

## **Transport and Highways Committee**

**Thursday, 16 July 2015 at 10:30**

**County Hall, County Hall, West Bridgford, Nottingham, NG2 7QP**

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### **AGENDA**

- |    |  |         |
|----|--|---------|
| 1  | Minutes of the last meeting held on 18 June  | 3 - 6   |
| 2  | Apologies for Absence  |         |
| 3  | Declarations of Interests by Members and Officers:- (see note below)<br>(a) Disclosable Pecuniary Interests<br>(b) Private Interests (pecuniary and non-pecuniary) |         |
| 4  | Changes to the Local Commercial Bus Service Network  | 7 - 10  |
| 5  | Shared Public Transport Services Provision with the City Council Update  | 11 - 16 |
| 6  | A Voluntary Quality Bus Partnership for Worksop and Worksop Bus Station Update   | 17 - 22 |
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| 8  | Civil Parking Enforcement - Remote Enforcement and Service Improvements  | 27 - 36 |
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## **Notes**

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact David Forster (Tel. 0115 977 3552) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.
- (5) This agenda and its associated reports are available to view online via an online calendar - <http://www.nottinghamshire.gov.uk/dms/Meetings.aspx>

Meeting	Transport and Highways Committee
Date	18 June 2015 (commencing at 10.30 am)

**Membership**

Persons absent are marked with an 'A'

**COUNCILLORS**

Kevin Greaves (Chairman)  
Steve Calvert (Vice-Chairman)

Pauline Allan  
Roy Allan  
Andrew Brown  
Richard Butler  
A Stephen Garner

Stan Heptinstall  
Richard Jackson  
Michael Payne  
John Peck

**OFFICERS IN ATTENDANCE**

Pete Barker	- Planning Policy and Corporate Services
Mike Barnett	- Highways
Tim Gregory	- Corporate Director, Environment & Resources
Kevin Sharman	- Highways

**MINUTES OF THE LAST MEETING**

The minutes of the last meeting held on 21 May were taken as read and were confirmed and signed by the Chairman.

**APOLOGIES FOR ABSENCE**

Apologies were received from Councillor Stephen Garner (other reasons).

## **COMMITTEE MEMBERSHIP**

The clerk to the Committee reported orally that Councillor Heptinstall replaced Councillor Carr on a permanent basis and Councillor Pauline Allan replaced Councillor Harwood for this meeting only.

## **DECLARATIONS OF INTEREST**

None.

## **LOCAL TRANSPORT PLAN – IMPLEMENTATION PLAN 2015/16 – 2017/18**

### **RESOLVED 2015/049**

That Committee approve the proposed Implementation Plan 2015/16-2017/18 as contained in the report and detailed in Appendix 1.

## **CYCLE ACCIDENTS IN NOTTINGHAMSHIRE**

### **RESOLVED 2015/050**

That Committee notes the contents of the report.

## **KIRKBY TOWN CENTRE TRAFFIC IMPROVEMENT SCHEME**

Kevin Sharman informed Committee that a letter had been received from the Kirkby Senior Forum objecting to the scheme. He confirmed that the issues raised in the letter had been taken account of within the report with the exception of air quality but that the scheme is not anticipated to generate sufficient traffic for air quality to become a problem.

### **RESOLVED 2015/051**

- 1) That the Nottinghamshire County Council [(Kirkby In Ashfield Town Centre) - (Prohibition Of Waiting And Parking Places) (4162) and (One Way Streets And Prohibition Of Movements) (4163)] Traffic Regulation Orders 2015 be made as advertised and the objectors informed accordingly.
- 2) That Committee approve the delivery of the proposed Kirkby Town Centre traffic improvement scheme as set out in the report and its appendices.

## **BRIDGE PLACE, WORKSOP TROS (1175,1176) – CONSIDERATION OF OBJECTIONS**

### **RESOLVED 2015/052**

That the Nottinghamshire County Council (Bridge Place, Bridge Street, Castle Street, Central Avenue, Newcastle Avenue, Newcastle Street And Ryton Street, Worksop) (Prohibition And Restriction Of Waiting And Loading) Order 2015 (1176) and the Nottinghamshire County Council (Bridge Place, Bridge Street And Castle Street, Worksop) (One Way and Prohibition of Driving) Order 2015 (1175) be made as advertised and the objectors advised accordingly.

**THE NOTTINGHAMSHIRE COUNTY COUNCIL (ANNESLEY RD, HUCKNALL)**  
**(PARKING RESTRICTIONS) TRO 2015 (4154)**

**RESOLVED 2015/053**

That the Nottinghamshire County Council (Annesley Road, Hucknall) (Parking Restrictions) Traffic Regulation Order 2015 (4154) be made as advertised and the objectors advised accordingly.

**THE NOTTINGHAMSHIRE COUNTY COUNCIL (SHIREOAKS ROW,**  
**SHIREOAKS RD AND THORPE LANE, SHIREOAKS) (PROHIBITION AND**  
**RESTRICTION OF WAITING) TRO 2015 (1183)**

The Chairman read out an e-mail from Councillor Sybil Fielding supporting the proposals in this report and the following report.

**RESOLVED 2015/054**

That the Nottinghamshire County Council (Shireoaks Row, Shireoaks Road and Thorpe Lane, Shireoaks) (Prohibition and Restriction of Waiting) Traffic Regulation Order 2015 (1183) be made as advertised and that the objectors be informed accordingly with the following amendment:

- Shorten the proposed 'No Waiting At Any Time' restrictions on the southeast side of Shireoaks Row by 18 metres towards Shireoaks Road.

**PROPOSED BUS STOP CLEARWAYS – SHIREOAKS**

The financial implications are set out in paragraph 16 of the report and not paragraph 17 as stated.

An advisory disabled parking bay would also need to be moved. The affected resident had been consulted and had raised no objection.

**RESOLVED 2015/055**

1) That the introduction of Bus Stop Clearways with reduced hours of operation (0600 – 1800 hrs, Monday to Saturday) be approved at the following bus stops:

- BA0361 (outside number 12 and 13 Shireoaks Row)  
Also requires the relocation of an advisory disabled parking bay 4 metres from its current position in a south westerly direction.
- BA0362 (opposite number 9 Shireoaks Row)
- BA1078 (outside 27 Shireoaks Common)
- BA1079 (outside 34 Shireoaks Common)
- BA1081 (outside 88 Shireoaks Common)  
Also includes a new bus stop pole and installation of raised kerbs.

2) That the removal of the proposals to implement Bus Stop Clearways be noted at the following stops:

- BA0360 (outside number 43 and 44 Shireoaks Row)
- Bus stop BA0921 (opposite number 36 Shireoaks Row)

**PROPOSED BUS STOP CLEARWAYS (BRAMCOTE LANE, CHILWELL;  
POLPERRO WAY, HUCKNALL; NEW EATONS RD, STAPLEFORD;  
WINDSOR STREET, STAPLEFORD)**

The reference should be to Windsor Street, not Windsor Road.

**RESOLVED 2015/056**

That the implementation of bus stop clearways proposed at Bramcote Lane, Chilwell, Polperro Way, Hucknall, New Eaton Road, Stapleford and Windsor Street, Stapleford be approved and the objectors informed accordingly.

Councillor Heptinstall requested that his abstention from the above vote be recorded.

**WORK PROGRAMME**

**RESOLVED 2015/057**

That the Work Programme be noted.

The meeting closed at 12.12pm

**Chairman**

**16 July 2015****Agenda Item:4****REPORT OF THE SERVICE DIRECTOR TRANSPORT, PROPERTY AND  
ENVIRONMENT****CHANGES TO THE LOCAL/COMMERCIAL BUS SERVICE NETWORK****Purpose of the Report**

1. To inform Committee of recent changes to the local and commercial bus service network and the actions taken by the Group Manager, Transport and Travel Services to cancel vary or replace services.

**Information and Advice**

2. The County Council has a duty (Transport Act 1985) to consider local needs and which supported bus services are necessary where there are no commercial services available. In 2015/16 £4.3m will be spent on supported bus services across the county.
3. Local bus services across the county are provided in two ways:
  - (i) Commercial services which operate without funding support
  - (ii) Supported services which are subsidised by the Council

All bus services must be registered, giving a minimum of 56 days' notice to the Traffic Commissioner, who administers and manages the local bus service registration and performance service. Bus operators must also send copies of the new registrations, variations and cancellations at the same time to the County Council. On most occasions bus operators give the County Council advance notice of their intentions so that decisions on any intervention can be taken and the public notified at the earliest opportunity.

4. This regular report advises Committee of changes to the local bus network and provides information of related operational decisions made by the Group Manager, Transport and Travel Services to replace vary or cancel services. The Committee should note that these operational decisions are due to the urgency involved in reacting to the decisions made by bus companies particularly when they impact on local bus and school transport services. Furthermore, any decisions made in this regard have followed discussions with local County Councillors and other stakeholders.
5. Trentbarton in partnership with the County Council have proposed a revised network of services in the Bingham area. This followed a comprehensive round of local consultation

with Parishes and Local Members and includes an evening service for villages in the Vale of Belvoir which will be commercially provided on a trial basis. It is intended that the new Rushcliffe Mainline and Rushcliffe Villager services will replace the Rushcliffe Greens on 30 August. This will be supported by comprehensive publicity and marketing to promote greater use of local bus services. The County Council currently supports this network with £130k from the local bus budget.

6. A number of changes to other services in the Bingham, Vale of Belvoir area are also currently being discussed. These will replace existing services 850, 851, 853 and 863 with three revised services which will also cover the Barleylands area of Ruddington and Upper Saxondale which will both lose their commercially provided services. It is expected that this will cost an additional £30k from the local bus support budget. It is intended to implement the revised services on 30 August.
7. A revised network of services was introduced in NE Bassetlaw on 20 April in partnership with Stagecoach East Midlands as part of the budget efficiencies programme saving £63k per year from the local bus support budget. The new network maintains access to all key services and also introduced a new NE Bassetlaw link between Doncaster and Gainsborough for communities in the north of the County. It is hoped that this will improve access to employment and education for this area. A formal launch of the network was held in Retford on 26 June attended by Cllr Skelding and Cllr Place.
8. The new Beeston Tram and Bus Station is due to open on July 12th which will require a number of changes to the commercial bus network. At present operators have not confirmed their plans and Transport & Travel Services are working with all parties to minimise any disruption. A number of promotional events are planned in Beeston in partnership with bus service operators, NET and the City Council. Full details of the revised services will be covered in a later report.

### **Reasons for Recommendations**

9. The recommendation and continued financial support meets the objectives of promoting public transport, reducing congestion, promoting economic recovery and offers travel choice.

### **Statutory and Policy Implications**

10. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Implications for Service Users**

11. The provision of local bus services enables users to access key services, jobs, training and leisure. The arrangements detailed above have been made to ensure access to the key priorities of employment, education, health and essential shopping.



## **Financial Implications**

12. The costs (£30k) relating to the changes to local bus services outlined in this report have been contained within the allocated budget for 2015/16.

## **RECOMMENDATIONS**

It is recommended that Committee:

- 1) Note the report regarding changes to the supported and local and bus service networks.

**Mark Hudson**  
**Group Manager**  
**Transport and Travel Services**

**For any enquiries about this report please contact:**

**Mark Hudson, Group Manager, Transport and Travel Services**  
**Chris Ward, Team Manager North, Transport and Travel Services**

## **Constitutional Comments (SJE 24/06/2015)**

13. As this report is simply to be noted by Committee, Constitutional Comments are not required.

## **Financial Comments (TMR 24/06/2015)**

14. The financial implications are set out in paragraph 12 of the report.

## **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

## **Electoral Divisions and Members Affected**

All



**16 July 2015****Agenda Item: 5****REPORT OF THE SERVICE DIRECTOR, TRANSPORT, PROPERTY &  
ENVIRONMENT****SHARED PUBLIC TRANSPORT SERVICES PROVISION WITH THE CITY  
COUNCIL UPDATE****Purpose of the Report**

1. To inform Committee of the progress of the shared service project for public transport functions approved by 25 March Transport & Highways Committee.
2. To seek approval for a Dial-a-Ride pilot in the Greater Nottingham area from October 2015 until October 2016, subject to approval by the City Council

**Information and Advice**

3. The Redefining Your Council strategy is a new approach to make sure the Council can deliver the Strategic Plan. The strategy requires a fundamental review of services and the best model for delivery to ensure frontline services are safeguarded. The Transformation Programme identified transport as an area for review and the work undertaken in this review will determine the best delivery model in order to achieve value for money and achieve the best outcomes for the travelling public.
4. By way of background, Transport & Highways Committee on 25 March 2015 approved:
  - i) that the TTS Team Manager for Commissioning & Policy lead on the shared service project for public transport between April 2015 until 2016, whilst also managing some day to day work for both Authorities.
  - ii) the appointment of a Project Officer from the Transformation Programme to support the shared service project
  - iii) start shadow working in key areas where there is potential for 'quick wins' which include but was not exclusive to:
    - Integrated ticketing to utilise City expertise to support the critical phase of smartcard and ticketing developments in Mansfield
    - Independent Travel Training (ITT)
    - Back office systems: information, data and asset management
    - Concessionary Travel Scheme Management
5. The work commenced on the shared service project on 1 April 2015 and the Project Officer has been appointed.

6. A project plan has been developed and is split into 'quick wins' and 'mapping'. The 'quick wins' are split into public transport functions work streams covering the following areas:
- Public Transport Policy (including statutory quality bus partnership and franchising)
  - Independent travel training (ITT)
  - External funding bids
  - Fares and ticketing (including smart ticketing)
  - Transport facilities management
  - Transport information and bus service registrations
  - Bus quality partnerships
  - Concessionary fare scheme management
  - Business travel administration
  - Passenger transport technology development
7. These 'Quick Wins' will help inform any future shared service model by highlighting the benefits of working together to produce better outcomes for public transport users and the Councils. It will also highlight other opportunities to share resources and ensure the efficient delivery of public transport functions.
8. The 'Mapping' elements of the Project Plan
- Policies, processes and procedures: understanding the implications of different ways of doing things.
  - Resources: mapping human and financial resources due to differing staffing arrangements and budgets.
  - Quality Bus Partnership (QBP): review current QBP legal agreements and quality standards.
  - Best practice in the provision of shared services by looking at current models ie Leicester City and Leicestershire County Council since Local Government re-organisation in 1998 and other models as identified through scoping work.
  - Governance model against the backdrop of Combined Authority, Devolution and 'Metro' Mayors.
  - Reporting milestones over the next 12-15 months.
9. This mapping combined with the joint working outlined in paragraphs 10-15, will help inform the development of any future shared service proposals. These proposals will be brought to the Committee later in the year.

### **Quick Wins Progress**

10. Independent Travel Training: Both Authorities have agreed to share resources to promote and embed one single ITT scheme in City and County schools/academies.
- Simplifies the offer to both County and City service users
  - Where County and City service users are in the same school, the school is only promoting and managing one scheme rather than two. This also enables it to be included in the curriculum more easily.
  - Shared resources negate the need for either Authority to recruit further ITT resources as originally envisaged in the County business case. This has therefore reduced budget pressures in CFCS.

11. Integrated Ticketing Development: Development was as approved at Transport & Highways Committee on the 11 September 2014. Both Authorities are now working on the development of Integrated Ticketing for the Mansfield to Nottingham Pronto service, with this being the springboard for an integrated ticket for the Mansfield area. It is then intended to roll this out to other market towns. This joint collaboration will:

- Reduce the need for consultant support for the development of a product
- Reduce the need for consultant support for 'smart' ticketing development as we propose to use existing smart infrastructure
- Reduce the need for expensive back office systems to apportion revenue and administer the scheme.
- Both Authorities benefit from shared resource and lower on costs.

This builds on processes and systems used to implement the large scale successful smartcard joint ticketing and retail work on the Greater Nottingham wide Kangaroo and the upcoming 'e' purse schemes.

## 12. Information and Data Management

- The City have utilised the County's data and asset management system saving capital and ongoing revenue costs. The County has benefited with a reduction in ongoing maintenance costs.
- The data and asset system will also enable the more efficient production of on street printed timetable information saving on design and print costs.
- One data and asset management system also enables staff to help one another through peaks and troughs in workload.
- A second phase will develop smart mobile solutions to aid asset, information and contract management to improve efficiency in compliance monitoring.
- There is also now a joint survey and smartcard data analysis project looking to identify fraud and journey patterns which should enable a joint reduction in concessionary fares reimbursement
- Expansion and roll out of the real time stop and interchange information scheme across Nottinghamshire, utilising the back office systems and staff at the City Council, together with its communications and maintenance systems. Includes over 100 displays installed in the past 6 months, including at important bus/tram interchanges such as Beeston.

## 13. Bidding for External Monies

- GLAD ERDF: This is a bid for complementary smarter choices and infrastructure measures for the Southern Growth corridor. This closer working with the City has ensured the geographical scope of this project now includes GAR and the Teal close developments.
- Southern Growth corridor (LEP funded): co-location and co-operation has ensured the County Council is more closely involved in the development of the business case to maximise the benefits for County residents.
- OLEV (Office for Low Emission Vehicles) bid: a County/City working group is drawing up proposals to bid for low emission buses and infrastructure to reduce long term local bus contract costs and help manage air quality issues in Greater Nottingham.

- LSTF/Cycle Ambition : closer co-operation with the City Council has enabled the rollout of the Citycard bikes hire scheme to an additional 16 locations in the County
- EAPC Programme: Bike bid for electronic bike to complement traditional bicycles.

#### 14. Concessionary Fares Management and Administration

- Exploring potential to jointly negotiate concessionary fares arrangements with operators from April 2016 onwards
- Exploring the option for joint contracts concessions smartcard management
- Exchanging best practice in the concessions application process to minimise fraud and introduce e-applications.

### Dial-a-Ride

13. Dial-a-Ride in the city area is operated by Nottingham Community Transport and is a facility for Nottingham City residents who are disabled and unable to access traditional public transport services. Concessionary pass holders may also use the facility. The service is contracted out under tender from the City Council, with the vehicles also under City Council ownership.

14. Dial-a-ride offers a facility to take people up to 10 miles (from the city centre) and therefore drops off and picks up from County destinations.

15. County residents who have difficulty using mainstream transport services cannot currently use the Dial-a-Ride facility and are therefore reliant on other travel solutions to meet their local needs ie taxi or in some cases a voluntary car scheme.

### Proposals

16. It is proposed that the City Dial-a-Ride service is extended into the County (Greater Nottingham area) on a trial basis under the same terms and conditions for City residents. This will:

- Provide an affordable and flexible travel solution for County residents with disabilities;
- Utilise Dial-a-Ride capacity as the vehicles run light back from County destinations to pick up City residents;
- Improve the long term sustainability of Dial-a-Ride services.

17. It is proposed that a contribution of £10k is made from the current TTS revenue budget to support the trial from October 2015 until October 2016.

18. If the trial is approved the County Council will work with Nottingham Community Transport to promote the services which will include:

- The County and City websites
- Social networking channels; twitter and facebook
- Leaflets; produce information to disseminate to local libraries, health centres, hospitals and community/volunteer organisations

19. This trial will also require approval from the City Council and the trustees of Nottingham Community Transport who operate the Dial a Ride services.

20. This proposed extension of the Dial a Ride service builds on some of the quick wins already captured before this project started. This included the:

- Joint negotiations with the new Health Centre on Wilford lane; to improve connectivity for City and County residents via a revised L22/L23 Linkbus service. This builds on other Linkbus services contracted by the City Council that run into the County at no additional cost to the County Council.
- Tendering contracts to Nottingham Community Transport, utilising City Owned vehicles and depot infrastructure, to run Notts County Council contracts in the Gedling area.

21. Further reports on the shared service project as it progresses will be provided:

- Respective Corporate Leadership Team and Departmental Management Teams (City).
- Executive Board (City)
- Portfolio meetings (City).
- Transport & Highways Committee.
- Public Transport Integration Board; advisory only.
- Joint Committee on Strategic Planning & Transport

## **Other Options Considered**

22. To do nothing and continue with the current separate arrangements will not realise the potential for efficiencies, savings and better outcomes for transport users.

## **Environment and Sustainability**

23. Public transport is key to congestion management; a reduction in car use improves air quality and reduces CO2 emissions.

## **Statutory and Policy Implications**

24. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

25. The costs for the Dial-a-Ride trial can be met from the current revenue budget.

## **Implications for Service Users**

26. Public transport helps tackle congestion and improve accessibility to employment, training, health and other key facilities. Improvements in service delivery, such as integrated ticketing will improve the public transport offer for users. Introducing a pilot Dial-a-Ride service in the Greater Nottingham area will give people with access difficulties more choice of travel.

## **RECOMMENDATION/S**

- 1) Note the progress of the shared service project to date.
- 2) Approve the Dial-a-Ride pilot for the Greater Nottingham area.

**Mark Hudson**  
**Group Manager**  
**Transport & Travel Services**

**For any enquiries about this report please contact: Pete Mathieson, Team Manager, Commissioning & Policy, Transport & Travel Services**

### **Constitutional Comments (LM 15/06/2015)**

27. The Transport & Highways Committee has delegated authority within the Constitution to approve the recommendations in the report.

### **Financial Comments (TMR 17/06/2015)**

28. The financial implications are set out in paragraph 25 of the report.

### **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Integrated Ticketing Plan - Transport & Highway Committee 11 September 2014
- Transport & Highways Committee 25 March 2015

### **Electoral Divisions and Members Affected**

All





**16 July 2015**

**Agenda Item: 6**

**REPORT OF THE SERVICE DIRECTOR, TRANSPORT, PROPERTY &  
ENVIRONMENT**

**A VOLUNTARY QUALITY BUS PARTNERSHIP FOR WORKSOP AND  
WORKSOP BUS STATION UPDATE**

**Purpose of the Report**

1. To approve a Voluntary Quality Bus Partnership (VQBP) for Worksop as outlined in this report.
2. To provide an update on the construction of a new Bus Station for Worksop.

**Information and Advice**

3. On 9 January 2014 Transport & Highways Committee approved a report to commence consultation on the introduction of a Statutory (SQBP) or Voluntary Quality Bus Partnership (VQBP) in Worksop Town Centre to add value to the investment in the new Worksop Bus Station.
4. The report explained that the Transport Act 2000 introduced provisions for local authorities to enter into Quality Partnership Schemes with local transport operators in order to strengthen partnership working between Local Authorities and to improve the quality and reliability of bus services. The SQBP is a legal agreement between the County Council and bus operators to meet a particular quality standard, which is monitored by the Traffic Commissioner to ensure compliance. The SQBP can underpin voluntary agreements between authorities and operators, with agreed objectives and outputs on both sides. A VQBP, in contrast, depends on voluntary participation and does not guarantee delivery of any desired improvements.
5. The majority of bus services operated by Stagecoach in the Worksop area are run on a commercial basis, with fares revenue and reimbursement from concessionary fares and other sources used to cover the operating costs for the route network. In 2015/16 the County Council also provided £470k financial support for the Worksop local bus network. However, even though the majority of services are on a commercial footing some services are more marginal than others. Therefore to expect bus operators, as part of a SQBP to invest in new vehicles to improve standards, could compromise the sustainability of the current bus network. Therefore, at the present time NCC and the operators felt that a SQBP was not a viable option until the impact on passenger growth generated by the new bus station was understood.

## Proposals

6. Nottinghamshire County Council and Stagecoach have therefore agreed to continue to work together and ensure the long term sustainability of supported services, within the framework of a Voluntary Quality Partnership, as set out in this Memorandum of Understanding (MoU).
7. This VQBP area will primarily centre on Worksop town extending from the Market Place in the south to North Notts College and from Newcastle Avenue in the west to Memorial Avenue in the east. However, the agreement effectively encompasses services operating within the Worksop town boundary
8. The establishment of the VQBP provides the opportunity for a SQBP to be introduced at a later stage. Under a voluntary agreement alone, an operator may undertake considerable investment in improving the quality of service provision. This may be put at risk or undermined by another operator running services to a lower standard than vehicles provided as part of a voluntary agreement. Under a SQBP, operators who are not prepared to provide services to the appropriate standards may not use the facilities, and enforcement action can be taken against operators who breach these rules.
9. The VQBP will operate for an interim period of 18 months to spring 2017, during which time Stagecoach have committed not to make any further changes to the commercial network until October 2017. It is hoped that by this time the viability of the bus network in Worksop will have strengthened, in particular through the following future developments:
  - A new bus station for Worksop opening late August 2015
  - New housing developments in Worksop with approximately 1600 new dwellings proposed by 2028
  - Continued enhancement of bus services and infrastructure including maintenance and cleaning.
  - Supporting bus operators to meet the Traffic Commissioner requirements for bus service reliability and punctuality.
  - To facilitate an increased modal share for public transport in line with Local Transport Plan and sustainability objectives.
  - To increase passenger growth and assist with traffic congestion.
  - To improve customer experience through the promotion of bus travel, information improvements (including real time information), integrated ticketing and new vehicles. Studies show that real time improvements alone can bring a 2% increase in passenger journeys.
10. The above package of improvements has proven to be successful in Mansfield where a SQBP was introduced to coincide with the opening of Mansfield Bus Station in 2013.

## Worksop Bus Station

11. The construction of a new bus station in Worksop is part of Nottinghamshire County Council's programme to replace and renew its stock of bus stations. This began with the opening of a new bus station for Retford in 2007, continued with an upgrade of the facilities at Sutton bus station in 2009, a new bus station in Newark as part of the wider Potterdyke retail development scheme which opened in 2011, and a new bus station with connecting footbridge in Mansfield which opened in March 2013.

12. Planning permission for the Worksop Bus Station was granted on the 27<sup>th</sup> February 2014 providing an eight bay (including one coach bay) facility and consisting of a DIRO (Drive in Reverse Out) layout. Key facts relating to the building include:
- Fully enclosed waiting environment
  - Comfortable seating
  - Digital travel information screens
  - Staffed information point
  - CCTV
  - 2 female, 2 male toilets, 1 fully accessible toilet and 1 baby change room (also with toilet)
  - Space and charging points for mobility scooters
  - Crew room
  - Retail/ café unit with outdoor seating area
  - Cycle parking – 3 number Sheffield stands
  - PV cells on roof
  - Rainwater harvesting – for toilets
  - Car park adjacent on Queen Street – managed by Bassetlaw District Council
13. Works started on-site during August 2014 with Wates Construction appointed as the principal contractor. The current building handover from Wates Construction to the County Council is programmed for 11 August 2015 and all structural works / external works (such as curtain walling, glazing and brickwork) relating to the building construction are complete. Ongoing and current construction activities include internal works to the building such as tiling, electrical, plumbing, joinery etc and external works such as landscaping on the building frontage, sewer connections, surfacing works for the bus parking / turning areas and highway works to reverse the one-way system on Queen Street and other signage / lining works required.
14. After the building handover on the 11 August, work will continue by the County Council to commission the building and setup systems relating to the Building Management System and other ICT requirements. The completion ceremony has been provisionally arranged for the 25 August 2015 and it is also intended that there will be a family fun day with a date yet to be agreed.
15. A leaflet will be produced to provide detailed information on where to catch the bus from the opening of the Bus Station. This information will also be available on the County Council, District Council and bus operator websites. Information about Worksop bus services will also be disseminated via social media including Facebook and Twitter. Other promotional activity for bus services including any route/timetable changes will be prepared in conjunction with the bus operators.
16. It is anticipated that the new bus station will encourage more people to use public transport to and from Worksop, therefore helping to increase the viability of the local bus network and acting as a driver for further investment in Worksop Town Centre.
17. A further progress report on the Worksop VQP will be produced for Transport and Highways Committee in July 2016.

### **Other Options Considered**

18. The introduction of the VQBP with Stagecoach East Midlands enables both parties to work together within a voluntary framework to continue to invest in the local bus network.

It also establishes the basis for the potential future introduction of a SQBP for Worksop which could potentially act as a catalyst for future investment and to sustain quality standards. It would also give a statutory footing for local bus operations in Worksop potentially including minimum vehicle emission standards, electronic information bus stop clearways and other quality enhancements.

## **Statutory and Policy Implications**

19. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Sustainability and Environment**

20. The introduction of the VQBP for Worksop and the new Worksop Bus Station will encourage more people to use public transport thus reducing car use and congestion.

## **Financial Implications**

21. The County Council has invested significant funding for Worksop, including the new £3.6 million Worksop Bus Station, and £35.1k bus stop improvements in the Worksop area.

## **Implications for Service Users**

22. The provision of the Worksop Bus Station and VQBP will improve the customer experience for users and encourage modal switch to bus and tram from other modes of transport.

## **RECOMMENDATION**

- 1) To approve a Voluntary Quality Bus Partnership (VQBP) for Worksop as outlined in this report and approve the signing of the Memorandum of Understanding by the Group Manager, Transport & Travel Services.
- 2) To review the VQBP in spring 2017.
- 3) To note the progress on the construction of a new Bus Station for Worksop and to approve the opening arrangements.

**Mark Hudson**  
**Group Manager**  
**Transport & Travel Services**

**For any enquiries about this report please contact:**  
**Pete Mathieson, Team Manager, Commissioning & Policy**

## **Constitutional Comments (SJE 24/06/2015)**

23. This decision falls within the Terms of Reference of the Transport & Highways Committee to whom responsibility for the exercise of the Authority's functions relating to the provision of passenger transport services, including bus initiatives, has been delegated.

## **Financial Comments (TMR 23/06/2015)**

24. There are no immediate financial implications as a result of the creation of a Voluntary Quality Bus Partnership for Worksop.

## **Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Mansfield Bus Station And Mansfield Town Centre Statutory Quality Bus Partnership – Building On The Success - Transport & Highways Committee Report- 9 January 2014

## **Electoral Divisions and Members Affected**

All



**16<sup>th</sup> July 2015****Agenda Item: 7****REPORT OF SERVICE DIRECTOR, HIGHWAYS****COMPLETION CEREMONY TO MARK THE LAUNCH OF THE BUS STATION  
FOR WORKSOP****Purpose of the Report**

1. To agree arrangements for a works completion ceremony to be held in the new Worksop Bus Station located at Newcastle Street, Worksop.

