

5. ACCESSIBILITY

Accessibility is identified as one of the four 'shared priorities' that national and regional government agreed with local authorities. All local transport authorities are required to develop Accessibility Strategies as an integral part of their LTP process, with consideration of accessibility underpinning the whole document. The Accessibility Strategy for North Nottinghamshire supports and complements Nottinghamshire's emerging Community Strategy, as set out in the 'Wider Context – Local Vision' section of this document. Contained within this accessibility chapter are summaries of all the relevant modal strategies that impact on accessibility - detailing how they complement each other - along with the work done to date on the new accessibility planning techniques. The full Accessibility Strategy is a separate document which accompanies this LTP submission.

5.1 AN ACCESSIBILITY VISION

An element of the vision for Nottinghamshire is of 'a place in which everyone can succeed, with fair access to opportunities and support'. 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 to make inclusion in society within reach of the whole community. The goal that opportunities and benefits should be available to everyone is a cornerstone of the transport strategy for North Nottinghamshire, as well as one of the shared priorities of national government and local transport authorities.

The vision and objectives have been derived from detailed appraisal work conducted with stakeholders. Transport strategy must be closely integrated with other plans and strategies designed to improve quality of life for local people and to encourage sustainable communities.

A series of national, regional and local documents were reviewed to inform Nottinghamshire's accessibility planning work, and to understand the wider policy and research context. The national document review focused on strategies of key organisations from other sectors, to understand the links between their forward plans and improving accessibility. Regional documents considered and referred to elsewhere include the Regional Spatial Strategy, Regional Transport Strategy, and regional sectoral plans and briefings. Locally the Community Strategies for Nottinghamshire County, and Ashfield, Bassetlaw, Mansfield and Newark & Sherwood District Councils were considered.

More detail on how the aims and objectives of these strategies are consistent with those of the Local Transport Plan and Accessibility Strategy is contained in Chapter 2, Wider Context.

The overall vision for the North Nottinghamshire Accessibility Strategy is:

The vision for accessibility in North 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 and transport in the medium term, and**
- **Travel planning, service provision and co-ordination and information provision in the shorter term.**

This vision will guide future actions. Nottinghamshire 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.

5.1.1 Objectives of the Accessibility Strategy

The objectives of the Accessibility Strategy are as follows:

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

In order to achieve the vision set out above, Nottinghamshire County Council has established an Accessibility Partnership, which has the following remit:

- To assess accessibility need at a countywide, LTP-area, and local level, drawing on expert knowledge and previous studies and research, backed up with nationally and locally available data presented as accessibility indices and maps
- To achieve consensus locally on the issues and communities which should be prioritised for action to address poor accessibility
- To identify a longlist of options to incorporate within action plans, and to evaluate them according to effectiveness and deliverability, including an audit of resources available
- To approve action plans jointly owned by organisations participating in the partnership, including policy changes and specific actions to tackle accessibility problems where appropriate
- To identify and agree a portfolio of local accessibility indicators and targets to measure progress and performance towards the accessibility strategy during the LTP period
- To review and recast local action plans according to the agreed performance management procedures.

5.1.2 Accessibility implications of LTP strategies & policies

Nottinghamshire County Council's revised Bus Strategy 2006 and new Countywide Rail Strategy set out how the Authority will improve accessibility in North Nottinghamshire through public transport improvements. These revisions have allowed a fuller picture of people's needs, built up through the Accessibility Planning process, to inform the development of these strategies which are at the heart of ensuring people can reach jobs and services.

The Cycling and Walking Strategies and Rights of Way Improvement Plan also have a vital role to play in helping people get to more local facilities and opportunities, and for allowing travel at minimal cost. Awareness raising and behaviour 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 (as detailed within table 4.2). These strategies are summarised individually in sections 5.3 onwards of this chapter.

5.2 ACCESSIBILITY PLANNING PROCESS

In terms of the general public overall, and looking only at the shared priorities, more people ranked accessibility as more important than any of the other shared priorities. The County Council and its partners have considered the following five destinations as being of importance:

- Education and training
- Employment
- Food & essential services
- Health
- Leisure, culture and tourism.

The first four of these themes are highlighted in the national guidance on accessibility planning. Access to leisure and culture destinations was included as an additional local theme, as having a significant impact on quality of life.

5.2.1 Partnerships and consultation

In North Nottinghamshire, a partnership approach, involving local and regional organisations has been utilised in the development of the accessibility strategy through a variety of methods.

DfT pilot work

Pilot work undertaken in Bassetlaw during 2003-4 on access to employment assisted DfT in adapting their suggested method and guidance; however, it was also very useful in initiating partnership work with non-transport organisations in the North Nottinghamshire area.

Accessibility Partnership

The County launched the full accessibility planning process in Nottinghamshire through the development of an accessibility partnership in September 2004. 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 Nottinghamshire County Council departments, and a wide range of local authority transport officers.

To supplement breakout sessions from wider reference group events, steering group meetings, and individual discussions with stakeholders. A series of workshops for each of the themes was held during 2005 to identify accessibility problems and highlight the main priority issues. A separate, larger workshop was held for representatives of older people's groups, and disabled people's groups, together with Nottinghamshire County Council's day service users.

Other expertise

Nottinghamshire County Council is a proactive member of all LSP partnerships in Nottinghamshire. Each of the LSPs were approached to request an officer's attendance at an appropriate meeting to explain the context and themes of accessibility planning and seek input from the LSP.

Cross boundary issues have been considered in the development of the accessibility strategy, as destinations may be easier to get to, or people may want to access jobs and services that are outside of the area. Examples of such include active participation in Derbyshire County Council's accessibility planning workshops and extensive work undertaken to progress improvements to cross-border travel to Robin Hood Airport Doncaster Sheffield (RHADS) in South Yorkshire.

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. Nottinghamshire County Council has engaged with groups such as Bassetlaw Health Modernisation Board and Action for Rural Care and Health in Nottinghamshire.

Working effectively with colleagues within the County Council was already critical to the Authority's work on a range of transport-related initiatives. Officers attended the themed problem identification workshops and also assisted in identifying major current or emerging County Council build or service development programmes and projects. Accessibility planning will be

progressed through these identified schemes in the future. Individual stakeholder discussions have taken place with organisations, such as Job Centre Plus and the Rural Community Council on the difficulties and issues that people experience in accessing particular destinations.

Mapping and analysis

Mapping was undertaken to illustrate the issues raised during the workshops and to present the overall context for accessibility.

Option appraisal and resource audit

Problems identified were evaluated to establish a realistic package of interventions for addressing the priority accessibility problems and to ensure the deliverability of the local action plans.

Action programming

Based on the above work and further discussions with partners, an action programme was drafted with underlying Local Accessibility Action Plans, worked up fully for the first year of the LTP period, and where possible in draft format for the remaining years.

5.2.2 Problems and priorities

In discussion with stakeholders, a range of issues were highlighted as factors which inhibit access to the five key themed areas. The work was also informed by a review of national, regional and local documents and strategies, as well as the use of Accession software. Basic context maps of key national and local data-sets were produced in advance of the workshops and further maps produced subsequently to support the accessibility planning work. Illustrative maps were produced to aid understanding of these issues and show graphically data from the 2005 National Core Accessibility Indicators as recalculated by Nottinghamshire County Council in January 2006.

