



**16 March 2017**

**Agenda Item: 4**

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

**TRANSPORT AND TRAVEL SERVICES (TTS) – OVERVIEW OF  
PERFORMANCE AGAINST STRATEGIC PLAN**

**Purpose of the Report**

1. To report to the Committee of the performance of TTS against the County Council's Strategic Plan and how NCC compares nationally with other Local Transport Authorities.
2. To endorse the continued investment in local bus services and public transport facilities to support economic growth and jobs creation.
3. To endorse the formulation of a Public Transport Infrastructure Delivery Plan to accompany the Local Transport Plan 2013-2026, Ticketing Delivery Plan 2014 and emerging Council and Place Plan.
4. To seek approval to the extension of the Concessionary Fare Scheme to include peak-time travel for those students undertaking Independent Travel Training.

**Information and Advice**

5. Within the Strategic Plan 2013-2018 there are four key priorities:
  - supporting safe and thriving communities;
  - protecting the environment;
  - supporting economic growth and employment;
  - providing care and promoting health
6. Passenger and public transport are key to supporting these objectives by:
  - removing barriers to growth with the development of major transport schemes;
  - improving connectivity across the county to access employment, training and key services;
  - providing part of the solution to tackle congestion (estimated to cost the local economy £310m per annum), air quality and climate change;
  - the provision of transport for Adults Social Care clients to access care services;
  - commissioning bus and taxi services to meet statutory transport for pupils.

7. Alongside the Strategic Plan is the Local Transport Plan and IPTS which outlines the County Council's passenger transport priorities, which are to provide a network and services that:
- have **good network coverage**, operating periods, service frequency and fully accessible vehicles and waiting facilities;
  - are **affordable** so that costs are competitive with the use of the private car and do not stop people from using the available services; with good use of ticketing options, concessionary fares, smartcard technology and integrated ticketing;
  - are **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;
  - are **high quality** that are reliable, punctual, do not 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.
8. Investment in the provision of local bus services, concessionary fares and public transport facilities continues to demonstrate good value for money.

Public transport infrastructure development schemes assessed are likely to have delivered good value for money. A few examples are:

- Mansfield Public Transport Interchange demonstrated that for each £1 of investment there was up to £6.50<sup>1</sup> return;
  - Southern Growth corridor – up to £3.12;
  - D2N2 Real Time Bid – up to £4.24.
9. For concessionary fares: free bus passes deliver in excess of £1.7 billion in annual net benefits and for each £1 spent generates at least £2.87 in benefits.
10. Local bus support and Bus Service Operating Grant (BSOG): each £1 generates £3 of benefits.<sup>2</sup>

### **Local Bus Performance**

11. Despite national and local financial challenges the County Council has continued to invest in the provision of local bus services and public transport facilities. Local bus support for 2016/2017 totals £3.9m for 91 contracts, either directly providing or supporting existing routes.
12. Following extensive consultation with County Councillors, local communities, passenger surveys and a series of road shows, a County wide revision of local bus services has been undertaken over the past 4 years.
13. Following the Newark area revisions in January 2013 further consultation was undertaken across the County over 17 days in 56 locations. In total over 800 people visited events and helped shape the more detailed planning of routes and networks which were introduced in August 2014.
14. The final revisions to the network were prioritised to maximise accessibility to work, training and other key services for County residents. These services continue to be

reviewed to ensure they are providing value for money using the Strategic Passenger Transport Framework, which balances accessibility and cost.

15. Accessibility for Commercial and NCC supported local bus services has continued to be high and is currently 94% for urban services and 72% for rural services.
16. A key component of the revised network is the successful integration of fleet transport to maintain accessibility, improve efficiency and reduce costs for statutory and non-statutory passenger transport provision.
17. In total 21 fleet vehicles have been integrated to provide school, day care and local bus services, helping reduce transport costs by around £0.5M per annum since 2015.

### **Bus Stations and Quality Bus Partnerships.**

18. Another success is the NCC led partnerships (Statutory and Voluntary Quality Bus Partnership) with the Bus operators and District Councils; to provide 2 new bus stations and 1 on street interchange.
19. Mansfield Statutory Quality Bus Partnership (SQBP): £9.1m bus station opened in 2013 with 4% patronage increase since its opening, with approximately 3m passenger journeys per annum.
20. There has also been a 2% increase in bus punctuality and satisfaction levels have risen from 60% to 92% in 2016.
21. There has also been a further £4.9m investment from trentbarton and Stagecoach in the network.
22. Worksop Voluntary Quality Bus Partnership (VQBP): £3.3m bus station opened two years later in 2015 with 2% patronage increase and 86% of users rating information very good or good in follow up surveys in 2016. There has been £420k of investment from local bus operators.
23. Beeston SQBP: there have been similar results for the interchange with 97% happy with the interchange and 95 % feeling safe. As with the Mansfield and Worksop partnerships the bus operators have invested over £2.8m in new vehicles. Further investment by the operators has been confirmed for 2018.

