

**4 July 2013**

**Agenda Item:**

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

**DEPARTMENT FOR TRANSPORT 'DOOR TO DOOR' STRATEGY**

**Purpose of the Report**

1. To advise Committee on the Government's vision to increase the use of sustainable transport for door-to-door journeys and initiatives introduced by Nottinghamshire County Council to promote the attractiveness of public transport services.

**Information and Advice**

2. In March 2013 the Government published 'Door to Door - A Strategy for Improving Sustainable Transport Integration'. This strategy brings together, for the first time, the many areas of work within the Department for Transport that contribute to delivering more convenient and efficient door-to-door journeys by sustainable transport. It focuses on four core areas which need to be addressed so that people can be confident in choosing sustainable transport:
  - accurate, accessible and reliable information about the different transport options for their journeys;
  - convenient and affordable tickets, for an entire journey;
  - regular and straightforward connections at all stages of the journey and between different modes of transport; and
  - safe, comfortable transport facilities.
3. The County Council has an excellent track record of investment in public transport measures including Retford, Newark and Mansfield bus stations, bus stop improvements, high quality paper and electronic information and smartcard development. This has ensured Nottinghamshire County Council has high passenger satisfaction levels and bucked the national trend of declining public transport usage. This is supported by the high level of public consultation described in the Performance report.
4. Continued investment in public transport measures was recently supported during the TITAN project consultation and roadshow events and will be considered as the transport networks are reviewed and new services are planned for 2014 and beyond.

5. This Door to Door strategy document will be used to inform the emerging plans for passenger transport related to Information, Infrastructure, connectivity and ticketing which includes the provision of the following improvements;
- **Bus Stops & Shelters:** Improvements to bus stops, shelters and related facilities ensuring they are well lit, have CCTV where appropriate and are accessible to all users. A number of these improvements have been implemented in the Mansfield Statutory Quality Bus Partnership area.
  - **Information Provision:** Real time information, clear paper based on/off bus materials, development of promotional tools and web based information including new technologies allowing for easily accessible, accurate and reliable information. The rollout of real time continues in the Nottingham conurbation and is being implemented in Mansfield and Worksop.
  - **Connectivity to Other Modes of Transport:** Interchange facilities to improve the transfer between modes including bus or cycling to tram/train. The County Council continues to support this investment with plans to build a further bus station in Worksop.
  - **Improved Journey Experience:** Development of bus priority measures including bus lanes and traffic light priority as trialled in West Bridgford and on bus CCTV to make the journey experience more reliable, quicker and safer.
  - **Integrated Ticketing:** The development of multi-operator ticketing for appropriate areas within the county allowing for affordable journeys and smart ticketing solutions to make journeys more convenient. Some progress has been made in this area on the revised bus network for the Newark and Sherwood area where tickets are accepted by all bus operators on services 54/91.
  - **Bus Quality Partnerships:** Working with bus operators in the North Nottinghamshire Bus Quality Partnership and Greater Nottingham Bus Partnership (lead by the City) ensures that collegiate decisions are made on all the above initiatives thus bringing benefits to the County, City, operators and passengers

## Outcomes

6. Despite an encouraging overall passenger satisfaction rate of 87% through the Passenger Focus Survey (March 2013), there is room for improvement with the County Council having a realistic aim of becoming the top two-tier transport authority in the Country.
7. The use of this guidance will help contribute to increasing public transport patronage.

8. Utilising the guidance set out within DfT's Door to Door strategy also helps to meet goals set out within the County's third Local Transport Plan, particularly with regards to accessibility, congestion management and CO2 reductions.
9. Adoption of this guidance by the County Council will also strengthen bids for further funding from the DfT and other external sources i.e. European Regional Development Fund (ERDF).
10. The County Council has joined Nottingham City Councils', Public Transport Integration Board (PTIB), at Member and officer level to ensure that joint working will help promote and fund public transport initiatives in the Greater Nottingham area. This is particularly important at the present time as major work on roads and tram are ongoing around the area as described in another report on this agenda. The Chair and Vice Chair of this Committee will attend the PTIB.

### **Statutory and Policy Implications**

11. 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.

### **Implications for Service Users**

12. The continued development of the initiatives contained in this report will support service users to access key services and facilities including education and employment thus improving their quality of life.

### **Financial Implications**

13. The implementation of the initiatives described in this report will be funded from existing funding streams (LTP and existing revenue budgets) and where appropriate from emerging external funding opportunities i.e. Clean Bus Technology Fund . Partnership funding from bus operators also contributes to meeting local and national objectives.

### **Equalities Implications**

14. Passenger transport plays an important role in enhancing equality of opportunity for all sectors of society including the young people, older people, job seekers and the disabled. Equality Impact Assessments for particular projects will be carried out as required. The introduction of measures contained in this report will enable greater access to these groups to public transport services.

### **Implications for Sustainability and the Environment**

15. The interventions will help to promote alternative ways of travel, resulting in an overall reduction in mileage and travel and reduced CO<sup>2</sup> emissions.

## **RECOMMENDATION/S**

It is recommended that the Committee:

- 1) Welcomes the DfT guidance as set out in the report which once adopted will guide the on-going development of public transport within Nottinghamshire.
- 2) Notes that the Chair and Vice Chair aim to attend Nottingham City Councils' Public Transport Integration Board.

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

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

### **Constitutional Comments (SB 24/06/13)**

16. The proposals in this report are within the remit of the Transport and Highways Committee.

### **Financial Comments (DK 25/06/13)**

17. The financial implications are contained within 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.

Nottinghamshire Third Local Transport Plan – 2011

Department for Transport Door to Door Strategy  
([www.gov.uk/government/publications/door-to-door-strategy](http://www.gov.uk/government/publications/door-to-door-strategy)) – March 2013

Passenger Focus – Bus Passenger Survey – March 2013

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

All