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# West Sussex Bus Service Improvement Plan

west sussex county council

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# Foreword

Every day, thousands of people across West Sussex use buses. They help us get to school and college, to work, the shops, our medical appointments, and social activities. They allow people greater opportunity to live more active lives, combat social isolation and have a positive effect on our health and well-being. Beyond that, bus travel is also key to supporting an active and vibrant local economy and to reducing pollution.

Until the pandemic, most bus services in West Sussex were operated commercially by bus companies. Since then, the number of people using buses has fallen and as more people use their cars, traffic congestion has increased. In addition, buses can be perceived as expensive, or "only for school children, older people and people who cannot afford a car". But buses are for all of us and should be a viable option for many of the journeys we all make.

That is why I was very encouraged that more than 3,000 people and organisations gave their views on how to improve buses during our survey, carried out in August and September. These views have formed the basis of the priorities in this Bus Service Improvement Plan.

With your priorities in mind, this plan explores how we will work to both sustain the bus network and help it flourish. Crucially, we set out our ambitions for increased passenger numbers, targeted reductions in fares, less pollution, more high-frequency services, improved rural transport and multi-modal ticketing. I am confident that these things will make a step change improvement in our bus services and will be of real benefit to everyone who lives, works in, or visits West Sussex.

I really would value your views and hope to read your feedback from the formal consultation.

Joy Dennis

Cabinet Member for Highways and Infrastructure

# Summary

## Our mission

West Sussex County Council (WSCC) and the local bus operators' (the Partnership) mission is to ensure that West Sussex residents and visitors enjoy continuously improving and high quality bus services, with decreasing carbon emissions. In future, services will provide an affordable, frequent and comprehensive travel choice with better reliability through priority measures. Doing so will make an increasingly positive contribution to the county's economic, social, and health wellbeing, enhance job opportunities, contribute to improved transport sustainability, and better air quality.

## Ambitious plan

Mirroring the ambitions of the National Bus Strategy - 'Bus Back Better' this BSIP sets out a plan to dramatically improve bus services in West Sussex, to reverse the Covid related shift in journeys away from public transport and encourage passengers back to bus through greater local leadership. To achieve this WSCC will work in co-operation with stakeholders, statutory consultees, community and business voices, bus passengers, and the voluntary and health transport sectors.

The BSIP's proposals align closely with that of East Sussex County Council although each authority has a separate BSIP. On some key ambitions it is intended to work together to deliver improvements across both counties and possibly beyond.

The National Bus Strategy asked WSCC and operators to work at pace to plan:

- A fully integrated service with simple, multi-modal payment systems
- More bus priority measures
- High-quality information for all passengers in more places
- Better turn-up-and-go frequencies, that keep running into the evenings and at weekends

The Department for Transport (DfT) has indicated that an ambitious BSIPs will be a factor in determining funding allocations. This BSIP therefore addresses all the above. It does so by creating a bid for funding for 3 years for revenue (resource, services[1]) support of £85.6m and capital (infrastructure improvements) of £52.7m. In addition, stakeholder engagement helped us to better understand the current state of the

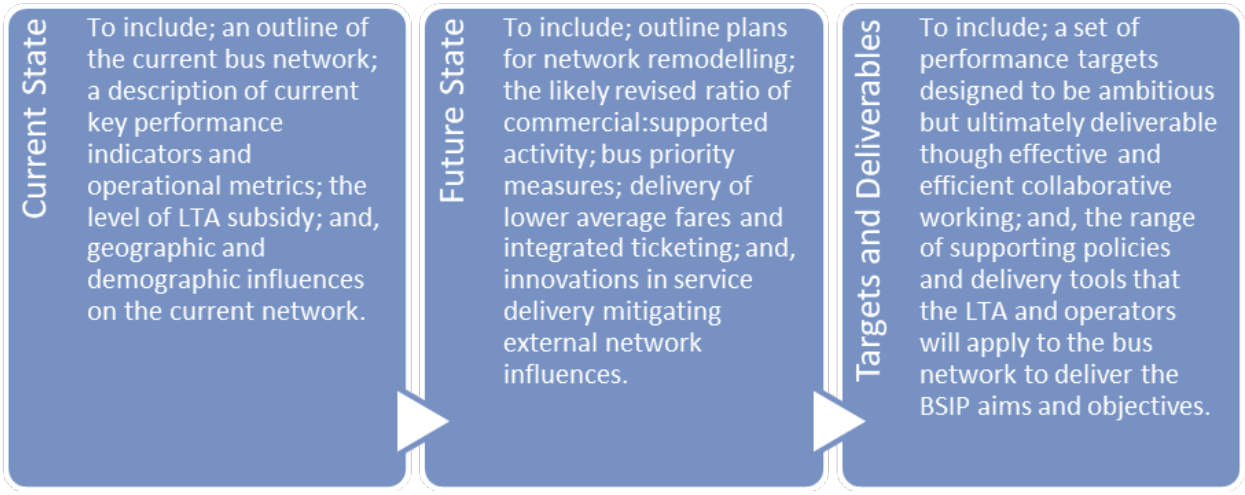
[1] Note: costs for supporting Service Enhancements are calculated on the partnership taking the risk on revenue rather than an operator.

network and its shortcomings. This enabled us to address the aspirations of stakeholders, especially bus users.

It should be noted that many of our proposals are unfunded. Therefore, successful delivery of our BSIP is dependent on receiving appropriate funding from Government. To this will be added developer contributions, bus operator investment, and WSCC and other funding. Schemes will subject to public consultation prior to implementation.

In order to measure progress, the BSIP sets out targets for bus growth including passenger volumes, targeted fare reductions, accessibility to both high frequency services and rural transport provision, and multi-modal ticketing. The BSIP provides a traceable path of action from the current state of the network to the network desired for the future, explaining how this growth will be delivered and the targets set for mileposts in 2025 and 2030.

**The main body of this BSIP is:**




The Partnership aims to achieve the goals of the National Bus Strategy namely to grow bus patronage: both to build it back after the pandemic, and then to increase it and raise buses' mode share.

The first year will be critical in WSCC supporting and working closely with bus operators to address the multiple challenges and opportunities resulting from the impacts of the Covid pandemic.

## Our aims

The BSIP has the following aims:

- To recover bus patronage to pre-pandemic levels and to engender significant growth and quality improvements in bus provision across the county in future
- More bus priority schemes designed to enhance reliability and reduce journey times

- A bus network that delivers the needs of all potential users at most hours of the day
- Simplified fares and ticketing, and reduced fares for passengers under the age of 30 (depending on funding)
- A step change in terms of improved services for our rural areas
- Technical and operational innovation in bus service provision, including accelerating the introduction of zero-emission buses and promoting a bus decarbonisation programme

## Our objectives

To achieve these aims, WSCC has developed the following objectives:

- To continue and to enhance our co-operation with bus operators to stabilise and improve commercial bus services
- To provide new services through pump priming where demand can be identified
- To implement bus priority measures that will improve reliability and achieve 95% punctuality
- To introduce a new discounted concessionary bus travel scheme for children and young people, including all under 30s (max age dependant on funding) resident in West Sussex and East Sussex
- To increase bus service provision on main corridors and urban areas throughout the day and for evenings and weekends
- Progressively to support operators in increasing the number of Zero Emission Buses used on the network, and to assist operators to upgrade existing diesel buses to Euro VI standard as part of the drive to achieve net carbon neutrality by 2050
- To improve accessibility and quality of bus services for disabled and disadvantaged people
- Create a series of Digital Demand Responsive Transport (DDRT) services based on Mobility as a Service (MaaS) principles to benefit our rural areas, for which feasibility studies have already been undertaken, and to implement these in co-operation with East Sussex County Council
- Create Mobility Hubs[2] in key locations, which will be smaller towns with potential interchange connections for different public transport services and modes - these hubs will also link with routes from the County Council's Walking and Cycling Strategy
- To improve marketing, promotion and information for bus services

[2] Mobility Hubs are defined as 'a recognisable place with an offer of different and connected transport modes supplemented with enhanced facilities and information features to both attract and benefit the traveller'.

## Our targets

Targets contained in the BSIP are based on the following:

- Journey time reductions - based on key corridors and congestion hot spots
- Reliability – reducing the mileage lost ( through eg vehicle breakdowns and staff shortages
- Number of passengers carried each year – from ticket machine data
- Passenger satisfaction – yearly survey to be undertaken by Transport Focus
- The percentage of households with access to a bus service – hourly or better, and half-hourly or better (for AM peak, PM Peak, evening, Saturday, and Sunday)
- The percentage of households within 30 minutes, 60 minutes, and 90 minutes travel time of a town centre (for AM peak, PM Peak, evening, Saturday, and Sunday)
- The percentage of households with access to a DDRT service that provides either 80% fulfilment within 1 hour of requested departure time, or 75% fulfilment within 2 hours of requested departure time (for evening and Sunday DDRT services)
- The proportion of buses that meet emissions standards; Euro VI and Zero
- Proportion of bus stops that have been assessed

## Assumptions

In order to develop this BSIP, these assumptions were made:

- Travel patterns have become less predictable
- WSCC will have no more powers than now to influence demand for car travel
- WSCC funding streams for transport will be similar level to now (financial support for bus services currently totals £12.5m pa
- No demand related regulations (or social norms) will change e.g., restrictions on out-of-town or edge-of-town retail parks, retail car parks, and retail opening hours on Sundays
- No locations in West Sussex will be eligible to become 'Clean Air Zones' or similar, where a local authority may restrict vehicle access based on emissions.

## Challenges

The Covid pandemic is not a short-term problem and reduced bus operation will continue into 2022/23. The BSIP needs to address the following:

- Car travel will remain more attractive to many people while Covid is a fear, so patronage could be lower for many months

- Patronage during the morning peak will not exceed 90% of pre-Covid levels due to changed work and education patterns
- Patronage is unlikely to be at its maximum until the potential risk posed by Covid on public transport is accepted by the majority of people to be at a low level
- Passenger numbers have been low on contracted services for some time, and revenue is down about £0.5m pa. This has been considered in this BSIP.

Dependent on passenger numbers and levels of funding from April 2022, local bus operators are likely to reduce frequencies or even deregister certain services which are currently commercial. These routes are likely to be considered socially necessary by WSCC. If this occurs, WSCC will tender for socially necessary bus services to replace or augment lower provision. This will be via standard tendering processes considering the Public Services (Social Value) Act 2012. Services tendered will be dependent on available funds.

To ensure the bus network is sustainable in the longer term the Partnership will reconfigure the bus network during 2022/23 to suit the funding available.

## West Sussex programme

The table below shows where to find the various topics of our ambitious programme located within the BSIP:

| Our Strategy | Our Proposals | More information |
|---|---|---|
| **How are we going to make buses more frequent?** | • Investing in intensive key bus corridors with better infrastructure and better frequencies<br>• Marketing 'turn up and go' services<br>• Provide integrated feeder bus services<br>• Improve frequencies on corridors between our principal towns<br>• Better evening and Sunday services in our towns<br>• Introduce attractive 'Mobility Hubs' to make interchanging more attractive | Sections 4.1 to 4.6 |

| | | |
|---|---|---|
| **How are we going to make buses faster and more reliable?** | • Providing well-designed bus priority measures at locations where buses are delayed by congestion<br>• Review the location of bus stops to make them safer and easy for buses to access<br>• Enforcing illegal parking that blocks bus stops<br>• Provide safe walking routes and easy access to bus stops in new developments<br>• Review aspects of parking provision with our borough and district councils | Sections 4.3 to 4.5 |
| **How are we going to provide a more comprehensive service?** | • Improving and simplifying fares and introducing 'tap-on and tap-off' with contactless payment on all services<br>• 'Short hop' fares in our largest urban areas<br>• Attracting young people with half-fares for 20-year-olds and under, and discounted fares for those under30s (max age dependent on funding) to encourage the use of buses | Sections 4.5, 4.9, 4.14 |
| **How are we going to make our bus network easier to understand?** | • Introducing an Account Based Ticketing system to cover both West and East Sussex<br>• At bus stops identify which services call there<br>• Providing network maps and route diagrams at half the bus stops, and online | Section 4.9 |
| **How are we going to make bus services easier to use?** | • Ensure contactless payment on all bus services<br>• Develop the Discovery ticket as a multi-operator ticket for all bus and rail services<br>• Ensure integrated ticket availability between all operators on common sections of routes<br>• Greatly expand our current real-time information system | Section 4.4 and 4.6 |

| | | |
|---|---|---|
| **How are we going to make our bus network better integrated with other modes?** | • Work in partnership with others to expand the PlusBus scheme to cover an initial journey by bus<br>• Develop rail stations as 'Mobility Hubs' to integrate all transport modes through working with Network Rail and Train Operating Companies<br>• Ensuring bus timetables are reviewed in tandem with National Rail timetable changes (twice a year) | Section 4.8 |
| **How are we going to provide more modern buses and decarbonise them?** | • Support operators bidding for funding to introduce more zero emission buses<br>• Assist funding to operators to 'retrofit' equipment to upgrade buses to Euro VI specification<br>• Ensure that new buses are all equipped with Wi-Fi and charging points and enable other buses to be so equipped<br>• Assist operators to upgrade their audio/visual on-bus equipment, and increase compliance for disabled, hearing impaired, and sight impaired passengers.<br>• From next year award contracted services to Zero Emission and Low emission vehicles. | Section 4.10 |
| **How are we going to give passengers more of a voice and say?** | • Establish Bus User groups and conduct outreach sessions<br>• Improve personal safety through a 'travel safety partnership'<br>• Use passenger feedback and a countywide survey to improve waiting conditions and information at bus stops<br>• Establish a Passenger Charter | Section 4.11 and 6 |
| **How will we provide more demand responsive services?** | • Introducing 5 schemes to provide DDRT services or improve existing DRT across a wide area of the County<br>• New DDRT schemes will integrate with existing bus services and provide access to 'difficult to access' sites such as industrial estates and factories<br>• Enabling DDRT services to provide a service in evenings and on Sundays | Section 4.12 |

| | | |
|---|---|---|
| **What are our longer-term intentions?** | • Develop the South Coast public transport routes to incorporate interchange to high frequency feeder services<br>• Develop a second route along the coastal towns east-west<br>• Expand the successful Fastway BRT scheme, particularly south and west | Section 5 |
| **How are we going to provide regular updates?** | • Providing mid-year updates on targets<br>• Comprehensive annual reporting<br>• Five yearly revisions to the Bus Service Improvement Plan | Section 7 |

# 1 Overview and background

In developing this BSIP, WSCC worked in co-operation with neighbouring authorities, particularly with East Sussex County Council and Brighton and Hove City Council in view of the significant daily movements between our respective areas.

The BSIP seeks to stimulate and drive significant improvements to local bus services. These improvements are intended to:

- Recover, rebalance, and increase bus service usage post the Covid pandemic, taking into full account the need for changes to accommodate altered movement patterns
- See a step change in local transport provision delivered to current and new bus users with a resultant annual increase in the number of passengers using buses
- Seek to readdress the balance in modal share between private and public transport resulting in a continuous increase in mode share for buses; and,
- Ensure a future ready buses approach is taken at every delivery step

The West Sussex BSIP will be updated annually and aligned with the West Sussex Transport Plan (WSTP). The duration of this published BSIP is from 2022 to 2027, although it will be reviewed annually.

## 1.1 Location

West Sussex is a county council area incorporating seven district councils in the south-east of England. It covers an area of 2025 km$^2$ and includes, in descending population size, the principal towns of Worthing, Crawley, Bognor Regis, Littlehampton, Shoreham-by-Sea, Horsham, Haywards Heath, Burgess Hill, East Grinstead, and Chichester.

Typically, the county is considered in three separate economic zones: the coastal strip, the Gatwick Diamond, and rural West Sussex. Large trip attractors in the northeast are Gatwick Airport and Manor Royal industrial estate in Crawley. Recent expansion plans by Gatwick Airport aim to increase sustainable travel for passengers and for staff from 40% to 60%, and local bus will be an important component of this. This will involve joint working with Surrey County Council.

The coastal area consists of the towns of Worthing, Bognor, Littlehampton, and Shoreham connected to Chichester in the west and Brighton & Hove in the east. These towns can be congested with a lack of space between the main trunk A27 and the coastline. This accommodates an east/west rail service connecting to Gatwick Airport and London to the north as well as the A259 that runs alongside the coastline.

Rural West Sussex largely sits in the South Downs National Park Authority and features many small towns and settlements. Bus services in this part of the county are largely infrequent and supported financially by WSCC. There are some services provided by community transport organisations as well as a bus service that acts as flexible DRT (99 - Chichester to Petworth).

**Figure 1-1 – BSIP area – West Sussex (Local Transport Authority) area**

## 1.2 Demographics

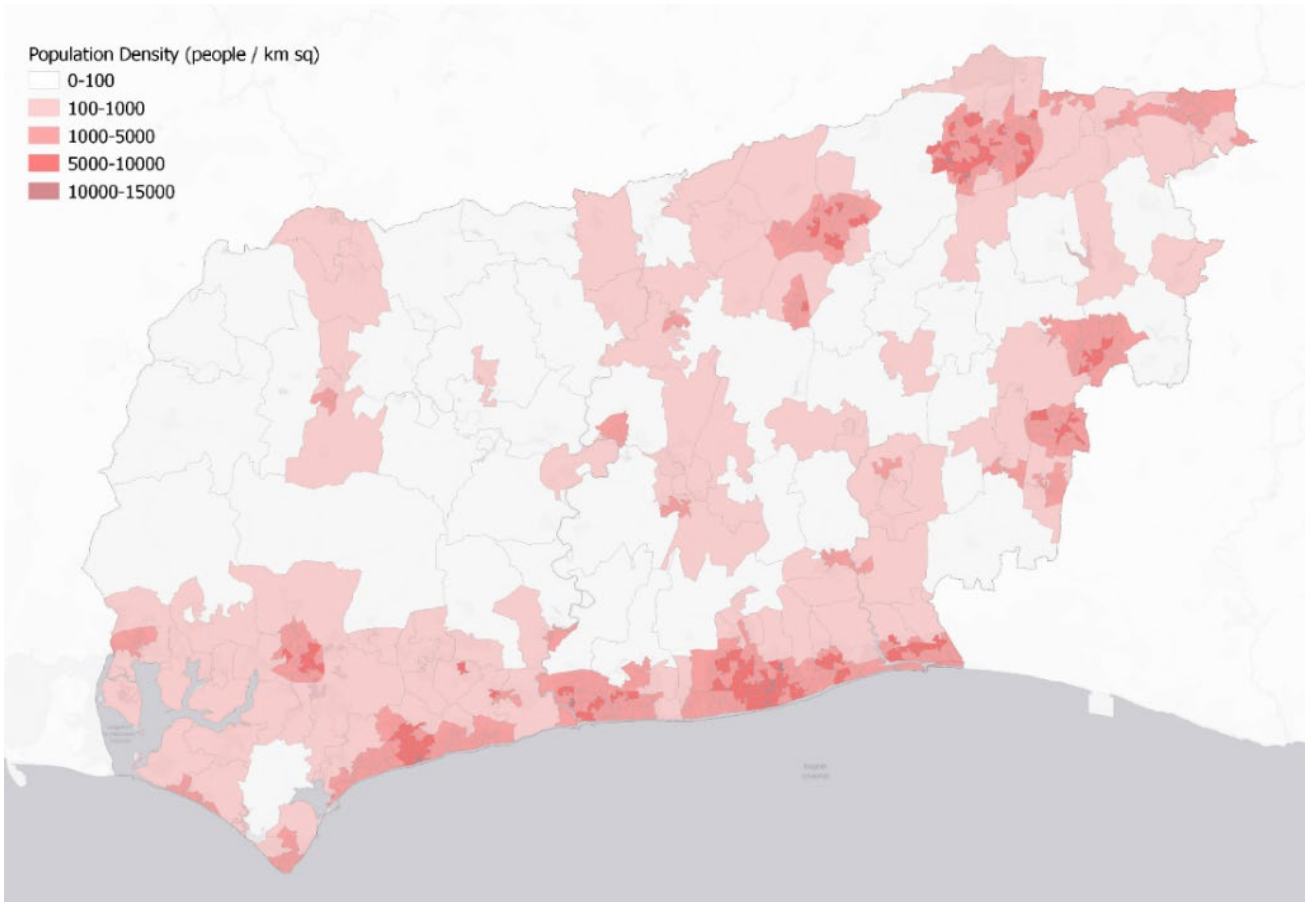
West Sussex has population of 858,852 People (ONS, 2018), and an average population density of 3,204 people / km$^2$, with a range from 15,000 people / km$^2$ in the densest urban areas such as Worthing and Bognor Regis and <100 people / km$^2$ in the rural areas. The density of population across the county is shown in Figure 1.2 below.

In recent years West Sussex population has grown significantly alongside high levels of housing and other development. Consequently, the transport network across West Sussex is experiencing increased demand.

West Sussex as a whole has an average Index of Multiple Deprivation score of 14.8 which is above average for the England. However, there is wide disparity between the local authority areas with the relatively wealthy Horsham and Mid-Sussex Districts in the 91st and 98th percentile, whereas Crawley and Arun are in the 43rd and 47th percentile respectively.

**Figure 1-2 – West Sussex Population Density (people/km)**

**(Source: ONS Lower layer Area population density data)**



## 1.3 Current bus offer to passengers

### Bus use

Figure 1-3 below shows the number of passenger journeys taken on local bus services in the South East of England. It reached around 355 million between 2013/14 and 2016/17, and subsequently declined, in 2019/20 which reflects the start of the Covid pandemic, a reduction of services operated, and reduced subsidy from LTAs.

**Figure 1-3 – Passenger journeys on local bus services in the South East**

**(Source: Department for Transport, Local bus passenger journeys (BUS01))**

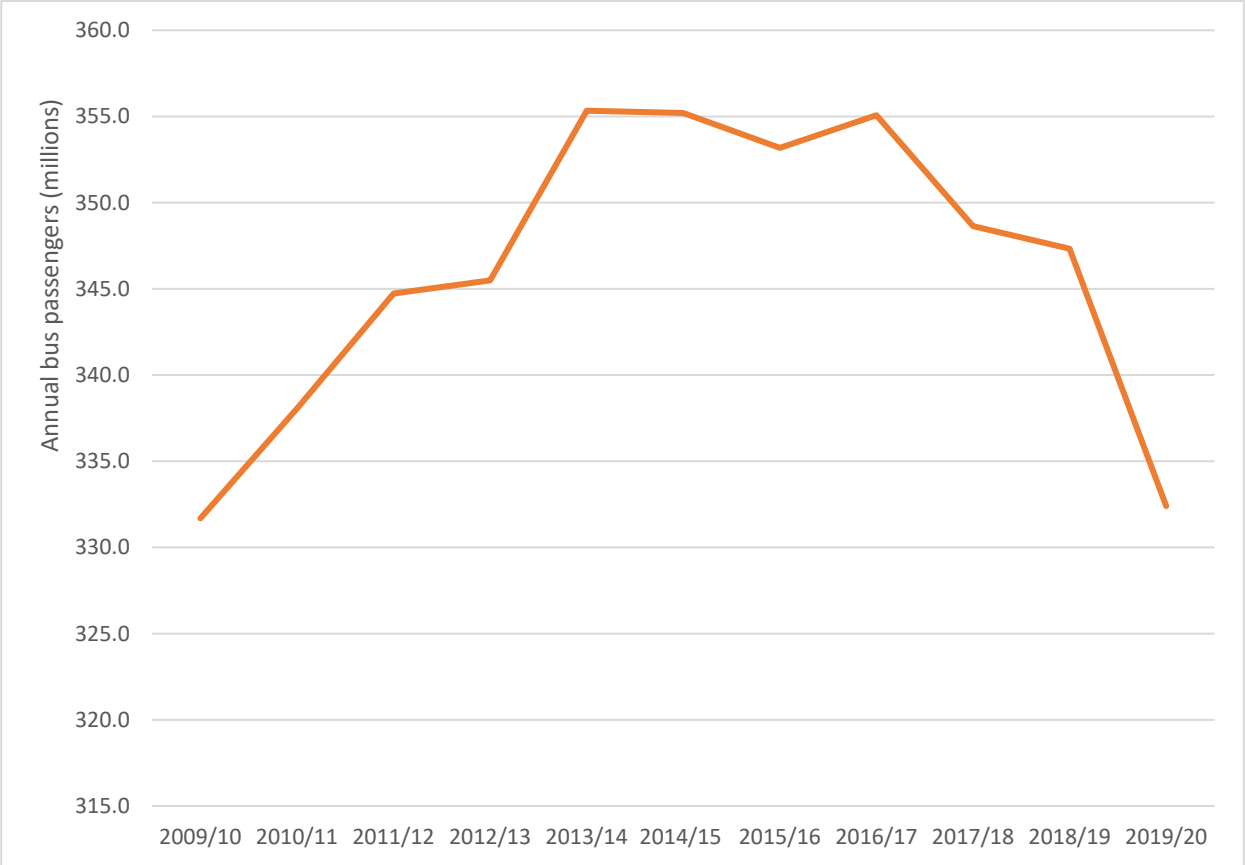
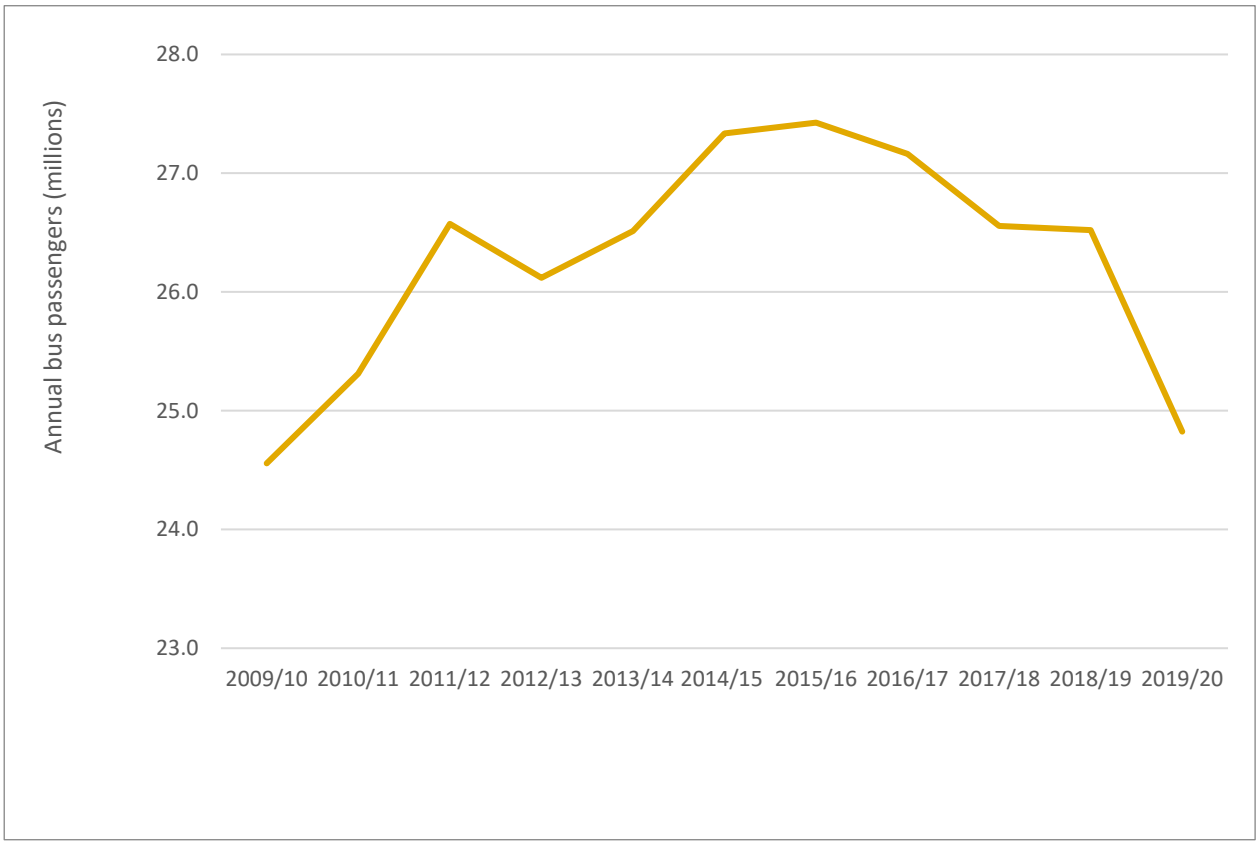


Figure 1-4 below shows the number of passenger journeys taken on local bus services, in West Sussex, between 2009/10 and 2019/20. Ridership peaked in 2015/16 at 27.4 million passenger journeys. Since then, ridership has declined. In 2019/20 the ridership was 24.8 million.  In general, the trend in West Sussex has matched that in the South East as a whole.

**Figure 1-4– Passenger journeys on local bus services in West Sussex**

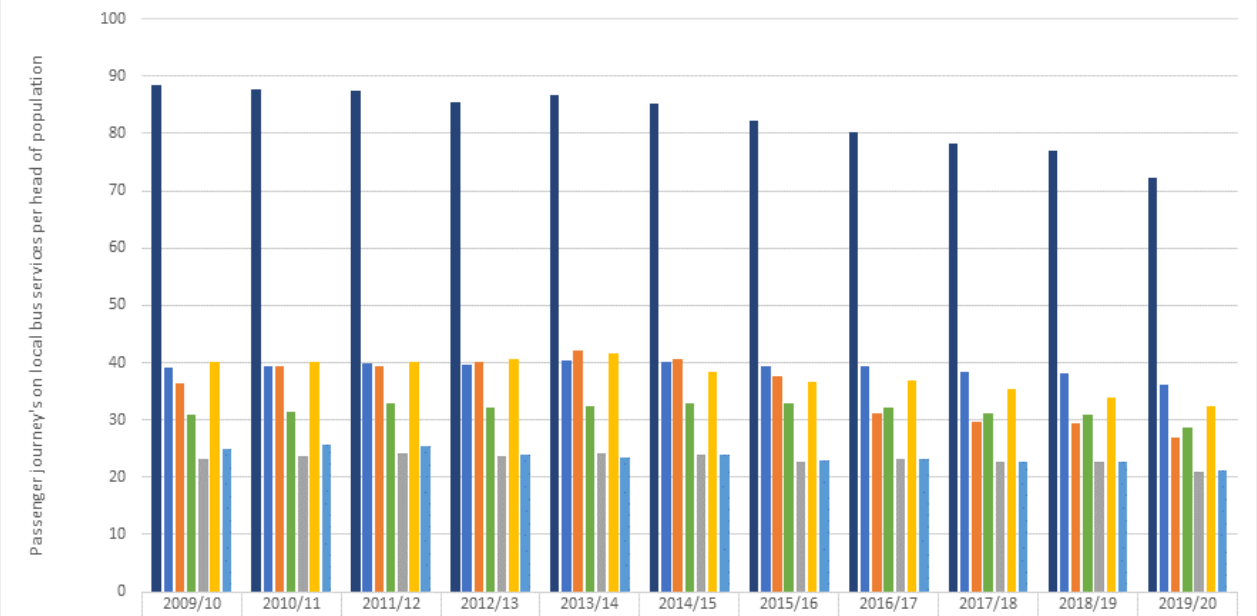
**(Source: Department for Transport, Local bus passenger journeys (BUS01))**



In terms of the number of passenger journeys per head of population, West Sussex has shown a similar trend to others as shown in Figure 1-5 below. In 2009/10, West Sussex had the third highest number of passenger journeys next to Kent and East Sussex, and by 2019/20 it had the second highest number after Kent.

**Figure 1-5 – Passenger journeys per head of population per annum**

**England, South East England, and other County authorities**



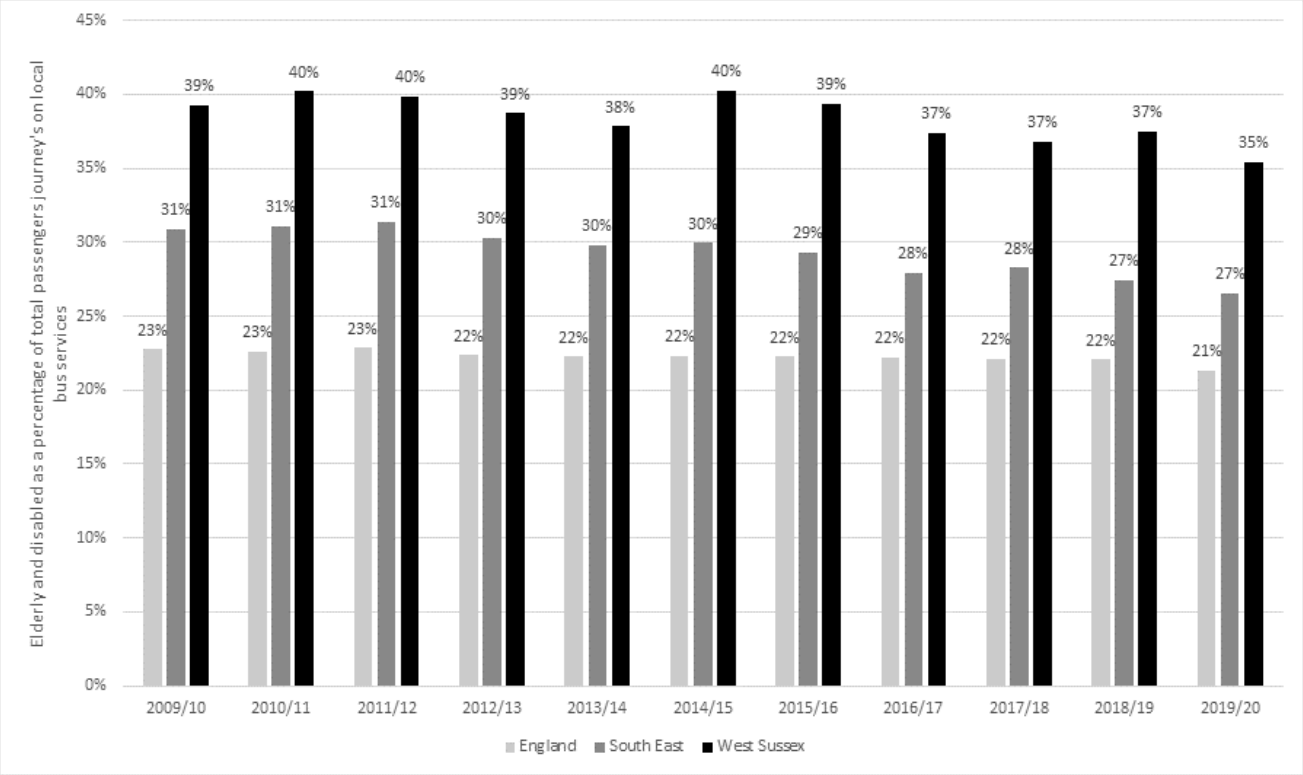

| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| England | 88.4 | 87.7 | 87.4 | 85.4 | 86.7 | 85.2 | 82.3 | 80.3 | 78.2 | 76.9 | 72.3 |
| South East | 39.1 | 39.4 | 39.8 | 39.6 | 40.4 | 40.0 | 39.5 | 39.3 | 38.4 | 38.0 | 36.2 |
| East Sussex | 36.3 | 39.5 | 39.4 | 40.1 | 42.2 | 40.5 | 37.7 | 31.3 | 29.7 | 29.4 | 27.0 |
| West Sussex | 30.8 | 31.5 | 32.9 | 32.0 | 32.3 | 33.0 | 32.8 | 32.2 | 31.2 | 30.9 | 28.7 |
| Hampshire | 23.2 | 23.7 | 24.2 | 23.7 | 24.1 | 23.9 | 22.6 | 23.2 | 22.6 | 22.6 | 20.9 |
| Kent | 40.2 | 40.2 | 40.1 | 40.7 | 41.7 | 38.3 | 36.8 | 36.8 | 35.4 | 34.0 | 32.5 |
| Surrey | 25.0 | 25.8 | 25.4 | 24.0 | 23.6 | 23.8 | 23.0 | 23.2 | 22.7 | 22.6 | 21.1 |

Figure 1-6 on page 19 shows that West Sussex has a high proportion of bus journeys made by older or disabled concessionary passengers each year compared to both England as a whole and to the South East, although the percentage of total trips made by older or disabled concessionary passengers has reduced from 39% in 2009/10 to 35% in 2019/20.

The high proportion of concessionary fares users has an impact on overall funding in that bus operators are only reimbursed approximately 50% of full fares which means that the fare yield per passenger is lower. If the concessionary scheme did not exist, fare yield would be higher per passenger, but the trip numbers would be substantially reduced, and this could result in lower loadings and potential thinning of frequencies. In any event, the current concessionary fares system restricts operators' income and ability to invest in new buses and new routes.

**Figure 1-6 – Proportion of bus journeys taken by older or disabled concessionary passengers per annum**

**England, South East England, and other County authorities**




## 1.4 Corridors and frequencies

All bus routes in West Sussex have been mapped and the frequency of bus services along these corridors calculated.

Figure 1-7, which shows bus frequencies on a Wednesday AM Peak 07:00-09:00 is one of several bus frequency maps shown in Appendix A. The bus frequency maps show pre-Covid (Q4 2019), which reflects a business-as-usual scenario. Currently bus networks are reduced.

These bus frequency maps cover three days:

- Wednesday (as an example weekday)
- Saturday
- Sunday

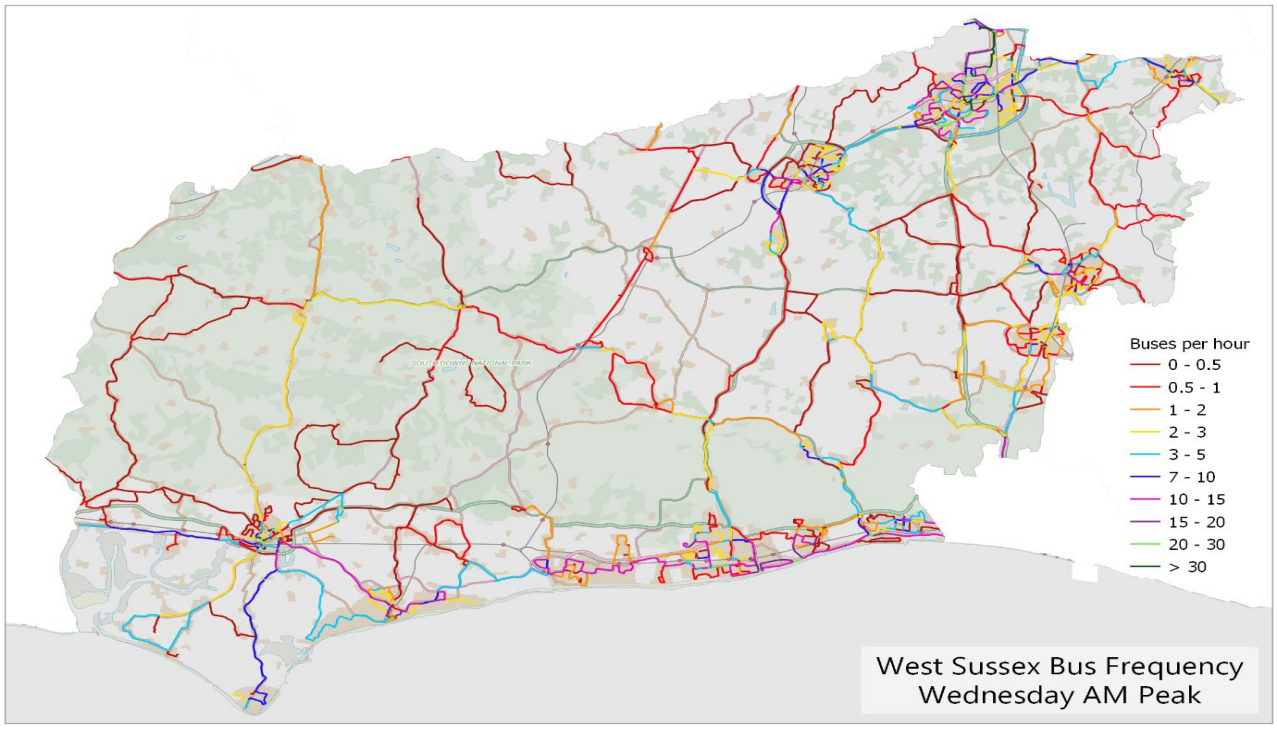
And four time periods:

- AM Peak 07:00-09:00
- Interpeak 09:00-16:00
- PM Peak 16:00-18:00
- Late PM 18:00-00:00

As a general pattern, bus frequencies are greatest on routes within and between the major towns. A high frequency near a town is exemplified by services between Crawley and Gatwick with 23 buses per hour (about every 3 minutes) in each direction. Some of these services operate 24 hours.

Two key inter-urban corridors exist; one along the coast from Brighton to Portsmouth through the West Sussex towns of Shoreham-by-Sea, Worthing, Littlehampton, Bognor Regis, and Chichester. The second key corridor is from Southwater to Gatwick Airport, through Horsham and Crawley. (Some routes extend from Gatwick to Reigate in Surrey and that section is covered by the BSIP from Surrey County Council).

**Figure 1-7 – Bus frequency map: Wednesday AM Peak 07:00-09:00**




The number of services running is consistent on weekdays.

At the weekend there are approximately 10% fewer services on Saturdays, and 60% fewer on Sundays. See Figure 1-8.

Other bus frequency maps can be found in Appendix A.

**Figure 1-8 – Bus service frequency (Source: Datacutter)**

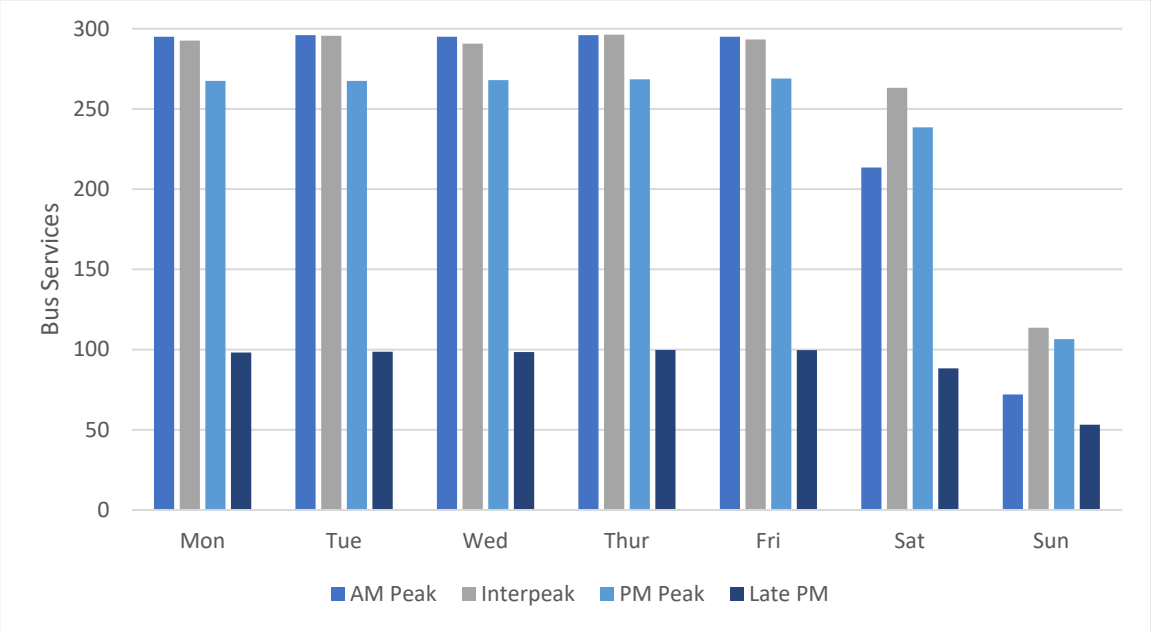
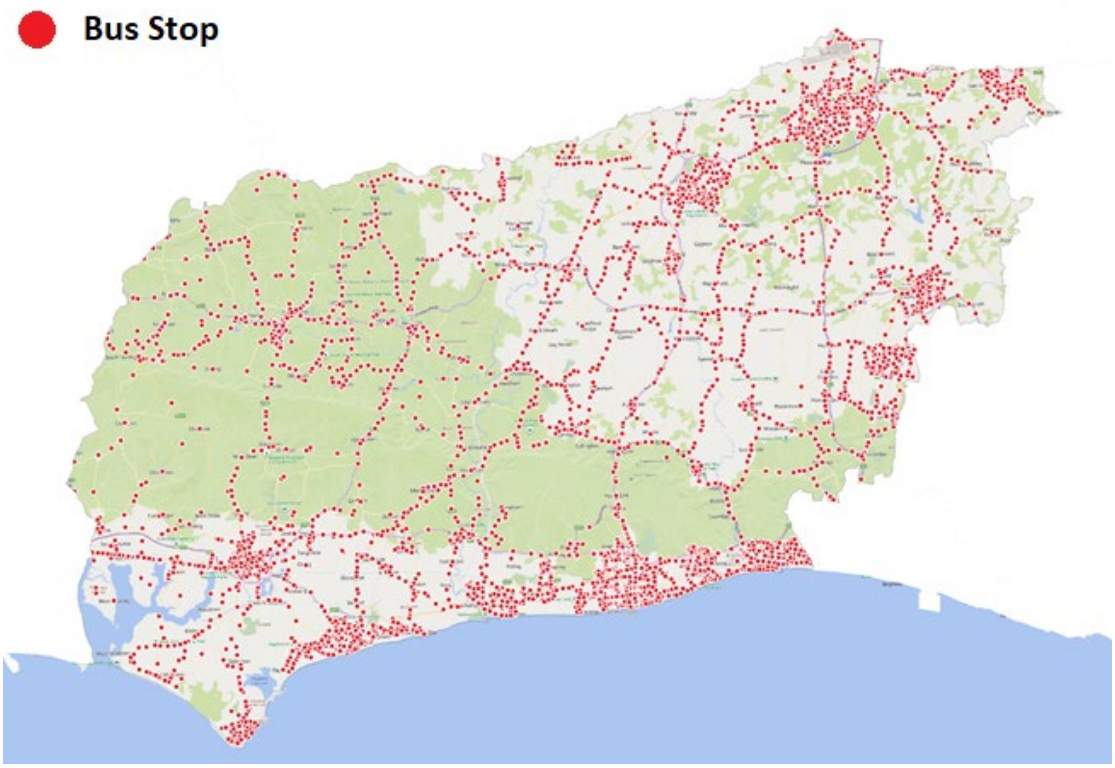



Figure 1-9 shows the distribution of bus stops across the county. It shows that there is a good distribution of bus stops, except in the most rural areas. However, the location of bus stops does not take into account the frequency of services, and the frequency of buses at these stops is often very poor.

