

**TORBAY COUNCIL
ENHANCED PARTNERSHIP PLAN AND SCHEME**

16 October 2023: Version 2

This Agreement is made on Friday, 31 March 2023

Between the following Parties:

1. **Torbay Council** of
Town Hall, Castle Circus, Torquay. TQ1 3DR.
2. **Stagecoach Devon Ltd** T/A Stagecoach South West of
Matford Park Depot, Matford Park Road, Exeter. EX1 2LB.
3. **Torbay Buses** (or Torbay Minibuses) of
35 Pillar Ave, Brixham TQ5 8LF
4. **Country Bus**
King Charles Business Park, Heathfield, Newton Abbot. TQ12 6UT.
5. ~~**Dartline**¹
Langdons Business Park, Oil Mill Lane, Clyst St. Mary, Exeter. EX5 1AF~~

¹ Updated 04/04/2023 – Update to the 174 bus service which was previously operated by Dartline.

Agreement

1. The Parties have agreed to work together and negotiate and enter into an Enhanced Partnership Plan and Scheme for Buses in accordance with the Transport Act 2000 under section 138(g) (1) as attached.
2. The Scheme will commence on 31st March 2023 and shall continue as outlined in the attached document. The Plan is to continue for 10 years. See Paragraph 6 of the attached EP Plan and Scheme, for more details.
3. The Plan shall apply to the whole of the Torbay Council area and shall be governed by the attached Enhanced Partnership Plan for the period outlined in the attached Plan.
4. The Parties have agreed to sign the Enhanced Partnership Plan and Scheme (EP Plan and Scheme) as per the signature pages in Annex 1 to confirm the agreement to adhere to the EP Plan and Scheme for the duration of both as per paragraph 6 of the EP Plan and Scheme.
5. Exempt Parties are identified in Annex 2

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Scheme Annex 6 – Torbay’s Bus Passenger Charter

Scheme Annex 7 – The annual programme of customer satisfaction survey methodology

Scheme Annex 8 – Proposed EP Scheme Variation Pro-Forma

Scheme Annex 9 – EP Variation Log

Scheme Annex 10 – EP Scheme Governance Flow Chart

Version control

Date	Details	Updated by
28 March 2023	Version 1 – Sent to all partners for approval and signing.	R. Coates
31 March 2023	Version 1.1 (Made 31/03/23). Includes authorised signatures.	R. Coates
16 October 2023	Version 2. Changes made following the Enhanced Partnership Board meeting (25/08/2023).	R. Coates

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future.planning@torbay.gov.uk

PART 1 - EP PLAN

**THE TORBAY ENHANCED PARTNERSHIP PLAN FOR BUSES
MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000**

BY:

TORBAY COUNCIL, TOWN HALL, CASTLE CIRCUS, TORQUAY TQ1 3DR

Definitions

1.1. In this Enhanced Partnership Plan and Schemes pursuant to it, the following capitalised terms shall have the meanings ascribed to them below in Table 1.

Table 1: Enhanced Partnership Plan Scheme(s) Definitions

1985 Act	Transport Act 1985
2000 Act	Transport Act 2000
2017 Act	Bus Services Act 2017
Bus Operators (or Operators)	All Large Operators, Medium Operators and Small Operators running Qualifying Bus Services taken collectively.
BSIP	Bus Service Improvement Plan as required through the National Bus Strategy: Bus Back Better (March 2021)
Core Network	As defined within the BSIP. Focused on two north south and east west connections through Torbay which have existing services forming a core 'cross-bay' network year round, with additional services connecting to destinations such as Torquay town centre and hospital.
The Council	Torbay Council
The Plan	The Torbay Enhanced Partnership Plan for Buses
The Scheme	Scheme 1 of the Torbay Enhanced Partnership Plan for Buses
The Partnership	The Torbay Enhanced Partnership Plan and Scheme

The Partners	Organisations participating in the Torbay Enhanced Partnership Plan for Buses represented on the Torbay Enhanced Partnership Board.
Enhanced Partnership Scheme Variation	<p>This comprises either:</p> <p>(a) A formal variation of the relevant Enhanced Partnership Scheme because of the voting mechanism set out in Section 5.</p> <p>or</p> <p>(b) An agreement signed by all relevant parties drawn up because of discussions between one or more Operators and Torbay Council, where both sides agree to perform agreed actions specified such agreement, as set out in Section 5 (Bespoke Arrangements for Varying or Revoking the Enhanced Partnership Scheme).</p> <p>Each of which will then constitute a formal variation of the relevant scheme for the purposes of s.138E(1) of the 2000 Act.</p>
Facilities	Those facilities referred to in Part B which shall be deemed such for the purposes of s.138D(1) of the 2000 Act.
Board	The committee of Bus Operator representatives and Torbay Council representatives responsible for considering recommendations put forward by the Torbay Bus Forum and making decisions including specific Enhanced Partnership Scheme Variations using the mechanism in section 5.
Torbay Enhanced Partnership (or Enhanced Partnership)	The Enhanced Partnership covering the geographic extent of the administrative boundary of Torbay Council.

Torbay Bus Forum	The committee of all Torbay Bus Operators, Torbay Council, and other nominated representatives responsible for considering all issues affecting the Torbay Enhanced Partnership and making recommendations to the Board in line with the Torbay Enhanced Partnership governance arrangements.
Large, Medium or Small Operator	<p>Any single Bus Operator with registered mileage representing the following proportions of total registered mileage for Qualifying Bus Services:</p> <ul style="list-style-type: none"> • Large: equal to or greater than 10% • Medium: equal to or greater than 2.5%, but less than 10% • Small: less than 2.5%. <p>For the avoidance of doubt, a list of Large, Medium and Small Operators will be published at the start of each financial year.</p>
Measures	Those measures referred to in Part B which shall be deemed as such for the purposes of s.138D(2) of the 2000 Act.
Non-qualifying Bus Service	Services excluded from classification as Qualifying Bus Services.
Qualifying Bus Service	<p>A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, except for:</p> <ul style="list-style-type: none"> • Any schools or works registered local bus service not eligible for Bus Service Operators Grant • Any cross-boundary registered local bus service with less than 10% of its registered mileage within the Enhanced Partnership area • Any services operated under section 22 of the 1985 Act • Any registered local bus service which is an excursion or tour within the meaning in Section 137(1) of the 1985 Transport Act

	For the avoidance of doubt, a list of Qualifying Bus Services will be published at the start of each financial year.
Requirements	Those requirements placed upon Bus Operators identified as such within the Scheme(s) which shall be deemed as such for the purposes of s.138C 2017 Act.
Traffic Commissioner Powers	Relevant registration functions of Traffic Commissioners 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.

Introduction

- 2.1.1 The detailed narrative set out within the Torbay Enhanced Partnership Plan for Buses (“The Plan”) outlines, in as much detail as currently practicable, the collective actions to transform buses across Torbay over the ten-year period from 2023/24 to 2033/34.
- 2.1.2 Torbay, the English Riviera, is a leading UK seaside holiday destination with a population of around 139,300 (census 2021). The approximate population of Torquay was 68,000 Paignton 52,500 and Brixham 19,000.
- 2.1.3 Since 2010, both staying domestic visitors and day visitor numbers have increased, supported by year-on-year visitor spend, there are now approximately 4.5 million visitors each year. Through this Plan, the partners aim to develop Torbay as a ‘Place’ to meet the needs of today’s and tomorrow’s visitors. Whilst the summer season remains important for the industry and its visitors, many of whom are returning visitors, seizing on new opportunities and new markets to attract new visitors all year round is the ambition.
- 2.1.4 The National Bus Strategy, published in March 2021, sets out an ambitious vision to dramatically improve bus services in England outside London through greater local leadership, reversing the recent shift in journeys away from public transport and encourage passengers back to bus. The Strategy explains there can be no return to a situation where services are planned on a purely commercial basis with little or no engagement with, or support from, the respective local authorities.
- 2.1.5 In response to the Strategy, as required by Government, Torbay Council published its Bus Service Improvement Plan (BSIP) in October 2021, setting out at a strategic level how bus services in Torbay could be improved. This Enhanced Partnership Plan, and associated Scheme(s) will be the method by which the ambitions of the BSIP are realised.
- 2.1.6 Torbay Council has committed to the formation of an Enhanced Partnership (EP), to include all operators of relevant services in the unitary authority area and giving recognition that working together is key to a successful partnership. It is understood the ambitions within the BSIP cannot be achieved by any one party working in isolation and a formalised, documented, and binding partnership agreement is required.

- 2.1.7 An EP is a statutory partnership between the Local Transport Authority and local Bus Operators which sets out how they will work together to deliver BSIP outcomes in the defined geographical area(s) set out in the EP. It comprises two parts:
- 2.1.7.1 An EP Plan - a clear vision of the improvements to bus services the EP is aiming to deliver, mirroring the BSIP.
 - 2.1.7.2 One or more EP schemes – an accompanying document setting out the requirements to be met by local services in the geographical area (as defined in the EP scheme), to achieve BSIP outcomes.
- 2.1.8 Torbay Council has formal responsibility for making the Plan and Scheme.
- 2.1.9 In producing this Plan, Torbay Council will work closely with all local Bus Operators to deliver a fully integrated public transport service with simple, multi-modal tickets, more bus priority measures, high quality information for all passengers in more places and better frequencies which operate into the evenings and at weekends.
- 2.1.10 The ambition is for a step change in service provision, the quality of service and supporting infrastructure, supported by moves to make bus travel more affordable, integrated with other forms of transport and accessible to all the community.
- 2.1.11 Torbay will strive for carbon neutrality and prioritise bus travel alongside active modes of transport. This Plan sets out how we will deliver this step-change.
- 2.1.12 Regarding the local bus network and local bus network infrastructure, the information contained in The Plan relates to the position of Bus Operators and market conditions when the EP was initially formed in March 2023. To keep The Plan relevant the document will be reviewed every 5 years and for information relevant to intervening years please refer to Torbay Council's BSIP for relevant data which is updated annually.

Local Transport Priorities

- 3.1.1 The Local Transport Plan (LTP) has moved to its final delivery phase and makes it clear that increased public transport use is a significant priority. The LTP states that by 2026, Torbay will have excellent connections to Devon and the rest of the UK. Residents and visitors will find it easy to move around, explore and experience Torbay's beautiful urban and marine environment. People will enjoy better health and quality of life using improved cycling, walking and public transport links for work, leisure, and education. A low-carbon, sustainable transport system will contribute towards the public realm, distinct character, and function of the three towns of Torquay, Brixham and Paignton.
- 3.1.2 The LTP sets out key objectives including:
- 3.1.2.1* Deliver and support new development and economic growth
 - 3.1.2.2* Work with communities to provide safe, sustainable, and low carbon transport choices
 - 3.1.2.3* Strengthen and improve the public transport network
- 3.1.3 To achieve those objectives the Partnership has the following five priorities, for the Torbay Council BSIP and this Enhanced Partnership Plan:
- 3.1.3.1* Buses to serve the wider community
 - 3.1.3.2* Buses to link with facilities
 - 3.1.3.3* Lower fares
 - 3.1.3.4* Accessibility
 - 3.1.3.5* Decarbonisation
- 3.1.4 In line with Government guidance, the next LTP will be produced by April 2024. It is expected that the next LTP will continue to focus on a framework of priority outcomes for local transport, and make existing model plans (BSIPs and LCWIPs) part of the suite of support documents.

Supporting Policies and Approaches

- 4.1.1 An Air Quality Management Area (AQMA) around Hele Road, Torquay was declared in 2005. Further, in 2006, Torbay Council declared a second AQMA by Brixham Town Hall. In both cases subsequent investigations confirmed pollution was from road transport. The main pollutant being nitrogen dioxide, caused by emissions due to low vehicle speeds resulting from localised congestion within both AQMAs.

- 4.1.2 Several actions have been put in place and through the implementation of the AQMAs pollution levels have steadily reduced. Most of the area has met the required objective for nitrogen dioxide over the last few years. Investments such as zero emission buses, but also concentrating on reducing the number of vehicle journeys made and making better use of existing buses, will help to improve the situation.
- 4.1.3 On 24 June 2019, Torbay Council declared a 'Climate Emergency'. The Council recognises it has a key role and opportunity to tackle the causes and effects of climate change in Torbay. It will play its part in working towards carbon neutrality and strengthening Torbay's resilience to a changing climate. There is now an immediate need to accelerate action and make significant progress to achieve carbon neutrality.
- 4.1.4 This Enhanced Partnership Plan will be part of the Council's response to the climate emergency, supporting a decarbonisation of the transport network by promoting modal shift towards public transport, making passenger vehicles zero-emission, and reducing the impact of the operation of the bus network.

Competition Test

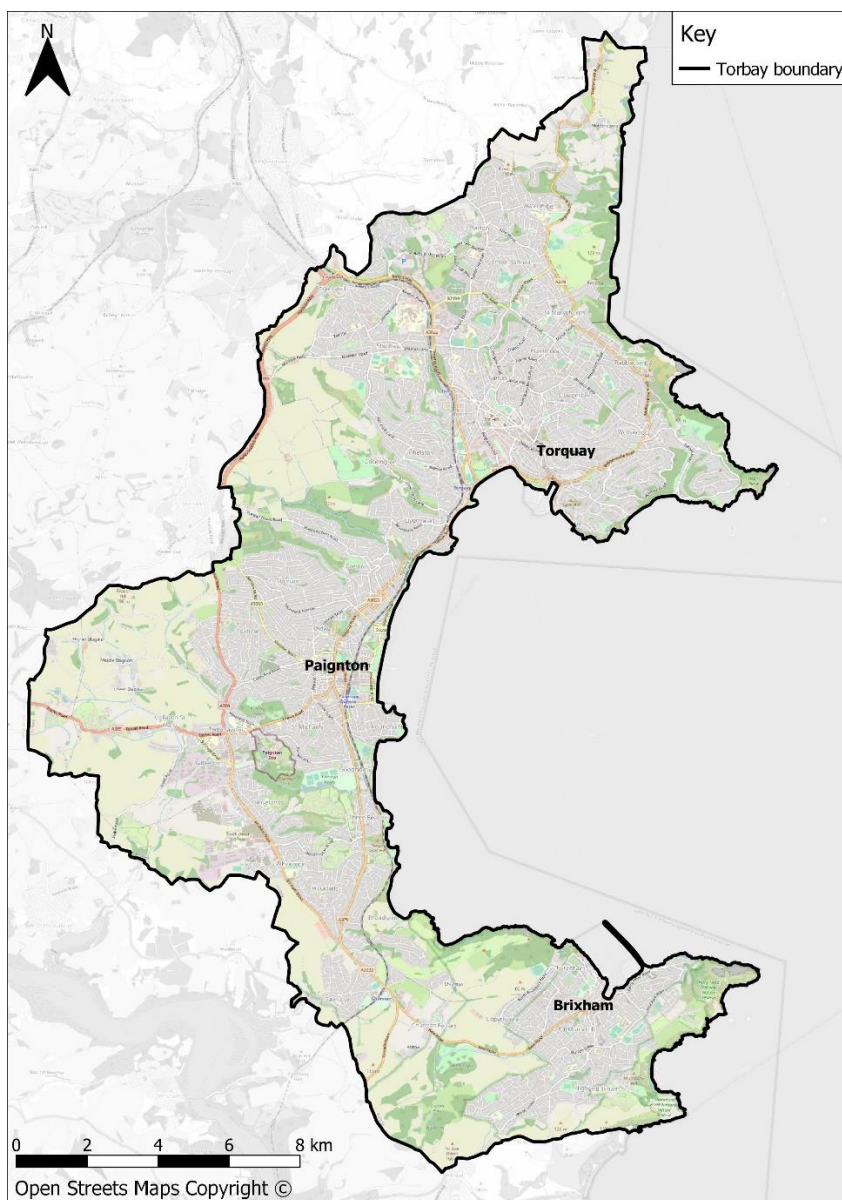
- 5.1.1 Torbay Council has undertaken an assessment of the impacts of the EP Plan and Scheme made on 1 April 2022 on competition and believes it will not or is unlikely to have a significantly adverse effect on competition, for the purposes of Part 1 of Schedule 10 of the Transport Act 2000.

