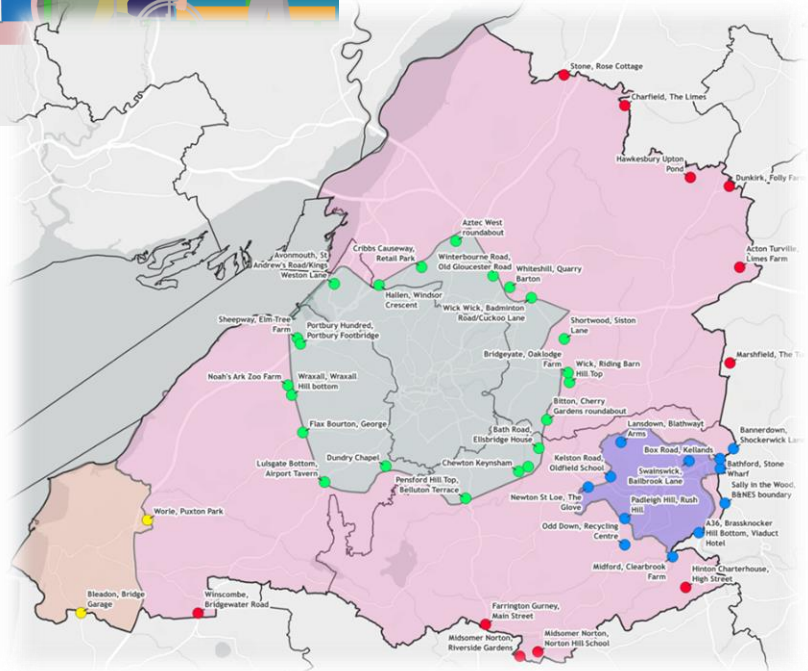
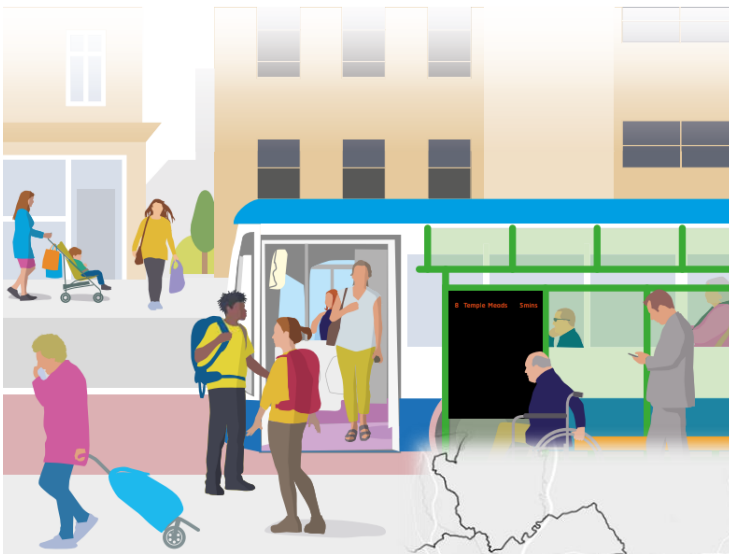


West of England Enhanced Partnership Scheme

Version 4.0 - September 2023



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Introduction

The West of England Enhanced Partnership (EP) Scheme for buses was made on 9 February 2023 in accordance with Section 138G(1) of the Transport Act 2000 jointly by the West of England Combined Authority and North Somerset Council using their powers as Local Transport Authorities (LTAs) for their respective areas.

Prior to the EP Scheme being made, Bus Operators and Local Highways Authorities (LHA) were engaged in the preparation of the scheme. They and wider stakeholders were formally consulted ahead of making the EP Scheme, in accordance with section 138F of the Transport Act 2000.

Passenger groups, MPs and the business sector were invited to give their views on the local bus network in July and August 2021 as part of the development of the Bus Service Improvement Plan (BSIP), which informs the EP Scheme and EP Plan.

Bath and North East Somerset Council, Bristol City Council and South Gloucestershire Council are formal parties to the Enhanced Partnership Scheme in their roles as Highway and Planning Authorities for their respective areas.

The EP Scheme is varied according to the Bespoke Variation Arrangements detailed in Section 4 of the Scheme. Changes since the previous version are marked as [Varied] or [New] throughout and listed in the Variations section at the end of this document.

Definitions

In this Enhanced Partnership Scheme, the terms listed in the left-hand column of the table below shall have the meanings ascribed to them in the right-hand column.

Table 1 - Definitions of terms used within the EP Scheme

1985 Act	Transport Act 1985 (as amended)
2000 Act	Transport Act 2000 (as amended)
2017 Act	Bus Services Act 2017
AVL	Automatic Vehicle Location
AVTM	Ashton Vale to Temple Meads metrobus route
B&NES	Bath and North East Somerset Council
BCC	Bristol City Council
Bespoke Variation Arrangements	Arrangements made under Section 138E of the 2000 Act and detailed in the EP Scheme
BOJ	M32 Bus Only Junction for metrobus Services
Bus Operator	Operator of one or more Local Services in the EP Area
Bus Service Improvement Plan or BSIP	The West of England Bus Service Improvement Plan, as published jointly by the West of England Combined Authority and North Somerset Council on 29 October 2021 and any subsequent updates
CA	West of England Combined Authority
CCTV	Closed-Circuit Television
CMA	Competition & Markets Authority
Commercial Service	A Local Service that is not operated under contract to an LTA

Competition Test	An assessment of the impact of a proposed scheme on competition, in accordance with Schedule 10 of the 2000 Act
CPME	Cribbs Patchway metrobus Extension
CRSTS	City Region Sustainable Transport Settlement
DfT	Department for Transport
EBSR	Electronic Bus Service Registration
EP	Enhanced Partnership as defined in section 138A of the 2000 Act
EP Advisory Panel	A representative advisory group of partners and stakeholders, as described in Section 4 of the EP Scheme
EP Area	The geographical area defined in Paragraph 1.1 of the EP Scheme
EP Board	A representative group of partners, as described in Section 4 of the EP Scheme and which makes decisions on the EP
ETM	Electronic Ticket Machine
Exempted Services	Those Local Services described in Paragraph 1.4 of the EP Scheme
Facilities	Those facilities referred to in Paragraphs 2.3 to 2.6 (inclusive) of the EP Scheme which shall be deemed as such for the purposes of Section 138D(1) of the 2000 Act
Fixed Change Date	One of two nominated dates in each calendar year decided by the EP Board on which changes to Local Services in the EP Area can be made, apart from metrobus Services which can only be changed on the date that falls in August or September
FTE	Full-time equivalent
HOV Lane	High-Occupancy Vehicle Lane
Improvement Notice	A notice issued to a Bus Operator by the LTAs after assumption of Relevant Registration Functions in the event that a Bus Operator should fail to comply with any of the Requirements or should fail consistently to meet the agreed standards for punctuality and reliability
iPoint	Installation at bus stop on metrobus routes and other places to provide information and sell tickets
JLTP4	Joint Local Transport Plan 4, as adopted in March 2020
KRN	Key Route Network
LHAs	Local Highway Authorities: Bath and North East Somerset Council, Bristol City Council, North Somerset Council and South Gloucestershire Council
LPAs	Local Planning Authorities: Bath and North East Somerset Council, Bristol City Council, North Somerset Council and South Gloucestershire Council
Local Service	A bus service as defined in Section 2 of the 1985 Act
LTAs	Local Transport Authorities: West of England Combined Authority and North Somerset Council, in respect of the roles defined in Section 108(4) of the 2000 Act
Measures	Those measures referred to in Paragraphs 2.22 to 2.23 (inclusive) of the EP Scheme which shall be deemed as such for the purposes of Section 138D(2) of the 2000 Act
metrobus Complementary Service	A Local Service that is so designated under Paragraph 2.68 and which is able to use certain Facilities and Measures as specified in Schedules 2 and 4 of the EP Scheme
metrobus Only Facilities	Those Facilities listed in Schedule 2 of the EP Scheme
metrobus Participating Operator	A Bus Operator who operates one or more metrobus Services

metrobus Performance Review Group	The group set up in accordance with the provisions in Paragraph 3.51 and described fully in Schedule 5 of the EP Scheme
metrobus Service	A Local Service that meets the Operation Requirements and Route Requirements specified for metrobus Services and which is able to use the Facilities and Measures listed in Schedules 2 and 4 of the EP Scheme
metrobus Stops	A stopping point used by a metrobus Service at a location listed in Schedule 2 of the EP Scheme
NFH	North Fringe to Hengrove metrobus route
NSC	North Somerset Council
Operation Requirement	A requirement referred to in Paragraphs 3.1 of the EP Scheme, imposed under Section 138A(5)(b) of the 2000 Act, other than a Route Requirement
PVR	Peak vehicle requirement (PVR)
QPS	Quality Partnership Scheme made under Section 114 of the 2000 Act
QA	Qualifying Agreement as defined in Paragraph 17(4)(a) of Schedule 10 to the 2000 Act
Requirement	A requirement imposed under Section 138A(5)(b) of the 2000 Act
Relevant Registration Functions	The functions of the Traffic Commissioner to the extent that they relate to a Relevant Service, both within the meanings given to them under Section 6G(10) of the 1985 Act
Route Requirement	A requirement referred to in Paragraphs 3.55 to 3.56 (inclusive) of the EP Scheme, imposed under Section 138A(5)(b) of the 2000 Act that falls within Section 138C(1) of the 2000 Act. I.e. requirements on the frequency or timing of local services or services of particular descriptions
RTI	Real-Time Information
SBL	South Bristol Link metrobus route
SGC	South Gloucestershire Council
SMO	Small or medium-sized bus operator
Supported Service	A Local Service that is operated under contract to an LTA
TC	The Traffic Commissioner, as defined in Section 4 of the 1985 Act, for the West of England Traffic Area
ToTo	Tap on Tap off
TRC	Traffic Regulation Condition made under Section 7 of the 1985 Act
TRO	Traffic Regulation Order made under the Road Traffic Regulation Act 1984
VPA	Voluntary Partnership Agreement as defined in Section 153(2) of the 2000 Act
WEBOA	West of England Bus Operators' Association

1 - Scope and commencement date

Geographical Coverage

- 1.1 The EP Scheme will support the improvement of all Local Services operating in the areas covered by the West of England Combined Authority and North Somerset Council. A map of the area is in Appendix 1.

Commencement Date

- 1.2 The EP Scheme was made on 9 February 2023. It will have effect for as long as it is not revoked and will be reviewed twice a year by the EP Advisory Panel. These reviews will include consideration of changes in the obligations on the LTAs, LHAs or Bus Operators to reflect investment by any of the parties.
- 1.3 Not all the requirements of the EP Scheme will come into force at the commencement date. Certain Facilities, Measures and Requirements will be introduced subsequently at the relevant dates listed or when specified conditions have been met or when funding becomes available.

Exempted Services

- 1.4 [Varied] The requirements in the EP Scheme apply to all locally registered bus services in the EP Area, with the exception of the following types of service, which are exempt, unless contracted directly by the LTAs - in which case the EP requirements apply:
- (i) A Local Service that starts or finishes outside the EP Area and which is available for the general public to:
 - a) Board at five or fewer bus stops in the EP Area on journeys into the EP Area
 - b) Alight at five or fewer bus stops on journeys out of the EP Area
 - (ii) A Local Service that operates to an academic institution outside the EP Area for the principal benefit of students of that institution
 - (iii) A Local Service that operates in conjunction with sporting and other events for the specific purpose of carrying attendees to and from such events
 - (iv) A Local Service that is not available for use by the general public
 - (v) A Local Service registered under a Community Bus Permit
 - (vi) A Local Service operated under a registration live at 1 October 2022 consisting of no more than two timetable journeys per day under a common route number that operates to an academic institution for the principal benefit of students of that institution.
- 1.5 [New] LTAs will offer time limited discretion to Bus Operators to adhere to requirements on a case-by-case basis, where:
- (i) Discretion is indicated in the requirement
 - (ii) Contracting timescales for supported services make it a challenge for Bus Operators to meet the requirements.

2 - Obligations on local authorities

- 2.1 The LTAs commit to the Facilities and Measures listed in this section that lie within the scope of their powers.
- 2.2 Bath & North East Somerset Council, Bristol City Council and South Gloucestershire Council, in their role as Highway and Planning Authorities for their respective areas, are formal parties to this Enhanced Partnership Scheme and commit to provide, subject to the outcomes of statutory processes associated with their powers, the Facilities and Measures listed in this section that lie within the scope of their powers.

Facilities

- 2.3 The West of England Combined Authority, its constituent Local Highway Authorities and North Somerset Council will provide the Facilities listed in Schedule 1 for all Local Services unless otherwise indicated.
- 2.4 The West of England Combined Authority will invest the bulk of its allocation of City Region Sustainable Transport Settlement (CRSTS) plus additional local contributions - totalling £407 million over the period 1 September 2022 to 31 March 2027 - to provide additional Facilities for Local Services as detailed in Appendix 8. The programme of investment will be based on the CRSTS bid but delivery will be subject to detailed design, external factors such as rising costs and the normal consultation process. New or changes to the Facilities in the EP Scheme can be made by means of the Bespoke Variation Arrangements in Paragraphs 4.25 to 4.29 below, subject to decision of the EP Board.
- 2.5 North Somerset Council will allocate £48 million of the BSIP award over the period 1 October 2022 to 31 March 2025 to provide additional Facilities for Local Services as detailed in Appendix 8. The programme of investment will be based on the BSIP bid but delivery will be subject to detailed design, external factors such as rising costs and the normal consultation process. New or changes to the Facilities in the EP Scheme can be made by means of the Bespoke Variation Arrangements in Paragraphs 4.25 to 4.29, subject to decision of the EP Board.
- 2.6 Certain Facilities are provided for the use of metrobus Services only, as listed in Schedule 2. The LTAs reserve the right to levy access charges for the use of those Facilities, as outlined in Schedule 3.

Bus lanes and bus gates

- 2.7 The West of England Combined Authority, its constituent local highway authorities and North Somerset Council will provide the bus lanes and bus gates listed in Schedule 1 for all Local Services unless otherwise indicated.
- 2.8 Certain bus lanes and bus gates are provided for the use of metrobus services only. Such Facilities are listed in Schedule 2.

Bus only junction

- 2.9 The M32 Bus Only Junction (BOJ) provides a dedicated junction for access into and off of the M32 Motorway through Stoke Lane for metrobus Services only. The junction will be available for use by authorised vehicles at all times (for 24 hours per day, 7 days per week, 365 days per year) except when it is required to be closed for planned maintenance, emergency maintenance or instructed by National Highways or the police due to an incident. Further details are in Schedule 2.

Guided Busway

- 2.10 The Guided Busway is a segregated off-road route that is provided for metrobus Services and complementary services on the Ashton Vale to Temple Meads (AVTM) route. The busway enables metrobus Services and complementary services to operate without mixing with general traffic. Vehicles must use a dedicated kerb guidance system to access the Guided Busway. A maintenance track is also provided alongside much of the Guided Busway along with CCTV coverage. Further details can be found in Guided Busway Operations Manual that will be supplied by the LTAs on request.

Bus stops

- 2.11 [Varied] The LTAs and LHAs in cooperation with Bus Operators will establish guidance on standards for bus stops in the EP Area and, where practical, will implement it as part of the planned investment in corridor improvements.
- 2.12 Certain bus stops are provided for the use of metrobus Services only and have specific branding and design standards. Each metrobus stop is designated as Type A, B or C and the standards applicable to the designated type will be provided. Such Facilities are listed in Schedules 2.
- 2.13 Any temporary bus stop that is provided and considered for use by metrobus Services (including any diversion route) that is not listed in Schedule 2 will be subject to the same standards as any other metrobus stops and as such will have the full range of metrobus infrastructure provided including an iPoint.

High-Occupancy Vehicle (HOV) lanes

- 2.14 The LTAs and LHAs will provide the HOV lanes listed in Schedule 1. North Somerset Council will convert its HOV lanes to bus lanes during the lifetime of the EP Scheme subject to consultation and due process.

Real-time information (RTI) displays

- 2.15 The LTAs and LHAs will maintain RTI display screens at bus stops and bus stations in a fit-for-purpose condition and replace screens as soon as possible that are beyond repair. Screens located at bus stops that become redundant owing to route changes will be removed and relocated.

- 2.16 Additional RTI units will be installed at bus stops as part of the delivery of corridor upgrades, subject to the outcome of site surveys.

Information displays at bus stops

- 2.17 The LTAs and LHAs will maintain timetable display cases at bus stops in a fit-for-purpose condition and replace cases that are beyond repair as soon as possible.
- 2.18 [Varied] The LTAs will arrange with the LHAs for the purchase and installation of information displays at all bus stops in the EP Area except alighting points by 31 August 2024.
- 2.19 The LTAs and LHAs will provide iPoints at all bus stops on metrobus routes and will maintain them in a fit-for-purpose condition, replacing them as soon as possible if they are beyond repair.

Ticketing equipment

- 2.20 The LTAs will fund the provision and installation of tap off readers on Bus Operators' vehicles operating in the EP Scheme area - except those operating on Exempted Services - by grants available until 31 December 2023 unless the LTAs agree a limited derogation with individual Bus Operators.
- 2.21 The LTAs will provide ticketing infrastructure at metrobus stops integrated with iPoints. Full details are in Schedule 2, including the apportionment of costs.

Measures

- 2.22 The LTAs and LHAs will provide the Measures listed below for Local Services except Exempted Services.
- 2.23 Certain Measures are provided for metrobus Services only, as listed in Schedule 4.

Fares

- 2.24 The LTAs will allocate £21,846,857 from the BSIP award to subsidise fares on Local Services in the EP Area except Exempted Services as follows:
- (i) Cap on adult single, two-journey and single-operator day fares from 25 September 2022 to 31 March 2025 except on tour bus services, school bus services and services or sections of route on which premium fares are charged
 - (ii) Cap on AvonRider Day multi-operator fare from 6 October 2022 to 31 March 2025
 - (iii) Flat fare for persons aged 5 to 15 inclusive from 25 September 2022 to 31 March 2025 except on tour bus services, school bus services and services or sections of route on which premium fares are charged.
- 2.25 The LTA will consider additional subsidies to be introduced throughout the BSIP period to 31 March 2025 - including:
- (i) 50% discount on fares for persons aged 16 to 18 inclusive from a date to be agreed with Bus Operators until 31 March 2025

- (ii) 25% discount on fares for persons aged 19 to 21 inclusive from a date to be agreed with Bus Operators until 31 March 2025.

2.26 From 9 July 2023, fares are capped at the levels in Table 2 below and those levels will be reviewed every six months by the LTAs. Maps of the respective Fare Zones are in Appendix 7.

Table 2 - Capped fares

Ticket type	Fare zone	Initial subsidised fare
Adult single	Bath	£2 capped fare
Adult single	Bristol	£2 capped fare
Adult single	Weston-super-Mare	£2 capped fare
Adult single	EP Area (with exceptions)	£3.70 capped fare
Adult two-journey (if available)	Bath	£3.80 capped fare
Adult two-journey (if available)	Bristol	£3.80 capped fare
Adult two-journey (if available)	Weston-super-Mare	£3.40 capped fare
Adult day (if available)	EP Area	£7 capped fare
AvonRider adult day	EP Area	£7 capped fare
Child (age 5 to 15 inclusive) single	EP Area (with exceptions)	£1 flat fare

- 2.27 In respect of Local Services that operate wholly or principally for the purpose of conveying school children to and from their place of education, the LTAs and the relevant Bus Operator shall consider whether it would be appropriate to subsidise fares on individual school services or not.
- 2.28 [Varied] The LTAs will negotiate commercial agreements with those Bus Operators who wish to take up the offer of fares subsidies or participate in fares initiatives, and with WEBOA in respect of the multi-operator ticket. Such agreements will set out the base on which revenue forgone will be reimbursed and, where applicable, a mechanism for sharing additional revenue over and above revenue forgone with the LTAs. For agreements including revenue share, LTAs will use the revenue to cover the cost of the subsidy or initiative.
- 2.29 The LTAs will provide basic assistance for administration tasks - such as aggregation of ticket sales data and taking of meeting notes - to the multi-operator ticket scheme until such time as the scheme members agree on a new revenue apportionment formula.
- 2.30 [Varied] The LTAs will allocate £20,000 from the BSIP award until 31 December 2023 to investigate discounts for jobseekers and consider how they may be extended and harmonised in the EP Area.
- 2.31 [Varied] The LTAs will allocate £20,000 from the BSIP award until 31 December 2023 to investigate discounts for apprentices and consider how they may be implemented in the EP Area.
- 2.32 Subject to the ending of the BSIP-subsided fares in Paragraph 2.24, or subsequent fares packages, the maximum adult and child fares that may be charged on

metrobus Services are set out in Table 3 below. metrobus Operators may charge fares at a lower level, subject to the provision of notice to the LTAs 21 days before they come into effect. The maximum fares shall be subject to annual review and adjustments made to reflect cost changes in the bus industry.

Table 3 Maximum metrobus fares outside of fares subsidy packages

Distance or Time Travelled	Adult	Child (under 16 years)
Bristol Zone Single	£2.20	£1.10
Bristol Zone Return	£4.30	£2.15
West of England Zone Single	£6.00	£3.00
West of England Zone Return	£7.00	£3.50
Multi Operator Single Journey	TBC	TBC

Ticketing

- 2.33 The LTAs will allocate £60,000 of the BSIP award to work with Bus Operators through the established multi-operator ticket scheme to achieve the following by the target date of 31 December 2023:
- (i) Refresh and expand the multi-operator ticket range
 - (ii) Deliver multi-operator tickets with QR codes available on smartphone apps
 - (iii) Ensure that all Bus Operators in the EP Area are able to fulfil tickets on smartphones and scan tickets on bus
 - (iv) Update the reimbursement methodology based on actual use of tickets to enable fair apportionment of revenue
 - (v) Multi-modal PlusBus ticket with QR code.
- 2.34 The LTAs will allocate £50,000 of the BSIP award to work with Bus Operators and train operating companies to deliver multi-modal tickets on apps and smartcards.

Enforcement

- 2.35 The LHAs will use their discretionary powers to enforce the bus lanes listed in Schedules 1 and 2 and will aim to maintain their service levels at the 2020-21 level or exceed them if possible.
- 2.36 The LHAs will use their discretionary powers to enforce parking regulations on bus routes and will maintain their service levels at the 2020-21 level or exceed them if possible.
- 2.37 [Varied] LHAs will consider the benefits of a common bus lane enforcement policy with the LTAs and either adopt the common policy or agree minimum standards for enforcement. Subject to funding, LHAs will increase enforcement of bus lanes and parking regulations on principal bus corridors.
- 2.38 Where not the jurisdiction of the police, LHAs will carry out enhanced enforcement on metrobus routes, as set out in Schedule 4.

- 2.39 Where appropriate, the LHAs will apply for powers to enforce moving traffic offences and, if successful, implement an enforcement regime at the earliest practical opportunity.
- 2.40 [Varied] By 31 October 2023, the LTAs will set up a process with the LHAs and Bus Operators to monitor bus punctuality on principal corridors and consider interventions to improve punctuality through the process in Appendix 5, to be refined in partnership with DVSA as referenced in Paragraph 4.35.
- 2.41 The LTAs and LHAs will maintain a metrobus Performance Review Group as outlined in Schedule 5 for the purpose of reviewing the performance of metrobus Services.

Management of road works and street works

- 2.42 [Varied] LHAs will ensure that Bus Operators have up-to-date and timely information on planned works, unplanned works and events (as approved) in order that disruption to Local Services can be eliminated or minimised and alternative arrangements are provided to the relevant parties for public consumption. LHAs and Bus Operators will follow best practice guidance from the Department for Transport or Traffic Commissioner relating to the Traffic Management Act or other legal documents to ensure roadworks, street works and events are co-ordinated to reduce overall network disruption.

Bus revenue support

- 2.43 The LTAs will not reduce their budget for revenue support for non-commercial bus services below the level in 2022-23.
- 2.44 The LTAs have allocated £13.8 million from the BSIP award for the provision of new and enhanced Supported Services between 2 April 2023 and 31 March 2025. A competitive tender will be carried out and bids will be evaluated according to the draft framework in Appendix 9.
- 2.45 [Varied] The LTAs have allocated £6,983,641 from the BSIP award as “kickstart” funding to enhance Commercial Services between 2 April 2023 and 31 March 2025. Where competitive tenders are undertaken, bids will be evaluated according to the draft framework in Appendix 10.
- 2.46 [Varied] The LTAs have allocated £6 million from the BSIP award to provide demand-responsive services to complement the network of Local Services between 2 April 2023 and 31 March 2025. The LTAs will review the WESTLink demand responsive transport (DRT) service, with the support of LHAs, and refine it to improve effectiveness.
- 2.47 [New] The LTAs will use BSIP funding up until 31 March 2025 to support the WESTLocal initiative, working with local communities to identify service gaps that the community has the potential to fill.
- 2.48 The LTAs will require their contractors as part of their Conditions of Contract to comply with the obligations on Bus Operators in Section 3 below in respect of all Local Services operated under contract, including any Local Services that would

otherwise be Exempted Services, except for any emergency arrangements lasting no longer than one year that may be set up if and when the market is unable to supply a service meeting the LTAs' requirements through the normal procurement process.

- 2.49 The LTAs will award bus service contracts in sufficient time to allow Bus Operators to meet the 70-day pre-notification deadline and an additional two-week period for changes to highway infrastructure if relevant - see Paragraphs 3.32 to 3.42 (inclusive) - except in cases where emergency arrangements have to be made at short notice.

Concessionary travel

- 2.50 [Varied] The LTAs, in their capacity as Travel Concession Authorities, will review the reimbursement rate for concessionary travel annually in accordance with Government guidance and will publish a new interim rate accordingly.
- 2.51 The LTAs have allocated funding of £100,000 from the BSIP award between a date to be agreed with Bus Operators and 31 March 2025 to allow holders of concessionary travel passes issued to persons with qualifying disabilities to travel free on Local Services at all times of day, subject to the existing exclusions of specific routes or parts of routes from the English National Concessionary Travel Scheme.

