

Portsmouth Enhanced Partnership Plan and Scheme

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1. INTRODUCTION

The National Bus Strategy (NBS) - Bus Back Better, was published by Government on 15th March 2021 and sets out a new approach for the provision of bus transport in England outside of London, to reverse the historic decline in patronage overall in England, and to provide the means for bus services to recover from the significant reductions in patronage as a result of the restrictions imposed to control the Covid-19 pandemic.

The Local Transport Authorities (LTAs) could choose between pursuing franchising of bus services or the Enhanced Partnership process. Portsmouth City Council has opted for the Enhanced Partnership process, reflecting the already strong partnership working arrangements and close relationships between Portsmouth City Council and the bus operators. Portsmouth City Council Cabinet agreed on 22 June 2021 to establish an Enhanced Partnership with bus operators for Portsmouth¹.

LTAs were then required to produce Bus Service Improvement Plans (BSIPs). Portsmouth City Council has worked collaboratively with our bus operator partners to develop a Portsmouth Bus Service Improvement Plan (BSIP)². The BSIP has been informed by a citywide survey with over 1,100 responses from residents, 32 responses from business and a series of in-depth interviews with user groups, key stakeholders including health and social care and local businesses, so that the BSIP reflects local priorities for the bus.

The BSIP sets out how the LTA and operators will use their EP to deliver 'an ambitious vision for travel by bus'. It covers all routes included within the LTA area and focuses on delivering the services that the LTA, in collaboration with operators and consultation with stakeholders, want to see. Specifically, the Portsmouth BSIP includes the following elements:

- An overview of the city, its transport issues and travel markets
- An assessment of the current bus “offer” to passengers
- Results of a consultation survey of residents and passengers to identify priorities for improvement
- Objectives and targets for the outputs/outcomes of bus performance improvements:
 - Shorter travel times
 - Better service reliability
 - More passengers
 - Greater passenger satisfaction
- A total of 65 specific schemes that if funded and implemented will deliver these improvements

The BSIP provides the overarching framework for the Enhanced Partnership Plan (EP Plan) and Enhanced Partnership Scheme (EP Scheme). This EP Plan summarises the main themes of the BSIP in setting out an analysis of local bus services in Portsmouth, the objectives for the quality and effectiveness of bus services and how the EP Scheme or Schemes are intended to achieve these objectives. The EP Scheme describes the

1

<https://democracy.portsmouth.gov.uk/documents/s31068/National%20Bus%20Strategy%20enhanced%20partnership%20for%20Portsmouth.pdf>

2

[National Bus Strategy \(portsmouth.gov.uk\)](https://www.portsmouth.gov.uk/national-bus-strategy)

Facilities, Measures and Requirements to be implemented to meet those objectives and how the partnership is constituted and operates.

Both the EP Plan and the EP Scheme have been prepared by Portsmouth City Council, through ongoing discussions and consultation with the Portsmouth bus operators, under the Transport Act 2000 (c. 38).

1.1. COMPETITION TEST

Portsmouth City Council has undertaken an assessment of the impacts of the EP Plan and Scheme [made on 31 March 2022] on competition for the purposes of Part 1 of Schedule 10 of the Transport Act 2000. The authority believes it will or is likely to have a significantly adverse effect on competition. However, the authority believes the EP Plan and Scheme(s) is justified because:

- It is with a view to achieving one or more of the following purposes:
 - Securing improvements in the quality of vehicles or facilities used for or in connection with the provision of local services
 - Securing other improvements in local services of benefit to users of local services, and
 - Reducing or limiting traffic congestion, noise or air pollution.
- Its effect on competition is or is likely to be proportionate to the achievement of that purpose or any of those purposes.

The Competition and Markets Authority has also been consulted on the proposals as required by section 138F of the Transport Act 2000.

2. PART 1 - EP PLAN

THE PORTSMOUTH CITY COUNCIL ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G (1) OF THE TRANSPORT ACT 2000 BY PORTSMOUTH CITY COUNCIL

The Portsmouth Enhanced Partnership (EP) covers the administrative area of Portsmouth City Council (PCC) as illustrated in figure 1 below. To ensure the delivery of a consistent approach for our residents and visitors, we have been working collaboratively with the local transport authorities of Hampshire County Council (HCC) and West Sussex County Council (WSCC) to cover the cross-boundary bus routes that connect Portsmouth with these areas. This engagement will continue throughout the EP period.

The EP Plan will apply during the period of 1st April 2022 to 1st April 2032 and Portsmouth City Council will review this EP Plan annually. It will follow Portsmouth City Council's review of its Bus Service Improvement Plan in October of each year, starting in October 2022.

Figure 1 - Portsmouth City Council Administrative Area



2.1. Enhanced Partnership Links to Policy Objectives

The Portsmouth Bus Service Improvement Plan (BSIP) and EP support Portsmouth City Council's Imagine Portsmouth 2040², which sets out a vision for the future of the city. This also supports the achievement of the outcomes of Imagine Portsmouth, particularly those concerning the creation of a green city with easy travel.

The BSIP also supports the Portsmouth Transport Strategy as set out in our fourth Local Transport Plan (LTP4), and its vision that: *"By 2038 Portsmouth will have a people-centred, connected, travel network that prioritises walking, cycling and public transport to help deliver a safer, healthier and more prosperous city"*.

Four strategic objectives will deliver this vision, including one to 'Transform Public Transport.' Public transport services are limited in some parts of the city with buses delayed by traffic congestion and a lack of bus priority. Priority should be given to rapid and reliable public transport, working with operators to try to ensure all communities have reliable, better connected, and adequate access to bus services. The 'Transform Public Transport' objective was identified by residents as the second most important objective, behind 'Deliver Cleaner Air' which will be supported by public transport improvements. 27% of respondents selected 'Transform Public Transport' as the objective most important to them in the consultation that supported the development on the Transport Strategy. The 'Transform Public Transport' objective is supported by the following four policies which the majority of respondents either agreed or strongly agreed to be the right policies:

- Policy J - Prioritise local bus services over general traffic to make journeys by public transport quicker and more reliable and support demand-responsive transport services
- Policy K - Develop a rapid transit network that connects key locations in the city with South East Hampshire, and facilitates future growth
- Policy L - Deliver high quality transport interchanges, stations and stops
- Policy M - Continue to work with public transport operators to deliver integrated, efficient, affordable, and attractive services promoting local and regional connectivity

The Portsmouth Transport Strategy recognises the importance of prioritising public transport, alongside other sustainable modes of travel, to further develop an inclusive, attractive, and well-connected travel network. The full document can be found in Appendix F, along with the Portsmouth Transport Strategy Implementation Plan 2022/23-24/25 in Appendix G.

2.2. Portsmouth transport issues

Portsmouth is a unique city, with the majority being based on an island (Portsea Island) and a section on the mainland to the north. The island geography means that many road journeys are extended, and many trips are made by waterborne transport. It is also the most densely populated city in Great Britain outside of London, with a population of 217,000 in 2020 that is expected to grow to over 236,000 by 2041. Over 8,000 businesses are located in the city and Portsmouth receives 9.3m visitors a year to the city.

A considerable amount of post-war housing was developed to the north of the island in Paulsgrove, and some distance away at Leigh Park and Waterlooville up to 4 miles beyond the administrative boundary and 8 miles from the city centre. Bus travel times from these further away areas to the city have become less attractive as delays caused by traffic congestion have grown.

³ [Homepage - Imagine Portsmouth](#)

Pre COVID data shows approximately 40,000 people commute into the city daily and 30,000 out of the city daily, with 60% of commuting trips made by cars or vans. There are three roads onto the island and one railway route with five stations in Portsmouth and Southsea. Portsmouth International Port's inclusion as part of the new Solent Freeport will contribute to growth in both commuter traffic and HGV movements around the Western entrance to the city from the M275.

Portsmouth currently lags behind the UK economically, both in terms of GVA and competitiveness. Employment is concentrated in low productivity sectors, and there is a low retention of skilled labour and university graduates. The city is ranked 59th most deprived of 326 UK local authorities with many residents experiencing disadvantages. There are high levels of financial deprivation, while unemployment rates are higher than in the surrounding areas. Many children in the city leave school with lower levels of qualification than their peers elsewhere, particularly those receiving free school meals. Many adult residents have fewer qualifications than their peers elsewhere in the southeast region.

Portsmouth has five Air Quality Management Areas and is subject to four separate Ministerial Directions to bring air quality within legal limits in the shortest possible time. The latest of these directions requires the introduction of a Class B charging Clean Air Zone (CAZ), to the south-west of the city, in which 'non-compliant' vehicles are issued with a daily charge for entry. Non-compliant vehicles are buses, coaches, taxis, private hire vehicles and heavy goods vehicles that are not Euro VI standard or better if diesel, or Euro IV standard or better if petrol. In Portsmouth vans, motorcycles and cars will not be charged for entering the CAZ. However, studies show that car travel contributes around 26%³ of the nitrogen dioxide air pollution within the city, meaning that modal shift to discourage reliance on the car is essential.

Air pollution has severe, negative impacts on health, the economy, and the environment. While air quality affects everyone, there are inequalities in exposure, and air pollution has the greatest impact on the most vulnerable. Residents of some of the most deprived areas of the city are disproportionately affected by pollution from vehicle exhausts. Many of the residents in these locations do not have access to their own vehicles but are exposed to the pollution from the heavily trafficked roads that run through their neighbourhoods. Poor air quality also disproportionately affects the elderly, children, and those with existing health conditions.

The following four Ministerial Directions place a legally binding duty on PCC to implement measures to improve air quality in the city:

- Ministerial Direction 1, March 2018, required PCC to develop a Targeted Feasibility Study (TFS) by 31 July 2018 for two specified road links in the city: A3 Mile End Road and A3 Alfred Road. These two roads were selected as they were projected to have nitrogen dioxide (NO₂) exceedances in Defra's national Pollution Climate Mapping model.
- Ministerial Direction 2, October 2018. Following the results of the TFS, PCC was issued with a direction to undertake a bus retrofit programme to reduce exhaust emissions. The Ministerial Direction stipulated that the programme should be undertaken as quickly as possible to bring forward compliance with legal levels of NO₂ on A3 Mile End Road and A3 Alfred Road.
- Ministerial Direction 3, October 2018. This required PCC to produce an Air Quality Local Plan to set out the case for delivering compliance with legal limits for NO₂ in the shortest possible time.
- Ministerial Direction 4, March 2020. This required PCC to implement a Class B charging Clean Air Zone and supporting measures to achieve compliance with legal limits for NO₂ in the shortest possible time, and at least before the end of 2022.

Measures promoted through Portsmouth's EP and BSIP would complement and reinforce the measures already being developed through the Portsmouth Local Air Quality Plan.

