

ENHANCED PARTNERSHIP SCHEME – **insert area** KENT

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

KENT COUNTY COUNCIL (KCC)

Section 1 – EP Scheme Content

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

Section 2 - Scope of the EP Scheme and commencement date

Section 3 - Obligations on the Local Authorities

Section 4 - Obligations on Bus Operators

Section 5 - Governance Arrangements

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

1.3 - The EP Scheme has been jointly developed by Kent County Council (KCC), and those bus operators that provide local bus services in this EP Scheme area. It sets out commitments on both Local Authorities and operators of local services in order to achieve the intended improvements, with the aim of working towards the objectives of the associated EP Plan. The Lower Tier Authorities of **insert lower tier authorities** were engaged in the development of Kent's BSIP, the principles of which form the basis of the EP Plan.

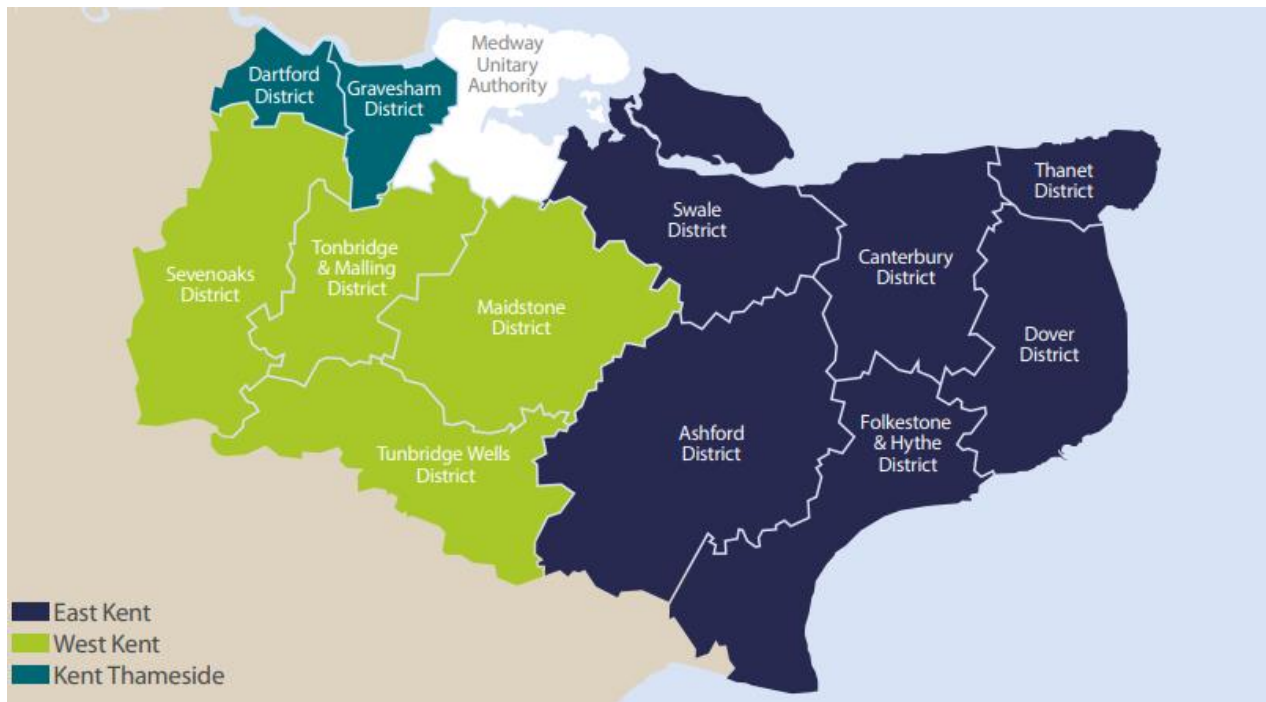
Section 2 - Scope of the EP Scheme and Commencement Date

Description of Geographical Coverage

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

Insert Borough / District list here

2.2 - Map of EP Plan and EP Scheme Areas



2.3 - Kent's EP Plan covers the whole of the area shown in the map (asides from Medway Unitary Authority which has formed its own EP).

2.4 – This **insert Area** Kent EP Scheme covers the Boroughs / Districts shown in **green**. Two further schemes cover the **xx** and **yy** areas.

