



## Report to Cabinet

- Date:** 19<sup>th</sup> October 2021
- Title:** **Bus Service Improvement Plan**
- Relevant councillor(s):** Councillor Steve Broadbent, Cabinet Member for Transport
- Author and/or contact officer:** Suzanne Winkels, Head of Transport Strategy, [suzanne.winkels@buckinghamshire.gov.uk](mailto:suzanne.winkels@buckinghamshire.gov.uk);  
Andrew Clarke, Head of Public Transport, [andrew.clarke@buckinghamshire.gov.uk](mailto:andrew.clarke@buckinghamshire.gov.uk)
- Ward(s) affected:** None specific
- Recommendations:**
1. That Cabinet agrees the draft Bus Service Improvement Plan (BSIP) as set out in Appendix 1, to support long term funding for bus services.
  2. That Cabinet approves the submission of the BSIP to the Department for Transport (DfT) and published on the Buckinghamshire Council website by DfT's 31 October 2021 deadline.
  3. That Cabinet gives delegated authority to the Director of Transport Services to make minor amendments to the plan, following consultation with the Cabinet Member for Transport, if required for accuracy or updating.
  4. That Cabinet notes the Council's agreed commitment to entering into an Enhanced Partnership with bus operators and this needs to be finalised no later than 31 March 2022, and this will be the mechanism for prioritising and delivering measures in the BSIP.
- Reason for decision:**
- a. Buckinghamshire Council committed to entering into an Enhanced Partnership with bus operators on 30 June 2021. The priorities in the Bus Service Improvement Plan

(BSIP) will be addressed and delivered through the Enhanced Partnership. The Enhanced Partnership is required to be finalised by April 2022 in order to receive future discretionary bus funding from the Government, including future iterations of the Bus Service Operators Grant.

- b. So that the BSIP can be published by the Government's deadline of 31 October 2021.
- c. The BSIP sets out the strategy and priorities for public transport in Buckinghamshire.

This paper describes the development of the BSIP and the engagement processes used to ensure that views from the general public, councillors and bus operators are included in the plan. It also includes the objectives and a summary of key priorities in Appendix A for buses in Buckinghamshire as a result of this consultation process. The BSIP will be a live document, to be updated on an annual basis following publication.

## 1. Executive Summary

- 1.1 The Government published its new National Bus Strategy, 'Bus Back Better' in March 2021<sup>1</sup>. This sets out how the government plans to spend the £3bn they committed to improve bus services outside London prior to the COVID-19 pandemic.
- 1.2 The aims of the National Bus Strategy are to make buses more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper and gives a greater role for the Local Authorities in the planning and provision of services.
- 1.3 The Government is seeking more consistency including integrated services, ticketing, bus priority, high quality information, better frequencies, and service reliability.
- 1.4 The Strategy commits all Local Transport Authorities (LTAs) (except Mayoral Combined Authorities) to the following actions, some of which have already taken place:
  - a) **On 30 June 2021**, the Council committed to establishing Enhanced Partnerships with operators under the Bus Services Act<sup>2</sup>. As of 1 July 2021, only LTAs and operators who meet these requirements can continue to receive the COVID-19 Bus Services Support Grant (CBSSG), or any new sources of funding.
  - b) **By 31 October 2021**, all LTAs should publish a local BSIP, in partnership with operators, which is included in this paper.