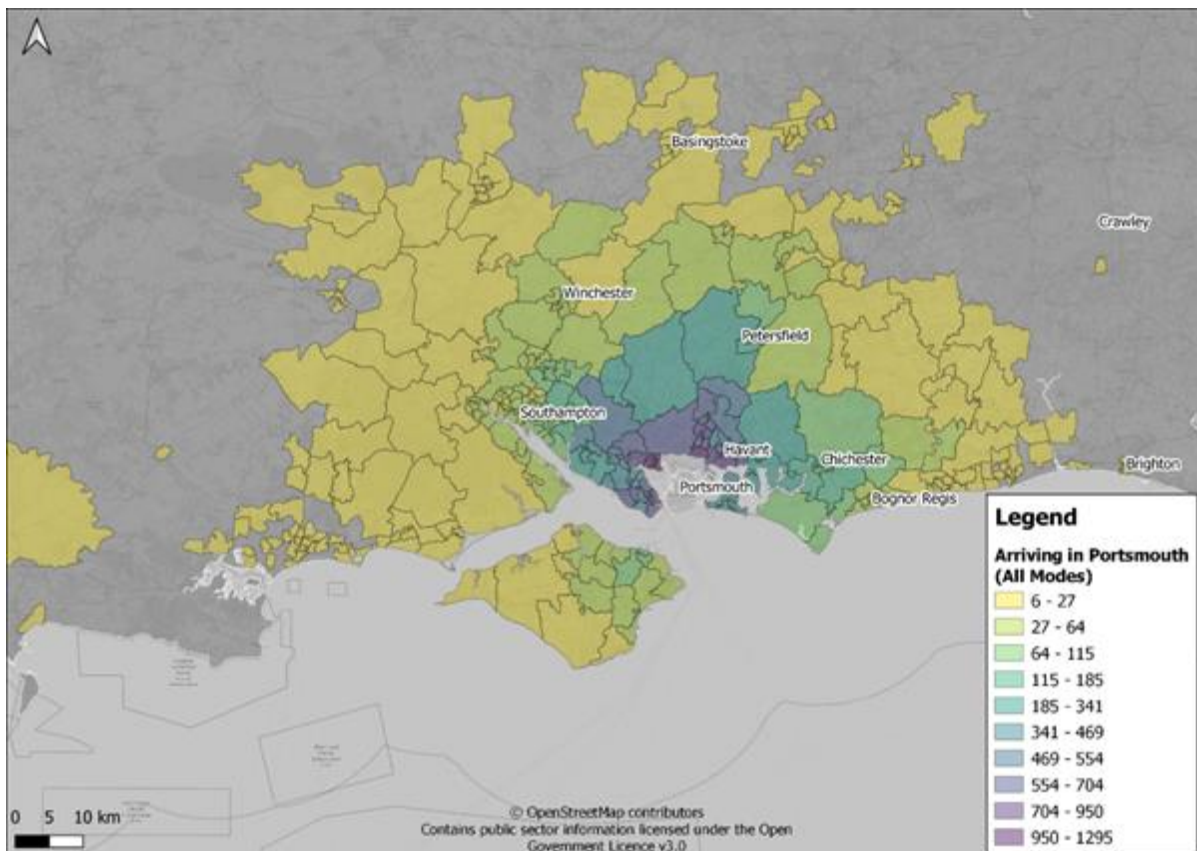
⁴ Portsmouth City Region Transforming Cities Fund Strategic Outline Business Case (Nov 2019)

2.3. Bus Service Supply

Portsmouth's bus network is provided by two bus operators, predominantly commercially, but with some services under tender to PCC. The two operators are First Hampshire and Dorset and Stagecoach South.

The majority of the city's bus routes (14 out of 22) only operate within the city boundaries and over 60% of bus trips are made wholly within the city. However, many people working in Portsmouth live in the surrounding areas: around 40,000 people commute into the city daily. The extent of Portsmouth's travel to work area in Hampshire and West Sussex as shown in *figure 2* below.

Figure 2 - Map of Portsmouth travel to work area



A number of main bus routes to the city centre from the north, including the 3 and 23, operate to frequencies of up to 6 buses per hour. The three main north-south corridors across Portsea Island from Portsbridge junction (Northern Parade, London Road and Copnor Road), are served by several bus routes each. The services combine on these roads to provide a bus every 5 minutes or more often to the key destinations of the city centre, The Hard Interchange, Gunwharf Quays and Southsea.

These high frequency bus routes extend beyond Portsea Island to the wards of Paulsgrove, Cosham and Farlington. Some of these routes continue across the city boundary to connect Portsmouth with towns and estates in the city's travel to work area, notably Fareham, Farlington, Havant, Horndean, Paulsgrove, Portchester and to Leigh Park and Waterlooville, two large areas of city council-built housing outside the administrative boundary.

2.4. Bus Service Infrastructure

Portsmouth City Council has 555 bus stops of which 343 have shelters. The stops are also covered by Traffic Regulation Orders (TROs) intended to prevent obstruction by parked vehicles enabling buses to reach the raised access kerb safely.

Portsmouth City Council in partnership with Hampshire County Council, Isle of Wight Council and local bus and ferry operators has developed the South East Hampshire Rapid Transit network to provide high quality, reliable, frequent and fast links by bus and ferry across the area. This started with the A3 bus priority corridor in 2008, now known as the Star, the only corridor where bus journey times were shorter in 2020 than 2010 due to extensive priorities. In 2020, following a successful bid and award from the Transforming Cities Fund over £100 million, including partner funding, will be invested in improving and extending the rapid transit network to shorten journey times and boost the economy, improve access to employment, education and training and benefit residents' health and wellbeing.

Portsmouth City Council owns and operates the Hard Interchange which is the main gateway for visitors to Portsmouth arriving by public transport and is close to Gunwharf Quays waterside designer outlet. The Hard Interchange is a bus and coach station situated adjacent to Portsmouth Harbour rail station, Wightlink ferry to the Isle of Wight, the Gosport ferry terminal and a taxi rank. This £9.2m facility opened in 2017 and provides fully enclosed waiting accommodation, toilets, a refreshment kiosk, as well as tourist and travel information centres and a high standard passenger environment. It has 10 bus departure bays which in 2019 (pre-Covid) was used by approximately 90 buses arriving and departing each hour on weekdays (both commercial and Park & Ride services). A further departure bay is provided for National Express coaches to London. Seven million passengers a year used the Interchange before the pandemic.

Portsmouth has a modern, purpose-built, Park & Ride site located off the specially built junction 1 of the M275. It provides 665 car parking spaces and has an interchange building with refreshment machine, toilets, and smartcard ticket machine, as well as a dedicated bus service to the city centre and Hard Interchange operated under contract to Portsmouth City Council. The Park & Ride bus services use a 917m southbound bus lane with a bus gate on the M275 approaching Rudmore roundabout, to reach the city centre, Portsmouth University campuses and Southsea.

The council is developing plans to expand the site to form a Transport Hub, which will include the introduction of new Park & Ride routes including services to the north of the city. The Hub will be fundamental in supporting the future regeneration of Portsmouth, promoting bus travel as well as active travel modes such as walking, cycling and micro mobility.

2.5. Bus Fares

Both First Hampshire and Dorset and Stagecoach South set their own bus fares, with the usual mix of point-to-point single, return tickets, area-based day and period ticket products. There is also the pioneering multi-operator Solent Go⁴ range of carnet, day, and period tickets. This was developed in partnership as part of Solent Transport with the South Hampshire Bus Operators' Association (SHBOA) reflecting the long-standing and effective partnership between local authorities and bus operators.

⁵ [Solent Go travelcard - It's now easier to travel from A to B to Sea! | Solent Go](#)

In comparison to many areas, period fares may be seen as reasonable value though this observation needs to be seen in the context of local income levels. Adult day ticket prices within Portsmouth range from £4.20 to £4.50, and adult weekly tickets range from £15.80 to £18.00.

However, there is some disparity between the operators in point-to-point fares – Cosham – Southsea adult single is £3.50 with First bus, but only £2.55 with Stagecoach, and these are seen as expensive compared to fares along the coast in Southampton.

Only First bus offers a carnet product. An electronic book of adult 10 single trips, available via their app, costs £20.00, or £2.00 per trip.

Child fares for both operators apply up to a person's 16th birthday. Both operators apply a discount over an adult fare of around 33%.

Solent Go provides a multi-operator ticketing scheme. It offers a range of period products at a premium over operator own products. For example, a 7-day ticket in Portsmouth is £20.00 compared to £17.00 - £18.00 for First bus or £15.80 - £16.90 for Stagecoach (please note: the higher prices apply to on-bus ticket sales and the lower prices to electronic or app-based sales). Apart from day and weekly tickets, Solent Go is an online product that can be used via a mobile phone app or Smartcard. A recent innovation has been the development of a carnet style, flexible 5-day season priced at £22.50 in Portsmouth.

In addition to issues of cost, the range of different tickets on offer may be confusing to new users who may not proceed to purchase a ticket or not choose the best ticket for their needs. A key finding of the BSIP residents survey was a lack of awareness of the Solent Go option for journeys involving more than one bus operator.

Funding for Tap on Tap off could overcome the complexity, which could result in the extension of the established Solent Go multi-operator ticket range to include one hour hopper, evening, jobseeker and family tickets, with increased publicity will address residents' desires to make multi-operator travel easier.

The provision of concessionary travel to older and disabled people is mandated by the English National Concessionary Travel Scheme, and PCC operates the scheme between 09:30 and 23:00 on weekdays and all-day on Saturday, Sundays, and Public Holidays for all holders of concessionary fare pass. Residents who hold a Portsmouth City Council issued disabled persons pass benefit from free travel at all times to improve access to employment, education and training. Eligible disabled concessionary travel passholders can also apply for a pass to take a companion with them.

2.6. Bus Passenger Information

Portsmouth City Council provides bus route maps and wayfinding information at all 555 bus stops across the city and at interchange points. All stops have timetable display units, and the bus operators are responsible for providing and updating the paper timetable displays.

The Council operates a Real-Time Information (RTI) system, including an audio facility, at 256 selected high demand stops. These RTI displays show the number, destination and estimated times of the next three departing services and also show how full a bus is before it arrives at the stop. The bus loading information gives reassurance to waiting passengers along the route. Electronic journey planning screens have been installed at key interchanges to provide reassurance during the journey. All stops have QR codes enabling live departure information to be accessed by smartphone apps. Further RTI provision was identified as a high priority in the recent BSIP public consultation survey, which is described in Appendix E.

Both bus operators run their own websites for journey planning, supplemented by Portsmouth City Council's comprehensive webpage [Public transport information - Portsmouth City Council](#), the local based My Journey website and Traveline, provide all operator, all mode information which the City Council and

bus operators support. Portsmouth City Council also provides a website for the Park and Ride services [Park and Ride Portsmouth ~ the easy way into Portsmouth by car](#). Each good in itself, there is a danger that too many options could reinforce the view public transport is complicated and so discourage new users.

However, not all fare information is available, and users sometimes need to consult more than one website to obtain the travel information they require. Information provision is variable. Competition legislation, a fear of providing out of date information, and commercial imperatives have resulted in the bus operators advertising only their own travel products on their publicity material.

Both main operators advertise the Solent Go multi-operator ticket range and both offer combined tickets with local ferries. However, information regarding the ferries (to Gosport, the Isle of Wight, and Hayling Island) and local rail services are not included with the bus operator's own information. This may reduce awareness and increase the difficulties for potential passengers in identifying the most suitable public transport option.

Portsmouth City Council produces a Portsmouth Public Transport information leaflet. This includes a map showing all local bus routes, and a list of services showing the main points served, how often the service runs, who operates the route, and if the service is contracted. The map also promotes Traveline for further information.

