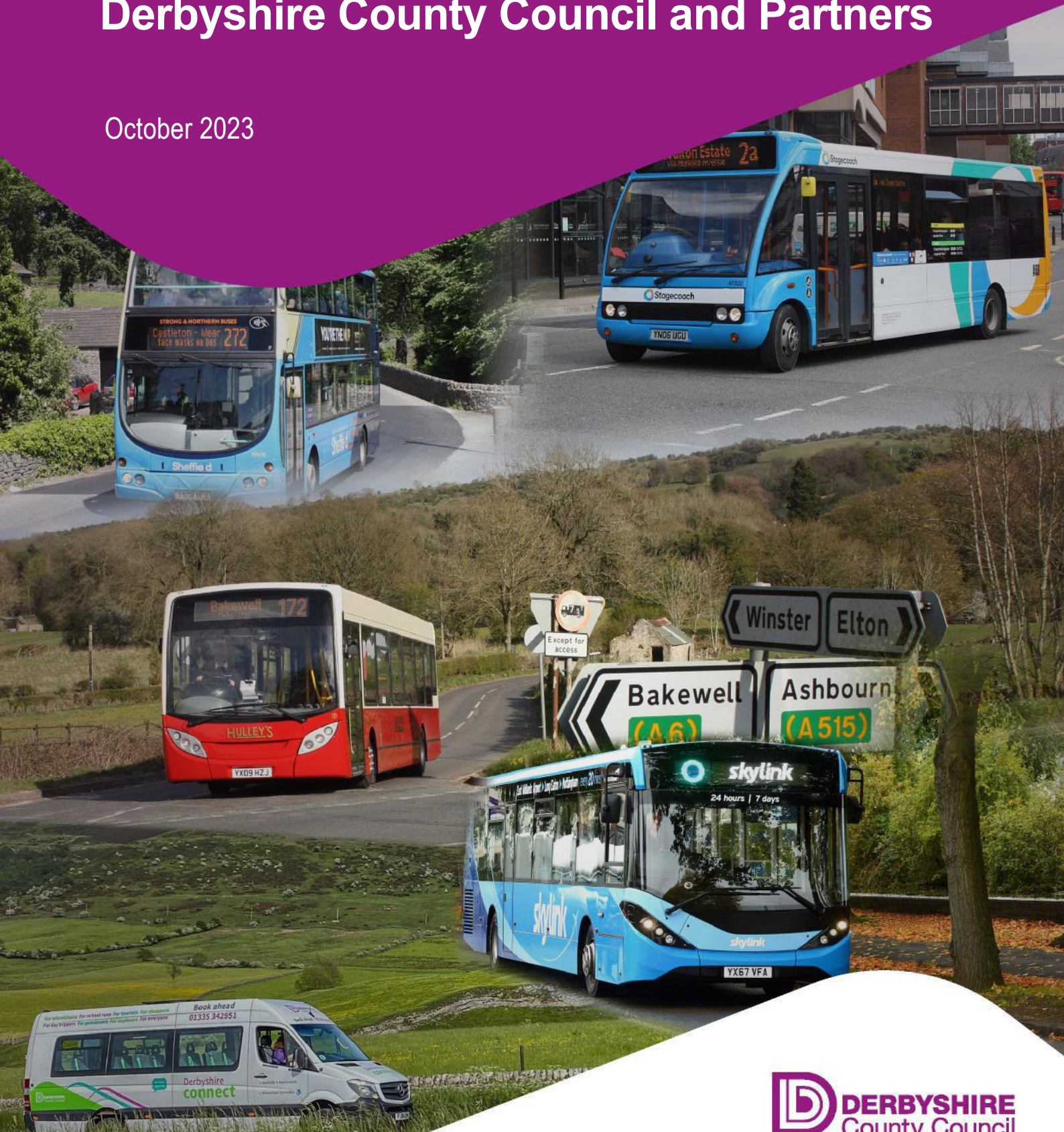


# Enhanced Partnership Scheme

Derbyshire County Council and Partners

October 2023



## Part 2 – EP Scheme

**Derbyshire County Council Enhanced Partnership Plan for buses has been prepared in accordance with Section 138H of the Transport Act 2000 and is Made in accordance with Section 138G by Derbyshire County Council**

### **Document version**

2.12.21 – 29.03.22	DY	Amends prior to final approval
24.05.22 – 07.10.22	DY / LC	Amends from final approval to October vote
31.01.23	LC	Annual Update
24.10.23	LC	October Refresh



Against the challenge of falling passenger numbers, exacerbated by the COVID pandemic. Derbyshire County Council ("the Council") and our Bus Operator partners are determined to grasp the opportunity provided through the National Bus Strategy to build "Bus Back Better" and reverse this trend.

This Enhanced Partnership will help deliver the vision for countywide coordinated sustainable transport services through the delivery of a bold and ambitious Bus Service Improvement Plan (BSIP).

This Enhanced Partnership Scheme, and the accompanying Enhanced Partnership Plan sets out the Council's and Bus Operator's plans to start the transformation of local bus services over the next five years.

Building on local investment and the £47m allocated over 3 years by the Department for Transport (DfT).



# Enhanced Partnership Scheme Content

This Enhanced Partnership Scheme has been developed by Derbyshire County Council ("the Council"), in consultation with Bus Operators to drive bus improvements for passengers over the five-year period starting from 31 March 2022. This document fulfils the statutory requirements for an Enhanced Partnership Scheme. In accordance with statutory requirements laid down in Section 138 of the Transport Act 2000, this Enhanced Partnership Scheme document sets out:

- Scope of the Enhanced Partnership Scheme and commencement date
- Obligations on Derbyshire County Council
- Obligations on Bus Operators
- Governance arrangements

The Enhanced Partnership Scheme can only be put in place alongside the associated Enhanced Partnership Plan. Therefore, this document should be read alongside the Enhanced Partnership Plan for Derbyshire.

The Enhanced Partnership Scheme has been jointly developed by the Council, and those Bus Operators that provide local bus services in the Enhanced Partnership Scheme area. It sets out obligations and requirements on the Council as both the Local Transport Authority and Local Highway Authority and Bus Operators of local bus services in order to achieve the intended improvements, with the aim of delivering the objectives of the associated Enhanced Partnership Plan.

This version of the Enhanced Partnership Scheme was updated in October 2023. The changes were made in accordance with the Bespoke Variation process outlined below.

# Scope of the Scheme and Commencement Date

## Map of the Enhanced Partnership Scheme Area

This Enhanced Partnership Scheme will support the improvement of all local bus services operating throughout the Derbyshire County Council area, excluding Derby City, as illustrated in Figure 1.

**Figure 1 – Derbyshire Enhanced Partnership Area (excludes Derby City)**



## Commencement Date

The Enhanced Partnership Plan and Enhanced Partnership Scheme were “made” on 29<sup>th</sup> March 2022 and came into effect on the 31 March 2022, with subsequent milestone dates by which certain facilities and measures and Bus Operator obligations will be introduced. These are set out in the following two sections.

The Enhanced Partnership Plan and Scheme both came into effect from 31 March 2022 and last for a minimum of 5 years, with the option to extend the Enhanced Partnership for up to an additional 5

years in line with our ambitious BSIP. The intention from the BSIP is to maintain this or a new EP for at least 10 years. The decision to extend or replace this EPS will be influenced by the return on the investment made by partners, the positive impact this has on patronage and whether there is additional investment funding that might lead to a further wave of interventions that needs to be bound into this (or a new) Enhanced Partnership Scheme. This is to allow the planning to be further developed and for the Enhanced Partnership Plan and Scheme to respond to longer-term local transport needs and changing travel demands. This also reflects the uncertainty of future funding from the DfT beyond the initial three years and wider external circumstances.

The Council confirms that it has provided the required notice under S138F (1) providing the full details of the scheme to the parties directly affected by this Plan and Scheme. Derbyshire County Council gave approval and issued notice to proceed with the development of an Enhanced Partnership on 17 June 2021 and issued the notice of the preparation of an Enhanced Partnership Plan and Scheme preparation to Bus Operators on the 23 December 2021.

This EPS was last amended through the Bespoke Variation Process in October 2023.

### **Exempted Services**

This Enhanced Partnership Scheme covers all registered Local Bus Services with one or more stopping places (in each direction) operating within the Enhanced Partnership Scheme area, these are classed as "qualifying local services."

This Enhanced Partnership Scheme will exclude from the qualifying local services' obligations, the bus services falling within the following locally agreed exemptions:

- **Supported Services** – Emergency contracts let under the provisions of Sections 89-91 of the Transport Act 1985, to retain services for a short term of up to 6 months;
- **Excursion or Tour Services** - Registered local services that are excursions or tours or operate for a limited period of up to 7 days to allow people to access a sporting, concert or similar event;
- **Section 22 Services** – Services operated under Section 22 of the Transport Act 1985 (community bus services);
- **Cross-Boundary Services** - Registered local bus services that have no greater than 10% of the service mileage within the Enhanced Partnership Scheme area, and/or do not stop at more than one stop (in each direction) within the Enhanced Partnership Scheme area. For clarity, the 10% is calculated as the average of the outbound and inbound registered mileage percentage calculated separately, within the Enhanced Partnership Scheme area;
- **Infrequent Services** - Services which operate on no more than 2 days per week (excluding Sundays and Bank Holidays), that is unless these services operate in coordination with one or more other services such that they offer substantially similarly routed services on more than 2 days per week;
- **Coaches** - Services operated by vehicles that by law do not permit standing;

- **Adjacent Local Transport Authority Funded Services** – Services operating under contract to Local Transport Authorities outside of the area of this Enhanced Partnership, where the adjoining authority supports the majority of journeys; and,
- **School or Work Services** - Bus services which operate no more than twice a day on a weekday during school term times and with the primary purpose of providing home to school bus services. Work services are defined as irregular services timed only to serve shift start and finish times at a single site or business park.

Contracted bus services operating on 31 March 2022 will not need to comply with the vehicle requirements set out in this document for the remaining duration of the current contract period. Any services procured after the making of the Enhanced Partnership Scheme must comply with these requirements, and this will be a condition of contract.

