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## Executive Summary

The Integrated Passenger Transport Strategy (IPTS) has been developed to complement Nottinghamshire's wider transport strategy, the Local Transport Plan (LTP), in the delivery of local and national objectives. The IPTS therefore sets out how the County Council, working with operators, aim to make passenger transport (air, bus, coach, rail, taxi and tram) improvements that will deliver the LTP's goals and objectives; particularly those relating to improving access to jobs and reducing the impacts of congestion on the economy.

The IPTS sets out Nottinghamshire's passenger transport ambitions, which are to provide a network and services that:

- has **good network coverage**, operating periods, service frequency and fully accessible vehicles and waiting facilities
- is **affordable** so that costs are competitive with the use of the private car and don't stop people from using the available services; with good use of ticketing options, concessionary fares, smartcard technology and integrated ticketing
- is **understood by everyone and easy to use** so that people know about services and how to use them by providing clear information in a variety of media; and in partnership with operators, through effective marketing of passenger transport
- is **high quality** that are reliable, punctual, don't take too long and require minimum changes; as well as high quality infrastructure that is fully accessible, modern, clean (both in appearance and emissions), quiet, safe and informative; and high quality customer service provision by drivers and other staff.

Consultations have helped identify seven key objectives that it is considered are essential to delivering the passenger transport ambitions:

1. Maximise efficiency of the networks to improve accessibility and choice
2. Ensure quality of services within available funding
3. Provision of quality infrastructure and interchange facilities within available budgets
4. Reduce the relative cost by improving the ticketing options available and developing integrated ticketing and smartcard technology
5. Provision of quality information and marketing
6. Ensure personal security on routes to waiting facilities, at waiting facilities and on-board services
7. Working in partnership with operators and other stakeholders.

A passenger transport hierarchy has been developed to help determine the services that will be required to deliver the strategic transport

ambitions and objectives; and to help prioritise resources:

1. **Strategic services** linking both the different economic centres within the county to each other; as well as linking the county's economic centres to longer distance out of county key economic centres
2. **Local urban services** linking the local urban areas to the county's economic centres (both town centres and business parks)
3. **Link services** which enable people to access the strategic and local urban services particularly for journeys to/from work
4. **Special services** which help people access specific locations (e.g. school buses, works buses, hospital buses, leisure and tourism services, etc.)
5. **Community services** which act as a 'safety net' within specific areas (e.g. community and voluntary transport schemes)
6. **Demand responsive services** e.g. bus, taxi and private hire services that can be called upon as and when required by individuals.

The County Council has a good history of working with passenger transport partners to deliver service and infrastructure improvements that have resulted in patronage increases; and the Council is looking to continue this work.

The Strategy also recognises the impacts that the proposed Combined Authority and devolution of powers from Central Government may have on the Strategy and its delivery.

## Supporting documents

The IPTS will be supported by a number of operational documents (e.g. the Strategic Passenger Transport Framework used to assess supported services; the Mobility Strategy for Nottinghamshire covering community transport provision) which provide more detail on how elements of the Strategy will be implemented.

## Future considerations

The IPTS may need to be reviewed to reflect a change in local governance of bus services (e.g. if a quality contract was to be introduced), in the light of current proposals on Combined Authority and devolution of powers from central government should these proceed and impact on any of the strategic aims or delivery of the IPTS.

## Good local, regional and national passenger transport networks

The Council will work with partners, particularly service operators, to make enhancements to the existing passenger transport networks where possible. This will be a mixture of facilitating dialogue, lobbying for service improvements with political and stakeholder representatives, establishing commercial benefits of new service provision, and prioritising non-commercial

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supported services. The County Council's role in helping to ensure that services are available to everyone will be to work in partnership with operators and other stakeholders to:

- identify business' and public's passenger transport requirements through undertaking research to understand who the existing and potential customers are and what these customers need
- maintain and enhance passenger transport surface access to international passenger transport networks through:
  - working with airports to identify, develop and lobby for passenger and freight routes for business purposes to provide high quality global connections to support existing and open up new business opportunities
  - continuing to work with airports (and partners) to develop their surface access strategies to ensure that passenger transport services and infrastructure are developed appropriately to meet planned growth
  - strengthening links to other airports along existing transport networks, particularly improved journey times and service frequency to Birmingham and Manchester airports by road and rail
  - lobbying for service improvements with political and stakeholder representatives
  - working with airports and other partners (such as business organisations) to develop a comprehensive Airport Strategy
- ensure good connectivity by passenger transport to national and regional networks through:
  - working with operators and stakeholders to identify and prioritise national and regional route improvements that will enhance business and employment opportunities
  - considering the needs of coach operators in passenger transport interchange improvements
  - inputting into the rail franchise renewal as well as the Network Rail plans to help influence enhancements to services, infrastructure and fare aspirations
  - continuing to be involved in the development of HS2 in order to secure some of the HS2 economic benefits for Nottinghamshire
- review and enhance existing passenger transport services to link people to the county's economic centres (both town centres and business parks) as well as other services through:
  - undertaking area-wide service reviews that consider users' needs alongside a range of passenger transport services
  - effective development control and securing mitigation where necessary

- effective integration of different forms of passenger transport, as well as between different transport modes
- ensure effective, efficient and economical passenger transport services are provided through:
  - continuing to work with the relevant bodies and partners to try to influence investment decisions to deliver improvements at a local, regional and national level
  - developing a prioritised programme of improvements to address identified weaknesses in passenger transport networks
  - working with operators to synchronise services and timings at interchanges.

### **Affordable passenger transport**

The Council will work with partners to deliver ticketing improvements by working with operators to provide ticketing arrangements that put the customer first, supporting and encouraging modal shift and more sustainable travel patterns. This will include making ticketing options more flexible and therefore passenger transport more attractive by providing customers with a choice of ticketing media (e.g. paper, smartcards, mobile phones etc.); a range of payment mechanisms; a ticketing structure that is easy to understand; and at a price that is perceived as reasonable. The County Council's role in improving affordability and ticketing will be to work in partnership with operators and other stakeholders to:

- help keep down the relative costs of using passenger transport through:
  - maximising the availability and take up of concessionary fare schemes
  - working with operators to influence the cost, value for money and range of tickets available, including smartcard technology
  - working with operators to maximise the availability and usage of cheaper tickets
  - considering the cost of fares as part of tendered or supported services
  - working with district councils and train operating companies to try and affect the level and cost of car parking provision
  - marketing and promotion to address the misconceptions about costs of passenger transport compared to private car use
- deliver the national concessionary fare scheme through providing an appropriate, easy, effective and efficient method to promote and provide concessionary passes. This includes the periodical review of its existing mechanisms for provision to ensure that they meet customers' needs and consider additional benefits
- assist in the further development of smartcard ticketing through:

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- ensuring that all new rail franchises include smart ticketing arrangements and considering the specification of smart ticketing requirements for tendered contract services
- leading the development of local integrated ticketing products such as pre-pay and e-money
- continuing to work with the larger operators on the development of their schemes and facilitating the development of local integrated ticketing products
- working with smaller operators to help enable them to implement smartcard ticketing
- monitoring the latest ticketing innovations and trialling new schemes where they will potentially offer more convenient ticketing solutions
- assist in the introduction of seamless integrated ticketing within the county but also across administrative boundaries with neighbouring authorities through:
  - continuing to work with operators and stakeholders to further develop and enhance existing integrated ticketing schemes and to help ensure that they are inter-operable with local rail and bus services
  - working with service providers and neighbouring authorities to implement integrated ticketing schemes that are inter-operable between neighbouring authorities, different operators and different modes
  - investigation of the potential wider integration of passenger transport smartcards with other transport services, as well as other Council services
- make it easier for people to buy tickets through:
  - ensuring that ticketing structures are as simple as possible and are marketed effectively
  - making purchasing tickets more convenient and maximising the amount of pre-boarding tickets (e.g. via the internet, retail outlets and self-service ticket machines) so that the number of on-board purchases have the minimum impact on journey times and reliability
  - working with businesses, developers and other organisations to facilitate the discounted bulk purchase of tickets to pass on to employees and residents.

### **Passenger transport that is understood by everyone and easy to use**

The County Council will continue to review its mechanisms for public transport information provision to ensure its effectiveness in delivering

the LTP objectives; and in the light of new opportunities and/or technology. The County Council's role in helping make passenger transport easy to understand and use will be to work in partnership with operators to:

- promote and market passenger transport services through targeted campaigns
- enable people to use passenger transport through education (such as independent travel training and travel planning advice) and infrastructure provision
- advise people on how to make journeys and the range of tickets and fares available on such journeys through providing seamless on-line/electronic journey planning, at-stop and web-based timetable and ticketing information and real-time information at key locations
- provide free, comprehensive, accurate, reliable information on services which is available at all stages of the journey and in a variety of media
- assist in the introduction of seamless integrated ticketing within the county but also across administrative boundaries with neighbouring authorities
- make it easier for people to buy the most appropriate tickets.

### **High quality passenger transport**

The County Council will work in partnership with stakeholders and service operators to provide targeted infrastructure improvements that make it easy for people to access passenger transport by all transport modes, make it easy for people to know where and when they can access services, and make passenger transport options more attractive to existing and potential users. The County Council will seek to implement improvements to passenger transport infrastructure within the available funding to add value to operating companies' investment and to complement the tendered bus network. The County Council will consider the further use of mechanisms provided by the Local Transport Act 2008 when appropriate to deliver better quality bus services in the county. The County Council's role in helping to provide high quality passenger transport services will be to work in partnership with operators and other stakeholders to:

- provide punctual, reliable services and minimise disruption on the networks through:
  - close liaison with rail industry bodies, in particular Network Rail and the train operating companies, to secure the best possible operational performance, and to bring about feasible improvements
  - working with operators to gather better, more accurate information on service delay hotspots and delivering improvements where necessary within available funding

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- reviewing procedures and protocols in the co-ordination of planned and unplanned activities/incidents on the highway/rail networks to minimise disruption
- utilisation of civil parking enforcement arrangements to help support the delivery of passenger transport objectives
- ensure minimum customer service standards through:
  - providing appropriate training for drivers, conductors and other staff
  - investigating the establishment of a countywide Taxi Quality Partnership
- maintain and enhance passenger transport infrastructure (operators' fleets, waiting facilities and interchange/stations as well as passenger transport priority) within available funding through:
  - gathering evidence to identify where issues (accessibility, capacity, delay, electrification/low emission, fleet quality, integration etc.) occur on the networks
  - developing programmes to deliver targeted passenger transport improvements within available funding
  - lobbying for infrastructure investment with appropriate organisations
  - bidding for appropriate funding as and when opportunities arise
- deliver safe and secure services through:
  - working in partnership with operators and other stakeholders to develop public awareness initiatives across the county to overcome incorrect perceptions about passenger transport safety
  - working with the police and other agencies to address recognised anti-social behaviour
  - provision of CCTV and lighting at major bus stations and interchange points where it is identified there is a real need and funding allows.

contributions) for all forms of passenger transport improvements where they are required.

The County Council will investigate the potential for joint procurement where it will not compromise the service quality offered to customers but will deliver value for money and efficiency savings. This will include the ongoing investigation into best practice in the procurement of integrated transport services to fulfil a range of service purposes for a range of clients within one service contract.

### Resources

Given limited and constrained funding levels it is important to continue to ensure that the County Council gets value from its investment in passenger transport. Assessment and appraisal of the passenger transport measures delivered will continue to be undertaken throughout the lifetime of this strategy to ensure that the Council gets value from its investment. This will include regular review of the types of measures delivered, the Strategic Passenger Transport Framework used to assess supported services, and the levels of funding allocated to passenger transport based on their value for money and delivery of strategic goals and objectives.

The County Council will also continue to pursue external funding (including developer

## 1. The strategic context

Passenger transport is just one of the vital elements of Nottinghamshire's wider transport strategy, the Local Transport Plan (LTP). The LTP aims to address the issues and needs that have been identified and predicted for the future. These have been identified through the various national, regional and local strategies for transport, as well as those that transport impacts upon. Locally, the County Council's Sustainable Community Strategy and Strategic Plan as well as district council's local plans played significant roles in developing Nottinghamshire's transport vision.

### 1.1 Nottinghamshire's strategic transport goals

The strategic transport goals for the county were developed locally through consultation with the public, County Council elected members, and other stakeholders. The LTP has three main goals as shown in figure 1 below which support one another to deliver the required transport improvements in the county. Supporting economic growth was identified as the highest transport priority throughout the county; but at the same time we aim to tackle climate change, improve health, quality of life, and safety, as well as promote greater equality of opportunity.



Figure 1: Nottinghamshire's strategic transport goals

### 1.2 Nottinghamshire's transport objectives

Consultation with the public, County Council elected members and other stakeholders also identified 12 local transport challenges to delivering the strategic goals. Addressing these transport challenges will play a major role in delivering transport improvements and the strategic goals in Nottinghamshire. The locally identified challenges have therefore become the transport objectives that we want to achieve

during the lifetime of the LTP and they are detailed in table 1 below.

Table 1: Nottinghamshire's strategic transport objectives

Objectives related to supporting economic growth
1. Tackle congestion and make journey times more reliable
2. Improve connectivity to inter-urban, regional and international networks, primarily by public transport
3. Address the transport impacts of planned housing and employment growth
4. Encourage people to walk, cycle and use public transport through promotion and provision of facilities
5. Support regeneration
Objectives related to helping protect the environment
6. Reduce transport's impact on the environment (air quality, buildings, landscape, noise etc.)
7. Adapt to climate change and the development of a low-carbon transport system
Objectives related to improving health and safety
8. Improve levels of health and activity by encouraging active travel (walking or cycling) instead of short car journeys
9. Address and improve personal safety (and the perceptions of safety) when walking, cycling or using public transport
Objectives related to improving accessibility
10. Improve access to employment and other key services particularly from rural areas
11. Provision of an affordable, reliable, and convenient public transport network
Objectives related to maintaining and improving existing infrastructure
12. Maintain the existing transport infrastructure (roads, footways, public transport services etc.)

