

Warwickshire Enhanced Partnership Scheme for Buses

Supporting the development of bus services in the County of Warwickshire

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Organisation Making the Enhanced Partnership Scheme for Warwickshire.

**THE WARWICKSHIRE ENHANCED PARTNERSHIP SCHEME FOR BUSES IS
MADE IN ACCORDANCE WITH SECTION 138G OF THE TRANSPORT ACT 2000 (as
amended)**

**BY: Warwickshire County Council having its principal administration offices at Shire Hall,
Market Place, Warwick, CV34 4RL.**

1. DEFINITIONS USED IN THE DOCUMENT

NB: Not all definitions are currently used but are incorporated to recognise the intention to further develop the Scheme by way of variation and/or cause further Schemes to be made at future dates with consistent terminology.

Authority – means Warwickshire County Council.

Automatic Vehicle Location (AVL) – is a means for automatically determining and transmitting the geographic location of a vehicle, allowing it to be tracked in real time.

Board – means the Enhanced Partnership Board established in the manner provided for and with the remit set out in the Enhanced Partnership Plan.

Bus Gate – is a short stretch of road carriageway that is restricted to use by buses and (where specified) taxis and other authorised vehicles as indicated on appropriate signage on the approach.

Bus Lane – is a signposted lane, designated for use by buses and (where specified) taxis and other authorised vehicles, at the times also indicated by signage.

Bus lane enforcement – means the action taken to ensure that bus lanes are used only by authorised vehicles. This is often carried out by using cameras to record unauthorised use, with the issue of civil penalties to offenders under section 144 of the Transport Act 2000.

Bus Operators – means all providers of Qualifying Bus Services.

Bus Stand – means a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit a local bus to stand within the clearway for as long as maybe necessary up to a maximum period of 10 minutes.

CCTV – means closed circuit television system, whereby static or mobile cameras are used to record offences or for surveillance and security purposes.

CVRAS – means Clean Vehicle Retrofit Accreditation Scheme (CVRAS) and is a certification scheme for manufacturers of retrofit emissions reduction technology that will enable Clean Air Zone (CAZ) compliance of legacy fleet vehicles to address the air pollution emissions from buses.

Designated feeder service – means a bus service that is specifically designed by the operator and accepted by the Authority as one that connects with another service allowing passengers to interchange at designated stops or stands

Enforcement camera – means a roadside camera that records and produces suitable evidence of unauthorised use of bus lanes or bus gates for the local authority to issue civil penalties under section 144 of the Transport Act 2000.

Enhanced Partnership Plan, or EP Plan – means the statutory plan made by Warwickshire County Council pursuant to section 138A of the Transport Act 2000 and which is required to be in place for

an EP Scheme to be made and which was made by the Authority on the same date as but prior to the making of this Scheme.

EP Scheme Area – means the area to which this EP Scheme applies.

Euro VI equivalent standards – Euro VI diesel bus or a bus with CVRAS approved technologies retrofitted to a diesel bus to reduce NOx and PM emissions and achieve Euro VI equivalent standards

Facilities – means the physical assets that are provided at specific locations along particular routes (or parts of routes) within the EP Scheme Area or new and improved bus priority measures.

Highway Works Permit – is a permit issued by the Local Highway Authority to any organisation that wishes to undertake street works promoted by a public utility company or highway works promoted by the Local Highway Authority, with the aim of managing all works on the public highway. Local Authority have powers to operate permit schemes under Part 3 of the Traffic Management Act 2004 and The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015.

Local Authority – as prescribed under section 23 of the Local Government Act 2003.

Local Highway Authority – for the purpose of this Scheme is the Authority.

Measures – means the improvements with the aim of:

- Increasing the use of local bus services serving the routes to which the measures relate or ending or reducing a decline in their use; or
- Improving the quality of local bus services.

Multi-Operator Capping – means a common fares and ticketing system, applied across multiple bus operators, that will cap a user's travel cost according to the lowest price available for the journey or journeys made.

Multi-operator Travel Card (MTC) - means a ticket (or tickets) entitling the holder to make three or more journeys on three or more specified local public transport services operating on three or more routes provided that: (a) these routes are not substantially the same; (b) these local public transport services are not substantially the same; and (c) for each of these routes and local public transport services, the passenger usage and revenue received from the ticket and other such tickets purchased as a result of the relevant agreement, demonstrate that the ticket is not, in practice, a multi-operator individual ticket or a through ticket.

Qualifying Bus Services – means those Registered Local Bus Services with one or more stopping places within the EP Scheme Area that must meet the requirements and obligations set out in or pursuant to this EP Scheme unless exempt as set out in Schedule 1.

Real Time Information – using technology to track the location of buses in real time, information is transmitted to bus stops or devices to indicate to passengers the predicted arrival time at a particular point.

Red Routes - roads on which vehicles are not allowed to stop, including for loading or unloading, or for boarding or alighting from a vehicle, and are marked by red lines on the sides of the road.

