velocity profile for every part of the project, which is then used for the travel time and accessibility calculations.

The methodology used here is appropriate for attempting to understand the estimated maximum potential benefits of schemes to bus service users but does not consider how other road users may be impacted, nor provide an account for how the implementation and other traffic may affect the scheme. The modelling presented does not remove the need for future detailed design and modelling.

Due to the static nature of the calculations, junctions were only considered under ideal conditions (e.g. excluding roadworks) and real-world results may add journey time variability which reduces travel times.

## 2.4 MODELLING JOURNEY TIME SAVINGS

The models of the schemes described above allow the journey times of services to be calculated as if they were operating in segregated free-flowing lanes for the duration of the schemes. With that, Podaris recalculated the timetables and trips of the impacted bus services, enabling journey durations to be understood.

To evaluate the potential journey time savings, those as-modelled journey times were compared to the journey times reported in the timetables and calculated from the observed traffic speed data. For each timetabled trip within each route, an estimate of the journey time saved was calculated.

Only revenue trips were considered as part of the scheme evaluations, and as a result, there may be additional benefits to dead runs which are not captured.

## 2.5 DATA SOURCES AND ASSUMPTIONS

Bus Service Data: Bus data was sourced from the Department for Transport's Bus Open Data Service for June 2022. Data was cross-referenced against registered services found in the Traveline National Dataset (TNDS). Podaris applied validation techniques to remove duplicate trips and assign geometry where it was missing.

Historical Traffic Data: Historical journey time data was acquired from Basemaps's Highways Analyst tool. Weekday data from 2019 was used in order to capture journey times in a pre-COVID scenario. Segments with fewer than 10 counts were dropped to avoid discrepancies caused by anomalies in a small sample size.

Highways Analyst uses congestion data supplied by Teletrac-Navman plc that is mapped to the Ordnance Survey (OS) Integrated Transport Network (ITN) in order to calculate journey time by ITN link. The Teletrac-Navman data is obtained from GPS-equipped vehicles traversing the highway, which provides high-volume GPS-based samples. In contrast to the traffic count data, it is statistically precise at capture and does not have associated self-consistency problems.

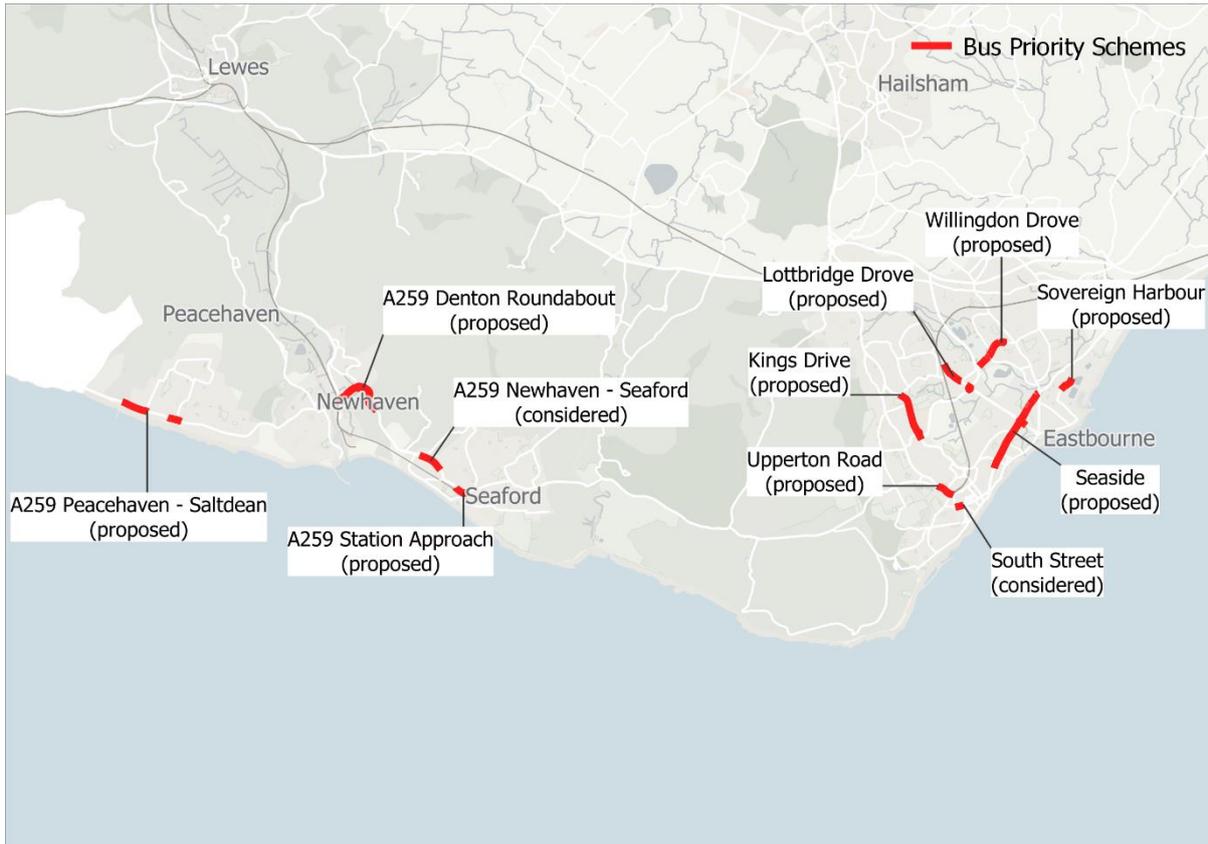
This data was imported into Podaris to allow for comparisons to be made between 2019 traffic flows and the assumed speed at locations of the proposed bus priority infrastructure (BPI) schemes.

## 2.6 BUS PRIORITY SCHEMES

### 2.6.1 PROPOSED SCHEMES

ESCC proposes to implement 9 bus priority schemes across the county. An additional 2 schemes were considered but funding is not being sought at this time for these. A total of 50 services, run by 5 different operators, would benefit by one or more of the 11 proposed BPI schemes. As shown in Figure 2-1 and Table 2-1.

**Figure 2-1: Overview of Proposed Bus Priority Infrastructure Schemes**



**Table 2-1: Bus priority schemes overview**

Scheme Name	Proposed Scheme description	No. of bus services impacted	Average journeys through bus priority at AM peak weekdays (0800 – 0900 hrs)	Typical daily weekday journeys on schooldays through bus priority proposals
A259 Peacehaven - Saltdean (Proposed)	Bus lanes in both directions are proposed, with an eastbound bus lane from the start of the 30mph zone (to the west of Highview Road) to east of Telescombe Way, and a westbound bus lane from the approach to Sutton Avenue roundabout to the existing bus lane with total length of 1.6km	15	22	394
A259 Station Approach Seaford (Proposed)	An eastbound bus lane is proposed from the petrol station to the roundabout. The bus lane is approximately 190m long	10	7	173
Denton roundabout (Proposed)	A westbound bus lane is proposed from 240m east of Denton Roundabout to the Mckinlay Road roundabout and from New Road to Newhaven Station. It is proposed to add a bus gate on Drove Road to reduce delays as alternative routes are available for general traffic. An eastbound bus lane is proposed from New Road to 120m east of Denton Roundabout, with bus lanes continuing through both roundabouts	13	14	301
King's Drive (Proposed)	A southbound bus lane is proposed from Decoy Drive to Rodmill roundabout and a northbound and eastbound bus lane on approach to Rodmill roundabout and exiting northbound. The total length of bus lanes is approximately 1.4km	18	24	323
Lottbridge Drove (Proposed)	A westbound bus lane is proposed 190m west of Marshall roundabout to Mountfield roundabout. An eastbound bus lane or signalised priority junction is proposed from 70m east of Mountfield Roundabout to Highfield roundabout. Bus lanes are proposed around Lottbridge roundabout and on the north entry, and east and west exits.	11	7	101
Seaside (Both Sides) (Proposed)	A northbound bus lane is proposed from Leslie Street to the south of Queen's Crescent with the bus lane continuing straight through the roundabout. A southbound bus lane is proposed from Langney roundabout to south of Beamsley Road, also continuing straight through the roundabout. A north-west bound bus lane is also proposed on Lottbridge Road approach to Seaside Roundabout. The total length of the proposed bus lanes is approximately 4.3km	16	22	346

Scheme Name	Proposed Scheme description	No. of bus services impacted	Average journeys through bus priority at AM peak weekdays (0800 – 0900 hrs)	Typical daily weekday journeys on schooldays through bus priority proposals
Sovereign Harbour (Proposed)	A bus gate between Atlantic Drive and the access road and from the access road to Harbour Quay. This would facilitate a new route which would merge services 5 and 5A and save resources	2	2	28
Upperton Road (Proposed)	A southbound bus lane is proposed along Upperton Road from north of Hartfield Road to the existing bus lane south of Station Roundabout. A bus lane from The Avenue into Upperton Road is also proposed. The total length of bus lanes would be approximately 530m long.	27	19	272
Willingdon Drove (Proposed)	A 1km southbound bus lane from Kingfisher Drive to Shinewater Roundabout is proposed). 1km southbound bus lane	11	10	154
South Street (Considered)	A westbound bus lane was considered along South Street, south of Eastbourne town centre. It was proposed that the bus lane commences after the crossing at the roundabout exit. The approximate length of the bus lane would be 200m	24	18	282
A259 Newhaven - Seaford (Considered)	It was considered to add a 630m eastbound bus lane from where the second eastbound lane currently begins east of Hill rise to the pedestrian crossing north of Beacon Road	7	5	117

Table 2-1 above shows the total bus journeys through the proposed bus priority measures both in the am peak hour and throughout the day, taking a typical weekday at school times. As such, please note that it does not include services which do not operate on every day of the week. The last two schemes in the table were considered but not taken forward at this stage.

**Table 2-2: Bus Priority Infrastructure High Level Programme**

Title of scheme	Detail	Feasibility	Preliminary Design (including drainage, topo, GPR)	Consultation	Detailed Design	TROs	Construction
<b>PACKAGE 1 - SOUTH WEALDEN TO EASTBOURNE BUS PRIORITY</b>							
<b>Hailsham - Polegate - Eastbourne Movement Access Corridor: Kings Drive, Eastbourne</b>	Phase 2 of bus priority scheme	-	2022/23 - Preliminary Design Review & update	2023/24	2023/24	2023/24 - 2024/25	2024/25
<b>PACKAGE 2 - EASTBOURNE TOWN BUS PRIORITY</b>							
<b>A259 Eastbourne Seaside Roundabout</b>	Low cost option - Provision of bus lanes entering the roundabout on the NE (A259), SW (A259) and on Lottbridge Drove arm of the roundabout.	2022/23	2022/23	2023/24	2023/24	2023/24 - 2024/25	2024/25
<b>Eastbourne Bus Rapid Transit 'BRT'</b>	West - A259/A2270 Upperton Road/Station Parade Central - A259 South Street (between Memorial roundabout and Gildredge Road), East - A259 Seaside Road/Seaside and St Anthony's Avenue	2022/23	2022/23	2023/24	2023/24	2023/24 - 2024/25	2024/25
<b>Eastbourne – Sovereign Harbour</b>	Bus Gate to enable buses to travel between the North Harbour (Pacific Drive) and South Harbour (Atlantic Drive) area of Sovereign Harbour in Eastbourne	-	2022/23 - Preliminary Design Review & update	2023/24	2023/24	2023/24 - 2024/25	2024/25
<b>PACKAGE 3 - SEAHAVEN TOWNS BUS PRIORITY</b>							
<b>Newhaven to Seaford</b>	Improvements between Newhaven and Seaford, including Buckle Bypass (from east of Hill Rise junction to 30mph gateway)	2022/23	2022/23	2023/24	2023/24	2023/24 - 2024/25	2024/25
<b>A259 Newhaven Town Area</b>	Newhaven Town Centre Ring Road – virtual bus priority at traffic signals	2022/23	2022/23	2023/24	2023/24	2023/24 - 2024/25	2024/24 - 2024/25
	Bus Lane/infrastructure on A259 in and on approaches to Newhaven]						
	Reconfiguration of the bus stop provision at Denton Corner (A259 Denton roundabout)						
<b>Peacehaven to Saltdean</b>	Increased enforcement of existing bus priority	2022/23	2022/23	2023/24	2023/24	2023/24	2023/24 - 2024/25

## 2.7 TRAFFIC SPEED DATA

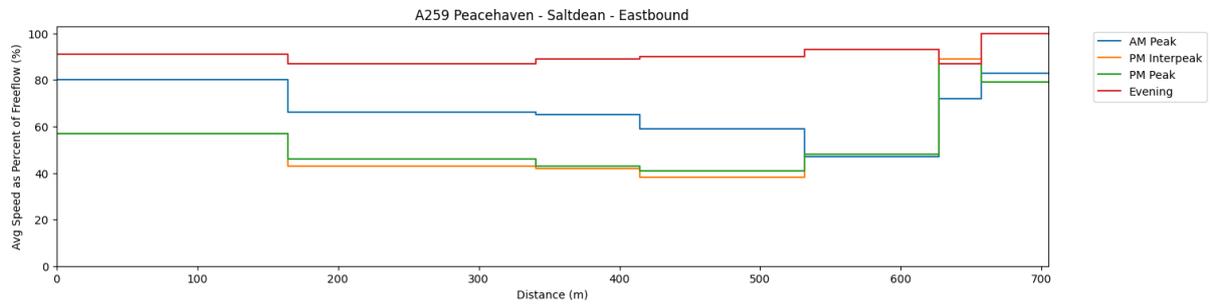
Models were created of the traffic flow passing along the length of the highway sections proposed to have bus service priority schemes implemented. Under the current traffic conditions, delays were calculated at a granular level. Four time periods were modelled, AM, Inter-peak, PM and Evening.

Vehicle speeds are presented as a percentage of freeflow, the latter being the maximum speed at which a vehicle could legally traverse a section of road under ideal driving conditions. In the appendix maps and graphs for each scheme are presented.

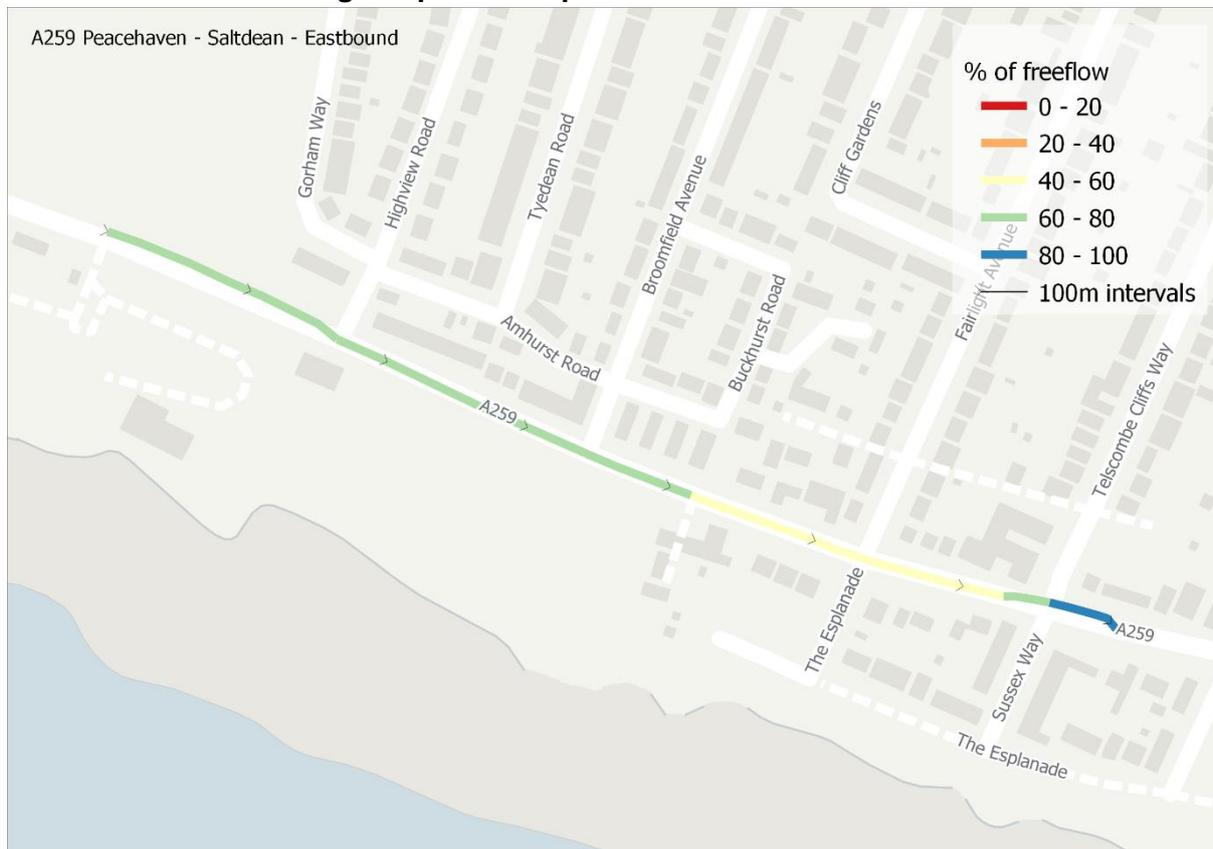
In the example map below, red represents the slowest traffic speeds and blue the fastest relative to freeflow conditions. Maps for the other schemes are shown in Appendix 1.

## A259 Peacehaven - Saltdean (Proposed)

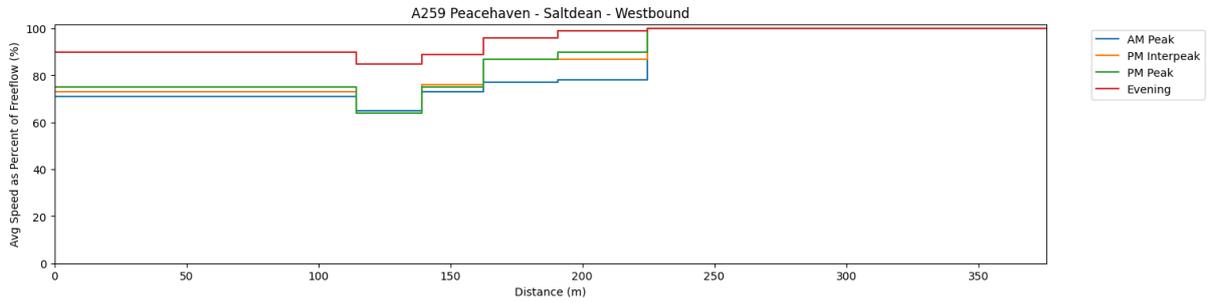
- Eastbound



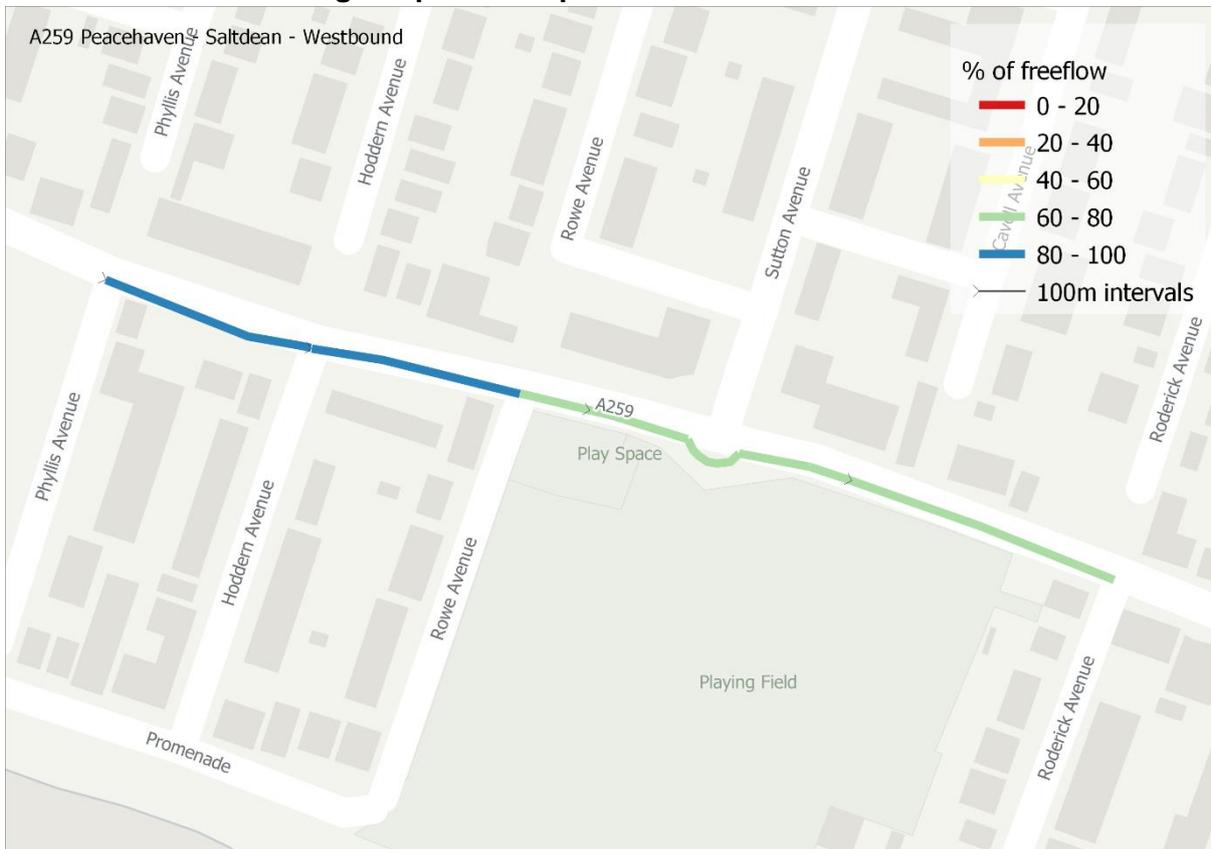
**Figure 2-2: A259 Peacehaven - Saltdean - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period - Eastbound**



- Westbound

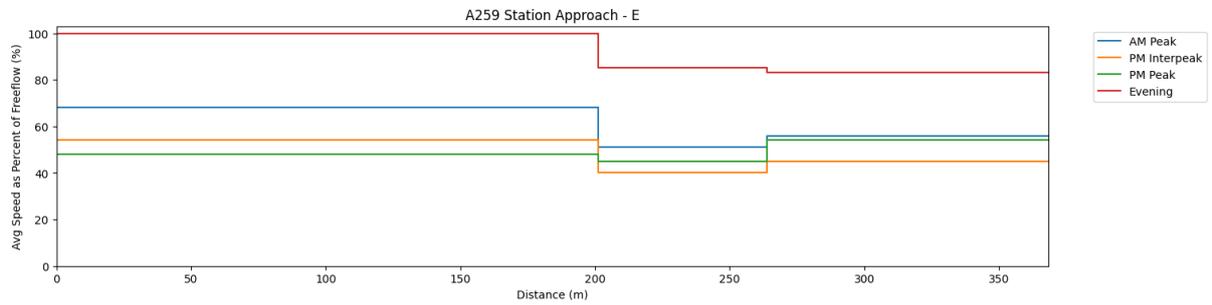


**Figure 2-3: A259 Peacehaven - Saltdean - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period - Westbound**

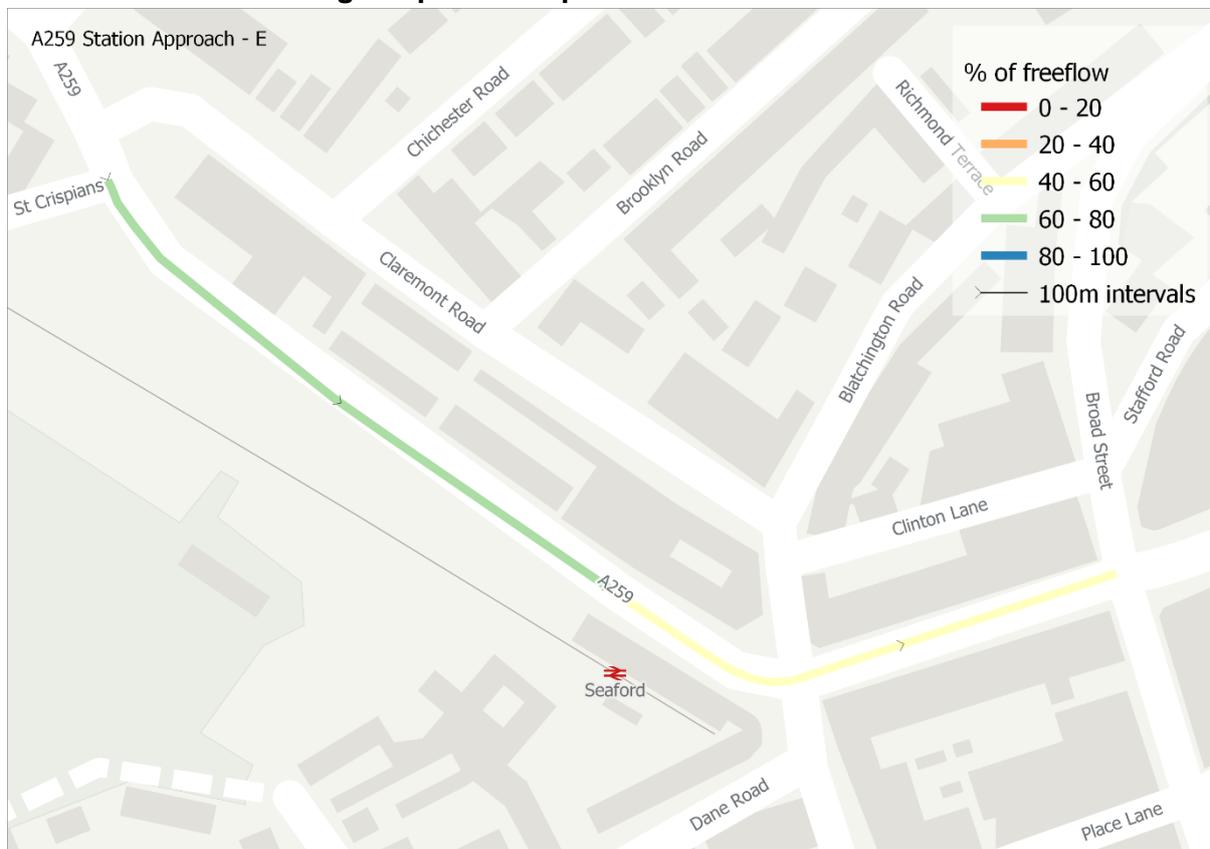


## A259 Station Approach (Proposed)

- Eastbound

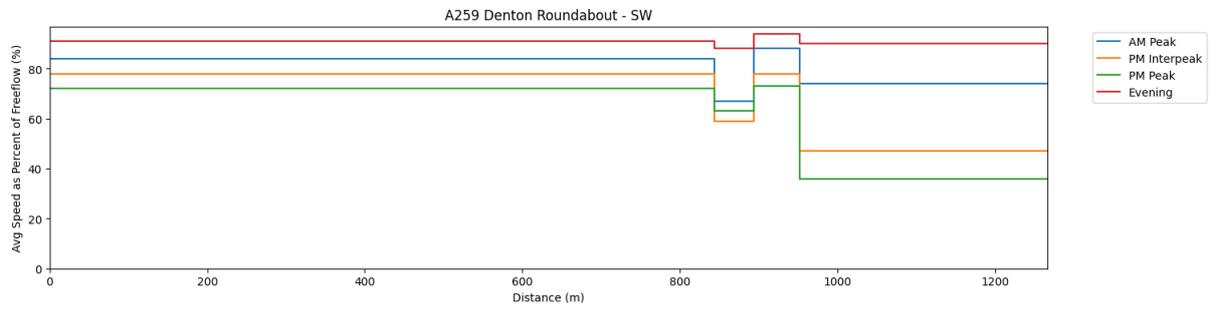


**Figure 2-4: A259 Station Approach – Seaford - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period - Eastbound**

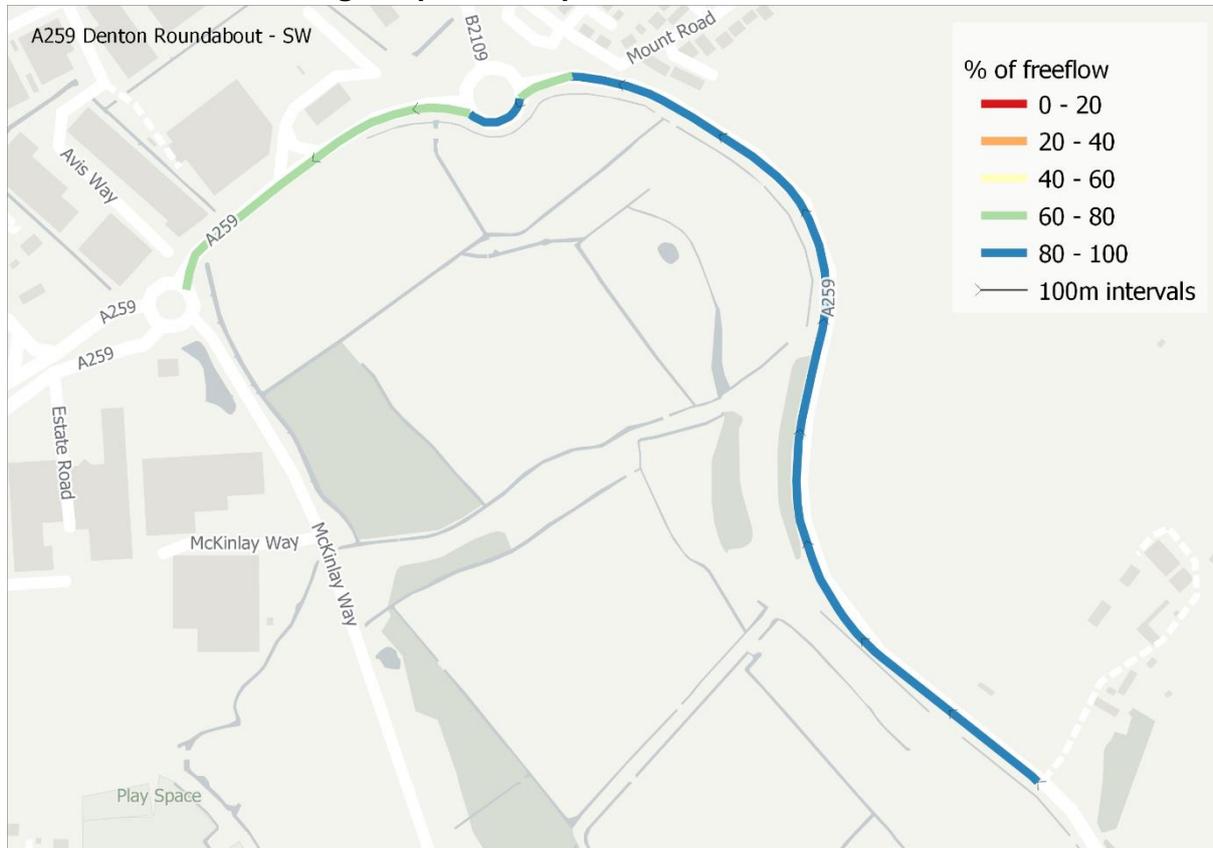


### Denton roundabout (Proposed)

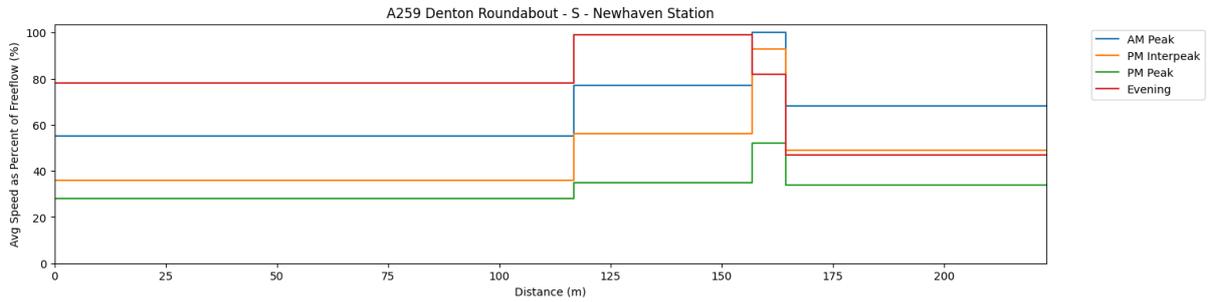
- South-Westbound



**Figure 2-5: Denton roundabout – Newhaven - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period - South-Westbound**



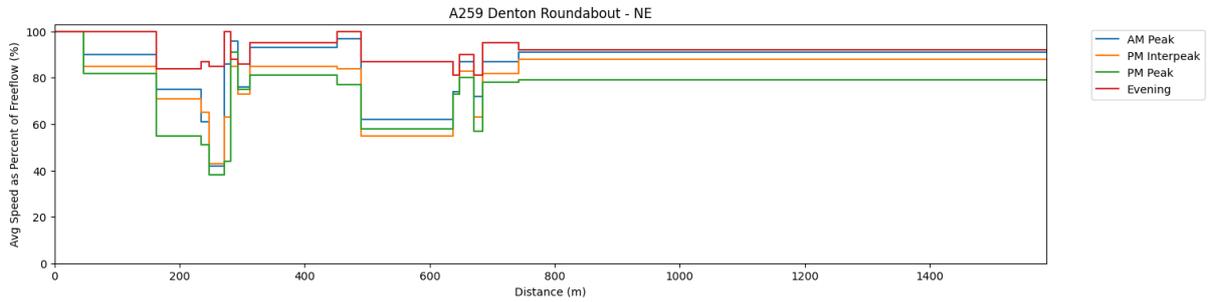
- Southbound towards Newhaven Station



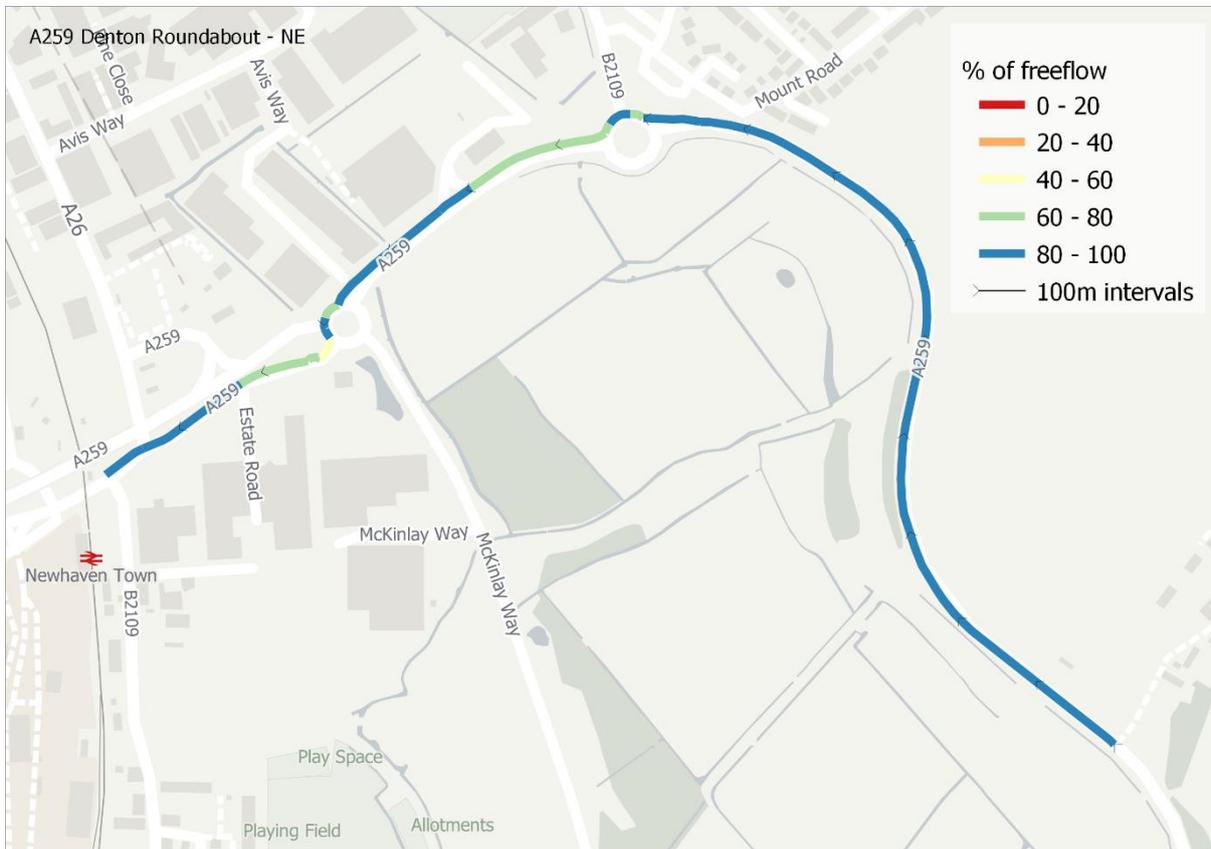
**Figure 2-6: • Southbound towards Newhaven Station– Newhaven - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period**



- North-Eastbound

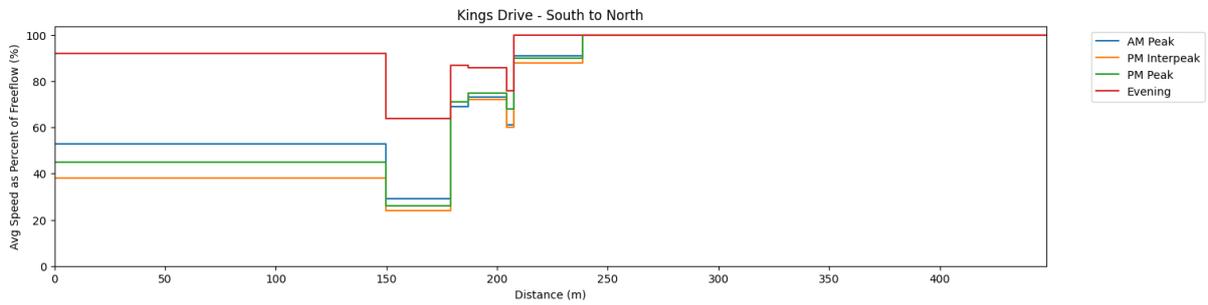


**Figure 2-7: A259 Newhaven Station to Denton roundabout – Newhaven - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period - North-Eastbound**