Commencement Date

2.5 - The EP Plan and EP Scheme are made on *nn March 2022*. The Plan will have no end date but will be reviewed every five years from the commencement date. The EP Board may propose variations to the Plan outside of the formal review dates, which if agreed will be subject to the statutory consultation process.

2.6 - The EP Scheme will have no specific end date but will be formally reviewed by the EP Board on an annual basis. Variations may be made to the EP Scheme outside of this formal review date as set out in section 5.

Exempted Services

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

- Long distance or commuter services terminating in Central London or Docklands.
- A service which is registered as a local service under section 6 of the Transport Act 1985 but which would otherwise be an excursion or tour within the meaning in section 137(1) of that Act is exempt.
- A service provided by operators using S19 or S22 licences

-Services operated by Transport for London (TfL)

-A service aimed primarily at the tourist market utilising specialised vehicles – KCC will hold ultimate jurisdiction over which further services fall under this clause.

Section 3 - Obligations on the Authorities

3.1 - The following matrix sets out the specific interventions that authorities are required to deliver by subject area as part of the EP Scheme.

3.2 - All of the below obligations can be amended using the EP Scheme bespoke arrangements for varying or revoking the EP scheme as set out in Section 5.

3.3 - New obligations that relate to the principles and initiatives contained within the EP Plan are also subject to the bespoke arrangements for varying the EP scheme as set out in Section 5.

3.4 – KCC will seek to enter into Memorandums of Understanding (MoUs) with its Borough / District Councils in order to gain support against the measures and facilities identified under “supporting authorities” in the matrix below.

Key: Kent County Council (KCC), **list lower tier authorities**

NETWORK DEVELOPMENT

Responsibility	Local Transport Authority	Supporting Authorities	Facility (F) or Measure (M)	Delivery Date
To review the criteria for the support of council-funded socially necessary services to meet the aims of the National Bus Strategy and the post pandemic environment.	KCC		M	By March 2023
To develop Kent transport modelling and a prioritisation methodology to identify appropriate 22/23 service enhancements (NDI2 in BSIP) and assist with identifying further areas of focus for network studies (NBI3 in BSIP) should NBS funding allow.	KCC		M	By March 2023

Utilising the above methodology, to work with operators to deliver resulting 22/23 service enhancements (ND12) and subsequent network studies / related network improvements (ND13) as funding from the NBS allows.	KCC		M	Commence once funding known
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To ensure that appropriate bus service provision is actively considered as part of new planning applications, including housing schemes.	KCC	*insert lower tier authorities*	M	By March 2023
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SERVICE MANAGEMENT AND CUSTOMER CARE

Responsibility	Local Transport Authority	Supporting Authorities	Facility (F) or Measure (M)	Delivery Date
In conjunction with operators and passenger charter groups, develop and implement a single Kent passenger charter to cover all services within the EP and to ensure high operating and customer service standards.	KCC		M	By March 2023

To put passenger safety at the forefront of thinking with respect to operational / service management.	KCC		M	Ongoing
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FARES AND TICKETING

Responsibility	Local Transport Authority	Supporting Authorities	Facility (F) or Measure (M)	Delivery Date
KCC will help to identify and deliver specific fares and ticketing schemes, with a particular focus on initiatives which support recovery from the pandemic and access to tourism, employment opportunities and the support of Kent businesses.	KCC		M	Ongoing. Extent of obligation subject to change once NBS funding known.

As funding allows, KCC will continue to assist bus operators to invest in their ETMs and back-office systems to enable the introduction of innovative ticketing offers, including a fully contactless fleet and fare capping	KCC		M	Ongoing. Extent of obligation subject to change once NBS funding known.
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INFRASTRUCTURE AND PRIORITY

Responsibility	Local Transport Authority	Supporting Authorities	Facility (F) or Measure (M)	Delivery Date
To introduce new bus stops and upgrade existing bus stops (including poles, flags, timetable cases, raised/ dropped kerbing, clearways) to support the network and passenger / operator requests as funding permits.	KCC		F	Ongoing. Extent of obligation subject to change once NBS funding known.