Registered Local Bus Service – has the meaning set out in Section 2 of the Transport Act 1985.

Road User Charging – the levying of a fee or charge for road use, such as tolling and congestion charging.

Service Change Date - dates (published in advance by the Authority in accordance with the Service Change Protocol) at which alterations to service timetables may be carried out (subject to satisfaction of all regulatory requirements in respect of the same).

Service Change Protocol – a protocol established by the Authority following consultation with the Board setting out the basis upon which Service Change Dates are to be established.

Stakeholder Reference Group - The committee of identified stakeholders, providing external insight and challenge on priorities included with any EP Plan or Scheme, and making recommendations to the Warwickshire Enhanced Partnership Board

Standards of Services – means the requirements that are to be complied with in relation to Qualifying Bus Services

Subsidised Service – a service which receives financial support from the Authority.

TRO – means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places.

Workplace Parking Levy – a charge on employers who provide workplace parking.

Zero emission vehicle – means a vehicle that emits no pollutants at its tailpipe.

2. INTRODUCTION

2.1. This document fulfils the statutory requirements set out in the Transport Act 2000 as amended by the Bus Services Act 2017 when the Authority wishes to exercise its power to make an Enhanced Partnership Plan and one or more Enhanced Partnership Scheme(s). In accordance with statutory requirements in section 138A et seq of the Transport Act 2000, this EP Scheme sets out provisions as to:

- the scope of the EP Scheme;
- when the EP Scheme is to commence;
- in detail the overall interventions to be made by the Authority under the EP Scheme – these comprise Facilities and Measures;
- requirements in the form of Standards of Services imposed on Qualifying Bus Services; and
- arrangements for the review and possible variation or revocation of the EP Scheme and its operation.

2.2. Certain types of public services (listed in Schedule 1) are exempt from the Standards of Services.

2.3. The EP Scheme is dependent upon there being in place an Enhanced Partnership Plan made by the Authority. The Warwickshire Enhanced Partnership Plan was made by the Authority on the same date as this Scheme has been made.

2.4. The EP Scheme has been jointly developed by the Authority, the Warwickshire District and Borough Councils, and the Bus Operators. It sets out obligations and requirements on the

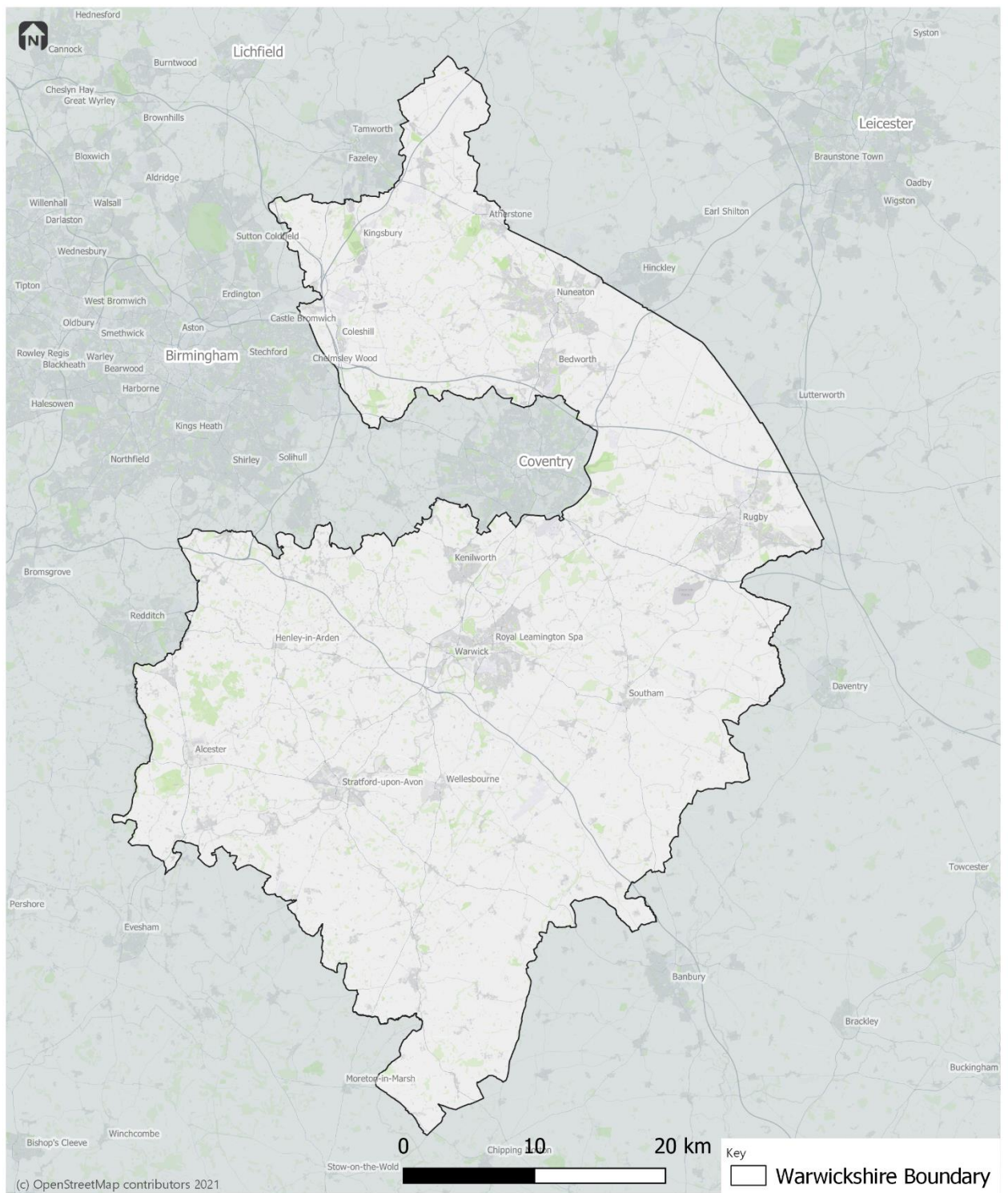
Authority, and the Bus Operators in order to achieve the intended improvements, with the aim of delivering the objectives of the EP Plan.

