



**LANCASHIRE**

COMBINED COUNTY  
AUTHORITY

# Bus Service Improvement Plan

April 2026 (draft)

<b>Title</b>	
Version number	1
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Document owner name and role title	Matthew Moll, Enhanced Partnership Manger (LCC)
Document approver name and role title	

<b>Date of creation</b>	<b>04/08/2025</b>	<b>Review cycle</b>	<b>Annual</b>
Last review		Next review date	

Version	Date	Section/Reference	Amendment

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# 1. Our Bus Vision

## 1.1 Introduction

The Lancashire Combined County Authority (LCCA) was formally established in February 2025 as a statutory body created to strengthen Lancashire’s voice and secure devolved powers and funding from central government. Bringing together the Constituent Councils of Lancashire County Council, Blackburn with Darwen Borough Council, and Blackpool Council, the LCCA provides strategic leadership across key areas including transport, economic development, and skills underpinned by the new Lancashire Growth Plan, Get Lancashire Working Plan and emerging Local Transport Plan.

As of February 2025, the LCCA became the concurrent Local Transport Authority (LTA) for the area along with the three Constituent Councils, 1<sup>st</sup> April 2026. More information about the Lancashire County Combined Authority can be found in Appendix D.

This Bus Service Improvement Plan (BSIP) covers the administrative areas of the Lancashire County Combined Authority as illustrated in Figure A.

**Figure A – Lancashire County Combined Authority Administrative Area**



Lancashire County Combined Authority has entered into single Enhanced Partnership (EP) with local bus operators having previously operated separate EPs in each Constituent Council area. The LCCA has adopted this approach in order to ensure that the LCCA benefits from the arrangements to date, including the positive relationships held with bus operators, and minimises disruption, whilst having the flexibility to make changes that serve the LCCA area as a whole.

Consistent with current Department for Transport guidance<sup>1</sup>, it is expected that a further BSIP will be produced in 2027. The LCCA also expects to produce an annual monitoring update.

## 1.2 Vision

Lancashire wants a public transport system—especially buses—that helps everyone stay connected, access essential services, and reach jobs and opportunities. With 1.6 million residents and over 40 million bus journeys a year, buses are central to keeping people moving around the area. The Lancashire Combined County Authority (LCCA) aims to make buses a genuine, attractive alternative to the car.

The vision is built around **10 key principles**:

1. **Frequent** – Buses every **15 minutes** in major towns/cities and every **30 minutes** on key routes.
2. **Accessible** – A bus and community transport network that **everyone can use**, regardless of need.
3. **Affordable** – Good-value fares for individuals and groups.
4. **Flexible** – **Multi-operator** tickets available from drivers, online, or via an app.
5. **Reliable** – Buses that **turn up on time** and run consistently.
6. **Comprehensive** – Routes that link people to **jobs, education, health services and leisure**.
7. **Green** – Use of **low-, ultra-low-, or zero-emission** vehicles.
8. **Attractive** – Clean, well-maintained vehicles, stops, and stations.
9. **Safe** – People should feel safe **waiting for and using** buses at all times.
10. **Informative** – Clear, consistent information on routes, times, fares and disruption.

### How These Principles Translate into Action

The vision leads to practical improvements, including:

- Faster bus journeys through bus priority measures.
- Better bus stops with improved accessibility and passenger information.
- Improved access to jobs, hospitals, schools and colleges.
- More travel options for rural communities.
- More frequent services, especially evenings/weekends.
- Better passenger information, both online and printed.
- Countywide multi-operator ticketing.
- Tap-on / Tap-off fare capping to simplify paying.
- Cheaper fares in evenings/weekends and discounted fares for young and vulnerable people.

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<sup>1</sup> [bus-service-improvement-plans-guidance-to-local-authorities-and-bus-operators-2024.pdf](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/124444/bus-service-improvement-plans-guidance-to-local-authorities-and-bus-operators-2024.pdf) ([publishing.service.gov.uk](https://publishing.service.gov.uk))

- A Passenger Charter to ensure community voices are heard.
- Investment in low- and zero-emission buses.
- Partnership working with operators, neighbouring councils, developers and employers.
- A focus on making journeys feel safe and improving the overall experience.

### **1.3 Local Transport Plan**

Lancashire County Combined Authority consulted on the 4<sup>th</sup> Local Transport Plan (LTP4) during October and November 2025. LTP4 sets out four workstreams which each have up to eight policies attached to them. Table 1 sets out the policies by workstream whilst Table 2 shows which policies are met by the BSIP ambitions above.

**Table 1 – Lancashire Local Transport Plan 4 – Workstreams and Policies**

<b>Policy</b>	<b>Connecting Lancashire (CL)</b>	<b>Transforming Travel Choices (TC)</b>	<b>Safe and Vibrant Communities (SV)</b>	<b>Future-ready Network (FN)</b>
1	Enable the delivery of strategic growth sites	Improve and modernise bus journeys	Empower everyone to travel safely and securely, wherever they go	Embrace new transport data and technologies
2	Transform east/west public transport through the Central Belt	Revolutionise rail travel so it is reliable and attractive	Deliver accessible and affordable public transport	Ensure the network can accommodate an uptake in the use of electric vehicles
3	Improve public transport connections with neighbouring regions	Establish convenient and safe active travel options	Develop accessible, high-quality spaces and infrastructure	Improve journey time and reliability
4	Improve reliability of strategic and major roads for all modes of transport	Enable the use of bus, rail and active travel options	Embed placemaking in new developments	Deliver sustainable, resilient infrastructure
5	Explore new or expanded heavy rail and mass transit networks	Broaden travel choices in rural areas	Alleviate adverse impacts on communities	Embed whole-life approaches to asset management
6	Improve high-speed broadband, especially in rural areas	Ensure taxis and private hire vehicles offer an accessible and safe service		Implement smart public parking strategies that meet evolving needs
7		Transform sustainable travel choices for tourists		Support sustainable first and last mile freight
8		Reimagine public transport ticketing		