**Information and Advice**

2. The construction of a new bus station in Worksop is part of Nottinghamshire County Council's programme to replace and renew its stock of bus stations. This began with the opening of a new bus station for Retford in 2007, continued with an upgrade of the facilities at Sutton bus station in 2009, a new bus station in Newark as part of the wider Potterdyke retail development scheme which opened in 2011, and a new bus station with connecting footbridge in Mansfield which opened in March 2013.
3. The new bus station has been constructed by Wates Construction on behalf of the County Council and works started on-site during August 2014. The design, supervision and project management has been completed in-house by County Council officers across highways, property and public transport teams. The current building handover from Wates Construction to the County Council is programmed for 11<sup>th</sup> August 2015, after this date work will continue by the County Council to commission the building and set up systems relating to the Building Management System and other ICT requirements.
4. The date for the completion ceremony is provisionally arranged for 25<sup>th</sup> August 2015. However this is subject to the contractors handing over the building to the County Council in time for the fit out. The purpose of the event is to officially mark the completion of the new County Council owned bus station building and to give the public a chance to view the new facility before it becomes fully operational.
5. A summary of invitees are as follows:
  - Cllr Sybil Fielding (Chairman of Nottinghamshire County Council) + Consort
  - Cllr Alan Rhodes (Leader of Nottinghamshire County Council)
  - Cllr Kevin Greaves (Chairman of Transport and Highways Committee)
  - Cllr David Kirkham (Chairman of Finance and Property Committee)
  - Cllr Diana Meale (Chairman of Economic Development Committee)
  - Cllr Steve Calvert (Vice-Chairman of Transport and Highways Committee)
  - Cllr Glynn Gilfoyle (Worksop East)

- John Mann MP
- Bassetlaw District Council - 13 Councillors and officers
- Nottinghamshire County Council – 7 officers
- Wates Construction – 5 representatives
- Bus operators
- North Nottinghamshire College – lecturer and students involved in bus station artwork (manifestations)
- Local stakeholders (to be confirmed)

The County Council officers invited will be individuals deemed to have made an important contribution to the successful completion of the project, and to provide a networking opportunity between staff which will assist the future smooth operation of the facility. It is expected that the total number of people attending is 50. The refreshments to be served at the event will include tea, coffee, fruit juice accompanied with biscuits and Danish pastries or similar. Catering will be brought to site and provided by the County Council's Catering Service.

6. It is also intended that there will be a family fun day with a date yet to be agreed.

## **Reasons for Recommendations**

7. The proposals are to mark the official completion of the construction of the new bus station in Worksop.

## **Financial Implications**

8. Costs associated with the completion ceremony will be met from the existing Major Projects and Improvements Team Revenue budget and will cost in the region of £500.

## **Crime and Disorder Implications**

9. Nottinghamshire Police have made no comments on the proposal.

## **RECOMMENDATION/S**

It is recommended that:

Committee give approval for a works completion ceremony in August 2015 at the new bus station in Worksop.

**Neil Hodgson**  
**Service Director (Highways)**

### **Name and Title of Report Author**

Mike Barnett - Team Manager (Major Projects and Improvements)

### **For any enquiries about this report please contact:**

Mike Barnett - Team Manager (Major Projects and Improvements) Tel: 0115 977 3118.



### **Constitutional Comments (DWK 24/06/15)**

10. The Transport and Highways Committee has delegated authority within the Constitution to approve the recommendations in the report.

### **Financial Comments (TMR 24/06/15)**

11. The financial implications are set out in paragraph 8 of the report.

### **Background Papers**

Nil

### **Electoral Division(s) and Member(s) Affected**

Bassetlaw District



**16 July 2015****Agenda Item:8****REPORT OF THE SERVICE DIRECTOR, HIGHWAYS****CIVIL PARKING ENFORCEMENT: REMOTE ENFORCEMENT AND SERVICE IMPROVEMENTS****Purpose of the Report**

1. To seek approval on a number of proposed changes to on-street parking enforcement and related service improvements.

**Information and Advice**

2. Five improvements and alterations are proposed to the existing enforcement practice and procedure:
  - a. The introduction of vehicle based camera enforcement;
  - b. A change to the procedure for residents' permits;
  - c. The introduction of enforcement of parking across pedestrian dropped kerbs;
  - d. A change to the management of enforcement in Bassetlaw and;
  - e. Changes to staff structure to facilitate amended work patterns.

**Vehicle Based Camera Enforcement**

3. The County Council has invested in a programme of road safety improvements adjacent to schools across the County. Speed limits have been introduced and school keep clear markings have been made enforceable. This programme of safety improvements is largely complete.
4. Parking on school keep clear markings can seriously jeopardise road safety for children and it is the source of a significant number of complaints and demands for parking enforcement. Traditional enforcement using Civil Enforcement Officers (CEO) on foot can however be ineffective and inefficient because schools are often in residential areas and may present a parking problem for as little as 15 minutes twice a day. Consequently it is difficult to effectively cover the sites but there have also been occasions when the sudden presence of an officer has led to inappropriate driving manoeuvres from drivers eager to escape the possibility of receiving a Penalty Charge Notice (PCN). Alternative methods have therefore been considered.

5. The Traffic Management Act 2004 specifically allows for camera enforcement where traditional CEO enforcement is difficult, sensitive or simply not practical. Nationally there has been recent focus on the use of remote cameras for parking enforcement and this had led to the inclusion of measures within the Deregulation Bill to limit the use of enforcement cameras whilst permitting their use for certain contraventions (Appendix B), including school parking. It is recognised that camera enforcement of this dangerous but short-term practice is the only really efficient and effective means of control.
6. In November 2014, a trial was undertaken of a vehicle equipped with a CCTV camera; further details of which are provided in Appendix A. No actual PCNs were issued during the trial but the results indicated that there were a significant number of occasions when PCNs would have been issued.
7. An outline business case indicates that car based camera enforcement would be cost effective whether this is achieved by purchasing and operating a vehicle or by a contracted enforcement service. It is important to emphasise that the primary purpose is not to raise revenue but to address the problem of dangerous and inconsiderate parking near schools. If approved, it is proposed to deploy the vehicle across the county area on a rolling programme that ensures repeat visits, co-ordinating with the work of the Road Safety Officers to help re-enforce educational messages about safe travel to school.

### **Resident's Permits**

8. The County Council maintains 88 residents parking schemes issuing approximately 7500 residents and visitors permits annually. For the majority of schemes, NCC offers a residents permit for every vehicle-owning resident together with one visitors permit per property. A charge of £25 is made for each permit to cover the administrative cost of providing them (with age related and blue badge holder concessions).
9. Since May 2014, the CEOs have been equipped with GPRS enabled handheld computers that enable instant communication with the back office software system. This offers the option to provide a quick and efficient 'virtual' permit system that could extend and replace the traditional physical permit system. It would also be possible to offer residents the option of short-term visitor's permits for additional visitors, tradespeople, etc. in addition to longer term permits. Residents would apply on-line and the system would then be updated so that the CEO would know that a valid 'virtual' permit had been issued. This system would be similar to that used by the DVLA for car tax discs. Appropriate safeguards would minimise any potential abuse of the process but much greater flexibility would be provided for those living within residents schemes to manage their own parking requirements.
10. To facilitate this, a minor amendment will be required to the Traffic Regulation Orders (TRO) to define a virtual permit alongside an actual physical permit. This can be done with a formal notice rather than a full consultation under the terms of the Road Traffic Regulation Act 1984 and costs will therefore be minimal.
11. The current criteria for applying for a Resident's or Visitor's permit are long established and require applicants to provide documents to verify both their address and their vehicle. Technology now allows most of this verification to be done on-line and so it is proposed to simplify the application process to improve the customer experience.

12. Charges for permits are based on the cost of their provision. Since the processes will change substantially it will be necessary to review the charges including consideration of the charge for different types of permits. It is proposed that a full review of charges will be the subject of a future report.

### **Pedestrian Dropped Kerb Enforcement**

13. The Traffic Management Act 2004 was amended in 2010 to allow local authorities to issue PCNs to vehicles obstructing a dropped kerb where no TRO exists. Dropped kerbs typically provide pedestrian or vehicle access points and often incorporate additional features to assist mobility impaired pedestrians such as tactile paving.
14. Vehicles parked across pedestrian access points can seriously impede pedestrians particularly those with mobility problems (including wheelchair users), the visually impaired or people with pushchairs. Given the high impact that inconsiderate parking can have on pedestrian movement and the requirements already included in the Highway Code it is proposed that pedestrian dropped kerbs which include specific features such as tactile paving or are located within 10m of a junction should be enforced when it is observed on normal beats. The policy will be added to the enforcement guidance already available on the internet and press releases will be arranged prior to commencement to assist in public understanding.
15. Managing parking across vehicle dropped kerbs including driveways is a more complex issue and there are insufficient resources to deal with the high volume of complaints. It is therefore proposed to enforce vehicle dropped kerbs only in very exceptional circumstances.

### **Bassetlaw Parking Management**

16. In 2008, the County Council together with the 7 District and Borough Councils formed an operational partnership known as the Notts Parking Partnership (NPP) to deliver parking enforcement consistently and fairly across the county area. The County Council runs the shared back office (the CPU) and the Districts and Boroughs manage the enforcement contractor with agreed beats and deal with local issues. The Service was recently reviewed and following some staffing changes at the District Councils minor changes have been made to the respective responsibilities. Broxtowe and Rushcliffe Borough Councils have agreed to share the management responsibilities across their areas and Bassetlaw District Council has requested that the County Council manages both the on-street and off-street enforcement following the retirement of its Parking Manager. It is therefore recommended that agreements are amended to transfer the local management responsibility in Bassetlaw and that the NCC Head of Legal Services and the Service Director, Highways be authorised to determine the appropriate detail.

### **Staffing amendments**

17. The CPU is managed on a not-for-profit basis with all costs shared by the 22 participating authorities (County and district authorities in Nottinghamshire, Derbyshire and Lincolnshire). All operating costs are carefully controlled to ensure that the service is commercially viable. By keeping administration costs as low as possible, it allows participating authorities to adopt a reasonable enforcement policy such as ensuring that where possible CEOs politely try to get drivers to move vehicles parking in contravention rather than simply issuing PCNs.

18. 2014-15 saw a significant increase in the number of PCNs processed by the CPU from 122,000 in 2013/14 to 151,000. This rise was due to efficiency improvements in some of the partnering authorities and the introduction of camera enforcement on bus lanes. It is expected that 2015/16 will again see a rise in PCN numbers and this coupled with the enforcement management changes for Bassetlaw has led to a review of the future staffing requirements of the CPU. This review has demonstrated that additional Section Leaders (from 3.5 FTE to 5 FTE) and CPU Process Assistants (from 25 FTE to 30 FTE) are required. These additional posts would all be funded from PCN income.

### **Other Options Considered**

19. The service could continue with none of the above proposed improvements but it is considered important that changes are introduced when new technologies emerge that will bring fundamental benefits to service users and efficiencies to operation. The proposals listed above are self-funded and should deliver significant benefits in terms of traffic management and customer satisfaction.

### **Reason/s for Recommendation/s**

20. The service details listed above will allow the County Council to effectively address the long-standing problems caused by inconsiderate parking around schools. They will also enhance and improve the service to residents permit holders and allow Enforcement Officers to address parking that obstructs pedestrian dropped kerbs. These improvements correlate with minor alterations to enforcement responsibility and staffing levels that are also recommended for approval.

### **Statutory and Policy Implications**

21. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Financial Implications**

22. It is expected that with the anticipated deployment of the vehicle, initial costs would be repaid within a three year period. The initial capital costs can be met from a revenue contribution to capital from the 2015/16 Highways budget and this would be subject to a subsequent report to Finance and Property Committee. The introduction of a day or week 'virtual' permit would be at a cost to meet the operating costs of the service and this will be reported back to Committee in due course. The increased staffing costs would be met from PCN income in accordance with the existing arrangements for the CPU.

## **Human Rights Implications**

23. The camera car will be operated using remote Automatic Number Plate Recognition software on public highways fully in accordance with the Home Office Surveillance Camera Code of Practice. All data collected will be kept in accordance with NCC's published data protection guidelines and consequently there is no considered invasion of personal privacy or potential breach of the Human Rights Act.

## **Human Resources Implications**

24. This report recommends an addition of 1.5 FTE Section Leaders (Scale 5) and 5 FTE CPU Processing Assistants (Scale 3). All costs would be met from PCN income and recruitment would be in accordance with the County Council's current policies.

## **Implications for Service Users**

25. Inconsiderate parking adjacent to schools jeopardises road safety and contributes significantly to customer service complaints. The introduction of camera enforcement should improve this long-standing problem and reduce both risk and complaints. Residents or visitors to residents parking schemes will benefit from a simple online application process that allows flexibility in use of permits. Pedestrians will also benefit from the enforcement of parking across dropped kerbs as this can impede access and cause difficulties especially for those with mobility impairment.

## **Ways of Working Implications**

26. Ways of working has been considered and the increased staffing numbers can be incorporated within the area currently occupied by the Central Processing Unit. Flexible working is also being considered when the CPU notice processing software (Chipside) is upgraded later this year to a version that will be fully compatible with remote working.

## **RECOMMENDATION/S**

It is recommended that:

- 1) The County Council obtains and operates a camera enforcement vehicle,
- 2) Virtual permits are introduced and the application process streamlined,
- 3) Enforcement of pedestrian dropped kerbs is introduced,
- 4) Agreements are amended to transfer the local management responsibility in Bassetlaw,
- 5) The CPU staffing structure be increased by 1.5 FTE Section Leaders and 5 FTE CPU Processing Assistants,
- 6) The Service Director, Highways be authorised to determine the appropriate detail for all recommendations, with agreement of the Head of Legal Services in respect of recommendation 4.

**Neil Hodgson**

Service Director Highways

**For any enquiries about this report please contact:**

Gareth Johnson-CPU and Enforcement Manager  
Tel 01623 434536

**Constitutional Comments SLB 06/07/2015**

Transport and Highways Committee is the appropriate Committee to consider the content of this report, subject to the Employment Procedure Rules which require all changes in staffing structure to be considered in light of HR advice and consultation with the recognised trade unions.

**Financial Comments TMR 06/07/2015**

The financial implications are set out in paragraph 22 of the report.

**Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

**Electoral Division(s) and Member(s) Affected**

- All



**Trial of camera equipped enforcement vehicle**

1. In November 2014, the Authority was offered the opportunity to trial an enforcement vehicle equipped with a CCTV camera to objectively assess the extent of parking contraventions on school zig-zags. The vehicle was loaned to the Authority for 2 weeks and was used by staff from the Central Processing Unit (CPU) who undertook to populate the software system with the restrictions and develop efficient beats to maximise the number of visits made to schools.
2. The car is equipped with an intelligent enforcement system that uses GPRS to recognise where restrictions begin and end as the vehicle is driven through a restriction zone. Automatic Number Plate Recognition cameras (ANPR) record vehicles from all sides and create a segment of video to enable staff in the office to review the footage and determine if PCNs will be issued via post to the vehicles concerned and subsequently determine any appeal against the PCN.
3. School keep clear markings are now supported by a restriction that prohibits stopping and consequently the camera simply needs to establish that the stationary vehicle is within the restrictions.
4. The staff established enforcement beats which started at their base and predominantly concentrated on schools within Bassetlaw with the addition of some sites in Ashfield and Mansfield. After the schools had opened the car was used for some enforcement of bus stops that are also protected by no stopping restrictions in many locations.
5. No actual PCNs were issued during the trial; the vehicle collected evidence on PCNs that would have been issued if the vehicle was 'live'. The results indicated that there were a significant number of occasions when PCNs would have been issued at an approximate rate of 2 per hour. There were some technical issues around the accuracy of the restriction zones but these would be resolved with full access to a vehicle. On average, the vehicle gathered data that would have led to approximately 40 PCNs in 16 visits although due to technical issues with the software potentially many more would have been identified.
6. Nationally there has been recent focus on the use of remote cameras for parking enforcement and this had led to the introduction of the Deregulation Bill to limit the use of cameras for enforcement. However, the Traffic Management Act 2004 allows cameras to be used in situations where normal enforcement is difficult to achieve. The intention of the Act was undoubtedly that cameras would only be used as a last resort to tackle dangerous short-term parking such as that on school markings or bus stops. The lack of detail within the legislation and the undoubted efficiencies of cameras led to a proliferation of their use in many cities across the UK for a variety of contraventions. Central Government initially proposed a blanket ban on the use of any cameras for enforcement but lobbying by Local Authorities has led to changes included within the Deregulation Bill that permits camera use for certain contraventions including school parking. It is recognised that camera enforcement of this dangerous but short-term practice is the only real efficient and effective means of control.
7. An appropriate vehicle equipped with an ANPR camera would cost £47,000. The annual vehicle running costs of fuel, vehicle and software maintenance would be in the region of £12,000. If the vehicle is deployed for 4 hours a day the annual staffing costs would be in the

region of £10,000 as a direct cost. Based on the trial results it is expected that with effective deployment at schools in the morning and afternoon and at bus stops in between that attract parking contraventions, the vehicle would collect data leading to the issue of a minimum of 2 PCNs an hour. Based on existing payment rates this would in turn generate approximately £50,000 income annually. This very modest issue rate and deployment would therefore generate sufficient income to meet the operating and maintenance costs and repay some of the capital costs over the 5 year life of the vehicle. Other authorities who have used camera vehicles report issue rates in excess of this once beats are well established. The table below tests a few scenarios based on issue rates varying from 1 per hour to 4 per hour on a 4 hour daily deployment beat. It is expected for Nottinghamshire the rate will be 2-3 per hour.

Average Issue rate per hour	Annual staffing & maintenance costs inc processing costs (£)	Expected income	Surplus/deficit	Contribution to capital costs (47,000)	Years to pay off capital
1	28,000	25,000	-3,000	0	
2	34,000	50,000	+16,000	16,000	3
3	40,000	75,000	+35,000	35,000	1.5
4	46,000	100,000	+54,000	54,000	0.9
5	52,000	125,000	+73,000	73,000	0.6

8. It is important to emphasise though that the primary purpose is not to raise revenue but to address the growing problem of dangerous and inconsiderate parking near schools. If approved, it is proposed to deploy the vehicle across the county area visiting all schools where parking issues have been identified and undertaking this on a rolling programme that ensures repeat visits. Visits can also be co-ordinated with the work of the Road Safety Officers to help re-enforce educational messages about safe travel to school.
9. There is an option to use the existing enforcement contractor to provide a vehicle and operational staff to the County Council. This would have the advantage of simplifying the issues of vehicle storage and supply. The indicative quote is based on 1000 deployed hours each year over a five year contract as a minimum and would cost £40,000 annually. In addition processing costs at £6 per PCN would increase the annual costs in the second column above to £52,000 based on 2 PCNs per hour.
10. The CPU provides the PCN administration for 22 other Local Authorities across the East Midlands and some of these may also be interested in utilising the vehicle in future which would help meet the operating and maintenance costs.

It is recommended therefore that in view of the increased costs of using a contracted vehicle coupled with the potential for the County Council to offer the vehicle to other partner authorities the County Council purchases and operates a vehicle in-house.

Press release

## Government bans use of CCTV 'spy cars' for on-street parking

Use of closed circuit television spy cars on their own to enforce on-street parking made illegal.



In a victory for drivers and shoppers, the government will make it illegal to use closed circuit television (CCTV) 'spy cars' alone to enforce on-street parking ending the plague of parking tickets by post, Communities Secretary Eric Pickles and Transport Secretary Patrick McLoughlin announced today (21 June 2014).

The announcement is one of a range of measures that will give hard working people and local shops a fairer deal by reining-in over-zealous parking enforcement practices, which often force people to shop in out-of-town centres or online.

The long-called for ban will now become law through the Deregulation Bill, following a 3-month [consultation](#). Tickets will have to be fixed to the windscreen by parking wardens, making it illegal for councils to issue penalty charge notices to drivers using just the CCTV spy cars that currently patrol roads for on-street parking enforcement.

Parking officers will now carry out all essential enforcement, limiting the use of CCTV to issue tickets by post to critical routes such as schools, bus lanes, bus stops and red routes where public transport must be kept moving for safety reasons.



**16 July 2015****Agenda Item: 9****REPORT OF SERVICE DIRECTOR HIGHWAYS****DRAFT INTEGRATED PASSENGER TRANSPORT STRATEGY****Purpose of the Report**

1. The purpose of this report is to seek Committee approval for the Integrated Passenger Transport Strategy.

**Information and Advice**

2. The Nottinghamshire Local Transport Plan (LTP) 2011-2026 sets out the County Council's overarching transport strategy for the county and is supported by a number of more detailed strategies detailing how the LTP will be delivered. The LTP committed to developing a number of more detailed strategies which either did not exist or had expired.
3. Increasing financial constraint/reducing budgets have also brought forward an essential need for the County Council to develop clear strategies for its future passenger transport priorities. It was therefore determined to develop an Integrated Passenger Transport Strategy (IPTS) for the county which details how the County Council aims to deliver passenger transport improvements in Nottinghamshire. The IPTS has therefore been developed to complement the LTP in the delivery of local and national objectives. The IPTS sets out how the County Council, working with operators and other stakeholders, aim to make passenger transport improvements that will deliver the LTP's goals and objectives; particularly those relating to improving access to jobs and reducing the impacts of congestion on the economy. This document will also assist the County Council in maximising other funding opportunities, including through the Local Enterprise Partnership and from developers to deliver the ambitions of this strategy.
4. The IPTS, which is attached as Appendix 1, encompasses all forms of passenger transport (air, bus, coach, rail, taxi and tram) and sets out the County Council's aspirations for public transport and how it will work with operators, stakeholders and the public to enable a passenger transport system that:
  - i. has good local, regional and national network coverage; operating periods and service frequency that meet users' needs; and fully accessible vehicles and waiting facilities
  - ii. is affordable so that costs are competitive with the use of the private car and don't stop people from using the available services; with good use of ticketing options, concessionary fares, smartcard technology and integrated ticketing

- iii. is understood by everyone and easy to use so that people know about services and how to use them by providing clear information in a variety of media; and in partnership with operators, through effective marketing of passenger transport
  - iv. is high quality through reliable, punctual services that don't take too long and don't require too many changes; as well as high quality infrastructure that is fully accessible, modern, clean (both in appearance and emissions), quiet, safe and informative; and high quality customer service provision by drivers and other staff.
5. In addition to identifying the existing passenger transport conditions (and likely future challenges) the Strategy details how the County Council will try and deliver improvements in each of the four areas above. The improvements detailed within the IPTS have been developed taking into consideration a number of factors including:
- Evidence of need in the county gathered through a variety of means (e.g. information from operators, the public, neighbouring authorities, as well as that collected by the County Council)
  - The results of surveys undertaken (e.g. as part of the development of the LTP, the annual National Highways & Transport Survey, as well as other consultation exercises)
  - National, regional and local best practice
  - Nottinghamshire County Council's economic strategy.
6. The development of the IPTS has considered neighbouring transport authorities' passenger transport strategies to help ensure a consistent service across administrative boundaries for customers. It will also be essential that there is a high level of co-operation with neighbouring authorities on the delivery of the IPTS; as well as its further development in the light of new or revised powers available to the County Council to deliver passenger transport improvements.
7. The IPTS will be supported by a number of operational documents that will expand on the implementation of the Strategy, such as the Strategic Passenger Transport Framework used to assess supported services (which was approved at 9 October Transport & Highways Committee); and individual implementation plans on integrated ticketing (which was approved at Committee on 11 September 2014) and infrastructure delivery (which will be submitted to a future Transport & Highways Committee for information and approval).

## Consultation

8. Consultation on the IPTS was carried out during April and May 2015. The consultation was published on the County Council's website and sent to over 220 stakeholders and interest group's representatives, including all County Council members, bus and rail operators, taxi representatives, neighbouring highway authorities, passenger transport groups, as well as those representing disabled and minority groups. The consultation sought views to determine if people:
- agreed with Nottinghamshire's passenger transport ambitions
  - agreed with Nottinghamshire's passenger transport objectives
  - support the actions set out in the Strategy to deliver the passenger transport ambitions and objectives
  - would like to see any additional actions included in the Strategy that are not currently included

- would like to see any particular actions included in the Strategy prioritised
  - had any further comments on the Strategy.
9. Following receipt of the consultation responses, the Strategy has been updated to:
- make it clearer that the Strategy will be supported by a number of operational documents that will expand on the implementation of the Strategy, such as the Strategic Passenger Transport Framework used to assess supported services; the Mobility Strategy for Nottinghamshire covering community transport provision; and individual implementation plans on integrated ticketing and infrastructure delivery
  - reflect the views of the operators that responded to the consultation
  - reflect the views of neighbouring transport authorities, particularly Nottingham City Council with regards to potential bus franchising and joint funding bids, and
  - include reference to the proposed Combined Authority and the devolution of powers from central government and the possibility for future review of the IPTS should the County Council and partners go ahead with either of these proposals.

### **Other Options Considered**

10. Not having any strategies relating to passenger transport is the other option available to the County Council. This option was, however, rejected as it was considered that this would have a negative impact on future service delivery. This is because having a strategy setting out clearly the County Council's future passenger transport priorities will help focus resources and future passenger transport investment on improvements that will deliver the LTP's goals and objectives, particularly those relating to improving access to jobs and reducing the impacts of congestion on the economy; and maximise value for money. The strategy will also assist the County Council in maximising other funding opportunities, including through the Local Enterprise Partnership and from developers to deliver the ambitions of this strategy.

### **Conclusions**

11. The Integrated Passenger Transport Strategy sets out how the County Council, working with operators and other partners and stakeholders, aim to make passenger transport improvements that will deliver corporate objectives and the LTP's goals and objectives. The Strategy will be reviewed periodically to take account of changes in priorities or powers available to the County Council to deliver passenger transport improvements.

### **Statutory and Policy Implications**

12. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATIONS**

It is recommended that Committee approve the Integrated Passenger Transport Strategy.

**Neil Hodgson**  
**Interim Service Director Highways**

**For any enquiries about this report please contact:**  
Sean Parks – Local Transport Plan manager

### **Constitutional Comments (SJE 24/06/15)**

13. This decision falls within the Terms of Reference of the Transport & Highways Committee to whom responsibility for the exercise of the Authority's functions relating to the provision of passenger transport services has been delegated.

### **Financial Comments (GB 08/07/15)**

14. The financial implications are set out in Appendix 1 of this report.

### **Background Papers**

Nottinghamshire Local Transport Plan Strategy 2011/12-2025/26  
Nottinghamshire Local Transport Plan Implementation Plan 2015/16-2017/18  
Nottinghamshire Local Transport Plan Evidence Base 2010  
National Highways & Transport Surveys

### **Electoral Division(s) and Member(s) Affected**

All



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## Executive Summary

The Integrated Passenger Transport Strategy (IPTS) has been developed to complement Nottinghamshire's wider transport strategy, the Local Transport Plan (LTP), in the delivery of local and national objectives. The IPTS therefore sets out how the County Council, working with operators, aim to make passenger transport (air, bus, coach, rail, taxi and tram) improvements that will deliver the LTP's goals and objectives; particularly those relating to improving access to jobs and reducing the impacts of congestion on the economy.

The IPTS sets out Nottinghamshire's passenger transport ambitions, which are to provide a network and services that:

- has **good network coverage**, operating periods, service frequency and fully accessible vehicles and waiting facilities
- is **affordable** so that costs are competitive with the use of the private car and don't stop people from using the available services; with good use of ticketing options, concessionary fares, smartcard technology and integrated ticketing
- is **understood by everyone and easy to use** so that people know about services and how to use them by providing clear information in a variety of media; and in partnership with operators, through effective marketing of passenger transport
- is **high quality** that are reliable, punctual, don't take too long and require minimum changes; as well as high quality infrastructure that is fully accessible, modern, clean (both in appearance and emissions), quiet, safe and informative; and high quality customer service provision by drivers and other staff.

Consultations have helped identify seven key objectives that it is considered are essential to delivering the passenger transport ambitions:

1. Maximise efficiency of the networks to improve accessibility and choice
2. Ensure quality of services within available funding
3. Provision of quality infrastructure and interchange facilities within available budgets
4. Reduce the relative cost by improving the ticketing options available and developing integrated ticketing and smartcard technology
5. Provision of quality information and marketing
6. Ensure personal security on routes to waiting facilities, at waiting facilities and on-board services
7. Working in partnership with operators and other stakeholders.

A passenger transport hierarchy has been developed to help determine the services that will be required to deliver the strategic transport

ambitions and objectives; and to help prioritise resources:

1. **Strategic services** linking both the different economic centres within the county to each other; as well as linking the county's economic centres to longer distance out of county key economic centres
2. **Local urban services** linking the local urban areas to the county's economic centres (both town centres and business parks)
3. **Link services** which enable people to access the strategic and local urban services particularly for journeys to/from work
4. **Special services** which help people access specific locations (e.g. school buses, works buses, hospital buses, leisure and tourism services, etc.)
5. **Community services** which act as a 'safety net' within specific areas (e.g. community and voluntary transport schemes)
6. **Demand responsive services** e.g. bus, taxi and private hire services that can be called upon as and when required by individuals.

The County Council has a good history of working with passenger transport partners to deliver service and infrastructure improvements that have resulted in patronage increases; and the Council is looking to continue this work.

The Strategy also recognises the impacts that the proposed Combined Authority and devolution of powers from Central Government may have on the Strategy and its delivery.

## Supporting documents

The IPTS will be supported by a number of operational documents (e.g. the Strategic Passenger Transport Framework used to assess supported services; the Mobility Strategy for Nottinghamshire covering community transport provision) which provide more detail on how elements of the Strategy will be implemented.

## Future considerations

The IPTS may need to be reviewed to reflect a change in local governance of bus services (e.g. if a quality contract was to be introduced), in the light of current proposals on Combined Authority and devolution of powers from central government should these proceed and impact on any of the strategic aims or delivery of the IPTS.

## Good local, regional and national passenger transport networks

The Council will work with partners, particularly service operators, to make enhancements to the existing passenger transport networks where possible. This will be a mixture of facilitating dialogue, lobbying for service improvements with political and stakeholder representatives, establishing commercial benefits of new service provision, and prioritising non-commercial

supported services. The County Council's role in helping to ensure that services are available to everyone will be to work in partnership with operators and other stakeholders to:

- identify business' and public's passenger transport requirements through undertaking research to understand who the existing and potential customers are and what these customers need
- maintain and enhance passenger transport surface access to international passenger transport networks through:
  - working with airports to identify, develop and lobby for passenger and freight routes for business purposes to provide high quality global connections to support existing and open up new business opportunities
  - continuing to work with airports (and partners) to develop their surface access strategies to ensure that passenger transport services and infrastructure are developed appropriately to meet planned growth
  - strengthening links to other airports along existing transport networks, particularly improved journey times and service frequency to Birmingham and Manchester airports by road and rail
  - lobbying for service improvements with political and stakeholder representatives
  - working with airports and other partners (such as business organisations) to develop a comprehensive Airport Strategy
- ensure good connectivity by passenger transport to national and regional networks through:
  - working with operators and stakeholders to identify and prioritise national and regional route improvements that will enhance business and employment opportunities
  - considering the needs of coach operators in passenger transport interchange improvements
  - inputting into the rail franchise renewal as well as the Network Rail plans to help influence enhancements to services, infrastructure and fare aspirations
  - continuing to be involved in the development of HS2 in order to secure some of the HS2 economic benefits for Nottinghamshire
- review and enhance existing passenger transport services to link people to the county's economic centres (both town centres and business parks) as well as other services through:
  - undertaking area-wide service reviews that consider users' needs alongside a range of passenger transport services
  - effective development control and securing mitigation where necessary

- effective integration of different forms of passenger transport, as well as between different transport modes
- ensure effective, efficient and economical passenger transport services are provided through:
  - continuing to work with the relevant bodies and partners to try to influence investment decisions to deliver improvements at a local, regional and national level
  - developing a prioritised programme of improvements to address identified weaknesses in passenger transport networks
  - working with operators to synchronise services and timings at interchanges.

