

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

June 2024



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



Nottingham
City Council



Nottinghamshire
County Council



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Section One

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 (BSIP) initiative, our journey is one of continuous improvement. We do not take previous success for granted and are acutely aware of the impact that reduced patronage and changes to travel patterns have had on the bus network locally post-pandemic and the potential that this BSIP has to continue to support the recovery of bus services. 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.

An Enhanced Partnership has operated in Nottingham City Centre for a number of years now, following on from a successful Advance Quality Partnership (AQPS) which was one of the first to be implemented in the United Kingdom. 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



Introduction

ticketing via the Robin Hood scheme. This partnership delivers some of the highest bus usage per head of population outside of London, supporting growth of the combined bus and tram network locally.

With early adoption of stringent emission standards for buses, we have continued to carry forward our ambition to have a zero-emission network through our Zero Emission Bus Regional Area (ZEBRA) plans.

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 two councils and the bus operators is well placed to develop a Bus Service Improvement Plan 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-pandemic.



Vision for buses in Greater Nottingham



our buses will be **smart**

using 21st century technology to provide live information and smart payment systems



our buses will be **integrated**



and provide seamless connections between **all** modes of transport



they'll be **accessible**
reliable, simple and
easy to use
and as
attractive as
car travel



bus travel will be **fair**
and affordable



we will
support
operators
in the
switch to

zero emission

vehicles, helping to
deliver decarbonisation
in Nottingham

Overview of the BSIP Area

Nottingham's Bus Service Improvement Plan (BSIP) covers the geography of the existing Robin Hood Network Ticketing Area and incorporates 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. This is illustrated on the next page [Figure 1].

Around 97% of Nottingham's current bus network is operated by commercial services, with Nottingham City Transport (the largest 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, CT4N and Vectare 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 three routes which carry 14.4m passengers a year. The local public transport network is supported by two bus and seven tram-based park and ride sites. The map on Page 9 [Figure 2] illustrates the distribution of operators in Greater Nottingham.

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.



Greater Nottingham

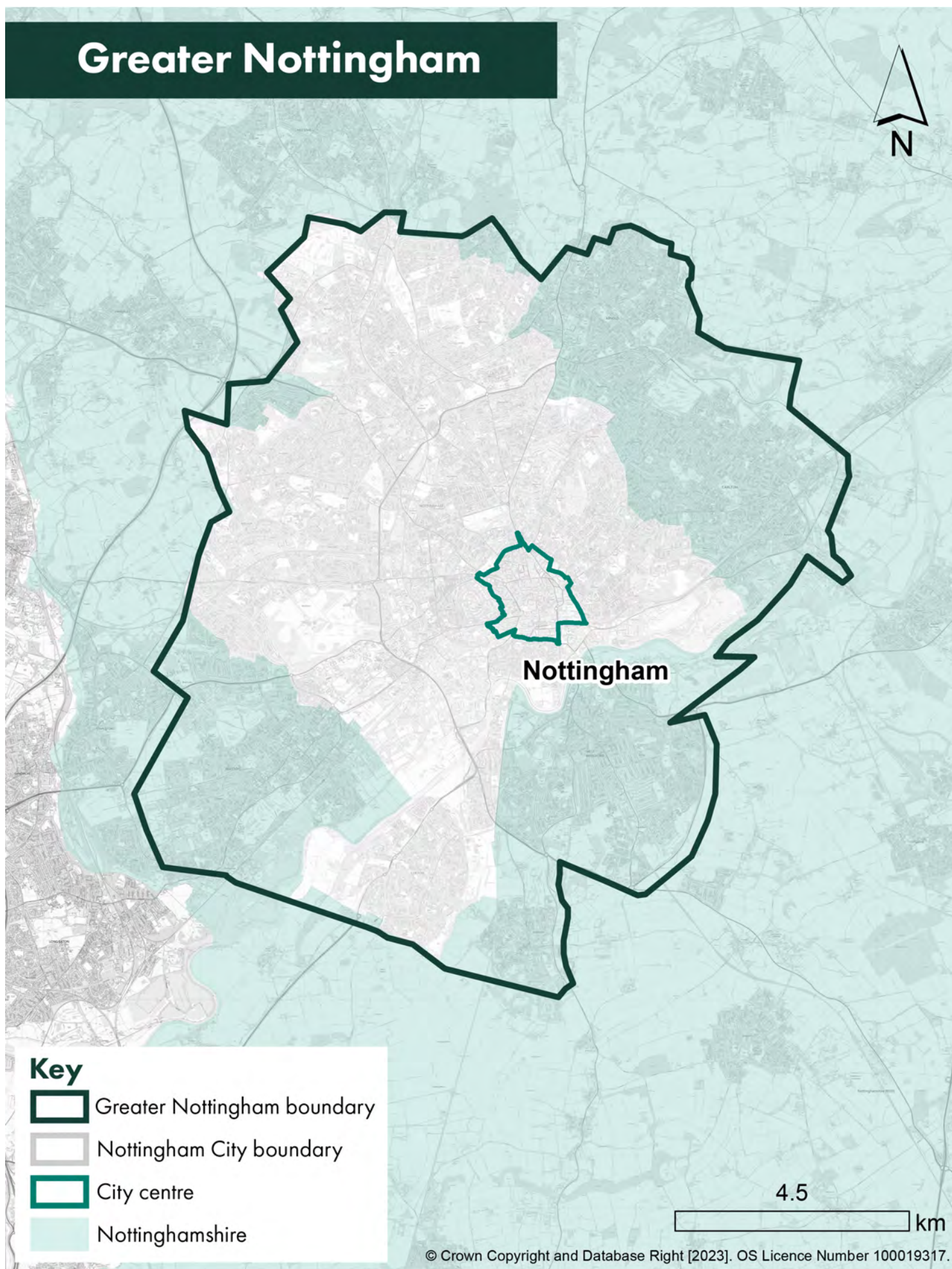


Figure 1: Map of the Greater Nottingham BSIP area, incorporating the entirety of Nottingham City, the Robin Hood Network area and neighbouring Nottinghamshire County Council areas.

Bus and tram services

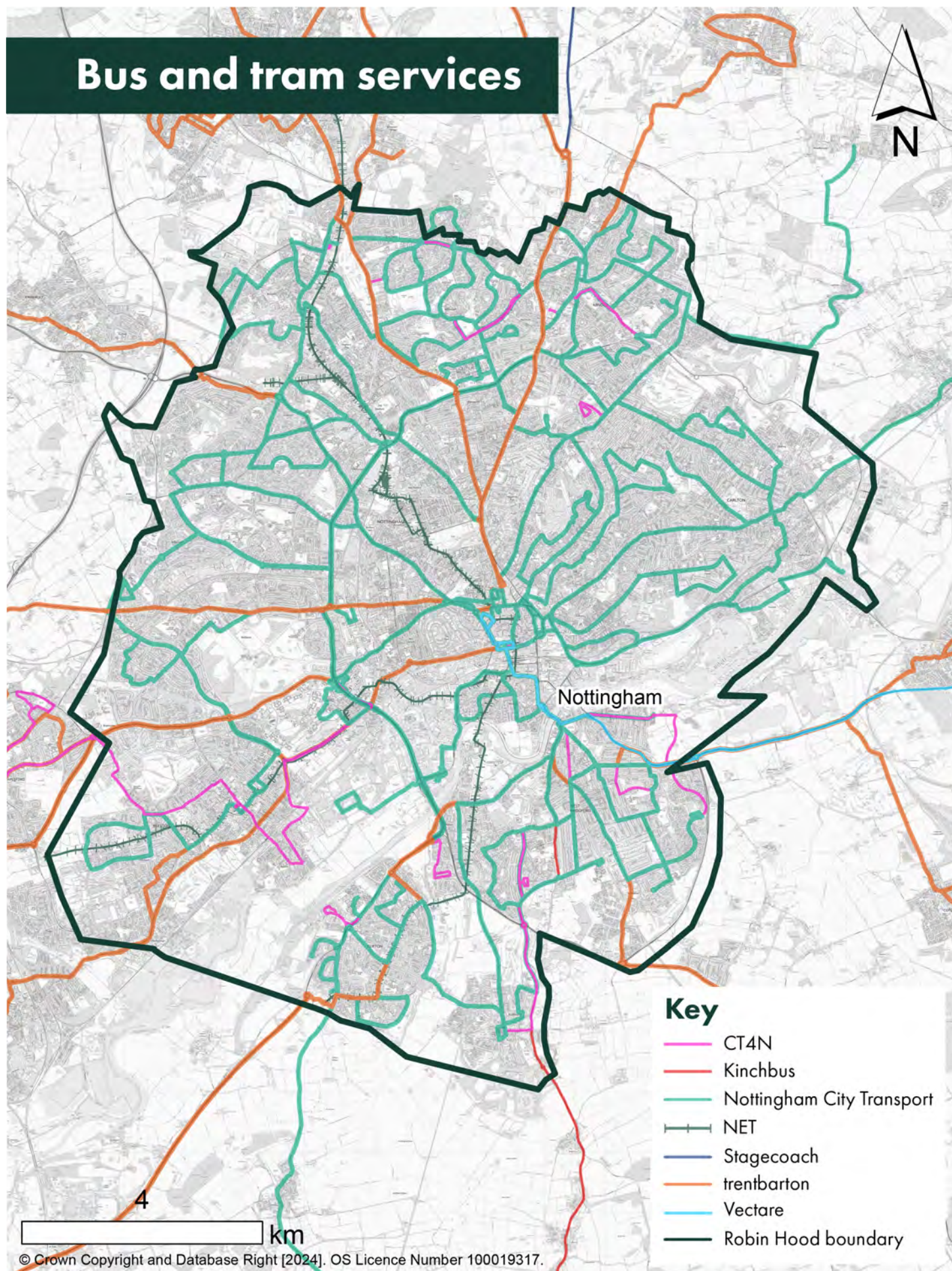


Figure 2: Map of the bus and tram operators that operate within the Greater Nottingham area.

Overview of the BSIP Area

Demographics

The population of Greater Nottingham is estimated at 502,300 (based on the 2021 Census).

Nottingham City ranks 11th most deprived out of 317 districts in England.

Only 13% of the Nottingham City population is over the age of 65 (5% lower than the national average), which is not too surprising given the urban setting and city focus. A total of 30% of the population are aged 18-29, and full-time university students comprise around 1 in 8 of the population.

Despite its young age structure, Nottingham City has a higher than average rate of people with a limiting long-term illness or disability.