**Table 2 – Lancashire Local Transport Plan 4 Policies and BSIP Ambitions**

<b>BSIP Ambition</b>	<b>LTP4 Policies</b>
Investment in bus priority schemes to provide faster and more reliable bus journeys, focusing on Superbus routes	CL5, FN3
Investment in making bus stops more accessible, with improved shelters and passenger information	TC1, TC3, TC4, SV1, SV2
Improving access to employment, health and education facilities by bus	CL1, CL2, TC1, SV2
Providing increased options to travel by bus in more rural areas	TC5, TC7
Working closely with developers and employers to ensure the bus service supports our growing economy	CL1
Higher bus service frequencies, particularly evenings and weekends	CL5, TC1, TC7
Better information about local bus services, including regularly updated printed and online information, which has a consistent image	TC4, TC7, FN1
Roll-out of multi-operator ticketing across the Authority area	TC8, FN1
Introduce multi-operator Tap-on Tap-off fare capping to simplify your travel experience	TC8, FN1
Working with our partners to improve the journey experience and ensuring everyone feels safe	SV1
Cheaper fares during evenings and weekends. Standardised discounted fares to help young people and vulnerable groups	TC8, SV1
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	FN2
Working in partnership with bus operators and neighbouring authorities to improve bus services	CL2, CL3

## **1.4 Bus Service Improvement Programme (BSIP) Funding**

Prior to 2026/27 Financial Year, funding for Bus Service Improvements was allocated to the LCCA’s Constituent Councils. Blackburn with Darwen Borough Council and Lancashire County Council were in receipt of BSIP Phase 1 funding, whilst these Councils and Blackpool Council have all received funding in subsequent phases. Table 3 shows the combined funding allocated from the phases of BSIP across the LCCA area as a whole.

**Table 3 – Bus Service Improvement Plan / Bus Grant Funding by Round**

<b>Funding Round</b>	<b>Financial Year(s)</b>	<b>Revenue £m</b>	<b>Capital (£m)</b>
BSIP Phase 1	2022/23 – 2024/25	£10.603	£23.564
BSIP Phase 2 (BISP +)	2023/24 – 2024/25	£6.448	-
BSIP Phase 3 (Network North)	2024/25	£8.707	-
Bus Grant (BSIP 4)	2025/26	£17.155	£17.471
Bus Grant	2026/27	£16.595	£16.811
Bus Grant	2027/28	£16.595	£17.149
Bus Grant	2028/29	£16.595	£17.487
Bus Grant	2029/30	Not yet announced	£17.825

## **1.5 Other Transport Related Funding**

### ***Levelling Up Fund***

Lancashire County Council is currently delivering a £50m Levelling Up Fund project in East Lancashire. The following bus related activity is in delivery:

- £1.4m to install up to 115 Real Time Passenger Information displays;
- £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. Following the end of the pilot, the PTSOs are being funded through Bus Grant and will cover the full LCCA area.

### ***Local Transport Grants***

The Local Transport Grants announced on 28 March 2025 total £215.025m of capital for the period 2026/27 to 2029/30 and £7.589m of revenue capacity and capability funding for the period 2026/27 to 2028/29.

This funding is on a combined authority footprint, and is to provide transport enhancements and maintenance, capability and capacity resourcing and capital works to align with LTP priorities including improvement schemes, accessibility improvements congestion relief measures and road and cycle safety schemes. It can also provide Sustainable travel infrastructure including bus lanes and cycle ways.

## 2. Current Bus Offer

### 2.1 Overview

#### **The LCCA Bus Network and Market**

There are five large operators within the LCCA which provide a mixture of commercial and subsidised services, these are:

- Arriva Merseyside – one of the largest operators within the Liverpool City Region, provide a number of cross border services into and through West Lancashire
- Blackpool Transport – the arm's length municipal operator owned by Blackpool Council which additionally operates the Blackpool Tramway
- Preston Bus – owned by Rotala
- Stagecoach Cumbria and Lancashire – now a single subsidiary of Stagecoach covering the LCCA area
- Transdev Blazefield – operations are split between The Blackburn Bus Company and The Burnley Bus Company

Firstbus West Yorkshire is a significant operator within West Yorkshire, however, only operates a single cross-boundary services into the LCCA area. Huyton Travel (now owned by Tower Transit) operates a cross-boundary service jointly funded by Merseytravel and LCCA. North Yorkshire Council's in-house fleet operators a cross-boundary service to Clitheroe through the Hodder Valley.

Transport for Greater Manchester's franchised Bee Network services run into southern parts of the LCCA area, the most significant of these being the trunk Wigan – Coppull – Chorley service 632.

Additionally, there are eleven other operators providing local bus services within the LCCA area.

Table 4 below outlines the distribution of bus operators by constituent and district council area within the LCCA.

*Table 4 Public Bus Operators in the LCCA area (April 2026)*

<b>District / Unitary</b>	<b>Main Operator(s)</b>	<b>Other Operator(s)</b>
Blackburn with Darwen	Transdev	Bee Network, Blackburn Private Hire, Moving People, Stagecoach, Travel Assist, Vision Bus
Blackpool	Blackpool Transport	Archway Travel, Stagecoach, Transporabus
Burnley	Transdev	First West Yorkshire, Moving People, Vision Bus
Chorley	Stagecoach	Bee Network, Holmeswood, Preston Bus, Transdev, Tyrers, Vision Bus
Fylde	Blackpool Transport Stagecoach	Archway Travel, Transporabus
Hyndburn	Transdev	Pilkingtonbus, Stagecoach, Vision Bus
Lancaster	Stagecoach	Lonsdale Buses
Pendle	Transdev	Pilkingtonbus, Stagecoach Vision Bus

Preston	Preston Bus Stagecoach	Archway Travel, Holmeswood, Transdev, Tyrers, Vision Bus
Ribble Valley	Stagecoach Transdev	North Yorkshire Council, Vision Bus
Rossendale	Transdev	Bee Network, Vision Bus
South Ribble	Stagecoach	Holmeswood, Preston Bus, Transdev, Tyrers, Vision Bus
West Lancashire	Arriva Merseyside Stagecoach	Bee Network, Holmeswood, Huyton Travel, Preston Bus, Vision Bus
Wyre	Blackpool Transport Stagecoach	Archway Travel, Transporabus

### ***Bus Service Supply***

Within the LCCA area several services in the urban areas of Blackburn, Burnley, Preston, Hyndburn, the Fylde Coast and Lancaster provide ‘walk-up’ frequencies of at least 5-6 bph. There are also frequent interurban bus routes which are consistent with the distribution of the population - particularly in east Lancashire. Beyond the urban and interurban services, there are low frequency services to and within the rural north and north-east of the Authority area with a strong reliance on local authority funding for many bus services.

Within the LCCA area there is however variable connectivity to major employment areas, with only some sites having a regular weekday daytime service; similarly, service provision during evenings and Sundays is variable, with only main connections provided.