### Affordable passenger transport

The Council will work with partners to deliver ticketing improvements by working with operators to provide ticketing arrangements that put the customer first, supporting and encouraging modal shift and more sustainable travel patterns. This will include making ticketing options more flexible and therefore passenger transport more attractive by providing customers with a choice of ticketing media (e.g. paper, smartcards, mobile phones etc.); a range of payment mechanisms; a ticketing structure that is easy to understand; and at a price that is perceived as reasonable. The County Council's role in improving affordability and ticketing will be to work in partnership with operators and other stakeholders to:

- help keep down the relative costs of using passenger transport through:
  - maximising the availability and take up of concessionary fare schemes
  - working with operators to influence the cost, value for money and range of tickets available, including smartcard technology
  - working with operators to maximise the availability and usage of cheaper tickets
  - considering the cost of fares as part of tendered or supported services
  - working with district councils and train operating companies to try and affect the level and cost of car parking provision
  - marketing and promotion to address the misconceptions about costs of passenger transport compared to private car use
- deliver the national concessionary fare scheme through providing an appropriate, easy, effective and efficient method to promote and provide concessionary passes. This includes the periodical review of its existing mechanisms for provision to ensure that they meet customers' needs and consider additional benefits
- assist in the further development of smartcard ticketing through:

- ensuring that all new rail franchises include smart ticketing arrangements and considering the specification of smart ticketing requirements for tendered contract services
- leading the development of local integrated ticketing products such as pre-pay and e-money
- continuing to work with the larger operators on the development of their schemes and facilitating the development of local integrated ticketing products
- working with smaller operators to help enable them to implement smartcard ticketing
- monitoring the latest ticketing innovations and trialling new schemes where they will potentially offer more convenient ticketing solutions
- assist in the introduction of seamless integrated ticketing within the county but also across administrative boundaries with neighbouring authorities through:
  - continuing to work with operators and stakeholders to further develop and enhance existing integrated ticketing schemes and to help ensure that they are inter-operable with local rail and bus services
  - working with service providers and neighbouring authorities to implement integrated ticketing schemes that are inter-operable between neighbouring authorities, different operators and different modes
  - investigation of the potential wider integration of passenger transport smartcards with other transport services, as well as other Council services
- make it easier for people to buy tickets through:
  - ensuring that ticketing structures are as simple as possible and are marketed effectively
  - making purchasing tickets more convenient and maximising the amount of pre-boarding tickets (e.g. via the internet, retail outlets and self-service ticket machines) so that the number of on-board purchases have the minimum impact on journey times and reliability
  - working with businesses, developers and other organisations to facilitate the discounted bulk purchase of tickets to pass on to employees and residents.

### **Passenger transport that is understood by everyone and easy to use**

The County Council will continue to review its mechanisms for public transport information provision to ensure its effectiveness in delivering

the LTP objectives; and in the light of new opportunities and/or technology. The County Council's role in helping make passenger transport easy to understand and use will be to work in partnership with operators to:

- promote and market passenger transport services through targeted campaigns
- enable people to use passenger transport through education (such as independent travel training and travel planning advice) and infrastructure provision
- advise people on how to make journeys and the range of tickets and fares available on such journeys through providing seamless on-line/electronic journey planning, at-stop and web-based timetable and ticketing information and real-time information at key locations
- provide free, comprehensive, accurate, reliable information on services which is available at all stages of the journey and in a variety of media
- assist in the introduction of seamless integrated ticketing within the county but also across administrative boundaries with neighbouring authorities
- make it easier for people to buy the most appropriate tickets.

### **High quality passenger transport**

The County Council will work in partnership with stakeholders and service operators to provide targeted infrastructure improvements that make it easy for people to access passenger transport by all transport modes, make it easy for people to know where and when they can access services, and make passenger transport options more attractive to existing and potential users. The County Council will seek to implement improvements to passenger transport infrastructure within the available funding to add value to operating companies' investment and to complement the tendered bus network. The County Council will consider the further use of mechanisms provided by the Local Transport Act 2008 when appropriate to deliver better quality bus services in the county. The County Council's role in helping to provide high quality passenger transport services will be to work in partnership with operators and other stakeholders to:

- provide punctual, reliable services and minimise disruption on the networks through:
  - close liaison with rail industry bodies, in particular Network Rail and the train operating companies, to secure the best possible operational performance, and to bring about feasible improvements
  - working with operators to gather better, more accurate information on service delay hotspots and delivering improvements where necessary within available funding



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- reviewing procedures and protocols in the co-ordination of planned and unplanned activities/incidents on the highway/rail networks to minimise disruption
- utilisation of civil parking enforcement arrangements to help support the delivery of passenger transport objectives
- ensure minimum customer service standards through:
  - providing appropriate training for drivers, conductors and other staff
  - investigating the establishment of a countywide Taxi Quality Partnership
- maintain and enhance passenger transport infrastructure (operators' fleets, waiting facilities and interchange/stations as well as passenger transport priority) within available funding through:
  - gathering evidence to identify where issues (accessibility, capacity, delay, electrification/low emission, fleet quality, integration etc.) occur on the networks
  - developing programmes to deliver targeted passenger transport improvements within available funding
  - lobbying for infrastructure investment with appropriate organisations
  - bidding for appropriate funding as and when opportunities arise
- deliver safe and secure services through:
  - working in partnership with operators and other stakeholders to develop public awareness initiatives across the county to overcome incorrect perceptions about passenger transport safety
  - working with the police and other agencies to address recognised anti-social behaviour
  - provision of CCTV and lighting at major bus stations and interchange points where it is identified there is a real need and funding allows.

contributions) for all forms of passenger transport improvements where they are required.

The County Council will investigate the potential for joint procurement where it will not compromise the service quality offered to customers but will deliver value for money and efficiency savings. This will include the ongoing investigation into best practice in the procurement of integrated transport services to fulfil a range of service purposes for a range of clients within one service contract.

### Resources

Given limited and constrained funding levels it is important to continue to ensure that the County Council gets value from its investment in passenger transport. Assessment and appraisal of the passenger transport measures delivered will continue to be undertaken throughout the lifetime of this strategy to ensure that the Council gets value from its investment. This will include regular review of the types of measures delivered, the Strategic Passenger Transport Framework used to assess supported services, and the levels of funding allocated to passenger transport based on their value for money and delivery of strategic goals and objectives.

The County Council will also continue to pursue external funding (including developer

## 1. The strategic context

Passenger transport is just one of the vital elements of Nottinghamshire's wider transport strategy, the Local Transport Plan (LTP). The LTP aims to address the issues and needs that have been identified and predicted for the future. These have been identified through the various national, regional and local strategies for transport, as well as those that transport impacts upon. Locally, the County Council's Sustainable Community Strategy and Strategic Plan as well as district council's local plans played significant roles in developing Nottinghamshire's transport vision.

### 1.1 Nottinghamshire's strategic transport goals

The strategic transport goals for the county were developed locally through consultation with the public, County Council elected members, and other stakeholders. The LTP has three main goals as shown in figure 1 below which support one another to deliver the required transport improvements in the county. Supporting economic growth was identified as the highest transport priority throughout the county; but at the same time we aim to tackle climate change, improve health, quality of life, and safety, as well as promote greater equality of opportunity.



Figure 1: Nottinghamshire's strategic transport goals

### 1.2 Nottinghamshire's transport objectives

Consultation with the public, County Council elected members and other stakeholders also identified 12 local transport challenges to delivering the strategic goals. Addressing these transport challenges will play a major role in delivering transport improvements and the strategic goals in Nottinghamshire. The locally identified challenges have therefore become the transport objectives that we want to achieve

during the lifetime of the LTP and they are detailed in table 1 below.

Table 1: Nottinghamshire's strategic transport objectives

Objectives related to supporting economic growth	
1.	Tackle congestion and make journey times more reliable
2.	Improve connectivity to inter-urban, regional and international networks, primarily by public transport
3.	Address the transport impacts of planned housing and employment growth
4.	Encourage people to walk, cycle and use public transport through promotion and provision of facilities
5.	Support regeneration
Objectives related to helping protect the environment	
6.	Reduce transport's impact on the environment (air quality, buildings, landscape, noise etc.)
7.	Adapt to climate change and the development of a low-carbon transport system
Objectives related to improving health and safety	
8.	Improve levels of health and activity by encouraging active travel (walking or cycling) instead of short car journeys
9.	Address and improve personal safety (and the perceptions of safety) when walking, cycling or using public transport
Objectives related to improving accessibility	
10.	Improve access to employment and other key services particularly from rural areas
11.	Provision of an affordable, reliable, and convenient public transport network
Objectives related to maintaining and improving existing infrastructure	
12.	Maintain the existing transport infrastructure (roads, footways, public transport services etc.)

Passenger transport plays a key role, to varying degrees, in the delivery of ten of the transport objectives. It has a key role in delivering the economic and accessibility transport objectives, primarily through delivering behavioural change to tackle congestion and improving access to jobs and other key services by providing a realistic, attractive alternative to car use for both short and longer journeys, particularly during peak times. However, it could have a negative impact on objectives 6 and 8 relating to transport's impact on the environment and health. This is due to the pollutants emitted from passenger transport vehicles especially in air quality management areas in Nottinghamshire which are largely caused by diesel polluting vehicles such as HGVs, private cars/vans and buses. Passenger transport also has a negative impact on objective 12 as maintenance costs increase in line with investment in passenger transport infrastructure and services.

This strategy therefore sets out what we will do to maximise the positive impacts and minimise the negative impacts that passenger transport will

have on delivering Nottinghamshire's transport objectives.

## 1.3 Nottinghamshire's passenger transport ambitions

The Nottinghamshire passenger transport ambitions were formed to deliver the national strategy and guidance (such as the 'Door to Door Strategy', and 'Building Better Bus Services: Multi-Operator Ticketing'), deliver local strategy and ambitions, from the responses to the LTP consultation, alongside the results of ongoing annual consultation. The consultation has highlighted several issues that are important to people in relation to passenger transport and has resulted in four key themes as shown in figure 2 below.



Figure 2: Nottinghamshire's passenger transport ambitions

The passenger transport ambitions are to provide a passenger transport network and services that:

- has **good local, regional and network coverage**, operating periods, service frequency and fully accessible vehicles and waiting facilities
- is **affordable** so that costs are competitive with the use of the private car and don't stop people from using the available services; with good use of ticketing options, concessionary fares, smartcard technology and integrated ticketing
- is **understood by everyone and easy to use** so that people know about services and how to use them by providing clear information in a variety of media; and in partnership with operators, through effective marketing of passenger transport
- is **high quality** that are reliable, punctual, don't take too long and require minimum changes; as well as high quality infrastructure that is fully accessible, modern, clean (both in appearance and emissions), quiet, safe and informative; and high quality customer service provision by drivers and other staff.

## 1.4 Nottinghamshire's passenger transport objectives

Consultations undertaken as part of the development of the LTP identified a number of issues that have helped develop seven key objectives that it is considered are essential to delivering the passenger transport ambitions:

1. Maximise efficiency of the networks to improve accessibility and choice
2. Ensure quality of services within available funding
3. Provision of quality infrastructure and interchange facilities within available funding
4. Reduce the relative cost by improving the ticketing options available and developing integrated ticketing and smartcard technology
5. Provision of quality information and marketing
6. Ensure personal security on routes to waiting facilities, at waiting facilities and on-board services
7. Working in partnership with operators and other stakeholders.

### 1.4.1 Passenger transport service hierarchy

A passenger transport hierarchy has been developed to help determine the services that will be required to deliver the strategic transport ambitions and objectives; and to help prioritise resources:

1. Strategic services – linking both the different economic centres within the county to each other; as well as linking the county's economic centres to longer distance out of county key economic centres. These will predominantly be commercial services (although some may be eligible for small amounts of financial support) and will be at least hourly services
2. Local urban services – linking the local urban areas to the county's economic centres (both town centres and business parks). Again these will predominantly be commercial services (although some may be eligible for financial support) and will be at least hourly services
3. Link services – services which enable people to access the strategic and local urban services particularly for journeys to/from work
4. Special services – services which help people access specific locations (e.g. school buses, works buses, hospital buses, leisure and tourism services, etc.)
5. Community services – services which act as a 'safety net' within specific areas (e.g. community and voluntary transport schemes)
6. Demand responsive bus, taxi and private hire – services that can be called upon as and when required by individuals.



## 1.5 Supporting documents

The Integrated Passenger Transport Strategy (IPTS) has been written as an over-arching strategy and it is intended that the IPTS will be supported by a number of operational documents that will expand on the implementation of the Strategy, such as the Strategic Passenger Transport Framework used to assess supported services; the Mobility Strategy for Nottinghamshire covering community transport provision; and individual implementation plans on integrated ticketing and infrastructure delivery.

## 1.6 Future considerations

### 1.6.1 Governance arrangements

The current governance arrangements for bus services is through a number of different partnership arrangements with the bus operators. If, in the future, it is felt that these arrangements are not delivering any part of this IPTS, the Council will review these governance arrangements, including consideration of the merits of introducing quality contract schemes to best meet passenger transport objectives. Should a quality contract scheme, or schemes, be pursued a further bus strategy would then be developed to reflect a proposed change to local governance.

### 1.6.2 Combined Authority

Proposals to create a Combined Authority representing the nine Nottinghamshire councils, including all districts, the County and City councils, have been submitted to Westminster for consideration by Government. The Derbyshire councils are proposing similar arrangements for the Derbyshire area.

A Combined Authority would take long-term strategic decisions on areas such as transport, economic development and regeneration. With regards to transport it is proposed that the Nottinghamshire Combined Authority would undertake:

- the functions of a local transport authority under the Transport Act 2000 and any other enabling legislation (and including, by order, the functions of a Passenger Transport Executive under section 88 of the Transport Act 1985)
- the functions of local authorities under the Transport Act 1985.

The Combined Authority proposals are still in the formative stages and it is not possible at the time of writing to determine if or when a Combined Authority may be introduced in Nottinghamshire, or if any future decisions they may make will impact on the content or delivery of the Integrated Passenger Transport Strategy.

If the Combined Authority proposals proceed the Nottinghamshire and Derbyshire combined authorities will, however, need to coordinate their work closely to ensure that effective governance arrangements can operate across the whole of the D2N2 LEP area.

### 1.6.3 Devolution of powers from Central Government

Building on the Combined Authority proposals, and working with the D2N2 Local Enterprise Partnership, council leaders are seeking the devolution from Whitehall to local councils of substantial powers, funding and responsibilities relating to jobs, skills, housing and transport.

The devolution plans reflect local councils (including boroughs, districts, City and County) existing commitment to work together and will give the Combined Authority the powers and levers to deliver their ambitions for sustainable growth and jobs. The proposal would give local councils the opportunity to control how money raised locally from business rates is spent, rather than it going to Whitehall for reinvestment nationally.

Recognising that good transport is a key driver of economic growth, the D2N2 area identifies that there are high levels of congestion and physical barriers to bus and rail connectivity across the region and that more innovative travel and transport solutions are needed to sustain and increase growth. To deliver these solutions greater powers are required and therefore with regards to passenger transport the devolution deal is seeking:

- Powers and devolved funding to introduce bus franchising on an incremental basis. This would include streamlining the process, the devolution of traffic commissioner registration powers, the devolution of commercial BSOG incentive payments schemes and other grants, and the devolution of associated concessionary fares budgets
- Powers to better manage the local road network, including enabling the introduction of low and ultra-low emission zones
- The ability to directly determine strategic infrastructure priorities and service improvements to drive economic growth. This would enable local decision-making and securing the necessary investment to deliver schemes such as the location of a HS2 station in the area, rail journey time and rolling stock improvements.

One of the bills proposed by government during the current Parliament is the Cities and Local Government Devolution Bill which would enact DevoManc, and introduce a framework for other cities to benefit from the same devolution process; allow other powers and finances to be devolved to

towns and counties; and additionally, through a Buses Bill, allow directly elected mayors to control bus franchising.

The Buses Bill would provide for the consideration of bus franchising in circumstances where modal integration or investment in high-end capital projects requires the 'control' of on-street bus competition. This might include plans to develop key transit corridors – bus, tram, guided bus, suburban rail – where a business case is prevented under the current deregulatory bus regime.

Should Nottinghamshire be successful in securing devolved powers from central government, or the Buses Bill allows for the introduction of franchising, a review of the appropriate elements of this strategy will be undertaken to ensure that it is consistent across the whole of the area covered by devolved powers or any proposed franchising area (e.g. to ensure a bus strategy is developed for the whole geographical area of where franchising may be delivered) where it is considered that the current partnership arrangements are not meeting the objectives of the IPTS.

## 2 Existing conditions – future opportunities and challenges

Identifying the existing transport conditions and the challenges that may be faced in the future (such as the transport impacts of new housing that will be required) has played an important role in developing how to make passenger transport improvements in the future. The previous chapter identified the transport goals and objectives for Nottinghamshire. This chapter summarises the evidence base that has been gathered to help inform the integrated passenger transport strategy and the actions to deliver the strategy. The full transport evidence base is available to view on the County Council's website at [www.nottinghamshire.gov.uk/ltp3](http://www.nottinghamshire.gov.uk/ltp3).

### 2.1 Resources and expenditure

Whilst the second Local Transport Plans (LTP2) provided funding for a broad range of transport improvements, significant investment was made in passenger transport during its five year duration (2005/6-2010/11). This level of investment has continued in the period 2011/12-2013/14 during which approximately 23% of the total expenditure on integrated transport measures was spent on measures which improved the passenger transport experience.

To help ensure that people can access jobs, training and other essential services during

2011/12-2013/14 the Council also invested over £29m per year of revenue funding in supported bus services, community transport, home to school transport and special needs passenger transport services and concessionary fares.

### 2.2 Recent achievements and performance

The two most visible outcomes from the investment in passenger transport is the increased number of passenger transport users and the new infrastructure that can be seen across Nottinghamshire. The Council worked in partnership with bus and rail operators as well as Network Rail to identify, lobby for and deliver various service and infrastructure enhancements. These locations were then prioritised for improvements and **during the LTP2 period Nottinghamshire saw:**

- **Bus and rail patronage increases.** The rate of patronage growth on buses in Nottinghamshire exceeded levels of national patronage growth. Between 2005/6 and 2010/11 bus patronage in the county increased by over 4% whilst patronage decreased nationally outside London; and during the period 2000/01-2012/13 rail patronage in Nottinghamshire increased by 47% compared to 60% nationally outside London. Rail patronage continues to grow, and after two years of decreases bus patronage in the county has also increased in the last two reported years.
- **Infrastructure improvements**, including:
  - new bus stations at Retford and Newark on Trent and refurbishment of Sutton bus station. This investment has continued beyond the LTP2 period with the completion of a new passenger transport interchange in Mansfield which opened in March 2013; and a new bus station is under construction in Worksop
  - the County and City councils have worked in partnership to secure funding for the major redevelopment of the Nottingham rail station; which was completed in November 2014
  - Upgrades to 'at-stop' waiting facilities, including raised kerbs to support the introduction of accessible buses, new shelters, flag poles and real-time information
  - Rail rolling stock improvements on all key routes
  - The introduction of smartcard ticketing
  - The introduction of on-board cameras and improved lighting at bus stops to help address fear of safety concerns
  - New buses serving key corridors funded by operators
- **Service improvements**, including:
  - the County Council supporting tendered services on routes that are not provided commercially (to help ensure people can access jobs and services)

- improved reliability through the identification of congestion hotspot schemes and the delivery of traffic management measures such as bus priority at traffic signals and bus clearways
- Bus service enhancements and these enhancements have continued with recent improvements such as new vehicles on the Mansfield Miller service; and new vehicles and increased service frequency on the One, the 3s, the Pronto, and the Greens services
- Congestion management schemes along strategic routes in the county to reduce journey times and improve reliability for all road users
- Rail service enhancements, such as a new direct services to Leeds; a new Sunday service and later evening services on the Robin Hood Line; and additional services calling at local stations (e.g. Collingham)
- Improved rail journey times on services such as those to London, Birmingham and Lincoln; as well as the Robin Hood Line
- Increased levels of satisfaction. Surveys demonstrate that people feel that bus and rail services in the county are improving. In 2012/13 70% of bus users were satisfied with services one of the highest satisfaction rates amongst English counties); and in 2013 87% of East Midlands Trains users were satisfied with services.

All improvement schemes are evaluated for their effectiveness and value for money; and these evaluations are used to develop the future programmes of work.

### 2.3 Passenger transport networks

Nottinghamshire has an extensive passenger transport network made up of commercial and County Council supported services.

#### 2.3.1 Buses

Buses are the major provider of passenger transport across the county. The most recent survey of public satisfaction with local bus services (2013) found that 70% of people in Nottinghamshire are satisfied with their local bus services, the highest rate of all the shire counties. Access to bus services is good across most of the county, although there are fewer services in some of the more rural parts of the county, especially in the evenings and on Sundays. To supplement the commercial bus network, the County Council currently spends £4.2m revenue funding to provide additional services. Without the County Council providing support through supporting services, many households would find it difficult to access services.

Maintaining the existing levels of bus services in the county will be a major challenge. The reduced

levels of Central Government funding available to the County Council will undoubtedly impact on the amounts of funding the Council has available to support bus services. Reductions in funding may result in some communities facing a reduced level of service or potentially no services at all. In some areas there may also be an increase in the distance to the nearest bus stop with a suitable frequency.

A new network was introduced in August 2014 following extensive consultation which resulted in reduced frequencies and more connecting services.

#### 2.3.2 Coach

In addition to the many coach hire companies providing day trips and holidays from all over the county to numerous destinations, parts of Nottinghamshire are well served by regular scheduled long-distance coach services, with other parts of the county less so. The regular services provide connections to airports, most major cities in the country, as well as into Europe.

Such services are affected by traffic volumes and congestion on both the national strategic networks as well as local road networks along their routes.

#### 2.3.3 Community transport

Community minibuses and social car schemes play a key role in providing transport to help older people, people with mobility difficulties, or those without access to conventional public transport to access key services and destinations. There are, however, shortfalls in the services available, particularly in parts of Broxtowe, Gedling and Rushcliffe districts.

The 2013 National Highways & Transport Survey indicates that 54% of Nottinghamshire respondents were satisfied with the availability of community transport (lower than the average of county councils).

#### 2.3.4 Light rail

The light rail system, Nottingham Express Transit Line 1, provides services between the city centre and the northern local centre of Hucknall. Line 1 is extensively within the city but serves two stops in the county, and provides opportunities to access employment areas along its route. These opportunities will be enhanced with the opening of the two lines under construction which will serve the areas south (to Clifton) and west (to Beeston) of the city. On completion of NET phase 2 it will be important to identify potential strategic extensions to NET should funding become available to add to the network.

## 2.3.5 Rail

Rail services provide important connections both within the county and between Nottinghamshire and elsewhere. The coverage of the rail network is relatively good.

Several improvements to the rail network and services are already planned, including:

- improvements to the Midland Mainline to improve journey times between London and Leeds, and
- electrification of the Midland Mainline.

Relatively slow journey times and frequency of services along several routes make services less attractive than they could be and include services:

- from Nottingham to London, Sheffield and Leeds
- from Nottingham to Newark and Lincoln
- from Newark and Retford to London
- from Nottingham to Grantham and Skegness
- between Lincoln, Retford, Worksop and Sheffield.

Time savings from higher journey speeds could also allow for selected stations to get improved frequency of services along some of the above routes.

The historical under investment in the Midland Mainline routes has caused significant challenges to the delivery of improved journey times and frequency.

Whilst there is currently limited information on passenger load factors, the information available identifies overcrowding:

- on peak services between London, Nottingham and Leicester
- on peak services between Nottingham and Birmingham via Derby, and
- all day on the Norwich to Liverpool service on the section between Nottingham and Liverpool.

## 2.3.6 Taxis and private hire vehicles

There are currently 1,416 licenced hackney carriages (taxis) and 795 private hire vehicles available in the county. These range from 1,085 vehicles in Gedling to 125 vehicles in Bassetlaw.

Table 2: No. of licensed hackney carriages and private hire vehicles

District	No. of hackney carriages	No. of private hire vehicles
Ashfield	123	56
Bassetlaw	48	77
Broxtowe	138	12
Gedling	846	239
Mansfield	85	106
Newark & Sherwood	99	30
Rushcliffe	77	275
<b>TOTAL</b>	<b>1,416</b>	<b>795</b>

Source: Taxi licensing authorities

The 2013 National Highways & Transport Survey indicates that 72% of Nottinghamshire respondents were satisfied with the availability of taxis or minicabs.

## 2.4 Punctuality of services

At the end of 2013, 84% of buses were recorded as being on time; and waiting times for buses along frequent service routes are, on average, within a minute of their scheduled arrival time.

Locations where buses have frequent delays because of highway conditions (such as queuing traffic or parked cars) are identified in partnership with operators. Work has been undertaken to improve conditions at many locations but there are still a number of sites across the county that have not yet been investigated to determine the reality of the problem, the length of delay or the feasibility of a solution.

The percentage of trains arriving within 10 minutes of their scheduled arrival time is 91.4% for East Midlands Trains, but only 85.7% for East Coast services. East Midlands Trains (EMT) has significantly improved punctuality since taking over the franchise in November 2007, EMT has improved the local services from being the worst performing regional operator to being the third best (out of 10). Punctuality on the East Coast Main Line has also improved, albeit from a much lower starting point.

## 2.5 Passenger transport infrastructure

A survey of commercial bus operators undertaken in 2013 found that:

- 72% of respondents' vehicles are aged under 10 years
- 83% of respondents' vehicles have Euro 3 engine type or better (Euro 3 – 36%; Euro 4 – 13%; Euro 5 – 34%)
- 83% of respondents' vehicles are fully accessible.

There are currently two transport related air quality management areas on the County Council's managed highway network. Whilst the major operators continue to invest in upgrading their fleets a major factor in the poor levels of air quality at the two locations above is the level of high polluting diesel vehicles (HGVs and buses) travelling through the locations.

There are approximately 6km of bus lanes; and more than 60 traffic signals with bus priority along strategic bus routes in the county. Such measures help to ensure the punctuality of buses and consistency of their journey times to make the services more attractive to the public. 'Real time' information at bus stops (telling you the actual



length of time until the next bus arrives rather than timetable information) has been introduced along key bus corridors. Several of Nottinghamshire's neighbours have different 'real time' systems, which are not necessarily compatible with each other. The County Council will therefore need to ensure that any 'real time' infrastructure introduced in the county is compatible with all of the relevant cross-boundary bus services.

Each of the train operators has refurbished or upgraded its rolling stock during the lifetime of the second LTP. If, however, rail patronage continues to grow at its current rate over-crowding (as seen in South East) may also occur if rolling stock is not increased in line with patronage growth.

### 2.6 Ticketing and concessionary fares

A range of ticket types are available in the county, including daily, weekly, monthly, three and six monthly, as well as annual tickets. Four of the 32 bus operators running registered services in the county currently offer smartcards although these are not wholly transferable across operators or on trains. Stagecoach is, however, trialling a smartcard that is operable on all of its buses and trains.

Seamless smartcard ticketing across different operators and modes (bus and rail) is critical to delivering a first class public transport system.

Approximately 90% of those eligible to a concessionary pass due to age have taken up the pass, equating to over 164,000 passes. In addition to this there are approximately 10,000 passes issued to people on the grounds of disability (and of these over 3,000 also have companions travel facility added).

### 2.7 Surface access to airports

Whilst there are no airports within Nottinghamshire there are two airports close to the county – East Midlands Airport located close to the south of the county; and Robin Hood Airport located close to the north of the county. Both of the airports have frequent bus services to them from the county; and patronage of the services to both airports has grown massively since they commenced.

### 2.8 Traffic movements – where people want to travel

The county has several market towns and different employment centres which have significant transport implications on how people access jobs and training opportunities by passenger transport.

#### 2.8.1 Travel to work areas

There are four travel to work areas in the county as determined by 2001 Census commuting patterns (2011 Census travel to work areas will not be published until 2015):

- the Nottingham travel to work area which, encompasses Nottingham City, Broxtowe and Rushcliffe districts, the majority of Gedling district, as well as parts of Ashfield and Newark & Sherwood districts. It also includes parts of eastern Derbyshire and northern Leicestershire
- the Mansfield travel to work area which includes Mansfield district, the majority of Ashfield and Newark & Sherwood districts, as well as the south western tip of Bassetlaw and the north of Gedling district. It also includes parts of eastern Derbyshire
- the Worksop and Retford travel to work area which encompasses most of Bassetlaw (excluding the north eastern and south western tips of the district) as well as part of Derbyshire, and
- the eastern part of Newark & Sherwood as well as the north eastern tip of Bassetlaw are part of the Lincoln travel to work area.

#### 2.8.2 Interaction between districts

In terms of employment most people travel between districts or further afield for employment. 2011 Census data shows that all of the districts in the county have seen an increase in the average distance commuted to work. More detailed analysis of this information is not currently available but in 2001 Census data showed that in the south of the county the main employment attractor is the city of Nottingham. Bassetlaw is the most self-sufficient of all of the districts with over 70% of its residents working within the district. Similarly, almost 70% of Mansfield residents work in either Mansfield or neighbouring Ashfield.

#### 2.8.3 Interaction with neighbouring authorities

Nottinghamshire has important economic and employment, as well as leisure links, to other areas in the region and beyond. The largest numbers of work journeys made across Nottinghamshire's administrative boundary are from workers travelling from the county (particularly the south of the county) into the city of Nottingham. There are also significant flows of workers travelling to or from Derbyshire in the west of the county. The majority of these movements are people travelling between Derbyshire and its neighbouring Nottinghamshire districts of Ashfield, Bassetlaw, Broxtowe and Mansfield for work.

Movement of workers across neighbouring authorities' boundaries is also evident (although to

a much lesser degree) in the south of the county between Leicester/Leicestershire and the districts of Broxtowe and Rushcliffe; in the north of the county between Bassetlaw district and South Yorkshire; and in the east of the county between Lincoln/Lincolnshire and Newark & Sherwood district. With the exception of Leicestershire, the numbers of workers travelling into the county from each of the areas is similar to the numbers of workers travelling out of the county into each of the areas.

