

# Bus Service Improvement Plan for The Greater Nottingham (Robin Hood) Area

Developed by Nottingham City Council,  
Nottinghamshire County Council, and the Bus Partnership Group

October 2021



Nottingham  
City Council



Nottinghamshire  
County Council



Section 1 - Overview	3
Section 2 - Current bus offer to passengers	10
Section 3 - Headline targets	40
Section 4 - Delivery	43
Section 5 - Reporting	54
Section 6 - Overview table	55
Appendix A - Contracted Services Expenditure	60
Appendix B - Parking Data	62
Appendix C - Organograms of Transport Services	66
Appendix D - Bus Passenger Charter	68



## Introduction

In Greater Nottingham, we like to keep moving forward and despite a network that currently delivers much of the ambition of National Bus Strategy and objectives of the Bus Service Improvement Plan initiative, our journey is one of continuous improvement. We do not take previous success for granted and are acutely aware of the existential threat that the Covid-19 pandemic has dealt the bus network locally and the potential that this BSIP has to support the recovery of bus from Covid-19. With this in mind a detailed analysis of the current network has been undertaken to identify areas which need to be targeted for improvement locally.

Nottingham has the largest economy in the East Midlands and as one of the UK's Core Cities is a key driver of national prosperity. Nottingham is also a modern European city with a well-recognised international brand from Robin Hood to Raleigh Bikes, which has been built on the city's historical and industrial heritage.

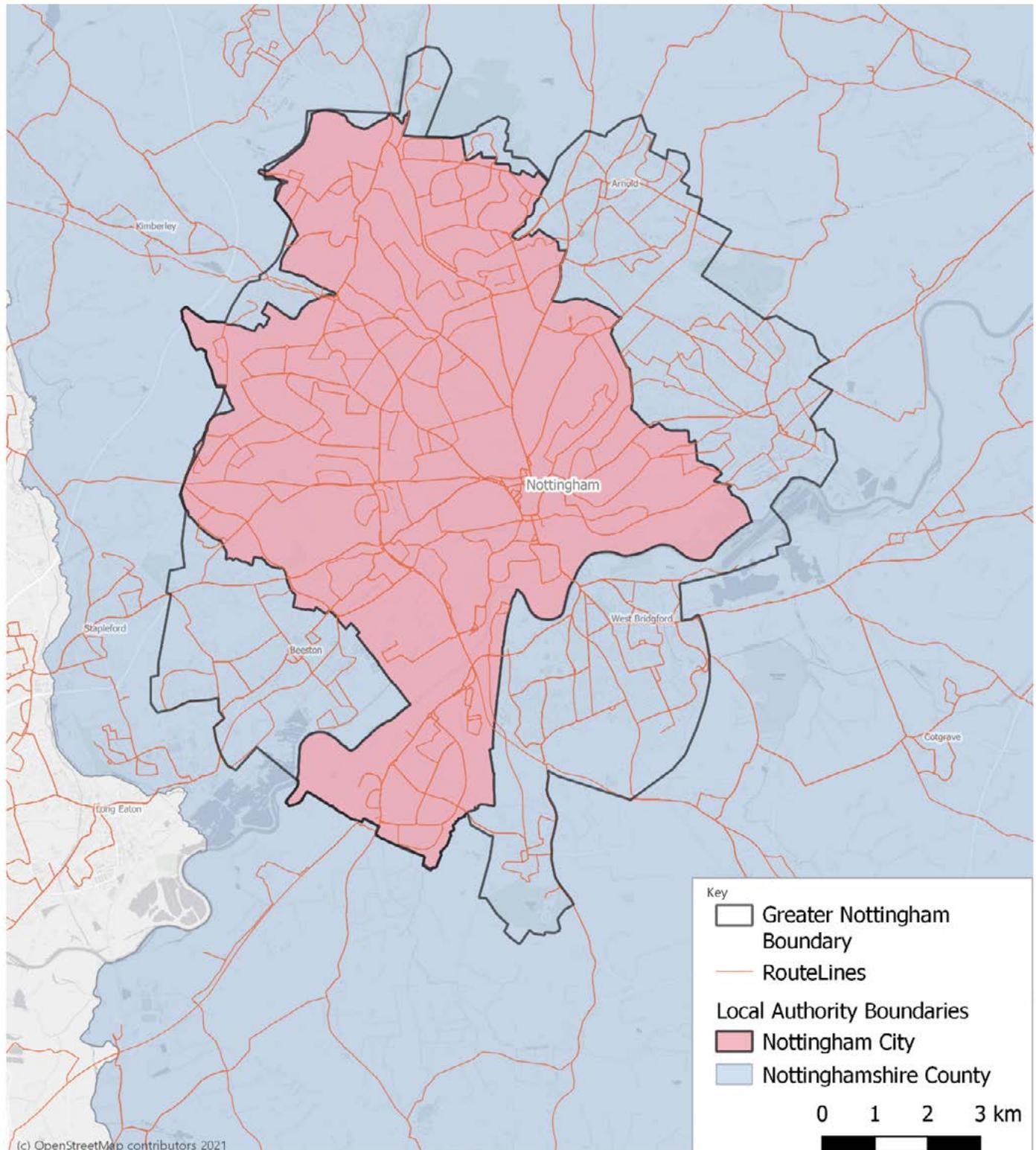
Today, Nottingham has a reputation for being at the cutting edge of scientific innovation, thanks to the presence of two world-class universities and our emerging expertise in areas such as life-science. The city is also known for its vibrant cultural scene, world class sporting venues and growing creative and digital economy. Sir Paul Smith, the internationally renowned fashion designer, and one of the city's most famous sons, retains a significant manufacturing base in the city for his global fashion empire.

A successful Advance Quality Partnership Scheme (AQPS), one of the first to be implemented in the United Kingdom, has operated in Nottingham City Centre for a number of years. This has delivered award-winning high-quality bus services, advanced digital information systems, a longstanding commitment to comprehensive bus priority and operation of multi-operator smart ticketing via the Robin Hood scheme. Coupled with early adoption of stringent emission standards for buses and agreed standards of customer service. Pre-pandemic the partnership delivered some of the highest bus usage per head of population outside of London, supporting growth of the combined bus and tram network locally.

Despite the strong position in Greater Nottingham, there is much more that can be achieved. Therefore, the opportunities presented by the National Bus Strategy are welcomed. The existing strong partnership between the Councils and the bus operators is well placed to develop a Bus Service Improvement Plan and use an Enhanced Partnership to facilitate the delivery of further improvements. These should help overcome the set-backs of lost patronage suffered during the pandemic and continue the virtuous cycle of growth and development already occurring pre-COVID.

## Overview of the Greater Nottingham Area

Nottingham's Bus Service Improvement Plan (BSIP) will cover the geography of the existing Robin Hood Ticketing Area and incorporate the entire Nottingham City Council Local Transport Authority Area alongside a number of urban areas that sit within the Nottinghamshire County Council Local Transport Authority Area, as illustrated in the map below.



Around 97% of Nottingham’s current bus network is operated by commercial services, with Nottingham City Transport (the dominant urban operator) having a market share in patronage terms of 85% (71% of mileage operated), trentbarton (18% of mileage operated) (the key inter-urban operator) and others including Stagecoach, Marshalls, CT4N and Centrebus operate the remaining 12% of commercial bus services. The remaining 3% of the network is run under tendered contracts, with financial support, service specification and fares determined by the City and County Councils under the linkbus and NottsConnect brands. The Easylink dial-a-ride service is also supported by the two local transport authorities.

There is a limited suburban rail network but the bus network is complemented by a fully integrated tram system with 3 routes which prior to the pandemic carried just under 20 million passengers a year. The local public transport network is supported by two bus and 6 tram-based park and ride sites. With a new bus park and ride site and expanded existing tram site to the north of the city planned as part of the transforming cities programme. The alignment of the BSIP against the Robin Hood Ticketing Area ensures that the Greater Nottingham conurbation is incorporated in one plan, covering the “Robin Hood Network” and ensures that the logical travel to work area for urban bus services is packaged together in an Improvement Plan that reflects how the current bus network operates and how passengers use the bus system locally.

The area covered by the BSIP outside of the city of Nottingham falls wholly within Nottinghamshire and Nottinghamshire County Council has been integral to its development and ensuring compatibility and coordination with the BSIP being produced for the rest of Nottinghamshire.

## Demographics

The population of greater Nottingham is estimated as 505,207 (based on a 2019 estimate from Nomis). Nottingham City ranks 11th most deprived out of 317 districts in England. Of the total population of Nottingham City 13% of people are over the age of 65, which is 5% lower than the UK national average, which is not too surprising given the city -focus. 30% of the population are aged 18 to 29; full-time university students comprise around 1 in 8 of the population. Despite its young age-structure, Nottingham has a higher than average rate of people with a limiting long-term illness or disability.

As of September 2021, Nottingham City has 15,982 unemployed people, with the highest affected age group being 25-49. The unemployment rate is 6.9% compared to the national average of 4.6%. In terms of car ownership, 56.3% of households have access to a car or van compared to nationally, where just under three quarters of households have access to a car or van.

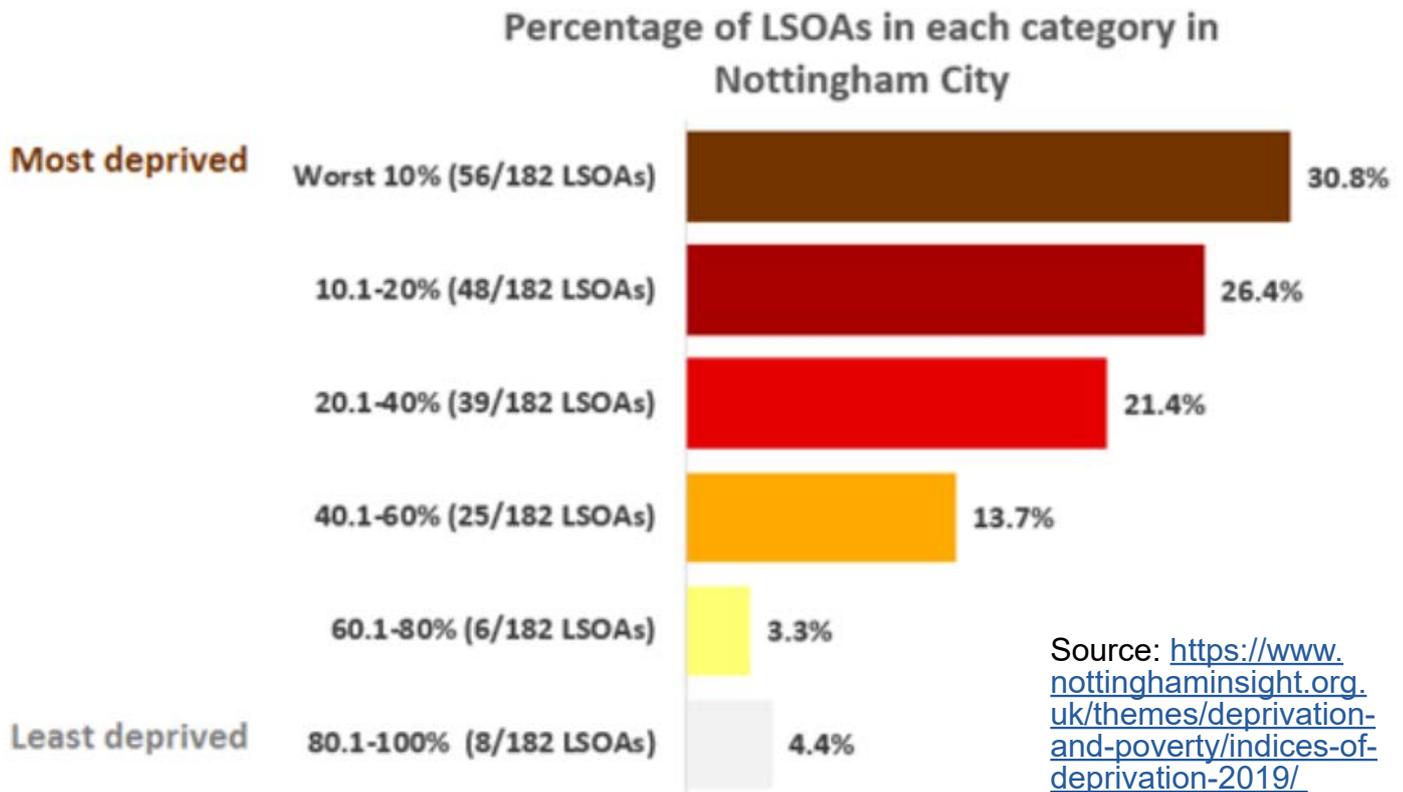
In terms of car ownership, 56.3% of households have access to a car or van compared to nationally, where just under three quarters of households have access to a car or van.

Of the total population in the districts of Gedling, Broxtowe, and Rushcliffe (county area) 8.69% are elderly which is comparable to the national average. There are also 3,946 unemployed people and the unemployment rate is 2.2% which is slightly less than the national average. Regarding Car ownership there are 63.8% of households with access to a car or van which is comparable to the City area.

## Levelling Up

The delivery of this plan and the improvements to bus services it will facilitate are key to delivering the Levelling Up agenda locally in Nottingham, which has identified the city as a priority one area.

The figure below shows that over half (57.2%) of the city’s Local Super Output Areas (LSOAs) fall into the lowest IMD quintile (lowest 20%) for the whole of England, and less than one-in-ten (8%) of Nottingham’s LSOAs are in the top quintile (top 20%).



## Index of Multiple Deprivation for Nottingham

While these trends are comparable with a number of other East Midlands’ cities, and also reflect Nottingham City’s tightly drawn administrative boundary, they underline the critical importance of levelling-up the local economy and providing access to employment and education opportunities for Nottingham’s residents through comprehensive and affordable bus services.

## Development of the Bus Service Improvement Plan

Building on the long-established relationship between the local authorities and bus operators in the area, and existing Advanced Quality Partnership Schemes in Nottingham City Centre and Beeston Town Centre, a Robin Hood Network Enhanced Partnership Plan and Schemes will be developed and implemented in April 2022 using the Greater Nottingham BSIP as a blueprint and mirroring the same geography of this Plan.

This BSIP will run from 2021 to 2025 in line with the existing Nottingham Bus Strategy which sits within the current Local Transport Plan and the Nottinghamshire Local Transport Plan that runs until 2026. It will be incorporated into the existing Nottingham Bus Strategy which has established an improvement plan for bus services via infrastructure investment as part of Nottingham's Transforming Cities Programme, prior to the national requirement for BSIPs. This BSIP will build on the two existing plans and look to secure additional funding from the government's £3bn transformation fund to accelerate and broaden improvements to bus services locally and ensure that Greater Nottingham's world class bus system continues to improve and drive the modal change required to reduce congestion and meet emissions targets.

An annual review and update of the BSIP will be undertaken by the Greater Nottingham Bus Partnership in a dedicated AGM outside the existing quarterly Business As Usual meetings.

The Nottingham Bus Partnership is independently chaired, by Jon Parker of ITP, a former Transport Planner of the year and expert in bus strategy with a wealth of national and international experience. The chair role provides an important mediation function between the local transport authorities and local bus operators as well as providing additional technical expertise to the local transport authority teams and valuable insight and ideas which significantly strengthen the outcomes of the Partnership's work. The full membership of the Partnership is as follows:

- Independent chair
- Nottingham City Council
- Nottinghamshire County Council
- All bus operators
- Sustainable Transport Nottingham
- DVSA

## Aims and objectives of the BSIP

The National Bus Strategy calls for us to deliver better bus services and specifically calls for measures to be implemented and targets set in relation to bus service journey times and reliability (punctuality) improvements. National Transport Focus research points to punctuality as being the bus customer's number one priority. The same research indicates rising year on year dissatisfaction levels with bus journey times and highlights a number of highways related reasons for the same.

Nottingham City Council, Nottinghamshire County Council and Nottingham's bus operators are committed to speeding up bus journey times and making them more reliable. In return, services will be more attractive to users and non-users alike, be more environmentally friendly and require less financial support in the future. High quality bus priority measures will ensure an efficient network which in turn reduces costs and ensures affordability.”

There is much ambition to build on the progress already achieved in the Greater Nottingham area over recent years, and partners have agreed, and are fully behind, the vision and objectives set for the BSIP. These are set out below.

### Vision:

Nottingham's Robin Hood Bus Network will be:

- Accessible – Reliable, easy and simple to use and as attractive as travelling by car, helping to reduce congestion.
- Integrated – seamless connections between all modes of travel.
- Fair – fair pricing, affordable for all.
- Smart – 21st century technology used to provide live information and smart payment systems.
- Clean – Supporting operators to switch to zero emission vehicles to improve air quality for all our citizens, well in advance of the government's ban on the sale of new petrol and diesel cars. Whilst delivering decarbonisation to address the Climate Crisis and support Nottingham to be Climate Neutral by 2028 and Nottinghamshire's Climate Emergency commitments.

## Overall aim:

Together we will ensure convenient, affordable and reliable public transport journeys are the reality for every citizen, whatever their age and situation, wherever they live, both within and outside of Greater Nottingham, however they want to get around.

We will provide an unrivalled, clean, safe and fully integrated public transport network we can all be proud of.

## BSIP Goals:

This improvement plan will deliver a Robin Hood Bus Network, with quick, efficient and punctual bus services, that provides:

- “Turn-up and go” reliable bus frequencies that keep running into the evenings and weekends on main corridors
- Fully integrated services with simple multi-modal ticketing across bus and tram
- Increases in bus priority both digital and physical
- High quality information for all passengers in more places
- Genuine passenger engagement
- Year on year passenger growth

## Objectives:

- Maintenance of pre-covid high frequency level of services and accessibility across the bus network
- Roll-out of further bus priority across the network ensuring buses have priority over inefficient transport modes
- Delivery of measures to address operator pinchpoints on the network.
- Upgrades to the existing real time information estate
- Improvements to bus stop waiting infrastructure in district centres
- Roll-out of the new smart ticketing and contactless payment products
- Bus station and interchange improvements
- Extension of camera enforcement, traffic regulation orders and new red routes
- Delivery of an enhanced Robin Hood Network marketing campaign
- Deliver “Levelling Up” through better access to jobs and opportunities
- Help deliver the governments Transport Decarbonisation plan

### Introduction

The expectation on BSIPs is for local areas to deliver a fully integrated bus service, with simple multi-modal tickets, more bus priority measures, the same high-quality information for all passengers in more places, and better turn-up and go frequencies that keep running in to the evening and weekends. If we deliver on these aspects of bus provision, then the expectation is that it will drive a further growth in patronage. This chapter therefore summarises the existing evidence of public transport delivery and use across the Greater Nottingham area against each of the key BSIP outcomes, which in turn has then enabled us to carry out a gap analysis to identify and cost the proposed improvement areas later in this BSIP.

### What do people think about buses in Greater Nottingham?

Before exploring existing service delivery, infrastructure and usage, it is critical to gain an understanding of user and non-user needs and perceptions of local bus services. This will ultimately help to ensure any measures within the BSIP are targeted in areas which will result in the greatest uptake in usage. As such, an online survey was undertaken during July and August 2021 to gather opinions from both users and non-users of buses in Greater Nottingham as to how bus services could be improved in order to attract more passenger trips. The data was split to only include those residents within the confines of this BSIP area and attracted 1,720 responses, spanning both users and non-users.