Passenger transport plays a key role, to varying degrees, in the delivery of ten of the transport objectives. It has a key role in delivering the economic and accessibility transport objectives, primarily through delivering behavioural change to tackle congestion and improving access to jobs and other key services by providing a realistic, attractive alternative to car use for both short and longer journeys, particularly during peak times. However, it could have a negative impact on objectives 6 and 8 relating to transport's impact on the environment and health. This is due to the pollutants emitted from passenger transport vehicles especially in air quality management areas in Nottinghamshire which are largely caused by diesel polluting vehicles such as HGVs, private cars/vans and buses. Passenger transport also has a negative impact on objective 12 as maintenance costs increase in line with investment in passenger transport infrastructure and services.

This strategy therefore sets out what we will do to maximise the positive impacts and minimise the negative impacts that passenger transport will

have on delivering Nottinghamshire's transport objectives.

## 1.3 Nottinghamshire's passenger transport ambitions

The Nottinghamshire passenger transport ambitions were formed to deliver the national strategy and guidance (such as the 'Door to Door Strategy', and 'Building Better Bus Services: Multi-Operator Ticketing'), deliver local strategy and ambitions, from the responses to the LTP consultation, alongside the results of ongoing annual consultation. The consultation has highlighted several issues that are important to people in relation to passenger transport and has resulted in four key themes as shown in figure 2 below.



Figure 2: Nottinghamshire's passenger transport ambitions

The passenger transport ambitions are to provide a passenger transport network and services that:

- has **good local, regional and network coverage**, operating periods, service frequency and fully accessible vehicles and waiting facilities
- is **affordable** so that costs are competitive with the use of the private car and don't stop people from using the available services; with good use of ticketing options, concessionary fares, smartcard technology and integrated ticketing
- is **understood by everyone and easy to use** so that people know about services and how to use them by providing clear information in a variety of media; and in partnership with operators, through effective marketing of passenger transport
- is **high quality** that are reliable, punctual, don't take too long and require minimum changes; as well as high quality infrastructure that is fully accessible, modern, clean (both in appearance and emissions), quiet, safe and informative; and high quality customer service provision by drivers and other staff.

## 1.4 Nottinghamshire's passenger transport objectives

Consultations undertaken as part of the development of the LTP identified a number of issues that have helped develop seven key objectives that it is considered are essential to delivering the passenger transport ambitions:

1. Maximise efficiency of the networks to improve accessibility and choice
2. Ensure quality of services within available funding
3. Provision of quality infrastructure and interchange facilities within available funding
4. Reduce the relative cost by improving the ticketing options available and developing integrated ticketing and smartcard technology
5. Provision of quality information and marketing
6. Ensure personal security on routes to waiting facilities, at waiting facilities and on-board services
7. Working in partnership with operators and other stakeholders.

### 1.4.1 Passenger transport service hierarchy

A passenger transport hierarchy has been developed to help determine the services that will be required to deliver the strategic transport ambitions and objectives; and to help prioritise resources:

1. Strategic services – linking both the different economic centres within the county to each other; as well as linking the county's economic centres to longer distance out of county key economic centres. These will predominantly be commercial services (although some may be eligible for small amounts of financial support) and will be at least hourly services
2. Local urban services – linking the local urban areas to the county's economic centres (both town centres and business parks). Again these will predominantly be commercial services (although some may be eligible for financial support) and will be at least hourly services
3. Link services – services which enable people to access the strategic and local urban services particularly for journeys to/from work
4. Special services – services which help people access specific locations (e.g. school buses, works buses, hospital buses, leisure and tourism services, etc.)
5. Community services – services which act as a 'safety net' within specific areas (e.g. community and voluntary transport schemes)
6. Demand responsive bus, taxi and private hire – services that can be called upon as and when required by individuals.



## 1.5 Supporting documents

The Integrated Passenger Transport Strategy (IPTS) has been written as an over-arching strategy and it is intended that the IPTS will be supported by a number of operational documents that will expand on the implementation of the Strategy, such as the Strategic Passenger Transport Framework used to assess supported services; the Mobility Strategy for Nottinghamshire covering community transport provision; and individual implementation plans on integrated ticketing and infrastructure delivery.

## 1.6 Future considerations

### 1.6.1 Governance arrangements

The current governance arrangements for bus services is through a number of different partnership arrangements with the bus operators. If, in the future, it is felt that these arrangements are not delivering any part of this IPTS, the Council will review these governance arrangements, including consideration of the merits of introducing quality contract schemes to best meet passenger transport objectives. Should a quality contract scheme, or schemes, be pursued a further bus strategy would then be developed to reflect a proposed change to local governance.

### 1.6.2 Combined Authority

Proposals to create a Combined Authority representing the nine Nottinghamshire councils, including all districts, the County and City councils, have been submitted to Westminster for consideration by Government. The Derbyshire councils are proposing similar arrangements for the Derbyshire area.

A Combined Authority would take long-term strategic decisions on areas such as transport, economic development and regeneration. With regards to transport it is proposed that the Nottinghamshire Combined Authority would undertake:

- the functions of a local transport authority under the Transport Act 2000 and any other enabling legislation (and including, by order, the functions of a Passenger Transport Executive under section 88 of the Transport Act 1985)
- the functions of local authorities under the Transport Act 1985.

The Combined Authority proposals are still in the formative stages and it is not possible at the time of writing to determine if or when a Combined Authority may be introduced in Nottinghamshire, or if any future decisions they may make will impact on the content or delivery of the Integrated Passenger Transport Strategy.

If the Combined Authority proposals proceed the Nottinghamshire and Derbyshire combined authorities will, however, need to coordinate their work closely to ensure that effective governance arrangements can operate across the whole of the D2N2 LEP area.

### 1.6.3 Devolution of powers from Central Government

Building on the Combined Authority proposals, and working with the D2N2 Local Enterprise Partnership, council leaders are seeking the devolution from Whitehall to local councils of substantial powers, funding and responsibilities relating to jobs, skills, housing and transport.

The devolution plans reflect local councils (including boroughs, districts, City and County) existing commitment to work together and will give the Combined Authority the powers and levers to deliver their ambitions for sustainable growth and jobs. The proposal would give local councils the opportunity to control how money raised locally from business rates is spent, rather than it going to Whitehall for reinvestment nationally.

Recognising that good transport is a key driver of economic growth, the D2N2 area identifies that there are high levels of congestion and physical barriers to bus and rail connectivity across the region and that more innovative travel and transport solutions are needed to sustain and increase growth. To deliver these solutions greater powers are required and therefore with regards to passenger transport the devolution deal is seeking:

- Powers and devolved funding to introduce bus franchising on an incremental basis. This would include streamlining the process, the devolution of traffic commissioner registration powers, the devolution of commercial BSOG incentive payments schemes and other grants, and the devolution of associated concessionary fares budgets
- Powers to better manage the local road network, including enabling the introduction of low and ultra-low emission zones
- The ability to directly determine strategic infrastructure priorities and service improvements to drive economic growth. This would enable local decision-making and securing the necessary investment to deliver schemes such as the location of a HS2 station in the area, rail journey time and rolling stock improvements.

One of the bills proposed by government during the current Parliament is the Cities and Local Government Devolution Bill which would enact DevoManc, and introduce a framework for other cities to benefit from the same devolution process; allow other powers and finances to be devolved to

towns and counties; and additionally, through a Buses Bill, allow directly elected mayors to control bus franchising.

The Buses Bill would provide for the consideration of bus franchising in circumstances where modal integration or investment in high-end capital projects requires the 'control' of on-street bus competition. This might include plans to develop key transit corridors – bus, tram, guided bus, suburban rail – where a business case is prevented under the current deregulatory bus regime.

Should Nottinghamshire be successful in securing devolved powers from central government, or the Buses Bill allows for the introduction of franchising, a review of the appropriate elements of this strategy will be undertaken to ensure that it is consistent across the whole of the area covered by devolved powers or any proposed franchising area (e.g. to ensure a bus strategy is developed for the whole geographical area of where franchising may be delivered) where it is considered that the current partnership arrangements are not meeting the objectives of the IPTS.

## 2 Existing conditions – future opportunities and challenges

Identifying the existing transport conditions and the challenges that may be faced in the future (such as the transport impacts of new housing that will be required) has played an important role in developing how to make passenger transport improvements in the future. The previous chapter identified the transport goals and objectives for Nottinghamshire. This chapter summarises the evidence base that has been gathered to help inform the integrated passenger transport strategy and the actions to deliver the strategy. The full transport evidence base is available to view on the County Council's website at [www.nottinghamshire.gov.uk/ltp3](http://www.nottinghamshire.gov.uk/ltp3).

### 2.1 Resources and expenditure

Whilst the second Local Transport Plans (LTP2) provided funding for a broad range of transport improvements, significant investment was made in passenger transport during its five year duration (2005/6-2010/11). This level of investment has continued in the period 2011/12-2013/14 during which approximately 23% of the total expenditure on integrated transport measures was spent on measures which improved the passenger transport experience.

To help ensure that people can access jobs, training and other essential services during

2011/12-2013/14 the Council also invested over £29m per year of revenue funding in supported bus services, community transport, home to school transport and special needs passenger transport services and concessionary fares.

### 2.2 Recent achievements and performance

The two most visible outcomes from the investment in passenger transport is the increased number of passenger transport users and the new infrastructure that can be seen across Nottinghamshire. The Council worked in partnership with bus and rail operators as well as Network Rail to identify, lobby for and deliver various service and infrastructure enhancements. These locations were then prioritised for improvements and **during the LTP2 period Nottinghamshire saw:**

- **Bus and rail patronage increases.** The rate of patronage growth on buses in Nottinghamshire exceeded levels of national patronage growth. Between 2005/6 and 2010/11 bus patronage in the county increased by over 4% whilst patronage decreased nationally outside London; and during the period 2000/01-2012/13 rail patronage in Nottinghamshire increased by 47% compared to 60% nationally outside London. Rail patronage continues to grow, and after two years of decreases bus patronage in the county has also increased in the last two reported years.
- **Infrastructure improvements**, including:
  - new bus stations at Retford and Newark on Trent and refurbishment of Sutton bus station. This investment has continued beyond the LTP2 period with the completion of a new passenger transport interchange in Mansfield which opened in March 2013; and a new bus station is under construction in Worksop
  - the County and City councils have worked in partnership to secure funding for the major redevelopment of the Nottingham rail station; which was completed in November 2014
  - Upgrades to 'at-stop' waiting facilities, including raised kerbs to support the introduction of accessible buses, new shelters, flag poles and real-time information
  - Rail rolling stock improvements on all key routes
  - The introduction of smartcard ticketing
  - The introduction of on-board cameras and improved lighting at bus stops to help address fear of safety concerns
  - New buses serving key corridors funded by operators
- **Service improvements**, including:
  - the County Council supporting tendered services on routes that are not provided commercially (to help ensure people can access jobs and services)

- improved reliability through the identification of congestion hotspot schemes and the delivery of traffic management measures such as bus priority at traffic signals and bus clearways
- Bus service enhancements and these enhancements have continued with recent improvements such as new vehicles on the Mansfield Miller service; and new vehicles and increased service frequency on the One, the 3s, the Pronto, and the Greens services
- Congestion management schemes along strategic routes in the county to reduce journey times and improve reliability for all road users
- Rail service enhancements, such as a new direct services to Leeds; a new Sunday service and later evening services on the Robin Hood Line; and additional services calling at local stations (e.g. Collingham)
- Improved rail journey times on services such as those to London, Birmingham and Lincoln; as well as the Robin Hood Line
- Increased levels of satisfaction. Surveys demonstrate that people feel that bus and rail services in the county are improving. In 2012/13 70% of bus users were satisfied with services one of the highest satisfaction rates amongst English counties); and in 2013 87% of East Midlands Trains users were satisfied with services.

All improvement schemes are evaluated for their effectiveness and value for money; and these evaluations are used to develop the future programmes of work.

### **2.3 Passenger transport networks**

Nottinghamshire has an extensive passenger transport network made up of commercial and County Council supported services.

#### **2.3.1 Buses**

Buses are the major provider of passenger transport across the county. The most recent survey of public satisfaction with local bus services (2013) found that 70% of people in Nottinghamshire are satisfied with their local bus services, the highest rate of all the shire counties. Access to bus services is good across most of the county, although there are fewer services in some of the more rural parts of the county, especially in the evenings and on Sundays. To supplement the commercial bus network, the County Council currently spends £4.2m revenue funding to provide additional services. Without the County Council providing support through supporting services, many households would find it difficult to access services.

Maintaining the existing levels of bus services in the county will be a major challenge. The reduced

levels of Central Government funding available to the County Council will undoubtedly impact on the amounts of funding the Council has available to support bus services. Reductions in funding may result in some communities facing a reduced level of service or potentially no services at all. In some areas there may also be an increase in the distance to the nearest bus stop with a suitable frequency.

A new network was introduced in August 2014 following extensive consultation which resulted in reduced frequencies and more connecting services.

#### **2.3.2 Coach**

In addition to the many coach hire companies providing day trips and holidays from all over the county to numerous destinations, parts of Nottinghamshire are well served by regular scheduled long-distance coach services, with other parts of the county less so. The regular services provide connections to airports, most major cities in the country, as well as into Europe.

Such services are affected by traffic volumes and congestion on both the national strategic networks as well as local road networks along their routes.

#### **2.3.3 Community transport**

Community minibus and social car schemes play a key role in providing transport to help older people, people with mobility difficulties, or those without access to conventional public transport to access key services and destinations. There are, however, shortfalls in the services available, particularly in parts of Broxtowe, Gedling and Rushcliffe districts.

The 2013 National Highways & Transport Survey indicates that 54% of Nottinghamshire respondents were satisfied with the availability of community transport (lower than the average of county councils).