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<sup>1</sup> 'Bus back better: national bus strategy for England', DfT: <https://www.gov.uk/government/publications/bus-back-better>

<sup>2</sup> Buckinghamshire Council's Notice of Intent to Prepare an Enhanced Partnership Plan and Schemes: <https://www.buckscc.gov.uk/services/transport-and-roads/buses-and-trains/national-bus-strategy/>

- c) **By 31 March 2022**, have an Enhanced Partnership in place, *or* be following the statutory process to decide whether to implement a franchising scheme. Only services operated under an Enhanced Partnership or franchising scheme will be eligible for new funding streams to follow the Strategy.
  - d) **Annually** update the BSIP thereafter and provide monitoring at an officer level.
- 1.5 The Strategy sets a consistent framework for bus service planning and delivery across England outside London. It recognises the important role that bus services play in local areas but acknowledges that for decades, buses have been overlooked by policymakers and have not benefited from long-term funding commitments like roads and railways. The Strategy recognises the impacts of the COVID-19 pandemic.
- 1.6 The Strategy acknowledges that bus services can be confusing for passengers, split between different companies who do not accept each other's tickets. Traffic congestion has impacted the reliability and attractiveness of services, and public subsidy has fallen. The industry faces new structural challenges which it cannot meet alone. Usage in many areas continues to fall, and services are too infrequent or do not cover rural areas or indeed parts of urban areas.
- 1.7 Details of how the bus market in Buckinghamshire (and England as a whole) has changed in recent years were provided as part of our report for the Cabinet meeting on 29 June 2021.
- 1.8 The Government feels that the current, deregulated funding model is not meeting the needs of passengers, with little incentive for integrated ticketing, or for operators to run services that are not profitable outside of peak hours. Some services which could be run commercially prior to COVID-19 are now struggling to do so without financial support.

## **2. Main content of report**

### **Background information**

- 2.1 The National Bus Strategy identifies two alternative approaches to delivering bus service improvements: Franchising and Enhanced Partnerships. Adopting one of these service models will be a prerequisite for pursuing discretionary funding streams for buses from April 2022 onwards, with an interim stated commitment to pursuing one of these necessary from July 2021 onwards. Both options require resources which would be bid for through the BSIP.
- 2.2 Buckinghamshire Council opted to enter into an Enhanced Partnership with Bus Operators in June 2021. The Franchising option was not considered appropriate in

Buckinghamshire for several reasons, including: the need for additional resource to determine routes and manage (multiple) franchise areas; limited scope for commercial operators to propose additional routes and passengers would see limited benefits under a Franchised model.

2.3 An Enhanced Partnership is a statutory arrangement under the 2017 Bus Services Act which can specify, for example, bus priority, timetables and multi-operator ticketing, . This is a more formal extension of the joint working that has existed in Buckinghamshire for a number of years, which led to a number of successful initiatives including introduction of the High Wycombe 'SMARTzone' multi-operator ticketing scheme and coordinated timetables on two bus corridors via Bus Qualifying Agreements.

2.4 Each LTA is required to produce a **Bus Service Improvement Plan (BSIP)**. The Government has recently published detailed guidance on preparing BSIPs, as well as an update existing guidance on Enhanced Partnerships (see Background Papers). The BSIP represents the Bus Strategy for Buckinghamshire and is required by DfT to include:

- The whole of the LTA's entire bus service network
- Objectives aligned to the National Bus Strategy
- Set out how we will achieve the objectives in the Strategy
- Be updated annually and reflected in the authority's Local Transport Plan
- Be a tool for influencing the share of the £3bn of transformation funding each LTA receives
- Set targets for journey times and reliability improvements
- Identify where bus priority measures are needed
- Set out pressures on the road network, air quality issues and carbon reduction targets which improved bus services could address
- Set targets for passenger growth and customer satisfaction
- Set out plans and costs for fares, ticketing and modal integration
- Over time LTAs will be expected to work across transport modes towards enabling a multi-modal ticketing scheme
- Consider the impact of bus stops and shelters on passenger safety, security and accessibility
- Consider the needs of schools, health, social care, employment and other services