65% of respondents used the bus 2 days or more a week, and the most common reasons for bus travel were for social activities and shopping. People choose to use the car over the bus mainly because the car is more convenient; and the car is significantly quicker than the bus. 76% of respondents who use the car said it was easy or fairly easy to park their car.

When asked what improvements would make them use the bus at all/more, the key issues identified were:

- Better bus stops and shelters (78%) and improved bus information (71%)
- More frequent services (70%) to more destinations (72%), with better connections between services (71%)
- Multi operator ticketing (76%) to make it easier to transfer between services, along with lower fares (72%) and contactless payment (71%); and
- Reduced delays (71%)

Additionally, surveys undertaken by Transport Focus also show that satisfaction across a range of factors is already higher than the national average for the main operator, Nottingham City Transport compared to other operators nationwide, and this has consistently been the case over the last 5 years (currently standing at overall satisfaction of 94% against other operators' scores ranging between 71% and 97%).

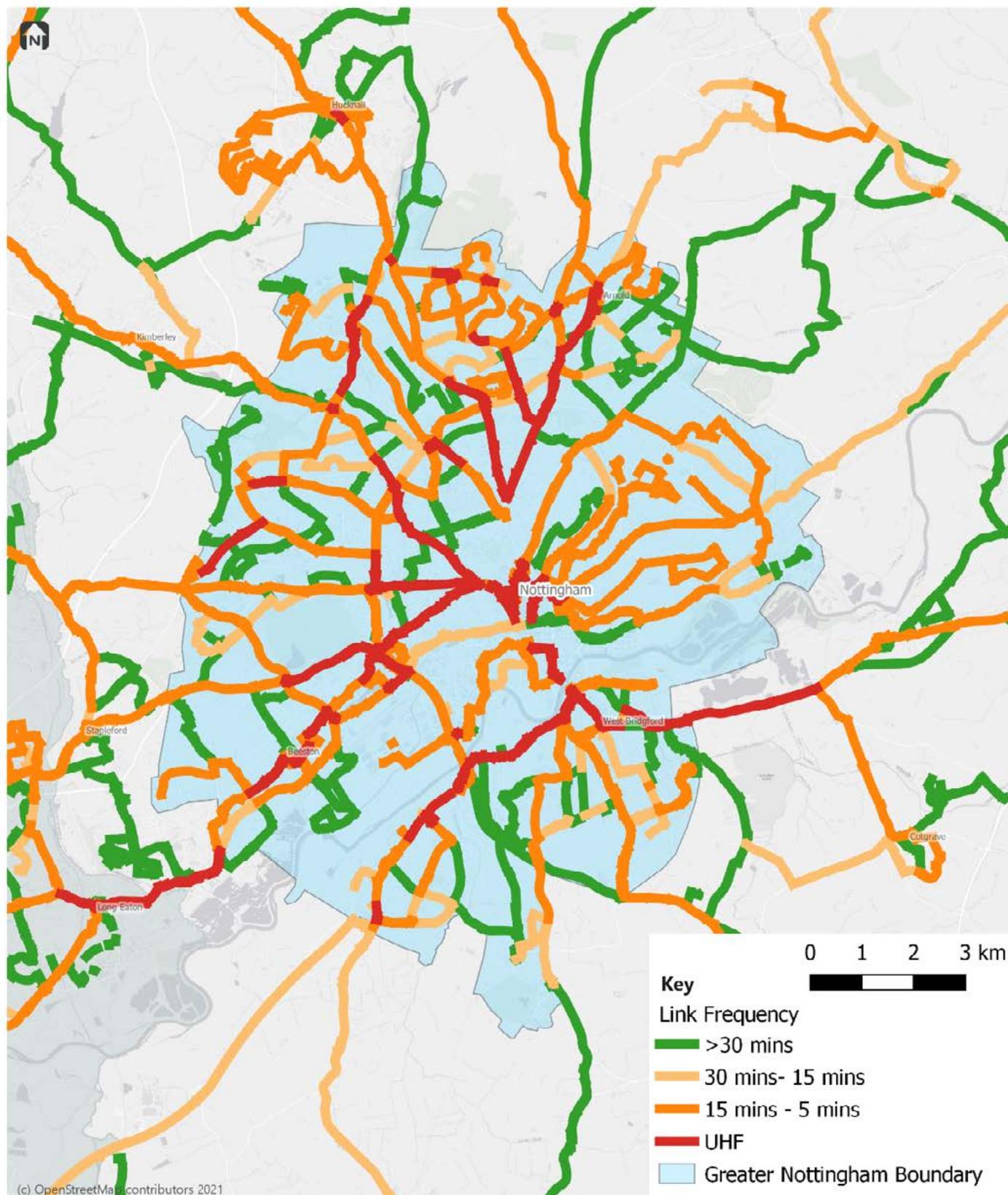
Having understood the current views of users and non-user, the rest of this section explores aspects of the current Greater Nottingham bus network against each of the stated BSIP national outcomes.

### BSIP Outcome 1: fully integrated bus service

Nottingham City Transport (NCT) is the main bus operator in Greater Nottingham, accounting for 85% of the market. Other operators serving the area include trentbarton (12%), with Stagecoach, CT4N, Marshalls and Centrebus and Nottingham City & County Council (tendered services) making up the remaining 3% of the market. There is also an 'Easylink' service operated by CT4N across the City (funded jointly, and open to registered users and Concessionary pass holders.) which is a traditional dial-a-ride service and is complementary to the public transport offer but not fully integrated in to the Robin Hood Multi-Operator ticketing offer. There are also a number of Community Transport/Voluntary Car Schemes within the conurbation for registered users. They are Rushcliffe CVS, Gedling Voluntary Travel Scheme and The Helpful Bureau.

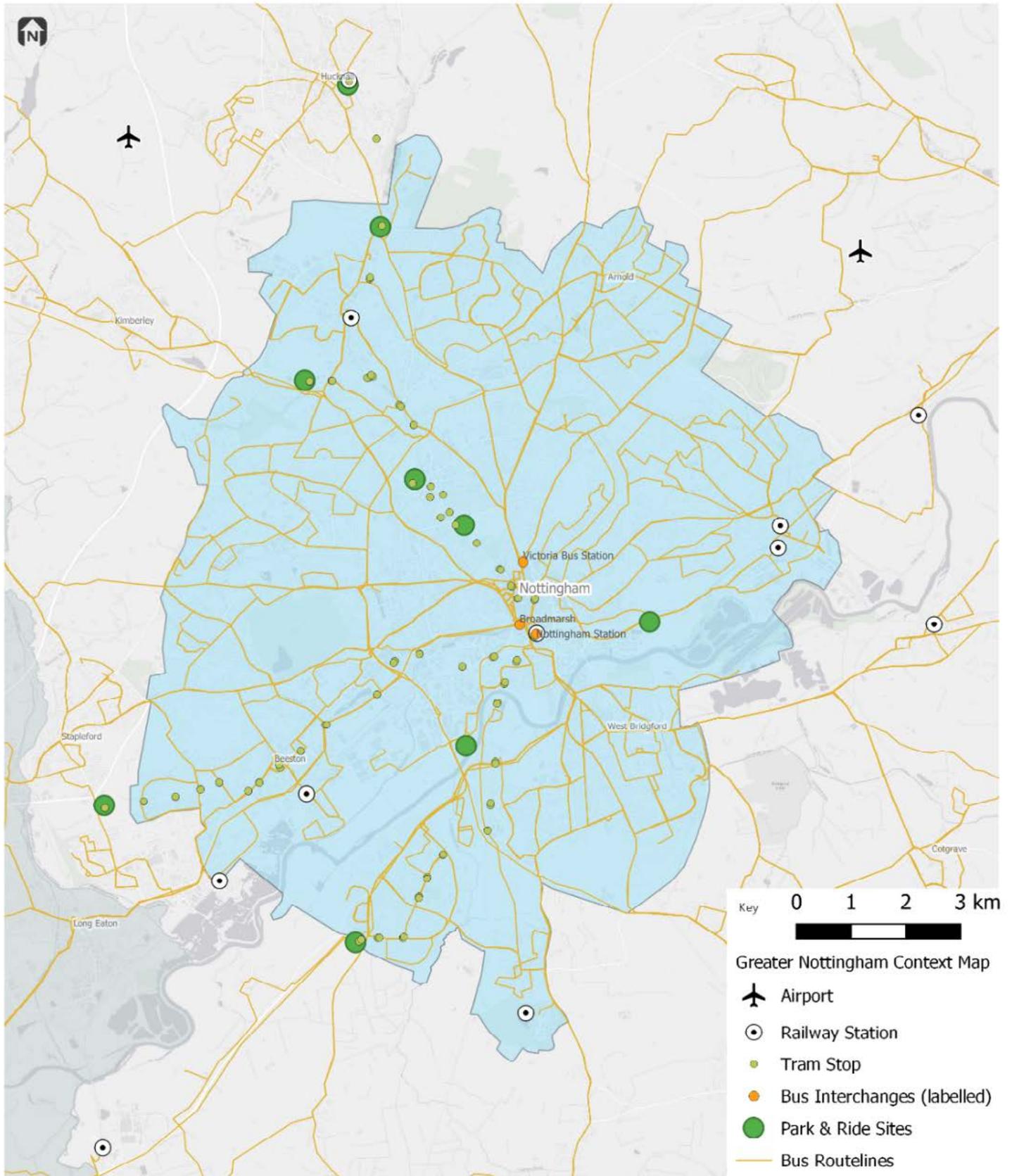
## Section 2 - Current bus offer to passengers

The map below shows the extent of the network, highlighting the hourly link frequency at the AM peak, showing the combined frequency of bus services along each road, regardless of service or operator.



## Section 2 - Current bus offer to passengers

These services complement the rail and tram network, and there is good coordination of services at key interchange points. The map below shows the key interchange points in the area.



### BSIP Outcome 2: simple multi-modal tickets

A [report by TAS Partnership](#), setting out the findings of a national fares survey undertaken in 2019 shows that the average single fare in Great Britain is £2.48 (£2.45 in urban East Midlands; £2.62 in rural East Midlands); average day fare is £5.21 (£5.92 in urban East Midlands; £6.93 in rural East Midlands); and average weekly fare is £18.03 (£21.49 in urban East Midlands; £23.48 in rural East Midlands).

Single fares vary within the Greater Nottingham area, given the varying lengths of route, ranging from a flat £2.30 on NCT, to variable singles based on route length on Stagecoach (Nottingham to Arnold is £2.20) and trentbarton services. Network and day caps vary from a cap of £4.20 on NCT services, to a cap between £6.60 - £10.10 on a trentbarton service, depending on the time of day, and area, as these fares are calculated using a tap on tap off (TOTO) system, and £7.20 for a Stagecoach network ticket. The Robin Hood multi-operator, multi-modal ticketing scheme enables travel on all operators across Greater Nottingham. A day cap of £4.80 is available for adults. Paper day tickets, ITSO smart season cards and Pay as You Go (ITSO) with complex single and multi-operator day capping provide a comprehensive range of travel products to cater for most travel needs for adults, under 19's and students. In addition to this, Nottingham contactless will offer multi operator capping from November 2021. The multi-operator offer broadly mirrors the commercial offer, however, there are some areas of inconsistency and elements of the scheme which require improvement:

- Not all operators in Greater Nottingham are involved in all areas of the scheme – most (but not all) bus operators sell and accept paper day tickets and smart season cards, but fewer operators are involved in the Pay as You Go scheme, and fewer still in Nottingham Contactless.
- The Robin Hood pricing mechanism leads to wide ranging premium differential across the product range compared to commercial operator prices. Some prices are higher than they should be, while other prices are lower than they should be, including undercutting a very small number of commercial operator prices for the equivalent product.

A range of tickets are available by different operators, focussed on attracting different markets according to the types of service they operate. Different products cater for different demographics, travelling at different frequencies.

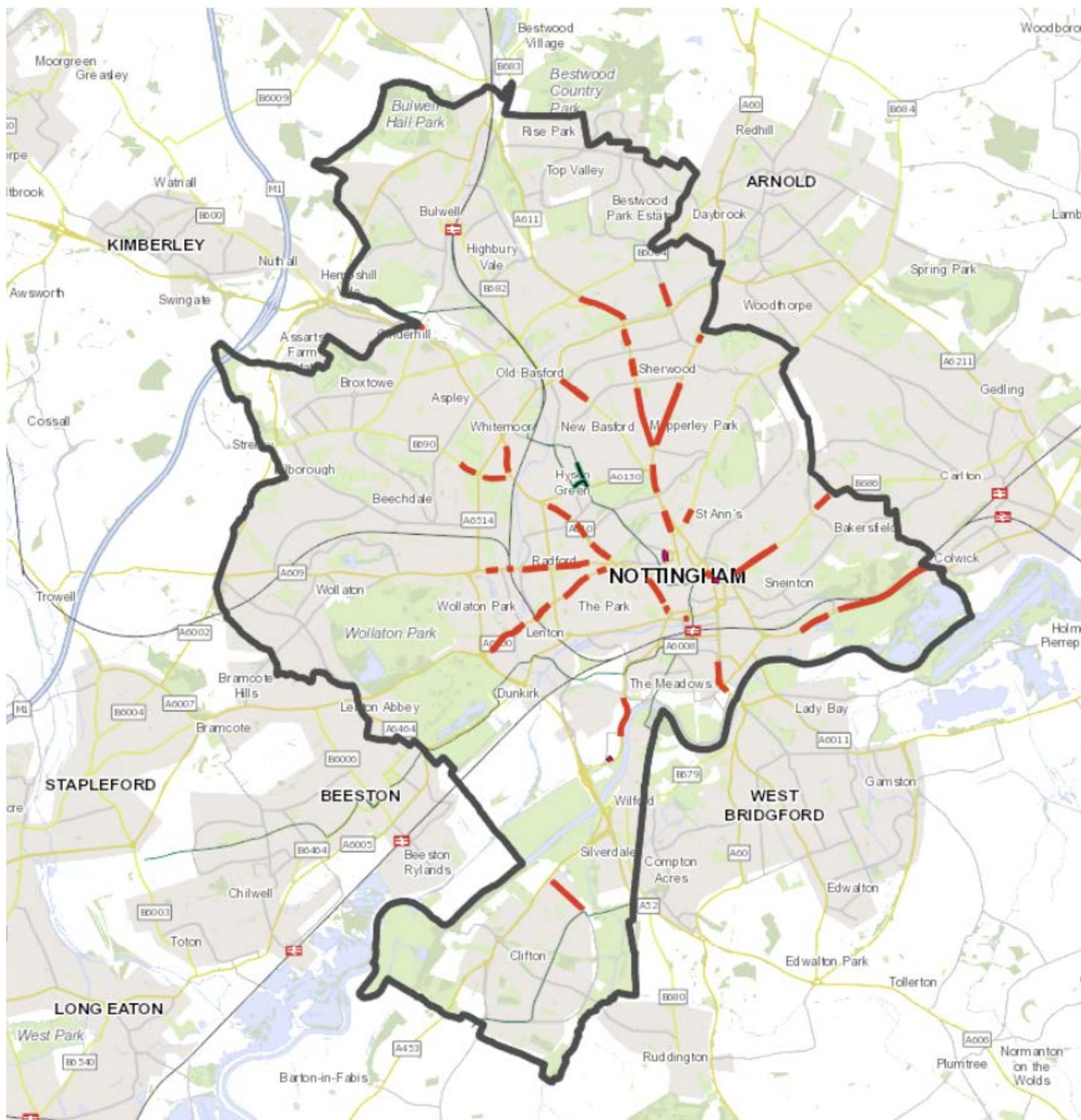
Although there is some consistency in tickets across the main operators, for instance, Robin Hood, NCT, TB and CT4N all offer U19 tickets, different operators offer different discounts. For instance, under 19 ticket discounts range from 23% - 50% off the cost of an adult equivalent ticket; student ticket discounts range from 10% - 20% off the cost of an adult equivalent ticket. Some day tickets are available for 24 hours from purchase, others available for the day of purchase only.

Tickets are available for purchase on-bus; on-line; and via apps for the main operators (NCT; trentbarton; Stagecoach; CT4N and Robin Hood). Contactless payment is available on all services, although the type of contactless payment differs. Some offer retail transactions (old school Model 1) only, while others offer a tap and cap model (old school Model 2) with single operator day capping in an Account Based Ticketing (ABT) environment. Multi-operator contactless ticketing across bus and tram is due to go live in November 2021. However, although available, there are some restrictions to the use of contactless, where some operators restrict the type of ticket which can be purchased via contactless, others have a daily spending cap on contactless payments.

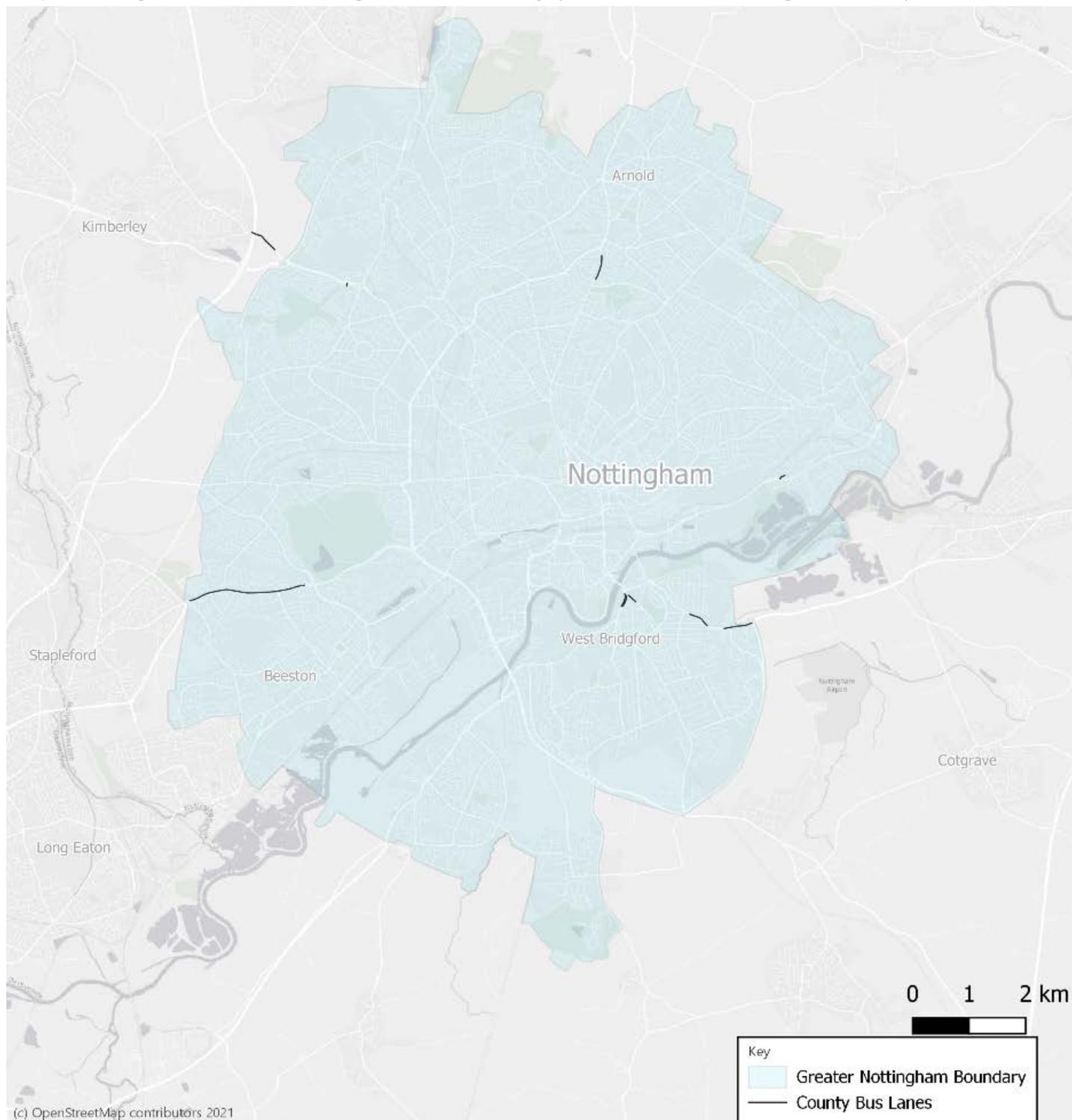
## BSIP Outcome 3: more bus priority measures

There are 26km of bus lanes in the area, (with a further 2km planned as part of the current Transforming Cities programme) illustrated in the map below. Each of these sections of bus lanes has encountered challenges of infringements by private cars, and some are only operating during restricted hours.

