

## 6. Improve access to key services, particularly enabling employment and training opportunities

The County Council's approach to improving access to key services, particularly enabling employment and training opportunities will focus on:

1. The delivery of the elements of the accessibility strategy, and
2. The provision of an affordable, reliable, and convenient passenger transport network.

1. The Accessibility Strategy (which is summarised in section 6.1) will involve:

- public transport improvements (as detailed below)
- walking and cycling improvements to key services, particularly employment and training opportunities
- effective land-use planning
- smarter choices measures, particularly travel planning
- working with service providers to help ensure services are delivered effectively
- Local Accessibility Transport Studies, and
- the development and review of action plans.

2. Providing an affordable, reliable, and convenient passenger transport network (which is summarised in section 6.2) will involve:

- maintaining, and where possible, improving the passenger transport networks
- improving the quality of services
- integration of public transport with pedestrians, cyclists and other road users
- improving the quality of public transport infrastructure
- improving ticketing and fares options, including integrated ticketing and concessionary passes
- provision of public transport information and marketing of available services
- improving real, and perceived personal safety and security issues on public transport, and
- enforcement issues, such as those relating to bus lanes and bus stop clearways.

Nottinghamshire's Sustainable Community Strategy 2010-2020 recognises that "*access to services by all is crucial*" and one of its aims is to increase the percentage of people able to access employment by public transport. This clearly illustrates the critical role which accessibility to jobs, learning, affordable food, essential services, health care, and leisure and cultural facilities have on life chances and well being. Matching people more effectively with where they need to get to can help make inclusion in society within reach of the whole community. The goal that opportunities should be available to everyone is a cornerstone of the transport strategy for Nottinghamshire, as well as one of national Government's priorities. Transport strategy is just one element to delivering improved accessibility and therefore must be closely integrated with other plans and strategies designed to improve accessibility, quality of life for local people and to encourage sustainable communities.

The vision for accessibility in Nottinghamshire is for everyone, particularly people from less affluent backgrounds, to be able to reach the opportunities and services that they need. This will be achieved by:

- mainstreaming accessibility considerations into land-use planning and locational decisions in the longer term
- innovative and accessible service delivery in the medium term, and
- travel planning and information provision in the shorter term.

This vision will guide future actions. The County Council will therefore work with stakeholder organisations from a range of sectors to improve accessibility for all, but particularly for those without access to a car, to the following key locations:

- employment opportunities
- training opportunities
- health care
- healthy and affordable food, and essential services, and
- leisure, culture and tourism destinations.

The differing needs of those already working, actively seeking work, or not able to seek work; as well as the differing needs of various user groups with specific access issues will be considered as part of the analysis of access to each of the five themes above. Similarly, issues for disabled and older people will be considered as part of analysis of each of the five themes.

Mapping at countywide and district level (which are included in the LTP3 Evidence Base Report) and discussion with stakeholders have been used to help identify accessibility issues across the county, some of which are detailed below.

### **Car ownership levels**

Car ownership levels are lowest in the urban parts of Nottinghamshire. However, mapping has also identified small isolated areas of low car ownership in rural areas, and it is these areas which may not be able to support a conventional commercial bus service due to low levels of population. There is less distinction between the percentage of rural and urban households consisting of two or more people over 17 but with one car. Thus, although rural areas may have higher levels of car ownership than urban areas, there may be people living in rural areas who still have difficulties accessing key facilities because they cannot access the household car at certain times.

### **Indices of deprivation**

Deprivation levels are highest in the urban parts of north west Nottinghamshire, particularly in Ashfield, Mansfield and Worksop. Mansfield is the most deprived district in Nottinghamshire and is within the 10% most deprived districts in England. Ashfield and Bassetlaw are in the most deprived third of English districts. There are also small isolated pockets of deprivation in rural areas, particularly in the area to the south east of Retford. These areas are at particular risk to changes in the revenue budget used to support socially necessary bus services as bus services in these areas are partially or wholly provided by the supported bus network with no alternatives being provided by commercial bus services.

### **Social need in Nottinghamshire**

A variety of deprivation indicators have been used to compile the overall index of social need, including car ownership levels, income levels, family composition and babies born with a low birthweight. The areas categorised as 'extreme social need' roughly correspond to the most deprived areas in the index of multiple deprivation. The areas experiencing high levels of social need tend to be areas favourable to commercial public transport provision, with high population density, large numbers of people on low incomes, including people without access to a car, students and pensioner households.

### **Population with a limiting long-term illness**

Limiting long-term illness is a key indicator of deprivation. The percentages of the population with a limiting long-term illness, as well as the percentage of households with one or more people with a limiting long-term illness, are higher in Nottinghamshire than both the regional and national averages. Again the highest percentages are found in the west of the county, in Ashfield and Mansfield, as well as in Bassetlaw and Newark & Sherwood.

### **Demand and supply for public transport**

In general, demand for public transport is highest in areas where there are a large number of households without access to a car; in areas experiencing high levels of deprivation; areas where there is a high concentration of population on low incomes; and areas with a high population

density. Demand for public transport in the county in this context is largely matched by the supply of conventional public transport i.e. commercial bus services, especially on weekdays. Demand for public transport is lowest in rural areas where there are high levels of car ownership, in particular large numbers of households with access to two or more cars. Analysis shows significant areas of the county where demand for public transport may not be high enough to justify the provision of commercial services but where there is still a demand for some form of public transport to be provided. The rural areas of Bassetlaw district, particularly around Retford, fall into this category. Given a limited supply of revenue funding, one of the challenges of accessibility planning is how best to serve areas where there may be a demand for public transport but not at the levels which would justify a commercial bus service.

Many of the actions included in the strategies to manage congestion and encourage active travel also play a part in improving accessibility (and vice versa) and therefore these chapters should be read in conjunction with this one.

## 6.1 Accessibility Strategy

The County Council's approach to improving accessibility across the county is detailed within its Accessibility Strategy which will be reviewed on completion of the LTP3. The main objectives of the Accessibility Strategy are to:

- improve access to major employment sites
- improve access to schools for children aged 16 and under, and to further or higher education and training for students aged 16 and over
- increase the accessibility of healthy and affordable food, and essential services to be found in town and district centres
- improve access to hospitals and general practitioners' surgeries
- increase the accessibility of leisure, culture and tourism destinations
- improve access to all destinations for older people and disabled people
- enable people to access Nottinghamshire County Council's services more easily, to improve consultation on the public transport that the Council provides, and streamline the way in which our transport services are delivered, and
- integrate accessibility considerations into local planning decisions by providing support and mapping, and to maximise the accessibility of planned new developments by assisting with site design where possible.

