

NATIONAL BUS STRATEGY

JOINT BUS SERVICE IMPROVEMENT PLAN

LANCASHIRE COUNTY COUNCIL
& BLACKBURN WITH DARWEN BOROUGH COUNCIL

Image courtesy of
Gareth Gardner



Image courtesy of
Jim Davies



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FOREWORD

Councillor Rupert Swarbrick, Cabinet Member for Highways and Transport, Lancashire County Council

Buses in Lancashire are the most popular and well used form of public transport in the county, with over 40 million journeys taking place in 2023-24. We have delivered significant investment in enhancing bus services to ensure our residents can maintain connections with their friends and family, reach essential services and access opportunities for education and employment.

This Bus Service Improvement Plan highlights the achievements that have been made since 2021 and shows our continued ambition, in partnership with Blackburn with Darwen Council, going forward.

Passenger numbers have already grown by almost 4m since 2022/23 and our aim remains to make the bus an even more attractive option for everyone. We want to give everyone, including car users, more options for their regular journeys so that we can reduce congestion, better look after our environment, and improve our health and wellbeing.

Through our Bus Service Improvement Plan funding, received from HM Government, we will continue to develop our public transport network with our local bus operator partners through our Enhanced Partnership. We have exciting plans to develop the growth in our bus network and I look forward to continuing to collaborate with bus operators to deliver a bus network that works for everyone.



Councillor Qesir Mahmood, Executive Member for Growth and Development, Blackburn with Darwen Borough Council

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SECTION 1

Our Bus Vision

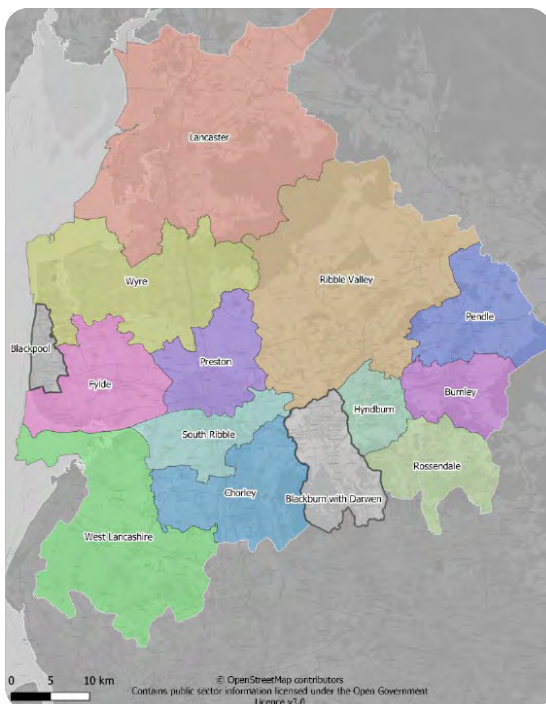
1.1. Context

This Bus Service Improvement Plan (BSIP) covers the administrative areas of Lancashire County Council and Blackburn with Darwen Borough Council illustrated at Figure 1-1. Blackburn with Darwen is a unitary authority; Lancashire is a two-tier authority – and Figure 1-1 shows the ‘lower tier’ district council areas within Lancashire.

Lancashire County Council, Blackburn with Darwen Borough Council and Blackpool Council have agreed to create a non-Mayoral combined authority – the Lancashire Combined County Authority . Under this agreement the district councils in Lancashire will remain in place.

Both Lancashire County Council and Blackburn with Darwen Borough Council have entered into Enhanced Partnerships with local bus operators. Both councils chose to follow this route due to the positive relationships held with operators and the small teams currently employed by the authorities.

Figure 1-1 - Lancashire County Council / Blackburn with Darwen Borough Council Administrative Area



Lancashire County Council’s Enhanced Partnership can be found here: <https://www.lancashire.gov.uk/council/strategies-policies-plans/roads-parking-and-travel/bus-service-improvement-plan/>.

Blackburn with Darwen Borough Council’s Enhanced Partnership can be found here: [EP-Management-Board-Approved-EP-December-2022.docx](https://www.blackburn.gov.uk/EP-Management-Board-Approved-EP-December-2022.docx) (live.com)

The first Bus Service Improvement Plan was published on 29 October 2021. Lancashire County Council’s Enhanced Partnership was made on 7 April 2022 and Blackburn with Darwen’s on 10 June 2022. The two authorities published a joint review of the BSIP on 31 October 2022 as then required by Department for Transport (DfT).

Consistent with current Department for Transport guidance , it is expected that a further BSIP will be produced in 2025. We expect to produce an annual monitoring update.

1.2. Our Vision for Bus Services in Lancashire and Blackburn with Darwen

Lancashire’s public transport network is vital to ensure that everyone, wherever they live and whatever their circumstances, can maintain connections with their friends and family, reach essential services, and access opportunities for employment.

We want bus services that people want to use and for them to provide a real alternative to using the private car. We want them to be better connected and accessible, with infrastructure that links opportunities to need, and travel choices that are safe, inclusive, affordable and low carbon. With a diverse population of 1.5m people, buses are the most popular form of public transport in Lancashire carrying over 40m passengers per year and we want that market to grow.

Our ten key principles in making that happen are:

- **Frequent** – Bus service running at least every 15 minutes during the day in our major towns and cities and every 30 minutes daytime on key inter-urban routes;
- **Accessible** – A bus and community transport network that can be used by all;
- **Affordable** – Fares which offer value for money both for the individual passenger and those travelling together;
- **Flexible** – Multi-operator ticketing which can be bought from the driver, online or via an app;
- **Reliable** – Create a reliable network so buses turn up on and run to time;
- **Comprehensive** – A network that provides access to employment,

education, health and leisure opportunities for our residents;

- **Green** – Services operated by low, ultra-low and zero emission vehicles;
- **Attractive** – Vehicles, bus stops and bus stations which are clean and well maintained;
- **Safe** – ensure everyone can feel safe waiting for and travelling on bus services at any time of day; and
- **Informative** – Easy to access and comprehensive information on the bus network including where buses go, when they go, how much they cost and if they are disrupted.

These 10 key principles translate into our vision for how to develop bus services. This vision guides the interventions we are currently undertaking and are described in Sections 2 and 3, and those interventions which we aspire to undertake and are described at Section 4.





Investment in bus priority schemes to provide faster and more reliable bus journeys, focusing on Superbus routes.



Investment in making bus stops more accessible, with improved shelters and passenger information.



Improving access to employment, health and education facilities by bus.



Providing increased options to travel by bus in more rural areas.



Higher bus service frequencies, particularly evenings and weekends.



Better information about local bus services, including regularly updated printed and online information, which has a consistent image.



Roll-out of multi-operator ticketing across Blackburn, Blackpool and Lancashire.



Introduce multi-operator Tap-on Tap-off fare capping to simplify your travel experience.



Cheap fares during evenings and weekends. Standardised discounted fares to help young people and vulnerable groups.



A Passenger Charter ensuring your voice is heard and the bus network is responsive to the needs of the communities it serves.



Investment in zero-emission and low-emission buses to support our net zero ambitions.



Working in partnership with bus operators and neighbouring authorities to improve bus services



Working closely with developers and employers to ensure the bus service supports our growing economy.



Working with our partners to improve the journey experience and ensuring everyone feels safe.



1.3. A Vision for Bus – Aligning with our Local Transport Plan

Developing the Local Transport Plan

Lancashire County Council and Blackburn with Darwen Borough Council are working alongside Blackpool Council to develop a new Joint Local Transport Plan (LTP4).

Setting the Scene

LTP4 will cover an area with a population of more than 1.5 million. Whilst the economy of more than £34bn is the second highest in the North West region, there is a 20% productivity gap compared to the national average – transport is one of the contributing factors to this growing gap. Transport-related social exclusion (due to poor accessibility) is a major challenge in the LTP4 area with Transport for the North's Transport-Related Social Exclusion tool providing a valuable asset to identify those areas at highest risk.

Transport-related social exclusion is caused by multiple factors, including:

- Lack of nearby or well-located employment, health and education opportunities;
- Geography and highway restrictions preventing or limiting public transport and active travel access to an area;
- The lack of direct bus services;
- Sometimes fragmented and unreliable public transport services;
- Exposure to harassment, discrimination, and anti-social behaviour; and
- Costs that exceed what is affordable for people on low incomes.

Transport is the largest source of carbon emissions, and many people are highly car-dependent due to a lack of viable alternatives. In addition, high traffic flows are having detrimental impacts on many of our urban communities, creating severance, noise, and pollution, with collisions impacting on our most vulnerable residents.

Looking to the Future

Good transport is critical to unlocking new job opportunities and housing developments. High quality public transport acts as a means to an end – making public and active travel a viable option for regular journeys reduces car dependency. Modal shift from cars will help to improve air quality and reduce congestion on key corridors.

1.4. Funding for Improving Bus Services

BSIP Phase 1

Lancashire County Council and Blackburn with Darwen Borough Council were awarded £34.2m in response to their joint BSIP submitted in 2021. This funding was provided to support a number of projects to be delivered over the period 2022/3 to 2024/5 and was split £23.5m in capital and £10.7m in revenue.

Of the £34.2m, Lancashire County Council received £30.5m and Blackburn with Darwen Borough Council received £3.7m.

This spend is described in more detail in Section 2. Table 1-1 provides a summary of what this has been spent on to date (April 2024).

Table 1-1 – BSIP Spend Summary to Date

Topic	Authority	
	LCC	BwD
Upgrades to existing bus services	7 upgrades to evening and Sunday services; 3 upgrades to day time services. Two of these service enhancements are to Royal Blackburn Hospital.	6 frequency enhancements to services, 4 joint with LCC. Focus on evenings and Sundays on 5 of the enhancements, with 1 daytime enhancement to Royal Blackburn Hospital.
New bus routes	Skelmersdale – Kirkby Train link. Clitheroe – Settle	-
Fares initiative	2 for the price of 1 at weekends (Weekender)	
Fares initiative	£1 flat fare after 19:00 evenings	
Bus priority measures	Parking restrictions and review bus stop location at two sites; other schemes under development for implementation in 2024/5.	A number of schemes under development for implementation in 2024/5.
Other infrastructure measures	New bus shelters	36 bus stop upgrades; 2 new shelters

Further schemes are scheduled for implementation using BSIP funding:

- Lancashire County Council – 29 bus priority schemes; and
- Blackburn with Darwen Borough Council – 12 bus priority schemes and 36 bus stop upgrades.



BSIP Phase 2

A total allocation of £5.5m was made in May 2023. This was split evenly over the 2023/24 and 2024/25 financial years with Lancashire County Council receiving £4.5m and Blackburn with Darwen Borough Council £1.0m.

Table 1-2 summarises how these funds have been applied so far.

Topic	Authority	
	LCC	BwD
Upgrades to existing bus services	Enhancing daytime frequency on 3 routes. Extending / diverting 5 routes to provide more journey opportunities. Enhancing evening frequency on 10 routes.	
Retention of existing bus services	Funding to cover increased cost of tendered services	
New bus routes		Re-instate Blackburn Orbital Service
Marketing	Development of all operator bus network maps	
Fares	Funding towards discounted fares	

Table 1-2 – BSIP2 Spend Summary

Further improvements are proposed for delivery and are described at Section 3.

BSIP Phase 3

In October 2023 Blackburn with Darwen Borough Council was allocated £880,000 and Lancashire County Council £7,025,000 BSIP Phase 3 funding for the 2024/25 financial year. This is part of the Network North funding from the cancellation of HS2 phase 2.

More detail is provided in Section 3, however Table 1-3 outlines how the money is intended to be spent.

Topic	Authority	
	LCC	BwD
Upgrades to existing bus services	Enhancing daytime frequency on 4 routes. Enhancing evening frequency on 7 routes. Enhancing Sunday frequency on 2 routes.	Continued service support
New bus routes		Re-instate Flexibus service
Marketing and Information	Extra staff at bus stations Marketing bus services	
Fares	Funding towards discounted fares for Young People	Funding towards discounted fares for Young People

Table 1-3 – BSIP3 Spend Summary

Other Funding Sources

Transforming Cities Fund

In March 2020 Lancashire County Council (LCC) and our partners were awarded £40.4m by the Department for Transport (DfT), which was granted under the Transforming Cities Fund (TCF). As part of this Friargate in Preston, which was the main bus corridor between Preston Bus Station and the UCLan Campus, was pedestrianised. To compensate for this loss, a bus gate opened in May 2024 on the parallel Corporation Street. TCF has also funded the introduction of 'Anybus' multi-operator ticketing in Preston with a back-office infrastructure which can be used for further schemes throughout Lancashire and neighbouring authorities. Similarly, TCF has been used to fund the first phase of installing intelligent bus priority at traffic signals, on key routes through Preston city centre.

Levelling Up Fund

Lancashire County Council is currently finalising the business case for £50m of Levelling Up Fund allocated to the authority. This includes the following bus related funding:

- £1.4m to install up to 115 Real Time Passenger Information displays and create a back-office system which will enable future expansion;
- £0.7m for upgrading traffic lights at 20 sites to be able to provide intelligent bus priority; and
- £1.0m for accessibility improvements at 84 bus stops including new shelters, raised curbs and rearrangement of other street furniture.

Public Transport Safety Officers

In November 2023, Lancashire County Council was one of four authorities awarded funding by the Department for Transport to recruit and employ Public Transport Safety Officers as part of a transport safety pilot scheme. The award of £525,000 has

allowed Lancashire to develop a new project aimed at tackling anti-social behaviour on public transport across the county and will see the dedicated, specialist officers out and about at bus stations and on buses across Lancashire. They will be deployed where they're most needed, thanks to close working between the county council and its partners in the transport sector and Lancashire Police. The pilot runs until the end of March 2025.

On the theme of safety and security, Lancashire has applied its own resource to replace its CCTV systems in Chorley and Nelson bus stations in the last 18 months.

Local Transport Fund

It was announced in February 2024 that Blackburn with Darwen Borough Council has been allocated £116.9m and Lancashire County Council £494.4m funding for seven years from the 2025/26 financial year from the Local Transport Fund. This is part of the Network North funding from the cancellation of HS2 phase 2. Blackpool Council has been allocated £120.8m, meaning that the future Lancashire Combined County Authority has been allocated a total of £732.1m for the seven years.

Further guidance is awaited on how the funding can be spent.



George Slynn Bus Station



-  Bus Stands 1, 10 & 11
- ←  Bus Stands 2 - 9
-  Changing Places
-  Toilets
-  Baby Change
- ← Exit North
- Exit South
-  Taxis
- ←  Railway Station

Smoking, including the use of E-Cigarettes, is not allowed in this building or on any Lancashire County Council land or property.



SECTION 2

Current Offer to Bus Passengers

2.1 Background

This section describes the bus service offer to Lancashire and Blackburn with Darwen, assesses its quality and suitability for residents, and analyses the impact of background highway and socio-demographic conditions on buses. At a number of points, it refers to “Lancashire and Blackburn BSIP Baseline Evidence Base” (hereby referred to as Data Note) which addresses these issues in some detail and to which the reader is referred for more detail. It has been updated in line with this refreshed BSIP and is provided as a separate document.

At the end of each section is a brief commentary on the existing situation and how it relates to the aspirations of the National Bus Strategy.