323,627
people live in the
city of Nottingham



26,527
people living in
Nottingham are
disabled



38%
of households do
not have access to
a car or van



Nottingham is
comprised of
124,745
households



16%
of the population
are full-time
students



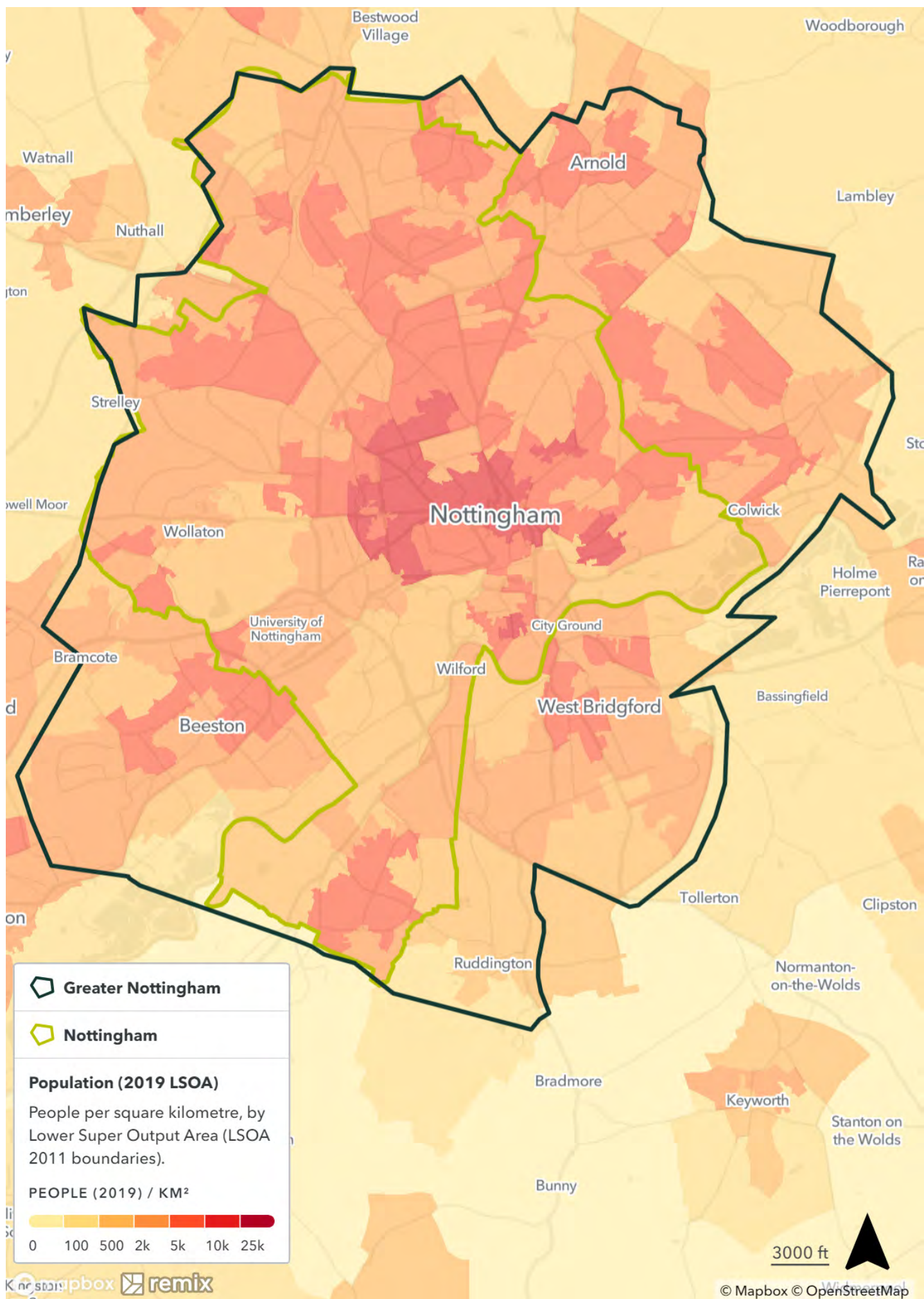


Figure 3: Map of the population of Greater Nottingham

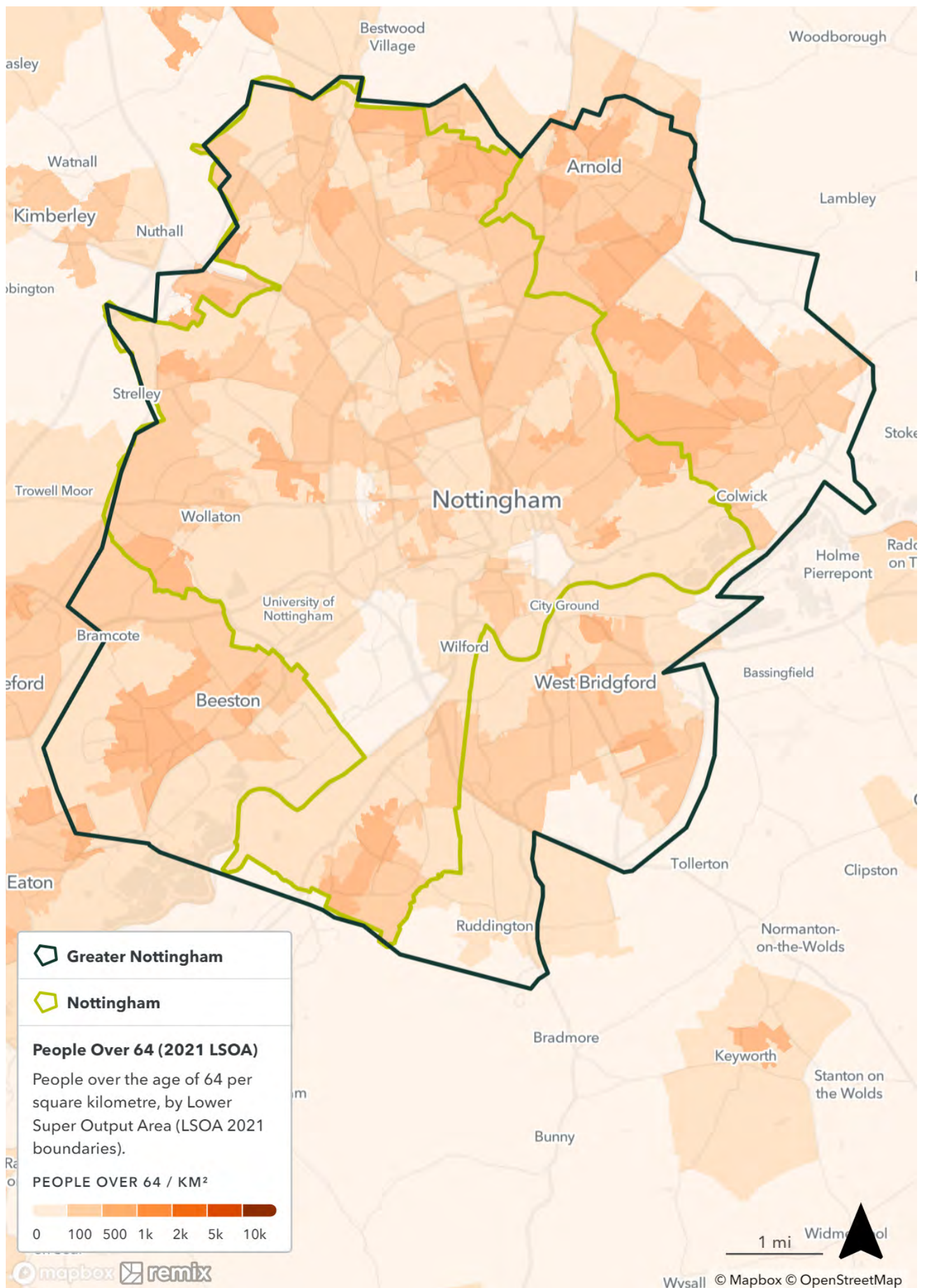


Figure 4: Map of the population of Greater Nottingham that are over the age of 64

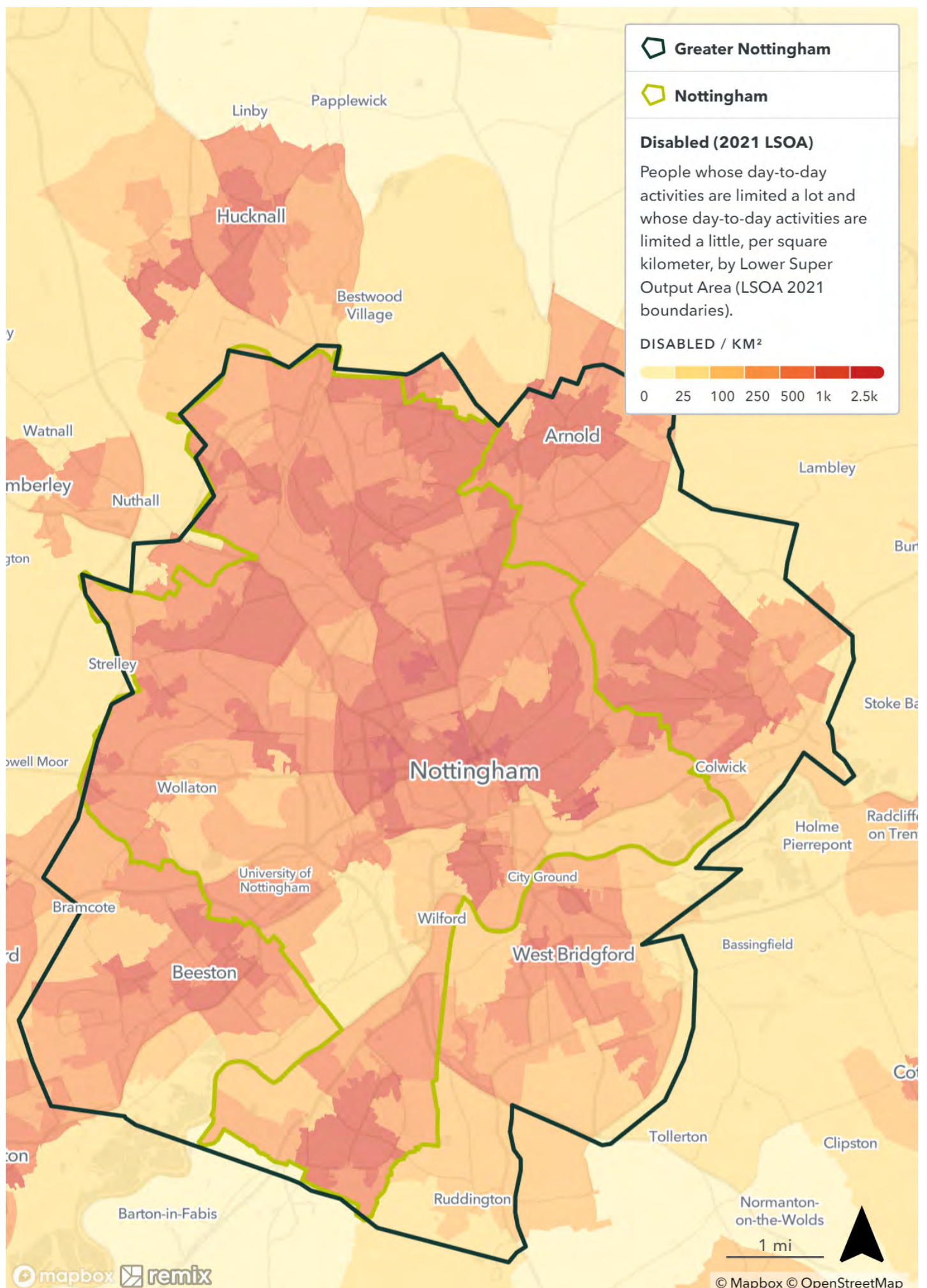


Figure 5: Map of the population of Greater Nottingham that are disabled

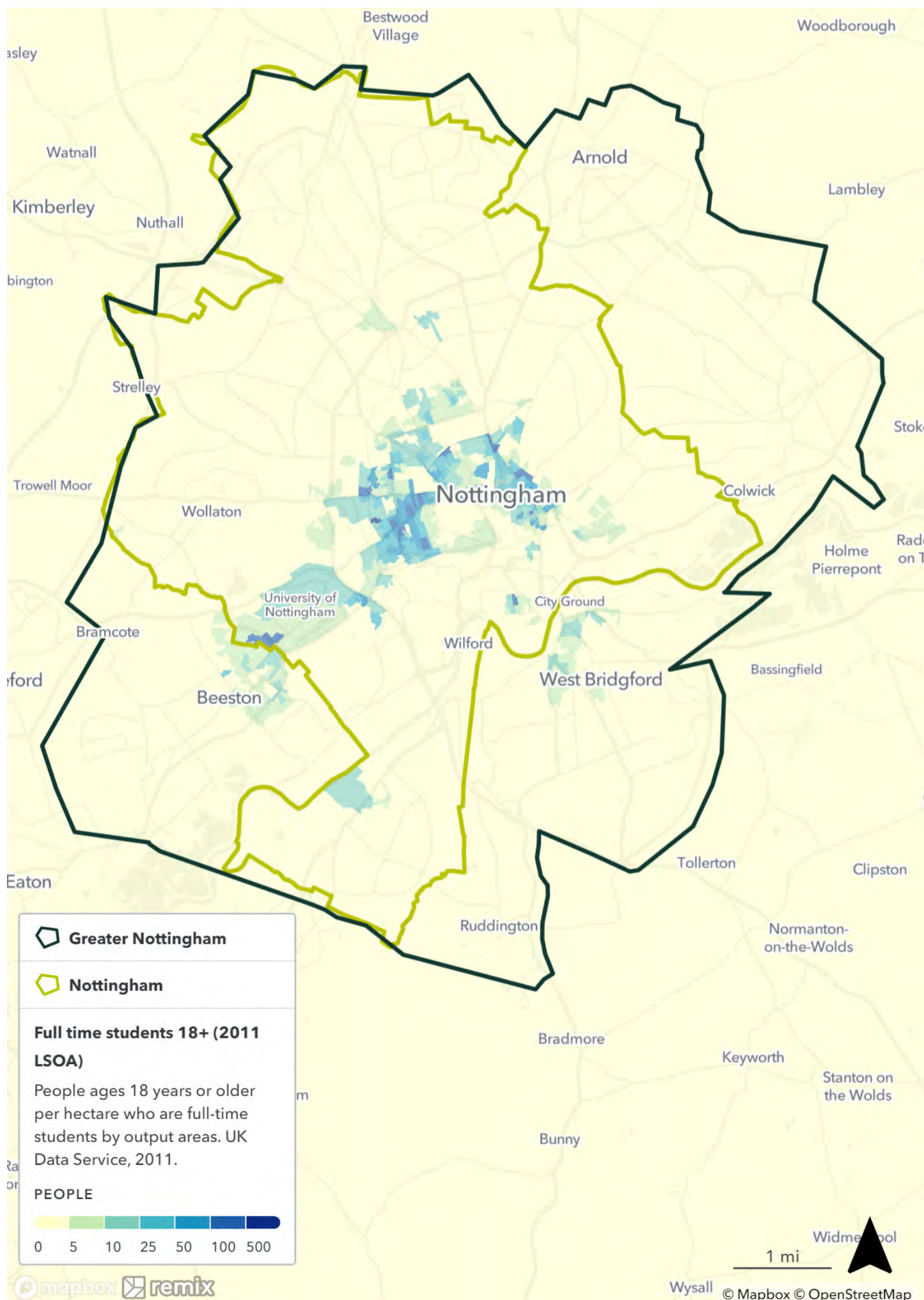


Figure 6: Map of the population of Greater Nottingham that are full-time students

Overview of the BSIP Area

Tackling Regional Inequality

The delivery of this plan and the improvements to bus services it will facilitate, are key to tackling regional inequality in Nottingham.

