

# Bus Service Improvement Plan for Nottinghamshire



Developed by the Nottinghamshire Enhanced Partnership Board



**Nottinghamshire  
County Council**

## Nottinghamshire Enhanced Partnership Board

### Independent Chair

Integrated Transport Planning

### Local Transport & Highway Authority

Nottinghamshire County Council

### Local Bus Operators

CT4N

Kinchbus

Marshalls of Sutton on Trent

Nottingham City Transport

Stagecoach East Midlands

Vectare

Trentbarton

## Nottinghamshire Stakeholder Reference Group

Nottinghamshire Enhanced Partnership Board Members

### Borough & District Councils

Ashfield District Council

Bassetlaw District Council

Broxtowe Borough Council

Gedling Borough Council

Mansfield District Council

Newark & Sherwood District Council

Rushcliffe Borough Council

### Train & Tram Operators

East Midlands Railway

Cross Country Trains

Tramlink Nottingham

### Neighbouring Local Transport Authorities

Derby City Council

Derbyshire County Council

Leicester City Council

Leicestershire County Council

Lincolnshire County Council

Nottingham City Council

South Yorkshire Mayoral Combined Authority

### Passenger Groups

Disability Nottinghamshire

Rushcliffe Disability Inclusion Group

Sustainable Transport Nottingham

### Additional Stakeholders

British Transport Police

Mansfield Business Improvement District

North Notts Business Improvements District

Nottingham Trent University

Nottingham University Hospitals NHS Trust

Sherwood Forest Hospitals NHS Foundation Trust

Sustrans

West Nottinghamshire College

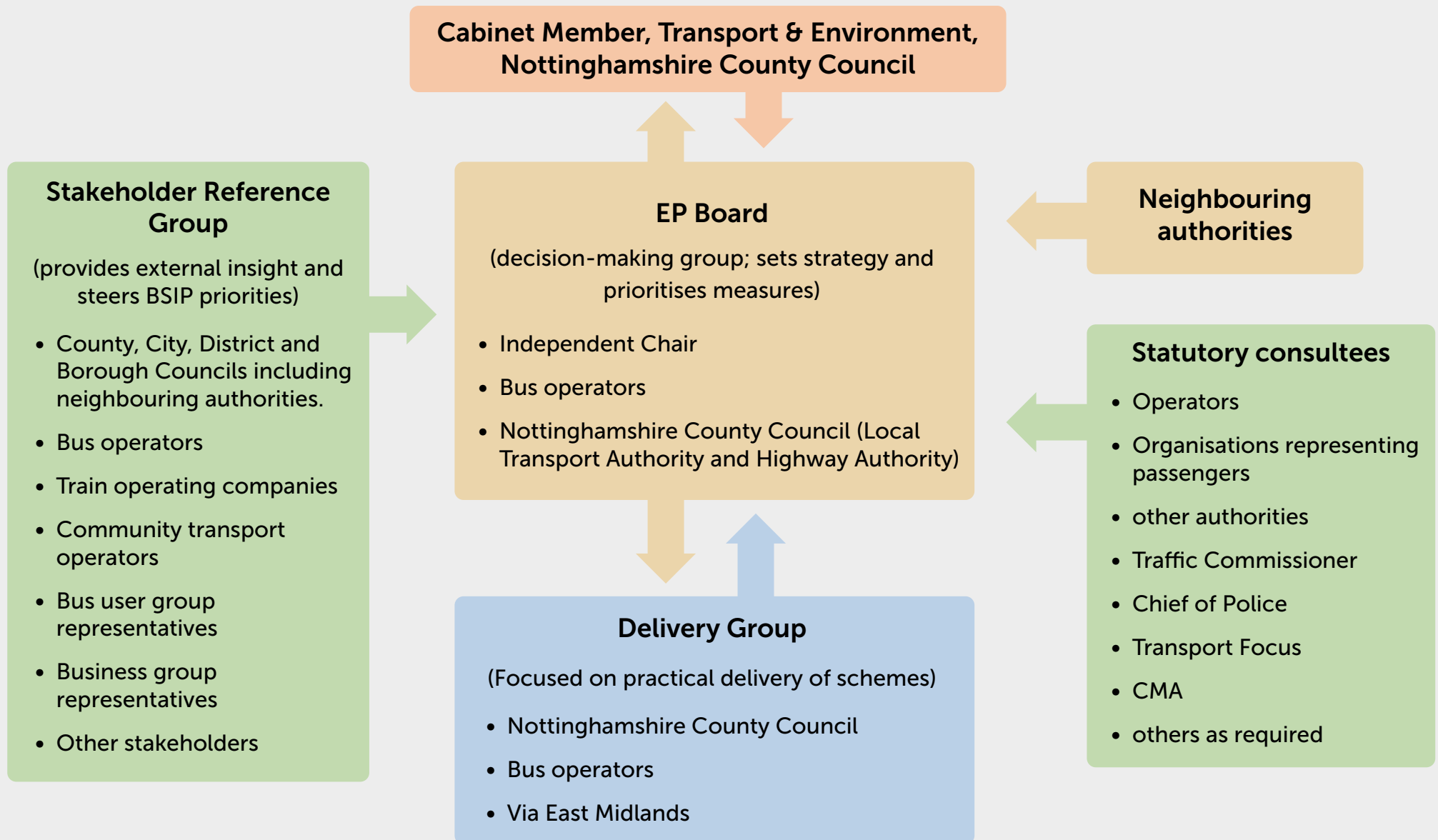
85%

overall customer satisfaction



# Enhanced Partnership Governance & BSIP

Our Enhanced Partnership has established an effective governance, engagement and delivery structure that has built on the excellent working relationships that already existed in Nottinghamshire.



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# Introduction



**Welcome to our 2024 Nottinghamshire Bus Service Improvement Plan (BSIP).** Our BSIP builds on the ambitious plans outlined in our 2021 BSIP and was collaboratively developed by our Enhanced Partnership comprising of Nottinghamshire County Council, local bus operators, representatives of bus users, business groups, public sector organisations and other interest groups.

Since 2021, the Enhanced Partnership through our BSIP has invested £48.6m improving local bus services, buying new buses, introducing bus priority and delivering improvements at bus stops; we have seen bus passenger satisfaction increase, placing us 1st amongst peers in the national league tables; improved bus reliability to 97% and seen a significant growth in bus passengers. We are also delighted to have been shortlisted for the inaugural Bus Centre of Excellence Bus Initiative of the Year Award for our Student Travel Scheme which has led to 2,100 students now using the bus to access education, work and leisure.

We are immensely proud of what our Enhanced Partnership has already achieved and our new BSIP sets out a fresh, bold vision and refined objectives, charting a clear path to even greater success – in the next five years we want to see passenger numbers increase by 10%, punctuality improve to 95% and have at least 87% of passenger fully satisfied with their journey.

The establishment of the East Midlands Combined County Authority and recent election of Claire Ward as mayor is an exciting time for the East Midlands and our Enhanced Partnership is looking forward to working with our mayor and well positioned to make the most of what devolution has to offer.

We hope you enjoy reading our BSIP and are inspired by what we're trying to achieve to deliver meaningful improvements and make public transport the first choice for travel in Nottinghamshire.

**Councillor Neil Clarke**  
Cabinet Member,  
Transport & Environment

**Tom Morgan**  
Managing Director  
at Trentbarton

**Matt Cranwell**  
Managing Director at  
Stagecoach East Midlands

**David Astill**  
Managing Director at  
Nottingham City Transport

**Sally Sloan**  
Financial Director at  
Marshalls of Sutton

**Nigel Eggleton**  
Managing Director  
at CT4N

**Adam Hemingway**  
Commercial Manager  
at Vectare

# Travelling by bus in Nottinghamshire

on the **TravelNotts**  will be

affordable,



attractive,



reliable,



coordinated and integrated with other modes of transport.



comprehensive & simple,



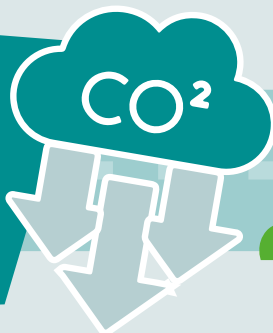
comfortable,



safe & accessible,



We will contribute to de-carbonisation and towards levelling up Nottinghamshire.



Our **BSIP** Vision

# BSIP objectives



comprehensive  
& simple,

## Objective 1



### comprehensive & simple

Customer-informed approach to bus service provision to provide a comprehensive, simple network that is easy to understand and use.

In urban areas, more turn-up and go services.

In rural and semi-rural areas, improved accessibility and increased frequencies.

In all areas, services that keep running into the evening and weekends.

## Objective 2



### reliable

Provide robust measures and infrastructure to support bus efficiency, reliability and improve journey times by bus, making the bus an attractive proposition compared to the car.

## Objective 3



### affordable

Provide a network which is affordable and offers good value for money.

## Objective 4



### integrated

Develop a network which is integrated and offers more opportunities to travel for more residents of Nottinghamshire to access work, education, health, and leisure destinations.

# BSIP objectives



## Objective 5



### attractive, comfortable, safe and accessible

Develop & maintain a high quality network with a recognised brand and standards of service.

Provide a network and associated infrastructure which is attractive, comfortable, safe, and accessible to all.

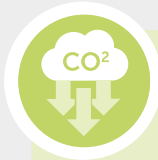
## Objective 6



### coordinated

Work with partners to provide a coordinated approach to bus service delivery including high-quality coordinated information.

## Objective 7



### contribute to decarbonisation

Contribute to the council and government's ambitions for decarbonisation and improving local air quality.

Migrate towards fully zero emission buses operating in Nottinghamshire.



# Future of the BSIP under the East Midlands Combined County Authority

A decision on the vision and objectives for the new **East Midlands Combined County Authority (EMCCA)** BSIP will be taken in consultation with the new Mayor and constituent authorities following the establishment of the new local transport plan for the EMCCA. Current Network geographies and travel to work areas incorporated into the constituent authorities' current BSIPs are expected to form the substantive backbone of a new EMCCA BSIP. So too are existing plans and future aspirations that have been set out in this document to deliver enhancement to bus priority, bus decarbonisation, regional smart ticketing and digital public transport information, network enhancements and demand responsive transport.

The four authorities have a long history of collaboration, and we continue to regularly consult with each other, share best practice and work to align plans and co-produce regional infrastructure, policy and partnership arrangements, where relevant. The success of this collaboration is borne out in our extensive regional real time system estate and growing centralised traffic light priority network along with multiple cross boundary services that are supported by more than one authority.



# NOTTINGHAMSHIRE AT A GLANCE



## 2.6% unemployment rate

Unemployment is falling, and lower than the England average  
Average salaries in Nottinghamshire are over 15% lower than England average

## 42% of population over the age of 50

8% of population are aged between 18-25 – lower than the national average with a trend of decline



## 27% of the population live in dispersed settlements in areas defined as rural

## 18.3% of Households do not have access to a car/van

37% of those working travel less than 10km to access employment  
3.1% of workers travel mainly by bus to their jobs



## What people think:

Most common reason for using the bus is for social activities and shopping – activities that may be less time restricted

### 85% overall satisfaction

Compared to a national average of 80%

### 71% satisfaction with value for money

Compared to a national average of 67%



## Challenges for us:



- Disparate and diverse area
- Important urban centres with notable areas of rurality – no one size fits all

- High car ownership and reliance
- Long journey times and challenging connectivity



## What people want:



reduced delays with faster and more reliable journey times



more frequent services to more destinations



improved bus information



multi operator ticketing to make it easier to transfer between services



# Objective 1

## Comprehensive & Simple

Customer-informed approach to bus service provision to provide a comprehensive, simple network that is easy to understand and use.



### Current Situation

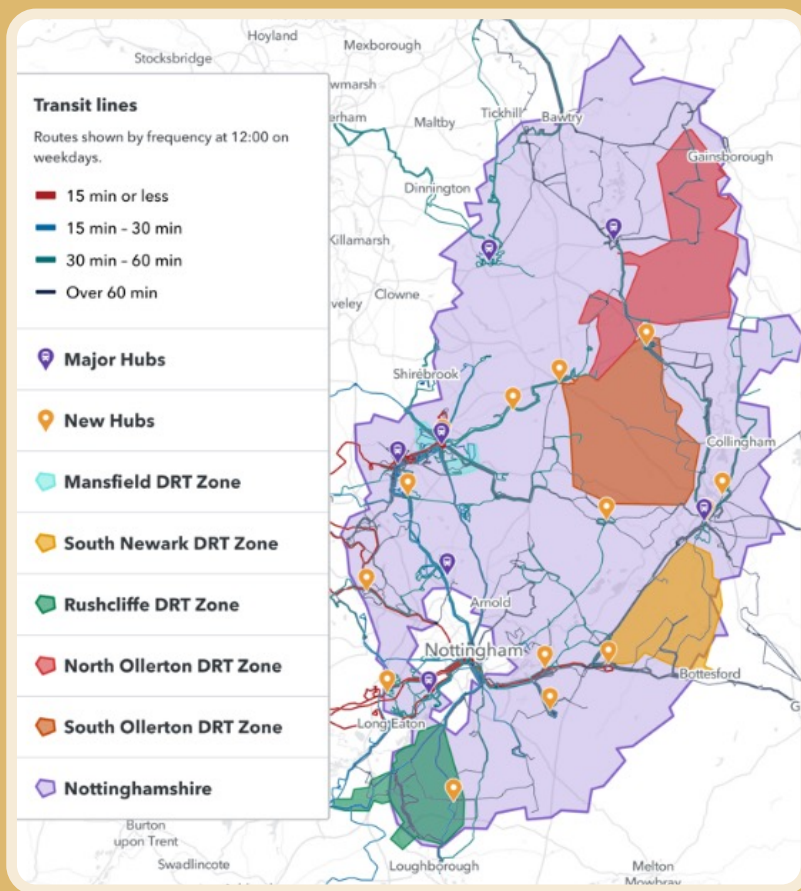


Fig 1

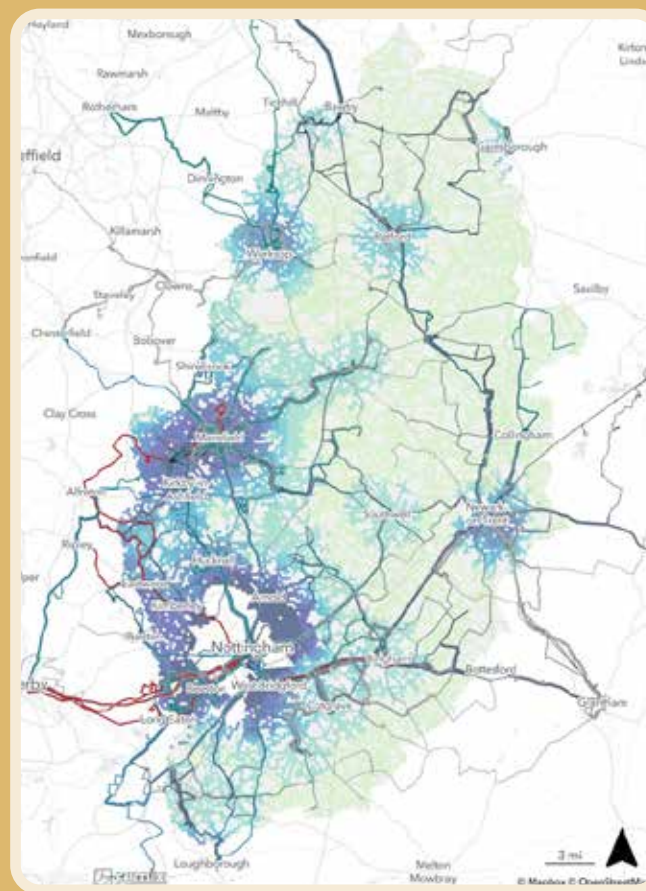


Fig 2

Fig 1: An overview of the current public transport situation in Nottinghamshire. This outlines the location of the current DRT zones, the existing major hub locations and new hub locations that are being investigated for the hub network scheme.

Fig 2: This map shows the accessibility in Nottinghamshire within 60 minutes.

# Objective 1

## Comprehensive & Simple

Customer-informed approach to bus service provision to provide a comprehensive, simple network that is easy to understand and use.



### What's been done so far

- ▶ Completed comprehensive network sustainability review.
- ▶ Developed service investment vs benefit model to determine support.
- ▶ Supporting ten bus services to maintain accessibility and frequency levels.
- ▶ Introduced six Nottsbus Demand Responsive Transport (DRT) services, replacing 14 contracted services, increasing accessibility by 119% with an estimated 90k passengers per annum and expected to be 129k per annum.
- ▶ Introduced enhancements to two existing services, providing increased accessibility.
- ▶ Launched major new student travel scheme, moving over 2,100 students onto the local bus network, significantly improving access opportunities for students & boosting local economy with increased footfall in town centres. Scheme has been shortlisted for a Bus Centre of Excellence award.
- ▶ Since September 2021, £4.3m of S106 investment has been secured- £1.1m for bus-related infrastructure and £3.2m for bus services.
- ▶ The Council continues to work with local planning authorities & developers to use developer contributions to mitigate impact of new developments with high quality integrated bus services, associated infrastructure and promotion/ticketing packages.
- ▶ Relationships with Districts/Boroughs are strengthening, to ensure consideration is given to the impact on buses when reviews are undertaken on the level and cost of on-street town centre parking.



**15% GROWTH**  
by March 2025



**SINCE 2021**  
We've secured **£4.3m**  
of S106 investment



### The lessons we've learnt

- ▶ Importance of a multi partner approach involving not only local bus operators but also local communities to develop and deliver sustainable solutions that meet the needs of communities.
- ▶ A blend of fixed route and demand responsive transport is required to deliver sustainable solutions in a large rural county, but it is important to give consideration to which service type is most appropriate in each situation.
- ▶ Transformational impact that a comprehensive and accessible bus network can have on the further & higher education sector.