Network planning

- 2.52 (New) LTAs and LHAs will collaborate with Bus Operators in an ongoing review of their Local Services in the EP Area - over and above the Network Review required by Government - with the objective of establishing a simplified route network based on radial and orbital corridors in the principal urban areas. A first step for LTAs includes a study of the network, planned development in the region and connections to other modes of transport. The AssessWEST report is to be completed by 31 March 2024. Implementation will be subject to agreement with Bus Operators for commercial services, funding where support is required and delivery of infrastructure schemes to create interchange facilities.
- 2.53 The Local Planning Authorities (LPAs) will consult the LTAs and relevant bus operators at an early stage in the planning process for large development sites, to consider how best to provide accessibility for bus services.
- 2.54 The LPAs will seek proportionate developer contributions for bus revenue support and bus infrastructure from large and medium-sized developments.

Bus infrastructure maintenance

- 2.55 The LHAs will maintain their service level for cleaning and maintenance of bus stop infrastructure, including shelters, poles, flags and RTI units, at the 2020-21 level or exceed it if possible.
- 2.56 [Varied] The LTAs and LHAs will work together to establish a consistent standard of cleaning and maintenance of bus stop infrastructure across the EP Area.

Implementation will be subject to funding, with LHAs committed to leading on the proposal of solutions to bus stop maintenance, in cooperation with LTAs.

- 2.57 The LTAs and LHAs will provide an enhanced level of cleaning and maintenance of Facilities specific to metrobus Services, set out in Schedule 4.

Branding

- 2.58 The LTAs have allocated £2.5 million from the BSIP award between 1 October 2022 and 31 March 2025 to develop and maintain a single brand for public transport in the EP Area. The aspiration is for the brand to be applied to buses, bus stops, bus stations, trains, railway stations, publicity, posters, websites, ticketing and customer service. By 31 October 2023, the branding package will be finalised and early rollout of branding across new and upgraded infrastructure, as well as some of our key bus corridors, will begin. By 31 December 2023, marketing and communications activities will be undertaken around the new brand and it will have been fully introduced on selected corridors in the region. By 31 March 2025, the new branding will be rolled out across all parts of the local bus network. As an initial step, the established Travelwest brand may be used more widely.
- 2.59 An established brand for metrobus is in place already and the LTAs and LHAs will follow the metrobus Branding Guidelines which are available on request from metrobus@westofengland-ca.gov.uk. The overriding principle for all relevant materials (including stops and shelters, staff uniforms and marketing) is that they can be seen to belong to the same ‘family’, making them quickly identifiable as metrobus.

Marketing and promotion

- 2.60 The LTAs have allocated £1.1 million of the BSIP award between 1 October 2022 and 31 March 2025 to:
- (i) Develop a comprehensive and continuing direct marketing campaign to encourage bus travel
 - (ii) Develop a new outreach programme promoting bus travel as a safe and sustainable mode of travel to destinations in the EP Area, through engagement with local businesses and key attractions
 - (iii) Enhance our social media presence by expanding the activity currently undertaken by Travelwest and adding marketing and information content on other channels
 - (iv) Promote the new fares package to existing and potential bus users using: roadside displays, digital adverts on RTI displays, in-bus graphics, timetable displays, the Travelwest website and social media.

Travel guides and journey planning

- 2.61 The LTAs have allocated £1.1 million of the BSIP award between 1 October 2022 and 31 March 2025 to:
- (i) Develop, deliver and maintain a series of public transport guides covering the EP Area, in both digital and paper formats
 - (ii) Develop, deliver and maintain a series of local area timetable books
 - (iii) Develop the Travelwest website further

- (iv) Support the development of a comprehensive app for journey planning and ticket sales, working with the Mobility as a Service (MaaS) project.

Timetable data and real time information (RTI)

- 2.62 [Varied] The LTAs have allocated £1 million between 1 October 2022 and 31 March 2025 to:
- (i) Assist Bus Operators in the transition to use of electronic TransXChange files for registration of Local Services
 - (ii) Support all Bus Operators to participate in the RTI system
 - (iii) Develop and introduce enhancements to our RTI system as outlined in the West of England BSIP
 - (iv) Increase reliability of information on RTI displays through better integration with IT systems of most affected Bus Operators
 - (v) Set up a dedicated customer agent function to improve live updates on issues affecting travel through RTI displays

Website

- 2.63 The West of England Combined Authority and North Somerset Council will maintain a website as the principal repository of information on public transport and sustainable travel in the EP Area. For the time being, the brand Travelwest will be used but this will be reviewed as part of the rollout of a comprehensive brand for the local public transport network.
- 2.64 Pages dedicated to metrobus, including customer service contact information, will be provided within the Travelwest website or any successor.

Customer service and complaint handling

- 2.65 The Integrated Transport Operations Team at the CA will co-ordinate all customer service correspondence relating to metrobus Services. Customer contact is received via telephone, email or social media. The Integrated Transport Team at the CA may approach a metrobus Participating Operator for assistance with an operational issue or ask that the operator respond to it. Operators are required to pro-actively communicate any contact they receive from the public about metrobus Services to the CA Integrated Transport Operations Team, or provide details on request, including any outward communication.
- 2.66 [Varied] The LTAs have allocated £50,000 from the BSIP award between 1 October 2022 and 31 March 2025 to finalise, implement and operate the Bus Passenger Charter, as shown in Appendix 4. Activities will include the creation of publicity materials, both digital and static, to showcase and raise awareness of the Bus Passenger Charter as well as to review and update charter commitments annually by 30 September, as informed by workstreams set up to address punctuality, waiting and travel facilities, accessibility, information and redress. The LTAs commit to consulting with passengers and passenger advocacy groups on developments to the charter.

- 2.67 The LTAs have allocated £30,000 from the BSIP award to carry out a Bus Passenger Safety Audit by 31 January 2024 and publish the results as soon as possible after completion.

Other

- 2.68 The LTAs may, by agreement with metrobus Participating Operators, designate certain Local Services as metrobus Complementary Services.
- 2.67 The LTAs have allocated £145,000 of the BSIP award for skills training for bus drivers over a two-year period until 31 October 2024.
- 2.70 [New] LHAs commit to working with the LTAs on strategies to help ensure standards set and met during the BSIP funding programme are maintained wherever possible.
- 2.71 The LTAs, as part of their monitoring and evaluation of the BSIP and EP, will survey EP stakeholders on the EP's operation, successes and challenges at least once a year.

3 - Obligations on bus operators

Operation Requirements

- 3.1 All Local Services in the EP Area except for Exempted Services will be subject to the Operation Requirements outlined in this section. Certain additional Operation Requirements will apply to metrobus Services.

metrobus standards of service

- 3.2 Each metrobus Participating Operator (or a combination of Participating Operators) must provide a minimum level of service to all designated metrobus Stops (as listed in Table 21 in Schedule 2) on the routes within the Scheme Area and at the times of day shown in Schedule 7.

Vehicle standards

- 3.3 By 31 December 2023, all buses must meet Euro VI emission standard or better, by retrofitting if necessary. Exceptions will be considered by the LTAs at their discretion for limited periods for special events or in cases where emergency arrangements have to be made to provide a Local Service at short notice or for any other exceptional circumstances. Some examples of exceptional circumstances are given in the Assessment of the Impact on SMOs in Appendix 2.
- 3.4 By 31 December 2035, all buses operating in the EP Area must be zero-emission.
- 3.5 Bus Operators will work with the LTAs to accelerate the transition to a fully zero-emission fleet at an earlier date if possible, by supporting bids to Government funding opportunities such as Zero Emission Bus Scheme and Zero Emission Transport City.
- 3.6 [Varied] By 31 December 2023, all buses operating in the EP Area must have:
- (i) AVL equipment installed to feed into the RTI system
 - (ii) Heating and cooling for customer comfort
- 3.7 [New] The provision of audio and visual announcements on buses is required by the Public Service Vehicles (Accessible Information) Regulations 2023 and its application dependent on the date a vehicle is first registered to provide local services:
- (i) Vehicles first used after 1 October 2019 - regulations apply from 1 October 2024
 - (ii) Vehicles first used or after 1 October 2014 and on or before 30 September 2019 - regulations apply from 1 October 2025
 - (iii) Vehicles first used on or after 1 January 1973 and on or before 30 September 2014 - regulations apply from 1 October 2026.

All buses used on scheduled local bus contracts tendered by the West of England LTAs must comply with regulations by 6 April 2025.

When implemented, the following standards will apply in the EP Area:

- (iv) Audio announcements on both decks, including through an induction hearing loop at the primary wheelchair priority seat/space, of next stops and alerts of route diversions - but note Paragraph 3.11 in respect of open-top vehicles.
- (v) Visual displays on both decks of next stops and alerts of route diversions.

Exemptions in line with the regulations will apply and, in exceptional circumstances, at the discretion of the LTAs.

3.8 In respect of all new vehicles registered on or after the commencement date of the EP Scheme and operating in the EP Area, consideration must be given to the following features:

- CCTV fitted to provide images inside the vehicle for safety and security and also facing outwards from the vehicle to help identify traffic issues
- Internet connectivity
- USB charging available, including at every wheelchair space and priority seat
- Display of onward connection details by bus, train and air, where applicable, from open data sources
- Leaflet holder for publicity material.

3.9 All vehicles operating metrobus Services must have the following features:

- Be fitted with dual doors to facilitate swift loading and boarding
- Be no more than 6 months old when first operated on a metrobus Service
- Offer step-free access and have a kneeling facility to match kerb heights at metrobus Stops
- Have high quality vehicle interiors and passenger features, to include individual seats, audible and visual real time information displays on both decks of next stops and alerts of route diversions, and wi-fi connections for passenger use
- Be fitted with a package of both active and passive temperature control measures
- Have audio announcements on both decks, including through an induction hearing loop at every wheelchair space and priority seat, of next stops and alerts of route diversions
- Be equipped with a two-way radio allowing communication between the driver and the depot or control centre, a driver emergency button, and on-board GPS-based equipment and a driver display monitor that is fully compatible with the LTAs' RTI system.
- Have USB charging available, including at every wheelchair space and priority seat
- Have CCTV fitted to provide images inside the vehicle for safety and security and also facing outwards from the vehicle to help identify traffic issues.
- Be fitted with an appropriate system to detect bicycles undertaking on the nearside of the bus. The system must alert the driver using an audible spoken alert and operate independently of other hardware.
- For services operating via the AVTM Guided Busway, be equipped with guide wheels and guide arms. Manufacturers' maintenance schedules and guidance must be fully complied with to ensure the guide wheels maintain suitable contact with the guideway on both sides of the vehicle.
- Display of onward connection details by bus, train and air, where applicable, from open data sources

- Conform to the metrobus Branding Guidelines
 - Ticketing equipment as described in Paragraph 3.26 below.
- 3.10 Vehicles in the metrobus livery must not be operated on Local Services other than metrobus Services other than in exceptional circumstances.
- 3.11 Open-top vehicles operating on Local Services must not have loudspeaker or PA system commentary.

Branding

- 3.12 Bus Operators will co-operate with the LTAs in the development of a single brand for public transport in the West of England area. The aspiration is for the brand to be applied to buses, bus stops, bus stations, trains, railway stations, publicity, posters, websites, ticketing and customer service. As an initial step, the established Travelwest brand may be used more widely.
- 3.13 [Varied] By 31 March 2025, all vehicles operating on Local Services in the EP Area - except those operating on Exempted Services and local bus services registered as a tour or excursion, including hop on/hop off tour services - must carry the local brand for public transport. The LTAs may use their discretion to agree a derogation for cross-boundary services in exceptional circumstances. The nature and extent of branding (including its bearing on vehicle livery) will be determined in the course of development, but all vehicles operating on Local Services - except for those on Exempted Services and local bus services registered as a tour or excursion, including hop on/hop off tour services - must be readily identifiable as part of the branded local public transport network.
- 3.14 An established brand for metrobus is in place already and metrobus Participating Operators will follow the metrobus Branding Guidelines which are available on request from metrobus@westofengland-ca.gov.uk. The overriding principle for all relevant materials (including stops and shelters, staff uniforms and marketing) is that they can be seen to belong to the same 'family', making them quickly identifiable as metrobus.

Fares and ticketing

- 3.15 Bus Operators may implement a package of fares reductions and simplification in response to the offer of BSIP funding for that purpose. In such cases, the LTAs will negotiate a commercial agreement with them individually.
- 3.16 [New] Bus Operators will work with LTAs to agree a suitable transition out of the BSIP-supported subsidised capped fares measure (see Paragraph 2.24), with the aim of avoiding or minimising a reversal of patronage growth experienced as a result of the reduced fares.
- 3.17 The following multi-operator ticket types must be sold and accepted on all Local Services in their relevant zones - except local bus services registered as a tour or excursion, including hop on/hop off tour services, and any other specific exceptions agreed by the ticket scheme:

- AvonRider - covering the whole EP Scheme Area
- BathRider - covering the Bath urban area
- BristolRider - covering the Bristol urban area
- WestonRider - covering the Weston-super-Mare urban area

The overall scheme for these tickets will be managed by the West of England Bus Operators' Association (WEBOA) or any successor organisation whose membership is open to Bus Operators.

- 3.18 By 31 December 2023, subject to implementation of the LTAs' commitment to funding in Paragraph 2.20, all Bus Operators must have fitted tap off readers to their buses - except local bus services registered as a tour or excursion, including hop on/hop off tour services - and will, as a minimum, implement two-journey, daily and weekly capping of fares within the prices of their two-journey, daily and weekly tickets no later than 3 months after completion of installation. The LTAs may agree to a limited derogation for individual Bus Operators in exceptional circumstances.
- 3.19 Bus Operators will work with the LTAs to review and develop the range of multi-operator tickets, including making them available as m-tickets, with the aim of making multi-operator ticketing the norm when multi-operator fare capping becomes possible. By 1 July 2023, a refreshed agreement for the multi-operator ticketing scheme will be signed off.
- 3.20 [New] LTAs and Bus Operators will work together to introduce mobile-ticketing options and promote multi-operator ticketing to passengers on all participating services, through websites, apps as well as on bus, on an ongoing basis from 1 April 2024.
- 3.21 Software to enable multi-operator fare capping is under development. Bus Operators will be required to enable their ETMs to use it from a future date to be set by means of the EP Scheme Bespoke Variation Arrangements.
- 3.22 Prices for the multi-operator ticket range are shown in Table 4 below. These are to be applied by all operators participating in the multi-operator Rider scheme by 23 July 2023.

Table 4 - Prices of multi-operator tickets

Rider ticket	Adult	Student	Child	Group
AvonRider Day	£7.00	£5.30	£5.30	£14.00
AvonRider Week	£30.00	£24.00	£22.50	-
BathRider Day	£6.00	£4.80	£4.80	£12.00
BathRider Week	£23.50	£18.80	£18.80	-
BristolRider Day	£6.00	£4.80	£4.80	£12.00
BristolRider Week	£23.50	£18.80	£18.80	-
WestonRider Day	£3.60	£2.90	£2.90	£7.20
WestonRider Week	£13.70	£11.00	£11.00	-

- 3.23 Prices of all multi-operator tickets will be reviewed every year at a date to be agreed and will be set at little or no premium to equivalent single-operator tickets.

Price changes will be implemented by means of the EP Scheme Bespoke Variation Arrangements.

- 3.24 By 30 April 2023, operators of Local Services - except local bus services registered as a tour or excursion, including hop on/hop off tour services - will participate in the PlusBus multi-modal ticket scheme or any successors operating in the EP Area. M-ticket functionality for those tickets - in line with the PlusBus barcode project - will be delivered by 31 December 2023.
- 3.25 Bus Operators will co-operate with development of the Freedom Travelpass multi-modal ticket scheme or any successor scheme, including m-ticket functionality for those tickets.
- 3.26 All vehicles operating on metrobus Services and metrobus Complementary Services operating within the EP Area must be equipped with ticketing equipment that has the following features:
- The ability to take contactless payment
 - ITSO-certified Electronic Ticket Machines compatible with either the operator's Host Operator Processing System (HOPS) or the HOPS procured by the West of England authorities
 - cEMV enabled Electronic Ticket Machines that are equipped with PCI-DSS compliant readers to accept contactless bank taps for Tap on / Tap off and payment for tickets if required
 - Electronic ticket Machines with the ability to issue paper tickets with barcode/QR codes and equipped with suitable barcode/WR readers compatible with all digital and paper tickets to be accepted including all Rider multi-operator tickets and other operators' tickets where acceptance is required
 - Separate cEMV enabled Tap on / Tap off contactless readers to accept contactless bank taps for Tap on / Tap off.
- 3.27 metrobus Participating Operators will use all reasonable endeavours to:
- Minimise interaction with the driver regarding purchase of tickets
 - Maximise the use of contactless ticketing and payments - including smartcards, electronic ticketing, and contactless Tap on / Tap off to drive off-bus ticket sales
 - Promote and enable smartcard sales via the West of England online portal and ticketing infrastructure provided at metrobus Stops, and via their own commercial portals
 - Operate contactless bank Tap on / Tap off on metrobus infrastructure with single operator digital capping on adult return/two trip and adult day and week fares as a minimum
 - Fully co-operate in future partnership work to implement multi-operator digital ticketing on smartphone and multi-operator and discount ticket Tap on / Tap off digital capping within the West of England area
 - Minimise any need for on-bus cash payment for products.
- 3.28 [New] Subject to the ending of the BSIP-subsided fares in Paragraph 2.24, or subsequent fares packages, the maximum adult and child fares that may be charged on metrobus Services are set out under Paragraph 2.32. Metrobus

Operators may charge fares at a lower level, subject to the provision of notice to the LTAs 21 days before they come into effect. The maximum fares shall be subject to annual review and adjustments made to reflect cost changes in the bus industry.

- 3.29 metrobus Participating Operators will notify the LTAs of any proposed changes to the fares they charge on metrobus Services 21 days before intended implementation of that change. The LTAs will respond within 10 days to confirm the increase is acceptable.
- 3.30 [Varied] Bus Operators will make contactless payment available to passengers on all buses in the EP Area.
- 3.31 [Varied] All buses will be equipped with suitable QR code readers and bus operators will co-operate with the LTAs to move to a single mobile platform such as the Mobility-as-a-Service platform under development. The LTAs may use their discretion to agree a derogation for cross-boundary services in exceptional circumstances.

Changes to Local Services

- 3.32 By 31 December 2023, Bus Operators will submit all registrations, cancellations and variations to Local Services in the EP Area in electronic TransXChange files. Support to smaller operators with the generation of the files can be provided by the LTAs at their discretion.
- 3.33 [Varied] Bus Operators will supply complete timetable and route data to the LTAs a minimum of 70 days prior to service change dates (see Paragraph 3.38) to account for the standard notice period of 42 days, plus 28-day period for local authority notification and consultation. Data must be as complete and accurate as possible, conforming with the registered particulars and in a format suitable for use in information systems as referenced in Paragraph 3.32. Changes to the data resulting only from the consultations can be made after the consultation period but as close as possible to the 42 days prior to implementation mark, and no less than 28 days prior. These data requirements do not include related RTI data.
- 3.34 Bus Operators will collaborate with the LTAs in an ongoing review of their Local Services in the EP Area - over and above the Network Review required by Government - with the objective of establishing a simplified route network based on radial and orbital corridors in the principal urban areas. Implementation will be subject to funding and delivery of infrastructure schemes to create interchange facilities.
- 3.35 Bus Operators will work with the LTAs to consult bus users and local communities - including relevant Town and Parish Councils - on proposals to change the routes of Local Services in the EP Area in good time before registering any such changes.
- 3.36 Bus Operators will notify the LTAs of any proposed changes to Local Services in the EP Area that involve operation along previously unserved roads, change from single to double decker operation or installation of new bus stops two weeks before the

start of the 70-day pre-notification / registration period except where emergency arrangements have to be made at short notice.

- 3.37 Bus Operators will liaise with relevant LHAs over proposed changes to bus stopping arrangements, layover arrangements and driver changeover points at the stage of planning all service changes, and all parties will use their best endeavours to reach agreement two weeks before the start of the 70-day pre-notification / registration period except where emergency arrangements have to be made at short notice.
- 3.38 [Varied] From 1 January 2024, all substantial changes to Local Services in the EP Area except Exempted Services, metrobus Services and local bus services registered as a tour or excursion, including hop on/hop off tour services, will take place on one of two Fixed Change Dates each year. They will fall on a Sunday in April and a Sunday in August or September, taking account of the occurrence of public holidays and academic terms as listed in Table 5 below. The LTAs may use their discretion to agree a derogation in exceptional circumstances. Public services serving academic institutions must meet the same registration timelines as other services but may be given discretion to commence services at an alternative date.

Table 5 - Fixed service change dates up to 2030

Year	Change date 1	Change date 2
2024	7 April	1 September
2025	6 April	31 August
2026	5 April	30 August
2027	4 April	29 August
2028	2 April	3 September
2029	1 April	2 September
2030	7 April	1 September

- 3.39 Changes to metrobus Services will take place only on the second Fixed Change Date in each calendar year unless there are exceptional circumstances and the LTAs agree to a change on a different date.
- 3.40 Timetables for seasonal variations, academic terms and connections with rail services will be registered with appropriate date ranges on the preceding Fixed Change Date, except in unforeseen circumstances.
- 3.41 Minor changes to Local Services in the EP Area and changes to tackle urgent punctuality problems may be made on other dates with agreement of the LTAs.
- 3.42 Bus Operators will co-operate with the LTAs to eliminate duplication of bus service numbers in the EP Area - except for low-number series in the Bath, Bristol and Weston-super-Mare urban areas - during 2023.

Bus Passenger Charter

- 3.43 [Varied] Bus Operators commit to working collaboratively with the LTAs to review and further develop the Bus Passenger Charter in Appendix 4, referred to in Paragraph 2.66, which sets out standards of customer service by all partners and

provides a means to redress to customers in the event that those standards are not met.

General

- 3.44 Bus Operators will co-operate with the West of England Combined Authority in the development and delivery of its Future Transport Zone projects, including Mobility-as-a-Service, Mobility Hubs, Transport Data Hub and Dynamic Demand-Responsive Transport.
- 3.45 Where technologies (such as Route Manager, [one.network](#) or similar) have been made available by an LHA to identify road/street works or other highway-related activities, Bus Operators will use these tools to help minimise or eliminate disruption to Local Services in that LHA's area.
- 3.46 In the event that Bus Operators become aware of unplanned roadworks or street works on bus routes, they will notify the relevant LHA at the earliest opportunity.
- 3.47 Bus Operators will re-invest savings in their operational costs resulting from investment by the LTAs - particularly in bus priority schemes - by making proportionate improvements to service frequency, hours of operation, network coverage, fare levels, customer service standards or any combination of those. Each package of capital investment or combination of packages will be considered in this way by Bus Operators, and improvements will be agreed with the LTAs that reflect the priorities of passengers on the relevant corridors and help achieve the BSIP targets. A mechanism that describes the process is in Appendix 6.
- 3.48 Where revenue support is provided on a "kickstart" basis for new and enhanced services, the Bus Operator receiving that support shall adopt an "open book" approach to the provision of cost and revenue data to the LTA providing such funding, throughout the period of funding.

Additional Operational Requirements for metrobus Participating Operators

- 3.49 Facilities and Measures in Schedules 2 and 4 are reserved for the use of metrobus Services and, in certain cases, metrobus Complementary Services.
- 3.50 metrobus Participating Operators will work with the LTAs to collect and share data in confidence for monitoring the performance of metrobus Services. Collation of results will be undertaken as least quarterly.
- 3.51 The metrobus Performance Review Group will include representatives from the LTAs, LHAs and metrobus Participating Operators and will monitor performance against the metrobus Service Standards as outlined in Schedule 5. metrobus Participating Operators will participate fully in the metrobus Performance Review Group.
- 3.52 metrobus Participating Operators shall use all reasonable endeavours to ensure that any newspapers and large pieces of litter are cleared from the interior saloon of vehicles operated on metrobus Services prior to each new journey.

- 3.53 All vehicles using Facilities that are restricted to metrobus Services must be kept in a clean and tidy condition externally without damage to panels, windscreen, windows or doors, and be complete in finished livery and free of damage, grime and graffiti. Any racist, obscene or abusive graffiti must be removed as soon as reasonably practical and in any case before the bus next enters service on a subsequent day.
- 3.54 metrobus Participating Operators shall make a financial contribution to support the maintenance of metrobus Facilities and the development of the metrobus or other public transport initiatives, through a profit share arrangement. Details are in Schedule 6.

Route Requirements

- 3.55 To mitigate the environmental impact of buses on certain sensitive roads and to ensure co-ordination between Local Services, Route Requirements will be imposed as of 1 May 2023 on transfer of the bus registration function to the LTAs.
- 3.56 Any additions or variations to Route Requirements will be subject to the statutory consultation process with Bus Operators as set out in section 138L of the 2000 Act and detailed in the Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

Frequency limits

- 3.57 On the roads listed in Table 6 below, no more than the maximum number of buses per hour shown may be operated on Local Services, except that up to two additional buses may be operated per hour to duplicate timetabled journeys if needed to meet exceptionally high passenger demand.

Table 6 - Maximum number of buses per hour on certain roads

Road	Section	Maximum buses per hour (bph) on Local Services
Bennett Street, Bath	Whole length	Between 0001 and 0929 daily: 0 bph Between 0930 and 1959 daily: 6 bph westbound and 0 bph eastbound Between 2000 and 2400 daily: 0 bph
Brock Street, Bath	Whole length	Between 0001 and 0929 daily: 0 bph Between 0930 and 1959 daily: 6 bph westbound and 0 bph eastbound Between 2000 and 2400 daily: 0 bph
Marlborough Lane, Bath	Whole length	Between 0001 and 0929 daily: 0 bph Between 0930 and 1959 daily: 6 bph northbound and 0 bph southbound Between 2000 and 2400 daily: 0 bph

North Road, Bathwick	Between Cleveland Walk and Oakley	Between 0001 and 1029 daily: 1 bph south-eastbound and 1 bph north-westbound Between 1030 and 1829 daily: 5 bph south-eastbound and 1 bph north-westbound Between 1830 and 2400 daily: 0 bph
Queen's Parade Place, Bath	Whole length	Between 0001 and 0929 daily: 0 bph Between 0930 and 1959 daily: 0 bph westbound and 6 bph eastbound Between 2000 and 2400 daily: 0 bph
Royal Avenue, Bath	Whole length	Between 0001 and 0929 daily: 0 bph Between 0930 and 1959 daily: 0 bph westbound and 6 bph eastbound Between 2000 and 2400 daily: 0 bph
The Circus, Bath	Northern arc between Brock Street and Bennett Street	At all times: 0 bph
The Circus, Bath	Southern arc between Bennett Street and Brock Street	Between 0001 and 0929 daily: 0 bph Between 0930 and 1959 daily: 6 bph westbound and 0 bph eastbound Between 2000 and 2400 daily: 0 bph
Upper Church Street, Bath	Whole length	Between 0001 and 0929 daily: 0 bph Between 0930 and 1959 daily: 6 bph northbound and 0 bph southbound Between 2000 and 2400 daily: 0 bph

Bath City Centre Tour Restrictions

- 3.58 Tour buses, including local bus services registered as a tour or excursion, must operate one of two fixed routes as detailed in Schedule 8.
- 3.59 The maximum number of tour buses which are in operation by all operators at any one time excluding duplicates shall not exceed 10. The term "in operation" shall include all tour buses which are being used on the local service whether stationary or moving.
- 3.60 No tour bus may stop at a permitted stop except between the hours of 09:30 and 20:00 on any day.
- 3.61 The maximum period in which any tour bus may remain stationary at a Bus Stop Clearway (except those listed in Paragraphs 3.62 and 3.63) is 2 minutes.