2.7. Bus Fleet

In 2021, around 140 buses are used on services in Portsmouth, including the cross-boundary routes serving the travel to work area. These are currently all diesel powered, although many are to the highest Euro VI standards from new or have been fitted with equipment to control their exhaust emissions to meet Euro VI standards. The newest vehicles have smart engine stop/start systems fitted to reduce fuel consumption and emissions. Many of the vehicles used on the main cross boundary routes are less than five years old and have higher specification facilities including WIFI, USB charging points and more comfortable seats, providing a rapid transit standard of travel. However, some of the vehicles used on the regular routes are older and do not provide this level of passenger comfort.

In 2018 Portsmouth City Council were awarded funding from DEFRA for the retrofit of 105 buses in the First bus and Stagecoach fleets, so that their exhaust systems produce emissions compliant with Euro VI standards. This project targeted two road links in exceedance, which are located within the city centre Clean Air Zone. Both operators have requested additional funding through the Clean Air Fund (CAF) to retrofit further buses. Further funding will be sought to refurbish some of the mid-life buses to improve passenger facilities as well as to fit equipment to control their exhaust emissions to meet Euro VI standards.

Portsmouth City Council in partnership with Hampshire County Council and First Solent submitted a successful Expression of Interest to the Zero Emission Bus Regional Area (ZEBRA) fund in 2021. This bid for £6,428,919 would contribute to a £14m scheme to provide 34 battery electric buses, the majority of which would be used on two routes serving Portsmouth, together with battery charging equipment at the First Hampshire and Dorset depot at Hoeford, Fareham. The routes selected serve the most deprived wards in the city and four of the city's five AQMAs. These zero emission buses would support Portsmouth's Clean Air Zone objectives whilst their modern design and green credentials will help stimulate passenger demand. The reduced greenhouse gas (carbon dioxide) emissions resulting from the use of electric power would support Portsmouth's target of achieving net zero by 2030. Approval has been given to develop a Full Business Case for submission to the ZEBRA fund in January 2022.

Although the bus priority lanes are extensive and provide substantial benefits to travel time and reliability, there is no route on which end to end bus priority measures have been implemented. Only a few routes, such as the number 8 (Hard Interchange – Clanfield), benefit from using several long stretches of bus lane. Many routes only benefit from short sections of bus lane. Buses on these routes are still subject to delays in locations without priority measures, limiting the overall benefit to passengers. Consequently, most of the city's bus services have limited priority and share the same traffic congestion as private vehicles during morning and evening peak periods. This often means that bus travel is slower than the equivalent journey by car as motorists can vary their routes, and our evidence-base shows areas in the city where buses often travel less than 10km/hour due to congestion.

This will begin to be addressed through by the South East Hampshire Rapid Transit (SEHRT) programme, which will seek to provide priority over a corridor approach on the rapid routes into the city. Tranche 2⁵ of this programme, for Portsmouth City Council, Hampshire County Council and Isle of Wight Council were awarded funding through the Transforming Cities Fund (TCF) in 2020, makes a start by providing 4 bus lanes and 4 bus gates for the benefit of both proposed new rapid bus routes as well as local services. However, it is important to note that the further measures outlined in this BSIP will be crucial to benefit residents across the wider network. Portsmouth's bus lanes operate on a 24-hour basis apart from the bus lane on London Road, North End which operates between 07:00-19:00 Monday-Saturday. Further enforcement cameras are likely to be installed based on an assessment of each case individually when enforcement issues are raised. Further bus lane enforcement measures will be considered as part of the Portsmouth BSIP.

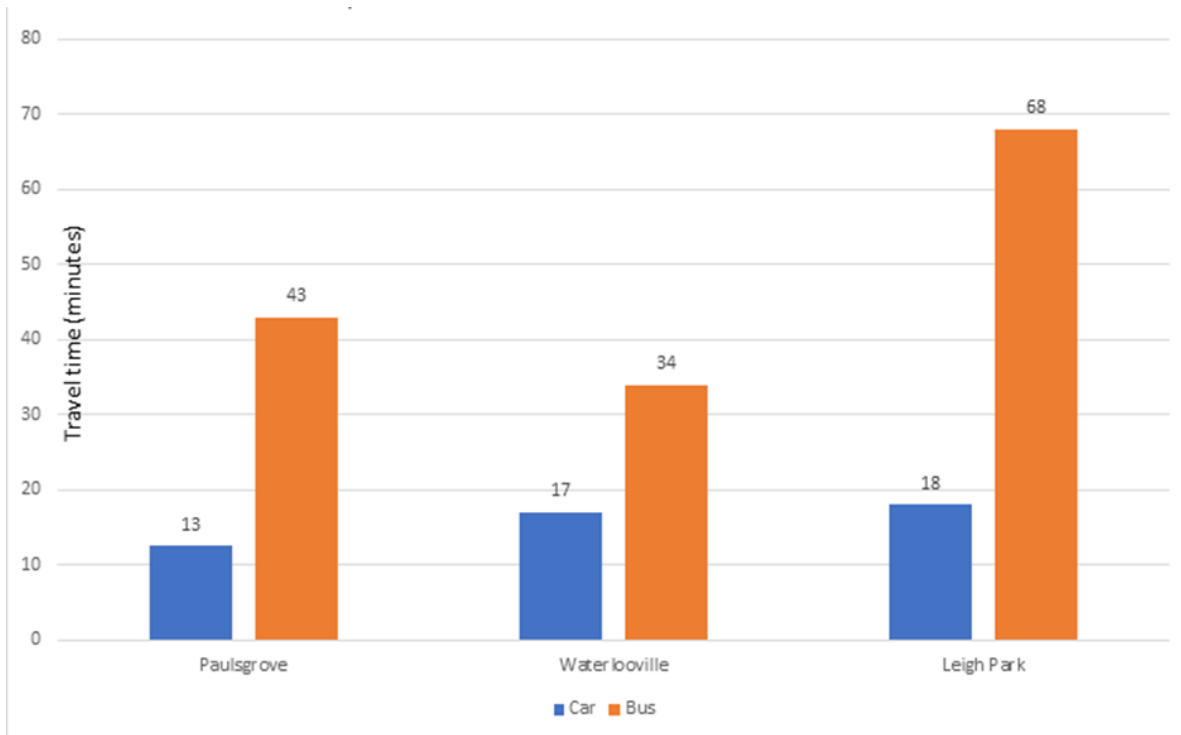
2.9. Bus Service Outcomes

Travel times

The development of the public transport network in the city has historically been constrained by road space limitations due to the island geography. Bus travel times between some areas and the city centre are slow compared with those possible by car and therefore less attractive. The graph in figure 4 below shows the off-peak bus and car travel times from areas of the travel to work area beyond Portsea Island to the city centre in 2020, highlighting the disparities.

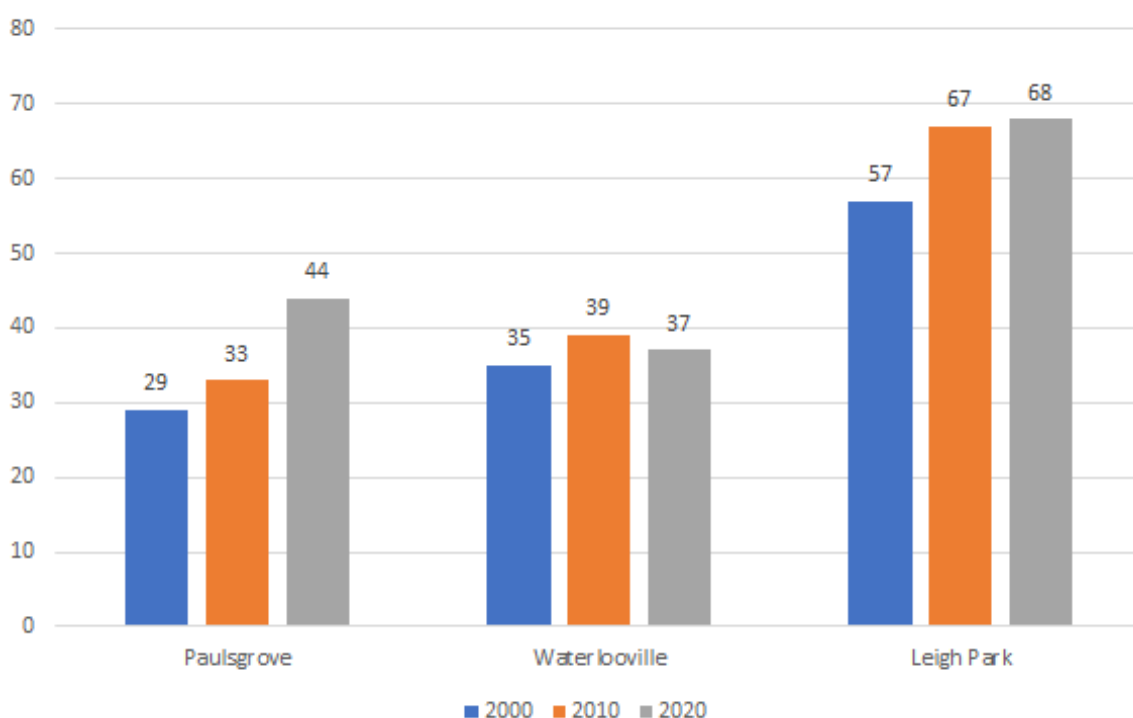
⁶ [Homepage - South East Hampshire Rapid Transit \(sehrt.org.uk\)](https://www.sehrt.org.uk)

Figure 4 - Car and bus off-peak travel times (minutes) to the south end of Commercial Road in the city centre



Trends in travel times are mostly unfavourable to bus users. Journey times from beyond Portsea Island have generally increased during the past 20 years, as shown in the graph of timetabled morning peak travel times to the city centre (South end of Commercial Road) in figure 5 below.

Figure 5 - Bus AM peak scheduled travel times (minutes) to the city Centre (South end of Commercial Road) between 2000 – 2020



Only on 'The Star' corridor from Waterlooville have travel times been reduced over the last decade. This route has benefited from extensive bus priority measures which have been effective in shortening journey times since 2010. On the other corridors rising general traffic has adversely impacted on bus travel times.

These extended journey times increase the average for the city. The current average bus journey time in Portsmouth is 32 minutes and the average bus speed is 15 kilometres per hour.

Longer travel time has reduced labour pool available to local businesses and employment opportunities to those without the use of a car, adversely affecting the economic performance of the city. The island and peninsula geography and some indirect bus routes have significantly reduced the labour force available within a 30-minute travel time of many business locations. This is before any traffic congestion impacts are considered.

Punctuality

The location of each bus is tracked by the Real Time Information system (RTI) using the GPS device contained in the ticket machines. By comparing the actual location of buses with the service schedules, the punctuality of each service can be ascertained. A late service is defined as departing 5 minutes or more behind schedule from timing points along the route. An early service is defined as departing one minute or more ahead of schedule from timing points along the route. Information recorded by the RTI system shows that between 1st January and 31st August 2021 a total of 3.39m bus journeys were recorded in Portsmouth, of which 85% ran on time. This records a decline in punctuality which may reflect increasing traffic levels as the lockdown restrictions were gradually lifted from May 2021.

