

# **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



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



Overall  
journey



91%



Journey time



88%



Punctuality



81%



Value for money  
*fare-payers only*



61%



Bus driver  
greeting/welcome



83%



Interior cleanliness  
and condition



86%



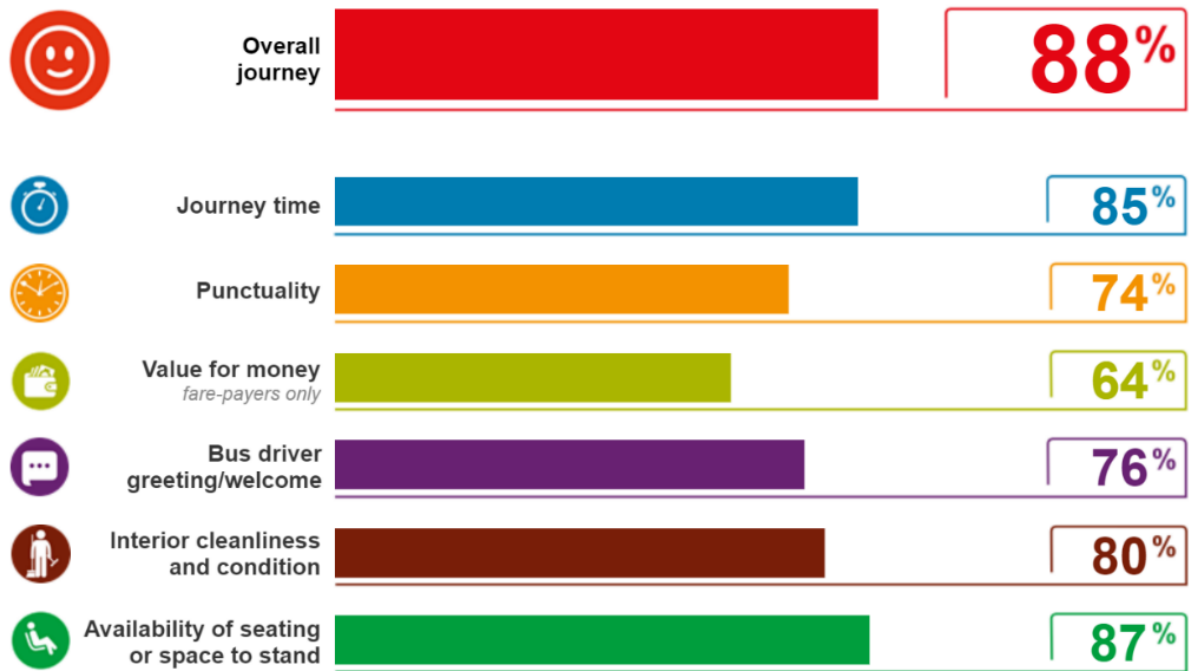
Availability of seating  
or space to stand



89%



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).