When conducting civils work at bus stops to take the opportunity to bring them up to latest standards with respect to accessibility where practically possible.	KCC	*insert lower tier authorities*	F	Ongoing.
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To work with Borough / District Councils to establish whether revised shelter contracts could be introduced across EP areas to improve standards and consistency of offering.	KCC	*insert lower tier authorities*	M	March 2024 Extent of obligation subject to change once NBS funding known.
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To seek to offer the annual Rural Shelter Grant to support the delivery of improved shelters in more rural areas as funding commits.	KCC	*insert lower tier authorities*	M	Ongoing.
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Within funding constraints, to work with Borough / District Councils to identify and deliver bus standing and driver facilities to support network growth.	KCC	<i>*insert lower tier authorities*</i>	F	Ongoing. Extent of obligation subject to change once NBS funding known.
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To produce a bus stop hierarchy to enable the prioritisation and delivery of mobility hubs, bus – bus interchanges etc as NBS funding permits.	KCC		M	By March 2023
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To press (where appropriate based on modelling) for the inclusion of bus priority measures as part of new developments or funded highway schemes	KCC	<i>*insert lower tier authorities*</i>	M	Ongoing.
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To refine the list of corridors where congestion has a high impact on bus reliability and work with operators to further prioritise focus areas, to allow delivery of feasibility studies and subsequent schemes as NBS funding permits.	KCC		M	By March 2023
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To trial new technological solutions at bus stops where funding permits .	KCC		F	Ongoing.
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<i>Deliver already programmed infrastructure related to BRT schemes (e.g. Bean Road Tunnel, Bath Street, Gravesend, Dover BRT network etc) to improve Kent's overall BRT offering.</i> TAILOR FOR SCHEME AREA	KCC		F	<i>Dates Tailored to EP Scheme</i>
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HIGHWAYS AND NETWORK MANAGEMENT

Responsibility	Local Transport Authority	Supporting Authorities	Facility (F) or Measure (M)	Delivery Date
Through KCC's new technical approvals process and the Kent Design Guide ensure that new and upgraded highway schemes fully consider buses with respect to access and design.	KCC	*insert lower tier authorities*	M	Ongoing.
For any new / upgraded highway schemes under KCC's control consider potential bus service improvements which would enhance reliability, service levels and accessibility and incorporate as funding permits. Ensure that these principles are encouraged (or enforced where applicable) for other non KCC schemes / developments.	KCC	*insert lower tier authorities*	M	Ongoing.
As funding permits seek to deliver highway interventions to aid bus punctuality coming out of PIPs, local transport focus groups or other sources.	KCC	*insert lower tier authorities*	F	Ongoing. Extent of obligation subject to change once NBS funding known.
Review, relaunch and lead new Punctuality Improvement Partnerships (PIP)	KCC		M	By March 2023
Through PIPs and local focus groups identify parking issues affecting buses and work with to introduce new restrictions and/ or enforce existing restrictions as funding & resource permits.	KCC	*insert lower tier authorities*	M	Ongoing.

Establish a roadworks taskforce – seeking to refine notification / communication processes. To support this work, KCC will secure and provide access for operators and other stakeholders to a roadworks planning tool.	KCC		M	By March 2023
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Continue to support buses with respect to soft landscaping issues	KCC		M	Ongoing.
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Work with Borough / District Councils to agree an approach to bus gate and bus lane ANPR enforcement, delivering solutions as funding permits.	KCC	<i>*insert lower tier authorities*</i>	M	Ongoing.
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ALTERNATIVE DELIVERY MODELS

Responsibility	Local Transport Authority	Supporting Authorities	Facility (F) or Measure (M)	Delivery Date
<i>To continue to develop the Fastrack service in Kent Thameside and to deliver a new Fastrack route in Dover</i> <i>Tailor to particular EP Scheme</i>	KCC		M	<i>Ongoing. Extent of obligation subject to change once NBS funding known.</i>

KCC will establish a policy to ensure further opportunities for BRT and Superbus schemes are explored, including the creation of a housing development triggerpoint for larger scale developments.	KCC		M	By March 2024
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To ensure that park & ride, coach services, community transport services and DRT schemes are integrated with the conventional bus network, including in marketing and ticketing schemes.	KCC	<i>*insert lower tier authorities*</i>	M	Ongoing.
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ENVIRONMENT AND AIR QUALITY

Responsibility	Local Transport Authority	Supporting Authorities	Facility (F) or Measure (M)	Delivery Date
<p><i>Utilise DfT Zebra funding to deliver zero emission buses and charging infrastructure on Fastrack Thameside and Fastrack Dover.</i></p> <p><i>Tailor for EP Scheme</i></p>	KCC		M	<i>Tailor for ep scheme</i>

