



Introductions:

Please give your name and the organization you represent

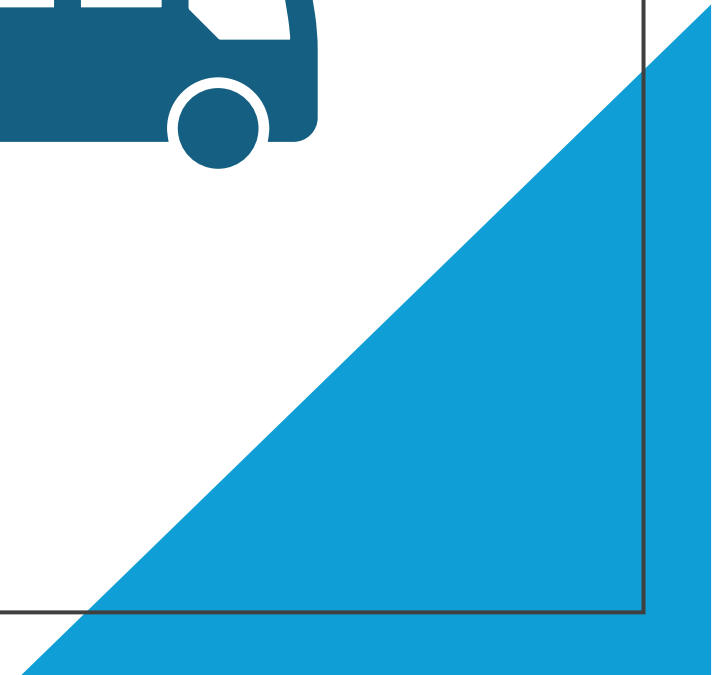
Refreshments



- Please make a small donation, if you can
- Toilets
- Fire drill

Eastbourne Area Bus User Group EABUG

Welcome



Matters arising

1] Are all buses compliant with the need to provide accessible information by 1st October 2025? *i.e. those registered between 1st October 2014 and 1st Sept 2019*

2] Members of the public have contacted EABUG about the disruption caused by recent bus timetable changes and the non-appearance of buses, Stagecoach- particularly No 3 and No 6

Bus Service Improvement Plan (BSIP)

Donnalynn Morris
ESCC

Update



EAST SUSSEX COUNTY COUNCIL



BUS TEAM

MINOR INFRASTRUCTURE

Completed

- **Eastbound ‘Old Martello Road’ Bus Stop (esuagdwm)**
- **A259 Pevensey Bay Road, Eastbourne**
- **S106 Funded**
- **New Hardstanding Area**
- **New Bus Stop Clearway**

- **Westbound ‘Old Martello Road’ Bus Stop (esuagjgm)**
- **A259 Pevensey Bay Road, Eastbourne**
- **S106 Funded**
- **New Hardstanding Area**
- **New VX-O Pole (Stagecoach to fit flag and timetable case) New Bus Stop Clearway**

Completed 2

Bus Stop Clearways in Hellingly/Horsebridge/North Hailsham

- X6 Bus Stop Clearways
- X6 Bus Stop Clearway Timing Plates

Service 54 Changeover (Stagecoach to Brighton & Hove Buses) Bus Stop Infrastructure Improvements at 40 stops along the route of the Service 54

- New Flags (Combined Operator Flags)
- New Timetable Cases
- New VX-O Poles
- New QR Code Plates (Replacements)
- New Bus Stop Clearways/Clearway Timing Plates
- Removal/Replacement of old/outdated poles, flags and timetable cases.

Proposed/Pipeline

Bus Stop Improvements along the key bus corridors in Eastbourne and South Wealden.

100+ stops assessed in Eastbourne and South Wealden.

Whilst we await confirmation of funding for 2026/27 and beyond, the bus stop improvements identified by ESCC have been added to our list for consideration once further funding becomes available for new bus stop infrastructure.

BSIP

REAL TIME INFORMATION

RTI - general

- Software and firmware updates to stop screens freezing
- Screen dimming should be reduced
- Update due - bus maps, and where to catch your bus
- Cancellations now appear - provided input by bus operator
- Can report faults - not for reporting buses are late or cancelled

RTI - Eastbourne area

- Beatty Road - new sign recently installed
- Langney Rise - new sign by end of November
- Seaside, near Alexandra Arms - long lead time on new part required

RTI - totem screens



BSIP

Physical Bus Priority

Newhaven & Peacehaven

Newhaven Denton Corner & Avis Road (Newhaven Phase 1)

- Moved into detailed design in August 2025
- Formal Traffic Regulation Order (TRO) for Phase 1 is programmed for advertisement in Autumn 2025 to allow residents to comment on the proposed scheme.
- Construction expected to commence in July 2026 and complete in September 2026.
- A tree consultation is programmed for late 2025/early 2026 (for trees at Denton Corner).
- Aim to deliver the **Telscombe Cliffs to Peacehaven** bus priority scheme at the earliest opportunity if future BSIP funding is available.

Exceat Bridge

- Secretary of State confirmed three legal orders necessary for new bridge at Exceat following public enquiry.
- Clearing vegetation in preparation for construction work starting next year prior to the bird nesting season.
- Ground investigation surveys will be undertaken from October -November which includes digging of boreholes off the highway.
- Temporary lights will remain in their current positions either side of the bridge throughout construction, the current bridge will remain in use for almost the entire construction period.
- Works to be carried out to minimise disruption to traffic.

Eastbourne - Station area

- Scheme moved into detailed design in August 2025.
- Formal Traffic Regulation Order (TRO) was advertised between 23 May 2025 - 13 June 2025.
- Report goes to ESCC Planning Committee for their consideration on 15 October 2025.
- A tree consultation (for a single tree) is programmed for late 2025/early 2026.

