

**BOROUGH OF TELFORD & WREKIN  
NATIONAL BUS STRATEGY  
TRANSPORT ACT 2000  
ENHANCED PARTNERSHIP PLAN AND SCHEME**

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# 1 INTRODUCTION

The National Bus Strategy (Bus Back Better), published by Government in March 2021, sets out a high level of ambition for the improvement and development of bus services in England, to reverse the historic decline in patronage overall in England, and to provide the means for bus services to recover from the significant reductions in patronage as a result of the restrictions imposed to control the Covid-19 pandemic.

Government provided Local Transport Authorities (LTAs) with a choice of pursuing franchising of bus services or the Enhanced Partnership process, with a decision required by the end of June 2021. Borough of Telford & Wrekin pursued the Enhanced Partnership process, reflecting the history of successful partnership working with bus operators.

LTAs were then required to prepare and publish Bus Service Improvement Plans (BSIPs) by the end of October 2021. These documents are intended to describe the state of bus services and the market for travel, express ambition for change and develop a comprehensive suite of interventions to increase the number of passengers on bus services. Borough of Telford & Wrekin prepared a BSIP which can be found here:

[https://www.telford.gov.uk/downloads/file/19890/bus\\_service\\_improvement\\_plan](https://www.telford.gov.uk/downloads/file/19890/bus_service_improvement_plan)

The BSIP provides the overarching framework for the Enhanced Partnership Plan (EP Plan) and Enhanced Partnership Scheme (EP Scheme). The EP Plan summarises the main themes of the BSIP in setting out an analysis of local bus services in Telford, the objectives for the quality and effectiveness of bus services and how the EP Scheme or Schemes are intended to achieve these objectives. The EP Scheme describes the Facilities, Measures and Requirements to be implemented meet those objectives and how the partnership is constituted and operates.

Both the EP Plan and the EP Scheme have been prepared by Borough of Telford & Wrekin, in consultation with the bus operators, under the Transport Act 2000 (c.38).

## 1.1 COMPETITION TEST

Borough of Telford & Wrekin has undertaken an assessment of the impacts of the EP Plan and Scheme [made on 8 February 2023 2022] on competition for the purposes of Part 1 of Schedule 10 of the Transport Act 2000. The authority believes it will or is likely to have a significantly adverse effect on competition. However, the authority believes 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.

## 2 PART 1 - EP PLAN

**BOROUGH OF TELFORD & WREKIN ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY:**

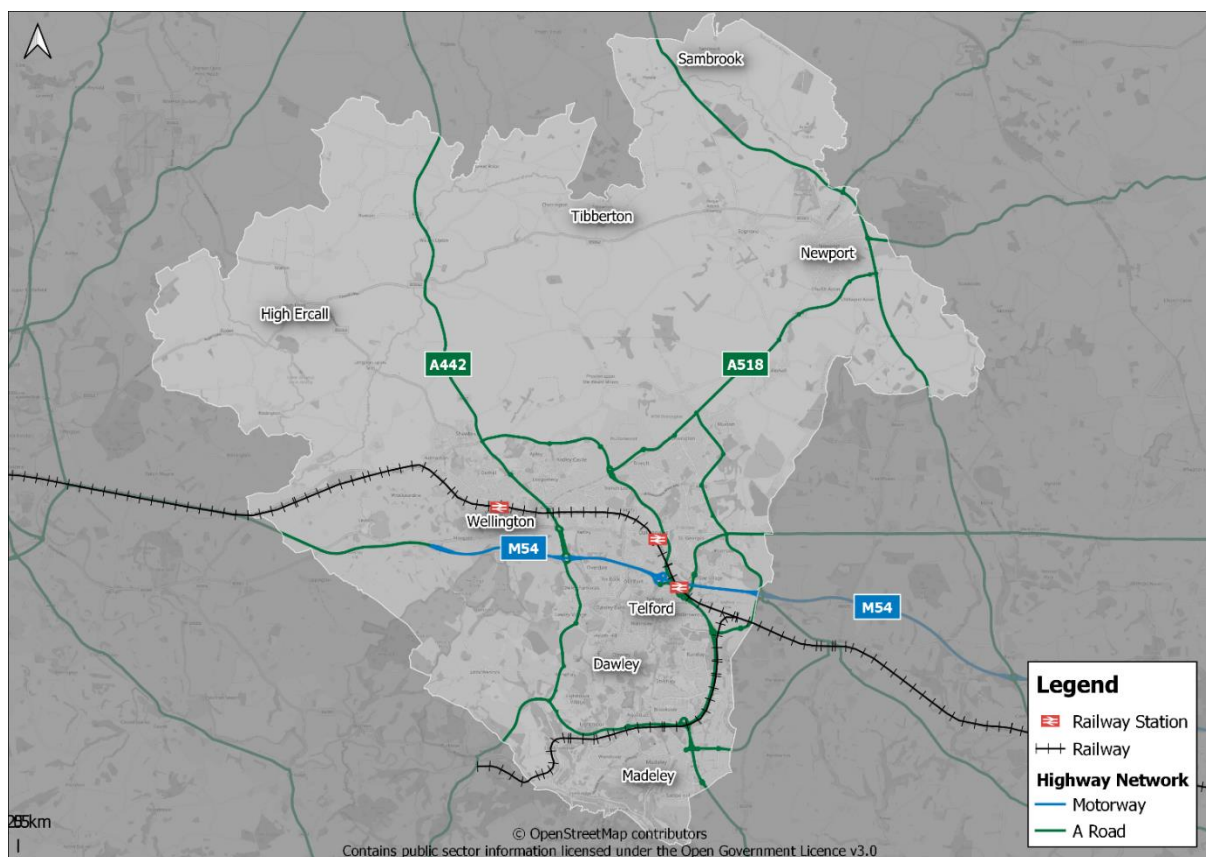
**TELFORD & WREKIN COUNCIL**

This Enhanced Partnership (EP) covers the entire administrative area of Borough of Telford & Wrekin as illustrated at Figure 1.

The EP Plan will apply during the period of 8 February 2023 to 8 February 2033 and will be reviewed in annually by Borough of Telford & Wrekin, following Borough of Telford & Wrekin's review of its Bus Service Improvement Plan in October of each year, starting in October 2022.

Borough of Telford & Wrekin engages in frequent dialogue with bordering Local Transport Authorities (LTAs) to discuss cross-boundary transport issues. This engagement will continue throughout the EP period to ensure consistency and continuity of bus service provision across local authority boundaries.

*Figure 1 Borough of Telford & Wrekin Administrative Area*



## 2.1 EP Links to Policy Objectives

The EP alongside Telford's Bus Service Improvement Plan will contribute to the delivery of policy objectives outlined within Telford's existing LTP3 (and any subsequent variations or revisions), including but not limited to:

- To ensure access to regional, national and international markets to support the economy through more efficient use of existing infrastructure;
- To improve interchange facilities between bus and rail, and promote Intelligent Transport; solutions to increase driver and passenger information and reduce unnecessary traffic delays;
- To ensure all members of the community, particularly those without access to a car and people with disabilities, can access local job and training opportunities, education, healthcare, shopping, leisure, cultural and community facilities;
- To promote a range of sustainable transport modes (such as public transport, walking and cycling) in both urban and rural areas that support the needs of the community by providing access to key services including employment and education; and
- To work with transport operators to develop ways of making transport more affordable and convenient.