### 6.1.1 Public transport improvements

The County Council's Integrated Passenger Transport Strategy sets out how the Council will work to improve accessibility in the county, including the availability of passenger transport services; integration of services and interchange; physical accessibility; ticketing and fares; quality and suitability; information provision; and personal safety. The Strategy is summarised in Section 6.2 – Provision of an affordable, reliable and convenient passenger transport network, of the Chapter.

The County's supported bus network makes an important contribution to general accessibility levels and reducing social exclusion. Services are provided in rural areas where clearly the demand is not as great as that in urban areas and where demand is not high enough to justify the provision of commercial bus services. If County Council funding support for all County supported services was withdrawn (including funding to support a diversion/extension of a commercial route to service a particular community) many communities would face a reduced level of service and some communities would have no services provided at all. In some areas there may be an increase in the distance walked to the nearest bus stop with a desired frequency and in practice, many people would not be able to walk such distances particularly if they are disabled, elderly, sick or infirm, or if they live in hilly areas.

The commercial bus network is even sparser on Sundays when compared to weekdays, with County-supported services forming a vast majority of the service provision in rural areas, with a large number of rural communities having no services at all on Sundays. The complete Sunday

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bus service networks in Retford and Newark, and the majority of the Sunday bus network in Worksop are provided by County-supported services.

The County'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 pressures on revenue budgets. To try and prioritise this revenue funding for tendered bus services in a fair and consistent manner, a performance management 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 the following variables to prioritise each local bus service contract and non-statutory school transport contract:

- 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.

The framework and the variables used will be reviewed periodically to ensure that it continues to meet the requirements of the Council and to consider changes in priorities when necessary.

In addition to supporting conventional public transport, the County Council will also support schemes (such as demand responsive transport, community transport and voluntary or social car schemes) designed to supplement the local bus network.

The County Council also undertake area transport reviews to determine the most effective delivery of all of the different forms of public transport services in an area in order to ensure the most efficient use of resources. The Council will use both the area transport reviews and the performance management framework to ensure services are provided where there is most need and to ensure the services provide value for money.

Further information is detailed within the Integrated Passenger Transport Strategy which is summarised below in Section 6.2 – Provision of an affordable, reliable, and convenient passenger transport network.

### 6.1.2 Walking and cycling improvements

Walking and cycling have a vital role to play in helping people get to more local facilities and opportunities, and for allowing travel at minimal cost. The County Council's walking and cycling strategies set out how the Council will work to improve accessibility by improving and maintaining the walking and cycling networks. Improvements to cycling and walking links to public transport facilities will also be key in helping to improve an integrated sustainable transport system. Consideration of personal safety issues along these routes (as well as at bus stops, stations, and interchange points) are also important elements of accessibility. The Rights of Way Improvement

Plan will also have a particular role in delivering accessibility to leisure. These strategies are summarised in Chapter 5 – Encouraging sustainable and healthy travel and throughout the LTP3.

### 6.1.3 Land-use planning

The location of new developments is key to ensuring that they are accessible. The County Council will work with local planning authorities 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 also work to ensure that where necessary, developer contributions are secured to fund accessibility improvements, such as public transport services and facilities (including improvements to existing stations, services and facilities), as well as walking and cycling facilities. Further detail on land-use planning to help improve accessibility is detailed within sections 4.1.3 – Reducing the need to travel; and 5.2.6 – Spatial planning, of this Plan.

### 6.1.4 Smarter choices

Awareness raising and behavioural change plans, in the form of the Smarter Choices Strategy, will ensure that people have the information they need to make the most appropriate travel choice. Another key element of the Smarter Choices Strategy is the use of technology which will have a significant impact on accessibility through enabling people to access the goods and services they need without having to travel. The Smarter Choices Strategy is summarised in 4.1.5 – Smarter choices, of this Plan.

### Travel planning

As well as aiming to change traditional attitudes to travel, a key aim of travel planning is to improve accessibility by providing engineering measures where necessary, making people more aware of the choices of transport available to them, in addition to the routes they are able to take.

Travel plans will therefore play a key role in improving accessibility through the provision of information on journey planning, as well as the associated supporting infrastructure. Travel plans will be developed with a variety of organisations and a range of travel plans will be developed. Further detail on travel plans can be found in this Plan in Section 5.2.2 – Promotion, as well as within the Smarter Choices Strategy.

### 6.1.5 Partnerships

A partnership approach, involving local and regional organisations will be utilised in the development and delivery of the Accessibility Strategy. In order to achieve the accessibility vision, the County Council established an Accessibility Partnership encompassing the five key destinations (employment; training; health care; healthy and affordable food and essential services; and leisure, culture and tourism destinations). The partnership itself is composed of two main elements, a wider reference group and a steering group. Partners involved include external organisations, regional bodies, transport operators, other County Council departments, and a wide range of local authority transport officers. The existing partnerships will be reviewed, including their roles and responsibilities to ensure that the partnerships are effective tools for delivery.

The County Council is a member of the East Midlands Rural Accessibility Forum and Midlands Service Improvement Group which consider cross-boundary issues and share best practice.

In partnership with neighbouring authorities, cross-boundary issues will be considered in the development of the accessibility strategy and delivery, as destinations may be easier to get to, or people may want to access jobs and services that are outside of the county.

Other local interest groups have an equally important role to play in the development of the Accessibility Strategy as they have expertise of the local area. Similarly, the County Council will work with organisations, such as Job Centre Plus and the Rural Community Action Nottinghamshire to help overcome the difficulties and issues that people experience in accessing particular destinations.

The County Council will continue to work with service delivery agents and organisations to try and influence the way services are offered to the public in order to make them more accessible (for example, opening times, location of services, choice of facilities etc.).

The Council will support other organisations with accessibility advice and analysis, for example to support locational decisions, redevelopment and regeneration proposals, or support the development of strategies.

