

Rutland County Council
NATIONAL BUS STRATEGY
TRANSPORT ACT 2000
ENHANCED PARTNERSHIP PLAN AND SCHEME

Made on 31st March 2022

INTRODUCTION

This section provides an overview of the key objectives of the BSIP and how it will work together with the EP Plan and EP Scheme to deliver better bus services for local people and wider local transport plan objectives.

It should be noted that the elements outlined within the EP approach are subject to suitable available funding. Only elements outlined within an associated EP Scheme will be taken forward and these will be subject to the detail contained within the associated EP Scheme.

Table 1 - BSIP objectives and EP Approach

BSIP Objectives	EP Approach
1) To offer more bus services, more frequently to more people for more hours.	<ul style="list-style-type: none"> a) Identify the frequency of services required in order to meet the needs of residents b) Increase daytime weekday and Saturday service frequencies, in particular, to those areas of the county currently with limited or no provision. c) Explore opportunities to provide Friday and Saturday evening services to tie in with local activities and events. d) Trial Sunday services to enable shopping and tourism opportunities. e) Expand the existing demand responsive transport offer to cover the whole of the county. f) Subject to funding and viability, install Wi-Fi and/ or USB charging on all existing vehicles used on supported services, to widen the appeal of bus travel. g) Deliver targeted campaigns and free or discounted travel promotions to boost usage of particular services or of particular demographics such as youth and family travel. h) Assess the viability of bringing in value for money fares, daily price caps, frequent traveller incentives and weekly or monthly tickets on non-commercial services.
2) To provide a bus network of seamlessly integrated, reliable services that are simple to understand	<ul style="list-style-type: none"> a) Review the existing network design to identify any gaps and consider how services could be simplified. b) Liaise with community transport providers to ensure fully coordinated provisions. c) Streamline existing services and provide coordinated feeder links to key hubs.

	<ul style="list-style-type: none"> d) Amend existing services to better fit with school and college journeys and encourage fare paying transport for non-entitled home to school movements. e) Review within RCC Parking Policy parking provisions and use of restrictions along A-roads and key bus routes. f) Ensure consideration is given, during the feasibility and design stage of highway schemes, the impact of the proposal on bus services. g) Introduce a utilities permit scheme. h) Investigate viability of providing road closure permits to bus operators i) Review bus and taxi bays within our town centres. j) Engage with schools to encourage parents and pupils to travel to school by alternative means than car. k) Continue to support schools with Modeshift STARS and seek opportunities to trial School Streets. l) Continue to deliver independent travel training. m) Upgrade Oakham bus station and Uppingham interchange, along with other bus stops, to become active travel hubs. n) Operate service timings that facilitate onward travel connections from Oakham and Uppingham. o) Identify improved communication channels between operators. p) Implement consistent numbering on supported bus services. q) Investigate options for consistent age brackets and fares for youth travel on supported bus services. r) Develop a council issued youth identity card for all Rutland residents under the age of 19. s) Set a schedule for timetable and service changes. t) Investigate opportunities for fare capping on supported services. u) Investigate opportunities for integrated tickets between operators. v) Explore the viability of buying in to an electronic ticketing machine system.
<p>3) To publish clearer information in simpler formats more frequently.</p>	<ul style="list-style-type: none"> a) Deliver publicity and education events - including roadshows – to help raise awareness of Demand Responsive Transport. b) Show all Rutland services on bus stop network maps.

	<ul style="list-style-type: none"> c) Develop an annual promotion and marketing calendar to alert residents to service changes, new services, available routes, discounted travel schemes or campaigns. d) Work with Discover Rutland to promote bus services that support or serve access to tourist destinations across the county. e) Produce new promotional materials and resources, offering clearer and easier to understand information. f) Provide an upgraded website with clearer information on services. g) Enhance promotion of the Traveline public transport journey planning tool. h) Investigate the need and deliverability of countywide real time information displays and alternatives such as real time apps. i) Assess information provision at each bus stop. j) Develop, in conjunction with operators within the EP, tiered standards for roadside information provision and promotion. k) Include safety information within marketing and the Passenger Charter.
<p>4) To create comfortable, convenient and clean waiting facilities.</p>	<ul style="list-style-type: none"> a) Undertake walking and cycling route audits on the main footways leading to bus stops and Oakham bus station. Findings from these audits will be used to identify potential infrastructure improvements that if delivered, would make bus stops safer and more accessible to reach. b) Undertake an audit of all bus stops to assess (alongside timetable and information provision) the safety, comfort and accessibility of the stop. c) Grade all bus stops and implement a minimum standard. d) Deliver bus stop infrastructure improvements. e) Prepare and implement a cleaning and maintenance schedule of bus stops. f) Increased monitoring of Oakham bus station and Uppingham interchange – to help deter anti-social behaviour. g) Work with operators to ensure all drivers have undertaken relevant training, that emergency protocols are in place and that drivers remain

	<p>accessible at all times through mobile phone and onboard tracker.</p> <p>h) Seek opportunities to work with bus operators to engage with local police, other stakeholders and local schools to address safety concerns</p>
<p>5) To minimise the environmental impact of our bus network by exploring the suitability of electric and alternative zero emission vehicles</p>	<p>a) Pilot the use of 100% electric vehicles for our town centre 'Hopper' services.</p> <p>b) Engage with operators to undertake a stock take of vehicles in use along with their associated emissions output.</p> <p>c) Liaise with operators regarding the viability of electric charging provisions at their existing depots.</p> <p>d) Trial the use of an electric minibus to provide community transport.</p> <p>e) Liaise with energy providers and develop a countywide EV strategy, considering the requirements needed to facilitate a move towards an electric (or alternative zero emission) fleet of buses.</p>

COMPETITION TEST

Rutland County Council has undertaken an assessment of the impacts of the EP Plan and Scheme to be made on 31 March 2022 on competition and believes it will not or is unlikely to have a significantly adverse effect on competition, for the purposes of Part 1 of Schedule 10 of the Transport Act 2000. The competition declaration can be found online at:

<https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

The Competition and Markets Authority has also been consulted on the proposals as required by section 138F of the Transport Act 2000.

CONTENTS

Introduction.....	2
Competition Test	5
Contents	6
1 Part one: Enhanced Partnership Plan (EP Plan).....	7
1.1 Overview	7
1.2 Duration of EP Plan and Review arrangements	8
1.3 Map of Geographical Area Covered under the EP Plan	8
1.4 Intended effect of the EP Scheme on neighbouring areas	9
1.5 Local Bus Policy and Integration with wider strategy and Policy	10
1.6 Current travel patterns and Modal Shift From the Car	11
1.7 Existing Local Bus Services and Provisions	12
1.8 Factors with potential to affect the local bus market over the life of the EP Plan....	18
1.9 Funding	20
1.10 Public Engagement and Perception of Service	22
1.11 Vision and objectives.....	24
1.12 Outcomes to be delivered	24
1.13 Interventions required to deliver outcomes.....	28
1.14 Building More frequent and reliable services.....	28
1.15 Planning and integration with other transport modes	32
1.16 Fares and ticketing.....	34
1.17 Passenger experience.....	35
1.18 Passenger voice and information	37
1.19 How interventions will help deliver on outcomes	41
1.20 Communication channels - Consulting operators and passenger groups on EP Plan and EP Scheme progress	46
2 Part 2 – EP Scheme.....	48
2.1 EP Scheme Content.....	48
2.2 Scope of the EP Scheme and Commencement Date.....	48
2.3 Obligations on the Authority and Operators.....	51
2.4 Governance Arrangements	69

1 PART ONE: ENHANCED PARTNERSHIP PLAN (EP PLAN)

THE RUTLAND COUNTY COUNCIL ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY:

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL

1.1 OVERVIEW

In March 2021 the Government launched a new National Bus Strategy: 'Bus Back Better'.

The strategy sets out a fast-paced and ambitious vision to dramatically improve bus services in England outside London – in order to avoid a car led recovery from the Covid 19 pandemic. It aims to do this by making the bus a practical and attractive alternative to the car – reducing congestion, carbon and pollution whilst supporting those without access to private transport.

To achieve this goal, Local Transport Authorities (LTAs) such as Rutland County Council (RCC) and local bus operators must work together with local communities to plan and deliver services that are:

- more frequent,
- more reliable,
- easier to understand and use,
- better co-ordinated, and
- cheaper with simpler fares.

These plans are outlined in Rutland's Bus Service Improvement Plan (BSIP) – which sets the extent of the county's ambition.

To help deliver the ambitious improvements outlined within the Rutland BSIP, an enhanced bus partnership (EP) has been created for Rutland – a statutory partnership between Rutland County Council (as the LTA) and bus operators serving the local area.

Supporting the EP will be this EP Plan outlining in more detail, the actions that partners will take to deliver improvements and meet targets.

The Enhanced Partnership consists of two elements:

- The Enhanced Partnership Plan, which mirrors the BSIP, and
- An associated EP scheme specifying requirements that need to be met by local services that stop in Rutland and measures and facilities that will be implemented by RCC and operators.

Agreement to enter an Enhanced Partnership and prepare an Enhanced Partnership Plan was made at a meeting between RCC and local bus operators, held on 27th May 2021. Subsequently, Rutland County Council published its formal notice of intent to prepare an

Enhanced Partnership Plan and accompanying Enhanced Partnership Scheme(s), as required and set out in section 138F of the Transport Act 2000. A copy of this Notice of Intent is available to view online: <https://www.rutland.gov.uk/my-community/transport/national-bus-strategy/>

1.2 DURATION OF EP PLAN AND REVIEW ARRANGEMENTS

To ensure alignment with wider transport policy for Rutland and the published BSIP this EP Plan will span the same time frame as Moving Rutland Forward – Rutland’s Fourth Local Transport Plan and will therefore cover the period up to 2036.

The EP Plan will be reviewed every 5 years from the date on which it was formally made, unless substantive changes occur to the BSIP which require the EP to be altered in between that time.

Any changes to the EP Plan are subject to the formal variation procedures outlined in sections 138K to 138M of the Transport Act 2000.

In line with the BSIP, EP Scheme(s) will undergo an annual review, to take into account any necessary changes resulting from the BSIP review. Changes to the EP Scheme will be agreed as per the Bespoke Variation Mechanism outlined in section 2.4.3 of the EP Scheme or may otherwise be varied in accordance with section 138K to 138M of the Transport Act 2000.

Further information on progress monitoring can be found in section 2.4.2 of the EP Scheme.

1.3 MAP OF GEOGRAPHICAL AREA COVERED UNDER THE EP PLAN

This EP Plan covers the full geographical area of Rutland county (figure 1) – which is governed by Rutland County Council as the Local Transport Authority and Local Highway Authority.

Rutland is a small rural county, covering an area of 382 km². Rutland’s total population is estimated at 40,476¹ and is relatively sparse with 1.06 persons per hectare. The county consists of 54 settlements, including the market towns of Oakham and Uppingham. The remaining 52 settlements vary in size from small hamlets to large villages.

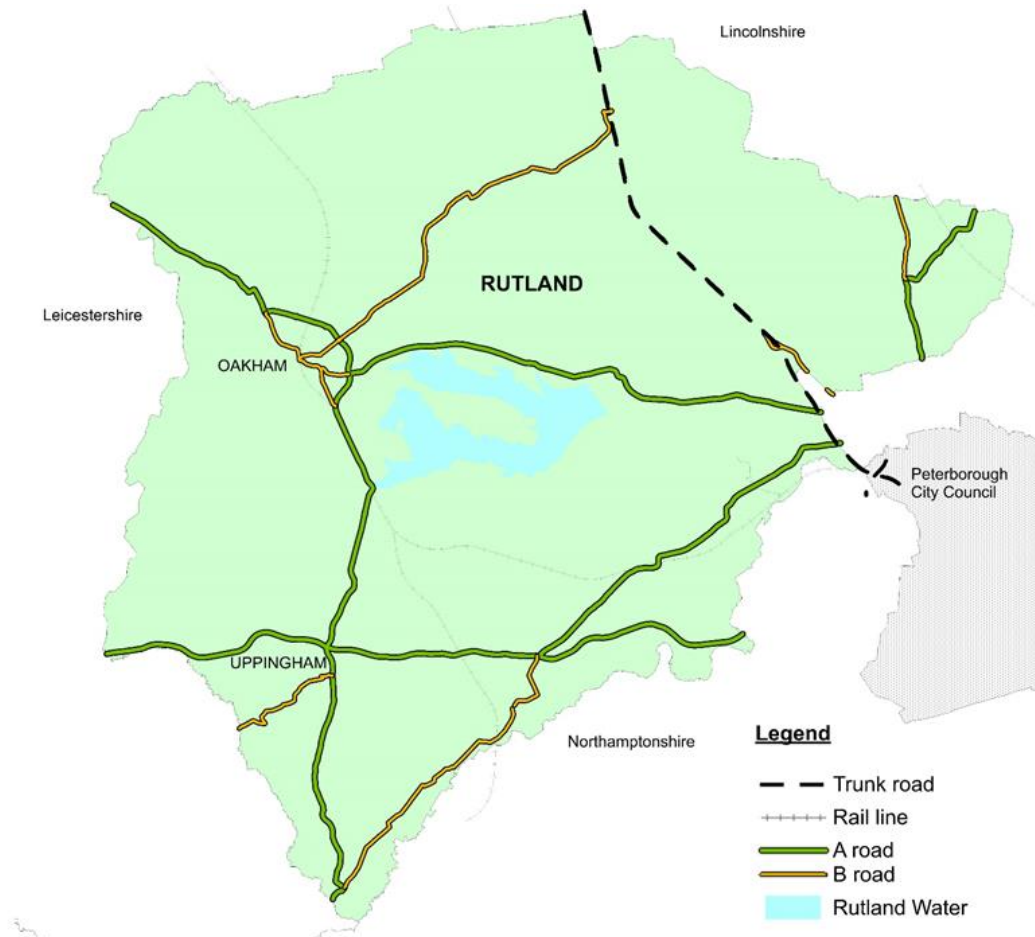
This EP Plan covers a single LTA, Rutland County Council. This approach was taken rather than joining with other LTAs, due to Rutland being more rural than its neighbouring counterparts, with differing travel patterns and demographics.

In preparing a single EP Plan, covering all local services operating within Rutland, we are able to provide an approach more suitably tailored for the unique needs of our rural population and visitors to the county. Furthermore, it should be noted that unlike a number of larger authorities, within this EP Plan we have focused on countywide improvements opposed to route or area specific improvements. This approach was felt to be more

¹ Office for National Statistics mid-year estimates 2020.

commensurate with Rutland's small size, which in this scenario offers a unique opportunity to take a holistic approach, delivering improvements for all.

Figure 1 - Map of Rutland



1.4 INTENDED EFFECT OF THE EP SCHEME ON NEIGHBOURING AREAS

Where local services cross the border of Rutland, communication and cooperation will continue to take place with peers at neighbouring authorities to avoid gaps in service. One such example of existing cross border work, is that with Lincolnshire County Council regarding services operating between Oakham (Rutland) and Stamford (Lincolnshire). This joint working will be further strengthened through ongoing attendance by representatives of Rutland County Council at ATCO (Association of Transport Co-ordinating Officers) meetings – which provides opportunities to discuss cross boundary matters.

