



**Enhanced Partnership Scheme Variation Agreement for the Intalink Enhanced Partnership**

**Contract / Variation reference:** BSIP Progress Update and Commitments

**Proposed by:** Hertfordshire County Council as requested by the Department for Transport (DfT)

**Date of variation agreement:** 12<sup>th</sup> March 2023

**Words and phrases contained within this variation agreement have the meanings and definitions prescribed to them as in the Intalink Enhanced Partnership Plan and Scheme (February 2020).**

**The Facilities and Requirements outlined in this Enhanced Partnership Variation Agreement (including any attachments) relate to the Facilities, Measures and Requirements variations referenced in Part B, section 7 of the Intalink Enhanced Partnership Plan and Scheme document.**

1. The following variation of:

BSIP Workstream	Progress	Department Lead	Anticipated Completion Date
<b>Bus Priority</b> – adding bus lanes and bus gates to increase better reliability and punctuality for bus services.	<p>With a successful BSIP funding bid, Hertfordshire County Council has developed a set of priority schemes with aims to introduce measures to benefit public transport users. These new measures should make bus journeys more reliable and reduce bus journey times, increasing passenger confidence in the Hertfordshire Bus Network. This in turn should lead to an increase of bus users and patronage, which will generate more income that can be further invested in network improvements.</p> <p>14 schemes within Hertfordshire were identified initially, these have been reduced to 6 “green” schemes, 5 have been taken out after further modelling revealed that the schemes are not viable or received little to no benefits. We have highlighted 3 “amber” schemes that still maybe viable. As we are still in the feasibility stage with public consultation still to go through and further modelling, we are looking to June to have the final schemes decided.</p>	Herts County Council: Highways	March 2025

<b>Bus Traffic Signals -</b> improve traffic delays and congestion	Successful implementation of traffic control systems in St Albans, which will adjust traffic signal settings to reduce vehicle delays. Using real time information from ticket machines to feed into lighting change phases on traffic lights to give buses, priority. On the success of the pilot scheme this will be rolled out across Hertfordshire.	Herts County Council: Integrated Transport Unit	March 2025
<b>Camera Enforcement –</b> reinforcing bus only use, in bus lanes.	Currently going through public consultation on ANPR enforcement and looking to install cameras at four locations, each befitting and prioritising buses differently. We expect to install and switch on at the two sites in Hatfield and the one in Bishop’s Stortford by March 2024; we’re expecting to do the same at Woodmere Avenue in Watford by June 2024.	Herts County Council: Integrated Transport Unit	March 2025
<b>Bus Service Improvement-</b> more bus services to increase bus usage and accessibility	From November 2023 - January 2024 additional bus services on Sundays and late evenings, additional routes to core towns with funding to continue existing bus services. The following corridors benefitting;  Hemel Hempstead to St Albans  Up to four buses an hour between Hemel Hempstead and St Albans on routes 302 and 721.  Hemel Hempstead to Watford	Herts County Council: Integrated Transport Unit	Complete and into monitoring & evaluation stage

Up to six buses an hour between Hemel Hempstead and Watford on routes 20 and 322.

Hertford to Welwyn Garden City and St Albans

Hertford to Welwyn Garden City increases from two to four buses an hour on routes 323, 324 and 724, offering connections at Welwyn Garden City with frequent services to St Albans.

Stevenage to Welwyn Garden City and St Albans

Up to three buses an hour between Stevenage and St Albans, four between Stevenage and Welwyn Garden City on routes 301, 908 and 725.

Watford to St Albans

Up to four buses an hour between Watford and St Albans on routes 321, 724 and 725.

Route/corridor specific improvements are as follows:

Route 908 provides additional buses between Stevenage and Welwyn Garden City every hour.

Route 721 includes a new limited stop direct link between Luton and Hemel Hempstead up to every 30 minutes, offering new links between Harpenden and Hemel Hempstead. In addition a new direct link from King Harry Lane in St Albans to Hemel Hempstead, St Albans

and to Stevenage. The service operates along full length of St Albans Road in Hemel Hempstead

Route 725 provides a new limited stop direct link every hour between Stevenage, St Albans, Hemel Hempstead and Rickmansworth. Quicker link between Welwyn Garden and St Albans via Parkway in Welwyn Garden City and Hatfield Galleria.