- Committing to a Bus Passenger Charter that sets out what passengers can expect from bus operators delivering local bus services across their area.
- 2.5 The BSIP must recognise the importance of bus priority measures, especially in more congested areas. To benefit from new funding, LTAs will be expected to implement ambitious bus priority schemes and draw up ambitious BSIPs. Statutory traffic management guidance will be updated to make promoting bus reliability an integral part of highway authorities' Network Management Duty.
- 2.6 However, it should be recognised that the guidance of BSIP is focused on more densely populated urban areas.
- 2.7 The Government is committed to fundamentally reforming the main funding stream for bus services. The current Bus Service Operators Grant (BSOG) is a fossil fuel subsidy. The new funding regime will take a holistic approach targeted at the delivery of the policies in the Strategy as well as increasing patronage, and efficiency, improving the environment and securing modal shift from the private car.
- 2.8 Note that dedicated school-only services are not in scope for Enhanced Partnerships or BSIPs, as these do not operate as public bus services.

### **BSIP Development**

- 2.9 The Buckinghamshire BSIP has been developed in line with and follows the structure set out in DfT guidance (see Background Papers). The BSIP development has been significantly constrained by the timescales set out by Government. Despite this, the BSIP has been developed in partnership with bus operators, consultation with the public, internal teams and guided by a specially established Member Task and Finish Group, as outlined below.
- 2.10 To support the development of the BSIP Buckinghamshire Council appointed specialist consultants TAS Partnership.
- 2.11 Please note that there are some outstanding items in the BSIP draft which require further negotiation with bus operators:
- Agreement on priorities
  - Headline targets for service reliability
  - Headline targets for passenger numbers
  - Key Performance Indicators (based on the above) for reporting against in later 6-monthly progress reports to government, and future editions of the BSIP (see 'Corporate Implications', below)

### **Bus Operator Engagement**

2.12 Bus operators are our partners and we need to have their support for the measures being proposed as they will be jointly responsible for the delivery of the BSIP through the Enhanced Partnership. We have met individually with every bus operator in Buckinghamshire to identify their challenges, opportunities and priorities to improve the future of bus services in Buckinghamshire.

2.13 Buckinghamshire has a strong network of urban and inter-urban bus services that are operated by a range of large and smaller bus operators including:

- Arriva
- Carousel
- First Bus
- Langston & Tasker
- Red Group (Red Eagle, Redline, Red Rose)
- Stagecoach East
- Star Travel
- Thames Valley
- Transport for London (TfL)
- Z & S Travel

#### **Task and Finish group**

2.14 A Task and Finish group has been established that is chaired by the Cabinet Member for Transport and is comprised of elected Members representing the broad geographical area of the county. They have helped monitor progress of the development of the BSIP and identified member priorities for improving bus services in Buckinghamshire. A total of five meetings have taken place as follows:

- 27 July - interactive workshop to establish Councillors' priorities
- 24 August - recap of priorities and how these aligned to operator priorities.
- 6 September - presentations from bus operators, to establish and discuss their priorities in relation to those from the general public and Councillors.
- 22 September – Brief update on drafting progress and discussions with bus operators
- 29 September – Final review of the BSIP draft document prior to Cabinet

#### **Public survey**

2.15 One of the DfT's requirements for the BSIP is to include priorities from members of the public as part of the overall scheme prioritisation process. To address this, we

published a survey through “your Voice” between August and 3 September 2021<sup>3</sup> aimed at all members of the public, including bus users. This was advertised online and at key bus stops, as well as communicated through Buckinghamshire’s Community Board network.

- 2.16 Questions in the survey were structured around the government’s priorities as set out in the National Bus Strategy, while also allowing respondents to identify their own specific needs.
- 2.17 We received over 1800 responses to the survey, which have helped to inform the prioritisation of measures taken forward in the BSIP. A summary table showing how public opinion aligns with policy, Councillors and bus operators is included in the BSIP document. Further in-depth analysis of long-form written responses will contribute to development of the Enhanced Partnership agreement with bus operators later this year. This will help inform and prioritise specific measures to improve the bus user experience.