#### **2.3.4 Light rail**

The light rail system, Nottingham Express Transit Line 1, provides services between the city centre and the northern local centre of Hucknall. Line 1 is extensively within the city but serves two stops in the county, and provides opportunities to access employment areas along its route. These opportunities will be enhanced with the opening of the two lines under construction which will serve the areas south (to Clifton) and west (to Beeston) of the city. On completion of NET phase 2 it will be important to identify potential strategic extensions to NET should funding become available to add to the network.

## 2.3.5 Rail

Rail services provide important connections both within the county and between Nottinghamshire and elsewhere. The coverage of the rail network is relatively good.

Several improvements to the rail network and services are already planned, including:

- improvements to the Midland Mainline to improve journey times between London and Leeds, and
- electrification of the Midland Mainline.

Relatively slow journey times and frequency of services along several routes make services less attractive than they could be and include services:

- from Nottingham to London, Sheffield and Leeds
- from Nottingham to Newark and Lincoln
- from Newark and Retford to London
- from Nottingham to Grantham and Skegness
- between Lincoln, Retford, Worksop and Sheffield.

Time savings from higher journey speeds could also allow for selected stations to get improved frequency of services along some of the above routes.

The historical under investment in the Midland Mainline routes has caused significant challenges to the delivery of improved journey times and frequency.

Whilst there is currently limited information on passenger load factors, the information available identifies overcrowding:

- on peak services between London, Nottingham and Leicester
- on peak services between Nottingham and Birmingham via Derby, and
- all day on the Norwich to Liverpool service on the section between Nottingham and Liverpool.

## 2.3.6 Taxis and private hire vehicles

There are currently 1,416 licenced hackney carriages (taxis) and 795 private hire vehicles available in the county. These range from 1,085 vehicles in Gedling to 125 vehicles in Bassetlaw.

Table 2: No. of licensed hackney carriages and private hire vehicles

District	No. of hackney carriages	No. of private hire vehicles
Ashfield	123	56
Bassetlaw	48	77
Broxtowe	138	12
Gedling	846	239
Mansfield	85	106
Newark & Sherwood	99	30
Rushcliffe	77	275
<b>TOTAL</b>	<b>1,416</b>	<b>795</b>

Source: Taxi licensing authorities

The 2013 National Highways & Transport Survey indicates that 72% of Nottinghamshire respondents were satisfied with the availability of taxis or minicabs.

## 2.4 Punctuality of services

At the end of 2013, 84% of buses were recorded as being on time; and waiting times for buses along frequent service routes are, on average, within a minute of their scheduled arrival time.

Locations where buses have frequent delays because of highway conditions (such as queuing traffic or parked cars) are identified in partnership with operators. Work has been undertaken to improve conditions at many locations but there are still a number of sites across the county that have not yet been investigated to determine the reality of the problem, the length of delay or the feasibility of a solution.

The percentage of trains arriving within 10 minutes of their scheduled arrival time is 91.4% for East Midlands Trains, but only 85.7% for East Coast services. East Midlands Trains (EMT) has significantly improved punctuality since taking over the franchise in November 2007, EMT has improved the local services from being the worst performing regional operator to being the third best (out of 10). Punctuality on the East Coast Main Line has also improved, albeit from a much lower starting point.

## 2.5 Passenger transport infrastructure

A survey of commercial bus operators undertaken in 2013 found that:

- 72% of respondents' vehicles are aged under 10 years
- 83% of respondents' vehicles have Euro 3 engine type or better (Euro 3 – 36%; Euro 4 – 13%; Euro 5 – 34%)
- 83% of respondents' vehicles are fully accessible.

There are currently two transport related air quality management areas on the County Council's managed highway network. Whilst the major operators continue to invest in upgrading their fleets a major factor in the poor levels of air quality at the two locations above is the level of high polluting diesel vehicles (HGVs and buses) travelling through the locations.

There are approximately 6km of bus lanes; and more than 60 traffic signals with bus priority along strategic bus routes in the county. Such measures help to ensure the punctuality of buses and consistency of their journey times to make the services more attractive to the public. 'Real time' information at bus stops (telling you the actual

length of time until the next bus arrives rather than timetable information) has been introduced along key bus corridors. Several of Nottinghamshire's neighbours have different 'real time' systems, which are not necessarily compatible with each other. The County Council will therefore need to ensure that any 'real time' infrastructure introduced in the county is compatible with all of the relevant cross-boundary bus services.

Each of the train operators has refurbished or upgraded its rolling stock during the lifetime of the second LTP. If, however, rail patronage continues to grow at its current rate over-crowding (as seen in South East) may also occur if rolling stock is not increased in line with patronage growth.

### **2.6 Ticketing and concessionary fares**

A range of ticket types are available in the county, including daily, weekly, monthly, three and six monthly, as well as annual tickets. Four of the 32 bus operators running registered services in the county currently offer smartcards although these are not wholly transferable across operators or on trains. Stagecoach is, however, trialling a smartcard that is operable on all of its buses and trains.

Seamless smartcard ticketing across different operators and modes (bus and rail) is critical to delivering a first class public transport system.

Approximately 90% of those eligible to a concessionary pass due to age have taken up the pass, equating to over 164,000 passes. In addition to this there are approximately 10,000 passes issued to people on the grounds of disability (and of these over 3,000 also have companions travel facility added).

### **2.7 Surface access to airports**

Whilst there are no airports within Nottinghamshire there are two airports close to the county – East Midlands Airport located close to the south of the county; and Robin Hood Airport located close to the north of the county. Both of the airports have frequent bus services to them from the county; and patronage of the services to both airports has grown massively since they commenced.

### **2.8 Traffic movements – where people want to travel**

The county has several market towns and different employment centres which have significant transport implications on how people access jobs and training opportunities by passenger transport.

#### **2.8.1 Travel to work areas**

There are four travel to work areas in the county as determined by 2001 Census commuting patterns (2011 Census travel to work areas will not be published until 2015):

- the Nottingham travel to work area which, encompasses Nottingham City, Broxtowe and Rushcliffe districts, the majority of Gedling district, as well as parts of Ashfield and Newark & Sherwood districts. It also includes parts of eastern Derbyshire and northern Leicestershire
- the Mansfield travel to work area which includes Mansfield district, the majority of Ashfield and Newark & Sherwood districts, as well as the south western tip of Bassetlaw and the north of Gedling district. It also includes parts of eastern Derbyshire
- the Worksop and Retford travel to work area which encompasses most of Bassetlaw (excluding the north eastern and south western tips of the district) as well as part of Derbyshire, and
- the eastern part of Newark & Sherwood as well as the north eastern tip of Bassetlaw are part of the Lincoln travel to work area.

#### **2.8.2 Interaction between districts**

In terms of employment most people travel between districts or further afield for employment. 2011 Census data shows that all of the districts in the county have seen an increase in the average distance commuted to work. More detailed analysis of this information is not currently available but in 2001 Census data showed that in the south of the county the main employment attractor is the city of Nottingham. Bassetlaw is the most self-sufficient of all of the districts with over 70% of its residents working within the district. Similarly, almost 70% of Mansfield residents work in either Mansfield or neighbouring Ashfield.

#### **2.8.3 Interaction with neighbouring authorities**

Nottinghamshire has important economic and employment, as well as leisure links, to other areas in the region and beyond. The largest numbers of work journeys made across Nottinghamshire's administrative boundary are from workers travelling from the county (particularly the south of the county) into the city of Nottingham. There are also significant flows of workers travelling to or from Derbyshire in the west of the county. The majority of these movements are people travelling between Derbyshire and its neighbouring Nottinghamshire districts of Ashfield, Bassetlaw, Broxtowe and Mansfield for work.

Movement of workers across neighbouring authorities' boundaries is also evident (although to

a much lesser degree) in the south of the county between Leicester/Leicestershire and the districts of Broxtowe and Rushcliffe; in the north of the county between Bassetlaw district and South Yorkshire; and in the east of the county between Lincoln/Lincolnshire and Newark & Sherwood district. With the exception of Leicestershire, the numbers of workers travelling into the county from each of the areas is similar to the numbers of workers travelling out of the county into each of the areas.

In 2001, most of the county's workforce worked in the county (including the city of Nottingham); with only 16% of the county's workforce travelling elsewhere for work, ranging from 22% in Bassetlaw and Broxtowe districts to only 8% in Gedling. In the north of the county, Bassetlaw district forms part of the Sheffield City Region. In 2001, however, only 12% of the Bassetlaw workers travelled to South Yorkshire for work.

### 2.8.4 How workers are travelling to work

The most recent Census data (2001) for actual distances travelled to work shows that car use was by far the most popular form of transport. 43% of work journeys were under 5km (or 3.1 miles), and 60% were under 10km (or 6.2 miles), yet 64% of people drove to work. The 2011 Census data shows that the average distance to work increased on average by 2km amongst Nottinghamshire residents.

The 2011 Census reports that 9.67% of commuters in Nottinghamshire travelled to work by passenger transport – 7.56% by bus; 0.58% by light rail; 0.32% by taxi; 1.21% by train. There were, however, large numbers of people travelling to work from some of the more urban districts by car which all have good passenger transport networks and services. There is therefore significant scope to increase patronage on passenger transport.

### 2.9 Environmental factors

Road transport accounts for a high proportion (34% in 2012) of total CO<sub>2</sub> emissions in the county. Increasing passenger transport patronage and reducing car use could play a vital role in reducing CO<sub>2</sub> emissions in Nottinghamshire.

Noise from transport networks can affect large numbers of people. Once again reducing the volumes of vehicles through increasing passenger transport patronage has a role to play in reducing noise from traffic.

### 2.10 Other significant challenges

There are a number of other challenges that have been considered when developing this strategy, including:

- **Peak oil production** in the near future and the resultant increased costs of transport. It will therefore be important to investigate alternative fuel sources for passenger transport, as well as promoting and providing alternatives to the private car
- **Economic factors** such as the Worldwide economic recession have resulted in higher unemployment, possibly resulting in people having to travel further for employment opportunities. It is therefore important that people are able to access alternative employment and training opportunities by passenger transport
- **Reductions in revenue and capital public sector funding** provided by Central Government which are predicted to continue to be restrained in the future. In addition, changes to the way the funding is allocated may impact on the funding available for passenger transport improvements. Pressures on these budgets impacts on the ability to provide revenue support for services and make capital infrastructure improvements
- **Deprivation, employment and skills levels** as there are considerable variations in the deprivation levels across the county. Deprivation levels are highest in the urban parts of northwest Nottinghamshire (particularly Ashfield, Mansfield and Worksop) and employment rates and qualification levels correlates closely with this. It is therefore vital that people in these areas can access both employment and training opportunities by passenger transport
- **Population increases** between 2008 and 2026 are expected to increase at a rate higher than the national average in each district except Bassetlaw and Mansfield. Growing numbers of people are choosing to live in the rural or semi-rural areas of the county which has implications on how people choose to travel to access key services
- **Housing** development required to accommodate the population increases will have an impact on passenger transport services
- **Ageing population** as when people get older, independent travel often becomes more difficult and if public transport is not available or accessible this can present problems of isolation, particularly in rural areas where the largest increases of older people are expected in Nottinghamshire
- **Health and disability** as each district in Nottinghamshire (except Rushcliffe) has above average proportion of residents with a limiting long-term illness; as well as some districts with higher than average proportion of 'disabled' people. Disabled people are often more reliant on passenger transport services and therefore it is essential that services are

accessible so they can continue to lead independent lives.

### 3. Good local, regional and national passenger transport networks

The main focus in the availability of passenger transport services is to ensure that the networks provide effective links to business and employment now and in the future; that they support regeneration activity; and enhance social inclusion. The County Council will therefore need to ensure that the networks available also consider planned development.

The County Council's role in helping to ensure that services are available to everyone will be to work in partnership with operators to:

- identify business and public passenger transport requirements
- maintain and enhance passenger transport surface access to international passenger transport networks
- ensure good connectivity by passenger transport to national and regional networks
- review and enhance existing passenger transport services to link people to the county's economic centres (both town centres and business parks) as well as other services; and
- ensure effective, efficient and economical passenger transport services are provided.

Good connectivity is essential for a thriving economy and to stimulate economic growth. It allows for the efficient use of resources and expands companies' business market reach both in terms of product/service distribution and being able to attract the appropriate workforce.

Passenger transport plays a key role in providing more sustainable options to get employees without access to a car to work. It can also provide a real alternative to making journeys by car thereby reducing congestion and delay and the impacts this has on local business. Similarly, it can provide an alternative to car use on business trips. Connectivity is therefore a key feature in enhancing local business efficiency and productivity, as well as providing people with more job opportunities.

#### 3.1 Identifying passenger transport requirements

The key to the success of the passenger transport network in Nottinghamshire is its ability to meet the needs of the customer (the public, businesses and service providers). There is no

simple 'one size fits all' solution to passenger transport services.

**The Council will identify passenger transport requirements to help deliver efficient, necessary, value for money services through:**

- undertaking research to understand who the existing customers are; who our potential customers are; and what these customers need
- working with businesses, the public and stakeholders to find out what passenger transport services they need. The focus of the services provided will then be targeted towards meeting those needs
- continuing to work with the relevant bodies, stakeholders, operators, government and partners to try to influence investment decisions to deliver infrastructure and service improvements at a local, regional and national level.

#### 3.2 Local connectivity

The County Council will provide flexible transport solutions according to local needs which will be made up of a variety of passenger transport provision in each area.

**The Council will look to ensure effective and efficient local connectivity through:**

- undertaking area-wide service reviews that consider users' needs alongside a range of passenger transport services
- effective development control so that any new development is well served by passenger transport
- effective integration of different forms of passenger transport, as well as between different transport modes.

Accessibility planning and mapping has identified that whilst most people can access passenger transport services, accessibility is poorer in some areas (particularly in more rural areas where services are often limited to weekdays or peak times). Effective service planning will help overcome shortfalls in services within available funding.

The measures identified within this strategy will enable the County Council to continue to identify its strategic passenger transport priorities.