Education and Training

In discussion with stakeholders, and using a recent study by the Nottinghamshire Learning and Skills Council (LSC), a range of issues were highlighted as factors which inhibit access to education.

The problems identified included the following issues:

- Integration: integration of fares, service co-ordination and information
- Physical accessibility and safety
- Curriculum expansion: expansion and flexibility outside usual school times and locations, specialisation and 'centres of excellence'
- Cross-boundary travel: 'migration' of students to other authority areas
- Rural inaccessibility
- Building Schools for the Future
- Cost
- Primary schools: parental preference, and safe walking routes
- Congestion and parking around schools: creating difficulties for buses.

Employment

The problems identified from discussions with employment and training sector stakeholders included the following issues:

- Differing needs: those already working, actively seeking work, or not able to seek work
- Hotspot destinations: pockets of regeneration and economic development, current and proposed employment sites
- Planning: areas of employment land availability
- Public transport provision: quality and suitability

- Engaging with employers
- Journey times: including shift patterns
- Information: lack of information or trust in it
- Interchange: facilities and infrastructure
- Cross border issues: and journey to work area difficulties
- Personal safety concerns: real and perceived.

Food and Essential Services

In discussion with stakeholders, a range of problems were identified, including the following:

- User Groups: different types of people with specific access issues
- Rurality: distances at which services are located and lack of accessibility
- Deprivation
- Communication: as to the services available
- Service Delivery: delivery often reliant on access a computer
- People: Research is needed as to how people currently access services.

Health

In discussion with stakeholders, a range of problems were identified, including the following:

- Appointment times: unreliable public transport leading to missed appointments; appointments at unsuitable times to provide easy access
- Disparity of costs: the cost of public transport can vary by area
- Split-site hospitals
- Out of hours service: inability to access health services out of hours
- Parking: availability of car parking at hospitals for patients, visitors and staff
- Gap in service provision: some people cannot use public transport but are not eligible for hospital transport
- Awareness of services: information on transport to health facilities needs to be improved
- Lack of direct routes
- Penetration of buses into hospitals: especially at Kings Mill hospital
- Location of GP surgeries
- Worksop town centre to Bassetlaw Hospital: limited public transport provision
- Choice of facility: patient choice is limited for people who do not have a car
- Diverse users and hard to reach groups
- Local Improvement Finance Trust (LIFT): a Government programme supplementing investment in primary health and social care premises by rebuilding local facilities, enhancing the provision of services and assisting social regeneration
- Regional Treatment Centres: specialist centres with a wide catchment area.

Leisure, Culture and Tourism

In discussion with stakeholders, a range of problems were identified, including the following:

- Cross-district, cross-county and cross-border access
- Service availability: accessing a specific event in a particular location
- Location: there is a lack of available land for leisure development
- Use of schools facilities: not generally available for the community use
- Tourism destinations: the majority of destinations are run by the private sector and may be difficult to engage with
- Signage: provide a strategic approach to highway signage to destinations
- Affordable transport
- Community Transport: limited capacity
- Information: lack of certainty on correct information; availability of information at venues.

Issues for disabled and older people

An umbrella workshop considering all five themes was held in addition to discussions with key Social Services and Welfare to Work officers, and the County's Flexible Transport Working Group. Attendees of the workshop included Learning Disabilities Partnership Board representatives and service users, the Disabled People's Movement, Senior Forum, Alzheimer's Society, Retinitis Pigmentosa Society, Older Persons' Advisory Group, and County officers from Social Services, Transport, Welfare to Work, and Disabled Workers' Group.

The workshop identified key issues in each of the five themes and several overarching issues. The full Accessibility Strategy details these in full.

5.2.3 Action programme

The action programme and its Local Accessibility Action Plans (LAAPs) have been developed for the Local Transport Plan Period (up to March 2011). The development work included the DfT pilot, through to the establishment of the Accessibility Partnership. The partnership identified problems and prioritised these through workshops. Mapping and analysis was conducted and finally an option appraisal and resource audit completed to establish a realistic package of interventions for addressing the priority accessibility problems.

Based on the above work and further discussions with partners, an action programme was drafted with underlying LAAPs, worked up fully for the first year of the LTP period, and where possible in draft format for the remaining years.

The action programme reflects the objectives outlined in the Accessibility Strategy. In addition there are three supplementary areas included in the action programme, which are:

- Access to Nottinghamshire County Council's services
- Cross-cutting issues
- Integrating accessibility into the planning system.

Resources

The problems identified were evaluated to establish a realistic package of interventions for addressing the priority accessibility problems. The crucial element in this process was to ensure the deliverability of the local action plans by assessing whether:

- The 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 it
- 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
- There are barriers to deliverability
- Fit with accessibility and LTP objectives, and national and local policy can be demonstrated.

Appropriate service or transport delivery agents were engaged in discussions on the options feasibility. On the basis of the influence of the partners and the potentially available resources, issues were then categorised as:

- Issues which could realistically be addressed during the LTP period, and which could therefore be used as a basis for discussion with partners to form an action programme
- Issues which were already being tackled in some way
- Issues for which interventions could not be progressed by the partnership during the plan period.

Issues that could be addressed, and for which there was local momentum and resourcing available, were then developed into the action programme given in the following section. Individual detailed LAAPs can be viewed in the separate Accessibility Strategy.

Each LAAP contains details on resources identified and allocated to take the work forward to achieve the plan's objectives. The financial resources available to implement each measure vary from a few hundred to several million pounds, from sources internal and external to the County Council.

Local Accessibility Action Plans

Chapter 7 of the Accessibility Strategy includes a summary table of the Local Accessibility Action Plans (LAAPs) as well as more detailed reference to first year LAAPs and outlines for those which are sufficiently developed for future years. These are outlined below.

Access to education and training

- **College travel plans:** promote and support, and assist development through mapping
- **Robin Hood Airport Doncaster Sheffield:** improve access to training opportunities
- **School travel plans:** promote and support
- **Building Schools for the Future:** support with accessibility analysis
- **Surestart children's centres:** support with accessibility analysis

Access to employment

- **Travel plans:** work with employers on, and promote the take-up of, travel plans
- **STEPS Travel Plan:** Promote and support the take-up of the County Council travel plan
- **Robin Hood Airport Doncaster Sheffield (RHADS):** improve public transport links
- **Jobcentre Plus partnership:** joint action to tackle poor accessibility for highlighted groups
- **New employment locations:** work with district and borough planning authorities on their accessibility, and site layout and design

Access to food and essential services

- **Mansfield Stockwell Gate** accessibility analysis to support recommendations for the redevelopment of an area of the town centre that includes the bus station
- **Food accessibility:** support Ashfield District Council's research
- **Local Accessibility Transport Studies:** local consultation to establish improvements in a localised area

Access to health facilities

- **Hospital and PCT travel plans:** promote and support
- **Transport brokerage:** joining up service booking for health in Bassetlaw
- **LIFT sites:** accessibility analysis to support locational decisions
- **Hospital and GP appointments:** working with hospitals and GPs to provide information to allow convenient appointment times