### ***Patronage Trends***

Figure B shows the average number of journeys per year per head of population for the LCCA area using Department for Transport statistics for the LCCA area, the North West region as a whole and English non-Metropolitan authorities. The LCCA area saw the largest drop in journeys per head of population between 2009/10 and 2018/19 at 33.5% against 20.8% in the North West region and 15% in the English non-Met areas. In 2023/24 the LCCA area had the highest recovery rate post-COVID at 87.8% of 2018/19 levels against 83.3% and 85.3% for North West and English non-Mets respectively. However, the LCCA area has seen a decline to 2024/25 against the trend elsewhere meaning a post-COVID recovery level of 81.7% of 2018/19.

Figure B – Average Number of Bus Journeys per Year per Head of Population



Public bus services in the LCCA area can be grouped into six categories:

- **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.

A full list of local bus services operating within the LCCA area including classification is shown in Appendix B.

As figure C shows, over half of passenger journeys in the LCCA area are on the core inter-urban 'Superbus' network with a further quarter on 'Urban Superbus' services which are the highest frequency urban services. Overall, just over a third of passenger journeys are on urban networks with just under two-thirds using interurban services.

Figure C Passenger Journeys by Bus Service Classification

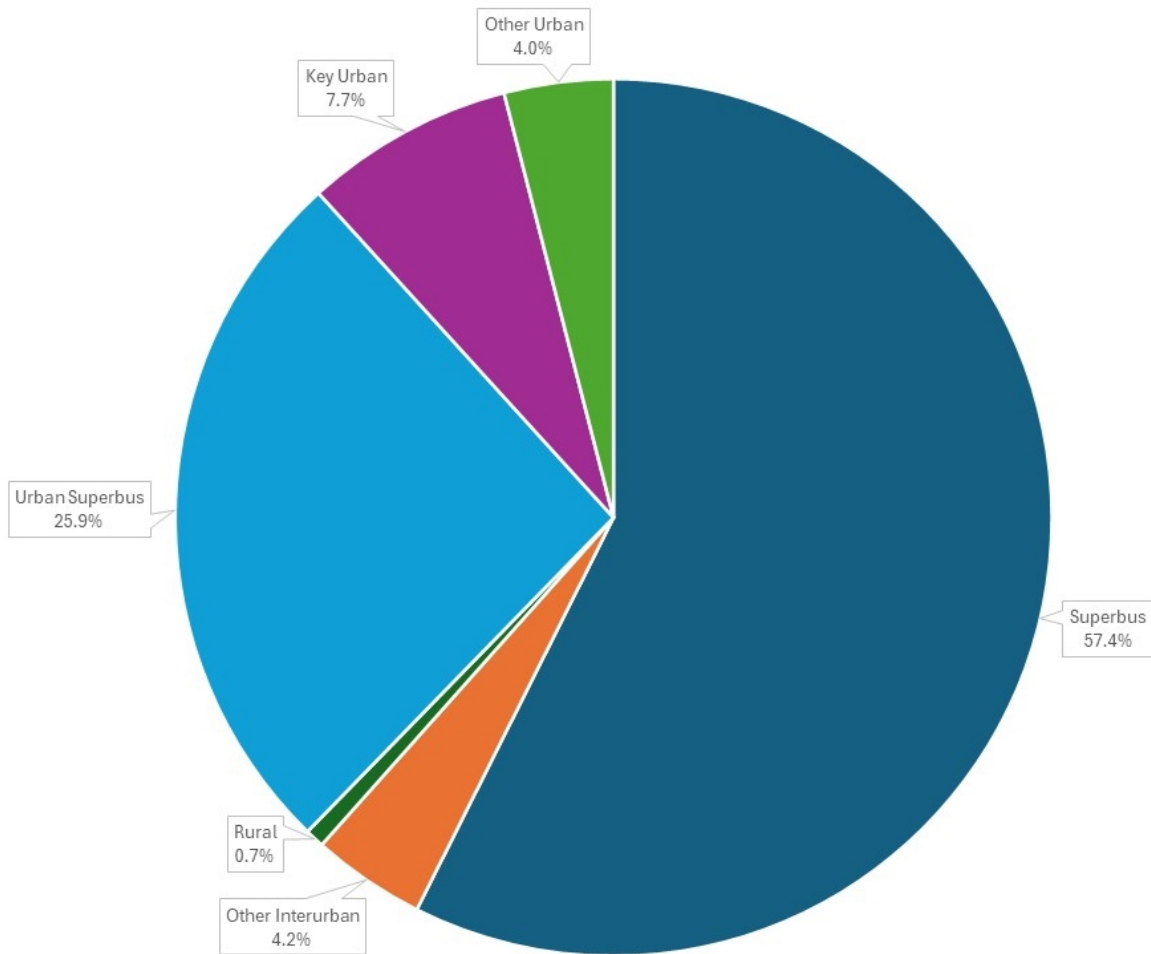


Figure D shows the split of passenger types whilst Figure E shows the split of tickets bought and used. Around half of all journeys are undertaken by passengers with an adult ticket, with children, young people and students representing just under 20% of passengers. English National Concessionary Travel Scheme (ENCTS) pass holders account for around a quarter of journeys overall. Single fares are the largest ticket type used, this will be impacted by the National Fare Cap and the £1 Evening and Sunday BSIP funded fare offer. Unfortunately, because different operators record ticket usage in different ways, it is difficult to accurately represent the use of return and multi-journey products.