- 3.62 The maximum period in which any tour bus may remain stationary at Rebecca Fountain (stop reference Ce), Terrace Walk (stop reference Cb) and Manvers Street (stop reference Bf) is 10 minutes. During any period of waiting at these stops the engine of the tour bus must be switched off throughout the whole period.
- 3.63 The maximum period in which any tour bus may remain stationary at Terrace Walk (stop reference Ca) and Grand Parade (stop reference Cm) is 15 minutes. During any period of waiting at these stops the engine of the tour bus must be switched off throughout the whole period.
- 3.64 The permitted periods in Paragraph 3.61 may be exceeded for the sole purpose of allowing passengers to board or alight from a tour bus for a maximum of an additional 2 minutes.

Timetable co-ordination

- 3.65 Bus Operators will work with the LTAs to co-ordinate timetables of separate Local Services operating on common sections of route where possible, by means of a Qualifying Agreement if appropriate.
- 3.66 Bus Operators will work with the LTAs to offer good connections to and from rail services wherever possible.

4 - Governance arrangements

- 4.1 The EP Scheme has been developed jointly by the West of England Combined Authority, North Somerset Council, Bus Operators, and Bath & North East Somerset Council, Bristol City Council and South Gloucestershire Council in their roles as Local Highway Authorities and Local Planning Authorities.
- 4.2 It sets out obligations and requirements on the LTAs, LHAs, LPAs and Bus Operators Services to achieve the intended improvements, with the aim of delivering the objectives of the BSIP and associated EP Plan.

EP Board

- 4.3 [Varied] The future content and arrangements for the variation and revocation of the EP Plan and EP Scheme shall be decided by the EP Board, whose members shall comprise one representative (eight in total) for each of the following groupings:
- West of England Combined Authority
 - North Somerset Council
 - Bath & North East Somerset Council
 - Bristol City Council
 - South Gloucestershire Council
 - Bus Operator Group 1 - a Bus Operator that operates more than 50% of the total vehicle mileage operated on Local Services in the EP Area
 - Bus Operators Group 2 - a Bus Operator that operates less than 50% of the total vehicle mileage operated on Local Services in the EP Area and that operates a minimum of 10 services in the EP Area, or is a subsidiary of a group of UK bus operations with more than 250 FTE employees across the UK
 - Bus Operators Group 3 - all other Bus Operators collectively.
- 4.4 Bus Operators shall make arrangements to agree their representatives on the EP Board and shall consider how new entrants to the bus market in the EP Area will be accommodated. If at any point in the future, the local market changes such that no Bus Operator operates more than 50% of the total vehicle mileage operated on Local Services in the EP Area, a review of the EP governance arrangements shall be triggered.
- 4.5 EP Board votes to vary the EP Scheme according to the Bespoke Variation Arrangements, or on other EP related matters, will only go ahead if a quorate is met. This quorate is made up of both LTAs, Bus Operators Group 1 plus one other Bus Operator Group.
- 4.6 To count towards the quorum, or for a vote to be cast, EP Board members must either be present, agree via proxy or cast their vote in writing in advance of the meeting. Proxies need to be agreed in writing between the relevant parties and notified to the Chair in advance of the meeting. Members of the EP Board who are absent or not expressing a view at, or ahead of, the meeting will be deemed to be abstaining from the decision.
- 4.7 The two LTA members, the West of England Combined Authority and North Somerset Council, shall have one vote each to use over any decision of the EP

Board and one veto each, only to be used on decisions that have a direct bearing on that authority’s individual geographical area. The purpose of the veto is to prevent any action which is considered to be against the public interest including - but not limited to - anti-competitive actions. Exercise of the veto cannot impose any cost on any Bus Operator, either directly or indirectly.

- 4.8 The representative of Bus Operator Group 1 that operates more than 50% of the total vehicle mileage operated on Local Services in the EP Area shall have two votes. Bus Operator Groups 2 and 3 will have one vote each.
- 4.9 Bath & North East Somerset Council, Bristol City Council and South Gloucestershire Council shall have one vote each in respect of decisions that affect their area or the whole EP area.
- 4.10 Decisions of the EP Board shall require two conditions to be met:
 - (i) a minimum of 80% of the available eligible votes to be cast in favour
 - (ii) one LTA, Bus Operator Group 1 and one other Bus Operator Group to agree.

Table 7 - Votes needed to meet 80% decision threshold

NUMBER OF VOTES CAST	VOTES NEEDED TO REACH 80%
9 (max)	8
8	7
7	6
6	5
5 (minimum to meet quorate)	4

- 4.11 All decisions in support of interventions that require the exercise of powers held by Bath & North East Somerset Council, Bristol City Council and South Gloucestershire Council in their roles as Local Highway Authorities or Local Planning Authorities shall be subject to separate agreement of those authorities and the outcomes of related statutory processes. In some cases, these processes may be completed following EP Board decisions to support an intervention. It is recognised that, should such agreement not be forthcoming following the EP Board decision, any conditional commitments on Bus Operators in the decision can be revisited.
- 4.12 [Varied] As per the agreed Terms of Reference for the EP Board, approved in March 2023 and subject to annual review, the EP Board shall normally meet at least once every three months and shall consider the 6-monthly reviews carried out by the EP Advisory Panel. Agendas and meeting papers will be circulated to EP Board members no less than one week in advance of each meeting date. Eligibility to vote on forthcoming decisions will be laid out in the EP Board papers and concerns can be raised with the Chair at least 3 days before the meeting. Draft minutes will be circulated no more than two weeks after each meeting and will be approved at the next meeting.

EP Advisory Panel

- 4.13 The future content and arrangements for the variation of the EP Plan and EP Scheme will be considered by an EP Advisory Panel, involvement in which shall be voluntary and the composition of which shall be determined jointly by the LTAs to represent a broad range of stakeholders such as:
- LTAs
 - LHAs
 - Bus Operators
 - Bus user groups
 - Town and Parish Councils
 - Large employers who meet two or more of the following criteria:
 - (i) turnover of more than £36m
 - (ii) balance sheet total of more than £18m
 - (iii) more than 250 employees
 - Retail districts and/or shopping centres
 - NHS
 - Local universities, schools and colleges
 - Train operating companies providing passenger rail services in the EP area
 - Neighbouring Transport Authorities
 - National Highways
 - Equalities and diversity groups
 - Community transport providers
- 4.14 Other appropriate stakeholder groups can be considered for addition to the EP Advisory Panel. Suggestions for additions can be put in writing to an LTA at least 6 weeks prior to an Advisory Panel meeting. The LTAs will consider the views of the Advisory Panel when making their decision to either include the stakeholder group as a full member of the Advisory Panel or ensure they are represented on an ad-hoc basis and according to the significance of agenda items.
- 4.15 As per the agreed Terms of Reference for the EP Advisory Panel, approved in March 2023 and subject to annual review, the EP Advisory Panel shall normally meet at least once every three months to consider the operation and delivery of the EP Plan and Schemes, to advise on variations to these and, every six months, to review progress towards targets. Agendas and meeting papers will be circulated to all EP Advisory Panel members no less than one week in advance of each meeting and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next meeting.
- 4.16 In agreement with the Chair, the EP Advisory Panel may invite third parties to participate in select meetings. Third parties may request to address the Advisory Panel on a specific issue or proposal. The Chair of the EP Advisory Panel will consider the relevance of requests to the work of the EP Advisory Panel and determine whether or not to grant the request.
- 4.17 The EP Advisory Panel shall be chaired by a person independent of the LTAs, LHAs and bus operators - at the invitation of the LTAs.
- 4.18 At least twice per year, the EP Advisory Panel will consider suitable changes to the commitments by the LTAs and by Bus Operators to reflect investment by either party. Considering the views of the EP Advisory Panel, the LTAs will decide

whether to propose the changes to the EP Board, as per the Bespoke Variation Arrangements set out in Paragraphs 4.25 to 4.29 below except in the case of proposed changes to Route Requirements, where the process set out in Paragraph 3.56 will apply.

- 4.19 [Varied] Twice per year, a Bus User Forum meeting will be convened for bus users to engage with the LTA leaders and Bus Operators. A complimentary mechanism to capture passenger and citizen views on buses will be set up and delivered by the LTAs, with the support of LHAs and Bus Operators, by 31 January 2024. These will not form part of the EP governance but any relevant issues arising from it will be reported to the EP Advisory Panel for its consideration.

Review of the EP Scheme

- 4.20 Once the EP Scheme has been made, it will be reviewed by the EP Advisory Panel every six months following publication of data on progress towards BSIP targets, and this will ensure any necessary action is taken to deliver those targets. The West of England Combined Authority and North Somerset Council will initiate each review jointly.
- 4.21 Delivery of the EP Scheme will be supported by the continuation of informal liaison through meetings, working groups and workshops with key delivery partners. Outcomes of this ongoing engagement as well as strategic or political considerations could inform proposals by the LTAs to vary the EP Scheme outside of the six-monthly reviews.
- 4.22 An LTA, LHA or Bus Operator may put forward specific proposals for introducing bus priority measures on an individual section of defined highway or bus corridor. Bus Operators may also put forward a package of improvements to Local Services on specific corridors or more generally that they agree to introduce if the bus priority measures are delivered. These changes must be agreed by the affected parties using the Bespoke Variation Arrangement indicated below and the obligations on Bus Operators will come into force at a mutually agreed date after the agreed package of bus priority measures has been implemented.
- 4.23 Other members of the EP Advisory Panel can also propose to review specific elements of the scheme on an ad-hoc basis.
- 4.24 Any EP Advisory Panel member wishing to review elements of the scheme or propose a variation should in the first instance contact the LTAs by email to transport.operations@westofengland-ca.gov.uk or public.transport@northsomerset.gov.uk and make the case for how this might contribute to achieving the objectives set out in the BSIP, EP Plan and current local transport policies or explain what the issue is and its urgency. The Bespoke Variation Arrangement detailed below will then be followed.

Bespoke Arrangements for Varying the EP Scheme

- 4.25 In accordance with Section 138E of the 2000 Act, a variation to the EP Scheme - except for an addition or variation to Route Requirements - will be subject to the Bespoke Variation Arrangements set out in this section.
- 4.26 For the avoidance of doubt, the Bespoke Variation Arrangements will not apply to the variation or revocation of the EP Plan, for which the statutory process as laid out in Section 138O of the 2000 Act will apply. Recommendations can, however,

still be made by the Advisory Panel to the EP Board with respect to reviewing the EP Plan.

- 4.27 The LTAs, on receiving a proposal for a variation from a member of the Advisory Panel, will log it with other proposals for consideration and share these with EP Advisory Panel members ahead of the next scheduled meeting.
- 4.28 If the urgency of the proposed variation is such that it needs to be addressed before the next scheduled Advisory Panel meeting, the LTAs will convene the EP Advisory Panel for an extraordinary meeting, giving at least 14 days' notice, to consider the proposed variation. The views of the Advisory Panel shared prior to and during the meeting will be considered by the LTAs and inform the LTAs' decision to put the variation to the EP Board, or to revisit the detail of the variation.
- 4.29 The decision of the EP Board to vary the EP Scheme will be made in accordance with Paragraphs 4.5-4.12. If the EP Board accepts the proposal, the LTAs will make the EP Scheme variation within seven working days, notifying the Advisory Panel and publishing the revised EP Scheme on their websites.

Revocation of the EP Scheme

- 4.30 If an LTA, LHA or bus operator believes it is necessary to revoke the EP Scheme, the EP Board will consider whether the EP Advisory Panel should be consulted before taking the decision to. If the EP Board decides to revoke the EP Scheme, it will follow the legislative procedures for revocation as laid out in Section 1380 of the 2000 Act.
- 4.31 If at any point in the future, any area covered by the EP Scheme is included in a bus franchising scheme, the relevant requirements set out in this EP Scheme document will cease to apply to areas covered by the franchising scheme, in line with the arrangements set out in the franchising scheme.

Data sharing

- 4.32 All parties to the EP Scheme shall handle personal data in accordance with the General Data Protection Regulations. Commercially sensitive data shall be subject to Confidentiality Agreements.
- 4.33 Freedom of Information requests shall be handled in accordance with the established procedures of the relevant body.

Delegation of Relevant Registration Functions from the Traffic Commissioner

- 4.34 [Varied] The 2000 Act requires LTAs that impose Route Requirements to take on Relevant Registration Functions otherwise carried out by the Traffic Commissioner. The West of England Combined Authority assumed the relevant registration functions on 1 May 2023.
- 4.35 [Varied] Assumption of Relevant Registration Functions by the LTAs will provide a focus for joint work by the LTAs, LHAs and Bus Operators to tackle punctuality

problems as outlined in Appendix 5, to be refined and implemented by 31 October 2023 as referenced in Paragraph 2.40, in partnership with DVSA who are mandated to help registration authorities and Bus Operators to address reliability issues.

- 4.36 Enforcement action will be taken only in exceptional circumstances or when there has been a clear and persistent failure by a Bus Operator to take action to meet the punctuality standards set by the Senior Traffic Commissioner. Appendix 5 sets out the process that will be followed.

Other

- 4.37 [New] The LTAs, with the support of Bus Operators and LHAs, will develop and agree to use an EP negotiation mechanism and tool to inform negotiations with Bus Operators on the re-investment of operational savings resulting from investment by the LTAs, as referenced in Paragraph 3.47. This mechanism and tool will use the considerations in Appendix 6 as a starting point.

Signatures

The Enhanced Partnership Scheme was made on 9 February 2023 by the Local Transport Authorities for the area covered by the EP Scheme, the West of England Combined Authority and North Somerset Council, in agreement with the Local Highways Authorities with responsibilities in the EP Area.



Alistair Kirk
Interim Director of Infrastructure
West of England Combined Authority



Cllr Steve Hogg
Executive Member for Transport and Highways
North Somerset Council



Sophie Broadfield
Director of Sustainable Communities
Bath & North East Somerset Council



John Smith
Director for Economy of Place
Bristol City Council



Emma Blackham
Head of Transport and Strategic Projects
(Signing on Behalf of the Director of Environment and Community Services)
South Gloucestershire Council

The Enhanced Partnership Scheme was made with the support of the bus operators operating in the area covered by the Enhanced Partnership at the time it was made. Operators required to comply with the EP Scheme at the time of the latest variation are listed below.

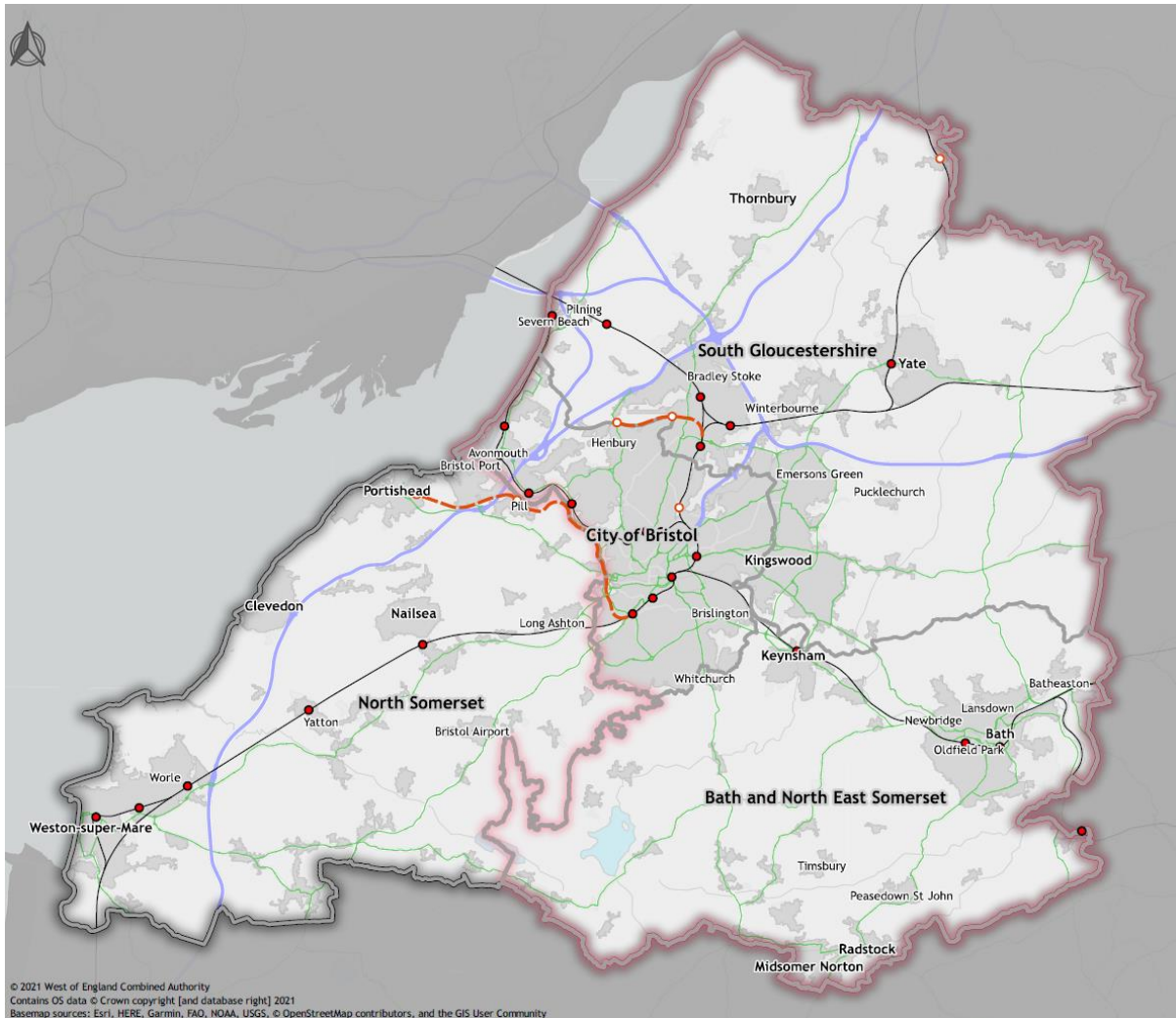
[Varied] List of EP operators

Abus	E-Zec Medical	Frome Bus	Stagecoach West
Bath Bus Company	Transport Services	Libra Travel	Swindon's Bus Company
Coachstyle	Faresaver Buses	Newport Bus	The Big Lemon
CT Coaches	First West of England	Stagecoach South West	Transpora Group
Eurocoaches			

Appendices

Appendix 1 - Geographical area covered by West of England EP Scheme

Figure 1 - Geographical area covered by West of England Enhanced Partnership Scheme



Appendix 2 - Assessment of the impact on small and medium-sized operators (SMOs)

Issue	Feedback from SMOs	Mitigation	Comments & Next Steps
Electronic Bus Service Registration	Lack of technical / financial support (for operators not under extensive contracts to scheduling software providers)	EBSR is the Traffic Commissioners' own system and not accessible to others. A new system will be set up to receive TransXChange files. Support will be provided by LTAs to SMOs	LTA commitment added to EPS.
Public facing s19 and s22 operations (as part of the wider network)	Not referred to in the BSIP or draft EP document, but needs to be covered. LTAs should agree not to use s22 operations as a cheap option.	Vehicles operated under s19 permits cannot be used for services open to the general public. Bus services operated by vehicles with s22 permits are excluded from EPs.	LTAs will follow guidance by entering into voluntary agreements with s22 service providers where they form part of the local bus network.
Procurement processes for contracted bus services	Not referred to in the BSIP or draft EP document. LTAs need to commit to fair procurement processes. Allegations of practices favouring large providers and changes being made to contract specification after award.	All public bodies have policies which should ensure a fair and transparent procurement system that provides value for money is in place. There is an established process to challenge procurement decisions. Contracts have flexibility for changes to be negotiated after award. Procurement of new services funded by the BSIP will present new opportunities for SMOs.	Procurement of contracts is not an issue for the EP, but LTAs will review their processes to ensure fairness to all potential bidders. A competition test will be carried out on the EP Scheme(s) and variations to it.
Meaningful consultation with service users and providers over revisions to supported services.	No commitment to do this by LTAs.	Consultation forms part of the established procurement process but there are circumstances when it is not possible owing to the need to respond to events at short notice.	Consultation will take place on all planned route and network changes, and this will be carried out by LTAs and operators within the framework of the EP.

<p>Upgrade vehicles to Euro VI emission standard.</p>	<p>The target to get all vehicles to Euro V1 emission by 2023 is unachievable for small operators.</p> <p>Lack of financial support available support to retrofit. Retrofit supplier previously caused serious issues.</p> <p>Euro V vehicles are only 4 or 5 years old.</p>	<p>Funding will be available to support retrofitting or replacement.</p> <p>Use of existing funding options such as CAZ and Govt funding bids will be supported.</p> <p>LTAs will consider exemptions until 31 December 2025 in circumstances such as:</p> <ul style="list-style-type: none"> (i) A longstanding contract with linked assets (exempt to the end of the initial contract term); (ii) Short term emergency contracts of no more than 13 months duration; (iii) Where the value of the required modification exceeds the value of the asset; (iv) Operators of 5 or less vehicles under a full national/international Operator's Licence held within the EP area; (v) Historic vehicles used for special events. 	<p>The wording of the EPS will include the flexibility described.</p> <p>It is recognised that contract prices may rise to reflect the higher standard being required on bus service contracts.</p>
<p>[Varied] Ticketing systems to facilitate multi-operator ticketing</p>	<p>Operators have different systems, to align them will be costly and requires technical collaboration.</p>	<p>The West of England CA has provided funding for the purchase and installation of tap off readers.</p> <p>Tap off readers could make reimbursement for concessionary travel fairer for operators by linking it directly to the actual fares' revenue forgone.</p> <p>V4.0 of the EP Scheme LTAs and Operators to work together on mobile-ticketing options.</p>	<p>Work with the West of England Bus Operators Association (WEBOA) to set up a technical working group to facilitate collaboration between operators to address QR /bar code reader system interoperability.</p> <p>A national delivery platform (Coral) is being developed for post-pay capped ticketing.</p>

<p>Low fares in urban areas</p>	<p>Expectation on operators to fund upgrading vehicles and reduce fares from an increase in revenue that materialises from new bus priority measures. LTAs likely to receive funding for additional staff but operators will bear the brunt of the costs.</p>	<p>The aspiration for low fares in urban areas is in the National Bus Strategy.</p> <p>In the EP, operators will be asked to review their fares in urban areas and satisfy themselves that fares for travel within those areas are not a barrier to potential bus users.</p>	<p>Local fares have been applied by First Bus in Clevedon, Nailsea, Thornbury and Yate and have been successful in encouraging local travel.</p>
<p>Concessionary travel</p>	<p>Reimbursement rate has gone down since free travel was introduced.</p> <p>Concessionary travel has only returned to 55% of pre-COVID levels and this will create a huge shortfall in operators' revenue.</p> <p>Whilst patronage is still recovering, operators need financial support to enable services to be maintained.</p>	<p>Operators have access to Bus Recovery Grant funding from Government to cover the shortfall in revenue.</p> <p>Reimbursement for concessionary travel was maintained at pre-Covid levels in 2020/21 and 2021/22 (adjusted down where mileage operated was lower than 100% of pre-Covid). In 2022/23, reimbursement has reduced as a percentage of pre-COVID levels as the year has progressed, according to a taper introduced by the DfT. Operators have moved back to reimbursement according to actual patronage where this was preferable. From April 2023, reimbursement will be according to actual patronage levels.</p> <p>A significant part of the payment is currently a subsidy because actual travel is much lower, although this subsidy amount has reduced during 2022/23 and some smaller operators are moving back to using actual patronage as the basis for reimbursement.</p> <p>Draft reimbursement rates have been calculated in accordance with prevailing Government guidance, to be used for reimbursement in 2023-24.</p>	<p>The Government guidance for 2022-23 acknowledges that the underlying assumptions behind reimbursement calculations are outdated. They have committed to undertaking a more substantial review of concessionary travel reimbursement over the coming year.</p>

Governance arrangements	Concern about board membership and the numbers of SMO operator votes not being sufficient.	Include operators with total employees in the UK of more than 250 people involved in bus operations but that have less than 50% of total mileage on Local Services in the EP Area. Ensure voting arrangements do not allow the one operator to push through decisions for all.	The proposed EP governance structure has been amended to reflect the points raised. EP Board decisions are now conditional on agreement by at least two of the three Bus Operator Groups.
Exempted Services	Services for football are noted as exempt but this should include all sporting and special events		Exempted services were amended to incorporate sporting events more widely.
[Varied] Audio-visual announcements	There are financial challenges to retrofitting fleets, but also implementation challenges around engineer availability and product lead times. Investment disproportionate to contract lengths and uncertainty.	The requirement in the EP Scheme to deliver this equipment across all buses was informed by: indications that Government would make it a legal requirement; funding would not be provided and; BSIP funding could not be used for this purpose. Agreement by EP Board (September 2023) to defer implementation in line with new legislation, with the exception of contracted bus services. Derogations to be considered in exceptional circumstances.	Consider derogations on request.
[Varied] Cross-boundary services	Measures around vehicle standards and branding applicable to services that cross EP Area boundaries seem disproportionate and could quickly become sunken costs.	Challenges considered through the EP Governance process, and derogations for cross-boundary services introduced into V4.0 of the EP Scheme.	Consider derogations on request.
[New] Contracting timescales	The short termism of contracts, notice of extensions and length of notice periods on contracts affect ability to be EP compliant and invest in buses.	Challenges considered through the EP Governance process and time-limited discretion to adhere to EP requirements where contracting timescales a factor have been introduced into V4.0 of the EP Scheme.	Consider EP implications when reviewing LTA and registration processes. Consider derogations on request.

