

**THE YORK
ENHANCED
PARTNERSHIP
FOR BUSES**



Enhanced Partnership Scheme

Final

September 2022

The York Enhanced Partnership (EP) Scheme

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1. Legal declaration

1.1. The York Enhanced Partnership Scheme for buses is made in accordance with Section 138G(1) of the Transport Act 2000 by CYC.

2. EP Scheme content

2.1. 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:

- The Scope of the EP Scheme and commencement date
- Obligations on the Local Authorities
- Obligations on Bus Operators
- Governance Arrangements

2.2. This EP Scheme sets out obligations and requirements on both CYC and Bus Operators in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

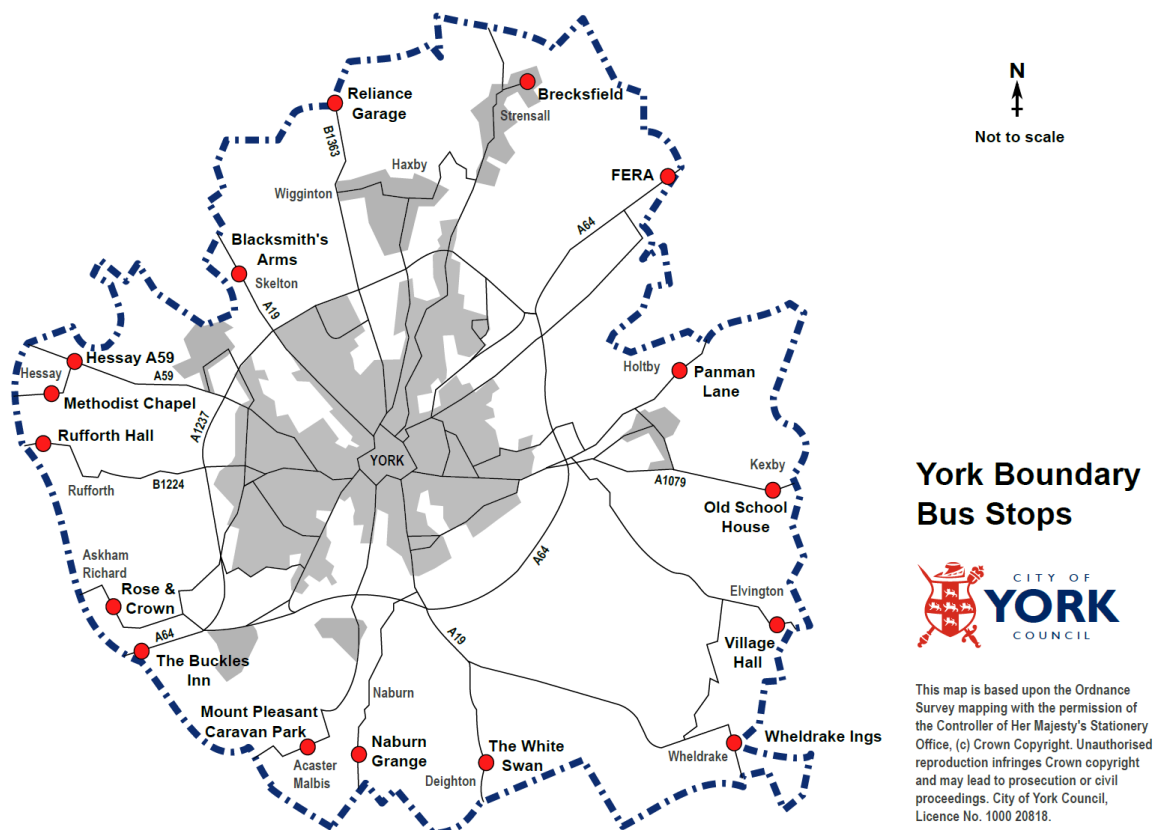
3. Scope of the EP Scheme and Commencement Date

Geographical Coverage

3.1. The EP Scheme will support the improvement of all local bus services operating in the City of York Council Unitary Authority Area.

Map of EP Plan and EP Scheme Areas

3.2. The York EP covers the same geographical area as the City of York Unitary Authority area:



Commencement Date and Review Process

3.3. The EP Plan and EP Scheme are made on Tuesday 27th September 2022.

- 3.4. The EP Plan will have no specific end date but will be reviewed annually from the commencement date.
- 3.5. The EP Scheme will have no specific end date but will be reviewed annually from the commencement date.
- 3.6. The EP Scheme will be reviewed by the EP Operational Delivery Group at its final meeting of each calendar year, with a vote to accept or reject any proposed amendments received throughout the year. For the avoidance of doubt, all changes will be subject to the governance arrangements as set out in sections 8 and 9.
- 3.7. Any amendments which are accepted by the EP Operational Delivery Group will be included in a revised EP Plan and EP Scheme, circulated to statutory consultees as required and formally adopted at the end of the following March.
- 3.8. The EP scheme variation process is set out in section 8.

Exempted Services

- 3.9. The following services are exempt from some or all of the requirements of the EP Scheme:
- 3.10. Any service which has part or all of its route registered as a local bus service in the EP Scheme area, but which functions primarily as a pre-booked long-distance coach service is exempted from the EP Scheme.
- 3.11. Registered local bus services operated primarily for the benefit of tourism are exempted from the requirements to meet pre-agreed service change dates and to participate in multi-operator ticketing schemes.
- 3.12. Registered local services operating on fewer than 48 days per calendar year are exempted only from the requirements to meet pre-agreed service change dates.

4. BSIP funding

- 4.1. On 4th April 2022, the DfT made an indicative funding award of £17.3m to CYC. The funding was conditional upon a summary table detailing proposed BSIP expenditure, plus a draft EP Plan and Scheme, which were submitted

to DfT along with letters of support from bus operators by 30th June 2022.

The summary table is included as Schedule 4.

