

## What is WSCC Changing?

The programme will deliver the following:

### I. Long-term investment costs (capital)

- To deliver dedicated bus lanes on The Boulevard (west) at the junction with The Broadway, Crawley, and bus priority at adjacent signal locations.
- Extend a new bus lane in Manor Royal in Crawley from Crompton Way to London Road (A23).
- Introduce 425 Real Time Passenger Information screens (RTPI) across the county.
- To improve signalling to give buses priority at 20 junctions on main bus routes across the county.
- Funding a programme of bus stop improvements across the county.
- Funding running improvements to the Fastway Routes 10 and 20. Prioritising works that improve transit speeds such as minor access improvements, kerbing and prioritised surfacing on routes used by the new hydrogen buses in Crawley.

### II. Day-to-day operational costs (revenue)

- Introducing a bus fare discount scheme for young people (16–20-year-olds) across the county.
- Establishing a new regular express bus service connecting Littlehampton and Chichester, linked to high quality infrastructure to attract new users (Route 500).
- Managing Digital Demand Responsive Transport (DDRT) services to connect communities where conventional bus services will not work on their own.
- Reviewing bus stop information to increase availability of timetable and bus map information at bus stops.

- Campaign to encourage usage of bus services by lapsed users.

### What will the benefits be when its finished?

The main measurable benefits of the programme are as follows:

- Bus journey time reductions - based on key corridors and congestion hot spots.
- Reliability – reducing the mileage lost (for example vehicle breakdowns and staff shortages).
- Increased number of passengers carried each year – calculated from bus ticket machine data.
- Improved passenger satisfaction – yearly survey to be undertaken by Transport Focus.
- Increased 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), measured through mapping analysis.
- Increased 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), measured through mapping analysis.
- Increased percentage of households with access to a Digital Demand Responsive Transport (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), measured through mapping analysis.

### How will this project impact on the climate?

The project has been developed to support WSCC's climate pledge to reduce carbon emissions, by making public transport more attractive across different aspects of service provision and thereby shifting journeys from modes of transport with higher carbon emissions.

### How much will the project cost?

BSIP is planned to cost £19.6 million.

### How will the project be funded?

The proposals are being funded by Department for Transport (DfT) Bus Service Improvement Plan funding allocation.

### What is the contribution from bus operators?

All operators of local bus services are part of the Enhanced Partnership (EP) which has been formed to ensure ongoing close working with WSCC on delivery of the BSIP. The bus operators have been actively involved with the proposals and have committed to developing their services to use the infrastructure and operate the relevant schemes.

### Has this delivered the cap on bus fares of £2?

The current (January 2023 to December 2024) fare cap of £2 for a single journey has been delivered separately by the Department for Transport (DfT) directly with the participating bus operators. It is a national scheme and is not delivered by WSCC's BSIP.

### How long will the BSIP improvements last?

The long-term investment (capital) proposals will become a permanent part of the Highway and therefore have no defined end date. The day-to-day operational costs (revenue) deliverables will continue until March 2025, which is the end of the current BSIP funding period. WSCC and the bus operators will work together to review the impacts and consider what will happen from April 2025 onwards. In the meantime, WSCC will be preparing an update to its BSIP, which will be published later in the year.

### Why are there no works where I live?

Development of BSIP worked with bus operators and key stakeholders to consider the bus network across the country and prioritise which proposals can be delivered within the

terms of available funding. Other funding streams, for example, the Local Transport Plan and developer contributions, are also being used to improve the bus network in other locations.

### What does a Real Time Passenger Information (RTPI) screen look like?



Image 1. RTPI Unit on bus stop post



Image 2. RTPI Unit close up

### Will my area have an RTPI unit fitted?

The RTPI units will be installed across the county over the course of 2024 and the early part of 2025.

### Will you be digging up the roads?

Yes, WSCC will be carrying out works on the Highway. Where possible, works will also be undertaken jointly with other projects such as the [Halogen Bulb Replacement Programme](#) to reduce the impact on residents and businesses and minimise disruption.