Further opportunities to discuss specific cross border services will be provided through an invitation to neighbouring authorities to attend the Rutland EP Forum (see section 2.4.1 of the EP Scheme).

The overarching impact of such collaboration will be the improvement of cross border services.

1.5 LOCAL BUS POLICY AND INTEGRATION WITH WIDER STRATEGY AND POLICY

RCC's fourth local transport plan, Moving Rutland Forward, was approved in September 2019 and sets out RCC's long term vision for transport within the County, up to 2036 - to deliver a transport network and services that:

- facilitate delivery of sustainable population and economic growth;
- meet the needs of our most vulnerable residents; and
- support a high level of health and wellbeing (including combating rural isolation).

At the same time, RCC published a Passenger Transport Strategy. The Passenger Transport Strategy outlined how the Council planned to maximise the passenger transport offer within the county, recognising the challenges that rurality and low levels of fare paying bus users bring on the council's ability to do so. In response, an action emanating from the Passenger Transport Strategy was the requirement to review existing provisions and identify a baseline passenger transport service, supported by the expansion of a digital demand responsive transport system².

This work was due to start at the beginning of the Covid 19 pandemic, however, lockdown resulted in reduced patronage levels, making any review unrepresentative – as such the review was put on hold.

During that time, to help facilitate a green recovery from the pandemic, the Government launched their 'Bus Back Better' strategy which seeks to improve bus provisions across the country and encourage more people to travel by bus than ever before.

Unfortunately however, developed in a pre covid world, our Passenger Transport Strategy did not align with this vision and is therefore no longer fit for purpose, as it would not result in the increased patronage levels desired by Government. As a result, RCC's Passenger Transport Strategy has now being replaced by the Rutland BSIP, which supports the Government's ambition and the overarching vision of LTP4, of which it will form a sub document.

As we continue to recover from the pandemic, future, wider Council strategy revisions will also assist us in achieving the targets outlined within the BSIP – by giving buses priority over other modes of transport. For example, our revised Parking Policy (in draft at the time of writing) outlines mechanisms to reduce impact on the environment by encouraging behaviour change and a reduction in car use, in favour of bus transport. It sets out to do this through the use of:

- Parking restrictions that would enable the free flow of traffic (including buses) along our roads, thus making journeys more reliable and faster; along with

² A demand responsive transport system easily bookable via an app.

- Parking charges set with consideration of the need to discourage car dependency.

Finally the BSIP, EP and associated schemes may evolve over time in support of other internal and external strategy and policy documents - for example the “Place based health and care plan”.

1.6 CURRENT TRAVEL PATTERNS AND MODAL SHIFT FROM THE CAR

Due to Rutland’s rural nature and dispersed settlements, the county experiences high levels of car dependency. This is reflected in the 2011 census data (table 2) which shows that, during that year, 57.6% of the working age population in Rutland drove to work in a car or van compared to 54.5% of the UK population.

When considering bus travel, the difference is even greater, with just 1.37% of Rutland residents (of working age) travelling to work by bus, minibuss or coach compared to 7.2% of the UK population.

Table 2 - Mode share for travel to work, 2011 Census³

	Rutland	UK
Mainly work at or from home	16.67	10.3
Train, underground, metro, light rail, tram	0.64	3.8
Bus; minibuss or coach	1.37	7.2
Driving a car or van	57.62	54.5
Passenger in car or van	4.88	5
Bicycle	3.43	2.8
On foot	14.18	9.8
All other methods of travel to work	1.22	0.5

Although not directly comparable to the census, in 2016 RCC undertook a countywide travel survey, which indicated further growth in car dependency since 2011, with 74.2% of respondents travelling to work by car. Similar levels of bus travel (for work) were however recorded during 2016 (2.9%).

The Covid 19 pandemic and resulting lockdown has however led to increased levels of working from home and reduced bus use - as such work related travel patterns (when full data becomes available) are likely to look very different. Indeed, Council engagement with the public during the pandemic⁴ showed that the car was the predominant mode of transport for residents (83%) for all journeys, with just 1.7% of residents taking the bus. However, in part due to the pandemic and changing lifestyles, along with increased public concern regarding climate change and the environment, 42% of those providing feedback wanted to change the way they currently travel around the county. This EP Plan outlines

⁴ Through the Future Rutland Conversation which ran in spring and summer 2021.

those measures that if implemented, could help facilitate this change away from car dependency.

1.7 EXISTING LOCAL BUS SERVICES AND PROVISIONS

This section outlines the local bus provision in Rutland at the time of writing (December 2021). Appendix D of the Rutland BSIP offers an overview of how current services and provisions compare to the objectives set out within Bus Back Better.

1.7.1 THE LOCAL TRANSPORT AUTHORITY, OPERATORS AND FUNDING

Rutland County Council is the Local Transport Authority for the area of EP Plan. The staffing structure of RCC's transport operations team can be found in the Rutland BSIP, along with details of operators currently providing services within the EP Plan area.

1.7.2 LOCAL BUS SERVICES

Due to the rural nature of Rutland, combined with a sparse population, transport services within the county are currently limited in scope and frequency. All services are classified as non frequent⁵ with some parts of the county unserved by a scheduled bus provision (in Rutland, 1,800 residents (5%) do not have access to regular bus services and 25,000 (63%) currently have no access to demand responsive transport (DRT) (a bus service that runs only in response to pre-booked requests). The county doesn't experience over provision, however there are some routes that are delivered by different operators at different times/ days of the week – causing confusion.

There are currently no evening or Sunday services operating within the county and registered school contracts underpin the network during term time.

Most services require financial support from RCC (and in some cases, from neighbouring authorities) in order to operate. Indeed, in recent years we have seen an increasing number of routes (or sections of) become non-commercial – requiring a decision to be made as to whether to intervene in the market to support a service.

The current conventional local bus services operating in Rutland at the time of writing (December 2021) are shown in figure 2 and listed in Appendix A of the Rutland BSIP (along with information about the service such as frequency, days of operation, financial support and service type). These services can be divided into 'year-round services' that serve the general public, and 'term time services' that primarily serve school and college children but are registered as local services to also allow other people to use them - such services operate term time only.

In Rutland the only commercial services links Bourne to Stamford passing through a number of Rutland villages.

Our two market towns, Oakham and Uppingham, are the main bus interchanges in the county – with all services arriving at these locations doing so at set minutes past the hour - enabling onward connections. Oakham also offers Rutland's only bus station (which was opened in 2014 and funded through the DfT's Local Sustainable Travel Fund) and the town

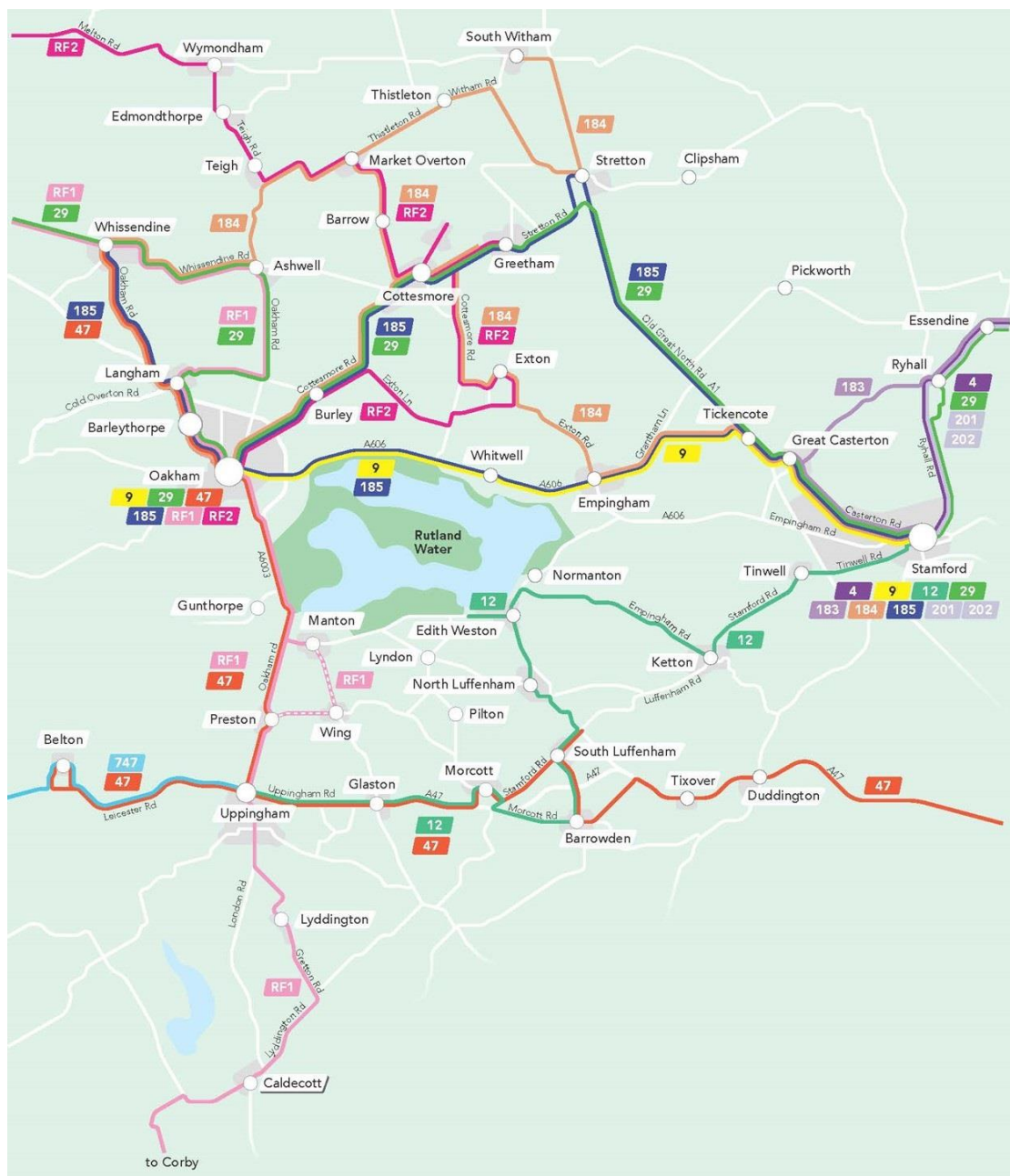
⁵ Defined as less than 6 buses per hour.

also hosts Oakham train station – the only train station within the county. Under cover cycle parking is available at both Oakham bus station and train station, with non covered cycle parking at Uppingham interchange.

All scheduled bus services operate a hail and ride system enabling residents to pick up or get off at any point along the route – subject to it being safe for the bus to stop. Bus stops and shelters are provided along these routes, at locations where there is greatest demand. The location of bus stops in Rutland can be found in Appendix B of the Rutland BSIP.

Services operating within Rutland don't have centralised branding – as such it is hard for users to identify services that operate within Rutland. The exception to this is the Rutland Flyer 1 and Rutland Flyer 2.

Figure 2 - Map of bus routes in Rutland



1.7.3 DEMAND RESPONSIVE TRANSPORT

To help provide transport to residents unserved by scheduled services, RCC currently has an agreement with Lincolnshire County Council, to deliver a demand responsive transport service called CallConnect that runs only in response to pre-booked requests. CallConnect currently covers the east of the county and is available 7.00am-7.00pm Monday to Friday and 7.30am-6.30pm on Saturdays. All vehicles are wheelchair accessible.

Residents within the CallConnect area can use the service to travel to any location within the service operating area, and if they are travelling further afield they can use the service to connect with other local bus or train services. Users must be registered as CallConnect members – but membership is free. Members can use the CallConnect bus service for any reason and use the service as often as they choose. Fares are broadly comparable with conventional bus service fares.

1.7.4 COMMUNITY TRANSPORT

Community transport within Rutland is provided by Voluntary Action Rutland (VAR). Through the service volunteers use their own cars to transport people who are either unable to use public transport, or for journeys where public transport is not available or is difficult. VAR also has three wheelchair-accessible vehicles (an MPV and 2 minibuses). The service currently receives funding from RCC.

In Uppingham there is also a free timetabled ‘Hopper’ community bus service operating 5 days a week and across the county there are a number of good neighbour schemes⁶ operating – offering residents without transport an additional transport option for socially necessary trips.

1.7.5 IN HOUSE SERVICES

RCC currently delivers an in house, free of charge ‘Hopper’ service in Oakham town centre. This is delivered using in house mini buses which are operated on a Section 19 permit.

1.7.6 TRAVEL TO HEALTHCARE

Alongside the provisions outlined above, eligible residents can access free of charge non-emergency patient transport or assistance with transport costs via the NHS. Rutland County Council does not have any role in the organisation, funding or provision of these services⁷.

Non-emergency patient transport (NEPT) is usually defined as: “non-urgent, planned, transportation of patients with a medical need for transport to and from a premises providing NHS healthcare and between NHS healthcare providers. This can and should encompass a wide range of vehicle types and levels of care consistent with the patients’ medical needs” (Department of Health, 2007). Transport is provided both to hospitals, and to hospital services delivered in the community.

⁶ <https://www.rutland.gov.uk/my-services/health-and-family/health-and-nhs/health-and-support-services/coronavirus/information-and-advice-for-residents/i-need-help/good-neighbour-schemes/>

⁷ NEPT is commissioned by Clinical Commissioning Groups (CCGs), who have to provide services that meet the requirements as set out in legislation. Each CCG can decide who is eligible to receive transport in their area, based on the legislation and associated guidance

NEPT is provided solely on the basis of medical needs; social need is not taken into account. Patients have to meet certain eligibility criteria in order to use NEPT⁸.

Patients who are not eligible for NEPT but have a social need for transport can apply to the Healthcare Travel Costs Scheme. The aim of this scheme is to reimburse patient transport costs for travel to hospital or other NHS premises for NHS funded treatment. The scheme is available to individuals on a low income⁹ who can reclaim the cost of their travel. The travel must be made using the most appropriate means of transport (defined in most cases as being public transport).

1.7.7 FARES

Bus fares for supported services are currently set in line with those on commercial services in the area. These fares are monitored to ensure fairness and consistency across routes.

The average fare for services operating in Rutland is 27p/ mile for an adult¹⁰. A summary of available fare information is provided in Appendix A of the Rutland BSIP.

Child and youth fares vary between operators, currently with differing age brackets.

Fares on any demand responsive transport service are set by RCC and are related to distance travelled. We review fare levels periodically to reflect changes in operating costs.

Donations for using community transport or a voluntary car scheme are suggested by the community organisation that runs the scheme.

1.7.8 TICKETING

Multi operator tickets are tickets which can be used on buses provided by more than one service operator. They can make bus use more convenient, affordable and can help attract new passengers to bus services. At present there is no multi operator ticket scheme operating in Rutland and limited smart ticketing.