Extent of the Enhanced Partnership

6.1.1 In response to the Government requirement, Torbay Council published a notice of intent to prepare an Enhanced Partnership Plan and accompanying Enhanced Partnership Scheme, in accordance with section 138f of the Transport Act 2000. The Enhanced Partnership Plan and Scheme will make a substantial contribution to the implementation of The Torbay BSIP.

6.1.2 Both the Enhanced Partnership Plan and Scheme are proposed to cover the entirety of the Torbay Council unitary authority area, which encompasses the three towns of Torquay, Paignton and Brixham plus their immediate rural fringes (Figure 1).

Figure 1: Map of EP Plan and Scheme Area



- 6.1.3 The Enhanced Partnership covers the single Local Transport Authority (LTA) area of Torbay in recognition that Torbay is a Unitary Authority and covers a predominantly urban area.
- 6.1.4 However, to achieve all the aims, Torbay Council will work in partnership with our neighbouring authority Devon County Council plus Plymouth City Council and Cornwall Council to ensure all cross-boundary transport and ticketing systems work together within the wider Devon and Cornwall peninsula.
- 6.1.5 The Council liaises with neighbouring authorities regularly to discuss cross-boundary bus issues. An Enhanced Partnership covering part, or all adjacent local authorities has been considered, but will not be taken forward at this time. However, the partnership may consider this desirable in the future, for example if a neighbouring authority is proposing an Enhanced Partnership in relation to cross-boundary bus services or development, and the partnership would wish to avoid a patchwork of inconsistent standards. Neighbouring authorities wishing to engage with the Torbay Council Enhanced Partnership would do so initially on a similar non-statutory basis through the Enhanced Partnership Board.
- 6.1.6 All Bus Operators running bus services in the Torbay Council area have been invited to participate in the preparation of The Plan and The Scheme. The Scheme will come into effect from 31 March 2023.
- 6.1.7 The Plan will be in place for 10-years from adoption (31 March 2023 to 30 March 2033) unless revoked earlier by the LTA under Section 138O of the 2000 Act. A full review of the effectiveness of the Plan (including its extent, objectives, and partnership governance) and Scheme (including measures and facilities provided, and requirements imposed) and compliance of both with competition legislation will take place during the 12-months prior to 31 March 2028, forming a mid-term review.
- 6.1.8 The Partnership will work together to report on the performance of The Plan objectives and will formally publish every six months alongside a high-level review of delivery against the BSIP and whether any update is to be produced.
- 6.1.9 The Partnership anticipates updates will be published at:
www.torbay.gov.uk/bus-network-improvements

6.1.10 Any changes to The Plan will follow the formal variation procedures as set out in Section 138L of the 2000 Act. The Plan may have different review arrangements to The Scheme.

Bus Network Overview

7.1.1 There are several factors which are considered will affect, or have the potential to affect, the Torbay bus market over the life of this Plan:

- 7.1.1.1* Long-term trend of declining bus patronage leading to lower revenues
- 7.1.1.2* An ageing population in Torbay means high proportions of concessionary travel on some services with low proportions of fare payers, and an increasing need to provide socially necessary transport services
- 7.1.1.3* Requirement to decarbonise the bus fleet and tackle Torbay's known air quality issues
- 7.1.1.4* Requirement to maintain and improve levels of accessibility having regard to Torbay's geography and terrain; and
- 7.1.1.5* Complex fares and ticketing system which needs to integrate effectively with other public transport services across the wider Devon, Plymouth, and Cornwall region.

7.1.2 The main Bus Operator in Torbay is Stagecoach which has a depot located in Torquay and provides most services in the area, all on a commercial basis.

7.1.3 As of January 2023, within Torbay there are three other Bus Operators, with approximate market shares of:

- 7.1.3.1* Stagecoach 95%
- 7.1.3.2* Torbay Buses 3%
- 7.1.3.3* Country Bus 1%
- 7.1.3.4* Torbay Community Development Trust 1%

7.1.4 Many services are concentrated along the coastal route forming a key corridor, which includes the flagship service '12' between the three towns as well as the open top service which brings additional capacity to the network between Easter and October.

7.1.5 Away from this core commercial corridor town services are limited and following the impacts of the pandemic, some have now become commercially unviable which has forced the Council to step in under emergency measures and financially support these services with temporary emergency funding.

7.1.6 These services are socially important due to the proportion of older residents combined with the topography of Torbay, which creates challenges for this

sector of the community as well as those with reduced mobility, in accessing the traditional commercial bus network.

- 7.1.7 Total journeys on the network in Financial Year 2021/22 – 5.2 million.
- 7.1.8 Since the pandemic, Bus Operators have seen a sharp reduction in bus patronage falling by 63% between 2019/20 and 2020/21. However, it is recovering as Bus Operators are seeing an increase in patronage as the community and visitors start to travel around more.
- 7.1.9 The number of trips on the network had been stable in recent years at around 7.6 million journeys after a fall in 2017/18. This was due to a decline in concessionary trips made on the network which also accounted for the fall in 2019/20, although figures show this was predominantly during January-March 2020 once the pandemic began. In 2019/20, these figures represented 53.4 journeys per person, and it is recognised there has been a gradual decline in this figure.
- 7.1.10 The number of live kilometres operated on local bus services within Torbay has remained very stable in recent years, at around 4.2 million since 2014/2015, also with a significant fall in 2019/20 affected by the pandemic in March 2019. In 2019/2020, live kilometres operated by bus services in Torbay fell to 3.7 million.
- 7.1.11 The average on time performance for regular services across Torbay (where the journey is predominantly within Torbay) was 75.18% (April-September 2021), with a range from 55.31% to 87.69%. Average delay to services was 2 minutes 46 seconds, ranging from 32 seconds ahead of schedule to 6 minutes 1 second behind.
- 7.1.12 Service 12 is the most frequent bus service in Torbay, linking the three main settlements and running to/from Newton Abbot with buses up to every 10 minutes during the daytime.
- 7.1.13 Away from the core commercial corridor focussed around and between Torquay and Paignton town centres, services are less frequent, generally running hourly during the daytime.
- 7.1.14 Several infrequent 'shopper buses' serve the Sainsbury's superstore at Brixham Road, Paignton, operated by Torbay Minibuses, as well as Sainsbury's and Marks and Spencer's at The Willows, Torquay, operated by Torbay minibuses and Stagecoach.

- 7.1.15 Of the 24 services operating regularly through the weekday daytime, many do not operate into the evening (post-1900) nor offer a Saturday evening service, whilst 14 do not operate at all on a Sunday. This is something the Enhanced Partnership will seek to address, making services more accessible to the communities more of the time and more reliable rather than variations in frequency. It will also seek to ensure, where possible, services on key corridors are better co-ordinated so as not to run at the same time and be better distributed throughout the hour, within practical scheduling/operational limitations.
- 7.1.16 Such is the layout of the network across Torbay, constrained by the sea, that there are only two primary north-south corridors with a series (but still a limited number) of linking east-west routes. From the south of Paignton into Brixham, there is only one primary route. Therefore, the result is a limited number of high frequency corridors, most notably between Paignton and Torquay town centres, and to the south of Paignton Town Centre.
- 7.1.17 The full list of Bus Operators, services routes and frequencies is shown in Annex 2.

Bus Network Infrastructure

- 8.1.1 There are currently 941 active Bus Stop Locations listed on the Torbay South West Passenger Transport Information system (Traveline), 50 of which are not currently served. Some locations have not been audited for several years but a project is underway to address that. Over the years the Council's Capital programme has funded several upgrades to bus stops and replaced old stops with new.
- 8.1.2 There are still a few bus stop posts not equipped to allow bus companies easy access to affix timetable cases and flags but require banding methods to strap the street furniture to the posts.
- 8.1.3 There are currently 168 shelters on the Torbay network (including some currently on order and not installed). Of these 98 shelters are supported by advertising through a contracted infrastructure provider, the remaining 70 are Council owned.
- 8.1.4 With investment as part of the Better Bus Areas funding, there is a small network of real time information screens across the network, primarily sited at the key interchanges in Torquay, Paignton and Brixham. There are a total of 13 screens currently on the network, broken down as follows:
- 8.1.4.1* 38" TFT 7 (located at various bus stops)
 - 8.1.4.2* 46" TFT 3 (1 in Brixham Town Square and 2 in Paignton Bus)
 - 8.1.4.3* LED Flag 3 (located at Brixham and Torquay Harbours)
- 8.1.5 There are three locations where bus lanes have been introduced:
- 8.1.5.1* Tor Hill Road/Union Street, Torquay
 - 8.1.5.2* Trelissick Road/Queen Elizabeth Drive, Paignton
 - 8.1.5.3* Dartmouth Road ('Quarry Bend'), Paignton
- 8.1.6 Additionally, movements through Fleet Street in Torquay are restricted to minimal access for all vehicles, with buses the only vehicles permitted through access in both directions.

Integration with other modes

- 9.1.1 Service 31 serves Torquay coach station, connecting the coach station with residential areas in Torquay and the Town Centre and Harbourside where there are connections to other locations.
- 9.1.2 In Torquay there are currently two railway stations, Torre and Torquay. Neither have bus services on their forecourt but both are served nearby by the high frequency service 12. Torquay station also has several other services passing nearby.
- 9.1.3 In Paignton, the bus and railway stations are co-located in the centre of the town, also served by coaches. Most Paignton services use the bus station or stops immediately adjacent, offering links across the town. Paignton is the terminus of the local railway line as the rail link to Brixham was removed, as such there is a reliance on connectivity at Paignton between the train and bus. This is also served by service 12.

Park & Ride

- 10.1.1 There is one existing Park & Ride (P&R) location on the A3022 at the periphery of Brixham. It is not directly managed by Torbay Council; the landowner runs the facility in agreement with Stagecoach. Service 12 serves the site on the way to / from Brixham, but there is no dedicated P&R service in place.

Supported network and Community Transport

- 11.1.1 The total budget for public transport in 2020/2021 is £150,000 for subsidies and £39,000 for other expenditure including staff resources. The total income from Bus Service Operators Grant (Local Authority funding) and other funding is £39,000, equal to the expenditure.
- 11.1.2 Torbay has a high proportion of older and disabled residents, many of whom cannot afford or are unable to provide their own transport. Community Transport (CT) as a form of public transport can fulfil a need where there are gaps in service provision. These services may never be profitable given they have a high-cost subsidy per passenger, but still offer high social 'value' and promote/maintain vital social inclusion and access to shopping, healthcare and other essential facilities.

11.1.3 Torbay Community Development Trust have been operating two services, on a subscription basis to support the cost of operations. More recently the Council is offering that financial support.

Modal share and travel to work

12.1.1 Census data from 2011 shows, of those who travel for employment, 5% used bus services, 72% car/van and 17% on foot. It also highlighted 72% of travel to work journeys originating from Torbay remain within Torbay, with 17% in the immediate neighbouring authority areas of Teignbridge and the South Hams and a further 7% in other areas covered by the bus network from Torbay.

12.1.2 Census data from 2021 was impacted by pandemic-related quality considerations, however it did show that there are around 23% of households without a car and 48% of those in employment, travel less than 10km to work.

12.1.3 This prevalence of local journeys, in part, supports the decision to form a single Enhanced Partnership for the area.

Ticketing and concessionary fares

13.1.1 The following Bus Operator specific tickets are offered across our network:

13.1.1.1 Single

13.1.1.2 Return

13.1.1.3 Day

13.1.1.4 Week

13.1.1.5 Term

13.1.1.6 Multi-trip carnet

13.1.1.7 Group Day

13.1.1.8 Devon Day.

13.1.2 The breadth of tickets sold is significant and having too many options can cause confusion for the passenger which may also result in them not getting best value for money.

13.1.3 Torbay Council has 29,585 active English National Concessionary Travel Scheme (ENCTS) passes (as of July 2021), 27,622 are for older persons and 1,963 for those with a registered disability. The Council's total expenditure on concessionary fares is £4,029,000.

Consultation and engagement

14.1.1 Through the National Highways and Transport Survey we can gain an understanding around community opinions on a variety of indicators in relation to buses but also wider transport considerations. These also enable us to benchmark against other areas and to understand where our focus and priorities should fall. The results are set out in Table 1.

14.1.2 There are ten indicators where Torbay performs well and a further 18 where Torbay is above the national average. These are across a range of areas and is a real positive outlook for our local network. However, partners are aware it is no less important to focus on these 'strength' areas as those which are not performing as well, and we need to strive to maintain and further enhance all scores.

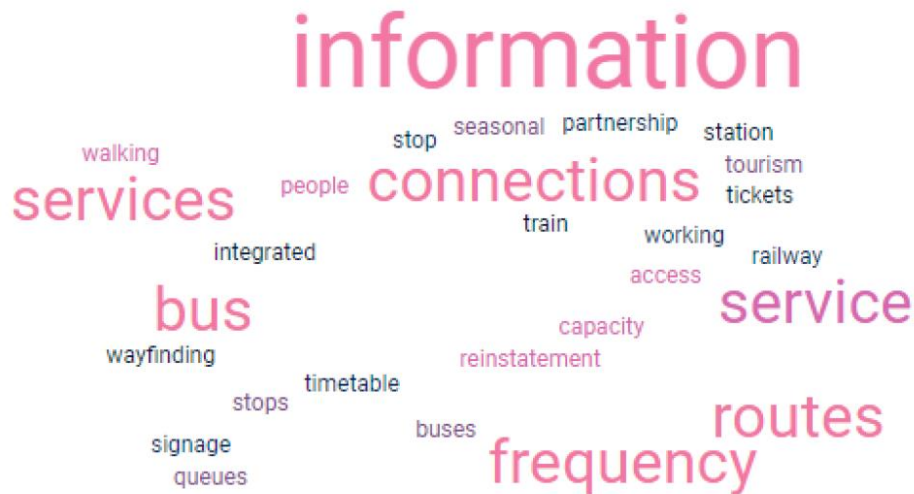
14.1.3 Of the remaining five indicators where Torbay performs below the national average, four of which are related to CT, and one is around information to plan journeys.

