

Appendix Documents

Appendix A: Identified Facilities and Schedules

The facilities that are subject to this Enhanced Partnership are outlined below. The planned facilities are subject to funding being available from the Department for Transport through the Bus Service Improvement Plan. An inventory of the Existing Facilities within the scope of this Scheme is provided in Appendix D.

	Existing facilities	Planned facilities (NELC Local Transport Plan Capital Programme)
Bus stops and shelters	<p>All bus stops / shelters within the ownership of NELC and within the administrative boundary of the Council in their state as of the making of this Partnership.</p> <p>These facilities include the following where they currently exist at each stop:</p> <ul style="list-style-type: none"> Flags; Poles; Timetable display cases; Real time passenger information displays; Passenger waiting shelters; Seating; Raised kerbs; On-highway markings and parking restrictions; Lighting, including street lighting; CCTV. 	<p>Upgraded or new bus stops / shelters delivered through the EP Scheme, to include, where appropriate, additional facilities such as those at existing stops.</p> <p>Real Time Bus Information Signs to be delivered at:</p> <ul style="list-style-type: none"> •Freeman Street adjacent to Cobden Street •Freeman Street adjacent to Garibaldi Street •Freeman Street opposite Albert Street West •Freeman Street opposite Duncombe Street •Freeman Street opposite Cobden Street •Springfield Road / Lavenham Road junction <p>New Bus Shelters to be delivered at:</p> <ul style="list-style-type: none"> •Waltham Road, opposite Southfield Road •Louth Road, adjacent Southfield Avenue •Winchester Avenue, opposite Toynton Road •Wingate Road opposite Binbrook Way <p>Raised Kerb Bus Stops to be delivered at:</p> <ul style="list-style-type: none"> •Waltham Road outside Village Community Centre •Springfield Road outside Springfield Gospel Hall •Springfield Road outside no. 15 •Springfield Road: 2 no., between Well Vale and Bracken Park •Lavenham Road outside no. 39 •Lavenham Road between Langdale Avenue and School Entrance •Lavenham Road outside no. 50 •Coniston Avenue outside shops •Coniston Avenue opposite no. 52

<p>Bus priority facilities</p>	<p>Selective vehicle detection for bus priority at signal-controlled junctions, as are in operation as of the making of this Partnership.</p>	<p>Selective vehicle detection for bus priority (in favour of registered local bus services only) at the following signal-controlled junctions;</p> <ul style="list-style-type: none"> • Ellis Way & Holles Street junction • Ellis Way & Hainton Avenue (Hainton Square) junction • Freeman Street & Wellington Street junction • Freeman Street & Cleethorpe Road junction • Cleethorpe Road & Humber Street junction. <p>Additional junctions and crossings – a <i>prioritised selection</i> from the following 27 candidates:</p> <ul style="list-style-type: none"> • Clee Road x Brereton Avenue • Clee Road near Clee Crescent • Humberston Road near Belvoir Road (Tesco) • Boulevard Avenue. near Lord Street • Corporation Road x Boulevard Avenue • Corporation Road x Rendel Street • Cromwell Road near Marklew Avenue • Durban Road x Ladysmith Road • Great Coates Road x Larmour Road • Laceby Road near Chelmsford Avenue • Littlecoates Road near Broadway • Louth Road near St. Giles Avenue • Weelsby Road x Ladysmith Road • Yarborough Road near Norman Road • Hewitts Avenue x (near Tesco) • Waltham - High Street near Fairway • Laceby Road x Winchester Avenue • Peaks Lane x Hewitts Avenue • Kings Road x Thrunscoc Land • Corporation Road x Beeson Street • North Sea Lane near Bedford Road • Kings Road near Pleasure Island • Great Coates Road near Mayfair Drive West • Ladysmith Road near Health Centre • Pelham Road near Worsley Road & Health Centre • Pelham Rd near Highfield Avenue (o/s Sainsbury) • Laceby Road West of Bradley Cross Road
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Appendix B: Identified Measures and Schedules (BSIP)

QUICK WINS	
Better value fares for young people	→
Enhanced evening and Sunday service levels	
Enhanced frequency on Services 9 & 10	
Improved services to key destinations	
Targeted marketing campaigns	
Bus Punctuality Improvement Plan	
Dedicated Partnership officer to guarantee delivery	

YEARS 2 & 3	
Zero emission buses on 40% of town network bus-km	→
Modernising demand responsive services	
Green travel plans	
Further simplification of existing fares offer including fares capping	
Controlling disruption and improving messaging	
Improved enforcement of parking restrictions	
Improved facilities at bus stops	
Expanded passenger satisfaction surveys	
Improvements to traffic signal priority	
Implement recommendations of Bus Punctuality Improvement Plan (subject to funding)	
Improved facilities on buses	
Embedding buses in wider land use planning	
Investigation of optimum Park & Ride locations	

YEARS 4 & 5	
New high quality bus interchange in Grimsby	→
Implement findings of Investigation of optimum Park & Ride locations (subject to additional funding and open market tender competition.)	
New innovative tendered bus routes	
New bus only link to Europarc	

Appendix C: Definitions

In this EP Plan, and any EP Scheme(s) made pursuant to it, the following terms shall have the meanings ascribed to them below:

1985 Act	Transport Act 1985
2000 Act	Transport Act 2000
2017 Act	Bus Services Act 2017
Authority	North East Lincolnshire Council
Bus Operators (or Operators)	All Operators of local bus services running Qualifying Bus Services in North East Lincolnshire, taken collectively.
Council	North East Lincolnshire Council
Enhanced Partnership Scheme Variation	<p>This comprises either:</p> <ul style="list-style-type: none"> • A formal variation of the relevant Enhanced Partnership Scheme as a result of the voting mechanism set out in section 5 <p>or</p> <ul style="list-style-type: none"> • An agreement, signed by all relevant parties, drawn up as a result of discussions between one or more Operators and the Authority, where both sides agree to perform agreed actions specified such agreement, as set out in section 5 (“Enhanced Partnership Scheme Variation Agreement”). <p>Each of which will then constitute a formal variation of the relevant scheme for the purposes of s.138E(1) of the 2000 Act.</p>
Facilities	Those facilities referred to in Appendix A, which shall be deemed such for the purposes of s.138D(1) of the 2000 Act.
Partnership Board	The committee of representatives of the Stakeholders responsible for ensuring the efficacy of the Enhanced Partnership in achieving its objectives, considering recommendations put forward by competent organisations, and making decisions including specific Enhanced Partnership Scheme Variations using the mechanism in section 5.
Plan	NELC Enhanced Bus Quality Partnership Plan
North East Lincolnshire Enhanced Partnership (or the Enhanced Partnership)	The Enhanced Partnership covering the geographic extent of the administrative boundary of North East Lincolnshire shown in figure 1 of the Enhanced Bus Quality Partnership Plan.