Eastbourne - Seaside & St Anthony's

- Scheme moved into detailed design in September 2025.
- Formal Traffic Regulation Order (TRO) was advertised between 23 May 2025 - 13 June 2025 and the re-advertisement of the formal TRO took place between 18 July - 8 August 2025.
- Report presented to ESCC Planning Committee for their consideration on 15 October 2025.
- A tree consultation (for a single tree) is programmed for late 2025/early 2026

GET IN TOUCH VIA EMAIL

Exceat Bridge:

contracts.managementgroup@eastsussex.gov.uk

Physical bus priority (bus lanes)

bsipconsultation@eastsussex.gov.uk

Real Time Information:

rti@eastsussex.gov.uk

Event requests and other issues:

bsip@eastsussex.gov.uk

BUS SERVICES

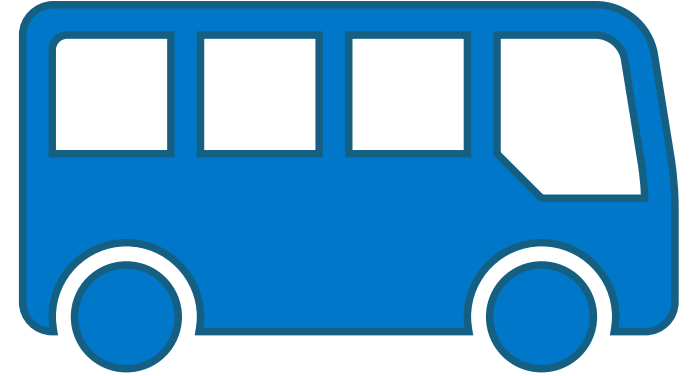
What's next?

Bus Providers Update



Stagecoach South East

-
- Katherine Jones
 - Commercial Director



Cuckmere Buses

- Nick Price
- Director – Personnel & Compliance



Cuckmere Buses

- Speaking to Sussex Mayoral Candidates
- Revised Cuckmere Bus 24/48 service
- Continuation of Sussex Art Shuttle Cuckmere Bus service 39



Eastbourne Bus User Group

Ben Garcia

Business Development Manager



14 October 2025

Who We Are

Regency, Coaster & Eastbourne Sightseeing

Brand architecture

This diagram communicates the current relationship between our services and sub brands.

It also shows how the newly branded livery will not affect The Coaster and The Regency Route.

Sponsored and speciality buses will remain as they are.



Service Updates

- 13X - Winter timetable now in operation - operating every 30 minutes, a doubling of the previous winter service level.
- Services will terminate at Cornfield Road in Eastbourne, not serving Eastbourne Pier – they will return to Pier after winter season.
- Eastbourne Sightseeing continues to be every 30 mins until 02 November.



Regency 54 route

Brighton & Hove Buses take over bus route 54 between Eastbourne and Uckfield

- Following Stagecoach withdrawing route 54, Brighton & Hove Buses are operating it under the Regency brand since 21st September 2025.
- The route links Eastbourne, Polegate, Hailsham, Golden Cross, East Hoathly, Halland and Uckfield.
- Small route change is in north Hailsham where it will run along London Road and will not serve Battle Road and Hawkswood Road (route 28 will continue to serve these roads every 30 minutes).

Regency 54 features

- Like all Regency buses, 54 has USB charging points at every seat, Free Wi-Fi, next stop audio & visual information, fully accessible buses including dementia friendly floors, wheelchair taxi guarantee scheme and free morning newspapers.
- Payments can be made using Tap On, Tap Off contactless bank cards, the mobile app or cash.
- Live bus tracking is available on the Brighton & Hove buses app and website.



Free '1 x Single Journey' vouchers

- From Monday 13th October, 32,000 '1 x Single Journey' free ticket vouchers are being delivered to households along the route 54.
- They expire at midnight on 30th November 2025.
- While we're targeting potential customers along the 54 route, these single-use vouchers can be used on any Brighton & Hove Buses service.



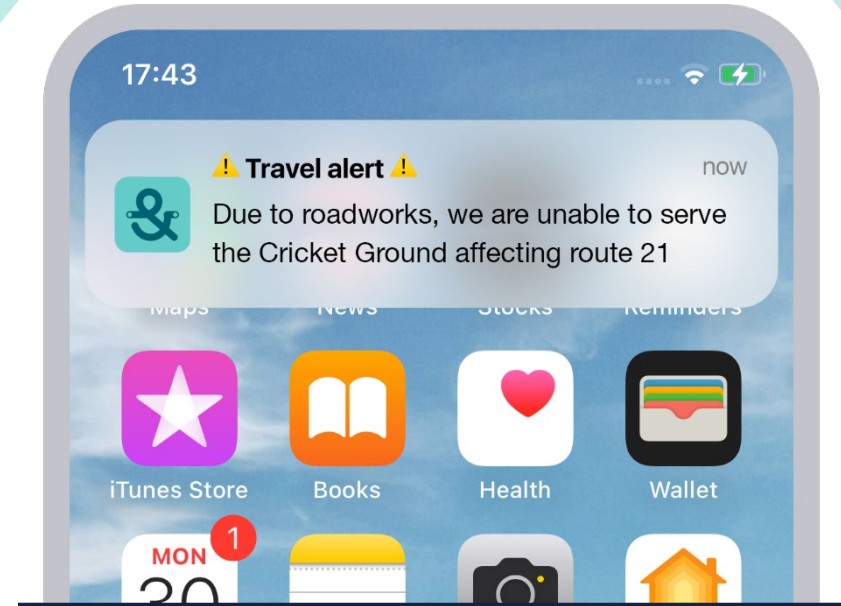
General Updates

- Launched 3X on 28 September – connections in Brighton from Eastbourne.
- New Days Out Campaign
- Disability Access Ambassador
- Rewards



Personalised Travel Alerts

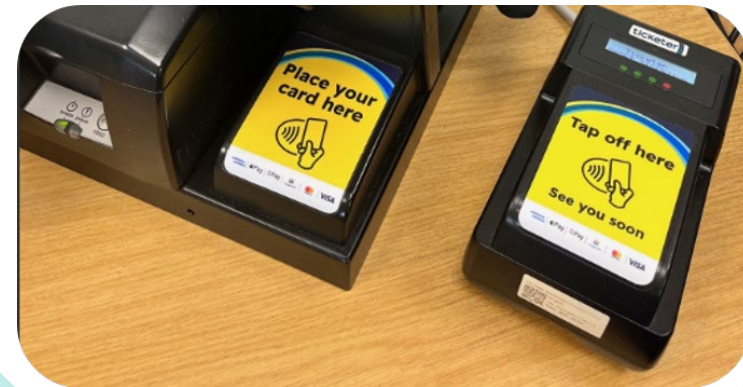
- Personalised Travel Alerts allows you to receive app notifications directly related to your travel preferences, using your favourite services and stops.
- Turn on Personalised Travel Alerts – simply
 - Select the hamburger icon in the top left corner.
 - Navigate to settings.
 - Select notification settings.
 - Turn on personalised travel alerts and disruptions.