<p>[New] Bus Passenger Charter</p>	<p>Easier for larger operators to resource the functioning of commitments such as complaints responses, Safe Home Pledge and redress.</p> <p>LTA support needed to help address punctuality issues with operators.</p>	<p>EP Scheme commits to working with Operators and DVSA to agree a plan to address punctuality.</p> <p>EP commits to setting up workstreams to address areas in the Charter for improvement.</p>	<p>Set up Bus Passenger Charter Workstreams.</p> <p>Agree plan to identify and address punctuality issues.</p>
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Appendix 3 - Competition Test

[Varied] Schedule 10 to the 2000 Act contains a Competition Test which applies where LTAs develop EP schemes.

There are three distinct stages to the Competition Test:

1 An assessment of whether the proposed scheme has, or is likely to have, a significantly adverse effect on competition.

If it does not have such an effect, then the competition test will be satisfied. If, however, it does have a significantly adverse effect on competition, or is likely to have such an effect, the second and third stages below must be considered.

2 An assessment of whether a scheme which has a significantly adverse effect on competition may be justified.

A scheme may be justified if it is set up with a view to achieving one or more of three specific purposes as follows:

- (i) Securing improvements in the quality of vehicles or facilities used for or in connection with the provision of local services
- (ii) Securing other improvements in local services of benefit to users of local services, and
- (iii) Reducing or limiting traffic congestion, noise or air pollution.

3 An assessment of whether the significantly adverse effect is, or is likely to be, 'proportionate' to the achievement of the purpose or purposes of the scheme.

Proportionality in this respect is explained in Schedule 10 to the 2000 Act.

In respect of the West of England EP Scheme, the LTAs have carried out a Competition Test and concluded that:

Route Requirements

- (a) Likely to have a significantly adverse effect on competition
- (b) Justified as it will limit traffic congestion, noise and air pollution
- (c) Proportionate to the achievement of the objectives of the EP Plan.

Multi-operator ticketing

- (a) Could have an adverse effect on competition
- (b) Justified as it will deliver improvements of benefit to users
- (c) Proportionate to the achievement of the objectives of the EP Plan.

Bus Passenger Charter

- (a) Could have an adverse effect on competition
- (b) Justified as it will hold EP partners to maintaining improvements agreed through the EP to the quality of vehicles, facilities and services
- (c) Proportionate to the achievement of the objectives of the EP Plan.

West of England Bus Passenger Charter- Summary

Valid from September 2023 to September 2024

The West of England Bus Passenger Charter seeks to empower passengers by clearly setting out what you, the passenger, can expect when travelling by bus in the West of England region. It also aims to give you a voice to feedback to us when you feel these expectations are not being met.

What you can expect from using bus services in the West of England

- Buses that normally run no more than 1 minute early or 5 minutes late.
- Clean buses, inside and out.
- Welcoming bus drivers, trained in customer care.
- Fares that offer good value for money and are easy to understand.
- Bus shelters that are regularly cleaned and maintained.
- Bus drivers trained in disability awareness, who will assist you if have additional access needs.
- A dedicated space for a wheelchair on the bus.
- All buses will have CCTV, for your safety and security.
- Contactless payment facilities available on all buses, with the option remaining to pay by cash (except metrobus).
- Up-to-date and accurate information provided on bus stop timetables, leaflets, maps, Traveline, Travelwest, and apps.
- Real time information displayed at major stops.
- Comprehensive fares information available on Travelwest: travelwest.info/tickets-travelcards/bus-fares.
- To be informed in advance of network and timetable changes, and planned disruption such as road works. Travel updates can be found at travelwest.info/travel-updates/.
- Complaints to be responded to or resolved within 15 days.
- The ability to claim an equivalent free journey ticket if your bus is more than 3 minutes early or 20 minutes late (exceptions apply, see westofengland-ca.gov.uk/what-we-do/transport/bus-service-improvement-plan/ for more information).
- To be reimbursed the cost of alternative transport home if the last bus has not shown up after 20 minutes.
- Feedback from you helps us to improve our services. We encourage you to feedback when you feel your journey has or hasn't met your expectation. Please visit westofengland-ca.gov.uk/what-we-do/transport/bus-service-improvement-plan/, which will outline how to feedback.
- **To read the full charter please visit westofengland-ca.gov.uk/what-we-do/transport/bus-service-improvement-plan/.**
- **To request an accessible version of the charter please email transport.operations@westofengland-ca.gov.uk or call 0117 374 1265.**

West of England Bus Passenger Charter

Valid from September 2023 to September 2024

Introduction

The West of England Bus Passenger Charter seeks to empower passengers by clearly setting out what you, the passenger, can expect when travelling by bus in the West of England region. It also aims to give you a voice to feedback to us when you feel these expectations are not being met.

The charter does not affect your legal rights in any way. Each bus operator has their own conditions of carriage which can be found on operators' websites, which are listed on page 6.

This charter is available in other formats on request, including accessible formats. For more information, please contact transport.operations@westofengland-ca.gov.uk or public.transport@n-somerset.gov.uk, or call 0117 374 1265.

What area does the West of England Bus Passenger Charter cover?

The West of England Bus Passenger Charter covers most timetabled bus services available to the public that operate in the areas covered by the West of England Combined Authority and North Somerset Council; the West of England Combined Authority includes Bath & North East Somerset Council, Bristol City Council, and South Gloucestershire Council.

This charter only applies to bus journeys that take place wholly within the West of England of England Combined Authority and North Somerset council region.

A full list of participating bus operators and their contact details can be found at the end of this document (page 6).

What you can expect from using bus services in the West of England

The West of England Combined Authority, North Somerset Council, local bus operators, Bath & North East Somerset Council, Bristol City Council and South Gloucestershire Council have been working in partnership to agree that you, the passenger, can expect the following.

Reliable and punctual services

We commit to providing bus services that become more trusted to get you to your destination in a timely manner. That means buses that normally run no more than 1 minute early or 5 minutes late.

We know that punctuality is something that matters to passengers, and we have a target to reach 95% of buses running no more than 1 minute early or 5 minutes late.

We know we are not near that target today, but we are committed to making changes to get there.

Our target for this year is 82% of services running no more than 1 minute or 5 minutes late from timing points*. Every year we will be increasing this target.

To hold ourselves accountable and show our commitment to improving punctuality, we will monitor our performance and make the results publicly available every 6 months [here](#).

***timing points** - When bus companies create their schedules, they need to choose specific bus stops along the route. These stops act as reference points to check if the bus is arriving earlier, on time, or later than expected. When the schedules are made public, they often show only the times for certain bus stops, and these stops are known as "timing points".

Good quality waiting and travelling facilities

We are committed to improving the quality of bus and bus stop environments; prioritising comfort, convenience, and your safety, to ensure passengers experience a positive journey from start to finish.

What you can expect:

- Clean buses, inside and out, including regular removal of graffiti.
- Comfortable buses equipped with heating and lighting systems.
- All buses will have CCTV, for your safety and security.
- Welcoming bus drivers, trained in customer care.
- New bus stops and waiting areas that are assessed to ensure they are well lit, safe to walk to, and not on busy roads.
- Damaged or vandalised bus stops and waiting areas will be fixed within 3 months of being reported. See page 6, for who to contact to report an issue with a bus stop or waiting area.
- Bus shelters that are regularly cleaned and maintained.

Value for money

We are committed to making bus travel more affordable and attractive; ensuring fares and ticketing options are easy to purchase and understand.

What you can expect

- Fares that are good value for money.
- Fares and ticketing options that are easy to understand.
- Ticket options that can be used on multiple buses and allow unlimited weekly and monthly travel.
- Comprehensive fares information available on Travelwest. Visit travelwest.info/tickets-travelcards/bus-fares/.
- Contactless payment facilities available on all buses, with the option remaining to pay by cash (except metrobus). Please note that not all buses will be able to offer change.

Up-to-date information

We are committed to trying to keep you informed with increasingly accurate, up-to-date information to support you making your journey.

What you can expect

- Accurate information provided on bus stop timetables, leaflets, maps, Traveline, Travelwest and apps.
- Real time information will be displayed at major stops.
- To be informed in advance of network and timetable changes, and planned disruption. Travel related disruptions, services changes, roadworks, and closures can be found here travelwest.info/travel-updates/.
- Bus timetables will only be changed twice a year, except in situations where long-term roadworks and road closures occur.

Buses that are easy to use

We are committed to improving the accessibility of bus services. We will work to remove barriers so that more people can use our services comfortably and safely.

What you can expect

- Bus drivers trained in disability awareness, who will assist you if have additional access needs.
- A dedicated space for a wheelchair on the bus.

Putting things right

We know how frustrating it can be when your bus journey doesn't go to plan, therefore, you can make a travel claim for an equivalent free journey ticket for the instances outlined below:

- A service that departs from a timing point* more than 3 minutes early.
- A service that departs from a boarding stop more than 20 minutes late for reasons within the operator's control.
- Failure to operate an advertised service for reasons within the operator's control.
- A service that breaks down while you are travelling on it.

Reasons that are within the operator's control include leaving the bus station early/late, staff shortages, vehicle shortages and breakdowns.

Unfortunately, traffic congestion, road accidents, extreme weather conditions and emergency road works and closures are common reason for buses being late. We are aiming to address these issues, but we cannot offer redress for these reasons.

To be eligible for the free travel you must provide details of your attempted journey (date, time, location/bus stop, service number and direction of travel), and proof of a ticket purchase for the journey in question where a ticket was held prior to boarding. You can claim by visiting the website of the operator you were travelling with (contact details on page 6).

***timing points** - When bus companies create their schedules, they need to choose specific bus stops along the route. These stops act as reference points to check if the bus is arriving earlier, on time, or later than expected. When the schedules are made public, they often show only the times for certain bus stops, and these stops are known as "timing points."

Safe Journey Home

If the last bus service on a route has not shown up after 20 minutes, passengers will be entitled to claim the cost of a reasonable, alternative method of transport home on proof of receipt and details of the cancelled journey. You can claim the cost back by contacting the operator who was running the service (contact details on page 6).

How to give feedback about bus services?

Feedback from you helps us to improve our services. We encourage you to feedback when you feel your journey has or hasn't met your expectations.

We are committed to:

- providing you with an appropriate response to any feedback you share with us.
- responding to your complaint appropriately, either by investigating the issue, explaining why the issue occurred or letting you know what action has been taken to ensure the problem does not happen again.
- resolving your complaint in a timely, fair, and efficient manner.

Feedback and complaints will be acknowledged as soon as possible, and we will provide a response or resolution within 15 days.

- If your feedback concerns a bus service, please contact the operator initially (contact details on page 6).
- If your feedback concerns a bus stop or shelter, please contact the relevant local authority (Bath & North East Somerset Council, Bristol City Council, North Somerset Council or South Gloucestershire Council), contact details can be found on page 6.
- If you're unsure who to contact, or if it concerns another issue, please contact:
transport.operations@westofengland-ca.gov.uk or public.transport@n-somerset.gov.uk

If you are not satisfied with how your complaint has been handled, you can ask for an independent review by **Bus Users UK** who will try to resolve the issue for you.

- **Bus Users UK** website: bususers.org/passengers/complaints/make-a-complaint/.
- Call **Bus Users UK** on 0300 111 0001
- Email **Bus Users UK** at complaints@bususers.org
- Write to **Bus Users UK**, 22 Greencoat Place, London SW1P 1PR

If you are not satisfied with the conduct or the handling of a complaint by the local authorities, you can raise the matter with the Local Government & Social Care Ombudsman at lgo.org.uk

Improving Bus Services

We welcome passengers' feedback, and you can always send us suggestions or comments about the bus service and ways they can be improved, including feedback on the frequency of bus services and limitations of the current bus network. Please send your feedback to either the bus operators through their websites (contact details page 6) or contact transport.operations@westofengland-ca.gov.uk or public.transport@n-somerset.gov.uk.

We will commit to measuring our performance and report on our progress. Every 6 months, we will report on progress towards targets in the [Bus Service Improvement Plan](#), including targets to improve bus journey times, punctuality, passenger satisfaction, bus patronage and decarbonisation of the bus fleet; this report can be found at these website: [here](#).

The charter will be reviewed and updated on an annual basis. If you have any comments or queries about the charter, please contact transport.operations@westofengland-ca.gov.uk or public.transport@n-somerset.gov.uk.

Bus Operators

Below is a list of bus operators participating in the West of England Bus Passenger Charter:

Abus
Bath Bus Company
Coachstyle
CT Coaches
Faresaver
First West of England
FromeBus
Libra Travel

Traws Cymru – operated by Newport Bus.
Stagecoach West
Taylors Travel
The Big Lemon
Transpora Group

Please note that the following types of service are not covered by the charter:

- Long distance coach services
- Community bus services
- Services that consist of no more than two timetable journeys per day
- Services not available to the general public
- Services to schools and colleges outside the area
- Special services to sporting and other events
- Services that cross into neighbouring areas and do not carry local passengers in the West of England area.

WESTlink: This passenger charter does not currently apply to WESTlink while the service is in its trial period. However, we continue to work with the operators to ensure they adhere to standards of punctuality, cleanliness, accessibility and providing up-to-date information to passengers. If you would like to share any feedback on WESTlink, please email westlink@wedrt.com or call [0117 457 8561](tel:01174578561).

Local Highway Authorities

Below is a list of Local Highway Authorities participating in the West of England Bus Passenger Charter:

- Bath and North East Somerset Council
- Bristol City Council
- North Somerset Council
- South Gloucestershire Council

Small Print

- Personal data will be handled in accordance with the General Data Protection Regulation.
- The Public Sector Equality Duty requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities.

Appendix 5 - Delegation of Relevant Registration Functions from the Traffic Commissioner to the West of England

Reliability and punctuality

The LTAs will have devolved to them the Relevant Registration Functions of the Traffic Commissioner soon after the start of the Enhanced Partnership, but not before 1 May 2023. The LTAs will take a three-stranded approach to use of the powers in respect of punctuality and reliability:

1. Minimum acceptable levels of reliability (Table 8)
2. Area-wide targets for punctuality in the BSIP (Table 9)
3. Focus on services that are significantly below the area-wide targets

1. Minimum acceptable levels of reliability

The EP aims to deliver a significant improvement in service reliability, by working with and potentially enforcing standards of reliability within the control of Bus Operators. The LTAs' investment in Facilities will also support Bus Operators to reduce lost mileage related to traffic congestion. Bus Operators will take action to reduce lost mileage owing to causes within their control, as follows:

Table 8: Reliability Standards

Financial Year	% of total registered mileage lost owing to factors within the control of Bus Operators
2022-23	4
2023-24	3.5
2024-25	3
2025-26	2.5
2026-27	2

To inform monitoring, Bus Operators will provide the LTAs from a date to be notified with a monthly statement of the following reliability information for each route, comprising:

- Total scheduled mileage operated per route
- Lost mileage within control of Bus Operator: Total scheduled mileage not operated per day, classified into causes owing to (i) staff shortage (establishment); (ii) staff absence and sickness; (iii) vehicle shortage; (iv) mechanical failure; (v) accident damage; (vi) other causes
- Lost mileage related to traffic delays: Total service mileage not operated per day owing to traffic congestion.

The LTAs will review their approach to monitoring, including greater use of RTI as the system is extended. Where reliability owing to reasons within the control of a Bus Operator falls below acceptable standards, the Bus Operator in question will prepare, in reply to a written request from the LTAs, an Action Plan setting out the steps to be taken to improve and maintain reliability standards. Where appropriate, customer feedback should also be used to inform the Action Plan. The LTAs and LHAs will assist and support the development of the Action Plan and provide feedback on the issues and actions identified.

Where appropriate, a Joint Action Plan will be prepared addressing both reliability and punctuality of a particular service where all parties agree it would be beneficial to do so (see Section 3 below).

The enforcement approach to be taken is set out in Section 4 below.

2. Area-wide targets for punctuality in the BSIP

The LTAs have set a long-term target in the joint BSIP to achieve 95% punctuality by 2030. To demonstrate progress toward the target, the partners will adopt the following targets for punctuality in intermediate years:

Table 9 - Punctuality targets

Financial Year	% of all buses on time* in the EP Area
2022-23	81
2023-24	82
2024-25	83
2025-26	85
2026-27	87

* Using the TC’s definition of “on time” as no more than 5 minutes late or 1 minute early

It has been assumed that improvements will become more evident when the infrastructure programme has been delivered and its benefits on bus services become evident.

On an area-wide basis, Bus Operators will be monitored against the targets in Table 9, subject to a review of performance each year, and changes made using the Bespoke Variation Arrangements. Bus Operators, the LTAs and the LHAs will work together to develop proposals to improve and maintain progress towards these targets.

The LTAs, in co-operation with Bus Operators, will monitor punctuality every month using the RTI system. The approach to monitoring will be kept under review.

The overall approach will be to focus on areas of worst performance in the first instance. The principle will be to work collaboratively and consider the potential of new Facilities, Measures and timetable changes prior to any enforcement of minimum acceptable standards in such areas. This does not preclude the use of other interventions across the network where such interventions have delivered demonstrable improvements in punctuality. The approach to enforcement is set out in Section 4 below.

3. Focus on services that are significantly below the target levels

The LTAs and Bus Operators will work collaboratively to identify those services that are consistently measured as more than 5% below the target for two consecutive months. In some instances, the LTAs may agree with a Bus Operator that a higher threshold would be appropriate for their Local Services.

In respect of Local Services for which punctuality has fallen below the current or agreed threshold, a Joint Action Plan will be prepared by the LTAs, LHAs and relevant Bus Operators, identifying the potential actions and timescales that each party can take to improve punctuality. Each party will meet regularly to consider the actions taken and review further punctuality data as it becomes available. The aim will be to develop a collaborative approach which addresses problems and avoids the need for enforcement. The approach to enforcement is set out in Section 4 below.

4. Enforcement

The underlying principle of the Enhanced Partnership is that Bus Operators, LTAs and LHAs work collaboratively to deliver improvements, address problems as they arise, and jointly

agree actions that each partner can take to achieve the long-term objectives. It is expected, therefore, that enforcement action would only be taken in exceptional circumstances or when there is clear and persistent failure by an operator to take the appropriate actions to meet the requirements of the EP Scheme.

Where the LTAs have Relevant Registration Functions delegated to them, the arrangements outlined below shall apply to registrations for relevant Local Services.

The partners will agree minimum acceptable standards of punctuality and reliability for the EP Area, or the various parts of it, in accordance with the standards set out in the Senior Traffic Commissioner's Statutory Document no. 14 (Local Bus Services in England (outside London) and Wales). The LTAs will monitor compliance with the agreed standards.

If a Bus Operator should fail to comply with any of the Requirements in Section 3 of Appendix 4 to the reasonable satisfaction of the LTAs or if a Bus Operator should fail consistently to meet the agreed standards for punctuality and reliability, then the LTAs shall be entitled to serve a written Improvement Notice on the Bus Operator.

The Improvement Notice will detail the failure to comply with the Requirements or meet the agreed punctuality and reliability standards with sufficient detail as the Bus Operator may require to enable the Bus Operator to understand and identify the alleged failure(s).

The LTAs may also, at their discretion, invite the Bus Operator to participate in discussions about any specified failures before an Improvement Notice is issued. Given the collaborative approach envisaged in the Enhanced Partnership, this is the most likely initial course of action.

If an Improvement Notice is served on a Bus Operator which, in the opinion of the Bus Operator (acting reasonably) is factually inaccurate, is unfair or unreasonable, or has been issued in error, the Bus Operator shall be entitled to provide evidence to support their claims. The Bus Operator may also request a face-to-face meeting with the LTAs to discuss the evidence and make representations in person. The parties shall meet as soon as reasonably practicable and discuss the Improvement Notice and the Bus Operator's concerns in good faith. If the LTAs are of the view that the Bus Operator's concerns are valid, they shall withdraw and cancel the Improvement Notice with immediate effect.

The Improvement Notice shall state on its face that it is an Improvement Notice and shall set out the actions which the LTAs require the Bus Operator to take (acting reasonably) to ensure that the Requirements or agreed punctuality and reliability standards are met, do not occur again, and the reasonable timescales within which the Bus Operator is to effect such actions. The Bus Operator shall use all reasonable endeavours to comply with the terms of the Improvement Notice.

In the event that the Bus Operator fails to remedy an Improvement Notice within the specified timescales without reasonable excuse, the LTAs shall endeavour to engage further with the Bus Operator but, as a last resort, reserve the option to cancel the local bus service registration. In some instances, where the LTAs believe that wider enforcement action should be taken against a Bus Operator - for example because there has been widespread failures to operate Local Services in accordance with their registered particulars - they can pass the case on to the Traffic Commissioner, who can consider using his wider powers to put conditions on the Operator's Licence or use the powers in Section 155 of the 1985 Act. This means that the overall enforcement powers in the EP Area are the same as elsewhere.

In arriving at a decision regarding the issuing of an Improvement Notice or cancelling a Local Service registration or referring a Bus Operator to the Traffic Commissioner, the LTAs will take into account the effects of any agreed scheme or improvement which was anticipated to have a beneficial effect on the Bus Operator's operations, but which has not been delivered or

materialised, to the extent that the delivery of such scheme or improvement was outside the Bus Operator's control.

Appendix 6 - Mechanism to assess operational savings from capital and revenue investment for re-investment by bus operators

Introduction

This paper sets out a potential approach for engagement between LTAs and bus operators to ensure that the benefits from LTA investment in local bus services deliver the best value through an Enhanced Partnership Scheme (EPS). It includes consideration of the:

- Context for engagement between LTAs and operators
- Challenges associated with early operator commitments before new infrastructure is delivered
- Approach and scope of operator engagement
- Commercial value to operators
- Negotiation process.

Context

The West of England has an unprecedented opportunity to develop a high quality and financially sustainable bus service. The funding includes a £540 million award from the City Region Sustainable Transport Settlement (CRSTS) plus local contributions, and a £105.5 million award from the Bus Service Improvement Plan (BSIP), shared with North Somerset.

In general, the CRSTS funding is for investment in infrastructure and the BSIP funding revenue allocation is for investment in fares and service levels. It is, however, important to note that £48 million of the BSIP funding is for investment in infrastructure in North Somerset.

The benefits of the investment will be delivered through an EPS between the West of England Combined Authority, its constituent local highway authorities and North Somerset Council, together with local bus operators.

Bus operators are expected to benefit from investment in local bus infrastructure and services. In return, they are expected to share the investment risk by committing to their own investment in fares, services, and vehicles for the longer-term through an Enhanced Partnership Scheme.

To facilitate this, there is a need for an appropriate engagement and negotiation mechanism to make sure that passengers and wider society receive the fullest possible benefits from the public and private investment. This means making sure that:

- The investment is additional and does not simply replace any investment that the bus operators would have made in its absence.
- Any reductions in operating costs and increases in patronage and revenue arising from the investment (mainly through higher bus operating speeds and more reliable journeys) are ploughed back into improved services and lower fares rather than being captured in additional profits.

To ensure that the desired impacts of the investment are achieved, the expected benefits will need to be *managed* through a pre-agreed mechanism contained in the EPS. This will require a process of negotiation that balances the CRSTS and BSIP investment on the one hand with new commitments to fare and service levels, and investment in vehicles by operators on the other.

This principle of sharing the benefits is captured within the CRSTS and BSIP policy guidance material, and correspondence with the Secretary of State. These types of mechanisms to share benefits are often found within regulated markets.

Challenges associated with early operator commitment

The commitments made by the LTAs and bus operators will form a legally binding agreement within the EPS. As such the commitments will need to be transparent, evidence-led, credible, controllable, and enforceable. However, given that the market is in recovery from the pandemic and the CRSTS programme is still under development, now is not the right time to undertake detailed negotiations for longer-term, legally binding commitments.

We therefore propose to adopt a phased approach to EPS negotiation. The EPS will include a bespoke variation mechanism to account for the fact that new infrastructure and facilities will be added later as they are delivered through the CRSTS and BSIP programme.

Defining the approach and scope to operator engagement

The scope of the engagement with bus operators will need to consider the items listed in Table 10 below.

Table 10: Scope of engagement with bus operators

Scope of engagement	Discussion
Timeline of engagement	Engagement between LTAs and operators could take place through an ad hoc approach determined by trigger events in the wider investment programme or through a more formal ongoing engagement programme, with agreement milestones.
Programme, sub programme or project led negotiation approach	Negotiations could either seek to reflect the benefits from the overall package of investment or focus on the outcomes of each investment project.
Route or market approach to allocation of benefits	Allocation of operator benefits can either be reinvested in the same route/corridor or in the wider market (i.e., cross-subsidy). In the latter case, consideration would need to be given to cross boundary issues.
How commercial value will be reinvested	Determining the appropriate area for benefits to be reinvested (i.e., fares, vehicles, services).
Ex-post reviews	Where improvements lead to different outcomes to those that were expected, e.g., higher / lower demand and revenue, whether a mechanism exists to allow for commitments to be adjusted / revised.
Change process	Where the evidence evolves, or a new aspect is determined, what is the mechanism to allow for changes.
Legal	Ability to ensure commitments are delivered. What are the mechanisms for EPS stakeholders to resolve disputes / seek remedies?

Monitoring	Approach to monitoring the delivery of the investments by the LTA and operators, and the corresponding realisation of the benefits.
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Agreeing the scope of engagement with operators is the first step in the negotiation process.

Commercial value assessment

To support negotiations, we need an assessment tool to provide a clear understanding of how interventions will impact the commercial value for operators. The assessment tool will assess:

- Financial impact: what operating profit may be generated
- Revenue impact: what revenue may be generated
- Cost impact: what operating efficiencies may be achieved.

This assessment tool needs to capture the expected impacts across the whole region associated to each of the activities included in the programme, disaggregated by:

- Geographic area: these include but are not limited to each of the corridors, rural areas, and any other area of relevance
- Time: reflecting the impact on any given year.