### 6.1.6 Local Accessibility Transport Studies

A key element of Local Accessibility Transport Studies (LATS) is the use of accessibility planning techniques in undertaking a transport needs assessment as well as measures to maintain and improve access to local centres (and therefore to jobs and services). LATS will be integrated into the wider needs of the community by including:

- transport needs assessments
- use of accessibility planning techniques
- partnership working with active town centre management groups
- partnership working with district council planning authorities in support of the development of Local Area Action Plans (as required by the local development framework process), and
- economic healthcheck analysis.

This work will be undertaken with the support of relevant local partnerships. Where no partnership exists, a capacity building exercise will be used to establish a community group.

The aims and objectives of LATS are to:

1. **Encourage local empowerment** through consultation and the development of **local transport strategies** to tackle local problems
2. **Enhance and maintain accessibility** to local services within the district centres (including rural centres) and the hinterlands
3. Help **improve people's quality of life** through developing sustainable district centres (including rural centres) that are safe, healthy and attractive places to live, work and visit
4. **Make best use of the existing network** through re-allocating road space to favour public transport, walking and cycling; improving walking, cycling and public transport networks; maintaining satisfactory access by car; and ensuring appropriate car parking facilities and controls
5. **Reduce the need to travel** through promoting 'smarter travel choices' such as public transport; and promoting healthy travel choices such as walking and cycling
6. **Aid regeneration** through helping to promote the role of district centres as shopping and service centres, promoting leisure and tourism and add to attractiveness of each area. Studies will help maintain and enhance the economic well-being of district centres, promoting each as a competitive and attractive place to work, shop and invest in
7. **Ease congestion and improve air quality** by reducing traffic dominance through effective traffic management.

The main features of the LATS process are:

- early consultation with the stakeholders, such as district councils, business and key organisations
- involvement of hard to reach groups such as disabled groups
- a survey of residents to determine transport needs and aspirations
- further consultation on a proposed package of measures, and
- partnership working to assist with the detail of policies and schemes and to guide implementation.

The County Council, in partnership with other stakeholders, will develop a comprehensive programme of measures to deliver the objectives of each LATS within a value for money framework. It is not possible to be prescriptive on the details of the programme of measures for each LATS but it is likely that there will be some common features such as:

- more emphasis on improving access to, and within, towns by public transport
- improved conditions for walking and cycling to work, school, the town centre, and other services/facilities
- better travel information and advice provided both en masse and on a one to one basis
- measures to assist the delivery of goods and ensure the vitality of the area
- advice to businesses, schools and other organisations on the development of travel plans for staff and visitors, and
- effective parking management, including restraint on car parking in town centres where necessary.

The areas in which LATS will be carried out will be identified through the ongoing accessibility planning process, consultation with key stakeholders, links with district council programmes, such as town centre master plans whenever possible, and as part of ongoing consultation with transport groups. Where appropriate, LATS will encompass several smaller settlements as part of a single study, for example when local services are spread amongst different settlements.

Localised congestion in district centres (including rural centres) can be tackled through the programme of LATS. In these locations congestion can greatly inhibit accessibility to local services and can encourage shoppers to patronise out of town superstores rather than local shops. The LATS aim to encourage use of local district centres by improving and promoting sustainable access and reducing delays. Not only will this reduce the need to travel to non-local centres and supermarkets but will also reduce the need to use private motor transport.

### 6.1.7 Development of action plans

Mapping and analysis will continue to be undertaken to identify accessibility issues and to help focus resources in the areas that need them most. Identified problems will be evaluated to establish a realistic package of interventions for addressing the priority accessibility problems which will be used to develop local accessibility action plans (LAAPs). The LAAPs will be developed with stakeholders and will be monitored and reviewed periodically to ensure that they are still relevant, effective, and offer value for money in accessibility delivery. Key considerations for inclusion in the LAAPs will be:

- that costs associated with an action are proportionate to the outcome and represent value for money
- there are partners or external sources likely to be able to fund an action
- there are synergies with other actions
- the measures within the plan are a good mixture of short, medium, and long-term; and localised and strategic actions
- barriers to deliverability and feasibility of delivery, and
- fit with accessibility and wider LTP3 objectives.

More detail on the County Council's approach to improving accessibility and LAAPs is contained within the County Council's Accessibility Strategy which will be reviewed following the completion of the LTP3.

## 6.2 Provision of an affordable, reliable and convenient passenger transport network

The County Council recognises the essential role that passenger transport provides in the development of a sustainable transport system. The Council has therefore developed an Integrated Passenger Transport Strategy alongside LTP3; encompassing buses, heavy rail, light rail, park and ride, taxis, surface access to airports, community transport and social car schemes.

The vision for the Integrated Passenger Transport Strategy is to develop an integrated passenger transport system that is:

- available to all
- high quality
- understood by all and easy to use, and
- affordable.

The vision is neither urban nor rural specific but the methods of achieving the vision will differ between urban and rural environments. The County Council will use the appropriate range of infrastructure, operational, technological, resources and information measures that are available to them in delivery of the vision. The measures used to deliver the vision will be dependent upon the issues identified and their ability to deliver value for money outcomes.

There are a number of real and perceived barriers to people using passenger transport that will need to be wholly or partially overcome to deliver the strategy, including:

- availability of passenger transport services in terms of coverage, periods of operation and frequency
- lack of direct routes to destinations, length and speed of journey
- poor image of passenger transport
- personal safety and fear of crime either on route to waiting facilities, at waiting facilities or on board
- relative cost of passenger transport services
- vehicle and driver standards/quality
- unreliable services, and
- lack of information on available services.

## 6.2.1 Public transport services

### Network coverage – buses

Buses are the major provider of the passenger transport network across the county. The most recent national survey of public satisfaction with local bus services in Nottinghamshire identified a satisfaction level of 70% (the highest of the County Council's that responded to the National Highways and Public Transport Survey). More recent local surveys put this figure at 89%. In 2009/10, over 35million passenger bus journeys originated in the county, which is an increase of almost 8% since 2005/06.

In Nottinghamshire, 96% of households are within 800 metres of an hourly or better bus service (0600-1800 Monday to Saturdays). Within the more rural parts of the county, access to an hourly or better bus service is less good, particularly in the villages, hamlets and isolated dwellings.

