

Appendix 2



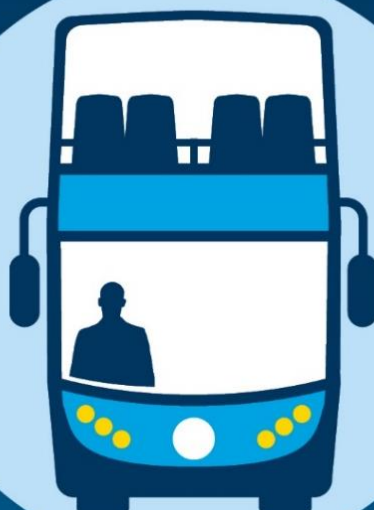
EAST SUSSEX

ENHANCED PARTNERSHIP SCHEME

IS MADE UNDER THE TRANSPORT ACT 2000 (AS AMENDED) BY:

EAST SUSSEX COUNTY COUNCIL

First Enhanced Partnership Scheme - November 2022



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



SECTION 1: EP SCHEME CONTENT

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 1: EP Scheme Content

Section 2: Scope of the EP Scheme and Commencement Date

Section 3: Requirements of the authority in the form of Facilities

Section 4: Requirements of Authority in the form of Measures

Section 5: Obligations on Local Bus Operators

Section 6: Bespoke Arrangements for Varying and revoking the Enhanced Partnership Scheme

- 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 requirements on the part of ESCC and each Bus Operator with Local Services in scope of the EP Scheme in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

SECTION 2:

SCOPE OF THE EP

SCHEME AND

COMMENCEMENT

DATE

2 SCOPE OF THE EP SCHEME AND COMMENCEMENT DATE

2. EP SCHEME

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 2.7.

2.2. **Figure 2-1** sets out the extent of the EP Plan and EP Scheme Area.

Figure 2-1: Map of EP Plan and EP Scheme Area



COMMENCEMENT DATE

2.3. The East Sussex EP Scheme is made on XXXX 2022 and shall come in to operation on [insert date] (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 and provided for in The EP Plan.

2.5. Not all requirements of this EP Scheme shall come into force at the same time. Dates in this EP Scheme for several Facilities and Measures and Standards of Service to be adhered to by Bus Operators will be implemented

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:

(1) Coach services that are registered as local bus services

(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 10% 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) Sightseeing tours

(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

(3) Cross-boundary services where less than 10% of the registered mileage of journeys entering East Sussex is within the EP Scheme Area

(4) Rail replacement bus services

(5) Bus services to sports, concerts, or other public or special events

(6) Community Transport services provided under a permit made under section 22 of the Transport Act 1985

(7) 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 school

(8) Any local service which is primarily operated as a replacement service for rail

(9) Any local service which is registered to operate less than three journeys in any day

(10) Any local service which is registered as a flexible service (semi-flexible services are not exempt).

(11) Any local service which operates for no more than one day a week.

(12) Any local service which would, other than for its registration under section 6 Transport Act 1985, be an excursion

SECTION 3:

REQUIREMENTS OF

AUTHORITY IN THE

FORM OF FACILITIES

3 REQUIREMENTS OF THE AUTHORITY IN THE FORM OF FACILITIES

3. REQUIREMENTS OF AUTHORITY

- 3.1. Subject to paragraphs 3.3 and 3.5 ESCC shall make the Facilities available to Local Services from, in each case, the Relevant Date until any variation relevant to the Facility arises or this Scheme ceases to have effect.
- 3.2. ESCC shall ensure that any Traffic Regulation Order and/or contractual or other arrangement necessary to deliver each Facility is in place and maintained from the Relevant Date and thereafter (subject to variation under this Scheme) for so long as this Scheme remains in effect.
- 3.3. The requirements of ESCC referred to in Paragraphs 3.1 and 3.2 shall be suspended for any period during which ESCC is for any reason and on a temporary basis unable to meet the requirement whether in part or in whole due to circumstances beyond its control. In such circumstances each Operator shall be advised as early as reasonably practicable of the circumstances affecting availability of the Facility and ESCC's opinion of when the Facility may once again become available for use.
- 3.4. Existing facilities referred to in APPENDIX A to this Scheme are in place and available at the Commencement Date. These are to be regarded as within the scope of the Scheme from the Commencement Date. Accordingly ESCC's obligations to maintain these Facilities commences immediately and Operator's rights to access and use the Facilities concerned also commence immediately.
- 3.5. Facilities that are under development at the Commencement Date and which are to be incorporated into this Scheme are also identified in APPENDIX A with the Relevant Date for each Facility (where this can be committed to by ESCC at the date of the making of this version of the EP Scheme) denoted against that Facility. The obligation of the Council to provide and maintain that Facility for the duration of this Scheme is (subject to any postponement of that date permitted by the TA 2000) and the right of Operators to access the Facility takes effect on the Relevant Date .
- 3.6. Facilities in respect of which funding has been confirmed [(subject to agreement of the [first] and any subsequent Grant Award Letter(s))] and which are to be incorporated into the Scheme are also identified indicatively in APPENDIX A. In each case the relevant Facility shall be introduced into the Scheme under the Bespoke Variation Procedure with a Relevant Date determined as part of the variation adopted.
- 3.7. In relation to maintenance of Facilities:
 - 3.7.1. Incorporation of certain Facilities anticipates ESCC being the responsible organisation for purposes of maintenance, management and

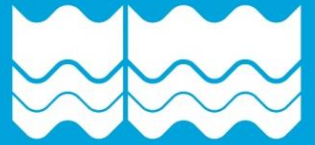
compliance. In the event that ESCC for any reason ceases to have such responsibility the relevant Facilities shall only be retained within this Scheme provided that:

- 3.7.1.1. ESCC (without legal obligation to secure the same) is able to enter into arrangements with the successor party for the requirements concerned to continue to be provided and maintained; and
- 3.7.1.2. Where such an arrangement is achieved and arranged the requirements of ESCC in respect of the relevant Facilities shall change and become a Measure the requirement being to procure the continuing maintenance, management and compliance.

and upon any such arrangements coming into effect this EP Scheme shall be varied in its effect to such extent as necessary at the instigation of ESCC and shall not be subject to the variation procedures prescribed by s138 of the TA 2000.

- 3.7.2. Upon any Facility becoming subject to this Scheme ESCC shall use reasonable endeavours to maintain the Facility to standards that are in accordance with good practice having regard to the nature of the Facility.

- 3.8. Proposed Traffic Regulation Orders (or amendments to existing Traffic Regulation Orders) for the Scheme Area necessary for the effective operation of any Facility are detailed in APPENDIX B



SECTION 4: REQUIREMENTS OF THE AUTHORITY IN THE FORM OF MEASURES

4 REQUIREMENTS OF AUTHORITY IN THE FORM OF MEASURES

4. MEASURES

- 4.1. ESCC shall take the following Measures from the Commencement Date where so indicated or failing that from the Relevant Date until any variation relevant to the Measure arises or this Scheme ceases to have effect.
- 4.2. All of the below obligations can be amended using the EP Scheme Bespoke Variation arrangements for varying the EP scheme as set out in Section 6.

Table 4-1: REQUIREMENTS OF AUTHORITY - NETWORK DEVELOPMENT

ID	Responsibility	Date upon which the Measure has effect (indicative unless a specific date is Confirmed and marked accordingly ("C"))
ND1	To develop prioritisation methodology for the service enhancements as illustrated in APPENDIX F should BSIP funding allow.	From the Commencement Date
ND2	Using the above methodology and prioritisation, to work with operators to deliver resulting 2022/2023 service enhancements, as illustrated in in APPENDIX F and subsequent service improvements as funding from the BSIP allows.	From the Commencement Date
ND3	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.	From the Commencement Date
ND4	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.	From the Commencement Date
ND5	East Sussex County Council will maintain its' funding levels, at £1.8m per annum, of contracted bus services for the duration of the BSIP funding (to March 2025)	From the Commencement Date

Table 4-2: REQUIREMENTS OF AUTHORITY - SERVICE MANAGEMENT AND CUSTOMER CARE

ID	Responsibility	Delivery Date
SMCC1	In conjunction with Operators and Customer Charter groups, implement a single East Sussex Customer Charter to cover all services within the EP and to ensure high operating and customer service standards.	From March 2023 [Subject to Operator sign off of the Charter]
SMCC2	To commission an annual public satisfaction survey to better understand customer experiences and to benchmark progress.	From the Commencement Date
SMCC3	To commission a virtual “one stop shop” for Public Transport information including journey planning functionality, an interactive map and RTI.	From the Commencement Date
SMCC4	To put passenger safety at the forefront of thinking with respect to operational / service management.	From the Commencement Date
SMCC5	Continue to support buses with respect to soft landscaping issues.	From the Commencement Date

Table 4-3: REQUIREMENTS OF AUTHORITY - FARES AND TICKETING

ID	Responsibility	Delivery Date
FT1	Agree with Operators a scheme or schemes providing incentives for young persons to travel by bus both on an accompanied and unaccompanied basis. This to be as illustrated in APPENDIX G	From the Commencement Date
FT2	ESCC will work with Operators to identify and deliver specific fares and ticketing schemes, including outside the larger conurbations, with a particular focus on initiatives which support rural areas, recovery from the pandemic and access to education, tourism, employment opportunities.	From the Commencement Date
FT3	ESCC will work with Operators to improve the availability of specific fares and ticketing schemes aimed at families and groups as illustrated in APPENDIX G	From the Commencement Date
FT4	ESCC will work with Bus Operators and neighbouring authorities to increase the coverage of PlusBus, subject to the necessary rail industry agreements.	From the Commencement Date
FT5	ESCC will work with Bus Operators to develop the multi-operator ticket product that covers East Sussex. Potentially providing a multi-day version and potentially also to include a rail add-on subject to the agreement of the rail companies. ESCC will be party to a Participation Agreement with Operators. This to be as illustrated in APPENDIX G	From the Commencement Date
FT6	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 will be party to a Participation Agreement with Operators.	From the Commencement Date
FT7	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.	From the Commencement Date

Note: No BSIP funding will be used in FT7.

Table 4-4: REQUIREMENTS OF AUTHORITY - INFRASTRUCTURE AND PRIORITY

ID	Responsibility	Delivery Date
IP1	To work with Parish/ Town / Borough / District Councils to improve standards and consistency of bus waiting facilities, including shelters and seating.	From commencement date
IP2	To offer match funding to Parish / Town Councils to support the delivery of improved shelters as funding permits.	From the Commencement Date
IP3	Within funding constraints, to work with Borough / District Councils to identify and deliver bus driver facilities to support the maintenance and growth of the network.	From the Commencement Date
IP4	To complete a currently commissioned comprehensive survey and audit of bus stops to ascertain what facilities are present including but not limited to: disability compliance, maintenance standards and information provision. ESCC will categorise bus stops in conjunction with operators and stakeholders for planned improvements to facilities and information provision.	From the Commencement Date
IP5	To produce a bus stop hierarchy to enable the prioritisation and delivery of mobility hubs and bus stop interchanges to enhance integration between bus and rail / conventional bus a flexible bus services as BSIP funding permits.	From Commencement Date
IP6	To develop and refine Mobility Hub proposals and agree the required facilities at each location.	Following completion of IP5
IP7	To press (where applicable and achievable based on appropriate modelling) for the inclusion of bus priority measures as part of new developments or funded highway schemes	From the Commencement Date
IP8	To refine the list of corridors where congestion has a high impact on bus reliability and work with operators and ABODS (DfT / ITO World) to further prioritise focus areas, to allow delivery of feasibility studies and subsequent schemes, as BSIP and other funding permits.	From the Commencement Date
IP9	Where ESCC is made aware of issues affecting punctuality of services make improvements through bus priority or parking restrictions and enforcement or other appropriate actions.	From the Commencement Date
IP10	To deliver the bus priority measures that are set out in APPENDIX A	As per delivery and milestone dates set out in Appendix Table 2

Table 4-5: REQUIREMENTS OF AUTHORITY - HIGHWAYS AND NETWORK MANAGEMENT

ID	Responsibility	Delivery Date
HN1	For any new / upgraded highway schemes under ESCC's control consider potential bus service improvements which would enhance reliability, service levels and / or accessibility and incorporate as funding permits. Ensure that these principles are encouraged (or enforced where applicable) for other non ESCC schemes / developments.	From the Commencement Date
HN2	As funding permits seek to deliver highway interventions to aid bus punctuality coming out of PIPs, local transport focus groups or other sources.	From the Commencement Date
HN3	Review, relaunch and lead new Punctuality Improvement Partnerships (PIP)	[March 2023]
HN4	Through PIPs and other interested parties identify parking issues affecting buses and work with to introduce new restrictions and/ or enforce existing restrictions as funding and resources permit.	From the Commencement Date.
HN5	Work with Operators and other stakeholders to adopt a new approach to street works affecting bus routes, supported by technology, so as to streamline planning, execution and closure of works.	From the Commencement Date
HN6	Agree an approach to bus gate and bus lane ANPR enforcement, delivering solutions as funding permits.	From the Commencement Date

Table 4-6: REQUIREMENTS OF AUTHORITY - ALTERNATIVE DELIVERY MODELS

ID	Responsibility	Delivery Date
AD1	ESCC will establish a policy to ensure future opportunities for BRT and Superbus schemes are explored, including working closely with other authorities including Brighton & Hove City Council.	From October 2023
AD2	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.	Ongoing.

