

Bus Strategy

March 2006

Final Version

North Nottinghamshire
Local Transport Plan 2006/7-2010/11

NOTTINGHAMSHIRE COUNTY COUNCIL
BUS STRATEGY FOR NORTH NOTTINGHAMSHIRE
2006/7 - 2010/11

MARCH 2006

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1. INTRODUCTION

Nottinghamshire County Council published its first statutory bus strategy in 2003 under section 110 of the Transport Act 2000. Although this document has served the County well, it has been decided to revise it to bring it into line with the five year review cycle for Local Transport Plans (LTPs). This strategy will run for a five year period from April 2006 to March 2011.

Two bus strategies have been prepared in Nottinghamshire – one for North Nottinghamshire (this document) to complement the North Nottinghamshire LTP; the other to cover Greater Nottingham, prepared jointly with Nottingham City Council.

In December 2005 the National Audit Office published 'Delivery Chain Analysis for Bus Services in England'. The report recommended that local authorities need to address a number of issues through their LTPs, and hence Bus Strategies. In order to bring about an increase in bus use, LTPs need to:

- be founded on strong leadership and commitment to improving public transport, a comprehensive understanding of what is required to change travel behaviour, and the building of partnerships with operators and neighbouring local authorities;
- show how targets for growth in bus use are supported by a robust package of measures to increase demand for buses alongside complementary measures to restrain car use and clear plans for their financing and delivery;
- consider authorities' work with operators, and where applicable show what consideration has been given to the case for the implementation of Quality Contracts to bring about an improvement in bus services and patronage, consistent with local transport and bus strategies; and
- show how Transport Authorities will be working with the District Councils to achieve increases in passenger numbers and to identify and tackle inefficiencies arising from the overlapping of responsibilities.

This strategy meets this guidance; it aims to provide a framework for investment in, and action to improve, the bus network over the next five years. As such it is a vital part of the wider LTP strategy for North Nottinghamshire, which this document accompanies, since buses will continue to play a major role in delivering LTP objectives, particularly congestion and accessibility. The strategy has been prepared in line with the Department for Transport (DfT) guidance on bus strategies, with the wider framework provided by the Transport Act 2000 itself, and with DfT guidance on LTPs and Accessibility Planning.

The document will be subject to consultation with the four district councils of North Nottinghamshire, neighbouring transport authorities, the Highways Agency, local bus operators, and representatives of bus users, as required by section 111 of the Transport Act 2000.

Following this brief introduction, the strategy identifies the main vision and objectives for the bus network as part of the wider transport vision set out in the Local Transport Plan, and lists a number of principles the County Council will follow in tackling bus issues. Then for each objective, it sets out the strategy and specific actions proposed over the next five year period. Finally it identifies the performance indicators and targets that will be used to measure progress in delivering the outcomes identified in the strategy.

2. VISION AND OBJECTIVES

2.1 Context – buses and the Local Transport Plan

Buses are, and will remain, the mainstay of the local public transport network. As such they are a central component of the transport strategy for North Nottinghamshire. An effective bus network can help deliver many of the LTP's objectives, as illustrated in the following table:

<i>LTP objective</i>	<i>Contribution made by buses</i>
Congestion	By providing an attractive alternative to the private car, buses can encourage a reduction in cars on the road, and thereby reduce congestion
Accessibility	Buses provide access to vital services such as education, shopping, healthcare and employment for those without access to private transport
Safety	Buses are a safer mode of transport than the private car, both for users and for other road users and pedestrians
Air quality	By tackling congestion, and reducing the numbers of cars on the road, buses also help improve air quality. New buses are less polluting than older buses due to improved engine technology
Tackling climate change	For the same reasons reducing car traffic will also reduce carbon dioxide emissions which contribute to climate change
Economic regeneration	A good bus network supports economic regeneration by providing a way for business to access the workforce they need. Tackling congestion also helps businesses to transport their supplies and products more efficiently
Neighbourhood renewal	Reducing traffic levels will improve environmental conditions in local neighbourhoods
Quality of life	Reducing levels of traffic will also reduce the environmental impact of noise. Better bus services reduce social exclusion and benefit the whole community.

2.2 Vision

In order to achieve these objectives, the County Council aims in partnership with bus operators and other stakeholders to develop and maintain a public transport system that is:

- Comprehensive
- Reliable and punctual
- Quick
- Fully integrated
- High quality
- Affordable
- Easy to understand
- Accessible
- Safe.

2.3 Objectives

Delivering this vision will require the achievement of a number of specific objectives:

	<i>Bus Strategy objective</i>	<i>Comment</i>
1	Maintain and extend the local bus network to maximise accessibility and choice	<p>Accessibility and choice will be improved by maximising the coverage of the network in the following ways:</p> <ul style="list-style-type: none"> • Geography - serving as many local communities as possible, and travelling to places they want to go to • Time - operating from early in the morning to late in the evening • Frequency - operating frequently enough to fit in with customer needs • Level of integration - ensuring service connectivity, both between different bus services and between buses and other modes including heavy rail, community transport and the car
2	Improve the quality of the services themselves	<p>Bus services need to be high quality to attract users. This includes:</p> <ul style="list-style-type: none"> • Service reliability and punctuality – ensuring scheduled services operate, and stick to the timetable • Journey times – ensuring journeys are as quick as possible • Vehicle quality - fully accessible, modern, clean, quiet and low emission buses • Driver standards – drivers who drive safely and are well trained in customer care, including the needs of disabled people

3	Improve bus infrastructure	<p>The quality of facilities where people wait for buses (both the level of provision and standard of maintenance) are important. This includes</p> <ul style="list-style-type: none"> • Bus stops and shelters • Bus interchanges, including bus stations • Multi-modal interchanges with other modes
4	Reduce the relative cost of bus travel and improve ticketing	<p>Reducing the relative cost of bus travel, in part by maintaining the concessionary travel scheme, will help to ensure:</p> <ul style="list-style-type: none"> • It is affordable to those on low incomes • It provides an attractive alternative for car drivers <p>Introducing integrated ticketing, particularly enabled by smartcard, will also help remove the additional costs and inconvenience associated with changing services, speed up journey times, and improve punctuality.</p>
5	Improve information and the marketing of bus services	<p>Actions to improve the provision of information needs to reflect both costs and users' preferences for different types of information including:</p> <ul style="list-style-type: none"> • Roadside timetables and bus stop flags • Printed leaflets and other paper-based information • Telephone information and SMS texting • Internet-based information • Real time information – roadside, mobile phone and internet based • Face-to-face and personalised information <p>Marketing of bus services, and other smart measures such as school and business travel plans, can play a significant role in increasing demand</p>
6	Improving personal security	<p>Users and potential users of bus services must feel secure through measures such as:</p> <ul style="list-style-type: none"> • CCTV on buses and at waiting facilities • Lighting at bus stops • Real time information • Improved punctuality and reliability

3 KEY PRINCIPLES AND APPROACH

There are a number of overarching principles which have been taken into account in drawing up this Strategy. These are:

- Social inclusion and equalities
- Sustainability and the environment
- Funding and value for money
- Approach to regulation
- Partnerships and consultation
- Integration
- Performance management and monitoring

3.1 Social inclusion and equalities

Improved bus services can contribute greatly to improving the accessibility of jobs and services to people experiencing, or at risk of, social exclusion, and consequently lie at the heart of the North Nottinghamshire LTP.