Pursue any future funding opportunities to improve Kent's vehicle emission standards.	KCC	<i>*insert lower tier authorities*</i>	M	Ongoing.
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Where funding permits deliver publicity campaigns to promote the role of the bus in meeting environmental challenges.	KCC	<i>*insert lower tier authorities*</i>	M	Ongoing.
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Form an AQMA hierarchy in order to help to prioritise any future funding submissions linked to zero emission buses.	KCC	<i>*insert lower tier authorities*</i>	M	By March 2023
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Set minimum emission standards for operation within EP scheme areas and negotiate with operators an appropriate programme for improving these standards.	KCC		M	Ongoing. Extent of obligation subject to change once NBS funding known.
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INNOVATION AND DIGITAL ACCESSIBILITY

Responsibility	Local Transport Authority	Supporting Authorities	Facility (F) or Measure (M)	Delivery Date
As funding permits KCC will support operators to help them secure enhanced ETMs, associated back-office functionality and TransXChange / Real Time Information capability. This will support a range of initiatives in respect of Real Time Information, ticketing and reliability	KCC		M	Ongoing. Extent of obligation subject to change once NBS funding known.

As funding permits maximise the use of innovation in conjunction with operators – e.g. RTI, at stop audio announcements etc	KCC		F	Ongoing. Extent of obligation subject to change once NBS funding known.
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PUBLIC TRANSPORT INFORMATION

Responsibility	Local Transport Authority	Supporting Authorities	Facility (F) or Measure (M)	Delivery Date
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Consider the development of the Kent Connected brand and its role as a Kent brand / its ability to deliver the “one stop shop” solution – see below.	KCC		M	By March 2023
Develop and deliver a “one stop shop” for Public Transport information including journey planning functionality, an interactive map and RTI.	KCC		F	By March 2023
Agree with operators to set standards for at-stop bus timetables and printed publicity.	KCC		M	Ongoing.
Conduct publicity campaigns (subject to funding) to encourage higher usage of the bus post recovery and to support strategic priorities	KCC	<i>*insert lower tier authorities</i>	M	Ongoing. Extent of obligation subject to change once NBS funding known.

Section 4 - Obligations on Local Bus Operators

4.1 - The below sets out the specific interventions that operators are required to deliver by subject area as part of this EP Scheme.

4.2 - All of the below obligations can be amended using the EP Scheme bespoke arrangements for varying the EP scheme as set out in Section 5.

4.3 - New obligations that relate to the principles and initiatives contained within the EP Plan are also subject to the bespoke arrangements for varying the EP scheme as set out in Section 5.

4.4 – Bus operators operating within the geographical area covered by this EP scheme will provide representation at every EPSMG meeting.

NETWORK DEVELOPMENT

Responsibility	Action	Delivery Date
Operators	To work with KCC to identify and implement opportunities to improve local bus services in Kent, particularly to underserved communities and at times of day when service levels are poor	Ongoing
Operators	To work with KCC to develop a unified bus network, making best endeavours to co-ordinate timetables and introduce simple ticketing to enable interchanging between services.	Ongoing
Operators	To better integrate bus services with other transport modes, particularly rail wherever practical.	Ongoing
Operators	To agree to work with KCC to identify a set of common registration / timetable change dates per year, recognising the need for emergency exemptions.	By March 2023
Operators	To work openly and transparently with KCC with respect to any planned service changes, ensuring that notification and discussion takes place ahead of the statutory registration window.	By March 2023
Operators	To work with KCC to deliver 22/23 NBS service enhancements (NDI2) and subsequent network studies and related network improvements (NDI3) as funding from the NBS allows.	Commence once funding known

SERVICE MANAGEMENT AND CUSTOMER CARE

Responsibility	Action	Delivery Date
Operators	In conjunction with KCC and passenger charter groups, develop and implement a single Kent passenger charter to cover all services within the EP and to ensure high operating and customer service standards.	By March 2023
Operators	To ensure that all staff are fully trained in providing excellent customer service and to operate services to high standards of service quality.	Ongoing
Operators	Through high levels of operational management (e.g. vehicle contingency, network planning, scheduling, roadworks planning etc) work to deliver the highest possible levels of reliability and operational standards.	Ongoing
Operators	To put passenger safety at the forefront of thinking with respect to operational / service management.	Ongoing