4.2. The £17.3m BSIP funding was confirmed by DfT on 8th August 2022.

5. Obligations on the Local Authority

Park & Ride

5.1. CYC will continue to provide six Park & Ride facilities located close to the junctions of the main radial A-roads and the Outer Ring Road:

- Askham Bar Park & Ride, located close to A1036/A64 junction.
- Designer Outlet Park & Ride, located close to A19/A64 junction
- Grimston Bar Park & Ride, located close to A1079/A64 junction
- Monks Cross Park & Ride, located close to A1237/Malton Rd/A64 junction
- Poppleton Bar Park & Ride, located close to A59/A1237 junction
- Rawcliffe Bar Park & Ride, located close to A19/A1237 junction

5.2. The sites will continue to be maintained by and served by buses provided by CYC's Contracted Park & Ride Operator, with free parking, frequent services running 7 days per week and fares set at a level competitive with city centre parking charges.

5.3. CYC and its Contracted Park & Ride Operator will maintain and improve the existing Park & Ride services (*EP Plan commitment C-PR1*).

5.4. CYC and its Contracted Park & Ride Operator will convert five of the existing Park & Ride sites to multi-modal hubs, with overnight parking, connections with interurban services and other sustainable travel modes (*EP Plan commitments A-PR1 and C-PR2*).

- This commitment is dependent upon £4m of BSIP capital funding and will be progressed at an average rate of one P&R site every six months during the 30-month BSIP funding period.

5.5. CYC and its Contracted Park & Ride Operator will restart the Poppleton Bar Park & Ride service at the earliest opportunity (*EP Plan commitment A-BN1*).

- This commitment is dependent upon £750k of BSIP revenue funding.

Bus priority lanes

- 5.6. CYC will provide and maintain the list of bus lanes described in Schedule 1, including automated enforcement using ANPR cameras where listed.
- 5.7. New bus lanes may be added to this list using a bespoke variation under the powers at s.138E of the Transport Act 2000.
- 5.8. All operators running local bus services along any part of the corridor that would be subject to the new bus lanes can object to the proposals. Those proposals will only go ahead if no irreconcilable objections are received.

Signals-based bus priority

- 5.9. CYC will provide bus priority measures using its traffic signals and develop a real-time traffic model which will identify late-running buses, prioritising them at junctions (*EP Plan commitment C-R2*).

Whole Corridor Bus Priority Measures

- 5.10. Subject to feasibility studies and public consultation, CYC will deliver bus priorities on key radial routes into York (*EP Plan Commitment A-R3*). Specifically, these improvements will cover:
 - the Wigginton Road (B1363) corridor;
 - the Fulford Road (A19) corridor;
 - University Road and Heslington Road.
 - These measures are dependent on £3m of BSIP capital funding. Further details are set out in the summary table at Schedule 4.
- 5.11. Subject to a city centre bus routing study, feasibility studies and public consultation, CYC will deliver a package of measures to improve bus

journey times and reliability through York city centre. These measures will deliver the best possible routing for bus services and, where required, bus lanes on the approaches to the city centre (*EP Plan Commitment A-R3*).

- These measures are dependent on £2m of BSIP capital funding. Further details are set out in the summary table at Schedule 4.

Moving traffic offences

5.12. CYC will give consideration to taking on powers to enforce moving traffic offences, if legislation is introduced enabling non-London local transport authorities to apply for these powers (*EP Plan commitment C-R3*).

Bus stops

5.13. CYC will undertake a programme of bus stop improvements on a route-by-route basis, with a focus on providing attractive, high-quality, accessible infrastructure (*EP Plan commitment A-S1*).

- This measure is dependent on £250k of BSIP capital funding.

5.14. CYC will continue to provide and maintain its existing bus stop infrastructure in accordance with the following standards (*EP Plan commitment C-S1*):

5.15. All stops, wherever practical, will include Kassel kerbs, a hard standing area of sufficient size to accommodate a wheelchair, a bus stop pole with plate flag and a standard timetable case. Cases and flags will be cleaned once per year or whenever timetables are changed.

5.16. Stops on high-frequency routes, or those served by multiple routes, will include a high-quality bus stop pole and bus stop flag, and two standard timetable cases.

5.17. Key stops, wherever practical, will also include a standard bus shelter, large format timetable case and real-time information screen. Shelters will be cleaned once every three months.

- 5.18. City centre stops, wherever practical, and Park & Ride sites, will include Kassel kerbs, a high-quality shelter, large format timetable case, a high-quality bus stop flag and real-time information screen. City centre shelters will be cleaned once per month.
- 5.19. Bus shelters in the city centre and along higher-frequency routes will be supplied and maintained either directly by CYC or under contract via a third party. Additional shelters in parish areas are provided and maintained by parish councils at their own expense and discretion.
- 5.20. CYC will seek to expand the number of 'Key stops' in consultation with the EP Infrastructure Group, subject to funding.

Bus Information

- 5.21. CYC will produce composite timetables featuring route maps and services from all operators at all stops where poster cases are installed (*EP Plan commitment C-11*). Where services are registered at 70 days' notice on agreed change dates, the council will ensure that posters are in place in time for the service change.
- 5.22. In cases where an operator registers a service change outside of the agreed change dates or at less than 70 days' notice, CYC will use best endeavours, but cannot guarantee that timetable posters will be available in time for the service change date.
- 5.23. CYC will continue to promote the use of the existing 'York by bus' brand (*EP Plan commitment C-M3*).

Real-time passenger information screens

- 5.24. CYC will provide 100 new battery-powered real-time information screens at locations where it is uneconomical to install a mains power feed (*EP Plan commitment A-13*).
- This commitment is dependent on £800k of BSIP capital funding.
- 5.25. CYC will replace existing life-expired real-time information equipment. (*EP Plan commitment A-14*).
- This commitment is dependent on £490k of BSIP capital funding.

- 5.26. CYC will use best endeavours and any available funding to provide and maintain all existing real-time passenger information screens in good working order (*EP Plan commitments C-R1 and C-I4*).
- 5.27. CYC will seek to equip real-time information sites with audio-visual announcement technology as funding permits (*EP Plan commitment C-I6*).
- 5.28. CYC will seek to install additional real-time information screens, where the need is identified and as funding permits.

Targeting bottlenecks in the highway network

- 5.29. CYC will provide £50,000 per annum, supplemented by £25,000 from of BSIP capital funding in year 1 and £50,000 per annum in years 2 and 3, in order to fund small schemes targeting causes of delay on the local highway network. Provision of capital funding for larger schemes, including whole-corridor measures with a strong benefit-to-cost ratio will also be considered (*EP Plan commitments A-R2, C-R6 and C-R8*).