Patronage

According to DfT Bus Statistics, the bus passenger trip-rate was, before the Covid-19 pandemic, a little over 50 bus journeys per head of population. A comparison with bus usage rates in other conurbations on the south-west coast is shown in figure 6 below.

Figure 6 - Bus patronage comparison with other authorities

City/town	Annual bus trips total⁶	Population	Annual trips per head⁷
Portsmouth	12.0m	238,137	50.4
Bournemouth	18.5m	183,491	78.1
Brighton & Hove	48.6m	229,700	167.2
Plymouth	18.8m	256,384	68.1
Southampton	20.3m	253,651	80.5

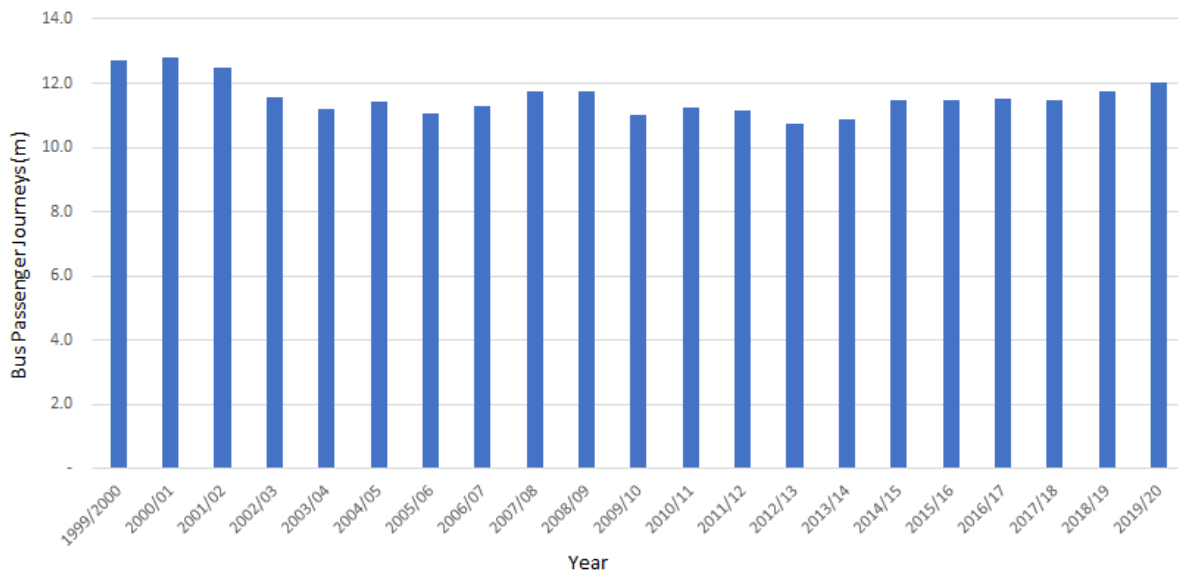
The Portsmouth bus trip-rate (trips per head) is below those of the other coastal conurbations and lower than would be expected considering the relatively low levels of car availability among the city residents. This anomaly is partly due to the geography of the city. For example, many of the 2.6 million trips made between Portsmouth and Gosport on the ferry would be likely to be bus trips in other areas.

⁷Populations: 2011 Census

⁸Passenger figures from Department for Transport tables BUS0109/0110 or bus operators

Figure 7 shows the trends in bus passenger journeys recorded by the operators since 1999/2000. The value for 2019/2020 includes 6 weeks during which travel was depressed by the onset of Covid-19 lockdown and travel restrictions (please note that no adjustment to the value has been made).

figure 7- Annual bus passenger journeys in Portsmouth



Following some decline in the early 2000s bus passenger journeys in Portsmouth have remained fairly stable in recent years, increasing by 9% between 2009/10 and 2019/20. This compares favourably with a 20% decline recorded in the Metropolitan areas with Integrated Transport Authorities over the same period (DfT Bus Statistics table BUS109a). This patronage growth is the same as that recorded in Southampton over the period.

As with the patronage levels, the bus passenger trip-rate has been at about this level since 2009/10, with relatively little variation. The trend in Portsmouth has outperformed England as a whole, and in the last few years has been consistent with that observed in South-East England.

2.10. Passenger experience and priorities for improvement

Analysis of resident, business, and stakeholder views

Portsmouth City Council conducted its own research into the views of members of the public and businesses in summer 2021 regarding the bus network within Portsmouth as part of developing its Bus Service Improvement Plan, specifically:

- To understand the strengths and weaknesses of the local bus travel offer as seen by users,
- Identify the key areas for improvement to prioritise in the long and short-term and
- To measure satisfaction levels of bus users.

The BSIP public consultation survey is described in Appendix E. As a result of the survey, it was found that:

- Both users and non-users identified potential areas for improvement,
- Users are far more satisfied than non-users (37% compared to 7%) who are more likely to give a neutral rating of 'neither satisfied or dissatisfied' and
- Respondents with a disability (who are using the bus more frequently) are more satisfied than those with no disability.

Consultation with over 1,100 residents identified the following priorities for improvements, in order of importance:

- 1 Cheaper fares (64%)
- 2 All-operator tickets (61%)
- 3 More comprehensive services (59%)
- 4 Real Time Information provision at every stop (59%)

Following the review and summary of the Portsmouth BSIP survey and targeted in-depth interviews, the following aspects of bus services are identified for potential improvement in the BSIP:

- Fares
- Ticketing
- Service levels
- Travel times
- Reliability

2.11. Objectives

Table 1 sets out the objectives for the Enhanced Partnership and how the EP will work towards achieving these objectives.

Table 1 – Bus Service Improvement Plan Objectives

Objective	How We Will Achieve This
Shorter bus travel times	Bus priority measures <ul style="list-style-type: none"> - Bus lanes - Citywide traffic signal control - Smart priority for buses at signals - Whole route priority for the core high-frequency routes - Improved bus stop layout design to enable quick bus entry and egress and improved passenger accessibility Ticketing <ul style="list-style-type: none"> - “Tap on Tap off” account-based ticketing and more multi-operator fares to reduce bus stop dwell times by faster boarding Complementary measures <ul style="list-style-type: none"> - Increased bus lane enforcement - Parking restriction enforcement to reduce obstructions to buses in narrow streets and keep bus stops clear
Improved service reliability	Bus priority measures described above Ticketing measures described above Timely information on roadworks and diversions provided to bus operations managers Coordinated responses to delays with PCC Traffic Management Department

Objective	How We Will Achieve This
	"Hot spare" buses with drivers provided to run extra services to fill gaps in timetables arising from unplanned traffic incidents
More bus passengers	Reduced journey times – as per Objective 1 Improved reliability – as per Objective 2 Improved passenger information Reduced fares including for young people Better communications, marketing, and education for both users and non-users.
Higher bus passenger satisfaction	Reduced journey times – as per Objective 1 Improved reliability – as per Objective 2 Improved passenger information Individual measures

Details of these interventions and how they will be delivered are identified in the Bus Service Improvement Plan.

Targets have been identified for each of the objectives. Table 2 lists the Enhanced Partnership targets and proposals for interventions. This Enhanced Partnership will seek to identify and secure appropriate levels of funding from the National Bus Strategy and from other sources in order to deliver the schemes identified in this EP and in the BSIP as being required to deliver these targets.

⁹[Bus Service Improvement Plan \(portsmouth.gov.uk\)](http://portsmouth.gov.uk)

Table 2 - Enhanced Partnership proposals

Target	Outcomes	Summary of measures	Existing	Percentage increase on existing performance by 2025	Percentage increase on existing performance by 2030
Journey time	<p>1.1 Reduce average bus journey time by 10% compared to average car journey times in the year from March 2025.</p> <p>1.2 Reduce average bus journey time on buses operating on the SEHRT-designated routes within Portsmouth by 20% in the year from March 2025.</p>	<p>Bus priority More bus lanes. Citywide traffic signal control. Smart bus priority. Whole route bus priority. Improved bus stop layout design for faster entry and egress.</p> <p>Ticketing “Tap on Tap off” account-based fare payment to reduce bus stop dwell times by faster boarding. Expected saving of 8 seconds/boarding passenger resulting in 6% lower bus stop dwell time and 2% shorter journey times.</p> <p>Complementary measures Bus lane enforcement Parking restriction enforcement to reduce obstructions to buses in narrow streets.</p> <p>Further supporting measures Review of parking policy and provision Travel behavioural change programme Travel education in schools</p>	Transforming Cities Fund financed SEHRT Tranche 2 measures will reduce bus travel times by up to 5 minutes on some main north-south routes.	In the year from March 2025 - 10%	In the year from March 2030 - 20%

Target	Outcomes	Summary of measures	Existing	Percentage increase on existing performance by 2025	Percentage increase on existing performance by 2030
Reliability	2.1 Improve bus journey time reliability with 95% of services operating on time in Portsmouth from March 2025 onwards increasing to 97% by March 2030.	<p>The journey time reduction described measures in the row above will deliver greater consistency of journey times, which will translate into improvements in reliability.</p> <p>Other measures will include:</p> <p>Information provision regarding roadworks, traffic disruption and diversions to operators from the PCC Traffic Management department.</p> <p>“Hot spare” buses will be provided at key points to rapidly restore services disrupted by unplanned traffic incidents identified through the improved incident reporting system.</p>	<p>DfT BUS0902: on-time 90% (last recorded 2016/17).</p> <p>Recent analysis of data from RTI system shows 85% on-time (Jan - Aug in 2021).</p>	10% Improvement of on time journeys	2% Improvement of on time journeys

Target	Outcomes	Summary of measures	Existing	Percentage increase on existing performance by 2025	Percentage increase on existing performance by 2030
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Passenger Numbers	<p>3.1 100% of pre COVID passenger number recovery by March 2025</p> <p>3.2 STRETCHED TARGET – 100% of pre COVID passenger number recover by March 2024</p> <p>3.3 110% of pre COVID passenger numbers by March 2030.</p> <p>3.4 STRETCHED TARGET – 115% of pre COVID passenger number by March 2030</p>	<p>The BSIP will address the priorities set out in the residents' consultation by addressing performance, ease of use, information, affordability, early morning, evening, and Sunday frequencies. These are all measures which have a proven record of success.</p>	<p>11.7m 2018/19 and 12m in 2019/20.</p> <p>Current patronage is c65% of pre-Covid level</p> <p>Assume 100% recovery by March 2025</p>	<p>Recovery to 2019/20 levels – 12m by 2025, with a stretched target by 2024</p>	<p>110% of pre COVID passenger numbers by March 2030, with a stretched target of 115%</p>
Target	Outcomes	Summary of measures	Existing	Percentage increase on existing performance by 2025	Percentage increase on existing performance by 2030
4. Average passenger satisfaction	4.1 Increase the percentage of customers very satisfied with the bus service by 10% from 53% to 58%, as measured by the Transport Focus Bus Passenger Survey	The most recent Transport Focus Bus Passenger Survey shows the overall score is very high at 92%, but within that metric, some aspects scored less well. Scores below 80% included:	Transport Focus Bus Passenger Survey Autumn 2019 reported 92% satisfaction.	95% overall user satisfaction in Passenger Focus Survey	95% overall user satisfaction in Passenger Focus Survey