Smart ticketing is where a ticket is stored electronically on a microchip rather than printed on a paper ticket. In most existing smart ticketing schemes, this microchip is embedded in a smartcard, but it could also be on a smart phone. Smart technology opens up alternative ways of buying, collecting and using tickets that are often easier for passengers. For example, a ticket can be bought online and loaded onto a smartcard at the start of a journey or delivered directly to a mobile phone.

1.7.9 TRAFFIC, CONGESTION AND JOURNEY TIMES

The majority of Rutland's roads are rural and, with the exception of the A1 (currently governed by National Highways), single lane. There are currently no bus priority lanes within the county and the nature of our roads limits scope to implement any.

Although route (and time of day) specific vehicle speed and congestion data isn't currently available, figures published by the DfT recognise that congestion within the county is low compared to the majority of the country – as can be seen in table 3 (vehicle speeds) and

⁸ <https://www.westleicestershireccg.nhs.uk/your-health-and-services/non-emergency-patient-transport>

⁹ Full criteria can be found online: <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>

¹⁰ Ranging from as little as £0.08 to £0.36.

table 4 (delays). The data highlights that average speeds on Rutland's A roads have remained consistent over the last 5 years and are nearly 17mph faster than those for England as a whole. Average delay times have also remained consistent in recent years and are currently only a third of that experienced on average in England, and also lower than the East Midlands average.

Whilst congestion reported along our A roads through the county is relatively low, some localised delays can occur as a result of:

- Level crossing down time in Oakham and some of our villages with train lines traversing through (with potential for further impact should freight journeys increase, as indicated),
- road closures or diversions,
- school gate related congestion (at drop off and pick up times), and
- inclement weather.

It is also important to note that although congestion plays an important factor on reliability/punctuality and journey time, for Rutland, journey times are extended in comparison to those undertaken in more urban areas, due to the rurality of Rutland. Our services traverse the county, travelling along small, winding roads, connecting villages with service centres and towns. End to end journey times are therefore comparably high - with the average scheduled journey time being 3.9 minutes/ mile (but ranging from 2.01 to 10.11 minutes/ mile). As mentioned previously, actual journey time data is not currently readily available, however as data availability on ABOD increases we will look to this resource for further detail and information.

Table 3 - Average speed

	Average speed (mph) on locally managed A roads					Change in last year
	2016	2017	2018	2019 ⁴	2020 ⁵	%
England	25.2	25.2	24.9	25.3	27.3	7.9%
East Midlands	29.5	29.3	28.9	29.1	31.1	6.9%
Rutland	41.7	41.6	41.4	41.2	41.4	0.5%

Table 4 - Average delay

	Average delay on locally managed A roads (spvpm) ^{1,2,3,4}					Change in last year
	2016	2017	2018	2019 ⁵	2020 ⁶	%
England	45.9	46.9	47.3	44.0	35.3	-19.8%
East Midlands	32.1	33.7	34.6	32.1	26.0	-19.0%
Rutland	11.8	11.7	12.4	12.2	12.1	-0.8%

1.7.10 PATRONAGE AND TRENDS

Within Rutland passenger trips remained consistent during 2017/18 and 2018/19 at around 414,000 trips per year (table 5). However, in 2019/20 we saw a drop in passenger numbers of circa 6% (25,021) from 2018/19 – the reason for this is not known.

During 2020/21, when the country was in lock down, figures dropped drastically to 104,142 – a drop of circa 75% from 2018/19 levels and circa 73% from 2019/20 levels.

Interestingly however, when looking at the number of trips made with an ENCT pass (English National Concessionary Travel), although the number of trips dropped by circa 14% between 2017/18 and 2019/20 (table 6) the drop in use for ENCT trips as a result of the pandemic was lower than that by non ENCT trips – with an 11% drop from the previous year. Anecdotally, this may suggest that a higher proportion of those with ENCT passes continued to travel by bus due to having no alternative means of transport.

Table 5 - Total passenger trips by year

	2017-18	2018-19	2019-20	2020-21
TOTAL PASSENGER TRIPS	414,005	414,642	389,621	104,142

Table 6 - Total ENCTS trips by year

	2017-18	2018-19	2019-20	2020-21
ANNUAL ENCTS TRIPS	125484	102249	108495	96112

More granular information relating to passenger numbers by subsidised service, time of day and ticket type is currently not centrally collated.

1.7.11 INFORMATION PROVISION

In collaboration with bus operators and delivery partners, bus information is provided in the following ways:

- Printed information – Due to the current pandemic we are not currently issuing paper copies of timetables. However, normally we produce a countywide bus times booklet and printed leaflets for individual bus services. As we move into post covid recovery we will continue to produce and distribute paper timetable booklets to appropriate information outlets as long as there is significant demand for them and they continue to be cost-effective. The booklets and leaflets are, as far as reasonably practicable, designed to conform with best practice as set out in guidance by the Association of Transport Co-ordinating Officers (ATCO).
- Information panels at bus stops – we work with bus operators to ensure that accurate and up-to-date timetable information is provided at all bus stops within Rutland. This information is provided in large print, as far as reasonably practicable.

- Council website page with information about all local bus services in Rutland, along with links to bus operators' websites that provide timetable and route maps, ticketing information and full fares information for most routes.
- Promoting the Traveline telephone number and website through our website and printed information materials.
- In Oakham bus station and at three bus stops in Uppingham there are also electronic information displays that show scheduled departure times. Real time information displays however are not currently available in the county.

We regularly review the methods and materials used to provide information to the public and adapt these as appropriate based on customer feedback, market intelligence and current circumstances.

1.7.12 INFRASTRUCTURE

The council provides and maintains infrastructure that facilitates passenger transport use. At present, this includes bus stop poles and shelters, information display cases, and Oakham bus station.

As outlined earlier, the location of bus stops in Rutland can be found in the Rutland BSIP - Appendix B.

1.7.13 EXISTING BUS FLEET

The standard of vehicles currently in operation across the county varies considerably, however it would be fair to say that buses running on Rutland routes are generally older and less efficient than those found in cities and urban areas.

RCC doesn't currently hold an inventory of vehicles in use by operators serving Rutland (data is currently only available for those vehicles utilised as RCC's in house fleet).

1.8 FACTORS WITH POTENTIAL TO AFFECT THE LOCAL BUS MARKET OVER THE LIFE OF THE EP PLAN

Numerous factors affect the delivery and use of local bus services. As a local authority RCC have sought to identify and understand any additional elements that impact on the provision, operation and use of buses within the county. These elements have been summarised below.

1.8.1 RURAL SETTLEMENT

Rutland is a small rural county, covering an area of 382 km². Rutland's total population is estimated at 40,476 and is relatively sparse with 1.06 persons per hectare. The county consists of 54 settlements, including the market towns of Oakham and Uppingham. The remaining 52 settlements vary in size from small hamlets to large villages.

Rutland's sparse population and rural nature means a high proportion of residents are reliant on the car. These factors lead to a higher than average level of car dependency, and while for a rural area we have a relatively good bus network we know that residents without a car can feel isolated and unable to travel outside of key operating hours.

To cater for those travelling by car, within Rutland's two towns, Oakham and Uppingham, both on and off-street parking is provided by RCC. Within Oakham there are 6 council owned, pay and display car parks and in Uppingham there are 3. Locations, along with charges for these (which are consistent across all provisions), can be found on the RCC website¹¹. Limited waiting, on street free parking is also provided in Oakham and Uppingham town centres. Disabled parking is also available within the council car parks and on street.

At the time of publishing, RCC's Parking Policy is being revised and will take into account the need to prioritise bus travel over other means. As such the revised Parking Policy will outline how restrictions and enforcement¹² will be implemented to reduce inconsiderate or dangerous parking, in turn reducing associated congestion and delays to bus services. The revised parking policy will also set out the need to set parking charges, taking into consideration the need to reduce car dependency and encourage a shift towards bus travel and alternative, greener options.

1.8.2 TRIP GENERATORS AND POPULATION

Unlike other county's Rutland doesn't have a single prominent trip generator. Those travelling by bus (or indeed other means), do so to a wide range of destinations – including our two towns and villages, along with towns and city locations outside of Rutland (such as Melton Mowbray, Leicester, Peterborough and Nottingham). Lack of a dominant trip generator means more routes are required in order to cater for the varying needs of residents, which in turn increases delivery cost. The financial viability of services is also limited due to low population levels located along key service routes. Furthermore, the bus network by nature is rather slow and does not present an attractive alternative to the car so it can be difficult to attract car drivers to public transport which has an impact both on the sustainability of the transport network (most service users currently do not pay fares) and on modal shift and the associated environmental benefits.

1.8.3 FUNDING AND RESOURCE AVAILABILITY

Delivery of this bus network is reliant on significant public funding which places a burden on RCC's limited financial resources but we recognise the value of public transport to our residents and our economy and so we have not made any significant cuts in recent years. However, we need to explore new ways of attracting fare paying users whose patronage could help sustain our bus services in the future.

As such we welcome the increased government funding that can help us to deliver our vision for bus transport in Rutland and help make the bus the transport mode of choice for our residents and visitors. We aspire to be an exemplar authority in terms of the delivery of rural bus services.

1.8.4 LEVEL CROSSING CLOSURES

Rutland has one train station at Oakham. Services include a rail link to the east coast main line via Peterborough and direct trains to Stansted Airport to the east and Birmingham to

¹¹ To our knowledge there are no privately owned pay and display public use car parks in Rutland, with the exception of those serving specific attractions (such as Rutland Water) or facilities.

¹² Civil enforcement is carried out by RCC civil enforcement officers at an approximate cost of £110,000 - £130,000 per annum.

the west. There is currently a once daily direct service to London St Pancras. There are 2 level crossings within Oakham and 14 public level crossings in rural areas of our county which traverse a road or public right of way. One of the main factors behind bus service delays in Rutland is the impact of level crossing down time – particularly for services operating through Oakham. This is compounded when there are rail service delays resulting in longer closures, or when there are freight services operating. Due to the constraints of existing signalling equipment there is currently limited scope for freight train passage to increase on the line operating through Rutland. However, Network Rail is considering upgrading signalling equipment between 2019 and 2024. If such upgrades take place then growth in freight traffic could occur – increasing the amount of time level crossings are down, further impacting on service delays.

1.9 FUNDING

1.9.1 AVAILABLE FUNDING SOURCES

The following, non exhaustive list of funding sources are currently utilised to deliver passenger transport services and infrastructure in Rutland (either by RCC or operators).

- **RCC public transport revenue budget** – this is money allocated from the overall RCC revenue budget. Each year RCC is allocated circa £485,000 which is currently utilised to support non-commercial services. In addition to this, a further yearly budget allocation of £260,000 is provided to cover the cost of reimbursing bus operators for lost fees associated with trips carried out with a concessionary travel pass.
- **Government integrated transport block capital grant** – this is non ring-fenced¹³ capital funding paid as grant to local transport authorities. Local authorities decide on the specific small-scale infrastructure improvements that it is used for, which can include road safety measures and road improvements as well as passenger transport infrastructure such as new bus shelters. In previous years between £10,000 and £20,000 of this funding has been allocated for bus related improvements.
- **Bus service operator grant (BSOG)** – this is a grant paid by Government to bus operators to help them recover some fuel costs. Local authorities receive a sum related to the bus services that they support financially. At present, this grant is simply passed on by the council to the contracted bus operators (who historically used to receive it directly). However, the DfT are in the process of reviewing BSOG and future funding will be discretionary and tied to a local authority's compliance in creating enhanced partnerships as outlined by the DfT below:

'Only LTAs who have started to develop Enhanced Partnerships and operators co-operating with this process will receive the Coronavirus Bus Service Support Grant and Bus Service Operators Grant.'

¹³ 'Ring fenced' funding can only be used by a local authority for a specific purpose. Non 'ring fenced' funding can be reallocated by a council for a purpose other than the one that justified its provision.

From April 2022: *'The new discretionary forms of bus funding from Government will only be available to services operated, or measures taken, under an Enhanced Partnership or where a franchising scheme has been made. In addition, only services operated under these statutory agreements will be eligible for the reformed Bus Service Operators Grant, subject to consultation.'*

- **Additional BSIP related funding** - The Government has stated that they will provide at least £3 billion of new revenue and capital funding to support the bus sector recover from the pandemic. Allocations for RCC are currently unknown, however funding will be discretionary and dependent on:
 - Publishing an ambitious BSIP by 31st October 2021
 - Having an Enhanced Partnership active from April 2022.
- **Capacity funding** - The DfT have made £25 million available for 2021/22 to improve the capacity and capability of local authorities to deliver BSIPs and EPs. Of this funding, RCC was allocated £150,000 Local Transport Authority Bus Capacity Funding (Revenue) to help provide the resource capacity needed to create an enhanced partnership and BSIP.
- **Other central government grants** – These are usually made available through ad hoc competitions between local authorities for specific purposes.
- **Section 106 agreement contributions and Community infrastructure levy (CIL) contributions from developers** - When property developments are brought forward within the planning system, RCC will consider whether there is a case for the developer to provide funding for specific passenger transport services or related infrastructure to serve the development's area of influence. Discussions will also take place to identify whether CIL may be used to support bus service enhancements.
- **Contributions from public bodies, schools or colleges or employers** – Such contributions are usually to support particular services.
- **Temporary covid related funding** – During the pandemic the DfT have provided bus operators with additional funding to help support services. This funding was originally headed as the Covid Bus Service Support Grant (CBBSG) and currently provided as bus recovery grant (BRG).

1.9.2 FINANCIAL SUPPORT FROM RCC

A large proportion of services operating in Rutland are non-commercial – meaning they are not economically sustainable without additional financial support. The main reasons for this are:

- Low proportion of fare paying passengers (a lot of our passengers have an ENCT pass),
- Relatively low passenger numbers, and
- Longer journey distances with higher operational costs.

RCC currently spends circa £485,000 per year to support non-commercial services. Appendix A of the Rutland BSIP provides a list outlining which services are currently

supported by RCC, however in summary, RCC supports 67% of bus services operating in Rutland – equating to circa 39,486 miles supported per month¹⁴ (excluding supported mileage figures for demand responsive services). A further five are patronised predominantly by school children entitled to transport via our home to school transport policy. Therefore, these are indirectly supported as RCC purchases school transport passes on the service for eligible children. Operating these as local services is beneficial to residents as it gives them more transport options.

With the exception of service 9, the remaining services only briefly pass through Rutland while travelling between larger urban settlements out of county.

In addition to this, RCC also provides a high level of concessionary travel reimbursement back to operators, to cover the cost of trips made by individuals with a concessionary travel pass¹⁵. This spend is outlined in table 7.

Table 7 - Net current expenditure on concessionary travel in Rutland (adjusted for inflation to give expenditure at 2019/20 prices (taken from DfT table BUS0812b)

2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
£354, 000	£350, 000	£379, 000	£317, 000	£303, 000	£299, 000

1.10 PUBLIC ENGAGEMENT AND PERCEPTION OF SERVICE

As part of ongoing efforts to identify and address the needs of those living, working, visiting, and travelling across Rutland, RCC conducted a series of specially designed surveys, open forums, and live discussion events throughout 2021 – seeking feedback on how ‘Future Rutland’ should look.