Table 4-7: REQUIREMENTS OF AUTHORITY - ENVIRONMENT AND AIR QUALITY

ID	Responsibility	Delivery Date
EA1	Pursue any future funding opportunities to improve vehicle emission standards in East Sussex.	From the Commencement Date
EA2	Where funding permits deliver publicity campaigns to promote the role of the bus in meeting environmental challenges.	From the Commencement Date
EA3	Form an AQMA hierarchy in order to help to prioritise any future funding submissions linked to ultra-low and zero emission buses	From [March 2023]
EA4	Set minimum emission standards for operation within EP scheme areas and negotiate with operators an appropriate programme for improving these standards.	The Commencement Date

Table 4-8: REQUIREMENTS OF AUTHORITY - INNOVATION AND DIGITAL ACCESSIBILITY

ID	Responsibility	Delivery Date
IDA1	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	From the Commencement Date
IDA2	As funding permits maximise the use of innovation in conjunction with operators - e.g., RTI, at stop audio announcements etc	From the Commencement Date

Note: No BSIP funding will be used in supporting operators in securing enhanced ETMs.

Table 4-9: REQUIREMENTS OF AUTHORITY - PUBLIC TRANSPORT INFORMATION

ID	Responsibility	Delivery Date
PTI1	Develop an East Sussex network brand	From the Commencement
PTI2	Agree with Operators set standards for at-stop bus timetables and printed publicity.	From the Commencement Date.
PTI3	Conduct publicity campaigns (subject to funding) to encourage higher bus usage and to support strategic priorities	From the Commencement Date

Table 4-10: REQUIREMENTS OF AUTHORITY - MARKETING AND COMMUNICATIONS

ID	Responsibility	Delivery Date
MC1	Promoting a general return to bus.	From the Commencement
MC2	Promoting use of bus services by Confessionary Pass holders.	From the Commencement Date.
MC3	Promoting specific BSIP Schemes. Particular focus on schemes such as DDRT that are new to the public but also to intensively promote ticketing schemes.	From the Commencement Date

SECTION 5: OBLIGATIONS ON LOCAL BUS OPERATORS

5 OBLIGATIONS ON LOCAL BUS OPERATORS

5. OBLIGATIONS

- 5.1. An Operator of a Local Service in scope of the Scheme may only use any of the Facilities in the Scheme Area if:
- 5.1.1. a written undertaking from the Operator in the template form attached as APPENDIX D is provided to the Traffic Commissioner and a copy provided to ESCC; and
 - 5.1.2. the Local Service is provided to the Standards of Service in accordance with that undertaking except for any period during which an Operator is temporarily unable to do so owing to circumstance beyond his control, provided that a nominated contact at ESCC is notified in writing (or other agreed format) of the reason and anticipated duration of each individual inability to meet any of the Standards of Service in advance or, if not practicable, as soon as reasonably practicable after the circumstance become apparent to the Operator.
 - 5.1.3. Any Operator of a Local Service who fails to comply with this paragraph 5 (save in circumstances provided for by paragraph 5.1.2) in relation to Service Standards highlighted [consider how these elements can be identified differently] may be subject to action by the Traffic Commissioner in accordance with section 26 (Conditions attached to a PSV Operator's Licence) and section 155 (sanctions) of the 2000 Act.
- 5.2. Where no Relevant Date is provided in this version of the EP Scheme for a Service Standard, Operators are expected to make any appropriate preparations for the implementation of the relevant Service Standard in anticipation of the requirement being activated.
- 5.3. Where a Service Standard described in this part 5 is not subject to the Traffic Commissioner undertaking Operators are none the less expected to apply appropriate resources to securing the outcome provided for in co-operation with ESCC.
- 5.4. All of the requirements can be amended using the EP Scheme Bespoke Variation arrangements for varying the EP scheme.
- 5.5. New requirements that relate to the principles and initiatives contained within the EP Plan are, where any relevant conditions set out in this document are met, subject to the Bespoke Variations arrangements for varying the EP scheme.

- 5.6. Bus Operators operating within the geographical area covered by this EP scheme will be invited to attend EP Forum meetings and have participation rights within the EP Board as prescribed by the EP Plan governance provisions.

Table 5-1: OBLIGATIONS ON LOCAL BUS OPERATORS - NETWORK DEVELOPMENT

Responsibility	Action	Relevant 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.	From the Commencement Date
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.	From the Commencement Date
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	From the Commencement Date
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.	First implementation to be by [date to be confirmed]
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 ^{*1}	Completion by March 2023
Operators	To work with ESCC to deliver 2022/23 BSIP service enhancements and subsequent service improvements as funding from the BSIP allows.	[To be confirmed]
Operators	East Sussex operators commit to reinvest any savings that are obtained from the bus priority measures introduced through the BSIP and EP process. This may be in the form of service improvements (including route extensions or frequency improvements), reduced fares or vehicle improvements.	From the Commencement Date

^{*1} Service Standards are by their nature not enforceable obligations as they are, typically, requirements for the operator to work with ESCC to achieve particular objectives. Only certain of the requirements are matters that are entirely under the control of the operator and it is these that are enforceable Service Standards. Those that are asterisked are not enforceable obligations by the Traffic Commissioner.

Table 5-2: OBLIGATIONS ON LOCAL BUS OPERATORS - SERVICE MANAGEMENT AND CUSTOMER CARE

Responsibility	Action	Delivery Date
Operators	In conjunction with ESCC and Customer Charter groups, develop and implement a single East Sussex Customer 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.	Implementation 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 Customer Charter and EP targets.	Implementation by March 2023
Operators	To put passenger safety at the forefront of thinking with respect to operational / service management.	Implementation by March 2023
Operators	To maintain effective HR policies and working conditions with a view to maintain staff retention rates at the highest level practicable	From the Commencement Date
Operators	To raise any safety concerns regarding stopping arrangements in the county, including marked bus stops and hail and ride stopping practices with ESCC.	Implementation by March 2023

Table 5-3: OBLIGATIONS ON LOCAL BUS OPERATORS - FARES AND TICKETING

Responsibility	Action	Delivery Date
Operators	To work with ESCC through the Partnership Forum and Partnership Board to deliver specific fares and ticketing schemes, including outside the larger conurbations, with a particular focus on initiatives which support rural areas, recovery from the pandemic and access to education, tourism, employment opportunities.	From the Commencement Date
Operators	To enter into and implement ticketing product and fare requirements of a multi-operator/local authority Participation Agreement ^{*1}	From the Commencement Date
Operators	To work with ESCC and neighbouring authorities to increase the coverage of PlusBus, subject to the necessary rail industry agreements.	From the Commencement Date
Operators	To operate the East Sussex Multi-Operator period ticket product as required by a Participation Agreement entered into by ESCC and each Operator as illustrated in APPENDIX G.	From the Commencement Date
Operators	To operate fare reduction initiatives made possible through fare incentive support provided by ESCC. The incentives that are to operate are as illustrated in APPENDIX G to this EP Scheme and confirmed in the Participation Agreement	From the Commencement Date
Operators	To improve the capability of ETMs whenever possible to support 'Tap on Tap Off', contactless payment and innovative new products	From the Commencement Date
Operators	To ensure that return tickets are accepted by all operators on common sections of route in accordance with the terms and conditions of the Participation Agreement	From the Commencement Date
Operators	To work with ESCC to improve ticket acceptance of period passes.	From the Commencement Date

^{*1} Service Standards are by their nature not enforceable obligations as they are, typically, requirements for the operator to work with ESCC to achieve particular objectives. Only certain of the requirements are matters that are entirely under the control of the operator and it is these that are enforceable Service Standards. Those that are asterisked are not enforceable obligations by the Traffic Commissioner.

Table 5-4: OBLIGATIONS ON LOCAL BUS OPERATORS - 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	From the Commencement Date
Operators	To ensure that buses are using infrastructure appropriately (e.g. position of bus at raised kerb) to support accessible boarding	From the Commencement Date
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.	From the Commencement Date
Operators	When laying over between journeys, ensure buses are parked up at appropriate positions which are communicated with ESCC ^{*1}	From the Commencement Date
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.	From the Commencement Date

^{*1} Service Standards are by their nature not enforceable obligations as they are, typically, requirements for the operator to work with ESCC to achieve particular objectives. Only certain of the requirements are matters that are entirely under the control of the operator and it is these that are enforceable Service Standards. Those that are asterisked are not enforceable obligations by the Traffic Commissioner.

Table 5-5: OBLIGATIONS ON LOCAL BUS OPERATORS - 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 the benefits in more frequent services, new or newer buses, or other improvements of mutually agreed value in conjunction with local network reviews	From the Commencement Date
Operators	Engage fully with ESCC when consulted on new road schemes and their operational impacts	From the Commencement Date
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.	From the Commencement Date
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.	From March 2023
Operators	Report on soft landscaping issues affecting buses in a timely manner.	From the Commencement Date
Operators	Through use of roadworks planning, ensure roadworks diversions / stop suspensions are appropriately planned and communicated to passengers.	From the Commencement Date

Table 5-6: OBLIGATIONS ON LOCAL BUS OPERATORS - 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.	From the Commencement Date

Table 5-7: OBLIGATIONS ON LOCAL BUS OPERATORS - ENVIRONMENT AND AIR QUALITY

Responsibility	Action	Delivery Date
Operators	Seek to continuously improve bus emission standards through new investment in fleets, as funding permits.	From the Commencement Date
Operators	Work with ESCC and Borough / District Councils as appropriate to form bids to any future funding sources to support zero emission and ultra-low emission buses, including potential conversion of existing buses	From the Commencement Date
Operators	To commit to minimise idling when at bus stops and stands or in queuing traffic.	From the Commencement Date
Operators	To work with ESCC on advertising campaigns to promote the role of the bus in meeting environmental challenges as funding permits.	From the Commencement Date
Operators	When considering the introduction into the EP Scheme Area of ultra-low emission and Zero emission vehicles consult with ESSC in relation to deployment with a view to prioritising areas with poor air quality.	

Table 5-8: OBLIGATIONS ON LOCAL BUS OPERATORS - 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.	From the Commencement Date
Operators	To improve the capability of ETMs whenever possible to provide contactless bus ticketing and innovative new products.	From the Commencement Date
Operators	To ensure that live information feeds to BODS and other real time systems cover all local bus services *1	From the Commencement Date

*1 Service Standards are by their nature not enforceable obligations as they are, typically, requirements for the operator to work with ESCC to achieve particular objectives. Only certain of the requirements are matters that are entirely under the control of the operator and it is these that are enforceable Service Standards. Those that are asterisked are not enforceable obligations by the Traffic Commissioner.

Table 5-9: OBLIGATIONS ON LOCAL BUS OPERATORS - 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 ^{*1}	From the Commencement Date
Operators	To work with ESCC and its RTPI data partners to supply high quality and accurate real time data including SIRI-SX (situational exchange) format (to cover service cancellations), so bus users have improved information for bus journey delays and cancellations.	From the Commencement Date
Operators	To conduct publicity campaigns (subject to funding) in partnership with ESCC to encourage higher use of the bus and to support key strategic priorities. This will incorporate any agreed branding.	From the Commencement Date
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	From the Commencement Date
Operators	To agree any numbering for services with ESCC to avoid passenger confusion or duplication.	From the Commencement Date

^{*1} Service Standards are by their nature not enforceable obligations as they are, typically, requirements for the operator to work with ESCC to achieve particular objectives. Only certain of the requirements are matters that are entirely under the control of the operator and it is these that are enforceable Service Standards. Those that are asterisked are not enforceable obligations by the Traffic Commissioner.