Measures	Those measures referred to in Appendix B of the Enhanced Partnership Scheme, which shall be deemed as such for the purposes of s.138D(2) of the 2000 Act.
Non-qualifying bus service	Local bus services excluded from classification as a qualifying bus service. For the avoidance of doubt, a list of non-qualifying bus services will be published at the start of each Authority financial year.
Qualifying bus service	A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of: <ul style="list-style-type: none"> • Any schools or works registered local bus service not eligible for Bus Service Operators' Grant; • Any cross-boundary registered local bus service with less than 20% of its registered mileage within the Enhanced Partnership area; • Any services operated under section 22 of the 1985 Act; • Any registered local bus service which is an excursion or tour; • Any other registered local bus service that the Enhanced Partnership determines (through the voting mechanism in section 5) should be excluded from all or specific requirements of the Enhanced Partnership Scheme. <p>For the avoidance of doubt, a list of Exempt Bus Services, i.e. those not Qualifying, will be published at the start of each Authority financial year.</p>
Requirements	Those requirements placed upon Bus Operators identified as such within section 4 of the Enhanced Partnership Scheme and which shall be deemed as such for the purposes of s.138C 2017 Act.

Appendix D: Inventory of Existing Facilities

EXISTING BUS SHELTERS IN ENHANCED BUS QUALITY PARTNERSHIP PLAN & SCHEME AREA:

Ref*	Location	Postcode
3-0200	Belvoir Road c/o Pytchley Walk, Cleethorpes	DN35 0SE
3-0201	Belvoir Road c/o Ash Court, Cleethorpes	DN35 0RJ
3-0202	Belvoir Road c/o Aspen Court, Cleethorpes	DN35 0SJ
3-0203	Chichester Road opp. no 2, Cleethorpes	DN35 0HE
3-0204	Kingsway opp. Brighton Street, Cleethorpes	DN5 8QU
3-0205	Humberston Road nb n/o Belvoir Road, Cleethorpes	DN36 4AH
3-0206	North Sea Lane c/o Kings Road, Cleethorpes	DN36 4EP
3-0207	Kings Road opp. the golf course, Cleethorpes	DN35 0PN
3-0208	Kings Road opp. Meridian Point, Cleethorpes	DN35 0AG
3-0209	Kings Road o/s Events Arena, Cleethorpes	DN35 0PN
3-0210	Kings Road c/o North sea Lane, Cleethorpes	DN35 0PN
3-0211	Kingsway c/o Queens Parade, Cleethorpes	DN35 8QL
3-0212	Kingsway opp. Leisure Centre, Cleethorpes	DN35 0BY
3-0213	Middlethorpe Road opp. Ashby Road, Cleethorpes	DN35 9PR
3-0214	CS- North Sea Lane opp. no. 8, Cleethorpes	DN35 0PB
3-0215	North Sea Lane c/o Bedford Road, Cleethorpes	DN35 0QY
3-0216	North Sea Lane opp. Bedford Road, Cleethorpes	DN35 0QY
3-0217	North Sea Lane opp. Riverside Drive, Cleethorpes	DN36 4ET
3-0218	Sandringham Road opp. St Francis of Assisi Church, Cleethorpes	DN35 9HB
3-0219	Taylor's Avenue c/o Gilbert Sutcliffe Court, Cleethorpes	DN35 9QP
3-0220	Thorpe Park o/s Main Reception, Cleethorpes	DN35 0PW
3-0221	Carr Lane opp. Miller Avenue, Cleethorpes	DN32 8JP
3-0222	St Peters Avenue c/o DeLacy Lane, Cleethorpes	DN35 8HP

Ref*	Location	Postcode
5-0225	Cromwell Road c/o Lynton Parade, Grimsby	DN31 2BD
5-0226	Little Coates Road opp. Rosemary Avenue, Grimsby	DN44 3NN
5-0227	George Road Stand A, Grimsby	DN31 1AA
5-0228	George Road Stand B, Grimsby	DN31 1AA
5-0229	George Road Stand C, Grimsby	DN31 1AA
5-0230	Victoria Street West Stand D, Grimsby	DN31 1HY
5-0231	Victoria Street West Stand E, Grimsby	DN31 1DA
5-0232	Victoria Street West Stand F, Grimsby	DN31 1DA
5-0233	Victoria Street West Stand G, Grimsby	DN31 1DA
5-0234	Town Hall Street Stand H, Grimsby	DN31 1HX
5-0235	Town Hall Street Stand J, Grimsby	DN31 1HX
5-0236	Town Hall Street Stand K, Grimsby	DN31 1HX
5-0237	Abbey Walk opp. no 10, Grimsby	DN31 1NB
5-0238	Great Coates Road opp. Station Road, Healing	DN37 9NS
5-0239	Great Coates Road c/o Station Road, Healing	DN37 9NS
5-0240	Great Coates Road opp. Village Hall, Healing	DN41 7QU
5-0241	Great Coates Road opp. No. 7, Healing	DN41 7QS
5-0242	Pelham Road o/s Oasis Academy, Immingham	DN40 1JU
5-0243	Pelham Road o/s Medical Centre, Immingham	DN40 1QD
5-0244	Pelham Road c/o Margret Street, Immingham	DN40 1PT
5-0245	Pelham Road opp. Highfield Avenue, Immingham	DN40 1NG
5-0246	Pelham Road c/o Highfield Avenue, Immingham	DN40 1JN
5-0247	Pelham Road o/s the County Hotel, Immingham	DN40 1AD