The map [Figure 7] on the following page 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%).

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 improving the local economy, and bringing it in line with other similar city economies, providing access to employment and education opportunities for Nottingham's residents through comprehensive and affordable bus services.



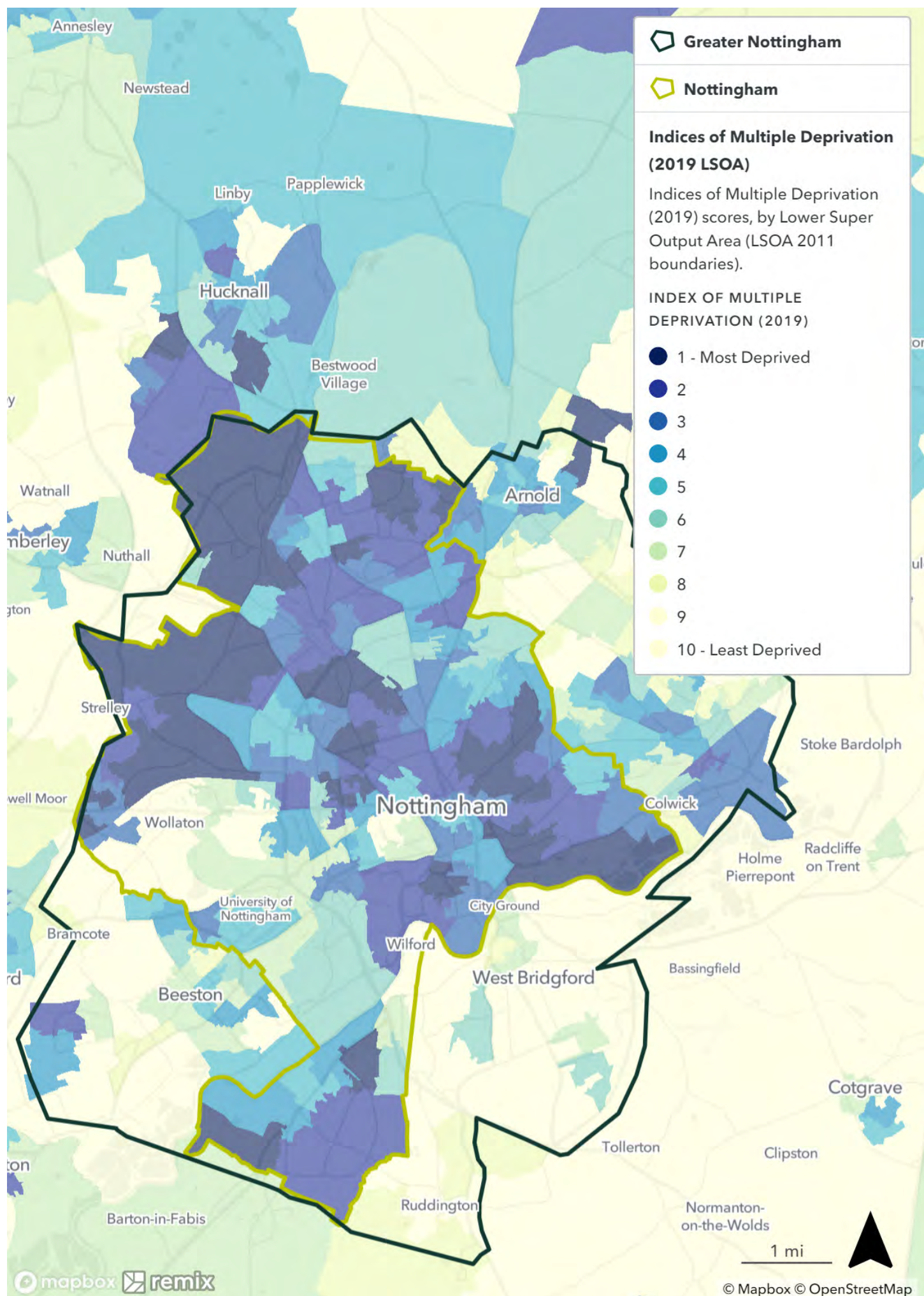


Figure 7: Map illustrating the levels of deprivation in Greater Nottingham

Development of the BSIP

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 Scheme was 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 2024 to 2028 and will be incorporated into any new Bus Service Improvement Plan for the East Midlands Combined County Authority and also be reflected in the emerging Local Transport Plan for that new authority as appropriate, building on the partnership success of previous bus strategies. The Greater Nottingham BSIP is now the primary strategic policy framework for buses, in Nottingham establishing an improvement plan for bus services which captures recent historic investment via Nottingham's Transforming Cities Programme, alongside dedicated BSIP and ZEBRA funding which has enabled the continued transformation of bus services locally and ensured 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 was undertaken in April 2023 and was approved by the Greater Nottingham Bus Partnership Board. The first progress report was published in April 2023, followed by an update in October 2023 detailing the work done towards meeting the BSIP aims.

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
- District and borough councils
- All public transport operators (bus, tram and train)
- Sustainable Transport Nottingham
- DVSA
- Universities (University of Nottingham and Nottingham Trent University)
- Nottingham University Hospitals NHS Trust
- Nottingham BID
- Nottingham Disability Inclusion Group (DIG)

East Midlands Combined County Authority

A decision on the vision and objectives for the new East Midlands County Combined Authority (EMCCA) BSIP will be taken in consultation with the new Mayor and constituent authorities following the establishment of the new local transport plan for the EMCCA. Current Network geographies and travel to work areas incorporated into the constituent authorities' current BSIPs are expected to form the substantive backbone of new EMCCA BSIP as are existing plans and future aspirations that have been set out in this document to deliver enhancement to bus priority, bus decarbonisation, regional smart ticketing and digital public transport information, network enhancements and demand responsive transport.

The four authorities have a long history of collaboration, and we continue to regularly consult with each other, share best practice and work to align plans and co-produce regional infrastructure, policy and partnership arrangements, where relevant. The success of this collaboration is borne out in our extensive regional real time system estate and growing centralised traffic light priority network along with multiple cross boundary services that are supported by more than one authority.



Aims and Objectives

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 dissatisfaction levels rising year on year 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.

Nottingham's Robin Hood Bus (and Tram) Network will be:



Accessible

Our network will be reliable, easy and simple to use and as attractive as travelling by car, helping to reduce congestion.



Integrated

Those who travel on our public transport network will be able to make seamless connections between all modes of travel.



Fair

Our pricing will be fair and affordable for all.



Smart

We will use 21st century technology to provide live information and smart payment systems.



Clean

We will support our operators in switching to zero emission vehicles to improve air quality for all of our citizens, well in advance of the Government's ban on the sale of new petrol and diesel cars. This will help us to deliver decarbonisation to address the Climate Crisis and support Nottingham to be Climate Neutral by 2028 and Nottinghamshire's Climate Emergency commitments.

Our Vision and Goals

Our 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.

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

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

BSIP Objectives

- 1) Return to pre-Covid high frequency level of services and accessibility across the bus network
- 2) Roll-out of further bus priority across the network, ensuring buses have priority over inefficient transport modes
- 3) Delivery of measures to address operator pinchpoints on the network
- 4) Make upgrades to the existing real time information estate in place across the network
- 5) Improvements to bus stop waiting infrastructure in district centres
- 6) Roll-out of the new smart ticketing and contactless payment methods
- 7) Bus station and interchange improvements
- 8) Extension of camera enforcement, traffic regulation orders and new red routes
- 9) Delivery of an enhanced Robin Hood Network marketing campaign
- 10) Tackle regional inequality through better access to jobs and opportunities
- 11) Help deliver the Government's Transport Decarbonisation Plan



Section Two

Introduction

This plan will deliver fully integrated bus services, 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 into 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 outcomes, of this plan, which in turn has then enabled us to carry out a gap analysis to identify and cost the proposed improvement projects that will be delivered by it.



Bus and Tram Survey 2023

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 2023, following a similar format to the 2021 survey which previously informed this plan. The aim of this survey was to gather opinions from both users and non-users of buses in Greater Nottingham as to how bus services could be improved to attract more passenger trips. Over 2,500 responses were obtained, a rise from the previous survey that was held in 2019 (1,720 responses).

45% of respondents used the bus at least once a week, which is a rise by 4% from the previous survey in 2019. The most common reason for bus travel were social activities. People chose to travel by bus because of the ease of access and to avoid traffic, which are similar responses to those found in the 2019 survey.

Generally people were happy with the provision of real time information, and the quality of bus shelters. When asked what improvements would make could be made to the public transport network the key issues identified were:

1. **Service frequency** – a high number of responses centred around the need for higher frequencies of buses especially during the early mornings, so people can connect to industrial estates for work
2. **Services disruption** – several responses identified high levels of service disruption due to traffic and congestion
3. **Integration** – many responses described the need for improved integration of services outside of the city centre

2,512

people answered
our survey last
summer



45%

travelled by bus
at least once
a week



the most popular
reason to travel by bus
was for

**social
activities**



bus users travel
on our buses to
avoid

traffic



Bus and Tram Survey 2023

Greater Nottingham respondents told us that they wanted to see:



MORE RADIAL
ROUTES ACROSS
NOTTINGHAM



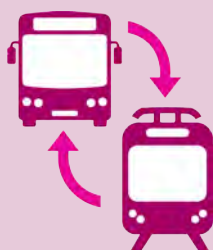
BETTER BUS STOP
AND SHELTER
INFRASTRUCTURE



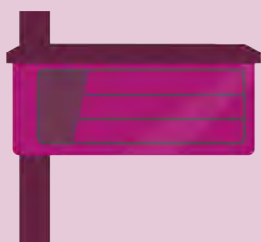
MORE EVENING
AND WEEKEND
SERVICES



CLEANER AND
SAFER BUSES



SMOOTHER
CONNECTIONS
BETWEEN MODES



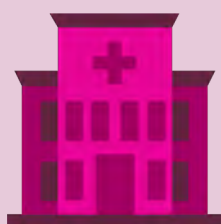
MORE REAL TIME
DISPLAYS AT MORE
BUS STOPS



DISTANCE-BASED
FARES SIMILAR TO
TFL ZONES



FASTER JOURNEY
TIMES



KEY LOCATIONS
SERVED WITHOUT
INTERCHANGE



BUSES THAT
KEEP TO THEIR
TIMETABLES



BUS SERVICES
THAT RUN MORE
FREQUENTLY



MORE NIGHT BUS
SERVICES

Transport Focus

Additionally, operator 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 five 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 key outcomes that this plan aims to deliver.