Operators	To raise any safety concerns regarding stopping arrangements in the county, including marked bus stops and hail and ride stopping practices with KCC.	Ongoing
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FARES AND TICKETING

Responsibility	Action	Delivery Date
Operators	To work with KCC to deliver specific fares and ticketing schemes, with a particular focus on initiatives which support recovery from the pandemic and access to tourism, employment opportunities and the support of Kent businesses	Ongoing. Extent of obligation subject to change once NBS funding known
Operators	To improve the capability of ETMs whenever possible to support contactless bus ticketing and innovative new products	Ongoing.
Operators	To ensure that return tickets are accepted by all operators on common sections of route, subject to a separate ticketing agreement, and to work with KCC to improve ticket acceptance of period passes.	Return tickets – Summer 2022 Period tickets – subject to funding

INFRASTRUCTURE AND PRIORITY

Responsibility	Action	Delivery Date
Operators	Provide feedback to KCC on bus stop condition to allow for quick and efficient action to be taken.	Ongoing
Operators	To ensure that buses are using infrastructure appropriately (e.g. position of bus at raised kerb) to support accessible boarding.	Ongoing
Operators	If through agreement with KCC operators are delivering bus stop infrastructure directly (e.g. flags, cases), operators will work to conditions and standards agreed by KCC.	Ongoing

Operators	When laying over between journeys, ensure buses are parked up at appropriate positions which are communicated with KCC and Borough / District Councils.	Ongoing
Operators	Where new standing & or driver meal break / toilet facilities are provided, to propose reciprocal operational benefits where achievable	Ongoing.
Operators	To work with KCC to trial new technologies at bus stops where funding permits	Ongoing.
Operators	Work with KCC to refine the list of corridors where congestion has a high impact on bus reliability and through use of data consider reciprocal network benefits which could be offered up if improvements were delivered.	Ongoing. Extent of obligation subject to change once NBS funding known

HIGHWAY AND NETWORK MANAGEMENT

Responsibility	Action	Delivery Date
Operators	Where highway network changes are made that result in resource savings as a result of faster journey times operators will reinvest some of the benefit in more frequent services, new or newer buses, or other improvements of mutually agreed value in conjunction with local network reviews	Ongoing.
Operators	Engage fully with KCC when consulted on new road schemes and their operational impacts	Ongoing.
Operators	Send appropriate representation to PIPs, Roadworks Taskforce meetings etc and work constructively with KCC, including providing supporting data, to identify areas of concern and to deliver solutions within budget constraints.	Ongoing.
Operators	Report on soft landscaping issues affecting buses in a timely manner.	Ongoing.
Operators	Through use of roadworks planning tool, ensure roadworks diversions / stop suspensions are appropriately planned and communicated to passengers.	Ongoing.

ALTERNATIVE DELIVERY MODELS

Responsibility	Action	Delivery Date
Operators	<p>To work to ensure that the Fastrack bus network and surrounding local bus networks are organised in a way to complement each other. Operators must take part in seamless ticketing products to enhance these links.</p> <p>Tailor for particular EP scheme</p>	Ongoing.
Operators	To work with KCC to ensure that park & ride, coach services, community transport services and DRT schemes are integrated with the conventional bus network, including in marketing and ticketing schemes.	Ongoing.

ENVIRONMENT AND AIR QUALITY

Responsibility	Action	Delivery Date
Operators	Seek to continuously improve bus emission standards through new investment in fleets, as funding permits.	Ongoing.
Operators	Work with KCC and Borough / District Councils as appropriate to form bids to any future funding sources to support conversion to zero emission vehicles	Ongoing.
Operators	To commit to minimise idling when at bus stops and stands or in queuing traffic.	By March 2023.
Operators	To work with KCC on advertising campaigns to promote the role of the bus in meeting environmental challenges as funding permits.	Ongoing.

INNOVATION AND DIGITAL ACCESSIBILITY

Responsibility	Action	Delivery Date
Operators	Maximise the use of innovation in conjunction with KCC as funding permits or legislation requires – e.g. audio / visual on bus announcements, passenger occupancy tools etc.	Ongoing. Extent of obligation subject to change once NBS funding known
Operators	To improve the capability of ETMs whenever possible to provide contactless bus ticketing and innovative new products	Ongoing.
Operators	To ensure that live information feeds to BODS and other real time systems cover all local bus services	Ongoing.