##### 3.2.1 Area service reviews

The Council will determine the passenger transport network (which must deliver Nottinghamshire's strategic transport goals and objectives within available funding) by undertaking area passenger transport service reviews periodically across the county. The aim of the reviews will be to ensure that services

continue to be delivered in the most efficient and effective manner, delivering value for money whilst ensuring that local needs are met and quality is not compromised. The area service reviews will seek to:

- deliver Nottinghamshire's strategic and transport objectives
- identify scalable best practice service provision that can be applied in similar areas in the county
- determine customised locally supported solutions which deliver local needs within available funding
- improve integration of service provision throughout the county
- develop strong partnership working arrangements in the delivery of services, ensuring their future financial availability
- reduce costs to the County Council, and
- maximise the use of County Council resources, including its own vehicle fleet.

The reviews will involve local consultation with the public, other customers, stakeholders and service providers in the identification of both the transport needs and the development and implementation of the transport solutions.

The reviews will consider all forms of passenger transport provision (rail, light rail, bus and taxi); and all commercial, voluntary and community operated services and transport arranged by other service providers (e.g. employers and non-emergency health transport). It will include all Nottinghamshire County Council supported transport, including supported local bus services, home to school & college transport, social care transport and supported voluntary and community transport. Whenever possible education journeys will be provided on the local bus network to minimise additional revenue expense from service provision.

Services will then be planned accordingly, with reference to the Council's passenger transport service hierarchy and within available funding, using the results of the consultation as well as evidence and information gathered by the County Council.

To deliver the area wide service reviews the Council will:

- use a consultative and data led approach to planning and determining services to ensure the provision of local services meet identified local needs
- work with service operators and other partners to improve its information gathering and analysis to help inform area service reviews (e.g. work with businesses to identify service/route requirements through more specific travel planning work; and working

with operators to gather better information, such as origin/ destination data from smartcards)

- explore the sharing of passenger transport delivery (e.g. school transport services) with others, such as neighbouring authorities, to maximise the use of joint resources to reduce costs for the organisations concerned
- determine and prioritise locations that require service enhancements in order to deliver the strategic transport goals and objectives
- Utilise the County Council's fleet, where capacity exists to integrate service provision.

Where it is determined that new or improved services are required as part of the area reviews (or through other means such as requests) the Council will work with partners, particularly service operators, to deliver enhancements to the existing network where possible, at no additional cost to the County Council.

It will also be important to continue to identify strategic passenger transport corridors throughout the county to ensure that they are well served by services and to identify potential improvements along those networks whether they are bus, coach, rail, or tram improvements. Such improvements will also be considered as part of new developments.

**The Council will work with partners, particularly service operators, to make enhancements to the existing network where possible by:**

- facilitating dialogue between potential operators and representative groups
- lobbying for service improvements with political and stakeholders representatives
- establishing commercial provision by working with operators to help identify the commercial benefits from service improvements
- concession agreements on a short term basis to demonstrate commercial value, seeking external funding and where appropriate, supporting service enhancements
- assess, prioritise, tender and review services with no commercial or concession agreement using a 'strategic passenger transport framework' appraisal tool to ensure equity and effective use of available resources
- demand responsive transport (provided by a conventional bus, minibus, or taxi) linking to existing hubs and networks where a fixed route stopping service is not appropriate
- the most appropriate cost effective method of bespoke transport solutions tailored to meet the needs of users (e.g. special education needs, school pupils and adult



social care clients)

- considering improvements along key strategic passenger transport corridors.

### 3.2.2 Development control

Transport plays a vital role in enabling growth and the location of new development is essential to ensuring that they are accessible. This work will partially evolve out of the area service reviews and therefore the reviews will consider committed and planned development when planning future passenger transport services.

It is important that new employment and housing development is located predominantly on existing well served passenger transport routes. It is also important to ensure that there is sufficient capacity on the networks to meet the expected additional demand in the locality of development; and where necessary mitigate against the impacts of new growth. Any transport improvements required to enable development to occur will be sought from the developer and not from County Council capital or revenue budgets.

The County Council will work with local planning authorities (the district councils in Nottinghamshire) to help ensure that accessibility is a key consideration in spatial planning so that employment and residential development is located in accessible, sustainable locations.

**The Council will work with local planning authorities and service operators to ensure new development is accessible by passenger transport through:**

- prioritising sites and locating new development on existing well served passenger transport corridors to minimise the reliance on new infrastructure and services
- minimising the amount of new infrastructure required as part of new developments and maximising the use of existing passenger transport services
- ensuring there is sufficient capacity on the networks to meet the expected additional demand in the locality of development; and where necessary mitigate against the impacts of new growth
- ensuring that where necessary, developer contributions are secured to fund accessibility improvements to the passenger transport network and/or capacity required to enable the development to be sustainable (including service and infrastructure improvements as well as incentives)
- developing guidance on minimum standard requirements of passenger transport services, infrastructure and incentives at new employment and residential development to ensure a minimum quality of service and equity for developers.

### 3.2.3 Integration of passenger transport services

Being able to easily change between different modes of passenger transport helps make the option of longer distance passenger transport journeys easier to undertake and therefore more attractive. Also being able to change between different modes assists in making longer distance journeys by passenger transport.

It is important that integration with, and between, different passenger transport modes is developed to ensure that users can integrate as easily as possible and includes timings of services, guaranteed connections, quality of services, ticketing options, interchange facilities and ensuring new developments are located where there is a good network of passenger transport available.

**The County Council will help deliver effective integration between different passenger transport services by:**

- undertaking reviews to identify weaknesses in integration, particularly at bus and rail stations
- considering improved integration between passenger transport modes when considering new bus and rail stations or locations of bus stops, taxi waiting facilities, and provision of longer distance coach facilities
- developing a prioritised programme of improvements to address these weaknesses (delivery dependent upon available funding)
- working with operators to synchronise services and timings at interchanges.

### 3.3 Maintaining and enhancing national and regional connectivity

National and regional connectivity is essential to providing not only business opportunities but also employment opportunities.

The County Council recognises the role that is provided by air, coach and rail for longer distance journeys. Coach operators are particularly important for journeys that are not served as part of the rail network; and because they are often a cheaper alternative to private car or rail alternatives, thereby making them more accessible to people on lower incomes. Passengers are well served by coach routes from Nottingham (and some of the larger towns in the county) to most UK major cities and airports, as well as further afield. It is important to ensure that the local network integrates with the regional and national networks to enable people to access longer distance services.

Relatively slow journey times and frequency of services along several routes are issues that make services less attractive than they could be. This includes an historic under investment in the Midland Main Line service. The County Council has therefore identified its rail improvement priorities which are shown in the table below.

Table 3: Nottinghamshire's rail improvement priorities

<b>Nottingham to London:</b> Line speed improvements through works at Market Harborough-Great Bowden; and segregating east-west and north-south flows at Leicester
<b>Retford/Newark to London:</b> Journey time improvements through the planned East Coast Main Line enhancements
<b>Nottingham to Birmingham:</b> Enhancements at Derby to improve capacity, speed and to segregate conflicting flows
<b>Nottingham to Manchester:</b> Line speed improvements through the completion of the 'Manchester Hub'; works along the Erewash valley; and works at Radford junction. Additional services, including a replacement Nottingham to Sheffield stopping service and between Sheffield and Manchester as envisaged by the 'Northern Hub' scheme
<b>Nottingham to Leeds:</b> Line speed improvements to Sheffield and Leeds (measures to be determined)
<b>Retford/Worksop to Sheffield:</b> Journey time improvements (measures to be determined)
<b>Nottingham to Norwich:</b> Line speed improvements including works between Netherfield and Grantham to facilitate a better path along the East Coast Main Line
<b>Nottingham to Lincoln:</b> Line speed improvements, capacity enhancements and additional services
<b>Nottingham to Worksop:</b> Line speed improvements works between Littlewood and Worksop
<b>Nottingham to Skegness:</b> Line speed improvements including planned works between Nottingham and Allington

### **The Council will work with partners to improve national and regional connectivity.**

In addition to the actions to maintain and enhance international connectivity this will be achieved by:

- working with operators and stakeholders to identify and prioritise national and regional route improvements that will enhance business and employment opportunities
- considering the needs of coach operators in passenger transport interchange improvements and providing the necessary loading requirements within the design for new/improved bus and rail stations wherever practicable
- inputting into the rail franchise renewal to help influence enhancements to services; infrastructure improvements; as well as fare aspirations for these franchises
- inputting into and lobbying for rail infrastructure enhancements to deliver better journey times, reliability and frequency as part of the development of Network Rail GRIP CP4, CP5 and CP6 plans
- continuing to be involved in the development of HS2 in order to secure some of the HS2 economic benefits for Nottinghamshire, including:
  - supporting the case for HS2 to extend to the region
  - discussing the proposed route and

lobbying for the most appropriate location for a HS2 interchange to serve Nottinghamshire

- ensuring that Nottinghamshire is well served by fast passenger transport links from any stations along the determined route.

### **3.4 Maintaining and enhancing international connectivity**

International connectivity is crucial in supporting local businesses to expand their market and open up new business opportunities. It also helps attract inward investment to local economies through international tourism.

This work will primarily involve working with local regional airports (as well as airports further afield) to understand their priorities and objectives; identify challenges to delivering their objectives; and to work in partnership to help overcome these challenges.

#### **The Council will look to improve international connectivity through passenger transport improvements by:**

- working with airports to identify, develop and lobby for passenger and freight routes for business purposes to provide high quality global connections to support existing and open up new business opportunities
- continuing to work with airports (and partners) to develop their surface access strategies to ensure that passenger transport services and infrastructure are developed appropriately to meet planned growth (in terms of the types and numbers of services as well as the geographic locations they serve)
- Strengthening links to other airports along existing transport networks, particularly improved journey times and service frequency to Birmingham and Manchester airports by road and rail as improvements to these services will have added value in terms of economic benefits from improved links with the cities
- lobbying for service improvements with political and stakeholder representatives
- working with airports and other partners (such as business organisations) to develop a comprehensive Airport Strategy.

## 4. Affordable passenger transport

The County Council's role in improving affordability and ticketing will be to work in partnership with operators to:

- help keep down the relative costs of using passenger transport
- deliver the national concessionary fare scheme
- assist in the further development of smartcard ticketing
- assist in the introduction of seamless integrated ticketing within the county but also across administrative boundaries with neighbouring authorities, and
- make it easier for people to buy tickets.

The accessibility planning process has identified that fare levels are a significant constraint for people to access work, training and other key services, especially for people on lower incomes. This was supported by consultation undertaken as part of the development of the LTP. DfT research has identified a strong desire amongst passengers for more integrated ticketing and simplification of current ticketing arrangements, particularly for local networks.

The affordability and flexibility of ticketing is essential in ensuring that passenger transport is a competitive mode of transport. Attractive ticketing, including the costs, can lead to increased patronage, higher profits for the operating company and long-term sustainability of services. The County Council therefore remains committed to working with operators to ensure that the cost of passenger transport, as well as the ease of purchasing passenger transport tickets do not become barriers to its use.

Customers have different ticketing needs, some people use passenger transport everyday whilst others use it only occasionally. Similarly, some customers use it at peak times to get to/from work whilst others use it at less busy times of day. Flexibility of tickets is also important as often customers do not know when they will return or plans change. It is therefore important to offer a range of tickets to cater for the differing needs of customers in order for passenger transport to compete with the convenience of the private car.

The more variety of, and flexibility of, ticket options does, however, make it more difficult to have a simple pricing structure.

**The Council will work with partners to deliver improvements to ticketing** by working with operators to:

- provide ticketing arrangements that put the customer first, supporting and encouraging modal shift and more sustainable travel patterns
- provide customers with a choice of ticketing media, such as paper tickets, smartcards, bank cards, or mobile phones
- provide a range of payment mechanisms to make ticketing options more flexible and therefore passenger transport more attractive
- ensure that customer needs are met within a ticketing structure that is easy to understand; and at a price that is perceived as reasonable
- consider the use of voluntary partnership agreements, quality partnership schemes, and quality contracts schemes if it is deemed appropriate.

### 4.1 Working with operators to help keep down the relative costs of using passenger transport

The price of a ticket in relation to income can prevent some people from being able to use passenger transport (e.g. people on low income benefits, students, etc.). Consultation as part of the development of the third LTP highlighted the cost of using passenger transport as a major barrier to its use. The 2013 National Highways & Transport Survey results indicate that:

- 54% of Nottinghamshire respondents were satisfied with community transport fares (higher than the average of county councils)
- 48% of Nottinghamshire respondents were satisfied with taxi or minicab fares (lower than the average of county councils)
- 48% of Nottinghamshire respondents were satisfied with bus fares (higher than the average of county councils)

Passenger Focus is the statutory body charged with representing passenger interests. It conducts a bi-annual National Rail Passenger Survey, the last one published being from Spring 2014 which showed that value for money was one of the aspects for which passenger satisfaction was lowest, with only 45% satisfied nationally; 55% on long-distance services; and 56% on regional services. 49% of East Midlands Trains passengers were satisfied and 60% of East Coast Passengers.

Commercial services have ticketing strategies of which the County Council has no direct control over the cost of fares on commercial services provided by passenger transport operators.

Bus, rail and tram operators have a number of fare deals to encourage people to use their services. This can be in the form of day, weekly, monthly, annual, trip and group tickets, with some being available across passenger transport modes. These are normally available for unlimited travel within a defined area. A number of passenger transport operators also offer smartcard type technology.

Rail and coach operators offer a range of annual railcards e.g. for young people, older people, groups and the disabled, providing up to a third off the cost of travel. Operators also offer cheaper tickets aimed at specific groups (such as families) and as part of promotions.

Whilst national rail ticketing is generally more regulated and more integrated, there is an opportunity for greater integration with local networks to facilitate door to door journeys and more innovative ticketing, such as 'shoulder pricing' to manage demand, and more flexible season tickets.

Taxi fares are set by the relevant licensing authority for hackney carriages (district councils) and are set by the taxi operator for private hire vehicles and there are no concessionary fares available.

Research shows that the perception of costs of private transport compared to passenger transport can be unrealistic. It is therefore important to make people aware of the actual costs of private transport and will continue to be so in the future as oil prices are expected to continue to rise in the long-term.

