



# ENHANCED **Bus Partnership Scheme** | September 2023

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# 1.0 Scheme Content

THE ENHANCED BUS PARTNERSHIP SCHEME FOR HULL IS MADE IN ACCORDANCE WITH SECTION 138G (1) OF THE TRANSPORT ACT 2000 BY: HULL CITY COUNCIL.

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

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

**Section 3** - Obligations on the local authorities

**Section 4** - Obligations on bus operators

**Section 5** - Governance arrangements

The Hull EBP Scheme has been jointly developed by Hull City Council and those bus operators that provide local bus services in the Hull EBP Scheme area. It sets out the obligations and requirements on Hull City Council, the local Highway Authorities and the bus operators. It is the mechanism by which the commitments made in the Hull BSIP and the Hull EBP Plan are delivered on the ground.



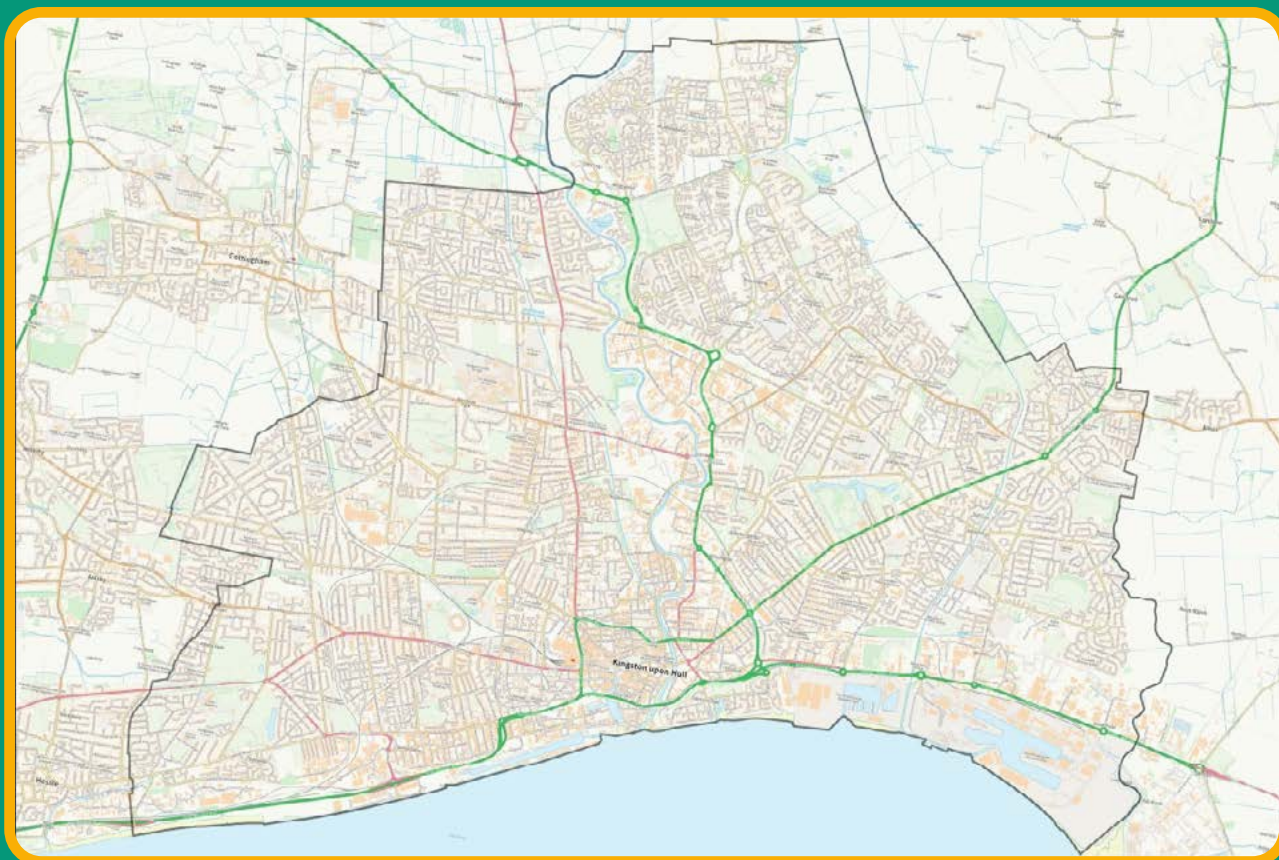
# 2.0 Scope and Commencement Date

## 2.1 Description of Geographical Coverage

The EBP Scheme will support the enhancement of all local bus services operating within Hull as defined by the administrative boundary of the Council (Figure 2.1). The areas covered by the

Enhanced Bus Partnership Plan and the Enhanced Bus Partnership Scheme are the same. They are the Hull City Council Land area of 27.88 square miles (7222.29 Hectares).

Figure 2.1 Geographic Map of Hull Enhanced Partnership Plan and Scheme Area



## 2.2 Commencement date

The EBP Scheme commencement date will be 7 days after it has been agreed. The EBP Scheme will have no specific end date but will be reviewed by

the Council, in conjunction with the Board, at least annually.

## 2.3 Exempted and qualifying bus services

**2.3.1** This scheme will apply to all bus operators operating registered local bus services with one or more stopping places within the geographical area of the Enhanced Bus Partnership, except for the following services which are exempt from the requirements of the EBP Scheme:

- A service which has part of its route registered as a local service under section 6 of the Transport Act 1985 but has 10% or less of its route in the EBP scheme area.
- A service which is registered as a local service under section 6 of the Transport Act 1985, but which would otherwise be an excursion or tour within the meaning in section 137 (1) of that Act.

**Qualifying bus services:** registered local bus services with one or more stopping places within the geographical area of the Enhanced Bus Partnership, which are not exempt, and have more than 10% of their route in the EBP Scheme area, will be referred as “qualifying bus services”.



# 3.0 Obligations on Hull City Council

## 3.1 Summary of obligations on the Council

Table 3.1 summarises the specific commitments that the Council will deliver as part of the EBP Scheme.