PUBLIC TRANSPORT INFORMATION

Responsibility	Action	Delivery Date
Operators	Ensure that appropriate and up to date data feeds are being fed into KCC / BODS to meet legislation and support a one stop shop website	March 2022
Operators	To conduct publicity campaigns (subject to funding) in partnership with KCC to encourage higher use of the bus post recovery and to support key strategic priorities. This will incorporate any agreed brand.	Ongoing. Extent of obligation subject to change once NBS funding known
Operators	To ensure that publicity postings comply with minimum standards set within the EP	Ongoing.
Operators	To provide and support a website which includes clear, accurate and up to date information, including but not limited to, timetables, contact details and provide a link and promotion to the KCC "one stop shop" site	Ongoing.
Operators	To agree any numbering for new services with KCC to avoid passenger confusion or duplication.	Ongoing.

Section 5 – Governance Arrangements

5.1 An Enhanced Partnership Board (EPB) has been formed which has the role of overseeing such matters as the success and fitness for purpose, variation and revocation of the Enhanced Partnership Plan, Enhanced Partnership Schemes and downward governance structures, through formal voting and variation mechanisms.

Kent has three EP Schemes in place and as such an Enhanced Partnership Scheme Monitoring Group (EPSMG) will also be formed for each EP Scheme area.

The EPB will:

- Oversee the formation and content of the EP Plan, ensuring consistency with the Kent Bus Service Improvement Plan (BSIP)
- Oversee the introduction and continuously monitor the progress of Kent's EP Plan and three EP Schemes ensuring consistency across the county
- Form and agree terms of reference for each EPSMG and ensure they are delivering EP Scheme outcomes.
- Table and vote on measures, facilities and obligations for inclusion in the EP Schemes, which will subsequently be subject to formal variation.
- Consider proposals for variation from Kent's three EPSMGs for changes effecting the county as a whole (i.e., applicable to all EP Schemes)
- Consider reports and proposals for variation affecting individual EP Schemes, proposed by the relevant EPSMG.
- Review progress against BSIP Targets (see Annex B)
- Ensure that each party is fulfilling its obligations within the overall EP.

The EPSMGs will:

- Oversee the delivery of existing measures, facilities and obligations in the EP Schemes, with reference to the EP Board.
- Provide reports to the EPB on EP Scheme progress and performance against all targets.
- Give consideration to how well the EP Plan and EP Schemes are working and recommend any potential changes required to the EPB.
- Agree and promote items for potential EP Scheme variation to the EPB, which may be applicable to the EP as a whole or the relevant EP Scheme.
- Address feedback from the EP Scheme Passenger Charter Group, Punctuality Improvement Partnership (PIP) and Local Focus Group.

5.2 - The EPB will consist of a maximum of nine (9) persons representing voting Core Members, those persons being the below (or a substitute attendee nominated by the core member who has authority to vote):

1. The KCC Cabinet member– *Meeting Chair*

2. The KCC Director of Highways and Transportation
3. The KCC Head of Public Transport
4. The KCC Traffic Manager
5. Five (5) operator attendees. This will include an automatic invite to any operator operating over 25% of scheduled mileage in Kent. Any remaining operator positions will be subject to nomination by an operator agreed process with the aim of ensuring coverage of all EP Scheme areas and inclusive representation for all operator types – i.e., inclusive of group and smaller, independent operators.

5.3 – The following will be invited to all EPB meetings:

1. Transport Focus
2. Traffic Commissioner for the South-East and Metropolitan traffic area
3. A Borough / District representative nominated by each EPSMG.

Additional non-voting Members will be subject to invitation to the EPB dependent on the content of meetings (e.g. Medway Council, KALC etc) as agreed by EP Core Members.

5.4 - The EPB will meet at least every 6 months with meeting dates agreed in advance of the relevant financial year (April – March). Extraordinary meetings may be proposed by any EPB member. Voting Core Members should advise of attendance within 7 days of the scheduled meeting with 80% of attendees needing to be present for the meeting to proceed.