2.2 Analysis of Existing Local Bus Services Compared to BSIP Outcomes

Operator Context

A full list of services operating within Lancashire is provided in Appendix A of the Data Note.

Table 2-1 summarises the distribution of bus operators by district council area within Lancashire, and the unitary authority of Blackburn with Darwen.

Table 2-1 - Bus Operators by in Blackburn and Lancashire by District

District	Main Operator(s)	Other Operator(s)
Blackburn with Darwen	Transdev	Blackburn Private Hire, Moving People, Pilkingtonbus, Preston Bus, Stagecoach M&SL, Transport for Greater Manchester (TfGM), Travel Assist, Vision Bus
Burnley	Transdev	First West Yorkshire, Preston Bus, Vision Bus
Chorley	Stagecoach M&SL	Holmeswood, TfGM, Transdev, Tyrers, Preston Bus
Fylde	Blackpool Transport	Stagecoach M&SL, Preston Bus, Stagecoach C&NL
Hyndburn	Transdev	Pilkingtonbus, Stagecoach M&SL
Lancaster	Stagecoach C&NL	Lonsdale Buses
Pendle	Transdev	Pilkingtonbus, Preston Bus, Stagecoach M&SL, Vision Bus
Preston	Preston Bus Stagecoach M&SL	Blackpool Transport, Holmeswood, Stagecoach C&NL, Transdev, Tyrers, Vision Bus
Ribble Valley	Stagecoach M&SL, Transdev	Holmeswood, Moving People, Pilkingtonbus, Preston Bus, 21 Transport
Rosendale	Transdev	TfGM
South Ribble Vision Bus	Stagecoach M&SL	Holmeswood, Preston Bus, Transdev, Tyrers,
West Lancashire	Arriva North West, Stagecoach M&SL	Charlton MiniCoaches, Preston Bus, TfGM
Wyre	Blackpool Transport Stagecoach C&NL	Lonsdale Buses, Preston Bus, Transpora NW

Change since 2021

Franchising in Greater Manchester has had some impact on services into Lancashire and Blackburn with Darwen. Whilst four of the five routes just cross the boundary into Blackburn with Darwen, Rossendale and West Lancashire, the former Arriva Chorley – Wigan service, which is the main bus route between Chorley and Coppull, is now part of the Bee Network.

Alongside TfGM, new operators in Lancashire are Greater Manchester-based Vision Bus and North Yorkshire based 21 Transport. The East Lancashire rural tendered network operated by Transdev under the Ribble County brand in 2021, is now operated by Preston Bus and Vision Bus.

When the BSIP was first prepared in 2021, significant staff shortages applied in bus operations as well as in many other sectors of the economy, affecting service delivery. In 2024 operators report that the situation for driver availability is much improved, but that the availability of engineering staff and indeed spare parts remains a challenge.

Service Classifications

Service Summary

The bus services operating in the Lancashire County Council (LCC) and

Blackburn with Darwen (BwD) areas can be divided into six separate classifications:

- Superbus – Core interurban services between the key cities and towns, mainly run on a commercial basis;
- Superbus Urban – High frequency urban services within the Preston and Fylde Coast areas, either run fully commercial or with subsidy only for a limited number of journeys;
- Key Urban – Secondary urban routes on a lower frequency than ‘Superbus Urban’ but still offering service provision in the evenings and Sunday daytime;
- Other Interurban – Secondary interurban routes which complement the Superbus network by connecting smaller settlements to larger urban areas;
- Other Urban – Lower frequency urban services which provide socially necessary links and are generally provided on a subsidised basis; and
- Rural – Subsidised services which provide socially necessary links into and across more rural areas.



Figure 2-1 shows the coverage of Superbus, Key Urban and Rural routes within the LCC and BwD areas in early 2024.

Figure 2-1 – Superbus, Key InterUrban and Rural Routes



Superbus

Superbus routes are services which provide strategic linkages across Lancashire and Blackburn with Darwen. They reflect both the multi-centric nature of Lancashire which requires a network of frequent and reliable buses running between urban centres, and they represent busy urban services in the major settlements. They provide the key focus for investment in bus services, notably bus priority measures to reduce journey times and improve reliability.

The target is that:

- Interurban Superbus services should run at least every 30 minutes during day times on Mondays to Saturdays, and at least every 60 minutes Sunday daytime and during the evenings; and
- Urban Superbus services should run at least every 15 minutes during day times on Mondays to Saturdays, and at least every 30 minutes during Sundays and in the evenings.

Current operators of services designated as Superbus services include:

- Arriva North West;
- Blackpool Transport;
- Preston Bus;
- Stagecoach Cumbria & North Lancashire (C&NL);
- Stagecoach Merseyside & South Lancashire (M&SL);
- Transdev; and
- Transport for Greater Manchester (Bee Network).

2.3 Bus Service Supply

Section 6-2 of the Data Note provides more detail of bus service supply by district council area, including changes introduced with BSIP funding.

Current situation compared to National Bus Strategy aspiration:

- A number of services and corridors in the urban areas of Blackburn, Burnley, Preston and Lancaster provide 'walk-up' frequencies of at least 5-6 bph with evening and Sunday services at least hourly.
- Frequent interurban bus routes connect the main towns and cities in Blackburn and Lancashire as well as cross-boundary into Blackpool; Greater Manchester; Merseyside; North Yorkshire; Westmorland and Furness; and West Yorkshire.
- Variable connectivity to major employment areas, with only some having a limited weekday daytime service.
- Variable service provision during evenings and Sundays away from the core corridors, with some smaller towns receiving limited or no service. Low frequency services to and within the rural north-east of the county in particular, and strong reliance on local authority funding for many bus services.

Change since 2021

BSIP1 and BSIP2 funding has delivered the following up to April 2024:

- Brand new services = 3
- Extended / diverted services providing new links = 7
- Services with Monday – Saturday daytime frequency enhancements = 7
- Services with evening frequency enhancements = 19
- Services with Sunday frequency enhancements = 7

BSIP and BSIP2 funding has been applied to provide regular service levels on evenings and on Sundays on a number of urban and interurban services, with a particular focus on accessing health and employment opportunities at hospitals and employment and leisure opportunities in town centres. It has also been used to provide the Trainlink service between Skelmersdale and Kirkby in order to radically improve access to employment, education and leisure facilities in Liverpool via interchange with the Merseyrail network and also into Greater Manchester on the national rail network. Some increases in rural service levels have also been funded, with a new route connecting parts of Wyre and Lancaster.

2.4 Bus Service Outcomes

The rate of bus use (measured as the number of bus journeys made per head of population) fell in both authorities, from high points of 33 in BwD and 53 in Lancashire in 2009/10 (just after the introduction of the English National Concessionary Travel Scheme). In the last full year before Covid (2018/19), the bus passenger trip rates had fallen to 25 in BwD and 35 in Lancashire.

Since Covid-19 (when the bus trip rate fell to little more than 10), the bus passenger trip rate recovered in Lancashire to 24 in 2021/22 and further to 29 in 2022/23 and (provisionally) to 32 in 2023/24.

In Blackburn with Darwen, the bus passenger trip rate recovered to 18 in 2021/22 but then appeared to stall, with 17 recorded in 2022/23. However, 2023/4 appears to have seen a recovery, with (provisionally) 25 bus journeys per head of population.

Figure 2-2 shows these trends.

Figure 2-2 – Bus Patronage per Head of Population, Lancashire County Council and Blackburn with Darwen Borough Council

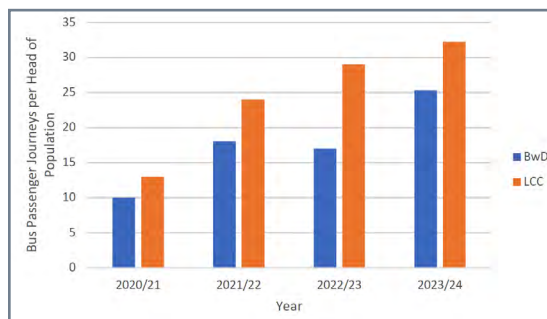


Figure 7-2 of Data Note shows that the decline in bus passenger trip rate pre-Covid was significantly steeper than in England as a whole or for the North West region – though the decline in Blackburn with Darwen was broadly on a par with that observed in Blackpool. The recovery in Lancashire since Covid has been in line with the average for the North West of England.

Figure 7-3 of the Data Note compares the bus passenger trip rate against zero household car availability. It suggests that at the rate of zero car ownership observed in Lancashire at the 2021 Census, the projected bus passenger trip in Lancashire should only be a little higher, but that in Blackburn with Darwen it should be around twice as high at around 50.

It is interesting to compare these results with those reported in the 2021 BSIP using 2011 Census results. These suggested that the projected bus passenger trip in Lancashire should have been around ten percentage points higher at around 40, and in Blackburn with Darwen roughly three times higher at around 70.

These results suggest that Lancashire has more or less caught up with the average (as represented by the trend line in Figure 7-3 of the Data Note) but that BwD is still below the average.

The reasons for the decline over the last few years are various and are not fully understood but include:

- Rail service upgrades saw increased demand at some rail stations, notably at Burnley and Accrington (Data Note Table 8-1);
- LCC saw the loss of many of its tendered bus services – though these have been reinstated, a long-term loss of patronage can be expected as a result;
- Variable levels of traffic congestion exacerbated by planning decisions to locate residential and employment development in locations which are hard to serve by public transport – for example by motorway junctions. Figure 3-4 of the Data Note shows that while densification has occurred in much of Lancashire, much of this has occurred in sparsely populated areas such as Wyre, while many established urban areas, notably Blackburn with Darwen, have lost population density;
- Abundance of free or cheap private parking in town centres, retail parks and employment areas (although overspill on-street parking is now an issue in most employment areas);
- The decline in town centre-based retail activity with more activity taking place on-line and in the major city centres of Manchester and Liverpool which for the most part are more easily accessible by rail. For instance, footfall in Blackburn town centre fell by 6% between 2017 and 2019;
- Lack of services in large employment areas located away from the core bus network, e.g. adjacent to motorway junctions;
- Anecdotally, high levels of private hire taxi use in some areas; and
- A decline in concessionary passenger journeys, partly as

a result of Covid, partly as a result in the increase in the age of eligibility, and partly owing to structural trends such as the rate of car driver licence holding. Figure 7.5 of the Data Note shows that in 2012/13 concessionary journeys accounted for around 1 in 3 total bus journeys in both Lancashire and Blackburn with Darwen. By 2022/23 this had fallen to 1 in 4. Figure 7.4 of the Data Note shows that the rate of recovery in concessionary journeys since Covid has been lower in LCC and BwD than in the North West or in England as a whole.

2.5 Delivering the National Bus Strategy

Figure 2-3 shows the network of services provided with financial support across the authorities' areas in 2021. Note that this figure shows the full extent of the supported network. It is likely that a number of the routes shown were overlaid by commercial services.

In 2021 Lancashire County Council had 39 contracts for tendered local bus services on 64 different services. Some of these were for the operation of evening or Sunday services on otherwise commercial services, but around three quarters of the contracts were for the operation of entire daytime services, with a focus on fulfilling mobility needs across the county.

These contracts carried around 2.3m passengers or around 6% of the total bus passengers. The net cost – after fare-paying revenue and concessionary travel reimbursement – was around

£8.9m. The county council also introduced additional services, as part of the DfT's "A Better Deal for Bus Users" funding allocation.

Before the Covid-19 pandemic, Blackburn with Darwen provided support to five services at a total cost of around £33,000 per annum.

Figure 2-4 shows the extent of services improved or introduced utilising BSIP and BSIP2 funding to the end of April 2024.

The number of passengers that tendered services carry increased from 2.3m in 2021/22 to 5.5m in 2023/24. The net payments increased from £8.9m to £15.4m over the same period. As a result, the £ / passenger fell from £3.87 to £2.82, despite an 18% increase in inflation (CPI) over the same period.

As the analysis in Section 6.4 of the Data Note shows, the number of regular (at least hourly) evening services has increased from 56 to 71, and the number of regular Sunday services from 81 to 87. Table 6-4 of this note shows that the population within 400 metres of a bus stop served by at least an hourly bus service increased:

- On Monday – Saturday evenings by 144,000 or 10%; and
- On Sunday daytimes by 51,000 or 4%.

This is against an equivalent increase for Monday – Saturday daytimes of less than 1%.

Overall, the very high percentage of the population within 400 metres of a bus stop served by a bus of any frequency has remained stable at around 97%.