Table 5-10: OBLIGATIONS ON LOCAL BUS OPERATORS - LOCAL SERVICES IN SCOPE OF THE EP SCHEME

Responsibility	Action	Delivery Date
Operators	To work with ESCC through the EP Board in relation to the service frequencies and timetable amendments as illustrated in Appendix Table 3 to APPENDIX F	From the Commencement Date
Operators	To implement in conjunction with ESCC co-ordination of relevant route timetables with DDRT services supported by ESCC	From dates to be agreed in conjunction with discussions held in the EP Board
Operate	To promote and observe (ensuring that the Operators personnel have appropriate training to assist them in observing the Customer Charter in APPENDIX H	[To be discussed at the EP Board]



SECTION 6:

BESPOKE ARRANGEMENTS FOR VARYING AND REVOKING THE ENHANCED PARTNERSHIP SCHEME

6 BESPOKE ARRANGEMENTS FOR VARYING AND REVOKING THE ENHANCED PARTNERSHIP SCHEME

- 6.1. Under powers at s.138E of the Transport Act 2000, Enhanced Partnership Scheme Variations relating to commitments in sections 3, 4, and 5 and associated annexes where the requirement is yet to be implemented, will be subject to the bespoke voting mechanism set out in this section.
- 6.2. If changes to or new flexibility provisions required within this EP Scheme do not fall to be taken forward as a case provided for by s.138E of the Transport Act 2000 they must be taken forward as a variation made by ESCC under the procedures provided for at s.138L of that Act.

PROPOSER OF A VARIATION

- 6.3. 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 <mailto:passenger.transport@eastsussex.gov.uk>.

ESCC will follow procedures provided for under the EP Plan and shall 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

- 6.4. Any material change affecting any EP scheme considered appropriate in the opinion of ESCC to be taken forward as a bespoke variation will be subject to a vote by the Operator members at the EPB. If the proposed variation is agreed applying the procedure set out at paragraph 13.7 of the EP Plan, and if ESCC are also in full agreement and provided where relevant the procedures required by paragraph 6.5 below 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 procedure 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 section 6.2) the variation may be taken forward at the discretion of ESCC under s.138L of the Transport Act 2000. All operator reps need to have voted either in person at the meeting or remotely in advance of the meeting.
- 6.5. 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 THE EP SCHEME

- 6.6. 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

- 6.7. 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.
- 6.8. 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.
- .

APPENDIX A: FACILITIES

Explanatory note - the table below identifies funded interventions and will be updated through variations implemented as it becomes possible for ESCC to make the intervention a statutory duty of the authority to implement.

The Relevant Date for implementation to be inserted - it being understood that the relevant intervention must be implemented without delay or if essential with a delay limited to no more than 12 months.

Appendix Table 1: FACILITIES

This table to this APPENDIX A presents a high level programme of milestones that ESCC shall endeavour to follow in developing and commissioning Facilities funded in connection with this EP Scheme.

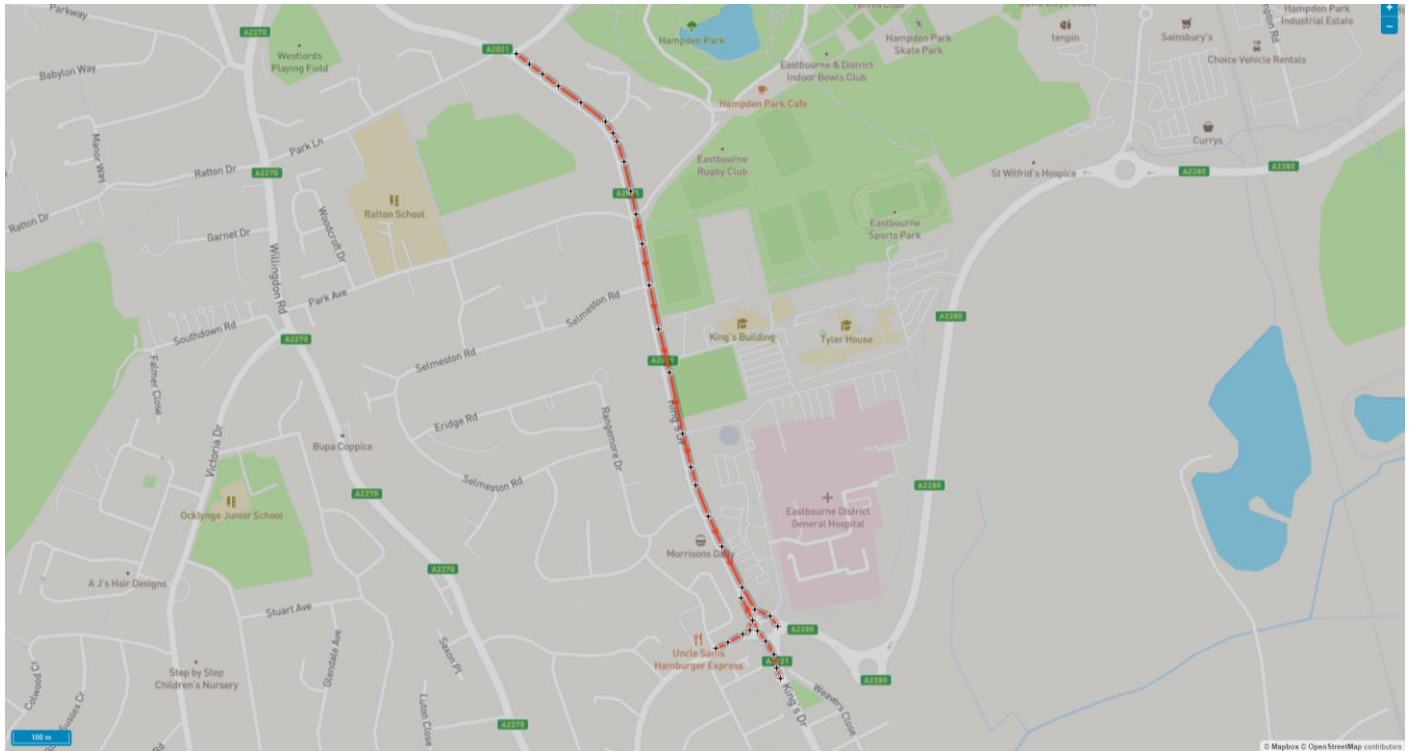
Facility Description	Location Map Ref where relevant	Relevant Date	Where a Traffic Regulation Order supports the Facility details inserted here	Notes
Improvements to Uckfield bus station	Not required	May 30th 2023	N/A	Existing bus station facility to be provided with enhanced waiting facilities for bus users
A259 bus lanes between Peacehaven and Saltdean		Existing		Existing bus lanes to be retained
Eastbourne town centre Terminus Road and Gildredge Road bus lanes		Existing		Existing bus lanes to be retained
A259 bus lanes between Bexhill and Hastings		Existing		Existing bus lanes to be retained
Hastings town centre Havelock Road		Existing		Existing bus lanes to be retained
East Sussex Real Time Passenger Information System		Existing		ESCC is committed to maintaining and upgrading a RTPI system, plus provision in excess of 175 road-side signs
To expand the number of locations with RTI availability, by way of QR codes and/or displays.	Throughout the EP Scheme Area	Various	N/A	Each individual Facility improvement shall be implemented without any requirement for a variation to this EP Scheme
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	Throughout the EP Scheme Area	Various	N/A	This will be commitment by ESCC on an ongoing basis. Completion of individual bus stop improvement projects shall not require a variation to this EP Scheme
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.	Throughout the EP Scheme Area	Various	N/A	This will be commitment by ESCC on an ongoing basis. Completion of individual bus stop improvement projects shall not

Facility Description	Location Map Ref where relevant	Relevant Date	Where a Traffic Regulation Order supports the Facility details inserted here	Notes
				require a variation to this EP Scheme
As funding permits seek to deliver highway interventions to aid bus punctuality coming out of PIPs, local transport focus groups or other sources	Throughout the EP Scheme Area	Various	As required	Where involving works to the highway and one or more traffic regulation orders to be implemented through variations to the EP Scheme. Otherwise improvement projects are unlikely to require a variation to this EP Scheme
Hailsham - Polegate - Eastbourne Movement Access Corridor Completion of phase 2 of bus priority scheme	Map ref Appendix Figure 1			Relevant Date for implementation to be established
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	Map ref Appendix Figure 2			Relevant Date for implementation to be established
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 Willingdon Drive, Shinewater - bus lane (westbound) on Lottbridge Drive Lottbridge Drive, Hampden Park - bus lane on Lottbridge Drive and on Lottbridge Drive	Locations within the Eastbourne Rapid Transit area identified on Appendix Figure 3 to Appendix Figure 6			Relevant Date for implementation to be established

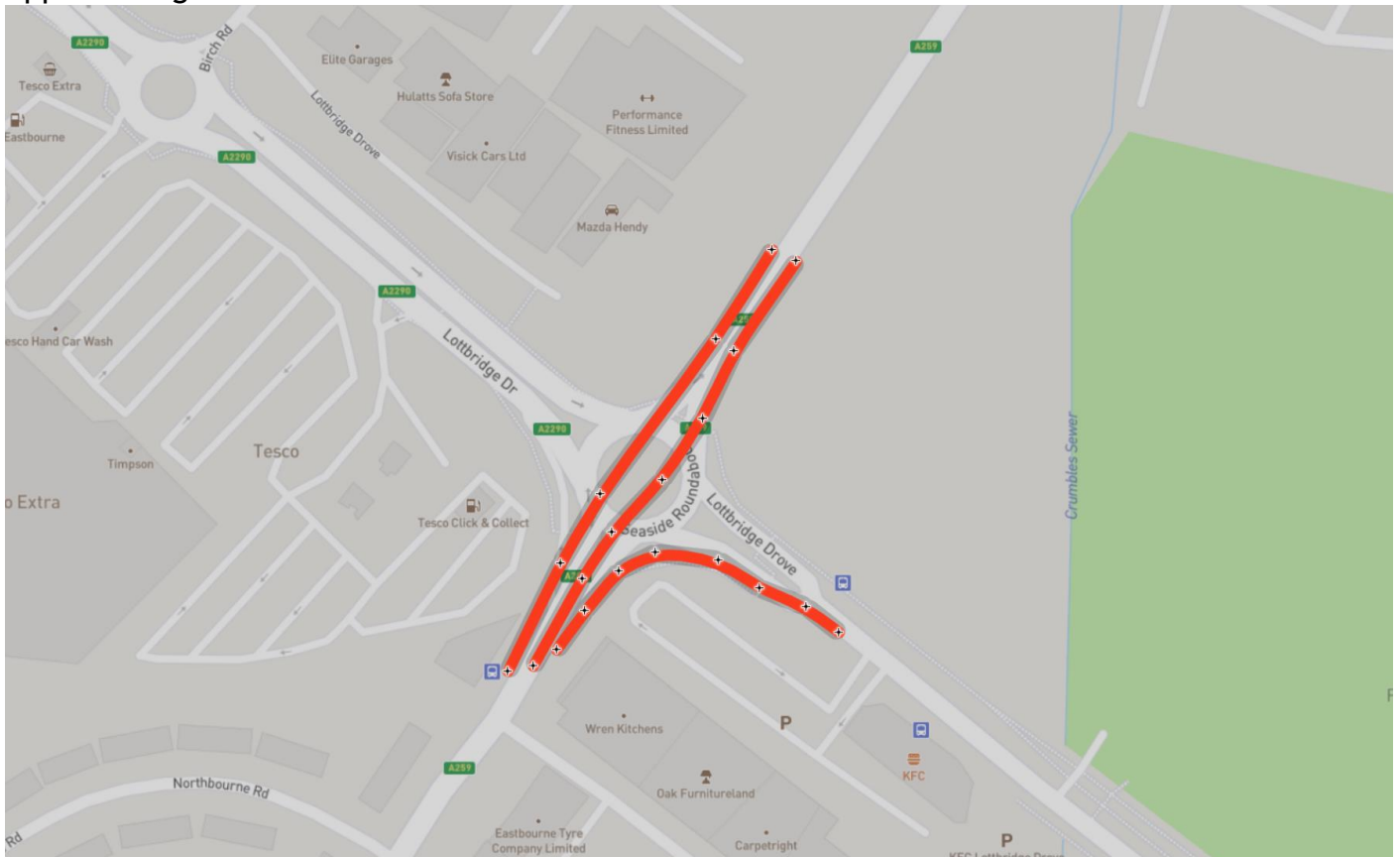
Facility Description	Location Map Ref where relevant	Relevant Date	Where a Traffic Regulation Order supports the Facility details inserted here	Notes
Eastbourne - Sovereign Harbour Bus Gate: North Harbour and South Harbour of Sovereign Harbour	Identified on the map ref Appendix Figure 7			Relevant Date for implementation to be established
Newhaven to Seaford Improvements on A259 Seaford (Station Approach)	Identified on the map ref Appendix Figure 8			Relevant Date for implementation to be established
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 Reconfiguration of the bus stop provision at Denton Corner	Locations within the Newhaven Town area identified on the map Appendix Figure 9			Relevant Date for implementation to be established
Peacehaven to Saltdean	Locations within South Coast Road as marked on the map ref Appendix Figure 10			Relevant Date for implementation to be established
Traffic Light Priority Measures - 33 identified sites	Identified on the map ref Appendix Figure 11			Relevant Dates for implementation to be established. Each TLP will be introduced by way of variation to the EP Scheme