## 2.2 The Telford & Wrekin Bus Network and Bus Market

As of January 2023, Telford's bus network is provided by four operators, with a split between commercial services and others operating under tender to Borough of Telford & Wrekin and other neighbouring Local Transport Authorities. Many services operate wholly within urban Telford, with longer-distance routes extending out to Stafford, Cannock, Shrewsbury, Bridgnorth, Much Wenlock and Wolverhampton.

## 2.3 Bus Service Supply

Within Telford & Wrekin only one bus service provides a 'walk-up' frequency of 5 bph. Other services are regular but relatively low frequency.

There is limited-service provision in the evenings and Sundays, with only main connections provided. There is also no Sunday evening network. Beyond the main urban area there are low frequency services, including to and within the rural areas and to major settlements outside Telford.

## 2.4 Bus Service Infrastructure

Within Telford & Wrekin there are currently around 840 bus stops. There are also a number of bus stations and interchanges including Telford town centre bus station and smaller bus stations in Wellington, and Oakengates, Newport interchange and the proposed Hadley and Madeley interchanges. These are described in more detail in the Enhanced Partnership Scheme Appendix A.1.

## 2.5 Bus Fares

Bus fares vary substantially within Telford & Wrekin and bus fares in Telford are considered relatively high, particularly for the size of the urban area. With fares being

higher than some neighbouring towns in the wider West Midlands, and that therefore a reduction in fares would be an attractive offer to passengers. At present (November 2021) a number of cash fares are available within Telford (up to ten different staged cash fares), which as a poly-centric settlement makes it difficult to publicise fares in a clear manner. These fares can be seen as confusing with multiple cash fares charged.

There is no multi-operator ticketing scheme and no standardisation of Young persons' fares. At present there are also no fare offers for key groups (including job seekers).

## 2.6 Bus Passenger Information

Borough of Telford & Wrekin does not provide timetable information itself, but signposts users to Traveline West Midlands and operators' websites. For journey planning purposes, all operators provide websites with service information. Provision of fares information is variable. Paper timetable leaflets are generally no longer produced, particularly by Arriva, who have also closed their travel and enquiries shop formerly in Telford bus station.

The current information provided regarding fares is particularly opaque, with limited information online and no information provided at stops. There is also limited provision of real time passenger information across the Borough.

## 2.7 Bus Fleet

Much of the bus fleet in Telford is mid-life with emission standards corresponding with the age profile of the fleet - few buses are understood to be to Euro VI standards. There are currently no zero-emission buses in the fleet.

Passenger environment onboard all fleets is functional, with less than half having facilities such as USB charging points and no vehicles fitted with next stop audio-visual announcements.

There is subsequently scope to improve both emission standards and passenger amenity on buses in Telford & Wrekin.

## 2.8 Bus Priority Measures

Borough of Telford & Wrekin have few physical bus priority measures - those present are mostly on the approaches to bus stations and interchanges. There are a number of pinch-points on the bus network where priority could be improved. Some sensitive junctions are however space-constrained, so consideration of intelligent solutions will be required to improve bus priority.

Traffic congestion within the authority's area is variable, with the older parts of the area (Wellington, Oakengates) having more constrained highway networks and junctions, and so are more prone to congestion. The new town areas of Telford generally have wider distributor roads, with bus services routed through the residential districts and local centres, which can experience slower traffic speeds due to schools traffic and general local access movements.



Average speeds and delays within Telford are generally significantly better than the national average, suggesting there is limited congestion and delay on the locally-managed A roads.

## 2.9 Bus Service Outcomes

According to DfT bus statistics, the bus passenger trip-rate is around 21 per year and has been falling over recent years. This rate is lower than in neighbouring West Midlands and benchmark authorities and is lower than would be suggested by the level of zero car ownership amongst households in Telford. This suggests that the bus passenger trip-rate should be around 66% greater at around 35 trips per year.

There are a number of exogenous factors for this:

- There is a high level of both in-commuting and out-commuting. The in-commuting in particular takes place over a very wide geographical area, to the town centre and Stafford Park, Halesfield and Hortonwood business parks, some distance from the town centre (TBEB Figure 3-5). It is therefore difficult for public transport to capture these trips at either trip origin or trip end, a key consideration for interventions developed for this BSIP;
- Telford town centre has lost a significant amount of retail activity over recent years;
- There is no university in the centre of the town. The University of Wolverhampton has some facilities— universities are associated with higher levels of bus usage; and
- As a poly-centric settlement, patterns of movement across Telford are varied and dispersed.

Historic difficulties in serving major employment areas due to factors such as different working patterns, the nature of the jobs offered, relative ease of access by car, and, anecdotally, businesses not wanting their staff to share public transport (and so discussing wages and employment conditions), means that public transport mode share is lower than might be expected. Demographic analysis and feedback from the Employment Service indicates that some areas with a higher propensity to use bus services, for all categories of journey, are poorly connected to the major employment sites, with public transport journeys involving interchange with associated interchange penalties of longer trip times.

## 2.10 Passenger experience and priorities for improvement

To understand perception of Telford's current bus network, a public engagement questionnaire was launched in late July 2021 and ran for three weeks. The survey was promoted via the Council's social media channels, and also by Arriva. Engagement was sought from existing bus users and non-users; of the 253 responses received, 106 were bus users and 147 non-users.

Of bus users, 70% stated that they used them for shopping, with social activities and health and medical appointments, at 59% and 29% being the second and third top responses. 19% said they used it to travel to and from work and 10% said they used

buses during the course of their employment or business activities. When asked about feelings of safety, 64% of bus users said they felt safe when travelling on the bus.

When asking non-users why they don't use bus services 75% of respondents replied that this is due to a lack of buses to their destination, with 31% suggesting that a lack of early and late buses prevent them from using this mode. Car ownership was the third most cited reason for not using the bus network at 19%, with 17% suggesting access to up-to-date timetable and fares information was too difficult.

Borough of Telford & Wrekin propose to repeat the survey each year to inform the annual review of the BSIP and in turn to inform the priorities for delivery on the part of the Enhanced Partnership and to invite feedback from bus users and other residents on the Facilities, Measures and Requirements introduced under this Enhanced Partnership.

The Forum described at Section 3.6.1 of the Enhanced Partnership Scheme will also provide an opportunity for Borough of Telford & Wrekin to elicit the views of those with a stake or interest in bus services, including any bus user groups as may be established, in the performance of the Enhanced Partnership. The Forum can monitor the effectiveness of the delivery of Facilities, Measures and Requirements and can liaise with the Enhanced Partnership Board (Section 3.6.2 of the Enhanced Partnership Scheme) regarding priorities for funding and delivery. It has a duty to consider the outputs of any monitoring undertaken by Borough of Telford & Wrekin against the targets set out in this EP Plan and any others agreed for specific initiatives.

## 2.11 Journey time trends

There is currently no open-source information available regarding bus journey times in Telford & Wrekin. As such, information published by the DfT regarding the delay and speed on locally managed 'A' roads has been used as a proxy for understanding bus journey trends in Telford & Wrekin.

The average delay on locally managed 'A' roads within Telford and Wrekin has remained fairly constant year-on-year since 2016 whereby the value was 17.4 seconds per vehicle per mile (spvpm) in 2016, compared to 16.1 spvpm in 2019. Similarly, average speed in kilometres per hour (km/h) on the locally managed A roads has also been broadly constant over the study period, with a value of around 40km/h displayed across the period of 2016-19.