Figure 2-3 - Bus services provided with financial support in 2021

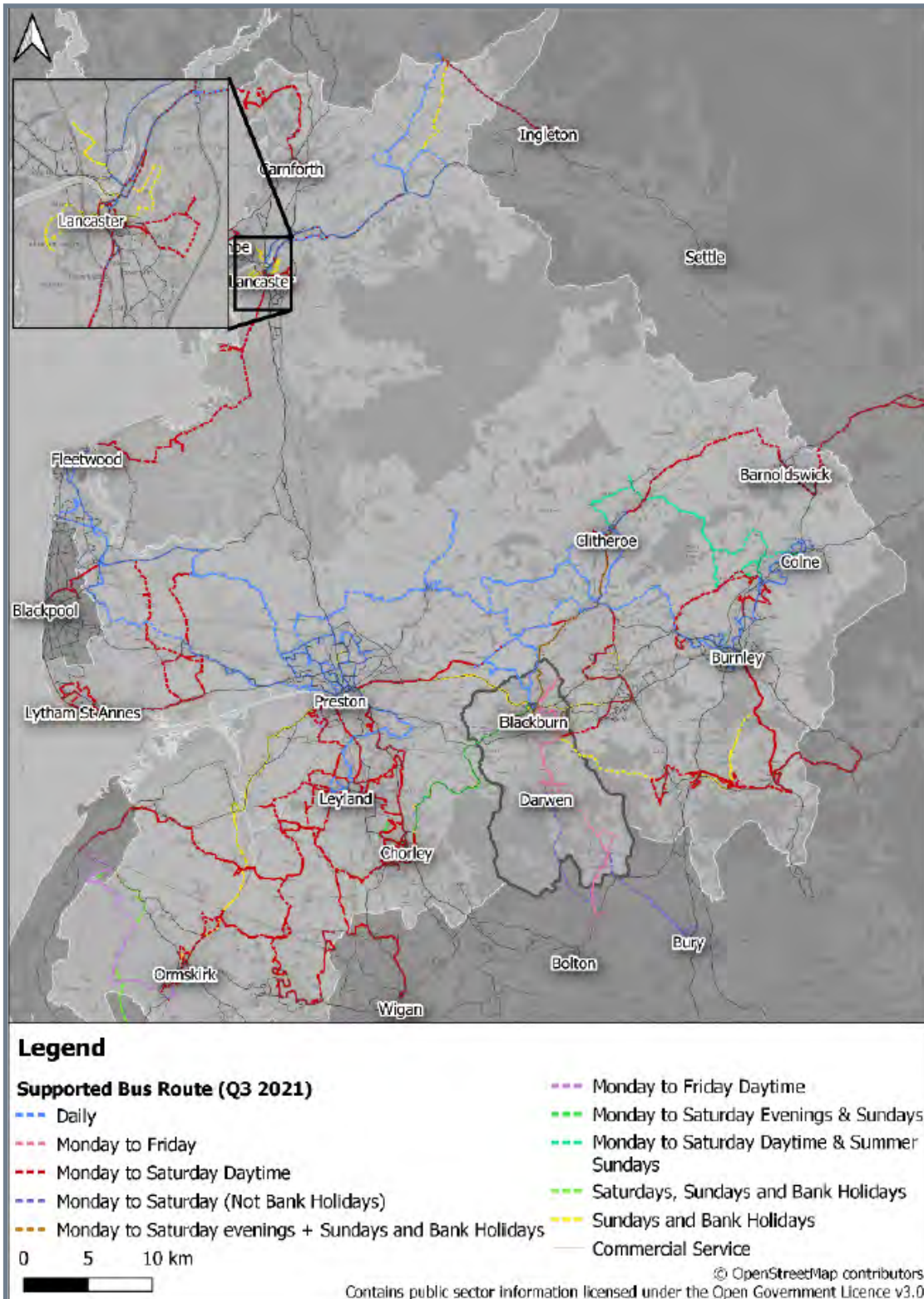
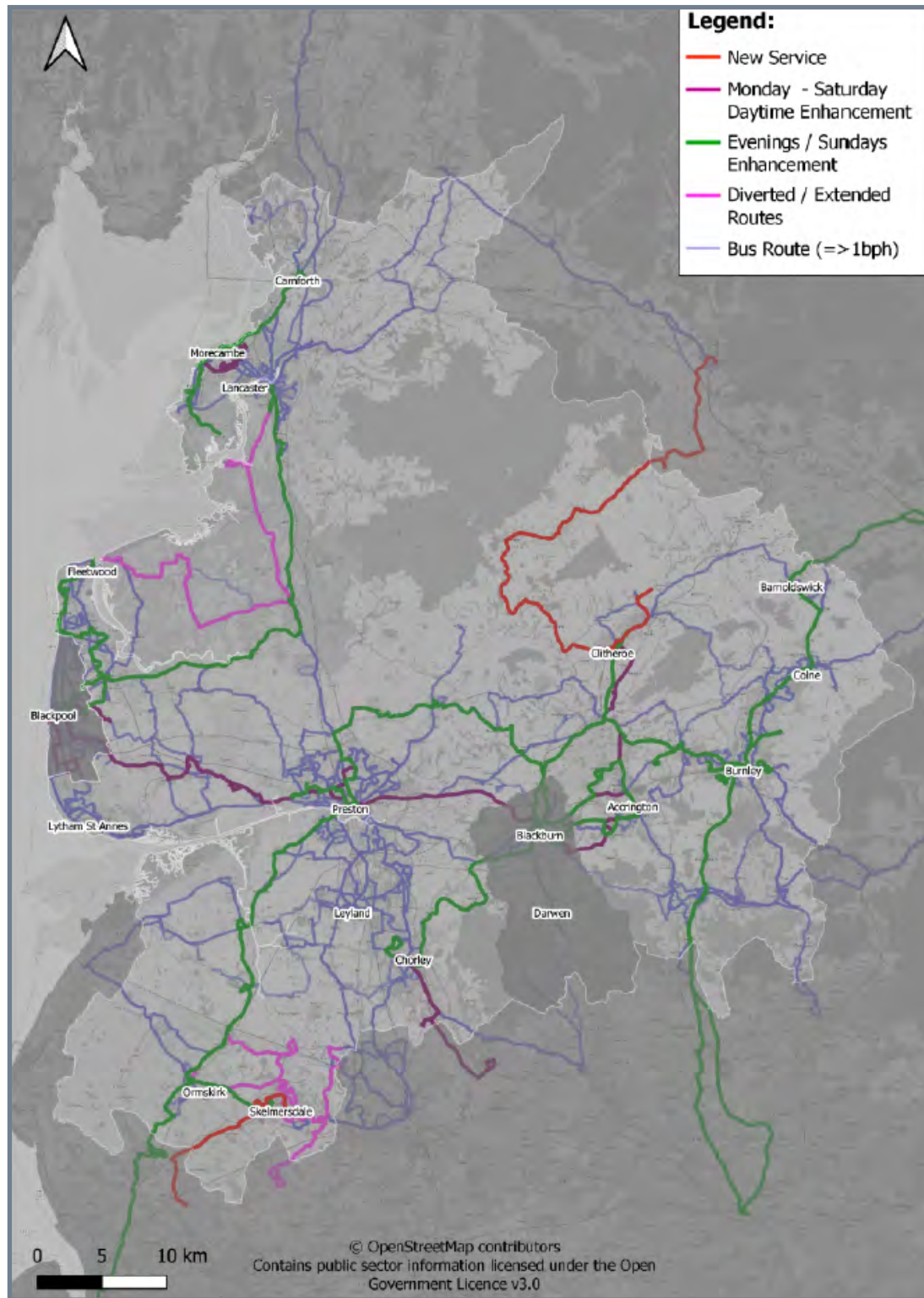


Figure 2-4 – BSIP and BSIP2-funded service enhancements



From
£1

Great value bus fares in Lancashire



- **£1** single fare after 7pm & all day
Sunday and bank holidays
- **£2** before 7pm
Monday to Saturday



Funded by
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County
Council



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2.6 Bus Service Infrastructure

Lancashire County Council manages and staffs a number of bus station facilities:

- Preston – large facility refurbished in 2017 Grade II-listed building with 36 bays and 5-bay coach station with public Wi-Fi and passenger departure information screens;
- Accrington – 11-bay modern facility, opened in 2016 with Wi-Fi and passenger information screens;
- Nelson – interchange with 9 bays opened in 2008: no public Wi-Fi currently in place; however, passenger departure information screens were fitted in early 2022; and
- All bus stations are staffed and feature CCTV for added security (with CCTV at Nelson being upgraded by the county council in 2022).

Overall, Lancashire County Council has invested over £40m in developing, refurbishing and improving transport interchanges in the last 20 years.

Bus stations at Burnley, Chorley, Colne, Lancaster, Ormskirk and Rawtenstall are owned by the borough council concerned and managed under a facilities management contract by the council or by the local bus operator. Chorley bus station moved from Lancashire County Council to Chorley Borough Council ownership in 2023.

Ormskirk's new bus station opened in March 2023 as part of the £3.4m Ormskirk Eastern Gateway Project, a partnership between Lancashire County Council, West Lancashire Borough Council and Historic England. The new bus station was developed on the site of the existing one, with real time passenger information, five bus bays with modern shelters and easy

disabled access, toilet facilities and cycle parking.

Lancashire County Council is currently undertaking a programme to enhance bus shelters and the accessibility of bus stops, and has spent £2m of its own resources in the last two years, supplemented by other funding sources. The focus to date have been route 125 (Preston – Chorley – Bolton), Lancaster, Longridge, Bamber Bridge and route 312 (Skelmersdale – Wrightington Hospital). Its process of replacing over 800 shelters in its direct control at a cost of £3.5m over 3-4 years continues – with a 'bee-friendly' shelter installed in Preston.

Blackburn with Darwen Borough Council manages and staffs Blackburn Bus Station. This has 14 stands and was opened in 2016. It has information screens and Wi-Fi. There is an unstaffed bus station at Darwen Circus. It undertook accessibility upgrades at about 30 bus stops in 2023/24. Some of these included refurbished or new shelters.

There are around 8,000 roadside bus stops in Lancashire and just under 1,000 in Blackburn with Darwen.

2.7 Bus Fares

Bus fares vary substantially across the area. As would be expected for authorities of the combined size and diversity of Lancashire and Blackburn with Darwen, the complexities of the bus network means that cash single and return fares vary by operator and even operator sub-area, while different operators have different ticketing products. These complications of fares, and overlapping fare zones make difficulties in providing clear and comprehensive fares information to users and potential passengers.

The Data Note Section 6-6 provides a summary of published fares. From this it is clear that there is substantial variation in fares and the offers to different groups, notably younger people.

Multi-Operator Ticketing

Utilising TCF money, Lancashire County Council introduced the Preston 'Anybus' multi-operator ticket in Preston initially as a soft-launch. Currently 1-day and 7-day tickets are offered at adult and under-19 fares, along with a day group ticket.

As of May 2024, this is the only commercial multi-operator ticket available within Blackburn and Lancashire. This lack of multi-operator tickets may be a barrier to travel across the county due to the range of operators and the differing geographical extent of each operator. Where services are provided by more than one operator, it forces people to choose between operators (and thereby accept the frequency offered by one operator) unless they are to pay both operators separately. Where destinations require a change of bus (such as Royal Preston Hospital) it forces people to pay again where that bus is provided by a different operator. The outcome is that people may find different ways to travel, or that they are deterred from travelling at all. Special fare arrangements are available on Lancashire tendered services only regarding acceptance of other operator's tickets.

BSIP funding has been applied to help to make all operators within Lancashire, except for Stagecoach, able to provide single operator-only 'Tap on Tap off'. This means that Anybus areas are ready for the transition to multi-operator capping once a national / sub-national back-office system and standards has been developed.

Concessionary Travel

The provision of concessionary travel to older and disabled people is mandated by the English National Concessionary Travel Scheme (ENCTS), and Lancashire County Council and Blackburn with Darwen Borough Council operate the scheme between 09:30 and 23:00 on weekdays and all-day on Saturday, Sunday and Public Holidays. For disabled pass holders the authorities support the use of passes before 09:30 Monday to

Friday for a flat fare of £1. The cost of the ENCTS across both authorities is around £18m.

The provision of discounts to young people varies, with the fare reduction varying between operators. Availability of information relating to child cash fares is difficult to determine before boarding the bus in many cases – both the level of the discount and the age to which it applies.

Stagecoach offers half-fare single and return tickets to jobseekers, but no other operators do.

This analysis suggests that fares are likely to be too complicated for some existing users, meaning that they are not using the best-value product for their travel needs, and is likely to deter travel. Most operators do not publish single or return fares on their websites.

Current situation compared to National Bus Strategy aspiration:

- Bus fares are variable across the county, particularly away from the urban areas.
- Multi-operator ticketing is currently limited to Preston, but will be extended to Blackpool, Fylde and Wyre during 2024/5 with plans for further schemes in East and West Lancashire.
- Young persons' fares are not standardised.
- Lack of consistent fare offers for key groups, including students and job-seekers.
- Large variation in the type of ticket products available and payment methods accepted.

LCC and BwD have utilised BSIP funding to implement two fares initiatives:

- £1 adult single fare after 19:00, starting on 30th January 2023. 205,777 tickets were issued in 2022/23, and 1,671,105 in 2023/24; and

- Weekender ticket, starting on 4th February 2023. This enables a day ticket purchased on a Saturday to be used for free on a Sunday. 68,683 tickets were issued in 2022/23, and 384,196 in 2023/24. In May 2024 this was replaced by an extension of the £1 adult single fare scheme to include Sundays.

Most bus operators are currently participating in the Government's £2 single fare cap. The effect of this is hard to disaggregate from other improvements – both as a result of the investment programme described in this Section 2, and as a result of an improved staffing situation at bus operators. However, one operator believes that an increase in patronage of around 4% – 5% is attributable to the fare cap.

2.8 Bus Passenger Information

Much information is available on channels which are universally available across the UK: Traveline, Google Maps, and a variety of open-source websites such as Citymapper and bustimes.org.

Lancashire County Council provides timetable information on its website, including information on departure stands in its bus stations, and also allows for searching by road and then refined area (with mapping to provide a visual search tool). The county council also provides printed timetable leaflets for those tendered bus services operated on behalf of the authority, which are also downloadable from its website.

It provides bus stop information at key stops and stations with approximately 40% coverage of all 8,000 bus stops across the county, and in partnership with bus operators. It currently has a programme to increase the number of timetable cases to allow more stops to display timetable information. Similarly, Blackburn with Darwen Borough Council provides a series of timetable leaflets and a bus network map on its website, the leaflets being organised around local services in Blackburn, Darwen, Ribble Valley, Out-of-Borough and Hospital access.

LCC provides an online Mapping information system – MARIO, on which all the bus stops are marked. By selecting a stop all the bus services serving that stop are presented and by further clicks the current timetable can be displayed. All the bus routes are mapped and can be selected and highlighted to display the routes taken, by the whole timetabled route.

For other journey planning purposes, all operators provide websites with service information, with some then providing fares information. Paper timetable leaflets are now only offered by some operators, with travel and enquiry shop facilities now fewer in number than previously, with Lancashire County Council information offices closed some years ago as an austerity measure.

Real-time passenger information (RTPI) is available at some key stops in Lancashire and also using the Traveline shortcode text message service. It is provided at key interchange and hub stops in Blackburn with Darwen. Real-time information is also available on many operators' own mobile phone apps, allowing tracking of vehicles along the route. LCC has a programme to increase the number of stops equipped with RTPI, with 115 currently programmed to be fitted using LUF funding along with additional displays funded through Section 106 developer funding.

Current situation compared to National Bus Strategy aspiration:

- The environment of different operators providing services results in a potentially confusing presentation of information to passengers.
- Information on fares is particularly opaque, with different operators providing different levels of information, and very limited information provided at stops.
- Limited provision of at-stop real time passenger information across Lancashire and away from transport interchanges and major hubs in Blackburn with Darwen, though this is being addressed by Lancashire County Council with a programme to increase the number of bus stops equipped with RTPI.

2.9 Bus Fleet

Table 2-2 shows a breakdown of vehicle emission standards for major operators in Lancashire and Blackburn with Darwen.

Table 2-24 - Bus Emission Standards – 2021 and 2024

Bus Operator	Number of vehicles in fleet	Euro III	Euro IV	Euro V	Euro VI
2021	676	13%	10%	37%	39%
2024	716	6%	9%	25%	60%

It can be seen that between 2021 and 2024 there has been a significant investment in fleet, with the result that 3 in 5 buses now conform to the latest Euro standard (Euro VI) rather than 2 in 5 in 2021. Further, Blackpool Council was successful in its bid to the first round of government's ZEBRA (Zero-emission bus regional allocation) fund in 2022. This is expected to result in the replacement of Blackpool Transport's current diesel fleet with electric buses over the course of 2025.

Table 2-3 shows the provision of passenger facilities. Around half the fleet has 'next stop' announcements in some form and around a third have on-board Wi-Fi and USB chargers.

Table 2-3 - Bus Facilities – 2021 and 2024

Bus Operator	Number of vehicles in fleet	Next stop audio announcements	Next stop visual announcements	WIFI	USB Chargers
2021	676	40%	53%	55%	36%
2024	716	41%	41%	39%	49%

2.9.1 Current situation compared to National Bus Strategy aspiration:

- Around 3 in 5 buses conform to the latest emission standards for diesel buses, up from 2 in 5 in 2021. There are currently no zero-emission buses, but Blackpool Transport's fleet will be renewed with electric buses during the course of 2025.
- A high proportion of vehicles provide next stop announcements and other passenger benefits such as on-board Wi-Fi and USB chargers, albeit the percentage offering WIFI has fallen owing to cost and falling demand following the roll-out of 5G.



2.10 Bus Priority Measures

Lancashire has extensive physical priority measures, having implemented and invested in several packages of targeted interventions on key bus routes. Many of these were delivered as part of the Pennine Reach bus rapid transit scheme, a £40m DfT-funded major scheme delivered in collaboration with Blackburn with Darwen Borough Council.