North Nottinghamshire contains significant levels of social deprivation, as identified in the 'Social Need in Nottinghamshire 2004' study. Achieving social inclusion is an important objective for the County Council, and for many other local partners. Major problems still exist to the west of the county with the legacy of the decline of the coalfields and the impact this has had on employment, skill levels and environment. Rural isolation in the north-east has its own problems of access to jobs, education and services. The north-west also has problems of rural isolation and the decline of heavy industry. In the east, relative prosperity and a good quality environment are marred by pockets of deprivation.

Social need exists not just geographically, but also with specific groups. These include the elderly, young people, and those with physical and learning disabilities, many of whom fall within the scope of social services provision, and others such as ethnic minorities.

The accessibility planning process has studied in detail the respective needs of different groups within the community, including those potentially excluded through age, income, disability, race, language or geography, and this work is set out in the Accessibility Strategy for North Nottinghamshire which has been published in parallel with this strategy.

In the prioritisation of funding for bus services and infrastructure, a balance needs to be struck between investment which promotes accessibility and that which tackles congestion. Although both are important objectives, in North Nottinghamshire providing improved accessibility will be the top priority.

Tackling social exclusion must be done both at the strategic planning level, and in day to day service delivery. The authority's pioneering local bus Performance Management Framework guides the County Council's use of revenue funding to support bus services. This uses the Index of Multiple Deprivation, car ownership and four other

criteria in funding decisions on which bus services can be supported, and is discussed at section 4.1. The framework has been complemented by a strong emphasis within the LTP on the provision of accessible vehicles, a programme to install raised kerbs at bus stops, and the production of public transport information that is accessible to all including those who are sight impaired or who cannot read English.

For those who cannot take advantage of the bus network, the County Council supports community transport providers which operate in many areas, and also operates a dial-a-ride service which provides specialist transport for those with more severe mobility problems.

For many the cost of transport contributes to social isolation. The County Council together with Borough/District Councils operates a highly regarded countywide concessionary travel scheme that is considerably more comprehensive than the statutory minimum, and enables (from 1 April 2006) persons aged 60 years and over and disabled people to travel off-peak, on a Countywide basis, free of charge on buses and trams, and half fare on trains and community transport.

3.2 Sustainability and environment

The County Council recognises that transport can make an important contribution to the improvement of the environment, and that buses have a particular role to play. By developing sustainable transport policies which encourage residents to utilise the public transport network to access services and facilities, the overall environment and climate can be improved, e.g. by reductions in the level of CO₂ emissions.

There is also a need to ensure that bus services and infrastructure are provided in a way that minimises direct adverse environmental impacts. This has been assessed in detail in the Strategic Environmental Assessment (SEA) of the Local Transport Plan, which is published in the form of an Environmental Report. Examples of measures the County Council will pursue include encouraging operators, both commercial and contracted, to use low emission vehicles. Where appropriate the SEA recommendations have been incorporated into this strategy.

3.3 Funding and value for money

This Strategy sets out the LTP's objectives for North Nottinghamshire over the next 5 years, and the role of the bus industry in meeting them. Although these LTP objectives can be pursued together, and are mutually supporting, in practice there are some strategic choices to be made between them in the allocation of funding. In particular this relates to the choice between investment which provides accessibility benefits, and that which helps to tackle congestion. This issue is closely linked to the availability and type of public funding, i.e.

- revenue funding, which meets the day-to-day costs of providing services and maintaining infrastructure, and is largely derived from the County Council's own funds as well as Rural Bus Subsidy Grant in rural areas

- capital funding, which meets the costs of investments in infrastructure and is largely derived from the Local Transport Plan settlement

Revenue funding tends primarily to provide accessibility benefits by enabling provision of socially necessary bus services. Nevertheless some supported services do make a significant contribution to congestion relief. Revenue funding is also used to support the concessionary travel scheme, and to maintain infrastructure, both important aspects of accessibility. Revenue funding also makes a contribution to tackling congestion, particularly in relation to school transport and other services operating at peak hours.

The investment of capital funds into bus quality corridors helps to tackle congestion (e.g. bus lanes, improved infrastructure, real time passenger information), thus improving journey speed, reliability and punctuality. However it can also address accessibility issues (e.g. purchase of vehicles for subsidised services, investment in bus shelters, improved information, and facilities for disabled passengers across the whole network). This may be illustrated in the table below:

<i>Type of funding</i>	<i>Congestion</i>	<i>Accessibility</i>
Revenue funding	<ul style="list-style-type: none"> • Some supported services, particularly school buses, make a contribution to tackling congestion 	<ul style="list-style-type: none"> • Supporting non-commercial but socially necessary bus services • Concessionary travel scheme • Maintenance of infrastructure
Bus-related capital investment	<ul style="list-style-type: none"> • Investment in BQP and other high volume corridors in bus priority, improved waiting facilities, park and ride sites etc. 	<ul style="list-style-type: none"> • Investment in facilities and infrastructure across wider bus network • Purchase of vehicles to reduce cost of contracts and improve access to services

The strategy for investment of funding in bus services in North Nottinghamshire is based on the following principles:

- A balance needs to be struck between investment in measures which improve accessibility and those which reduce congestion. Although both are important, in North Nottinghamshire improving accessibility is the top priority.
- Equally, revenue and capital funding must be sustained in parallel. Capital investment without adequate revenue funding would lead to an inability to maintain the investment. Conversely capital funding is essential to achieve step change in the quality of bus infrastructure.
- Investment in subsidised services, service quality, infrastructure, reducing the cost of travel, information and personal security must be pursued in a balanced programme
- Funding will be sought from all possible sources, including developer contributions, and regional and sub-regional bodies
- In all cases, investment must represent good value for money

3.4 Approach to regulation

Commercial bus services, which represent the large majority of the bus network, are provided by operators seeking to make a commercial return on their investment. However in doing so, they play a major part in the delivery of the County Council's transport objectives at no direct cost to the public purse, and it is in the interest of the Council, as well as public transport users, to see a vibrant and healthy commercial sector.