Through ten themed ‘Future Rutland Conversations’, as well as a BSIP specific engagement survey (results available within the BSIP - Appendix C), feedback was been sought from members of the public, businesses, the local MP and stakeholder groups such as the Bus Users Forum and groups representing those with disabilities.

This engagement sought to explore what better bus services meant to our residents and what we need to do to make them the transport option of choice.

This feedback outlines four key areas where improvements could increase bus patronage. These have been summarised below and taken into consideration when developing plans to improve services.

The Rutland BSIP further outlines our engagement and emphasises our commitment to ongoing public engagement and improving the perception of our services.

¹⁴ Based on a typical month during school term time.

¹⁵ At the time of publishing (October 2021), there were the following number of active concessionary travel passes in Rutland: 9946 older person bus passes, 316 disabled person bus passes and 2 Travel Aid bus passes.

Availability & accessibility

“More frequent availability of public transport that doesn't take an hour to travel a few minutes by car. Buses need to be available in the evening too to allow you to travel from a village pub to home. Local taxi services would also help.”

- Promote an accessible, interconnected, and coordinated public transport system.
- Increased frequency and extended operating hours at evenings and weekends.
- Improved access to essential services, healthcare, leisure, and recreation.
- More accessible transport services for those with disabilities.

Local & natural environment

“With a lot better Bus Service more people may be encouraged to leave their cars at home.”

- Move towards a more sustainable future for the county, supporting greening initiatives across varying transport modes.
- Drive behavior changes towards sustainable transport options; harnessing changing travel behaviors and attitudes post the inception of Covid-19.
- A desire to reduce traffic and congestion in towns and villages.

Access to recreation & leisure

“Better / more frequent bus links. Particularly for getting to Rutland Water and some of the smaller villages.”

- A demand for improved transport links to access leisure and recreation facilities more easily.
- Opportunity to improve and link cycle paths and footpaths with other transport.
- Whilst important across demographics, young people, and children, expressed a need for greater independence through transport.

Information & inclusion

“Clearer information on bus timetables”

- Respondents are eager for clearer information in easily accessible formats.
- Some residents are not aware of existing bus offerings, in particular the availability of DRT.

Desire amongst participants to create stronger connections with the local council, schools, and the wider community to tackle issues and disengagement amongst young people.

1.11 VISION AND OBJECTIVES

The vision outlined within the Rutland BSIP is to:

“Create a county where the bus is a realistic transport choice through building a bus network and support system that enables residents of and visitors to Rutland to travel by bus wherever and whenever they need to in a convenient, seamless and environmentally friendly way”

Based on what our residents have told us, we have developed a number of objectives to support and enable us to deliver our vision. These are:

- 1) To offer more bus services, more frequently to more people for more hours.
- 2) To provide a bus network of seamlessly integrated reliable services that are simple to understand.
- 3) To publish clearer information in simpler formats more frequently.
- 4) To create comfortable, convenient and clean waiting facilities.
- 5) To minimise the environmental impact of our bus network by exploring the suitability of electric or alternative zero emission vehicles.

1.12 OUTCOMES TO BE DELIVERED

Within this section we outline the key improvement targets (outcomes) that we will work with operators to achieve, to help us deliver on the BSIP vision and objectives.

This EP Plan includes headline targets on:

- Journey times
- Reliability
- Passenger growth
- Customer satisfaction

Headline targets for the above are outlined in table 8 below, whilst the Rutland BSIP contains further detail on:

- How and why these targets were chosen, and
- How performance against targets will be monitored
- Additional monitoring areas for consideration

It should be noted, we have not broken our targets down between town and rural areas (as requested by the DfT) as due to the small size of our two towns, we feel separating these targets down would not add any further meaning to the results and would incur a disproportionate input to any potential benefit.

It should also be noted that the Journey Time target does not apply in respect of flexibly registered local services (such as DRT) and they will be excluded from this measure.

Table 8- Headline targets

TARGETS	2018/19	2019/20	2020/21	2024/25	2029/30	Description of how each will be measured (max 50 words)
Journey Time	No data	No data	76% of services operate journey times of less than 4 minutes/ mile.	78% of services operating journey times of less than 4 minutes/ mile (a 2 percentage point increase on 2020/21 figures).	80% of services operating journey times of less than 4 minutes/ mile (a 4 percentage point increase on 2020/21 figures).	<p>Measured through an increase in % of services operating journey speeds under 4 minutes/ per mile - calculated based on average speed per mile, with journey length based on the shortest end to end distance (without intermediate stops).</p> <p>Data published every 6 months and additional data monitored as per 3.1.5</p>
Reliability Improvements	87% of non-frequent bus services (less than 6 services/ hour) running on time	89% of non-frequent bus services (less than 6 services/ hour)	91%* of non-frequent bus services (less than 6 services/ hour) running on time	95% of non-frequent bus services (less than 6 services/ hour) running on time (a 4 percentage point	98% of non-frequent bus services (less than 6 services/ hour) running on time	Single target outlining % of services running on time (between 1 minute early and 5 minutes late).

		running on time		increase on 2020/21 figures).	(a 7 percentage point increase on 2020/21 figures).	RCC bus inspector to carry out reliability spot checks on all services, as minimum, once per month. Data to be published every 6 months. Additional data will be monitored - as per 3.2.5.
Passenger Growth	414, 642	389,621 trips	104,142	25% increase on new 2021/22 baseline.	40% increase on new 2021/22 baseline.	Success measured through increase in overall passenger trip numbers. Information gathered through monthly operator returns – which will be published every 6 months. Should data become available through ABOD we will look to use this instead. Further areas (3.3.5) will be

						monitored to assess progress and identify areas for promotion/enhancement.
Customer satisfaction	2016 data 49.48% of bus users - Overall satisfaction with bus service	Not available	Not available	25 percentage point increase on new 2021/22 baseline.	40 percentage point increase on new 2021/22 baseline.	RCC's bus inspector will carry out in person surveys on representative samples from each service 2 - 3 times per year. Satisfaction with a variety of (consistent) elements will be combined into a single indicator – published every 6 months. We will consider partaking in national surveys to enable LTA comparison.

1.13 INTERVENTIONS REQUIRED TO DELIVER OUTCOMES

Within this section we outline the interventions required in order to deliver improvements to bus services and infrastructure within the county.

Appendix E of the Rutland BSIP outlines how these interventions will help us to meet the objectives of Bus Back Better, whilst Appendix F of the Rutland BSIP outlines the funding required to deliver these improvements and offers a funding priority ranking of each of these improvements (which is referred to throughout the remainder of this section).

The deliverables outlined within this section have been identified (and prioritised) based on the findings of public engagement and discussions with operators.

It should be noted however, that the measures outlined within the remainder of this document are wholly dependent on securing the full levels of external funding previously outlined in Appendix F of the Rutland BSIP and will not be possible without it. Only deliverables outlined within an associated EP Scheme and which are not subject to any condition, including any condition as to them being subject to funding will be taken forward at present, due to funding availability. The EP Scheme includes the ability to include further deliverables where funding is provided, through a bespoke variation mechanism.

Furthermore, funding requirements post 2025 are to be determined and depend on the extent to which passenger levels have increased.

In summary, it is anticipated that a total of £ 3,537,499 is required in order to deliver all of the measures outlined within the BSIP. Of which £2,741,500 would be required from the DfT's £3bn of transformation funding, up to £315,999 of alternative DfT funding (including £210,000 of Integrated Transport Block funding), up to £226, 000 of our existing Council revenue budget and up to £254, 000 in salary costs (existing revenue). It should be noted however that the costs identified are estimates and subject to change should further investigation identify they have been over or underestimated.

1.14 BUILDING MORE FREQUENT AND RELIABLE SERVICES

1.14.1 ENHANCED FREQUENCY OF SERVICES (FUNDING PRIORITY 416)

To help make buses more appealing and easier to use, during the creation of the enhanced bus partnership, RCC will work with operators to identify the frequency of services required in order to meet the needs of residents.

Detail on this has not yet been determined, however we hope to increase daytime weekday and Saturday service frequencies, in particular, to those areas of the county currently with limited or no provision.

¹⁶ 94.5% of BSIP survey respondents said increased frequency would encourage them to travel by bus, whilst 84% said Saturday and Sunday services would, and 80% said evening services would.

Through engagement with our residents we will also explore opportunities to provide Friday and Saturday evening services to tie in with local activities and events such as cinema and theatre.

We will also trial Sunday services to enable shopping and tourism opportunities – for example to Rutland Water.

1.14.2 NETWORK DESIGN AND SIMPLIFYING SERVICES (FUNDING PRIORITY 5)

Alongside the review of service frequencies outlined above, we will work with operators to review the existing network design, to identify any gaps¹⁷ and consider how services could be simplified. During this time we will also liaise with community transport providers to ensure fully coordinated provisions.

Alterations, such as additional pick ups on existing services are likely to increase overall journey times and so, whilst detail is to be agreed, it is likely any alterations will consist of streamlining existing services and providing coordinated feeder links (likely through Digital Demand Responsive Transport – see section 1.14.4) to key hubs. Through this approach we will enable faster, more frequent journeys that reach a higher proportion of our residents.

In addition, during the initial years of the BSIP we will amend existing services to better fit with school and college journeys (where to do so would not be to the detriment of fare paying commuters) and encourage fare paying transport for non-entitled home to school movements. We will also review the number and size of vehicles used opting for minibuses where numbers are low and double decker buses where 2 routes can be combined into 1.

Through the above improvements, not only do we hope to improve accessibility and frequency, but also help encourage services to become economically stable.

During the review of network design, we will also identify services that could be simplified and improved (funding priority 5). For example, there are currently multiple services operating between Oakham and Stamford, however there is little coherence between the services that operate the route. During the early stage of our BSIP we will work with operators and Lincolnshire County Council (under which Stamford falls) to identify whether services could be merged, or if not, whether a combined timetable can be published, clearly outlining the services available, along with clear promotion.

1.14.3 INCREASING BUS PRIORITY (FUNDING PRIORITY 13, 14 AND 15)

Central to the Bus Back Better strategy is the need to make buses an *'attractive alternative to the car for far more people'*. To support this, the DfT want to see LTAs prioritise buses, helping to make them faster and more reliable.

In urban areas of the country this will be done through the introduction of priority bus lanes in locations experiencing congestion. However, in Rutland, congestion is infrequent and all roads, with the exception of the A1 (currently governed by National Highways) are single lane. As such, there is not an evidenced need to implement

¹⁷ 88% of BSIP survey respondents said increased destinations would encourage them to travel by bus more.

bus priority lanes (or point closures) within the county, nor would it be viable given the available highway space.

However, although bus priority lanes won't be implemented we will work to minimise minor or infrequent disruptions to services in the following ways¹⁸:

- Review within our Parking Policy (under review at the time of writing) parking provisions and use of restrictions along A roads and key bus routes – with a view to minimising any associated congestion.
- When planning new or amended highway engineering measures such as traffic calming, ensure consideration is given, as part of the feasibility and design stage, to the impact of the proposal on bus services operating along the highway.
- Introduce a utilities permit scheme (funding priority 14) - which will require utility service providers to apply for a permit to undertake work on the highway – providing RCC with more control over the scheduling of road closures and diversions, in turn helping minimise repeated closures, disruption and delays to bus services. We will also investigate the viability of providing buses with permits that enable them to pass through restricted road works areas, subject to it being safe and viable to do so.
- Review bus and taxi bays within our town centres, with the remit of improving passenger accessibility and ensuring bus priority (funding priority 15).
- Engage with schools to encourage parents and pupils to travel to school by alternative means than car - reducing motorised traffic outside of schools and colleges, and in turn reduce delays caused by school gate congestion. To assist with this we will continue to support schools with Modeshift STARS and seek opportunities to trial School Streets (funding priority 13).

1.14.4 COUNTYWIDE DIGITAL DEMAND RESPONSIVE TRANSPORT (FUNDING PRIORITY 1)

In some more remote parts of Rutland, we know that conventional fixed route services are financially unsustainable and unappealing to the wider public – due to the resulting services being infrequent with long journey times.

However, as outlined within section 1.7.3, to help address this, Rutland already utilises a successful demand responsive transport scheme called Call Connect, which is operated by Lincolnshire County Council on behalf of RCC.

At present the service only operates in the eastern part of the county – however subject to receiving sufficient BSIP funding and undertaking procurement, we want to expand the existing demand responsive transport offer to cover the whole of the county (either through CallConnect or a similar service) and adding additional

¹⁸ 80% of BSIP survey respondents felt reduced delays and increased reliability would encourage them to travel by bus more, whilst 67% said quicker journeys would.

destination hubs of Uppingham town and Oakham town (Stamford in Lincolnshire is currently the main destination)¹⁹.

Services will be planned to enable connecting journeys for onward travel to Corby, Melton Mowbray, Leicester and Peterborough – which offer further opportunities for a wider range of education, employment, social and health care opportunities.

We will also work with Lincolnshire County Council and service users to identify and trial, additional service extensions to meet community need – for example providing evening transport to local youth centres.

The viability of offering DRT transport to employment locations in remote areas and operating shift patterns will also be reviewed in co-operation with business owners – however it should be noted that this was trialled in 2012 as part of our LSTF bid and uptake was limited.

To help broaden the audience using DRT, we will also seek to make vehicle and 'digital' technology improvements that help to widen the appeal of the vehicles and thus reach a new audience. Improvements will include:

- Implementing new, flexible booking, including a phone app to provide booking and ticket purchasing;
- A new scheduling and despatch system making operation more efficient
- Improved vehicle quality and condition, with enhanced on-bus technology;
- Live tracking of vehicles - enable real-time passenger information;
- Smart ticket machines that accept ITSO smartcards and contactless payments; and
- Deploying innovative reactive marketing to spread awareness and understanding of the service.

Alongside any expansion of DRT, we will also deliver publicity and education events – including roadshows – to help raise awareness of how DRT works and tackle any misconceptions such as services being less reliable than fixed routes.

In implementing these changes we want to “provide a sustainable DRT service fit for the future that appeals to all ages and represents an effective rural transport solution”.

1.14.5 BUS RAPID TRANSPORT NETWORKS

The DfT BSIP guidance states that authorities should consider the longer term transformation of services through bus rapid transport systems. Bus rapid transport systems offer fast, comfortable, and cost-effective services at metro-level capacities by providing services that operate along dedicated lanes or busways, with off board payment systems²⁰. A nearby example of this is the Cambridge busway.

¹⁹ 52% of BSIP survey respondents said bookable on demand services would encourage them to travel by bus more.