Both average speed and delay within Telford & Wrekin perform significantly better than the national average, suggesting that at a network level there is limited congestion and delay on the locally managed A roads within the area. This said, there are identified pinch points where congestion does impact the reliability and journey times of bus services. The increased journey times and lower levels of reliability caused by congestion can reduce the desirability of bus services to customers as well as increasing the financial cost of delivering the bus service. The measures supported by the EP will work to improve journey times and reliability in Telford & Wrekin through improvements to bus priority.

## 2.12 Objectives

The following objectives (Table 1) set out the vision for bus services in Borough of Telford & Wrekin. Delivery of these objectives will depend on the availability of funding and the deliverability and timing of specific interventions.

*Table 1 Bus Network Improvement Objectives*

Objective	How We Will Achieve This
Review Service Frequency “More buses, More Often”	<ul style="list-style-type: none"> <li>Increased frequencies, including evenings and weekends</li> <li>New services</li> <li>Evidence based planning of bus services</li> <li>Improve connectivity to employment sites</li> </ul>
Increase Bus Priority Measures “Getting buses moving”	<ul style="list-style-type: none"> <li>Use bus data to identify pinch points and improvement schemes</li> <li>Route reviews</li> <li>Mitigate the impact of roadworks</li> <li>4 bus priority schemes</li> <li>Introduce bus lane enforcement</li> </ul>
Increase Demand Responsive Services	<ul style="list-style-type: none"> <li>Develop innovative solutions for locations that are hard to reach by conventional buses in conjunction with the commercial and community sectors</li> <li>Improve connectivity to employment sites</li> </ul>
Consideration of Bus Rapid Transport Networks	<ul style="list-style-type: none"> <li>Develop a strong spinal route for the future network</li> <li>Improve master planning to ensure good penetration by bus</li> </ul>
Integrate Services with Other Transport Modes	<ul style="list-style-type: none"> <li>Bus and rail integration</li> </ul>
Simplify Services	<ul style="list-style-type: none"> <li>Consider re-planning routes</li> <li>Specific service change dates</li> </ul>
Review Socially Necessary Services	<ul style="list-style-type: none"> <li>Evening and weekend service increases</li> <li>DRT proposals</li> <li>Identify opportunities to enhance supported services</li> <li>Provide improved access to employment</li> </ul>
Invest in Superbus Networks	<ul style="list-style-type: none"> <li>Improved frequencies in evenings and at weekends</li> <li>Underpinned bus priority, investment in bus stop infrastructure and passenger information, including real-time.</li> </ul>
Lower fares	<ul style="list-style-type: none"> <li>Consistent offers to young people and jobseekers</li> <li>Reduced fares</li> <li>Multi-operator ticket</li> </ul>

Objective	How We Will Achieve This
Simplify ticketing	<ul style="list-style-type: none"> <li>• Young persons' fares</li> <li>• Multi-operator ticketing</li> <li>• Tap On Tap Off</li> </ul>
Invest in accessible and inclusive bus services "Buses for all"	<ul style="list-style-type: none"> <li>• Invest in accessible bus stops</li> <li>• Information at bus stops including real time</li> <li>• Audio visual announcements on buses</li> </ul>
Protect Passenger Safety of Bus Passengers	<ul style="list-style-type: none"> <li>• Improve access to bus stops</li> <li>• CCTV on buses and at bus stop facilities</li> <li>• Passenger Charter</li> </ul>
Improve Buses for Tourists	<ul style="list-style-type: none"> <li>• Develop local leisure travel</li> <li>• DRT services</li> <li>• Marketing of tourist services and areas</li> </ul>
Invest in decarbonisation "Cleaner Buses"	<ul style="list-style-type: none"> <li>• Future Zebra fund bids</li> <li>• Clean vehicle retro-fit scheme and fund to support enhanced standards</li> <li>• Decarbonise roadside infrastructure</li> </ul>
Passenger Charter	<ul style="list-style-type: none"> <li>• Develop a Passenger Charter</li> </ul>
Strengthen Network Identity	<ul style="list-style-type: none"> <li>• Review bus branding</li> </ul>
Improve bus information	<ul style="list-style-type: none"> <li>• Develop comprehensive information, with improved web presence</li> <li>• Use technology and social media</li> <li>• Movement as a Service (MaaS) app</li> <li>• Increase bus stop information, including real time</li> <li>• Coordinated service change dates</li> <li>• e-ink pilot</li> <li>• Disruption messaging tool</li> </ul>
Pulling it all together	<ul style="list-style-type: none"> <li>• Marketing Strategy</li> <li>• Learning from others</li> <li>• Transport team development</li> </ul>

Delivery of interventions against these objectives will contribute to the four key targets for outcomes that Borough of Telford & Wrekin has identified. These are:

- To improve bus journey times;
- To improve bus journey time reliability;
- To increase passenger numbers; and
- To improve passenger satisfaction.

## 2.13 Bus Service Improvement Plan initiatives

The BSIP published by Borough of Telford & Wrekin in October 2021 was developed in collaboration with bus operators. It sets out a number of initiatives agreed between

the authority and operators as proposals for investment, subject to securing funding, which would deliver against the targets for a better bus network for Telford.

Table 2 below summarises the proposals outlined for implementation in the Bus Service Improvement Plan and which therefore this Enhanced Partnership will seek to develop and deliver subject to scheme feasibility and the Partnership being able to identify and secure appropriate levels of funding from the National Bus Strategy and from other sources.

*Table 2 BSIP Initiatives*

Initiative title	Description	Funding status
Bus priority and route upgrade Package 1	New bus priority measures, including bus lanes, signal junction upgrades, review of parking/double yellow lines, stop locations etc, plus new off-grid shelters, e-ink timetable displays, air quality monitors and information provision enhancement. Package 1 - routes 4, 3 and 7.  Also costs of procuring Bus Priority Enforcement equipment.	Funding yet to be identified
Bus priority and route upgrade Package 2	New bus priority measures, including bus lanes, signal junction upgrades, review of parking/double yellow lines, stop locations etc, plus new off-grid shelters, e-ink timetable displays, air quality monitors and information provision enhancement. Package 2 - routes 1/2 and 5/5A.	Funding yet to be identified
Bus priority and route upgrade Package 3	New bus priority measures, including bus lanes, signal junction upgrades, review of parking/double yellow lines, stop locations etc, plus new off-grid shelters, e-ink timetable displays and information provision enhancement. Package 3 - remaining routes.	Funding yet to be identified
Roadside information improvement	New stop flags and timetable cases at all stops without a shelter.	Funding yet to be identified
Young Person's card 16-22 and other targeted groups fares initiatives	Extension of current Teen card product to be valid on all bus services and up to age of 22. Discount of commercial weekly ticket.	Funding yet to be identified
Reduced price day ticket	Reduced price day ticket. Longer-period products to be agreed with operators during EP development.	Funding yet to be identified
Simplified fares only	Support to transition single cash fares from 12 fares to two or three only.	Funding yet to be identified
Care leaver's ticket	For each young person leaving care, the authority would provide a one-year bus ticket as part of the package of local offers, for this important step in a	Funding yet to be identified