In 2001, most of the county's workforce worked in the county (including the city of Nottingham); with only 16% of the county's workforce travelling elsewhere for work, ranging from 22% in Bassetlaw and Broxtowe districts to only 8% in Gedling. In the north of the county, Bassetlaw district forms part of the Sheffield City Region. In 2001, however, only 12% of the Bassetlaw workers travelled to South Yorkshire for work.

### 2.8.4 How workers are travelling to work

The most recent Census data (2001) for actual distances travelled to work shows that car use was by far the most popular form of transport. 43% of work journeys were under 5km (or 3.1 miles), and 60% were under 10km (or 6.2 miles), yet 64% of people drove to work. The 2011 Census data shows that the average distance to work increased on average by 2km amongst Nottinghamshire residents.

The 2011 Census reports that 9.67% of commuters in Nottinghamshire travelled to work by passenger transport – 7.56% by bus; 0.58% by light rail; 0.32% by taxi; 1.21% by train. There were, however, large numbers of people travelling to work from some of the more urban districts by car which all have good passenger transport networks and services. There is therefore significant scope to increase patronage on passenger transport.

### 2.9 Environmental factors

Road transport accounts for a high proportion (34% in 2012) of total CO<sub>2</sub> emissions in the county. Increasing passenger transport patronage and reducing car use could play a vital role in reducing CO<sub>2</sub> emissions in Nottinghamshire.

Noise from transport networks can affect large numbers of people. Once again reducing the volumes of vehicles through increasing passenger transport patronage has a role to play in reducing noise from traffic.

### 2.10 Other significant challenges

There are a number of other challenges that have been considered when developing this strategy, including:

- **Peak oil production** in the near future and the resultant increased costs of transport. It will therefore be important to investigate alternative fuel sources for passenger transport, as well as promoting and providing alternatives to the private car
- **Economic factors** such as the Worldwide economic recession have resulted in higher unemployment, possibly resulting in people having to travel further for employment opportunities. It is therefore important that people are able to access alternative employment and training opportunities by passenger transport
- **Reductions in revenue and capital public sector funding** provided by Central Government which are predicted to continue to be restrained in the future. In addition, changes to the way the funding is allocated may impact on the funding available for passenger transport improvements. Pressures on these budgets impacts on the ability to provide revenue support for services and make capital infrastructure improvements
- **Deprivation, employment and skills levels** as there are considerable variations in the deprivation levels across the county. Deprivation levels are highest in the urban parts of northwest Nottinghamshire (particularly Ashfield, Mansfield and Worksop) and employment rates and qualification levels correlates closely with this. It is therefore vital that people in these areas can access both employment and training opportunities by passenger transport
- **Population increases** between 2008 and 2026 are expected to increase at a rate higher than the national average in each district except Bassetlaw and Mansfield. Growing numbers of people are choosing to live in the rural or semi-rural areas of the county which has implications on how people choose to travel to access key services
- **Housing** development required to accommodate the population increases will have an impact on passenger transport services
- **Ageing population** as when people get older, independent travel often becomes more difficult and if public transport is not available or accessible this can present problems of isolation, particularly in rural areas where the largest increases of older people are expected in Nottinghamshire
- **Health and disability** as each district in Nottinghamshire (except Rushcliffe) has above average proportion of residents with a limiting long-term illness; as well as some districts with higher than average proportion of 'disabled' people. Disabled people are often more reliant on passenger transport services and therefore it is essential that services are

accessible so they can continue to lead independent lives.

simple 'one size fits all' solution to passenger transport services.

## 3. Good local, regional and national passenger transport networks

The main focus in the availability of passenger transport services is to ensure that the networks provide effective links to business and employment now and in the future; that they support regeneration activity; and enhance social inclusion. The County Council will therefore need to ensure that the networks available also consider planned development.

The County Council's role in helping to ensure that services are available to everyone will be to work in partnership with operators to:

- identify business and public passenger transport requirements
- maintain and enhance passenger transport surface access to international passenger transport networks
- ensure good connectivity by passenger transport to national and regional networks
- review and enhance existing passenger transport services to link people to the county's economic centres (both town centres and business parks) as well as other services; and
- ensure effective, efficient and economical passenger transport services are provided.

Good connectivity is essential for a thriving economy and to stimulate economic growth. It allows for the efficient use of resources and expands companies' business market reach both in terms of product/service distribution and being able to attract the appropriate workforce.

Passenger transport plays a key role in providing more sustainable options to get employees without access to a car to work. It can also provide a real alternative to making journeys by car thereby reducing congestion and delay and the impacts this has on local business. Similarly, it can provide an alternative to car use on business trips. Connectivity is therefore a key feature in enhancing local business efficiency and productivity, as well as providing people with more job opportunities.

### 3.1 Identifying passenger transport requirements

The key to the success of the passenger transport network in Nottinghamshire is its ability to meet the needs of the customer (the public, businesses and service providers). There is no

**The Council will identify passenger transport requirements to help deliver efficient, necessary, value for money services through:**

- undertaking research to understand who the existing customers are; who our potential customers are; and what these customers need
- working with businesses, the public and stakeholders to find out what passenger transport services they need. The focus of the services provided will then be targeted towards meeting those needs
- continuing to work with the relevant bodies, stakeholders, operators, government and partners to try to influence investment decisions to deliver infrastructure and service improvements at a local, regional and national level.

### 3.2 Local connectivity

The County Council will provide flexible transport solutions according to local needs which will be made up of a variety of passenger transport provision in each area.

**The Council will look to ensure effective and efficient local connectivity through:**

- undertaking area-wide service reviews that consider users' needs alongside a range of passenger transport services
- effective development control so that any new development is well served by passenger transport
- effective integration of different forms of passenger transport, as well as between different transport modes.

Accessibility planning and mapping has identified that whilst most people can access passenger transport services, accessibility is poorer in some areas (particularly in more rural areas where services are often limited to weekdays or peak times). Effective service planning will help overcome shortfalls in services within available funding.

The measures identified within this strategy will enable the County Council to continue to identify its strategic passenger transport priorities.

#### 3.2.1 Area service reviews

The Council will determine the passenger transport network (which must deliver Nottinghamshire's strategic transport goals and objectives within available funding) by undertaking area passenger transport service reviews periodically across the county. The aim of the reviews will be to ensure that services

continue to be delivered in the most efficient and effective manner, delivering value for money whilst ensuring that local needs are met and quality is not compromised. The area service reviews will seek to:

- deliver Nottinghamshire's strategic and transport objectives
- identify scalable best practice service provision that can be applied in similar areas in the county
- determine customised locally supported solutions which deliver local needs within available funding
- improve integration of service provision throughout the county
- develop strong partnership working arrangements in the delivery of services, ensuring their future financial availability
- reduce costs to the County Council, and
- maximise the use of County Council resources, including its own vehicle fleet.

The reviews will involve local consultation with the public, other customers, stakeholders and service providers in the identification of both the transport needs and the development and implementation of the transport solutions.

The reviews will consider all forms of passenger transport provision (rail, light rail, bus and taxi); and all commercial, voluntary and community operated services and transport arranged by other service providers (e.g. employers and non-emergency health transport). It will include all Nottinghamshire County Council supported transport, including supported local bus services, home to school & college transport, social care transport and supported voluntary and community transport. Whenever possible education journeys will be provided on the local bus network to minimise additional revenue expense from service provision.

Services will then be planned accordingly, with reference to the Council's passenger transport service hierarchy and within available funding, using the results of the consultation as well as evidence and information gathered by the County Council.

To deliver the area wide service reviews the Council will:

- use a consultative and data led approach to planning and determining services to ensure the provision of local services meet identified local needs
- work with service operators and other partners to improve its information gathering and analysis to help inform area service reviews (e.g. work with businesses to identify service/route requirements through more specific travel planning work; and working

with operators to gather better information, such as origin/ destination data from smartcards)

- explore the sharing of passenger transport delivery (e.g. school transport services) with others, such as neighbouring authorities, to maximise the use of joint resources to reduce costs for the organisations concerned
- determine and prioritise locations that require service enhancements in order to deliver the strategic transport goals and objectives
- Utilise the County Council's fleet, where capacity exists to integrate service provision.

Where it is determined that new or improved services are required as part of the area reviews (or through other means such as requests) the Council will work with partners, particularly service operators, to deliver enhancements to the existing network where possible, at no additional cost to the County Council.

It will also be important to continue to identify strategic passenger transport corridors throughout the county to ensure that they are well served by services and to identify potential improvements along those networks whether they are bus, coach, rail, or tram improvements. Such improvements will also be considered as part of new developments.

**The Council will work with partners, particularly service operators, to make enhancements to the existing network where possible by:**

- facilitating dialogue between potential operators and representative groups
- lobbying for service improvements with political and stakeholders representatives
- establishing commercial provision by working with operators to help identify the commercial benefits from service improvements
- concession agreements on a short term basis to demonstrate commercial value, seeking external funding and where appropriate, supporting service enhancements
- assess, prioritise, tender and review services with no commercial or concession agreement using a 'strategic passenger transport framework' appraisal tool to ensure equity and effective use of available resources
- demand responsive transport (provided by a conventional bus, minibus, or taxi) linking to existing hubs and networks where a fixed route stopping service is not appropriate
- the most appropriate cost effective method of bespoke transport solutions tailored to meet the needs of users (e.g. special education needs, school pupils and adult



social care clients)

- considering improvements along key strategic passenger transport corridors.

## 3.2.2 Development control

Transport plays a vital role in enabling growth and the location of new development is essential to ensuring that they are accessible. This work will partially evolve out of the area service reviews and therefore the reviews will consider committed and planned development when planning future passenger transport services.

It is important that new employment and housing development is located predominantly on existing well served passenger transport routes. It is also important to ensure that there is sufficient capacity on the networks to meet the expected additional demand in the locality of development; and where necessary mitigate against the impacts of new growth. Any transport improvements required to enable development to occur will be sought from the developer and not from County Council capital or revenue budgets.

The County Council will work with local planning authorities (the district councils in Nottinghamshire) to help ensure that accessibility is a key consideration in spatial planning so that employment and residential development is located in accessible, sustainable locations.

**The Council will work with local planning authorities and service operators to ensure new development is accessible by passenger transport through:**

- prioritising sites and locating new development on existing well served passenger transport corridors to minimise the reliance on new infrastructure and services
- minimising the amount of new infrastructure required as part of new developments and maximising the use of existing passenger transport services
- ensuring there is sufficient capacity on the networks to meet the expected additional demand in the locality of development; and where necessary mitigate against the impacts of new growth
- ensuring that where necessary, developer contributions are secured to fund accessibility improvements to the passenger transport network and/or capacity required to enable the development to be sustainable (including service and infrastructure improvements as well as incentives)
- developing guidance on minimum standard requirements of passenger transport services, infrastructure and incentives at new employment and residential development to ensure a minimum quality of service and equity for developers.

## 3.2.3 Integration of passenger transport services

Being able to easily change between different modes of passenger transport helps make the option of longer distance passenger transport journeys easier to undertake and therefore more attractive. Also being able to change between different modes assists in making longer distance journeys by passenger transport.

It is important that integration with, and between, different passenger transport modes is developed to ensure that users can integrate as easily as possible and includes timings of services, guaranteed connections, quality of services, ticketing options, interchange facilities and ensuring new developments are located where there is a good network of passenger transport available.

**The County Council will help deliver effective integration between different passenger transport services by:**

- undertaking reviews to identify weaknesses in integration, particularly at bus and rail stations
- considering improved integration between passenger transport modes when considering new bus and rail stations or locations of bus stops, taxi waiting facilities, and provision of longer distance coach facilities
- developing a prioritised programme of improvements to address these weaknesses (delivery dependent upon available funding)
- working with operators to synchronise services and timings at interchanges.

## 3.3 Maintaining and enhancing national and regional connectivity

National and regional connectivity is essential to providing not only business opportunities but also employment opportunities.

The County Council recognises the role that is provided by air, coach and rail for longer distance journeys. Coach operators are particularly important for journeys that are not served as part of the rail network; and because they are often a cheaper alternative to private car or rail alternatives, thereby making them more accessible to people on lower incomes. Passengers are well served by coach routes from Nottingham (and some of the larger towns in the county) to most UK major cities and airports, as well as further afield. It is important to ensure that the local network integrates with the regional and national networks to enable people to access longer distance services.

Relatively slow journey times and frequency of services along several routes are issues that make services less attractive than they could be. This includes an historic under investment in the Midland Main Line service. The County Council has therefore identified its rail improvement priorities which are shown in the table below.

Table 3: Nottinghamshire's rail improvement priorities

<b>Nottingham to London:</b> Line speed improvements through works at Market Harborough-Great Bowden; and segregating east-west and north-south flows at Leicester
<b>Retford/Newark to London:</b> Journey time improvements through the planned East Coast Main Line enhancements
<b>Nottingham to Birmingham:</b> Enhancements at Derby to improve capacity, speed and to segregate conflicting flows
<b>Nottingham to Manchester:</b> Line speed improvements through the completion of the 'Manchester Hub'; works along the Erewash valley; and works at Radford junction. Additional services, including a replacement Nottingham to Sheffield stopping service and between Sheffield and Manchester as envisaged by the 'Northern Hub' scheme
<b>Nottingham to Leeds:</b> Line speed improvements to Sheffield and Leeds (measures to be determined)
<b>Retford/Worksop to Sheffield:</b> Journey time improvements (measures to be determined)
<b>Nottingham to Norwich:</b> Line speed improvements including works between Netherfield and Grantham to facilitate a better path along the East Coast Main Line
<b>Nottingham to Lincoln:</b> Line speed improvements, capacity enhancements and additional services
<b>Nottingham to Worksop:</b> Line speed improvements works between Littlewood and Worksop
<b>Nottingham to Skegness:</b> Line speed improvements including planned works between Nottingham and Allington

## **The Council will work with partners to improve national and regional connectivity.**

In addition to the actions to maintain and enhance international connectivity this will be achieved by:

- working with operators and stakeholders to identify and prioritise national and regional route improvements that will enhance business and employment opportunities
- considering the needs of coach operators in passenger transport interchange improvements and providing the necessary loading requirements within the design for new/improved bus and rail stations wherever practicable
- inputting into the rail franchise renewal to help influence enhancements to services; infrastructure improvements; as well as fare aspirations for these franchises
- inputting into and lobbying for rail infrastructure enhancements to deliver better journey times, reliability and frequency as part of the development of Network Rail GRIP CP4, CP5 and CP6 plans
- continuing to be involved in the development of HS2 in order to secure some of the HS2 economic benefits for Nottinghamshire, including:
  - supporting the case for HS2 to extend to the region
  - discussing the proposed route and

lobbying for the most appropriate location for a HS2 interchange to serve Nottinghamshire

- ensuring that Nottinghamshire is well served by fast passenger transport links from any stations along the determined route.

## **3.4 Maintaining and enhancing international connectivity**

International connectivity is crucial in supporting local businesses to expand their market and open up new business opportunities. It also helps attract inward investment to local economies through international tourism.

This work will primarily involve working with local regional airports (as well as airports further afield) to understand their priorities and objectives; identify challenges to delivering their objectives; and to work in partnership to help overcome these challenges.

### **The Council will look to improve international connectivity through passenger transport improvements by:**

- working with airports to identify, develop and lobby for passenger and freight routes for business purposes to provide high quality global connections to support existing and open up new business opportunities
- continuing to work with airports (and partners) to develop their surface access strategies to ensure that passenger transport services and infrastructure are developed appropriately to meet planned growth (in terms of the types and numbers of services as well as the geographic locations they serve)
- Strengthening links to other airports along existing transport networks, particularly improved journey times and service frequency to Birmingham and Manchester airports by road and rail as improvements to these services will have added value in terms of economic benefits from improved links with the cities
- lobbying for service improvements with political and stakeholder representatives
- working with airports and other partners (such as business organisations) to develop a comprehensive Airport Strategy.

## 4. Affordable passenger transport

The County Council's role in improving affordability and ticketing will be to work in partnership with operators to:

- help keep down the relative costs of using passenger transport
- deliver the national concessionary fare scheme
- assist in the further development of smartcard ticketing
- assist in the introduction of seamless integrated ticketing within the county but also across administrative boundaries with neighbouring authorities, and
- make it easier for people to buy tickets.

The accessibility planning process has identified that fare levels are a significant constraint for people to access work, training and other key services, especially for people on lower incomes. This was supported by consultation undertaken as part of the development of the LTP. DfT research has identified a strong desire amongst passengers for more integrated ticketing and simplification of current ticketing arrangements, particularly for local networks.

The affordability and flexibility of ticketing is essential in ensuring that passenger transport is a competitive mode of transport. Attractive ticketing, including the costs, can lead to increased patronage, higher profits for the operating company and long-term sustainability of services. The County Council therefore remains committed to working with operators to ensure that the cost of passenger transport, as well as the ease of purchasing passenger transport tickets do not become barriers to its use.

Customers have different ticketing needs, some people use passenger transport everyday whilst others use it only occasionally. Similarly, some customers use it at peak times to get to/from work whilst others use it at less busy times of day. Flexibility of tickets is also important as often customers do not know when they will return or plans change. It is therefore important to offer a range of tickets to cater for the differing needs of customers in order for passenger transport to compete with the convenience of the private car.

The more variety of, and flexibility of, ticket options does, however, make it more difficult to have a simple pricing structure.

**The Council will work with partners to deliver improvements to ticketing** by working with operators to:

- provide ticketing arrangements that put the customer first, supporting and encouraging modal shift and more sustainable travel patterns
- provide customers with a choice of ticketing media, such as paper tickets, smartcards, bank cards, or mobile phones
- provide a range of payment mechanisms to make ticketing options more flexible and therefore passenger transport more attractive
- ensure that customer needs are met within a ticketing structure that is easy to understand; and at a price that is perceived as reasonable
- consider the use of voluntary partnership agreements, quality partnership schemes, and quality contracts schemes if it is deemed appropriate.

### 4.1 Working with operators to help keep down the relative costs of using passenger transport

The price of a ticket in relation to income can prevent some people from being able to use passenger transport (e.g. people on low income benefits, students, etc.). Consultation as part of the development of the third LTP highlighted the cost of using passenger transport as a major barrier to its use. The 2013 National Highways & Transport Survey results indicate that:

- 54% of Nottinghamshire respondents were satisfied with community transport fares (higher than the average of county councils)
- 48% of Nottinghamshire respondents were satisfied with taxi or minicab fares (lower than the average of county councils)
- 48% of Nottinghamshire respondents were satisfied with bus fares (higher than the average of county councils)

Passenger Focus is the statutory body charged with representing passenger interests. It conducts a bi-annual National Rail Passenger Survey, the last one published being from Spring 2014 which showed that value for money was one of the aspects for which passenger satisfaction was lowest, with only 45% satisfied nationally; 55% on long-distance services; and 56% on regional services. 49% of East Midlands Trains passengers were satisfied and 60% of East Coast Passengers.

Commercial services have ticketing strategies of which the County Council has no direct control over the cost of fares on commercial services provided by passenger transport operators.



Bus, rail and tram operators have a number of fare deals to encourage people to use their services. This can be in the form of day, weekly, monthly, annual, trip and group tickets, with some being available across passenger transport modes. These are normally available for unlimited travel within a defined area. A number of passenger transport operators also offer smartcard type technology.

Rail and coach operators offer a range of annual railcards e.g. for young people, older people, groups and the disabled, providing up to a third off the cost of travel. Operators also offer cheaper tickets aimed at specific groups (such as families) and as part of promotions.

Whilst national rail ticketing is generally more regulated and more integrated, there is an opportunity for greater integration with local networks to facilitate door to door journeys and more innovative ticketing, such as 'shoulder pricing' to manage demand, and more flexible season tickets.

Taxi fares are set by the relevant licensing authority for hackney carriages (district councils) and are set by the taxi operator for private hire vehicles and there are no concessionary fares available.

Research shows that the perception of costs of private transport compared to passenger transport can be unrealistic. It is therefore important to make people aware of the actual costs of private transport and will continue to be so in the future as oil prices are expected to continue to rise in the long-term.

Parking provision in town and district centres is provided either on a private basis, by district councils or the train operating companies at train stations. The County Council understand that to help reduce congestion passenger transport fares also need to be competitive with the cost of parking in town and district centres, particularly for families and groups of people.

Whilst the County Council does not control the price or types of tickets available except on our own supported services, **the Council will continue to work in partnership with operators to help keep down the relative cost of passenger transport.** The Council will do this through:

- maximising the availability and take up of concessionary fare schemes
- working with operators to influence the cost, value for money and range of tickets available, including smartcard technology
- working with operators on marketing and promotion to maximise the availability and

usage of cheaper tickets

- considering the cost of fares as part of its tender specification where services are tendered or supported by the Council
- working with district councils and train operating companies to try and affect the level and cost of car parking provision in the town/district centres and train stations
- marketing and promotion to address the misconceptions about costs of passenger transport compared to private car use.

It should also be noted that all of the measures (service and infrastructure enhancements) detailed elsewhere within this strategy aim to improve the value for money of services.

## 4.2 Concessionary fares

Approximately 33% of the revenue funding spent on passenger transport in Nottinghamshire is used to provide the elderly and disabled concessionary fare schemes in the county, including schemes for the disabled, young people and older people.

The national concessionary pass scheme (managed by the County Council) allows people over 60 and disabled people to enjoy free off-peak travel on local buses anywhere in England. The national free entitlement scheme operates between 0930 and 2300 Monday to Friday and all day at weekends and on public holidays. Additional benefits above those which are provided by the national scheme can be offered by local transport authorities and such additional benefits will be reviewed by the Council periodically.

The home to school transport legislation also entitles free home to school transport for primary aged school children who live more than 2 miles from their preferred school; secondary aged school children who live more than three miles from their preferred school; and pupils from low income families who live 2-6 miles from their preferred school. In addition to this, where pupils live less than the above distances assisted travel may be offered on available bus services.

Whilst the costs of transport will not be an issue for those entitled to a concessionary pass, accessibility of both the services available and the passes themselves also need to be considered. The availability of services is detailed within Chapter 3 of this document.

**The County Council will continue to maximise the availability and take up of concessionary fare schemes by:**

- working with Central Government to make sure that funding is sufficient to deliver the national concessionary fare schemes

- providing an appropriate, easy, effective and efficient method to promote and provide concessionary passes. This will include the periodical review of its existing mechanisms for provision to ensure that they meet customers' needs.
- periodically reviewing the existing offer and considering additional benefits above those which are provided by the national scheme where funding will allow.

## 4.3 Ticketing

The DfT has developed a number of strategies and guidance that set out how the Government wants to see ITSO compliant multi-modal integrated smart ticketing schemes in all England's major conurbations by 2015 and aim to increase the use of smart and integrated ticketing schemes to make ticketing more easily understandable for passengers and to encourage modal shift. These include the Smart and Integrated Ticketing Strategy, the Government transport White Paper, Creating Growth, Cutting Carbon: Making Sustainable Local Transport Happen, the Door to Door Strategy and the guidance Building Better Bus Services: Multi-Operator Ticketing'.

Smart ticketing and integrated ticketing are two separate initiatives:

- **Smart ticketing** is where the ticket is stored electronically on a microchip, commonly held on a plastic smartcard. The smartcards are then checked by presenting it to a smart reader
- **Integrated tickets** are valid on more than one operator and/or mode of transport. They do not have to be smart tickets and could be paper tickets.

Smart ticketing can facilitate better integration but does not guarantee it; to install smart ticketing infrastructure without further integration would not realise all of its potential benefits.

The County Council aims to increase both the coverage of smart ticketing infrastructure and integrated ticketing on passenger transport in the county as the Council believes that smart and integrated ticketing can:

- make ticketing arrangements better for passengers
- encourage modal shift from private vehicles to passenger transport
- make more efficient use of existing transport networks and infrastructure
- improve journey time reliability by reducing boarding times for buses
- reduce operator costs through reductions in paper tickets and increased Bus Service Operator Grant funds.

### 4.3.1 Smartcards

The County Council recognises the importance of smartcards to reduce the number of tickets purchased on board to make it easier for passengers to pay for their travel and to make journey times more reliable. This in turn will make passenger transport more attractive.

Most of the larger bus and rail operators in the county operate smartcard ticketing schemes. The County Council will, however, continue to work with the larger operators on the development of their schemes, as well as with smaller operators to help enable them to implement smartcard ticketing (thus enabling more integrated ticketing across the county). The introduction of such schemes will also benefit operators as each bus equipped with ITSO smart ticketing equipment meeting minimum standards currently receives additional Bus Service Operator Grant funds.

On the National Rail network, all new franchises will include smart ticketing requirements. Over time this will deliver a National Rail network with smart ticketing infrastructure. As franchises deliver smart ticketing, they will need to link with adjacent local schemes to facilitate seamless, smart end-to-end inter-city travel. The DfT expects that as the benefits of smart ticketing are enjoyed by more customers, and the introduction of NFC mobile phones improves the passenger offer, there will be customer pressure for franchises to implement smart ticketing as soon as possible.

With regard to light rail and buses, smart ticketing delivers the greatest benefits in urban areas with a high density of passenger transport, significant interchange and large numbers of journeys being made. This is also where the greatest journey time improvement benefits can be delivered. Benefits can, however, also be realised in more rural areas and economies of scale from shared infrastructure make it cost-effective to introduce smart ticketing in rural areas once schemes are established in urban areas.

#### The County Council will increase both the coverage of smart ticketing infrastructure and integrated ticketing by:

- ensuring that all new rail franchises include smart ticketing arrangements
- leading the development of local integrated ticketing products that are not available on paper tickets such as pre-pay and e-money;
- in partnership with local service operators facilitating the development of local integrated ticketing products
- continuing to work with the larger operators on the development of their schemes
- working with smaller operators to help

enable them to implement smartcard ticketing

- looking to offer a managed smart ticketing service to smaller operators where it is determined that smart ticketing will be included in tender specifications, so that they can continue to tender for such services
- considering the specification of smart ticketing requirements for its tendered contract services
- monitoring the latest ticketing innovations and trialling new schemes where they will potentially offer more convenient ticketing solutions.

## 4.3.2 Integrated ticketing

Whilst the structure and price of tickets are controlled by the operators, the County Council works closely with operators to encourage value for money and the use of integrated ticketing.

Many journeys involve using different modes of passenger transport or services provided by different operators. Consultation has highlighted that having to catch too many different buses/trains to get to where you want is a barrier to using them. Integrated ticketing can make it easier for people to use passenger transport on such journeys by allowing them to use any form of passenger transport with one ticket within a defined area (often more cheaply).

There is also potential for wider integration of passenger transport smartcards with other transport services, such as cycle hire, car parking, taxis/private hire vehicles and demand responsive services, as well as other Council services such as libraries. This wider integration could have particular benefits in rural areas where there are less bus and rail services. In such areas including demand responsive services or taxi credits in an integrated ticketing scheme would offer important benefits to customers.

There has been a considerable amount of work done to improve integration between buses and rail through the end to end journey process. The benefits of greater integration can be seen with the continuing growth of the 'PlusBus' ticket which allows rail passengers to purchase a reduced price bus/tram add-on with their rail ticket. This work will continue and the potential to use this to develop smart ticketing integration between modes will be explored.

New rail franchise agreements will also seek to help deliver joined-up local smart ticketing schemes and provide better interchange between modes and networks. An important challenge will be to integrate national rail ticketing with local transport networks and the County Council will

push for this through the franchise renewal arrangements.

The County Council recognises that passenger transport journeys often cross boundaries (between transport authorities, operators or modes) and doing so seamlessly can be a challenge. Overcoming this challenge will therefore also need to be considered and a separate Integrated Ticketing Plan has been formulated and is included as Appendix 1.

**The County Council will work in partnership with passenger transport operators and other stakeholders to encourage and develop multi-operator and multi-modal integrated ticketing options across the whole county.**

This will include:

- continuing to work with operators and stakeholders to further develop and enhance existing integrated ticketing schemes
- working with the train operating companies (including as part of rail franchise agreements) to help ensure that they are interoperable with local rail and bus services
- working with service providers and neighbouring authorities to implement integrated ticketing schemes that are interoperable between neighbouring authorities, different operators and different modes to provide a seamless service to the public
- investigation of the potential for wider integration of passenger transport smartcards with other transport services, as well as other Council services.

## 4.3.3 Sale of tickets

The easier it is to buy a ticket, the better the overall passenger transport experience. Making it easier for people to buy tickets either on-board or in advance will therefore help improve the customer's journey experience.

Some people are unaware of the range of tickets available and as a result could pay more than necessary to use passenger transport. It is therefore important that people are aware of the types and ranges of tickets available but also where they can buy them.

Advances in technology are widening the methods available to purchase tickets. This allows for the purchase of tickets before boarding such as the internet, kiosks and prepaid smart cards either by direct debit or top-up.

These new methods complement the advance purchase of tickets from travel centres, bus stations and retail outlets.



Making it easier to buy tickets (including making people aware of the range of tickets, their cost and where to buy them) will improve the reliability of services as services are less likely to be held up whilst people make their fare payment. Maximising the amount of pre-boarding tickets will also help to ensure that the number of on-board purchases have the minimum impact on journey times and reliability.

The Council will therefore work with operators to ensure that ticketing structures are as simple as possible and are marketed effectively and are available in a variety of media, including prior to boarding. Improvements to smart and integrated ticketing (as detailed above) will also play a key role in making sure people buy the cheapest fare for their trip.

**The County Council will work to make it easier for customers to purchase the cheapest and most appropriate tickets.** The Council will therefore work with:

- operators to ensure that ticketing structures are as simple as possible and are marketed effectively
- operators and stakeholders to make purchasing tickets more convenient (e.g. investigating the use of the internet, kiosks, retail outlets and self-service ticket machines)
- operators to maximise the amount of pre-boarding tickets to make sure that the number of on-board purchases have the minimum impact on journey times and reliability
- businesses through the development of travel plans to offer more convenient ways to buy and pay for bus and rail monthly and season tickets
- businesses, developers and other organisations to facilitate the discounted bulk purchase of tickets to pass on to employees and residents.

## 5. Passenger transport that is understood by everyone and easy to use

The County Council's role in helping make passenger transport easy to understand and use will be to work in partnership with operators to:

- promote and market passenger transport services
- enable people to use passenger transport through education and infrastructure provision
- advise people on how to make journeys and the range of tickets and fares available on

such journeys

- provision of information on available services
- assist in the introduction of seamless integrated ticketing within the county but also across administrative boundaries with neighbouring authorities (as detailed in section 4), and
- make it easier for people to buy the most appropriate tickets (as detailed in section 4).

Whilst the County Council and operators justifiably spend significant amounts of funding on service provision and infrastructure, there is the need to maximise the benefits of this investment through 'inexpensive' promotion, information provision and education.