Access to leisure, culture and tourism destinations

- **Rights of Way Improvement Plan:** accessibility modelling to support development of strategy
- **Leisure destination information:** exploring electronic public transport information support for Nottinghamshire destinations. Access to electronic information PCs, libraries, GPS mapping
- **Sherwood Forest Regional Park:** Living landmarks bid and visitor centre issues
- **Travel plans for major attractors:** promote and support

Improving access across all themes for older and disabled people

- **Concessionary fares:** negotiate, implement and promote new scheme
- **Diversity analysis:** Service Diversity Review of Local Transport Plan and Accessibility Strategy
- **Providing comprehensive accessible transport information:** publication and development of 'TATA' guide
- **Encouraging cross-country movements and assisting visitors to North Nottinghamshire:** input into RADAR guide
- **Driver awareness training:** explore and develop with public transport operators
- **Physical accessibility of bus fleet:** scheme to accelerate DDA compliance of bus fleet
- **Resource Centres**

Access to Nottinghamshire County Council's services

- **Efficiencies in transport provision:** feasibility and implementation of developments to Nottinghamshire Integrated Transport Centre
- **Ongoing consultation with service users:** through Bus User Forum
- **Travel Plans:** Promote and support the take-up of the County Council travel plan
- **Encouraging accessibility to be used as a factor in locating and designing services:** develop and promote guidance for in-house use

Integrating accessibility into the planning system

- **Assisting with LDF monitoring**
- **Development proposals:** assessing accessibility and providing public transport information for local planning officers
- **Planning gain:** assess implications to accessibility planning methodology

Cross-cutting issues

- **Performance Management Framework for tendered services:** maintain monthly, and use to assess changes to public transport network from accessibility mapping and partnerships
- **GIS based cycle route maps:** develop maps showing all existing cycle routes and facilities
- **Local Area Agreements:** promotion of accessibility indicator and target and follow-up action
- **Perceived personal security on public transport:** schools outreach work to promote acceptable behaviour

Review and expansion of the Accessibility Strategy during the LTP period

Nottinghamshire County Council and the wider partnership will review its Accessibility Strategy during the period April 2006 to March 2011. Performance monitoring, followed by revisions to the action plans and broader strategy, will be essential in ensuring that improvements to accessibility for the highlighted groups of people, destinations and geographic areas, are achieved.

Indicators and targets to be used to monitor progress are discussed fully in chapter 8 of the Accessibility Strategy.

5.2.4 Monitoring

The Core Accessibility Indicators produced by DfT from a 'snapshot' in 2004 were recalculated by Nottinghamshire County Council in 2006. These incorporated new information available on infill timings of local bus services down to intermediate stop level. The indicators have provided the starting-point, or 'baseline' for monitoring improvements to accessibility in the plan area brought about by implementation of local accessibility action plans. The indicator 'Percentage of people of working age (16-74) within 30 minutes of a major work destination by public transport' has been chosen by the Accessibility Partnership as the mandatory indicator, which it will be most valuable to monitor and set a target for. Two local accessibility outcome indicators

and targets were also selected to measure progress against a wider range of objectives. Finally a number of output-related targets, which will contribute to improving access to the public transport network, have also been identified.

To ensure meaningful monitoring the targets are SMART (specific, measurable, achievable, realistic, and time-bound) and set on the basis of baseline data. They are also clearly linked to and consistent with Local Transport Plan targets, the prioritisation of Nottinghamshire County Council's revenue budget for supported bus services, easily measurable and, more importantly, relevant to the identified accessibility problems.

Ongoing and consistent monitoring will assist not only in assessing the impact of the action plans in terms of outputs and outcomes, but also with reviewing the needs audit over time, and consequent updating of the plan.

5.3 BUS STRATEGY

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 Table 5.1 below.

LTP objective	Contribution made by buses
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
Quality of life	Reducing levels of traffic will also reduce the environmental impact of noise
Congestion	By providing an attractive alternative to the private car, buses can encourage a reduction in cars on the road, and thereby reduce congestion
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
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
Neighbourhood renewal	Reducing traffic levels will improve environmental conditions in local neighbourhoods

Table 5.1 Bus strategy contribution towards meeting Local Transport Plan Objectives

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.

Objectives

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

	Objective	Comment
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 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 the tram and heavy rail
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 the disabled
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 • 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 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.</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 • 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

Table 5.2 Bus strategy objectives

Principles

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.

The County Council's proposals for the bus network are set out comprehensively in its statutory bus strategy. This has been revised and published in 2006 alongside the LTP.

Maintaining and extending network coverage and frequency

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 de-registered 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 will include recommendations on some aspects of local bus service provision.

The strategy will be 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.

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.

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
- 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.

Improving bus service quality

The County Council will continue to seek improvements to the quality of bus services along commercial routes wherever possible through voluntary bus quality partnerships (BQPs), working through the North Nottinghamshire Bus Quality Partnership Steering Group. It will make every effort to deliver agreed 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 the voluntary approach does not work, the County Council has statutory powers to use either statutory bus quality partnerships, or bus quality contracts to improve bus quality. Whilst these are by no means ruled out, the voluntary approach is to be preferred if it can achieve the objectives of the LTP and bus 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.

Where punctuality is a particular problem measures to improve punctuality will be pursued under Punctuality Improvement Partnership (PIP) Route Action Plans. 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 re-timetabling 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.

Specific proposals for improving bus service standards within North Nottinghamshire include:

- Work with commercial bus operators to improve specific routes through voluntary Bus Quality Partnerships (BQP's), co-ordinated through the North Nottinghamshire Bus Quality Partnership Steering Group
- Closely monitor the effectiveness of voluntary BQP arrangements in order to determine the conditions under which it may be appropriate to pursue statutory BQP's or bus quality contract
- 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 a 'Quality Bus Network' integrating schools, local bus services and community bus services. This will not be a statutory BQP or bus quality contract, 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.

Improving the quality of bus infrastructure

Improvements to vehicle standards and the extent of the bus network need to be complemented by investment in bus infrastructure. This includes the quality and environment of bus stations, interchanges and bus stops. As mentioned in the problems section, there is a need to tackle the backlog of investment in bus infrastructure with an investment programme which seeks to balance the needs of high quality commercial routes with those of the wider network. There is also a need to complement capital investment in new and improved infrastructure with revenue funding for ongoing maintenance.

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 100 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 five-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.

Ticketing and fares

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.

In relation to concessionary fares, as set out in Chapter 2, the Government has recently introduced a new enhanced standard which requires off-peak free concessionary travel to be available from April 2006. However, the County Council and its district partners have 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 operators' 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.

There is a strong commitment amongst the scheme partners to continue to provide concessionary travel benefits over and above the statutory minimum, although amendments will be required in order to allow it to comply with the new national free scheme, and these changes are currently being considered.

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) depending 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.

Information and marketing

The main emphasis for information provision in LTP2 will be to ensure that basic provision of printed information, particularly at bus stops, is comprehensive and of high quality. At the same time, 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.

In relation to marketing, the County Council has developed a marketing strategy '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 based on a similar style as the Big Wheel.

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.

Personal safety and security

Although the perception of a lack of personal safety far outstrips the statistical reality, the County Council intends within LTP2 to continue and enhance its programme of works to improve personal security.