The assessment tool will use data and assumptions:

- Baseline demand, revenue and service quality information by area and market segment
- Expected outputs from the BSIP and CRSTS investment, including:
 - Improved journey times (in-vehicle, wait time, access time)
 - Improved punctuality and reliability
 - Improved service quality related to LTA investment, including provision of passenger information
- Operating cost assumptions per Peak Vehicle Requirement (PVR), vehicle operating hour, vehicle distance and passenger
- Customer behavioural assumptions including sensitivities of demand to changes in bus fares and service quality and willingness-to-pay for service improvements.

Where possible this information should be supported by local insights and local operator data via an ‘open book’ approach.

The combination of these data and assumptions will enable the calculation of demand, revenue and cost impacts at programme and initiative level. Overall, this assessment exercise will allow LTAs to understand the impact of the activities on the operators’ profitability when negotiating reciprocal investments from operators through the Enhanced Partnership.

Agreeing the scale of the commercial value of LTA investment is the second step in the negotiation process.

Negotiation process

A clear and structured approach to engagement with bus operators is needed to improve the likelihood of delivering a successful Enhanced Partnership Scheme. An illustrative approach is outlined in Table 11. The application of such a process will depend on the nature of the changes being proposed, including whether the intervention is revenue or capital funded, with some interventions not being subject to operator negotiation.

Table 11 - Illustrative structure of engagement between LTAs and operators including sign-off

No.	Activity/phase	LTA	Operator	Negotiation/ Sign-off
0	Regular engagement forum	The LTAs and operators have a regular forum to discuss market trends, investments and future plans. This forms the initial phase of engagement activity with opportunity for initial scoping discussions for potential interventions.		N/A
1	Proposed intervention scoping	LTAs identify the intervention required, high-level impacts, how this supports strategic objectives and fits within the overall package of investment.	Operators consulted on the proposed intervention and given opportunity to input on potential impacts to services & costs.	Informal liaison meetings with operators, EP Board and Advisory Panel informed/ consulted as appropriate.
2	Detailed design	LTAs develop a detailed design for the proposed intervention, including estimates of the short- and long-term outcomes and also the distribution of the impacts.	Where appropriate, operators input on the detailed design to specify expected operational/commercial outcomes of the intervention including the potential nature of any supporting investment.	Informal liaison meetings with operators, EP Board and EP Advisory Panel informed / consulted as appropriate.
3	Business case development	LTAs develop the business case for investment. This includes an assessment of value for money, with demand and revenue impacts reflecting assumed elasticities of demand with respect to various aspects of bus service quality / fare levels.	Operators will need to be consulted on the business case including proposed supporting investment either targeted on the route/corridor or a more general investment.	Informal liaison meetings with operators, EP Board and Advisory Panel informed / consulted as appropriate. Formal commitments (or levels of support) agreed between the LTAs and operators to be incorporated in the business case. This will require senior level negotiation.
4	Approval	The LTA business case process will approve the public sector investment on the basis of the supporting operator investment.	The operator will need to sign-off their commitments internally.	EP Board approves the intervention and commitments and LTAs incorporate these in the EPS which becomes legally binding.

5	Monitoring	LTAs and operators to deliver an appropriate monitoring regime for a given intervention to ensure the benefits are realised.	EP Scheme to be reviewed every 6 months against BSIP targets and the EP Plan annually. Impacts of investments to be reviewed in parallel.
6	Re-opener (if required)	Once the intervention has been made, there is an opportunity to reopen commitments if the outcomes are materially different due to no fault of either party, such as an external shock. This will need to be agreed by both the LTAs and operators, potential for criteria to be specified for this in the approval stage.	Need agreement to reopen the commitments, and also agreement to make any changes.

A structured approach to negotiations is the final step in the negotiation process.

Appendix 7 - Maps of Fare zones

Figure 2 - Boundary Stops Across All Rider Zones (AvonRider, BathRider, BristolRider, WestonRider)

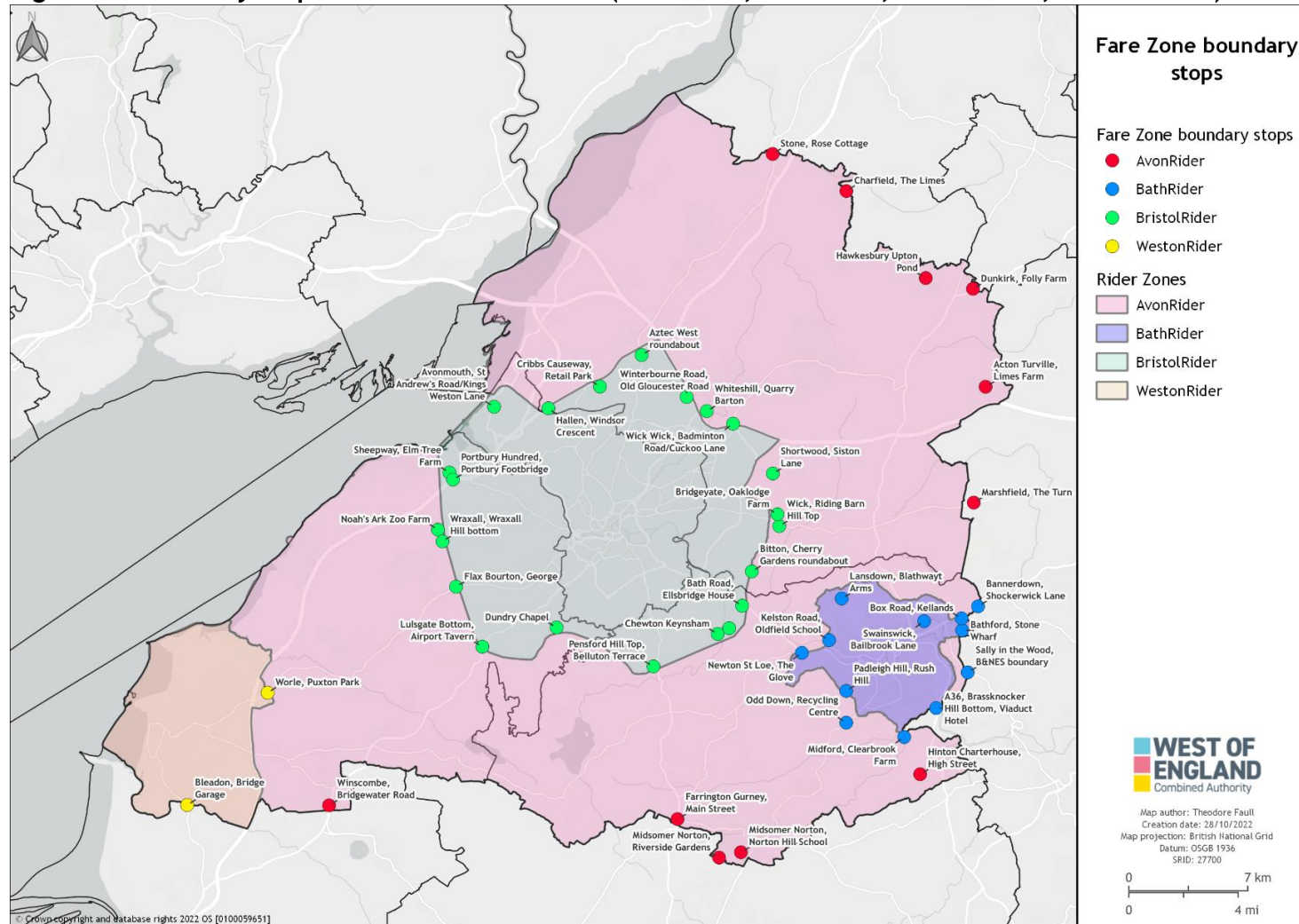


Figure 3 - BathRider Boundary Stops

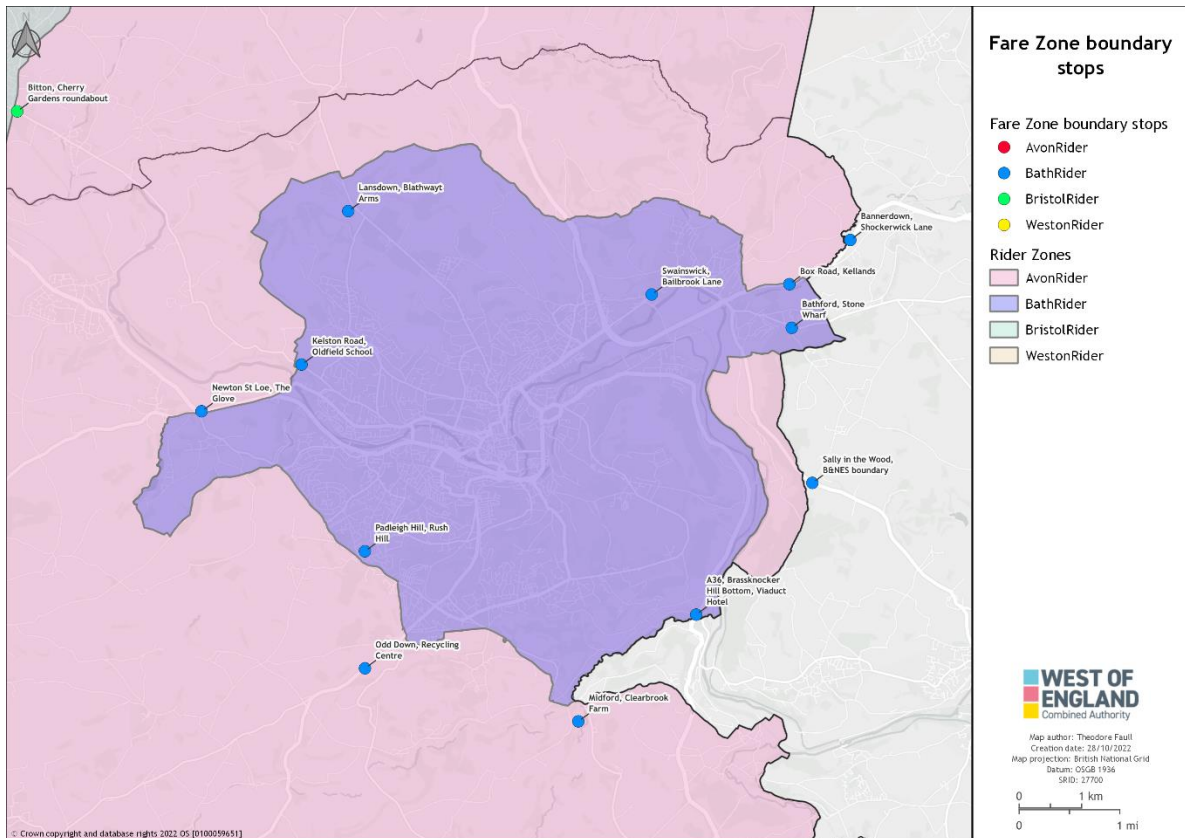


Figure 4 - BristolRider Boundary Stops

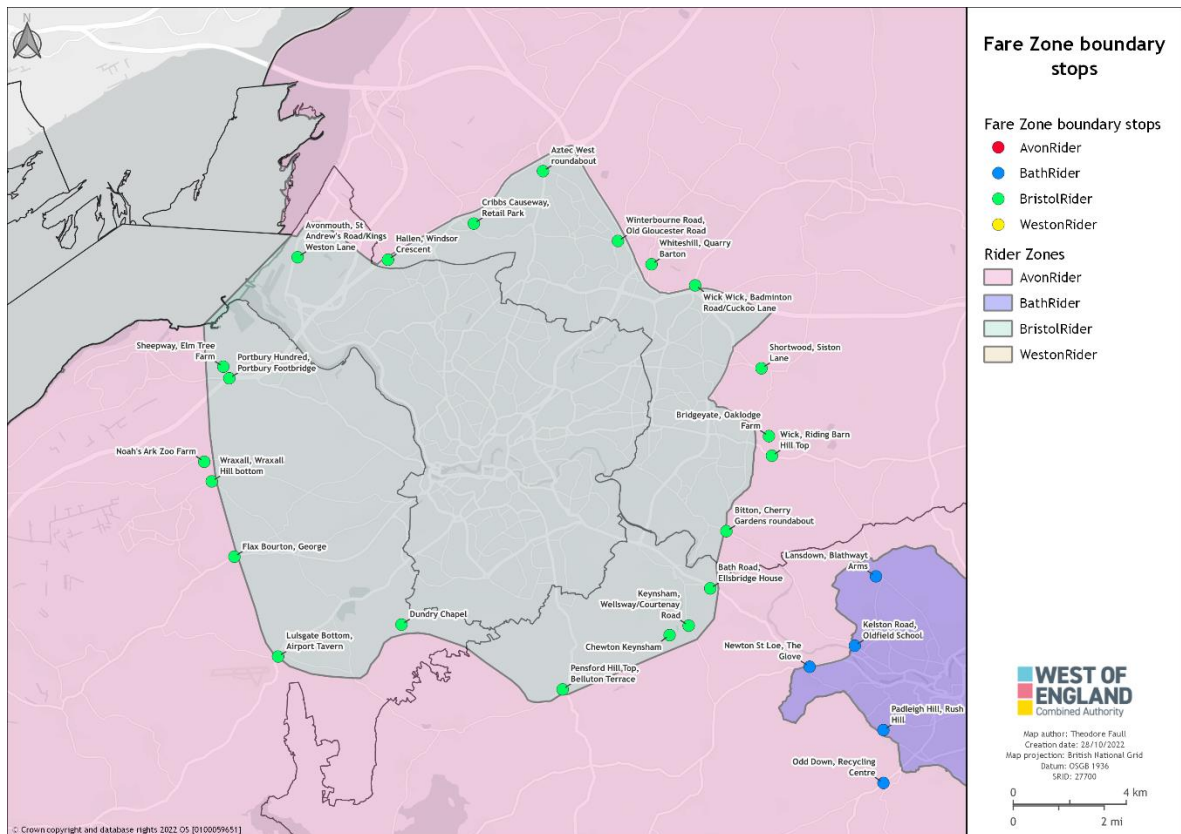
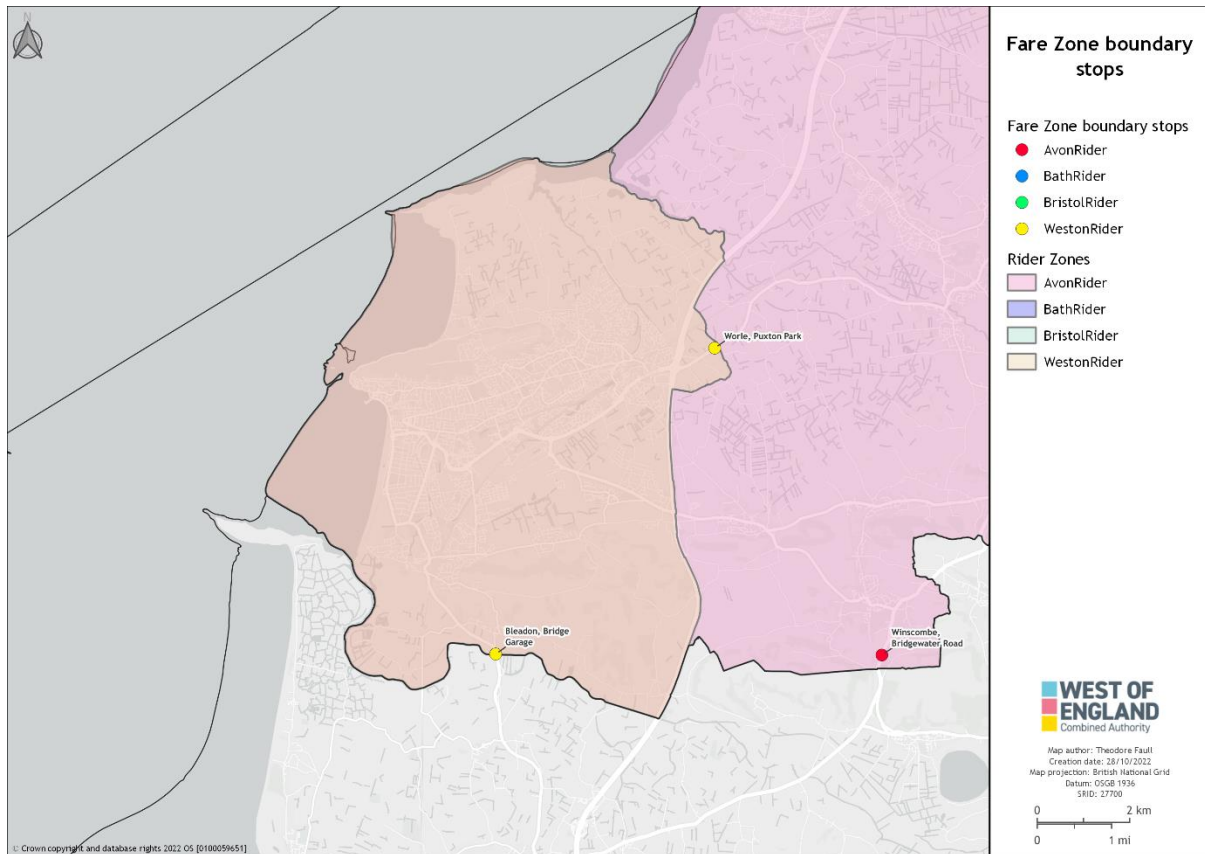


Figure 5 - WestonRider Boundary Stops



Appendix 8 - New Facilities

Table 12 - New facilities to be delivered using BSIP and CRSTS funding

Corridor	Funding source	Targets for journey time savings and peak vehicle requirement (PVR) reductions	Next steps, delivery timescale and target operational date	Consultation plans	Bus operator engagement
<p>Bristol to Bath Strategic Corridor</p> <p><i>Bristol City Centre to Bath City Centre along the A4. Upgrade 9 junctions; Provision of bus lanes or bus priority on majority of the route; Move existing park & ride (P&R) to Hicks Gate to create mobility hub; connect Keynsham town centre onto the route; bi-directional bus lanes between The Globe and Twerton Fork; Cycling infrastructure with improved local community connections.</i></p>	CRSTS	Aspiration to reduce the average end-to-end journey time from 56 to 35 minutes. PVR difficult to ascertain as network will change	Currently delivering the outline business case. Fully operational in early 2027.	Early engagement completed in September 2021. Next phase of consultation in Summer 2023 with statutory consultation to follow in 2024	Yes. Operators engaged to input into options and at engagement stage
<p>M32</p> <p><i>Bristol City Centre to M4. New Transport Hub / park & ride close to junction 1 of the M32 with new access arrangements, bus priority on the existing motorway and offline walking and cycling connections. Bus lanes on the 6km length of the M32 in both directions, re-classification to an A road.</i></p>	CRSTS	Not calculated yet. Different levels of service over different parts of the corridor.	Currently delivering the outline business case. Fully operational in early 2027.	Consultation planned for early Summer 2023 with statutory consultation to follow in 2024	Not yet, but will be as we get closer to consultation
<p>Stockwood to Cribbs Causeway</p>	CRSTS	Aspiration to reduce the average journey time by 5 mins. PVR	Currently delivering the outline business	Early engagement was completed in September 2020	Yes. Operator engaged to input

<p><i>Stockwood to the A37, through Bristol city centre to the A4018 and to Cribbs Causeway via Henleaze and Southmead. Upgrade 12 junctions; bus lanes; bus priority; segregated cycle infrastructure; bus lane hour extensions; Re-design of Victoria Street, Bristol Bridge and Baldwin Street bus movements; Bus gate on Park Street</i></p>		<p>difficult to ascertain as network will change.</p>	<p>case. Fully operational in mid 2026.</p>	<p>and consultation in January 2022. Statutory consultation due in Summer 2023</p>	<p>into options and at engagement stage</p>
<p>Portway <i>Avonmouth to Bristol city centre along the A4. Upgrade 4 junctions plus change Park & Ride access arrangements to enable buses to move both north and south; Extend bus priority along the length of the road; Link to existing city centre bus lanes through improved priority; Upgrade existing shared use cycle path to segregated and complete missing section in Shirehampton; Connect into A369 improvements.</i></p>	<p>CRSTS</p>	<p>Not calculated yet.</p>	<p>Currently delivering the outline business case. Fully operational in mid 2026.</p>	<p>Early engagement was completed in July 2022 with consultation due in Spring 2023 and statutory consultation in Summer 2024</p>	<p>Yes. Operator engaged to input into options and at engagement stage</p>
<p>Bristol City Centre <i>Upgrade 6 key junctions, including a new bus-only junction; Changes to smaller junctions; Completion of city centre loop bus lanes; Building on work to remove general traffic in the centre and provide improved walking and cycling infrastructure with links to key radial corridors.</i></p>	<p>CRSTS</p>	<p>Not relevant as city centre focussed and about improving access for multiple services.</p>	<p>Currently delivering the outline business case. Fully operational in late 2026.</p>	<p>Consultation due in Summer 2023 with statutory consultation due in Summer 2024</p>	<p>Yes. Operators engaged to input into options and at engagement stage</p>

Thornbury to Bradley Stoke <i>Following the A38. Upgrade 7 junctions; Additional bus lane provision at the approaches to each of these junctions; Separated cycling infrastructure from Thornbury to Bradley Stoke.</i>	CRSTS	Aspiration to reduce the average journey time by 5 mins. PVR difficult to ascertain as network will change.	Just commencing the full business case. Fully operational in late 2025	Consultation completed in April 2022 with statutory consultation due in Summer 2023	Yes. Operator engaged to input into options and at engagement stage
Chipping Sodbury to Hambrook <i>Chipping Sodbury via Yate along the A432 to A4174 junction (ring road), onto Hambrook junction just before M32 J1. Upgrade 4 junctions; extended bus lane north of junction onto ring road (A4174). Separated cycling infrastructure from Yate to A4174. Upgrading existing cycle path on A4174.</i>	CRSTS	Aspiration to reduce the average journey time by 5 mins. PVR difficult to ascertain as network will change.	Just commencing the full business case. Fully operational in late 2025	Consultation completed in April 2022 with statutory consultation due in Summer 2023	Yes. Operator engaged to input into options and at engagement stage
Hengrove to Bristol City Centre <i>Along the A38 alignment from Parson Street</i>	CRSTS	Aspiration to reduce the average journey time by 5 mins. PVR difficult to ascertain as network will change.	Full business case approved for Bedminster section with construction due to commence in Spring 2023. Outline business case for the remainder to be submitted in early 2023	Consultation completed for Bedminster in 2020 with the rest planned for late 2022.	Yes. Operator engaged to input into options and at engagement stage
Somer Valley to Bath & Bristol <i>Radstock to Bath via the A367 and Radstock to Bristol via the A362 and A37. Upgrade 6 junctions along the corridor. Additional bus</i>	CRSTS	Not calculated yet and there are currently various services on these	Currently delivering the outline business case. Fully	Early engagement completed in January 2022 with consultation due to commence in	Yes. Operator engaged to input into options and at engagement stage

<i>lane provision on Wellsway and approaches into Bath and approaches to Bristol at Whitchurch. Provision of end-to-end cycling infrastructure.</i>		corridors with routeing to change.	operational in mid-2026.	October 2022 and statutory consultation in late 2023	
Bath City Centre <i>Focussed on removing through traffic from the city centre and improving access to Bath Bus Station; Bus priority improvements to key radial links; Improvements to walking and cycling infrastructure with links to key radial corridors.</i>	CRSTS	Not relevant as city centre focussed and about improving access for multiple services.	Currently delivering the outline business case. Fully operational in mid-2026.	Consultation due in Summer 2023 with statutory consultation in Summer 2024	Not yet, but will be as we get closer to consultation
A370: Weston-super-Mare to Bristol <i>Queensway junction, Smallway / A370 Signals, Wood Hill / A370 / Wrington Road, Brockley Combe / A370, Backwell signals, Long Ashton Bypass. Upgrade 12 traffic signals; new and extended bus lanes; links into bus lanes and connection into a4 Portway project</i>	BSIP	Aspiration to reduce the average end-to-end journey time for most services by at least 10 minutes. PVR difficult to ascertain as routeing will change	6 schemes delivered between March 2023 to June 2024, with design currently taking place ahead of funding award	Early engagement already completed with statutory being undertaken in September to October 2021.	Yes. Operator engaged to input into options and at engagement stage
A38: Churchill to Lime Kiln roundabout <i>Churchill signal junction, Barrow Gurney and Lime Kiln roundabout. Upgrade 5 traffic signals; bus lanes and bus link; upgrade 7 key junctions to connect along South Bristol Link and into metrobus infrastructure to Bedminster and new infrastructure from Bedminster to central Bristol</i>	BSIP	Aspiration to reduce the average end-to-end journey time for most services by at least 8 minutes. PVR difficult to ascertain as routeing will change	The first of 3 schemes is to be delivered February to March 2023 with the other two in 2024. Design currently taking place ahead of funding award	Early engagement already completed with statutory being undertaken in late 2023	Yes. Operator engaged to input into options and at engagement stage

<p>A369: Portishead to Bristol</p> <p><i>Portbury Hundred M5 J19, Martcombe Road M5 Junction 19, Beggar Bush Lane A369 and Rownham Hill / A369. Upgrade 4 traffic signals; bus lanes</i></p>	BSIP	Aspiration to reduce the average end-to-end journey time for most services by at least 5 minutes. PVR difficult to ascertain as routeing will change	4 schemes delivered between March 2023 and January 2024, with design currently taking place ahead of funding award	Early engagement already completed with statutory being undertaken in mid-2023	Yes. Operator engaged to input into options and at engagement stage
<p>Clevedon</p> <p><i>B3133 / Southern Way / Central Way roundabout, Ettlingen Way / J20 Roundabouts and Tickenham Road / Northern Way roundabout. Upgrade traffic signal; bus lanes; new bus links</i></p>	BSIP	Aspiration to reduce the average end-to-end journey time for most services by at least 5 minutes. PVR difficult to ascertain as routeing will change	3 schemes delivered between April 2024 to March 2025, with design currently taking place ahead of funding award	Early engagement already completed with statutory being undertaken in mid to late 2023	Yes. Operator engaged to input into options and at engagement stage
<p>Weston-super-Mare</p> <p><i>Uphill roundabout and Worle Bus gate and High Street. Upgrading 4 traffic signals; bus lanes; two-way bus flow</i></p>	BSIP	Aspiration to reduce the average end-to-end journey time for most services by at least 5 minutes. PVR difficult to ascertain as routeing will change.	2 schemes being delivered in mid-2023 and mid-2024	Early engagement already completed with statutory being undertaken in late 2022	Yes. Operator engaged to input into options and at engagement stage

Appendix 9 - Draft Evaluation Framework for BSIP-funded supported services

An evaluation framework to support the awarding of service contracts, both BSIP and levy-supported services, is currently under development to support decision making that will help deliver against the BSIP and Enhanced Partnership Plan objectives. The Draft Evaluation Framework in Table 13 below will be one of many steps, as indicated below:

- Step 1 Evaluation of tenders (based on 70% price and 30% quality)
- Step 2 Look at the cost-per passenger-journey (CPPJ) based on tenders received, removing services that have a CPPJ of greater than £40.00 as agreed by the West of England Combined Authority Committee (Committee).
- Step 3 Scores from Service Evaluation Framework (Table 12 below) ranked
- Step 4 DRT tenders evaluated and overlaid with tendered supported services
- Step 5 Network Approach / Draft Options - DRT, BSIP and levy-supported services all considered together. Network impact of each of these options will be considered to ensure that we are providing services across the network and to identify gaps in provision. For example, this would show us if an option only picked services in 1 LHA area.
- Step 6 Options paper produced with multiple options for award and decided on by Committee (existing Services) and Directors of Infrastructure (BSIP Services).