### 5.1 Promotion and marketing

**The Council will work with partners to develop and deliver promotional campaigns to increase passenger transport use** by working with operators and other stakeholders to:

- undertake analysis using all available data to identify the most appropriate target audience for campaigns
- establish a yearly programme of campaigns across Nottinghamshire
- ensure high quality promotional information is developed and available throughout the county to businesses, organisations and the public.

The promotion of passenger transport plays a vital role in encouraging people to use available services rather than the car. A wide ranging programme of promotion is undertaken by the County Council's media and publicity specialists commissioned by the various teams throughout the Council. The County Council will continue to support travel awareness campaigns at a national, regional and local level. Campaigns will be developed in consultation with neighbouring transport authorities and operators to ensure the effective use of resources and their maximum impact. Campaigns may be area-wide or mode specific and will include targeted promotion to make people aware of the concessionary fare schemes to maximise their take-up; the true relative costs of the private car and passenger transport options; and the range of services available.

The County Council will consider, in partnership with passenger transport operators and other stakeholders, the development of marketing campaigns across the whole county to promote passenger transport.

To make certain of the most effective use of resources, where appropriate, analysis will be undertaken to identify target audiences. This will

include working with operators to identify target audiences in order to effectively promote and market passenger transport, including the use of on-board ticket information to highlight corridors where marketing campaigns will help increase passenger numbers.

## 5.2 Passenger transport information

The overarching aim of providing passenger transport information is to encourage more people to use passenger transport by improving people's ability to plan journeys and travel with confidence.

**The County Council aims to work in partnership with service operators and other stakeholders to provide free high quality information that is:**

- comprehensive and covers all local, regional and national services
- accurate and reliable
- easy to understand and available in suitable formats to meet DDA requirements and those who cannot read English, and
- available at all stages of the journey.

Annual surveys are undertaken with bus service users to determine public satisfaction with passenger transport information and the results of the last five years' surveys are detailed below in table 3. Public satisfaction in Nottinghamshire has remained consistent and is one of the highest rankings nationally.

Table 4: Satisfaction with passenger transport information

Public satisfaction with passenger transport information				
2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/14
61.8%	61.4%	62.1%	64.8%	63.2%

Even the best infrastructure and ticketing products are of little use unless passengers are aware of them and know how to use them. Information provision is therefore very important for passengers. There are three key areas to information provision:

- timetable information advising people how to get to somewhere (e.g. which bus or train to catch, where it goes from and where it stops)
- ticketing information advising people of the options available (e.g. the range of tickets available, their limitations, the most appropriate, and their costs)
- GPS (global positioning satellites) informed real-time information giving people live, up to date, information on journeys and delays.

It is important to have a combination of different forms of information as each has its strengths and weaknesses, people gather information in different ways, and it is important to be flexible in the way that people can access the information they want, when they want it.

**Passengers will be provided with all the necessary information needed to undertake journeys through a variety of media, including:**

- printed information such as timetables, area guides, roadside information, on board information and publicity
- electronic information, such as journey planners, enquiry terminals, GPS informed real-time information and e-marketing, and
- face-to-face and telephone information for more complex enquiries and for people who are unable to use electronic and/or printed media.

People with visual and/or hearing impairments may also benefit from the use of audio and visual information (including Braille) at stops/stations, or via the internet, mobile phone or text.

The provision of information needs to balance the resources available with the demand for information. The frequency of the services provided can also negate the need for more detailed information if they are of high frequency (e.g. every 10 minutes or less) as passengers will not have to wait long periods for a service at a stop, station or interchange point. There is, however, still a need for some information to be available to inform people of frequency changes in the evenings and at weekends. The types of media (printed, electronic and face-to-face) that the Council will work with operators and other stakeholders to provide within available funding (including provision for the needs of the visually impaired and those who cannot read English) has therefore been prioritised as shown below.

Table 5: Priority of information provision

	Type of information provision
<b>Highest priority</b>	<ul style="list-style-type: none"> <li>• Accurate, comprehensive and free information on service and fares at interchange points, stations and at stops</li> <li>• Accurate, comprehensive and free on-line information showing both route and timetable information</li> <li>• On-line and telephone journey planning advice, as well as through travel planning.</li> </ul>
<b>Second priority</b>	<ul style="list-style-type: none"> <li>• Accurate, comprehensive and free printed information showing both route and timetable information</li> <li>• Accurate, comprehensive and free fares information</li> <li>• GPS informed real-time information at key locations.</li> </ul>
<b>Third priority</b>	<ul style="list-style-type: none"> <li>• On-bus information</li> <li>• Area-wide booklets combining several services</li> <li>• Face to face information at bus stations and interchanges.</li> </ul>

The provision of new information infrastructure will be prioritised along strategic corridors and subject to availability of both capital (for installation) and revenue (for maintenance and running costs) funding. Where an operator requests the



installation of infrastructure and this cannot be provided by the County Council, the operator will have the option to provide the infrastructure themselves subject to County Council approval.

**The County Council will continue to review its mechanisms for public transport information provision to ensure its effectiveness in delivering the Local Transport Plan objectives; and in the light of new opportunities and/or technology.**

### 5.2.1 Printed information

Whilst electronic information provides a cost effective way to provide information, approximately a quarter of households in the UK do not have access to the internet. Printed material will therefore continue to be required. The individual bus, rail and tram operators are generally responsible for producing their own service timetable, fare and ticketing information either as individual timetable leaflets or timetable information at stations, stops, or interchange points. This information will be provided even where electronic information is provided. It should be noted that the level of information provided by the main service operators in the county is of a good standard. The main operators not only provide printed literature but also web based applications, contact centres and phone contacts. The County Council currently produces additional printed information to complement that provided by operators, such as area bus guides.

The County Council has taken responsibility for all bus stop infrastructure in the county and by the end of 2012/13 all bus stops in the county had timetable information displays that provide information on the frequency of services.

The County Council also provides additional timetable cases to show fares information and integrated journey planning map information.

**The County Council will work with operators and other stakeholders to provide high quality printed information to encourage the use of passenger transport, through:**

- provision of infrastructure that enables the operators to display essential information to customers already on a journey and to help them plan future journeys
- ensuring that operators provide early notification of service changes and update information provided accordingly
- periodically reviewing the necessity of printed information and the possibility of their provision by other means, such as electronic.

### 5.2.2 Electronic information

The internet is an important mechanism for providing journey planning tools. Traveline

provides a single point of access for door-to-door passenger transport information. National Rail Enquiries also has a website, as do most train operating companies, bus operators and the County Council's website also carries travel information. However, the complexity of local transport ticketing means that even with all of these channels it can be challenging for passengers to find out what they really want to know, especially if they are travelling in an area that is new to them.

Integration of ticketing and smart ticketing may make fare structures simpler and easier to display online. The DfT is therefore working with stakeholders to explore how an increase in smart ticketing may lead to developments which would in turn enable an improvement in the level of information that is available to customers.

Traveline, the regional journey planner, provides information on passenger transport options and passenger transport timetable information, including GPS informed real-time information by interfacing with local real-time systems.

Whilst Traveline is split in to several regions work is being undertaken to integrate regions to enable journey planning by bus and train between the different regions. The inclusion of UK air travel information in Traveline is also a future consideration.

New technology provides further opportunities to deliver better, up to date, information to customers. GPS informed real-time passenger transport information is already provided in the county as departure boards and to mobile telephones. Government is keen for this work to continue and for it to become the norm across the country.

Departure boards have been installed at various sites across the county including at bus and tram stops, bus and rail stations, and employment sites. And some operators, such as train operating companies, provide live 'at station' and on-line service information.

GPS informed real-time information (as opposed to electronic timetable information) is considered to be of benefit to passengers, particularly information provided 'at stops' and on mobile devices such as smart phones or tablets as it delivers real-time information directly to the passenger on the move or immediately in advance of travel.

Since April 2010 operators receive a higher rate of Bus Service Operating Grant (BSOG) for buses equipped with GPS equipment as long as the resulting data is available for the provision of real-

time information. Where this is available the County Council will work with operators to provide GPS informed real-time information on departure boards at targeted locations.

Where it is not possible to provide face to face travel advice at main stations and interchanges other mechanisms such as web-based information kiosks which provide advice on services, routes and timetables will be considered.

**The County Council will work with operators and other stakeholders to provide high quality electronic information to encourage the use of passenger transport by:**

- providing effective on-line journey planning tools and web-based timetable information
- prioritising and delivering real-time information at key locations to increase patronage and the appeal of passenger transport subject to available funding
- providing compatible, seamless journey planning and real-time information across administrative boundaries.

## 5.2.3 Face to face information

Most major rail and bus stations provide face to face travel, fare and ticketing advice to customers and these will continue to be the main source of face to face advice for customers. Other personalised means of passing on passenger transport information will, however, also be provided.

Travel plans will play a key role in improving people's understanding of services and increasing patronage through the provision of information on journey planning, as well as the associated supporting infrastructure. The County Council develops travel plans with a variety of organisations and a range of travel plans will be developed to promote smarter travel choices, including passenger transport use, such as:

- residential travel plans as part of new developments
- area-wide personalised travel plans targeted at areas with existing services and infrastructure to maximise their usage
- workplace travel plans
- school travel plans, and
- leisure travel plans at attractions such as sports venues.

The County Council also delivers independent travel training for more vulnerable adults (such as those with learning difficulties). This training aims to enable people to take journeys by passenger transport so that they can lead more active and independent lives by accessing jobs, training and other services.

**The County Council will work with operators and other stakeholders to encourage the use of passenger transport, providing face to face advice and assistance through:**

- undertaking personalised, school and workplace travel planning
- undertaking independent travel training
- providing face to face travel, fare and ticketing advice at stations and major interchanges.

## 6. High Quality passenger transport

The County Council's role in helping to provide high quality passenger transport services will be to work in partnership with operators to:

- provide punctual and reliable services
- minimise and manage disruption on the networks
- ensure minimum customer service standards
- maintain and enhance passenger transport infrastructure (operators' fleets, waiting facilities and interchange/stations) within available funding
- identify and deliver passenger transport priority where appropriate within available funding
- deliver safe and secure services.

The Local Transport Act 2008 (LTA) included measures to strengthen the range of options available to local transport authorities to secure a wide range of improvements to bus services. The LTA focused on three main tools, voluntary quality bus partnership agreements (VQBP), statutory quality bus partnership (SQBP) schemes and quality contract schemes. Such schemes could be used to agree ticketing or fare arrangements; impose minimum standards of service on operators who wish to use local authority 'facilities'; or to introduce a London-style bus network, where the authority defines the network, and services on that network are provided under contract to the authority. The County Council will consider the use of these mechanisms when appropriate to deliver better quality bus services in the county. The introduction of these schemes would only be introduced following extensive consultation with all affected bus operators.

The County Council in April 2013, introduced a Statutory Quality Partnership scheme for Mansfield town centre (inclusive of the new bus station) to introduce quality standards for bus services and transport facilities. This agreement

was signed by the Council, Stagecoach and trentbarton.

The County Council is also considering the use of further SQBP or VQBPs to build on County Council investment in Worksop bus station and has introduced a scheme in Beeston.

The County Council will also consider the use of bus franchising should powers become available and it is considered that the services offered to the public would be improved by its introduction (see section 1.6.1 and 1.6.2 for further details).

**The County Council will consider the further use of mechanisms provided by the Local Transport Act 2008 (and potentially the proposed Buses Bill) when appropriate to deliver better quality bus services in the county.**

### 6.1 Punctual, reliable services

It is recognised that, irrespective of the level of congestion, journey time reliability is very important and disruption to travel has a significant impact on many aspects of life as well as the local, regional and national economy. In order to make best use of the existing passenger transport networks the Council will look to improve journey time reliability, including by managing planned and unplanned disruption on the wider transport networks (e.g. planned works and incidents).

Targets for punctuality and reliability of registered local bus services are set by the Traffic Commissioner (currently up to one minute early or five minutes late). Through changes to the LTA 2008, the Traffic Commissioner can now hold local authorities as well as operators to account for their contribution to performance of local bus services. Nottinghamshire County Council in partnership with the main operators, Nottingham City Council and the Confederation of Passenger Transport established a Bus Punctuality Improvement Partnership (BPIP) focusing on improving the reliability and punctuality of services and reducing journey times. The BPIP will be reviewed and either revitalised or incorporated into existing bus quality partnership arrangements.

Locations where buses have frequent delays due to highway conditions (such as congestion caused by queue lengths or parked cars) are identified through the bus quality partnership arrangements. The delay hotspots will be investigated to determine the reality of the problem or the length of the delay and will be prioritised accordingly as part of the programme of transport improvements. The bus punctuality improvement partnership and bus quality

partnership arrangements will assist in establishing the locations where improvements should be made. Greater priority will also be given to locations where the operator can demonstrate actual delay through provision of on-board GPS information. Improvements to address recognised issues could range from additional automatic vehicle location technology (GPS technology on board buses to deliver bus priority at traffic signals), bus lanes, junction improvements, and traffic signal phasing or traffic regulation enforcement. The County Council is currently trialling bus lane enforcement as a means of improving the reliability of services on key corridors.

The stipulations for reliability of rail services are set out in DfT's White Paper 'Delivering a Sustainable Railway', July 2007. Rail reliability is currently measured by the 'public performance measure' (PPM). The PPM is not met if a scheduled train service is cancelled or arrives at its final destination more than 5 minutes late (or 10 minutes for inter-urban services). The target set for punctuality of rail services is that 92.6% of trains should operate punctually by 2014. Punctuality of train services in Nottinghamshire has steadily improved over recent years, and reliability on most routes meets or exceeds the national standard.

Under the PFI contract with the light rail (tram) operator, there are a number of performance measures with targets that need to be met by the tram operator on a monthly basis. If these targets are not met, deductions are made from the pre-agreed availability payments that are made to the operator. The performance measures relate to the operation of the tram service as well as engineering and customer relations measures.

In order to make best use of the existing passenger transport networks, particular attention will be given to the management of planned and unplanned works, events and other occurrences; taking proactive steps to minimise disruption to the networks, including being prepared to respond to incidents. Developing contingency plans for responses to unplanned events and improving communications with other authorities, passenger transport operators and the public are also essential.

No matter how comprehensive and detailed forward planning of events may be, the occurrence of unplanned incidents cannot be avoided. The County Council therefore has policies and procedures in place for the effective and efficient twenty four hour management of incidents on the highway network. This is carried out in partnership with other organisations such



as the emergency services, the emergency planning authority and the Environment Agency, as well as other traffic authorities.

The effectiveness of bus priority measures often cannot be achieved without the practical enforcement of supporting Traffic Regulation Orders (TROs). Civil parking enforcement (CPE) was introduced in the county in 2008, giving the County Council powers to enforce parking violations on its roads to support the delivery of its transport strategies. This includes enforcement of persistent parking violations at bus stop clearways and in bus lanes.

Vehicles contravening bus lanes can cause delays to the bus network. Civil parking enforcement powers also give the County Council the authority to undertake bus lane enforcement, including at 'bus gates'.

The Council will continue to review the current CPE arrangements to help ensure they deliver a consistent approach to parking management which supports the delivery of local transport objectives; and delivers a value for money scheme. This will be achieved through exploring examples of national best practice and through close liaison and consultation with district councils, Nottinghamshire police, the Highways Agency, neighbouring authorities and all other interested external parties.

**The County Council will work in partnership with operators and other stakeholders to improve reliability and punctuality of services through:**

- close liaison with rail industry bodies, in particular Network Rail and the train operating companies, to secure the best possible operational performance, and to bring about feasible improvements
- working with operators to gather better, more accurate information on service delay hotspots
- periodically reviewing the effectiveness of the Bus Punctuality Improvement Plan and amending the working arrangements as necessary
- investigating reported delay hotspots and delivering improvements where necessary within available funding
- reviewing procedures and protocols in the co-ordination of planned and unplanned activities on the highway/rail networks to ensure that disruption to passenger transport services is managed effectively
- working collaboratively in co-ordinating works and other activities and in developing strategies for dealing with planned and unplanned events
- working closely with the key works promoters

to ensure that planned works minimise disruption to passenger transport services

- developing and reviewing contingency plans for responses to unplanned events to keep passenger transport services operating in the event of incidents
- investigating ways to improve communications to other authorities, passenger transport operators and the public to provide and receive information concerning events impacting on the highway/rail networks
- reviewing the current civil parking enforcement arrangements to help support the delivery of passenger transport objectives
- considering the enforcement of moving traffic violations at bus priority locations where there is a real issue of excessive violations and where the cost of implementing enforcement measures will offer value for money over the long-term.

### 6.2 Customer service standards

Bus, coach, tram and rail drivers are required to undertake professional training in order to hold the appropriate driving licence. Whilst training for conductors includes customer service skills, this is often optional for drivers, although the majority of bus operators will provide training on customer care, health and safety, route training and disability awareness as part of their induction process for new drivers.

Community transport and social car scheme MiDAS (Minibus Driver Awareness Scheme) is a non-vocational driver training standard managed by the Community Transport Association. The training provides both on-road driving assessment and classroom based training on a range of relevant issues, which is vital to establish the quality and safety of community transport schemes and voluntary social car schemes. From April 2014 the County Council has required all grant aided minibus scheme drivers, as well as voluntary car scheme drivers to have undertaken the appropriate MiDAS training before being issued with a Council permit to drive. The County Council also supports the proposals to introduce a voluntary identity badge and vehicle visor display to denote approved driver status within these sectors.

Taxi licensing is a function of district and borough councils with each district/borough having different licensing policies. To establish a consistent quality of service, it is proposed that a countywide Taxi Quality Partnership be set up which should assist in establishing a consistent driver standard.

**The County Council will work in partnership with service operators to improve customer service on passenger transport services by:**

- working in partnership to ensure training for drivers and conductors includes customer service and disability training elements; and ensure that all drivers undertake the required periodic training
- ensuring that all County Council employees working in County Council operated bus stations have an appropriate qualification in customer care
- investigating the establishment of a countywide Taxi Quality Partnership.

## 6.3 Infrastructure

The design and maintenance of passenger transport infrastructure (e.g. vehicles, waiting facilities, priority measures and track) are important in improving perceptions of the ease, security and comfort of travelling by passenger transport. The County Council will therefore look to develop an Infrastructure Delivery Plan setting out how it aims to improve the bus infrastructure in the county.

Enabling people to access passenger transport, understand the services available; as well as interchange easily between different modes of transport and between passenger transport services is essential in delivering a high quality passenger transport system that is easy to use.

**The County Council will seek to implement improvements to passenger transport infrastructure within the available budget to add value to operating companies' investment and to complement the tendered bus network.**

The County Council has identified its key strategic passenger transport corridors and these are detailed in Appendix 2. The County Council will develop an annual prioritised programme of passenger transport infrastructure improvements based on the levels of funding available. Whilst this investment will be spread across the whole of the county, improvements to facilities (clearways, bus stop infrastructure, etc.) along the key passenger transport corridors will be prioritised for funding as they will impact on the greatest number of people.

Whilst the operators are responsible for their respective vehicle fleets, the County Council is responsible for the provision of much of the infrastructure that enables people to access passenger transport generally; as well as the infrastructure that helps deliver accessible, punctual and attractive bus services. Such infrastructure includes:

- facilities that help people get to stations and stops, such as roads, footways and crossings
- interchanges, such as bus stations, park and ride, as well as cycle parking at rail, tram and bus stops
- at-stop infrastructure, such as clearways, loading laybys, raised kerbs, shelters, flagpoles and information provision (e.g. timetable cases and real time bus information)
- priority measures, such as priority at level crossings, traffic signals and running lanes for specific vehicles.

**The County Council will work in partnership with service operators to provide targeted infrastructure improvements that:**

- make it easy for people to access passenger transport by all transport modes
- make it easy for people to know where and when they can access services
- make passenger transport options more attractive to existing and potential users

**The County Council will aim to deliver targeted infrastructure improvements by:**

- gathering evidence to identify where issues occur on the transport networks
- working with operators to identify 'hotspot' locations where infrastructure improvements are required
- developing programmes to deliver targeted passenger transport improvements that address proven transport problems
- lobbying for infrastructure investment with appropriate organisations.

### 6.3.1 Vehicle fleets

The quality of the vehicle (low floor, age of fleet, fuel efficiency) is an important aspect of the quality of the service provided to customers. The main bus and rail service operators continue to update their fleet but the County Council will continue to work in partnership with operators to improve the age and emissions of their fleets, including exploring opportunities to bid for funding for low emission vehicles.

Each of the train operators refurbished or upgraded its rolling stock during the lifetime of the second LTP. If, however, rail patronage continues to grow at its current rate, overcrowding (as seen in the South East) may also occur if rolling stock is not increased in line with patronage growth.

All buses/coaches must be Equalities Act compliant by between 2016 and 2020 (depending on the type of vehicle) when operating local bus services.

The County Council's survey of operators shows that 83% of respondents have Euro 3 engines or better; 72% are under 10 years old; and a total of 83% are accessible to disabled persons.

The County Council's own fleet of vehicles consists of 346 commercial vehicles including highways operations and a passenger related fleet of 112 vehicles, 68 (60.7%) of which are accessible. All 458 vehicles in the combined fleet have Euro 3 engines or better and the average age is 5 years.

The Public Service Vehicle Accessibility Regulations (2000) outline the accessibility requirements for all new buses. Similarly, the Rail Vehicle Accessibility Regulations outlines the requirement that all trains must comply with a minimum standard of accessibility by 1 January 2020. Hackney carriage vehicles also must comply with a minimum standard of accessibility by 1 January 2020, although these standards do not apply to private hire vehicles. Such minicabs may, however, fall within the Regulations if they provide a contract hire service, for example to a railway station or airport, or as part of a demand responsive transport contract.

NET line one was the first UK tram system to have commenced service as fully compliant with the Disability Discrimination Act. Future NET lines will also meet the same standards of service.

It is anticipated that lower emission buses (whether electric, hybrid, or cleaner through more efficient or innovative engines) will play a growing role in the UK's transport system. The County Council will focus its efforts to introduce lower emission vehicles on routes that pass through air quality management areas, or areas that are close to exceeding pollutants.

Such vehicles provide environmental benefits through reductions in both air and noise pollution. The City Council provide 40 electric vehicles in 'Link' bus services, some of which operate in the county. Whilst bus operators within Nottinghamshire do not currently have plans to introduce electric or hybrid vehicle fleets, the County Council will consider the provision of electric powered vehicles in partnership with operators for possible local bus services, as well as demand responsive travel and interconnect style services within the county.

Electric trains offer better environmental performance than diesel equivalents and can also increase capacity and reliability, as well as being cheaper to buy, maintain (as it's easier to obtain new and/or additional rolling stock) and operate (typically around 30% reduction in operating

costs). The County Council therefore supports the electrification of the MML (the preliminary works for which began in 2014).

Taxis/private hire vehicles are required to have vehicle standard tests at regular intervals to ensure that they are of sufficient standard. Age limits on vehicles may also be applied although often where vehicles are of 'exceptional' standards these are still permitted to be used.

**The County Council will seek to improve the quality of the vehicle fleets by working in partnership with operators and neighbouring transport authorities to:**

- identify locations where additional capacity may be required in light of passenger growth trends
- ensure vehicles are fully accessible for all sectors of the community
- upgrade the fuel efficiency of vehicles; and investigate alternative fuel and electric vehicles
- lobby for fleet and capacity improvements where required
- identify and secure funding sources for fleet improvements, including funding for low emission vehicles, or the introduction of low emission zones
- investigate the potential for requiring low emission or electric vehicles for contracted bus services
- monitor progress on existing electric powered bus trials, alternative fuel trials and other fuel efficiencies for use in future considerations.

### 6.3.2 Track

The County Council works in partnership with Network Rail and train operating companies to identify and press for track improvements to increase speeds and reduce journey times for passengers. The Council will be working to substantially reduce journey times on routes between:

- Nottingham and London by 8 minutes from 2017
- Nottingham and Leeds by 20 minutes from December 2016
- Nottingham and Birmingham by 14 minutes from 2018
- Nottingham and Manchester by 25 minutes from 2019
- Nottingham and Lincoln by 17 minutes from 2019
- Retford/Worksop and Sheffield by 12 minutes from 2017.

### 6.3.3 Passenger waiting facilities

Improvements to infrastructure, aimed at enhancing the pedestrian section of passenger



transport journeys, will be made by improving access to waiting areas, providing new or refurbished waiting areas as well as improved timetable and service information.

**The County Council will work to improve the quality of passenger transport waiting facilities by:**

- working in partnership with Network Rail and train operator companies to undertake audits of existing waiting facilities to identify and prioritise waiting facility improvements at rail stations
- working with train operator companies to identify funding to deliver waiting facility improvements at rail stations
- work in partnership with district councils and taxi operator representatives to identify taxi loading requirements in the town and district centres
- undertake audits of bus stop waiting facilities
- develop a prioritised list of targeted bus stop waiting facility improvements
- deliver a programme of targeted bus stop waiting facility improvements within available funding.

Nottinghamshire has taken ownership of all bus stop infrastructure. At the end of 2013/14, 98% of bus stops in the county (5,600 of 5,715) had flags, poles and timetable information. In addition, there are 1,414 bus stop shelters in the county.

**The County Council will work in partnership with bus operators, local members, district and parish/town councils to provide high quality stops and shelters to make bus use more attractive.**

The Council aims to provide a minimum standard of waiting facilities wherever possible which will include a:

- bus stop pole complete with flag showing the services that use the stop, timetable case(s) and timetable information for each of the services that use the stop
- raised kerb giving direct access to the bus, with sufficient width to allow wheelchairs and pushchairs to access the bus
- hard standing area for people to use whilst waiting for the bus
- bus stop clearway at appropriate locations to ensure the bus can access the kerb.

New bus stops (including shelters) will be provided where it is considered there is a requirement based on patronage/potential use of the stop; and where the stop will not have a significant negative impact on other road users. The location of a new stop will be determined in

consultation with the local bus operators. Similarly, requests for the relocation or removal of bus stops will be determined based on patronage/use of the stop and the local bus operators will be consulted on any proposals.

New bus shelters at existing bus stops will be considered on frequent service routes where there are high levels of boarding passengers on each service. New bus shelters will also be assessed for highway safety to ensure that they do not impact negatively on any road users. Bus shelters will not be provided at locations where a stop serves alighting passengers only.

Bus stop infrastructure plays an important part in making it easier for people with disabilities or mobility difficulties, wheelchair users and people with young children in pushchairs to use buses. All new or improved bus stops and shelters will conform to Equalities Act standards in relation to accessibility, site, seat, and position of timetable case.

The County Council recognises that installing new stops and shelters can often lead to local concerns from residents directly affected. In order to alleviate some of these concerns, wherever possible the Council will locate stops and shelters away from the immediate frontages of residential properties whenever possible. In conservation areas and outside listed buildings greater consideration will be given to the types of poles and shelters used so as not to detract from their environment. Advice will therefore be sought from appropriate organisations and officers to determine the most appropriate types of waiting facilities in such areas.

New bus shelters will be prioritised in relation to the funding available; and privately funded bus shelters will be considered where the location of the shelter meets the County Council's service frequency, patronage and safety criteria.

The Council will look to maximise income from its bus shelters through contracts with advertising companies to utilise the advertising panels in the shelters. Any adverts or fly posters on any other County Council owned infrastructure will not be considered without the Council's prior agreement, and will only be granted where a poster forms part of a bus promotion organised by the County Council or local bus operator.

Bus and taxi loading requirements will also be considered as part of general highway improvements. Where there is a need to relocate a bus stop or taxi rank to accommodate new highway improvements, a suitable alternative location will be identified in consultation with the bus or taxi operators as necessary.

New taxi ranks will be provided where it is considered there is a requirement based on patronage/potential use of the rank; and where the rank will not have a significant negative impact on other road users.

## 6.3.4 Improved integration with other modes

It is important that integration between passenger transport and other modes is developed to ensure that pedestrians and cyclists can make longer distance journeys by bus, train or tram rather than by private car, especially for those that do not own a car. The integration of walking and cycling with passenger transport will therefore be considered whenever feasible to help increase passenger transport patronage as part of longer distance journeys.

Improved access by foot and cycle will be considered at existing passenger transport interchanges (such as bus and rail stations) as well as part of the design for any new or improved interchanges. Similarly, better integration of cycling and bus use will be delivered through parking provision at bus stops where there are potentially significant users and it offers value for money. Pedestrian access will also be considered when deciding the locations of bus stops or other passenger transport waiting areas.

By putting the needs of pedestrians and cyclists at the heart of the public transport network and station design, it will enable users to access services on foot and by bike, with cycle hubs at bus, rail and tram stations capable of providing top of the range facilities for cyclists.

Sufficient car parking at (or close to) stations can also help reduce the number of longer distance commute by private car and increase patronage on longer distance services. It is primarily the train operating companies' responsibility to provide car parking at rail stations. The Council will therefore work with the train operating companies and encourage them to provide adequate parking, including addressing existing problems.

Coach parking will be considered as part of new and existing bus facilities when feasible to help enable people to undertake longer distance journeys by coach.

Where measures are provided, the usage of the facilities along with patronage levels will be monitored to determine the feasibility, suitability and value for money of providing such measures.

### **The Council will seek to improve integration between passenger transport and other modes of transport through:**

- undertaking reviews to identify weaknesses in integration, particularly at bus and rail stations
- enhancing pedestrian and cycle access to stations and interchange points, establishing direct, attractive and safe routes where possible within available funding
- considering the level of cycle parking at new stations as well as at key interchange locations on its passenger transport network
- bidding for appropriate funding as and when opportunities arise
- developing a prioritised programme of improvements to address these weaknesses (delivery dependent upon available funding)
- working with the train operating companies to provide adequate parking for different modes
- monitoring usage of existing and new facilities to determine their effectiveness and prioritise future investment.

## 6.3.5 Stations

There are currently six main bus stations within the county. Of the six bus stations:

- Retford was rebuilt in 2007
- Sutton in Ashfield was upgraded in 2009
- Newark on Trent was rebuilt in 2011
- Mansfield was rebuilt in 2013
- a new bus/tram interchange will open in Beeston as part of the NET extension
- work has commenced on a new bus station in Worksop which is due to open in 2015.

The Council will continue to investigate potential improvements and new bus stations as development and funding opportunities arise. Such schemes will look to improve integration between all modes of transport and also support economic regeneration of the local centres that they serve.

There are 26 train stations in Nottinghamshire which are served by a variety of local, regional and longer distance services. Whilst the coverage of the rail network is generally good, the County Council would, however, support the re-opening of appropriate train stations to enhance the range of destinations available for travel to/from Nottinghamshire stations.

Improvements to rail stations will also be investigated and developed in partnership with Network Rail, such as the major improvement scheme of Nottingham Station as well as enhancements to the more rural stations in the county.



Most railway stations in the UK are old and many have limited access for disabled travellers, especially wheelchair users. It is the responsibility of train operating companies and Network Rail to ensure that trains and stations are accessible and comply with the relevant legislation. The 'Railways for All' strategy (2006) – the accessibility strategy for Great Britain's railways – sets out the roles that all rail organisations will play in the delivery of the strategy and includes improving access to and within the stations and increasing the number of accessible trains.