**Figure 1-9 – Distribution of bus stops across the county**



### Corridors and frequencies assessment

The number of services running is consistent throughout the week. With the same number of services running during each period. There are between 250-300 during the AM, Interpeak and PM periods (including school term-time only services) and far fewer services running in the late PM period (100).

On Saturdays there are 10% fewer services during the interpeak, PM and Late PM periods. The AM peak has 25% fewer services than during the weekdays.

On Sundays the number of services is 40% of the weekday levels, with a similar distribution of services in each time period as seen on Saturdays.

These locations were used as the destination, to which travel times were calculated.

- Worthing – junction of High Street and Union Place
- Haywards Heath – junction of The Broadway and Muster Green North
- Bognor Regis – junction of High Street and London Road
- Chichester – junction of West Street, East Street, South Street, North Street
- Billingshurst – junction of High Street and East Street
- Crawley – junction of High Street and Cross Keys

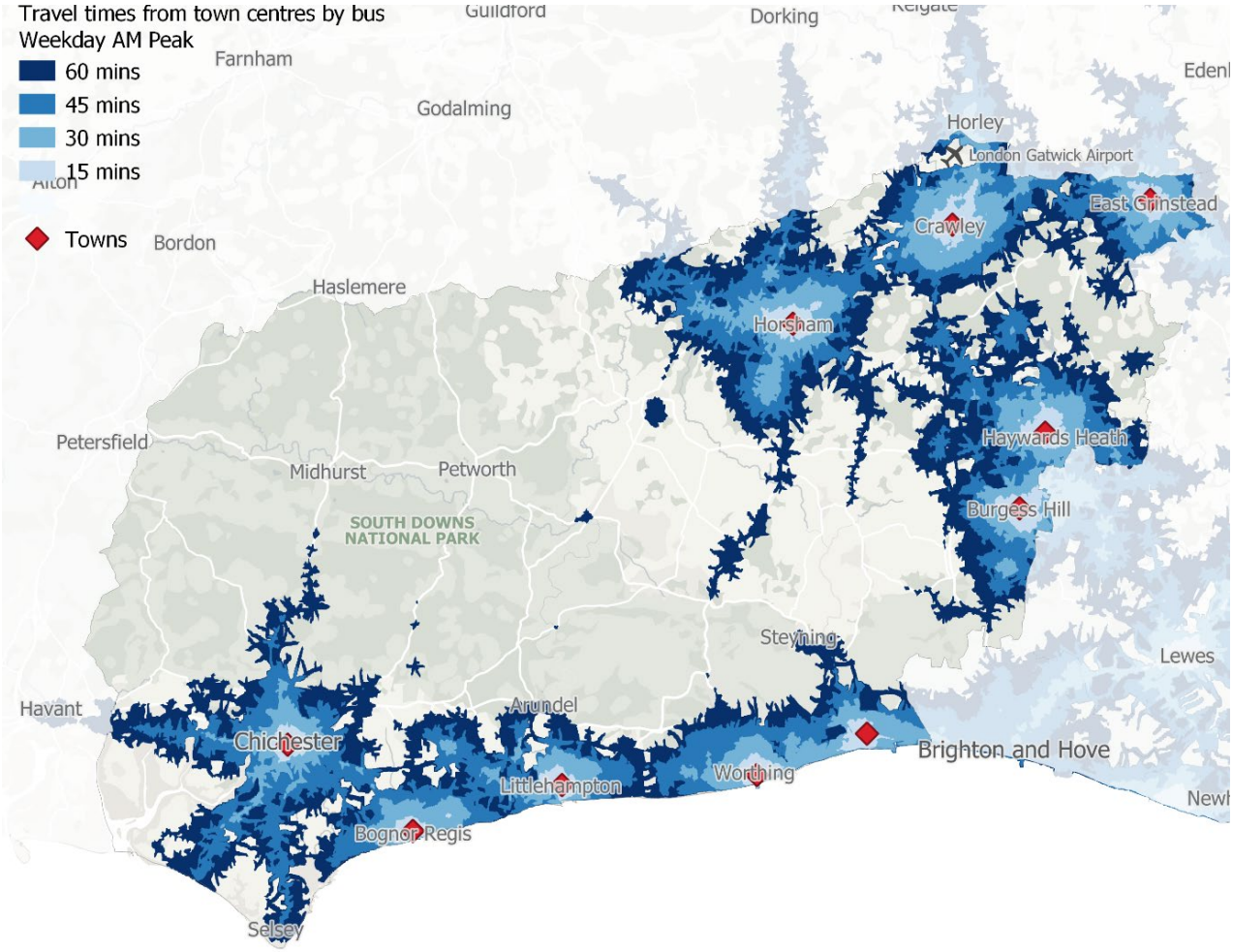
## 1.5 Accessibility

Maps showing accessibility to town centres are below and in Appendix B.

These maps were used to inform the proposals for improved bus services in section 4. The ten locations are: Bognor Regis, Burgess Hill, Chichester, Crawley, East Grinstead, Haywards Heath, Horsham, Littlehampton, Shoreham-by-Sea, and Worthing. Figure 1-10 on page 24 shows public transport accessibility for the towns, with bands of colour showing increasing travel times via public transport from those locations, for those arriving in the towns during the weekday morning peak.

The data highlights that access to the major towns via public transport is very limited for much of the county.

**Figure 1-10 – Public transport accessibility to towns centres in West Sussex**




## 1.6 Operators

As shown in the following table, there are 23 bus operators running services across the West Sussex area. The majority of the routes are run by Metrobus (130) and Stagecoach South (136).

In total these operators run 536 route variations, with 5,929 services running each week.

There are seven community bus operators which predominantly provide services to customers in rural areas, which are not served by the major operators.

| Bus Operator | No. of Routes Operated | Routes |
|---|---|---|
| **Metrobus** | 34 | 1/2/3/4/5/10/20/21/22/23/51/61/65/84/93/98/100/200/270/271/272/273/281/291/400/420/460/610/624/638/643/648/692/693 |
| **B M Coaches** | 1 | GH1 |
| **Stagecoach South** | 37 | Pulse/Star/1/5/7/9/10/13/17/25/46/47/50/51/651/52/55/652/653/54/55/655/56/60/61/62/68/69/70/9192/93/422/470/600/614/658/665/700/N700/U7/U8 |
| **Compass Travel** | 36 | 12/16/19/19A/30/31/33/33A/35A/35C/39/42/52/62/64/66A/66C/67/69/71/74/74A/85/85A/89/99/100/106/107/166/167/168/261/331/415/428/500/662/740/743/900 |
| **Brighton & Hove Bus and Coach Company** | 6 | 2/46/59/59A/77/98 |
| **Southdown PSV** | 6 | 236/409/422/424/485 |
| **Sussex Coaches** | 12 | 68/523/525/590/622/626/633/634/639/668/STP1/STP2 |
| **Arriva Kent and Surrey** | 1 | 63/63X |
| **Selsey Community Bus** | 1 | 1/2/3 |
| **Seaford & District** | 1 | 149 |
| **Harting Minibus CIC** | 6 | CH1/PD1/PD2/PD3/PD4/PD5 |
| **Handcross District Community Bus** | 5 | 1/2/3/4/6 |
| **Waverley Hoppa Community Transport** | 2 | 504/505 |
| **Midhurst Community Bus** | 10 | No service numbers |
| **Amberley & Slindon Community Bus** | 5 | 1A/1B/1C/1D/1E |
| **East Surrey RTP** | 1 | 50 |
| **Portsmouth City Coaches** | 2 | 121/149 |
| **Grand Total** | **166** | |

A full list of bus services in West Sussex, together with their characteristics and other information can be found in Appendix D.

## 1.7 Fares and ticketing

Bus operators in West Sussex already offer a wide range of discounted fares, which are generally aimed at encouraging passengers to forward purchase tickets rather than pay for each journey made. Return fares are usually available. Contactless payment is now common with operators and in the case of Metrobus and Brighton & Hove Buses, some tap-on and tap-off has been implemented. Information regarding discounted fares is reasonably easy to find on the operators' websites, but details on single and return fares tend to be more hidden and can often only be found by specifying a particular journey however Metrobus provides this information through the route timetable.

Integrated ticketing is gradually being introduced in West Sussex but in a piecemeal fashion and is dependent on the depth of enterprise of the various bus operators. Metrobus and Brighton & Hove have joined with Southern Railway's KeyGo smartcard initiative, using it to tap-in & -out for rail fares with bus trips added at both ends of the journey, the best fare being automatically calculated. It is available for add-on local urban bus journeys in Shoreham, Burgess Hill, Crawley, Gatwick Airport, Ifield, Three Bridges, Haywards Heath, Horsham and Littlehaven. This is in addition to PlusBus, which allows local bus trip add-ons at the end of a rail journey for major towns throughout England, including Bognor Regis, Chichester, Crawley/Gatwick, East Grinstead, Haywards Heath, Horsham, and Worthing.

Zonal ticketing is available in the main towns of West Sussex.

# 2 Customer satisfaction and surveys

## 2.1 National Highways and Transport Network Public Satisfaction (NHT) Survey

Satisfaction with the transport services provided by West Sussex County Council have been assessed through the National Highways and Transport Network Public Satisfaction (NHT) Survey undertaken in West Sussex since 2010. The results are shown in Figure 2-1 on page 27.

**Figure 2-1 – NHT Public Satisfaction Survey - KBI Measures Scores**

| KBI measure | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2019 group rank (of 28) | Variation from peer group average | 2019 peer group high to low range |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 01 General KBI | | | | | | | | | | | | | |
| KBI 01 Overall (local) | 54 | 55 | 54 | 54 | 53 | 54 | 54 | 53 | 52 | 52 | 12 | 0 | 9 |
| KBI 02 Overall (national) | 54 | 55 | 54 | 54 | 53 | 55 | 54 | 53 | 53 | 52 | 13 | 0 | 9 |
| 02 Accessibility KBI | | | | | | | | | | | | | |
| KBI 03 Ease of Access (all) | 76 | 79 | 77 | 80 | 76 | 76 | 74 | 76 | 74 | 74 | 18 | 0 | 4 |
| KBI 04 Ease of Access (disabilities) | 70 | 72 | 71 | 74 | 73 | 71 | 64 | 63 | 65 | 67 | 6 | 3 | 14 |
| Ease of Access (no car) | 75 | 77 | 78 | 76 | 71 | 77 | 71 | 71 | 68 | 76 | 1 | 7 | 17 |
| 03 Public Transport KBI | | | | | | | | | | | | | |
| KBI 06 Local bus services | 63 | 64 | 62 | 64 | 64 | 66 | 63 | 62 | 65 | 63 | 2 | 7 | 21 |
| KBI 09 Taxi/mini cab services | 68 | 68 | 68 | 68 | 66 | 66 | 66 | 64 | 65 | 65 | 10 | 2 | 11 |
| KBI 10 Community Transport | 55 | 58 | 57 | 58 | 59 | 59 | 57 | 58 | 59 | 58 | 7 | 2 | 8 |
| 04 Walking/Cycling KBI | | | | | | | | | | | | | |
| KBI 11 Pavements and Footpaths | 55 | 56 | 53 | 57 | 55 | 56 | 56 | 52 | 53 | 53 | 19 | -1 | 17 |
| KBI 12 Pavem's & Footp' (aspects) | 57 | 56 | 54 | 58 | 56 | 60 | 60 | 58 | 58 | 58 | 14 | 0 | 9 |
| KBI 13 Cycle routes and facilities | 47 | 53 | 50 | 50 | 46 | 48 | 50 | 47 | 50 | 48 | 19 | -1 | 10 |
| KBI 14 Cycle routes & facili's (aspects) | 47 | 50 | 53 | 51 | 48 | 52 | 55 | 48 | 52 | 50 | 10 | 1 | 10 |
| KBI 15 Rights of Way (RoW) | 57 | 58 | 61 | 60 | 57 | 59 | 60 | 60 | 58 | 57 | 17 | 0 | 8 |
| 05 Tackling Congestion KBI | | | | | | | | | | | | | |
| KBI 17 Traffic levels and congestion | 43 | 47 | 47 | 43 | 41 | 41 | 41 | 40 | 40 | 37 | 28 | -5 | 14 |
| KBI 18 Management of roadworks | 47 | 49 | 51 | 51 | 54 | 55 | 54 | 53 | 51 | 51 | 16 | 0 | 9 |

| KBI measure | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2019 group rank (of 28) | Variation from peer group average | 2019 peer group high to low range |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 06 Road Safety KBI | | | | | | | | | | | | | |
| KBI 20 Road safety locally | 58 | 59 | 61 | 60 | 57 | 59 | 58 | 57 | 55 | 55 | 21 | -1 | 11 |
| KBI 21 Road safety environment | 51 | 55 | 54 | 56 | 52 | 54 | 56 | 55 | 56 | 55 | 19 | -1 | 5 |
| KBI 22 Road safety education | 51 | 55 | 55 | 53 | 51 | 56 | 55 | 51 | 54 | 52 | 14 | 1 | 7 |
| 07 Highway Maint/Enforcement KBI | | | | | | | | | | | | | |
| KBI 23 Condition of highways | 35 | 32 | 31 | 24 | 31 | 35 | 37 | 34 | 26 | 32 | 16 | -1 | 23 |
| KBI 24 Highway maintenance | 47 | 48 | 47 | 49 | 48 | 53 | 53 | 52 | 50 | 51 | 17 | 0 | 11 |
| KBI 25 Street lighting | 65 | 66 | 66 | 69 | 67 | 70 | 67 | 66 | 65 | 65 | 6 | 4 | 16 |
| KBI 26 Highway enforcement/obstruc's | 48 | 51 | 49 | 50 | 47 | 50 | 50 | 48 | 48 | 49 | 10 | 1 | 7 |
| **KBI measure – 12 page only** | | | | | | | | | | | **Rank of 18** | | |
| 03 Public Transport KBI | | | | | | | | | | | | | |
| KBI 07 Local bus services (BVPI 104)* | 60 | 54 | 62 | 62 | 69 | 68 | 61 | 67 | 67 | 64 | 2 | 8 | 32 |
| KBI 08 Public trans info (BVPI 103)* | 44 | 45 | 51 | 48 | 50 | 52 | 52 | 46 | 50 | 52 | 3 | 8 | 34 |
| 04 Walking / Cycling KBI | | | | | | | | | | | | | |
| KBI 16 Satisfaction - RoW (aspects) | 54 | 56 | 56 | 56 | 52 | 56 | 56 | 54 | 56 | 55 | 7 | 1 | 7 |
| 06 Road Safety KBI | | | | | | | | | | | | | |
| KBI 19 Traffic management | 53 | 54 | 56 | 56 | 55 | 56 | 56 | 53 | 55 | 54 | 11 | -1 | 8 |

In terms of local bus services (KBI 06), the County has scored consistently between 62 and 66 over the ten years, but with a score of 62 in 2019. This was 2nd in a peer group of 28. There were two measures regarding bus services resulting from former BVPI indicators, and in the second (KBI 07), scores varied between 54 and 69 with the score in 2019 being 64, again 2nd in the peer group. For public transport information (KBI 08) however, scores varied between 44 and 52 with the score in 2019 being 52 and being placed 3rd out of 18 in the peer group. This result shows the need for improved public transport information provision, which is addressed in this BSIP.

## 2.2 Local Transport Plan Review Survey

West Sussex County Council undertook a survey in Autumn 2020 to inform our review of our Local Transport Plan. Public transport was the third most frequently commented topic after cycling and walking. Comments can be summarised as follows:

- Many general comments supporting improvements in the quality and coverage of public transport (bus and rail) services, including some about public transport reliability and punctuality, for access to education, work and services, and leisure access, including to the South Downs National Park.
- Many comments concerned about the costs of public transport fares, including rail season tickets to London, the cost of bus group travel, and requesting increasing free or subsidised fares for young people.
- Many comments about the need to improve rural public transport coverage and subsidies, opportunities in relation to demand responsive and community run transport services, and the challenges in relation to car and multi-car ownership often being a necessity when living in rural areas.
- Other comments by a small number of respondents related to the role of local authorities in coordinating public transport coverage, crime and anti-social behaviour on public transport and the importance of staffing presence.
- There were comments about COVID and public transport, including concerns about social distancing on public transport, the challenges of encouraging passengers back to public transport, and the important role for rail services for domestic leisure travel during the recovery from COVID.
- Under the planning topic, many comments were received concerned that development is not adequately planning for public transport and walking and cycling infrastructure, including comments that infrastructure should be in place up front to serve new residents so that car use does not become imbedded.

**Comments regarding bus services were:**

- A number supported park and ride provision, e.g., to serve Chichester
- A number expressed support for bus lanes/bus priority measures that reallocate road space/priority from general traffic, while the need to address traffic congestion to enable bus services to be improved was also highlighted
- Several comments about improvements to bus stops including real time passenger information provision
- Comments about bus service enhancements in specific areas

Regarding the overall approach to the Transport Plan Review, there were several comments requesting a greater vision and higher level of ambition in the WSTP, including calling for bold leadership to support change. In general, support for improved

public transport, including bus services, was strong and provides a solid base for an innovative and ambitious BSIP.

## 2.3 Bus Back Better (BSIP) Engagement Survey 2021

A survey was undertaken in August-September 2021 specifically regarding people's views on the priorities for the BSIP. There were 3074 total responses to the survey, of which 2596 were online, 471 paper responses and 7 by telephone. This included 301 large print versions and 29 in Easy Read. Responses also included 16 letters/emails as additional comments and are included in the 'open text' analysis of the survey.

Of the individuals completing the survey questionnaire:

- 97% are residents of West Sussex
- 45% who provided an answer in the age category are aged 65 and older
- The highest response was from people aged 65-74, followed by people aged 75-84 (all age groups completed the survey)
- The survey received 256 responses from young people aged under 25, which is a much higher rate than for previous surveys
- 31% consider themselves to have a disability or long-term illness
- 48% hold a bus pass for free travel
- The majority of respondents are 'White British', followed by 'White other' as the next highest group, and 2.2% BAME

### How often buses are used

This was a mandatory question, and the usage split was as follows:

- Frequently – 41%
- Sometimes – 31%
- Rarely 15%
- Only when there is no alternative – 5%
- Never – 8%

### What buses are used for

Respondents were asked what activities they currently used buses for and what they would like to use them for in the future. 'Shopping' (65% of respondents for current journeys) followed by 'leisure/social activities' (46% of respondents for current journeys) featured the highest in both questions, which is consistent with previous surveys.

### Barriers to bus travel

Respondents were asked what prevented them from using buses more often/at all and they could select as many reasons as applicable. The most cited reasons are given below:

- Infrequent – 50% (this was the highest response for respondents whether they were concessionary permit holders or not)
- Buses don't go where I want to – 35%
- Cost – overall 27%

Responses to cost varied considerably as those with concessionary permits were not particularly concerned about cost. However, when considering young people under 25, 'Cost' was the top reason (54%), followed by 'Infrequent' and 'Unreliable'. For those who do not have a concessionary permit, cost was the second most important factor after frequency.

### What would most enable more bus travel

Respondents were asked to select up to three things that would help them to use buses more. The most cited factors are given below:

- Buses earlier in the morning or later in the evening – 41%
- More direct services – 36%
- Buses on Sundays – 34%

For young people under 25, the most cited factor is 'Lower fares' (59%) followed by 'More reliable services' and 'Buses on Sundays'.

### Improvements to bus travel

As above, respondents were asked to select up to three things they considered to be most important in improving bus travel in West Sussex. The most cited improvements were:

- Real-time information (while waiting for bus and during journey) – 57%
- Cleaner, low-emission vehicles – 34%
- Maps of several routes nearby at bus stops – 31%

For young people under 25, 'Real-time information' is also the top choice, followed by 'A single ticket to use on all buses' and 'Cleaner, low-emission vehicles'.

### Bus times and journey planning

Respondents were asked what methods they used to find out their current bus times,

and to plan journeys to new locations. They could select as many methods as applied and the most cited are as shown below.

For current travel:

- Bus company website – 50%
- Timetables at bus stop – 47%
- Google – 22%

For new journeys:

- Bus company website – 59%
- Google – 39%
- Timetable at bus stop – 23%

### Additional comments

Over 2,000 respondents provided additional comments and suggestions in the 'free text' section of the survey questionnaire. These have been analysed and categorised into generic categories. The most popular were:

| Comment | No. of Mentions |
|---|---|
| **More frequent services** | 685 |
| **Buses running later/evenings** | 329 |
| **More affordable fares** | 323 |
| **More direct services to key destinations** | 217 |
| **More services at weekends and bank holidays** | 202 |
| **More rural bus routes** | 189 |

### Summary

Whilst priorities differed slightly between those with and those without concessionary permits, and young people under the age of 25, there was an agreement over the key improvements, and these have informed our proposed programme in this BSIP. Most requested improvements, in no order are:

- Bus services need to be more frequent
- More bus services early in the morning, in evenings and on Sundays
- Lower fare offers (particularly for young people)
- More real-time passenger information
- More direct services to key destinations
- Improvements to reliability

Details of the survey results are shown in Appendix E.

## 2.4 Existing and planned infrastructure/bus priorities

Bus operators regard more bus priority measures as critical in their efforts to improve reliability of services and their highest priority in this BSIP. Many of bus priority measures have been implemented in West Sussex, including all those associated with Fastway, one of the first and most successful BRT schemes in the UK.

Fastway is an excellent example of partnership working between an LTA, local authority, and operator, and is held up as an exemplar due to patronage increasing by 160% over the ten-year period between September 2003 and September 2013.

Approaching the bus concept with strong customer focus as opposed to an engineering focus was found to be an important factor contributing to a successful project delivery.

An ex-post business case analysis based on limited outturn performance data shows that the scheme is likely to have delivered good value for money, higher than initially forecasted. For each £1 of investment have delivered cost benefits of £4.67.

Partnership working is considered to have been a key driver of this success, with collaboration across several stakeholders. There has also been an ongoing focus on the need to keep the brand and service fresh, considered to have been an important factor in maintaining customer satisfaction and patronage growth over time, delivering long term benefits from the initial capital outlay.

The above text is from:

- An Economic Evaluation of Local Bus Infrastructure (PDF, 1.9MB)

with figures updated.

In addition, a number of bus priority schemes have been or are going through the feasibility process:

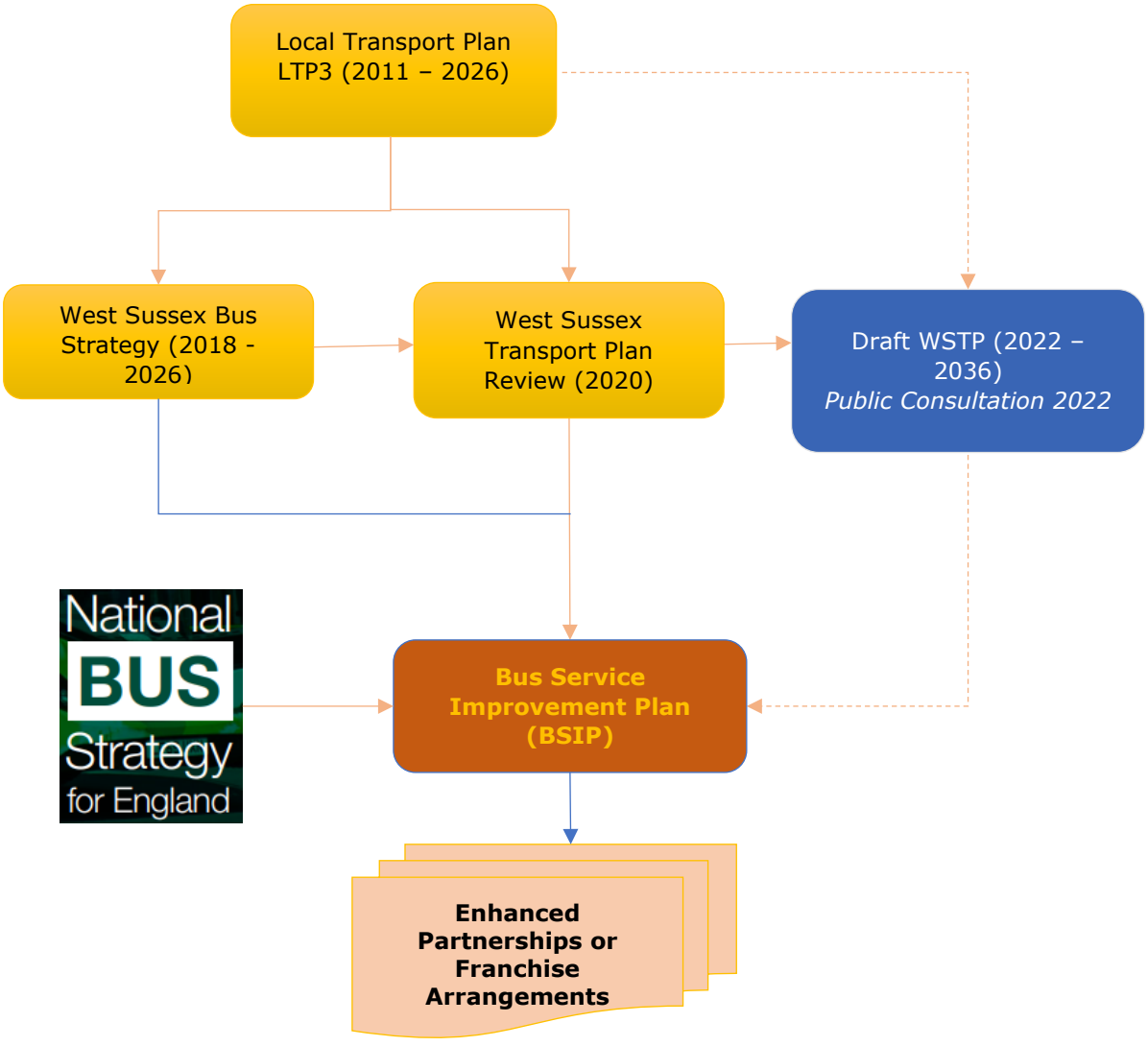
- Bognor Regis to Littlehampton corridor improvement (A259) major scheme includes bus lanes
- Chichester to Bognor Regis corridor improvement (A259) major scheme includes bus lanes
- Worthing to Horsham corridor improvement (A24) major scheme includes bus lane and signals
- Crawley junctions (A2011) major scheme to include bus lane and/or signals, and
- Westhampnett Road (A285) major scheme includes signals priority

Some towns have bus gates in town centres, for example in Chichester, where the two of the 4 main shopping streets are largely pedestrianised, and the other two streets by the cathedral have bus gates.

# 3 Supporting policy

This section lists the broader transport policy and strategy context relating to the BSIP and the creation of Enhanced Partnerships. A BSIP is the formal strategy document required for each Local Transport Authority (LTA) to meet the Government's National Bus Strategy, Bus Back Better.

The diagram below illustrates the policy and strategy framework which the BSIP supports:




See Appendix C for a fuller description of each.

## 3.1 National Planning Policy Framework (2019)

The revised National Planning Policy Framework (NPPF, 2019) sets out the Government's planning policies for England. Inherent in this document is a presumption in favour of sustainable development which includes "*three overarching objectives…*". These are an economic objective; a social objective; and an environmental objective.

## 3.2 National Bus Strategy (2021) – Bus Back Better

The National Bus Strategy was published on 15 March 2021 by the DfT. The document outlines the framework for use of the £3bn of funding promised by the government in 2020 to improve and enhance bus service provision in England. The strategy outlines the requirement for local authorities to have developed either Enhanced Partnerships or franchising arrangements with bus operators by April 2022. These arrangements are the fundamental framework for continued bus operation in England's local authority areas and will be supported by BSIPs which detail how the arrangements, and their inherent powers, will be used to improve local bus services. BSIPs must be published by October 2021.

## 3.3 Transport Act 1985

This Act deregulated bus services and in so doing removed the duties of local authorities to co-ordinate public passenger transport in their area and empowered them to subsidise public passenger transport services only on condition that they went out to open tender.

Under the act, individual bus operators are responsible for the timetable, with the introduction of new services dependent on the operator's opinion of its commercial viability. There is no requirement for a bus operator to consult before making changes to the timetable and the position of bus stops. The criteria for registration do not include any reference to public demand or to existing services and objections could no longer be made by other operators or local authorities.

## 3.4 Transport Act 2000 and Local Transport Act 2008

These documents have the common aim to strengthen the working relationship between bus operators and local authorities to improve services provided to passengers. Following the Transport Act 1985, concerns were raised from local authorities on how the act restricted measures to successfully integrate buses as part of wider transport policy objectives.

## 3.5 Bus Services Act (2017)

The recently enacted Bus Services Act 2017 retains and modifies some of the existing relationships between operators and local authorities outlined in the Transport Act 2000 and Local Transport Act 2008. It also adds others giving local authorities powers to franchise bus services in specific conditions.

DfT guidance for local authorities to complement the Bus Services Act 2017 covers providing inclusive services, improving environmental outcomes, maximising social value, improving the safety of bus services, tackling congestion, and meeting the needs of rural communities. The guidance includes general suggestions and recommendations to make improvements in these aspects of bus service delivery.

The guidance refers to other legislation that local authorities should have regard for when procuring and specifying bus services, including:

- Equality Act 2010
- Public Services (Social Value) Act 2012

On meeting the needs of rural communities, local authorities are strongly recommended to undertake a 'rural proofing' exercise to consider the impacts of transport policies and programmes on rural areas and where necessary, adjust those plans to achieve equally effective and successful outcomes for individuals and businesses in rural areas. It is strongly recommended by DfT that rural proofing[2] is done for any review of transport provision.

## 3.6 Transport Strategy for the South East (June 2020)

Transport for the South East's "Transport Strategy for the South East" (July 2020) sets out an ambitious vision for the area in 2050. The West Sussex BSIP will support the delivery of TfSE's Transport Strategy through significant improvements in the bus offer available to residents and visitors.

## 3.7 Coast to Capital LEP

The LEP noted that in their recent consultation for the Local Industrial Strategy, the most frequently mentioned intervention by respondents was the need for enhancements to the region's transport network and wider transport infrastructure. Whilst much of this was focused on the area's road network (such as the lack of progress on the A27), the majority saw investment in sustainable/public transport as the most important intervention to be proposed to government.

Of relevance to the BSIP, the LEP noted that congestion on the transport network was seen throughout their engagement work to be a major constraint to economic growth

and contributor to their productivity challenge. The LEP agrees that interventions will be needed to provide bus prioritisation infrastructure, not only to ensure that bus performance does not deteriorate but is actively encouraged to improve. Affordability, particularly in relation to ticketing choices and value for money incentives, is an issue that has been voiced throughout our engagement.

## 3.8 West Sussex LTP3 (2011-2026) (currently under review)

The stated priorities in the West Sussex LTP3 are for major improvements to sections of the A23 and the A27 (the latter including complementary bus priority measures), maintaining the highway network and improving safety on highways. The strategies to be adopted are configured around the four stated primary objectives:

1. Promoting economic growth
2. Tackling climate change
3. Providing access to services, employment & housing
4. Improving safety, security & health

Whilst there are no specific references to bus services, several of these strategies would provide direct or indirect benefits.

## 3.9 West Sussex Bus Strategy (2018-2026)

The County Council developed a Bus Strategy which sets out its aims and objectives for local bus and community transport in the years ahead. The strategy explains how the County Council will prioritise funding and support for local buses and community transport. Importantly, this may involve:

- direct funding for non-commercial services
- investment in infrastructure
- promotion of the bus and community transport network or
- use of internal resources where the market cannot provide a sustainable service.

The Bus Strategy is intended to support the objectives of both the West Sussex Plan and the Local Transport Plan (LTP). The strategy sets out a cogent explanation of problems, challenges and opportunities and proposes an action plan to address these.

## 3.10 West Sussex Transport Plan Review Survey (Autumn 2020)

This review details the results of the Autumn 2020 survey launched to inform the West Sussex Transport Plan Review. The highest-ranking interventions from the consultation exercise were:

- For Tackling Climate Change, the measure related to encouraging use of sustainable modes of transport stood out as the top scoring intervention.

- For Supporting the Local Economy, measures related to improving the quality of bus services to town centres and employment locations, improving rail service connectivity, and improving walking and cycling connections ranked highest.
- For Providing Access for All, several of the interventions were similarly ranked, with the measures related to improving bus service coverage and improving the provision of services locally scoring most highly.
- For Improving Safety, Security and Health, giving higher priority to cycling and walking facilities ranked most highly.
- For Protecting the Environment and Quality of Life, the intervention related to protecting the landscape, biodiversity, and green infrastructure, was the top scoring measure.

More specific comments on bus services are reported above in Section 2.

## 3.11 Network barriers and opportunities

Usage of the bus network has dropped from 30.8m journeys in 2009/10 to 28.7m in 2019/20. This is largely in line with the South East average. The percentage of passengers using free bus passes is relatively high at 35% of all journeys in 2019/20, equivalent to 10m journeys.

## 3.12 Problem statement

Bus services are not seen as a viable alternative mode of travel to the car.

Bus services are not provided as a network:

- information on connectivity between bus services is almost completely absent
- most services are operated separately from each other
- few customers consider services to be frequent
- a general lack of evening and Sunday services
- uncertainty as to how to access easy to understand information about services
- fares are not considered to represent value for money by families and young people
- waiting conditions are poor / not attractive

## 3.13 Punctuality

In common with other LTAs, WSCC completes Local Bus Service Punctuality statistics for the DfT, and the following indicates general bus punctuality across the county.

- 2018/19 = 84%
- 2019/20 = 86% (up 2% from 2018/19)
- 2020/21 = 92% (up 6% from 2019/20)

Data was obtained from the West Sussex Real Time Passenger Information (RTPI) system and used to calculate a percentage of non-frequent bus services running on time. The 2020/21 figure was based on data from between October 2020 to March 2021. This was impacted by reduced traffic volumes due to COVID restrictions that were in place.

## 3.14 Journey times

Bus journey time data (excluding boarding/alighting times) has been supplied by Stagecoach South and Metrobus for locations where delays occur.

- Stagecoach South – weekday data for 15th September to 12th October 2019. For comparison purposes, 2015 weekday data has been supplied for some locations, for the same period.
- Metrobus – weekday data for week commencing Monday 25th November 2019.
- Appendix F illustrates actual bus journey times; recorded for each trip in a day, together with the average trip journey time. Times shown relate to the journey origin time, not to the time at which the bus is at the junction. Consequently, the timings are not all presented in chronological order.

Times are higher (reflecting greater delay) during morning and evening peak hours, as well as increasing around the opening and closing times of schools. Therefore the "inter-peak" period is between 09:30 and 14:30.

Headline targets for 2024/25 are for:

- 95% of weekday bus trips to fall within 105% of the average inter-peak journey time
- 95% of Saturday and Sunday bus trips to fall within 105% of the average daily journey time

The above target maxima are illustrated on the journey time graphs in Appendix F.

## 3.15 Headline targets

These are proposed:

1. Reliability – reducing the mileage lost ( through eg vehicle breakdowns and staff shortages ). This will be derived from data supplied by all bus operators.
2. Number of passengers carried each year against plans to increase numbers. Initial target is to regain patronage to 24m per annum – the pre-pandemic level. This will be highly dependent on:
   - public adoption of different means of travel due to concern on emissions
   - public adoption of different amounts of travel since many now work at home
   - need for mask wearing or social distancing
   - activity of Gatwick Airport and related industries

Next target will be 27m per year, but timeframe is uncertain.

3. Passenger satisfaction – annual survey to be undertaken by Transport Focus.
4. The percentage of households with access to a bus service – Hourly or better and half-hourly or better (for AM peak, PM Peak, evening, Saturday and Sunday).
5. The percentage of households within the following minutes of a town centre – 30 minutes, 60 minutes and 90 minutes (for AM peak, PM Peak, evening, Saturday and Sunday).
6. The percentage of population with access to a DDRT service that provides,
   a. 75% fulfilment within 45mins of requested departure time
   b. 90% fulfilment within 100mins of requested departure time

How DDRT targets will be measured will be developed during the commissioning phase of new pilot schemes. Techniques could vary between pilot schemes initially, until a working model for DDRT is established.

## Targets

Targets excepting DDRT are to be confirmed within the Partnership by April 2022.

| Targets | 2018/19 | 2019/20 | Target for 2022/23 | Target for 2023/24 | Target for 2024/25 | Description of how each will be measured (max 50 words) |
|---|---|---|---|---|---|---|
| **Journey time** | unknown | unknown | 101% | 96% | 96% | End to end timetabled time of all trip/journey. (First year will confirm timetable runtimes and begin TLP interventions.) |
| **Reliability** | unknown | unknown | 90% | 93% | 95% | Adherence to timetable from RTI data for each bus trip/journey averaged for each route, including number of trips not run. |
| **Passenger numbers** | 26.5m | 24.5m | 19m | 27m | 30m | Ticket machine data of total boarding |
| **Average passenger satisfaction** | 62 | unknown | 70 | 77 | 83 | Target is 10% improvement each year.<br>Passenger Focus survey will be used from 2022/23.<br>Historic data shown is from NHT Public Satisfaction Survey |

| ADDITIONAL MEASURES: | | | | | | |
|---|---|---|---|---|---|---|
| **Accessibility TO a fixed bus route bus stop** | unknown | unknown | Base % | Base +10% | Base +20% | % of population with access (300m) to a bus service<br>• a 2 hourly service or better<br>• an hourly service or better<br>• a ten-minute service or better<br>All of the above for AM peak, evening, Saturday, and Sunday |
| **Accessibility TO a town centre** | unknown | unknown | Base % | +10% | +15% | % of population within bus travel times by bus of a town centre<br>• 30 minutes<br>• 60 minutes<br>• 90 minutes<br>All of the above for AM peak, evening, Saturday, and Sunday<br>This measure can be illustrated by maps similar to those in Appendix B |

# 4 Delivering the BSIP

## 4.1 Approach to methodology

Our BSIP is highly ambitious and will result in a real step change to the accessibility and ready availability of bus services to both existing and potential passengers in West Sussex. Not only will urban areas benefit from better daytime frequencies and improved services in the evening and on Sundays, but towns and urban settlements will enjoy also far better connectivity. In addition, the introduction of targeted DDRT will address one of the most serious transport problems facing rural communities – that of transport accessibility.

Our strategy to improve bus services in West Sussex is broadly programmed as follows:

- First year of programme (2022/23) – a series of initiatives to restore patronage prior to the Covid pandemic. This will be accompanied by a national 'Back to Bus' publicity campaign developed by Confederation of Passenger Transport (CPT). As the Government's Bus Strategy makes clear, there is no return to a situation where services are planned on a purely commercial basis with little or no engagement with, or support from LTAs, consequently WSCC will work in partnership with operators to assist them recover fully from the pandemic.
- At the same time, the partnership will ascertain the long-term implications of the pandemic on demand caused by reduction in journeys to offices, increases in off-peak travel, and other factors resulting from economic recovery which change travel patterns. This analysis will be undertaken by the partnership through consideration of travel data, and joint agreements on changes to increase usage by redeploying bus resources.
- For the remaining period of the BSIP (2022-2027), there will be in a continued significant improvement in bus services, and a consequential increase in usage reversing the trends of the last 5-6 years.

The latest figures available from one large operator indicates a gradual improvement over the three-month period to September 2021 toward the equivalent weeks in 2019, but as at the end of September 2021, services were still between 18% and 66% lower than in 2019.

Whilst WSCC hopes that a full recovery will be made by March 2022, this is by no means certain. It is expected that the Bus Recovery Grant will cease on 31 March 2022. If operators deregister commercial socially necessary services, WSCC may tender for new services. Similarly, if operators reduce frequencies say from 3 bus an hour to 1 an hour, or reduce length of day bus services operate, for socially necessary services WSCC may tender for service.

WSCC has already undertaken feasibility studies for the introduction of DDRT services, and intends to start these trials, subject to funding availability.

The BSIP programme is highly dependent on central government funding as West Sussex does not have the financial resources to implement the measures described below.

## 4.2 Bus services review

In preparing this BSIP, WSCC began by compiling descriptions of all local bus services in West Sussex. Bus operators and other sources supplied information such as bus stops used, timetables, route numbers or names, areas with traffic and parking issues, type of bus usually run, etc. Network accessibility maps (Appendix B) were produced which show how long an average journey takes in minutes to a nearby town centre. This was used to forecast the additional amount of service needed to give most of the population a regular bus service.

WSCC also looked for where bus services are sparce or non-existent. Consultants had previously been engaged to identify DRT pilot areas. The general findings from this work were confirmed by public and passenger surveys, such as lack of evening and weekend services.

## 4.3 Intensive services and investments in key inter-urban corridors

The 'Coastliner' corridor stretches along the south coast from Portsmouth to Brighton passing through Chichester, Bognor Regis, Littlehampton, Worthing, and Shoreham-by-Sea. This is primarily Stagecoach's 700 route, which varies in frequency between every 20 minutes between Portsmouth and Chichester and every 10-12 minutes between Chichester and Brighton. This corridor serves areas with high deprivation in Bognor Regis and Littlehampton.

This corridor is supplemented by other bus routes, including Stagecoach route 56 between Bosham and Chichester, Stagecoach route 9 between Littlehampton and Worthing and Brighton & Hove Buses routes 2 and 46 between Shoreham and Brighton, albeit by a parallel routeing. A good frequency service is operated in the evenings, on Saturdays and on Sundays in general, but we intend to improve late evening services between Goring and Littlehampton and late evening Sunday services.

The second corridor is from Southwater to Crawley/Gatwick Airport via Horsham. Between Southwater and Horsham Metrobus route 98 operates every 20 minutes, supplemented by the hourly Metrobus 23 route to Horsham, and route 200 every 30 minutes between Horsham, Manor Royal, and Gatwick.

From East Grinstead to Crawley via Crawley Down and Copthorne corridor has several bus services. The 400 operates between Redhill, Crawley and East Grinstead, Stone Quarry; the 281 between Lingfield, East Grinstead and Crawley; and the 291 between Tunbridge Wells, East Grinstead, and Crawley. In addition, the 84 operates on a totally different route between East Grinstead and Crawley and the 272 operates from Brighton to Crawley via Haywards Heath, Crawley Down, and Copthorne. There are good opportunities to enhance these services to provide a regular headway along this corridor.

WSCC also supports promotion by Surrey County Council of the A23 corridor bus services between Redhil and Gatwick Airport as part of proposals for mode switch to bus.

