



**TEXT AS APPROVED BY
SOUTHAMPTON CITY COUNCIL 14th MARCH 2023**

**NATIONAL BUS STRATEGY
ENHANCED PARTNERSHIP PLAN AND
SCHEME**

The Southampton City

**Enhanced Bus Partnership
Agreement**

**In pursuit of Section 138 of the
Transport Act 2000**

Effective 17th April 2023

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Competition Test

Southampton City Council has undertaken an assessment of the impacts of the Enhanced Bus Partnership Plan and Scheme in this document for the purposes of Part 1 of Schedule 10 of the Transport Act 2000. The authority believes it will or is likely to have some adverse effect on competition. However, the authority believes the EP Plan and Scheme(s) is justified because:

- The scheme aims to or will achieve one or more of the following:
 - ❖ Secure improvements in the quality of vehicles or facilities used for or in connection with the provision of local services to the benefit of users
 - ❖ Secure other improvements in local bus services of benefit to users
 - ❖ Reduce or limit the impacts of traffic congestion on bus services
 - ❖ Significantly contribute to improving air quality within the city, as required by HM Government .

- 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 been consulted on the Enhanced Bus Partnership Agreement and proposals as required by section 138F of the Transport Act 2000.

Part 1 – Enhanced Partnership Plan (2023-2030)

The Southampton City Council Enhanced Partnership Plan for Buses is made in accordance with Section 138G(1) of the Transport Act 2000 By:

SOUTHAMPTON CITY COUNCIL

Section 1 – Overview

1.1 Geographical Area Covered & Characteristics

This Bus Service Improvement Plan (BSIP) sets out a high-level vision for buses in Southampton, that focuses on continuing to increase bus patronage through partnership, priority, inclusivity, integration, and affordability. It includes a road map towards achieving the vision and specific targets which will be supported through the establishment of an Enhanced Partnership in 2023.

This BSIP covers the Southampton City Council (SCC) Local Transport Area (LTA) as shown in Figure 1.1.



Figure 1.1 – The Southampton LTA area covered by this BSIP

Southampton is a dense urban unitary authority on England’s south coast with a population of 249,000 in 102,300 households over 51.8km² giving a population density of 4,992 people/km². It is a major employment, retail, healthcare, education and cultural centre. The city has a young population with a median age of 34yrs, compared to England median of 40yrs¹.

The built-up area crosses the boundary creating a contiguous urban area set on the coast which has shaped people’s journeys and the economic geography. This results in a significant amount of cross boundary journeys to and from Southampton. As Southampton doesn’t have 360° access, these journeys into the city are funnelled along a limited number of corridors and bridges.

¹ Census 2021 – [Population and household estimates England & Wales, ONS, 2022](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandlife/populationstatistics)

Southampton forms part of a wider City Region with a workday population of 479,500. The Southampton City Region extends into Hampshire incorporating Totton, the Waterside (area of New Forest alongside Southampton Water), Chandler's Ford, Eastleigh, Hedge End and Hamble, shown in Figure 1.2.

The Hampshire BSIP² provides specifics of background, bus services and initiatives in the wider City Region. The complex interactions between Southampton and the wider City Region mean it is vital to acknowledge and collaborate on bus network improvements where there are significant cross-border interactions between neighbouring authorities and bus operators.

Recently, SCC has worked jointly with a range of stakeholders, including Hampshire County Council, bus operators, the University Hospital and the two universities, on the development and now delivery of the £57m Southampton Transforming Cities (TCF) Programme. This is aiming to deliver cross-boundary corridor-based bus and active travel improvements across the City Region, with completion expected in 2024.

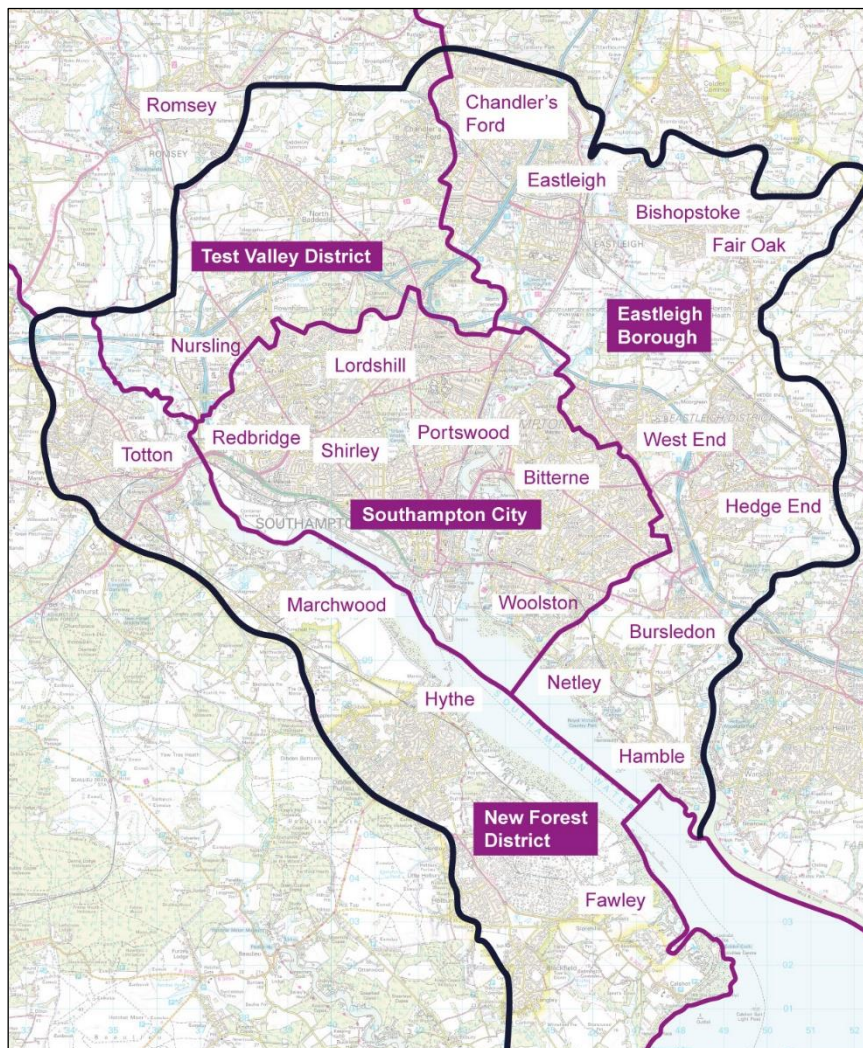


Figure 1.2 – Southampton City Region

SCC also works in very close partnership with Hampshire County Council (HCC) and with Isle of Wight and Portsmouth City Council LTAs on cross-Solent transport planning issues. Southampton's BSIP considers this wider Solent area and while there will be separate BSIPs for the individual Local Transport Authorities (LTAs), there are common themes and synergies between each of them to ensure consistency and integration across the Solent.

This is through the Solent Transport partnership, through this partnership joint Local Transport Plan policies have been developed and there has been a history of successfully funded projects across the Solent – Local Sustainable Transport Fund (LSTF), Better Bus Fund (BBF) and Future Transport Zone





² Hampshire County Council BSIP - [Hampshire-BSIP.pdf \(hants.gov.uk\)](https://www.hants.gov.uk/sites/default/files/2022-03/Hampshire-BSIP.pdf)

(FTZ). All of which have helped to put the Solent area at the forefront of innovation and investment in buses and people's bus journeys.

Economic Geography

The coastal geography has helped to shape Southampton's economy with the water providing the prosperity through the Port. But it also constrains the economy and how people move about.

The Rivers Itchen and Test form barriers to people's common journeys, which presents a significant barrier between the east and west of the city. The River Itchen is only crossed by six road bridges – one of which is the M27 and another a narrow listed structure, meaning there are only four suitable bridges for buses. The width of the River Test estuary has supported the development of the Port, but it means that travel from west of Southampton is funnelled across one bridge – A35 Redbridge Causeway.

 <p>The Port of Southampton is the UK's 3rd largest - employing 15,000 people. Part of Solent Freeport.</p> <p>Contributes £2.5 billion to UK economy, and welcomes 2m people on cruises annually Over 27.6mt of cargo in 4,074 vessel movements – 1.m containers and 570,000 vehicles, and 5m ferry passengers to the Isle of Wight</p>	 <p>Southampton Airport handled 263,000 passengers in 2021 flying to 23 destination in UK and Europe.</p> <p>Contributes £160m to UK economy.</p> <p>Linked to City Centre via U1 bus</p> <p>780,000 people use Southampton Airport Parkway station.</p>
 <p>University Hospitals Southampton NHS Trust provide health care services to 1.9m people, plus specialist services to 4m people</p> <p>Major centre for teaching & research.</p> <p>Staff of 13,000 treating around 160,000 inpatients, 650,000 outpatients annually.</p>	 <p>The Universities of Southampton and Solent provide 35,000 students and 8,000 employees.</p> <p>University of Southampton owns the UniLink bus brand</p>

Following the deindustrialisation of Southampton and its growth in the second half of the 20th Century, this has led to a dispersed residential and workplace geography. Post-war local authority housing estates were created in the City Centre or on the outskirts and further suburban development in Bitterne, and outside of Southampton. The development of the M3, M27 and M271 opened access to large tracts of new development primarily accessed by car. This has resulted in newer employment centres being out of the city as shown in Figure 1.3. In the City Centre there has been a growth in mixed use developments with the retail sector leading through the opening of West Quay, which has attracted up to 16m visitors a year.

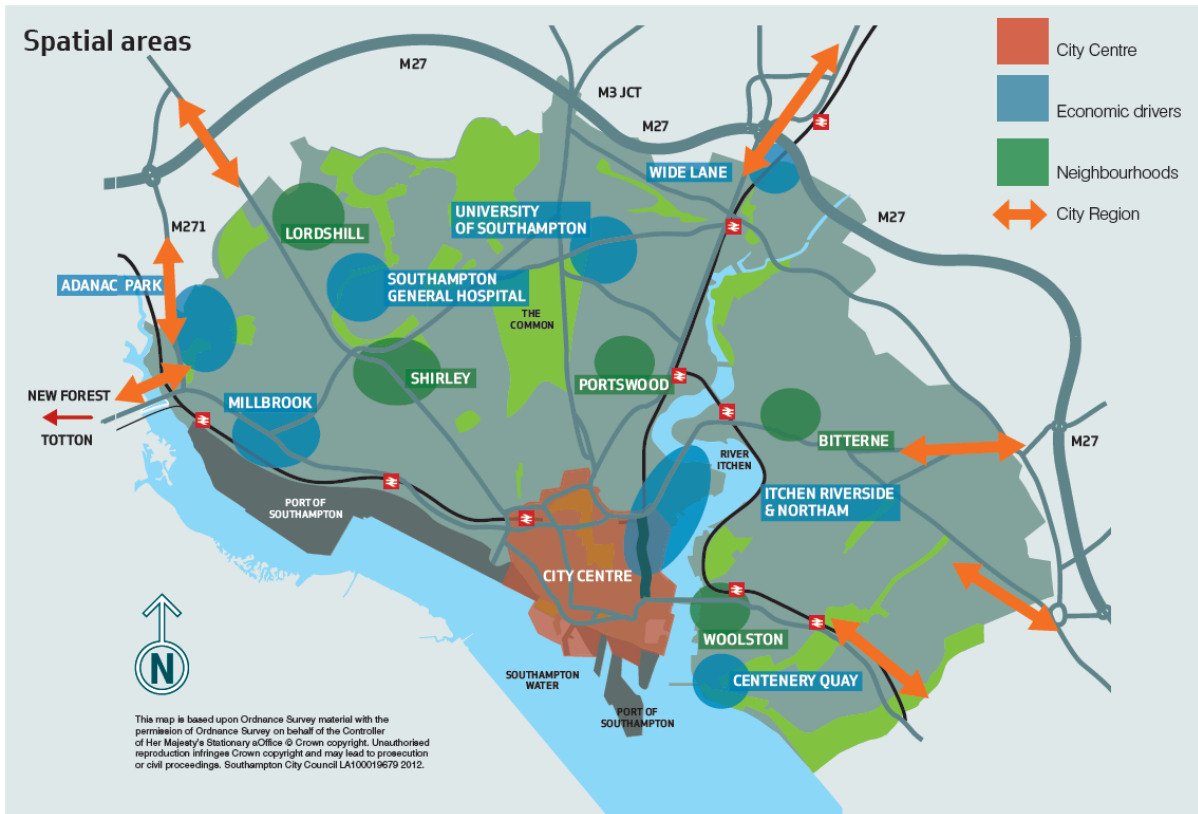


Figure 1.3 Points of Interest in Southampton City

Mode Share & Travel Patterns

In 2021, Southampton was above the England and South East averages for bus mode share for travel to work with 6.6%³ of those trips to work in Southampton being made by bus (Figure 1.5).

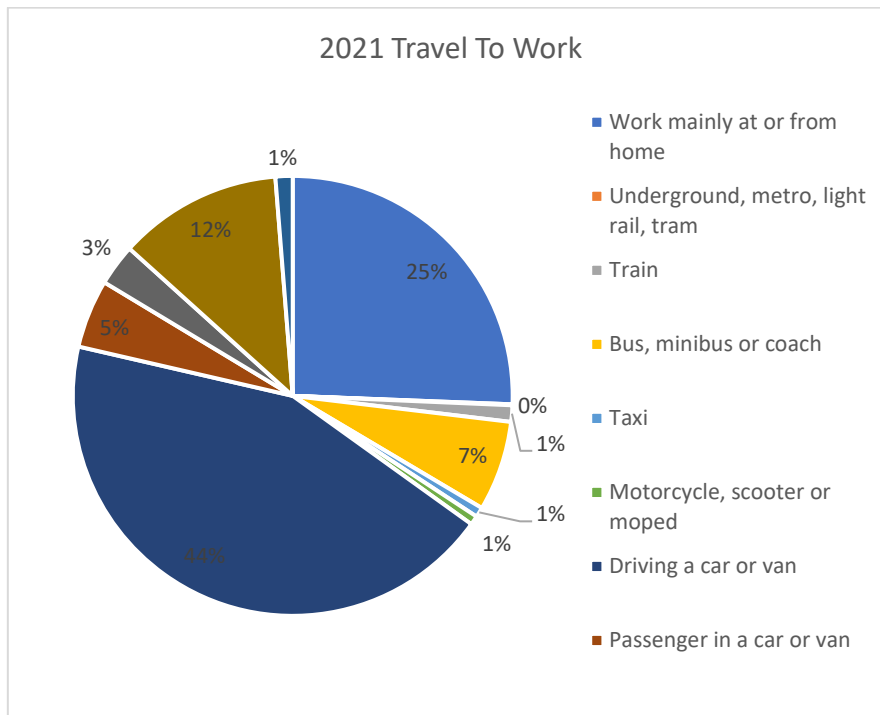


Figure 1.5 – Southampton Modal Split Travel to Work⁴

³ 2021 Census Method Travel to Work – this covers people travelling to work, pandemic related conditions may affect this

⁴ 2021 Census Travel to Work, for all responses, Census 2021 was at a time of change and restrictions

The mode share for bus compares to cities such as Bristol, Plymouth and Leicester, however, it is lower than cities such as Oxford, Brighton, Nottingham and Reading. The pandemic has altered travel patterns with a greater proportion of the workforce working from home resulting in bus travel being down compared to 2011.

Authority	Bus	Work from Home	Driving
Southampton	6.6%	25.6%	43.7%
Nottingham	11.8%	25.5%	38.9%
Leicester	7.0%	19.1%	43.4%
Bristol	6.1%	38.6%	33.1%
Portsmouth	5.1%	29.6%	47.9%
Brighton	7.1%	42.7%	25.1%
Plymouth	6.3%	21.2%	51.2%
Oxford	8.9%	38.8%	23.4%
Reading	7.4%	39.3%	31.4%
Exeter	4.8%	30.6%	37.2%

Table 1.1 – Method of Travel to Work⁵

Of those travelling to work in 2021 (i.e. those not working from home/furloughed), 80% of people were travelling less than 10km to work. 27% would be less than 2km and 33% between 2km and 5km – distances covered by bus travel.

Southampton has strong cross boundary travel flows as shown, with as many people living in the city and travelling out for work, as coming into the city for work. Based on transport modelling undertaken with the Solent Sub-Regional Transport Model, the strongest travel flows are between Southampton and Eastleigh – with 24,000 2-way flows daily⁶ – 7% of those journeys are by bus. With 60% of commuting trips less than 3 miles, there is scope for a greater proportion of these journeys to be made by bus and sustainable modes rather than by car.

Each morning in 2019 over 25,600 people travelled into the City Centre on all corridors and through Southampton Central Station. 56% of people travelled in a car, 18% by bus, 3% by active modes, 10% by motorcycle, ferry and rail, and 13% walking⁷.

The Covid pandemic has impacted on bus travel and modal split in Southampton, with 16,100 people coming into the City Centre in the AM peak in 2021. Bus usage dropped considerably with buses carrying 60% of their pre-Covid patronage levels in Autumn 2020, this by November 2022 this had recovered to 91% of pre-Covid.

The impact is shown in Table 1.2. Of the main corridors, buses carry the most people on the Shirley Road corridor (59%) and a high proportion across the Itchen Bridge.

	All People		In Vehicles		By Bus		By Active Travel	
	2019	2021	2019	2021	2019	2021	2019	2021
Mountbatten Way	4,918	3,324	99%	100%	>1%	0%	>1%	0%
Shirley Road	3,322	1,687	37%	56%	55%	30%	8%	16%
The Avenue	2,906	2,512	75%	81%	19%	15%	6%	4%
Bevois Valley	1,250	1,599	79%	85%	19%	13%	2%	1%
Northam Bridge	5,102	3,722	84%	66%	15%	15%	>1%	3%
Itchen Bridge	3,517	3,275	66%	83%	30%	30%	4%	1%
Total (including other corridors)	28,219	16,119	70%	81%	18%	17%	3%	3%

Table 1.2 – Person Modal Split on main corridors into Southampton City Centre 2019 & 2021⁸

⁵ 2021 Census Method of Travel to Work

⁶ 2011 Census Travel to Work origin & destination

⁷ 2019 & 2021 SCC AM Peak Modal Split Surveys

⁸ 2021 SCC Modal Split Traffic Counts

Future Growth

Southampton has some bold ambitions for future sustainable economic growth as set out in Figure 1.6⁹. This is expected to be met by investment totalling £3 billion by 2026.

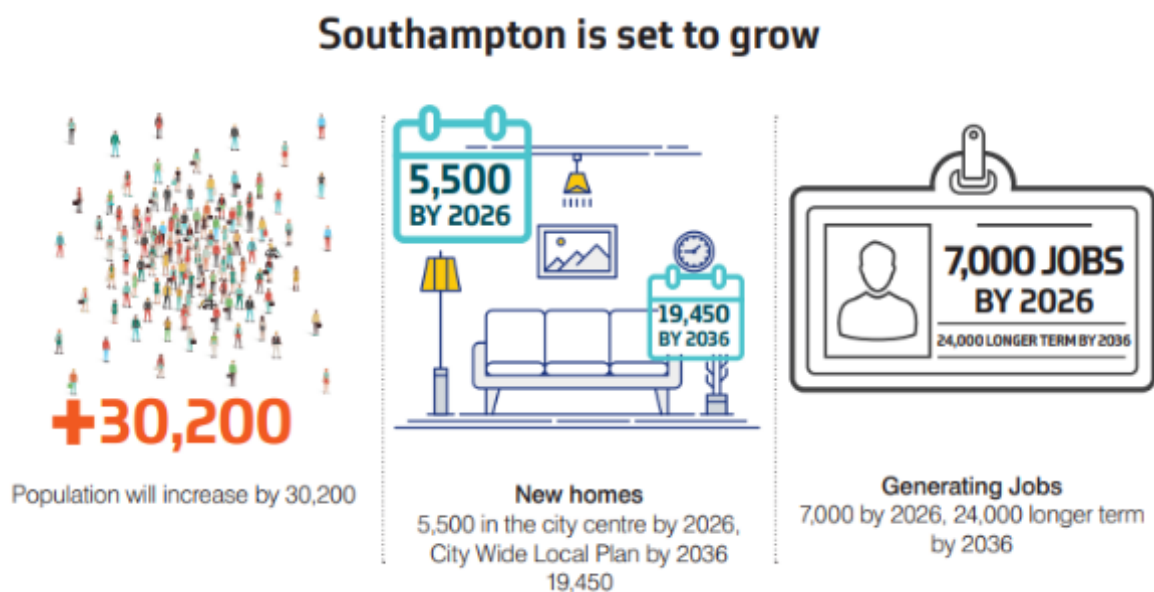


Figure 1.6 – Forecasted growth in population, homes and jobs (Connected Southampton 2040)

In addition to the forecasted housing and job growth within the city, a further 23,000 homes are planned for delivery across the wider City Region.

The Port of Southampton is planning to double its throughput by 2035 and could be handling 3.46m people on cruises, over 3m containers, 1.8m vehicle exports, and 2.6m tonnes of bulk cargo.

When combined, this growth could see an additional 74,000 people trips being made – 11% more than 2019 levels. To keep traffic levels at the same as today almost 40,000 of the additional trips will need to be made by public transport – primarily bus.

Deprivation

Southampton is one of the most deprived cities in the South East – with pockets of deprivation in it. 11% of the city’s population live in the top decile of the most deprived areas of England. People living in these areas, which are either close to the City Centre or are located on the edge, have lower levels of car ownership. These areas also have higher levels of bus travel to work and reliance on buses for other journeys. Car ownership across Southampton is lower than average, with 30% of households in the city not having access to a car – this rises to 51% in Bevois ward close to the City Centre. These are shown in Tables 1.3 and 1.4 and on Figure 1.7.

IMD	2020	Households Not Owning a Car	Method of Travel to Work			
			Walk	Cycle	Bus	Car
10% most deprived		42%	15%	4%	14%	54%
10% least deprived		16%	16%	7%	5%	54%

Table 1.3 – Method of travel to work and car ownership, Southampton, 2011 Census

⁹ Connected Southampton 2040 Transport Strategy

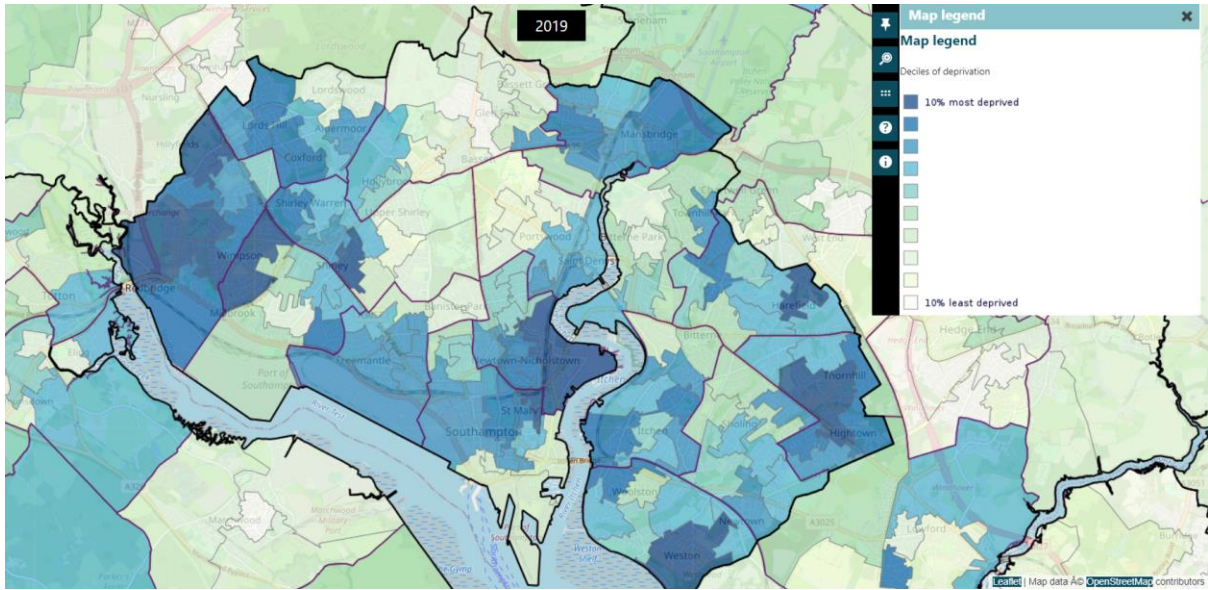


Figure 1.7 – Levels of Deprivation in Southampton

Car Ownership Levels in Southampton		Ward	No Cars in Household	1 Car or Van	2+ Cars or Vans
		Bargate	43.6%	43.1%	13.2%
		Bassett	21.6%	43.5%	34.8%
		Bevois	44.5%	39.9%	15.5%
		Bitterne	33.5%	43.1%	23.4%
		Bitterne Park	19.5%	47.4%	33.1%
		Coxford	24.2%	47.6%	28.2%
		Freemantle	29.7%	48.8%	21.5%
		Harefield	25.9%	44.2%	29.9%
		Millbrook	29.3%	45.0%	25.6%
		Peartree	23.5%	44.7%	31.8%
		Portswood	32.0%	43.7%	24.3%
		Redbridge	32.3%	44.2%	23.5%
		Shirley	26.6%	45.3%	28.1%
		Sholing	18.8%	45.7%	35.5%
		Swaythling	32.6%	43.3%	24.1%
	Woolston	29.5%	45.2%	25.4%	

Table 1.4 Car Ownership Levels by Ward and MSOA in Southampton (2011 Census)

1.2 BSIP Coverage

This BSIP focuses on Southampton LTA geography (Figure 1.1) and interaction with cross-boundary routes, including those that extend to Portsmouth, Hampshire, and Wiltshire. Individual BSIPs have also been published for Hampshire, Isle of Wight and Portsmouth that make up with wider Solent area.

Appendix 1 sets out the common BSIP ambitions across the collective Solent area, in recognition of the important role that cross-boundary bus services play in connecting residential areas to employment areas and key services (such as hospitals, transport hubs, education etc).