- 2.5. The EP Scheme aims to contribute towards meeting the following objectives of the EP Plan:
- i. Provide more frequent buses.
 - ii. Enable bus services to become faster and more reliable.
 - iii. Offer ticketing solutions and fares which are cheaper for the user.
 - iv. Provide a more comprehensive network.
 - v. Make the bus network easier to understand.
 - vi. Make the bus network easier to use.
 - vii. Provide a network which is better integrated
- 2.6. A number of objectives may only be achieved with investment the funding of which will in turn be dependent upon levels of grant funding provided by the Department for Transport and from other sources.

3. SCOPE OF THE EP SCHEME

- 3.1. The EP Scheme will support the improvement of all Qualifying Bus Services operating in the EP Scheme Area, namely the administrative County of Warwickshire, as illustrated in Figure 1.
- 3.2. The EP Scheme commencement date will be 7 days after it has been made. The EP Scheme will have no specified end date but will be subject to a review by the Authority in conjunction with the Board at least annually.
- 3.3. The EP Scheme applies to Registered Local Bus Services with one or more stopping places within the EP Plan Area unless exempted in Schedule 1.

Figure 1 Map of the EP Plan and EP Scheme Area



4. OBLIGATIONS ON THE AUTHORITY

- 4.1. This EP Scheme will be varied and, if relevant, further and/or substitute schemes adopted to implement Facilities and Measures that have the objective of contributing to meeting the objectives of the EP Plan.
- 4.2. The Authority will implement the following Measures in the EP Scheme Area, further detail of which is set out below:
- Launch of a pilot DRT service
 - Adopt minimum standards for information.
 - Develop a marketing campaign, supplemented by the production of a bus information guide.
 - Adopt vehicle quality standards
 - Parking policy and enforcement
 - Develop guidelines for large new developments
 - Review of S106 contributions
 - Maintenance of network, including a network review
 - Feasibility studies for supportive policies.
 - Bus priority
- 4.3. Depending on the award of funding from the Department for Transport, the Authority will implement additional Measures, and aim to build upon those Measures outlined in this EP Scheme.

(1) Launch of a pilot DRT service

The Authority will implement a pilot Demand Responsive Transport (DRT) service to the west of Warwick including the west part of Kenilworth town, as set out in the Rural Mobility Fund bid to the Department for Transport. The service will launch in 2022 and will be funded for five years.

(2) Adopt minimum Standards of Service for information.

The Authority will maintain a single source of bus information for all services operated in the Scheme area on their website at <https://www.warwickshire.gov.uk/buses>. The Authority will advertise this website on all timetables and bus stop information for which they are responsible.

Most Bus Operators now provide journey planning tools on their websites and apps. These are advantageous as customers can be assured that the journey information they are supplied with, is current and accurate, and in many cases provided with the benefit of real time tracking. However it is recognised that some customers still value being able to print timetable information. As a consequence, in addition to the digital journey planning tools, customers will be able to download formatted and easy to print versions of the timetables from <https://www.warwickshire.gov.uk/buses>.

The Authority will offer the option of having a timetable printed and posted to customers should they wish. Details of how to arrange this can be found on the Warwickshire County Council website. Timetables can also be accessed via the Authority by calling 01926 412929 (Option 3 from menu).

Roadside timetables will show times from the physical location and will include the service number; operator name and contact details; bus stop location reference (NaPTAN name); Traveline contact details; days of operation; route indication to include advised journey time; and the date of the service change. Roadside publicity will be updated from 3 weeks prior to the service change.

The Authority will produce and maintain a list of bus stop locations and associated information-related infrastructure, and is responsible for updating the roadside information at those stops by 31st December 2022.

Information on Demand Responsive Transport (DRT) services and Community Transport will be provided through the Warwickshire County Council website and at roadside locations wherever applicable.