**BSIP Proposals: Intensive Services and Investments in Key Corridors**

- Investment in physical bus priority on inter-urban routes.
- Invest in Traffic Signal Priority (TLP) on all bus routes in urban areas.
- Work with major employers such as Gatwick Airport to drive up the proportion of people arriving at their premises by public transport.
- WSCC in conjunction with Portsmouth City Council, Hampshire County Council and Brighton & Hove City Council, undertake improvements to bus stops, information provision and waiting facilities on the Coastliner corridor between Portsmouth and Brighton.

  7th most requested in BSIP Survey (Question 5, Appendix E)
  6th most requested in BSIP Survey (Question 5, Appendix E)

- Improve late evening services on route 700 between Goring and Littlehampton and introduce late evening Sunday services.

  2nd most requested in BSIP Survey (Question 9, Appendix E)
  5th most requested in BSIP Survey (Question 9, Appendix E)

- To promote 'Back to Bus', work with Stagecoach in a marketing campaign to emphasise the 'turn up and go' opportunities of the bus services along the south coast including interchange opportunities e.g., interconnecting at Chichester with good frequency services from Selsey and East/West Wittering to relieve excessive congestion caused by cars in the summer months.
- Introduce new mobility hubs. The local bus networks will be improved through reconfiguration to DDRT and fully integrated with regular bus services, included new evening and Sunday provision.
- Agree with Metrobus an integrated enhanced pattern for services between Southwater, Horsham, Crawley, and Gatwick Airport, and jointly promote travel opportunities between East Grinstead, Crawley Down, Copthorne, Three Bridges, Gatwick, and Crawley.

## 4.4 Other corridor enhancements

Away from these, inter-urban corridors tend to consist of links between small to medium sized towns, often with an hourly service, which sometimes have a late evening and Sunday service but sometimes they do not. There are a small number of corridors which already have the level of service aspired to, such as Stagecoach route 60 between Chichester and Midhurst, and Stagecoach route 600 between Chichester, Bognor Regis, and Elmer, although both require an improved Sunday evening service.

Many routes have suffered service withdrawals over the last 12 years because of funding difficulties and it is clear that providing only basic service to meet social need is not achieving the growth in passenger usage inherent in Government policy and the primary purpose of this BSIP.

WSCC has identified these significant movement corridors and the partnership will enhance the basic service to include evening service and Sunday service.

- **Midhurst – Petworth – Worthing** (Stagecoach service 1)
- **Arundel – Littlehampton – Worthing – Lancing – Shoreham** (Stagecoach service 9)
- **Worthing – Horsham – Crawley** (Metrobus service 23), Southwater – Horsham (Metrobus service 98) and Horsham – Ifield – Gatwick Airport (Metrobus service 200)
- **Horsham – Cowfold – Henfield – Brighton** (Stagecoach service 17)
- **Steyning – Shoreham-by-Sea** section of Brighton & Hove service 2
- **Brighton – Hassocks – Crawley or East Grinstead** (revamp of Metrobus services 270/271/272 and 273)
- **Hurstpierpoint – Burgess Hill – Haywards Heath** (Compass service 33)
- **New Service: Chichester – Tangmere – Barnham – Littlehampton (the 55X Corridor)** – WSCC proposes to augment the existing 55 service with a new 30-minute frequency extended service to serve new housing and provide rail/bus connection at Barnham (going further from Chichester than the current 55 route). This will link the towns, villages, and new housing areas in-between to shopping and leisure areas on the outskirts of Chichester (Portfield), and to St Richard's Hospital. The latter will supplement bus travel options for NHS staff reducing car journeys and congestion both at the Hospital and nearby residential streets. Pupils for schools by Barnham, Chichester, and Littlehampton will benefit. Service will initially be with low emission (EU6) buses, with zero emission buses introduced soon after. Frequency will rise to 15min, then 10min as housing is infilled along much of the route. The new service will also serve areas of higher deprivation in Littlehampton. This service will be part funded by s106 contributions during housing development and is expected to be commercial once new housing is occupied.

**BSIP Proposals: Other Corridor Enhancements**

- West Sussex County Council will implement service improvements to frequency, time of day, or day of the week to the identified corridor services linking towns throughout the County, together with bus priority measures in congestion hot spots.

  1st most requested in BSIP Survey (Question 9, Appendix E)
  2nd most requested in BSIP Survey (Question 9, Appendix E)
  5th most requested in BSIP Survey (Question 9, Appendix E)
  6th most requested in BSIP Survey (Question 5, Appendix E)
  7th most requested in BSIP Survey (Question 5, Appendix E)

- WSCC will improve roadside bus infrastructure, including pedestrian access, lighting, shelters (possibly with solar power), and real time information screens on the corridors listed above and in urban areas.
- Implement a new service – the 55X corridor serving new housing areas currently being developed between Chichester and Littlehampton. Initially this will be 30min frequency by single deck buses (due to the road passing beneath the railway at Barnham). As housing along the corridor increases, the frequency will be increased to turn-up and go, 10 minutes or better.
- Introduction of new mobility hubs to attract passengers who may need to wait for services or change services.
- Add DDRT to areas where evening and Sunday services are lacking to augment existing services.

## 4.5 Urban areas improvement

Urban bus services in the main towns of West Sussex (Worthing, Bognor Regis, Littlehampton, Shoreham-by-Sea, Horsham, and Crawley) provide a reasonable to very good coverage and frequency during daylight hours but are not always good in the evenings and on Sundays. Bus services in the urban areas with lower populations such as Haywards Heath, Burgess Hill, East Grinstead, and Chichester are reasonable given their size, but will also be improved.

The type of services the partnership intends to improve include:

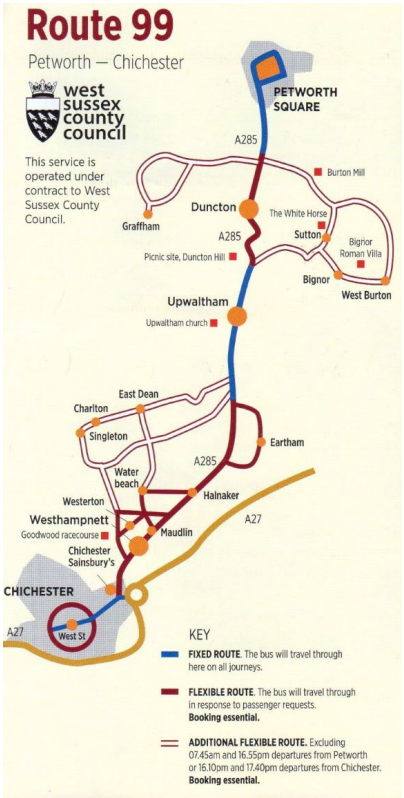
- **Lancing - Worthing - High Salvington** (Stagecoach service 7 operated on their behalf by Compass Travel)
- **Horsham - Broadbridge Heath** (Sussex Coaches service 68)
- **Burgess Hill** local service 35A/35C (operated by Compass Travel)

**BSIP Proposals: Urban Area Improvements**

1st most requested in BSIP Survey (Question 9, Appendix E)
2nd most requested in BSIP Survey (Question 9, Appendix E)
5th most requested in BSIP Survey (Question 9, Appendix E)

- Improved evening and Sunday services in major towns in West Sussex: Worthing, Bognor Regis, Littlehampton, Shoreham-by-Sea, Horsham, and Crawley
- Improved frequency and coverage in Haywards Heath, Burgess Hill, East Grinstead, and Chichester

## 4.6 Rural services and mobility hubs




West Sussex has a long history in supporting traditional Demand Responsive Transport (DRT) services. There are some 70 organisations providing community services in the County. One specific innovation operating in West Sussex is a semi-conventional bus service which diverts to serve communities on an on-demand basis, service 99 operated by Compass between Petworth and Chichester. This operates on six days a week with six return journeys each day under contract to WSCC.
WSCC will improve the DRT service in this area through implementing a Digital Demand Responsive Transport scheme (see below). In many cases other DRT services are infrequent and designed to provide a minimum standard of access to shopping, leisure, and health facilities. DDRT services will be introduced in rural areas which cannot support a basic hourly frequency bus service to improve accessibility (see below). This work will be undertaken with East Sussex County Council to explore a future pan-Sussex DDRT solution.

Because of the distances often involved in making DDRT trips from rural areas to the principal towns in West Sussex, WSCC intends to develop the principle of rural mobility hubs where direct connections can be made to regular frequency bus services. These locations will not have all the facilities of full mobility

hubs but should offer safe and secure waiting facilities for passengers plus guaranteed connections between public transport modes.

WSCC proposes to develop full mobility hubs in smaller towns with potential interchange connections for different public transport services and modes. Mobility Hubs are defined as 'a recognisable place with an offer of different and connected transport modes supplemented with enhanced facilities and information features to both attract and benefit the traveller'[3].

In addition, existing bus stations and railway stations will be reconfigured as interchange mobility hubs to accommodate multi-mode facilities such as cycling.

Mobility hubs have three key characteristics:

- Co-location of public and shared mobility modes,
- The redesign of space to reduce private car space and improve the surrounding public realm,
- A pillar or sign which identifies the space as mobility hub which is part of a wider network and ideally provides digital travel information.

WSCC intend to ensure that mobility hubs provide effective interchange with walking/cycling/ taxi/bus and rail, if adjacent to a station, plus giving opportunities for public sector and local business information (interactive screens) and covered waiting facilities (for example, a coffee shop for cyclists who arrive on bus for a leisure ride in the South Downs). It promotes sustainable travel and improves the street scape.

WSCC selected locations to be converted into the mobility hub format, for example at Midhurst (to upgrade the existing bus stand), Petworth (Town Square/car park), Storrington (AQMA), Henfield, and Barnham (as part of the BEW development where WSCC are looking for DDRT to outlying villages as a pilot). Barnham has a busy rail station and is congested, hence the importance of an integrated hub. (The low railway bridge remains a constraint.) By working with local Town and Parish councils WSCC will bring together the 'ingredients' to make it happen, thus improving both access and experience.

Mobility hubs can come in a variety of designs ranging from rural ones designed around an existing bus stop through ones suitable for large villages or small towns, which are multi modal interchanges that may have only limited bus waiting space and to Superhubs, which should be considered for busy bus locations with a much larger structure more akin to a 21st century remake of traditional old-fashioned bus stations. For example, WSCC proposes to create a Superhub at Chichester and three smaller mobility hubs in a reconfiguration of bus services in the City.

[3] CoMoUK: Mobility Hubs Guidance 2019/20

**Figure 4-3 – Rural Mobility Hub Example**

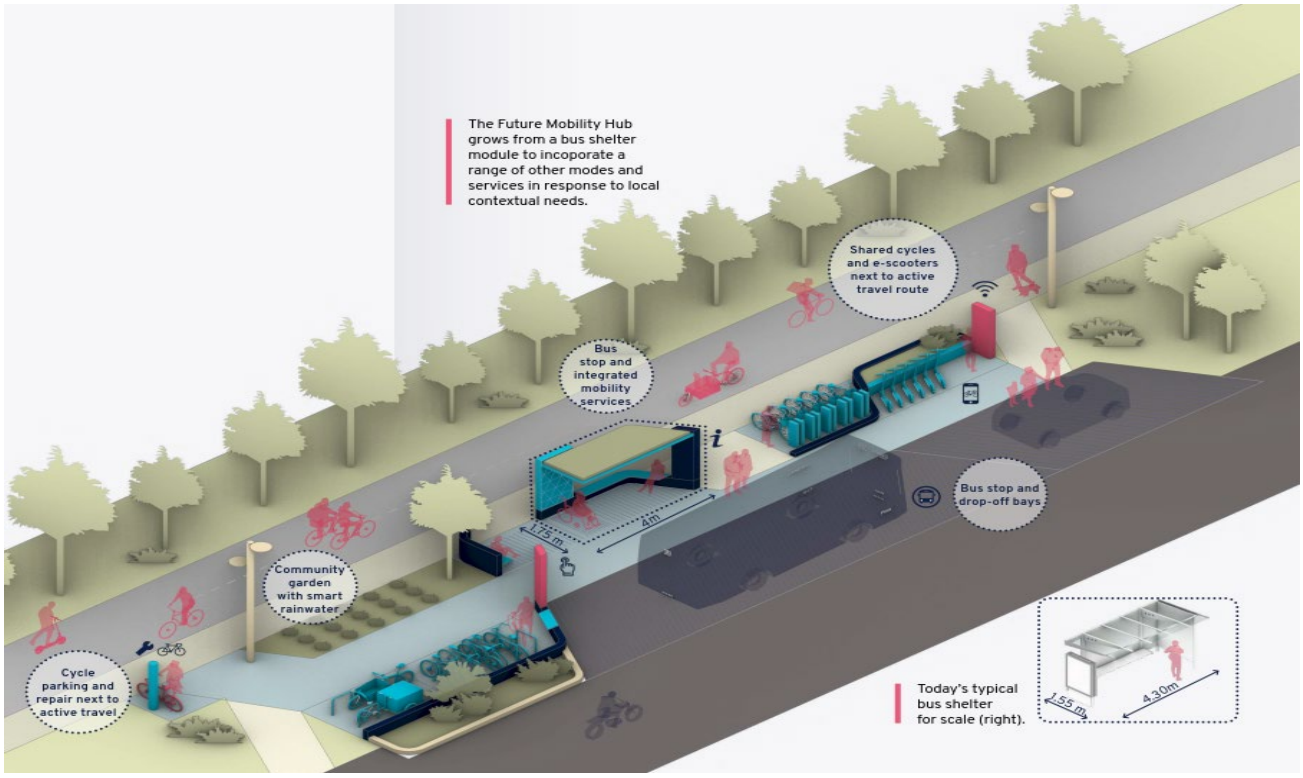
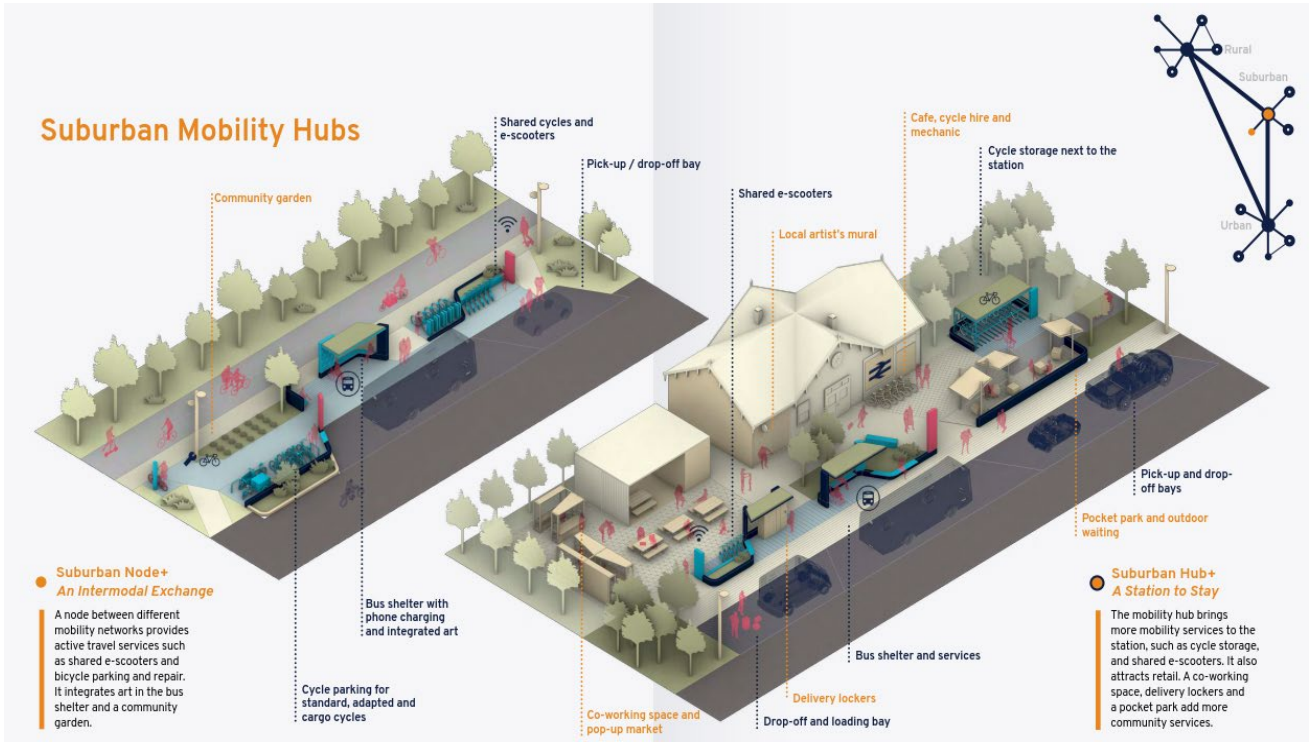



Figure 4-2 shows an example of a suburban mobility hub, in this case the one on the right is designed around a station.

**Figure 4-4 - Suburban Mobility Hub Examples**



WSCC will enhance bus services connecting our towns and villages with a minimum service level of hourly or better together with evening and Sunday services, and elsewhere to convert infrequent bus services to DDRT. Consequently, the level of accessibility across the County will be greatly improved regardless of where our residents live, and this will be measured as one of selected targets set out in section 3 above.

In addition, WSCC is planning to refit and expand if necessary (because of additional services) our existing bus stations to transform them into Super Hubs.

**BSIP Proposals: Rural Services and Mobility Hubs**

- WSCC will initially introduce two pilot DDRT schemes in Barnham and north west Chichester and roll out three additional schemes within a three-year period, learning from the experience of our own pilot projects.
- WSCC will work with stakeholders, passengers, and local authorities to identify suitable locations for eight Mobility Hubs by 2023, agree the required facilities at each location, obtain any required planning permission, and construct.
- WSCC will recondition existing bus stations to create a step change in appearance and facilities so they can become Super Hubs – for example we envisage three Mobility Hubs and a Super Hub in Chichester. Horsham bus station is too small for current use patterns of both buses and passengers – discussion for expansion, reconfiguration of routes, or another Hub near the town have begun.

## 4.7 Bus priority proposals

WSCC has defined two principal bus corridors in West Sussex:

- **Portsmouth - Havant - Chichester - Bognor Regis - Littlehampton - Worthing - Shoreham - Brighton**
- **Southwater - Horsham - Crawley - Gatwick Airport.**

Studies are in progress to consider how best to support bus services on these corridors whether through:

- Virtual bus priority (Traffic Light Priority – TLP) – selective vehicle detection at traffic signals using MOVA M8 technology, with automatic vehicle location systems giving higher priority to buses incurring greater delay, based on RTIG data standards; or
- Physical bus priority - i.e., bus lanes, bus gates, and bus only streets.

Bus priority measures are required to improve reliability and reduce journey times. Our proposals are based on details provided by operators view of key delay 'hot spots'.

Bus priority measures are in a number of our schemes, especially Fastway, one of the most successful BRT in the county, along with TLP installations from Worthing to Shoreham-by-Sea. The scope for bus priority measures will be a key focus in multi-modal studies planned for the Crawley – East Grinstead and Horsham – Dorking corridors.

Within Crawley, three bus corridors are integral to the further growth of Fastway BRT network, complementing the proposed rebuild of the town centre bus station and railway interchange:

- Three Bridges – Town Centre – Ifield
- Bewbush/Broadfield – Town Centre – Manor Royal – Gatwick Airport
- Three Bridges – Manor Royal

**BSIP Proposals: Increase bus priority measures**

7th most requested in BSIP Survey (Question 9, Appendix E)

WSCC has plans to examine the feasibility of bus priority schemes at:

- **A27/A259 Bognor Roundabout, Chichester** – eastbound bus lanes on the roundabout and its A259 approaches, and extending beyond the two new proposed junctions
- **Chichester to Littlehampton via Bognor Regis** (A259) – sections of bus lane
- **Worthing to Horsham** (A24) – TLP and sections of bus lane
- **A2011 Crawley Junctions** – TLP and bus lane
- **A285 Westhampnett Road, Chichester** - TLP
- **Worthing to Brighton corridor** - TLP

WSCC will investigate bus priority schemes for all other bus corridors identified in this BSIP.

7th most requested in BSIP Survey (Question 9, Appendix E)

Complementary measures for other bus corridors will also be drawn up including:

- Review the location of bus stops in relation to traffic signal-controlled junctions. Where possible stops should be located on junction exits.
- Introduce TLP to reduce delays to bus services. WSCC will deliver a prioritised programme to 35 signal-controlled junctions by 2024.
- Implement parking management strategies for bus routes identified as suffering problems, to include the consideration of junction protection, red routes, bus stop clearway markings and bus layby infills/build outs.

- Designate all bus stops where possible as clearways.
- Enforcement of parking/movement restrictions, by mobile ANPR cameras by 2025.
- Enforcement of parking/movement restrictions, with initial funding for additional Civil Enforcement Officers at key locations used by buses to ensure buses aren't hindered by inappropriate waiting or parking.

Closer liaison with bus operators and planning authorities.

NB. District Councils have prime development responsibility in West Sussex, not West Sussex County Council which is the LTA.

- WSCC will provide a liaison mechanism for bus operators to be provided with the earliest warning on roadworks and new developments so they are involved in the planning process.
- The provision of safe access routes to bus stops serving new developments, which may include bus gates.
- A strategic review of car parking charges jointly with Borough and District Councils, bus operators and local businesses to make buses a more attractive choice for journeys.

WSCC already has a Bus Operators' Forum which has meet every six months. This has proved very useful and will be enveloped into the Partnership.

Roadworks can have an undue impact on bus reliability and punctuality if not planned in co-operation with bus operators. The Partnership will involve itself with issues concerning roadwork diversions, customer information provision, bus stop facilities planning, and advance notice on planning developments. This will build on existing joint working sharing the Bus Manager street works planning software solution used by WSCC and now bus operators to arrange bus service changes due to events and street works.

Illegal parking on-street causes unnecessary congestion, delays buses, and can seriously hinder passengers' ability to board or alight from buses. Enhanced enforcement of existing parking regulations and the application of new restrictions therefore has wider benefits than assisting bus services to operate to time.

A recent example is around Gatwick Airport where changes to drop-off charges has led to more cars stopping or pausing in bus stops. WSCC will work in partnership with Gatwick Airports Ltd, Crawley Borough Council and the operators to tackle this.

Brighton & Hove Buses have shared their experience of funding a Parking Enforcement Officer for the Brighton Parking Scheme. This allowed additional resources for tackling parking infringements on bus routes in the City. This is an initiative the partnership aims to pursue in West Sussex.

WSCC currently has arrangements with District/Borough Councils to deliver civil on-street parking enforcement, WSCC will complement their resources with targeted bus related parking enforcement. WSCC will increase enforcement to ensure buses enjoy priority where they should do so to help improve service reliability and punctuality.

WSCC will work with District and Borough Councils to provide car drivers and their passengers with a range of alternatives to parking in town centres, such as the provision of 'mini' park and ride services using existing facilities. Car parks in town centres in West Sussex are operated by District/Borough councils as shown in the following table:

| District | Total number of off-street spaces in public car parks excluding P&R | Typical cost of parking for 3-4 hours | Daily cost of all day parking in long stay public car parks |
|---|---|---|---|
| **Chichester** | 5,809 | £2 - £8 (City)<br>Free - £2.40 (Rural & Coastal) | £11.80 - £16 (City)<br>£1,90 - £4.10 (Rural & Coastal) |
| **Mid Sussex** | 2,279 | £3 - £4 | £4 - £6 |
| **Worthing & Adur** | 1,331 | £3.80 - £4.70 | £5.50 - £11 |
| **Horsham** | 2,525 | £3.60 - £4.80 (Town – often 3-hour limit)<br>Free to £3 (Small towns and Rural) | £9 - £16 (Town)<br>£3.50 - £6 (Small towns and Rural) |
| **Arun** | 878 | £2.40 - £3.50 | £3 - £7 |
| **Crawley** | 583 | £3.50 - £4.40 | £3.50 - £5.50 |

## 4.8 Making fares lower and simpler

### Lower and Simpler Fares

Operators Metrobus, Stagecoach, and Compass Bus promote their apps as an easy way of pre-booking tickets, often at a discount. It would be useful for passengers if notifications through these apps could be made when a reduced fare has been applied or when a reduced fare can be achieved if more journeys are undertaken. This will increase passenger confidence as they feel they are getting the best value fare.

For those passengers who travel often, but on an irregular basis, use of tap-on, tap-off has advantages, including fare capping and speeding up the boarding process on buses. It is gradually being introduced in West Sussex, principally by Metrobus and Brighton & Hove.

Whereas for the larger and medium size bus operators, investment in modern technology and equipment has been the norm for several years, for small operators, justification for this investment has been difficult. In order to achieve universal benefit for passengers it will be essential for all operators to have similar up to date technology. Funding permitting, the partnership will set-up equipment sharing/loan/rental for small operators, possibly as practised by West Yorkshire Combined Authority.

### Young people

Fares for young people in West Sussex are not consistent.

Metrobus, Brighton & Hove, and Compass Bus offer half-fare for those under 16 years of age (in the case of those who are 14 and 15 years old, Metrobus and Brighton & Hove Buses allows half-fare travel if in school uniform and half-fare if in possession of various identification cards). Brighton & Hove Buses offer a child fare of £1 during school holidays and after 6pm on schooldays for those up to 18 years' old (50p if accompanied by an adult). Stagecoach South charge two thirds fare for those under 16.

For those students over the age of 16, various period discount schemes are available, but there is no universal scheme, and no discounts applicable to single or return cash payment journeys.

We believe that it is important for young people to be encouraged to continue to use buses as children and after they reach the age of 16 to access education, training, jobs and sports/social activities, and that families do not view bus fares as an impediment to bus use together, especially in comparison to car use. To that end, a new fare product as a Pass for travel on all local buses for people aged 16-20 will be introduced jointly in West Sussex and East Sussex (based on a similar pass issued by Kent County Council).

In order to encourage increased use of bus services to achieve 'Bus Back Better' in the recovery from the impacts of the Covid pandemic, we believe improvement to fares and ticketing must be an early priority.

WSCC is setting out to make a major change by negotiating with the bus operators to enter into a concessionary travel scheme in Sussex. WSCC and ESCC want this to cover the Brighton & Hove LTA areas, so councils have had preliminary discussion to take this forward as a joint scheme.

Our intention is for a unified scheme with age bands, showing possible annual prices:

- 11-15 year olds, with an unlimited bus travel offer £250 per annum
- 16-19 year olds, with an unlimited bus travel offer £300 per annum
- 20-24 year olds, with an unlimited bus travel offer £325 per annum
- 25-29 year olds, with an unlimited bus travel offer £350 per annum

Setup costs are estimated £300k to get products ready and back-office setup, then £50k pa management. Costs to be shared across authorities.

Cost of the discount varies by age-group as demonstrated in the table below:

| Age Range | Pass cost | Eligible population | Estimated uptake range | Net cost estimate | |
|---|---|---|---|---|---|
| **11-15** | £250 | 53,380 | 12,000 to 14,000 | £3,000,000 | £3,500,000 |
| **16-19** | £300 | 35,420 | 5,000 to 7,000 | £1,100,000 | £1,300,000 |
| **20-24** | £325 | 36,000 | 2,000 to 2,500 | £350,000 | £600,000 |
| **25-29** | £350 | 54,000 | 3,500 to 4,500 | £500,000 | £750,000 |
| **Total** | | 178,800 | 22,500 to 28,000 | £4,950,000 | £6,150,000 |

The age bands from 16 onwards are purposefully aligned with Railcard age groups. A significant element in establishing a discounted bus fares scheme for young people is the creation and administration of a proof of entitlement ID card. A further concern is that even with such a card, the ID card acceptance will be likely to be limited to confines of a local transport authority, with coverage often misaligned with bus journey use.

To address these concerns, WSCC will explore the following idea put forward by Stagecoach which has the support of Brighton & Hove Buses and Metrobus.

- A nationally available proof of identity card for young people using trains and or buses, regardless of area
- Access for young people to the current age verification technology which allows applications to be administered online in as little as a few minutes
- The ability for individual local transport authorities to implement their own specific bus travel discounts in their area, within the framework of these specific age groups.

**BSIP Proposals: Improving and simplifying fares**

3rd most requested in BSIP Survey (Question 9, Appendix E)

- Tap-on and tap-off for contactless payment with fare capping on all services
- Operators to commit to clear explanation of both ordinary and discounted fares on their websites
- Introduction of 'short hop' fares in major urban areas which do not already have them
- Extension of fare schemes to encourage take-up of evening and weekend services
- Improve availability of ticket schemes aimed at families and groups

**BSIP Proposals: Reductions for those aged under 30 (subject to available funding)**

4th most requested in BSIP Survey (Question 5, Appendix E)
2nd most requested by young people in BSIP Survey Question 6, Appendix E)
3rd most requested in BSIP Survey Question 9, Appendix E)

Change to make fares for young people far more attractive (in conjunction with East Sussex and potentially Brighton & Hove for commonality).

A new fare product as a Pass for travel on all local buses for people aged 16-20 will be introduced jointly by West Sussex and East Sussex. (This is based on a pass issued by Kent County Council.)

WSCC recognises that this will require subsidy funding, likely based on recorded actual usage.

WSCC will also look to offer:

- Free travel for children under 5 years old (already in place)
- Half fare travel for all young people 5 to 16 years old
- Discounted fares for all 16 to 29 years old depending on available funding

## 4.9 Seamless and integrated local ticketing between operators and across all types of transport

Whilst existing discounted fares schemes are worthwhile, the partnership would like to see a comprehensive Account Based Ticketing (ABT) system covering both West and East Sussex and all age groups which ensures that passengers are comprehensively informed about cost and journey saving potentials and about the savings made on booked journeys. This also has the potential to negate the need for 'proof of age' requirements such as special cards etc.

Such seamless through-ticketing between public transport modes will require co-operation from all bus and rail operators in West Sussex. Southern Railway and Metrobus already have this.

A few integrated local ticketing schemes are available between bus operators in West Sussex. For example, they are generally available between Metrobus and Compass. WSCC would like to see this extended to cover all sections of common routes between bus operators.

### Discovery Ticket Expansion

The Discovery day bus ticket allows unlimited travel in West Sussex, East Sussex, Brighton & Hove, East Hampshire, Surrey, Kent, and Medway. WSCC would like to build on this by having tickets available for longer time periods, being available to purchase on a countywide or regional 'app'. Having a universal back office commissioned by the DfT will help to achieve this objective.

WSCC is supporting Brighton & Hove Buses and Metrobus, along with our partner LTA East Sussex County Council, to bring to reality our shared vision of a "Rail PlusBus + Discovery" regional ticket, with the assistance of colleagues at Traveline Information Limited. This proposal is backed by smaller operators and community transport operators who see real benefits in such a product helping to encourage leisure-based travel.

**BSIP Proposals: Integrate ticketing between operators and transport modes**

12th most requested in BSIP Survey (Question 9, Appendix E)
2nd most requested in BSIP Survey (Question 6 by young people, Appendix E)

- Introduce a comprehensive Account Based Ticketing system to cover both West and East Sussex, and potentially Brighton & Hove
- Undertake feasibility to introduce a countywide or regional app – reimbursement to operators to use the proposed DfT back office system
- Ensure contactless payment and Tap-on or Tap-off for all local bus services
- Develop the Discovery ticket to create a multi-operator ticket delivering integrated ticketing and covering ALL operators including rail
- Ensure integrated ticket acceptance between all operators on common sections of route
- Explore expansion of the PlusBus scheme on a regional basis to cover greater areas and to include 'doorstep to doorstep' trips.

## 4.10 Integration of service patterns with other modes

### Multi-modal travel for local and further afield

Working in partnership WSCC plans to consider fully the 'doorstep to destination' concept, which will involve multi-modal travel for local and further afield trips. This will include walking, cycling, rail and the potential for park and ride for cars.

Key elements of good interchange between bus services and trains include physical proximity, number of bus routes, and frequency levels. Shown are estimated passenger

entries and exits and interchanges by station and National Rail local area map details, as in the following table:

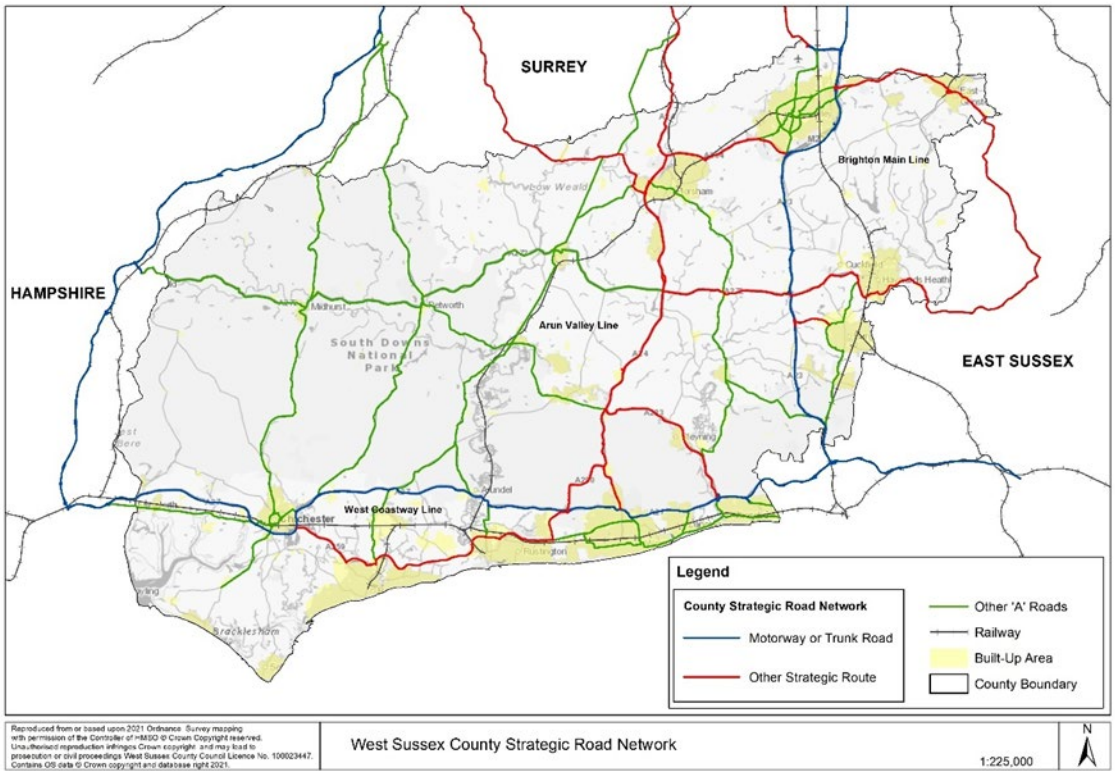
| Rail station | Annual Rail passenger entry and exits | Annual Station rail interchange passengers | Number of Bus services | Bus stops serving the station |
|---|---|---|---|---|
| **Billingshurst** | 488,230 | n/a | 1 | Immediately outside the station |
| **Bognor Regis** | 1,073,764 | n/a | 8 | Immediately outside the station |
| **Burgess Hill** | 1,945,504 | n/a | 8 | No more than 5 minutes' walk |
| **Chichester** | 2,883,112 | 45,318 | 14 | Bus station is opposite |
| **Crawley** | 1,698,198 | 2,462 | 21 | Bus station is opposite |
| **East Grinstead** | 1,469,838 | n/a | 9 | No more than 10 minutes' walk |
| **Haywards Heath** | 4,487,050 | 606,820 | 13 | No more than 3 minutes' walk |
| **Horsham** | 2,855,118 | 125,346 | 9 | Immediately outside the station |
| **Littlehampton** | 962,614 | 4,722 | 4 | No more than 5 minutes' walk |
| **Shoreham-by-Sea** | 1,372,082 | n/a | 7 | No more than 5 minutes' walk |
| **Three Bridges** | 3,190,348 | 959,223 | 8 | Immediately outside the station |
| **Worthing** | 2,342,194 | 84,713 | 6 | No more than 7 minutes' walk |

Sussex rail routes, which include the Brighton Main Line and branch lines, are among the busiest and most congested in the country, carrying 3,800 trains every weekday.

The main coastal towns in West Sussex are linked with the Brighton Main Line on an east-west basis (East to Brighton, East Sussex and Kent, and west to Hampshire, Portsmouth and Southampton), while the Brighton Main Line connects Gatwick Airport with the main central London stations of London Bridge and Victoria. The Arun Valley Line, from Gatwick to Littlehampton/Bognor Regis, via Three Bridges, Pulborough, Amberley, Arundel, and Chichester, connects the West Coastway and Brighton Main Line across the county. West Sussex is also served by the heritage Bluebell Railway.

There are 38 railway stations in the county.

**Figure 4-3 West Sussex strategic transport network, including rail**




West Sussex has no local water-transport routes.

The Gatwick Airport Surface Access Strategy includes a target to increase the proportion of passengers using public transport to access the Airport to 40%, which a recent application for a 2nd runway suggests was already met, with most of these passengers arriving by rail.

As covered in the section on integrated ticketing, West Sussex already has multiple PlusBus zones for:

- Bognor Regis
- Chichester
- Crawley & Gatwick - one of the top destinations of PlusBus nationally
- East Grinstead
- Horsham
- Worthing

For some rural areas, WSCC intends to replace infrequent and limited local bus services by DDRT, which will feed into frequent bus services or into local mobility hubs or railway stations. Multi-modal travel for local journeys will thus be enhanced through the mobility hubs which are described in detail in the proposals for demand-responsive services.

**BSIP Proposals: Service patterns must be integrated with other modes**

10th most requested in BSIP Survey (Question 9, Appendix E)

- Supporting the national development of PlusBus ticketing on the initial travel leg by bus and on additional, more flexible ticket formats such as on app
- Including monitoring of and targets for PlusBus ticket sales through the Partnership
- Requiring bus timetables to be reviewed in tandem with National Rail timetable changes
- Working with National Rail and the train operators to ensure stations continue to be developed as multi-modal transport hubs to include cycling, walking, taxi and micro-mobility modes

## 4.11 Providing passenger information (including RTPI)

West Sussex has a great track record in providing RTPI screens with an excellent partnership record of working between the LTA, bus operators, and supplier. As many customers value them highest in our recent survey, the number of display screens will be doubled in three years to enhance the user experience.

Real-time can be useful in advising about disruption. WSCC will also upgrade bus RTPI at rail stations, along with wayfinding maps where not already provided by the railways or civic organisations.

Wayfinding / street maps are useful for visitors, and Sussex has many during summer. These will be refined as part of a wider proactive information review, and the promotion campaigns the partnership will run with partners.

**BSIP Proposals: Providing improved passenger information (including RTPI)**

1st most valued in BSIP Survey (Question 6, Appendix E)
3rd most valued in BSIP Survey (Question 6, Appendix E)
5th most valued in BSIP Survey (Question 6, Appendix E)

- Double the number of RTI screens at bus stops over three years.
- The Partnership will capitalise on the possibilities of the Bus Open Data Service and make the source network details widely available and encourage global mobility brands to cover the whole county.
- The Partnership will develop progressive standards for the display of multi-operator, multi-modal information at bus stops, making the most of the prime locations in the urban realm to raise the profile of the bus network, and WSCC will work closely with operators to provide suitable displays.
- At a minimum, all rural bus stops will have QR code to link to clear, concise information about routes, times, and fares all the way up to interactive audio-visual portals at key stops and interchanges (such as Chichester, Crawley, and Worthing). These will become 'shop windows' for the network, and link with related services to make them attractive to non-bus users, increasing footfall.
- Make real-time information, 'push' notifications and ticket purchasing an integral part of all electronic and digital information sources; where the ticket sales lead to commercial deals, the receipts will be invested directly in further expanding the provision of information.
- Include accessibility details as standard in all information sources and expanding alternative formats, making the network truly inclusive.
- To enhance the integration of information and streamline delivery, WSCC's approach will be to work with neighbouring and sub-regional affiliations of authorities for procurement, specifications and system development.

The Partnership will evolve a single information approach to make it clear that bus services are routes 'under the umbrella' of a unified, planned network. This will ensure that the independent operators who provide critical parts of the whole network are still visible and encouraged to invest in their services; this approach has many successful templates in the UK and elsewhere – most notably Intalink in Hertfordshire – if the standards are applied rigorously. It will therefore be a key element of the Partnership to deliver the network identity consistently and clearly. The 'umbrella' may well be unified with East Sussex. The Bus Passenger Charter will help to communicate this identity, and standards passengers can expect from all local bus services.

## 4.12 Modern buses and decarbonisation

Although the two largest bus operator groups are committed to low/zero emission fleets by 2035, current operating conditions pose a challenge to investment in modern vehicles. The table below sets out the fleet compositions for the four principal bus operators in West Sussex.

(The majority of the Brighton & Hove Buses' fleet operates in the City of Brighton and in East Sussex.)

| Vehicle type | Euro 3 | Euro 4 | Euro 5 | Euro 5+ Retro | Euro 6 | Euro 6 Retro | Total |
|---|---|---|---|---|---|---|---|
| **COMPASS TRAVEL** | | | | | | | |
| **Midi** | | 11 | 18 | | 3 | | **32** |
| **Single deck** | | 3 | 1 | | | | **4** |
| **Double deck** | | 4 | 1 | | | | **5** |
| **METROBUS** | | | | | | | |
| **Midi** | 12 | 17 | 19 | | 35 | | **83** |
| **Single deck** | 2 | | 18 | | 4 | 1 | **25** |
| **Double deck** | 1 | 33 | | | | 6 | **40** |
| **STAGECOACH SOUTH** | | | | | | | |
| **Midi** | 5 | 20 | 18 | | | | **43** |
| **Single deck** | | | 39 | | 20 | | **59** |
| **Double deck** | 3 | | 6 | | 32 | 16 | **57** |
| **BRIGHTON & HOVE** | | | | | | | |
| **Midi** | | | | | | | **0** |
| **Single deck** | | | | | | | **0** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Double deck** | | | 30 | 22 | 73 | | **125** |
| **TOTALS BY BUS TYPE** | | | | | | | |
| **Midi** | 17 | 48 | 55 | 0 | 38 | 0 | 158 |
| **Single deck** | 2 | 3 | 58 | 0 | 24 | 1 | 88 |
| **Double deck** | 4 | 37 | 37 | 22 | 105 | 22 | 227 |
| | **23** | **88** | **150** | **22** | **167** | **23** | **473** |
| | 4.9% | 18.6% | 31.7% | 4.7% | 35.3% | 4.9% | 100.0% |

From the table some 35% of the current scheduled bus service fleet operating wholly or partly in West Sussex is of Euro VI specification upon registration.

5% of the fleet has been retrofitted to Euro VI specification (by Metrobus and Stagecoach South).

One-quarter remain 24% below Euro V specification, 5% being Euro III with older fleet generally used for school bus services that are operated less frequently (twice a day term time only).

Major bus operators have indicated a strong desire to move to zero emission fleets by 2035 and even earlier depending on the availability of grant funding.

Metrobus will procure 20 hydrogen fuel cell buses for Fastway in Crawley for delivery in Spring 2022. Dependant on funding, WSCC will therefore assist in retrofitting older buses to Euro VI specification. The bid value over 3 years is £3.625m (£0.725m, £2m, £0.9m)

WSCC will support operators in any funding opportunity to introduce zero emission buses. This BSIP bid also includes covering the financial gap between Euro6 and Zero emissions for the number of vehicles to be life expiring before 2030 (estimated 109 buses). The bid value over 4 years is £10m (£3m, £3m, £2m, £2m).

Zero Emission Buses will be branded mainly to advertise their use to people in areas they pass through. This will be undertaken with other affected LTAs such as Portsmouth City Council with its Green Travel branding for the Clean Air Zone that the 700 Coastliner operates to. WSCC will consider with East Sussex and possible Brighton & Hove branding such as 'ZEB-Sussex'. Initially this may be all-over bus branding, including acknowledging government funding. When fleets become majority Zero-emission, branding will be reduced. Finally, WSCC supports sharing information regarding the respective merits and drawbacks of the operation of battery electric buses and hydrogen fuel-cell buses.

The survey for BSIP this year shows that young passengers place high value on modern vehicles with access to the internet. Therefore, the partnership proposes to have all new buses with Wi-Fi (with 5G capability where possible) and charging points. In addition, WSCC intend to work with operators on higher vehicle specifications including next stop announcements, better travel related content including rail departure information for onward journeys. The partnership wants passengers feel safer on buses to have comprehensive CCTV systems, and to allow us to work with the Police and other authorities on traffic and behavioural matters.