Figure D Proportion of Bus Journeys by Passenger Type

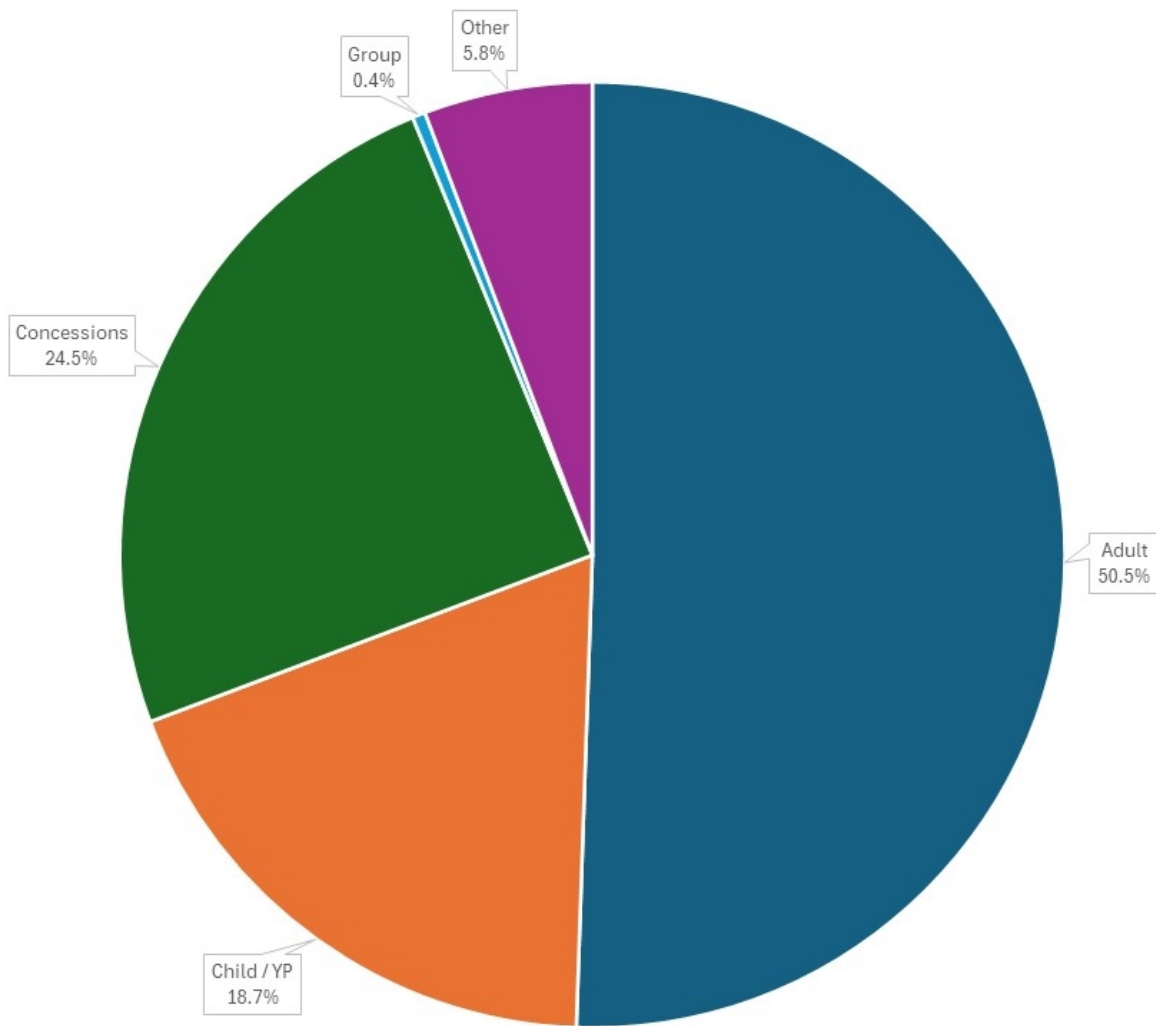


Figure E Proportion