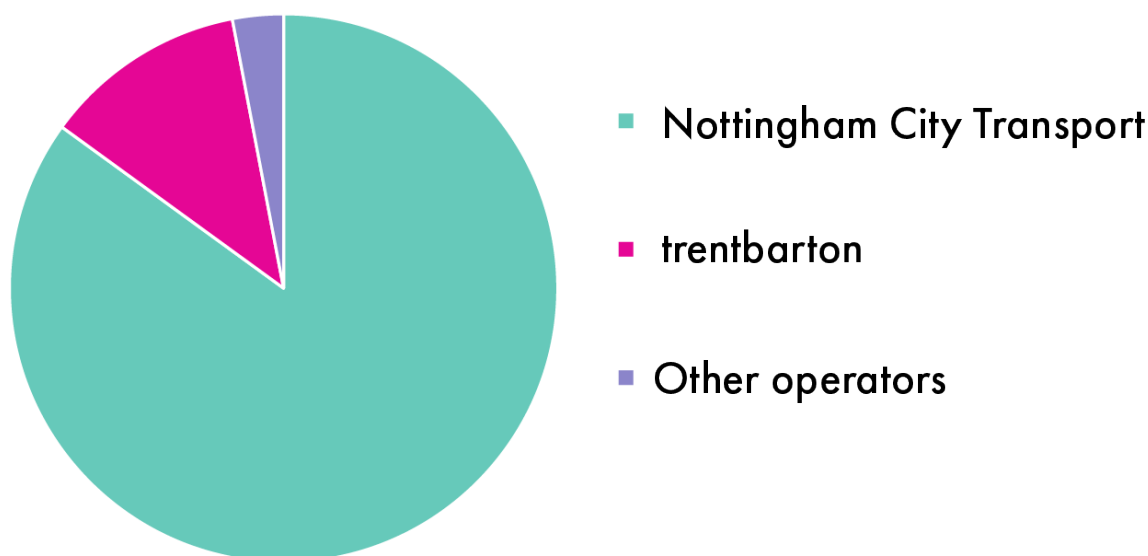
- 1 Top city in England
- 2 Nottingham ranked third overall in passenger satisfaction
- 3 Ranked best for passenger waiting times
- 4 Nottingham City Transport were third as overall operator
- 5 trentbarton bus drivers named as the best in England



BSIP: Outcome 1

Fully integrated bus services

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, Vectare and Nottingham City Council and Nottinghamshire 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 into 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.

The extent of the network is depicted in the map [Figure 8] on the next page, highlighting the hourly link frequency at the AM peak, showing the combined frequency of bus services along each road, regardless of service or operator.

These services complement the rail and tram network, and there is good coordination of services at key interchange points. The key interchange points in the area are highlighted on the map on the following page [Figure 9].

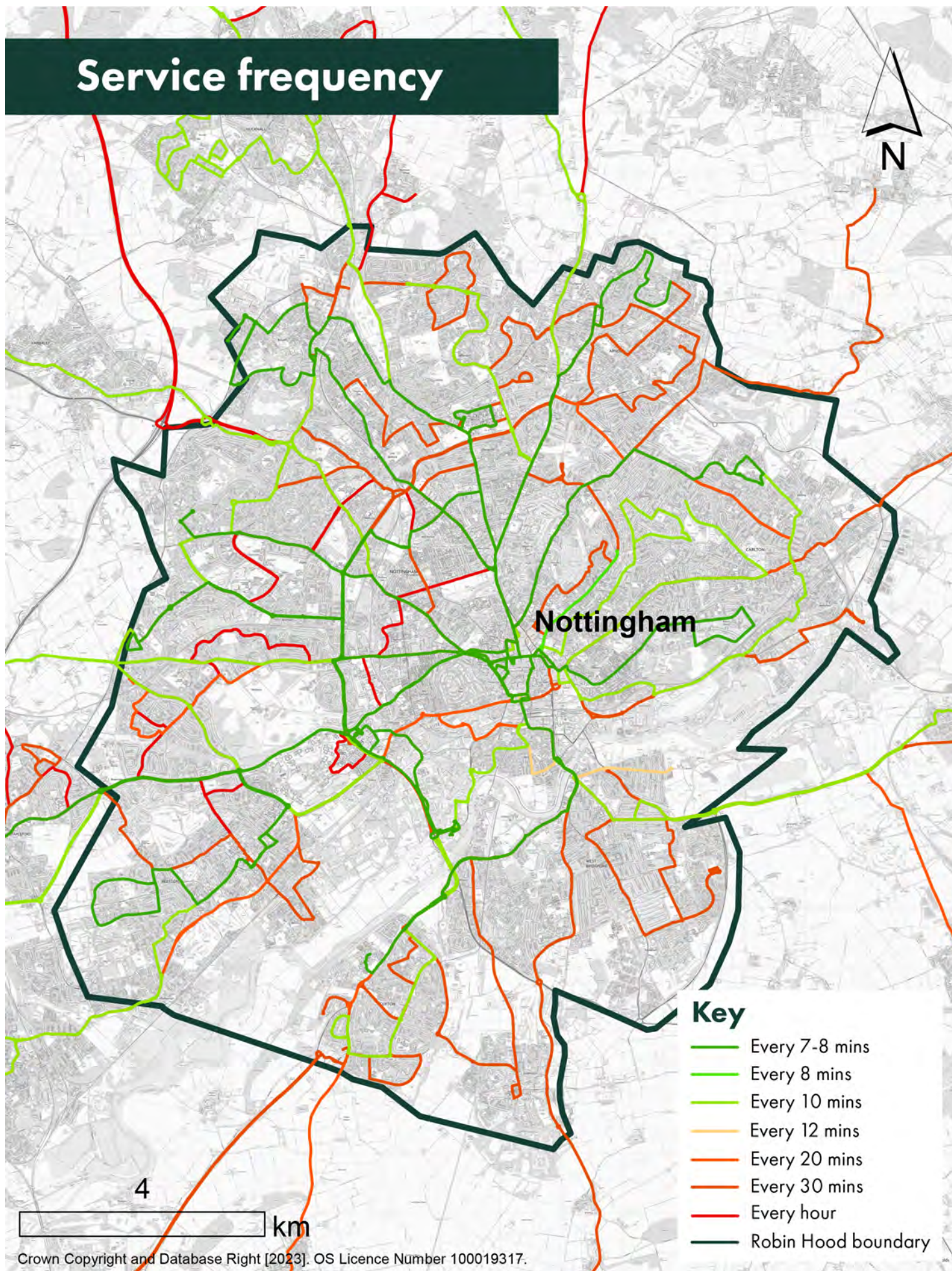
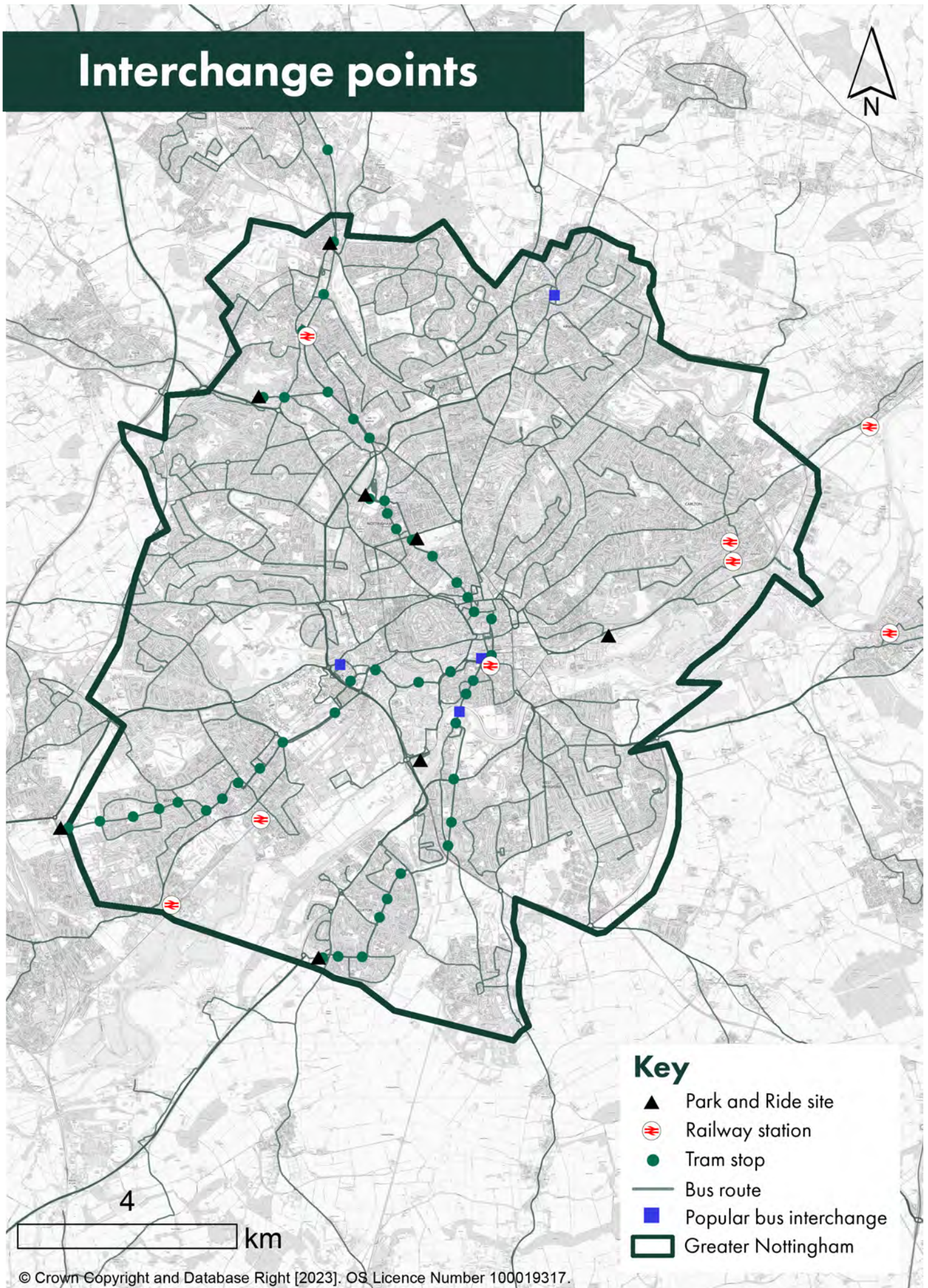


Figure 8: Service frequency on public transport in Greater Nottingham

Interchange points



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Figure 9: Key interchange points for buses in Greater Nottingham

BSIP: Outcome 2

Simple, multi-modal tickets

Prior to the introduction of the £2 national fare, 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 £5.30 on NCT services, to a cap on a trentbarton service of £6.80, depending on the time of day, and area, as these fares are calculated using a tap on tap off (TOTO) system, and £8.50 for a Stagecoach network ticket.

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, trentbarton and CT4N all offer U19 tickets. Stagecoach also offer a Young Persons ticket range, which offers discounted fares to young people up to and including 19 year olds. However, 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; online; 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 went live in the summer of 2022. 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.

Nottingham City Council and Nottinghamshire County Council are engaged with Project Coral x TfWM, supporting the national brokerage system being planned. This will support the future expansion of contactless payments on services in Greater Nottingham, and beyond the boundary.

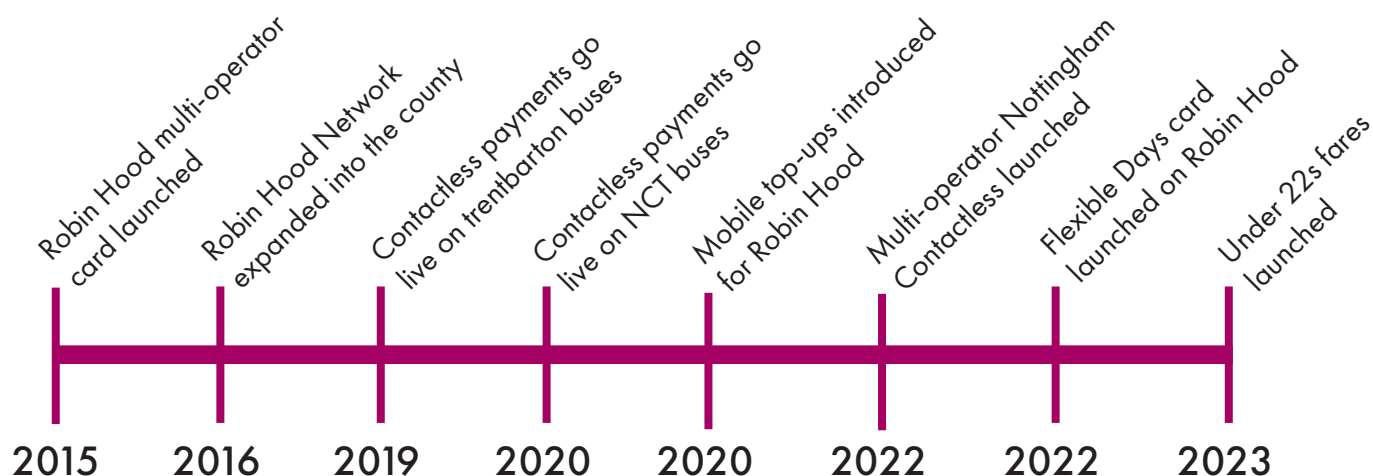
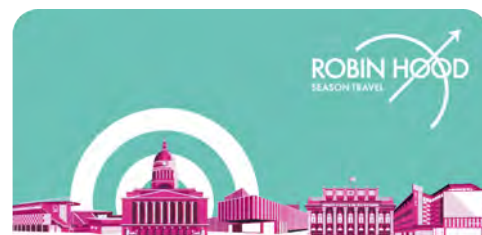
BSIP: Outcome 2

The Robin Hood multi-operator, multi-modal ticketing scheme enables travel on all operators across Greater Nottingham.