The majority of trains and train stations in Nottinghamshire are accessible. Some stations in the county do, however, have access issues often relating to stepped access to the platforms; or where access between the two platforms can be difficult.

**The Council will investigate further improvements to existing and potential stations as development and funding opportunities arise, particularly:**

- an improved bus station in Worksop
- re-opening of appropriate train stations to enhance the range of destinations available for travel to/from Nottinghamshire stations
- working in partnership with rail industry partners to identify and urge them to improve accessibility shortcomings at stations.

### 6.3.6 Bus interchange

The County Council is undertaking a review of the existing provisions in each of the towns and district centres in the county. The purpose of the review is to identify the potential for increased interchange with services from more rural locations to improve accessibility to key services and further afield. It is envisaged that following this review, potential improvements will be identified and delivered at a number of appropriate locations in the county.

Passenger transport interchanges are provided at the two main airports, located just outside the county boundary. The East Midlands airport Master Plan includes a commitment to the development of a full public transport interchange during the Master Plan period (2006-2030). The Robin Hood airport Master Plan includes a commitment to develop plans and work with operators to promote Parrot's Corner as a transport interchange during the Master Plan period (2008-2030).

**The County Council will improve interchange facilities across the county by:**

- working with the local airports to help any planned new facilities to meet the service requirements

- review existing interchange facilities across the county and develop a prioritised list of improvements
- deliver new and improved interchange facilities within available funding.

### 6.3.7 Park and ride

High quality park and ride facilities associated with efficient public transport services have proven successful in attracting car users to use public transport for at least part of their journey. They improve accessibility to urban centres and contribute to reducing traffic on congested radial routes. It is also recognised that the provision of well-designed and accessible park and ride facilities can reduce the need for long stay public car parking in urban areas, whilst maintaining the competitiveness of urban town centres.

The County Council will consider the development, and use, of park and ride facilities in appropriate locations to reduce car borne journeys into the principal urban areas and along strategic corridors.

Large scale park and ride facilities will also be considered in conjunction with large new housing developments with potential developer funding. Similarly, the Council will look to provide smaller park and ride improvements as part of new or upgrades to existing train or tram station/stop upgrades.

Where appropriate, where there is local support and funding can be found, large park and ride sites will therefore be promoted, supported by prioritised passenger transport services and infrastructure. Bus priority, parking enforcement and traffic management will also be provided to complement such schemes.

The provision of car parking facilities at rail stations outside urban areas can also assist in the modal shift from road to rail. The County Council will therefore work in partnership to ensure adequate car parking provision at appropriate rail stations where it is considered that such provision will assist in reducing congestion at key locations.

**The County Council will consider the provision of park and ride sites by:**

- identifying corridors with journey time delays
- identifying appropriate locations for park and ride facilities on key corridors that will address identified journey time delay
- seeking to use the opportunity of developments to expand the availability of park and ride facilities
- monitoring the effectiveness of park and ride schemes with a view to further provision.

## 6.3.8 Maintenance

The maintenance of existing bus waiting facilities is important to retain a high quality service and therefore a cyclic maintenance routine will be undertaken of the County Council's bus infrastructure. The Council will review the frequency of this cyclic maintenance at regular intervals as part of its tender review process to ensure that value for money is secured.

## 6.3.9 Passenger transport priority

### Bus stop clearways

Persistent parking adjacent to, or within, bus stops can cause problems for both bus operators and passengers, as it means buses cannot pull up to the kerb to provide level boarding for users, especially people with disabilities, mobility difficulties and people with young children in pushchairs. Bus stop clearways provide a means of deterring car drivers from parking at or near a bus stop.

Bus stop clearways will be introduced (predominantly in urban areas) at locations highlighted by operators and other stakeholders where persistent parking adjacent to bus stops frequently causes problems for bus operators and passengers. Where these are located outside private properties consultation will be undertaken with the owners to ensure that access to their property is retained.

Lay-bys will only be considered where the on-line bus stop severely impacts on congestion or safety.

### Priority measures

Network Rail would like to close level crossings wherever practicable. The County Council will work with Network Rail to consider any proposed closure but will ensure that rights of way for all road users are preserved. Any proposed closures that are supported by the County Council will be subject to consultation with local residents.

Through the bus quality partnership arrangements, locations where buses have frequent delays due to highway conditions (such as congestion caused by queue lengths or parked cars) have been identified. The delay hotspots will be investigated to determine the reality of the problem or the length of the delay and will be prioritised accordingly as part of the programme of bus improvements. Priority will be given to locations where the bus operators can demonstrate real delay through the provision of GPS or survey data.

These improvements could include automatic vehicle location technology (which gives buses

priority at traffic signals), bus lanes, junction improvements, and traffic signal phasing or traffic regulation enforcement.

Bus priority measures will be considered on routes with high service levels and high patronage where it is demonstrated that there is a real quantifiable problem that will be resolved by providing the priority measure; and where there is no significant detrimental impact to other road users.

Existing bus priority measures will be reviewed periodically to determine their efficiency and also their impact on the efficiency of the highway network generally and other road users. Priority measures will be modified where the priority measures offer little benefit to buses and significantly impact on the efficiency of the highway.

Infrastructure improvements will only be provided where there is evidence of their need (e.g. on-board bus information from ticket machines and GPS data if provided by operators; or journey time surveys) as it will highlight where services are experiencing journey time delays.

Where bus lanes are provided, to ensure that they provide the maximum benefits for buses only cyclists and buses will be permitted to use lanes during its hours of operation.

### The County Council will work with passenger transport operators to consider passenger transport priority measures through:

- identifying and prioritising a bus stop clearway programme to improve access to bus stops
- identifying appropriate rail crossing closures
- identifying locations where passenger transport is being delayed
- gathering evidence of the severity of delays on the passenger transport networks
- developing a targeted prioritised programme of priority measures within available funding.

## 6.4 Personal safety and security

Perceptions about anti-social and criminal behaviour can lead to people feeling that passenger transport is unsafe. Whilst actual crime levels do not support this perception, it is sometimes necessary to try and alleviate the fear through the use of CCTV and lighting to improve the route to, and condition of, the stop, station or interchange point.

The Council works with operators and other agencies to improve safety (real and perceived) on the passenger transport network. In cases where it is considered necessary and funding

allows, measures to improve safety will be considered, including:

- promotional campaigns
- CCTV cameras on buses, trains, trams and at stops
- improved lighting at bus, rail and tram stops and bus shelters in where electrical connections are available or alternative energy sources are practical
- measures to reduce the time people wait for passenger transport such as provision of timetables via mobile phones, and
- leaflets about late night services distributed throughout the area.

Where complaints are received concerning anti-social behaviour at waiting facilities, the Council will contact the local police for further evidence from incident reports. This will help determine if the problem is perceived or real. Where evidenced reports of anti-social behaviour exist, shelters will only be removed in exceptional circumstances. Waiting facilities may, however, be modified to make them less attractive for anti-social behaviour but still provide some protection for service users (e.g. the removal of the seating and end panels). Where this does not result in any improvement, the Council will work with the police, relevant district council officers and other agencies to find a resolution.

Drivers (of school buses and taxis/private hire vehicles) are required to have Disclosure and Barring Service checks to help ensure the safety of passengers.

**The Council will work with operators and other agencies to improve safety (real and perceived) on the passenger transport network.** Such work will include:

- provision of CCTV and lighting at major bus stations and interchange points as well as bus stops where it is identified there is a real need and the budget allows
- working in partnership with passenger transport operators and other stakeholders to develop public awareness initiatives across the county to overcome incorrect perceptions about passenger transport safety
- working with the police and other agencies to address recognised anti-social behaviour.

## 7 Available resources

The key sources of funding for passenger transport improvements are:

- Capital funding allocated from County Council funds for infrastructure improvements
- Revenue funding allocated from County Council funds to support services and fares

- Developer contributions
- Bids for funding including funds from Central Government and European funds.

Given the current constraints on public funding and the impact that the current economic recession is having on development, availability of all of the above funding sources is likely to be reduced; impacting on passenger transport investment, activities and projects. Consequently it is important that the Council takes every action to maximise the impact of the available funding on passenger transport services.

Given limited and constrained funding levels it is important to continue to ensure that the County Council gets value from its investment in passenger transport. **Assessment and appraisal of the passenger transport measures delivered will continue to be undertaken throughout the lifetime of this strategy to ensure that the Council gets value from its investment.** This will include regular review of the types of measures delivered, the Strategic Passenger Transport Framework used to assess supported services and the levels of funding allocated to passenger transport based on their value for money and delivery of strategic goals and objectives.

Where the County Council is promoting one of its passenger transport scheme improvements that will require major funding (e.g. park and ride schemes, rail enhancements, new tram lines etc.) the County Council will identify funding sources to determine the scheme's feasibility and value for money. Where such schemes are considered value for money the County Council will also attempt to secure the necessary funding to deliver them.

There may also be instances where stakeholders or the public identify major passenger transport scheme improvements in addition to those promoted by the County Council. In such cases the County Council will undertake the feasibility and value for money assessments if the stakeholder/public group promoting the scheme provides funding to do so.

### 7.1 Capital funding

The main source of capital funding for passenger transport improvements has been the Local Transport Plan integrated transport block. The integrated transport block is developed annually and funding is allocated to schemes that offer the best value for money in delivering the County Council's transport and wider objectives. Significant amounts of integrated transport funding have been allocated to passenger transport schemes in the past but the level of funding available for passenger transport

improvements will be further impacted from 2015/16 when 44% of the total funding available will be top sliced and added to the Single Local Growth Fund which will be allocated to deliver the Local Enterprise Partnerships' Strategic Economic Plans.

### 7.2 Revenue funding

Significant sums of revenue funding has also been invested in passenger transport to support bus and rail services that are not commercially viable, transport to education, as well as providing concessionary fare schemes. The County Council's budget for securing socially necessary bus services has come under increasing pressure in recent years due to continuing withdrawals of marginal services provided by commercial operators, rising costs and reductions in revenue funding. To try and prioritise this revenue funding for tendered bus services in a fair and consistent manner, a Strategic Passenger Transport Framework is used. This framework is used to assess all claims on the revenue budget for supported services in relation to existing funding commitments, and to assess the feasibility of any initiatives arising out of the accessibility planning process with regards to the likelihood for funding, given existing commitments.

The County Council use a number of variables in the prioritisation of supported local bus service and non-statutory school transport contracts, such as:

- subsidy per passenger
- number of passengers per journey
- journey purpose
- car ownership levels in the communities which the service serves
- availability of alternative public transport provision in the communities which the service serves, and
- index of multiple deprivation levels in the communities which the service serves.

All of the variables used to determine such services will be reviewed periodically to ensure that they are still appropriate and help ensure value for money is provided.

### 7.3 Developer contributions

Section 106 of the Town & Country Planning Act 1990 permits the local planning authority (the district councils in Nottinghamshire) to enter into legally binding agreements with developers to make a financial contribution for the delivery of appropriate measures to mitigate against transport issues that arise from development.

The County Council, as the local highway authority, is a statutory consultee and is therefore

able to make requests for such financial contributions. The County Council has to date secured significant Section 106 contributions through the local planning authorities which have been used to fund bus services, passenger transport infrastructure, reduced fares/travel tickets etc.

Several district local planning authorities are looking to introduce a Community Infrastructure Levy (CIL) which aims to generate funding from developments for new infrastructure. The levy rates are determined in advance and provide developers with certainty on the amounts they will be expected to contribute for general improvements (e.g. schools, health centres, new roads, etc.). The negotiation of Section 106 contributions will remain, however, for local improvements required specifically to address the impacts of proposed development.

Funding for identified strategic transport improvements will be collected by planning authorities through the CIL. The County Council will therefore work with planning authorities to have evidenced, approved passenger transport improvements included in CIL lists.

**The County Council will continue to pursue Section 106 developer contributions for all forms of passenger transport improvements where they are required to mitigate the impacts of proposed new development.**

**The County Council will identify required strategic passenger transport improvements and seek to have such improvements included in CIL lists.**

### 7.4 Funding bids

Funding for major infrastructure schemes (such as the construction of new bus stations, park and ride sites, and large priority schemes) as well as European funds has been devolved to Local Enterprise Partnerships from 2015/16. The County Council will continue to develop and apply for funding for appropriate infrastructure schemes.

The County Council will also seek funding from other funding sources (e.g. Office of Low Emission Vehicles [OLEV] and the Green Bus Fund. Such funding can help upgrade vehicle fleets to lower emission vehicles, or fund the introduction of low-emission passenger transport corridors or zones.

Bids for funding for infrastructure or investment in low emission vehicles will be made in partnership with operators; and neighbouring transport authorities where appropriate.



### **The County Council will continue to:**

- investigate potential funding sources for passenger transport improvements and will continue to make funding bids whenever possible
- work jointly with operators, neighbouring authorities (particularly those in the D2N2 LEP area) and other stakeholders to develop and secure funding for large scale bus projects (including passenger transport corridor improvements, low-emission zones, area wide real-time and smartcard ticketing).

### **7.5 Procurement of services**

It may be possible to secure significant efficiencies through the joint procurement of transport services (e.g. by different services/clients, or with neighbouring transport authorities). This would entail the integration of transport services in order to provide a range of transport services to a range of clients through one service contract and utilising the same vehicle(s). For example, using a day care service vehicle to provide a demand responsive service when the vehicle is not in use by the day care service clients. This would deliver the same quality of service to customers but would provide better more efficient integration of services.

More integrated service provision will enable the Council to provide a highly efficient, high quality and flexible service to meet the various needs and requirements of clients and passengers throughout the county. Such service provision is likely to be highly resilient and would deliver value for money and would provide flexible services which could be amended to meet the specific needs of the clients/passengers within a given locality both now and in the future.

**The County Council will investigate the potential for joint procurement where it will not compromise the service quality offered to customers but will deliver value for money and efficiency savings.** This will include the ongoing investigation into best practice in the procurement of integrated transport services to fulfil a range of service purposes for a range of clients within one service contract.





**16 July 2015****Agenda Item: 10****REPORT OF SERVICE DIRECTOR, HIGHWAYS****SECTION 38 AGREEMENTS – UN-ADOPTED HIGHWAYS****Purpose of the Report**

1. To report on the progress of the use of a specialist consultant to complete works in connection with selected outstanding Section 38 agreements so that highways within developments can be adopted by the Highway Authority without having to use public funds and seek approval to procure such services in the future.

**Information and Advice**

2. Following approval from Committee in May 2014 the County Council has carried out a trial of a specialist consultant (Bellavail Indemnity Management Services (IMS)) to work on a number of developments around the County. The work that has been carried out involves bringing the roads of developments where the developer has either ceased to trade or failed to adhere to the requirements set out in the relevant legal Section 38 Agreement to a standard whereby the Highway Authority can adopt them so that they become highways maintainable at public expense.
3. If the County Council has to deal directly with such developments as outlined in the previous report the options available to it are limited. However by using a specialist consultant in situations where developers have ceased to trade and/or failed to carry out works to the correct specifications or in accordance with the legal requirements of the Agreement the County Council is able to delegate all the work required to complete the adoption of the highway. The consultant is able to use its experience and resources to use the available funding from the financial bond that developers have to have in place as part of the Agreement to bring the road up to an adoptable standard. In those instances where developers are still trading the consultant can offer alternatives to them other than calling in the bond such as carrying out the necessary works using the consultant's resources or the consultant managing the developer's resources.
4. The advantages for the Highway Authority and County Council in using the services of a consultant are that resources do not have to be used to call in a bond or deal with any other processes involved in bringing the road up to an adoptable standard. For residents the advantage is that the road is adopted and becomes maintainable at public expense. For those developers that are still trading but have failed to complete works in accordance with the legal Agreement the use of the consultant offers alternative means of bringing the roads

up to an adoptable standard other than calling the bond in which would affect their financial standing.

5. Of the 23 sites that have been part of the trial so far 3 have now been formally adopted meaning that 36 householders are now benefiting from living on roads that are formally maintained by the County Council. Another 8 sites are close to the point where the Highway Authority will be able to adopt them and this will mean that a further 399 householders will benefit and once the remaining 12 sites are completed a total of 1190 householders will benefit from living on adopted roads.
6. This work is carried out at no cost to the Highway Authority and ensures that a significant number of residents have the assurance that their roads will be maintained at public expense.
7. As reported to Committee in May 2014 should the trial be deemed to be successful then a proposal would be presented to formally procure such a service. In view of the success of this trial it is recommended that it would now be prudent to do this.

### **Other Options Considered**

8. In considering the use of specialist consultants it has been ascertained that the County Council does not have sufficient resources and expertise available to deal with all of the outstanding Section 38 agreements.

### **Reason/s for Recommendation/s**

9. Without the use of specialist consultants it is likely that some long standing issues with un-adopted roads on developments will continue unresolved potentially blighting the lives of residents.
10. The trial has established that the use of a specialist external consultant is a cost effective tool to ensure the adoption of highways in those developments where the developer has ceased to trade or failed in their legal obligations.

### **Statutory and Policy Implications**

11. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Financial Implications**

12. The use of a specialist consultant will have no financial impact on the County Council other than the cost of the formal procurement process

## **RECOMMENDATION/S**

Approval be given to carry out a formal procurement process to appoint a consultant to continue work to bring roads to adoptable standard.

**Neil Hodgson**  
**Interim Service Director (Highways)**

**For any enquiries about this report please contact:**

Clive Wood,  
Team Manager Highway Development Control

### **Constitutional Comments (SLB 19/06/2015)**

Transport and Highways Committee is the appropriate body to consider the content of this report.

### **Financial Comments (TMR 15/06/2015)**

The financial implications are set out in paragraph 12 of the report.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

### **Electoral Division(s) and Member(s) Affected**

- All



**16<sup>th</sup> July 2015****Agenda Item:11****REPORT OF SERVICE DIRECTOR, HIGHWAYS****THE NOTTINGHAMSHIRE COUNTY COUNCIL (WILLIAM STREET AND NEW STREET, NEWARK ON TRENT) (PROHIBITION OF WAITING AND RESIDENTS' CONTROLLED ZONE) TRAFFIC REGULATION ORDER 2015 (3185)****CONSIDERATION OF OBJECTIONS****Purpose of the Report**

1. To consider the objections received in respect of the above Traffic Regulation Order and whether it should be made as advertised with amendments as detailed in the recommendation and shown on drawing H/04078/1925/03.

**Information and Advice**

2. William Street and New Street are residential streets close to Newark Town Centre. The houses are mostly terraced without off-street parking. The central section of William Street is restricted to traffic except for access and used as a shared space with small walls, tree and planter areas controlling both the flow of vehicles but also parking provision. New Street is situated off this central restricted section of William Street and can also be accessed off Whitfield Street that runs parallel to William Street. In the vicinity are several non-residential properties including B&B's, post office and public house. A number of private parking areas (on land owned by Newark and Sherwood District Council) for residents of Howes Court (operated by Newark and Sherwood Homes Limited) are also accessed off William Street.
3. The proposals for a Residents' Parking Scheme (RPS) followed consultation undertaken by County Councillor Stuart Wallace resulting in a petition from the residents of William Street that was presented to full council on 17<sup>th</sup> May 2012. This was as a result of residents contacting the local member concerned about congestion and inconvenience stating that they were unable to park their vehicles as it was being used by workers, shoppers and commuters to avoid car park charges in the town centre. The consultation carried out by Councillor Wallace involved the completion of a questionnaire in which residents could indicate support for such a scheme accompanied by a covering letter giving an introduction and explanation of the workings of such a scheme from Councillor Wallace. It was reported that a 69% response rate was achieved with 75% of those responding in favour.
4. As a result a RPS was included in the annual highway capital programme. On 5<sup>th</sup> March 2013 residents of William Street were sent questionnaires by the County Council asking them to confirm whether or not they were still in support of a RPS. At this stage New Street was excluded from the boundary of the proposed scheme. In total 79 questionnaires were sent to residents with 40 (51%) returned of which 30 (75%) supporting the introduction of a

scheme. The results exceed the criteria of 35% response rate with 65% of respondents in support that the County Council uses to progress the development of a scheme.

5. A further consultation with residents of William Street was carried out between the 4<sup>th</sup> October 2013 and 1<sup>st</sup> November 2013 on proposals for a Residents Parking Scheme that would be in operation on Monday to Saturday from 8am – 6pm. The proposals are shown on the enclosed drawing H/04078/1925.
6. However, as part of the following years annual works programme for 2014-15 a scheme was proposed for a RPS on Whitfield Street which runs parallel to William Street between Barnby Gate and Balderton Gate. As a result of this proposal further progress for proposals on William Street were put on hold to enable work to be developed on Whitfield Street with a view of combining public advertisement and the construction work.
7. Questionnaires were sent to 79 residents of Whitfield Street asking them to confirm whether or not they were in support of a RPS on the 20<sup>th</sup> May 2015, this included information that it was the intention of the County Council to combine the scheme with William Street. A total of 27 (34%) were returned of which 14 (51%) were in favour of a scheme. The results do not meet the County Council's criteria and therefore the proposals for Whitfield Street were dropped from the works programme. This meant the proposals for William Street could be progressed to the next stage.
8. The proposals for William Street were publicly advertised in the Newark Advertiser between 27<sup>th</sup> November and 19<sup>th</sup> December 2014 and can be seen on the enclosed drawing H/04078/1925/02.

## **Comments received**

9. During the consultation period and public advertisement twenty individual responses were received with eighteen considered as outstanding objections to some or all of the proposals, this included one in the form of a petition. Objections have been summarised and responses grouped by street and each contains various issues raised by residents.
10. Objections – William Street  
Six objections were received from residents of William Street through the consultation process and a range of comments were received, including:
  - The proposals will create more problems than they solve and vehicles will displace onto nearby roads;
  - From their own experience / observations consider that parking issues are not an issue and the proposals are unnecessary;
  - The introduction of a permit scheme will force residents to pay for parking on the road outside their properties, particularly as they consider parking not to be an issue;
  - Suggest the scheme should include three sets of parking areas that form part of access to Howes Court;
  - Proposals should include 'No Waiting At Any Time' restrictions (double yellow lines) on the junction of William Street and Balderton Gate and outside the planters close to the New Street / William Street junction;
  - Designated bays should be allocated to specific properties along New Street at the side of 30a / 32 William Street due to area long standing issues following the construction of the Community Centre, requirement for emergency access point and warden houses.



### Response – William Street

The proposals follow concerns raised by residents through the local member Councillor Wallace and have necessary support of local residents. Issues related to parking availability will vary on different days and time. In addition the perception of parking varies between households depending upon personal circumstances and requirements, this is reflected in the views and comments received.

In response to concerns raised further surveys were undertaken on 28<sup>th</sup> January 2015, in some areas it is difficult to set the area of available parking due to planters / trees and it is also dependent upon the size of vehicles / spacing individuals leave after parking etc. However, survey figures show that throughout the working day parking availability varied along different sections of the road.

Another issue raised by objectors is the requirement to pay for parking permits. This is a requirement of the Authority and on 25<sup>th</sup> February 2010 the council's budget included a recommendation that a charge should be made for permits issued for use in residents' parking schemes. The charge is to cover the administration and management of the permit scheme and the direct costs of the permits. Parking permits would cost £25 each and will usually be valid for 12 months, with 100% discount concessions for Blue Badge Holders and residents 75 years old and over.

This proposed scheme involves signing the controlled zone at the entry and exit points with repeater signs, lining works are minimal. Parking within this type of scheme is self-managed and specific bays / areas cannot be allocated to specific properties as suggested by one local resident. It is not proposed to install any advisory H-bar markings as part of the works to cover any specific access point. No new double yellow lines were considered appropriate to introduce as part of the proposals at the junction of William Street / Balderton Gate.

Three areas were identified by local residents through consultation where parking currently occurs that is not on the main section of William Street and suggested that these areas should be included in the permit scheme, these are:

- Area 1. An access road and parking area between 50 and 56 William Street;
- Area 2. Parking area between 44 and 38 William Street leading to a grassed areas and footpaths at the rear of Howes Court and;
- Area 3. An access road and parking area at the side of 18 William Street.

Each area is referenced on drawing H/04078/1925/03 enclosed as part of the report. All these areas are not public highway and the land is owned by Newark and Sherwood District Council (NSDC). Two of these areas provide vehicular access to private parking areas for residents of Howes Court that are managed by permits provided by NSDC. The residential complex is managed by Newark and Sherwood Homes (NSH). There is no Traffic Regulation Order covering parking restrictions / zones along these sections.

Meetings and discussions have been held with NSDC and NSH regarding the inclusion of these areas in the residents' parking scheme. A traffic regulation order can be put in place on areas of land that is not public highway with the land owner's permission and no transfer of land is required. Any subsequent change in use of the land or alteration in the permissions would require the traffic order to be amended.

It has been agreed that Area 1 between 50 and 56 William Street is not included; the access road is narrower at this location and doesn't have the appearance of public highway.

Due to the width available at this location any vehicles parking within this area may have to go into the Howes Court area to turn around.

Area 2 between number 38 and 44 William Street is not included. This area may be subject to further development in the future and it was considered that a traffic order on this section may have an impact on the development plus require the amendments to the order in the future.

Area 3 at the side of 18 William Street was included in the public advert subject to agreement with NSDC. The district council has agreed in principle for this to be included in the scheme subject to no land transfer being required and has requested that residents of Howes Court have the option for a limited number of permits. As part of the questionnaires Howes Court was not included in the questionnaires due to off-street parking provision being provided by NSH. It is proposed that ad hoc requests will be considered by the District Manager once the scheme is implemented subject to assessments on usage and availability.

As two areas will not be included in the proposed traffic order, any issues with contravention and enforcement within those areas would be the responsibility of NSDC. As part of the works to implement the RPS the siting of signs indicating the end of the residents parking zone and start of the private parking area will be considered and agreed with the district council with any changes being completed as part of the scheme.

#### 11. Objections – Whitfield Street

Six objections were received from residents of Whitfield Street following public advertisement of the proposals. Objections were linked to the issue of displaced parking as a result of the permit scheme on William Street and New Street and suggestions that a large numbers of properties were unoccupied when the questionnaires were sent out, concerns that results are not reflective of residents' views and that the process should have included face to face consultation and be provided in alternative languages.

#### Response – Whitfield Street

A residents' parking scheme for Whitfield Street was included in the 2014-15 annual highway programme and proposals delayed on William Street to combine the two schemes. It is considered that this would have helped manage issues related to displaced parking. However, as stated questionnaires were sent out to residents on Whitfield Street and of the 79 sent out there were 27 (34%) replies of which 14 (52%) were in favour of such a scheme. The response rate fell short of the County Councils criteria (35% / 65%) and due to the response and levels of support proposals for Whitfield Street were dropped. The questionnaires were sent out to individual households by letter in the same way as other similar type schemes, no requests for alternative language letters or face to face meetings were received at the time.

#### 12. Objections – Barnby Gate

Four objections were received over concerns about further displaced parking on Barnby Gate causing further issues to those currently encountered by residents. Objections included two from residents, a petition (2014/092) presented at the County Council meeting on 20<sup>th</sup> November 2014 by Councillor Maureen Dobson of 12 signatures requested a residents' parking scheme between numbers 75 and 91 Barnby Gate and an objection from County Councillor Maureen Dobson. The objection from Councillor Dobson is as a result of comments received from constituents on Barnby Gate; the properties on the north side of Barnby Gate opposite William Street are within the Collingham Electoral Division. Whilst not against the proposals for William Street, Councillor has objected on the basis that Barnby

Gate is considered as a whole and suggested proposals are deferred until this has been completed.

#### Response – Barnby Gate

The County Council has an ongoing programme of review and proposed changes to on-street parking restrictions. This has resulted in several schemes being proposed to address existing parking issues such as the new residents' parking scheme on William Street, Newark. The inclusion of Barnby Gate was outside the scope of the project and the request has been made as a result of the proposed William Street scheme as residents consider that existing William Street parking may be displaced to Barnby Gate. It is, however, far from certain that this displacement will occur, as is the level of additional parking that may occur.

The Traffic Regulation Order for the William Street residents' parking scheme was already advertised when the petition was received and to amend it to include Barnby Gate at this stage could further delay the delivery of the scheme and possibly generate further objection. Any residents' parking scheme on Barnby Gate would also likely need to encompass more than a small section of the road. In the response to the petition Transport and Highways Committee on the 8<sup>th</sup> January 2015 approved the recommendation for parking surveys to be undertaken on Barnby Gate prior to the introduction of the William Street residents' parking scheme so that the extent of any displaced parking can be determined once the scheme has been implemented.

#### 13. Objections – Balderton Gate

Two objections were received from local Bed and Breakfast businesses located on Balderton Gate on the junction with William Street. Concerns raised include eligibility for permits as 117 and 119 Balderton Gate both have vehicular access off William Street, concerns over further displaced parking in the area, access difficulties to the rear of the properties due to vehicles parking across the vehicle crossing and suggested that double yellow lines are introduced on the junction of William Street and Balderton Gate. Both objections suggest that as the key issue is related to long term commuter parking then restrictions should be amended to 0900 - 1700 hours Monday to Friday which is in their view will still achieve the objectives of the scheme and minimise the impact on visitors to their businesses.

#### Response – Balderton Gate

Usually as part of any RPS the property adjacent to the proposals on the junction is included in the eligibility for permits. As both 117 and 119 Balderton Gate have vehicular access off William Street it is considered that the situation is the same for both properties and as they have demand as residents and local businesses then the proposed boundary of the RPS should be amended – this is reflected in the revised recommendation.

No other comments have been received to amend the days or times of the proposed scheme. It is considered that restrictions are required Monday to Saturday to help alleviate issues related to both long term commuter parking and visitors to the town centre area. The times advertised were based around times typically used on other RPS zones, however based on comments received it is proposed that the restrictions are amended to 0900 – 1700 hours as suggested.

### **Other Options Considered**

14. Other options considered related to the days / times of operation of the scheme and extents of the scheme. This is reflected in the William Street proposals being delayed to incorporate

Whitfield Street although this changed as a result of questionnaire results. The amendments to the advertised proposals reflect comments received.

## **Comments from Local Members**

15. The local County Councillor Stuart Wallace is in support of the revised scheme. As discussed in the report an objection was received from County Councillor Maureen Dobson due to the perceived impact on adjacent roads that lie within a neighbouring electoral division.
16. Newark Town Council is supportive of the proposals.

## **Reasons for Recommendations**

17. The proposals are to be introduced to remove the parking problems caused by non-residential parking on William Street and New Street.

## **Statutory and Policy Implications**

18. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

19. Funding provision has been made from the 2015/16 Integrated Transport Measures (ITM) budget and works will cost in the region of £6,000.