Map showing bus lanes in Nottingham City



Map showing bus lanes in Nottinghamshire County (within Greater Nottingham BSIP)



Nottingham City and Nottinghamshire County Councils, in partnership with Nottingham City Transport, were early adopters of Traffic Light Priority (TLP), deploying fixed units at six Scoot junctions in 2011 that communicated with onboard radios and delivered a material improvement in bus reliability. Investment in 71 junctions within Greater Nottingham followed, giving the region one of the largest TLP networks outside of London. Seeking to extend the benefit of TLP to other bus operators, Transforming Cities has delivered a centralised TLP system that will not only roll out TLP to more junctions at lower cost, but also deliver the benefits to buses operating in Derby and Derbyshire as part of a D2N2 regional system.

### BSIP Outcome 4: high-quality information for all passengers in more places

Operators in the Greater Nottingham area provide information through their own websites, social media, and apps including: Journey planning; Route maps; Timetables; Real-time information; Service disruption updates; and Journey capacity. Nottingham City Council also provides a consolidated journey planning and travel information service for Greater Nottingham via the Transport Nottingham website, and the Robin Hood network also provides details on services, routes, fares and ticketing. Travel Information Centres are also located within the City to allow face to face customer interaction and access to printed and online materials and tickets.

Timetables and integrated maps are also provided through individual operators and the Robin Hood marketing group. The City coordinates the printing of information materials for distribution to outlets across the area (e.g. libraries, bus stations, local centres etc.). Operators provide and install information at bus stops for their own individual services.

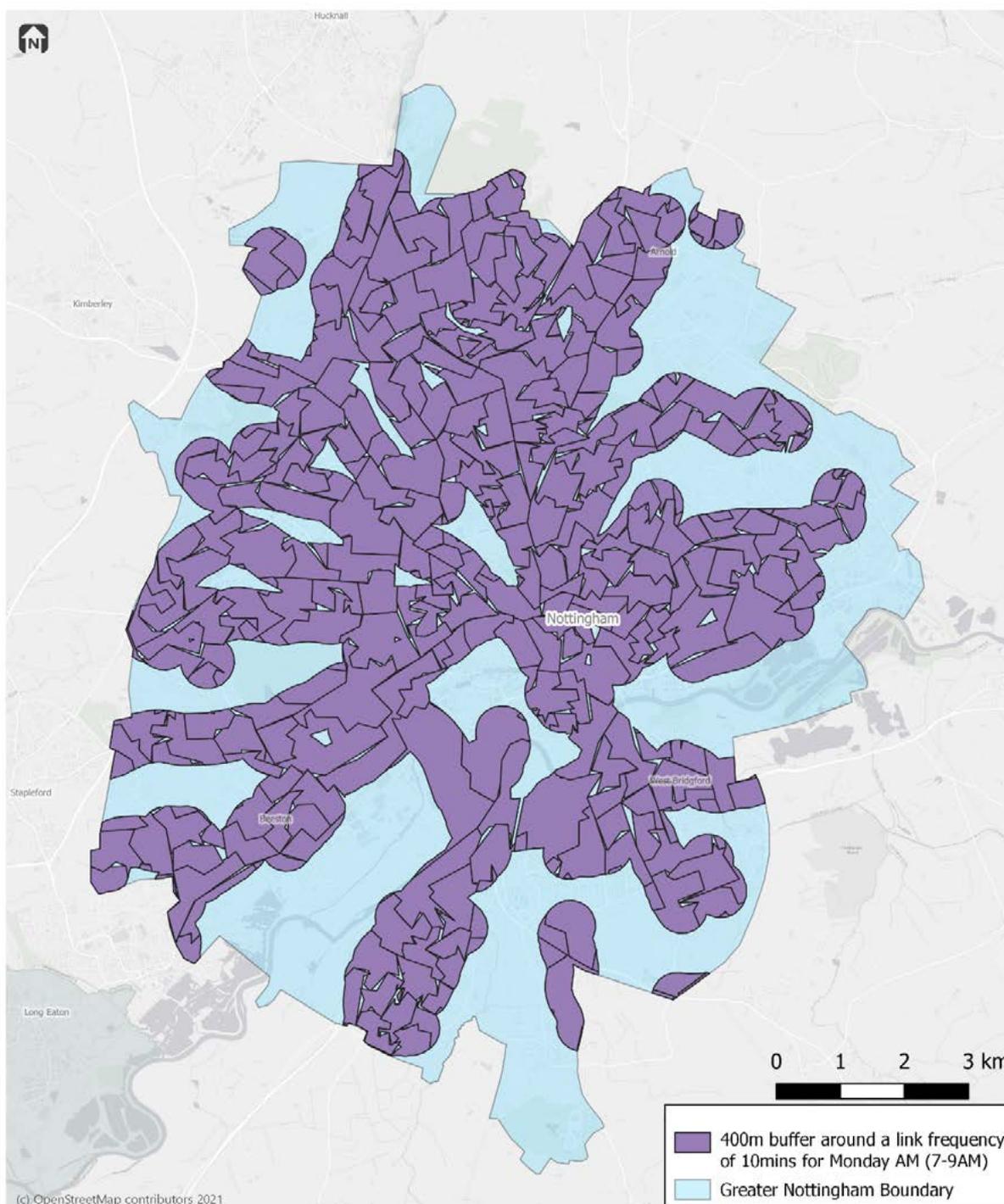
Although Nottingham is characterised by high quality information for bus passengers, there is always a need to continuously improve, with the ambition to further improve the bus stop and waiting environments in district centres, and the development of mobility hubs to allow better and more seamless transfer between modes.

Marketing of the Robin Hood Card is agreed jointly between the Council's and operator's, but otherwise the partners approach marketing in different ways and to different degrees. Although there are some good examples of marketing initiatives, such targeted marketing/promotion campaigns including ticketing offers for specific services or user-groups, there is no Greater Nottingham-wide approach to marketing at present.

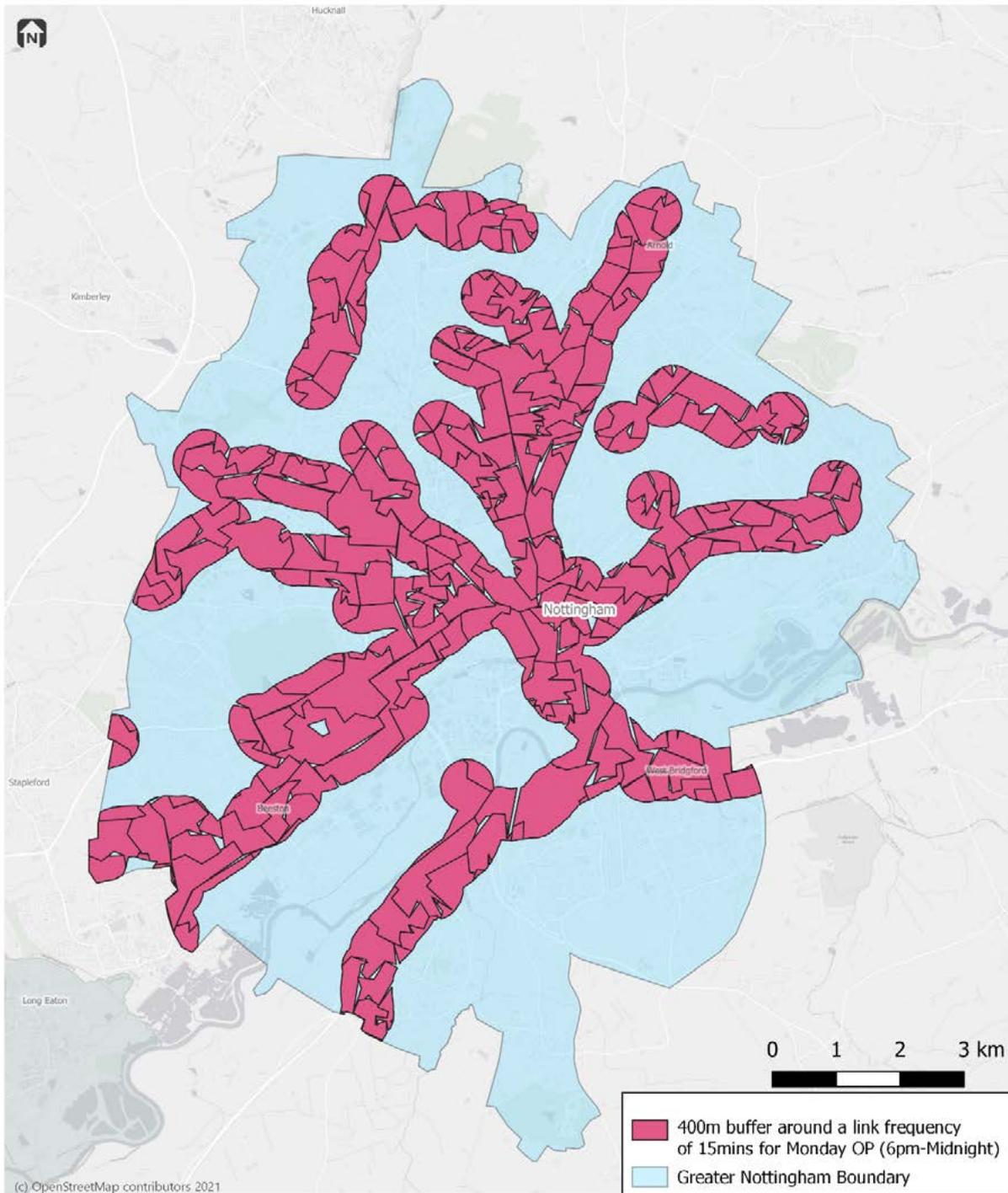
There are currently around 1,500 RTPI screens at stops across the BSIP area – which is roughly 60% of all stops.

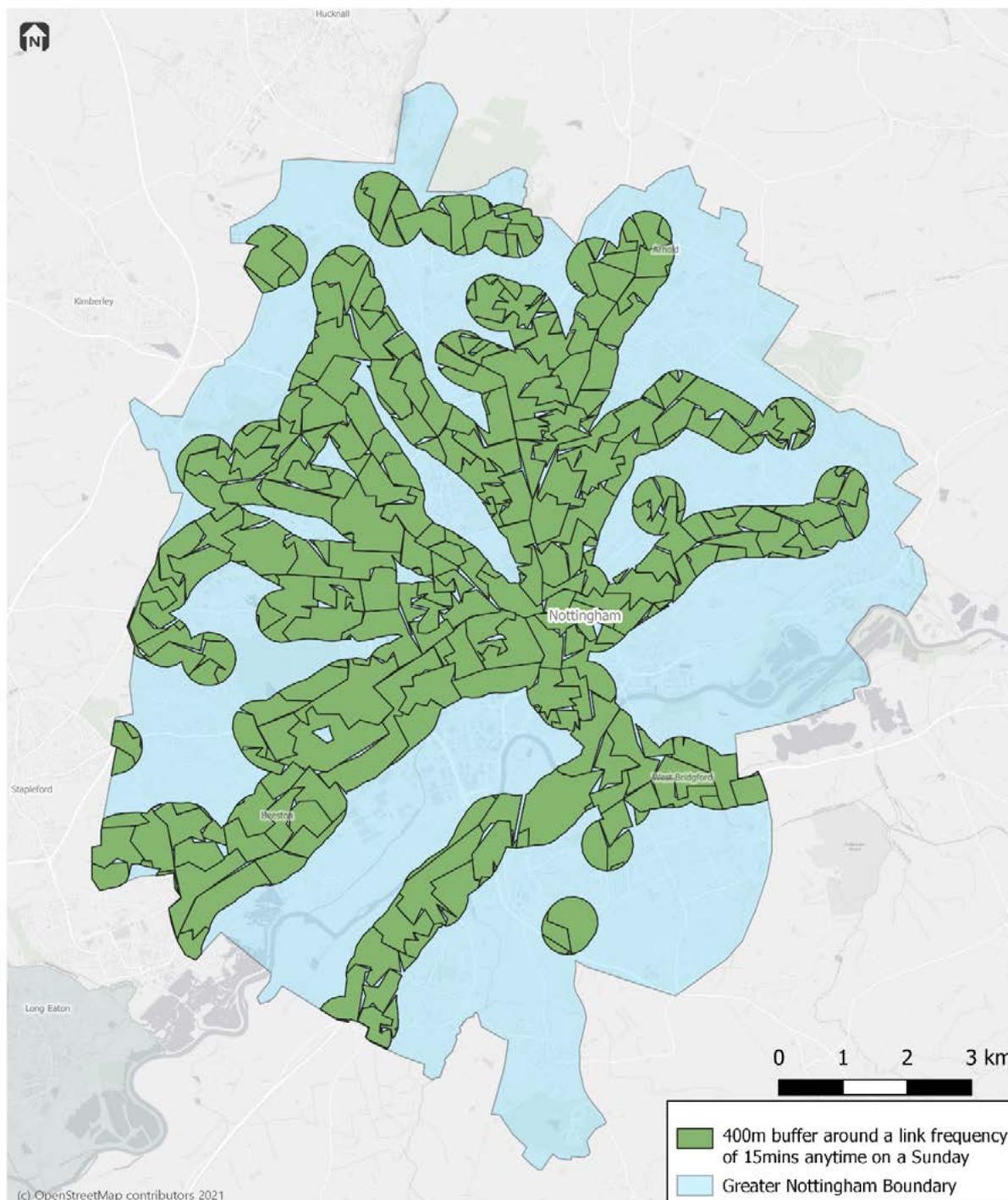
### BSIP Outcome 5: better turn-up and go frequencies that keep running in to the evening and weekends

The area is currently well-served by bus, with 77% of the population within 400m of a frequent (10 minutes or more) bus service during the weekday. 53% of the population live within 400m of a 15-minute frequency service in the weekday evening, and 63% live within 400m of a 15-minute frequency service on a Sunday. These are illustrated below.



# Section 2 - Current bus offer to passengers



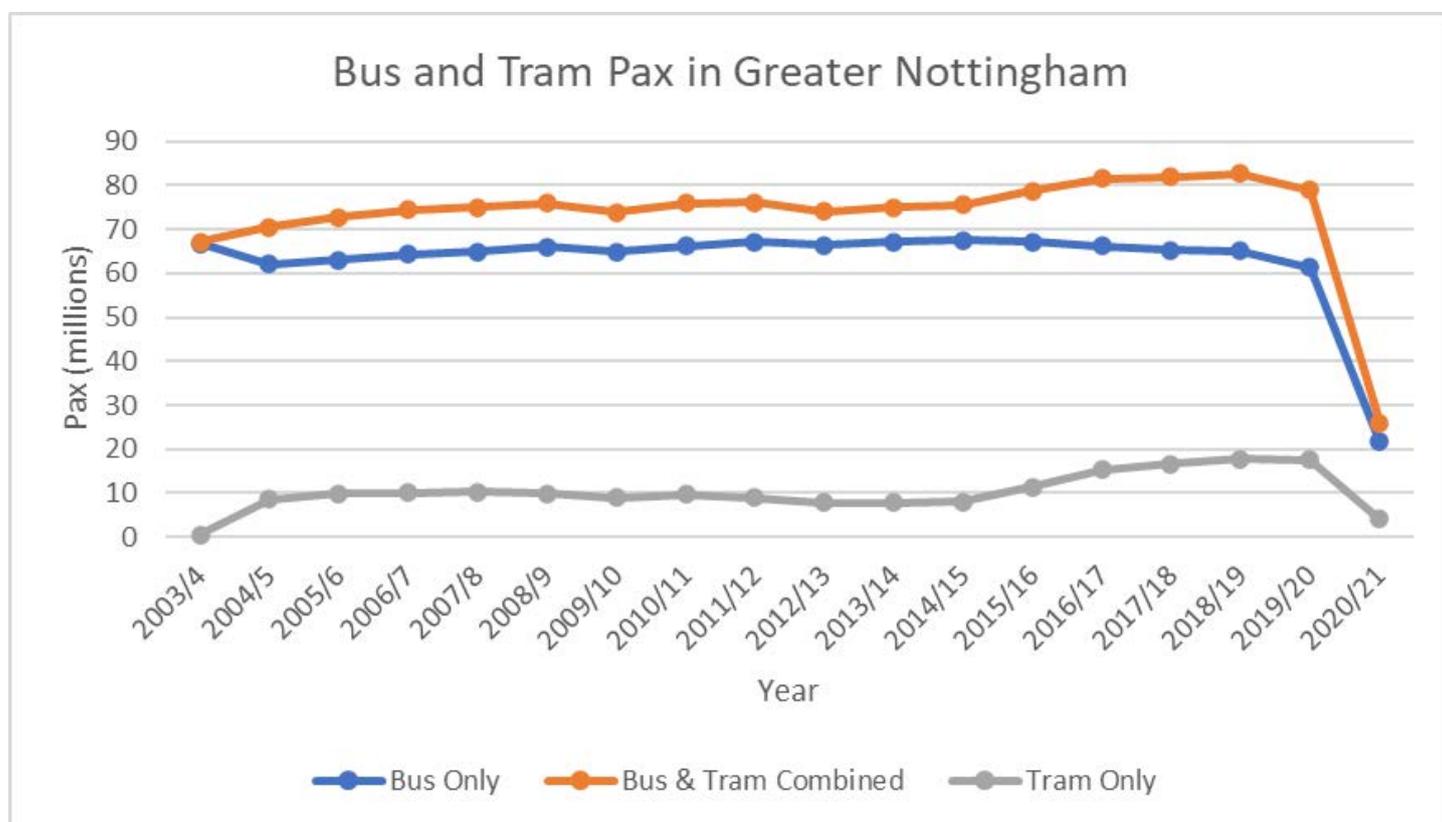


The percentage of population within 400m access to these services is set out in the table below.