Parking provision in town and district centres is provided either on a private basis, by district councils or the train operating companies at train stations. The County Council understand that to help reduce congestion passenger transport fares also need to be competitive with the cost of parking in town and district centres, particularly for families and groups of people.

Whilst the County Council does not control the price or types of tickets available except on our own supported services, **the Council will continue to work in partnership with operators to help keep down the relative cost of passenger transport.** The Council will do this through:

- maximising the availability and take up of concessionary fare schemes
- working with operators to influence the cost, value for money and range of tickets available, including smartcard technology
- working with operators on marketing and promotion to maximise the availability and

usage of cheaper tickets

- considering the cost of fares as part of its tender specification where services are tendered or supported by the Council
- working with district councils and train operating companies to try and affect the level and cost of car parking provision in the town/district centres and train stations
- marketing and promotion to address the misconceptions about costs of passenger transport compared to private car use.

It should also be noted that all of the measures (service and infrastructure enhancements) detailed elsewhere within this strategy aim to improve the value for money of services.

## 4.2 Concessionary fares

Approximately 33% of the revenue funding spent on passenger transport in Nottinghamshire is used to provide the elderly and disabled concessionary fare schemes in the county, including schemes for the disabled, young people and older people.

The national concessionary pass scheme (managed by the County Council) allows people over 60 and disabled people to enjoy free off-peak travel on local buses anywhere in England. The national free entitlement scheme operates between 0930 and 2300 Monday to Friday and all day at weekends and on public holidays. Additional benefits above those which are provided by the national scheme can be offered by local transport authorities and such additional benefits will be reviewed by the Council periodically.

The home to school transport legislation also entitles free home to school transport for primary aged school children who live more than 2 miles from their preferred school; secondary aged school children who live more than three miles from their preferred school; and pupils from low income families who live 2-6 miles from their preferred school. In addition to this, where pupils live less than the above distances assisted travel may be offered on available bus services.

Whilst the costs of transport will not be an issue for those entitled to a concessionary pass, accessibility of both the services available and the passes themselves also need to be considered. The availability of services is detailed within Chapter 3 of this document.

**The County Council will continue to maximise the availability and take up of concessionary fare schemes by:**

- working with Central Government to make sure that funding is sufficient to deliver the national concessionary fare schemes

- providing an appropriate, easy, effective and efficient method to promote and provide concessionary passes. This will include the periodical review of its existing mechanisms for provision to ensure that they meet customers' needs.
- periodically reviewing the existing offer and considering additional benefits above those which are provided by the national scheme where funding will allow.

## 4.3 Ticketing

The DfT has developed a number of strategies and guidance that set out how the Government wants to see ITSO compliant multi-modal integrated smart ticketing schemes in all England's major conurbations by 2015 and aim to increase the use of smart and integrated ticketing schemes to make ticketing more easily understandable for passengers and to encourage modal shift. These include the Smart and Integrated Ticketing Strategy, the Government transport White Paper, Creating Growth, Cutting Carbon: Making Sustainable Local Transport Happen, the Door to Door Strategy and the guidance Building Better Bus Services: Multi-Operator Ticketing'.

Smart ticketing and integrated ticketing are two separate initiatives:

- **Smart ticketing** is where the ticket is stored electronically on a microchip, commonly held on a plastic smartcard. The smartcards are then checked by presenting it to a smart reader
- **Integrated tickets** are valid on more than one operator and/or mode of transport. They do not have to be smart tickets and could be paper tickets.

Smart ticketing can facilitate better integration but does not guarantee it; to install smart ticketing infrastructure without further integration would not realise all of its potential benefits.

The County Council aims to increase both the coverage of smart ticketing infrastructure and integrated ticketing on passenger transport in the county as the Council believes that smart and integrated ticketing can:

- make ticketing arrangements better for passengers
- encourage modal shift from private vehicles to passenger transport
- make more efficient use of existing transport networks and infrastructure
- improve journey time reliability by reducing boarding times for buses
- reduce operator costs through reductions in paper tickets and increased Bus Service Operator Grant funds.

### 4.3.1 Smartcards

The County Council recognises the importance of smartcards to reduce the number of tickets purchased on board to make it easier for passengers to pay for their travel and to make journey times more reliable. This in turn will make passenger transport more attractive.

Most of the larger bus and rail operators in the county operate smartcard ticketing schemes. The County Council will, however, continue to work with the larger operators on the development of their schemes, as well as with smaller operators to help enable them to implement smartcard ticketing (thus enabling more integrated ticketing across the county). The introduction of such schemes will also benefit operators as each bus equipped with ITSO smart ticketing equipment meeting minimum standards currently receives additional Bus Service Operator Grant funds.

On the National Rail network, all new franchises will include smart ticketing requirements. Over time this will deliver a National Rail network with smart ticketing infrastructure. As franchises deliver smart ticketing, they will need to link with adjacent local schemes to facilitate seamless, smart end-to-end inter-city travel. The DfT expects that as the benefits of smart ticketing are enjoyed by more customers, and the introduction of NFC mobile phones improves the passenger offer, there will be customer pressure for franchises to implement smart ticketing as soon as possible.

With regard to light rail and buses, smart ticketing delivers the greatest benefits in urban areas with a high density of passenger transport, significant interchange and large numbers of journeys being made. This is also where the greatest journey time improvement benefits can be delivered. Benefits can, however, also be realised in more rural areas and economies of scale from shared infrastructure make it cost-effective to introduce smart ticketing in rural areas once schemes are established in urban areas.

#### The County Council will increase both the coverage of smart ticketing infrastructure and integrated ticketing by:

- ensuring that all new rail franchises include smart ticketing arrangements
- leading the development of local integrated ticketing products that are not available on paper tickets such as pre-pay and e-money;
- in partnership with local service operators facilitating the development of local integrated ticketing products
- continuing to work with the larger operators on the development of their schemes
- working with smaller operators to help

enable them to implement smartcard ticketing

- looking to offer a managed smart ticketing service to smaller operators where it is determined that smart ticketing will be included in tender specifications, so that they can continue to tender for such services
- considering the specification of smart ticketing requirements for its tendered contract services
- monitoring the latest ticketing innovations and trialling new schemes where they will potentially offer more convenient ticketing solutions.

## 4.3.2 Integrated ticketing

Whilst the structure and price of tickets are controlled by the operators, the County Council works closely with operators to encourage value for money and the use of integrated ticketing.

Many journeys involve using different modes of passenger transport or services provided by different operators. Consultation has highlighted that having to catch too many different buses/trains to get to where you want is a barrier to using them. Integrated ticketing can make it easier for people to use passenger transport on such journeys by allowing them to use any form of passenger transport with one ticket within a defined area (often more cheaply).

There is also potential for wider integration of passenger transport smartcards with other transport services, such as cycle hire, car parking, taxis/private hire vehicles and demand responsive services, as well as other Council services such as libraries. This wider integration could have particular benefits in rural areas where there are less bus and rail services. In such areas including demand responsive services or taxi credits in an integrated ticketing scheme would offer important benefits to customers.

There has been a considerable amount of work done to improve integration between buses and rail through the end to end journey process. The benefits of greater integration can be seen with the continuing growth of the 'PlusBus' ticket which allows rail passengers to purchase a reduced price bus/tram add-on with their rail ticket. This work will continue and the potential to use this to develop smart ticketing integration between modes will be explored.

New rail franchise agreements will also seek to help deliver joined-up local smart ticketing schemes and provide better interchange between modes and networks. An important challenge will be to integrate national rail ticketing with local transport networks and the County Council will

push for this through the franchise renewal arrangements.

The County Council recognises that passenger transport journeys often cross boundaries (between transport authorities, operators or modes) and doing so seamlessly can be a challenge. Overcoming this challenge will therefore also need to be considered and a separate Integrated Ticketing Plan has been formulated and is included as Appendix 1.

**The County Council will work in partnership with passenger transport operators and other stakeholders to encourage and develop multi-operator and multi-modal integrated ticketing options across the whole county.**

This will include:

- continuing to work with operators and stakeholders to further develop and enhance existing integrated ticketing schemes
- working with the train operating companies (including as part of rail franchise agreements) to help ensure that they are interoperable with local rail and bus services
- working with service providers and neighbouring authorities to implement integrated ticketing schemes that are interoperable between neighbouring authorities, different operators and different modes to provide a seamless service to the public
- investigation of the potential for wider integration of passenger transport smartcards with other transport services, as well as other Council services.

## 4.3.3 Sale of tickets

The easier it is to buy a ticket, the better the overall passenger transport experience. Making it easier for people to buy tickets either on-board or in advance will therefore help improve the customer's journey experience.

Some people are unaware of the range of tickets available and as a result could pay more than necessary to use passenger transport. It is therefore important that people are aware of the types and ranges of tickets available but also where they can buy them.

Advances in technology are widening the methods available to purchase tickets. This allows for the purchase of tickets before boarding such as the internet, kiosks and prepaid smart cards either by direct debit or top-up.

These new methods complement the advance purchase of tickets from travel centres, bus stations and retail outlets.

Making it easier to buy tickets (including making people aware of the range of tickets, their cost and where to buy them) will improve the reliability of services as services are less likely to be held up whilst people make their fare payment. Maximising the amount of pre-boarding tickets will also help to ensure that the number of on-board purchases have the minimum impact on journey times and reliability.

The Council will therefore work with operators to ensure that ticketing structures are as simple as possible and are marketed effectively and are available in a variety of media, including prior to boarding. Improvements to smart and integrated ticketing (as detailed above) will also play a key role in making sure people buy the cheapest fare for their trip.

**The County Council will work to make it easier for customers to purchase the cheapest and most appropriate tickets.** The Council will therefore work with:

- operators to ensure that ticketing structures are as simple as possible and are marketed effectively
- operators and stakeholders to make purchasing tickets more convenient (e.g. investigating the use of the internet, kiosks, retail outlets and self-service ticket machines)
- operators to maximise the amount of pre-boarding tickets to make sure that the number of on-board purchases have the minimum impact on journey times and reliability
- businesses through the development of travel plans to offer more convenient ways to buy and pay for bus and rail monthly and season tickets
- businesses, developers and other organisations to facilitate the discounted bulk purchase of tickets to pass on to employees and residents.

## 5. Passenger transport that is understood by everyone and easy to use

The County Council's role in helping make passenger transport easy to understand and use will be to work in partnership with operators to:

- promote and market passenger transport services
- enable people to use passenger transport through education and infrastructure provision
- advise people on how to make journeys and the range of tickets and fares available on

such journeys

- provision of information on available services
- assist in the introduction of seamless integrated ticketing within the county but also across administrative boundaries with neighbouring authorities (as detailed in section 4), and
- make it easier for people to buy the most appropriate tickets (as detailed in section 4).

Whilst the County Council and operators justifiably spend significant amounts of funding on service provision and infrastructure, there is the need to maximise the benefits of this investment through 'inexpensive' promotion, information provision and education.

### 5.1 Promotion and marketing

**The Council will work with partners to develop and deliver promotional campaigns to increase passenger transport use** by working with operators and other stakeholders to:

- undertake analysis using all available data to identify the most appropriate target audience for campaigns
- establish a yearly programme of campaigns across Nottinghamshire
- ensure high quality promotional information is developed and available throughout the county to businesses, organisations and the public.

The promotion of passenger transport plays a vital role in encouraging people to use available services rather than the car. A wide ranging programme of promotion is undertaken by the County Council's media and publicity specialists commissioned by the various teams throughout the Council. The County Council will continue to support travel awareness campaigns at a national, regional and local level. Campaigns will be developed in consultation with neighbouring transport authorities and operators to ensure the effective use of resources and their maximum impact. Campaigns may be area-wide or mode specific and will include targeted promotion to make people aware of the concessionary fare schemes to maximise their take-up; the true relative costs of the private car and passenger transport options; and the range of services available.

The County Council will consider, in partnership with passenger transport operators and other stakeholders, the development of marketing campaigns across the whole county to promote passenger transport.

To make certain of the most effective use of resources, where appropriate, analysis will be undertaken to identify target audiences. This will

include working with operators to identify target audiences in order to effectively promote and market passenger transport, including the use of on-board ticket information to highlight corridors where marketing campaigns will help increase passenger numbers.

## 5.2 Passenger transport information

The overarching aim of providing passenger transport information is to encourage more people to use passenger transport by improving people's ability to plan journeys and travel with confidence.

**The County Council aims to work in partnership with service operators and other stakeholders to provide free high quality information that is:**

- comprehensive and covers all local, regional and national services
- accurate and reliable
- easy to understand and available in suitable formats to meet DDA requirements and those who cannot read English, and
- available at all stages of the journey.

Annual surveys are undertaken with bus service users to determine public satisfaction with passenger transport information and the results of the last five years' surveys are detailed below in table 3. Public satisfaction in Nottinghamshire has remained consistent and is one of the highest rankings nationally.

Table 4: Satisfaction with passenger transport information

Public satisfaction with passenger transport information				
2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/14
61.8%	61.4%	62.1%	64.8%	63.2%

Even the best infrastructure and ticketing products are of little use unless passengers are aware of them and know how to use them. Information provision is therefore very important for passengers. There are three key areas to information provision:

- timetable information advising people how to get to somewhere (e.g. which bus or train to catch, where it goes from and where it stops)
- ticketing information advising people of the options available (e.g. the range of tickets available, their limitations, the most appropriate, and their costs)
- GPS (global positioning satellites) informed real-time information giving people live, up to date, information on journeys and delays.

It is important to have a combination of different forms of information as each has its strengths and weaknesses, people gather information in different ways, and it is important to be flexible in the way that people can access the information they want, when they want it.

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

- printed information such as timetables, area guides, roadside information, on board information and publicity
- electronic information, such as journey planners, enquiry terminals, GPS informed real-time information and e-marketing, and
- face-to-face and telephone information for more complex enquiries and for people who are unable to use electronic and/or printed media.