A list of qualifying local bus services is maintained by the Council and is available upon request.

# Obligations of Derbyshire County Council

This section lists the specific interventions that the Council will deliver as its part of this Enhanced Partnership Scheme. It details what will be provided by the Council, when and for how long, mindful that the Enhanced Partnership lasts a minimum of five years from 31 March 2022.

The Council as the Local Transport Authority and Local Highway Authority is responsible for the delivery of the facilities and measures set out below.

## Summary of obligations on Derbyshire County Council

Through this Enhanced Partnership Scheme the Council will continue to provide and maintain the facilities and undertake the measures as outlined in **Table 3.1**, for the duration of the Enhanced Partnership Scheme, subject to any enhancement detailed in **Table 3.2**:

**Table 3.1 – existing facilities and measures**

Facility/location	Measures	Responsibility
<p>'Contraflow' Bus Lanes:</p> <ul style="list-style-type: none"> <li>• Chesterfield, Beetwell Street from Hipper Street eastbound. Enables access to St Mary's Gate.</li> <li>• Chesterfield, Knivesmithgate. Full length westbound. Continues in to Rose Hill Bus Lane, q.v.</li> <li>• Chesterfield, Rose Hill from Glumangate to Rose Hill East. Continuation of Knivesmithgate Bus Lane, q.v.</li> <li>• St Augustines, St Augustines Avenue from Bacons Lane to St Augustines Road northbound. Not currently used by any local bus service.</li> <li>• Ilkeston, South Street from Coronation Street northbound. Enables access to Wharncliffe Road (Market Place) northbound bus stops.</li> <li>• Ilkeston, Albert Street. Full length northbound, Enables access to Wharncliffe Road (Market Place) eastbound and southbound bus stops.</li> </ul>	Retention of the contraflow bus lanes, maintenance and vehicle enforcement.	Derbyshire County Council
<p>Bus Gates:</p> <ul style="list-style-type: none"> <li>• Chesterfield, Holywell Street at Saltergate / Cavendish Street junction. Enables access to Cavendish Street.</li> <li>• Chesterfield, Church Way from Church Lane northbound to Burlington Street. Enables access to Stephenson Place / Cavendish Street / Knivesmithgate.</li> <li>• Tupton, Brimington Road at Rother Way junction. Enables eastbound buses to right turn on to Chesterfield Road (A619) – all other traffic compulsory left turn here.</li> <li>• Loundsley Green, Bus Link Road. Allows buses through from Cheedale Close to Green Farm Close (across Loundsley Green Road). Operates both ways.</li> </ul>	Retention of the bus gates, maintenance and vehicle enforcement.	Derbyshire County Council



Facility/location	Measures	Responsibility
<ul style="list-style-type: none"> <li>Chesterfield, Park Road at Markham Road (A619) junction, northside. Allows access for buses to / from New Beetwell Street. Operates both ways.</li> </ul>		
302 Realtime Information displays as of September 2023	Maintain at-stop Realtime information displays	Derbyshire County Council
Bus Service financial support	Continue to support services at the current levels (or as varied through the Bus Network Review), nett of Parish Council and S106 support, and reimburse concessionary travel in line with DfT Guidance and related legislation. Funding £14m pa	Derbyshire County Council
Street lighting	Maintain street lighting at current levels in the vicinity of bus stops	Derbyshire County Council
19 Bus shelter clusters, hubs and stations - provision and upkeep	Maintain and repair	Derbyshire County Council
Parking and traffic offence enforcement	The Council will use its powers and resources to enforce Traffic Regulation Orders, to improve compliance and make journey times for bus reliable.	Derbyshire County Council
Bus timetable information	Website– timetable information for all registered local bus services will continue to be provided.	Derbyshire County Council
Bus Service Mapping	Website - maps will continue to be made available, showing all bus services in Derbyshire, including summary information on service frequencies.	Derbyshire County Council
Roadwork management	To report roadworks email <a href="mailto:highway.permits@derbyshire.gov.uk">highway.permits@derbyshire.gov.uk</a>	Derbyshire County Council

Through this Enhanced Partnership the Council will work to provide new and upgraded facilities and additionally undertake the measures outlined in **Table 3.2**, the development of schemes will involve bus operators as each work package impacts on individual operators' services, and similarly local communities and bus users.

**Table 3.2 – Additionally Approved Facilities and Measures (to be read alongside BSIP)**

Facility/location	Measures/interventions and status (Numbers indicate BSIP measures)	Responsibility and delivery date and progress
Enhanced service provision	<p>1. Deliver information and other bus stop improvements.</p> <ul style="list-style-type: none"> <li>£2m in 2022/23 provisionally allocated to A632 and A619 from Chesterfield, 60% of in-bound stops and central bus stop clusters fitted with Realtime information displays.</li> <li>Realtime Information will be extended to other corridors, focusing on in-bound stops and central bus stop clusters.</li> <li>Bus stop accessibility improvements</li> <li>Deliver Holistic Public Transport Hub and bus stop improvements at key locations agreed as part of the Hub Prioritisation study, and also linked to hubs arising from the Bus Network Review.</li> </ul> <p>See Schedule B for plan of potential hub locations.</p>	<p>Derbyshire County Council in consultation with Bus Operators</p> <p>Cost £4,245k for bus stop Hubs improvements, including infrastructure investment, accessibility improvements and key stops/hubs.</p> <p>Cost £660k for RTI.</p> <p>For delivery by April 2025</p>
	<p>2. Introduce new DRT services to better connect rural communities into Transport Hubs, with extended hours of operation and a modern booking system. This is expected to positively impact on patronage and reduce social exclusion, based on the "Demand for Public Transport Practical Guide".</p>	<p>Derbyshire County Council in consultation with Bus Operators, informed by the Bus Network Review and also the Countywide Transport Hub study completed in December 2021.</p> <p>Cost £4,340k to include the provision of new bus services and associated infrastructure at a number of locations in the County.</p> <p>Procurement for new DRT services was undertaken in June 2023 with a new pilot service to be introduced from November 2023.</p>
	<p>3. The principle of standardised service change dates has been agreed. The Council will consult with and seek to agree the date of the proposed 5 timetable change dates, being the only dates on which qualifying local services may</p>	<p>Derbyshire County Council in consultation with Bus Operators</p> <p>To come into effect from the first service change date 70 days after January 2024</p>

Facility/location	Measures/interventions and status (Numbers indicate BSIP measures)	Responsibility and delivery date and progress
	<p>change, subject to consideration of adjacent authority change dates and considering the impact on and of cross boundary services.</p> <p>This item was discussed with all neighbouring Local Transport Authorities when preparing the original BSIP proposals. All parties appreciated the merits of this activity, particularly those that have a significant number of cross boundary services such as Nottinghamshire County Council and the City of Derby.</p> <p>The Council will co-ordinate with as many adjacent Authorities as possible in Year 1 of BSIP and will work to co-ordinate dates with the remainder during the course of BSIP Years 2 and 3, and, as necessary, after.</p>	<p>Discussions have taken place with operators and D2N2 authorities with the standardised dates expected to be the Weekend of the:</p> <ol style="list-style-type: none"> <li>1. Last Sunday in January</li> <li>2. Last Sunday in March (start of British summer time)</li> <li>3. First Sunday after 1<sup>st</sup> May bank holiday</li> <li>4. Sunday before schools return for the new school year</li> <li>5. Last Sunday in October (end of British summer time)</li> </ol>
	<p>4&amp;5. Supporting Service Levels and improving key locations, linked to the Bus Network Review, with a focus on access to jobs and the visitor economy.</p> <p>Led by the Bus Network Review, the funding will be used for new and improved services to provide better access to jobs, the National Park and essential services. This will contribute to a growth in bus trips.</p> <p>The Peak District National Park is a very important attractor, but the Measures also include serving employment areas, schools, hospitals and similar establishments.</p> <p>The study associated with the Transport Hubs referred to above will incorporate the needs of Key Attractors and be supplemented by DRT as a means of connecting people, residents and visitors, to places.</p>	<p>Derbyshire County Council Cost £8,065k March 2023 to March 2026</p>
<p>Bus Priority See Schedule B for plan</p>	<p>9. Fully roll out UTC SCOOT priority for buses across Derbyshire</p> <ul style="list-style-type: none"> <li>• All signal controlled junctions to have bus priority detection added within the UTC area, but to include junctions operated under MOVA</li> </ul>	<p>Derbyshire County Council All existing junctions (on a bus route, as of April 2023) fitted and operational in a phased roll-out completed on site by April 2025.</p>

Facility/location	Measures/interventions and status (Numbers indicate BSIP measures)	Responsibility and delivery date and progress
	and VA modes of control in other locations	The county has been split Into 11 areas and prioritised to bring benefits as soon as possible, see BSIP / EP Progress Reports for most up to date information. By April 2025 – all junctions on the bus network (as of April 2023)to provide bus priority. Cost £1,883k
	<p>10 &amp;13. Undertake a corridor by corridor review of bus routes, on primary routes, starting with the A619 and A632 corridors, jointly with Nottinghamshire County Council. Implement bus lanes, new signal controls (with bus priority) and automated enforcement of bus gates, covering the corridors shown in Schedule B. Subject to feasibility, specific bus priority measures will be provided in the following locations:</p> <ul style="list-style-type: none"> <li>• Bus lane from Byron Street to 30m prior to Horns Bridge.</li> <li>• Provide a southbound bus lane from the A617/A632 roundabout (carriageway markings to be amended here) in the exiting carriageway to approximately 50m of the Horns Bridge Roundabout</li> </ul> <p>The Measures associated with increasing bus reliability and punctuality were all agreed with Bus Operators when compiling the original BSIP of October 2021 and also within the BSIP Addendum of February 2022 (Table 1 on page 19 and Table 2 on page 20). The figures were all contained in documentation that was put forward for formal consultation when preparing to Make the Enhanced Partnership.</p> <p>Current targets for improvements in punctuality and reliability as related to the 30 month BSIP are contained in Schedule C.</p> <p>The expectation of journey time benefits allow for additional boarding/alighting times that will occur due to increased patronage.</p>	<p>Derbyshire County Council in consultation with Bus Operators, and where relevant adjoining Authorities.</p> <ul style="list-style-type: none"> <li>• Corridors have been reviewed and schemes scored to give priority. See Schedule B for a plan of pinch point locations and for the most up to date detailed list of schemes, see BSIP / EP Progress Reports.</li> <li>• Implementation on site on a corridor by corridor basis February 2023 to April 2025</li> </ul> <p>Cost £15,719k</p>