of Bus Journeys by Ticket Type

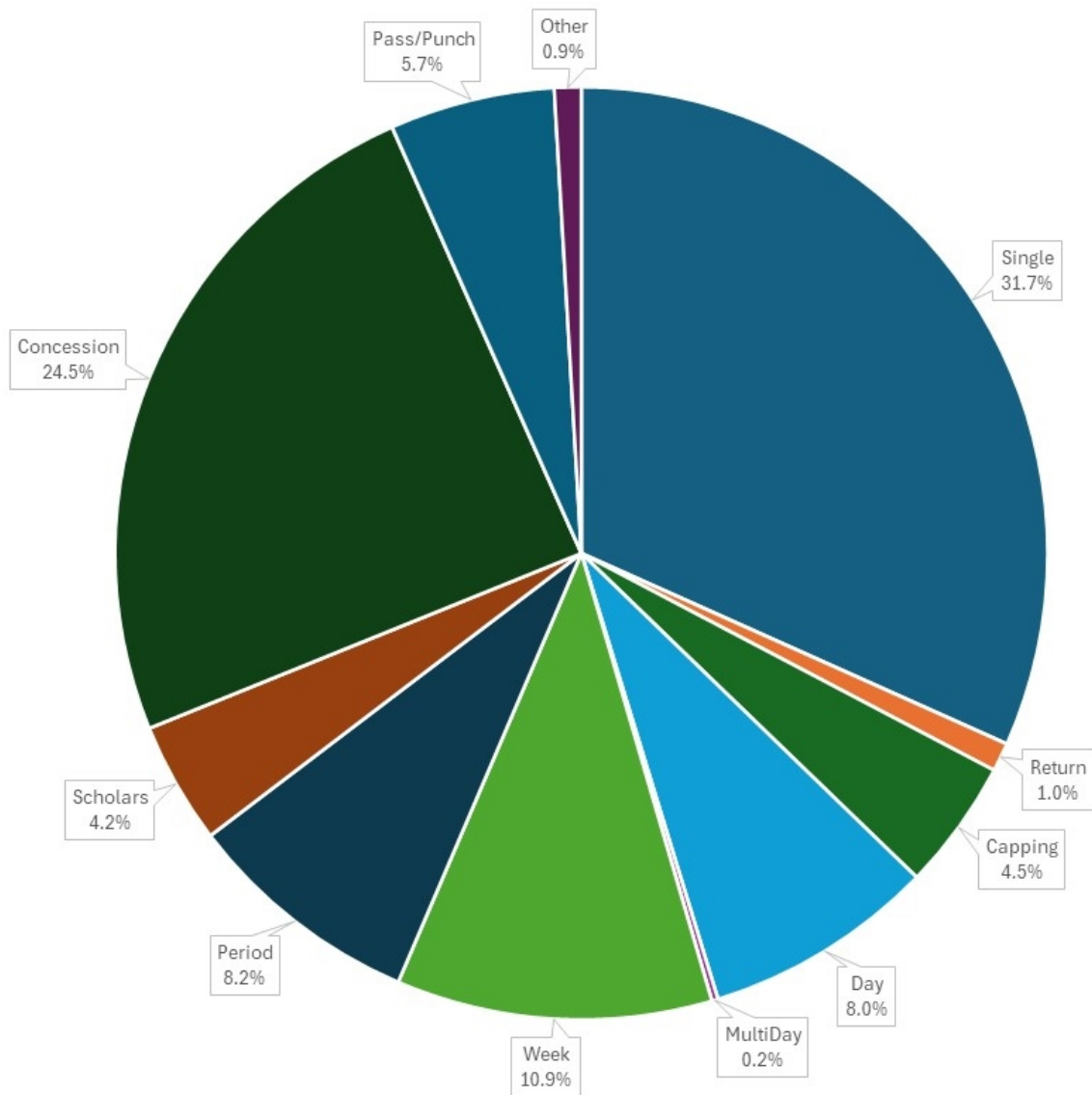
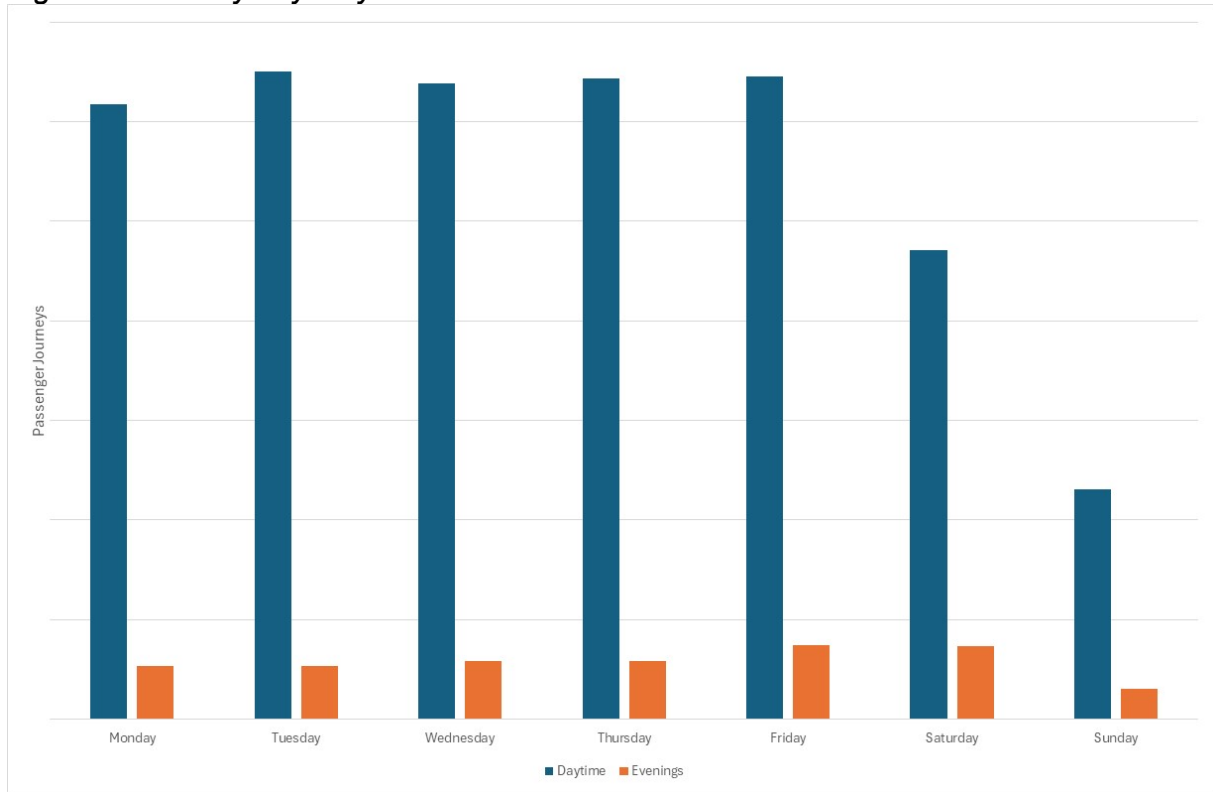