# Objective 1

## Comprehensive & Simple

Customer-informed approach to bus service provision to provide a comprehensive, simple network that is easy to understand and use.



### The lessons we've learnt

- ▶ It is important to consider the users' end to end journey, from obtaining information, to arriving at their end destination. It is through a coordinated approach with information, infrastructure, and journey experience, that simplicity can be achieved.



## CASE STUDY



### Student Travel Scheme

#### OVERVIEW

Through strong collaboration and partnership working between the Council, operators, and colleges, an enhanced bus network and multi-operator ticket was implemented to move over 2,150 from a private network to the local bus network.

As well as providing college students with increased flexibility and freedom with affordable fares, it has provided increased operational flexibility for the college.



- £1.2m per annum invested in the network.
- In the first 3 months since the launch of the new network, over 2,150 students purchased a multi-operator travel product compared to 1,000 ticket sales in 2022-23.
- Over 185k bus journeys were made in the first 3 months. It is projected that 0.7m journeys will be made by the end of the academic year, compared to 0.1m journeys undertaken on the private network.
- 5% of journeys by college students are made at weekends and a further 22% of term-time journey levels are now being made during the holidays.
- 30% increase in footfall through Mansfield Bus Station; retailers in Mansfield and Sutton-in-Ashfield have reported an increase in footfall and sales resulting from more students being in the town centres.



# Objective 2

## Reliable

Provide robust measures and infrastructure to support bus efficiency, reliability and improve journey times by bus, making the bus an attractive proposition compared to the car.



### Current Situation

#### Bus lanes, traffic light priority & proposed bus priority

- ▶ There are currently 1.2 km of bus lanes and 147 junctions with Traffic Light Priority (TLP).
- ▶ 10 other junctions will be upgraded with TLP by October 2024.

**147**

junctions with  
Traffic Light  
Priority

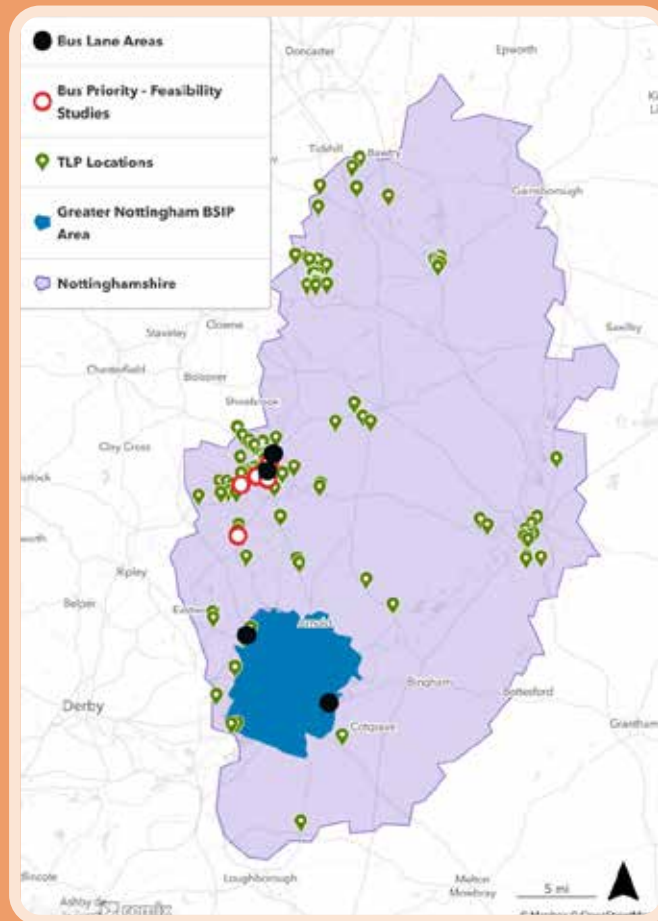


Fig 3- Bus Lanes, TLP & Bus Priority Feasibility Study locations

### What's been done so far

- ▶ Completed seven bus priority and bus rapid transit feasibility studies.
- ▶ Delivered A619/A60 Worksop & A632 Langwith Bus Rapid Transit schemes, complementing Derbyshire BSIP schemes.
- ▶ Bus priority schemes in Mansfield and Ashfield on A60, A38 & A611 are at the detailed design stage.
- ▶ Provisionally secured £2m of Levelling Up Funding for the A60 bus priority scheme.
- ▶ Delivered centralised traffic light priority at 70 junctions across Nottinghamshire.
- ▶ Completed comprehensive review of major pinchpoints, identifying over 90 locations requiring intervention.
- ▶ Effective delivery programme developed with 21 locations completed.
- ▶ 11 additional enforcement cameras introduced to tackle bus lane and bus stop parking contraventions.



# Objective 2

## Reliable

Provide robust measures and infrastructure to support bus efficiency, reliability and improve journey times by bus, making the bus an attractive proposition compared to the car.



### The lessons we've learnt

- ▶ Local support for new bus priority measures is extremely hard to secure against the narrative of additional road maintenance investment. Effective communication has been critical in progressing major bus priority measures.
- ▶ Community and business support for enforcing bus lanes and bus stops using fixed cameras has been unexpectedly strong and paves the way for further roll out at bus stops. Enforcement has led to the reinstatement of bus services along Leeming Street.
- ▶ Centralised traffic light priority delivers meaningful bus journey time consistency with minimal perceived impact on other road users.



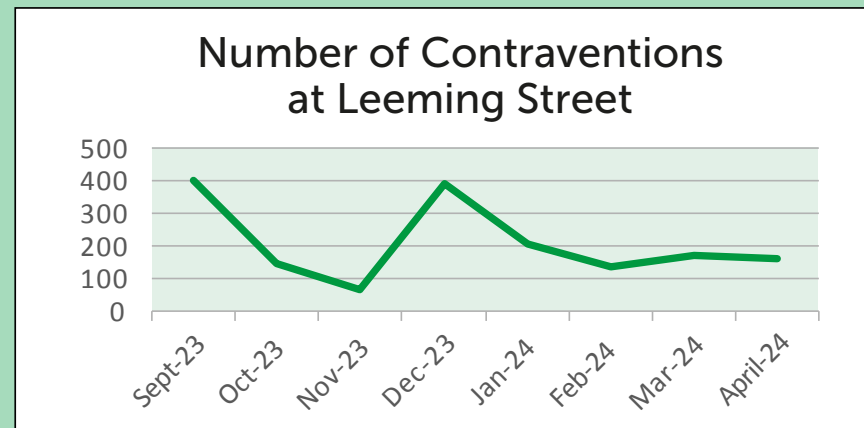
## CASE STUDY

### Parking contraventions along Leeming Steet



Due to high levels of parking contraventions along Leeming Steet, bus drivers had significant difficulty accessing the bus stops, particularly at evenings and weekends. This resulted in the withdrawal of bus services after 18:00. It was agreed with the bus operator that a significant reduction in contraventions would pave the way for the services to return.

An enforcement camera was installed at the end of September 2023. Parking infractions were monitored and shared with the bus operator. Contraventions dropped by over 60.6% and led to the return of services on 18th February 2024.



# Objective 3

## Affordable

We want it to be affordable to use the bus in Nottinghamshire – with a network that offers good value for money.



### Current Situation

- ▶ Based on data provided by The TAS Partnership Limited, bus fares in the East Midlands increased by 7% between 2019 and 2022..
- ▶ The introduction of the National BFCG means single journeys are capped at £2 – representing an average saving of 30% in rural areas.
- ▶ Since its introduction there has been a notable move away from season and period tickets to single ticket sales.
- ▶ Away from single tickets, operators have a number of different types and products catering to a wide and varied customer demographic.
- ▶ Post covid English National Concessionary Transport Scheme (ENCTS) passengers have not returned to the levels seen before the pandemic.
- ▶ Fare paying passengers represent a more significant proportion of those traveling by bus than ever before.
- ▶ Car parking remains plentiful and good value.

### What's been done so far

- ▶ Pilot Multi Operator ticket launched in Newark & work commenced to launch in Mansfield.
- ▶ Under 22 ticket launched across Nottinghamshire & Nottingham.
- ▶ Work commenced to launch Care Leavers Scheme in 2024.
- ▶ Work commenced to launch Jobseekers Scheme in 2024.
- ▶ Agreement to limit fare rises to no more than two per annum, unless in exceptional circumstances.
- ▶ Simplification of fare structure undertaken by a major bus operator and for the Council's contracted services..
- ▶ Introduction of the Ukrainian travel scheme with almost 400,000 journeys undertaken since June 2022.



### The lessons we've learnt

- ▶ Users seem to value the flexibility, simplicity and value for money (especially for longer journeys) that the £2 single fare cap has brought.
- ▶ Successful partnership working and cooperation between key stakeholders has allowed new schemes to be introduced quickly and effectively.
- ▶ New ticketing schemes have not gained as much traction as initially hoped – mainly due to the continued £2 single journey fare cap.
- ▶ There is the ongoing challenge of measuring the impact and benefit of ticketing schemes that have been introduced while the national fare cap is in place as well as when multiple schemes have been introduced.





# Objective 4

## Integrated

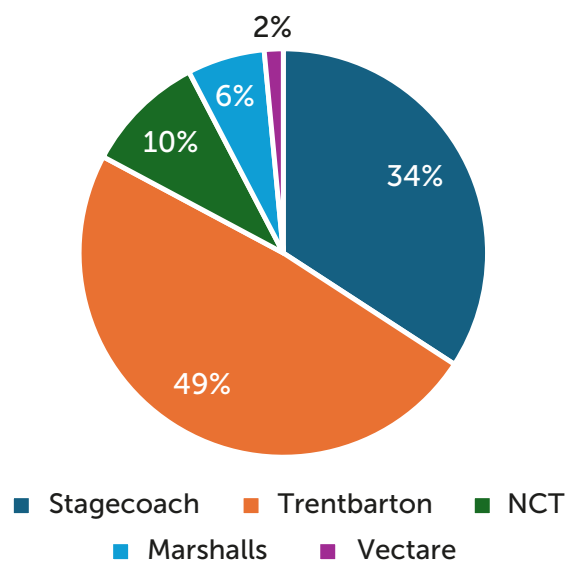
Develop a network which is integrated and offers more opportunities to travel for more residents of Nottinghamshire to access work, education, health, and leisure destinations.



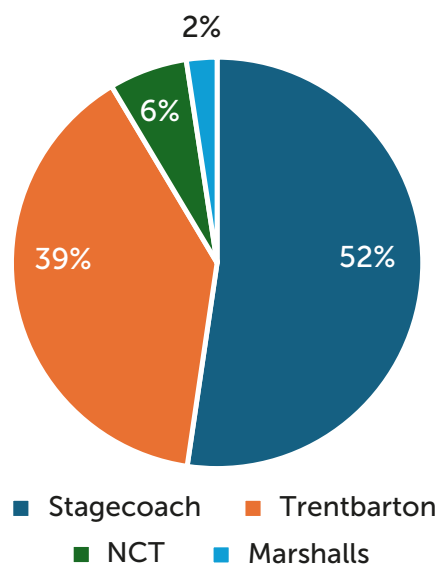
### Current Situation

- ▶ Major operators (Stagecoach East Midlands and trentbarton) operate 49% and 34% of the commercial mileage in Nottinghamshire, carrying 52% and 39% of passengers<sup>1</sup>.
- ▶ Other commercial operators include NCT, Marshalls of Sutton, and Vectare.
- ▶ An additional 25 operators run cross-border journeys, or small contracted services.

Commercial mileage market share



Patronage market share



coordinated and integrated with other modes of transport



<sup>1</sup>Of all passengers carried by the five largest operators during April 2023 – March 2024

# Objective 4

## Integrated

Develop a network which is integrated and offers more opportunities to travel for more residents of Nottinghamshire to access work, education, health, and leisure destinations.



### Current Situation

- ▶ The public transport network in Nottinghamshire comprises conventional bus services, DRT services, tram services and rail services.
- ▶ When planning the network, care is taken not to duplicate services, focussing on minor services feeding into the core bus/tram/train services.
- ▶ There are seven major transport interchanges and 14 suburban hubs which supports interchange.
- ▶ Supporting this are two park and ride and two pocket park & ride sites enabling car users to join the bus network without having to drive the full length of their journey.
- ▶ A regional Passenger Transport Support Hub manages the regional real time information network and the centralised traffic light priority system.
- ▶ There is universal provision of next bus information in Nottinghamshire, connecting all local bus operators to the real time information estate, providing real time information at over 1,200 locations.

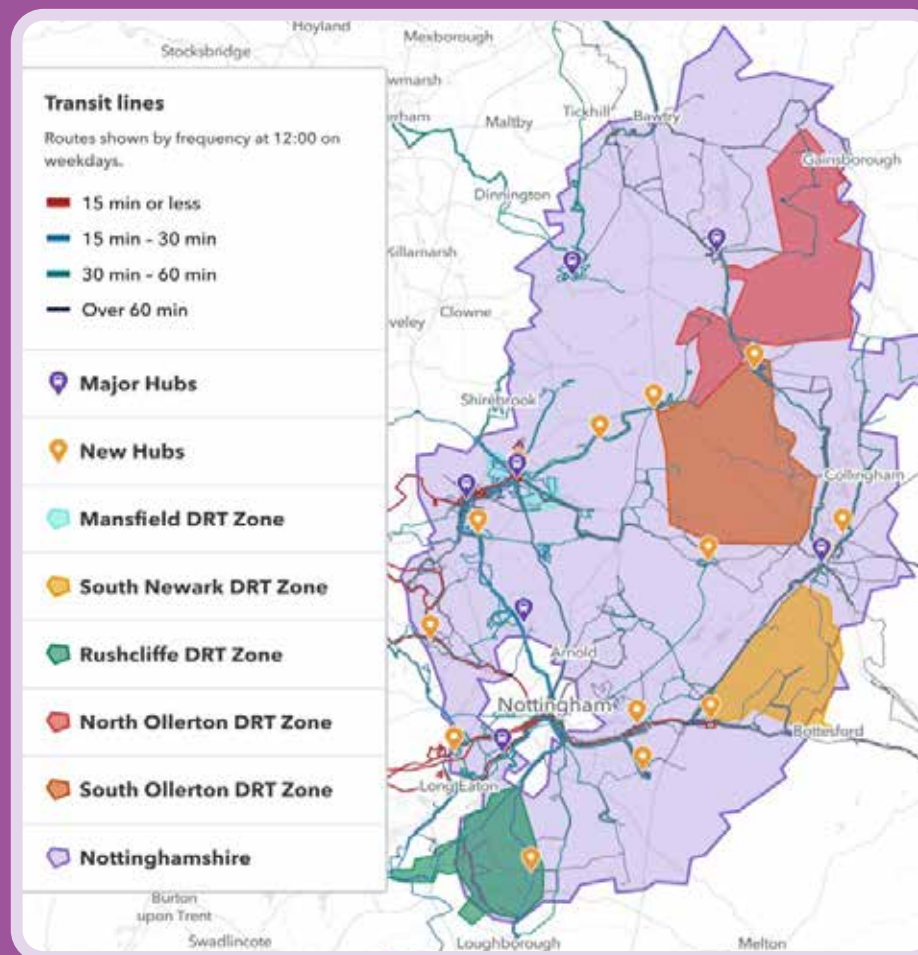


Fig 4 – Bus frequency network & DRT zones

# Objective 4

## Integrated

Develop a network which is integrated and offers more opportunities to travel for more residents of Nottinghamshire to access work, education, health, and leisure destinations.



### What's been done so far

- ▶ A hub network delivery plan has been developed with phase 1, to support student transport scheme, completed. Phase 2 is at the delivery stage. Focusing on key interchange points between fixed route and Notts Bus On Demand services.
- ▶ All local bus services now provide a prediction to the regional real time system and this has been pushed out onto the 1,200 signs across the county.
- ▶ Integrated ticketing is being rolled out, with a multi-operator ticketing scheme in place in Newark, and a similar scheme being developed in Mansfield.
- ▶ The Council has continued to work with colleagues to develop schemes that integrate walking & cycling with bus and rail.
- ▶ The Council is engaging with Midland Connect on a proposed ticket brokerage system.
- ▶ An initial bus/rail connectivity review has been completed, with next stages of development planned in 2024.
- ▶ Bus operators and the Council's own fleet are investing in QR readers in 2024 to simplify ticketing and improve integration.



### The lessons we've learnt

- ▶ The on-street real time information estate is valued by passengers; during a period of planned instability whilst the new system was introduced, passengers voiced their desire for it to return.
- ▶ Delivering a multi-modal hub is extremely challenging with competing guidelines & requirements- success requires strong partnerships, effective coordination, and a willingness to compromise.

**1,200**

sites in Nottinghamshire are receiving real time information.

|               |       |
|---------------|-------|
| 1 County Hall | 7min  |
| 1 County Hall | 25min |
| Time is 10:04 |       |



# Objective 5

## Attractive, Comfortable, Safe and Accessible

Develop & maintain a high quality network with a recognised brand and standards of service.



### Current Situation

- ▶ The Council is committed to an ongoing delivery programme of bus stop improvements focusing on high frequency corridors and interchange points between fixed route and Nottsbus On Demand services.

#### Current bus stop infrastructure in Nottinghamshire

- 3,615 marked bus stops
- 1,200 real time information displays
- 1,325 shelters
- 60% shelters
- 1,656 with raised boarding kerb

- ▶ Operators are committed to providing an attractive, comfortable, safe and accessible service and as such have signed up to a Passenger Charter and have committed to completing industry recognition schemes.
- ▶ Whilst operators retain their own, strong brands, an Enhanced Partnership brand has been developed and is used on bus, at bus stops and on the Council and operator websites.



- ▶ Effective recruitment and retention schemes are in place, recognising the importance of drivers and engineers in delivering a quality and reliable service.