Facility/location	Measures/interventions and status (Numbers indicate BSIP measures)	Responsibility and delivery date and progress
	<p>The benefits of this work will be reduced journey times and improved reliability for passengers on the key corridors such as the A61, A632 and A619.</p>	
	<p>10. Using the Council's new Traffic Management System (TMS), the Council will introduce a system of on-line monitoring of roadworks to alert Bus Operators directly via SMS, Tweets and/or email of potential problems in real time and as soon as the Council is notified. The steps to improve communications has been the subject of a Workshop, with a follow up planned to review the improvements introduced.</p> <p>This also links with the proposals to take control of the settings of temporary traffic signals, facilitating timings (of each stage of the traffic signals) that are sensitive to actual conditions.</p> <p>From the above, if requested, Bus Operators will be given direct access to the TMS to enable real time monitoring of the effect of roadworks on reliability and punctuality, suitable training can be arranged.</p> <p>To enable the advanced technology to be applied, the Council is in the process of modifying its system of permits for roadworks to insist on this technology.</p> <p>Lastly, with BSIP funding, a further refinement will be made to the Traffic Management System to cross relate roadworks details to specific bus routes (and therefore Bus Operators) to automate notifications to appropriate personnel immediately when new roadworks are registered with the Council. This is expected to be in place for April 2024.</p>	<p>Derbyshire County Council Phased delivery to April 2025 Cost £2,460k Work has already commenced with a workshop between Bus Operators and the Council's personnel responsible for the arrangement of traffic management and installation of portable (temporary) traffic signals.</p>
Simplified and increased value ticketing	<p>15. Lower Fares for Key Groups – negotiate common discount with Bus Operators for targeted users with concessionary support if necessary</p> <ul style="list-style-type: none"> <li>○ 3 Month job seeker £1 flat fare</li> <li>○ 16-19 years discount extended to age 21 and up to 50% tapered discount</li> </ul>	<p>Derbyshire County Council April 2023 – to March 2025 The proposed schemes are currently being reassessed to ensure they complement the national fare cap scheme and do not cause confusion among customers. £1.50 flat fare to be introduced for 11-19 year olds</p>

Facility/location	Measures/interventions and status (Numbers indicate BSIP measures)	Responsibility and delivery date and progress
		<p>from November 2023 to November 2024. This will then be reviewed in the context of the £2.50 national fare cap scheme.</p> <p>Cost £1,050k Cost £25k pa for 3 years</p>
	16. Promotional Ticketing Offers – jointly agreed and promoted, including commitments to work with operators to promote concessionary bus travel and to proactively inform local residents when the authority becomes aware that they are eligible for such a concession.	Derbyshire County Council
	17. Contactless Payment and Fare Capping building on Mango to introduce easy access to best value simpler fares. Working with Bus Operator partners the funding will support an extension to the existing popular app based 'Mango' account-based ticketing product (or similar) so that additional operators can offer this payment method. The funding will also support the introduction of Derbyshire's first contactless tap on tap off travel payments with automatic best value capping.	<p>Derbyshire County Council Roll-out and tap on/off support for smaller operators across 2023/24, phased by operator up to March 2025 Cost £6,000k</p>
	19. Qualifying Agreements Introduced – agree Bus Operator acceptance of others' products in key areas and prepare associated Qualifying Agreement(s)	<p>Derbyshire County Council working with Bus Operators</p> <p>By December 2024</p>
Integration with other modes, specifically Rail	21. Park and Ride – develop strategy and plans for out of town hubs the location and details to be agreed, but including serving the Peak District National Park, potentially seasonal. The approach is to consult Town and Parish Councils and the Peak District National Park Authority, evaluate each site for viability and links to the Hub Study and Network Review, produce a short list for more detailed evaluation and alignment with CILT guidance. The assessment work for the Park and Ride study, for the elements associated with tourism will utilise a wide range of	Derbyshire County Council Feasibility study cost £50k High level report delivered in January 2023. To be incorporated within further work on Transport Hubs.

Facility/location	Measures/interventions and status (Numbers indicate BSIP measures)	Responsibility and delivery date and progress
	<p>visitor survey data updated to reflect current circumstances.</p> <p>Once meaningful and objective data is collected, the Park and Ride work will consider the appropriate locations and how they are already served by existing public transport services. The feasibility of implementing permanent or "pop-up" Park and Ride sites will then be assessed and will include a review of land availability, potential patronage, commercial viability and the facilities (if any) that would be appropriate to these locations. Work will feed into other parts of our BSIP delivery plans.</p>	
Common identity and provision of infrastructure such as upgraded shelters	6. Bus Shelter Provision – evaluate with Borough and District Councils future options to improve provision and better manage maintenance	Derbyshire County Council in consultation with Borough and District Councils For delivery by 31 March 2027
	7. Marketing Campaign – develop and implement a joint marketing plan with Bus Operators centred on the "Travel Derbyshire" brand (or similar on a potential sub-regional geography), with a clear call to action focused solely on bus use, and a bias towards the new and enhanced ticket products. All marketing campaigns will follow HMG requirements linked to BSIP funding.	Derbyshire County Council working with Bus Operators  Cost £1,050k Plus £25k pa up to March 2025.  Sept 2023 to March 2025
	8. Brand for buses in Derbyshire – agree and roll out "Travel Derbyshire" (or similar on a potential sub-regional geography), with Bus Operators, a bus network brand that supports bus route branding.	Derbyshire County Council working with Bus Operators
	23. & 24. One stop website – Implement under "Travel Derbyshire" brand (or similar on a potential sub-regional geography). All Bus Operator APP - Implement under "Travel Derbyshire" brand (or similar on a potential sub-regional geography), communication channels will provide timetable information, allow journey planning and allow	Derbyshire County Council working with Bus Operators and potentially other East Midland partners  Cost £350k plus £90k Customer Charter plus £375k community champions March 2023 to March 2025

Facility/location	Measures/interventions and status (Numbers indicate BSIP measures)	Responsibility and delivery date and progress
	<p>customer feedback in line with the Customer Charter. This may be delivered in partnership with other East Midland areas.</p> <p>Discussions have already commenced and use of a common platform across the wider sub-region is proposed as the approach. Specialist web and App developers will be appointed.</p>	
Better customer communications and information	33. Develop enhanced disruption communications under "Travel Derbyshire" brand to include Bus Operator and passenger communications via social, online and written media.	Derbyshire County Council Cost £70k till March 2025
	26. Bus timetables – maintain paper and on-line timetables and maps, subject to passenger demand for paper.	Derbyshire County Council Cost £350k till March 2025
Supporting activities	8. Planning Policies and Procedures – review how planning and public transport might be better integrated. This includes steps to put public transport at the heart of all new developments, with Bus Operator discussion on the methodology and better utilisation of S106 in new developments. Subject to being in line with National Planning Policy Framework.	<p>Derbyshire County Council, working with Local Planning Authority partners in consultation with Bus Operators</p> <p>This subject area has been discussed within our Enhanced Partnership Board and consequently liaison has already taken with the Council's development control officers to assess where Bus Operators can be more involved in the process planning permission and the allocation of funds via Section 106 (Town and Country Planning Act 1990). The output is that a "Developers Contribution Protocol" has already been drawn up that incorporates the requirements of public transport.</p>
	14. Review of Parking Charges to make buses more cost competitive to the car.	Derbyshire County Council in consultation with Borough and District Councils Review complete by 31 March 2027



Facility/location	Measures/interventions and status (Numbers indicate BSIP measures)	Responsibility and delivery date and progress
	34. Annual survey – Commission Transport Focus to undertake annual surveys for the first 3 years.	Derbyshire County Council Cost £75k Baseline survey from 2019/20, supplemented by fieldwork beginning January 2023. Running for three years.

The measures in Table 3.2 will be provided subject to due process being followed and completed such as public consultation, Council approvals, Traffic Regulation Orders being successfully “Made”, and funding being made available by the Department for Transport. If Planning Consent and land acquisition is required, the above is conditional upon those processes being successfully completed.

# Requirements relating to Bus Operators

This section describes the standards of service that those operating registered “qualifying local services” in the Enhanced Partnership Scheme area must meet and the date for compliance.

## Network and Frequencies

Bus Operators will be restricted to the following 5 service change dates set by the Council in consultation with Bus Operators and nearby Local Authorities:

- (a) Weekend of the last Sunday in January
- (b) Weekend of the last Sunday in March (start of British summer time)
- (c) Weekend of the first Sunday after 1st May bank holiday
- (d) Weekend of the Sunday before schools return for the new school year
- (e) Weekend of the last Sunday in October (end of British summer time)

Service change dates shall come into effect from the first service change date which will be at least 70 days after 1 January 2024, to allow the network to be more responsive to passenger recovery following Covid-19 in the short-term. The following services are exempt from this requirement (see above for definitions). Also exempt are changes of a temporary nature linked to external events such as road closures/events etc.

- Cross-Boundary Services
- Adjacent Local Transport Authority Funded Services
- School and Work Services

Additional change dates can be agreed between the Council and operators by a decision of the EP Board to reflect the differing school term dates between Local Educational Authorities and Academies.

## Single fare change date

Also exempt are changes of a temporary nature linked to external events such as road closures and events etc. Bus Operators will also collaborate with the Council on an agreement to limit fare increase dates after 1 April 2027 (again to support recovery of the market from Covid-19) to a single jointly agreed annual date or dates, for example the single annual date may be on differing date for young person tickets linked to the academic calendar, with fares for other passengers increasing at a date earlier in the year.