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 anti-social 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 at 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.

5.4 TAXIS

The County Council recognises the role that taxis have in an integrated transport system. During the last five years the County Council has worked closely with taxi groups in rural partnership work and through the Mobility Management Action Area (MMAA) programme.

Through this work the Council has developed and supported a variety of initiatives. These schemes include a pilot taxi voucher service offering flexible transport in rural areas, and working in partnership with taxi groups and district licensing officers to install CCTV in Hackney carriages, which will improve safety and encourage taxis to serve the night time economy. The Council is also undertaking wider feasibility work, such as considering the benefits and limitations of allowing taxis to use bus lanes.

The Plan aims to build on these solid foundations of partnership during the next five years to further develop the role of taxis in the overall transport system.

5.5 LOCAL RAIL STRATEGY

Rail has a strong role to play in improving accessibility; elements of the emerging countywide rail strategy most relevant to relieving congestion are given in Chapter 8.

Rail Quality Partnerships

The County Council has worked closely with the former SRA, with Network Rail and with the Government Office for the East Midlands to establish the most useful role that the Council could play in promoting the use of rail within Nottinghamshire, and it has been established that the Council has an important role to play in promoting and developing existing stations and services in the county. This is fully in keeping with DfT Rail's strong emphasis on making best use of existing facilities and services. (DfT Rail is the organisation that has taken over the responsibilities of the Strategic Rail Authority.) Small scale improvements to stations can significantly improve the environment for passengers to improve accessibility and encourage greater use of existing services.

An assessment has been made of all stations from which in excess of 10,000 journeys were generated during 2003/04, followed by site visits to identify opportunities at each station site. A focus on the following measures is likely to offer the most benefits for accessibility:

- Measures for personal security, such as CCTV and improved lighting
- Improved information, including passenger information screens at stations

- Enhancing interchange with other modes, including bus, car, taxis, walking and cycling, for which best practice guidance exists
- Rail information at bus stations and stops, and bus information at rail stations, consistent with the County's 'Strategy for the Provision of Information on Local Bus Services' (2003)
- Good quality waiting facilities
- Promotion of integrated ticketing to ensure that rail services can be accessed easily and affordably through appropriate ticketing options.

Maximum value would be gained by developing partnerships with train operating companies (TOCs), which might allow larger scale infrastructure renewals and improvements, such as enhanced provision for the disabled at stations such as Newark Northgate and Retford, to be secured.

The Council has well established practice of involving local people and communities in the development of its rail policy and practice. Many of the minor improvements to rail facilities over the first LTP period arose from suggestions made from local groups or individuals e.g. provision of toilets at Worksop; shelters, cycle lockers, and CCTV at Newark Castle; car parking at Fiskerton; and taxi contacts at Kirkby-in-Ashfield. It is not possible to say in advance exactly what suggestions local people may make over the coming five year LTP period, but the Council is committed to continuing to respond to such suggestions and to taking them forward wherever reasonably possible.

The Council will also assist in publicising and promoting new facilities, particularly those provided using LTP funds. Alternative funding sources should also be investigated to bring added value to Rail Quality Partnerships. These might include the Regional Development Agency, Section 106 agreements and developer contributions, and heritage funding sources.

The rationale for the pattern of stops on local services is not always clear, and currently some relatively well-used stations, such as Collingham, have relatively few services, with many trains passing through non-stop even though they continue to stop at other very sparsely used stations. Consultation has shown this to be a major concern to local people. Under the Rail Quality Partnerships, the Council will seek to review the service pattern to local stations within the LTP area, and press for increased stops at the busiest stations.

Improving physical access for disabled people

The Council will continue to promote improvements to rail infrastructure to assist people with disabilities. In March 2005, the Government announced that £370 million has been earmarked for accessibility improvements on the national rail network. A new 'Access for All' fund for physical and customer service improvements will run until 2015. The following stations in North Nottinghamshire are proposed by the SRA/DfT Rail for improvements through this fund:

- Mansfield: public announcement system
- Worksop: customer information system
- Newark Castle: to become fully staffed, i.e. to have platform staff available throughout the period of timetabled train services.

As part of the development of a countywide rail strategy, North Nottinghamshire's stations will be assessed and prioritised for physical accessibility improvements. In addition, GNER has announced that lifts will be installed at Newark North Gate by 2008.

Community Rail Lines and Partnerships

The Robin Hood Line and Barnetby - Retford lines were proposed for formal designation as Community Rail lines by the SRA's Strategy for Community Railways consultation paper (2004). In discussions with the SRA, the County Council recommended that these two lines be excluded from the first tranche of designations due to their characteristics. This was accepted by the SRA and they were not actually designated.

However, it is recognised that the designation of Community Rail Lines is a pragmatic approach to securing the future sustainability of rural and local railways, which will increase community involvement in the running of designated lines, and lead to improved accessibility through awareness of local need, and eventually, enhanced patronage.

In mid-2005 the Grantham - Skegness line, part of the Nottingham - Skegness line which passes through the LTP area, was designated as one of the pilot Community Rail Lines. Nottinghamshire County Council will liaise with their Community Rail Officer to explore the possibility of mirroring certain aspects of the Community Rail approach in the Nottinghamshire stretches of the line.

In addition the Council has had some initial discussions with local people about the possibility of establishing a Community Rail Partnership (CRP) for the Nottingham - Newark - Lincoln line. A CRP does not involve formal designation as a Community Rail Line, but rather it is a partnership, driven by the local community. Experience of CRPs elsewhere has shown they can provide opportunities for local involvement in the promotion and development of the rail service, making the rail service more responsive to local needs and thereby leading to increased usage. It is inherent in a CRP that it should be driven by the local community not a local authority, but the County Council will explore how it can most appropriately support the local people who wish to take a CRP forward.

Robin Hood Line half-hourly and Sunday service

In 2002, an additional Robin Hood Line half hourly off-peak service was introduced on Mondays to Fridays, complementing the Saturday pattern. This followed a bid to the Rail Passenger Partnership fund operated by the SRA. These off-peak services have been well used, and the provision of this service has been confirmed through to the end of the existing Central Trains franchise in 2006. It is a high priority to secure the inclusion of the service within the minimum service specification for the new franchise.

Robin Hood Line services, including the Saturday and off-peak services, carry around a million passengers per annum, and average load factors are above the average for other east midlands local services. This shows the strong demand/need for the services, yet currently the last train leaves Nottingham at 21.05 and there is no Sunday service. Thus a further high priority for the County Council is to secure the introduction of a Sunday service and late evening services on the Robin Hood line. A final issue is the desirability of some through services from Mansfield to London, at least in the peak periods.

The Council will press for these enhancements to be included in the new East Midlands franchise, and will undertake evaluations of the business cases for these initiatives with the future train operator for the service.

Rail access to Robin Hood Airport Doncaster Sheffield (RHADS)

RHADS at Finningley in South Yorkshire opened in April 2005. A limited passenger service operates on the adjacent Doncaster to Gainsborough line and the developer is proposing to build a rail station on the line to serve the airport. This would initially be an 'on-line' two-platform design, located on the existing Doncaster - Lincoln line, connected to the terminal by a shuttle bus.