#### **Community Board / Parish Engagement**

- 2.18 We have encouraged Community Boards and town and parish councils and the High Wycombe Town Committee to respond to the public survey to ensure their local concerns and priorities are taken into consideration in the BSIP. Due to the timing of the BSIP deadlines and having to undertake consultation over the summer, we have not been able to schedule any discussions at local Community Board meetings. Instead, through the localities team, we advised that we are happy to take feedback from Community Boards to ensure that their concerns are included if they wish to add anything over and above the survey. A number of responses have already been received in this regard.

#### **BSIP Objectives and Priorities**

- 2.19 The key objectives of the BSIP are outlined below and encompass the priorities identified through consultation and engagement. Please note that these are draft and have yet to be agreed with bus operators or the Task and Finish Group.

A. **Putting transport users first:** Ensure that transport users are at the heart of the BSIP to raise their confidence in using the service. This would be achieved through enhancing safety and security for all transport users by: ensuring high

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<sup>3</sup> Bus Strategy and Service Improvement Survey: <https://yourvoicebucks.citizenspace.com/integrated-transport/busstrategy2021/>

levels of cleanliness and improved lighting at bus stops ; improving accessibility; additional driver training to focus on the needs of more vulnerable users; and user feedback surveys to ensure their views are being addressed.

- B. **Improve reliability of bus services:** Provide a transport network that is reliable, has advantage over cars, is free flowing and always operating efficiently. This would be achieved through bus priority measures, Priority Public Transport Corridors, and agreed service levels and reliability targets with operators.
  - C. **Make bus services easier and more attractive to use:** Ensure that public transport services are easy to use, have easily accessible information sources for timetables, and easy-to-understand, competitive fares and ticketing. This will be achieved through keeping fares attractive to passengers, and support travel between different destinations across multiple operators and other public transport modes. We would also ensure that concessionary fares for students, young persons, disabled passengers and older travellers are attractive and easy to access.
  - D. **Support our climate change strategy and decarbonisation:** One bus can replace the need for several car journeys and help to support the environment by reducing the number of vehicles on the road. The BSIP will support decarbonisation through encouraging bus use, and improve upon existing bus emissions levels through higher standards for buses.
  - E. **Encourage network and patronage growth:** To increase network coverage and increase patronage. This supports wider objectives to provide better connectivity across the County and beyond and provide mobility for all. The first step will be to restore confidence in public transport and return to pre-COVID occupancy levels.
- 2.20 These have been agreed with operators and are being translated into priorities and targets to be included in the BSIP. A meeting with operators to agree these took place on 21<sup>st</sup> September 2021.
- 2.21 To achieve these objectives, we are developing a number of measures which are outlined in Appendix A. These will be agreed with operators, with further detail on each improvement area to be included in the BSIP.
- 2.22 In lower-density, rural areas, less well-served by conventional buses, the Government will support new forms of provision, such as demand responsive transport (DRT) in smaller vehicles. Buckinghamshire has recently been awarded a grant from the DfT Rural Mobility Fund (see Background Papers) to deliver two DRT schemes in Aylesbury and High Wycombe, which, if successful would be used to pave the way for the wider roll-out of similar schemes. The role of volunteer run community transport as part of addressing connectivity in rural areas, which have already been successful in Winslow and Princes Risborough, will be considered.
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### **Remaining timetable for delivery**

- 2.23 **By the end of October 2021**, each LTA should finalise and publish their BSIPs.
- 2.24 **From April 2022**, LTAs will need to have an Enhanced Partnership in place or be following the statutory process to decide whether to implement a franchising scheme.
- 2.25 **Annually**, LTAs will need to update and publish new versions of their BSIPs. It is assumed that this will be one year after the first BSIP, i.e. October 2022 onwards. Other monitoring requirements are unclear at this stage. It will also provide us with the opportunity to re-visit the BSIP if required.