People with visual and/or hearing impairments may also benefit from the use of audio and visual information (including Braille) at stops/stations, or via the internet, mobile phone or text.

The provision of information needs to balance the resources available with the demand for information. The frequency of the services provided can also negate the need for more detailed information if they are of high frequency (e.g. every 10 minutes or less) as passengers will not have to wait long periods for a service at a stop, station or interchange point. There is, however, still a need for some information to be available to inform people of frequency changes in the evenings and at weekends. The types of media (printed, electronic and face-to-face) that the Council will work with operators and other stakeholders to provide within available funding (including provision for the needs of the visually impaired and those who cannot read English) has therefore been prioritised as shown below.

Table 5: Priority of information provision

	Type of information provision
<b>Highest priority</b>	<ul style="list-style-type: none"> <li>• Accurate, comprehensive and free information on service and fares at interchange points, stations and at stops</li> <li>• Accurate, comprehensive and free on-line information showing both route and timetable information</li> <li>• On-line and telephone journey planning advice, as well as through travel planning.</li> </ul>
<b>Second priority</b>	<ul style="list-style-type: none"> <li>• Accurate, comprehensive and free printed information showing both route and timetable information</li> <li>• Accurate, comprehensive and free fares information</li> <li>• GPS informed real-time information at key locations.</li> </ul>
<b>Third priority</b>	<ul style="list-style-type: none"> <li>• On-bus information</li> <li>• Area-wide booklets combining several services</li> <li>• Face to face information at bus stations and interchanges.</li> </ul>

The provision of new information infrastructure will be prioritised along strategic corridors and subject to availability of both capital (for installation) and revenue (for maintenance and running costs) funding. Where an operator requests the



installation of infrastructure and this cannot be provided by the County Council, the operator will have the option to provide the infrastructure themselves subject to County Council approval.

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

### 5.2.1 Printed information

Whilst electronic information provides a cost effective way to provide information, approximately a quarter of households in the UK do not have access to the internet. Printed material will therefore continue to be required. The individual bus, rail and tram operators are generally responsible for producing their own service timetable, fare and ticketing information either as individual timetable leaflets or timetable information at stations, stops, or interchange points. This information will be provided even where electronic information is provided. It should be noted that the level of information provided by the main service operators in the county is of a good standard. The main operators not only provide printed literature but also web based applications, contact centres and phone contacts. The County Council currently produces additional printed information to complement that provided by operators, such as area bus guides.

The County Council has taken responsibility for all bus stop infrastructure in the county and by the end of 2012/13 all bus stops in the county had timetable information displays that provide information on the frequency of services.

The County Council also provides additional timetable cases to show fares information and integrated journey planning map information.

**The County Council will work with operators and other stakeholders to provide high quality printed information to encourage the use of passenger transport, through:**

- provision of infrastructure that enables the operators to display essential information to customers already on a journey and to help them plan future journeys
- ensuring that operators provide early notification of service changes and update information provided accordingly
- periodically reviewing the necessity of printed information and the possibility of their provision by other means, such as electronic.

### 5.2.2 Electronic information

The internet is an important mechanism for providing journey planning tools. Traveline

provides a single point of access for door-to-door passenger transport information. National Rail Enquiries also has a website, as do most train operating companies, bus operators and the County Council's website also carries travel information. However, the complexity of local transport ticketing means that even with all of these channels it can be challenging for passengers to find out what they really want to know, especially if they are travelling in an area that is new to them.

Integration of ticketing and smart ticketing may make fare structures simpler and easier to display online. The DfT is therefore working with stakeholders to explore how an increase in smart ticketing may lead to developments which would in turn enable an improvement in the level of information that is available to customers.

Traveline, the regional journey planner, provides information on passenger transport options and passenger transport timetable information, including GPS informed real-time information by interfacing with local real-time systems.

Whilst Traveline is split in to several regions work is being undertaken to integrate regions to enable journey planning by bus and train between the different regions. The inclusion of UK air travel information in Traveline is also a future consideration.

New technology provides further opportunities to deliver better, up to date, information to customers. GPS informed real-time passenger transport information is already provided in the county as departure boards and to mobile telephones. Government is keen for this work to continue and for it to become the norm across the country.

Departure boards have been installed at various sites across the county including at bus and tram stops, bus and rail stations, and employment sites. And some operators, such as train operating companies, provide live 'at station' and on-line service information.

GPS informed real-time information (as opposed to electronic timetable information) is considered to be of benefit to passengers, particularly information provided 'at stops' and on mobile devices such as smart phones or tablets as it delivers real-time information directly to the passenger on the move or immediately in advance of travel.

Since April 2010 operators receive a higher rate of Bus Service Operating Grant (BSOG) for buses equipped with GPS equipment as long as the resulting data is available for the provision of real-

time information. Where this is available the County Council will work with operators to provide GPS informed real-time information on departure boards at targeted locations.

Where it is not possible to provide face to face travel advice at main stations and interchanges other mechanisms such as web-based information kiosks which provide advice on services, routes and timetables will be considered.

**The County Council will work with operators and other stakeholders to provide high quality electronic information to encourage the use of passenger transport by:**

- providing effective on-line journey planning tools and web-based timetable information
- prioritising and delivering real-time information at key locations to increase patronage and the appeal of passenger transport subject to available funding
- providing compatible, seamless journey planning and real-time information across administrative boundaries.

### 5.2.3 Face to face information

Most major rail and bus stations provide face to face travel, fare and ticketing advice to customers and these will continue to be the main source of face to face advice for customers. Other personalised means of passing on passenger transport information will, however, also be provided.

Travel plans will play a key role in improving people's understanding of services and increasing patronage through the provision of information on journey planning, as well as the associated supporting infrastructure. The County Council develops travel plans with a variety of organisations and a range of travel plans will be developed to promote smarter travel choices, including passenger transport use, such as:

- residential travel plans as part of new developments
- area-wide personalised travel plans targeted at areas with existing services and infrastructure to maximise their usage
- workplace travel plans
- school travel plans, and
- leisure travel plans at attractions such as sports venues.

The County Council also delivers independent travel training for more vulnerable adults (such as those with learning difficulties). This training aims to enable people to take journeys by passenger transport so that they can lead more active and independent lives by accessing jobs, training and other services.

**The County Council will work with operators and other stakeholders to encourage the use of passenger transport, providing face to face advice and assistance through:**

- undertaking personalised, school and workplace travel planning
- undertaking independent travel training
- providing face to face travel, fare and ticketing advice at stations and major interchanges.

## 6. High Quality passenger transport

The County Council's role in helping to provide high quality passenger transport services will be to work in partnership with operators to:

- provide punctual and reliable services
- minimise and manage disruption on the networks
- ensure minimum customer service standards
- maintain and enhance passenger transport infrastructure (operators' fleets, waiting facilities and interchange/stations) within available funding
- identify and deliver passenger transport priority where appropriate within available funding
- deliver safe and secure services.

The Local Transport Act 2008 (LTA) included measures to strengthen the range of options available to local transport authorities to secure a wide range of improvements to bus services. The LTA focused on three main tools, voluntary quality bus partnership agreements (VQBP), statutory quality bus partnership (SQBP) schemes and quality contract schemes. Such schemes could be used to agree ticketing or fare arrangements; impose minimum standards of service on operators who wish to use local authority 'facilities'; or to introduce a London-style bus network, where the authority defines the network, and services on that network are provided under contract to the authority. The County Council will consider the use of these mechanisms when appropriate to deliver better quality bus services in the county. The introduction of these schemes would only be introduced following extensive consultation with all affected bus operators.

The County Council in April 2013, introduced a Statutory Quality Partnership scheme for Mansfield town centre (inclusive of the new bus station) to introduce quality standards for bus services and transport facilities. This agreement

was signed by the Council, Stagecoach and trentbarton.

The County Council is also considering the use of further SQBP or VQBPs to build on County Council investment in Worksop bus station and has introduced a scheme in Beeston.

The County Council will also consider the use of bus franchising should powers become available and it is considered that the services offered to the public would be improved by its introduction (see section 1.6.1 and 1.6.2 for further details).

**The County Council will consider the further use of mechanisms provided by the Local Transport Act 2008 (and potentially the proposed Buses Bill) when appropriate to deliver better quality bus services in the county.**

### 6.1 Punctual, reliable services

It is recognised that, irrespective of the level of congestion, journey time reliability is very important and disruption to travel has a significant impact on many aspects of life as well as the local, regional and national economy. In order to make best use of the existing passenger transport networks the Council will look to improve journey time reliability, including by managing planned and unplanned disruption on the wider transport networks (e.g. planned works and incidents).

Targets for punctuality and reliability of registered local bus services are set by the Traffic Commissioner (currently up to one minute early or five minutes late). Through changes to the LTA 2008, the Traffic Commissioner can now hold local authorities as well as operators to account for their contribution to performance of local bus services. Nottinghamshire County Council in partnership with the main operators, Nottingham City Council and the Confederation of Passenger Transport established a Bus Punctuality Improvement Partnership (BPIP) focusing on improving the reliability and punctuality of services and reducing journey times. The BPIP will be reviewed and either revitalised or incorporated into existing bus quality partnership arrangements.

Locations where buses have frequent delays due to highway conditions (such as congestion caused by queue lengths or parked cars) are identified through the bus quality partnership arrangements. The delay hotspots will be investigated to determine the reality of the problem or the length of the delay and will be prioritised accordingly as part of the programme of transport improvements. The bus punctuality improvement partnership and bus quality

partnership arrangements will assist in establishing the locations where improvements should be made. Greater priority will also be given to locations where the operator can demonstrate actual delay through provision of on-board GPS information. Improvements to address recognised issues could range from additional automatic vehicle location technology (GPS technology on board buses to deliver bus priority at traffic signals), bus lanes, junction improvements, and traffic signal phasing or traffic regulation enforcement. The County Council is currently trialling bus lane enforcement as a means of improving the reliability of services on key corridors.

The stipulations for reliability of rail services are set out in DfT's White Paper 'Delivering a Sustainable Railway', July 2007. Rail reliability is currently measured by the 'public performance measure' (PPM). The PPM is not met if a scheduled train service is cancelled or arrives at its final destination more than 5 minutes late (or 10 minutes for inter-urban services). The target set for punctuality of rail services is that 92.6% of trains should operate punctually by 2014. Punctuality of train services in Nottinghamshire has steadily improved over recent years, and reliability on most routes meets or exceeds the national standard.

Under the PFI contract with the light rail (tram) operator, there are a number of performance measures with targets that need to be met by the tram operator on a monthly basis. If these targets are not met, deductions are made from the pre-agreed availability payments that are made to the operator. The performance measures relate to the operation of the tram service as well as engineering and customer relations measures.

In order to make best use of the existing passenger transport networks, particular attention will be given to the management of planned and unplanned works, events and other occurrences; taking proactive steps to minimise disruption to the networks, including being prepared to respond to incidents. Developing contingency plans for responses to unplanned events and improving communications with other authorities, passenger transport operators and the public are also essential.

No matter how comprehensive and detailed forward planning of events may be, the occurrence of unplanned incidents cannot be avoided. The County Council therefore has policies and procedures in place for the effective and efficient twenty four hour management of incidents on the highway network. This is carried out in partnership with other organisations such

as the emergency services, the emergency planning authority and the Environment Agency, as well as other traffic authorities.

The effectiveness of bus priority measures often cannot be achieved without the practical enforcement of supporting Traffic Regulation Orders (TROs). Civil parking enforcement (CPE) was introduced in the county in 2008, giving the County Council powers to enforce parking violations on its roads to support the delivery of its transport strategies. This includes enforcement of persistent parking violations at bus stop clearways and in bus lanes.

Vehicles contravening bus lanes can cause delays to the bus network. Civil parking enforcement powers also give the County Council the authority to undertake bus lane enforcement, including at 'bus gates'.

The Council will continue to review the current CPE arrangements to help ensure they deliver a consistent approach to parking management which supports the delivery of local transport objectives; and delivers a value for money scheme. This will be achieved through exploring examples of national best practice and through close liaison and consultation with district councils, Nottinghamshire police, the Highways Agency, neighbouring authorities and all other interested external parties.

**The County Council will work in partnership with operators and other stakeholders to improve reliability and punctuality of services through:**

- close liaison with rail industry bodies, in particular Network Rail and the train operating companies, to secure the best possible operational performance, and to bring about feasible improvements
- working with operators to gather better, more accurate information on service delay hotspots
- periodically reviewing the effectiveness of the Bus Punctuality Improvement Plan and amending the working arrangements as necessary
- investigating reported delay hotspots and delivering improvements where necessary within available funding
- reviewing procedures and protocols in the co-ordination of planned and unplanned activities on the highway/rail networks to ensure that disruption to passenger transport services is managed effectively
- working collaboratively in co-ordinating works and other activities and in developing strategies for dealing with planned and unplanned events
- working closely with the key works promoters

to ensure that planned works minimise disruption to passenger transport services

- developing and reviewing contingency plans for responses to unplanned events to keep passenger transport services operating in the event of incidents
- investigating ways to improve communications to other authorities, passenger transport operators and the public to provide and receive information concerning events impacting on the highway/rail networks
- reviewing the current civil parking enforcement arrangements to help support the delivery of passenger transport objectives
- considering the enforcement of moving traffic violations at bus priority locations where there is a real issue of excessive violations and where the cost of implementing enforcement measures will offer value for money over the long-term.

### 6.2 Customer service standards

Bus, coach, tram and rail drivers are required to undertake professional training in order to hold the appropriate driving licence. Whilst training for conductors includes customer service skills, this is often optional for drivers, although the majority of bus operators will provide training on customer care, health and safety, route training and disability awareness as part of their induction process for new drivers.

Community transport and social car scheme MiDAS (Minibus Driver Awareness Scheme) is a non-vocational driver training standard managed by the Community Transport Association. The training provides both on-road driving assessment and classroom based training on a range of relevant issues, which is vital to establish the quality and safety of community transport schemes and voluntary social car schemes. From April 2014 the County Council has required all grant aided minibus scheme drivers, as well as voluntary car scheme drivers to have undertaken the appropriate MiDAS training before being issued with a Council permit to drive. The County Council also supports the proposals to introduce a voluntary identity badge and vehicle visor display to denote approved driver status within these sectors.