Table 1: NHTS Results for Torbay (2020)

Ref	Indicator	Result	Average	Gap
Key Benchmark Indicator				
KBI06	Local bus services (overall)	66%	60%	6%
KBI07	Local bus services (aspects)	69%	57%	12%
KBI08	Public transport information	47%	44%	3%
KBI09	Taxi/mini cab services	69%	66%	3%
KBI10	Community transport	57%	58%	-1%
Key Quality Indicator				
KQI03	Responsive transport	57%	55%	2%
KQI05	Public transport information (aspects)	57%	56%	1%
Benchmark Indicator				
PTBI01	Frequency of bus services	68%	60%	8%
PTBI02	Number of bus stops	73%	70%	3%
PTBI03	The state of bus stops	64%	60%	4%
PTBI04	Whether buses arrive on time	63%	56%	7%
PTBI05	How easy buses are to get on/off	74%	73%	1%
PTBI06	The local bus service overall	68%	61%	7%
PTBI07	Bus fares	56%	50%	6%
PTBI08	Quality and cleanliness of buses	65%	63%	2%
PTBI09	Helpfulness of drivers	71%	68%	3%
PTBI10	Personal safety on the bus	69%	68%	1%
PTBI11	Personal safety at bus stops	67%	63%	4%
PTBI12	Raised kerbs at bus stops	67%	66%	1%
PTBI13	The amount of information	59%	56%	3%
PTBI14	The clarity of information	58%	58%	0%
PTBI15	The accuracy of information	60%	58%	2%
PTBI16	Ease of finding the right information	56%	55%	1%
PTBI17	Information about accessible buses	54%	53%	1%
PTBI18	Info to help people plan journeys	58%	59%	-1%
PTBI19	Reliability of electronic display info	54%	52%	2%
PTBI20	Provision of public transport info	57%	56%	1%
PTBI21	Availability of taxis or minicabs	76%	71%	5%
PTBI22	Reliability of taxis or minicabs	74%	70%	4%
PTBI23	Cost (fares) of taxis or minicabs	57%	54%	3%
PTBI24	Availability of community transport	52%	56%	-4%
PTBI25	Community transport fares	54%	56%	-2%
PTBI26	Reliability of community transport	55%	58%	-3%
Quality Indicator				
PTQI08	Provision of bus stops	89%	87%	2%

14.1.4 In addition to the community views above, Torbay Council directly consulted stakeholders ahead of this Plan. The word cloud in Figure 2 gives an indication of areas where key points were raised.

Figure 2: Stakeholder Feedback



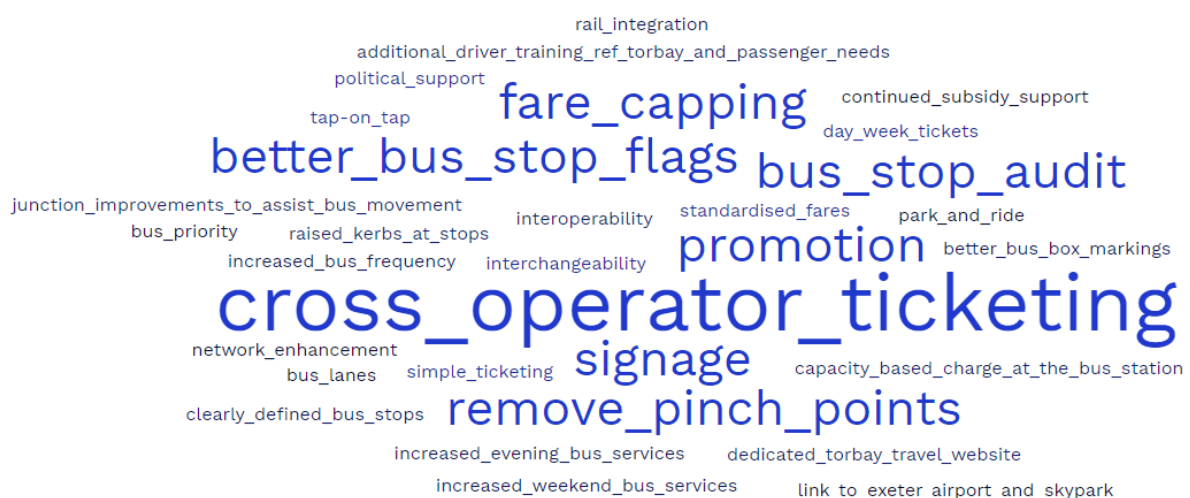
14.1.5 Torbay Council has considered the national feedback from Transport Focus on “what passengers want”. Table 2 is an extract from the Transport Focus report “Bus passengers’ priorities for improvement 2020”. Understanding the detail behind the responses, for the Torbay circumstance where there is a need to attract more younger people to the network, the partners can see that the priorities were more buses arriving on time and offering better value. However, Torbay has a significant ageing population and one that needs to be included in the network design, critically to avoid aspects such as social isolation. The priority for the older age group was buses running more often. The top three priorities are very similar between all age groups.

Table 2: Transport Focus Passenger Study (2020)

What passengers want (Transport Focus)		BSIP / EP
Buses running more often	improvements in frequency of weekday, daytime services	✓
	more services at weekends, in the evenings and at night	✓
	more frequent services to smaller towns and villages	✓
	consideration of potential for improving connections to other forms of transport such as train stations or cycling routes.	✓
Buses going to more places	new and extended routes	✓
	creation of a stable network by limiting the number of changes each year	✓
	communication and consultation with passengers on significant changes.	✓
More buses on time/faster journey times	action to improve punctuality and achieve targets, such as bus priority measures, enforcement of bus priority, better management of roadworks and action by operators	✓
	direct express buses to key destinations	✓
	Commitment to keeping passengers on board informed of delays and disruption	✓
Better value for money	a central source of pre-journey information on fares and ticket types	✓
	lower fares (for all or for specific groups)	✓
	flat fares	
	more integrated fares	✓
	price capping or flexible tickets	
More effort to tackle any anti-social behaviour	retention of cash option.	✓
	specific action, such as CCTV and improved lighting at stops	✓
	enforcement	✓
Better quality of information at bus stops	including safety in design guidelines for buses and stops.	✓
	an up-to-date timetable at every stop	✓
	consideration given to provide route and network connections maps at major stops	✓
	fares information at major stops	
Accessible buses	real-time information at more stops and on apps.	✓
	space for at least one wheelchair or buggy	✓
	commitment to provide alternative transport, such as a taxi, where wheelchair space in use	✓
	on board audio-visual next stop information	✓
	commitment to customer service training.	✓
Cleaner buses	enhanced cleaning regimes	✓
	commitment to regular removal of graffiti.	✓

14.1.6 As part of developing the BSIP, Torbay Council asked Bus Operators to comment on what they want to see and what their priorities are. The clear priorities are fares, joint ticketing, and quality of bus stops (Figure 3).

Figure 3: Bus Operator Feedback



Funding Arrangements

15.1.1 The Enhanced Partnership will draw on multiple funding sources to deliver the desired targets (Annex 3) and outcomes of the BSIP:

15.1.1.1 Future BSIP funding allocation from Central Government

15.1.1.2 Torbay Council capital funding

15.1.1.3 Torbay Council revenue funding

15.1.1.4 Developer contributions

15.1.1.5 Operator investments

15.1.1.6 Reinvestment of Bus Operator revenue generated by schemes

15.1.1.7 Other external funding opportunities

15.1.2 The priorities require significant investment to deliver, not only directly for the ambitions set out but also the supporting resources to programme/project manage and to boost the capacity of the Council to improve the data capturing, recording, and monitoring to ensure the targets are being met. This need to boost resources was recognised by Government for 2021/22 but needs to be ongoing to allow more longer-term solutions.

15.1.3 This Plan aligns with other investments, ensures commitment through development contributions, and sets out other plans, however it will not be possible to deliver without sustained investment from the Department for Transport. This Plan and the associated Scheme sets out, at a strategic level, what the partnership wants to achieve and what can be achieved with the right support.

15.1.4 It is important to recognise Torbay Council's commitments to existing services continue but are weighted towards socially necessary aspects and to help 'Bus Back Better' following the pandemic. The partnership will need the support of Government to deliver the investment in this Plan.

PART 2 – EP SCHEME

**THE TORBAY ENHANCED PARTNERSHIP SCHEME FOR BUSES
MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000**

**BY:
TORBAY COUNCIL**

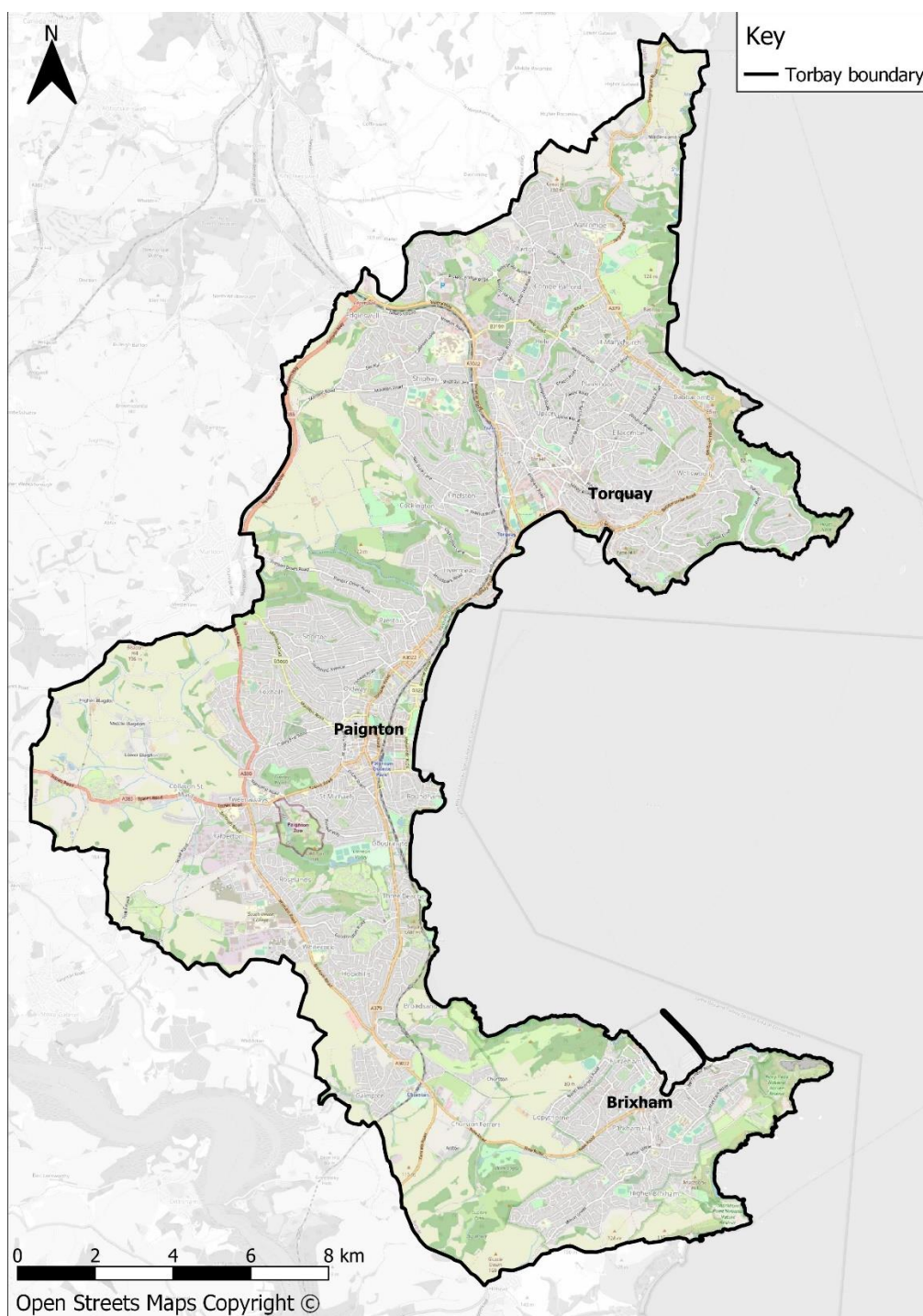
Section 1 - EP Scheme Content

- 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** – Scheme Scope and commencement date
 - Section 3** - Obligations on the Local Authorities
 - Section 4** - Obligations on Bus Operators
 - Section 5** - Governance Arrangements
 - Section 6** – Investment Mechanism
- 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 Torbay Council and those Bus Operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both the Authority and Bus Operators of local services to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

Section 2 - Scheme Scope and Commencement Date

- 2.1 The EP Scheme will support the improvement of all local bus services operating in the entirety of the Torbay Council unitary authority area, which covers the three towns of Torquay, Paignton and Brixham plus their immediate rural fringes;
- 2.2 Figure 4 below identifies the geographical area covered by the EP Scheme. The area is the same as that covered by the EP Plan;

Figure 4: Map of EP Plan and Scheme Area



- 2.3 The EP Plan and EP Scheme are made on 31 March 2023. The Plan be reviewed every five years from the commencement date;

- 2.4 The EP Scheme will have no specific end-date, but progress will be reviewed by Torbay Council on a quarterly basis and publicly accessible reports will be prepared on a routine basis;
- 2.5 The following services are exempt from the requirements of the EP Scheme:
- 2.5.1 Any schools or works registered local bus service not eligible for Bus Service Operators Grant (BSOG);
 - 2.5.2 Any cross-boundary registered local bus service with less than 10% of its registered mileage within the Enhanced Partnership area;
 - 2.5.3 Any services operated under Section 22 of the 1985 Transport Act;
 - 2.5.4 Any registered local bus service which is an excursion or tour within the meaning in Section 137(1) of the 1985 Transport Act;
 - 2.5.5 A service that is specifically operating a registered service to/from or in connection with a special event (e.g., a music festival) or due to an emergency event or force majeure where the service in question is operational for up to but no more than 14-days continuously.