This collaborative approach reflects how we work in partnership across the Solent area to tackle strategic transport and planning challenges and to maximise opportunities. This includes liaison with bus operators and other stakeholders to improve the quality, reliability and attractiveness of bus services that operate across boundaries.

Whilst Solent authorities work closely together, they each have different characteristics, including the geography, levels of deprivation and car ownership and bus use per head of population.

Southampton is one of sixteen Local Transport Authorities that is a member of Transport for the South East – a Sub-National Transport Body. The TfSE Transport Strategy and Strategic Investment Plan set out the long-term vision up to 2050 for the South-East. To support the delivery of this Sub-National vision, TfSE are developing a technical work programme that complements BSIP development and delivery of its Member Authorities and the Solent ambition.

1.3 Why Southampton is choosing an Enhanced Partnership

The whole of Southampton LTA geography (shown previously in Figure 1.1) will be covered by an Enhanced Partnership (EP).

SCC has a long history of effective voluntary partnership working with bus operators in Southampton. A voluntary Quality Bus Partnership (QBP) was developed in 2012 between SCC, Go South Coast and First Southampton. This approach has worked well for Southampton delivering sustained improvements for bus users and bus patronage growth over more than a decade.

In this time, SCC has delivered investment in bus priority, quality bus stop infrastructure, including Real Time Information screens at bus stops, bus lane camera enforcement and, in partnership with Hampshire, has utilised government funding to provide Contactless Ticket Machines for all major operators in Hampshire. This investment has levered in private sector funding from bus operators for new fleets of vehicles, wi-fi on buses, and next stop announcements.

The following initiatives are examples that have been delivered within Southampton, which have helped to improve the quality and the attractiveness of local bus services and will be built upon through the BSIP and EP:

- Working with operators and HCC on the Southampton Transforming Cities Fund (TCF) funded measures currently being delivered between Totton and Marchwood and in Eastleigh in the City Region;
- Working with Solent Transport on developing and delivering the Solent Future Transport Zone (FTZ) projects in Southampton that support buses and reducing congestion - including Breeze Mobility-as-a-Service app, a public e-mobility hire scheme with scooters and bikes, first and last mile macro and micro freight consolidation, and developing a digital Demand Responsive Transport (DDRT) trial scheme in Southampton;
- Measures by SCC and bus operators starting with Better Bus Area Fund, Local Sustainable Transport Fund (LSTF) and other funding to provide a consistent bus offer and to improve the product such as early adoption of payment by contactless card, WiFi and 'next stop' displays and announcements on all buses (available since 2013);
- Through the Solent Transport partnership implementation of the first multi-modal/ multi-operator smartcard Solent Go outside of an ITA in 2012;
- Investment by bus operators to provide a consistent high quality bus service (through heavy investment in their bus fleets – reducing the average age of vehicles in Southampton to 2½ years) and initiatives to improve the bus offer such as good value urban zone weekly tickets targeted towards commuters;
- Heavy investment by operators in ultra-low carbon Euro VI diesel buses – both new vehicles and retrofits to existing bus fleets supported by DfT/ DEFRA Clean Bus Technology Fund); and
- Maintaining service levels on commercial and supported bus services.

For Southampton, the most appropriate route would be for the Enhanced Partnership approach. The existing QBP and the TCF programme along with the years of partnership working and investment by operators provides a strong foundation from which to develop the EP.

Franchising, while available to SCC or HCC via DfT approval, would not achieve many of the objectives without significant resources from the Council. Franchising can take 3-4 years to develop, and this would not meet the Government's requirement to move swiftly to support public transport and ensure recovery from Covid. The bus network in Southampton has grown based on competition and has led to some sections having perceptions of over supply while other areas of the city are under served. EPs would allow SCC to work with HCC on cross-boundary routes reflecting the way people travel to and

from Southampton as part of the wider City Region. This would be backed up by policies within the LTP, Local Plan and other Council documents.

1.4 Duration and Policy Alignment

The Southampton BSIP is a live document covering the period up until 2030. It will be reviewed annually to report progress against deliverables (of which is this is the 2022 update), ensure that there is an updated delivery and funding plan and that the ambition for buses in Southampton remains.

Reviewing the plan in this manner will mean it is agile and provides an opportunity to reflect any changes in local, regional or national policy or ambition. This will be carried out jointly between SCC, the bus operators, Solent Transport, and HCC – to incorporate TCF, FTZ and cross-boundary services and activities.

Updates to the BSIP will be agreed in consultation with the relevant Cabinet Member and engagement undertaken with stakeholders set out in Section 5 – Stakeholder Engagement & Governance.

The Southampton BSIP forms part of a suite of transport policies for Southampton and sits beneath Southampton's current long-term transport strategy – **Connected Southampton 2040 (LTP4)**¹⁰ adopted in 2019. The BSIP will sit alongside Southampton's ten-year Cycling Strategy and other documents.

Connected Southampton 2040 sets out an ambition for buses to support Southampton as a successful and connected city with a zero-emission transport system that improves people's health and quality of life and the city's environment.

Buses form part of the **Southampton Mass Transit System (SMTS)** – which is designed to support Southampton in the future through a world-class public transport system that is integrated, innovative, inclusive and zero-emission.

The SMTS is a multi-modal multi-layered integrated public transport system that is not defined by one specific mode, but by what it is – a combination of several separate public transport elements and mobility. The ambition for the SMTS is to transform the public transport experience across Southampton and the wider area through this integrated, inclusive and integrated system that puts people first.

The elements of the SMTS are shown in Figure 1.8.

The backbone consists of metro-level heavy rail services in and around Southampton, a Mass Rapid Transit (MRT) network between the rail, and buses providing an important links for everyone to the City Centre, District Centres, Hospital, Port, Airport and Universities, and for Park & Ride from edge of city to City Centre or other destinations. The network and infrastructure will be supported by a back office system focused on MaaS.

Making bus travel more attractive and increasing the number of bus trips will help address challenges set out in wider Council strategies, including the Green City Plan, the Clean Air Strategy and the supporting Air Quality Action Plan, highlighted in Section 3.

¹⁰ [Connected Southampton 2040 Transport Strategy](#)

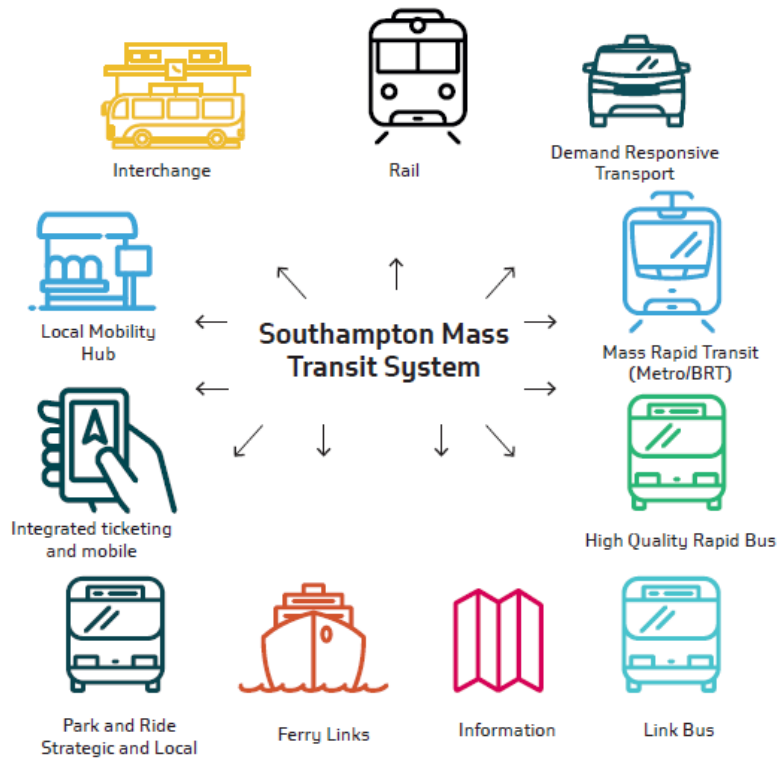


Figure 1.8 – Elements of the Southampton Mass Transit System

The bus element of the SMTS will be realised through:

- **Rapid Bus** – high frequency and high capacity bus corridors that follow the main arterial and radial routes from the City Centre to the neighbourhoods and to towns beyond in Hampshire. Bus services on these corridors could be limited stop for commuter or inter-regional journeys to provide similar end-to-end journey times as cars. These corridors are looked at holistically with data to identify pinchpoint or locations where journey times can be increased to attract people from their cars;
- **Link Buses** – provide accessible ‘feeder’ bus services that provide services away from the main corridors and feed onto the main Rapid Bus or MRT corridors complementing those services to create ‘turn-up-and-go’ frequencies;
- **Park & Ride** – strategic and local Park & Ride sites at the edge of Southampton or in locations that encourage modal shift to City Centre and other trip generators; and
- **Demand Responsive Transport** – encompassing bespoke door-to-door transport services, including digital options that provide affordable, accessible and flexible services.

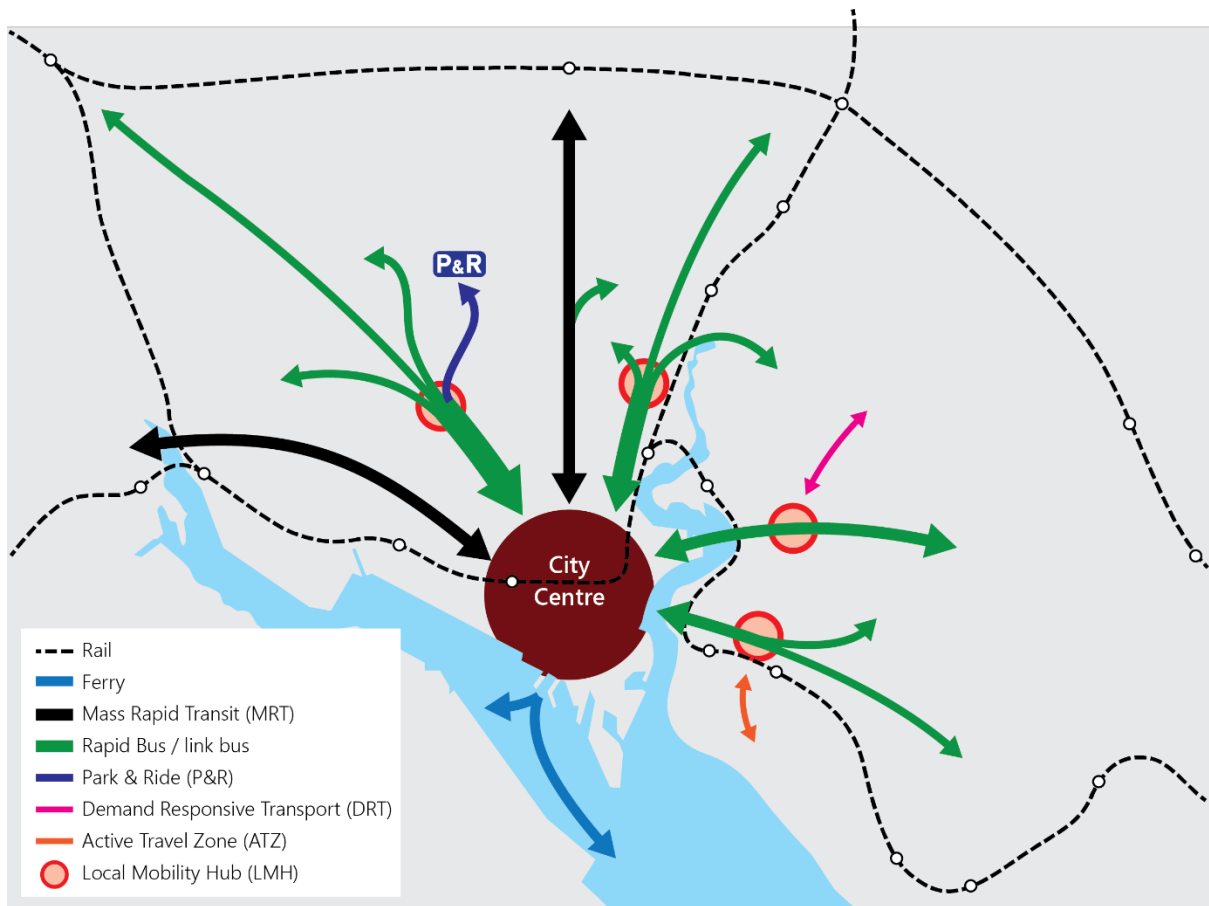


Figure 1.9 – The Southampton Mass Transit System

The SMTS and rail improvements are being investigated separately as part of a Solent approach. These include improving local rail services, integration with other modes at stations, and ticket integration through MaaS.

Section 3 - Current bus offer to passengers

This section provides an analysis and data of how the current bus network compares to the BSIP aims and objectives set out in the subsequent sections.

3.1 Overview of Buses in Southampton

Bus patronage and usage in Southampton are well above the England average and Southampton is seen as an area that has bucked the national trends of declining levels of bus mileage, patronage and use per head.

Bus passengers contribute over £275m to the Southampton economy, when they reach their destination such as the City Centre¹¹. As well as travelling to work or school, bus users make retail and leisure trips - spending on average £30 per retail trip and £26 per leisure trip¹². Bus is the dominant public transport mode and provide connections to the City Centre, District and Local Centres, health care, education facilities and across the wider City Region.

Southampton residents and workforce made 20.7m journeys in 2019/20¹ this decreased to 7.37m in 2020/21 and increased to 14.54m in 2021/22. Bus passenger numbers increasing by 9% over the decade from 2009. Southampton was the 7th highest for bus journeys made per head of population – with 80.5 in 2019/20¹ and 29.3 in 2020/21.

In 2019/20 there were 5 million older person and disabled concessionary passenger journeys, accounting for 23% of all journeys, with 77% being made by fare-paying passengers – compared to 72% for the South East as a whole. Students are a significant market for Southampton with the UniLink services that provide access to the University of Southampton's campuses from areas where students live.

There are two major bus operators in Southampton – First Group (operating as CityRed and Solent) and GoSouth Coast (operating Bluestar, UniLink, QuayConnect and Salisbury Reds brands) and consist of 95% of the bus market, and a smaller operator Xelabus.

This section looks at Southampton's bus network and the services provided by the operators.

3.1.1 Bus Patronage

Figure 3.1 shows the total number of bus journeys made in Southampton over the past decade. Between 20011/12 and 2019/20 levels of bus journeys increased by 9.1% from 18.2m journeys to 20.3m. This was contrary to the national picture where across England there has been a decline in number of bus journeys by 12%.

¹¹ Southampton LTP3

¹² PTEG Value of Urban Bus Report 2013

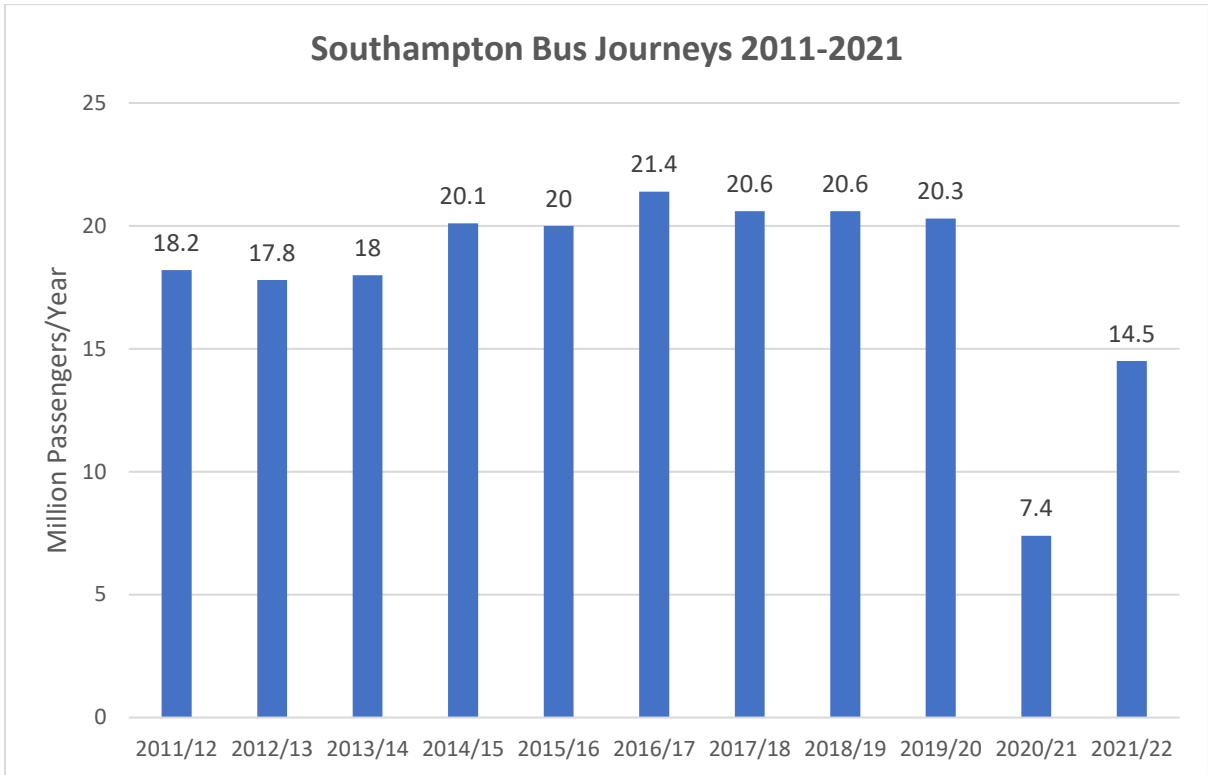


Figure 3.1 – Total Number of Bus Journeys in Southampton 2011/12-2021/22¹³

With the Covid-19 pandemic from March 2020 and various national restrictions, lockdowns and travel advice to avoid public transport saw the number of bus journeys decrease dramatically. During the first lockdown in 2020 passenger numbers were 70-80% compared to same period in 2019. In 2020/21 a total of 7.4m bus journeys made in Southampton – 63.5% decrease from 2019/20. This recovered in 2021/22 to 14.5m bus journeys made.

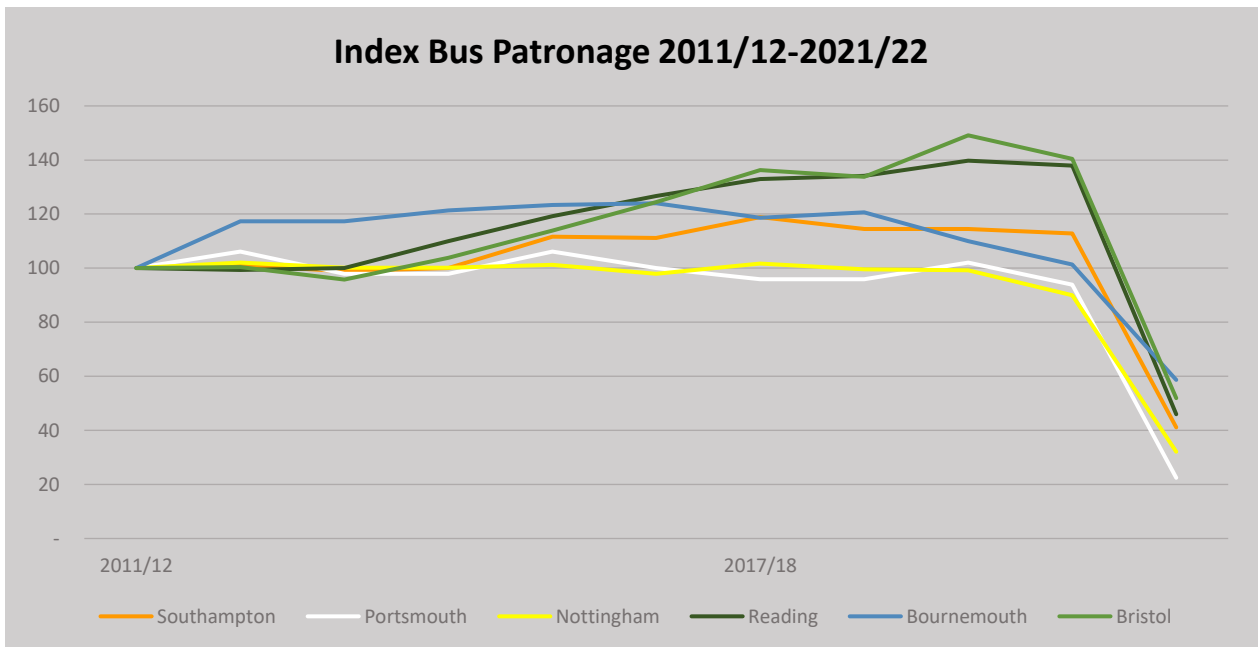


Figure 3.2 – Index Bus Patronage Southampton and other cities 2011/12-2021/22¹⁴

¹³ Bus Operator Submissions, 2011/12-2021/22

¹⁴ DfT Bus Statistics BUS0109, November 2022

Southampton has seen a steady recovery in 2022, whereby as if November 2022 patronage had increased to around 92% of pre-pandemic levels.

As Southampton continues to recover from the pandemic the BSIP and EP are part of the approach to positively rebuild patronage and use of public transport. This will help to ensure that buses are supported long-term and that they can provide a service to the people living, working, and visiting Southampton.

3.1.2 Bus Journeys Per Head

Southampton has a strong level of bus journeys made each year by Southampton residents, shown in Figure 3.3. In 2019/20, the number of bus journeys per head of population was the 7th highest in England (outside of London) at 80.5, and strong for a non-ITA or single municipal bus operator area (e.g. Reading).

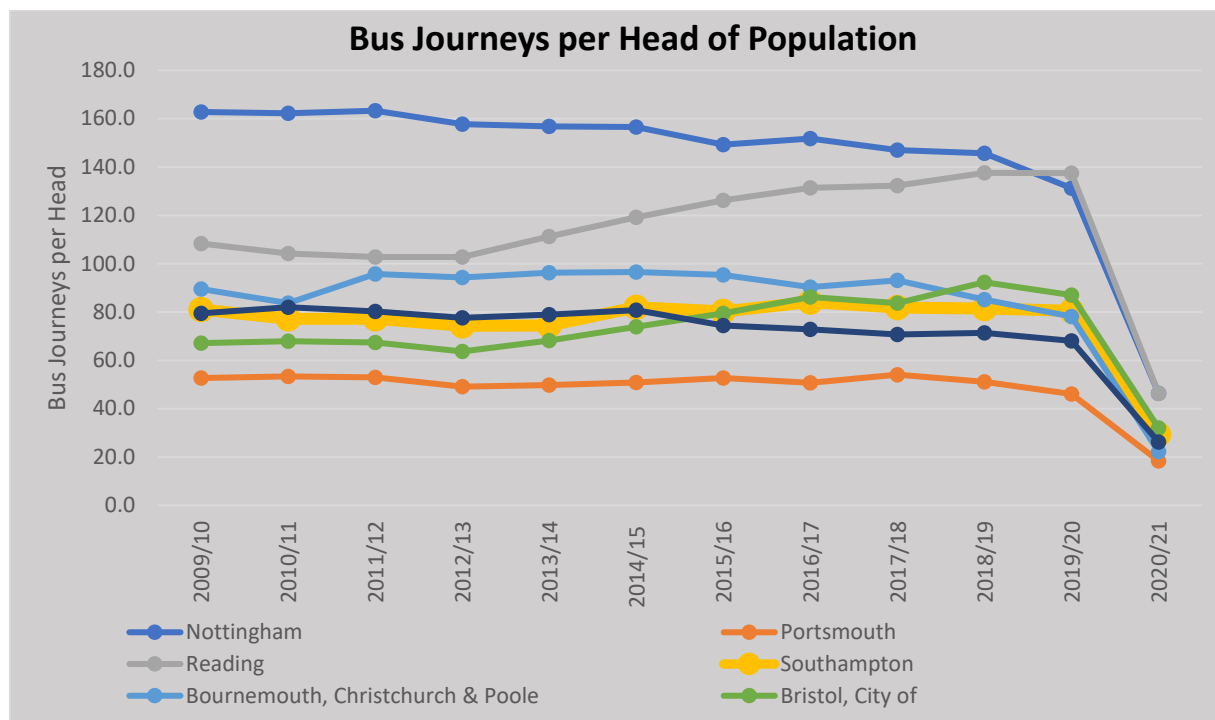


Figure 3.3 – Comparison of Southampton Bus Journeys Per Head with other LTAs15

The trend in Southampton shows that bus journeys were stable in 2019/20 and were not in decline compared to the other cities. In fact, Southampton was one of the few places where the number of bus journeys made was either increasing or at a stable level.

Despite the drop in bus travel during 2020/21, which saw bus journeys per head of population drop to 29.3, this was still the seventh highest in England outside of London as Southampton did not see such a significant drop compared to Nottingham and Reading.

3.1.3 Bus Punctuality

Bus Data

In the period 2005 to 2017 annual average bus punctuality in Southampton averaged between 71% and 81% for buses turning up on time (Figure 3.4). In 2021 and 2022 annual average bus punctuality was 71.46% (2021) and 73.95% (2022)¹⁶. On time is calculated as 1 minute early and 5 minutes later than the scheduled time at a bus stop. Compared to other cities (Figure 2.5) Southampton performs slightly worse with a lower average punctuality.

Within Southampton, average bus speeds in the city are around 10.2mph, with some buses averaging as little as 8mph at peak times (Table 3.1). This has not changed recently and this affects the punctuality of services.