Taxi licensing is a function of district and borough councils with each district/borough having different licensing policies. To establish a consistent quality of service, it is proposed that a countywide Taxi Quality Partnership be set up which should assist in establishing a consistent driver standard.

**The County Council will work in partnership with service operators to improve customer service on passenger transport services by:**

- working in partnership to ensure training for drivers and conductors includes customer service and disability training elements; and ensure that all drivers undertake the required periodic training
- ensuring that all County Council employees working in County Council operated bus stations have an appropriate qualification in customer care
- investigating the establishment of a countywide Taxi Quality Partnership.

## 6.3 Infrastructure

The design and maintenance of passenger transport infrastructure (e.g. vehicles, waiting facilities, priority measures and track) are important in improving perceptions of the ease, security and comfort of travelling by passenger transport. The County Council will therefore look to develop an Infrastructure Delivery Plan setting out how it aims to improve the bus infrastructure in the county.

Enabling people to access passenger transport, understand the services available; as well as interchange easily between different modes of transport and between passenger transport services is essential in delivering a high quality passenger transport system that is easy to use.

**The County Council will seek to implement improvements to passenger transport infrastructure within the available budget to add value to operating companies' investment and to complement the tendered bus network.**

The County Council has identified its key strategic passenger transport corridors and these are detailed in Appendix 2. The County Council will develop an annual prioritised programme of passenger transport infrastructure improvements based on the levels of funding available. Whilst this investment will be spread across the whole of the county, improvements to facilities (clearways, bus stop infrastructure, etc.) along the key passenger transport corridors will be prioritised for funding as they will impact on the greatest number of people.

Whilst the operators are responsible for their respective vehicle fleets, the County Council is responsible for the provision of much of the infrastructure that enables people to access passenger transport generally; as well as the infrastructure that helps deliver accessible, punctual and attractive bus services. Such infrastructure includes:

- facilities that help people get to stations and stops, such as roads, footways and crossings
- interchanges, such as bus stations, park and ride, as well as cycle parking at rail, tram and bus stops
- at-stop infrastructure, such as clearways, loading laybys, raised kerbs, shelters, flagpoles and information provision (e.g. timetable cases and real time bus information)
- priority measures, such as priority at level crossings, traffic signals and running lanes for specific vehicles.

**The County Council will work in partnership with service operators to provide targeted infrastructure improvements that:**

- make it easy for people to access passenger transport by all transport modes
- make it easy for people to know where and when they can access services
- make passenger transport options more attractive to existing and potential users

**The County Council will aim to deliver targeted infrastructure improvements by:**

- gathering evidence to identify where issues occur on the transport networks
- working with operators to identify 'hotspot' locations where infrastructure improvements are required
- developing programmes to deliver targeted passenger transport improvements that address proven transport problems
- lobbying for infrastructure investment with appropriate organisations.

### 6.3.1 Vehicle fleets

The quality of the vehicle (low floor, age of fleet, fuel efficiency) is an important aspect of the quality of the service provided to customers. The main bus and rail service operators continue to update their fleet but the County Council will continue to work in partnership with operators to improve the age and emissions of their fleets, including exploring opportunities to bid for funding for low emission vehicles.

Each of the train operators refurbished or upgraded its rolling stock during the lifetime of the second LTP. If, however, rail patronage continues to grow at its current rate, overcrowding (as seen in the South East) may also occur if rolling stock is not increased in line with patronage growth.

All buses/coaches must be Equalities Act compliant by between 2016 and 2020 (depending on the type of vehicle) when operating local bus services.

The County Council's survey of operators shows that 83% of respondents have Euro 3 engines or better; 72% are under 10 years old; and a total of 83% are accessible to disabled persons.

The County Council's own fleet of vehicles consists of 346 commercial vehicles including highways operations and a passenger related fleet of 112 vehicles, 68 (60.7%) of which are accessible. All 458 vehicles in the combined fleet have Euro 3 engines or better and the average age is 5 years.

The Public Service Vehicle Accessibility Regulations (2000) outline the accessibility requirements for all new buses. Similarly, the Rail Vehicle Accessibility Regulations outlines the requirement that all trains must comply with a minimum standard of accessibility by 1 January 2020. Hackney carriage vehicles also must comply with a minimum standard of accessibility by 1 January 2020, although these standards do not apply to private hire vehicles. Such minicabs may, however, fall within the Regulations if they provide a contract hire service, for example to a railway station or airport, or as part of a demand responsive transport contract.

NET line one was the first UK tram system to have commenced service as fully compliant with the Disability Discrimination Act. Future NET lines will also meet the same standards of service.

It is anticipated that lower emission buses (whether electric, hybrid, or cleaner through more efficient or innovative engines) will play a growing role in the UK's transport system. The County Council will focus its efforts to introduce lower emission vehicles on routes that pass through air quality management areas, or areas that are close to exceeding pollutants.

Such vehicles provide environmental benefits through reductions in both air and noise pollution. The City Council provide 40 electric vehicles in 'Link' bus services, some of which operate in the county. Whilst bus operators within Nottinghamshire do not currently have plans to introduce electric or hybrid vehicle fleets, the County Council will consider the provision of electric powered vehicles in partnership with operators for possible local bus services, as well as demand responsive travel and interconnect style services within the county.

Electric trains offer better environmental performance than diesel equivalents and can also increase capacity and reliability, as well as being cheaper to buy, maintain (as it's easier to obtain new and/or additional rolling stock) and operate (typically around 30% reduction in operating

costs). The County Council therefore supports the electrification of the MML (the preliminary works for which began in 2014).

Taxis/private hire vehicles are required to have vehicle standard tests at regular intervals to ensure that they are of sufficient standard. Age limits on vehicles may also be applied although often where vehicles are of 'exceptional' standards these are still permitted to be used.

**The County Council will seek to improve the quality of the vehicle fleets by working in partnership with operators and neighbouring transport authorities to:**

- identify locations where additional capacity may be required in light of passenger growth trends
- ensure vehicles are fully accessible for all sectors of the community
- upgrade the fuel efficiency of vehicles; and investigate alternative fuel and electric vehicles
- lobby for fleet and capacity improvements where required
- identify and secure funding sources for fleet improvements, including funding for low emission vehicles, or the introduction of low emission zones
- investigate the potential for requiring low emission or electric vehicles for contracted bus services
- monitor progress on existing electric powered bus trials, alternative fuel trials and other fuel efficiencies for use in future considerations.

### 6.3.2 Track

The County Council works in partnership with Network Rail and train operating companies to identify and press for track improvements to increase speeds and reduce journey times for passengers. The Council will be working to substantially reduce journey times on routes between:

- Nottingham and London by 8 minutes from 2017
- Nottingham and Leeds by 20 minutes from December 2016
- Nottingham and Birmingham by 14 minutes from 2018
- Nottingham and Manchester by 25 minutes from 2019
- Nottingham and Lincoln by 17 minutes from 2019
- Retford/Worksop and Sheffield by 12 minutes from 2017.

### 6.3.3 Passenger waiting facilities

Improvements to infrastructure, aimed at enhancing the pedestrian section of passenger

transport journeys, will be made by improving access to waiting areas, providing new or refurbished waiting areas as well as improved timetable and service information.

**The County Council will work to improve the quality of passenger transport waiting facilities by:**

- working in partnership with Network Rail and train operator companies to undertake audits of existing waiting facilities to identify and prioritise waiting facility improvements at rail stations
- working with train operator companies to identify funding to deliver waiting facility improvements at rail stations
- work in partnership with district councils and taxi operator representatives to identify taxi loading requirements in the town and district centres
- undertake audits of bus stop waiting facilities
- develop a prioritised list of targeted bus stop waiting facility improvements
- deliver a programme of targeted bus stop waiting facility improvements within available funding.

Nottinghamshire has taken ownership of all bus stop infrastructure. At the end of 2013/14, 98% of bus stops in the county (5,600 of 5,715) had flags, poles and timetable information. In addition, there are 1,414 bus stop shelters in the county.

**The County Council will work in partnership with bus operators, local members, district and parish/town councils to provide high quality stops and shelters to make bus use more attractive.**

The Council aims to provide a minimum standard of waiting facilities wherever possible which will include a:

- bus stop pole complete with flag showing the services that use the stop, timetable case(s) and timetable information for each of the services that use the stop
- raised kerb giving direct access to the bus, with sufficient width to allow wheelchairs and pushchairs to access the bus
- hard standing area for people to use whilst waiting for the bus
- bus stop clearway at appropriate locations to ensure the bus can access the kerb.

New bus stops (including shelters) will be provided where it is considered there is a requirement based on patronage/potential use of the stop; and where the stop will not have a significant negative impact on other road users. The location of a new stop will be determined in

consultation with the local bus operators. Similarly, requests for the relocation or removal of bus stops will be determined based on patronage/use of the stop and the local bus operators will be consulted on any proposals.

New bus shelters at existing bus stops will be considered on frequent service routes where there are high levels of boarding passengers on each service. New bus shelters will also be assessed for highway safety to ensure that they do not impact negatively on any road users. Bus shelters will not be provided at locations where a stop serves alighting passengers only.

Bus stop infrastructure plays an important part in making it easier for people with disabilities or mobility difficulties, wheelchair users and people with young children in pushchairs to use buses. All new or improved bus stops and shelters will conform to Equalities Act standards in relation to accessibility, site, seat, and position of timetable case.

The County Council recognises that installing new stops and shelters can often lead to local concerns from residents directly affected. In order to alleviate some of these concerns, wherever possible the Council will locate stops and shelters away from the immediate frontages of residential properties whenever possible. In conservation areas and outside listed buildings greater consideration will be given to the types of poles and shelters used so as not to detract from their environment. Advice will therefore be sought from appropriate organisations and officers to determine the most appropriate types of waiting facilities in such areas.

New bus shelters will be prioritised in relation to the funding available; and privately funded bus shelters will be considered where the location of the shelter meets the County Council's service frequency, patronage and safety criteria.

The Council will look to maximise income from its bus shelters through contracts with advertising companies to utilise the advertising panels in the shelters. Any adverts or fly posters on any other County Council owned infrastructure will not be considered without the Council's prior agreement, and will only be granted where a poster forms part of a bus promotion organised by the County Council or local bus operator.

Bus and taxi loading requirements will also be considered as part of general highway improvements. Where there is a need to relocate a bus stop or taxi rank to accommodate new highway improvements, a suitable alternative location will be identified in consultation with the bus or taxi operators as necessary.

New taxi ranks will be provided where it is considered there is a requirement based on patronage/potential use of the rank; and where the rank will not have a significant negative impact on other road users.

### 6.3.4 Improved integration with other modes

It is important that integration between passenger transport and other modes is developed to ensure that pedestrians and cyclists can make longer distance journeys by bus, train or tram rather than by private car, especially for those that do not own a car. The integration of walking and cycling with passenger transport will therefore 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. Similarly, better integration of cycling and bus use will be delivered through parking provision at bus stops where there are potentially significant users and it offers value for money. Pedestrian access will also be considered when deciding the locations of bus stops or other passenger transport waiting areas.

By putting the needs of pedestrians and cyclists at the heart of the public transport network and station design, it will enable users to access services on foot and by bike, with cycle hubs at bus, rail and tram stations capable of providing top of the range facilities for cyclists.

Sufficient car parking at (or close to) stations can also help reduce the number of longer distance commute by private car and increase patronage on longer distance services. It is primarily the train operating companies' responsibility to provide car parking at rail stations. The Council will therefore work with the train operating companies and encourage them to provide adequate parking, including addressing existing problems.

Coach parking will be considered as part of new and existing bus facilities when feasible to help enable people to undertake longer distance journeys by coach.

Where measures are provided, the usage of the facilities along with patronage levels will be monitored to determine the feasibility, suitability and value for money of providing such measures.

**The Council will seek to improve integration between passenger transport and other modes of transport through:**

- undertaking reviews to identify weaknesses in integration, particularly at bus and rail stations
- enhancing pedestrian and cycle access to stations and interchange points, establishing direct, attractive and safe routes where possible within available funding
- considering the level of cycle parking at new stations as well as at key interchange locations on its passenger transport network
- bidding for appropriate funding as and when opportunities arise
- developing a prioritised programme of improvements to address these weaknesses (delivery dependent upon available funding)
- working with the train operating companies to provide adequate parking for different modes
- monitoring usage of existing and new facilities to determine their effectiveness and prioritise future investment.

### 6.3.5 Stations

There are currently six main bus stations within the county. Of the six bus stations:

- Retford was rebuilt in 2007
- Sutton in Ashfield was upgraded in 2009
- Newark on Trent was rebuilt in 2011
- Mansfield was rebuilt in 2013
- a new bus/tram interchange will open in Beeston as part of the NET extension
- work has commenced on a new bus station in Worksop which is due to open in 2015.

The Council will continue to investigate potential improvements and new bus stations as development and funding opportunities arise. Such schemes will look to improve integration between all modes of transport and also support economic regeneration of the local centres that they serve.

There are 26 train stations in Nottinghamshire which are served by a variety of local, regional and longer distance services. Whilst the coverage of the rail network is generally good, the County Council would, however, support the re-opening of appropriate train stations to enhance the range of destinations available for travel to/from Nottinghamshire stations.

Improvements to rail stations will also be investigated and developed in partnership with Network Rail, such as the major improvement scheme of Nottingham Station as well as enhancements to the more rural stations in the county.



Most railway stations in the UK are old and many have limited access for disabled travellers, especially wheelchair users. It is the responsibility of train operating companies and Network Rail to ensure that trains and stations are accessible and comply with the relevant legislation. The 'Railways for All' strategy (2006) – the accessibility strategy for Great Britain's railways – sets out the roles that all rail organisations will play in the delivery of the strategy and includes improving access to and within the stations and increasing the number of accessible trains.