### What's been done so far

- ▶ Since Sept 2021 the Council has used multiple funding sources to install:

- 46 raised kerbs
- 80 new shelters
- 60 solar powered lighting on shelters
- 260 new real time information displays
- 2 new journey planning kiosks.

- ▶ Over the past three years operators have invested over £24m in new buses and other assets to make bus travel more comfortable, safe and accessible for passengers.
- ▶ The Partnership has launched the Nottinghamshire Passenger Charter committing to quality standards relating to vehicles; drivers; reliability; compensation; information; inclusivity; and complaints handling.  
Demonstrating a commitment to quality and accessibility, all local bus operators have committed to completing the DfT's Inclusive Transport Leaders Scheme and to join the DVSA's Earned Recognition Scheme.  
A new training and apprenticeship scheme has been developed with a local college in Mansfield and Ashfield to support training for engineers.
- ▶ The partnership is working with the local college to promote a bus driving career amongst students.

safe & accessible,



# Objective 5

## Attractive, Comfortable, Safe and Accessible

Develop & maintain a high quality network with a recognised brand and standards of service.



### The lessons we've learnt

- ▶ Provision and maintenance of high quality bus stops is highly valued by passengers.
- ▶ Development of a Passenger Charter can be an effective and rewarding process, increasing partner engagement & raising standards for passengers.
- ▶ Developing a recognisable and valued multi-operator network brand can be challenging, particularly when there are existing well-known route brands.



### Some of our headline results compared to the rest of England:

**85% overall satisfaction**

Compared to a national average of 80%



**71% satisfied with value for money**

Compared to a national average of 67%



**80% satisfied with punctuality of the bus**

Compared to a national average of 70%



**82% satisfaction with the bus stop**

Compared to a national average of 76%



Operators have invested **£24m** in new buses and other equipment to improve.



# Objective 6

## Coordinated

Work with partners to provide a coordinated approach to bus service delivery including high-quality coordinated information.



### Current Situation

- ▶ The Enhanced Partnership continues to flourish with operators and council officers working closely to drive the delivery of BSP measures and market bus-related schemes.
- ▶ The Partnership established a BSIP Delivery Group comprising Council officers, delivery partners, bus operators and a passenger group representative to drive programme delivery.
- ▶ Information is provided through the Council and operator websites, social media, and apps including: Journey planning; route maps; timetables; real-time information; service disruption updates; and Journey capacity, however this is now more coordinated, providing a single point of access for passengers.
- ▶ The Council is still committed to provide paper timetables, which are widely distributed to outlets across the county.

### What's been done so far

- ▶ The Council has invested in a dedicated communications lead for public transport resulting in an uplift in promotional activities. In the three months January to March 2024, 40 posts were shared through social media channels along with seven press releases. Since 1 January 2024, transport related social media posts have reached more than 181,000 people.
- ▶ Developed and launched a coordinated programme of marketing campaigns including an overarching 'Bus It' campaign to encourage residents to choose the bus over their car. Other campaigns include targeted activity in Newark to promote the new multi-operator bus ticket called the All Rounder as well as another targeted campaign to residents in villages between Bingham and Newark to promote the new Nottsbus On Demand zone.
- ▶ Minimum bus stop information standards have been adopted and operators have agreed to a maximum of five timetable changes per annum.
- ▶ A D2N2 regional single dataset has been delivered, migrating away from reliance on the Travel National Data Set for the D2N2 RTI system to deliver more flexible/agile data management and enhancements including dynamic destinations.
- ▶ The council and bus operators regularly liaise with each other regarding the current and future direction of the bus network which further helps in coordination of service planning.



# Objective 6

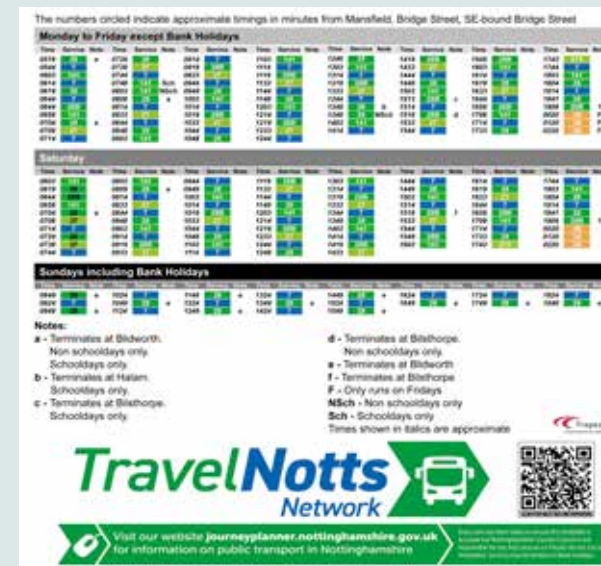
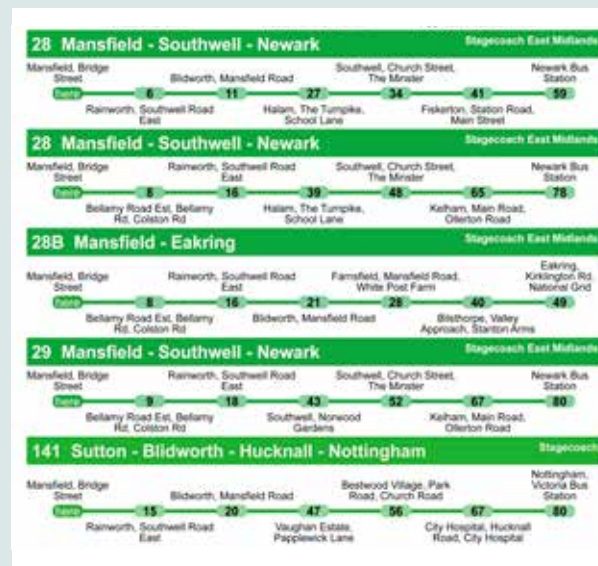
## Coordinated

Work with partners to provide a coordinated approach to bus service delivery including high-quality coordinated information.



### The lessons we've learnt

- ▶ Adopting minimum standards of information at bus stops is challenging to achieve but can set new standards and significantly lift the overall quality of information available at bus stops.
- ▶ Whilst not directly visible, delivering new back office data management can have a significant impact on the travel experiences of passengers.
- ▶ Focussing on the end user has helped influence how marketing is delivered, appreciating different markets access information and engage in different ways.
- ▶ Videos are especially powerful in increasing engagement and this has been key with the ongoing Nottsbus On Demand campaign.
- ▶ Targeting of content directly into communities through channels such as local Facebook groups has been effective for growing awareness of the current offer and increasing patronage.

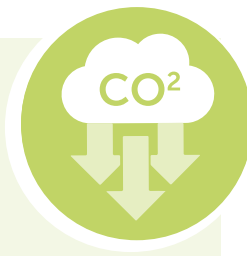


example bus stop timetable

# Objective 7

## Contribute to Decarbonisation

Contribute to the council and government’s ambitions for decarbonisation and improving local air quality.



### Current Situation

- ▶ There are currently **366** vehicles operating in the BSIP area, compared to **376** in 2021.

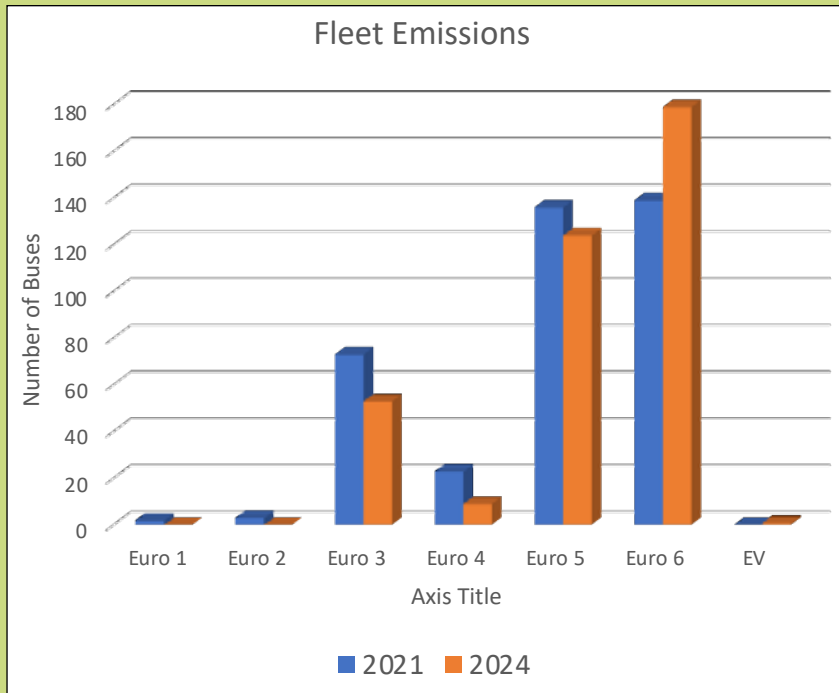


Fig 5 - Fleet Emissions

### What’s been done so far

- ▶ Investment of £24m in the fleet means that 49% of the fleet is Euro 6 or EV compared to 37% in 2021.
- ▶ Whilst there has been investment in the fleet, replacement has not kept up with the age such that the average age of the fleet is currently 10.4 years compared to 9.4 years in 2021. This is primarily due to an investment break during the pandemic when operators had no information about business size or requirements.
- ▶ Successfully bid for £2.8m to introduce 23 electric buses into Mansfield with an additional £9.15m pledged by the bus operator.
- ▶ The Council and operators continue to invest with 3 new EVs replacing existing fleet and 23 new EVs being introduced into the Mansfield area over the next 2 years with the assistance of ZEBRA2 funding. As well as lowering emissions, this will reduce the average age of the fleet.
- ▶ The Council requires all contracted services to operate Euro IV buses as minimum.

**23 new EVs**  
to be introduced in the Mansfield area from **2025**

### What’s been done so far

- ▶ Close collaboration, trusted relationships and a multi-partner approach is key to submitting a complex zero emission bus bid.





# Objective 1

## Comprehensive & Simple BSIP Delivery Programme 24 - 25



### Measure



### Measure Description

#### Kickstart supporting services

Supporting existing bus services towards commerciality.

#### Kickstart enhancing existing services

Enhancing existing bus services towards commerciality.

#### Kickstart launching new services

Launching new bus services towards commerciality. Including areas such as Newark, Retford and Worksop, it is expected to increase overall accessibility to public transport by 164%.

#### Parking review

Work with Districts/Boroughs to ensure consideration is given to the impact on buses when reviews are undertaken on the level and cost of on -street town centre parking, given parking is currently plentiful and cheap across the county.

#### New developments

Work with local planning authorities and planners to ensure bus services and associated infrastructure is a priority, and integrated with other transport networks at new developments and secure developer contributions for such measures; as well as the development/monitoring of travel plans and, where possible, facilitate the promotion of bus services and development of ticketing packages.

# Objective 1

## Comprehensive & Simple BSIP Delivery Programme 24 - 25

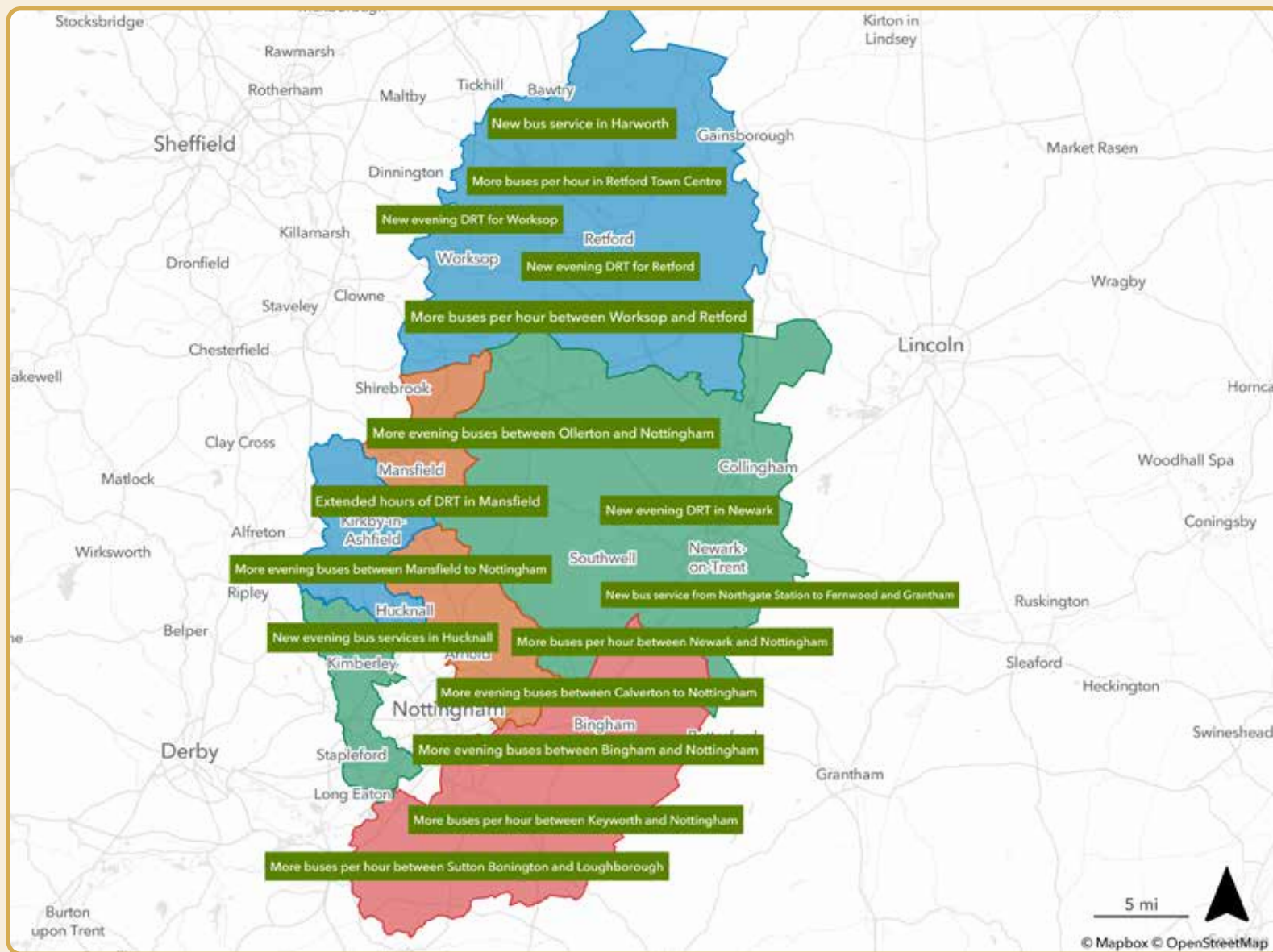


Fig 6 -  
kickstart bus  
service investment  
programme

# Objective 2

## Reliable

### BSIP Delivery Programme 24 - 25



#### Measure



**Corridor-based bus priority schemes**

**Accessibility & Pinch Point Programme**

**Bus priority enforcement improvements**

**Measures to reduce network disruption**

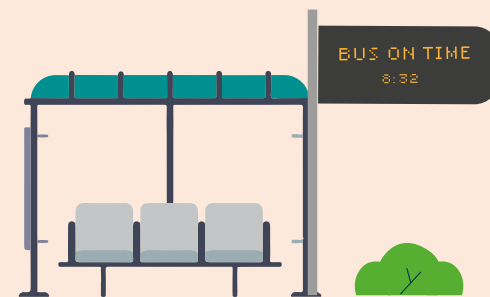
#### Measure Description

Bus priority for A60, A38 & A611.

Series of minor schemes to deal with pinchpoints identified in partnership with bus operators as part of the BSIP preparation.

Introduce further cameras at hot spot bus stops.

A review of the current public transport emphasis of the Highway Permit system will be undertaken and the Council will work with partners to have a more coordinated approach to implementing roadworks and reducing the impact they have on bus service reliability.



# Objective 3

## Affordable

### BSIP Delivery Programme 24 - 25



#### Measure



**Multi-operator ticketing**

**Contactless payment**

**Care Leavers' scheme**

**Young Carers scheme**

**Jobseekers scheme to improve access to job opportunities**

**QR readers to improve integration**

#### Measure Description

Introduction of a multi operator ticket in the Mansfield area.

Contactless payment technology will be rolled out to up to 20 currently identified buses without this capability, to enable contactless payment on all bus services operating in Nottinghamshire.

The Council will make this a condition of contract for tendered services and will be phased in as current contracts expire.

Free travel on public transport for those just leaving the care system.

This scheme will provide annual travel permitting designated young carers with travel anywhere within Nottinghamshire, including those journeys starting in Nottinghamshire and traveling out of County.

The government's Jobseekers Scheme will be implemented across all operators in the county.

Bus operators continue to invest in ticketing technologies and Stagecoach East Midlands will be launching QR readers across their fleet in 2024 to enable better integration with other bus operators. The technology will also help bus operators understand customer travel patterns to inform service and ticketing development.

# Objective 3

## Affordable

BSIP Delivery Programme 24 - 25



### Measure



### Measure Description

#### Ticketing incentives

A series of ticketing incentives that will make public transport a more attractive option for commuters such as, but not limited to:

Discounted travel weekdays after 18:30 and on Sundays to promote commercial and contracted services.

Discounted group travel on commercial services during school holidays and weekends.

Contracted services ticketing promotions.

#### Commuter schemes

Significant discounts will be offered to existing commuter plan scheme provided by local bus operators to attract commuters to use the bus to travel to and from work. This will be focused on employers engaged in commuter planning work with the Council or have arrangements already in place with bus operators.

affordable



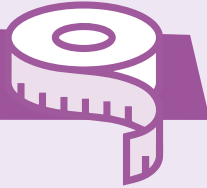
# Objective 4

## Integrated

### BSIP Delivery Programme 24 - 25



#### Measure



**Inter-modal connections**

**Integration with walking and cycling**

**Timetable alignment**

**Interchange investment programme and rural mobility hubs**

#### Measure Description

Work in partnership with train and tram operators over timetable integration; integrated information provision; and extension of Plusbus as well as delivery of integrated ticketing.