Information relating to the disruption of all services within the Scheme Area will be relayed through the Authority's social media accounts within 30 minutes of receiving the information from Bus Operators, between 0800 and 1700 Monday to Friday. Disruption information will also be relayed through local radio stations.

Information pertaining to service changes will be added to the Permanent Timetables Changes section on the Warwickshire County Council Buses webpage and advertised through the Authority's social media accounts, at least 2 weeks before the changes come into force, unless the changes are short-notice changes, in which case the information will be added as soon as practicably possible. Local radio stations and the local press will also be alerted of the changes. Customer service staff at the Authority and all Bus Operators will be made aware, so that they can assist customers.

(3) Develop a marketing campaign, supplemented by the production of a bus information guide.

Define and agree, in partnership with Bus Operators, a county-wide marketing campaign to entice new and old passengers to public transport with a specific focus on encouraging modal shift, demystifying public transport to non-bus users, and encouraging lapsed users to return to bus. This will include defining the scope of the marketing campaign and the distribution of materials. This will be developed during the 2022/23 financial year.

To support the marketing campaign, the Authority will develop a bus information guide. The general tone and necessary contents, such as how to use a timetable and where to find information, will be developed in consultation with the Board and the Stakeholder Reference Group established by the EP Plan.

(4) Adopt vehicle quality standards

All new tender specifications issued by the Authority from 1 September 2022 will request the use of vehicles of Euro VI standard or above. However, submissions from Bus Operators using other Euro category vehicles may be submitted, but there will be scoring based on the Euro VI ratio in the evaluation.

A Euro VI based tender is likely to be accepted over a Euro V based tender provided that it meets the other evaluation criteria in the tendering process.

(5) Parking policy and enforcement

From January 2023, and for the life of this EP Scheme, the Authority will convene a meeting every six months with Bus Operators; the Authority's Parking Management Team; and District and Borough Councils within Warwickshire as appropriate, to discuss the strategic view of parking availability and pricing. Localised meetings will be held quarterly with the Parking Management Team, each of the District and Borough Councils within Warwickshire, and the Bus Operators relevant to that District, to discuss enforcement for unlawful parking; issues affecting bus reliability and access to bus stops; and problematic places on the network where indiscriminate car parking currently causes issues to bus service performance; with a view to solving issues affecting bus reliability and access to bus stops as a result of unlawful or poorly planned car parking, and repositioning the bus as a priority mode.

(6) Develop guidelines for large new developments

During 2022-23, the Authority will, in partnership with neighbouring local transport authorities and bus operators, define and agree a set of guidelines for use by developers, and planners reviewing development plans, of large new developments (e.g., a significant residential site with over 150 no. dwellings or a commercial site comprising 3 or more units of E(g), B2 or B8 employment purposes) in or close to the EP Scheme Area (where it is reasonable that people will travel into or through the EP Scheme Area). The guidelines will provide guidance on the layout and design of new developments to ensure that developers actively incorporate bus provision into the design and delivery of the development through highway design, internal road configuration, bus stop infrastructure, prioritising bus routes over those of the car, marketing, and welcome packs.

(7) Review of S106 contributions

The Authority will work in partnership with Bus Operators when new S106 monies are secured, to agree how such monies shall be spent to ensure S106 funding is used in the most effective and efficient way. This will be effective from 1 April 2022 and will continue throughout the life of the Scheme.

(8) Maintenance of network, including a network review

The Authority will review, or commission a review, of the bus network by August 2022 and, working closely with Bus Operators, develop recommendations outlining the most effective way of meeting the transport needs of the residents and visitors of Warwickshire, and agreeing appropriate service levels within the constraints of the budget available. Subject to receiving BSIP funding to the value required, and until the network review is completed, the Authority will financially support a) services which are subsidised by the Authority as of November 2021, and b) services that were commercial prior to the Covid pandemic, but are not commercial as of April 2022.

Subject to receiving BSIP funding, and relevant associated Department for Transport guidance, the Authority will liaise with Bus Operators to agree a mechanism for supporting commercial services until the outcomes of the bus network review is known and actioned.

(9) Feasibility studies for supportive policies

The Authority commits to undertaking feasibility studies into schemes to support modal shift initiatives, namely Red Routes; Workplace Parking Levy; and Road User Charging. These studies will be undertaken after the impact of other measures is known, and not before April 2023, subject to agreement from the Board.

(10) Bus priority

In alignment with the new updated requirements for an Enhanced Partnership stipulated by the Department for Transport (DfT) in April 2022, the Authority commits to retain all existing bus priority measures in the geographical area of the scheme, as illustrated in Figure 1, e.g., bus lanes and traffic light systems that give priority to buses at junctions, in accordance with their duties and responsibilities as the Highway Authority.

