

Pam Turton  
Assistant Director  
Regeneration  
Portsmouth City Council  
Civic Offices  
Guildhall Square  
Portsmouth  
PO1 2AL

21 October 2021

Dear Pam,

**Letter of Support for the Portsmouth Bus Service Improvement Plan (BSIP)**

First are delighted to provide this letter of support for the Portsmouth BSIP. We have been involved in the preparation of the BSIP through close and regular dialogue with yourselves as the BSIP has been drafted. We appreciate this high level of engagement and openness with bus operators.

We are pleased that the BSIP shows a high level of ambition for how Portsmouth City Council and local bus operators will work together over the coming years to deliver a step-change in the quality and reliability of bus services. Such a step-change can best be achieved through sustained investment as part of the planned Enhanced Partnership, being developed by the end of March 2022 and continued close partnership working.

We welcome the highly achievable goals of the BSIP (and the guiding principles proposed within the emerging Portsmouth TCF Plan, which will provide a complementary and supportive strategic policy framework for buses). We wholeheartedly endorse its' strong focus on supporting and enabling modal shift by offering people an attractive and viable alternative to the private car.

We fully support the BSIP's proposals for:

- Investment to give buses greater priority through congestion hotspots, which will reduce delays to buses, improve reliability and help accommodate predicted new trips from planned housing and jobs;
- Redeployment of buses freed up as a result of faster journeys to increase service frequencies, where possible, on bus routes that have high potential for achieving passenger growth;
- Investment to accelerate the roll out tap on/ tap off ticketing, helping simplify ticket purchase, providing customers with reassurance that they will not pay more than the daily fares cap for single-operator travel;
- Initiatives that will help make the bus network easier for customers to understand including clear information at bus stops, presenting the bus network as a single entity on maps and jointly marketing travel by bus;
- Investment in high quality bus shelters and continued roll-out of real time information;
- Improved integration of buses with other transport modes, including local mobility hubs;
- Cleaner zero-carbon and accessible buses;
- An improved range of innovative ticketing products

- that meet the needs of bus passengers;
- Complementary policies on car parking charges and on the location and layouts of new developments to ensure that these support and encourage bus use

This investment will help support a more sustainable economic recovery as we emerge from the pandemic and will enable people to access jobs and services more easily and quickly by bus, making a significant contribution towards tackling congestion and making more efficient use of available road space. Crucially, bus priority and tap-on tap-off will help to achieve faster journey times. This will enable us to redeploy our peak levels of vehicle and driver resource to improve frequencies on routes that have strong passenger growth potential.

Delivering a more attractive bus proposition for Portsmouth will help to deliver modal shift, reducing the number of cars on the road. We have made commitments to fleet investment and improvements to bus services as part of the TCF investment currently underway. Where appropriate, as Bus Back Better funded measures are introduced, we will look to introduce new or more frequent bus services to make the best use of new bus priority investment and achieve maximum impact.

We are looking forward to working with Portsmouth City Council to build upon our existing highly successful voluntary partnership arrangements which have served us so well up to this point, as we develop the Enhanced Partnership together. We are confident that the Portsmouth BSIP and EP will enable us to deliver an ambitious and comprehensive programme of investment in improvements that will achieve a virtuous cycle of sustained bus passenger growth and improving customer satisfaction.

Yours sincerely,

Jonathan Lewis  
Commercial Manager  
First Hampshire, Dorset and Berkshire

Pam Turton  
Assistant Director - Transport  
Portsmouth City Council  
Civic Offices  
Guildhall Walk  
PORTSMOUTH  
PO1 2AL

20<sup>th</sup> October 2021

Dear Pam,

**Letter of Support for the Portsmouth Bus Service Improvement Plan (BSIP)**

Stagecoach South are delighted to provide this letter of support for the Portsmouth BSIP. We have been closely involved in the preparation of the BSIP through regular meetings and dialogue with Portsmouth City Council and we very much appreciate this high level of engagement and openness with bus operators.

We are pleased that the BSIP shows a high level of ambition for how Portsmouth City Council and local bus operators will work together over the coming years to deliver a step-change in the quality and reliability of bus services. Such a step-change can best be achieved through sustained investment as part of the planned Enhanced Partnership being developed by the end of March 2022 and continued close partnership working.

We welcome the ambition of the BSIP, supported by the guiding principles in the Portsmouth Transport Strategy 2021-2038 and Local Transport Plan 4, which will provide a complementary and supportive strategic policy framework for buses. We wholeheartedly endorse the BSIP's strong focus on supporting and enabling modal shift by offering people an attractive and viable alternative to the private car.

We fully support the BSIP's proposals for:

- Investment to give buses greater priority through congestion hotspots, which will reduce delays to buses, improve reliability and accommodate predicted new trips from planned housing and jobs;
- Redeployment of buses freed up as a result of faster journeys to increase service frequencies on bus routes that have high potential for achieving passenger growth;
- Investment to deliver tap on/ tap off ticketing across Portsmouth, helping demystify bus travel, simplify ticket purchase & provide customers with reassurance that they will not pay more than the daily fares cap for single-operator travel;
- Initiatives that will help make the bus network easier for customers to understand including clear information at bus stops, presenting the bus network as a single entity on maps and jointly marketing travel by bus;
- Investment in bus stop design, high quality bus shelters and continued roll-out of real time passenger information;
- Improved integration of buses with other transport modes;
- Cleaner zero-carbon and accessible buses;

- New approaches to meet the travel needs of lower demand areas, including Demand Responsive Transport solutions;
- An improved range of innovative ticketing products that meet the needs of bus passengers;
- Complementary policies on car parking charges and on the location and layouts of new developments to ensure that these support and encourage bus use and
- A Portsmouth Bus Passenger Charter.

This investment will help support a more sustainable economic recovery as we emerge from the pandemic and will enable people to access jobs and services more easily and quickly by bus, making a significant contribution towards tackling congestion and making more efficient use of available road space. Crucially, bus priority and tap-on tap-off ticketing will help to achieve faster journey times and these will build on the extensive work already underway through the Transforming Cities Fund program to deliver a South East Hampshire Rapid Transit network . More efficient use of peak time vehicle and driver resource will enable us to maximise span of day and daytime frequencies on routes that have strong passenger growth potential.

Delivering a more attractive bus proposition between residential and employment areas and city centre will help to deliver modal shift, reducing the number of cars on the road. We have made commitments to fleet investment and improvements to bus services as part of the TCF investment currently underway.

We are looking forward to working with Portsmouth City Council, building upon our existing highly successful voluntary partnership to develop an effective and sector leading Enhanced Partnership. We are confident that the Portsmouth BSIP and EP will enable us to deliver an ambitious and comprehensive programme of investment that will achieve a virtuous cycle of sustained bus passenger growth and improving customer satisfaction.

Yours sincerely

Edward Hodgson  
EP Project Director  
Stagecoach South