¹⁵ DfT Bus Statistics BUS0110, March 2021

¹⁶ DfT Bus Open Data, Southampton, November 2022

Corridor (inbound only)	Average Speed (mph)
Western (from Totton)	17
Shirley	9
The Avenue	12
Portswood	9
St Denys Road	7
Bitterne	12
City Centre (Central Stn-Itchen Bridge)	8
City Centre North-South	8
City Centre East-West	10

Table 3.1 Average Daily Bus Journey Times selected corridors Oct 22¹⁷

Bus services are mixing with general traffic on the main corridors into the City Centre and this adds to the congestion. It can particularly affect cross-city bus services, with one cross-city service between eastern and western Southampton needing to add 9 minutes to its timetable since 2011 due to congestion on roads, bridges and in the City Centre. In the AM peak, by the time a bus has terminated in the City Centre it can have deviated from its scheduled running time by up to 8¾ minutes.

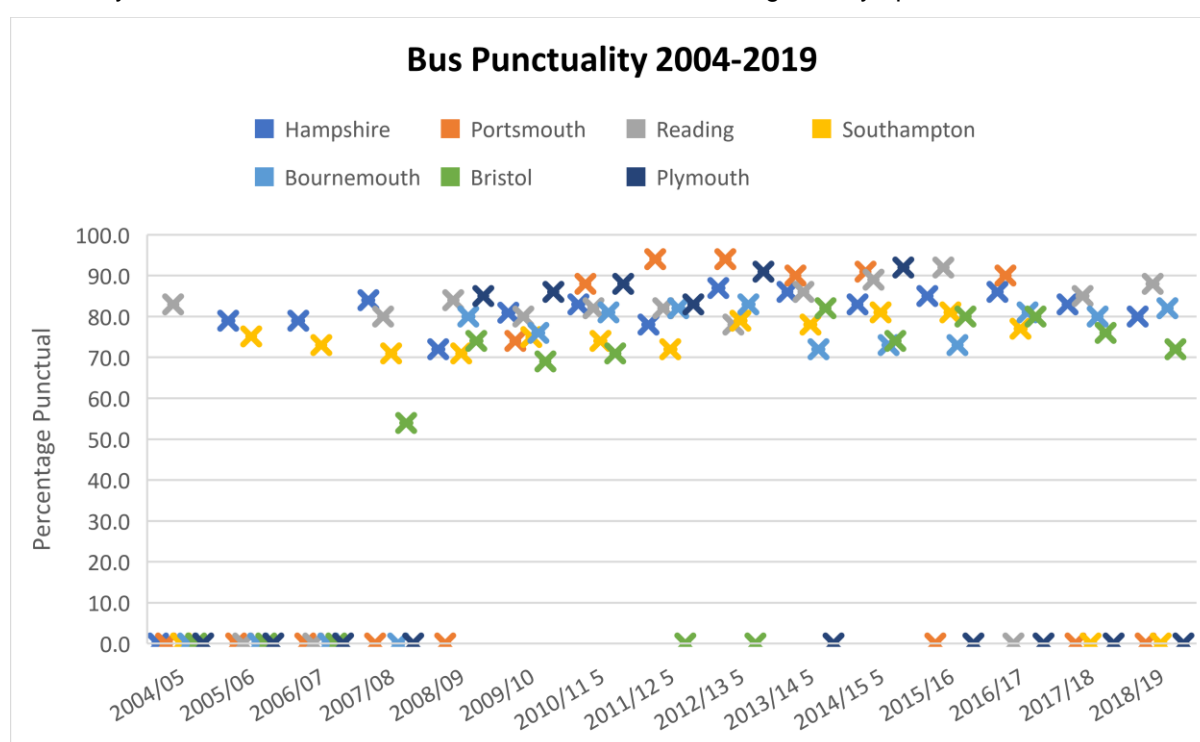


Figure 3.4 Bus Punctuality Comparison¹⁸

Looking at individual services and types of service for 2020/21, bus services had an average punctuality of 89.05%. The lowest performing service is an inter urban that has a small proportion of its journey within Southampton. High frequency services perform well with a small differential between the best and worst punctual. The level of punctuality for cross city services varies considerably as these are most affected by the bridges and travelling through the City Centre. Delays in one part of the city has a consequence for reliability on the whole route.

Service	Average	High	Low
High Frequency (6+bph)	89.44	90.87	87.71
Inter Urban	88.74	92.16	77.5
Cross City	88.72	90.8	80.13
All	89.05	99.0	77.5

Table 3.2 Average Percentage Bus Punctuality 2020-21

¹⁷ DfT Bus Open Data, Bus Speeds, November 2022

¹⁸ DfT Bus Punctuality Statistics

Some bus corridors see a large differential between peak and off-peak services, one service can see a 30 minute differential on a heavily congested 1.3km section of route. The example in Figure 3.5 shows Shirley Road and the percentage difference in average vehicle speed between day and night time. The section from A35 to Central Station sees daytime speeds at least 40-60% of the night time, the section through Shirley District Centre sees speeds only making 20% of their night time equivalent.

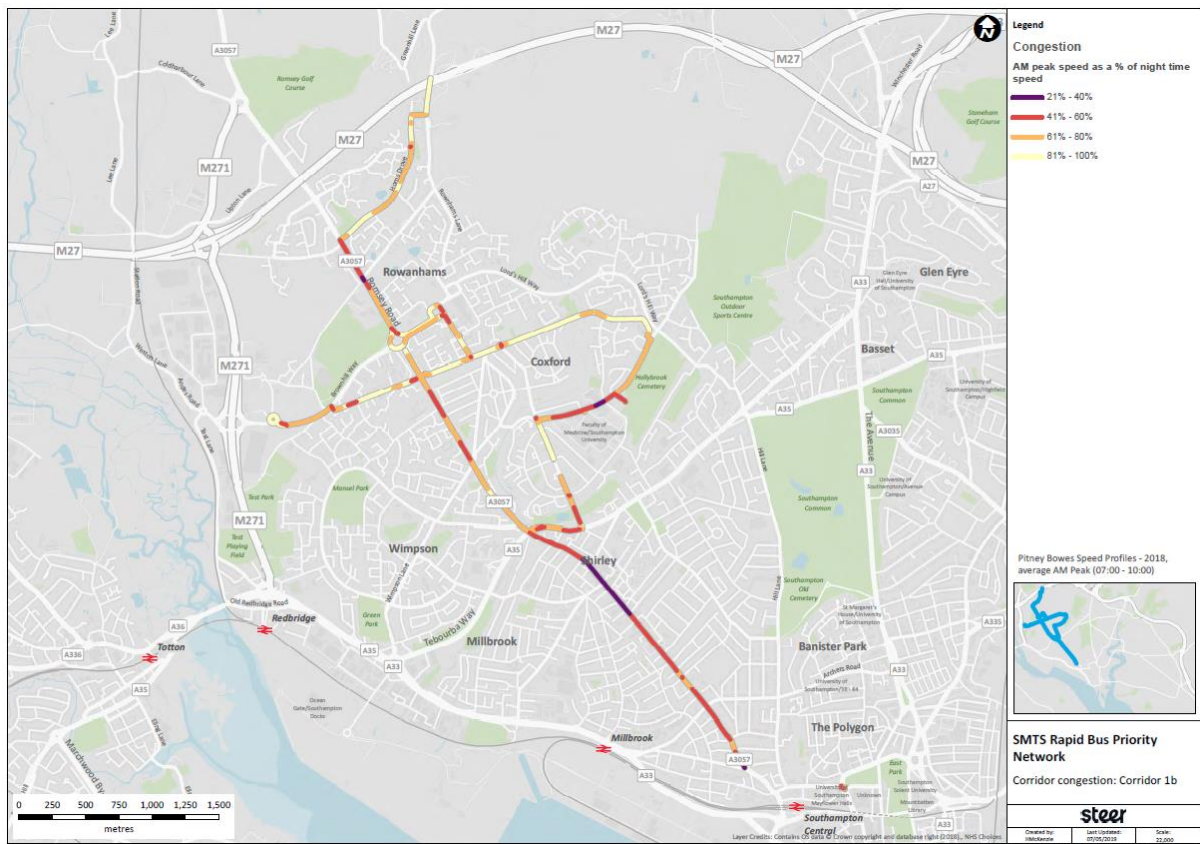


Figure 3.5 Example of Impact of Traffic Conditions on Speeds and Buses – Shirley Road

3.1.4 Passenger Views

The views of passengers and non-users are important to understand the user experience and what they consider to be the most important issues for them. We have looked at national surveys – Transport Focus and National Highways Transport Surveys to inform this BSIP. Additionally, SCC has carried out an online public perception survey on buses and what people wanted for buses in Southampton specifically.

Transport Focus Bus Passenger Survey (2019)

Both the main operators participate in the bi-annual Transport Focus Bus Passenger Survey. The latest available version is 2019. Summary of the results for Southampton specific operators is in Table 3.3.

	England	Bluestar	First
Overall	89%	89%	89%
Journey Times	85%	89%	85%
Punctuality	74%	80%	78%
Value for Money	66%	72%	54%
Customer Service	76%	83%	80%
Cleanliness	79%	89%	87%
Space	87%	89%	89%

Table 3.3 – Summary of Passenger/Public Satisfaction¹⁹

¹⁹ Transport Focus 2019 Bus Passenger Survey – England, Bluestar and First South Coast (includes Portsmouth)

The results of these surveys show that satisfaction with punctuality and the value for money nature of bus travel is low. While Southampton is above the England average this indicates that there is still requirement to improve the levels of satisfaction.

Areas that the BSIP will need to consider are journey times, punctuality, and the value for money of travelling by bus.

Southampton Bus Survey (2021)

To inform the development of the BSIP, SCC carried out an online BSIP engagement survey received over 2,200 responses – 88% of whom were residents in the city. 10% stating they visited the city for work/leisure. 58% of respondents identified as female, with 40% identifying as male. The survey acted as a useful first step in detailing to current and potential future passengers the BSIP and EP process and the desire to understand their views on how to improve bus services in the city.

It was also useful in gaining understanding of changing travel patterns since the start of the Covid-19 pandemic, 20% of survey respondents stated they were likely to use the bus for fewer journeys than before the pandemic. Conversely, 13% of respondents said they were likely to use the bus for more journeys, with 55% stating their bus travel would remain the same as pre-pandemic.

The survey explored why some respondents chose to use the car over using the bus for certain journeys. The most common reasons given were that it was significantly quicker to use the car than the bus (38%) and buses not going to the places they wanted to travel to (37%).

Crucially, the survey focussed on what improvements to bus services would encourage people to use buses for more journeys in the city. 72% of respondents stated they would consider using buses more if journey times on local bus services were made quicker, and 78% would use the bus more if bus routes served the areas of the city where they currently don't. There were several other performance points of note. A proportion of respondents answered they would use buses "A great deal & to some extent" (Figure 3.6) more by a particularly large margin in the following points:

- Multi-operator tickets and fare capping across operators (80% agreement),
- Safer waiting environment at bus stops (79%),
- Bus routes that serve areas of the city that they don't do currently (78%),
- Lower fares (74%), and
- Simplified fares (73%).

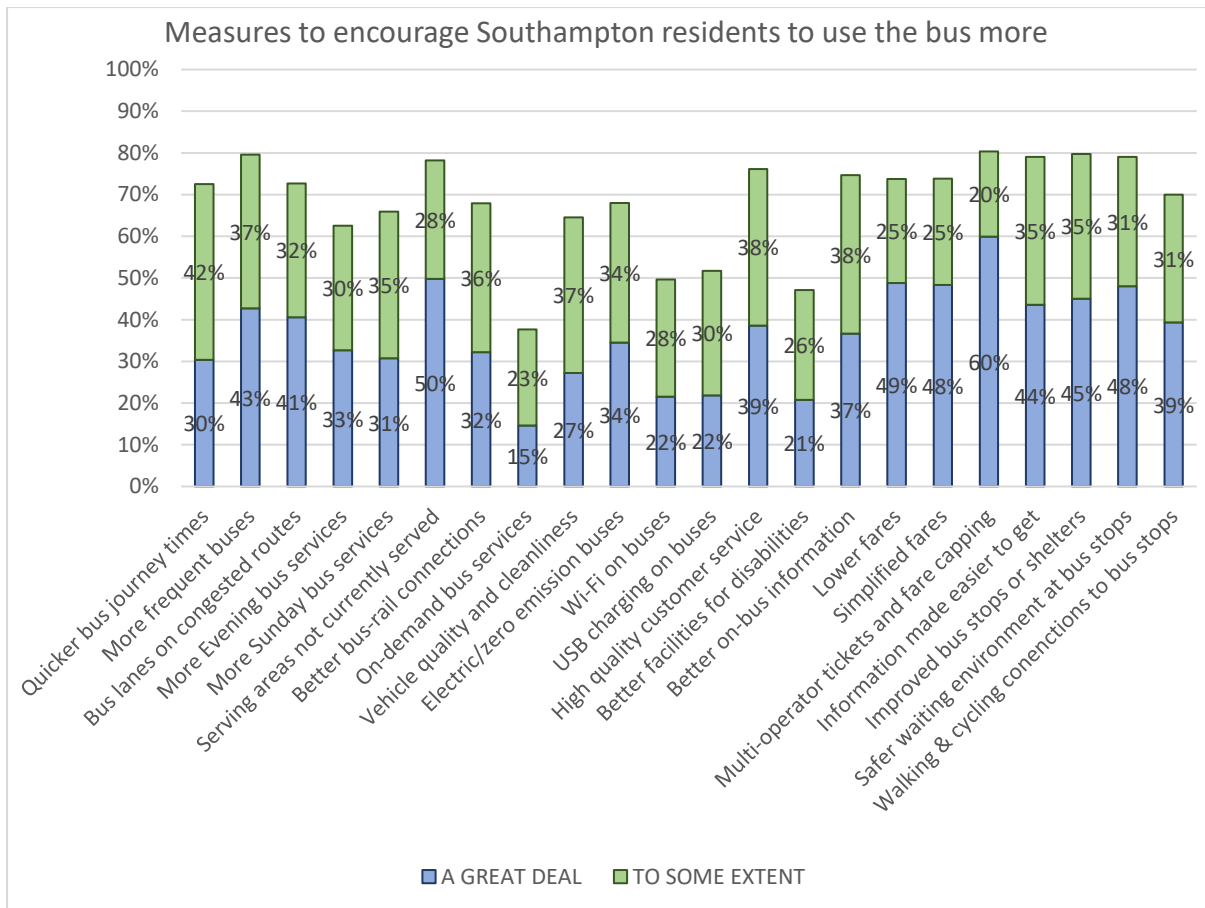


Figure 3.6 Agreement with measures to encourage greater bus use

There was also a degree of ambivalence to the point referring to availability of Wi-Fi on buses. Respondents did not feel particularly strongly about this point –answering ‘to some extent’, and also felt that these changes would not encourage them to use the bus very much. This is likely to reflect the growing availability and reliability of 4G / 5G coverage which users are likely to favour over connecting to a Wi-Fi provider.

A fuller breakdown of the survey results can be found in Appendix 3. As SCC continue to develop the EP with the bus operators, we will further engage with respondents to the survey and the wider public to meet the BSIP requirement to give bus passengers more of a voice in how services operate.

SCC are committed to working closely with the city’s bus operators to develop a Bus Passenger Charter. The charter outlines bus users’ rights to certain standards of service, including punctuality, vehicle cleanliness, proportion of services operated, information and redress. The charter will be published on the SCC website and will provide links to existing bus operator conditions of service and complaints procedures for passengers.

This survey is being repeated in Winter 2022/23 and results will be analysed and incorporated into any future BSIP updates.

3.2 Southampton’s Bus Market Profile

This section profiles Southampton’s bus market detailing the current bus network, how the bus operators work in Southampton, the state of the highway infrastructure – provision of bus lanes and bus stops, fares and ticketing, interchange and an analysis of how what this means for passengers and how it meets the BSIP objectives.

3.2.1 Southampton’s Bus Network

The current bus network in Southampton covers local intra-urban routes linking suburbs with District Centres then to the City Centre, and inter-urban routes that connects Southampton to surrounding towns and villages in Hampshire. This is shown in Figure 3.7.

The network is operated by two main bus operators – Go South Coast (GSC) and First Southampton. They operate 95% of all bus services in Southampton.

- GSC operate as Bluestar with 13 bus services operating inter and intra urban routes, and Salisbury Reds on 1 inter urban service;
- GSC are contracted by the University of Southampton to run the 4 UniLink services connecting the University to link to halls of residence, the University’s campuses, hospital and Airport,
- GSC also partner with Red Funnel to operate the QuayConnect service between Southampton Central Station and Town Quay for the Isle of Wight ferry,
- First operate as CityReds 8 services operating inter and intra urban routes on and 2 Solent inter urban services.

There is a smaller operator Xelabus who runs 8 services which are either contracted or supported services.

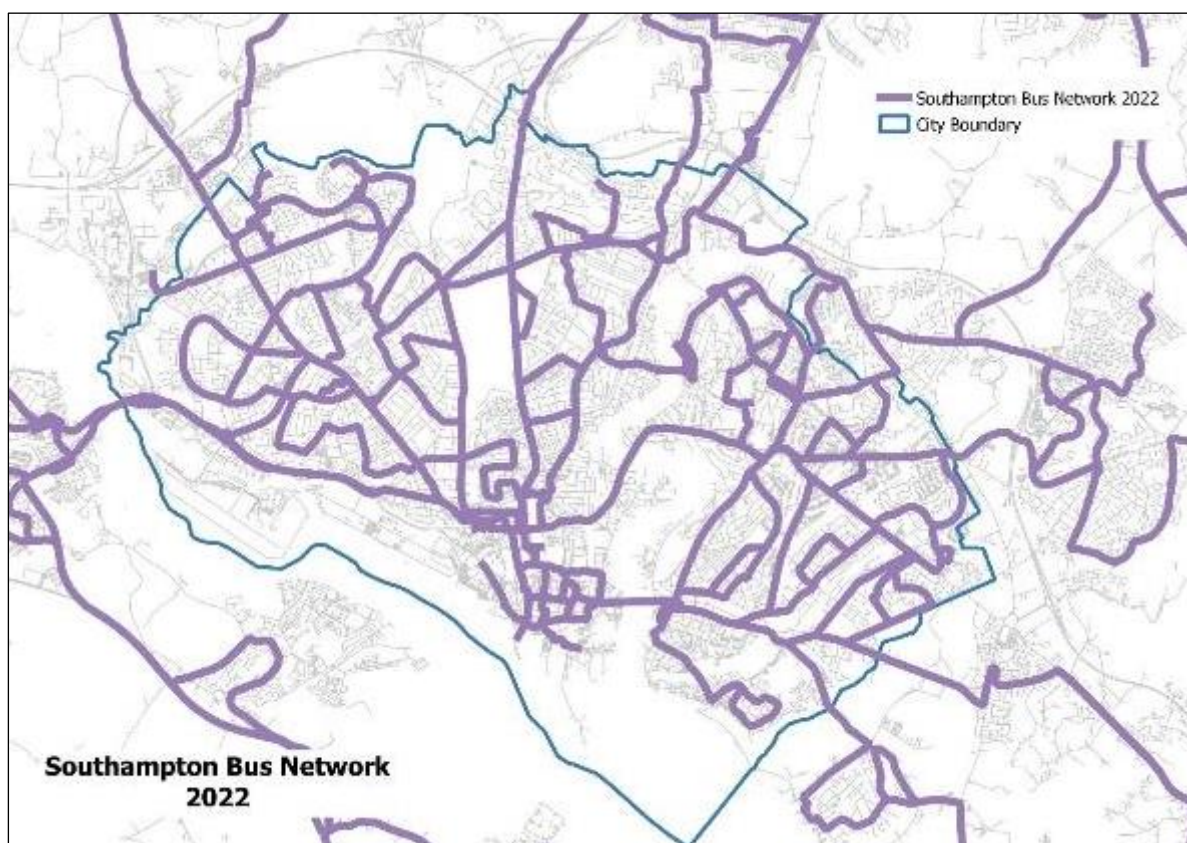


Figure 3.7 Southampton Bus Network (2022) SCC

Southampton’s network is based on a hub and spoke network centred on the City Centre. There are 38 bus services in Southampton, covering 3.5m miles per year – over 4 times to the Moon and back. 71% terminate in the City Centre, however there are four high frequency cross-city services enabling quicker connectivity. This has created a largely radial pattern with high volumes of buses on those corridors and very little linkage between them. This does mean people are funnelled into the City Centre to either continue their journey on the same service, change to another, or interchange with rail or ferry.

3.2.2 Bus Services

There are 36 public bus services in Southampton. Table 3.4 sets out the individual bus services in Southampton, destinations service and their frequency in 2022.

Most parts of Southampton benefit from frequent services to and from the city centre but there are also good services to places like the University Hospital Southampton, the universities, District Centres, and surrounding towns and villages in Hampshire. The District Centres of Shirley, Portswood, Woolston and Bitterne act as nodes for the bus network, with both local city routes and inter-urban routes serving these centres before branching off to serve suburbs or into the wider City Region. This means that

these centres are well served and support local people in accessing the goods and services there, maintaining them as thriving local hubs.

Frequencies change in the evening with most services decreasing their frequency from 1900. Some inter urban services stop operating from 1900 with most services stopping around 2230. After midnight only 1 service operates before ceasing around 0030.

There is a night time term time only service on the U1 service between the City Centre and University of Southampton campuses.

Weekday frequencies are maintained on a Saturday; however Sunday and Bank Holidays operations have a reduced level of service with some services not operating at all. Those not operating are the supported services or the longer-distance inter urban. Frequencies are reduced with 42 buses per hour in the City Centre compared to at least 90 during a weekday.

Service	Route	2022 Frequency (bus per hour)			Operator
		Mon-Sat	Evening	Sunday	
Quay Connect	Central Station-Town Quay	1	-	1	Bluestar
1	Southampton-Totton-Calmore	2	-	-	City Red
1	Southampton-Winchester	3	2	2	Bluestar
2	Southampton-Eastleigh	4	1	2	Bluestar
2	Weston-City Centre-Millbrook	6	3	4	City Red
3	Southampton-Hedge End-Eastleigh	1	Limited	6jnys	Bluestar
3	Thornhill-City Centre-Shirley-Lordshill	6	3	3	City Red
4	Southampton-Romsey	2	Limited	1	Bluestar
6	Southampton-Hamble	2	1	1	City Red
6	Southampton-Lymington	1	-	2hrly	Bluestar
7	City Centre-Townhill Park	4	2	3	City Red
7	Woolston-City Centre-Shirley-Lordshill	2	Limited	1	Bluestar
8	Southampton-Hythe & Calshot	1	Limited	4jnys	Bluestar
8	Hedge End-City Centre-Hospital	2	1	1	City Red
9	Southampton-Hythe & Fawley	2	1	2	Bluestar
9	City Centre-Sholing	1	-	-	City Red
11	Southampton-West Totton	3	Limited	1	Bluestar
12	Southampton-Calmore	3	1	1	Bluestar
13	City Centre-Harefield	1	-	-	City Red
16	City Centre-Townhill Park	4	1	2	Bluestar
17	Weston-City Centre-Adanac Park	6	2	4	Bluestar
18	Thornhill Park-City Centre-Millbrook	6	2	4	Bluestar
Hoppa 1	Bitterne-Midanbury	3/day (M, W, F)	-	-	Xelabus
Hoppa 2	Bitterne-Sholing	3/day (M, W, F)	-	-	Xelabus
Hoppa 3	Bitterne-Harefield	2/day (M, W, F)	-	-	Xelabus
U1	City Centre/NOC-University-Airport	6-7	3	4	UniLink
U2	City Centre-University	5	3	3	UniLink
U6	City Centre-University-UHS	4	1	1	UniLink
U9	Townhill Park-University-UHS	2/day	-	-	UniLink
X4	Eastleigh-Mansbridge-Hedge End	1	-	-	Xelabus
X4/X5	Southampton-Fareham-Portsmouth/Gosport	4	-	1	First Solent
X7	Southampton-Salisbury	1	-	-	Salisbury Reds
X10	Southampton-Bishop Waltham	6 per day	-	-	Xelabus
X11	City Centre-Shirley-Lordshill	6 per day	-	-	Xelabus
X12	City Centre-Shirley	4 per day (Tu & Th only)	-	-	Xelabus
X21	City Centre-Southampton Science Park	3/day	-	-	Xelabus

Table 3.4 – Bus Services in Southampton

The geography of Southampton means that there are a limited number of radial corridors for traffic and bus services to use. This also does not support reliable cross-city services as routes between east and west are funnelled across the River Itchen and no ability for routes to go to the south. There are only three suitable bridges (Itchen, Northam and Cobden) that buses can use.

This results in 5 cross-city bus services connecting Millbrook, the Hospital and Shirley with Bitterne and Woolston-Weston respectively. Combined with traffic using these crossings, congestion and its knock-on effect on bus reliability, there are no other cross-city bus services beyond these. For example, with no direct connections between Townhill Park and the Hospital or Woolston and the University a change needs to be made in the City Centre.

This radial nature of the bus network means that closer to the City Centre multiple services combine on certain road corridors creating very high frequency sections of bus network. These are generally from District Centres and generate a turn up and go service along main corridors while serving the main housing areas.