Your Bus, Your Choice

Co-designed & Co-Produced Initiatives

- Wheelchair Taxi Guarantee Scheme.
- Helping Hand Scheme.
- Audio-Visual Buses.
- Hearing Loops.
- Dementia Friendly Travel.
- Accessible Travel.
- Disability Awareness and Diversity Training.
- A dedicated accessibility and communities team.



Questions



What encourages people to travel by bus?

- Frequent bus services
- Affordable bus services
- Accessible accurate information about bus journeys, before you travel and onboard buses
- Reliable bus services, running to time



Main Topic

- The effect of Street-works and Roadworks on buses
- Dissemination of information to Bus Providers and Bus Users

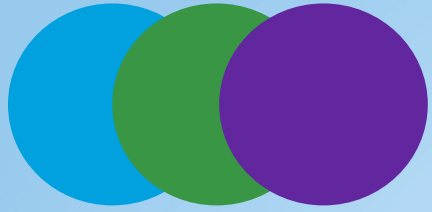


Trevor Merchant

Traffic and Network
Manager ESCC

East Sussex Highways





East Sussex Highways Network Management

**Trevor Merchant
Traffic & Network
Manager**





Network Management Presentation Contents

Process/Legislation

Coordinating Street-works & Roadworks

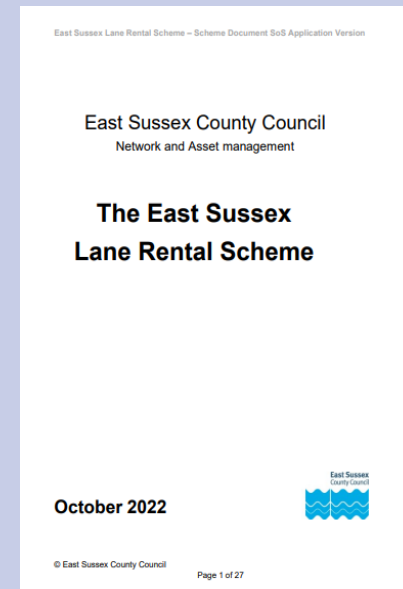
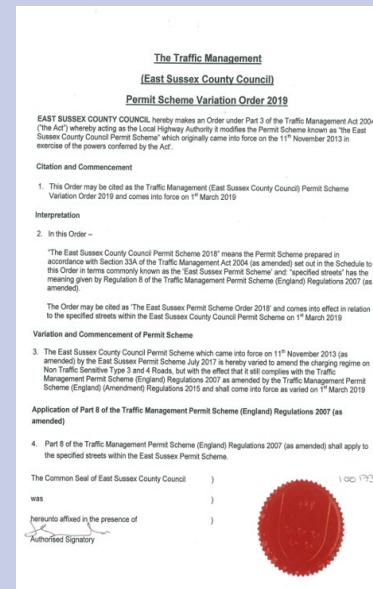
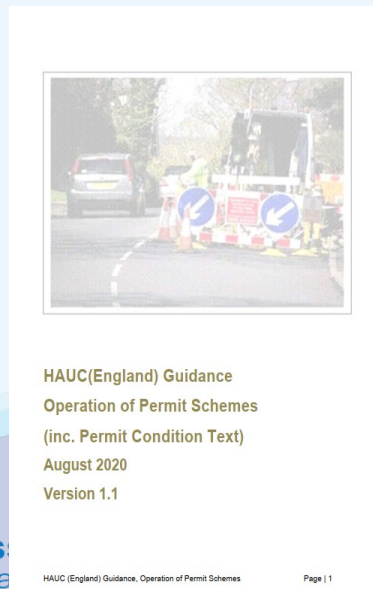
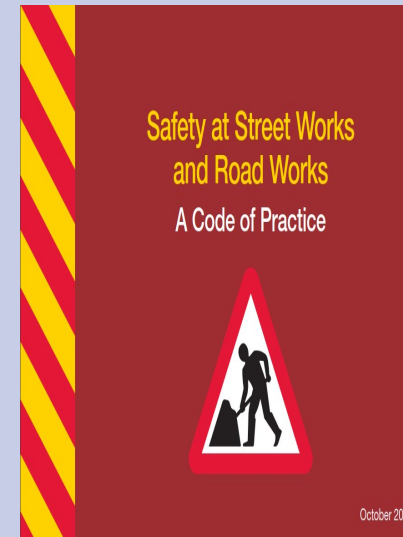
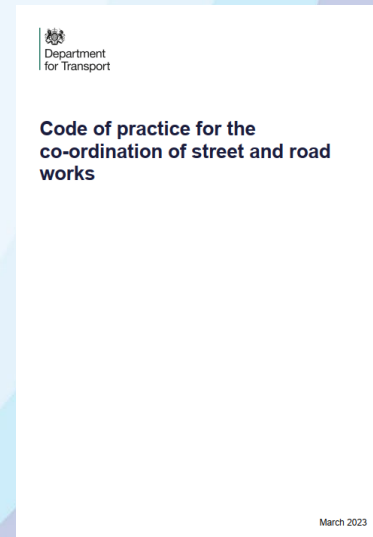
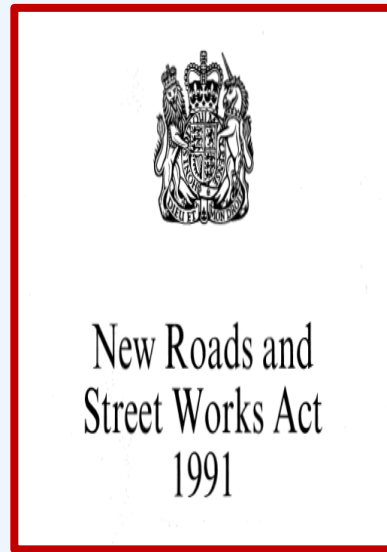
Immediate (emergency) Street-works &
Roadworks process

Communication

East Sussex work volumes



Duties & Legislation





Permits

Undertaking Work on the Public Highway without a valid Permit/licence (or breaching permit conditions) is a criminal Offence.