3-0223	Humberston Road sb n/o Belvoir Road, Cleethorpes	DN36 4AH
3-0224	Taylor's Avenue opp. Belvoir Road, Cleethorpes	DN35 0RP
3-0225	Hardys Road c/o Pearson Road, Cleethorpes	DN35 0DW
5-0200	Main Road opp. Butts Road, Aylesby	DN37 7AN
5-0201	Europarc, Genesis Way o/s Innovation Centre, Grimsby	DN37 9TS
5-0202	Europarc, Lakeside c/o Triago House, Grimsby	DN37 9TS
5-0203	Europarc, Lakeside s/o Europarc, Grimsby	DN37 9TS
5-0204	Europarc, Europarc c/o Lakeside, Grimsby	DN37 9TS
5-0205	Cromwell Road o/s Great Coates Primary School, Healing	DN37 9DA
5-0206	Cromwell Road o/s Chatteris House, Grimsby	DN37 9LN
5-0207	Cromwell Road opp. Leisure Centre, Grimsby	DN37 9LX
5-0208	Cromwell Road o/s Auditorium, Grimsby	DN31 2BN
5-0209	Cromwell Road opp Ravenscar Road, Grimsby	DN37 9LG
5-0210	Cromwell Road opp. Tintern Walk, Grimsby	DN37 9JE
5-0211	Estate Road no. 1 opp. Estate Road no. 4, Grimsby	DN37 9PH
5-0212	Fairfield Road c/o Fairfield Avenue, Grimsby	DN 33 3DS
5-0213	Fairfield Road opp. Fairfield Avenue, Grimsby	DN 33 3DS
5-0214	Hainton Avenue opp. Rialto Avenue, Grimsby	DN32 9QP
5-0215	Laceby Road o/s St Marks Church, Grimsby	DN34 5LW
5-0216	Louth Road c/o Spurn Avenue, Grimsby	DN33 2JG
5-0217	Moody Lane wb e/o Gilby Lane, Grimsby	DN31 2SJ
5-0218	Springfield Road c/o Well Vale, Grimsby	DN33 3JH
5-0219	Springfield Road opp. Mendip Avenue, Grimsby	DN33 3JE
5-0220	Weelsby Road opp. Devonshire Avenue, Grimsby	DN32 0PP
5-0221	Weelsby Road c/o Ladysmith Road, Grimsby	DN32 9ST

5-0248	Pelham Road c/o Kennedy Way, Immingham	DN40 1JU
5-0249	Queens Road opp. Prince Charles Drive, Immingham	DN40 1QR
5-0250	Stallingborough Road c/o Hume Brae, Immingham	DN40 1NN
5-0251	Laporte Road nb n/o Kiln Lane, Stallingborough	DN40 2PR
5-0252	East Riverside o/s Riverside House, Immingham Dock	DN40 2LZ
5-0253	Walk Lane opp. School Lane, Irby Upon Humber	DN37 7JT
5-0254	Grimsby Road o/s Morrisons, Laceby	DN37 7SQ
5-0255	Grimsby Road c/o Church Lane, Laceby	DN37 7DB
5-0256	Stallingborough Road opp. Keelby Road, Stallingborough	DN41 8BL
5-0257	Healing Road wb e/o Station Road Roundabout, Stallingborough	DN41 8BJ
5-0258	Healing Road eb e/o Station Road Roundabout, Stallingborough	DN41 8BJ
5-0259	Grimsby General Hospital adj. Main Entrance, Grimsby	DN33 2BA
5-0262	Waltham Road opp. St Helens Crescent, Brigsley	DN37 0RF
5-0263	Cravens Lane c/o St Margrets Crescent, Habrough	DN40 3AW
5-0264	Louth Road c/o Toll Bar Roundabout, New Waltham	DN36 4PP
5-0265	Station road opp. Toll Bar Avenue, New Waltham	DN36 4PN
5-0266	Station road c/o Pretymans Crescent, New Waltham	DN36 4PE
5-0267	Peaks Lane opp. No. 4, New Waltham	DN36 4QL
5-0268	Sutcliffe Avenue opp. No. 138, Nunsthorpe	DN33 1AP
5-0269	Meadow Drive opp. Lavenham Road, Scartho	DN33 3LD
5-0270	Cheapside o/s No. 7, Waltham	DN37 0LN
5-0271	Barnoldby Road opp. Westfield Road, Waltham	DN37 0BD
5-0272	Barnoldby Road c/o Brian Street, Waltham	DN37 0JP
5-0273	Barnoldby Road opp. Strirling Crescent, Waltham	DN37 0DR
5-0274	Kirkgate c/o Kirkside, Waltham	DN37 0LP

5-0222	Weelsby Road c/o Legsby Avenue, Grimsby	DN32 OPT	5-0275	Grimsby Road c/o Fairway, Watham	DN37 OPT
5-0223	Yarborough Road opp. Cross Coates Road, Grimsby	DN34 4EE	5-0276	Ellis Way inside Asda Car Park, Grimsby	DN32 9DL
5-0224	Wingate Road opp. Hilary Way, Grimsby	DN37 9DE			

* - References in Table are abbreviated from full references, by showing only final 6 characters.

Full CCUK references are 010-3003-0200 etc. to 010-3005-0276.

EXISTING BUS PRIORITY SIGNALLED JUNCTIONS IN ENHANCED BUS QUALITY PARTNERSHIP PLAN & SCHEME AREA:

- Scartho Road & Sutcliffe Avenue junction
- Scartho Road & Lime Tree Avenue junction
- Scartho Road & Scartho Top junction
- Scartho Road & Diana Princess of Wales Hospital junction
- Bargate & Westward Ho junction
- Bargate & Welholme Road junction
- Bargate & Augusta Street junction
- Bargate & Weelsby Road junction

Appendix E: Tabulated Detail of Interventions (Measures & Schedules)

Category – Bus Priority Infrastructure & Support

Title of Proposal			
Bus Priority Study + Punctuality Improvement Plan (including potential Bus Lane(s) etc.)			
Approximate length of Bus Lane / Priority Corridor(s)			
To be determined during the course of this Study			
Bus Services benefiting from the scheme			
<p>Specific details will depend on ‘successful candidate’ schemes from those under consideration; however, schemes themselves will be prioritised according to numbers of buses per hour affected, as well as the impacts (time savings) per bus journey.</p> <p>As a specific example: One corridor under consideration is (A180) Cleethorpe Road / Grimsby Road; if this is taken forward, benefits will accrue to:</p> <p>Service 3 – Cleethorpes to Laceby Rd Services 9 & 10 - Cleethorpes to New Waltham Service 5 (Sundays variant) - Cleethorpes to Immingham</p>			
Delivery Timescale			
Scoping, design, and mobilisation completed in 2023/24; Implementations approx. 50% in each of 2024/25 and 2025/26.			
Operator Commitment			
<p>Operators to collaborate with the Council to identify hotspots. Final plans will be subject to public consultation and Council approval.</p> <p>Following the introduction of specific interventions or corridor treatments (such as bus lanes, priority signalling at junctions, parking restrictions, realignments, facilitations, or prohibitions of turning manoeuvres, etc.), bus operators agree to review their journey times on services benefiting from these. Any resource savings or improvements to running times will be reinvested in delivering additional journeys with greater emphasis on their peak timetables. The schemes will also improve service delivery with better reliability and punctuality. Bus operators will provide pre and post journey times along with reliability and punctuality data for 6 months prior to commissioning of corridor improvements / new bus lanes / etc., and monthly data post introduction during the entire life of the EP. The data requirements may include individual routes and sections of the routes.</p>			
Funding – Source + Allocations by Year (£)			
BSIP	50,000	444,081	394,081