## **Crime and Disorder Implications**

20. Nottinghamshire Police have made no comments on the proposal.

## **RECOMMENDATION/S**

It is recommended that:

The Nottinghamshire County Council (William Street and New Street, Newark On Trent) (Prohibition Of Waiting And Residents' Controlled Zone) Traffic Regulation Order 2015 (3185)

is to be made as advertised with the following amendments and objectors notified accordingly:

- Amend hours of operation from 0800 – 1800 hours to 0900 – 1700 hours and
- Amend boundary of proposed residents parking schemes (properties eligible to apply for permits) to include 119 Balderton Gate.

The revised scheme layout is shown in drawing H/04078/1925/03.

**Neil Hodgson**  
**Service Director (Highways)**

**Name and Title of Report Author**

Mike Barnett - Team Manager (Major Projects and Improvements)

**For any enquiries about this report please contact:**

Steph Walford – Senior Improvements Officer Tel: 0115 9774742

**Constitutional Comments (SJE 24/06/15)**

21. This decision falls within the Terms of Reference of the Transport & Highways Committee to whom responsibility for the exercise of the Authority's functions relating to traffic management have been delegated.

**Financial Comments (GB 24/06/15)**

22. The financial implications are stated in paragraph 19 of the report.

**Background Papers**

All relevant documents for the proposed scheme are contained within the scheme file which can be found in the Major Projects and Improvements section at Trent Bridge House, Fox Road, West Bridgford, Nottingham.

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

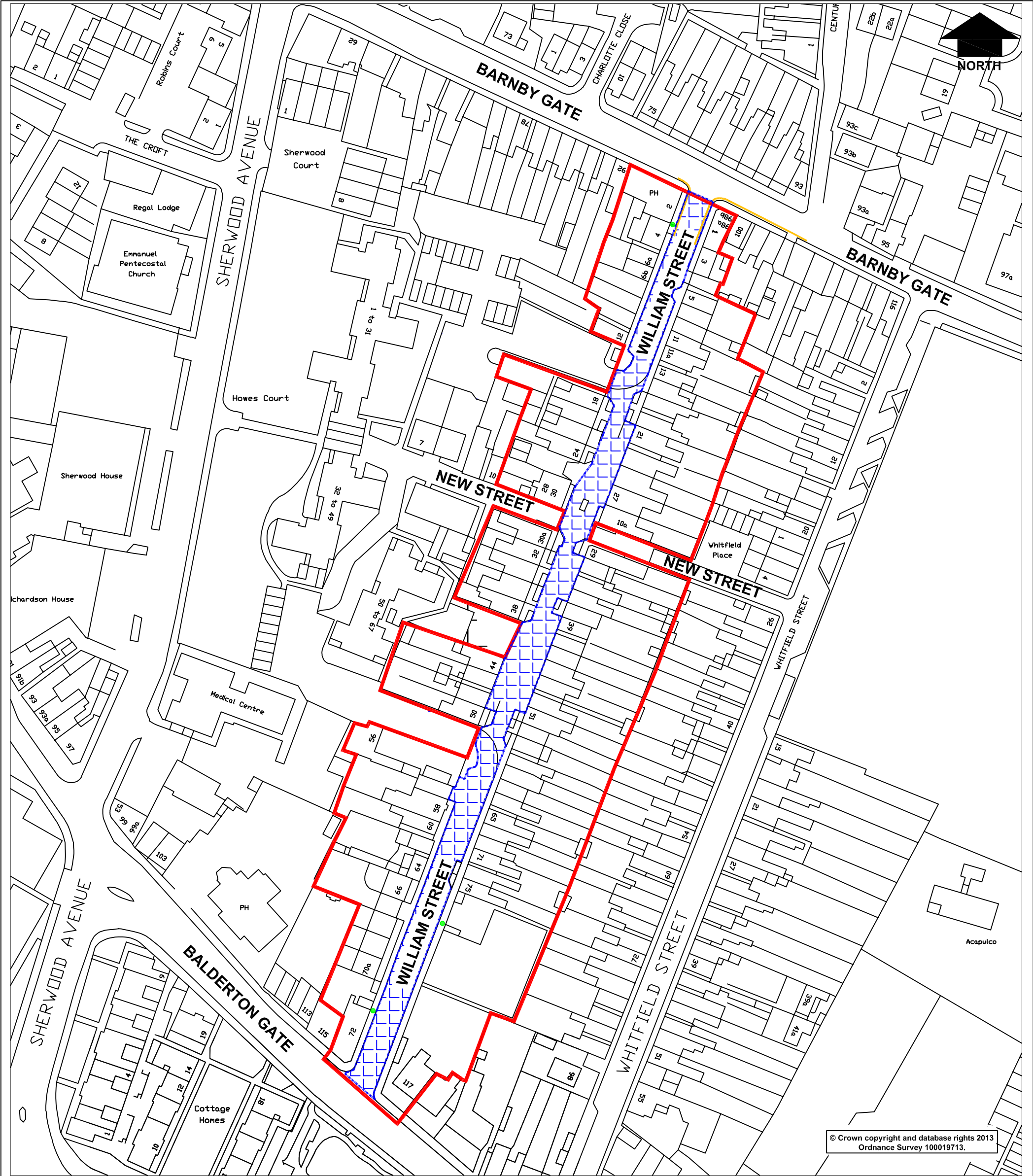
**Electoral Division(s) and Member(s) Affected**

Newark East ED

Councillor Stuart Wallace







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**KEY**



Boundary of proposed Residents  
Parking Scheme (Properties  
eligible to apply for Permits)



Area of Highway where a permit  
will be required to park during the  
times the scheme is in operation



Existing Single yellow Lines  
(Mon - Sat 8am - 6 pm)



Trent Bridge House, Fox Road,  
West Bridgford, Nottingham, NG2 6BJ  
Tel: 0300 500 80 80

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Project

William Street, Newark

Property No.

Project No.

TRO 3185

Title

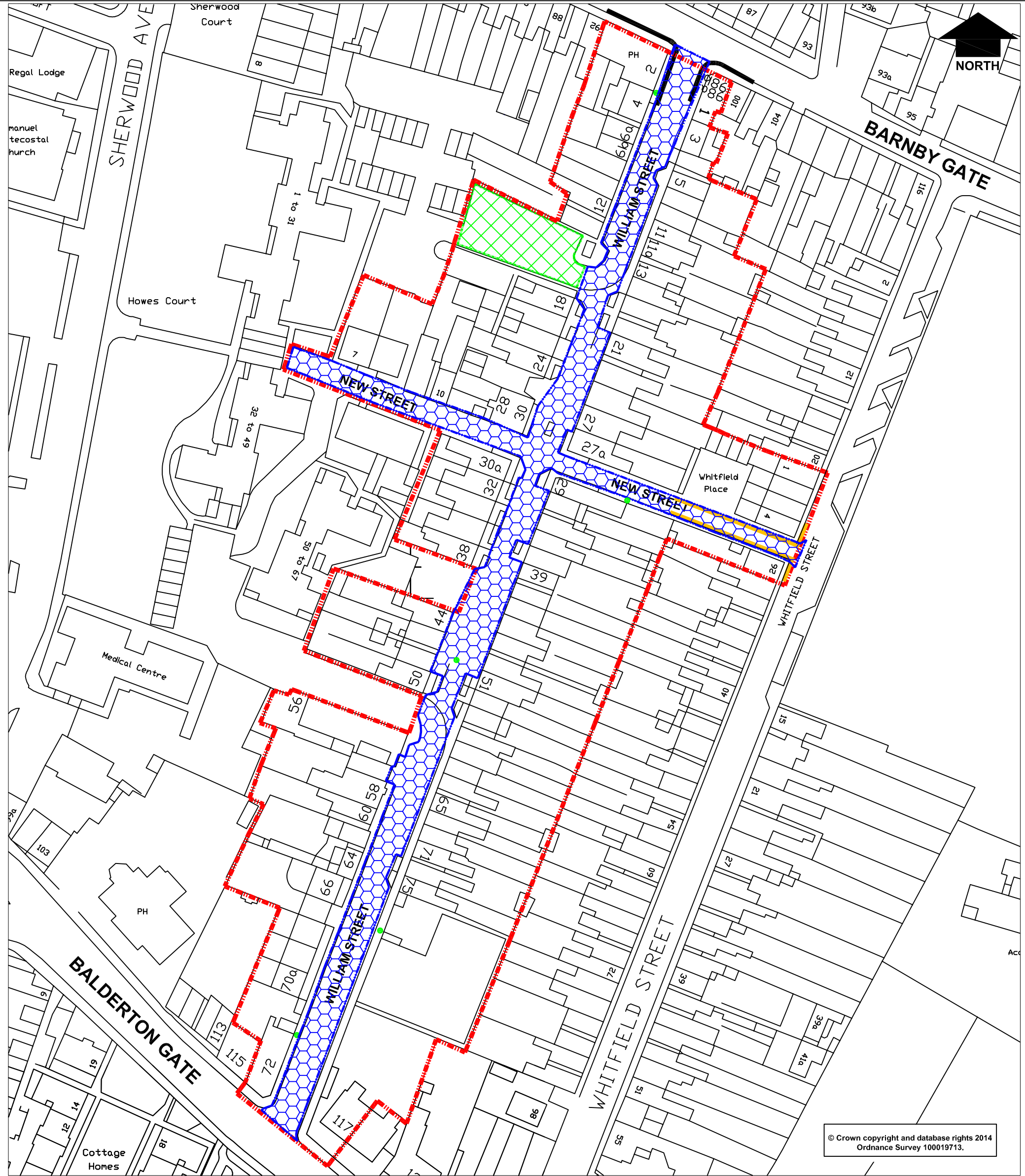
Proposed Residents Parking Scheme

Drawing No.

H/04078/1925

Rev	Description	Drawn	Ch'kd	Auth	Date
	SLW				Mar '13
	JAB				Mar '13
					Traced
					Scale
					1:1000





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**KEY**

Existing Double Yellow Lines

Proposed Double Yellow Lines



Boundary of proposed Residents  
Parking Scheme (Properties eligible  
to apply for Permits)



Proposed RPS Mon to Sat  
8am - 6pm



Proposed RPS Mon to Sat  
8am - 6pm. Subject to  
agreement and may not be  
included in the scheme.



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West Bridgford, Nottingham, NG2 6BJ  
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Project **William Street and New Street, Newark**

Property No. Project No. **TRO 3185**

Title **Proposed Residents Parking Scheme**

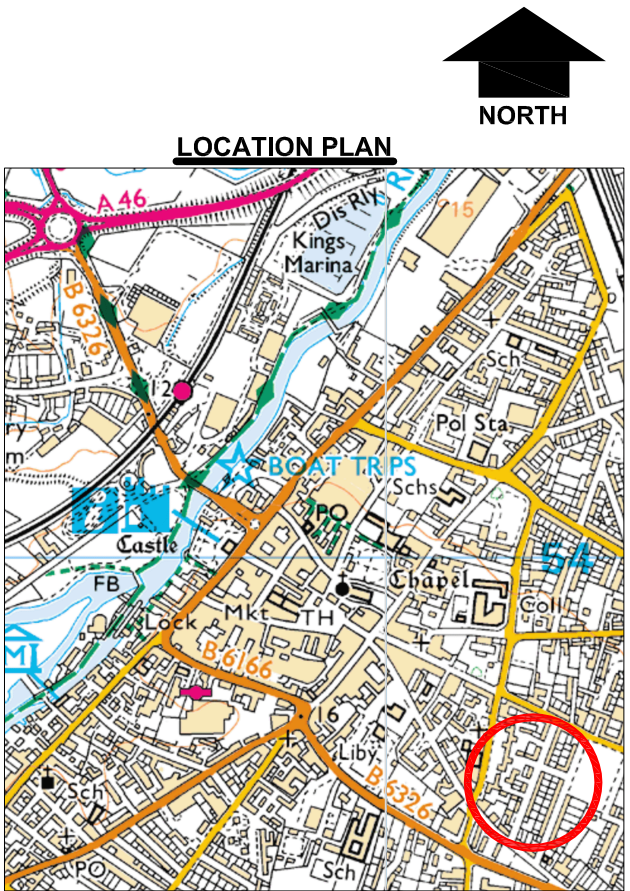
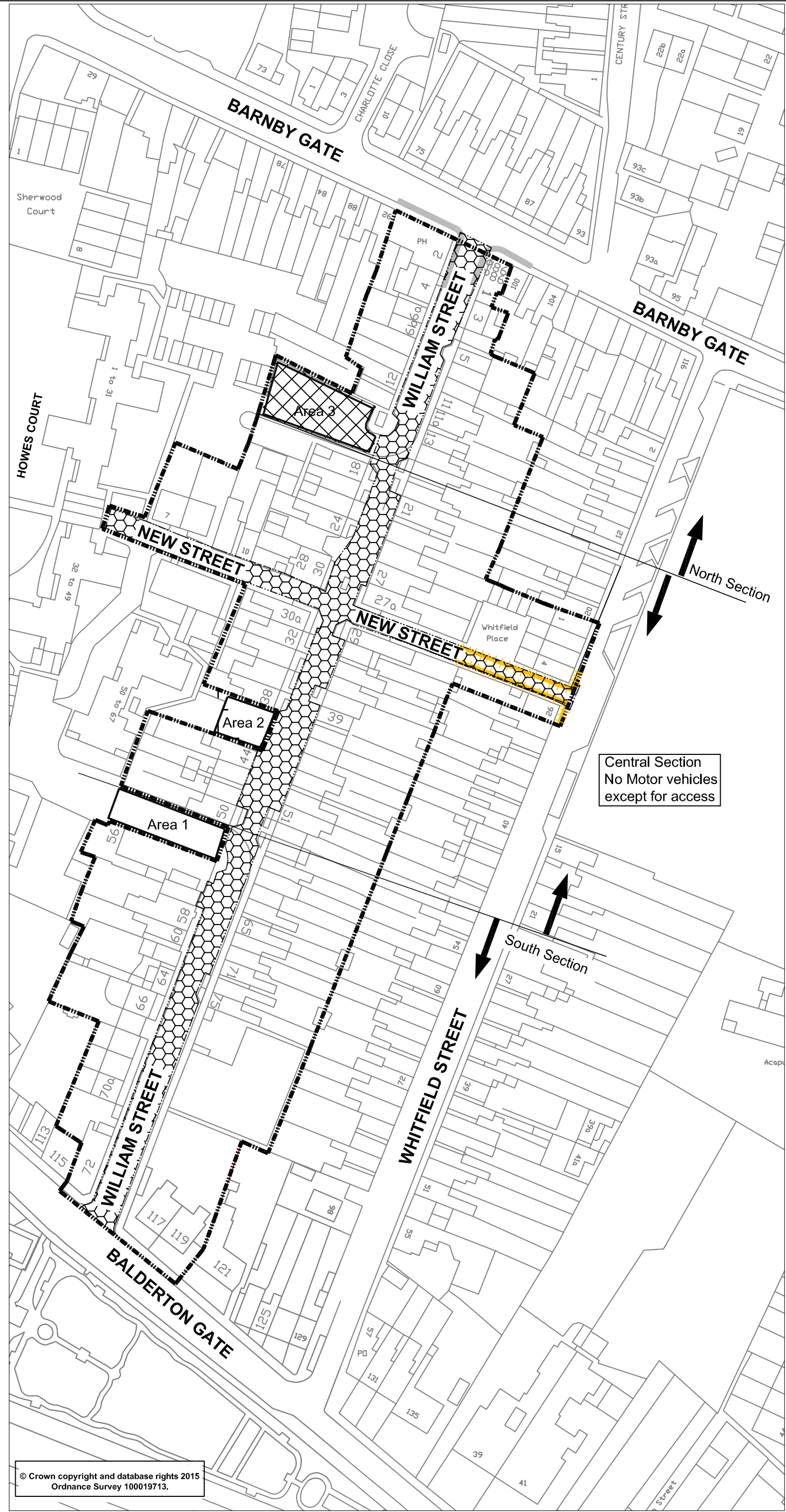
Drawing No. **H/04078/1925/02**

Advert


Rev	Description	Drawn	Chkd	Auth	Date
	SLW	Nov '14			
	MB	Nov '14			
		Traced			
		Scale			
		N.T.S.			



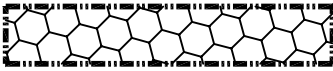




**KEY**

 Boundary of proposed Residents Parking Scheme (extended to include 119 Balderton Gate)

 Existing Double Yellow Lines

 Proposed RPS Mon to Sat 9am - 5pm (changed from the original Advert which was 8 am - 6 pm)

 Proposed Double Yellow Lines

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**Nottinghamshire  
County Council**  
Trent Bridge House, Fox Road,  
West Bridgford, Nottingham, NG2 6BJ  
Tel: 0300 500 80 80

Project **William Street and New Street, Newark**

Property No. Project No. **TRO 3185**

Title **Proposed Residents Parking Scheme** **OBJECTION REPORT PLAN**

Drawing No. **H/04078/1925/03**

Rev	Description	Drawn	Chkd	Auth	Date
	SLW				June '15
	MB				June '15
					Traced
					Scale
					1:1000





16<sup>th</sup> July 2015

Agenda Item:12

**REPORT OF SERVICE DIRECTOR, HIGHWAYS****THE NOTTINGHAMSHIRE COUNTY COUNCIL (STATION ROAD,  
KIMBERLEY) (PROHIBITION OF WAITING) TRAFFIC REGULATION ORDER  
2015 (5195)****CONSIDERATION OF OBJECTIONS****Purpose of the Report**

1. To consider the objections received in respect of the above Traffic Regulation Order and whether it should be made as advertised.

**Information and Advice**

2. Kimberley is a small town located approximately 9km north-west of Nottingham City Centre. Station Road is a residential road with a 30mph speed limit, located close to the town centre. The north-western section of the road is of single carriageway width and is subject to a one-way order, it has residential properties located along both sides and one public house with the majority of the properties having off-street parking. A short stretch of on-street car parking is available at the north-western end of Station Road. The south-eastern section of the road from Main Street to the Edgewood Road junction is wider but two-way traffic is permitted along this length road. Along part of this section of the road there are existing waiting restrictions and the remaining unrestricted kerbspace is frequently at full capacity with parked vehicles.
3. The County Council has received requests from two local businesses via local County Councillor Ken Rigby for parking restrictions to alleviate issues of obstructive parking on part of Station Road opposite to the car park entrance close to the junction of Station road and Edgewood Road, which is affecting access to these businesses. This location is close to the town centre so parked vehicles could be a mixture of commuters, shoppers or local residents.
4. The proposed scheme is to extend the existing waiting restrictions (Single Yellow Line) on the south-western side of Station Road by approximately 26m to prevent parking on both sides of the road, which can reduce the carriageway width to a point which becomes obstructive for large vehicles and for turning manoeuvres into the car park. The proposed restrictions would be in operation Monday to Saturday 8 am – 6pm, in line with the existing on-street restriction which it abuts and are detailed on the attached drawing H/04078/2100/01. The statutory public advertisement of the proposals was carried out between 23<sup>rd</sup> April 2015 and 22<sup>nd</sup> May 2015.

## Objections received

5. During the advertisement period, four responses were received, all of which are considered to be outstanding objections.

6. Objection – Requirement for the restriction

A common theme to all the objections were that they were unaware of any access problems experienced by local businesses and that other large vehicles, such as bin lorries, were able to manoeuvre in the area. A local Borough Councillor stated that they were unaware of any complaints from businesses in the area regarding the issue. The objectors state that the proposals are not required and will cause them considerable inconvenience.

Response – Requirement for the restriction

As stated the County Council has received requests from local businesses via local County Councillor Ken Rigby. Additionally three direct requests have been logged by Highways liaison officers, from members of the public requesting measures to facilitate movements into and out of the car park and side roads off Station Street. A similar request has also been made by Nottinghamshire Police. The scheme has the full support of both the Local County Councillor and the District Highway Manager for the area.

7. Objection – Availability of on-street parking

A common theme in all objections was the reduction of on-street parking for residents of Station Road and / or parking migrations onto surrounding streets. It was stated that the proposal will penalise the residents and their visitors who are unable to park outside their homes as their properties are situated on the narrow one-way stretch of Station Road.

Response – Availability of on-street parking

It is recognised that there is likely to be some element of displaced parking with any new highway waiting restriction, however the restrictions are required to facilitate the movement of large vehicles. The purpose of the restrictions is to prevent obstructive parking to ensure sufficient carriageway is available to enable the safe movement of large vehicles into the car park where the businesses are located.

The primary purpose of the highway is to facilitate the movement of people and vehicles. However it is recognised that parking on the highway does occur, particularly for households with no alternative parking provision. With that balance in mind the limits of the restrictions have been kept at the minimum length and duration considered possible to ensure the effective and safe operation of the highway. Unrestricted parking on Station Road remains available on the north-eastern side of Station Road and kerbspace on the south-eastern side would be available every evening after 6pm and all day on Sunday. In addition free off-street parking is available in the car park on Station Road between the hours of 0900 – 1600 hours, Monday to Saturday. This car park is closed outside of these times. Whilst it is recognised that these alternatives may be less attractive than the kerbspace currently available they do provide a variety of alternative options for parking in the area.

## Other Options Considered

8. Other options considered relate to the length of the waiting restrictions proposed, which could have been either lesser or greater. However as discussed the demand for on-street parking is recognised and so the restrictions are considered to be a reasonable balance between the need to ensure the safe operation of the highway and on-street parking provision.

## **Comments from Local Members**

9. The local County Councillor, Ken Rigby, is in full support of the scheme.

## **Reasons for Recommendations**

10. The proposals are to be introduced to keep the road clear of parked cars in the vicinity of the entrance to the car park assisting the movement of large vehicles.

## **Statutory and Policy Implications**

11. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

12. This scheme is being funded through the 2015/16 Traffic Management Revenue budget with an estimated works cost of £1,500.

## **Crime and Disorder Implications**

13. Nottinghamshire Police expressed no opinion during the consultation but had previously requested that parking control measures be implemented at this location.

## **RECOMMENDATION/S**

It is recommended that:

The Nottinghamshire County Council (Station Road, Kimberley) (Prohibition Of Waiting) Traffic Regulation Order 2015 (5195)

is made as advertised and the objectors advised accordingly.

**Neil Hodgson**  
**Service Director (Highways)**

**Name of Report Author**  
Mike Barnett - Team Manager (Major Projects and Improvements)

**For any enquiries about this report please contact:**  
Steph Walford – Senior Improvements Officer Tel: 0115 97 74742

## **Constitutional Comments (SLB 22/06/2015)**

14. Transport and Highways Committee is the appropriate body to consider the content of this report.

## **Financial Comments (TMR 22/06/15)**

15. The financial implications are set out in paragraph 12 of the report.

## **Background Papers**

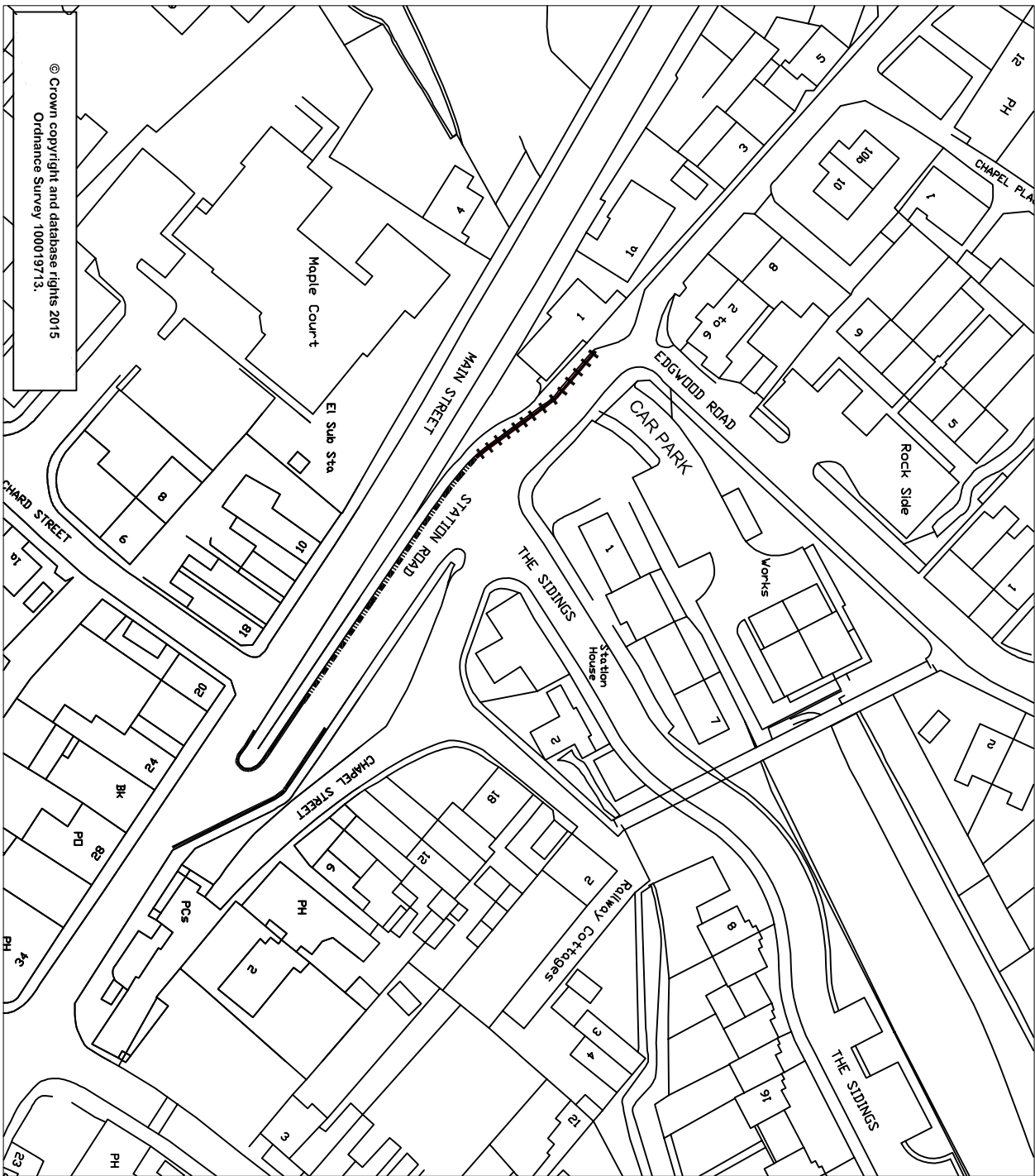
All relevant documents for the proposed scheme are contained within the scheme file which can be found in the Major Projects and Improvements section at Trent Bridge House, Fox Road, West Bridgford, Nottingham.

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

## **Electoral Division(s) and Member(s) Affected**

Kimberley and Trowell ED

Councillor Ken Rigby



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## Station Road, Kimberley

TRO 5195

### Proposed Parking Restrictions - OBJECTION REPORT PLAN

H/04078/2100/01



#### LOCATION PLAN

**KEY**

Existing Single Yellow Lines  
(Mon - Sat 8am - 6 pm)

Existing Double Yellow Lines

Proposed extension to Single Yellow Lines  
(Mon - Sat 8 am - 6 pm)

Rev	Description	Drawn	Chkd	Auth	Date
		SLW		JAB	April '15







## **REPORT OF SERVICE DIRECTOR, HIGHWAYS**

### **THE NOTTINGHAMSHIRE COUNTY COUNCIL (STATION ROAD, COLLINGHAM) (PROHIBITION OF WAITING) TRAFFIC REGULATION ORDER 2015 (3217)**

#### **Purpose of the Report**

1. To consider the objections received in respect of the above proposed Traffic Regulation Order (TRO) and whether it should be made as advertised.

#### **Information and Advice**

2. Collingham is a village 5 miles northeast of Newark on Trent. The village has a train station, which is located on its eastern edge and served by regular train services on the Nottingham to Lincoln line. The station is popular with shoppers and commuters from both Collingham and beyond and as a result there is significant demand for parking in the vicinity of the train station. The streets to the west of the train station, leading back into the village, are mainly residential in nature, comprising semi-detached and detached properties with off-street parking.
3. Passenger numbers using Collingham Station have more than doubled in the past ten years, from 25,667 in 2002/03 to 54,598 in 2012/13. A lay-by was constructed on Station Road in 2006 to provide a parking facility for users of the station. A parking survey undertaken in July 2010 showed between 20 and 30 cars parked on a weekday, far above the capacity of the layby. This demand for parking results in vehicles being habitually parked on the verges adjacent the level crossing that is obstructive to pedestrian and equestrian traffic. In addition it has been reported that this parking has also led to drivers undertaking dangerous manoeuvres to turn in the road adjacent the level crossing, which has blocked the road and had the potential to cause traffic to queue back to and over the level crossing, which is a safety risk.
4. The frequency of the train service at Collingham was increased to 51 trains per day in May 2015, which will result in further increases in patronage. To accommodate current levels of parking and this anticipated growth, Network Rail built a 61 space car-park which opened in August 2014.
5. As agreed as part of the negotiations regarding the construction of the new car park the existing lay-by provision, now redundant, was removed and reinstated as verge that also included verge parking deterrents. The creation of the car park and subsequent removal of

the lay-by was supported by the County Councillor, Parish Council and County Council Officers and agreed with Network Rail.

6. A charge is levied for use of the car park and this has resulted in people parking on Station Road and Station Close in the vicinity of the station to avoid the parking charge, which is currently £2 per day with further charging options available for regular users of the car park. The County Council has received requests from local residents via local County Councillor Maureen Dobson for parking restrictions to alleviate issues of obstructive parking in Station Close and on Station Road, which inhibit visibility and obstruct driveways.
7. In response to these concerns the County Council proposed to introduce 'No Waiting At Any Time' (double yellow lines) eastwards along Station Road from the level crossing to Cross Lane to improve safety at the level crossing and on the highway for both motorists and pedestrians. Waiting restrictions (single yellow lines) were also proposed on Station Close and along Station Road to the west for a distance of approximately 250m. These restrictions would be in operation Monday to Friday between 9.00a.m and 5.00p.m.
8. An initial consultation took place between 12th November 2014 and 19th December 2014 as shown on drawing NJG/StaCol/3217. At the request of the local Member, a drop-in session was also held during the consultation period, where local residents were able to attend and discuss any concerns or suggestions relating to the proposals with Highways Officers. The session was held in the Memorial Hall, High Street, Collingham on Thursday 11<sup>th</sup> December 2014 between 1600 – 1800 hrs.
9. During this round of consultation 23 responses were received, 21 of which were considered to be objections to all or part of the proposal. In response to comments raised the scheme was revised to reduce the proposed double yellow lines to a total extent of 100m from the level crossing eastwards along both sides of Station Road. The revised proposal also reduced the extent of the proposed Waiting restrictions (single yellow lines) to the west of the level crossing, reducing them in length to a total extent of 61m on both sides of Station Road. The times of operation were also reduced; with the restriction proposed as Monday to Friday between 8.00a.m and 10.00a.m. These revised proposals were advertised between 24th February 2015 and 2<sup>nd</sup> April 2015 and are shown on the attached plan NJG/StaCol/3217/0.2.