Building on Active Travel Fund to improve integration with cycling & walking.

Improve connections between buses and between bus & other public transport modes.

New shelters; enhanced digital passenger information; improved access and safe, more comfortable waiting areas.

Investigate locations to connect DRT, bus, bike, and potentially other modes, and determine the feasibility for these.



|       |     |            |            |         |
|-------|-----|------------|------------|---------|
| 10:19 | 1   | Huthwaite  | Stagecoach | 2 mins  |
|       | 3B  | Nottingham | the threes | 8 mins  |
|       | 9.1 | Derby      | nines      | 11 mins |

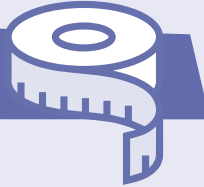
# Objective 5

## Attractive, Comfortable, Safe and Accessible

### BSIP Delivery Programme 24 - 25



#### Measure



#### Measure Description

**Bus stop infrastructure upgrade**

Continue investment in raised boarding kerbs and new or upgraded bus shelters.

**Solar power & living roof shelter investment**

Responding to the climate agenda, continue to roll out solar powered courtesy lighting in bus shelters and to support biodiversity, invest in living roofs on bus shelters in appropriate locations.

**RTI display investment**

Continue investment in real time information displays.

**Journey planning kiosks**

Continue investment in journey planning kiosks.

**Maintain a reliable service with sufficient drivers and engineers.**

Maintain an effective recruitment & retention scheme. Develop training & apprenticeship schemes to encourage students to join the bus industry.

**Inclusive Transport Leaders Scheme**

All local bus operators join the DfT's Inclusive Transport Leaders Scheme.

**Earned Recognition Scheme**

All local bus operators will join DVSA's Earned Recognition Scheme.

# Objective 6

# Coordinated

## BSIP Delivery Programme 24 - 25



### Measure



**Coordination of information**

**Minimised and coordinated timetable changes**

**Coordinated marketing campaigns**

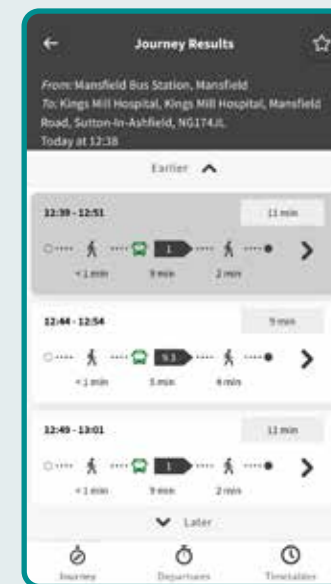
### Measure Description

TravelNotts website will be upgraded, improving journey planning functionality and information on fares.

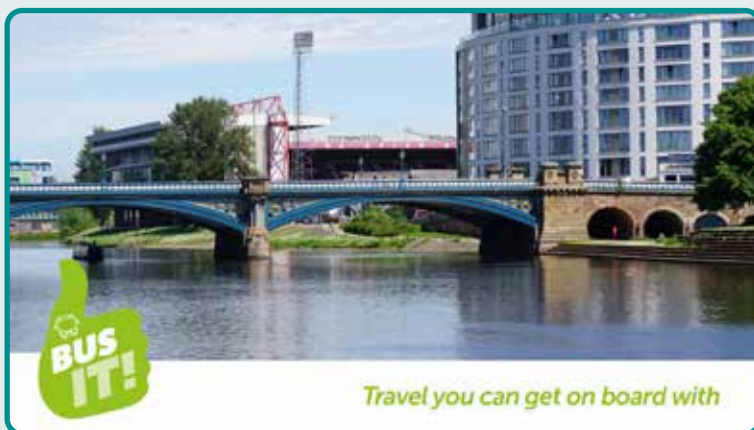
Launch of new journey planning mobile phone app.

Reduce changes to a maximum of five a year.

Joint approach to encouraging people onto the bus.



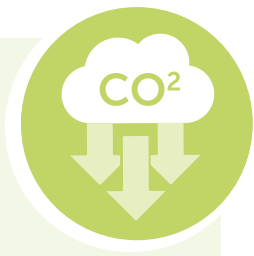
*Nottinghamshire Journey Planner*



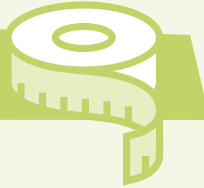


# Objective 7

## Contribute to Decarbonisation BSIP Delivery Programme 24 - 25



### Measure



**Idling cut-off**

**Reduction in carbon emissions from buses**

**Council contracted services**

**ZEBRA bids**

### Measure Description

The council has made it a contractual condition that buses should not idle beyond two minutes.

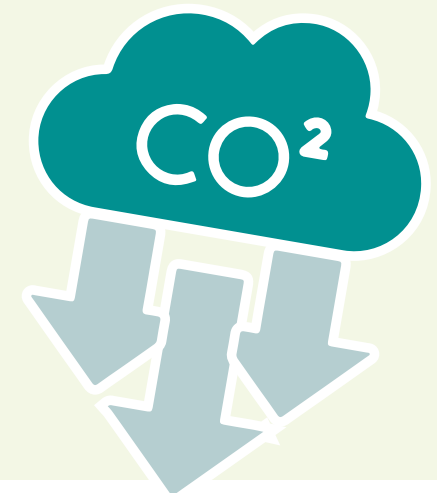
Operator investment in ultra low and zero emission buses.

Minimum Euro standards will increase as contracts expire.

Commitment to pursue ZEBRA bids.



*Stagecoach zero emission bus that will operate in Mansfield from 2025*



# Objective 1

# Comprehensive & Simple

## BSIP Delivery Programme 25+



### Measure



**Kickstart supporting services**

**Kickstart enhancing existing services**

**Kickstart launching new services**

**Visitor economy pilot scheme**

**Total Transport solutions**

**Timetable review**

**New developments**

**Parking review**

**Traffic Commissioner powers**

### Measure Description

Supporting existing bus services towards commerciality.

Enhancing existing bus services towards commerciality.

Launching new bus services towards commerciality.

Explore the impact of introducing a service dedicated to serving Sherwood Forest in the summer and linking in with the wider network.

Work with partners in other sectors to explore efficiencies in transport provision, including the Council's fleet operations; further and higher education; local businesses; and NHS non-emergency passenger transport (NEPTS) and NHS trusts.

Regular review of timetables with a view to reducing running times, as there are different approaches to timetable building between operators.

Work with local planning authorities and planners to ensure bus services and associated infrastructure is a priority, and integrated with other transport networks at new developments and secure developer contributions for such measures; as well as the development/monitoring of travel plans and, where possible, facilitate the promotion of bus services and development of ticketing packages..

Work with Districts/Boroughs to ensure consideration is given to the impact on buses when reviews are undertaken on the level and cost of on -street town centre parking, given parking is currently plentiful and cheap across the county.

Explore opportunities to enable further local traffic enforcement and determine whether this would be an appropriate measure to take forward.

# Objective 2

## Reliable

### BSIP Delivery Programme 25+



#### Measure



**Corridor-based bus priority schemes**

**Accessibility & Pinch Point Programme**

**Bus priority enforcement improvements**

**Loading Restrictions**

**Red Routes**

#### Measure Description

Bus priority for A60, A38 & A611.

Bus Rapid Transit Light on 10 priority corridors.

Series of minor schemes to deal with pinchpoints identified in partnership with bus operators as part of the BSIP preparation.

Introduce further cameras at hot spot bus stops.

Work with local businesses and stakeholder groups to review loading restrictions to minimise impact on buses.

If these measures are unsuccessful, the potential to implement red routes will be considered as part of a suite of measures to address journey time reliability.

# Objective 3

## Affordable

### BSIP Delivery Programme 25+



#### Measure



**Fare and product alignment**

**Multi-operator ticketing**

**Contactless payment**

**Project Coral**

**Plusbus scheme from all Rail**

**Ticketing incentives**

**Commuter ticket discount**

#### Measure Description

Fare and product alignment will be undertaken within the confines of Competition Law, to reduce the number of products and align common rules so passengers know the parameters of common products will be the same regardless of the operator.

Development and launch of multi operator tickets in others areas of Nottinghamshire.

As well as capital investment, this will include adopting a consistent approach to contactless payments, (e.g. spending limit; all tickets etc).

Active engagement in the Project Coral rollout of integrated ticketing tap on /tap off hardware and back office.

Plusbus scheme providing lower fares on buses when purchasing a rail ticket will be brokered with the rail industry/Plusbus.

A scheme for supported children will also be explored.

A series of ticketing incentives that will make public transport more attractive to the public, such as weekend and evening promotions.

Significant discounts will be offered on existing commuter plan schemes provided by local bus operators to attract commuters to use the bus to travel to and from work.

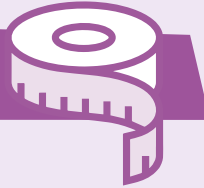
# Objective 4

# Integrated

## BSIP Delivery Programme 25+



### Measure



#### Inter-modal connections

#### Integration with walking and cycling

#### Timetable alignment

#### Transport hubs bus station programme

#### DRT hubs programme

#### Passenger Transport Support Hub

### Measure Description

Work in partnership with train and tram operators over timetable integration; integrated information provision; and extension of Plusbus as well as delivery of integrated ticketing.

Building on Active Travel Fund to improve integration with cycling & walking.

Improve connections between buses and between bus & other public transport modes.

Transport hubs bus station programme, including low-emission transport links to the hub.

New shelters; enhanced digital passenger information; improved access and safe, more comfortable waiting areas in interchanges.

DRT hubs programme, including low-emission transport links to the hub.

Investigate locations to connect DRT, bus, bike, and potentially other modes, and determine the feasibility for these.

Virtually, and under one coordinated strategy, seek to bring together the teams across the EMCCA region that currently manage the real time information system, distribute digital bus service data, and oversee the emerging centralised traffic light priority system. It may expand into supporting our network coordination teams and their engagement with bus operators and passengers to reduce network disruption and enhance the passenger experience.

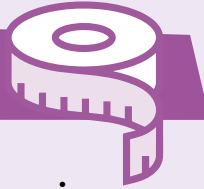
# Objective 4

## Integrated

### BSIP Delivery Programme 25+



#### Measure



**Pocket Park & Ride expansion**

**Park & Rides**

**Multi-modal low-carbon transport access improvements**

**Connection protection**

#### Measure Description

Introduce further Park & Ride sites, liaising with local businesses and partners at sites close to bus stops with a view to the public using their car parks as a Park & Ride site.

A review of the network will be undertaken to identify potential Park & Ride sites and viable sites introduced on a phased basis.

Introduce multi-modal low-carbon transport access improvements to new major business investment areas.

Explore protecting bus service connections within the UK regulatory framework.

**coordinated and integrated with other modes of transport**



# Objective 5

# Attractive, Comfortable, Safe and Accessible

## BSIP Delivery Programme 25+



### Measure



### Measure Description

**Bus stop infrastructure upgrade**

Raised boarding kerbs at 750 stops; 500 new or upgraded bus shelters.

**CCTV**

Introduce CCTV at bus stops on core corridors to improve real or perceived safety at all bus stops.

**Solar power & living roof shelter investment**

Responding to the climate agenda, extend rollout of solar powered courtesy lighting at 500 shelters and to support bio diversity, invest in living roofs on bus shelters in appropriate locations.

**RTI display investment**

500 more displays focussing on interchanges; mobility hubs; locations with a population of 10,000 or more; key stops on high frequency routes; and Superbus corridors.

**RTI countywide expansion**

Countywide audio & realtime at bus stops through the use of QR codes or similar technology.

**Journey planning kiosks**

10 kiosks, focussing on interchanges and in locations with a population of 10,000 or more.

Examples of E-Paper displays



Examples of e-ink RTI displays

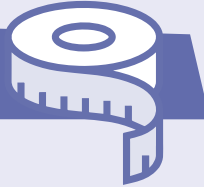
# Objective 5

# Attractive, Comfortable, Safe and Accessible

## BSIP Delivery Programme 25+



### Measure



#### Vehicle upgrades

#### Maintain a reliable service with sufficient drivers and engineers

### Measure Description

A phased approach to vehicle upgrades to reach the aspiration of all vehicles including audio/visual displays, and USB charging points as a minimum.

Investment will be made on the Council contracted service vehicles to reach these standards, as well as those operating on major corridors, funding permitting.

Smaller operators will be assisted in bidding for some of the £2 million funding set aside for audible and visible on-board information as part of the government's Inclusive Transport Strategy.

The council will make it a condition of contract that buses have audio/visual facilities.

Significant investment per annum in new and upgraded buses by local bus operators.

Maintain an effective recruitment & retention scheme. Develop training & apprenticeship schemes to encourage students to join the bus industry.

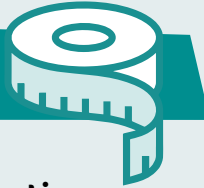


# Objective 6

## Coordinated BSIP Delivery Programme 25+



### Measure



**Coordination of information**

**Coordinated marketing campaigns**

**Accessibility Awareness Campaign**

### Measure Description

Coordination of all operators' information will be undertaken at bus stops, on-line, on location-based paper information, and through apps.

TravelNotts website will be further upgraded to include DRT booking/payments and multi-operator/young persons' ticketing and payments.

Joint approach to encouraging people onto the bus.

Improve information around access to the bus including wheel chair space availability & location of accessible bus stops.

Travel around Newark all day by bus with just 

**Say hello to the Newark All Rounder!**

Visit: [nottinghamshire.gov.uk/allrounder](http://nottinghamshire.gov.uk/allrounder)  
to view the travel zone and price

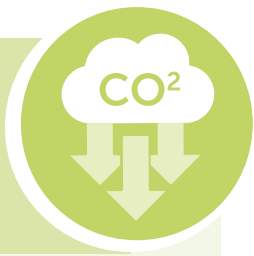
 

*Newark All Rounder  
multi-operator ticket marketing*

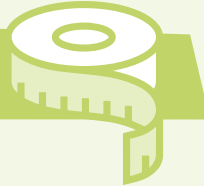
# Objective 7

# Contribute to Decarbonisation

## BSIP Delivery Programme 25+



### Measure



### Measure Description

**Reduction in carbon emissions from buses**

Ongoing investment in cleaner vehicles by commercial bus operators.

**Council contracted services**

Minimum Euro standards will continue to increase as contracts expire.

**Zero emission bus investment**

Commitment to invest in zero emission buses using public & private funding.

**Decarbonisation grant funding**

Charging /hydrogen depot grant funding plus bus fleet upgrades to zero-emission.

**CO2 Roadside Monitors**

Support District and Borough council partners in their work to monitor CO2 levels and this will include funding to install real time Roadside Monitors which will be rolled out at known poor air quality locations where the bus is one of the contributors.

**Low emission zones**

Should the measures set out in this BSIP not result in a lower level of carbon emissions, implementation of low emission zones will be explored.



# Nottinghamshire Bus Passenger Charter – Summary

## January 2023

### Passengers can expect:

- Your bus will normally arrive at your starting point within five minutes of the schedule time.
- At least 99% of planned miles to be operated each week unless there are exceptional circumstances beyond the operators' control.
- If due to delays or cancellations for which the bus companies have control, they will endeavor to get you to your destination via alternative methods.
- A space on every bus large enough to take one wheelchair or two buggies.
- A clean bus; a comfortable seat on the bus; a friendly and helpful driver.
- Your driver will keep you informed if your bus is seriously delayed.
- CCTV on board for your security and at bus stations.
- All new buses will have audio and visual announcements.
- Value for money tickets and passes that are easy to understand and purchase.
- Up to date timetable and fare information available online.
- Up to date information at the bus stop.
- Bus stops will be cleaned regularly and maintained to a high standard.
- Any complaints will be acknowledged within 24 hours, and we will aim to provide a full response within ten working days.

For more details on the full Charter go to the [Travel Notts](#) website.



# Targets, Performance Monitoring & Reporting

The Core Targets for measuring the success of the BSIP are set out below.



|                               | Target               | Baseline   | Source                  | Target |       |       |
|-------------------------------|----------------------|------------|-------------------------|--------|-------|-------|
|                               |                      |            |                         | 24/25  | 25/26 | 30/31 |
| <b>Core Indicators</b>        |                      |            |                         |        |       |       |
| <b>Passenger Satisfaction</b> | Overall Satisfaction | 81%        | Transport Focus Surveys | 85%    | 87%   | 91%   |
| <b>Passenger Growth</b>       | Overall Growth       | 12,483,921 | Operator Data           | 2%     | 4%    | 10%   |
| <b>Reliability</b>            | Overall Reliability  | 97.1%      | Operator Data           | 98.1%  | 98.6% | 99.1% |
| <b>Punctuality</b>            | Overall Punctuality  | 79.2%      | Operator Data           | 90.0%  | 95.0% | 95.0% |
| <b>Additional Indicators</b>  |                      |            |                         |        |       |       |
| <b>Passenger Satisfaction</b> | Value For Money      | 71%        | Transport Focus Surveys | 76%    | 78%   | 80%   |
| <b>Passenger Satisfaction</b> | Punctuality          | 71%        | Transport Focus Surveys | 82%    | 84%   | 85%   |
| <b>Passenger Satisfaction</b> | PT Information       | 57%        | NHT Surveys             | 68%    | 70%   | 75%   |

\*based on 23/24 baseline.

The targets for the original BSIP report were collected and reported in such a way that they did not reflect the Nottinghamshire situation accurately, such as including the Greater Nottingham region. The methodology for collecting the data for all targets has been revised, and therefore represent the Nottinghamshire Enhanced Partnership's targets and ambitions in a fairer and more accurate manner. Consequently, this new data collection approach has necessitated resetting the baseline value for each target, utilizing data from 2023-2024 as the initial comprehensive collection period.