Table 3.1 Summary of obligations on the Council

S.No	Obligations on the Council
<b>Measures to promote bus patronage</b>	
1	Improvement of bus frequencies described in 3.2.1
2	Improvement of journey speeds in key corridors in section 3.2.1.2
3	Rebranding, marketing and enhancement of Park & Ride facility described in 3.2.1.3 and Appendix 2.3
4	Bus lane enforcement described in section 3.2.1.4
<b>Providing additional facilities</b>	
5	CCTV Cameras and Internet of Things (IoT) for the Interchange described in 3.3.1
6	EV charging points at the Park & Ride facility described in 3.3.2
<b>Maintenance of existing facilities</b>	
7	Bus lanes described in Appendix 2.1
8	Bus shelters described in Appendix 2.2
9	Real Time Panel Information Display Screens (RTPI) in Appendix 2.4

## 3.2 Measures

### 3.2.1 Improvement in Bus Frequencies

Bus routes where passenger demand outstrips supply will be identified by the bus operators and Hull City Council, using agreed criteria. In general, decisions will be evidence-based, using passenger queue length at bus stops or the Interchange, and passenger waiting times as key metrics. As a priority, the frequency of daytime buses on weekdays will be improved. Routes may be subsidised to run more frequently until passenger demand for them increases, and they become commercially viable.

#### 3.2.1.1. Criteria for providing subsidy to the Bus routes.

Hull City Council has taken initiatives to support bus services which positively impact residents' lives, within the available budget. The approach to prioritise the routes will be based on the following factors:

- Budget availability
- Cost per passenger journey based on total passengers (from surveys and data for existing services)
- Total passengers per journey - those who would not have access to an alternative, at least hourly, service within 400 metres.
- Knowledge and detailed understanding of both historical and current context of services
- Feedback from residents, stakeholders and Members.
- Demographic changes
- Car ownership levels
- Accessibility links work, education, healthcare, leisure

#### 3.2.1.2. Improve journey time for Bus Passengers

Improving bus journey speed along the major corridors is the scheme's priority. The reason for prioritising this is because bus usage is directly proportional to the journey time. The bus operators and the Council are in the process of identifying opportunities to improve the corridors and journey time, based on their analysis of the underlying causes for delay. The installation of appropriate traffic management measures and their enforcement, together with better management of roadworks, will be implemented, based on existing traffic conditions.

In addition to journey speed, the overall journey time which includes access time, waiting time and in-vehicle travel time, will be evaluated and strategies will be discussed in the EBP board meetings to improve the attractiveness of bus services.

#### 3.2.1.3. Rebranding, marketing and enhancement of Park & Ride facility

The Council will continue to operate and maintain the Park & Ride site described in Appendix 2.3. The authority reserves the discretionary powers to remove, amend, suspend or introduce Park & Ride sites as part of any future transport scheme or development project.

#### 3.2.1.4. Bus lane enforcement

The Council will use discretionary powers granted in the Traffic Management Act 2004 to enforce bus lanes with CCTV equipment, as set out in Appendix 2.5. The Council is an approved local authority under The Bus Lane Contraventions (Approved Local Authorities, England) Order 2005 for the purposes of section 144 of the Transport Act 2000 (Civil Penalties for Bus Lane Contraventions). The enforcement cameras and recording systems will be approved in accordance with the requirements of The Bus Lanes (approved devices, England) Order 2005.

## 3.3 Facilities

The Council will provide the following facilities:

### 3.3.1 CCTV Cameras and Internet of Things (IoT) for the Paragon Interchange

The Council will invest in additional high-definition CCTV Cameras and Internet of Things (IoT) for monitoring purposes. The investment aims to improve perceived passenger safety and reduce anti-social behaviour.

### 3.3.2 Electric Vehicle (EV) Charging Points

The Council will provide EV Charging points to allow electric buses to charge at the Paragon Interchange and the Priory Park & Ride facility.

### 3.3.3 Maintenance of existing facilities

#### 3.3.3.1. Bus Lanes

The Council will continue to maintain and operate the list of bus lanes described in Appendix 2.1. Based on feedback from the public consultation exercise, the times of operation of the bus lanes will be finalised. The authority has discretionary powers to remove, amend, suspend or introduce bus lanes as part of any future transport scheme or development project. This will be enforced with due consideration of the feedback from the EBP Board.

#### 3.3.3.2. Bus shelters

The Council will continue to coordinate and monitor the operation and maintenance of existing bus shelters described in Appendix 2.2, which is inexhaustive. The authority reserves the discretionary powers to remove, amend, suspend or introduce bus shelters as part of any future transport scheme or development project.

#### 3.3.3.3. Real Time Panel Information (RTPI) at bus stops

The Council will continue to coordinate the operation and maintenance of the RTPI locations described in Appendix 2.4. The authority reserves the discretionary powers to remove, amend, suspend or introduce new RTPI as part of any future transport scheme or development project.

Other commitments mentioned in the BSIP for Hull will also be taken up, as listed in Appendix 2.8 subject to fund availability.





# 4.0 Obligations on the qualifying bus operators

Table 4.1 summarises the specific interventions that qualifying bus operators are required to deliver as part of the EBP Scheme. The obligations apply to all qualifying local bus services except those exempted under section 2.3 of the Enhanced Bus Partnership Scheme.

**Table 4.1 Summary of obligations on the qualifying bus operators**

S.No	Obligations of the bus operators
1	Participate in preparing the Hull Co-ordinated Network Map, by providing timely data inputs as described in section 4.1
2	Identify the causes for delay in the major corridors, described in section 4.2
3	Improve services to promote bus patronage, described in section 4.3
4	Deliver the Hull Bus Passenger Charter agreement, described in section 4.4
5	Review and improve Performance in line with key performance indicators, described in section 4.5

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## 4.1 Participate in preparing the Hull Co-ordinated Network Map

An integrated bus map is available for Hull. All qualifying bus operators within the Enhanced Bus Partnership Scheme area must provide information on local bus services, including new services or service variations, 30 days before changes are implemented. Operators must also provide service change updates on or before the first week of March and August so that the timetable can be coordinated and the maps updated.

Participation and provision of timely input is crucial for preparation of the co-ordinated map. All the qualifying bus operators and the Council shall display the map on their websites and promote its availability in all printed literature and at promotional events.

## 4.2 Identify causes for delay to buses in the major corridors

The qualifying bus operators, highway and transport officers, and Hull City Council are collectively responsible for identifying the causes for delay to buses, together with possible solutions.

Delay hotspots will be analysed and suitable remedies implemented. Journey speeds and delays in the corridor will be monitored – both before and after action has been taken – to check progress.

## 4.3 Improving services to promote patronage

Where operational cost savings have been achieved through the implementation of measures to improve service running times and/or reliability, qualifying bus operators will invest these savings appropriately in improving bus operations in the Scheme area.

