



Enhanced Partnership Scheme Variation Agreement for the Intalink
Enhanced Partnership

Contract / Variation reference: Intalink Plan and Scheme 2

Proposed by: Hertfordshire County Council

Date of variation agreement: July 2026

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:

The current IEP Plan states:

This Enhanced Partnership Plan will be in place for 10 years from adoption (1 April 2020 to 31 March 2030). Enhanced Partnership Scheme 1 will be in place for 5 years from adoption (1 April 2020 to 31 March 2025). A full review of the effectiveness of the Enhanced Partnership Plan (including its extent, objectives and partnership governance) and Scheme 1 (including measures and facilities provided, and requirements imposed) and compliance

of both with competition legislation will take place during the 12 months prior to 31 March 2025, recommending changes to the Enhanced Partnership Plan and details of an Enhanced Partnership Scheme 2 for adoption from 1 April 2025 using the mechanism in section 7.1.

A Scheme Variation extended the review until July 2026. This Scheme Variation took in May 2025, and was implemented due to the impact of Covid on data gathering.

Therefore, we propose implementing the new Scheme 2, effective July 2026.

The key aspects from the new Scheme 2 include:

- Combining reliability and punctuality in one aspirational KPI: 85% baseline rising to 90–95% by 2029/30 with large-scale monitoring (5k–10k observations/year).
 - o Integrated with reliability KPI (85% to 90–95%) and monitored across wider network rather than fixed monitoring points.
- Outcome-led: % of services providing live RTI increases from 90% to 95–100%; mandatory SIRI/AVL feeds; penalties for non-compliance.
- Continuous real-time data provision required across network; centralised monitoring, enforcement, and reporting.
- Euro VI (incl. electric) starts 55% and increases to 75% by 2029/30; 100% Euro IV compliance; aligned with ZEBRA funding.
- 2 bus route corridor improvements per year to improve customer experience

- Continuation of programme of bus shelter improvements, including new or replacement shelters.
 - Council will audit bus shelters for possible sustainable improvements such as living roofs or retrofit with solar power, and improve 10 per year
- Replacement of old information points with new totem units, with 5 installed per year over the next two years
- Fixed 13 timetable change dates per year; 95% compliance target for in-county services.
- Accessibility awareness campaigns, including improving awareness of network accessibility products, working with external accessibility groups and including audio announcement technology where applicable
 - Public engagement surveys will be used to measure the impact
- Improved communication about roadworks disruption. Roadwork issues reported by Operators will be logged by Service Disruption and discussed with Network Management
- Continued improvements to Intalink website and app
- Three feasibility studies or project validations will be progressed per year
- 95% compliance of Intalink branding on vehicles, monitored by spot checks

3. These variations are to take effect on:

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

**Alice Missler
for and on behalf of
Hertfordshire County Council**

Signature

Title: Passenger Transport Manager

Date 08.07.26

Date: 08.07.26

**Agreed at Intalink EP Board by all
Board members**