**BSIP Proposals: Invest in decarbonisation**

2nd most requested in BSIP Survey (Question 6, Appendix E)

- The Partnership will replace 110 older buses with zero emission buses, funding permitting, with the operators contributing the standard price of those bus types.
- From 2023 all WSCC new contracted buses will be Euro VI vehicles or better. Our ambition is that by 2025, 25% of contracts will be operated by zero emission vehicles and 100% by 2035, funding permitting.
- From 2030 all WSCC new contracted bus services will be super low emission or zero emission vehicles, funding permitting.
- From 2025 all local bus services across Air Quality Management Areas (AQMAs) will be zero emission while in the AQMA i.e., hybrid engine vehicles will be acceptable, funding permitting.
- Funding permitting, WSCC will create a funding pool to award to bus operators for the retrofitting to Euro VI specification hybrid vehicles for operating within AQMAs. This pool should enable the conversion of up to 145 buses
- WSCC will work with operators to establish suitable locations for replacement/additional depots, considering zero emission technologies and likely fleet expansion, using the planning process to secure sites if possible. This will include investigating the potential for shared depots, e.g., the scope for bus operators to share charging facilities with vehicles operated by WSCC and its partner districts.

**BSIP Proposals: Invest in improved bus specifications**

- WSCC will work closely with operators to ensure Wi-Fi and USB charging points are standard on all new buses, and that buses can be retro-fitted by providing a funding pot. WSCC will require these features as part of tendering specification for supported bus services.
- Subject to funding availability, the Partnership will introduce alighting counters on buses to provide better data for future improvements and live-occupancy data feed.
- Subject to funding availability, the Partnership will upgrade buses to have better screens inside to provide much richer content including live rail departure boards when approaching stations and, on tourist services, information about attractions on route.
- Bus operators will procure vehicles with internal and external CCTV, to be available to police as required. External CCTV cameras above vehicle doors partially address potential passenger concerns of other people at and near bus stops.

## 4.13 Giving passengers and stakeholders more of a voice

A fundamental element of the BSIP is the **Bus Passenger Charter**. This will give bus users rights to certain standards of service such as punctuality, vehicle cleanliness, proportion of services operated, information and redress.

To ensure that there is a high commonality between the Bus Passenger Charters of various LTAs, WSCC are working closely with East Sussex County Council on common wording and are in discussion with other authorities on this. There will be mechanisms for redress at a local level and means to ensure standards are met. This will include facilitating new passenger forums.

WSCC is not aware of any user groups in West Sussex. The nearest group with a public profile is BusUsersUK / BusWatch Brighton, based in neighbouring Brighton & Hove area. They predominantly monitor routes operated by Brighton and Hove Buses and not the routes in West Sussex (operated by others such as Stagecoach, Compass Buses, Sussex Coaches, and Metrobus).

WSCC will therefore foster user groups, building on local support groups of all types, parish councils, and Community Transport. Whilst there are WSCC sponsored district wide community Transport forums, WSCC intend to work through Community Transport Sussex to bridge the gap with conventional bus operators via the EP.

Initially a single forum will be established - people already involved in information provision, community works related to bus, and those engaging in local service to

travellers, including NHS patients, will be invited through the WSCC partnerships team. Contacts at District and Boroughs, and bus operators will be invited to recommend people. For the present Transport Focus is the prime representative of passenger views.

### 4.13.1 Walking routes to bus stops

Barriers for some residents in using buses include access to nearby bus stops.  Barriers for some residents in using buses include access to nearby bus stops.  Some developments do not propose suitable walking routes, lighting, and crossing points to nearby bus stops. WSCC will ensure developers design suitable accessible routes to nearby stops, and access for bus services in larger developments. Where possible this will include siting of bus stops in safe, well-lit and accessible locations. Where developers provide bus stop furniture, it will be to a high standard, including suitable real-time information.

Access to and from bus stops can be a major factor for bus users and occurs twice in every trip by bus. As most users return to their origin by bus, access to and from bus stops occurs four times for each user making return journey.

For many users each trip can be considered as seven stages:

1. Preparation, including deciding which bus stop and route, fare payment, and appropriate clothing for the weather
2. Travel to bus stop, often on foot
3. Wait
4. Board bus
5. Travel on bus
6. Alight from bus
7. Travel from stop, often on foot

WSCC has assessed samples of existing footway, finding foliage and overgrowth to be a problem for pedestrians in some areas, as in the photograph below of a large vehicle moving next to a footway restricted by foliage.

An estimate has been made to clear existing footway areas of foliage that is deliverable over a three-year period at a cost of £567k (£189k per annum). This is based on estimation:

- 75% of rural footways need cutbacks (210 miles)
- 10% of urban footways need cutbacks (230 miles)

Our intention is within 3 years for existing footways to be passable by mobility scooters, wheelchairs, pushchairs, and adult with child at hand, where a footway is already constructed to present standards of width.

Crossing busy and wide roads can be a deterrent to bus use. We intend to review every road junction and pair of bus stops to minimise crossing distances for pedestrians and establish whether dropped curbs are available. Illumination at formal and informal crossing points and junctions will be included. In addition, solutions to reduce speed of vehicles turning in/out of junctions. Examples include traffic islands, pedestrian refuges, or junction kerb build outs.

The development of these pedestrian improvements will be:

- between each pair of bus stops in year 1
- on the line of each bus route in year 2
- within 400m of each bus stop in years 3-5

This may lead to a programme of works at junctions, possibly aligned with potential programmes for 'safer-routes-to-school'. The BSIP does not include these works, which will be prioritised on safety. Some works however might potentially be included in BSIP proposals in future.

### 4.13.2 Vegetation overhanging the carriageway

Another issue is trees that overhang the carriageway obstructing double deck buses and other large vehicles. Currently these trees are dealt with re-actively, e.g., when a bus breaks a window on a tree, which is not a desired passenger experience. Estimated cost of trimming works is £100k per annum.

### 4.13.3 Bus stops and shelters

WSCC intends to work with bus operators and other partners to promote the local network adopting a 'London-like' standard for information at bus stops. The level and type of information at the stop will be determined by a grading scale based on:

**Patronage/boarding:**

- Whether the stop has a Real Time Passenger Information screen
- Number of bus routes that call at the stop and nearby stops

**Bus stops numbers:**

- There are 5139 bus stops listed on the Naptan national database as being 'active' in West Sussex
- 3822 of those are "marked" (i.e., have roadside furniture or sign identifying as a bus stop).

**Bus shelters, seats, lighting, timetables:**

- WSCC currently has no records of bus shelters, or seats, which have been provided by a variety of organisations and are in variable condition.
- Shelters are provided by developers and sometimes by WSCC as part of major highways schemes.
- WSCC has no records of light levels

- Shelters are generally maintained by Borough / District Councils, or Parish / Town Councils in rural areas
- Timetables are generally by operators of various layouts in simple timetable cases. Seldom are route diagrams, possible destinations, or network maps provided at stops.

Compare the two similar stops below, Sussex on left, London on right:

The general condition of bus stops and shelters varies, and no common standards appear to apply. WSCC will therefore work with partners (including East Sussex County Council, Districts/Borough/Town and Parish Councils) to jointly survey all stops in both West and East Sussex. The surveys will include photographing every location to enable engagement with all organisations (sweepers, cleaners, refuse collectors, managers, shelter owners, timetable providers, RTI providers, surfacing engineers, disability access assessors, etc) involved in bus stops or passenger experience with a shared understanding of current situation at each.

WSCC will establish a fund for small grants by the partnership to individuals and groups to identify and record aspects of bus stops (perhaps missed by the survey) or services that affect disabled users, funding permitting. Information gathered is likely to be mapped on-line as attributes of those bus stops.

**Topics of the surveys will be:**

1. All stops including marked and custom stops ('Active' in Naptan records)
2. Shelters and seats - to include condition report on accessibility, shelter manufacturer, configuration, condition of the paint, panels that are missing and what size they are, cleanliness and foliage in or around shelter that needs cutting back for clear visibility. Also, if there is power, and if there is RTI that is functioning correctly
3. Accessibility - within 15m of the shelter are there raised kerbs to a height suitable for ramps from buses and dropped kerbs to a carriageway (with dropped kerbs opposite) suitable for buggies, wheelchairs, and mobility scooters. Is there

an accessible area for boarding the bus with wheelchair, mobility scooters, and buggies?

4. Clearway cages – whether they are compliant and if not, why not?
5. Information provision - Is there a timetable case with timetables present. Is the case damaged; Is there a speaking timetable or other aids for partially sighted people. Is there a route map or maps? Is there a local map showing the stop(s) for a return journey? Is there indication of which services call at this stop?
6. Flag – is it present?
7. Cleanliness / attractiveness rating
8. Rubbish bin
9. Lighting

The surveyors will also immediately raise a concern if any part of the stop is dangerous and note if there are any safety concerns at the site. Photos will be taken, all identified by stop name and ATCO code.

Given the proportion of older people in the population particularly in coastal towns, WSCC intend to have seats at 80% of bus stops in urban areas (in both directions) by 2030.

WSCC will work with District/Borough/Town/Parish councils to adopt improved management and control to ensure standards are adopted. WSCC will also establish a separate a ring-fenced pot from the funding allocated for this BSIP to support minor upgrade works at bus stops and pedestrian access routes to/from bus stops (e.g., lighting, relocation of street furniture, and match-funding for higher specification shelters).

## 4.13.4 Safety and security for passengers

There is no evidence that buses in West Sussex are perceived as less safe than similar areas in England. However, the partnership understands safety on the network is important to all stakeholders. Therefore, the partnership will ensure the future bus network will be widely seen to be safe by addressing all the steps in the passenger experience. This is especially important as the traditional passenger base for buses is made up of members of society who have particular vulnerabilities, based on wide-ranging personal characteristics such as age (both young and older people), gender, and disability.

While the design and condition of infrastructure assets are clearly critical to the physical safety of the bus network, it is often the 'softer' aspects of training, responses to incidents and public information which affect the perception of safety. The holistic approach also extends beyond those who are directly responsible for the bus network and its infrastructure (locally, being the operators and lower tier authorities, parish

councils and others who provide shelters and waiting facilities) to involve statutory agencies and those organisations which are well-placed to provide guidance and support to passengers who are at increased risk e.g., schools.

Touch points to be included in the holistic approach include (but are not limited to):

- Driver training – e.g., safe driving, responses to incidents and reporting
- Vehicle design and specification – e.g., CCTV, on-board announcements, and information on how to report incidents
- Bus stops – e.g., siting of new or relocated stops, lighting, upkeep and repair, access routes
- Reporting – e.g., more channels which make it easier to report incidents and concerns, including in alternative formats and languages
- Responses – e.g., bus company procedures, joint working with relevant other statutory and voluntary organisations
- Awareness – e.g., communicating positive outcomes

Brighton & Hove Buses is a leading Bus Operator in the UK for their approach to people with disabilities and protected characteristics. An example is their adoption of 'Dementia Friends' protocols by all drivers. WSCC will extend this inclusive approach to all new contracted services by 2023 and look to the partnership for adoption on all services.

Similarly, the EP will review standards for front-line colleagues' interaction with passengers, potential passengers, and stipulate behaviour for every local bus service. Part of this could be effort to adopt a 'winning team' and 'customer' focus approach by staff. The TfL 'every journey matters' idea could be a guide.

In addition, WSCC will promote wheelchair use on capable buses by greatly enhancing on-line information about access to bus stops, with London buses information being a model.

**BSIP Proposals: Bus services should be safe and perceived to be safe by all**

The Partnership will establish a multi-stakeholder approach to increasing safety, and positively affect the perception of safety:

- Make safety an explicit part of the Partnership with bus operators nominating senior staff for safeguarding duties, to include driver training, and to require every bus to display interior information about how to report any safety incidents or concerns which will be logged.
- Invite Sussex Police to participate in incident assessment and resolution, part funding a police post for bus related issues (as per the approach in Brighton & Hove).
- Include specific commitments to safety in the Bus Passenger Charter, to reassure that reported incidents will be investigated thoroughly, including use of on-bus CCTV.
- Conduct outreach sessions and other activities with passenger groups to ensure safety concerns are not 'under the radar'.
- Establish a broader multi-agency 'travel safety partnership' to take proactive steps and improve reaction to reported incidents, including with those organisations responsible for bus stops and the waiting environment.
- Implement customer service provision for all local buses on a 24/7 basis by 2024.
- Given the increasing proportion of older people in the population, particularly coastal towns, WSCC intends to have seats at 50% of bus stops in urban areas (in both directions) by 2030, and 75% by 2035.
- Undertake a countywide survey of all bus stops and shelters and establish a ring-fenced pot from the funding allocated for our BSIP to support upgrade works at bus stops and pedestrian access routes to/from bus stops (e.g., lighting, relocation of street furniture and match-funding for higher specification shelters).

## 4.14 Increasing demand responsive services and socially necessary transport

The National Bus Strategy recognises the important role that Demand Responsive Transport (DRT) can play in the creation of a holistic, integrated, and efficient bus network and sets the challenge for local transport authorities to expand the availability of such services through their Bus Service Improvement Plans.

DRT is defined in the Department for Transport's Future of Mobility: Urban Strategy as:

*'A flexible service that provides shared transport in response to requests from users specifying desired locations and times of pickup and delivery. Dial-a-ride services scheduled through next day or advance bookings are a traditional example.'*

Dial-a-ride, and similar forms of DRT, have operated in West Sussex for many years, particularly serving rural areas with limited or no conventional bus services, and/or older people. In addition to shopping, to and from work, and leisure trips, DRT can provide vital access to NHS services from hard-to-reach areas. This is typically provided by smaller community transport operators with financial support from WSCC. DRT has proven well suited to fulfilling these types of transport needs for particular groups in society and in specific geographic circumstances, and this is where most use of DRT across the UK has been to date.

More recent applications of demand responsive transport seek to work dynamically, adjusting routes in real time to accommodate new pickup requests often made minutes in advance.

There are several factors driving the growing interest in DDRT:

- New business models, such as driver-rider matching services (Uber, Lyft etc) and transport operators providing business-to-business transport services, selling transport services to other business/agencies, including employers, the NHS, etc
- Government policy, strategy and funding opportunities, recognising the potential of DDRT to help plug gaps in public transport (whether spatially or temporally)
- Data and digital connectivity enabling greater uptake of DDRT services, for example, through the now widespread use of smartphones by consumers; and
- Declining bus use and changing travel patterns, which are likely to be accelerated by the impacts of Covid and the increased proportion of the workforce now working from home.

### 4.14.1 Potential for DDRT

WSCC examined, through an Outline Business Case, potential for DDRT with a view to establishing a pilot programme as a route to permanent solutions.

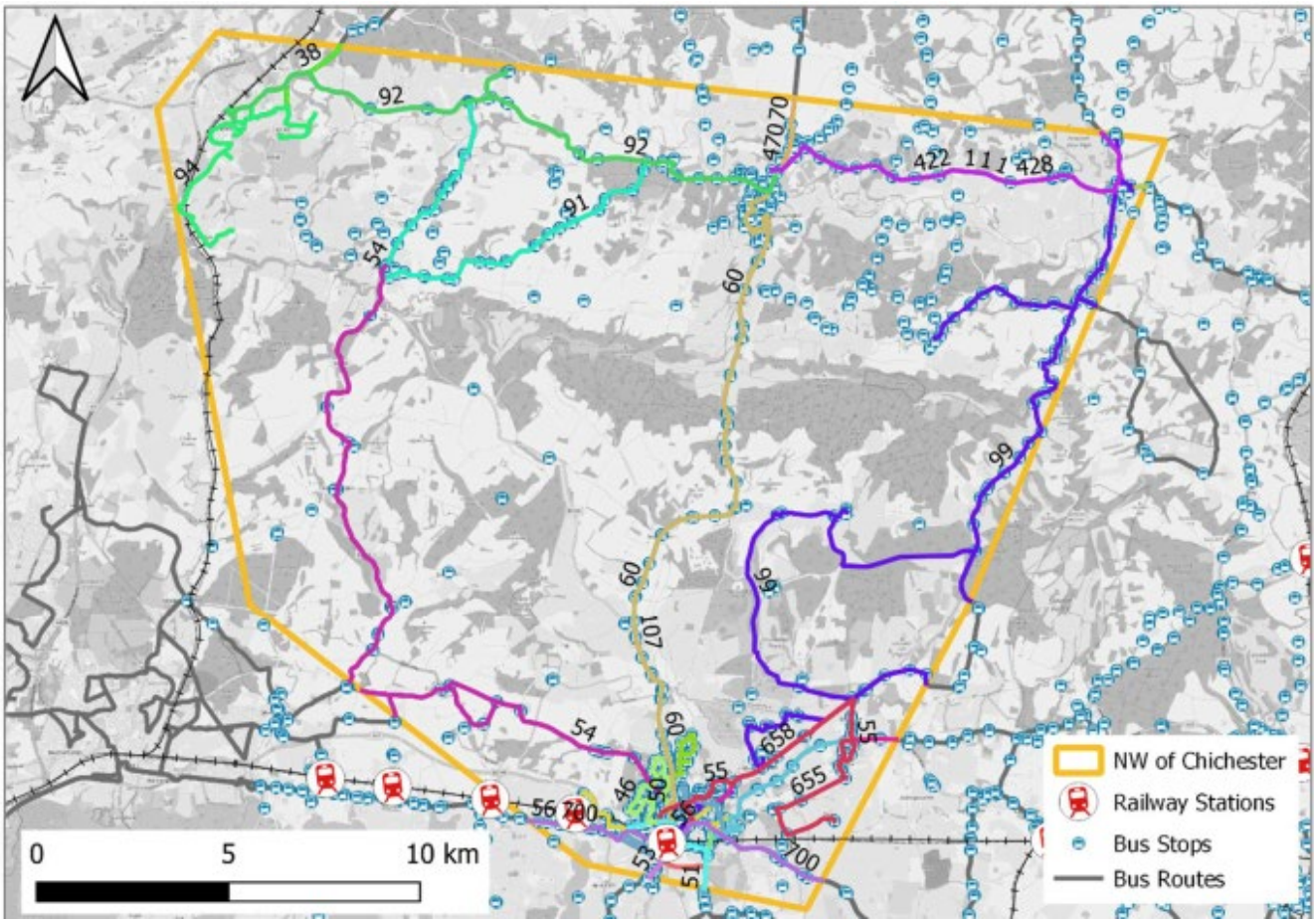
The business case identified a strong strategic case for the programme, particularly given the context of Covid, its impact on bus use, and development of this BSIP. There is a clear opportunity for West Sussex to review how it provides accessibility for rural areas of the county which the pilots consider. Five pilot schemes were identified and appraised:

**North-west Chichester pilot**

Historically a commercial bus service has operated from Chichester across the north-west of the County, servicing a number of villages and into the South Downs National

Park. However, the service currently operates under a WSCC revenue guarantee contract, with WSCC taking on the revenue risk. The service is used largely by school children and older adults; however, there is also demand for journeys to Chichester and Petersfield, and to a lesser extent Midhurst, as well as from people wanting to access tourist sites in the National Park. The current arrangement is intended as a short-term solution while alternatives are explored, with WSCC considering a DDRT service to replace the contracted bus service. This use case therefore focuses on maintaining accessibility in the area north-west of Chichester, which could be by having blanket DDRT coverage across the area plus retaining the conventional route 54 bus service for DDRT to feed into, together with other conventional services. It could also link into wider Community Transport DAR services for older people operated by Community Transport Sussex using the WSCC fleet to combat social isolation and improve access to health and other facilities jointly funded by NHS and WSCC Adults and Public Health services.

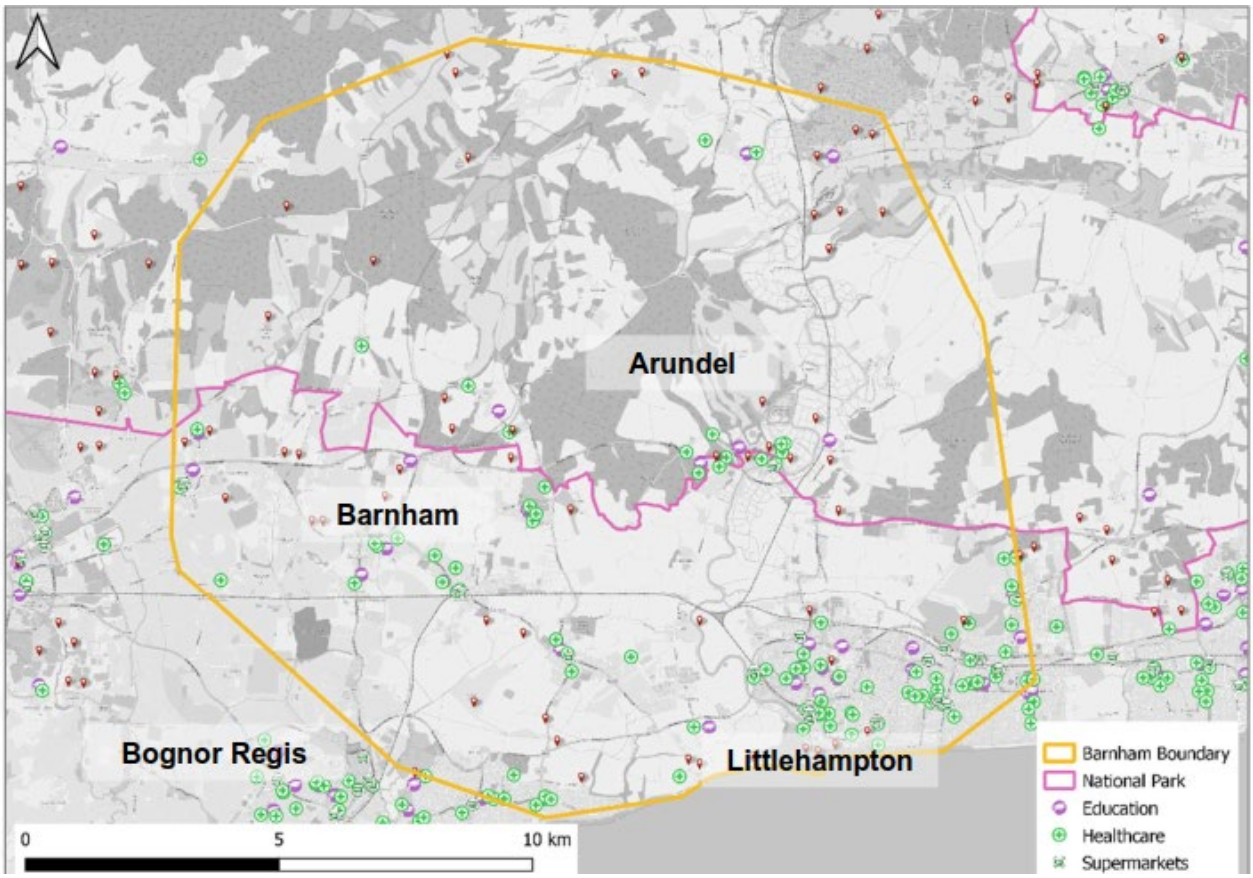
**Figure 4-4 - Area to be covered by DDRT - Petworth, Midhurst and Chichester**



## Barnham pilot

Whilst a relatively small village, Barnham is a key commuter destination given that its rail station has frequent services to London, as well as Brighton, Portsmouth, Southampton, and Bognor Regis. Commuters and travellers from neighbouring villages drive into Barnham for onward travel by train, and there is significant further development in the area which could further generate trips to the station. This includes an imminent development in Fontwell with Section 106 funding allocated to fund a bus service to Barnham Station, as well as a further development in Tangmere. A DDRT service based around Barnham and serving local villages could help to shift trips from the car onto a more sustainable mode of transport – reducing congestion and supporting development growth. This use case therefore focusses on first leg/last leg connectivity to and from Barnham station (though depending on the specification, the DDRT service could cater to other journeys as well). Additionally, several major new developments are planned along the Chichester to Littlehampton corridor, with the potential for a new commercial bus route to link the two areas, connecting with villages and new developments. There is therefore potential for the Barnham pilot to be extended to additionally provide a DDRT feeder service from villages and isolated areas to the proposed bus route and to interchange at Barnham Station.

**Figure 4-5 – Area to be covered by DDRT – Arundel, Barnham and Littlehampton**



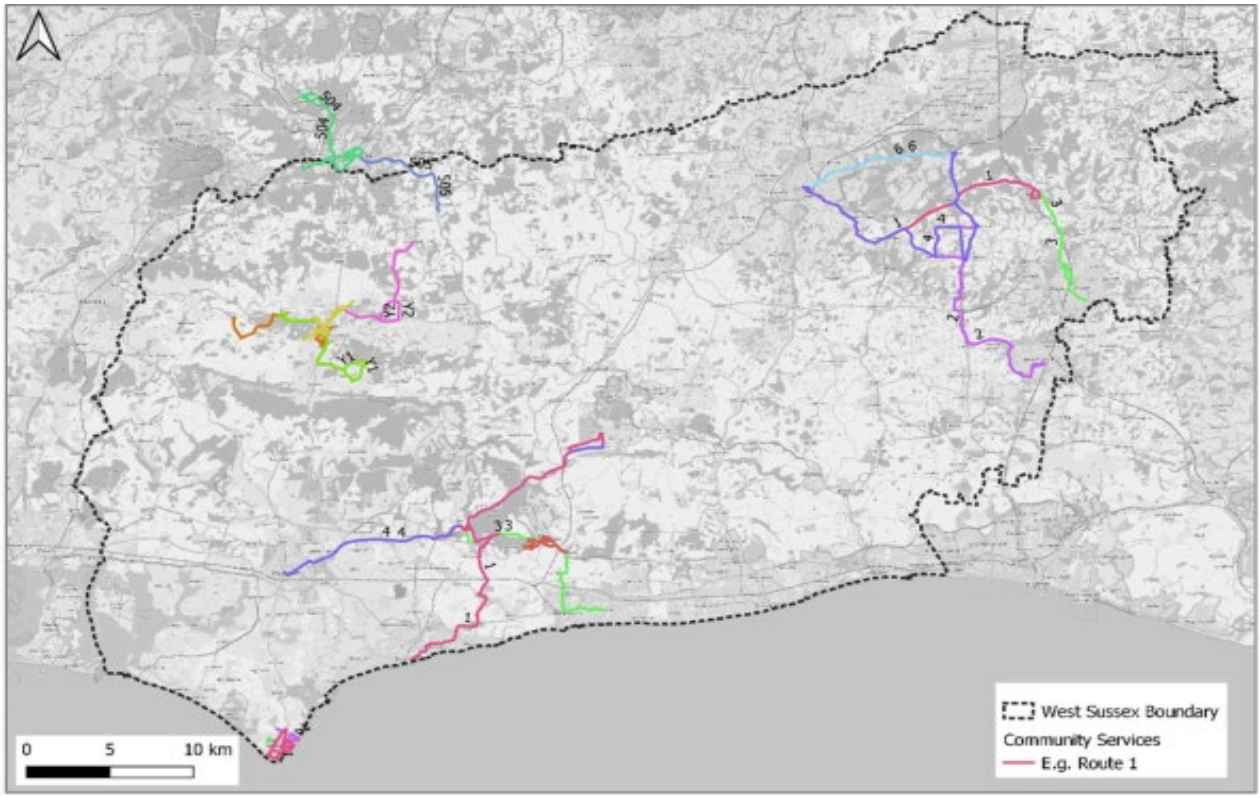
### Route 99

Compass Travel currently operates Route 99, a semi-flexible demand responsive service running between Petworth and Chichester, under a contract awarded by the council. The route is fixed through Upwaltham and near the terminals at Chichester and Petworth Square, but is otherwise flexible and can serve the local villages and attractions east and west of Duncton and west of the A285 as required. The pilot would see the existing service shift towards a digitally enhanced DDRT service, with the potential to offer a more flexible routing option.

### Community transport

A number of community transport services operate across the County, with WSCC providing support to some services. These generally act as services to link local towns and villages, and primarily serve older demographics. These services mostly run during the quieter periods between the AM and PM peak. A pilot could see the community transport operators adopt a common digital DDRT back-office solution to help optimise and integrate service delivery. A particular focus of this pilot would be to ensure services are open and available to all users, rather than the focussing on older demographics as before. The services provided by our community transport operators are highly valued and the purpose of this initiative is to enable providers to adopt the very latest technology and consequently upgrade and expand coverage of their services. Figure 4-6 shows the location of the various current community transport operations in West Sussex.

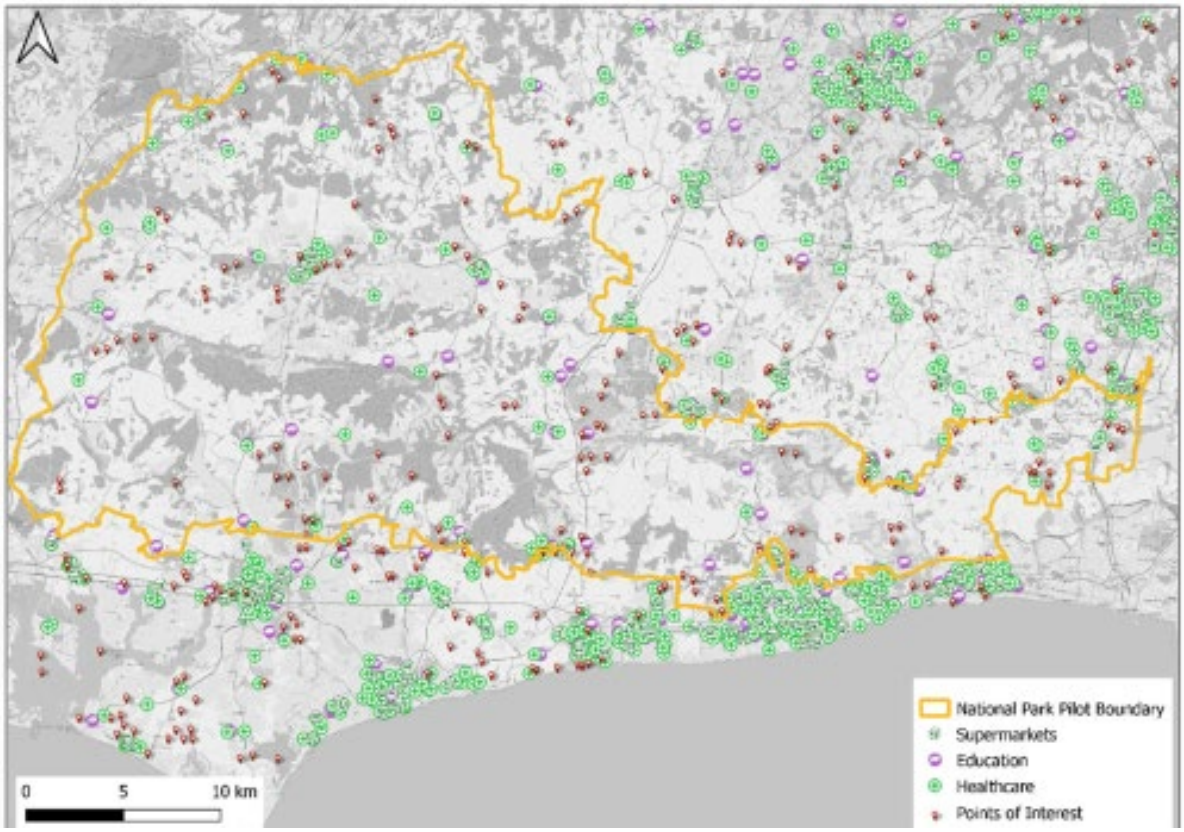
**Figure 4-6 – Area to be covered by DDRT – South Downs National Park**




## National Park DDRT shared taxi

This pilot would involve the development of a shared taxi service to help support mobility to, from and within the South Downs National Park. The pilot would see the introduction of the digital back office DDRT solution, such that existing taxi services within the park can be better integrated, and to ensure the utilisation of vehicles is maximised. Shared taxi services are recognised as a potential solution to rural mobility issues across West Sussex, and as such a successful pilot may lead to expansion of the service to other rural areas of the County. Figure 4-7 shows the area of operations for a shared taxi operation in relation to a range of facilities including healthcare.

**Figure 4-7 – National Park DDRT shared taxi area of operations**




Barnham and North-west Chichester were identified as the two key pilots to prioritise. Analysis showed that at the lower level of demand, these pilots may serve in the range of 35,000-45,000 passengers per annum, though in an optimistic scenario this could increase to approximately 110,000.

## 4.14.2 Subsidy and value for money

Subsidy levels per passenger trip on DRT services are typically higher than on equivalent bus services due to the lower load factors of DRT vehicles, but overall costs can be lower, particularly if replacing a group of bus services. As such, subsidy per passenger is likely to be a poor measure of value for money and is not proposed. Any cost savings for the transport authority associated with introducing a DRT therefore can be difficult to quantify.

Prior to introducing a DRT, the Council is prepared to agree an acceptable higher subsidy per passenger trip of between 1.5 and 2.0 times that of the equivalent bus service per passenger subsidy. This is justified on the basis that subsidy per passenger is not a good measure of the social value of DRT services (in getting people to work, education, healthcare, leisure opportunities, and in reducing social isolation and loneliness). Higher per-passenger subsidy can also be justified by the better value for money aspect of

providing an enhanced and more personalised service, with typically higher user satisfaction of that from conventional bus services.

Analysis of costs and revenue shows that regardless of the pilot service chosen, it is likely that secured funding in the range of £200,000-£300,000 per pilot will be required to cover the revenue gap expected. This excludes wider costs including marketing, communications and WSCC officer time; and assumes no revenue-risk for the transport operator.

**BSIP Proposals: Increasing demand responsive services and socially necessary transport**

6th most requested in BSIP Survey (Question 9, Appendix E)
11th most requested in BSIP Survey (Question 9, Appendix E)
5th most valued in BSIP Survey (Question 6, Appendix E)

- WSCC will introduce three pilot DDRT schemes in; north west Chichester, Barnham, and the South Downs National Park area, as well as assisting our existing DRT services to upgrade to DDRT. This will enable us to test the models available suited to local circumstances.
- The Partnership will use the experience from these pilots to work with East Sussex County Council on cross Sussex DDRT schemes that may be branded but will also integrate with conventional bus services. The services will enable users to on-travel on other modes through integrated ticketing solutions.
- WSCC will use DDRT and expanded community transport services to provide for demand to access social and leisure services in addition to 'hard to access' employment sites such as industrial estates and out of town retail centres and factories.
- In implementing such services, the Partnership will consult stakeholders, employers and health professionals with expertise on local needs in relation to loneliness and social isolation.
- Through analysis of usage patterns, WSCC has identified socially necessary services in West Sussex that justify additional funding to increase accessibility and generate demand.

# 5 Longer term transformation of networks

WSCC has a highly successful bus rapid transport (BRT) service operating in Crawley for 18 years, with expansion proposals in the longer term. During the period of this BSIP WSCC will develop these proposals in detail with a view to implementing them at the earliest date possible.

There are also aspirations shared with Brighton and Hove City Council (B&HCC) for a mass transit system between Brighton and West Sussex, which will be developed during this and subsequent BSIPs.

WSCC envisages augmenting the existing high frequency public transport routes between Portsmouth and Brighton, featuring convenient interchange points (Mobility Hubs) to attractive services covering adjoining villages and small towns.

A new 55X service proposed in this BSIP between Chichester and Littlehampton could be start of a second service through all the coastal towns, connecting with B&HCC BRT/MRT at Shoreham-by-Sea by 3035. This will complement the Coastliner services but will be designed by WSCC and the bus operators to provide an increase in frequent turn-up and go commercial services along the crowded coastal region building on the success of the 700 service.

**BSIP Proposals: Longer term transformation of networks**

- We will expand Fastway to new housing areas north and east of Horsham
- We will develop a second route linking coastal towns from Chichester to Brighton & Hove City Council MRT scheme to complement the Coastliner corridor

# 6 Passenger Charter

WSCC commits to publishing a full Passenger Charter by April 2022. It will cover all local bus services in West Sussex. WSCC recognise that West Sussex's key corridors are cross-boundary and will work with neighbouring local transport authorities to align our Passenger Charter, in the interests of simplicity for passengers and bus operators.

WSCC Passenger Charter will advise passengers of the standard of service they should expect when using local bus services in West Sussex. It will also set out passengers' rights when travelling with us and what they can do if things go wrong. The partnership will always comply with the Consumer Rights Act 2015.

The areas covered in the full Passenger Charter will include but not be limited to:

- Our commitments to passengers
- Performance targets and where to find information on performance
- How to plan journeys
- The standards passengers can expect from local bus services, and bus stop quality, waiting facilities, and accessibility
- How the partnership will compensate passengers if things go wrong
- How to contact us with suggestions or concerns

The Partnership will review the Passenger Charter at least every 12 months. Any changes the partnership makes will be after consultation with:

- Passengers via the Bus Passenger Forum, including representatives of people with disabilities
- Bus operators via the Partnership

Revised versions will be sent the Department for Transport and copies will be available on the WSCC website and participating bus operators' websites. The Passenger Charter will be available in alternative formats e.g., large print and braille on request.

# 7 Reporting

WSCC understands the very necessary obligations to publish performance data to provide clear, accurate, transparent data about how well the plan is delivering against all of its aims, targets, and measures. WSCC will therefore include the commitment to half-yearly reporting in our Bus Passenger Charter and publicise the results widely in addition to on our website.

Through our EP WSCC will have obligations with operators to provide the necessary data and will work closely with the operators in advance to make the reporting process as straightforward as possible.  WSCC will do all we can to avoid creating an industry from regular reporting that diverts resource to administration instead of action.

WSCC commits to reviewing progress no less frequently than quarterly and will publish half-yearly to remain consistent with other authorities. WSCC will present current data as well as trend data from the preceding reports, so that progress / trends are clear. The partnership will celebrate the successes or provide attention to any areas which have proved more challenging than expected.

Our BSIP will be a dynamic document throughout its life; in the early stages, once funding is confirmed, the partnership will review the BSIP to ensure that it is as ambitious, applicable, and useful as it is intended to be at initial publication. Once the BSIP measures start to be implemented and benefits realised, performance reporting will be used to inform refinements and refocus targets to maintain continuous improvement. Operators have already indicated that they will support the review

process by the sharing data and WSCC will work together to align network reviews with the BSIP review cycle to strengthen the status of the BSIP as the catalyst for positive change.

In the longer term, development of the network will take its lead from the passenger response to the measures delivered through this BSIP and the partnership will plan more improvements to all aspects of bus services. This BSIP will be a living document published on the Council's website at www.westsussex.gov.uk/bsip

- At six-month intervals an addendum will be published on progress against targets.
- At annual intervals a more comprehensive addendum will be published, additionally reporting on the progress of each proposal. Proposals that have been implemented will be marked out, and new proposals may be added, to ensure that the pace of improvements is maintained.
- At 5-year intervals a full revision of the BSIP will be undertaken.

The table below shows the schedule for reporting and updates:

| | At mid-year intervals a concise addendum will be published | At annual intervals a more comprehensive addendum will be published | At 5-year intervals a full revision of the BSIP will be published |
|---|---|---|---|
| **Reporting on progress against targets** | ✔ | ✔ | ✔ |
| **Reporting on the progress of each proposal** | | ✔ | ✔ |
| **Implemented proposals marked out and replacement, new proposals added** | | | |
| **New targets** | | | ✔ |
| **New proposals** | | | ✔ |

# 8 Increasing capability at WSCC LTA

WSCC will deliver the targets in this BSIP and an EP and in doing so will need to adopt a significantly greater role in managing bus provision. WSCC will need more staff to meet these obligations together with sharing best practice with other LTAs, District and Borough partners, and service providers. This will include collaborative working and joint procurement where appropriate, including with our East Sussex County Council DDRT delivery partners. An element of the cost of the additional staff is included in the BSIP as the top priority. It is recognised that WSCC need to develop the public transport planning skills and welcome the development of the Centre of Excellence to assist in training the planners for the future. WSCC will strive to have an excellent team working both with operators including CTS but also with ESCC on key projects such as the Sussex DDRT solution.

WSCC will recruit an additional four passenger transport staff including a Principal Team Leader who will lead a newly formed Public Transport Planning Team. They will have suitable passenger transport planning experience. They will lead a team with existing network planners and our information officer. In addition, two new BSIP delivery posts will be formed along with a trainee post to provide resilience.

This team will work with colleagues internally on delivering enhanced bus services, better information, promotion, and marketing as well as improved bus related infrastructure.

WSCC will take a more proactive approach to planning, monitoring, and reporting on bus related performance representing residents to enhance their experience. This will include:

- Customer complaints and issues will be reported centrally by 2024, to give the partnership a good view of topics that need attention
- Disruption events and any incidents where emergency services are involved will be logged centrally by 2024
- Programmes for RTI and bus facilities will require staff
- Administration of the partnership will include a handful of funding pots for relatively small items, including surveys by third parties and promotion campaigns

WSCC will ensure that the needs of bus operators and users are central to our decision making for Highways & Transport schemes. This will include:

- Walking and pedestrian access will rise in priority, slightly re-balancing traffic movement / parking in places e.g., time-delay to pedestrians at pelican crossings will be re-evaluated against vehicle flow rates

- Junctions will be measured for carriageway crossing times (based on an adult with child at hand) vs speeds any vehicles turning, perhaps leading to physical junction changes to reduced speeds on turning
- As a part of the planning future service enhancements WSCC will be working with District/Boroughs and stakeholders Hospital Trusts, Business Communities and Bus Operators along with our Strategic Parking Manager and Network Manager to identify hotspots where bus services are hindered to look at traffic management interventions. WSCC will also explore road space opportunities where possible through the TRO processes to seek improved bus access
- WSCC capability in forecasting bus services revenue and deficits will expand. This will support our ability to forecast service risk and how the partnership plans changes and new services in the future
- By 2025 all active stops will be evaluated

# 9 Marketing and promotion

The Partnership will develop and implement a new marketing and publicity strategy to promote the improved West Sussex bus network, particularly aimed at potential new users and visitors. This will utilise traditional and newer communication channels to maximise reach and effectiveness. The Partnership will develop best practice effective methods to ensure public transport is promoted as a single service.

The strategy will enable the partnership to develop and commission cohesive marketing and promotion that will be aimed at significantly increasing awareness, status, and use of public transport as the network service of choice.

The Partnership will complement the national CPT campaign with targeted local promotion to get people back to using local buses. This will concentrate on the barriers to bus use that our residents and visitors identified in our survey, such as improvements to bus stops. The Partnership will develop promotional campaigns to increase confidence in using buses in West Sussex understanding why some people may choose not to use buses through a lack of understanding of fares or how easy/convenient using the bus can be.