Fixed Penalty Notice issued, or we could prosecute



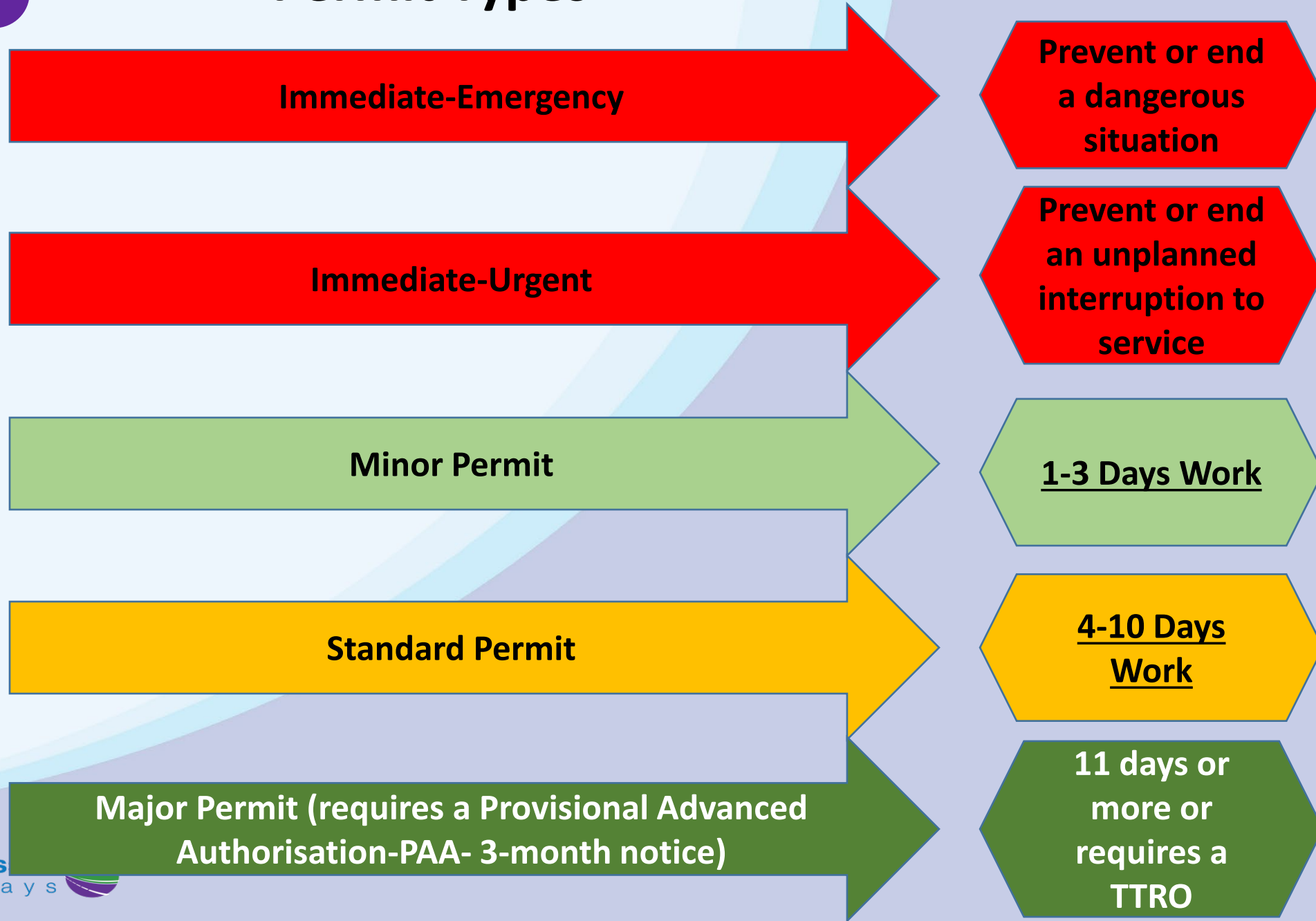


Network Management Coordination





Permit Types





Permit Periods

Works Type	Minimum Notice Period		Validity Period		Response Period		
	PAA	Appl'n	PAA*	Appl'n*	PAA	Appl'n	Var'n
Major	3m	10d	15d	5d	1m	5d	2d
Standard		10d		5d		5d	2d
Minor		3d		2d		2d	2d
Immediate - Urgent/ Emergency		-2h				2d	2d

*The validity periods only apply to permits in Category 3 or 4 Non Traffic Sensitive streets; Otherwise the permit start and end dates cannot be varied.



Permit applications

*We receive permit applications from Statutory Undertakers (often referred to us Utilities) through DfT-Street-Manager system
Other applications via Licence System & email*

Application reference	Works location	Promoter	Deem date ↕	Start date ↕	End date ↕	Works category	Works status	Application status	Status changed date ↕	Application submission date	Reasonable period end date ↕
BC411001WGGKVD3S-01	O/S 52-54 Upper King's Drive, Eastbourne, BN20 9AP, UPPER KINGS DRIVE, EASTBOURNE, EAST SUSSEX	BT	24/09/2025	25/09/2025	29/09/2025	Minor	Planned	Submitted	22/09/2025 09:49	22/09/2025 09:49	29/09/2025 01:00
BC00822SEPND0LFK60-01	14 Newick Hill Lewes BN8 4QR, NEWICK HILL, NEWICK, FLETCHING COMMON	BT	24/09/2025	22/09/2025 09:30	22/09/2025	Immediate (U)	In progress	Submitted	22/09/2025 09:41	22/09/2025 09:41	22/09/2025 01:00
BC411001WGKL9G3F-01	O/S 45, UPPER CHYNGTON GARDENS, UPPER CHYNGTON GARDENS, SEAFORD, EAST SUSSEX	BT	24/09/2025	25/09/2025	29/09/2025	Minor	Planned	Submitted	22/09/2025 09:40	22/09/2025 09:40	29/09/2025 01:00
EA227-144067-01	Between James Avenue and Fairlawns Drive, WEST END, HERSTMONCEUX	EAST SUSSEX COUNTY COUNCIL	24/09/2025	22/09/2025 09:00	23/09/2025	Immediate (U)	In progress	Submitted	22/09/2025 09:40	22/09/2025 09:40	23/09/2025 00:00
KZ50050741837-02	o/s Cornerways, MILL LANE, WESTFIELD	UK POWER NETWORKS SOUTH EASTERN	29/09/2025	15/12/2025 08:00	19/12/2025 18:00	Major	Planned	Submitted	22/09/2025 09:22	22/09/2025 09:22	19/12/2025 18:00
EB00665869251-02	112, SOUTH ROAD, HAILSHAM, EAST SUSSEX, BN27 3JP, SOUTH ROAD, HAILSHAM	SOUTH EAST WATER	24/09/2025	23/09/2025 08:00	25/09/2025 17:00	Minor	Planned	Submitted	22/09/2025 09:20	22/09/2025 09:20	25/09/2025 17:00
XW307W122192826-01	FW & VERGE OS MAYNARDS GREEN CP SCHOOL (TN21 ODD), MAYNARDS GREEN ROAD, HORAM, MAYNARDS GREEN	SOUTHERN GAS NETWORKS PLC	24/09/2025	19/09/2025 17:00	26/09/2025	Immediate (E)	In progress	Submitted	22/09/2025 08:38	22/09/2025 08:38	26/09/2025 00:00
KL800TTH-47-40-280925-01	Etchingam Level Crossing (TTH-47-40), HIGH STREET, ETCHINGHAM	NETWORK RAIL	24/09/2025	28/09/2025 08:00	28/09/2025 18:00	Minor	Planned	Submitted	20/09/2025 06:17	20/09/2025 06:17	28/09/2025 18:00