## Methodology and commentary

**Passenger Satisfaction** – Overall Satisfaction: Grow overall passenger satisfaction to 91% by 2030. Transport Focus have been commissioned to produce a comprehensive survey and report monitoring passenger satisfaction. The topics covered by this survey are, but not limited to, 'overall passenger satisfaction', 'value for money', 'punctuality', 'bus driver rating', 'conditions of the bus stop' and 'satisfaction with waiting time'. As a result of this survey Transport Focus will also produce a report annually which provides an update to these measurements. The additional indicators of 'value for money', 'punctuality' and 'PT information' will also be collected by the same survey and reported in the same manner.



**Passenger Growth** – Grow the total patronage level and usage of the bus network by **10% for 2030**. Patronage figures are being collected from bus operators on a quarterly cycle as part of the BSIP monitoring and evaluation process. These will include boardings for any journey made that starts within Nottinghamshire (excluding Greater Nottingham). This data will then be compiled together and compared with the newly establish baseline and respective month of the previous year to see the impact of BSIP interventions on passenger growth.

**Reliability** – Improve the reliability of buses operating in the Nottinghamshire region to 99.1% by 2023.. The definition of reliability is whether the bus turns up, rather than being late which is covered by punctuality. This metric has been changed since the first publication of the original BSIP. It now specifically targets the operational miles of the bus in order to assess bus network reliability. This data is a comparison of registered miles vs actual miles operated and is being provided by the bus operator directly on a quarterly basis. This information is also being collected separately utilising the BODS/ABODS system.

**Punctuality** – Improve the punctuality of buses operating in the Nottinghamshire region by 10% in 2023.. This metric has been included to replace journey speed. It differs from the Transport Focus ‘punctuality’ metric as it specifically measures the operational punctuality of the buses, not passenger satisfaction with punctuality. Journey speed is still being collected as a separate metric but is no longer a key measurement as punctuality is deemed more vital to the bus network, as voted for by the Nottinghamshire Enhanced Partnership Board. This data is being provided by the bus operator on a quarterly cycle and measures the ‘early’, ‘on time’ and ‘late’ percentages of all bus journeys within the Nottinghamshire area. This information is also being collected separately utilising the BODS/ABODS system.

## Reporting

The Transport Focus survey relating to passenger satisfaction will be produced and reported on an annual basis, due to the nature of the data collection cycle. As required by the DfT, the BSIP data will be reported on a six monthly basis by the Council and will include any updated metrics or changes, if required.



## Nottinghamshire Demographics

Located in the East Midlands, Nottinghamshire has a population of 824,800 and a population density of 395 residents per square kilometre (compared to 438 across England)<sup>12</sup>. The council has a number of strategically important urban areas; nine towns have a population exceeding 25,000. Over a quarter (27%) of Nottinghamshire's population live in dispersed settlements in areas defined as rural<sup>3</sup>.

Nottinghamshire ranks 9 out of 26 shire counties in England in terms of deprivation (with 1 being the most deprived). Between 2015 and 2019 it changed ranks by -2, indicating that it is in the lower half of deprived counties, and that it is falling behind other counties in recent years. Figure 7 shows a range of factors relating to demographics and provides a comparison of the most recent data and comparable data from the previous BSIP.

At the time of the submission of the 2021 BSIP, Nottinghamshire had a higher-than-average unemployment rate, however data collected in September 2023 shows that Nottinghamshire has lowered its unemployment rate to under the national rate. Whilst unemployment has fallen, it is evident that average salaries in Nottinghamshire as a whole remain below the national average between 2021 and 2024 and have also increased by less than national average over that time period.

Nottinghamshire is an aging county; in general there is a smaller proportion of young people than the national average and more people over the age of 50. The population is estimated to rise by 9% by 2034<sup>4</sup>. Ageing population (the over 65s) is expected to increase over 30% by 2034; the number of older people expected to live alone is thought to increase by 26% by 2030.<sup>5</sup>

Car ownership is more prevalent in Nottinghamshire than in England as whole; 18.3% of households do not have access to a car or van, a decrease from 20.9% in 2011.<sup>6</sup>

Of those employed, 37% travel less than 10km to access employment compared to 35.4% on average for England and Wales; 17% of residents travel between 10-30km for work, more than the national average of 14.6%.

Of those traveling to work, 54% travel by themselves in a car, compared to the national average of 44.5%; 3.1% travel by bus or coach, lower than the national average of 4.2%.<sup>7</sup>

<sup>1</sup> Build a custom area profile - Census 2021, ONS

<sup>2</sup> Population and household estimates, England and Wales - Office for National Statistics (ons.gov.uk)

<sup>3</sup> Settlements in Nottinghamshire (East Midlands, United Kingdom) - Population Statistics, Charts, Map, Location, Weather and Web Information (citypopulation.de)

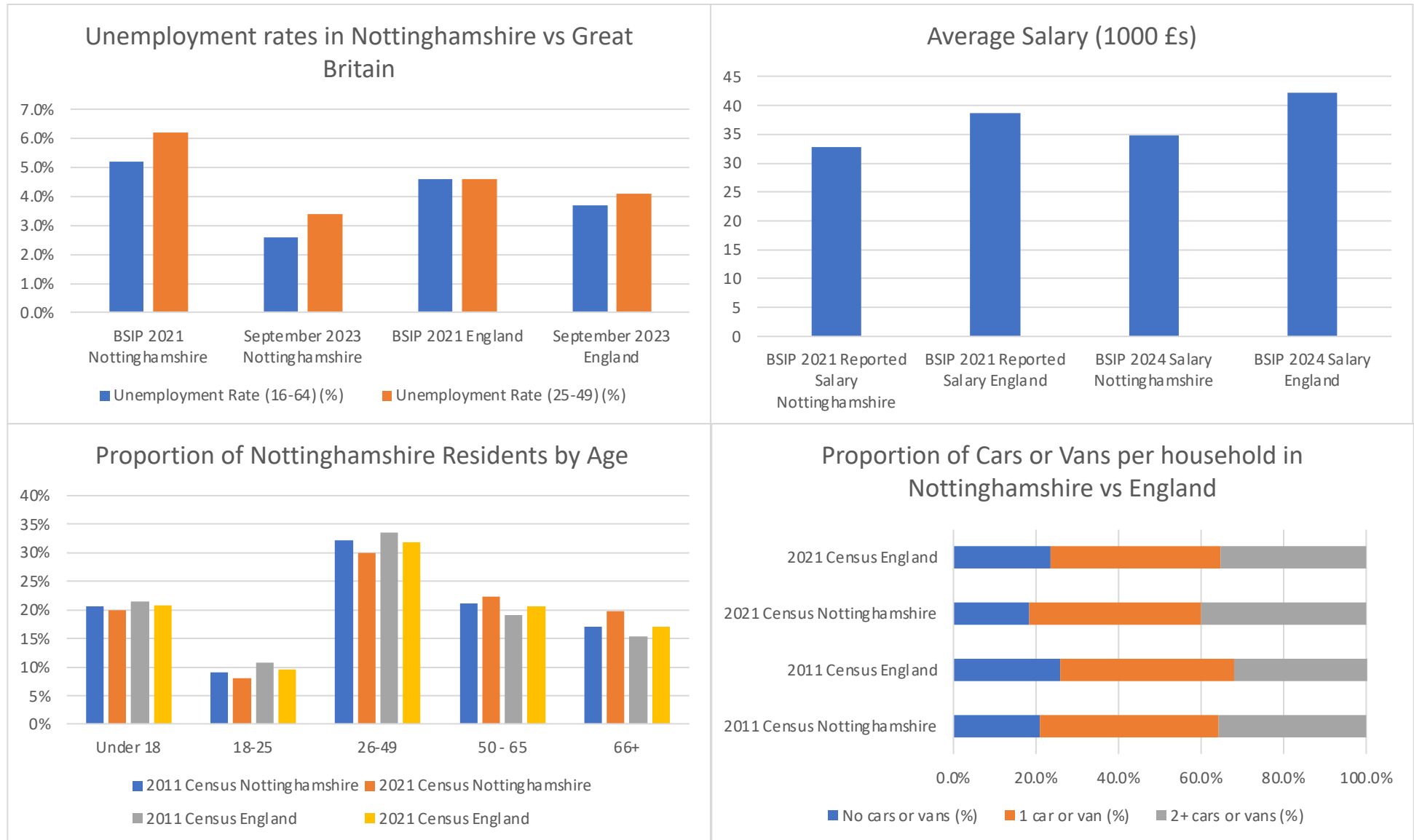
<sup>4</sup> Context: Nottinghamshire in 2021 | The Nottinghamshire Plan: Healthy. Prosperous. Green.

<sup>5</sup> Context: Nottinghamshire in 2021 | The Nottinghamshire Plan: Healthy. Prosperous. Green.

<sup>6</sup> Build a custom area profile - Census 2021, ONS

<sup>7</sup> Build a custom area profile - Census 2021, ONS

**Fig 7 - Nottinghamshire Demographic Information**



# Buses in Nottinghamshire

## Patronage trends

Figure 8 shows the patronage for bus services in Nottinghamshire over the past 13 years with nearby counties shown for comparison. It can be seen that Nottinghamshire has greater patronage compared with other East Midlands counties and has experienced a similar growth to services following the decrease due to the COVID-19 pandemic.

Within Nottinghamshire, patronage decreased by 38% between 2009/10 and 2022/2023, whilst England saw a decrease in patronage of 27% during the same period.

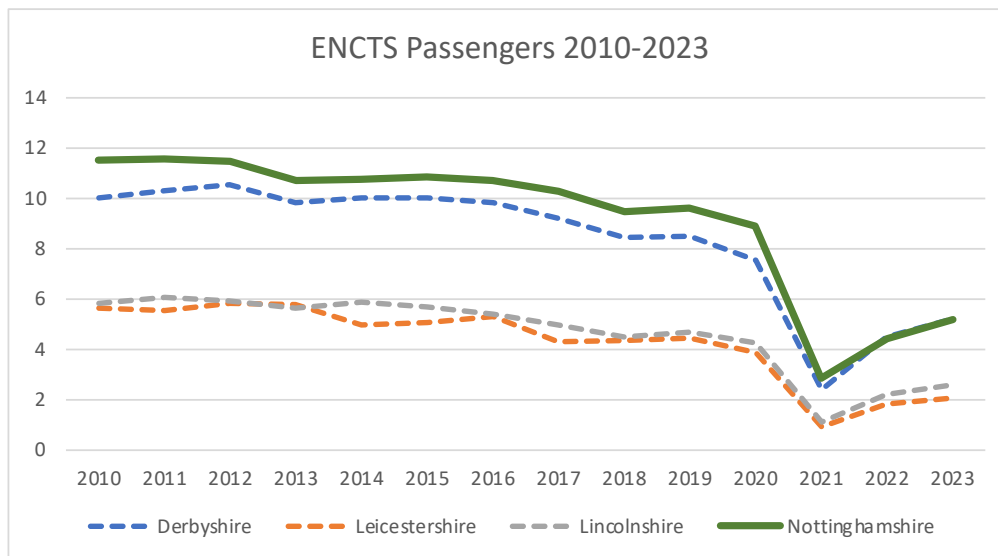
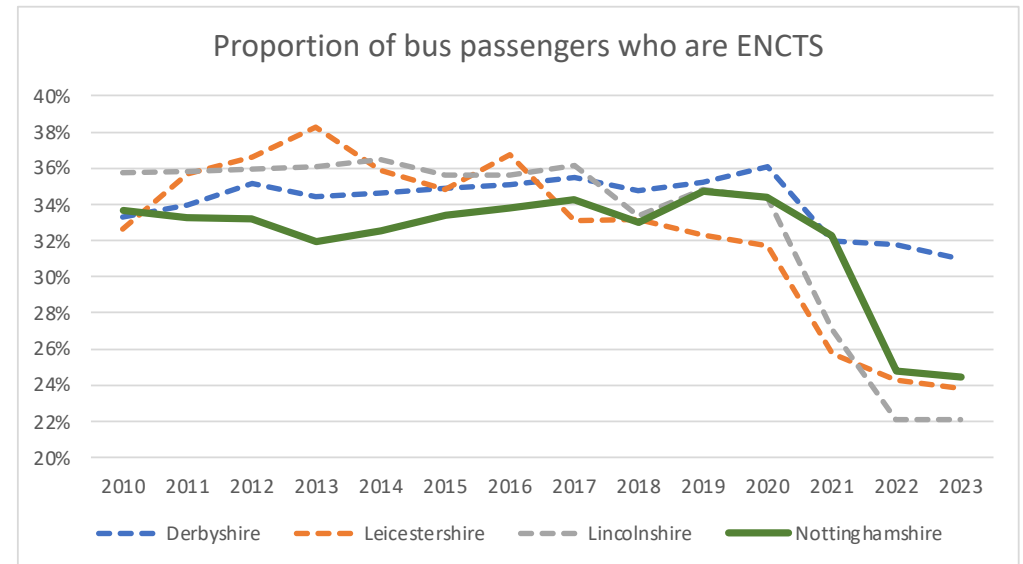
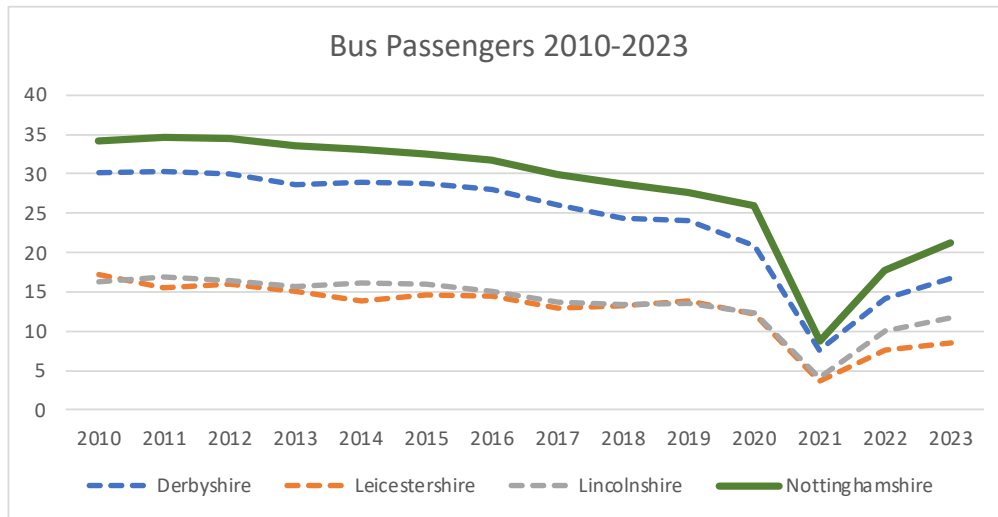
ENCTS patronage trends in Nottinghamshire mirror total patronage trends, however post pandemic, ENCTS patronage has not returned to the same extent, and the proportion of passengers travelling in Nottinghamshire who are ENCTS is now 24% compared to 33%.

Passenger journeys per head of population continues to be the highest of similar East Midlands shire authorities, although the rate is now only 25 journeys per head of population, when it was as high as 44 in 2009/10.

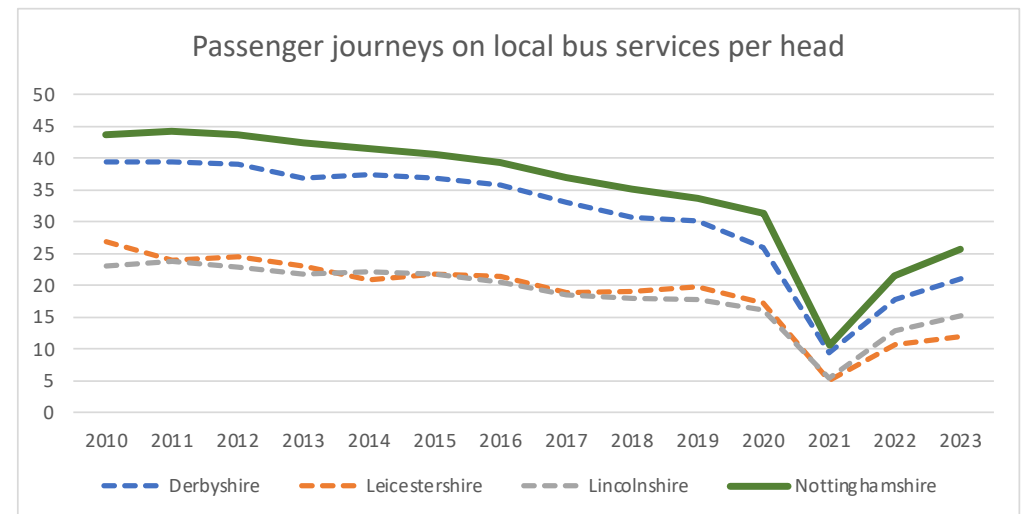




**Fig 8 – Patronage Trends in Nottinghamshire**

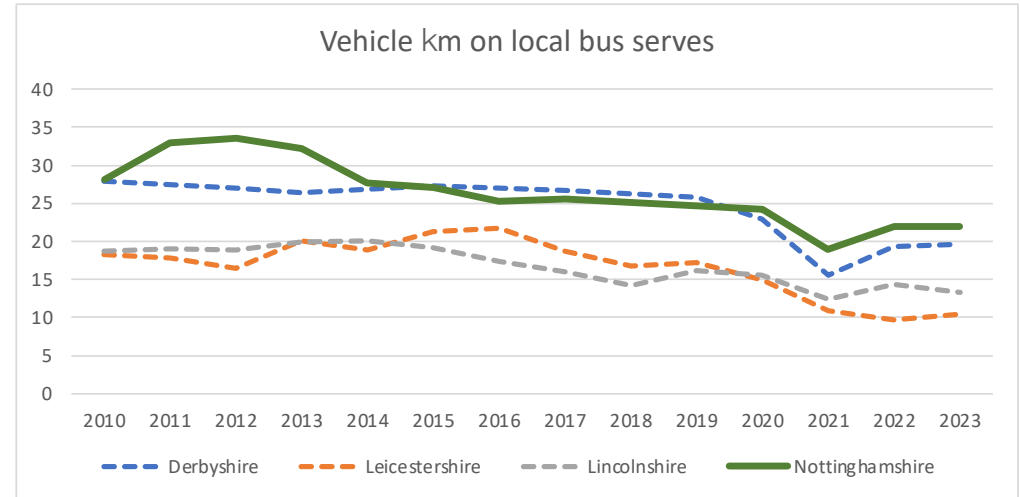


**Fig 9 – Patronage per head of population in Nottinghamshire**



## Local bus kilometres operated

Vehicle kilometres operated on local bus services in Nottinghamshire has decreased by 22% since 2009/10; 13% of the vehicle kilometres are supported (compared to 37% in 2009/10).