A description of the existing bus priority measures is as follows:

- i) Eastbound Bus Lane on Mill Street in Bedworth (<https://www.google.co.uk/maps/@52.4802613,-1.4748558,3a,75y,38.25h,90.28t/data=!3m6!1e1!3m4!1sJa39ZG2NfINyVvKABYzBFPQ!2e0!7i13312!8i6656>)

- ii) Short Bus Lane on High Street (near junction with Tower Hill) in Bidford-on-Avon (<https://www.google.co.uk/maps/@52.1662291,-1.8526068,3a,75y,26.78h,72.99t/data=!3m6!1e1!3m4!1svocNrRa-eg0tHm2SqEHCiw!2e0!7i13312!8i6656?hl=en-GB>)
- iii) Bus and Cycle Access Only Bridge at the Coleshill Parkway Multi-Modal Transport Interchange (<https://www.google.co.uk/maps/@52.5175334,-1.7088659,3a,57.5y,132.31h,80.43t/data=!3m6!1e1!3m4!1sKlqhMXtQ3036RHe81KGTfQ!2e0!7i13312!8i6656>)
- iv) Traffic-Signal Controlled Bus Gate on Upper Abbey Street in Nuneaton Town Centre (for access to the A444 Roanne Ringway) (https://www.google.co.uk/maps/@52.5249341,-1.4724347,3a,75y,113.25h,90.91t/data=!3m6!1e1!3m4!1sy1rTZq90cwl_WrYwbOLJew!2e0!7i16384!8i8192?hl=en-GB)
- v) Westbound Bus Lane on Houlton Way in Rugby (which starts prior to the Canal Bridge and runs up to the junction with Clifton Road) (<https://www.google.co.uk/maps/@52.3770703,-1.229398,3a,75y,286.7h,78.65t/data=!3m6!1e1!3m4!1sn4aDHJhraoDAELda5CmAlw!2e0!7i16384!8i8192>)

5. REQUIREMENTS IN RESPECT OF LOCAL QUALIFYING BUS SERVICES

5.1. Operators of Qualifying Bus Services are expected to fulfil the following obligations:

- Adopt minimum standards for information
- Develop a marketing campaign, supplemented by the production of a bus information guide
- Adopt vehicle quality standards
- Implement a bus passenger charter
- Develop guidelines for large new developments
- Review of S106 contributions
- Support the Authority in undertaking a network review.
- Reinvestment of operational cost savings

(1) Adopt minimum Standards of Service for information

Bus Operators will continue to comply with the requirements of local bus service registration and the Bus Open Data Service (BODS) in providing and maintaining accurate information relating to timetables, routing, and service changes.

All online timetables will be produced in an easily printable format and not exceeding 2 pages of A4 printed double-sided where practicable. Timetables will be presented in a user-friendly format in advance of the service change wherever practicable but no later than within 7 days of the service change. All Bus Operators will offer the option of having a timetable printed and posted out.

Roadside timetables will show times from the physical location and will include the service number; operator name and contact details; bus stop location reference (NaPTAN name); Traveline contact details; and days of operation. Roadside publicity will be updated within 3 weeks prior to the service change. A notice warning people of service changes will be displayed on buses, Bus Operator websites, and through Bus Operators' social media channels prior to the service change and updated information will be provided on the same media within 7 days. Bus Operators are responsible for updating information relating to their services at bus stops along the routes where they operate

commercially. For tendered services, or stops where there are multiple services, Bus Operators will liaise with the Authority over the most appropriate way of updating information.

Bus Operators will inform the Authority as soon as practicably possible of any significant disruption to services either be by phone, email, or social media, which can be relayed to the public through the Authority's social media accounts, local radio, and press, along with promoting alternative travel via other routes if a service is not running. This does not preclude Bus Operators from feeding disruption information through their own media channels.

Information pertaining to service changes will be advertised on Bus Operators' websites, social media accounts, and buses at least 2 weeks before the changes come into force, unless the changes are short-notice changes, in which case the information will be added as soon as practicably possible.

Information pertaining to fare changes will be advertised on Bus Operators' websites, social media accounts, and buses at least 1 week before the changes come into force.

All Bus Operators' websites, timetables, and bus stop information will advertise the Warwickshire County Council website through which information for all bus services can be accessed.

(2) Develop a marketing campaign, supplemented by the production of a Bus Information Guide.

Define and agree, in partnership with the Authority, a county-wide marketing campaign to entice new and old passengers to public transport with a specific focus on encouraging modal shift, de-mystifying public transport to non-bus users, and encouraging lapsed users to return to bus. This will include defining the scope of the marketing campaign and the distribution of materials. This will be developed during the 2022/23 financial year.

(3) Adopt vehicle quality standards

On 1 January 2023, all operators will declare the engine type of all buses operating on qualifying bus services, from which a ratio of vehicles operating with a Euro VI engine or cleaner, versus vehicles operating with a Euro V engine or below, will be determined. For operators whose depots do not lie in Warwickshire, this will be corroborated with the fleet allocation to qualifying services during the period 21 November 2022 to 18 December 2022. Operators will maintain, or improve this ratio of vehicles on all existing qualifying services within this scheme as of 1 January 2023. Replacement vehicles used for breakdowns are exempt from this for the duration of the day on which the breakdown occurs. Any new operators joining the scheme will operate with vehicles according to the average calculated ratio of all operators as of 1 January 2023.