Savings may be reinvested to:

- a) Reduce waiting and travel times, to make bus services more attractive to customers and grow passenger numbers
- b) Provide sufficient running and recovery time to support staff retention and recruitment
- c) Invest in staff training to create a stable workforce, and improve both individual performance and customer service

The qualifying bus operators will share on a transparent, open book basis, any operational savings generated and achieved from the deminimis and services funded by the Council and BSIP or EBP. Operational cost savings may include costs savings in areas such as fuel, vehicle maintenance, driver costs and any other cost as reasonably requested by the Council, in so far as they relate to bus priority or infrastructure.

Non-disclosure agreements, as required, will be put in place between qualifying bus operators and the Council to facilitate the exchange of cost information on a confidential basis. Qualifying bus operators will provide cost information six months after the implementation of new bus priority schemes, and will agree with the Council whether significant savings have been generated.



## 4.4 Review and delivery of the Bus Charter agreement

A bus charter has been agreed by the qualifying bus operators in the City, which sets out what the operators' responsibilities are. The main points agreed by the operators are listed below, and detail their obligations:

### 4.4.1 JOURNEY PLANNING

- Service updates and disruptions will be reported in the first instance through the operators' communication channels and will be conveyed to Hull City Council within an agreed time frame.
- Notification of service changes will be available at least 21 days in advance and notices will also be available on buses, with an exception for emergency road closures and road works.
- No journey should operate more than one minute early or five minutes late. This will be regularly monitored and initiatives for improving the performance (and underlying causes) will be discussed in the Hull Bus Alliance and EBP Review meetings.
- If the journey is seriously delayed, the driver will keep the passengers informed and updated about the delay.
- If journeys are delayed by more than 20 minutes, the ticket fare will be refunded with a voucher for a local day rider ticket, for buses within the urban network.

### 4.4.2 FARES AND DISCOUNTS

- Details of daily, weekly and monthly ticket fares will be available on operator websites.

### 4.4.3 DRIVER COMPETANCE

- All drivers have passed a vocational driving test in compliance with all legal requirements, and receive periodic training, including customer service training.

### 4.4.4 CUSTOMER SERVICE

- Customers' independent feedback and complaints will be gathered through regular feedback sessions and forums, and will be analysed with suitable mitigation measures taken.

### 4.4.5 EQUALITY

- Buses will meet the requirements of all applicable equality laws.
- Dedicated helplines for people with disabilities will be available, with timetable and fare information provided in accessible formats on request.

## 4.5 Review and improve in line with bus performance indicators.

The services provided by qualifying bus operators in the EBP scheme area, will be measured against the Key Performance Indicators (KPIs) set out in Table 4.2.

These indicators reflect the quality of service provided by the operators to the public.

**Table 4.2 Proposed Key Performance Indicators for bus services**

S.No	Attribute	Measurement source
1	Bus passenger growth	Data from bus operators
2	Punctuality	Through shared punctuality data
3	Lost bus mileage (reliability)	Amount of network miles as a percentage scheduled
4	Passenger satisfaction	From passenger feedback



# 5.0 Governance

## 5.1 Enhanced Bus Partnership Forum Terms of Reference

### 5.1.1 Background

The Enhanced Bus Partnership (EBP) is a statutory partnership formed under the Transport Act 2000, as amended by the Bus Services Act 2017. The Enhanced Partnership is between Hull City Council as Local Transport Authority (LTA) and Go Ahead Ltd (operating as East Yorkshire Motor Services Ltd) and Lincolnshire Road Car Company Ltd (operating as Stagecoach Bus) that sets out how the parties will work together to deliver the Bus Services Improvement Plan (BSIP) outcomes. The parties have formed an Enhanced Bus Partnership Board with representation from each of the parties as mentioned in Section 9.2.1 and this will be the strategic and decision-making body for the Enhanced Bus Partnership. The Board sits within the governance structure outlined at Figure 5-1.

Whilst the Enhanced Bus Partnership Forum (EBP Forum) is not a meeting convened under the Local Government Act 1972 and is not subject to the Council's Constitution, activity delivered by the Council through the Partnership is accountable to the Travel and Transport Advisory Panel of the Council. Consequently both the Partnership and Panel are subject to the statutory requirements relating to public scrutiny via the Council's overview and scrutiny functions.

The Enhanced Bus Partnership Plan and Scheme must be agreed by Hull City Council's Cabinet or be approved by a delegated officer. This is because the LTA (in this case Hull City Council) has formal responsibility for making the Plan and Scheme, and they must therefore be agreed through the Council's formal decision making and governance processes.

## 5.2 Composition

5.2.1 The Board shall comprise of four voting members.

### 5.2.1.1. Local Transport Authority (the Council)

- The Portfolio Holder for Transportation, Roads and Highways as the lead member or nominated representative.
- The Lead Officer (or nominated representative) with responsibility for transport.

And any commercial operator providing more than 25% of the mileage in the City will also be entitled to a Forum membership and a vote.

5.2.1.3. The Chair of the Board will be the lead LTA member and the Vice Chair will be nominated by the Operators.

### 5.2.1.2. Local Bus Operator Membership

A representative of each:

1. Go Ahead Ltd (operating as East Yorkshire Motor Services Ltd)
2. Lincolnshire Road Car Company Ltd (operating as Stagecoach Bus)

## 5.3 Quorum

- 5.3.1 The quorum for the Board shall be a minimum of two LTA representatives and a representative from each operator.

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## 5.4 Principles of Collaboration

- 5.4.1 **When carrying out their roles, Board members shall adopt the following principles:**

5.4.1.1. **To collaborate and cooperate:** establish and adhere to the governance structure set out in these terms of reference.

5.4.1.2. **To learn, develop and seek to achieve the full potential of the Partnership:** share information, experience, materials and skills to learn from each other and develop effective working practices, work collaboratively to identify solutions, eliminate duplication of effort, mitigate risk and reduce cost.

5.4.1.3. **To adhere to statutory requirements and best practice:** comply with applicable laws and standards including public procurement rules, data protection and freedom of information legislation and the Council's contract procedure rules.

5.4.1.4. **To act in a timely manner:** recognise the time-critical nature of the work/activity and projects and respond accordingly to requests for support.

5.4.1.5. **To apply the principles of good governance:** be objective and take decisions impartially, fairly and on merit, using the best evidence without discrimination or bias; be held accountable for decisions and actions; take decisions in an open and transparent manner; be honest and act in good faith; demonstrate leadership in line with the principles of good governance across the respective organisations and within the work of the Board.