Although provided commercially, the County Council can influence the operation of these services in a number of ways. Primarily this will be by introducing highway priority and other measures which make them more reliable and attractive, stimulate an increase in patronage, and thereby generate more income which can be reinvested in higher frequencies or new routes. These types of improvements have traditionally been pursued on a voluntary Bus Quality Partnership basis, whereby in return for improvements to surrounding infrastructure, the bus operator has agreed to improve the quality of the vehicles and services themselves.

The Transport Act 2000 gave Transport Authorities more formal powers to intervene in the operation of commercial bus services, where the commercial network is failing to deliver quality public services. More specifically, the Act gave Transport Authorities recourse to:

- Statutory Bus Quality Partnerships, which allow transport authorities to specify minimum quality standards which operators must meet in order to use specific new facilities. The aim is to protect such new measures, and high quality operators that use them, from poor quality competition.
- Quality Contracts, which allow the local transport authority to designate specific areas within which it controls all aspects of bus service provision, and seeks bids for their operation as a franchise

Although these powers remain available to the County Council, subject to the appropriate legal processes and tests, it remains the Council's view that the voluntary approach should be seen as the preferred choice in delivering improvements to the network. Use of statutory powers will only be considered as a last resort.

3.5 Partnership and consultation

The section above sets out the preference to work in voluntary partnership with the commercial bus operators. The principle of partnership extends more widely, however. The County Council recognises that delivery of their objectives for bus services and transport relies on partnership with a wide range of organisations. Of particular note are:

- District Councils, which are responsible for issues such as land use planning, the location and design of new development, town centre masterplanning, the potential securing of developer contributions for bus services, town centre parking, and the funding of concessionary travel.

- The Highways Agency, which is responsible for the trunk roads within the North Nottinghamshire area
- Neighbouring local authorities, given that some bus services extend out of the North Nottinghamshire area
- The business community, which can support the marketing and promotion of local bus services through travel plans
- The health, education and retail sectors which are responsible for a considerable proportion of the demand for travel

Key partnerships in the North Nottinghamshire area which bring together these and other organisations include:

- North Nottinghamshire Bus Quality Partnership Steering Group – representing local authorities and bus operators
- Nottinghamshire Accessibility Partnership – which engages many of the organisations which have an influence over travel demand, and the identification of accessibility solutions
- Nottinghamshire Bus Punctuality Improvement Partnership – which is focusing on improving punctuality, reliability and reducing journey times

The County Council is also committed to consultation with bus operators, bus users, District Councils, surrounding local authorities and other interested parties wherever possible on bus-related issues. Consultation over this strategy forms part of this commitment.

3.6 Integration

The bus network is important in its own right, as a means to providing accessibility and transport choice to the community. However it is only a part of a wider transport network, and it is essential that bus operations are well integrated. Integration must be achieved at three separate levels:

Integration within the bus network. There are a number of different operators who provide bus services within North Nottinghamshire. Integration within the bus network is essential if travel opportunities are to be maximised. In practice this relates primarily to ticketing arrangements – to ensure that travellers who need to change between bus operators can do so seamlessly and with minimal additional cost. However there are also opportunities to operationally integrate services, as for example is being done through the Nottinghamshire Integrated Transport Centre, which is co-ordinating social services, health and other transport provision

Integration between modes. In North Nottinghamshire there is a network of heavy rail services, and other transport operators such as community transport and taxis. In all cases integration between modes, with particular focus on ticketing and the quality of interchange, will further increase the contribution played by public transport.

Integration between transport provision and land use planning. Ensuring that new development, particularly of larger scale, is located in accessible locations such as along major bus routes, has been designed to accommodate buses, and contributes to

the costs of providing bus services, are all important in maximising the role of the bus and improving accessibility.

3.7 Performance management and monitoring

The County Council will continue to develop actions and evaluate progress on the basis of regular detailed monitoring and tailored market research into specific local aspects. In particular, a series of indicators and targets have been developed relating to the bus network which will be used to monitor this strategy over the next 5 years, and are set out in Chapter 5. These include those related to mandatory LTP national indicators, i.e.

- Local bus patronage
- Satisfaction with local bus services
- Accessibility to employment
- Bus punctuality

Other local indicators which will be subject to annual monitoring include:

- Accessibility of healthcare
- Accessibility of district/town centres
- Accessibility for the elderly
- Accessibility for the disabled
- Accessibility of bus services
- Satisfaction with local bus services

In all cases performance will be published as part of the LTP Annual Performance Report submitted to government each July.

4. STRATEGY AND ACTIONS

Buses are already a major component of the public transport network in North Nottinghamshire, and the Accessibility Planning process has demonstrated that provision in the area is good compared to many other similar areas of the UK. There has been considerable investment by the County Council in bus infrastructure over recent years, which has created a positive climate for commercial operator investment. Moreover the County Council has significantly increased its revenue funding support for conventional bus services, and voluntary and community transport schemes particularly in rural areas. This has enabled the wider network to be maintained and enhanced.

A 2003/4 survey of public satisfaction with local bus services in Nottinghamshire as a whole identified a satisfaction level of 64%. Although this could be improved, it places the County Council in the top “quartile” (top 25%) within England. The linked Best Value Performance Indicator BV102, which measures overall bus patronage, shows year on year increases in bus patronage across the County as a whole since 2002, a trend not generally seen outside London.

The strategy and actions to maintain and improve the bus network in North Nottinghamshire are set out below in relation to the 6 main objectives set out in section 2.3 above, i.e.

- 1 Maintain and extend the local bus network
- 2 Improve the quality of bus services
- 3 Improve bus infrastructure
- 4 Reduce the relative cost of bus travel and improve ticketing
- 5 Improve information and the marketing of bus services
- 6 Improve personal security and safety

4.1 Improve and extend the local bus network

a) Background

The physical availability of public transport is a key aspect of accessibility. Issues include geographical coverage, but also the periods of the day (and night) when services run, and the frequency of buses.