As at 2021, these measures were:

- Fishergate and Fishergate Hill, Preston, bus lane;
- Tithebarn Street, Preston, bus lane (Preston bus station);
- Ringway, Preston, bus only right turn into Friargate (Since removed);
- Broughton, bus gate;
- Greyhound Bridge, Lancaster, bus lane;
- Morecambe Road, Lancaster, bus lane;
- Skerton Bridge, Lancaster, bus gate;
- Spring Garden Street, Lancaster, bus and access only;
- Chapel Street and Damside Street, Lancaster, bus and access only;
- Owen Road/Parliament Street, Lancaster, bus lane;
- Whalley Road, Accrington, bus lane;
- Accrington Bus Station, bus gate and bus lane;
- A678 Whitebirk approach (partially in Blackburn with Darwen);
- Whitebirk bus lane;
- Whalley Road on approach to Sparth House/Road, Accrington, bus lane;
- Westway (Junction 10), Burnley, bus lane;
- Church Street, Burnley, bus lane; and
- Padiham Road, Burnley, bus lane.

Also of note is that in 2023 Lancashire County Council obtained the powers for civil enforcement of moving traffic contraventions. This will enable it to begin taking action against acts of driving in bus lanes as well as illegal parking.

In Blackburn with Darwen there were approximately 3.3km of bus lanes and several junctions incorporating bus priority. Many of these were delivered as part of the Pennine Reach scheme and most of the bus priority measures are in operation throughout the day. Bus lane locations include:

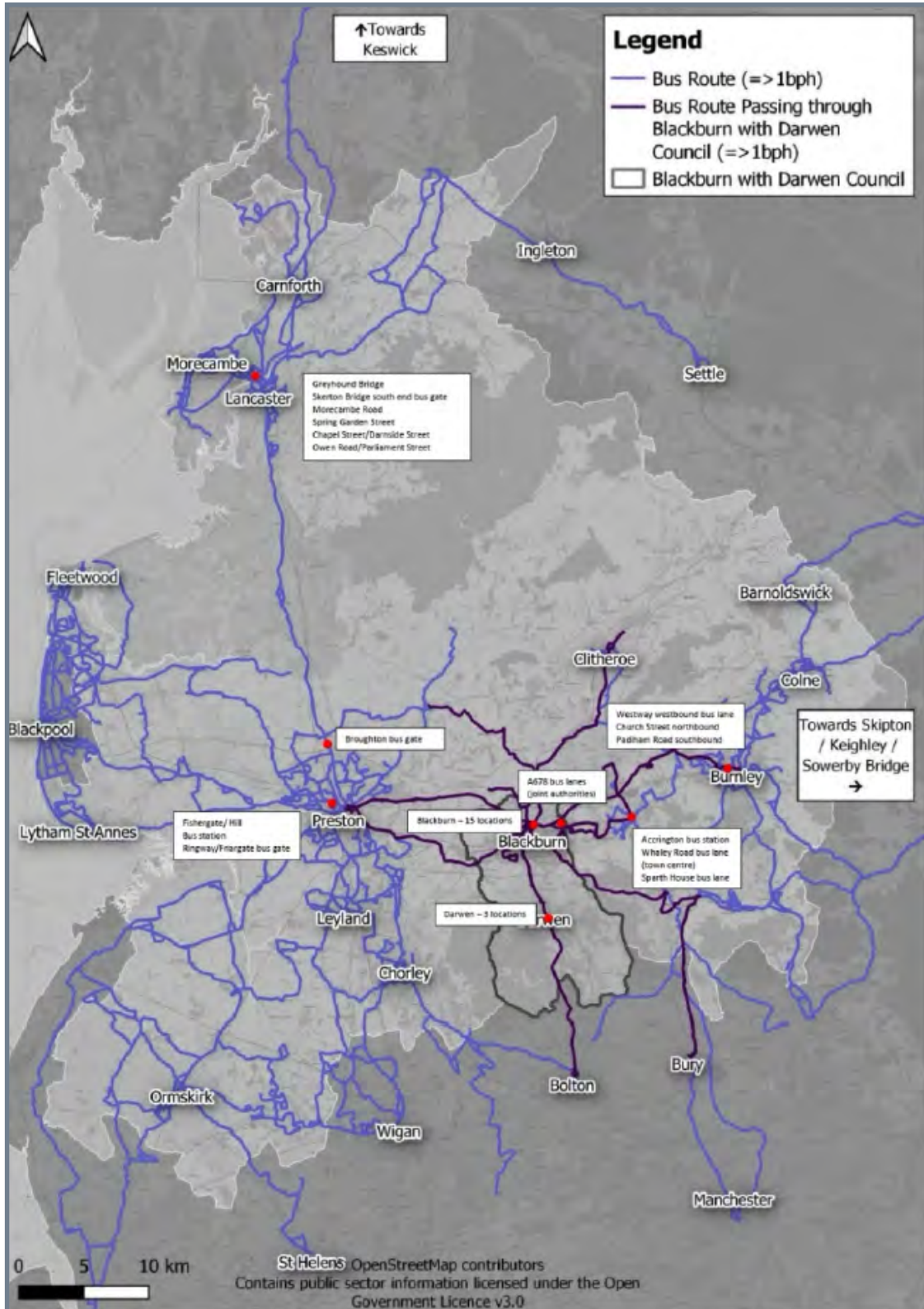
- Green Street, Darwen;
- Bolton Road, Blackburn;
- Saint Pauls Street, Blackburn;
- 3 stretches on Bolton Road, Blackburn;
- 2 stretches on Bolton Road, Darwen;
- Lark Hill, Blackburn;
- Preston Old Road, Blackburn;
- Copy Nook, Blackburn;
- Bottomgate, Blackburn;
- Furthergate, Blackburn;
- Burnley Road, Blackburn;
- Accrington Road, Blackburn;
- Eanam, Blackburn;
- Jubilee Street, Blackburn;
- 2 stretches in Penny Street, Blackburn; and
- Railway Road, Blackburn.

Most of these bus lanes operate on a '24-7' basis. The vehicle classes permitted to use them vary by location, but most are restricted to local scheduled bus services and cyclists.

These locations are summarised at Figure 2-5.



Figure 2-5 - Bus Priority Locations Summary as at 2021



To enable the effective operation of bus services within Blackburn with Darwen, a number of bus priority areas and bus lanes are enforced by an ANPR camera system.

Alongside bus lanes, Blackburn with Darwen also features several bus priority measures, particularly along the Pennine Reach routes where the junctions have been upgraded to incorporate intelligent systems linking them together with SCOOT technology. Many of these junctions include bus priority measures with dedicated bus lanes or bus gates, while others are able to identify a bus approaching the junction using GPS and adjust the signal phasing and staging to allow the bus to pass quickly through the junction.

Bus priority measures are provided at the following junctions:

- Higher Eanam / A678 Copy Nook
- Carl Fogarty Way / A678 Accrington Road
- Burnley Road / Carl Fogarty Way
- A666 Bolton Road / Branch Road
- A666 Bolton Road / Livesey Branch Road / Kidder Street
- A666 Larkhill / Barbara Castle Way

Other junctions with bus detection capability include:

- A666 Blackburn Road / Hollins Grove Street / Earnsdale Road
- A666 Blackburn Road / Earcroft Way
- A666 Alan Shearer Way / Aqueduct Road / Bolton Road

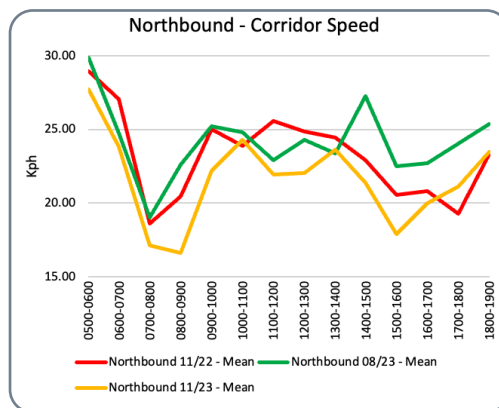
Situation in 2021 compared to National Bus Strategy aspiration:

- Significant bus priority in both authorities.
- However, with the exception of Pennine Reach, there is no 'whole route' bus priority, which means that buses can still get caught up in congestion in major urban centres.

To illustrate this, we have used Bus Open Data Service (BODS) data to examine bus speeds between Chorley and Preston on service 125 and between Accrington and Blackburn on service 6A. This is for three time periods:

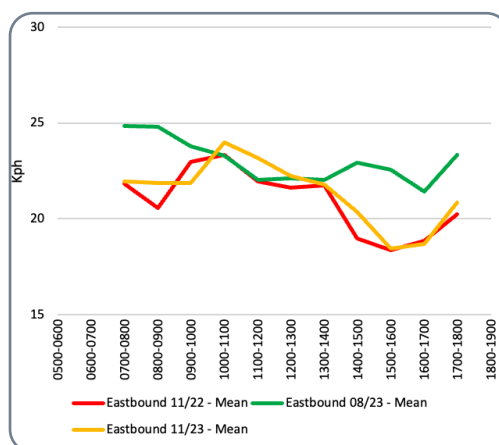
- November 2022 and November 2023 (school term time); and
- August 2023 (school holiday).

Figure 2.6 – Average bus speeds between Chorley and Preston (Service 125) – Mondays – Fridays (km/hour)



As can be seen, the average bus speeds dips significantly in the AM and PM peaks, with those dips being significantly deeper during school term-time.

Figure 2.7 – Average bus speeds between Blackburn and Accrington (Service 6A) – Mondays – Fridays (km/hour)



It will be noted that buses on route 6A achieve consistent journey times between the peaks on both school days and school holidays. However, during term-time the average speed falls during both the morning and afternoon peaks.

Both these cases illustrate an issue which causes buses to be less attractive to potential users (thus putting people off from using them) but which also causes bus services to be more expensive to operate. The provision of effective bus priority is intended to create a virtuous circle whereby quicker and more reliable buses attract more passengers (and hence more fare income) and cost less to run, allowing bus operators to invest those savings into further service improvements.

Delivering the National Bus Strategy

To date, the following measures have been implemented by LCC under its BSIP programme:

- Oliver's Place, Fulwood: Introduction of double yellow lines at junction of Oliver's Place and Eastway to resolve delays to bus services caused by parked cars narrowing highway (Superbus route 23); and

- Tudor Avenue, Preston: Introduction of restrictions at the junction of Cairnsmore Avenue and Tudor Avenue. Review of bus stop location and parking at Tudor Avenue bus stop (Superbus route 100).

A number of bus priority schemes are in development by LCC and BwD with delivery due in 2024/25. These are described in Section 3. Altogether, spend by both authorities is expected to be around £27.5m, with £2.8m drawn from TCF and the balance from BSIP.

In addition, reviews of highway operation on Superbus routes have focussed on Superbus route 125 (Bolton – Chorley – Preston) with other locations being considered on other routes.

2.11 Views of Passengers and Stakeholders

Public Consultation

Lancashire County Council undertook a survey of residents in September 2021 but has not since repeated the survey exercise. Instead, LCC and BwD are now part of Transport Focus' 'Your Bus Journey' programme of surveys across participating authorities in England and Scotland.

Headline results from the 2023 survey are shown at Table 2-4.

Table 2-4 – Baseline Scores for Bus Passenger Satisfaction

Theme	Percentage of respondents satisfied in 2023 survey
Overall journey satisfaction	80%
Value for money	69%
Bus stop where you caught bus	77%
Length of time you had to wait for the bus	68%
Punctuality of the bus at stop (arriving on time)	71%
Bus driver	86%

The 2021 LCC survey explored in detail barriers to using buses, and respondents' views on improvements which may encourage bus use or more frequent travelling. It is important to note that in 2021 LCC surveyed residents, whereas the Transport Focus survey is specifically undertaken amongst bus users and is part of an England-wide survey, allowing comparisons with other authorities. For these reasons the Transport Focus survey is regarded as the objective baseline.

Blackburn with Darwen Borough Council is part of the National Highways & Transport Network (NHT) which conducts research into customer satisfaction with the transport network within the local authority. LCC has also now joined this network, with results for the 2022 and 2023 surveys providing opportunities to monitor trends.

Overall, the NHT survey highlights that satisfaction with local bus services was 56% in 2019/20, which was an increase of 6% on the previous year. In terms of respondents' perceptions:

Table 2-5 - National Highways & Transport Network Results

Indicator	BwD			LCC	
	2020/21	2021/22	2022/23	2021/22	2022/23
Satisfied with the provision of bus stops (PTQI08)	81%	83%	76%	86%	87%
Satisfied with the state of bus stops (PTBI03)	54%	53%	50%	55%	55%
Satisfied with the cleanliness of buses (PTBI08)	61%	61%	62%	64%	66%
Satisfied with bus fares (PTBI07)	46%	46%	49%	47%	56%
Satisfied with public transport information (KBI08)	46%	39%	36%	38%	34%
Believed the frequency of buses met their needs (PTBI01)	53%	52%	51%	57%	58%

In general, there is a positive trend for most of the survey indicators, providing reassurance that the authorities' investments in the bus networks, funded from BSIP and other sources, are being noticed and appreciated by the travelling public. The lower satisfaction scores for fares and public transport information are noted, and are being addressed by the authorities in current programmes while forming elements of the forward aspirations for this updated BSIP for future years.



Improvements programme to 2025

3.1 Bus Priority Schemes

Table 3-1 summarises the bus priority schemes scheduled for delivery in 2024/25, together with a brief summary of the Superbus routes that these schemes will benefit and the strategic purpose of these routes in terms of connectivity.

Figure 3-1 provides a summary of these.