## 5.5 Role and Functions

### 5.5.1 The Board will:

- 5.5.1.1. Facilitate continuous engagement between key stakeholders.
- 5.5.1.2. Act to progress discussions on the development of the EBP Plan and Scheme and comprehensive consultation on their contents.
- 5.5.1.3. Provide the mechanism through which the EBP agrees the EBP Plan and Scheme.
- 5.5.1.4. Agree, co-ordinate and ensure the implementation and delivery of the EBP Plan and Scheme and take such actions as required to deliver the improvements to bus services to meet the ambitions of the BSIP, based on prioritisation and availability of funding.
- 5.5.1.5. Ensure that the views and experiences of a wide range of stakeholders influence decision making, enable co-production of services, policy shaping and delivery. The Board may achieve this through its reporting lines with the Bus Partnership Forum (see Figure 5.1).
- 5.5.1.6. Consider recommendations from internal and external inspections and reviews to agree the actions needed to address any issues identified, and to evaluate the effectiveness of all schemes implemented.
- 5.5.1.7. Maintain an appropriate work programme and receive detailed reports, performance data and other related/required information from partner organisations for the Forum to undertake its responsibilities.
- 5.5.1.8. Provide regular reports on activity of the Board to the Council's Travel and Transport Advisory Panel and Scrutiny function namely through the Infrastructure and Energy Overview and Scrutiny Commission to maintain transparency and accountability.

### 5.5.2 Decision making functions

- 5.5.2.1. The Board has a duty to ensure that matters proposed and/or agreed are derived from the actions proposed in the BSIP.
- 5.5.2.2. Decisions which are outside of this framework must be referred to the Executive decision-making body of each voting organisation.

## 5.6 Variation of Terms of Reference

- 5.6.1** These terms of reference, including any annexes, may only be varied by written agreement of the Board and recorded in the minutes of the relevant meeting.

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## 5.7 Voting

- 5.7.1** Hull City Council as LTA shall be entitled to two votes.
- 5.7.2** Each commercial operator who registers services with the Traffic Commissioners that cover more than 25% of the registered mileage in the city of Hull shall be entitled to one vote.
- 5.7.3** The LTA and the combined bus operators must always have an equal number of votes therefore any increase in Operator membership will lead to a proportionate increase in LTA votes.
- 5.7.4** Decisions of the Enhanced Bus Partnership Board will be made by way of a simple majority of all members of the Enhanced Bus Partnership Board. If a vote is tied the motion will be considered not approved, however the subject of the vote may be re-considered at future Enhanced Bus Partnership Boards and put to further ballot.
- 5.7.5** In the event of disagreement with a majority decision, operators will be entitled to make their concerns known in writing to the Council. The Council will review the circumstances and consider whether these are such that use of its veto should be exercised as provided for below.
- 5.7.6** These controls ensure that the voting system does not allow an individual operator to influence the Enhanced Bus Partnership to its own commercial benefit or to harm competitors.
- 5.7.7** The Council retains a right of veto, so that it may, in exceptional circumstances, exercise a veto over Enhanced Bus Partnership Board decisions which it may reasonably believe may have anti-competitive implications, be in breach of UK subsidy control law or be otherwise contrary to the public interest.



## 5.8 Information Requirements in connection with the exercise of the functions

- 5.8.1** Where the Enhanced Bus Partnership Board requests information from members of the Board to facilitate the performance of its functions, members of the Board shall supply the requested information within a prompt and reasonable time.
- 5.8.2** Partnership members will provide any necessary data to assist the Partnership in the delivery of its objectives. Members will not disclose any personal data about their service users, or any information that may allow for the identification of their service users for the purposes of the Enhanced Bus Partnership. Each member organisation is responsible for ensuring that any personal data they share about their employees, e.g., the name of an officer delivering a specific project, is necessary and proportionate and does not breach personal data rights, as protected by the UK GDPR.
- 5.8.3** The Council is a public authority that is subject to the Freedom of Information Act 2000 (FOI) and the Environmental Information Regulations 2004 (EIR). It may be necessary to disclose to the public any information provided to the Council for the purposes of the Enhanced Bus Partnership to meet the requirements of the FOI and/or EIR. Should the Council receive an information request that includes information held by the Enhanced Bus Partnership, the Council will make all reasonable efforts to consult any member organisation that is the source of any relevant information, or that may be affected by its disclosure. Discretion as to the content of information released under FOI and EIR remains with the Council.
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## 5.9 Procurement

- 5.9.1** For the purposes of the Enhanced Bus Partnership, the Council, as the LTA and accountable body and recipient of BSIP funding, subject to the Memorandum of Understanding and/or as agreed by the EBP Forum to fall within the sole remit of the Council as LTA. Any procurement undertaken by the Council as LTA will be subject to the Contract Procedure Rules set out in its Constitution and all applicable public procurement law.
- 5.9.2** Any partnership member procuring goods, services or works using BSIP funding shall demonstrate value for money by seeking competitive quotes or tenders, or by such other method as shall first be approved by the LTA as accountable body.

## 5.10 Review, variation and revocation of the scheme

**5.10.1** Once the EBP Scheme is made, it will be reviewed by the EBP Forum every six months following publication of data on progress towards targets, as required by the BSIP – this will ensure any necessary action is taken to deliver the targets set out in the BSIP. The Council (as LTA) will initiate each review.

**5.10.2** The Enhanced Bus Partnership in Hull will be managed by two groups, the EBP Forum and the EBP Board. The Terms of Reference and related responsibilities and powers of the Board are set out in Section 5.5 above.

The Hull Bus Forum will provide opportunities for discussing issues of all kinds affecting the Hull City bus network, consulting with, and building consensus across the various stakeholders, and making recommendations and/or representations to the EBP Board for consideration. These may include bespoke variations to the scheme.

The forum will consult with the representatives of all operators running registered local bus services in Hull. In addition, other external organisations and stakeholders will be invited to participate in advisory roles:

The list of invitees is as follows:

- all operators of local bus services that would be affected by any of the proposals
- organisations that represent local passengers
- other local authorities that would be affected by the proposals;(East Riding of Yorkshire)
- the traffic commissioners
- the chief officer of police for each area to which the plan relates

- Transport Focus
- the Competition and Markets Authority (CMA); and
- Existing bus passengers on affected services
- Other large local businesses

The Forum will be chaired by an independent person who has the approval of the EBP Board Members. Any variation or/bespoke arrangements shall be brought to the forum for consideration for future schemes.