Network Coordination - **Permits**

- *As an authority, we can choose to ‘grant’ a permit*
- *Request a Permit Modification Request (PMR) to change timing or request permit conditions*
- *Apply an Authority Imposed Variation (AIV) instruct permit conditions*
- *Refuse the permit, (in compliance with legislation ie clash of works)*



Network Management



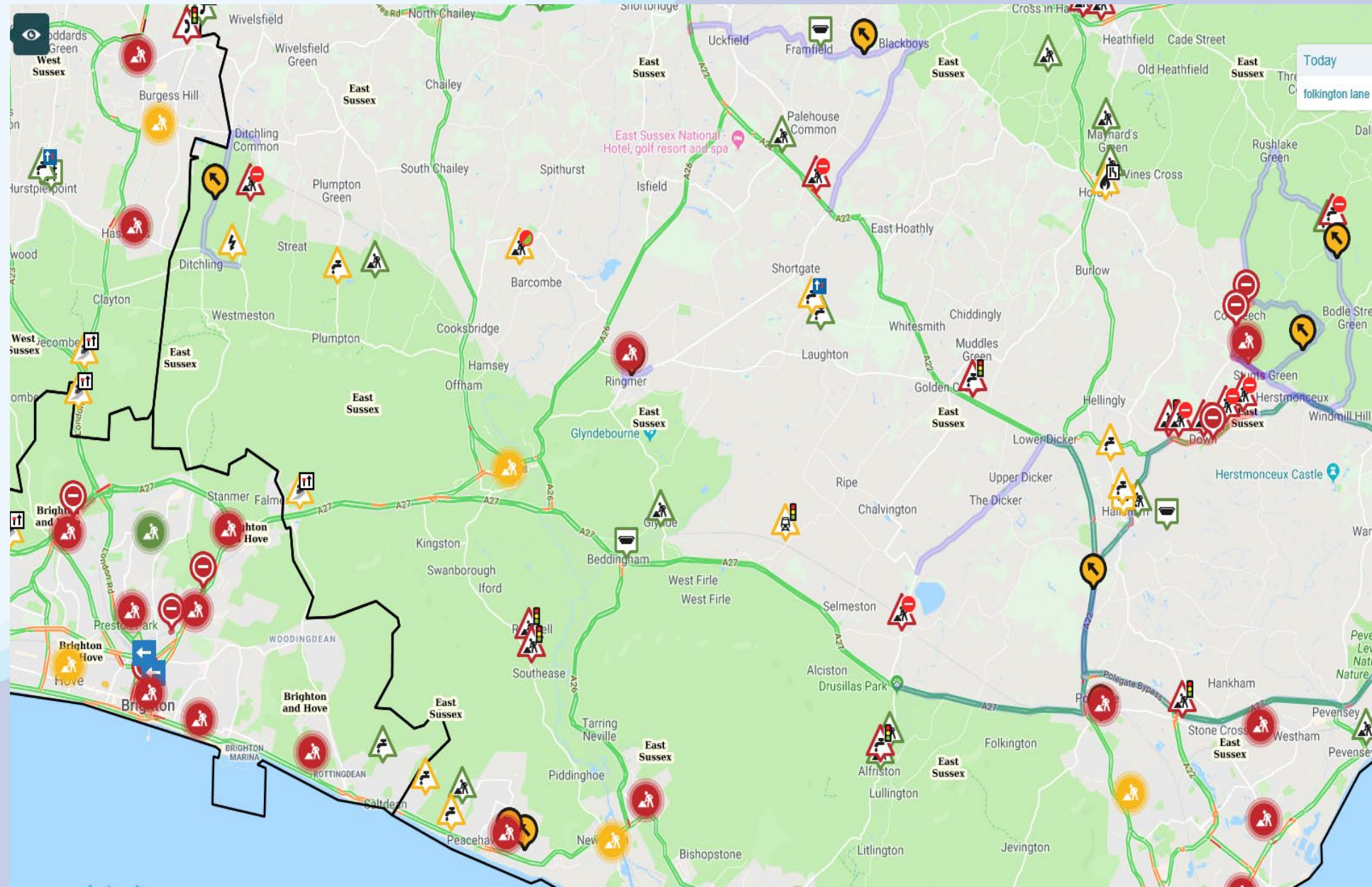
Permits are the top priority within Network Management, but we must also process and coordinate all these activities which come in via Licence system & email, also within prescribed timescales:-

- **Temporary Traffic Regulation Orders (TTRO) for planned works & Temporary Traffic Regulation Notices (TTRN) for emergency/Immediate works.**
- **Section 278 works (new development works)**
- **Section 50 works (Utility connections to new developments)**
- **Licences (Skips, Scaffolding, Hoarding, materials on the public highway etc)**
- **Events (Lewes Bonfire, Love Supreme, Eastbourne Tennis etc)**
- **Town Police Clauses from Boroughs and Districts**
- **Abnormal Loads**



Network Coordination

One of our key tools for coordinating works/activities is **one. network**





Principles of co-ordination



Priority factors to be considered every time when processing a permit and all other applications, regardless of TM type:

- **Processing within legislative response timescales (check permits every two hours and continually review deem dates)**
 - **Quality and Accuracy of Information**
 - **Duration of Works**
 - **Timing of Works**
 - **Contact Details**
 - **Coordinates plotted correctly /location/public or private**
 - **Permit Conditions to minimise Congestion**
 - **Clashes/too many works in location/area/collaboration possible**

All permits to be fully assessed before decision to Grant, PMR or Refuse is made.