	<p>4.2 Increase the percentage of bus users very satisfied or quite satisfied from 92% to 95% (Transport Focus Bus Passenger Survey) in surveys undertaken every 12 months for BSIP reporting</p> <p>4.3 We propose both an overall target as outlined above – and to focus on what is most important to customers by improving satisfaction by 5% in each of those areas by March 2025</p> <p>4.4 Seek to engage nonusers by better communication, marketing, and education.</p>	<ul style="list-style-type: none"> • Value for money (58%). Price was a prime source of dissatisfaction in Portsmouth’s own consultation for the BSIP. • Information provided inside the bus (74%) and • The temperature inside the bus (75%) • Devise individual measures to improve satisfaction with each of the above customer priorities by 5% by March 2025 <p>We intend to move the percentage of passengers being very satisfied as measured in the Bus Passenger Survey from 53% by 10% to 58%, and the satisfied from 92% to 95% This would put Portsmouth at or near the top of the range in the 2019 Bus Passenger Survey sample.</p>	<p>BSIP bus user survey reported 29% residents’ satisfaction.</p> <p>Users: 37%</p> <p>Nonusers 7%</p>	<p>5% customer satisfaction for each of the customer priorities</p>	
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3. PART 2 – EP SCHEME

THE PORTSMOUTH CITY COUNCIL ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY PORTSMOUTH CITY COUNCIL

3.1. Definitions

In this Enhanced Partnership Plan and any Schemes made pursuant to it, the following capitalised terms shall have the meanings ascribed to them below:

1985 Act	Transport Act 1985
2000 Act	Transport Act 2000
2017 Act	Bus Services Act 2017
Bus Operators or Operators	All operators running Qualifying Bus Services taken collectively.
Enhanced Partnership Scheme Variation	A variation of the EP Plan or EP Scheme as a result of the mechanism set out in Section 5. This will constitute a formal variation of the EP Plan or EP Scheme for the purposes of s.138E(1) of the 2000 Act.
Facilities	Those facilities referred to in Appendix A which shall be deemed such for the purposes of s.138D(1) of the 2000 Act.
Enhanced Partnership Board or EPB	The committee of selected Bus Operator representatives, Portsmouth City Council representatives, responsible for considering recommendations put forward by the Programme Board and making recommendations to Portsmouth City Council including specific Enhanced Partnership Scheme Variations.
Enhanced Partnership or EP	The Enhanced Partnership covering the geographic extent of the administrative boundary of the county of Portsmouth shown for identification purposes only on the plan at Figure 1.
Stakeholder Engagement Group or SEG	A stakeholder group convened and chaired by Portsmouth City Council, responsible for overseeing the work of the Programme Board and Enhanced Partnership Board and reviewing delivery by the Enhanced Partnership against its objectives.
Large Operator and Small Operator	Any Operator providing 10% or more of total scheduled bus service mileage within Portsmouth (excluding tendered services where the tendering authority takes the revenue risk) is classed as a Large Operator. Any other Operators operating less than 10% of total scheduled bus service mileage in Portsmouth are Small Operators. Where Qualifying Bus Services are provided by multiple operating companies or subsidiaries of the same owning group, they are to be considered to be provided by one Operator. For the avoidance of doubt, Portsmouth City Council will publish a list of Large Operators and Small Operators at the start of each Portsmouth City Council financial year.

Programme Board or PB	The committee of Bus Operators and Portsmouth City Council officers, responsible for considering all issues affecting the Enhanced Partnership, and making recommendations to the Enhanced Partnership Board in line with the Enhanced Partnership governance arrangements.
Measures	Those measures referred to in Appendix 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.
Operator Objection Mechanism	As defined at The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018
Qualifying Bus Service	<p>A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of:</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 route mileage within the Enhanced Partnership area, except where the Enhanced Partnership Board agree that there are particular reasons why its inclusion in the EP would be to the benefit of the EP's objectives defined in the EP Plan; • Any services registered for a period of six consecutive weeks or less; • Any services operated under section 22 of the 1985 Act; and • Any registered local bus service which is an excursion or tour. <p>For the avoidance of doubt, Portsmouth City Council will publish a list of Qualifying Bus Services at the start of each Portsmouth City Council financial year.</p>
Requirements	Those requirements placed upon Bus Operators identified as such within Appendix C which shall be deemed as such for the purposes of s.138C 2017 Act.
Task and Finish Group	A group appointed by the Programme Board to research and assess proposals for Facilities, Measures and Requirements and to prepare business cases setting out feasibility and costs on behalf of the Programme Board.

3.2. Section 1 – EP Scheme Content

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

- **Section 2** - Scope of the EP Scheme and commencement date
- **Section 3** - Obligations on the Local Authorities
- **Section 4** - Obligations on Bus Operators
- **Section 5** – Governance Arrangements

The EP Scheme has been jointly developed by Portsmouth City Council and those bus operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both Portsmouth City Council and operators of local bus services in the Portsmouth City Council administrative

area, in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

3.3. Section 2 - Scope of the EP Scheme and Commencement Date

3.3.1. Description of Geographical Coverage

The EP Scheme will support the improvement of all Qualifying Bus Services operating in the administrative area of Portsmouth City Council, as shown at Figure 1 of the EP Plan.

3.3.2. Commencement Date

The EP Scheme enters into force at the same time as the EP Plan on 1st April 2022.

3.3.3. Review and Duration

The EP Scheme has an end date of 1st April 2032. The EPB will review the EP Scheme at least annually on the anniversary of the commencement date and in line with reviews of the EP Plan in the years that these fall due. The Facilities, Measures and Requirements contained within it will be reviewed at least annually.

3.3.4. Exempted Services

The following types of local service are exempted from compliance with all of the requirements of the EP Scheme:

- 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 route mileage within the Enhanced Partnership area except where the Enhanced Partnership Board agree that there are particular reasons why its inclusion in the EP would be to the benefit of the EP's objectives defined in the EP Plan,
- Any services registered for a period of six consecutive weeks or fewer,
- Any services operated under section 22 of the 1985 Act and
- Any registered local bus service which is an excursion or tour.

3.4. Section 3 - Obligations on the Authority

3.4.1. Facilities

Existing Facilities maintained by Portsmouth City Council are shown at **Appendix A.1**. These consist of bus priority schemes, bus stations and interchanges, and bus stops.

Any change to the inventory of existing bus priority schemes or bus stations or interchanges outlined at Appendix A1 is subject to the governance mechanisms set out in Section 5

Facilities that have been agreed should be made and which have received any consents necessary from Portsmouth City Council for implementation, but which have not yet been implemented, are shown at **Appendix A.2**.

The full list of Facilities proposed under Portsmouth City Council's Bus Service Improvement Plan not included in either of the above appendices is shown at **Appendix A.3**.

3.4.2. Measures

Existing Measures provided by Portsmouth City Council are shown at **Appendix B.1**.

Measures should be made and which have received the necessary consents from Portsmouth City Council for implementation, but which have not yet been implemented, are shown at **Appendix B.2**.

The full list of Measures proposed under Portsmouth City Council’s Bus Service Improvement Plan not included in either of the above appendices is shown at **Appendix B.3**.

3.5. Section 4 - Obligations on Local Bus Operators

The existing Requirements on Bus Operators in providing Qualifying Bus Services are shown at **Appendix C.1**.

Requirements on Bus Operators that will apply at the making of this EP Scheme are shown at **Appendix C.2**. Further Requirements that may be agreed in accordance with the relevant governance arrangements from time to time are also shown at **Appendix C.2**.

The full list of Requirements proposed under Portsmouth City Council’s Bus Service Improvement Plan but not included in either of the above appendices is shown at **Appendix C.3**.

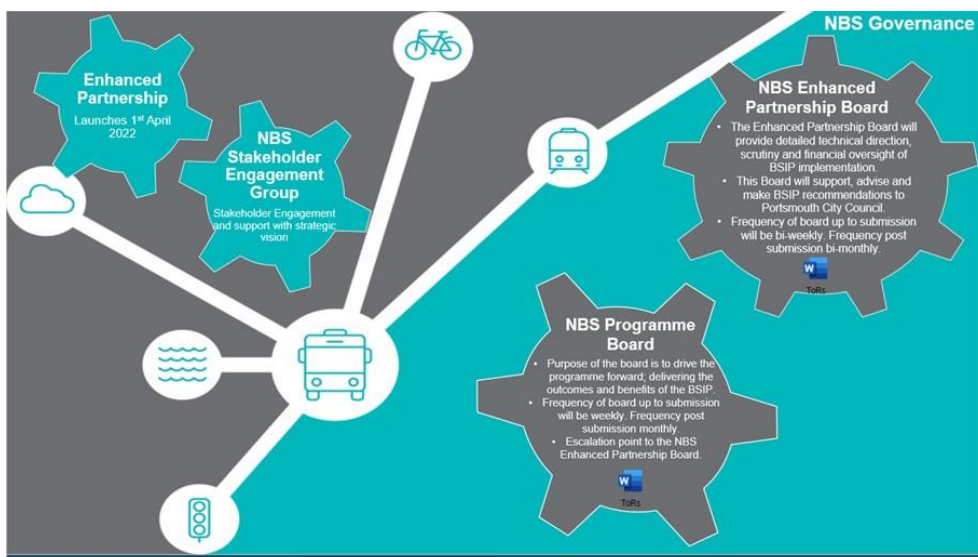
Requirements will apply to all Bus Operators in so far as is consistent with their other statutory obligations.

3.6. Section 5 – Governance Arrangements

3.6.1 Governance

The Enhanced Partnership will be governed by a three-tiered governance structure as shown in Figure 8 below, this Section 5 and in accordance with the terms of reference provided in Appendix D.

Figure 8 Enhanced Partnership Governance Structure



3.6.2 The Programme Board

The role of the PB will be to support and advise the EPB by developing proposals for the design and implementation of interventions in the form of Facilities, Measures and Requirements, drawing on Portsmouth City Council’s Bus Service Improvement Plan and receiving advice and proposals from the Stakeholder Engagement Group.

The PB will comprise of:

- one representative from each Large Operator;
- one representative appointed by South Hampshire Bus Operators' Association in accordance with its governance arrangements and notified in advance representing all Small Operators (if any);
- the chair who shall be held by Portsmouth City Council's Cabinet Member for Traffic and Transportation or their appointed nominee; and
- one representative of Portsmouth City Council.

Terms of reference of the PB are provided in Appendix D.1. and these shall be amended and updated as required in accordance with the terms of reference.

3.6.3 The Enhanced Partnership Board

The role of the EPB will be to review the proposals made by the PB and to provide detailed technical project direction and scrutiny on interventions within the Enhanced Partnership Plan and Enhanced Partnership Scheme as well as having oversight and direction of financial delivery and the monitoring and evaluation framework. In addition, the EPB will support, advise and make recommendations to Portsmouth City Council, drawing on Portsmouth City Council's Bus Service Improvement Plan, regarding any proposed changes to the Enhanced Partnership Plan and Enhanced Partnership Scheme.