Figure F outlines the trend in patronage by day and time. Whilst working from home has had an impact on weekday daytime journeys, this is probably reflected most in Monday being the lowest weekday daytime. Friday and Saturday evenings still perform stronger than general weekday evenings.

Figure F Journeys by Day of Week and Time Period



### Bus Fleet

As of October 2025, there are around 700 vehicles based at depots in the Lancashire Combined County Authority area and used on local bus services. Figure G shows the fleet broken down by vehicle type and Figure H by emissions level, whilst Figure I shows the onboard features. This does not include vehicles based at depots outside of the LCCA which operate cross-boundary services.

Figure G – Bus Fleet by Vehicle Type

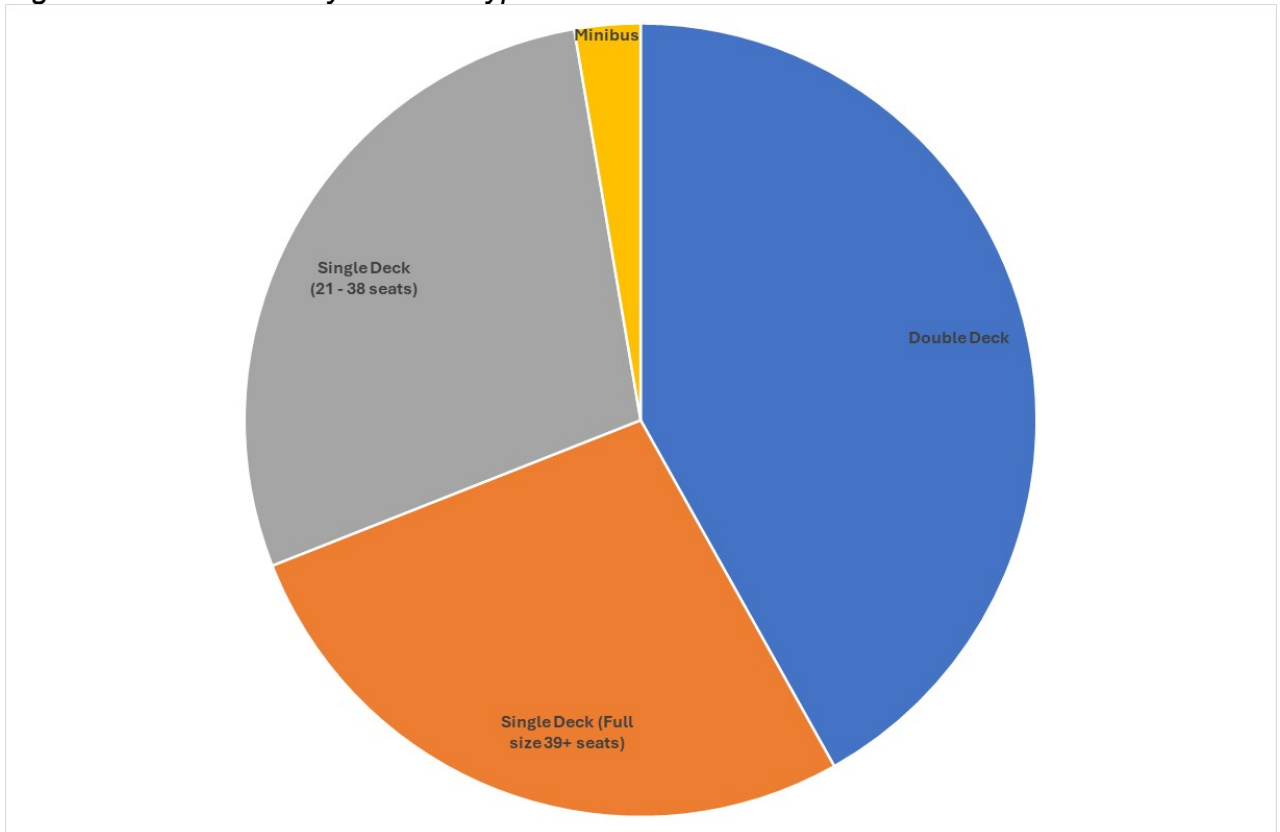


Figure H – Bus Fleet by Emission Levels

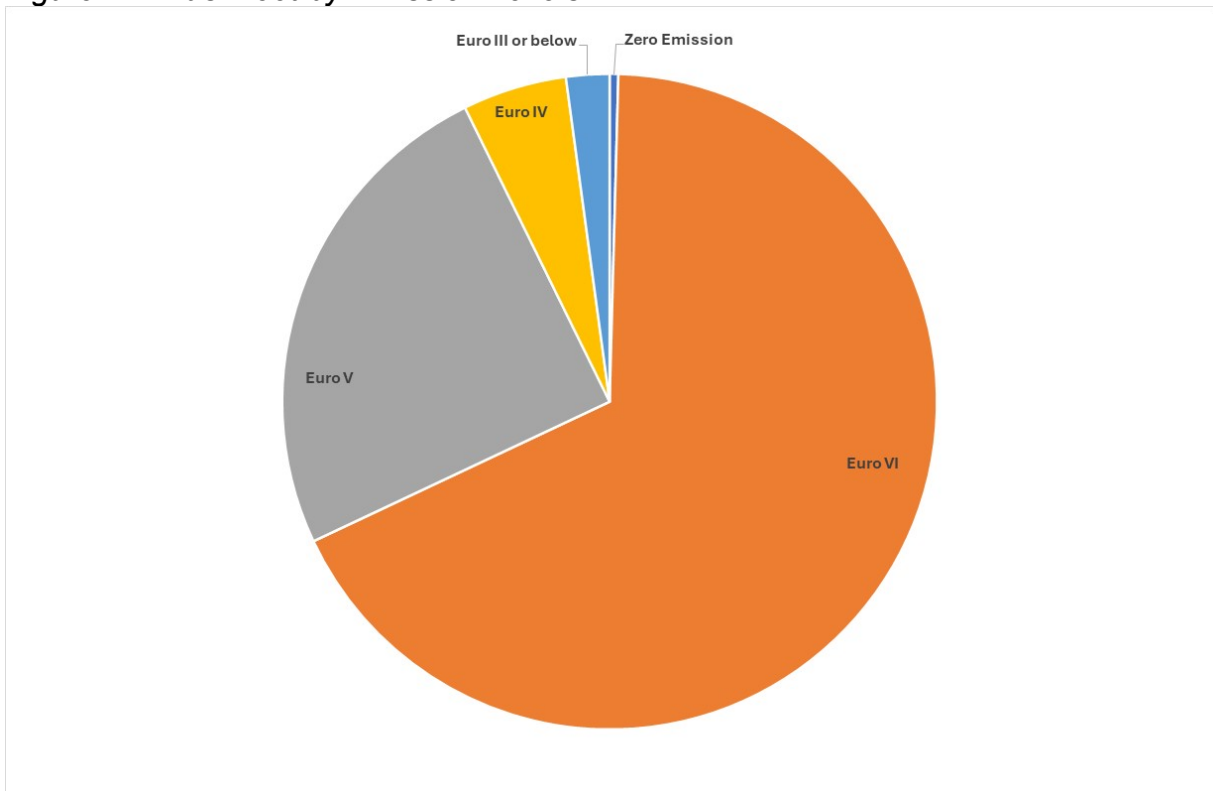
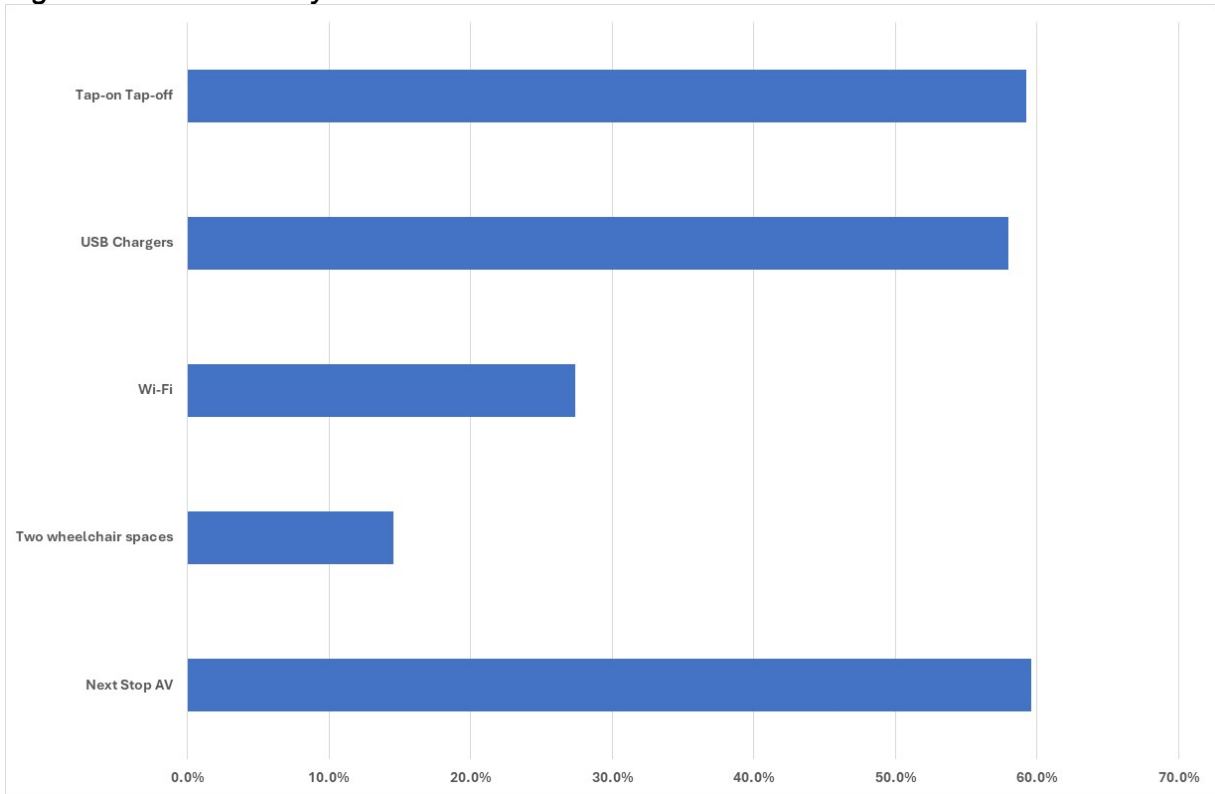