Services which are tendered by a Local Transport Authority other than Warwickshire County Council are exempt.

Operators will, on request, provide evidence of fleet allocation to qualifying routes.

(4) Implement a Bus Passenger Charter

Operators will adopt and adhere to the bus passenger charter as set out in Schedule 2, and will promote the charter through information sources following the definition of minimum standards of information as set out in (1).

(5) Develop guidelines for large new developments

During 2022-23, Bus Operators will work in partnership with the Authority and neighbouring local transport authorities, to define and agree a set of guidelines for use by developers, and planners reviewing development plans, of large new developments (e.g., a significant residential site with over

150 no. dwellings or a commercial site comprising 3 or more units of E(g), B2 or B8 employment purposes) in or close to the EP Scheme Area (where it is reasonable that people will travel into or through the EP Scheme Area). The guidelines will provide guidance on the layout and design of new developments to ensure that developers actively incorporate bus provision into the design and delivery of the development through highway design, internal road configuration, bus stop infrastructure, prioritising bus routes over those of the car, marketing, and welcome packs.

(6) Review of S106 contributions

The Bus Operators will work in partnership with the Authority when new S106 monies are secured, to agree how such monies shall be spent to ensure S106 funding is used in the most effective and efficient way. This will be effective from April 2022 and will continue throughout the life of the EP Scheme.

(7) Support the Authority in undertaking a network review.

Bus Operators will cooperate with the Authority in the process of reviewing the network, by providing the data appropriate to the review in accordance with The Franchising Schemes and Enhanced Partnership Plans and Schemes (Provision of Information) Regulations 2017, within a timescale agreed between the Authority and each individual Operator.

(8) Reinvestment of operational cost savings

Where operational cost savings have been achieved through the implementation of measures to improve service running times and/or reliability, Bus Operators will reinvest these savings into the bus network in the Scheme area.

Given the initial BSIP funding allocations the Authority is not currently in a position to bring forward any of the proposed bus priority infrastructure projects included in the BSIP through the initial EP Scheme. However, Bus Operators recognise that the Authority is continuing to explore the potential for alternative funding sources for these schemes to allow the ambition included in the BSIP to be met through delivery of the EP Plan and subsequent EP Schemes.

Bus Operators recognise that and support a commitment to reinvest operating cost savings resulting from new bus priority provided in the future is sought to help secure capital funding in the future.

Providing that Bus Operators are engaged at every stage from concept design to detailed design for all new bus infrastructure projects, Bus Operators will share on a transparent, open book basis, any operational savings generated and achieved from bus priority schemes. These operational cost savings may include costs savings in areas including fuel, vehicle maintenance, driver costs and any other cost as reasonably requested by the Authority in so far as they relate to the bus priority or infrastructure. Bus Operators will be permitted to demonstrate any cost savings that they were achieving through independent actions they were taking so as they are excluded from the calculation of cost savings evident from the introduction of the bus priority infrastructure project.

Non-Disclosure Agreements, as required, will be put in place between Bus Operators and the Authority to facilitate the exchange of cost information on a confidential basis. Bus Operators will provide cost information 6 months after the implementation of new bus priority schemes and will agree with the Authority whether significant savings have been generated.

Savings generated and agreed will then be expected to be reinvested in improvements for passengers. Bus Operators will agree with the Authority how and when this reinvestment will be made and could include but is not limited to any one or combination of fares and ticketing initiatives; improved frequency of services; additional journeys; promotion and marketing of the bus network within the scheme area; or investment in better quality and/or zero emission buses.

Priorities for reinvestment of operator cost savings will be negotiated on a case by case basis between individual Bus Operators and the Authority and reported back to the EP Board once agreed.

6. EP SCHEME REVIEW, MANAGEMENT AND GOVERNANCE

EP Board

- 6.1. The EP Scheme has been made by the Authority having been developed in conjunction with the Board, whose members comprise:
- Warwickshire County Council officers (Public Transport and Highways Teams)
 - All Bus Operators
 - Bus user representative (Chair)
 - Train operating companies
 - Local business representatives
- 6.2. The future content and arrangements for the variation and revocation of the EP Scheme will be considered by the Board.
- 6.3. The Board will be responsible for oversight of the Scheme including considering future variations, in accordance with the processes detailed in Section 7 of the EP Plan which are reproduced in Section 7 of this EP Scheme.