Table 13 - Draft evaluation framework for BSIP-funded supported services

Purpose of bus service	Criteria	Score	Scoring Matrix
Service supports new and existing employment, including Enterprise Areas	Less than 100 jobs	1	Data from remix
	101 - 1,000 jobs	2	
	1,001 - 5,000 jobs	3	
	5,001 - 10,000 jobs	4	
	10,000+ jobs	5	

Service provides a core strategic public transport network linking residential areas with any of the following: employment, further education and training centres, to health/medical/welfare facilities, shopping and leisure sites. (residential area: 200+ homes)	Service links under 5 areas with employment, further education and training centres, to health/medical/welfare facilities, shopping and leisure sites.	1	
	Service links up to 6 - 10 areas with employment, education and training centres, to health/medical/welfare facilities, shopping and leisure sites.	2	
	Service links up to 11 - 15 areas with employment, further education and training centres, to health/medical/welfare facilities, shopping and leisure sites.	3	
	Service links up to 16 - 20 areas with employment, further education and training centres, to health/medical/welfare facilities, shopping and leisure sites.	4	
	Service links over 21 areas with employment, further education and training centres, to health/medical/welfare facilities, shopping and leisure sites.	5	
Service contributes to reducing carbon emissions and improving air quality	Does not serve an Air Quality Management Area (AQMA) or Clean Air Zone (CAZ)	0	
	Operates to or through an AQMA or CAZ	5	
Service reduces single car occupancy and road congestion (tender timetable data)	Bus service offers poor potential for change in travel habits	1	Infrequent service
	Bus service offers low potential for change in travel habits	2	Every 60 - 90 minutes

	Bus service offers some potential for change in travel habits	3	Every 30 - 60 minutes
	Bus service offers good potential for change in travel habits	4	Every 15 - 30 minutes
	Bus service offers excellent potential for change in travel habits	5	At least every 15 minutes
Service offers interchange opportunities with other modes of transport including bus, DRT, cycle/scooter hire, facilities and/or segregated routes, rail, safe walking routes	Bus service offers poor potential	1	Interchange with 1 mode
	Bus service offers low potential	2	Interchange with 2 modes
	Bus service offers some potential	3	Interchange with 3 modes
	Bus service offers good potential	4	Interchange with 4 modes
	Bus service offers excellent potential for change	5	Interchange with 5+ modes
Service links rural communities to urban centres directly or via interchange	No	0	
	Yes	5	
Days & hours of operation (tender timetable data)	Only Sunday and / or PH	1	Tender timetable data
	Only Saturday service or evening service	2	
	Daytime weekday service 0900 - 1500	3	
	Five day per week service 0600 - 2359	4	
	Six or seven days per week service 0600 - 2359	5	

Number of potential passengers who live within a square kilometre of the service	Less than 1,000 people	1	Remix data
	1,001 - 5,000 people	2	
	5,001 - 10,000 people	3	
	10,001 - 24,999 people	4	
	25,000+ people	5	

Appendix 10 - Draft evaluation framework for BSIP-funded “kickstart” enhancements to services

Where a competitive tendering process is required for enhancements to services, an evaluation framework to assess these services will be used and is currently under development. Please see the draft in Table 14 below. This will be used alongside other considerations to help deliver against the BSIP and Enhanced Partnership Plan objectives.

Table 14 - Draft evaluation framework for BSIP-funded “kickstart” enhancements to services

Purpose of bus service	Criteria	Score	Scoring Matrix
Service supports new and existing employment, including Enterprise Areas	Less than 100 jobs	1	Data from remix
	101 - 1,000 jobs	2	
	1,001 - 5,000 jobs	3	
	5,001 - 10,000 jobs	4	
	10,000+ jobs	5	
Service provides a core strategic public transport network linking residential areas with any of the following: employment, further education & training centres, to health/medical/welfare facilities and shopping & leisure sites. (residential area: 200+ homes)	Service links under 5 areas with employment, further education & training centres, to health/medical/welfare facilities and shopping & leisure sites.	1	
	Service links up to 6 - 10 areas with employment, further education & training centres, to health/medical/welfare facilities and shopping & leisure sites.	2	

	Service links up to 11 - 15 areas with employment, further education & training centres, to health/medical/welfare facilities and shopping & leisure sites.	3	
	Service links up to 16 - 20 areas with employment, further education & training centres, to health/medical/welfare facilities and shopping & leisure sites.	4	
	Service links over 21 areas with employment, further education & training centres, to health/medical/welfare facilities and shopping & leisure sites.	5	
Service contributes to reducing carbon emissions and improving air quality	Does not serve an AQMA or CAZ	0	
	Operates to or through an AQMA or CAZ	5	
Service reduces single car occupancy and road congestion (tender timetable data)	Bus service offers poor potential for change in travel habits	1	Infrequent service
	Bus service offers low potential for change in travel habits	2	Every 60 - 90 minutes
	Bus service offers some potential for change in travel habits	3	Every 30 - 60 minutes
	Bus service offers good potential for change in travel habits	4	Every 15 - 30 minutes

	Bus service offers excellent potential for change in travel habits	5	At least every 15 minutes
Service offers interchange opportunities with other modes of transport including bus, DRT, cycle/scooter hire, facilities and/or segregated routes, rail, safe walking routes	Bus service offers poor potential	1	Interchange with 1 mode
	Bus service offers low potential	2	Interchange with 2 modes
	Bus service offers some potential	3	Interchange with 3 modes
	Bus service offers good potential	4	Interchange with 4 modes
	Bus service offers excellent potential for change	5	Interchange with 5+ modes
Days & hours of operation	Only Sunday and / or PH	1	
	Only Saturday service or evening service	2	
	Daytime weekday service 0900 - 1500	3	
	Five day per week service 0600 - 2359	4	
	Six or seven days per week service 0600 - 2359	5	
Number of potential passengers who live within a square kilometre of the service	Less than 1,000 people	1	Remix data
	1,001 - 5,000 people	2	
	5,001 - 10,000 people	3	
	10,001 - 24,999 people	4	
	25,000+ people	5	

Schedules

Schedule 1 - Facilities available to all Local Services

Bus lanes and bus gates

Table 15: Bus Lanes provided by Bath & North East Somerset Council

Order no	Road	Direction	Section of road	Length	Days and hours of operation
0627 (1)	A4 London Road	N	Kensington Place to Grosvenor Bridge Road	Not available	24hrs
0627 (2)	Green Park Road	N	Offside lane from Midland Bridge Road towards Charles Street	52 metres	24hrs
0627 (3)	A367 Wells Road	E	From no 12 Wells Road to the junction with Churchill Bridge Roundabout	130 metres	Mon - Sat 0800 to 1000
0627 (4) Varied by 1318 - both live	Northgate Street (both directions)	S / N	St Michael's Church to Bridge Street. Guildhall to New Bond Street outbound	Not available	Mon - Sun 1000 to 1800
0627 (5)	Pulteney Bridge (both directions)	E /W	Argyle Street between Pulteney Bridge and Grove Street	Not available	24hrs
1017	A367 Wellsway	N	From Broomfield Avenue to Shakespeare Avenue. Then the junction of Wellsway and Bloomfield Road	49 metres and 12 metres = 61 metres over 2 sections	24hrs
1018	A367 Wellsway	S	Midford Road to the Red Lion Roundabout	162 metres	24hrs
1125	A367 Wellsway	N	From Hatfield Road along Wellsway	120 metres	Mon - Sun 0700 to 1900
1318	Northgate Street	S /N	St Michael's Church to Bride Street and Bridge Street to New Bond Street	Not available	Mon - Sun 1000 to 1800

1548E	A4 London Road experimental TRO	NE	From Kensington Place to Grosvenor Bridge Road	188.2 metres	24hrs
THTTC 2323	Milsom Street temporary bus lane		From the junction with George Street to the junction with Quiet Street	Not available	Mon - Sun 1000 to 1800

Table 16: Bus Lanes provided by Bristol City Council

Order no	Road	Direction	Section of road	Length	Days and hours of operation
0202	A4 Portway	NW	Station Road to Park and Ride entrance	Not available	24hrs
0306	West Street - Malago Road	NW	From Hereford Street (south east side of Malago Rd)	Not available	24hrs
0306	West Street	SW	From Harptree Grove	Not available	Mon - Fri - 07.00 to 09.30 and 16.30 to 18.30
0306	West Street (contra flow bus lane)	NW	Bedminster Road to Parson St junction	Not available	24hrs
0730	A420 Old Market Street (One way traffic and contra flow bus lane)	NE	Old Market Roundabout junction with Old Market Street	100 metres	24hrs
0730	A420 Old Market Street	SW	From Jacob Street	91 metres	24hrs
0731 (3)	A420 Church Road	W	From Cossham Road	43 metres	Mon - Fri - 07.00 to 09.30 and 16.30 to 18.30
0731 (7)	A420 Lawrence Hill	W	From Kingsmarsh Way / Baynton House	Not available	24hrs
0731 (9)	A420 Lawrence Hill Roundabout	W	Lawrence Hill roundabout to Junction of A4320 St Philips Causeway	40 metres	24hrs
0731 (10)	A431 Summerhill Road	W	Lawrence Hill roundabout to The Avenue	54.5 metres	24hrs

0731 (11)	A431 Summerhill Road	NW	Cousins Lane to Bethel Road	Not available	Mon - Fri - 07.00 to 09.30
0748	A420 Trinity Road	S	Braggs Lane to West Street	Not available	24hrs
0748	A420 West Street	SW	Trinity Street to Waterloo Street	Not available	24hrs
0915	McAdam Way, Bristol City	W	Avon Crescent to Brunel Way	90 metres	24hrs
0924	A4044 Bond Street	NW	Bond Street South to St James Barton roundabout	Not available	24hrs
0924	A4044 Bond Street South	NW	Hollister Street to Bond Street	Not available	24hrs
0924	A4044 Bond Street South	NW	Old Market Roundabout to Bond Street South	84 metres	24hrs
0927	A4 Portway	SE	Horseshoe Drive to Bridge Valley Road	Not available	24hrs
0944	A420 Church Road	E	NOs.43 / 45 Church Road to nos.261 / 263 Church Road	Not available	Mon - Fri - 07.00 to 09.30 and 16.30 to 18.30
0944	A420 Church Road	W	Nos 14 / 16 Church Road to Lawrence Hill junction	Not available	Mon - Sat - 07.00 to 09.30 and 16.30 to 18.30
0944	A420 Lawrence Hill	E	Church Road junction to Pack Horse Hotel and no. 162 Lawrence Hill	Not available	Mon - Sat - 07.00 to 09.30 and 16.30 to 18.30
0946	Gloucester Road (A38)	N	Nos 319 Gloucester Road to Nos 350 / 352 Gloucester Road	Not available	Mon - Fri - 07.00 to 09.30 and 16.30 to 18.30
1004	Bedminster Parade (A38)	NE	East Street junction to Nelson Parade	210 metres	24hrs
1004	East Street	NE	Imperial Arcade to junction with Bedminster Parade	19 metres	24hrs
1040	William Jessop Way	SW	Length of William Jessop Way from Whitchurch Lane junction	182 metres	24hrs
1104 (1)	A4 Bath Road	E	174m NW of Angers Road junction to Nos 190 / 192 Bath Road	Not available	24hrs

1104 (2)	A4 Bath Road	E	Nos 359 / 361 Bath Road to Nos 403 / 405 Bath Rd	Not available	Mon - Fri - 16.30 to 18.30
1104 (3)	A4 Bath Road	SE	Along Bath Rd from 108m NW of Nos 633 / 635	105 metres	24hrs
1104 (4)	A4 Grove Park and Bristol Hill	S / E	From Nos 7 / 8 Grove Park to Bristol Hill junction and then Bristol Hill junction to just after Nos 51 / 53 Bristol Hill	Not available	24hrs
1104 (5)	A4 Brislington Hill and A4 Bath Rd	SE	From Nos 17 / 19 Brislington Hill to Bath Rd junction and then on to Bonville Rd junction	Not available	24hrs
1104 (6)	Stockwood Road	NE	From Nos 513 / 515 to Bath Rd junction	Not available	24hrs
1104 (7)	Eagle Road and Bath Road	NW	From Nos 32 / 34 Eagle Rd to Bath Rd junction and then on to 477 / 479 Bath Rd	Not available	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30
1104 (8)	A4 Bath Rd	W	From 190 / 192 Bath Rd to Nos 152 / 154 Bath Rd	Not available	24 hrs
1104 (9)	A4 Bath Rd	NW	From Angers Rd junction	189 metres	24hrs
1108	Broadmead	NE	Length of Broadmead from Silver Street to Union Street	40 metres	24hrs
1137 (1)	A38 Cheltenham Road	NW	From Nos 169a / 171 Cheltenham Rd to Nos 235 / 237 Cheltenham Rd	Not available	Mon - Fri - 07.00 to 10.00 and 16.00 to 18.30
1137 (2)	A38 Cheltenham Road	SE	From Nos 200 / 202 Cheltenham Rd to Nos 142 / 144 Cheltenham Rd	Not available	Mon - Fri - 07.00 to 10.00 and 16.00 to 18.30
1144	A432 Fishponds Road (1)	W	Shamrock Rd to School Rd	200 metres	24hr
1144	A432 Fishponds Road (2)	W	Straits Parade to Wharf Rd	Not available	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30

1144	A432 Fishponds Road (3)	W	Ernestville Road TO Ridgeway Parade	Not available	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30
1144	A432 Fishponds Road (4)	W	Glen Park to Boswell Street	220 metres	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30
1144	A432 Fishponds Road (5)	E	Heath St to Freemantle Rd	220 metres	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30
1205 (1)	A4018 Westbury Road	S	Westbury Road from Henleaze Rd to White Tree Roundabout	180 metres	24hrs
1205 (2)	A4018 Westbury Road	S	Westbury Rd from Clay Pit Rd to Redland Hill	280 metres	24hrs
1205 (4)	A4018 Westbury Road	S	Cotham Hill to Tyndalls Park Rd	Not available	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30
1205(5)	A4018 Westbury Road	N	Brighten Mews to Cotham Hill	Not available	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30
1205 (6)	Whiteladies Road	N	Whatley Rd to Apsley Rd	Not available	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30
1248 (1)	Bath Road	W	Three Lamps to Bath Bridge	Not available	24hrs
1248 (3)	Clarence Road inbound	SW	Clarence Road, Lawrence Hill to West St	Not available	24hrs
1248 (4)	Clarence Road outbound	SE	Trinity Road to Easton Road	100 metres	24hrs
1248 (5)	Gloucester Road	S	Wolseley Road to Elton Road	Not available	Mon - Fri - 07.00 to 09.30 and 16.30 to 18.30
1248 (6)	Gloucester Road	S	Egerton Road to Sommerville Road	100 metres	Mon - Fri - 07.00 to 09.30 and 16.30 to 18.30
1323 (1)	A4 Bath Road	E	Park and ride site	10 metres	24hrs
1323 (2)	A4 Bath Road	NW	Stockwood Road to Flowers Hill	150 metres	Mon - Fri - 07.00 to 10.00
1323 (3)	A4 Bath Road	NW	Flowers Hill to West Town Lane	110 metres	Mon - Fri - 07.00 to 10.00

1635	Colston Street	E	metrobus (bus lane 3) - Colston Street bus lane and bus gate	30 metres	24hrs
1659	Colston Avenue	N	metrobus (bus lane 5) Colston Avenue bus lane	50 metres	24hrs
1702 (1 A, B)	Broad Quay	S	metrobus (bus lane 1) - Broad Quay inbound and outbound	240 metres	24hrs
1702 (2 A, B, C, D)	Colston Avenue	S	metrobus (bus lane 2) - Colston Avenue inbound and outbound bus lane and bus gate towards Baldwin St	140 metres	24hrs
1708 (4)	Colston Avenue	S	metrobus (bus lane 4) - City centre, Rupert St and Colston Avenue bus lane	90 metres	24hrs
1708 (6)	Lewins Mead	N	metrobus (bus lane 6) - Colston Avenue and Lewins Mead bus lane	Not available	24hrs
1719	A4032 Newfoundland Way	SE	metrobus - Inbound - M32 J3 to Newfoundland Circus	Not available	24hrs
1728	Hartcliffe Way	NW (1) / SE (2)	metrobus - inbound (1) and outbound (2) bus lane on Hartcliffe Way	Not available	24hrs
1730	A38 Bedminster Parade	SE	metrobus - Bedminster Parade outbound from Squires Court to just past Boot Lane	60 metres	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30
1731	Bridewell Street	SW	metrobus - The Haymarket, Bridewell Street to Rupert Street bus lane	Not available	24hrs
1732	Redcliffe Way (Bascule Bridge)	W	Bus lane and Bus gate from The Grove junction to Quayside Walk	65 metres	24hrs

1735	Stoke Lane	S	Stoke Lane from Wren Close to the M32	Not available	24hrs
1749	Cumberland Road	E	Cumberland Road between Nos 134 to 120	150 metres	Mon - Fri - 07.00 to 10.00 and 16.30 to 18.30
1809 (1)	Stoke Lane spur on-slip	NE	metrobus - bus only junction spur off-slip	Not available	24hrs
1809 (2)	Stoke Lane spur off- Slip	SW	metrobus - bus only junction spur on-slip	Not available	24hrs
1936 (1)	A37 Wells Road	NW	Wells Road from Calcott Road to County Street	Not available	Mon - Fri - 07.00 to 10.00 and 16.00 to 18.30
1936 (2)	A37 Wells Road	N	Wells Road from St Martins Road to the Pavilion	Not available	Mon - Fri - 07.00 to 10.00 and 16.00 to 18.30
1936 (3)	A37 Wells Road	S	Wells Road from Broadfield Road to Ponsford Road	Not available	Mon - Fri - 07.00 to 10.00 and 16.00 to 18.30
1936 (4)	A37 Wells Road	SE	Wells Road from Woodbridge Road to Talbot Road	Not available	Mon - Fri - 07.00 to 10.00 and 16.00 to 18.30
1936 (5)	A37 Wells Road	N	Wells Road from Angers Road Three Lamps	Not available	24 hrs
2026 (1)	Commercial Road	E	Commercial Road inbound, Francombe House	60 metres	24hrs
2026 (2)	Redcliffe Hill	N	Guinea Street (Plimsoll House) to Redcliffe Parade East	Not available	24hrs
2026 (3)	Redcliffe Hill	S	Redcliffe Parade East to Guinea Street (Plimsoll House)	Not available	24hrs
2026 (4)	The Grove	E	Middle section of The Grove	Not available	24hrs
2026 (5)	Redcliffe Way	E	Phippen Street to Temple Point	Not available	24hrs
2026 (6)	Temple Gate	SE	Temple Gate House Hotel to Friary	Not available	24hrs
2026 (7)	Temple Way	S	Temple Back East to Friary	Not available	24hrs

2026 (8)	Victoria Street / Temple Way	SE / N	Thomas Street East junction to Jacob Street - Temple Way	Not available	24hrs
2133 (1)	A37 - A4018 Bristol Bridge	E	Anchor Road / Canons Road: from Lime Kiln Road to Watershed	Not available	24hrs
2133 (2)	St Augustine's Parade	N	Denmark Street to Baldwin Street	60 metres	24hrs
2133 (3)	Baldwin Street	E	St Augustine's Parade junction to Marsh Street	100 metres	24hrs
2133 (4)	Baldwin Street / High Street	SE	On High Street to the start of Bristol Bridge	20 metres	24hrs
2133 (5)	Baldwin Street / Bristol Bridge / High Street / Victoria Street	E / SE	Baldwin Street to Victoria Street (over Bristol Bridge)	135 metres	24hrs
2133 (6)	Union Street, city centre	W	Union Street to The Haymarket	40 metres	24hrs
2147 (1)	Hotwell Road	W	Dock Gate Lane (filling station) to Rownham Mead	75 metres	Mon - Fri - 07.00 to 10.00 and 16.00 to 18.30
2147 (2)	Hotwell Road and Anchor Road	W	From Anchor Road to 129 Anchor Road	Not available	24hrs
2160	Bishport Avenue (southern arm)	W	Bishport Avenue to Hareclive Road	55 metres	24hrs
8412	City Road, Stokes Croft	SW	Brigstocke Road to Upper York Street	Not available	Mon - Fri - 08.00 to 09.15 and 16.45 to 18.00
9439	A38 Bedminster Parade	NE	Regent Road to Bedminster Bridge	Not available	Peak hours
9453	Lower Castle Street, city centre	SE	Penn Street from the junction with Philadelphia Court to Lower Castle Street. From Lower Castle Street to Old Market Street ending at Old Market Roundabout	Not available	24hrs

Table 17: Bus Lanes provided by North Somerset Council

Order number	Road	Direction	Section of road	Length	Days and hours of operation
	A370	N	Approach to Bristol boundary	512 metres	24hrs
	A370 Congresbury	S	Congresbury to B3133 Smallway	286 metres	24hrs
	B3440 Bristol Rd	E	Approach to Queensway Jct	71 metres	24hrs
	A370 West Wick	E	Elmham Way eastbound approach to RAB	82 metres	24hrs
	A370 Marchfields Way	W	Marchfields Way approach to Drove Road RAB, W-s-M	229 metres	24hrs
	A4174 Colliters Way	N	Colliters Way to Brook Gate	990 metres	24hrs
	A4174 Colliters Way	S	Colliters Way to A38 Bridgwater Rd	1185 metres	24hrs
	A370	S	Approach to J21 from Hewish	235 metres	Mon - Fri - 07.00 to 09.00 and 16.00 to 19.00
	B3128 Ashton Rd	E	Bus lane (one-way) onto A370 at Bower Ashton	512 metres	Mon - Fri - 07.00 to 10.00 and 16.00 to 18.30
	B3128 Ashton Rd	E	Bus only link (one-way), onto A370, Bower Ashton	33 metres	24hrs
	Queensway Terminus	S	To Commercial Way - 2-Way bus only Link, St Georges	22 metres	24hrs
	Winterstoke	S	Bus only link from Searle Cre to A370 Herluin Way	67 metres	24hrs
	Feeder Rd	S/W	Bus Only Link between A4174 / Brook Gate and LA P&R	629 metres	24hrs
	Moor Lane	N/W	Bus Only Link from Griffen Road to Vale Mill Way	518 metres	24hrs
	Regent Street Bus Interchange	E/W, W/E	Bus only Interchange	137 metres	24hrs
	A370 Marine Parade	N	Access gate to A370 Beach, W-s-M	6 metres	24hrs

Table 18: Bus Lanes provided by South Gloucestershire Council

Order number	Road	Direction	Section of road	Length	Days and hours of operation
X0351	A38 Gloucester Road North, Filton	SW	The length of Gloucester Road North. From No 68 Gloucester Road North to No 38a		Mon-Fri - 07.00 to 10.00 and 15.30 to 19.00
X0528	A38 Gloucester Road North, Filton	SW	The length of Gloucester Road North from North way to Cleve Road		24hrs
X1002	A38 Gloucester Road, Patchway	N	Little Stoke to Hempton Lane	300 metres	Mon - Fri - 07.30 to 09.30 and 16.00 to 19.00
X1004	A38 Gloucester Road, Patchway	N	Hempton Lane to Aztec West	231 metres	Mon - Fri - 07.30 to 09.30 and 16.00 to 19.00
X0829	A4174 Station Road and Filton Road	E	From New Road junction, around the Abbeywood Roundabout to the A4174 junction Filton Road with Filton Lane	Not available	24hrs
N9607	A4174 Station Road / Filton Avenue	S	Filton Avenue from Conygre Grove to the junction with A4174 Station Road	Not available	24hrs
X1016	Great Stoke Way, Stoke Gifford	S	Great Stoke Way from Fox Den Road to the junction with Filton Road	337 metres	24hrs
X1622 (1)	A38 Gloucester Road - metrobus zone 1	S	From the junction with Bradley Stoke Way towards Gloucester Road	89 metres	24hrs
X1622 (2)	Bradley Stoke Way - metrobus zone 1	NW	From Patchway Brook Roundabout to the junction with Gloucester Road	453 metres	24hrs
X1622 (3)	Bradley Stoke Way - metrobus zone 1	SW	Segregated carriageway providing a left turn from Bradley Stoke Way to Gloucester Road	Not available	24hrs
X1622 (4)	Bradley Stoke Way - metrobus zone 1	NW	Along Bradley Stoke Way from Savages Wood Roundabout	792	24hrs