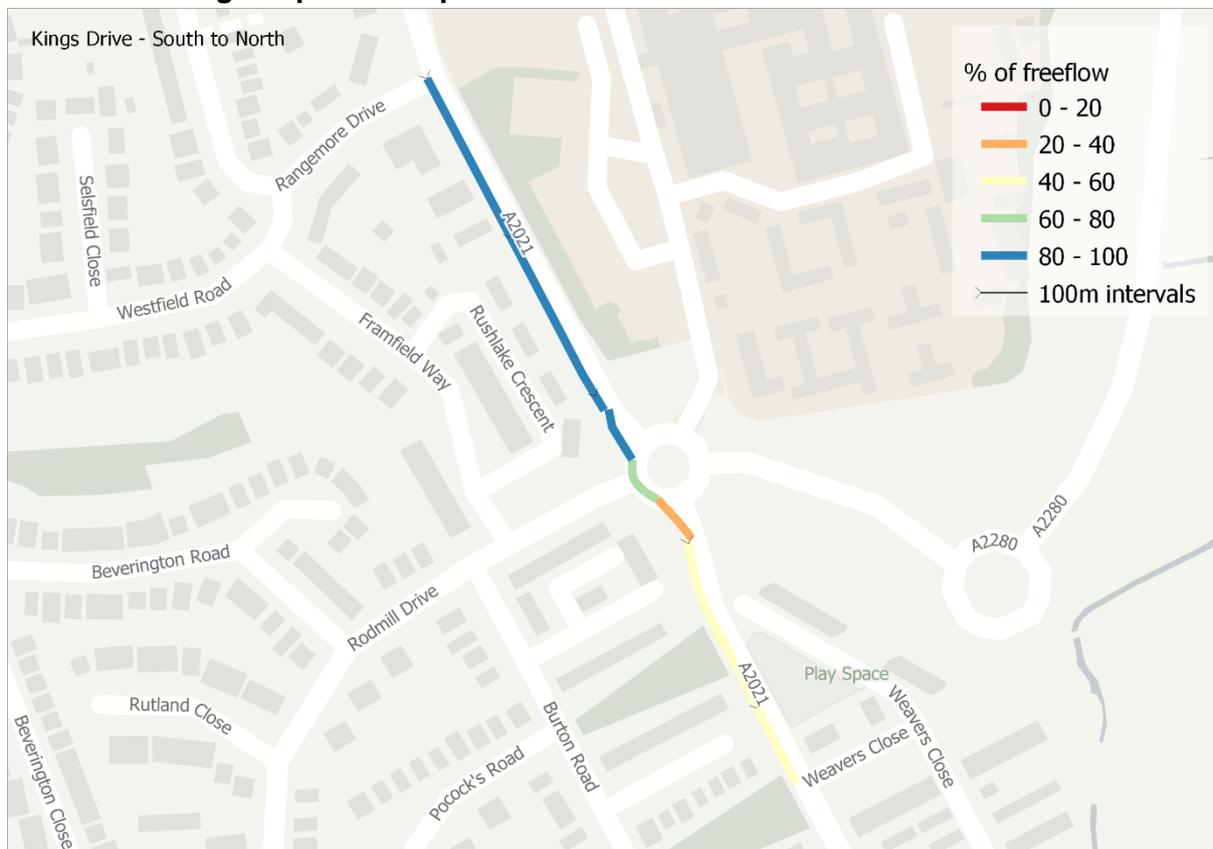


## King's Drive (Proposed)

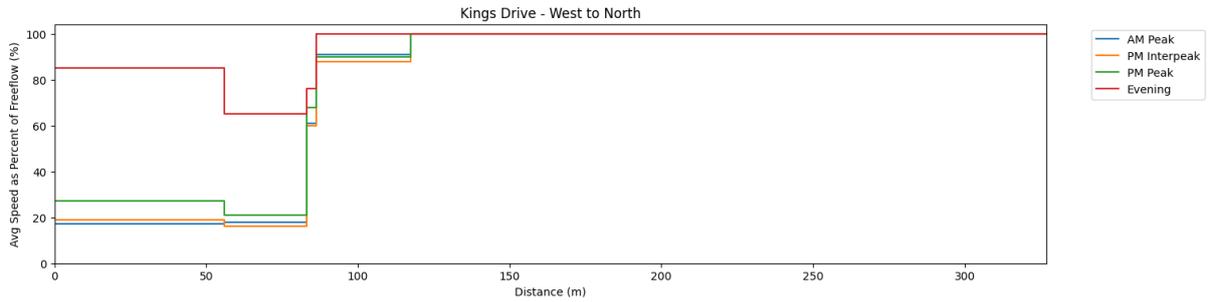
- South to North



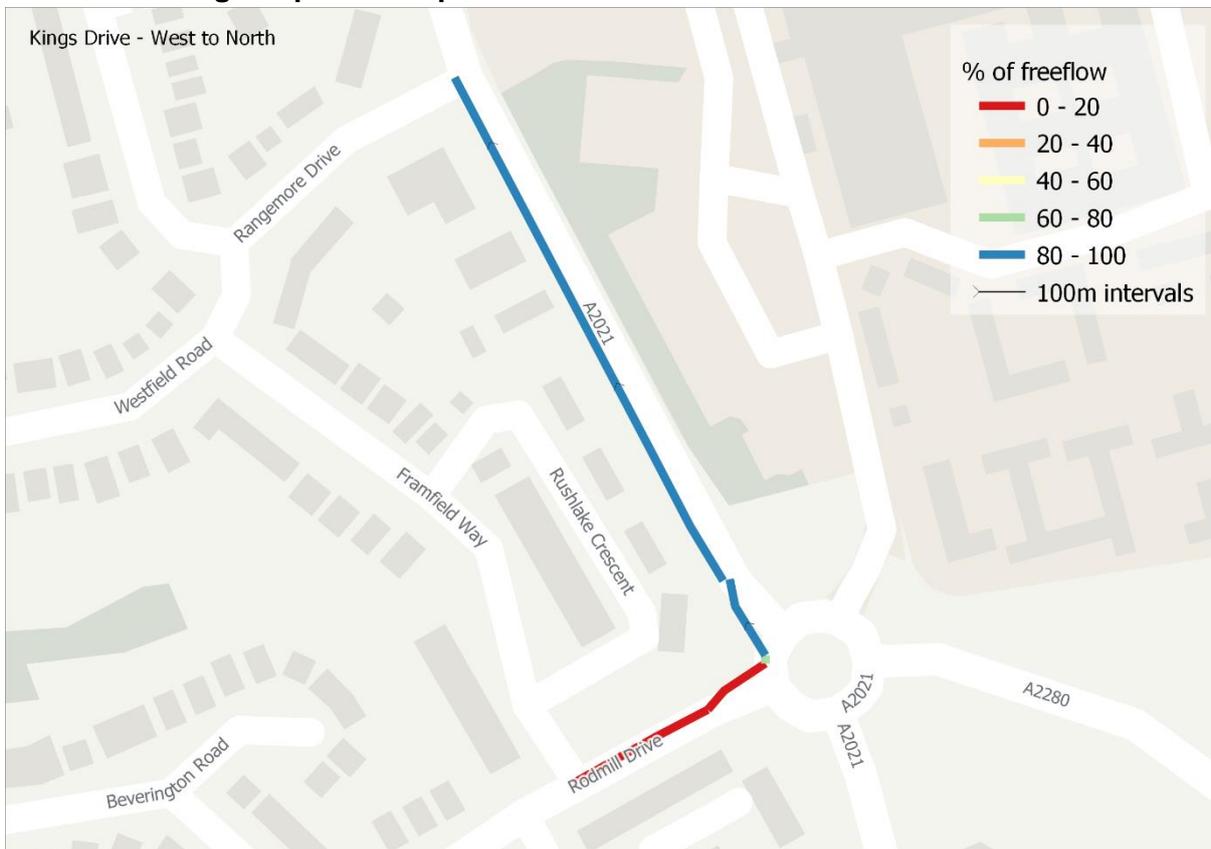
**Figure 2-8: King's Drive – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – South to North**



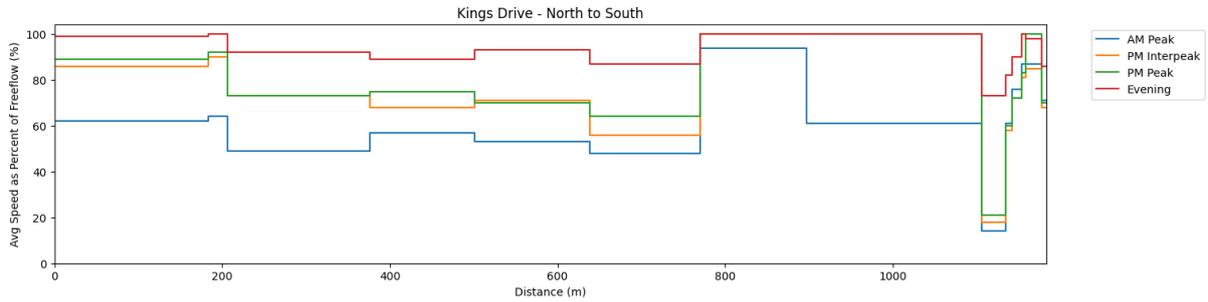
- West to North



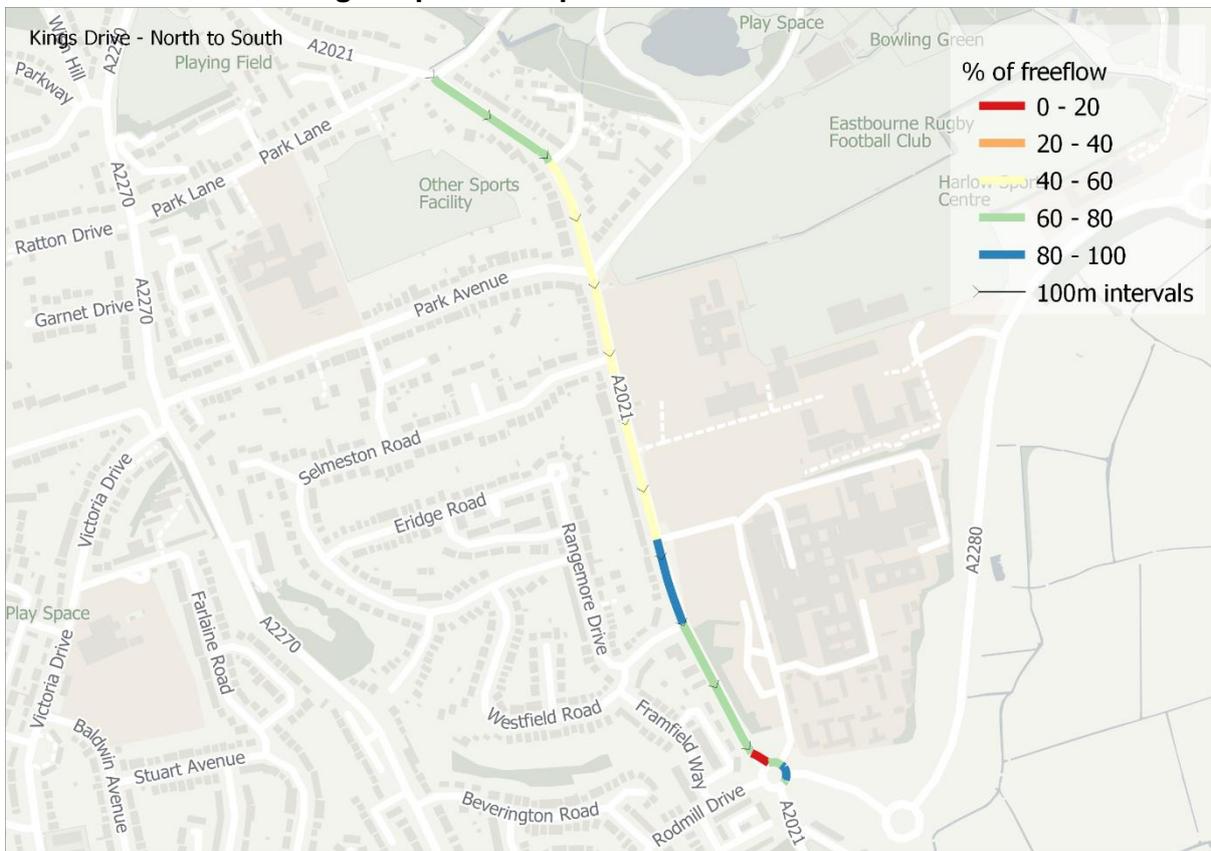
**Figure 2-9: King’s Drive – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – West to North**



- North to South

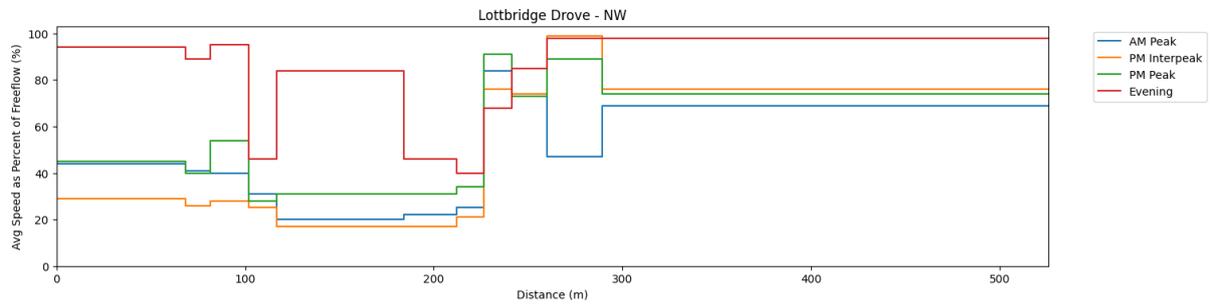


**Figure 2-10: King’s Drive – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period –North to South**

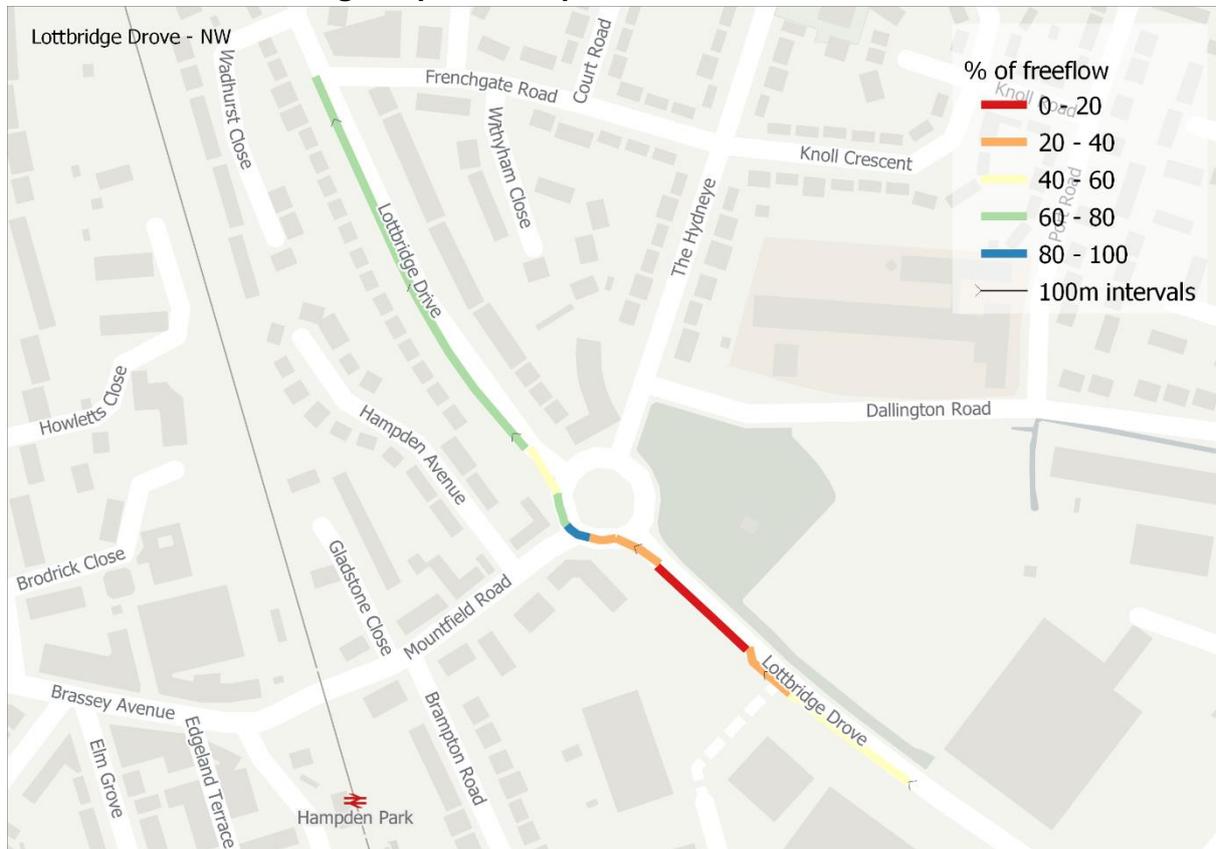


## Lottbridge Drive (Proposed)

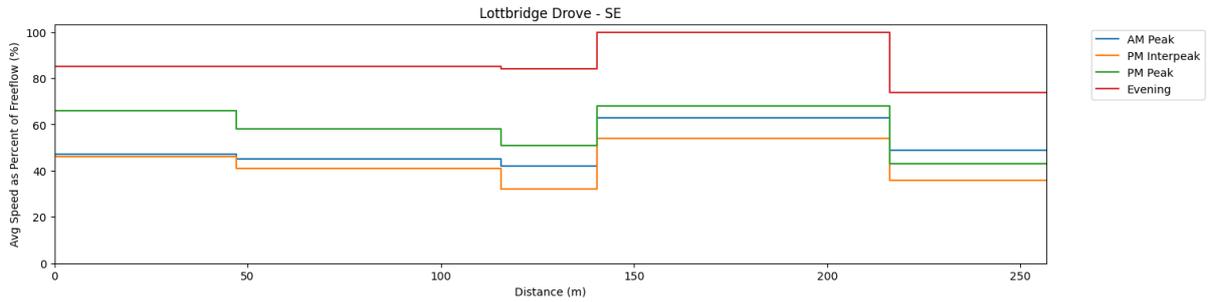
- North-Westbound



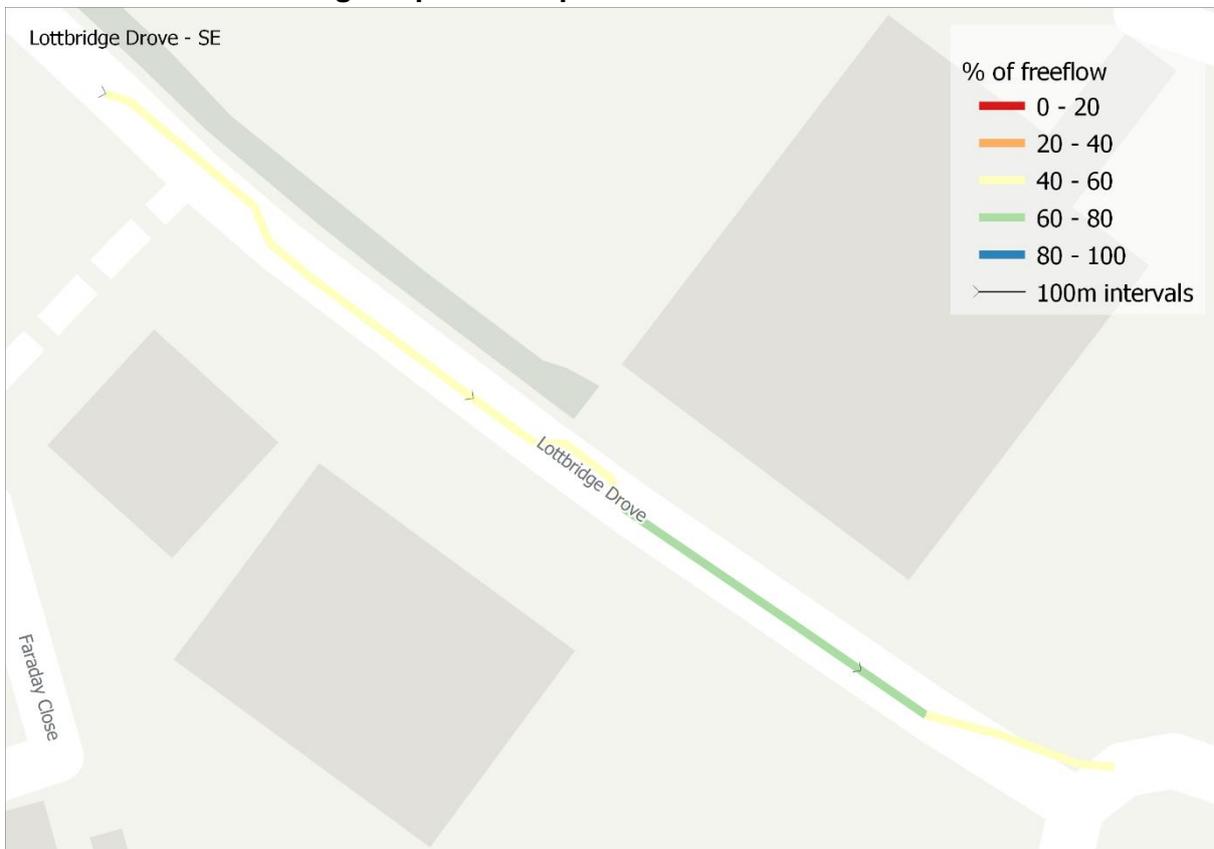
**Figure 2-11: Lottbridge Drive – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – North-Westbound**



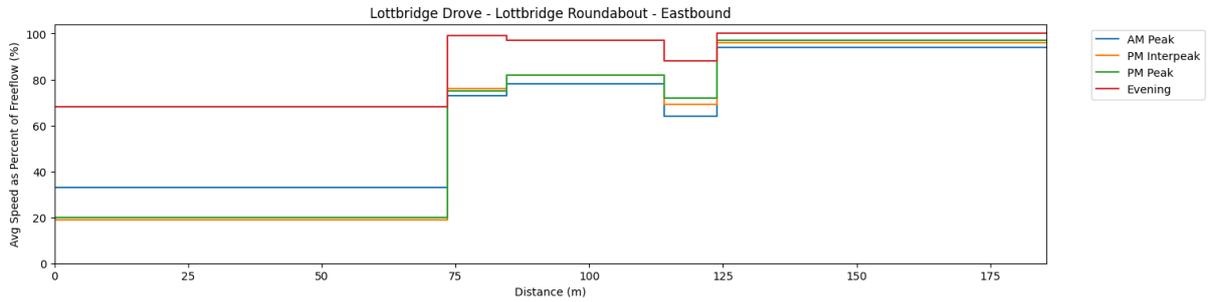
- South-Eastbound



**Figure 2-12: Lottbridge Drive – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – South-Eastbound**



- Lottbridge Roundabout – Eastbound



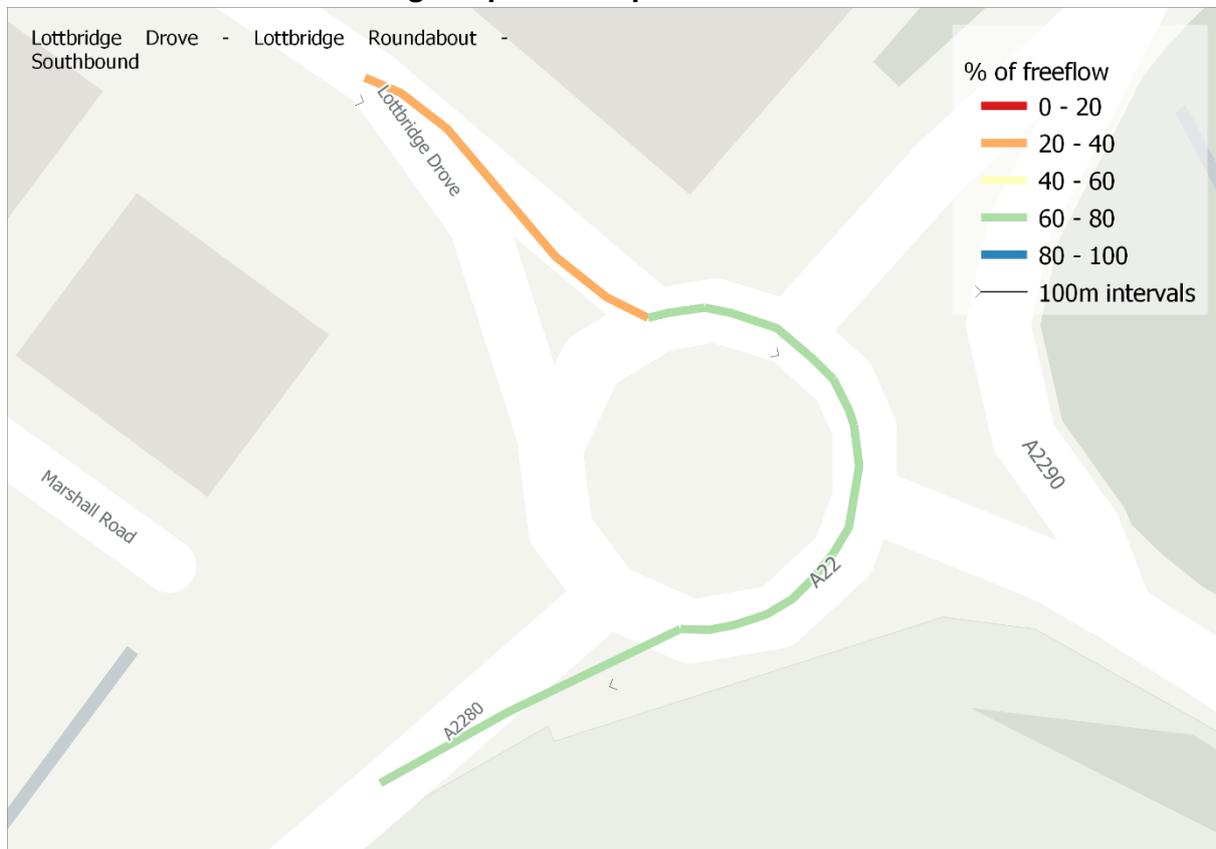
**Figure 2-13: Lottbridge Drive – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – Eastbound**



- Lottbridge Roundabout – Southbound

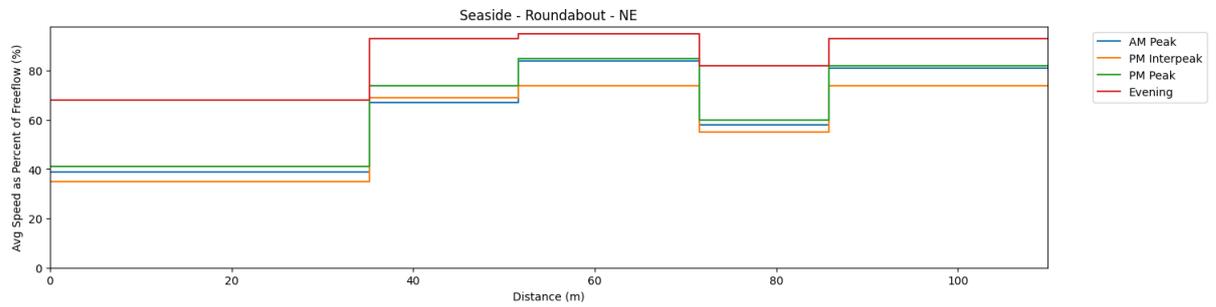


**Figure 2-14: Lottbridge Roundabout – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – Southbound**

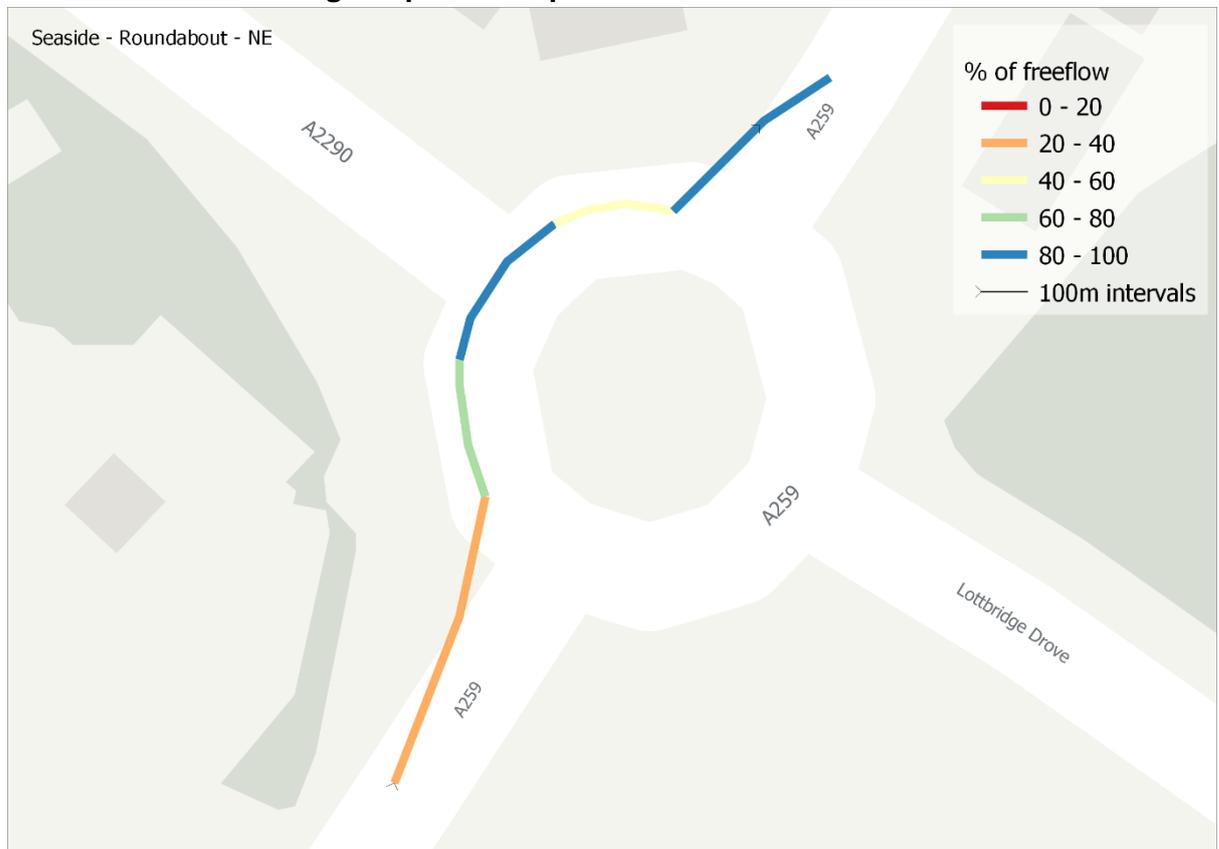


**Seaside (Both Sides) (Proposed)**

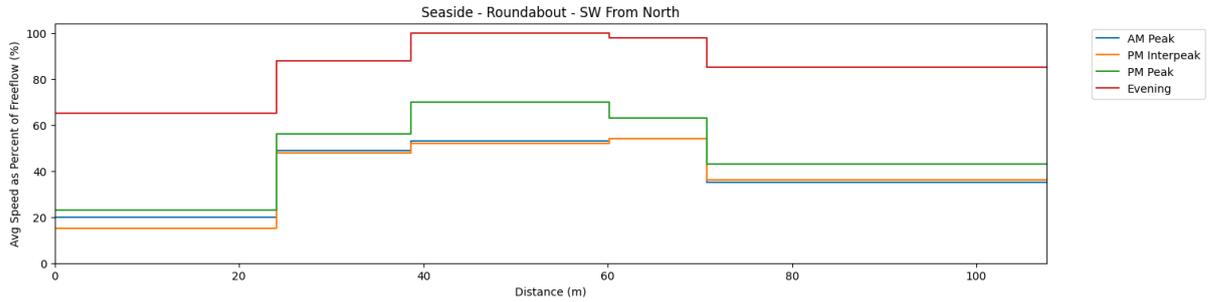
- Roundabout - North-Eastbound



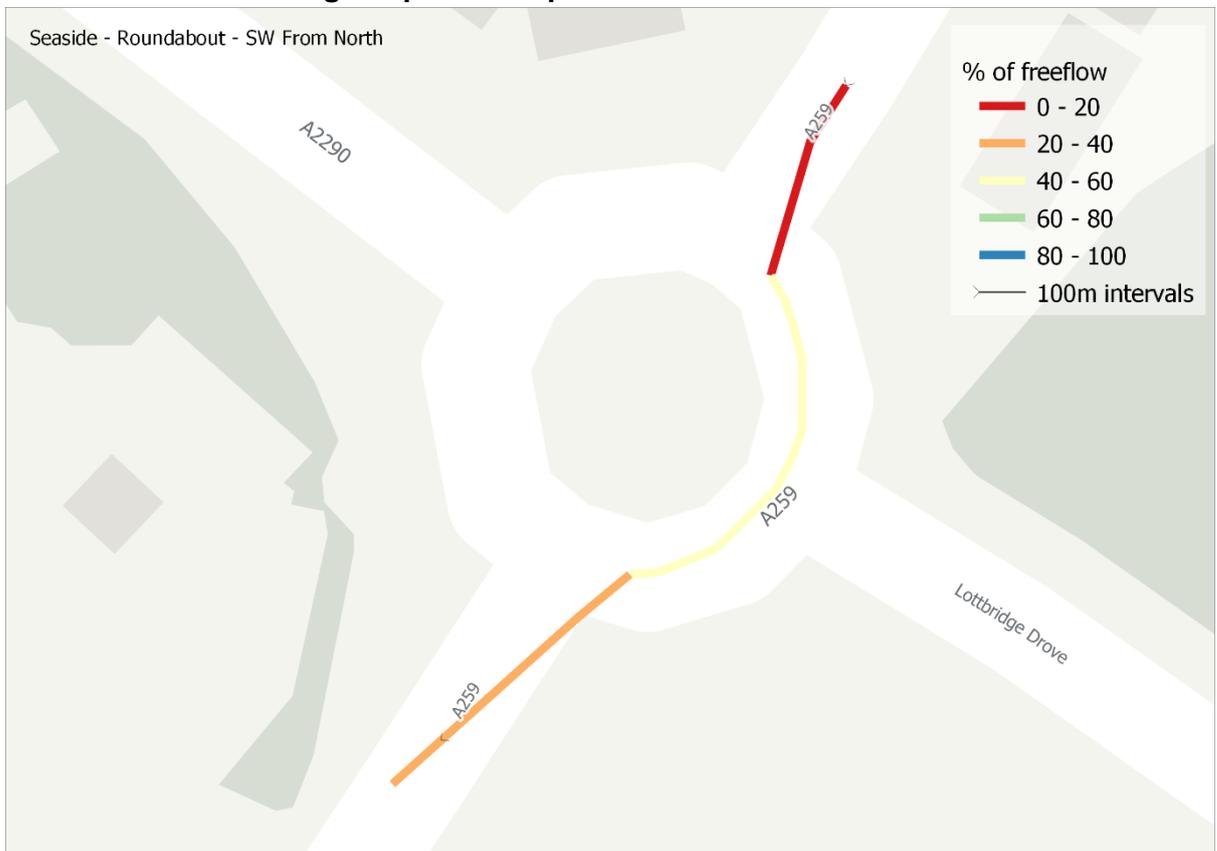
**Figure 2-15: Seaside Roundabout – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – North-Eastbound**



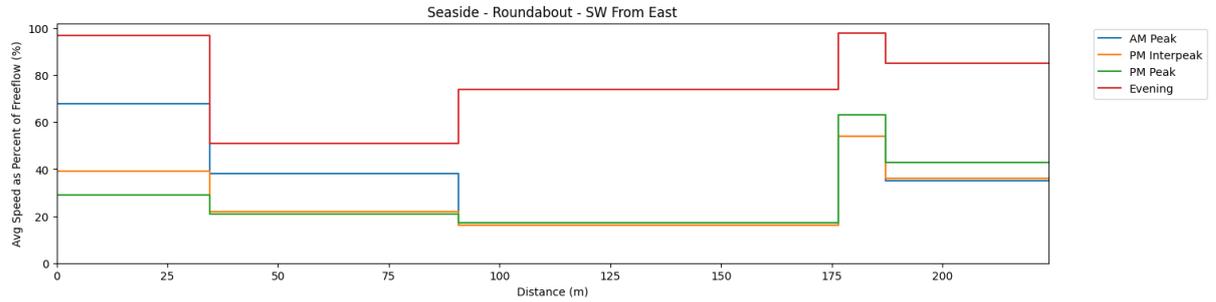
- Roundabout - SW From North



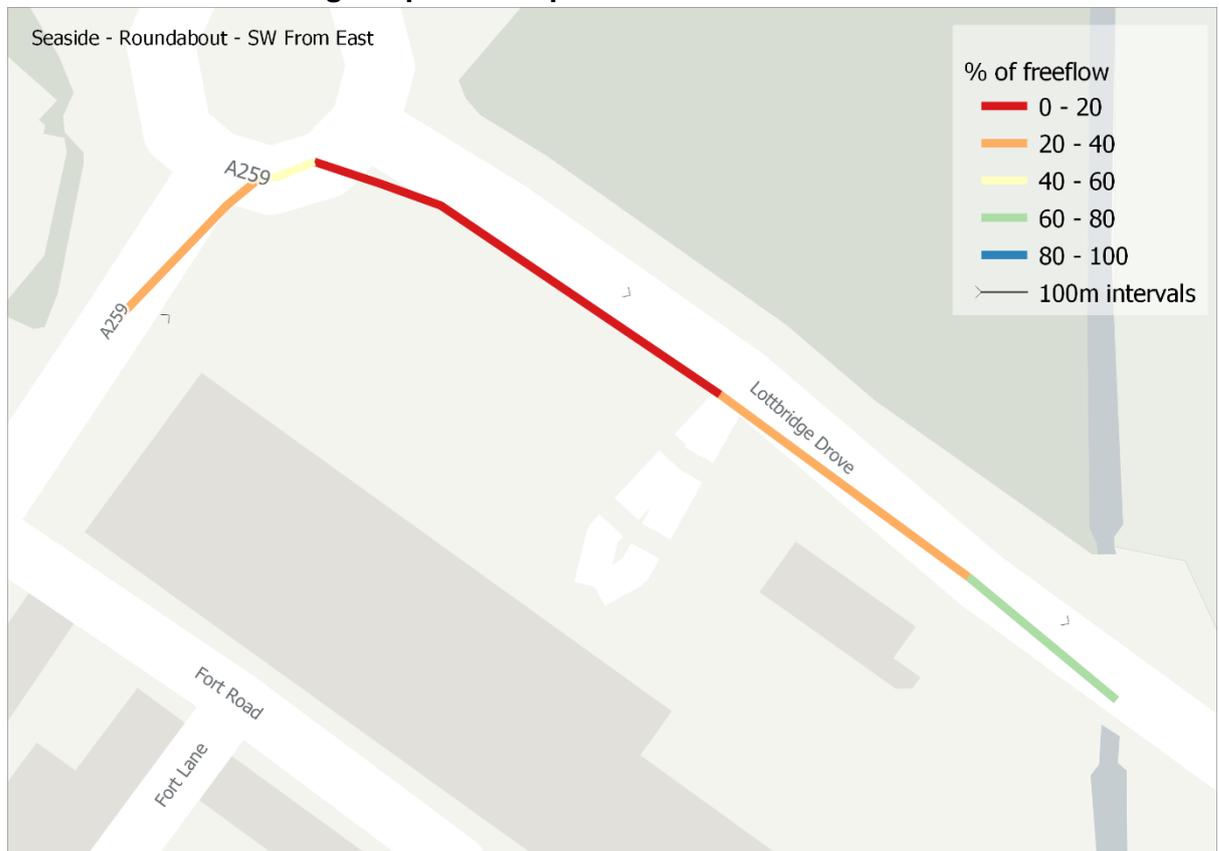
**Figure 2-16: Seaside Roundabout – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – SW From North**



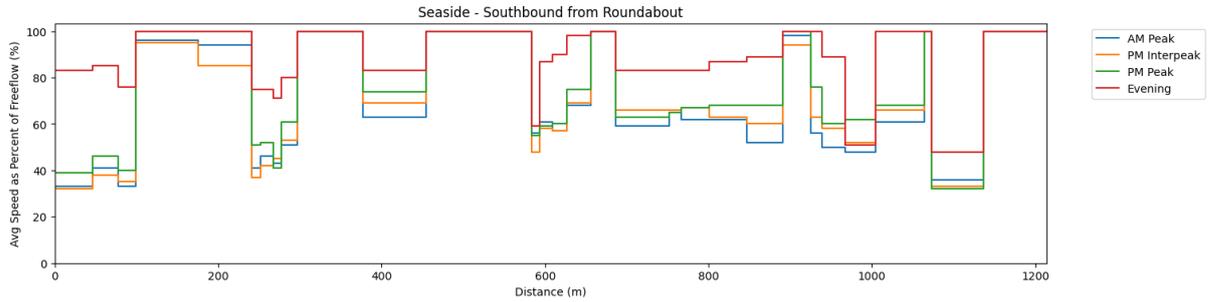
- Roundabout - SW From East



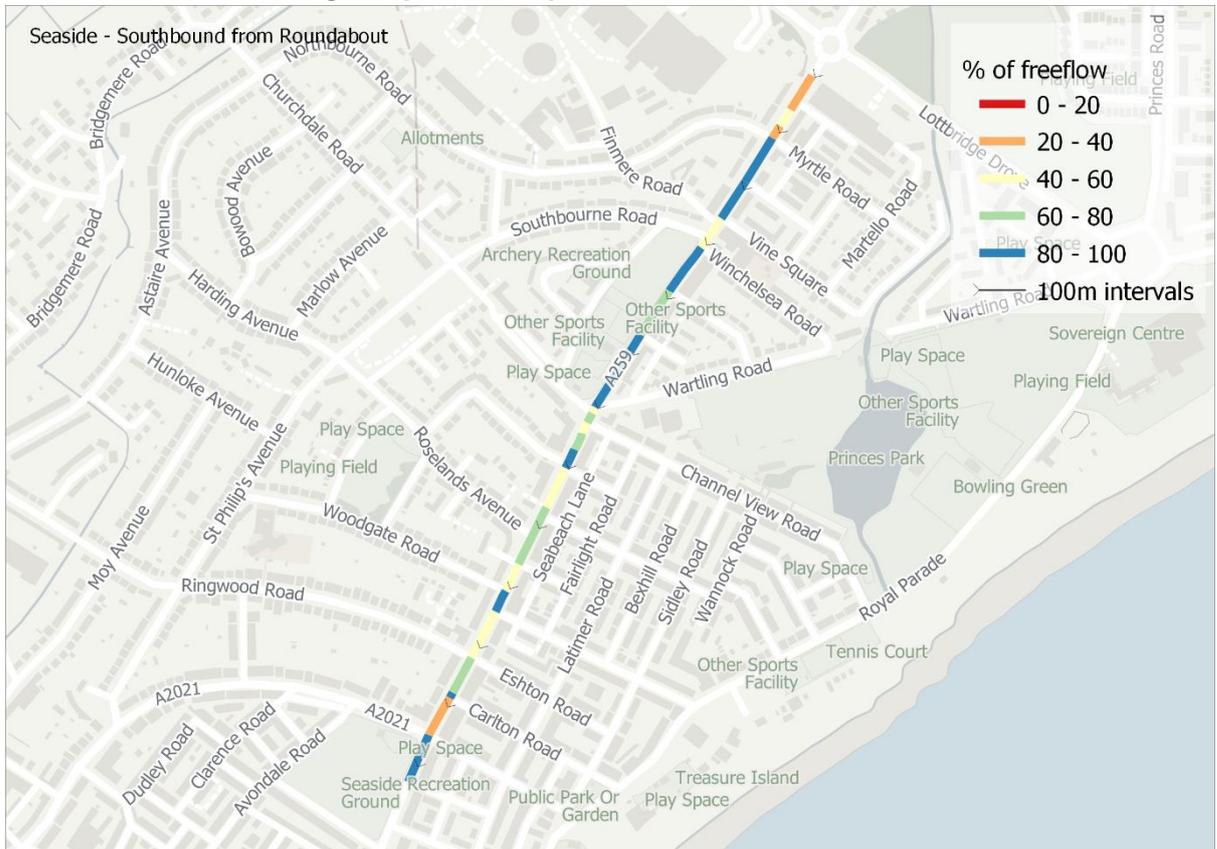
**Figure 2-17: Seaside Roundabout – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – SW From East**