### **3. Other options considered**

- 3.1 The other options available to Buckinghamshire were either to either adopt a full Franchise service model, or to not pursue Enhanced Partnerships. These alternatives were dismissed at the Cabinet meeting on 29 June 2021. This was due to the lack of flexibility of the Franchising model, and the requirement for Enhanced Partnerships to enable Buckinghamshire Council to pursue any future discretionary bus funding, respectively. As we are now committed to pursuing an Enhanced Partnership, a BSIP is required to be published by 31 October 2021 to set out the objectives and priorities of this partnership for both LTAs and bus operators.

### **4. Legal and Financial Implications**

- 4.1 In February 2021 the Government announced long-term funding of £3bn for buses in England outside London, which will be invested in new and increased services (including support to the bus sector to recover from the pandemic). The BSIP is the means by which we bid for part of this funding to improve bus services in Buckinghamshire.
- 4.2 £450m of the proposed £3bn funding to improve bus services in England is expected to be made available later this year, with the remainder being distributed at the next Spending Review in late 2021. DfT also clarified later on in the BSIP development process a requirement to provide cost estimates for any proposed schemes as part of the BSIP (initial guidance received in August 2021). We have engaged the support of Jacobs consultants to develop these estimates, which will be used as part of the DfT's funding formula for distributing funding. However, details of this formula were not provided during the BSIP drafting period.

- 4.3 Any cost implications for bus operators are being developed by the operators themselves. At the time this report was submitted, this information was being generated.
- 4.4 Our estimates and those provided by operators will be used in the development of the DfT's formula for distributing funding, no details of this are available at present. No additional council funding is envisioned to be required at this stage.
- 4.5 DfT have provided us (and other LTAs) with £100k funding to cover delivery of the BSIP. This has been used to cover consultancy costs with TAS Partnership, who have been assisting with bus operator engagement and the BSIP drafting process since July 2021, Jacobs for scheme cost estimates, and providing additional resource in the Passenger Transport Team.
- 4.6 There are no legal implications associated with developing the BSIP. However, the Enhanced Partnership which will be developed from it is a legally binding agreement that is separate from the BSIP. The specifications of the Enhanced Partnership do not need to be finalised prior to publication of the BSIP.
- 4.7 It is likely that additional staff resource will be needed to manage the ongoing demands of the partnership arrangement and monitoring processes, as well as producing future editions of the BSIP. We currently anticipate that one Range 8 role should be implemented for a period of 5 years to cover these requirements. This will be included in the bid so that there are no additional costs to the Council.

## **5. Corporate implications**

- 5.1 The Strategy puts forward an ambitious timetable which places the onus on LTAs to deliver. Once the BSIP is published, critical work will need to commence as a priority in order to meet these challenging timescales. This is especially challenging as Buckinghamshire Council's Passenger Transport Team has very limited capacity.
- 5.2 Many of Buckinghamshire's bus services provide connectivity to areas outside of the Council area such as: Milton Keynes, Slough, Oxfordshire, Central Bedfordshire, West Northamptonshire, and Hertfordshire. Bus operators will also be entering into partnerships with these other Local Authorities.
- 5.3 Although the DfT has issued guidance on developing BSIPs, this was provided relatively late in the process, exacerbating the time pressure placed on producing this plan in a short timescale.
- 5.4 The Strategy also makes clear that Councils need to develop their BSIPs in close partnership with operators and engage openly with the general public on their

priorities for bus service improvements. These points have been addressed through discussions with operators, and the publication of the online survey respectively.

- 5.5 The Buckinghamshire LTA will need to report against key performance indicators (KPIs) outlined in the BSIP. As mentioned above, the specifications for these were still being negotiated at the time of writing this report. This is to take place on a 6-monthly basis following publication of the BSIP. The first of these reports will necessarily be scheduled for May 2022, to cover progress up to the end of April 2022. Further reporting would then take place as part of future editions of the BSIP.