**Fig 10 -**  
Local bus vehicle km  
operated in Nottinghamshire

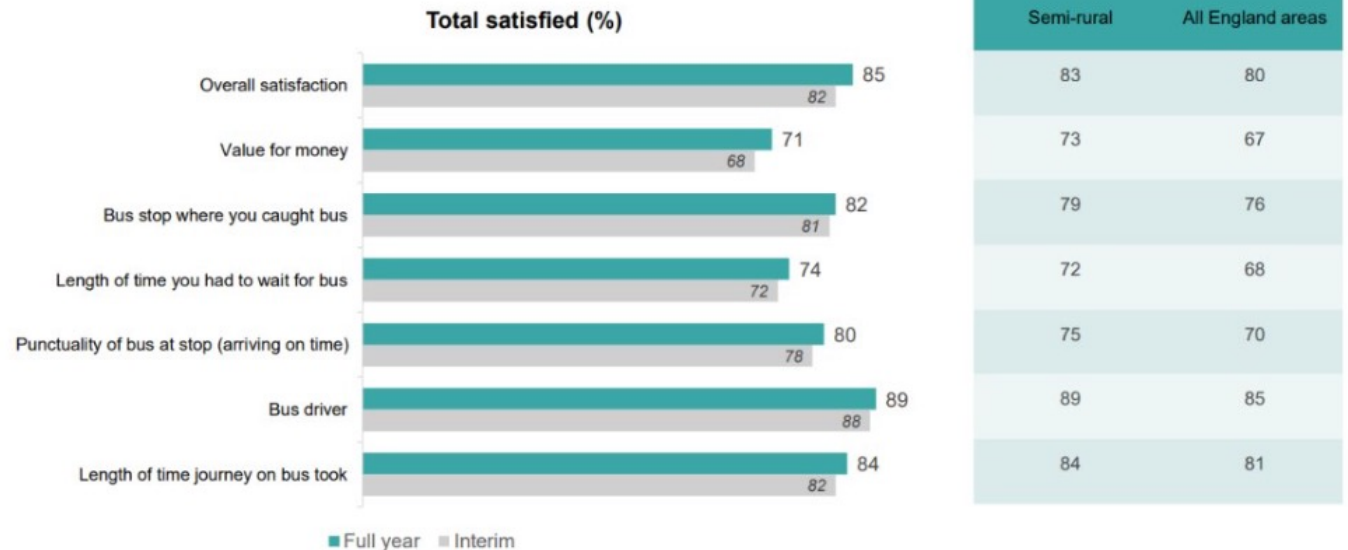
## What do people think about the bus?

Surveys undertaken by Transport Focus in 2023 showed that satisfaction across a range of factors is already higher than the national average in Nottinghamshire. This has consistently been the case over the last 5 years (currently standing at overall satisfaction of 85% against a national average of 80%). Nottinghamshire ranks 5th out of 34 for overall satisfaction, ranking highest in the semi-rural category.

Within these surveys, all other factors score higher than the national average.

**Fig 11 - Summary of headline results for Nottinghamshire**

### Summary of headline results for Nottinghamshire



From the survey conducted in 2021 and presented in the original BSIP, the results showed that the most common reasons for bus travel were for social activities and shopping. People chose to use the car over the bus mainly because buses were not available at the times needed; the car is more convenient; and the car is significantly quicker than the bus. Of those who responded, 77% who used the car said it was easy or fairly easy to park their car.

When asked what improvements would make them use the bus at all or more, the key issues identified were:

- more frequent services to more destinations (84%), with better connections between services that operate over longer hours of the day (75%);
- improved bus information (78%), including stops and shelters (78%) where information is provided;
- multi operator ticketing (72%) to make it easier to transfer between services, along with lower fares (72%) (or at least are more cost effective than comparable car journeys) and contactless payment (71%); and
- reduced delays (71%) and faster and more reliable journey times, that are more competitive with the private car (69%).

## BSIP Objective 1 – Comprehensive and Simple

Since the previous BSIP there has been over £2.2 million spent for the Bus Service Enhancements in 2023/24 with a further £2.8 million forecast for 2024/25.

The maps below show the level of accessibility in Nottinghamshire; Figure 12 shows access within 30 minutes and Figure 13 shows access within 60 minutes; 4.3 times more people can be reached within 60 minutes than within 30 minutes.

Fig 12 – Accessibility within 30 minutes.

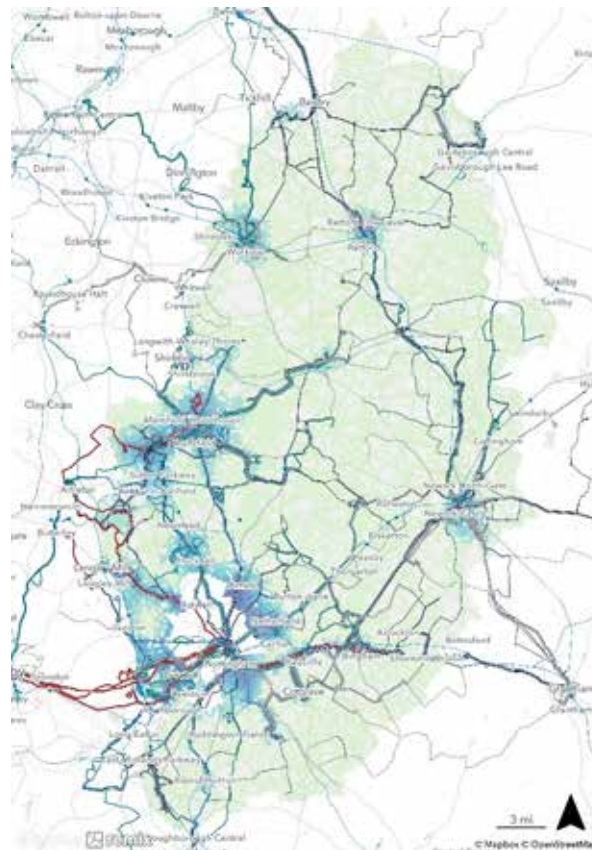
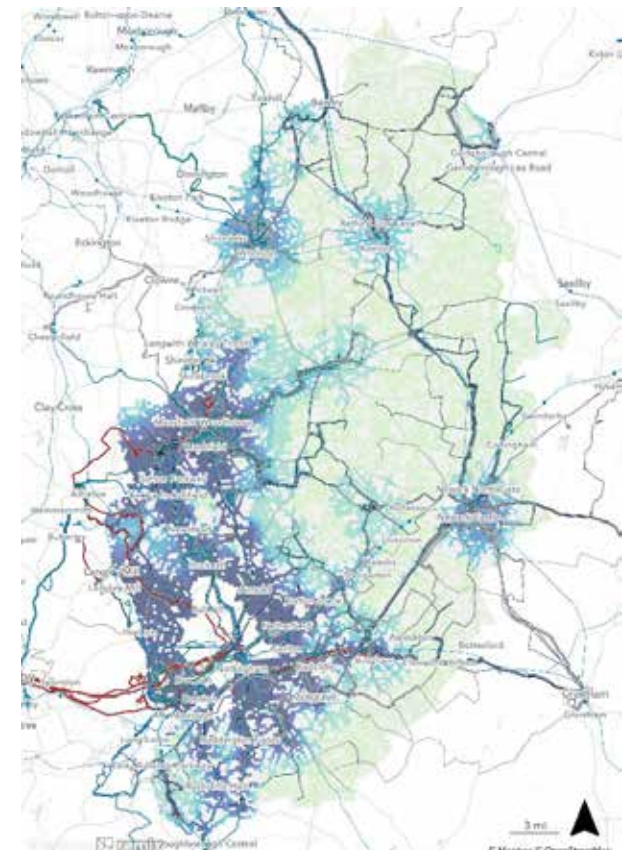


Fig 13 – Accessibility within 60 minutes.

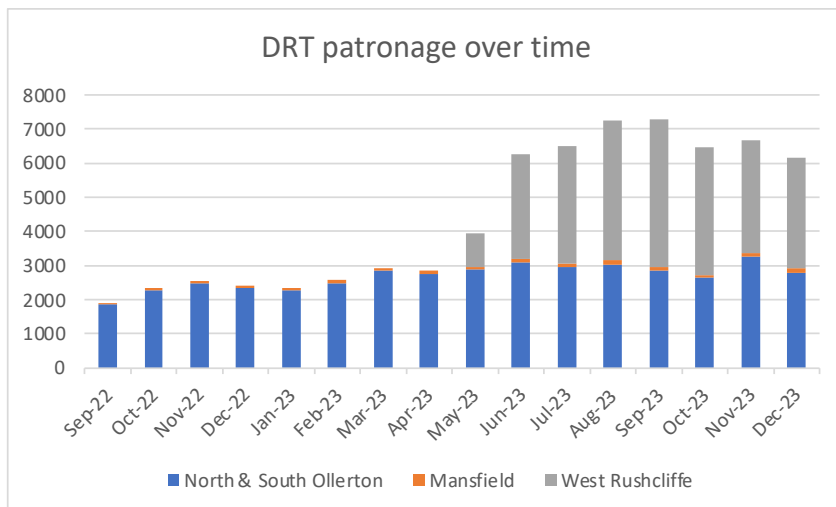


When it comes to inclusivity, much is done in the county to assist those who find it difficult to use public transport - raised kerbs at bus stops; audio/visual announcements on buses; additional wheelchair spaces on buses; online information showing how typically busy journeys are; different media providing real-time updates; driver training; paying for a taxi for a wheelchair user if the wheelchair space is already occupied; and providing one-to-one training for wheelchair and mobility scooter users. Whilst these are good examples offered by different operators, there is no universal offer across all operators, and no joined-up end-to-end solution to give disabled users the confidence that they can make their entire journey with ease.

## Demand Responsive Transport (DRT)

Over the last two years, six DRT schemes have been implemented in Nottinghamshire under the Nottsbus on demand brand. This has resulted in:

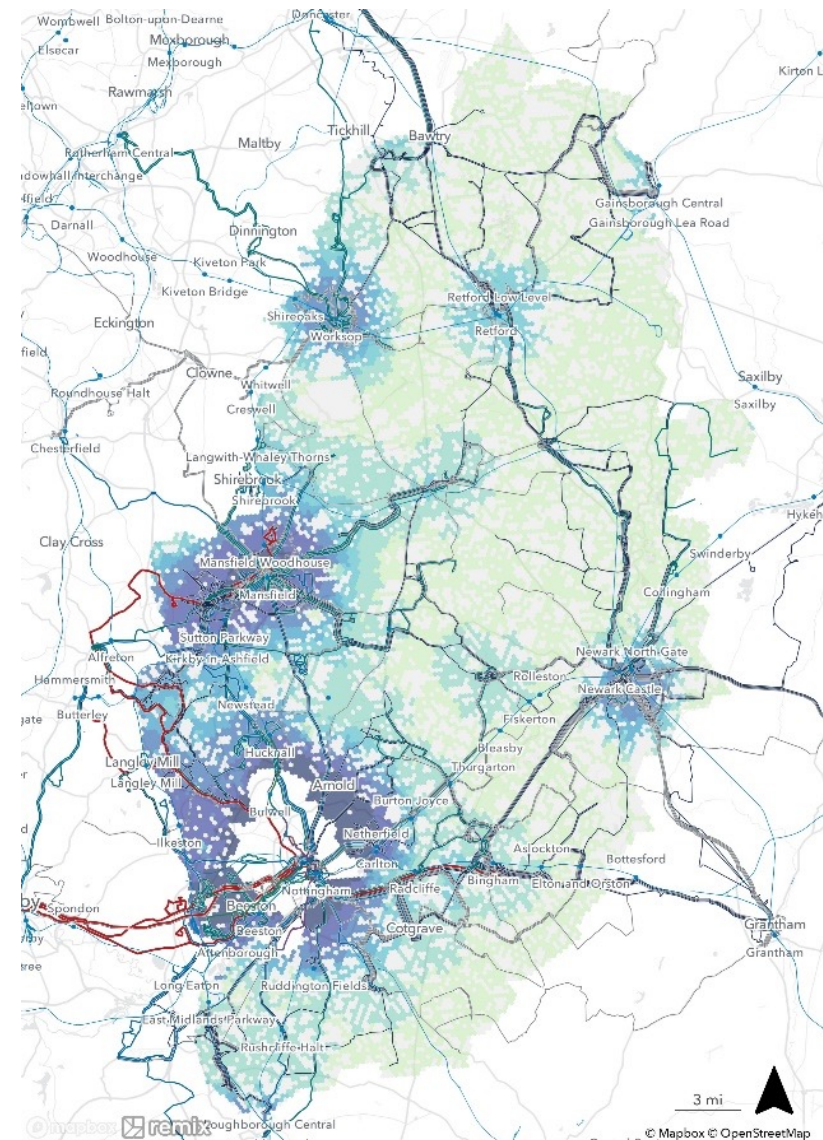
- 3% increase in patronage across the North and South Ollerton zones
- 11% increase in patronage in the Mansfield zone
- 31% increase in West Rushcliffe
- Estimated 90k passengers per annum- heading towards 120k per annum
- 50% reduction in costs to operate DRT services vs fixed routes.



**Fig 14 - DRT patronage over time**

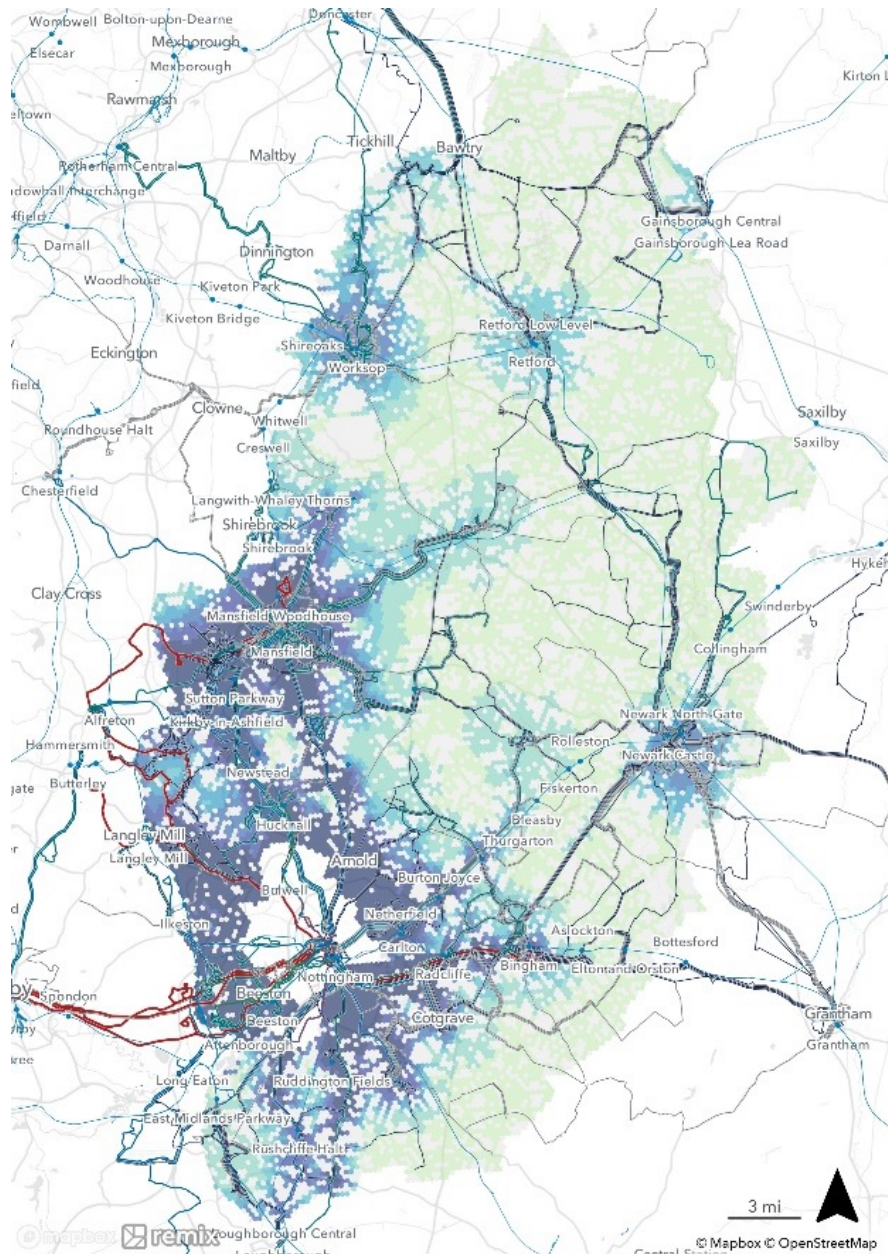
Figures 14 and 15 below show how accessibility has increased since the DRT schemes have been implemented. Over twice as many people (119% more) can be reached since DRT schemes have been implemented.