80% of bus services in the county are operated on a commercial basis. In 2010/11, the County Council spent approximately £7m to provide additional services to supplement the commercial bus network marketed under the 'Notts Bus' banner. These services support and complement the commercial network by providing services in the more rural parts of the county that have limited or no services or by providing services in the early mornings, evenings or weekends. Without this support, the more rural parts of the county would have a reduced level of service with some parts having no services at all.

The County Council will work in partnership with commercial bus operators and other stakeholders to ensure that the bus network adequately serves as many local communities as possible. This will entail the provision of a high quality, frequent bus service for as many hours as possible that enables them to access key services and facilities within the budgetary limitations.

The performance management framework, developed by the County Council, independently assesses the socially necessary bus services that the County Council subsidises so that transparent decisions are made when budget pressures occur, whilst allowing the objective evaluation of proposed new bus services as detailed in this chapter in Section 6.1.1 – Public

transport improvements. The framework and the variables used will be reviewed periodically to ensure that it continues to meet the requirements of the Council and to consider changes in priorities when necessary. Similarly, the area transport reviews to determine the most effective delivery of all of the different forms of public transport services in an area will be undertaken periodically to ensure the most efficient use of the resources available.

The Local Transport Act 2008 introduced changes to enable local authorities to influence the standard of bus services in their local area in order to better meet local transport needs. It introduced three main options for local authorities (in addition to their existing powers to subsidise socially necessary bus services) through:

1. Voluntary partnership agreements – an agreement entered into voluntarily by one or more local transport authority and one or more bus operator and possibly other relevant parties. The agreement can cover any matter that the relevant parties have control over or power to deliver
2. Quality (statutory) partnership agreements – a statutory agreement between one or more local transport authority and one or more bus operator. The local transport authority can stipulate frequencies, timings, minimum fares, age of the fleet etc. as long as the bus operators have no ‘admissible’ objections. Any operator that does not meet the service standards are prevented from using the facilities provided as part of the agreement (for example, bus lanes) and enforcement action can be taken against any bus operator who breaches the terms of the agreement
3. Quality contract schemes – the local transport authority writes contracts concerning the timings, frequencies, fares etc. that bus companies then bid to run.

These alternatives provide the County Council with options to improve the network coverage, timings, fares and frequencies of bus services. Where it is deemed necessary and beneficial the County Council will use these powers to improve the standards of bus services across the county.

### **Network coverage – heavy rail**

The patronage levels at most of the stations located in the county have increased between 2004/05 and 2008/09 with significant growth occurring at Beeston, Newark (both stations), Retford and Worksop.

Until December 2008, a Sunday service was not available at stations on the Robin Hood Line. The launch of a Sunday service provided an hourly service (between Nottingham to Mansfield Woodhouse) with four services (two in the morning and two in the afternoon) travelling onwards to Worksop. This enables people to access work opportunities; leisure destinations including access to the countryside; and to aid regeneration.

The initial Sunday service was funded by the County Council until May 2011. Figures showed that around 90% of passengers on this Sunday service were boarding and alighting south of Mansfield Woodhouse. So from May 2011 until March 2015 the Council will fund a service of eight trains per day between Nottingham and Mansfield Woodhouse. This is expected to cater for 90% of the Sunday patronage at just 37% of the cost of the initial service. The Council is funding this in the expectation that DfT will incorporate it into the next East Midlands franchise which will commence in April 2015.



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Journey time and frequency enhancements on the rail network can improve its attractiveness to passengers and increase the accessibility to key destinations and services. The County Council will therefore seek journey time enhancements from:

- Nottingham to London; Birmingham; Manchester; Leeds; Worksop; Lincoln; Skegness; and Norwich
- Newark to London
- Retford to London; and Sheffield, and
- Worksop to Sheffield.

Service frequency within Nottinghamshire is generally good with trains operating:

- every 30 minutes Nottingham to/from London, Derby and Birmingham, Mansfield, Chesterfield and Sheffield, and
- every 60 minutes Nottingham to/from Cardiff, Manchester/Liverpool, Leeds, Worksop, Skegness and Peterborough/Norwich; Mansfield to/from Worksop; and Retford to/from Sheffield/Worksop and Lincoln.

The County Council will seek frequency enhancements between:

- Nottingham to Newark and Lincoln
- Worksop to Sheffield, and
- Nottingham to Grantham.

And will seek services at more evenly spaced intervals between:

- Newark to London, and
- Retford to London.

Further information on journey time and service improvements is detailed within this Plan in Section 4.4 – Improving connectivity to inter-urban, regional and international networks, primarily by public transport; and within the Integrated Passenger Transport Strategy.

The County Council supports the development of a high speed line through the East Midlands which will provide significantly improved rail journey times from Nottingham to London, Birmingham, Sheffield, Leeds, Newcastle and Scotland. Details of the route and locations of the stations are expected in early 2012, but the timescales for construction outline that the East Midlands section is not expected to open before at least 2026.

### **Network coverage – light rail**

The light rail system, Nottingham Express Transit (NET) line one is 14km long and provides a service between Nottingham City centre and the northern suburban centres of Bulwell and Hucknall, operating seven days a week. There are 23 tram stops along the route, two of which are located in Nottinghamshire (Butler's Hill and Hucknall), providing opportunities for access to employment areas.

Nottingham City Council is promoting plans for a second phase of the NET light rail system – line two to Clifton via Wilford and line three to Chilwell via the Queen's Medical Centre and Beeston. The Government gave its support for the development of these two routes in October 2010 as part of its Comprehensive Spending Review.

The County Council will consider future development of NET in the county where such schemes are feasible; provide good value for money for Nottinghamshire residents; where it does not have a negative impact on the highway network; have limited environmental impacts; where the scheme has public acceptance; and where the County Council can afford its contribution. Such considerations will include schemes that are promoted as part of new developments and are funded by the developer.

**Network coverage – park and ride**

Park and ride associated with efficient passenger transport have proven successful in attracting car users to passenger transport, for at least part of their journey. Park and ride improves the accessibility of the urban centres and contributes to reducing traffic on congested radial routes.