7. VARIATIONS TO THE EP SCHEME

- 7.1. Consideration will be given to potential EP Scheme variations highlighted by one or more of the organisations represented on the Board. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the EP Plan and current local transport policies. Such requests should be set out in writing and submitted to Nigel Whyte at Warwickshire County Council by email (nigelwhyte@warwickshire.gov.uk).
- 7.2. On receipt of a request for a variation the Authority will consider whether it is valid or whether it should exercise a veto. The Authority may, in exceptional circumstances, exercise a veto over whether a proposed variation is put to the Board where it reasonably believes or suspects that it would be unlawful or has anti-competitive implications or is otherwise significantly against the public interest or that there exist circumstances under which the Authority would be unable to comply with any obligations that would be imposed upon the Authority were the decision to be implemented.
- 7.3. The decision of the Authority would be shared, in writing, with the proposer and the Authority would also share the decision with the Board at the next Board meeting convened.
- 7.4. On receipt of a valid request for a variation, the Authority will reconvene the EP Board, giving at least 14 days' notice for the meeting, to consider the proposed variation. Providing that a quorum of at least the top three operators according to the total registered distance (within the meaning of the Enhanced Partnership Plans and Schemes (Objections) Regulations 2018) of their Qualifying Bus Services at the time of the Board meeting, plus an Authority representative, can be achieved, the Authority will make the EP Plan variation if the proposed variation is agreed unanimously by all Bus Operators and Authority representative(s) present. Board members not represented at the meeting will be deemed to be abstaining from the decision.

- 7.5. If there is not full agreement of all Bus Operators and Council representatives present, then the proposed variation will be put to the operator objection mechanism in sections 138L and 138M of the Transport Act 2000. The proposed variation will be advertised on the Authority's website and emailed to the Bus Operators. If the proposed variation passes the operator objection mechanism, the Authority will determine whether to make the variation in accordance with the statutory procedure.
- 7.6. Procedures, as set out at s138L and 138M of the Transport Act 2000 (as amended), will be followed for variations deemed to be major by the Authority and to initiate new Schemes.

8. REVIEW OF THE EP SCHEME

- 8.1. Once the EP Scheme is made, it will be reviewed by the EP Board every six months following publication of data on progress towards targets, as required by the BSIP –this will ensure any necessary action is taken to deliver the targets set out in the BSIP. The Authority will initiate each review.
- 8.2. The EP Board can also decide to review specific elements of the scheme on an ad-hoc basis. EP Board members should contact the Authority using the email address (nigelwhyte@warwickshire.gov.uk) explaining what the issue is and its urgency.
- 8.3. The Authority will then decide whether to table at the next scheduled meeting or make arrangements for all or the necessary EP Forum members to gather more quickly.

9. REVOCATION OF THE EP SCHEME

- 9.1. If the Authority, or another member of the EP Board, believes it is necessary for the EP Scheme to be revoked, the EP Board will be reconvened. If the decision is taken to revoke the EP Scheme, with the same quorum and unanimity as outlined in the section 7 'Variations to the EP Scheme' (noting that the agreement will be for revocation and not variation), the Authority will give notice of revocation under section 138O(9) of the Transport Act 2000.
- 9.2. If at any point in the future the EP Scheme Area is included in a Bus Franchising Area, the relevant requirements set out in this EP Scheme will cease to apply from the commencement date of the Franchising Scheme.

Schedule 1 - Types of public services exempt from the Standards of Services

- Any schools or works Registered Local Bus Service not eligible for Bus Service Operators Grant
- Any services operated under section 22 of the Transport Act 1985
- Any Registered Local Bus Service which is an excursion or tour
- Any other Registered Local Bus Service that the Bus Operators (through the Warwickshire EP Board voting mechanism in section 7 of the EP Plan) and the Authority decide should be excluded from all or specific requirements of the EP Scheme.

For the avoidance of doubt, any cross-boundary Qualifying Bus Service entering Warwickshire will be in the EP Scheme, unless by mutual agreement between the Bus Operator operating it and the Board it is excluded.

Schedule 2 – Passenger Charter

Warwickshire Bus Passenger Charter Issue 1 January 2023

This Bus Passenger Charter is designed to set the standard of service a bus passenger should expect and the rights they have when using bus services within the county of Warwickshire, including Demand Responsive Transport ¹(DRT) services.

It also covers elements of service provision that are the responsibility of Warwickshire County Council (WCC), which is the local transport authority, including bus stops.

This charter is available in other formats including large print versions. These can be requested through Warwickshire County Council.

This charter will be reviewed and updated each year, taking on board your thoughts and comments.

Bus services and information

WCC and bus operators will work in partnership with bus operators to provide a network of bus services designed to connect people to places according to demand.

As well as being available on operator websites, route maps and timetables for all bus services can be found on WCC's website <https://www.warwickshire.gov.uk/publictransport>. You can also arrange for a timetable to be printed and posted via this website. Timetables can also be accessed via WCC by calling 01926 412929 (Option 3 from menu).

Fares and ticketing information, as well as route and timetable information, is available through each individual operators' website.

Up-to-date timetable information will be available at information displays and on real-time information screens. Real-time information is also available through most operator websites and smartphone apps.

Reliability of buses

WCC and operators working in partnership will run buses on time unless external factors make that impossible.