Title of Proposal			
Real Time Bus Location Infrastructure & Systems			
Locations			
<p>Various / as required, across the bus network: outputs will be used for and at</p> <p>(a) Key signalised junctions, for automated bus priority measures, within the Grimsby - Cleethorpes Conurbation (see below);</p> <p>(b) Existing bus stops already equipped with Real Time Passenger Information displays; and,</p> <p>Additional Real Time Passenger Information displays, at selected locations not yet so provided, focussing on the most frequently used of these stops (see below, under “Other Infrastructure”).</p>			
Potential Benefits from the Scheme including which local bus services the scheme is applicable to			

Enabler for schemes identified above.

This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);

- 1 – Grimsby to Europarc
- 2 - Grimsby to Europarc
- 3 – Morrisons to Cleethorpes Pier
- 4 - Cleethorpes Pier to Morrisons
- 5 - Immingham to Grimsby Town Centre
- 6 - Immingham to Grimsby Town Centre
- 7 - Grange to North Sea Lane
- 8 – Grimsby town Centre to North Sea Lane
- 9 - Waltham to North Sea Lane
- 10 - Waltham to North Sea Lane
- 12 - New Waltham to Bradley Park
- 20 – Cleethorpes to Europarc
- 25 – Grimsby to Market Rasen
- 50 – Saltfleet to Grimsby
- 51 - Grimsby to Louth
- 53 – Grimsby to Lincoln
- 250 – Grimsby to Hull

Delivery Timescale

Planning, design, and procurement delivered by March 2023

Operator Commitment

(As outlined under these respective ‘enabled’ Schemes)

Funding – Source + Allocations by Year (£)

BSIP	100,000	100,000	0
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Title of Proposal

Acceleration of Installation of automated bus priority measures at key signalised junctions within the Grimsby - Cleethorpes Conurbation, delivering a network strategy to improve journey times for the bus network

List of Junctions (candidates) (& Bus Services benefiting from the scheme / location)

1. •Clee Road x Brereton Avenue (12 – Bradley Park to New Waltham, 250 – Grimsby to Hull)
2. •Clee Road near Clee Crescent (4 – Cleethorpes Pier to Morrisons, 250 – Grimsby to Hull)
3. •Humberston Road near Belvoir Road (Tesco) (7 – North Sea Lane to the Grange), 12 – Bradley Park to New Waltham)
4. •Boulevard Avenue. near Lord Street (1 – Grimsby to Europarc)
5. •Corporation Road x Boulevard Avenue (1, 2, 20 – Grimsby/ Cleethorpes to Europarc)
6. •Corporation Road x Rendel Street (2 – Grimsby to Europarc, 20 – Cleethorpes to Europarc)
7. •Cromwell Road near Marklew Avenue (4 – Cleethorpes Pier to Morrisons, 5 – Immingham to Grimsby, 6 – Immingham to Grimsby, 12 – Bradley Park to New Waltham)
8. •Durban Road x Ladysmith Road (4 – Cleethorpes Pier to Morrisons, 7 – North Sea Lane to the Grange)
9. •Great Coates Road x Larmour Road (1- Grimsby to Europarc, 5 – Immingham to Grimsby, 6 – Immingham to Grimsby, 20 – Cleethorpes to Europarc)

10. •Laceby Road near Chelmsford Avenue (7 – North Sea Lane to the Grange, 53 – Grimsby to Lincoln, 250 – Grimsby to Hull)
11. •Littlecoates Road near Broadway (4 – Cleethorpes Pier to Morrisons)
12. •Louth Road near St. Giles Avenue (8 – Grimsby to North Sea Lane, 51 – Grimsby to Louth)
13. •Weelsby Road x Ladysmith Road (7 – North Sea Lane to the Grange, 250 – Grimsby to Hull)
14. •Yarborough Road near Norman Road (4 – Cleethorpes Pier to Morrisons)
15. •Hewitts Avenue x (near Tesco) (12 –Bradley Park to New Waltham)
16. •Waltham - High Street near Fairway (9 – Waltham to North Sea Lane, 10 – Waltham to North Sea Lane, 25 – Grimsby to Market Rasen)
17. •Laceby Road x Winchester Avenue (3 – Morrisons to Cleethorpes Pier, 7 – North Sea Lane to the Grange, 12 – Bradley Park to New Waltham, 53 – Grimsby to Lincoln, 250 – Grimsby to Hull)
18. •Peaks Lane x Hewitts Avenue (12 – Bradley Park to New Waltham)
19. •Kings Road x Thrunscoc Land (9 – Waltham to North Sea Lane, 10 – Waltham to North Sea Lane)
20. •Corporation Road x Beeson Street (2 – Grimsby to Europarc, 20 – Cleethorpes to Europarc)
21. •North Sea Lane near Bedford Road (7 – North Sea Lane to the Grange, 8 – Grimsby to North Sea Lane)
22. •Kings Road near Pleasure Island (9 – Waltham to North Sea Lane, 10 – Waltham to North Sea Lane)
23. •Great Coates Road near Mayfair Drive West (1 – Grimsby to Europarc, 5 – Immingham to Grimsby, 20 – Cleethorpes to Europarc)
24. •Ladysmith Road near Health Centre (7 – North Sea Lane to the Grange)
25. •Pelham Road near Worsley Road & Health Centre (5 – Immingham to Grimsby)
26. •Pelham Rd near Highfield Avenue (o/s Sainsbury) (5 – Immingham to Grimsby)
27. •Laceby Road West of Bradley Cross Road (4 – Cleethorpes Pier to Morrisons, 53 – Grimsby to Lincoln, 250 – Grimsby to Hull)

Delivery Timescale

Strategic network Planning and Implementation Scoping – July - October 2023

Design Stage – From November 2023 to March 2024

Installation Period – Programmed across 2024/23 and 2025/26, with approx. 50% in each.

Operator Commitment

Following the installation of traffic signal priorities, bus operators agree to review their journey times on services benefiting this scheme. Any resource savings or improvements to running times will be reinvested in delivering additional journeys with greater emphasis on their peak timetables. The scheme will also improve service delivery with better reliability and punctuality. Bus operators will provide pre and post journey times along with reliability and punctuality data for 6 months prior to introduction of new signalling priorities and monthly data post introduction during the entire life of the EP.