Facility Description	Location Map Ref where relevant	Relevant Date	Where a Traffic Regulation Order supports the Facility details inserted here	Notes
Development and Operation of Mobility Hubs	Identified on the map ref Appendix Figure 12		N/A	Relevant Dates for implementation to be established. Each Mobility Hub will be introduced into the EP Scheme by way of variation

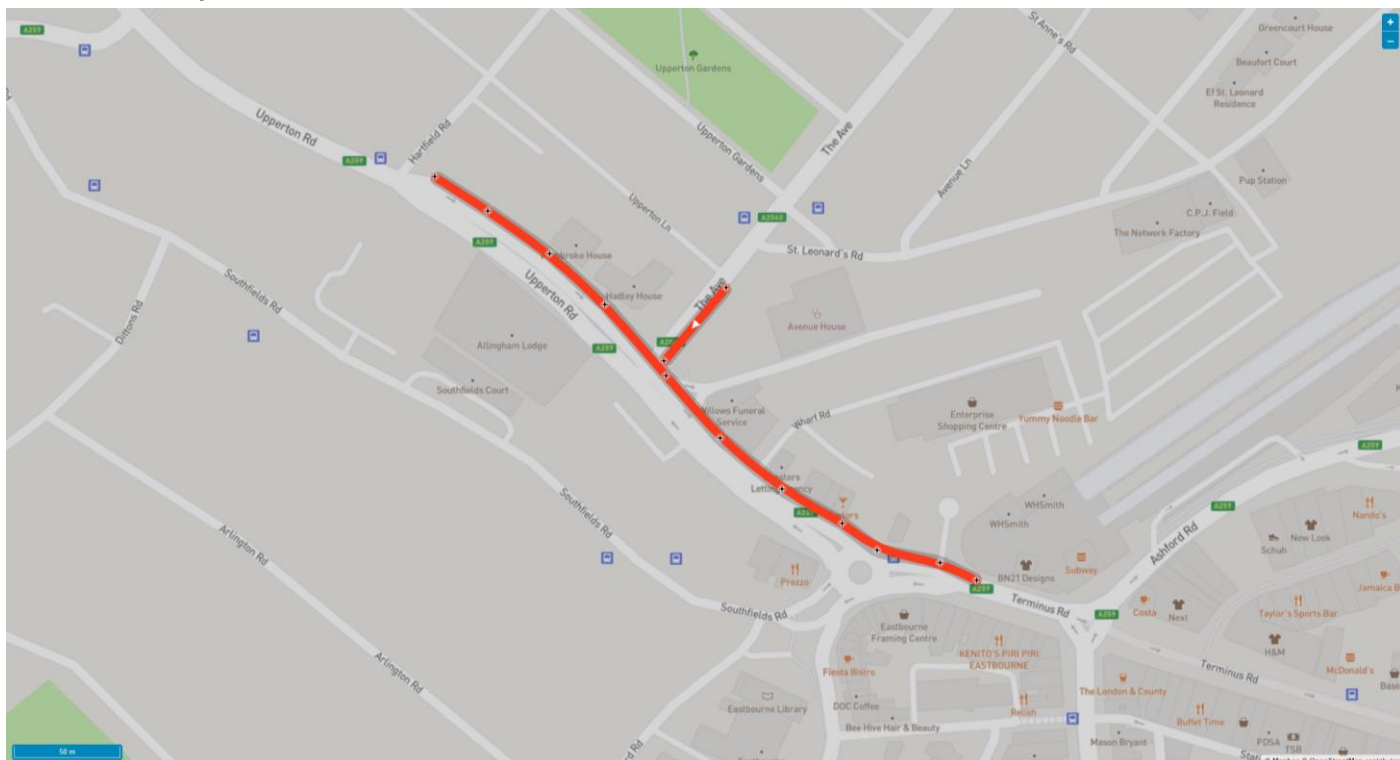
Appendix Figure 1: Hailsham - Polegate - Eastbourne Movement Access Corridor



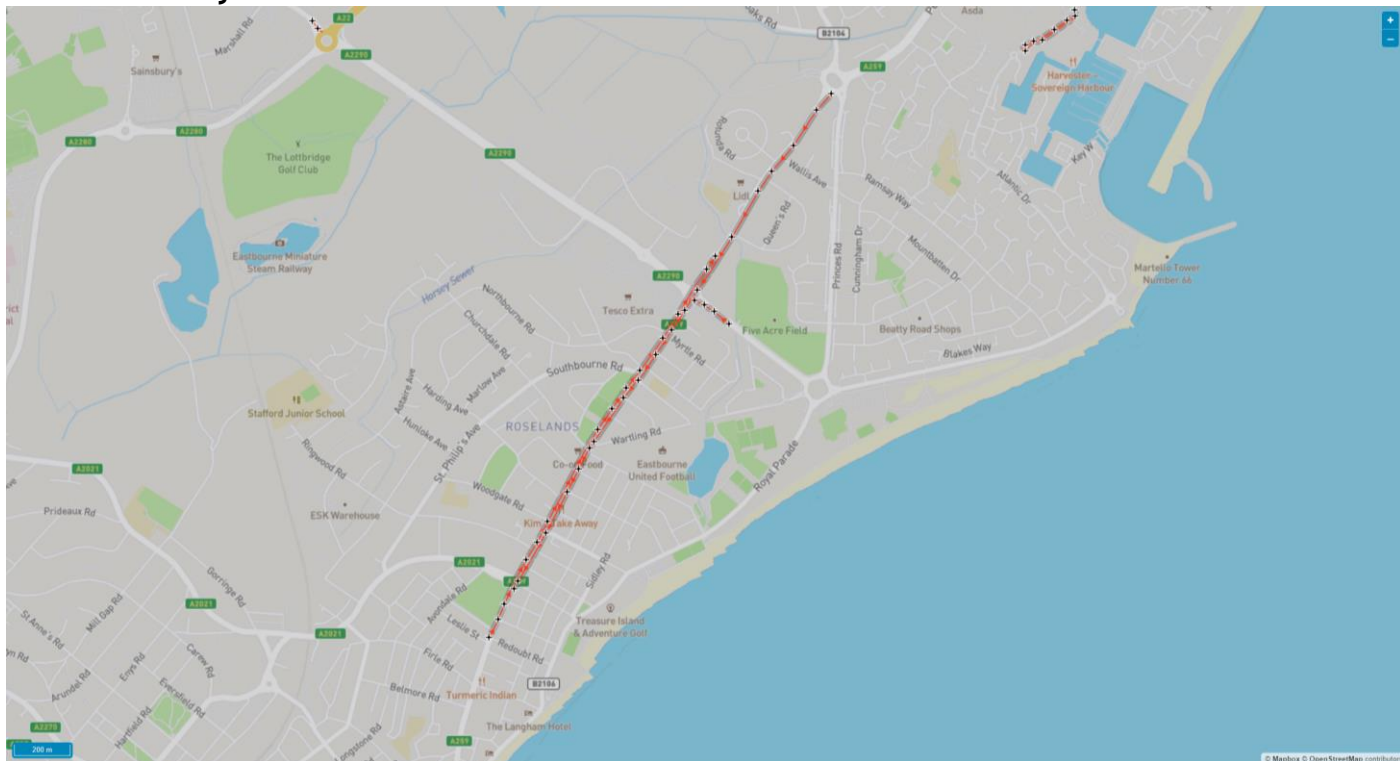
Appendix Figure 2: A259 Eastbourne Seaside Roundabout



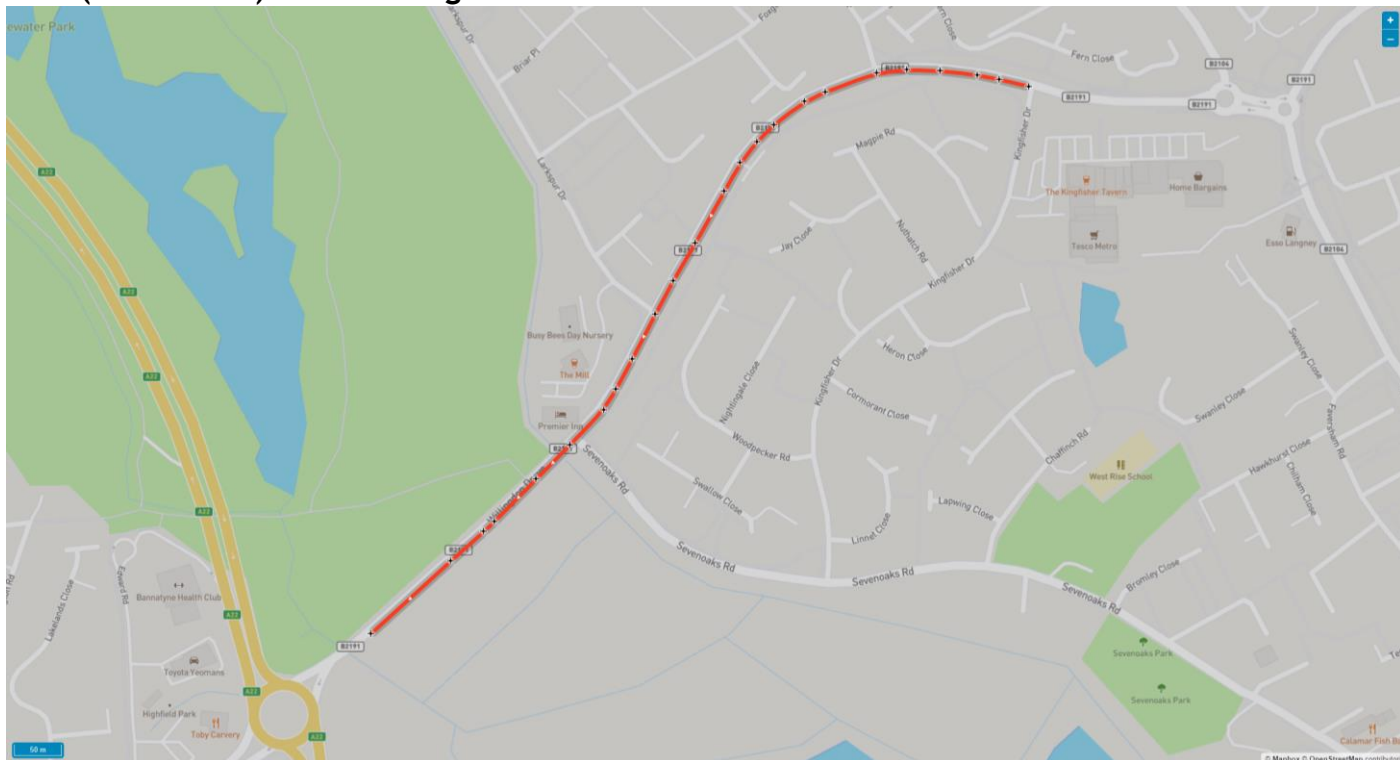
Appendix Figure 3: Eastbourne Bus Rapid Transit 'BRT - West - Upperton Road south of the A259/A2270 junction