Initiative title	Description	Funding status
	young person's life.	
Network Enhancements, service stabilisation for growth	Funding to allow patronage to re-establish (demonstrating which services are heading back to full commercial viability, and would then benefit from targeted investment for further growth) and network reviews to be undertaken, with new services coming into effect from 2023. Pump priming of evening and Sunday services on key routes, to further establish all-day viability of the enhanced services.	Funding yet to be identified
Network enhancements - additional services and frequency uplifts	Service enhancements - kick-start for services for key areas (boosting frequencies), enhancing evening and Sunday services, and provision of higher frequencies to new housing areas (beyond that assumed during S106 negotiations).	Funding yet to be identified
Access to employment and rural areas new DRT services	DRT services - focused on improving access to key employment areas, but with DRT better able to serve dispersed shift pattern times and staff movements. Also expansion of DRT services in the rural area, restoring links lost due to patronage collapse during COVID (restoring links to Harper Adams University and new retail and employment locations on edge of Newport). Services to the World Heritage Ironbridge Gorge group of museums, including serving P&R and better connections to rail and other bus services, to promote tourist opportunities and car-free access.	Funding yet to be identified
Bus network promotion	Rollout of Travel Telford brand - marketing campaign, including new website.	Funding yet to be identified
Brand extension - Package 1. Vehicle interior presentation refurbishment	Rollout of Travel Telford brand - vinyl wrap for each bus, audio-visual Next Stop announcements, touch-off card readers, passenger count equipment, as part of quality improvements and marketing.	Funding yet to be identified
Brand extension - Package 2. Vehicle interior presentation refurbishment	Rollout of Travel Telford brand - full vehicle internal refurbishment as part of quality improvements and marketing.	Funding yet to be identified
Monitoring, including passenger charter surveys	Annual passenger surveys as part of monitoring exercise.	Funding yet to be identified
Staff capability and capacity	Additional staff to deliver Travel Training programme, roadside information updates, authority/operator liaison for roadworks and minor highway problems etc.	Funding yet to be identified
Zero emission	Difference in cost for 16 EV vehicles, plus power	Funding yet to

Initiative title	Description	Funding status
buses - 16 Zero emission vehicles for core route 4. (Package 1)	infrastructure upgrade (operator contribution of cost equivalent of replacement Euro6 vehicles). Beyond 2025 request is for battery replacement costs.  Incentivisation of ZE vehicles through BSOG reform and funding certainty (enhanced payments for ZE kilometres etc) may allow further rollout of further ZE vehicles beyond the 16 quoted here.	be identified
Zero emission buses - 10 Zero emission vehicles for core routes 1/2 and 3. (Package 2)	Difference in cost for 10 EV vehicles, plus further power infrastructure upgrade (operator contribution of cost equivalent of replacement Euro6 vehicles). Beyond 2025 request is for battery replacement costs.  Incentivisation of ZE vehicles through BSOG reform and funding certainty (enhanced payments for ZE kilometres etc) may allow further rollout of further ZE vehicles beyond the 10 quoted here.	Funding yet to be identified

If funding is secured for all of the above initiatives, and delivery is achieved, the BSIP sets out the following targets to be achieved by 2025.

*Table 3 BSIP targets, subject to funding*

Category	Target	Description
Journey time	14.5 minutes	Average journey time (taken as half of the scheduled journey time within Telford & Wrekin Council area for sample key core services, weighted by service frequency)
Reliability	92% punctuality at registered timing points	DfT statistics BUS0902 or operator-provided data
Passenger numbers	3.9m	DfT statistics BUS0109 or operator-provided data
Average passenger satisfaction	10% increase	New Transport Focus twice yearly passenger survey, plus BT&W-commissioned more in-depth annual passenger survey



### 3 PART 2 – EP SCHEME

#### **BOROUGH OF TELFORD & WREKIN ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY:**

BOROUGH OF TELFORD & WREKIN

#### 3.1 Definitions

In this Enhanced Partnership Plan and any Schemes made pursuant to it, the following capitalised terms shall have the meanings ascribed to them in Table 4:

*Table 4 Definitions*

1985 Act	Transport Act 1985
2000 Act	Transport Act 2000
2017 Act	Bus Services Act 2017
Board	The committee of selected Telford Bus Operator representatives and Borough of Telford & Wrekin representatives responsible for considering recommendations put forward by the Forum and making decisions including specific Enhanced Partnership Scheme Variations.
Bus Operators (or Operators)	All Large Operators and Other Operators running Qualifying Bus Services taken collectively.
Enhanced Partnership	The Enhanced Partnership covering the geographic extent of the administrative boundary of Borough of Telford & Wrekin shown for identification purposes only on the plan at Figure 1.
Enhanced Partnership Scheme Variation	<p>This comprises either:</p> <p>(a) A variation of the relevant Enhanced Partnership Scheme as a result of the voting mechanism set out in section 3.7.2 with respect to Facilities, Measures or Requirements.</p> <p>or</p> <p>(b) A variation of the EP Scheme agreed as a result of the voting mechanism set out in Section 3.7.3.</p> <p>Each of which will then constitute a formal variation of the relevant scheme for the purposes of s.138E(1) of the 2000 Act.</p>
Facilities	Those facilities referred to in Appendix A which shall be deemed such for the purposes of s.138D(1) of the 2000 Act.



Forum	The committee of all Telford Bus Operators, Borough of Telford & Wrekin representatives and other stakeholders as invited, responsible for considering all issues affecting the Enhanced Partnership, and making recommendations to the EP Board in line with the Enhanced Partnership governance arrangements.
Large or Other Operator	<p>The three Operators providing the three highest percentages of Qualifying Bus Service total operated mileage within Telford &amp; Wrekin at the start of each Borough of Telford &amp; Wrekin financial year will be classed as Large Operators.</p> <p>All other operators will be Other Operators.</p> <p>For the avoidance of doubt, a list of Large and Other operators will be published as part of the annual review of the BSIP.</p>
Measures	Those measures referred to in Appendix B which shall be deemed as such for the purposes of s.138D(2) of the 2000 Act.
Non-qualifying Bus Service	Services excluded from classification as Qualifying Bus Services.
Operator Objection Mechanism	As defined at The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018
Qualifying Bus Service	<p>A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of:</p> <ul style="list-style-type: none"> <li>Any schools or works registered local bus service not eligible for Bus Service Operators Grant;</li> <li>Any cross-boundary registered local bus service with less than 10% of its registered mileage within the Enhanced Partnership area;</li> <li>Any services operated under section 22 of the 1985 Act;</li> <li>Any registered local bus service which is an excursion or tour;</li> <li>Any special services such as for football matches or special events; and</li> <li>Any other registered local bus service that the Operators (through the Board voting mechanism in Section 3.7.2 and Borough of Telford &amp; Wrekin decide should be excluded from all or specific requirements of the Enhanced Partnership Scheme.</li> </ul> <p>For the avoidance of doubt, a list of Qualifying Bus Services will be published at the start of each County Council financial year.</p> <p>In addition, any tendered service on which the tendering authority takes the revenue risk will not be subject to the Operator Objection mechanism, consistent with The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018</p>
Requirements	Those requirements placed upon Bus Operators identified as such within Appendix C which shall be deemed as such for the purposes of s.138C of the 2000 Act.