Figure 3-1 – BSIP-funded Bus Priority Schemes

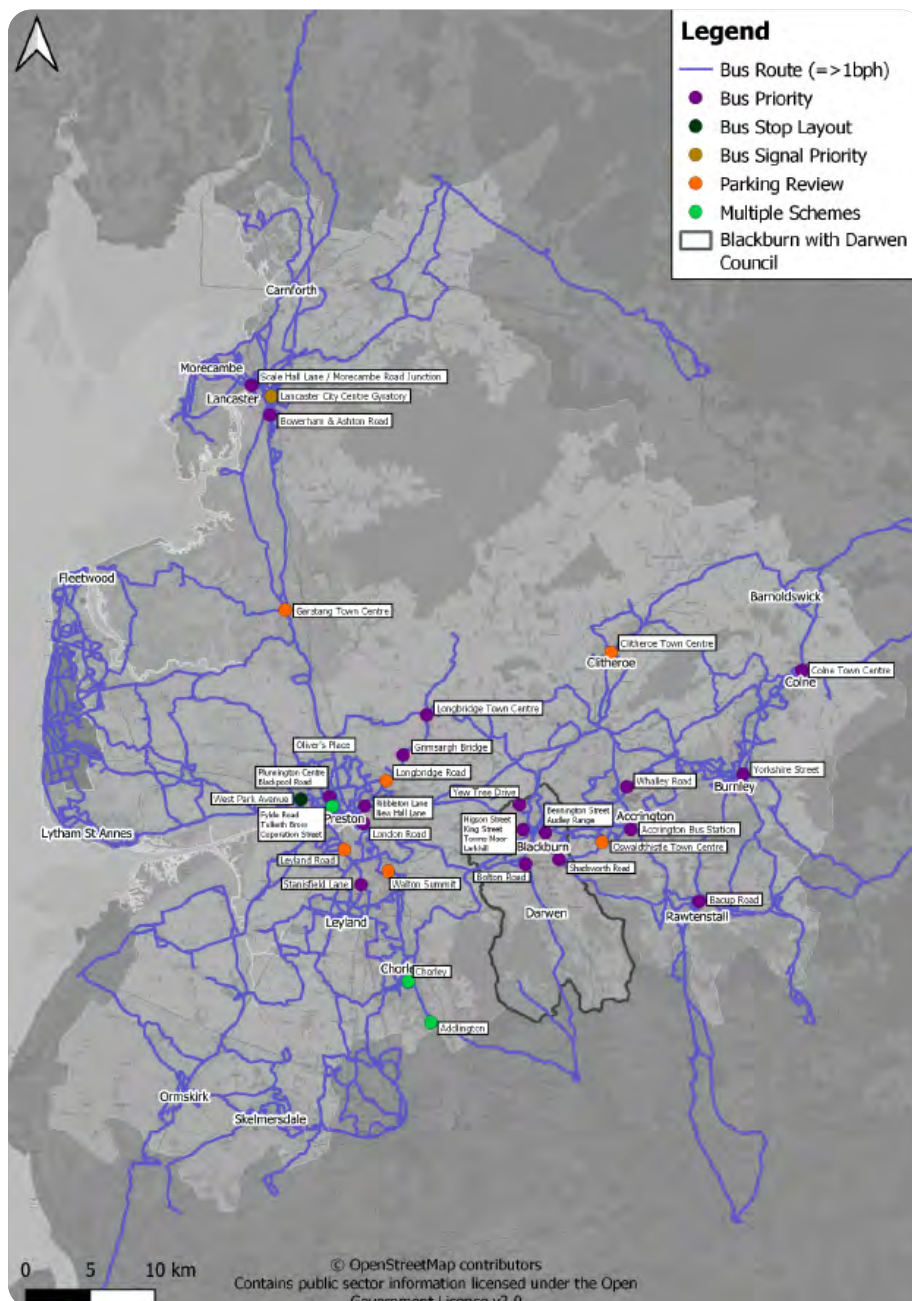


Table 3-1 – BSIP bus priority schemes and bus services with at least 1 bus per hour (Monday – Saturday daytimes)

Bus priority scheme	Source of funds	Delivered by	Superbus routes	Superbus combined frequency	Other routes	Other routes combined frequency	Corridor focus and strategic purpose
Longridge town centre (Ribble Valley)	BSIP	LCC	1	6	45, 46, 5, 5A	3	Longridge and Grimsargh to Preston; access to Greater Lancashire Hospital; access to employment at Red Scar Business Park
Grimsargh Bridge (Preston)	BSIP	LCC	1	6			
Bus priority: Ribbleson Lane bus priority and bus lanes (Preston)	BSIP	LCC	1, 8	10	1A x	2	
Parking review: Longridge Road B6243, Preston between M6 Motorway Bridge and Garmull Lane (Preston)	BSIP	LCC	1, 6	10	-	-	
Plungington to University corridor (Preston)	BSIP	LCC	23	6	-	-	Access to Royal Preston Hospital; UCLAN
Bus priority: London Road (Red Route) (Preston) Parking review: Walton Summit (South Ribble)	BSIP	LCC	125, 109, 152	10	112, 113, P1	9	Bolton and Chorley to Preston; access to Royal Preston and Chorley & South Ribble Hospitals; access to employment at Walton Summit
	BSIP	LCC	125	6	112	1	
Bus priority: Leyland Road from Studholme Crescent to The Cawsey (South Ribble)	BSIP	LCC	111	5	-	-	Wigan and Leyland to Preston; access to Wigan Hospital
Bus priority: New Hall Lane – bus lane and signal bus priority (Preston)	BSIP	LCC	59, 100, 280	8	9	2	Accrington, Blackburn, Clitheroe to Preston; access to Royal Blackburn Hospital; access to employment (BAE Systems, Myerscough)

Table 3-1 – BSIP bus priority schemes and bus services with at least 1 bus per hour (Monday – Saturday daytimes)

Bus priority scheme	Source of funds	Delivered by	Superbus routes	Superbus combined frequency	Other routes	Other routes combined frequency	Corridor focus and strategic purpose
Corporation Street bus gate (Preston)	TCF	LCC	23, 31, 35, 61, 68	19	46	1	Blackpool, Kirkham, Lytham to Preston; access to Ashton Community Science College; UCLAN
Junction upgrade and signalised bus priority: Water Lane / Fyde Road / Aqueduct Street (Preston)	BSIP	LCC	61, 68, 35	10	43	2	
Bus priority: Bus lane on Blackpool Road between Tulketh Road and Parkfield Avenue (Preston)	BSIP	LCC	31, 61	5	44	2	
Parking review: Tulketh Brow parking improvements (Preston)	BSIP	LCC	35, 61	7	-	-	
Bus stop layout: Savick by Library, West Park Avenue (Preston)	BSIP	LCC	31	3	-	-	Access to UCLAN
Bus priority: Minor enhancements to improve bus priority in Bowerham and on Ashton Road (Lancaster)	BSIP	LCC	100	4	4, 9	3	Morecambe – Lancaster; University; Royal Lancaster Infirmary
Bus priority: Scale Hall access to Lancaster Lane/ Morecambe Road junction – improved bus lane priority (Lancaster)	BSIP	LCC	1, 1A, 100	10	-	-	

Table 3-1 – BSIP bus priority schemes and bus services with at least 1 bus per hour (Monday – Saturday daytimes)

Bus priority scheme	Source of funds	Delivered by	Superbus routes	Superbus combined frequency	Other routes	Other routes combined frequency	Corridor focus and strategic purpose
Parking review: Garstang town centre (Wyre)	BSIP	LCC	40, 41, 42	3	-	-	Lancaster – Garstang – Preston / Blackpool; access to Lancaster University; Royal Lancaster Infirmary
Parking review: Clitheroe town centre (Ribbles Valley)	BSIP	LCC	M2, 22, 280	5	C2, 4, 5, 64	5	Accrington, Blackburn, Burnley, Preston; access to Royal Blackburn Hospital; access to employment (BAE Systems, Myerscough)
Bus priority: Colne town centre (Pendle)	BSIP	LCC	M3, M4, M5, M6	6	2, 60/A	3	Keighley / Skipton – Nelson, Burnley, Barnoldswick; access to Airedale Hospital
Bus priority: Burnley, Yorkshire Street (Burnley)	LUF	BC	M3, M4, M5, M6	6	5, 591, 592	5	
Bus priority: Rawtenstall Bacup Road bus gate (Rossendale)	BSIP	LCC	464, 481, 483, X43	9	10, 11, 12	3	Accrington – Rochdale; Blackburn / Burnley – Bury; Manchester; access to Royal Blackburn Hospital
Bus priority: Accrington egress priority change (Hyndburn)	BSIP	LCC	M1, 6/6A, 7/7A, 59, 464, X41	20	1, 2, 5 & 8, 9, 4 & 11, 15	7	Burnley, Blackburn, Bus Station, Preston, Rochdale, Manchester; access to Royal Blackburn Hospital
Bus priority: Extend bus lane on Whalley Road, Clayton-le-Moors (Hyndburn)	BSIP	LCC	6, 7	3	1	1	Blackburn; access to Royal Blackburn Hospital

Table 3-1 – BSIP bus priority schemes and bus services with at least 1 bus per hour (Monday – Saturday daytimes)

Bus priority scheme	Source of funds	Delivered by	Superbus routes	Superbus combined frequency	Other routes	Other routes combined frequency	Corridor focus and strategic purpose
Parking review: Oswaldtwistle Town Centre, Union Road B6243 (Hyndburn)	BSIP	LCC	6/6A, 7/7A, 59	7	1	1	Blackburn; access to Royal Blackburn Hospital; access to employment (BAE Systems, Myerscough)
Bus priority: Towns Moor Gyratory (Blackburn with Darwen)	BSIP	BWD	1, 2, 59, 481	11	-	-	Accrington, Bolton, Chorley, Preston; access to Royal Blackburn Hospital; access to employment (BAE Systems, Myerscough)
Bus priority: Bolton Road / Aqueduct Road (Blackburn with Darwen)	BSIP	BWD	1, 2	7	-	-	Bolton, Chorley
Bus priority: Accrington Road / Audley Range (Blackburn with Darwen)	BSIP	BWD	6/6A, 7/7A	12	-	-	Accrington, Clayton-le-Moors
Bus priority: Larkhill / Barbara Castle Way (Blackburn with Darwen)	BSIP	BWD	22	2	4	2	Clitheroe; access to Royal Blackburn Hospital
Bus priority: King Street / Montague Street (Blackburn with Darwen)	BSIP	BWD	2	1	4	2	Chorley
Bus priority: Lower Audley Street / Bennington Street (Signals) (Blackburn with Darwen)	BSIP	BWD	-	-	-	-	Route 33 – lower than hourly

Table 3-2 summarises the number of bus priority measures for each Superbus route where measures are being provided. This shows that many Superbus routes are being supported by a series of co-ordinated measures that are expected to have positive benefits on journey times and reliability, and hence improve the attractiveness of these services.

This is being enhanced by the Superbus route reviews referred to in Section 2, which are addressing localised issues with, for instance, traffic signal priority.

Table 3-2 – Bus Priority Measures by Superbus Routes

Superbus Route	Superbus Route Description	Number of Measures (LCC)	Number of Measures (BwD)
1	Preston – Ribbleton – Red Scar – Grimsargh – Longridge	4	-
6	Preston – Deepdale – Holme Slack – Brookfield – Red Scar	1	
8	Preston – Ribbleton – Moor Nook	1	
23	Preston – UCLAN – Plungington – Fulwood – Royal Preston Hospital – ASDA	2	
125	RPI – Preston – Bamber Bridge – Clayton Brook – Chorley – Adlington – Horwich – Bolton	6	
109	Preston – Walton Park – Lostock Hall – Clayton IW – Leyland – Buckshaw – Euxton – Chorley	2	
152	Preston – Coup Green – Houghton – Blackburn – Clayton-le-Moors – Padiham – Burnley	1	
59	Preston – Samlesbury – Mellor Brook – Blackburn – Royal Blackburn Hospital (- Accrington)	3	2
100	Farrington Park – Fishwick – Preston – Portway – Marina – Larches	2	
280	Preston – Samlesbury – Billington – Whalley – Clitheroe – Gisburn – Barnoldswick – Earby – Skipton	2	
61	Preston – Ashton – Clifton – Kirkham – Wesham – Wrea Green – Mereside – Blackpool	5	
68	Preston – Lea – Freckleton – Warton – Lytham – Ansdell – St Annes – Squires Gate – Blackpool	3	
31	Preston – UCLAN – Ashton – Savick – Lea	4	
35	Preston – UCLAN – Tulketh Brow – Ashton – Ingol – Tanterton	3	
100	University – Hala – Bowerham – Lancaster – Torrisolme – Bare – Morecambe	3	
40	Preston – Broughton – Catterall – Garstang – Galgate – Lancaster	3	
41	Preston – Broughton – Catterall – Garstang – Galgate – University – Lancaster – Morecambe	3	

Superbus Route	Superbus Route Description	Number of Measures (LCC)	Number of Measures (BwD)
42	Lancaster - University - Galgate - Garstang - Grt Ecclestone - Poulton-le-Fylde - Blackpool	2	
1	University - Greaves - Lancaster - Torrisolme - Morecambe - Sandylands - Heysham Towers	2	
1A	University - Greaves - Lancaster - Torrisholme - Morecambe - Heysham Road - Heysham Towers	2	
2X	Morecambe - Battery - Heysham Village - Heysham - L&M College - Lancaster	1	
55	Lancaster - Beaumont Bridge - Hest Bank - Bolton-le-Sands - Carnforth	1	
1	Blackburn - Darwen - Egerton - Bolton		2
2	Blackburn - Feniscowles - Abbey Village - Brinscall - Wheelton - Chorley		3
22	Clitheroe - Whalley - Langho - Blackburn - Royal Blackburn Hospital - Shadsworth	1	2
M1	Burnley - Lowerhouse - Padiham - Hapton - Huncoat - Accrington	1	
M2	Burnley - Lowerhouse - Padiham - Slade Lane - Simonside - Whalley - Clitheroe	1	
M3	Burnley - Nelson - Colne - Trawden	2	
M4	Burnley - Nelson - Colne - Laneshawbridge - Cowling - Airdale Hosp - Steeton - Keighley	2	
M5	Burnley - Nelson - Colne - Foulridge - Kelbrook - Earby - Barnoldswick	2	
M6	Burnley - Nelson - Colne - Foulridge - Barnoldswick - Thornton - Broughton - Skipton	2	
464	Accrington - Haslingden - Rawtenstall - Bacup - Shawforth - Whitworth - Rochdale	1	
481	Blackburn - Hosp - Haslingden - Rawtenstall - Edenfield - Walmersley - Bury	1	2
483	Burnley - Townley - Water - Waterfoot - Rawtenstall - Edenfield - Walmersley - Bury	1	
X41	Accrington - Haslingden - Helmshaw - Edenfield - Ramsbottom - Prestwich - Manchester	1	
X43	Burnley - Goodshaw - Cranshawbooth - Rawtenstall - Prestwich - Manchester	1	
6/6A/ 7/7A	Blackburn - Rishton - Grt Harwood - Clayton IM - Accrington - Oswaldtwistle - Blackburn	4	1

3.2 Bus Fares

As mentioned in Section 2, during the course of 2024/5 Lancashire County Council expects to introduce a multi-operator ticketing scheme for Fylde, Wyre and Blackpool in collaboration with Blackpool Council. The Fylde Coast Anybus ticket will provide multi-modal integration with the Blackpool Tram. LCC then intends to introduce further schemes in East and West Lancashire, potentially during 2024/5. As mentioned in Section 2, BSIP funding has been applied to help to make all operators within Lancashire, except for Stagecoach, able to provide single operator-only 'Tap on Tap off'. This means that Anybus areas are ready for the transition to multi-operator capping.

Lancashire County Council replaced the 'Buy Saturday get Sunday Free' BSIP fares offer on the 26 May 2024 with a £1 Sunday adult single fare cap. This is funded from BSIP and BSIP2 pots with some BSIP3 funding allocated if required.

£5.5m of BSIP3 funding for Lancashire County Council will be used to introduce a 1/3 off Adult single, return and day tickets purchased on bus for 16-21 year olds. This will utilise an Anybus Young Person card as proof of age. The scheme is due to run from July 2024 for at least a year, although continuation beyond June 2025 will be subject to future funding being available.

Integrated bus and rail ticketing will be introduced in June 2024 to the Skelmersdale – Kirkby / Headbolt Lane TrainLink service 319.

3.3 Bus Passenger Infrastructure

BWD plan to build on the c. 40 bus stop accessibility upgrades delivered in 2023/24 with a further 40 sites delivered in 2024/25. Some of these include shelter refurbishment or replacement. As part of the BSIP funded Superbus route reviews, LCC will be installing new bus shelters where required, this is in addition to the ongoing replacement of bus shelters

as part of the Bus Shelter Maintenance contract with Autocross Euroshel.