Funding – Source + Allocations by Year (£)

BSIP	20,000	125,675	125,675
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Title of Proposal

Enhanced Parking Enforcement (Key Bus Corridors)

Scheme Details

Two (FTE) additional Enforcement Officers, to cover 07.30 to 16.30 daily, extending to 20.30 on Tuesdays to Thursdays, dedicated to bus corridors.

Potential Benefits from the Scheme including which local bus services the scheme is applicable to

Enhanced Parking enforcement and management (bus stops, tight spots, etc.), on the principal route network, will reduce casual obstructions & impediments, contributing to consistent and reliable journey times throughout the day, delivered by improvements such as CCTV or additional Enforcement Officer resources

This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);

- 1 – Grimsby to Europarc
- 2 - Grimsby to Europarc
- 3 – Morrisons to Cleethorpes Pier
- 4 - Cleethorpes Pier to Morrisons
- 5 - Immingham to Grimsby Town Centre
- 6 - Immingham to Grimsby Town Centre
- 7 - Grange to North Sea Lane
- 8 – Grimsby town Centre to North Sea Lane
- 9 - Waltham to North Sea Lane
- 10 - Waltham to North Sea Lane
- 12 - New Waltham to Bradley Park
- 20 – Cleethorpes to Europarc
- 25 – Grimsby to Market Rasen
- 50 – Saltfleet to Grimsby
- 51 - Grimsby to Louth
- 53 – Grimsby to Lincoln
- 250 – Grimsby to Hull

Delivery Timescale

Recruitment of additional staff targeted for late 2023, assuming (a) 3 months from advertising to 'in post', and (b) confirmation of funding by March 2023.

Operator Commitment

Operators to collaborate with the Council to identify hotspots, to guide optimal deployment of enforcement resource.

Funding – Source + Allocations by Year (£)

BSIP	49,400	49,400	49,400
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Category – Strategic & Other Infrastructure

Title of Proposal
High Quality Grimsby Bus Interchange
Infrastructure and Services
<p>Replacement of on-street bus interchange (a sub-optimally dispersed collection of stops across a cluster of nearby general-traffic streets) by a new, bespoke, High-quality bus station immediately adjoining the retail centre.</p> <p>Interchange facility will contain at least: multimodal information; real-time data; ticket purchase facilities; toilets; lighting; full accessibility; CCTV; seating and waiting facilities; simple and clear onward signage.</p>
Potential Benefits from the Scheme including which local bus services the scheme is applicable to
<p>The existing interchange in Grimsby is served by every bus route serving North East Lincolnshire, so its pivotal importance cannot be overstated.</p> <p>Improvements in walking time, ambience, safety & security (and perception of these), between bus services and (a) town centre attractors, and (b) onward bus services. Improvements in presentation of real-time passenger information e.g. all routes simultaneously. Step change in general level of amenity and ambience for waiting passengers. Improvements in satisfaction (and attractiveness of bus travel), and hence attracting additional patronage; recapture of patronage levels lost as a consequence of closure of previous bus station (2014). Potential reduction in delays currently arising from buses having to contend with general traffic around central bus stops.</p> <p>This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);</p> <ul style="list-style-type: none"> 1 – Grimsby to Europarc 2 - Grimsby to Europarc 3 – Morrisons to Cleethorpes Pier 4 - Cleethorpes Pier to Morrisons 5 - Immingham to Grimsby Town Centre 6 - Immingham to Grimsby Town Centre 7 - Grange to North Sea Lane 8 – Grimsby town Centre to North Sea Lane 9 - Waltham to North Sea Lane 10 - Waltham to North Sea Lane 12 - New Waltham to Bradley Park 20 – Cleethorpes to Europarc 25 – Grimsby to Market Rasen 50 – Saltfleet to Grimsby 51 - Grimsby to Louth 53 – Grimsby to Lincoln 250 – Grimsby to Hull
Delivery Timescale
<p>In recognition of the nature of this Scheme, and of the greater priority of other Schemes for the capital element of the funding allocation in the earlier years, construction will be programmed for concentration in 2025-26. This implies the following indicative programme:</p> <p>Design and planning of scheme(s) – To complete by mid-2024</p> <p>Public Consultation & Objection period – No later than Autumn 2024 (4 weeks)</p>

Resolution period (if required) – No later than January 2025 (2 weeks)			
Construction Period(s) – From April 2025, to complete by January 2026			
Introduction (more-direct services) – From Spring 2026.			
Operator Commitment			
All services to use the new bus station; promotion of new facility. Operators to provide evidence in the form of current / historical data to assess financial and ridership impacts of same.			
Funding – Source + Allocations by Year (£)			
BSIP	0	0	1,705,499

Title of Proposal			
Security & safety of Passengers: Acquisition & deployment of mobile CCTV units			
Scheme Details			
Antisocial behaviour will be tackled at shelters and stops where this occurs, by acquisition and deployment of ‘mobile’ CCTV units, to collect evidence necessary for police intervention to address the problem.			
Potential Benefits from the Scheme including which local bus services the scheme is applicable to			
Improved personal safety & security (and perception of same), and general improvement of this aspect of passenger experience, will improve satisfaction (and attractiveness of bus travel), and hence attract additional patronage.			
This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);			
1 – Grimsby to Europarc			
2 - Grimsby to Europarc			
3 – Morrisons to Cleethorpes Pier			
4 - Cleethorpes Pier to Morrisons			
5 - Immingham to Grimsby Town Centre			
6 - Immingham to Grimsby Town Centre			
7 - Grange to North Sea Lane			
8 – Grimsby town Centre to North Sea Lane			
9 - Waltham to North Sea Lane			
10 - Waltham to North Sea Lane			
12 - New Waltham to Bradley Park			
20 – Cleethorpes to Europarc			
25 – Grimsby to Market Rasen			
50 – Saltfleet to Grimsby			
51 - Grimsby to Louth			
53 – Grimsby to Lincoln			
250 – Grimsby to Hull			
Delivery Timescale			
Roll-out targeted for April 2023			
Operator Commitment			
Operators to collaborate with the Council to identify hotspots, to guide optimal deployment of enforcement resource.			
Funding – Source + Allocations by Year (£)			
BSIP	20,700	4,200	4,200