The accessibility planning process has demonstrated that North Nottinghamshire starts from a relatively good base in relation to bus network coverage, particularly in urban areas. For example:

- 87% of households without a car are within 30 minutes of a supermarket by public transport
- 96% of households without a car are within 30 minutes of a GP surgery by public transport
- 79% of 16-19 year olds have access to a further education establishment within 30 minutes by public transport
- 74% of people of working age have access to work by within 20 minutes by public transport

This relatively high level of accessibility has been achieved by virtue of significant investment by the County Council in a network of subsidised (tendered) services. However these figures mask local variations. Accessibility in the more urbanised Mansfield/Ashfield and Worksop areas tends to be higher than the more rural Retford and Newark areas. Moreover, there are some concerning trends which the Bus Strategy will need to address.

- Commercial operators have withdrawn from a number of previously commercial services, particularly in rural areas and at off-peak times, due to high increases in fuel, wages and other costs. Public subsidy has had to be provided in order for these services to be retained. Although the County Council has increased its revenue budgets for local bus provision, this has also led to the need to reduce other less well-used services.
- Commercial operators have also tended to simplify their routes, particularly along key radials in and out of main towns, and abandoned detours around suburban estates near to the main route. This has isolated a number of suburban communities, particular for those who cannot walk to the main road. These communities are very difficult then to provide with tendered services given the constraints of local bus legislation
- The like-for-like costs of tendered bus services has increased at rates of around 9% in recent years, significantly above inflation but in line with wider industry costs. This has put additional pressure on County Council revenue budgets
- New demands have been created. In rural areas this relates (for example) to the gradual loss of local services such as post offices in villages. In the urban areas expansion or reconfiguration of trip generators such as hospitals, retail outlets, leisure facilities and other major employers has created new requirements for the provision of public transport.

There are few signs that these trends will not continue. The challenge for the County Council is to ensure that the North Nottinghamshire bus network adequately serves as many as possible of its residents with a high quality, good frequency bus service which enables them to access the necessary services and facilities. This has to be achieved within budgetary limitations.

In order to achieve this, the County Council has sought to be innovative in trying to meet the additional demand in other ways, for example by:

- Introducing a Performance Management Framework for bus services, designed to ensure that the funding available for public transport support can be used in the most cost effective way possible to achieve the greatest benefit
- Trialling more flexible demand responsive transport services such as the ReNew (Retford-Newark) service
- Increasing investment in the community transport sector, both financially and in terms of advice and support. The authority currently supports 10 community minibus and 13 voluntary car schemes with a total subsidy of around £190k a year, from a total budget of around £230k. This initiative has been supplemented by the work of the Rural Transport Partnership which has enabled a joined up approach with the enablers and providers
- Setting up in 2005 the Nottinghamshire Integrated Transport Centre (NITC), an integrated booking and journey planning system for social services dial-a-ride, special needs and demand responsive transport services. The centre uses the latest route planning, scheduling and vehicle software and provides a single point of contact for the users.
- Co-ordinating and integrating local bus and school transport to ensure that the best use of resources is achieved.

The County Council also has a specific role in providing transport to schools and post-16 institutions. Many pupils using these services have a statutory entitlement to free bus transport due to the distance between their homes and their school, and others receive subsidised transport. In total 10,000 pupils are transported each day. The provision of school buses has been subject to the same cost trends as have local bus services, and this has meant pressure on those services which are provided for “non-statutory” pupils.

b) Strategy

The County Council will seek to prioritise resources such that the existing network and levels of accessibility are maintained as far as possible. It will consider the merits of each service using its Local Bus Performance Management Framework, which is based on cost per passenger, number of passengers, journey purpose, availability of alternatives, the Index of Multiple Deprivation and availability of car. The ongoing application of this Framework to newly deregistered and existing supported services will ensure efficient use of limited funds, with maximum output.

As well as seeking to maintain network coverage, the County Council is also committed more widely to improving accessibility. This work is underpinned by the

Accessibility Strategy for North Nottinghamshire, which sets out priorities for specific geographical communities, vulnerable groups, and types of journey (e.g. for employment, education, health, leisure and essential shopping). The Accessibility Strategy will be delivered through a series of Local Accessibility Action Plans, many of which include recommendations on some aspects of local bus service provision.

The strategy is particularly focused on meeting the accessibility needs of rural communities, and Rural Bus Subsidy Grant plays an important role in this regard. Where possible rural service provision, which will almost exclusively be under contract, will seek to provide services in the most cost effective way possible, linking rural communities with their market towns. Where demand is sparse, the use of demand responsive transport will be considered. However in all cases the Local Bus Performance Management Framework provides the basis for objective decisions on which services can and cannot be afforded.

Although useful in larger conurbations, there are no plans to introduce park and ride facilities in North Nottinghamshire in the lifetime of this bus strategy.

Education Transport

The strategy for education transport is to focus activity on those pupils who have a statutory entitlement to free bus travel, whilst subjecting bus services procured for non-statutory travel purposes to the same rigour of the Local Bus Performance Management Framework as is used for local bus services. The role that buses can play in meeting a school's transport needs will also be pursued through engagement in the school travel plan process.

c) Proposed actions

Specific actions for developing and maintaining the bus network are set out below:

- Through the accessibility and land use planning processes, seek to locate new development along public transport corridors. In addition, where appropriate, to secure developer funding through Section 106 Planning Agreements to subsidise bus services, and ensure large new developments are designed to accommodate public transport.
- Work with the bus operators to secure network stability through planned service change dates, and the integration of services via Quality Network principles.
- Continue to use “de minimis” payments creatively to secure small operational improvements to otherwise commercial services
- Continually review our supported bus network through the Local Bus Performance Management Framework to ensure efficient use of funds, with maximum output.
- Review the services funded by Rural Bus Subsidy Grant to ensure it is aligned with the County Council accessibility strategy, provides access to key services and ensures efficient use of this valuable resource.
- Build Accessibility Planning core indicators into the prioritisation process, to achieve the best accessibility outcome with the revenue funding available.

- Market supported services with the greatest potential to grow in order to increase patronage and income. This will reduce subsidy requirements, and thereby release funds for reinvestment elsewhere within the supported service network.
- Wherever possible and cost effective to do so, secure supported services on a “minimum subsidy” basis in order to incentivise the operator to improve the service and grow the market.
- Consider opportunities for using LTP capital funding to purchase or enhance vehicles in order to reduce the revenue cost of providing a subsidised service and enhance accessibility.
- Seek external funding to pump prime and support new services or to enhance existing provision. In particular we will seek the use of external funding to enable the provision of better bus access to Robin Hood Airport Doncaster Sheffield
- Continue to seek innovative and new ways to provide accessibility where traditional local bus services cannot be justified financially. This includes demand responsive services, dial-a-ride, community transport and taxis where this can provide a more cost effective solution.
- Continue to support community transport providers, both community minibuses and voluntary car schemes. This support will be both financial, and in the form of advice and other support such as free MIDAS training for volunteer drivers.
- Continue to operate the Countywide dial-a-ride service for those whose disabilities prevent them from using mainstream public transport, community transport, or other sorts of transport provision.
- Work with other transport providers, such as health, social services and community transport, where it may be appropriate and efficient to use their resources to provide supported bus services.
- Develop the Nottinghamshire Integrated Transport Centre to ensure efficient use of vehicles and funding.
- Continue to work with the Rural Transport Partnership to find innovative solutions to accessibility problems in rural areas.