There is currently only one park and ride site in the county, situated at Hucknall which is a combined heavy rail/light rail site with over 400 car park spaces. Whilst not an official park and ride site, there is also the East Midlands Parkway station which provides car parking and train access to Nottingham off the A453 close to the M1 and A50.

Traditional park and ride sites require high capital and revenue costs. 'Pocket park and ride' provides a cost effective measure of providing park and ride facilities on existing bus corridors without the need for significant investment and with the added benefit of multiple sites.

Feasibility work has been undertaken on potential sites for pocket park and ride in the county. These sites would provide park and ride facilities from existing rural locations (for example, public houses and community centres) that are already served by local bus services. Dedicated spaces would then be provided within the car parks to enable people to park and use the bus to reach their destination.

The first of the pocket park and ride schemes, launched in December 2010, will be a 12 month pilot scheme. This location (and the other two subsequent sites) will be monitored in terms of spaces utilised and additional passenger numbers on local bus services. This information will then be used to determine the success and potential expansion of pocket park and ride to other parts of the county.

**Network coverage – taxis**

The County Council recognise the role that taxis have in an integrated passenger transport system. Taxis can provide a more cost effective means of access to services, particularly in rural areas where there is limited or no other form of public transport available, and for people with mobility impairments who may not be able to use conventional public transport.

Taxi licensing is a district council function with each district having different licensing policies. The County Council does not have any control over the level of taxi provision, the quality of service, the design and specification of accessible vehicles or the monitoring and enforcement of standards.

There are some areas of the county where there are limited numbers of taxis available, including the availability of accessible taxis. Peak demands are placed on taxis for journeys relating to day care centres and to provide home to school transport on an ad hoc basis. This limits the travel options for people who live in more rural areas and people with mobility impairments.

As part of the County Council's review of the provision of public transport services and its Mobility Strategy, packages of work are being developed or investigated relating to the taxi's role in the passenger transport network. These include, looking into the co-ordination of requests for home to school transport; a pilot project to investigate the provision of low cost demand responsive transport to be operated under contract by taxi; and implementing changes to the tendering of taxi contracts for home to school transport. In addition, it is proposed to establish a countywide Taxi Quality Partnership to create a consistent quality of service.

Taxis will potentially play an increasingly important role in the future. Since the withdrawal of Dial-A-Ride, there has been a greater demand for taxi provision and this may increase as a result of 'Putting People First' personal budgets.

**Network coverage – air**

There are no commercial airports in Nottinghamshire. There are, however, two airports located just outside the county boundary; East Midlands airport located in Leicestershire and Robin Hood airport Doncaster Sheffield (RHADS) located in South Yorkshire.

East Midlands airport is served by regular bus services to Nottingham, 24 hours a day, seven days a week. Skylink passenger numbers have increased by over 268% since it commenced with over 500,000 passengers in 2009. East Midlands airport is also served by East Midlands Parkway rail station, located north of Radcliffe on Soar which opened in 2009. The station provides journeys to and from Derby, Nottingham, Leicester, Lincoln, Sheffield and London.

RHADS is served by regular bus services from Worksop via Harworth, Langold and Bawtry and Retford via Blyth, Bircotes and Bawtry for up to 21 hours a day Monday to Saturday. There is also a Sunday service. These services are currently supported by the County Council. The introduction of the dedicated service has proved to be very successful with a 296% increase in patronage in the year to April 2008 (more recent data is awaited).

### **Network coverage – community transport and social car schemes**

Community minibuses and social car schemes provide a key transport choice for older people, people with mobility difficulties or those without access to public transport to enable them to access key services and destinations in Nottinghamshire.

There are currently 12 service providers of community minibus schemes in the county and 15 voluntary social car schemes. The County Council currently provides significant revenue funding and support to 10 community minibus schemes and 14 voluntary social car schemes.

All of the voluntary social car schemes, with the exception of Newark & Sherwood provide journeys to enable people to access key services and destinations, other than health related. Newark & Sherwood district have a voluntary social car scheme for health related journeys funded by the Primary Care Trust. A new voluntary social car scheme to enable access to other key services and destinations was launched in January 2011 on a three year basis. The two voluntary social car schemes will be operated concurrently until issues of long-term funding have been agreed.

Changes to the Local Transport Act 2008 extended the provision under section 19 and 22 permits. Section 19 permit changes allow smaller vehicles to be used (under 16 seats, i.e. cars and multi-purpose vehicles) to run services, as long as passengers are carried on the basis of separate fares. Section 22 permit changes remove the restrictions on payment of drivers of community transport bus services.

The County Council will continue to work with community transport providers to help complement the conventional network within available funding levels.

## **6.2.2 Quality of services**

### **Buses**

Targets for punctuality and reliability of registered local bus services are set by the Traffic Commissioner. Through changes to the Local Transport Act 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.

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 transport improvements. The bus punctuality improvement partnership and bus quality partnership arrangements will assist in establishing the locations where improvements should be made. These improvements could range from additional bus lanes, junction improvements, and traffic signal phasing or traffic regulation enforcement. The County Council is currently trialling automatic

vehicle location (AVL) technology. This uses GPS technology on board buses to determine their location and as the bus approaches a traffic signal junction it obtains priority.

### **Heavy rail**

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, except the East Coast Main Line.

The County Council will continue to liaise closely with rail industry bodies, in particular Network Rail and the train operating companies, to secure the best possible operational performance, and to bring about whatever ongoing improvements may be achievable.

### **Light rail**

Under the PFI contract that the City and County Councils have with the operator, there are 23 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. Six of the performance measures relate to the operation of the tram service with the remaining 17 relating to engineering/customer relations measures. To reflect the greater importance given to operations measures, these are more heavily weighted so that together they are worth 85% of the overall payment.

### **Driver standards**

The bus driver Certificate of Professional Competence (Driver CPC) came into effect on 10 September 2008 for PCV drivers. Professional bus, coach and minibus drivers (with 9 or more passenger seats) need to hold a Driver CPC in addition to their vocational licence. The training undertaken is relevant to the type of work undertaken, but could cover issues such as eco-safe and fuel efficient driving, defensive driving, health and safety, first aid and driver's hours regulations.

In addition, 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. The County Council will work in partnership with bus operators to develop the Driver CPC and ensure that all drivers undertake the required periodic training. All County Council employees that work in County Council operated bus stations are required to have an NVQ level 2 in customer care.