Section 3 - Obligations on the Authorities

- 3.1 The Department for Transport has not awarded Torbay Council any funding through the current BSIP process during its first round. However, based on existing levels of funding available to The Council for public transport improvements as outlined through Section 3, Torbay Council will deliver the Facilities and Measures listed in Table 1 and

- 3.2 Table 2 respectively;
- 3.3 Should the opportunity arise, Torbay Council will lead and/or support further future external funding bids to maximise funding for public transport provision and development;
- 3.4 Annex 4 and Annex 5 set out proposed Facilities and Measures respectively that are not yet funded by BSIP or any other sources, but which may be brought forward into this Scheme if further future funding opportunities, such as BSIP, are identified. It is intended that upon funding becoming available for their delivery they will be added to the main body of the Scheme under the appropriate section(s).

Facilities²

- 3.5 The Council will provide the Facilities listed in Table 1. It is envisioned that each Facility should support the five-point plan and objectives outlined within the Torbay Council BSIP. The Scheme will be varied as required to add additional Facilities or detail to existing Facilities where this is designed to aid the implementation of each Facility;
- 3.6 Where additional Facilities are added, or existing Facilities are updated, the Scheme will be varied following discussion and agreement with the Enhanced Partnership Board (EPB) using bespoke variation arrangements outlined in Section 5 or by way of the Statutory Mechanism³;
- 3.7 Annex 4 lists further EP facilities that could be delivered subject to securing additional funding.

² Provided under s.138D(1) of the Transport Act 2000

³ National Bus Strategy: Bus Service Improvement Plans

Table 1 Facilities to be provided by Torbay Council

Ref	Facility	Facility details	Funding source(s)	Delivery milestones	Outcomes
Objective 1: Buses to serve the wider community					
F1.1	Provide bus priority interventions at junctions listed.	1. Totnes Road / Battersway Road 2. Monkesbridge More information on these schemes can be found online: www.torbay.gov.uk/local-transport-action-plan	Capital Funding programme.	By end of Q3 FY 2024/25.	Junction improvements to achieve journey time savings during peak times.
F1.2	Enhance hub points, including Real Time Information.	The Strand: Harbour Public Realm. More information on this scheme can be found online: www.torbay.gov.uk/harbour-public-realm	Town Deal funds; and Capital Funding Programme.	Tender applications and contract award in 2023. Scheme expected completion date by the end of Q4 2024/25.	Provide a right bus turn at the bottom of Fleet Walk. Provide a Public Transport Hub. Provide wayfinding and interactive boards.
Objective 2: Buses to link with Facilities					
F1.3	Improved wayfinding between bus and rail at all railway stations.	The Council will support both bus and rail partners with the delivery of improved wayfinding at all railway stations and their surrounding bus stops.	Third Party funding. The Council will seek to secure s106 funding, where appropriate.	Ongoing process from FY 2023/24.	Wayfinding will contain Travel Torbay by Bus slogan and branding, and be clear and concise, directing members of the public towards the closest public transport link.
F1.4	New stop infrastructure for Edginswell Station.	The Council will be leading the project in partnership with Network Rail and Great Western Rail (GWR). More information can be found online: www.torbay.gov.uk/edginswell-station	Town Deal fund. New Stations Fund. Other Council funds.	Works expected to start in 2023. The new station will be open and running by the end of 2024.	Provide public transport for workers/residents in the Gateway area. Improve access to Torbay Hospital, Edginswell Business Park, The Willows, and other nearby employment areas.
F1.5	Walking and Cycling connectivity to the South West Coast Path and Area of Outstanding Natural Beauty.	To be confirmed as part of the Council's Transport Plan. The Council will improve multi-modal journey opportunities.	Capital Funding programme.	By the end of FY 2025/26.	An increase in the number of multi-modal journey options to provide sustainable travel options.

Ref	Facility	Facility details	Funding source(s)	Delivery milestones	Outcomes
Objective 3: Lower Fares					
F1.6	Intentionally left blank.				
Objective 4: Accessibility					
F1.7	Replace current mixed design bus stop flags with consistent design.	The Council will update and replace all bus stop signs across the network with a single network brand and design.	Capital Funding programme.	Design and Brand are to be agreed upon no later than Q4 FY 2023/24.	A single network identity through the upgrade of bus stop flags to a new design and brand.
F1.8	'Green Roof' bus shelters.	<p>The Council's current contracted bus stop provider Fernbank will, where practical, replace existing bus stop shelters with 'Green Roof' bus shelters as part of the bus shelter provision contract.</p> <p>Delivery of the first 'Green Roof' bus shelters started during FY 2021/2022.</p> <p>As of February 2023, there are 23 bus shelters with 'Green Roofs' across Torbay, and a further six on order (with more to follow).</p>	Capital Funding programme; and s106 as appropriate.	Ongoing process from FY 2023/24.	Support native biodiversity; contribute to better town air quality; and bring greenery back into urban areas.
F1.9	Improve waiting facilities at stops with safe and accessible boarding areas.	<p>During the FY 2022/23 an audit of all bus stops has been undertaken.</p> <p>Depending on the results of the audit, the Council will agree on outcomes and the delivery programme.</p> <p>This audit will be used to work towards measures to tackle anti-social behaviour. This may include CCTV, improved lighting at stops and be reviewed against the "including safety in design guidelines for buses and stops".</p>	Capital Funding programme.	Ongoing process from FY 2023/24.	<p>Maintain a comfortable and attractive waiting environment.</p> <p>Provide everyone with an equal opportunity to travel by bus.</p>
F1.10	Enhanced maintenance programme for bus stops.	The Council will provide an appropriate provision of bus stops across the Torbay bus network, as a starting point for all bus/public transport journeys.	Capital Funding Programme.	Ongoing improvement throughout the life of this project from FY 2023/24.	<p>An inventory of bus stops and facilities at each stop.</p> <p>A hierarchy for bus stops and assign bus stops to the</p>

Ref	Facility	Facility details	Funding source(s)	Delivery milestones	Outcomes
					<p>appropriate hierarchy level.</p> <p>A Travel Torbay by Bus flag at every marked bus stop and timetable information panels.</p> <p>Maintain high quality facilities at each stop.</p>
F1.11	On board audio-visual equipment	<p>The Council will work with Bus Operators to identify all services which are currently equipped with on board audio-visual equipment.</p> <p>Identify all 'other' services which are not currently equipped with on board audio-visual equipment and work with Bus Operators to develop a strategy to introduce this and seek funding opportunities to upgrade the fleet</p>	Capital Funding Programme	Identify and agree with Bus Operators any priority service that require audio-visual equipment	More accessible buses for all, supporting residents and visitors to navigate Torbay by bus.
Objective 5: Decarbonisation					
F1.12	Support the rollout of both electric and low floor buses across the network.	The Council will support Bus Operators in enabling Torbay to have an entirely zero emission local bus fleet to support the corporate objective of carbon neutrality by 2030 in Torbay.	Capital Funding Programme	Ongoing improvement throughout the life of this project from Q4 FY2024/25.	An increase in the number of electric and low floor busses across the fleet.

Measures⁴

- 3.8 The Council will provide the Measures listed in Table 2. It is envisioned that each Measure should support the five-point plan and objectives outlined within the Torbay Council BSIP. The Scheme will be varied as required to add additional Measures or detail to existing Measures where this is designed to aid the implementation of each Facility;
- 3.9 Where additional Measures are added, or existing Measures are updated, the Scheme will be varied following discussion and agreement with the Enhanced Partnership Board (EPB) using bespoke variation arrangements outlined in Section 5 or by way of the Statutory Mechanism⁵;
- 3.10 Annex 5 lists further EP Measures that could be delivered subject to securing additional funding.

⁴ Provided under s.138D(2) of the Transport Act 2000

⁵ National Bus Strategy: Bus Service Improvement Plans

Table 2 Measures (schemes) provided by Torbay Council

Ref	Measure	Measure details	Funding source(s)	Delivery milestones	Outcomes
Objective 1: Buses to serve the wider community					
M1.1	Review on-street parking layouts on all routes to improve the efficiency of bus services.	<p>The Council will develop a programme to review on-street parking layouts on all local bus service routes.</p> <p>The Council will lead each review, coordinating the involvement of stakeholders.</p> <p>The Council will set out objectives and parameters for each route and document the review.</p>	Revenue Funding Programme.	From Q4 FY 2023/24.	Where changes are implemented, buses will see lower journey times and increased reliability.
M1.2	Bus Passenger Charter.	<p>The Council will develop a Bus Passenger Charter setting out what passengers can expect (for example, enhanced cleaning regimes and the regular removal of graffiti, where it occurs) when using bus services across the local network and monitor adherence to the Bus Passenger Charter and public feedback on qualifying local bus services.</p> <p>A draft Bus Passenger Charter is currently shown in Scheme Annex 6.</p>	Revenue Funding Programme.	<p>Agree and publish the Final Bus Passenger Charter by the end of Q4 FY 2023/24 and then annually.</p> <p>Establish appropriate passenger feedback and engagement procedures by the end of Q2 FY 2023/24.</p>	<p>A mechanism to encourage passenger engagement and hold Bus Operators accountable for service delivery and performance. This will include appropriate customer service training and conflict management training.</p> <p>A mechanism to work with Bus Operators to tackle any anti-social behaviour.</p> <p>Enable passenger growth, through improvements across the bus network.</p>

Ref	Measure	Measure details	Funding source(s)	Delivery milestones	Outcomes
M1.3	Roadwork coordination. The Council will ensure that systems are in place to minimise disruption to bus services from roadworks.	<p>The Council will introduce and maintain processes and procedures for the Council and utility companies to coordinate roadworks.</p> <p>The Council will have a process in place to notify Bus Operators of short notice and emergency roadworks.</p>	Revenue Funding Programme.	Ongoing	Effective communication with Bus Operators over potential disruption at the earliest consideration of road works. Regular review and updates to allow scope for any refinement to the system, if needed.
Objective 2: Buses to link with Facilities					
M1.4	Review current public transport links to existing commuter and leisure facilities.	<p>The Council will develop a programme to review routes.</p> <p>Identify any opportunities where routes may be amended to better serve facilities.</p> <p>Identify any locations that would benefit from a formal bus stop for better accessibility</p>	Revenue Funding Programme.	Ongoing.	Increased public transport links with existing commuter facilities (rail stations) and health and leisure facilities.
Objective 3: Lower Fares					
M1.5	Support Stagecoach and GWR in the creation of a joint multi-modal (bus/rail) ticket for Brixham.	<p>The Council will coordinate the steering group overseeing the development and introduction of the Brixham joint bus/rail ticket.</p> <p>The Council will maintain and circulate the minutes of the steering group.</p>	Revenue Funding Programme.	Create the steering group by the end of Q4 FY 2023/24.	An affordable, joint ticket offer between Stagecoach and GWR in Brixham. Brixham is listed as a location on the national rail map.
M1.6	Support all Bus Operators in the creation of a multi-operator bus ticket (joint ticketing) for use across Torbay.	<p>The Council will coordinate the steering group overseeing the development of a joint, multi-operator bus ticket for bay-wide use.</p> <p>The Council will maintain and circulate the minutes of the steering group.</p>	Revenue Funding Programme.	Create the steering group by the end of Q4 FY 2023/24.	An affordable, joint ticket offer between all Torbay Bus Operators for bay-wide use.
Objective 4: Accessibility					
M1.7	Marketing campaigns.	Torbay Council, in partnership with Bus Operators, will create a comprehensive and consistent marketing strategy, including the promotion of the overall	Revenue Funding Programme; and	Collective annual marketing funding pot and budget to	Initiate and coordinate the marketing partnership.

Ref	Measure	Measure details	Funding source(s)	Delivery milestones	Outcomes
		<p>network offer under the Travel Torbay by Bus Brand.</p> <p>Please note: This may develop into Travel Torbay, supporting the Torbay Story. However exact arrangement will be confirmed in due course.</p> <p>It is expected that operator brands will remain clearly visible, particularly where operators are competing on overlapping routes.</p> <p>In addition, consideration will be given to the use of the Travel Torbay by bus Brand and the impact of using this brand on operators of cross-border routes.</p>	<p>A collective marketing funding budget . (Figure to be confirmed through partnership working).</p>	<p>be agreed by Q3 FY 2023/24.</p> <p>Should this be agreed, a decision will be made regarding Terms of Reference for the collective marketing budget. Once finalised the Terms of Reference will be included as a Scheme Annex.</p> <p>Marketing campaigns will be ongoing throughout the life of this project from Q3 FY 2023/24.</p>	<p>Contribute to the collective budget.</p> <p>Improve coordinated marketing of Torbay by Bus brand and influence patronage growth.</p> <p>Support the “Torbay Story” (or equivalent), which is the development for a shared ambition to offer a premier experience within Torbay.</p> <p>Improve the understanding of regional and national partners of that ambition.</p>
M1.8	Single network branding – ‘Travel Torbay by bus’.	<p>It is proposed that the Travel Torbay by Bus slogan and brand is used as part of a wider Travel Torbay brand.</p> <p>The Council will provide comprehensive and consistent adoption and application of the Travel Torbay by Bus slogan and brand across all communication channels.</p> <p>This will underpin and promote the entire public transport and local bus service network across Torbay with no barrier to seamless travel respective of interchange, service identity, fares, and ticketing.</p> <p>The Council will be the ‘guardian’ of the brand, ensuring its proper application and adoption.</p>	Revenue Funding Programme.	<p>Coordinate and agree on the proposed Travel Torbay by Bus slogan and branding.</p> <p>Brand guidelines covering all media are to be agreed upon and drafted by Q1 FY 2024/25.</p> <p>All Bus Operators are to take up by the brand by Q2 FY 2024/25.</p>	<p>A single local bus network and public transport brand – ‘Travel Torbay’ (bus being Travel Torbay by bus).</p> <p>Branding is applied across all information and on buses used across the local bus network.</p> <p>Measurable levels of passenger confidence in the local bus network.</p>
M1.9	Simple and effective passenger information.	Torbay Council will ensure that passengers always receive up to date information and are informed in an effective way of any disruption to services.	Revenue Funding Programme	Travel Torbay website will be reviewed and updated by Q4 FY 2023/24	Production of the Torbay Bus Network map. Updates will be made when bus

Ref	Measure	Measure details	Funding source(s)	Delivery milestones	Outcomes
		The Council will support Bus Operators in the dissemination of information, via the Travel Torbay by Bus web page and include information at: Bus stops; Online; Hard copies of promotional material at physical locations such as libraries; Mobile App.		Ongoing through the life of this project.	network changes occur or annually. The Travel Torbay by Bus webpage will include a link to all timetable information and public transport operator websites.
M1.10	Increase the accessibility of socially necessary services.	Support consistent accessible facilities across the network. Maintain and update information regarding accessible facilities via the Travel Torbay by Bus web page.	Revenue Funding Programme.	Travel Torbay website will be reviewed and updated by Q3 FY 2023/24	Ongoing through the life of this project.
M1.11	Undertake Customer Satisfaction surveys.	The Council will conduct an annual programme of Customer Satisfaction surveys (See Annex 7, for more detail)	Revenue Funding Programme	Undertaken and reported annually	A measurable set of information to understand passenger satisfaction with the bus network
Objective 5: Decarbonisation					
M1.12	Intentionally left blank.				