## Comments Received

10. Including both rounds of consultation there were a total of thirty-four responses received. A number of comments were made and are summarised below:
  - Concerns that the proposals will result in displaced parking further west on Station Road and on nearby roads;
  - Requests that East Midlands' Trains car park at Collingham Station be free to use;
  - That the proposed restrictions aren't restrictive enough / need extending;
  - That the proposed restrictions are too restrictive / need reducing;
  - Concern that the restrictions / expected parking will cause visibility issues / obstruction to driveways;
  - Requests that Station Road / Station Close become residents parking areas only.

Replies have been sent direct to respondents and eleven of the responses received are considered to be outstanding objections to some or all of the proposals.

11. Objection – displacement of parking

A common theme to ten of the outstanding objections is the concern that parking will be displaced from the existing locations near to the station and move further west along Station Road. Many of the objectors stated that East Midlands Trains should provide free car parking at the station.

Response – displacement of parking

It is recognised that there is likely to be some element of displaced parking with any new highway waiting restriction, however the proposed restrictions are required to keep the approaches to the level crossing clear. It is considered that the reduced extent of the restrictions will minimise the impact on those residents directly affected from the impact of migration of parked cars. The limited waiting proposed for the western side of Station Road and for Station Close will prevent commuter parking whilst maintaining on-street parking availability for most of the day for visitors and tradespeople.

Nottinghamshire County Council made a formal request to East Midlands Trains (EMT) asking that car parking charges are removed at Collingham Station. However, EMT confirmed there were unable to accommodate this request due to operating and maintenance costs associated with the new car park such as lighting and CCTV, being offset by the parking charge.

12. Objection – Extent and location of proposed restrictions

Four respondents also stated that the extent of the proposed restrictions proposed were wrong or that the times of operation were unsatisfactory.

Response – Extent and location of proposed restrictions

Whilst some respondents requested further restrictions, the extents of the proposed waiting restrictions have been kept to a minimum as any restrictions inevitably involve the displacement of parking to other areas. The objective of the traffic order is to support appropriate parking patterns and enable enforcement of contraventions, not to move or unnecessarily restrict the opportunity to legally park vehicles on the public highway.

As highlighted by the comments received it is difficult to balance the needs and requirements for all users of the public highway and it is inevitable that the resulting compromise will not always be acceptable to all. However, this revised proposal was developed out of the first round of consultation, the consultation drop-in session and has the support of the local County Councillor, District Council and Parish Council.

13. Objections – Visibility / safety

Two objectors also cited concerns regarding visibility / safety with regards to parked cars restricting visibility for vehicles exiting from driveways. Further to this, concern was also raised regarding potential conflicts between vehicles on the highway and other users such as equestrians when travelling around the bends on Station Road, if vehicles are parked on the road.

Response – Visibility / safety

An appropriate measure to help alleviate residents' difficulties with vehicle access / egress to properties is the provision of advisory 'H bar markings' and these can be provided in line with the County Council's charging policy on request from local residents. Residents will be made aware of this facility and how to apply for an advisory 'H bar marking'.

A number of different options were considered in revising the original proposal for this scheme, including the retention of waiting restrictions along the double bend. However, the overall consensus from the consultation was against extensive waiting restrictions and the urbanisation of Collingham with new road lining. The preferred option supported by local County Councillor and Parish Council was for the restrictions to be kept to the minimum required to maintain the safe operation of the level crossing. As such this option has been advertised. It remains the responsibility of drivers to park without causing obstruction on the highway.

14. Objections – Residents' only parking

Three objectors also requested that Station Road / Station Close become permit controlled parking for residents only.

Response – Residents' only parking

The objective of the traffic order is to support appropriate parking patterns and enable enforcement of contraventions, not to move or unnecessarily restrict the opportunity to legally park vehicles on the public highway. The majority of properties have off-street parking provision and it is considered that the proposed restrictions are sufficient to maintain clear approach routes to the level crossing, restrict commuter parking in the immediate vicinity of the station and to enable the maximum accessibility to the highway for all users including residents, businesses, customers and visitors.

## **Other Options Considered**

15. Other options considered relate to the length of the waiting restrictions proposed, which could have been either lesser or greater. However as discussed the overall consensus from the consultation was against extensive waiting restrictions. It is considered that the revised restrictions strike a reasonable balance between the need to ensure the effective and safe operation of both the railway and the highway on-street parking provision for all users.

## **Comments from Local Members**

16. County Councillor Maureen Dobson was involved in the development of both the original and revised proposals and supports the proposed scheme.

## **Reasons for Recommendations**

17. The proposals are considered appropriate taking into account a balanced view of the needs of all road users and safety concerns.

## **Statutory and Policy Implications**

18. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health

only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

19. The scheme is funded through the 2015/16 Local Transport Plan capital budget with an estimated works cost of £3,000.

## **Crime and Disorder Implications**

20. Nottinghamshire Police raised no objections to the proposals.

## **RECOMMENDATION/S**

It is recommended that

The Nottinghamshire County Council (Station Road, Collingham) (Prohibition Of Waiting) Traffic Regulation Order 2015 (3217)

is made as advertised and objectors advised accordingly.

**Neil Hodgson**  
**Service Director (Highways)**

**Name of Report Author**  
Mike Barnett

**Title of Report Author**  
Team Manager (Major Projects and Improvements)

**For any enquiries about this report please contact:**  
Helen R North – Improvements Manger      Tel: 0115 977 2087

## **Constitutional Comments (SLB 22/06/2015)**

21. Transport and Highways Committee is the appropriate body to consider the content of this report.

## **Financial Comments (GB 22/06/2015)**

22. The financial implications are set out in paragraph 19 of the report

## **Background Papers**

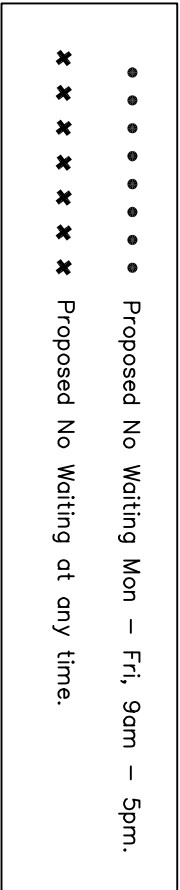
Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

All relevant documents for the proposed scheme are contained within the scheme file which can be found in the Major Projects and Improvements Team at Trent Bridge House, West Bridgford.

### **Electoral Division(s) and Member(s) Affected**

Collingham ED      Councillor Maureen Dobson





**Nottinghamshire  
County Council**

**Trent Bridge House, Fox Road,  
West Bridgford, Nottingham, NG2 6BJ  
Tel: 08449 808080**

Project		Station Road, Collingham	Drawn	Date
Property No.	Project No.	xxxxxxx	Chkd	Date
Title		Proposed	Waiting Restrictions	
Drawing No.		NJG/StaCol/3217		
		Rev	Scale	
		-	NTS	

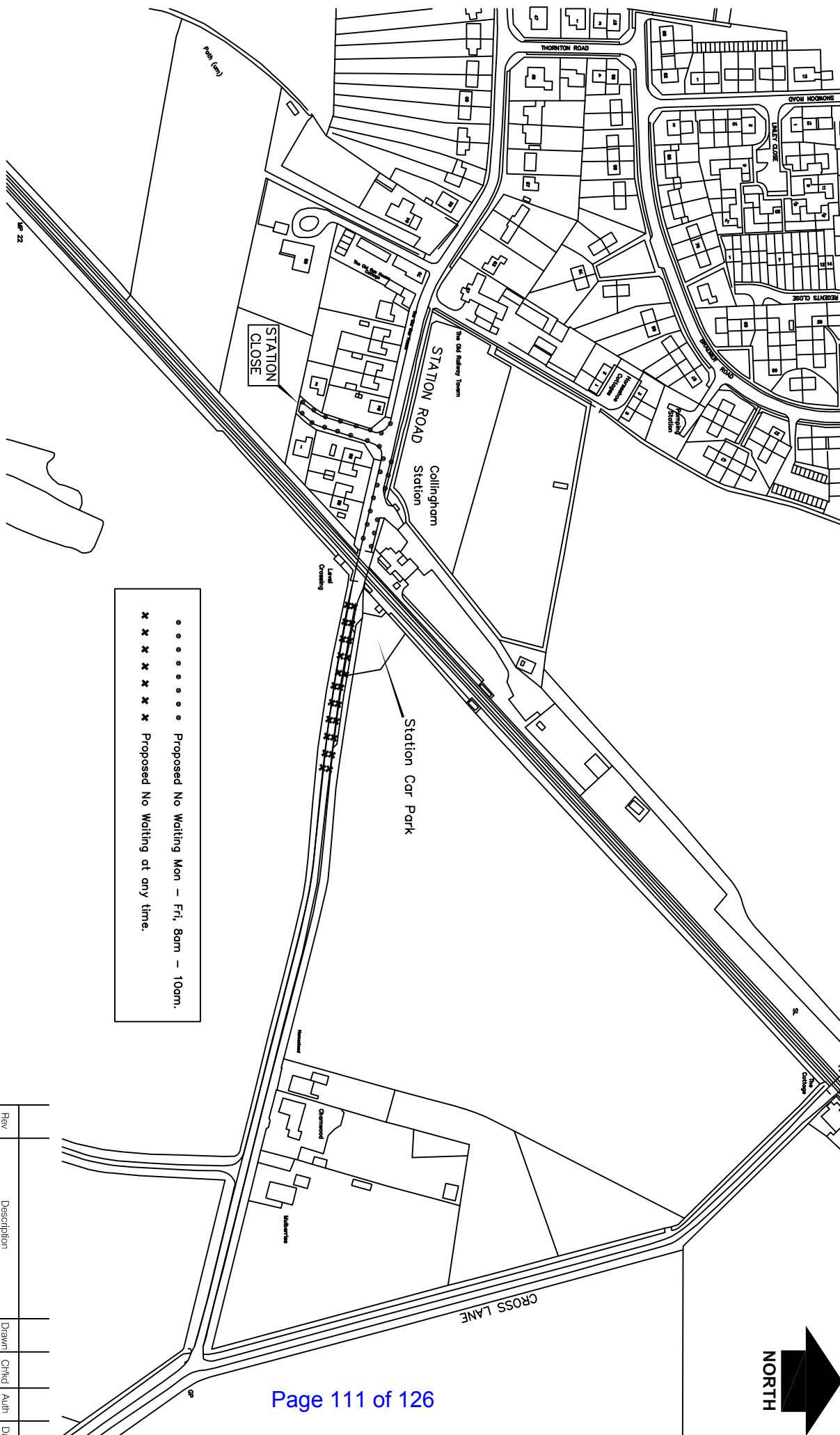




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Project		Station Road, Collingham		Drawn	Date
Property No.	Project No.	xxxxxxx		NJG	02/15
Title		Proposed	Waiting Restrictions	Auth	Traced
Drawing No.		NJG/StaCol/3217/O.2		Rev	Scale
				-	NTS



NORTH



16<sup>th</sup> July 2015

Agenda Item: 14

**REPORT OF SERVICE DIRECTOR, HIGHWAYS****THE NOTTINGHAMSHIRE COUNTY COUNCIL (DARWIN DRIVE, EDISON  
RISE AND LATIMER WAY (SHERWOOD ENERGY VILLAGE), OLLERTON)  
(PROHIBITION OF WAITING) TRAFFIC REGULATION ORDER 2015(3229)****CONSIDERATION OF OBJECTIONS****Purpose of the Report**

1. To consider the objections received in respect of the above proposed Traffic Regulation Order and whether it should be made as advertised with the revised amendment as detailed in the recommendation.

**Information and Advice**

2. Ollerton is a town located approximately 20km north-west of Newark on Trent. The Sherwood Energy Village (SEV) development is located to the southwest of New Ollerton on the site of the old Ollerton Colliery. The development is a business park comprising mainly of offices and light industry, an area of public open space, which contains a skate park, and residential properties, retail, leisure and nursery premises.
3. Problems have been brought to the attention of the County Council by members of the public, regarding parking on the roads in Sherwood Energy Village that include Darwin Drive, Edison Rise and Latimer Way. Demand for on-street parking in the developed sections of the business park can frequently exceed supply and this leads to vehicles being parked close to and opposite junctions as well as on both sides of the road. These parking patterns, in the developed areas of the site, effectively force moving vehicles into a single carriageway width.
4. The issues relating to on-street parking raise safety concerns regarding the movement of vehicles around the site, in terms of both restricted visibility when exiting from side roads and accesses and also for the potential for head-on conflicts between vehicles. On Darwin Drive particularly the parked vehicles restrict forward visibility for vehicles travelling along the road as the road itself is circular, so effectively vehicles are travelling on a continuous bend. The parking also causes access problems for larger vehicles, such as HGVs, as they are less able to find space to pull in when oncoming vehicles approach and to turn when vehicles are parked close or opposite junctions or accesses.
5. Finance and Property Committee on the 19<sup>th</sup> May 2014 approved a report for a land contract at Sherwood Energy Village and Ollerton South tip as part its rationalisation of the

County Council's landholdings in and around the former Ollerton Colliery. As part of the process this included a commitment to promote a Traffic Regulation Order (TRO) to reduce congestion on the roads and control on-street parking.

6. As part of the TRO the County Council considered the issues on the site, factoring in the character of the roads together with the prevalent parking patterns and the likely effect of future development on the site and proposes to introduce double yellow lines (No Waiting at Any Time) restrictions on the adopted roads in the area to keep junctions/accesses clear, improve visibility and safety for both motorists and pedestrians.
7. Proposals consisted of double yellow lines (No Waiting at Any Time) at all junctions and accesses, pedestrian refuge crossing points and the inner circle of Darwin Drive. These proposals were subject to consultation and public advert between 13<sup>th</sup> January 2015 and 22<sup>nd</sup> February 2015. During this time a representation was made by two businesses on Latimer Way requesting further restrictions on Latimer Way. Taking into account these comments the scheme was amended to extend the double yellow lines (No Waiting at Any Time) along the length of Latimer Way, as shown on the attached plan NJG/SEV/DYL/02 resulting in a further consultation and public advertisement of revised proposals between 18<sup>th</sup> March 2015 and 23<sup>rd</sup> April 2015.

## **Objections Received**

8. Through both rounds of consultation, 24 responses were received of which 22 were objecting to the proposals. Objections included an online 185 signature petition, 365 signatory written petition, Ollerton Town Council and the local member County Councillor Mike Pringle. Comments were raised included:
  - Suggestion that the roads should be made one-way (relating to Darwin Drive);
  - Suggestion that the restrictions should be on one side of the road only;
  - Concern over loss of on-street parking / Request that more car parks should be built;
  - Concerns that the restriction would result in the migration of parking to Ollerton;
  - Requests for the proposed waiting restrictions to be extended;
  - Requests that the extent of the proposed waiting restrictions be reduced;
  - Concerns that the restrictions will adversely affect staff working on the site;
  - Concerns that the restrictions will have an adverse effect on Ollie's Fun Shack (soft play centre).
9. The comments made have been fully considered and the proposal amended with the extent of the restrictions significantly reduced but still keeping junctions, accesses and pedestrian crossing points clear of parked vehicles. The recommendation in this report is based on the reduced proposals and these can be seen on the attached drawing NJG/SEV/DYL04. This recommended proposal is now supported by both County Councillor Mike Pringle and Ollerton Town Council. Replies have been sent direct to respondents and 18 objections are considered to be outstanding, this includes the two petitions received.
10. Objection – reduced availability of on-street parking  
The common theme on all outstanding objections was that the restrictions would reduce the availability of on-street parking.



#### Response – reduced availability of on-street parking

It is accepted there will be reduced on-street parking however the purpose of the proposed restrictions is to enable the safe movement of vehicles and pedestrians and the efficient operation of the highway. The limits of the restrictions have been reduced, whilst maintaining restrictions to improve visibility at key conflict points such junctions and crossing points.

#### 11. Objection – roads should be one-way

The common theme on the petitions was that the roads should be made one-way.

#### 12. Response– roads should be one-way

Darwin Drive is the only road on the development which could be subject to a one-way traffic order. Darwin Drive is 700m in circumference and as such the order would significantly increase the distance vehicles were required to travel to exit the park. It is considered likely that many drivers would avoid the additional distance by contravening the order in the hope that they could reach Edison Drive before meeting a vehicle travelling the other way. Also one-way orders have potential to increase vehicle speeds, which has implications for road safety in terms of likely contraventions and the presence of pedestrians, including children accessing the skate park located in the centre of the energy village, the nursery and the soft play centre.

It is considered that the most appropriate way to improve visibility at junctions and crossing points and reduce congestion and conflicts on the highway is to promote responsible parking patterns by the use of waiting restrictions.

### **Other Options Considered**

13. Several other options have been considered; which related to the extent of the waiting restrictions proposed, this is reflected in the amendments made through two rounds of consultation and subsequent recommendation in the report. Whilst other configurations of restrictions are possible those proposed, with the amendments detailed above, are considered most appropriate taking into account comments received and a balanced view of competing demands for parking in the area.

### **Comments from Local Members**

14. The local County Councillor Mike Pringle is in support of the amended proposals.

### **Reason/s for Recommendation/s**

15. The restrictions proposed are considered to be appropriate by the local County Councillor and are considered the minimum necessary to address obstructive parking, improve safety and support the efficient movement of vehicles along the highway. As such it is considered that the proposal with amendments as detailed provides the best balance between the concerns of the objectors and the requirement for a safe and effective highway operation.

## **Statutory and Policy Implications**

16. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Crime and Disorder Implications**

17. Nottinghamshire Police raised no objections to the proposals.

## **Financial Implications**

18. The cost of implementing the traffic order and associated works is estimated at £2,500. This will be funded from within the approved Transport and Highways capital programme.

## **RECOMMENDATION/S**

It is recommended that

The Nottinghamshire County Council (Darwin Drive, Edison Rise And Latimer Way (Sherwood Energy Village), Ollerton) (Prohibition Of Waiting) Traffic Regulation Order 2015 (3229) be made as advertised with amendments and objectors advised accordingly. Amendments are:

- Remove 'No Waiting At Any Time' (double yellow line) restrictions on part of the inner circle of Darwin Drive and eastern side of Latimer Way as shown on drawing NJG/SEV/DYL/04.

**Neil Hodgson**  
**Service Director (Highways)**

**Name of Report Author**  
Mike Barnett

**Title of Report Author**  
Team Manager (Major Projects and Improvements)

**For any enquiries about this report please contact:**  
Helen R North – Improvements Manger      Tel: 0115 977 2087

## **Constitutional Comments (SLB 24/06/15)**

19. Transport and Highways Committee is the appropriate body to consider this report.

## **Financial Comments (GB 24/06/15)**

20. The financial implications are set out in paragraph 18 of the report.

## **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

All relevant documents for the proposed scheme are contained within the scheme file which can be found in the Major Projects and Improvements Team at Bilsthorpe Highways Depot, Eakring Road, Bilsthorpe, Notts.

Associated reports include:

- Report of Service Direct Transport, Property and Environment to Finance and Property Committee on 19<sup>th</sup> May 2014.

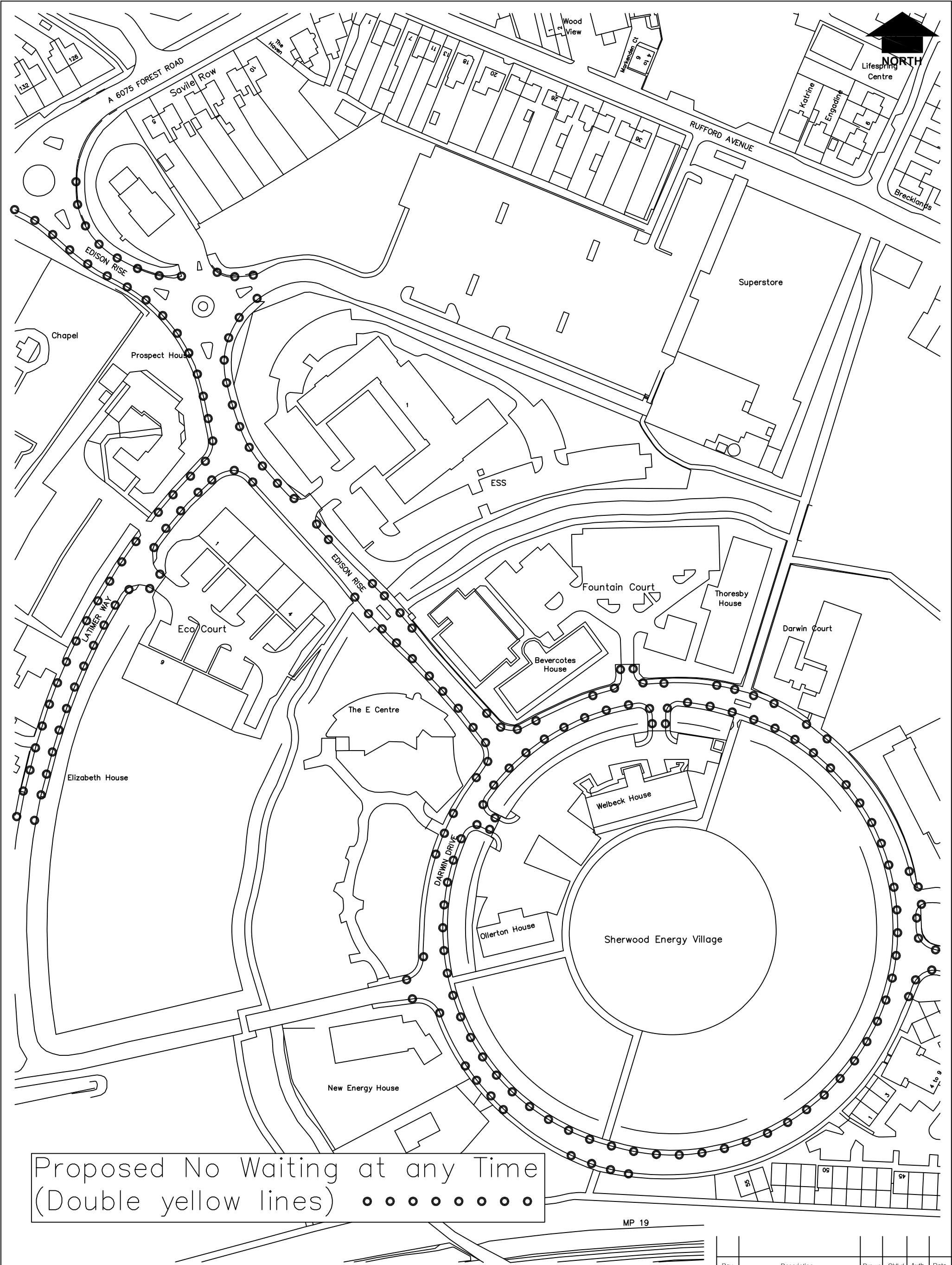
Agenda Item: 11(b) Sherwood Energy Village / Ollerton South Tip, New Ollerton: Proposed Acquisitions and Disposal

## **Electoral Division(s) and Member(s) Affected**

Ollerton ED

Councillor Mike Pringle







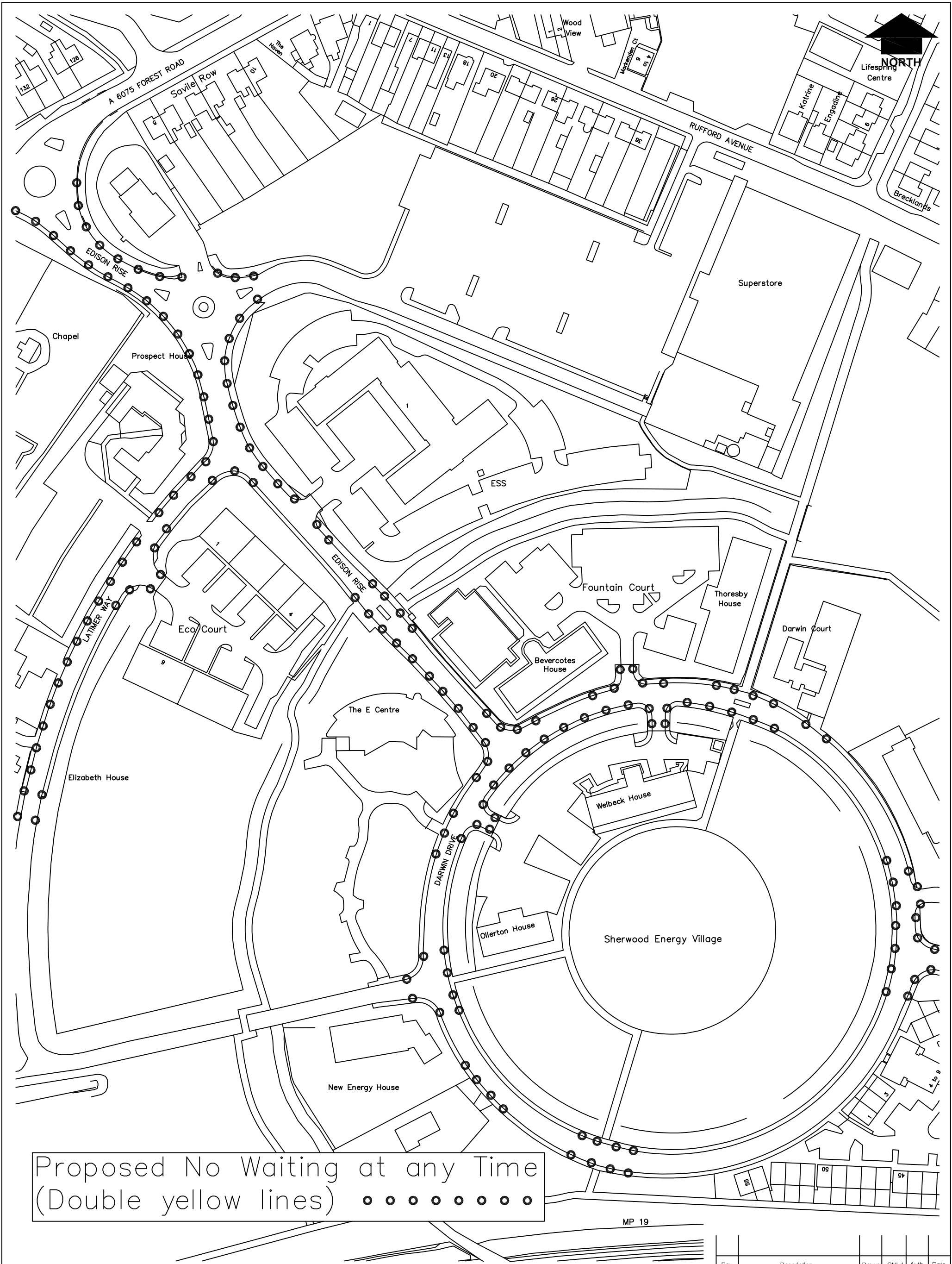
**Nottinghamshire  
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West Bridgford, Nottingham, NG2 6BJ  
Tel: 08449 808080

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Project		Sherwood Energy Village		Ollerton		Drawn	Date
Property No.		Project No.	PRCH201			NJG	01/15
Title		Proposed		Waiting Restrictions		Ch'kd	Date
Drawing No.						Auth	Traced
						Rev	Scale
						-	NTS









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Project		Sherwood Energy Village		Ollerton		Drawn	Date
Property No.		Project No.	PRCH201			NJG	01/15
Title		Proposed		Waiting Restrictions		Ch'kd	Date
Drawing No.						Auth	Traced
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**16 July 2015****Agenda Item:15****REPORT OF CORPORATE DIRECTOR, POLICY, PLANNING AND  
CORPORATE SERVICES****WORK PROGRAMME****Purpose of the Report**

1. To consider the Committee's work programme for 2015.

**Information and Advice**

2. The County Council requires each committee to maintain a work programme. The work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning. The work programme will be updated and reviewed at each pre-agenda meeting and committee meeting. Any member of the committee is able to suggest items for possible inclusion.
3. The attached work programme has been drafted in consultation with the Chairman and Vice-Chairman, and includes items which can be anticipated at the present time. Other items will be added to the programme as they are identified.
4. As part of the transparency introduced by the new committee arrangements, committees are expected to review day to day operational decisions made by officers using their delegated powers. It is anticipated that the committee will wish to commission periodic reports on such decisions. The committee is therefore requested to identify activities on which it would like to receive reports for inclusion in the work programme. It may be that the presentations about activities in the committee's remit will help to inform this.
5. The work programme already includes a number of reports on items suggested by the committee.

**Other Options Considered**

6. None.

**Reason/s for Recommendation/s**

7. To assist the committee in preparing its work programme.

## **Statutory and Policy Implications**

8. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

That the committee's work programme be noted, and consideration be given to any changes which the Committee wishes to make.

**Jayne Francis-Ward**  
**Corporate Director, Policy, Planning and Corporate Services**

**For any enquiries about this report please contact: Pete Barker x 74416**

## **Constitutional Comments (HD)**

9. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

## **Financial Comments (NS)**

10. There are no direct financial implications arising from the contents of this report. Any future reports to Committee on operational activities and officer working groups, will contain relevant financial information and comments.

## **Background Papers**

None.

## **Electoral Division(s) and Member(s) Affected**

All

## **TRANSPORT & HIGHWAYS COMMITTEE - WORK PROGRAMME**

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>For Decision or Information?</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
<b>16 July 2015</b>				
Local Bus Service Update	Update report	Info	Chris Ward	Mark Hudson
Public Transport – County & City Shared Service Project	Project update	Decision	Pete Mathieson	Mark Hudson
Section 38 Agreements – Unadopted Highways		Decision	Clive Wood	Neil Hodgson
Integrated Passenger Transport Strategy	Strategy approval sought	Decision	Sean Parks	Neil Hodgson
Highway TRO Reports	Reports as needed to consider objections to proposed Traffic Regulation Orders	Decision	Mike Barnett	Neil Hodgson
<b>10 September 2015</b>				
Bus Lane Enforcement		Info.	Mark Hudson	Mark Hudson
Robin Hood Line Extension	Update report	Info.	Neil Hodgson	Jim Bamford
Flood Risk Strategy	Update report	Info.	Neil Hodgson	Andy Wallace
Petitions Report	Responses to Petitions presented to Full Council	Decision		Various
<b>FUTURE MEETINGS</b>				
8 October 2015				
12 November 2015				
10 December 2015				
7 January 2016				
11 February 2016				
17 March 2016				
21 April 2016				
19 May 2016				

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>For Decision or Information?</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
23 June 2016				
21 July 2016				