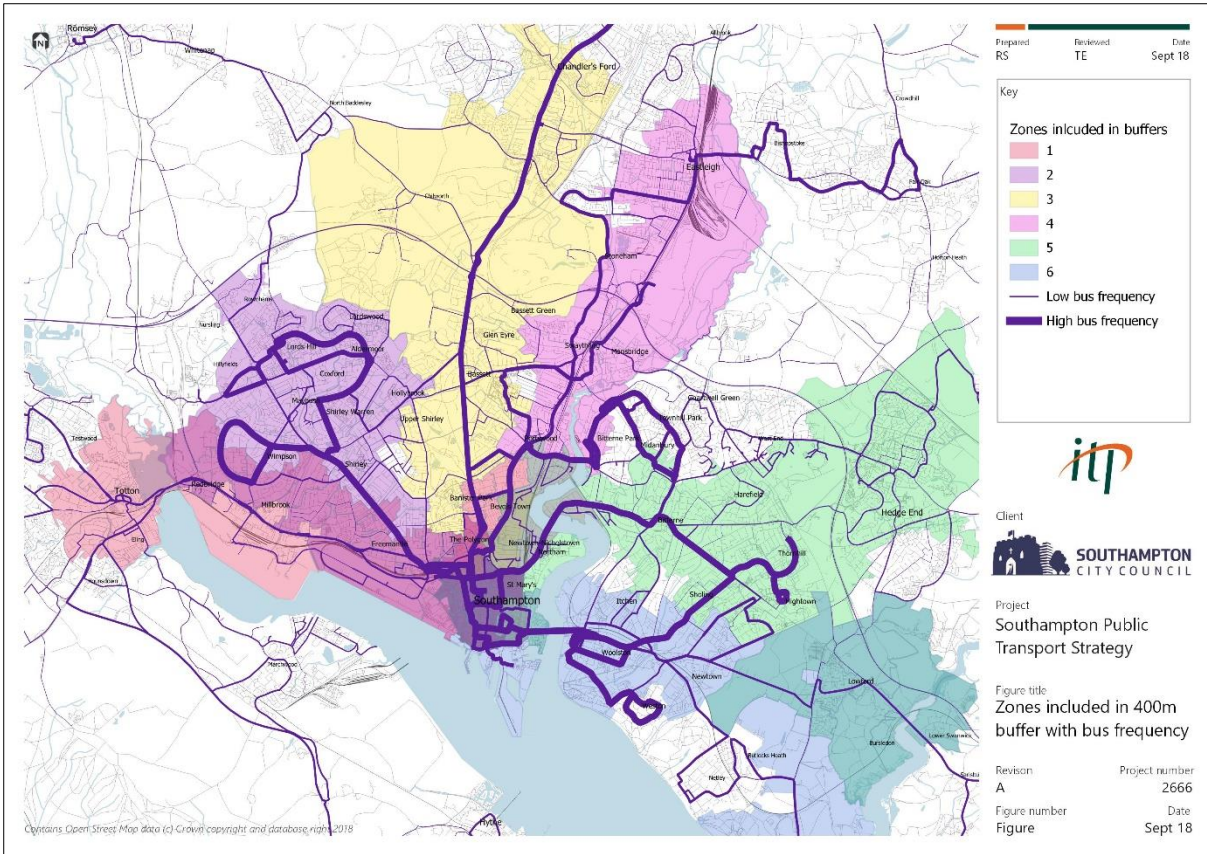
However, there are areas of Southampton that do not have such a good bus service, for example Harefield, parts of Sholing, north of Lordshill, Freemantle, and Upper Shirley. These have hourly or less frequencies.

The UniLink network is slightly different and is focused on the University of Southampton's main Highfield campus with all services calling there. This reflects its primary role as a service for students and staff of the University, but services are open to all users.

Some minor network changes were made in October 2022 with service frequencies on routes changes, re-routing and interworking of services:

- X10 reduced from hourly to two-hourly,
- CR8 extended from City Centre to University Hospital Southampton – creating a cross-city service from Hedge End and Bitterne to the Hospital,
- CR1 interworked with CR9 and CR13 in the City Centre to create a through bus allowing passengers from Harefield, Bitterne & Sholing to connect to Central Station, and
- Service frequencies increasing on certain routes as part of recovery from pandemic.

Figure 3.8 shows that frequent services connect Southampton to Chandlers Ford, Eastleigh and Fair Oak. Areas such as Totton & Waterside, Hedge End and Romsey have lower levels of frequency. The bus network also serves further afield to Winchester, Fareham, Gosport, Salisbury and Portsmouth.



**Figure 3.8 - Frequency and accessibility of bus services across Southampton – thicker the line the more frequent
Low frequency = 1/bus hr, high = 30+/bus hr**

There are specifically branded services associated with specific routes or destinations. Quayconnect is a City Centre shuttle service between Southampton Central Station and Town Quay for the Isle of Wight RedJet passenger ferry from Cowes. This is timed to connect the half-hourly RedJet with the London Waterloo bound train and is contracted to GSC by Red Funnel.

Figure 3.9 shows the distribution of bus frequencies on the network in Southampton. The busiest road (outside of the city centre itself) is A3057 Shirley Road, which carries 66 buses per hour in the peak (two directions) between Romsey Road and Waterloo Road – accounting for 6.4% of all vehicles the road; one bus every 15 vehicles. South of Waterloo Road to Southampton Central Station this rises to 94 buses (both directions) with the addition of the services from Totton and the Waterside. Other notable roads for buses are the A3025 Itchen Toll Bridge (68 buses), A33 The Avenue (46 buses), Portswood Road-St Denys (44 buses), A3024 Northam Road (36 buses), and A33 Millbrook Road West (22 buses).

It also highlights the areas of Southampton with the lower levels of service between the corridors. For example, Harefield in eastern Southampton, where some parts are in top decile of most deprived areas in England, is served by 1 bus per hour that runs on a one-way loop. This means that those at the start of the loop have a longer journey to get to Bitterne and then the City Centre. There is also a considerable distance (1+ mile) to the higher frequency corridors or Bitterne District Centre.

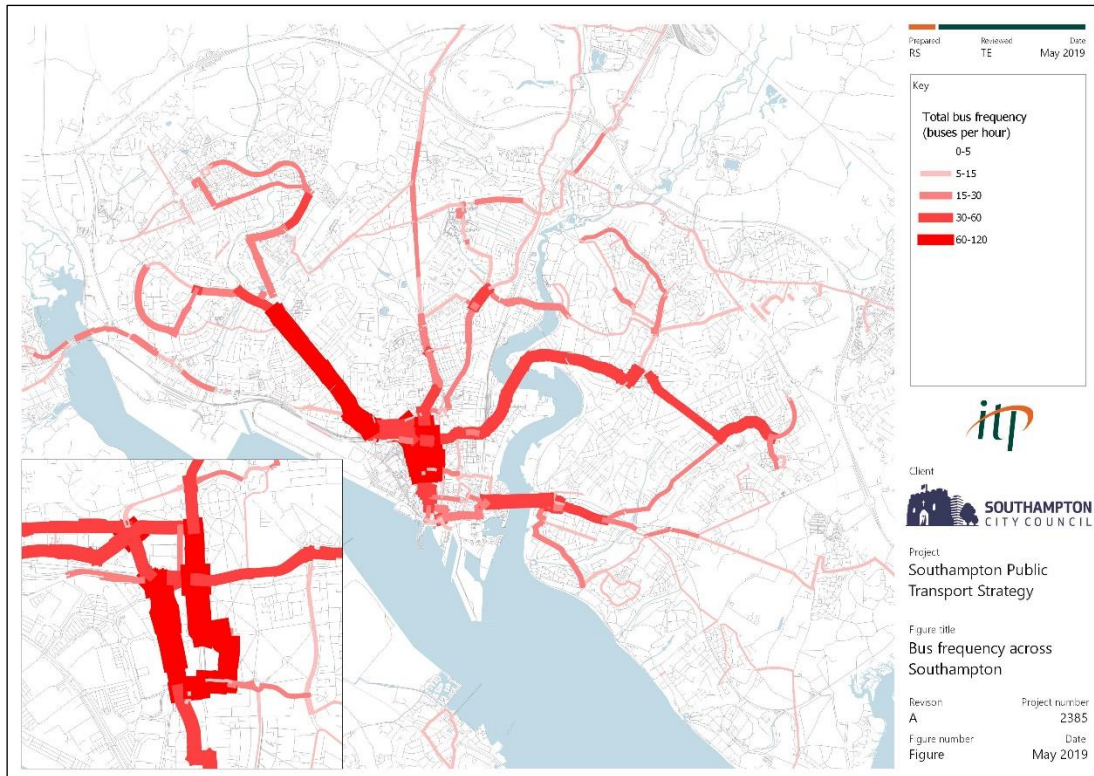


Figure 3.9: Bus service frequency by road link- thickness denotes service frequency (2019)

3.2.3 Bus Operators

This section summarises the operations of each bus operator covering services, destinations, and fleet. It sets out the market share for each operator based on annual patronage and bus services operated.

Go South Coast

Go South Coast (GSC) are the largest operator in Southampton carrying 71% of the annual patronage across 53% of the 36 bus routes. As set out in Section 2.2.2, they operate the Bluestar, UniLink, QuayConnect and Salisbury Red services.

They operate a network of services serving the suburbs of Southampton and beyond to several towns and urban areas outside of the city. This is shown in Figure 3.10.

- Bluestar – 12 intra and inter urbans services to Millbrook, Lordshill, Shirley, Portswood, Townhill Park, Bitterne, Thornhill Park, Weston and Woolston; and to Totton, the Waterside (Marchwood, Hythe, Fawley), Lymington, Chandlers Ford, Winchester, Romsey, Eastleigh and Hedge End;
- UniLink – 4 services to University of Southampton, University halls of residence, Southampton Airport, National Oceanography Centre, Portswood, Swaythling, and University Hospital Southampton – these are all open to students (via their halls fees) and the public;
- QuayConnect – 1 service between Southampton Central Station and Town Quay for the Isle of Wight RedJet service; and
- Salisbury Red – 1 service to Salisbury.



Figure 3.10 – GoSouth Coast Network Map – Southampton and wider area 2022

GoSouth Coast operate 160+ buses in a combination of single and double deck. Depots are in Totton and Eastleigh.

Total Bus	Total	Double Deck	Single Deck	Euro VI Retro	Euro VI	WiFi	USB	Next Stop
Bluestar	131	89	42	49	66	106	109	108
UniLink	32	32	0	0	32	32	32	32

Table 3.5 – Bus Fleet –Bluestar

CityRed (First Southampton)

CityRed, part of First Group, are the second largest operator in Southampton carrying around 28% of the annual patronage across 25% of the 36 bus routes. As set out in Section 2.2.2 First operate the CityRed and Solent brands in Southampton.

They operate a network of services serving the suburbs of Southampton and beyond to some towns and urban areas outside of the city. See network map in Figure 3.11.

- CityRed – 8 intra and inter urbans services to Millbrook, Lordshill, Shirley, Portswood, Townhill Park, Bitterne, Harefield, Thornhill Park, Sholing, Weston and Woolston; and to Totton, Hedge End, Netley and Hamble; and
- Solent – 2 inter urban services to Fareham, Gosport and Portsmouth.

Service changes in October 2022 extended the CR8 service from the City Centre to Hospital creating a cross-city service from Hedge End and Bitterne to Shirley and the Hospital.



Figure 3.11 CityRed & First Network Map Southampton

Following these changes one service has been temporarily supported by SCC (CR9 between Sholing and City Centre) and CR13 is partially supported by some early-morning term time only journeys.

Due to the pandemic, subsequent changes to travel patterns and the cost of living crisis, City Red has struggled to maintain and rebuild a sustainable network of routes. This will lead to the withdrawal of all bus services operated by First Bus within Southampton from February 2023. The Council will be working closely with other bus operators to explore opportunities to protect routes and to maintain current levels of service.

The First Solent X4/X5 services from Portsmouth, Fareham and Gosport will remain.

First Bus currently operate 66 buses, mostly single decker, from a purpose-built depot in Portswood area of Southampton.

Total Bus	Double Deck	Single Deck	Euro VI Retro	Euro VI	WiFi	USB	Next Stop
65	4	62	66	0	66	00	66

Table 3.6 – Bus Fleet – First CityRed & Solent

Xelabus

Xelabus are the smallest operator in Southampton with 22%, or 8 of the 36, of the bus services but carry less than 1% of the annual patronage. The majority of Xelabus services are either contracted to a third party such as Southampton Science Park or supported by SCC as socially necessary service.

The Xelabus network provides localised link bus services in some suburbs of Southampton (Upper Shirley, Bitterne, Lordshill and Freemantle) that are not served by commercial services. Xelabus also operates out of Southampton to Bishops Waltham and Eastleigh. Four are contracted from SCC to provide local services to Shirley and Bitterne District Centres on specific days. One is an inter urban service to Bishops Waltham and is partially commercial.

Xelabus are also contracted to provide school and college buses to higher education establishments in and around Southampton, such as Itchen College in Sholing and Barton Peveril in Eastleigh.

They operate mostly single decker buses from a depot in Eastleigh.

3.2.3 Bus Infrastructure

Southampton has a variety of bus infrastructure to support people accessing the bus, providing information and providing buses with priority as shown in Appendix 4.

- Bus lanes or bus only roads/gates, and priority at signals,
- Bus stops with raised kerbs, flags, information and shelters, and
- Real Time Information.

Bus Lanes and Bus Gate/Only Roads

In Southampton there is currently 2.99 miles of dedicated bus priority lanes either along main corridors into/out of the City Centre or providing bypasses to congested junctions. The bus lanes and bus gates are shown in Figure 3.12.

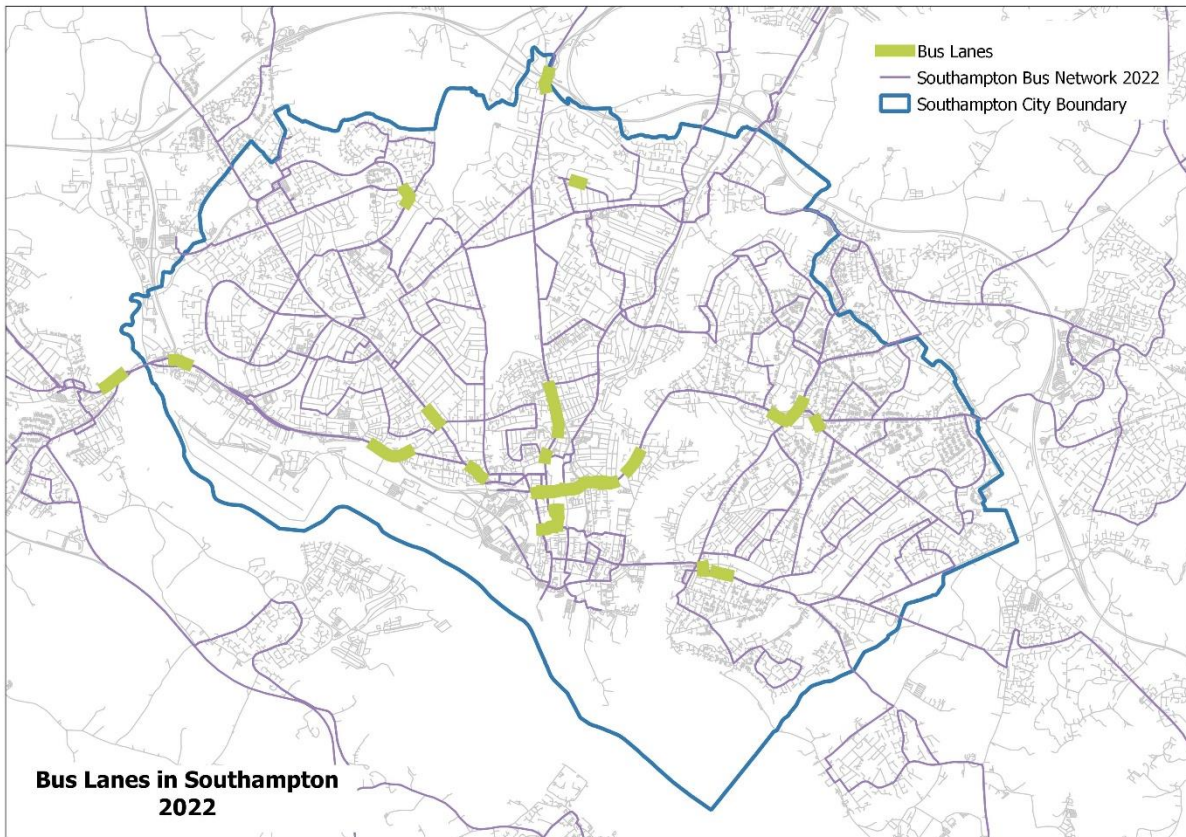


Figure 3.12 – Bus Lanes in Southampton

Bus lanes operate 24 hours 7 days and permit access for cycles, scooters in the Voi trial, Southampton registered taxis, and other authorised vehicles.

There are sections of bus only road at Bargate Street in City Centre and Coopers Lane in Woolston. Additionally there are two sections of Pedestrian Zone road that are open to buses on Above Bar Street, one section operates 0800-1800 only.

Four bus lanes in Southampton have camera enforcement to reinforce the restrictions ensuring that buses retain the benefits of the bus lane.

There are 11 bus or restricted sections of road (some shared with cycles, taxis and permit holders), mainly situated around the retail and cultural core of the City Centre.

Two new sections of bus priority have been completed in 2021/22:

- Coxford Road/Lordshill Way Bus Lane, and
- Violet Road (Cantell School) School Street Bus Gate (operates 0800-0915 & 1415-1545 Monday-Friday only).

Further sections are proposed through TCF on Millbrook Road West, Portswood Road and in the City Centre, subject to the outcome of consultation.

Traffic Signal Bus Priority

There are 38 traffic signal junctions that have active Traffic Signal Bus Priority. These are located mainly on the Shirley Road and Bursledon-Bitterne Road corridors. The priority system uses Automatic Vehicle Location (AVL) – vehicle locators on board the buses that interact with the main Urban Traffic Control (UTC) system.

In 2021/22 Traffic Signal Bus Priority has been installed and activated at three junctions on The Avenue corridor. Thomas Lewis Way and St Denys Road junction was activated in Autumn 2022.

A further 17 junctions have bus priority installed but not yet commissioned.

26 junctions have been identified for traffic signal bus priority through TCF along Portswood, St Denys Road corridors and in the City Centre.

Bus Stops

There are 974 bus stops in Southampton with provision at the bus stop varying from a simple flag and pole to shelters with real-time information, raised kerbs, seating and lighting.

- 66% (650) of bus stops have accessible raised kerbs,
- 43% (410) of bus stops have shelters.

SCC uses the Transport for London (TfL) guidance for bus stop design which is considered over and above national guidance. A local Southampton 'Basis of Design' has been developed for bus stops to set out a minimum standard of provision at bus stops.

A trial of green bee-friendly roofs was implemented in 2021 at a small number of bus stops, including at Southampton Central Station. The ambition is to roll these out to other stops such as Albion Place, Shirley and Portswood.

SCC has an ongoing programme of renewing and upgrading bus stops to include accessible kerbs, lighting, security, and new high quality, high spec shelters that include information panels.

Bus shelters are provided through a contract with ClearChannel.



Figure 3.13 – Green roof bus stop at Southampton Central Station

Real Time Passenger Information (RTPI)

Real Time Passenger Information provides live bus travel information at 229 bus stops – these are 3-line displays.

In 2020 an initial trial of 6 new 'TFT' displays were introduced, with further phases to upgrade all RTI screens.



Figure 3.14 – Newer TFT-style RTI Screens Southampton City Centre

Eight key interchange points have information totems (in the City Centre, Southampton Central Station and at the University’s Highfield campus). Additionally, real time departure displays are in major buildings/employment hubs such as the Civic Centre, University Hospital and Town Quay.

Bus operators provide data in an electronic format that can be automatically uploaded to the system and feed GPS locations of buses to the system through their on-bus ticket machines.

3.2.4 Fare & Ticketing Structures

The price point for a bus journey is a contributing factor in people’s decision making around how they will travel.

Fares

Fares on commercial bus services are set and determined by the bus operator.

Fares in Southampton are competitive when compared to other cities, as shown in Table 3.12, and Southampton has some of the cheapest day and weekly fares in the UK. The history of competition and innovation between the main operators, along with an overarching multi-modal ticket offer has resulted in cheaper fares and supported patronage growth.

Fares are done on a zonal system and are broadly similar between operators and SolentGo but there can be significant price differences between Southampton zones and zones in Hampshire.

The network zones for CityRed and Bluestar is shown in Figure 3.15.

All operators offer child fares at 60-65% of the adult fare. These are available for those aged 5-15. At 16 the fare increases to the full adult fare. This can be a significant increase for those either still in education or not in employment.

Fare Type	Description	Fare	Single	Return	Daily	Weekly	Group*
Bluestar & UniLink							
Southampton City	Routes wholly within Southampton boundary	Adult	£2.50	£3.80	£3.50	£8.50-10.00	£8.00
		Child	£1.70	£2.00	£2.80	£10.00	-
Southampton Zone	Bounded by M271 & M27 but includes Airport	Adult			£4.00	£16.00-17.00	£8.00
		Child			£3.20		-
Southampton Plus	Zone plus Totton, Hedge End, Eastleigh & Chandlers Ford	Adult			£6.60	£19.50-21.50	£17.00
		Child	£2.00	£2.80	£5.20	£14.00	-
Network	Whole network including Winchester, Romsey, Waterside & Lymington	Adult			£9.00	£29.00	£24.50
		Child	£2.00	£3.40	£6.00	£16.50	-
Explorer		Adult			£10.00		
		Child			£6.70	£21.50	£27.00
First							
Southampton	Roughly bounded by administrative boundary	Adult	£2.00	£3.00	£3.50	£10.00	£8.00
		Child	£2.00	£2.00	£3.20		-
Southampton & Totton	Southampton plus Totton only	Adult			£5.50	£15.00-18.00	
		Child	N/A	N/A	N/A	N/A	
Southampton Plus	Southampton including West End, Netley, Hamble & Hedge End	Adult				£20.00	
		Child					
Hampshire	Across Hampshire (inc Fareham, Gosport & Portsmouth)	Adult			£7.80	£25.00-26.50	£16.00
		Child					
Xelabus							
Network	Southampton & Eastleigh	Adult			£8.00	£25.00	
		Child			£5.50	£18.50	
Solent Go Multi-Operator Multi-Modal							
Southampton Zone	Southampton and bounded by M27-M271	Adult			£5.00	£20.00	
Solent Zone	Solent area	Adult			£8.00	£30.00	

Table 3.7 – Comparison of fare zones and adult, child and group ticket offers, 2022



June 2022

Figure 3.15 – CityRed and Bluestar Fare Zone & Network Maps

There is a perception that fares are high, this is often from people who don't use the bus. A SCC Survey indicated that 35% of respondents, both bus and non-bus users, were satisfied and very satisfied with the cost of travelling by bus, and 33% were dissatisfied and very dissatisfied. Among bus users there is high levels of satisfaction with the value for money of buses – Bluestar at 72%²⁰. 41% of those satisfied with the value for money feel that the cost of the bus against other modes of transport is good.

Comparable fares are among the cheapest in the UK. The weekly ticket offer is second cheapest on offer – Guildford was lowest at £7, and the daily tickets are on average 49% lower than the South East and 35% lower than the England averages²¹.

As part of their university halls fees, first year students at the University of Southampton get travel on all UniLink services included. All University students and staff get reduced price bus travel via the app.

Tickets

Operators offer a range of ticket types:

- Adult and child single and returns,
- Day, multi-day and multi-trip,
- Group
- Period – weekly, monthly or quarterly.

Group travel is offered for up to 5 people travelling together at the same time and to the same place. This can provide good value for families and friends but is not a well-known ticket option.

For those travelling to college there are some products available that provide discounted college bus travel on public buses. Bluestar, UniLink and Xelabus provide offers ticket options for academic terms and years. These operate aged 16-19 and cover travel to further education colleges.

Payment Methods

All buses offer contactless payments via card and mobile(m)-ticket. M-tickets have increased in usage and are available via the individual operators apps and websites. There is a variety of products on sale – direct debit, daily, weekly and monthly. These are at a discount to the turn up fares.

All operators in 2020/21 started to offer 'Tap & Cap' or 'Tap On, Tap Off' (TOTO) fares. These are capped at the day rate for the ticket and permit multiple journeys on and off an operator's buses. These tickets are not yet available cross-operator.

Through TCF all Southampton buses have been equipped with readers that will enable full TOTO.

Solent Go - Multi-Operator Ticket

Solent Go is a range of multi-modal multi-operator tickets and fare products, and at its launch in 2013 was the first offer outside of an Integrated Transport Authority (ITA). It succeeded the Solent Travelcard, launched in 2004, which was a paper ticket covering a single Solent region zone – including all of Portsmouth, Southampton and the parts of Hampshire between and around them.

With funding through the Local Sustainable Transport Fund (LSTF) Solent Travelcard was expanded and converted into SolentGo. The initiative was expanded to offer smartcard ticketing, additional travel zones and product durations, and included several ferry operators.

Solent Go currently covers the mainland part of the Solent region of Southampton, Portsmouth and Hampshire and the zone boundaries are shown in Figure 3.16.