**Fig 15 - Accessibility within 30 minutes with DRT**



© Nottsbus remis Loughborough Central © Mapbox © OpenStreetMap

**Fig 16 – Accessibility within 60 minutes with DRT**



## Network enhancements focused on college students

Through strong collaboration and partnership working between the Council, operators, and colleges, £1.2m has been invested in the public bus network to grow the market amongst college students, by migrating students from a private to the public bus network. This has helped to achieve the long-term sustainability to the public network; increased flexibility enabling travel at all times of the day at reduced fares; a strengthened local economy; streamlined network and improved reliability; increased capacity; and improved operational flexibility for the colleges.

In the first 3 months since the launch of the new network, over 2,150 students purchased a multi-operator travel product compared to 1,000 ticket sales in 2022-23, and over 185k bus journeys were made. It is projected that 0.7m journeys will be made by the end of the academic year, a 700% increase against the 0.1m journeys undertaken on the private network.

The addition of off-peak travel benefits have seen measurable benefits: 5% of journeys by college students are made at weekends and a further c.22% of term-time journey levels now being made during half-term.

The local economy has been boosted with a 30% increase in footfall through Mansfield Bus Station with large numbers accessing the town; retailers in Mansfield and Sutton-in-Ashfield have reported an increase in footfall and sales resulting from more students being in the centre. Educational institutions have noted that, as a result of the project, they have implemented more flexible start/finish times, benefitting both students and staff.

## BSIP Objective 2 - Reliable

There are 1.2km of bus lanes within the BSIP area, located within Mansfield or close to the boundary with Greater Nottingham.

As a pioneer of Traffic Light Priority (TLP) for buses, Nottinghamshire County Council and Nottingham City Council have increased the number of junction utilising TLP from 77 junctions at the time of the 2021 BSIP to 147 junctions as of May 2024 with a further 10 planned in 2024. This represents one of England's most comprehensive TLP networks.

A number of feasibility studies have been delivered for infrastructure schemes that will assist with bus priority and reliability. These studies considered:

- Bus reliability improvements
- Active travel improvements
- General traffic improvements
- Capacity impact
- Tree loss
- Parking loss
- Costs vs initial estimates
- Other funding that may be available
- Political support

One scheme has been delivered on A619/A60 in Worksop & A632 Langwith, complementing Derbyshire's BSIP schemes. Three further schemes in Mansfield and Ashfield on A60, A38 & A611 have been deemed feasible and are now at the detailed design stage.

A comprehensive review of major pinchpoints has been completed, identifying over 90 locations requiring intervention. An effective delivery programme is underway with 21 so far completed or at delivery stage.

5295 Penalty Charge Notices (PCN) have been issued. Enforcement at Leeming Street has been so effective that a bus service has been reinstated along the road.

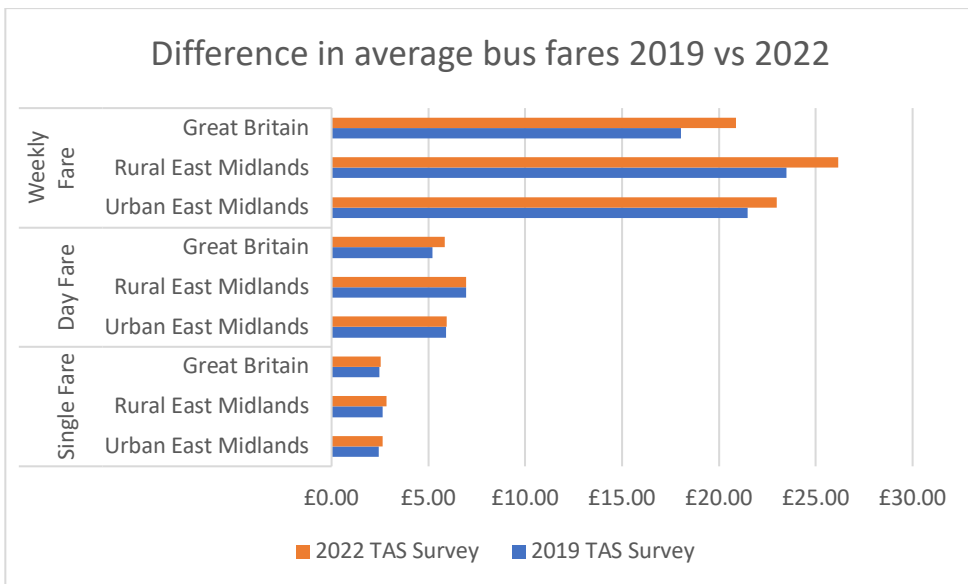


## BSIP Objective 3 - Affordable

A report by TAS Partnership, setting out the findings of a national fares survey undertaken in 2022 showed that the average single fare in Great Britain is £2.54 (£2.63 in urban East Midlands; £2.82 in rural East Midlands); average day fare is £5.83 (£5.94 in urban East Midlands; £6.94 in rural East Midlands); and average weekly fare is £20.89 (£22.98 in urban East Midlands; £26.16 in rural East Midlands). This represents an increase in fares since the previous national fares survey undertaken in 2019 by TAS Partnership and reported in the original BSIP, Figure 17 below demonstrates these changes.

**Fig 17** – Fare changes 2019 vs 2021

|                 | Single Fare         |                     |               | Day Fare            |                     |               | Weekly Fare         |                     |               |
|-----------------|---------------------|---------------------|---------------|---------------------|---------------------|---------------|---------------------|---------------------|---------------|
|                 | Urban East Midlands | Rural East Midlands | Great Britain | Urban East Midlands | Rural East Midlands | Great Britain | Urban East Midlands | Rural East Midlands | Great Britain |
| 2019 TAS Survey | £2.45               | £2.62               | £2.48         | £5.92               | £6.93               | £5.21         | £21.49              | £23.48              | £18.03        |
| 2022 TAS Survey | £2.63               | £2.82               | £2.54         | £5.94               | £6.94               | £5.83         | £22.98              | £26.16              | £20.89        |



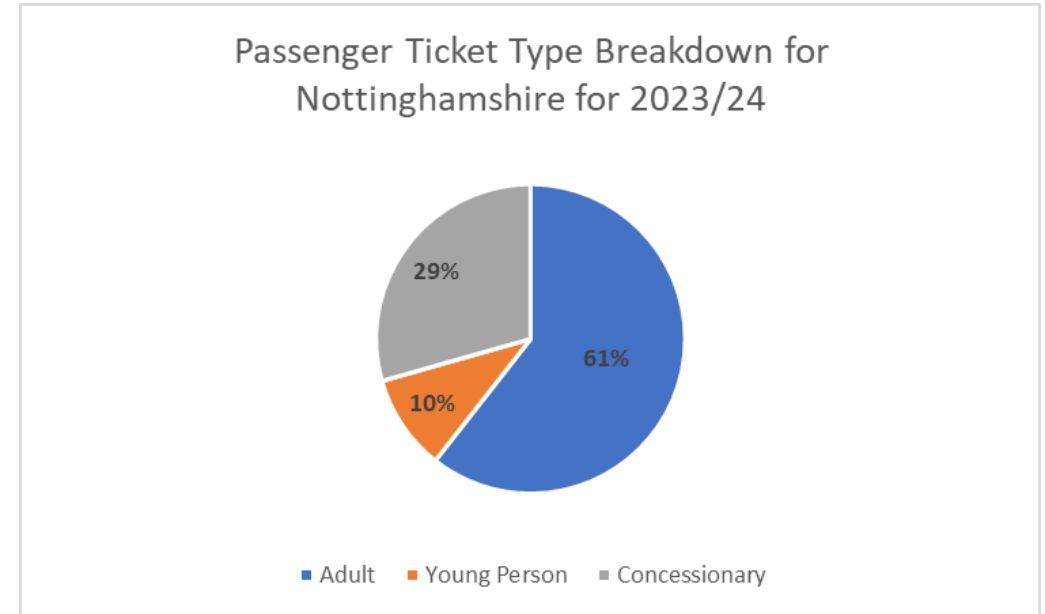
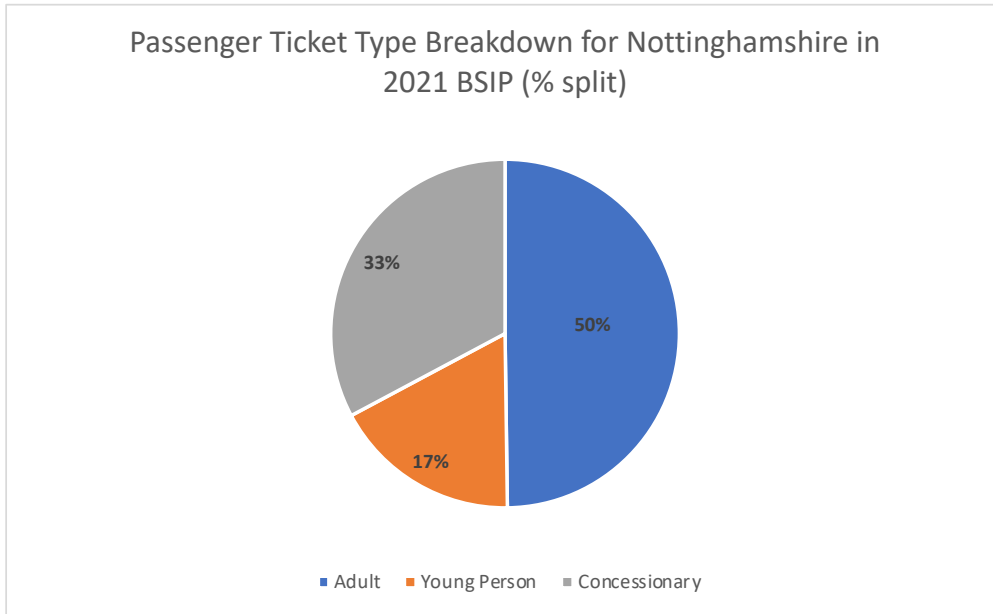
In Nottinghamshire, single fares vary considerably, which is understandable given the size of the county and the varying lengths of route, ranging from £1.20 to £5.50. Similarly, day fares differ depending on the size of zone it covers; town day tickets are around £3.80; network-wide tickets around £7.00. These are broadly in line with the national and regional average.

Most operators are part of the national Bus Fare Cap Grant (BFCG) scheme, meaning single journeys are capped at £2. Based on the TAS average single in a rural area the £2 single fare cap represents a 41% saving.

A range of tickets are available by different operators, focused on attracting different markets according to the types of service they operate. There are many different products available in the county, catering for different demographics, travelling at different frequencies; 14 different day adult tickets; 11 different weekly adult tickets; and 43 different season adult tickets. The increase in the range of tickets is mainly due to new operators emerging in the market. There are a variety of tickets for young people and children too, including the U22 scheme.

Post covid ENCTS passengers have not returned to the levels seen before the pandemic, and fare payers now represent a more significant proportion of those traveling by bus than ever before. In 2019, almost half of tickets sold were adult tickets, and around a third of trips were by English National Concessionary Travel Scheme (ENCTS) passholders. In 2023/24, around 2/3 of tickets were adult tickets; a quarter were ENCTS. The proportion of young people using bus services has decreased too. Since the introduction of the £2 single fare cap, there has been a notable move away from season and period tickets to single ticket sales, especially for longer journeys. People are more likely now to buy on bus than prepay.

**Fig 19** – Passenger Ticket Type Breakdown 20/21 vs 23/24

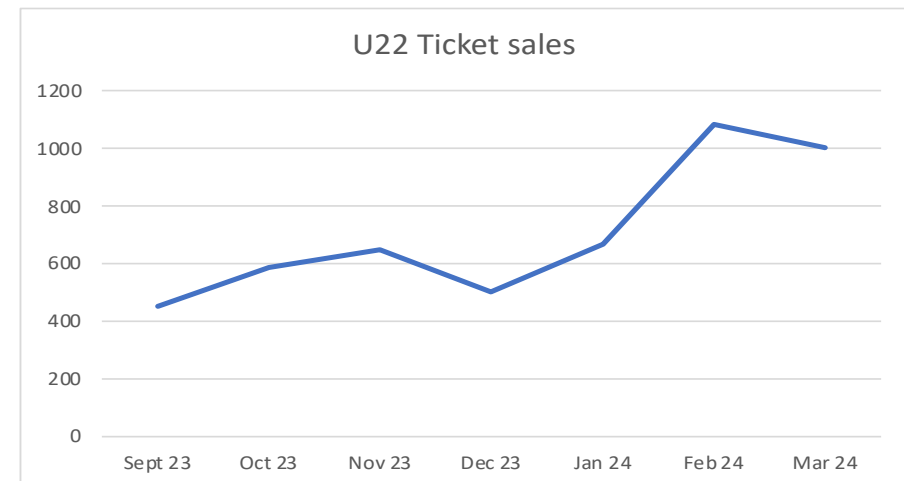


Tickets are not consistent across operators, for instance, different operators offer different tickets for children and young people, defining different ages and different discounts.

Tickets are available for purchase on-bus; on-line; and via apps for the main operators (trentbarton; Stagecoach; NCT; and CT4N). Contactless payment is available on all conventional bus services.

The development of the Newark All-rounder ticket has led to a multi-operator ticket being available to travellers in Newark; 31 tickets were sold in the first 2 months. Furthermore, since September 2023 there has been a discounted ticket scheme available for travellers under 22 years old, this is aimed at improving access to study, work and leisure for young people throughout the county (including Nottingham City). From the September to March 23/24, 4,938 tickets have been sold.

In July 2022, a Ukrainian travel scheme was introduced to provide free local bus travel for people who arrived in England and are being hosted by families in Nottinghamshire or Derbyshire under the Homes for Ukraine scheme. Up to the end of March 2024, 390,258 trips had been undertaken in Nottinghamshire through this scheme, with an investment of £421,942 in the bus and tram network.



**Fig 20** – U22 Ticket Sales in Nottinghamshire



## Car parking and availability

Car parking is plentiful in the county, but responsibility for the majority of off-street town centre car parking lies with District/Borough Council partners. Off-street car parking charges vary from place to place, as indicated in the Table 3.2 below. There is a mixed picture throughout the county, and a different picture within and between districts. Charges look to be reflective of local issues such as responding to people using the car parks to park all day or trying to build the local economy with cheaper parking. Of the 58 off-street council owned car parks surveyed across the county, 40% of car parks offered a daily charge which was more than the cost of a day ticket on bus in that area, making travelling by bus cheaper than driving.

