



Some information about bus franchising

This is where Hertfordshire County Council would have more control over bus services.

This would help people in Hertfordshire to get the bus services they need.

Please tell us what you think of this idea



About this document



Hertfordshire County Council is looking at a new way to run bus services in Hertfordshire.

This new way of running bus services is called **bus franchising**.



This would give Hertfordshire County Council more control over bus services in Hertfordshire.

This is to help make bus services right for people in Hertfordshire now and in the future.



Hertfordshire County Council is looking to see if this new way could work.

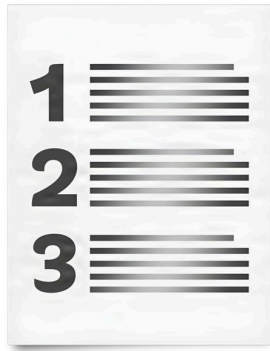
You can answer some questions on the website below to say what you think of this idea.

www.hertfordshire.gov.uk/busfranchising



Please answer the questions in the survey by **31 January 2027**.

There will be another chance to say what you think next summer.



What is happening at the moment?

There is an agreement about running bus services in Hertfordshire at the moment.



The agreement is called the **Intalink Enhanced Partnership**.



The agreement is between:

- Hertfordshire County Council.
- Bus and train companies.
- Other local councils.



The agreement means that organisations can work together to make bus services better.



But bus companies in Hertfordshire can still make big decisions about buses.



For example, bus companies can make decisions about:

- Where the buses go.
- How much bus tickets cost.
- How often buses run.



Hertfordshire County Council has to pay for some bus services in Hertfordshire.

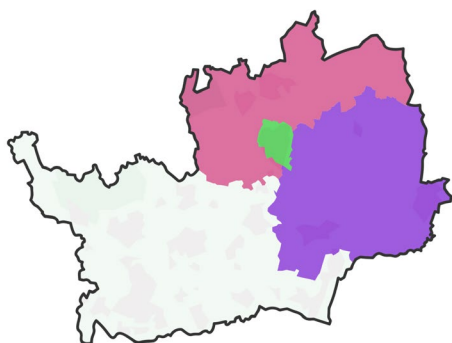


This is to make sure there are bus services for all of Hertfordshire.



This is because bus companies may not run some bus services that do not make much money.

Would the new way of running buses be for all of Hertfordshire?



Hertfordshire County Council is looking at how the new way of running buses could work in:

- North Hertfordshire.
- East Hertfordshire.
- And Stevenage.



Information shows that these parts of Hertfordshire would work best.

How could the new way of running buses make buses better?

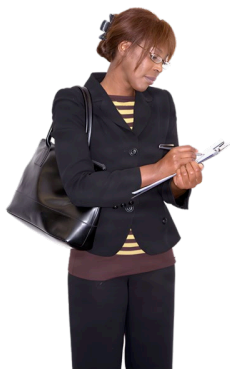
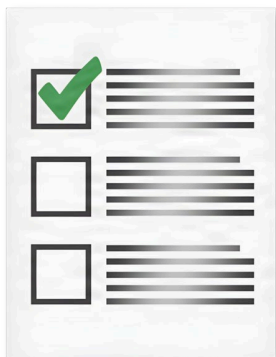


The new way of running buses is called **bus franchising**.

Some cities in England already run bus services like this.



It means Hertfordshire County Council would have more control over local buses.



That means Hertfordshire County Council would be in charge of things like:

- Where buses go.
 - How often they run.
 - How much bus tickets cost.
 - What tickets you can buy .
 - The rules for what buses should be like and how they should work.
 - Checking that buses are working in the way they should.
- And doing something about it if not.

This should help bus services to:

- Work well.
- Be right for people in Hertfordshire.

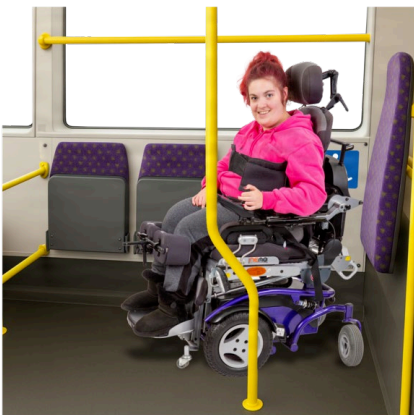


The changes mean that Hertfordshire County Council could do more about things like:

- Having buses in places that do not have many buses at the moment.



- Making sure buses work well and are on time.



- Making sure buses are easier for everyone to use.

Hertfordshire County Council could make some rules about this.



- Making sure different types of transport work well together.

This includes other transport like HertsLynx. These are buses that people can book before their journey.



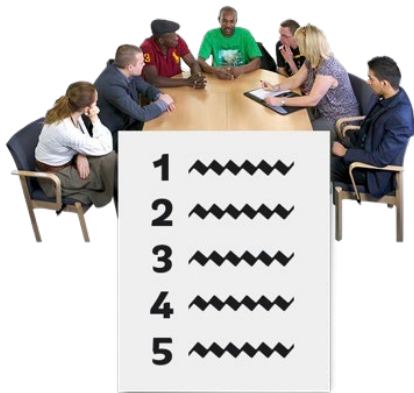
- Making the cost of buses easier to understand.

Hertfordshire County Council could also do more about:



- Making bus tickets easier to use.

For example, there could be one ticket that people can use on different types of transport.



- Making it easier to run bus services and solve any problems.

For example, problems like not enough drivers or road works.



- Making sure people know how to say what they think about bus services.



- Using money for buses in the best way. This is by planning the bus services that people need.



This would also help plans about the future of Hertfordshire to work well.

This includes plans about:

- Better transport.
- Helping Hertfordshire to do well.
- Helping to stop climate change.

For example, there could be buses that are better for the environment.

And more people may want to use buses if they were better.



How would this new way of running buses work?

Hertfordshire County Council would not own bus companies.



Bus companies would still be their own companies.



Different bus companies could ask to run bus services.

Hertfordshire County Council would choose the ones they thought were best.



Bus companies would need to follow rules that Hertfordshire County Council makes.

That means Hertfordshire County Council would plan and control bus services.

But they would not own bus companies.

How would Hertfordshire County Council make decisions about bus services?

Hertfordshire County Council would look at things like:

- What local people need.
- What people think about bus services.
- What money there is.



Would buses still go to the same places?



Hertfordshire County Council would think very carefully before changing where any buses go.

They would ask the public what they think if they can.

Will bus fares go up?

And will there still be cheaper tickets for some people?



Hertfordshire County Council has not made any decisions about how much bus tickets would cost in the future.



But they want to make bus fares easier to understand.

Any decisions that Hertfordshire County Council makes would also be about:

- Making sure everyone can use bus services.
- Making sure people can afford bus services.



When could the changes happen?



Hertfordshire County Council wants to ask the public what they think about their plans for running buses first.



This should happen in summer 2027.



Then the change to bus franchising could start from 2028.

Will people in Hertfordshire have a say about what happens?



Yes. Hertfordshire County Council wants to keep asking different groups of people what they think about plans for buses.



This includes older people, younger people and people who may need extra support.

This will help Hertfordshire County Council to make decisions.

How to tell us what you think now

You can answer some questions on the website below to say what you think of this idea.

www.hertfordshire.gov.uk/busfranchising

The questions are called a **survey**.

The survey **is not** in easy words with pictures like this document.



Please answer the questions by **31 January 2027**.

There will be another chance to say what you think in summer 2027.