²⁰ Transport Focus National Bus Survey 2019

²¹ [TAS Partnership National Fares Survey 2019](#)

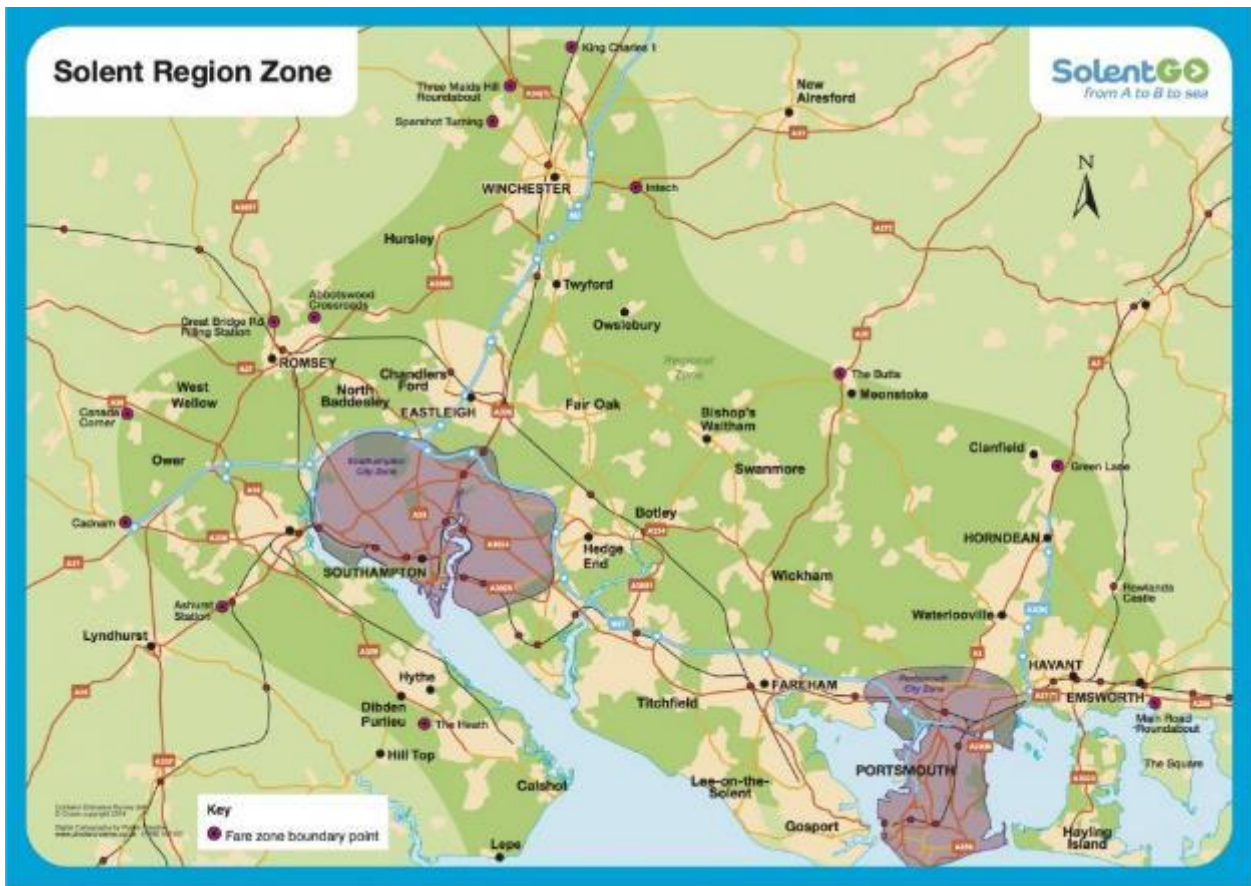


Figure 3.16 – SolentGo Fare Zone Boundaries

Bus products can be used on all operators' buses within the zone it is valid. Ferry products can only be used on Gosport and Hythe Ferries (previously available on cross-Solent routes by Hovertravel, Red Funnel and Wightlink but this was withdrawn in 2018 due to low usage).

Tickets can be purchased and used via several media options:

- As a paper ticket brought from the bus driver,
- Via an ITSO smartcard – brought via SolentGo website and credit is loaded to card via on-bus ticket readers and card readers at Gosport & Hythe ferry terminals,
- SolentGo app (Android only) to add products to smartcards,
- Bus operator travel offices, and
- Bus operators' own apps (FirstBus, Bluestar and Stagecoach).

Not all tickets are available via all ticketing methods, some tickets are only available as smartcard products.

There is currently no interoperability with the rail network – as part of the 2018 South Western Rail Franchise it was intended that Solent Go was integrated and has not been so yet. This has contributed to it having a much reduced or limited take up on bus – there is a higher take up on the Gosport Ferry.

There is no child fare available on Solent Go.

The fare and ticket structure is shown in Table 3.8.

Product family	Zone	Duration	Price	Ticketing methods		
				Paper	Smartcard	Bus Operators' apps
Bus tickets	Solent Region Zone	1 day	£8	Y	Y	Y
		5 non-consecutive days (Carnet)	£39	N	Y	Y(1)
		7 consecutive days (weekly)	£30	Y	Y	Y
		28 consecutive days (monthly)	£100	N	Y	Y (2)
		13 consecutive weeks (quarterly)	£280	N	Y	N
	Southampton City Zone	1 day	£5	Y	Y	Y
		5 non-consecutive days (Carnet)	£22.50	N	Y	Y(1)
		7 consecutive days (weekly)	£20	Y	Y	Y
		28 consecutive days (monthly)	£65	N	Y	Y(2)
		13 consecutive weeks (quarterly)	£185	N	Y	N
	Portsmouth City Zone	1 day	£5	Y	Y	Y
		5 non-consecutive days (Carnet)	£22.50	N	Y	Y(1)
		7 consecutive days (weekly)	£20	Y	Y	Y
		28 consecutive days (monthly)	£65	N	Y	N
		13 consecutive weeks (quarterly)	£185	N	Y	N
Ferry products	Gosport Ferry	2 Trip carnet	£4.30	N	Y	N
		14 Trip carnet	£26.40	N	Y	N
		56 Trip carnet	£104	N	Y	N
	Hythe Ferry	2 Trip carnet	£8	N	Y	N
		14 Trip carnet	£44	N	Y	N
		56 Trip carnet	£157	N	Y	N

Table 3.8 – Solent Go Ticket & Products

(1) Carnet tickets not available on the Stagecoach app currently

(2) Southampton City and Solent Region Zones 28-day m-tickets only available via Bluestar/UniLink app

The launch of SolentGo was accompanied by a significant marketing and promotion campaign, however in recent years marketing of SolentGo has been lower key. While bus operators provide information on their websites about SolentGo its profile remains low.

Research undertaken by SCC in 2019 found that 81% of polled (n=681) were not aware of SolentGo. Of public transport users' awareness increased to 28%. This low awareness, limited promotion and a 'premium' pricing compared to single operator products has led to low usage. Of those polled 1% were current users of SolentGo and 4% had ever used it.

Pre-Covid, there were approximately 3,000 active SolentGo cards, plus an unknown number of registered but inactive cards. In 2019/20 it was estimated that around 144,000 journeys were made with SolentGo – representing less than 1% of overall number of bus journeys in Solent.

Table 3.9 shows how sales of all Solent Go products (Southampton, Portsmouth and Solent zones) have been increasing in each year with sales in 2019/20, until early 2020, above that of previous years. It should be noted that as a proportion of the total sales for bus and ferry travel this is a small percentage.

Sales of the Southampton City Zone have been low and this may be due to the lower average bus fares in Southampton compared to Portsmouth.

Year	Solent Region Zone	Portsmouth Zone	Southampton Zone	Total
2017/18	8,898	238	166	9,302
2018/19	9,851	698	468	11,017
2019/20	10,715	1,186	751	12,652
2020/21	4,746	633	361	5,740
2021/22	6,873	1,136	125	8,134

Table 3.9 – Sales of Solent Go products 2017/18-2021/22

Through the Solent Future Transport Zone (FTZ) there will be enhancements to Solent Go, including integrating it with Breeze - the UK's first multi-city Mobility-as-a-Service (MaaS) app.

The FTZ will develop new SolentGo multi-operator ticketing products, with the first carnets introduced in 2021.

SolentGo will be integrated with the Breeze app to allow for journey planning, payment and ticketing across multiple modes of travel and transport operators in one app.

Following extensive development in 2021 and 2022 Breeze launched to the public in October 2022 initially focused on micromobility. A fully functional version including rail and all buses in the Solent will go live in early 2023.

3.2.5 Interchange

The bus network is centred on the City Centre but there is no one single point such as a bus station for interchange between bus services.

The routing of the buses through the City Centre is complex as buses arrived from different corridors and each individual bus service follows a slightly different routing around the City Centre. This has a knock on effect on bus reliability and crowding in certain areas of the City centre. Buses are also affected by vehicles accessing car parks, service areas, loading and concentrations of people acceding the bus at busy stops.

The network has developed from a historic pattern developed as the City Centre was developed in the post-war period and in response to more recent retail developments. The disjointed approach to the City Centre routing leads to additional mileage for bus operations and confusion for attracting new bus users who won't be familiar with the network.

Services call at a series of bus stops located in clusters as shown in Figure 3.17.

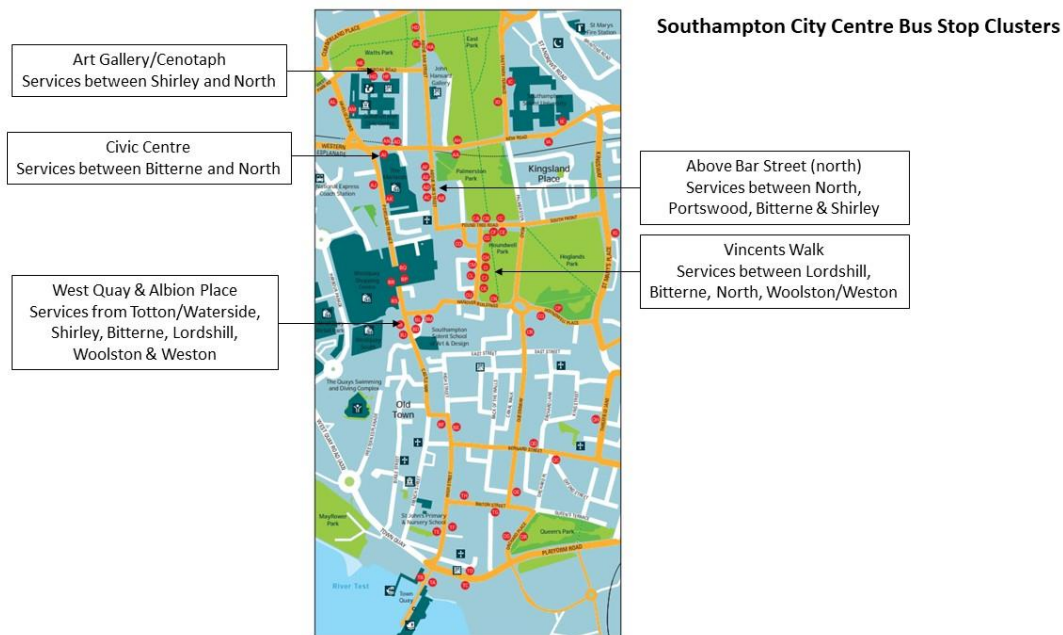


Figure 3.17 - Location of City Centre Bus Stops

The busiest clusters are Above Bar Street (south), Vincent’s Walk, West Quay & Albion Place) and Civic Centre Road. Many of the stops are used for pick up and set down but stops in areas Albion Place and Vincents Walk are the key locations for terminating and layover of buses – these locations are primarily divided between Bluestar and First services.

23 services terminate in the City Centre with up to 57 buses per hour terminating, with an additional 27 crossing the City Centre.

Southampton Central Station is the other main interchange location, only the QuayConnect service terminates there on the south side of the station, along with services to the University and Airport which call there. On the north side buses from Totton & Waterside, Shirley-Romsey and the University call at a relatively modern interchange - upgraded with additional capacity in 2015 as part of Station Quarter North public realm project. These cater for most services at the station. The south side has 3 stops and is proposed to be upgraded as part of the TCF Programme by 2024.

There is a separate Coach Station on Western Esplanade approx. 350m east of Central Station but there is no interchange with local bus services.

The University’s main Highfield Campus is the hub for the UniLink services and has interchange with National Express coach services.

3.3 LTA Financial Support

3.3.1 Supported Services

Of the bus services in Southampton pre-pandemic, 90% are operated at a commercial level. The level of funding from SCC to support services has reduced by 96% since 2009.

The impact of Covid has seen a reduction in the number of bus miles done with services reducing frequency or hours of operation. This dropped to less than 40% of pre-pandemic mileage, and as of October 2022 buses in Southampton were operating at least 95% of their pre-pandemic levels of mileage.

As the network recovers SCC and the bus operators carried out a post-Covid Bus Network Review to identify the commercial stability and sustainability of the network. This was to identify services that would be at risk at the end of Bus Recovery Grant (BRG) funding. From this SCC is supporting additional bus journeys to ensure continued connectivity while patronage continues to recover.

SCC currently financially supports five services wholly and these are operated by Xelabus and First. SCC also partially supports one service operated by First.

These services provide socially necessary services connecting people in areas often not served by commercial services with local shopping and health care centres on certain days of the week.

The supported services are in Table 3.10.

Service	Route	Journeys Supported	Annual Subsidy	%age Subsidised	Weekly Mileage (km)	Annual Mileage (km)
X11	City Centre-General Hospital-Lordshill	6 Journeys/Day Mon-Fri	£98,000	100	5,767	299,894
X12	City Centre-Shirley	4 Journeys/Day Tuesday & Thursday	£35,000	100	69.12	3594.2
Hoppa1	Midanbury-Bitterne	3 Journeys/Day (Mon, Wed & Fri)		100	40.5	2106.0
Hoppa2	Sholing-Bitterne	3 Journeys/Day (Mon, Wed & Fri)		100	73.4	3818.8
Hoppa3	Thornhill-Bitterne	1 Journey/Day (Mon, Wed & Fri)		100	43.59	2266.6
CityRed9	City Centre-Sholing	All Mon-Sat	£56,000	100	1,428	74,256
CityRed13	City Centre-Harefield	2x AM Journeys Mon-Fri Term Time	£5,000		106	3,922
			£194,000		7,527.61	389,857.6

Table 3.10 – Southampton Supported Services 2022

3.3.2 Concessionary Fares and Travel

In 2019/20, there were 5m elderly and disabled concessionary passenger journeys made in Southampton. This accounted for 24% of all journeys. The remaining three-quarters of journeys were made by fare paying passengers, this is compared to 72% for the South East. Whilst the overall patronage has grown in recent years, the number of elderly and disabled concessionary passenger journeys has decreased by 1.6% since 2011/12.

Just over 26,000 older and disabled people passes were issued in Southampton in 2021/22²², with older passes accounting for 88% of all passes issued. In 2020/21 there were 3.405m concessionary fare journeys made, with on average 131 journey made per pass. The proportion of eligible people taking up the pass in Southampton is lower than the South East average at 71%.

As Figure 3.18 shows, the proportion of concessionary fare travel out of overall bus journeys in Southampton is lower than Hampshire and comparable places. This reflects the different nature of the areas.

The Concessionary Fare scheme starts at 0900 to 0030 for Southampton residents and 0930 to 2300 for those non-Southampton residents. This is a local enhancement to the national scheme.

SCC has an annual budget for Concessionary Fares of approximately £4.64m.

The 2022/23 scheme follows DfT guidance based on the DfT's February 2022 Alternative Recovery Strategy to transition from paying on pre-Covid levels to paying on actual concessionary fares carried. This has enabled investment in trials of new fare offers such as a £1 Evening Fare and lower priced Group Fare offer introduced in partnership with the bus operators. However, both SCC and bus operators need to remain agile to ongoing changes to travel patterns and the potential need to review the current methodology if services become at risk.

²² DfT Concessionary Fare BUS0822

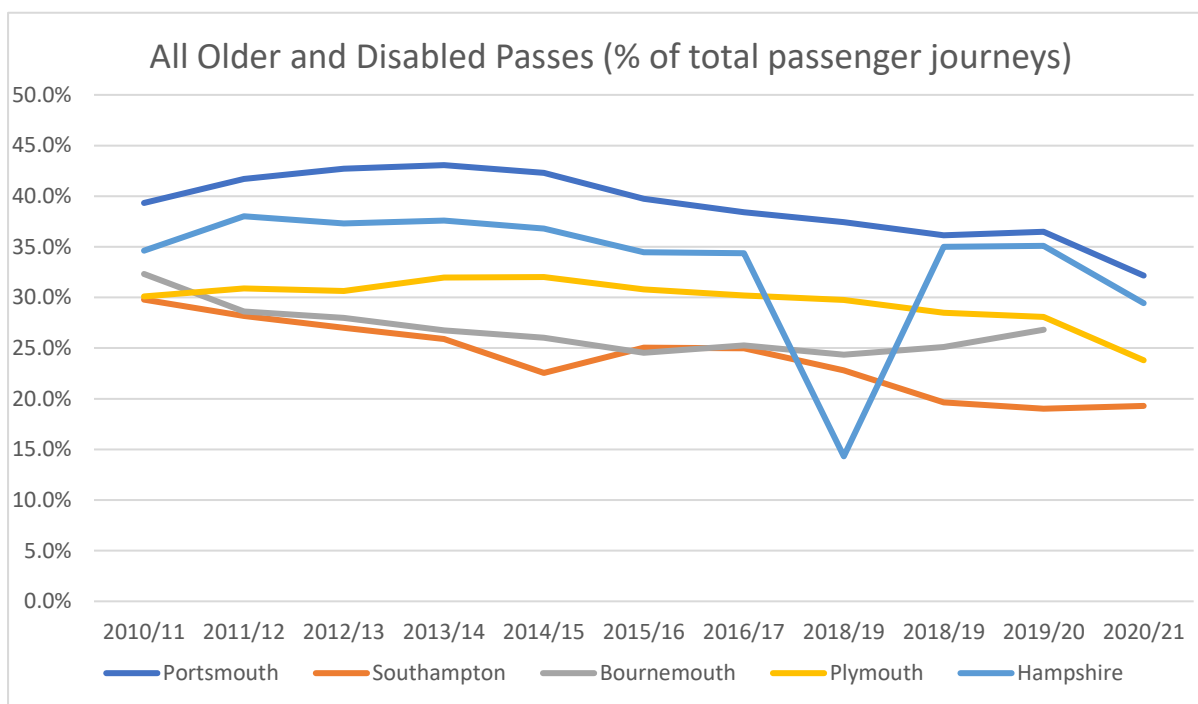


Figure 3.18 – Comparison of Concessionary Travel as proportion of all bus journeys^{23,24}

3.3.3 Funding

SCC receives £75,112 of Bus Service Operations Grant (BSOG) annually. This goes towards the provision of the Supported Services set out in Section 2.3.1. The funding is ringfenced for service provision and the provision of infrastructure associated with those services.

Additionally during 2022/22 SCC received £307,900 funding through the Bus Recovery Grant and Local Transport Fund from DfT. This is being used to support socially-necessary and marginal bus services as set out in Section 3.3.1.

3.4 Other Factors Affecting Buses

3.4.1 Demographics

Southampton's resident population is 249,000²⁵, this has increased by 22.1% from 204,000²⁶ in 1991.

Southampton also has a relatively young population, with 10.5% of the population being aged 20-24 (30-34 year olds make up the biggest proportion nationally at 7%)²⁷. In 2021, 17.3% of the resident population was aged between 15 and 24 years (compared to 11.7% nationally). This is largely due to Southampton having over 40,000 students at its two universities – making up around 18% of the population.

The population is expected to increase to 270,000 in the early 2040s – 8% higher than now. The greatest increase will be in the 60+ category and this will affect future demand for concessionary bus passes and timings of bus services.

Southampton has 9,300 people claiming out of work benefits and 5.6% of 16-17yr olds are classified as Not in Education, Training or Employment (NEETs). Around 500 young people in Southampton are Young Carers.

²³ DfT BUS0113 Older & Disabled concessionary passenger journeys on local bus services 2020/21

²⁴ Bournemouth is up to 2018/19 before merger into BCP Council

²⁵ 2021 Census Outputs

²⁶ ONS Mid-Year Population Estimates 1991-2017

²⁷ 2021 ONS Census Population & Household Estimates

3.4.2 Cost of Bus V Car

In Southampton City Centre there are over 16,450 publicly available car parking spaces spread across on and off-street locations. These are operated by SCC and private operators such as NCP, Ikea or West Quay. Table 3.11 shows the split between the publicly owned car parks, publicly accessible privately owned, and the number of on-street parking spaces.

Ownership	Spaces	Percentage of Spaces	All Day Parking Charge
SCC Off-Street Car Parks	5,143	31%	£5-8
Private Publicly Accessible Car Parks	9,660	59%	£5-10 (WestQuay)
On-Street Parking	1,647	10%	N/A
Total	16,450		

Table 3.11 – Car Parking in Southampton

A comparison of daily parking, daily and weekly bus fares shows that Southampton does provides the cheapest parking, daily and weekly bus fares (Table 3.12). Parking in most cities tends to be more expensive than the day rate for bus travel, however if there are multiple people travelling by bus the total cost can exceed the day parking rate.

Area	Daily		Weekly		Parking
	Mobile/ TOTO	On Bus	Mobile	On Bus	Daily
Southampton	£3.50	£3.50	£10.00	£10.00	£5-8
Portsmouth		£4.70	£17.00	£18.00	£10-12
Solent Go	£5.00	N/A	£20.00	N/A	N/A
Brighton & Hove	£5.00	£5.50	£22.75	N/A	£23
Reading	£4.30	£4.50	£17.00	-	£10-14
Bristol	£6.00	£6.00	£23.50	£23.50	£13.50
Plymouth	£5.00	£5.00	£20.00	£20.00	£5-12
Bournemouth	£4.30	£4.50	£16.00	£20.00	£5-20
Nottingham	£4.70	£4.70	£20.00	£20.00	£16
South East ²⁸		£5.23	£18.74	£18.74	

Table 3.12 – Comparison of daily and weekly fares²⁹

The quantum and cost of parking is inexpensive in Southampton and an acting as an attractor to car-based trips into the City Centre for work or shopping. The presence of a large number of private publicly accessible car parks is a legacy of development over the past 20 years. The long-term approach in the LTP is to develop a 'Parking Ring' of car parks close to or on the Ring Road with good walking links into the City Centre allowing car parks in the centre to be relocated.

Parking standards for new development are provided in a Supplementary Planning Document (SPD). In high accessibility areas (on or within 400m of a high frequency bus route) and the City Centre the level of parking provision is reduced. This is to reduce parking demand and encourage use of sustainable and active travel.

3.4.3 Air Quality & Climate Change

Southampton experiences high levels of air pollution in certain parts of the city. The pollutants of greatest concern in the city are Nitrogen Dioxide (NO₂) and Particulate Matter (PM). 6.3% of deaths in the city are contributed to by concentrations of PM2.5, higher than the average Southeast region value of 6.0%³⁰. The majority of NO₂ comes from road transport while PM is mostly from domestic fuel burning and industry.

SCC were one of the first five local authorities required by central government to assess whether a charging Clean Air Zone was required to achieve compliance with the annual air quality limit for Nitrogen Dioxide (NO₂). While a charging zone was not found to be necessary, central government issued The Council with a Ministerial Direction to deliver a Local NO₂ Plan – a programme of non-charging measure

²⁸ TAS Partnership 2019 National Fares Survey - [30281-REP-TAS-National-Fares-Survey-2019.pdf \(taspartnership.co.uk\)](#) TAS Partnership 2019 National Fares Survey - [30281-REP-TAS-National-Fares-Survey-2019.pdf \(taspartnership.co.uk\)](#)

²⁹ Source – operator websites and local authority websites for parking – 2021 prices

³⁰ [Public health profiles - OHID \(phe.org.uk\)](#)

which aimed to help mitigate the risk of non-compliance, largely by using incentives and disincentives to improve technology in taxi, bus, and freight sectors.

Early measures under The Local NO₂ Plan included the Clean Bus Retrofit Scheme which effectively secured Euro VI compliance across Southampton’s operational buses. The Council continue to work closely with the Joint Air Quality Unit to ensure that The Plan has ensured compliance with the limit value.

Analysis shows that Greenhouse Gases (GHG) in Southampton has decreased by 50% since 2005 largely as a combination of increasingly decarbonised electricity, economic change, and gradual adoption of more efficient buildings, vehicles and businesses. With full decarbonisation and other factors Southampton’s baseline of GHG emissions will fall by a further 26% by 2050. Currently, 29% of Southampton’s emissions come from the transport sector, by 2050 is its predicted to be 33% without intervention.

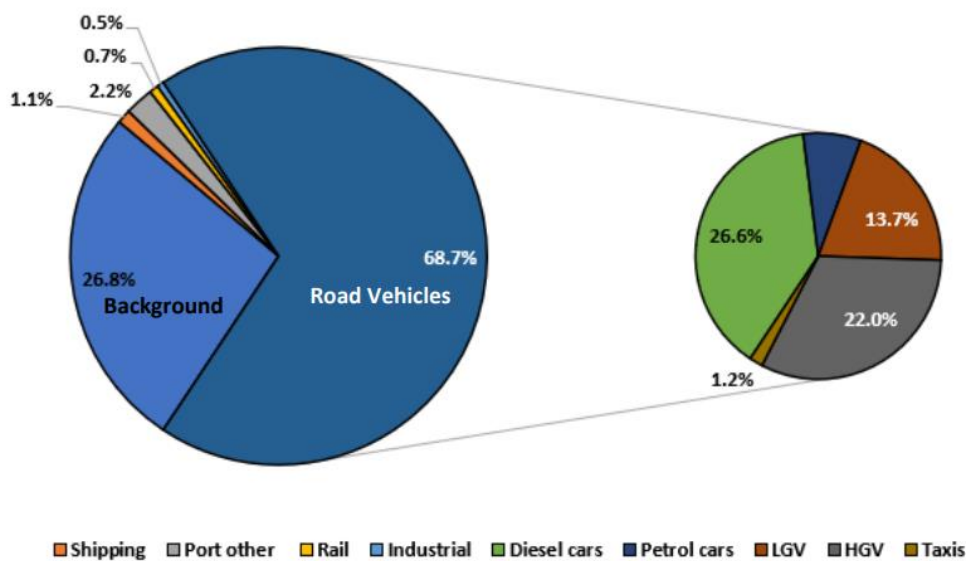


Figure 3.19 NOx contribution by source (average of all sites where source apportionment took place)

In addition, the Council has declared 10 Air Quality Management Areas through the Local Air Quality Management Framework for exceedances of the annual average air quality objective for Nitrogen Dioxide . While The Council have been able to monitor steady improvements in air quality in the city since air quality management began, The Council are committed to realising continued improvement in the city’s air quality. As such, an update to The Council’s Air Quality Action Plan is due to be adopted in 2023.

The Plan will set out the Council’s approach to managing air quality over the next five years and includes a commitment to bus priority and adherence to Euro VI standards in the recognition that a consistent, timely, easy to use and clean bus service is a key way to reduce private vehicle dependency and improve air quality.

Further decarbonisation of the transport sector with more walking and cycling, enhanced public transport, electric and more fuel efficient vehicles will reduce the proportion of GHG emissions. Options include zero emission electric buses with a decarbonised source to tank approach.

3.5 Analysis of Bus Services Against BSIP Objectives

This section provides an analysis for how Southampton’s bus network and services are performing against the BSIP and National Bus Strategy aspirations.