		Population (2019 Estimate)	% of Population with access
Weekday morning	10 min	387,698	76.7%
Weekday evening	15 min	269,049	53.3%
Sunday	15 min	316,521	62.7%

## BSIP Outcome 6: Growing patronage

For over 15 years Nottingham has been working towards providing a low emission, high quality, integrated, attractive, and affordable public transport system. The successful public transport network pre-pandemic carried 83 million passengers a year across Greater Nottingham and 62 million in the city of Nottingham itself (Nottingham City Council, 2019). Since 2003 the number of passengers has increased significantly and unlike many other UK cities, growth in bus use has been delivered, reflecting the high standards of quality and high levels of passenger satisfaction. Nottingham’s tram network has also been heralded as one of the most successful light rail project in the country, carrying nearly 20 million on 3 routes. This is of course set in the context of a limited suburban heavy rail network within the Greater Nottingham area, but is still a significant achievement.



Whilst England saw a **decrease** in patronage of 12% between 2007/8 and 2018/19, patronage on Nottingham’s bus and tram network saw an **increase** in patronage of 9% (bus patronage alone only decreased 2% during this time, mainly through the introduction of the tram and transference of passengers).

As witnessed across the UK, the Covid pandemic and associated government guidance and social distancing has had a large impact on bus patronage. On average, services lost 65% of their patronage during 2020/21 compared to 2019/20. City centres have been impacted more due to changing retail behaviour and the number of office commuters who have been working from home; a blend of home and office working is likely to continue which is likely to impact on patronage in the future. In addition,

Concessionary passholders are not travelling as much as they did pre-pandemic (currently at around 50% of pre-pandemic levels), and travel patterns in general will have changed indefinitely. As such, it is unlikely, that patronage will return to pre-pandemic levels in the near future. As of October 2021, patronage is around 75% of pre-pandemic levels.

### BSIP Outcome 7: Financial support for buses

Subsidy is provided to the tune of £1,574,225 by the City of Nottingham and £574,400 by Nottinghamshire County Council to plug gaps in the commercial network (equating to £4.25 per head of population), but the strong commercial offer locally helps to suppress this expenditure, with very few dedicated school services, for example, required due to the strength of the commercial network. A summary of the mileage and routes supported by the City and County Council can be found in Appendix A. Strain on local transport authority budgets means that external revenue support from the National Bus Strategy fund will be required to maintain comprehensive access to bus services across Greater Nottingham.

The Covid pandemic has had a seismic effect on the bus market and more funding will be required to stimulate demand whilst people grow in confidence to return to bus travel. There will also be those who's travel patterns will have changed as a result of the pandemic and for those (such as commuters and elderly people), the pre-pandemic patronage levels will not return. Instead we need to look at new ways to encourage new passengers onto the network to return to pre-pandemic levels and beyond. With this in mind the bus network will be reviewed in April next year and a revised network (with National Bus Strategy funding support) will be implemented to achieve the BSIP targets.

### BSIP Outcome 8: Other factors that affect bus use

#### Mobility and Accessibility

Feedback from citizens living in the city of Nottingham identified particular travel problems for people with mobility difficulties caused by the 9.30am restriction on using Mobility Bus Passes. The City council undertook a consultation exercise which received over 1,000 responses, and this identified key impacts of the restriction, including:

- Difficulty of getting to medical appointments, with problems in changing appointments leading to delays in treatment.
- Difficulty of getting to work/voluntary work.
- Increased travel costs leading to hardship, with people with mobility difficulties having a lower than average income, and potentially priced out of the employment market.
- Feeling like independence has been taken away and social exclusion, with restrictions/curfew on activities impacting on wellbeing.
- Creating barriers in day to day life for groups with specific disabilities, for example:
  - for deaf and blind people difficulty in communicating with drivers for buying tickets and complication of using different payment systems at different times of the day, leading to a reluctance to use public transport and wellbeing issues;
  - stress for people with anxiety and other illnesses no longer able to travel with one pass, or early to avoid crowds;
  - the artificial time restriction for travel (from 0930) creating difficulties for people in wheelchairs as limited space within vehicles is often taken in the period after 9.30am and people can be forced to wait a long time to be able to access a vehicle.

Exploring how we can support travel up to 9.30am for this group will be important in continuing to build an accessible and integrated public transport system which removes barriers to travel, in particular to work, education, leisure and health facilities. We are also looking to trial some on-bus technology to improve the passenger experience for disabled travellers.

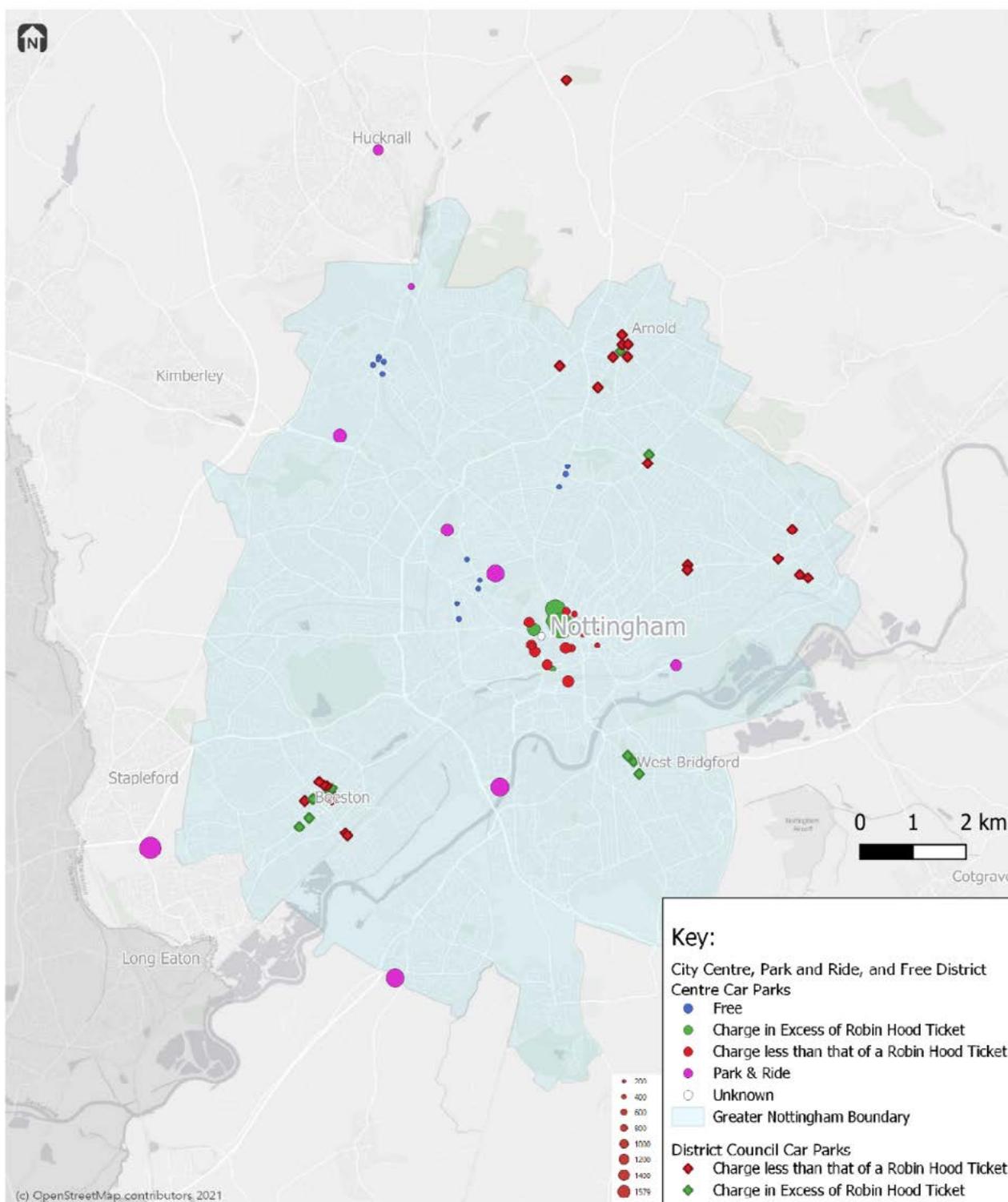
#### Parking provision

Parking provision in the city centre is on the whole managed by the local authority and an existing agreement is in place via the current Advanced Quality Partnership which ensures that day rates within the city council's parking estate always exceed the cost of the Robin Hood Multi-Operator Day Bus and Tram Ticket. We will work with district councils, local members and neighbourhoods to look at charging structures for parking beyond the city centre.

Importantly, Nottingham is the only authority in the UK to have implemented a Workplace Parking Levy, with revenues re-invested in the sustainable transport infrastructure of the City.

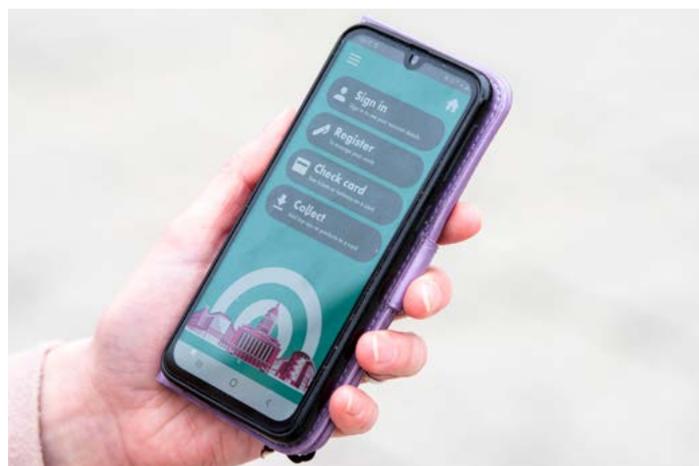
## Section 2 - Current bus offer to passengers

Full details of parking charges are provided in Appendix B, and the map below shows a summary of the car parking provision in the area, highlighting the size of the car parks and whether the cost of parking exceeds the cost of a Robin Hood ticket.



## Branding

There is a strong Robin Hood brand which is used for the multi-operator ticket, and which encompasses the whole BSIP area. Bus users recognise the current branding and their experience of using the bus is improved as a result (Pre-COVID, the entire Robin Hood scheme had an annual turnover of c.£9m, accounting for around 12% of all public transport ticket sales for travel in and around Greater Nottingham). The operators through the existing bus partnership, the Robin Hood marketing group, and their own endeavours, continue to innovate and seek ways to strengthen branding and identity of services in order to support an ever-growing level of patronage, and in particular to make it easier for car drivers to consider switching to the bus.



## Section 2 - Current bus offer to passengers

Nottingham City Transport (NCT) is the main operator in the Greater Nottingham area, accounting for 85% of the market. NCT has a strong brand and colour-codes services according to the corridor/area served (and in some places name buses after local people to strengthen the link to local places). This flows from publicised information through to the livery of the vehicles as demonstrated below.



# Section 2 - Current bus offer to passengers

trentbarton the main inter-urban operator also has a strong localised brand rooted in the communities it serves:



### **Congestion, traffic levels and average speed.**

The maps below show the average traffic speed, and the traffic levels, on key links in the Greater Nottingham area; and the areas where buses encounter reliability problems. Particularly congested “hotspot” or unreliable areas where bus priority improvements have been identified include:

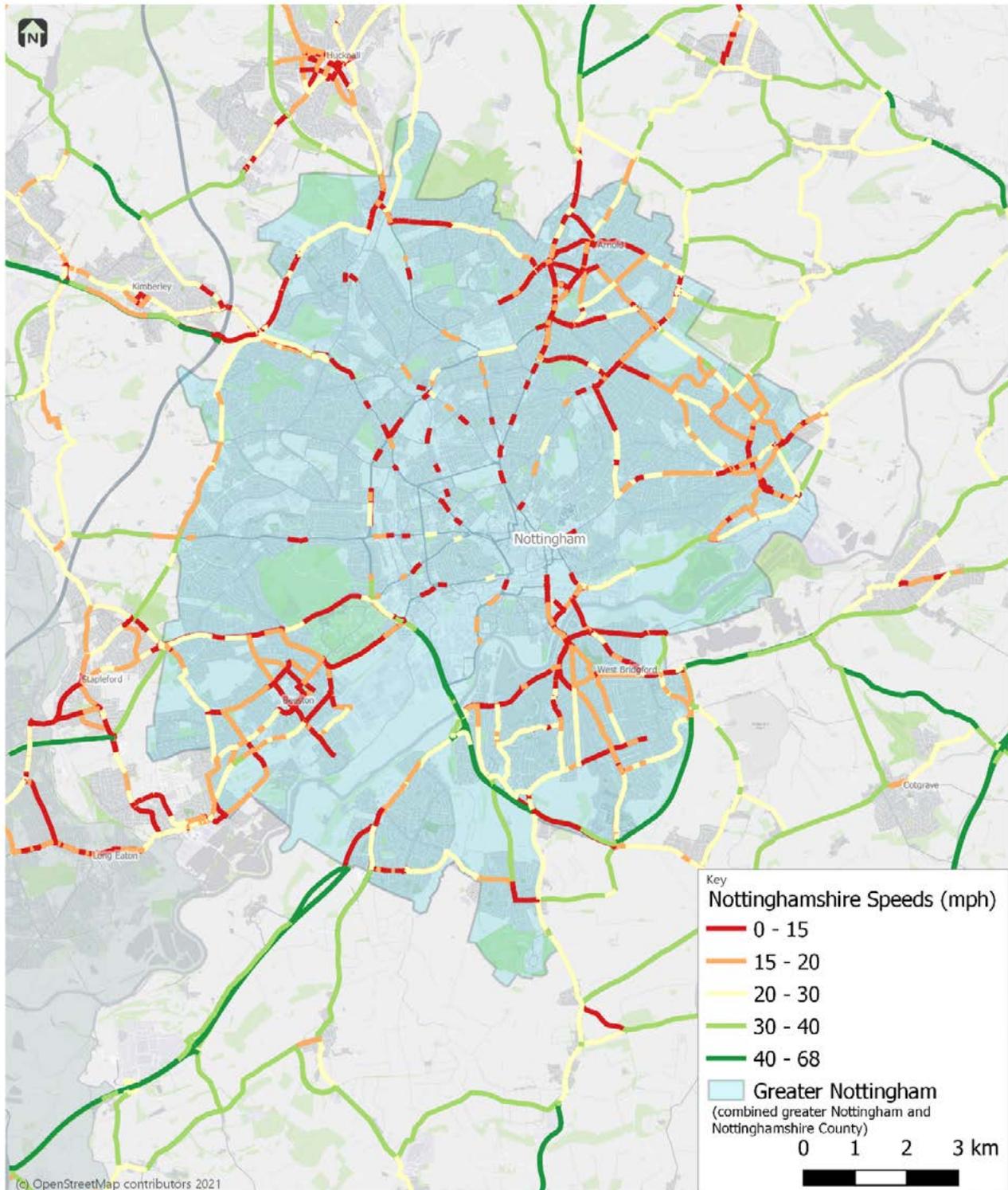
- Mansfield Road, junction with Forest Road
- Hucknall Road, junction with Arnold Road
- Edwards Lane, junction with Oxclose Lane (inbound)
- Edwards Lane, junction with Oxclose Lane (outbound)
- Moor Bridge

With extended priority also required along the following corridors necessary to address wider network congestion issues:

- A52 – Derby Road (Priory island link)
- A52 West Bridgford
- A60 - Nottingham Railway Station to Central Avenue, West Bridgford
- A60 – Mansfield Road – Front Street Arnold
- Upper Parliament Street to Victoria Centre
- A609 – Ilkeston Road to Wollaton Road
- Edwards Lane
- Hucknall Road

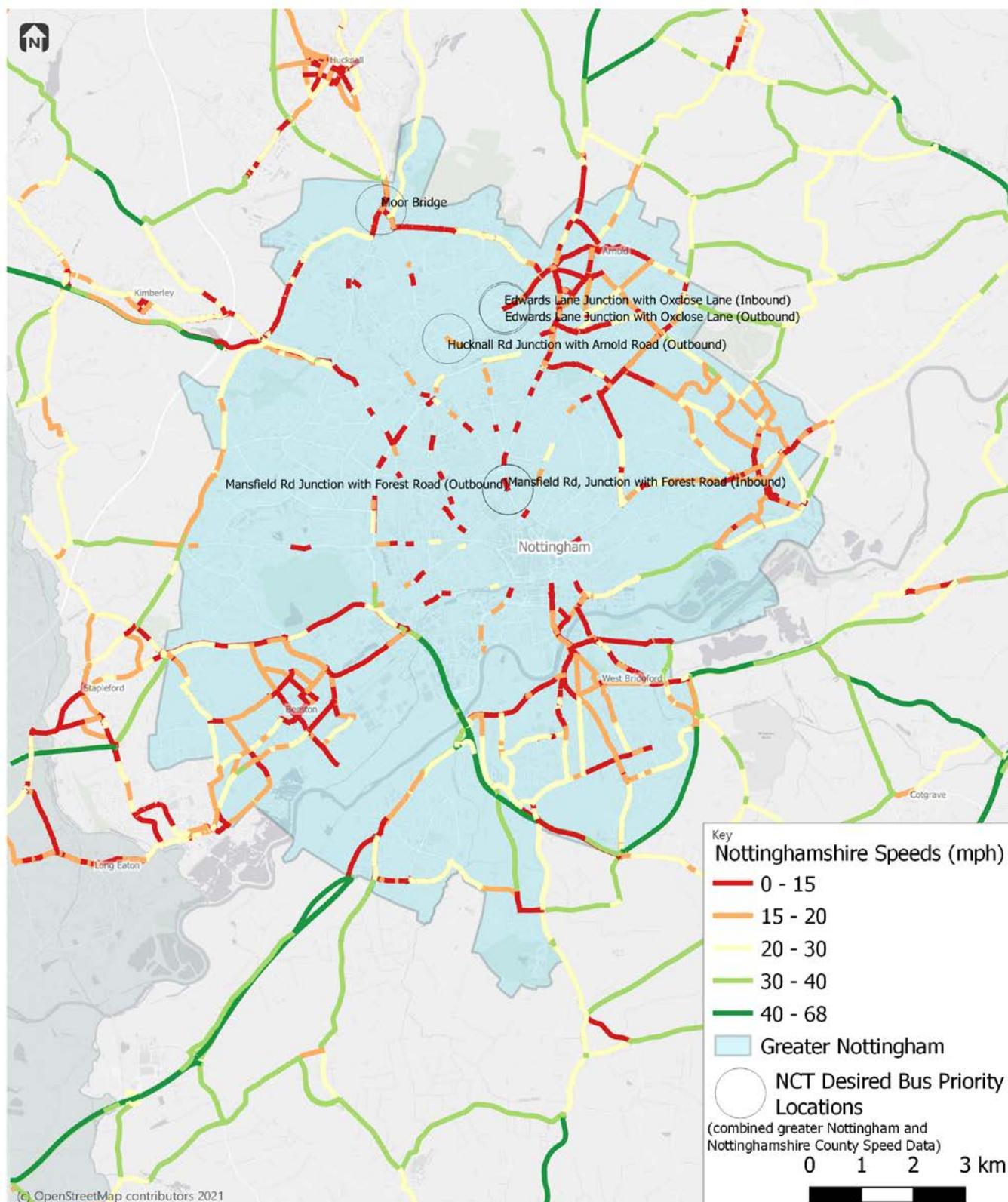
Traffic congestion in Nottingham increased between 2011 and 2014 and has since largely been constrained, while overall traffic flow has, despite annual variations of around +/- 1.75% remained around 916 million vehicle km pa between 2011 and 2019 (due to lockdowns the traffic levels fell considerably during 2020). Although congestion has in broad terms been kept from growing, it still creates a strain on the road network. Both Nottingham and Nottinghamshire have a street works permit system in place which prevents unplanned works and imposes penalties on contractors who overrun allotted works schedules.