A day cap of £6.20 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 19s and students.

In addition to this, Nottingham Contactless started offering multi operator capping in the summer of 2022. 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.



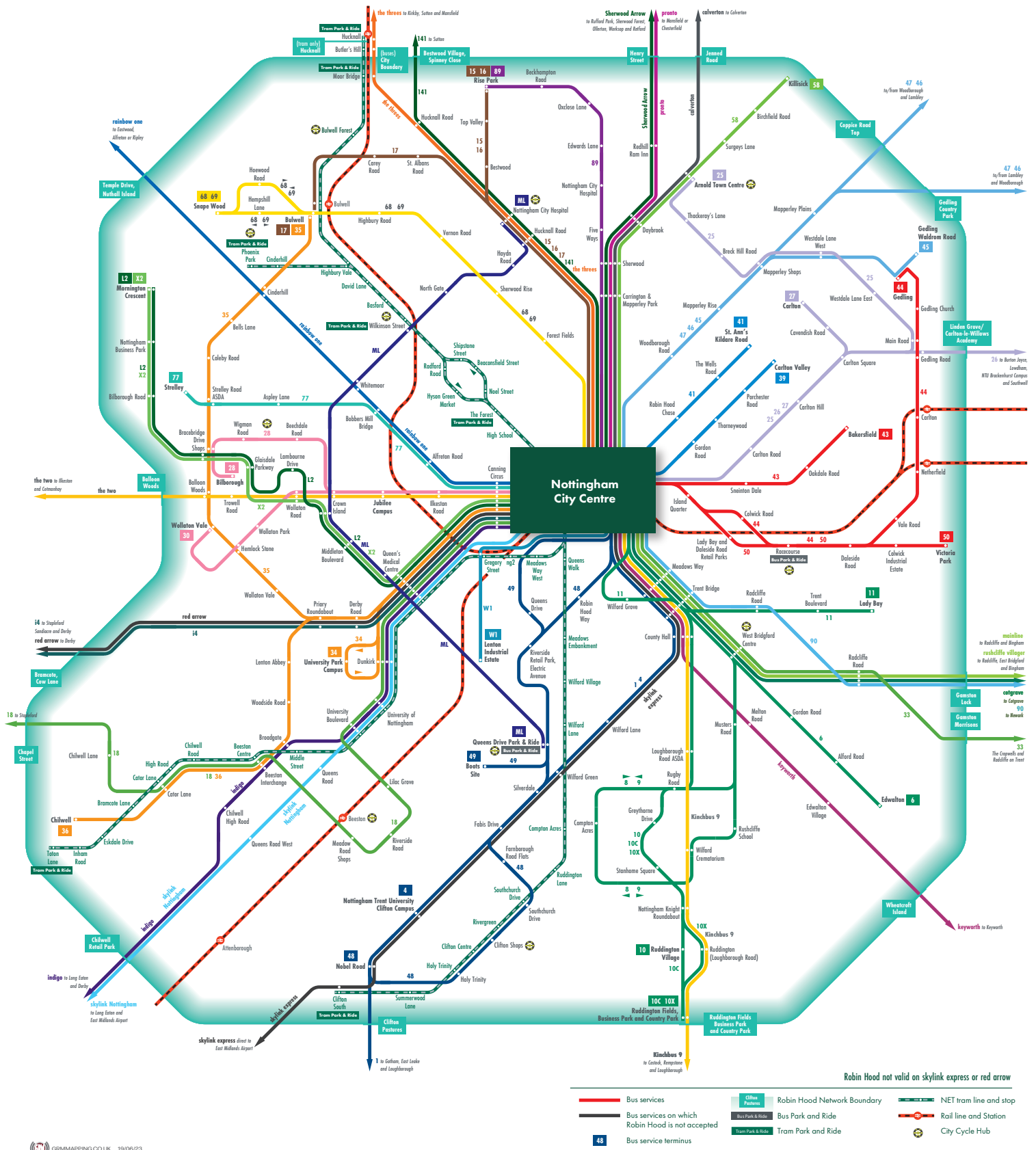


Figure 10: Robin Hood Network map, including bus services, tram services and local train services.

BSIP: Outcome 3

More bus priority measures

There are 28km of bus lanes in the area illustrated in the map on the next page [Figure 11]. Each of these sections of bus lanes has encountered challenges of infringements by private cars, and some are only operating during restricted hours.

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.



75
junctions across
the BSIP area
provide priority to
late running buses



28km
of bus lanes across
Greater Nottingham
keep buses running
on time



Bus lanes

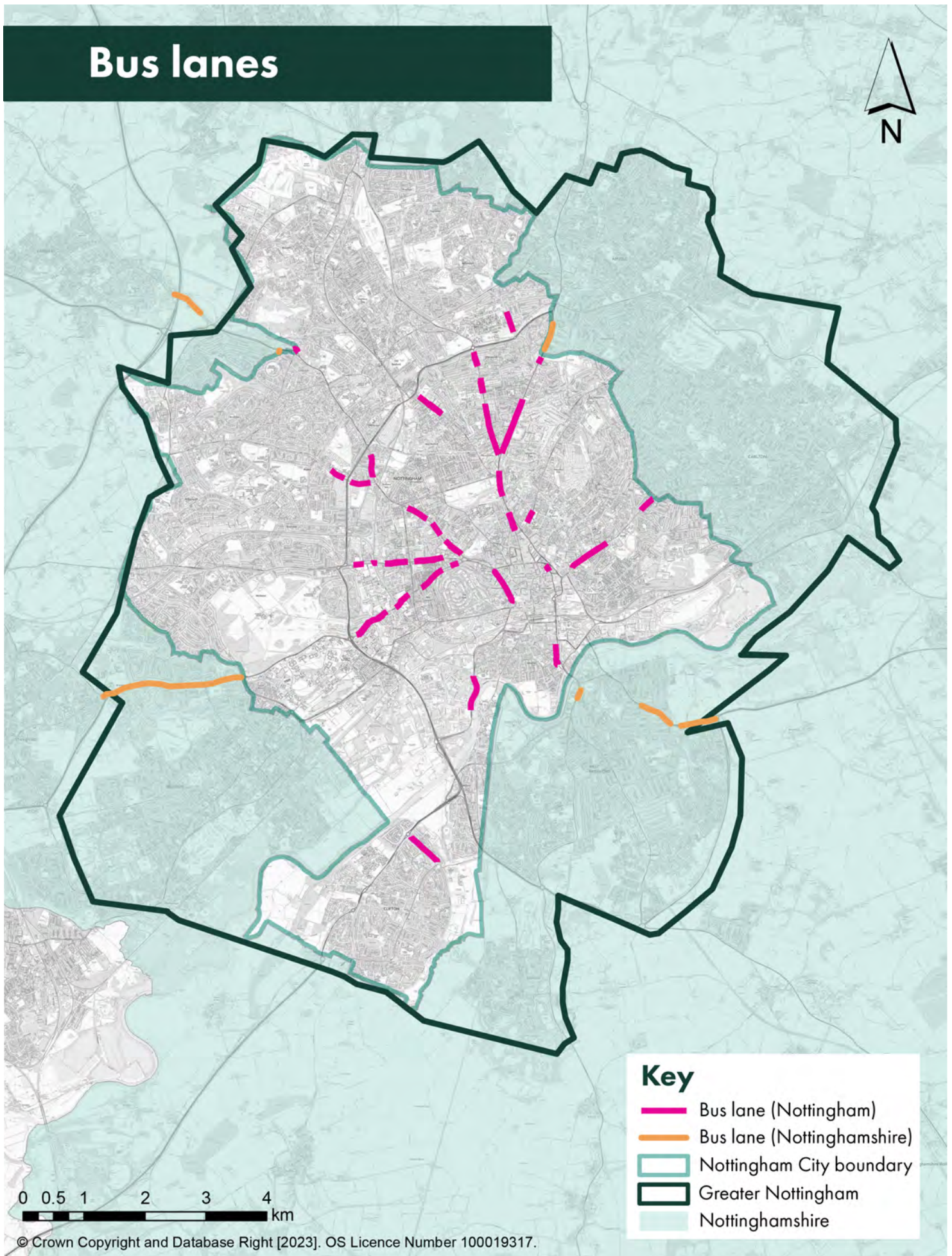


Figure 11: A map of the bus lanes currently in place in both Nottingham City and Nottinghamshire County before any BSIP interventions

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 Councils and operators, 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 into 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.

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

77%

of the population live within 400m of a frequent weekday service



53%

of the population live within 400m of a frequent evening service



63%

of the population live within 400m of a frequent Sunday service



Access to frequent services

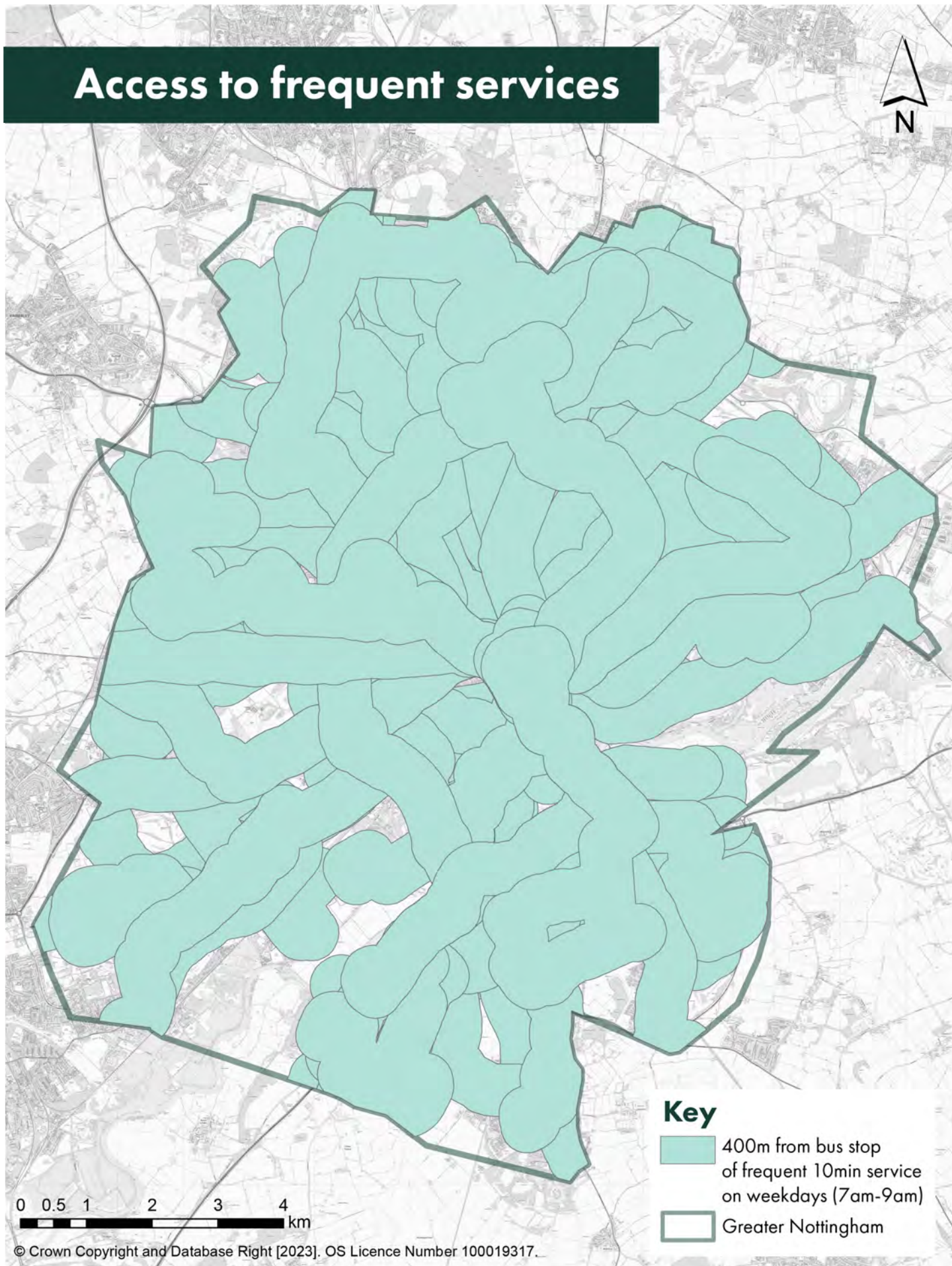


Figure 13: A map showing the population that are within 400m of a bus stop that is served by a frequent service (every 10 minutes) during the morning peak of 7am - 9am.