Traffic Commissioner Powers	<b><i>‘Relevant registration functions’</i></b> of Traffic Commissioners to the extent that they relate to a <b><i>‘relevant service’</i></b> both within the meanings given to them under section 6G(10) of the 1985 Act.
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## 3.2 Section 1 – EP Scheme Content

This document fulfils the statutory requirements for an EP Scheme. In accordance with statutory requirements in Sections 138A-138S of the Transport Act 2000, the EP Scheme document sets out:

**Section 2** - Scope of the EP Scheme and commencement date

**Section 3** - Obligations on the Local Authorities

**Section 4** - Obligations on Bus Operators

**Section 5** – Governance Arrangements

The EP Scheme has been jointly developed by Borough of Telford & Wrekin and those bus operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both Borough of Telford & Wrekin and operators of local services in Borough of Telford & Wrekin administrative area in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

## 3.3 Section 2 - Scope of the EP Scheme and Commencement Date

### 3.3.1 Description of Geographical Coverage

The EP Scheme will support the improvement of all local bus services operating in the administrative area of Borough of Telford & Wrekin, as shown at Figure 1 of the EP Plan.

### 3.3.2 Commencement Date

The EP Scheme enters into force at the same time as the EP Plan on 8 February 2023.

### 3.3.3 Review and Duration

The EP Scheme has an end date of 8 February 2033. The EP Scheme will be reviewed by the Partnership Board at least annually on the anniversary of the commencement date, and the Facilities, Measures and Requirements contained within will be reviewed at least every six months.

### 3.3.4 Non-qualifying Services

Non-qualifying services are defined in Table 4.

## 3.4 Section 3 - Obligations on the Authority

### 3.4.1 Facilities

Existing Facilities maintained by Borough of Telford & Wrekin are shown at Appendix A.1. These consist of bus priority schemes; bus stations and interchanges; and bus stops.

Any change to the inventory of existing bus priority schemes or bus stations or interchanges outlined at Appendix A.1 is subject to the approval of the Enhanced Partnership Board under the voting mechanism defined at Section 3.6.2. In addition, any proposal to remove bus priority schemes or bus stations and interchanges or amend the scope of these is subject to there being no objections received from Operators of Qualifying Bus Services utilising those Facilities at the time the proposal is made (see Section 3.7.2 – variation).

Facilities that the Board have agreed should be made and which have received any consents necessary from Borough of Telford & Wrekin for implementation are shown at Appendix A.2.

Facilities identified in the BSIP but not yet subject to confirmed funding or approvals are shown in Appendix A.3.

#### 3.4.2 Measures

Existing measures provided by Borough of Telford & Wrekin are shown at Appendix B.1.

Measures that the Board have agreed should be made and which have received any consents necessary from Borough of Telford & Wrekin for implementation are shown at Appendix B.2.

Measures identified in the BSIP but not yet subject to confirmed funding or approvals are shown in Appendix B.3.

### 3.5 Section 4 - Obligations on Local Bus Operators

The existing Requirements of Operators in providing Qualifying Bus Services are shown at Appendix C.1.

Requirements on Operators that will apply on the making of this Scheme are shown at Appendix C.2. Further requirements that may be agreed by the Board from time to time are also shown at Appendix C.2.

Requirements identified in the BSIP but not yet subject to confirmed funding or approvals are shown in Appendix C.3.

### 3.6 Section 5 – Governance Arrangements

For decision-making purposes, the Enhanced Partnership will be governed by two primary bodies:

- a) Forum – in which all Operators within the Borough will be entitled to participate and be invited, although attendance by individual Operators is voluntary
- b) Board – established by the Enhanced Partnership with the mandate to take decisions using an Enhanced Partnership Scheme Variation mechanism (Section 3.7.2) on issues put to them by the Forum, and other issues identified as being relevant to partnership delivery.

### 3.6.1 Forum

The Forum will provide opportunities for discussing issues of all kinds affecting the Telford bus network, consulting with and building consensus across the various stakeholders and making recommendations for decisions to the Board.

Detailed Terms of Reference are shown at Appendix D.1.

Specifically, the Forum will develop proposals for the design and implementation of interventions in the form of Facilities, Measures and Requirements, drawing on Borough of Telford & Wrekin's Bus Service Improvement Plan, prioritising these interventions against available spend as required.

Membership of the Forum will comprise the following:

- All Bus Operators running Qualifying Bus Services
- Borough of Telford & Wrekin (Strategic Transport and Planning representatives)
- Cabinet Member for Economy, Housing, Transport & Infrastructure, and other elected member representatives as required
- All Telford train operating companies
- Neighbouring Local Transport Authorities
- Passenger representation groups (including mobility group and Telford & Wrekin Bus User Group representation)
- Representative of the Major Employers Group (as agreed by operators and Borough of Telford & Wrekin representatives)
- Sustainability group representatives
- Representative of Shrewsbury and Telford Hospital NHS Trust (Princess Royal Hospital)
- Representative of Telford College
- Any other representatives as deemed suitable and relevant by the Forum

In addition, from time-to-time other external organisations may be invited to join the Forum on an advisory basis for fixed periods to provide specialist expertise. From time to time (not more than once per financial year) a wider conference of all relevant parties, including representatives of organisations such as bus user groups, businesses and the Local Enterprise Partnership, in addition to Forum members may be invited to review and discuss the progress of, and future opportunities for, the partnership.

#### 3.6.1.1 Meeting arrangements:

Forum meetings will take place not less than twice per year, normally six calendar weeks before each Board meeting. Forum meetings will be arranged, chaired and minutes taken by Borough of Telford & Wrekin officers.

Any business for a Forum meeting must be submitted in writing (by post or email) in advance for inclusion on the agenda. Any request for inclusion of items on the agenda must include an explanation of how they fulfil the objectives set out in the EP Plan.

Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous Board) will be circulated by Borough of Telford & Wrekin no less than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Forum meeting.

If required, decisions of the Forum will be made by way of a vote through a show of hands, with a simple majority required to pass any decision.

#### 3.6.1.2 Forum Annual General Meeting (AGM):

The final Forum meeting of each financial year will be the designated Forum AGM. If relevant due to the number of operators, all Operators will be invited to self-nominate or nominate other willing Operators for Board membership, to represent themselves and all other Operators in their category, ahead of the Forum AGM. A ballot will be organised by Borough of Telford & Wrekin at the Annual General Meeting to select Operators' preferred Board representatives (Section 3.6.2.1).

#### 3.6.2 Board

The Board will be the decision-making body of the Enhanced Partnership. Detailed Terms of Reference are shown at Appendix D.2.

Certain decisions of the Board may constitute Enhanced Partnership Scheme Variations pursuant to Section 3.7.2 hereof if the requirements therein are met.

Membership of the Board will comprise the following representatives:

- Board chair (voting)
- Maximum of 4 bus operator representatives, 3x Large, 1x Other (voting)
- 2x Borough of Telford & Wrekin officers (voting)

Large and Other operators are defined as per the definitions table at the start of this Enhanced Partnership Scheme. Borough of Telford & Wrekin will publish a list of Large and Other Operators each year as part of its annual review of the BSIP.

The Chair will be Borough of Telford & Wrekin's lead member for the transport portfolio or his or her selected deputy, or an independent nominee as proposed, seconded and elected by vote by the Board member representatives, with an anonymous voting process to confirm election.