# Section 2 - Current bus offer to passengers



## Section 2 - Current bus offer to passengers

The map below shows the main pinch-points for buses within the Greater Nottingham area.



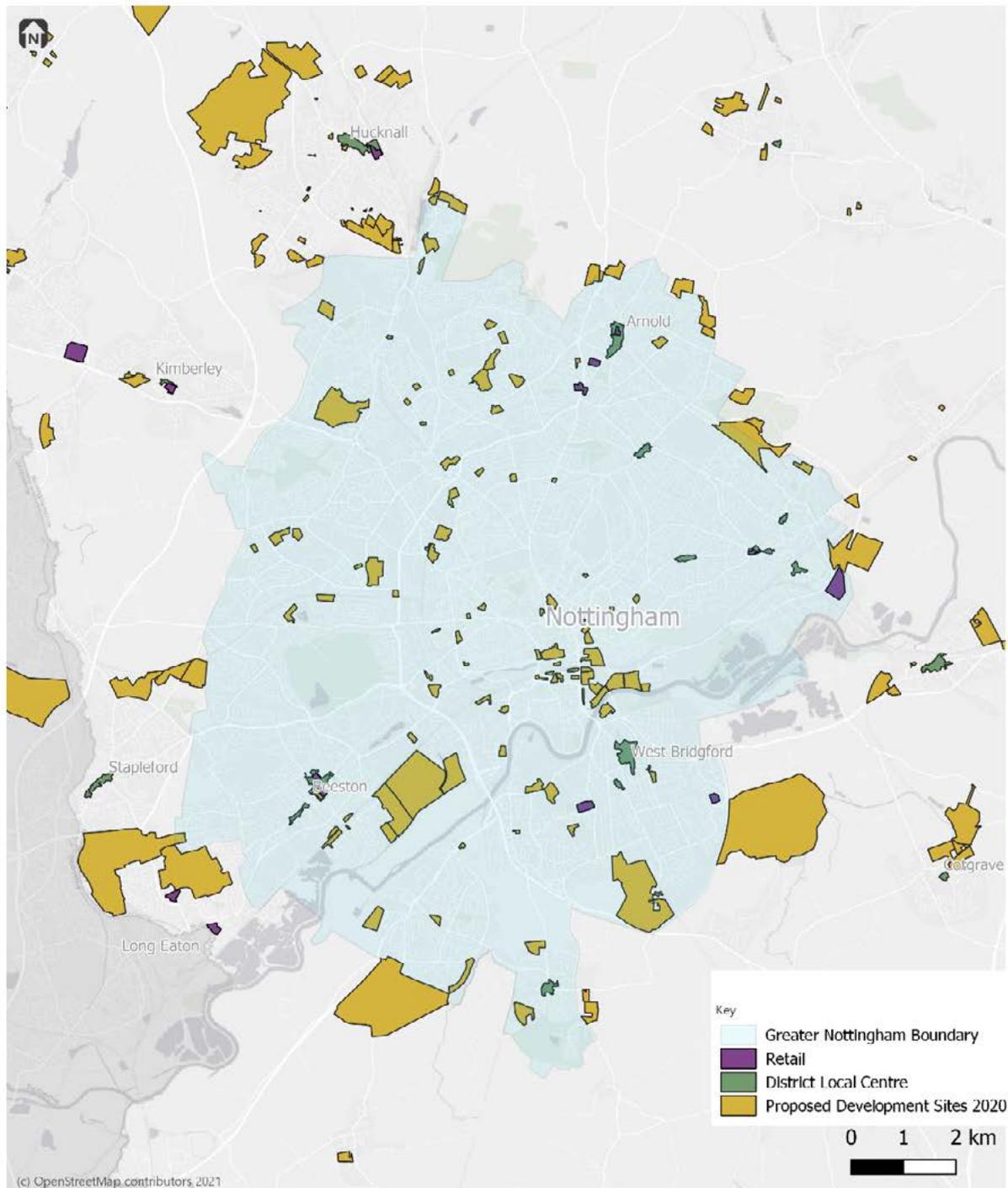
Congestion has had a negative impact on the operation of services over the years, leading to increased journey times for the passenger and the need for additional vehicles to be utilised, simply to maintain the existing frequency, for example:

- The running time for the Threes service along the A60 has increased by 26% since 2009, and requires an additional 1PVR to maintain the timetable.
- Journey time has increased by 18% on the Rainbow 1 service, and current punctuality is 61.8%. An additional 6 vehicles are required to maintain reliability on this service and service 9 combined, costing approximately £900k per year to operate.
- NCT has added in additional vehicle resources on services 44, 45, 46, 47 and 58 to accommodate the longer journey times experienced in these areas at peak times, costing an additional £520k per annum

The existing AQPS has provided an effective forum for allowing operators and the authority to share experiences and concerns, and to jointly address identified congestion hotspots with targeted bus priority improvements.

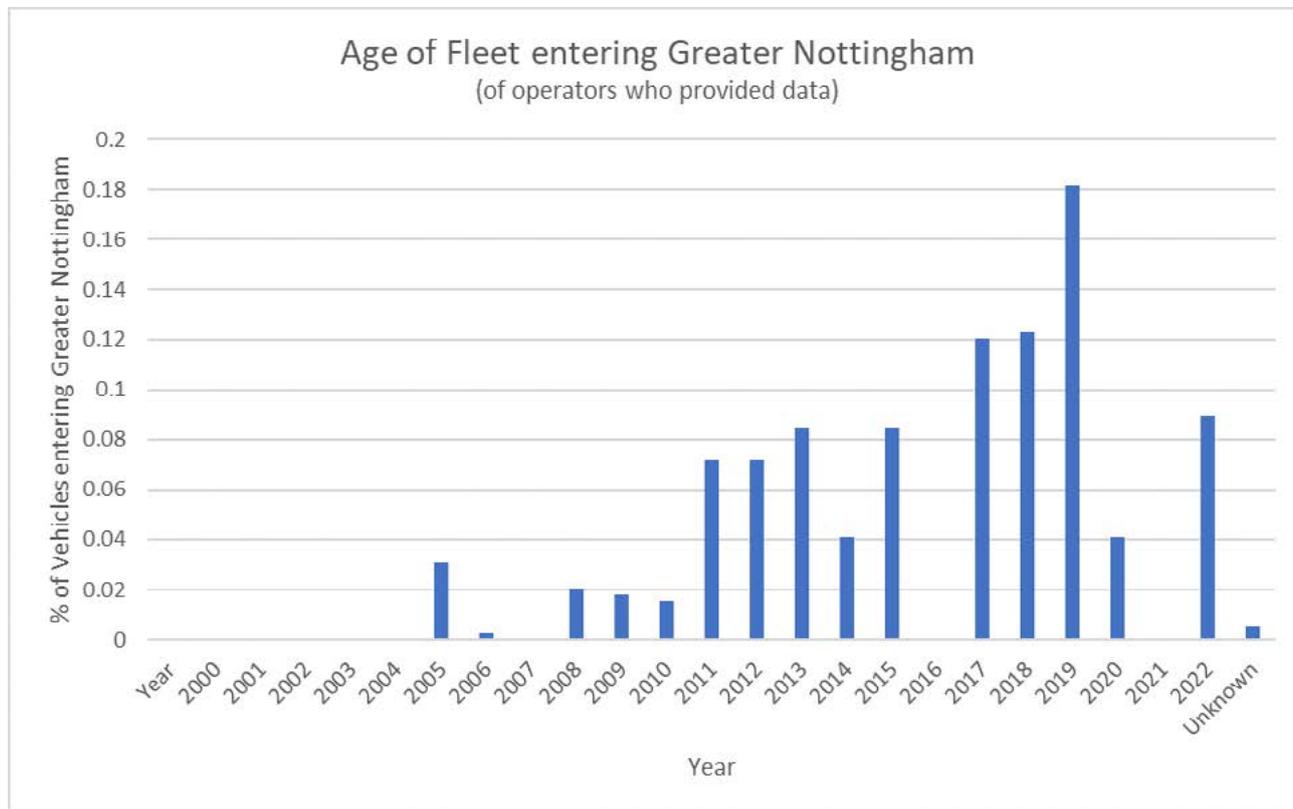
In addition to the traffic currently, more trips will be added to the network in response to the high level of development planned in the area, the location and size of which are illustrated below. Although S106 monies will be used to mitigate this impact, wider measures will be required to support bus priority measures across broader corridors, and hence make bus more attractive for new residents.

Map: Proposed major development sites



## Bus fleet

The average age of the fleet operating in Greater Nottingham is 6-7 years old, the split of which is shown below.



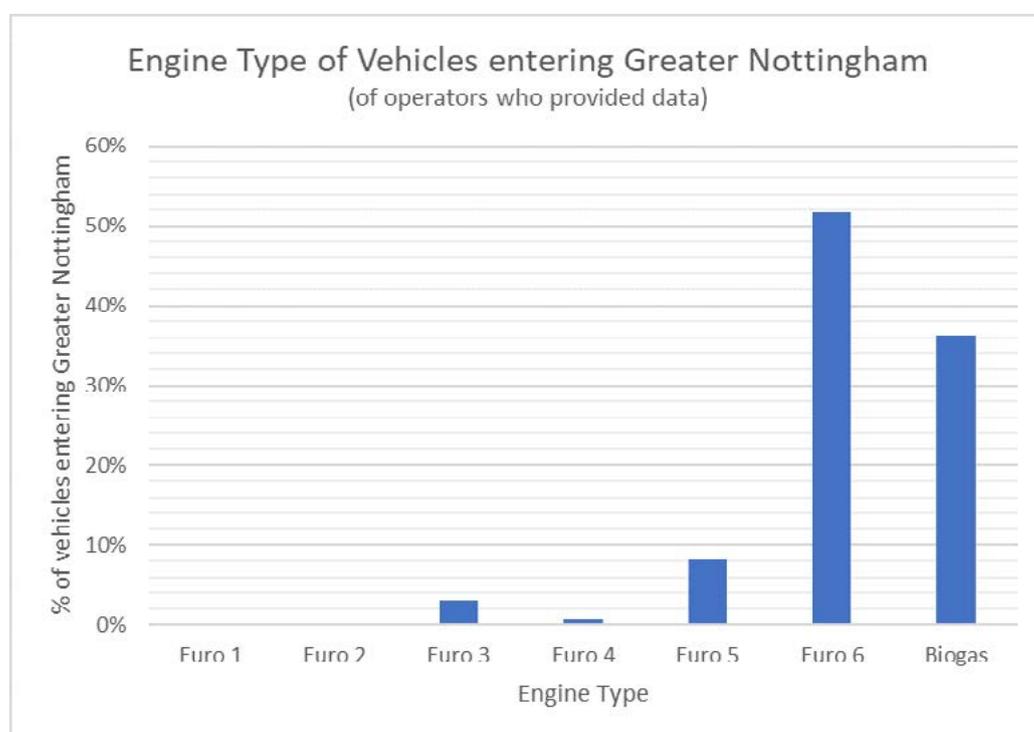
Year	Number	Age	%
2005	12	17	3%
2006	1	16	0%
2007	0	15	0%
2008	8	14	2%
2009	7	13	2%
2010	6	12	2%
2011	28	11	7%
2012	28	10	7%
2013	33	9	8%

Year	Number	Age	%
2014	16	8	4%
2015	33	7	8%
2016	0	6	0%
2017	47	5	12%
2018	48	4	12%
2019	71	3	18%
2020	16	2	4%
2021	0	1	0%
2022	35	0	%

## Section 2 - Current bus offer to passengers

The majority of buses (88%) have Euro VI diesel engines or operate on biogas (all buses that pick up or drop off in the City Centre are required to be Euro VI or better as part of the AQPS). The breakdown is shown below.

Summary	Number	%
Euro 1	0	0%
Euro II	0	0%
Euro III	12	3%
Euro IV	3	1%
Euro V	32	8%
Euro VI	202	52%
Biogas	142	36%
Total	391	



Nottingham City Council and Nottinghamshire County Council also operate a fleet of 35 Electric Buses on their tendered services networks.

### Local Authority Technical Support and skills

Both Nottingham and Nottinghamshire have well-established public transport teams, covering strategy, operations and infrastructure, and an excellent track record of project delivery. There is also a strong partnership already in place between the City Council, County Council and operators, who have a long-standing track record of working together to achieve shared outcomes. This partnership has got stronger during the pandemic, as demonstrated by the establishment of the Transport Local Resilience Forum which sought to oversee the response to and recovery from the pandemic.

The organograms in Appendix C show the staff structure in the City Council and in the County Council and their roles in relation to bus-related activities.

### Investment in the Network

Over £250 million is being invested in the regeneration of Nottingham's Southern Gateway in and around Nottingham Station – including redevelopment of Broadmarsh shopping Centre, a new Nottingham College and regional headquarters for Her Majesty's Revenue and Customs. The Transforming Cities Fund with its focus on improving urban connectivity through better Public Transport, Cycling and Walking infrastructure will support better journeys throughout Greater Nottingham and across the Derby – Nottingham Metro area. Activity underway supported by the Transforming Cities Fund includes:

- Modernisation of public transport information systems - better disruption updates, more accurate bus arrival information and realtime feeds available via Google Maps.
- Traffic light priority for buses across the region.
- Further development of Robin Hood Smart Ticketing and contactless payment.
- A new Thane Road bus lane connecting the Boots Enterprise Zone and extension of Daleside Road bus priority through Colwick.
- Improved bus priority along Nottingham's northern growth corridor.
- New Park and Ride site and complementary bus priority measures
- Development of Demand Responsive Transport on the urban fringe to complement the core public transport network.

Activity underway supported by other central government funds including the **Clean Bus Technology Fund, National Productivity Fund, Ultra Low Emission Bus Funds** and Local Enterprise Partnership funding includes:

- Delivery of contactless payment on bus and tram services.
- Roll-out of low and ultra-low emission buses and supporting charging and fuelling infrastructure.
- Exhaust retrofit of existing diesel buses to Euro VI making them 90% cleaner.
- New Broad Marsh Bus and Coach Station

This significant investment in public transport infrastructure is being implemented to help improve the region's economic vibrancy, health, wellbeing and quality of life by improving the efficiency and accessibility of an integrated transport network for residents across the Derby – Nottingham metro area. Improved connectivity by bus, tram, rail and road will complement better walking and cycling links helping to move people and goods to jobs and services and the new opportunities presented by the key growth areas across the city region including:

- HS2 Growth Hub and Science Park
- East Midlands Gateway and Strategic Rail Freight Interchange
- East Midlands Airport
- Derby and Nottingham City Centres

### Supporting Policies

Continuing to develop the Greater Nottingham BSIP area as a national exemplar for integrated sustainable transport aligns with key strategies covering economic growth, climate change, health, safety and quality of life. The main strategies are:

- Nottingham Bus Strategy (2020 – 2025)
- Nottingham Growth Plan
- Local Transport Plans for both authorities
- Local Air Quality Plan
- Housing Strategy
- Local Plan (Planning and Development) and District Local Plans in the conurbation
- Derby – Nottingham Metro Strategy
- Nottingham Street Design Guide
- City of Nottingham Carbon Neutral by 2028 Strategy and Nottinghamshire County Council Carbon Management Plan and Environment Strategy
- Nottinghamshire Integrated Passenger Transport Strategy
- Council Plans for both Nottingham and Nottinghamshire

The current investment package in bus is wholly aligned with the ambitions and objectives of the National Bus Strategy and the achievement of the BSIP Objectives and infrastructure interventions sought by government to improve bus services.

From a purely operational service basis passengers in the Greater Nottingham area currently benefit from a commercial network that has:

- Robin Hood Card, Multi-Operator ticket for Bus and Tram
- Contactless Payment with Multi Operator Bus and Tram from Autumn 2021.
- 8 Park and Ride sites (2 bus & 6 tram based) circling the city on key radial routes.

- Low Fares (Child Fares extended to under 19s on Nottingham City Transport, trentbarton and Robin Hood).
- An Advanced Quality Partnership Scheme for the city centre (Euro VI emission standard, revised stop departure caps).
- 88% of all vehicles which are Euro VI or biogas (100% compliance required for vehicles boarding and alighting in City Centre, buses currently being retrofitted which were disrupted by Covid, so compliance delayed for Victoria Bus Station until early 2022).

### **Conclusion: Barriers and opportunities**

This chapter has sought to pull together data and insight that helps to inform the current state of the bus network across the BSIP area, and draws out key issues and challenges against each of the national BSIP Outcomes. This insight is then used to inform the proposed measures, such that they are targeted in the areas of greatest need / most impact.

The following SWOT analysis seeks to capture and summarise the key issues.

Strengths	Weaknesses
<ul style="list-style-type: none"> <li>• High quality frequent and reliable network already exists</li> <li>• One of the UK's greenest fleets with extensive BioGas, Electric and Euro VI standard vehicles in operation</li> <li>• Good value for money fares offered through Robin Hood multi-operator ticketing and high quality commercial ticketing offers.</li> <li>• Strong existing partnership working</li> <li>• Long term sustained growth in patronage</li> <li>• High levels of passenger satisfaction</li> <li>• Highly regarded as leading transport authorities. With the two largest bus operators winning the UK bus operator of the year title more times than any other area in the UK.</li> </ul>	<ul style="list-style-type: none"> <li>• Known pinch-points and congestion hotspots remain</li> <li>• Lack of cross city centre services</li> </ul>
Opportunities	Threats
<ul style="list-style-type: none"> <li>• Opportunities to tackle congestion and strengthen bus priority across the Greater Nottingham, and at identified pinch points</li> <li>• Ability to improve attractiveness through increasing car parking charges in district centres</li> <li>• Ability to raise the bar by moving from high quality and frequency corridors to a BRT style specification on key routes</li> <li>• Continued enhancements to the ticketing offer through the Robin Hood multi-operator platform</li> <li>• Potential greater reach and engagement with minority groups.</li> <li>• Enhanced Marketing Plan to improve awareness and benefits of public transport.</li> </ul>	<ul style="list-style-type: none"> <li>• Unknown long-term impact of pandemic on confidence and use of local bus services, and likely future demands</li> <li>• Competing demands for road-space from other sustainable modes (cycling and e-mobility)</li> </ul>

The Core Targets for measuring the success of the BSIP are set out below.

	Baseline	2022-23	2023-4	2024-5	2030-31
<b>Core indicators</b>					
Passenger Satisfaction	95% (2019)	93%	95%	96%	97%
Passenger Growth	61.39m (2019)	-10%	0%	2%	10%
Reliability	91.5% (2019/20)	92%	93%	94%	95%
Journey Time	16.15 kph or 3 min 43 sec per bus km (Oct 2021)	16.2kph	16.5kph	17kph	17.2kph
<b>Additional Monitoring</b>					
Value for Money	78% (2019)	78%	79%	80%	81%
Punctuality	81% (2019)	80%	82%	83%	84%
Public Transport Information	73% (2020)	74%	75%	76%	78%

These targets have been set to best reflect the aims and objectives set out in Chapter One and draw upon data which is already available through the existing partnership arrangements. We have defined baseline data and targets for 4 mandatory indicators, (as defined by DfT), plus an additional 3 local indicators which enable us to assess how we are performing locally against the wider aspects of bus delivery which are relevant to maintain and attract customers. The indicators, baseline data, and targets will be reviewed as part of the first BSIP refresh, when we hope to have a better understanding of the longer-term impacts of Covid on bus use. Data for each indicator will be reported six-monthly.