Aspect of bus service provision	Strengths	Weaknesses
Bus (network)	<ul style="list-style-type: none"> • A strong core bus network of frequent and direct services connecting city centres to majority of suburban areas • Radial bus network means main corridors have good frequency – ‘turn up and go’ frequencies • Sustained growth in bus patronage on flagship interurban and high frequency urban bus routes • High user journey satisfaction – 89% • A modern and attractive bus fleet with RTI, Audio-Visual displays, contactless payments and WiFi and charging points • Low emission and young (2.5yrs average) fleet compared to other cities and entirely Euro VI 	<ul style="list-style-type: none"> • Bus network predominantly operates on shared road space. Congestion at peak times, especially on key road corridors to/from centres of main towns, leads to reduced punctuality and journey time reliability, and increased journey times • Very high frequencies on Shirley and Itchen Bridge corridors potentially giving an imbalance to areas with little or no service • Pockets of ‘bus deserts’ in certain areas of city – Lordswood, Upper Shirley, Harefield due to lack of bus services (as these are not commercially viable to operate) or poor penetration of services • Limited service frequency to some suburban areas e.g. Hedge End, Romsey • Few cross-city services that don’t require interchange in City Centre – e.g. Bitterne to Hospital, Woolston to University, and no ‘orbital’ service • Accessibility from the east is impacted by geography and severance of the River Itchen and railway means bottlenecks impact reliability • Limited investment in the highway network for bus priority lanes • Terminal points are poorly lit with poor road surfacing
Bus Network (operators)	<ul style="list-style-type: none"> • Strong competition on some routes have led to low weekly fares • Strong operator brands and recognition with users • Smaller operators active and engaged 	<ul style="list-style-type: none"> • Some duplicated route numbers across different bus operators’ bus services – that may cause confusion for customers. • Reduction in support for less viable bus services
Bus Network (development)	<ul style="list-style-type: none"> • Ongoing evolution and development of the network, reacting to need • Aspiration for a Southampton Mass Transit System and integration with rail 	<ul style="list-style-type: none"> • Locations of new development have not been chosen with ease of serving by bus in mind, making it difficult to serve well with commercially viable bus services • Where no pump-priming funding is available to reduce financial risks, operators are reluctant or unwilling to take commercial risks to serve new development or to increase service frequencies where passenger numbers will take time to build up to cover the operating costs • Getting the network to integrate into the City as it grows with new development
Bus Network (City Centre)	<ul style="list-style-type: none"> • Well served City Centre, with all bus routes terminating or passing through • Elements of bus priority and bus lanes leading to City Centre – Northam Road and Shirley Road • Bus travel is worth £275m to the economy 	<ul style="list-style-type: none"> • No single focal point in the City Centre with complex and varied routing for buses • Limited interchange at Central Station for services from the east • Constrained, shared road space, radial in nature • Limited capacity/space for terminating services to layover

Bus Network (Park & Ride)	<ul style="list-style-type: none"> • Park & Ride has been identified through TCF as incremental approach starting at weekends/ major events in partnership with the NHS Trust 	<ul style="list-style-type: none"> • No public P&R provision is currently available to serve journeys into Southampton city centre • Hospital (staff only) P&R bus services are operated under contract and so are not currently integrated with local bus services • Public P&R needs to compete with relatively low car parking tariffs and high supply
Socially necessary DRT & Community Transport provision	<ul style="list-style-type: none"> • Active and supported community transport services, including community minibus, dial-a-ride and voluntary car share schemes • Good supply of taxis and private hire vehicles in main urban areas, including taxi ranks at larger rail stations 	<ul style="list-style-type: none"> • Scope and supply of service limited by funding constraints • Lack of integration of community transport provision with hospital transport services and special educational needs transport
Bus-Bus, Bus-Rail & Bus-Ferry Interchange	<ul style="list-style-type: none"> • All public transport modes accessible from City Centre • Legible bus network branding and distinctive flags, shelters and maps • In main towns, rail stations are key points of interchange, connecting the train network to the local bus network with good waiting facilities • Multi-modal interchange opportunities at University, Airport, and ferry terminal at Town Quay • Opportunity for further integration with cycling, micromobility, rail and walking 	<ul style="list-style-type: none"> • Interchange in some town centres is spread out - with some public transport modes requiring a walk (e.g. between railway station and nearby bus routes). • Limited high-quality interchange hubs, with facilities, apart from at some bus stations and key rail stations
Fares, ticketing and Multi-operator & multi-modal	<ul style="list-style-type: none"> • Overall fares are cheaper than average but perception among non-users that they are higher • Existing Solent Go multi-operator, multi-modal ticket covering South Hampshire, Southampton and Portsmouth – offers three ticket zones and carnet ticket products • Involvement in Project Coral • Tap On, Tap Off/Capped Fares has been introduced • Solent Future Transport Zone and Mobility as a Service 	<ul style="list-style-type: none"> • Interoperability and acceptance of bus tickets between operators • Limited uptake of Solent Go ticket which is offered at a premium • Child fares increases at 16 to full adult
Partnership and Investment	<ul style="list-style-type: none"> • Good partnership working, showcased by very effective voluntary partnerships between operators and local authorities and successful bids to Central Government • Sustained spend from SCC on infrastructure • Proactive commitment from key employers and institutions showcased by the success of the Unilink bus network • Sustained investment and development of the network from operators 	<ul style="list-style-type: none"> • Covid-19 pandemic has resulted in decline in passenger numbers, which are likely to take time to recover to pre-pandemic levels. This reduction in revenue will affect ability to invest in fleet replacement and decarbonisation. • Changes in political administrations and sufficient internal resource to be a strong & intelligent client

Section 4 - Headline targets

This section considers the existing information and data presented in Section 3, and outlines targets for improvement, along with clear objectives, theory of change and how they will be measured. These are summarised here and set out the ambition and targets for buses in Southampton, the City Region, and specific corridors in the city.

The performance of these targets will be reported annual via website

<https://transport.southampton.gov.uk/connected-southampton-2040/bus-service-improvement-plan/>.

4.1 Journey Times

A variety of targeted measures are proposed to reduce bus journey times compared to the car in Southampton to achieve the ambitions of the BSIP. This target is aligned with both the LTP target S10 (journey times by public transport) but also 2 TCF targets.

The outputs that help to achieve this are:

- Bus Priority measures
 - More bus lanes and bus gates/exemptions that help to improve reliability and journey times – in Southampton and working with Hampshire on priority for sections outside of Southampton used by cross-boundary services,
 - Traffic Signal Bus Priority across Southampton to improve traffic and bus flows,
 - A protocol that provides the methodology for traffic signal bus priority,
 - Whole route priority along a corridor for high-frequency routes, and
 - Bus stop layout design to enable quick bus access and egress.
- Ticketing
 - Tap On Tap Off – to speed up boarding by reducing dwell time
 - Breeze App – to speed up boarding by reducing dwell time
- Complementary Measures
 - Increased bus lane and other moving traffic offence enforcement,
 - Parking or loading restrictions to reduce obstructions
 - Roadwork management
 - Parking policy and charges for parking
 - Working with schools, communities and businesses.

Target 1 – Journey Time Reduction

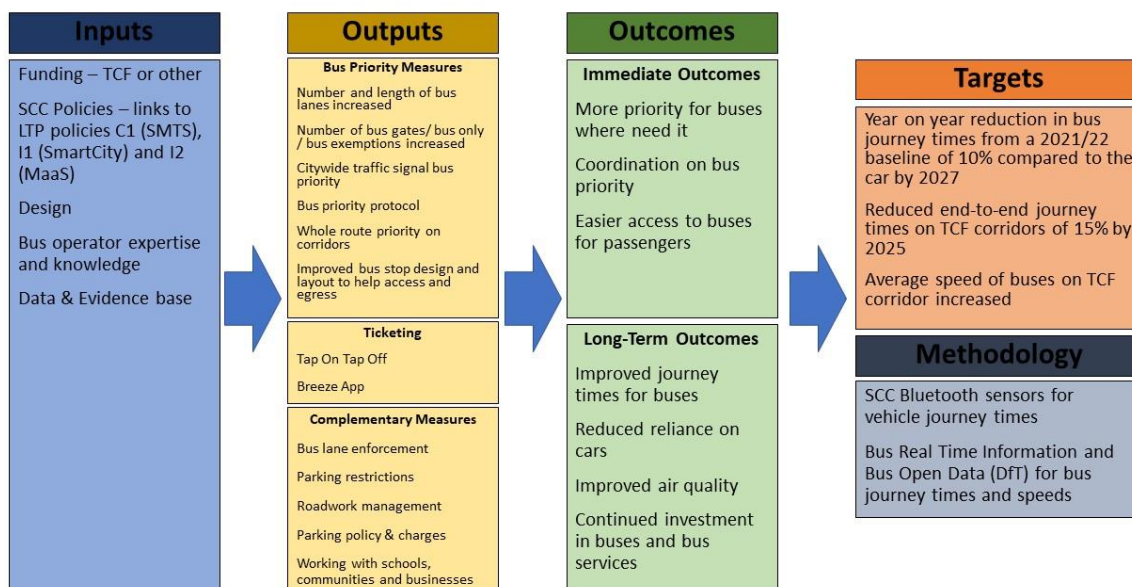


Figure 4.1 – Target 1 – Journey Times Theory of Change

BSIP1 – Journey Time Target

From a 2019 baseline, if delivery of measures set out in Section 5 are funded and implemented, our targets for journey times are:

- Year-on-year reduction in bus journey times from a 2021/22 baseline of 10% compared to the car by 2027,
- Average speed of buses on TCF corridors increased:
 - Western (Millbrook Road West & Mountbatten Way),
 - Northern (The Avenue),
 - Portswood,
 - St Denys Road, and
 - Portsmouth Road.

4.2 Reliability and Punctuality

This target is aligned with LTP target S10 (Public Transport Journey Times) and TCF targets on reliability improvements on TCF corridors.

This is to increase the reliability of buses in Southampton using scheduled operating measures to identify have reliable and punctual bus services are.

The measures in 4.1 on journey times will also support the achievement of this target as improve journey times will allow for improved reliability by reducing the variance in times passengers experience.

Data will come from the Real Time Passenger system and DfT Bus Open Source data for selected services.

We will be using the Traffic Commissioners definition of on-time for bus services, of buses that arrive no more than 1 minute early or 5 minutes late.

BSIP2 - Reliability and Punctuality

From a 2019 baseline, by 2025:

- Improve bus punctuality so that 95% of bus services operating to time

4.3 Passenger Numbers

The BSIP aims to get more people to travel by bus in Southampton. This has the benefits of reducing congestion, increasing people's opportunities and their quality of life through better access to service, employment, education, leisure and healthcare for all, improve air quality and help to support sustainable economic growth.

This target aligns with the LTP target S6 to increase public transport patronage levels. This will be important as bus patronage recovers from the Covid pandemic, and when it reaches pre-pandemic levels can look to continue the growth trajectory

Data will be collected from monthly returns from bus operators of patronage to generate a single aggregate figure for Southampton.

BSIP3 - Passenger Numbers

From a 2019 baseline, by 2025:

- Continue to grow annual bus patronage in Southampton and by 8% in the City Region as travel recovers from the Covid pandemic.
- When patronage in Southampton reaches pre-pandemic levels look to reach 25m journeys within 5 years.
- Increase the number of annual bus journeys per head of population to 83 by 2025.
- Increase the number of Concessionary Fare travellers by 10% by March 2025 reversing the decline in these travellers.
- Increase the people mode share travelling by bus into the City Centre Increase the people mode share travelling by bus into the City Centre from 2019 baseline from 18% to 25%.

4.4 Passenger Satisfaction

This aligns with our LTP target E3 on affordability and satisfaction with public transport in Southampton.

As outlined in Section 3.1.4 the primary sources for passenger satisfaction scores are the Transport Focus Bus Passenger Survey and the National Highways and Transport Survey for bus users and non-users.

BSIP4 – Passenger Satisfaction

Increase bus passenger satisfaction across Southampton from a 2019 baseline, by 2025:

- Increase bus passenger satisfaction across Southampton
- Improve levels of satisfaction with bus fares from 52% to 55%
- Improve levels of satisfaction with disabled people using buses by 5% to 70%

Section 5 – Delivery

5.1 The Vision

This section will set out how Southampton City Council, local bus operators and stakeholders will work together to deliver an improved bus offer for people living, working and visiting Southampton. Doing this is to achieve growth in the number of people using the bus, making it a viable alternative to the car, and supporting how people move around Southampton as it grows into the future.

As Southampton's economy recovers from the Covid pandemic we have the ambition that buses will play a vital role in getting Southampton moving. There have been some fundamental changes in how people get around, the times of day that they travel, and why they travel.

Buses have always played an important part in Southampton's transport mix and they will continue to do so contributing significantly to the local economy. As the economy re-builds we need buses to recover to where they were before the pandemic and then grow so they are a viable and attractive alternative to the car.

As we look to a future and our commitment to be net zero carbon by 2050³¹ we need to support decarbonisation of all transport including buses.

Buses are important for people to get around particularly if they don't have access to a car all the time. They provide connections to work, education, retail, leisure and to see friends and family. They are important for quality of life and well-being, improving air quality and reducing congestion – all of which improve pride in a place.

There is an opportunity, bearing in mind the recent successful history of joint working in Southampton, to strengthen this partnership further. This collaboration will develop both the infrastructure and the bus services provided during the BSIP period.

A shared overall vision has been developed for the BSIP:

Buses are an attractive choice where the bus network is built on reliability, carbon-neutral, integration, value for money, inclusivity & partnership to keep Southampton moving, to meet its needs now and in future

The BSIP will set out the approach the partnership will take and form the basis for the commitments in the Enhanced Partnership Plan and Schemes.

5.2 The Ambitions

This section sets out the shared ambitions for buses in Southampton between SCC, local bus operators and stakeholders.

The measures we are proposing to carry out for each Ambition, subject to funding, are listed below and full details can be found in the current Bus Service Improvement Plan.

³¹ SCC Corporate Plan 2021

Part 2 - Enhanced Partnership Scheme

The Southampton Enhanced Partnership Schemes for Buses are made in accordance with Section 138G(1) of the Transport Act 2000 by:

SOUTHAMPTON CITY COUNCIL

This document fulfils the statutory requirements for an Enhanced Partnership Scheme in accordance with statutory requirements in Section 138 of the 2000 Act.

The Scheme Document sets out:

Section 1 – EP Scheme Content

Section 2 – Obligations on the Local Authority

Section 3 – Obligations on the Bus Operators

Section 4 – Joint Obligations

Section 5 – Governance Arrangements

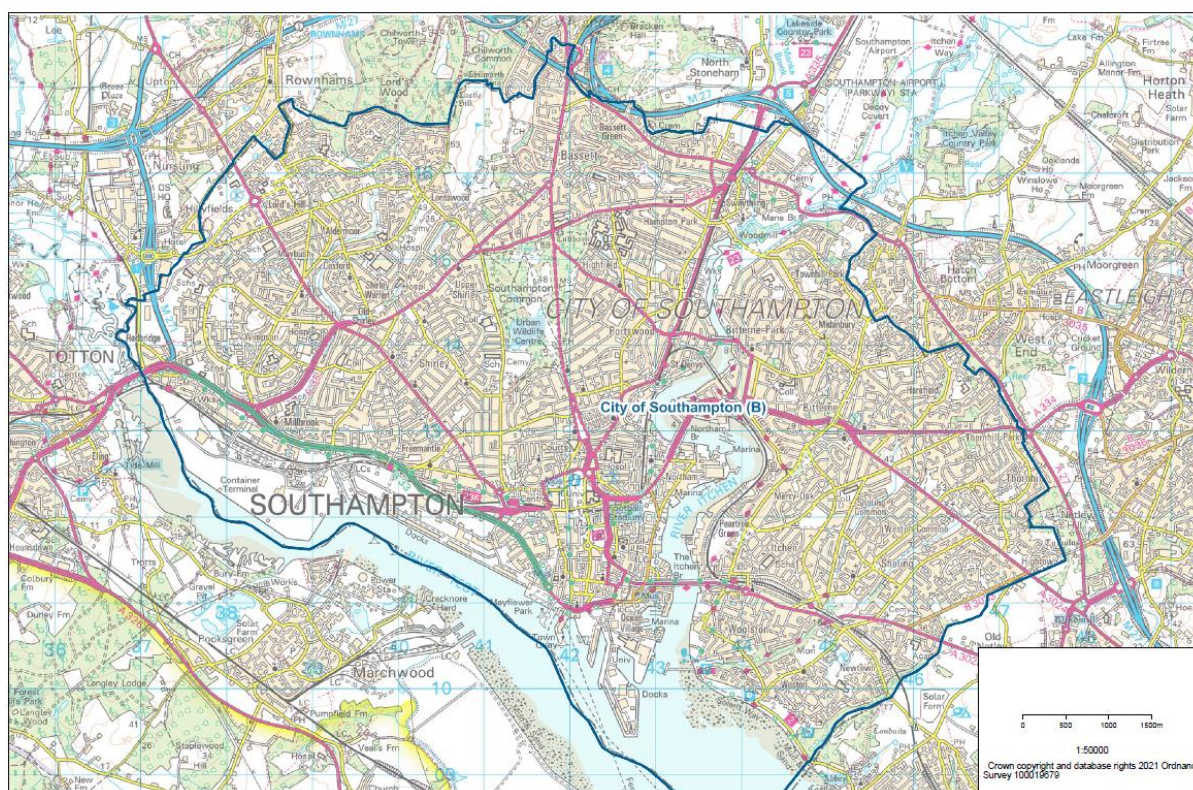
The Enhanced Partnership Schemes can only be put in place if an associated Enhanced Partnership Plan has been made. Therefore, this document should be considered alongside the associated Enhanced Partnership Plan.

The Enhanced Partnership Schemes have been jointly developed by Southampton City Council and those bus operators that provide local bus services in the Enhanced Partnership scheme area. It sets out obligations and requirements on both the Local Transport Authority and operators of local services in order to achieve the intended improvements, with the aim of delivering the objectives of the associated Enhanced Partnership Plan.

Section 1 – EP Scheme Content

1.1 Geographical Coverage

The Enhanced Partnership Schemes will support the improvement of all local bus services operating in the following Local Transport Authority (LTA) – Southampton City Council area within the black boundary line as shown on Map 1.



Map 1 Enhanced Partnership Scheme Area

This Enhanced Partnership Scheme covers the complete Southampton City Council Local Transport Authority area.

1.2 Commencement Date

The Enhanced Partnership Plan and Enhanced Partnership Initial Scheme is made on 17th April 2023. The Plan will have no end date but will be reviewed every five years, as a minimum, from the commencement date.

The Enhanced Partnership Schemes will have no specific end date but will be reviewed by Southampton City Council annually.

1.3 Included and Exempted Services

All Local Bus Services operating partly or wholly within the Enhanced Partnership area shown on Map 1 are included in the Enhanced Partnership, with the exceptions of the classes of bus services noted below:

- Registered Local Bus Services provided exclusively for schoolchildren; and
- Registered Local Bus Services operating as a 'works contract' and only available to a closed group of employees.

Individual services may from time to time be exempted by agreement with the Partnership and the Operator.

Section 2 – Obligations on the Local Authority

Southampton City Council ("the Council") as the Local Transport Authority for Southampton, currently provides and maintains a wide range of facilities to assist the ease of movement of buses, to provide infrastructure at bus stops, to provide information for passengers, and a wider traffic management role. The Council commits to maintaining these facilities and where funding is available increase and improve them.

2.1 Facilities

Bus Lanes	<p>The Council will provide and maintain the existing Bus Lanes in Southampton shown in Annex A1.</p> <p>Any operator running local bus services along any part of the corridor that would be subject to a new bus lane, modification or withdrawal of an existing Bus Lane will be able to get involved in developing the proposals through the Working Group meetings. Any proposals will be approved by the Partnership Board before they proceed to public consultation and the traffic Order stage.</p>	SCC
Rapid Bus Corridor(s)	<p>Rapid Bus Corridors are radial routes to the City Centre served by several of bus routes, which combine to provide a high level of service, where journey times are reduced by giving buses priority over other traffic at congested locations.</p> <p>The Council, subject to funding, will develop a programme of corridor and specific project improvements aimed at making bus services reliable along the proposed Rapid Bus Corridors shown in Annex A3</p> <p>The Western & Portswood corridors are currently being delivered through Transforming Cities funding</p>	SCC
Bus Only Streets & Gates	<p>The Council will provide and maintain the Bus Only Streets & Bus Gates shown in Annex A1.</p> <p>Any operator running local bus services that would be subject to a new bus only street, Bus Gate or traffic exemption applying to buses, including modification or withdrawal will be able to get involved in developing the proposals through the Working Group meetings. Any proposals will be approved by the Partnership Board before they proceed to public consultation and the traffic Order stage.</p>	SCC
Restricted Streets and Manoeuvres	<p>Any operator running local bus services that would be subject to a new traffic restrictions, including modification or withdrawal, will be able to get involved in developing the proposals through the Working Group meetings. Any proposals affecting buses will need to be approved by the Partnership Board before they proceed to public consultation and the Traffic Order stage.</p>	SCC
Traffic Signal Bus Priority	<p>The Council will provide, maintain and operate existing bus priority equipment at signalised junctions and commission junctions where bus priority equipment has been installed but is not yet operational by 16th April, as set out in Annex A4.</p> <p>Subject to funding, the Council will develop a programme and roll-out of future bus priority equipment at congestion hot spot signalised junctions.</p> <p>The Council will ensure that the Urban Traffic Control system is maintained and operational.</p>	SCC

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	<p>Bus Operators will be able to get involved in developing proposals for additional sites or decommissioning sites through the Working Group meetings. Any proposals will be approved by the Partnership Board before they proceed.</p>	
Bus Stops	<p>The Council will continue to invest in upgrades and maintenance of bus stop infrastructure to the unified Legible Bus & Basis of Design standards set out in Annex B1. New bus stops will be provided to this specification and over time existing bus stops will be upgraded through a rolling programme of improvements agreed annually.</p> <p>The Council will audit all existing bus stops for safety, security, facilities, passenger and vehicle accessibility by 31st March 2024</p> <p>Where bus stops are within a resurfacing, safety or enhancement scheme, they will be audited at the start of scheme development and upgraded to the appropriate standard layout as part of that scheme.</p>	SCC
	<p>The Council will develop a hierarchy of bus stops. Standard layouts for each category of bus stop will be agreed with local bus operators will be able to get involved in developing the proposals through the Working Group meetings. Any proposals will be approved by the Partnership Board before they are adopted.</p>	SCC
	<p>The Council will provide a quantity of temporary bus stop flags for temporary use or where new or adjusted bus services commence. Bus operators will not put up their own branded bus stop infrastructure but make use of the 'spares'. This is to ensure consistency of bus stop infrastructure.</p>	SCC Bus Operators
Real Time Passenger Information System	<p>The Council will provide, maintain and operate the RTPi central system with a target availability of 98% or better (measured over a rolling 28 day period). The Council will maintain existing screens identified in Annex C, and new screens in a fit-for-purpose state and replace screens when they stop working.</p> <p>The Council, subject to funding, will expand the roll-out of new RTPi at bus stops across Southampton in parallel with the bus stop Basis of Design and programme. This will be linked to any subsequent programmes of improvements along corridors.</p> <p>Bus Operators will be able to get involved in developing proposals for additional sites or decommissioning sites through the Working Group meetings. Any proposals will be approved by the Partnership Board before they proceed.</p>	SCC
Information	<p>The Council will fund and publish a Public Transport Map for the Southampton travel to work area, updated with each routing change and available online and as posters at selected bus stops and interchanges.</p> <p>A printed version will be produced once a year. The printed map will be distributed through a network of outlets including Bus Operators, Council buildings and a range of other selected outlets</p>	SCC
	<p>The Council will review and enhance the Legible Bus branding for bus stop information – maps, flags and timetables. This will aim to bring bus information together to provide a standard applicable to all bus stops and interchanges through the Basis of Design. As part of this the Council will develop an at-stop/interchange map and investigate use of innovative ways of displaying timetables such as bespoke and integrated stop displays, e-ink or similar.</p>	SCC

Facilities can be added or removed from the lists in Annex A-C respectively using the bespoke variation mechanism, detailed in Section 5, under the powers of Transport Act 2000 Section 138E.