# Overview table

| Name of Authority: | West Sussex County Council |
|---|---|
| **Franchising or Enhanced Partnership:** | Enhanced Partnership |
| **Date of Publication:** | October 2021 |
| **Date of next annual update:** | October 2022 |
| **URL of published report:** | **www.westsussex.gov.uk/bsip** |

| Targets | 2018/19 | 2019/20 | Target for 2024/25 | Description of how each will be measured (max 50 words) |
|---|---|---|---|---|
| **Journey time** | Unknown | Unknown | 96% | End to end timetabled time of all trip/journey. (First year will confirm timetable runtimes and begin TLP interventions.) |
| **Reliability** | Unknown | Unknown | 95% | Adherence to timetable from RTI data for each bus trip/journey averaged for each route, including number of trips not run. |
| **Passenger numbers** | 26.5m | 24.5m | 30m | Ticket machine data of total boarding |
| **Average passenger satisfaction** | 62% | Unknown | 83% | Passenger Focus survey will be used from 2022/23.<br>Historic data shown is from NHT Public Satisfaction Survey |

| Delivery – Does your BSIP detail policies to: | Yes/No | Explanation (max 50 words) |
|---|---|---|
| **MAKE IMPROVEMENTS TO BUS SERVICES AND PLANNING** | | |
| **MORE FREQUENT AND RELIABLE SERVICES** | | |
| **Review service frequency** | Yes | Section 4.1. Service frequencies have been reviewed as part of BSIP planning, and high ranking in public engagement. Proposals for the planned bus service network are set out. These will be refined, subject to public consultation, and reviewed as part of the BSIP process. |

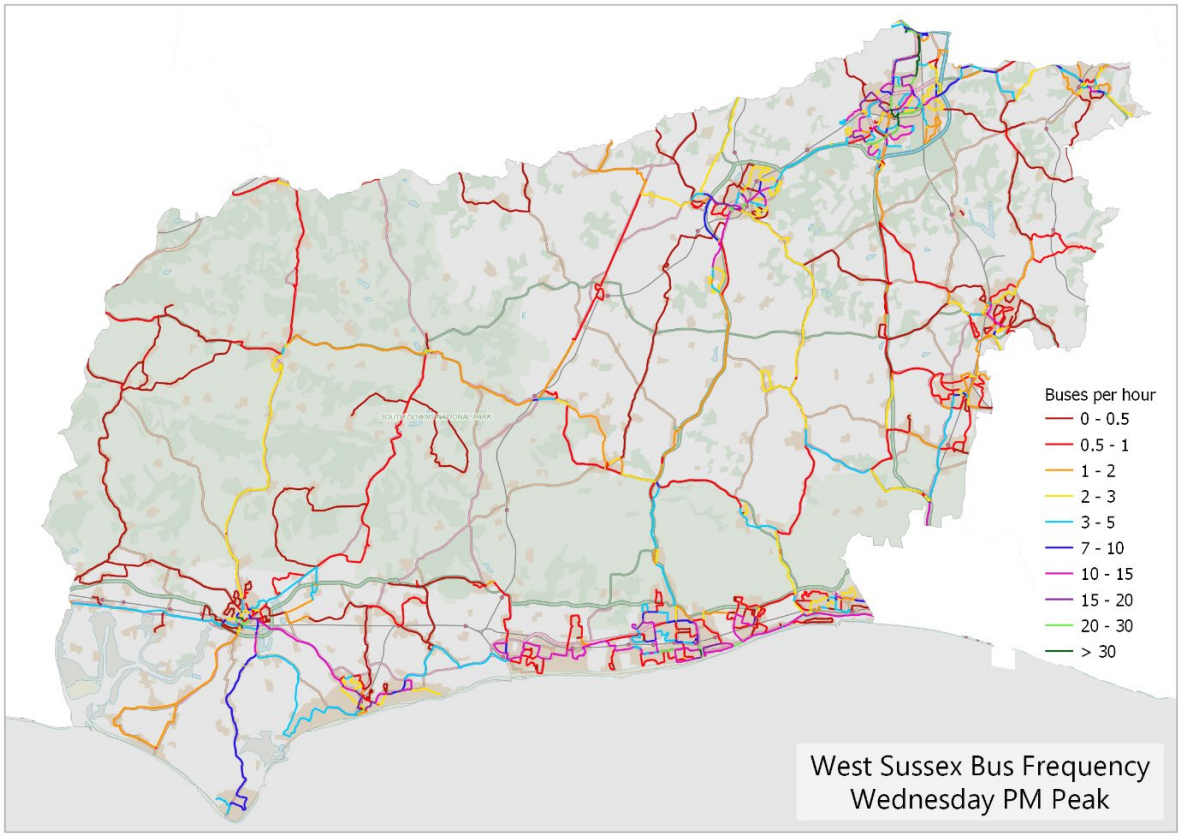
| Delivery – Does your BSIP detail policies to: | Yes/No | Explanation (max 50 words) |
|---|---|---|
| **Increase bus priority measures** | Yes | Section 4.5 and 4.7. The current and proposed bus priority measures are set out, including rationale based on delay hotspots and bus operator evidence. Implementation timescales are provided along with proposals for further study and option appraisal. |
| **Increase demand responsive services** | Yes | Section 4.6. Implementation of comprehensive demand responsive service schemes is a key policy. These will be refined after further public consultation, with implementation in 2022. East Sussex County Council is a joint delivery partner. |
| **Consideration of bus rapid transport networks** | Yes | Section 4.5 and 5. |
| **IMPROVEMENTS TO PLANNING / INTEGRATION WITH OTHER MODES** | | |
| **Integrate services with other transport modes** | Yes | Section 4.10. Integration includes DRT, rail, community transport, cycling, and walking. Investment in mobility hubs, improved interchange points, and integrated travel options. |
| **Simplify services** | Yes | Section 4.2. The bus network review and DDRT study considered options for simplified services, and improved interchange/mobility hubs and DRT. |
| **Review socially necessary services** | Yes | Section 4.2. The service network has been reviewed in its totality rather than separately for socially necessary services. From April 2022, further socially necessary services may be added if the number of commercial services reduces. |
| **Invest in Superbus networks** | No | Not appropriate due to dispersed population |
| **IMPROVEMENTS TO FARES AND TICKETING** | | |
| **Lower fares** | Yes | Section 4.8. The recent BSIP Engagement survey highlighted concerns over fares levels, particularly for shorter distances, in rural areas, for younger people, and for families. The BSIP addresses all these issues.<br>A discounted young person travel scheme will be introduced subject to funding, in conjunction with East Sussex |
| **Simplify fares** | Yes | Section 4.8. The Partnership intends to introduce tap-on tap-off to help to ensure customers are paying the most appropriate and minimised fare calculated by the DfT back-office. |

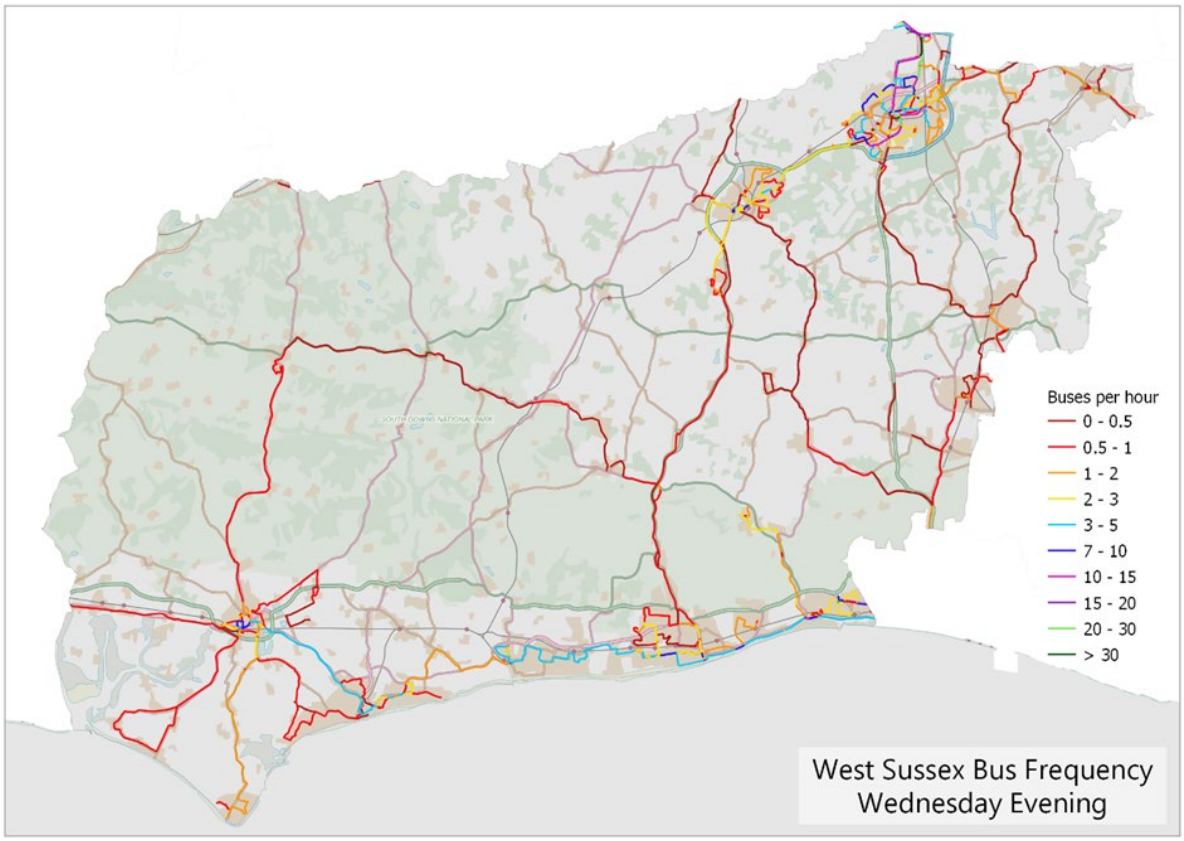
| Delivery – Does your BSIP detail policies to: | Yes/No | Explanation (max 50 words) |
|---|---|---|
| **Integrate ticketing between operators and transport modes** | Yes | Section 4.9. WSCC BSIP expectation is full integration between operators: bus, community transport, DRT, and rail. Included are the development of the current regional Discovery ticket product beyond a one-day ticket and to include a 'PlusBus' option. |
| **MAKE IMPROVEMENTS TO BUS PASSENGER EXPERIENCE** | | |
| **HIGHER SPEC BUSES** | | |
| **Invest in improved bus specifications** | Yes | Section 4.12. Improved vehicle specifications to include upgraded next stop announcements to highlight interchange opportunities. |
| **Invest in accessible and inclusive bus services** | Yes | Sections 4.13 Training and vehicle features in shared learning from Brighton & Hove Bus Company's top status as Leader in the DfT Inclusive Transport Leader's Scheme. Commitment to upgrade bus stop accessibility for wheelchairs and buggies, annually increasing the distance from each stop from 100m/200m/300m that wheelchairs and buggies can approach easily and safely.<br>Rebuild raised curbs (that are too high for low-floor buses to extend on-bus extendable ramps) |
| **Protect personal safety of bus passengers** | Yes | Section 4.13.4 To include bus stop waiting environment as well as on-bus, such as CCTV.<br>Improved working with police |
| **Improve buses for tourists** | Yes | Section 4.9. Marketing and ticketing. New strategy proposed, working with delivery partners. Proposals are inclusive of rail and community transport.<br>Section 4.11. Much improved information at each bus stop about where buses go to from that location, with a network diagram and map, using London as a model, especially in the national park and tourist areas. |
| **Invest in decarbonisation** | Yes | Section 4.10. Investment in zero emission buses, plus retrofitting to Euro VI as an interim measure. Assistance for operators in terms of depot and fuelling infrastructure |
| **IMPROVEMENTS TO PASSENGER ENGAGEMENT** | | |
| **Passenger charter** | Yes | Section 6. Draft a customer charter to be the basis for a common passenger charter encompassing the sub-region. The detail of the charter is subject to refinement in consultation with passenger group representatives |

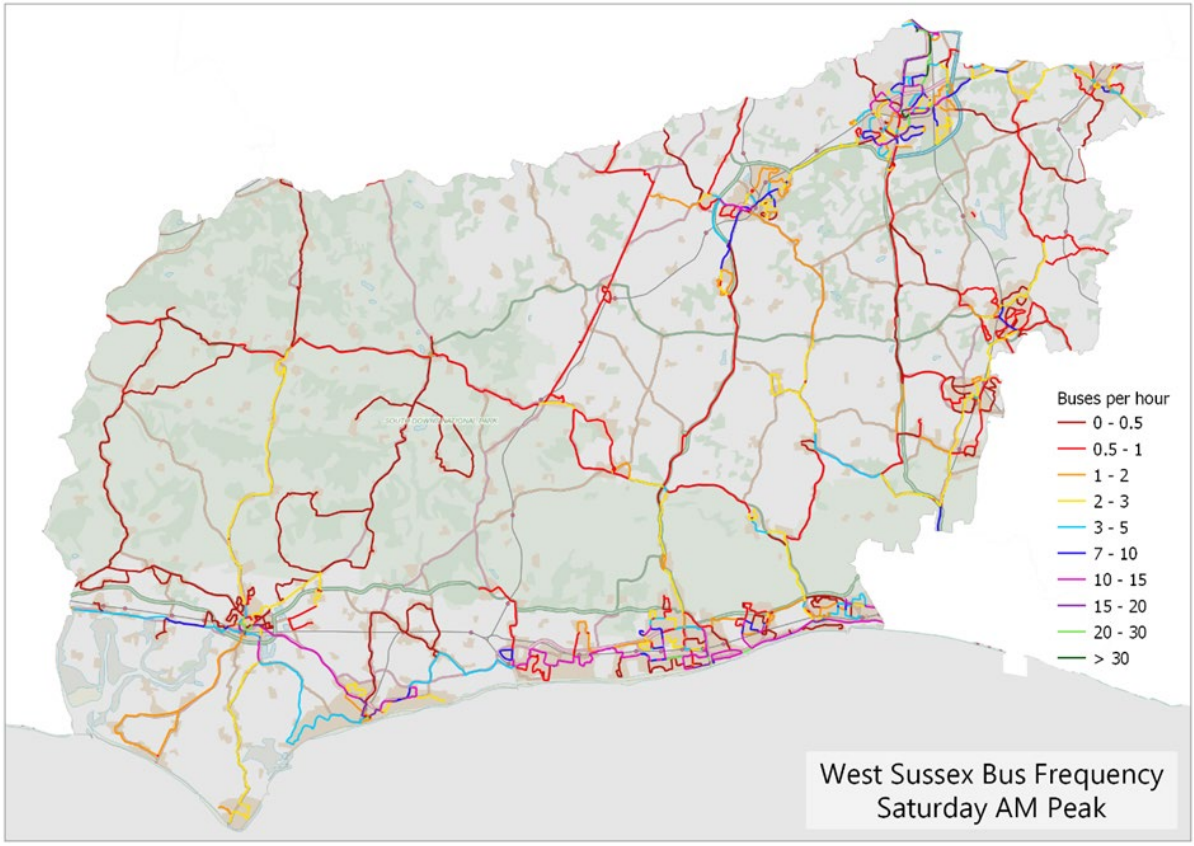
| Delivery – Does your BSIP detail policies to: | Yes/No | Explanation (max 50 words) |
|---|---|---|
| **Strengthen network identity** | Yes | Section 4.9. the partnership will take responsibility for bus stop infrastructure and set a high common standard in terms of identity and information proposals.<br>Intalink could be a model. |
| **Improve bus information** | yes | Section 4.9. Static information - Timetables at nearly all stops, and network maps or diagrams. Interactive network maps at hubs, QR Codes, and wayfinding information<br>Double RTPI sign numbers<br>Section 4.12. Equip all buses with 'next-stop' indication & announcements |

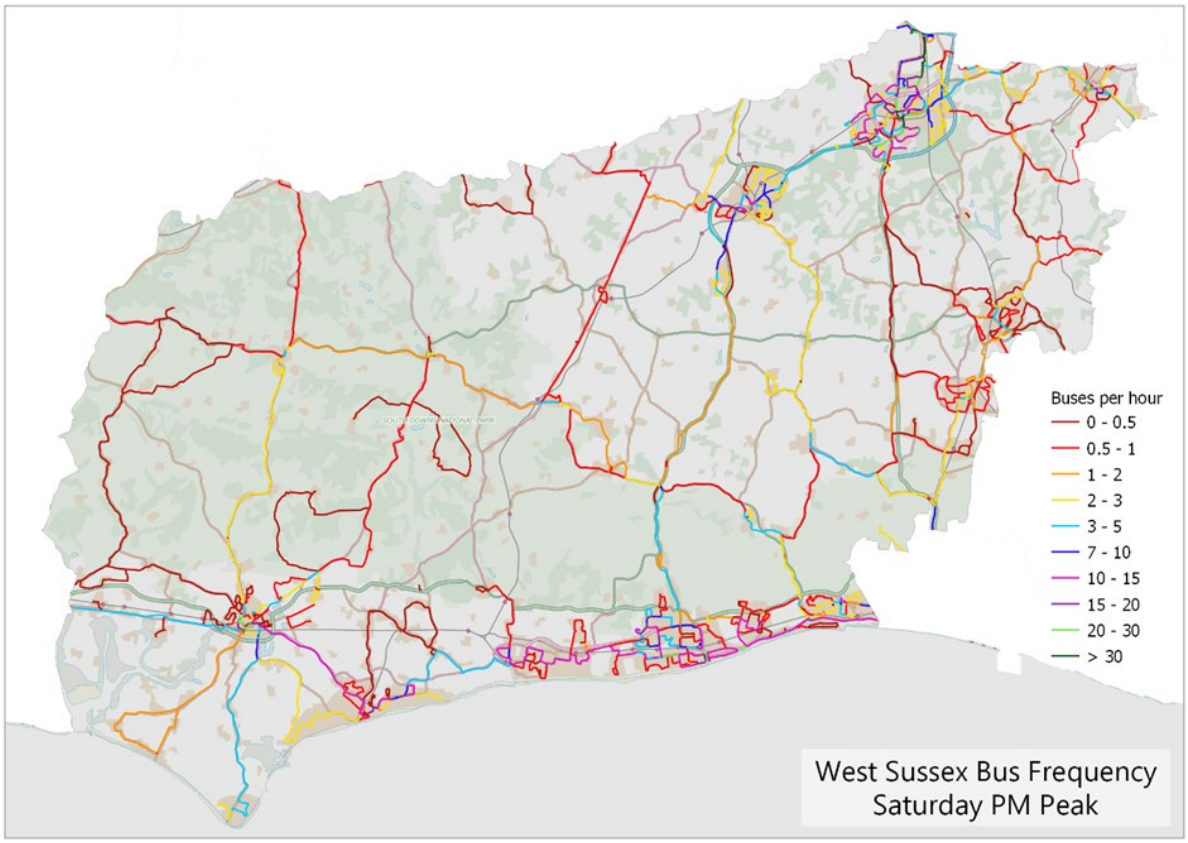
# Appendix A - Bus frequency maps

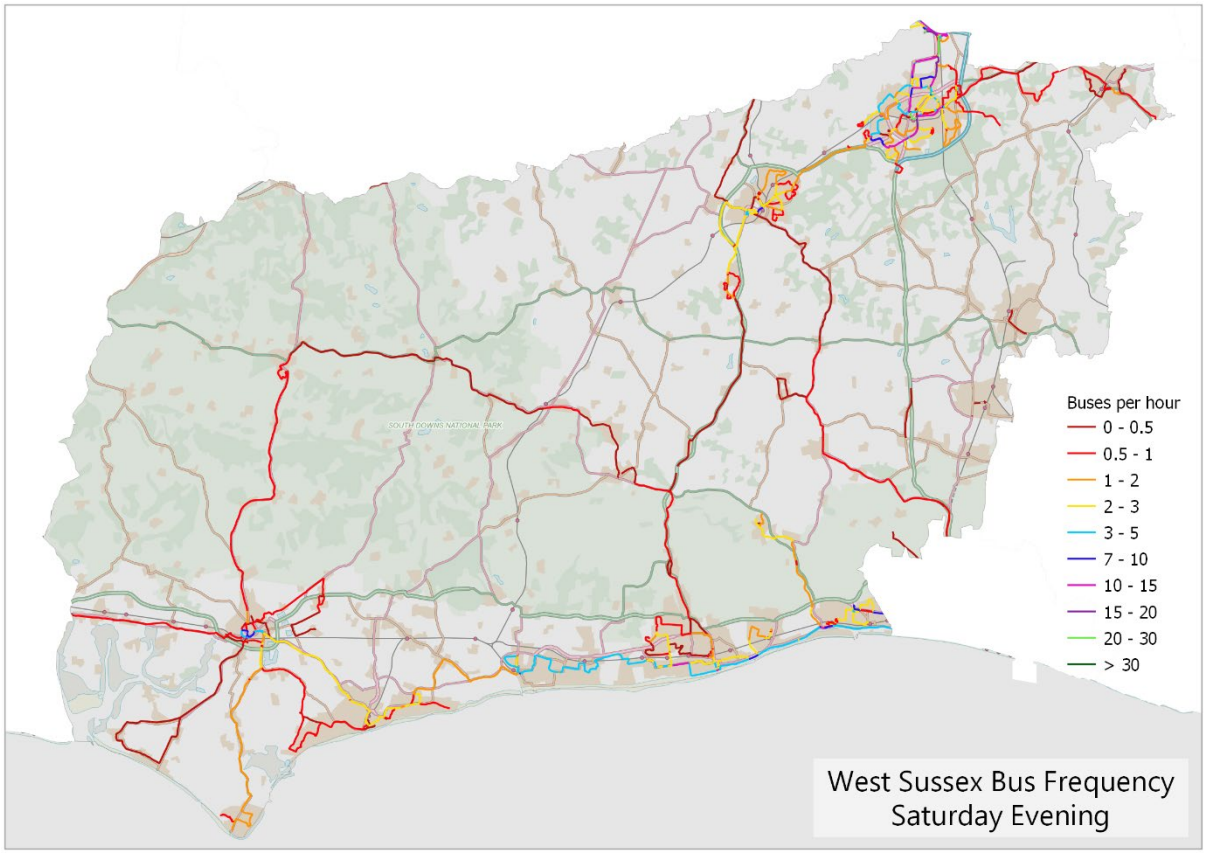
## Buses per hour

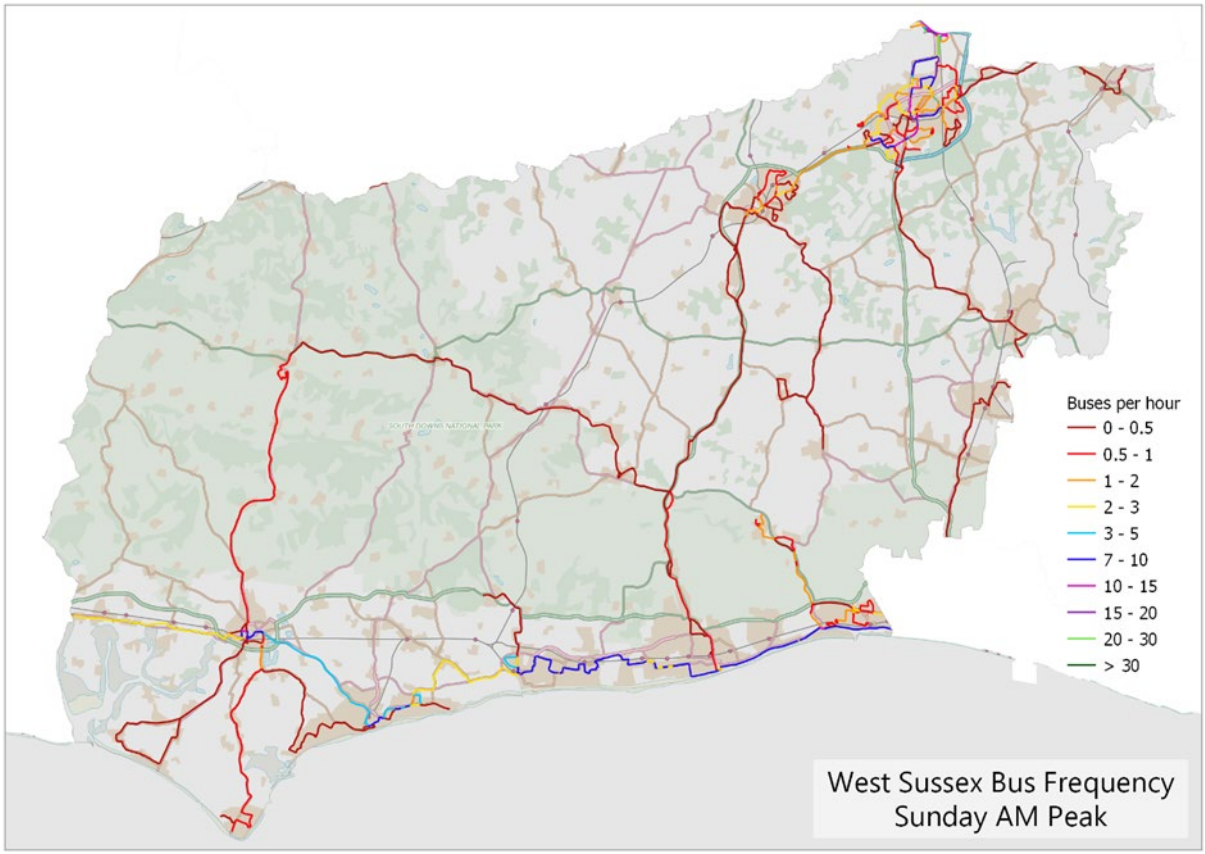

Buses per hour
0 - 0.5
0.5 - 1
1 - 2
2 - 3
3 - 5
7 - 10
10 - 15
15 - 20
20 - 30
> 30
West Sussex Bus Frequency
Wednesday PM Peak

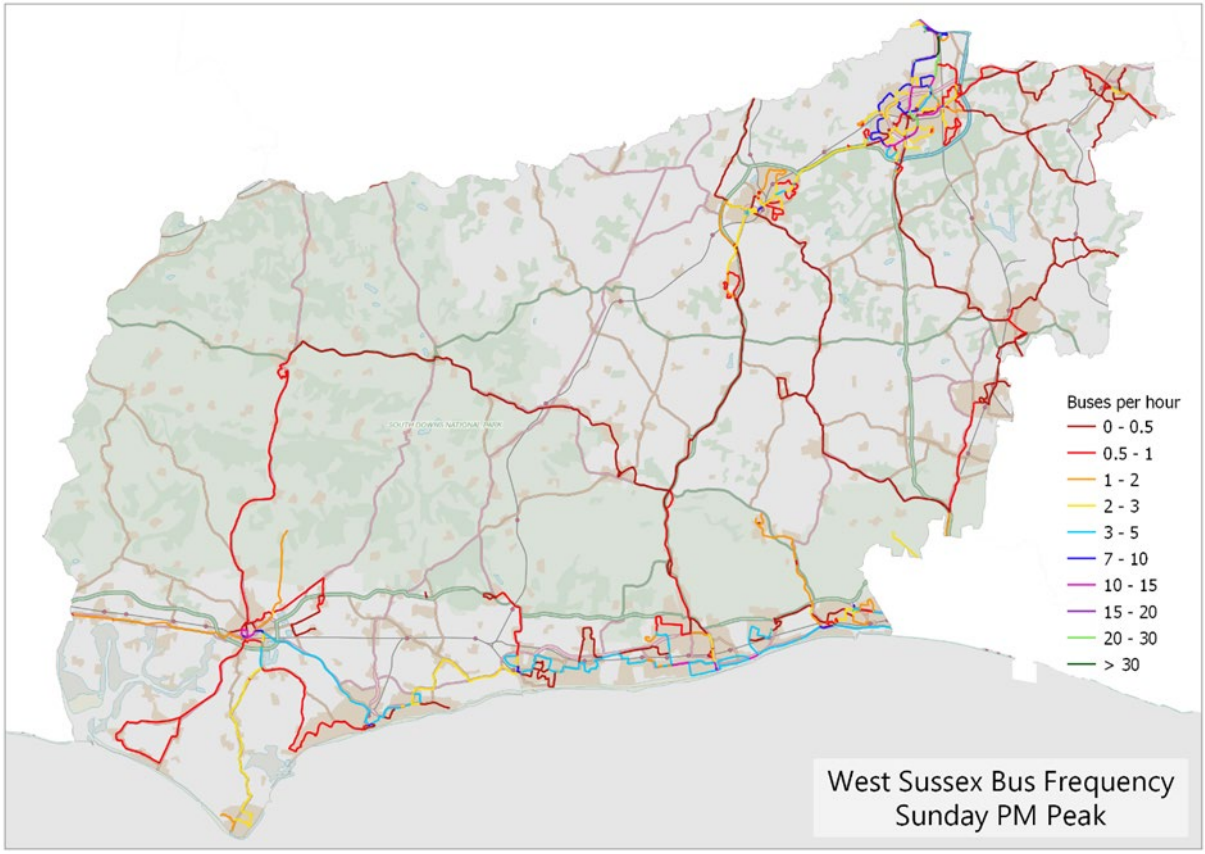

Buses per hour
0 - 0.5
0.5 - 1
1 - 2
2 - 3
3 - 5
7 - 10
10 - 15
15 - 20
20 - 30
> 30
West Sussex Bus Frequency
Wednesday Evening


Buses per hour
0 - 0.5
0.5 - 1
1 - 2
2 - 3
3 - 5
7 - 10
10 - 15
15 - 20
20 - 30
> 30
West Sussex Bus Frequency
Saturday AM Peak


Buses per hour
0 - 0.5
0.5 - 1
1 - 2
2 - 3
3 - 5
7 - 10
10 - 15
15 - 20
20 - 30
> 30
West Sussex Bus Frequency
Saturday PM Peak


Buses per hour
0 - 0.5
0.5 - 1
1 - 2
2 - 3
3 - 5
7 - 10
10 - 15
15 - 20
20 - 30
> 30
West Sussex Bus Frequency
Saturday Evening


Buses per hour
0 - 0.5
0.5 - 1
1 - 2
2 - 3
3 - 5
7 - 10
10 - 15
15 - 20
20 - 30
> 30
West Sussex Bus Frequency
Sunday AM Peak

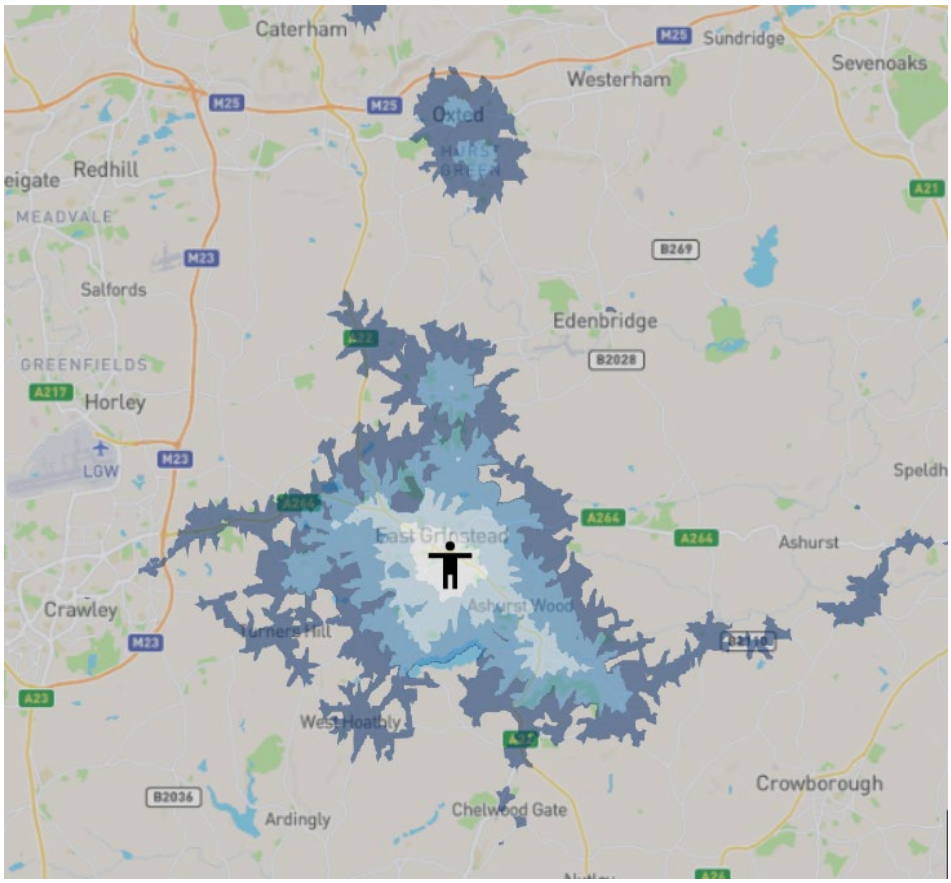

Buses per hour
0 - 0.5
0.5 - 1
1 - 2
2 - 3
3 - 5
7 - 10
10 - 15
15 - 20
20 - 30
> 30
West Sussex Bus Frequency
Sunday PM Peak

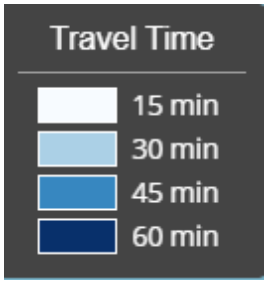
# Appendix B – Accessibility time maps

## 1. Accessibility BY bus

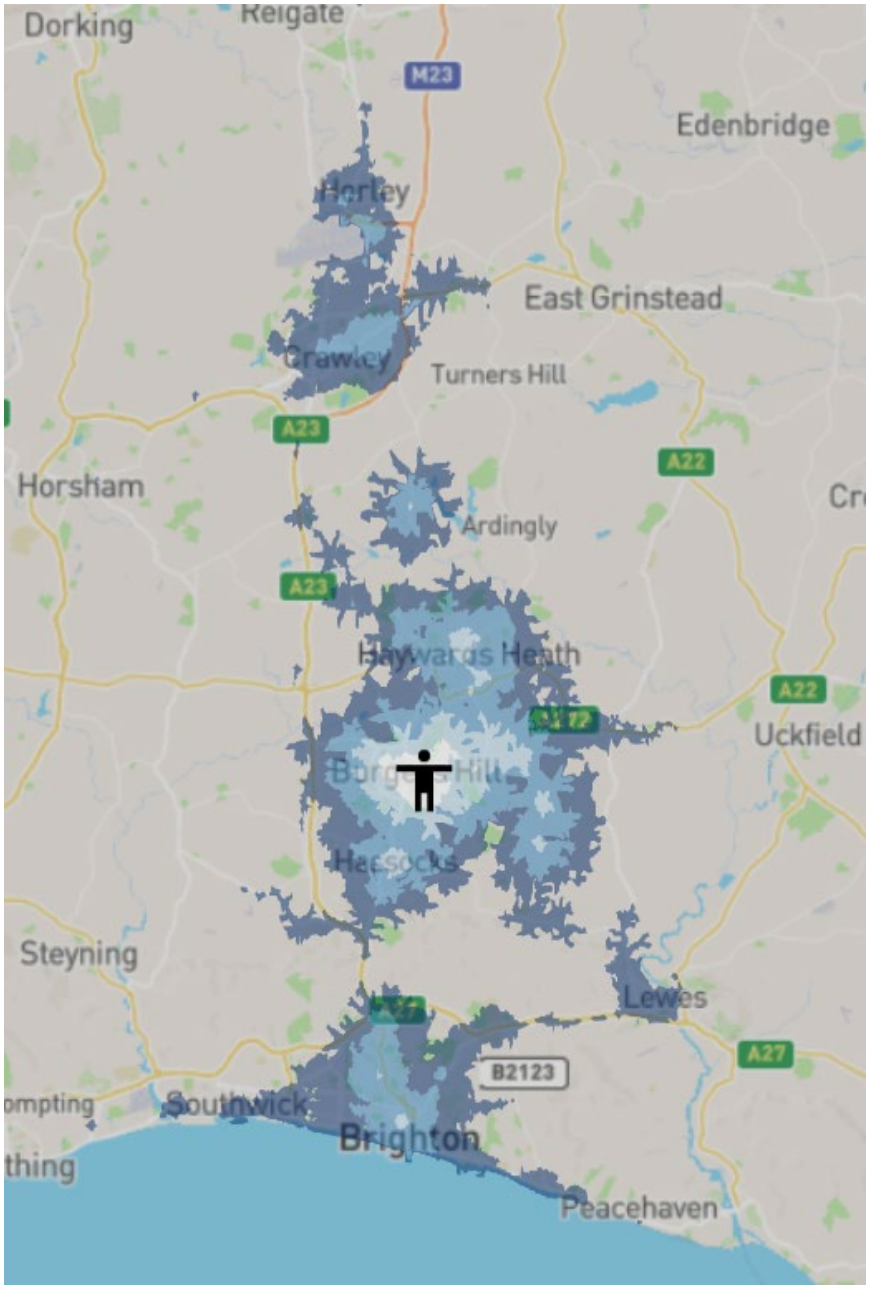
These diagrams show travel time to ten town centres by bus on weekdays in 2018/19. They indicate that once a person is on a bus, how long the bus takes to reach the town centre.

East Grinstead - travel time to the junction of London Road, High Street, West Street:

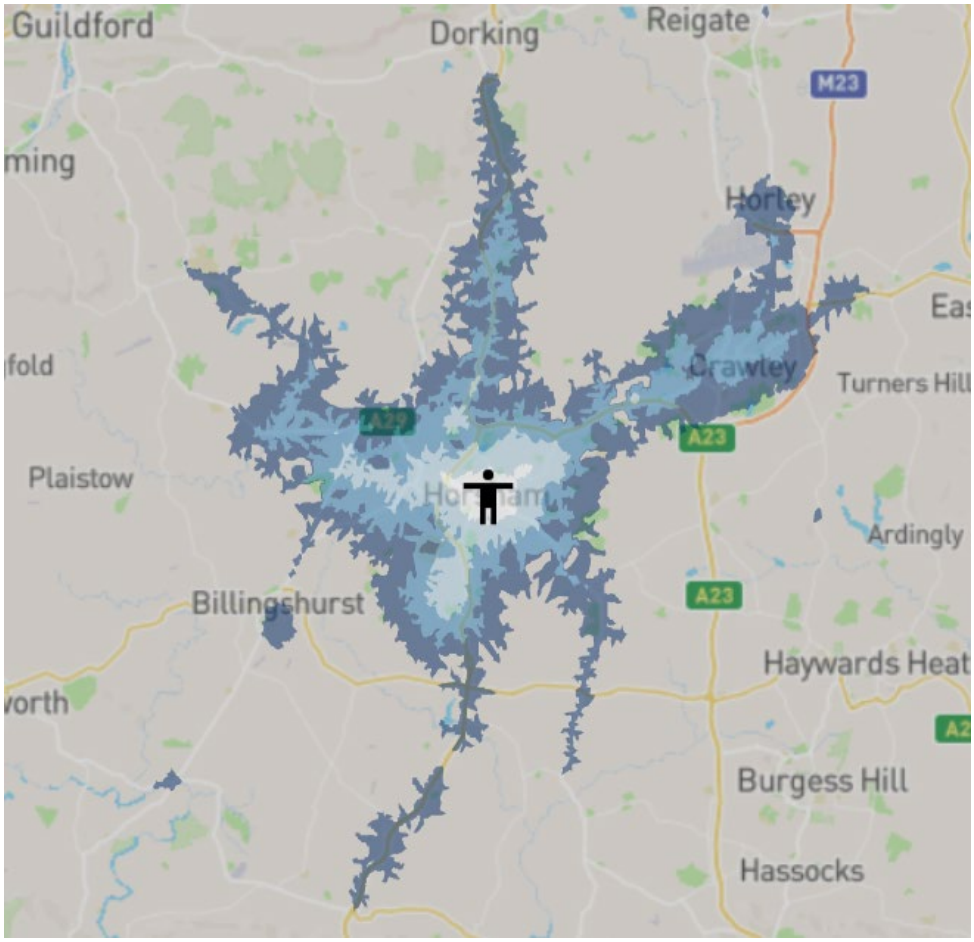


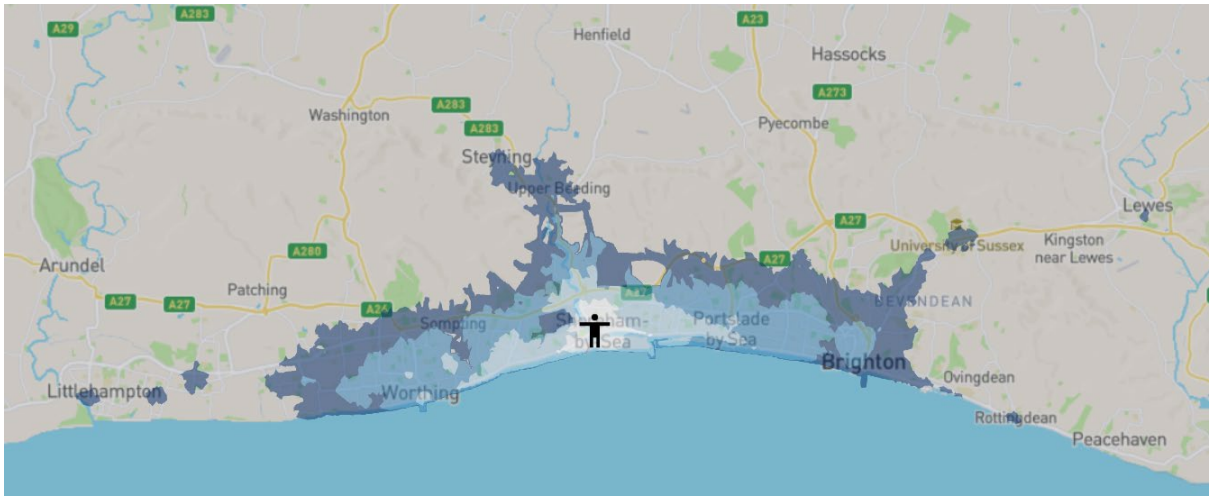
Burgess Hill – travel time to junction of Station Road, Mill Road, Church Road:



Horsham - travel time to junction of Middle Street, Market Square, East Street, Carfax:

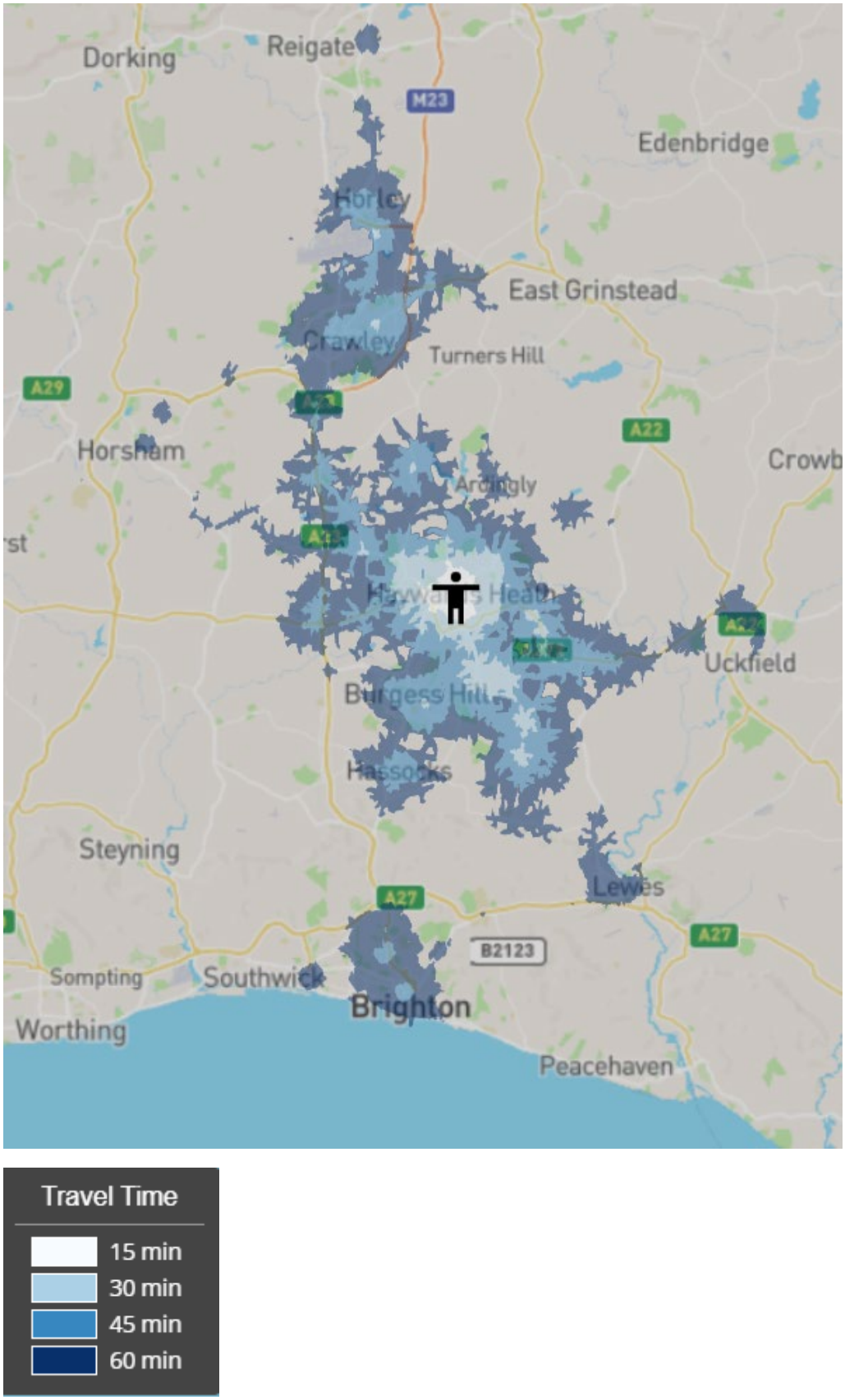


Shoreham - travel time to junction of High Street and Brighton Road:

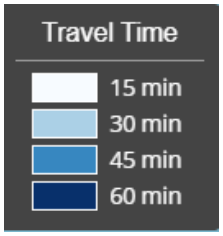



Littlehampton - travel time to High Street, Millenium Clock Tower:

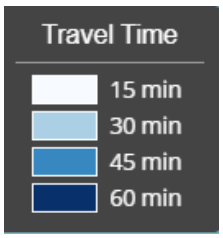
Haywards Heath - Travel time to junction of The Broadway and Muster Green North:



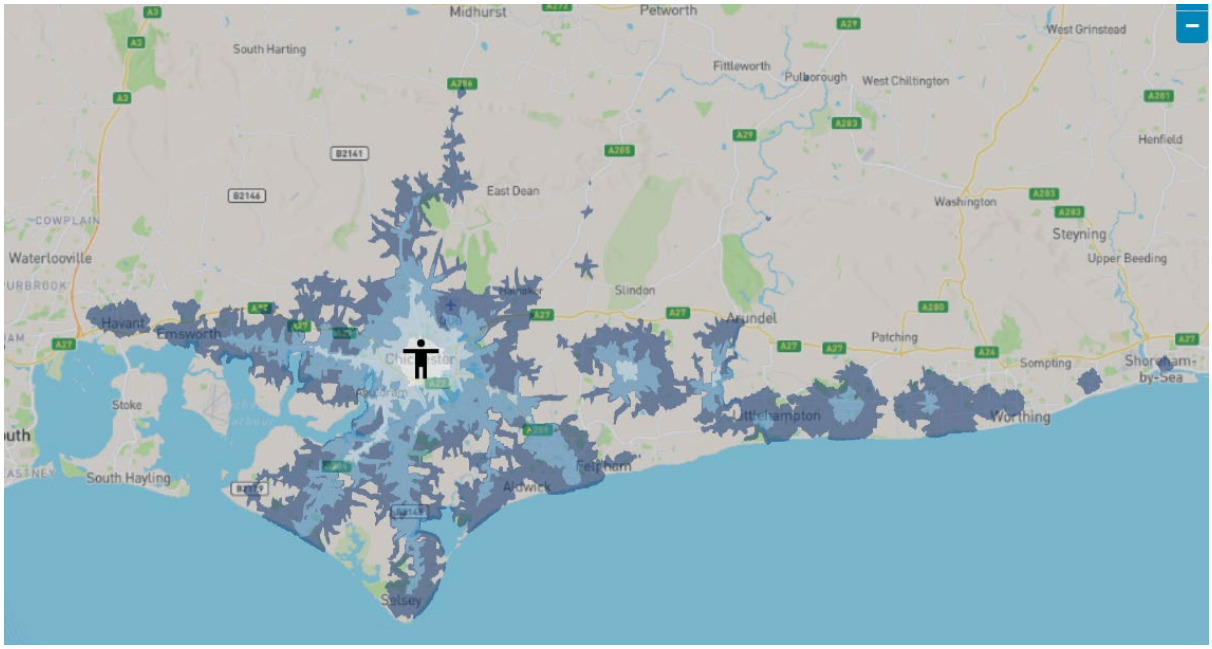
Worthing - travel time to junction of High Street and Union Place:

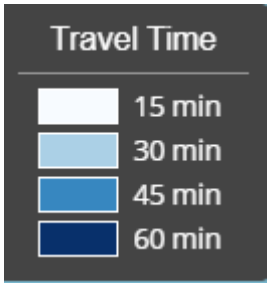



Bognor Regis - travel time to junction of High Street and London Road:

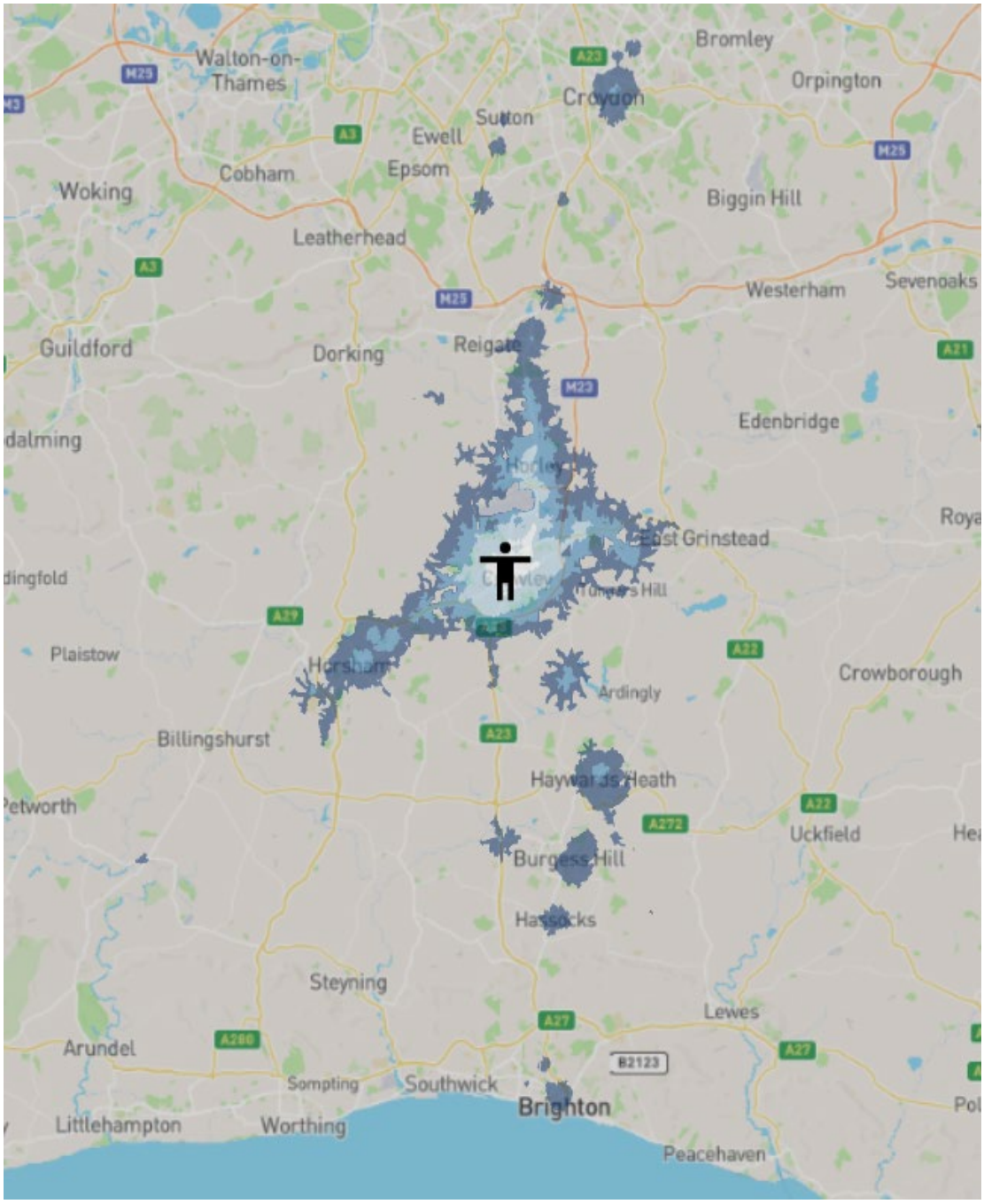


Chichester - travel time to junction of West Street, East Street, South Street, North Street:



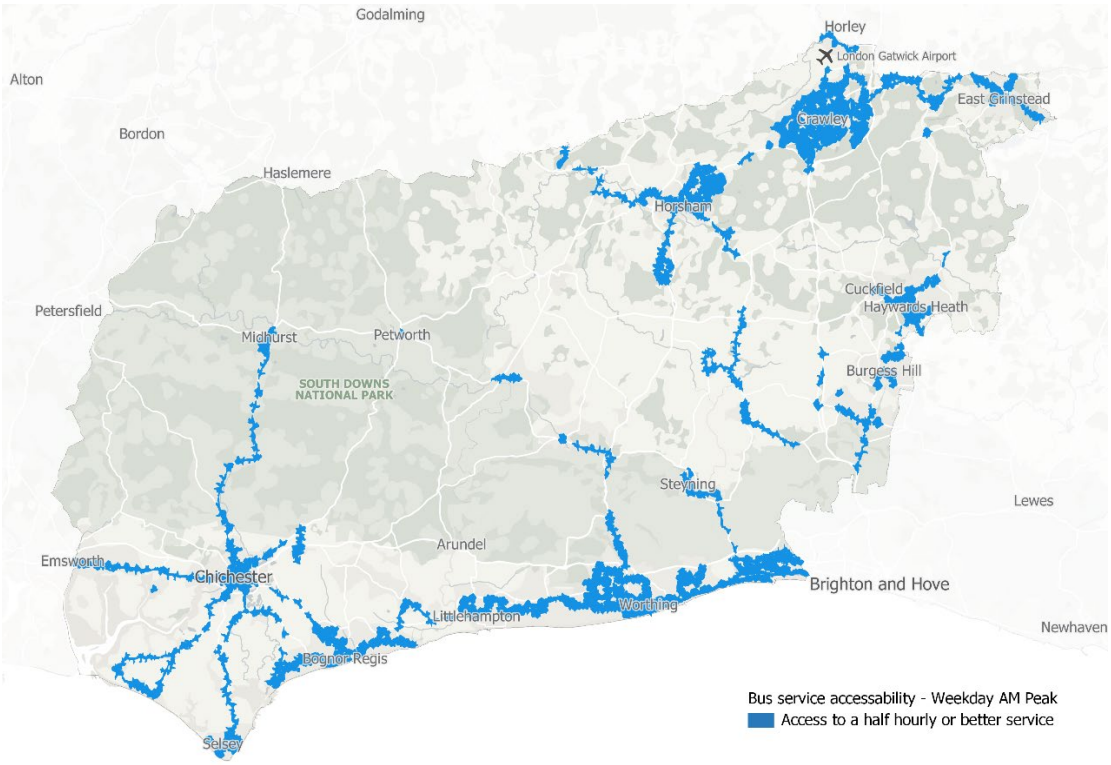
Crawley - travel time to junction of High Street and Cross Keys:



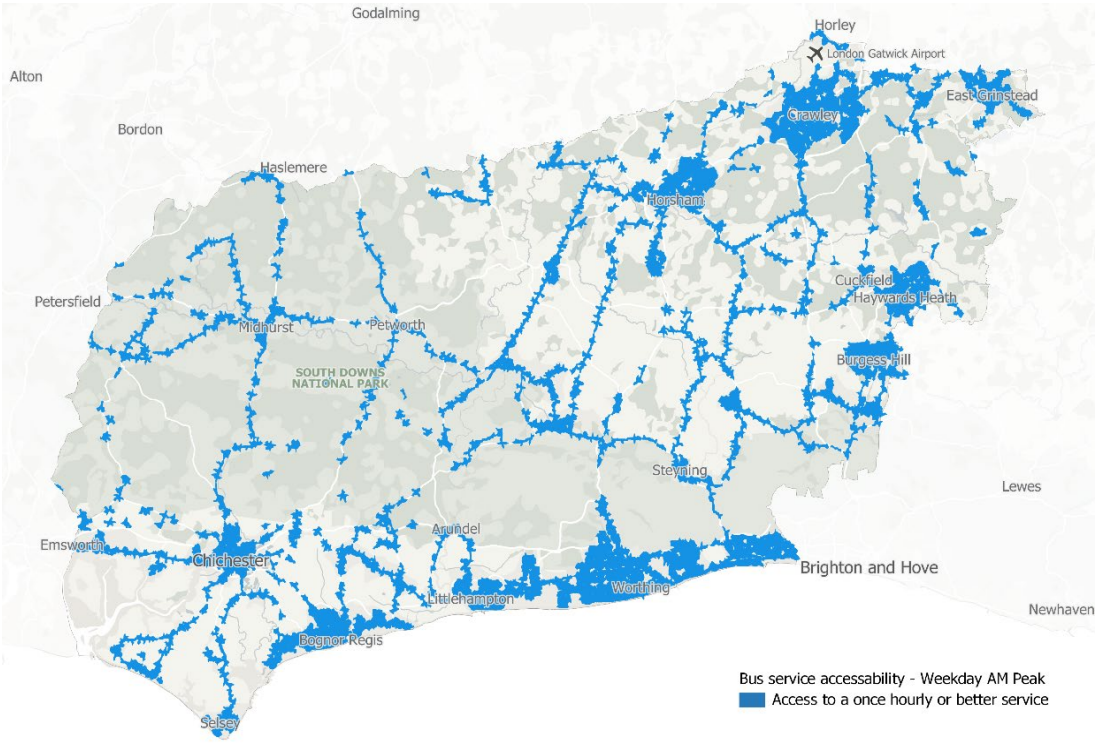
## 2. Accessibility TO bus services

Showing areas with a bus service of a certain frequency (time between buses on same road). These diagrams indicate where services are concentrated or sparce.

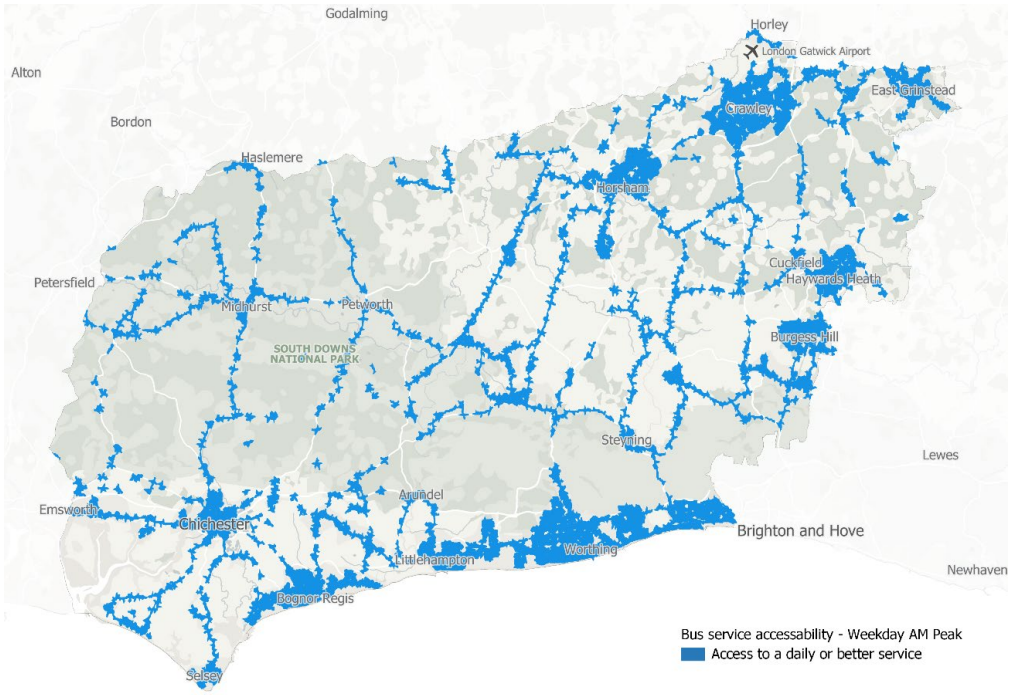
Access to a service running every 30 min or more often



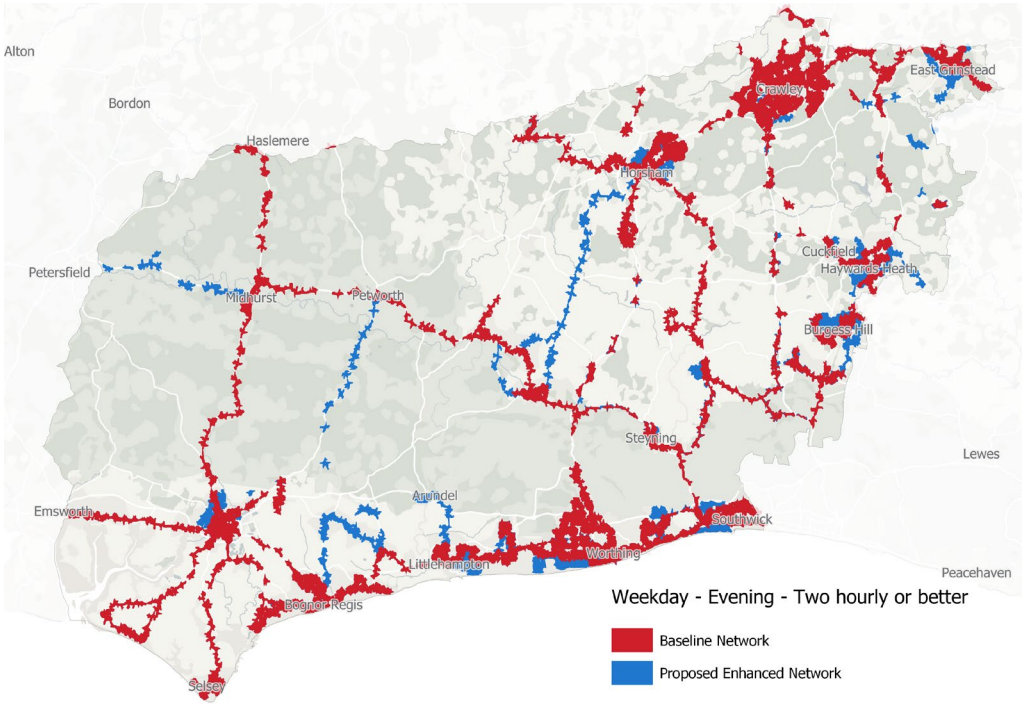

Access to a service running every hour or more often:



Access to a service running daily or more often:




After all service extensions and frequency enhancements proposed in this BSIP are made, Accessibility will improve, as shown below for Weekday Evenings in blue.
Blue is additions to 2019.



# Appendix C – Related transport policies

# National policy and strategy context

## National Planning Policy Framework (2019)

The revised National Planning Policy Framework (NPPF) was published on 24 July 2018 and updated on 19 February 2019. This sets out the Government's planning policies for England and how these are expected to be applied.

At the heart of the NPPF is a presumption in favour of sustainable development which includes "*three overarching objectives, which are interdependent and need to be pursued in mutually supportive ways (so that opportunities can be taken to secure net gains across each of the different objectives)*". These are: an economic objective; a social objective; and an environmental objective.

Chapter 12 addresses the aim of promoting sustainable transport, with paragraph 102 setting out the core principles such as the identification of opportunities to promote walking, cycling and public transport use. Furthermore, the environmental impacts of traffic and transport infrastructure should be identified, assessed, and taken into account by local authorities and developers – including appropriate opportunities for avoiding and mitigating any adverse effects, and for net environmental gains.

## National Bus Strategy (2021) – Bus Back Better

The National Bus Strategy was published on 15 March 2021 by the Department for Transport (DfT). The document outlines the framework for use of the £3bn of funding promised by the government in 2020 to improve and enhance bus service provision in England. The strategy outlines the requirement for local authorities to have developed either Enhanced Partnerships or franchising arrangements with bus operators by April 2022. These arrangements are the fundamental framework for continued bus operation in England's local authority areas and will be supported by BSIPs which detail how the arrangements, and their inherent powers, will be used to improve local bus services. BSIPs must be published by October 2021.

The strategy identifies a focus on service improvement through multiple objectives and opportunities. Objectives to increase bus usage and provide greater reliability of service, especially in the evening are a frequent thread. Dedicated funding opportunities toward bus priority infrastructure, zero emission buses, and intermodal bus connectivity are proposed.

The strategy also responds to the rapid decline of bus patronage during the Covid pandemic.

Replacement of BRG remains a concern as the pandemic continues.

## Transport Act 1985

Proposals to deregulate local bus services were published in 1984 in the white paper "Buses" and a subsequent series of more detailed consultation papers. They were brought into effect by the Transport Act 1985. This abolished road service licensing in Great Britain (though not in London) from October 1986. It removed the duties of local authorities to co-ordinate public

passenger transport in their area and empowered them to subsidise public passenger transport services only on condition that they went out to open tender.

Under the act, individual bus operators are responsible for the timetable, with the introduction of new services dependent on the operator's opinion of its commercial viability. There is no requirement in the Transport Act 1985 or its regulations for the commercial bus operator to consult before making changes to the timetable and the position of bus stops. The criteria for registration did not include any reference to public demand or to existing services and objections could no longer be made by other operators or local authorities.

Passenger Transport Executives (PTEs) and county councils were given powers to secure, using subsidy, socially necessary services which were not provided by the commercial market. Controls over these services in terms of fare levels, type of bus and so on, could be maintained. Operators had the right to participate in concessionary fare schemes and the Passenger Transport Authority had powers to compel participation in the schemes. Operators were to be reimbursed for the net financial loss incurred by participating in the scheme.

### Transport Act 2000 and Local Transport Act 2008

These documents have the common aim to strengthen the working relationship between bus operators and local authorities in order to improve services provided to passengers. Following the Transport Act 1985, concerns were raised from local authorities on how the act restricted measures to successfully integrate buses as part of wider transport policy objectives.

The Transport Act 2000 allowed councils to work more closely with bus operators, legislating for 'Quality Partnership' schemes whereby the local authority would deliver improved infrastructure (e.g., bus lanes, bus shelters) in return for operators adhering to set 'standards of services'. The 2008 Local Transport Act expanded their scope by allowing for frequencies, timings, and maximum fares to be included where there were no admissible objections from relevant bus operators.

### Bus Services Act (2017)

The recently enacted Bus Services Act 2017 retains and modifies some of the existing relationships between operators and local authorities outlined in the Transport Act 2000 and Local Transport Act 2008. It also adds others. The recent act was long-awaited by the bus industry, mainly due to the powers it gives local authorities to franchise bus services in specific conditions.

DfT guidance for local authorities to complement the Bus Services Act 2017 covers providing inclusive services, improving environmental outcomes, maximising social value, improving the safety of bus services, tackling congestion and meeting the needs of rural communities. The guidance includes general suggestions and recommendations to make improvements in these aspects of bus service delivery.

The guidance refers to other legislation that local authorities should have regard for when procuring and specifying bus services, including:

- Equality Act 2010; and
- Public Services (Social Value) Act 2012.

On meeting the needs of rural communities, local authorities are strongly recommended to undertake a 'rural proofing' exercise to consider the impacts of transport policies and programmes on rural areas and where necessary, adjust those plans to achieve equally effective and successful outcomes for individuals and businesses in rural areas. It is strongly recommended by DfT that rural proofing[2] is done for any review of transport provision.

II. Social priorities:

a. Promoting active travel and healthier lifestyles
b. Improving air quality
c. An affordable, accessible transport network that's simpler to use.
d. A more integrated transport network where it is easier to plan and pay for door-to-door journeys
e. A safer transport network

III. Economic priorities:

f. Improving connectivity between major economic hubs, ports, and airports
g. More reliable journeys
h. A more resilient network
i. Better integrated land use and transport planning
j. A digitally smart transport network

Further to these priorities there are five under lying principles:

1. Supporting sustainable economic growth – but not at any cost
2. Protecting the environment
3. Creating great places to live
4. Putting People First
5. Planning regionally for the short, medium, and long-term

### Coast to Capital LEP

In responding to the TfSE's Transport Strategy, the Coast to Capital LEP noted that: "We are fully supportive of the strategy's overarching message and approach that:

"The traditional approach, one that is akin to 'planning for motor vehicles' with extensive highway capacity enhancements for cars, is not sustainable in the longer term. Instead, there needs to be a transition from the current focus towards more 'planning for people' and more 'planning for places'."

*Quote from Transport for the South East, Draft Transport Strategy, page viii*

The Coast to Capital Strategic Economic Plan, Gatwick 360°, sets out a vision by 2030 for our towns and cities to be known around the world as fantastic places to live, to grow and succeed. It describes how international connectivity is one of our area's major economic competitive advantages. But, if our economy is to grow, we need a transport network that supports faster, more reliable, and less polluting journeys.

Wider transport infrastructure needs further investment to improve our links to London, to international gateways, along the coast and between our main centres of economic growth. In addition to transport planning, it is necessary to influence good infrastructure planning and design more widely, with the support of the Local Planning authorities and planning policy, to encourage and allow for sustainable modes of transport as we develop new housing and business infrastructure in the region. We support the thoroughness and detail of the Draft Transport Strategy as a coordinated picture and plan for the South East. We are in agreement with the vision, goals and priorities as set out."

The LEP also noted that in their recent consultation for the Local Industrial Strategy, the most frequently mentioned intervention by respondents was the need for enhancements to the region's transport network and wider transport infrastructure. Whilst much of this was focused on the area's road network (such as the lack of progress on the A27), the majority saw investment in sustainable/public transport as the most important intervention to be proposed to government.

Of particular relevance to this BSIP, the LEP noted that congestion on the transport network was seen throughout their engagement work to be a major constraint to economic growth and contributor to their productivity challenge. The LEP agrees that interventions will be needed to provide bus prioritisation infrastructure, not only to ensure that bus performance does not deteriorate but is actively encouraged to improve.  Affordability, particularly in relation to ticketing choices and value for money incentives, is an issue that has been voiced throughout our engagement.

## West Sussex LTP3 (2011-2026)

The stated priorities in the West Sussex LTP3 are for major improvements to sections of the A23 and the A27 (the latter including complementary bus priority measures), maintaining the highway network and improving safety on highways.  The strategies to be adopted are configured around the four stated primary objectives.  These are as follows:

### 1. Promoting economic growth

- maintain or improve the reliability of journey times on key routes
- improve connectivity and access to local labour markets and key centres
- deliver transport improvements to support and facilitate sustainable growth
- ensure local transport networks are resistant and adaptable to shocks and impacts including climate change

**2. Tackling climate change**

- adapt transport infrastructure to increase its resilience to the effects of climate change
- support new low emission fuels, infrastructure, and technologies
- reduce unnecessary trips by motorised vehicles and encourage the use of more sustainable modes of transport
- reduce the need to travel at all by encouraging provision of local services
- reduce the carbon footprint of the County Council's own operations
- maximise reuse and recycling of materials in construction and maintenance

**3. Providing access to services, employment & housing**

- identify problem areas by using approaches and accessibility mapping techniques where appropriate
- work in partnership with service providers and stakeholders to set priorities
- ensure that accessibility is a central consideration when planning local services
- seek to ensure that places of work, education, leisure, and food retail opportunities are located close together in new development
- enable disadvantaged people to access employment opportunities, key services, social networks, and goods
- encourage local delivery of services so that people have to travel less

**4. Improving safety, security & health**

- reduce the risk of death or injury due to transport incidents through engineering, training, and publicity particularly targeted at vulnerable road users
- reduce crime, fear of crime and anti-social behaviour on the transport network
- reduce the negative impacts of transport on public health
- to encourage and enable physically active travel such as walking and cycling through behaviour change initiatives and provision of information and education
- invest in new infrastructure which improves the County and creates safer conditions for all, and particularly vulnerable road users

Whilst there are no specific references to bus services, several of these strategies would provide direct or indirect benefits.

## West Sussex Bus Strategy (2018-2026)

The West Sussex Bus Strategy notes that bus patronage has risen in West Sussex with large scale commercial investment by national bus companies alongside local authority investment in infrastructure (up to the point of publication). Nearly 27 million passenger journeys are carried out on the bus network across West Sussex each year, with 85% of the bus mileage delivered on a fully commercial basis by the operators, and the relationship between the bus companies and the County Council is seen as very positive.

Consequently, the County Council developed a Bus Strategy which sets out its aims and objectives for local bus and community transport in the years ahead. It explores the ways in

which it can work with bus companies and other partners to help sustain the commercial bus network and help it to flourish.

The purpose of the strategy is:

- To clearly state the County Council's aims and objectives for local buses and community bus transport between 2018 and 2026
- To determine the County Council's priorities for funding, reflecting its overall passenger transport aspirations
- To provide guidance in support of prioritising bus infrastructure in new developments
- To provide a framework through which local interest and community groups can assist in the development of passenger transport improvements
- To support interested parties in securing additional funding where available
- To provide fit for purpose services and infrastructure supporting those services
- To determine which opportunities within the Bus Services Act 2017 are supported

The strategy explains how the County Council will prioritise funding and support for local buses and community transport. Importantly, this may involve:

- direct funding for non-commercial services
- investment in infrastructure
- promotion of the bus and community transport network or
- use of internal resources where the market cannot provide a sustainable service.

The strategy is intended to support the objectives of both the West Sussex Plan and the Local Transport Plan (LTP3). In order to achieve the objectives, the County Council will:

- Prioritise investment in good accessible bus infrastructure for bus users
- Where possible, give buses priority over non-sustainable travel modes when congestion occurs
- Work with all tiers of Local Government in seeking funding for prioritised local services
- Implement cross ticketing and easy payment systems
- Use the latest clean engine technology
- Work with property developers to design developments to incorporate buses as a priority with suitable infrastructure
- Explore whether it makes sense to use our own vehicles to provide services working with community transport where appropriate
- Work with bus operators to provide affordable fares for young people
- The Bus Strategy sets out a cogent explanation of problems, challenges and opportunities and proposes a comprehensive action plan to address these. The action plan is very much in coherence with the requirements of this BSIP. However, the greatly restraining factor of revenue funding shortfalls, which has restrained progress in some areas, needs to be addressed through the grant funding scheme proposed by the Government in order for ambition to be realised.

# Appendix D – Bus routes in West Sussex

**Bus routes in West Sussex, September 2021, ordered by bus operator:**

| Service Number | Route | Operator | Community Bus Operator (CT) |
|---|---|---|---|
| **63/63X** | Horsham - Cranleigh - Guildford | Arriva | |
| **GH1** | Gatwick Hotels - LGW | BM Coaches | |
| **2** | Steyning - Shoreham - Brighton - Rottingdean | Brighton & Hove | |
| **2** | Shoreham - Brighton - Rottingdean | Brighton & Hove | |
| **46** | Southwick - Brighton - Hollingbury | Brighton & Hove | |
| **59/59A** | Shoreham Beach - Brighton (schools/peak) | Brighton & Hove | |
| **77** | Devils Dyke - Brighton (leisure service) | Brighton & Hove | |
| **98** | Old Shoreham - Hangleton Kings School (school service) | Brighton & Hove | |
| **8/8A** | Worthing - South Ferring | Compass Travel | |
| **12** | Littlehampton Tesco - Rustington Sainsburys | Compass Travel | |
| **16** | Lancing - Worthing - West Tarring | Compass Travel | |
| **19/19A** | Shoreham Beach - Holmbush Farm | Compass Travel | |
| **30** | Haywards Heath Town Service | Compass Travel | |
| **31** | Uckfield - Haywards Heath - Cuckfield | Compass Travel | |
| **33/33A** | Hurstpierpoint - Hassocks - Burgess Hill - Haywards Heath | Compass Travel | |
| **35A/35C** | Burgess Hill Town Service | Compass Travel | |
| **39** | Haywards Heath - Bolnore | Compass Travel | |
| **42** | Cranleigh - Loxwood - Godalming - Guildford | Compass Travel | |
| **52** | Rusper - Horsham | Compass Travel | |
| **62** | Haywards Heath - Balcombe - Crawley | Compass Travel | |
| **64** | Loxwood - Plaistow - Horsham | Compass Travel | |
| **66A/66C** | Bognor Regis - Yapton/Walberton | Compass Travel | |
| **67** | Bognor Regis - North Felpham/Glenwood | Compass Travel | |
| **69** | Alfold - Billingshurst - Pulborough - Worthing | Compass Travel | |
| **71** | Storrington - Pulborough - Chichester | Compass Travel | |
| **74/74A** | Storrington - Barns Green - Horsham | Compass Travel | |
| **85/85A** | Arundel - Westergate - Chichester | Compass Travel | |
| **89** | Haywards Heath - Warninglid - Horsham | Compass Travel | |
| **99** | Petworth - Chichester | Compass Travel | |
| **100** | Horsham - Pulborough -Storrington - Steyning - Henfield - Burgess Hill | Compass Travel | |
| **106** | Henfield - Worthing | Compass Travel | |
| **107** | East Dean - Chichester High School | Compass Travel | |
| **166** | Haywards Heath - Lewes | Compass Travel | |

| | | | |
|---|---|---|---|
| **167** | Lewes - Burgess Hill | Compass Travel | |
| **168** | Burgess Hill - Plumpton circular | Compass Travel | |
| **261** | East Grinstead - Uckfield | Compass Travel | |
| **331** | Sayers Common - Hassocks Downlands (school service) | Compass Travel | |
| **415** | Northchapel - Midhurst (school service) | Compass Travel | |
| **428** | Duncton - Midhurst (school service) | Compass Travel | |
| **500** | Durfold Wood - Billingshurst | Compass Travel | |
| **662** | Horsham Schools service | Compass Travel | |
| **740** | Lancing - Steyning Grammar School | Compass Travel | |
| **743** | East Worthing - Steyning Grammar School | Compass Travel | |
| **900** | Crawley Bus Station - Asda | Compass Travel | |
| **50** | Leigh/Dorking - Horsham | East Surrey RTP | CT |
| **1** | Balcombe - Handcross - Horsham | Handcross District Community Bus | CT |
| **2** | Balcombe - Handcross - Burgess Hill | Handcross District Community Bus | CT |
| **3** | Slaugham - Balcombe - Handcross - Haywards Heath | Handcross District Community Bus | CT |
| **4** | Pease Pottage - Handcross - Horsham | Handcross District Community Bus | CT |
| **6** | Slaugham - Handcross - Horsham | Handcross District Community Bus | CT |
| **CH1** | Nyewood - Harting - Chichester | Harting Minibus CIC | CT |
| **PD1** | Nyewood - Harting - Petersfield | Harting Minibus CIC | CT |
| **PD2** | Harting - Petersfield | Harting Minibus CIC | CT |
| **PD3** | Nyewood - Harting - Petersfield | Harting Minibus CIC | CT |
| **PD4** | Harting - Petersfield | Harting Minibus CIC | CT |
| **PD5** | Nyewood - Harting - Petersfield | Harting Minibus CIC | CT |
| **1** | Broadfield - Crawley | Metrobus | |
| **2** | Tilgate - Ifield West | Metrobus | |
| **3** | Bewbush - Crawley - Forge Wood - Gatwick | Metrobus | |
| **4/5** | County Oak - Wakehams Green/Crabbet Park | Metrobus | |
| **10** | Bewbush - Gatwick Airport | Metrobus | |
| **20** | Pease Pottage - Broadfield - Crawley - Gatwick - Horley | Metrobus | |
| **21** | Crawley - Dorking - Epsom | Metrobus | |
| **22** | Crawley - Dorking - Abinger Common | Metrobus | |
| **23** | Crawley - Horsham | Metrobus | |
| **23** | Crawley - Horsham - Worthing | Metrobus | |

| | | | |
|---|---|---|---|
| **51** | The Common - Horsham - North Heath | Metrobus | |
| **61** | Horsham - North Heath via Pondtail Road | Metrobus | |
| **65** | Horsham - Oakhill | Metrobus | |
| **84** | Crawley - Turners Hill - East Grinstead | Metrobus | |
| **93** | Horsham - Warnham - Dorking | Metrobus | |
| **98** | Southwater - Horsham - Roffey | Metrobus | |
| **100** | Maidenbower - Crawley - Redhill | Metrobus | |
| **200** | Horsham - Bewbush - Gatwick Airport | Metrobus | |
| **270** | East Grinstead - Haywards Heath - Brighton | Metrobus | |
| **271** | Crawley - Burgess Hill - Brighton | Metrobus | |
| **272** | Brighton - Haywards Heath - Ardingly - Crawley | Metrobus | |
| **273** | Crawley - Hurstpierpoint - Brighton | Metrobus | |
| **281** | Crawley - East Grinstead | Metrobus | |
| **291** | Crawley - East Grinstead - Tunbridge Wells | Metrobus | |
| **400** | East Grinstead - Crawley - Caterham | Metrobus | |
| **420** | Crawley - Sutton | Metrobus | |
| **460** | Crawley - Epsom | Metrobus | |
| **610** | Bewbush - Gossops Green Holy Trinity School | Metrobus | |
| **624** | Horley - Copthorne - Imberhorne School | Metrobus | |
| **638** | Copthorne - Snow Hill - Imberhorne School | Metrobus | |
| **643** | Crabbet Park - Turners Hill - Imberhorne School | Metrobus | |
| **648** | Copthorne - Imberhorne School | Metrobus | |
| **692** | Crawley - Crawley Schools | Metrobus | |
| **693** | Forge Wood - Crawley Schools | Metrobus | |
| | Midhurst - Stedham - Midhurst | Midhurst Yellow Bus | CT |
| | Midhurst - Heyshott - Midhurst | Midhurst Yellow Bus | CT |
| | Midhurst - Easebourne - Midhurst | Midhurst Yellow Bus | CT |
| | Midhurst - Lurgashall - Lickfold - Lodsworth - Midhurst | Midhurst Yellow Bus | CT |
| | Midhurst - Easebourne - Midhurst | Midhurst Yellow Bus | CT |
| | Midhurst Local Service | Midhurst Yellow Bus | CT |
| | Midhurst - Easebourne - Midhurst | Midhurst Yellow Bus | CT |
| | Midhurst Local Service | Midhurst Yellow Bus | CT |

| | | | |
|---|---|---|---|
| | Midhurst - Elsted - Midhurst | Midhurst Yellow Bus | CT |
| | Midhurst Local Service | Midhurst Yellow Bus | CT |
| **28A** | Southbourne - Havant - Horndean | Portsmouth CC | |
| **121** | West Leigh - Bourne & Compton Schools | Portsmouth CC | |
| **149** | Scaynes Hill - Haywards Heath - Chailey School | Seaford & Dist | |
| **1/2/3** | Selsey Town Routes | Selsey Community Bus | CT |
| **236** | East Grinstead - Westerham - Oxted | Southdown PSV | |
| **409** | East Grinstead - Caterham - Selsden | Southdown PSV | |
| **422** | Redhill - Gatwick - Copthorne - Redhill | Southdown PSV | |
| **424** | Redhill - Copthorne - Gatwick - Redhill | Southdown PSV | |
| **422/424 Suns** | Redhill - Horley - Copthorne | Southdown PSV | |
| **485** | Snow Hill - Newchapel - East Grinstead | Southdown PSV | |
| **Pulse** | Lancing - Worthing - West Durrington | Stagecoach | |
| **Star** | Bognor Regis - North & South Bersted | Stagecoach | |
| **1** | Worthing - Storrington - Pulborough - Midhurst | Stagecoach | |
| **5** | Worthing - Durrington | Stagecoach | |
| **7** | Lancing - Worthing - High Salvington | Stagecoach | |
| **9** | Shoreham - Worthing - Littlehampton - Arundel | Stagecoach | |
| **10** | Worthing - Goring - Durrington | Stagecoach | |
| **13** | Haslemere - Alton | Stagecoach | |
| **17** | Horsham - Henfield - Brighton | Stagecoach | |
| **25** | Portsmouth - Pagham (works service) | Stagecoach | |
| **46/47** | Chichester - East Broyle | Stagecoach | |
| **50** | Chichester - Graylingwell | Stagecoach | |
| **51/651** | Chichester - Selsey | Stagecoach | |
| **52/53, 652/653** | Chichester - East & West Witterings | Stagecoach | |
| **54** | Chichester - Funtington - Petersfield | Stagecoach | |
| **55/655** | Tangmere - Chichester | Stagecoach | |
| **55X (?)** | New service idea: Chichester - Tangmere - Yapton - Littlehampton | Stagecoach | |
| **56** | Arundel Park - Chichester - Old Bosham | Stagecoach | |
| **60** | Midhurst - Chichester | Stagecoach | |
| **61** | Bognor Regis - West Meads/Stroud Green | Stagecoach | |
| **62** | Bognor Regis - Rose Green | Stagecoach | |
| **68** | South Bersted - Pagham Sefter Farm (works service) | Stagecoach | |
| **69** | Littlehampton - Pagham Sefter Farm (works service) | Stagecoach | |

| | | | |
|---|---|---|---|
| **70** | Midhurst - Haslemere - Guildford | Stagecoach | |
| **91** | Midhurst - South Harting - Petersfield | Stagecoach | |
| **92** | Midhurst - Trotton - Petersfield | Stagecoach | |
| **93** | Midhurst - Milland - Petersfield | Stagecoach | |
| **422** | Northchapel - Midhurst (school service) | Stagecoach | |
| **470** | Hammer - Midhurst | Stagecoach | |
| **600** | Chichester - Bognor Regis - Elmer | Stagecoach | |
| **614** | West Wittering - Selsey | Stagecoach | |
| **658** | Chichester - Westergate | Stagecoach | |
| **665** | Littlehampton - Westergate | Stagecoach | |
| **700** | Brighton - Worthing - Goring - Littlehampton | Stagecoach | |
| **700** | Littlehampton - Chichester | Stagecoach | |
| **700** | Flansham Park - Chichester - Portsmouth | Stagecoach | |
| **N700** | Brighton - Worthing - Durrington (night service) | Stagecoach | |
| **U7/U8** | Chichester - Bognor Regis | Stagecoach | |
| **68** | Horsham - Broadbridge Heath | Sussex Coaches | |
| **523** | Burgess Hill - Warden Park School | Sussex Coaches | |
| **525** | Southwater - Billingshurst | Sussex Coaches | |
| **590** | Albourne - Hassocks Downlands | Sussex Coaches | |
| **622** | Southwater - Tanbridge House School | Sussex Coaches | |
| **626** | Southwater - Tanbridge House School | Sussex Coaches | |
| **633** | Faygate - Horsham | Sussex Coaches | |
| **634** | Haywards Heath - Horsham - Crawley | Sussex Coaches | |
| **639** | Ifield - Horsham | Sussex Coaches | |
| **668** | Southwater - Horsham | Sussex Coaches | |
| **STP1** | Haywards Heath - St Pauls | Sussex Coaches | |
| **STP2** | Haywards Heath - St Pauls | Sussex Coaches | |
| **1A** | Amberley - Pulborough | Village Bus of Amberley & Slindon | CT |
| **1B** | Amberley - Slindon - Bognor Regis | Village Bus of Amberley & Slindon | CT |
| **1C** | Binstead - Slindon - Amberley - Worthing | Village Bus of Amberley & Slindon | CT |
| **1D** | Amberley - Slindon - Littlehampton - Rustington | Village Bus of Amberley & Slindon | CT |
| **1E** | Amberley - Slindon - Chichester | Village Bus of Amberley & Slindon | CT |
| **504** | Beacon Hill - Haslemere | WHCT | CT |
| **505** | Northchapel - Haslemere | WHCT | CT |

# Appendix E – Bus Back Better survey results

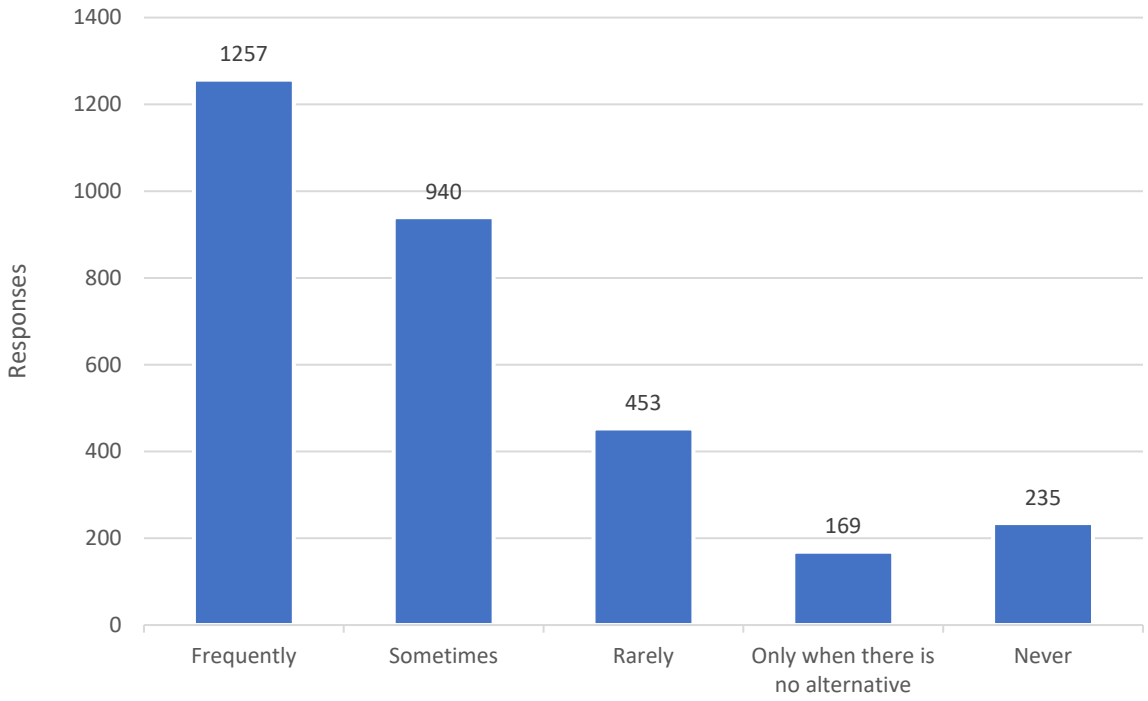
## Overview

There were **3074** total responses to the survey, of which 2596 were online, 471 paper and 7 by telephone. This included 301 large print versions and 29 in Easy Read. Responses also included 16 letters/emails as additional comments and are included in the 'open text' analysis of the survey.