The following sets out how we intend to monitor each target, along with commentary as to why the indicator was chosen and previous performance:

Methodology and commentary	
<b>Core indicators</b>	
Passenger Satisfaction	Derived from annual Transport Focus Passenger Surveys, and reflects BSIP focus on meeting passenger needs. Nottingham has historically performed well against this indicators (Highest = 97%; previous years were 92%, 94%, 91%), and hence target is to maintain and continuously improve exceptionally high levels of passenger satisfaction (the slight dip in 22/23 reflects expected network deterioration / congestion before improvements are completed). The 2019 Transport Focus survey has been used as the baseline as this represents the latest independent and representative survey undertaken. The reason for all the improvements in this BSIP is to provide a better service for the passenger and this indicator will help show the holistic impact of interventions.
Passenger Growth	Measured by reviewing operator patronage data on a route-by-route basis, which is currently submitted to the Local Transport Authorities as part of their returns to the DfT, and reflects BSIP ambition to grow patronage. In addition to overall passenger growth we will also monitor patronage on a granular level – by area; corridor; service; ticket type; time of day/day of week; demographic - to understand the impact of the different specific BSIP measures, which will be used to inform the development of the BSIP in future years. Greater Nottingham has seen increases in overall ‘bus and tram’ usage, and hence the indicator will look at both sets of data independently and in aggregate (Chapter 2 provides background)
Reliability	Measured using operator punctuality data, which is the percentage of services operating to the Traffic Commissioner window of between -1 and +5 minutes of the scheduled timing point. Reflects BSIP ambition to grow patronage through improving overall levels of reliability as a result of enhanced bus priority, enforcement, and associated supportive measures. Reliability will be measured for the whole of NCT’s network in Greater Nottingham which covers 85% of the market and all key corridors and geographic areas. Only NCT’s data will be used initially as other operators adopt different methodology in measuring reliability which may cloud the results, however as the BSIP develops we will look to obtain a fully aggregated data set covering all operators. Data will be analysed on a route-by-route basis to determine the impacts of the specific interventions identified on each of the corridors set out in Chapter 4. Baseline data has been derived from a full year’s worth of data (April 2019 – Mar 2020). The slight dip in 22/23 reflects expected network deterioration / congestion before improvements are completed.
Journey Time	Measured using operator data to record average journey speeds (kph) across the entire network during a representative Autumn Week (1st week October) and Spring Week (3rd week March – to avoid Easter). Reflects BSIP ambition to grow patronage through reducing average bus journey times as a result of enhanced bus priority, enforcement, and associated supportive measures. Data is recorded on a route-by-route basis enabling an understanding of how specific measures on different corridors, set out in Chapter 4, impact on journey time. Baseline data has been derived from a sample neutral week (w/c 21/10/21). Despite the recent investments and improvements to bus operation, statistical analysis of local timetables shows that bus journey times during the AM peak are longer than they were 20 years ago, rising from an average of 31 mins in 1999 to 36 mins in 2019. We will also work with operators to monitor performance against Journey time consistency (maximum journey time within 15% of minimum journey time).

The following sets out how we intend to monitor each target, along with commentary as to why the indicator was chosen and previous performance:

Indicator	Methodology and commentary
<b>Additional</b>	
Value For Money Satisfaction	Derived from Transport Focus Annual Passenger Surveys. Nottingham has a high baseline, and a strong track record (Highest = 81%; previous years were 77% and 79%), hence aim is to maintain high standards and continuously improve through marketing and education alongside new Robin Hood fare products (as set out in Chapter 4). The slight dip in 22/23 reflects expected network deterioration / congestion before improvements are completed.
Punctuality Satisfaction	Derived from Transport Focus Annual Passenger Surveys. Nottingham has a good track record (Highest = 86%; previous years were 84%, 84%, 84%) so ambition is to return to previous high levels by 2024/25. The slight dip in 22/23 reflects expected network deterioration / congestion before improvements are completed. This will supplement the reliability targets and show whether the perceived punctuality reflects the actual punctuality. This will help inform whether new ways of information dissemination and marketing are required.
Public Transport Information Satisfaction	Derived from National Highways and Transport surveys for Nottingham, using the latest survey (2020) as the baseline. This records the percentage satisfaction in the public transport information available. Nottingham has a good track record (73% in 2020 compared to an average of 44%) so ambition is to maintain high standards and continuously improve through extending and raising the prominence of the Robin Hood brand.

As well as measuring and monitoring these targets, additional data will be collected to monitor performance and to understand the success of the measures implemented to help guide the development of the BSIP and bus network in the future. These include:

- Lost mileage per route - another indicator of reliability issues
- Targets for responding to complaints and responding to delayed/cancelled services, as identified in the Passenger Charter – to monitor whether the quality aspects and commitments to passengers are being maintained.
- Percentage of population that have access to a frequent bus service at different times of the day and days of the week – to guide network development, particularly when new developments are built.
- The proportion of public transport use as modal share to access the city centre - , pre-pandemic the levels of use within the inner traffic cordon were around 40%.

### Delivering intensive services and investment on key corridors, with routes that are easier to understand

Nottingham's Robin Hood Network has extensive turn up and go corridors along all main corridors. There are however a small number of areas that do not benefit from a 10 minute day frequency and 15 minute evening frequency or are not within 400m of this type of turn up and go corridor. Where this is the case, we will work with operators to understand the opportunities for service enhancements, and the commercial viability and sustainability of these in future years. Routes with identified future or latent demand will be prioritised with a view that some kickstart funding will enable those routes to become commercial quicker, enabling investment elsewhere in the future. Assuming public subsidy rules permit, and a long-term funding settlement is provided by government, we will look to enhance the bus services in a phased approach. To support this activity we will if appropriate look to procure network strategic planning and network scheduling tools and we will ensure that we work with developers and local planning authorities to ensure that buses are integral to new development and good levels of section 106 funding are secured to support their operation.

It is important to recognise that the Covid pandemic has had a huge impact on bus patronage and services in the Greater Nottingham area are not yet seeing patronage at pre-Covid levels. At the moment, patronage is around 75% of pre-pandemic levels, and it is hoped that this will increase over coming months with the return to offices, schools and universities. However, commuters are less likely to travel as much as they did previously, and more people are seeking services more locally, suggesting city centres will face more of a challenge in obtaining pre-pandemic levels of patronage.

Nottingham's Robin Hood Network is a well-recognised brand that has been built up over the years and provides a simple London Underground style mapped network of turn up and go services that link into a complementary tram network. A hub and spoke model, which focuses service interchange on the city centre and key district centres such as Beeston and West Bridgford, supported by widespread real time information at stops, interchanges and bus stations, supports the legibility of the current network and routes.

A significant bus service improvement programme is currently being delivered via the Transforming Cities Programme, delivering bus lanes; traffic light priority; real time information upgrades; further development of contactless payment and smart ticketing and a new bus-based park and ride site to the north of the city. The BSIP will build on these improvements, mirroring the corridor improvement approach along other key corridors.

These will be targeted for the delivery of further traffic light priority, real time information upgrades, standardisation of branding and timetable information, bus priority and eliminating operator pinch points. This targeted approach will support the reliability and efficiency of bus services, reducing journey times

and enabling a higher frequency of service to be operated with reduced operating costs. It will also improve the legibility of the services provided.

### Implementing significant increases in bus priority

Nottingham's Robin Hood Network has extensive bus priority throughout the conurbation but time is still lost in the city centre and out towards the fringes of the urban core where dedicated bus lane provision is less prevalent or absent.

A package of measures will be required across the network to deliver significant increases in bus priority, these include:

- Extension of traffic light priority beyond the corridors and 117 Junctions included in the current Transforming Cities Programme
- Review of Permit Schemes to minimise network disruption
- Identification of pinch points not picked up by the Transforming Cities Programme
- Roll-out and extension of yellow box enforcement using new powers
- Review of Bus Lane operational times to reflect new travel patterns
- Camera enforcement of Bus Stop Traffic Regulation Orders and bus stop clearways (in the conurbation) at key locations
- Investment in staff resource in the conurbation to improve enforcement of bus stop clearways
- In the conurbation, the County Council will engage with relevant partners to review loading restrictions to minimise impact on buses and investigate the potential to implement red routes.
- Review on-street parking, particularly in district centres that impacts negatively on efficient bus operations.

The package of measures identified above will combine to provide marginal gains which will augment the journey time savings benefits derived from existing bus priority and plans to:

explore the feasibility and develop a Strategic Outline Business Case to convert comprehensive bus priority on Nottingham's Core Arterial corridors into fully blown Bus Rapid Transit routes:

- A52 – Derby Road (Priory island link)
- A52 West Bridgford
- A60 - Nottingham Railway Station to Central Avenue, West Bridgford
- A60 – Mansfield Road – Front Street Arnold
- Upper Parliament Street to Victoria Centre
- A609 – Ilkeston Road to Wollaton Road
- Edwards Lane
- Hucknall Road

In return Greater Nottingham's bus operators will maintain their historic levels of investment in state of the art, low emission buses, meeting accessibility requirements, providing contactless payment, integrated ticketing (Robin Hood), high spec audio visual passenger information and a world class

passenger experience.

Nottingham City Council has been dedicated to improving bus reliability and speeds through reducing congestion for many years. The Workplace Parking Levy, the first of its kind in the UK, was introduced in 2012 and whilst not eliminating congestion it has limited its' growth when compared to other major cities. Pre pandemic:

- 42% of workplace spaces were liable for the charge
- 40% of journey's were made by public transport
- No large employers have left the city following implementation

This was a bold and at times contentious political decision, illustrating the commitment to encouraging public transport use and providing the necessary 'sticks' to enable modal shift. We will continue to work with partners in reviewing the level and cost of car parking, ensuring that day rates within the city council's city centre parking estate always exceed the cost of the Robin Hood Multi-Operator Day Bus and Tram Ticket.

We will also work across Greater Nottingham to establish a protocol for parking charges in district centres, where many car parks continue to offer free all-day parking.

### Fares must be lower and simpler

Greater Nottingham has reasonably priced bus fares and a relatively simple fare structure across the urban area. With flat fares in place across all the main public transport operators, and the Robin Hood multi-operator product in place to support multi-operator and multi-modal travel, the customer proposition is simple and clear. This can be improved, and through engaging with bus operators there are areas in which this BSIP can deliver for bus users.

In partnership with operators, we are constantly reviewing the products and seek to respond to the desires and needs of the bus passenger. For instance, very recently (September 2021), a Robin Hood Flexible Days carnet style multi-operator ticket was agreed, through the Robin Hood Partnership, to support the changing nature of travel demand post-COVID and meet the travel requirements of the public.

However, there is more that can be done. Robin Hood product prices are generally sold at a premium to single operator products. However, a review of scheme prices highlighted anomalies between the premium applied to different season products. While the adult day ticket is sold at a 20% premium to average single operator day ticket prices, season product price premium differential can be as much as 63% - as is the case for the under 19 1-month product price.

To both simplify and reduce prices for customers, we will review the Robin Hood premium for season products with a view to consistently applying the premium across all season products. Not only will this ensure that customers understand how products are priced, but will likely result in lower fares for young people and students, and for most adult season products.

Consideration has been given to subsidising a reduction in the Robin Hood premium to reduce multi operator ticket prices. Applying a 10% or 0% premium has been modelled, but both are forecast to lead to a significant amount of abstraction from single operator product sales. It will also likely lead to multi operator product prices undercutting single operator prices in some circumstances, while operator support for a reduced premium is limited due to the long-term sustainability of the initiative. We will, however, continue to engage with operators to support the reduction in the premium where it can be justified commercially.

Bus operators in Greater Nottingham, as well as the Robin Hood scheme, already offer discounted travel for those aged 18 and below. All operators also offer a student discount for those in education from age 19 upwards. There is an aspiration to support 19, 20 and 21 year olds who are not in education to use public transport more frequently. Through this BSIP, we will explore with operators how these young bus users can access the discounted prices that those in education enjoy to support the start of their working lives. Furthermore, we will explore the possibility of a discounted travel scheme for jobseekers, building on previous schemes delivered through the Robin Hood partnership. This would also align Greater Nottingham with the broader county area where there are aspirations to introduce a jobseekers travel scheme.

### **There must be seamless, integrated local ticketing between operators and this should be across all types of transport**

In Robin Hood, Greater Nottingham has a fully operational, comprehensive integrated ticketing scheme. Robin Hood consists of paper day and smart season tickets, as well as single and multi-operator capping via ITSO-based Robin Hood Pay As You Go. Pre-COVID, the entire Robin Hood scheme had an annual turnover of c.£9m, accounting for around 12% of all public transport ticket sales for travel in and around Greater Nottingham. The scheme continues to be highly regarded by the travelling public. However, there is room for improvement, through this BSIP and the implementation of an EPS.

Firstly, we are in the process of exploring how a Mobility as a Service (MaaS) offer can be introduced to build on the integrated public transport ticketing platform to enable a subscription-based model to access a wider variety of travel modes to enable efficient movement around Greater Nottingham. The outcome of this BSIP will support this roadmap towards implementing MaaS and reducing barriers to accessing mobility services. In the short term however, there are areas in which ticketing can become simpler to understand and more seamless for the bus user.

### **Robin Hood**

At present not every operator in Greater Nottingham is part of the Robin Hood Scheme. To support the simplification of bus services, all operators who are not currently a member of the partnership will become part of the day and seasons scheme, and most operators will become part of Pay As You Go, subject to them being technically able to be part of the scheme.

To support post-COVID recovery of bus services, the Robin Hood partnership will introduce a new 20-day and 50-day Robin Hood carnet product. This helps to bridge the gap between day tickets and season products that offer less value if people do not travel on a daily basis. The introduction of a carnet helps to better align Robin Hood with the commercial single-operator offer in Greater Nottingham given that the two largest operators also sell carnet products.

### **Nottingham Contactless**

Nottingham contactless is being launched to enhance seamless ticketing in Greater Nottingham. This is being rolled out across three local bus operators and will incorporate contactless multi-operator day capping from late 2021. The scheme will then be extended to non-consecutive day capping, in particular to reflect new hybrid working patterns, and then will be, followed by 7-day capping. Usage will be monitored before decisions are taken on extending to 28-day capping at a later date.

It is essential that the public transport offer is as simple as it can be for the user. So where contactless capping is introduced, Robin Hood season card products will be kept under constant review and potentially rationalised to simplify the ticket offer for bus users and prevent duplication or significant overlapping of travel products.

Initially, Contactless capping will not be rolled out to all operators. However, there is a commitment from other operators that once the technology allows for multi-operator capping across multiple ETM providers, PSP providers and Merchant Acquirers, all local bus operators (including trentbarton, Stagecoach and Marshalls) will be part of Nottingham Contactless. This will require some alignment of policies and some clear customer messages if this is to be rolled out further. Given the flat fare structure within the urban area, there is no need for customers to 'tap out' on urban services, but on the inter-urban services where graduated fare scales are common, 'tap out' readers are required. We will continue to work with bus (as well as light and heavy rail) operators to ensure that the further roll out of contactless capping is simple for users.

This BSIP will also explore how Nottingham Contactless can enhance its offer to public transport users. The scheme currently provides a tap and cap model, and once rolled out across all participating operators, will provide a multi-operator tap and cap system that 'Bus Back Better' requires.

## Service patterns must be integrated with other modes

Nottingham's key Transport interchanges namely Nottingham Station, Victoria and Broad Marsh Bus Stations are on the whole well served by bus and tram services through the existing hub and spoke network. Direct tram and train integration is in place at Hucknall and in Beeston the first joint bus and tram platform was implemented in the UK. The handful of suburban rail services outside of the central core also on the whole benefit from decent bus connectivity at good frequency levels. We will continue to work with bus operators and train and tram operators to ensure, where possible, bus services are integrated with each other and with other modes going forward.

These interchanges are seen as important element of a persons' journey and as such should be safe, comfortable and attractive places to interchange, with effective real-time information. Significant improvements having been delivered for Victoria and Broad Marsh Bus Stations through the Transforming Cities and Local Enterprise Partnership funding. Improved alignment of the bus bays at Victoria Bus Station has been delivered to support better boarding and operational efficiency and a complete new revamped Broad Marsh Bus station (See figures below)

**Beeston bus and Tram interchange - a UK first**



**Broad Marsh bus station**



**Victoria Bus Station**



Exciting plans for a much-improved bus interchange at Bulwell are also set to be delivered as part of the Transforming Cities Programme. Which will see the current drive in and drive out arrangement replaced with a saw tooth arrangement and significant improvements to the passenger waiting facilities, with state of the art shelters, real-time facilities and sustainable off grid power provided.

### Bulwell interchange



We will work in partnership with bus operators to review options for north to south east and west bus connectivity to Nottingham Station supported by improvements to bus priority to ensure the reliability of any new cross city services.

We will also invite relevant rail operators to play a role in any future Enhanced Partnership, and have already started that discussion with East Midlands Railways and Cross Country (including a draft MoU).

### The local bus network is presented as a single system that works together, with clear passenger information

Nottingham's Existing Robin Hood network brand (<https://www.robinhoodnetwork.co.uk>) will be extended and raised in prominence across the network. In practice this will mean:

- Standardisation of maps and promotional information at all stops in the Greater Nottingham Area with the Robin Hood Brand.
- A review of individual operator timetables, map and promotional information at all stops in the Greater Nottingham area.
- Upgrade of bus stop flags and bus stops in Nottinghamshire to the Robin Hood specification.
- Upgrade to shelters in district centres to include green roofs, off grid power and PV glass.
- Greater use of the new TFT bus stop displays to market the Robin Hood Network offer.
- A refresh of the Robin Hood Network Marketing Plan and additional resource to heighten levels of activity as part of the recovery from the pandemic.
- Continued development of the Robin Hood App (Journey Planner and Ticketing) to support seamless journeys.
- Formalise a virtual passenger transport control hub that oversees the provision of AVL TLP and RTPI services and distribution of bus service data across the wider D2N2 area.
- Maintain existing interchange provision and explore potential sites for new interchanges in the conurbation.
- Connect all local bus operators to the real time information estate.
- Introduce bus shelters and/or upgrade bus shelters to common standards at bus stop locations.

Information and marketing is and will be key to the success of the Greater Nottingham bus network. This is borne out of the recent public survey where 1,715 residents in the Greater Nottingham area responded on issues relating to the bus. A large percentage of people stated they would use the bus more if certain measures were in place, including some measures that are already in place, eg. 76% of recipients said they were likely to use the bus more 'a great deal' or 'to a certain extent' if there were a multi-operator ticket. This suggests there is much work to be done to educate and market the current attractive bus-related measures as well as the new measures being taken forward as part of the BSIP. The use of multiple delivery channels will be used including paper, web, social media and the use of 'social influencers', which has proven to be highly effective during the pandemic in influencing travel behaviour.

### Modern buses and decarbonisation

Nottingham's current bus fleet is one of the youngest in the UK. Nottingham City Transport and trentbarton, the two dominant bus operators in the Greater Nottingham area, have consistently invested in state of the art buses, with great accessibility and fully kitted out Audio Visual Passenger information systems.