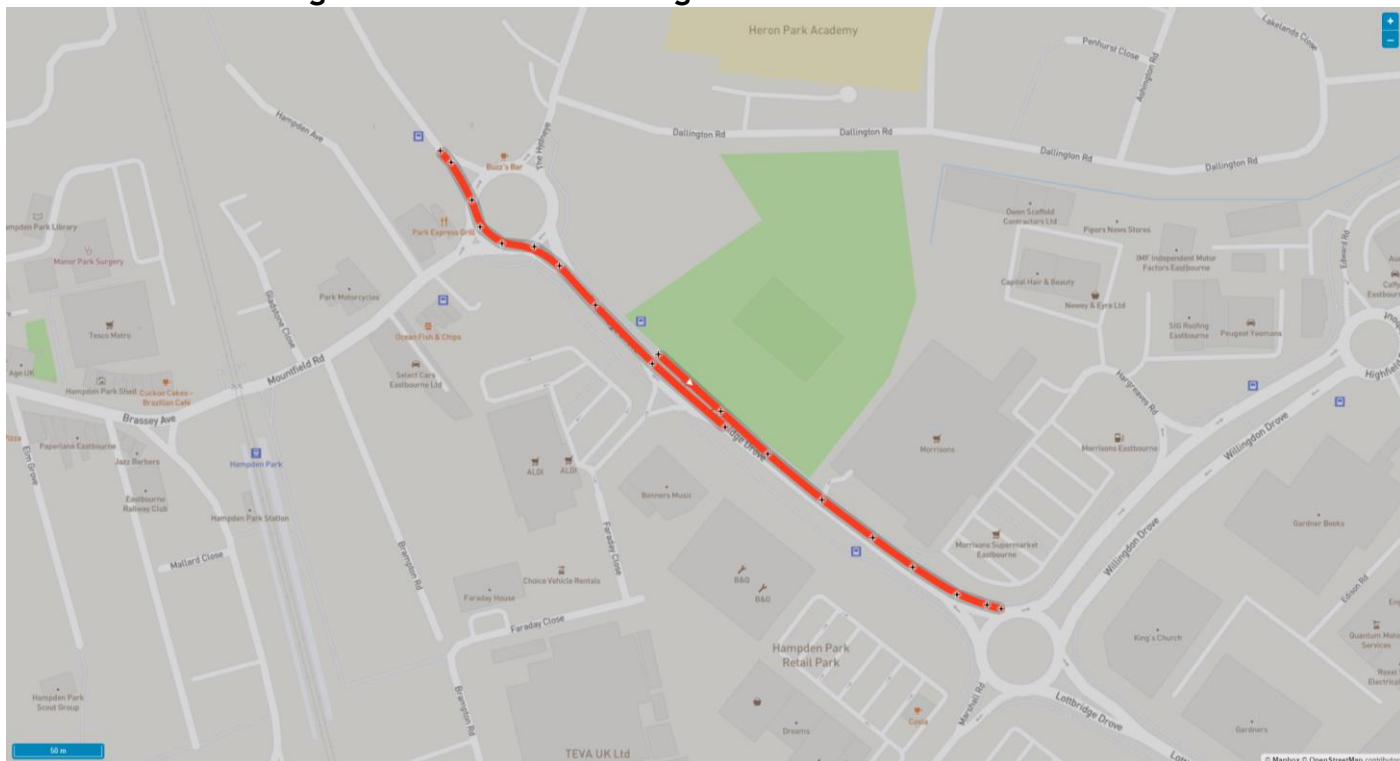
Appendix Figure 4: Eastbourne Bus Rapid Transit 'BRT - East - A259 Seaside Road/Seaside and St Anthony's Avenue to the southwest and northeast of Seaside roundabout



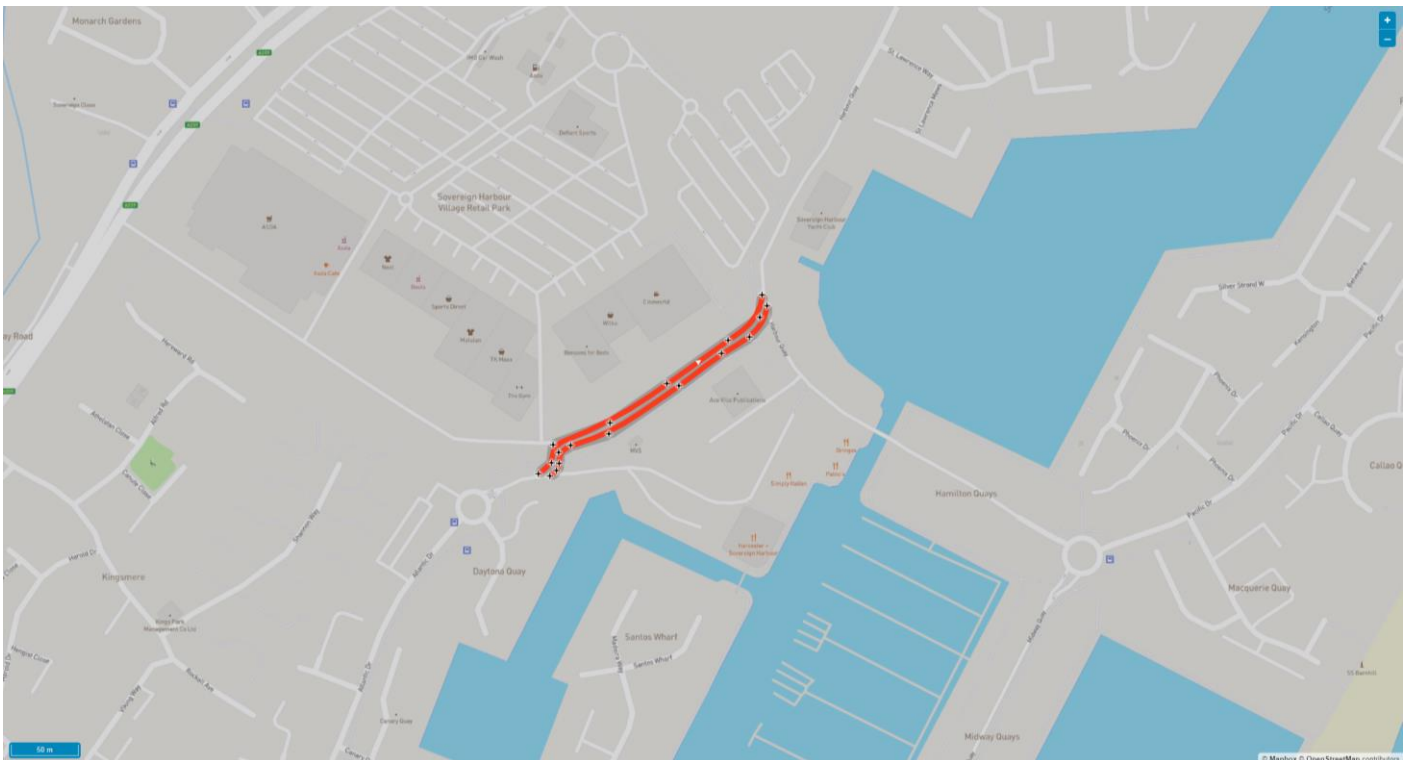
Appendix Figure 5: Eastbourne Bus Rapid Transit 'BRT - Willingdon Drive, Shinewater - bus lane (westbound) on Lottbridge Drive



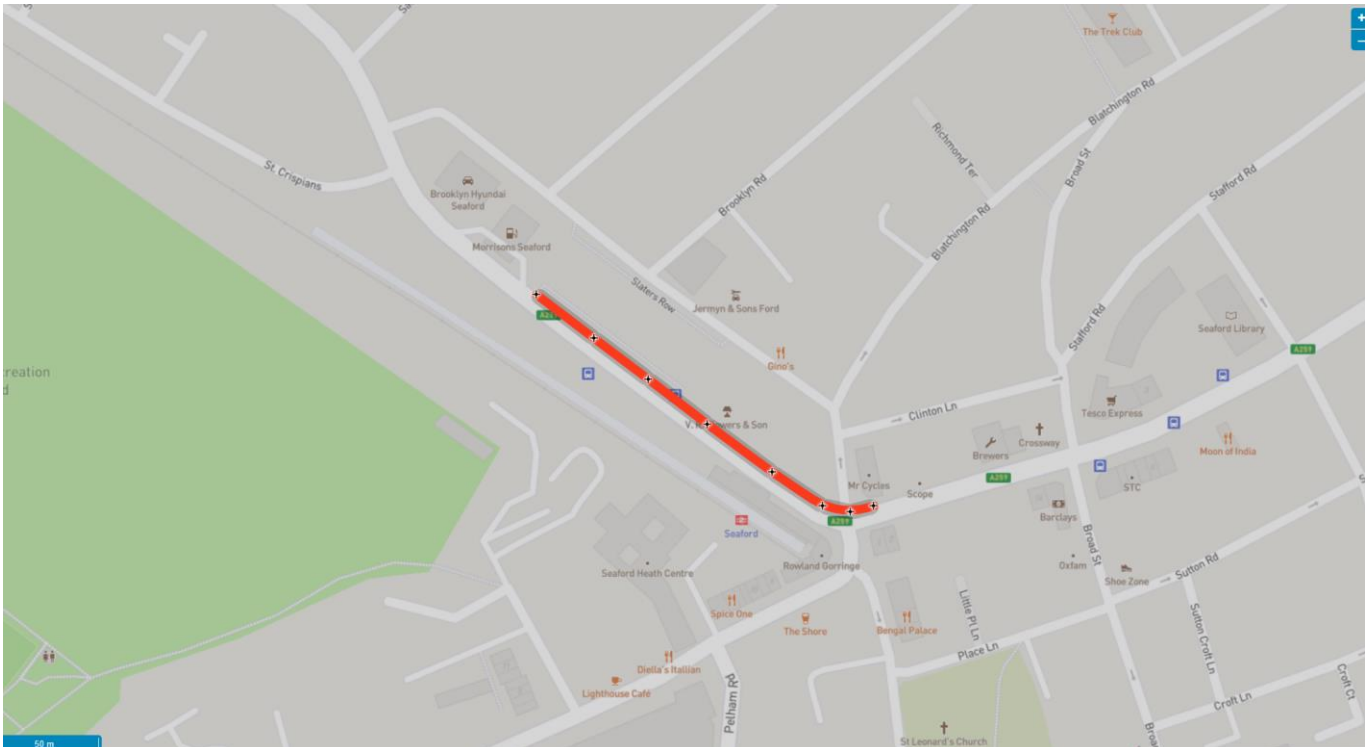
Appendix Figure 6: Eastbourne Bus Rapid Transit 'BRT - Lottbridge Drive, Hampden Park - bus lane on Lottbridge Drive and on Lottbridge Drive



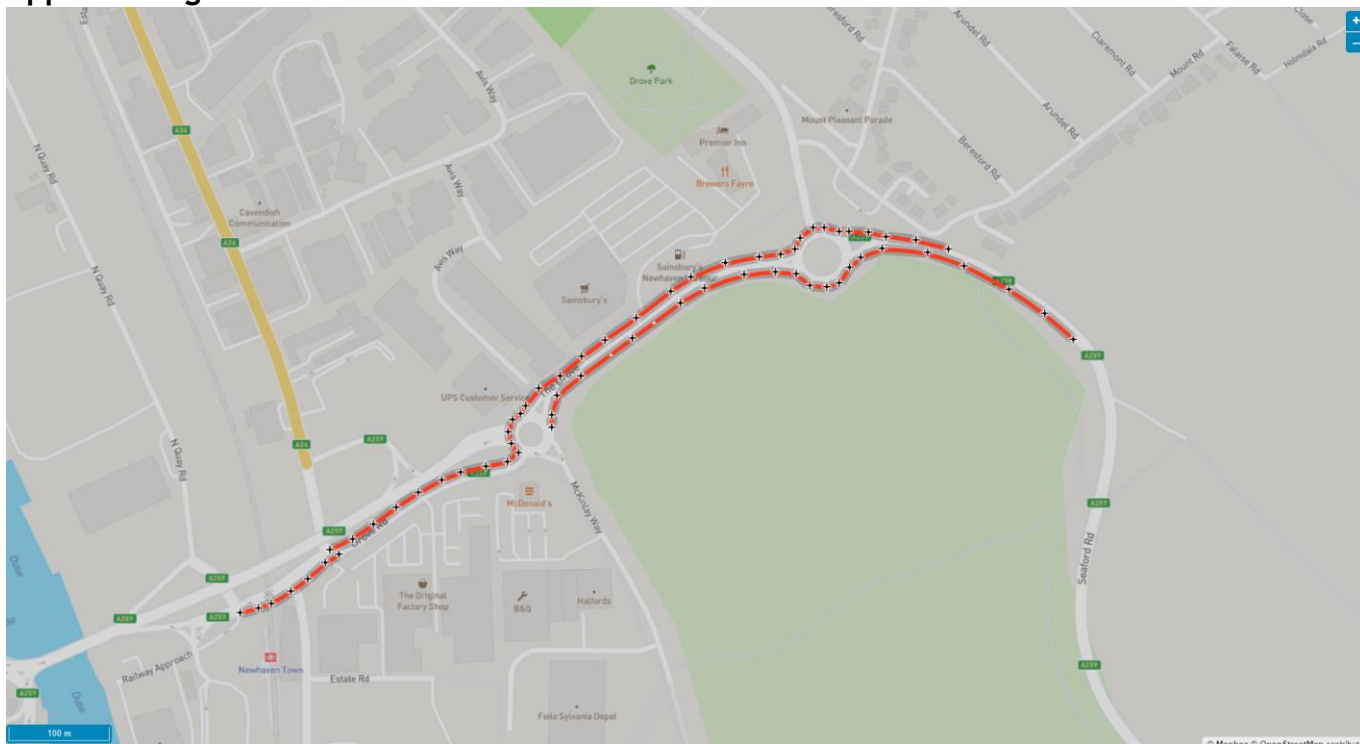
Appendix Figure 7: Eastbourne Bus Rapid Transit 'BRT - Eastbourne - Sovereign Harbour - Bus Gate: North Harbour and South Harbour of Sovereign Harbour