Of these, 45% of respondents stated that they were aged 65 or older, 31% considered themselves to have a disability or long-term illness, and 48% were concessionary bus pass holders.

## Question 1: How often do you use bus services in West Sussex?

(3054 responses, 20 skipped)

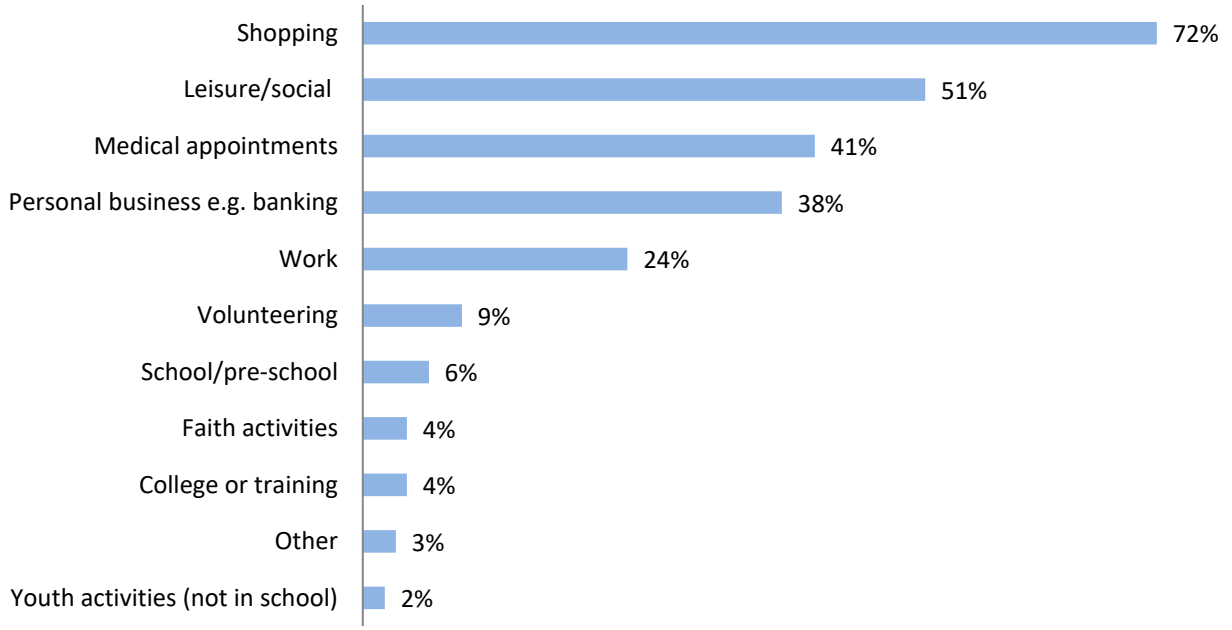



| How often buses are used | Total respondents | Percentage |
|---|---|---|
| Frequently | 1257 | 41.2% |
| Sometimes | 940 | 30.8% |
| Rarely | 453 | 14.8% |
| Only when there is no alternative | 169 | 5.5% |
| Never | 235 | 7.7% |

**Question 2: What journeys do you currently use the bus for?**

(2,787 responses, 287 skipped)

Respondents were asked to select as many activities as applied for their current bus journeys. The percentage of respondents who selected each option is shown below:




As the results above show, shopping (72% of respondents) followed by leisure/social activities (51% of respondents) featured as the most common reasons for bus journeys, which is consistent with previous surveys.

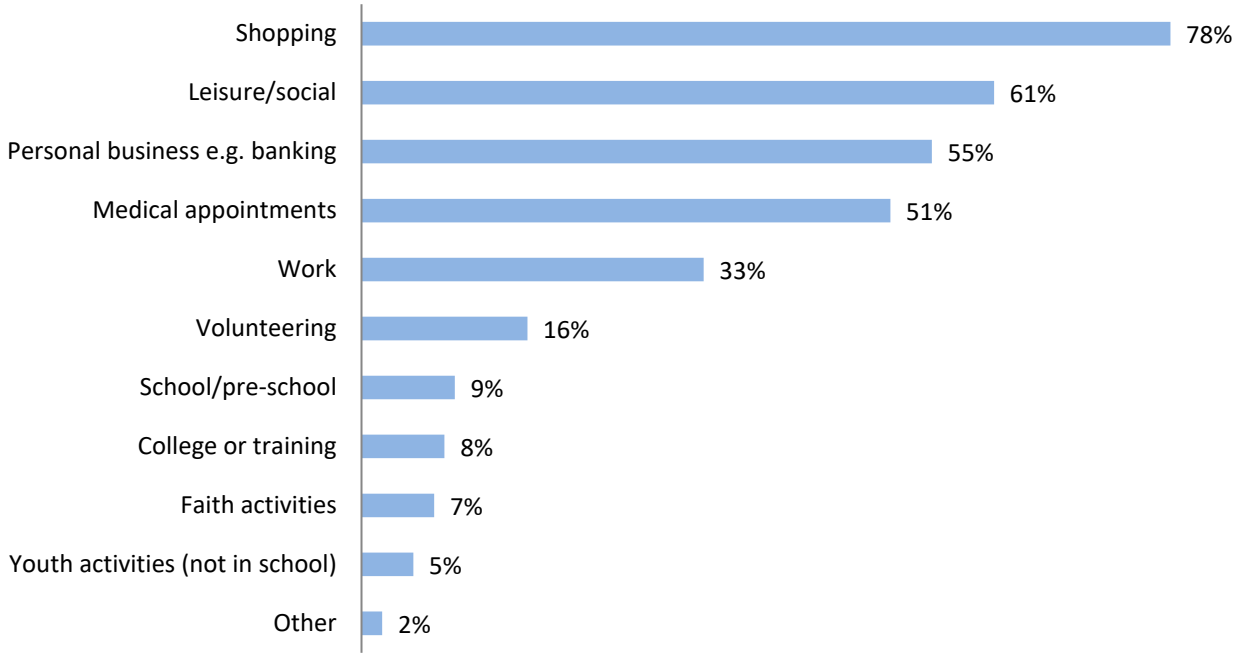
This is followed by medical/health appointments (41% of respondents), personal business e.g., banking (38% of respondents) and work (24% of respondents).

Less common are journeys made for volunteering (9% of respondents); school/pre-school (6% of respondents); faith activities (4% of respondents), college or training (4% of respondents), other activities (3% of respondents) and youth activities not in school (2% of respondents).

## Question 3: What journeys would you like to use the bus for?

(2,895 responses, 179 skipped)

Respondents were asked to select as many activities as applied for bus journeys they would like to make in the future. The percentage of respondents who selected each option is shown below:




As for question 2, the results above show that shopping (78% of respondents) followed by leisure/social activities (61% of respondents) featured as the most common reasons for bus journeys that people would like to make in the future.

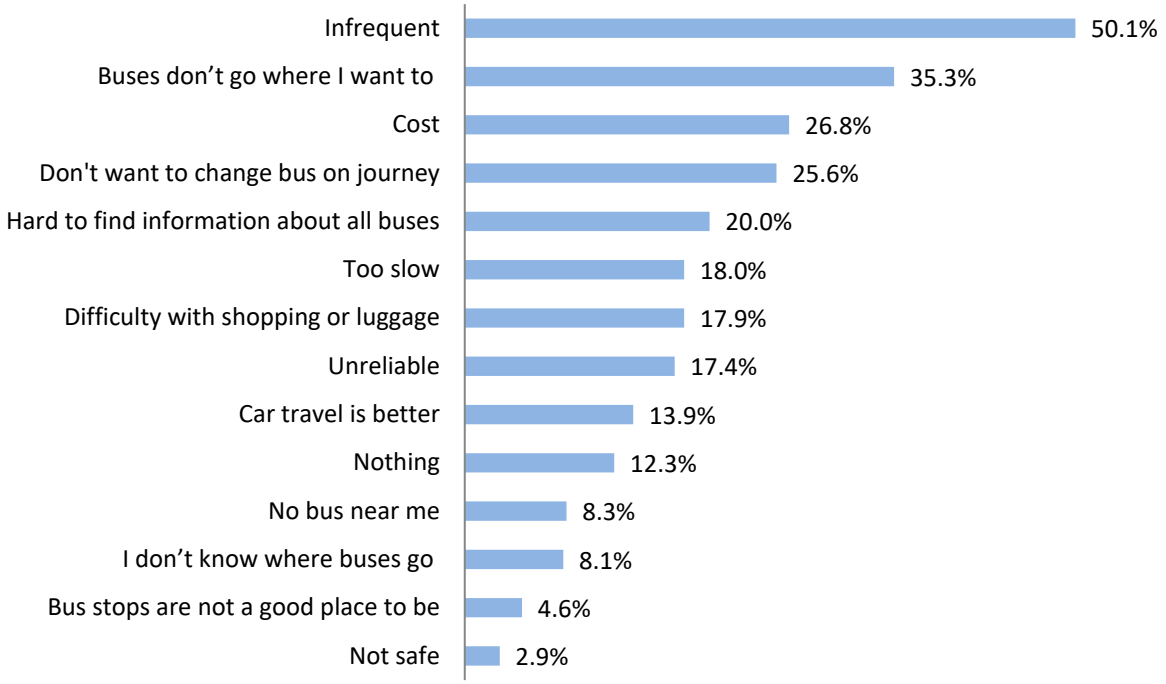
This is followed by personal business e.g., banking (55% of respondents), medical/health appointments (51% of respondents) and work (33% of respondents).

Less popular choices are journeys for volunteering (16% of respondents); school/pre-school (9% of respondents); college or training (8% of respondents), faith activities (7% of respondents), youth activities not in school (5% of respondents) and other activities (2% of respondents).

**Question 4: What (if anything) stops you from using the bus more/at all?**

(3,003 responses, 71 skipped):

Respondents were asked to select up to three reasons from the list of options in the graph below. The percentage of respondents who selected each option is shown as follows:




As the results above show, just over 50% of survey participants cited buses being 'Infrequent' as a barrier to using buses more often or at all, followed by 'Buses don't go where I want to' (just over 35%) and Cost (almost 27%).

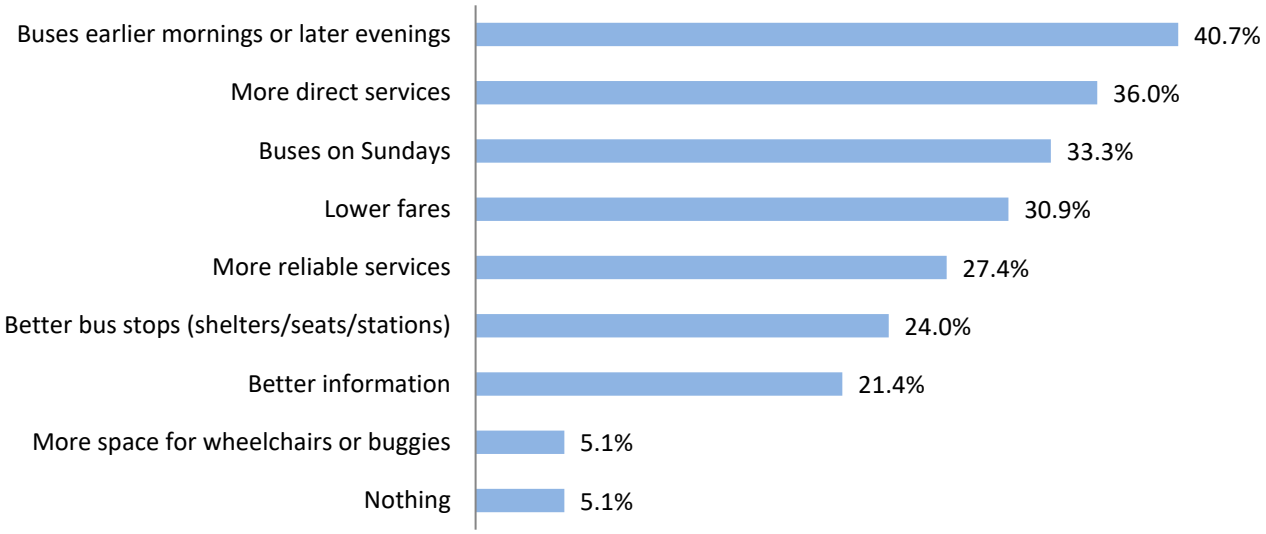
**Non bus pass holders:** for those who stated that they did not hold a concessionary bus pass (1,569 respondents), 'Infrequent' remains the most common answer (53% of respondents), however this is followed by 'Cost' (48%) and 'Buses don't go where I want to' (38%)

**Young people under 25:** for those who stated that they were aged under 25 (256 respondents), 'Cost' is the top reason (54% of respondents), followed by 'Infrequent' (48%) and 'Unreliable' (38%).

## Question 5: What (if anything) would MOST enable you to use buses more?

(2,998 responses, 76 skipped)

Respondents were asked to select up to three factors from the list of options in the graph below. The percentage of respondents who selected each option is shown as follows:




As the results above show, almost 41% of survey participants felt that 'Buses earlier in the mornings or later in the evening' would most enable them to use buses more. This is followed by 'More direct services' (36%) and 'Buses on Sundays' (just over 33%).

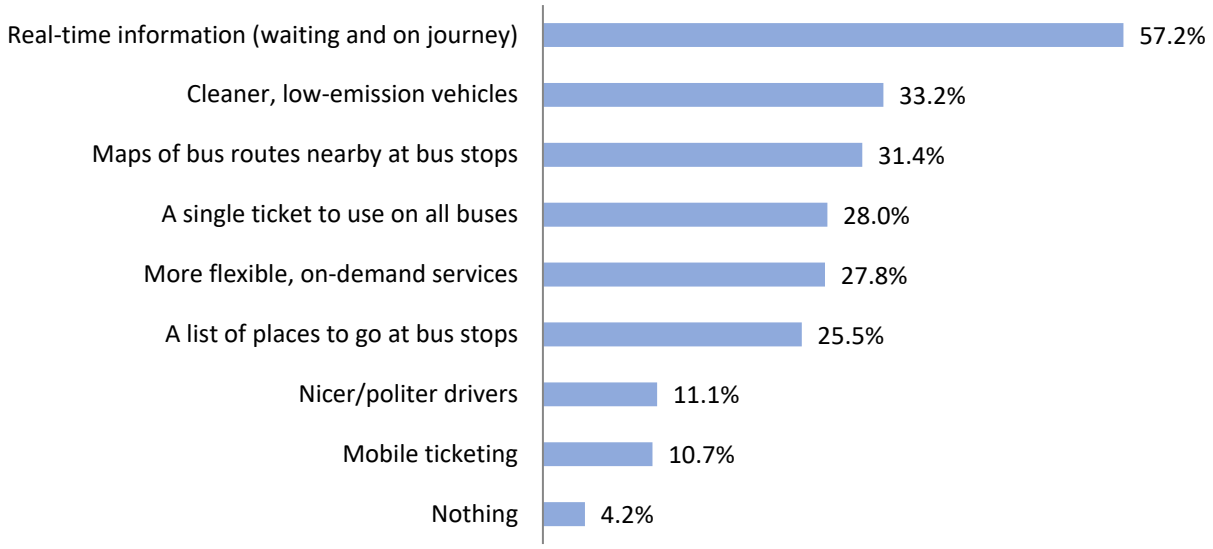
**Non bus pass holders:** for survey participants who stated that they did not hold a concessionary bus pass (1,569 respondents), 'Lower fares' is the highest answer, cited by 53% of respondents, however this is followed by 'Buses earlier in the mornings or later in the evening' (44%) and 'More direct services' (36%).

**Young people under 25:** similarly, for those who stated that they were aged under 25 (256 respondents), 'Lower fares' is also the top factor that would most enable them to use buses more (59% of respondents), followed by 'More reliable services' (44%) and 'Buses on Sundays' (25%).

**Question 6: What improvements (if any) to bus travel would you MOST like to see introduced in West Sussex?**

(2,943 responses, 131 skipped)

Respondents were asked to select up to three improvements from the following list of options. The percentage of respondents who selected each option is shown below:




As the results above show, 'Real-time information (while waiting for bus and during journey)' is the most cited answer, with just over 57% of respondents stating that they most wished to see this improvement to bus travel in West Sussex.

This is followed by 'Cleaner, low-emission vehicles' (just over 33%) and 'Maps of bus routes nearby at bus stops' (just over 31%).

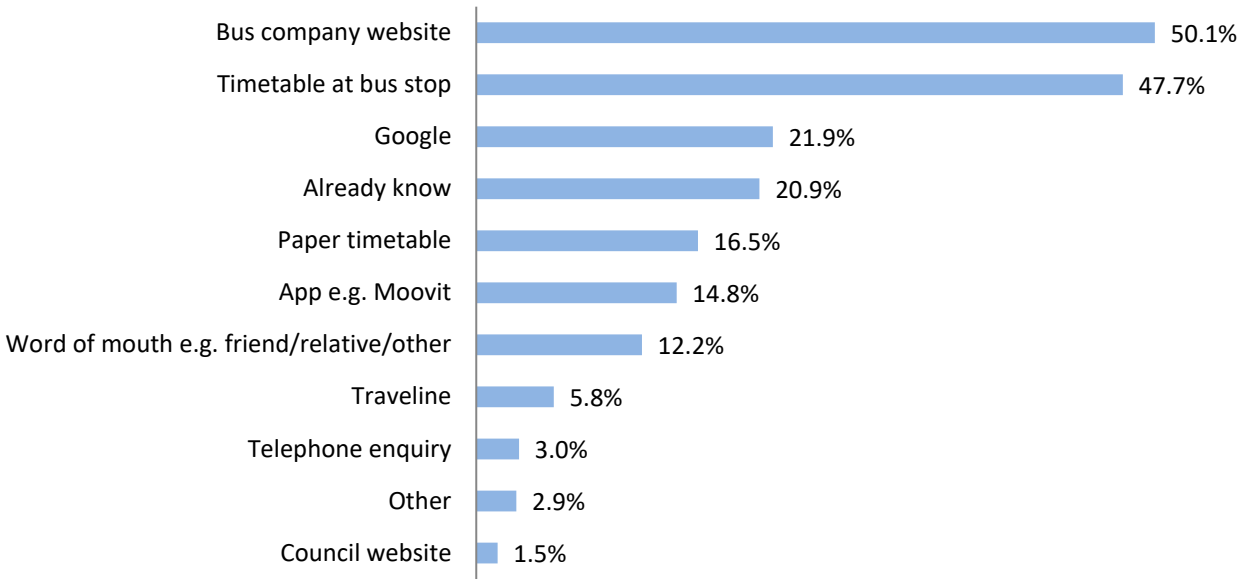
**Non bus pass holders:** for survey participants who stated that they did not hold a concessionary bus pass (1,569 respondents), 'Real-time information' is also the top choice at 52%, followed by 'A single ticket to use on all buses' (43% of respondents), and 'Cleaner, low-emission vehicles' (33%).

**Young people under 25:** similarly, for young people who stated that they were aged under 25 (256 respondents) 'Real-time information' is also the top choice at 53% of respondents, followed by 'A single ticket to use on all buses' (40%), and 'Cleaner, low-emission vehicles' (38%).

**Question 7: For your current bus travel, how did you find out the times of your bus?**

(2,945 responses, 129 skipped)

Respondents were asked to select as many methods as applied from the following list of options. The percentage of respondents who selected each method is shown below:



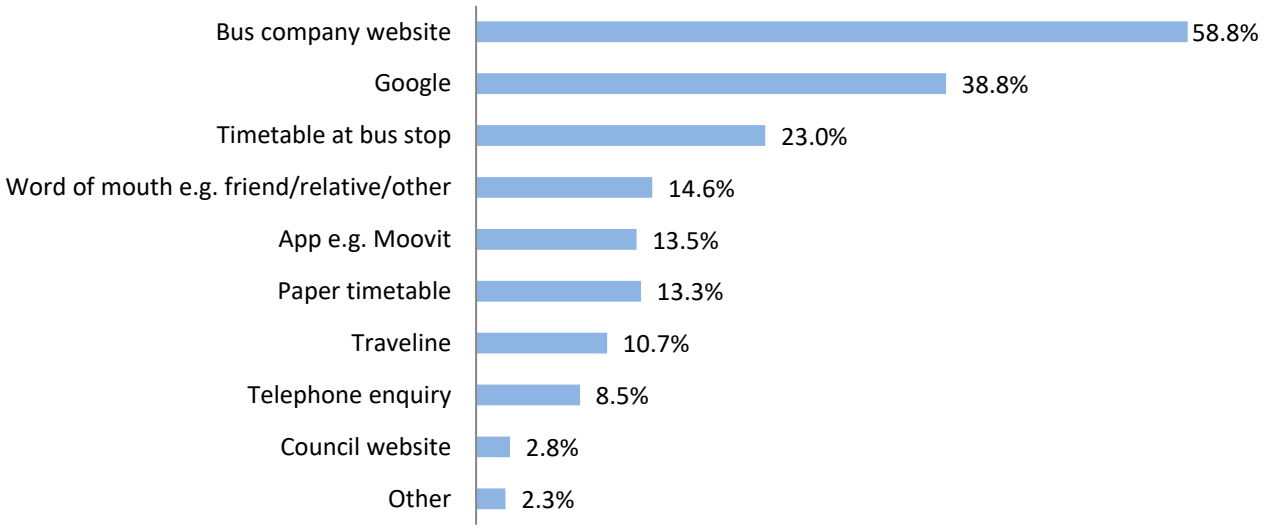

As the results above show, 'Bus company website' is the most common answer, with just over 50% of respondents stating that they use this method to find out the times of their bus for current journeys. This is closely followed by 'Timetable at bus stop' (almost 48% of respondents) with 'Google' as the third most common choice at nearly 22%.

**Older people:** while the responses for survey participants aged under 65 broadly reflected the results above, of the 1,355 respondents who stated that they were aged 65 or older, 'Timetable at bus stop' is the top choice at 53%, followed by 'Bus company website' (45%) and 'Already know' (26%).

**Question 8: If you needed to get to somewhere you do not normally visit and were using the bus, how would you find out details of what was available?**

(2,994 responses, 80 skipped)

As in question 7, respondents were asked to select as many methods as applied from a list of options. The percentage of respondents who selected each method is shown below:




As the results above show, 'Bus company website' is still the most common answer for planning new journeys, with almost 59% of respondents stating that they would use this method. 'Google' is the next most popular choice at nearly 39% of respondents, followed by 'Timetable at bus stop' (23%).

**Older people:** of the 1,355 respondents who stated that they were aged 65 or older, 'Bus company website' also comes out as the top choice for new journey information at 60% of respondents, followed by 'Timetable at bus stop' (26%) and 'Already know' (just under 26%).

## Question 9: Do you have any comments or suggestions on how buses could be better?

(2,183 responses, 891 skipped)

Open text response: key themes were identified from all open text responses, including any letters or emails received.

The most commonly occurring themes are listed below:

| Comment | No. of Mentions |
|---|---|
| More frequent services | 685 |
| Buses running later/evenings | 329 |
| More affordable fares | 323 |
| More direct services to key destinations | 217 |
| More services at weekends and bank holidays | 202 |
| More rural bus routes | 189 |
| Measures to improve reliability | 157 |
| Up to date, easier to find information | 155 |
| More audio-visual real-time information, at stop and on bus | 136 |
| Better integration of bus and rail services | 136 |
| Improved access for disabled passengers | 121 |
| Introduce better ticketing options e.g. multi-operator | 105 |
| More helpful, considerate drivers | 102 |
| Cleaner, more comfortable buses | 96 |
| Smaller buses operating flexible routes | 84 |
| More bus shelters and stops | 80 |
| More early morning services | 73 |
| Greener buses | 71 |
| Keep anti-COVID-19 measures, e,g, masks, ventilation | 35 |
| Older persons bus pass to start before 9.30am | 25 |
| Bicycles on buses | 16 |

**Note:** key themes give an overview of the different thoughts and feelings of respondents and are not exact quotes.

## Question 10: Are you primarily completing this survey as…?

(3,074 responses, 0 skipped)

| Respondent category | Total respondents | Percentage |
|---|---|---|
| A West Sussex resident | 2984 | 97.1% |
| A West Sussex business | 12 | 0.4% |
| A visitor to West Sussex | 43 | 1.4% |
| A voluntary or community organisation | 22 | 0.7% |
| A local council | 13 | 0.4% |

## Question 11: Do you hold a bus pass for free travel?

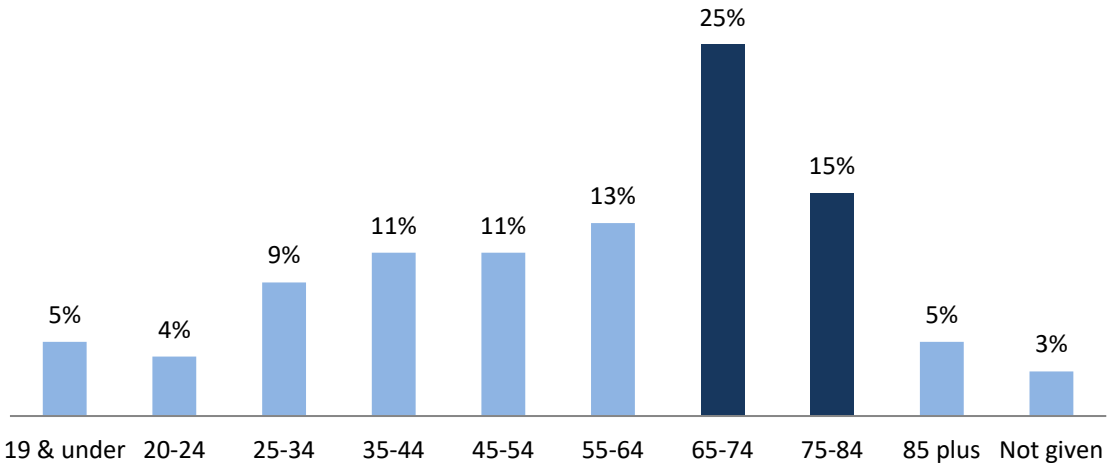
(2,998 responses, 76 skipped)

| Concessionary bus pass holder | Total respondents | Percentage |
|---|---|---|
| Yes | 1429 | 47.7% |
| No | 1569 | 52.3% |

## Question 12: What is your age?

(3,012 responses, 62 skipped)

All age groups completed the survey.
The percentages of those who gave an answer in each of the age bands are shown below:




| Age category | Total respondents | Percentage |
|---|---|---|
| Under 13 | 5 | 0.2% |
| 13 - 19 | 145 | 4.8% |
| 20 - 24 | 106 | 3.5% |
| 25 - 34 | 271 | 9.0% |
| 35 - 44 | 320 | 10.6% |
| 45 - 54 | 328 | 10.9% |
| 55 - 64 | 395 | 13.1% |
| 65 - 74 | 762 | 25.3% |
| 75 - 84 | 458 | 15.2% |
| 85 plus | 135 | 4.5% |
| Prefer not to say | 87 | 2.9% |

- Of the respondents who provided an answer in the age categories above, **45% stated that they were aged 65 or older**
- The survey received **256 responses from young people aged under 25**, a much higher rate than for previous surveys.

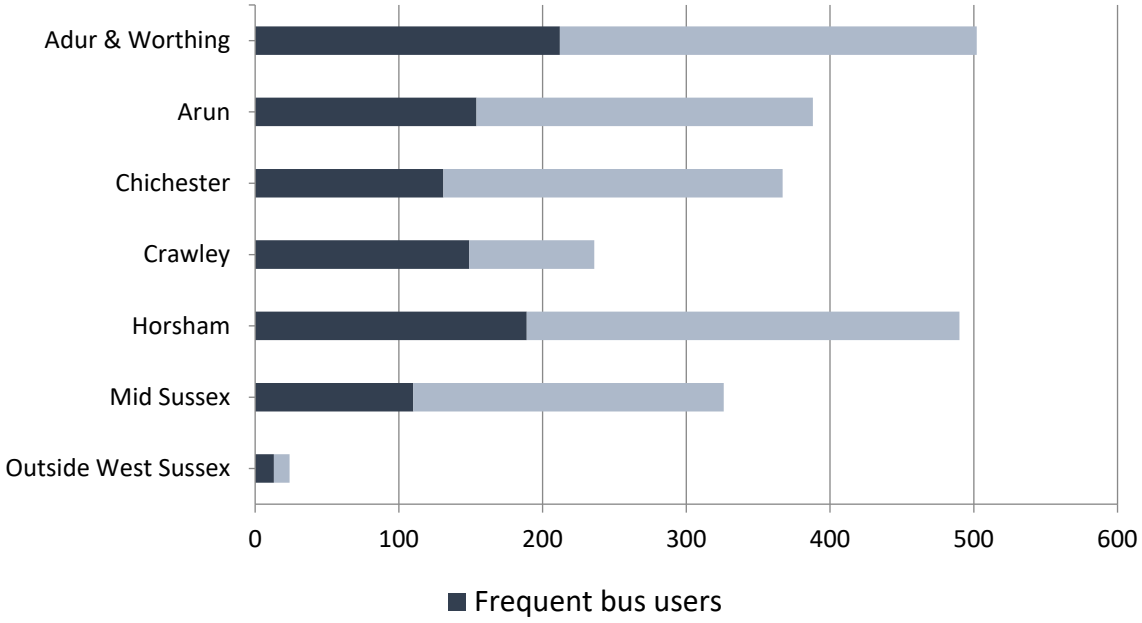
*Note: the following questions were not answered by respondents aged under 13 without the consent of a parent or carer.*

## Question 13: What is your full postcode

(2,333 responses, 741 skipped)

The graph below shows the postcode locations sorted into District/Borough areas and those outside of West Sussex.

The columns show the totals for all respondents who provided an answer to the question as well as how many of those stated that they used buses frequently:




| Location of survey respondents | Total respondents | Of which frequent bus users |
|---|---|---|
| Adur & Worthing | 502 | 212 |
| Arun | 388 | 154 |
| Chichester | 367 | 131 |
| Crawley | 236 | 149 |
| Horsham | 424 | 189 |
| Mid Sussex | 411 | 110 |
| Outside West Sussex | 11 | 13 |

These results show that although Crawley residents provided a relatively small response to the survey, this area has the highest rate of frequent bus users in West Sussex.

### Question 14: Are you? (Sex)

(2,935 responses, 139 skipped)

Of those answering the question, the survey received a significantly higher number of female participants at 61%, with 35% male and 4% selecting 'Prefer not to say.'

### Question 15: Is your gender the same as the one assigned to you at birth?

(2,917 responses, 157 skipped)

Of those answering the question, the majority of respondents (94%) answered 'Yes'. 5.4% of respondents answered 'prefer not to say' and 11 respondents answered 'No'.

### Question 16: What is your ethnicity?

(2,931 responses, 143 skipped)

Of those answering the question, the overwhelming majority of respondents described themselves as White, with 87% identifying as White British and 5% as White Other. 25 respondents defined their ethnicity as Mixed, 14 as Asian, 14 as Black, and five as Chinese. 17 people defined as Other. Almost 6% of respondents selected 'Prefer not to say'.

### Question 17: What is your faith or religion?

(2,902 responses, 172 skipped)

Of those answering the question, the majority (47%) described their faith or religion as Christian (all Christian denominations). The next highest category was 'No Religion' with 35%. 18 people defined as Buddhist, 10 as Muslim, seven as Hindu and seven as Jewish. A further 51 people selected 'Any Other Religion' and 22 'Unknown'. Almost 14% of respondents selected 'Prefer not to say'.

### Question 18: What is your sexual orientation?

(2,870 responses, 204 skipped)

Of those answering the question, 77% of respondents described themselves as Heterosexual/Straight. The second highest number of respondents (17%) selected 'Prefer not to say'. 76 people (2.7%) defined as Homosexual/Gay/Lesbian, 72 (2.5%) as Bisexual and 23 as Other.

### Question 19: Do you consider yourself to have a disability or long-term illness?

(2,983 responses, 91 skipped)

Of those answering the question, 31% of respondents considered themselves to have a disability or long-term illness. 62% of respondents did not consider themselves to have a disability, with a further 7% selecting 'Prefer not to say'.

**Question 20: Please state what your disability is.**

(922 responses, 2152 skipped)

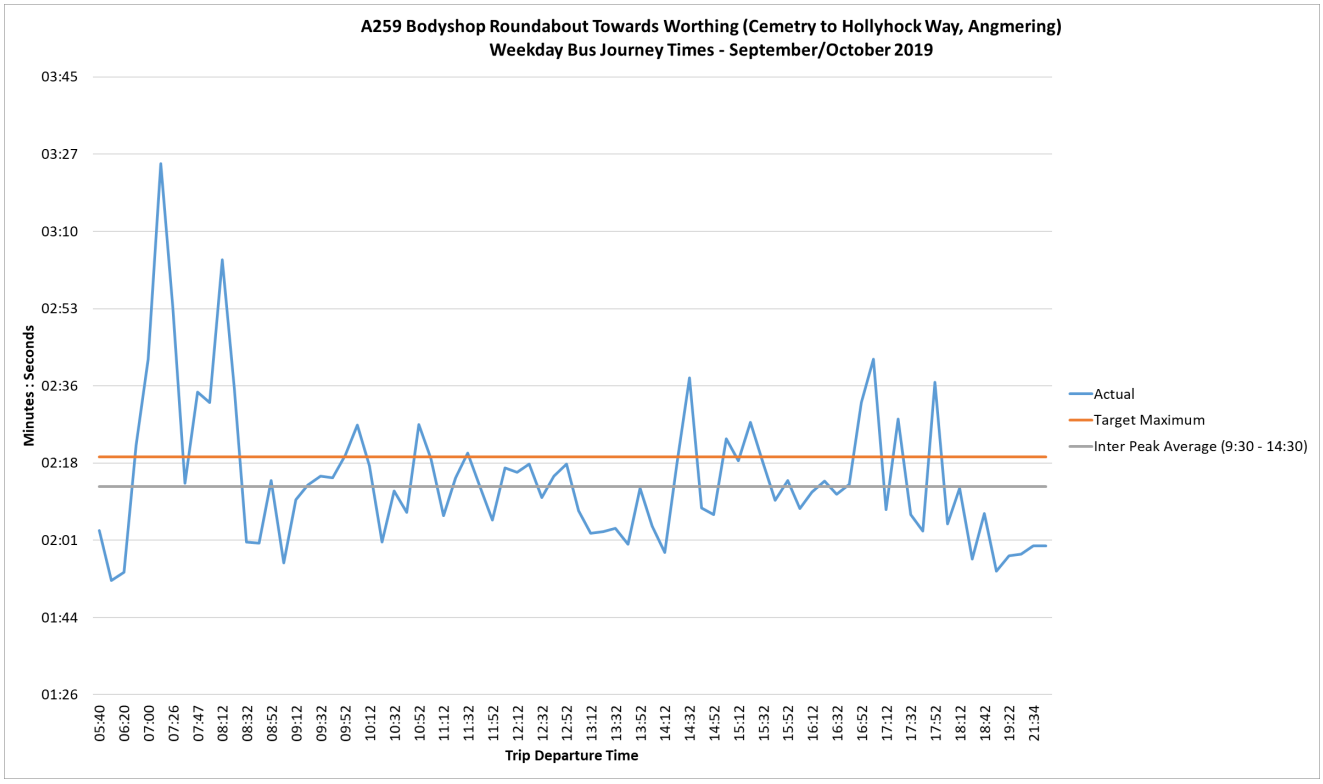
Respondents who answered 'yes' to the disability question were also asked what the nature of their disability was, and to state all categories that applied to them. The following table shows the breakdown of disability type given:

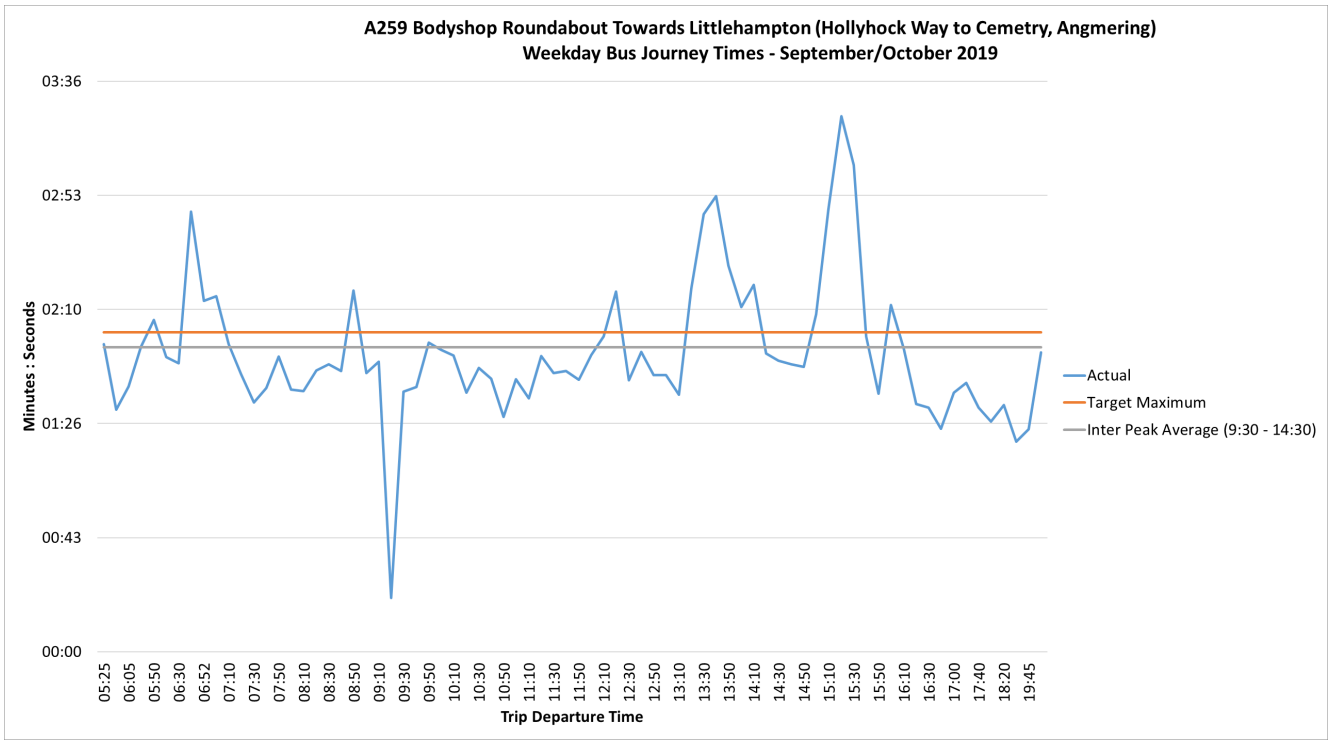
| Type of disability | Total mentions |
|---|---|
| Physical impairment | 440 |
| Sensory impairment | 270 |
| Mental health issue | 134 |
| Learning disability | 103 |
| Long-term illness | 333 |
| Other | 71 |

# Appendix F - Examples of timing data for bus priority improvement sites

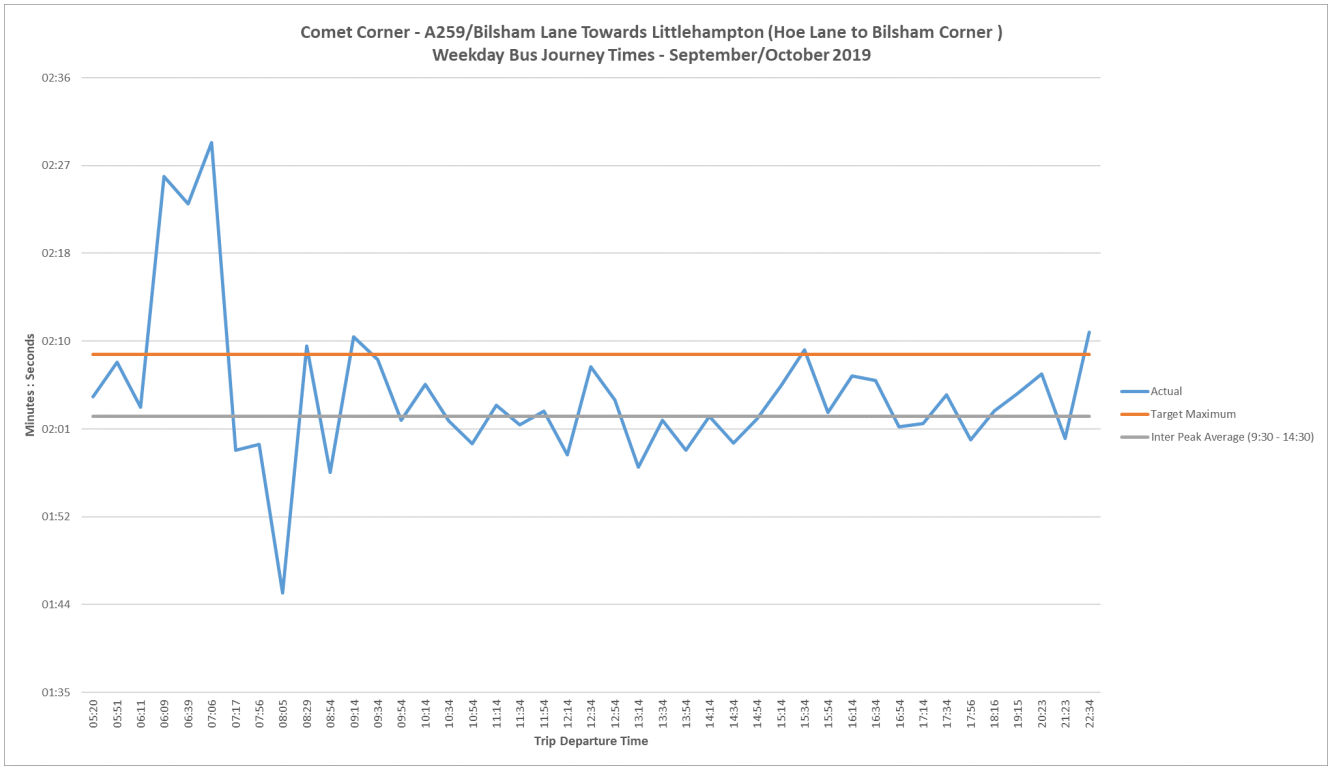
# Graphs of bus journey times across junctions where timing variability is a frequent issue