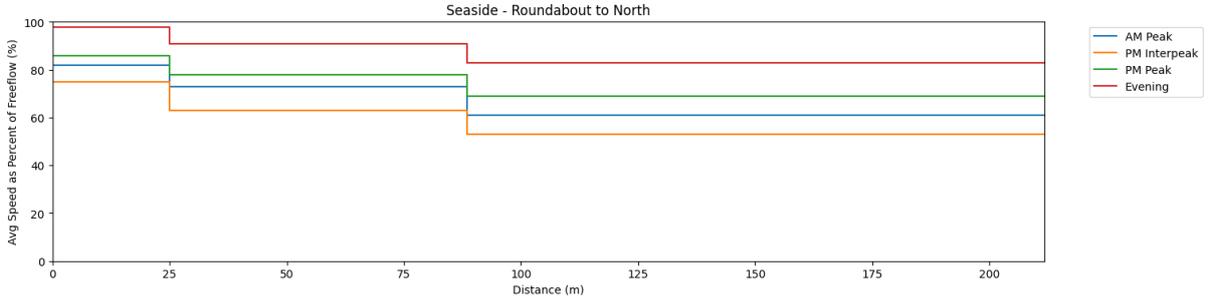
- Southbound from Roundabout



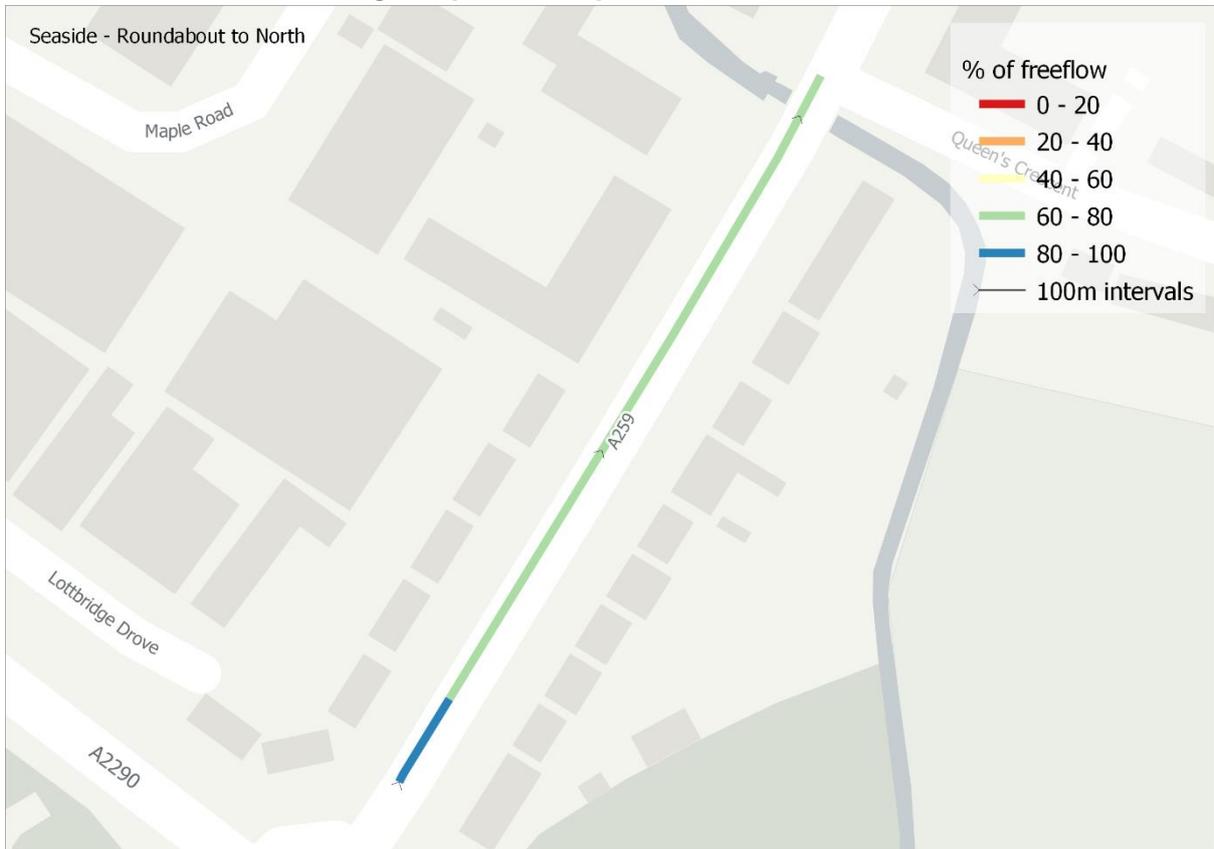
**Figure 2-18: Seaside Roundabout – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – Southbound from Roundabout**



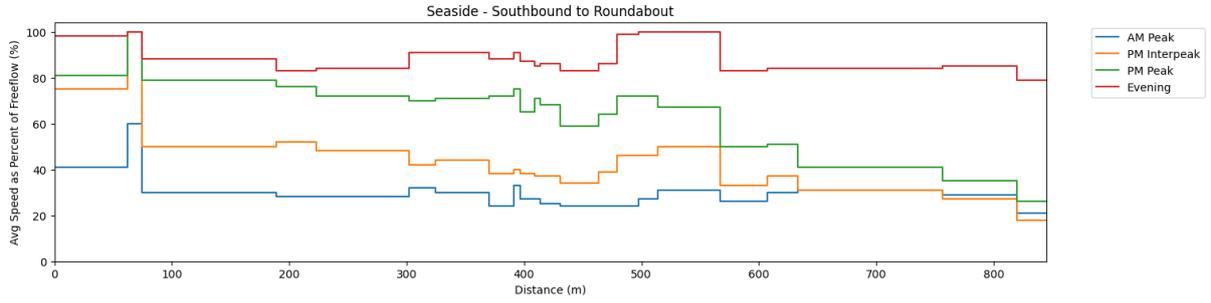
- Roundabout to North



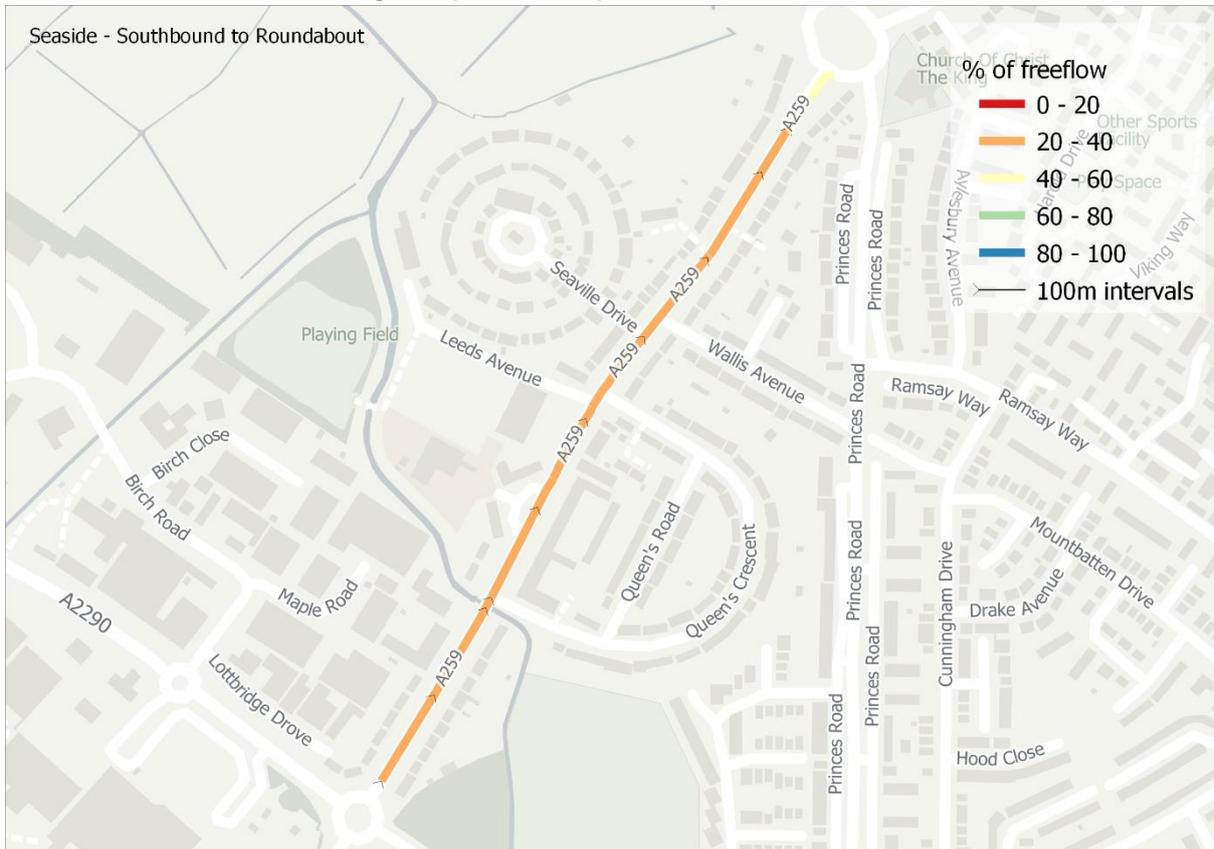
**Figure 2-19: Seaside Roundabout – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – Roundabout to North**



- Southbound to Roundabout

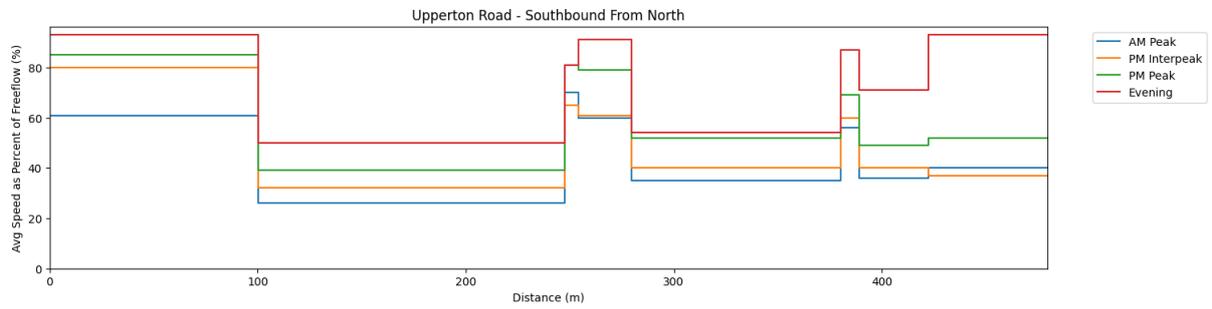


**Figure 2-20: Seaside Roundabout – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – Southbound to Roundabout**

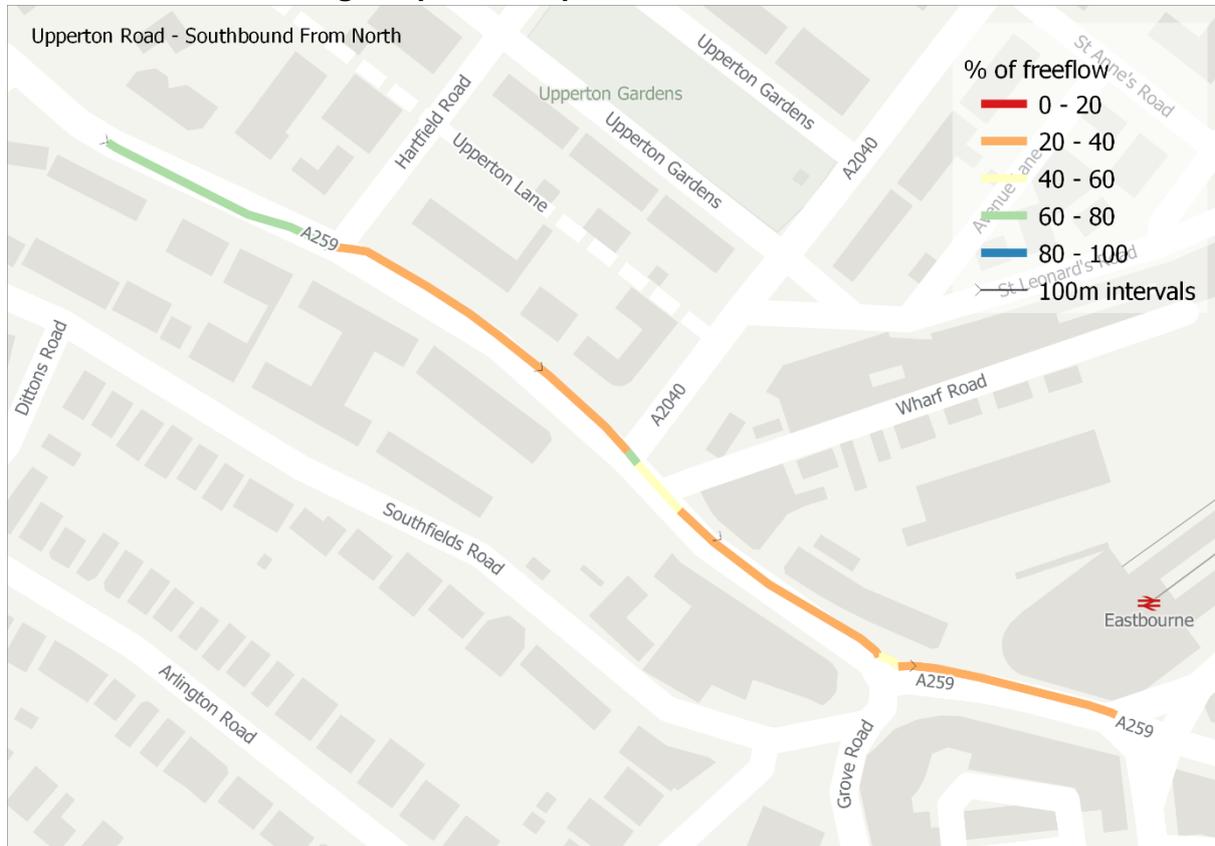


## Upperton Road (Proposed)

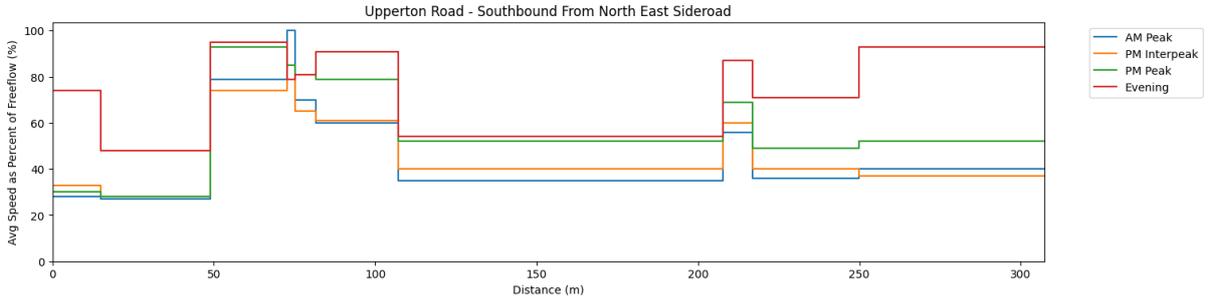
- Southbound From North



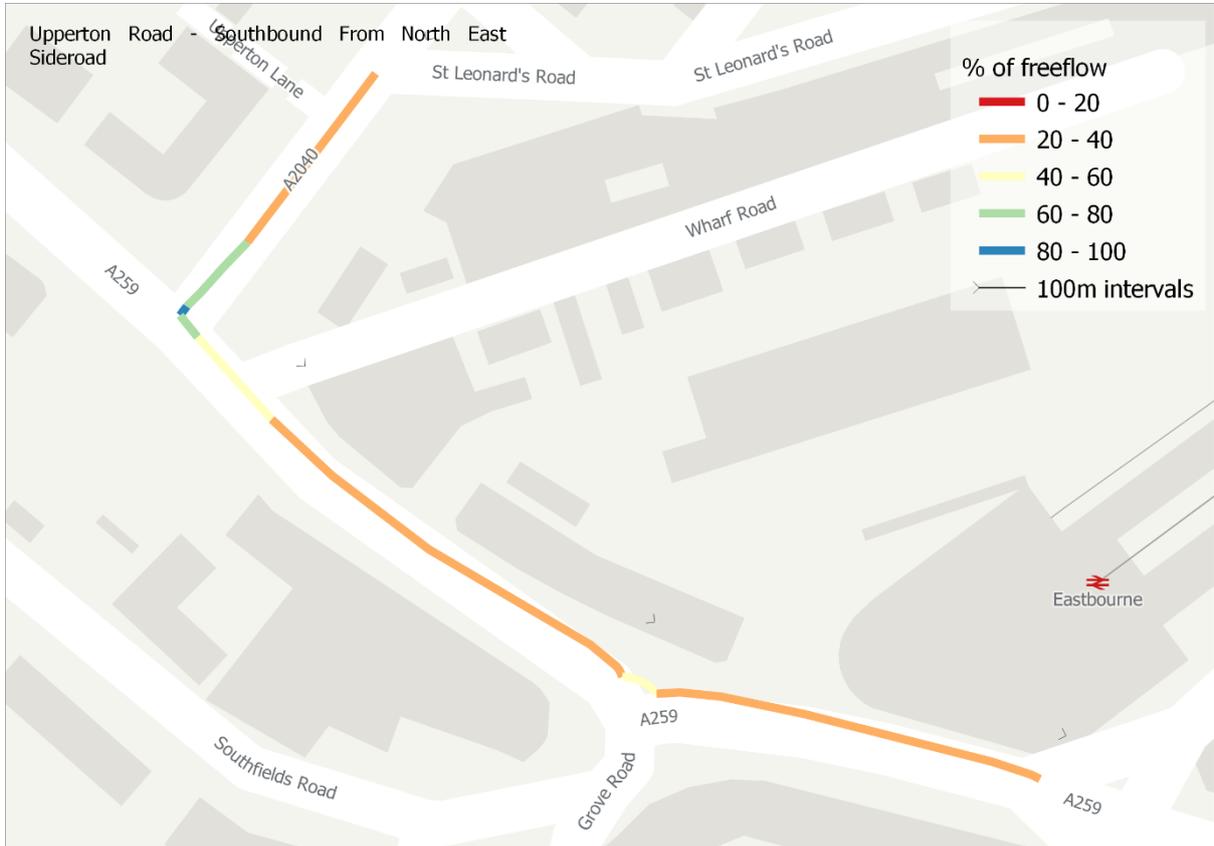
**Figure 2-21: Upperton Road – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – Southbound From North**



- Southbound From North-East Sideroad

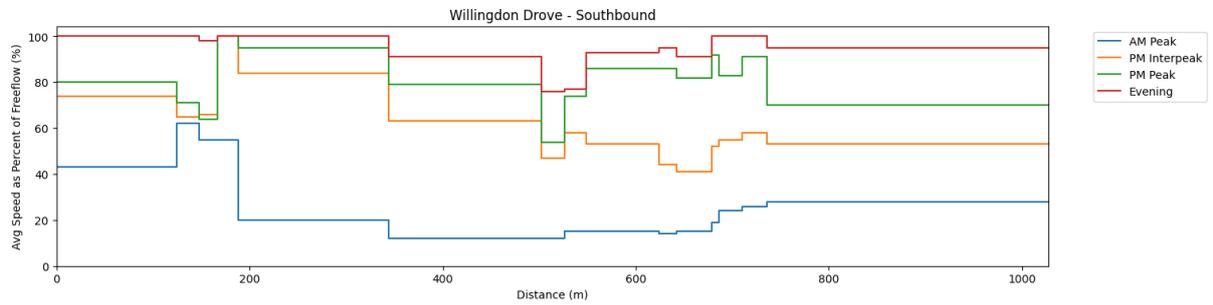


**Figure 2-22: Upperton Road – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – Southbound From North-East Sideroad**



## Willingdon Drive (Proposed)

- Southbound



**Figure 2-23: Willingdon Drive – Eastbourne - Historic traffic speeds heatmap - % of freeflow achieved during AM peak time period – Southbound**



## 2.8 ESTIMATED JOURNEY TIME SAVINGS

Further modelling was carried out to calculate the bus journey time savings which the proposed schemes could achieve.

To help contextualise the traffic delays presented for the proposed schemes, below is a table summarising the observed average speeds as a percentage of freeflow across all road links within East Sussex during 2019 (on weekdays).

**Table 2-3: East Sussex traffic delays**

Period	Traffic Counts	Average Speed as a Percent of Freeflow Speeds
AM Peak	5,754,349	78
PM Interpeak	5,500,071	79
PM Peak	3,828,416	80
Evening	785,585	90

The models of the schemes described above allow the journey times of services to be calculated as if they were operating in segregated free-flowing lanes for the duration of the schemes. With that, Podaris recalculated the timetables and trips of the impacted bus services, enabling journey durations to be understood.

To evaluate the potential journey time savings, those as-modelled journey times were compared to the journey times reported in the timetables and calculated from the observed traffic speed data. For each timetabled trip within each route, an estimate of the journey time saved was calculated. Only revenue trips were considered as part of the scheme evaluations, and as a result, there may be additional benefits to dead runs which are not captured.

A number of metrics were calculated to illustrate the journey time savings of each scheme. These include:

- Average JTS – The minutes saved per bus trip on average, across a week (Monday to Sunday).
- Maximum JTS – The greatest number of minutes saved during a single bus trip over a week.
- Weekly JTS – The sum of all savings for every scheduled bus trip across a week.
- PVR change – Whether the scheme could result in fewer buses being required to operate a given route.

Table 2-4 shows the results of these calculations for each scheme. In total the schemes could result in a **total annual journey time saving of 613 bus running hours or 26 days**.

Table 2-4: Modelled bus journey time savings (JTS) by scheme

Scheme	No .of routes affected	Average JTS (mins)	Maximum JTS (mins)	Weekly JTS (mins)	Potential to reduce PVR
A259 Peacehaven - Saltdean (Proposed)	15	0.9	3.1	2,675	
A259 Station Approach (Proposed)	10	1.7	10.1	4,773	Possibly
Denton roundabout (Proposed)	13	2.5	7.8	9,598	Possibly
King's Drive (Proposed)	18	1.4	12.3	3,564	Possibly
Lottbridge Drove (Proposed)	11	1.2	7.8	2,938	Possibly
Seaside (Both Sides) (Proposed)	16	1	6.1	4,268	
Sovereign Harbour (Proposed)	2	10.6	17.1	4,094	Possibly
Upperton Road (Proposed)	27	0.3	5.4	1,542	
Willingdon Drove (Proposed)	11	1.3	9.3	3,355	Possibly
<b>36,805 mins</b> <b>(613 hours)</b> <b>(26 days)</b>					

**Table 2-5** below presents the journey time savings for each bus route which passes through one or more of the nine proposed schemes plus the two further schemes considered but not taken forward at this stage. The average journey time saving per bus trip is between 0.2 and 12.6 minutes. **The maximum journey time saving which could be achieved on a single bus trip would be up to 26.4 minutes.** Specifically, combined routes 5/5A (Eastbourne Sovereign Harbours – Beachlands) would benefit significantly from the installation of a bus gate and other bus priority interventions.

**Table 2-5: Modelled journey time savings (JTS) by bus route**

Route	Operator	Average JTS (mins)	Maximum JTS (mins)
14	Brighton & Hove Bus and Coach Company	0.3	3.5
92	Brighton & Hove Bus and Coach Company	1.7	2.1
492	Brighton & Hove Bus and Coach Company	1.1	1.1
494	Brighton & Hove Bus and Coach Company	0	0
11X	Brighton & Hove Bus and Coach Company	4.7	12.3
12 Coaster	Brighton & Hove Bus and Coach Company	1.3	3.8
12A Coaster	Brighton & Hove Bus and Coach Company	1	3.2
12X	Brighton & Hove Bus and Coach Company	2.3	7.8
13X Tourist	Brighton & Hove Bus and Coach Company	2.6	7.8
14A	Brighton & Hove Bus and Coach Company	0.6	0.6
14B	Brighton & Hove Bus and Coach Company	0.3	0.6
14C	Brighton & Hove Bus and Coach Company	0.2	1.9
76A	Brighton & Hove Bus and Coach Company	0.9	1.2
N12	Brighton & Hove Bus and Coach Company	1.8	3.8
N14	Brighton & Hove Bus and Coach Company	0.7	3.1
119	Compass Travel	0	0
120	Compass Travel	2.5	2.5
123	Compass Travel	0.2	1.8
125	Compass Travel	0.2	1.5
145	Compass Travel	7.3	7.3
493	Compass Travel	4.7	5.7
25	Cuckmere Buses	0.7	2.3
26	Cuckmere Buses	0.9	2.3
41	Cuckmere Buses	0.2	0.7
45	Cuckmere Buses	1	6.1
120	Cuckmere Buses	2.5	2.5
ESS	Seven Sisters Bus & Coach	0	0
1	Stagecoach South East	0.8	2.4
3	Stagecoach South East	0	0.3
4	Stagecoach South East	0.9	2.7
5	Stagecoach South East	12.7	26.2*
5A	Stagecoach South East	12.6	26.4*
6	Stagecoach South East	0.6	2.1
51	Stagecoach South East	0.8	2.5
54	Stagecoach South East	0.8	2.5
98	Stagecoach South East	0.4	2.5
501	Stagecoach South East	0.8	1.8
1A	Stagecoach South East	1.2	3.2
1X	Stagecoach South East	1.3	2.4
3A	Stagecoach South East	0.6	3
51X	Stagecoach South East	1	2.5
54A	Stagecoach South East	1.1	2.5
6A	Stagecoach South East	3.7	6.2
Loop	Stagecoach South East	1.2	4

\* Routes 5 and 5A would be combined into a single route with no terminus resulting in large journey time savings.

## 2.9 POPULATION WHICH COULD BENEFIT FROM THE SCHEMES

Within the East Sussex County Council area there are some 250,600 households<sup>1</sup>. The % of these households which stand to benefit from bus journey time improvements brought about by the proposed schemes has been calculated. The following methodology was employed:

- Identify all bus routes which travel through the section of highway where the bus priority scheme would be installed.
- Plot all bus stops along the full length of these routes.
- Calculate walking distance isochrones of 400m and 800m around these bus stops.
- Sum the households which fall within the isochrone boundaries.

The walking distance isochrones are shown in Figure 2-24 to **Figure 2-34. The individual schemes will bring bus journey improvements for between 11% and 44% of the population**, when considering households within 400m of a bus stop impacted by the proposed bus priority schemes. If an 800m buffer is considered, then between 17% and 57% of households will see an improvement.

Please note that the figures for the proportion of households affected by journey time improvements include all bus services that use the bus priority infrastructure proposal. No minimum provision levels (two-hourly / hourly / half hourly) are used for this submission due to time constraints but we will be continuing with the refinement of our evidence base to include this information.

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<sup>1</sup> <https://democracy.eastsussex.gov.uk/documents/s37676/Item%205%20-%20Appendix%201%20-%20Focus%20on%20East%20Sussex.pdf>

**Figure 2-24: Walking distance isochrones for all bus stops impacted by the A259 Peacehaven - Saltdean bus priority scheme**



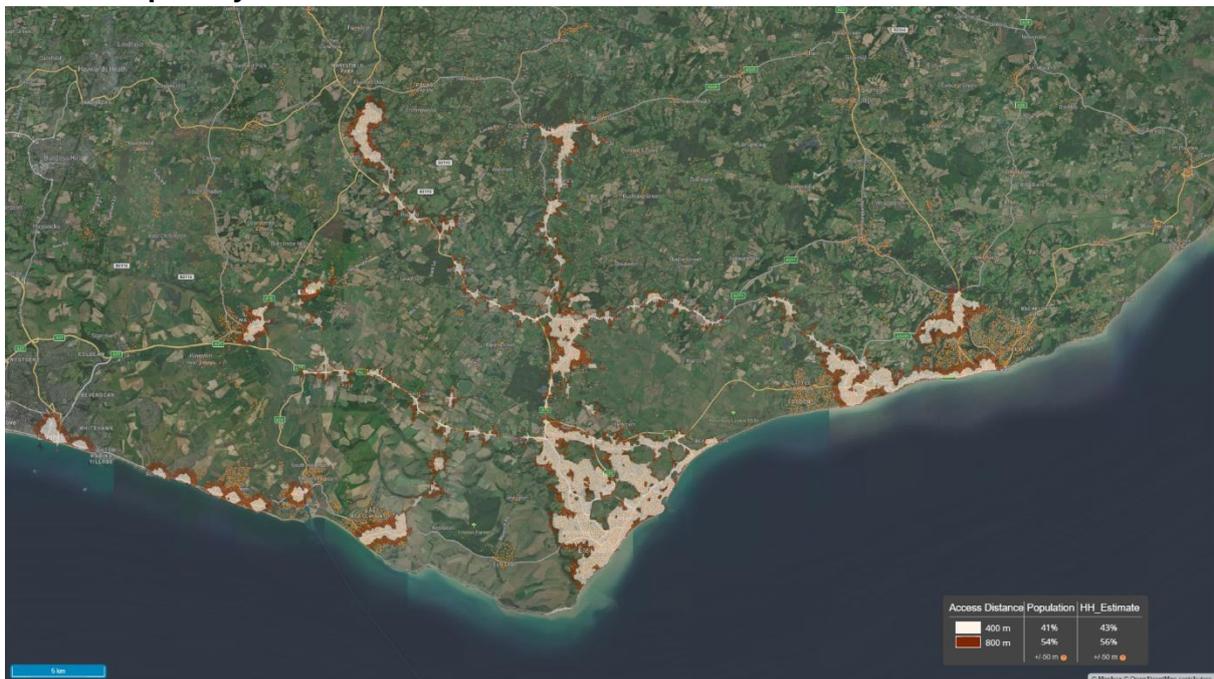
**Figure 2-25: Walking distance isochrones for all bus stops impacted by the A259 Station Approach bus priority scheme**



**Figure 2-26: Walking distance isochrones for all bus stops impacted by the Denton Roundabout bus priority scheme**



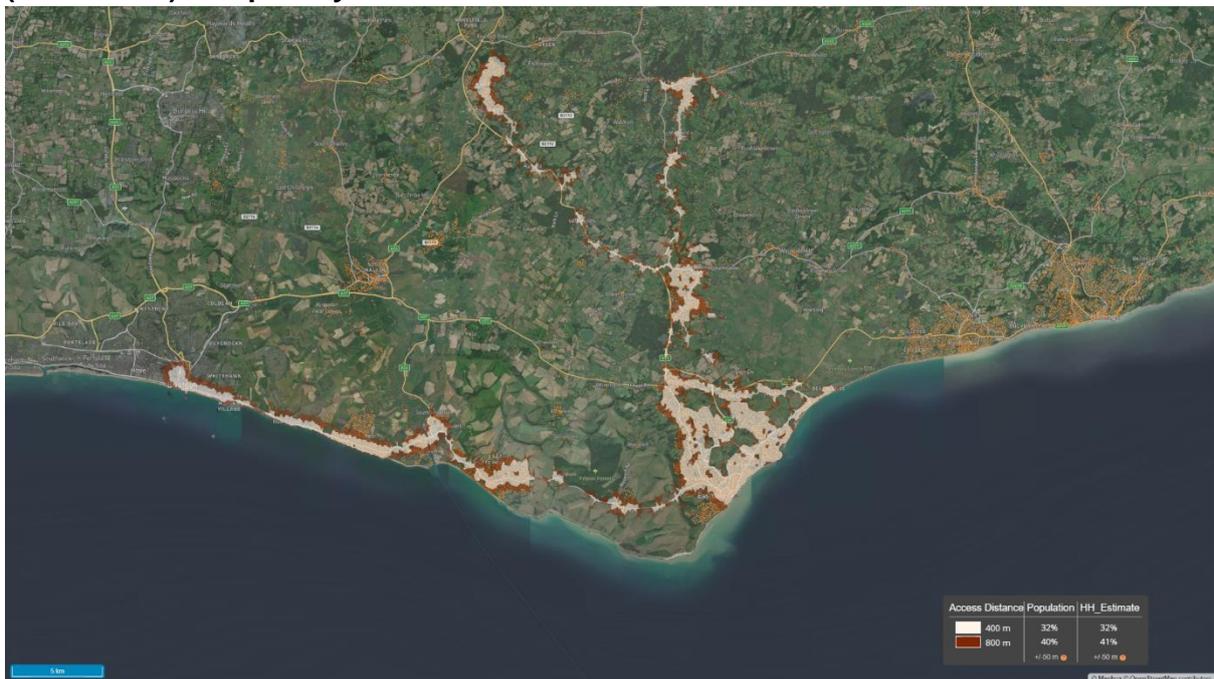
**Figure 2-27: Walking distance isochrones for all bus stops impacted by the King's Drive bus priority scheme**



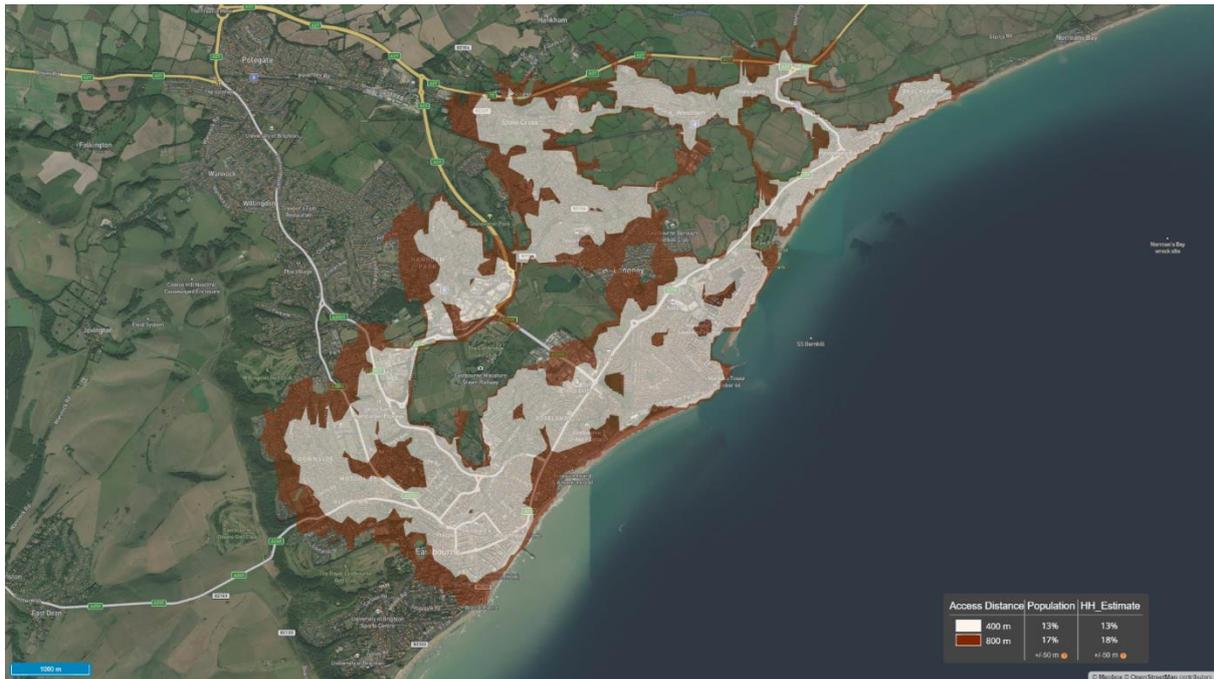
**Figure 2-28: Walking distance isochrones for all bus stops impacted by the Lottbridge Drove bus priority scheme**



**Figure 2-29: Walking distance isochrones for all bus stops impacted by the Seaside (Both Sides) bus priority scheme**



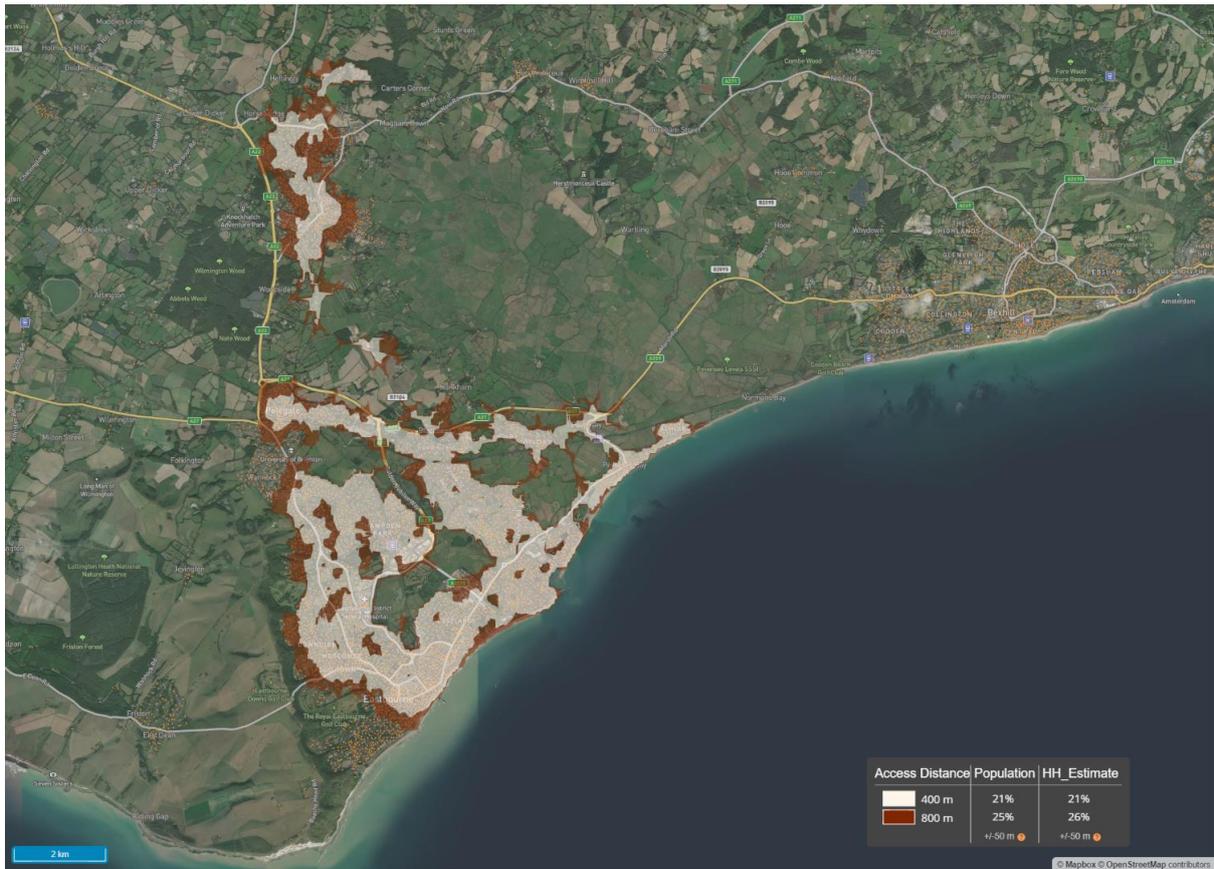
**Figure 2-30: Walking distance isochrones for all bus stops impacted by the Sovereign Harbour bus priority scheme**



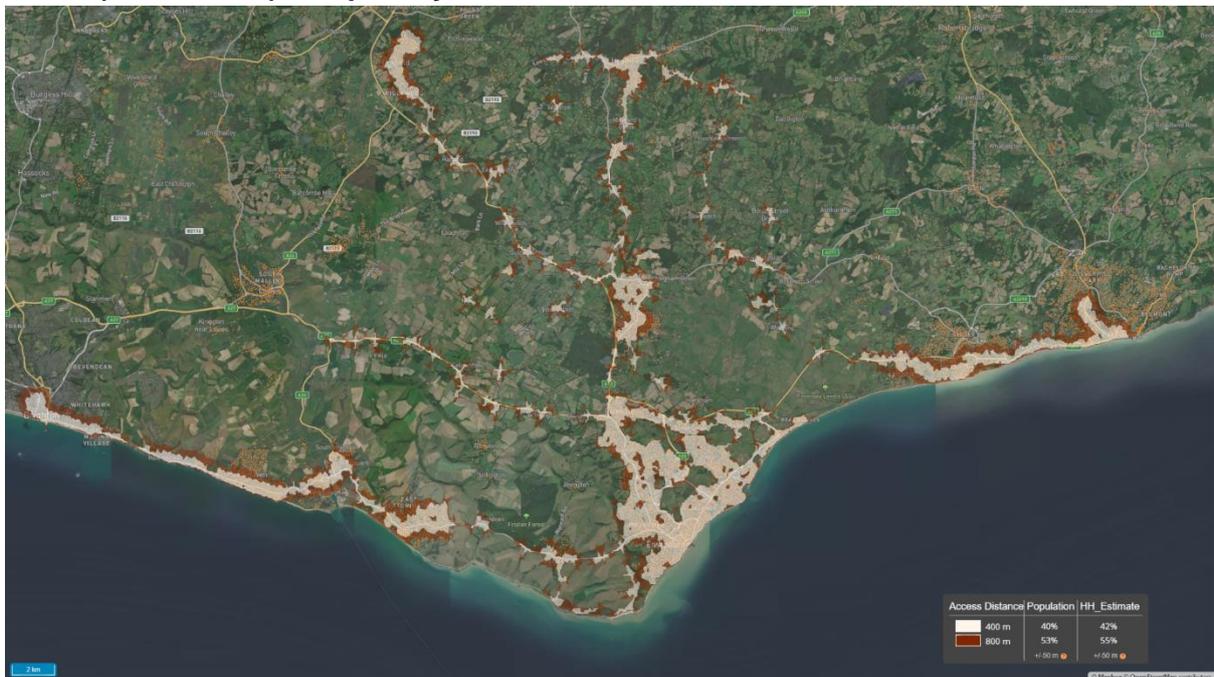
**Figure 2-31: Walking distance isochrones for all bus stops impacted by the Upperton Road bus priority scheme**



**Figure 2-32: Walking distance isochrones for all bus stops impacted by the Willington Drove bus priority scheme**



**Figure 2-33: Walking distance isochrones for all bus stops impacted by the South Street (Considered) bus priority scheme**



**Figure 2-34: Walking distance isochrones for all bus stops impacted by the A259 Newhaven - Seaford (Considered) bus priority scheme**



If all of the schemes were implemented, then an even greater proportion of households would experience bus journey time improvements for a route that passes within walking distance of their home.