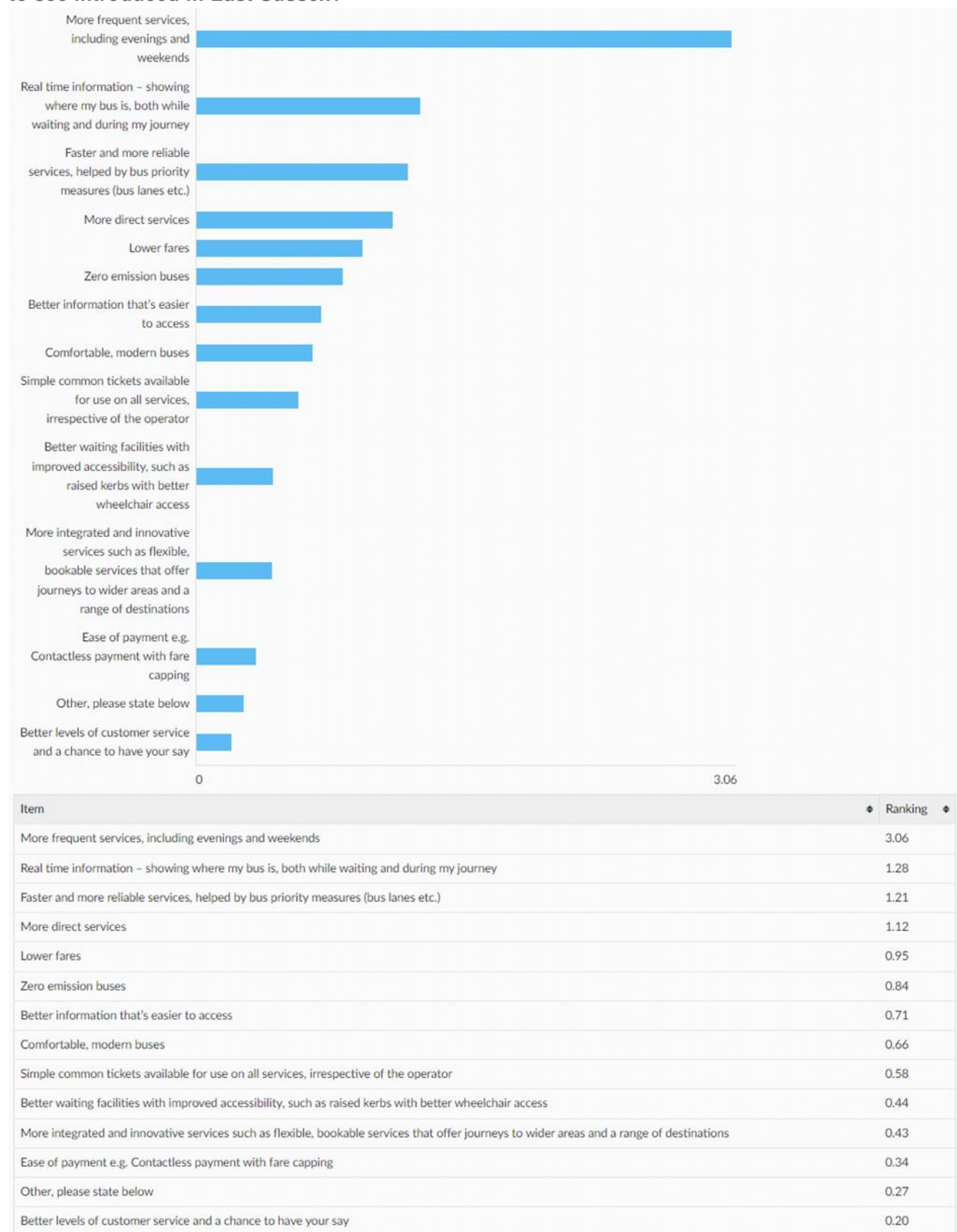
- 4.9. Their third equal priority was as per those not holding a concessionary permit, that is to have faster and more reliable services, helped by bus priority measures, along with more direct services.

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?**



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?**

<b>Information Source</b>	<b>All*</b>	<b>Age under 18 to 34</b>	<b>Age 35 - 64</b>	<b>Age 65+</b>
<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:

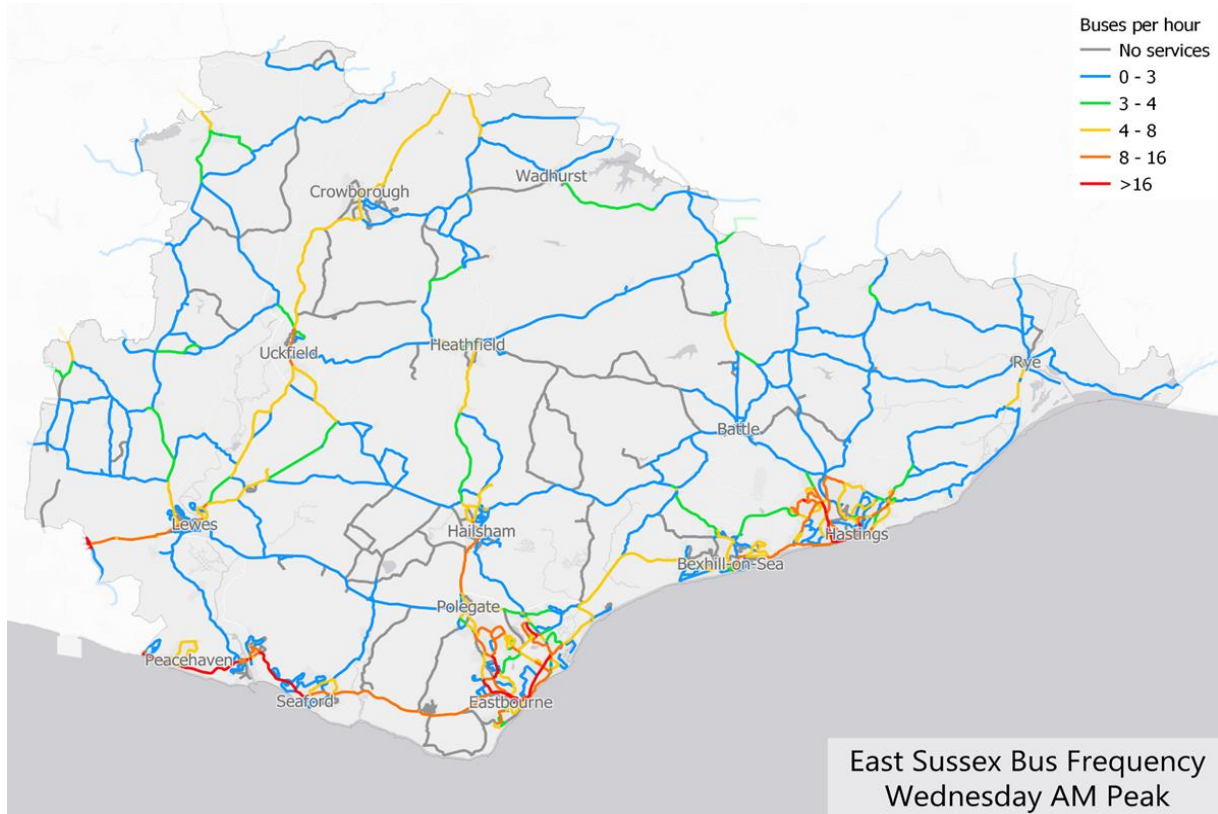
- Brighton & Hove Buses' 'Coaster' corridor between Eastbourne, Seaford, Newhaven, Peacehaven and Brighton (routes 12,12A,12X,14). The Monday to Saturday daytime bus frequency is 6 buses an hour between Eastbourne and Brighton, 9 buses an hour between Seaford and Brighton, and 12 buses an hour between 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:

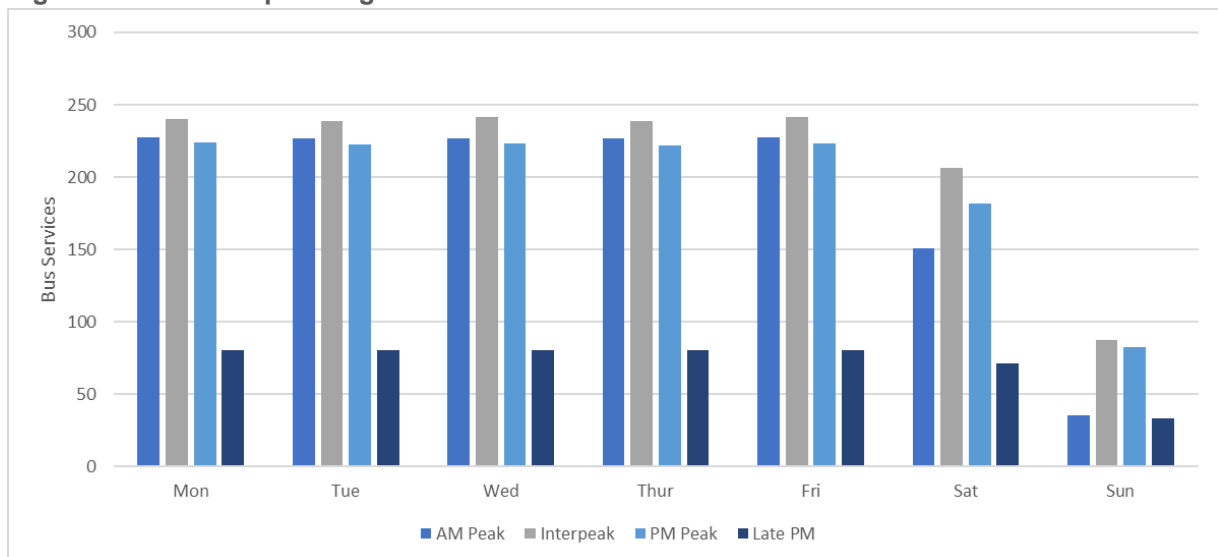
- A Stagecoach service between Eastbourne and Hellingly Roebuck Park, via Langney and Hailsham (route 1X)
- Stagecoach's 'Wave' services between Hastings and Rye (routes 100,101). Though between the two towns each bus an hour follows a different routing so as to serve communities in-between