The existing Advanced Quality Partnership Scheme for Nottingham city centre has delivered a Euro VI compliant bus fleet and both Local Transport Authorities have worked with all operators in the city to secure government funding to retrofit SCR systems to deliver the Euro VI standard across the Greater Nottingham area.

Nottingham City Transport currently operates the world's largest BioGas double decker fleet. These 120 buses have drastically reduced the carbon emissions of the fleet with Nottingham City Council working with the operator to secure funding from the DfT's green bus funds for both the buses and supporting infrastructure.

During the lifetime of the Bus Service Improvement Plan and the Enhanced Partnership due to be implemented from April 2022, Nottingham City Council and Nottinghamshire County Council will:

- Work with Nottingham City Transport to develop a Full Business Case for the full electrification of their 78 bus single decker fleet and Trent Bridge Garage. Alongside their 89 remaining Diesel Double Decker fleet and Parliament Street Garage.
- We will work with trentbarton to develop a Full Business Case for the roll-out of 60 Hydrogen buses.
- Agree with local bus operators that from 2030, all new bus purchases, will be Zero Emission.
- Work with local operators to formulate new projects for submission to the current ZEBRA and future Green Bus Funds.
- Participate and engage in Zero Emission networks across the bus industry and government to support the adoption of Zero Emission bus technologies locally. We would be willing to put ourselves forward as a 'centre of excellence' for other authorities should DfT wish to pursue this model to spread knowledge.

### Give bus passengers more of a voice and a say

A passenger charter (Appendix D) is included in this document.

Engagement with passenger groups such as the Disability Inclusion Group and Sustainable Transport Nottingham will be formalised further with a regular report added to the quarterly Robin Hood Bus Partnership agenda as a standing item. We will look to implement smart accessibility improvements to ensure disabled users have better insight into availability of secured spaces.

A public engagement plan will be developed, with a particular focus on connecting with harder to reach and previously under-represented groups including but not exclusive to:

- Young People
- Women
- BAME Communities
- LGBTQ+

Historic under representation in the Robin Hood Bus Partnership governance structures will be addressed to ensure that the voice of passengers across Greater Nottingham's diverse communities is better heard.

### More demand-responsive services and 'socially necessary' transport

Due to the comprehensive Public Transport Network, the role for demand responsive services within the Greater Nottingham area is limited beyond existing provision that already exists for specialised transport.

Existing "socially necessary" transport that is provided through the existing linkbus and nottsbus networks, augmented with deminimis support for some commercial services will be expanded where necessary to continue to plug gaps in the commercial network.

A technical specification for a potential DRT system which does not undermine the existing public transport network in Greater Nottingham and supports trips outside the operating hours of the mainstream public transport offer has been developed with the objective of supporting access to jobs in and around the urban area . But also across the city-region, particularly towards the key East Midlands Gateway Area. However, at this time there is a general consensus amongst local bus operators, backed up by research and scoping undertaken by independent consultants, that implementing such a system is too risky given the projected low levels of demand for it and the unsustainable revenue costs, that would be required to operate it. With the general view that such revenue funding would be better spent remodelling and enhancing the existing bus network as recovery from the pandemic is likely to continue well in to 2022-23.

We will continue to review DRT opportunities as part of our general supported services reviews / network development, and the independent review has provided us a framework that we can continue to assess the viability for DRT.

### Longer term transformation of networks through Bus Rapid Transit and other measures

An evolution of Nottingham's existing high-quality network is required rather than wholesale transformation. The bus priority measures outlined on pg 43 will complete existing High Quality Bus Priority Corridors to deliver Light Bus Rapid Transit – continuous bus priority without dedicated guided busways and tram style rubber wheeled vehicles. But with offboard ticketing, comprehensive multi-operator contactless payment, with day, week and non-consecutive day capping, high quality waiting infrastructure and cutting-edge digital information.

Routes to the south and east of the city, will be reviewed to see if new mass transit links can be delivered using a rubber wheeled tram style Bus Rapid Transit. The New Leapool Park and Ride and complementary bus priority to the north of the city will also be reviewed in this context.

Each project/workstream will have its own implementation plan, with a designated project lead to coordinate and oversee progress.

The Robin Hood Bus Partnership will continue to meet monthly to monitor progress and take responsibility for the development and agreement of appropriate EP Schemes to gain suitable commitments to facilitate delivery of schemes/projects. The Partnership will receive monitoring reports.

There will be a designated person responsible for overall monitoring, collection and collation of data, to assess progress with expected outputs/outcomes and towards targets. Progress and performance towards targets will be reported in a performance report published 6-monthly.

The Bus Partnership will be responsible for overseeing the updating and revising of the BSIP annually, to reflect changing circumstances/new challenges/opportunities and responses from the public in annual satisfaction surveys, completed projects/schemes, and new areas for improvement/funding.

Following sign-off at the September and March quarterly meetings of the Robin Hood Bus Partnership, and a recording of actions to address any under performance a copy of the report will be published on the Robin Hood Network and Transport Nottingham websites:

- <https://www.robinhoodnetwork.co.uk/>
- <https://www.transportnottingham.com/>

## Section 6 - Overview table

Name of authority	Nottingham City Council (Lead) Nottinghamshire County Council
Franchising or Enhanced Partnership (or both)	Enhanced Partnership
Date of publication	31 October 2021
Date of next annual update	1 April 2023
URL of published report	<a href="http://www.transportnottingham.com/bsip">www.transportnottingham.com/bsip</a>

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured (max 50 words)
Journey Time	Est. 16.15kph	16.15kph	17kph	Measured using operator data to record average journey speeds (kph) across the entire network
Reliability	Est. 91.5%	91.5%	94%	Measured using operator punctuality data (for each route), which is the percentage of services operating to the Traffic Commissioner window of between -1 and +5 minutes of the scheduled timing point
Passenger numbers	65.02m	61.39m	62.61m	Measured by reviewing operator patronage data on a route-by-route basis, which is currently submitted to the Local Transport Authorities as part of their returns to the DfT
Average passenger satisfaction	95%	95%	96%	Derived from annual Transport Focus Passenger Surveys

Delivery - Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Make improvements to bus services and planning		
More frequent and reliable services		
Review service frequency	Y	Greater Nottingham is currently well serviced in both the peak and off peak, but where corridors do not meet turn up and go frequency we will review. Those with the highest potential for commercial viability will be prioritised and kickstart funding applied to improve frequency.
Increase bus priority measures	Y	We will enhance the already extensive network, and that being developed through TCF funding, to address all identified pinch point on key corridors. This will take an evidence-based approach, informed by operator insight
Increase demand responsive services	N	Greater Nottingham is able to sustain a comprehensive, and largely commercial network. We will continue to support the existing Linkbus and Nottsbus services but we do not envisage these being expanded through the BSIP programme
Consideration of bus rapid transport networks	Y	We have identified a package of works (including new bus lanes, signal priority, no waiting and enforcement) across 8 strategic corridors that will turn these routes from high quality bus routes to BRT corridors.
Improvements to planning / integration with other modes		
Integrate services with other transport modes	Y	We already have a strong track record of integration, which will be extended to ensure all district centres are well connected and integrated (mobility hubs comprising: bus, tram, train, cycle, walk, e-mobility).
Simplify services	Y	We already have a simple, well defined and recognisable network in place, but we will continue to look for opportunities to make things even easier for the user to navigate the network across all operators
Review socially necessary services	Y	We will continue to review and support those services which are socially necessary but unable to be met by commercial providers alone. Due to the extensive commercial network across Greater Nottingham this is a relatively small component of our overall bus service offer.
Invest in Superbus networks	Y	The focus of the BSIP is to deliver BRT standard infrastructure and services on the core corridors into / out of the city, with coordinated corridor-based approach

Improvements to fares and ticketing		
Lower fares	Y	We will continue to offer value for money across the entire network, and through the Robin Hood ticket reduce the premium paid for multi operator ticketing. We will also introduce new carnet tickets to reflect post pandemic requirements, and work with district councils and partners to ensure low or no cost car parking does not encourage car use for local trips
Simplify fares	Y	We are continuing to expand the Robin Hood scheme to ensure it always offers the simplest and best value for money ticket option. Multi-operator contactless ticketing with day or week caps, combined with carnet and season tickets ensures users will always pay the right fare for their journey.
Integrate ticketing between operators and transport modes	Y	We will continue to enhance the Robin Hood scheme to ensure users have access to an integrated ticket between bus, tram and local train journeys. We will explore ways to enhance this through access to other forms of local transport (mobility as a service)
Make improvements to bus passenger experience		
Higher specification buses		
Invest in improved bus specifications	Y	We have already invested to ensure all buses are state of the art and green (including 120 biogas double decker buses), and we will continue with this programme, including a business case to fully electrify the 78 bus NCT single decker fleet, and to ensure all new bus purchases will be zero emission by 2030.
Invest in accessible and inclusive bus services	Y	Our passenger charter sets out a strong message of inclusivity, and we will strengthen our relationship with local Disability and Inclusion Groups, with regular reporting on progress. A public engagement plan will be developed to ensure we reach out to previously under represented and hard to reach groups.
Protect personal safety of bus passengers	Y	We will continue to improve the waiting infrastructure to ensure it is high quality, clean and visible
Improve buses for tourists	Y	All our work to simplify services and improve our multi-operator ticketing will enhance the experience for visitors to Greater Nottingham. This includes high quality park and ride facilities to ensure those arriving by car are captured on the outskirts of the city, and those arriving by train are able to easily, seamlessly and cost effectively navigate the city by bus

Improvements to fares and ticketing		
Invest in decarbonisation	Y	We will develop a business case for the electrification of the existing 78 single decker and remaining Diesel Double Decker NCT fleet, along with upgrades to the main depots to service and manage a larger commercial fleet of electric vehicles. This enhances the fleet which already includes 30 electric buses and 120 Biogas double deckers. We will also work with trentbarton on their plans for decarbonisation of their interurban bus services.
Improvements to passenger engagement		
Passenger charter	Y	This will build on our existing Passenger Charter developed as part of our AQPS and Bus Strategy, which puts the user experience at the heart of our approach
Strengthen network identity	Y	The network already benefits from strong branding and identity, which will be strengthened further through the ongoing work of the Robin Hood partnership group and expanded to more operators.
Improve bus information	Y	We will continue to invest in enhancements to the on board, at stop and at home (online) provision of real time and static information, including the further role out of TFT screens at stops / interchanges, a new virtual passenger transport control hub, and refinements to the Robin Hood app and website to ensure the journey planner continues to be enhanced and improve the user experience.
Other		



## Appendix A: Contracted Services Expenditure

### Nottingham City Council

Service	Route	Type of Support	Contract Payment Terms	Council Responsibility	Route Mileage (one direction)	Total Annual kms	Annual Contract Expenditure	Next Re-tender date
L2	City - Assarts Farm	Tender Contract	Min Cost	Whole Route	9.00	679,380	£483,561	Sep-26
L4	City - Beechdale	Tender Contract	Min Cost	Whole Route	10.00	281,112	£259,857	Sep-26
L5	City - Wollaton Park	Tender Contract	Min Cost	Whole Route	6.00	120,484	£128,544	Sep-26
L14	City - Bulwell	Tender Contract	Min Cost	Whole Route	6.90	378,196	£339,274	Sep-26
W1	City - Lenton Lane	Tender Contract	Min Cost	Whole Route	3.90	71,968	£88,062	Sep-26
Medilink	Queens Dr P&R - City Hospital	Tender Contract	Min Cost	Whole Route - shared with NHS Trust	7.57	532,310	£1,050,000	Nov-21
2	Silverdale - City	De Minimis	Min Subsidy	Silverdale and Wilford	5.91	4,156	£6,240	Rolling Review
13	Wollaton - Beeston	De Minimis	Min Subsidy	Wollaton to Beeston	8.37	8,828	£6,240	Rolling Review
19	Bulwell - Mapperley	De Minimis	Min Subsidy	Mildenhall Cres & Sherwood Vale	13.36	88,074	£31,200	Rolling Review
22 & 23	Gamston - Clifton Circle	De Minimis	Min Subsidy	Wilford Village	23.17	122,196	£6,500	Rolling Review
A1	Basford - Aspley Schools	Tender Contract	Min Subsidy	Whole Route	9.01	11,306	£36,101	Sep-26
A2	Rise Park - Aspley Schools	Tender Contract	Min Subsidy	Whole Route	7.92	27,711	£108,303	Sep-26
54	Clifton - Arnold	De Minimis	Min Subsidy	Larkhill, Sunninghill & Rivergreen	13.04	256,008	£45,000	Rolling Review

**Total Network Revenue**  
**Total Cost**

**124.14**    **2,581,728**    **£ 2,588,882**  
**£ (1,014,657)**  
**£ 1,574,225**

# Nottinghamshire County Council

Greater Nottingham								
Service	Route	Type of Support	Contract Payment Terms	Council Responsibility	Route Mileage (one direction)	Total Annual kms	Annual Contract Expenditure	Next Re-tender date
L73	Netherfield - Bakersfield - Netherfield	Tender Contract	Min Subsidy	Whole Route	25.1	6,275	£61,000	Jul-22
L74	Netherfield - Gedling - Netherfield			Whole Route	41.84	10,459		
L75	Netherfield - Burton Joyce			Whole Route	30.9	13,880		
22	Gamston - West Bridgford - Ruddington - Clifton	COVID Support Grant	Min Subsidy	Whole Route	184.43	46,108	£5,200	Mar-22
23	Gamston - Clifton - Ruddington - West Bridgford	COVID Support Grant	Min Subsidy	Whole Route	203.58	50,895	£5,200	Mar-22
528	Selston - Moorgreen -	Fleet operation	Min Cost	Whole Route	106.53	51,415	£110,000	Jul-22
865	Clifton - Kegworth - Normanton on Soar	Fleet operation	Min Cost	Whole Route	230.13	114,300	£85,000	Dec-21
Sherwood Arrow	Nottingham - Ollerton - Worksop/Retford	Frequency Support	Min Subsidy	Frequency Support	1970.2	708,966	£308,000	Jul-22
<b>Total Network</b>					<b>2792.71</b>	<b>1,002,298</b>	<b>£574,400</b>	

## Appendix B: Parking Data

### Cashless On-street Parking Schemes Nottingham

<u>RingGo Code</u>	<u>Zone</u>	<u>Area</u>	<u>Street Name</u>	<u>Tariff</u>
19001	5	Basford	Stockhill Lane	<b>£1.50</b> all day - Mon - Fri 9am - 5pm
19002	5	Sherwood	Edwards Lane	<b>£3.00</b> all day - Mon - Fri 8am - 6pm
19003	4	Meadow	Iremonger Road Incinerator Road Clarke Road Cattle Market Road Country Road Meadow Lane (North) Meadow Lane (South)	<b>£3.00</b> all day - Mon - Sat 8am - 6pm
19004	5	Bilborough	Glaisdale Drive East Wigman Road	<b>£1.50</b> all day - Mon - Fri 9am - 5pm
19005	3	Crocus Street	Crocus Street Summer Leys Lane Eugene Street Waterway Street (West) Wallet Street Waterway Street (East)	All Week - 08:00 - 22:00 Up to 1 hour - 0.60 Up to 2 hours - £1.20 Up to 3 hours - £1.80 up to 4 hours - £2.40 Up to 5 hours - £3.00 Up to 6 hours - £3.60 Up to 7 hours - £4.20 Up to 8 hours - £4.80 Up to 9 hours -£5.40 Up to 10 hours - £6.00 Up to 11 hours - £6.60 Up to 12 hours - £7.20 Up to 13 hours - £7.80 Up to 14 hours - £8.40
19006	4	St Anns	Stonebridge Road	<b>£2.00</b> all week - Mon - Fri 8am - 6pm
19007	4	Redcliffe Road	Zulla Road Redcliffe Road	<b>£2.00</b> all day - Mon - Sat 9am - 5pm
19008	4	Mapperley Road	Villa Road Chestnut Grove Mapperley Road Cranmer Street	<b>£2.00</b> all day - Mon - Fri 9am - 5pm
19011	4	Meadow Way West	Meadows Way Robin Hood Way	<b>£2.00</b> all day - Mon - Sat 8am - 8pm
19012	4	Woodside Road	Woodside Road	<b>£1.50</b> all day - Mon - Fri 9am - 5pm

## Free District Centre Car Parks (City)

### Outside of the City Centre

Outside of the City Centre, there are a number of District Free Car Parks where parking is free of charge:

Area	District Free Car Park	Number of spaces
<b>Bulwell</b>	Holborn Place	51
	Gilead Street	48
	Duke Street East & West	72
	Station Car Park Station Road	61
<b>Sherwood</b>	Spondon Street	57
	Winchester Street	64
	Hall Street	31
<b>Radford</b>	Caulton Street	15
	Belper Road	21
	Randall Street	36
<b>Hyson Green</b>	Garfield Road	19
	Denman Street	43
	Gamble Street (On long term lease to Metropolitan Housing Association)	22

Issues have been reported that some of the above car parks are being used as unofficial commuter Park and Ride Sites and as a result these concerns are being investigated which could lead to a review of the management of these car parks.

## City Centre Car Parks and Park and Ride Sites

City Centre Car Parks and Park and Ride Sites									
Name	Operator	Type	Parent and child spaces	Disabled spaces	Capacity	Opening times	Payment	CCTV?	Security
Victoria Centre	Capital Shopping Centres	Multi-Storey	Unknown	123 total	2,700 total	24 Hours	On foot	Yes	Yes
The Glasshouse	Metro Car Parks Ltd	Two storey	Yes	Yes	250	24 hours; 7days	On foot	Full coverage	24hr
Curzon Street	Nottingham City Council	Basement	0	8	100	7am to 10pm KD (Mon to Sat)	Pay and Display	Yes	Core hours
Brook Street	Nottingham City Council	Surface	0	4	45	24 hours	Pay and Display	No	No
Aberdeen Street	Nottingham City Council	Surface	0	2	40	24 hours	Pay and Display	No	No
Manvers Street	Nottingham City Council	Surface	0	None	44	Contract Parking only	Contract only	No	No
Stoney Street	NCP	Multi-Storey	0	n/a	350	7am to Mid	Pay on exit	N/a	N/a
Lace Market	Nottingham City Council	Multi-Storey	10	18	500	24 hours	On foot, App & Exit KD	Yes (not on every floor)	Yes
Train Station	Central Trains	Surface	Unknown	N/a	500	24 Hours	Pay and Display	Covers part	No
Sovereign House, Queens Bridge Drive	NCP	Multi-Storey	Unknown	N/a	405	24 Hours	Pay on exit	N/a	N/a
Canal Street	Nottingham City Council	Surface	0	None	58	Public Parking Evenings, Weekends and B/Holidays Only	Pay and Display	No	No
Armdale (Broad Marsh)	NCP	Multi-Storey	Unknown	n/a	412	7am-10pm	Pay on exit	N/a	N/a
St James Street	NCP	Multi-Storey	0	N/a	475	24 hours	Pay on exit	N/a	N/a
Mount Street	NCP	Multi-Storey	Unknown	N/a	514	24 hours	Pay on exit	N/a	N/a
Euro Car Park (Upper Parliament Street)	Euro Car Parks	Multi-Storey	0	14	221	7am 11.45pm	Pay on exit	N/a	N/a
Royal Moat House	Royal Moat House Hotel	Multi-Storey	Unknown	N/a	625	24 hours	On foot	N/a	N/a
Talbot Street	Pickerings	Multi-Storey	Unknown	4	510	6am-1am	On foot	Yes	Yes
Trinity Square	Nottingham City Council	Multi-Storey	0	27	440	24 hours	On foot, App & Exit KD	Yes	Yes
Racecourse Park & Ride	Nottingham City Council	Surface	10	10	470	Mon-Sat 7am- 7.30pm Closed for race days	Pay for bus only	Yes	Yes
Queens Drive Park & Ride	Nottingham City Council	Surface	15	18	1,066	Mon-Sat 6am-8.30pm	Pay for bus only	Yes	Yes
Forest Park & Ride	Tramlink Nottingham Ltd	Surface	13	24	982	6am-1am	Pay for tram only	Yes	Yes
Wilkinson St Park & Ride	Tramlink Nottingham Ltd	Surface	12	27	590	6am-1am	Pay for tram only	Yes	Yes
Phoenix Park & Ride	Tramlink Nottingham Ltd	Surface	0	19	667	6am-1am	Pay for tram only	Yes	Yes
Moorbridge Park & Ride	Tramlink Nottingham Ltd	Surface	0	6	119	6am-1am	Pay for tram only	Yes	Yes
Hucknall Park & Ride	Tramlink Nottingham Ltd	Surface	6	16	427	6am-1am	Pay for tram only	Yes	Yes
Toton Lane Park & Ride	Tramlink Nottingham Ltd	Surface	10	43	1,302	6am-1am	Pay for tram only	Yes	Yes
Clifton South Park & Ride	Tramlink Nottingham Ltd	Surface	10	45	1,004	6am-1am	Pay for tram only	Yes	Yes

Parking strategy and provision in the conurbation is led and on the whole managed by the district authorities.