Education Transport

- Make as much use as possible of the existing conventional bus network to transport school pupils
- Consider the needs of students to access further education
- Continue to apply the Local Bus Performance Management Framework to non-statutory school services to ensure maximum value for money
- Continue to work with the Local Education Authority to ensure efficiency of the school bus network, co-ordinate services and assess the implications of the proposed extended school day.
- Reduce demand in the longer term through the location of new educational establishments in accessible locations, and through the use of catchment areas to encourage pupils to attend their local school.
- In the longer term, consider the scope for integrating dedicated school services with wider local bus services
- Participate in the Post-16 Transport Partnership and Strategy
- Respond to the provisions of the Education Inspection and Schools Bill 2006 if and when enacted.

4.2 Improve the quality of bus services

a) Background

Availability of bus services is only one aspect of the quality of the network. Also of great importance are the quality of the services themselves – their reliability and punctuality, the speed of the journey, the quality of the vehicle, and the conduct and attitude of the drivers. Some of these factors such as reliability are under the direct control of bus operators. Others such as punctuality are more influenced by external factors such as traffic conditions, and the availability or otherwise of priority measures for buses such as bus lanes.

The County Council has worked closely with commercial bus operators and other partners over recent years to deliver improvements to service quality through voluntary Bus Quality Partnerships. Under BQP arrangements, the County Council commits to delivering measures such as improved infrastructure and waiting facilities, bus priority measures, decriminalised parking enforcement, improvements to CCTV and lighting. In return operators may be expected to deliver improvements such as better vehicles, improved driver training, better punctuality, reliability, and frequency, integrated ticketing arrangements, and better information provision and marketing. Similar improvements can be delivered on tendered bus services, though the delivery mechanism in such cases is likely to be the contract rather than a voluntary agreement.

Work on Bus Quality Partnerships in North Nottinghamshire is being co-ordinated through the North Nottinghamshire BQP steering group which has representation from bus operators, District Councils, and the Highways Agency.

Of all the components of bus quality, research and consultation show that perhaps the main factors which influence people's decision to use the bus are its reliability (how often a scheduled service fails to operate) and punctuality (to what extent services keep to their published timetable).

Target indicators for punctuality and reliability of registered local bus services are set by the Traffic Commission as follows:

- Reliability: More than 99.5% of scheduled trips operate
- Punctuality: More than 95% of journeys are between 1 minute early and 5 minutes late at their timing points. For routes with frequency of every 10 mins or better: 'average wait time' is 6.25 mins or better in over 95% of observations.

To achieve these targets, the Government has recently issued revised guidance on delivery of punctuality targets. It recommends the establishment of Bus Punctuality Improvement Programmes (PIPs). Created under a partnership with local authorities, nominated routes are granted certain flexibilities from the punctuality regulations as long as there is a jointly agreed programme for improvement and clear targets for progress.

Vehicle standards are also an important component of bus quality. The County Council has undertaken a survey of operators to determine the percentage of the vehicle fleet that is accessible (either to “DpTAC” or full Disability Discrimination Act (DDA) standards). This shows that only 29% are fully compliant with the DDA, 39% meet the lower DpTAC standard, and 32% meet neither. The County Council has no direct control over the vehicles used for commercial services, but a significant proportion of the older vehicles are in use on contracted services. Whilst contracts could specify modern vehicles, a balance needs to be struck between the quality of the vehicles and the cost of provision. Exclusive adoption of the highest of vehicle standards would require current operators active in the tender market to invest in new vehicles, which would greatly increase the cost of tenders – and consequently reduce network coverage.

b) Strategy

The choice of which routes to invest in, and which measures to introduce, will depend on dialogue with operators, and a rigorous process of establishing the best value for money and return on investment. All such BQP schemes will be underpinned by a Memorandum of Understanding developed in partnership with bus operators which sets out the commitments of all parties.

A Nottinghamshire Punctuality Improvement Partnership (PIP) has been established, in accordance with government guidance, to work alongside the North Nottinghamshire BQP Steering Group and address punctuality problems. Survey work undertaken recently with bus operators has shown that punctuality is 90% for vehicles starting their journey, but drops to 67% for stops en route. It has been agreed that these figures should be improved to 95% and 75% respectively over the period of the plan.

The scope of PIP improvements may include major projects such as junction re-engineering or bus lanes. However PIPs and route action plans may include relatively small measures such as minor changes to traffic signal phasing, or making stops more accessible. Traffic regulation enforcement, particularly parking in bus lanes and bus stops, will be a major factor in improving punctuality. Furthermore, many delays are caused by roadworks, and major efforts are currently underway to ensure effective and early notification of roadworks to bus operators. This will allow time for planned rerouting and/or retimetabling of bus services, and effective communication with passengers. Finally operators have an important role to play in making sure that on-bus cash transactions are replaced where possible by smartcards and off-bus ticketing, and that buses are well maintained so that breakdowns are minimised.

Outside the key commercial corridors separate measures will be implemented under route action plans to improve punctuality and/or reduce journey time where it is cost effective to do so.

In relation to vehicle standards, the County Council will continue to pursue the ‘best value’ approach to tender evaluation, seeking improvements in vehicle standards over time, and remaining within legal standards, without jeopardising the coverage of the subsidised network.