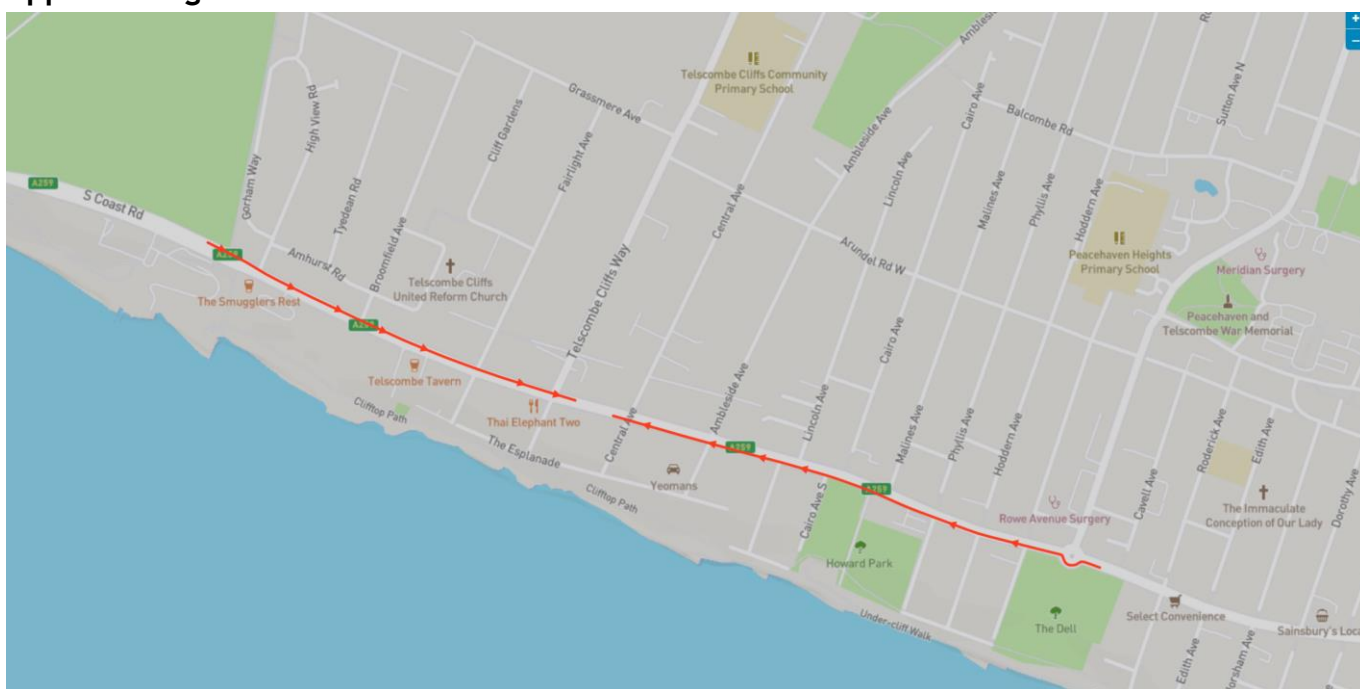
Appendix Figure 8: Newhaven to Seaford - Improvements on A259 Seaford (Station Approach)



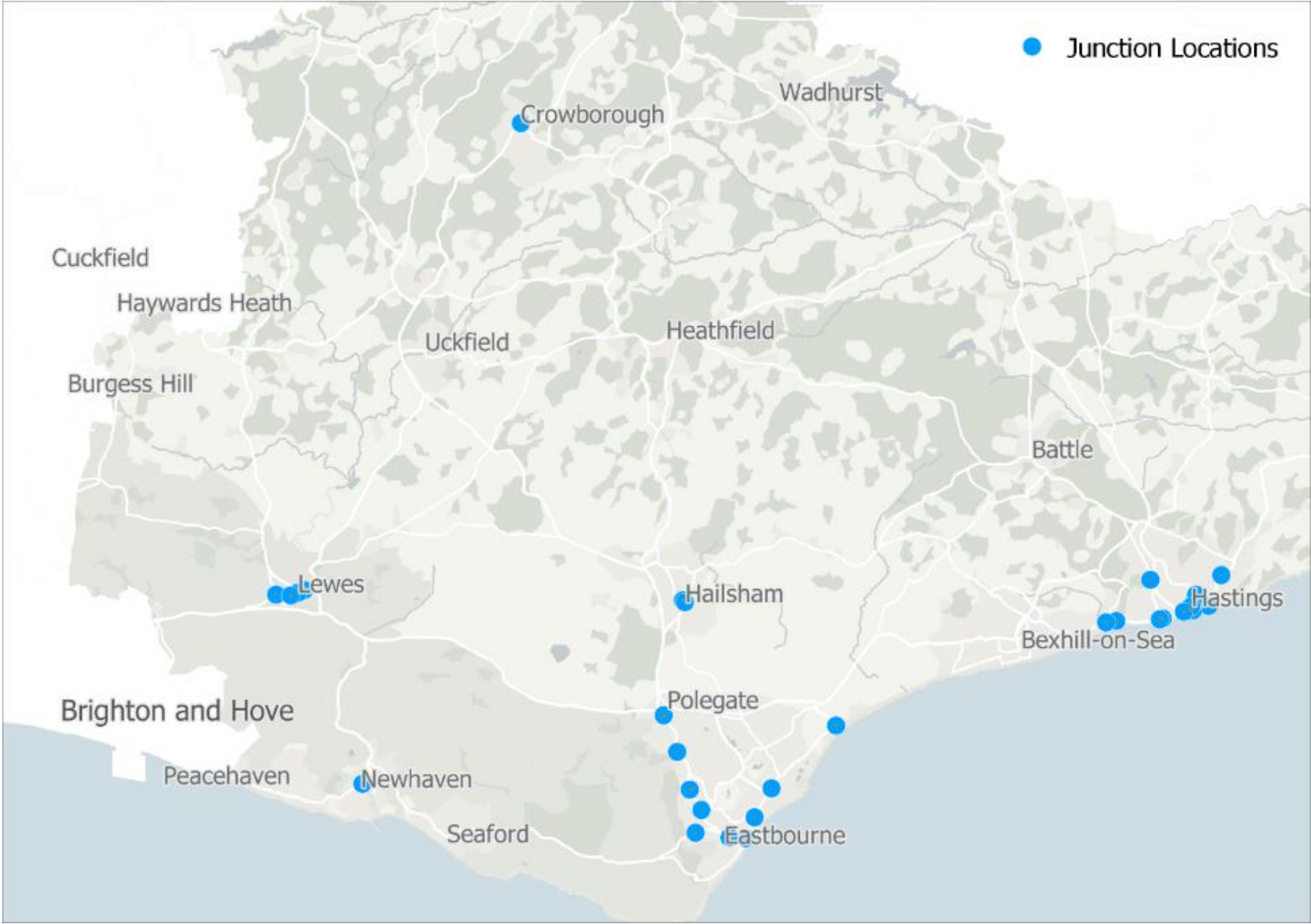
Appendix Figure 9: A259 Newhaven Town Area



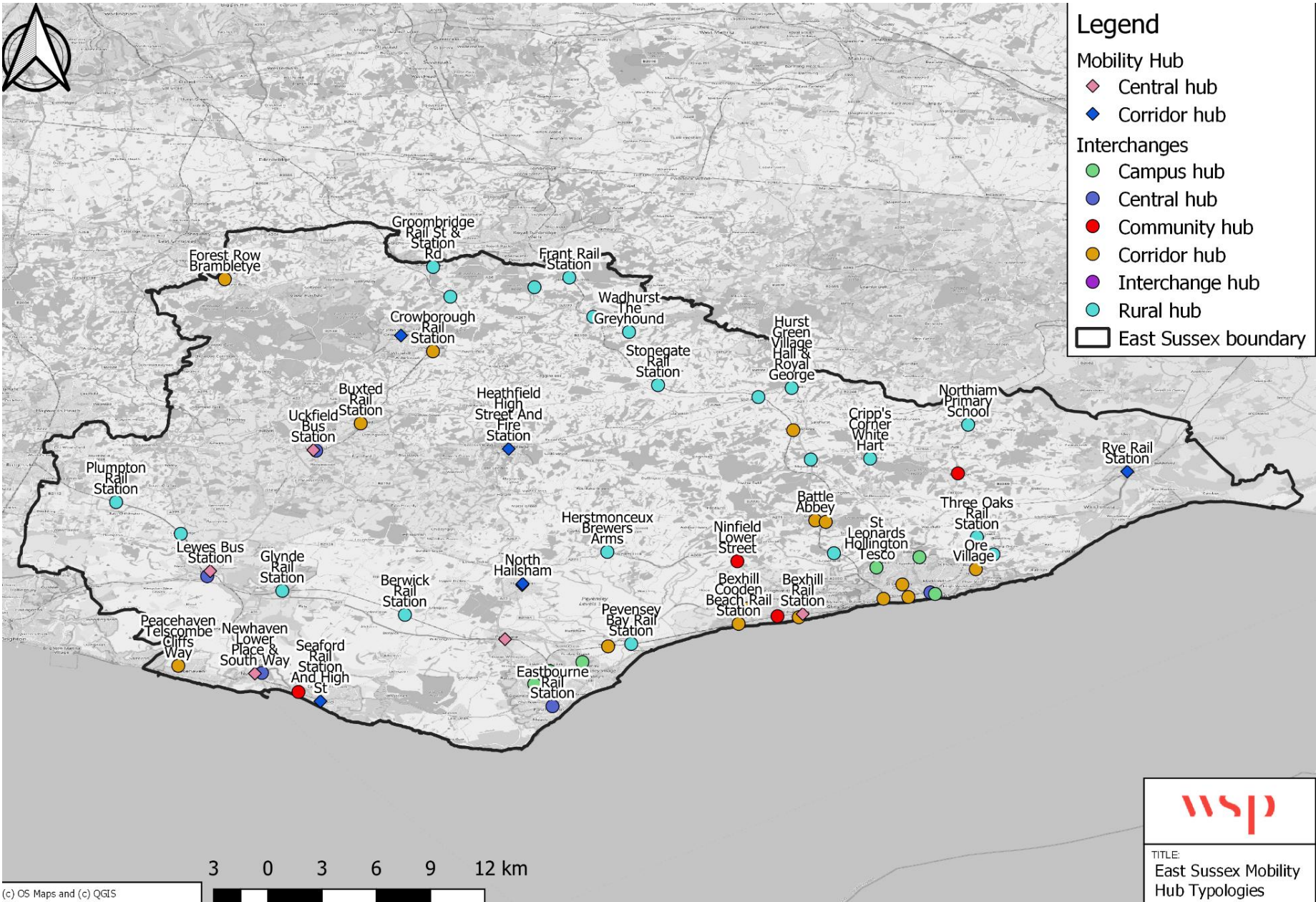
Appendix Figure 10: Peacehaven to Saltdean



Appendix Figure 11: Traffic Light Priority Measures - 33 identified sites



Appendix Figure 12: Mobility Hubs



APPENDIX B: TRAFFIC REGULATION ORDERS

[To be developed]

APPENDIX C: GLOSSARY AND DEFINITIONS

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 under procedures provided for in the EP Scheme without invoking the full requirements of Section 138L 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 - Bus Service Improvement Plan. East Sussex's BSIP was submitted to the DfT and published at the end of October 2021. It containing proposals to improve bus services, and is available to download at: [East Sussex Bus Service Improvement Plan](#)

Bus Operators or Operators - operators of local bus services within East Sussex

Customer Charter - the document titled East Sussex Enhanced Partnership Customer Charter. A copy of which is appended as APPENDIX H to this EP Scheme as the same may be revised from time to time by agreement between ESCC and the EP Board. A document setting out bus users' rights to defined standards of service including a mechanism for redress. The Customer Charter will be a single Countywide document.