## **6. Local councillors & community boards consultation & views**

- 6.1 The consultation and engagement with local members and community boards is outlined above.
- 6.2 A Task and Finish group was established, chaired by the Cabinet Member for Transport and is comprised of elected Members representing the broad geographical area of the county.
- 6.3 A report was presented to the Communities Leadership Team in June 2021 and we have encouraged Community Boards and town and parish councils and the High Wycombe Town Committee to respond to the public survey to ensure their local concerns and priorities are taken into consideration in the BSIP.
- 6.4 Due to the timing of the BSIP deadlines and having to undertake consultation over the summer, we have not been able to schedule any discussions at local Community Board meetings. Instead, through the localities team, advised that we are happy to take feedback from Community Boards to ensure that their concerns are included if they wish to add anything over and above the survey.

## **7. Communication, engagement & further consultation**

- 7.1 We have developed the BSIP based on the priorities identified through engagement as outlined earlier in this document that has included:
- Bus operators
  - Public Survey
  - Community Boards and Town and Parish Councils and High Wycombe Town Committee.
  - Task and Finish Group of elected members that represent a wide geographic and demographic spread across the County.

7.2 The BSIP will offer a basis for further communication and engagement with the general public and community boards. After October 2021, this will be a working document, forming the basis for future engagement on bus priorities for Buckinghamshire as a whole. It is expected that feedback from the public will enable later versions of the BSIP to improve with local insights, from both the public and bus operators.

## **8. Next steps and review**

- 8.1 Feedback from CMT and the Councillor BSIP Task and Finish Group have been incorporated into the final BSIP document.
- 8.2 Approval of the final BSIP is being sought by Cabinet to enable publication of the BSIP by **31 October 2021** in line with Government deadlines.
- 8.3 The formal Enhanced Partnership Agreement between the Council and bus operators will also need Cabinet approval by **31 March 2022**.
- 8.4 A report on progress against BSIP KPIs will then be published, covering the first 6 months of the BSIP – this would take place in **May 2022**
- 8.5 The BSIP is then a live document which would be updated annually.

## **9. Background papers**

- 9.1 Bus Back Better: national bus strategy for England:  
<https://www.gov.uk/government/publications/bus-back-better>
- 9.2 National bus strategy: bus service improvement plans – guidance to local authorities and bus operators: <https://www.gov.uk/government/publications/bus-service-improvement-plan>
- 9.3 The Bus Services Act 2017: Enhanced Partnerships:  
<https://www.gov.uk/government/publications/bus-services-act-2017-enhanced-partnership-creation>
- 9.4 DfT Rural Mobility Fund website:  
<https://www.gov.uk/government/publications/rural-mobility-fund>
- 9.5 Note that several other policy papers have influenced the development of the BSIP. Further references can be found in the BSIP document appended with this report.

## **10. Your questions and views**



10.1 If you have any questions about the Bus Back Better Strategy, Enhanced Partnerships, or Bus Service Improvement Plans, please get in touch with the Transport Strategy team ([transportstrategy@buckinghamshire.gov.uk](mailto:transportstrategy@buckinghamshire.gov.uk)), Head of Transport Strategy; Suzanne Winkels ([suzanne.winkels@buckinghamshire.gov.uk](mailto:suzanne.winkels@buckinghamshire.gov.uk)); [Andrew.Clarke@buckinghamshire.gov.uk](mailto:Andrew.Clarke@buckinghamshire.gov.uk); or Rupert Zierler ([Rupert.zierler@buckinghamshire.gov.uk](mailto:Rupert.zierler@buckinghamshire.gov.uk))