X1622 (5)	Bradley Stoke Way - metrobus zone 1	S	Along Bradley Stoke Way from Great Stoke Roundabout to	256 metres	24hrs
X1622 (6)	Bradley Stoke Way - metrobus zone 1	E	Along Bradley Stoke Way from Aztec West Roundabout	79 metres	24hrs
X1622 (7)	Great Stoke Way - metrobus zone 1	N	Along Great Stoke Way from Trevelyan Walk	155 metres	24hrs
X0609	A432 Badminton Road, Kendleshire	S	From the junction of Ruffet Road to the junction with Cuckoo Lane	Not available	24hrs
X0829	A4174 Station Road and Filton Road	E	From the junction with New Road, around the Abbeywood Roundabout and to the junction of Filton Road and Filton Lane	Not available	24hrs
X1109	Coldharbour Lane, Stoke Gifford	N	Along Coldharbour Lane from just before the junction, to the junction with A4174 Ring Road	Not available	24hrs
X1716 (1)	Coldharbour Lane - metrobus zone 4	S	From UWE junction to the Bristol / South Gloucestershire boundary	173 metres	24hrs
X1716 (2)	Coldharbour Lane - metrobus zone 4	N	Along Coldharbour Lane from the junction with Lancelot Road	59 metres	24hrs
X1716 (3)	Coldharbour Lane - metrobus zone 4	N	Along Coldharbour Lane from the junction with Wright Way	59 metres	24hrs
X1716 (4)	Coldharbour Lane - metrobus zone 4	N	Along Coldharbour Lane from the junction with Long Down Avenue	11 metres	24hrs
X1716 (5)	Coldharbour Lane - metrobus zone 4	N	Along Coldharbour Lane from 41m after the junction with Long Down Avenue	105 metres	24hrs

X1716 (6)	Coldharbour Lane - metrobus zone 4	N	Along Coldharbour Lane from 156m after the junction with Long Down Avenue	39 metres	24hrs
X0043	Pegasus Road, Cribbs Causeway	NW	From the junction with Highwood Lane and Lysander Road to the junction with Jupiter Road	Not available	24hrs
X1023	Cribbs Causeway	S	The length of Lysander Road from the junction with the Retail Park Roundabout	196 metres	24hrs
X1203	Lysander Road	S	Pegasus Road to the Retail Park	125 metres	24hrs
N9607 (1)	Filton Avenue (northern section)	S	From Conygre Grove to the junction with the A4174 Station Road	Not available	24hrs
N9607 (2)	A4174 Station Road, Filton	S	Offside lane, from Filton Avenue to the Abbeywood Station access road	Not available	24hrs
X0920 (1)	Filton Avenue	N	Along Filton Avenue from Stanley Avenue	158 metres	24hrs
X0920 (2)	Filton Avenue	N	Along Filton Avenue from Mackie Road	11 metres	24hrs
X2032E	Filton Avenue	S	Along Filton Avenue from Conygre Grove to the junction with the A4174 Station Road	Not available	Mon - Fri - 07.00 to 10.00 and 15.00 to 19.00
X1336	Highwood Road, Patchway	SW	Along Highwood Road from Callicroft Road	182.2 metres	24hrs
X1334 (1)	Highwood Road, Patchway	SW / NE	Coniston Road (access to Charlton Hayes) - Highwood Road between Durban Road and Charlton Boulevard	Not available	24hrs
X1334 (2)	Highwood Road, Patchway	SW / NE	Highwood Road between Coniston Road and Charlton Boulevard	Not available	24hrs

X0617	Highwood Road, Patchway	NE	Along Highwood Road from Durban Road	300 metres	24hrs
X0219	Moravian Road, Kingswood	N	Leading to the junction with Regent Street	Not available	24hrs
X0906	New Road, Stoke Gifford	SE	From Swallows Court to the junction with Brierly Furlong	21 metres	24hrs
X0820	A4018 Cribbs Causeway, Almondsbury	NE	From Cribbs Causeway / Lysander Road Roundabout to the junction with the roundabout	Not available	24hrs
X0820	A4018 Lysander Road	NE	A4018 / Lysander Road Roundabout in an anti-clockwise direction around the roundabout	34 metres	24hrs
X9817	B4055 Cribbs Causeway	NE	Along Cribbs Causeway from Wyck Beck Road	Not available	24hrs
X1232	Long Mead, Stoke Gifford	S / SE	From the junction with Long Down Avenue to the junction with Platts Wood	Not available	24hrs
X0035	Harry Stoke Road	E	Length of Harry Stoke Road extends from Junction with Filton Lane	275 metres	24hrs
X0220	Regent Street and Two-Mile Hill Road	W	Length of Regent Street and Two-Mile Hill Road, Kingswood, which extends from its junction with Moravian Road to its junction with Blackhorse Road	Not available	24hrs
X1639 (1)	A4174 Ring Road - metrobus-Zone 3	E	Along the A4174 from the western kerbline with the B4058 Bristol Road junction (after the Hambrook junction)	56 metres	24hrs

X1639 (2)	A4174 Ring Road - metrobus - zone 3	E	Along the A4174 from the eastern kerbline with the B4058 Bristol Road (leading to the Hambrook junction)	200 metres	24hrs
X1639 (3)	A4174 Ring Road - metrobus - zone 3	NE	Along the A4174 from 289m NE of the Bromley Heath Road junction	480 metres	24hrs
X1639 (4)	A4174 Ring Road - metrobus - zone 3	NE	Along the A4174 from 994 NE of the Bromley Heath Road junction (towards Wick Wick roundabout)	148 metres	24hrs
X9819	A4174 Hambrook	W	Along the A4174 from the Bromley Heath roundabout to the M32 J1	Not available	24hrs
X1704 (1)	Stoke Gifford Transport Link (SGTL) - metrobus Zone 2	S	Along the SGTL from Parkway North Roundabout	254 metres	24hrs
X1704 (2)	Stoke Gifford Transport Link - metrobus Zone 2	SW	Along the SGTL from near the Hambrook Lane junction	610 metres	24hrs
X1704 (3)	Stoke Gifford Transport Link - metrobus Zone 2	NE	Along the SGTL from 152m SW of the Hambrook Lane junction	138 metres	24hrs
X1704 (4)	Stoke Gifford Transport Link - metrobus Zone 2	N	Along the SGTL from NE of the Hambrook Lane junction	538 metres	24hrs
X1704 (5)	Stoke Gifford Transport Link - metrobus Zone 2	S	The third lane from the A4174 junction	17 metres	24hrs
X1123	Hayes Way, Patchway	W	From the Gloucester Road junction (A38) to the Concorde Roundabout	73.4 metres	24hrs
X1151	Emersons Green	E	Bus gate, Westerleigh Lane approach to Lyde Green Round roundabout	38 metres	24hrs
X0836	Almondsbury	N	Bus gate, Hickory Lane, junction with Hortham Lane	Not available	24hrs

HOV lanes

Table 19: HOV lanes provided by North Somerset Council

Order number	Road	Direction	Section of road	Length	Days and hours of operation
	A369 Martcombe Rd	W	West of Rectory Way	627 metres	24hrs
	A370 Long Ashton Bypass		HOV 2+ lane	1431 metres	Mon - Fri - 07.00 to 09.30

As indicated in Paragraph 2.14 of the EP Scheme, North Somerset Council proposes to convert these HOV lanes to bus lanes.

Table 20: HOV lanes provided by South Gloucestershire Council

Order number	Road	Direction	Section of road	Length	Days and hours of operation
X0132	HOV lane: Coldharbour Lane	N	UWE to JCT with A4174. Varied by X1108	Not available	Mon - Fri 07.00 to 10.00 and 15.30 to 19.00
X1120	HOV lane: M32	W	To Coldharbour Lane on A4174	902 metres	24 hours
X1120	HOV lane: M32	E	To Coldharbour Lane on A4174	890 metres	24 hours
X0013	HOV lane: Bromley Heath	E	To Hambrook on A4174. Varied by X1024	Not available	Mon - Fri 07.00 to 09.30
X0129	HOV lane: Wick Wick	SW	To Bromley Heath on A4174	770 metres	Mon - Fri 07.00 to 09.30

Schedule 2 - Facilities available to metrobus Services only

metrobus Stops

metrobus Stops are categorised as Types A, B or C as defined in Table 21 below. Table 22 lists the metrobus Stops.

Provided at ALL metrobus Stop (Types A, B and C):

- Shelter (available from when metrobus service is registered to serve stop)
- Stop marker with brand identity
- Seating
- Real-time departure information (RTI) and service information screen (available from when metrobus service is registered to serve stop)
- Timetable display and route map
- Lighting
- Bin
- CCTV for personal security
- Emergency Help point
- Raised kerb/platform and defined passenger waiting area
- Clearway
- Advertising display (where appropriate)
- Ticket purchasing facilities (cards only) (available from when metrobus service is registered to serve stop)

Table 21: Additional provision at specific metrobus Stop types

Stop Type A: Transport Interchange	<ul style="list-style-type: none"> • Interchange and wayfinding information • Cycle stands • Interchange iPoint, incorporating: <ul style="list-style-type: none"> ○ Smartcard loader touch-pad ○ RTI and service information ○ Interchange directions and local area wayfinding ○ Brand identity
Stop Type B: District	<ul style="list-style-type: none"> • Local connections and wayfinding information • Cycle Stands (where space allows) • District iPoint, incorporating: <ul style="list-style-type: none"> ○ Smartcard loader touch-pad ○ RTI and service information ○ Local area wayfinding ○ Brand identity
Stop Type C: Neighbourhood	<ul style="list-style-type: none"> • Local connections and wayfinding information • Cycle stands (where space allows) • Neighbourhood iPoint, incorporating: <ul style="list-style-type: none"> ○ Smartcard loader touch-pad ○ RTI and service information ○ Local area wayfinding ○ Brand identity

Table 22: metrobus Stops

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
0170SGP90855	NFH / CPME	Cribbs Causeway	A	Terminus	•		•	Commencement of scheme
0170SGP90847	NFH	Fir Tree Close	B	To Cribbs Causeway	•		•	Commencement of scheme
0170SGP90848	NFH	Fir Tree Close	B	To Hengrove Park	•		•	Commencement of scheme
017000043	NFH	Patchway Fire Station	B	To Cribbs Causeway	•		•	Commencement of scheme
0170SGA56552	NFH	Patchway Fire Station	B	To Hengrove Park	•		•	Commencement of scheme
0170SGP90763	NFH	Aztec West	B	To Cribbs Causeway	•		•	Commencement of scheme
0170SGP90764	NFH	Aztec West	C	To Hengrove Park	•		•	Commencement of scheme
017000044	NFH	Patchway Brook	B	To Cribbs Causeway	•		•	Commencement of scheme
017000045	NFH	Patchway Brook	B	To Hengrove Park	•		•	Commencement of scheme
017000046	NFH	Willow Brook	B	To Cribbs Causeway	•		•	Commencement of scheme
017000047	NFH	Willow Brook	B	To Hengrove Park	•		•	Commencement of scheme
0170SGX38471	NFH	Webbs Wood	B	To Cribbs Causeway	•		•	Commencement of scheme

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
0170SGP907 30	NFH	Webbs Wood	B	To Hengrove Park	•		•	Commencement of scheme
017000049	NFH	Great Meadow	B	To Cribbs Causeway	•		•	Commencement of scheme
017000049	NFH	Great Meadow	B	To Hengrove Park	•		•	Commencement of scheme
017000051	NFH	Great Stoke	B	To Cribbs Causeway	•		•	Commencement of scheme
017000052	NFH	Great Stoke	B	To Hengrove Park	•		•	Commencement of scheme
017000053	NFH (SGTL) / CPME	Harry Stoke	B	To Cribbs Causeway	•		•	Commencement of scheme
017000054	NFH (SGTL) / CPME	Harry Stoke	B	To Hengrove Park	•		•	Commencement of scheme
017000057	NFH	Hambrook	B	To Emersons Green	•		•	Commencement of scheme
017000040	NFH	Hambrook	B	To City	•		•	Commencement of scheme
017000058	NFH	Willy Wicket	B	To Emersons Green	•		•	Commencement of scheme
017000059	NFH	Willy Wicket	C	To City	•		•	Commencement of scheme
017000060	NFH	Emerald Park	C	To Emersons Green	•		•	Commencement of scheme

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
017000061	NFH	Emerald Park	C	To City	•		•	Commencement of scheme
017000005	NFH	Science Park	A	To City	•		•	Commencement of scheme
017000006	NFH	Science Park	A	To Emersons Green	•		•	Commencement of scheme
017000070	NFH	School Square	T B C	To City	•		•	Spring 2023
TBC	NFH	School Square	T B C	To Emersons Green				Spring 2023
017000036	NFH	Lyde Green P&R	B	To Emersons Green	•		•	Commencement of scheme
017000035	NFH	Lyde Green P&R	B	To City	•		•	Commencement of scheme
017000062	NFH	Emersons Green	C	Terminus	•		•	Commencement of scheme
0170SGP906 87	NFH / CPME	UWE The Gardens	A	To Cribbs Causeway	•		•	Commencement of scheme
0170SGP906 88	NFH / CPME	UWE The Gardens	A	To City	•		•	Commencement of scheme
0170SGP906 85	NFH / CPME	UWE Campus	T B C	To Cribbs Causeway / Emersons Green	•		•	Commencement of scheme
0170SGP906 86	NFH / CPME	UWE Campus	T B C	To City / Hengrove Park	•		•	Winter 2022/23

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
0170SGP906 79	NFH / CPME	Stoke Park	B	To Cribbs Causeway	•		•	Commencement of scheme
0170SGP906 80	NFH / CPME	Stoke Park	B	To Hengrove Park	•		•	Commencement of scheme
010000045	NFH / CPME	Begbrook	B	To Cribbs Causeway / Emersons Green	•			Commencement of scheme
010000044	NFH/CPME	Begbrook	B	To City / Hengrove Park	•			Commencement of scheme
0100BRA017 98	NFH / CPME	Cabot Circus	A	To Cribbs Causeway / Emersons Green	•	•	•	Commencement of scheme
0100BRP903 63	NFH / CPME	Cabot Circus	A	To City / Hengrove Park / Long Ashton Park and Ride	•	•	•	Commencement of scheme
0100BRP903 41/42	NFH / CPME	Broadmead (Lewins Mead)	A	To Cribbs Causeway	•	•	•	Commencement of scheme
0100BRP903 68/69 0100BRA169 10/11	NFH / AVTM	Broadmead (Rupert Street)	A	To City / Hengrove Park / Long Ashton Park and Ride	•	•	•	Commencement of scheme

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
0100BRP903 73	NFH	Centre (Colston Av)	A	To Cribbs Causeway / Emersons Green	•	•	•	Commencement of scheme
0100BRP903 72	NFH/ AVTM	Centre (Colston Av)	A	To Hengrove Park / Long Ashton Park and Ride	•	•	•	Commencement of scheme
0100BRX239 22	NFH	Queen Square (Prince St)	B	To Cribbs Causeway	•	•	•	Commencement of scheme
0100BRP903 55	NFH/ AVTM	Queen Square (Prince St)	B	To Hengrove Park / Long Ashton Park and Ride	•	•	•	Commencement of scheme
0100BRA108 01/02	NFH/ AVTM	Redcliff Hill	A	To Cribbs Causeway	•	•	•	Commencement of scheme
0100BRA107 98/99/800	NFH/ AVTM	Redcliff Hill	A	To Hengrove Park / Long Ashton Park and Ride	•	•	•	Commencement of scheme
0100BRA100 67/68	NFH	Bedminster Parade	A	To Cribbs Causeway	•	•	•	Commencement of scheme
0100BRA100 65/66	NFH	Bedminster Parade	A	To Hengrove Park	•	•	•	Commencement of scheme

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
0100BRA100 69/70	NFH	Dalby Avenue	B	To Hengrove Park	•	•	•	Commencement of scheme
0100BRA101 12	NFH	East Street	B	To Cribbs Causeway	•	•	•	Commencement of scheme
0100BRA100 73	NFH	West Street	B	To Hengrove Park	•	•	•	Commencement of scheme
0100BRZ017 13	NFH	Parson Street Station	B	To Cribbs Causeway	•	•	•	Commencement of scheme
0100BRA100 77	NFH	Parson Street Station	B	To Hengrove Park	•	•	•	Commencement of scheme
0100BRA101 56	NFH	Novers Lane	B	To Cribbs Causeway	•	•	•	Commencement of scheme
0100BRA101 54	NFH	Novers Lane	B	To Hengrove Park	•		•	Commencement of scheme
0100BRA103 25	NFH	Inns Court	B	To Cribbs Causeway	•		•	Commencement of scheme
0100BRA103 24	NFH	Inns Court	B	To Hengrove Park	•		•	Commencement of scheme
0100BRA103 28	NFH	Filwood Broadway	B	To Cribbs Causeway	•		•	Commencement of scheme
0100BRA103 29	NFH	Filwood Broadway	B	To Hengrove Park	•		•	Commencement of scheme
0100BRA102 78	NFH	Alverstoke	C	To Hengrove Park	•		•	Commencement of scheme

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
0100BRA10279	NFH	Alverstoke	B	To Cribbs Causeway	•		•	Commencement of scheme
0100BRA10270	NFH	Paddock Gardens	C	To Hengrove Park	•		•	Commencement of scheme
0100BRA46644	NFH	Paddock Gardens	B	To Cribbs Causeway	•		•	Commencement of scheme
0100BRA10275	NFH	Thurlestone	C	To Hengrove Park	•		•	Winter 22/23
0100BRA10274	NFH	Thurlestone	C	To Cribbs Causeway	•		•	Winter 22/23
010000008	NFH/SBL	Hengrove Park	A	Terminus	•		•	Commencement of scheme
0190FBX18338	AVTM/SBL	Long Ashton P&R	A	Terminus	•		•	Commencement of scheme
010000047	AVTM	Ashton Vale	B	To Long Ashton	•	•		Commencement of scheme
010000048	AVTM	Ashton Vale	B	To City	•	•		Commencement of scheme
010000050	AVTM	Ashton Gate	T B C	To Long Ashton	•	•		Commencement of scheme
010000049	AVTM	Ashton Gate	T B C	To City	•	•		Commencement of scheme
010000051	AVTM	Cumberland Basin	B	To City	•	•		Commencement of scheme
010000052	AVTM	Cumberland Basin	B	To Long Ashton	•	•		Commencement of scheme

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
0100BRA16928	AVTM	SS Great Britain	B	To City	•	•	•	Commencement of scheme
0100BRA10747	AVTM	SS Great Britain	B	To Long Ashton	•	•	•	Commencement of scheme
0100053241	AVTM	Wapping Wharf	B	To City	•	•	•	Commencement of scheme
0100053240	AVTM	Wapping Wharf	B	To Long Ashton	•	•	•	Commencement of scheme
010000056	AVTM	Temple Meads	A	To City	•	•	•	Commencement of scheme
0100BRP90356	AVTM	Cabot Circus	A	To City	•	•	•	Commencement of scheme
019000083	SBL	Brookgate	C	To Long Ashton	•	•	•	Commencement of scheme
019000084	SBL	Brookgate	C	To Hengrove	•	•	•	Commencement of scheme
019000082	SBL	Lime Kiln Roundabout	C	To Long Ashton	•	•	•	Commencement of scheme
019000081	SBL	Lime Kiln Roundabout	C	To Hengrove	•	•	•	Commencement of scheme
010000043	SBL	Highridge Common	B	To Long Ashton	•		•	Commencement of scheme
010000042	SBL	Highridge Common	B	To Hengrove	•		•	Commencement of scheme
010000040	SBL	Queens Road	B	To Long Ashton	•		•	Commencement of scheme
010000041	SBL	Queens Road	B	To Hengrove	•		•	Commencement of scheme
010000038	SBL	Hareclive Road	B	To Long Ashton	•		•	Commencement of scheme

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
010000039	SBL	Hareclive Road	B	To Hengrove	•		•	Commencement of scheme
0100BRA56573	SBL	Imperial Park	B	To Long Ashton	•		•	Commencement of scheme
0100BRA56572	SBL	Imperial Park	B	To Hengrove	•		•	Commencement of scheme
0170SGP90804	CPME	Titan Road	B	To City	•		•	Winter 22/23
0170SGP90801	CPME	Titan Road	B	To Cribbs Causeway	•		•	Winter 22/23
TBC	CPME	Runway Ave West	T B C	To City	•		•	TBC
TBC	CPME	Runway Ave West	T B C	To Cribbs Causeway	•		•	TBC
TBC	CPME	Brabazon Park	T B C	To City	•		•	TBC
TBC	CPME	Brabazon Park	T B C	To Cribbs Causeway	•		•	TBC
TBC	CPME	Runway Ave East	T B C	To City	•		•	TBC
TBC	CPME	Runway Ave East	T B C	To Cribbs Causeway	•		•	TBC
0170SGP90796	CPME	Bush Avenue	C	To Cribbs Causeway	•		•	Winter 22/23
0170SGP90797	CPME	Bush Avenue	C	To City	•		•	Winter 22/23

Naptan Code	Metrobus Scheme	Stop Name	Stop Type	Direction	Availability			Date available: or date first provided for existing facilities
					metrobus Services	Complementary Services	Local Services	
0170SGP90706	CPME	Hatchet Road	C	To Cribbs Causeway	•		•	Winter 22/23
0170SGP90704	CPME	Hatchet Road	C	To Bristol Parkway	•		•	Winter 22/23
0170SGP90698	CPME	Bristol Parkway Station	T B C	To City	•		•	Winter 22/23
0170SGP90701	CPME	Bristol Parkway Station	T B C	To Cribbs Causeway	•			Winter 22/23
017000056	NFH	Parkway North	B	To City	•		•	Winter 22/23
017000055	NFH	Parkway North	B	To Cribbs Causeway	•		•	Winter 22/23

Bus Priorities for metrobus Services

Bus priorities for metrobus Services are set out in Table 23 below and will be available from the dates shown.

Table 23: Bus priorities for metrobus Services

metrobus Scheme	Type of Priority Measure	Description	Operational hours	Approx Length (km)	Date available: or date first provided for existing facilities
NFH	Bus Lane	Highwood Road bus only road between Coniston Road and Durban Road - eastbound	24 hour	0.9	Commencement of scheme
NFH	Bus Lane	Highwood Road bus only road between Coniston Road and Durban Road - westbound	24 hour	0.9	Commencement of scheme
NFH	Bus Lane	Highwood Road eastbound bus lane between Durban Road and Coniston Road	24 hour	0.3	Commencement of scheme
NFH	Bus Lane	A38 Gloucester Road northbound bus lane between Sandhurst Close and Aztec West Roundabout	7:30-9:30am 4-7pm	0.65	Commencement of scheme
NFH	Bus Lane	Bradley Stoke Way eastbound bus lane between Aztec West Roundabout and Woodlands Lane	24 hour	0.15	Commencement of scheme
NFH	Bus Lane	Bradley Stoke Way westbound bus lane between Patchway Brook Roundabout and Aztec West Roundabout	24 hour	0.65	Commencement of scheme

metrobus Scheme	Type of Priority Measure	Description	Operational hours	Approx Length (km)	Date available: or date first provided for existing facilities
NFH	Bus Lane	Bradley Stoke Way northbound bus lane between Dewfalls Drive and Patchway Brook Roundabout	24 hour	0.83	Commencement of scheme
NFH	Bus Lane	Bradley Stoke Way northbound bus lane between Savages Wood Roundabout and Dewfalls Drive	24 hour	0.33	Commencement of scheme
NFH	Bus Lane	Bradley Stoke Way southbound bus lane on the approach to the Great Stoke Roundabout	24 hour	0.22	Commencement of scheme
NFH	Bus Lane	Great Stoke Way northbound bus lane between Trevelyan Walk and the Great Stoke Roundabout	24 hour	0.23	Commencement of scheme
NFH	2+ Lane	A4174 Ring Road eastbound 2+ lane between Coldharbour Lane and the M32 J1	24 hour	0.98	Commencement of scheme
NFH	2+ Lane	A4174 Ring Road westbound 2+ lane between the M32 J1 and Coldharbour Lane	24 hour	0.98	Commencement of scheme
NFH	Bus Lane	A4174 Ring Road eastbound bus lane on the approach to the Hambrook crossroads	24 hour	0.03	Commencement of scheme
NFH	Bus Lane	A4174 Ring Road westbound 2+ lane between the Hambrook crossroads and the M32 J1	24 hour	0.35	Commencement of scheme

metrobus Scheme	Type of Priority Measure	Description	Operational hours	Approx Length (km)	Date available: or date first provided for existing facilities
NFH	Bus lane	A4174 Ring Road eastbound bus lane between the Hambrook crossroads and the River Frome	24 hour	0.32	Commencement of scheme
NFH	Priority Vehicle Lane	A4174 Ring Road westbound 2+ lane between Bromley Heath Roundabout and the Hambrook crossroads	24 hour	0.54	Commencement of scheme
NFH	Bus Lane	A4174 Ring Road eastbound bus lane between the Bromley Heath Roundabout and the Wick Wick Roundabout	24 hour	1.2	Commencement of scheme
NFH	2+ Lane	A4174 Ring Road westbound 2+ lane between Wick Wick Roundabout and Bromley Heath Roundabout	24 hour	0.84	Commencement of scheme
NFH (SGTL)	Bus Lane	Southbound bus lane on new road between London - Cardiff rail line and access road to Harry Stoke housing development.	24 hour	0.9	Commencement of scheme
NFH (SGTL)	Bus Lane	Southbound bus lane on new road on the approach to the A4174 Ring Road junction.	24 hour	0.02	Commencement of scheme

metrobus Scheme	Type of Priority Measure	Description	Operational hours	Approx Length (km)	Date available: or date first provided for existing facilities
NFH (SGTL)	Bus Lane	Northbound bus lane on new road between a point 200m south of Hambook Lane and the Patchway Roundabout (Great Stoke Way/Patchway junction).	24 hour	0.7	Commencement of scheme
NFH	2+ Lane	Northbound bus lane on Coldharbour Lane between UWE and A4174	24 hour	0.46	Commencement of scheme
NFH	Bus Lane	Southbound bus lane on Coldharbour Lane/Stoke Lane between Lancelot Road and the M32 overbridge.	24 hour	0.35	Commencement of scheme
NFH	Bus-only junction	'Authorised Vehicles Only' junction onto M32 from Stoke Lane and associated slip roads and bridge works.	24 hour	n/a	Commencement of scheme
NFH	Bus Lane	Northbound bus lane on Prince Street, Broad Quay, Colston Avenue, Lewins Mead.	24 hour	0.95	Commencement of scheme
AVTM/NFH	Bus Lane	Southbound bus lane on Bond Street, Haymarket, Rupert Street, Colston Avenue, Broad Quay.	24 hour	1.53	Commencement of scheme
AVTM/NFH	Bus Lane	Eastbound bus lane on The Grove between Prince Street and Welsh Back.	24 hour	0.15	Commencement of scheme

metrobus Scheme	Type of Priority Measure	Description	Operational hours	Approx Length (km)	Date available: or date first provided for existing facilities
AVTM/NFH	Bus Lane	Eastbound bus lane Redcliffe Way from Welsh Back Roundabout to Redcliff Hill Roundabout	24 hour	0.1	Commencement of scheme
AVTM/NFH	Bus Lane	Northbound bus lane on Redcliff Hill between Bedminster Bridge and Redcliffe Way.	24 hour	0.22	Commencement of scheme
NFH	Bus Lane	Northbound bus lane on East Street/Bedminster Parade between Dean Street and Bedminster Bridge Roundabout	24 hour	0.24	Commencement of scheme
NFH	Bus Lane	Southbound bus lane on Bedminster Parade between Bedminster Bridge Roundabout and Regent Road	24 hour	0.19	Commencement of scheme
NFH	Bus Lane	Southbound bus lane on Hartcliffe way between Headley Lane and Novers Lane.	24 hour	0.64	Commencement of scheme
NFH	Bus Lane	Northbound bus lane on Hartcliffe Way between Headley Lane and Parson Street.	24 hour	0.55	Commencement of scheme
AVTM	Guided Busway	As shown in Plan 2.	6am - midnight	2.5	Commencement of scheme
AVTM	Bus Lane	Eastbound bus lane on Commercial Road between Lower Guinea Street and the entrance into Waring House	24 hour	0.12	Commencement of scheme

metrobus Scheme	Type of Priority Measure	Description	Operational hours	Approx Length (km)	Date available: or date first provided for existing facilities
AVTM (Temple Circus)	Bus Lane	Temple Way bus lane from Victoria Street to Temple Back East	24 hour	0.15	Commencement of scheme
AVTM (Temple Circus)	Bus Lane	Temple Way bus lane from Old Market roundabout to Bond Street.	24 hour	0.39	Commencement of scheme
SBL	Bus Lane	Bus lane from A38 roundabout to the Brookgate bus-only junction	24 hour	1.23	Commencement of scheme
SBL	Bus Lane	Bus lane from Brookgate bus-only junction to the A38 roundabout	24 hour	1.23	Commencement of scheme
SBL	Bus only road	Bus only road from Brookgate bus-only junction to Ashton Vale to Temple Meads guided busway	24 hour	0.63	Commencement of scheme
CPME	Bus Lane	Gipsy Patch Lane Eastbound bus lane	24 hour	0.67	December 2022
CPME	Bus Lane	Gipsy Patch Lane Westbound bus lane	24 hour	0.097	May 2022
CPME	Bus Lane	San Andreas bus link Southbound ¹	24 hour	0.085	Commencement of scheme
CPME	Bus Lane	San Andreas bus link Northbound ²	24 hour	0.085	Commencement of scheme

¹ N.B. These lengths relate to the bus link joining the roundabout which is being constructed by SGC. The bus link will join the CPNN north/south public transport link which runs across the whole airfield site, and the CPME route which runs between the roundabout and the A38 junction.