5.5 – It is expected that the EPB will predominantly meet virtually

5.6 – In the interest of transparency and to enable all stakeholders the ability to comment and inform the considerations of the board and their resulting decisions, meeting papers for the EPB will be circulated to all board members and scheme monitoring group members fourteen (14) days prior to the meeting date, with items subject to formal vote and potential variation clearly identified.

5.7 – The EPB will undertake to consider all comments received from any party referenced in 5.6, so long as comments are received no less than 5 days prior to the meeting date.

5.8 – Meeting notes (including action points and variations to be enacted) will be circulated within 14 days of the meeting date and published on the EP website. Meeting notes will be subject to KCC's normal FOI procedures.

5.9 – Meetings will be administered by KCC.

5.10 - Decisions of substance or with financial impacts on KCC will be subject to the KCC constitution and governance policies and processes, which may affect the timing items are brought to the EPB

[refer to the decision-making process and how the operator objection mechanism will operate administratively].

Review of EP Scheme

5.11 - Once the EP Scheme is made, its progress and any potential variations will be reviewed by the EPB through its meetings - see 5.1. Any review will consider as a minimum the effectiveness of the measures taken, facilities provided, and requirements imposed on operators - particularly in relation to their impact on the objectives for improving services set in the EP plan and BSIP and, if relevant, on bus journey times, passenger satisfaction and growth of the market.

5.12 - Once the EP Scheme is made, it will be formally reviewed by the EP Board on an annual basis. Variations may be made to the EP Scheme outside of this formal review date as set out in section 5.13. Reviews will ensure any necessary action is taken to deliver the targets set out in the BSIP. Kent County Council will initiate each review.

Bespoke Arrangements for Varying the Enhanced Partnership Scheme

5.13 - Under powers at s.138E of the Transport Act 2000, Enhanced Partnership Scheme Variations relating to commitments in sections 3, 4 and associated annexes where section 5.13 is quoted, will be subject to the bespoke voting mechanism also set out in section 5.16.

5.14 – If changes to or new flexibility provisions under s.138E of the Transport Act 2000 are not in the existing EP Plan they must satisfy the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018

Proposer of a variation

5.15 - Consideration will be given to potential EP Scheme variations, highlighted by one of the organisations represented on the EPB, or proposed by a EPSMG. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan or current local transport policies. Such requests should be in writing and submitted to nbs@kent.gov.uk KCC will forward all requests onto all EPB members for information and arrange for an agenda item at the next available EPB meeting.

Decision-making process and bespoke variation mechanism

5.16 – Any material change affecting any EP scheme, including variations, will be subject to a vote by the Operator members at the EPB. If the proposed variation is agreed by the majority of bus operators, and if KCC are also in full agreement, the EP Scheme variation will be made within ten working days and the revised EP scheme will be published on the KCC website. If the agreed variation is not related to

one of the elements of the EP scheme where the bespoke variation method is applicable (as detailed in section 5.13 and 5.14) they must satisfy the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018. All operator reps need to have voted either in person at the meeting or remotely in advance of the meeting. To avoid a tie, any operator abstaining from the vote will be deemed to have voted in favour of the decision.

Revocation of an EP Scheme

5.17 - If a member of the EPB believes it is necessary to revoke the EP Scheme, the EPB will be reconvened. If the decision is taken to revoke the EP Scheme, it will follow the full formal statutory process and not the bespoke arrangements.

5.18 - Any data required for the operation of the EP Scheme will be confidential between the parties, Data shall only be shared to the extent permitted by competition law and subject to any UK GDPR.

5.19 - Information provided to KCC under Section 143 of the Transport Act 2000 and associated secondary legislation will remain confidential, unless otherwise agreed or required by law.

ANNEX A - GLOSSARY AND DEFINITIONS

The following terms have been used in the Enhanced Partnership Plan and Scheme documents in Kent:

ABODS/BODS – The Government’s Analyse Bus Open Data service brings together data from bus operator systems, including ticket machines, to collate and summarise bus reliability by individual services.

AQMA – Air Quality Management Areas are defined areas where action is being taken to reduce air pollution.

ANPR – Automatic number plate recognition cameras may be used for bus lane enforcement, see below.

Bespoke Variation – A means to vary the requirements of the Enhanced Partnership Scheme, described in Section 5, without invoking the full requirements of Section 138 of the Transport Act 2000.