**Table 2-6: % of households in East Sussex which stand to benefit from bus priority schemes**

Scheme	% of households within <u>400m</u> of a bus stop impacted by the proposed bus priority schemes	% of households within <u>800m</u> of a bus stop impacted by the proposed bus priority schemes
A259 Peacehaven - Saltdean (Proposed)	13	21
A259 Station Approach (Proposed)	12	18
Denton roundabout (Proposed)	14	20
King's Drive (Proposed)	41	54
Lottbridge Drove (Proposed)	19	24
Seaside (Both Sides) (Proposed)	32	40
Sovereign Harbour (Proposed)	13	17
Upperton Road (Proposed)	44	57
Willingdon Drove (Proposed)	21	25
South Street (Considered)	40	53
A259 Newhaven - Seaford (Considered)	11	17

## 2.10 PEAK VEHICLE REQUIREMENT (PVR)

Peak Vehicle Requirement (PVR) is the number of vehicles required to operate a given service at its highest frequency period. To calculate PVR, Podaris has run an internal simulation which creates a blocking table for every vehicle movement, including layover and deadheading requirements. While this provides a good strategic estimate which can be used to evaluate relative PVR changes, Podaris is not an operational scheduling tool and does not account for the complexity of driver duties and rostering which may constrain actual fleet requirements. For the analysis presented in this Technical Note, the possibility of there being a potential PVR saving has been presented for each service as part of each scheme.

Eight of the eleven modelled schemes show potential for a reduction in the PVR. The two schemes considered but not taken forward do not appear to have the potential to reduce PVR requirements.

### 2.10.1 BRIGHTON & HOVE BUSES COMMENTARY ON PVR AND OPEX

Brighton & Hove Buses consider the BSIP bus priority infrastructure proposals to be excellent. They have stated that they consider that we have collectively pushed forward every idea and opportunity for bus priority on the key corridors.

They have indicated that there are not sufficient journey time savings to save a PVR on any of their routes. They have indicated that we would need to save 10 minutes per round trip to save a bus on the 12/12A and 20 minutes per round trip on the 12X or 14. The route showing the biggest saving is the 11X but this only has one bus running on it as a summer Sunday seasonal service.

However, they have indicated that the journey time savings would help to build reliability through more consistent journey times and improved on time performance, often being quicker than car over key sections.

They have additionally indicated that even though PVR doesn't appear to be obtainable through the proposals they would however offer service improvements in partnership as part of the scheme.

This could include extending the 12X or 12A back to Eastbourne Pier. They have been cut back at Eastbourne town centre to improve reliability due to congestion issues along the route so if the bus priority is improved and journey time savings are realised they may be able to reinstate at least one route back to the pier. This will also help with stand capacity issues at Cornfield Road.

They would also look to improve the 13X service, especially during the summer. They have seen good usage of the summer Sunday service and they would be keen to explore improvements on other days of the week that could be delivered through the partnership and if bus journey time savings were realised.

They also mentioned other opportunities to review the Coaster 12 services with a particular aspiration for more 12X's and also incorporate the Newhaven Marina and Newhaven Heights developments in to the service. They are very keen to explore service improvements through the Enhanced Partnership alongside the considerable benefits that will be delivered through the BSIP proposals.

## 2.10.2 STAGECOACH COMMENTARY ON PVR AND OPEX

### Overview

The individual bus lane schemes each, in isolation, are not expected to deliver PVR and Opex savings. However, the cumulative effect of combined bus lane schemes (and traffic light priority) are expected to achieve very significant benefits with the likelihood of PVR saving that will be re-invested into service improvements.

### Historical Context

Bus running times have had to be increased in recent years as traffic congestion in the Eastbourne area has worsened. This is illustrated by way of the following timeline showing how PVR has had to be increased on the two main bus routes in Eastbourne (route 1/1A and the Loop), both of which will significantly benefit from new bus lanes and bus priorities.

1/1A bus route:

- **Sept 2007:** 10 PVR for 10 mins frequency (100 mins round trip time).
- **March 2009:** 11 PVR for 10 mins frequency (round trip time increased to 110 mins to combat punctuality issues)
- **November 2010:** commercial investment of 14 PVR for 7/8 mins frequency (round trip time reduced to 105 mins owing to higher frequency).
- **April 2011:** 15 PVR for 7/8 mins frequency (round trip time increased to 112 mins to combat punctuality issues).
- **Summer 2013:** 16 PVR for 7/8 mins frequency (round trip time increased to 120 mins to combat punctuality issues).
- **January 2016:** 12 PVR for 10 mins frequency (round trip time maintained at 120 mins).

Loop bus route:

- **Before 2016:** 8 PVR for 20 mins frequency in each direction (80 mins round trip time in each direction).
- **January 2016:** 6 PVR for 30 mins frequency (round trip time increased to 90 mins to combat punctuality issues).

### Expected PVR and Opex savings

Below explains the potential Bus PVR (peak vehicle requirement) and Opex savings should the bus lanes/bus priority achieve the necessary time savings. Importantly, implementation of the bus lane and bus priority measures should negate there being future bus punctuality issues on these key bus routes, which might lead to further frequency reductions.

### 1/1A Bus Route

Will benefit through new Seaside roundabout/Seaside/St Anthony's Ave/South Street/Station Parade bus lanes, in combination with Victoria Drive and Kings Drive bus lanes, plus traffic light priority including at junction of Rodmill Dr/Willingdon Rd/Eldon Rd

- Expectation of 1 PVR off service 1/1A through being able to implement a 5 minutes scheduled bus running time reduction in each direction. This being a saving of 10 minutes on the round trip of 120 minutes.
- Currently the 1/1A requires a PVR of 12 buses to achieve a 10 minute frequency (120 mins trip time/10 mins frequency = 12 buses PVR). Potentially, after the bus lanes/bus priorities are implemented, this would be a PVR of 11 buses (110 mins trip time/10 mins frequency = 11 buses PVR).

Additional bus running time greater than 120 mins is currently provided at peak times, resulting in frequencies slightly in excess of 10 mins at peak times. The frequency of service at peak times will also benefit by improved journey times, with the expectation that a 10 min frequency will be achieved at these times too.

### Loop Bus Route

Will benefit through new Seaside roundabout/Seaside/South Street/Station Parade bus lanes, in combination with Kings Drive bus lanes, plus traffic light priority including at junction of Rodmill Dr/Willingdon Rd/Eldon Rd

- Expectation of being able to implement a 10 minutes scheduled bus trip time reduction in each direction. This being a saving of 10 minutes on the round trip time of 80 minutes (i.e.. the same bus trip time as prior to 2016).
- Currently the Loop bus service requires a PVR of 6 buses (3 for each direction of the Loop) to achieve a 30 minute frequency (90 mins trip time/30 mins frequency = 3 buses PVR for each direction, 6 buses total). Achieving this Loop running time saving would make it more viable for Stagecoach to invest in the extra 2 buses that would increase its frequency to 20 mins in each direction. This would require a PVR total of 8 buses (80 mins trip time/20 mins frequency = 4 buses PVR for each direction, 8 buses total).

### Hailsham Corridor Bus Routes 51, 54 and 98

South Street/Station Parade bus lanes, in combination with Kings Drive bus lane and Willingdon Eastbourne Road bus lane, plus traffic light priority including at Polegate High St crossroads, and also

### Ersham Road/South Road/Diplocks Way junction general highway improvement

- Expectation of the implementation of a trip time saving of around 6 minutes (12 minutes on the round trip) to save 1 PVR across the three services.
- Currently the 51, 54 and 98 have a combined frequency of around 15 minutes, with each bus getting about 10 minutes recovery in Eastbourne.

**Table 2-7: Potential for bus priority schemes to reduce existing PVR**

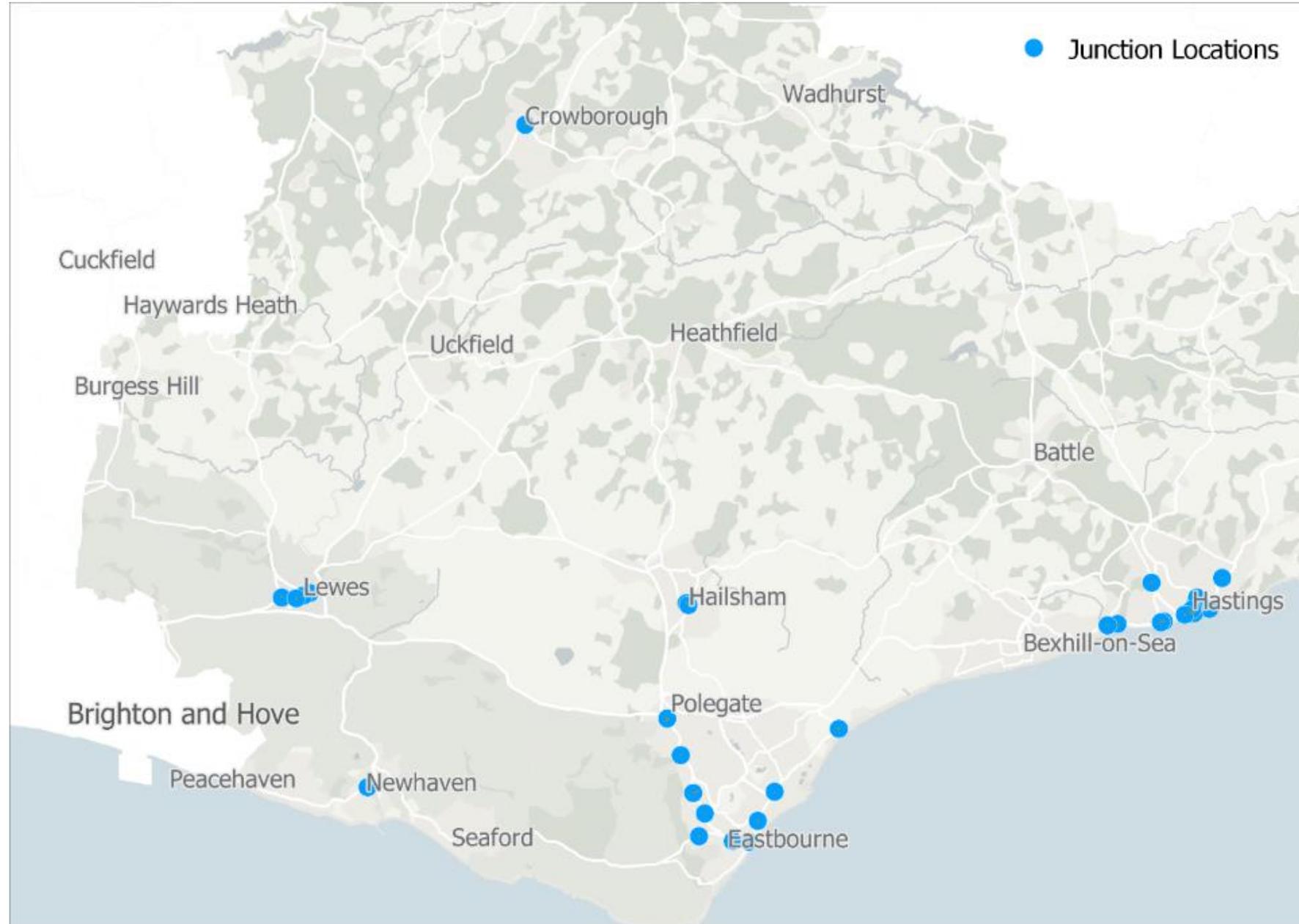
Scheme	Potential to reduce PVR
A259 Peacehaven - Saltdean (Proposed)	
A259 Station Approach (Proposed)	Possibly
Denton Roundabout (Proposed)	Possibly
King's Drive (Proposed)	Possibly
Lottbridge Drove (Proposed)	Possibly
Seaside (Both Sides) (Proposed)	
Sovereign Harbour (Proposed)	Possibly
Upperton Road (Proposed)	
Willingdon Drove (Proposed)	Possibly
South Street (Considered)	-
A259 Newhaven - Seaford (Considered)	-

## **2.11 TRAFFIC LIGHT SCHEMES**

### **2.11.1 PROPOSED SCHEMES**

ESCC propose to implement improvements for buses at 33 signalised junctions across the county. At present detailed designs do not exist. The intention is to take a low-cost approach, adjusting traffic signal phasing to prioritise buses using virtual gateways that are triggered using bus AVL data. Optimisation of the signals and the system setup will require software (to MOVA 8) and hardware upgrades.

Figure 2-35: Location of Proposed Bus Priority traffic light schemes



### 2.11.2 METHODOLOGY

Traffic data, bus vehicle volumes and the number of services for all locations have been analysed. Podaris analysis has been used to show that at each site traffic delays are occurring and that buses make up a significant fraction of traffic at peak times. Traffic speeds through the junctions have been presented as an average in miles per hour as well as an average % of freeflow conditions. Four periods are shown: AM peak, Interpeak, PM peak and Evening. The volume of buses is presented as Max One Way (VPH), which shows the maximum number of buses which pass through the junction during any hour period.

#### **Historical vehicle speeds**

For each proposed traffic light priority (TLP) junction historic traffic speed data was extracted. Junction arms with counts of fewer than 10 vehicles across all weekdays peak periods were excluded.

#### **Volume of bus services**

Using the bus service data, the intersecting segments for each junction were extracted and analysed. The table below shows the number of bus services which may interact with each proposed TLP site, and the highest number of buses per hour travelling in one direction on an intersecting segment. Data for the Max One Way (VPH) is based on a typical Wednesday and considers movements throughout the entire day.

### 2.11.3 ANALYSIS

In summary the data shows that a significant number of buses are currently being delayed at the chosen junctions. If bus priority interventions were made, it is expected that bus journey time savings could be achieved.

#### **Max one-way vehicles (buses) per hour**

**Data for the Max One Way buses per hour is based on a typical Wednesday and considers bus movements throughout the entire day.** Results are shown in Table 2-8 and **Figure 2-36: Maximum Buses per hour passing through proposed bus priority junctions.**

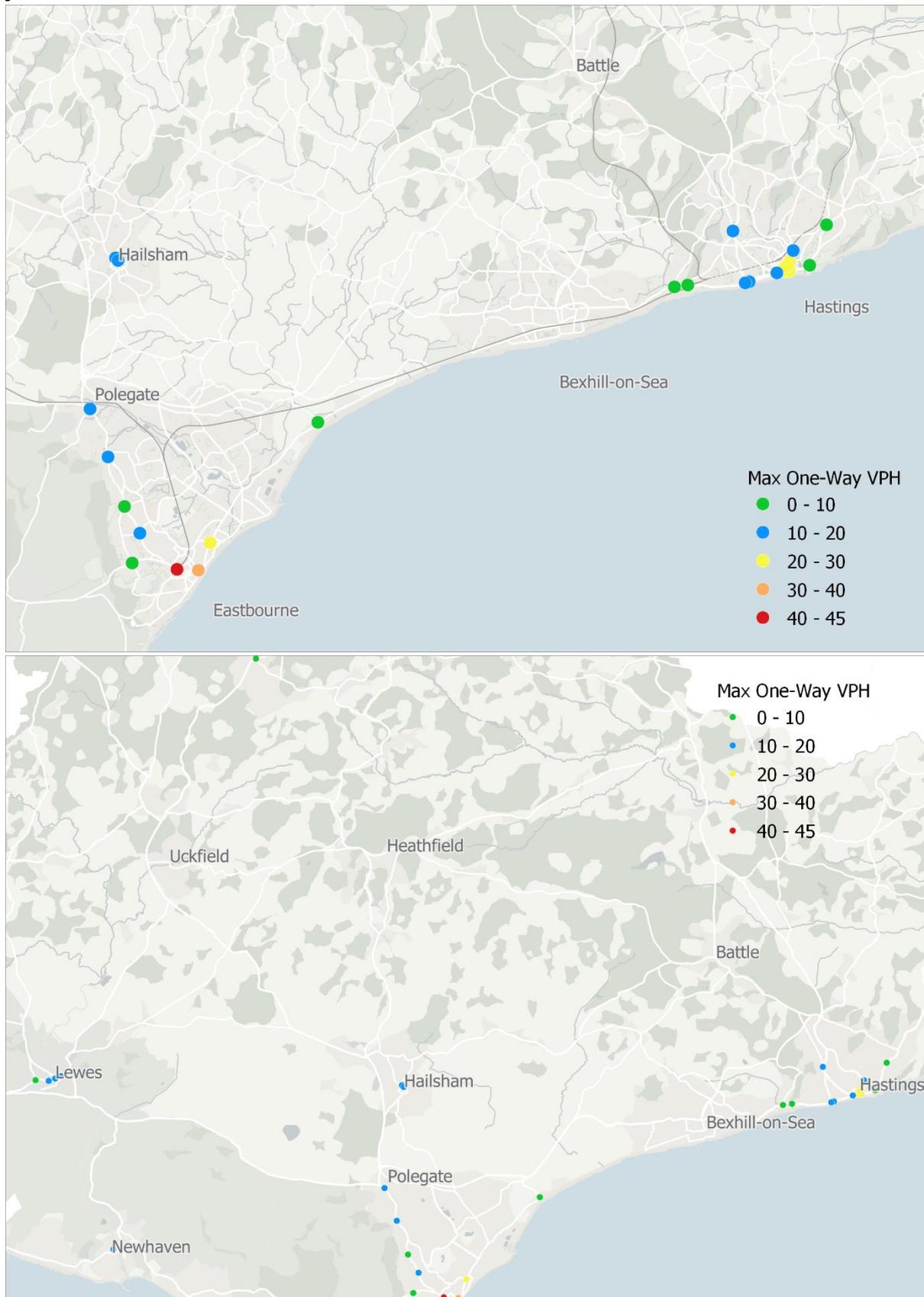
Please note that we have not provided the same level of evidence of for our 33 traffic light bus priority proposals (forecast journey time savings) due to time constraints, the overall value of these proposals and the complexity of the modelling that would be required. However, we intend to continue to refine our evidence base to include a high level estimate of the journey time savings that could be obtained.

It should also be noted that again due to time constraints we have not been able to complete the work to forecast the journey time savings that these 33 schemes could deliver which is predicted to have a positive impact on PVR and Opex savings. Again we intend to continue developing and refining our bus priority evidence base to cover this specific output.

**Table 2-8: Buses per hour (one-way) passing through traffic signal junctions proposed for improvement**

Site	Location	Maximum buses per hour through an arm of the junction	Services affected
1	Bexhill Rd - Harley Shute Rd	41	25
2	Seaside - Whitley Rd	57	25
3	Church St - Victoria Dr	10	0
4	A26 Beacon Rd - High St	14	18
5	Queens Rd - Albert Rd	22	18
6	A259 Robertson St - Carlisle Pd	8	4
7	Queens Rd - South Terrace	9	6
8	Queens Rd - Waterworks Rd	46	25
9	High St - North St	15	11
10	A2270 - Huggetts Lane	64	25
11	High Street (Bottleneck)	45	24
12	London Rd - Grand Parade	19	15
13	Filsham Rd - Bexhill Rd	8	10
14	Station App - Havelock Rd	7	5
15	Terminus Rd - Gildredge Rd	19	15
16	A259 Denmark Pl - Albert Rd	21	16
17	High Street - Eastgate St	8	10
18	High St - Station St	12	32
19	A259-The Bourne-E'st Beach St-Rock-a-Nore	13	23
20	London Rd - Battle Rd	4	5
21	Willingdon Rd - Victoria Dr	35	42
22	A259 Carlisle Par - Denmark Pl	11	19
23	Grand Par - Warrior Square	8	5
24	Selscombe Rd - London Rd - Battle Rd	12	11
25	A259 - Old London Rd - Frederick Road	11	14
26	A2270 - High St - Wannock Rd	16	16
27	Prison Crossroads	8	10
28	North Way - North Lane	4	7
29	Queens - Harold - Havelock	9	20
30	Seaside - Cavendish Pl	9	19
31	A2270 - Eldon Rd - Rodmill Dr	9	15
32	A259 - Wallsend Rd - Richmond Rd	10	17
	<b>Total</b>	<b>584</b>	<b>507</b>
	<b>Average</b>	<b>18</b>	<b>16</b>

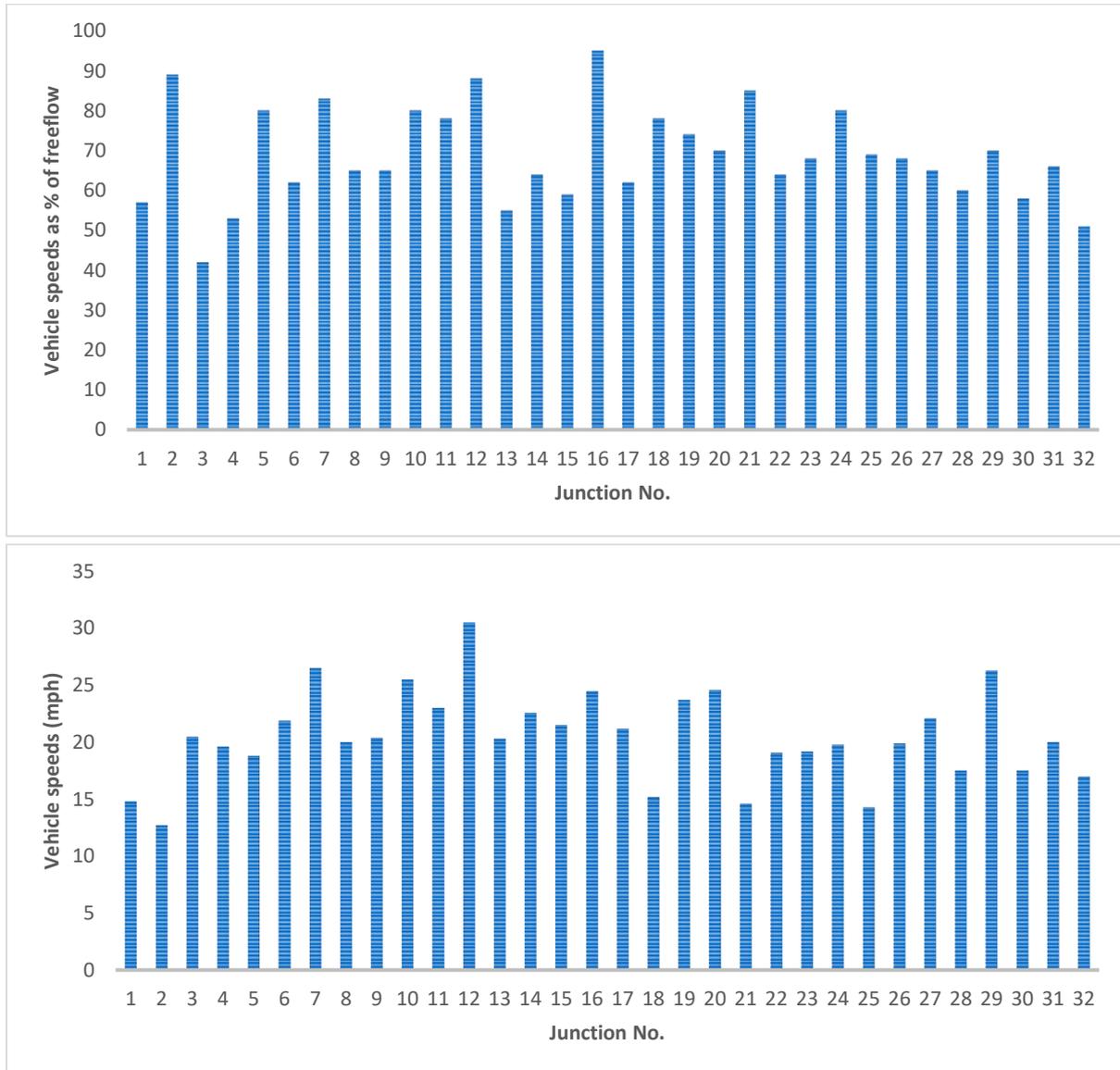
**Figure 2-36: Maximum Buses per hour passing through proposed bus priority junctions**



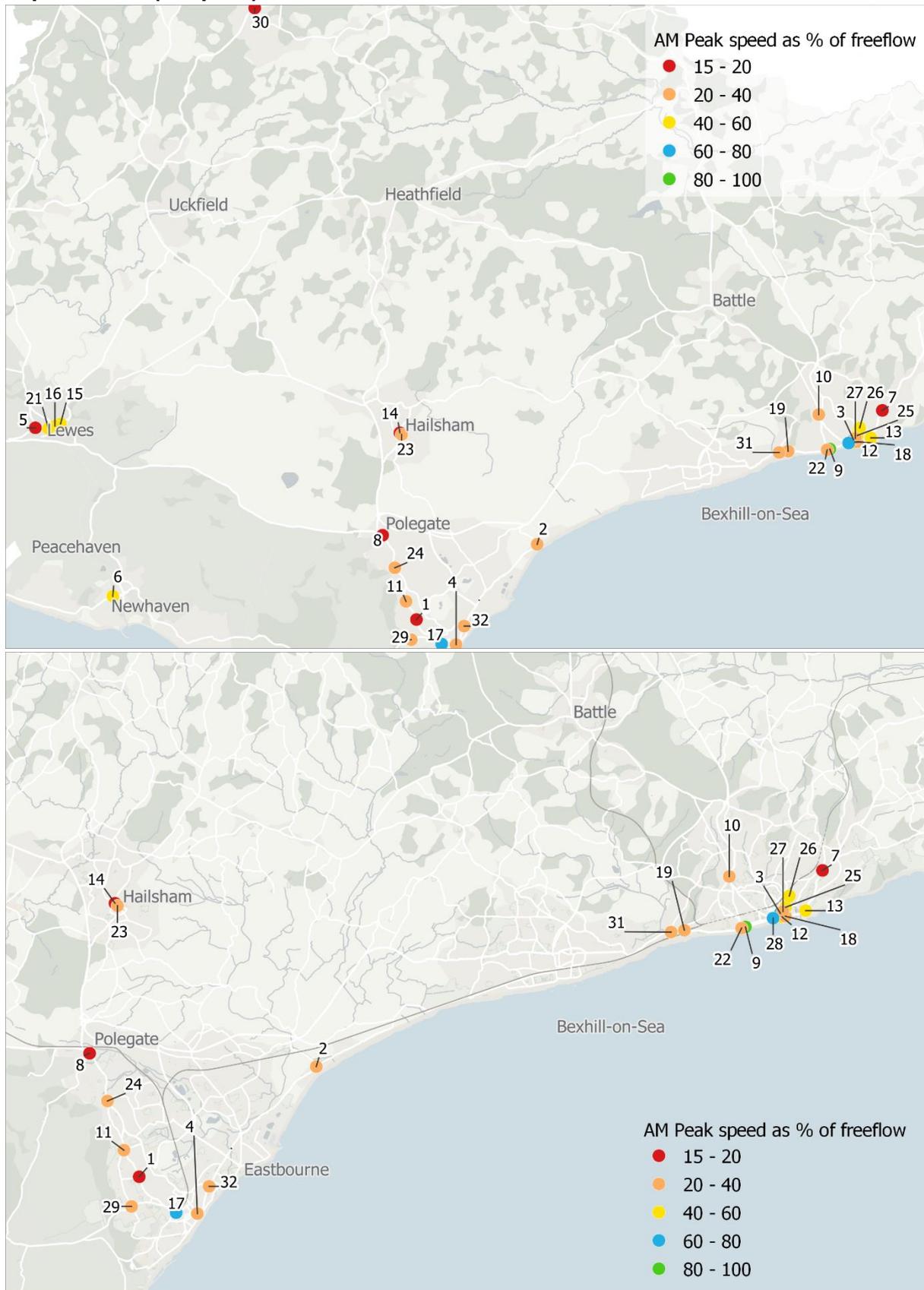
### Historic vehicle speeds through junctions

The average speed for all vehicles passing through the 32 selected junctions is presented in **Figure 2-37** and Figure 38.

**Figure 2-37: Historic average vehicle speeds through junctions (AM peak)**



**Figure 38: Historic vehicle speeds through traffic signal junctions proposed for improvement (AM peak)**



**Table 2-9: Vehicle speeds through traffic signal junctions proposed for improvement (% of freeflow)**

Junction	% of freeflow							
	AM peak		Interpeak		PM peak		Evening	
	Average	Minimum	Average	Minimum	Average	Minimum	Average	Minimum
1	57	38	52	34	61	45	92	75
2	89	78	90	80	86	72	100	100
3	42	26	45	33	64	50	90	78
4	53	48	53	48	45	36	97	91
5	80	23	79	22	79	18	83	33
6	62	35	62	35	66	36	89	64
7	83	40	77	41	85	49	95	73
8	65	36	56	33	68	49	86	64
9	65	49	60	38	62	37	83	59
10	80	50	80	49	81	56	92	70
11	78	43	76	38	83	44	86	48
12	88	75	83	63	86	70	90	76
13	55	17	55	17	52	19	71	31
14	64	46	60	29	70	51	78	49
15	59	36	51	32	58	31	84	77
16	95	87	93	79	95	82	94	76
17	62	26	61	25	58	27	72	39
18	78	36	73	27	72	27	79	55
19	74	36	70	33	71	32	83	48
20	70	28	72	29	76	31	87	55
21	85	69	82	64	89	77	100	100
22	64	19	64	22	67	26	79	43
23	68	16	71	25	67	20	80	46
24	80	48	77	43	79	46	81	61
25	69	44	67	37	69	41	78	43
26	68	41	64	31	71	39	87	61
27	65	28	65	29	64	28	83	47
28	60	17	57	18	61	21	75	37
29	70	25	73	23	72	26	84	69
30	58	15	58	20	58	15	86	35
31	66	30	62	31	66	31	77	30
32	51	19	56	26	64	33	88	75
<b>Average</b>	<b>69</b>	<b>38</b>	<b>67</b>	<b>36</b>	<b>70</b>	<b>40</b>	<b>85</b>	<b>60</b>

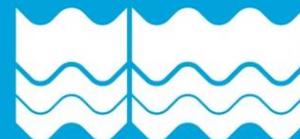
**Table 2-10: Vehicle speeds through traffic signal junctions proposed for improvement (mph)**

Junction	Speed (mph)							
	AM peak		Interpeak		PM peak		Evening	
	Average	Minimum	Average	Minimum	Average	Minimum	Average	Minimum
1	14.8	2.3	13.6	9.2	16	11.7	25.6	18.9
2	12.7	1.5	12.5	9.2	14.8	8.3	22.4	17.2
3	20.5	1.6	21.8	19.3	30.7	27	46	41.7
4	19.6	4	19.3	5.4	14.2	6.7	35.5	14.9
5	18.8	3.9	16.8	4	17.8	4.2	19.2	5.2
6	21.9	3.7	22.2	7.4	24.2	7.5	33.2	13.5
7	26.5	6.3	25.1	4.1	27.2	6.1	31.6	6.3
8	20	3.3	17	4.5	20.5	6.6	26	14.4
9	20.4	5.2	18.5	9	19.1	11.3	27.4	10.7
10	25.5	4.5	25.8	15.5	25.8	13.8	30.1	12.3
11	23	5.6	20.2	8.1	23.7	9.3	26.5	10.1
12	30.5	9.2	27.3	13.7	29.2	12.8	32.9	15.8
13	20.3	4	19.7	3.4	18.5	3.4	26.6	7.9
14	22.6	1.9	21.2	8.6	24.8	16.3	28.2	15.9
15	21.5	3.8	18.7	7.4	21.6	7.1	30.5	18
16	24.5	4.4	22.6	6.2	24	6.5	24.2	3.9
17	21.2	6.4	21.2	6.7	20.1	6.6	25.8	8.4
18	15.2	2.5	15.6	5	13.9	5	16.9	7.2
19	23.7	7.3	22.6	10.3	23	11	27.1	16.1
20	24.6	7.5	24.9	10.1	26.8	10.9	30.5	19.4
21	14.6	1.3	14.7	12.1	16.6	14.5	19.2	18.6
22	19.1	3.2	20.6	4.1	21.5	4.5	27.2	7.9
23	19.2	4	20.1	7.6	19.4	6.2	24.2	12.8
24	19.8	3.3	19.4	3.4	19.6	3.6	19.7	4.8
25	14.3	2	13.8	4.9	13.8	5.4	18.8	5.7
26	19.9	1.8	18.4	10.5	20.4	13.1	27.2	20.5
27	22.1	5.9	22	11.6	22.1	9	28.8	15.6
28	17.5	4.3	16.5	2.9	17.7	3.4	23.1	5.9
29	26.3	5.7	28.5	5.2	27.3	4.1	31.5	10.5
30	17.5	3.2	17.1	3.2	17.1	3.5	27.9	5
31	20	7.3	18.4	12	20	13.7	23.7	12.8
32	17	4	18.5	9.2	21.6	10.6	31.2	22.8
<b>Average</b>	<b>20</b>	<b>4</b>	<b>20</b>	<b>8</b>	<b>21</b>	<b>9</b>	<b>27</b>	<b>13</b>

**Table 2-11: Proposed schemes descriptions**

Scheme Name	Existing road layout	Proposed Scheme description	No. of bus services impacted
A259 Peacehaven - Saltdean (Proposed)	The A259 (within the scheme extents) is single carriageway other than the occasional right turning lane and at the approach to signalised junctions such as Telscombe Cliffs Way junction and where there is an existing Westbound bus lane. There are bus lay-bys along the route as well as small lengths of on-street parking bays.	Bus lanes in both directions are proposed, with an eastbound bus lane from the start of the 30mph zone (to the west of Highview Road) to east of Telscombe Way, and a westbound bus lane from the approach to Sutton Avenue roundabout to the existing bus lane. Available corridor widths reduce to the east of the scheme and therefore it is not likely be feasible to have bus lanes in both directions for the full length. Adding a bus lane is likely to require the removal of parking, central hatching and pedestrian refuges (which may need to be replaced with signalised crossings). The total length of additional bus lanes is approximately 1.6km.	15
A259 Station Approach (Proposed)	Station approach is a single carriageway road with some central hatching and a signalised crossing. There are short lengths of parking bays on both sides.	An eastbound bus lane is proposed from the petrol station to the roundabout. The bus lane is approximately 190m long.	10
Denton Roundabout (Proposed)	From the west the A259 passes through a grade separated junction with both upper and lower roads travelling east toward the Drive roundabout towards Denton roundabout and then south along Seaford Road. It is a dual carriageway to the west of Denton Roundabout and a single carriageway to the east. To the northeast of Denton Roundabout, the Denton Corner bus stop is located within a turning circle. Buses currently head north at the Denton roundabout, stop at Denton corner and then re-join the roundabout. There are signalised crossings to the east of Denton Roundabout.	A westbound bus lane is proposed from 240m east of Denton Roundabout to the Mckinlay Road roundabout and from New Road to Newhaven Station. It is proposed to add a bus gate on Drove Road in order to reduce delays due to alternative routes being available for general traffic.  An eastbound bus lane is proposed from New Road to 120m east of Denton Roundabout, with bus lanes continuing through both roundabouts.	13
King's Drive (Proposed)	Kings Drive is a single carriageway road with central hatching and advisory cycle lanes at some locations. There are signalised crossings south of Park Avenue junction and north of Rangemore Drive and four pedestrian refuges.	A southbound bus lane is proposed from Decoy Drive to Rodmill roundabout and a northbound and eastbound bus lane on approach to Rodmill roundabout and exiting northbound. The total length of bus lanes is approximately 1.4km.	18
Lottbridge Drove (Proposed)	Lottbridge Drove has two westbound lanes and one eastbound lane other than on approach to Marshall Roundabout where there is an additional lane. From Marshall roundabout to Highfield roundabout along Willingdon Drove there are two lanes in each direction. There are signalised crossings just north of the Marshall roundabout and uncontrolled crossings south of Mountfield roundabout.	A westbound bus lane is proposed 190m west of Marshall roundabout to Mountfield roundabout. The bus lane is designed to avoid buses being delayed by queuing traffic when Hampden Park level crossing is down. An eastbound bus lane or signalised priority junction is proposed from 70m east of Mountfield Roundabout to Highfield roundabout. Bus lanes are proposed around Lottbridge roundabout and on the north entry, and east and west exits.	11
Seaside (Both Sides) (Proposed)	Seaside is a single carriageway road with informal on-street parking on both sides along its length and central hatched markings in some areas. On approach to Whitley Road junction and Seaside Roundabout, there is an	A northbound bus lane is proposed from Leslie Street to the south of Queen's Crescent with the bus lane continuing straight through the roundabout. A southbound bus lane is proposed from Langney roundabout	16

Scheme Name	Existing road layout	Proposed Scheme description	No. of bus services impacted
	additional turning lane. There are six controlled crossings and a signal-controlled junction (Whitley Road junction).	to south of Beamsley Road, also continuing straight through the roundabout. A north-west bound bus lane is also proposed on Lottbridge Road approach to Seaside Roundabout. The total length of the proposed bus lanes is approximately 4.3km.	
Sovereign Harbour (Proposed)	Sovereign Harbour retail park has a large car park which can be accessed from Pevensey Bay Road via an access road to the south of the car park. There is not currently a direct connection between the car park and Atlantic Drive to the south, nor from Atlantic Drive to Pacific Drive.	A bus gate between Atlantic Drive and the access road and from the access road to Harbour Quay are proposed. This will allow buses to travel from Atlantic Drive, along the access road and to Harbour Quay to serve Pacific Drive. This is intended to allow buses to loop around Pacific Drive and the 5 and 5A bus routes to be merged.	2
Upperton Road (Proposed)	North of Hartfield Road, Upperton Road is a single carriageway road with hatched markings due to pedestrian refuges and turning bays. From Hartfield Road to Station Roundabout there are two general traffic lanes in each direction. There is a signalised crossing with The Avenue and a signalised crossing north of Station Roundabout. East of the roundabout there is a bus lane on approach to the signalised junction with Ashford Road.	A southbound bus lane is proposed along Upperton Road from north of Hartfield Road to the existing bus lane south of Station Roundabout. This would require removing the hatched area to the south of the scheme and possibly replacing the pedestrian refuges with signalised crossings. A bus lane from The Avenue into Upperton Road is also proposed. The total length of bus lanes would be approximately 530m long.	27
Willingdon Drove (Proposed)	Willingdon Drove is a single carriageway road east of Shinewater Roundabout. East of near Sevenoaks Road there are occasional lengths of central hatching, pedestrian refuges and turning bays.	A 1km southbound bus lane from Kingfisher Drive to Shinewater Roundabout is proposed. Adding a bus lane is likely to require the removal of parking, central hatching and pedestrian refuges (which may need to be replaced with signalised crossings).	11
South Street (Considered)	South Street is currently a one-way road with two lanes for general traffic and on-street parking on both sides of the road. At the eastern end of the road near Memorial roundabout there is a signalised pedestrian crossing. At the western end of the road the road splits into two, with a lane continuing north with traffic signals, and a lane continuing east.	A westbound bus lane was considered along South Street, south of Eastbourne town centre. It was considered that the bus lane commences after the crossing at the roundabout exit. The approximate length of the bus lane is 200m.	
A259 Newhaven - Seaford (Considered)	The A259 has one westbound lane and two eastbound lanes which merge into one eastbound lane as it bends south. There are no pedestrian crossings within the scheme area.	It was considered to add a 630m eastbound bus lane from where the second eastbound lane currently begins east of Hill rise to the pedestrian crossing north of Beacon Road. Due to the wide carriageway this is unlikely to require carriageway widening.	