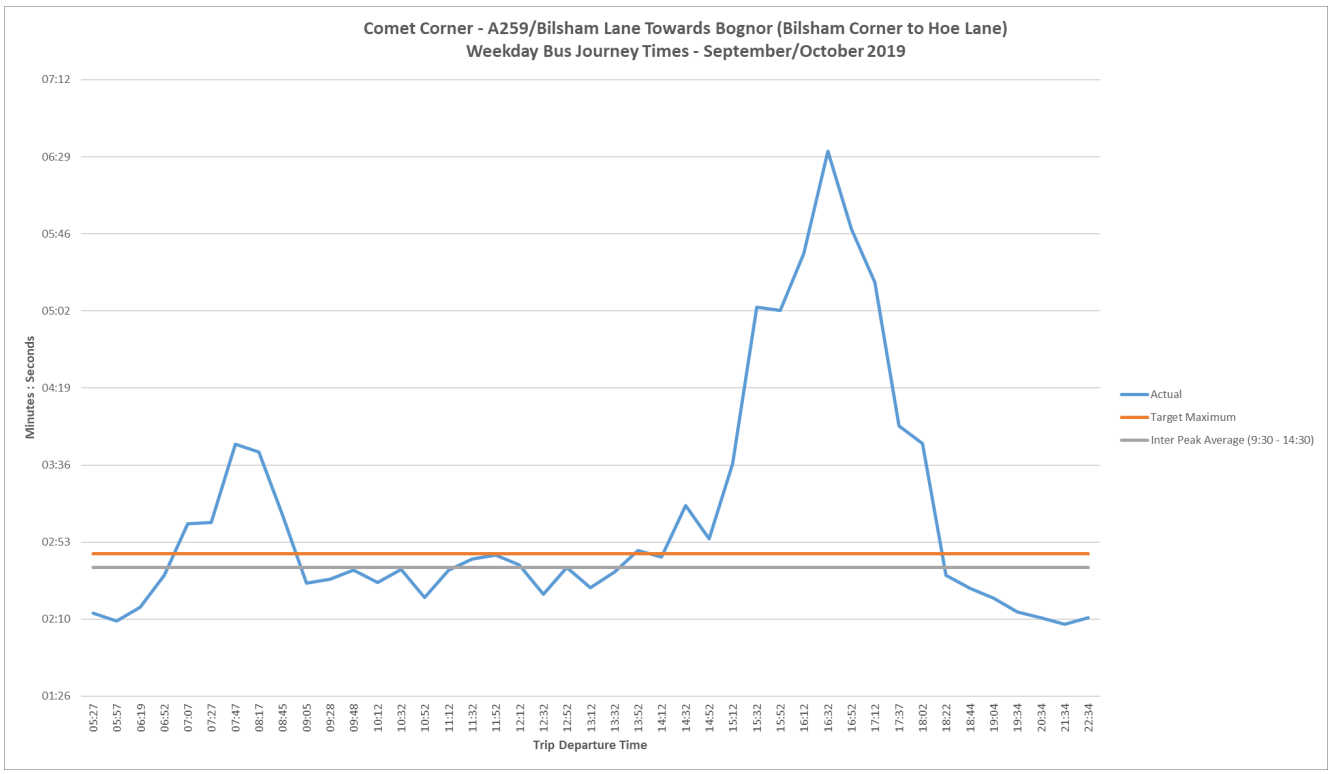
## A259 Bodyshop Roundabout, Angmering



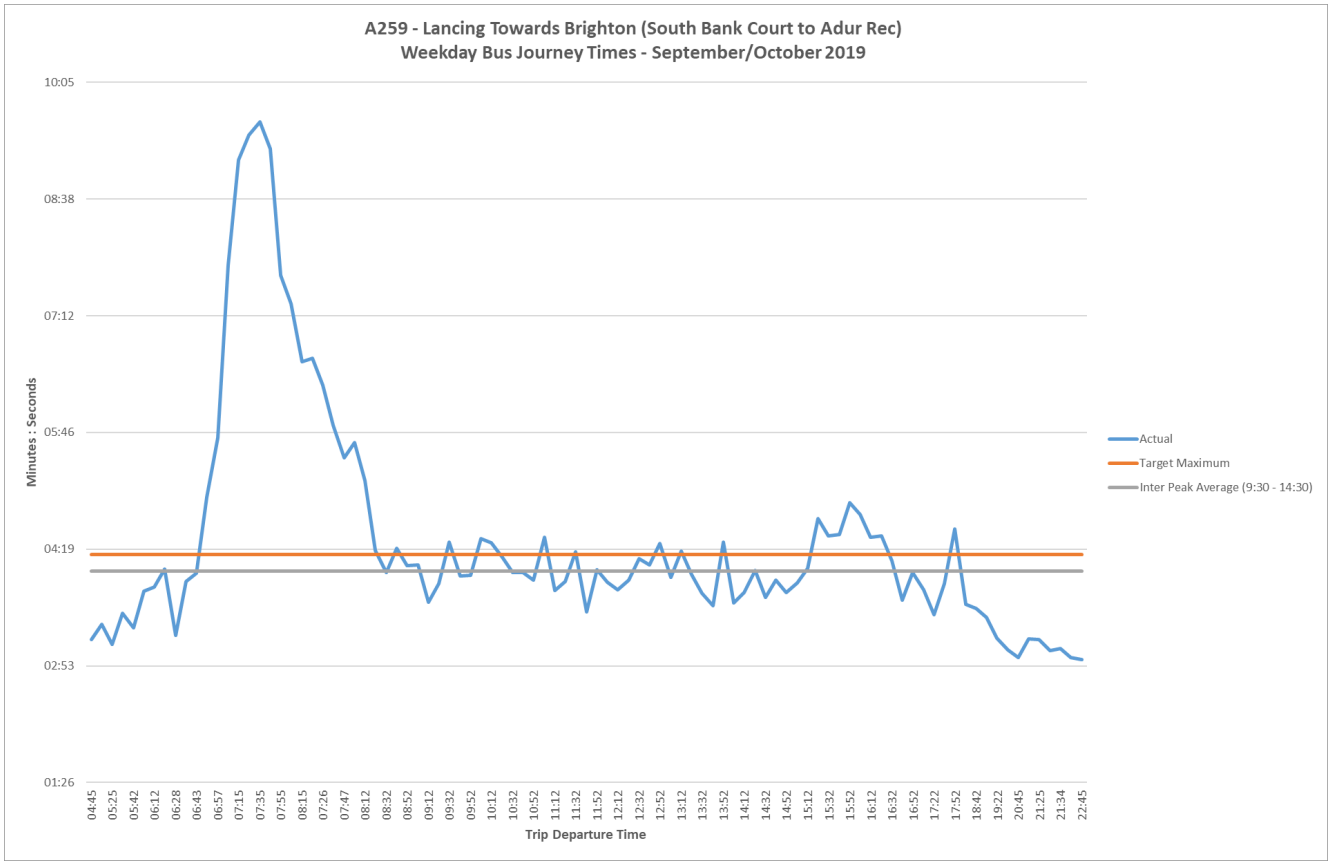



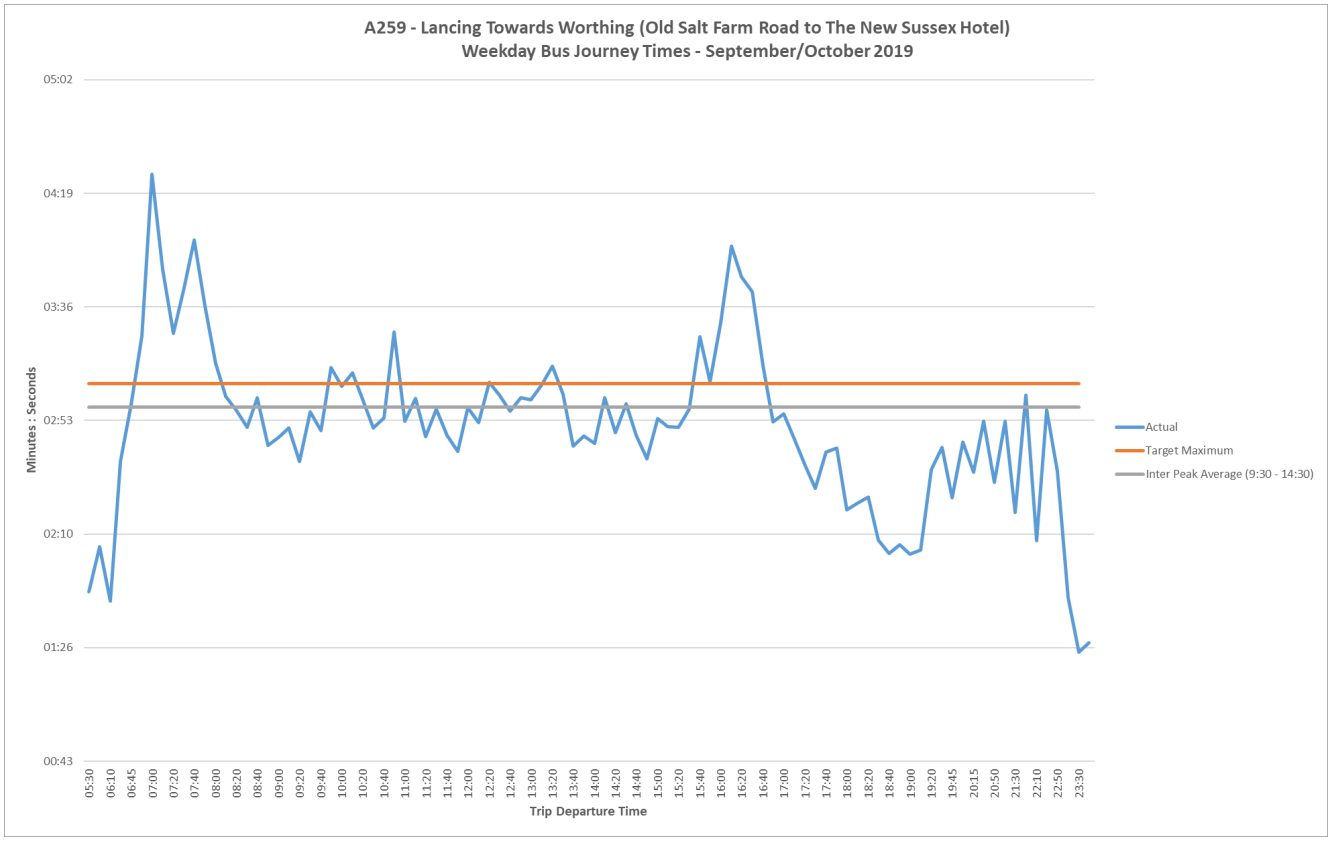
## A259/B2132 Comet Corner



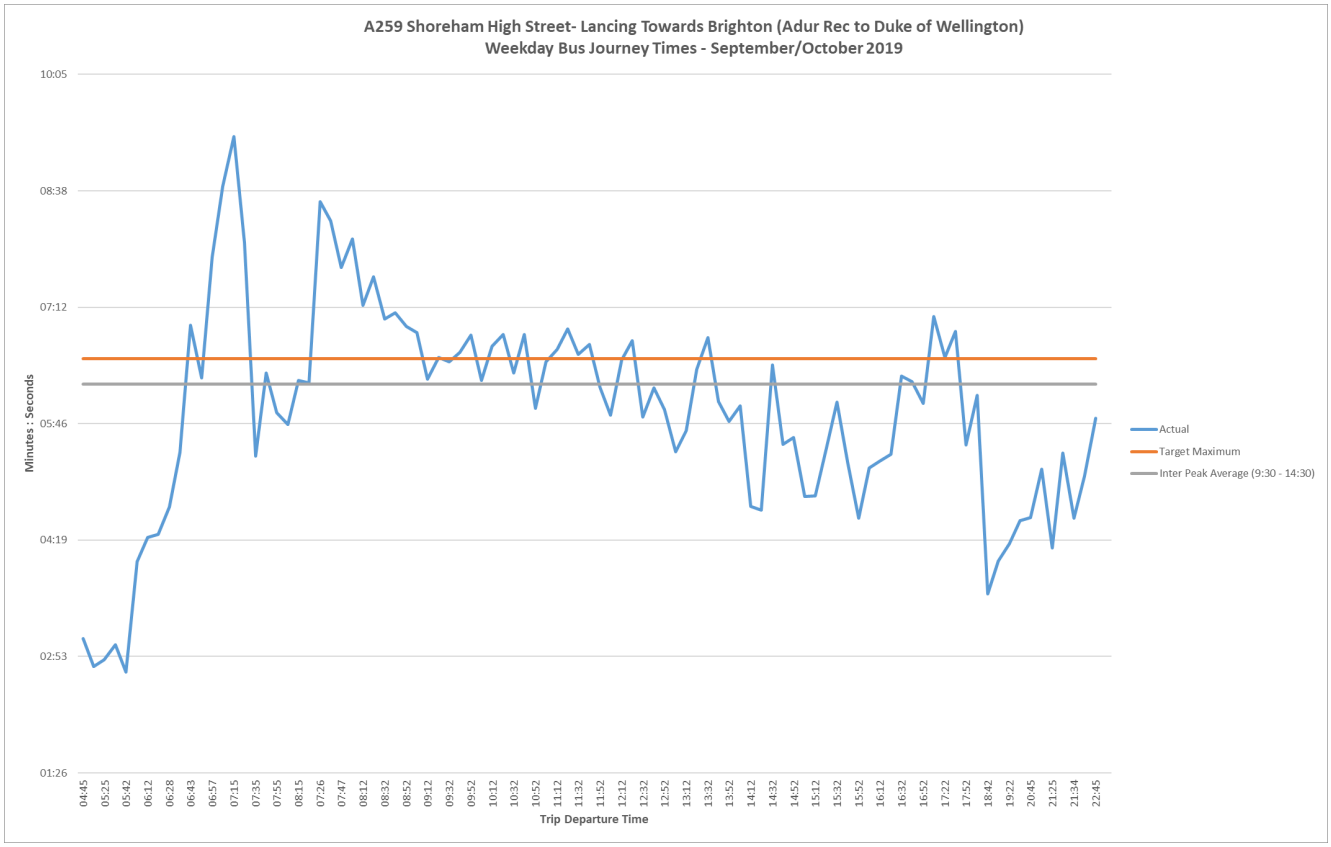



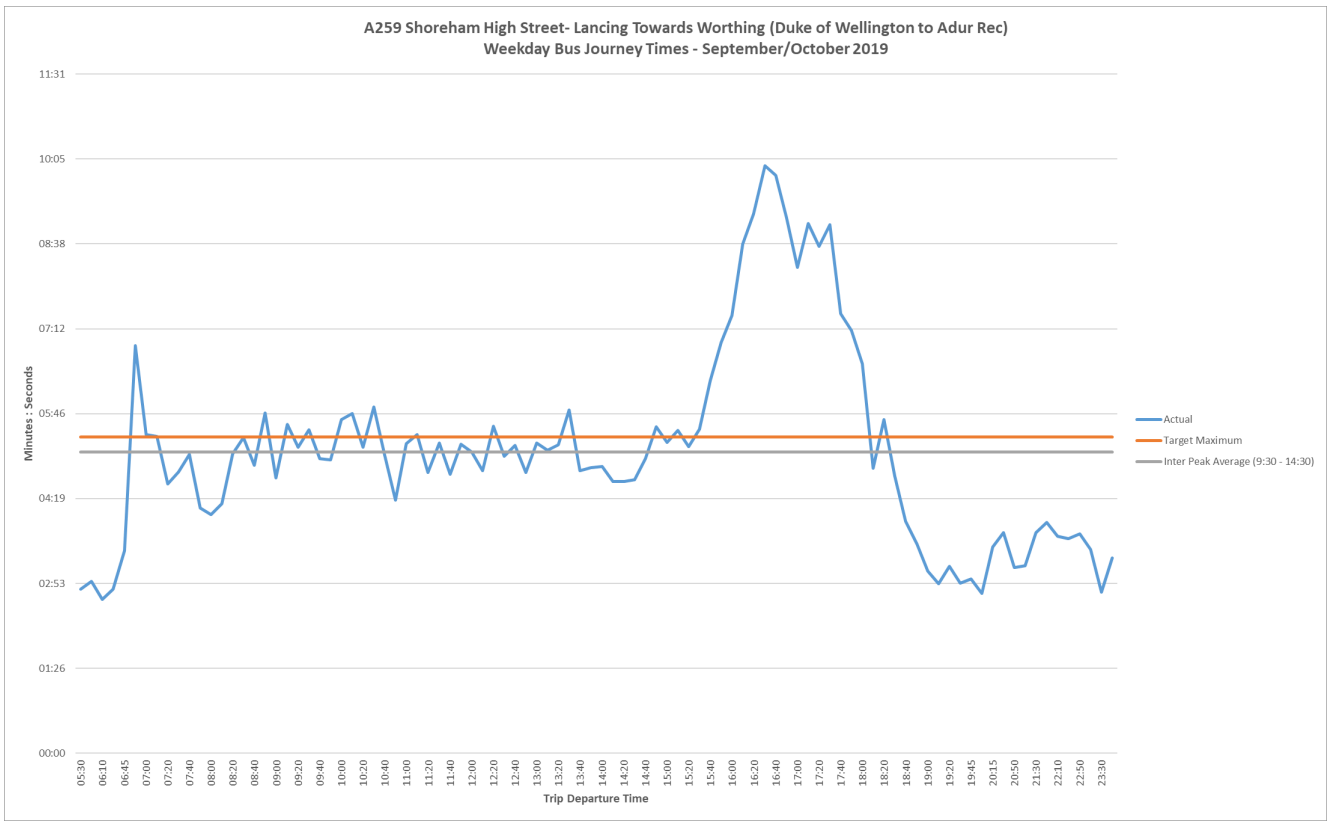
## A259 Brighton Road, Lancing (New Sussex Hotel – Adur Recreation Ground



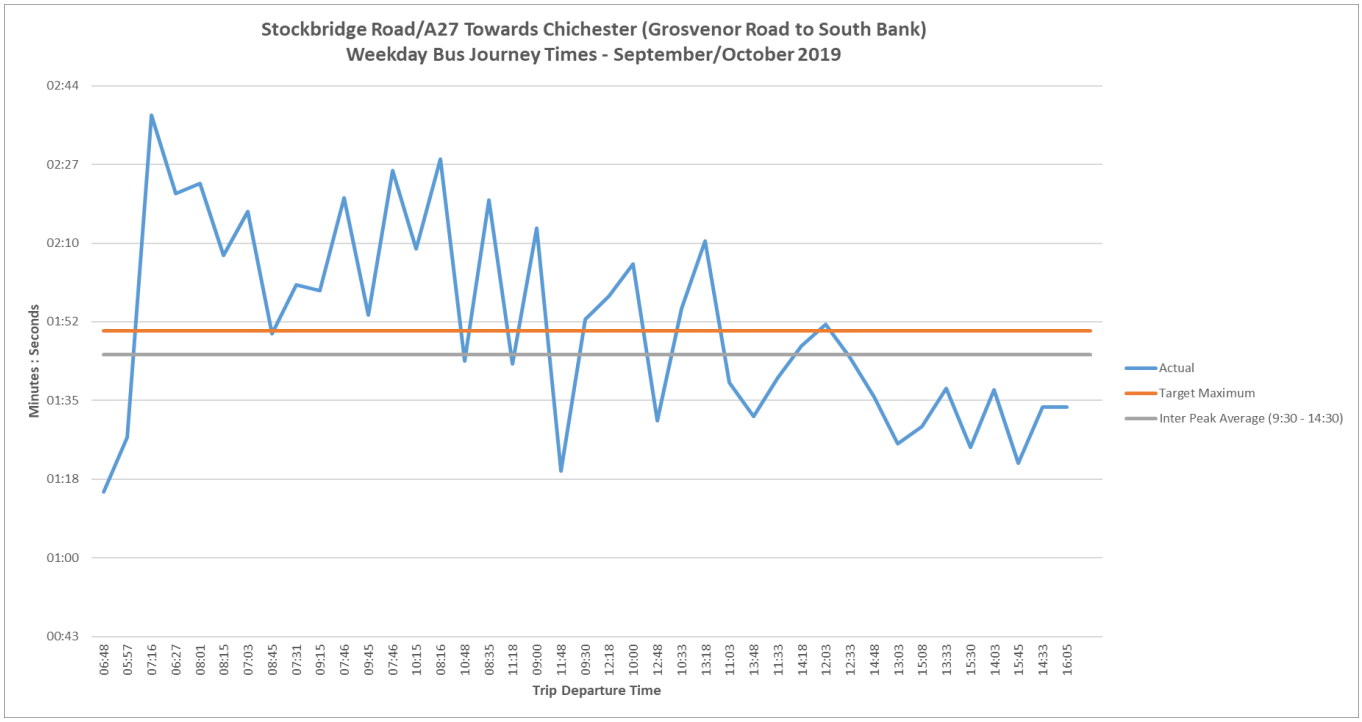



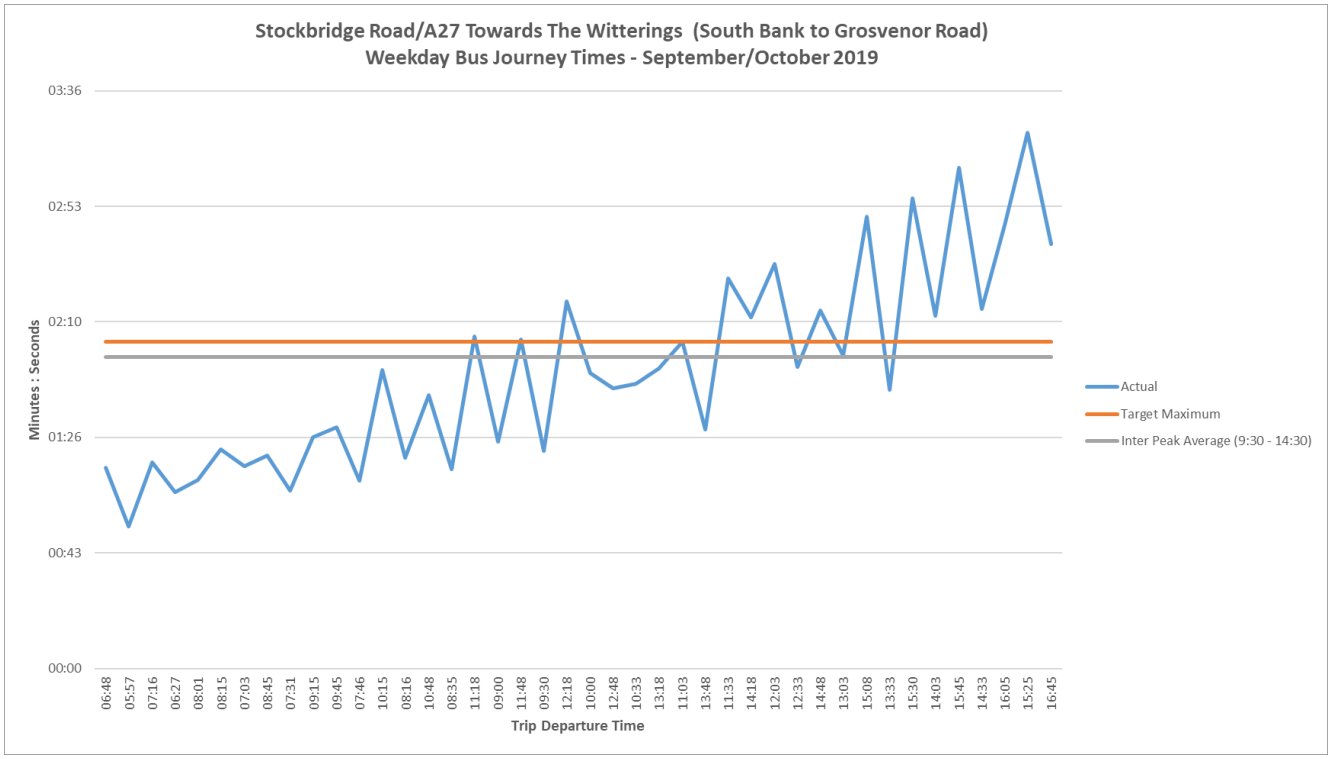
## A259 Shoreham High Street



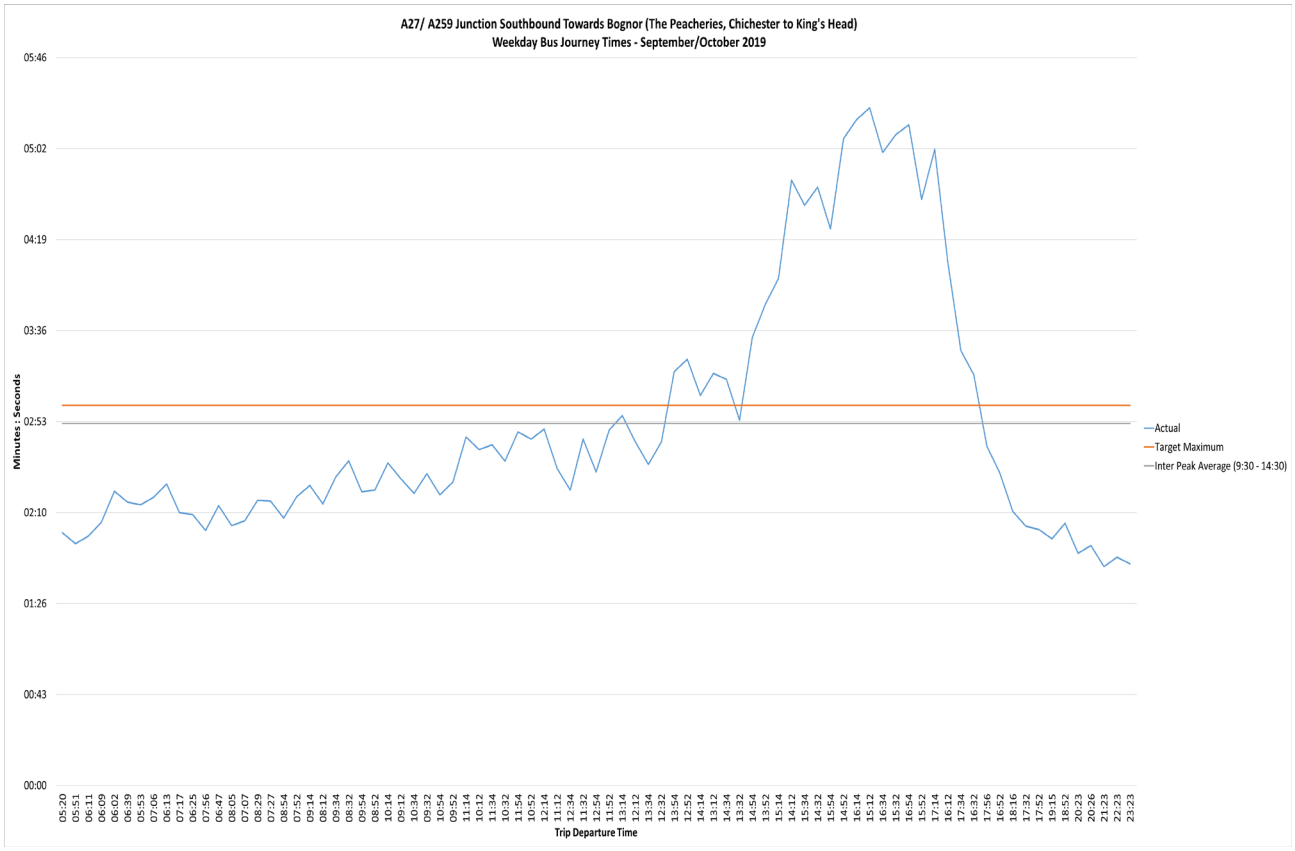



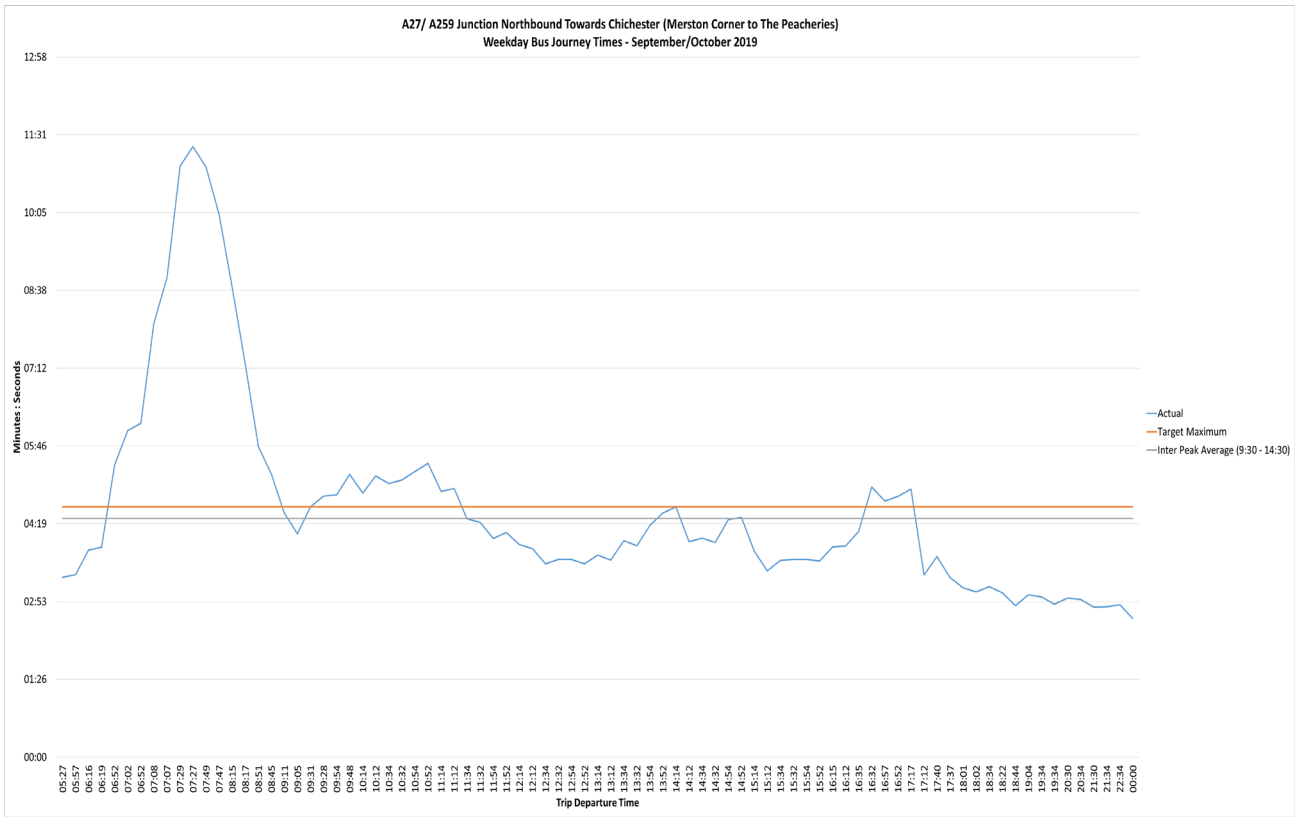
## A27/A286 Stockbridge Roundabout, Chichester (Grosvenor Road – South Bank)

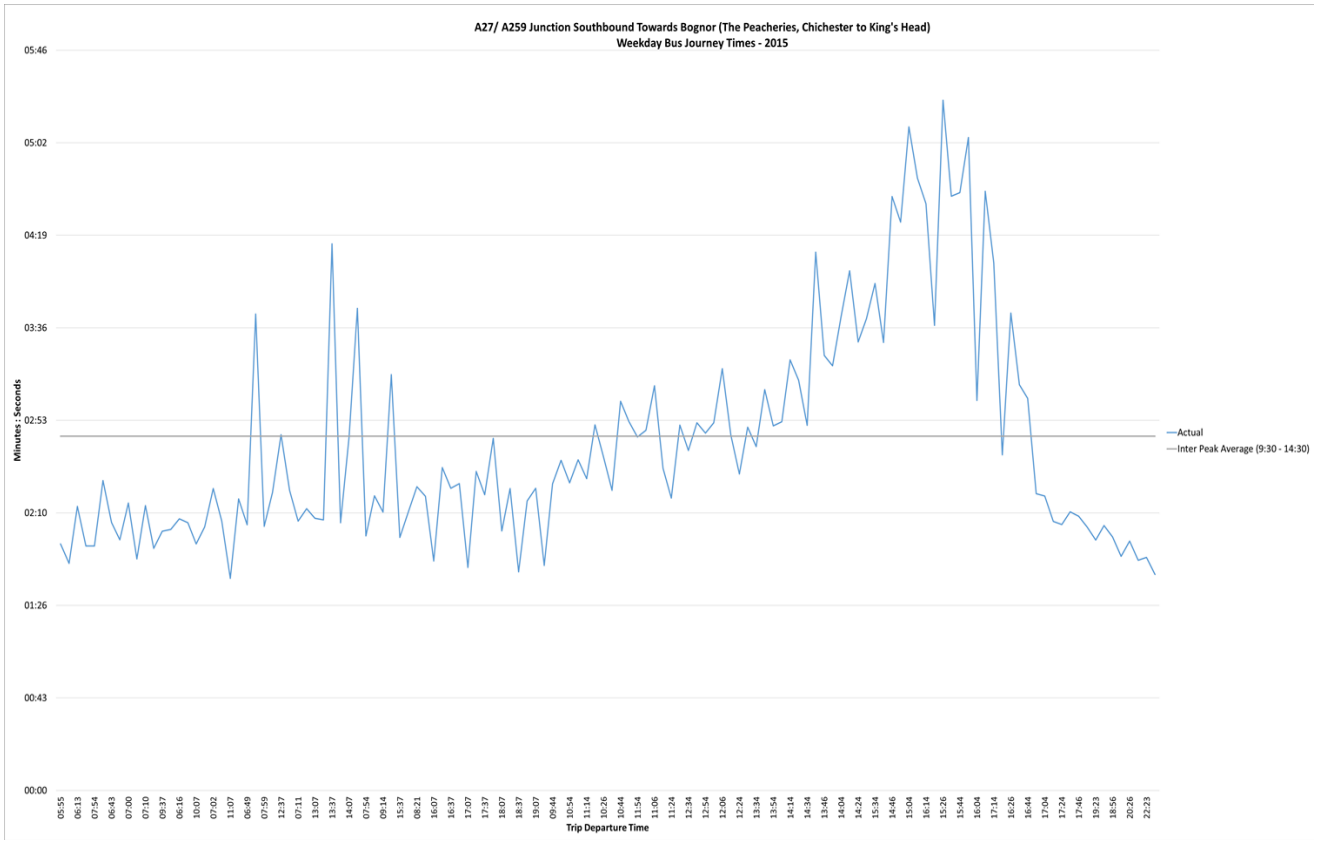


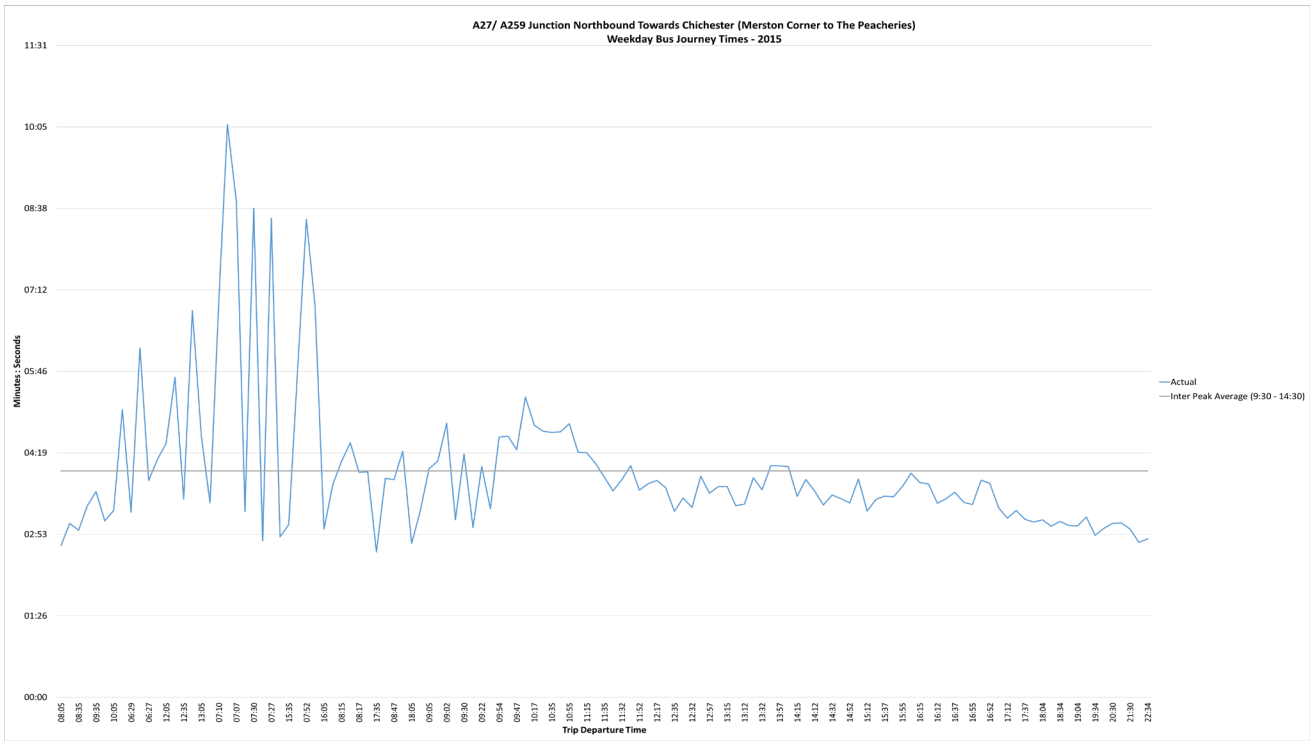



# A27/A259 Bognor Road Roundabout, Chichester




A27/ A259 Junction Southbound Towards Bognor (The Peacheries, Chichester to King's Head)
Weekday Bus Journey Times - 2015
Minutes : Seconds
05:46
05:02
04:19
03:36
02:53
02:10
01:26
00:43
00:00
Trip Departure Time
Actual
Inter Peak Average (9:30 - 14:30)


A27/ A259 Junction Northbound Towards Chichester (Merston Corner to The Peacheries)
Weekday Bus Journey Times - 2015
Minutes : Seconds
11:31
10:05
08:38
07:12
05:46
04:19
02:53
01:26
00:00
Trip Departure Time
Actual
Inter Peak Average (9:30 - 14:30)

# Appendix G – Letters of support

COMPASS TRAVEL
• Bus Services • Coach Hire •
Faraday Close • Worthing • West Sussex • BN13 3RB
Telephone: 01903 690025 • Fax: 01903 690015
Email: office@compass-travel.co.uk
Website: www.compass-travel.co.uk

22.10.21

To Whom it may Concern

I am writing to confirm our support for the BSIP produced by West Sussex County Council.

As a local bus operator we have always worked closely with WSCC. We have been pleased to help them produce this document and will obviously continue to be fully involved in the future implementation of these plans once they have been agreed.

We ourselves are keen to play our part in improving bus services by investing in new low or zero emission buses and continuing to invest in new and improved ticketing technology and passenger information.

Chris Chatfield

Managing Director

Brighton&Hove
essential travel for our city

Brighton & Hove Bus and Coach Company Limited
43, Conway Street, Hove, East Sussex, BN3 3LT
T 01273 886200
E info@buses.co.uk
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www.facebook.com/brightonbuses
@BrightonHoveBus

Steve Doole
West Sussex County Council
County Hall,
West Street,
Chichester,
PO19 1RQ
**Sent via e mail Steve.Doole@westsussex.gov.uk**

22 October 2021

Dear Steve

**West Sussex County Council Bus Service Improvement Plan**

I am writing to confirm the wholehearted support of Brighton & Hove Buses and Metrobus for the Bus Service Improvement Plan developed in partnership with bus operators across the council's area, including ourselves.

We have long valued the partnership between the company and the council, and this has produced many successful developments in the provision of public transport. The BSIP, and the Enhanced Partnership plans we look forward to concluding in order to deliver on its ambition, provide a real opportunity to advance public transport provision for the communities we serve. It is clear that this has become critical to the success of the climate change strategies being developed across the nation and to the recovery of the economic and social life of our cities, towns and rural areas.

The BSIP combines the results of a great deal of excellent joint working to provide a platform for real and lasting improvements for existing bus users and for the attraction of significant numbers of new ones. Buses will be able to take their rightful prioritised place alongside walking and cycling in our active and sustainable travel ambitions, as we seek to achieve more attractive journey times, services, and fares to reduce car dependency and significantly move the dial on modal shift.

The Council's commitment to delivering on this BSIP is matched with our own and we will be contributing materially alongside the council in terms of our own investments and expenditure to help deliver on the government's national strategy for bus services and our shared ambitions for the vital role buses will play.

This BSIP will make a significant contribution to decarbonisation, air quality improvement, social inclusion and cohesion, place making and economic wellbeing. We look forward to continuing the high degree of collaboration that has brought the BSIP this far, and with a successful BSIP funding bid, the opportunity to make it a reality for the people we all serve.

Yours sincerely

Mad Harris

**Martin Harris**

**Managing Director Brighton & Hove Buses and Metrobus**



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Stagecoach

Bill Leath
Transport Coordination Manager
Place Services – Highways, Transport & Planning
West Sussex County Council
Northleigh (1st Floor), County Hall
CHICHESTER
PO19 1RH

27th October 2021

Dear Bill,

**Letter of Support for the West Sussex Bus Service Improvement Plan (BSIP)**

Stagecoach South are delighted to provide this letter of support for the West Sussex BSIP. We have been closely involved in the preparation of the BSIP through regular meetings and dialogue with West Sussex County Council and we very much appreciate this high level of engagement and openness with bus operators.

We are pleased that the BSIP shows ambition for how West Sussex County Council and local bus operators will work together over the coming years to deliver a step-change in the quality and reliability of bus services. Such a step-change can best be achieved through sustained investment as part of the planned Enhanced Partnership being developed by the end of March 2022 and continued close partnership working.

We welcome the ambition of the BSIP and wholeheartedly endorse the BSIP's focus on supporting and enabling modal shift by offering people an attractive and viable alternative to the private car.

We fully support the BSIP's proposals for:

- Investment to give buses greater priority through congestion hotspots, which will reduce delays to buses, improve reliability and accommodate predicted new trips from planned housing and jobs;
- Support to increase service frequencies on bus routes that have high potential for achieving passenger growth;
- Investment to deliver tap on/ tap off ticketing across West Sussex, helping demystify bus travel, simplify ticket purchase & provide customers with reassurance that they will not pay more than the daily fares cap for single-operator travel;
- Initiatives that will help make the bus network easier for customers to understand including clear information at bus stops, presenting the bus network as a single entity on maps and jointly marketing travel by bus;
- Investment in bus stop design and continued roll-out of real time passenger information;
- Improved integration of buses with other transport modes;
- Cleaner zero-carbon and accessible buses;



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- New approaches to meet the travel needs of lower demand rural areas, including Demand Responsive Transport solutions;
- An improved range of innovative ticketing products that meet the needs of bus passengers;
- Complementary policies on car parking charges and on the location and layouts of new developments to ensure that these support and encourage bus use and
- A West Sussex Bus Passenger Charter.

This investment will help support a more sustainable economic recovery as we emerge from the pandemic and will enable people to access jobs and services more easily and quickly by bus, making a significant contribution towards tackling congestion and making more efficient use of available road space. Crucially, bus priority and tap-on tap-off ticketing are necessary to help to achieve faster journey times and a more compelling alternative to the private car. More efficient use of peak time vehicle and driver resource, together with additional funding streams will enable us to maximise span of day and daytime frequencies on routes that have strong passenger growth potential.

Delivering a more attractive bus proposition between suburban and rural areas and West Sussex's town and city centres will help to deliver modal shift, reducing the number of cars on the road.

We are looking forward to working with West Sussex County Council, building upon our existing successful voluntary partnership to develop an effective Enhanced Partnership. We are confident that the West Sussex BSIP and EP will enable us to deliver an ambitious and comprehensive programme of investment that will achieve a virtuous cycle of sustained bus passenger growth and improving customer satisfaction.

Yours sincerely

Edward Hodgson
Managing Director
Stagecoach South

TRANSPORT FOR THE South East

Darryl Hemmings
Transport Planning & Policy Manager
West Sussex County Council
County Hall
West Street
Chichester
PO19 1RQ

By email to: darryl.hemmings@westsussex.gov.uk

26 October 2021

Dear Darryl

**Bus Service Improvement Plan submission**

I am writing to you in your role as the council's representative on the TfSE Senior Officer Group to support the Bus Service Improvement Plan (BSIP) that your Council has produced.

As you are aware, Transport for the South East (TfSE) is a partnership of 16 local transport authorities (LTAs). Following the approval of our transport strategy in summer 2020, we have been developing a series of area and thematic studies to identify the specific interventions that will be needed to implement the strategy on the ground. This work will culminate in the publication of a draft Strategic Investment Plan for public consultation in June 2022.

TfSE has identified that buses will have a vital role to play in delivering the 2050 vision set out in the transport strategy and in particular the target of achieving net zero carbon emissions from transport by 2050, at the latest. The delivery of BSIPs will have a critical role to play in helping us to achieve our 2050 vision.

TfSE will be providing further Bus Back Better support to all our 16 LTAs through technical work we already have underway to develop an evidence base that will identify the future ambition for buses across the region. We have also recently submitted a joint proposal with England's Economic Heartlands and Transport East to the DfT's additional workstreams for 2021/22 to support the LTAs in our area with the delivery of their BSIPs.

The successful delivery of our transport strategy and our constituent authorities' Local Transport Plans will be dependent upon a significant improvement in bus service provision to encourage passengers back onto buses. I therefore commend your BSIP as a vital first step in setting out your ambition to improve bus services in your area.

Yours sincerely

Rupert Clubb
Lead Officer, Transport for the South East

Cc Jo Kenworthy
Anand Pillay