For cross-boundary services it is recognised that the fare change date may be dictated by a cross-boundary EP date, the working of this will need to be agreed, in the event that cross-boundary fare dates are different.

Any agreement will form part of a future Enhanced Partnership Scheme or be incorporated in an agreed variation, however in this case at least 75% or more of the operator company vote (as defined) below will be required to support this specific variation, introduced via the Bespoke Variation Process described below. For clarity Derbyshire County Council shall not vote on this specific change but will be expected to express their view on the Bespoke Variation to the Enhanced Partnership proposed, prior to any Bus Operator vote.

For clarity, fare reductions can take place on any date, and these reduced fares may increase on any date provided that they do not exceed the price of the previous "high fare" price within 12 months from the date the "high fare" was last increased.

## **Bus Network**

Bus Operators will work constructively with the Council to enhance the bus network to better serve visitor attractions and wider network improvements. This is subject to financial viability.

Where investment is made by the Council that speeds up or otherwise improves bus journey times to a level that delivers cashable operating cost savings for a period more than 12 months; for example, by releasing PVR from a route resource; this saving will be reinvested in the network in a way jointly agreed between the Council and the operator(s) benefitting. This could be (examples) in new services, increase frequency, route extensions or extended hours/days of operation, ticketing improvements or fleet investment. Bus Operators will continue to share data with the Council on a confidential basis, this will additionally include operational data to determine operational cash savings, to be reinvested as agreed with the Council.

## **Vehicle Standards**

Vehicles used on "qualifying local services" will be required to meet, or exceed, specified standards, dependent on their type and age.

All vehicles operating within the "Enhanced Partnership Scheme Area" must meet the following requirements, by the date specified:

- Emissions standards:  
No bus operating in the Enhanced Partnership area shall be replaced with a bus of a lower Euro engine specification.

The following bus standards shall be assessed at the Enhanced Partnership area, rather than at an individual route or operator level.

- 35% Euro 6 (or certified equivalent retrofit emission system) as of June 2021
  - 95% Euro 6 or better (or certified equivalent retrofit emission system) by end 2029/30
- For Bus Operators with a depot fleet of under 10 buses and operating in the Derbyshire County Council area, these dates will be extended by 12 months, with a requirement to achieve 100% Euro 6 or better by end 2030/31.
- Notwithstanding the above, from 1 April 2023 all registered buses above 22 seat capacity shall have digital recording CCTV installed for safety and security. This will provide images of all passenger areas inside the vehicle for safety and security and also forward facing images from the vehicle to help identify traffic issues.
- Notwithstanding the above, from 1 April 2023 all newly purchased buses above 22 seat capacity, shall have fitted and working onboard Audio/Visual communications provided to provide passengers with next stop and final destination communications, this shall be in operation at all times each fitted bus is in service and shall suitably cater for passengers with hearing or visual impairment.

- Notwithstanding the above, Automatic Vehicle Location equipment will be installed and will feed into the Council real time information system. Joint work between Bus Operators the Council will be undertaken to improve system integration.
- All Bus Operators licenced with 10 or more “qualifying local services” and operating in the “Enhanced Partnership Scheme Area” will be required to work with the Council to develop investment plans to move to a non-fossil fuel fleet.

## **Ticketing Schemes**

Regardless of fleet size from 1 April 2023, all buses will provide passengers the option to purchase any of the full range of ticket products retailed on-bus, through contactless payment.

The Derbyshire Wayfarer multi-operator ticket shall be extended across the full “Enhanced Partnership Scheme Area” as a bus only product, in addition to the multi-modal tickets. Day tickets will be available from 1 April 2023, with 4 weekly (or monthly) products to be introduced from 1 December 2024. This shall be priced at a level no higher than existing operator equivalent fares for travel within (broadly) the same area and shall only increase annually on a date to be agreed by December 2023 by the Enhanced Partnership Board. All product fares shall only increase in line with commercial fare increases.

Bus Operators will introduce, with funding from Derbyshire County Council job seeker and 16-21 up to half fare products and jointly evaluate these products to assess if they are cost neutral to extend beyond the initial period detailed in Table 3.2 above, and if they are to be extended unchanged or with an agreed variation for the duration of the Enhanced Partnership.

From January 2024 more localised Derbyshire Wayfarer multi-operator products shall be introduced for bus only travel, as agreed by the Enhanced Partnership Board. The products must carefully balance the need to offer customers the best value ticket option against the need to maintain a ticket product range that is straightforward for users to understand and Bus Operators to retail.

From 31 March 2022 Contactless Payment (Tap-On) – shall be available on services operated by Bus Operators with a fleet in excess of 10 buses operating as a “qualifying local service”.

During the first 2 years of the Enhanced Partnership Scheme, the Council will work with Bus Operators to put in place smart ticketing, and expand the Mango account based ticket, or similar and broadly equivalent (as agreed with Derbyshire County Council), across all Bus Operators, and support Bus Operators own products should they wish. Additionally the Enhanced Partnership will work to put in place fare capping to allow passengers to use their smart card, or other contactless travel options, and only be charged up to the maximum fare for day, week or 4-week (or monthly) travel.

Where two or more Bus Operators share corridors in excess of 2 miles and at a combined frequency of 4 buses per hour (daytime on a weekday) then they shall agree with the Council to accept each other’s tickets valid on the shared section of route, subject to the Council putting in place the necessary Qualifying Agreement(s). Subject to the Council’s agreement and the Qualifying Agreement(s) being in place this shall be implemented by 1 December 2024 provided that agreement is reached on a “revenue lies as it falls” basis, if not it also depends on common ticket validation being in place.



As each of the following tickets are introduced, they shall become part of the obligations falling on Bus Operators, subject to the commencement dates and timespan set out above:

- Derbyshire Wayfarer bus-only multi-operator ticket shall be extended across the full "Enhanced Partnership Scheme Area".
- Job seeker and 16-21 up to half fare products, with funding support from Derbyshire County Council. Localised bus-only Derbyshire Wayfarer multi-operator products shall be introduced. The geography is yet to be agreed for each local area, but once agreed minor adjustments to the geography are permitted subject to Bus Operator and Derbyshire County Council agreement, after consultation with the Wider Stakeholder Board.
- Smart account based ticketing with fare capping.

### **Providing Information to the Public**

From 31 March 2023, Bus Operators will:

- provide Derbyshire Wayfarer ticket information prominently on display at or near the point of entry to buses on "qualifying local services" using information provided by the Council, and as agreed at the Enhanced Partnership Board.
- display details of relevant planned route changes and timetable changes on vehicles at least 2 weeks prior and 1 week following the change.
- produce in both printed and on-line format timetables of all "qualifying local services" they operate, until the Enhanced Partnership Board, in consultation with the Wider Stakeholder Group agree the demand for paper products has materially declined.
- Promote, when available, the "Travel Derbyshire" brand to a level not less than each Bus Operator's own, this include on-bus, App, website and other collateral as appropriate and also comply with HMG requirements linked to BSIP funding as notified to the Council.

So that a more complete bus offer is communicated in a way which is readily understood by the public, where Bus Operators provide their own publicity mapping and information to promote their bus network, they must also provide details all other "qualifying local services" operating in the same area, to a broadly comparable level of detail in terms of route and summary timetable with details provided of the operator(s) at their own expense and where detailed timetable information can be found. This information must be kept under review and changes, as notified to the Bus Operators by Derbyshire County Council, must be accurate and updated at least every 6 months.

Notwithstanding the above clause about promoting all Bus Operator services in an area, through this Enhanced Partnership Bus Operators are encouraged to work with the Council to pool information financial resources to produce shared information at lower overall cost, with any and all savings jointly reinvested in improved passenger information and marketing to promote bus, as jointly agreed between those parties pooling funding.

The sharing of cost, savings and related operational information will continue to be subject to a confidentiality agreement between individual operators and the Council and their agents, such data will not be released to other Bus Operator's or the public except in an agreed and aggregated form, such that individual operator data could not be disaggregated.

Bus Operators producing maps and timetables must provide the Council “qualifying local services” at sites agreed between the Council and Bus Operators, and adequate stock shall be provided at all times.

Where the Council provides Bus Operators with route disruption information, Bus Operators shall communicate this to their passengers, in a timely manner in line with the protocols agreed.

The estimated collective Bus Operator contribution to information and marketing is £650k per annum.

### **Customer Charter**

In collaboration with the Council and bus user representatives, Bus Operators will put in place a Passenger Charter covering as a minimum “qualifying local services”. This shall set out what passengers should expect from all Bus Operators, who to contact if the service falls short of these standards along with a contact email address, and fair compensation for failure to deliver to the standards set out, including reimbursement of a taxi ride home in the event that the last bus home failed to run, or departed early as a result of operator failures. Exception examples: compensation might be avoided due to very include weather, emergency utility works, industrial action, and other cases where the changes have been pre-notified to customers in advance (road works, planned utility works etc.).

Head of Terms for the Customer Charter have been agreed between Bus Operators and the Council.

### **Exceptions**

It is understood that from time to time temporary and short-term exceptions may be needed to the above standards, where it is better to operate a sub-standard service than not run a service, examples include (but not limited to) bus-factory recall, industrial action, ticket machine network failure. In such circumstances the operator shall agree with the Council the variation needed, duration and reason. The Operator will agree reasonable and proportionate customer mitigation measures and communication with the Council, and these shall be funded by the operator. The Council will also notify the Enhanced Partnership Board as soon as practicable and not wait to the next meeting.

# EP Scheme Management and Governance

The future governance arrangements for the Enhanced Partnership are set out below.

## Governance

The Enhanced Partnership will be overseen and managed by an Enhanced Partnership Board, along with the Wider Stakeholder Group who will be consulted as part of any review or future Enhanced Partnerships or variations to this one.

A BSIP and Enhanced Partnership Board has already been formed to oversee the preparation of this Enhanced Partnership Plan and Scheme, and before that the BSIP. It will now evolve to oversee the delivery of both the EPP and EPS. The Board is currently Chaired independently by Professor Margaret Bell, Science City Professor of Transport and Environment at the University of Newcastle and former Derbyshire resident. Its membership includes Derbyshire County Council elected members responsible for transport; representative Bus Operators and community transport providers. Any future Chair of the Board and the Group shall be determined by its members.