It can take between 9 and 18 months to undertake formal training to become a train driver, involving a mixture of classroom based and practical learning. Training covers a number of components including:

- important features of the railway, including signalling systems, points and level crossings
- procedures for splitting and forming trains
- standard rail rules and regulations
- fault finding, and
- traction types and how engines work.

Drivers practice in a simulator before starting to drive trains under supervision and may work towards NVQ Level 2 in rail transport operations.

In comparison, train conductors undertake approximately six weeks training through a mixture of classroom based training and supervised practical on-train experience and can work towards an NVQ at level 2 in rail transport operations (passenger services). Training covers a number of topics including:

- the operator's rules and regulations
- route familiarisation
- health and safety
- procedures for issuing tickets, and
- customer service skills.

Tram driver induction training can last between 6-12 weeks with the tram operator deciding on the content. Tram drivers may study for NVQs at levels 2 and 3 in road passenger transport operations and rail transport operations.

Taxi licensing is a function of district and borough councils with each district/borough having different licensing policies. The elements of taxi licensing relating to driver standards may include:

- the driving licence (length licence held, DVLA checks)
- Criminal Records Bureau checks
- driving ability, and
- topography test.

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.

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. It is proposed to make it a requirement to achieve the appropriate MiDAS standard as part of the permit to drive scheme under Section 19 of the Local Transport Act 2008. In addition, it is proposed to introduce a voluntary identity badge and vehicle visor display to denote approved driver status within these sectors. The County Council support such proposals.

### **6.2.3 Integration of public transport with pedestrians, cyclists and other road users**

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 accessibility planning process has identified walking routes to bus stops and stations as a barrier to accessing key services (in terms of suitable walking surfaces, lighting and anti-social behaviour). These issues are enhanced at night and could be a greater barrier for more vulnerable users (women, older people, etc.).

The County Council will ensure that wherever possible the walking routes to bus stops are located away from secluded areas and are well-lit within the budgetary limitations. The Council will also look to improve routes to stations and stops as detailed in Section 5.2.1 – Provision of facilities, of this Plan.

A cycle/bus interchange project has been completed along the Beeston corridor. The project involves the installation of cycle parking at bus stops to enable people to interchange between cycling and public transport. The usage of the cycle parking along with patronage levels on the local bus services will be monitored. Following completion of the project, the County Council will investigate the feasibility, suitability and value for money of providing cycle parking at additional bus stops in the county.

The Council will seek to enhance access to the rail network by all modes:

- **on foot** – nationally 47% of rail passengers walk to the station (figures are not available for individual counties such as Nottinghamshire). The Council will seek to enhance pedestrian access to stations, establishing direct, attractive and safe routes where possible
- **by car** – nationally 18% of rail passengers drive or are driven to the station. It is primarily the train operating company's responsibility to provide car parking. The Council will therefore work with the train operating companies and encourage them to provide adequate parking, including addressing the problems that currently exist at Newark, Beeston and Collingham
- **by bus** – nationally 14% of rail passengers use a bus to access the station. The Council will work to provide enhanced bus/rail interchange, particularly at Mansfield through the planned new interchange, as well as at Newark and Beeston
- **by cycle** – nationally 2% of rail passengers cycle to the station, though the percentage is higher in some locations in the county, particularly Newark, Retford and Beeston. The Council will seek to improve cycle access to stations, and cycle facilities at stations, and
- **by NET** – nationally 20% of rail passengers use other modes (e.g. the Tube in London, taxis and trams) to access the station. NET already provides good access to Nottingham station, and if the extensions to NET go ahead it will extend this access to other parts of the county.

## 6.2.4 Infrastructure

### Quality of buses

The reliability and punctuality, speed of the journey, quality of the vehicle (low floor, age of fleet, fuel efficiency) and the conduct and attitude of the drivers are all important aspects of the quality of the service provided to customers. The Public Service Vehicle Accessibility Regulations (2000) outline the requirement that all new buses up to 7.5 tonnes had to be fully accessible from 1 January 2005; all existing buses weighing up to 7.5 tonnes must be fully accessible from 1 January 2015; and all single and double deck buses over 7.5 tonnes must be fully accessible by 1 January 2016 and 1 January 2017 respectively.

The County Council undertakes annual surveys of operators to determine the age, accessibility of fleet and fuel efficiency of vehicles. Of the operators that responded to the latest survey (2009/10), 60.3% of respondents have Euro 3 engines or better; 76.4% are under 10 years old (of which 46.3% are between 5 and 10 years old); and a total of 87.3% are accessible to disabled persons. Nottinghamshire County Council's Transport and Travel Services has its own fleet of over 180 vehicles (passenger and light commercial vehicles) of which 81.7% have Euro 3 engines or better, the average age is 4.5 years and 52.2% are accessible or meet Disability Discrimination Act (DDA) compliance.

The County Council will work to improve their own internal fleet and work with commercial bus operators to ensure vehicles are fully accessible for all sectors of the community and comply with the requirements of the Disability Discrimination Act; to reduce the age of vehicles and improve their fuel efficiency; and investigate alternative fuel and electric vehicles.

### Quality of heavy rail

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 front-line 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 strategy sets out Government's desire to achieve a step change in the accessibility of the railways and has allocated 'Access for All' funding to improve access to train stations.

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The Rail Vehicle Accessibility Regulations outlines the requirement that all trains must comply with a minimum standard of accessibility by 1 January 2020; and all new train carriages have had to comply with the Regulations since 1 January 1999.

The majority of trains and train stations in Nottinghamshire are accessible. In 2008, lifts were installed at Newark Northgate station to address the accessibility issues. Other train stations in the county that have access issues include Kirkby in Ashfield and Netherfield stations that both have stepped access to the platforms; as well as Beeston and Bingham stations where access between the two platforms can be difficult, especially for the return journeys.

The County Council will work in partnership with rail industry partners and urge them to improve the shortcomings at Beeston, Bingham, Kirkby in Ashfield, and Netherfield stations.

Network Rail, within its 'Network Route Utilisation Strategy' identified the Midland Mainline from London to Nottingham and Sheffield as having the strongest business case for electrification. Further detail on this is included in this Plan in Section 7.2.3 – Encouraging a transfer to lower carbon vehicles, but the County Council supports the electrification of the Midland Mainline and will lobby central Government for this to happen at the earliest opportunity.