²⁰https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/985379/bus-service-improvement-plans-guidance-to-local-authorities-and-bus-operators.pdf

Whilst RCC along with operators will strive to significantly improve services across the county, a bus rapid transport system in Rutland is not deemed viable for the following reasons:

- Congestion is minimal and can be resolved by alternative means, as outlined above.
- Service frequency does not currently warrant the need for dedicated lanes (all routes in Rutland operate less than 6 services per hour).
- There are limited locations that have issues with slow boarding.
- Rutland is a rural county with rolling countryside – the creation of a busway would be incongruous to the natural environment.

1.15 PLANNING AND INTEGRATION WITH OTHER TRANSPORT MODES

1.15.1 INTEGRATED SERVICES AND TRAVEL HUBS (FUNDING PRIORITY 21)

As we work more closely with operators of both bus and rail services, we will increase opportunities to integrate services as well as modes of travel – ensuring the bus does not operate as a standalone travel option.

We will upgrade Oakham bus station and Uppingham interchange, along with other bus stops, to become active travel hubs and seek opportunities to provide similar at Oakham train station (the only train station in Rutland) (funding priority 21). These new hubs will provide improved promotion – highlighting links between buses and trains as well as opportunities for safe onwards walking and cycling opportunities – and where possible supported by the provision of secure and undercover cycle parking²¹ as well as information and guides on safe walking and cycling routes accessible from the bus stop/ station²².

We will also continue to operate service timings that facilitate onward travel connections from Oakham and Uppingham and this will become more important as DRT feeder services are implemented. We will liaise with operators to identify improved communication channels between operators, to reduce instances of missed connections due to delayed feeder services.

1.15.2 SIMPLIFY SERVICES (FUNDING PRIORITY 14)

It is well documented that complicated services (or perception of) deter bus use.

To address this our BSIP outlines a number of improvements to help simplify services:

- Implementation of consistent numbering on supported services (priority 6),
- Investigate options for consistent age brackets and fares for youth travel across supported bus services (priority 8),
- Look to set a schedule for timetable and service changes – to minimise multiple communications and coordinate changes

²¹ 38% of BSIP survey respondents said secure cycle parking would encourage them to travel by bus more.

²² 60% of BSIP survey respondents said better connectivity between buses and walking and cycling provisions would encourage them to use the bus more.

- Show all Rutland services on bus stop network maps (included within priority 7)
- Investigate opportunities for fare capping on supported services (included within priority 3 and 8)
- Investigate opportunities for integrated tickets between operators (funding priority 11²³)
- Streamline services that operate the same route (see example in 4.1.2).

In addition to the above, should evening and/ or additional weekend services be implemented we will work with operators to ensure as far as possible, services are also easy to understand and use.

1.15.3 REVIEW SOCIALLY NECESSARY SERVICES

RCC currently supports a number of services that offer socially necessary journeys, but that aren't currently commercially sustainable.

However, there are further areas of the county currently unserved by a bus service and also potential for the impact of Covid 19 to threaten the viability of previously commercially viable services.

These two issues are to be addressed as a priority early in the life of our BSIP.

We will work with operators to undertake a review of existing services, to identify:

- Whether services remain commercially viable, or could be commercially viable with delivery of the improvements outlined in the BSIP, and
- where gaps in service exist and whether they can be addressed through alterations to existing services (without detriment to journey time).

Where neither of these options are viable, it is envisaged that expanded DRT (section 1.14.4) will offer feeder transport services to Oakham, Uppingham and Stamford, with further onward travel opportunities available from these destinations. Indeed, the expansion of DRT to the whole county alone will improve equity of service provision as, at the time of writing, the east of the county has the CallConnect scheme to connect rural communities without a conventional bus service to the town of Stamford, while the west of the county lacks such a service.

Through the above, we will ensure we meet the needs of vulnerable people and reach communities that are at risk of social isolation.

1.15.4 INVEST IN SUPERBUS NETWORKS

Although our proposals would result in higher frequency and lower fare services than currently in operation, Superbus networks (as outlined on page 47 of the National Bus Strategy) are best suited for 'intermediate' areas: neither fully urban or deeply rural.

²³ 86% of BSIP survey respondents said better connections with other buses and trains would encourage them to travel by bus more.

Due to Rutland's rural nature and low population (there are under 40,000 residents in Rutland) a Superbus network would not be suitable and as such we will focus on delivering the other improvements outlined within our BSIP.

1.16 FARES AND TICKETING

1.16.1 FARES MUST BE SIMPLER AND OFFER VALUE FOR MONEY (FUNDING PRIORITY 8, 3 AND 9)

To help encourage use, through the enhanced partnership, we will work with operators to investigate opportunities to offer value for money and simpler fares on supported services. Exact details are still to be confirmed, however, we hope to offer the following:

- Investigate the viability of standardised age categories for child and youth fare tickets across supported bus services.
- Develop a council issued youth identity card for all Rutland residents under the age of 19 (funding priority 8). All school & college passengers utilising RCC provided school transport will be sent a youth identify card automatically each summer and an online application service for any other resident under 19 to easily access the cards.
- Offer discounted travel for children and youth during incentivised travel promotion schemes (funding priority 3).

Through the above it is hoped that we will be able to encourage a younger audience on to the bus - helping to make bus travel the norm and encourage sustainable travel habits for life.

In addition to the above, during the development of the EP, we will assess the viability of bringing in value for money fares, daily price caps, frequent traveller incentives and weekly or monthly tickets on supported bus services. However, it should be noted that due to a number of services within the county being non-commercial, these reduced fares and discounts will require additional subsidy from RCC as the LTA and will require further discussion with operators during EP development.

Finally, to make purchasing tickets easier and allow integration between operators and modes of travel, we will explore the viability of buying in to Lincolnshire County Council's existing ETM system to enable cashless ticketing on Rutland services (funding priority 9).

1.17 PASSENGER EXPERIENCE

1.17.1 MODERN BUSES AND DECARBONISATION (FUNDING PRIORITIES 2, 19, 20 AND 12)

Rutland does not have any Air Quality Management Areas, however findings from recent public engagement²⁴ have highlighted increased concern from members of the public regarding climate change and the need to reduce environmental impact.

To address this concern, over the life of the BSIP, great importance will be given to reducing the emissions of bus services operating within Rutland, with the following actions planned:

- Pilot the use of 100% electric vehicles for our town centre ‘Hopper’ services (funding priority 2)²⁵. The pilot will last for 1 year initially, with comparison made against diesel vehicle operations. Due to the county’s rural nature, the majority of services operating do so over longer distances than our urban counterparts. As such, whilst technologies are still developing our trial will focus on town centre Hopper services, where vehicle charge range would not pose a threat to service operation and reliability. A findings report will be produced at the end of the trial, with any recommendations for continuation or expansion included within it.
- Engage with operators to undertake a stock take of vehicles in use along with their associated emissions output. The resulting information will be used to optimise use of lower emission vehicles and prioritise any future investment that may be made available to replace vehicles with lower emission alternatives.
- Liaise with operators regarding the viability of electric charging provisions at their existing depots – identifying infrastructure improvements required in order for electric or other zero carbon emission vehicles to be utilised in the future.
- Trial the use of an electric minibus to provide community transport (funding priority 19).
- Liaise with energy providers and develop a countywide EV strategy, considering the requirements needed to facilitate a move towards an electric or alternative zero carbon emission fleet of buses.

In addition to lower emission vehicles, over the life of the BSIP we will work with operators, and on our own fleet, to improve the overall quality and provisions on offer as follows:

- Investigate and if mutually agreed to be viable by operators and RCC, install Wi-Fi and/ or USB charging on all existing vehicles (subject to funding) used

²⁴ Via the Council’s Future Rutland Conversation that took place in spring/ summer 2021.

²⁵ 68% of BSIP survey respondents said electric or zero emission vehicles would encourage them to travel by bus more.

for supported services – enabling users to optimise their time whilst travelling (funding priority 20)²⁶.

- Investigate and if mutually agreed to be viable by operators and RCC, install audio and visual announcement provisions on existing vehicles (subject to funding)²⁷ used for supported services – to help improve accessibility for those with restricted eye site or hearing and provide confidence to passengers who don't know the area, such as tourists (funding priority 12).
- When replacing vehicles or re-procuring – merit will be given where operators are able to offer²⁸:
 - Audio and visual announcement provisions as standard
 - Wi-Fi and/ or USB charging
 - Improved accessibility for those in wheelchairs, utilising mobility aids or travelling with pushchairs or luggage.
 - Where possible, space for bicycles²⁹ (for tourists and residents wishing to travel part of their journey on bike).
 - Enhanced vehicle cleaning protocols.
 - Buses offering reduced carbon emissions.

1.17.2 PASSENGER SAFETY (FUNDING PRIORITIES 18, 10, 17 AND 12)

Ensuring actual and perceived safety of passengers is vital – both when travelling on and waiting for a bus³⁰. To help improve safety for our bus users, we will:

- Undertake walking and cycling route audits on the main footways leading to bus stops and Oakham bus station (funding priority 18). Audits will identify any safety or accessibility issues, such as poor footway camber, lack of dropped kerb crossing provisions, lack of lighting or natural surveillance. Findings from these audits will be used to identify potential infrastructure improvements that if delivered, would make bus stops safer and more accessible to reach.
- Audit bus stops (funding priority 10) – we will undertake an audit of all bus stops to assess (alongside timetable and information provision) the safety, comfort and accessibility of the stop – with regards to factors such as lighting, presence of hardstanding, whether there is a sheltered waiting area and seating, if there are raised kerbs to assist boarding, presence of bicycle

²⁶ 39% of BSIP survey respondents said USB charging would encourage them to travel by bus more.

²⁷ 81% of BSIP survey respondents said better on bus information such as next stop announcements would encourage them to use the bus more.

²⁸ The following percentages of BSIP survey respondents said the following improvements would encourage them to travel by bus more: better bus cleanliness (62%), modern buses (61%), better facilities for those with disabilities (60%), better condition buses (59%), better facilities for those with buggies or shopping (57%), better seating availability (52%) and ability to travel with bike/ e bike (43%).

²⁹ This was previously trialed through our LSTF bid. Uptake was minimal and so any future schemes would need careful research to identify the best solution.

³⁰ 67% of respondents said improved safety at bus stops and shelters would encourage them to use the bus more, whilst 74% said a better waiting environment would, 57% said seats at bus stops would and 54% said better facilities for those with disabilities would.

parking and whether there is a requirement for cctv. We will then grade all bus stops and implement a minimum standard. For example, using a scale of 1 – 3 with 1 being the highest level of provision. Grading of stops (criteria for which will be mutually agreed with operators within the EP) will enable us to prioritise funding of improvements (should funding become available) and produce a maintenance plan. In addition, we will also seek investigate interest from parishes to undertake financially supported upkeep of bus stops and shelters.

- Increased monitoring of Oakham bus station and Uppingham interchange – to help deter anti-social behaviour, we will increase monitoring and staff attendance of Oakham bus station and Uppingham interchange. This will be carried out by the Council's bus inspector (funding priority 17).
- Training – we will work with operators to ensure all drivers have undertaken relevant training. We will also work with operators to ensure emergency protocols are in place and that drivers remain accessible at all times through mobile phone and on board trackers. We will also require buses to install (if not already present) CCTV on board.
- Customer relations – We will work with and encourage bus operators to ensure safety aspects are covered within their marketing. We will also ensure it is covered within the Passenger Charter – which will include clear mechanisms for submitting a complaint or suggestion relating to passenger safety. We will also seek opportunities to work with bus operators to engage with local police, other stakeholders and local schools to address safety concerns.
- Information provision – As outlined in other sections of the BSIP, we will also ensure information provision is improved and look to retrospectively install audio visual announcement systems on buses to reassure users and give them confidence in using the service (funding priority 12).

1.18 PASSENGER VOICE AND INFORMATION

1.18.1 PASSENGER VOICE

In order to ensure services are meeting the needs of those using them, and to further encourage more individuals to travel by bus, it is vital that we listen to the views of our service users.

In doing so we will be able to ensure services are accessible by all and identify any areas for improvement. To facilitate this we will:

- Continue to hold the Rutland Bus Users Panel meeting and Rutland Bus Users Forum meeting. Both of these meetings take place twice a year, the former is attended by a panel (including operators and bus user representatives), whilst the latter can be attended by any Rutland resident that wishes to do so. Through these avenues, bus users can raise concerns or

issues regarding bus travel within the county and offer a sounding post for future improvements and alterations.

- Carry out (quarterly or twice yearly) bus user satisfaction surveys to help identify overall level of satisfaction with services, as well as for example, satisfaction with specific elements of travel, routes or times of travel. The results of these surveys will be used to monitor progress against the target for customer satisfaction.
- Work with operators to prepare a single bus passenger charter (to be included as BSIP - Appendix G) for all services operating within Rutland³¹ – outlining bus users' rights to certain standards of service such as:
 - punctuality,
 - vehicle cleanliness,
 - proportion of services operated,
 - accessibility standards (and the steps taken to ensure inclusive transport services),
 - infrastructure requirements,
 - information provision, and
 - information and redress.
- On the latter point, the charter will outline how passengers can make a complaint or provide feedback (at a local and national level) where the service levels are not met. It should be noted however, that where operators deliver services in multiple authority areas, confusion may result from the creation of multiple charters. As such, a nationally set passenger charter may prove more beneficial and offer continuity of service levels across authority borders. In the event that such a national charter is produced we will seek to adopt it.

1.18.2 NETWORK IDENTITY (FUNDING PRIORITY 6)

It is acknowledged that a key element to providing service users with confidence, is clear and consistent branding across services operating within the county.

However, within Rutland a number of services operate across local authority boundaries and as such, it is not always possible to apply consistent service numbering or branding to buses – as to do so may conflict with 'network identity' in neighbouring counties.

To help improve network identity within Rutland however we will set about re numbering all services that are subsidised by RCC and primarily serve Rutland (priority 6). These services will be re numbered in line with the existing Rutland Flyer 1 & 2, to improve consistency.

1.18.3 BUS STOP PASSENGER INFORMATION (FUNDING PRIORITY 10)

In recent years a number of improvements have been made to the information available at bus stops within the county. However, when undertaking bus stop audits (funding priority 10), we will also assess information provision at each stop with a

³¹ 69% of BSIP survey respondents said improved customer services would encourage them to travel by bus more.

view to further improve the clarity and accessibility of information through implementing the following³²:

- Develop, in conjunction with operators within the EP, tiered standards for road side information provision and promotion. Full criteria is to be mutually agreed, however minimum standards for bus timetable information will apply to ensure it is accessible by all (for example through setting minimum font sizes – something which is already in use after consultation with Rutland Accessibility Group and VISTA). Other areas to be covered through the standards are: stop names (or numbering), date of timetable issue and use of logos etc.
- Information on all services operating from the stop,
- Fares information,
- Onboard facilities – e.g. whether Wi-Fi and on board charging area available,
- Route and network maps,
- Onward journey information – including links with rail, walking and cycling routes,
- Information for those travelling with mobility scooters, pushchairs, dogs and bicycles,
- Information about nearby tourist attractions, and
- Links to further information online and online journey planning tools.