Board meetings will require a quorum of one Operator representative, with a minimum of one per category where operators of that size are present (Large/Other) and one Borough of Telford & Wrekin representative from each of the departments mentioned in addition to the Chair. An Operator representative may, if necessary, arrange for an alternate or deputy from the same category to participate with voting rights.

The Board may constitute working groups as it may consider helpful from time to time to research particular matters of relevance and report back. Detailed Terms of Reference are shown at Appendix D.3.

#### 3.6.2.1 Operator representative selection:

Where the number of Other Operators exceeds one, representatives will be elected to act on behalf of all Operators in that category. Operators representing the Other category of Operator membership above will be invited to self-nominate or nominate other willing Operators in writing to Borough of Telford & Wrekin's Public Transport Manager prior to each Forum AGM.

Where there is more than one nominee for the category, all Bus Operators in the Other category will be given the opportunity to vote by secret ballot undertaken among those present at the Forum AGM for a preferred representative.

Voting will be on the basis of one vote per Operator (where Operators are part of the same holding company or group, or have one or more common Persons of Significant Control, they will only be entitled to one vote between them). Where there is a tie, a run-off vote will take place between the leading tied Operators. Operator representatives will be re-selected on an annual basis.

In the event that a Forum AGM ballot fails to select Operator representatives for one or more Operator category, the default Operator objection mechanism set out in the Enhanced Partnerships and Schemes (Objections) Regulations 2018 will be used to determine the views of Operators in that category for the purposes of Board votes (in terms of objection or otherwise to the proposals) set out in Section 3.7.2.

#### 3.6.2.2 Role of Board members:

Operator representatives will be acting on behalf of all Operators in that category, not on behalf of their own company alone. Representatives will be responsible for ensuring attendance at all Board meetings in that year, and ensure they have:

- (a) fully reviewed and understood all meeting papers in advance of attendance
- (b) the required mandate from the Operators they represent.

#### 3.6.2.3 Board decision-making:

Decisions of the Board will be made by way of a vote through a show of hands. Unless stated otherwise in this document, decisions will be passed by way of a vote in favour by members of the Board entitled to vote. Abstentions will be noted as such but will not count against the vote and so if all other votes are in favour (no votes against) the decision will be passed.

If a decision does not reach consensus, further discussions can take place during the Board meeting to determine a way forward, with a new vote then taken. If consensus still cannot be reached, the matter will be held over for further discussions separately from the Board meeting, with the decision then brought back to a subsequent Board meeting (regular or specially-convened).

Operators will be entitled to make known their concerns in writing to Borough of Telford & Wrekin's Lead Officer if they object to a particular vote of the Board. Borough of Telford & Wrekin will review the circumstances and consider whether these are such that the decision should be taken back to the Board for reconsideration.

#### 3.6.2.4 Meeting observers:

Any other Bus Operator, or Borough of Telford & Wrekin representatives will be able to attend the Board meetings as observers but will not have the right to vote.

Observers may be invited to make comments or ask questions of the Board at the Chair's discretion or invited to defer these until the next Forum meeting. They may, at the Board's discretion, be required to sign an appropriate Confidentiality Agreement if any discussions or papers submitted include information that is commercial in confidence.

#### 3.6.2.5 Meeting arrangements:

Board meetings will take place not less than twice per year at regular intervals between each Forum meeting, with provision for additional meetings as required to take decisions which in the opinion of the Chair cannot be deferred to a scheduled meeting, provided that a quorum can be achieved, with not less than one week's notice being given. Meetings will be arranged and minutes taken by Borough of Telford & Wrekin.

Agendas and meeting papers will be circulated to all Board members no less than one week in advance of each meeting date. All invitees are then provided with the opportunity to request additional items for inclusion on the agenda, as long as the request is received by the appropriate Borough of Telford & Wrekin officer by the close of business on the day after the draft agenda has been issued. The agenda will not include an Any Other Business item, all items for discussion must be included as specific agenda items as pre-notified.

Draft minutes circulated no more than two weeks after each meeting. Copies will also be distributed to all Forum members so any issues or concerns can be discussed with the relevant Operator representative, who can then request further agenda items if required prior to the next Board meeting. Draft minutes will be approved at the next Board meeting.

### 3.7 Arrangements for Reviewing, Varying or Revoking the Enhanced Partnership Scheme

#### 3.7.1 Review of Enhanced Partnership Scheme

Once the EP Scheme is made, the Facilities, Measures and Requirements will be reviewed by the Forum every six months following publication of data on progress towards targets, as required by the BSIP. Borough of Telford & Wrekin will initiate each review. This Board will consider this review and instruct Borough of Telford & Wrekin to make the relevant changes as required.

The Forum can also decide to review specific elements of the scheme on an ad-hoc basis. Forum members should contact Borough of Telford & Wrekin using the following email address [*EnhancedPartnership@telford.gov.uk*] explaining what the issue is and its urgency. The LTA will then decide whether to table at the next scheduled meeting or make arrangements for all or the necessary Forum members to gather more quickly.



### 3.7.2 Changes to the Enhanced Partnership Scheme

Any changes to the Facilities, Measures or Requirements set out in Appendices A.1 to C.3 will be considered bespoke changes to the EP Scheme. Any Operator of Qualifying Local Services or Borough of Telford & Wrekin may bring a proposal or proposals to the Forum where it or they will be considered.

It is also expected that in the course of its duties the EP Forum will generate proposals for changes to Facilities, Measures and Requirements.

If a simple majority of the Forum vote in favour, the Board will then consider the proposal or proposals and any accompanying evidence and vote on the change proposed by the Forum at its next meeting. Borough of Telford & Wrekin will then amend the relevant Appendix or Appendices to this EP Scheme if the Board votes in favour by a simple majority and provided that Borough of Telford & Wrekin has not exercised its veto.

If an Operator representative for one or more Operator category has not been selected at the EP Board, the votes of that/those categories will be determined using the default Operator objection mechanism, specified by the Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

The EP Board will also consider when any such changes shall come into force, and / or the linking of the changes (for instance, any Operator Requirements to take effect only once any enabling Local Authority Facilities or Measures have been implemented, taking account of the lead time for service registrations should these be required).

As per Section 3.4.1 above, any proposal to withdraw or reduce the scope of any bus priority scheme or named passenger interchange or bus station Facility requires the written approval of all Operators of Qualifying Services using that scheme at the time the proposal is made.

If Borough of Telford & Wrekin consider the matter urgent then it may convene a special meeting of the Forum followed by a special meeting of the Board, giving at least 14 days' prior written notice for the meeting to all Forum members and for the meeting of the Board to consider the proposed variation.

In the event that a number of Operators which would trigger the default Operator objection mechanism (as set out in the Enhanced Partnerships and Schemes (Objections) Regulations 2018 as may be varied from time to time) raises concerns in writing to a minimum of one subsequent Board meeting about a previous decision of the Board, the decision-making process for Enhanced Partnership Scheme Variations will revert to the default Operator objection mechanism contained in those regulations to review that decision and as appropriate for future decision-making purposes.

### 3.7.3 Other Changes to the Enhanced Partnership Scheme

Any other proposals (i.e. content other than Facilities, Measures and Requirements) for changes to the EP Scheme will be considered under Section 138L of the Transport Act 2000. The proposer of a variation should demonstrate how this might



contribute to achieving the objectives set out in the BSIP, EP Plan and Borough of Telford & Wrekin's current local transport policies. Any such proposals should be in writing and submitted to *[EnhancedPartnership@telford.gov.uk]*.