Title of Proposal			
Delivering better and safe waiting environment with improved accessibility			
Bus Stops and Shelters			
<p>NELC will deliver (M114) an additional 4 passenger waiting shelters during the duration of the EP Scheme, as listed in Appendix A. Funding for these has already been approved in the 2021/22 LTP Capital Programme. Except where agreed otherwise by the Partnership, new shelters will include all of the following features:</p> <ul style="list-style-type: none"> • Appropriate size and siting • Lighting (where possible) • Bench seating (providing there is sufficient Highway space available) • Accessibility adjustments both to and at the bus stop <p>New Bus Shelters to be delivered at (routes served in parentheses):</p> <ul style="list-style-type: none"> •Waltham Road, opposite Southfield Road *(9/ 10 – Waltham to North Sea Lane, 25 – Grimsby to Market Rasen) •Louth Road, adjacent Southfield Avenue *(8 – Grimsby Town Centre to North Sea Lane, 51 – Grimsby to Louth) •Winchester Avenue, opposite Toynton Road *(3 – Morrisons to Cleethorpes Pier) •Wingate Road opposite Binbrook Way *(5 / 6 –Immingham to Grimsby Town Centre) <p>Raised Kerb Bus Stops to be delivered at *(all served by routes 9 / 10 – Waltham to North Sea Lane (only):</p> <ul style="list-style-type: none"> •Waltham Road outside Village Community Centre •Springfield Road outside Springfield Gospel Hall •Springfield Road outside no. 15 •Springfield Road: 2 no., between Well Vale and Bracken Park •Lavenham Road outside no. 39 •Lavenham Road between Langdale Avenue and School Entrance •Lavenham Road outside no. 50 •Coniston Avenue outside shops •Coniston Avenue opposite no. 52 <p>*Stagecoach East Midlands</p>			
Potential Benefits from the Scheme			
Waiting environment at bus stops is a high priority for bus users, as are (especially for certain disadvantaged groups) accessibility considerations, to/from neighbouring footways as well as onto / off the bus. New / additional bus shelters within the conurbation will provide existing users with a waiting environment that feels safe and secure, as well as protection from adverse weather.			
Delivery Timescale			
Planning, design, and procurement – 1 October 2023 to 31 March 2024; Installation – 1 April 2024 – 31 March 2026.			
Operator Commitment			
Operators commit to providing regular feedback on the condition of bus stops and shelters via their employees and passengers. Operators will share service change details and timetables 8 weeks prior to introduction of changes to ensure all bus stops carry the latest bus service information. In exceptional circumstances, the 8 weeks notification period can be reduced.			
Funding – Source + Allocations by Year (£)			
NELC LTP Capital Prog.	147,000	147,000	0

Title of Proposal			
Real Time Passenger Information Displays			
Bus Stops and Shelters			
<p>NELC will install and commission deliver new Real Time Passenger Information Displays at an additional 6 passenger waiting shelters during the duration of the EP Scheme, as listed in Appendix A. Funding for these has already been approved in the 2021/22 LTP Capital Programme.</p> <p>These will be at the following locations:</p> <p>On Routes 3 – Morrisons to Cleethorpes Pier and 9 – Waltham to North Sea Lane (Stagecoach East Midlands):</p> <ul style="list-style-type: none"> •Freeman Street adjacent to Cobden Street •Freeman Street adjacent to Garibaldi Street •Freeman Street opposite Albert Street West •Freeman Street opposite Duncombe Street •Freeman Street opposite Cobden Street <p>On Routes 9 and 10:</p> <ul style="list-style-type: none"> •Springfield Road / Lavenham Road junction 			
Potential Benefits from the Scheme			
<p>Providing bus arrival times at bus stops provides reassurance to passengers. Our recent survey ranked “Better / clearer / more reliable information” within the top ten priorities for improvement with users and non-users. The last Transport Focus survey in NEL reported that satisfaction with information provision at bus stops stood at just 76%. Provision of more real time information screens will make a great contribution to the overall journey satisfaction result.</p>			
Delivery Timescale			
contracts will be in place in late 2023, for phased implementation across the remainder of 2023-24 and the early part of 2024-25			
Operator Commitment			
Operators commit to providing regular feedback on the condition of bus stops and shelters, including facilities such as these, via their employees and passengers.			
Funding – Source + Allocations by Year (£)			
NELC LTP Capital Prog.	36,000	36,000	0

Category – Ticketing Reform

Title of Proposal			
Daily/Weekly Capping of fares based on ridership to reduce overall journey costs for frequent travellers			
Scheme details			
<p>Introduce a maximum cap on fares based on ridership and this should cost no more than the price of a multi operator day/weekly/monthly ticket.</p> <p>Install second readers (for contactless ticketing) on all buses operating in and out of NEL to allow “Tap on Tap off” and maximum capping.</p> <p>Funding will cover the necessary on-bus equipment, and advertising and publicity for this benefit, while also providing an element of contingency against initial revenue loss.</p>			
Potential Benefits from the Scheme including which local bus services the scheme is applicable to			
<p>This proposal will greatly encourage more frequent usage of buses in NEL and will provide longer term loyalty for existing regular commuters and aid patronage growth. Cost of travel will be cheaper based on 'the more you travel, the cheaper it becomes'. It will offer customers the best value fares for their journey/s.</p> <p>This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);</p> <p>1 – Grimsby to Europarc 2 - Grimsby to Europarc 3 – Morrisons to Cleethorpes Pier 4 - Cleethorpes Pier to Morrisons 5 - Immingham to Grimsby Town Centre 6 - Immingham to Grimsby Town Centre 7 - Grange to North Sea Lane 8 – Grimsby town Centre to North Sea Lane 9 - Waltham to North Sea Lane 10 - Waltham to North Sea Lane 12 - New Waltham to Bradley Park 20 – Cleethorpes to Europarc 25 – Grimsby to Market Rasen 50 – Saltfleet to Grimsby 51 - Grimsby to Louth 53 – Grimsby to Lincoln 250 – Grimsby to Hull</p>			
Delivery Timescale			
<p>Revised Fare Structure (single Fares Zone for NEL) – In place 2023/24.</p> <p>Active promotion of revised fares structure - During the 2023/24 financial year.</p> <p>Introduction of technology for fares capping - From end of the 2023/24 financial year.</p>			
Operator Commitment			
Operators to provide evidence in the form of current/historical data to assess financial impact of fare capping. Operators will ensure buses are available for the installation of 2nd reader.			
Funding – Source + Allocations by Year (£)			
BSIP	155,000	50,000	0