The EPB will comprise of:

- one representative from each Large Operator;
- one representative representing all Small Operators appointed by South Hampshire Bus Operators' Association in accordance with its governance arrangements and notified in advance (if any);
- the chair who shall be held by Portsmouth City Council's Cabinet Member for Traffic and Transportation or their appointed nominee; and
- one representative of Portsmouth City Council.

Terms of reference of the EPB are provided in Appendix D.2. and these shall be amended and updated as required in accordance with the terms of reference.

3.6.4 Overview and Scrutiny

The overall oversight and scrutiny of the Enhanced Partnership shall be the responsibility of Portsmouth City Council.

3.7 Review of EP Scheme

3.7.1. Once the Scheme is made, it will be reviewed by the PB every six months following 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. Portsmouth City Council will initiate each review.

3.7.2. The PB can also decide to review specific elements of the Scheme on an ad-hoc basis. PB members should contact Portsmouth City Council using the following email address

publictransportmanager@portsmouthcc.gov.uk explaining what the issue is and its urgency. Portsmouth City Council will then decide whether to table at the next scheduled meeting or make arrangements for all or the necessary PB members to gather more quickly.

3.8 Bespoke Arrangements for Varying or Revoking the Enhanced Partnership Scheme

3.8.1. Under powers at s.138E of the Transport Act 2000, Enhanced Partnership Scheme Variations where this section is quoted will be subject to the bespoke voting mechanism set out in the terms of reference of the PB and EPB and the final approval by Portsmouth City Council. All Enhanced Partnership Scheme Variations other than the variations to the Obligations of Bus Operators (Section 4 of this Scheme) are subject to the final approval by Portsmouth City Council.

3.8.2. Variations to the Obligations of the Authority

3.8.2.1. Variations to the Obligations of the Authority (Section 3 of this Scheme) or Obligations of Bus Operators (Section 4 of this Scheme) may be made in accordance with the terms of reference of the PB and EPB and subject to the final approval by Portsmouth City Council as an exercise of the power under s.138E of the Transport Act 2000 and without reference to the statutory variation process.

3.8.2.2. On receipt of a request for a variation under this section, Portsmouth City Council will reconvene the PB, giving at least 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation is agreed in accordance with the terms of reference of the PB, the PB will make a recommendation to the EPB to consider the proposed variation. If the proposed variation is agreed in accordance with the terms of reference of the EPB, the EPB will make a recommendation to consider the proposed variation. Portsmouth City Council will then make a decision in accordance with its governance arrangements. If the proposed variation is agreed by Portsmouth City Council, it will make the EP Scheme variation within seven working days and publish the revised EP Scheme on its website.

3.8.3. Variations to the Obligations of Bus Operators

3.8.3.1. Variations to the Obligations of Bus Operators (Section 4 of this Scheme) may be made in accordance with the terms of reference of PB and EPB as an exercise of the power under s.138E of the Transport Act 2000 and without reference to the statutory variation process.

3.8.3.2. On receipt of a request for a variation under this section, Portsmouth City Council will reconvene the PB, giving at least 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation is agreed in accordance with the terms of reference of the PB, the PB will make a recommendation to the EPB to consider the proposed variation. If the proposed variation is agreed in accordance with the terms of reference of the EPB, Portsmouth City Council will make the EP Scheme variation

3.8.4. Tendered Services

3.8.3. Any tendered service on which Portsmouth City Council takes the revenue risk will not be subject to the Operator Objection Mechanism, consistent with the Enhanced Partnership Plans and Schemes (Objections) Regulations 2018 or approval by the PB or the EPB. within seven working days and publish the revised EP Scheme on its website.

3.9 Revocation of an EP Scheme

3.9.1. If Portsmouth City Council or another member of the EPB believes it is necessary to revoke the Scheme, the EPB will be reconvened and a formal recommendation to Portsmouth City Council will be made. If the decision is taken to revoke the Scheme, Portsmouth City Council will follow the legislative procedures for revocation.

3.9.2. If at any point in the future, any area covered by the Scheme is included in a bus franchising scheme, the relevant requirements set out in the Scheme document will cease to apply to areas covered by the franchising scheme, in line with the arrangements set out in the franchising scheme.

3.10 Data sharing and commercial confidence

Subject to the requirements of the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and all other rules, regulations and legislation as may be in force from time to time, at all times each member of the PB, EPB and SEG will respect data confidentiality and the PB, EPB and SEG will maintain processes to maintain and respect commercial confidentiality as required. Should any member believe there has been a breach of confidentiality, they should raise this with the Public Transport Manager of Portsmouth City Council.

APPENDIX A: FACILITIES

A.1. Facilities – Existing

Bus Priority Schemes

The Portsmouth City Council provided bus lanes are listed below:

Road	Direction	Length (m)
Cosham Interchange Link	Eastbound	110
Portsmouth Road Link to Roundabout	Southbound	95
Lake Road	Eastbound	115
London Road Old London Road - Northern Parade	Northbound	380
Furze Lane Link	North & Southbound	370
St Helen's Parade Link	North & Southbound	50
St Helen's Parade	Westbound	130
London Road Hilsea (Bus stops link)	Northbound	105
Highland Road	East & Northbound	80
Commercial Road North Link	Northbound	100
Kingston Crescent Link	West & Southbound	135
Northern Road	Southbound	125
Baffins Road Link	Southbound	40
Commercial Road South / Edinburgh Road Link	North & Southbound	200
Mile End Road	Southbound	780
Edinburgh Road	Westbound	50
London Road Old London Road – Oakwood Road	Southbound	30
London Road Montague Road – Stubbington Avenue	Southbound	70
Fratton Road	Southbound	170

Bus Stations and Passenger Interchanges

Portsmouth City Council owns, manages and staffs a number of bus station facilities:

- The Hard Interchange – large modern facility with 10 bus and 1 coach departure bays,
- Cosham Interchange – small facility with 3 bus stop bays, and
- Portsmouth Park & Ride site – modern facility with 665 parking spaces and 2 bus stop bays.

Bus Stops

As of May 2021, 555 bus stops in Portsmouth maintained by Portsmouth City Council.

Shelters are provided at 343 of the stops. The shelters are the Trafalgar/Heritage type with seats and end panels but may be updated if 'green' roofs are introduced. The shelters are provided and maintained by Clear Channel under contract to Portsmouth City Council.

Real Time Information

As of May 2021, there were 246 real time displays including at 4 railway stations, journey planners at interchanges and 20 free-standing displays.

A.2. Facilities – To be Approved for Implementation by the Enhanced Partnership Board and Portsmouth City Council

The following bus priority schemes have been funded by the Transforming Cities Fund (TCF) award of £56m to a partnership of Portsmouth City Council, Hampshire County Council and the Isle of Wight Council in 2020. Development work is in progress and delivery will take place in 2022/23.

- City centre north including Cascades Approach,
- Lake Road,
- City centre south including Isambard Brunel Road,
- Rudmore roundabout: Mile End Road northbound approach, and
- Spur Road roundabout, Cosham, including Southampton Road.

A.3. Facilities for consideration subject to funding, feasibility and Enhanced Partnership Board and Portsmouth City Council approval

The following options are included in the Bus Service Improvement Plan and will be considered for prioritisation when funding opportunities arise.

- Bus lanes on A2047 London Road/Kingston Road, Northend,
- Bus lanes on A288 Hampshire Terrace, Landport Terrace and King's Terrace, Southsea,
- Bus lane or 2 general traffic lanes on St George's Road approaching Park Road, Portsmouth,

- Northbound contra-flow bus lane on Mile End Road,
- Westbound bus lane on Burrfields Road,
- Anchorage Road corridor - minor measures,
- Red surface treatment on all bus lanes,
- Bus priority at signals,
- Review the physical shape of local bus stops and redesign, fill in laybys/add boarders where needed to improve bus access/egress for passengers and buses.

APPENDIX B: MEASURES

B.1. Measures – Existing

The following measures are now provided:

- Real Time Information at 256 bus stops,
- Camera enforcement of five bus lanes,
- Shelters at 343 bus stops,
- Printed timetable information at all bus stops and
- Bus route map with details of service levels.

B.2. Measures – To be Approved for Implementation by the Enhanced Partnership Board and Portsmouth City Council

The provision of 34 battery electric buses for use on routes 1 Portsmouth – Southsea and 3 Southsea – Fareham as well as routes 9/9A Fareham – Gosport is the subject of a funding bid by Portsmouth City Council, Hampshire County Council and First Bus for the Department for Transport's Zero Emission Bus Regional Area (ZEBRA) fund. The bid will be submitted in January 2022.

B.3. Measures for consideration subject to funding, feasibility and Enhanced Partnership Board and Portsmouth City Council approval

The following options are included in the Bus Service Improvement Plan and will be considered for prioritisation when funding opportunities arise.

- Camera enforcement on all bus lanes,
- Tow away of vehicles that are obstructing bus lanes/junctions,
- Network Management responsibilities to liaise with bus operators to manage delays and reduce impact on bus services,
- Tap on Tap off fare payment,
- Simplified fare structure,
- Multi-operator "hopper fare" providing 90 minute unlimited travel
- Discounted fares for young people, jobseekers and families,
- Marketing of the Solent Go multi-operator ticket,
- Hot spare buses to fill gaps in services caused by delays,
- Daytime bus service frequencies to be increased, starting with the core/main routes,

- Additional services to fill gaps in mornings, evenings, Sundays and Christmas day,
- Express South East Hampshire Rapid Transit services,
- Demand Responsive services,
- Improved bus stop infrastructure giving a better environment for passengers and
- Improved interchange with rail and ferries at The Hard.

APPENDIX C: REQUIREMENTS

C.1. Requirements – Existing

Emission Standards

Bus Operator	Number of vehicles in fleet	Euro III	Euro IV	Euro V	Euro VI
First Hampshire & Dorset	152	2	6	10	134
Stagecoach South	76	4	0	15	57
Total	228	6	6	25	191
	Percent	2.6%	2.6%	11%	84%

Passenger Amenity on Vehicles

Bus Operator	Number of vehicles in fleet	Next stop audio announcements	Next stop visual announcements	WIFI	USB chargers
First Hampshire & Dorset	152	145	145	145	62
Stagecoach South	76	41	41	71	20
Total	228	186	186	216	82
	percent	81.6%	81.6%	94.8%	36%

C.2. Requirements – To be Approved for Implementation by the Enhanced Partnership Board and Portsmouth City Council

Timetable Change Dates

Operators will limit timetable changes for Qualifying Local Services on the following dates:

Proposal is for 1 date immediately prior to each school term date, 3 in total. Flexibility around term dates differing in different areas and different requirements in neighbouring authorities and connections with rail or ferry services

Simpler Ticketing

In advance of funding being made available for the aspects of Simpler Ticketing referred to in the BSIP, Operators will use reasonable endeavours to collaborate with Portsmouth City Council to:

- Make consistent existing ‘own-operator’ ticketing scheme boundaries in order to make the bus product simpler for passenger,
- Offer a common range of fare products, as well as commercial products, (though not the price),
- Where these don’t currently exist, develop carnet products to better meet the needs of part-time commuters and hybrid workers

- Extend the range of Solent Go multi-operator tickets

C.3. Requirements for consideration subject to funding, feasibility and Enhanced Partnership Board and Portsmouth City Council approval

Service levels

The bus operators will discuss planned changes to service levels with the Enhanced Partnership Board. The dates of timetable changes will be standardised as described in Section C2 above. Operators may wish to discuss changes individually with Portsmouth City Council on grounds of commercial confidentiality.