Staffing

5.30. Enhanced Partnership Officer

- CYC will employ an Enhanced Partnership Officer to lead on the administration of the EP, liaise with Bus Operators, arrange meetings of the EP Forum, Operational Delivery Group and its subgroups, report on progress of EP objectives and help ensure that all EP members are delivering on their commitments (*EP Plan commitment A-OD1*).
- This commitment is dependent on £50k per annum of BSIP revenue funding.

5.31. Network Monitoring Officers

- CYC will employ Network Monitoring Officers, providing cover between 0700 and 1900 on Monday-Saturdays and during major events.
- The Network Monitoring Officers will be the office-based front line operational liaison between bus operator controllers/duty managers and CYC.
- The Network Monitoring Officers will have access to CCTV traffic cameras and live bus punctuality data, direct control over traffic signals and the @york_travel twitter feed.
- The Network Monitoring Officer will attend the EP Performance Group.
- The council's minimum annual funding commitment in respect of NMO salaries is £60,000.

5.32. Bus Wardens

- Subject to CYC confirmation of funding, CYC will employ Bus Warden(s), providing cover between 0700 and 1900 and Mondays-Saturdays and during major events.
- The Bus Warden(s) will be the street-based public face of the Enhanced Partnership, providing public assistance, monitoring bus stop infrastructure, updating timetable posters and ensuring bus stops and routes are clear of obstructions.
- The Bus Warden(s) will receive Civil Enforcement Officer training, with the power to serve Penalty Charge Notices on any unauthorised vehicles parking on bus stop clearways, double yellow lines on bus routes, abusing Park & Ride facilities or otherwise obstructing the passage of buses along the public highway.
- This commitment is conditional upon approximately £60,000 per annum of revenue funding being allocated for this purpose.

5.33. Commercial Ticketing Officer

- CYC will employ a full-time Commercial Ticketing Officer until March 2025 to manage and grow smart and multi-operator ticketing schemes (*EP Plan commitment A-T1*).
- The Commercial Ticketing Officer will attend the EP Ticketing Group.
- This commitment is dependent on £50,000 per annum of BSIP revenue funding.

5.34. Bus Infrastructure Officer

- CYC will employ a full time Bus Infrastructure Officer to manage and improve the city's bus infrastructure.
- The Bus Infrastructure Officer will attend the EP Infrastructure Group.

Website and apps

5.35. CYC will continue to provide and maintain its sustainable travel information website at www.itravelyork.info (*EP Plan commitment C-I3*)

5.36. The website will include:

- Links to timetables of all bus routes serving the EP Scheme area.
- A comprehensive bus network map
- Detailed information on York's Park & Ride sites and routes
- Links to journey planning resources such as the National Traveline Journey Planner
- Fares information
- Links to real-time information
- Information about upcoming service changes
- Information about upcoming events in York which might impact on bus services
- Information about disruptions and diversions.
- A monthly measure of overall bus punctuality.

- 5.37. CYC will continue to update its live traffic twitter feed, @york_travel, with service updates, disruption information and other urgent travel information.

Behaviour Change Marketing

- 5.38. CYC will run a travel behaviour change marketing campaign, targeting travellers on routes which will benefit from BSIP-funded bus priority (*EP Plan Commitment A-M1*). This commitment is dependent on £800k of BSIP revenue funding.

Bus Lane Enforcement

- 5.39. CYC will continue to use the discretionary powers granted to it under the Traffic Management Act 2004 to enforce certain bus lanes using automated number-plate recognition (ANPR) CCTV cameras. These are located at:
- Coppergate
 - Low Poppleton Lane/Millfield Lane
- 5.40. Additional bus lane enforcement cameras will be considered during the lifetime of the EP Scheme subject to funding and business case requirements.

Managing Roadworks

- 5.41. CYC will give bus operators a minimum of 7 days' notice of planned roadworks affecting bus routes, with a longer advance notice period wherever possible, particularly in regard to major works. The Performance Group will meet on a monthly basis to discuss and provide input into any planned works which could have a major effect on bus journey times. Staff involved in planning and managing major roadworks schemes will be invited to attend the Performance Group on a case-by-case basis.
- 5.42. CYC will use its real-time information screens to advise passengers of delays, diversions and bus stop closures due to planned or unscheduled roadworks, flooding or other emergencies.

- 5.43. CYC will produce and put up information posters to advise passengers of diversions and stop closures due to planned or unscheduled roadworks, flooding or other emergencies at city centre stops.
- 5.44. CYC will publicise diversions and stop closures due to planned and unscheduled roadworks, flooding or other emergencies on its www.itravelyork.info website and on its social media feeds.

Managing events

- 5.45. CYC will give bus operators a minimum of 2 months' notice of any major events expected to be attended by more than 5,000 people. Event organisers will be invited to the Performance Group to discuss issues such as traffic management and event transport with the operators.
- 5.46. The Performance Group will decide upon the appropriate level of cover for Network Monitoring Officers, Bus Wardens and bus operator staff during major events (*EP Plan commitment C-R4*).
- 5.47. CYC will use its real-time information screens to advise passengers of delays, diversions and stop closures due to major events.
- 5.48. CYC will produce and put up information posters to advise passengers of diversions and stop closures at City Centre bus stops due to major events.
- 5.49. CYC will publicise diversions and bus stop closures due to major events on its www.itravelyork.info website and on its social media feeds.

Socially-necessary bus services

- 5.50. CYC will continue to provide financial support for bus services which it considers to be socially necessary under the Transport Act 1985, where no operator is willing to provide a suitable service on a commercial basis.
- 5.51. CYC will use the services it specifies as a mechanism to encourage take-up of vehicles with lower emission levels (*EP Plan commitment C-*

E3) and audio-visual announcement technology (EP Plan commitment C-16).

Air Quality Initiatives

- 5.52. CYC will continue to recognise the benefits of improving air quality by encouraging transfer from car trips to bus trips and improving bus emissions (*EP Plan commitment C-E1*).
- 5.53. CYC will facilitate and coordinate operator responses to Government grants directed at reducing emissions from public transport. The council will maintain equality of opportunity, whilst targeting those initiatives which promise to deliver the greatest gain for York (*EP Plan commitment C-E2*).