Any Operator of Qualifying Local Services or Borough of Telford & Wrekin may bring a proposal or proposals to the Forum where it or they will be considered. If a simple majority of the Forum vote in favour, the Board will then consider the proposal or proposals and any accompanying evidence and vote on the change at its next meeting. Borough of Telford & Wrekin will then follow the process set out in Section 138L of the Transport Act 2000 and The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018 on behalf of the Board.

#### 3.7.4 Revocation of an EP Scheme

Should Borough of Telford & Wrekin or any other member of the Forum believe that it is necessary to revoke the Plan or Scheme, then it must express this in writing to the Forum. The Forum will then consider and vote upon the proposal and submit it to the Board which will do the same.

Borough of Telford & Wrekin will take into consideration the votes of the Forum and Board in making its own decision whether to revoke the EP Plan or Scheme. It will then follow the process set out at Section 138O of the Transport Act 2000.

#### 3.7.5 Postponement

Should it be necessary to postpone the implementation of any Facility, Measure or Requirement, Borough of Telford & Wrekin will follow the procedure at Section 138I of the Transport Act 2000. It must first use reasonable endeavours to seek the views of the Forum and the Board.

#### 3.7.6 Data sharing and commercial confidence

At all times each member of the Forum and Board will respect data confidentiality and will ensure the Forum and Board observe processes to maintain and respect commercial confidentiality as required. Should any member believe there has been a breach of confidentiality, they should raise this with the Public Transport Manager of Borough of Telford & Wrekin.

#### 3.7.7 Enforcement

Should Borough of Telford & Wrekin decide that it wishes to take on the Traffic Commissioner powers, it will follow the procedure to amend the EP Scheme under Section 138L of the Transport Act 2000.

## A Appendix A: Facilities

### A.1 Existing

#### Bus Priority Schemes

The following bus priority facilities are currently provided:

- Telford Central railway station bus gate
- Haybridge Road (Wellington Fire Station/Telford College) bus gate
- Trench Lock Roundabout bus gate
- King Street, Dawley, bus gate

#### Bus Stations and Passenger Interchanges

Borough of Telford & Wrekin manages and staffs a number of bus station and interchange facilities:

- Telford
- Wellington
- Oakengates
- Newport (Interchange location)

#### Bus Stops

As of May 2021, approximately 840 bus stops are maintained by Borough of Telford & Wrekin.

### A.2 Proposed

Work with operators to implement the bus shelter replacement programme which consists of replacement shelters and new Real Time Information provision and CCTV at Wellington, Hadley and Madeley. A number of other shelters across the Borough will be replaced as part of this programme alongside the trial of e-paper screens at a few locations. Where possible shelters will be off-grid. Hadley and Madeley will become interchange locations.

### A.3 Facilities for consideration subject to funding, feasibility and Board and Borough of Telford & Wrekin (where required) approval

Initiative title	Description	Funding status
Bus priority and route upgrade Package 1	New bus priority measures, including bus lanes, signal junction upgrades, review of parking/double yellow lines, stop locations etc, plus new off-grid shelters, e-ink timetable displays, air quality monitors and information provision enhancement.	Funding yet to be identified

Initiative title	Description	Funding status
	Package 1 - routes 4, 3 and 7. Also costs of procuring Bus Priority Enforcement equipment.	
Bus priority and route upgrade Package 2	New bus priority measures, including bus lanes, signal junction upgrades, review of parking/double yellow lines, stop locations etc, plus new off-grid shelters, e-ink timetable displays, air quality monitors and information provision enhancement. Package 2 - routes 1/2 and 5/5A.	Funding yet to be identified
Bus priority and route upgrade Package 3	New bus priority measures, including bus lanes, signal junction upgrades, review of parking/double yellow lines, stop locations etc, plus new off-grid shelters, e-ink timetable displays and information provision enhancement. Package 3 - remaining routes.	Funding yet to be identified

## **B Appendix B: Measures**

### **B.1 Existing**

#### **Existing Services**

Telford's bus network is provided currently (as of January 2022) by two operators, with a split between commercial services and others operating under tender to Borough of Telford & Wrekin. Many services operate wholly within urban Telford, with longer-distance routes extending out to Stafford, Cannock, Shrewsbury, Bridgnorth, Much Wenlock and Wolverhampton.

The majority of services are operated by Arriva Midlands, with Banga Buses operating the 891 route to Wolverhampton.

Where route numbers are identified within the BSIP and or Enhanced Partnership document these are correct as of November 2021. Routes might be renumbered, or rerouted throughout the course of the EP Plan & EP Scheme.

#### **Tendered Contracts**

Borough of Telford & Wrekin currently secure a number of services under contract from operators, principally Monday to Saturday evening services, along with some services deemed socially necessary or part/fully funded by developer contributions. These services are regularly reviewed for their effectiveness. Borough of Telford & Wrekin also provide support for a couple of Sunday daytime services.

#### **Enforcement**

As part of its network management function, Borough of Telford & Wrekin adopted the enforcement of on-street parking through Civil Parking Enforcement in early 2020.

#### **Information Provision/ Bus Network Promotion**

Real Time Information is provided by via QR codes on key core services, with the intention of rolling this out further within the Borough. RTI screens are also provided at Telford Town Centre and Oakengates bus stations.

#### **Teen Card**

A joint initiative between Borough of Telford & Wrekin and Arriva to offer the Telford Teen Travel card to 16-19 year olds. The card enables the holder to purchase a Telford Weekly ticket which is presently priced at £18 for adults, at a reduced price of £15 a saving of £3.

### **B.2 Proposed**

#### **Better Information Provision/ Bus Network Promotion**

Work with operators to implement Real Time Information provision at Wellington Bus Station and at Hadley and Madeley interchanges. 5 other stops across the Borough will have e-paper trial screens installed as part of the bus shelter replacement

programme. The installation of new stop flags and QR codes at all new shelter locations.

### B.3 Measures for consideration subject to funding, feasibility and Board and Borough of Telford & Wrekin (where required) approval

Initiative title	Description	Funding status
Roadside information improvement	New stop flags and timetable cases at all stops without a shelter.	Funding yet to be identified
Young Person's card 16-22 and other targeted groups fares initiatives	Extension of current Teen card product to be valid on all bus services and up to age of 22. Discount of commercial weekly ticket.	Funding yet to be identified
Reduced price day ticket	Reduced price day ticket. Longer-period products to be agreed with operators during EP development.	Funding yet to be identified
Simplified fares only	Support to transition single cash fares from 12 fares to two or three only.	Funding yet to be identified
Care leaver's ticket	For each young person leaving care, the authority would provide a one-year bus ticket as part of the package of local offers, for this important step in a young person's life.	Funding yet to be identified
Introduction of SWIFT card (extension of TfWM service)	Extension of TfWM product availability into Telford - use for Pay As You Go fares and eventually fare-capping. Also integration with cycle hire scheme.	Funding yet to be identified
MaaS app	Introducing MaaS app for Telford - integration with bus, rail, bike hire. Swift. Real time information. Travel Telford branded.	Funding yet to be identified
Network Enhancements, service stabilisation for growth	Funding to allow patronage to re-establish (demonstrating which services are heading back to full commercial viability, and would then benefit from targeted investment for further growth) and network reviews to be undertaken, with new services coming into effect from 2023. Pump priming of evening and Sunday services on key routes, to further establish all-day viability of the enhanced services.	Funding yet to be identified
Network enhancements - additional services and frequency uplifts	Service enhancements - kick-start for services for key areas (boosting frequencies), enhancing evening and Sunday services, and provision of higher frequencies to new housing areas (beyond that assumed during S106 negotiations).	Funding yet to be identified