# BUS SERVICE PROPOSALS

## 3 EAST SUSSEX BUS SERVICE ENHANCEMENTS

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### 3.1 HOW THE PROPOSALS HAVE BEEN DEVELOPED

Following the announcement of indicative BSIP funding allocations and follow-up DfT clarification meetings, ESCC has refined its service spend proposals. We remain committed to significant service improvements, though the funding allocation has resulted in further prioritisation of the expected interventions. The indicative individual conventional bus service proposals are shown in **Table 3-1**. These have taken into account the latest position in relation to the Network Review undertaken in conjunction with commercial bus operators, though will also be subject to the outcome of competitive tendering when, in the light of confirmed prices, further consideration may need to be given to the value for money of individual proposals.

The service improvements are predominantly concentrated on areas of East Sussex where there are significant opportunities to reverse passenger decline and/or grow bus use. These specifically being the main bus corridors as identified in our BSIP, i.e. the Eastbourne-Seaford-Newhaven-Brighton coastal strip; services between Bexhill and Hastings, services along and feeding into the Eastbourne-Polegate-Hailsham bus corridor; services along and feeding into the Uckfield-Lewes-Brighton bus corridor. The former two corridors will also benefit from significant new bus lanes and all traffic light junctions used by buses will also have new traffic light priority.

### 3.2 EASTBOURNE AND HAILSHAM

The Eastbourne and Hailsham area offer significant potential for modal shift. New housing growth, employment and leisure opportunities will be served by significant service uplifts, including the doubling of the Eastbourne Loop service and the Hailsham-Polegate-Eastbourne bus corridor increasing from 4 to 6 buses an hour with more direct routing. Hastings and Bexhill will see targeted improvements too.

A new half-hourly service will launch between Hailsham, Lewes and Brighton. This will link areas of new housing with education, employment and leisure. Whilst there will be some reductions to individual bus routes, as noted above, no areas will lose complete access to public transport. In a significant number of areas conventional buses and DDRT will offer more comprehensive travel opportunities, including expanded times of the day and at weekends. This expanded provision is also designed to contribute to increased use of the core bus network, by making the whole public transport offer much more attractive.

### 3.3 RURAL TOWNS AND VILLAGES

Rural towns and villages on line of route of inter-urban services will particularly benefit from better evening and Sunday bus services, which is also expected to translate in the uptake of more weekday use on these services. This, together with the other BSIP measures including new bus stop infrastructure, fares and marketing initiatives, will improve the long term sustainability of these services to help to avoid a cliff edge reduction of services once BSIP funding ends.

### 3.4 DIGITAL DEMAND RESPONSIVE TRANSPORT (DDRT)

Additional, and integral, to the East Sussex conventional bus service proposals are the launch of the new Digital Demand Responsive Transport (DDRT) schemes. Detailed scoping work is continuing to be undertaken but takes account of the DfT's desire, communicated to ESCC, for DDRT not to replace existing frequent conventional services. In particular, we do wish to use the

DDRT funding allocation to maximise the geographical reach of the bus network. To do this we have identified ways of reducing its net cost by improving DDRT financial sustainability through other funding opportunities, including by using it to deliver a number of our statutory school transport travel arrangements (i.e..' total transport' concept).

### **3.5 TIMESCALES**

The bus service improvements are expected, in the main, to be introduced in late Autumn 2022, subject to DfT approval and competitive tendering timing constraints. The timescale will also take account of the need for operators to have recruited and trained new driving staff and made other necessary arrangements for service mobilisation. DDRT will see a more phased introduction, taking account of learning from schemes elsewhere in the UK relating to the necessary lead-time, particularly in terms of services suppliers and software configuration.

### **3.6 OUTCOMES**

The improved network will provide significant new opportunities for leisure travel, by visitors and residents alike. Highly attractive new fares offers for young people and family groups will be particularly relevant for this travel sector, as will new integrated network ticketing.

### **3.7 SUPPORTING SCHEMES**

Lower fares will be launched at the very earliest opportunity, backed by a high profile promotional campaign. Fares capping and app purchasing arrangements are also planned, which will follow as soon as the technology is in place.

**Table 3-1: Summary of East Sussex BSIP Service Uplift Proposals**

Changes are subject to the outcome of Network Review and Tender Prices

Our separate proposals for significant new DDRT will complement the conventional bus service uplift, DDRT will be fully integrated with the bus network and offer wider geographical access and at expanded travel times.

Operator	Service Number	Route	June 22 Revised Service Improvement Proposals	Mon-Fri Peak	Mon-Fri Inter-Peak	Mon-Fri Evening	Saturday Peak	Saturday Inter-Peak	Saturday Evening	Sunday Daytime	Sunday Evening
Stagecoach	1/1A	Shinewater - Langney - Eastbourne - Old Town - Willingdon - Hamlands - Hampden Park - District General Hospital	Consistent late evening route and timetable	10 mins	10 mins	standardised 30 min route	10 mins	30 mins	standardised 30 min route	15 mins	standardised 30 min route
Stagecoach	1X	Hellingly - Hailsham - Stone Cross - Langney - Eastbourne	New hourly evening and Sunday service	2 per hour to Eastbourne	30 mins	New hourly service	2 per hour (AM through variation of 51)	30 mins	New hourly service	New hourly service	New hourly service
Stagecoach	2	Hastings - St Helen's - Conquest Hospital - Westfield - Brede - Broad Oak - Northiam - Newenden - Rolvenden - Tenderden - Ashford	New 2 hourly Sunday daytime service. Revised Monday to Saturday daytime service (though broadly similar) as part of Network Review	AM 1 journey from Northiam to Hastings. PM 1 journey from Tenderden to Hastings.	2 hourly Hastings - Ashford, supplemented Hastings - Northiam to provide hourly service (2 hourly mid-afternoon)	No	AM 1 journey from Northiam to Hastings. PM 1 journey from Tenderden to Hastings.	2 hourly Hastings - Ashford, supplemented Hastings - Northiam to provide hourly service (2 hourly mid-afternoon)	No	New 2 hourly Service	No
Stagecoach	3/3A	Meads - Eastbourne - Birch Industrial Estate	Existing daytime provision revised with alternative journeys to take more direct 3A routing via Meads Road between Meads and town centre. New hourly evening between Meads and town centre	3 per hour Meads - Eastbourne. 30 mins to/from Birch Industrial Estate.	3 per hour Meads - Eastbourne. 30 mins to/from Birch Industrial Estate.	New hourly service between Meads and town centre	3 per hour Meads - Eastbourne. 30 mins to/from Birch Industrial Estate.	3 per hour Meads - Eastbourne. 30 mins to/from Birch Industrial Estate.	New hourly service between Meads and town centre	hourly Meads - Eastbourne only	New hourly service between Meads and town centre
Stagecoach	5	Sovereign Harbour North - Bridgemere - Eastbourne - District General Hospital - Sainsbury's - Winkney Farm - Langney - Pevensy - Westham - Pevensy Bay - Beachlands (from Langney to Beachlands buses are numbered 5A)	Sovereign Harbour bus gate (when completed) to double the Monday to Saturday daytime frequency to North Harbour and South Harbour from currently hourly service on each to 30 minute frequency. New hourly evening service between Sovereign Harbour and town centre (initially North Harbour restricted to 2 hourly until bus gate opens). Section of route between town centre and Langney subject to final outcome of Network Review. ESCC funded section between Langney and Beachlands broadly unchanged.	New 30 min service North Harbour, South Harbour and Beachlands - town centre (currently hourly North Harbour and South Harbour)	New 30 min service North Harbour, South Harbour and Beachlands - town centre (currently hourly North Harbour and South Harbour)	New hourly service between North Harbour/ South Harbour and town centre via Bridgemere (currently only between Bridgemere and town centre)	New 30 min service North Harbour, South Harbour and Beachlands - town centre (currently hourly North Harbour and South Harbour)	New 30 min service North Harbour, South Harbour and Beachlands - town centre (currently hourly North Harbour and South Harbour)	New hourly service between North Harbour/ South Harbour and town centre via Bridgemere (currently only between Bridgemere and town centre)	Hourly North Harbour/ South Harbour and town centre (currently North Harbour 2 hourly)	New hourly service between North Harbour/ South Harbour and town centre via Bridgemere (currently only between Bridgemere and town centre)
Stagecoach	6,6A	Langney - Westham - Stone Cross - Polegate - Wannock - Willingdon - District General Hospital - Eastbourne	Two new evening journeys. New hourly Sunday daytime service. Service may be subject to change as part of the Network Review.	PM only plus AM school journey between Langney and Willingdon School	hourly to early afternoon, then 2 hourly	2 new return journeys	hourly PM only	hourly to late afternoon	2 new return journeys	New hourly service	2 new return journeys
Stagecoach	20	Ore - Old Town- Hastings - Sivlerhill - Hollington - Tesco - Mayfield Farm	Evening frequency improvement which will also provide consistency of route. Earlier start to service on Sundays. Service may be subject to change as part of the Network Review.	4 per hour	15 mins	improved frequency and standardised route	3 per hour	15 mins	improved frequency and standardised route	New earlier journeys	improved frequency and standardised route

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Operator	Service Number	Route	June 22 Revised Service Improvement Proposals	Mon-Fri Peak	Mon-Fri Inter-Peak	Mon-Fri Evening	Saturday Peak	Saturday Inter-Peak	Saturday Evening	Sunday Daytime	Sunday Evening
Stagecoach	21,21A	Parker Road - Malvern Way - Downs Road - Hastings	Improved evening service and Sunday evening improvement will provide consistency of route. Service may be subject to change as part of the Network Review.	4 per hour	15 mins	improved frequency and standardised route	4 per hour	15 mins	improved frequency and standardised route	hourly	improved frequency and standardised route
Stagecoach	22,22A,22C	Down Farm - Ore - Old London Road - Hastings - Silverhill - Hollington - Harley Shute or Stonehouse Drive -Tesco or Mayfield Farm - Tesco	Improved evening and Sunday 22/22A, also providing consistency of route. Service may be subject to change as part of the Network Review.	4 per hour	14 mins	improved frequency and standardised route	4 per hour	15 mins	improved frequency and standardised route	30 mins	improved frequency and standardised route
Stagecoach	23,23B	Conquest Hospital - St Helen's - Hastings - West St Leonards - Harley Shute (23B) - Hollington - Tesco	Improved weekday peak service and 2 evening journeys. New hourly Sunday daytime service.	improved service	hourly to early afternoon, then 2 hourly	2 new return journeys	No	hourly to mid-afternoon only	2 new return journeys	No	2 new return journeys
Stagecoach	26,26A	Conquest Hospital - St Helens - Hastings - The Green - Silverhill - Conquest Hospital loop	New hourly evening service and earlier Sunday journeys. Service may be subject to change as part of the Network Review.	3 per hour	20 mins	New hourly service	hourly AM & 20 mins PM	20 mins	New hourly service	hourly	New hourly service
Stagecoach	28	Hastings - Pilot Road - Ore - Malvern Way - Conquest Hospital	Regular 'clockface' timetable with Monday to Saturday daytime frequency improved from 70 minutes to 60 minutes (through interworking with revised service 26). New hourly evening service	Hourly	Improved hourly frequency	new hourly service	Hourly	Improved hourly frequency	new hourly service	hourly	New hourly service
New service	50	Eastbourne - District General Hospital - Willingdon - Polegate - Stone Cross- Town Farm - Hailsham	New service. Hourly daytime, evenings and Sundays.	New hourly service	New hourly service	New hourly service	New hourly service	New hourly service	New hourly service	New hourly service	New hourly service
Stagecoach	51	Eastbourne - District General Hospital - Willingdon - Polegate - Hailsham - Hellingly - Horam - Maynards Green - Heathfield (evening and Sunday journeys serve Roebuck Park)	Hailsham-Eastbourne Monday to Saturday peak and daytime frequency increased from 15 mins to 10 mins through combined improvements services 51, 54, 98, . Route to have common service number between Eastbourne and Tunbridge Wells. New evening hourly service between Eastbourne , Heathfield and Tunbridge Wells. Service 51 evening journeys along Polegate Dittons Road replaced by new service 50. New earlier service between Heathfield and Eastbourne on Sundays. New hourly Sunday service throughout.	2 per hour (hourly AM peak from Heathfield to Eastbourne)	30 mins	New hourly service between Tunbridge Wells and Eastbourne (currently Roebuck Park - Eastbourne only)	2 per hour (hourly AM peak from Heathfield to Eastbourne)	30 mins	New hourly service between Tunbridge Wells and Eastbourne (currently Roebuck Park - Eastbourne only)	Improved hourly service throughout	Improved hourly service throughout
Stagecoach	54, 54A	Eastbourne - District General Hospital - Willingdon - Polegate - Dittons Wood (54A Stone Cross) - Hailsham - Horsebridge - Lower Dicker - Whitsemith - Golden Cross - East Hoathly - Halland - Uckfield	Monday to Saturday daytime route speeded up between Hailsham and Eastbourne. Short Hailsham- Eastbourne daytime frequencies to provide new half -hourly 54 frequency over this section. New 2 hourly evening and Sunday service.	Improved to twice hourly	Improved half hourly frequency between Hailsham and Eastbourne	new 2 hourly service	hourly	Improved half hourly frequency between Hailsham and Eastbourne	new 2 hourly service	new 2 hourly service	new 2 hourly service

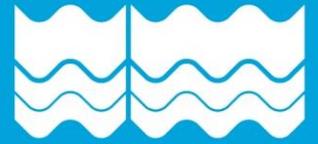
Operator	Service Number	Route	June 22 Revised Service Improvement Proposals	Mon-Fri Peak	Mon-Fri Inter-Peak	Mon-Fri Evening	Saturday Peak	Saturday Inter-Peak	Saturday Evening	Sunday Daytime	Sunday Evening
Stagecoach	96	Bexhill - Ridgewood Gardens; Bexhill - Cooden - Little Common	Monday to Saturday daytime service 96 doubled to hourly. New pre-booked DDRT proposal to replace service 97. This Bexhill area scheme, which also covers Bexhill Enterprise Park and Hooe, is designed to integrate with train and bus services, including revised Bexhill Community Bus routes and improved services 95, 96, 98 and 99. DDRT to run peak k time, daytime and evening provision on 7 days a week.	no	Improved hourly frequency	no	no	Improved hourly frequency	no	no	no
Stagecoach	97	Bexhill - Sidley - Hooe	See route 96	no	Replaced by DDRT	No	No	Replaced by DDRT	no	no	no
Stagecoach	98	Hastings - Pebsham - Bexhill - Sidley, then Boreham Street - Windmill Hill - Herstmonceux - Magham Down - Hellingly - Hailsham - Polegate - Willingdon - District General Hospital - Eastbourne or Bexhill Enterprise Park - Hollington - Tesco - Conquest Hospital	Route split into two sections: Hastings - Sidley section to additionally serve new housing development in north Bexhill. Monday to Saturday peak and daytime frequency on this section increased to 20 mins (currently 30 mins), with hourly service between Sidley and Conquest Hospital (via Bexhill Enterprise Park and Hollington). New hourly evening service between Hastings and Sidley. Improved Sunday service, running between Hastings and Sidley. Bexhill - Conquest Hospital with minor changes, running Monday Saturday peak and daytime. The separated Eastbourne - Bexhill section will additionally serve Bexhill Hospital. Frequency doubled to half-hourly between Hailsham and Eastbourne. New 2 hourly evening and Sunday service.	Improved 20 min frequency between Hastings and Sidley. Improved 30 min frequency between Hailsham and Eastbourne.	Improved 20 min frequency between Hastings and Sidley. Improved 30 min frequency between Hailsham and Eastbourne.	New hourly service between Hastings and Sidley. New 2 hourly service between Bexhill and Eastbourne	Improved 20 min frequency between Hastings and Sidley. Improved 30 min frequency between Hailsham and Eastbourne.	Improved 20 min frequency between Hastings and Sidley. Improved 30 min frequency between Hailsham and Eastbourne.	New hourly service between Hastings and Sidley. New 2 hourly service between Bexhill and Eastbourne	New 2 hourly service between Bexhill and Eastbourne	New hourly service between Hastings and Sidley. New 2 hourly service between Bexhill and Eastbourne
Stagecoach	99	Silverhill - Hastings - Bexhill - Pevensey Bay - Eastbourne	New hourly evening service. Improved Sunday morning service to Hastings	2 per hour	20 mins	New hourly service	2 per hour	20 mins	New hourly service	Improved morning frequency to Hastings	New hourly service
Stagecoach	100	Conquest Hospital - Silverhill - Hastings - Old Town - Ore - Guestling - Icklesham - Winchelsea - Rye	Extend service 100 to/from Camber and Lydd, in place of service 102. New later evening 2 hourly service.	hourly	hourly	new 2 hourly service	hourly	hourly	new 2 hourly service	2 hourly	new 2 hourly service
Stagecoach	101	Conquest Hospital - Silverhill - Hastings - Old Town - Ore - Fairlight - Winchelsea Beach - Rye	Revise service 101 so to run between Rye and Hastings Station only. The off-peak only service extension beyond Hastings Station to/from Conquest Hospital would no longer be provided. Alternative services are available between Hastings Station and Conquest Hospital. New 2 hourly evening service on the 101. Sunday frequency unchanged.	hourly between Hastings & Rye	hourly	new 2 hourly service	hourly between Hastings & Rye	hourly	new 2 hourly service	2 hourly	new 2 hourly service
Stagecoach	102	Rye - Camber - Lydd - Littlestone - Greatstone - New Romney - Dymchurch - Hythe - Folkestone - Dover	An improved evening and Sundays service to be provided between Camber, Rye and Hastings by way of revised service 100	hourly	hourly	new 2 hourly service between Rye and Camber	hourly between Rye & Camber (AM journey starts from Lydd)	8 return journeys between Rye & Camber. See also service 103	new 2 hourly service between Rye and Camber	8 return journeys between Rye & Camber. See also service 103	new 2 hourly service between Rye and Camber
Stagecoach	251,252	Heathfield - Five Ashes - Mayfield - Rotherfield	See Service 51	hourly	2 per hour	see Service 51	hourly	2 per hour	see Service 51	see Service 51	see Service 51

Operator	Service Number	Route	June 22 Revised Service Improvement Proposals	Mon-Fri Peak	Mon-Fri Inter-Peak	Mon-Fri Evening	Saturday Peak	Saturday Inter-Peak	Saturday Evening	Sunday Daytime	Sunday Evening
		(252) - Mark Cross - Frant - Tunbridge Wells									
Stagecoach	254	Tunbridge Wells - Frant - Wadhurst - Ticehurst - Flimwell - Hawkhurst	See service 304.	hourly	hourly	See service 304	hourly	hourly	See service 304	See service 304	See service 304
Stagecoach	304,305	Hastings - Silverhill - Beauport - Battle - Whatlington and Vinehall Street (304) or Mountfield (305) - Robertsbridge - Hurst Green - Hawkhurst	Introduction of 2 hourly evening and Sunday service Dispense with separate 254 /304/305 service numbers in favour of single route number, so as to reinforce the fact that service runs all the way between Hastings and Tunbridge Wells without the need to change buses.	hourly	hourly	new 2 hourly service	hourly, except AM to Hawkhurst	hourly	new 2 hourly service	new 2 hourly service	new 2 hourly service
Stagecoach	312	Rye - Playden - Iden - Wittersham - Small Hythe - Tenterden	New Sunday daytime 2 hourly provision.	hourly	4 return journeys	no	no	4 return journeys	no	new 2 hourly service	no
Stagecoach	313	Northiam - Beckley - Peasmarsh - Playden - Rye - Rye Harbour	Intention is to find a way of incorporating improved connections with trains at Rye Station. This will be assisted by way of a separate daytime service arrangement for Rye Harbour (such as by using the revised service 101 bus resource in-between journeys to and from Hastings). New Sunday daytime 2 hourly provision.	hourly	4 return journeys Northiam - Rye; 6 return journeys Rye - Rye Harbour	no	hourly between Rye & Rye Harbour only	4 return journeys Northiam - Rye; 7 return journeys Rye - Rye Harbour	no	new 2 hourly service	no
Stagecoach	LOOP	Eastbourne - District General Hospital - Hampden Park - Winkney Farm - Langney - Eastbourne	Revert frequency to every 15 mins, Mon-Sat daytime. Whilst in the short term this will require 6 extra buses, the aspiration is that bus priority improvements in Eastbourne will be sufficient after Year 3 to allow this frequency of service to be achieved with 10 buses, as previously, thereby building long term commercial viability. Standardise the evening and Sunday route so to be consistent with daytime route.	Frequency increased to 15 mins	Frequency increased to 15 mins	standardised hourly route	Frequency increased to 15 mins	Frequency increased to 15 mins	standardised hourly route	standardised hourly route	standardised hourly route
Brighton & Hove Buses	12, 12A, 12X, N12	Brighton - Saltdean - Peacehaven - Newhaven - Paradise Park (12A) - Seaford - East Dean - Eastbourne (12X service is limited stop)	Relaunch of N12 night bus service. Extended to Eastbourne Pier on completion of bus priority.	9 per hour Brighton - Newhaven; 6 per hour Newhaven - Eastbourne. Extended to Eastbourne Pier on completion of bus priority	10 per hour Brighton - Newhaven; 6 per hour Newhaven - Eastbourne. Extended to Eastbourne Pier on completion of bus priority	4 per hour Brighton - Newhaven; 2 per hour Newhaven - Eastbourne. Extended to Eastbourne Pier on completion of bus priority	9 per hour Brighton - Newhaven; 6 per hour Newhaven - Eastbourne. Extended to Eastbourne Pier on completion of bus priority	10 per hour Brighton - Newhaven; 6 per hour Newhaven - Eastbourne. Extended to Eastbourne Pier on completion of bus priority	4 per hour Brighton - Newhaven; 2 per hour Newhaven - Eastbourne. Extended to Eastbourne Pier on completion of bus priority	4 per hour. Extended to Eastbourne Pier on completion of bus priority	3 per hour Brighton - Seaford; 2 per hour Seaford - Eastbourne. Extended to Eastbourne Pier on completion of bus priority
Brighton & Hove Buses	14, 14A, 14B, 14C, N14	Newhaven - Peacehaven - Saltdean - Marina (14B Sunday daytime only) - Royal Sussex County Hospital (14C). Brighton	Frequency increased to 15 minutes Mon-Sat daytime, with common routing via A259. Extended route 23 (currently running wholly in Brighton) to serve Royal Sussex County Hospital, Marina and North Peacehaven, as well as Newhaven and Sussex University	Improved 15 min frequency plus new 23 route linking to Newhaven, Peacehaven and Marina	Improved 15 min frequency plus new 23 route linking to Newhaven, Peacehaven and Marina	2 per hour	Improved 15 min frequency plus new 23 route linking to Newhaven, Peacehaven and Marina	Improved 15 min frequency plus new 23 route linking to Newhaven, Peacehaven and Marina	2 per hour	2 per hour	hourly

Operator	Service Number	Route	June 22 Revised Service Improvement Proposals	Mon-Fri Peak	Mon-Fri Inter-Peak	Mon-Fri Evening	Saturday Peak	Saturday Inter-Peak	Saturday Evening	Sunday Daytime	Sunday Evening
Brighton & Hove Buses	28	Brighton - Lewes - Ringmer (- Halland - Uckfield - Crowborough - Eridge Green evening only) (- Halland - Uckfield Sunday daytime only)	30 minute Monday to Saturday peak and daytime frequency introduced between Brighton and Uckfield (four buses an hour in combination with service 29). Hourly evening and Sunday service between Brighton and Uckfield (2 per hour in combination with service 29). See improvements to current Compass Travel 143 for significantly enhanced Lewes - Ringmer - Hailsham service (hourly daytime, hourly evenings and Sundays) also serving new North Hailsham development, though this could also be achieved through extension of served 28.	Potential half-hourly extension between Ringmer and Hailsham	Potential half-hourly extension between Ringmer and Hailsham	Potential hourly extension between Ringmer and Hailsham	Potential half-hourly extension between Ringmer and Hailsham	Potential half-hourly extension between Ringmer and Hailsham	Potential hourly extension between Ringmer and Hailsham	Potential hourly extension between Ringmer and Hailsham	Potential hourly extension between Ringmer and Hailsham
Brighton & Hove Buses	29, 29X	Brighton - Lewes - Isfield or Rose Hill - Uckfield - Crowborough - Eridge Green - Tunbridge Wells (29X is a return limited stop journey, Mon-Fri peak)	30 minute Monday to Saturday daytime frequency reinstated north of Uckfield. Isfield could potentially be served in the evening by DDRT, as part of the wider Lewes area DRT scheme.	Improved 30 min frequency throughout, supplemented by an extra 2 buses per hour over the Uckfield - Lewes section	Improved 30 min frequency throughout, supplemented by an extra 2 buses per hour over the Uckfield - Lewes section	Standardised routing with Service 29 replacing service 28 to/from Tunbridge Wells	Improved 30 min frequency throughout, supplemented by an extra 2 buses per hour over the Uckfield - Lewes section	Improved 30 min frequency throughout, supplemented by an extra 2 buses per hour over the Uckfield - Lewes section	Standardised routing with Service 29 replacing service 28 to/from Tunbridge Wells	Standardised routing with Service 29 replacing service 28 to/from Tunbridge Wells	Standardised routing with Service 29 replacing service 28 to/from Tunbridge Wells
Metrobus	291	Tunbridge Wells - Langton Green - Groombridge - Witherham - Hartfield - Colemans Hatch - Forest Row - Ashurstwood - East Grinstead - Felbridge - Crawley Down - Copthorne - Three Bridges - Crawley	Some evening journeys extended to/from Tunbridge Wells. service unchanged.	hourly	hourly	Improved service to/from Tunbridge Wells	hourly	hourly	Improved service to/from Tunbridge Wells	4 return journeys plus return journey Forest Row - Crawley	Improved service to/from Tunbridge Wells
Compass Travel	122	Lewes - Offham - Cooksbridge - Barcombe. Saturday service includes 3 journeys serving Plumpton.	The low level of use of service 122, with only Barcombe Cross being the unique part of the route compared to service 121, means the service is no longer viable as identified in the Network Review. Replacement of most 122 journeys with a DDRT service or revised 167 is therefore proposed.	AM provided by service 121. Hourly PM	Replaced by DDRT or flexible service	No	Replaced by DDRT or flexible service	Replaced by DDRT or flexible service	No	No	No
Compass Travel	125	Lewes - Glynde - Firl - Selmeston - Alfriston - Wilmington - Polegate - Willingdon - District General Hospital - Eastbourne	The current off-peak 125 service is not viable as identified in the Network Review. Limited weekday 125 service with a wider DDRT provision, including evenings and weekends. This may possibly be complemented by a community transport service running on one or more days a week.	No	Non-school journeys replaced by community transport and/or DDRT	No	see Cuckmere Buses service 25	see Cuckmere Buses service 25	No	No	No
Compass Travel	128	Lewes - Nevill Estate - Lewes	Daytime frequency on service 128 doubled to 30 mins. Service 129 route revised to include Malling and Spences Lane on an hourly frequency in the middle part of the day, with Winterbourne and Wallands Park (a new section of route) served on a 2 hourly basis, potentially by way of community transport.	30 mins PM only. Service 121 provides an AM peak journey	Improved 30 min frequency	No	Improved 30 min frequency	Improved 30 min frequency	No	No	No

Operator	Service Number	Route	June 22 Revised Service Improvement Proposals	Mon-Fri Peak	Mon-Fri Inter-Peak	Mon-Fri Evening	Saturday Peak	Saturday Inter-Peak	Saturday Evening	Sunday Daytime	Sunday Evening
Compass Travel	129	Lewes - Nevill Estate - Winterbourne Estate - Lewes	see 129	No	More standardised timetable with some improvements	No	More standardised timetable with some improvements	5 return journeys	No	No	No
Compass Travel	143	Lewes - Ringmer - Laughton - Deanland Wood - Golden Cross - Lower Dicker - Horsebridge - Hailsham	Proposal is substantial improvement. Frequency increased to hourly, including evenings and weekends. Revised route in Hailsham to serve new residential development. Ideally this would run as a through service to and from Brighton and/ or Eastbourne. Current service 143 in Deanland Wood and Ringmer Springett Avenue/Harrisons Lane area replaced with new DDRT and/or community bus provision.	See route 28	See route 28	See route 28	See route 28	See route 28	See route 28	See route 28	See route 28
Compass Travel	166	Lewes - Offham - Plumpton - Wivelsfield Green - Princess Royal Hospital - Haywards Heath (a return journey on schooldays runs to/from Cuckfield)	The current 2 hourly weekday 166 route potentially changed to include Barcombe, additionally running on Saturdays.	hourly to/from Haywards Heath	4 return journeys	No	No	New 2 hourly service	New 2 hourly service	No	No
Compass Travel	167	Burgess Hill - Keymer - Hassocks - Ditchling - Westmeston - Plumpton - East Chiltington - Chailey - Offham - Lewes	Replace the current limited day 167 and 168 with flexible or semi-flexible revised Mondays to Saturdays, with emphasis on connectivity with rail services and transport hubs.	no	Replaced by flexible service running on all weekdays	No	No	No	Replaced by flexible service running on all weekdays	No	No
Compass Travel	168	Burgess Hill - Keymer - Hassocks - Ditchling - Plumpton - East Chiltington - Wivelsfield Green - Ditchling - Burgess Hill	see 168	No	Replaced by flexible service running on all weekdays	No	No	No	Replaced by flexible service running on all weekdays	No	No
Compass Travel	228, 229	Crowborough - Jarvis Brook - Alderbrook - Crowborough - Eridge Green - Tunbridge Wells (229 circles Alderbrook and Crowborough in the opposite direction)	Revised so as to be a local Crowborough service, with interchange opportunities to/from improved Brighton & Hove Buses service 29 linking to Tunbridge Wells. Kent County Council accept they will need to find an alternative solution for school pupils who currently use the 228/229 locally within Kent.	Revised to run as a more frequent service locally within Crowborough, with connections to improved service 29	Revised to run as a more frequent service locally within Crowborough, with connections to improved service 30	No	Revised to run as a more frequent service locally within Crowborough, with connections to improved service 30	Revised to run as a more frequent service locally within Crowborough, with connections to improved service 30	No	No	No
Compass Travel	231	Uckfield - Framfield - Blackboys Heathfield - Etchingham	Re-configured so as to provide a Monday to Saturday daytime hourly service between Heathfield and Uckfield (though possibly alternatively as an extension to another service that currently starts in Uckfield, e.g. 31 or 261).The current 231 route between Heathfield and Etchingham to become a separate (potentially semi flexible) service, broadly on its current frequency, though possibly extended to/from Hawkhurst and also possibly on Saturdays. DDRT to cover both sections of route evenings and Sundays.	hourly to/from Uckfield. The AM journey is Seaford & District 331 on schooldays	Improved hourly frequency between Uckfield and Heathfield. Heathfield to Etchingham section to run as a separate service, potentially on a flexible basis	No	New hourly service between Uckfield and Heathfield. Heathfield to Etchingham section to run as a new service, potentially on a flexible basis	No	No	No	No

Operator	Service Number	Route	June 22 Revised Service Improvement Proposals	Mon-Fri Peak	Mon-Fri Inter-Peak	Mon-Fri Evening	Saturday Peak	Saturday Inter-Peak	Saturday Evening	Sunday Daytime	Sunday Evening
Compass Travel	261	Uckfield - Maresfield - Nutley - Coleman's Hatch - Forest Row - Ashurstwood - East Grinstead	Current service largely maintained, but with improved afternoon peak service. Plus new Saturday service introduced.	hourly to/from East Grinstead	5 return journeys	No	New Saturday service	No	No	No	No
Community Transport for the Lewes Area	246	Uckfield - Maresfield - Chelwood Gate - Danehill - Sheffield Park - Fletching - Maresfield - Uckfield	Replaced with a wider Uckfield area DDRT scheme, running on 7 days a week including evenings.	No	Thu only. 2 round trips. Replaced by DDRT	No	No	No	No	No	No
Community Transport for the Lewes Area	248	Uckfield - Buxted - Hadlow Down	Replaced with a wider Uckfield area DDRT scheme, running on 7 days a week including evenings.	No	Mon, Wed, Fri only. 2 round trips. Replaced by DDRT	No	No	No	No	No	No
Community Transport for the Lewes Area	249	Crowborough - High Hurstwood - Uckfield	Replaced with a wider Uckfield area DDRT scheme, running on 7 days a week including evenings.	No	Mon, Wed, Fri only. 2 round trips with Crowborough served by first and last trips only. Replaced by DDRT	No	No	No	No	No	No



# **DIGITAL DEMAND RESPONSIVE TRANSPORT (DDRT)**

## 4 TICKETING SCHEME

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### 4.1 MODELLING AND FORECASTING

We have undertaken a significant amount of detailed work on the forecasting of reimbursement costs and also undertaken a great deal of in depth discussions with operators to establish what can be delivered within our BSIP apportionment and what will deliver the most effective passenger growth and what is most likely to be sustainable beyond the funding period and are proposing the following fare levels (subject to further negotiations on reimbursement and additional forecasting refinements).

### 4.2 FARE REDUCTION PROPOSALS

Our fare reduction proposals can be broken down into two main categories:

1. Young Persons
2. General fare reduction

#### 4.2.1 YOUNG PERSONS FARE REDUCTION PROPOSAL

The Young Persons Fare Reduction proposal can be broken down into 2 distinct schemes

- 1 Reduced price tickets; and
- 2 Free & flat fares for accompanied and unaccompanied young people

The Reduced Price Ticket proposal, is proposed to apply to singles and returns tickets and is that:

1. 16 to 18 at the same fare as under 16 (based on operator's existing levels of discount)
2. 19 to 29 years of age to have a 1/3 off adult fares

The Free & Flat Fares ticket proposal, which will apply to single tickets is to be available to under 19 years of age:

1. Accompanied – free travel at all times
2. Unaccompanied – £1 flat fare for off peak\*<sup>1</sup> travel

\*<sup>1</sup> after 6pm on school days and at all times on school holidays and weekends

#### 4.2.2 GENERAL FARE REDUCTION PROPOSALS

Our general fare reduction proposals can be split into 5 groups as follows:

1. **Multi Operator** East Sussex Day Ticket
  - 1a. Adult
  - 1b. Under 19
  - 1c. 19 to 29
2. **Operator Network** Tickets
  - 2ai. Under 19
  - 2aii. 19 to 29
3. **Short Hop**
4. **Mid Length Journeys**
5. **Operator Capping**

All of the above fare reduction proposals are to cover all journeys originating in East Sussex.

A summary of our comprehensive and ambitious general fare reduction proposals can be found in **Table 4-1**.

**Table 4-1: Proposed General Fare Reduction Summary Table**

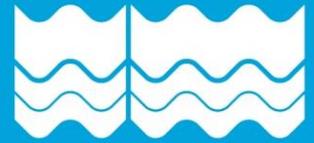
Ticket Classification	Period	Covers	Age	New Price	Current Price	Price Reduction		Offer Summary	Notes
						£	%		
Multi-Operator Network Ticket	Day	All Operators	Adult	£6.00	No Equivalent			Provide an attractively priced multi-operator day ticket covering the whole of East Sussex	Capping will be applied to all multi-operator journeys
			19 to 29	£5.20	No Equivalent				
			Under 19	£4.80	No Equivalent			Provides discounted Young Person travel that is not captured in the Young Person scheme i.e. unaccompanied travel before 6pm on schooldays	Capping will be applied if travelling Off Peak
Operator Network Tickets	Day	B&H Buses	Adult	£5.00	£5.50	£0.50	9%	Introducing 1 network ticket price. Currently 2 network products - 'City Saver' and 'Network Saver'	Fares simplification Capping will be applied to all operator journeys where a return ticket would have cost more than the new daily price
			19 to 29	TBC	NA				
			Under 19	£2.50	£2.75	£0.25	9%		
		Stagecoach	Adult	£5.00	No Equivalent			New ticket between the current 'town' tickets (£4.50) and the southeast ticket (£7.30). Offering between 2 existing tickets that have a large price differential (£2.80 / 62% increase)	Capping will be applied to all operator journeys where a return ticket would have cost more than the new daily price
			19 to 29	TBC	No Equivalent				
			Under 19	£3.50	£5.20	£1.70	33%		
Short Hop	Single	B&H Buses	Adult	£1.30	£1.70	£0.40	24%	Very attractive price proposal for short journeys with associated discounts for young people	Builds on existing attractive proposition from the operators.
			19 to 29	TBC	No Equivalent for those aged 16 or over				
			Under 19	TBC	No Equivalent for those aged 16 or over				
		Stagecoach	Adult	£1.30	£1.80	£0.50	28%		
			19 to 29	TBC	No Equivalent for those aged 16 or over				
			Under 19	TBC	No Equivalent for those aged 16 or over				
Mid Length Journeys	TBC	Work continuing on this. Current fares reductions proposals apply to long (daily) and short journeys which will lead to a large differential in fares which we intend to tackle through a mid-length fare reduction proposals. This is likely to focus on the rural fares which tend to be higher / considered to be of less value as they are not covered under operators existing zonal tickets.							
Other Operators	TBC	Metrobus	Similar approach to the above. A small proportion of our overall journeys in East Sussex with most services being in West Sussex operating into East Sussex.						
	TBC	Compass	Similar approach to the above. All services that operate in East Sussex are tendered services and are to be retendered alongside the BSIP tenders with fares income expected to be retained by the authority so will have fares set by the authority.						

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### 4.3 EARLY IMPLEMENTATION

We are exploring early delivery of some of these fare reductions. For early implantation we would focus on the scheme elements that can be delivered through paper-based ticketing or through operators smart ticketing resource capabilities and not require additional age verification mechanisms.

Early introduction of some of our proposed fare reductions, are expected to have a very positive impact on passenger growth and reduce the potential impact of the government funding ceasing.



# **DIGITAL DEMAND RESPONSIVE TRANSPORT**

## 5 DIGITAL DEMAND RESPONSIVE TRANSPORT (DDRT)

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### 5.1 DDRT OVERVIEW

Demand Responsive Transport (DRT) is defined in the Department for Transport's (DfT's) Future of Mobility: Urban Strategy as, "A flexible service that provides shared transport in response to requests from users specifying desired locations and times of pickup and delivery. Dial-a-ride services scheduled through next day or advance bookings are a traditional example."

Dial-a-ride, and similar forms of DRT, have operated for many years – particularly serving rural areas with limited (or no) conventional bus services, and/or elderly age groups. DRT has typically been provided by smaller local private transport operators, local transport authorities and community transport operators.

DRT has evolved to use technology and is now often referred to as Digital Demand Responsive Transport (DDRT). More recent applications of demand responsive transport seek to work dynamically, adjusting routes in real time to accommodate new pickup requests often made minutes in advance. DDRT has been taken up by several transport operators and local transport authorities to help deliver publicly led demand responsive services and to help community transport providers to digitise operations.

Since 2021, East Sussex County Council (ESCC) have been examining the potential for DDRT to provide better travel options for existing and potential customers within the area. DDRT is being proposed due to the customer and operational benefits outlined below.

In April 2022, the Department for Transport published the Demand responsive transport: local authority toolkit and this guidance is informing the approach used by ESCC.

### 5.2 WHY USE DDRT IN EAST SUSSEX? CUSTOMER BENEFITS

The DDRT services proposed in East Sussex would attract new bus customers and improve services for existing customers by providing the following benefits:

- Attract new bus users: DDRT and its use of technology can broaden the customer base of bus services in the county, particularly considering attracting younger demographics. The digital element of DDRT allows for bookings and payment to be made through websites and/or apps, offering greater flexibility and ease of booking to customers. It is worth noting, however, that these booking / payment methods are not preferred or suited to all users, for example those without internet access or without a smartphone. Therefore, a supplementary traditional phone contact service may be retained for those without access to digital platforms and on-board payment may be considered.
- Provide an enhanced, personalised customer experience: DDRT customer-facing apps typically allow the tracking of a vehicle in real-time and live updated on expected pick-up and drop-off times, giving the customer greater confidence that their journey will be fulfilled as expected. Additionally, consumer apps can also provide easy routes to contact customer services, as well as personalised information to allow the customer find out more about the service and potentially utilise offers/incentives – all enhancing the customer experience. However, a traditional phone contact service may be retained for customers who prefer to book and pay for journeys through an operator.
- Increase geographical coverage and access to bus services for those in rural areas: Public transport accessibility modelling shows that much of East Sussex has very poor levels of access to public transport and DDRT can be used as a mechanism of expanding and

widening geographical access to bus services. DDRT can also widen access to widen access to travel for residents and visitors, including increasing access to employment, widening access for disabled concessionary pass holders, and reducing loneliness in some remote areas.