**5.10.3** The EBP Forum may also decide to review specific elements of any Scheme on an ad-hoc basis. EBP Forum members should contact the Hull City Council using the following email address - [public.transport@hullcc.gov.uk](mailto:public.transport@hullcc.gov.uk) - explaining what the issue is and its urgency. The LTA will then decide whether to table at the next scheduled meeting or decide for all/the necessary EBP Forum members to gather more quickly.

**5.10.4** Bespoke arrangements for varying or revoking the Enhanced Bus Partnership scheme.

**5.10.4.1.** Under powers at s.138E of the Transport Act 2000, Enhanced Bus Partnership Scheme Variations where this section is quoted will be subject to the bespoke voting mechanism also as set out in this section.

**5.10.4.2.** Changes to or new flexibility provisions added to an EBP Scheme under s.138E of the Transport Act 2000 shall only be included in that EBP scheme if they satisfy the statutory objection mechanism as set out in The Enhanced Bus Partnership Plans and Schemes (Objections) Regulations 2018.

**5.10.4.3.** Consideration will be given to potential EBP Scheme variations proposed by the Council, one of the Operators represented on the EBP Forum, or by another operator of local bus services. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EBP Plan and local transport policies. Such requests should be in writing and submitted to public.transport@hullcc.gov.uk. The LTA will forward all requests onto all EBP Forum members within five working days.

**5.10.4.4.** On receipt of a request for a variation under this section, the Council will convene the EBP Forum, giving at least 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation is unanimously agreed, the LTA will make the EBP Scheme variation within seven working days and publish the

revised EBP Scheme on its website. EBP Forum members who are absent or not expressing a view at the meeting (either in person or in writing) will be deemed to be abstaining from the decision.

**5.10.5** Revocation of EBP Plan and Scheme

**5.10.5.1.** If the Council as LTA or another member of the EBP Forum believes it is necessary to revoke an EBP Scheme, the EBP Forum will be reconvened. If the decision is taken to revoke an EBP Scheme the statutory procedure will be followed. If at any point in the future, any area covered by this EBP Plan and Scheme is included in a bus franchising scheme, the relevant requirements set out in this EBP Plan and Scheme document will cease to apply to areas covered by the franchising scheme, in line with the arrangements set out in the franchising scheme.

**Figure 5.1 Enhanced Bus Partnership Governance structure for Hull**

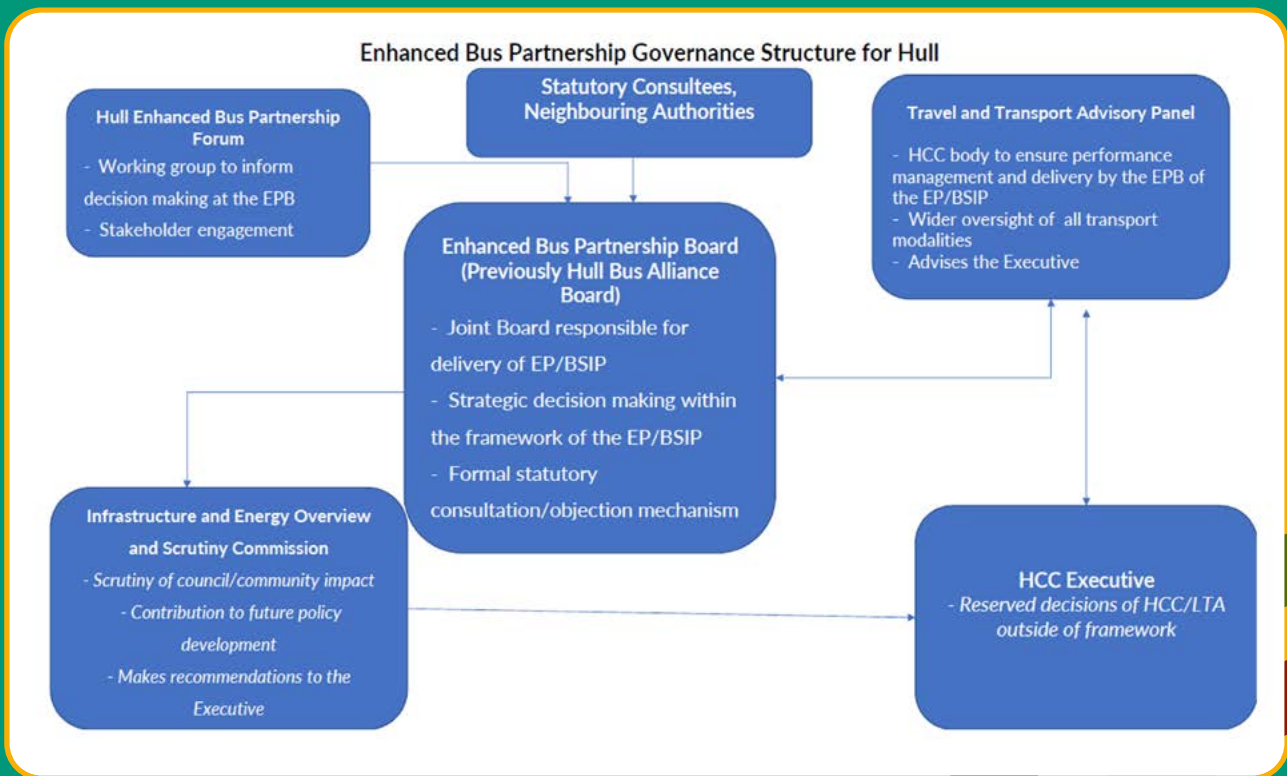


Figure 5.2 Enhanced Bus Partnership Board (Also referred as Bus Alliance Board)



## 5.11 Competition test

Hull City Council has undertaken an assessment of the impacts of the EBP Plan and Scheme made on 21st August 2023 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.



# Appendix

## Appendix 2.1 Schedule of facilities: bus lanes

Hull City Council has made a huge investment in bus lanes in the key corridors. The schedule of the bus lanes is presented in Table A2.1. A public

consultation was organised to gather the feedback from the road users on the City's bus lanes and the results are being reviewed.

**Table A2.1 Schedule of facilities: bus lanes**

S.No	Road Name and Direction	Total (miles)
1	Anlaby Road East Bound	0.9 miles
2	Anlaby Road West Bound	0.5 miles
3	Beverley Road North Bound	0.9 miles
4	Beverley Road South Bound	1.5 miles
5	Holderness Road/Witham East Bound	0.9 miles
6	Holderness Road/Witham West bound	1.2 miles
7	Clarence Street East bound	0.2 miles
8	Spring Bank East Bound	0.3 miles
9	Spring Bank West Bound	0.5 miles
10	Ferensway North Bound	0.3 miles

## Appendix 2.2 Schedule of facilities: bus stop facilities

Bus stops are provided at 1420 locations, with 327 bus shelters as mentioned in Table A2.2. These will

continue to be maintained and operated by Hull City Council as part of the EBP Scheme.