Initiative title	Description	Funding status
Access to employment and rural areas new DRT services	DRT services - focused on improving access to key employment areas, but with DRT better able to serve dispersed shift pattern times and staff movements. Also expansion of DRT services in the rural area, restoring links lost due to patronage collapse during COVID (restoring links to Harper Adams University and new retail and employment locations on edge of Newport). Also service to the World Heritage Ironbridge Gorge group of museums, including serving P&R and better connections to rail and other bus services, to promote tourist opportunities and car-free access.	Funding yet to be identified
Bus network promotion	Rollout of Travel Telford brand - marketing campaign, including new website.	Funding yet to be identified
Monitoring, including passenger charter surveys	Annual passenger surveys as part of monitoring exercise.	Funding yet to be identified

## C Appendix C: Requirements

### C.1 Existing

None

### C.2 Proposed

#### **Timetable changes**

Timetable changes can only occur on four weekends per year (including Bank Holidays where relevant), in January, Easter, July and September, with subsequent dates to be agreed by the EP Board six months prior to the start of the calendar year. Operators are able to make changes to timetables on other dates in agreement with Borough of Telford & Wrekin where:

- It is an emergency change to take account of unforeseen circumstances;
- It is a temporary change caused by ongoing resourcing issues, short-term highway changes or roadworks;
- It is in response to permanent highway changes such as road closure or access to a new development;
- The change is dictated by a third party such as a neighbouring authority; or
- Other such reasons that Borough of Telford & Wrekin feel appropriate.

Operators are required to notify passengers of upcoming services changes at least two weeks before commencement via their website, social media channels and on vehicles in the appropriate area. Where this cannot be done, such as an emergency or short notice road closure, the operator should endeavour to notify passengers as soon as possible.

#### **Simpler Ticketing**

In advance of funding being made available for the aspects of Simpler Ticketing referred to in the BSIP, all Operators will use reasonable endeavours to collaborate with Borough of Telford & Wrekin to:

- Make consistent existing 'own-operator' ticketing scheme boundaries in order to make the bus product simpler for passenger;
- Harmonise fare products (though not the price);
- Where these don't currently exist, develop carnet products to better meet the needs of part-time commuters; and
- Develop a multi-operator ticketing scheme agreement and identify the resource and funding requirements and any technical challenges.

Any scheme developed will be in line with the relevant ticket block exemption rules.

#### **Information provision**

To assist with network monitoring and planning, the Enhanced Partnership Board is to agree what data is to be provided, the practicality of doing so and how the data

will be presented. Subject to agreement by the board the data provided should be as follows for all registered services:

- Mileage run on a daily basis;
- Number of passengers carried per day;
- Journeys which did not operate
- Journeys which operated more than 20 minutes late
- Journeys which did not operate over the complete or correct route
- For tendered services – any significant failure to adhere to the terms and conditions of the contract
- For tendered services – the fares collected on the bus each day

## **Fleet**

Work with Borough of Telford & Wrekin to improve vehicle presentation and emissions standards

## **Network Review**

Work in collaboration with Borough of Telford and Wrekin to undertake a network review to assist in further developing the BSIP initiatives.

## **Network Recovery**

Work with Borough of Telford and Wrekin to build back patronage. Where possible operators should maintain an attractive network, protect against loss of routes. Encourage patronage through affordable fares and promotions. Utilise marketing and fare promotions to help build back patronage.

## **Passenger Charter**

Work with Borough of Telford and Wrekin to develop and maintain a passenger charter.

## **C.3 Requirements for consideration subject to funding, feasibility and Board and Borough of Telford & Wrekin (where required) approval**

Initiative title	Description	Funding status
Brand extension - Package 1. Vehicle interior presentation refurbishment	Rollout of Travel Telford brand - vinyl wrap for each bus, audio-visual Next Stop announcements, touch-off card readers, passenger count equipment, as part of quality improvements and marketing.	Funding yet to be identified
Brand extension - Package 2. Vehicle interior	Rollout of Travel Telford brand - full vehicle internal refurbishment as part of quality improvements and marketing.	Funding yet to be identified



Initiative title	Description	Funding status
presentation refurbishment		
Zero emission buses	Work with Borough of Telford & Wrekin to introduce zero emission buses to the network.	Funding yet to be identified

## D Appendix D: Terms of Reference

### D.1 Terms of Reference – Forum

The Forum will:

- Consider the available evidence from Borough of Telford & Wrekin's monitoring against the BSIP targets of patronage, journey time, reliability and passenger satisfaction;
- Consider how delivery of existing and potential Facilities, Measures and Requirements can assist in delivering outcomes against those targets;
- For each new funded/agreed Facility, Measure or Requirement, develop specific targets of patronage, journey time, reliability and passenger satisfaction, considering the overarching BSIP targets but recognising these are for the fully-funded package;
- Develop and continuously review a process to prioritise available funding to potential Facilities, Measures and Requirements;
- Develop investigations, feasibility studies and costed business cases for the development and implementation of Facilities, Measures and Requirements for submission to the Board for consideration and approval;
- Liaise with equivalent governance bodies in neighbouring Enhanced Partnership, on matters both of policy and direction and on specific cross-boundary issues; and
- Liaise with the Board on the forward work programme.

### D.2 Terms of Reference – Board

The Board will provide detailed technical project direction and scrutiny on interventions within the Enhanced Partnership Plan as well as having oversight and direction of financial delivery and the monitoring and evaluation framework.

In outline, the Enhanced Partnership Board will aim to:

- Review proposals brought to it by the Forum in respect of Facilities, Measures and Requirements, and any accompanying evidence;
- Satisfy itself that the any such proposals are sufficiently and appropriately evidenced;
- Vote on whether to proceed with such a change, and request Borough of Telford & Wrekin to apply its normal statutory powers as required to deliver any such change, and request Borough of Telford & Wrekin to amend the EP Scheme as appropriate;
- Review proposals brought to it by the Forum for changes to the EP Plan and Scheme, and if content initiate the required process to make such changes;
- Establish working groups and invite the views and participation of wider stakeholders as required to assist in the development of these investigations, feasibility studies and business cases;

- Direct Borough of Telford & Wrekin to monitor outcomes against the stated targets and use this evidence to develop its policy in considering proposals brought to it by the Forum;
- Liaise as required with the Forum in considering scheme proposals and in providing direction as required from time to time on the content of the proposals and supporting evidence bases brought to it by the Forum.

### D.3 Terms of Reference – Working Group

A Working Group constituted by the Technical Group will:

- Have its membership determined by the Board;
- Be constituted from time to time by the Board as required with a specific brief and timescale to report back as appropriate;
- Be expected to meet at least monthly; and
- Deliver a written response to the Board's brief for the Board's consideration.

**END OF DOCUMENT**