| District                     | Town               | Car Park                         | All Day Parking Price | All Day Travel by Bus | Price difference between Bus and Car                     | % Price Difference | Notes                               |      |              |
|------------------------------|--------------------|----------------------------------|-----------------------|-----------------------|--|--------------------|-------------------------------------|------|--------------|
| Ashfield                     | Hucknall           | Hucknall Market Place (NG15 7AS) | £0.00                 | £6.90                 | £6.90  | 100%               | 2 hours max                         |      |              |
|                              |                    | Piggins Cross (NG15 7BT)         | £4.00                 | £6.90                 | £2.90  | 42%                | 12 hours max                        |      |              |
|                              |                    | Yorke Street (NG15 7BT)          | £4.00                 | £6.90                 | £2.90  | 42%                | 12 hours max                        |      |              |
|                              | Sutton in Ashfield | Ellis Street (NG17 7AT)          | £0.00                 | £7.60                 | £7.60  | 100%               | 2 hours max                         |      |              |
|                              |                    | Hodgkinson Road (NG17 7AZ)       | £4.00                 | £7.60                 | £3.60  | 47%                | 12 hours max                        |      |              |
|                              |                    | Sutton Market (NG17 1BW)         | £2.00                 | £7.60                 | £5.60  | 74%                | 4 hours max                         |      |              |
| Bassetlaw                    | Retford            | New Street (NG17 1BW)            | £4.00                 | £7.60                 | £3.60  | 47%                | 12 hours max                        |      |              |
|                              |                    | New Cross Street (NG17 4FS)      | £0.00                 | £7.60                 | £7.60  | 100%               | 12 hours max                        |      |              |
|                              |                    | Carolgate (Shopper)              | £2.00                 | £3.80                 | £1.80  | 47%                | 3 hours max                         |      |              |
|                              |                    | Chancery Lane (North) Central    | £2.00                 | £3.80                 | £1.80  | 47%                | 3 hours max                         |      |              |
|                              |                    | Chancery Lane (South) Central    | £2.00                 | £3.80                 | £1.80  | 47%                | 3 hours max                         |      |              |
|                              |                    | Chapelgate                       | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | Churchgate Central               | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | New Street                       | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | West Street Central              | £2.00                 | £3.80                 | £1.80  | 47%                | 3 hours max                         |      |              |
|                              |                    | Town Hall and Cinema             | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              | Worksop            | Castle Hill                      | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | Central Avenue                   | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | Farr Park Central                | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | Gateford Road Central            | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | Lead Hill Central                | £2.00                 | £3.80                 | £1.80  | 47%                | 3 hours max                         |      |              |
|                              |                    | Memorial Avenue Central          | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | Newgate Street East Central      | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | Newgate Street West Central      | £4.00                 | £3.80                 | £-0.20   | -5%                |                                     |      |              |
|                              |                    | Priorswell Road                  | £3.20                 | £3.80                 | £0.60  | 16%                |                                     |      |              |
|                              |                    | Prospect Precinct                | £0.00                 | £3.80                 | £3.80  | 100%               |                                     |      |              |
|                              |                    | Queen Street Central             | £2.00                 | £3.80                 | £1.80  | 47%                | 3 hours max                         |      |              |
|                              |                    | Broxtowe                         | Eastwood              | King Street           | £15.00   | £7.60              | £-7.40                              | -97% | 12 hours max |
|                              |                    |                                  |                       | Oxford Street         | £1.00  | £7.60              | £6.60                               | 87%  | 12 hours max |
|                              |                    |                                  |                       | Scargill Walk         | £15.00   | £7.60              | £-7.40                              | -97% | 12 hours max |
| Sun Inn                      | £1.00              |                                  |                       | £7.60                 | £6.60  | 87%                | 12 hours max                        |      |              |
| Victoria Street              | £2.00              |                                  |                       | £7.60                 | £5.60  | 74%                | 12 hours max                        |      |              |
| Kimberley                    | James Street       |                                  | £0.00                 | £7.60                 | £7.60  | 100%               | 3 hours max                         |      |              |
|                              | Station Road       |                                  | £0.00                 | £7.60                 | £7.60  | 100%               | 12 hours max                        |      |              |
|                              | Victoria Street    |                                  | £1.00                 | £7.60                 | £6.60  | 87%                | 12 hours max                        |      |              |
| Stapleford                   | Cliffe Hill Avenue |                                  | £1.00                 | £7.60                 | £6.60  | 87%                | 12 hours max                        |      |              |
|                              | Eatons Road        |                                  | £15.00                | £7.60                 | £7.40  | -97%               | 12 hours max                        |      |              |
|                              | Halls Road         |                                  | £1.00                 | £7.60                 | £6.60  | 87%                | 12 hours max                        |      |              |
|                              | Victoria Street    |                                  | £15.00                | £7.60                 | £7.40  | -97%               | 12 hours max                        |      |              |
| Mansfield                    | Mansfield          | Church Lane                      | £19.20                | £4.50                 | £-14.70  | -327%              | £0.80 per hour                      |      |              |
|                              |                    | Clumber Street                   | £4.00                 | £4.50                 | £0.50  | 11%                | 4 hours max                         |      |              |
|                              |                    | Four Seasons Shopping Centre     | £2.00                 | £4.50                 | £2.50  | 56%                | 3 hours max                         |      |              |
|                              |                    | Garden Road                      | £14.40                | £4.50                 | £-9.90   | -220%              | £0.60 per hour                      |      |              |
|                              |                    | Grove Street                     | £3.60                 | £4.50                 | £0.90  | 20%                | £0.60 per hour, day ticket is £3.60 |      |              |
|                              |                    | Handley Arcade                   | £4.00                 | £4.50                 | £0.50  | 11%                | 4 hours max                         |      |              |
|                              |                    | Toothill Lane Long Stay          | £24.00                | £4.50                 | £-19.50  | -433%              | £1 per hour                         |      |              |
|                              |                    | Toothill Road                    | £4.00                 | £4.50                 | £0.50  | 11%                | 4 hours max                         |      |              |
|                              |                    | Victoria Street                  | £14.40                | £4.50                 | £-9.90   | -220%              | £0.60 per hour                      |      |              |
|                              |                    | Town Wharf                       | £7.50                 | £3.80                 | £-3.70   | -97%               |                                     |      |              |
|                              |                    | Newark and Sherwood              | Newark                | Appletongate          | £7.50  | £3.80              | £-3.70                              | -97% |              |
| London Road / Balderton Gate | £7.50              |                                  |                       | £3.80                 | £-3.70   | -97%               |                                     |      |              |
| Newgate Street               | £0.00              |                                  |                       | £2.00                 | £2.00  | 100%               | 12 hours max                        |      |              |
| Rushcliffe                   | Bingham            | Walkers Yard                     | £0.00                 | £4.40                 | £4.40  | 100%               |                                     |      |              |
|                              | Radcliffe on Trent | Health Centre                    | £0.00                 | £4.40                 | £4.40  | 100%               |                                     |      |              |
|                              |                    | Cotgrave                         | Cotgrave Hub          | £0.00                 | £7.60  | £7.60              | 100%                                |      |              |
|                              | Keyworth           | Shopping Precinct                | £0.00                 | £7.60                 | £7.60  | 100%               |                                     |      |              |
|                              |                    | Church Drive                     | £0.00                 | £7.60                 | £7.60  | 100%               |                                     |      |              |
|                              |                    | Bunny Lane                       | £20.00                | £7.60                 | £-12.40  | -163%              | 12 hours max                        |      |              |
|                              |                    |                                  |                       |                       | Number of car parks with higher daily cost than bus fare | 23                 |                                     |      |              |
|                              |                    |                                  |                       |                       | % of car parks with higher daily cost than the bus fare  | 40%                |                                     |      |              |

**Fig 21 - Car Parking Charges**

## BSIP Objective 5: Attractive, Comfortable, Safe and Accessible.

In addition to investment in fleet (£20.3m) and fixed assets (£3.77m), operators have, over the last three years, invested in their operation and in their staff. This includes:

- Changes to working practices and rosters for drivers
- A renewed approach to driver recruitment and retention – NCT won the 'recruit & retain category in the UK BUs Awards 2023, and four of their drivers have been awarded 'Top National Bus Driver' award at the UK Bus Awards in the last eight years
- Introduction of QR codes on tickets.

## BSIP Objective 6 - Coordinated

The Enhanced Partnership (EP) continues to flourish with operators and council officers working closely to drive the delivery of BSIP measures and market bus-related schemes.

Operators in Nottinghamshire provide information through their own websites, social media, and apps including: Journey planning; Route maps; Timetables; Real-time information; Service disruption updates; and Journey capacity.

The EP has implemented a centralised public transport website<sup>8</sup> hosted by the Council, which includes information, concessionary pass information, DRT service information and a journey planner for all operators in Nottinghamshire. In addition, the Council is still committed to provide paper timetables, which are widely distributed to outlets across the county.

Minimum bus stop information standards have now been adopted and operators have agreed to a maximum of five timetable changes per annum.

A D2N2 regional single dataset has been delivered, migrating away from reliance on the Travel National Data Set for the D2N2 RTI system to deliver more flexible/agile data management and enhancements including dynamic destinations.

The Council has invested in a dedicated communications lead for public transport resulting in an uplift in promotional activities. In the three months January to March 2024, 40 posts were shared on NCC social media channels which resulted in:

- 240 clicks to dedicated URLs
- 49% engagement rate
- 151,000 impressions
- a combined reach of 134,600

In addition, there were seven press releases relating to:

- Extended evening journeys on the Sherwood Arrow
- The successful bid for ZEBRA2 funding resulting in £13m of investment for 23 electric buses
- Recognition of Nottinghamshire being the highest ranking county for passenger satisfaction in the recent Transport Focus survey
- Implementation of a new DRT service in south Newark
- Extension of the service 90 through partnership working with Derbyshire County Council, West Notts College and Glenair
- Bus-tram integration through allowing ENCTS free travel on both modes of transport
- Introduction of the new multi-operator ticket in Newark.

<sup>8</sup> Available at: <https://www.nottinghamshire.gov.uk/transport/public-transport/transport-hub>

## BSIP Objective 7 - Contribute to Decarbonisation

The average age of the fleet operated by commercial operators in Nottinghamshire is currently 10.4 years compared to 9.4 years in 2021.

Both NCT and Stagecoach have invested in decarbonisation, with the first stage of electrification nearing completion for NCT, seeing charging structure installed at their depot, and Stagecoach submitting a successful ZEBRA bid which will see them contribute £9.154m for 23 electric buses in Mansfield.

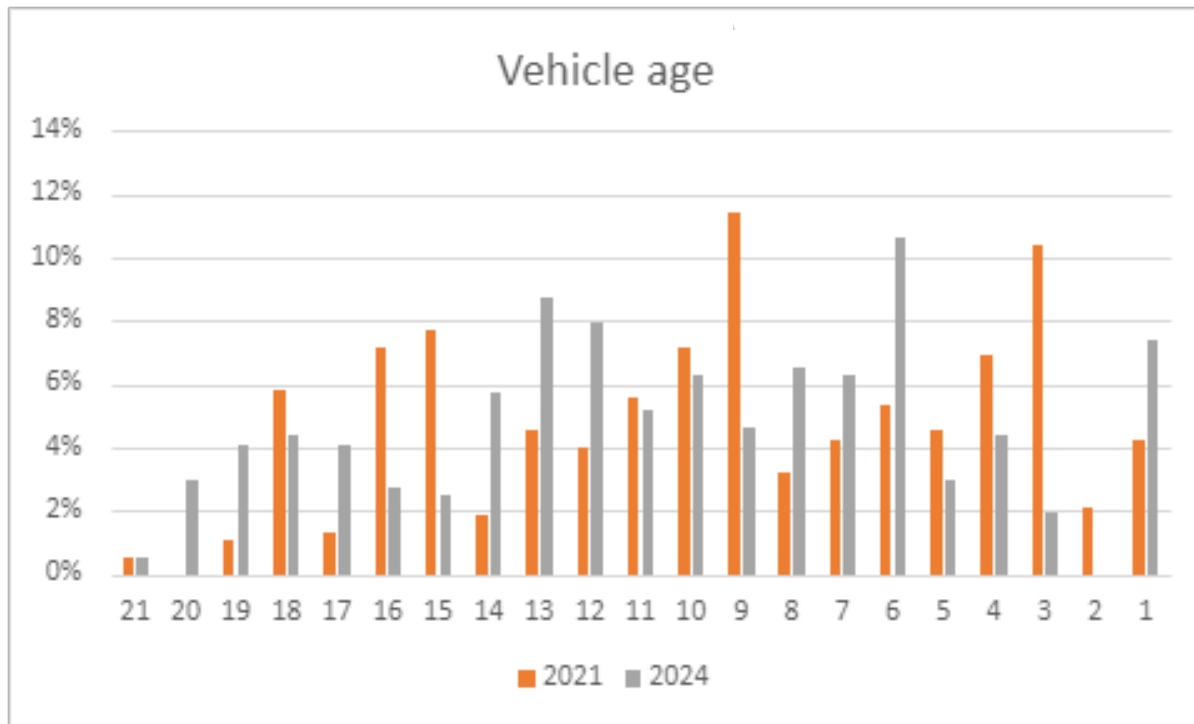


Fig 22 - Vehicle Age

# Nottinghamshire Bus Passenger Charter - January 2023

## Introduction

This Charter sets out exactly what you can expect from the bus operators and Nottinghamshire County Council and explains how to make the most of your local bus services. It also sets out how we will put things right if we do not meet your expectations, and your rights under UK legislation. The Bus Passenger Charter does not affect your legal rights.

## What area does the Bus Passenger Charter cover?

This Bus Passenger Charter covers bus services in the county of Nottinghamshire, excluding the existing Robin Hood Ticketing Area (Greater Nottingham).

## What operators serve the Nottinghamshire area?

These services are operated by Centrebus, CT4N, First South Yorkshire, GEM Mini Travel, Kinchbus, Marshalls of Sutton, Nottingham Coaches, Nottingham City Transport, Stagecoach East Midlands, Stagecoach Yorkshire, trentbarton, Vectare, and the Local Transport Authority of Nottinghamshire County Council.

## What operators serve the Nottinghamshire area?

All local bus services are covered by the Bus Passenger Charter.

## What you can expect from us

### Safe, clean, comfortable buses

In the Nottinghamshire area, we will provide high standard buses every day, so that your journey and experience is a positive one. We will maintain a high standard of vehicle presentation and all buses operating across the Nottinghamshire area will be thoroughly cleaned, inside and out, every day. We will also ensure bus stations and bus stops are cleaned regularly and maintained to a high standard. Levels of cleaning undertaken during the Covid-19 pandemic will be continued into the future.

We will invest in Zero and Low Emission buses across Nottinghamshire, with all local buses meeting Euro IV standard as a minimum by March 2025.

To ensure the safety of you and other passengers, buses will be maintained by skilled staff on a regular and planned basis to comply with all legal requirements. Heating and lighting systems will be checked on a daily basis, and buses will not be deployed onto a service if these are not working. And for your peace of mind, all buses will be fitted with CCTV, in multiple locations including on both the lower and upper deck of double decker buses, and we will follow the CCTV Code of Practice published by the Information Commissioner's Office. CCTV will also be provided at all bus stations. The presence of CCTV on a vehicle or at a bus station will be confirmed by the appropriate signage, such as a 'CCTV is in operation' at the point of boarding or arrival to give customers the option not to consent to CCTV before boarding.

Drivers will also be trained on how to give all customers a safe and comfortable journey, and what to do in case of an emergency.

## Helpful driving team

Our bus drivers will be helpful, approachable and knowledgeable. To ensure that this is the case, drivers will undertake periodic training including customer service training so that they are always up to speed on the best ticketing options for the passengers and are well informed about the route they are driving on as well as the rest of the network. Drivers will also wear a uniform and will be smart and clean in appearance.

If for any reason your journey is seriously delayed, your driver will endeavor to tell you what the problem is and keep you updated. They will be able to advise alternative services if the delay is route specific, to allow you to complete your journey as quickly as possible. The delays will also be communicated via operator's social media accounts, operator websites and on-street Realtime Information (RTI) displays.

## We aim to give you the best service

We aim to run every bus on time, but please bear in mind that sometimes there are external factors outside of our control, which may have an impact upon service reliability.

Our target is to run 95% of our services, no more than one minute early or five minutes late and ensure that each week, we operate at least 99% of planned miles unless there are exceptional circumstances beyond our control. As evidence of our transparency and commitment to service reliability, we will regularly monitor our performance across the bus network and from 2023 will display the results on our partnership website and social media accounts on a regular basis.

Any changes to services because of planned roadworks or other factors (such as special events), will, where possible, be advertised at least a week in advance on the buses and on operator websites. In the event of unplanned roadworks and road closures, impacts on services will be advertised on the appropriate streams, e.g. RTI displays, social media, and operator websites as soon as the Council and bus operators are made aware. In the event of significant disruption to services, full details will be passed onto the RTI team and will be fed through to the RTI displays.

The Council and bus operators will work in partnership to provide an integrated network, and the network will be regularly reviewed, with a view to meeting the growing needs of the residents of the Nottinghamshire area. This will include looking to improve the efficiency of the bus services on offer and reducing journey times where possible.

We aim for high passenger satisfaction, and this will be monitored and published through the Travel Notts and operator websites. Our target is for at least 95% of our passengers to be satisfied with their bus service to be measured through the Transport Focus annual surveys.

## Keeping you moving

We want to keep you moving. Therefore, if the bus you wish to catch has departed early, been cancelled, or is significantly delayed, we may:

- Advise of alternative bus service(s) that you could use in order to complete your journey, and refund any additional fares that you would have to pay if these services are not operated by the originally intended bus operator
- Send an alternative vehicle to collect you and take you to your destination, at no cost to you

- Book a taxi to collect you and take you to your destination, at no cost to you (using an authorised taxi operator, with a booking on our account, so no money needs to be paid to the driver)
- Refund your fare with a voucher for a local day ticket or refund the cost of taxi

We will take one of the above steps if it was our fault that you were not able to catch your bus and the total delay to your journey will be 30 minutes or more (compared to waiting for the next bus).

We will endeavor to never leave you stranded due to early running, delays or cancellations. This includes situations where a problem with our service causes you to miss a connection onto another bus service.

### **Information about our services**

Our services will be easily identifiable, with the ultimate destination and service number of the bus displayed on the front and side of the bus, and the service number or name will displayed on the front and rear of the vehicle.

Printed timetable information will be provided and operator websites and apps will be kept up to date.

Up-to-date information including bus stop plates depicting what services serve the stop, and timetable cases displaying timetable information and network maps illustrating the core services within the Nottinghamshire area will be on show where possible. RTI displays will also display upcoming departures at Nottinghamshire's most frequently served stops.

Timetables and maps that are displayed at the bus stops will also be published on operator websites, and will be available at all waiting facilities, including both bus stops and bus stations.

Notification of service changes will be available at least 21 days in advance through operator websites and information will be supplied to customers, on request, by email and post. Notices will also be available on buses. These notifications will be made available to customers within the stated timeframe, except service changes that are required as a result of emergency roadworks.

### **Fares & Ticketing**

Information on all fares and ticket products available can be accessed on operator websites, which will be accompanied by guidance on which product is best suited for you and your travel habits. A wide variety of value for money ticketing options will include contactless payment on all buses.

### **Inclusivity**

All of our buses will meet the requirements of the Equalities Act. We will work to ensure that audio and visual announcements will be available on new buses, including providing 'next stop' screens or displays. Priority seating will be made available for elderly and disabled passengers, as well as those with reduced mobility. Reasonable adjustments will also be made to meet the individual needs of passengers. Space will be available on each bus to accommodate the carriage of one wheelchair or two buggies. We will aim to give wheelchair users priority over other users when it comes to the wheelchair bay. If other users are in the wheelchair bay, we will always assist and encourage anyone who is able to use an alternative area of the bus to do so, in order to allow those who need to use the space can do so. If the passengers fail to comply with this instruction, we will contact the next bus to see if the passenger can be accommodated or book a taxi for the passenger.

All drivers will receive both initial and ongoing training in customer service, and disability awareness skills will be preferable when selecting our staff. Large print timetables, maps and departure lists for bus stops will also be made available on request. Journey assistance cards are available to help people with disabilities make our staff aware of their needs. Assistance Dogs are welcome on our buses and travel free of charge.

This charter will be made available in alternative formats including large font, braille and audio.

## **Putting things right**

If your bus service does not meet your expectations, there will be a trained customer service team provided by the relevant bus operator, at least Monday to Friday, during normal office hours. All complaints will be acknowledged within 24 hours, and we aim to provide a full response within ten working days. If we cannot provide a response within ten days, you will receive an update within this timescale to advise you of this.

As well as having the means to make a complaint, bus passengers in Nottinghamshire will be given a voice through regular listening sessions and forums, and through independent engagement.

## ***Independent appeals***

If you are unhappy with our response to any complaint you have the option of approaching Bus Users UK ([www.bususers.org](http://www.bususers.org) or 0300 111 0001) who will try to resolve the issue for you. They may refer your complaint to the Bus Appeals Body ([www.busappealsbody.co.uk](http://www.busappealsbody.co.uk)). We will act on the Bus Appeals Body's recommendations.

Developed by the Nottinghamshire  
Enhanced Partnership Board



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