- 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**

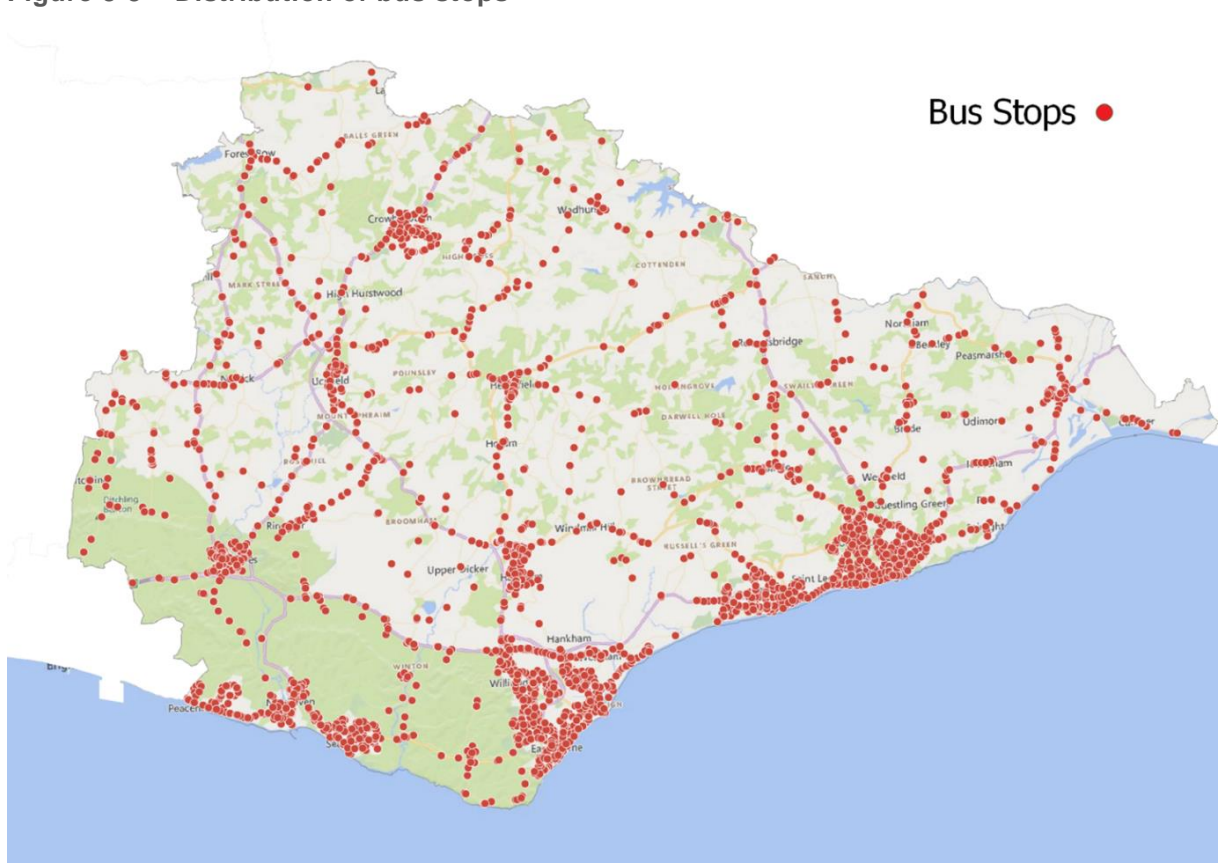


**Figure 8-2 Buses Operating Per Hour across the week**