3.4 Bus Service Delivery

Most bus services to be introduced or enhanced with BSIP or BSIP2 funding have been described in Section 2. The remaining services to be introduced in 2024/5 are:

- Lancashire – service 125R – Summer Sunday Horwich Parkway – Rivington bus services extended through to Chorley to provide more connection opportunities; and
- Blackburn with Darwen – services 'Outer Circle' and 'Flexibus', both new routes replacing services lost in the 2010s, with Flexibus serving areas of isolated elderly people.

Further services to be introduced during 2024/25 utilising BSIP3 funding are:

- Service 2 (Blackburn – Chorley) increased to a half-hourly daytime frequency, including an hourly Chorley Hospital diversion;
- Service 152 (Preston – Blackburn – Burnley) – make Monday – Thursday evening timetable consistent with Friday/Saturday evening timetable;
- Restore the Preston – Southport section of route X2 to half-hourly Monday – Saturday daytime;
- Service 113 (Leyland – Preston) – improved evening provision;
- Additional Mondays – Saturdays morning journey and two evening journeys on route 375/385 Edge Hill University – Southport for students at Southport Hospital;
- Introduce evening journeys for Lancaster City services 10 and 11;

- Retain Sunday services on route 31 to Lea in Preston, serving UCLAN;
- Evening journeys for Lancaster - Lune Valley service 82;
- An extra vehicle on route 42 (Lancaster - Garstang - Blackpool) to improve pre-09:00 frequency;
- Service 481/483 Blackburn - Rawtenstall - Burnley evening enhancements, further improving bus access to Royal Blackburn Hospital;
- Enhancement of Blackpool Transport service 12 to hourly (Monday - Friday daytimes); and
- Stagecoach service 100 (Lancaster - Morecambe) increased to half-hourly on Sunday daytimes.
- Additional improvements in Lancashire are currently in consultation with the Enhanced Partnership.

3.5 Passenger Charter

Lancashire County Council's Bus Passenger Charter was approved by the Enhanced Partnership Executive Board on 18 April 2024 following consultation with bus operators and passenger representative groups. It will be made available on the county councils' and through local operators.

It will be made available on LCC's website and through local operators.

3.6 Local Transport Authority Staffing

The Public Transport team at Lancashire County Council covers a wide remit of public transport activity and is split into 5 teams overseen by the Head of Service for Public and Integrated Transport and Fleet and managed by the Public Transport Manager.

The teams are:

- Smart Ticketing and Concessionary Travel, which incorporates, pass

production and administrative processes, ENCTS and schools, data, technology and ticketing development, management and delivery: 7 team members;

- School Transport, which includes school bus service contract management, DBS, revenue protection, payments and administration: 6 team members;
- Bus Services and Development, management and delivery of the tendered bus network, bus infrastructure and scheme development and information provision and monitoring. 10 team members, including 4 inspectors, bus services and publicity;
- Interchanges and bus stations, managing our bus station and interchanges sites and staff: 25 team members which includes Customer Services and Security staff; and
- Rail Development, managing the county's rail development programme and schemes. 1 team member, currently.

Additionally BSIP capacity funding has been used to employ an Enhanced Partnership Manager who works primarily with the Smart Ticketing and Concessionary Travel and Bus Services and Development teams to deliver the Enhanced Partnership and BSIP.

As would be expected with a smaller unitary authority, Blackburn with Darwen has a much smaller team:

- Head of Highways, Transportation and Networks;
- Senior Transport Planner; and
- Public Transport Officer, responsible for bus station co-ordination; roadside passenger information; timetables and publicity; network inspections; highway and utility liaison; periodic vehicle and driver checks and school transport support.

In addition, there are five members in the school transport team.

Current situation compared to National Bus Strategy aspiration:

- LCC has a relatively large team in numbers but it should be borne in mind that it covers a geographical wide area with a broad range of operational responsibilities such as bus station supervision and security which is the largest team area.
- BwD has a much smaller team focussed on a smaller geographical area with relatively few services operating wholly within the borough, with no more than 1.5 full-time equivalents focusing on public transport planning and delivery..

Additional resources are being considered in line with new requirements in ticketing, technology and data, contract management and administration, as well as bus stations and interchanges.

3.7 Bus Operator Staffing

With a large geographical area with significant demographic variances, along with a wide range of bus operator types and sizes there is not a simple picture in regards to bus operator staffing levels. Whilst the majority of operators have struggled for bus drivers over the past 12 months, the recovery has varied across the authority areas. A number of operators in the south of Lancashire have gained staff who previously drove in Greater Manchester but chose not to move to the new franchise operators.

Engineering staff have become the more critical skill shortage for bus operators nationally, which along with long lead times for spare parts has impacted on service delivery through vehicle shortages.

Operators in Blackburn with Darwen and Lancashire are looking to combat staff shortage through various means including:

- Increasing pay, and improving terms and conditions for existing staff;
- Upgrading staff facilities;
- Introducing a 'Trade Up Scheme' for existing staff changing roles,
- Working with local colleges to provide apprenticeship schemes, especially for engineering;
- Advertising vacancies through new channels including social media and radio adverts;
- Holding open days for those interested in getting a taste of bus driving; and
- Working closely with the DWP and attending job fairs / careers days.

The Confederation of Passenger Transport (CPT) has partnered with existing Combined Authorities to utilise the devolved Adult Education Budget to provide bus driver training. This is an option that will be available to the Combined County Authority once the Adult Education Budget has been devolved to it.

Lancashire County Council and Blackburn with Darwen Borough Council officers discuss and monitor resource issues with operators on a regular basis and will continue to do so. The authorities are happy to support initiatives introduced by operators to try and encourage more staff into the public transport industry.



SECTION 4

Ambitions and proposals for 2025 and beyond

4.1 Introduction

This section sets out our ambitions for 2024/25. These build on the themes set out at Section 1, and our successful delivery of measures to improve bus services described in Sections 2 and 3.

4.2 Ambitions for service level and network coverage

Target minimum service levels

As set out in Section 2, the bus services operating in the Lancashire County Council (LCC) and Blackburn with Darwen (BwD) areas can be divided into six separate classifications:

- Superbus – Core interurban services between the key cities and towns, mainly run on a commercial basis;
- Superbus Urban – High frequency urban services within the Preston and Fylde Coast areas, either run fully commercial or with subsidy only for a limited number of journeys;

- Key Urban – Secondary urban routes on a lower frequency than ‘Superbus Urban’ but still offering service provision in the evenings and Sunday daytime;
- Other Interurban – Secondary interurban routes which complement the Superbus network by connecting smaller settlements to larger urban areas;
- Other Urban – Lower frequency urban services which provide socially necessary links and are generally provided on a subsidised basis; and
- Rural – Subsidised services which provide socially necessary links into and across more rural areas.

Table 4-1 below shows the target maximum headway – or interval between buses – on routes by the classification set out above. It is therefore a guide as to how the authorities will prioritise investment on future frequency enhancements.

Table 4-1 – Target maximum headway (minutes) by service classification

Classification	Monday – Saturday daytime	Monday – Saturday evening	Sunday daytime	Sunday evening
Superbus	30	60	60	60
Superbus Urban	15	30	30	60
Key Urban	30	60	60	limited
Other Interurban	60	limited	120	limited
Other Urban	<30	-	120	-
Rural	<60	-	limited	-

Service Levels on Superbus Routes

Following investment by LCC and BwD, there are currently five Superbus routes which do not meet the target frequency level and on which therefore any future investment in service levels is proposed to be focused:

- Service 5 (Overton – Heysham – Morecambe – Carnforth): Monday – Saturday daytime and Sunday evening frequencies do not currently meet aspirations. Potential to upgrade parallel service 755 (Heysham – Morecambe – Carnforth – Kendal – Bowness) to hourly to provide enhanced Lake District to Eden Project (North) link for tourists;
- Service 9 (Burnley – Network 65 business park – Accrington): currently only offers early morning and evening peak service on Mondays to Fridays. Aspiration for all day link to Network 65, potentially in connection with new housing developments to the southwest of Burnley;
- Service 280 (Preston – Clitheroe – Barnoldswick – Skipton): While classed as Superbus, only the Preston – Clitheroe section is currently commercial. The priority would be to enhance this section of route in connection with the expansion of the Samlesbury Enterprise Zone and potentially the proposed Cuerdale Garden Village development;
- Service 481 (Blackburn – Rawtenstall – Bury): Whilst the Rawtenstall to Bury section is provided jointly with service 483, route 481 is the only service between Blackburn and western Rossendale, serving Royal Blackburn Hospital on route. Improving the frequency on this corridor would improve access from Haslingden and Rawtenstall to health, education and employment opportunities in the Blackburn area; and

- X41 (Accrington – Haslingden – Ramsbottom – Manchester): Whilst the improvements to the East Lancashire to Manchester train services have reduced demand for this route, there are still times where demand warrants a higher than present frequency. Several options for strengthening this service are being explored.

Enhancing network coverage

The BSIP area has seen a number of new housing developments over the past five years with more in development. Ensuring that residents and employees have access by public transport to new housing and employment sites is essential. As the Local Transport Authorities, we will continue to work with planning colleagues (including district councils in Lancashire) to utilise Section 106 funding for new bus services. The Blackpool Enterprise Zone located at the boarder of Blackpool and Fylde district, and Samlesbury Enterprise Zone located at BAE, Samlesbury are both growing employment sites which would benefit from wider bus connections.

LCC and BwD seek to work with the NHS, other major employers and business representatives to improve bus as an option for travel to work. This includes ensuring that bus services link into shift patterns where possible, and services are advertised amongst employees and options are explored for new or modified services where the current bus network may not meet local needs. This is a continuation of the work described at Sections 2 and 3 to develop the bus network to improve access to employment activities.

Examples of employment locations which are not currently well served at shift change times include the Shadsworth and Walker Business Parks in Blackburn. A review of service provision to these business parks would also take account of recent and expected changes in location and socio-demographic profile of where people live, and their needs to travel.

Options will continue to be assessed, especially when new funding is available, to provide new and enhanced east-west links

where current service provision is weaker. This includes between Leyland and Blackburn; and Skelmersdale northwards into Chorley and South Ribble. Whilst a scheduled bus service is the preferred operating model, there are some more rural areas of Lancashire where this is not practical or where an alternative method of operation may offer a service to a wider area.

Previous rounds of BSIP funding have helped to provide evening and Sunday services on urban and some interurban routes. There are still areas within Lancashire and Blackburn which do not have an evening or Sunday service but where service provision at these times would be desirable. In line with the network classification of services, where funding becomes available, routes will be identified for the provision or enhancement of evening and Sunday frequencies.

We will look to work with operators and other stakeholders to improve bus access to key tourist destinations. This includes ensuring that the new Eden Project North in Morecambe is well connected by public transport and active travel options.

We will work with Transport for the North in assessing the needs of local communities using their Transport Related Social Exclusion tool to identify areas of unmet transport demand in disadvantaged communities across BwD and Lancashire.

Table 4-2 – Target maximum headway (minutes) by service classification with enhanced funding

Classification	Monday – Saturday daytime	Monday – Saturday evening	Sunday daytime	Sunday evening
Core Superbus	15	30	30	60
Secondary Superbus	30	60	60	60
Superbus BRT	8	15	10	20
Superbus Urban	10	20	20	30
Key Urban	30	60	60	limited
Other Interurban	60	120	120	limited
Other Urban	<30	Limited	120	-
Rural	<60	Limited	120	-

LCC and BwD will continue to work with operators where co-ordinating frequencies on key corridors will deliver a better service for the passenger. For example, Blackpool Transport’s 11/11A and Stagecoach’s 68 between Blackpool, St Annes and Lytham.

Enhanced Funding

The ambitions above are based on the continuation of funding at the existing level. However, if increased levels of funding for bus services were made available then Lancashire County Council and Blackburn with Darwen Borough Council would work with operators to target service enhancements on key corridors. This would include:

- Splitting Superbus services between:
 - Core Superbus with an enhanced frequency delivered by a single or co-ordinated service(s) on the busiest inter-urban corridors; and
 - Secondary Superbus which would maintain existing Superbus frequencies on key interurban routes which cannot justify a higher frequency.
- Targeting investment in bus priority and service enhancement to create Superbus Bus Rapid Transit (BRT) services in urban areas.

Table 4.2 below shows the target frequencies by service type with enhanced funding levels.

4.3 Proposals for bus priority

Table 4-3 summarises the number of bus priority measures programmed for delivery by March 2025 and the further bus priority measures that LCC and BWD refer to in their Enhanced Partnerships as measures that they wish to investigate and develop as funding allows.

It shows both an intensification of measures on a number of existing Superbus routes and the introduction of measures onto Superbus routes on which so far none have been implemented under the BSIP, LUF or TCF programmes.

We will work with bus operators to identify corridors which would support Bus Rapid Transit services – these are ‘turn up and go’ frequency bus routes supported by a significant level of bus priority measures to reduce journey times and aid punctuality – similar to the Pennine Reach project in Blackburn and Hyndburn. A number of suitable corridors will already have some bus priority measures and we will look to add the most appropriate interventions on the remaining sections of route where buses encounter delays and congestion.

Table 4-3 – Number of Bus Priority Measures by Superbus Routes: by March 2025 and Total Aspiration by 2030

Superbus Route	Superbus Route Description	LCC: measures for development and delivery (LCC)		BWD: measures for development and delivery (BWD)	
		By March 2025	By 2030	By March 2025	By 2030
1	Preston – Ribbleton – Red Scar – Grimsargh – Longridge	4	4	–	–
6	Preston – Deepdale – Holme Slack – Brookfield – Red Scar	1	1		
8	Preston – Ribbleton – Moor Nook	1	1		
23	Preston – UCLAN – Plungington – Fulwood – Royal Preston Hospital – ASDA	2	3		
125	RPI – Preston – Bamber Bridge – Clayton Brook – Chorley – Adlington – Horwich – Bolton	6	9		
109	Preston – Walton Park – Lostock Hall – Clayton IW – Leyland – Buckshaw – Euxton – Chorley	2	2		
152	Preston – Coup Green – Houghton – Blackburn – Clayton-le-Moors – Padiham – Burnley	1	1		7
59	Preston – Samlesbury – Blackburn – Royal Blackburn Hospital (– Accrington)	3	3	2	12
19	Preston – Deepdale – Sharoe Green – Royal Preston Hospital	2	2		
100	Farrington Park – Fishwick – Preston – Portway – Marina – Larches	2	3		
280	Preston – Samlesbury – Whalley – Clitheroe – Gisburn – Barnoldswick – Earby – Skipton	2	2		

Superbus Route	Superbus Route Description	LCC: measures for development and delivery (LCC)		BwD: measures for development and delivery (BwD)	
		By March 2025	By 2030	By March 2025	By 2030
61	Preston - Ashton - Clifton - Kirkham - Wesham - Wrea Green - Mereside - Blackpool	5	5		
68	Preston - Lea - Freckleton - Warton - Lytham - Ansdell - St Annes - Squires Gate - Blackpool	3	3		
31	Preston - UCLAN - Ashton - Savick - Lea	4	4		
35	Preston - UCLAN - Tulketh Brow - Ashton - Ingol - Tanterton	3	3		
2	Preston - Penwortham - Longton - Tarleton - Hesketh Banks - Banks - Southport	-	2		
2A	Preston - Penwortham - Longton - Tarleton - Rufford - Burscough Bridge - Ormskirk	-	2		
3	Preston - Penwortham - Kingsfold	-	2		
5	Overton - Heysham - Kingsway - Morecambe - Hest Bank - Bolton le Sands - Carnforth	-	1		
100	University - Hala - Bowerham - Lancaster - Torrisolme - Bare - Morecambe	3	5		
40	Preston - Broughton - Catterall - Garstang - Galgate - Lancaster	3	6		
41	Preston - Broughton - Catterall - Garstang - Galgate - University - Lancaster - Morecambe	3	6		
42	Lancaster - University - Galgate - Garstang - Grt Ecclestone - Poulton-le-Fylde - Blackpool	2	3		
1	University - Greaves - Lancaster - Torrisolme - Morecambe - Sandylands - Heysham Towers	2	4		
1A	University - Greaves - Lancaster - Torrisolme - Morecambe - Heysham Towers	2	4		