Section 4 - Obligations on Local Bus Operators⁶

- 4.1 The obligations set out in Section 4 will apply to all qualifying local Bus Operators as set out in Section 2.5 of The Scheme. It is expected that any improvements identified will take into consideration commercial and practical considerations and can be achieved without worsening the offer to existing bus passengers;
- 4.2 The Scheme can be varied (see Section 5) to add detail and to aid the introduction of each obligation, following discussions and agreements with the Board or by way of the Statutory Mechanism;
- 4.3 Should the opportunity arise, local Bus Operators will cooperate and support Torbay Council with any reasonable requests, including but not limited to data, fleet information and ticket information towards any application to future external funding bids to maximise funding for public transport provision and development.

Vehicle standards

- 4.4 Bus Operators in Torbay will work with the Council to establish minimum vehicle standards. Facets of this standard will apply to new vehicles registered on or after the EP Scheme commencement date for the intended purpose of operating local bus services in Torbay and will relate to, but not be limited to:
 - 4.4.1 On board audio-visual equipment;
 - 4.4.2 Fully accessible vehicles (low floor, step free passenger entry/exit);
 - 4.4.3 Ticketing systems capable of a minimum of contactless and Quick Response (QR) payments. Tap on / tap off operation is desirable;
 - 4.4.4 All vehicles operating on core network routes (as defined within the BSIP) to have a minimum of CCTV (image only) & USB Charging;
 - 4.4.5 Continuation of cleaning regimes to ensure the regular removal of graffiti, where it occurs. To support the desire in the Bus Passenger Charter to provide clean buses.
- 4.5 For any vehicle with on board audio-visual equipment, the equipment should be fully functioning and used in the way it is intended to better meet the needs of users and potential users. The individual Bus Operator will enforce this by ensuring that any audio-visual equipment malfunctions are fixed within in a seven (7) day call-out window:
 - 4.5.1 If audio-visual equipment malfunctions cannot be resolved within the seven (7) day call-out window, Bus Operators will inform the Enhanced Partnership Board

⁶ Under s.138C of the Transport Act 2000

and seek agreement from the Board that the affected vehicle may be operated on the network;

- 4.6 Additionally, Bus Operators will work with the Council towards a programme of reducing emissions, modernising, and improving the bus fleet across Torbay in line with the Council's obligations regarding Objective 5: Decarbonisation (F1.11). This will be an ongoing improvement throughout the life of this project from Quarter One of Financial Year 2023/24:
- 4.6.1 The operation of non-standard buses used on qualifying locally registered bus services where these may be operated as specialist services (for example vintage step entry buses, open top buses, or buses with other specialist equipment) will need to be agreed through application and discussion with the Enhanced Partnership Board;
 - 4.6.2 Where a local Bus Operator currently runs local bus services using vehicles that are not fully accessible (see Section 4.4.2) this Bus Operator may continue to do so as agreed through an application and discussion with the Enhanced Partnership Board. This must be reviewed and applied for on an annual basis, with an agreed programme to remove any buses that are not fully accessible (see Section 4.4.2) from the network by an agreed date.

Timetable changes

- 4.7 Bus Operators will work towards a system of agreed timetable change dates across the local bus network in Torbay to ensure a stable network that builds bus passenger confidence in the long term. Where possible, there will be significantly increased coordination with local and national rail service timetables at bus/rail interchanges as well as other road and water modes of public transport in Torbay;
- 4.8 Where deviation away from this approach is required to manage unprecedented situations, such as a Bus Operator specific timetable and/or service level changes, the Bus Operator will:
- 4.8.1 notify the Enhanced Partnership Board of their intentions;
 - 4.8.2 have regard to the views of the Enhanced Partnership Board;
 - 4.8.3 will seek to work with the Council on any potential mitigations where otherwise any specific timetable and/or service level changes will be made.
- 4.9 It is recognised that from time to time there may be occasions when a Bus Operator is required to make timetable changes outside of this approach, these may be (but are not limited to):
- 4.9.1 In the immediate interest of the public;

4.9.2 Due to immediately required 'emergency' service re-routing;

4.9.3 To take advantage of changes to the highway network.

4.10 The timescale to agree to this revised system of timetable change dates will not exceed the end of Quarter Three of Financial Year 2023/24.

Enhancing Frequency

4.11 Bus Operators will explore and where possible implement opportunities where current local service frequencies can be further enhanced and established if such enhancements will be commercially viable;

4.12 Specifically, Bus Operators will set out an ongoing programme of improvements that will be agreed by the Enhanced Partnership Board. Expected local bus service improvements include:

4.12.1 Increase the frequency of services 13 and 22 to focus on three core network corridors (East, West, and East/West Link) alongside service 12 and to reinstate the night service 12 with extended provision. Alongside a more enhanced night service network, timed to serve usual pub and nightclub closing hours;

4.12.2 All Bus Operators to pursue increased frequency and amended route planning of 'town' services with extended service operation times for all routes to cover evenings and weekends across Brixham, Paignton and Torquay, to better connect the communities to the core network corridors and improve 'sub-corridors' to Town Centres, health facilities, education facilities, employment areas, and shopping Destinations;

4.12.3 Develop and deliver the East of Exeter bus service (Exeter Corridor);

4.12.4 Increased service frequencies where local bus services serve railway stations with services timed to connect with train services where achievable;

4.12.5 Extension of services to Torquay railway station;

4.12.6 Work to ensure that any enhanced night service(s) is timed to meet the Monday to Friday, London Paddington (departing at 23:45) to Penzance (arriving at 08:00) sleeper train services at Newton Abbot (04:32) with direct ticketing options.

4.13 Where bus priority measures are planned, Bus Operators will submit to the Enhanced Partnership Board current operational performance data regarding current journey times, operational speeds, and variations by time periods and days of week such that an agreed baseline performance can be defined prior to the launch of new bus priority infrastructure that will have the aim of reducing journey times and increasing bus operational speeds against the agreed baseline;

- 4.14 Specifically, where bus priority measures are installed and implemented across the network Bus Operators are required to document through data returns to the Enhanced Partnership Board the effects on journey time savings and reliability that these 'Facilities' create with a view to proposing to the Enhanced Partnership Board ways to reinvest the saved journey time and consequent operational resources back into the Torbay local bus network. This may be achieved through, but not limited to, improved service frequencies, service extensions, additional operational hours, or new bus routes;
- 4.15 Where specific Facilities applied to the highway and local bus network that are designed to reduce bus journey time are installed and provide a measurable time reduction over pre-installation baseline journey times, Bus Operators will within three and six months reinvest in the Torbay local bus network according to the approaches set out in Section 6 'Investment Mechanism';
- 4.16 Where bus priority measures that include junction treatments to move buses through the junction on extended 'green' phases are installed, the Bus Operator(s) whose services operate through these junctions agree to install any required on-bus equipment to allow the bus to communicate with the signals being approached such that the bus can activate the bus priority advantages being installed.

Limiting frequency

- 4.17 When contemplating making one or more changes to the frequency of services included within The Scheme, Bus Operators will consult with the Enhanced Partnership Board and consider any comments made by the Enhanced Partnership Board before submitting the pre-registration (28 days) notice;
- 4.18 Bus Operators are required to make reasonable endeavours to operate even headways across corridors where two or more services combine and to coordinate timetables between services across the network to enable increased interchange.

Ticketing

- 4.19 Bus Operators will simplify fares and undertake targeted ticketing promotions to drive growth, supporting Torbay Council's BSIP Objective 3: Lower Fares;
- 4.20 All buses used on local bus services will be able to accept contactless and QR payment for all ticketing products offered. This will also extend to tap-on / tap-off functionality based on the ability for existing ticketing equipment to facilitate this, without the need for additional tap-off readers and as such Bus Operators will work with the Council towards a capped fare approach for all tickets sold on the bus during a single day;
- 4.21 Bus Operators will work with the Council to consider and create an affordable multi-operator (bus only) ticket for use across the Council area. This is in line with the Council's obligation regarding Objective 3: Lower Fares (M1.6). It is expected that all Bus Operators

will engage with the Council, other Bus Operators, ticketing developers and other stakeholders as identified. Bus Operators will proactively support the creation of a steering group to oversee this activity by the end of Quarter four in Financial Year 2023/24. Bus Operators will promote any agreed joint bus ticketing.

4.22 In addition, Bus Operators will consider the following ticket changes and improvements in support of the BSIP:

4.22.1 Reduced price ticketing for families and groups;

4.22.2 Reduced price young person's ticketing;

4.22.3 Multi-modal tickets including sales of through tickets to/from national rail.

Co-ordinate with Rail partners and services

4.23 Where achievable (having regard to commercial and practical considerations), all interchange locations will be served as part of the local bus service route. In line with the Council's obligation regarding Objective 1: Buses to serve the wider community (F1.3). By providing signage, Bus Operators, in partnership with GWR and other rail companies, will participate in the initiative to improve wayfinding between bus and rail at all railway stations and their surrounding bus stops. It is expected that this will be an ongoing process from Financial Year 2023/24;

4.24 Bus Operators will agree on a programme with the Enhanced Partnership Board to increase service frequency at railway stations, with services timed to connect with rail services;

4.25 At official bus/rail interchanges all Bus Operators will be required to make reasonable endeavours to allow flexibility to accommodate late connections where possible;

4.26 When disruption (planned or unplanned) occurs on the rail network Bus Operators will make reasonable endeavours to coordinate services between themselves and work alongside rail operators to make special provision for services and capacity where this would benefit stranded passengers;

4.27 Bus Operators will work with the Council, rail operators and ticketing developers to set up a steering group to oversee the development and introduction of the Brixham joint multi-modal (bus/rail) ticket, in line with the Council's obligation regarding Objective 3: Lower Fares (M1.5). On the recommendation of the steering group, Bus Operators will agree to processes and procedures to facilitate and introduce any joint bus/rail ticket(s). Initial delivery milestones include supporting the creation of the steering group by the end of Q4 FY 2023/24 and promoting any agreed joint bus ticketing. The aspiration is that Brixham will be listed as a location on the National Rail Map.

Co-ordination between local bus services

- 4.28 Bus Operators will ensure where achievable (having regard to commercial and practical considerations), that local bus service timetables are coordinated with other public road transport services at agreed interchange locations to facilitate interchange. Bus Operators will make reasonable endeavours to allow flexibility for late connections where possible;
- 4.29 Where one Bus Operator owns or runs an interchange facility that Bus Operator will work with the other Bus Operators and the Council to ensure that, where practicable, any modifications required to accommodate different vehicles are made. This will support Objective 1: Buses to serve the wider community and Objective 2: Buses to link with Facilities. The Council may consider providing funding support for some of these improvements. Furthermore, all Bus Operators should reach mutually beneficial charging arrangements.

Marketing and publicity

- 4.30 The Council, in partnership with Bus Operators, will create a comprehensive and consistent marketing strategy, including the promotion of the overall public transport network offer under the Travel Torbay (by Bus) Brand. Bus Operators, with 50% or more of the total route mileage undertaken within the Torbay area, are expected to participate in the initiative and agree to consider a collective marketing fund. When all parties in the Enhanced Partnership approve the collective marketing fund, agreement on the contributions to the collective marketing fund (and the subsequent budget) will be agreed by 31 March each year. It is envisioned that this will be an ongoing commitment through The Scheme from Q3 Financial Year 2023/24;
- 4.31 Bus Operators will work with the Council to support and actively market through their own processes (where not the subject of activity by the collective marketing fund and/or Torbay Council (or other organisations) as set out in 4.27), any delivered Facilities and Measures or specific objectives connected to Torbay's BSIP;
- 4.32 Bus Operators will actively promote more generally 'bus as a mode' with promotions focusing on the bus as a positive and sustainable mode of travel across Torbay. Details of any planned promotional campaigns will be brought to the Enhanced Partnership Board for a chance to comment and to provide other members of the Enhanced Partnership Board the chance to explore ways to participate in any planned campaigns to add further weight to them;
- 4.33 Bus Operators will work with the Council to specifically develop and promote:
- 4.33.1 A single network brand – 'Travel Torbay by Bus' (meeting M1.8). The Council, in partnership with Bus Operators, will seek to use the 'Travel Torbay by Bus' brand guidelines that will be developed, agreed and put in place through the Enhanced

Partnership Board, having been jointly formulated by the Council and Bus Operators;

4.33.2 Bus Operators will adopt and apply the 'Travel Torbay by Bus' branding in line with the jointly devised and agreed guidelines by following an agreed implementation programme no later than the end of Financial Year 2024/25;

4.33.3 The exact arrangement will be confirmed in due course, Bus Operators will support the development of a shared ambition for Torbay. This ambition is to offer a premier experience founded on Torbay's UNESCO recognised natural environment and its assets including electronics and photonics and its cultural legacy.

Simple and effective passenger information

- 4.34 Bus Operators will be expected to keep digital records that facilitate the provision of data required for the current Real-Time Information (RTI) systems and those that may be deployed by the Council in the future and to fulfil DfT Bus Open Data Service (BODS) requirements. This includes, but isn't limited to, bus service timetables, bus route information, and bus fleet details;
- 4.35 Bus Operators will be expected to enforce correct data entry procedures at Electronic Ticket Machines (ETMs) on buses, by bus drivers;
- 4.36 For commercially run local bus services, the Council expects relevant Bus Operators to provide a basic timetable in a digital format to be distributed to customers, and where appropriate (e.g., a facility exists such as timetable casing), up to date paper-based timetable information will be made available and displayed at all bus stops within the Torbay boundary. Should a Bus Operator be unable or unwilling to produce this, they may be asked to contribute towards the costs for the Council to produce and distribute this;
- 4.37 Any changes to a local bus service timetable should be updated in all formats as soon as possible prior to the revised timetable commencing. Long term, and in support of M1.8: single network branding, Bus Operators will consider agreeing and adopting a formal Travel Torbay by Bus timetable template;
- 4.38 The Council will lead all updates to the Torbay bus network map. All Bus Operators must ensure that any network changes or information (including, but not limited to route taken, service number, or frequency) will be provided prior to the commencement of the change or when requested by the Council to align with the annual update.

Understanding bus user perceptions and attitudes

- 4.39 In line with the Council's obligations regarding Objective 4: Accessibility, M1.11 Undertake Customer satisfaction surveys Bus Operators will work with the Council to develop a plan for regular bus user consultation (see Annex 7);
- 4.40 It is envisioned that this consultation will be in line with the annual BSIP review as a minimum. The outcome will be to inform all partners on how well bus users feel The Plan and The Scheme are being delivered in addition to participating from time to time in any other agreed user consultation activity for the benefit of promoting the 'bus' and evaluating The Scheme's, or parts thereof, performance.