**Appendix A Summary of Bus Service Improvement Plan Key Measures (section 6 of BSIP, as required by DfT)**

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
More frequent and reliable services	Review service frequency	Yes	<ul style="list-style-type: none"> <li>• Current service levels and Timetables are near pre-COVID service levels but not bus patronage – this needs to be taken into account</li> <li>• Urban network – minimum 15-minute service on key corridors during daytime and 30-minute evening frequency</li> <li>• Links to new housing developments</li> <li>• More demand-responsive evening services.</li> </ul>
	Increase bus priority measures	Yes	<p>Priority Public Transport Corridors</p> <ul style="list-style-type: none"> <li>• Aylesbury, A41</li> <li>• High Wycombe, A40</li> <li>• A4, A355 and A404 corridors.</li> </ul> <p>Town centre improvements:</p> <ul style="list-style-type: none"> <li>• Aylesbury gyratory</li> <li>• High Wycombe Town Centre</li> <li>• Frogmoor (near High Wycombe)</li> </ul> <p>Bus Priority at junctions</p> <ul style="list-style-type: none"> <li>• High Wycombe railway station</li> <li>• Wycombe bus station exit</li> <li>• Exiting Wycombe coachway onto Handy Cross roundabout</li> <li>• Right turn from Marlow Hill into Coachway</li> <li>• Marlow Hill gyratory</li> <li>• A404 / Whielden Lane</li> <li>• Maxwell Road / A355</li> </ul>
	Increase demand	Yes	<ul style="list-style-type: none"> <li>• Successful Rural Mobility Fund (RMF) bids – two DRT schemes to start this year – maximise use and promote as an alternative for evening services</li> </ul>



Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
	responsive services		<ul style="list-style-type: none"> <li>Abbey Barn Park and Penn Wood developments trial – section 106 funded</li> </ul>
	Consideration of bus rapid transport networks	No	<ul style="list-style-type: none"> <li>Will not be considered at the present time. This may be possible later with larger new housing developments and funding availability</li> </ul>
Improvements to planning / integration with other modes	Integrate services with other transport modes	Yes	<ul style="list-style-type: none"> <li>Improved links to key rail stations, including East West Rail in future</li> <li>Co-locating bus stops and major bus stations with cycle parking and e-scooter pick-up points</li> <li>Better links to Heathrow &amp; Luton Airports</li> <li>Better connections with Stagecoach X5 at Buckingham</li> </ul>
	Simplify services	Yes	<ul style="list-style-type: none"> <li>Reduce head-to-head competition and co-ordinate service provision</li> <li>Branding – identifying with specific routes</li> <li>Route map branding, i.e. similar to TfL-style bus stop maps</li> <li>All services through the same location to serve the same bus stop</li> <li>Investigate implementation of express buses</li> <li>Better coordination on Aylesbury-Tring corridor</li> </ul>
	Review socially necessary services	Yes	<ul style="list-style-type: none"> <li>Replace some subsidised services with DRT</li> <li>Maintain our socially-necessary subsidised service network</li> <li>Work with partners to develop alternative community-led bus schemes</li> <li>Increase evening and Sunday provision</li> <li>Where possible use school contract resources to help improve service frequency</li> </ul>
	Invest in Superbus	Yes	<ul style="list-style-type: none"> <li>Investigate pathways to a core interurban network, to eventually have minimum frequency, vehicle, branding and infrastructure standards</li> <li>Suggest parallel interurban express bus- and local bus provision, i.e. same</li> </ul>



Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
	networks		<p>end destinations but different intermediate stops</p> <ul style="list-style-type: none"> <li>• Aim for journey times to be more competitive with cars.</li> </ul>
Improvements to fares and ticketing	Lower fares	Yes	<ul style="list-style-type: none"> <li>• Extended Youth Discount Scheme</li> <li>• Alignment of Youth Discount Scheme with improved 16-21 ticketing offer from operators, potentially to follow Carousel's flat fare model</li> <li>• Coordination with Bucks New University</li> <li>• Jobseekers allowance discount scheme</li> <li>• Re-establish Heathrow Airport workers discount scheme</li> </ul>
	Simplify fares	Yes	<ul style="list-style-type: none"> <li>• Ensure common ticket types and technology across operators, potentially tap-on-tap-off multi-operator fare capping</li> <li>• Ensure alignment of ticket types, e.g. single, return, day, weekly etc.</li> <li>• Introduce carnet products</li> <li>• Discuss tighter ticketing integration with rail operators</li> <li>• Ensure all operators can read QR codes and accept payment by contactless bank card</li> </ul>
	Integrate ticketing between operators and transport	Yes	<ul style="list-style-type: none"> <li>• Use of Intalink Explorer as a county-wide day ticket</li> <li>• Extended High Wycombe SMARTzone with outer zone to minimum cover 1/1A route</li> <li>• Create new Aylesbury SMARTzone, with inner and outer zones.</li> <li>• Joint ticket zone in Slough &amp; Maidenhead area in conjunction with Slough &amp; RBWM Councils.</li> <li>• Expand upon Plus Rail ticket concept.</li> </ul>



Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
Higher-specification buses	Invest in improved bus specifications	Yes	<ul style="list-style-type: none"> <li>• Introduce maximum vehicle age</li> <li>• Next-stop audiovisual systems (i.e. similar to TfL iBus system), where not already available</li> <li>• On-board USB / wireless charging</li> </ul>
	Invest in accessible and inclusive bus services	Yes	<ul style="list-style-type: none"> <li>• Improve well-used bus stops, e.g. add hardstanding to allow step-free access where not already available</li> <li>• New guidelines for housing developments to include bus stops in an earlier stage of design</li> <li>• Review bus access and infrastructure in commercial areas, e.g. Cressex Business Park, Stokenchurch Business Park</li> </ul>
	Protect personal safety of bus passengers	Yes	<ul style="list-style-type: none"> <li>• CCTV on all buses</li> <li>• CCTV and lighting at key bus stops</li> <li>• Improve lighting</li> <li>• Improve cleanliness</li> <li>• Bus stops located in locations which are overlooked</li> <li>• Minimum customer service training for drivers</li> <li>• Encourage diverse range of bus drivers</li> <li>• Increased consideration of needs of vulnerable groups</li> </ul>
	Improve buses for tourists	Yes	<ul style="list-style-type: none"> <li>• New and improved links to local tourist attractions</li> <li>• Bus map to list destinations</li> <li>• Discounted entry for bus users</li> <li>• Integration with existing Waddesdon shuttle bus</li> <li>• Improved access to other attractions such as Hughenden Manor, Stowe, Silverstone, Pinewood Studios</li> </ul>
		Yes	<ul style="list-style-type: none"> <li>• Minimum Euro 6 emissions standards for core network and Euro 5 for</li> </ul>



Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
	Invest in decarbonisation		<p>infrequent rural services.</p> <ul style="list-style-type: none"> <li>• Increase bus patronage as a proportion of all trips</li> <li>• Move toward zero-emission buses once technology is more capable of handling local steep terrain</li> <li>• Support Community Transport services investing in EVs (e.g. through developer funding)</li> </ul>
Improvements to passenger engagement	Passenger charter	Yes	<ul style="list-style-type: none"> <li>• Set up a passenger charter with KPIs for key areas of operation and vehicle and infrastructure standards.</li> <li>• Set up and hold regular public forums</li> </ul>
	Strengthen network identity	Yes	<ul style="list-style-type: none"> <li>• Refresh route branding on urban and interurban networks</li> <li>• Sensible branding for cross-boundary services with other LTAs</li> </ul>
	Improve bus information	Yes	<ul style="list-style-type: none"> <li>• Operators to provide each other's information,</li> <li>• Buckinghamshire Council-published maps</li> <li>• Building on NextBus app – joint app which shows all available bus services, not just operator's own</li> <li>• RTPI systems – additional coverage</li> <li>• Kindle-style e-paper systems for providing updates on services (to replace posters)</li> </ul>
Other	Other	Yes	<ul style="list-style-type: none"> <li>• Fixed service change dates in timetable, i.e. summer, winter, term-time, holiday changes</li> <li>• Work with large employers in Buckinghamshire through Buckinghamshire Local Enterprise Partnership (BLEP) to ensure that modal shift of employees and / or customers / visitors can be maximised</li> </ul>