Superbus Route	Superbus Route Description	LCC: measures for development and delivery (LCC)		BwD: measures for development and delivery (BwD)	
		By March 2025	By 2030	By March 2025	By 2030
2X	Morecambe - Battery - Heysham Village - Heysham - L&M College - Lancaster	1	3		
55	Lancaster - Beaumont Bridge - Hest Bank - Bolton-le-Sands - Carnforth	1	4		
1	Blackburn - Darwen - Egerton - Bolton			2	12
2	Blackburn - Feniscowles - Abbey Village - Brinscall - Wheelton - Chorley			6	10
22	Clitheroe - Whalley - Langho - Blackburn - Royal Blackburn Hospital - Shadsworth		1	2	8
M1	Burnley - Lowerhouse - Padiham - Hapton - Huncoat - Accrington	1			
M2	Burnley - Lowerhouse - Padiham - Slade Lane - Simonside - Whalley - Clitheroe	1			
M3	Burnley - Nelson - Colne - Trawden	2	3		
M4	Burnley - Nelson - Colne - Laneshawbridge - Cowling - Airdale Hosp - Steeton - Keighley	2	3		
M5	Burnley - Nelson - Colne - Foulridge - Kelbrook - Earby - Barnoldswick	2	3		
M6	Burnley - Nelson - Colne - Foulridge - Barnoldswick - Thornton - Broughton - Skipton	2	3		
464	Accrington - Haslingden - Rawtenstall - Bacup - Shawforth - Whitworth - Rochdale	1			
481	Blackburn - Hosp - Haslingden - Rawtenstall - Edenfield - Walmersley - Bury		1	2	7
483	Burnley - Townley - Water - Waterfoot - Rawtenstall - Edenfield - Walmersley - Bury	1	2		
X41	Accrington - Haslingden - Edenfield - Ramsbottom - Prestwich - Manchester		1		
X43	Burnley - Goodshaw - Cranshawbooth - Rawtenstall - Prestwich - Manchester	1	2		
6/6A/ 7/7A	Blackburn - Rishton - Grt Harwood - Clayton IM - Accrington - Oswaldtwistle - Blackburn	4		1	4

Future funding might allow smaller projects to be tackled in a similar way to the current Superbus Route Reviews being undertaken as part of BSIP funding. There are several locations within the Lancashire and Blackburn areas where current bus priority measures could be modified or enhanced to provide an increase in effectiveness.

Similarly, there are numerous junctions where a change to the layout and / or traffic light phasing would benefit bus services. We will work closely with bus operators along with colleagues in the authorities highways and transport planning sections to identify any key improvements that can be made.

4.4 Simpler and more affordable fares

Whilst Lancashire will be utilising BSIP3 funding to introduce a 1/3 off on-bus fares for 16-21 year olds, introducing a standardised half-fare ticket offer for under 19s is maintained as a longer term ambition.

Another longer-term ambition retained from the original BSIP is a standardised half-fare ticket offer for job seekers. This is intended to be provided to those unemployed claiming Jobseekers Allowance for 3-9 months (18 - 24 year olds) or 3-12 months (over 25s). Other benefit recipients may receive a Jobcentre Plus Travel Discount Card from 3 months of their claim and if they are actively engaged with a Jobcentre Plus adviser.

The authorities will seek to continue with a capped evening and Sunday daytime single fare offer across all bus operators. The nature of this will partially depend on any future national fare cap but it is likely that the level of the cap will increase over time. In addition to this, the provision of a standardised unlimited travel ticket in the evenings could be implemented. The most feasible method would be through reducing the price of an 'Anybus' multi-operator day ticket when purchased after 7pm. As 'Anybus' aims to be a commercial product then an evening discount will require some level of subsidy from the authorities.

4.5 Proposals for ticketing

As described in Sections 2 and 3, LCC has begun to introduce multi-operator ticketing using the 'Anybus' brand. This has initially been in Preston, with the Fylde Coast area set to follow in 2024. Expanding Anybus multi-operator ticketing to more areas in Lancashire is a medium-term ambition with the aim of introducing one or two new schemes per financial year with countywide coverage within five years. These schemes will be on an area basis; however, a Lancashire-wide day ticket will be added if feasible.

We are closely watching the development of Project Coral for delivering multi-operator Tap-on Tap-off fare capping (ToTo). BSIP funding has already helped to make most operators within Lancashire, able to provide single operator only ToTo, making the Anybus areas ready for the transition to multi-operator capping.

In terms of multi-modal ticketing, as mentioned in Section 3, integrated bus/ rail ticketing is being introduced to the Skelmersdale rail link service and as mentioned in Section 2 the Fylde Coast 'Anybus' scheme will include Blackpool tram. Further opportunities for bus / rail ticketing is limited; however, bus service 51 acts as a rail feeder service for Silverdale and the Yealands, an area not currently covered by PlusBus. We will promote electronic PlusBus as a means of delivering integrated bus travel with rail at the start and end of journeys.

Lancashire County Council's closed door school contracts do not currently mandate electronic ticket machines, this limits the ability to collect accurate usage data as well as allow more flexible ticketing options. Subject to funding LCC would assist smaller operators with the purchase of technological solutions for use on tendered school services. LCC would seek to transfer school passes to smartcard and / or mobile ticketing along with introducing more flexibility including the ability for those pupils who attend after-school activities to use their LCC pass on the public bus network to travel home. It will also consider its school fares strategy in line with general bus operator fares across

the county. Having better technology on school bus services would enable more accurate information to be made available to children and parents through real time tracking.

4.6 Proposals for improved waiting and interchange facilities

Lancashire has committed via the Bus Passenger Charter to work with district and parish councils to provide county-wide standards for bus shelter cleaning and maintenance. This includes ensuring that bus shelters are cleaned at least every six months and minor damage is repaired within a week of being reported.

As mentioned in Section 2, Lancashire's first "bee-friendly" bus shelter was installed in Preston in 2024. These shelters are more expensive than standard bus shelters of the same size; however, Lancashire will work with its bus shelter contractor to install more "Bee-friendly" bus shelters where funding allows. Lancashire aims to introduce a number of "bee-friendly" bus shelters in each district by 2030.



4.7 Proposals for improved bus information and network identity

Lancashire County Council and Blackburn with Darwen Borough Council have always maintained a standard brand across the respective authority areas on our publicity and bus stop infrastructure. As part of the future Combined County Authority work will be undertaken along with Blackpool Council to develop a unified brand covering website, printed material, bus stops and bus stations, onward travel information at railway stations and bus branding where appropriate.

Lancashire and Blackburn will build on the current Levelling Up Fund work in East Lancashire to introduce more Real Time Information at key locations.

Blackburn already produces an all-operator network map for the council area. Similar maps for Lancashire are currently under development. These will allow the public to have a holistic view of the bus services offered within their area and see what journey opportunities are available. This will be increasingly significant with the expansion of multi-operator ticketing which could open up journeys that previously would have been seen as too difficult.

Although we do not propose to replace current operator specific branding with a standard brand for all buses across Lancashire, we would wish to ensure passengers have awareness that the Enhanced Partnership is delivering improved public transport across the county. We will therefore build on the current Anybus brand for multi-operator ticketing and information, to develop a brand identity that can be used on buses, infrastructure and information which will create a more coordinated network approach.

Where appropriate and where key bus services connect, we will consider the development of Mobility Hubs to enable better waiting facilities, information and wayfinding with an option for multi-modal connections through secure cycle parking provision.

4.7.1 Information provision

Ensuring people can find out when, where and the cost of bus journeys are, is critical. We propose a suite of measures to overcome the issues that arise from having multiple bus operators and third parties providing varied levels of information:

- Ensure operators share more service information on each other's services on websites and apps. This happens to an extent now in operators' journey planners and is likely to become more practical as operators begin to retail tickets for travel on each other's services under multi-operator ticketing schemes;
- We will evolve the current local authorities web pages as the single source of comprehensive information across the county and develop and use the new Anybus app and social media outputs;
- Pilot the potential for e-ink to provide static and real-time information at selected bus stops as part of a demonstration project. There is a cost to changing paper displays both in staff time and materials; it involves a significant amount of vehicle mileage and associated carbon and other emissions across a county the size of Lancashire. Paper-based roadside information is sometimes hard for people to read after dark and can be obscured by dirt, graffiti / vandalism and water ingress;
- It may be tempting to abolish roadside information altogether, as new technologies arise, but there is evidence that passengers value it: Transport Focus's research on attitudes of younger people to using buses found that a third gained their information from roadside displays, and this percentage is likely to increase for older people. Transport for the North's research suggested that 56% of people still obtained their information at the bus stop;
- A roll-out of Real Time Information through both dedicated displays and e-ink displays at bus stops as set out above;
- Roll out the use of QR codes at all marked stops and stations to link to real time information provision;
- We will continue to review processes for the provision of roadside information and, review the infrastructure used to display information to ensure that it is both fit for purpose and attractive; and
- We aim to be able to enter travel disruption information once, into a system that will seamlessly output a consistent message to customers via various channels including social media, real time displays and journey planners. Working with the partners at DfT and linking to the Bus Open Data Service (BODS), the Lancashire partners wish to be able enter the data once to feed downstream systems, by using the DfT disruption messaging tool. By entering the data once this opens up the opportunity for developers to register for access to the Open Data Hub (ODH). From there they can begin using the disruption messaging data through an application programming interface (API). In addition a feed will be provided to the existing system providers to import and utilise the SIRI SX feed. In doing so, improving the journey for all public transport users with the added confidence that any disruptions to their journey will be communicated to them in real time.



4.8 Proposals for accessibility and inclusion

Lancashire and Blackburn will work together, and with the relevant Lancashire districts, to improve accessibility at bus stations so that there is a standard across all bus stations within the future Combined County Authority area. This includes wayfinding for blind / partially sighted and British Sign Language (BSL) information as seen at Network Rail railway stations.

All operators will have to provide next stop audio-visual information on all buses used on public bus routes from October 2026. Lancashire County Council's Enhanced Partnership encourages operators to include BSL on their 'next stop' displays.

Lancashire and Blackburn will continue to upgrade bus stops, including:

- Review bus stop geometry to ensure that buses can access and egress quickly and efficiently. This may include the provision of bus stop boarders and filling in laybys in certain locations;
- Review locations to ensure that in urban areas where possible

residents are no more than 400 metres walk from the nearest bus stop;

- Review kerb heights and provision for accessible boarding and alighting;
- Review the provision of passenger facilities, including shelter and information;
- Ensuring that bus stop flags and / or bus boxes are visible to both pedestrians, passengers and bus drivers;
- Provision of real-time passenger information at a minimum of 50% of stops on the Superbus network; and
- Review walk access routes, including dropped kerbs, pedestrian crossing points, footways and footpaths.

In rural areas where possible, hard standing will be provided at bus stops not located on a footpath. Access routes to rural bus stops will be reviewed and where necessary physical crossing points may be provided.

As part of programmes to upgrade accessibility at bus stops, the authorities will review the provision of information. We are conscious that the bus stop provides the potential for a shop window for the bus service that is not always taken up. We will therefore develop a specification which will include not only information on departures but route and network maps and bus fares information. This will include real-time information, with enhanced accessibility features for blind and partially-sighted.

Bus stop upgrades will also ensure that every bus stop is clearly named, so that each is clearly identifiable. We will ensure that bus stop names used by operators are consistent with the National Public Transport Gazetteer in order to avoid potential confusion.

We understand from those with a visual impairment that they value printed bus service information, and we know that many other members of the community do too. We will therefore work with operators to ensure that printed information continues to be easy to read and widely available.

Bus stops are opportunities to integrate the bus mode with active travel and micromobility modes. We will investigate the provision of mobility hubs, with the potential for cycle hire and e-scooters (for example) to be located at an enhanced bus stop. We will seek input into colleagues Local Cycling and Walking Improvement Plans (LCWIP) to ensure that provision for bus is integrated with that for cycling and walking.

4.9 Proposals for buses which are safe and seen as safe

The waiting environment

Lancashire and Blackburn will ensure that bus shelters are clean and well maintained. Where they are owned / managed by a third party the authorities will work with the responsible party to ensure standards are in keeping with those of the authorities. We will work with developers and colleagues in highways to ensure that bus stops in urban areas are well-lit and accessible from footpaths.

The councils are making sure all bus stations in Lancashire and Blackburn with Darwen are fitted with functioning CCTV which is both monitored and with footage which is easy to retrieve.

Staffing and procedures

Lancashire and Blackburn will ensure that staff at bus stations are visible and easy to contact, including the use of security staff at times when needed the most. Where the bus stations are owned or managed by a third party the authorities will work with the responsible party to ensure standards are in keeping with those of the authorities.

The authorities will work with bus operators to ensure that bus drivers are friendly and trained in customer service including how to help those that are vulnerable.

Public Transport Safety Officers

As referred to in Section 2, new Public Transport Safety Officers, with an aim to tackle anti-social behaviour on public transport across Lancashire, have been introduced. They will co-ordinate comments/concerns and liaise with appropriate bodies to action and resolve the issues identified on bus stations and bus services across the county. With suitable funding we wish to continue the scheme.

Customer relations

Employing more staff at bus stations will allow for more customer facing activity including opening information offices. This will also increase the visibility of staff for those who need assistance or advice.

The authorities will work with bus operators to ensure that there is a consistent level of customer service across all operators.

4.10 Bus Passenger Charter

The authorities will ensure the Passenger Charter agreed with operators is relevant and up to date. Consultation with passenger user groups is key and feedback will be sort from Bus Users UK, Transport Focus and other local groups where significant changes are proposed.

4.11 Proposals for improving the bus fleet

Lancashire County Council already has a maximum age requirement of ten years for vehicles (which can be increased to 15 in exceptional circumstances) used on contracted services. The authority will seek to set minimum standards for vehicles on contracted services including interior and accessibility features where it does not distort the tender price.

The authorities will work with operators where possible, and affordable, to reduce vehicle emissions including through conversion of fleet to Zero Emission. Where the councils invest large sums of money in improving bus infrastructure operators which benefit will be asked to provide reciprocal investments including upgrading vehicles.

4.12 Proposals for longer term transformation of the network

Given the positive relationship with bus operators, Lancashire County Council will continue to pursue improvements to the bus network through the Enhanced Partnership. However, the Combined County Authority is expected to have the powers to pursue franchising of the bus network if required in the future. Lancashire County Council is working closely with Liverpool City Region as it develops plans for bus franchising in Merseyside which will impact on cross-boundary services. The Council will look to work closely with other neighbouring authorities which may also franchise bus services.



4.13 Summary for 2025 to 2030

Table 4-4 summarises our ambition for delivery over the short, medium and long terms.