Access to frequent services

Key

- 400m from bus stop of frequent 15min service on weekdays (off-peak)
- Greater Nottingham

Figure 14: A map showing the population that are within 400m of a bus stop that is served by a frequent service (every 15 minutes) during weekdays off-peak.

BSIP: Outcome 6

Growing patronage

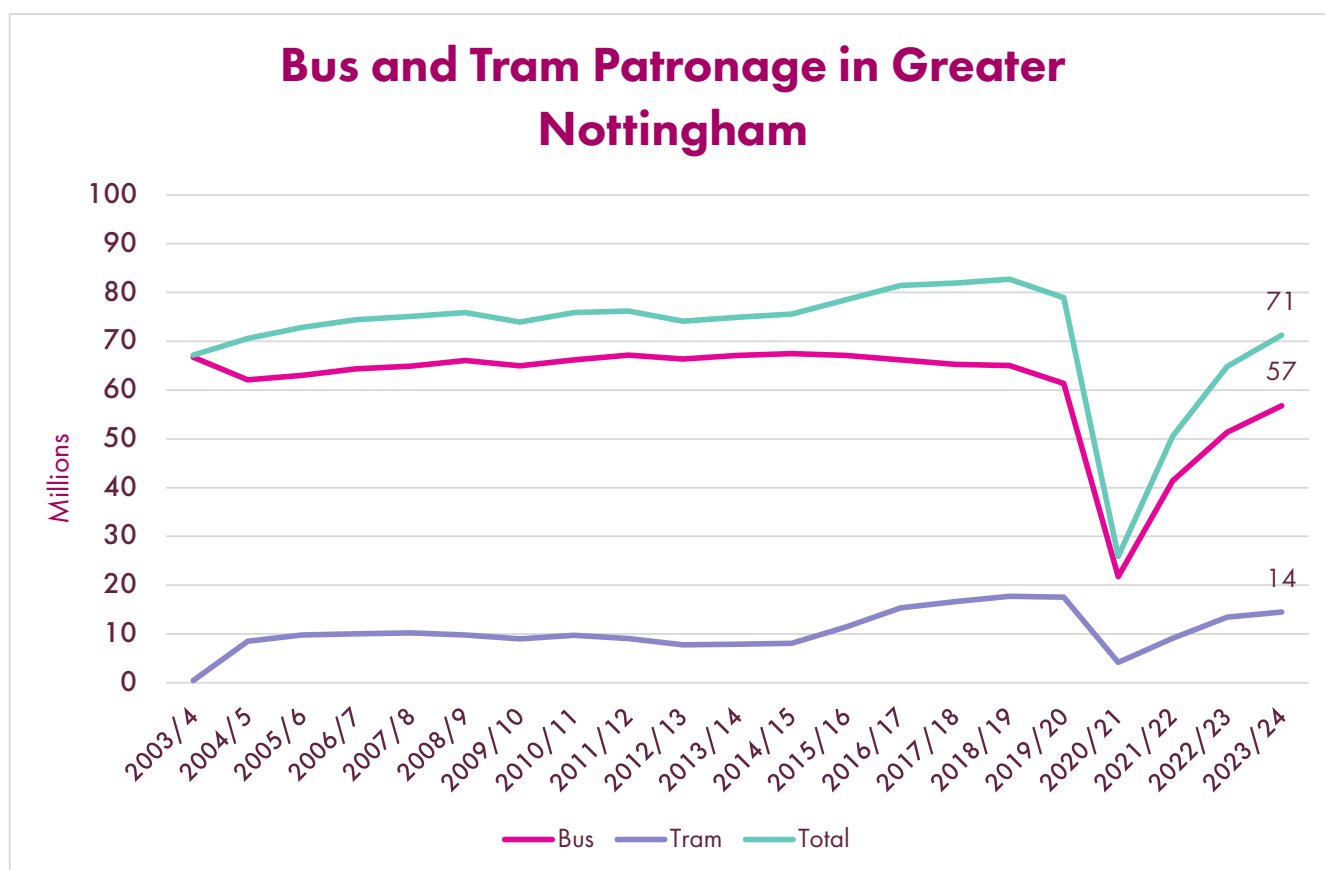
For over 15 years, Nottingham has been working towards providing a low emission, high quality, integrated, attractive, and affordable public transport system.

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 (Nottingham City Council, 2019). 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 of 9%. During this time, bus patronage alone only decreased 2%, mainly through the introduction of the tram and transference of passengers.



BSIP: Outcome 6

As witnessed across the UK, the pandemic and associated government guidance around social distancing 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 has now become the new normal.

However, patronage in Greater Nottingham is steadily recovering, and as of March 2024 patronage has returned to within 10% of pre-pandemic levels.

57m
public transport
passengers in the city of
Nottingham in 2023/24



71m
public transport
passengers a year in
Greater Nottingham in
2023/24



14m
tram passengers a year
across three routes in
2023/24



BSIP: Outcome 7

Financial support for buses

Subsidy is provided to the tune of £2,639,308 by the City of Nottingham and £574,400 by Nottinghamshire County Council (April 2024) to plug gaps in the commercial network (equating to £8.15 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. £1,045,188 of funding has been allocated to support five commercial services in the Greater Nottingham area until September 2025.

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. A summary of the mileage and routes supported by the City and County Council can be found in Appendix A.

The pandemic has had a seismic effect on the bus market, alongside the changes to travel patterns it initiated, and more funding will be required to stimulate demand whilst confidence in bus travel returns and new behaviours crystallise. There will also be those whose 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, capitalising particularly on leisure usage. With this in mind, the bus network will continue to be reviewed to meet the needs of people travelling at evenings and weekends.

The amount of funding that we have allocated to support the network and maintain or improve frequency has decreased thanks to strong network recovery. Originally, we had the intention to support 14 services spanning the Greater Nottingham area, but this has since decreased to just six. The funding amount saved has allowed us to support some of these services for longer, ensuring their longevity and providing additional time to increase their sustainability.

£2.6m

spent on
plugging the
gaps in the
commercial
network in
Nottingham



£0.5m

spent on
subsidised
services in
Greater
Nottingham



14

services initially
identified for BSIP
network support



six

services supported
now thanks to
network recovery



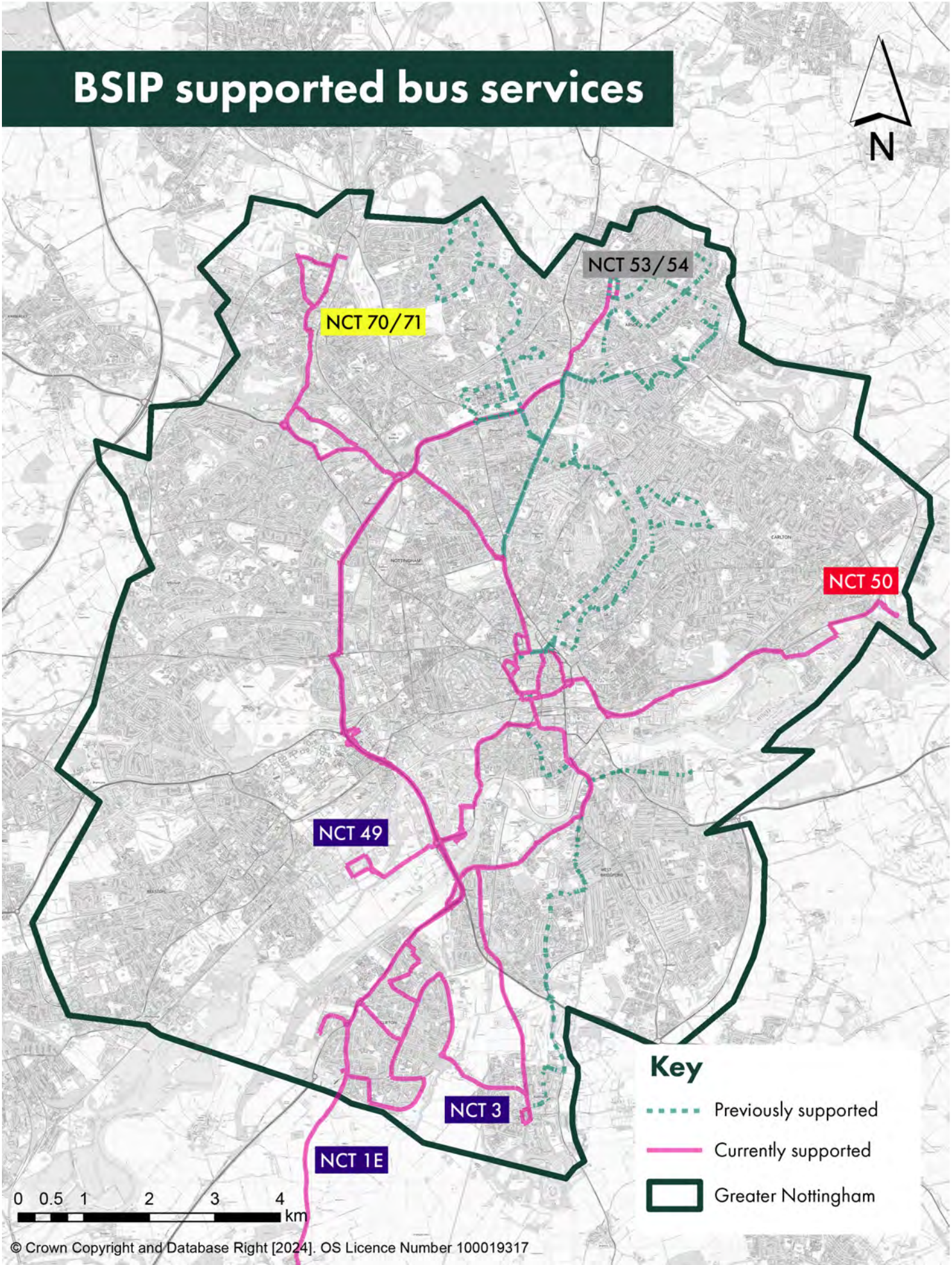


Figure 16: A map showing the bus services previously put forward to receive BSIP network support, and the bus services that are now receiving BSIP network support

BSIP: Outcome 8

Other factors that affect bus use

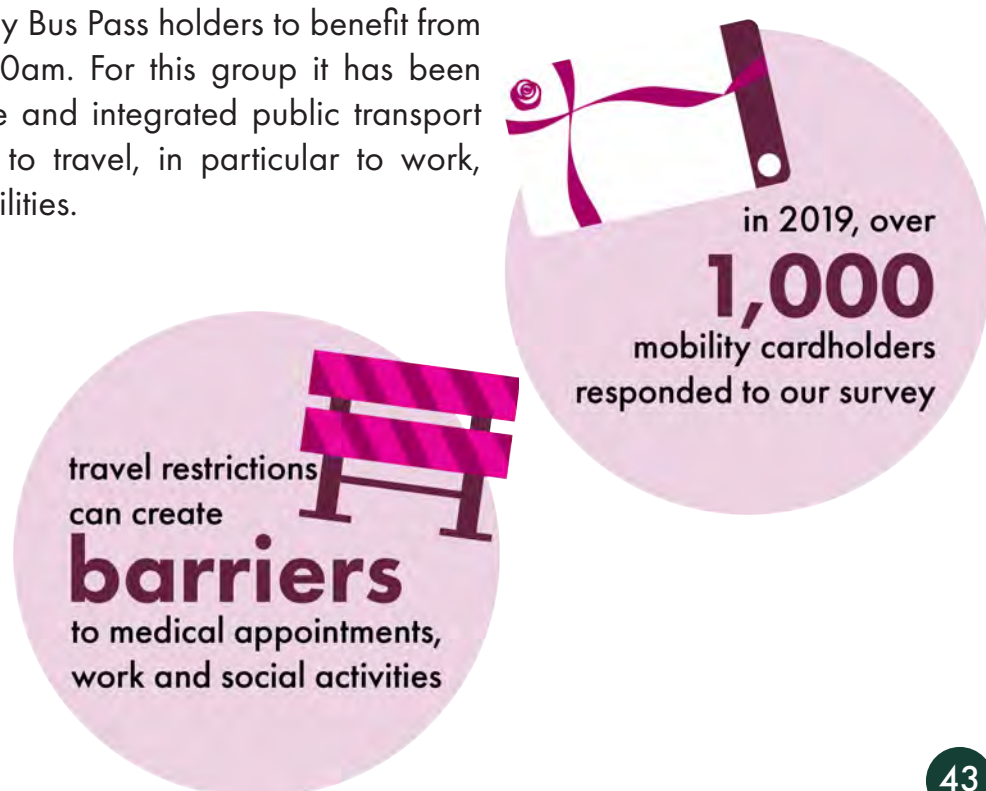
Mobility and accessibility

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 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 9.30am) 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

The BSIP has allowed for Mobility Bus Pass holders to benefit from additional free travel up to 9.30am. For this group it has been important to build an accessible and integrated public transport system which removes barriers to travel, in particular to work, education, leisure and health facilities.