To ease disruption, WCC will enforce on-street parking restrictions and ensure roadworks are managed and planned such to avoid as much disruption to buses as possible.

Where there are events beyond operators' control (for example, roadworks, traffic incidents, diversions, unusual traffic levels etc) operators will keep you informed. If you are on the bus the driver will give you all the information they can. If you are waiting for the bus, real-time displays will show information, and social media channels used by operators will provide updates.

¹ Demand Responsive Transport is a form of shared transport, which alters its route based on demand rather than using a fixed route or timetabled journeys. Trips need to be booked in advance.

Planned changes to bus routes will be publicised at least 2 weeks before the changes come into force, via WCC's website; operators' websites; posters on the buses; through the use of social media, and via local press.

If your journey is subjected to an unreasonable delay, and it is the fault of the operator, you will be reimbursed for any reasonable expense incurred, at the operators' discretion.

On board the bus

A range of tickets will be available for travel on Warwickshire's bus services. The driver will be responsible for informing you of the most appropriate journey. This will be supported by the publication of the "How to Use your Bus Guide". The Guide will emphasise that passengers should ask the bus driver for most appropriate ticket if you are making the same journeys on multiple days of the week, or on multiple buses, or travelling with other people, i.e., potential utilisation of Group tickets for cost savings.

You can pay using your contactless bank cards or smartphones on all buses. You can also pay in cash on most bus services, although there are operators who do not accept cash payments. Bus operators who don't accept cash payments and require pre-booking payment for journeys provide confirmation of this arrangement in their publicity.

Most operators also provide their own app which allows tickets to be purchased in advance of your journey. Those bus operators in Warwickshire who do not have their own app are listed as below:

A&M Group
Hedgehog Community Bus
Shipston Link
Villager – Community Bus
Lilborne Community Bus
National Express Accessible Transport
Coventry Minibuses
Robert's Bus

A space large enough to take one wheelchair will be made available on every bus, and each bus will be clean at the start of the day. If a bus needs cleaning whilst in operation, the bus driver will assess the situation and take appropriate steps to deal with the matter directly and/or warn passengers.

Operators know how important their drivers are to your journey. Drivers are provided with a uniform and will be friendly, and helpful. If you have a question, just ask them. All drivers are professionally trained and undertake regular training to maintain their skills.

In the event of a breakdown, your ticket can be used on the replacement service, or an alternative bus service run by the same operator. If it is necessary to use a bus run by another operator, you must purchase a valid ticket covering your remaining journey and then seek reimbursement from the original bus operator.

You must make it clear to the driver that you wish to alight at a bus stop during your journey, i.e., by means of ringing the bell or verbally notifying the bus driver. Passengers wishing to board should give a clear indication to the driver of the approaching bus.

Drivers will stop as close as reasonably practicable to any kerb and will use the ramp where requested. Drivers are trained to recognise and support customers' needs, but sometimes you may want some extra support boarding and alighting or need time to sit down before the bus

moves. If you do, please ask your driver. The driver will always stop at the next available bus stop when the bell is pressed, there is no need to get up before the bus stops.

Timetable and fare information can be provided in accessible formats, for example, large print timetables, maps and departure lists for bus stops. Please contact the operator or WCC for help with accessible formats.

Priority seating will be made available for elderly and disabled customers, as well as those with reduced mobility.

If you have additional needs, please contact the operator of your service so they can discuss with you what support will work best for you; for example, you could have a journey assistance card which you can discreetly show to the driver who will be able to provide the help you need. If you have a scooter, contact the operator who will be able to advise whether it is suitable for the bus.

All drivers and support staff are trained in customer service and disability awareness.

Assistance Dogs are welcome on all local bus services across the county, and travel free of charge.

The small print

This Charter does not affect your statutory rights. Passengers are carried by each bus operator in accordance with its own conditions of carriage. Conditions of carriage are available on each bus operator's website; links to these can be found at <https://www.warwickshire.gov.uk/publictransport>

Complaints and comments

If you would like to provide feedback, we would like to hear from you. The best way to do this is to contact the operator directly, but you can provide feedback to WCC too. Details of how to do this can be found on WCC's website; you will also find contact details of the bus operators here.

Complaints will be taken seriously and will be investigated. You will receive a reply within 10 working days, with the opportunity to feedback on how well you consider your complaint has been dealt with. The ability to respond to these times will be monitored and published via WCC's website.

If you are unhappy with the response to any complaint you have the option of approaching Bus Users UK (www.bususers.org or 0300 111 0001) who will try to resolve the issue for you.

You can see information about the performance of bus services in Warwickshire. This will be published at <https://www.warwickshire.gov.uk/publictransport> and updated every 12 months.

Signatory page

THIS DEED is dated

PARTY SEALS

**(1) WARWICKSHIRE COUNTY COUNCIL of Shire Hall, Market Place, Warwick,
CV34 4RL affixed hereto in the presence of its duly Authorised Officer**