Title of Proposal			
'Carnet' Tickets (Multiple travel tickets, with no date restrictions and valid for 12 months, purchased in advance, discounted rates).			
Scheme details			
For the Grimsby Day Rider and East Midlands Day Out, discounts are 20% off for any 5 days ("5 for the price of 4"), or 30% off for any 10 days ("10 for the price of 7"). The Capital expenditure is required for the wider delivery of ticket products through mobile app and other off bus outlets, e.g. through schools and colleges or commuter plans.			
Potential Benefits from the Scheme including which local bus services the scheme is applicable to			
<p>This proposal will greatly encourage more frequent usage of buses in NEL and will provide longer term loyalty for existing regular commuters and aid patronage growth. Cost of travel will be cheaper based on the 'bulk purchase' principle.</p> <p>Promotion of Carnet tickets through Commuter Plans as 'taster tickets' for the wider scheme and/or products to complement flexible working patterns, i.e. mix of office-based and home working.</p> <p>This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);</p> <p>1 – Grimsby to Europarc 2 - Grimsby to Europarc 3 – Morrisons to Cleethorpes Pier 4 - Cleethorpes Pier to Morrisons 5 - Immingham to Grimsby Town Centre 6 - Immingham to Grimsby Town Centre 7 - Grange to North Sea Lane 8 – Grimsby town Centre to North Sea Lane 9 - Waltham to North Sea Lane 10 - Waltham to North Sea Lane 12 - New Waltham to Bradley Park 20 – Cleethorpes to Europarc 25 – Grimsby to Market Rasen 50 – Saltfleet to Grimsby 51 - Grimsby to Louth 53 – Grimsby to Lincoln 250 – Grimsby to Hull</p>			
Delivery Timescale			
First introduction - April 2023; Wider promotion and delivery - from January 2024.			
Operator Commitment			
Operators to provide evidence in the form of current/historical data to assess financial impact of carnets. Operators will provide monthly data as required to evidence impact of this intervention.			
Funding – Source + Allocations by Year (£)			
BSIP	50,000	0	0

Category – Fares Support

Title of Proposal			
Discounted Fares for Young Persons (16-19-year-olds)			
Scheme details			
Following first-stage rollout in April 2022 (raising adult fare threshold from 16 to 20 years old), BSIP funding will enable further reductions in Youth fares and/or facilitate the transfer of substantial college travel volume from existing closed contracts to the core bus network.			
Potential Benefits from the Scheme including which local bus services the scheme is applicable to			
<p>This scheme will encourage more young people to use public transport by challenging their existing travel patterns. This attractive proposal of offering at least 30% discount on all adult products (excluding season tickets, already discounted, at a further 20% discount at present) will aid increase in ridership numbers for this age group.</p> <p>Transfer of substantial college travel volume from existing closed contracts to the core bus network will strengthen bus service financial performance and improve sustainability.</p> <p>This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);</p> <ul style="list-style-type: none"> 1 – Grimsby to Europarc 2 - Grimsby to Europarc 3 – Morrisons to Cleethorpes Pier 4 - Cleethorpes Pier to Morrisons 5 - Immingham to Grimsby Town Centre 6 - Immingham to Grimsby Town Centre 7 - Grange to North Sea Lane 8 – Grimsby town Centre to North Sea Lane 9 - Waltham to North Sea Lane 10 - Waltham to North Sea Lane 12 - New Waltham to Bradley Park 20 – Cleethorpes to Europarc 25 – Grimsby to Market Rasen 50 – Saltfleet to Grimsby 51 - Grimsby to Louth 53 – Grimsby to Lincoln 250 – Grimsby to Hull 			
Delivery Timescale			
These future initiatives are targeted for April 2023 onwards.			
Operator Commitment			
Operators will provide historical data requested by the Council to undertake a financial analysis and estimate cost projections based on population by age data for an initial estimate. From the date of scheme introduction, operators will provide all ticket sales data for Young Persons ridership on a monthly basis as part of their claim. The Council will not make any payments until the data has been provided.			
Funding – Source + Allocations by Year (£)			
BSIP	100,000	100,000	100,000

Title of Proposal
Increase frequency of Promotional fares
Scheme details
<p>The Council will assist bus operators to increase the extents and efficacies of promotional fares, including through engagement with local business / commerce; establishing Commuter Plans with major employers .to promote buses to employees for commuting and leisure bus travel; commercial advertising through a range of channels including outdoor, social media, partner intranets, local radio, and traditional press to promote green travel planning promotional fares; commuter planning packs, administration assistance, taster tickets.</p> <p><u>Specific detail on Commuter Plans:</u> Essentially this is a scheme to reduce the cost of bus travel for commuters in North East Lincolnshire. Any commuter residing in North East Lincolnshire whose employer has applied to be part of the Commuter Plan scheme, can apply for a monthly Commuter Plan ticket which is paid by deduction from payroll – and would save staff around 30% as compared to purchasing a similar ticket on the bus. A trial scheme has previously been delivered with Northern Lincolnshire and Goole Hospitals, and in 2020/21, 466 individual Commuter Plans were issued to NHS staff.</p> <p>The funding would allow for engagement with local business and commerce and BSIP funding will be directed to establishing Commuter Plans with major employers to promote buses to employees for commuting and leisure bus travel. Commercial advertising through a range of channels including outdoor, social media, partner intranets, local radio, and traditional press will promote green travel planning promotional fares; this will include commuter planning packs, scheme administration, bus taster tickets and Commuter Plan promotional fares.</p> <p>The Commuter Plan scheme is different to a Travel Plan as it is specifically aimed at commuters and encouraging people to travel to work only by bus. A Travel Plan with a business specifically reviews how staff travel to work, includes a set of objectives, mechanisms, a range of initiatives (including walking and cycling) and targets that can be implemented to reduce the impact of travel and transport on the environment.</p>
Potential Benefits from the Scheme including which local bus services the scheme is applicable to
<p>Encouragement of modal shift i.e. increased bus use and reduced car use, by groups who would otherwise not consider the bus as an option for regular and / or leisure travel.</p> <p>This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);</p> <ol style="list-style-type: none"> 1 – Grimsby to Europarc 2 - Grimsby to Europarc 3 – Morrisons to Cleethorpes Pier 4 - Cleethorpes Pier to Morrisons 5 - Immingham to Grimsby Town Centre 6 - Immingham to Grimsby Town Centre 7 - Grange to North Sea Lane 8 – Grimsby town Centre to North Sea Lane 9 - Waltham to North Sea Lane 10 - Waltham to North Sea Lane