The South Yorkshire Draft Rail Strategy (November 2004) identifies the development of a rail spur into the site, which would deliver rail access directly into the airport terminal, as a medium to long-term priority. Improved links to the airport will be important to provide access to employment opportunities for residents in the north of the county and the Council will therefore continue to support the rail to complement improved bus services from the north of the county to the airport. A further medium-term action is for the developer to consider the implications of a possible Parkway station on the East Coast Main Line.

Any service from Worksop via Gainsborough to Robin Hood Airport at Finningley and Doncaster would, at the present slow line speeds, have very unattractive journey times, which would also have a detrimental effect on the viability of such services. However, in consultation with them,

the local business community has articulated a demand for such a service. When the track is renewed - which is likely to be after this LTP period - there will be an opportunity for Network Rail to increase line-speeds, and the Council will press for this to happen as soon as it can be cost-effectively done, so as to facilitate a future service.

5.6 VULNERABLE ROAD USER STRATEGY

Almost everyone is a pedestrian at some time and therefore walking is the most accessible mode of transport available to residents of the county. It provides health benefits and avoids many of the drawbacks of motorised forms of transport, such as congestion and pollution.

Surveys in Nottinghamshire have shown that there are relatively high levels of cycle ownership throughout the county, including over a third of adults in North Nottinghamshire. There is therefore a realistic opportunity to increase the number of commuter and leisure journeys that are made by cycle. The Council's previous strategy (as described in the first LTP) has been developed since to be more consistent with the now disbanded ERCDT's 'bell ratings' format. This strategy is thus loosely based on the key measurements of that system.

Motorcycles or powered two wheelers have an important part to play in contributing to a number of the LTP priorities. They can provide added accessibility for trips beyond the range of walking or cycling and a cheaper and more efficient option to the car. With their efficient use of road space, powered two wheelers (PTW) can make a positive contribution towards tackling congestion. The generally low fuel consumption rates of typical commuter-type PTW can also bring air quality improvements.

The role PTWs can play in improving transport choice is therefore recognised and consequently the PTW strategy reflects this. In addition to this, a motorcycle forum is held quarterly at different locations around the county to gather views from motorcyclists to help form strategies on how to make motorcycling safer and more convenient.

For the purposes of this document and due to the common issues faced for many of these groups, an overarching vulnerable road user strategy has been developed covering the needs of pedestrians, cyclists, horse riders and motorcyclists. By its nature this to a certain extent also covers the specific needs of the elderly / disabled but more specific issues for the mobility impaired are detailed in section 7.4 under quality of life.

This strategy aims to help the County Council meet corporate and transport objectives, particularly those relating to:

- Enhancing accessibility to services through improved pedestrian conditions
- Enhancing accessibility to services through improved cycling conditions
- Promoting sustainability through reducing the reliance on the private car
- Contributing towards a healthier population through encouragement of walking / cycling / horse riding as regular exercise and/or a leisure pursuit
- Improving road safety and the positive effects this has on accessibility, social inclusion and safer communities
- Promoting interchange with other modes of transport for longer journeys where feasible
- Reduce levels of cycle/motorcycle theft by installing more cycle parking and education of security measures through publicity and promotional events.

Walking, cycling and powered two wheelers can provide affordable access to health, education, employment, food and essential services, and leisure. When investigating new routes these needs will always be considered and will be afforded greater priority.

5.6.1 Policy interventions

Nottinghamshire County Council has a number of policies in place to ensure the needs of vulnerable road users are met. These include:

- The non-motorised road user audit system - a checklist of key factors to ensure vulnerable road users' needs are met in highway projects is contained in the recently developed non-motorised road user audit system
- The Highway Network Management Plan (HNMP) - the HNMP details the Authority's policies and guidelines and all types of highway provisions. As well as the non-motorised road user audit information, policies on cleansing, gritting and inspections may have an impact on pedestrian / cycle / horse rider facilities
- The County Council's standard design details - standard designs for vulnerable road user facilities are contained in this document. They are reviewed as new standards develop in order to ensure the best possible provision for each different type of road user.

The Highways Asset Management System highlights cycle facilities in the county and what standard or condition these are currently in. Maintenance regimes are set in accordance with the Council's Highway Network Management Plan. This will be updated as necessary in relation to footways, crossing facilities, cycle tracks and other cycle provisions.

The County Council is also currently investigating the feasibility of implementation of decriminalised parking enforcement throughout the county, which should lead to better cycling conditions, for example through improved enforcement of bus lanes and cycle lanes etc.

National policy and guidance such as DfT's Inclusive Mobility and Guidance on the use of tactile paving documents plus the 'Cycling and Walking Action Plan' and associated 'Walking and Cycling Success Stories' booklet all impact upon local standards and provision for footways and mobility.

The Council's Cycling Design Guide was released in 2004 and has become the first source for information on designing cycling facilities for Council staff and external partners such as consultants, developers and district council officers. It is intended to be used in conjunction with documents such as CTC – Cycle-friendly Infrastructure: Guidelines for Planning and Design, London Cycle Network – Design Manual and IHT – Guidelines for Cycle Audit and Cycle Review. In a recent survey conducted on users of the guide, 100% of respondents felt that it was a helpful tool for designing for cycling schemes and over 70% thought that using the document had improved their awareness of designing for cyclists in comparison to before using the guide. It is proposed that the document will receive future updates, based upon feedback from the questionnaire and as national guidance changes on cycling.

It is also intended that the Authority will produce a pedestrian standards guide document in the medium term. This will contain best practice developed by the Authority, its partners and knowledge gained from examples elsewhere in the country.

5.6.2 Impediments to walking/cycling/horse riding/motorcycling

Consultation and studies have identified the following reasons cited for people not walking / cycling / horse riding more often:

- Risk (actual and perceived) of injury through traffic volumes and speeds
- Severance of direct and attractive routes
- Personal safety and fear of crime
- Poor route condition (maintenance)
- Poor image of walking / cycling
- Weather
- Length of journey – requires interaction with public transport over longer commuting journeys
- Air and noise pollution.

5.6.3 Programme of improvements

The Authority makes reference to the examples of good cycling delivery set out in the DfT's Walking and Cycling Action Plan and Walking and Cycling Success Stories in order to influence its own infrastructure improvements. Nottinghamshire County Council has been involved with the Cyclists' Touring Club led benchmarking project, both at a national and regional level. This demonstrates a willingness to observe and in turn recreate best practice examples from elsewhere. Examples of this include the introduction of more advanced cycle stop lines (ASLs) and an increased emphasis on providing on-carriageway facilities in suitable locations. Involvement with the group has also led to new ideas for promoting and marketing cycling in Nottinghamshire.

Pedestrian infrastructure facilities will continue to be considered as part of town and district centre improvements as well as Local Accessibility Transport Studies whenever possible, to help improve accessibility and economic vitality and viability.

The strategic approach used by the Authority aims to counteract the potency of the subsequent barriers wherever possible. These are detailed below.

Quality of footway provision

An attractive public realm will assist in encouraging more people to interact with urban centres on foot. It is important that generous footway widths are provided, particularly in busy pedestrian locations such as shopping precincts. The materials used must be of a sufficient quality to prevent early decay, which in turn could cause hazards for those on foot and increase the future maintenance burden. Hazards such as street furniture are located sensitively to ensure ease of passage for pedestrians and wheelchair and pushchair users.