BRT – Bus Rapid Transit systems offer high quality and frequent bus services on routes with a high level of bus priority measures which often include segregated bus lanes.

Bus Gate – A short stretch of road carriageway that is restricted to use by buses and (where specified) taxis and other authorised vehicles as indicated on appropriate signage on the approach.

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

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

Bus Service Improvement Plan (BSIP) – A document published in June 2021 containing proposals to improve bus services, available to download at kent.gov.uk/busfuture

Bus Stand – A bus stop clearway which permits a local bus to stand within the carriageway for as long as may be necessary up to a period of 10 minutes.
DRT – Demand responsive transport schemes are flexible bus services using pre-booking via an app or telephone booking line.

Enhanced Partnerships – Formal partnerships between local authorities and bus operators created under the Bus Services Act 2017, designed to improve bus

services by setting out firm commitments which are binding on both authorities and operators.

Enhanced Partnership Board – The committee of operators and the LTA responsible for managing the Enhanced Partnership, including decision making.

Enhanced Partnership Scheme Monitoring Group – The group formed of local authorities and all bus operators running in this EP Scheme area to oversee the delivery of existing commitments and to promote potential variations to the Scheme to the EP Board.

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

Enhanced Partnership Scheme Area – The area to which this EP Scheme document applies.

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

Fare Capping – A multi-operator ticketing scheme which will cap a user's travel cost according to the lowest price available for the journeys made.

Fastrack – Kent's well established and successful BRT service.

LTA – Local Transport Authorities have responsibility for transport matters in their area. In the case of this EP Scheme, this means Kent County Council.

Local Focus Group – Each borough or district in Kent will have a local focus group, looking at their local bus services and how they can be improved. This group will replace Quality Bus Partnerships, where these exist.

MaaS – Mobility as a service platforms bring together a number of transport modes on one app, offering details of each service together with ticket booking facilities.

Measures – improvements with the aim of:

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

Memorandum of Understanding – In this case, an agreement between KCC and each borough or district council to work closely together on issues such as planning in relation to bus services, roadworks, bus stop infrastructure and bus priority measures.

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

National Bus Strategy – The national strategy for England as set out in the Government document “Bus Back Better”

Passenger Charter – A document setting out bus users’ rights to defined standards of service including a mechanism for redress. The Passenger Charter will be a single Countywide document. Each EP Scheme will have its own Passenger Charter Group to monitor the performance of local bus services.

Passenger Charter Group – An independently hosted group consisting of a range of stakeholders and user groups formed to monitor fulfilment of the Passenger Charter in each EP Scheme area.

PIPs – Punctuality Improvement Partnerships are forums where bus operators and local authorities discuss locations where bus services are regularly delayed and seek to find solutions to reduce these delays.

Quality Bus Partnerships – Voluntary agreements between KCC, borough or district councils and bus operators in that district designed to work closely together to improve local bus services.

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

Rural Shelter Grant – A KCC scheme designed to assist in providing improved bus shelters in rural areas.

Soft Landscaping – Features such as trees and bushes that can obstruct the highway.

Superbus Network – A well promoted network of higher frequency, lower fare bus services, ideally in intermediate areas, such as a group of individual towns.

TransXChange – A common standard that ensures that timetable information can be exported by bus operators in to service information portals.

UK GDPR: the retained EU law version of the General **Data Protection** Regulation ((EU) 2016/679).

Zebra Funding – A Government scheme designed to implement a comprehensive zero-emission bus network in a defined area.

Zero Emission Vehicle – A vehicle that emits no pollution from its tailpipe.

ANNEX B – TARGETS

This annex may be varied using the Bespoke variation method described in Section 5 of this EP Scheme.

Kent's Bus Service Improvement Plan (BSIP) included high level aspirational targets covering the following areas – Passenger numbers, journey time (bus speeds), reliability (service timekeeping), reliability (service actually operating), passenger satisfaction and vehicle emissions.

Once Kent's NBS allocation is known it is intended to include figures for the above targets within this scheme annex through variation.

ANNEX C – DETAIL ON MEASURES, FACILITIES AND OBLIGATIONS

This annex may be varied using the Bespoke variation method described in Section 5 of this EP Scheme.

When further detail has been agreed concerning the facilities, measures and obligations set out in sections 3 and 4 of this EP Scheme, this will be included as schedules within this annex.