The County Council will also work with commercial operators under BQP arrangements on other aspects of service quality such as driver training.

c) Proposed actions

The County Council will continue its commitment to the North Nottinghamshire Bus Quality Partnership Steering Group, and to delivering a programme of BQPs and PIP route action plans. It will make every effort to deliver bus priority schemes, quality accessible waiting facilities and information along key corridors – matched by corresponding operator enhancements in new buses, route management, marketing and customer care. Where punctuality is a problem, there will be a particular focus on tackling congestion hotspots. Specific proposals include:

- Through the decriminalisation of traffic offences, greatly increase the effectiveness of enforcement of offences such as parking in bus lanes and bus stops.
- Maintain and improve the web-based system for informing and consulting bus operators of planned roadworks. In addition, use legal powers to improve the notification and co-ordination of roadworks implemented by third parties, particularly the utility companies
- Work with operators to expand off-bus ticketing and so reduce on-bus transaction times
- Improve information about bus services and payment options at bus stops to reduce delays
- Continuously review the balance between quality and cost in subsidised provision, and work with contracted operators to achieve improved vehicle standards over time. Particular emphasis will be placed on developing a programme for compliance with the requirements of the Disability Discrimination Act, and improving engine technology and maintenance to reduce air pollution.
- Considering the use of LTP funds to purchase vehicles as a mechanism for improving vehicle standards within the supported service network
- Maintaining and enhancing inspection of the tendered network, working where necessary with the Vehicle and Operator Services Agency (VOSA), to ensure rigorous compliance with both contract conditions and legal requirements
- Introduce additional 'Quality Bus Networks', as piloted in West Bridgford in the Greater Nottingham area, integrating schools, local bus services and community bus services. These are not statutory BQPs or bus quality contracts, but instead a new approach to tendering for supported services which seeks to secure a provider for a local network rather than individual routes.
- Pilot free driver training courses for both the commercial and supported networks in issues such as awareness of the needs of people with learning disabilities
- Develop the 'mystery customer' programme of surveys on services operated under contract to Nottinghamshire County Council to ensure quality standards are maintained and improved.

4.3 Improve bus infrastructure

a) Background

Improvements to the quality and extent of the bus network need to be complemented by investment in bus infrastructure. This includes bus stations, interchanges and bus stops. These play a key role in enhancing the bus product and making it more accessible. Infrastructure is the first point of reference of the passenger within the network – it is, therefore, important that high quality, comfortable, safe and information-rich facilities are provided.

Unfortunately there is a backlog of investment in basic bus-related infrastructure in North Nottinghamshire. A comprehensive audit of bus stops was carried out in 2005 to underpin investment programmes in bus quality corridors and the wider network. This identified that of the 2529 bus stops in North Nottinghamshire, only 36% have the basic standards of a bus stop flag and timetable case, 35% have bus shelters, and 26% have raised kerbs which comply with Disability Discrimination Act requirements.

Ownership of infrastructure in the past has been mixed. Most facilities such as bus shelters and raised kerbs have been installed by the County Council and are part of the highways estate. However bus operators have installed some facilities, including some flags, poles and timetable cases. In addition the County Council has entered a long-term contract with advertising company Adshel under which they take responsibility for installation and/or maintenance of specific shelters in return for the right to use some as advertising space. In some cases ownership of infrastructure, and therefore responsibility for maintenance, is not clear. This slightly confused picture has hampered efforts to improve and maintain bus infrastructure. It has been agreed with the bus operators therefore that the County Council will take ownership of all infrastructure (except that owned by Adshel) to ensure that it is maintained in a manner acceptable to all partners.

In addition, North Nottinghamshire has 4 bus stations – at Mansfield, Retford, Newark and Sutton. At Worksop there is no dedicated bus station, but an interchange formed from series of on-street bus stops with shelters on Hardy Street.

Improvements to infrastructure have been delivered in some cases as part of BQP arrangements along major corridors. However there has also been a programme of investment outside specific BQPs. A new bus station is currently being built at Retford, and a major redevelopment of Mansfield bus station is proposed. Newark bus station redevelopment is currently being considered in a joint arrangement involving the District Council, major bus operator and a commercial developer.

Some aspects of infrastructure relating to information provision, such as timetable cases, bus stop flags and real time displays, fall within the scope of the statutory Local Bus Information Strategy, which is described in section 4.5 below.

b) Strategy

The strategy for improving bus infrastructure is based on a number of principles:

- Each bus station will be subject to refurbishment or redevelopment over the next 10 years. The timing will depend on availability of funds.
- Certain measures such as the meeting of Disability Discrimination Act requirements for access and the installation of raised kerbs, must take priority in funding programmes, although in practice they will often be delivered as part of a wider package of measures.
- As set out in the chapter on principles, it is important to ensure that the revenue funds to maintain infrastructure and provide other customer services are available before investing in capital improvements.
- Maintenance responsibilities require clarity over ownership, and it will be important to resolve any lack of clarity in this regard
- A strategic balance needs to be struck between investment in high quality high volume routes with the needs of the wider network

Within the County area the County Council has adopted a hierarchy of standards of provision at different categories of stop, with the most frequently used stops and interchanges eligible for the highest level of provision. A programme of investment has been developed to achieve these standards. This programme also draws a balance between the needs of commercial Bus Quality Partnership routes with those of the wider network. Whilst the needs of BQP routes will still be met, there will be a greater emphasis in LTP2 than in the past, driven primarily by accessibility objectives, on bringing the entire network up to a minimum standard.

c) Proposed actions

The County Council will seek to address the backlog of investment in a structured way, drawing a balance between high quality high demand corridors, and investment in the wider, less intensively used network. Specific proposals include:

- Integrating the recent audit of the County Council's bus stops into the wider Transport Asset Management system
- Delivering a bus stop infrastructure investment programme which has been developed from this audit.
- There are specific commitments in the investment programme to provide new poles, flags and timetable cases at all bus stops in North Nottinghamshire by 2011, and to replace 86 bus shelters which have reached the end of their operational life by 2011.
- Also as part of this programme, there will be specific focus on the needs of people with disabilities, partly to ensure compliance with the Disability Discrimination Act.
- There has also been specific focus in the investment plan on the need for further investment at rail-bus interchanges to ensure effective inter-modal integration.
- The County Council will formally assume legal ownership of all existing roadside infrastructure (by agreement with bus operators), and place under a renewed maintenance contract

In relation to the 4 bus stations and interchange facilities in Worksop, the following actions are proposed:

- A scheme to rebuild Retford bus station commenced in March 2006 and is due to be completed by 2007/8.
- Mansfield bus station is proposed for complete redevelopment, and a major scheme has been submitted within the LTP. Subject to funding approval and planning consent, construction is expected to start on site by 2008 and be complete by 2010.
- Newark bus station is likely to be redeveloped as part of a private retail development scheme. The County Council will engage closely in the planning discussions relating to the development with the District Council and developer to ensure the new facility takes full account of the needs of buses and bus passengers.
- Sutton bus station was subject to a minor refurbishment in 2003/4. Feasibility work is currently underway to establish whether a more substantial improvement scheme can be delivered within the 5 year lifetime of this bus strategy.
- The feasibility of new bus interchange facilities at Worksop are also being investigated. This may be in the form of a new bus station, but this is dependent on an appropriate location being found.