**Demand Responsive Transit (DRT)** – increasing accessibility to users

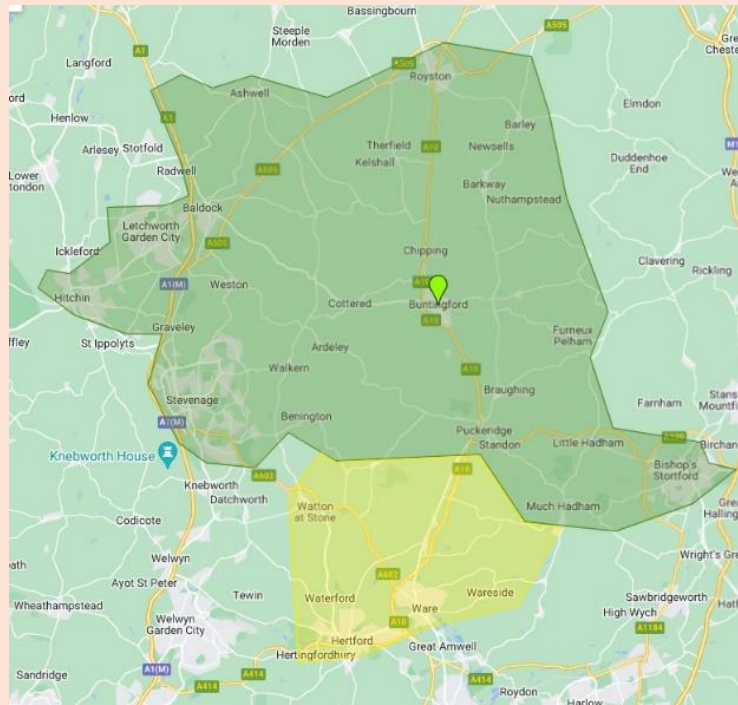
A portion of the BSIP funding was allocated to make improvements and grow the service. The BSIP funding for the Hertslynx service will increase access for residents to employment, education, healthcare, and leisure activities by offering a transport links from rural areas.

HertsLynx has seen the expansion of its operating area, with the addition new vehicles the service expanded into the East of the County in December 2023. This introduction sees the fleet increase from 5 to 7 vehicles and sees service in new areas including Hertford and Ware. 103 additional pick-up points have been added in the area as well to provide more options for travel.

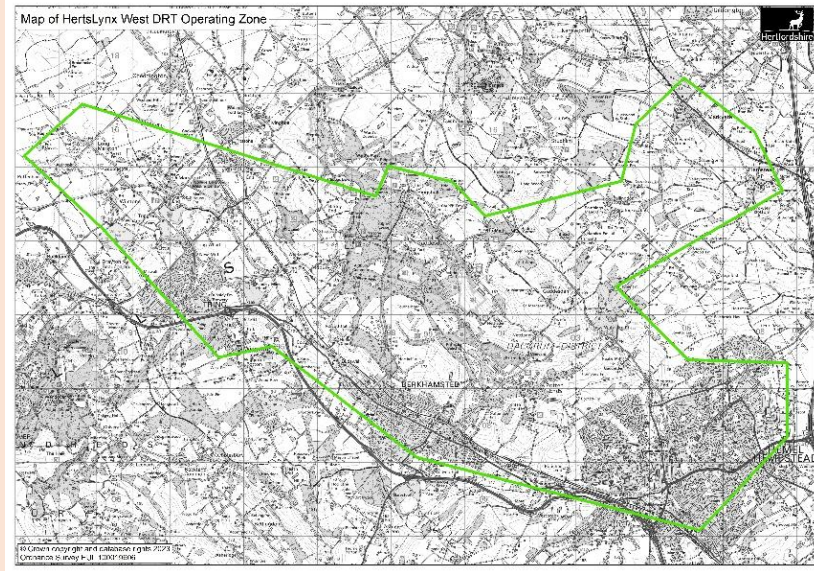
Herts County Council:  
Integrated Transport Unit

Complete and into monitoring & evaluation stage

A second operating zone in the West of the county has also been established in Dacorum. This area sees 206 new pick-up points in towns including Hemel Hempstead, Tring, Berkhamsted and surrounding Hertfordshire villages. There are currently 2 vehicles operating in the areas with a 3rd being added from 15th January 2024.



North & East DRT map.



West DRT map.