Table 4-4 – Ambition for BSIP Delivery Timescales

Theme	Short-term	Medium-term	Long-term	Theme	Short-term	Medium-term	Long-term
 <p>Investment in bus priority schemes to provide faster and more reliable bus journeys, focusing on Superbus routes.</p>	✓	✓	✓	 <p>Higher bus service frequencies, particularly evenings and weekends.</p>	✓	✓	
 <p>Investment in making bus stops more accessible, with improved shelters and passenger information.</p>	✓	✓	✓	 <p>Better information about local bus services, including regularly updated printed and online information, which has a consistent image.</p>	✓	✓	
 <p>Improving access to employment, health and education facilities by bus.</p>	✓	✓		 <p>Roll-out of multi-operator ticketing across Blackburn, Blackpool and Lancashire.</p>	✓	✓	
 <p>Providing increased options to travel by bus in more rural areas.</p>	✓	✓		 <p>Introduce multi-operator Tap-on Tap-off fare capping to simplify your travel experience.</p>		✓	✓
 <p>Cheap fares during evenings and weekends. Standardised discounted fares to help young people and vulnerable groups.</p>	✓	✓		 <p>Investment in zero-emission and low-emission buses to support our net zero ambitions.</p>		✓	✓
 <p>A Passenger Charter ensuring your voice is heard and the bus network is responsive to the needs of the communities it serves.</p>	✓			 <p>Working in partnership with bus operators and neighbouring authorities to improve bus services</p>	✓	✓	✓
 <p>Working closely with developers and employers to ensure the bus service supports our growing economy.</p>	✓	✓	✓	 <p>Working with our partners to improve the journey experience and ensuring everyone feels safe.</p>	✓	✓	✓



Targets Development

5.1 Introduction

This section outlines our revised targets for:

- Patronage;
- Customer satisfaction;
- Bus speeds; and
- Bus reliability.

It expresses ambitious targets, on the bases that current levels of investment in the bus proposition continue, and that development and land-use decisions and outcomes are favourable to facilitating the delivery of speedy, reliable and efficient bus services and are favourable to encouraging more residents to travel by bus more often.

Delivery against the targets outlined above will be assessed on a regular basis, according to the guidance that DfT delivers.

5.2 Passenger Numbers

Patronage has increased since 2021 in both Lancashire and Blackburn with Darwen. This is likely to have been in response to improved bus service delivery, more supported bus services, the fare offers, improvements to roadside infrastructure and the first bus priority measures.

We expect patronage to continue to respond positively in response to the completion of the projects funded by TCF, LUF and BSIP to deliver:

- A substantial programme of bus priority measures, reducing journey times and improving reliability;
- Further enhanced to bus services, improving connectivity;
- Further improvements to roadside passenger infrastructure and information; and
- Multi-operator ticketing.

Target Development

In the 2021 BSIP draft the target was to return to pre-Covid (2018/19) patronage levels by March 2025. The figures available suggest that Blackburn with Darwen achieved this by March 2024, and that Lancashire is on course to achieve this by the target date of March 2025.

The target was then to deliver a further 10% increase in patronage by March 2030.

Figure 5-1 shows a trajectory of current patronage trends for Lancashire County Council to 2030.

Figure 5-1 – Patronage Trajectory – Lancashire County Council

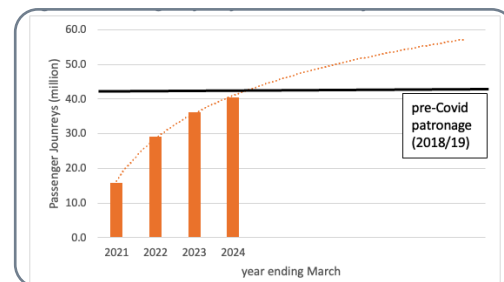
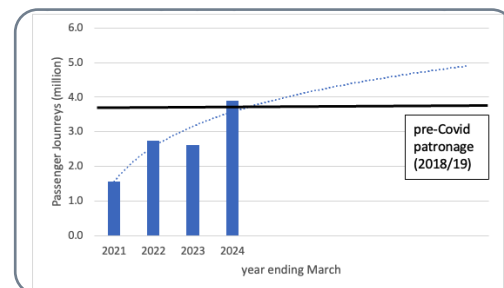


Figure 5-2 shows a trajectory of current patronage trends for Blackburn with Darwen to 2030.

Figure 5-2 – Patronage Trajectory – Blackburn with Darwen Borough Council



The graphs suggest a 40% increase in patronage between 2024 and 2030 in each authority if current trends in delivery are maintained. As outlined above, this assumes that current funding levels are at least maintained, and that external factors around development and re-generation favour the delivery of reliable, fast and efficient bus services which attract passengers.

5.3 Passenger Satisfaction

Target Development

This aligns with our LTP4 performance indicator of improving the user perception of public transport. A change from the 2021 BSIP is that we now propose to measure this using the Transport Focus 'Your Bus Journey' survey. Whilst this does not allow for the views of non-users to be measured, it does allow a consistent time series to be built up (with the 2023 survey results providing the baseline) and comparison in performance with other authorities. The survey is administered in both LCC and BwD.

Table 5-1 shows the baseline in the Transport Focus survey and the improved scores we hope to deliver if current funding is sustained and if development and regeneration proposals are conducive to fast and punctual bus services.

Table 5-1 – Baseline and 2030 Target Scores for Bus Passenger Satisfaction as measured in the 'Your Bus Journey' Survey

Theme	Percentage of respondents satisfied in 2023 survey	Percentage of respondents satisfied in 2030
Overall journey satisfaction	80%	87%
Value for money	69%	75%
Bus stop where you caught bus	77%	83%
Length of time you had to wait for the bus	68%	75%
Punctuality of the bus at stop (arriving on time)	71%	77%
Bus driver	86%	90%
Length of time journey on bus took	82%	89%

Where scores are available against themes in the 'Your Bus Journey' results, we have developed our target by taking the scores of some high ranking authorities in the survey results. This results in a percentage increase of around 9% against the three indicators for which results from other authorities are available. The one exception is the 'Bus driver'. Here, the score is already high (86%), and we think therefore that a lower percentage increase in satisfaction is likely.

5.4 Bus Speeds

Target Development

A number of interventions are underway – and further are proposed in Section 4 – to increase bus speeds in Lancashire and Blackburn with Darwen. There are four pillars to this strategy:

- Developing bus priority measures in line with the National Bus Strategy, including a range of interventions such as bus lanes and traffic light priority. As shown in Sections 3 and 4, these interventions focus on designated Superbus routes;
- Combining the development of bus priority measures with reviews of highway infrastructure, kerbside parking and loading regulations and bus stop geometries – again, with a focus on Superbus routes;
- In conjunction with bus operators, progressively rolling out ‘Tap on Tap off’ account-based ticketing; and
- Bus network design, seeking on a case-by-case basis opportunities to accelerate services through more direct routeings.

In the 2021 BSIP we targeted a 10% reduction in bus journey times over the lifetime of the BSIP. This reflected the different extent to which the interventions will influence bus journey times on different types of services. Overall, we targeted reductions in journey times of:

- Interurban Superbus routes – 12%;
- Secondary Interurban routes – 8%;
- Urban Superbus routes – 17%; and
- Other services – 2%.

Analysis undertaken using Analyse Bus Open Data (ABOD) across three Superbus routes drawn from different parts of Lancashire suggests that bus speeds in the peak hour in the peak direction would need to increase by an average of 20% to match average interpeak journey times. We do not believe it is realistic to achieve parity between peak and interpeak journey times as even with the introduction of extensive bus priority measures it is inevitable that buses will still encounter congestion. We therefore believe that a 10% increase in speed on the Superbus network in the busiest peak hour and direction is a stretching but achievable target.

On the basis that many key and other urban and key interurban services will also benefit from the bus priority measures focused on the Superbus network, we propose a target of a 5% increase in peak speeds on these services.

5.5 Bus Journey Time Reliability

Target Development

The measures put forward above will also deliver greater consistency of journey times, which will translate into improvements in reliability.

In 2018/19, on-time performance for non-frequent bus services was, according to DfT Statistics:

- 94% in Blackburn with Darwen; and
- 81% in Lancashire.
- By 2022/23, on-time performance had fallen 2 percentage points in Blackburn with Darwen to 92%, but had increased by 3 percentage points in Lancashire to 84%.

It will be noted that none of the proposed bus priority measures had been implemented in 2022/23. The improvement in Lancashire is likely to have been the result of improved service delivery as a result of an increased number of bus drivers. It is hoped that the delivery of bus priority and improvements to bus stops and fares and ticketing (described at Sections 3 and 4) will enable the positive trend to be sustained.

We target:

- 87.5% ‘on time’ performance for non-frequent services in both authorities by 2030, based on a 0.5% increase in each year; and
- Excess wait time of 0.8 minutes for frequent services in both authorities.



APPENDIX A

Letters of Support from bus operators

Lancashire County Council
County Hall
Preston
Lancashire
PR1 8XJ

07th May 2024

Dear Andrew,

Lancashire County Council Bus Service Improvement Plan – 2024 Update

First West Yorkshire is pleased to support Blackburn with Darwen Borough Council and Lancashire County Council's updated Bus Service Improvement Plan for 2024. We feel that the long-term vision set out by the Bus Service Improvement Plan to continue to grow patronage, increase reliability and improve the provision of information aligns with First Bus's vision for bus services in the North of England.

We look forward to continuing to work with Lancashire County Council as part of its Enhanced Partnership to deliver improvements to bus services outlined within the Bus Service Improvement Plan including the discounted fare offers for those travelling in an evening and on Sundays, and for Young People.

This is a customer focused plan and First West Yorkshire will continue to play its part in delivering a transformation for bus passengers in our region.

Yours sincerely,



Kayleigh Ingham.

Commercial Director, First North and West Yorkshire.

Dear Matthew,

Matthew Moll

Enhanced Bus Partnership Manager



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Preston PR1 6NY

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W: www.prestonbus.co.uk

Matthew Moll
Enhanced Bus Partnership Manager

31st May 2024

Lancashire and Blackburn with Darwen Bus Service Improvement Plan

Dear Matthew,

Preston Bus is delighted to support the Bus Service Improvement Plan for Lancashire County Council and Blackburn with Darwen Borough Council. I am confident that the measures put forward in this plan will drive the recovery of bus patronage and with it a significant contribution to the government's levelling up and decarbonisation agendas in the area. We have worked closely with Lancashire County Council and other local bus operators to develop this BSIP, which will enable more people to access fast, reliable journeys to more places in the region and help to support the dynamic growth of our region and to Bus Back Better.

In recent years, the partnership has delivered many of the original proposals, such as:

- Introduction of parking restrictions around Oliver's Place to restore two-way bus operation on service 23.
- Introduction of enhancements to Preston Bus services 31, 45, 311 and 312.
- Introduced attractive fares offers such as reduced evening and weekend fares.
- Introduction of a Passenger Charter.

We look forward to continuing to work with yourself, the wider Public Transport team and other partners to continue to deliver further enhancements.

The extensive proposals for bus priority drawn up in discussions with Preston Bus will be welcome contributions to making buses quicker and more reliable, as will the authorities' proposals to review operating conditions along routes and identify small-scale changes that help buses. The proposed improvements to the provision of passenger information, both static and real-time, will increase the awareness of residents of bus services and make them significantly easier to find out about and use, while the authorities' proposals for disruption messaging will help give users more confidence as they make journeys.



Registered Address: Hallbridge Way, Tipton Road, Tividale, West Midlands B69 3HW

Company Registration: 02004022





Mr. Andrew Varley
Public Transport Manager
Lancashire County Council
County Hall
Preston
PR1 0LD

20th June 2024

Dear Andrew,

**SUPPORT FOR LANCASHIRE COUNTY COUNCIL & BLACKBURN WITH DARWEN COUNCIL
JOINT BUS SERVICE IMPROVEMENT PLAN (BSIP)**

I write with regards to the above, and to confirm our continued support for the refreshed Bus Service Improvement Plan by Lancashire County Council and Blackburn with Darwen Council.

We have worked extensively with yourselves and other bus operators to build this plan collaboratively and we fully support the vision which it sets out.

We strongly believe that the plan will help to prioritise investment in public transport, particularly bus, and ensure that we can work together to deliver real improvements to the network and all those who use it.

We look forward to continuing to work with you and the other partners going forward.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Tom Waterhouse", is written over a light blue circular stamp.

Tom Waterhouse
Managing Director

Stagecoach Cumbria and North Lancashire, Second Floor, Broadacre House, 16-20 Lowther Street, Carlisle CA3 8DA
T: 0345 2418000 stagecoachbus.com

Registered Office: Stagecoach (North West) Limited, One Stockport Exchange, 20 Railway Road, Stockport SK1 3SW.
(Registered in England & Wales 123665)



Mr Andrew Varley
Public Transport Manager
Lancashire County Council
County Hall
PRESTON
PR1 0LD

6th June 2024

SUPPORT FOR LANCASHIRE COUNTY COUNCIL & BLACKBURN WITH DARWEN COUNCIL JOINT BUS SERVICE IMPROVEMENT PLAN (BSIP)

Dear Andrew,

I am writing to confirm our continued support for Lancashire County Council and Blackburn with Darwen Council's refreshed joint Bus Service Improvement Plan.

We are pleased to have worked extensively with yourselves and the other partner bus operators collaboratively on this plan and fully support the vision it sets out.

This plan will help sustain the bus network, prioritise investment in public transport and ensure that the bus continues to play an ever more important role in the fabric of the county. Continued delivery of this plan will result in meaningful improvements to bus service coverage, journey times, ticketing and passenger satisfaction with the bus network.

We now look forward to continuing to work with you and partners to deliver sustainable and positive outcomes for bus passengers within Lancashire and Blackburn with Darwen.

Yours sincerely

A handwritten signature in black ink that reads "J Mellor".

James Mellor
Commercial Director

Stagecoach Merseyside & South Lancashire, Head Office, East Lancashire Road, Liverpool, L11 0BB
T: 0151 330 6200 [stagecoachbus.com](https://www.stagecoachbus.com)

Registered Office: Ribble Motor Services Ltd, One Stockport Exchange, 20 Railway Road, Stockport, SK1 3SW. (Registered in England & Wales No. 03990677)

Blackburn Burnley ross Keighley Pennine Harrogate FLYER York Coastliner



Matthew Moll, Lancashire County Council
Tim Paley, Blackburn with Darwen Borough Council

By email

29 May 2024

Dear Matthew, Dear Tim

BUS SERVICE IMPROVEMENT PLAN

Transdev, through its local operating companies in Lancashire, support the update of the Lancashire County Council & Blackburn with Darwen Council Joint Bus Service Improvement Plan (BSIP). The initial BSIP and subsequent iterations have been delivered successfully using the Enhanced Partnerships set up in each authority area. Collaboration between the authorities and their operators has been exceptional and bus customers have seen significant benefits.

The programme has funded improvements in service frequency, operating periods (especially evenings) and fare discounts for young people, and in the evenings and at weekends. Infrastructure improvements are in programme, complemented by schemes being delivered under Levelling Up Fund and Towns Fund projects.

We look forward to delivering future benefits from the BSIP.

Yours sincerely

Paul Turner
Commercial Director



Funded by
UK Government



Lancashire
County
Council