Bus Passenger Charter

- 4.41 In line with the Council's obligations regarding Objective 1: Buses to serve the wider community, the Council has created a Bus Passenger Charter (M1.2) in partnership with Bus Operators. This Charter sets out what passengers can expect from their bus journey in Torbay. A draft Bus Passenger Charter is provided for reference in Scheme Annex 6. It is envisioned that the final Charter will be agreed by Q4 FY 2023/24 and then reviewed annually.

Section 5 - Governance Arrangements

- 5.1 For decision-making purposes, the Torbay Enhanced Partnership will be governed by two primary bodies:
 - 5.1.1 Torbay Enhanced Partnership Board – established by the Enhanced Partnership with the mandate to take decisions using an Enhanced Partnership Scheme Variation mechanism on issues put to them by individual member organisations, the Torbay Bus Forum, and other issues identified as being relevant to partnership delivery;
 - 5.1.2 The Torbay Bus Forum – in which all Stakeholders will be entitled to participate and be invited, although attendance by individual Bus Operators is voluntary.

Torbay Enhanced Partnership Board

- 5.2 The Board will be the decision-making body of the Torbay Enhanced Partnership;
- 5.3 Certain decisions of the Board may constitute Enhanced Partnership Scheme Variations if the requirements therein are met. Membership of the Board will comprise the following representatives:
 - 5.3.1 2x Torbay Council as local transport authority and local highway authority;
 - 5.3.2 Individual Bus Operators (outlined in Section 5.6) who are subject to the minimum Torbay Enhanced Partnership requirements (as described in Section 2.5);
 - 5.3.3 Chair of the Torbay Bus Forum.
- 5.4 Board meetings will require a quorum of two Bus Operator representatives and two Torbay Council representatives.

Bus Operator representative selection

- 5.5 If at any time during the Enhanced Partnership, more than six Bus Operators shall meet the minimum requirements to join the Board (as set out in Section 2.5), representative categories will be set up with two (2) representatives from larger Bus Operators and two (2) representatives from smaller Bus Operators invited to the Board. This shall be decided by mutual consent or as a ballot to the Torbay Bus Forum;
- 5.6 Bus Operators representing each of the categories of Bus Operator membership above will be invited to self-nominate or nominate other willing Bus Operators in writing to Torbay Council's Spatial Planning Unit with representatives being declared at the next Torbay Bus Forum meeting;
- 5.7 Where there are more than two nominees for any single category, all Bus Operators in the same category will be given the opportunity to vote by secret ballot undertaken

among those present at the next Torbay Bus Forum meeting for a preferred representative. Voting will be based on one vote per Bus Operator (where Bus Operators are part of the same holding company or group, they will only be entitled to one vote between them);

- 5.8 The voting procedure for membership selection will be a simple majority and be administered by Torbay Council. Where there is a tie, a run-off vote will take place between the leading tied Bus Operators. Bus Operator representatives will be reselected on an annual basis thereafter;
- 5.9 In the event a Torbay Bus Forum ballot fails to select Bus Operator representatives for one or more Bus Operator category, the default Bus Operator objection mechanism set out in the Enhanced Partnerships and Schemes (Objections) Regulations 2018 will be used to determine the views of Bus Operators in that category for the purposes of Board votes (in terms of objection or otherwise to the proposals);
- 5.10 Bus Operator representatives will be acting on behalf of all Bus Operators in that category, not on behalf of their own company alone.

Role of Board members

- 5.11 Representatives will be responsible for ensuring attendance at all Torbay Enhanced Partnership Board meetings in that year, and ensure they have:
 - 5.11.1 fully reviewed and understood all meeting papers in advance of attendance;
 - 5.11.2 the required mandate from the Bus Operators they represent where this has been enacted through Section 5.1.

Board decision making

- 5.12 Decisions of the Board will be made by way of a vote through a show of hands. Unless stated otherwise in this document, decisions will be passed by way of a simple majority of all members of the Board entitled to vote. Bus Operator representatives not exercising their vote will be deemed to be votes in favour of the proposal;
- 5.13 Bus Operators will be entitled to make known their concerns in writing to Torbay Council if they object to a particular vote of the Board. Torbay Council will review the circumstances and consider whether these are such that the use of its veto is required as provided for below.

Torbay Council veto

- 5.14 The aim of the Enhanced Partnership is to work collaboratively to reach mutually agreeable decisions. It's envisioned that this will be achieved by a majority vote, following an active discussion. Should the EPB fail to reach a majority decision and as a last option the following mechanism will come into effect:

5.14.1 Torbay Council may, in exceptional circumstances, exercise a veto over the EPB decision(s) which it may reasonably believe or suspect as having anti-competitive implications or being otherwise significantly against the public interest.

5.15 These controls ensure the voting system does not allow an individual Bus Operator to influence the Enhanced Partnership to its own commercial benefit or to harm competitors; there is no opportunity for a group of Bus Operators to vote in a coordinated manner to mutual benefit on a sustained basis; there is no discrimination between Bus Operators; and actual or potential competition, entry to new services and by new Bus Operators, or innovation, is not inhibited.

Meeting observers (optional)

5.16 Any other Bus Operator, Torbay Council and elected representatives will be able to attend the Board meetings as optional observers. An invite may be extended by the Board to other observers on a case-by-case basis (e.g. to invite a specialist advisor to present to the Board or participate in a Board discussion). Observers will not have the right to vote;

5.17 Observers may be invited to make comments or ask questions of the Board at the Chair's discretion or invited to defer these until the next Torbay Bus Forum meeting.

Meeting arrangements

5.18 Board meetings will take place not less than twice per year at regular intervals between each Torbay Bus Forum meeting, with provision for additional meetings as required to take decisions which in the opinion of the Chair cannot be deferred to a scheduled meeting, provided a quorum can be achieved, with not less than one week's notice being given. Meetings will be arranged, chaired and minutes taken by Torbay Council;

5.19 Agendas and meeting papers will be circulated to all Board members no less than one week in advance of each meeting date, and draft minutes circulated no more than two weeks after each meeting. Copies of papers will also be made available online so any issues or concerns can be raised in advance of the Board meeting. Draft minutes will be approved at the next Board meeting.

Review of EP Scheme

5.20 Once the EP Scheme is made, it will be reviewed by the Board and Forum every six months following the publication of data on progress towards targets, as required by the BSIP – this will ensure any necessary action is taken to deliver the targets set out in the BSIP (See Annex 3). Torbay Council will initiate each review;

5.21 Where there are specific matters to be raised these should be submitted to Torbay Council explaining what the issue is and its urgency (using the Proforma for proposed

variations to The Schemes in Annex 8). The Council will then decide whether to table at the next scheduled meeting or make arrangements for an urgent meeting.

Bespoke Arrangements for Varying or Revoking The Scheme

- 5.22 Under powers at s.138E of the Transport Act 2000, Enhanced Partnership (EP) Scheme Variations where this section is quoted will be subject to the bespoke voting mechanism also as set out in this section;
- 5.23 Changes to or new flexibility provisions added to the EP Scheme under s.138E of the Transport Act 2000 shall only be included if they satisfy the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

Proposer of a variation

- 5.24 Consideration will be given to potential EP Scheme variations highlighted. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan and current local transport policies (using the Proforma for proposed variations to The Schemes in Annex 8). Such requests should be in writing and submitted to Torbay Council. The Council will forward all requests onto the Board members within five working days.

Decision-making process and bespoke objection mechanism

- 5.25 On receipt of a request for a variation under this section, Torbay Council will reconvene the Board, giving at least 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation is agreed upon by the Board, Torbay Council will make the EP Scheme variation within a further 14 days' and publish the revised EP Scheme on its website;
- 5.26 Torbay Council, other Local Authority representees or Bus Operators of local bus services may put forward specific proposals for introducing bus priority measures on an individual section of defined highway and may also put forward a package of improvements to local bus services that they so agree;
- 5.27 If Torbay Council agrees and the Bus Operators of local bus services on that corridor confirm in writing to the Council their acceptance of these arrangements, the LTA will vary the scheme using these bespoke arrangements to include those arrangements and

the obligations on Bus Operators will come into force 90 days⁷ after the agreed package of bus priority measures has been implemented by the Council.

Revocation of an EP Scheme

- 5.28 If Torbay Council or another Board member believes it is necessary to revoke the EP Scheme, the Board will be reconvened. If the decision is taken to revoke the EP Scheme, it will follow the bespoke arrangements as set out earlier in this section;
- 5.29 If at any point in the future, any area covered by this 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 scheme⁸.

Torbay Bus Forum

- 5.30 The Torbay Bus Forum will provide opportunities for discussing issues of all kinds affecting the Torbay bus network, consulting with, and building consensus across the various stakeholders and making recommendations for decisions to the Torbay Enhanced Partnership Board;
- 5.31 Membership of the Torbay Bus Forum may comprise, but is not limited to the following stakeholders:
- 5.31.1 All Bus Operators running Qualifying Bus Services;
 - 5.31.2 CT operators;
 - 5.31.3 Torbay Council (including Public Transport, Highway Authority, Spatial Planning, Education, Children's and Adult Social Care, and Senior Officer representatives);
 - 5.31.4 Torbay Council Elected Members;
 - 5.31.5 Brixham Town Council;
 - 5.31.6 Train Operating Companies calling at stations in Torbay or with an interest in operating such services (to be reviewed with the formation of Great British Rail);
 - 5.31.7 South Devon College;
 - 5.31.8 Torbay and South Devon NHS Trust;
 - 5.31.9 Torbay Business Forum;
 - 5.31.10 English Riviera Business Improvement District;

⁷ Allowing for the statutory registration period and additional time to make arrangements, but may be longer if, for example, Bus Operators have to take delivery of new vehicles.

⁸ Section 123H(6)-(8) of the Transport Act 2000

5.31.11 Up to 10 Community Representatives including young people and those with concessionary passes.

5.32 In addition, from time-to-time other external organisations may be invited to join the Torbay Bus Forum on an advisory basis for fixed periods to provide specialist expertise.

Meeting arrangements

5.33 Torbay Bus Forum meetings will take place not less than twice per year, normally six calendar weeks before each Torbay Enhanced Partnership Board meeting. Forum meetings will be administered by Torbay Council and chaired by a member of the forum ;

5.34 Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous Board meeting) will be circulated by Torbay Council 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 Torbay Bus Forum meeting.

Data sharing and Confidentiality

5.35 Torbay Council will only use information provided to it by Enhanced Partnership Board member for the purpose(s) it was obtained. Where necessary for the purpose(s), Torbay Council may share the obtained information provided with:

5.35.1 A local transport authority;

5.35.2 The Secretary of State for Transport;

5.35.3 Anyone providing services to any of the above such as a consultant (including anyone providing services to Torbay Council who obtained the information).

5.36 Enhanced Partnership Board Members shall keep confidential the confidential Information of any other Board member and shall use all reasonable endeavours to prevent their personnel from making any disclosure to any person of any matters relating thereto;

5.37 Paragraph 5.36 shall not apply to any disclosure of information:

5.37.1 Where required by any Law, provided that paragraph 5.38 (Freedom of Information) shall apply to any disclosures required under the FOIA or the EIRs;

5.37.2 Where a Board member can demonstrate that such information is already generally available and in the public domain otherwise than as a result of a breach of paragraph 5.36;

5.37.3 by Torbay Council of any document which Board members have agreed contains no Confidential Information;

- 5.37.4 by Torbay Council to any other department, office or agency of the government, provided that Torbay Council informs the recipient of any duty of confidence owed in respect of the information;
- 5.37.5 if personal data, the subject data has consented to its disclosure;
- 5.37.6 to comply with a court order or tribunal;
- 5.37.7 in connection with the investigation of crime or for the purposes of criminal proceedings or civil action under the 2017 Act or the Transport Act 1985.

Freedom of Information

5.38 Torbay Council is subject to the requirements of the FOIA and the EIRs. Information obtained by Torbay Council under the Enhanced Partnership will not be disclosed if it were information that Torbay Council would refuse to disclose in response to a request under the Freedom of Information Act 2000 where certain categories of information are exempted from disclosure. Broadly the categories of information exempt from disclosure are:

- 5.38.1 personal data;
- 5.38.2 information provided in confidence;
- 5.38.3 information subject to legal professional privilege;
- 5.38.4 information constituting certain commercial interests.

Data Protection Legislation





5.39 All Members of the Enhanced Partnership Board will comply with all applicable requirements of the Data Protection Legislation. This paragraph is in addition to, and does not relieve, remove, or replace, a Board member's obligations or rights under the Data Protection Legislation.

Section 6 - Investment Mechanism

- 6.1 Where investment in any Facility as detailed in Section 3, Table 1 equates to measurable journey time savings on a route(s) over levels agreed no more than three months before delivery of the Facility, Bus Operators will, within three (3) months of the Facility generating measurable and agreed time savings undertake to carry out the following:
- 6.1.1 Where the measurable journey time saving allows one or more buses to be removed from the route(s) vehicle cycle to achieve the same operating pattern the Bus Operator will redeploy these within the local bus network to either increase frequency on the same route(s) (increasing the operating pattern) or increase service elsewhere across the network in agreement with the Enhanced Partnership Board whilst maintaining the same operating pattern on the original route(s) affected; or,
 - 6.1.2 Where the measurable journey time saving does not allow one or more buses to be removed from the route(s) vehicle cycle (operating pattern) but does otherwise reduce journey time by an agreed figure on the route(s) the Bus Operator will commit to investing in additional local bus journey improvements using the operational time saved at a level commensurate with the cumulative timesaving across all journeys within one operational day to extend public timetable(s) outside of original operating hours before it being implemented (e.g., this may lead to new evening and weekend trips).
- 6.2 If the above clauses cannot be met by realised time savings but investment in any single facility or corridor of combined Facilities equates to some measurable journey time savings over levels agreed no more than three months before delivery of the facility, Bus Operators will, within three (3) months of the facility generating measurable time savings, undertake to carry out the following:
- 6.2.1 Marketing and promotional activities that demonstrate to passengers and the public the improvements now being seen on the route and consider specific route branding and further promotion (e.g., ticketing and fares) that may further increase bus passenger use;
 - 6.2.2 Invest in newer and cleaner buses to a minimum EURO VI standard for the route in question where this standard of bus represents a recognised step change over existing vehicles deployed.

Signatures of all Partners.