2.2 Measures

Bus Lane Enforcement	<p>The Council will, where appropriate, use the discretionary powers granted in the Traffic Management Act 2004 to continue to enforce the current locations enforced by CCTV cameras shown in Annex A2.</p> <p>The Council will continue to monitor and evolve the number of locations and increase based on evidence.</p> <p>Bus Operators will be able to get involved in developing proposals for additional sites or decommissioning sites through the Working Group meetings. Any proposals affecting buses will need to be approved by the Partnership Board before they proceed to public consultation and the Traffic Order stage.</p>	SCC
Moving Traffic Violations	<p>The Council will, where appropriate, use the discretionary power granted in the Traffic Management Act 2004 to investigate an evidence based feasibility of enforcing further moving traffic violations on bus routes with CCTV equipment by end of 2023.</p> <p>Bus Operators will be able to get involved in developing proposals for additional sites or decommissioning sites through the Working Group meetings. Any proposals affecting buses will need to be approved by the Partnership Board before they proceed to public consultation and the Traffic Order stage.</p>	SCC
Ticketing	The Council will, subject to funding, support bus operators with innovative ticketing offers and technology facilities, such as Breeze, that help provide the infrastructure for multi-modal, multi-service ticket acceptance.	SCC
Journey Planning/ One Stop Bus Information	The Council will work with Solent Transport to implement innovative products described elsewhere in this document. Solent Transport will review their programme annually through the Enhanced Partnership Scheme.	SCC
	The Council will continue to maintain and develop the My Journey Southampton website as the sustainable travel website for Southampton and Breeze as the app for bus information that can be drawn on as a single source of bus service information in the Southampton area.	SCC
	The Council will seek to continue Independent Travel Training with adults and young people who would benefit from support in living independent lives. The Council will work with disability groups in the city to make the bus a less intimidating experience for all disabled users.	SCC
	The Council will work with partners in the Southampton Work Place Travel Plan Network to promote bus and bus travel to more workplaces.	SCC
Bus Registrations	The Council will review draft registrations and engage with bus operators during the 28 day pre-notification period and process all bus service registrations within the timescales set out by the Traffic Commissioners. Where the Council requests short notice changes in the public interest, letters of support will be provided to accompany these applications.	SCC
	In co-operation with the bus operators, the Council will establish a mechanism to minimise disruption to local bus services from both planned	SCC

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Roadworks and Events	and emergency roadworks. This will include liaison with bus operators to ensure that the co-ordination of works across the network minimises disruption, as well as setting out the processes and procedures for the provision and management of streetworks permits in the Enhanced Partnership Scheme area.	BBLP
	In co-operation with the bus operators, the Council will establish processes to maximise and promote access to events and activities by public transport whilst minimising disruption to local bus services	SCC
	The Council will work with bus operators on a standard notification period and quarterly network management planning meetings.	SCC
Concessionary Fares	The Council will have regard to Guidance issued by the Department for Transport on reimbursing bus operators and assessing passengers' eligibility for concessionary travel.	SCC
	The Council will maintain the local enhancement to the English National Concessionary Travel Scheme (ENCTS) to provide a 0900 start and 0030 finish for Southampton City residents. Non-Southampton City residents will be entitled to concessionary bus travel on bus services from 0930 to 2300 Monday-Friday. Bus Operators will be able to get involved in developing proposals for additional enhancements to the ENCTS such as disabled travel or other innovative operations through the Working Group meetings. Any proposals affecting buses will need to be approved by the Partnership Board before they proceed.	SCC
Bus Network	The Council will use its powers under the 1985 Transport Act to maintain socially necessary bus services to at least their 2023 levels in respect of days of operation, first and last bus times and approximate frequency until at least 31 st March 2024. A current list of supported socially necessary Bus Services is shown in Annex D.	SCC
Planning Applications	When responding to planning applications for new developments in Southampton, the Council will promote strong multi-modal sustainable transport accessibility, incorporating public transport into the development. The Council will encourage developers to engage with bus operators at an early stage of the planning process, seek to secure any financial contributions towards infrastructure and services, and a robust Travel Plan that promotes public transport.	SCC

Measures can be added or removed from the lists in Annex D-E respectively using the bespoke variation mechanism, detailed in Section 5, under the powers of Transport Act 2000 Section 138E.

Section 3 – Obligations on the Bus Operators

Bus Services	Bus operators commit to run all services in Southampton registered with the Traffic Commissioner in line with Traffic Commissioner guidance on local bus services – except for under exceptional circumstances such as industrial action, fuel availability or force majeure.	Bus Operators
	Bus operators operating tendered services by Southampton City Council will commit to run these in line with the relevant service specification and in accordance with the terms and conditions.	Bus Operators
Training	Bus operators commit to ensuring that all their drivers undertake minimum level of training required to keep their Driver Certificate of Professional Competence.	Bus Operators
Vehicle Standards	Bus operators will ensure that all buses and support vehicles operating in Southampton are at least Euro VI compliant or Zero Emission vehicles, and that no lower Euro rated vehicles operate in Southampton after 17 th April 2023. This will contribute to achieving the statutory Air Quality improvement targets set for the Southampton area.	Bus Operators
	Bus Operators will provide, maintain and operate contactless ticket machines and 'tap on tap off' equipment, on all buses operating in Southampton, and that no buses without these facilities will operate in Southampton after 17 th April 2023. Operators agree to implement a policy of allowing complimentary travel if the contactless or 'tap on tap off' equipment isn't working and the customer has no alternative means of payment.	
	Bus Operators will provide, maintain and operate next stop audio visual announcements on all buses operating in Southampton, and that no buses without these facilities will operate in Southampton after 17 th April 2023.	Bus Operators
	Where bus operators provide WiFi and USB charging points on their buses, they will commit to ensure that these are operational and kept in good working order.	Bus Operators
	Bus operators will operate buses to meet the disability requirements outlined in the Public Service Vehicle Accessibility Regulations 2000 and Equalities Act 2010.	Bus Operators
Automatic Vehicle Location & Bus Priority	Bus Operators will provide, maintain and operate suitable Automatic Vehicle Location and Bus Priority Equipment (e.g. enabled ticket machines) on all buses operating in Southampton. With a target of 98% or better operation, measured as correct information received by the AVL/Bus Priority system on a service by service basis per 28 day period.	Bus Operators
Information	Bus operators will ensure that network maps and timetables they produce include information on alternative and complementary services provided by other bus operators, and other modes, in order to highlight the journey opportunities across Southampton.	Bus Operators

SOUTHAMPTON ENHANCED PARTNERSHIP

	Bus operators will draw on a single source of journey planning information for bus information – My Journey Southampton – for all bus and multi-modal journeys.	Bus Operators
Reinvestment	Bus operators will commit to reinvesting any operational cost savings from any agreed new bus priority provided in the future, such as TCF, into the delivery of improvements outlined in the BSIP.	Bus Operators
Timetable Change Dates	<p>Bus Operators of qualifying bus services will agree to a standardisation of the date changes for local bus services to two timetable change dates per year. These will be co-ordinated as much as possible with neighbouring LTAs and the dates will be agreed by the Partnership Scheme Board at least 12 months in advance and published by LTAs and operators. Dates of operation will be published for each school day local bus service/journey and included in publicity.</p> <p>Exceptions, where permitted by the registration, will be allowed for services where it is beneficial to customers to make changes away from these dates such as at school/college/University request or coordination with ferry, air or rail services. These variations will be publicised and implemented with at least one month's prior notification.</p> <p>Emergency variations and those resulting from roadworks or unforeseen issues are exempted from this requirement.</p>	Bus Operators
Bus Registrations	Operators will ensure that any new local bus service they register uses a unique route number that is not in use elsewhere in the Partnership area.	Bus Operators
	Where an operator proposes to withdraw or partly withdraw a local bus service, they will provide stop by stop patronage and income data for the affected journeys, in a format to be agreed by the Partnership. Operators agree that the required 28 day pre-notification registration period will not begin until adequate information has been provided to the City Council.	
Ticketing	Bus Operators will participate in ticketing schemes agreed between Solent Transport and SHBOA, including supporting the implementation of the Solent FTZ projects identified elsewhere in this document	Bus Operators
	Bus Operators will provide a range of ticket and payment options including cash, contactless, tap on-tap off & m-tickets, to ensure that everyone can use the bus and get good value for their journey.	Bus Operators
	Bus Operators will work towards integrated multi-operator ticketing offers that compliment MaaS and Solent Go ticketing products. With implementation to be achieved within 2 years of the start of the Partnership.	Bus Operators
	Bus Operators will impartially promote the full range of tickets available on their services and ensure that drivers and sales staff offer customers the cheapest and most appropriate option to meet the needs of their customers that day, gained through a dialogue at point of sale.	Bus Operators

Data Requests	Bus operators will respond to data requests by Southampton City Council in a timely manner where this may be required to fulfil the obligations of the EP Scheme, including for development, monitoring and evaluation purposes. Such data will be used in accordance with an over-arching Non-Disclosure Agreement in place with each operator.	Bus Operators SCC
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Other Agreements

Bus operators agree to the requirements of the following existing agreements, where not superseded, that form part of the Southampton EP Scheme:

- Southampton Quality Bus Partnership.

As the EP Scheme evolves route and corridor specific scheme agreements may be developed, which will similarly be incorporated into this EP.

Section 4 – Joint Obligations on Southampton City Council and Local Bus Operators

Southampton City Council and local bus operators that have agreed to accept Solent Go products will, through the Solent Transport partnership, offer the range of Solent Go ticketing products within the ticket zones of Southampton and South Hampshire set out in Annex E

The Partnership will produce and maintain a Southampton Bus Passengers Charter for all bus services operating in Southampton in association with Hampshire County Council by December 2022. The Charter, will initially be jointly developed with Hampshire County Council and once the Southampton Enhanced Bus Partnership is established, will be managed by the EP Working Group, setting out specified standards of service, covering punctuality, vehicle cleanliness, proportion of services operated, information and a system for redress.

Southampton City Council, Bus Operators along with other providers will work together on joint marketing and promotional activities that promote the bus as a mode of transport for getting around Southampton. This will use the My Journey website and the various communications channels available.

Rapid Bus Corridor feasibility studies will be undertaken by the City Council to identify facilities, areas or corridors where investment by the City Council could help the overall performance of the bus services operating on routes serving those areas or corridors.

Development work will be undertaken on the Northam Rail Bridge Replacement scheme which will include bus priority measures, once funding becomes available, to develop the business case for Major Road Network (MRN) funding for this scheme.

Through these feasibility and development studies the City Council and Bus Operators will work closely to develop business cases that will assist them with an investment decision – including working together to design the scope of works and activities for such studies.

The bus priority facilities identified by the bus priority feasibility studies and reciprocal Operator investments through Bus Operator Requirements will be agreed on a case-by-case basis – principally journey time savings (for the avoidance of doubt this relates to those Corridor studies shown in the Schemes). The EP Board will annually review the portfolio of identified schemes in order to undertake a ranking process for future schemes to inform the Partnership’s prioritisation for scheme delivery.

Once the package of investment (both bus priority Facilities and reciprocal Requirements) is agreed between City Council and the Bus Operators providing services on that route or corridor, an Enhanced Partnership Scheme Variation will be enacted as per signed by the parties concerned. This agreement,

once signed, will represent a statutory variation of the relevant Enhanced Partnership scheme under s.138E of the 2000 Act.

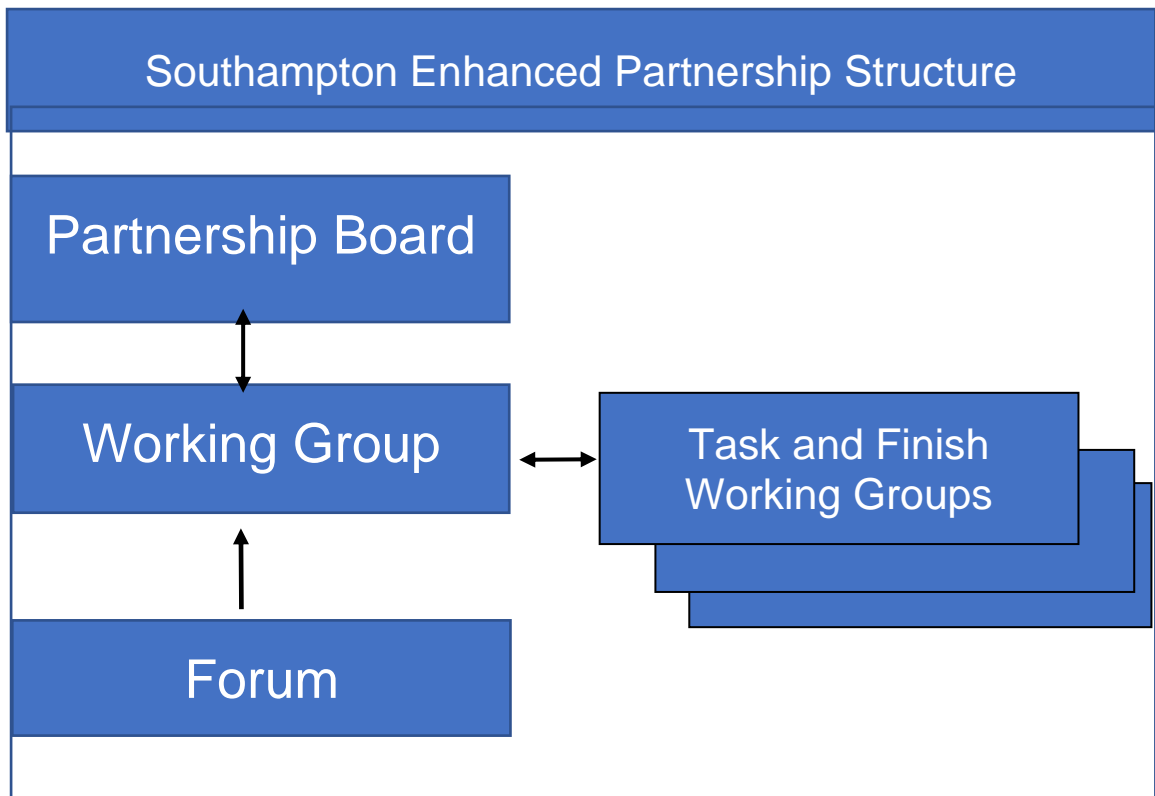
Section 5 - Governance Arrangements

The governance arrangement for Southampton Enhanced Bus Scheme will be governed by two primary bodies with a third providing input:

The Enhanced Partnership Board – established by the Enhanced Partnership with the mandate to take decisions using the Enhanced Partnership Scheme Variation mechanism (section 5.6) on issues put to them by the Partnership Working Group, and other issues identified as being relevant to partnership delivery.

The Enhanced Partnership Working Group– in which all Qualifying Bus Operators and other passenger transport funders & providers will be entitled to participate and be invited, although attendance by individual Operators is voluntary. The Working Group will consider and where appropriate, develop proposals to be considered by the Enhanced Partnership Board. The Working Group may establish Task & Finish Working Groups to advise and provide recommendations to the Working Group on particular topics or Schemes and projects, e.g. Corridor Improvement Projects

The Enhanced Partnership Forum – including wider stakeholders to contribute to the monitoring of progress towards EP Plan targets and through the Working Group, input into annual reviews/updates of this document, receive progress updates on delivery of EP Scheme facilities and measures and act as formal consultees for future content, arrangements or variation and revocation of scheme.



5.1 Southampton Enhanced Partnership Board

5.1.1 Southampton Enhanced Partnership Board Membership

The Enhanced Partnership Board (EP Board) will be the 'decision-making body' of the Southampton Enhanced Bus Partnership, acting within its Terms of Reference. This will oversee the delivery of the EP and Schemes.

The Executive Director for Place will have delegated authority to agree decisions, following consultation with the Cabinet Member, within the scope of the EP and variations to it on behalf of the EP Board.

The Council will give regard to the decisions recommended by the EP Board. However, decisions on policy changes, and public investment in bus services and infrastructure will continue to be made through City Council decision making processes. Decisions on private sector investment in the bus network would be made by the relevant bus company using their own corporate decision making processes.

Certain decisions of the EP Board may constitute Enhanced Partnership Scheme Variations pursuant to section 9 of this agreement if the requirements are met.

Membership of the EP Board consist of equal numbers of Bus Operator and City Council representatives, as follows:

- Southampton City Council Cabinet Member for Transport & District Regeneration, one vote.
- Executive Director for Place, Southampton City Council, one vote.
- Head of Transport and Planning, Southampton City Council, one vote.
- Managing Director or nominated representatives of Bus Operators that provide 20% or more of total commercial local bus mileage operated within the City (measured on 1st March each year) and elected in March annually, two votes.
- A representative of other Bus Operators providing local bus services within the City or a representative of SHBOA and elected in March annually, one vote.

Bus Operator Partnership Board Members shall be nominated annually at the Working Group prior to the end of March. Where there are more nominations than voting positions available, elections shall be held in accordance with the process in section 1.2.

The Council's Enhanced Partnership Lead will attend on a non-voting basis, for advisory and administrative purposes.

The EP Board will oversee work on delivery of the EP Scheme(s) and monitor and review progress of delivery of facilities and measures.

Scheme Board meetings will require a quorum of three representatives, with a minimum of one operator and one City Council representative.

Representatives may, nominate an alternate or deputy from the same category, to participate with voting rights.

Decisions will be made on a simple majority of all members of the Partnership Board present and entitled to vote, with the Southampton City Council Cabinet Member representative having the casting vote in the event of there being no majority. Representatives present but not exercising their vote will be deemed to be votes in favour of the proposal.

The EP Board can agree to add new members to the Board, with or without voting rights, if considered appropriate and will be agreed so on a simple majority vote basis, with the Southampton City Council Cabinet Member representative having the casting vote in the event of there being no majority. Changes to Job titles can be recorded as an administrative matter by noting at the meeting and referencing in the minutes,

5.1.2 Meeting Arrangements

The EP Board meetings will meet quarterly either virtually or in person as agreed by the EP Board Members and be managed by Southampton City Council officers who will be responsible for notifying attendees, circulating papers, and for convening additional non-scheduled meetings, for example, to deal with urgent issues. In person meetings will usually be held alternately between Southampton City Council offices and bus operators' offices.

All agendas and meeting papers will be circulated electronically to all Board members no less than one week in advance of each meeting date, and draft minutes circulated no more than two weeks after each meeting. Notifications will be by email. Copies of the minutes will also be distributed to all Working Group members prior to the next Working Group meeting so any issues or concerns can be discussed.

Partnership Board meeting draft minutes will be approved at the next Partnership Board meeting.

All members of the Partnership Board are therefore required to provide a single point of contact through which relevant information can be disseminated.

5.1.3 Meeting observers

Any Working Group or Forum member will be able to attend the Partnership Board meetings as observers by giving at least one working day prior notification to the City Council but will not have the right to vote.

Observers may be invited to make comments or ask questions of the Partnership Board at the Chair's discretion or be invited to defer these until the next Working Group meeting.

5.2 Enhanced Partnership Working Group

The Enhanced Partnership Working Group will provide opportunities for discussing issues and considering and developing proposals of all kinds affecting the Southampton bus network including bus services. The Working Group will also consider matters referred to it by the Partnership Board and the Enhanced Partnership Forum. The Working Group will measure progress towards EP Plan targets and undertake reviews of the document, deliver the EP Scheme facilities and measures.

The EP Working Group will have membership consisting of representatives of the City Council, Local Bus service Operators and bus service funders. The EP Working Group will make day-to-day decisions to deliver the agreed Enhanced Partnership Plan and Scheme.

In addition, from time-to-time other external organisations, including but not limited to, the LEP, TfSE, SCC and neighbouring Local Planning Authorities may be invited to join the Working Group on an advisory basis for fixed periods to provide specialist expertise.

The EP Working Group will develop the format and questions for annual bus user perception survey, produce and maintain the Southampton Bus Customer Charter, and work on updates to the BSIP and any variations to the EP Scheme.

Prior to the end of March each year, the Working Group will nominate the three Operator representatives to serve on the Partnership Board for the next financial year. Secret ballots of all members of the Working Group present and entitled to vote (on a one operator/operating group, one vote basis) will be held for each candidate and category, the candidate with the least votes dropping out until candidate have at least 50% of the votes, with the Southampton City Council representative having the casting vote in the event of there being no majority. For the inaugural Partnership Board, nominations will be sought by the City Council, if there are more candidates in any category than voting representative positions, a ballot will be organised prior to the first Partnership Board Meeting.

Where appropriate, the Working Group will make recommendations to the Partnership Board on either a unanimous or qualified basis.

EP Working Group(s) will meet at least quarterly, usually 4 weeks before the Partnership Board meetings and at other times as required. Meetings will be held either virtually or in-person and will be managed by Southampton City Council. Where in-person these will either be held at the City Council Offices or a bus operators' office. Meeting length will vary according to agenda content but ordinarily expected to be one to two hours.

Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous Partnership Board) will be circulated electronically via email by the 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 Working Group meeting.

The Working Group may establish Task and Finish or theme Working Groups. This includes Task & Finish Groups to oversee larger or area/corridor specific projects, and may be joint with Hampshire County Council, for example infrastructure improvements on a particular corridor, in this case some bus operators may choose not to be a member if it is not of relevant to them.

5.3 Enhanced Partnership Forum

Membership of the EP Forum will be open to:

- Representative(s) from Southampton City Council,
- Representative(s) from all bus operators who operate local bus services in Southampton
- Representative(s) from University of Southampton (as owner of UniLink),
- Representative(s) from local passenger train, ferry and express coach operators,
- Representative(s) from Solent LEP and Solent Transport,
- Representative(s) from Southampton City Council and neighbouring Local Planning Authorities,
- Representative(s) from Southampton Bus Users Forum (once established),
- Representative(s) from Southampton Youth Council, and
- Representative(s) from Hampshire Police.

The EP Forum will review membership, at least annually and other groups/ stakeholders can be invited to join or attend the Forum, this could include business groups and other public service providers.

The Forum will meet at least twice per year, either virtually or in-person, as agreed by the EP Forum members. The EP Forum will be managed by officers at Southampton City Council.

The Forum may make representations to the Working Group, who will review and develop proposals for consideration by the Partnership Board where appropriate. Any votes taken on representations will be on a simple majority basis, based on those attending a meeting where an issue is considered. The Southampton City Council representative having the casting vote in the event of there being no majority.

5.4 Enhanced Bus Partnership Annual Conference

From time to time (no more than once per financial year) a wider conference of all relevant parties, including representatives of organisations such as bus user and specialist representative groups, businesses, TfSE and the Local Enterprise Partnership, in addition to Working Group members, will be invited to receive monitoring reports, review and discuss the progress of, and future opportunities for, the Enhanced Partnership.

A summary of monitoring measures for all elements of the Enhanced Partnership Scheme will be reported by the EP Working Group(s) to the Partnership Annual Conference towards the end of each financial year.

If the Partnership Annual Conference considers that any elements of any EP Scheme are not meeting the defined outcomes of the relevant EP Scheme, recommendations can be made to the EP Working Group for action to address them. The EP Working Group must consider these recommendations and report to the Partnership Board.

5.5 Review of Enhanced Partnership Scheme

Once the EP Scheme is made, progress in its delivery be reviewed by the Working Group every six months following publication of data on progress towards targets, as required by the Southampton BSIP – this will ensure any necessary action is taken to deliver the targets set out in the BSIP. Southampton City Council will initiate each review.

The EP Board can also decide to review specific elements of schemes on an ad-hoc basis. Board members should contact Southampton City Council using the email address public.transport@southampton.gov.uk explaining what the issue is and its urgency. The Council will then decide whether to table at the next scheduled meeting or make arrangements for all or the necessary Board members to gather more quickly.

5.6 Bespoke Enhanced Partnership Scheme Variations

Bespoke arrangements for varying or revoking the EP Scheme will be used and will apply to the whole EP Scheme. These arrangements will use the powers of s138E of the Transport Act 2000.

The bespoke arrangements include a mechanism by which local bus operators can object to any proposed variations in line with the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

Consideration will be given to potential EP Scheme variations highlighted either by the Council, one of the organisations on the Working Group, or by an operator of a local bus service. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the Southampton BSIP, EP Plan and current local and national transport policies. Such requests should be made in writing and submitted to public.transport@southampton.gov.uk. Southampton City Council will forward all requests onto all EP Working Group members within 10 working days of receipt.

On receipt of a request for a variation, Southampton City Council will convene the EP Working Group, giving 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation has support of all or a majority of the bus operator representatives present and if Southampton City Council also agrees, then the proposal will be forwarded for consideration by the Partnership Board within 15 working days as either a unanimous or qualified EP Scheme Variation proposal.

EP Working Group members who are absent or not expressing a view at the meeting (either in person or in writing) will be deemed to be abstaining from the decision.

The EP Board will consider the proposed variation and if it is agreed by all bus operator representatives present, and if Southampton City Council also agrees, then Southampton City Council will publish the revised EP Scheme on its website.

5.7 Revocation of an EP Scheme

If Southampton City Council or another member of the EP believes it is necessary to revoke the EP Scheme, a EP Working Group meeting will be convened and follow the same process as outlined above in relation to variations to the EP Scheme. Any final decision to revoke the EP Scheme will rest with the EP Board.

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

5.8 Anti-Competitive Veto

If a Qualifying Bus Service Operator has a concern that a Partnership Board vote, has or will create an anti-competitive situation, such that:

- The decision will unduly benefit one company's commercial interest or significantly harm competitors,
- That a group of Operators have voted in a co-ordinated manner to mutual benefit on a sustained basis,
- There has been discrimination between Operators,
- That actual or potential competition, entry to new services or by new Operators has been inhibited, or
- That innovation in the public interest has been inhibited.

The Operator should make known their concerns in writing to the City Council's Enhanced Bus Partnership Lead. The City Council will then review the circumstances and the Operator's representations. The City Council may then, in exceptional circumstances, exercise a veto over Partnership Board decisions which it may reasonably believe or suspect as having anti-competitive implications or being otherwise significantly against the public interest. The veto will become effective immediately and the vetoed item will be referred back to the next Working Group for resolution and subsequently discussed at the next Partnership Board meeting.

5.9 Data Sharing

5.9.1 Real Time Data

Operators will ensure that buses operating qualifying local bus services provide real time location and bus priority data to the Council's systems.

5.9.2 Open Bus and Other Data

In addition to the Open Bus Data, operators will make service operation and reliability data available to the City Council as required for research and studies with appropriate Data Sharing Agreements in an agreed and specific manner where this aids the development of the EP Plan.

5.10 Devolved Bus Registrations

The City Council reserves the right to apply for devolved registration powers if they believe such powers are necessary to raise standards or deliver aspects of the Enhanced Partnership. If the Enhanced Partnership introduces one or more 'route requirements' then it is a requirement of the 2017 Act that the Local Transport Authority also takes on the Bus Service Registration function.

5.10 Reporting

Progress on the implementation of the Enhanced Partnership and projects relating to the delivery of the BSIP's ambitions will be reported at each quarterly Enhanced Partnership meeting. These will include reporting on progress, financials and risk assessment. These will take the form of BI reports working closely with SCC's Project Management Office.

High level summary of the data collection towards the targets will be collected and reported to the Board as part of the standard reporting procedure.

SCC will publish a data summary report every six months to show progress against the BSIP targets. This will enable the tracking of progress against a baseline position and 2025 target. As the targets have monitoring dates of either Spring or Autumn, to ensure that results are received and analysed, and report approved, progress reports will be published in June and December each year.