1.18.4 REAL TIME INFORMATION (FUNDING PRIORITY 16)

Although there are electronic information displays in Oakham and Uppingham town centre, no real time information displays are currently available in Rutland. This is due to a number of factors including:

- Existing electronic displays being unreliable,
- Comparatively low service frequencies compared to urban areas,
- Poor telecommunication signals in more remote areas, hindering data transfer, and
- Concern from communities regarding the urbanisation of rural areas.

Despite historically not being considered viable, as we plan to increase and improve services, we will carry out further investigation into the need and deliverability of countywide real time information displays and alternatives such as real time apps, to further help improve availability of information and accessibility³³.

1.18.5 TIMETABLE CHANGES

To help limit confusion, during the creation of the EP, we will work with operators to agree a process and schedule for implementing timetable changes – helping to

³² 83% of BSIP survey respondents said better information at bus stops would encourage them to travel by bus more.

³³ 89% of BSIP survey respondents said real time information displays would encourage them to travel more by bus.

enable coordinated changes and reduce the need for multiple press releases and promotion that may lead to confusion.

We will however ensure changes to services are promoted widely.

1.18.6 TRAVEL INCENTIVES AND PROMOTIONS (FUNDING PRIORITY 3 AND 7)

We will raise public awareness³⁴ to both existing bus users and non bus users through the following ways:

- Work with RCC communications team to develop an annual promotion and marketing calendar to alert residents to service changes, new services, available routes, discounted travel schemes or campaigns (funding priority 3).
- Work with Discover Rutland to promote bus services that support or serve access to tourist destinations across the county.
- Deliver targeted campaigns and free or discounted travel promotions to boost usage of particular services or of particular demographics such as youth and family travel. For example, to date during 2021, we have delivered two free or discounted travel campaigns, to raise general awareness and interest. We will look to make this a regular occurrence, with at least one offer per year, which could coincide with Catch the Bus Week or Rutland school holidays (funding priority 3).
- Produce new promotional materials and resources, including but not limited to: timetable booklets and 'underground' style route maps. Materials will offer clearer and easier to understand information and will highlight promotions and service enhancements to that may be delivered as a result of the BSIP (funding priority 7).
- Upgraded website with clearer information on services.
- Enhanced promotion of the Traveline public transport journey planning tool.

³⁴ 92% of BSIP survey respondents felt easier to find information would encourage them to use buses more, whilst 88% said journey planning tools would.

1.19 HOW INTERVENTIONS WILL HELP DELIVER ON OUTCOMES

On 27th May 2021, Rutland County Council (RCC) approved the development of an Enhanced Partnership (EP). Since then, RCC in collaboration with bus companies operating services across the county, have identified how bus provisions could be improved. These ambitions are outlined within the Rutland Bus Service Improvement Plan and will be delivered through the Enhanced Partnership Scheme.

The EP Plan mirrors the content of the BSIP, whilst the Scheme outlines the elements of the plan to be delivered, along with detail on the obligations and actions attributed to members of the Enhanced Partnership.

Table 9 below outlines how the interventions within the EP Plan will drive improvements to bus services within the EP Plan area, helping to deliver on the objectives of the BSIP and wider local transport plan objectives.

Table 10 (appendix E of the Rutland BSIP) provides a quick guide summary outlining how the facilities, measures and standards specified in the Scheme (reflecting the deliverables in section 4 of the BSIP) will help us to deliver the EP Plan and the targets set out in section 3 of the BSIP.

Table 9 - BSIP objectives and EP approach

BSIP Objectives	EP Approach
1) To offer more bus services, more frequently to more people for more hours.	<ul style="list-style-type: none"> a) Identify the frequency of services required in order to meet the needs of residents b) Increase daytime weekday and Saturday service frequencies, in particular, to those areas of the county currently with limited or no provision. c) Explore opportunities to provide Friday and Saturday evening services to tie in with local activities and events. d) Trial Sunday services to enable shopping and tourism opportunities. e) Expand the existing demand responsive transport offer to cover the whole of the county. f) Subject to funding and viability, install Wi-Fi and/ or USB charging on all existing vehicles used on supported services, to widen the appeal of bus travel. g) Deliver targeted campaigns and free or discounted travel promotions to boost usage of particular services or of particular demographics such as youth and family travel. h) Assess the viability of bringing in value for money fares, daily price caps, frequent traveller incentives and weekly or monthly tickets on non-commercial services
2) To provide a bus network of seamlessly integrated,	<ul style="list-style-type: none"> a) Review the existing network design to identify any gaps and consider how services could be simplified.

<p>reliable services that are simple to understand</p>	<ul style="list-style-type: none"> b) Liaise with community transport providers to ensure fully coordinated provisions. c) Streamline existing services and provide coordinated feeder links to key hubs. d) Amend existing services to better fit with school and college journeys and encourage fare paying transport for non-entitled home to school movements. e) Review within RCC Parking Policy parking provisions and use of restrictions along A-roads and key bus routes. f) Ensure consideration is given, during the feasibility and design stage of highway schemes, the impact of the proposal on bus services. g) Introduce a utilities permit scheme h) Investigate viability of providing road closure permits to bus operators i) Review bus and taxi bays within our town centres. j) Engage with schools to encourage parents and pupils to travel to school by alternative means than car. k) Continue to support schools with Modeshift STARS and seek opportunities to trial School Streets. l) Continue to deliver independent travel training. m) Upgrade Oakham bus station and Uppingham interchange, along with other bus stops, to become active travel hubs. n) Operate service timings that facilitate onward travel connections from Oakham and Uppingham. o) Identify improved communication channels between operators. p) Implement consistent numbering on supported bus services. q) Investigate options for consistent age brackets and fares for youth travel on supported bus services. r) Develop a council issued youth identity card for all Rutland residents under the age of 19. s) Set a schedule for timetable and service changes. t) Investigate opportunities for fare capping on supported services. u) Investigate opportunities for integrated tickets between operators. v) Explore the viability of buying in to an electronic ticketing machine system.
<p>3) To publish clearer information in simpler formats more frequently.</p>	<ul style="list-style-type: none"> a) Deliver publicity and education events - including roadshows – to help raise awareness of Demand Responsive Transport. b) Show all Rutland services on bus stop network maps. c) Develop an annual promotion and marketing calendar to alert residents to service changes, new services, available routes, discounted travel schemes or campaigns. d) Work with Discover Rutland to promote bus services that support or serve access to tourist destinations across the county. e) Produce new promotional materials and resources, offering clearer and easier to understand information.

	<ul style="list-style-type: none"> f) Provide an upgraded website with clearer information on services. g) Enhance promotion of the Traveline public transport journey planning tool. h) Investigate the need and deliverability of countywide real time information displays and alternatives such as real time apps. i) Assess information provision at each bus stop. j) Develop, in conjunction with operators within the EP, tiered standards for roadside information provision and promotion. k) Include safety information within marketing and the Passenger Charter.
<p>4) To create comfortable, convenient and clean waiting facilities.</p>	<ul style="list-style-type: none"> a) Undertake walking and cycling route audits on the main footways leading to bus stops and Oakham bus station. Findings from these audits will be used to identify potential infrastructure improvements that if delivered, would make bus stops safer and more accessible to reach. b) Undertake an audit of all bus stops to assess (alongside timetable and information provision) the safety, comfort and accessibility of the stop. c) Grade all bus stops and implement a minimum standard. d) Deliver bus stop infrastructure improvements. e) Prepare and implement a cleaning and maintenance schedule of bus stops. f) Increased monitoring of Oakham bus station and Uppingham interchange – to help deter anti-social behaviour. g) Work with operators to ensure all drivers have undertaken relevant training, that emergency protocols are in place and that drivers remain accessible at all times through mobile phone and onboard trackers. h) Seek opportunities to work with bus operators to engage with local police, other stakeholders and local schools to address safety concerns
<p>5) To minimise the environmental impact of our bus network by exploring the suitability of electric and alternative zero emission vehicles</p>	<ul style="list-style-type: none"> a) Pilot the use of 100% electric vehicles for our town centre 'Hopper' services. b) Engage with operators to undertake a stock take of vehicles in use along with their associated emissions output. c) Liaise with operators regarding the viability of electric charging provisions at their existing depots. d) Trial the use of an electric minibus to provide community transport. e) Liaise with energy providers and develop a countywide EV strategy, considering the requirements needed to facilitate a move towards an electric (or alternative zero emission) fleet of buses.

Table 10 - How the facilities, measures and standards specified in the Scheme will help us to deliver the EP Plan and BSIP targets

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
Countywide Digital Demand Responsive Transport: Ensuring all residents have access to passenger transport	x		x	
Decarbonisation: Pilot electric town centre 'Hopper' services			x	x
Travel incentives & promotions: Annual promotions calendar including free or discounted travel campaigns			x	x
Enhanced frequency of services: Explore opportunity for more frequent weekday services and evening and Sunday services to meet our residents' needs.			x	x
Simplifying services: Streamlining services delivered by multiple operators.	x	x	x	x
Renumbering of services: Strengthen the identity of Rutland's services - renumbering subsidised services to align with the Rutland Flyer 1 and 2.			x	x
Promotional materials: Enhanced promotion and marketing to raise awareness of existing, new and enhanced services and travel incentives.			x	x
Simplifying ticketing and growing youth patronage: Seek to simplify ticket options and age brackets (on supported services) and implement a youth travel id card.			x	x
Electronic ticketing machines: Modernising payment methods and improving accessibility	x	x	x	x
Bus stop audits and improvements: Improving the comfort, accessibility and safety of waiting areas.	x		x	x
Integrated ticketing: Seek to offer multi operator and mode travel tickets	x	x	x	x
Audio and visual on board announcements: Improving accessibility and information for residents and visitors.			x	x

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
Behavioural change measures: Encouraging sustainable travel options that reduce school gate congestion, causing delay to buses.	x	x	x	x
Utility permit scheme: Improve efficiency of roadwork scheduling to reduce delays and diversions.	x	x	x	x
Review of taxi and bus laybys: Review location and usage to enhance accessibility.	x	x	x	x
Real time information: To improve service information and public confidence.			x	x
Bus station and interchange monitoring: enhanced staffing presence to improve perceived and actual passenger safety.			x	x
Walking and cycling audits: Review walking and cycling routes to bus stops and identify areas for improvement.			x	x
Decarbonisation: Community transport electric minibus pilot			x	x
On board USB charging and Wi - Fi: Modernising buses to improve passenger experience			x	x
Creation of travel hubs: Improving onwards travel information and integration between travel modes.		x	x	x

1.20 COMMUNICATION CHANNELS - CONSULTING OPERATORS AND PASSENGER GROUPS ON EP PLAN AND EP SCHEME PROGRESS

Progress against outcomes and interventions will be reported on publicly every 6 months, commencing from the adoption of the EP Plan and Scheme.

The first review is provisionally scheduled for October 2022 – with this, and all future progress updates, published online: <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

Internally, the findings of the 6 monthly progress reports will be presented to the Council's Highways and Transport Working Group prior to publication online. Data from the progress reports will be used to identify additional areas for improvement and/ or promotion and will be considered when undertaking the annual BSIP and EP Scheme review.

To help ensure data collection remains on track and operators and passenger groups remain consulted on progress, outcomes and interventions will be standing agenda items of the EP Forum, Bus Users Panel and Bus Users Forum meetings detailed below.

1.20.1 ENHANCED PARTNERSHIP (EP) FORUM

Formal communication between RCC and local bus operators takes place during EP Forum meetings which are minuted. During the development of this EP, these meetings took place fortnightly and provided a forum for operators and RCC to openly discuss views and ideas further exploring potential measures that could help improve provisions and passenger levels in the county. Upon commencement of the EP Plan and Scheme, these meetings will be held quarterly, with additional meetings held in between where required. The EP Forum is governed by Terms of Reference, which also enable attendance by invited representatives from highways and other teams across the council, as well as external stakeholder groups (such as neighbouring local transport authorities, those representing individuals with disabilities, walking and/ or cycling groups) to future meetings where there are points of interest to raise.

Communication also occurs more informally via telephone and email.

1.20.2 RUTLAND BUS USERS PANEL AND BUS USERS FORUM

Rutland Bus Users Panel was established to enable joint working between Rutland County Council, Transport operators and Rutland bus passengers/residents to ensure that passenger transport services operate to high standard and are fit for purpose. The panel was established initially in 2004 by the Rutland County Council Transport Operations team and changes to the format of the group were implemented in 2019. The panel act as a link between the authority and the public transport users within the county to report issues, assist with consultation, promote usage of public transport and offer information and support to the Rutland County Council Transport operations team.

Membership is open to all Rutland residents to apply to join the panel. Transport operators or representatives from other local authorities will be invited to attend panel meetings whenever their input is required for agenda items. Other panel members include:

- Portfolio Holder for Transport (Chair)
- Transport Operations Manager
- Rural Transport Officer
- Transport Inspector

The Panel meet a minimum of twice per annum with a further two open Bus User Forums occurring each year (open to all Rutland residents) – ideally scheduled in-line with each publication of the Rutland Bus times booklet.

2 PART 2 – EP SCHEME

THE RUTLAND COUNTY COUNCIL ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY:

RUTLAND COUNTY COUNCIL DISTRICT COUNCIL

2.1 EP SCHEME CONTENT

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

Section 2.2 - Scope of the EP Scheme and commencement date

Section 2.3 - Obligations on the Local Authority and Bus Operators

Section 2.4 - Governance Arrangements

The EP Scheme can only be put in place if an associated EP Plan has been made. Therefore, this document should be considered alongside the associated EP Plan.

The EP Scheme has been jointly developed by Rutland County Council (the Local Transport Authority and Local Highway Authority) and those bus operators that provide local services in the EP Scheme area. It sets out obligations and requirements on both Rutland County Council, as the Local Transport Authority and Local Highway Authority, and operators of local services in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

2.2 SCOPE OF THE EP SCHEME AND COMMENCEMENT DATE

2.2.1 DESCRIPTION OF GEOGRAPHICAL COVERAGE

The EP Scheme will support the improvement of all local bus services operating in the following areas:

- the full geographical area of Rutland county – which is governed by Rutland County Council as the Local Transport Authority and Local Highway Authority.

2.2.2 MAP OF EP PLAN AND EP SCHEME AREAS

Both the EP Plan and this Scheme cover the same area: the full geographical extent of Rutland county – as indicated in the following map.



2.2.3 COMMENCEMENT DATE

The EP Plan and EP Scheme are made on 31st March 2022 and will be in operation from 31st March 2022.

The published BSIP and this EP Plan span the same time frame as Moving Rutland Forward – Rutland’s Fourth Local Transport Plan and will therefore cover the period up to 2036.

The EP Plan will be reviewed every five years from the commencement date.

The EP Scheme will have no specific end date but will be reviewed by Rutland County Council at least annually (in accordance with Section 2.4.2).

Subsequent milestone dates relating to specific facilities and measures (Section 2.3.2) and bus operator obligations (Section 2.3.3) are outlined within the associated sections.