4.4 Reduce the cost of travel and improve ticketing

a) Background

The cost of bus travel has risen considerably compared with the equivalent cost of car travel over recent years, particularly as a result of increases in wage costs for bus companies caused by driver shortages, and fuel cost increases in 2005. For those without access to a car, many of whom have low incomes, the costs of bus travel can be a significant constraint on accessibility. Fare levels can be influenced not just by ticket prices for individual journeys, but also by the availability of concessionary travel and ticketing options such as day tickets, family tickets or period passes. Furthermore the need to interchange between bus services can potentially provide additional cost to those concerned.

Local Authorities through regulation cannot influence fare levels on bus services. Even fares on tendered services must reflect general fare levels within the area to avoid unfair competition with commercial operators.

However the County Council has been very active, with partners, in exercising the powers they do have to reduce costs for certain groups on buses. Most notable is the concessionary travel scheme for the elderly and disabled operated by the County Council, in partnership with District and Borough Councils. This currently provides a half fare scheme which allows Countywide travel. The partners in the scheme are intending from 1 April 2006 to introduce significant improvements in response to a new statutory standard, as set out in (b) below.

Smartcard technology is used to underpin the concessionary travel scheme. Although this could be done without smartcards, the use of ITSO-compliant smartcard infrastructure (an industry standard), including back-office systems, will make the task significantly easier and will reduce the cost of pass issue due to the longer potential life of the card. Smartcards also speed up transaction times, aid reimbursement, reduce fraud and enhance safety. Furthermore they offer a platform to design and deliver additional integrated ticketing products.

The extent to which buses contribute to modal shift is dependent not just on cost of bus fares, but also on other demand restraint measures, and in particular the cost and availability of town centre parking. This is primarily controlled by the District Councils, and the County Council will need to work closely with its District colleagues to ensure that the bus remains competitive with the car for urban travel.

b) Strategy

The strategy for reducing the cost of travel, particularly to low income groups, is based on action by the County Council in three areas:

- Providing concessionary travel for particular groups, and extending it to further groups when funding is available
- Working with operators on particular ticketing products to improve opportunities for integrated travel and reduce costs

- Acting to improve the relative cost of bus travel to the use of the car by working with District Councils on parking issues

The provision of concessionary travel benefits to the elderly and disabled is a statutory requirement placed in District and Borough Councils. In Nottinghamshire these benefits are provided across the County area for 90,000 elderly and 4,000 disabled people through the Nottinghamshire Concessionary Fares Partnership. Before 1 April 2006 the minimum standard was only to provide half fare, off-peak travel within the boundaries of administrative Districts. The Nottinghamshire scheme, which is jointly funded by the District and County Councils, provides significantly enhanced benefits, and currently costs the partners £2.5m per year.

In 2005 the Government announced a new enhanced standard which requires off-peak free concessionary travel to be available from April 2006. In response, the Partners decided to continue to provide benefits greatly in excess of the statutory minimum (initially for a 2 year period, after which the scheme will be reviewed), i.e.:

- free bus and tram travel on a County-wide basis and some journeys to locations outside the County including the City Council area of Nottingham
- free bus and tram travel from 09:30 Monday to Friday and all day at weekends, whilst bus operators will operate a half fare concession before 09:30 Monday - Friday
- half fare concessions on rail and community transport services within the County

The new scheme is budgeted to cost £7.2m per annum – significantly in excess of the resources provided by government for the statutory minimum scheme.

The County Council will continue to invest in the use of smartcard technology to underpin the concessionary travel scheme, based on the ITSO platform (an industry standard specification for smartcard).

The County Council will assess the need for integrated ticketing schemes within North Nottinghamshire. There will be a particular focus on identifying situations where common journeys require a change in bus company, and where “through” ticketing is not currently available. It will work with the operators under these circumstances to agree improved ticketing arrangements. Opportunities will also be sought for promoting tickets which are valid on either operator’s services where two operators work in similar areas; and for opportunities to combine bus ticket sales with those of common tourism and leisure destinations.

On wider cost differentials between bus and car use, the County Council recognises that bus fares need to be competitive with the cost of parking in town centres, particularly for families, in order to relieve congestion. It will seek to work with District Council partners in this regard.

c) Proposed actions

Specific proposals to improve ticketing and fare issues include:

- Implement the new free concessionary fares scheme, and market it to increase uptake and usage of passes.
- Develop smartcard technology, and migrate “Freedomcard” (the Nottinghamshire smartcard) to ITSO from March 2007.
- Consider the extension of concessionary fares to other groups (e.g. young people aged 14-19), dependent on the availability of revenue funding
- Work with the Local Education Authority to assess the implications for school travel of the Education Inspection and Schools Bill 2006
- Develop and introduce integrated ticketing products in partnership with bus operators where there is a customer demand
- Continue to work with bus operators to develop and promote off-bus ticketing and smartcard usage.
- In relation to the relative costs of car use, the County Council will continue to work with District Councils on the level and cost of car parking provision in town centres

4.5 Improve information and the marketing of bus services

a) Background

It is very important to ensure that consistent, high-quality information is available to bus users. There is also considerable scope to market the bus network in general, and specific bus services in particular, to increase demand and patronage. Bus information provision and marketing has traditionally been undertaken both by bus operators and by the County Council, as well as by others such as individual employers. Whilst this marketing has been effective in some cases, evidence shows there is still a lack of accurate, high quality information at key locations, for example a significant number of bus stops in the North Nottinghamshire area. This is partly a result of the lack of available infrastructure, which LTP funds can help to address, but also suggests increased effort is required by bus operators to make full use of the infrastructure that is available by supplying service information at stops where display cases are provided.

The most recent Best Value Performance Indicator survey of satisfaction with public transport information in 2004/5 indicates that 52% of users are satisfied with the information available. Although low, this compares relatively favourably with other areas of the country, and the Authority is currently in the 2nd quartile for this indicator in England and Wales.

Government has given Transport Authorities a statutory duty to prepare Local Bus Information Strategies which set out the standards which must apply for the provision of information. Powers were also provided to enforce the provision of this information if necessary. The Nottinghamshire Local Bus Information Strategy was published in 2003, as part of the wider Bus Strategy, and places at its centre the need to ensure high quality printed information is available to bus users, both in the form of service leaflets and at bus stops. The provision of electronic information is seen also as being very important, particularly support of the Traveline telephone information service, and internet based journey planning.