The engagement with disability inclusion groups continues to grow with their further involvement with the Bus and Tram User Group. This forum allows all bus and tram passengers an opportunity to discuss issues relevant to their travel needs.



BSIP: Outcome 8

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 Enhanced 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.

Full details of parking charges are provided in Appendix B, and the map on the following page 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.



Car park charges

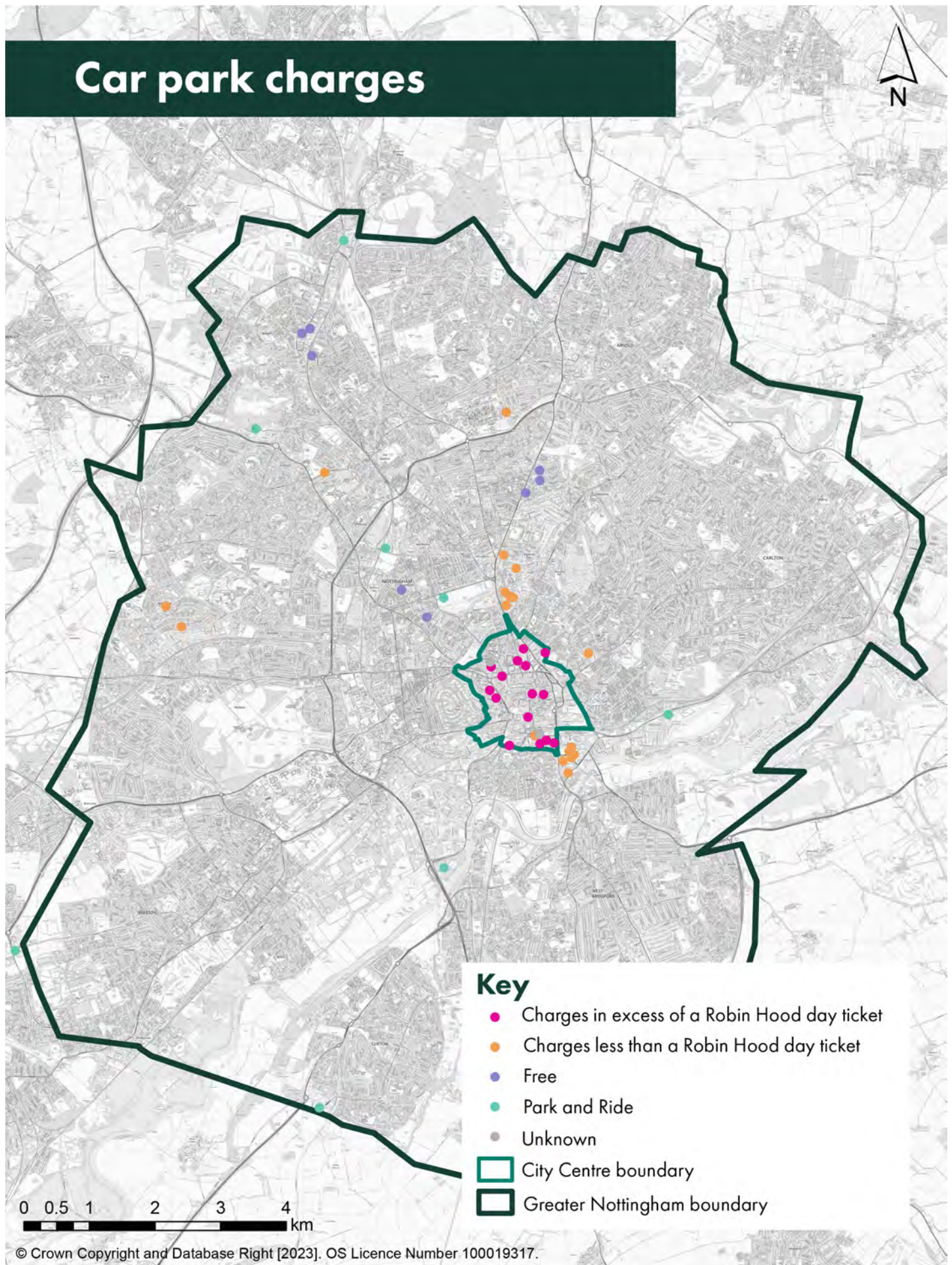


Figure 17: A map showing the car parks in the Greater Nottingham area and how their prices compare to the Robin Hood Network day ticket

BSIP: Outcome 8

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.



Figure 18: Promotional image used on digital screens at our bus stations to promote the £2 single bus fare



Figure 19: Promotional image used on social media to promote the Under 22 fares offer on the Robin Hood card

BSIP: Outcome 8

Nottingham City Transport

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.



BSIP: Outcome 8

trentbarton

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



BSIP: Outcome 8

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 kilometres per/annum 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.

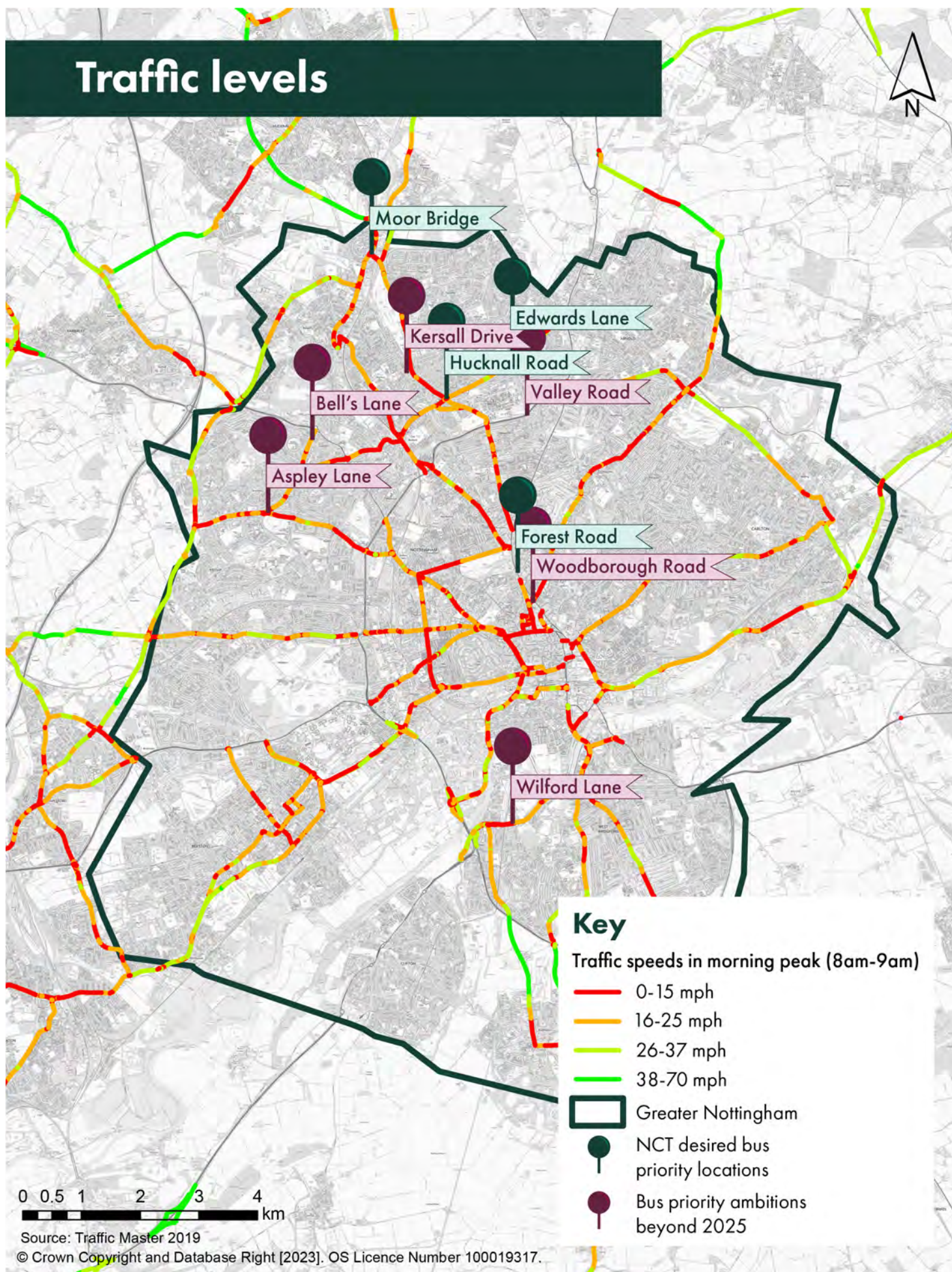


Figure 20: A map showing traffic speeds in Greater Nottingham during the morning peak (8am-9am), overlaid with Nottingham City Transport's desired bus priority locations

BSIP: Outcome 8

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 trentbarton's Threes service along the A60 has increased by 26% since 2009, and requires an additional 1PVR to maintain the timetable
- Nottingham City Transport 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 Enhanced Partnership 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. An additional meeting is held monthly to host Network Management staff, National Highways and bus operators, enabling them to discuss upcoming road works and disruption.

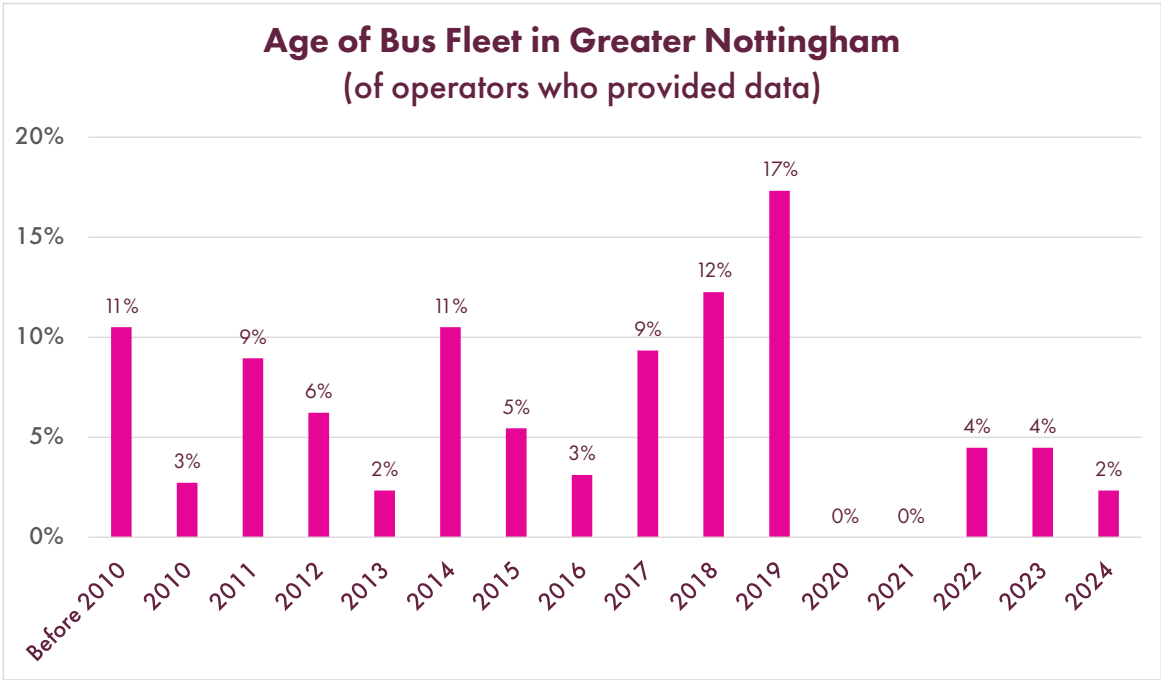
In addition to the traffic currently, more trips will be added to the network in response to the high level of development planned in the area. Although S106 monies will be used to mitigate this impact, wider measures will be required to support bus priority measures across broader corridors, and hence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