2.2.4 EXEMPTED SERVICES

The following services are exempt from the requirements of the EP Scheme:

None.

** Treat document in confidence **

2.3 OBLIGATIONS ON THE AUTHORITY AND OPERATORS

2.3.1 SUMMARY OF OBLIGATIONS ON RUTLAND COUNTY COUNCIL AND OPERATORS

The following matrix summarises the specific interventions that authorities and operators are required to deliver as part of the EP Scheme:

Table 11 - Summary of obligations on Rutland County Council and Operators

Responsibility	Rutland County Council	Operators within EP	Delivery due by
Facilities			
Bus stops			
Develop a bus stop grading mechanism as in section 2.3.2.1 and 2.3.3.2	x	x	30 th June 2022
Carry out a bus stop audit as in section 2.3.2.1	x		31 st December 2022
Rank all bus stop and shelters as in section 2.3.2.1	x		31 st December 2022
Deliver bus stop infrastructure improvements as in section 2.3.2.1	x		Up to the end of the 2024/25 financial year
Prepare and implement a cleaning and maintenance schedule as in section 2.3.2.1	x		30 th June 2022.
Travel hubs			
Upgrade travel information as in section 2.3.2.2	x		30 th June 2022
Agree communication mechanism between operators as in section 2.3.2.2 and 2.3.3.3	x	x	31 st March 2023

Real time information			
Review of real time information systems and assessment of viability as in section 2.3.2.3	x		31 st December 2023
Measures			
Renumbering services			
Renumber non commercial services as in section 2.3.2.4 and 2.3.3.4	x	x	31 st December 2022
Provide promotion and timetable updates as in section 2.3.2.4	x		31 st December 2022
Demand responsive transport			
Deliver public road shows as in section 2.3.2.5 and 2.3.3.5	x	x	Minimum of 1 per year over the life of the Scheme
Provide media releases as in section 2.3.2.5	x		Minimum of 1 per year over the life of the Scheme
Modern and accessible buses			
Carry out a stock take of vehicles in use as in section 2.3.2.6 and 2.3.3.6	x	x	First version no later than 30 th September 2022. Annually thereafter for the life of the Scheme.
Electric vehicle strategy as in section 2.3.2.6	x	x	31 st March 2025
Behaviour change			
Provide active travel promotion as in section 2.3.2.7	x		Ongoing through duration of EP Scheme from 31 st March 2022
Provide independent travel training as in section 2.3.2.7	x		Ongoing through duration of EP Scheme from 31 st March 2022
Safety			
Monitoring of Oakham bus station and Uppingham interchange as in section 2.3.2.9	x		Duration of scheme from 31 st March 2022. Minimum of twice a week at each location.

Identify safety standards as in section 2.3.2.18 and 2.3.3.7	x	x	31 st December 2022
<i>Simplifying services</i>			
Network design as in section 2.3.2.10 and 2.3.3.8	x	x	31 st March 2024
Agree timetable schedule as in section 2.3.2.11 and 2.3.3.8	x	x	31 st December 2022
<i>Fares and ticketing</i>			
Review of options for and viability of implementing an electronic ticket machine system as in section 2.3.2.12 and 2.3.3.9	x	x	31 st March 2023
Investigate viability of standardised age categories for child and youth fares on supported bus services - as in section 2.3.2.12 and 2.3.3.9	x	x	31 st March 2023
Implement youth identity card and online application service as in section 2.3.2.12	x		30 th September 2023
Assess viability and impact of bringing in multi operator/ mode ticketing, value for money fares, daily price caps, frequent traveller incentives and weekly or monthly ticket options on supported bus services - as in section 2.3.2.12 and 2.3.3.9	x	x	31 st December 2023
Produce a position statement on multi operator/ mode ticketing value for money fares, daily price caps, frequent traveller incentives and weekly or monthly ticket options on supported bus services - as in section 2.3.2.12	x		31 st March 2024

<i>Travel incentives and promotions</i>			
Produce an annual promotion and marketing calendar as in section 2.3.2.13	x		30 th April 2023– refreshed on an annual basis thereafter, for the duration of the EP scheme.
Identify opportunities to promote bus services to tourist destinations as in section 2.3.2.13	x		30 th April 2023
Produce promotional materials and timetable booklets as in section 2.3.2.13	x		Ongoing throughout life of EP Scheme, subject to available budget from 31 st March 2022
Promote Traveline as in section 3.2.12	x		Ongoing throughout life of EP Scheme from 31 st March 2022
<i>Frequency of services</i>			
Undertake passenger demand review as in section 2.3.2.14	x		30 th April 2023
Produce viability report on increasing service frequencies as in section 2.3.2.14 and 2.3.3.10	x	x	30 th April 2024
<i>Road closures</i>			
Implement a utility permit scheme as in section 2.3.2.15	x		31 st March 2025
Investigate viability of providing road closure permits to bus operators as in section 2.3.2.15	x		31 st December 2022
<i>Engagement</i>			
Customer satisfaction surveys as in section 2.3.2.16	x		Minimum of 2 per year during life of EP Scheme from 31 st March 2022
Hold Rutland Bus Users Panel and Rutland Bus Users Forum as in section 2.3.2.16	x		Twice per year during life of EP Scheme from 31 st March 2022

Information provision			
Develop tiered standards for roadside travel information as in section 2.3.2.17 and 2.3.3.11	x	x	30 th June 2022
Develop minimum standards for timetable information as in section 2.3.2.17 and 2.3.3.11	x	x	30 th June 2022
Permit unlimited free travel by RCC bus inspectors as in section 2.3.3.1		x	Ongoing through duration of EP Scheme from 31 st March 2022
Identify in conjunction with Bus Operators, data requirements as in section 2.3.2.19 and 2.3.3.12	x	x	31 st July 2022

2.3.2 OBLIGATIONS ON RUTLAND COUNTY COUNCIL

Facilities

Rutland County Council will provide the following Facilities:

2.3.2.1 Bus Stops

Bus stop grading

Rutland County Council will work with Bus Operators within the Enhanced Partnership to develop, no later than 30th June 2022, a grading mechanism of bus stops and shelters and identify a minimum standard.

Bus stop audit

By 31st December 2022, Rutland County Council will undertake an audit of all bus stops and shelters under RCC's authority within the scheme area (as outlined in appendix B of the Rutland County Council Bus Service Improvement Plan). The audit will identify current features (including bus stop/ shelter infrastructure as well as highway features such as presence of laybys and raised kerbs) and identify the associated grade of the stop or shelter.

Improvements

At the time of writing, improvements to existing shelters and bus stops are considered for funding on a case by case basis, upon receipt of a request from a parish council or ward member. Such requests are subject to available funding.

By the 31st December 2022, RCC will rank all stops and shelters within the Scheme area, according to their associated grade.

From the date of Scheme implementation, RCC may fund improvements to bus stops and shelters, up to a total value of £20,000 per financial year, up to and including 2024/25. Funding for such improvements will likely come from the Council's Integrated Transport Capital Funding Block. Funding is not guaranteed and its use will be subject to the relevant internal Governance and approval processes being followed.

RCC will direct any available funding firstly to those stops or shelters that do not meet the minimum standards. Any remaining funding will then be directed towards those stops or shelters at the lower end of the list.

Available funding be directed towards the following improvements (not an exhaustive list):

- timetable and information displays
- hardstanding areas,
- lighting,

- shelters,
- seating,
- raised kerbs to assist boarding,
- bicycle parking, and
- cctv.

Maintenance and cleaning

Presently RCC deliver maintenance of bus stops and shelters, in house, on a reactive basis. Cleaning and general maintenance is currently also delivered by RCC, in house staff as required.

No later than 30th June 2022, RCC will prepare and implement a cleaning and general maintenance schedule for all bus stops and shelters, under RCC's authority, within the Scheme area.

Bespoke variation

Where RCC:

- a) obtains funding for upgrades of bus stops;
- b) has determined the grading mechanism and wishes to include it in the EP Scheme;
- c) has determined the audit list and wishes to include it in the EP Scheme;
- d) has determined the prioritised list of stops and shelters to be upgraded and wishes to include it in the EP Scheme; or
- e) has determined the cleaning and general maintenance schedule and wishes to include it in the EP Scheme,

then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.2 Travel hubs

By 30th June 2022 RCC will upgrade information provision at Oakham bus station and Uppingham interchange, as well as bus shelters across the wider scheme area, to include onwards travel information.

Onwards travel information will include: connecting bus services and connecting train services (where appropriate).

RCC will work with operators to identify and agree, by 31st March 2023, a mechanism for communication between service operators, to wherever possible, reduce instances of missed connections due to delayed feeder services.

Bespoke variation

Where RCC obtains funding for:

- a) provision of secure and undercover cycle parking provisions;
- b) The production of guides on safe walking and cycling routes accessible from bus stops/station;
- c) provision of information on opportunities for safe onwards walking and cycling opportunities to nearby services and attractions

or where RCC and the Bus Operators have agreed a mechanism for communication then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.3 Real time information

No later than 31st December 2023 RCC will have carried out a review of available real time information systems and their viability for use in the Scheme area.

The scope of real time information systems will include: real time information displays and real time bus information mobile phone apps.

Bespoke variation

Where RCC obtains funding for:

- a) any system identified pursuant to this section 2.3.2.3 including a prioritised list of locations suitable for real time information displays; and/or
- b) installation of real time information displays; and/ or
- c) launch of a real time information mobile phone app,

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

Measures

Rutland County Council will undertake the following Measures:

2.3.2.4 Renumbering services

Rutland County Council will work with operators to renumber non commercial public bus services primarily serving Rutland, in line with existing Rutland Flyer branding.

Renumbering of services will provide a continuation of the Rutland Flyer branding, which currently includes the Rutland Flyer 1 and Rutland Flyer 2.

RCC will refund operators the registration fee paid to the Traffic Commissioner once the change is made.

RCC will update associated timetable information and promote the changes carried out.

Renumbering, promotion and associated updates to timetables will be completed by 31st December 2022.

Use of Rutland Flyer branding will be a requirement on all subsidised services operating within the Scheme area, for the duration of the EP Scheme to which this Scheme is appended.

Bespoke variation

Where RCC decides to add new services the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.5 Countywide Demand Responsive Transport

Over the life of this scheme, RCC will work with operators to promote and raise awareness of available demand responsive transport services.

As minimum, RCC and demand responsive transport operators, will jointly deliver 1 public roadshow per year, over the life of this scheme. Roadshows will provide advice to members of the public – to raise awareness of how DRT works and tackle any misconceptions.

RCC will provide a minimum of 1 media release per year to promote and raise awareness of DRT and how it works. The media release may be in the form of a press release or other social media post.

Bespoke variation

Where RCC obtains funding for:

- a) Expansion of existing DRT service to cover the whole county and inclusion of additional destinations.
- b) Enhancements to buses used to deliver DRT; and/or
- c) Enhancements to the administrative systems that support DRT,

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.6 Modern and accessible buses

Stock take and features

RCC and operators within the EP will work together to carry out a stock take of vehicles in use. The initial stock take is to be completed by 30th September 2022.

RCC will provide a template outlining the elements to be recorded through the stock take. Operators will be required to complete and return the template to RCC to enable RCC to collate the information.

For the duration of this Scheme, operators will be required to provide this information on an annual basis, within 28 calendar days of RCC circulating a fleet stock take template.

Decarbonisation

No later than 31st March 2025, RCC will publish an Electric Vehicle strategy, which will include consideration of the requirements needed to facilitate a move towards an electric fleet of buses operating within the county.

To support the EV strategy, operators within the EP will be required to identify, within 60 days of a request from RCC, the viability of electric charging provisions at their existing depots – identifying infrastructure improvements required in order for electric and alternative zero emission vehicles to be utilised to deliver their operations in the future.

Bespoke variation

Where RCC obtains funding for:

- a) Installation of Wi-Fi and/ or USB charging on vehicles.
- b) Installation of audio and visual announcement provisions on existing vehicles/ or creation of a prioritised list for installation.
- c) piloting the use of 100% electric vehicles for town centre ‘Hopper’ services.
- d) piloting the use of 100% electric vehicle for community transport.

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.7 Behaviour change

Over the life of this Scheme, RCC will continue to work with schools and colleges to encourage pupils, staff and parent’s/ guardians, to travel to school or college by sustainable means – reducing dependence on car travel and reducing the impact of congestion around the school/ college entrance.

Over the life of the associated EP Plan, RCC will also offer independent travel training to Rutland teenagers - aiding individuals with special educational needs to transition to bus travel and move away from individual taxis helping to reduce vehicle numbers around school and college entrances, whilst encouraging on-going use of public transport into adulthood.

Bespoke variation

Where RCC obtains funding for:

- a) support with Modeshift STARS; and/or
- b) delivery of School Street activities,

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.8 Walking and cycling route audits

No actions currently specified for delivery through this scheme.

Bespoke variation

Where RCC obtains funding for potential infrastructure improvements relating to walking and cycle routes to bus stops the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.9 Monitoring of Oakham bus station and Uppingham interchange

For the duration of this Scheme, RCC will provide enhanced staff presence at Oakham bus station and Uppingham interchange to help deter anti social behaviour.

RCC's bus inspector (or substitute) will undertake a minimum of two spot checks per week at both Oakham bus station and Uppingham interchange.

Additional spot checks will be carried out on a reactive basis, upon a concern being raised by a service user, member of the public or bus operator representative.

Contact information will be provided within the aforementioned facilities, in the event that a service user wishes to report any instances of anti social behaviour in between spot checks.

Bespoke variation

Where RCC obtains funding for increasing the frequency of spot checks, then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.10 Simplifying services

Network design

By 31st March 2024, RCC will have undertaken, with input from operators, a review of the existing bus network design.

The review will identify any gaps in provision and put forward, on paper, potential ways of filling these gaps, should funding become available.

The review will also include opportunities to

- Simplify services operated by multiple operators
- Seek opportunities to amend existing services to better fit with school and college journeys (where to do so would not be to the detriment of fare paying commuters) and encourage fare paying transport for non-entitled home to school movements.

2.3.2.11 Timetabling

RCC will work with operators to agree a process for coordinating timetable and service changes. The process will be agreed no later than 31st December 2022 and will continue in existence for the duration of this Scheme. The process will include consideration of timetable changes associated with cross boundary services.

Bespoke variation

Where RCC:

- a) wishes to implement future service changes;
- b) work with operators to ensure services are the same in the evenings and weekends as they are in the day time,

the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.12 Fares and ticketing

Electronic ticketing machines

No later than 31st March 2023 RCC will undertake a review of options for and viability of implementing an electronic ticket machine system.

RCC will work with operators to identify existing ETM provisions operators have available and the level of infrastructure required to ensure all services operating within the Scheme area can offer electronic ticketing. Operators will be required to provide data regarding existing infrastructure within 28 days of RCC requesting this information.

Bespoke variation

Where RCC obtains funding for implementation of infrastructure to allow all services operating within the Scheme area to offer electronic ticketing then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

Youth fares

RCC will work with operators of non commercial services to investigate the viability and impact of standardised age categories for child and youth fare tickets across operators. A decision on this will be made no later than 31st March 2023 and an annexe added to this Scheme to reflect the outcome.