Encourage greater provision of on-carriageway facilities in urban areas

DfT's Local Transport Note 2/04 'Adjacent and Shared Use Facilities for Pedestrians and Cyclists' advises that when considering new cycling facilities "the evaluation should be exhaustive to ensure that all possible on-carriageway solutions have been thoroughly considered" before off road provisions are contemplated.

This statement has been embraced in Nottinghamshire through the Cycling Design Guide. Therefore carriageway reallocation to form cycle lanes is customarily investigated, as best practice developed by other authorities and consultation with experienced cyclists generally show that this type of facility is normally preferred, as it enables cyclists to avoid losing priority at side road junctions. In some instances off-carriageway designs will be more appropriate, particularly where there is likely to be a high demand for inexperienced or more vulnerable cyclists to use the cycle resource. In more rural areas, off-road tracks are also likely to be attractive and provide marketable leisure routes. Thus full consideration is given to both types of facility on a site specific basis, along with a range of other measures, in order to encourage less confident cyclists as well as enhancing provision for regular, experienced users across the county.

Link improvements to the National Cycle Network

In order to expand the network in the county, the Authority will investigate developing new high quality routes to link the urban fringe to the countryside and leisure routes. This will help to promote more rural leisure rides and may assist with encouraging more long distance rides to work and leisure from satellite communities to towns.

Crossing provision

In order to ensure safe, convenient journeys on foot, the Authority provides pedestrian crossings. In densely used locations controlled facilities will be used if feasible, however, it is equally important that dropped kerbs and associated tactile paving is considered at other sites to assist with wheelchair and pushchair users. New crossing points are provided with a safe approach gradient and with a minimal dropped kerb height to ensure comfort and safety.

Following site investigations, the Council is also carrying out pedestrian upgrades to existing signal controlled junctions on a priority basis. These will introduce additional 'green man' provision at selected sites where it only partially exists at present. The time waiting for pedestrians to cross at formalised points is also kept to a minimum and, particularly in town and district centres, staggered crossings are avoided wherever capacity allows.

Enhanced priority measures for cyclists will be considered where appropriate at new and existing light signal controlled junctions. In densely used locations with signal crossing facilities, controlled facilities such as toucan crossings will be used if feasible, and in accordance with national and local design guides.

In line with lessons learned from best practice elsewhere in the country, ASLs will be considered for installation at new light signal controlled junctions or when carriageway resurfacing takes place at signal junctions. A series of ASLs have been installed at all suitable existing junctions in one borough of the county over the last two years and the Authority will continue to review sites over the plan area with a view to upgrading more current signal locations to feature this tool to assist cycling.

The County Council recognises the importance of pegasus crossings at key locations for horse riding. There are a number currently in existence across the county and there are already programmed for delivery a number of new ones during this Plan period.

Evaluate pedestrianised areas

Where appropriate, cyclists will be allowed an exemption to use these areas, unless there are overriding safety factors to do otherwise, to ensure that cycling is encouraged due to its environmental and health advantages over other forms of transport.

Roundabouts

Continental style roundabouts will be considered to assist cyclists where they will offer a significant casualty reduction benefit.

Reallocation of road space

Reallocation of road space will continue to be considered when appropriate to help increase cycling and walking levels, improve the vitality and viability of town and district centres and improve the safety of vulnerable road users. This could be in the form of major schemes such as pedestrianisation, home zones, or access restrictions for general vehicular traffic as well as cycle lanes, widening footways or the provision of build-outs at crossing points.

Rural facilities and leisure / recreational walking

Nottinghamshire has an extensive network of Public Rights of Way (PROW), comprising nearly 3,000 km of footpaths, bridleways and byways, and wider countryside access including Open Access, country parks and permissive routes. The opportunities for outdoor recreation and wider utility access are numerous; for example, through walking, horse riding and cycling. By the very nature of PROWs, the majority of this access is in an attractive traffic free environment, providing a welcome relief from the metalled highway network. The routes in this county are geographically spread and vary in type, status and surface. Therefore provision is provided in both rural and urban settings and importantly they also link these two environments together; different classes of PROW are available for different classes of user, with all routes available to

pedestrians; and the surface can also dictate the type of use; 'everyday' cyclists prefer a hard, wide surfaced path but horse riders and mountain bikers prefer a soft and more challenging natural surface.

The PROW network offers excellent opportunities and complements the wider transport network. Many paths, both urban and rural provide a community link in the transport network to access essential services and facilities, public transport and recreation; they provide a viable and valuable alternative to motorised transport and are a particular asset in encouraging social inclusion and healthy activity.

Access development together with network enhancement, as highlighted within the Rights of Way Improvement Plan (ROWIP), will be a priority to make the PROW network more useable and accessible to a wider section of the community in the 21st century. It is essential that the Authority works closer and more efficiently with all partners and stakeholders to achieve a safe and attractive network for all vulnerable road users. The Council is keen to link more PROWs safely into the wider highway network. For example, historically the road network has developed around the PROW network to a situation where some paths are unavailable due to the safety risks of accessing and exiting a particular path on a highway. This needs to be addressed strategically through future planning and a closer working relationship with our partners.

From the initial analysis of ROWIP surveys there is strong public support and commitment for making the PROW network more accessible and integrated. Continuity and improved funding for maintenance is essential in contributing towards providing good quality routes encouraging more people to walk, cycle and ride.

The continued promotion of Rights of Way to raise awareness, user rights, access opportunities and to encourage responsible use will remain a high priority.

Integration with public transport

The integration of walking and cycling with passenger transport will be considered whenever feasible to help increase passenger transport patronage as part of longer distance journeys. Improved access by foot and cycle will be considered at existing passenger transport interchanges (such as bus and rail stations) as well as part of the design for any new or improved interchanges.

Pedestrian access will also be considered when deciding the locations of bus stops or other passenger transport waiting areas. Safety and comfort of pedestrians whilst waiting at bus stops will also be considered through the provision of, for example, open, well lit bus shelters.

Maintenance of routes

The maintenance of routes to ensure that they continue to be usable is as important as providing new routes. Accordingly the County Council will continue to review its policies and strategies to ensure that effective repair, salting, cleansing / removal of litter, cutting back of vegetation etc. is undertaken to ensure that routes remain accessible and attractive. These policies are detailed within the Highway Network Management Plan.

Aspirational cycling map

Through cycle working group meetings and other consultation exercises, officers receive requests for new cycling facilities throughout the county. Cycling 'masterplans' were produced in 2003 in conjunction with cycling groups, and similar exercises are carried out regularly at cycling meetings in the North Nottinghamshire districts. As a result of this, a long-term aspirational map is currently being developed for the next five years and beyond to link realistic suggested schemes effectively to the existing network. Feasibility studies will investigate whether potential routes are coherent, direct, attractive, safe and comfortable for cyclists.