Signatures of all partners, including Bus Operators, participating in The Enhanced Partnership (for completeness exempt Bus Operators have been included)

Partner organisation	Authorised signatory	Date
Torbay Council		16/10/2023
Stagecoach Devon Ltd T/A Stagecoach South West		16/10/2023
Torbay Buses		16/10/2023
A B Coaches	EXEMPT: Any schools or works registered local bus service not eligible for Bus Service Operators Grant	
Country Bus		16/10/2023
Torbay Community Development Trust (TCDDT) Our Bus	Exempt: Any services operated under section 22 of the 1985 Act	
National Express	EXEMPT: Any cross-boundary registered local bus service with less than 10% of its registered mileage within the Enhanced Partnership area	
Dartline		
Dartmouth Steam Railway & Riverboat Company (DSRRC)	EXEMPT: Any registered local bus service which is an excursion or tour within the meaning in Section 137(1) of the 1985 Transport Act	
English Riviera Sightseeing Tours	EXEMPT: Any registered local bus service which is an excursion or tour within the meaning in Section 137(1) of the 1985 Transport Act	
Tavistock County Bus	Exempt: Any services operated under section 22 of the 1985 Act	

The Torbay Bus Network: Details (All Bus Operator Types)

Bus Operator	Service	Route	Service Frequency					
			M-F Daytime	M-F Evening	Sat Daytime	Sat Evening	Sun Daytime	Sun Evening
Stagecoach	12	Brixham - SDC - Foxhole - Torquay - Newton Abbot	10 Min	15 - 20 Min	12 Min	15 - 20 Min	20 Min	30 Min
Stagecoach	13	Brixham - Paignton - Torbay Hospital	Up to Hourly	-	-	-	-	-
Stagecoach	13C	Goodrington - Foxhole - Marldon - Torquay Grammar - Cuthbert Mayne	07:44 One Return Trip	-	-	-	-	-
Stagecoach	13D	Kingsteignton - Newton Abbot - Foxhole - Great Parks - SDC	07:34 One Return Trip	-	-	-	-	-
Country Bus	15	Brixham Town Circular - South Bay Holiday Park via Summercourt	Hourly	-	Hourly	-	-	-
Country Bus	16	Brixham Town Circular - South Bay Holiday Park via Higher Ranscombe	Hourly	-	Hourly	-	-	-
Stagecoach	17/17A	Brixham - Halfway House - Berry Head Rd - The Quay - Furzeham	Hourly	-	Hourly	-	2 Hourly	-
Stagecoach	18	Brixham - St Marys Square - Hill Head - Kingswear Banjo	Hourly	-	Hourly	-	Hourly	-
Stagecoach	22	South Devon College - Paignton - Torquay - St. Marychurch	20 Mins after 08:30	Hourly	20 Mins	Hourly	Hourly. Additional Service Torquay Harbour -St. Marychurch Hourly	Hourly

Stagecoach	22A	St. Marychurch - Torquay - Paignton Bus Station	-	Hourly	-	Hourly from 20:00	-	-
Stagecoach	23	White Rock (South Devon College M-F) - Goodrington - Paignton	30 Mins	Hourly	30 Mins	Hourly	Hourly	Hourly
Torbay Buses	25	Morrisons - Paignton - Youngs Park Goodrington Circular	Hourly	-	Hourly	-	-	-
Stagecoach	28	Paignton Bus Station - Torquay Grammar Schools via Paignton - Preston	One Return Trip	-	-	-	-	-
Stagecoach	30	Brixham - Paignton - Shiphay Lane - Torquay Academy - Cuthbert Mayne School	One Return Trip	-	-	-	-	-
Stagecoach	31	Barton - Watcombe - Torquay	20 Mins	30 Mins	Up to every 20 Mins	30 Mins	30 Mins	30 Mins
Stagecoach	32C	St.Marychurch - Wellswood - Torquay - Torquay Grammar School	One Return Trip	-	-	-	-	-
Stagecoach	35A	Torquay - St.Marychurch - The Willows - Torbay Hospital - Chelston - Torquay (Circular)	30 Mins	Hourly	30 Mins	Hourly	Hourly	Hourly
Stagecoach	35C	Torquay - Chelston - Torbay Hospital - The Willows - St.Marychurch - Torquay (Circular)	30 Mins	Hourly	30 Mins	Hourly	Hourly	Hourly
Stagecoach	53	Kingsteignton - Newton Abbot - The Willows - Torbay Hospital	Varies check T/T	-	-	-	-	-
Country Bus	53	Paignton Bus Station - Kingsteignton	-	-	11:17 & 15:17 2 Trips Only	-	-	-
Torbay Buses	60	Paignton - Preston - Ocombe Farm - Livermead	Hourly	-	-	-	-	-
TCDT Our Bus	61	Preston - Livermead - Torquay - St Lukes Rd	Hourly	-	-	-	-	-
Torbay Buses	62	Meadfoot - Torquay Seafront - Cockington	Varies check T/T	-	-	-	-	-

Torbay Buses	62	Meadfoot - Torquay Seafront - Cockington	Varies check T/T	-	-	-	-	-
Torbay Buses	64	Wellswood - Meadfoot - Torquay	Hourly	-	Hourly	-	-	-
TCDT Our Bus	65	The Willows - Hele - St.Marychurch - Babbacombe - Torquay	Hourly	-	Hourly	-	-	-
Stagecoach	88C	Newton Abbot - Ashburton - Buckfastleigh - Totnes - South Devon College	One Return Trip	-	-	-	-	-
Torbay Buses	108	Paignton - Waterleat - Great Parks - Foxhole - Paignton	Hourly	-	Hourly first bus at 09:07 Luscombe Rd	-	-	-
Torbay Buses	109	Paignton - Foxhole - Great Parks - Paignton	Hourly	-	Hourly	-	-	-
Stagecoach	110	Torquay - Shiphay - Marldon - Foxhole - Collaton St. Mary - Totnes	07:35 One Return Trip and 15:30	-	-	-	-	-
Tavistock CT	111	Tavistock - Yelverton - Ivybridge - Totnes - Torquay	-	-	4th Sat in month Apr - Sep	-	-	-
Stagecoach	120	Paignton - Kingswear	Hourly from 09:30	-	Hourly	-	-	-
Stagecoach	122	Babbacombe - Torquay - Paignton - Goodrington	Usually 30 Mins	-	Usually 30 Mins	-	Usually 30 Mins	-
Country Bus	125	Marldon - Paignton - Stoke Gabriel	60 - 75 Mins	-	60 - 75 Mins	-	-	-
Country Bus	149	Totnes - Torquay via Marldon	Check T/T	-	-	-	-	-
Country Bus	174	Newton Abbot - Kingskerswell - The Willows	Check T/T	-	Check T/T	-	-	-
Dartline	174	Newton Abbot - Kingskerswell - The Willows	Check T/T	-	Check T/T	-	-	-

Stagecoach	FOX	Paignton - Foxhole Circular	15 Mins	Hourly	15 Mins	Hourly	30 Mins	Hourly
Stagecoach	GOLD	Paignton - Totnes - Ivybridge - Plymouth	30 Mins	Hourly	30 Mins	Hourly	Hourly	Last bus 19:38
Torbay Buses	SB1	Sainsburys - Brixham - Churston - Sainsburys Circular	2-Hourly	-	-	-	-	-
Torbay Buses	SB2	Sainsburys - Goodrington - Cherry Brook Drive - Roselands - Sainsburys Circular	2-Hourly Check T/T	-	-	-	-	-
Torbay Buses	SB3	Sainsburys - Foxhole - Shorton - Oldway - Colley End Rd - Sainsburys Circular	2-Hourly Check T/T	-	-	-	-	-
Torbay Buses	SB4	Sainsburys - Broadsands - Cherry Brook Drive - Roselands - Sainsburys Circular	2-Hourly Check T/T	-	-	-	-	-
Torbay Buses	SB5	Barton - Watcombe - St.Marychurch - Sainsburys (Willows) - Hospital (Request)	Varies check T/T	-	-	-	-	-
Torbay Buses	SB6	Shiphay - Chelston - Hospital (Request) - Sainsburys (Willows)	Varies check T/T	-	-	-	-	-
Torbay Buses	TC1	Tembani Court - Paignton - Sainsburys	Check T/T	-	-	-	-	-
A B Coaches	501	Teignmouth - Kingsteignton - Shiphay Grammar Schools	07:15 One Return Trip and 15:45	-	-	-	-	-
A B Coaches	502	Newton Abbot - Wellington - Totnes - Tweenaway - Churston Ferrers Grammar School	07:40 One Return Trip and 15:50	-	-	-	-	-
A B Coaches	502A	Newton Abbot - Wellington - Totnes - Tweenaway - Churston Ferrers Grammar School	07:40 One Return Trip and 15:50	-	-	-	-	-

A B Coaches	502B	Ashburton - Buckfastleigh - Dartington - Totnes - Collaton St Mary - Stoke Gabriel - Tweenaway - Churston Ferrers Grammar School	07:43 One Return Trip and 15:50	-	-	-	-	-
A B Coaches	506	Totnes - Collaton St Mary - Tweenaway - Shiphay Grammar Schools	08:05 One Return Trip and 16:00	-	-	-	-	-
A B Coaches	507	Ashburton - Bickington - Liverton - Highweek - Milber - Shiphay Lane Grammar Schools	07:40 One Return Trip and 15:45	-	-	-	-	-
A B Coaches	508	Bovey Tracey - Chudleigh Knighton - Chudleigh - Milber - Shiphay Lane Grammar Schools	07:40 One Return Trip and 15:45	-	-	-	-	-
A B Coaches	510	Marldon - Paignton - Collaton St. Mary - Totnes KEVICC	07:48 One Return Trip and 15:30	-	-	-	-	-
National Express	404	Penzance - Plymouth - Paignton - Torquay - Newton Abbot - Exeter - Taunton Deane - Bath - Heathrow Airport - London						
National Express	501	Plymouth - Totnes - Brixham - Paignton - Torquay - Newton Abbot - Exeter - Taunton - Heathrow Airport - London						
DSRRC	Tour Bus	Paignton - Totnes Round Robin Tour Bus						
English Riviera Sightseeing Tours	Tour Bus	Paignton - Totnes Round Robin Tour Bus						

BSIP Targets

The Table below outlines the targets set in the BSIP for bus operation using the agreed baselines. Baseline data will be agreed by Q2 FY 2023/24.

BSIP Targets	Baseline Source	Baseline	Target	Results (2023)	Results (2024)
Journey times	Assessment of Accessibility "Torbay Bus Support Phase 2" report by WSP on behalf of Torbay Council August 2021.		A decrease in journey times and improvement in accessibility to each of the Town Centres and Torbay Hospital		
Reliability	DfT 'Analyse Bus Open Data'. (The six (6) months April to September 2021).	Average journey delay: 2mins 46 sec	A decrease in journey delay with an increase in 'on-time' services.		
		On time: 18%			
Passenger Growth	Bus Operator reported figures, verified annually in DfT table Bus0109.		An increase in patronage and journeys per head of population.		
	Bus Operator reported figures, verified annually in DfT table Bus0110.				
Customer Satisfaction (As detailed in Annex 7)	Percentage of satisfied / very satisfied results to NHTS Customer Satisfaction result (2020)	Score: 63% (3% above average)	An increase in passenger satisfaction and a decrease in the number of complaints		
	NHTS Satisfaction Ranking Data	Multiple Categories Used			
	No survey data				
Average Fares	Current Fare Structure		A decrease in overall average fare cost		
Number of Zero emission buses in the fleet	October 2021: zero (0) vehicles	0	An increase in the number of zero emission vehicles operating as a percentage of the fleet.		
Reduced Carbon Emissions from fleet	April 2022 – TBC		A decrease in average vehicle emissions across the fleet		

Schedule of EP Facilities Requiring Future Funding

Subject to securing additional funding Torbay Council will seek to deliver the following Facilities listed in the table below.

Ref	Measure title or intervention	Torbay Council Commitments	Bus Operator commitments
F.i	Provide bus priority at all key signalised junctions on those core network corridors and continue to review other opportunities.	<p>Torbay Council will lead each review, coordinating the involvement of stakeholders.</p> <p>Set out objectives and/or parameters for each junction.</p> <p>Document the review.</p> <p>Prioritise locations</p>	<p>Bus Operators will cooperate with Torbay Council and other relevant Bus Operators, and participate in all aspects of each review, providing inputs (including data) as required.</p> <p>Bus Operators will help identify any improvements and provide recommendations through the Enhanced partnership board.</p> <p>Identify potential pinch points, causes of delay and unreliability. If possible collect evidence on the impacts. Work with the Council to prioritise locations and improvements.</p>
F.ii	Enhance hub points, including Real Time Information	<p>Torbay Council will lead the programme(s) of works, coordinating the involvement of stakeholders.</p> <p>Locations of Enhanced hub points may include: Brixham Town Centre, Brixham Park and Ride, South Devon College, Paignton Bus Station, Torquay Town Centre, Torbay Hospital, and district shopping centres.</p>	<p>Bus Operators will cooperate with Torbay Council and other relevant Bus Operators, and participate in all aspects of each review, providing inputs (including data) as required.</p> <p>Bus Operators will assist the Council with any funding bids to encourage investment in Enhance hub points / Real Time Information upgrades.</p>
F.iii	Redevelopment of Paignton Bus Station as a hub	Details will be covered by the "Masterplan for Paignton Town Centre"	Bus Operators will inform the redevelopment of Paignton Bus station as a hub through participation in stakeholder groups.
F.iv	Introducing additional Real Time Information screens at bus stops	Torbay Council will review current real time information (RTI) provision at key locations across the local bus network.	<p>Bus Operators will facilitate the provision of data required for the current Real-Time Information (RTI) system and DfT Bus Open Data Service (BODS) up to date, through services such as Ticketer. This includes, but isn't limited to, bus service timetables, bus routes, and bus fleet details.</p> <p>Bus Operators will be expected to enforce correct data entry procedures at ETMs on buses, by bus drivers.</p>

Schedule of EP Measures Requiring Future Funding

Subject to securing additional funding Torbay Council will seek to deliver the following Measures.

Ref	Measure title or intervention	Torbay Council Commitments	Bus Operator commitments
M.i	Increase provision and hours of socially necessary services	Torbay Council will identify and uses an allocation of revenue funding towards the delivery of increased provision and hours of socially necessary services until the service becomes commercially viable or the allocated budget is used, whichever is sooner.	Bus Operators will commit to full participation in the provision of any funded service and support the Council by: Helping decide the timetable, providing evidence for the likely timescale to achieve commercial viability on any future services and providing constructive feedback on any future service proposals.
M.ii	Modifying the Concessionary Fares offer	The Council will work with Bus Operators to modify the concessionary Fares offer, including: Outlining aims and objectives. The scale of any modification considering any financial implications; and Reimbursement methodologies.	Bus Operators will work with the Council to agree on a mechanism for the modification of the concessionary Fares offer.
M.iii	Demand Responsive Transport	Undertake and co-ordinate a review across the public transport network to develop a strategy for Demand Responsive Transport Consider how the provision of Demand Responsive Transport can be integrated with the existing bus and rail network	Bus Operators will proactively participate in the initiative, and cooperate with the provision of data within agreed timescales

Torbay's Bus Passenger Charter

[DRAFT TEMPLATE to be finalised and agreed no later than six (6) months after this Enhanced Partnership is signed and then reviewed annually.]