The County Council intends to revise the Nottinghamshire Local Bus Information Strategy by April 2007 to cover the 4-year period April 2007-March 2011, and in the form of separate strategies for Greater Nottingham and North Nottinghamshire. This will bring it into the same timeframe and geographical boundaries as the LTP, Accessibility Strategy and Bus Strategy. In the meantime the existing Local Bus Information Strategy will apply alongside the proposals set out here.

b) Strategy

The main emphasis for information provision in the next five years will be to ensure that basic provision of printed information, particularly at bus stops, is comprehensive and of high quality. This will require both investment in infrastructure, as set out in 4.3 above, and action by operators to ensure that information is displayed where information is provided. The County Council will work in particular with bus operators to review how information is provided and funded. By pooling resources partners should achieve a more efficient and effective service in this area of work.

There will need to be considerable effort placed on other aspects of information provision, particularly electronic, to ensure that this type of information continues to be available and accurate for those who wish to use it. Particular emphasis will be placed on supporting and promoting Traveline, the national telephone information service, and Transport Direct, the national internet based information service.

In relation to marketing, the County Council has developed a marketing initiative "NottsBus" for specific supported local bus services. However there is a lack of general marketing effort of the type employed by the "Big Wheel" campaign in Greater Nottingham, and this gap needs to be filled within the North Nottinghamshire area.

c) Proposed actions

Specific proposals include:

- Revise the Nottinghamshire Local Bus Information Strategy by April 2007, with a separate strategy for North Nottinghamshire
- As part of the investment programme for bus stops, by 2011 provide and maintain bus stop flags and timetable cases at every stop in North Nottinghamshire
- Ensure that bus operators provide high quality information within these facilities in accordance with the Nottinghamshire Local Bus Information Strategy
- Ensure comprehensive provision of service leaflets for individual bus services by operators, again in accordance with the Nottinghamshire Local Bus Information Strategy
- Maintain the bus services database for the Traveline enquiry services and the Transport Direct online journey planner
- Work with other transport authorities and bus operators to develop real time information including the use of new mobile technologies
- Increase personalised travel planning and direct information to homes and businesses
- Market supported bus services in accordance with the 'NottsBus' initiative strategy, focusing in particular on those services which have the greatest capacity to grow and increase their patronage
- Develop a more general marketing campaign in North Nottinghamshire, using Big Wheel as a model
- In conjunction with this, strongly promote the use of buses in Workplace Travel Plans, School Travel Plans, and other promotional campaigns and initiatives.

4.6 Improve personal security and safety

a) Background

There is a perception that using buses can be unsafe from a personal security point of view. Whilst actual crime levels do not support this perception, it is nevertheless important to work to allay this fear by the use of CCTV, lighting and other measures.

CCTV is becoming widely, and successfully, used by bus operators across the country as a deterrent to antisocial and criminal behaviour. The cost of the equipment is quickly offset by the reduction in costs to repair damage, and is therefore good value for money. As part of a project to improve behaviour on school buses Nottinghamshire County Council currently have 74 vehicles fitted with CCTV. This has resulted in a significant reduction in the number of antisocial incidents on school buses.

The County Council also has a programme of introducing lighting at bus stops as part of wider infrastructure improvements, and is piloting the use of solar-powered lighting as a low cost and environmentally sensitive solution in rural locations.

Bus shelters are sometimes used as a congregation point for young people who behave in an antisocial way. This can lead to calls for the shelter to be removed. The County Council has historically resisted these calls, on the basis that this penalises the law-abiding bus user, and that if the shelter were removed it would simply displace the trouble elsewhere rather than remove it. This stance has been generally supported by the police service.

b) Strategy

Although the perception of a lack of personal safety far outstrips the statistical reality, the County Council intends to continue and enhance its programme of works to improve personal security.

In the particular case of bus shelters and antisocial behaviour, the County Council will continue to resist calls for shelters to be removed except in the most extreme of circumstances. Instead the Authority will work with the police and local community to resolve the problem, in particular by ensuring that perpetrators are identified and appropriate action taken, and by ensuring that physical damage is cleared up and repaired rapidly every time it occurs. The County Council will also consider the use of CCTV in bus shelters to act as a deterrent against antisocial behaviour.

c) Proposed actions

Specific measures include:

- Continue with the programme of installing CCTV on school and local bus services
- Provide CCTV at major bus stations and interchanges as part of the rebuild and refurbishment programme

- Resist calls for bus shelters to be removed as a response to antisocial behaviour, but seek to deal with the issue in other ways in partnership with the police and the local community, including the possible use of CCTV.
- Where possible install lighting at bus stops as part of the programme of investment in infrastructure. In addition, the Authority will continue to test the effectiveness of solar power at bus stops in rural locations as a low-cost and environmentally sensitive solution
- Apply rigorous standards for repairing damage and vandalism at bus stops
- Develop a public awareness initiative, modelled on the Respect for Transport campaign in Greater Nottingham, which promotes responsible behaviour on public transport services.
- Particular effort will be applied to working with police and bus operators in areas such as Mansfield where bus services play an important role in supporting the developing night-time economy.
- Continue to allow free travel for police officers and community support officers on local bus services

5. SUMMARY OF TARGETS

The following targets will be monitored over the lifetime of this bus strategy, and reported alongside other LTP targets in the Annual Performance Report (APR) submitted to government each July.

LTP reference	Indicator	Target
BVPI102	Local bus patronage	Increase by 5% over the plan period. (from 10.8 to 11.4 million)
BVPI104	Satisfaction with local bus services	Improve from 61% in 2003/4 to 68% in 2006/7 and 75% in 2009/10
LTP1	% total households within 30 minutes of a major employment site	Maintain at 96% throughout plan period
LTP5	Bus punctuality	Improve from 90% to 95% for vehicles starting their journey; and 67% to 75% for intermediate timing stops in the plan period. Also reduce average waiting time for frequent service routes from 1.25 minutes to 1 minute over plan period.
L4	% of households within 45 minutes of hospital by public transport	Maintain at 92% throughout plan period
L5	% of households within 30 minutes of a major retail centre by public transport	Maintain at 94% throughout plan period
L6	% of eligible elderly population taking up concessionary fare entitlements	Increase from 47% in 2006 to 57% in 2010
L7	% of eligible disabled population taking up concessionary fare entitlements	To be established
L8	% of bus stops with enhanced facilities	Increase from 41% in 2005 to 100% on 2010.
L10 (BVPI103)	% of users satisfied with public transport information	Improve from 52% in 2003/4 to 56% in 2006/7 and 60% in 2009/10

Further details including interim milestones and trajectories are provided in the LTP.

6. FURTHER COPIES OF THE STRATEGY

This strategy is available to download on the Nottinghamshire County Council website www.nottinghamshire.gov.uk.

Paper copies may also be obtained by contacting:

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