The operators will proactively investigate the following service improvements. They will work with Portsmouth City Council to establish whether they can be delivered commercially and, if not, the level of revenue support funding required.

- Daytime bus service frequencies to be increased, starting with the core/main routes.
- Hours of operation are to be extended to provide early morning and evening services, starting with the main routes.
- Sunday services are to be provided and increased where appropriate, particularly those aimed at the leisure travel market.
- New South East Hampshire Rapid Transit (SEHRT) express services will be introduced connecting the city with Fareham/Paulsgrove, Waterlooville and Leigh Park.

Improvements to Planning / Integration with Other Modes

The bus operators are to work with Portsmouth City Council to investigate and develop opportunities for seamless public transport journeys with rail and ferry operators, involving through ticketing and the coordination of timetables to provide connections. These facilities will be marketed by both the operators and the council as appropriate.

Improvements to fares and ticketing

Value fares

The bus operators will ensure that simple value fares across a smaller range of products are offered and key markets are targeted through fares designed to attract and maintain mode shift and improve mobility. The operators are to work with Portsmouth City Council to deliver the following improvements, subject to funding:

- Develop and, subject to funding, introduce specific promotions aimed at groups such as under-21s, job seekers and visitors to the city;
- Introduce an operator-capped "Tap-on Tap-off" fare payment system;
- Standardise fare stages between operators for journeys on common sections of shared routes; and
- A multi-operator "hopper" fare for up to 90 minutes of travel.

Improve bus information

The bus operators will ensure that network maps they produce include information on complementary services provided by other operators that highlight the travel opportunities available across the city. The operators are to work with Portsmouth City Council to deliver the following improvements, subject to the availability of any necessary funding:

- Continue to provide the existing printed timetable displays at stops;
- Update the printed timetable displays to inform passengers of any service changes;
- Promote established APPs with ticketing, journey planner and live bus arrival information;
- Provide appropriate data feeds to ensure up to date and accurate information is displayed at Real Time Information sites;
- Provide next stop announcements, including audio-visual displays and major attractions, on all new buses and upgrade existing vehicles in advance of forthcoming legal requirements;
- Support a fully functioning public transport journey planner such as Traveline; and
- Market and promote all their service improvements, fare promotions and other facilities as appropriate.

Passenger Charter

The bus operators are to work with Portsmouth City Council to develop, introduce and comply with a bus passenger charter by April 2022. However, each operator will retain its own Conditions of Travel and will publicise the Passenger Charter on their own websites.

Higher specification buses

The bus operators are to work with Portsmouth City Council to deliver the following improvements:

- CCTV will be provided on all buses to provide enhanced on-board security;
- Make use of any available external funding to convert fleets to ultra-low and zero emission vehicles; and
- In line with upcoming statutory requirements, all new buses will have next stop screens and announcements installed. The retrofitting of these facilities to existing vehicles will be investigated.

Other

Marketing

The bus operators and Portsmouth City Council will work together to develop marketing initiatives and joint promotions. All improvements will be publicised where possible.

APPENDIX D: TERMS OF REFERENCE

D.1. Terms of Reference – Programme Board

Role and Duties

1. The role of the PB will be to support and advise the EPB by developing proposals for the design and implementation of interventions in the form of Facilities, Measures and Requirements, drawing on Portsmouth City Council's Bus Service Improvement Plan and receiving advice and proposals from the Stakeholder Engagement Group. In particular, the PB will:

- Develop and continuously review a process to prioritise available funding to potential Facilities, Measures and Requirements;
- Develop investigations, feasibility studies and costed business cases for the development and implementation of Facilities, Measures and Requirements for submission to the Enhanced Partnership Board for consideration and approval;
- Have the right to establish Task and Finish Groups and invite the views and participation of wider stakeholders as required to:
 - assist in the development of the investigations, feasibility studies and business cases as it may consider helpful from time to time; and
 - research particular matters of relevance and to develop business cases to the satisfaction of the PB members and a level of detail suitable for consideration by the EPB.
- These Task and Finish Groups may be constituted jointly with other local transport authorities. The terms of reference for the proposed Task and Finish Group are set out in section D.3. The PB may update the said terms of references as it deems necessary;
- Liaise with equivalent governance bodies in neighbouring Enhanced Partnerships, on matters both of policy and direction and on specific cross-boundary issues; and
- Liaise with the Stakeholder Engagement Group and the EPB on the forward work programme.

Membership

2.1 The PB shall comprise of:

2.1.1 one representative from each Large Operator;

2.1.2 one representative appointed by South Hampshire Bus Operators' Association in accordance with its governance arrangements and notified in advance representing all Small Operators (if any);

2.1.3 the chair who shall be held by Portsmouth City Council's Cabinet Member for Traffic and Transportation or the appointed nominee; and

2.1.4 one representative of Portsmouth City Council.

2.2 In the absence of the chair, the remaining members present at a PB meeting shall elect the remaining representative of Portsmouth City Council present to chair the meeting.

2.3 Any member may, if necessary, appoint its deputy to participate in the meeting and such deputy will have the same voting rights as his or her principal.

Attendance at Meetings

3.1 The PB shall meet at least twice per year.

3.2 The chair may, with provision for additional meetings as required to take decisions which in the opinion of the chair cannot be deferred to a scheduled meeting, call a PB meeting provided that a quorum can be achieved, with not less than one week's notice being given.

3.3 Only members of the PB have the right to vote at the PB meetings. Other non-members may be invited to attend all or part of any meetings as and when appropriate and necessary and with the agreement of the chair. The chair shall have the discretion to decide who, other than the PB members, shall attend and address the PB meetings.

3.4 One representative from each of Hampshire County Council and West Sussex County Council may attend the meetings of the PB but shall have no voting powers.

3.5 Meetings of the PB may be conducted when the members are physically present together or in the form of either video or audio conference.

3.6 The chair shall have the right to exclude any observer (non-member) from the meeting.

Notice of Meetings

4.1 Meetings of the PB shall be called by the chair at the request of any of the PB members.

4.2 Unless each member of the PB otherwise agrees, notice of each meeting confirming the venue, time and date, together with an agenda of items to be discussed, shall be forwarded to each member of the PB any other person required to attend no later than one week before the date of the meeting. Supporting papers shall be sent to the PB members and to other attendees as appropriate, at the same time.

4.3 The agenda of the PB meeting shall be set by the chair.

4.4 Any PB member may propose any item for inclusion on the agenda provided that such request:

4.4.1 is made in writing and sent to the chair in advance and not less than one week before the scheduled PB meeting; and

4.4.2 contains an explanation of how such item will fulfil or help to achieve the objective set out in the EP Plan and/or the EP Scheme;

4.5 Any member of the SEG and/or the EPB may propose any items to be included on the agenda provided that such requests are made in writing to the chair.

4.6 The PB may send notices, agendas and supporting papers in electronic form.

Quorum

5.1 The quorum necessary for the transaction of business at a PB meeting shall be two members, with at least one member being the representative of the Bus Operators and one member being either the chair or the other representative of Portsmouth City Council.

Voting

6.1 The representatives of the Large Operators represented at any meeting of the PB shall have 40% of the total votes. That 40% shall be apportioned according to the percentage share of scheduled mileage operated by each Large Operator present at the meeting.

6.2 The percentage of scheduled mileage operated by each Large Operator will be that which Portsmouth City Council publishes at the start of the financial year. In the event that a Large Operator's share of

scheduled mileage changes by more than 5% during the course of the financial year, Portsmouth City Council will revise and re-issue its calculation.

6.3 The representative of the Small Operators represented at any meeting of the PB shall have 10% of the total votes. If there is no Bus Operator satisfying the requirements of a Small Operator and thus not represented at the meetings, then any such votes shall be distributed between all Large Operators and apportioned in accordance with paragraph 6.1 and paragraph 6.2 above.

6.4 The chair and the representative of Portsmouth City Council shall have the remaining 50% of the total votes.

6.5 In the event of a 50:50 vote, the PB will refer the matter to the EPB for decision. The chair shall not have the casting vote.

6.5 Any proposed variations to the Obligations of Bus Operators (Section 4 of the Scheme) have to be agreed unanimously by all members of the EPB.

6.6 Decisions of the PB shall be made by way of a vote through a show of hands

Minutes of the Meeting

7.1 The representatives of Portsmouth City Council shall minute the proceedings and resolutions of all PB meetings, including the names of those present and in attendance.

7.2 Draft minutes of PB meetings shall be circulated no more than two weeks after each meeting to all PB members. The minutes shall be approved at the next PB meeting.

7.3 Copies of the approved minutes shall also be distributed to all SEG members and Portsmouth City Council.

Review

8.1 The terms of reference will be reviewed on an annual basis.

8.2 Any member of the PB may propose changes to these terms of references.

8.3 Any changes to these terms of references shall be approved by the EPB.

D.2. Terms of Reference – Enhanced Partnership Board

Role and Duties

1. The role of the EPB will be to review the proposals made by the PB and to provide detailed technical project direction and scrutiny on interventions within the Enhanced Partnership Plan and Enhanced Partnership Scheme as well as having oversight and direction of financial delivery and the monitoring and evaluation framework. In addition, the EPB will support, advise and make recommendations to Portsmouth City Council, drawing on Portsmouth City Council's Bus Service Improvement Plan, regarding any proposed changes to the Enhanced Partnership Plan and Enhanced Partnership Scheme. In particular, the EPB will:

- Review proposals brought to it by the Programme Board in respect of Facilities, Measures and Requirements, and any accompanying evidence and will be responsible for prioritising interventions for Facilities, Measures and Requirements proposed by the Programme Board against available spend as required;
- Satisfy itself that any such proposals are sufficiently and appropriately evidenced;
- Vote on whether to proceed with making a recommendation to Portsmouth City Council to implement such a change and, if deemed appropriate, recommend that Portsmouth City Council, applying its normal statutory powers as required to deliver any such change, amend the Enhanced Partnership Plan and/or Scheme as appropriate,
- Review proposals brought to it by the Programme Board for changes to the EP Plan and EP Scheme, and if content initiate the required process to make such changes;
- Review the prioritisation process set out by the Programme Board;
- Liaise with Portsmouth City Council regarding potential bids to external bodies for funding and ensure as far as possible that such bids reflect the priorities of the EP Plan and EP Scheme;
- Liaise as required with the Programme Board in considering EP Plan and EP Scheme proposals and in providing direction as required from time to time on the content of the proposals and supporting evidence bases brought to it by the Programme Board;
- Liaise with the Stakeholder Engagement and Programme Board on the forward work programme;
- Recommend Portsmouth City Council to monitor outcomes against the stated targets and use this evidence to develop its policy in considering proposals brought to it by the Programme Board and the EPB; and
- Have the power to make recommendations to Portsmouth City Council and request that such recommendations are formally considered by Portsmouth City Council to implement any changes that may necessitate the variation to the EP Plan and EP Scheme.