**Table A2.2 Schedule of facilities: bus stop locations**

S.No	Facility	Total (numbers)
1	Bus stops	1093
2	Bus shelters	308
3	Bee shelters	19 <i>In Hall Road (6) and Hedon Road (13)</i>

## Appendix 2.3 Schedule of facilities: Park & Ride

Hull City Council provides the Park & Ride facility at Priory Park. The current Park and Ride sites detailed in Table A2.3 will be maintained by Hull City Council as part of the EBP Scheme. The authority reserves the right to remove, amend, suspend or introduce Park & Ride sites as part of any future

transport scheme or development project. The bus service linking the Park & Ride site to the City centre is operated by Stagecoach as a standard bus service. The operational time of the parking spaces is between Monday to Saturday: 7.00 hrs – 19.00 hrs.

**Table A2.3 Park and Ride locations in Hull**

Site Location	Park and Ride	Number of Car Parking Space
Priory Park and Ride	Henry Boot Way, HU4 7DY	650

## Appendix 2.4 Schedule of facilities: Real time Panel Information Display Screens (RTPI)

RTPI Screens will be provided in additional locations across the EBP Scheme area subject to availability of funds. They will continue to be maintained and

operated by Hull City Council as part of the EBP Scheme. These screens will be provided at 36 locations listed in Table A2.4.

**Table A2.4 Schedule of facilities: RTPI Locations**

S.No	Bus stop NAPTAN	Stop name
1	22901044	Hasting PH
2	22901043	Rosedale Grove
3	22900123	Haworth Street
4	22900620	Holderness Road / Ings Road
5	22900041	Wheeler Street OB
6	22900027	EYMS Anlaby Road IB
7	22900026	Anlaby Road IB / West Park (KC Stadium)
8	22901182	Hotham Road
9	22901184	Wildflower PH - now Manor House PH
10	22901183	Reldene Drive
11	22900954	Princes Avenue / Welbeck
12	22900952	Princes Avenue / Park Avenue
13	22900325	Cottingham Road
14	22900262	Chanterlands Avenue
15	22900612	Mount Pleasant / Nornabell Street
16	22900601	Holderness Road / Buckingham Street
17	22900134	Beverley Road / Sutton Road
18	22900140	Beverley Road / Clough Road
19	22900639	Holderness Road / Laburnum Ave
20	22900617	Holderness Road / Astoria
21	22900035	HRI
22	22900633	Holderness Road
23	22901498	KC Stadium outbound
24	22900613	Holderness Road / Durham St.
25	22900175	Boothferry Road / Pickering Rd (Fiveways)
26	22900042	Anlaby Road - Trenton Avenue IB
27	22900046	Anlaby Road - Calvert Ln IB
28	22900130	Beverley Road / Hall Rd OB
29	22900197	Fairfax Avenue - Nr Bricknell Ave Junction
30	229001101	Stoneferry Road
31	229001102	Stoneferry Road
32	22900009	Alfred Gelder Street A
33	22900008	Alfred Gelder Street B
34	22901530	Alfred Gelder Street C
35	Priory Park and Ride	Hull P&R 1
36	Priory Park and Ride	Hull P&R 2



## Appendix 2.5 Schedule of measures: bus lane enforcement

Bus lane enforcement cameras have been provided across the EBP Scheme area to monitor contraventions in bus lanes. They will be maintained and operated by Hull City Council as part of the EBP

Scheme. The cameras are used for bus lane enforcement, the locations are presented in Table A2.5.

**Table A2.5 Bus lane enforcement camera locations**

S.No	Location	Direction
1	Holderness Road Summergangs Road	Outbound
2	Holderness Rd East Hull Baths	Outbound
3	Beverley Rd Endsleigh Park	Outbound
4	Beverley Rd Silverdale Rd	Inbound
5	Beverley Rd Bedworld	Inbound
6	Anlaby Rd MacDonald's	Inbound
7	Carr Lane Bus Gate	In/out Bound
8	Anlaby Rd Walton St	Outbound
9	Anlaby Rd Gladstone St	Inbound
10	Beverley Rd Inglemire Lane	Inbound
11	Holderness Rd News Agents	Inbound
12	Spring Bank West Cemetery	Inbound
13	Beverley Rd Bedworld	Outbound
14	Witham Dansom Lane	Outbound
15	Holderness Rd Tower Grange	Outbound
16	Beverley Rd Beech Grove	Outbound
17	Spring Bank West Albert Ave	Inbound
18	Clarence St	Inbound
19	Holderness Rd Tesco	Inbound
20	Anlaby Rd Flats	Outbound
21	Ferensway Spring Bank	Outbound
22	Ferensway Station Hotel	Inbound
23	Anlaby Rd Tigers Lair	Inbound
24	Spring Bank Deaf Institute	Inbound
25	Spring Bank Iceland	Outbound

## Appendix 2.6 Glossary of Terms

**BSIP** – Bus Service Improvement Plan

**Bus gate** – a bus gate is a short section of road which only buses and authorised vehicles can go through as shown by appropriate signage.

**Bus lane** – signposted lane, designated for use by registered local bus services and (where specified) taxis and other authorised vehicles, at the times also indicated by signage.

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

**Bus Passenger Charter** – document setting out the commitment of the Council and bus operators to ensure certain standards are met for each journey.

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

**EBP** – Enhanced Bus Partnership.

**EBP Plan** – Enhanced Bus Partnership Plan.

**EBP Scheme** – Enhanced Bus Partnership Scheme.

**EBP Scheme Area** – Enhanced Bus Partnership Scheme area to which this EBP Scheme document applies.

**Enforcement Camera** – roadside camera that records and produces suitable evidence of unauthorised use of bus lanes or bus gates for the Local Highway Authority to issue civil penalties under section 144 of the Transport Act 2000.

**EIR** – Environmental Information Regulations 2004.

**EV** – Electric Vehicle

**Facility** – physical assets that are provided at specific locations along particular routes (or parts of routes) within the EBP Scheme area. This is deemed for such purpose as section 138D (1) of the Transport Act 2000.