Review of parking

The level of cycle parking at all town centres and passenger transport interchanges will be investigated and reviewed as part of an overall integrated parking strategy. New or updated facilities will be provided on an area wide priority basis, along with adequate directional signing to these resources. A balance of short-term, visible parking and longer-term secure parking (i.e. lockers) will be provided depending upon the type of journeys likely to the particular destination. Cycle parking and storage facilities are also often a key feature of both workplace travel plans and school travel plans. Provision is also encouraged at other key attractors such as leisure facility sites.

Adequate powered two wheeler (PTW) parking provision will be considered as part of the County Council's parking strategy as well as within any integrated parking facilities that are provided. The provision will be considered further within Decriminalised Parking Enforcement and Transport Asset Management Planning. Where appropriate, and when layout allows, motorcycle parking provision is considered as part of town centre improvement schemes, such as in Newark town centre where specific motorcycle parking is being provided. Local planning authorities are also encouraged to consider the needs of PTWs in land-use planning (for example, appropriate parking provision at new developments).

5.6.4 Safety

Safety plays a key role in encouraging vulnerable road users as improved safety, both in terms of real and perceived dangers, helps to encourage more people to walk / cycle / ride horses. This in turn improves community safety and inclusion through reduced general fear of crime due to greater numbers of people on the streets.

Street lighting and personal safety

Fear of crime is a recognised barrier to walking / cycling. The County Council will endeavour to make monies available through funding arrangements such as fear of crime budget, developer contributions as well as enhancements and maintenance budgets for street lighting improvements that will make people more likely to use footways. Encouraging new or improved pedestrian / cycle routes along canal towpaths or disused railways should be highly visible and integrated with other activities, in order to maximise safety and security.

Road safety

Improved road safety will continue to play a major role in encouraging vulnerable road users. This will be achieved through targeted education and publicity, enforcement and engineering measures. Road safety schemes such as 20mph zones, home zones, school zones and traffic calming will help remove barriers caused by road traffic, helping remove social exclusion and producing a safer vulnerable road user environment.

To reduce barriers and increase accessibility, suitable pedestrian / cycle / horse crossing facilities will be provided as necessary.

Safer routes to school are vital to encourage more children to walk / cycle to school in a safe environment and will continue to be provided to address road casualties and on well used routes to school. Whenever possible such schemes will also be developed to provide enhanced benefits to all pedestrians / cyclists in the wider community.

Training

Adult cycle and child pedestrian and cycle training is considered within Nottinghamshire County Council's Cross-Service Road Safety Improvement Plan 2003-2010.

A programme of pedestrian training will be delivered to school age pupils throughout the county free of charge through schools and other organisations where children gather.

Cycle training is currently offered free of charge to all children aged eight and over throughout the county and is made up of:

- A foundation course carried out off-road aiming to develop cycling skills and control amongst younger children aged eight and nine years old
- An intermediate course carried out on-road with children aged 10 and over aiming to teach trainees how to carry out cycle manoeuvres and to develop their road user skills.

Child cycle training is available through schools and at other venues such as leisure centres, thereby making it more accessible.

Adult cycle training has been made available through the pilot 'RideWise' partnership scheme. RideWise has now developed into a Social Enterprise supported by a number of partners including the Local Authority and Primary Care Trusts (PCTs). RideWise is committed to providing practical solutions that make cycling an enjoyable and safe form of everyday transport. RideWise has a team of professionally trained trainers that aim to impart skills, knowledge and assistance with everything from the bike to route planning, but most of all to mature confidence and the observational skills to make cycling enjoyable. Cycle training is provided to individuals, families or organisations as part of their travel plan.

5.6.5 Health

Walking is possibly the simplest form of exercise and is readily available to the majority of the population. With current fears of obesity and a lack of exercise being taken by adults and children, awareness of health themes are a good way of encouraging people to walk more. The County Council will therefore continue to work in partnership with organisations to encourage regular walking for exercise, such as the Rushcliffe PCT Exercise Partnership to which General Practitioners refer people with heart problems to take light walks.

Cycling is also recognised as a good form of exercise and, given the high cycle ownership in the county, is available to a significant proportion of the population. Cycle education and training of adults, through marketing and health referrals, alongside the more established child cycle training courses will take place. The County Council will continue to work in partnership with organisations such as PCTs to encourage regular cycling for exercise.

5.6.6 Promotion/marketing and education

Previously authorities have spent significant amounts on infrastructure, and validly. But the maximum impacts achievable from these improvements have not been delivered as the implicit value and potential of these schemes has not been sold to the general public. The 'soft measures' highlighted here, and again in 'Smarter Choices' Chapter 8, should help lock in and maximise the benefits of these infrastructure improvements through 'not expensive' promotion, marketing and education techniques.

Consultation

The Authority will continue to consult interested parties on proposals for vulnerable road users. Examples of such consultation include public exhibitions held to promote Mobility Management Action Areas (now referred to as Local Accessibility Transport Studies), leaflets, website notices and Transport Consultative Groups.

Partnerships

Partnerships can be a useful means of promoting walking / cycling / horse riding / powered two wheelers as a means of travel to different groups. Joint ventures with district and borough Councils, PCTs and local interest groups will continue to be undertaken to help provide new ideas for provision in particular areas, and including health issues.

Walking Leaflets

The Authority will continue to produce various walking publications to promote it as a leisure-based activity. Information will also be replicated on the corporate website to help access to the information.

Cycle maps / leaflets

The Council provides various free maps and leaflets regarding cycling and these are popular sources of information for members of the public. It is important to ensure the accuracy and detail of information is enhanced in the future and work will take place to this effect as resources allow. The possibility of providing more detailed mapping and geographical information, available through the corporate website, will also be considered. Strategy has also been devised to ensure that newly incorporated cycling routes will be more effectively marketed. This may take the form of a leaflet / map and/or press release. It will have the benefit of being able to direct people onto new routes from the start, rather than waiting for people to discover facilities gradually, which in turn provides better value for the investment in the infrastructure provided.

Events

The Council holds stall promotion days at market places and work in conjunction with relevant cycle events in order to increase the profile of cycling amongst both Council staff and the general public. Events such as the free guided rural rides programme and the Great Notts bike ride have been successful ways of encouraging new cyclists.

Travel plans

Travel plans aim to change traditional attitudes to travel, reduce the need to travel by car and encourage more trips on foot and other more sustainable means of transport. The County Council undertakes extensive work in promoting and supporting commuter travel plans and school travel plans, including a range of associated education / publicity and engineering measures to facilitate them such as road safety training, passenger transport information, safer routes to school schemes and cycle / dry storage facilities.

Nottinghamshire County Council was the first local authority in the country to have its own travel plan. Launched in 1996, STEPS, has helped to persuade staff away from their reliance upon the private car. In 2004, the staff travel survey showed that nearly 8% of journeys to work are carried out by bicycle. This figure significantly increased in certain locations; which is likely to have been influenced by measures such as the cycle parking and changing facilities at County Council buildings. The 2004 survey also identified that nearly 12% of staff walked to work whilst 0.2% travelled by motorcycle. The Council also has a staff Bike User Group and a personal journey planning facility through the Staff Travel Co-ordinator. The Co-ordinator promotes an annual programme of events to support and encourage cyclists, walkers, public transport users and motorcyclists.