Ticketing Initiatives

- 5.54. CYC will continue to provide off-bus ITSO ticket vending machines at Piccadilly, Stonebow, York Rail Station, Rougier St, Exhibition Square, all six Park & Ride sites and Monks Cross Shops. These are capable of selling single-operator ITSO tickets as well as All York tickets. Bus Operators wishing to use this facility to sell single-operator tickets can arrange to do so with CYC.
- 5.55. CYC will provide £200k of capital funding to enable tap-on/tap-off EMV (credit/debit card) ticketing aboard all of the city's buses (*EP Plan Commitment C-T8*).
- This commitment will be delivered by April 2023.

Tree Cutting

- 5.56. CYC will commission tree-cutting work once per annum during the Autumn months to minimise the risk of buses being damaged by branches and foliage overhanging the public highway.

Property Developments

- 5.57. CYC, as the planning authority for York, will give careful consideration as to how new developments will be served by bus. The key

consideration will be to balance the commercial viability of services against providing the most competitive journey times (*EP Plan commitment C-D2*).

- 5.58. CYC will include bus operators in discussions regarding new developments at an early stage in the process (*EP Plan commitment C-D4*).
- 5.59. CYC will consider implementing planning conditions to require provision of express coach links between new developments sites and central Leeds or rail stations (*EP Plan commitment C-D3*).
- 5.60. CYC will work with developers to use Section 106 settlements to fund and deliver localised bus priority schemes to offset the impact of traffic generated by the development (*EP Plan commitment C-R7*).
- 5.61. CYC will work with developers to upgrade transport corridors serving those developments. Measures will be funded through planning conditions, including Section 106 contributions or where appropriate, tariffs or Community Infrastructure Levies (CIF) (*EP Plan commitment C-R9*).
- 5.62. CYC will work with developers to establish bus priority into any new development in York, to make buses as time competitive as reasonably possible with private cars (*EP Plan commitment C-D1*).
- 5.63. CYC will require that new residential developments of 100 or more dwellings and new large commercial developments have a clearly identifiable 'Public Transport Hub' at their centre, incorporating a heated shelter, real time information, poster cases and automated ticket vending machines. (*EP Plan commitment C-D6*).
- 5.64. CYC will require, as a general design guideline, that services to new developments will be as attractive as the nearest Park & Ride alternative (*EP Plan commitment C-D7*).
- 5.65. CYC will encourage developers to make full use of ICT in any new properties in order to make real-time information available to new residents (*EP Plan commitment C-D8*).
- 5.66. CYC will continue to work with housing developers to encourage residents to use sustainable travel (*EP Plan commitment C-M1*).

6. Obligations on Bus Operators

Vehicle Standards

- 6.1. Any Bus Operator vehicle entering the City Centre Clean Air Zone five or more times per day whilst operating as a local bus service must meet, as a minimum, Euro VI or equivalent emissions standard.
- 6.2. Bus Operators agree to recognise the importance of improving air quality across York by reducing harmful emissions from bus services (*EP Plan commitment C-E1*).

Timetable change dates

- 6.3. There will be a maximum of six service change dates per year. These dates will be agreed and published by the Performance Group no later than 30th September of the calendar year preceding the change dates (*EP Plan commitment C-I1*).
- 6.4. Bus Operators will only make timetable or route changes on those dates agreed in advance by the Performance Group, giving at least 70 days' notice of their intended changes to CYC.
- 6.5. Exceptions will only be considered where timetable or route changes are required due to:
- Long-term roadworks or road closures
 - Major events
 - Contract changes by tendering authorities
 - Change dates which conflict between neighbouring EP scheme areas (applies to Cross-Boundary Services only).
 - At the sole discretion of CYC, any other urgent issue that may arise outside the operator's reasonable control.
- 6.6. Where a Bus Operator fails to adhere to this policy, they will be fully liable for the cost of materials and labour required to produce timetable posters for any affected stops at a rate of £15 per stop (CPI Indexed). If the operator provides staff to assist with putting up replacement posters, the amount payable will be reduced accordingly.

Timetable information

- 6.7. Bus Operators will ensure that electronic timetable data is made available to the National Traveline service no less than 42 days ahead of any change date, either by providing a copy of their registered timetable to CYC, or directly to Traveline in a valid TransXchange format.
- 6.8. Bus Operators will produce their own timetable leaflets and publicise their services on their websites and via third-party apps (*EP Plan commitment C-12*).

Real-time information

- 6.9. Bus Operators will supply accurate electronic timetable data and live vehicle location data in a timely manner to the lead representative of the Yorkshire Real-Time Information Partnership (currently West Yorkshire Combined Authority).
- 6.10. Bus Operators will provide a combined financial contribution of £50k per annum (CPI Indexed) to the upkeep of York's real-time information infrastructure (*EP Plan commitment C-14*). The contribution per operator will be calculated relative to each operator's scheduled mileage within the EP Scheme area.

Audio-visual information

- 6.11. Bus Operators will ensure that newly-manufactured vehicles are equipped with audio-visual announcement technology and endeavour to fit all other vehicles in their fleet with such equipment where practical and affordable to do so (*EP Plan commitment C-16*).

Service disruptions due to roadworks, emergencies or events.

- 6.12. Bus Operators will publicise diversions and stop closures due to events, planned and unscheduled roadworks, flooding or other emergencies on their websites and social media feeds.

- 6.13. Bus Operators will produce information posters advising of diversions and stop closures due to events, planned and unscheduled roadworks, flooding or other emergencies for bus stops outside the city centre. These posters must be displayed inside the timetable cases. Bus Operators agree to pay the full cost of rectifying any damage to timetable cases which results from their posters being attached to the outside of the case.

Commitment to passengers

- 6.14. Bus Operators will work with CYC to develop a customer charter to include redress, particularly around late buses and buses which do not run (*EP Plan commitment C-CS1*).
- 6.15. Bus Operators will work with CYC to establish a protocol which guarantees any wheelchair user not able to access a wheelchair space on the first bus to arrive at their stop is able to hire a taxi for their journey at no extra cost (*EP Plan commitment C-CS1*).
- 6.16. Bus Operators will engage with the EP Passenger Group (*EP Plan commitment C-CS2*) and support regular bus surgery events (*EP Plan commitment C-CS3*).
- 6.17. Bus Operators will continue to provide sufficient funding to CYC to ensure that annual Transport Focus customer satisfactions surveys continue during the lifetime of the EP Plan (*EP Plan commitment C-CS4*).