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 through one or more EP Schemes becoming commitments made on the part of binding both ESCC and operators that are subject to the relevant EP Scheme.

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.

EP Scheme - a document made in conjunction with 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

Facility - an initiative taken by ESCC under this Scheme that satisfies the requirements of s138D(1)

LTA - Local Transport Authorities

Measure - an initiative taken by ESCC under this Scheme that satisfies the requirements of s138D(2)

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.

Participation Agreement: an agreement which each Operator is to be party to with ESCC and which at the date of the making of this Scheme has been conditionally entered into (subject to the Making of the EP Plan and this EP Scheme].

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.

Relevant Date - for any Facility or Service Standard the date upon which under the terms of this Scheme the obligation to provide the Facility or to meet the Service Standard is to commence and which is set out in the EP Scheme in its then current version. Where no Relevant Date is prescribed the Facility or Service Standard is not yet in effect.

Service Standard - a requirement placed on an Operator as described in Section 5 of this Scheme

SIRI-SX - Situation Exchange service: Allows the exchange of the structured messages relating to public transport services and networks. Specifically applicable to cancelled / non running services.

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).

APPENDIX D: FORM OF UNDERTAKING

FORM OF UNDERTAKING

TO: Traffic Commissioner for London and the south-east of England
Traffic Area

[TC Address for correspondence]

FROM: [Name and address of Operator]

[Name of Operator] hereby undertakes to provide Local Services to the standards specified in the Scheme when using the Facilities

All terms used in this undertaking have the same meaning as those set out in

the First East Sussex County Council Enhanced Partnership Scheme

made on [insert date]

SIGNED

[insert name of Director of Operator Company]

[Title]

[Operator Company name]

DATE:

APPENDIX E: BUS PRIORITY INFRASTRUCTURE HIGH LEVEL PROGRAMME

Appendix Table 2: Bus Priority Infrastructure High Level Programme

Title of scheme	Detail	Feasibility	Preliminary Design (including drainage, topo, GPR)	Consultation	Detailed Design	TROs	Construction	Completion
PACKAGE 1 - SOUTH WEALDEN TO EASTBOURNE BUS PRIORITY								
Hailsham - Polegate - Eastbourne Movement Access Corridor: Kings Drive, Eastbourne	Phase 2 of bus priority scheme	-	2022/23 - Preliminary Design Review & update	2023/24	2023/24	2023/24 - 2024/25	April 2024	2025
PACKAGE 2 - EASTBOURNE TOWN BUS PRIORITY								
A259 Eastbourne Seaside Roundabout	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	September 2024	2025
Eastbourne Bus Rapid Transit 'BRT'	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	September 2024 April 2024 April 2024	2025
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		2022/23 - Preliminary Design Review & update	2023/24	2023/24	2023/24 - 2024/25	July 2024	2025
PACKAGE 3 - SEAHAVEN TOWNS BUS PRIORITY								
Newhaven to Seaford	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	April 2024	2025
A259 Newhaven Town Area	Newhaven Town Centre Ring Road - virtual bus priority at traffic signals	2022/23	2022/23	2023/24	2023/24	2023/24 - 2024/25	September 2024	2025
	Bus Lane/infrastructure on A259 in and on approaches to Newhaven]						April 2024	
	Reconfiguration of the bus stop provision at Denton Corner (A259 Denton roundabout)						July 2024	
Peacehaven to Saltdean	Increased enforcement of existing bus priority	2022/23	2022/23	2023/24	2023/24	2023/24	September 2024	2025

APPENDIX F: BUS SERVICE IMPROVEMENT PROPOSALS

Appendix Table 3: Bus Service Improvement Proposals

Commercial bus operators to commit to maintaining the equivalent of current (as of November 2022) daytime and evening service levels on commercial routes, whilst allowing scope for adjustments in response to changing customer requirements and unforeseen circumstances.

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	Sept 2022 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	15 mins (10 mins between Easter and September)	15 mins (10 mins between Easter and September)	standardised 30 min route	15 mins (10 mins between Easter and September)	15 mins (10 mins between Easter and September)	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	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/South - Bridgemere - Eastbourne	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).	New 30 min service North Harbour, South Harbour and Beachlands - town centre (currently hourly)	New 30 min service North Harbour, South Harbour and Beachlands - town centre (currently hourly)	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)	New 30 min service North Harbour, South Harbour and Beachlands - town centre (currently hourly)	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.	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 - Silverhill - Hollington - Tesco - Mayfield Farm	Evening frequency improvement which to provide consistency of route. Earlier start to service on Sundays.	20 mins	20 mins	improved frequency and standardised route	20 mins	20 mins	improved frequency and standardised route	New earlier journeys	improved frequency and standardised route
Stagecoach	21	Malvern Way - Downs Road - Hastings - The Green- Silverhill - Conquest Hospital	Improved evening service and earlier Sunday journeys.	30 mins	30 mins	improved frequency	30 mins	30 mins	improved frequency	hourly	improved frequency
Stagecoach	22	Down Farm - Ore - Old London Road - Hastings - Silverhill - Hollington - Stonehouse Drive (plus Mayfield Farm and Harley Shute evenings and Sundays)	Improved evening and Sunday 22/22A, also providing consistency of route.	20 mins	20 mins	improved frequency and standardised route	20 mins	20 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	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	28	Hastings - Pilot Road - Ore - Malvern Way - Conquest Hospital	New hourly evening service	hourly	hourly	new evening service	Hourly	new evening service	hourly	hourly	new evening service

Operator	Service Number	Route	Sept 2022 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	29	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 - Tenderden, plus 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, plus Hastings - Northiam to provide hourly service (2 hourly mid-afternoon)	No	New 2 hourly Service	No
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
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	Monday to Saturday peak and daytime frequency between Hastings and Bexhill increased to 20 mins (currently 30 mins. New hourly evening service between Hastings and Sidley. Improved Sunday service, running between Hastings and Sidley. Eastbourne - Bexhill frequency doubled to half-hourly between Hailsham and Eastbourne. New 2 hourly evening and Sunday service.	Improved 20 min frequency between Hastings and Bexhill. Improved 30 min frequency between Hailsham and Eastbourne.	Improved 20 min frequency between Hastings and Bexhill. 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 Bexhill. Improved 30 min frequency between Hailsham and Eastbourne.	Improved 20 min frequency between Hastings and Bexhill. 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 frequency	2 per hour	20 mins	New hourly service	2 per hour	20 mins	New hourly service	Improved frequency	New hourly service
Stagecoach	100	Conquest Hospital - Silverhill - Hastings - Old Town - Ore - Guestling - Icklesham - Winchelsea - Rye	New later evening 2 hourly service.	hourly	hourly	new 2 hourly service	hourly	hourly	new 2 hourly service	2 hourly	new 2 hourly service

Operator	Service Number	Route	Sept 2022 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	101	Conquest Hospital - Silverhill - Hastings - Old Town - Ore - Fairlight - Winchelsea Beach - Rye	New later evening 2 hourly service	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	251,252	Heathfield - Five Ashes - Mayfield - Rotherfield (252) - Mark Cross - Frant - Tunbridge Wells	See Service 51	hourly	2 per hour	see Service 51	hourly	2 per hour	see Service 51	see Service 51	see Service 51
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 evening service	hourly, except AM to Hawkhurst	hourly	new evening service	new evening service	new evening 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	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	9 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	9 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 Peacehaven and Marina	Improved 15 min frequency plus new 23 route linking to Peacehaven and Marina	2 per hour	Improved 15 min frequency plus new 23 route linking to Peacehaven and Marina	Improved 15 min frequency plus new 23 route linking to Peacehaven and Marina	2 per hour	2 per hour	hourly
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 (4 per hour in combination with service 29). Hourly evening and Sunday service between Brighton and Uckfield (2 per hour in combination with service 29). Potential extension of Brighton- Ringmer service to/from Hailsham in place of Compass Travel 143 (see below).	.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

Operator	Service Number	Route	Sept 2022 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	29, 29X	Brighton - Lewes - Isfield or Rose Hill - Uckfield - Crowborough - Eridge Green - Tunbridge Wells (29X is a return limited stop journey, Mon-Fri peak)	New 30 minute Monday to Saturday daytime frequency 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 Uckfield - Lewes section	Improved 30 min frequency throughout, supplemented by an extra 2 buses per hour over 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 Uckfield - Lewes section	Improved 30 min frequency throughout, supplemented by an extra 2 buses per hour over the - 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	270	East Grinstead - Ashurstwood - Forest Row - Chelwood Gate - Danehill - Horsted Keynes - Lindfield - Haywards Heath - Burgess Hill - Hassocks - Brighton		hourly	hourly	New evening journeys	hourly	hourly	New evening journeys	2 hourly	no
Metrobus	291	Tunbridge Wells - Langton Green - Groombridge - Withyham - 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	121	Lewes - Offham - Cooksbridge - South Chailey - Newick (plus Sheffield Park Bluebell Railway and Gardens on Saturdays)	Subject to the outcome of whether Compass Travel's current daytime services 122 and 124 are replaced by a wider DDRT provision or revised 167 (see below), this would also for the current 122 journeys to run as 121 journeys instead. This could then provide a regular hourly Monday to Friday daytime service.	hourly	up to hourly in the morning and 2 hourly during the main part of the day	No	hourly	2 hourly	No	No	No
Compass Travel	122	Lewes - Offham - Cooksbridge - Barcombe. Saturday service includes 3 journeys serving Plumpton.	Following the Network Review, the low level of use of service 122, with only Barcombe Cross being the unique part of the route compared to service 121, makes the continuation of this service difficult to justify. Replacement of most 122 journeys with a DDRT service, flexible service or revised 166/167.	AM provided by service 121. Hourly PM	Potentially replaced by DDRT, flexible service or revised 166/167	No	Potentially replaced by DDRT, flexible service or revised 166/167	Potentially replaced by DDRT, flexible service or revised 166/167	No	No	No
Compass Travel	123	Newhaven (one schooldays journey starts from East Saltdean and Peacehaven) - Piddinghoe - Rodmell - Kingston - Lewes	Introduction of Sunday daytime journeys	hourly	2 hourly	No	2 hourly	2 hourly	No	New Sunday daytime journeys	No
Compass Travel	124	Lewes - Offham - Plumpton - South Chailey - Barcombe - Lewes (circular)	This Saturdays only return journey potentially replaced by a DDRT service, flexible service or revised 167.	No	No	No	No	Potentially replaced by DDRT or flexible service (currently 1 return journey)	No	No	No
Compass Travel	125	Lewes - Glynde - Firle - Selmeston - Alfriston - Wilmington - Polegate - Willingdon - District General Hospital - Eastbourne	The current off-peak 125 service is not viable as identified in the Network Review. This may be replaced by 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	1 return journey provided by Cuckmere Buses service 25	2 return journeys provided 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 Mallings 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
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

Operator	Service Number	Route	Sept 2022 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	143	Lewes - Ringmer - Laughton - Deanland Wood - Golden Cross - Lower Dicker - Horsebridge - Hailsham	Lewes - Heathfield link substantially improved. 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, such as by way of Brighton & Hove Buses service 28. Current service 143 in Deanland Wood and Ringmer Springett Avenue/Harrisons Lane area replaced with new DDRT and/or community bus provision.	Improved hourly frequency	Improved hourly frequency. Deanland Wood and Ringmer local route replaced by alternative lower frequency arrangement	New hourly service (currently no service)	New hourly service (currently no service)	New hourly service (currently no service)	New hourly service (currently no service)	New hourly service (currently no service)	New hourly service (currently no service)
Compass Travel	166	Lewes - Offham - Plumpton - Wivelsfield Green - Princess Royal Hospital - Haywards Heath	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 Chilton - 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. Potentially including Barcombe on the revised route.	no	Replaced by flexible or semi flexible service running on all weekdays	No	No	No	Replaced by flexible or semi flexible service running on all weekdays	No	No
Compass Travel	168	Burgess Hill - Keymer - Hassocks - Ditchling - Plumpton - East Chilton - Wivelsfield Green - Ditchling - Burgess Hill	see 167	No	Replaced by flexible or semi flexible service running on all weekdays	No	No	No	Replaced by flexible or semi 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 more frequently locally within Crowborough, with connections to improved service 29	Revised to run more frequently locally within Crowborough, with connections to improved service 29	No	Revised to run more frequently locally within Crowborough, with connections to improved service 29	Revised to run more frequently locally within Crowborough, with connections to improved service 29	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 flexible or semi flexible) service, broadly on its current frequency, though possibly extended to/from Hawkhurst.	hourly to/from Uckfield. The AM journey is Seaford & District 331 on schooldays	Improved hourly frequency between Uckfield and Heathfield. Heathfield to Etchingham to run separately, potentially on a flexible basis	No	Improved hourly frequency between Uckfield and Heathfield. Heathfield to Etchingham to run separately, potentially on a flexible basis	No	No	No	No
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.	New PM peak journeys (currently only AM peak)	5 return journeys	No	New Saturday service	New Saturday service	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

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.