- Increase the time and duration that services are available: DDRT will be provided on evenings and weekends, providing services for residents and visitors for broader durations and access.
- Improve service frequency and flexibility: DDRT will replace some infrequent services with a more frequent provision and by allowing short notice bookings. The operational improvements that digital DDRT technologies provide allow for a much shorter booking period, of up to fifteen minutes in some cases, allowing DDRT to respond to user demand.
- Improve journey planning and connections with other public transport services: It is crucial that DDRT does not detract from conventional bus services, and therefore the provision will be used to improve connections and interchanges with trains and other bus services, including feeding established bus routes. DDRT is often provided alongside web or app-based platforms that can include real-time journey information to support journey planning. As such, users with access to these platforms can make informed journey planning decisions. Traditional journey-planning guidance (e.g., posters) may be provided for those without access to these platforms.

### **5.3 WHY USE DDRT IN EAST SUSSEX? OPERATOR AND LOCAL AUTHORITY BENEFITS**

The DDRT services proposed in East Sussex would also provide the following benefits to operators and ESCC:

- Optimise services: A digital back-office solution can automatically and instantly optimise routing and fleet management in response to changing customer trip requests. This can help reduce dead mileage and the total number of vehicles required to deliver trips for the same number of customers. It can also help to increase the total number of passengers serviced, by replacing services with low levels of patronage with a more flexible service.
- Greater operational flexibility: Digital advances are allowing for greater operational flexibility. At the larger scale, for example, this can be seen through the ability of multinational operators, such as Via, to shift between providing a shared-bus service in their GoSutton trial, to providing a shared-taxi more widely across London, with key operational differences for each service. This could allow ESCC to improve environmental outcomes by using smaller vehicles that align to demand. At the smaller scale, this may be seen through a local authority procuring a suite of DDRT operational software, and in turn providing a DDRT service that was previously not possible.
- Provide more efficient school services: DDRT could provide an opportunity for improved delivery of home to school transport. Key benefits include potential contractual savings and financial efficiencies, from vehicles being utilised throughout the day, and improving vehicle utilisation.
- Advance operational practices: The digital element of DDRT allows for greater use of advancing technologies, all of which ultimately can increase operational efficiency and reduce operational costs, which in turn can reduce user fares and/or drive operating margin. For example, online platforms reduce the need for telephone operators to take bookings for Dial-a-Ride services.

- **Collect travel data:** The digital element of DDRT allows for greater data collection relating to bookings, time of day, day of week, popular pick-up centres, popular drop off centres etc. This can be used by ESCC and the operator to help plan future services (including expansion), evaluate the success of individual services, and to inform future travel investments.

## 5.4 ESCC DDRT PROPOSALS: OVERVIEW

East Sussex foresee DDRT creating a significant improvement in mobility and providing greater access to residents and visitors across the county. The aim is to ensure that DDRT is integrated seamlessly into the transport network, connecting with rail, conventional bus services and Mobility Hubs.

ESCC are conducting comprehensive work to determine appropriate locations for DDRT across the county, to deliver the benefits listed above. This includes reviewing the DfT's Local Authority Toolkit, engaging with other local authorities, and engaging with transport operators and technology providers.

Analysis of the operating models in the DDRT market has shown that an East Sussex-led approach will be used. In this model, the transport authority licences a digital solution themselves (through a procurement exercise) which they can then deploy, working with transport operators.

ESCC's original BSIP submission contained fifteen potential DDRT areas, however, the funding envelope means that ESCC are looking to optimise the services and provide the best value DDRT services with the funding available. Nine DDRT areas are now being considered in detail, and the estimated patronage, costs and wider benefits of these proposals are currently being refined to ensure DDRT is provided in the most appropriate parts of the county. DDRT may replace some conventional buses or home to school transport services where it proves to provide a better service.

**1. Battle & Rye:** ESCC propose to use DDRT to broaden the times that services can be accessed and improve interchange with other services in the area. The BSIP proposes to replace an existing bus route and provide services in conjunction with an established Community Transport Dial-a-ride provision.

**2. Bexhill:** The revised BSIP for ESCC proposes to convert a low frequency service to DDRT and increase public transport access and interchange more generally in Bexhill.

**3. Hailsham:** The BSIP proposes to use DDRT to complement the limited existing rural provision and replace the current service 143.

**4. Hastings:** ESCC propose to offer a new DDRT service on evenings and Sundays across the Hastings area. This will broaden access to services.

**5. Lewes:** ESCC propose to introduce DDRT to replace a small number of poorly used bus services and provide new access to public transport where there are currently poor public transport provisions.

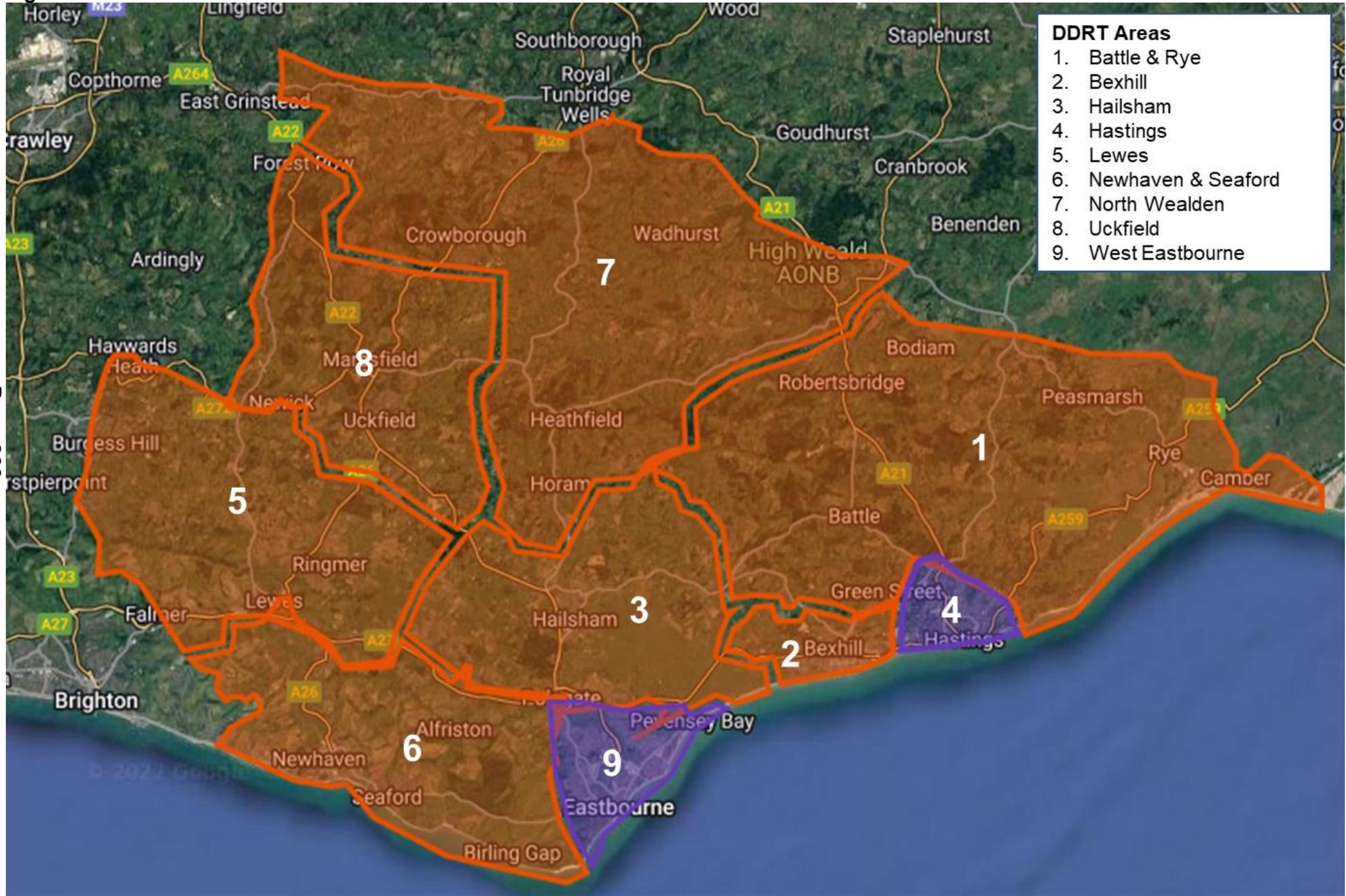
**6. Newhaven & Seaford:** The BSIP proposes to introduce DDRT services to Newhaven and Seaford, to expand coverage and access to public transport, including on evenings and weekends.

**7. North Wealden:** ESCC propose to use DDRT to expand coverage and access, including with rural areas with poor public transport, and improve interchange access. The service would replace a small number of poorly used service provisions, replacing them with a more flexible service.

**8. Uckfield:** ESCC's revised BSIP proposes to use DDRT to improve access across Uckfield, improve connectivity with existing public transport and convert a small number of occasional bus services to DDRT.

**9. West Eastbourne:** ESCC propose to use DDRT to service areas not currently well served by public transport, by expanding the Eastbourne Dial-a-ride provision from two days a week to a daily service.

Figure 5-1: Potential ESCC DDRT Areas



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## 5.5 ESCC DDRT PROPOSALS: SUPPORTING ANALYSIS

ESCC are in the process of refining and prioritising the DDRT schemes. This is being informed by stakeholder engagement, alongside supporting data on projected demand and costs.

### 5.5.1 DEMAND / PATRONAGE ESTIMATES

Demand and patronage estimates have been developed and used to inform ESCC's prioritisation of where DDRT services could be made available. Two independent sources are being used to ensure the roll-out of DDRT is informed by modelling (WSP and Via).

**Table 5-1: Patronage Estimates for Proposed DDRT Zones**

DDRT Area	WSP Demand Modelling (Mid-Range Estimate)	
	Annual	Average daily trips (one-way)
Battle & Rye	9,000	25
Bexhill	40,000	110
Hailsham	31,000	85
Hastings (evenings and weekends only)	15,000	41
Lewes	51,000	140
Newhaven & Seaford	60,000	164
North Wealden	11,000	30
Uckfield	10,000	27
West Eastbourne	107,000	293

### 5.5.2 COST ESTIMATES

ESCC have estimated that c.£2m will be invested into DDRT services over the next two years. The table below shows the forecast cashflow and subsidy requirements over two years. These are estimates and have been rounded for the purpose of this document.

\* ESCC resource cost estimates

\*\* DfT cost per km cost estimates

**Table 5-2: Forecast Cost Estimates for Proposed DDRT Zones**

<b>DDRT Area</b>	<b>Subsidy required - estimates (Over 2 years)</b>
<b>Battle &amp; Rye</b>	£240,000* - £285,000** <i>Includes revenue of £60,000, technology costs of £50,000 and service costs of circa £250,000* - £290,000**</i>
<b>Bexhill</b>	£70,000** - £150,000* <i>Includes revenue of £270,000, technology costs of £50,000 and service costs of circa £290,000** - £375,000*</i>
<b>Hailsham</b>	£55,000* - £200,000** <i>Includes revenue of £240,000, technology costs of £50,000 and service costs of circa £250,000* - £390,000**</i>
<b>Hastings (evenings and weekends only)</b>	£50,000** - £60,000* <i>Includes revenue of £100,000, technology costs of £50,000 and service costs of circa £100,000** - £110,000*</i>
<b>Lewes</b>	£70,000* - £135,000** <i>Includes revenue of £350,000, technology costs of £40,000 and service costs of circa £375,000* - £440,000**</i>
<b>Newhaven &amp; Seaford</b>	Surplus estimated* - £130,000** <i>Includes revenue of £310,000, technology costs of £50,000 and service costs of circa £250,000* - £390,000**</i>
<b>North Wealden</b>	£230,000* - £270,000** <i>Includes revenue of £70,000, technology costs of £50,000 and service costs of circa £250,000* - £290,000**</i>
<b>Uckfield</b>	£200,000** - £250,000* <i>Includes revenue of £50,000, technology costs of £50,000 and service costs of circa £195,000** - £250,000*</i>
<b>West Eastbourne</b>	Surplus estimated*, ** <i>Includes revenue of £580,000, technology costs of £50,000 and service costs of circa £250,000* - £390,000**</i>

## 5.6 ECONOMIC APPRAISAL

### 5.6.1 BACKGROUND

Following the financial assessment of the 9 routes for the digital demand-responsive transport (DDRT) scheme for East Sussex, an Economic assessment was undertaken to review and report the economic impact of the scheme for the East Sussex local authority area. The review highlights the economic indicators and the impact on jobs and GVA within the area.

### 5.6.2 ECONOMIC INDICATORS

For an annual injection of £2.23million in investment, there is an annual output effect of £3.43 million based on the SIC categorisations for:

- Purchase of iPads
- Technology costs
- Costs of operating buses/vehicles

The annual Gross Value add (GVA) of these activities was calculated to be £3.83 million.

### 5.6.3 JOBS IMPACT

The annual employment effect multipliers produced 65 (direct and indirect) jobs for the annual spend of £2.23 million. The leakage rates are high (50-60%), as some of these jobs will be serviced by

people outside of the area under review. This was calculated based on the sector profile of the DDRT activities in East Sussex and comparing with the national average. Training is required to prevent further leakage of the jobs created through the DDRT investment.

**5.6.4 CARBON AND AIR QUALITY**

A key benefit of DDRT scheme is it gets people out of the most polluting, single-occupancy vehicles (driving or taxis), cutting congestion and carbon emission on road. The carbon and air quality benefits have not been monetised for this commission due to insufficient data that meant it was not possible to compare the DDRT intervention with the baseline case.

**5.6.5 SOCIO-ECONOMIC BENEFITS**

The DDRT scheme would improve social inclusion and accessibility to health, leisure, work and educational facilities. Given that East Sussex has a considerably higher percentage of over 65s than the national average and the highest proportion of these are in coastal areas[1], the ability to access public transport is essential for health and well being services specially for rural areas. DDRT can reduce “Transport poverty”, a term used to describe the lack of real travel choice and those who experience exclusion from transport and the destinations and activities they can access .

The routes connect areas of low skill, high unemployment, and low car ownership, with areas of high employment. This will improve access directly to places of employment and therefore accelerate economic growth and productivity, particularly in areas of deprivation in East Sussex. The scheme will maximise the value of regional transport investments by increasing the catchment area of public transport through first/last mile connectivity.

**5.6.6 BENEFITS TO THE PUBLIC SECTOR**

The flexibility of DDRT means that there are a number of options to cover – or even reduce – costs for subsidised transport. For example, efficient adoption of the app to make bookings can reduce the costs of operating a contact centre. There is also the possibility to replace and combine multiple existing subsidised services into one joint service, ensuring more efficient use of vehicles and funds. The MK Connect service in Milton Keynes has proven a cost-effective option for the local authority. MK Connect is expected to save the council at least £1m annually when compared to the subsidised fixed-route services it has replaced. The council is achieving these cost-savings while also pursuing carbon-neutrality through the introduction of a majority-electric fleet – which over time will reduce dependency on increasingly expensive fuel.

**5.7 INDICATIVE PROGRAMME**

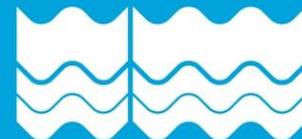
To enable ESCC to learn, adapt and mitigate risk, a staged roll-out approach would be used. An indicative programme for launching a DDRT service has been outlined below.

**Table 5-3: Indicative Programme for DDRT Provision**

	Stage	Estimated timeframe
<b>Internal refinement:</b> detailed scoping of the service / areas and market engagement		2 months
<b>Procurement:</b> procurement for technology and service operator		8 – 12 weeks
<b>Operator preparations:</b> staff, training, systems set up, resource preparations and vehicle lease / purchase		3 – 6 months, depending on vehicle supply*

<b>Technology readiness:</b> detailed scoping, technology development, on the ground testing, operator training, operational workshops, and marketing.	4 months*
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\* Operator preparations and technology readiness can be completed in parallel.



# REAL TIME INFOMRATION

## 6 REAL TIME INFORMATION

### 6.1 ON STREET / AT BUS STOP DISPLAYS

#### 6.1.1 LOCATIONS

- Newhaven Town Centre
- Seaford Town Centre
- Eastbourne Town Centre
- Hastings Town Centre
- Newhaven to Seaford corridor
- Lewes and Ringmer

**Table 6-1: On Street Bus Stop RTI Display – Proposed Provision**

Display Type	Number	Approximate Unit Cost	Total cost
28" double sided displays	25	£10,000	£250,000
28" single sided displays	30	£5,500	£165,000
External Displays (Totems) - Double-sided	3	£25,000	£75,000
External Displays (Totems) - Single sided	7	£12,000	£84,000

### 6.2 INTERNAL DISPLAYS

#### 6.2.1 LOCATIONS

- East Sussex College (Eastbourne & Hastings)
- Sussex Downs College, Lewes
- Congress Theatre, Eastbourne
- The Depot Cinema, Lewes
- Supermarkets (Eastbourne, Hailsham, Hastings and Lewes areas)
- Leisure Centres
- Railway Stations , such as Lewes, Seaford, Bexhill (already at Eastbourne and Uckfield , with discussions for Hastings under s106)
- Shopping Centres - Langney & Ravenside, Bexhill (already agreed at Beacon centre and discussions with Priory Centre, under s106)

**Table 6-2: Internal RTI Display – Proposed Provision**

Display Type	Number	Approximate Unit Cost	Total cost
55" internal displays	7	£5,000	£35,000
65" internal displays	2	£7,500	£15,000

**Total estimated scheme cost = £625,000**



# MOBILITY HUBS

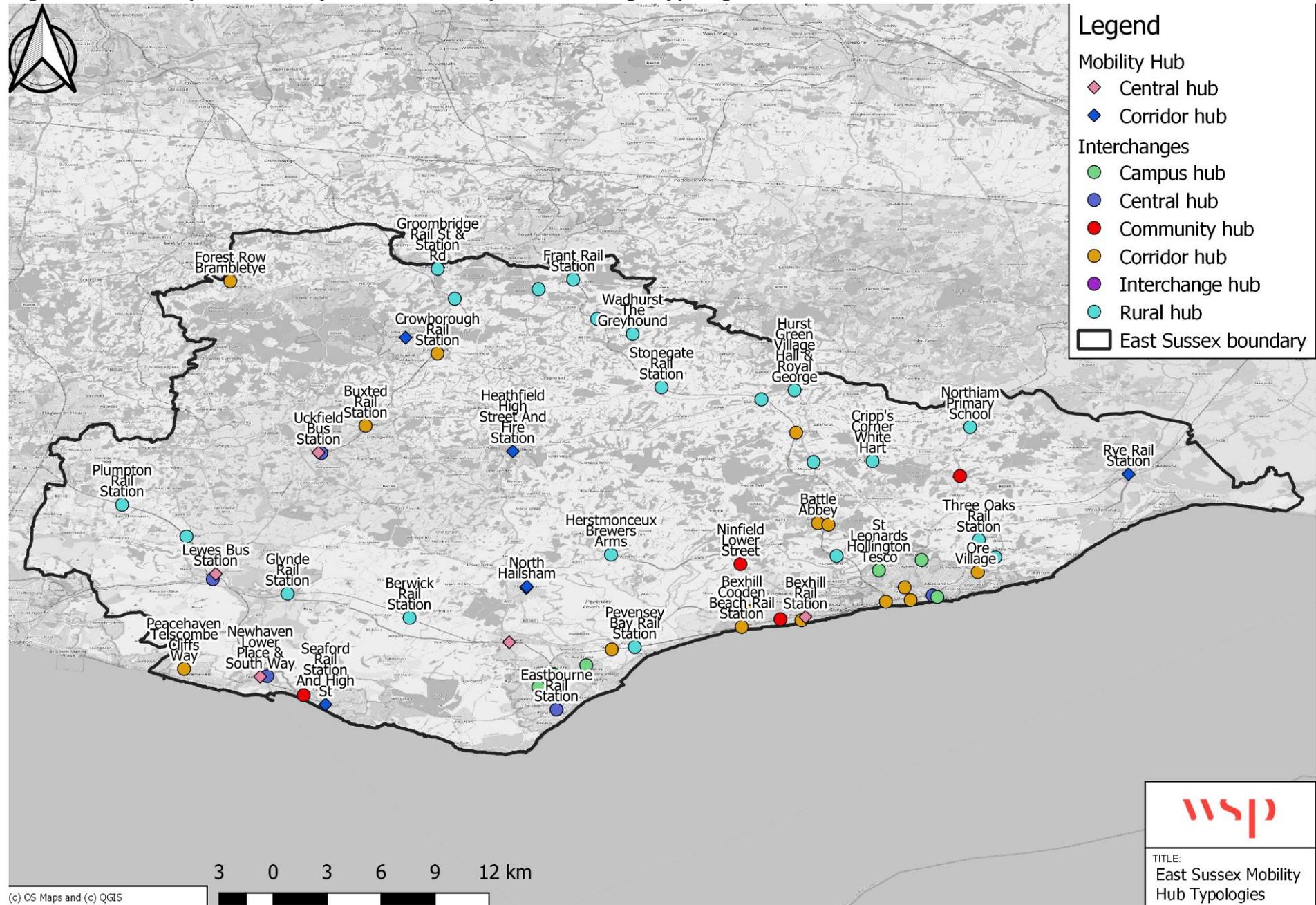
## 7 MOBILITY HUBS

We propose to develop mobility hubs in key town locations in East Sussex, as shown in **Figure 7-1** which will mainly be smaller towns with potential interchange connections for different public transport services and modes. Our Mobility Hubs and Key Interchanges supporting evidence covers the following:

1. **Vision** – a high level vision for delivering mobility hubs in East Sussex.
2. **Objectives** – a set of supporting objectives to achieve the vision.
3. **Typologies** – categorisation of each of the 11 mobility hubs and 52 transport interchanges into mobility hub typologies based on a refinement of the CoMoUK guidance i.e. large interchange/ city centre mobility hub, or business park/ new development mobility hub.
4. **Core components** – a high level definition of components needed for each of the 11 mobility hubs and 52 interchanges based on their topology. These will be primarily focused on mobility and supporting aspects of hubs and interchanges and steer away from the broader definition of hubs which also provide commercial and community functions
5. **Logic map** – a logic map showing the direct and indirect benefits of investing in mobility hubs in East Sussex.
6. **Benefits commentary** – a commentary on the benefits of the proposals based on the content of the logic map.
7. **Process commentary** – a supporting commentary on the process undertaken to date to identify and prioritise the interchanges and mobility hubs.



Figure 7-1 - All Proposed Mobility Hubs and Transport Interchange Typologies



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(c) OS Maps and (c) QGIS

## 7.1 VISION AND OBJECTIVES

### 7.1.1 BASELINING OBJECTIVES

In order to ensure that the vision and objectives for the mobility hub and interchange approach is in line with ESCC's broader strategic framework, a brief review of the visions and objectives in ESCC's relevant transport policies has been undertaken.

#### 2021 Bus Service Improvement Plan

In the 2021 Bus Service Improvement Plan (BSIP), ESCC outlines the following headline aims, objectives, and targets in line with the UK's National Bus Strategy (Bus Back Better) overarching goal to grow bus patronage; to build it back after the pandemic; and then to increase it and raise bus mode share.

### 7.1.2 AIMS

The BSIP has the following aims, which represent ESCC's statements of intent at a high level:

- Significant quality improvements in bus provision across the area of the county;
- More bus priority schemes designed to enhance reliability and reduce journey times;
- A bus network that relates to the needs of all potential users;
- Simplified fares and ticketing and reduced fares for young passengers under the age of 25;
- A step change in terms of improved services for the rural areas;
- Technical and operational innovation in bus service provision; and
- Bus patronage in the County not only to recover their pre-pandemic levels, but to significantly grow in future years.

### 7.1.3 OBJECTIVES

To achieve these aims, ESCC has developed the following objectives:

- To launch new Digital Demand Responsive Transport (DDRT) schemes for all communities outside of Hastings and Eastbourne, to help ensure no resident is further than 800 metres from an available bus service. These will be based on innovative Mobility as a Service (MaaS) principles;
- To increase bus service provision on main corridors and in urban locations;
- To additionally ensure comprehensive access to bus or DDRT services evenings and weekends;
- To continue and to enhance our work with bus operators to improve commercial bus services and to provide new services where demand can be identified;
- To create a series of Mobility Hubs in key town locations in East Sussex, with interchange connections between transport services and also linked with routes from the County Council's walking and cycling strategy;
- To enhance the waiting environment for bus passengers by setting standards for bus stops and shelters, upgrading them and ensuring that up to date and well-designed information is available through a variety of media (including in real time);
- To implement bus priority measures that will improve reliability and achieve a minimum of 95% punctuality;
- To offer a simplified range of better value payment options, available on all operators' services and integrated across public transport modes;

- To introduce a new discounted concessionary bus travel scheme for children and young people, including all under 30s resident in East Sussex or West Sussex;
- To remove travel time restrictions for disabled concessionary travel pass holders;
- To greatly improve marketing, promotion and information for the significantly better provision; and
- Progressively to support operators in increasing the number of Zero Emission Buses used on the network and to assist operators to upgrade existing diesel buses to Euro VI standard as part of the drive to achieve net carbon neutrality by 2050.

#### 7.1.4 TARGETS

To ensure ESCC remain focused on delivering their BSIP's aims and objectives, they have set the following target categories for bus operation across the East Sussex area:

- Journey time reductions - based on key corridors and prioritised congestion spots;
- Reliability – reducing mileage lost through congestion, vehicle breakdowns and staff shortages.
- Punctuality – measuring the percentage of bus journeys that run on time;
- Number of passengers carried each year – planned to increase;
- Passenger satisfaction – yearly survey to be undertaken by Transport Focus;
- The percentage of households with access to a bus service – Hourly or better and half-hourly or better (for AM peak, PM Peak, evening, Saturday and Sunday);
- The percentage of households within the following minutes of a town centre – 30 minutes, 60 minutes and 90 minutes (for AM peak, PM Peak, evening, Saturday and Sunday); and
- The percentage of households with access to a DDRT service that provides either 80% fulfilment within 1 hour of requested departure time, or 75% fulfilment within 2 hours of requested departure time (for evening and Sunday DDRT services).

#### 7.1.5 LOCAL TRANSPORT PLAN 3 (2011 TO 2026)

In the third Local Transport Plan for 2011 to 2026, ESCC set out the following vision and objectives.

##### 7.1.5.1 Vision

ESCC's aim is to develop an effective, well-managed transport infrastructure with improved travel choices. They want to make East Sussex a prosperous county by:

- Helping businesses to thrive;
- Delivering better access to jobs and services; and
- Creating safer, healthier, more sustainable and inclusive communities.

##### 7.1.5.2 Objectives

ESCCs high-level objectives are to:

- Improve economic competitiveness and growth;
- Improve safety, health and security;
- Tackle climate change;
- Improve accessibility and enhance social inclusion; and
- Improve quality of life.

## 7.2 ESCC'S MOBILITY HUB AND TRANSPORT INTERCHANGE VISION AND OBJECTIVES

To complement ESCC's overarching strategic framework, the following vision and objectives are proposed for the mobility hub and interchange approach.

### Mobility hub and Transport interchange Vision

"East Sussex will be home to a network of high-quality, convenient, and inclusive mobility hubs that enable seamless integration between modes. As points of access onto the mobility network, hubs will enhance accessibility, connectivity, and availability of modes for all users, resolving first-mile/last-mile challenges and facilitating a fast, convenient and reliable bus and DDRT service. In doing so, mobility hubs will contribute to a stronger economy, a more vibrant community and a healthier natural environment across the county."

## 7.3 MOBILITY HUB AND TRANSPORT INTERCHANGE OBJECTIVES

1. Mobility hubs and interchanges will improve access to the public transport network for a larger and broader cohort of residents and therefore increase public transport use, particularly bus patronage;
2. Mobility hubs and interchanges will support the rollout of DDRT services and the improvement in bus service quality, relating to reliability, punctuality, journey times, ticketing and payment;
3. Mobility hubs and interchanges will improve access to active modes and therefore increase uptake, helping to improve local health outcomes;
4. Mobility hubs and interchanges will decrease the use of private motor vehicles and facilitate a shift towards public and decarbonised modes; thereby contributing to a reduction in congestion as well as carbon and air pollutant emissions;
5. Mobility hubs and interchanges will improve connectivity across the mobility network, focussing on rural connectivity to help combat urban/rural inequalities;
6. Mobility hubs and interchanges will improve access to education and employment opportunities, helping to support economic growth and prosperity across East Sussex;
7. Mobility hubs and interchanges will improve access to key services and amenities across East Sussex, supporting a stronger, happier, more independent and vibrant communities;
8. Mobility hubs and interchanges will be developed alongside improvements to quality of the local public realm, creating a more pleasant and attractive environment for the local community to live, work and play;
9. Mobility hubs and interchanges will contribute towards an inclusive, convenient, enjoyable, safe and high-quality experience for customers.

### 7.3.1 TYPOLOGIES

Mobility hubs can take a range of different forms depending on the location of the hub and context of the surrounding area. By considering the type of place and the local geographical factors – such as city centres to rural areas – a range of ‘typologies’ for mobility hubs can be defined. It is important to consider the typology of each mobility hub to then tailor the components and mobility solutions that will be provided. . The following six typologies have been proposed:

#### 1) Central Hubs

Central hubs are located in town and city centres at major interchange locations e.g. town or city centre bus stations, railway stations, tram stops, etc. These locations are characterised by high number of passengers starting or ending their journeys or transferring between different modes. Central hubs have greater potential to convert private car and taxi trips to sustainable modes by raising the profile and improving links. Space may be limited meaning there may be a need to focus on prioritising sustainable, efficient modes and links to last mile modes.

#### 2) Corridor Hubs

These are located transport corridors between or leading to central hubs – typically at local centres or secondary bus stations, railway stations or tram stops. At these locations, the primary focus is on services which link residents in surrounding areas to core network services. These hubs offer greater choice to people for first and last mile trips.

#### 3) Campus Hubs

These are located at campus-style sites such as universities, hospitals, business parks, retail and leisure parks where hubs can be tailored to very specific land uses and associated users. These sites are often characterised by high density of users with various priorities. These hubs are to offer commuting links and back to base solutions depending up on the associated users.

#### 4) Community Hubs

Community hubs are located within residential communities outside local facilities (e.g. small parades of shops) or within purely residential locations. These are locations characterised by lower density of people with higher private car ownership. Mobility hubs can be tailor designed to address local issues e.g. car club spaces to take away issues of over-crowded streets, bike share or secure cycle parking for flats without space for bike storage or DRT to supplement restricted bus services.

#### 5) Rural Hubs

These are located at small villages or hamlets where the extra space in these types of areas can be used to provide a wider range of services as long as there is critical mass to ensure viability. Based on the local needs these hubs can offer better choice of flexible travel options such as the limited public transport with pools of shared e-bikes or 2+ ride share stops.

#### 6) Interchange Hubs

These are sites that are remote from other land uses and have a predominantly transport interchange function e.g. Park & Ride or Park & Choose sites, Parkway Railway Stations, airports, ferry ports.

The proposed 11 mobility hubs and 52 transport interchanges have been assessed and different typologies assigned depending upon the location and surrounding context, as shown in Table 7-1, Table 7-2 and mapped in **Figure 7-1** to Figure 7-6.

**Table 7-1: Typologies identified for Proposed Mobility Hubs**

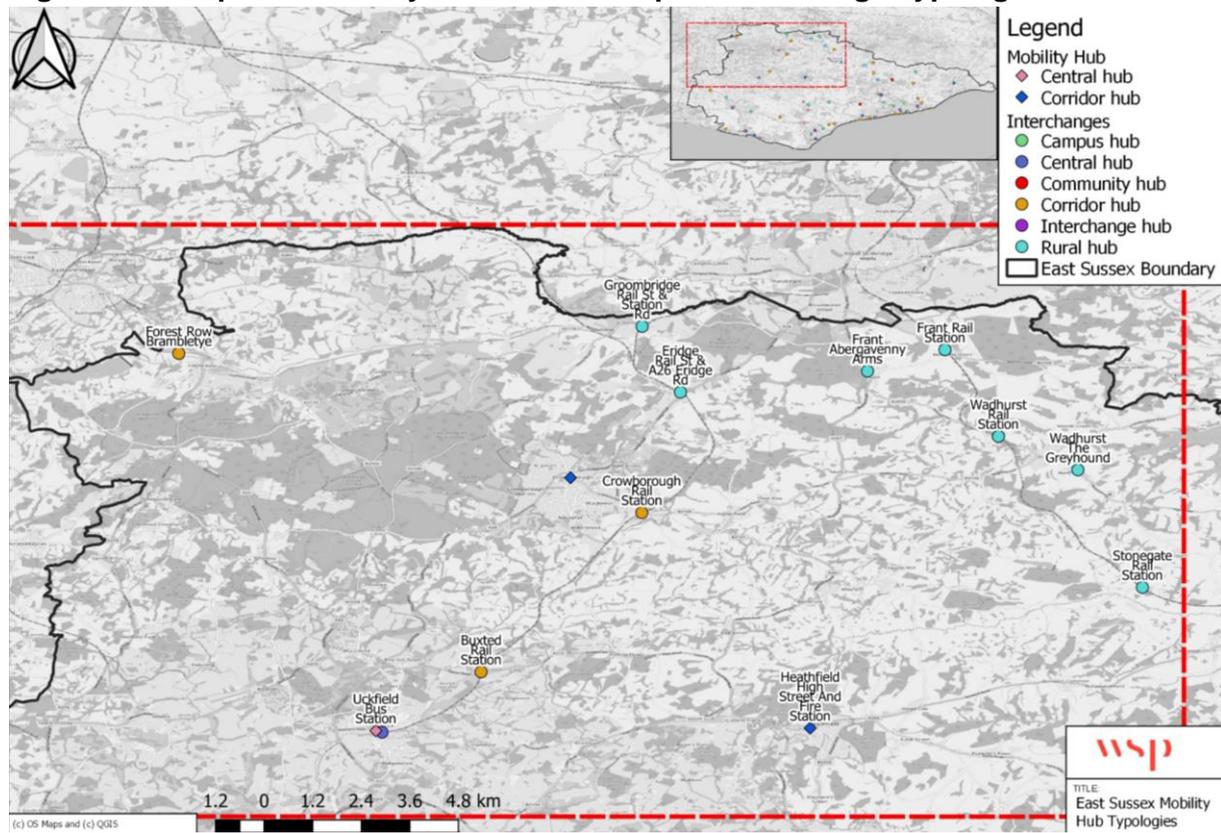
Locality	Location	Typology
<b>Bexhill</b>	Rail Station	Central hub
<b>Crowborough</b>	The Broadway	Corridor hub
<b>Hailsham</b>	High Street and North Street	Corridor hub
<b>Heathfield</b>	High Street and Fire Station	Corridor hub
<b>Lewes</b>	Bus Station	Central hub
<b>Newhaven</b>	Lower Place and South Way	Central hub
<b>North Hailsham</b>	Hailsham High St/North St	Corridor hub
<b>Polegate</b>	Rail Station and High Street	Central hub
<b>Rye</b>	Rail Station	Corridor hub
<b>Seaford</b>	Rail Station and High St	Corridor hub
<b>Uckfield</b>	Bus Station	Central hub

**Table 7-2: Typologies identified for Proposed Transport Interchanges**

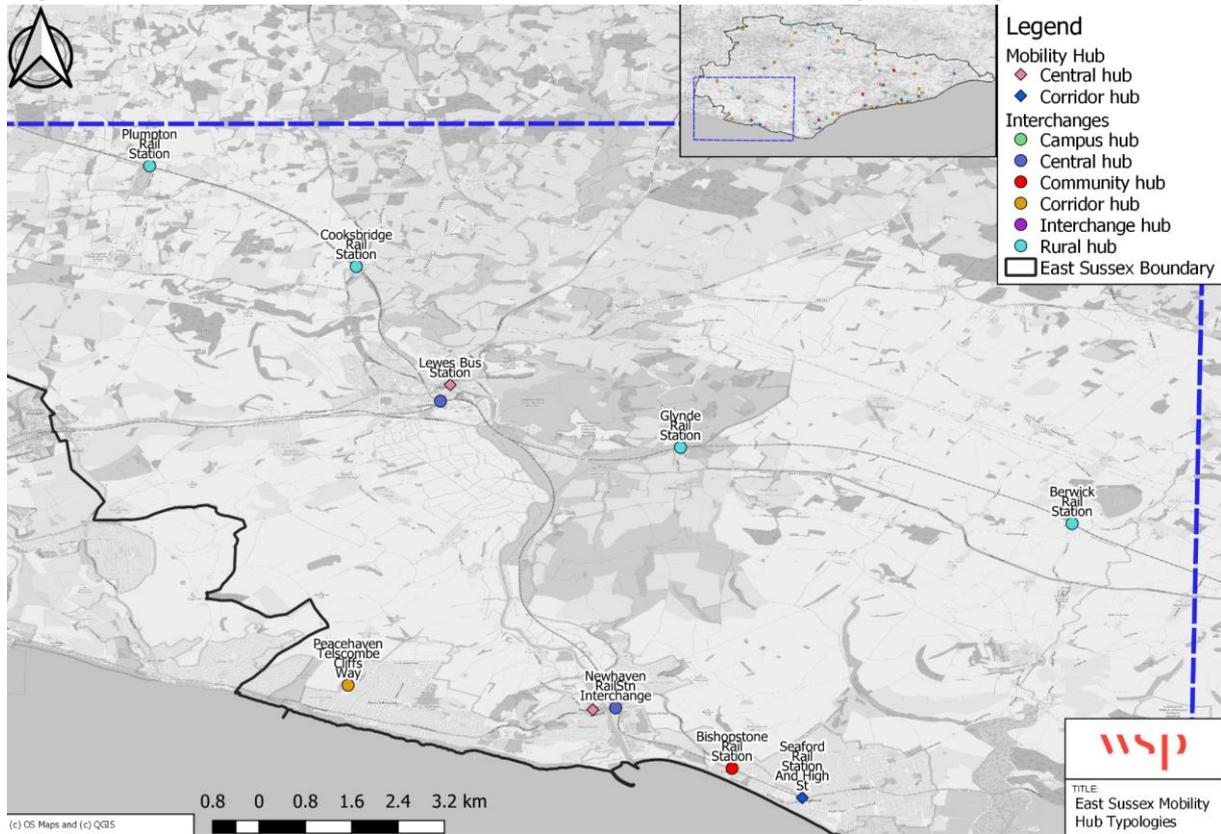
Locality	Location	Typology
<b>Lewes</b>	Rail Station	Central hub
<b>Cooksbridge</b>	Rail Station	Rural hub
<b>Plumpton</b>	Rail Station	Rural hub
<b>Forest Row</b>	Brambletye	Corridor hub
<b>Groombridge</b>	Rail St & Station Rd	Rural hub
<b>Eridge</b>	Rail St & A26 Eridge Rd	Rural hub
<b>Frant</b>	Abergavenny Arms	Rural hub
<b>Frant</b>	Rail Station	Rural hub
<b>Wadhurst</b>	Rail Station	Rural hub
<b>Wadhurst</b>	The Greyhound	Rural hub
<b>Hurst Green</b>	Village Hall & Royal George	Rural hub
<b>Etchingham</b>	Rail Station	Rural hub
<b>Stonegate</b>	Rail Station	Rural hub
<b>Crowborough</b>	Rail Station	Corridor hub
<b>Buxted</b>	Rail Station	Corridor hub
<b>Uckfield</b>	Rail Station	Central hub
<b>Horsebridge</b>	Bullrush Lane	Community hub
<b>Berwick</b>	Rail Station	Rural hub
<b>Glynde</b>	Rail Station	Rural hub
<b>Peacehaven</b>	Telscombe Cliffs Way	Corridor hub
<b>Newhaven</b>	Rail Station interchange	Central hub
<b>Bishopstone Rail Station</b>	Rail Station	Community hub
<b>Herstmonceux</b>	Brewers Arms	Rural hub
<b>Ninfield</b>	Lower Street	Community hub
<b>Robertsbridge</b>	Rail Station and The George	Corridor hub
<b>John's Cross</b>	Roundabout	Rural hub
<b>Battle</b>	Abbey	Corridor hub
<b>Battle</b>	Rail Station	Corridor hub
<b>Cripp's Corner</b>	White Hart	Rural hub