Figure 1 – Bus Fleet by Onboard Features



### Bus Passenger Experience

LCCA partakes in the Transport Focus 'Your Bus Journey' bus passenger satisfaction survey. Table 5 shows the results from the 2023, 2024 and 2025 surveys for the Lancashire Combined County Authority area. This shows the proportion of respondents to the survey who stated that they were either satisfied or very satisfied with each category.

Table 5 Transport Focus 'Your Bus Journey' Results for LCCA area

Satisfaction With	2023*	2024	2025+
Overall journey satisfaction	80%	84%	
Value for money	69%	75%	
Bus stop where you caught bus	77%	79%	
Length of time you had to wait for the bus	68%	73%	
Punctuality of the bus at stop	71%	78%	
The bus driver	86%	87%	

\* Excludes Blackpool Council area

+ Awaiting results

## 2.2 Enhanced Partnership

A new Enhanced Partnership for the LCCA area was introduced on the 1 April 2026. This has replaced the existing three separate Enhanced Partnerships for the Constituent Council areas. Further development of the Enhanced Partnership will be undertaken during 2026 and 2027 to introduce changes required by the Bus Services Act 2025 and updated Enhanced Partnership Guidance from the Department for Transport.

## 2.3 Funding 2025/26 Financial Year

For the 2025/26 financial year the Constituent Councils of Lancashire Combined County Authority received between them:

- £17.471m capital;
- £16.904m revenue;
- £0.251m capacity; and
- £1.973m Bus Service Operator Grant (BSOG)

## 2.4 How well are we meeting our vision?

### ***Vision 1 – Frequent***

Since 2022:

- 20 services have seen a Monday - Saturday daytime frequency uplift
- 14 services have seen a Sunday daytime frequency uplift
- 29 services have seen an evening frequency uplift

A full list of bus routes introduced or enhanced through BSIP funding is included in Appendix C.

### ***Vision 2 – Accessible***

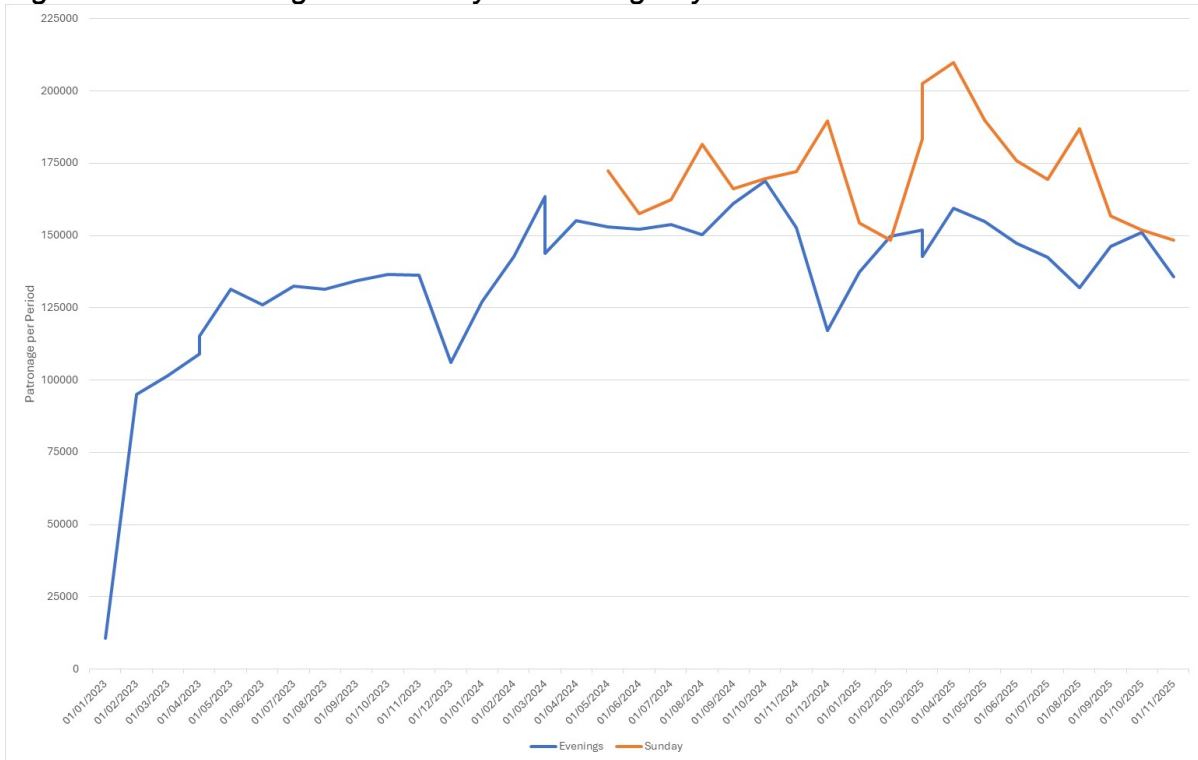
Over 120 bus stops have been upgraded using BSIP funding, as part of an ongoing project to make all bus stops on core corridors fully accessible. This involves ensuring that there is a raised curb at the boarding point and a bus box protecting the stop from parked vehicles to ensure level boarding is possible. Other work is also undertaken, including replacing bus shelters where required and moving or installing street furniture. Further phases of work will review safe crossing points for accessing the stops.

All three Constituent Councils currently fund Community Transport provision. This is provided through a mixture of in house and third sector operators and covers dial-a-ride, group travel and car scheme operations.