Serving new developments

- 6.18. Bus Operators will work with CYC to consider the feasibility of bus routes serving new developments and will work to make the necessary financial case for delivering the route if a positive business case can be made for the intervention, once its full impacts are assessed (*EP Plan commitment C-R10*).

Ticketing

- 6.19. Bus Operators will accept the full suite of All York multi-operator tickets aboard all their local bus services in the EP Scheme area, with the exception of those services provided primarily for major events or the purposes of tourism. A list of current All York tickets and prices is shown in Schedule 2.

7. Joint partnership commitments made by all EP Members.

Ticketing

- 7.1. The EP Members will put in place fare reductions for young persons (*EP Plan commitment A-T2*), consisting of:
- A low, flat fare applicable throughout the EP area for young persons aged under 19.
 - Free bus travel for up to three children when accompanied by an adult.
 - Targeted fare reductions for the 19-25 age group.
 - This commitment is dependent on £3.36m of BSIP revenue funding and will apply from January 2023 until at least March 2025.
- 7.2. The EP Members will jointly develop an app-based All York Ticket (*EP Plan commitment C-T1*). This commitment may be fulfilled either through the use of existing bus operator ticketing apps or via the procurement of a new app.
- 7.3. The EP Members will jointly develop All York tickets for off-bus purchase which can be marketed through employers and to residents of new property developments (*EP Plan Commitment C-T2*).
- 7.4. The EP Members will jointly review the range and pricing of All York Tickets, ensuring they carry no price premium over single-operator tickets (*EP Plan commitment C-T3*).
- 7.5. The EP Members will jointly develop a smart All York carnet of journeys ticket, which can be used alongside fares capping (*EP Plan commitment C-T4*).
- 7.6. The EP Members will support and promote PlusBus and work with train operating companies to develop local rail/bus products. This will include

rail add-on tickets to Major Events and use of Park & Ride sites to access rail services. (*EP Plan commitment C-T5*).

- 7.7. The EP Members will work with colleagues in adjoining areas to develop a range of add-on tickets valid for both an interurban journey and local travel in York (*EP Plan commitment C-T6*).
- 7.8. The EP Members will investigate opportunities for sales of bus tickets as a means to access festivals and Major Events (*EP Plan commitment C-T7*).

Service improvements

- 7.9. The EP Members will work together to deliver improvements to bus service frequencies (*EP Plan commitment A-BN1*). The target will be to achieve a 10-minute (or better) frequency on principal daytime routes and 30-minute (or better) frequencies on secondary and evening bus routes across the EP scheme area. Funding may also be used to deliver new services such as a city centre shuttle service or to provide Sunday services on routes which do not currently have them.
- This commitment is dependent upon £1.53m of BSIP revenue funding.

Property Developments

- 7.10. The EP Members will work together to create a Bus Service Development Guide which will form part of the supplementary planning guidance for York's Local Plan. It will set out how developments can be configured to encourage use of bus services (*EP Plan commitment C-D5*).
- 7.11. The EP Members will work with developers to provide a range of tickets which will encourage early use of the bus service and retain users over the longer term (*EP Plan commitment C-D9*).
- 7.12. The EP Members will work together to consider the feasibility of bus routes serving new developments and work to make the necessary financial case for delivering the route if a positive business case can be made for the intervention. This item is dependent on DfT funding for

Whole Corridor Measures as per the York BSIP ask (*EP Plan Commitment C-R10*).

8. Governance Arrangements

The proposed governance structure will supplement CYC's own governance requirements rather than replacing them. It is intended that the proposed governance structure will operate alongside and complement the existing requirements of CYC's constitution.

Enhanced Partnership Forum

- 8.1. The EP Forum will be established in order for elected members and stakeholders to have strategic oversight of EP delivery and make recommendations to the Enhanced Partnership Operational Delivery Group.
- 8.2. The EP Forum will meet every three months throughout the duration of the EP, either remotely or in person.
- 8.3. Meeting dates for the coming year will be agreed at the last EP Forum meeting of each financial year.
- 8.4. Minutes and agenda papers will be circulated no later than two weeks before a scheduled meeting of the EP Forum.
- 8.5. Membership of the EP Forum will consist of the following:
 - An independent chairperson (initially appointed by CYC).
 - Any elected member of City of York Council (no more than two members per political group may attend any given meeting).
 - CYC's Enhanced Partnership Officer.
 - Representatives of any stakeholders, bus passenger or disability advocacy groups with an interest in the York local bus network (one member per organisation). Applications to join the EP Forum should be made to the independent chairperson, who will not reasonably refuse any application.

- 8.6. For the avoidance of doubt, the independent chairperson of the EP Forum may be a different person to the independent chairperson of the EP Operational Delivery Group.
- 8.7. The EP Forum may vote to dismiss the independent chairperson at any time and nominate a new postholder to the role, subject to a majority vote.
- 8.8. If the independent chairperson chooses to resign their position, the EP Forum will appoint a new postholder to the role, subject to a majority vote.
- 8.9. There are no quoracy requirements for the EP Forum, however the independent chairperson must be present at all meetings.
- 8.10. The EP Forum may invite further representatives from City of York Council and local bus operators to attend its meetings as required on a case-by-case basis.
- 8.11. Members of the public may make a request to the independent chairperson to attend or address a particular meeting of the EP Forum. Any such member of the public shall be permitted to attend wholly at the discretion of the independent chairperson and shall be permitted to address the EP Forum for no more than three minutes.
- 8.12. The EP Forum may discuss any issues involving the York local bus network and issue suggestions and recommendations to the Operational Delivery Group.
- 8.13. The EP Forum may request relevant information from the Operational Delivery Group in order to inform its discussions. Any such information will not reasonably be withheld unless it is considered by the Operational Delivery Group to be commercially confidential or contrary to GDPR.
- 8.14. The EP Forum's recommendations will be advisory and shall not be considered binding upon the EP Operational Delivery Group, its subgroups, the Council or any Bus Operator.
- 8.15. For the avoidance of doubt, CYC elected members, regardless of whether they sit on the EP Forum, are able to exert an appropriate level

of influence over the EP Operational Delivery Group by instructing CYC officers under established council governance procedures.