When a change is needed to the Enhanced Partnership or it is extended or terminated, all Bus Operators of “qualifying local services” will be invited to the Board meeting or equivalent agreed, to exercise their vote in person or through a nominated and pre-notified individual already attending the Board, other than the Independent Chair.

The BSIP and Enhanced Partnership Board will also be supported by a Wider Stakeholder Group which will report into the Enhanced Partnership Board Representatives. Both administered by the Council.

The **Enhanced Partnership Board** will meet at least quarterly, sooner by agreement, with meeting dates set at least one quarter in advance, except where the Chairperson determines that an emergency meeting is required:

- Manage the partnership and report upward to the individual bodies represented.
- Oversee the planning and delivery of the BSIP and Enhanced Partnership commitments.
- Under the lead of the Council, review the Partnership and the performance of both the BSIP and Enhanced Partnership, and oversee the publication of performance data on the Partnership and more widely the delivery of the BSIP in a way that is readily accessible to the public and stakeholders.
- In the spirit of partnership to challenge under performance and constructively agree a plan to address areas of underperformance.
- Seek the views of the Wider Stakeholder Group on matters of performance, wider community feedback, impacts of the Partnership delivery.
- Consult the Wider Stakeholder Group on enhancements being delivered where this is appropriate and would add value.
- Consult the Wider Stakeholder Group on extensions and variations to the Enhanced Partnership.

- Consider the option to extend, vary or revoke the Enhanced Partnership using the bespoke arrangements provided herein as well as the Statutory tools under Section 138 of the Transport Act 2000 (as varied), after consultation with the Wider Stakeholder Group.
- Consider and where appropriate act on the feedback from the Wider Stakeholder Group.

The **Wider Stakeholder Group** will:

- Have an independent chair
- Meet at least twice a year.
- Review the performance of the Partnership on matters of performance, wider community feedback, and impacts of the Partnership delivery
- Consider and comment on potential investment projects when asked by the Enhanced Partnership Board
- Consider and comment on potential changes to the Enhanced Partnership
- The minutes of this meeting will be sent to the Enhanced Partnership Board for their information and where appropriate action.

In addition, there are also Statutory Consultees such as the Chief of Police, Competition and Markets Authority, and Traffic Commissioner not covered by the two groups below, who have been consulted on this Enhanced Partnership.

The Enhanced Partnership Board and the Wider Stakeholder Group will initially comprise the following invitees, however these may be varied, by agreement, over time.

#### **Enhanced Partnership Board:**

- Independent Chair
- Derbyshire County Council
- Representative Bus and Community Transport Operators
- Chair of the Wider Stakeholder Group

#### **Wider Stakeholder Group**

- Wider bus and Community Transport Operators
- Derbyshire Borough and District Councils
- Peak District National Park Authority
- Derby City Council and other neighbouring local transport authorities (who may be invited to the Board if the agenda suggests there are material cross-boundary issues to discuss)
- Businesses and representatives (LEP/EM Chamber)
- University and FE Colleges
- Transport Focus
- Local User Groups representatives
- Confederation of Passenger Transport
- Bus Users UK
- Train operating companies.
- Disability Groups
- Ethnic community groups



## **Dispute Resolution**

If there is a dispute about the interpretation of the specification and application of any of the obligations set out in this EPS (as amended), and agreement cannot be reached at the BSIP and Enhanced Partnership Board this needs to be resolved.

In such circumstances the matter under dispute will not be voted upon, until the matter has been discussed by the line managers of the most senior person representing each partner organisation eligible to vote (unless that person is the Managing Director or equivalent).

This senior group will discuss the matter in dispute, work to reach an agreed position in a timely fashion. Once a way forward has been reached the senior group will then refer their recommendation back to the BSIP and Enhanced Partnership Board to implement as advised.

If this senior group cannot themselves reach agreement, then the matter shall be resolved by the independent chair exercising their casting vote.

## **BSIP and Enhanced Partnership Board – Bespoke Variation Arrangements and decision making**

Under the powers at Section 138E of the Transport Act 2000, this Enhanced Partnership Scheme has chosen to include Bespoke Variation Arrangements. Variations discussed in this section are subject to the voting mechanism also as set out below, and have been prepared in line with the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

Variations could cover one or more of the following:

- Exercising the timescale extension options to extend this Enhanced Partnership from 5 and up to 10 years.
- Changes in specification or the timescale in the delivery of the obligations of either the Council or Bus Operators.
- Agreement to revoke the Enhanced Partnership.
- Changes to the Enhanced Partnership Board and the Wider Stakeholder Group.
- Definitions of what constitutes “qualifying local services”.

Consideration will be given to potential Enhanced Partnership Scheme variations highlighted either by the Council or one of the organisations represented on the Enhanced Partnership Board, or by any operator of a “qualifying local service” not attending the Board.

The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan and current local transport policies. Such requests should be in writing and submitted to [Deborah.Oddy@derbyshire.gov.uk](mailto:Deborah.Oddy@derbyshire.gov.uk)<sup>1</sup>. The Council will forward all requests onto all Enhanced Partnership Board members within 5 working days.

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<sup>1</sup> If this email address needs to change this will be communicated to all Operators and the Enhanced Partnership Board.

The Enhanced Partnership Board can also decide to review specific elements of the scheme on an ad-hoc basis. Enhanced Partnership Board members should contact the Council using the email address in the above paragraph (as amended) explaining what the issue is and its urgency.

In consultation with the independent chair of the Enhanced Partnership Board, the Council will then decide whether to table at the next scheduled meeting, or make arrangements for all or the necessary Enhanced Partnership Board members to meet more quickly.

If there is not the full agreement of all partners present, then the proposed variation will be put to Enhanced Partnership Board Voting Parties and a decision taken in line with the voting rights described above. In line with Transport Act 2000 Section 138E(4) the voting process outlined below ensures that variations or revocation require at least 50% support of Bus Operator companies (participating in the vote by number) to agree a variation or revocation.

### **Voting and votes**

In line with the legislation and guidance related to Enhanced Partnerships, when exercising the Bespoke Variation Arrangements, the BSIP and Enhanced Partnership Board voting rights are only vested in the Council, and the Bus Operators of "qualifying local services", attendance at meetings which necessitate a vote will be broadened to include all Bus Operators of "qualifying local services".

No vote shall be taken until the non-voting members of the Enhanced Partnership Board, in attendance at the meeting, have been invited to and had opportunity to share their views in the meeting. The meeting may agree to defer a vote to hear the view of a party not present by general agreement.

Bus Operators who are eligible to vote and are not able to attend the meeting, may nominate a party in attendance at a meeting to vote on their behalf, other than the independent Chairperson. Where this is the case, the Chairperson shall be notified in person or in writing prior to the vote taking place, and the Chairperson needs to be clear how the vote is delegated at both First and Second Stage Vote, see below. A meeting may be suspended for a reasonable (but no longer) period, as specified by the Chairperson, to allow this to happen.

First Stage Votes require a simple majority decision, where a vote is equal the change being voted on shall fail and the status quo maintained. The Chairperson does not have a casting vote. Where a positive first vote is achieved, a Second Stage Vote is then applied, whereby if 50% or greater of Bus Operators, measured by number, support the change the motion is carried. The exception of this is the agreement of the single fare change date, which requires 75% operator company agreement only, as discussed above, with the role of the Council being to undertake the Competition Test for this operator collaboration.

- Bus Operators of "Qualifying Local Services" are defined as companies of registered services, rather than owning groups. No owning group holds a majority, and at least one operating company is jointly owned, allowing the vote by operating company allows each to make their own decision and does not necessitate a group position to be reached.

- The first stage votes shall be split equally between the Council and the Bus Operators, with the Bus Operator votes being allocated directly in proportion to the registered operating miles of "qualifying local services" within the Enhanced Partnership area, as at the 1 April in the current or preceding year, whichever is the more recent.
- The Second Stage votes are based one vote per Bus Operator company of one or more "qualifying local service".
- The Second Stage Vote is only based on those Operators who support or oppose the change under consideration. Companies who fail to vote or who abstain are discounted from the calculation. This is to ensure that at least 50% of Bus Operator companies participating in the vote support the change, this is to align with Transport Act 2000 Section 138E(4).

#### **Second Stage Vote worked examples – for guidance**

It is assumed that the First Stage Vote supports the change being voted upon. In the Second Stage Vote, the calculations and outcome are illustrated through the examples below:

- 18 operators – 12 vote in favour of the change, 6 vote against, the change is approved.
- 18 operators – 6 vote for the change, 12 vote against, the change is not approved and the status quo remains.
- 18 operators – 9 vote for the change, 9 vote against, the change is approved.
- 12 operators at the meeting – 6 operators have not delegated their vote and don't attend the meeting. 7 vote for the change, 5 against, the change is approved.
- 18 operators - 2 abstain. 8 vote in favour of the change, 8 vote against, the change is approved.
- 18 operators - 5 abstain. 6 vote in favour of the change, 7 vote against, the change is not approved and the status quo remains.

As discussed above, the variation necessary to introduce the single fare increase date (only) into the Enhanced Partnership, shall follow separate bespoke vote arrangements involving the Bus Operators of "qualifying local services" only.

#### **Failure to agree**

Failure to agree may trigger the formal variation process as set out in Part 2 of the Transport Act 2000 Section 138L (2) (c), as opposed to the Bespoke Variation Arrangements discussed above, this is at the sole discretion of the Council. In this case the proposed variation will be advertised on the Council's website and emailed to Bus Operators of registered local services in the Council area. If the proposed variation passes the Bus Operator objection mechanism, the Council will make the Enhanced Partnership Scheme variation, subject to the approval of Elected Members.