**FOI** - Freedom of Information Act 2000.

**HCC** – Hull City Council, also referred as Local Transport Authority or LTA.

**Hull Enhanced Bus Partnership Board** - the decision-making body of the Hull Enhanced Partnership.

**Hull Enhanced Bus Partnership Forum** – group providing external insight and constructive challenge on the Hull Enhanced Bus Partnership; recommend decisions to the Hull Bus Service.

**Hull Enhanced Bus Partnership Plan** – document made pursuant to section 138A of the Transport Act 2000 and which is required to be in place for an EBP Scheme to be made.

**Local Authorities** – prescribed under section 23 of the Local Government Act 2003. Local Highway Authority – Local Authority with responsibility for the maintenance of highway infrastructure in its local authority area. In the case of this EBP Scheme, this means Hull City Council.

**Local Transport Authority (LTA)** – In the case of this EBP Scheme this means Hull City Council.

**Measures** – improvements with the aim of:

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

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

**UK GDPR** – General Data Protection Regulation of UK. The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). Everyone responsible for using personal data must follow strict rules called data protection principles. They must make sure the information is used fairly, lawfully and transparently.

## Appendix 2.7 List of References

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5. United Kingdom. Department of Transport, 2021. The National Bus Strategy Delivering Bus Service Improvement Plans using an Enhanced Partnership Guidance.

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6. United Kingdom. Department of Transport, 2021. National Bus Strategy Creating an Enhanced Partnership: example format and structure.

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# Appendix 2.8 - Summary of BSIP Delivery Costs - Estimated

## Estimated Cost per Fiscal Year - £000s

Objective Ref	Associated Action	Funding Type	22 to 23	23 to 24	24 to 25	25 to 30	30 to 35	Total £000s
A1.1	Minor adaptations to street furniture/lines and signs	Capital	200	200				400
A1.2	Refining of Traffic Regulation Orders	Revenue	50	50				100
A1.3	Installation of Intelligent Traffic Signals (already in train - DfT funded)	Capital						0
A1.4	Installation of traffic signals and controls to give bus priorities at pinchpoints	Capital	150	150				300
A1.5	Assessment of potential dedicated bus gates	Revenue	50					50
A1.5	Implementation of dedicated bus gates	Capital		50	50	250		350
B1.1	Undertake demand and modelling of key corridors to assess capability to increase in bus frequencies and hours of operation	Revenue		60				60
B1.2	Modelling of identified route for Bus Rapid Transit (BRT) system	Capital	175					175
B1.2	Undertake Business Case for BRT	Capital		100				100
B1.2	Design and Build Costs for BRT - Estimate	Capital				10,000		10,000
B1.3	Modelling of identified Park & Rides/Transport Hubs	Capital	175					175
B1.3	Undertake Business Case for Park & Rides/Transport Hubs	Capital		100				100
B1.3	Design and Build Costs for Park & Rides/Transport Hubs - Estimate	Capital				10,000		10,000
C1.1	Introduction of Single Ticketing System (Awaiting National System)	Capital			200	200		400
C1.2	Development of Traffic and Travel Website	Revenue	75					75
C1.2	Assessment of flexible ticketing options	Revenue	50					50
C1.3	Review of young person's travel to reduce costs of journeys	Revenue	0					0
C1.3	Concessionary Subsidy for Young Persons Travel	Revenue		100	100	500	500	1,200
D1.1	Expand integrated ticketing options to wider transport modes as available	Capital		10	10	50	50	120
E1.1	Formation of TATAG Oversight Group	Revenue						0
E1.2	Management of Integrated Travel streams	Revenue						0
E1.3	Feasibility and modelling of additional mini transport hubs to foster improved cross city/border and integrated travel	Capital	100	100				200
E1.3	Design and Build of costs for mini transport hubs (May or may not form part of B1.3)	Capital			5,000	5,000	5,000	15,000
E1.4	Development of cross-city routes (costs included in E1.3)	Capital						0
E1.5	Assessment of service Integrations with other local train stations - (costs included in E1.3)	Capital						0

Estimated Cost per Fiscal Year - £000s

Objective Ref	Associated Action	Funding Type	22 to 23	23 to 24	24 to 25	25 to 30	30 to 35	Total £000s
E1.6	Assess and model the integration need between Public and Community Transport	Capital	50	50				100
E1.7	Assessment of demand requirements and potential economic growth for night-time economy, shift working, education and hard to reach employment hubs	Revenue	50	50				100
F1.1	Development of Traffic and Travel Website (Costs included in C1.2 above)	Revenue						0
F1.2	Formation of Traffic and Transit Team to monitor traffic management in real-time and manage the communications and technology associated with planned and reactive works on the network	Revenue	200	200	200			600
F1.2	Additional Traffic CCTV cameras and Internet of Things (IoT) sensors to monitor traffic flows and build into Smart City Platform	Capital	100	100	100			300
F1.3	Marketing and promotional costs to support the new Traffic and Travel website and to address issues raised in customer research survey	Revenue	100	50	50	50		250
F1.4	Roll out of improved bus shelters across the city & improved visitor experience at the central rail/bus/taxi/cycle integrated Interchange	Capital	200	200	100	500	500	1,500
F2.1	Roll out of real-time information, journey planning and smart technologies (supports F1.4 above)	Capital	600	600	300	600		2,100
F2.2	Introduction of smart technologies aimed at increasing real-time information, alerts and awareness for people with accessibility concerns	Capital	100	100	100			300
F2.3	Enabling safer routes to buses including CCTV, Lighting, Grounds and Shrubs changes to increase feeling safer on routes to and from bus stops	Capital	100	100	100	500	500	1,300
G1	Implementation of carbon neutral fleet infrastructure to support bus company investment in carbon neutral transport (Possible Defra overlap)	Capital						0
G2	Vehicles for Green Express Way passenger transport	Capital						0
G3	Removal of older, high emission fleet (Supported by G1 above)	Capital						0
I1.1	A review of the service provision to key industrial, health and entertainment/leisure areas	Capital						0
I1.2	Business case to support any non-viable but required routes as identified from I1.1 above							0
I1.3	Assessment of Demand Management and Community Transport Provision to form future business case	Revenue						0
J1.1	Modelling of identified potential BRT route (already covered by B1.2)	Capital						0
J1.2	Development of Transport Hubs (already covered by B1.3 and E1.3)	Capital						0
J1.3	Cross-boundary working including integrated transport (Costs unknown until various feasibilities and modelling exercises have been undertaken as identified in each individual BSIP)	Revenue						0
J1.4	Collaborative marketing aimed at promoting sustainable travel (Some coverage in other marketing led actions above but targeted specifically towards green and active travel)	Revenue	100	100	100			300
J1.5	Review of Parking Strategy	Revenue						0
J1.6	Increase resource capacity to develop timely off-the shelf bids to foster external investments in sustainable travel and increase speed of approved projects making an impact on outcomes and objectives	Capital	250	250	250	750	750	2,250
K1.1	Collaborative input into city planning	Revenue						0
L1	Performance Dashboard linked to outcomes and targets - publicly available	Revenue	50	30				80
<b>Total</b>			<b>2,875</b>	<b>2,700</b>	<b>6,660</b>	<b>28,400</b>	<b>7,300</b>	<b>47,935</b>

# Appendix 2.9 - Hull Bus Alliance - Bus Passenger Charter

## HULL BUS ALLIANCE BUS PASSENGER CHARTER

### INTRODUCTION

This Bus Passenger Charter covers bus services within the Hull City Council boundary.