- 8.16. EP Forum meetings shall be formally minuted and all minutes will be made publicly available online.

Enhanced Partnership Operational Delivery Group

- 8.17. The EP Operational Delivery Group will be the principal technical delivery body for the EP, with the power to:
- Propose and ratify changes to the EP Plan and EP Scheme as detailed in section 8.
 - Make decisions on how to direct any funding which has been allocated to the EP, either from the Council, Bus Operators or BSIP contributions.
 - Approve or reject recommendations made to the EP Operational Delivery Group by the EP Forum and EP subgroups.
- 8.18. The EP Operational Delivery Group will meet every three months throughout the duration of the EP, either remotely or in person.
- 8.19. Meeting dates for the coming year will be agreed at the last EP Operational Delivery Group meeting of each calendar year.
- 8.20. Minutes and agenda papers will be circulated no later than two weeks before a scheduled meeting of the EP Operational Delivery Group.
- 8.21. Membership of the EP Operational Delivery Group will consist of the following persons:
- An independent chairperson (initially nominated by CYC and approved by a majority vote of the Bus Operators).
 - CYC's Director for Transport, Environment and Planning
 - CYC's Head of Highways and Transport
 - CYC's Sustainable Transport Manager
 - CYC's Enhanced Partnership Officer
 - CYC's Public Transport Planner
 - CYC's Finance Manager

- Three representatives from any bus operator with 60% or more of total scheduled mileage in the City of York Unitary Authority Area.
 - Two representatives from any bus operator with between 30% and 59.99% of total scheduled mileage in the City of York Unitary Authority Area.
 - One representative from any bus operator with between 1% and 29.99% of total scheduled mileage in the City of York Unitary Authority Area.
- 8.22. Should any of the specified CYC roles cease to exist due to internal staff reorganisation, the membership position allocated to that role will be reallocated to the holder of the nearest equivalent role at CYC.
- 8.23. Should any CYC or Bus Operator representative be unavailable to attend an EP Operational Delivery Group meeting, they should give their apologies in advance of the meeting and may either nominate a deputy within their organisation who may attend and vote on their behalf, or formally delegate their vote to another existing attendee.
- 8.24. The independent chairperson must be present at all EP Operational Delivery Group meetings and does not have a voting role.
- 8.25. The independent chairperson shall be nominated by CYC and approved by majority of the Bus Operators ahead of the first EP Operational Delivery Group meeting. If the Bus Operators reject CYC's nominated person, CYC will nominate another person until an acceptable postholder is found.
- 8.26. The EP Operational Delivery Group may vote to dismiss the independent chairperson at any time and nominate a new postholder to the role, subject to a majority vote.
- 8.27. If the independent chairperson chooses to resign their position, the EP Operational Delivery Group will appoint a new postholder to the role, subject to a majority vote.
- 8.28. Each of the voting members shall be entitled to cast one vote on any decisions which the group is asked to make, unless further votes have been delegated to them in advance by other group members who are unable to attend. The independent chair will call and count all votes. Normal decisions shall be made on a Simple Majority basis.

- 8.29. Key Decisions shall be required to have a Supermajority vote, with at least two thirds of the group members voting in favour of the Key Decision in order for it to pass.
- 8.30. Key Decisions shall include:
- Any decision with a combined financial impact across all EP Members of more than £50,000 in any financial year.
 - Any change to the EP Plan or EP Scheme.
 - Any other categories listed in Schedule 3.
- 8.31. For the avoidance of doubt, the EP Operational Delivery Group will not have the power to compel CYC to take any action which would place it in breach of its statutory duties, nor will the EP Operational Delivery Group have the power to compel any Bus Operator to take any action which would place it in breach of its Operator's Licence.
- 8.32. An EP Operational Delivery Group meeting shall only be considered quorate if it is attended by a minimum of four members representing the Council and members representing at least four local bus operators. An inquorate meeting shall be immediately adjourned and rescheduled.
- 8.33. Other non-voting persons will be invited to attend meetings of the EP Operational Delivery Group, at the discretion of the EP Operational Delivery Group members:
- A Local Transport Authority officer representing any neighbouring EP Scheme area.
 - A representative from the Confederation of Passenger Transport (CPT).
 - One representative from any bus operator with less than 1% of total scheduled mileage in the City of York Unitary Authority Area.
 - Any individuals with a chairperson role on the EP Forum or one or more of the EP subgroups. Another EP Forum or subgroup member may deputise if the chairperson of that group is unable to attend an Operational Delivery Group meeting.

- 8.34. The EP Operational Delivery Group shall consider recommendations from the EP Forum and EP subgroups. The EP Operational Delivery Group may opt to delegate decisions to its subgroups.
- 8.35. EP Operational Delivery Group meetings shall be formally minuted and all decisions will be made publicly available online.
- 8.36. The EP Operational Delivery Group will produce an annual report summarising its progress and expenditure to CYC's Executive Member for Transport.

Subgroups

EP Performance Group

- 8.37. The Performance Group shall be responsible for:
- Monitoring performance and delays to bus services in the EP Scheme area
 - Agreeing and publishing a monthly bus punctuality measure (*EP Plan commitment C-R5*).
 - Planning for major events, roadworks and emergencies
 - Allocating tasks to the Bus Wardens as required
 - Identifying delay hot-spots on key corridors and advising the EP Operational Delivery Group and EP Infrastructure Group where to prioritise their efforts in resolving these (*EP Plan commitment C-R8*)
- 8.38. The Performance Group shall meet once per month, either in person or remotely as appropriate.
- 8.39. Meeting dates for the upcoming year will be agreed at the final meeting of each calendar year.
- 8.40. Notes and agenda papers will be circulated no later than one week before each meeting.
- 8.41. Membership of the Performance Group will consist of the following:
- CYC's Sustainable Transport Manager

- CYC's Public Transport Planner
- CYC's Sustainable Transport Technical Officer
- One or more representatives from any bus operator serving the EP scheme area
- Network Monitoring Officers
- Bus Wardens (if the role is funded)

8.42. The EP Operational Delivery Group shall nominate and select a chairperson and secretary for the Performance Group.

8.43. Other persons will be invited to attend the Performance Group on certain occasions, for example:

- Representatives of any organisation planning disruptive works on the bus network.
- Representatives of any organisation planning major events in York.
- Representatives of any developer planning major developments with a potential impact on the bus network.
- Emergency Planning Officers.