A shorter, user-friendly version will be agreed, produced and publicised at stops and on buses where it can be seen and read by bus users. It is intended that the "tone of voice" of the public facing version should be empowering but warm (selling the bus by putting the customer experience first). If possible "corporate" language should be avoided].

Bus Passenger Charter – Purpose and Area

The purpose of this Bus Passenger Charter is to improve bus services across Torbay. This charter has been created in partnership between Torbay Council (TC), local Bus Operators, bus users and other stakeholders. It covers all locally registered bus and coach services provided by all Bus Operators across Torbay's commercial and Council-supported network, including any service operated on a flexible or demand-responsive basis and most services provided by Torbay's Community Transport.

The Bus Passenger Charter establishes a consistent standard for all bus services to meet (including punctuality, proportion of services operated, vehicle cleanliness and information), it sets out what passengers can expect from Torbay Council and Bus Operators delivering local bus services across the Torbay area and gives bus users the ability to hold all partners to account on the commitments we make to you within this Bus Passenger Charter.

Our Commitments to You

This Charter sets out passenger rights and a collective commitment from the Council and local Bus Operators to work together to provide services which will meet all passenger needs, and which are measurable against TC's Bus Service Improvement Plan (BSIP) targets:

As a partnership we commit to deliver the following service standards to you, ensuring:

Torbay's Bus Operator Commitments

- All partner Bus Operators will ensure that the commitments in this Bus Passenger Charter are implemented and enforced, and hold ourselves and our partners accountable;
- All Torbay bus drivers will receive full "bus driver" training to the standards set out in both the National Occupational Standards (NOS) and National standard for driving buses and coaches;
- All bus journeys are operated as advertised and adhere to published timetables and routes;
- We will communicate and consult with our passengers, any significant timetable or route changes;
- All vehicles display a route number and a destination, and another indication of which route they are on and where they are going;
- We provide timely service disruption information including the impacts of any roadworks through all reasonable communication channels;
- That your journey is reliable;
- That you travel on vehicles which are clean, comfortable and accessible to all;
- We provide recognisable bus stop with up-to-date information where infrastructure allows;

- We do all we can to discourage unreasonable behaviour by other passengers on the bus; and
- We make reasonable adjustments to accommodate the individual needs of passengers.

Torbay Council's Commitment

- We will ensure all customer-facing staff undergo periodic customer and disability awareness training;
- We will work with Bus Operators to ensure that the commitments in this Bus Passenger Charter are implemented and enforced, and hold ourselves and our partners accountable;
 - We will ensure Bus Operators provide a range of value for money tickets that are easy to understand and fare information will be more accessible, particularly at bus stops;
 - We will provide all information (including Torbay's bus network fares) for passengers being as accurate, relevant and up to date as possible;
 - We shall positively manage the effects of roadworks and highway emergencies on bus routes;
 - That all buses are required to comply with Public Service Accessibility Regulations (PSVAR);
 - All bus stops are accessible, free from damage once this is reported, and safe to use for the intended purpose.

Your commitment to us

Bus travel and the continuing improvement of the local bus network is a partnership process. We believe that this also includes our passengers and feel that you can make a difference too by:

- Clearly signalling to the bus driver that you want to board when waiting at a bus stop;
- Respecting bus drivers and their requests, other staff and your fellow passengers;
- Having your pass, ticket or payment ready as you board to help keep buses running on time;
- Keeping your bus clean by not putting feet on seats and taking your litter home with you;
- Allowing wheelchair users to occupy the dedicated wheelchair spaces when they need them;
- Ringing the bell in advance of when you want to get off the bus; and
- Staying seated or holding onto the handrails while the vehicle is moving at all times.

Beyond your journey

If your journey has not met your expectations, please let the Bus Operator know. They actively welcome comments and suggestions, as well as complaints. Details of how to comment or complain can be found via the Bus Operators' websites detailed within Annex 1.

Bus Operators will aim to respond to all complaints within 10 (ten) days. If they are unable to do so within that timescale, the relevant organisation will contact you to outline the expected response time.

If you are not satisfied with how a Bus Operator has dealt with your communications or complaint, please contact Torbay Council at **[Email]** or by ringing **[Number]**.

What to Expect When Things Go Wrong

Torbay's EP will hold all parties accountable for their performance against this bus passenger charter. While we are committed to providing the best service possible, we understand sometimes things do not go to plan.

If you feel dissatisfied with any bus journey within Torbay, then we invite you to get in touch using the Bus Operator's details in Annex 1 below. Complaints may be used to inform ongoing service improvements and will be reported annually.

Where either Torbay Council or a Bus Operator falls short of the commitments set out in this charter, you will receive an apology and, where appropriate, compensation.

If for any reason the last scheduled journey to your destination becomes later than 45 minutes or is cancelled, the Bus Operator will reimburse you for the ticket cost. You must provide the ticket receipt to the relevant Bus Operator for this and details of the affected journey (including date, time and locations involved).

Independent Appeals

If you disagree with the response received to any complaint, you have the option of approaching Bus Users UK who will try to resolve the issue for you.

Bus Users UK can be contacted by:

- Post: Bus Users UK, 22 Greencoat Place, London SW1 1PR.
- Email: enquiries@bususers.org
- Telephone: 0300 111 0001.

They may refer your complaint to the Bus Appeals Body (appealservice.co.uk). Torbay Council and all local Bus Operators abide by the Bus Appeals Body's recommendations.

Date, Validity and Availability of this Charter

This Charter⁹ was published on [Date TBC] and will be reviewed annually. It will be updated when required following consultation with Torbay's Stakeholder (Bus) Group. This bus passenger charter is available online by visiting:

[Insert link]

We can make this Charter available in a range of accessible formats. Please contact future.planning@torbay.gov.uk to discuss your requirements.

Improving your bus services and funding them

⁹ Version 1. Date 2023

We've made an Enhanced Partnership (EP) with all local Bus Operators running services within, to or from Torbay to deliver our Bus Service Improvement Plans (BSIPs). Links to both these documents can be found here:

www.torbay.gov.uk/roads/travel/bus-network-improvements

Legal considerations

Statutory rights - This charter does not affect your statutory rights.

Legal relationships - This charter does not change any legal relationship between the Bus Operator, local government, and the passenger.

Links to legal rights - This charter contains links to key documents that will help you if you want to read more about your rights, such as a bus company's conditions of carriage.

Equalities Act and inclusivity - The measures in this charter aim to improve the inclusivity of services and how they are held accountable. They will take protected characteristics (e.g., age, ethnicity, disability, etc) into account.

Annex 1

Bus Operator	Website
A B Coaches	www.abcoachesltd.co.uk
Country Bus	www.countrybus.co.uk
Dartline	www.dartline-coaches.co.uk
Dartmouth Steam Railway and Riverboat Company (DSRRC)	www.dartmouthrailriver.co.uk
English Riviera Sightseeing Tours	English Riviera Sightseeing Tours, The Firs, Station Road, Torquay, Devon, TQ2 6NU
National Express	www.nationalexpress.com/en
Stagecoach South West	www.stagecoachbus.com
Tavistock Country Bus	www.tavistockcountrybus.co.uk
Torbay Community Development Trust (TCDT) Our Bus	www.torbaycdt.org.uk/core-work/ourbus-torbay
Torbay Buses	www.torbaybuses.co.uk

Stagecoach's Customer Charter sets out the commitment from the Bus Operator on a national level and may be accessed online using <https://www.stagecoachbus.com/customer-charter>

Annual Customer Satisfaction Survey - Methodology

The table below outlines a proposed methodology for the annual programme of customer satisfaction surveys subject to agreement and approval from the EP board.

Activity	Detail/Justification	Timescale
The annual survey set up	Engage stakeholders (bus operators), and seek input from the relevant organisations, elected representatives and a wide range of end users.	1 Week
Planning	Identify routes which intersect with the highest population density to generate a high number of responses. Likely to be considered as the Core routes and town services. Further consideration could be made for increasing the variety of operators or routes.	2 to 3 Weeks
All stakeholders to agree on the survey methodology	Approach 1: Focused, at-seat and in-person surveying (annually). Approach 2: Automation of data via QR codes (continual 'pulse' survey linked to PowerBI dashboard)	1 Week
Production of online surveys and QR codes. Alongside the production of on-bus, bus station and bus shelter posters.	The following will be considered when developing survey detail: Questions around how bus users feel The Plan and The Scheme is being delivered to inform the annual BSIP review; The weighting of responses (age band and gender, peak and off peak, weekday and weekend); The use of "field workers" to undertake at-seat and in-person surveying. Field workers can hand out a paper questionnaire with one pre-paid envelope to passengers or encourage passengers towards the online questionnaire or provide a QR code for an online link; Annual surveys are carried out to ensure we get a balanced view of users and journey types (e.g. June when tourists mix with regular local users and education travellers). Observed gender and age bands could be recorded as well as journey times on the route; Number of passengers boarding and alighting counted; and Length of survey (the shorter the better).	3 to 4 Weeks
Annual surveys	Approx. 1 month of at-seat and in-person surveys during June each year to include peak and off-peak, weekdays and weekends across the agreed routes.	1-month
Rest of the year	The on-bus, bus station and bus shelter posters will include a web link and QR code to the survey to capture data throughout the year as a 'pulse' survey linked to a PowerBI dashboard.	On-going
Data Collection and analysis	Data is collected at the point of source (annual survey) or downloaded (continually) through the pulse survey approach. All data is analysed, and findings are summarised in an annual report. All results are shared with stakeholders, and it is recommended that actions to maintain/improve customer satisfaction are logged / inform future BSIPs and EP changes.	Annual

Proposed EP Schedule Variation Pro-Forma

Please send to: **Email address**

Name, Position and Company:

The proposed change to The Scheme:

Reasons for Change (Please include which objectives from the BSIP this supports – these can be found on page X of the BSIP):

Implications of the proposed change, including any impact on current local transport policies:

Signed and dated:

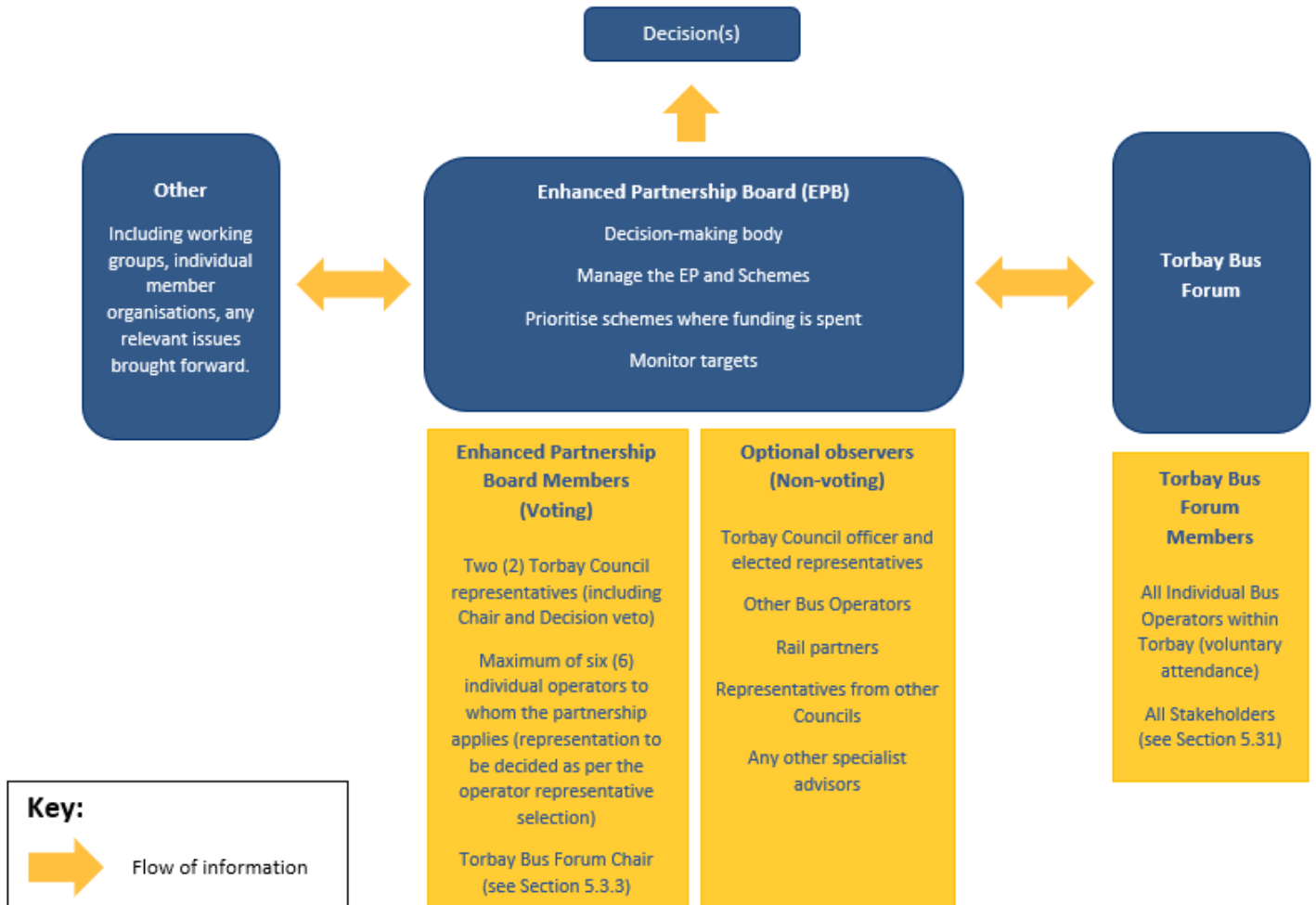
Date discussed at the EPB and record of the decision made:

EP Variation Log

The table below outlines the EP Variations that have taken place up to and prior to this current dated version of the TC EP. The table will be amended each time the EP is varied.

Version / Variation no.	Variation Date	Reason for Variation	Changes Summary
Version 1	16 October 2023	Section 5.33 amended in line with the requirement for Torbay Council to have only two representatives on the EPB.	Text changed to “Forum meetings will be administered by Torbay Council and chaired by a member of the forum”.
Version 1	16 October 2023	Section 3 and Section 4: Changes to the timeframes listed in the “Delivery milestones” for various Facilities and Measures. As approved at the Enhanced Partnership Board meeting.	A complete list is provided in the minutes of the Enhanced Partnership Board meeting (25/08/2023)

EP Scheme Governance Flow Chart



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