### Quality of light rail

NET line one is the first UK tram system to have commenced service as fully compliant with the Disability Discrimination Act. All trams are low floor throughout; at-stop infrastructure provides level access boarding; and there are dedicated wheelchair spaces on board. Each tram has four sets of double doors with white strips for enhanced visibility and warning sounds when the doors are opening and closing.

### Stations

There are currently six main bus stations within the county:

- Retford
- Sutton in Ashfield
- Mansfield
- Beeston
- Newark on Trent, and
- Worksop.

Of these bus stations, Retford was rebuilt in 2007 and Sutton in Ashfield was upgraded in 2009. The remaining four bus stations are planned for rebuild or refurbishment during the LTP3 period.



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The Department for Transport has recently approved funding for Mansfield Public Transport Interchange and construction on the scheme will start during 2011/12. Further detail on this scheme is included within Section 4.5.1 – Mansfield Public Transport Interchange, of the Implementation Plan 2011/12-2014/15.

Beeston bus station is at the heart of the town and, over recent years, LTP funds have been spent upgrading the site, including new kerbing and an electronic timetable screen. The further redevelopment of the bus station will be considered alongside proposals to extend NET and planned developments in the area.

A new bus station for Newark will be built as part of the Potterdyke development and it is planned to be open for Spring 2012.

The County Council remain committed to providing improved bus facilities in Worksop. The Council will therefore carry out feasibility works to develop new facilities in an appropriate location which will provide good access to the town's facilities and integration with other transport modes. Opportunities for funding any improvements will also be investigated. Any new station will be located within the urban environment but its impacts on the environmental and habitats will be considered as part of feasibility works and a Habitats Regulations Assessment will be undertaken at the implementation stage if required.

There are 26 train stations in Nottinghamshire which are served by a variety of local, regional and longer distance services. The coverage of the rail network is generally good, but 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.

Although located in the City, Nottingham train station is a significant station for parts of the county, particularly Broxtowe, Gedling, and Rushcliffe, but also, via local rail services, from Ashfield and Mansfield. The station also serves as a hub for the tram system and for local services to interchange with services to further afield. In October 2010, final approval was received for the £60m upgrade of Nottingham station over the next four years, which will transform all aspects of passenger facilities.

Passenger transport interchanges are provided at the two main airports, located just outside the county boundary. At East Midlands airport, a new passenger interchange building, next to the arrivals building was opened in 2007. 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). There are six bus bays located outside Robin Hood airport's terminal building, of which three have bus shelters. 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 work with the airports to help any new stations meet the service requirements.

Details concerning the development of park and ride in the county can be found in Section – 4.1.4 Parking; and within section 6.2.1 – Public Transport Services, of this Plan.

### **At stop infrastructure**

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. This includes raised kerbs, hard standing boarding areas, as well as audio and visual information at bus stops.

Nottinghamshire has taken ownership of all bus stop infrastructure and is committed to providing new poles, flags and timetable cases at all bus stops in the county. At the end of 2009/10, 80% of bus stops in the county (4,428) had flags, poles and timetable information. In addition, there are

1,467 bus stop shelters in the county. The County Council will provide bus shelters at locations that meet the bus stop policy requirements and as funding permits.

People with visual and/or hearing impairments may also benefit from the use of audio and visual information (as well as Braille) at bus stops so that they know where to catch the bus. This could be through 'real-time' information, which provides passengers with information on when the next services will reach a particular stop, either in an electronic display at the stop, or via the internet, mobile phone or text.

Real-time information has been installed at various sites across the county including at bus stops, bus stations and employment sites. There are plans to install further real-time information subject to available funding.

Adjacent local authorities have implemented real-time bus infrastructure, of which three are not directly compatible with its neighbours. In the past this was a particularly difficult challenge to overcome but with the formulation of national standards for 'server to server' interface, these challenges can be overcome if funding permits.

Traditionally information screens at train stations have shown the scheduled time of trains. Passenger surveys repeatedly report that improved information is of paramount importance, especially at times of delay. To address this, real-time information screens are being installed at Robin Hood line stations by the end of 2011.

The County Council will continue to work with bus and rail operators to provide real-time information at key bus stops, train stations and within public transport interchanges. The Council will also continue to work with neighbouring authorities to review and determine the most effective model to provide real-time information to Nottinghamshire residents.

The County Council in the future will seek to implement improvements to bus stop infrastructure within the available budget to add value to bus companies investment and complement the tendered bus network.

### **6.2.5 Ticketing and fares**

#### **Pricing policies competitive with car parking pricing**

The County Council understand that passenger transport fares need to be competitive with the cost of parking in town and district centres, particularly for families and groups of people to help reduce congestion.

The County Council has no direct control over the cost of fares provided by commercial passenger transport operators or the level of, and cost of, parking provision in town and district centres provided either on a private basis, by district councils or the train operating companies at train stations. The County Council will, however, work with passenger transport operators on the cost and range of tickets available, including smartcard technology and developing promotions to encourage people to use passenger transport; and if required use its powers under the Transport Act 2008 as outlined in Section 6.2.1 – Network coverage, of this chapter. The County Council will also work with the district councils and the train operating companies on the level and cost of car parking provision in the town and district centres and train stations.

#### **Affordability**

The accessibility planning process has identified that fare levels are a significant constraint for people to access key services, especially people on lower incomes. In 2009 the DfT developed a Smart and Integrated Ticketing Strategy. The aims of this strategy are repeated within the current Government's transport White Paper, *Creating Growth, Cutting Carbon: Making Sustainable Local Transport Happen*. These documents set out the opportunity for integrated smart ticketing over the next four years and aim to increase the spread of smart and integrated ticketing schemes to make ticketing more easily understandable for passengers and to encourage modal shift.

Bus 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 operators offer a range of annual railcards for young people (16-25), older people (over 60), group (family and friends, up to four adults and four children, one child must travel) and disabled. These provide a third off the cost of rail travel.

Taxi fares are set by the relevant licensing authority (district councils) for hackney carriages and are set by the taxi operator for private hire vehicles.