EP Infrastructure Group

8.44. The Infrastructure Group shall be responsible for:

- Monitoring and reporting on progress of any capital schemes being carried out by the EP.
- Making recommendations to the EP Operational Delivery Group in regard to capital infrastructure schemes within the EP's remit.
- Deciding where to target funding for minor infrastructure schemes, such as provision of new real-time equipment or shelters.
- Advising the council's Bus Infrastructure Manager on which schemes to prioritise.

8.45. Membership of the Infrastructure Group shall consist of the following:

- CYC's Bus Infrastructure Manager (or another CYC officer if the role is not funded and filled)
 - Another representative from the CYC's Public Transport Team
 - One or more representatives from any bus operator serving the EP scheme area
- 8.46. The Infrastructure Group shall meet every three months, either in person or remotely as appropriate.
- 8.47. Meeting dates for the upcoming year will be agreed at the final meeting of each calendar year.
- 8.48. Notes and agenda papers will be circulated no later than one week before each meeting.
- 8.49. The EP Operational Delivery Group shall nominate and select a chairperson and secretary for the Infrastructure Group.
- 8.50. Other persons will be invited to attend the Infrastructure Group on certain occasions, for example:
- A member of CYC's Transport Projects team.
 - Representatives of any developer planning major developments requiring altered or new bus infrastructure.
 - Representatives of suppliers providing bus infrastructure.

EP Ticketing Group

- 8.51. The Ticketing Group will be responsible for:
- Overseeing the All York Multi-Operator Ticketing Scheme and its administration
 - Reporting to the EP Operational Delivery Group on sales trends of multi-operator tickets
 - Liaising with the EP Marketing Group to promote the take-up of multi-operator tickets
 - Proposing new multi-operator ticket types
 - Proposing changes to multi-operator fares to ensure they remain broadly in step with comparable single operator fares

- Establishing fare capping using tap-on/tap-off EMV technology in combination with a suitable revenue apportionment system (for example, Project Coral or the multi-modal back-office system being developed by Transport for West Midlands).
- Proposing changes to ticketing sales platforms
- Establishing new sales channels, such as through further and higher education establishments, housing developments, workplace travel schemes and the tourist/leisure market.
- Any other issues pertaining to ticketing which may arise, to the extent permitted by competition law and block exemption legislation.

8.52. Membership of the Ticketing Group will consist of the following:

- The CYC's Commercial Ticketing Officer (or another CYC officer if the role is not funded and filled).
- A representative from each bus operator participating in the All York multi-operator ticketing scheme.

8.53. The Ticketing group shall meet at least every six months, either in person or remotely as appropriate.

8.54. Meeting dates for the upcoming year will be agreed at the final meeting of each calendar year.

8.55. Notes and agenda papers will be circulated no later than one week before each meeting.

8.56. The EP Operational Delivery Group will select a chairperson and secretary for the Ticketing Group.

8.57. For the avoidance of doubt, the decision to introduce new ticket types and make changes to fares will be made by the EP Operational Delivery Group, taking into account proposals and recommendations made by the Ticketing Group.

8.58. The existing All York multi-operator ticketing agreement shall be reviewed and updated as soon as practicable following the

commencement of the EP scheme to ensure that it is compatible with the EP governance structure.

EP Passenger Liaison Group

- 8.59. The Passenger Liaison Group shall be responsible for:
- Coordinating regular bus surgery events.
 - Coordinating passenger surveys, such as the annual Transport Focus survey.
 - Summarising and providing passenger feedback to the other groups as appropriate.
 - Making recommendations to the EP Operational Delivery Group.
- 8.60. Membership of the Passenger Liaison Group shall consist of the following:
- At least one representative from the four largest bus operators.
 - At least one representative from CYC.
 - Six members representing bus passenger interests (as detailed in paragraph 8.72 below).
- 8.61. The Passenger Liaison Group shall meet every three months, either in person or remotely as appropriate.
- 8.62. The EP Operational Delivery Group shall select a chairperson and secretary for the EP Passenger Liaison Group.
- 8.63. Meeting dates for the upcoming year will be agreed at the final meeting of each calendar year.
- 8.64. Notes and agenda papers will be circulated no later than one week before each meeting.
- 8.65. Members of the public and representatives of groups advocating on behalf of bus passengers with disabilities shall be invited to apply to join the Passenger Liaison Group. A panel of six members shall be selected by the chairperson in order to ensure a good representative balance of ages, genders and local areas. At least one of the six

members must represent the interests of bus passengers with disabilities.

8.66. Once selected, members shall remain in the Passenger Liaison Group until they resign or are dismissed by the chairperson.

8.67. The chairperson may choose to dismiss a member if:

- the member fails to attend two consecutive meetings.
- the chairperson is of the opinion that the member's ongoing contribution to the group is of insufficient value.

8.68. Whenever any of the six members resigns or is dismissed from the group, applications shall be reopened in order to find a suitable replacement candidate.

EP Marketing Group

8.69. The EP Marketing Group will be responsible for:

- Designing and commissioning marketing and public information campaigns to promote the use of Local Bus Services in York.
- Evaluating the success of any such marketing and public information campaigns.
- Liaising with the Passenger Liaison Group to ensure marketing and informational campaigns are targeted to both non-bus users and occasional bus users.
- Providing feedback to EP Members regarding the design, legibility and ease of understanding of bus information posters, leaflets and online bus information.
- Promoting the use of Local Bus Services for Major Events.
- Issuing group press releases on behalf of the EP Members as required.
- Reporting and making recommendations to the EP Operational Delivery Group in regard to bus marketing matters.

8.70. Membership of the EP Marketing Group shall consist of the following:

- A representative from the CYC Communications Team.

- A representative from the CYC Public Transport Team.
 - One or more representatives from each of the four largest Bus Operators.
 - Any other Bus Operator representative as appropriate.
- 8.71. The EP Operational Delivery Group shall nominate and select a chairperson for the Marketing Group.
- 8.72. The EP Marketing Group shall meet every three months, either in person or remotely as appropriate (*EP Plan commitment C-M2*).
- 8.73. Meeting dates for the upcoming year will be agreed at the final meeting of each calendar year.
- 8.74. Notes and agenda papers will be circulated no later than one week before each meeting.