Principles of Co-ordination 2

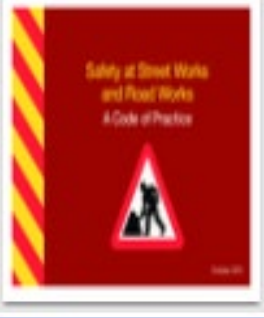
Further Factors considered when co-ordinating works:

The appropriate Traffic Management arrangements

- Full Road Closure (is it necessary?)
- 15-minute Boards
- Lane Closure
 - One Way System
 - Multi Way Signals (Three or more signal heads)
In the case of Multiway signals can roads be closed to reduce number of traffic light heads?
 - Two Way Signals (Head distance?)
 - Stop & Go Boards
 - Priority Working
 - Give & Take
 - Some C/W Incursion
 - No C/W Incursion

Each having a varying effect on traffic flows!!

And must comply with Red Book





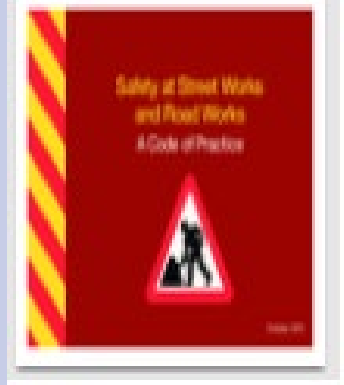
Principles of Co-ordination 3

Additional considerations when Coordinating works:

- Near to schools Works programmed for school vacations
- O/S or near to church Works avoided on Sundays, Christmas & Easter in particular
- In town centre Works avoided around Christmas
- Route to Ferry Terminal Avoid peak holiday periods
- Bus Routes/Services Works affecting services
- Sports grounds Works avoided on event days
- A Roads/Arterial Routes Multiple works to be avoided
- Special events Bonfires, Markets, carnivals, Air Displays etc

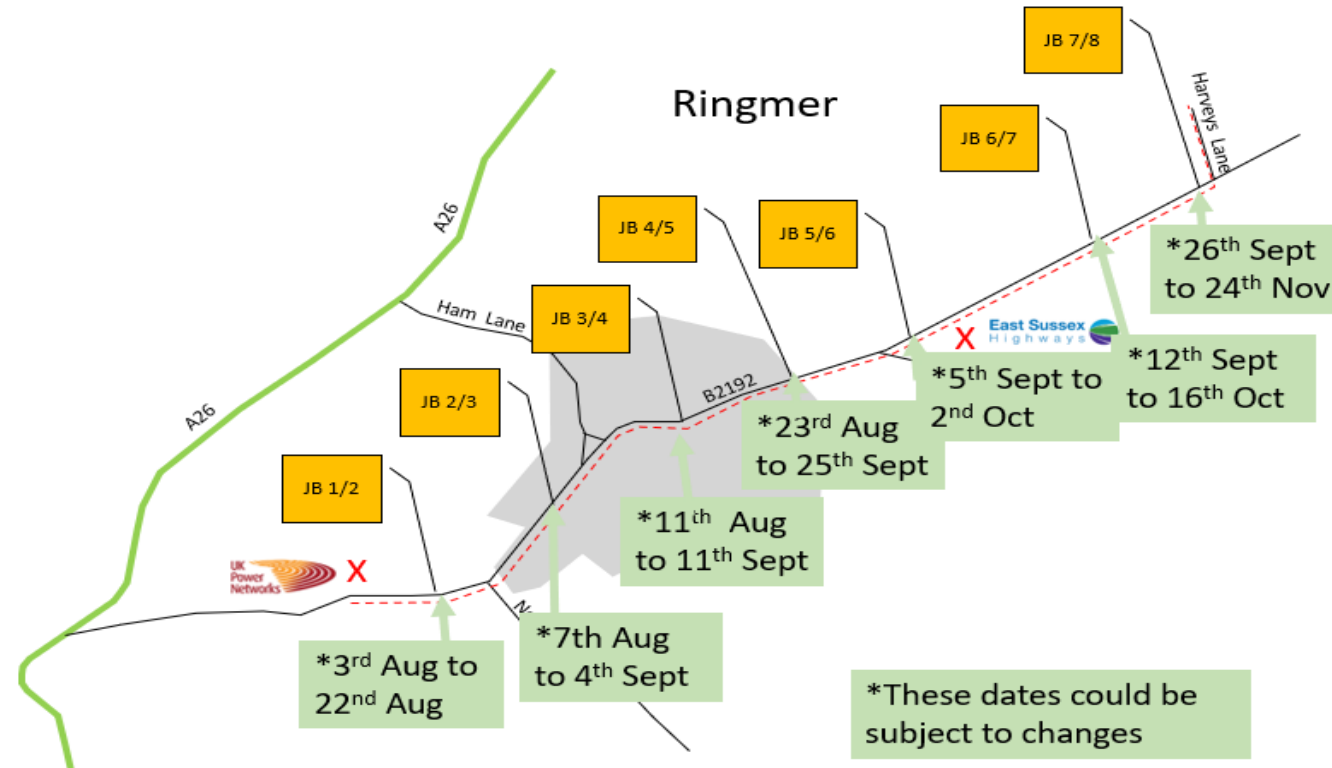


Both Network Coordinators and Permit Inspectors often meet with Statutory Undertakers (Utilities) on site to review and discuss the proposed works, timings and Traffic Management proposals (example below) before granting the permit.