Locality	Location	Typology
<b>Crowhurst</b>	Rail Station	Rural hub
<b>Broad Oak nr Brede</b>	Oakhill Drive	Community hub
<b>Northiam</b>	Primary School	Rural hub
<b>Guestling</b>	White Hart	Rural hub
<b>Three Oaks</b>	Rail Station	Rural hub
<b>Ore</b>	Village	Corridor hub
<b>Hastings</b>	Conquest Hospital	Campus hub
<b>Hastings</b>	Rail Station	Central hub
<b>Hastings</b>	Priory Meadow Shopping Centre	Campus hub
<b>St Leonards</b>	Warrior Square & Christ Church	Corridor hub
<b>St Leonards</b>	Silverhill crossroads	Corridor hub
<b>St Leonards</b>	Hollington Tesco	Campus hub
<b>St Leonards</b>	West St Leonards Rail St	Corridor hub
<b>Bexhill</b>	Devonshire Road	Corridor hub
<b>Bexhill</b>	Collington Rail Station	Community hub
<b>Bexhill</b>	Cooden Beach Rail Station	Corridor hub
<b>Bexhill</b>	Little Common Roundabout	Corridor hub
<b>Pevensey Bay</b>	Rail Station	Rural hub
<b>Pevensey &amp; Westham</b>	Rail Station	Corridor hub
<b>Eastbourne</b>	Langney Shopping Centre	Campus hub
<b>Eastbourne</b>	Hampden Park Rail Station	Campus hub
<b>Eastbourne</b>	District General Hospital	Campus hub
<b>Eastbourne</b>	Rail Station, Cornfield Rd	Central hub

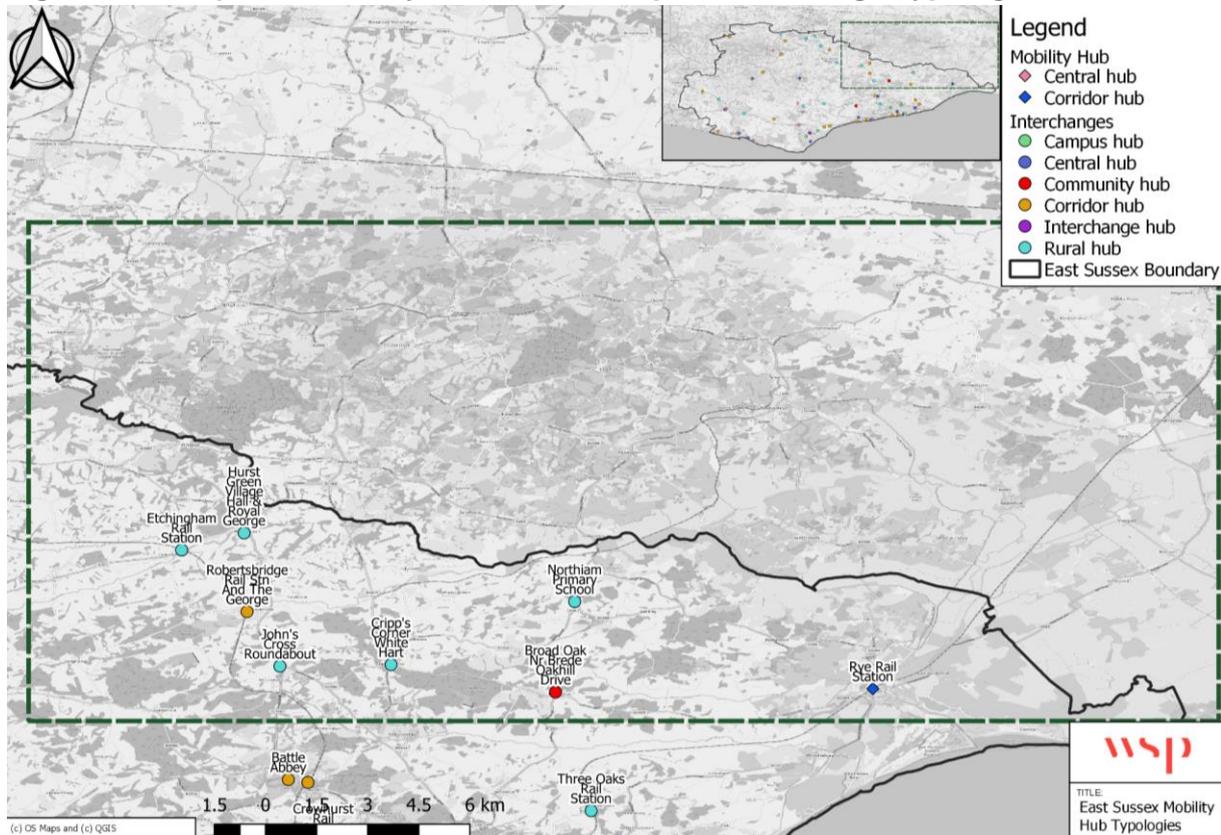
**Figure 7-2: Proposed Mobility Hubs and Transport Interchange Typologies – 1/5**



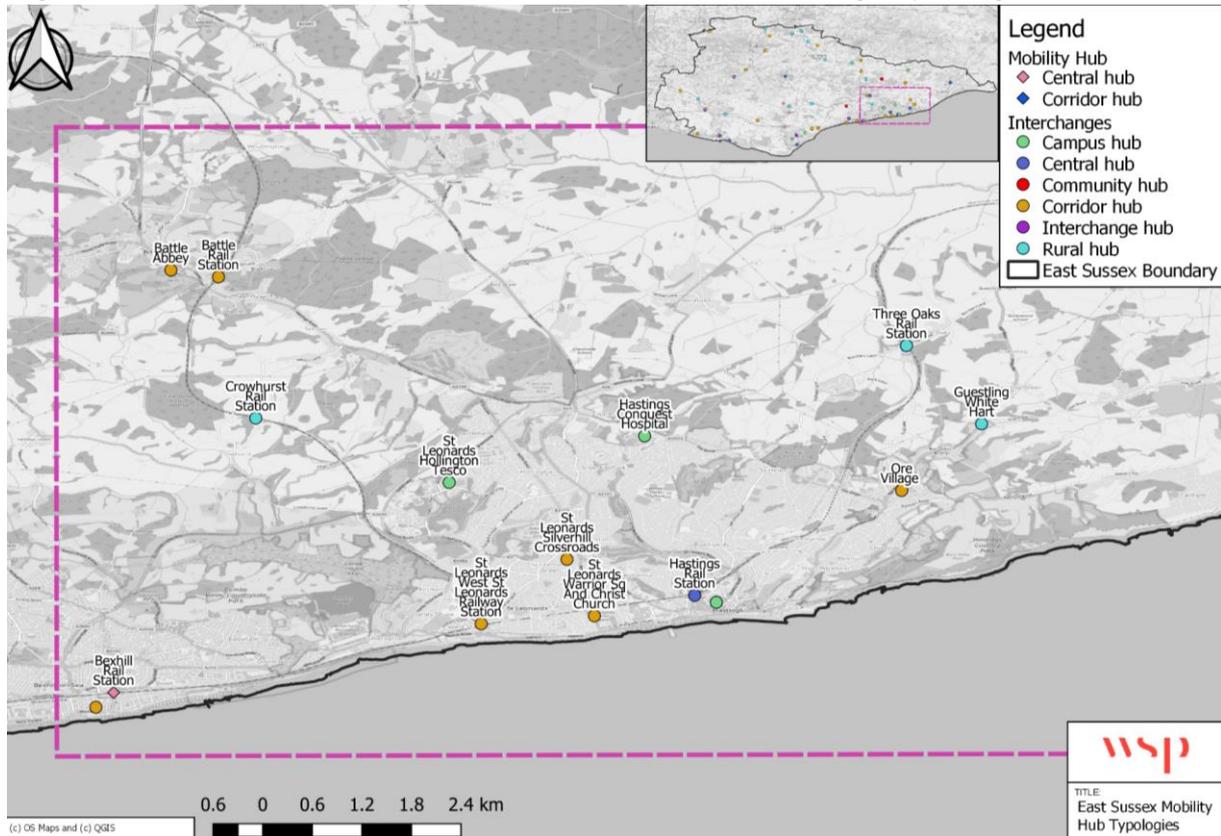
**Figure 7-3: Proposed Mobility Hubs and Transport Interchange Typologies – 2/5**



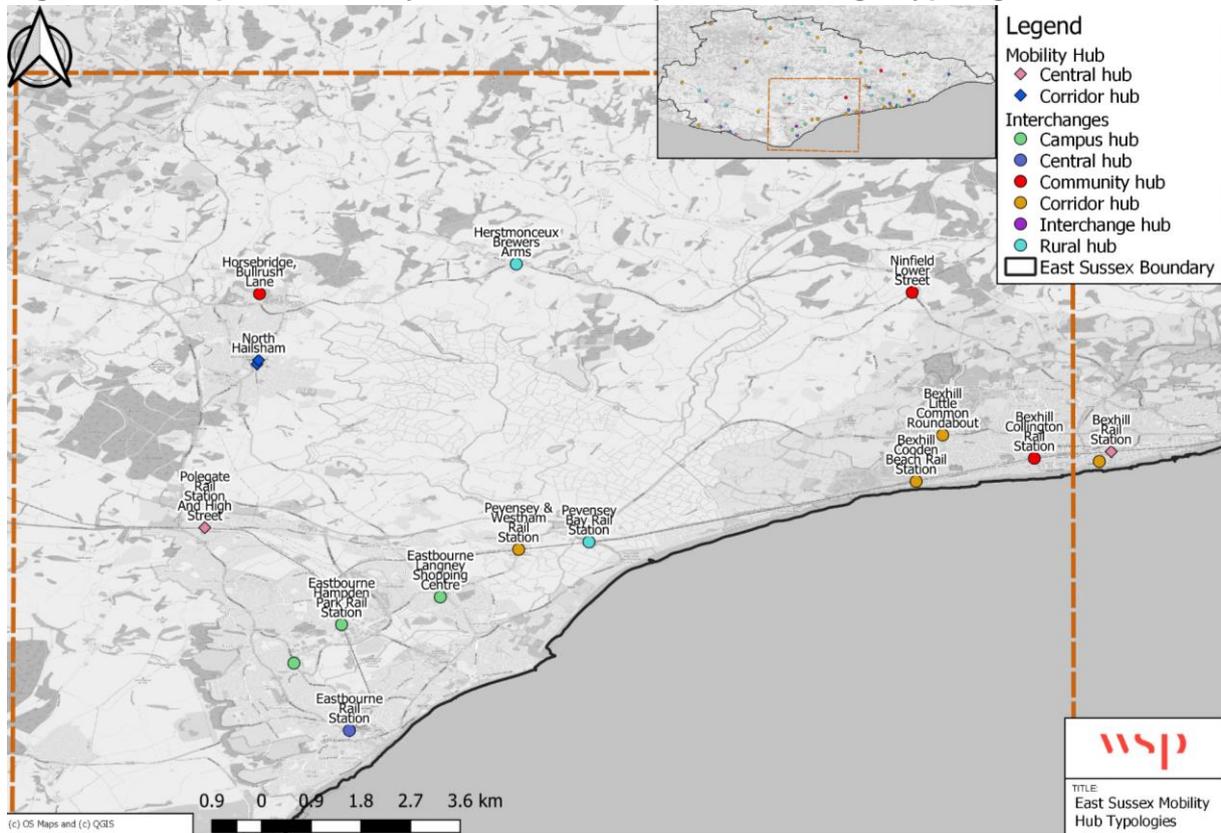
**Figure 7-4: Proposed Mobility Hubs and Transport Interchange Typologies – 3/5**



**Figure 7-5: Proposed Mobility Hubs and Transport Interchange Typologies – 4/5**



**Figure 7-6: Proposed Mobility Hubs and Transport Interchange Typologies – 5/5**



## 7.4 CORE COMPONENTS

Each of the six mobility hub typologies will require a different mobility offer to serve the type of location and local setting, both in terms of the types of components and also their scale. CoMoUK, a charity supporting the development of shared transport, sets out a set of standards for assessing the quality of mobility hubs and the required components to be provided at each hub typology to achieve best practice. Based on this guidance, a high level definition has been developed of components that will likely be required for the different East Sussex mobility hubs based on their typology is set in Table 7-5.

## 7.5 BENEFITS

Investment in mobility hubs and interchanges across East Sussex will result in a comprehensive set of benefits and achieve a number of short-term and long-term goals. A logic map providing further detail on the potential inputs, activities, outputs, short-medium term benefit outcomes and longer-term impacts of the proposed trial is presented in Figure 7-7.

As set out in Figure 7-7 the provision of mobility hubs will achieve a number of short-, medium- and long-term goals.

Mobility hubs give priority to more sustainable and smarter transport resulting in **improved travel experience**. Mobility hubs provide a focal point in the transport network that seamlessly integrates different modes of transport and multi-modal supporting infrastructure to create activity centres that maximise accessibility and connectivity. Parking and road space reclaimed by shared spaces allow users to choose from more flexible and sustainable modes. Often passengers are reluctant to change modes during trips – and mobility hubs ensure these changes are smooth due to their integrated design and access to public transportation and other shared and active modes, encouraging more sustainable travel. Improved interchange, service punctuality, reliability and overall journey times will also have a positive impact on increased uptake and service quality of public transportation. In turn, mobility hubs play a significant role in **plugging the gaps in public transport network and reducing congestion**.

Mobility hubs contribute to a **reduction in carbon emissions and better air quality** in several ways. Fewer individual cars on road mean less transport-related emissions. Facilities such as coworking spaces, access to parcel lockers and digital services at the hubs provide local facilities meaning shorter distance journeys and fewer vehicle kilometers travelled, further reducing emissions of carbon, nitrogen oxide and particulate matter to the atmosphere. Also, if mobility hubs reduce the use of fossil fuels, it unlocks significant improvement in air quality in the often busy and polluted city centres. Making mobility hubs greener has a two-fold effect: attractive open spaces and planting help reduce carbon emissions and improve air quality.

Hubs provide opportunities to significantly increase the profile of sustainable travel options within these communities and improve the service user's experience to increase service use. The inclusion of active transport infrastructure at mobility hubs supports achieving a healthy transportation system and allowing people to make choices that are more environmentally sustainable and physically beneficial. Increased uptake of active travel and improved access to healthcare will have local **health benefits**.

## 7.6 ECONOMIC APPRAISAL

### 7.6.1 INTRODUCTION

This section of our submission outlines the economic impact of 11 mobility hubs and 52 transport interchange locations planned in the East Sussex County Council. The hubs will link with routes from the County Council's walking and cycling strategy and provide effective interchange with walking/taxi/bus/Digital Demand Response Transport (DDRT) and rail. The report provides a qualitative assessment of the economic impacts and is based on data provided as well as a desktop review of case studies relating to mobility hubs. It takes account of national policies aimed to promote sustainable transport and identify opportunities to promote walking, cycling and public transport use. The typology of mobility hubs is taken into consideration when assessing the economic impacts.

### 7.6.2 ECONOMIC AND FINANCIAL BENEFITS

Investing in mobility hubs have the potential to create jobs and drive economic growth within the transport and technology sectors in East Sussex. It is assumed that local manufacturers could potentially supply many of the materials and equipment required for the mobility hubs (e.g. solar panels, EV charging hubs, buses, rail, etc), but where necessary supply could be obtained from other parts of the UK. The anticipated increase in demand for renewable energy technologies to support climate goals and targets such as net zero—at a time when other counties are similarly expanding their own clean energy sectors to meet national climate targets—does raise concerns about the future availability of certain products such as solar panels<sup>[1]</sup>.

Numerous skills and types of jobs will be needed to meet demand in the mobility hub supply chain. These may include architects; truck drivers to transport materials and goods from warehouses to manufacturing plants; engineers to install EV charging hubs; and manufacturing plant workers. It is essential that throughout the procurement decision process local supply chains are supported and opportunities for ad-hoc community benefits are provided, alongside standard risk management considerations. Opportunities for community wealth building should be identified through the project procurement activities in line with the council's social value requirements in its procurement exercises. This could include requirements on the supply chain to develop apprenticeship opportunities, skills development and local sub-contracting for example.

The creation of mobility hubs have the potential to make a significant contribution to the economy by providing opportunities for its supply chain and stimulating opportunities for businesses. Additional demand for goods and services will result in an expansion of existing businesses and opportunities for the development of new businesses particularly within the transport and technology sector. New businesses based at a local, regional and national level will generate additional employment and increase business revenue as well as the level of taxation generated from the operation of businesses.

To develop long-term viability and keep the benefits of mobility hubs in the local area upskilling of existing employees will be required along with the development of jobs associated with mobility hubs. A key element of this will be upgrading the Council's facilities so they can deal with electric vehicles. Services can then be provided in house for car clubs and e-bikes which will reduce maintenance costs. By offering training for future mobility it offers an opportunity for staff to upskill and increase job security as transportation rapidly evolves.

[1] European Commission (2020): Study on the EU's list of critical raw materials

**Table 7-3: Summary of the economic indicators for Mobility Hub Economic Appraisal**

Summary of the economic indicators
1. <b>Economic and financial benefits</b> – the creation of jobs and stimulation of economic growth in East Sussex
2. <b>Improved access to healthcare and other services</b> – greater access to healthcare and other services for a larger and broader cohort of residents (particularly important for those over 65 and living in rural areas)
3. <b>Sustainable transport and greater mode choice</b> – integration of different transport modes maximising accessibility and connectivity
4. <b>Greater public transport service coverage</b> – end-to-end journey experience of public and active travel will be more attractive
5. <b>Fewer journeys undertaken</b> – installation of delivery/parcel lockers provide a central pick-up point and will have a greater impact on freight movement
6. <b>Increased bus uptake and quality of service</b> – a modal shift away from car usage due to improved service, punctuality, reduced journey times and enhanced reliability
7. <b>Improved local health outcomes</b> – improved access to active modes leading to improved productivity, employee morale and lower healthcare costs
8. <b>Regeneration and prosperity</b> – housing developments in East Sussex will be supported by faster and better bus travel across the County helping ensure better access to jobs and services
9. <b>Improved connectivity across the mobility network</b> – affordable multi-modal hubs will help increase employment opportunities making a stronger local economy
10. <b>Reduced transport related carbon emissions &amp; other emissions</b> – increased use of e-cargo bikes together with an usage of buses and public transport will reduce carbon emissions
11. <b>Reduced congestion</b> – reduction in the use of private cars will decrease congestion
12. <b>Stronger, happier, more independent and vibrant communities</b> – hubs provide an inclusive, convenient and safe experience and can improve a community experience

**7.6.3 IMPROVED ACCESS TO HEALTH CARE AND OTHER SERVICES**

Mobility hubs will improve access to healthcare services (such as GP’s and hospitals) in rural areas such as Heathfield which had the largest number of issues relating to access to services, in particular hospitals and adult social day care . Given that East Sussex has a considerably higher percentage of over 65s than the national average and the highest proportion of these are in coastal areas[1], the ability to access public transport is essential.

North Hailsham is a deprived and lower income area where people often suffer from fuel and mobility poverty which can leave them socially isolated in poor quality housing[1]. This can in turn reduce employment opportunities and impacts on both mental and physical health[2]. The creation of a new mobility hub in North Hailsham will support significant new housing developments as well as employment growth in the Eastbourne and South Wealden growth area. It will offer new opportunities for faster and better bus travel across the Country and other improved services that will link Lewes (and onwards to Brighton), Horam, Heathfield, Mayfield, Tunbridge Wells, Herstmonceux, Ninfield and Bexhill (and onwards to Hastings). Mobility hubs will help ensure that more communities in rural areas have access to public transport for employment and education opportunities, as well as healthcare, shopping and leisure facilities[3]. These hubs can help tackle social exclusion by offering accessible, affordable and reliable transport choices.

[1] East Sussex County Council Bus Service Improvement Plan (2021)

[2] Plymouth City Council Transforming Cities Fund (2020)

[3] East Sussex County Council Bus Service Improvement Plan, Appendix 2 (2021)

#### **7.6.4 SUSTAINABLE TRANSPORT AND GREATER MODE CHOICE**

Mobility hubs give priority to more sustainable and smarter transport resulting in improved travel experience. Mobility hubs provide a focal point in the transport network that seamlessly integrates different modes of transport and multi-modal supporting infrastructure to create activity centres that maximise accessibility and connectivity. The inclusion of active transport infrastructure at mobility hubs supports achieving a healthy transportation system and allows people to make choices that are more environmentally sustainable and physically beneficial.

Mobility hubs provide choice for different journeys and needs. They encourage people to think multi-modally and are a complement and enabler of full digital integration of services. This then in turn allows people to reduce their car use and the associated impacts.

Parking and road space reclaimed by shared spaces allow users to choose from more flexible and sustainable modes. Often passengers are reluctant to change modes during trips – and mobility hubs help ensure these changes are smooth due to their integrated design and access to public transportation and other shared and active modes, encouraging more sustainable travel.

#### **7.6.5 GREATER PUBLIC TRANSPORT SERVICE COVERAGE**

Mobility Hubs promote a network of improved travel opportunities (e.g. improved frequency of bus and trains that run during the day and off-peak times), offering significantly improved real time provision, and the infrastructure to build bus use through safe, secure and comfortable facilities. Enhanced waiting facilities, digital information, Wi-Fi, and public facilities, such as toilets and showers, will mean that the end-to-end journey experience of public and active travel will be more attractive.

Extending public transport service coverage in East Sussex as well as the provision of evening and Sunday services will help plug the gaps in public transport network and reduce congestion.

Improving the safety of bus services and reducing congestion will also help improve access for vulnerable users. Improved interchange, service punctuality, reliability and overall journey times will also have a positive impact on increased uptake and service quality of public transportation.

#### **7.6.6 FEWER JOURNEYS UNDERTAKEN**

Mobility hubs will improve access to employment opportunities and education through seamless integration of modes resulting in reduced overall journey times, positively affecting economic growth and prosperity across East Sussex. Some mobility hubs include the installation of delivery/parcel lockers for parcel deliveries and for mobility hub users to store personal equipment. With the provision of e-cargo bikes, lockers can be used for parcel delivery and pick up. This provides another dimension to the mobility hubs and reduces carbon emissions from deliveries by providing a central pick-up point. Lockers for personal equipment encourage the uptake of e-bikes by enabling individuals to store cycling/work clothing and any additional cycle equipment<sup>[1]</sup>. Lockers at the hubs will have greater impact on establishing efficient freight movement with fewer vehicles on the network whilst also saving on freight operation costs.

[1] Plymouth City Council Transforming Cities Fund (2020)

#### **7.6.7 INCREASED BUS UPTAKE AND QUALITY OF SERVICE**

Mobility hubs will encourage a modal shift away from car usage and help increase demand for buses due to improved service quality, punctuality, reduced journey times and improved service reliability. This will reduce congestion and improve the quality and reliability of bus journeys over time.

Bus priority projects in East Sussex have previously demonstrated their benefits. For example, the A259 bus lane has seen the journey time from Peacehaven to Brighton reduce from 40 mins to just 27 mins, a 67% increase in patronage and 48% of the people using that road in the morning peak are on the bus, taking up just 2% of the road space. Bus operators regard more bus priority measures as absolutely critical in their efforts to improve the reliability of their services<sup>[1]</sup>. Furthermore, illegal on-street parking causes unnecessary congestion and can seriously hinder passengers' ability to board or alight from buses. Stricter enforcement of parking regulations is therefore needed to encourage more individuals to use bus services and for the wider benefits of this service to be fully recognised<sup>[2]</sup>.

[1] East Sussex County Council Bus Service Improvement Plant (2021)

[2] East Sussex County Council Bus Service Improvement Plant, Appendix 2 (2021)

### 7.6.8 IMPROVED LOCAL HEALTH OUTCOMES

Mobility hubs and interchanges will improve access to active modes and therefore increase uptake in active travel, helping to improve local health outcomes. Delivering mobility hubs (corridor hubs) in rural areas such as Heathfield, North Hailsham and Rye in East Sussex will help link residents in surrounding areas to core network services such as GP's, hospitals, leisure centres and provide good transport connections to the city. These hubs offer active travel options which support a healthier population, whilst tackling inactivity and absenteeism and improving mental wellbeing. Healthier employees who adopt active mode to commute benefit their employer through improved productivity, employee morale and lower health care costs<sup>[1]</sup>.

Keeping physically active (such as cycling) can reduce the risk of heart and circulatory disease by up to 35% and the risk of early death by up to 30% (Public Health England) <sup>[2]</sup>. According to DfT guidance a health benefit of £370 per user is ascribed to a regular car user switching to cycling<sup>[2]</sup>.

Significant health and wellbeing benefits are also associated with improved air quality as well as an increase in active travel. Mobility hubs provide increased accessibility and reduction isolation and loneliness, and increased social and economic opportunities for those without access to a car, resulting in long term health and quality of life impacts.

[1] East Sussex County Council Bus Service Improvement Plant, Appendix 2 (2021)

[2] Plymouth City Council Transforming Cities Fund (2020)

### 7.6.9 ECONOMIC GROWTH AND PROSPERITY

Mobility hubs will help support the housing delivery in East Sussex and efficient connectivity by buses between settlements in the county to support the economy as well as reduce carbon emissions<sup>[1]</sup>. A new mobility hub in north Hailsham, as part of the improved bus network, will offer new opportunities for faster and better bus travel across the County. It will offer improved links to areas such as Bexhill, Hailsham, Polegate, Eastbourne, Lewes and Brighton<sup>[2]</sup> .

The mobility hubs should help to deliver better access to jobs and services and support economic growth and prosperity across East Sussex. Productivity will improve and investment will be attracted to the region which will help improve economic competitiveness and growth.

[1] East Sussex County Council Bus Service Improvement Plant, Appendix 2 (2021)

[2] Essex County Council, Future Mobility Report, 2022

### 7.6.10 IMPROVED CONNECTIVITY ACROSS THE MOBILITY NETWORK

Improved connectivity through affordable multi-modal hubs will help increase employment opportunities making a stronger local economy and making key destinations easier to reach<sup>[1]</sup>. The key characteristics of mobility hubs are that they are designed to connect public and shared transport networks, reduce private car use, improve the surrounding area and be recognisable across the city. Good interchange between bus services and the rail network and good connections at key rail interchange locations such as Lewes, Uckfield, Eastbourne, Polegate, Bexhill, Hastings,

as well as other main stations including Rye, Battle, etc[2] will give improved access to amenities such as supermarkets (as many supermarkets are currently difficult to access without a car).

Mobility hubs will help fill the void by providing multi-modal options for last mile travel, by connecting areas that have no or limited public transport provision, and by providing the user the flexibility that is afforded by private vehicle use[3] .

[1] Plymouth City Council Transforming Cities Fund (2020)

[2] Essex County Council, Future Mobility Report, 2022

[3] Plymouth City Council Transforming Cities Fund (2020)

**7.6.11 REDUCED TRANSPORT RELATED CARBON EMISSIONS & OTHER EMISSIONS**

Mobility hubs contribute to a reduction in carbon emissions and better air quality in several ways. E-Cargo bikes will be provided in some locations to enable deliveries to be made by businesses and individuals. This will help to reduce white van traffic and congestion which has increased nationally due to the growth of companies providing home delivery services. There are also significant carbon reductions and improvements in air quality associated with changing transportation for deliveries .

There are new housing developments in East Sussex with new homes planned in the Ridgewood area which will see occupation in the coming years[1]. This development will have an impact on East Sussex’s transportation systems and carbon emissions. Mobility Hubs will connect existing public transport across East Sussex, providing low carbon mobility for last mile journeys, intercity travel or to areas not covered by public transport.

To meet net zero carbon by 2050 there will be an urgent need to reduce carbon emissions. Mobility hubs offer ultra-low emission transportation and higher rates of utilisation resulting in significant carbon savings. CoMoUK suggest that one car club vehicle can replace up to 20 private vehicles. This means less carbon when you consider the emissions used in the manufacturing of vehicles[2] .

Facilities such as coworking spaces, access to parcel lockers and digital services at the hubs also provide local facilities meaning shorter distance journeys and fewer vehicle kilometres travelled, further reducing emissions of carbon, nitrogen oxide and particulate matter to the atmosphere. Also, if mobility hubs reduce the use of fossil fuels, it unlocks significant improvement in air quality in the often busy and polluted city centres. Making mobility hubs greener has a two-fold effect: attractive open spaces and planting help reduce carbon emissions and improve air quality.

[1] East Sussex County Council Bus Service Improvement Plan, (2021)

[2] Plymouth City Council Transforming Cities Fund (2020)

**Table 7-4: Estimated Annual Carbon Savings**

Mobility Hub Element	Annual Carbon Savings (using UK Government CO2 intensity figures, 2019)
<b>E-bikes (1 million miles a year)</b>	334,610 kg
<b>Car Club (800,000 miles a year)</b>	267,688kg
<b>Renewable energy supply (based on each EVCP delivering 30KWh per day)</b>	839,646kg
<b>Electric Ferries</b>	17,000kg
<b>EV Chargepoints (charge for 10.95 million miles annually)</b>	3,663,979kg

Research has shown that employee-owned vehicles are typically older and therefore more damaging to the environment, contributing more to an organisation's carbon footprint than other forms of transport, including company and daily rental cars. In Plymouth City Council, grey fleet usage cost in excess of £420,000 equating to 1 million miles driven in 2017/2018. This is causing large organisations to rethink their policy on grey fleet. Mobility hubs provide an excellent solution to these concerns of costs and carbon emissions<sup>[1]</sup>.

[1] Plymouth City Council Transforming Cities Fund (2020)

### **7.6.12 REDUCED CONGESTION**

Business and commuter-related travel accounts for 27% of all passenger journey transport, with 68% of commuting trips using private cars as the mode of travel (Department for Transport, 2018). This is a key target market for mobility hubs as commuter travel causes congestion which negatively impacts air quality. Mobility hubs also have the potential to offer faster commutes, such as the use of e-bikes which are impacted less by rush hour traffic<sup>[1]</sup>.

Businesses and organisations can use mobility hubs to reduce the size of their fleet. By regularly using the mobility hub network for ad hoc business travel it is anticipated that fleet sizes could be reduced by up to 20%. This will help to tackle congestion as well as save costs on insurance, MOT, maintenance, running costs and reduce carbon emissions<sup>[2]</sup>.

[1] Plymouth City Council Transforming Cities Fund (2020)

[2] Plymouth City Council Transforming Cities Fund (2020)

### **7.6.13 STRONGER, HAPPIER, MORE INDEPENDENT AND VIBRANT COMMUNITIES**

Transport is an important factor in social inclusion. Transport poverty is a term used to describe the lack of real travel choice and those who experience exclusion from transport and the destinations and activities they can access<sup>[1]</sup>. Mobility hubs can help address such issues and improve community experience and public realm ensuring stronger, happier, more independent and vibrant communities. These hubs provide a place where more inclusive, convenient, enjoyable, safe and high-quality experience for customers is offered. In suburban and rural areas such as Heathfield or Rye, mobility hubs can provide a sustainable, cost-effective, first or last mile connection to the nearest bus or railway services. These improved connections can help with equality and social inclusion which is especially important where deprivation levels are high<sup>[2]</sup>. Communities will be supported in living independently for longer as there will be improved access for vulnerable users and provision of facilities to support them. Furthermore, it is likely that there will be greater community interactions resulting in a stronger sense of place and improved local identity.

[1] East Sussex County Council Bus Service Improvement Plan, Appendix 2 (2021)

[2] Plymouth City Council Transforming Cities Fund (2020)

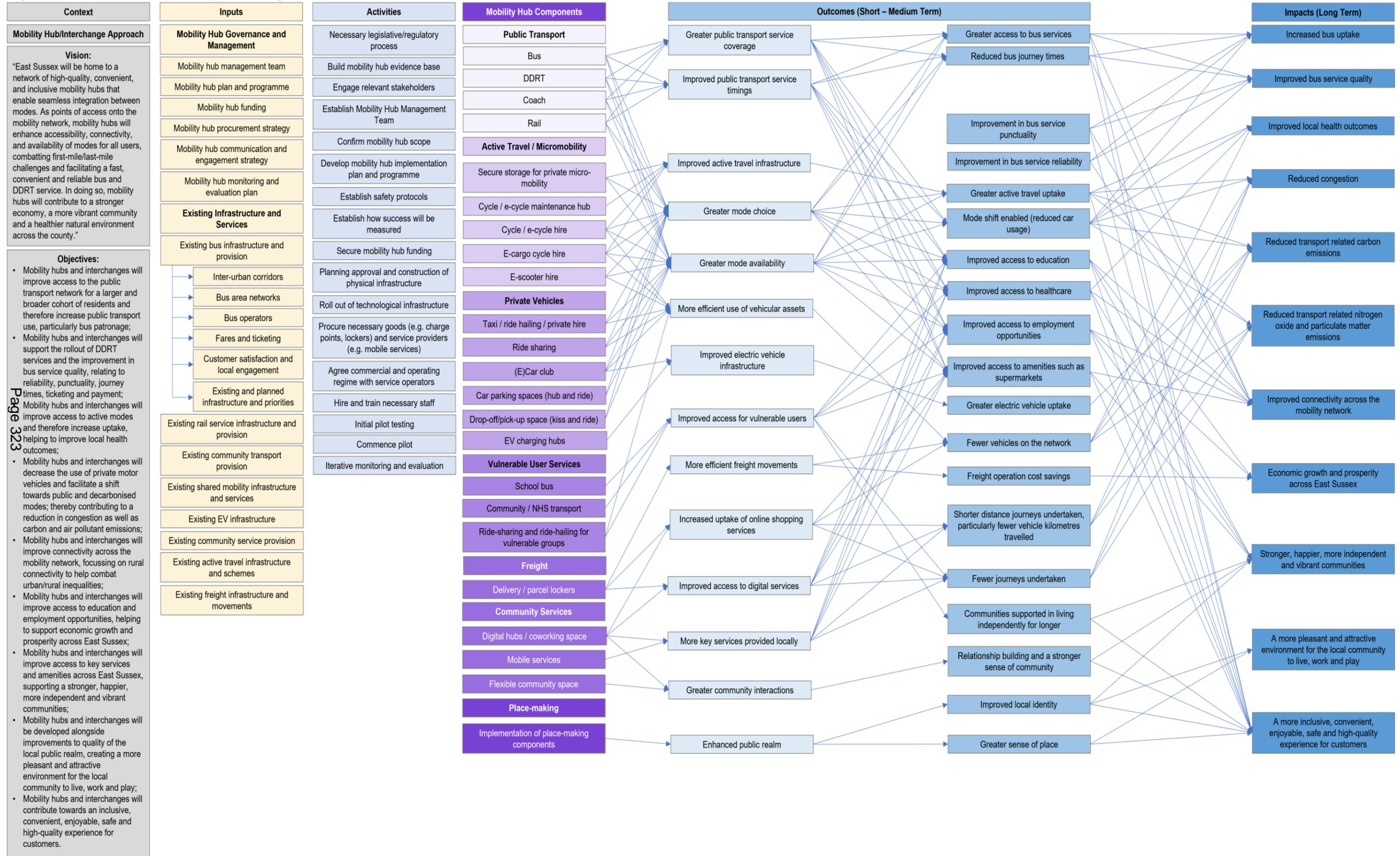
### **7.6.14 CONCLUSION**

Mobility hubs and interchange points can result in considerable economic benefits as they can increase connectivity to key employment markets, education, health and leisure facilities and services. The provision of a responsive transport service with improved service timings and extended services will support housing delivery and reduce congestion. This will make a positive contribution to better air quality and decarbonisation.

**Table 7-5: Components Expected for each Typology of Mobility Hubs**

	Central Hubs	Corridor Hubs	Campus Hubs	Community Hubs	Rural Hubs	Interchange Hubs
<b>Choice of modes</b>	<ul style="list-style-type: none"> <li>• 2+ high quality public transport options • 1 high quality shared mobility option • Large scale cycle parking • Space to increase range and scale of services • Public transport e.g.: rail, tram, bus • On demand buses, taxi, private hire • Shared e.g. Car club bay, electric bike share, e-scooter share.</li> </ul>	<ul style="list-style-type: none"> <li>• 1 high quality public transport options • 1 high quality shared mobility option • Large scale cycle parking • Space to increase range and scale of services • Public transport e.g.: rail, tram, bus • On demand buses, taxi, private hire • Shared e.g. Car club bay, electric bike share, e-scooter share</li> </ul>	<ul style="list-style-type: none"> <li>• 1 high quality public transport options • 1 high quality shared mobility option • Large scale cycle parking • Space to increase range and scale of services • Public transport e.g.: rail, tram, bus • On demand buses, taxi, private hire • Shared e.g. back to base car club bay, electric bike share, e-scooter share, e-cargo bike share</li> </ul>	<ul style="list-style-type: none"> <li>• 1 high quality public transport options • 1 high quality shared mobility option • Large scale cycle parking • Space to increase range and scale of services • Public transport e.g.: rail, tram, bus • On demand buses, taxi, private hire • Shared e.g. Car club bay, electric bike share, e-scooter share</li> </ul>	<ul style="list-style-type: none"> <li>• 1 high quality public transport options • 1 high quality shared mobility option • Large scale cycle parking • Space to increase range and scale of services • Public transport e.g.: rail, tram, bus • On demand buses, taxi, private hire • Shared e.g. Car club bay, electric bike share, e-scooter share</li> </ul>	<ul style="list-style-type: none"> <li>• 1+ high quality public transport options • 1 high quality shared mobility option • Large scale cycle parking • Space to increase range and scale of services • Public transport e.g.: rail, tram, bus • On demand buses, taxi, private hire • Shared e.g. Car club bay, electric bike share, e-scooter share.</li> </ul>
<b>Ease of switching modes</b>	<ul style="list-style-type: none"> <li>• Co-located or within waymarked 2 min walk • Real time transport information • Easily accessible transport timetable • Simple ticket purchase options • Staff support • Digital pillar, (transport info, ticketing, way finding, walk distances, local services) • Immediate co-location • MaaS digital integration • Local information</li> </ul>	<ul style="list-style-type: none"> <li>• Co-located or within waymarked 2 min walk • Real time data • Easily accessible transport timetable • Simple ticket purchase options • Staff support • Digital pillar, (transport info, ticketing, way finding, walk distances, local services). • Immediate co-location • MaaS digital integration • Local information</li> </ul>	<ul style="list-style-type: none"> <li>• Co-located or within waymarked 2 min walk • Easily accessible transport timetable • Real time data • Digital pillar, (transport info, ticketing, way finding, walk distances, local services). • Immediate co-location • MaaS digital integration • Local information</li> </ul>	<ul style="list-style-type: none"> <li>• Co-located or within waymarked 2 min walk • Easily accessible transport timetable • Real time data • Digital pillar, (transport info, ticketing, way finding, walk distances, local services). • Immediate co-location • MaaS digital integration • Local information</li> </ul>	<ul style="list-style-type: none"> <li>• Co-located or within waymarked 2 min walk • Easily accessible transport timetable • Simple ticket purchase options • Real time data • Digital pillar, (transport info, ticketing, way finding, walk distances, local services). • Immediate co-location • MaaS digital integration • Local tourism information</li> </ul>	<ul style="list-style-type: none"> <li>• Co-located or within waymarked 2 min walk • Real time data • Easily accessible transport timetable • Simple ticket purchase options • Staff support • Digital pillar, (transport info, ticketing, way finding, walk distances, local services). • Immediate co-location • MaaS digital integration • Local information</li> </ul>
<b>Visibility &amp; accessibility</b>	<ul style="list-style-type: none"> <li>• Clear signage with network branded totem • Information on what the hub is at site and in the Community • Located in prominent, well-lit location • Safer crossing, pavement repairs • Disabled access, no blockages • Information on what the hub is at site and in the community • Safe cycle routes • Consideration for hidden disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Clear signage with network branded totem • Located in prominent, well-lit location • Safer crossing, pavement repairs • Disabled access, no blockages • Information on what the hub is at site and in the community • Safe cycle routes • Consideration for hidden disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Clear signage with network branded totem • Located in prominent, well-lit location • Safer crossing, pavement repairs • Disabled access, no blockages • Information on what the hub is at site and in the community • Safe cycle routes • Consideration for hidden disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Clear signage with network branded totem • Located in prominent, well-lit location • Safer crossing, pavement repairs • Disabled access, no blockages • Information on what the hub is at site and in the community • Safe cycle routes • Consideration for hidden disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Clear signage with network branded totem • Located in prominent, well-lit location • Safer crossing, pavement repairs • Disabled access, no blockages • Information on what the hub is at site and in the community • Safe cycle routes • Consideration for hidden disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Clear signage with network branded totem • Information on what the hub is at site and in the Community • Located in prominent, well-lit location • Safer crossing, pavement repairs • Disabled access, no blockages • Safe cycle routes • Consideration for hidden disabilities</li> </ul>
<b>Safety &amp; other facilities</b>	<ul style="list-style-type: none"> <li>• Street lighting • Staffing core hours • No hidden areas around the hub • CCTV • Indoor heated shelter • Toilets • Wi-Fi / phone charging • Kiosk for refreshments • Parcel delivery lockers</li> </ul>	<ul style="list-style-type: none"> <li>• Street lighting • Staffing or intercom &amp; CCTV • No hidden areas around the hub • Covered seating • Toilets or directions to nearest • shelter • Wi-Fi / phone charging • Parcel delivery lockers • Bike repair stand / pump</li> </ul>	<ul style="list-style-type: none"> <li>• Street lighting • No hidden areas around the hub • Not located in basement carpark • intercom &amp; CCTV • Covered Seating • Toilets or directions to nearest • Indoor heated shelter • Wi-Fi / phone charging • Parcel delivery lockers • Bike repair stand / pump</li> </ul>	<ul style="list-style-type: none"> <li>• Street lighting • Safe crossings • Quality paving without obstacles • intercom &amp; CCTV • Covered seating • Indoor heated shelter • Wi-Fi / phone charging • Parcel delivery lockers • Bike repair stand / pump</li> </ul>	<ul style="list-style-type: none"> <li>• Street lighting • intercom &amp; CCTV • Covered seating • Wi-Fi / phone charging • Parcel delivery lockers • Bike repair stand / pump</li> </ul>	<ul style="list-style-type: none"> <li>• Street lighting • Staffing or intercom &amp; CCTV • No hidden areas around the hub • Covered seating • Toilets or directions to nearest • Indoor heated shelter • Wi-Fi / phone charging • Parcel delivery lockers • Bike repair stand / pump</li> </ul>

**Figure 7-7: East Sussex Mobility Hubs Logic Map**



Mobility Hubs will promote the network of improved travel opportunities, offer significantly improved real time provision, and the infrastructure to build bus use through safe, secure and comfortable facilities. modes. Enhanced waiting facilities, digital information, Wi-Fi, and public facilities, such as toilets and showers, will mean that the end-to-end journey experience of public and active travel will be more attractive. Hubs will provide high quality, pleasant and attractive places in their own right through the provision of additional services for the local community, which will allow passengers to work, relax, pick up a package, meet friends, or do essential shopping on the way home. As such, journeys that pass through mobility hubs will be perceived as more beneficial than other modes. Thus, mobility hubs also offer an **opportunity to improve community experience and public realm** ensuring stronger, happier, more independent and vibrant communities and provide a place where **more inclusive, convenient, enjoyable, safe and high-quality experience for customers** is offered.