9. Arrangements for Varying or Revoking the EP Scheme

- 9.1. Variations to the EP Scheme will be subject to a bespoke mechanism as set out in this section. Changes under section 138E of the Transport Act 2000 shall only be included in the EP Scheme if they satisfy the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.
- 9.2. Any EP Operational Delivery Group member may submit proposed changes or extensions, or a proposal to revoke the scheme by email to CYC at buses@york.gov.uk, using the subject line “Proposed Variation to the York Enhanced Partnership Scheme”. A sample proforma for this purpose is provided as Annex A.
- 9.3. All submissions must include a detailed description of the proposed variation, including an explanation of how the proposed variation will contribute to achieving the objectives set out in the BSIP, EP Plan and current transport policies.
- 9.4. The originator of any proposed variation must state whether their submission is ‘urgent’ or ‘for the annual review’.
- 9.5. CYC will acknowledge receipt of the proposed variation and forward it to all EP Operational Delivery Group members within 5 working days.

- 9.6. Urgent proposals will be considered and voted upon at the next scheduled EP Operational Delivery Group meeting, with any agreed variation being made at the earliest possible date subject to the statutory consultation requirements set out in the Transport Act 2000.
- 9.7. Non-urgent proposals will automatically be considered and voted upon at the final EP Operational Delivery Group meeting of each calendar year, with a view to any agreed variation being made at the end of the following March, subject to the statutory consultation requirements set out in the Transport Act 2000.
- 9.8. If there is an informal consensus among EP Operational Delivery Group members that a proposed variation is of extraordinary urgency, an Extraordinary Meeting of the EP Operational Delivery Group will be convened at the earliest opportunity in order to consider and vote upon the proposal. Any agreed variation will be made at the earliest possible date subject to the statutory consultation requirements set out in the Transport Act 2000.
- 9.9. All EP Scheme variations require a two thirds 'Supermajority' vote on the EP Operational Delivery Group.
- 9.10. Any proposals agreed by the EP Operational Delivery Group to either revoke the EP Scheme or vary it to a level which CYC considers to be a Significant Change shall be required to gain additional approval through both the statutory Operator Objection process (in the case of variation) and CYC's Executive Decision process (in the case of variation or revocation) before they can proceed.
- 9.11. Any other variation proposals not covered in this section shall follow the Operator Objection process as set out in the Enhanced Partnerships and Scheme (Objections) Regulations 2018.

10. Data Protection

- 10.1. It is not proposed that the EP Scheme members jointly handle any personal data. If this changes in future then a full data privacy and security policy will be created and agreed by the EP Operational Delivery Group before any data is collected.

- 10.2. All individual member organisations who handle personal data will abide by the GDPR and have their own individual data privacy and security policies in place.

11. Glossary of terms

All York – the brand name applied to Multi-Operator Tickets sold under the York Multi-Operator Ticketing Scheme.

BSIP – the Bus Service Improvement Plan originally submitted by CYC to the Department for Transport in October 2021 and subject to annual review thereafter.

Bus Operator – a company which holds a valid PSV Operators' licence and operates one or more registered Local Bus Services with stops in the City of York Unitary Authority Area.

Bus Stop – a geographical location defined in the NAPTAN database where it is possible to board or alight from a Local Bus Service.

City of York Unitary Authority Area – the geographical area legally defined as the New District of York in the North Yorkshire (District of York) (Structural and Boundary Changes) Order 1995.

Contracted Park & Ride Operator – a Bus Operator, presently First York, which has been awarded a licence to operate the Council's Park & Ride sites and their associated bus services following a competitive tender exercise.

CPI Indexed – subject to an inflationary increase at the start of every April, according to the Office of National Statistics' Consumer Price Index (CPI) measure.

CYC– City of York Council, the statutory Local Transport Authority, Highways Authority and Planning Authority for the City of York Unitary Authority Area.

Cross-Boundary Service – a registered local bus service with stopping places both within and without the defined geographical area of the EP Scheme.

Enhanced Partnership (EP) – a statutory partnership between one or more local transport authorities and local bus operators, as defined in the Transport Act 2000.

EP Members – CYC and the Bus Operators.

EP Plan – an Enhanced Partnership Plan as defined in the Transport Act 2000.

EP Scheme – an Enhanced Partnership Scheme as defined in the Transport Act 2000.

EP Subgroups – the EP Ticketing Group, the EP Performance Group, the EP Marketing Group and the EP Passenger Liaison Group.

GDPR – the Regulation (EU) 2016/679 (General Data Protection Regulation)

Independent Chairperson – a person who is not associated with (ie. an elected member, director or other employee of) either CYC nor any of the bus operators participating in the scheme. Both the EP Operational Delivery Group and EP Forum are required to have an Independent Chairperson.

ITSO – the UK's standard protocol for contactless smart-card transport ticketing. Concessionary bus passes, smart All York tickets, smart Park & Ride tickets and some single operator smart tickets are all compatible this standard.

Local Bus Service – a bus service which operates to a defined route and timetable, is available to the general public upon payment of a fare and which is registered with the Office of the Traffic Commissioner.

Major Event – a sporting, leisure or commercial event which is to be held within the City of York Unitary Authority Area and which is expected to attract 6,000 or more attendees (consisting of both participants and spectators) on any one day.

Multi-Operator Ticket – a bus ticket valid for travel aboard multiple Local Bus Services operated by multiple Bus Operators within a defined geographical area.

PlusBus – a multi-modal ticket product which allows all-day bus travel in a destination city to be added to a rail ticket.

Project Coral – an initiative being funded and led by the UK's five largest bus operators with the objective to enable automatic price capping of multi-operator tickets across all operators' services.

Significant Change – a proposed change to the EP Plan or Scheme which in the opinion of CYC requires formal democratic oversight by its elected members and/or a re-run of the formal consultation processes.

Simple Majority – more than half of the total votes cast.

Supermajority – at least two thirds of the total votes cast.

York Multi-Operator Ticketing Scheme – any scheme agreed by the EP Members which sets out the scope and availability of Multi-Operator Tickets in the City of York Unitary Authority Area.