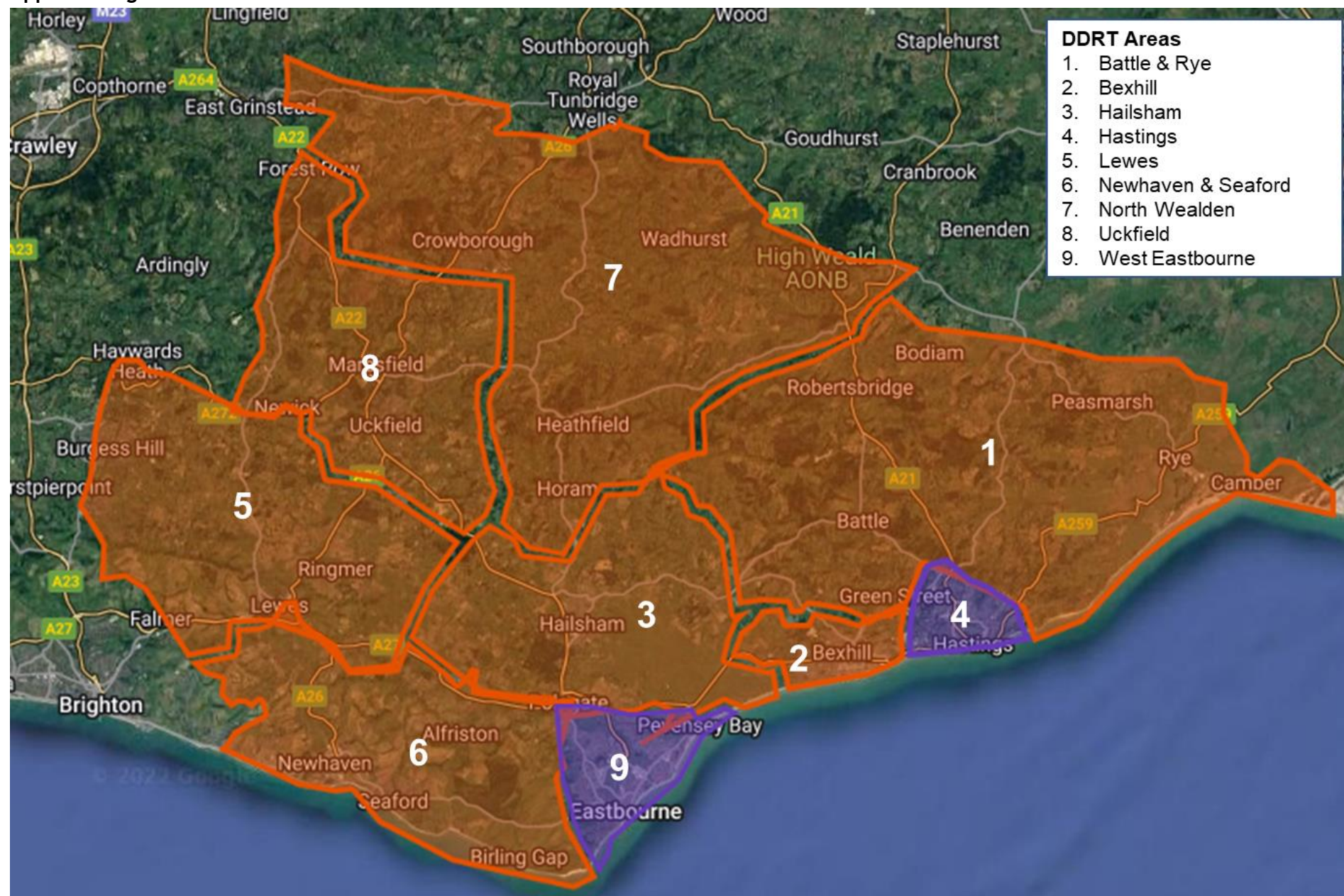
8. Uckfield: ESCC's revised BSIP proposes to use DDRT to improve access across Uckfield, improve connectivity with existing public transport and convert a small number of occasional bus services to DDRT.

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.

DIGITAL PLATFORM

East Sussex County Council propose to setup a digital platform to support demand responsive transport services to allow these services to be booked, paid for and tracked through an app based solution as well the provision of these services to be optimised through the digital platform's algorithm.

Appendix Figure 13: Potential ESCC DDRT Areas



APPENDIX G: PROPOSED FARE REDUCTIONS AND SIMPLIFICATION

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 will be able to purchase the multi and single operator network tickets at the same price as under 16s
2. 19 to 29 years of age to have a around a ⅓ off the costs of the adult multi and single operator network tickets

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 - 75p flat fare for off peak*² travel

*² after 6pm on school days and at all times on school holidays and weekends

GENERAL FARE REDUCTION

The key proposals of the scheme are:

1. **Multi Operator Day Ticket:** provide an East Sussex County 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 where the first trip of the day must start in East Sussex and no whole trips can take place outside of East Sussex)
2. Operators Network tickets to be reduced in price
3. Operators Town tickets to be reduced in price and more zonal town tickets to be available
4. East Sussex operators to cap fares at lowest value ticket price

Please see Table 1 for further details of the ticketing proposals

Appendix Table 4: Proposed General Fare Reduction Summary Table

Other Operators

KEY:			Child (under 19)		Young Persons (19 to 29)			Adult (over 29)	
Ticket Classification	Period	Covers	Age	New Price	Current Price	Price Reduction		Offer Summary	Notes
						£	%		
Accompanied Young Persons Free travel	Single	All Operators at all times	Under 19	£0	Ranges from £1 upwards			Free bus travel for up to 4 under 19s travelling with an adult	Accompanied: Up to 4 under 19s free travel with an adult fare paying passenger or concessionary pass traveller
Unaccompanied Young Persons £1 Single Ticket	Single /Return /Day <small>Applies to ticket purchased by adult</small>	All Operators at specific times	Under 19	75p	Ranges from £1 upwards with average fare for some operators being approx. £1.50			£1 flat single fare for under 19s	Unaccompanied: young people aged under 19 can make a one way journey for £1 Valid after 6pm on school days and at all times on non-school days
Freedom Pass	Weekly	All Operators during term times	Under 19	£15	£17.50	£2.50	14%	Term time travel on nearly every bus in East Sussex for seven days in a row, including weekends.	Valid during term times only but can be used at any time of the day and at weekends. Issued as a paper ticket. Has to be purchased on bus - will become available as a smart ticket through the app or on smartcard.
Multi-Operator Network Ticket	Day	All Operators	Adult	£6.00	No suitable equivalent for comparison			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	£4.00	No suitable equivalent for comparison				
			Under 19	£3.50	No suitable equivalent for comparison		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	

Ticket Classification	Period	Covers	Age	New Price	Current Price	Price Reduction		Offer Summary	Notes
						£	%		
Operator Network Tickets	Day	B&H Buses and Metrobus	Adult	£5.00	£5.50	£0.50	9%	East Sussex Network ticket providing unlimited travel across East Sussex.	All trips must either start or end in the East Sussex County Council Area, with the first trip of the day starting in East Sussex. Individual journeys that are wholly within the Kent County Council area are not valid on this ticket.
			19 to 29	£3.50	£5.50	£2	36%		
			Under 19	£2.50	£2.75	25p	9%		
		Stagecoach	Adult	£5.00	£7.30	£2.30	32%	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)	
			19 to 29	£3.50	£7.30	£3.80	52%		
			Under 19	£2.50	£3.20	70p	22%		
Town Zonal	TBC	Work continuing on this.							
Other Operators	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.						

All trips must either start or end in the East Sussex County Council Area, with the first trip of the day starting in East Sussex.

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APPENDIX H: EAST SUSSEX ENHANCED PARTNERSHIP BUS CUSTOMER CHARTER



EAST SUSSEX

CUSTOMER CHARTER

Our commitment to providing the best possible bus services in East Sussex

issued in December 2022 and valid until March 2025

This charter sets out what you can expect when using local bus services that operate across East Sussex. It also includes elements of service provision under the responsibility of East Sussex Council, including bus stops & real time information



This charter is available online at www.eastsussex.gov.uk and can be made available in other formats or languages. If you would like more information on this, please contact publictransport@eastsussex.gov.uk

OUR PLEDGE TO BUS PASSENGERS

Statement of commitment

Bus passengers across East Sussex expect a safe, comfortable, well-connected and high-quality journey across the local bus network, no matter which bus service they are travelling on. Passengers 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.

East Sussex County Council works with bus operators to co-ordinate & improve public transport in the county and financially supports certain routes and improvement schemes. Our Passenger Charter sets out how we are working in partnership to improve buses in the county.

What you can expect from East Sussex bus services between 2022 & 2025

Services & Information

- Timetable & fare information that is simple & accessible, at key stops, online & through mobile apps
- Improved real time information at more key stops
- Well-publicised timetable changes, with a maximum of two changes a year
- Introducing on-demand bus services - buses that will drive to you if you do not live near another route
- Improved frequencies and more journeys on Sundays

Reliability

- A reliable service - that means no more than 5 minutes late or one minute early
- New bus lanes along busy roads
- Better parking enforcement at stops & in bus lanes to keep your journey seamless and safe
- Buses given priority at major traffic light junctions
- If things go wrong, we will keep you informed wherever possible. Bus drivers will keep you updated along with social media posts

Best Value Fares

- Cheaper & simpler fares on popular tickets
- Bus drivers that offer you the best value fare for your journey - just ask!

On the bus

- Improved disability and customer service training for bus drivers including disability awareness training
- A safe & seamless trip with better linked journeys
- Fully accessible buses with improved visual & audio next stop announcements
- Clean, well-maintained & welcoming buses
- CCTV on board most buses for your safety & security
- Smart, friendly & helpful driver

Continuously Improving

- A clear and simple comments & complaints process
- A pledge that we will listen & act on your feedback, whether good or bad
- Further investment into improving your journey's punctuality & level of service
- We will keep you informed of any significant future changes to services and give you the opportunity to comment

Off the bus

- Improved facilities at bus stops, including more and higher quality real time information provision
- Improved CCTV coverage at key stops

CONTACT DETAILS

Arriva

01622 697000
www.arrivabus.co.uk

Autocar

01892 833830

Battle Area Community Transport (BACT)

01424 870955
www.bact-online.co.uk

Bexhill Community Bus

01424 222820
www.bexhillcommunitybus.co.uk

Brighton & Hove Buses

01273 886200
www.buses.co.uk

Community Transport - Brighton & Hove and area (BHCT)

01273 677559
www.bhct.co.uk

Community Transport for the Lewes Area (CTLA)

01273 517332
www.ctla.org.uk

Compass Travel

01903 690025
www.compass-travel.co.uk

Cuckmere Buses

01323 870920
www.cuckmerebuses.org.uk

Go Coaches

01732 469800
www.go-coach.co.uk

Hams Travel

01580 879537
www.hamstravel.com

Metrobus

01293 449191
www.metrobus.co.uk

North Wealden Community Transport Partnership (NWCTP)

01892 771332
www.4weald.co.uk

Rambler Coaches

01424 752505
www.ramblercoaches.co.uk

Rye Community Transport

01797 227722

Seaford & District

01273 510181
www.seafordanddistrict.co.uk

Southdown PSV Ltd

01342 719619
www.southdown.net

Stagecoach in East Kent and East Sussex

08456 002299
www.stagecoachbus.com/about/south-east

Operators will respond to all complaints within 10 working days

If you are not satisfied with how an operator has dealt with your complaint, please contact

East Sussex County Council

by email at publictransport@eastsussex.gov.uk

or by telephone on 0345 608 0190

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The small print

This Charter does not affect your statutory rights. Passengers are carried by each bus operator in accordance with its own conditions of carriage, available from the respective company.

This Passenger Charter is made in agreement with each of the listed bus operators and East Sussex County Council under the Bus Service Improvement Plan (BSIP) Enhanced Partnership. Visit www.eastsussex.gov.uk and search for 'bus service improvement plan' for more information.

East Sussex County Council works in partnership with the listed bus operators and has contractual control over the agreed schemes listed in the BSIP. Only buses operating under s22 of the Transport Act 1985 make the pledges in this document. Excluded services include and are not limited to intercity coach routes and privately operated services.

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