Overview of Pulling and Jointing works Ringmer

Joint Bay No.	Location	Traffic Management Type
1/2	B2192	2 Way Signal Controlled with TTRO Speed Restriction
2/3	The Forges r-a-bout	2 Way Signal Controlled
3/4	NR Little Paddock	2 Way Signal Controlled
4/5	NR The Barn	2 Way Signal Controlled
5/6	Highways Depot	Lane Closure with TTRO speed reduction
6/7	NR Half Mile Drive	2 Way Signal Controlled
7/8	Nr Harveys Lane	2 Way Signal Controlled with TTRO Speed Restriction





Permit “Conditions”

Conditions must be pertinent to the **reduction of congestion and disruption** and recognise the needs of other users of the highway and the **integrity of the highway itself**

**For example,
NCT08b portable traffic signals
must be manually controlled
Between 6.30-9.30 & 15.30-18.30 to
ensure mini roundabout at jct of
A200 and old Rd is kept clear at all
times**



HAUC(England) Guidance
Operation of Permit Schemes
(inc. Permit Condition Text)
August 2020
Version 1.1



7.4.4 Emergency - immediate works

Emergency works are specifically defined in section 52 of NRSWA as

52. (1) In this Part “emergency works” means works whose execution at the time when they are executed is required in order to put an end to, or to prevent the occurrence of, circumstances then existing or imminent (or which the person responsible for the works believes on reasonable grounds to be existing or imminent) which are likely to cause danger to persons or property.

(2) Where works comprise items some of which fall within the preceding definition, the expression “emergency works” shall be taken to include such of the items as do not fall within that definition as cannot reasonably be severed from those that do.

In simple terms, emergency works means works where immediate action is needed to prevent danger to people or property. This assessment of danger is made by those responsible for the works.

7.4.5 Urgent - Immediate work |

Urgent works mean street works, other than emergency works, whose execution at the time they are executed is required (or which the person responsible for the works believes on reasonable grounds to be required)

- to prevent or put an end to an unplanned interruption of any supply or service provided by an undertaker
- to avoid substantial loss to an undertaker in relation to an existing service or
- to reconnect supplies or services where an undertaker would be under a civil or criminal liability if the reconnection is delayed until after the expiration of the appropriate notice period; and
- includes works which cannot reasonably be severed from such works

In simple terms, urgent works means works where immediate action is needed to prevent a loss or restore any supply or service provided by them. It is not unreasonable to include leaks from pipes or other apparatus in this category where the repair is required without delay. This assessment is made by those responsible for the works.

Immediate Notices (Emergency or Urgent works)

- **Permit to be submitted within two hours of starting the works (no agreement required) or by 10.00am the next working day (if out of hours). As a Highway Authority we must grant the permit and then if required impose permit conditions.**
- **Also, we must review the Network and if appropriate revoke permits for planned works.**



Lane Rental Charges **per Day**, As from 1st April

Road closure	Lane closure
£2,500	£1,500

- Lane Rental is an additional tool to manage the Network.
- Lane Rental charges can be applied on Lane Rental Streets, if Traffic Management is affecting traffic flows during traffic sensitive times.
- **Immediate works get 2 free days**
- **Lane Rental charges are applied from 3 day**
- Lane closure refers to
 - Any form of traffic control deployed on the carriageway
 - Any traffic management reduces the number of lanes of a carriageway which can be safely used
 - There is an impact which reduces the traffic flow capacity or operation of a junction
 - Discounts may apply – see next slide



Discounted lane rental charges

- Discounted charge may be applied, with a minimum of 25% to a maximum of 100% for:
 - Major infrastructure improvement work
 - Collaboration between promoters
 - Work using an innovation, such as innovative process or work methodology
 - Other cases that meet the objectives of the scheme, where agreed with the council



Communication of Works



- **Road Closures (planned) emailed to stakeholders including ESCC passenger transport, emergency services and Bus Operators.**
 - **Immediate (emergency) works sent to ESCC passenger transport (when known about)**
 - **Permit Conditions applied to ensure letter drops are undertaken & advance warning notices are erected in bespoke locations to assist with journey route decisions.**
 - **All granted permits/works on one. Network for stakeholders to review, continually updated with permit/licence information.**
- *Currently reviewing communication and engagement process endeavouring to improve communication of works.**



Network Management Monthly Volume averages

Total Permit applications	2,350
Granted Permits (400-450 Immediate-emergency permits)	1,750
Permits Refused	350
Permit Modification Requests	250
Temp Traffic Regulation Orders (planned)	75
Temp Traffic Regulation Notice (emergency)	100
Licences (sec 184, skips, scaffolding. Hoarding etc)	150
Town Police Causes (Borough and District closures)	25
Traffic Management Applications (tree-cutting etc)	20
Section 50 (Utility connections to developments)	4
Abnormal Loads	621



Network Management Presentation Contents

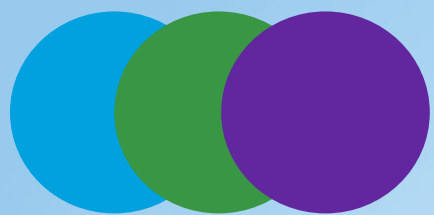
Process/Legislation

Coordinating Street-works & Roadworks

Immediate (emergency) Street-works &
Roadworks process

Communication

East Sussex work volumes



East Sussex Highways Network Management

Any Questions?



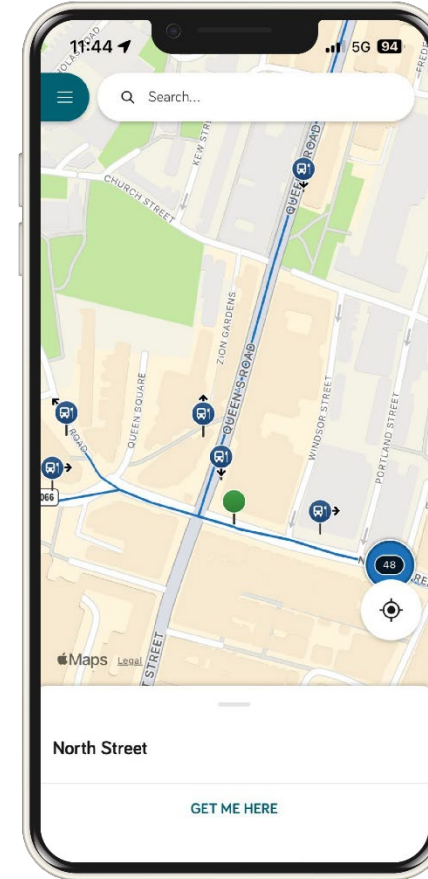
Bus Providers perspective



Roadworks – Notification

Pre-Planned & Emergency Roadworks

- Notification via a TTRO (Temporary Traffic Regulation Order).
- Sometimes we get 3-months in advance, sometimes it's last minute due to emergency roadworks.
- Control room works with the local stakeholders involved, generates any necessary diversion and aims to limit disruption for our services.