#### **Examples of changes and exercising the extension option**

The monitoring data for the Enhanced Partnership Scheme targets will come from a variety of sources including the use of the DfT's Bus Open Data Service (BODS). This interfaces with The Council's new Traffic Management System (TMS) and regular surveys. Performance against targets will feed back into adjustments to our delivery plans whenever required. The targets have

been developed through extensive stakeholder consultation. Each target has a baseline, based on objective data largely from 2018/19 or 2019/20.

Performance will be reported against targets every six months in the form of a clear and simple dashboard of indicators. At headline level the dashboard will comprise statistics on:

- Passenger journeys
- Journey times and reliability
- User satisfaction
- Mode Share

The delivery plan for BSIP funded works contains a specific Work Package for “Monitoring and Evaluation”. External specialists are engaged to undertake this work on an independent basis. Each individual Work Package Terms of reference also contains a specific element to ensure that data will be collected to allow the monitoring of metrics against our stated and agreed targets, whether these be the original ones from the BSIP submission of October 2021, addendum of February 2022 or subsequently modified targets to reflect changes in background circumstances. These submission targets were derived from the discussions with Bus Operators, they will also be directly involved in the development of updated targets.

As agreed with Bus Operators in the BSIP submission, improvement to journey times is also key for customers who want faster journeys and Bus Operators who would be able to re-invest time savings to improve service delivery. This would include reinvesting bus vehicle savings to benefit the wider network, or alternatively reinvest such cashable savings into other passenger benefitting measures, as agreed with the Council.

At the annual review, the Partnership will review the progress being made against the deliverables and also the targets, and where necessary adjust these to take account of changing circumstances, broadly:

- Where better progress has been made against targets, adjusting to more ambitious targets if it is considered that the improved progress can be sustained; and
- Recalibrating timescales for targets which prove to be more difficult to achieve than envisaged, so that monitoring takes place against more realistic timescales. This may trigger the Bespoke Variation Arrangements.

The results of the Enhanced Partnership monitoring will be made public by being published on the Council’s website.

The option to extend the Enhanced Partnership Plan and Scheme beyond 31 March 2027 (or any previously extended date), shall be a jointly agreed decision, or if agreement cannot be agreed by all parties it shall be based on the voting arrangements set out above. The extension can be for any agreed period of time or number of extensions provided it does not extend beyond 31 March 2032.

The Enhanced Partnership Plan and Scheme can be extended on the same terms, but if terms are being varied or revised, the Enhanced Partnership Board will consult with the Wider Stakeholder Group first and consider the points made by that group and its attendees.

## **Performance Review/Reporting**

As described above, bus performance data will be published every 6 months and the Enhanced Partnership Board shall consult with and consider the Wider Stakeholder Group's comments on performance data, and also Transport Focus research undertaken for the Council and Bus Operators funded by BSIP funding, as well as progress on delivery of schemes.

Once considered by the Enhanced Partnership Board, the results of the reviews and the performance data will be made available to the public on the Council's website ([www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)) in the form of a clear and simple dashboard of indicators.

The purpose of measuring the following is to:

- Understand how the bus offer across Derbyshire is delivering for passengers.
- Show the effect of the investment being made and demonstrate how it is delivering improvements.
- This is to help us understand the areas where things are going well, so we can tell current and potential customers.
- It will also help us understand where things are not going so well and allow us to dig into the issues and put things right.
- We also will report progress against these measures to the WSG and seek their feedback on whether their experience and what the measurements tell us align.

Additional data and reporting:

- Where significant corridor improvement (or other investment) is being made, localised data will be collected to measure the before/after change. The before/after results will be reported to the Enhanced Partnership Board (EPB) and the Wider Stakeholder Group (WSG).
- Twice yearly, Transport Focus report measures of customer satisfaction across the passenger journey stages. We will report to the EPB and WSG on this information, benchmarking to other comparable areas and look at local trends in their data.

## **Monitoring of Bus Journey Times**

The Council will monitor bus journey times in the Enhanced Partnership Scheme area by collecting and analysing Automatic Vehicle Location (AVL) data and reporting these on a quarterly basis. The following measures will be made and compared with a first quarter baseline (after the Enhanced Partnership Scheme is made).

This data will be published on the Council website and in consultation with Bus Operators, used to identify the need for further possible measures, facilities and influence on the management of roadworks in the Enhanced Partnership Scheme area.

## **Measures and Targets - See **Schedule C**.**

Baselines and targets may differ from those originally stated within the BSIP and some measures which were planned to be monitored will not be progressed. This is due to:

- The change in travel behaviour since Covid-19 and the recovery since the pandemic.
- The BSIP funding being over 2.5 years, not the 5 years bid.
- The subsequent reduction in funding from the original bid, meaning that not all improvement measures submitted in the BSIP being supported.
- Further understanding of fare-paying and ENCTS patronage recovery and travel patterns post Covid-19



# **Consideration of Effect of the EPS**

## **Neighbouring areas**

As described the local bus network is largely self-contained, with some limited cross boundary services providing links to adjacent towns and cities. The impact of this EPS has been discussed with local operators and cross-boundary Council's consulted on these plans. Where services operate with material support from a cross-boundary authority we feel that it is for that authority to specify the services operated, although we would work with that authority to ensure that services follow the fares and ticketing arrangements set out in this Enhanced Partnership, where they operate in Derbyshire.

The EPS does not seek to alter service routes or tackle over bussing as these are not issues locally, however it does seek to manage times buses arrive at the busier stops to avoid bunching, congestion, and localised pollution. Therefore, in terms of bus routes and service frequency there is no impact on adjoining areas and if and where local timing of services are introduced, this will be done to improve punctuality and address problems caused by buses bunching, this should assist timekeeping in adjacent areas.

## **Small and medium-sized operators**

The needs of small and medium-sized operators (SMOs) have been considered in the development of the Enhanced Partnership, with opportunities for all bus operators to participate in its preparation. This has either been achieved through individual discussions or through consultation.

The Plan seeks to support improvements in all aspects of bus provision, regardless of the size of operators providing services. With the Enhanced Partnership, smaller operators have confirmed they are able to comply with the improved bus quality standards, subject to funding being made available by DfT. Small operators with 10 or less buses in their fleet will have additional timescales to meet the bus investment timescales for Euro 6 buses and are exempt from having to work with the Council on moving towards a non-fossil fuel fleet, this is because smaller operators are unlikely to have the resources or expertise to lead this work, and are more likely to follow the path others have taken and proven.

Investment in contactless ticketing will be provided to smaller operators, as confirmed within the BSIP settlement.

## **Competition**

The Enhanced Partnership has been subject to the Competition Test as set out in Part 1 of Schedule 10 of the Transport Act 2000. The assessment, undertaken by Consultants SCP, supporting Derbyshire County Council, and shared with the Competition and Markets Authority, concluded that there will be no adverse impact on competition. And that the EP Plan and Scheme is justified because:

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

Appended at **Schedule A** is Derbyshire County Councils Competition Test in full. Noting that this does not form part of the Enhanced Partnership Scheme, and will be kept under review and may be updated by the Council at any point, without recourse to the EP Board or need for a requirement to vary the Enhanced Partnership Scheme.

# Glossary of terms

<b>Term</b>	<b>Definition</b>
Bus Rapid Transit (BRT)	Higher capacity bus based transit system, typically operating on dedicated "roads" with priority given to the buses where they interact with other vehicular road users
Bus Service Improvement Plan (BSIP)	A document setting out how buses are to be improved in Derbyshire over the next decade and beyond. This is prepared in line with Guidance published by the DfT and is linked to the Councils declaration to pursue an Enhanced Partnership
Demand Responsive Transport (DRT)	Bus services aimed at targeted areas and/or passengers which do not operate to a fixed timetable or route for part or all of its journeys
Department for Transport (DfT)	The Department responsible for the National Bus Strategy and making £47m funding to help deliver interventions.
Electronic Ticket Machines (ETMs)	As well as dispensing regular tickets and facilitating contactless payment, ETMs' read smart cards, including concessionary passes, they can also allow more complex fare capping to be implemented when paired with a "back office." ETMs also report on passenger use
Enhanced Partnership	A Partnership approach set out in the Transport Act 2000 and amended by the Bus Services Act 2017, where the Council can impose requirements on Bus Operators to be able to run services in the area
Enhanced Partnership Plan (EPP)	EP Plan - this is a high-level vision and objectives for bus services in the local area and closely follows or replicates relevant sections of the BSIP
Enhanced Partnership Scheme (EPS)	EP Scheme - this sets out the precise detail of how the BSIP vision and objectives will be achieved, including any commitments made by the local authority or standards to be met by Bus Operators
Local Highway Authority	The local authority responsible for highway provision and maintenance within an area
Local Transport Authority	The local authority responsible for transport planning and certain public transport functions within an area
Local Transport Plan	A statutory document prepared by a local transport authority setting out its policies for the encouragement of safe, integrated efficient and economic transport within its area and its proposals for implementation of those policies
National Bus Strategy - Bus Back Better (BBB)	This is the Government's Bus Strategy, published in 2021, setting out how the Government wish to see bus services improved and requiring Local Transport Authorities to either follow the bus Franchising Route or the Enhanced Partnership route to improve bus services. There is always the do-nothing option, but this has been discounted as it would result in the immediate loss of funding to support bus services in the area
National Planning Policy Framework (NPPF)	Government Policy affecting land use development. NPPF and the supporting Planning Practice Guidance can be found at <a href="https://www.gov.uk/government/publications/national-planning-policy-framework">National Planning Policy Framework - GOV.UK (www.gov.uk)</a>
Section 106 developer funding	Funding secured by an obligation placed upon a developer under Section 106 of the Town & Country Planning Act 1990
Urban Traffic Management and Control (UTMC)/Urban Traffic Control (UTC)	Using SCOOT, this is the software and hardware that allows traffic signals to be actively managed to respond to differing traffic demand and to afford late running buses automatic priority

## Schedule A:

### Competition Test

**Reviewed without change for the Variations dated October 2023.**

**Note the following Competition Test does not form part of the Enhanced Partnership Scheme, it is included for transparency and may need to be revisited aligned to any future variations, however it does not form part of this Enhanced Partnership and can only be varied by Derbyshire County Council who can vary this at any time.**

### COMPETITION TEST

SCP on behalf of Derbyshire County Council has undertaken an assessment of the impacts of the EP Plan and Scheme to be Made to come into effect on 31 March 2022 on competition and believes it will not or is unlikely to have a significantly adverse effect on competition, for the purposes of Part 1 of Schedule 10 of the Transport Act 2000.

