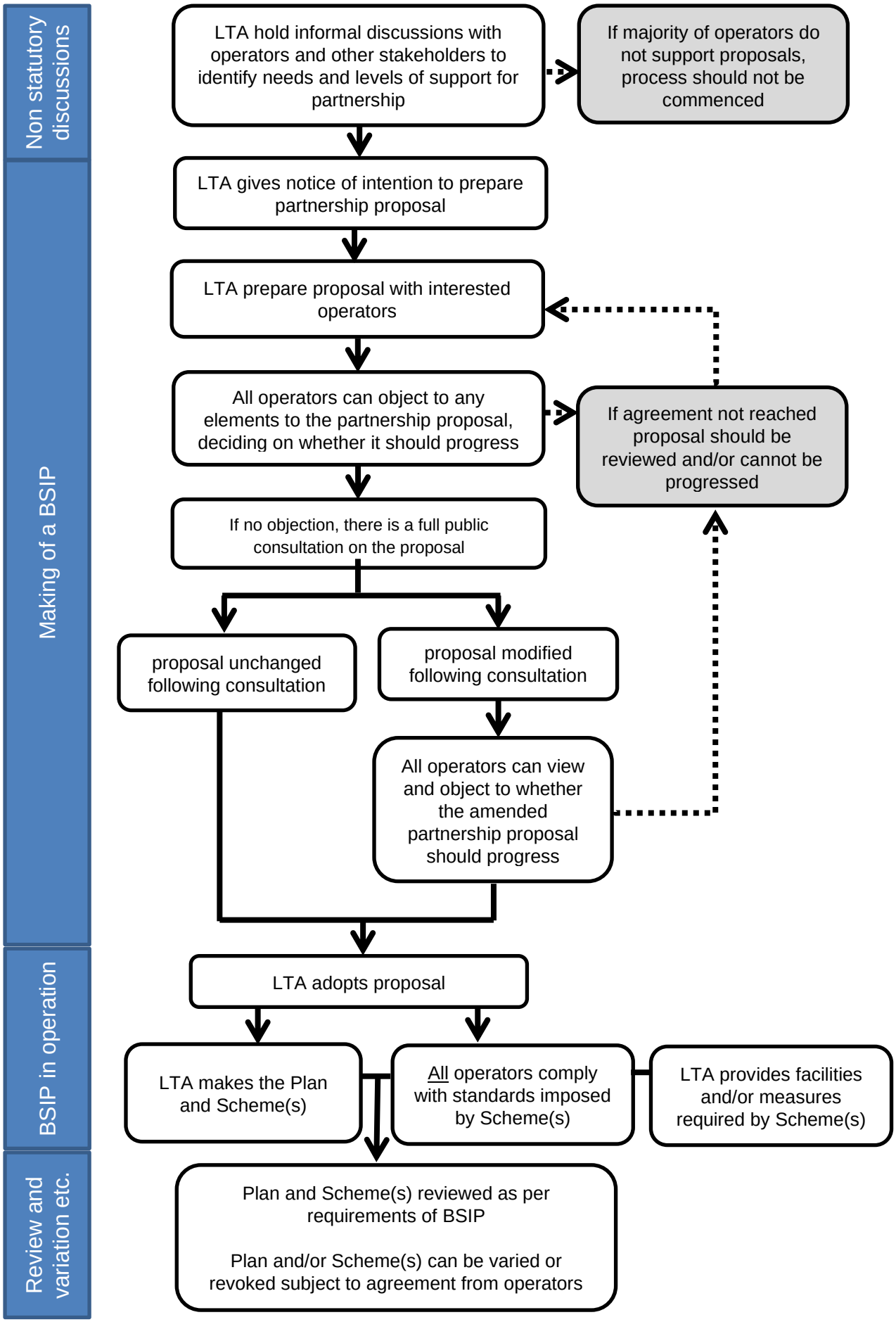Bus Services Improvement Partnership – outline process