Roadworks – Internal Communication

Pre-Planned & Emergency Roadworks

- Blink – Internal Social Media Channel.
- Printed Signage/Maps in individual depots.
- ‘Triggers’ on the GPS System’s (Trapeze).
 - Sends team a text message on the GPS.
 - Highlights as soon as they’re approaching the diversion.
- Control Room Support
 - 24/7 support for our team.
 - Communication directly to driving team.
- Control Room Update our Service Updates Team.

Roadworks – Customer Communication

- Service Update Page
 - Brighton & Hove Buses App
 - [buses.co.uk](https://www.buses.co.uk)
- Customer services – open until 10pm, 7 days a week.
- Stop Notification – we aim to place physical roadwork information at stops.
- On Board Announcements.
 - Remove the bus stop
 - Canned announcements on the bus.
- RTI Info boards at stops – now harder to do.
- App Live Departure Boards and Stop Cancellations – Prioritise less frequent services.



Roadworks – Be-Spoke Customer Communication

- Be-spoke service update Communication
- Godstone
- Superhub
- Woodingdean



BUS INFORMATION
Godstone Diversion





Travel easy with Contactless




Get the app track your bus
metrobus.co.uk/app

[W metrobus.co.uk](https://www.metrobus.co.uk)

[@Metrobus](https://twitter.com/Metrobus)

[@Metrobus](https://www.facebook.com/Metrobus)

[@MetrobusUK](https://www.instagram.com/MetrobusUK)




BUS INFORMATION
Rottingdean • Woodingdean • Rottingdean

ROUTE 2/22 Woodingdean Shuttle

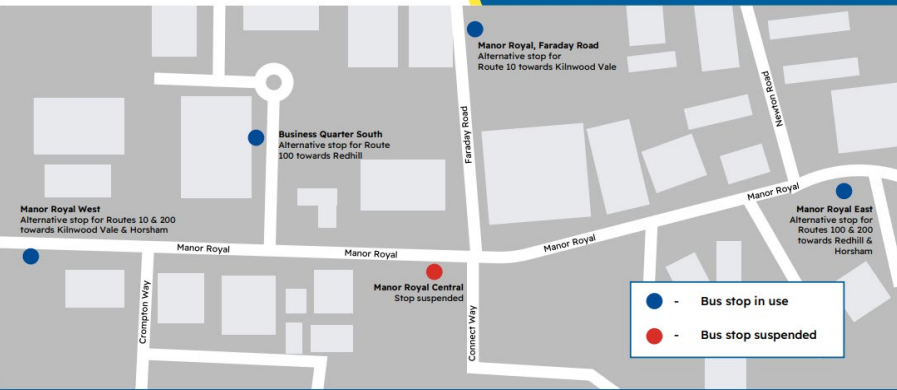
BRIGHTON & HOVE
buses.co.uk


ROUTE	Rottingdean • Woodingdean • Rottingdean													
Evenings only effective 2nd December, 2023 due to roadworks for approximately 14 nights*														
route number	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle	Shuttle
Rottingdean, opp White Horse	2110	2140	2210	2240	2310	2340	0010	0040						
Bottom of Cowley Drive	2116	2146	2216	2246	2316	2346	0016	0046						
Woodingdean, Cowley Drive, Shops	2117	2147	2217	2247	2317	2347	0017	0047						
Sutton Close	2121	2151	2221	2251	2321	2351	0021	0051						
Downs Hotel, Falmer Road	2123	2153	2223	2253	2323	2353	0023	0053						
Woodingdean, Cowley Drive Shops	2129	2159	2229	2259	2329	2359	0029	0059						
Bottom of Cowley Drive	2130	2200	2230	2300	2330	0000	0030	0100						
Rottingdean, opp White Horse	2135	2205	2235	2305	2335	0005	0035	0105						

* = Important note: A duration of 14 nights is an approximation. It cannot be guaranteed that the scheduled roadworks will be completed in this time period.




BUS INFORMATION
Manor Royal
19/05/25 - 26/06/25





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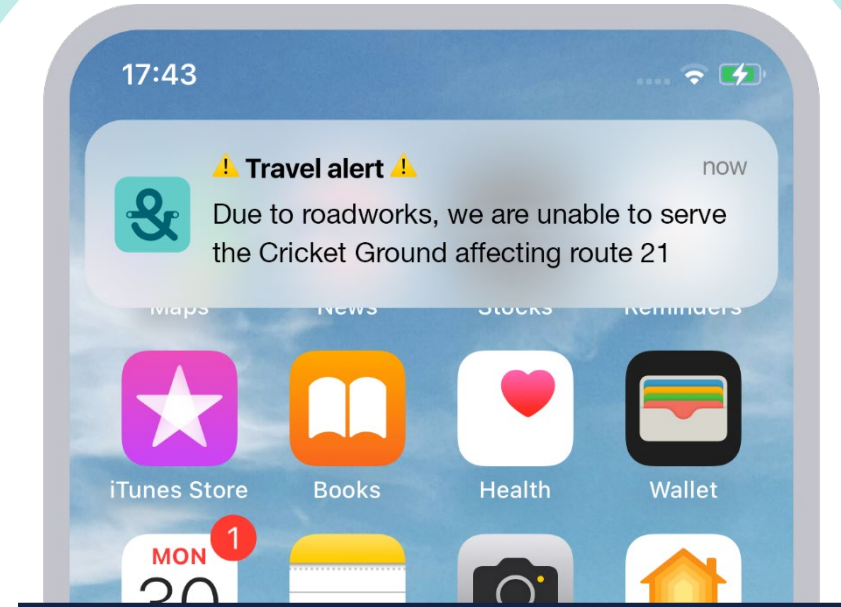
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Discussion





Date of next meeting

**Provisional Date:
Tuesday 10th Feb 2026**