By 30th September 2023, RCC will implement a council issued youth identity card for all Rutland residents under the age of 19.

RCC will automatically issue all school & college pupils utilising RCC provided school transport with a youth identify card alongside their school or college travel pass.

By 30th September 2023, RCC will implement an online application service for any other resident under 19 to easily access the cards.

Bespoke variation

Where RCC:

- a) obtains funding for implementation of any infrastructure required to implement Youth fares;
- b) determines to implement standardised age categories for child and youth fares and requires amendment of this EP Scheme to reflect this; or
- c) otherwise determines to implement revised fares and ticketing options for multi- or single- operator ticketing,

then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

Fares and ticketing general

By 31st December 2023 RCC will have undertaken discussions with operators of non commercial services to assess the viability and impact of bringing in multi-operator and mode ticketing, value for money fares, daily price caps, frequent traveller incentives and weekly or monthly ticket options.

By 31st March 2024 RCC will produce a position statement on the above, outlining any options to be taken forward for consideration (if any) along with implementation deadlines and overarching review date.

Bespoke variation

Where RCC determines to implement any revised fares and ticketing options for multi- or single- operator ticketing then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.13 ***Travel incentives and promotions***

By 30th April 2023, RCC will produce an annual promotion and marketing calendar. The calendar will include promotions to alert both existing and non bus users to: service changes, new services and available routes. Promotions and marketing will be delivered in line with the promotion and marketing calendar. For the duration of the EP Scheme, RCC will review and refresh the calendar on an annual basis.

By 30th April 2023, RCC will identify, in conjunction with Discover Rutland, opportunities to promote bus services in Rutland that could support or serve access to tourist destinations.

For the duration of the EP Scheme RCC will continue to provide, subject to available budget, promotional materials and resources, such as timetable booklets.

For the duration of the EP Scheme RCC will continue to promote the Traveline public transport journey planning tool or an alternative.

Bespoke variation

Where RCC identifies any other travel incentives or promotions that require implementation through an EP Scheme then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.14 *Frequency of services*

No later than 30th April 2023, RCC will undertake engagement with Rutland residents to identify demand for Friday and Saturday evening bus services.

No later than 30th April 2024 RCC will produce, based on engagement with operators, a report outlining the viability and implications of increasing service frequencies to better serve the needs of Rutland residents. The report will outline any opportunities to increase frequencies.

Bespoke variation

Where RCC wishes to implement other measures relating to the frequency of services including any trials of Sunday services or Friday or Saturday evening services then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.15 *Utility permit scheme*

No later than 31st March 2025, RCC will implement a utility permitting scheme.

No later than 31st December 2022, RCC will investigate the viability of providing buses operating within the EP scheme area, with a permit to allow passage through road closures where it is safe to do so.

Bespoke variation

Where RCC has determined the viability of providing a permit for buses to have passage through road closures then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.16 *Customer satisfaction and voice*

RCC will carry out a minimum of 2 customer satisfaction surveys per year, over the life of the EP Plan. Surveys will be carried out on a representative sample from each bus service.

Over the life of the EP Plan, RCC will continue to hold the Rutland Bus Users Panel meeting and Rutland Bus Users Forum meeting. Both of these meetings take place twice a year, the former is attended by a panel (including operators and bus user representatives), whilst the latter can be attended by any Rutland resident that wishes to do so.

Bespoke variation

Where RCC determines that it wishes to change the nature of surveys, add additional types of survey or increase the frequency of surveys then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.17 Standards for information provision

Rutland County Council will work with Bus Operators within the Enhanced Partnership to develop, no later than 30th June 2022, tiered standards for roadside information provision and promotion.

Rutland County Council will work with Bus Operators within the Enhanced Partnership to develop, no later than 30th June 2022, minimum standards relating to timetable information (with all formats covered), in order to ensure it is accessible by all.

Bespoke variation

Where RCC:

- a) obtains funding for implementation of enhanced roadside information;
 - b) obtains funding for production of new timetable booklets or other information,
- then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.18 Safety

RCC will engage with operators to identify and agree safety standards, procedures and training that should be in place to ensure the safe delivery of bus transport. No later than 31st December 2022, RCC will produce a document outlining the agreed measures.

Operators will be required to comply with these standards from 1st January 2023 at the latest, but will be expected to implement measures sooner where possible.

Bespoke variation

Where RCC:

- a) Has produced a document outlining the agreed measures which operators are to comply with and this is to be appended to this EP Scheme to require operators to comply with it; or
- b) Has obtained funding to deliver safety training or safety enhancements such as CCTV.

then the bespoke variation mechanism set out in Section 2.4.3 will apply to the extent that any facilities, measures or requirements relating to this are agreed to be included within the scheme in accordance with Section 2.4 (*Governance*).

2.3.2.19 Data

No later than 31st July 2022, RCC will identify in conjunction with operators within the EP, the data that must be submitted to RCC and the frequency of submission.

2.3.3 OBLIGATIONS ON LOCAL BUS OPERATORS

2.3.3.1 RCC Bus inspectors

For the duration of the Scheme period, operators within the EP shall permit unlimited free travel by RCC bus inspectors (or their substitutes) for the purpose of contractual inspections, customer satisfaction surveys and any other actions that may be required to monitor progress against the EP Plan outcomes.

2.3.3.2 Bus stops

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.1 titled 'Bus stops'.

2.3.3.3 Travel hubs

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.2 titled 'Travel hubs'.

2.3.3.4 Renumbering services

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.4 titled 'Renumbering services'.

2.3.3.5 Demand responsive transport

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.5 titled 'Demand Responsive Transport'.

2.3.3.6 Modern and accessible buses

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.6 titled 'Modern and accessible buses'.

2.3.3.7 Safety

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.18 titled 'Safety'.

2.3.3.8 Simplifying services

The Bus Operators will comply with the obligations specified as relating Bus Operators in section 2.3.2.10 titled 'Simplifying services'.

2.3.3.9 Fares and ticketing

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.12 titled 'Fares and ticketing'.

2.3.3.10 Frequency of services

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.14 titled 'Frequency of services'.

2.3.3.11 Information provision

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.17 titled 'Standards of Information provision'.

2.3.3.12 Data

The Bus Operators will comply with the obligations specified as relating to Bus Operators in section 2.3.2.19 titled 'Data'.

2.4 GOVERNANCE ARRANGEMENTS

2.4.1 EP FORUM

The future content and arrangements for the variation and revocation of the EP Plan and EP Scheme will be considered by a Forum, whose members comprise:

- Representatives from Rutland County Council
- Named representatives from all operators providing local services within the Scheme area.

The members of the EP Forum shall agree the terms of reference and working arrangements for the EP Forum provided that such arrangements shall always remain consistent with the terms of this scheme.

From time to time, external stakeholders may be invited to attend for pre agreed agenda items, however will not be involved in decision making associated with the EP Forum.

2.4.2 REVIEW OF EP SCHEME

Once the EP Scheme is made, it will be reviewed at least annually by the EP Forum. Data relating to progress towards targets in the EP Plan will be reviewed every six months, as required by the BSIP – this will ensure any necessary action is taken to deliver the targets set out in the BSIP. [Rutland County Council] will initiate each review.

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

2.4.3 BESPOKE ARRANGEMENTS FOR VARYING OR REVOKING THE ENHANCED PARTNERSHIP SCHEME

- 2.4.3.1 In accordance with section s.138E of the Transport Act 2000, the procedure in this section 2.4.3 may apply in place of the provisions of section 138L to 138N of the Transport Act 2000 in order to vary this EP Scheme, in the specific circumstances expressly specified in this Scheme, or otherwise where any variation is proposed by Rutland County Council or any Bus Operator for the purposes of implementation of any requirement or objective of the EP Plan.
- 2.4.3.2 Consideration will be given to potential EP Scheme variations highlighted either by Rutland County Council, one of the organisations represented on the EP Forum, or by any Bus Operator (**Proposed Variation**). Any variations can be proposed to the EP Scheme, whether specified or not within the EP Scheme, provided such variation is

intended to implement the requirements or objectives of the EP Plan. The proposer of a Proposed Variation shall, so far as reasonably practicable: demonstrate how the Proposed Variation might contribute to achieving the objectives set out in the BSIP, EP Plan and/or current local transport policies; identify the local services (and Bus Operators of such services) and area which will be affected by the Proposed Variation, including any requirements which would be imposed on Bus Operators in respect of local services; identify any facilities or measures which are to be implemented; and identify any significant effect on competition that the Proposed Variation might have.

- 2.4.3.3 Any request for a Proposed Variation shall be in writing and submitted to Rutland County Council at the following e-mail address: [transportadmin@rutland.gov.uk]. Rutland County Council will forward all Proposed Variations to each Bus Operator within 5 working days.
- 2.4.3.4 On receipt of a request for a variation under this section, Rutland County Council will reconvene the EP Forum, giving at least 14 days' notice for the meeting, to consider the proposed variation.
- 2.4.3.5 If the proposed variation is agreed at the EP Forum by Rutland County Council and all Bus Operators present then section 2.4.3.8 shall apply,
- 2.4.3.6 If the proposed variation is agreed at the EP Forum by Rutland County Council and all Bus Operators present whose services are affected by the Proposed Variation (notwithstanding that other Bus Operators may not agree to the Proposed Variation) then section 2.4.3.8 shall apply,
- 2.4.3.7 If the proposed variation is agreed at the EP Forum by Rutland County Council and some but not all Operators present whose services are affected by the Proposed Variation (notwithstanding that other Bus Operators may not agree to the Proposed Variation) then the Proposed Variation may be put to the operator objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018, as if the Proposed Variation was a variation to this EP Scheme notified under section 138L of the Transport Act 2000 save that:
 - A. a reduced objection period of [14] days shall apply in place of the 28 day period stated in section 138L(2)(c) of the Transport Act 2000;
 - B. references to "the area to which the scheme relates" in section 138L(5)(b) of the Transport Act 2000 shall be taken to be references to the area covered by the services affected by the Proposed Variation,

and if objections under this operator objection mechanism do not reach the statutory objection limit then section 2.4.3.8 shall apply.

- 2.4.3.8 Where this paragraph applies Rutland County Council will consider the Proposed Variation taking into account the agreement reached by the EP Forum, and shall unless they determine that there is a good reason not to make the Proposed Variation make the EP Scheme variation and publish the revised EP Scheme on its website. For the avoidance of doubt, it shall be a good reason for Rutland County Council to not make the variation:
- a) if the varied EP Scheme would no longer satisfy the Part I Competition Test under Schedule 10 Transport Act 2000; or
 - b) any other reason for not making such Proposed Variation arising from Rutland County Council's approval processes, including, but not limited to, the financial impact of such change
- 2.4.3.9 Bus Operators who are absent or not expressing a view at the meeting (either in person or in writing) will be deemed to abstain from the decision.

2.4.4 REVOCATION OF AN EP SCHEME

- 2.4.4.1 In accordance with section s.138E of the Transport Act 2000, the procedure in this section 2.4.4 shall apply in place of the provisions of section 138O of the Transport Act 2000 in order to revoke this EP Scheme.
- 2.4.4.2 If Rutland County Council wishes to revoke the EP Scheme, then this shall be treated as a variation of the EP Scheme which affects all Bus Operators, and section 2.4.3 shall apply.

2.4.5 DATA SHARING

- 2.4.5.1 All data provided to Rutland County Council for the purposes of monitoring the impact of the EP Scheme and the delivery of the BSIP shall be treated in confidence and will not be shared with any other party, except for:
- a) Any adviser working directly for Rutland County Council who has agreed to treat such information in confidence; and
 - b) Department for Transport or other external parties engaged by the DfT for the purpose of monitoring or auditing EP Plans and Schemes
- 2.4.5.2 Where data obtained from Bus Operators is commercially sensitive, yet is required to be reported either to the EP Forum, to the DfT or any other relevant body or organisation, Rutland County Council will seek to aggregate any information it obtains where possible and appropriate - given the nature of the work being undertaken on the EP Scheme - and put in place measures to avoid inadvertently disclosing any

commercially sensitive information provided by a Bus Operator. If a Bus Operator can demonstrate that certain information they provide is commercially sensitive or confidential, Rutland County Council shall take this into account if requested to disclose such information under the Freedom of Information Act or similar legislation.

2.4.6 DEFINITIONS

Bespoke Variation Mechanism – the mechanism for varying the EP Scheme outside the statutory process specified in sections 138K to 138M Transport Act 2000, which is set out in section 2.4.3 of this EP Scheme.

Bus Lane – signposted lane, designated for use by local services and (where specified) taxis and other authorised vehicles, at the times indicated by such signposts.

Bus Operator – an operator of a local service in the area of the EP Scheme.

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

Community Infrastructure Levy - A charge payable by developers of developments 100 square metres or over. The charge is used to help provide infrastructure to support the development.

Commercial service – A local service that operates without local authority support.

Community transport - Transport run on a not for profit basis often by community groups and volunteers.

Demand responsive transport – A service that runs only in response to pre-booked requests.

Electronic information display - An electronic display providing bus timetable information.

Feeder Service – bus services that specifically connect with another service allowing passengers to interchange at designated bus stops or bus stands.

EP Forum – the forum established in accordance with section 2.4.1

EP Scheme – this enhanced partnership scheme

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

Facilities – physical assets that are provided at specific locations along particular routes (or parts of routes) within the EP scheme area or new and improved bus priority measures. This is deemed for such purposes of section 138D(1) of the Transport Act 2000.

Local Authorities – means authorities prescribed under section 23 of the Local Government Act 2003.

Local Highway Authorities – means the Local Authority with responsibility for the maintenance of highway infrastructure in its local authority area. In the case of this EP Scheme, this means Rutland County Council.

Local service – has the meaning given to it in section 2 of the Transport Act 1985.

Local Transport Authority (LTA) – means in the case of the EP Scheme Area, Rutland County Council.

Local Transport Plan - A statutory document produced by a local transport authority pursuant to section 108 Transport Act 2000 - setting out their long term strategic vision for transport.

Measures – improvements with the aim of:

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

Multi-Operator Ticketing – common fares and ticketing product applied and accepted by multiple operators.

Non commercial service or supported service – a local service that operates with financial support from the Council

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

Rutland County Council or RCC – means Rutland County Council District Council;

Section 106 agreement contributions - A section 106 agreement is a private agreement made between local authorities and developers. S106 agreements are used to make developments acceptable in planning terms (where previously they weren't).

Street Works Permit/Utility permit – permit issued by Local Highway Authorities to any organisation that wishes to undertake street works, with the aim of managing works on the public highway. Local authorities have powers to operate permit schemes under Part 3 of the Traffic Management Act 2004 and The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015.

Rutland County Council Enhanced Partnership Plan – document made pursuant to section 138A of the Transport Act 2000 and which is required to be in place for an EP Scheme to be made.

END OF DOCUMENT