² As per footnote 1

Traffic signal priorities for metrobus Services

Traffic signal bus priorities for metrobus Services are set out in Table 24 below and will be available from the date shown.

Table 24: Traffic signal priorities for metrobus Services

Location	metrobus Scheme	Signals Type	Type of priority	Approaches with metrobus priority	Date available: or date first provided for existing facilities
Stoke Lane Bus Gate (north of M32 bridge)	NFH	Bus gate	SVD via RTI	Stoke Lane southbound	Commencement of scheme
(Newfoundland Circus) M32 / Houlton Street	NFH	Junction	SVD via RTI	M32 southbound	Commencement of scheme
(Newfoundland Circus) Bond Street / Bond Street	NFH/ AVTM	Junction	SVD via RTI	Bond Street eastbound, westbound & northbound	Commencement of scheme
The Haymarket / Union Street	NFH/ AVTM	Junction	SVD via RTI	The Haymarket southbound	Commencement of scheme
Lower Maudlin Street / Lewins Mead	NFH	Junction	SVD via RTI	Lewins Mead northbound	Commencement of scheme
Lewins Mead / St Johns Bridge	NFH	Junction	SVD via RTI	Lewins Mead northbound	Commencement of scheme
Rupert Street / Christmas Street / Colston Avenue	NFH/ AVTM	Junction	SVD via RTI	Rupert Street southbound Colston Avenue northbound	Commencement of scheme
Colston Avenue	NFH/ AVTM	Junction	SVD via RTI	Colston Avenue (West) southbound Colston Avenue (East) northbound	Commencement of scheme

Location	metrobus Scheme	Signals Type	Type of priority	Approaches with metrobus priority	Date available: or date first provided for existing facilities
Colston Avenue (East) / Broad Quay / Baldwin Street	NFH/ AVTM	Junction	SVD via RTI	Broad Quay northbound Colston Avenue (East) southbound	Commencement of scheme
Broad Quay / Marsh Street / Prince Street	NFH/ AVTM	Junction	SVD via RTI	Broad Quay southbound Prince Street northbound (To Broad Quay)	Commencement of scheme
Malago Road Bus Gate (between St Johns Road and Sheene Road)	NFH	Junction	To be converted to give-way arrangement	n/a	Commencement of scheme
West Street / Sheene Road	NFH	Junction	SVD via RTI	Sheene Road northbound West Street eastbound	Commencement of scheme
Bedminster Down Road / West Street / Parson Street	NFH	Junction	SVD via RTI	West Street southbound Parson Street northbound	Commencement of scheme
Parson Street / Bedminster Road	NFH	Junction	SVD via RTI	Parson Street northbound Parson Street southbound	Commencement of scheme
Hartcliffe Way / Parson Street	NFH	Junction	SVD via RTI	Parson Street southbound Hartcliffe Way northbound	Commencement of scheme
Hartcliffe Way / Novers Lane	NFH	Junction	SVD via RTI	Hartcliffe Way southbound Novers Lane westbound	Commencement of scheme

Location	metrobus Scheme	Signals Type	Type of priority	Approaches with metrobus priority	Date available: or date first provided for existing facilities
Potential access junction to service Ashton Gateway Development	AVTM	Junction	Junction type not yet fixed	Guideway northbound Guideway southbound	Commencement of scheme
Cumberland Road / Guided Busway	AVTM	Junction	SVD via RTI	Cumberland Road westbound Guided Busway	Commencement of scheme
Cumberland Road Inbound Bus Gate	AVTM	Bus Gate	SVD via RTI	Cumberland Road Inbound Bus lane	Commencement of scheme
Redcliffe Way Bus Gate	AVTM	Bus Gate	SVD via RTI	Redcliffe Way eastbound	Commencement of scheme
Temple Circus	AVTM	Junction	SVD via RTI	Redcliffe Way eastbound	Commencement of scheme
Temple Way / Bond Street	AVTM	Junction	SVD via RTI	Temple Way northbound	Commencement of scheme
A38 junction	CPME	TBD with YTL		From airfield site on western side and approach from Horizon 38 on eastern side	TBC
San Andreas Bus Link	CPME	Signalised roundabout		Bus Link towards roundabout	Commencement of scheme
SBL-A38 roundabout	SBL	Signalised roundabout	Advance green phase	SBL southbound onto roundabout	Commencement of scheme
Highridge Road junction	SBL	Junction	SVD via RTI	SBL in both directions	Commencement of scheme
Queens Road junction	SBL	Junction	SVD via RTI	SBL in both directions	Commencement of scheme
Hareclive Road junction	SBL	Junction	SVD via RTI	SBL in both directions	Commencement of scheme

metrobus Only Facilities

The Facilities in Table 25 below are provided and reserved for use by metrobus Services as specified, to give them a significant journey time advantage over other Local Services. Access Charges may be levied by the LTAs or LHAs for the use of these Facilities, as set out in Schedule 3.

Table 25 - metrobus Only Facilities

Facility	Reserved for use by
Guided Busway on AVTM route	metrobus Services and metrobus Complementary Services
M32 bus-only junction	metrobus Services

Functionality of Ticketing Infrastructure provided at metrobus Stops

The functionality of ticketing infrastructure at metrobus Stops is listed in Table 26 below.

Table 26: Functionality of Ticketing Infrastructure provided at stops

Facility	Functionality	Proposed Cost Apportionment and Responsibilities
Integrated into iPoint	Ticket vending and smartcard functionality via web links to provide: <ul style="list-style-type: none"> • Smart product collection • Smart card content information status • Smart Ticket Purchase, Renewal & Top-up • Single Journey Paper Ticket Purchase • Vending of Smartcards and/or Low Cost Media Products • Accepts cEMV or Chip & Pin or E-purse payment (not cash) • Hot listing 	<ul style="list-style-type: none"> • E-Purse TOTO equipment in iPoint, maintenance and operational software shared 50/50 metrobus and Operators • Both parties cover own portal costs and sending product orders to collection at iPoints. • Ticketing consumables & replacement costs to be shared between metrobus and Operators.

Schedule 3 - Access charges in respect of metrobus Only Facilities

1. Maintenance of the metrobus Only Facilities places an additional highway maintenance obligation on the LTAs and LHAs, the cost of which the LTAs and LHAs wish to secure from metrobus Participating Operators in the form of a contribution that is reasonable and proportionate, and which is transparently linked to realisation of the forecast benefits from operation of metrobus Services.
2. Contributions will be secured through the levying of an access charge (Access Charge) on each bus passing through the Guided Busway or the M32 Bus Only junction whether operating as a metrobus Service or a metrobus Complementary Service.
3. The LTAs and LHAs may levy an Access Charge in exercise of the following powers:
 - Access Charge in respect of the Guided Busway - powers conferred by Part 4 of The Ashton Vale to Temple Meads and Bristol City Centre Rapid Transit Order 2013
 - Access Charge in respect of the M32 Bus Only Junction - the general power of competence provided to local authorities in England under Part 1, Section 1 of the Localism Act 2011.
4. The level and frequency of the Access Charge will be set by the LTAs and LHAs such that the anticipated total of charges payable in any given year for use of a specific metrobus Only Facility will reflect the Authorities' forecast expenditure on maintenance of that metrobus Only Facility in that same year.
5. The formula in Table 27 shall be used to calculate the level of Access Charge payable in respect of every vehicle journey during any given 12-month period.

Table 27 - Formula to calculate Access Charges for metrobus Only Facilities

X = Authorities' estimated expenditure in maintaining the relevant metrobus Only Facility over the 12-month period
Y = Total number of scheduled passages through the metrobus Only Facility during the 12-month period based on all metrobus Services registered by all operators at date of charging
Access Charge = X/Y

6. The LTAs shall give metrobus Participating Operators at least three months' notice prior to initiating Access Charges with details of planned maintenance activity.
7. Access Charges shall be paid annually and within 28 days of the year end.

Schedule 4 - Measures available for metrobus Services only

The LHAs will clean and maintain metrobus Facilities and their surrounds to the standards in Table 28 below.

Table 28: Minimum planned maintenance and cleaning standards of metrobus Facilities and surrounds

Highway Feature Ancillary to Facilities	Minimum Planned Maintenance and Cleaning Standard	Provision Arrangements
Street Lighting	<p>Faulty lamp - to be rectified within five days of notification.</p> <p>Multi-lamp faults or damage - to be attended within 30hrs of notification and rectified if possible. Faults which require attendance by third parties to be rectified within 4 weeks.</p> <p>Inspection and cleaning lanterns (LED) - every 2 years</p> <p>Cleaning lanterns (other than LED) - every 3 years</p> <p>(Excludes power related faults. Councils will work with power suppliers to rectify as soon as possible)</p>	<p>NSC - Term maintenance with SSE</p> <p>SGC - Streetcare division</p> <p>BCC - Highways Maintenance Team</p>
Drainage	<p>Gullies will be cleaned as determined on an intelligence basis from the asset condition survey. This identifies the gully cleaning requirements across the highway network, determining the frequency dependent on the condition of the asset.</p>	<p>NSC - Term maintenance with SSE</p> <p>SGC - Streetcare division</p> <p>BCC - Highways Maintenance Team</p>
Illuminated signs and bollards	<p>Rectification of faulty lamp - within five days of notification of fault.</p> <p>Rectification of multi-lamp faults or damage - to be attended within 30hrs of notification and rectified if possible. Faults which require attendance by third parties will be rectified within 4 weeks</p>	<p>NSC - Term maintenance with SSE</p> <p>SGC - Streetcare division</p> <p>BCC - Highways Maintenance Team</p>

	<p>(Excludes power related faults. Councils will work with power suppliers to rectify as soon as possible)</p> <p>Cleaning of bollards and road signs - every 2 years</p>	
Footways and Carriageways	<p>Carriageway within Bus Lane Facilities; and footway areas within 5 metres of metrobus Stops - safety inspections to be undertaken at least every 3 months.</p> <p>Repair of footway and carriageway defects:</p> <p>All footway defects greater than 20mm deep assessed as requiring immediate action will be repaired within 48 hours of notification.</p> <p>All carriageway defects greater than 40mm deep and 300mm in diameter within Bus Lane Facilities assessed as requiring immediate action will be repaired within 48 hours of notification.</p>	<p>NSC - Term maintenance with BBLP</p> <p>SGC Streetcare division</p> <p>BCC - Highways Maintenance Team</p>
Overhanging trees on bus lanes	<p>Emergency issues rectified within 24 hours.</p> <p>Other works programmed depending on severity of obstruction and ownership of tree.</p>	<p>NSC - Term maintenance</p> <p>SGC Streetcare division</p> <p>BCC - Highways Maintenance Team</p>
Street and footway sweeping	<p>Sweeping of carriageway within Bus Lane Facilities - once per month</p> <p>Sweeping of footway areas within vicinity of metrobus Stops - two times per month (urban locations) and four times per year (rural locations)</p>	<p>NSC - Term maintenance</p> <p>SGC Streetcare division</p> <p>BCC - Street Cleansing Team</p>
Winter maintenance:	<p>Scheme Area to be classified as part of the Priority 1 network for winter maintenance including pre-cautionary salting and snow clearance. To include treatment of access routes to Participating Operator's depots.</p>	<p>NSC - Term maintenance with BBLP</p> <p>SGC Streetcare division</p> <p>BCC - Highways Maintenance Team</p>
Statutory Undertakers' Activity	<p>Scheme Area to be classified as "traffic sensitive" at all times.</p> <p>Notice to operators of planned statutory undertakers' works -</p> <p>Minor works - 2 days' notice</p> <p>Standard works - 7 days' notice</p>	<p>Local Authority administered</p>

	Major works - 11 weeks' notice	
Shelters	<p>Removal of racist, obscene or abusive graffiti - within 24 hours of notification.</p> <p>Routine cleaning - every 2 weeks</p> <p>Making safe damage - within 24 hours of notification</p> <p>Repair of damage - within 7 days of making safe</p>	BCC shelter contractor
Signs & Road Markings	<p>Safety inspections - at least every six months</p> <p>Repair of defects assessed as safety critical - within 14 days of assessment</p> <p>Road markings - renewal if faded within seven years of the date of installation.</p>	<p>NSC - Term maintenance with BBLP</p> <p>SGC - Streetcare division</p> <p>BCC - Highways Maintenance Team</p>
Real Time Passenger Information System	Attend and repair within 24hours (weekdays), within 48hrs (weekends)	Maintenance contract with supplier.
Traffic Signals and Traffic Signal Priority	<p>Emergency faults (that pose a danger to life) - attended within 2.5 hours of notification 24 hours a day, 7 days a week.</p> <p>Other faults - attended within 7 days of notification.</p>	Maintenance contract with supplier.

Schedule 5 - Performance Monitoring Areas for metrobus Services

The LTAs, LHAs and metrobus Participating Operators will maintain a metrobus Performance Review Group consisting of one representative from each of the Authorities and one representative of each metrobus Participating Operator for the purpose of monitoring performance against the Service Standards.

The West of England Combined Authority shall undertake the administration of the Review Group, including the calling of meetings on reasonable notice; the collection and compilation of the Monitoring Information; and keeping a record of meetings and the agreed actions arising there from. The Review Group shall meet at least once every quarter.

Performance monitoring by the metrobus Performance Review Group shall as a minimum cover the Monitoring Areas set out in Tables 29-32 below and shall also generally monitor the operation of the Scheme to ensure that the Scheme objectives are being met.

Table 29: Operator Service Performance Areas

Monitoring Areas
Reliability of Journeys
Punctuality of Departures from Starting Point of Journey
Punctuality of Departures from registered timing points
Occurrences of passengers left at stop due to bus being full
On-bus passenger information
Real Time Information journey matching
Compliance with the relevant vehicle standards
Customer Satisfaction
Compliance with the other general standards (other than specifically referred to above)

Table 30: LTA and LHA performance monitoring areas

Monitoring Areas
Notification of planned and unplanned road works to Operators.
Mitigation measures proposed to minimise disruption from planned highways works.
Visual safety inspections of the highway infrastructure
Footway and Carriageway repairs.

Undertaking enforcement along the corridor.
Traffic signals maintenance
Attending and repair of Real Time Information faults.
Cleaning of shelters

Table 31: Scheme outcome performance areas

Monitoring Areas
metrobus Service journey speed
Variation in bus journey times
Average bus stop dwell times
Punctuality of metrobus Services
Customer Complaints
Journey time competitiveness with car
Patronage (% change)

Table 32: Baseline Quantitative Targets

Area	Target
Journey Times	As Operator's registered timetable.
Service Reliability	100% of scheduled journeys to operate
Service Punctuality - Timetabled Services	More than 97% to start 'on time' & 97% or more to arrive 'on time' ('on time' = between 1 minute early and 5 minutes 59 seconds late against scheduled time)
Service Punctuality - Frequent Services	More than 97% of the time: i. Six or more buses will depart within any period of 60 minutes, and ii. The interval between consecutive buses will not exceed 15 minutes.
Stop dwell time	Stop dwell time averaged across the overall metrobus Network not to exceed a value agreed by the Review Group, initially set at 20 seconds (the average modelled dwell time used in the Authorities' original metrobus business case modelling).
Passenger Boarding Numbers	Annual target as table below.

High quality vehicles/Air Quality	100% of journeys to be operated with vehicles meeting or exceeding the QPS standards of service.
Ticketing	Zero cash transactions on bus.
Customer Satisfaction	More than 95% of customers 'satisfied' or better.

Schedule 6 - Profit share arrangements for metrobus Services

1. metrobus Participating Operators shall make a contribution towards the development of metrobus through a profit share arrangement. The contribution shall be calculated using the formula in Table 33 below.

Table 33 - Formula for calculation of Profit Sharing

<p>Operator's Total operating income =</p> <ul style="list-style-type: none"> on bus ticket revenue on all the Operator's metrobus Services + off bus ticket revenue for any metrobus only tickets apportioned to that Operator + (other off bus ticket revenue for tickets valid on metrobus services * (annual metrobus service mileage/annual total mileage where such tickets valid)) + (total concessionary travel reimbursement in respect of travel on all metrobus Services operated by the Operator.
<p>Operator's Total operating costs =</p> <ul style="list-style-type: none"> Variable costs attributable to metrobus services comprising fuel, tyres, drivers' wages + Semi variable costs attributable to metrobus services comprising supervisory costs, traffic costs, maintenance, depreciation/leasing (including cost of capital), insurance, publicity and marketing + ((total fixed costs of operator * (annual metrobus service mileage/annual total non-metrobus service mileage)) + any Access Charges paid to the LTAs
<p>Operating profit = (Total operating income) - (Total operating costs)</p>
<p>Profit Share Contribution (PSC) =</p> <p>I = total operating income P = operating profit</p> <p>If $P/I < 0.15$, PSC = 0 If $P/I \geq 0.15$, PSC = $0.5 \times I \times (P/I - 0.15)$</p>

2. The Profit Share Contribution shall be calculated on an annual basis. No later than 7 days following the end of each year each operator of metrobus Services shall provide to the LTAs relevant information in relation to its operation of metrobus Services to enable the calculation of the Profit Share Contribution (if any) that is due in accordance with the formula in Table 33 for that year. The information shall be supplied on a strictly bilateral and confidential basis and shall in scope be in accordance with a template to be agreed by the Review Group. The information

provided shall be treated as Confidential Information which for the avoidance of doubt shall not be shared with any other operator.

3. The LTAs shall calculate the Profit Share Contribution that is due in accordance with the formula in Table 33 and shall give notice to the Operator. Any contribution due shall be paid within 28 days of the date of the notice unless otherwise agreed with the LTAs.
4. Notwithstanding the provisions set out within this Schedule, the LTAs retain the right in their absolute discretion to waive payment of any Profit Share Contribution calculated in respect of any given year; providing that any such waiver in respect of that quarter shall then also apply to every operator of a metrobus Service.

Schedule 7 - metrobus Minimum Frequencies

In respect of metrobus Services operating in the Scheme Area, each Participating Operator (or a combination of Participating Operators) must provide a minimum level of service to all designated metrobus Stops (as listed in Table 22 in Schedule 2) on the routes within the Scheme Area and at the times of day shown in Table 34 below. On Mondays to Fridays (excluding Bank Holidays) between Boxing Day and New Year's Day, the requirements for Saturdays shall apply. On Christmas Day, there shall be no requirement to provide a service.

Table 34 Minimum frequency to be operated in parts of the Scheme Area (buses per hour)

Route No	Route	Mondays to Fridays (not Bank Holidays)					Saturdays			Sundays & Bank Holidays	
		0700 to 0900 and 1600 to 1900	0600 to 0700	0900 to 1600	1900 to 2200	2200 to 2400	0900 to 1900	0600 to 0900 and 1900 to 2200	2200 to 2400	0900 to 1800	1800 to 2400
m1	Cribbs Causeway - UWE - M32 junction - The Centre - Redcliff Hill - Parson Street - Hengrove Park	6	4	5	4	4	4	3	3	3	3
m2	Long Ashton P&R - Create - Redcliff Hill - City Centre loop - Redcliff Hill - Create - Long Ashton P&R	6	5	5	3	0	5	3	0	0	0
m3	Emersons Green - UWE- M32 - The Centre	3	3	3	2	0	3	3	0	3	0

SBL	Hengrove Park - Highridge Common - Long Ashton P&R - Create - Redcliff Hill - City Centre loop - Redcliff Hill - Create - Long Ashton P&R - Highridge Common - Hengrove Park	3	3	3	3	0	3	2	0	2	2
m4	Cribbs Causeway - Bristol Parkway-UWE-City Centre	3	3	3	2	2	3	2	2	2	2

Minimum frequency on route 2 can be provided through interworking with the SBL route, e.g. on common sections of route, the cumulative frequency of routes m2 and SBL can equal the minimum frequencies stated for route m2 alone.

Schedule 8 - Bath Tour Restrictions

Permitted Stopping Places

Table 35 - Route A Permitted Stops

Terrace Walk (Ca)
Bath Abbey / High Street (Ce)
Grand Parade (Cm)
Manvers Street (Be)
Ambury (Wr)
Corn Street (Wi)
Avon Street (Wm)
Westgate Buildings (Wa)
Queens Square (Sa)
Assembly Rooms / Bennett Street
Royal Crescent / Brock Street
Marlborough Buildings
Cranhill Road
Park Lane
Comfortable Place
Royal Avenue
Milsom Street (Sc)

Table 36 - Route B Tour Permitted Stops

Terrace Walk (Ca)
North Parade
Laura Fountain
Holburne museum
Forester Road / Beckford Road
King Edward's School / Bath Spa Hotel
Quarry Road
North Road
Oakley
Rainbow Wood Farm
Brassknocker Hill
Claverton Down Road
Ralph Allen School
Shaft Road
Tynning Road
Prior Park College
Middle Hill Lodge
Perrymead
Baptist Church / Widcombe
Dorchester Street (Bq)

1. Permitted Routes

Route A

Starting from High Street Rebecca Fountain (Stop Ce): Bridge Street, Grand Parade, Pierrepont Street, Manvers Street, Dorchester Street, Broad Quay, Ambury, Corn Street, Avon Street, James Street West, Westgate Buildings, Monmouth Street, Chapel Row, Queen Square, Gay Street, George Street, Lansdown Road, Bennett Street, The Circus, Brock Street, Upper Church Street, Crescent Lane, Weston Road, Park Lane, Upper Bristol Road, Marlborough Lane, Royal Avenue, Queens Parade Place, Gay Street, George Street, Milsom Street, New Bond Street, Broad Street, Saracen Street, Walcot Street, Northgate Street, Bridge Street, Grand Parade, Orange Grove and High Street (stop Ce).

Route B

Starting from Manvers Street (stop Bf): Pierrepont Street, Terrace Walk, North Parade, North Parade Road, Pulteney Road, Darlington Street*, Great Pulteney Street, (turn at Laura Place and return), Great Pulteney Street, Sydney Place, Beckford Road, North Road, Oakley, Claverton Down Road, private roads within the grounds of the University of Bath, Claverton Down Road, North Road, Ralph Allen Drive, Prior Park Road, St Matthews Place, Rossiter Road, Claverton Street, Churchill Bridge, Broad Quay, Ambury, Corn Street, St James's Parade, Dorchester Street and Manvers Street

* Vane Street and Edward Street may be used as an alternative route to Darlington Street in the event of traffic congestion.

Variations

The Enhanced Partnership Scheme was made on 9 February 2023 and has been varied according to the Bespoke Variation Arrangements laid out in Section 4 of the scheme as noted in Table 37 below.

Table 37 - Variations of EP Scheme

Version	Date	Material variations*	Notes
V1.0	February 2023	N/A	
V2.0	March 2023	2.31, 2.32, 2.57	
V3.0	June 2023	2.20, 2.27, 3.19	
V4.0	September 2023	1.4, 1.5, 2.11, 2.18, 2.28, 2.30, 2.31, 2.37, 2.40, 2.42, 2.45, 2.46, 2.47, 2.50, 2.52, 2.56, 2.62, 2.66, 2.70, 3.6, 3.7, 3.13, 3.16, 3.20, 3.28, 3.30, 3.31, 3.33, 3.38, 3.43, 4.3, 4.12, 4.15, 4.19, 4.34, 4.35, 4.37, Appendix 2, Appendix 3, Appendix 4	6-month EP Scheme Review

* References to Paragraph numbers relate to numbering in the updated version.