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

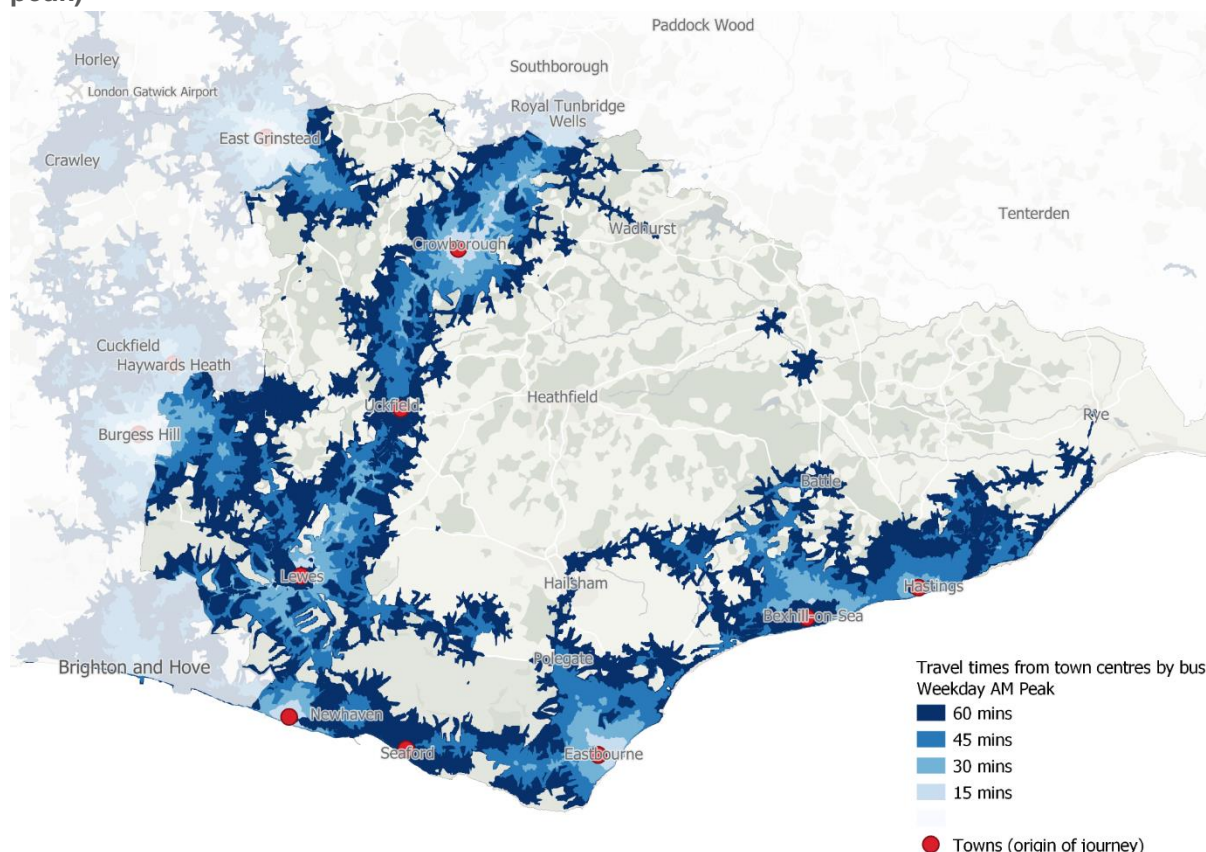
Please note that the times in this table are timetabled journey times