The Competition and Markets Authority has also been consulted on the proposals as required

The legislative test, as it applies to Enhanced Partnerships and Ticketing Schemes says (in Part 1 of Schedule 10 Clause 2):

- (1) For the purposes of this Part of this Schedule the exercise or proposed exercise of a function to which this Part of this Schedule applies meets the competition test unless it —*
- (a) has or is likely to have a significantly adverse effect on competition, and*
  - (b) is not justified by sub-paragraph (2).*
- (2) The exercise or proposed exercise of a function is justified if —*
- (a) it is with a view to achieving one or more of the purposes specified in sub-paragraph (3), and*
  - (b) its effect on competition is or is likely to be proportionate to the achievement of that purpose or any of those purposes.*
- (3) The purposes referred to in sub-paragraph (2) are —*
- (a) securing improvements in the quality of vehicles or facilities used for or in connection with the provision of local services,*
  - (b) securing other improvements in local services of benefit to users of local services, and*
  - (c) reducing or limiting traffic congestion, noise or air pollution."*

The following sections break down the test into the above 3 component parts. Firstly, exploring what is the impact on competition. Secondly is it justified by Step 2.

#### **Stage 1 – Does the EPS have a potential impact on competition?**

The Council considers that EPS has a potential influence on Competition in the following ways, in reaching these conclusions it has considered the effect on existing operators and potential new operators joining the market. The rationale for each intervention flow from the Bus Service

Improvement Plan, and are being brought forward through the Enhanced Partnership Scheme (EPS):

- The EPS seeks to coordinate the dates on which service timetables change (other than short notice temporary changes for example due to road works, staff shortages and the like).  
The Council are seeking to limit changes to bring stability to the local bus market, better allow the public to predict the dates services might change, ensure that information in circulation is more accurate. Standard change dates should also reduce the cost of publishing new user information.  
Does this have a potential impact on competition – **potentially**.  
Why might it impact on competition? – limiting the dates of service changes can delay an operators ability to respond swiftly to other operator network changes.
- Vehicle standards this covers engine emission standards, provision of CCTV and the fitting of automatic vehicle location technology.  
The Council seeks to reduce harmful emissions and move towards a non-fossil fuel fleet, CCTV is required to reassure passengers about the safety of using the bus and reduce crime and incidents that might cause buses to be taken out of operation.  
Does this have a potential impact on competition – **potentially**  
Why might it impact on competition? – the specification of the bus to a high standard may be a barrier to entry to the market for new operators.
- A multi-operator ticketing scheme already exists across Derbyshire, this covers both buses and trains. This scheme is being extended to offer a bus only product too. The price of the ticket is to be at a level no greater than operator own tickets for travel in (broadly) the same geographic area. The product price shall only increase annually.  
The Council feel this will offer passengers a better value product for those not wishing to also travel by train.  
Does this have a potential impact on competition – **potentially**  
Why might it impact on competition? – the setting of multi-operator fares would set a ceiling price for operators own fares.
- Where two or more operators share corridors in excess of 2 miles, and at a combined frequency of 4 buses or more (weekday daytime) they shall accept other operators ticket on the shared section of the route. The Council has further work to do to define these corridors and put in place the necessary Qualifying Agreement.  
The Council believes this will allow passengers to treat these corridors as being served by one operator and avoid delay to return leg of journeys.  
Does this have a potential impact on competition – **potentially**  
Why might it impact on competition? – inter-available ticketing may favour one operator above another.

## **Stage 2 – Does each intervention proposed contribute towards the specified purposes?**

The interventions are justified if they support delivery of one or more of the objectives set out in paragraph 3 Part 1 of Schedule 10 Clause 2(3), above, but repeated below for clarity:

- a) securing improvements in the quality of vehicles or facilities used for or in connection with the provision of local services,
- b) securing other improvements in local services of benefit to users of local services, and
- c) reducing or limiting traffic congestion, noise or air pollution.

- The EPS seeks to coordinate the dates on which service timetables change.  
The limitation on service change dates brings stability to the local bus market and predictability by allowing users to better understand the bus offer and plan journeys, it also limits the number of changes across the year, so passenger information is cheaper to produce and has a longer shelf life **it achieves purpose #b**
- Vehicle standards this covers engine emission standards, provision of CCTV and the fitting of automatic vehicle location technology.  
Fleet investment will reduce harmful emissions from buses, reassure bus users that buses are safe to use and will reduce incidents and issues which might delay or cause buses to be cancelled. **It achieves purposes #a, b and c**
- A multi-operator ticketing scheme already exists across Derbyshire, this covers both buses and trains. This scheme is being extended to offer a bus only product too.  
Bus only tickets will not set fares but will introduce a level of fare capping, without removing the operators ability to offer discounted fares in competition, **it achieves purpose #b**
- Where two or more operators share corridors in excess of 2 miles, and at a combined frequency of 4 buses or more (weekday daytime) they shall accept other operators ticket on the shared section of the route.  
Multi operator Inter-available Ticketing (MIT) allows users to travel out on one bus, and make a return trip on another operators bus without being forced to buy more costly single products or unnecessarily waiting at a stop for a particular companies bus, **it achieves purpose #b.**

The Council believes that in all four areas the Stage 2 test is met, as each intervention addresses one or more of the specified purposes.

### **Stage 3 – Is the adverse effect on competition proportionate?**

This stage considers whether the effect of each intervention (singularly and collectively) on competition is proportionate.

- The EPS seeks to coordinate the dates on which service timetables change.  
If no restrictions were in place changes could take place on numerous dates throughout the year and as such this makes communicating the network harder for partners and passengers who will not know when to expect change. Information will be out of date sooner.  
The impact on competition is to slow the ability of an operator to respond to a new operator or frequency increases from an existing operator on a shared route. Currently operators have to provide 70 days' notice, the restriction to limit changes to 4 times a year (average 91 days) will increase the time to respond from 70 to 90 days. This is assessed as very minor impact on competition, especially when the evidence to date is that there has been little or no route competition in the area over the last decade.  
**The impact is assessed as proportionate.**
- Vehicle standards this covers engine emission standards, provision of CCTV and the fitting of automatic vehicle location (AVL) technology.  
Buses are already required by legislation to be fitted with AVL, therefore this is discounted. The majority of buses are already fitted with CCTV, and where not this can be retrofitted at modest cost. By putting operators on notice that they have up to 8 years to purchase Euro 6 buses is considered proportionate, and by that date such buses are likely to be available at modest (half-



life) cost. Retrofit technology is also accepted, which means a more affordable solution is available to smaller operators. This is not seen as a barrier to entry for a new operator who should be able to access buses of the required standard.

Without the EP automatic vehicle location technology is still required by law but emissions may not be reduced and Derbyshire may be vulnerable to larger operators swapping out newer buses for other areas. CCTV is already fitted on most buses in Derbyshire, and can be affordably making retrofitted, so is not seen as a barrier to entry.

**The impact is assessed as proportionate**

- A multi-operator ticketing scheme already exists across Derbyshire, this covers both buses and trains. This scheme is being extended to offer a bus only product too. The principle already exists, and this is simply bringing in a bus only product to an established range, the cost does not stop operators competing on fares locally or on corridors, only that the multi-operator product is priced no more than the equivalent operator ticket for area travel. It will also increase in line with commercial fares. In the absence of a bus only multi-operator product, passengers have to purchase the bus and rail ticket, the bus only ticket would allow all of the income to go to the bus operators and potentially increase their income, as rail operators will not take a cut of tickets purchased by passengers who make trips with more than one operator

**The impact is assessed as proportionate**

- Where two or more operators share corridors in excess of 2 miles, and at a combined frequency of 4 buses or more (weekday daytime) they shall accept other operators ticket on the shared section of the route. The Multi operator Inter-available Ticketing (MIT), will require a further Competition Test at the stage it is introduced, depending on whether there is a revenue share or revenue "lies as it falls" reimbursement basis. This is not a barrier to market entry provided that the MIT allows other qualifying operators to join in the MIT. In terms of existing services, the acceptance of other operators' tickets does not set the fare to be charged, if this operates on a revenue lies as it falls basis. If operators distribute income as a proportion of passengers carried, this may result on common fares but would not stop operators competing on service frequency or quality. **The impact is assessed as proportionate. However, a detailed assessment of the impacts on competition will need to be undertaken as each corridor scheme comes forward.**