### ***Vision 3 – Affordable***

The £1 Evening Single Fare was introduced in January 2023 whilst the £1 Sunday Single Fare was introduced in May 2024, replacing the original Buy Saturday get Sunday Free offer with day tickets. Figure J below shows that there is real trend and usage will be down to external factors such weather,

Figure J - £1 Evening and Sunday Fare Usage by Period



BSIP funding has been utilised to support operators introducing Tap-on Tap-off contactless fare capping. This is where the passenger does not need to buy a ticket in advance or from the driver but instead taps their contactless debit or credit card on the reader when boarding the bus and again when alighting from the bus. The back-office system will then calculate the fare required to be charged at the end of the day applying any cap to prevent the passenger from paying more than they would if they had purchased a day (or weekly) ticket.

**Vision 4 – Flexible**

[Currently under development by officers]

**Vision 5 – Reliable**

[Currently under development by officers]

**Vision 6 – Comprehensive**

[Currently under development by officers]

**Vision 7 – Green**

[Currently under development by officers]

**Vision 8 – Attractive**

[Currently under development by officers]

**Vision 9 – Safe**

[Currently under development by officers]

***Vision 10 – Informative***

[Currently under development by officers]

**2.5 Staffing**

[Currently under development by officers]

## 3. Ambitions and Proposals

### 3.1 Overview

[Currently under development by officers]

### 3.2 Vision 1 – Frequent

#### *Target minimum service levels*

As set out in Section 2, the bus services operating in the Lancashire Combined County Authority area 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 3.1 below shows the target minimum frequency on routes by the classification set out above. It is therefore a guide as to how the authority will prioritise investment on future frequency enhancements.

**Table 3.1 – Target minimum frequency (minutes) by service classification and time period**

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	-

The LCCA 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 and Stagecoach's 68 between Blackpool, St Annes and Lytham became a co-ordinated headway in June 2025.

#### **Service Levels on Superbus Routes**

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.

### **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 LCCA 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.

**Table 4.2 – Target maximum headway (minutes) by service classification with enhanced funding**

<b>Classification</b>	<b>Monday – Saturday daytime</b>	<b>Monday – Saturday evening</b>	<b>Sunday daytime</b>	<b>Sunday evening</b>
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	-

### 3.3 Vision 2 – Accessible

LCCA will work together with the Constituent Councils, and with the relevant Lancashire districts, to improve accessibility at bus stations so that there is a standard across all bus stations within the LCCA 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. LCCA'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 LCCA 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.

### **3.4 Vision 3 – Affordable**

As outlined in Section 2 there currently is no standard discount level for children and young people, or a standard definition of a Young Person. The LCCA will work with operators to create either a flat fare or standard discount rate for 16- to 25-year-olds.

A longer-term ambition 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 LCCA will seek to continue with a capped evening and Sunday daytime single fare offer across all bus operators where it is affordable. 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.

### **3.5 Vision 4 – Flexible**

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

We are closely watching the development of Project Coral national back office 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, a short-term ambition is for the Fylde Coast 'Anybus' scheme to 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.

### **3.6 Vision 5 – Reliable**

LCCA will continue to work with the Constituent Councils as the Highways Authorities to develop interventions for reducing delays to bus services. This will mainly focus on removing pinch points through parking restrictions, highway changes and upgrading of traffic signals to help traffic flow better. Intelligent Bus Priority will be installed to help buses through busy junctions. Where space is available, the impact on general traffic low and the benefits for buses are tangible then physical bus lanes will be considered. Bus gates will also be considered where it could reduce rat running and encourage general traffic to use main roads whilst still allowing local buses to serve local communities.

### **3.7 Vision 6 – Comprehensive**

The area covered by the LCCA 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. The LCCA will need to 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.

The LCCA will 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 Section 2 to develop the bus network to improve access to employment activities.

A review of service provision to business parks would 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 Lytham St Annes, Common Edge and Mereside. 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 the authority 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 and other bodies as necessary in assessing the needs of local communities using Transport Related Social Exclusion tools or other methods to identify areas of unmet transport demand in disadvantaged communities across the LCCA area.

### **3.8 Vision 7 – Green**

LCCA 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 LCCA 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 LCCA will work with operators where possible, and affordable, to reduce vehicle emissions including through conversion of fleet to Zero Emission in order to meet any deadline set by the Secretary of State as introduced under the Bus Services Act 2025. Where the LCCA invests large sums of money in improving bus infrastructure, operators which benefit will be asked to provide reciprocal investments including upgrading vehicles.

### **3.9 Vision 8 – Attractive**

The LCCA has committed via the Bus Passenger Charter to work with constituent, 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.

A handful of "bee-friendly" bus shelters have been installed in the LCCA area. These shelters are more expensive than standard bus shelters of the same size given the additional structure needed to house the wildflower meadow on the roof; however, the LCCA will work with Constituent Councils and their bus shelter contractors to install more "Bee-friendly" bus shelters where funding allows.

### **3.10 Vision 9 – Safe**

#### ***The waiting environment***

The LCCA will ensure that bus shelters are clean and well maintained. Where they are owned / managed by a third party the LCCA will work with the responsible party to ensure standards are in keeping with those of the LCCA. 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 Constituent 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***

The LCCA 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 and will cover the LCCA area going forward. 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 LCCA will work with bus operators to ensure that there is a consistent base level of customer service that passengers can expect across all operators as set out in the Passenger Charter which forms part of the Enhanced Partnership Scheme.

## **3.11 Vision 10 – Informative**

Lancashire County Council and Blackburn with Darwen Borough Council have always maintained a standard brand across the respective authority areas on their publicity and bus stop infrastructure. Under the LCCA, work will be undertaken with all three Constituent Councils to consider and develop a unified brand covering website, printed material, bus stops and bus stations, onward travel information at railway stations and bus branding where it is appropriate to do so.

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

Blackburn with Darwen Borough Council already produces an all-operator network map for its council area. Similar maps for district areas within Lancashire are currently being rolled out including one which covers the Fylde Coast area. 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 the LCCA is not currently proposing to replace current operator specific branding with a standard brand for all buses across Lancashire, the LCCA 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 LCCA transport 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.

Ensuring people can find out when and where bus journeys are, along with the cost of such journeys, 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 operator 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 develop a new LCCA public transport website as the single source of comprehensive information across the LCCA area, as well as developing and use the new Anybus app and social media outputs;
- Pilot the potential for e-ink electronic timetable displays 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. 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. Previous research by Transport Focus 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 previous 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 Department for Transport (DfT) and linking to the Bus Open Data Service (BODS), the LCCA and its 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.

### **3.12 Summary**

[Currently under development by officers]

## 4. Targets

[Currently under development by officers]