### **Information, Bus Stop Facilities and Bus Priority**

24. There has been continued investment of approximately £0.87m per annum in on street public transport facilities of which 55% has been funded from external sources.
25. TTS have now completed the Shelter upgrade programme for all bus stops within the County and any future investment will be in refurbishment of stops or for new requests from residents, developers or Councillors. The headline achievements include:
  - 390 Real Time Information (RTI) displays of which 80% has been financed externally;
  - RTI feeds from trentbarton and stagecoach to on street and bus station displays;
  - 133 new shelters and 196 poles for timetable cases and flags;
  - 85 raised kerbs and 63 clearways;

- 59 junctions upgraded for smart bus priority which is the highest in the UK.

## **External Funding**

26. DFT funding; TTS have worked collaboratively with adjoining Local Transport Authorities across the D2N2 area to bid locally and nationally for public transport improvements. This includes Better Bus Area (City Council led) funding which has seen over £500k of investment in Real Time displays across the Greater Nottingham Area, £527k of Ultra Low Emission Vehicle (ULEV) funding for 2 electric buses and £300k of Total Transport Fund monies to explore the potential to integrate services between other public sector providers and the Charity sector.
27. LEP funding: Southern Growth Corridor: TTS has secured up to £396k worth of investment in public transport infrastructure for the Gedling and Beeston areas. This will include improvements to shelters, RTPI, bus stop clearways and other traffic management measures. A Real Time bid has also been prepared with other D2N2 authorities and has been taken forward as a Regional Growth Fund (RGF) 3 bid and is also a reserve scheme for RGF2.
28. Section 106 and Section 278: TTS have provided input into all planning application where there is an opportunity to improve bus services and public transport infrastructure to support growth and mitigate traffic impact. This includes major developments i.e. Rolls Royce and a number of smaller developments which trigger a contribution. This equates to 175 applications per annum.

## **Ticketing**

29. Transport and Highways Committee have approved the extension to the Concessionary fare scheme to include Community Transport minibuses. This will give up to 50% discount to disabled residents for 'dial a ride' type provision.
30. Ticketing Strategy and delivery plan approved in 2014: TTS have an agreement 'in principle' to introduce smart integrated ticketing on Pronto services and a new integrated ticket for Mansfield to address value for money and remove barriers to using public transport.
31. Worked with Stagecoach to introduce a discounted family ticket for the Sherwood Arrow service which has seen sales leap by 70% since 2014 with a 6% increase on passengers travelling during the school holidays.

## **Independent Travel Training for SEN and ASCH Clients**

32. This continues to be successfully rolled out to SEND Transport users to give these clients the skills to travel independently to/from school/college and work/training opportunities. There is now embedded in 26 establishments with 406 students on the database, and over 75 people completing the programme.
33. The scheme is now being expanded into ASCH to help improve independent living and increase accessibility to services for vulnerable clients. Further work will be carried out to establish how this may reduce the call on ASCH services in the future through the increased independence gained.

## NCC Performance

34. NCC achievements can be measured by comparing bus patronage to national trends, comparing resident's satisfaction with public transport including infrastructure and ensuring value for money.
35. Even though nationally bus patronage has reduced 12.8% <sup>3</sup> due to downturn in the economy, reduced expenditure by LAs on local bus support (2000 bus services withdrawn since 2010/11), changing shopping habits and concessionary fares age equalisation; between 2013 (33.6m) and 2016 (31.7m) Nottinghamshire bus patronage has only reduced by 5.6%. Also regionally we have seen a similar trend with the exception of Derbyshire (2.10%) which is currently out to consultation on a number of local bus changes.
36. The bus networks have benefited from the investment in major bus stations which has produced patronage increases as outlined in paragraphs 19 and 22.
37. The investment in bus services and infrastructure also provides good returns for every £1 invested as shown in paragraphs 8, 9 and 10.
38. Transport Focus results indicate that overall bus satisfaction in Nottinghamshire has improved since 2014 to 94%. This is a very positive outcome for Nottinghamshire moving from 9<sup>th</sup> position in 2012 to 1<sup>st</sup> in 2015. Also compared against other local authority areas included in the survey, Nottinghamshire was ranked highest for satisfaction with the overall journey and was also the No. 1 ranked authority for information, the bus driver helpfulness/attitude and on bus journey time.
39. Nottingham City Transport, trentbarton and Stagecoach East Midlands were all ranked in the top 7 of 53 bus companies surveyed for satisfaction with the overall journey.
40. NCC's performance across some of the 31 individual satisfaction measures, compared against other local authority areas is shown below:

Category		Score 2015	Score 2014	Score 2012		Rank 2015	Rank 2014	Rank 2012
Overall Satisfaction	↑	94%	93%	87%	↑	= 1	3	9
Bus Stop Overall	↓	83%	90%	81%	↓	= 3	1	4
Information	↓	78%	83%	75%	↑	1	2	5
Punctuality *	↓	83%	86%	69%	↓	4	3	14
The bus driver-helpfulness/attitude*	↑	88%	86%	79%	=	1	1	2
On Bus Journey Time *	↑	93%	89%	84%	↑	1	6	12
Personal Safety	=	83%	83%	80%	↑	=3	4	2
Value for Money	↓	66%	68%	65%	↑	=6	7	2

Note: \* Key driver of satisfaction in Nottinghamshire

## Moving forward

41. At Full Council the budget was approved for continued investment of £3.9m in local bus services for 2017/2018. The concessionary fares budget was approved for £11.09m which includes discretionary elements for tram travel.

42. On 17 November 2016 Transport and Highways Committee approved the provisional Highways Infrastructure Programme 2017-18. This included the following public transport infrastructure improvements:
- TRO measures to tackle hotspots;
  - bus stop access improvements at 35 bus stops;
  - enforceable clearway programme to deter parking at 47 key stops
  - refurbishment of 35 shelters;
  - £74k of developer funding to deliver bus stop infrastructure improvements;
  - £396k of LEP funding to deliver the Southern Growth Corridor improvements in Netherfield, Colwick and Beeston.
43. A Public Transport Infrastructure Delivery Plan (2017-2026) is being formulated to focus and prioritise capital and revenue investment in public transport facilities for the duration of the current Local Transport Plan. This plan will focus on developing the infrastructure on key public transport corridors to facilitate the county and district plans for growth and job creation outlined in their respective local and neighbourhood plans. This plan will also help guide negotiations of Section 106, Section 278 and CIL; as well as forming the strategy for future bids to the DfT and LEP. A report to Committee will follow once the plan is completed.
44. The results of the Transport Focus survey for 2016 will be announced on the 22 March 2017. A report to Committee will follow in June 2017.

## **Proposals**

### **Concessionary Fare Scheme for those Students Undertaking Independent Travel Training**

45. Students undertaking travel training are in many cases entitled to a disabled bus pass but they are not able to travel using this pass before 0930. This has meant the students have had to be issued with multiple bus passes for travel to and from school/college, which makes travel unnecessarily complicated and costly for the County Council to administer. A review of ticketing options is now going to be carried out, of which one option is to extend the Disabled Concessionary Fare Scheme to include pre 0930 travel for ITT pass holders. Permission is therefore sought to introduce such a scheme if required.
46. The costs of the ticket solution is forecast to be up to £20k, which is contained in the CFCS budget for Transport.

## **Statutory and Policy Implications**

47. This report has been compiled after consideration of implications in respect of finance, equal opportunities, 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**

48. The provision of a quality local bus network and infrastructure gives users access to key services, jobs, health and leisure activities together with continued investment in all

aspects of the journey experience will help to ensure the results of the Transport Focus surveys are maintained in the future.

### **Financial Implications**

49. The financial implications are outlined in Paragraph 46 and will be funded from the existing budgets.

### **RECOMMENDATIONS**

It is recommended that Committee:

- 1) Note the performance of TTS against strategic plan objectives and the results of the annual Transport Focus Survey which recognises Nottinghamshire as the top Authority for Overall Satisfaction.
- 2) To endorse the continued investment in local bus services, concessionary fares and public transport facilities to support economic growth and jobs creation for 2017/18.
- 3) To endorse the preparation of a Public Transport Infrastructure Delivery Plan to accompany the Local Transport Plan 2013-2026, ITPS, Ticketing Delivery Plan 2014 and emerging Council and Place Plan to prioritise and focus continued investment in public transport.
- 4) Gives in-principle approval for an extension of the Concessionary fare scheme to include those students undertaking NCC approved Independent Travel Training; and that authority be delegated to the Corporate Director (Place) to introduce a scheme if required, following the review.

**Jas Hundal, Director Environment, Transport and Property**

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

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### **Constitutional Comments (LM 06.03.17)**

50. The recommendations on the report fall within the Terms of Reference of the Transport and Highways Committee.

### **Financial Comments (DJK 06.03.2017)**

51. The financial implications are set out in 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.

<sup>1</sup> *An economic evaluation of local bus infrastructure schemes (KPMG) for Greener journeys 2015*

<sup>2</sup> <http://www.sciencedirect.com/science/article/pii/S2352146515001350>

<sup>3</sup> DfT Quarterly Bus Statistics

## **Electoral Divisions and Members Affected**

All