The majority of trains and train stations in Nottinghamshire are accessible. Some stations in the county do, however, have access issues often relating to stepped access to the platforms; or where access between the two platforms can be difficult.

**The Council will investigate further improvements to existing and potential stations as development and funding opportunities arise, particularly:**

- an improved bus station in Worksop
- re-opening of appropriate train stations to enhance the range of destinations available for travel to/from Nottinghamshire stations
- working in partnership with rail industry partners to identify and urge them to improve accessibility shortcomings at stations.

### 6.3.6 Bus interchange

The County Council is undertaking a review of the existing provisions in each of the towns and district centres in the county. The purpose of the review is to identify the potential for increased interchange with services from more rural locations to improve accessibility to key services and further afield. It is envisaged that following this review, potential improvements will be identified and delivered at a number of appropriate locations in the county.

Passenger transport interchanges are provided at the two main airports, located just outside the county boundary. The East Midlands airport Master Plan includes a commitment to the development of a full public transport interchange during the Master Plan period (2006-2030). The Robin Hood airport Master Plan includes a commitment to develop plans and work with operators to promote Parrot's Corner as a transport interchange during the Master Plan period (2008-2030).

**The County Council will improve interchange facilities across the county by:**

- working with the local airports to help any planned new facilities to meet the service requirements

- review existing interchange facilities across the county and develop a prioritised list of improvements
- deliver new and improved interchange facilities within available funding.

### 6.3.7 Park and ride

High quality park and ride facilities associated with efficient public transport services have proven successful in attracting car users to use public transport for at least part of their journey. They improve accessibility to urban centres and contribute to reducing traffic on congested radial routes. It is also recognised that the provision of well-designed and accessible park and ride facilities can reduce the need for long stay public car parking in urban areas, whilst maintaining the competitiveness of urban town centres.

The County Council will consider the development, and use, of park and ride facilities in appropriate locations to reduce car borne journeys into the principal urban areas and along strategic corridors.

Large scale park and ride facilities will also be considered in conjunction with large new housing developments with potential developer funding. Similarly, the Council will look to provide smaller park and ride improvements as part of new or upgrades to existing train or tram station/stop upgrades.

Where appropriate, where there is local support and funding can be found, large park and ride sites will therefore be promoted, supported by prioritised passenger transport services and infrastructure. Bus priority, parking enforcement and traffic management will also be provided to complement such schemes.

The provision of car parking facilities at rail stations outside urban areas can also assist in the modal shift from road to rail. The County Council will therefore work in partnership to ensure adequate car parking provision at appropriate rail stations where it is considered that such provision will assist in reducing congestion at key locations.

**The County Council will consider the provision of park and ride sites by:**

- identifying corridors with journey time delays
- identifying appropriate locations for park and ride facilities on key corridors that will address identified journey time delay
- seeking to use the opportunity of developments to expand the availability of park and ride facilities
- monitoring the effectiveness of park and ride schemes with a view to further provision.

## 6.3.8 Maintenance

The maintenance of existing bus waiting facilities is important to retain a high quality service and therefore a cyclic maintenance routine will be undertaken of the County Council's bus infrastructure. The Council will review the frequency of this cyclic maintenance at regular intervals as part of its tender review process to ensure that value for money is secured.

## 6.3.9 Passenger transport priority

### Bus stop clearways

Persistent parking adjacent to, or within, bus stops can cause problems for both bus operators and passengers, as it means buses cannot pull up to the kerb to provide level boarding for users, especially people with disabilities, mobility difficulties and people with young children in pushchairs. Bus stop clearways provide a means of deterring car drivers from parking at or near a bus stop.

Bus stop clearways will be introduced (predominantly in urban areas) at locations highlighted by operators and other stakeholders where persistent parking adjacent to bus stops frequently causes problems for bus operators and passengers. Where these are located outside private properties consultation will be undertaken with the owners to ensure that access to their property is retained.

Lay-bys will only be considered where the on-line bus stop severely impacts on congestion or safety.

### Priority measures

Network Rail would like to close level crossings wherever practicable. The County Council will work with Network Rail to consider any proposed closure but will ensure that rights of way for all road users are preserved. Any proposed closures that are supported by the County Council will be subject to consultation with local residents.

Through the bus quality partnership arrangements, locations where buses have frequent delays due to highway conditions (such as congestion caused by queue lengths or parked cars) have been identified. The delay hotspots will be investigated to determine the reality of the problem or the length of the delay and will be prioritised accordingly as part of the programme of bus improvements. Priority will be given to locations where the bus operators can demonstrate real delay through the provision of GPS or survey data.

These improvements could include automatic vehicle location technology (which gives buses

priority at traffic signals), bus lanes, junction improvements, and traffic signal phasing or traffic regulation enforcement.

Bus priority measures will be considered on routes with high service levels and high patronage where it is demonstrated that there is a real quantifiable problem that will be resolved by providing the priority measure; and where there is no significant detrimental impact to other road users.

Existing bus priority measures will be reviewed periodically to determine their efficiency and also their impact on the efficiency of the highway network generally and other road users. Priority measures will be modified where the priority measures offer little benefit to buses and significantly impact on the efficiency of the highway.

Infrastructure improvements will only be provided where there is evidence of their need (e.g. on-board bus information from ticket machines and GPS data if provided by operators; or journey time surveys) as it will highlight where services are experiencing journey time delays.

Where bus lanes are provided, to ensure that they provide the maximum benefits for buses only cyclists and buses will be permitted to use lanes during its hours of operation.

**The County Council will work with passenger transport operators to consider passenger transport priority measures** through:

- identifying and prioritising a bus stop clearway programme to improve access to bus stops
- identifying appropriate rail crossing closures
- identifying locations where passenger transport is being delayed
- gathering evidence of the severity of delays on the passenger transport networks
- developing a targeted prioritised programme of priority measures within available funding.

## 6.4 Personal safety and security

Perceptions about anti-social and criminal behaviour can lead to people feeling that passenger transport is unsafe. Whilst actual crime levels do not support this perception, it is sometimes necessary to try and alleviate the fear through the use of CCTV and lighting to improve the route to, and condition of, the stop, station or interchange point.

The Council works with operators and other agencies to improve safety (real and perceived) on the passenger transport network. In cases where it is considered necessary and funding

allows, measures to improve safety will be considered, including:

- promotional campaigns
- CCTV cameras on buses, trains, trams and at stops
- improved lighting at bus, rail and tram stops and bus shelters in where electrical connections are available or alternative energy sources are practical
- measures to reduce the time people wait for passenger transport such as provision of timetables via mobile phones, and
- leaflets about late night services distributed throughout the area.

Where complaints are received concerning anti-social behaviour at waiting facilities, the Council will contact the local police for further evidence from incident reports. This will help determine if the problem is perceived or real. Where evidenced reports of anti-social behaviour exist, shelters will only be removed in exceptional circumstances. Waiting facilities may, however, be modified to make them less attractive for anti-social behaviour but still provide some protection for service users (e.g. the removal of the seating and end panels). Where this does not result in any improvement, the Council will work with the police, relevant district council officers and other agencies to find a resolution.

Drivers (of school buses and taxis/private hire vehicles) are required to have Disclosure and Barring Service checks to help ensure the safety of passengers.

**The Council will work with operators and other agencies to improve safety (real and perceived) on the passenger transport network.** Such work will include:

- provision of CCTV and lighting at major bus stations and interchange points as well as bus stops where it is identified there is a real need and the budget allows
- working in partnership with passenger transport operators and other stakeholders to develop public awareness initiatives across the county to overcome incorrect perceptions about passenger transport safety
- working with the police and other agencies to address recognised anti-social behaviour.

## 7 Available resources

The key sources of funding for passenger transport improvements are:

- Capital funding allocated from County Council funds for infrastructure improvements
- Revenue funding allocated from County Council funds to support services and fares

- Developer contributions
- Bids for funding including funds from Central Government and European funds.

Given the current constraints on public funding and the impact that the current economic recession is having on development, availability of all of the above funding sources is likely to be reduced; impacting on passenger transport investment, activities and projects. Consequently it is important that the Council takes every action to maximise the impact of the available funding on passenger transport services.

Given limited and constrained funding levels it is important to continue to ensure that the County Council gets value from its investment in passenger transport. **Assessment and appraisal of the passenger transport measures delivered will continue to be undertaken throughout the lifetime of this strategy to ensure that the Council gets value from its investment.** This will include regular review of the types of measures delivered, the Strategic Passenger Transport Framework used to assess supported services and the levels of funding allocated to passenger transport based on their value for money and delivery of strategic goals and objectives.

Where the County Council is promoting one of its passenger transport scheme improvements that will require major funding (e.g. park and ride schemes, rail enhancements, new tram lines etc.) the County Council will identify funding sources to determine the scheme's feasibility and value for money. Where such schemes are considered value for money the County Council will also attempt to secure the necessary funding to deliver them.

There may also be instances where stakeholders or the public identify major passenger transport scheme improvements in addition to those promoted by the County Council. In such cases the County Council will undertake the feasibility and value for money assessments if the stakeholder/public group promoting the scheme provides funding to do so.

### 7.1 Capital funding

The main source of capital funding for passenger transport improvements has been the Local Transport Plan integrated transport block. The integrated transport block is developed annually and funding is allocated to schemes that offer the best value for money in delivering the County Council's transport and wider objectives. Significant amounts of integrated transport funding have been allocated to passenger transport schemes in the past but the level of funding available for passenger transport

improvements will be further impacted from 2015/16 when 44% of the total funding available will be top sliced and added to the Single Local Growth Fund which will be allocated to deliver the Local Enterprise Partnerships' Strategic Economic Plans.

## 7.2 Revenue funding

Significant sums of revenue funding has also been invested in passenger transport to support bus and rail services that are not commercially viable, transport to education, as well as providing concessionary fare schemes. The County Council's budget for securing socially necessary bus services has come under increasing pressure in recent years due to continuing withdrawals of marginal services provided by commercial operators, rising costs and reductions in revenue funding. To try and prioritise this revenue funding for tendered bus services in a fair and consistent manner, a Strategic Passenger Transport Framework is used. This framework is used to assess all claims on the revenue budget for supported services in relation to existing funding commitments, and to assess the feasibility of any initiatives arising out of the accessibility planning process with regards to the likelihood for funding, given existing commitments.

The County Council use a number of variables in the prioritisation of supported local bus service and non-statutory school transport contracts, such as:

- subsidy per passenger
- number of passengers per journey
- journey purpose
- car ownership levels in the communities which the service serves
- availability of alternative public transport provision in the communities which the service serves, and
- index of multiple deprivation levels in the communities which the service serves.

All of the variables used to determine such services will be reviewed periodically to ensure that they are still appropriate and help ensure value for money is provided.

## 7.3 Developer contributions

Section 106 of the Town & Country Planning Act 1990 permits the local planning authority (the district councils in Nottinghamshire) to enter into legally binding agreements with developers to make a financial contribution for the delivery of appropriate measures to mitigate against transport issues that arise from development.

The County Council, as the local highway authority, is a statutory consultee and is therefore

able to make requests for such financial contributions. The County Council has to date secured significant Section 106 contributions through the local planning authorities which have been used to fund bus services, passenger transport infrastructure, reduced fares/travel tickets etc.

Several district local planning authorities are looking to introduce a Community Infrastructure Levy (CIL) which aims to generate funding from developments for new infrastructure. The levy rates are determined in advance and provide developers with certainty on the amounts they will be expected to contribute for general improvements (e.g. schools, health centres, new roads, etc.). The negotiation of Section 106 contributions will remain, however, for local improvements required specifically to address the impacts of proposed development.

Funding for identified strategic transport improvements will be collected by planning authorities through the CIL. The County Council will therefore work with planning authorities to have evidenced, approved passenger transport improvements included in CIL lists.

**The County Council will continue to pursue Section 106 developer contributions for all forms of passenger transport improvements where they are required to mitigate the impacts of proposed new development.**

**The County Council will identify required strategic passenger transport improvements and seek to have such improvements included in CIL lists.**

## 7.4 Funding bids

Funding for major infrastructure schemes (such as the construction of new bus stations, park and ride sites, and large priority schemes) as well as European funds has been devolved to Local Enterprise Partnerships from 2015/16. The County Council will continue to develop and apply for funding for appropriate infrastructure schemes.

The County Council will also seek funding from other funding sources (e.g. Office of Low Emission Vehicles [OLEV] and the Green Bus Fund. Such funding can help upgrade vehicle fleets to lower emission vehicles, or fund the introduction of low-emission passenger transport corridors or zones.

Bids for funding for infrastructure or investment in low emission vehicles will be made in partnership with operators; and neighbouring transport authorities where appropriate.

### **The County Council will continue to:**

- investigate potential funding sources for passenger transport improvements and will continue to make funding bids whenever possible
- work jointly with operators, neighbouring authorities (particularly those in the D2N2 LEP area) and other stakeholders to develop and secure funding for large scale bus projects (including passenger transport corridor improvements, low-emission zones, area wide real-time and smartcard ticketing).

### **7.5 Procurement of services**

It may be possible to secure significant efficiencies through the joint procurement of transport services (e.g. by different services/clients, or with neighbouring transport authorities). This would entail the integration of transport services in order to provide a range of transport services to a range of clients through one service contract and utilising the same vehicle(s). For example, using a day care service vehicle to provide a demand responsive service when the vehicle is not in use by the day care service clients. This would deliver the same quality of service to customers but would provide better more efficient integration of services.

More integrated service provision will enable the Council to provide a highly efficient, high quality and flexible service to meet the various needs and requirements of clients and passengers throughout the county. Such service provision is likely to be highly resilient and would deliver value for money and would provide flexible services which could be amended to meet the specific needs of the clients/passengers within a given locality both now and in the future.

**The County Council will investigate the potential for joint procurement where it will not compromise the service quality offered to customers but will deliver value for money and efficiency savings.** This will include the ongoing investigation into best practice in the procurement of integrated transport services to fulfil a range of service purposes for a range of clients within one service contract.