Membership

2.1 The EPB shall comprise of:

2.1.1 one representative from each Large Operator;

2.1.2 one representative representing all Small Operators appointed by South Hampshire Bus Operators' Association in accordance with its governance arrangements and notified in advance (if any);

2.1.3 the chair who shall be held by Portsmouth City Council's Cabinet Member for Traffic and Transportation or the appointed nominee; and

2.1.4 one representative of Portsmouth City Council.

2.2 In the absence of the chair, the remaining members present at a PB meeting shall elect the remaining representative of Portsmouth City Council present to chair the meeting.

2.3 Any member may, if necessary, appoint its deputy to participate in the meeting and such deputy will have the same voting rights as his or her principal.

Attendance at Meetings

3.1 The EPB shall meet at least twice per year.

3.2 The chair may, with provision for additional meetings as required to take decisions which in the opinion of the chair cannot be deferred to a scheduled meeting, call a EPB meeting provided that a quorum can be achieved, with not less than one week's notice being given.

3.3 Only members of the EPB have the right to vote at the EPB meetings. Other non-members may be invited to attend all or part of any meetings as and when appropriate and necessary and with the agreement of the chair. The chair shall have the discretion to decide who, other than the EPB members, shall attend and address the EPB meetings.

3.4 One representative from each of Hampshire County Council and West Sussex County Council may attend the meetings of the EPB but shall have no voting powers.

3.5 Meetings of the EPB may be conducted when the members are physically present together or in the form of either video or audio conference.

3.6 The chair shall have the right to exclude any observer (non-member) from the meeting.

Notice of Meetings

4.1 Meetings of the EPB shall be called by the chair at the request of any of the EPB members.

4.2 Unless each member of the EPB otherwise agrees, notice of each meeting confirming the venue, time and date, together with an agenda of items to be discussed, shall be forwarded to each member of the EPB any other person required to attend no later than one week before the date of the meeting. Supporting papers shall be sent to the EPB members and to other attendees as appropriate, at the same time.

4.3 The agenda of the EPB meeting shall be set by the chair.

4.4 Any EPB member may propose any item for inclusion on the agenda provided that such request:

4.4.1 is made in writing and sent to the chair in advance and not less than one week before the scheduled EPB meeting; and

4.4.2 contains an explanation of how such item will fulfil or help to achieve the objective set out in the EP Plan and/or the EP Scheme;

4.5 Any member of the EPB may propose any items to be included on the agenda provided that such request are made in writing to the chair.

4.6 The EPB may send notices, agendas and supporting papers in electronic form.

Quorum

5.1 The quorum necessary for the transaction of business at a EPB meeting shall be two members, with at least one member being the representative of the Large Operators and one member being either the chair or the other representative of Portsmouth City Council.

Voting

6.1 The representatives of the Large Operators represented at any meeting of the EPB shall have 40% of the total votes. That 40% shall be apportioned according to the percentage share of scheduled mileage operated by each Large Operator present at the meeting.

6.2 The percentage of scheduled mileage operated by each Large Operator will be that which Portsmouth City Council publishes at the start of the financial year. In the event that a Large Operator's share of scheduled mileage changes by more than 5% during the course of the financial year, Portsmouth City Council will revise and re-issue its calculation.

6.3 The representative of the Small Operators represented at any meeting of the EPB shall have 10% of the total votes. If there is no Bus Operator satisfying the requirements of a Small Operator and thus not represented at the meetings, then any such votes shall be distributed between all Large Operators and apportioned in accordance with paragraph 6.1 and paragraph 6.2 above.

6.4 The chair and the representative of Portsmouth City Council shall have the remaining 50% of the total votes.

6.5 In the event of a 50:50 vote, the EPB will refer the matter to Portsmouth City Council for decision. The chair shall not have the casting vote.

6.6 Any proposed variations to the Obligations of Bus Operators (Section 4 of the Scheme) have to be agreed unanimously by all members of the EPB.

6.7 Decisions of the EPB shall be made by way of a vote through a show of hands

Minutes of the Meeting

7.1 The representatives of Portsmouth City Council shall minute the proceedings and resolutions of all EPB meetings, including the names of those present and in attendance.

7.2 Draft minutes of PB meetings shall be circulated no more than two weeks after each meeting to all EPB members. The minutes shall be approved at the next EPB meeting.

7.3 Copies of the approved minutes shall be distributed to all SEG members and Portsmouth City Council.

Review

8.1 The terms of reference will be reviewed on an annual basis.

8.2 Any member of the EPB may propose changes to these terms of references.

8.3 Any changes to these terms of references shall be approved by Portsmouth City Council.

D.3. Terms of Reference – Stakeholder Engagement Group

Role and Duties

1. The Stakeholder Engagement Group will:

- Consider the available evidence from Portsmouth City Council's monitoring against the BSIP targets of patronage, journey time, reliability and passenger satisfaction;

- Consider how the Programme Board's and Enhanced Partnership Board's identification, development and delivery of Facilities, Measures and Requirements can assist in delivering outcomes against those targets and how these Facilities, Measures and Requirements meet the objectives of the EP;
- Receive meeting minutes from the Programme Board and Enhanced Partnership Board;
- Request agenda items for Programme Board and Enhanced Partnership Board meetings; and
- Liaise with the Programme Board and Enhanced Partnership Board on the forward work programme;

2. The Stakeholder Engagement Group will provide opportunities for discussing issues of all kinds affecting the Portsmouth bus network, consulting with and building consensus across the various stakeholders.

3. The SEG will monitor the achievements of the EP against its objectives, and it will monitor delivery against the targets set out in the EP Plan. SEG minutes and recommendations will be discussed at the PB and EPB meetings.

4. In addition, a Stakeholder Engagement Group will enable stakeholders in the bus network to monitor delivery and progress against targets and to provide scrutiny of the activities of the EPB and PB

Membership

5. Membership of the SEG will be voluntary and will comprise of one representative from each of:

- All Bus Operators running Qualifying Bus Services;
- Community transport operators, as established;
- Portsmouth City Council (Public Transport and Highways) to act as the chair;
- Portsmouth train operating companies;
- Ferry and hovercraft companies serving Portsmouth;
- Neighbouring Local Transport Authorities;
- Neighbouring Local Borough Councils;
- Transport Focus, and any bus user groups in Portsmouth as may be constituted; and
- Hospital trusts, tertiary education establishments, Hampshire Chamber of Commerce and the Solent Local Enterprise Partnership.

6. The SEG may invite other external organisations to join the SEG on an advisory basis for fixed periods to provide specialist expertise.

Meeting arrangements

7. SEG meetings will take place not less than twice per year. SEG meetings will be arranged, chaired and minutes taken by the representative of Portsmouth City Council. Meeting length will vary according to agenda content but are ordinarily expected to be one to two hours.

8. Any business for a SEG meeting must be submitted in writing (by post or email) to the chair in advance for inclusion on the agenda. Any request for inclusion of items on the agenda must include an explanation of how they fulfil the objectives set out in the EP Plan.

9. Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous EPB and PB meetings) will be circulated by Portsmouth City 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 SEG meeting.

APPENDIX E: BSIP CONSULTATION SURVEY

E.1. The Survey

Portsmouth City Council has conducted a research survey in 2021 into the views of members of the public and businesses regarding the bus network within Portsmouth, specifically:

- To understand the strengths and weaknesses of local bus travel,
- To identify the key areas to prioritise in the long and short-term, and
- To measure satisfaction levels of bus users.

Two predominantly quantitative online surveys were released, one for business and one for members of the public. These were launched on Friday 23rd July and remained open until Sunday 22nd August. These were promoted through various marketing and communications to maximise consultation engagement. Additionally, 13 stakeholders were invited to take part in the in-depth qualitative interviews, but only four took part in the research. In total 1,133 people interacted with the main survey, 32 businesses with the business survey and four in-depth interviews.

E.2. Headline findings

As a result of the BSIP consultation survey, Portsmouth City Council found that:

- Satisfaction with local bus services in Portsmouth is divided, 29% of respondents are satisfied and 39% are dissatisfied,
- Users are far more satisfied than non-users (37% compared to 7%) who are more likely to give a neutral rating of 'neither satisfied or dissatisfied', and
- Respondents with a disability (who are using the bus more frequently) are more satisfied than those with no disability

Figure E1 below outlines the results of the question regarding satisfaction with local bus services in Portsmouth, with the key reasons for being satisfied or dissatisfied listed in Table E1.

Curiously, there are great differences in the results of the Transport Focus Survey and that conducted by Portsmouth City Council. These may be explained by the research design, as Transport Focus surveys are randomly sampled whereas Portsmouth City Councils research was based on self-selection of participants. Further research is required to establish the reasons for this difference.

Figure E1 Satisfaction results from BSIP survey

Q: *Satisfaction with local bus services in Portsmouth*

Base: Total sample (1,036) | Bus user (780) | Non-bus user (256) | Male (357) | Female (553) | Disability (156) | No disability (739)

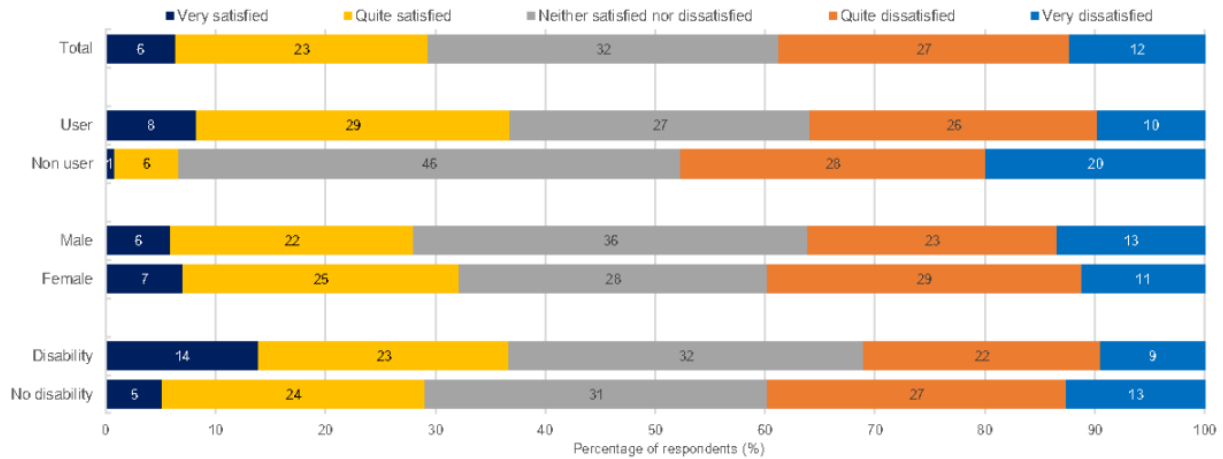


Table E1 - Reasons for level of satisfaction from BSIP survey

Key Reasons for being satisfied (304)		Key Reasons for being Dissatisfied (330)	
Reason	Percentage (%)	Reason	Percentage (%)
Good frequency / regular service / convenient	46	Do not use the bus regularly	25
Good route coverage	30	Cost / tickets	21
On time / reliable	12	Routes not comprehensive enough	15
Clean / comfortable	10	Generally good service / routes	11
Friendly / helpful bus drivers	7	Unreliable	1

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