12 - New Waltham to Bradley Park 20 – Cleethorpes to Europarc 25 – Grimsby to Market Rasen 50 – Saltfleet to Grimsby 51 - Grimsby to Louth 53 – Grimsby to Lincoln 250 – Grimsby to Hull			
Delivery Timescale			
New commuter plan schemes to be established with staff signed up in Autumn 2023. Target of 300 new Commuter Plan members by March 2024.			
Operator Commitment			
In addition to the above, operators will provide details to the Council regarding the current arrangements with organisations and will collaborate closely with the Council to promote Green Travel Plans.			
Funding – Source + Allocations by Year (£)			
BSIP	30,000	30,000	30,000

Category – Bus Service Support

Title of Proposal			
Frequency Boosts on Key Bus Corridors			
Scheme details			
Initially increasing daytime frequency on the 9 and 10 routes (Cleethorpes – Grimsby - New Waltham – Stagecoach East Midlands) from 4 to 6 buses per hour in total. Further initiatives e.g. daytime frequencies extended into early evenings are yet to be negotiated.			
Potential Benefits from the Scheme			
This will provide a truly “turn up and go” service that will encourage more people to use the 9 & 10 (Waltham to North Sea Lane – Stagecoach East Midlands) services, by reducing wait times, virtually eliminating the need to consult and ‘work to’ a timetable, increasing convenience and overall service attractiveness.			
Delivery Timescale			
Service 9 and 10 frequency uplift targeted for 2023/24. Other milestones will be established in due course.			
Operator Commitment			
Operators will provide monthly data as required to evidence impact of this intervention.			
Funding – Source + Allocations by Year (£)			
BSIP	261,970	248,547	210,168
Stagecoach EM	500,000		

Title of Scheme			
Bus to Bus Connections			
Scheme details			
At locations where bus-to-bus interchange takes place between services operating less frequently than 3 buses per hour, Operators will review schedules so as to optimise connections, so as to offer robust margins for minor delays while minimising additional waiting time.			
Potential Benefits from the Scheme including which local bus services the scheme is applicable to			
Significant reductions possible in some end-to-end journey times, with consequential increases in patronage and in passenger satisfaction (journey times, value for money, and ‘overall’)			
This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);			
1 – Grimsby to Europarc			
2 - Grimsby to Europarc			
3 – Morrisons to Cleethorpes Pier			
4 - Cleethorpes Pier to Morrisons			
5 - Immingham to Grimsby Town Centre			
6 - Immingham to Grimsby Town Centre			
7 - Grange to North Sea Lane			
8 – Grimsby town Centre to North Sea Lane			
9 - Waltham to North Sea Lane			
10 - Waltham to North Sea Lane			

12 - New Waltham to Bradley Park 20 – Cleethorpes to Europarc 25 – Grimsby to Market Rasen 50 – Saltfleet to Grimsby 51 - Grimsby to Louth 53 – Grimsby to Lincoln 250 – Grimsby to Hull			
Delivery Timescale			
Reviews & analysis to take place across 2023, into 2024; for implementation of new schedules from April 2024 timetable change date.			
Operator Commitment			
This IS the Operator Commitment.			
Funding – Source + Allocations by Year (£)			
Stagecoach EM	(BAU)	(BAU)	(BAU)

Title of Proposal
Marketing Campaigns and Promotion of Bus Routes
Scheme details
Bus Operators will undertake refreshed / locally targeted branding / marketing, and special promotions of selected routes. Examples include promotion of high frequency services as ‘turn up and go’, and the no. 17 Cleethorpes 'Holiday' service; other routes are to be promoted, such as based on themes, destinations, or events.
Potential Benefits from the Scheme including which local bus services the scheme is applicable to
Greater public awareness of options, improvements, travel opportunities, particularly targeting infrequent, and non-, users of local buses, leading to increased ridership.
This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);
1 – Grimsby to Europarc 2 - Grimsby to Europarc 3 – Morrisons to Cleethorpes Pier 4 - Cleethorpes Pier to Morrisons 5 - Immingham to Grimsby Town Centre 6 - Immingham to Grimsby Town Centre 7 - Grange to North Sea Lane 8 – Grimsby town Centre to North Sea Lane 9 - Waltham to North Sea Lane 10 - Waltham to North Sea Lane 12 - New Waltham to Bradley Park 20 – Cleethorpes to Europarc 25 – Grimsby to Market Rasen 50 – Saltfleet to Grimsby 51 - Grimsby to Louth 53 – Grimsby to Lincoln 250 – Grimsby to Hull

Delivery Timescale			
Delivery to commence from April 2023.			
Operator Commitment			
This IS the Operator Commitment.			
Funding – Source + Allocations by Year (£)			
Stagecoach EM	(BAU)	(BAU)	(BAU)

Title of Proposal			
Local Bus Passengers’ Charter and Enhanced Customer Satisfaction Survey Regime			
Scheme details			
Bus Operators will collaborate with the Council to develop, or review existing, Bus Passengers’ Charter(s), so as to align with local needs and priorities. They will also develop and undertake bespoke, enhanced regular passenger surveys, in co-ordination with NELC, in order to supplement existing survey data from Transport Focus – to include origin / destination surveys, performance benchmarking, etc., at intervals, for better gathering of travel data.			
Potential Benefits from the Scheme including which local bus services the scheme is applicable to			
Improvements to overall passenger satisfaction, from visibility and accountability regarding what levels of service / quality can and should be expected from Operators.			
This scheme is applicable to the following local bus Services (all Stagecoach East Midlands);			
<ul style="list-style-type: none"> 1 – Grimsby to Europarc 2 - Grimsby to Europarc 3 – Morrisons to Cleethorpes Pier 4 - Cleethorpes Pier to Morrisons 5 - Immingham to Grimsby Town Centre 6 - Immingham to Grimsby Town Centre 7 - Grange to North Sea Lane 8 – Grimsby town Centre to North Sea Lane 9 - Waltham to North Sea Lane 10 - Waltham to North Sea Lane 12 - New Waltham to Bradley Park 20 – Cleethorpes to Europarc 25 – Grimsby to Market Rasen 50 – Saltfleet to Grimsby 51 - Grimsby to Louth 53 – Grimsby to Lincoln 250 – Grimsby to Hull 			
Delivery Timescale			
Charter to be completed, presented, and widely advertised, no later than March 2024; Enhanced Customer Satisfaction Survey Regime to be in operation no later than March 2024.			
Operator Commitment			
This IS the Operator Commitment.			

Funding – Source + Allocations by Year (£)			
Stagecoach EM	(BAU)	(BAU)	(BAU)

(Ends)