**The locations, number and number of spaces of district council owned car parks in the conurbation**

District	Town	Car Parks			Spaces	
		Long stay	Short stay	Total	Total number of spaces	Number of spaces designated for blue badge holders
Broxtowe	Beeston	8	6	14	470	39
Gedling	Arnold	9	0	9	542	18
	Carlton	3	0	3	178	3
	Gedling	1	0	1	38	1
	Mapperley	3	0	3	191	0
	Netherfield	2	0	2	88	1
Rushcliffe	West Bridgford	3	0	3	298	22

**Charges applied for parking at district council owned car parks in the conurbation**

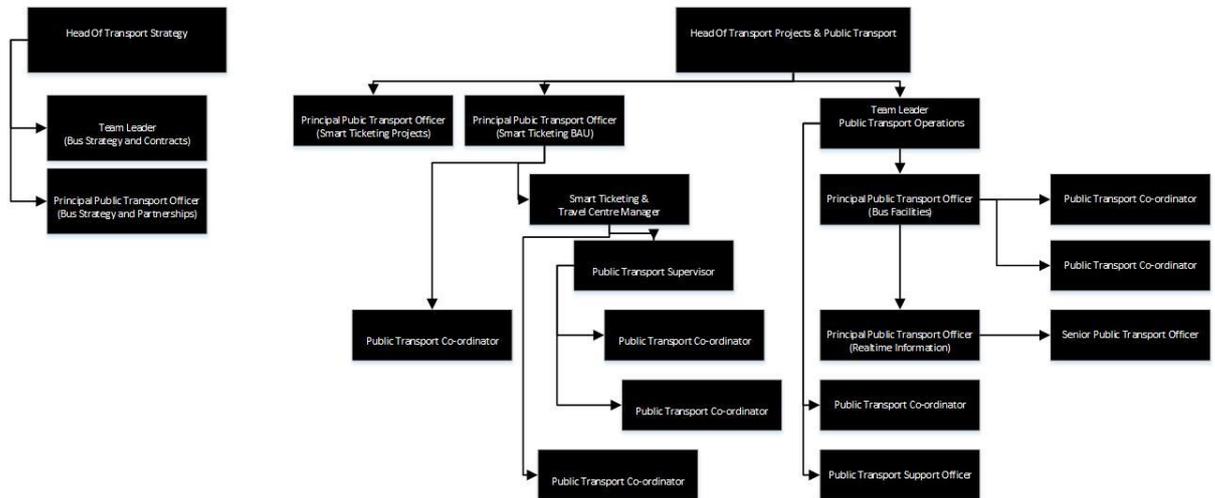
District	Total number of car parks	Type of charge				
		Free	Up to 30 minutes free	Up to 1 hour free	Up to 2 hours free	Charge applies for any length of stay
Broxtowe	14	0	0	12	0	2
Gedling	18	0	0	0	18	0
Rushcliffe	3	0	0	0	2	1

In 2019/20, Nottingham City Council spent £4.6m on Parking Enforcement and Nottinghamshire County Council spent £0.4m on Parking Enforcement

# Appendix C: Organograms of Transport Services

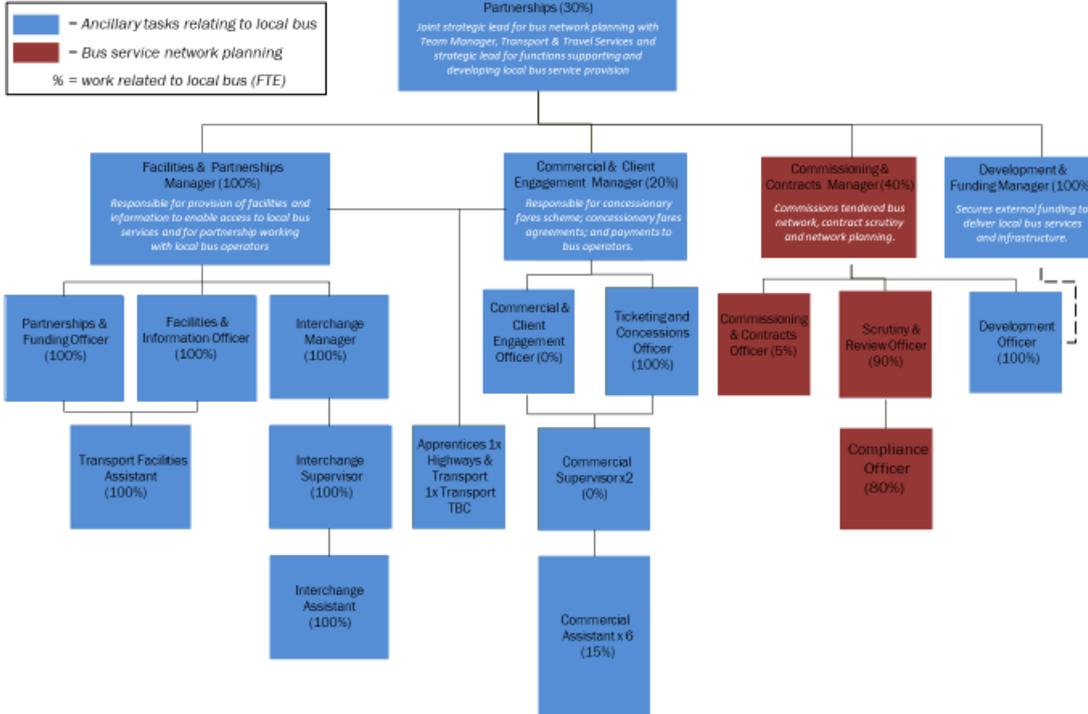
## City Council

### Nottingham City Council Public Transport Strategy and Operations

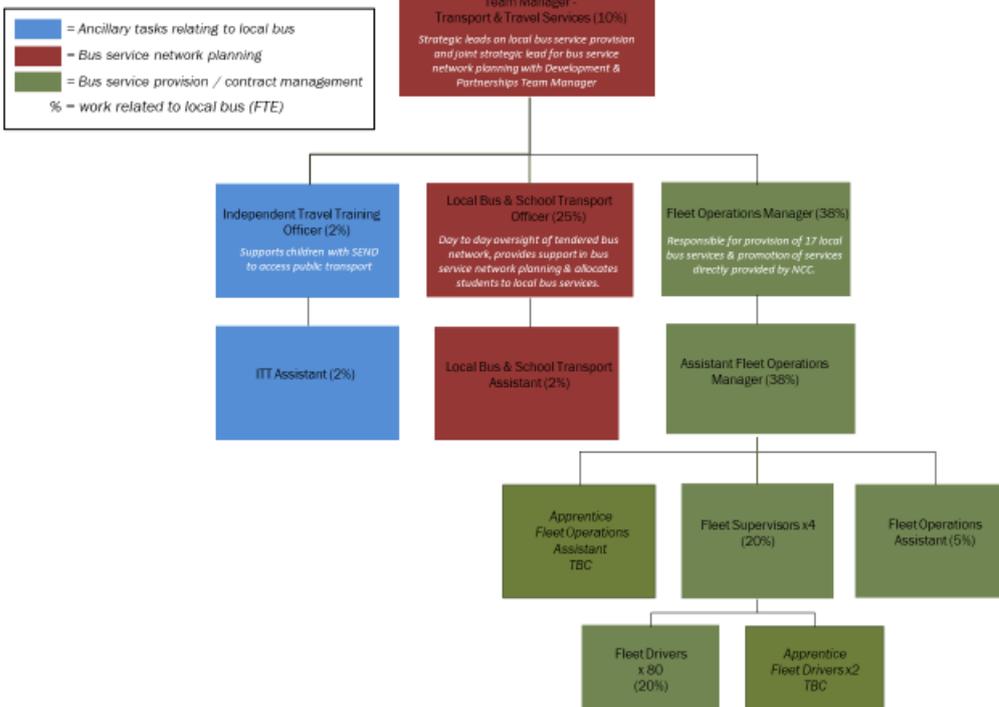


# County Council

## DEVELOPMENT & PARTNERSHIPS TEAM



## TRANSPORT & TRAVEL SERVICES



## Appendix D – Bus Passenger Charter

### Greater Nottingham Bus Passenger Charter

#### Introduction

This Charter sets out exactly what you can expect from us and explains how to make the most of our services. It also sets out how we will put things right if we do not meet your expectations, and your rights under UK legislation.

The Bus Passenger Charter does not affect your legal rights.

#### What area does the Bus Passenger Charter cover?

Known as the Robin Hood Network area. This Bus Passenger Charter covers bus services in the Greater Nottingham area, which encompasses the entirety of Nottingham City and adjacent Nottinghamshire County areas including parts of the boroughs of Gedling, Rushcliffe and Broxtowe.

#### What operators serve the Greater Nottingham area?

These services are operated by Nottingham City Transport, trentbarton, CT4N, Stagecoach, Kinchbus, Marshalls and the Local Transport Authorities of Nottingham City Council and Nottinghamshire County Council.

#### What service types does the Bus Passenger Charter cover?

All local bus services are covered by the Bus Passenger Charter.

#### What you can expect from us

##### Safe, clean and comfortable buses

In the Greater Nottingham area, we will provide high standard buses every day, so that your journey and experience is a positive one. We will maintain a high standard of vehicle presentation and all buses operating across the defined Greater Nottingham area will be thoroughly cleaned, inside and out, every day. Levels of cleaning undertaken during the Covid-19 pandemic will be continued into the future.

We will continue our work to deliver Zero and Low Emission buses across Nottingham, with all buses operating into Nottingham City Centre required to meet the most stringent Euro VI standard as a minimum.

To ensure the safety of you and other passengers, buses will be maintained by skilled staff on a regular and planned basis to comply with all legal requirements. Heating and lighting systems will be checked on a daily basis, and buses will not be deployed onto a service if these are not working. And for your peace of mind, all buses will be fitted with CCTV, in multiple locations including on both the lower and upper deck of double decker buses, and we will follow the CCTV Code of Practice published by the Information Commissioner's Office. The presence of such CCTV equipment on a vehicle will be confirmed by the appropriate signage, such as a 'CCTV is in operation' at the point of boarding to give customers the option not to consent to CCTV before boarding.

Drivers will also be trained on how to give all customers a safe and comfortable journey, and what to do in case of an emergency.

## A helpful driving team

Our bus drivers will be helpful, approachable and knowledgeable. To ensure that this is the case, drivers will undertake periodic training including customer service training so that they are always up to speed on the best ticketing options for the passengers and are well informed about the route they are driving on as well as the rest of the network. Drivers will also wear a uniform, and will be smart and clean in appearance.

If for any reason your journey is seriously delayed, your driver will endeavour to tell you what the problem is and keep you updated. They will be able to advise alternative services if the delay is route specific, to allow you to complete your journey as quickly as possible. The delays will also be communicated via operator's social media accounts, operator websites and on-street Realtime Information (RTI) displays.

## We aim to give you the best service

We aim to run every bus on time, but please bear in mind that sometimes there are external factors outside of our control, which may have an impact upon service reliability.

Our target is to run 95% of our services, no more than one minute early or five minutes late. To prove to you that we are keeping to our promise of service reliability, we will regularly monitor our performance across the bus network and display the results on our Robin Hood Network and Transport Nottingham websites and social media accounts on a regular basis.

Any changes to services because of planned roadworks or other factors (such as special events), will where possible be advertised at least a week in advance through the Robin Hood Network and Transport Nottingham websites, newsletters, on the buses and own operator websites. In the event of unplanned roadworks and road closures, impacts on services will be advertised on the appropriate streams, e.g. Realtime displays, social media and Robin Hood Network and Transport Nottingham and own operator websites as soon as the Council and bus operators are made aware. In the event of significant disruption to services, full details will be passed onto the Realtime team at Nottingham City Council and will be fed through to the Realtime Information displays.

The Council and bus operators will work in partnership to provide an integrated network, and the network will be regularly reviewed, with a view to meeting the growing needs of the residents of the Greater Nottingham area. This will include looking to improve the efficiency of the bus services on offer, and reducing journey times where possible.

We aim for high passenger satisfaction, and this will be monitored and published through the Robin Hood Network, Transport Nottingham and own operator websites. Our target is for at least 95% of our passengers to be satisfied with their bus service.

## Keep you moving

We want to keep you moving. Therefore, if the bus you wish to catch has departed early, been cancelled, or is significantly delayed, we may:

- Advise of alternative bus service(s) that you could use in order to complete your journey, and refund any additional fares that you would have to pay if these services are not operated by the originally intended bus operator
- Send an alternative vehicle to collect you and take you to your destination, at no cost to you
- Book a taxi to collect you and take you to your destination, at no cost to you (using an authorised taxi operator, with a booking on our account, so no money needs to be paid to the driver)
- Refund your fare with a voucher for a local day ticket or refund the cost of taxi

We will take one of the above steps if it was our fault that you were not able to catch your bus, the total delay to your journey will be 30 minutes or more (compared to waiting for the next bus) and the alternative transport will collect you sooner than waiting for the next bus.

We will endeavour to never leave you stranded due to early running, delays or cancellations. This includes situations where a problem with our service causes you to miss a connection onto another bus service.

## Information about our services

Our services will be easily identifiable, with the ultimate destination and service number of the bus displayed on the front and side of the bus, and the service number or name will be displayed on the front and rear of the vehicle.

Printed timetable information will be provided and operator websites and apps will be kept up to date.

Up-to-date information including bus stop plates depicting what services serve the stop, pagodas and timetable cases displaying combined and cohesive timetable information and network maps illustrating the core services within the Greater Nottingham area will be on

show where possible. Realtime displays will also display upcoming departures at Greater Nottingham's most frequently served stops.

Timetables and maps that are displayed at the bus stops will also be published on the Robin Hood website, and will be available at all waiting facilities, including both bus stops and bus stations.

Where possible notification of service changes will be available at least 21 days in advance through the Robin Hood website and information will be supplied to customers, on request, by email and post. Notices will also be available on buses. These notifications will be made available to customers within the stated timeframe, except service changes that are required as a result of Emergency Roadworks.

## Fares and ticketing

Information on all fares and ticket products available can be accessed on the Robin Hood website, which will be accompanied by guidance on which product is best suited for you and your travel habits. A wide variety of ticketing options will include contactless facilities on all buses. Ticketing products will be consistent across the entirety of the Greater Nottingham area, where the same fares and rules apply no matter what service you are travelling on, and to coincide with this, we will ensure that no passenger is disadvantaged as a result of travelling on more than one operators' services.

## Inclusivity

All of our buses will meet the requirements of the [Equalities Act](#). Audio and visual announcements will be available on all of our buses, and we will continue to work to ensure that 'next stop' screens or displays are available on all buses in Nottingham. Priority seating will be made available for elderly and disabled passengers, as well as those with reduced mobility. Reasonable adjustments will also be made to meet the individual needs of passengers. Space will be available on each bus to accommodate the carriage of wheelchairs and pushchairs. We will aim to give wheelchair users priority over other users when it comes to the wheelchair bay. If other users are in the wheelchair bay, We will always assist and encourage anyone who is able to use an alternative area of the bus to do so, in order to allow those who need to use the space can do so. If the passengers fail to comply with this instruction, we will contact the next bus to see if the passenger can be accommodated or book a taxi for the passenger.

All drivers will receive both initial and ongoing training in customer service, and disability awareness skills will be monitored and preferable when selecting our staff. In addition to this, there will be a dedicated helpline for people with disabilities, provided by individual operators, where timetable and fare information can be accessed in accessible formats including large font, different colours and braille. Large print timetables, maps and departure lists for bus stops will also be made available on request. Journey assistance cards are available to help people with disabilities make our staff aware of their needs. Assistance Dogs are welcome on our buses, and travel free of charge.

This charter will be made available in alternative formats including large font, braille and audio.

## Putting things right

If your bus service does not meet your expectations, there will be a trained Customer Service team available to help you 7 days a week. All complaints will be acknowledged within 24 hours and we aim to provide a full response within five working days. If we cannot provide a response within five days, you will receive an update within this timescale to advise you of this. Our ability to respond to complaints within the specified timeframes will be monitored and published on the Robin Hood Network and Transport Nottingham websites.

As well as having the means to make a complaint, bus passengers in the Greater Nottingham area will be given a voice through regular listening sessions and forums, and through independent engagement.

## Independent appeals

If you are unhappy with our response to any complaint you have the option of approaching Bus Users UK ([www.bususers.org](http://www.bususers.org) or 0300 111 0001) who will try to resolve the issue for you.

## Your customer rights

- You have a right to be provided with appropriate and comprehensible information about your rights when you use regular bus services.
- We will not charge you a different price based on your nationality.
- You are entitled to adequate information throughout your journey.
- Where feasible, and where you have made a request, we will provide the information in accessible formats.
- We will not refuse to let you travel because of a disability that you have, unless it is physically impossible to carry you safely. If we lose or damage your mobility equipment, we will compensate you fully for its replacement or repair.
- We have procedures for giving disability-related training to our staff.

In addition to our commitments above, you have a right for your complaint to be dealt with if it concerns any of the matters covered by this section of the Charter (headed "Your customer rights"), provided you submit it within three months. We must respond to these complaints within one month of you submitting them and give you a final reply, stating whether your complaint is substantiated or rejected, within three months.

You have the right to appeal these complaints to Bus Users UK if you disagree with our response. Bus Users UK is subject to a three-month time limit for dealing with appeals and

must refer unresolved complaints to a Traffic Commissioner. If they fail to refer your complaint promptly, when the time limit expires, you have the right to refer it to the relevant Traffic Commissioner. A list of Traffic Commissioners' offices can be found at [www.gov.uk](http://www.gov.uk).