5.6.7 Developer contributions

Funds from Section 106 agreements will be negotiated in order to provide good links to and around new developments. The reliance upon the motor car will be minimised wherever possible and as part of this it is important that pedestrian / cycle provision is direct, safe and high quality. The County Council also looks to maximise funding from all other available sources to provide facilities for vulnerable road users. These include Sustrans, emda, SSP and our own Building Better Communities monies as detailed further in Chapter 12.

5.6.8 Monitoring

In the English Regions Cycling Development Team's last assessment of Nottinghamshire in 2004, monitoring was an area that was suggested as requiring improvement. In order to address this the following measures are now in place:

Automatic, manual and cordon counts plus surveying of users are carried out to see if the Authority's investment is encouraging modal shift to cycling. Annual cycle cordon counts are carried out at the county's four main towns. In addition there is a five year (2005-2010) programme to carry out monthly manual counts at 34 designated sites throughout the county. These will take place in April to September, except for seven locations where the monitoring will take place on monthly basis throughout the year. Before and after surveys often take place in relation to new transport schemes and it is suggested that formalising this for all new proposed cycle related projects would be of great benefit in comparing the cycle related benefits to the cost of a scheme.

Monitoring other vulnerable road user movements are more problematic. These tend to be assessed through general surveys (diary / household). No targets have thus been set for these areas but they are monitored for general background trends and particularly through surveys at schools and workplaces.

5.7 OTHER RELATED ELEMENTS

5.7.1 Rights of way

As detailed elsewhere within this chapter, accessibility plays a major role in improving a person's quality of life. Good access to the countryside is fundamental for wider quality of life issues. Not only will better connectivity between the town and countryside reduce the problems of rural isolation, but it will encourage a healthier lifestyle for urban residents. The natural environment and country parks, with opportunities for sports, recreation and exercise can contribute to health and well-being, tourism and the local economy as well as quality of life. An improved rights of way network basically means people are more able to access jobs, education, leisure, essential services, health and thus enjoy a better quality of life. To this end the County Council is currently developing its Rights of Way Improvement Plan. These are detailed more fully in section 7.6.3.

5.7.2 Smarter Choices

As well as reducing congestion, the Smarter Choices agenda aims to give people real travel choices. Its programmes include:

- School, workplace and individual travel planning
- Improving public transport information and marketing
- Setting up web sites for car share schemes and supporting car clubs
- Encouraging teleworking and teleconferencing.

All of these measures can be seen as positively affecting accessibility to jobs and essential services, and should be tailored to deliver Smarter Choices-related initiatives at appropriate times within local accessibility action plans.

The use of smaller engine PTWs is encouraged through travel plans and funding for secure PTW parking and equipment storage will be considered as part of workplace travel plans where appropriate. To ensure that those who choose to ride PTWs do so safely, road safety advice and advanced / further training information is also provided through travel plans.

Wheels to work

The Nottinghamshire Wheels to Work scheme provides an innovative solution to transport barriers. This moped leasing scheme is aimed at helping young people and the long-term unemployed in rural areas, where lack of transport can be a particularly major barrier. The scheme helps clients access training, employment and/or educational opportunities, where a lack of suitable public or private transport would have previously excluded them. It has been operating successfully in Nottinghamshire since its launch in March 2002 and has helped over

140 clients during this time. The County Council will continue to encourage PTW solutions, as an alternative to the car, to improve accessibility (such as the Wheels to Work scheme) where appropriate.

Workplace travel plans

Working with businesses and organisations to deliver effective travel plans, particularly those establishing new work sites, will be a critical way of promoting better access to employment – with knock-on benefits for the participating organisation in improving staff recruitment and retention.

Personalised travel planning

The Smarter Choices Strategy also proposes to support accessibility planning-prioritised geographical areas through pilot Travelsmart schemes in Nottinghamshire (subject to a value for money check), advertising new and amended public transport alternatives and travel choices through personalised travel planning.

School Travel Plans

The school travel plan process has a critical role to play in helping to identify and prioritise off-site road safety engineering improvements which would improve the walking and cycling journeys between home and the school gate. Road safety education and awareness activities are offered to all schools undertaking a travel plan to ensure that children are equipped with the skills they need to make cycling, walking and bus journeys. The identification and subsequent promotion of walking and cycling routes, as well as bus services (changing the routes of bus services to meet pupils' needs where necessary) are also major features of travel plans.

Further details on each of the above are detailed within Chapter 8, Congestion.

5.7.3 Local Accessibility Transport Studies

The County Council's Local Accessibility Transport Studies (LATS) can help to improve accessibility to local jobs, goods and services in district centres and rural market towns by identifying local need through thorough consultation with stakeholders and the public. Targeted improvements include footway improvements, cycle lanes and parking facilities, additional pedestrian crossings to reduce the severance impacts of major radial routes into district centres, bus route improvements (including the upgrading of bus stops and provision of timetable information) and interchange improvements or provision in the centres themselves.

Further details on LATS can be found in section 2.5.5, Consultation.

5.8 INDICATORS AND TARGETS

The phases of the recommended five-stage accessibility planning process places agreement of a robust performance monitoring programme after strategic and local needs assessment, option appraisal, and agreement of jointly-owned action plans. Nottinghamshire County Council is keen to adopt this method in order to engage its partners in every stage of the process.

Not only must targets be SMART (specific, measurable, achievable, realistic, and time-bound) and set on the basis of baseline data, but also be clearly linked to and consistent with Local Transport Plan targets, easily measurable and, more importantly, relevant to the identified accessibility problems. In order to be realistic, and secure commitment and buy-in to the action plans from the partners, who will want the indicators and targets to reflect their own objectives, it is imperative that the indicators and targets are agreed by the stakeholder organisations.

Targets must also take into account the prioritisation of Nottinghamshire County Council's revenue budget for supported bus services, using the recently-developed Performance Management Framework tool. Proposed new or revised bus services with a revenue funding implication will need to be prioritised against calls from other areas and existing network commitments.

It is anticipated that the locally-set indicators and targets will include both quantitative and qualitative measures, and outputs and resulting outcomes. As discussed below, ongoing and consistent monitoring will assist not only in assessing the impact of the action plans in terms of outputs and outcomes, but also with reviewing the needs audit over time, and consequent updating of the plan.

Committed targets

In addition to the mandatory and local targets discussed in Chapter 13, the Authority is keeping track of a number of other accessibility issues, as detailed below. Thus the County Council intends to:

- Undertake a full audit of the County's 4585 bus stops and take ownership of the whole stock
- Prepare an infrastructure investment programme with clear outputs and outcomes
- Replace 100 bus shelters by 2011
- Provide new poles, flagpoles and timetable cases at all 4,585 bus stops by 2011
- Continue to invest in bus stop infrastructure to increase the proportion of bus stops with raised kerbs (currently 53.7%)
- To increase the percentage of the population satisfied with public transport information (BVP103) from 52% current to 60% by 2011
- Continue the program of installing CCTV on school and local bus services
- Undertake a vehicle audit to assess the PSV fleet in terms of DDA compliance and work with operators to increase the availability of DDA-compliant vehicles
- Work with bus operators in a Bus Punctuality Partnership to improve running time, waiting time and the speed of the bus
- Introduce a pilot 'Quality Bus Network' integrating schools, local bus services and community bus services.