In suburban and rural areas, mobility hubs will provide a sustainable, cost-effective, first or last mile connection to the nearest bus or railway services. These improve connections help with **equalities and social inclusion**.

## 7.7 PROCESS COMMENTARY

This section provides a supporting commentary on the process undertaken to date to identify and prioritise the mobility hubs and transport interchange locations across East Sussex.

## 7.8 MOBILITY HUB LOCATIONS

ESCC's BSIP sets out proposals to develop mobility hubs in key town locations in East Sussex, which will mainly be smaller towns with potential interchange connections for different public transport services and modes. The hubs will link too with routes from the ESCC's walking and cycling strategy.

The locations, set out previously in this note, have been selected and were chosen as the best locations to be converted into the mobility hub format influenced through consideration of the following factors:

- Where there is currently a relatively high level of passengers boarding and alighting bus services;
- Where passengers currently interchange between services (including with trains), or where they would be likely to do so following the redesigned and improved bus network (including connectivity with DDRT); and
- Where existing facilities could be viewed as being sub-standard and/or fragmented in their provision.

Plans are already well-advanced for the County's first mobility hub location, which will be a significant upgrade to the current basic Uckfield bus station facilities. This is due to be in place in 2022/23 and will be funded from other non-BSIP sources. Its design principles are expected to influence the future mobility hub roll-out.

The bus station in Lewes is in private ownership and currently in a poor state of repair. The owner has submitted a planning application to re-develop the site for new residential housing. ESCC is working with applicant, the Planning Authority and other stakeholders to ensure appropriate bus passenger facilities are retained in the town centre. Given these current uncertainties, our proposals for a Lewes mobility hub will have to progress outside of the BSIP funding process.

A new mobility in north Hailsham, as part of the improved bus network, will offer new opportunities for faster and better bus travel across the County. Subject to the outcome of the improved bus network, it will potentially offer links to Bexhill, Hailsham, Polegate, Eastbourne, Heathfield, Tunbridge Wells, Uckfield, Lewes and Brighton, as well as with DDRT.

The proposals for mobility hub locations at Hailsham town centre, Heathfield, Newhaven, Polegate and Seaford are expected to also attempt to address the current bus stop issues whereby bus stops are quite spread from one another geographically. Identifying suitable new locations for a bus hub may be challenging so consideration will need to be given to more innovative approaches. The Heathfield proposal is, additionally, expected to try and address a suitable way for buses and DDRT to turn as this is an operational issue.

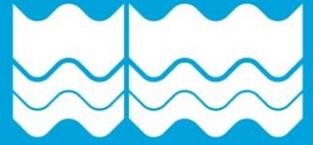
Mobility Hubs are forecast to cost between £200k to £500k per location.

## **7.9 TRANSPORT INTERCHANGE LOCATIONS**

ESCC's BSIP proposals for improved transport interchanges, as set out previously in this note, have followed similar principles to the mobility hub ambition. The locations are primarily where greater levels of passenger interchange occur or is expected to occur in future. The site locations considered include a significant proportion affording interchange with train services.

## **7.10 NEXT STEPS**

To progress the introduction of mobility hubs and transport interchanges, WSP has been commissioned to review the mobility hub and transport interchange locations and identify and develop two pilot mobility hubs. This work is expected to be completed by early Autumn 2022. ESCC has also commissioned detailed systematic surveys of all East Sussex bus stop locations to catalogue existing infrastructure provision and to inform how improvements are prioritised. These surveys are currently in progress (commencing with an Eastbourne survey).

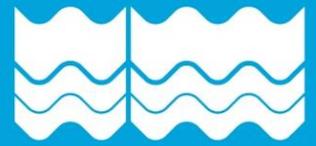


# APPENDIX A: BSIP FUNDING SUMMARY TABLE

**Table A1: BSIP Funding Summary Table**

Categories	Scheme title or intervention (mandatory)	Detail on intervention [e.g. 'additional bus priority on X corridor of Zkm between A and B', 'flat fares of Y across operators']*	Delivery milestones [e.g. bus lane design to be completed by X and implemented by Y; fares initiative to launch on X date]	Outcomes at scheme level [e.g. 'additional bus priority on X corridor will lead to Passenger Vehicle Requirement (PVR) savings or journey	opEX savings (where relevant)	Included in EP or, for franchising authorities, a delivery plan	Source of Funding	2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Total cost of project or proposal (£ nominal) ***		Business case threshold: (£50m for MCAs, £20m for non-MCAs)	Current patronage as % of pre-Covid (please use best estimates if you do not have LTA-wide	DEMAND FORECAST as % of pre-Covid (this is at a programme level, not for each individual scheme)		
								Resource	Capital	Resource	Capital	Resource	Capital	Resource	Capital			2022/23	2023/24	2024/25
Bus priority infrastructure	Hailsham - Polegate - Eastbourne Movement Access Corridor	Completion of phase 2 of bus priority scheme	See Table 2-2	See Table 2-2	See Table 2-2		DfT - BSIP		£400,000		£600,000		£3,000,000	£0	£4,000,000	0	TBC	TBC	TBC	TBC
	A259 Eastbourne Seaside Roundabout	Provision of bus lanes entering and through the roundabout on the NE (A259), SW (A259) and on Lottbridge Drive (A2290 south) arm of the roundabout					DfT - BSIP		£200,000		£200,000		£850,000	£0	£1,250,000	0				
	Eastbourne Bus Rapid Transit 'BRT'	West - Upperton Road south of the A259/A2270 junction					DfT - BSIP		£200,000		£300,000		£2,250,000	£0	£2,750,000	0				
		East - A259 Seaside Road/Seaside and St Anthony's Avenue to the southwest and northeast of Seaside roundabout					DfT - BSIP		£250,000		£500,000		£2,500,000	£0	£3,250,000	0				
		Willingdon Drive, Shinewater - bus lane (westbound) on Lottbridge Drive					DfT - BSIP		£150,000		£350,000		£1,750,000	£0	£2,250,000	0				
	Lottbridge Drive, Hampden Park - bus lane on Lottbridge Drive and on Lottbridge Drive					DfT - BSIP		£100,000		£100,000		£550,000	£0	£750,000	0					
	Eastbourne – Sovereign Harbour	Bus Gate: North Harbour and South Harbour of Sovereign Harbour					DfT - BSIP		£100,000		£100,000		£300,000	£0	£500,000	0				
	Newhaven to Seaford	Improvements on A259 Seaford (Station Approach)					DfT - BSIP		£250,000		£500,000		£2,500,000	£0	£3,250,000	0				
	A259 Newhaven Town Area	Newhaven Town Centre Ring Road – virtual bus priority at traffic signals and signal controlled pedestrian crossings					DfT - BSIP		£100,000		£100,000		£300,000	£0	£500,000	0				
		Bus Lane/infrastructure on A259 east of Denton roundabout (eastbound and westbound) between The Drove and Denton roundabouts and Drove Road between Drove roundabout and Newhaven Town rail station/bus interchange					DfT - BSIP		£250,000		£500,000		£2,500,000	£0	£3,250,000	0				
Reconfiguration of the bus stop provision at Denton Corner			DfT - BSIP		£100,000		£100,000		£300,000	£0	£500,000	0								
Peacehaven to Saltdean	Bus priority measures on South Coast Road		DfT - BSIP		£250,000		£750,000		£500,000	£0	£1,500,000	0								
Traffic Light Priority	Traffic Signals - advanced signal control system (MOVA 8) - buses priority employing virtual gateways and RTIG system at up to 33 junctions		DfT - BSIP		£100,000		£100,000		£200,000	£0	£300,000	0								
Other infrastructure	Mobility Hubs	2 Mobility hubs in the county in conjunction with the countywide DDRT scheme	1 Mobility Hub to be delivered in year 2/3	NA	NA		DfT - BSIP		£0		£100,000		£200,000	£0	£300,000	0	TBC	TBC	TBC	TBC
	Key Interchanges	Improved waiting and boarding and alighting facilities - including high quality and cutting edge RTI x 52 locations	Delivered over years 2 and 3				DfT - BSIP		£125,000		£250,000		£250,000	£0	£625,000	0				
	Bus Shelter Improvements	Refurbishment and general improvement of bus shelters across the county	Some delivery in year 1 but most delivered over years 2 and 3				DfT - BSIP		£150,000		£150,000		£90,000	£0	£390,000	0				
	Real Time Information	RTI signs	Some delivery in year 1 but most delivered over years 2 and 3				DfT - BSIP		£100,000		£425,000		£100,000	£0	£625,000	0				

Categories	Scheme title or intervention (mandatory)	Detail on intervention [e.g. 'additional bus priority on X corridor of Zkm between A and B', 'flat fares of Y across operators']*	Delivery milestones [e.g. bus lane design to be completed by X and implemented by Y; fares initiative to launch on X date]	Outcomes at scheme level [e.g. 'additional bus priority on X corridor will lead to Passenger Vehicle Requirement (PVR) savings or journey time reductions']	opEX savings (where relevant)	Included in EP or, for franchising authorities, a delivery plan	Source of Funding	2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Total cost of project or proposal (£ nominal) ***		Business case threshold: (£50m for MCAs, £20m for non-MCAs)	Current patronage as % of pre-Covid (please use best estimates if you do not have LTA-wide data)	DEMAND FORECAST as % of pre-Covid (this is at a programme level, not for each individual scheme)				
								Resource	Capital	Resource	Capital	Resource	Capital	Resource	Capital			2022/23	2023/24	2024/25		
	QR Codes	Provision of QR codes at all stops in East Sussex	Delivery in year 1 and complete by year 2				DfT - BSIP		£20,000		£40,000		£0	£0	£60,000	0						
Fares support	Young Persons Fare Discounts	Securing users a level discount from commercial fares across East Sussex	Early Implementation proposed.	NA	NA		DfT - BSIP	£275,000		£1,800,000		£750,000		£2,825,000	£0	0						
	Reducing Fares	Reducing fares with a focus on 'levelling up' / rural fare reduction including group travel. Including multi-operator ticketing and operator network tickets	Capping and age verification delivered April 23				DfT - BSIP	£275,000		£1,800,000		£750,000		£2,825,000	£0	0						
	Setup and On Going Costs	Infrastructure including back office, fare reimbursement and smart ticketing (including app based ticketing)	Delivered by end of March 23				DfT - BSIP	£200,000		£100,000		£50,000		£350,000	£0	0						
Bus service support	Conventional Public Bus Service Enhancements	Enhancements across the whole of East Sussex	Autumn 22	NA	NA		DfT - BSIP	£1,500,000		£4,500,000		£4,500,000		£10,500,000	£0	0						
	DDRT	Incl setup ongoing digital platform costs and scheme provision	Digital infrastructure setup by autumn 22 with provision phased from early 23. Pilot(s) to commence in the late autumn of 22.				DfT - BSIP	£300,000		£1,000,000		£700,000		£2,000,000	£0	0						
Marketing	Marketing and Communications	Promoting a general return to bus and the specific BSIP Schemes. Particular focus on schemes such as DDRT that are new to the public.	Initial promotion to commence with a possible early implementation of some of the fare reduction proposals. Specific campaigns thereafter will be in alignment with the BSIP schemes.				DfT - BSIP	£50,000		£30,000		£20,000		£100,000	£0	0						
EP/franchising delivery: LTA costs	ESCC Bus Back Better Team	Internal staff creating a new Bus Team 5 staff	Recruitment of 4 new staff completed. 2 have started at ESCC and others to start by August 22. New 'Bus Team' to consist of 7 staff with the primary aim of delivering high quality and value for money BSIP schemes.	NA	NA		DfT - BSIP	£100,000		£200,000		£200,000		£500,000	£0	0						
	Consultancy Support	Consultancy support	On going to consultancy support on feasibility and design of BSIP schemes.				DfT - BSIP	£30,000		£40,000		£30,000		£100,000	£0	0						
Other	Demand Management - Enforcement	Enforcement of bus lanes by ANPR cameras	TBC	NA	NA		DfT - BSIP		£50,000		£0		£80,000	£0	£130,000	0						
		Parking enforcement					DfT - BSIP	£15,000		£32,500		£32,500		£80,000	£0	0						
<b>TOTALS***</b>								<b>£2,745,000</b>	<b>£2,445,000</b>	<b>£9,502,500</b>	<b>£4,465,000</b>	<b>£7,032,500</b>	<b>£15,220,000</b>	<b>£19,280,000</b>	<b>£22,130,000</b>	<b>0</b>						



# **APPENDIX B: S151 OFFICER LETTER**

Letter from our s151 officer to confirm the appropriate processes will be followed to ensure interventions deliver value for money.

<b>Business Services Department</b>	County Hall St. Anne's Crescent Lewes East Sussex BN7 1UE  Telephone: 0345 6080 190 Website: <a href="http://www.eastsussex.gov.uk">www.eastsussex.gov.uk</a>	<b>East Sussex County Council</b> 
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Department for Transport  
Bus Recovery and Reform  
Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR

Date 24 June 2022

when responding please contact

our ref

your ref

direct line

Dear Sirs

### Bus Service Improvement Plan

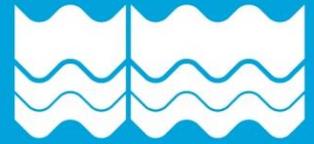
Thank you for sending me the Small Scheme Appraisal Tool Kit. I can confirm that this Council's bus priority measures outlined in our BSIP, if funded by the DfT, will follow the Council's usual rigorous governance and value for money tests. This process will begin with formal political sign-off by the Cabinet Member for Transport and Environment at her decision-making meeting on 18 July 2022.

The Council has its own tried and tested Project Management Tool Kit that is used in the delivery of the Council's Capital Programme, and due governance and value for money is central to the Council's Capital Strategic Asset Board and departmental capital sub-boards, which oversee all capital expenditure.

Yours faithfully



Ian Gutsell  
Chief Finance Officer



# **APPENDIX C: DRAFT PASSENGER CHARTER**

# DRAFT EAST SUSSEX BUS PASSENGER CHARTER

Version 1.1 Published 1<sup>st</sup> July 2022

## Introduction

Our Bus Passenger Charter has been produced for the East Sussex County Council area in coordination with local bus operators, as part of the authority's Bus Service Improvement Plan and Enhanced Partnership.

This Charter sets out the minimum requirements you should expect from Enhanced Partnership bus journeys in East Sussex. The local authority has worked with the Department for Transport, bus operators and other relevant transport and disability bodies to develop a comprehensive and detailed Bus Service Improvement Plan. The commitments all parties have agreed to are broadly reflected in this Charter.

## Scope

This Charter covers all locally registered bus and coach services provided by all operators across East Sussex, including any services operated on a flexible or demand-responsive basis and most services<sup>2</sup> provided by Community Transport.

It also sets out what East Sussex County Council and partnered transport operators commit to, how operators will deal with issues should things go wrong, and how you can contact us and operators with your suggestions and concerns.

## Passenger Entitlements

This bus passenger charter sets out what passengers can expect from bus and coach operators who have set out a collective commitment to work as a partnership to provide registered local bus services across East Sussex that meet passenger needs and expectations.

This charter sets out the rights<sup>3</sup> passengers have under [EU and UK legislation](#) (as set out in the [The Rights of Passengers in Bus and Coach Transport \(Amendment etc.\) \(EU Exit\) Regulations 2019](#)) to certain standards of service, including but not limited to:

- service punctuality
- proportion of services operated
- vehicle cleanliness
- information, and
- redress whilst not affecting their legal rights.

## Date and Validity of this Charter

This charter is effective from 'Upon adoption of Enhanced Partnership Agreement' and will be reviewed annually by the East Sussex Enhanced Partnership Board in consultation with Transport

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<sup>2</sup> Only under s22 of the 1985 Transport Act carrying passengers for separate fares on registered routes.

<sup>3</sup> Full information about your passenger rights are included in the Conditions of Carriage for each operator.

Focus, the Traffic Commissioner, Department for Transport, disability forums and other relevant bodies to ensure it is up to date and fair for all customers.

The expiry date of this document is 01/03/2025. After this date, the East Sussex Partnership Board will review the Charter and set out a future vision in line with the Bus Service Improvement Plan.

## **Statement of Commitment**

Bus passengers across East Sussex expect a safe, comfortable, well-connected and high-quality journey experience across the local bus network, no matter which bus service they are travelling on. Any East Sussex passenger should be able to plan their journey with confidence, enjoy a safe and comfortable waiting environment, and trust the bus will turn up and arrive at their destination on time.

Through this charter all bus and coach operators across East Sussex commit to:

- operating all advertised bus journeys on-time and within strict punctuality parameters; adhering to published timetables and routes
- providing the best journey possible which meets each of our passengers' needs
- ensuring that your journey is of a high quality, safe and reliable
- collectively doing our best to minimise any disruptions and where possible, provide real-time information either at bus stops or online
- all buses displaying a route number, destination, and staging points on the front, route numbers to the side and rear of the bus, and information that is simple and accessible
- providing full and comprehensive fare information on operator websites and all bus drivers with fare information to provide advice to passengers on the best fares available
- a zero-tolerance policy of unreasonable behaviour by other passengers on the bus with all customer-facing staff undergoing training to ensure they can deal with difficult situations should they arise
- ensuring our buses and services are fully accessible with all operational staff (including drivers) provided with appropriate guidance, awareness and training so they're able to respond to any reasonable request for assistance or information
- buses being clean, well maintained and welcoming with interiors and exteriors regularly cleaned to ensure buses are always ready for service
- checking vehicles to make sure all automatic heating, cooling, and lighting systems are working as intended and all drivers are professionally trained to operate their vehicle to provide passengers with a safe and comfortable ride
- vehicle checks and maintenance to ensure buses are kept to the highest operational standard, with any minor faults rectified as soon as possible and any major defects resulting in the vehicle's removal from service
- regular inspections from the local authority on all Enhanced Partnership routes within East Sussex, to ensure the highest standards of service
- a clear complaints procedure, and
- well-kept and maintained bus stop infrastructure, including passenger real time information and stop assets.

## **Conditions of Carriage**

This Charter sets out our commitment to you and to meeting our standards on every journey. It does not create any new legal relationship with you as a result of what we say we will do, and it does not affect your legal rights. For details of these rights please see the individual bus operator's Conditions of Carriage, which you can get from bus operators using their details in the 'If You Want to Contact Us' section below.

## What to Expect When Things Go Wrong

While we are committed to providing the best service possible, we understand sometimes things do not go to plan. If you feel dissatisfied with any bus journey within East Sussex, then we invite you to get in touch using the operator's details below.

If East Sussex County Council or a bus or coach operator fall short of the commitments set out in this charter, you can get in touch using the details set out below. In the first instance, you should get in touch with the individual operator of the service you are dissatisfied with.

Where appropriate, operators will issue a refund or compensation for your journey. Furthermore, if for any reason the last scheduled journey to your destination is later than 15 minutes or cancelled, we will reimburse you for the taxi cost to get you to the destination stop of the intended service. You must provide a taxi receipt to the relevant operator for this.

## Escalations

Should you feel your complaint has not been dealt with appropriately by the individual party, you can escalate it to the East Sussex Enhanced Partnership Board. This must be done within 30 days of contact from the bus operator or local authority.

The East Sussex Enhanced Partnership Board is the governing body of the Bus Service Improvement Plan's Enhanced Partnership. The Board is chaired by East Sussex County Council's Leading Member for Transport, who can hold all parties accountable to their performance against this bus passenger charter. The Leading Member has the authority to:

- open a review into a complaint
- Review an operator's financial subsidies
- veto bus operator decisions, providing they are not commercially sensitive
- invoke financial penalties on operators, and
- review East Sussex County Council policies and procedures.

## If You Would Like to Contact Us

East Sussex County Council and all bus and coach operators welcome feedback on bus service performance whether good or bad. Your feedback is important to us and when you provide comments, complaints, or suggestions regarding services, we will collectively use them to monitor performance and identify areas for improvement.

We will respond to comments, suggestions, and complaints in the following manner:

1. All communications are forwarded to the relevant Area Manager or Managing Director of the organisation concerned, the local police or local schools as appropriate.
2. For all communications, an initially written reply will be sent within ten working days.
3. However, if a reply cannot be sent in ten working days (where there is a need to contact an alternative authority or operator to assist with your query) the issue will be acknowledged within two working days and an expected timescale given for a further response.

To make any comments, suggestions, or complaints regarding bus services across East Sussex, and including but not limited to their performance, information, and safety you can contact us by:

**Email:** [passengertransport@eastsussex.gov.uk](mailto:passengertransport@eastsussex.gov.uk)  
**Post:** BSIP Enhanced Partnership, Transport Hub, County Hall, St Anne's Cres, Lewes BN7 1UE  
**Telephone:** 0345 608 0190

For all queries relating to timetable information, lost property or to feedback your experience on a particular service, you can contact the relevant operator using the details below.

## **Bus Operator Details**

### **Arriva**

Phone: 01622 697000

Website: [www.arrivabus.co.uk](http://www.arrivabus.co.uk)

### **Autocar**

Phone: 01892 833830

### **Battle Area Community Transport (BACT)**

Phone: 01424 870955

Website: [www.bact-online.co.uk](http://www.bact-online.co.uk)

### **Bexhill Community Bus**

Phone: 01424 222820

Website: [www.bexhillcommunitybus.co.uk](http://www.bexhillcommunitybus.co.uk)

### **Brighton & Hove Buses**

Phone: 01273 886200

Website: [www.buses.co.uk](http://www.buses.co.uk)

### **Community Transport – Brighton & Hove and area (BHCT)**

Phone: 01273 677559

Website: [www.bhct.co.uk](http://www.bhct.co.uk)

### **Community Transport for the Lewes Area (CTLA)**

Phone: 01273 517332

Website: [www.ctla.org.uk](http://www.ctla.org.uk)

### **Compass Travel**

Phone: 01903 690025

Website: [www.compass-travel.co.uk](http://www.compass-travel.co.uk)

### **Cuckmere Buses**

Phone: 01323 870920

Website: [www.cuckmerebuses.org.uk](http://www.cuckmerebuses.org.uk)

### **Go Coaches**

Phone: 01732 469800

Website: [www.go-coach.co.uk](http://www.go-coach.co.uk)

### **Hams Travel**

Phone: 01580 879537

Website: [www.hamstravel.com](http://www.hamstravel.com)

### **Metrobus**

Phone: 0 293 449191

Website: [www.metrobus.co.uk](http://www.metrobus.co.uk)

### **North Wealden Community Transport Partnership (NWCTP)**

Phone: 01892 771332

Website: [www.4weald.co.uk](http://www.4weald.co.uk)

### **Rambler Coaches**

Phone: 01424 752505

Website: [www.ramblercoaches.co.uk](http://www.ramblercoaches.co.uk)

### **Rye Community Transport**

Phone: 01797 227722

### **Seaford & District**

Phone: 01273 510181

Website: [www.seafordanddistrict.co.uk](http://www.seafordanddistrict.co.uk)

### **Southdown PSV Ltd**

Phone: 01342 719619

Website: [www.southdown.net](http://www.southdown.net)

### **Stagecoach in East Kent and East Sussex**

Phone:

0871 200 22 33 (timetable information)

08456 00 22 99 (Customer Services)

Website: [www.stagecoachbus.com/about/south-east](http://www.stagecoachbus.com/about/south-east)

If your query relates to something else, or if you are unsure of who to contact, you can direct your query to East Sussex County Council directly using the details above.

A copy of this charter is available online following this link: [Insert Link]. Additionally, we can make this charter available in a range of accessible formats. Please call [XXXX XXX XXX] to discuss your requirements.

### **Independent Appeals**

If you disagree with the response received to any complaint, you have the option of approaching Bus Users UK who will try to resolve the issue for you. The contact details for Bus Users UK are:

**Email:** [enquiries@bususers.org](mailto:enquiries@bususers.org)

**Post:** Bus Users UK, Terminal House, Shepperton, TW17 8AS

**Telephone:** 0300 111 0001

If necessary, they may refer your complaint to the Bus Appeals Body ([www.busappealsbody.co.uk](http://www.busappealsbody.co.uk)). East Sussex County Council and all bus and coach operators agree to abide by the Bus Appeals Body's recommendations.

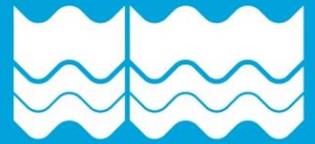
### **Your Rights**

This Bus Passenger Charter has been collectively created to display our commitment in providing a good, reliable service which meets passengers' needs and expectations.

You can request appropriate and comprehensible information about your rights when you use locally registered (or regular) bus and coach services from the relevant operator's Conditions of Carriage or by using their details above.

### **Privacy statement**

Your right to privacy is very important to us and we take the security of your personal details seriously. To find out more, please read our privacy policy at [www.eastsussex.gov.uk/privacy/all-privacy-notices](http://www.eastsussex.gov.uk/privacy/all-privacy-notices).



# **APPENDIX D: LETTERS OF SUPPORT FROM OPERATORS**

Craig Lamberton  
East Sussex County Council  
County Hall  
St Anne's Crescent  
Lewes BN7 1UE

Brighton & Hove Bus and Coach Company Limited  
43, Conway Street, Hove, East Sussex, BN3 3LT  
T 01273 886200  
E info@buses.co.uk  
buses.co.uk

 [www.facebook.com/brightonbuses](http://www.facebook.com/brightonbuses)  
 @BrightonHoveBus

29 June 2022

Dear Craig

### **East Sussex Bus Enhanced Partnership**

I am writing to confirm the wholehearted support of Brighton & Hove Buses and Metrobus for the Bus Enhanced Partnership developed in partnership with bus operators across the council's area, including ourselves.

We have long valued the partnership between the company and the council, and this has produced many successful developments in the provision of public transport. The BSIP, and the Enhanced Partnership plans we look forward to concluding in order to deliver on its ambition, provide a real opportunity to advance public transport provision for the communities we serve. It is clear that this has become critical to the success of the climate change strategies being developed across the nation and to the recovery of the economic and social life of our cities, towns and rural areas.

The BSIP combines the results of a great deal of excellent joint working to provide a platform for real and lasting improvements for existing bus users and for the attraction of significant numbers of new ones. The strong plans for significant bus priority are excellent and will really help to deliver more efficient services on our Coaster services, as well as providing faster and more reliable journey times.

The Council's commitment to delivering on this BSIP is matched with our own and we will be contributing materially alongside the council in terms of our own investments and expenditure to help deliver on the government's national strategy for bus services and our shared ambitions for the vital role buses will play.

This BSIP will make a significant contribution to decarbonisation, air quality improvement, social inclusion and cohesion, place making and economic wellbeing. We look forward to continuing the high degree of collaboration that has brought the BSIP this far, and with a successful BSIP funding bid, the opportunity to make it a reality for the people we all serve.

Yours sincerely



**Ed Wills**  
Managing Director, Brighton & Hove Buses and Metrobus



Craig Lamberton  
East Sussex County Council  
County Hall  
St. Anne's Crescent  
Lewes  
E.Sussex BN7 1UE

Dear Craig,

**National Bus Strategy – Enhanced Partnership**

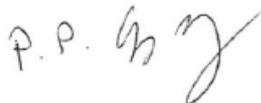
Thank you for the sterling work which you and your colleagues have put in to the ambitious and visionary Bus Service Improvement Plans and Enhanced Partnership process. The East Sussex plans have been widely accepted as being amongst the strongest submissions across the country and rightly so.

We have already started on the journey of fares simplification and the BSIP proposals for further simplification together with incentives for children and young people coupled with significant and targeted bus priority measures will serve to make bus travel more attractive and affordable for many across the county.

While there is still some way to go in terms of Covid recovery, this formal partnership approach will deliver more efficient, reliable and affordable public transport which in turn will facilitate and support economic growth, reduce congestion and improve air quality.

The whole team at Stagecoach South East will be proud to work with East Sussex to deliver the EP which has our wholehearted support.

Yours sincerely



**Matthew Arnold**  
**Commercial Director**



**COMPASS TRAVEL**

• Bus Services • Coach Hire •

Pilgrim House • 51-63 St. Dunstan's Road

Worthing • West Sussex • BN13 1AA

Telephone: 01903 690025

Email: [office@compass-travel.co.uk](mailto:office@compass-travel.co.uk)

Website: [www.compass-travel.co.uk](http://www.compass-travel.co.uk)

29<sup>th</sup> June 2022

To Whom it may Concern

I am writing to confirm our strong support for the Enhanced Partnership document produced by East Sussex County Council.

As a local bus operator we have always worked closely with ESCC and are pleased for this opportunity to work together to provide even better bus services and encourage modal shift from private cars to buses. We have been pleased to help them produce this document and will obviously continue to be fully involved in the future implementation of these partnership plans.

We ourselves are keen to play our part in improving bus services by continuing to invest in new low or zero emission buses together with new and improved ticketing technology and passenger information. Our aim is always to work with the council and other bus operators to further improve service levels, quality and customer satisfaction and hence give a positive social, economic and environmental impact.

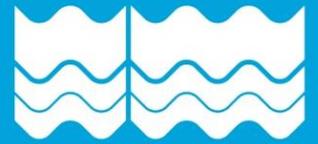
Chris Chatfield

Managing Director

Compass Travel (Sussex) Limited • VAT No. 620 8421 68

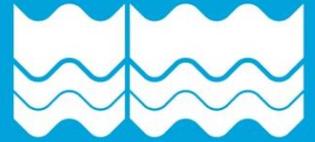
Directors: Chris Chatfield, Michael Bishop

Registered in England No. 4096610 • Registered office: As above



# **APPENDIX E: BUS PRIORITY INFRASTRUCTURE TECHNICAL EVIDENCE WORK**

Submitted as a separate document.



# **APPENDIX F: DFT INFORMATION / RESPONSES ON BUS PRIORITY INFRASTRUCTURE**

### DESIGN AND CONSTRUCTION TIMESCALES

Following our meetings with the Department for Transport in recent months on the content of our BSIP, our bus priority schemes (see table X), alongside their estimated costs, have been identified as part of the final proposed package for East Sussex:

Whilst we have a couple of bus priority schemes where some level of feasibility/preliminary design has been undertaken, as highlighted in our previous conversations with the Department, the majority of the schemes identified are currently at concept stage. To take these schemes from their current design status through to construction, the following stages will need to be undertaken:

- Feasibility Design of concept schemes;
- Preliminary Design of the concept schemes, a review of the previously developed bus priority scheme designs and stage 1 road safety audit of all the proposed schemes;
- Consider any land acquisition or design out need for third party land;
- Transport modelling of the schemes to understand the benefits for bus journeys as well as the wider effects on other travel movements;
- Surveys to support design work – topographical survey, drainage, ground penetration radar to determine location (and depth) of any utilities and services;
- Stakeholder and public consultation including representative polling followed by analyse of outcomes;
- Detailed design and stage 2 road safety audit of proposed schemes;
- The drafting and advertisement of Traffic Regulation Orders where bus lanes are being installed and/or where changes need to be made to parking restrictions. This includes pre-advertisement engagement with statutory stakeholders to seek feedback on the proposals;
- Ongoing early contractor engagement with our highways contractor (via the East Sussex Highways contract) on the buildability of the schemes and booking road space so works do not conflict with other roadworks (e.g. utilities); and
- Our Highways contractor tendering for sub-contractors to undertake the works.

Whilst a number of these stages can be undertaken in parallel with one another (for example, the detailed design and drafting of the TROs), and where possible we will seek to accelerate some elements (for example the various surveys which support the design work could be done early on), the respective design stages need to follow sequentially from one into the other.

Therefore, and based on our experience of the timescales for undertaking each design stage through our highways contract, as well as statutory processes, the high level programme identifies the following stages being undertaken across the three years:

**Table E1:**

Financial Year	Work Stages
2022/23 (Year 1)	<ul style="list-style-type: none"> <li>• Feasibility design and preliminary design of current concept schemes</li> <li>• Preliminary design review of pre-existing schemes</li> <li>• Surveys to support design (topographical, drainage)</li> <li>• Initial Stakeholder engagement</li> <li>• Development of public consultation material</li> </ul>
2023/24 (Year 2)	<ul style="list-style-type: none"> <li>• Public consultation – due to local Borough and District Council elections in early May and the pre-election purdah, consultation will be from mid-May onwards.</li> <li>• Detailed Design including ground penetration radar survey</li> <li>• Drafting and advertisement of Traffic Regulation Orders (including statutory stakeholder consultation) for introduction of bus lanes and changes to parking restrictions</li> <li>• Highway contractor tendering for sub-contractors and booking road space</li> </ul>
2024/25 (Year 3)	<ul style="list-style-type: none"> <li>• Construction</li> </ul>

## APPROVAL AND ASSURANCE

Proportionate levels of assurance and approval activities will need to be undertaken at key milestones in the development and delivery of the bus priority schemes. From a County Council perspective these, with estimated timescales, include:

**Table E2:**

Approval and assurance activities	Estimated timescales
Technical, Engineering and Safety Approval of the scheme designs at preliminary and detailed design stages;	Feasibility Design – Autumn 2022 Preliminary Design – Spring 2023 Detailed Design – Winter 2024
Key Member Decision – following public consultation, approval to proceed with detailed design and construction process.	Summer 2023
Advertisement of Traffic Regulation Orders and consideration of any unresolved objections	Winter/Spring 2024
Following contractor tender process, Project Board and Section 151 Officer financial approval of the schemes prior to construction	Winter 2024

These approval and assurance activities will be periodically reviewed and updated if appropriate after each assurance review, major project stage, change in scope, or if there is significant increase in the project's risk profile.

We would welcome ongoing engagement with the Department as we progress our bus priority proposals through the various stages of their development and delivery cycle.

## UNDERTAKE REPRESENTATIVE POLLING ALONGSIDE CONSULTATION.

With the proposed transformative change in bus infrastructure and services across East Sussex, communication, engagement, and consultation with local people is a critical element of ESCC BSIP.

We are committed to undertaking engagement and consultation from the outset of scheme design through to delivery. We are keen to trial innovative types of engagement and consultation methods which will be undertaken to promote the schemes, especially with those people who are likely to oppose the schemes or with those people who do not usually engage with scheme consultations but are likely to agree with the proposal.

There is also recognition that representative polling alongside our proposed engagement and consultation approaches will add value to our overall approach. Importantly this will enable us to collect views representative of local people within the specific geographic areas where measures will be coming forward.

The representative polling will be integrated as part of two existing ESCC projects, including ESCC Local Transport Plan (LTP) review and ESCC 'Your Active Journey' DfT Capability funded programme.

Through the review of ESCC LTP and as part of the scoping phase we will be undertaking an initial consultation in autumn 2022 to seek local people's views on transport and mobility. With definitive geographic areas within the LTP we will seek the views of a representative sample on the BSIP proposals within those areas where measures are proposed. A second consultation will be undertaken in the summer 2023 on the proposed strategy, where additional representative views can be sought on the proposals.

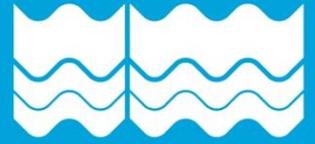
As part of ESCC 'Your Active Journey' programme we are working with schools, businesses, and local community groups on some of the corridors listed above. With considerable engagement and data being collected as part of this project, we will seek views from a sample across the audiences we are working with.

The East Sussex BSIP will be reviewed annually and will be aligned with the County's Local Transport Plan. The review process will be undertaken in consultation with operators and key stakeholders as described in this BSIP.

In undertaking this BSIP, the County Council has worked in close co-operation with its bus operators and with our neighbouring local transport authorities West Sussex Council, Kent County Council and Brighton and Hove City Council. In view of the significant daily movements between the local transport authorities, the movement corridors between these authorities have been treated in a holistic manner in order to maximise benefits to all residents.

The East Sussex BSIP is an ambitious plan that seeks to stimulate and drive significant improvements to local bus services across the local authority area. These improvements are intended to:

- Recover bus usage from the Covid-19 pandemic, taking account of consequential changes in travel patterns, and to increase usage significantly in future years;
- See a step change in local transport provision delivered to current and new bus users;
- Seek to readdress the balance in modal share between private and public transport; increase bus mode share; and
- Tackle vehicle emission and climate change concerns.



# **APPENDIX G: EAST SUSSEX NETWORK REVIEW – ALIGNMENT WITH BUS SERVICE SPEND PROPOSAL**

## APPENDIX F: EAST SUSSEX NETWORK REVIEW – ALIGNMENT WITH BUS SERVICE SPEND PROPOSALS

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Pre-pandemic, 91% of local bus service mileage in East Sussex was provided on a commercial basis. Significantly, 97% of this commercial mileage was provided by two companies, Stagecoach and Brighton & Hove Buses/Metrobus. Ongoing dialogue by the LTA with these two companies has been integral to developing the future financially sustainable network which is enhanced by the BSIP service spend proposals. Few bus services in East Sussex have been classified in the Network Review as 'viable'. The majority are 'marginal' and some 'non-commercial'. Along with operating cost inflation, passenger numbers in East Sussex are still only around 80% of their pre-Covid levels, though generally on an upward trend. The LTA is continuing to fully fund ENCTS payments to operators until April 2023, subject to mileage adjustments. Fares revenue in the seaside towns, particularly Eastbourne, has been severely impacted by the downturn in seasonal European students studying English. Fares revenue had additionally suffered due to the acute shortages in driving staff over the past 6 months, which has now been remedied through recruitment. Inevitably the Network Review will result in some revisions to services and commercial route withdrawals where travel pattern changes are expected to be longer term, and/or passenger numbers are not expected to recover sufficiently even with the BSIP interventions. To aid recovery in the important Summer season, the LTA and operators are together working at pace to launch attractive lower fares backed by a significant marketing campaign, ahead of confirmation of the BSIP allocation. The bus service spend proposals, developed with significant input from the bus operators so as to aid long-term sustainability, have been aligned within the Network Review process. They have taken account of the following factors:

- **Opportunities to reverse passenger decline and grow bus use**  
The Eastbourne and Hailsham area offer significant potential for modal shift. New housing growth, employment and leisure opportunities will be served by significant service uplifts, including the doubling of the Eastbourne Loop service and the Hailsham-Polegate-Eastbourne bus corridor increasing from 4 to 6 buses an hour with more direct routing.
- **Changing travel patterns**  
A new half-hourly service will launch between Hailsham, Lewes and Brighton. This will link areas of new housing with education, employment and leisure. Whilst there will be some reductions to individual bus routes, as noted above, no areas will lose complete access to public transport. In a significant number of areas conventional buses and DDRT will offer more comprehensive travel opportunities, including expanded times of the day and at weekends. This expanded provision is also designed to contribute to increased use of the core bus network, by making the whole public transport offer much more attractive.
- **Building on Success**  
The bus corridors crossing LTA boundaries are particularly important in the East Sussex and Brighton & Hove City context. The City is a significant travel attractor from Peacehaven, Newhaven and Uckfield and further increases in bus frequencies are expected to deliver significant passenger growth over the time of the BSIP.
- **Complimentary Measures**  
Additional bus service spend will not grow use in isolation. Most of the bus service improvements will avail of extensive new bus lane and traffic light provision. This will increase the profile of the bus network as well as leading to longer term operational savings, which will be re-invested in further improvements. Investment in bus stop infrastructure improvements, particularly better waiting facilities and real time information, is seen as integral to improving the journey experience and will be particularly targeted at areas of higher footfall and interchanges.
- **Fares and ticketing**  
Proposals are already well advanced for the very early launch of significant fares reductions and new targeted products, followed by a new multi operator ticket. All will be backed by a high profile marketing campaign. Not only will this target lapsed bus passengers but attract new customers too.