The County Council has no direct control over the costs of fares or ticketing options offered by commercial passenger transport operators but it will work with passenger transport operators to ensure that the ticketing schemes offered are affordable, easy to understand and use.

### **Integrated ticketing**

Integrated ticketing can make it easier for people to use public transport by allowing them to use any form of public transport with one ticket within a defined area.

'Kangaroo' is an integrated transport ticket that allows one day's unlimited travel for people on buses, trams and trains within the city of Nottingham and surrounding area (Bestwood, Bulwell, Arnold, Carlton, Netherfield, West Bridgford, Wilford, Clifton, Beeston, Chilwell).

'Plus Bus' is a ticket that can be purchased as an addition to a train ticket and provides unlimited bus travel around the origin and/or destination town of the rail journey (within a defined boundary) including travel to and from the train station. Mansfield, Newark, Nottingham, Retford and Worksop all currently operate plus bus schemes.

The County Council will work in partnership with passenger transport operators and other stakeholders to investigate the potential for multi-operator and multi-modal integrated ticketing options across the whole county in addition to the potential of developing plus bus schemes at other key locations. The Council recognises that journeys often cross administrative boundaries and will therefore also work with neighbouring authorities to investigate the implementation of a cross-boundary integrated ticketing scheme to provide a seamless service to the public.

### **Concessionary passes**

The national concessionary pass allows people over 60 and disabled people to enjoy free off-peak travel on local buses anywhere in England. In Nottinghamshire, approximately 82% of those eligible for a concessionary pass due to age have taken it up. This equates to 165,000 passes. The national free entitlement scheme operates between 9.30 and 23.00 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.

From 1 April 2011, the County Council will become responsible for administering the provision of concessionary travel benefits for the elderly and disabled.

In July 2010, the County Council Cabinet approved a discretionary free travel scheme for pupils in year 7 attending preferred maintained and academy secondary and specialist schools in Nottinghamshire and living over three miles from their preferred school. The scheme will commence in September 2011 and consideration will be given to a future expansion for pupils in years 8-11.

## 6.2.6 Information/marketing

### Services

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

- printed information, such as printed timetables, area guides, roadside information, bus station information, on board information and publicity
- electronic information, such as journey planners, enquiry terminals, real-time information and e-marketing, and
- face-to-face and telephone information.

The frequency of the services provided can negate the need for more detailed information if they are of high frequency (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 still a need, however, for some information to be available to inform people of frequency changes in the evenings and at weekends.

The individual passenger transport operators are responsible for producing their own service timetable leaflets either as individual timetable leaflets or timetable information at stops, stations or interchange points. The County Council has taken responsibility for all bus stop infrastructure and at the end of 2009/10, 80% of bus stops in the county had timetable information displays that provide information on the frequency of services within each area which are updated on a twice-yearly basis. The County Council also produce 12 area guides will be reviewed for their effectiveness.

Train operating companies have responsibility for ensuring that there is timetable information at train stations and individual timetable leaflets at main train stations.

Electronic information in terms of journey planning is provided through Transport Direct which provides information on public transport and car journeys around Britain, but does not provide public transport timetable information. Traveline, the regional journey planner, provides information on public transport options and public transport timetable information, including real-time information by interfacing with local real-time systems.

Traveline is split in to 11 regions with Nottinghamshire forming part of the East Midlands region. Recently, work has been undertaken to integrate East Midlands, East Anglia, South East and London regions to enable journey planning by bus and train between the three regions. The South West region is currently involved in a pilot on behalf of Traveline nationally to identify whether the 11 regional datasets can be incorporated into one dataset. In the future, consideration will be given to utilising air travel information within the UK in the regional or national Traveline datasets. The County Council published the 'Transport Accessible to All' (TATA) document which guides people who, for reasons of disability or isolation, need to use accessible transport to reach essential services. The guide provides information on a number of services including social car schemes, community minibus schemes, flexible bus schemes, transport to hospital, accessible taxis, shopmobility schemes and rail travel. The guide is in paper format and due to the ever changing nature of these transport services, goes out of date quickly. It is therefore proposed that a web based version of the TATA guide be provided.

The County Council has developed a marketing initiative, 'Notts Bus' for specific local supported bus services, focusing particularly on those services which have the greatest capacity to grow and increase their patronage. The individual passenger transport operators are responsible for marketing of their own services and branding to encourage people to use their services and make it easier to understand.

The County Council will continue to review its mechanisms for public transport information provision to ensure its effectiveness in delivering the LTP3 objectives; and in the light of new opportunities and/or technology. 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.

### **6.2.7 Personal safety and security**

Perceptions about anti-social and criminal behaviour can lead to people feeling that buses are unsafe. Whilst actual crime levels do not support this perception, it is 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 will continue to work with operators to improve safety (real and perceived) on the public transport network. Measures to improve safety will be considered, including promotional campaigns; CCTV cameras on buses, trams and stops; more lighting at bus stops; bus stop/station security; measures to reduce the time people wait for public transport such as timetables via mobile phones; and night public transport leaflets distributed throughout the area.

The policy for the provision of bus stops and bus shelters in Nottinghamshire states that lighting will be provided where connections are available and budgets allow. The County Council will continue to provide CCTV and lighting at bus stops where the budget allows; and at major bus stations and interchange points as part of the rebuild and refurbishment programme.

The County Council will investigate in partnership with passenger transport operators and other stakeholders the development of public awareness initiatives across the county.

### **6.2.8 Enforcement issues**

Vehicles, other than buses can cause delays to the bus network by contravening bus lanes, usually to gain an advantage over queuing traffic. There are currently a total of 5.9km of bus lanes in the county. Persistent parking adjacent to, or within, bus stops can also 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. The policy for the provision of bus stops and shelters in Nottinghamshire outlines that bus stop clearways will be introduced at all bus stops in the county. Consequently there is a prioritised programme for delivery of these clearways which will be implemented as allocated budgets permit.

Civil parking enforcement was introduced in the county in 2008. This gave the County Council powers to enforce parking violations on its roads, including at bus stop clearways and persistent parking violations at bus stop clearways will therefore be enforced. Civil parking enforcement powers also give the County Council the authority to undertake bus lane enforcement, including at 'bus gates'. The Council will consider the introduction and use of these powers as required based on individual scheme circumstances.