## **Schedule B:**

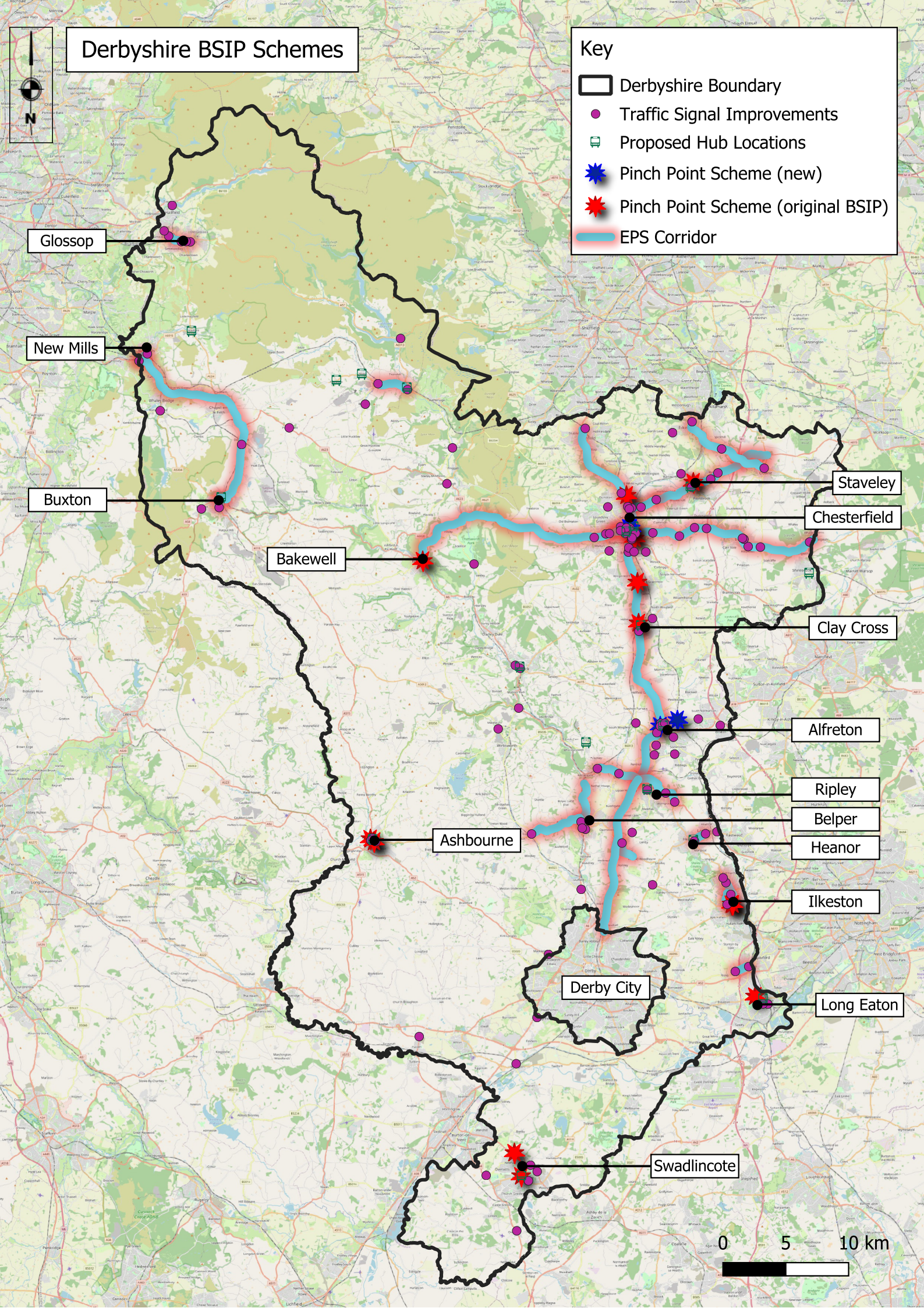
**Plan illustrating hub locations, corridor and signal improvements**



# Derbyshire BSIP Schemes

## Key

- Derbyshire Boundary
- Traffic Signal Improvements
- Proposed Hub Locations
- Pinch Point Scheme (new)
- Pinch Point Scheme (original BSIP)
- EPS Corridor





## Schedule C:

### Measures, baseline data and targets

Measure	Source frequency of provision	Type of measure and frequency of reporting	Definition	Baseline	Targets 2024/25 & 2029/30 to be developed as explained above.
<b>Patronage on all services operating within Derbyshire split by</b> <ul style="list-style-type: none"> <li>Full fare payer</li> <li>Discounted young person/scholar</li> <li>ENCTS</li> <li>Peak time (weekday 0700-0930 &amp; 1500-1800)</li> <li>Off peak daytime (0930-1500)</li> <li>Weekend (Saturday &amp; Sunday split)</li> <li>Evening (weekday post 1800)</li> </ul>	Operators 4-weekly or monthly as operators own recording	Reported to WSG every 6 months, as a rolling annual average, with data for all operators combined, see BSIP/EP Progress Reports for detailed figures.	<p>Total patronage of all services operating within Derbyshire EP area, including trips made across the DCC boarder (whole service patronage). Segmented as described. provided by each operator based on 4-weekly or monthly data to DCC for DCC to combine and to report on an all-operator basis.</p> <p>Period products to be converted to trips based on each operators own internal processes, if these processes change an adjustment to data may be required to allow consistent trend reporting.</p>	<p><u>Baseline 2019/20 (DfT Bus Statistics)</u></p> <ul style="list-style-type: none"> <li>20.9m</li> </ul> <p><u>Baseline 2022/23 (Operator Data)</u></p> <ul style="list-style-type: none"> <li>Q4: 6.2m, Q1: 6.4m, Q2:6.3m, Q3: 6.4m</li> </ul>	<p><u>DfT Bus Statistics</u></p> <p>2024/25 target: 20.9m</p> <p>2029/30 target: 23.0m</p> <p><u>Operator Data</u></p> <p>2024/25 target: +5% for each quarter</p> <p>2029/30 target: +10% on 2024/25 quarters</p>
<b>Action on customer complaints</b>  <b>Complaints are defined as dissatisfaction with the services offer and/or claims for compensation under the passenger charter.</b>	<p>DCC and operators</p> <p>Annual</p>	Reported annually in summary to WSG	This is a summary of complaints with the focus being on the actions taken to positively respond to. Provided by each partner for the previous calendar year, for DCC to summarise.	<ul style="list-style-type: none"> <li>TBC by April 2024 (12 months after Customer Charter Agreed)</li> </ul>	<ul style="list-style-type: none"> <li>Contextual indicator. No target set.</li> </ul>
<b>Customer Satisfaction</b>	Transport Focus	Reported annually in	This focuses on bus-user customer satisfaction across a range of measures when using the bus.	Baseline satisfaction 2023 Transport Focus mid-year data.	<u>2024/25 / 2029/30 targets:</u>

Measure	Source frequency of provision	Type of measure and frequency of reporting	Definition	Baseline	Targets 2024/25 & 2029/30 to be developed as explained above.
	Annual	summary to WSG		<ul style="list-style-type: none"> <li>• Overall 81%</li> <li>• Journey time 84%</li> <li>• Punctuality 72%</li> <li>• Value for money 76%</li> <li>• Bus driver 87%</li> <li>• Interior cleanliness and condition 83%</li> <li>• Availability of seating/space to stand 89%</li> </ul>	<ul style="list-style-type: none"> <li>• Overall 90% / 95%</li> <li>• Journey time 90% / 95%</li> <li>• Punctuality 80% / 85%</li> <li>• Value for money 85% / 85%</li> <li>• Bus driver 95% / 95%</li> <li>• Interior cleanliness and condition 90% / 95%</li> <li>• Availability of seating/space to stand 95% / 95%</li> </ul>
<b>Punctuality (% within Traffic Commissioner tolerances) overall on services by operator</b>	DCC 4-weekly or monthly	Reported to WSG every 6 months, as a rolling annual average, with data for all operators combined	"services" is as defined above.	Baseline (Q4 2022) <ul style="list-style-type: none"> <li>• On-time or early 80.4%</li> <li>• Late 19.6%</li> <li>• Early 11.1%</li> </ul>	<u>2024/25 targets:</u> <ul style="list-style-type: none"> <li>• On-time or early 90%</li> <li>• Late 10%</li> <li>• Early 5%</li> </ul> <u>2029/30 targets:</u> <ul style="list-style-type: none"> <li>• On-time or early 95%</li> <li>• Late 5%</li> <li>• Early 3%</li> </ul>

Measure	Source frequency of provision	Type of measure and frequency of reporting	Definition	Baseline	Targets 2024/25 & 2029/30 to be developed as explained above.
<b>Volume of registered bus miles</b>  <b>And</b>  <b>Percentage of miles operated services by operator against registered miles</b>	Operators Registered miles 4-weekly or monthly  Miles operated 4-weekly or monthly	Both reported to WSG every 6 months  Volume as a rolling 6 monthly figure  And miles operated as 6 month average, by operator	"services" is as defined above.  This is a measure of miles registered to be operated and lost miles.	Volume Baseline 2022/23 (Operator Data) • Q4: 4.7m, Q1: 4.8m, Q2: 4.8m, Q3: 5.0m  Reliability Baseline (Q4 2022) • 96.5%	Volume contextual, no target  Reliability <u>2024/25 Target:</u> • 98% <u>2029/30 Target:</u> • 98%
<b>Delay to buses due to road works</b>	DCC monthly	Reported to WSG every 6 months, as a rolling annual average	Reduction in the time buses are delayed at roadworks where temporary traffic signals are installed.	• To be evaluated on a site by site basis	• To be evaluated on a site by site basis
<b>Bus fleet used on "qualifying local services" (Euro engine/CCTV/AIL/ audio/visual)</b>	Operators annually	Reported to WSG annually	Bus fleet data as STATS 100 form	<u>2019/20 Baseline</u> • 35% Euro VI • 41% Euro V • 13% Euro IV • 9% Euro III • 2% Euro II	<u>2024/25 target:</u> • 65% Euro VI  <u>2029/30 target:</u> • 95% Euro VI
<b>Bus stops fitted with Realtime displays</b>	DCC annually	Annual to WSG	Quantity count only within DCC area	<u>2019/20 Baseline</u> • 192	<u>2024/25 target:</u> • 500 <u>2029/30 target:</u> • 750
<b>Bus stops fitted with Timetable cases</b>	DCC annually	Annual to WSG	Quantity count only within DCC area	<u>Q4 2022 Baseline</u> • 1,800	<u>2024/25 target:</u> • 1,900 <u>2029/30 target</u> • 2,000
<b>Parking tickets issued on primary bus corridors</b>	DCC monthly	Reported to WSG every 6 months	Number of fines issued by DCC civil enforcement	• TBC by April 2024	• Contextual no target

Measure	Source frequency of provision	Type of measure and frequency of reporting	Definition	Baseline	Targets 2024/25 & 2029/30 to be developed as explained above.
<b>Car park cost (2 hours) by town centre</b> <b>Car park numbers by town centre</b>	DCC annual  DCC annual	Reported to WSG annually	Off-street car park space nos. and cost for 2 hours parking in public car parks over 20 spaces	<ul style="list-style-type: none"> <li>• See April 2023 BSIP/EP Progress Report</li> </ul>	<ul style="list-style-type: none"> <li>• Contextual no target</li> </ul>