This Charter sets out exactly what you can expect from us and explains how to make the most of our services. It also sets out how we will put things right if we don't meet your expectations, and your rights under UK legislation.





## WHAT YOU CAN EXPECT FROM US

### Helpful driving team

Our aim is to do all we can to make your journey as smooth as possible. For every member of staff, the needs of our customers come first. We want you to enjoy travelling with us. Our service exists to serve your needs, and we aim to make every journey a pleasant experience.

We will ensure that drivers have all passed a vocational driving test in compliance with all legal

requirements. Every driver undertakes periodic training, including customer service training. All our front-line staff wear company-issued uniform. We will ensure that they are smart and clean in appearance.

If for any reason your journey is seriously delayed, your driver will endeavour to tell you what the problem is and keep you updated.

### We aim to give you the best service

We know that reliability is what you expect from our services. We will do our utmost to keep to the timetables we advertise. We aim to run every bus on time. Normally, no journey should operate more than one minute early or five minutes late.

We arrange for regular independent monitoring of our performance. The Bus Alliance Board will publish a report on the quality and reliability of our bus services every six months.

Where we must change the service because

of roadworks or other factors (such as special events), we will advertise the fact as soon as possible on bus, on our website and on social media platforms.

In the event of significant disruption to services, full details will be passed on to Traveline, local radio stations and the local authority. Service updates are posted on our Twitter accounts and information about roadworks, diversions and road closures are posted on our websites.

If your journey is delayed by more than 20 minutes, we will refund your fare with a voucher for a local day rider ticket.

### Information about our services

We want to make sure that you never have a problem finding out when our services run or what they cost.

The ultimate destination and service number of the bus is shown on the front of buses, and the service number will also be displayed on the rear of the vehicle. Up-to-date timetable information is displayed at all bus stops.

We will publish a comprehensive timetable, which will include details of our services and a map of the route. We will also have all our other timetables available at local Travel Information outlets, clearly showing the date of introduction.

Service information is provided on our website including details of daily, weekly and longer period fares.

**[www.eastyorkshirebuses.co.uk](http://www.eastyorkshirebuses.co.uk)**  
**[www.stagecoachbus.com](http://www.stagecoachbus.com)**

You can also get service information through Traveline: telephone 0871 200 2233, text 82468 from bus stops showing a text code or online at **[www.traveline.info](http://www.traveline.info)**.

Notification of service changes will be available at least 21 days in advance, and information will be supplied to customers, on request, by post. Notices will also be available on buses.

## Making you welcome; helping you travel with confidence

We aim to make services available to the widest number of people and to provide seating near the entrance for elderly and disabled customers. We'll make reasonable adjustments to meet the individual needs of customers. All our buses meet the requirements of the Equalities Act.

We look for customer service and disability awareness skills when selecting our staff. We give all members of staff initial, and ongoing training, in helping people with disabilities travel confidently and safely.

We provide dedicated helplines for people with disabilities. We're able to provide timetable and fare information in accessible formats on request. We can provide large print timetables, maps and departure lists for bus stops. To request this, contact your local operating company.

We offer support notification cards that can help people with disabilities to make our staff aware of their needs.

**Stagecoach - Journey Assistance Cards**  
**East Yorkshire Buses - helping-hands**

Stagecoach have a scheme that allows people who use certain "class 2" mobility scooters to travel on buses with the scooter following an assessment. East Yorkshire Buses will carry certain "class 2" mobility scooters from summer 2023.

You can see more about the carriage of wheelchairs, small prams and buggies in the

[Stagecoach - Conditions of carriage](#)

[East Yorkshire Buses - conditions-carriage](#)





## PUTTING THINGS RIGHT

We know we won't always get it right, so our highly trained Customer Service teams are there to help you. Whether it's a basic ticket enquiry or a complaint, we will make it easy for you to contact us and have really clear processes for all of your queries.

We will publish transparent maximum response times for customer enquiries that we will always strive to adhere to. We aim to continuously improve what we do, using our membership of the Institute of Customer Service to stay ahead of industry trends.

Our customers will be given a voice through regular listening sessions and forums, together with high internal standards of research and insight gathering. We will engage an independent supplier to monitor all aspects of our customer performance, and we will ensure that the learnings are used wisely.

## Independent appeals

If you disagree with our response to any complaint, you have the option of approaching Bus Users UK ([www.bususers.org](http://www.bususers.org) or 0300 111 0001) who will try to resolve the issue for you. They may refer your complaint to the Bus Appeals Body ([www.busappealsbody.co.uk](http://www.busappealsbody.co.uk)). We will act on the Bus Appeals Body's recommendations.

## Your customer rights

You have a right to be provided with appropriate and comprehensible information about your rights when you use regular bus and coach services.

You are entitled to adequate information throughout your journey. Where feasible, and where you have made a request, we will provide the information in accessible formats.

We will not refuse to let you travel because of a disability that you have, unless it is physically impossible to carry you safely. If we lose or damage your mobility equipment, we will compensate you fully for its replacement or repair.

We have procedures for giving disability-related training to our staff.

In addition to our commitments above, you have a right for your complaint to be dealt with if it concerns any of the matters covered by this section of the Charter (headed "Your rights"), provided you submit it within three months.

We must respond to these complaints within one month of you submitting them and give you a final reply, stating whether your complaint is substantiated or rejected, within three months.

You have the right to appeal these complaints to Bus Users UK if you disagree with our response. Bus Users UK is subject to a three-month time limit for dealing with appeals and must refer unresolved complaints to a Traffic Commissioner.



**This document can be made available in other languages or formats if required.**

**To request another format, please contact us on (01482) 300300**