### 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.

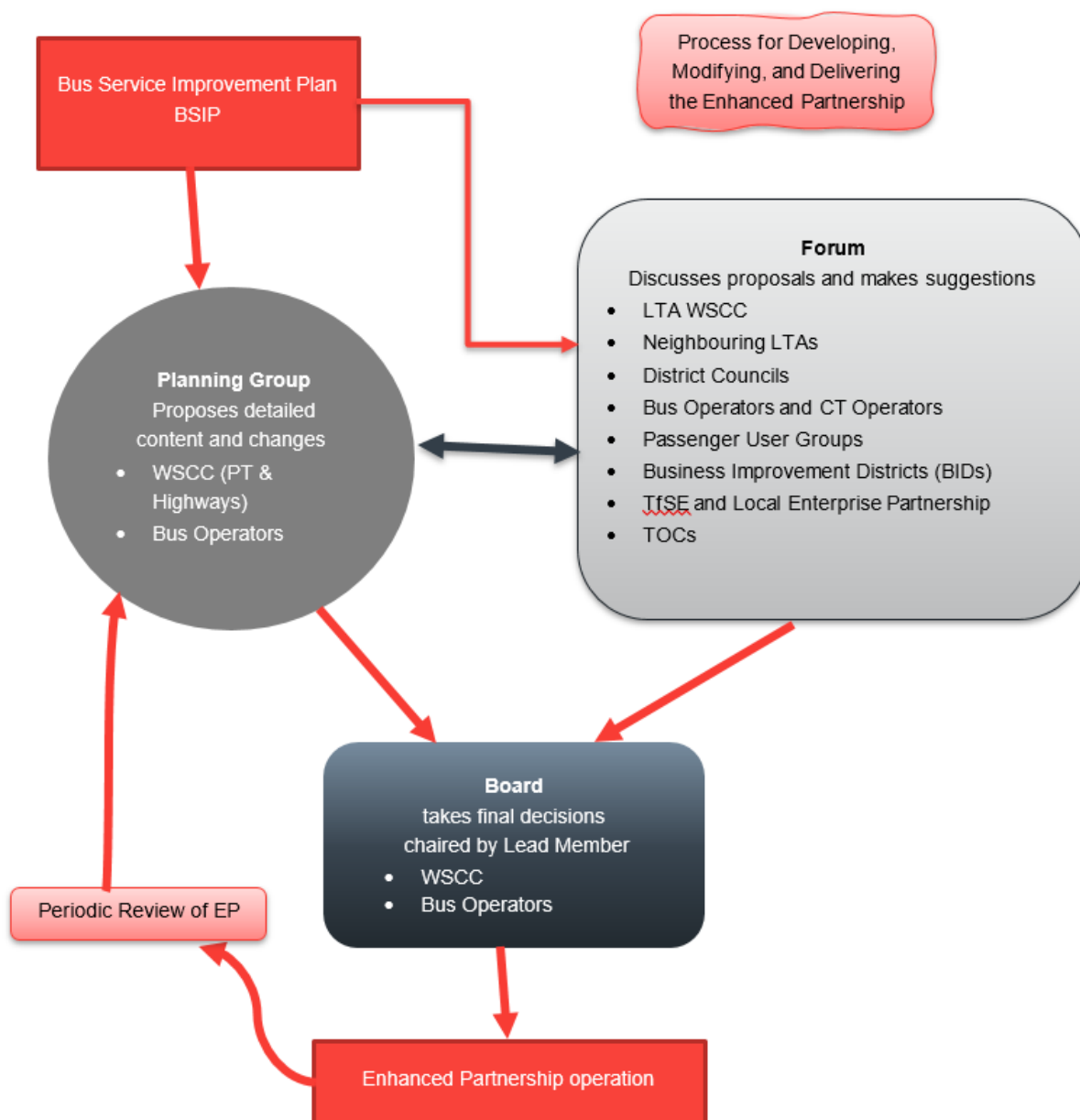
## **13. Governance**

- 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>%</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>



the Participation Agreement	<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>
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> </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.