<p><b>Ticketing &amp; Fares Initiatives</b> – more affordable fares</p>	<p>Passenger savings on a range of initiatives have been rolled out, reduced fares, saver card discounts and extend ticket ranges to enable more people to gain savings on fares.</p> <p><b>SaverCard (11–19 year olds)</b></p> <ul style="list-style-type: none"> <li>• Single and return bus tickets – 50% discount on adult fare.</li> <li>• Intalink Explorer, BUSnet and Colney 7 tickets – 50% discount on adult fare.</li> <li>• SaverCards (11–19 year olds) cost £20 or £25 if you apply via paper form. They last for 1 year.</li> </ul>	<p>Herts County Council: Integrated Transport Unit</p>	<p>Complete and into monitoring &amp; evaluation stage</p>
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	<p><b>SaverCard Plus (20–25 year olds)</b></p> <ul style="list-style-type: none"> <li>• Single and return bus tickets – 50% discount on adult fare.</li> <li>• Intalink Explorer, BUSnet and Colney 7 tickets – 50% discount on adult fare.</li> <li>• SaverCards cost £20 for 1 year.</li> </ul> <p><b>Adult SaverCard (26–59 year olds)</b></p> <ul style="list-style-type: none"> <li>• Intalink Explorer, BUSnet and Colney 7 tickets – 15% discount on adult fare.</li> <li>• SaverCards cost £20 for 1 year.</li> </ul> <p><b>Senior SaverCard (60+ year olds)</b></p> <ul style="list-style-type: none"> <li>• Single and return bus tickets – 50% discount on adult fare.</li> <li>• Intalink Explorer, BUSnet and Colney 7 tickets – 50% discount on adult fare.</li> <li>• Ideal until you qualify for free travel with a concessionary bus pass.</li> <li>• SaverCards cost £20 for 1 year.</li> </ul>		
<p><b>Ticketing Reform</b> – increasing accessibility and efficiency when purchasing bus tickets</p>	<p>The new Intalink app allows customers to buy “m-ticket” versions of Intalink Explorer and BUSnet tickets quickly and easily, which are then stored on their mobile phones. (Explorer and BUSnet are multi operator ticketing products)</p> <p>Each "m-ticket" carries a unique QR code which can then be scanned when boarding the bus.</p>	<p>Herts County Council: Integrated Transport Unit</p>	<p>April 2025</p>

	<p>Customers can purchase tickets through the app any time in advance of travel then activate the tickets when you need them.</p> <p>In addition, with the introduction of the new Intalink app came some extensions to our ticket products in addition to the existing day and weekly tickets:</p> <p>Four-week period versions of Intalink Explorer and all BUSnet products</p> <p>Bundles of 10 1-day tickets for Intalink Explorer and all BUSnet products - can be used any time up to one year from purchase.</p> <p>More tickets are being made available via the app and contactless payment methods on buses are in the pipeline to be delivered this year 2024. Aspirations to make bus and rail integrated tickets available by next year.</p>		
<p><b>Enhanced Bus-stop Information</b></p>	<p>Discontinued-Following visit to Journeo’s base in Coventry to look at prototypes it is now looking unlikely that Journeo will be able to provide the colour e-ink type displays required for this part of the project. Therefore, the project has been discontinued and money will go towards real time information screens</p>		
<p><b>On Street Passenger Information</b> – Improving available information to create a better customer experience.</p>	<p>The sites for electronic passenger information kiosks have been identified and detailed installation plans are being devised.</p>		<p>March 2025</p>

<p><b>Real Time Information (RTI)</b> – Improving available information to create a better customer experience</p>	<p>RTI display screens for Phase A – Stevenage – Hertford – Hoddesdon have been installed. Currently analysing survey results to shortlist sites for next phases.</p>	<p>Herts County Council: Integrated Transport Unit</p>	<p>March 2025</p>
<p><b>Mobility Hubs</b> – creating access to other forms of transportation.</p>	<p>Currently in the feasibility stage, discussions with local boroughs and districts on possible mobility hub locations in Hertfordshire</p>	<p>Herts County Council: Integrated Transport Unit</p>	<p>March 2025</p>
<p><b>Community Shelters</b> – Improving bus shelters for a better customer experience.</p>	<p>A Stevenage bus shelter has been updated with lighting and a living roof. Further work progressing on other shelters with a look into displaying local art into local shelters.</p>	<p>Herts County Council: Integrated Transport Unit</p>	<p>March 2025</p>
<p><b>Marketing &amp; Comms &amp; ENTCS</b></p>	<p>There has been marketing for the new Interlink app and fares initiatives. Comms updates through the Interlink website. More campaigns are due this year for free bus days and comms on public consultations for the developments in bus priority.</p>	<p>Herts County Council: Integrated Transport Unit</p>	<p>March 2025</p>


3. These variations are to take effect on: 31<sup>st</sup> March 2024

**Requirements placed on Operators in this document apply to all current and future Operators of Qualifying Bus Services from the above date until the extinguishment of the Intalink Enhanced Partnership.**

**IN WITNESS OF WHICH the Parties have signed this Variation Agreement on the date(s) shown below**

**SIGNED by**

**Matt Lale  
for and on behalf of  
Hertfordshire County Council**

**Signature:** 

**Title: Passenger Transport Manager**

**Date: 26.3.24**

**agreed by email to all IEP Board  
members.**

**Date: 25.3.24**