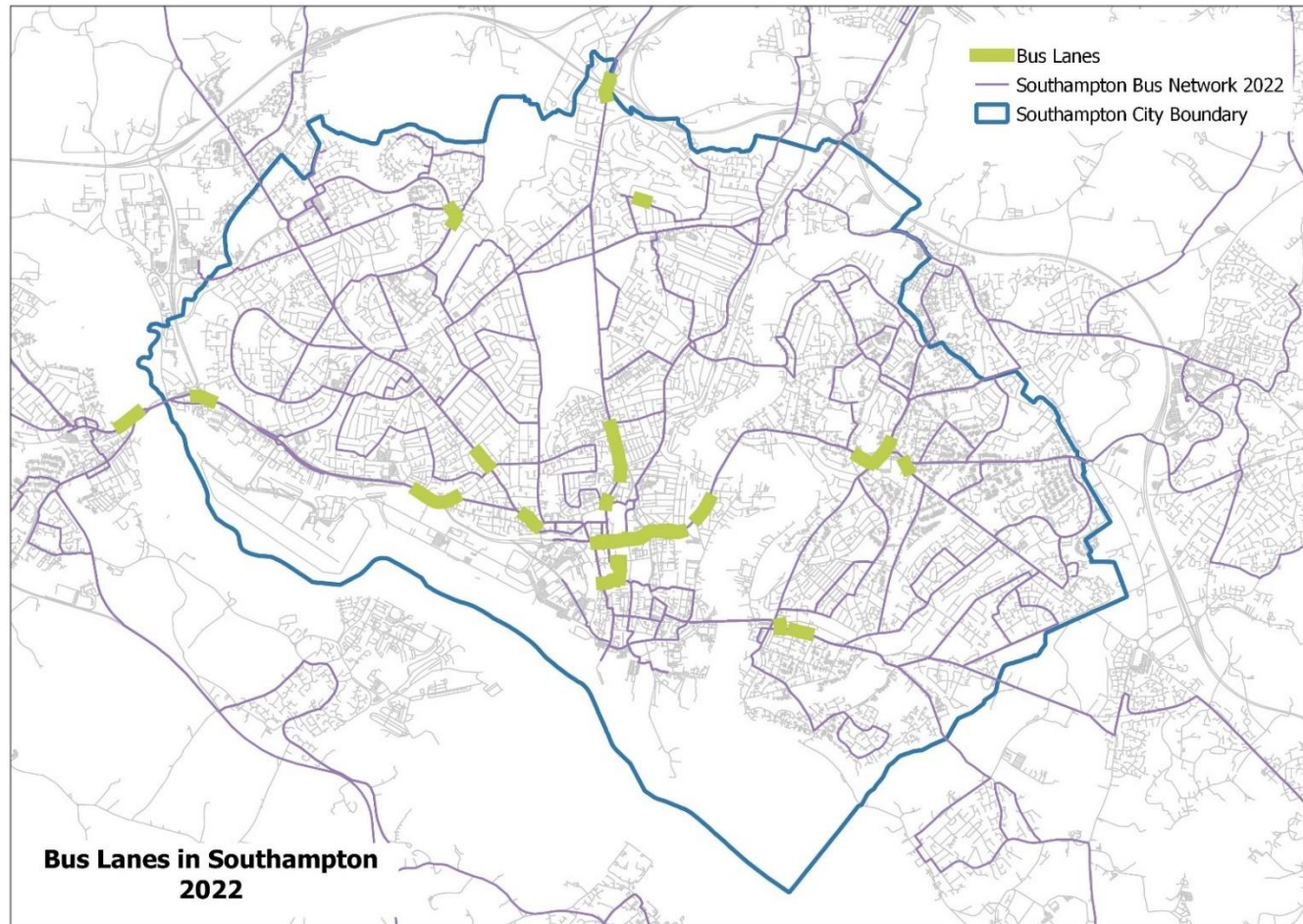
Annual Reporting	Six Monthly Reporting
BSIP1 Journey Times & Bus Speeds BSIP4 Satisfaction with local bus services, bus fares, ease of disabled access BSIP5 Annual Bus trips per Head, Concessionary Fares, City Centre People Mode Share Progress against the BSIP Ambitions and Enhanced Partnership requirements	BSIP2 Bus Reliability BSIP 3 Bus Patronage

The reports will be published on the Connecting Southampton website - <https://transport.southampton.gov.uk/connected-southampton-2040/bus-service-improvement-plan/>

Section 6 - Annexes and Appendices

Annex A1 – Bus Lanes, Bus Gates & Bus Only Streets

Bus Lanes within the Southampton City Council area as of December 2022 are shown in Green on the map below. Other bus priority features are included in the table below

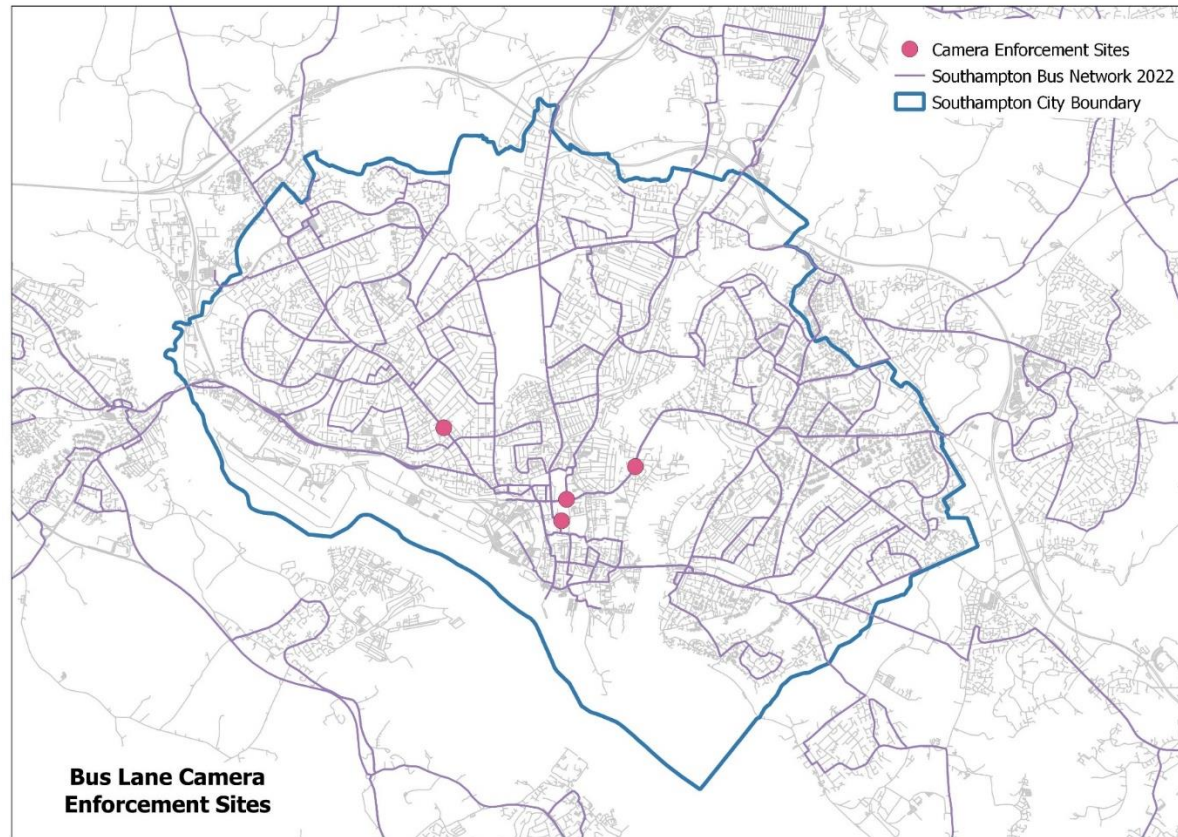


SOUTHAMPTON ENHANCED PARTNERSHIP

Road	Priority Type	From	To	Length (m)	Operation
Redbridge Road	Bus Lane	Old Redbridge Road	Redbridge Roundabout	125	24hr
Paynes Road	Bus Lane	Waterloo Road	Millbrook Road West	412	24hr
Coxford Road-Lordshill Way	Bus Lane	Aldermoor Road	Aldermoor Close (opp)	171	24hr
Shirley Road	Bus Lane	Malmsbury Road	Howard Road	175	24hr
Shirley Road	Bus Lane	Tintern Grove	Commercial Road	165	24hr
The Avenue	Bus Lane	London Road	Banister Road	567	24hr
Chilworth Roundabout	Bus Lane	Bassett Avenue	M27 Overbridge	193	24hr
London Road	Bus Lane	Carlton Crescent	The Avenue	153	24hr
London Road	Bus Lane	o/s Giddy Bridge PH	Brunswick Place	39	24hr
Civic Centre Road	Bus Lane	West Marlands Road	Above Bar Street	55	24hr
Civic Centre Road	Bus Lane	Above Bar Street	Portland Terrace	86	24hr
New Road	Bus Lane	Park Walk	East Park Terrace	112	24hr
New Road	Bus Lane	Palmerston Road	Above Bar Street	193	24hr
New Road	Bus Lane	East Park Terrace	St Andrews Road	171	24hr
New Road	Bus Lane	St Andrews Road	Palmerston Road	184	24hr
Northam Road	Bus Lane	Brintons Road	Northam Rail Bridge	53	24hr
Northam Road	Bus Lane	Northam Rail Bridge	Old Northam Road	113	24hr
Northam Road	Bus Lane	Old Northam Road	Kingsway	103	24hr
Northam Road	Bus Lane	Princes Street	Britannia Road	231	24hr
Bitterne Road (Lances Hill)	Bus Lane	West End Road	Bitterne Road West	143	24hr
West End Road	Bus Lane	Maybray King Way EB Off	Bitterne Road (Lances Hill)	200	24hr
Maybray King Way	Bus Lane	Bursledon Road	Bitterne Road East	68	24hr
Portsmouth Road	Bus Lane	Enfield Grove	Manor Road South	151	24hr
Bargate Street	Bus Only Road	Portland Terrace	York Walk	153	24hr
Coopers Lane	Bus Only Road	Itchen Bridge	Portsmouth Road	46	24hr
Above Bar Street	Pedestrian Zone except buses	Commercial Road	Civic Centre Road	197	24hr
Above Bar Street	Pedestrian Zone except buses	Civic Centre Road	Sussex Walk	282	0800-1800
Vincent's Walk	Bus Gate	Vincent's Walk	Vincent's Walk	85	24hr
Violet Road	Bus Gate	Copperfield Road	Primrose Road	171	0800-0930 & 1415-1545 Mon-Fri

Annex A2 – Bus Lane CCTV Enforcement Locations

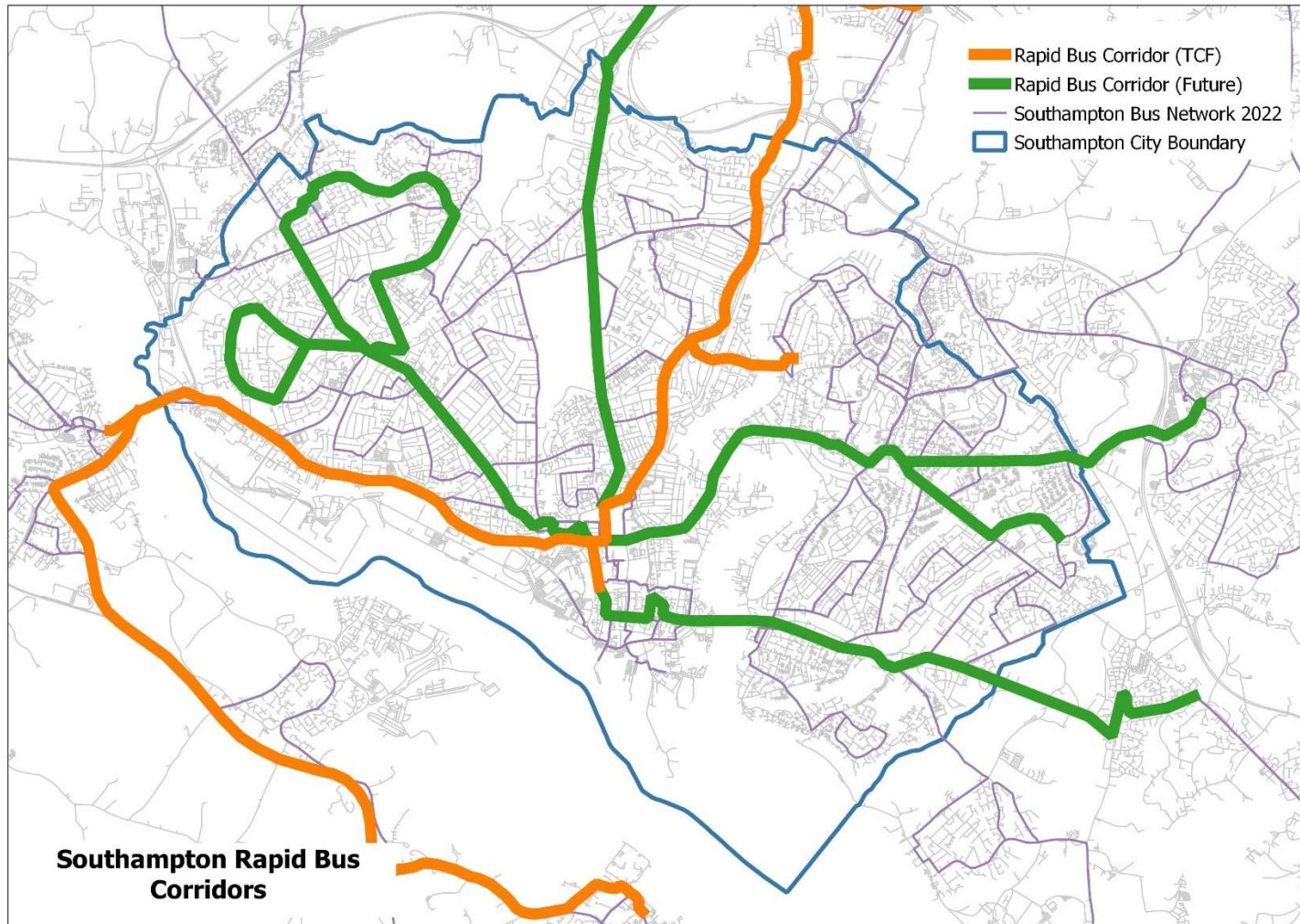
Bus Lanes within the Southampton City Council area as of January 2023 are shown in Pink on the map below



Road	Type	Location	Operation
Shirley Road	Bus Lane	o/s St Mark's School	24hr
New Road	Bus Lane	East Park Terrace	24hr
Northam Road	Bus Lane	Princes Street	24hr
Vincents Walk	Bus Gate	Vincents Walk	24hr

Annex A3 Rapid Bus Corridors

Proposed Rapid Bus Corridors within the Southampton City Council area as of January 2023 are shown in Orange & Green on the map below

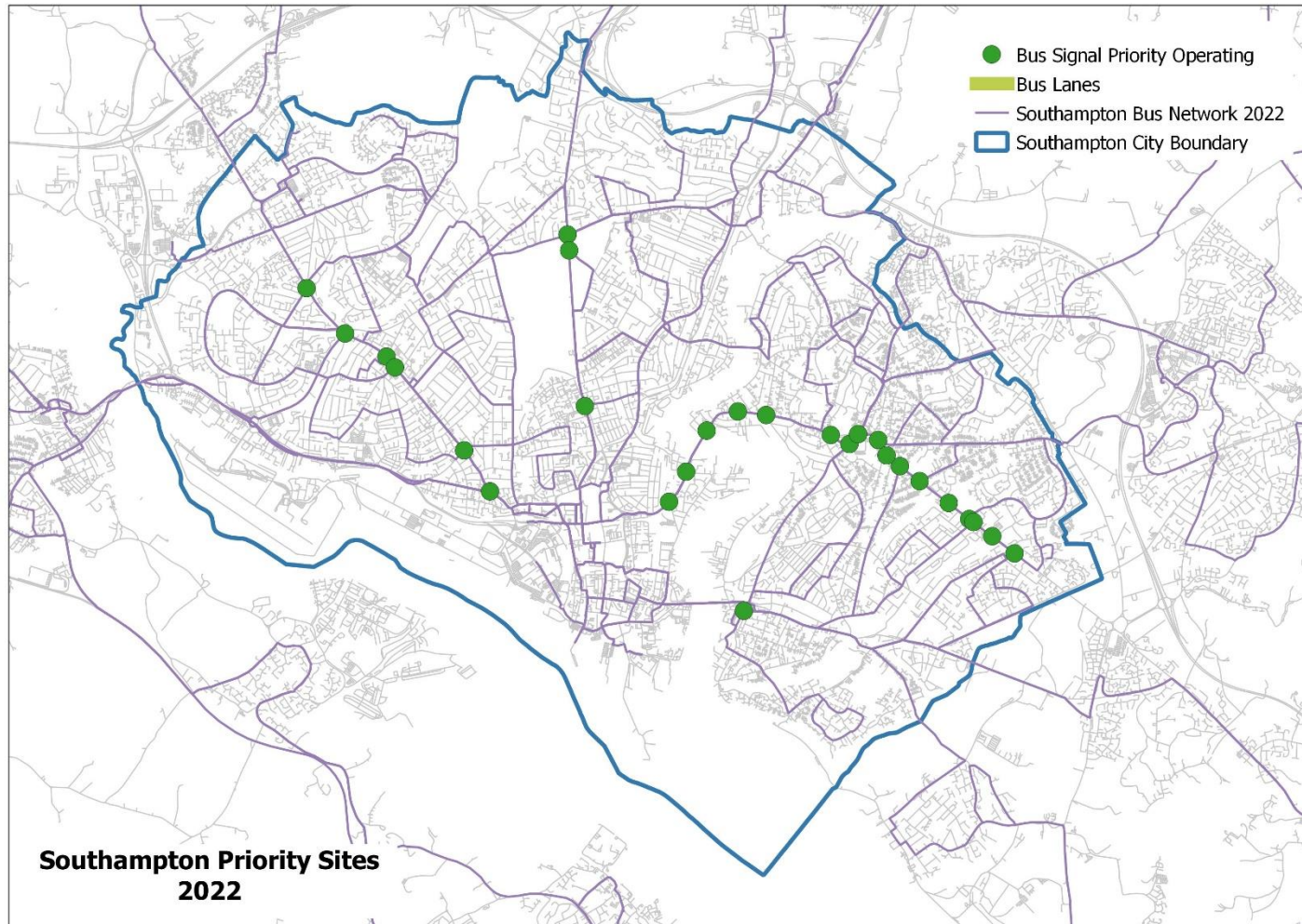


SOUTHAMPTON ENHANCED PARTNERSHIP

Corridor	Places Connected	Status
Western	City Centre, Totton & Waterside	Transforming Cities programme
Shirley	City Centre, Shirley, Lordshill & Redbridge	Future bidding
Northern	City Centre, University, Chandlers Ford	Future bidding
Portswood	City Centre, Portswood, St Denys, Bitterne Park, Eastleigh	Transforming Cities programme
Bitterne-Thornhill	City Centre, Bitterne, Thornhill	Future bidding
Bitterne-Hedge End	City Centre, Bitterne, Harefield, Hedge End	Future bidding
Woolston	City Centre, Woolston, Hamble	Future bidding

Annex A4 - Bus Priority at Traffic Signal Junctions

Junctions with Bus Priority enabled Traffic Signals within the Southampton City Council area as of December 2022 are shown as Green dots on the map below.



SOUTHAMPTON ENHANCED PARTNERSHIP

Road	Junction
Romsey Road	Wimpson Lane
Romsey Road	Tebourba Way
Shirley Road	Anglesea Road
Shirley Road	Park Street
Shirley Road	Howards Road
Shirley Road	Waterloo Road
The Avenue	Burgess Road
The Avenue	Highfield Lane
The Avenue	Lodge Road
Portsmouth Road	Victoria Road
Bursledon Road	Orpen Road
Bursledon Road	Gavan Street
Bursledon Road	Kathleen Road
Bursledon Road	Hinkler Road
Bursledon Road	North East Road
Bursledon Road	Upper Deacon Road
Bursledon Road	Bath Road
Bursledon Road	Whites Road
Bursledon Road	Bitterne Road East
West End Road	Maybray King Way EB Slip
West End Road	Maybray King Way WB Slip
Bitterne Road West	Lances Hill
Bitterne Road West	Bullar Road
Bitterne Road West	Rampart Road
Bitterne Road West	Centurion Industrial Park
Northam Road	Princes Street
Northam Road	Britannia Road

Annex B Bus Stop Infrastructure

Annex B1 – Bus Stop Specification

Requirement	SuperStop	Enhanced Stop (with shelter)	Standard Stop
Southampton City Branded Bus Shelter	4-Bay (5–7m long) Fully Enclosed with seats	3-Bay (4–5m long) Enclosed or Cantilever with seat	N/A
PV Panels or ‘green roof’	Y	Y	N/A
Legible Bus Stop Flag with location name	Integrated	Integrated	Freestanding pole with flag
Timetable Information	x2 panels in shelter including timetables and network map	x2 panels in shelter including timetables and network map	x1 or 2 timetable frames
Lighting & Security	Integrated Street lighting CCTV	Integrated in shelter Street lighting CCTV where available	Street Lighting
Real Time Information	TFT screen with audio announcements via ‘T’ loop and customer push button Virtual departure display QR code vinyl	TFT screen Virtual departure display QR code vinyl	Virtual departure display QR code vinyl
Bus Stop Clearway	24/7 bus stop clearway with cage markings* Bus stop clearway sign affixed to bus shelter	24/7 bus stop clearway with cage markings * Bus stop clearway sign affixed to bus shelter	24/7 bus stop clearway with cage markings* Bus stop clearway plate attached to bus stop pole
* Cage markings – min 37m (13m approach, 15m straightening & 9m exit) – add 19m for every additional expected simultaneous arrival			

SOUTHAMPTON ENHANCED PARTNERSHIP

Raised 'Access' Kerb	12m plus transition Not in a layby	12m plus transition Not in a layby (unless terminal stop)	
Other	Additional Seating adjacent Clear and level access routes Litter bin Cycle Parking Linked to Local Mobility Hub	Clear and level access routes Litter bin	

Annex B2 – Superstop Locations

Proposed Superstop Locations (as part of TCF projects)

- Millbrook Road West at Regents Park Road eastbound
- Portswood Broadway north and southbound
- Swaythling High Road north and southbound
- Bitterne Park Triangle at Cobden Bridge westbound

Coopers Lane (Woolston) north and southbound

Annex C- Real Time Information Screens

Work in Progress as list is being refined.

A complete list will be included in the final document.

Street	Landmark	Direction of Travel	Shelter, Flag Totem Infoscreen
Above Bar Street	Stop 1 (AC)	N	S
Above Bar Street	Stop 2 (AD)	N	S
Above Bar Street	Stop 4 (AF)	N	S
Above Bar Street	(Totem Location)	All	T
Winn Road	Albany Park Court	E	S
Winn Road	Albany Park Court	W	F
Lords Hill Way	Aldermoor Shops	SE	S
Lords Hill Way	Aldermoor Shops	W	S
Bevois Valley Road	Aldi Store	N	S
The Avenue	Archers Road	S	F
Romsey Road	Arliss Road	SE	S

Key:

Direction of Travel on leaving stop: Compass points or VAR = Various or ALL = screen displaying all departures in the locality

Screen type: S = Screen in bus shelter or F = incorporated into bus stop flag or T= Free standing location based Screen or

I =screen in building or offsite location

Annex D – Supported Bus Services

Bus services supported by Southampton City Council as of 1st January 2023.

Service	Route	Journeys Supported	%age Subsidised	Weekly operation(km)	Annual operation (km)
X11	City Centre- General Hospital- Lordshill	6 Journeys/Day Mon-Fri	100	5,767	299,894
X12	City Centre- Shirley	4 Journeys/Day Tuesday & Thursday	100	69	3594
Hoppa1	Midanbury- Bitterne	3 Journeys/Day (Mon, Wed & Fri)	100	40	2106
Hoppa2	Sholing-Bitterne	3 Journeys/Day (Mon, Wed & Fri)	100	73	3818
Hoppa3	Thornhill- Bitterne	1 Journey/Day (Mon, Wed & Fri)	100	43	2266
9	City Centre- Sholing	All Mon-Sat	100	1,428	74,256
13	City Centre- Harefield	2x AM Journeys Mon-Fri Term Time	TBC	106	3,922
				7,527	389,857

Annex E – Solent Go & MaaS Products in Southampton

Product	Brief Description
Solent Go – 1 day ticket in Solent Region & 2x City Zones	Unlimited daily travel on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go – 7 day ticket in Solent Region & 2x City Zones	Unlimited weekly travel on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go – 28 day ticket in Solent Region & 2x City Zones	Unlimited travel for 28 consecutive days on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go – 90 day ticket in Solent Region & 2x City Zones	Unlimited travel for 90 consecutive days on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go – 5 day carnet ('saver5') tickets in Solent Region & 2x City Zones	Pack of 5 day tickets for travel on all buses within defined zone (map: http://solentgo.co.uk/travel-information/travel-maps). Tickets available on paper, ITSO smartcard, and via bus operators own apps. Priced at a premium above single operator products.
Solent Go local ferry products	Multi-journey Smartcard carnet tickets on Gosport & Hythe ferries (2, 14 and 56 trip packs) are part of the Solent Go range (these are not combined bus & ferry tickets but are standalone ferry tickets).
Solent Go smart ticketing infrastructure and partnerships	Solent Go jointly managed by SHBOA, Solent Transport, and the LTAs. A legal agreement covers participation in the scheme and how it is managed/ implemented. Some physical infrastructure exists to enable current Solent Go smartcard systems, including card validators on ferries. Solent Go project (2011/12) also originally funded ticketer / other smart card capable ticket machines on buses. Plus web-based infrastructure including website and Unicard fulfilment website.