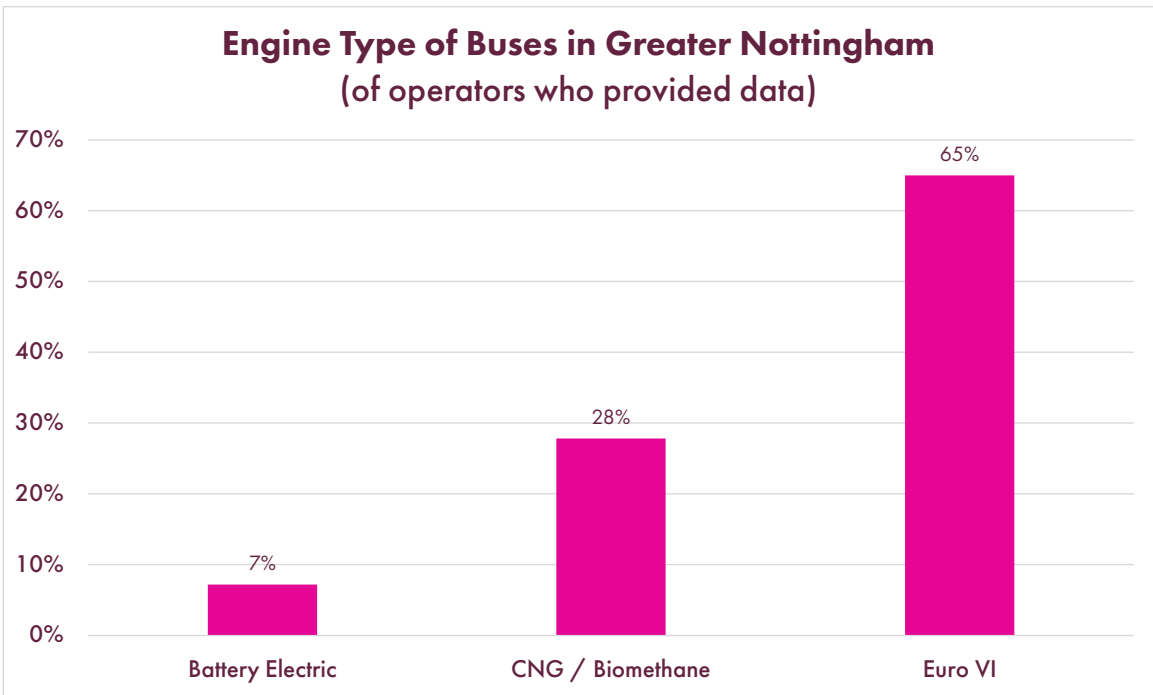
BSIP: Outcome 8

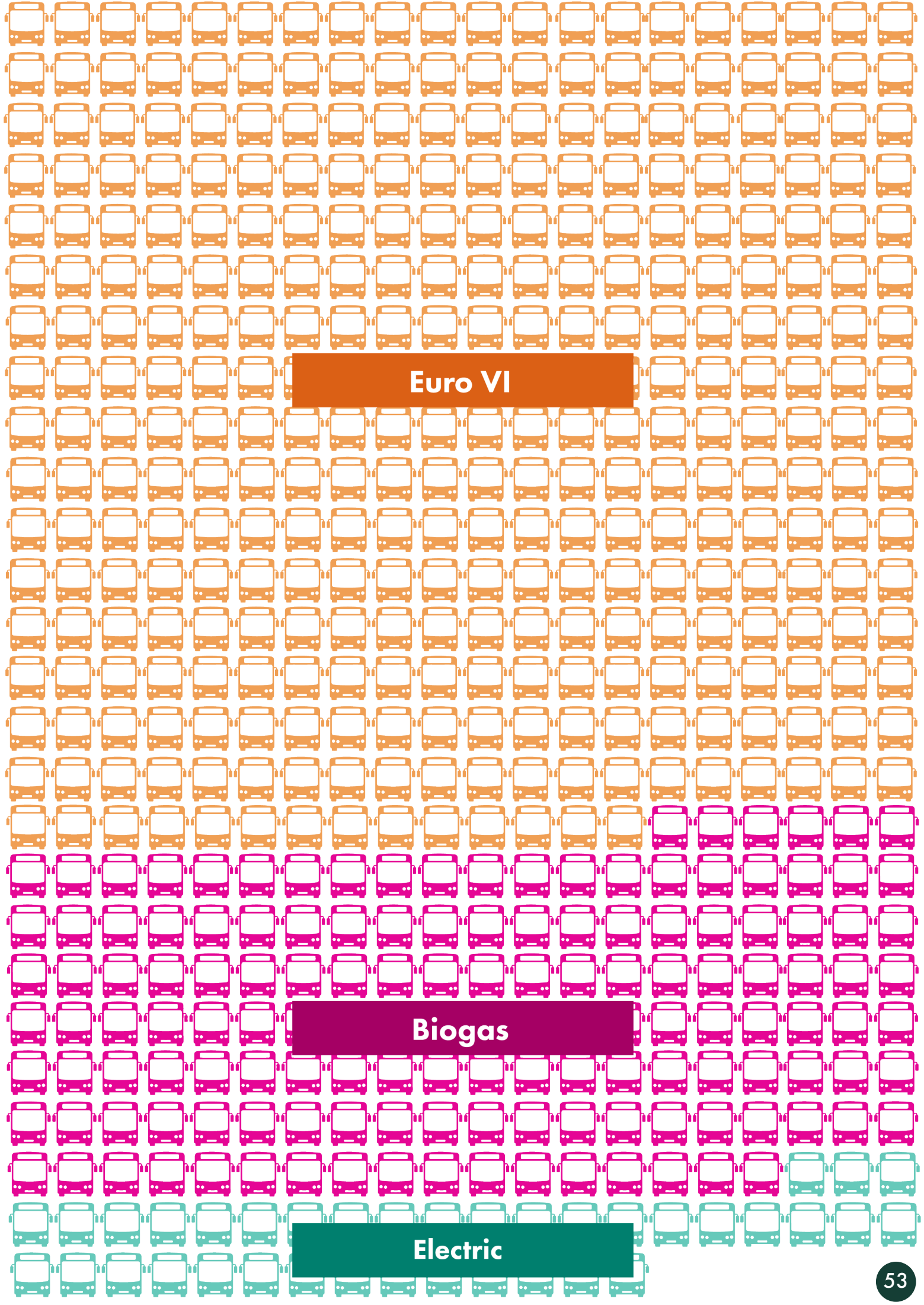
Bus fleet

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



The majority of buses (93%) have Euro VI diesel engines or operate on biogas. All buses that pick up or drop off in Greater Nottingham (Robin Hood Network area) were required to be Euro VI or better by January 2024 (as part of the EP). The breakdown is shown below.





Euro VI

Biogas

Electric

BSIP: Outcome 8

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 Nottingham City Council, Nottinghamshire County Council and operators, who have a long-standing track record of working together to achieve shared outcomes. This partnership has gotten 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 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 Broad Marsh shopping centre, a new Nottingham College and regional headquarters for His 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 completed by the Transforming Cities Fund includes:

- Traffic light priority for buses across the region
- Further development of Robin Hood Smart Ticketing and contactless payment
- A new Cinderhill bus lane to improve bus journey times for the Rainbow One service operating from Eastwood, on the outskirts on the urban fringe, to the city
- Activity still underway supported by the Transforming Cities Fund includes:
 - » Modernisation of public transport information systems - better disruption updates, more accurate bus arrival information and real time feeds available via Google Maps
 - » A new Thane Road bus lane connecting the Boots Enterprise Zone and extension of Daleside Road bus priority through Colwick

Activity delivered by other central government funds during the current BSIP 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
- New Broad Marsh Bus and Coach Station

BSIP: Outcome 8

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:

- 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](#)
- Nottingham Growth Plan
- Local Transport Plans for both authorities ([Nottingham City](#) and [Nottinghamshire](#))
- Local Air Quality Plan
- [Housing Strategy](#)
- Local Plan (Planning and Development) and District Local Plans in the conurbation
- 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
- Draft East Midlands County Combined Authority Transport Plan

BSIP: Outcome 8

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
- Nine Park and Ride sites (two bus & seven tram based) circling the city on key radial routes
- Low fares including child fares extended to under 19s on Nottingham City Transport, trentbarton and Robin Hood, and student prices for all those aged under 22 in Nottinghamshire introduced in September 2023 as part of this plan
- An Enhanced Partnership Scheme for the Robin Hood Network area (Euro VI emission standard, revised stop departure caps)
- A programme working towards a fleet of vehicles that are either Euro VI diesel, biogas or electric (100% compliance required for vehicles operating in Greater Nottingham)



BSIP: Outcome 8

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 areas of the greatest need / most impact.

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

Strengths	Weaknesses
<ul style="list-style-type: none">• High quality, frequent, and reliable network already exists• One of the UK's greenest fleets with extensive biogas, electric and Euro VI standard vehicles in operation• Good value for money fares offered through Robin Hood multi-operator ticketing and high-quality commercial ticketing offers• Strong, existing partnership working• Long-term sustained growth in patronage• High levels of passenger satisfaction• Highly regarded as leading transport authorities, with two largest bus operators winning the 'UK bus operator of the year' title more times than any other area in the UK	<ul style="list-style-type: none">• Known pinch-points and congestion hotspots remain• Lack of cross-city centre services
Opportunities	Threats
<ul style="list-style-type: none">• Opportunities to tackle congestion and strengthen bus priority across Greater Nottingham and at identified pinch points• Ability to improve attractiveness through increasing car parking charges in district centres• Ability to raise the bar by moving from high quality and frequency corridors to a BRT-style specification on key routes• Continued enhancements to the ticketing offer through the Robin Hood multi-operator platform• Potential greater reach and engagement with minority groups• Enhanced marketing plan to improve awareness and benefits of public transport	<ul style="list-style-type: none">• Whilst patronage recovery has been strong in Nottingham, it is still 10% below where it was in 2019. This combined with continued inflationary pressures continues to place financial pressure on local operators and by default on a number of essential bus routes• Competing demands for road space from other sustainable modes (cycling and e-mobility)



Section Three

Improvement Programme

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 frequencies 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 pandemic has had a huge impact on bus patronage and services in the Greater Nottingham area are not yet seeing patronage at pre-pandemic levels. Now, patronage is around 90% of pre-pandemic levels. But 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.

Since 2021, significant bus service improvements were delivered via the Transforming Cities Programme, delivering bus lanes; traffic light priority; real time information upgrades; further development of contactless payment and smart ticketing. The BSIP is building on these improvements. The delivery of traffic light priority and real time information upgrades will combine with bus priority infrastructure to mirror the corridor improvement approach of TCF. 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.

This targeted approach will be complimented by the ongoing roll out of standardised branding and upgrades to timetable information.

Improvement Programme

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 has been planned to deliver significant increases in bus priority across the network, those funded directly by the BSIP programme are:

- Extension of traffic light priority, beyond the corridors and 117 junctions included in the current Transforming Cities Programme, to a further five junctions located at significant operator pinch points
- Identification of pinch points not picked up by the Transforming Cities Programme, include realignment of high frequency bus stops located at the Queen's Medical Centre and corridor improvements on the approach to Victoria Bus Station
- Full review of yellow box provision for further roll-out and extension of yellow box enforcement has been completed. Upgrades have been implemented at three locations already, and a new yellow box has been successfully introduced outside of Nottingham Train Station
- Church Street and Bagnall Road bridge strengthening to support deployment of electric buses
- Forest Road – Mansfield Road junction
- Review of bus lane operational times to reflect new travel patterns
- In the conurbation, Nottinghamshire 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

Those funded by the Transforming Cities Programme include:

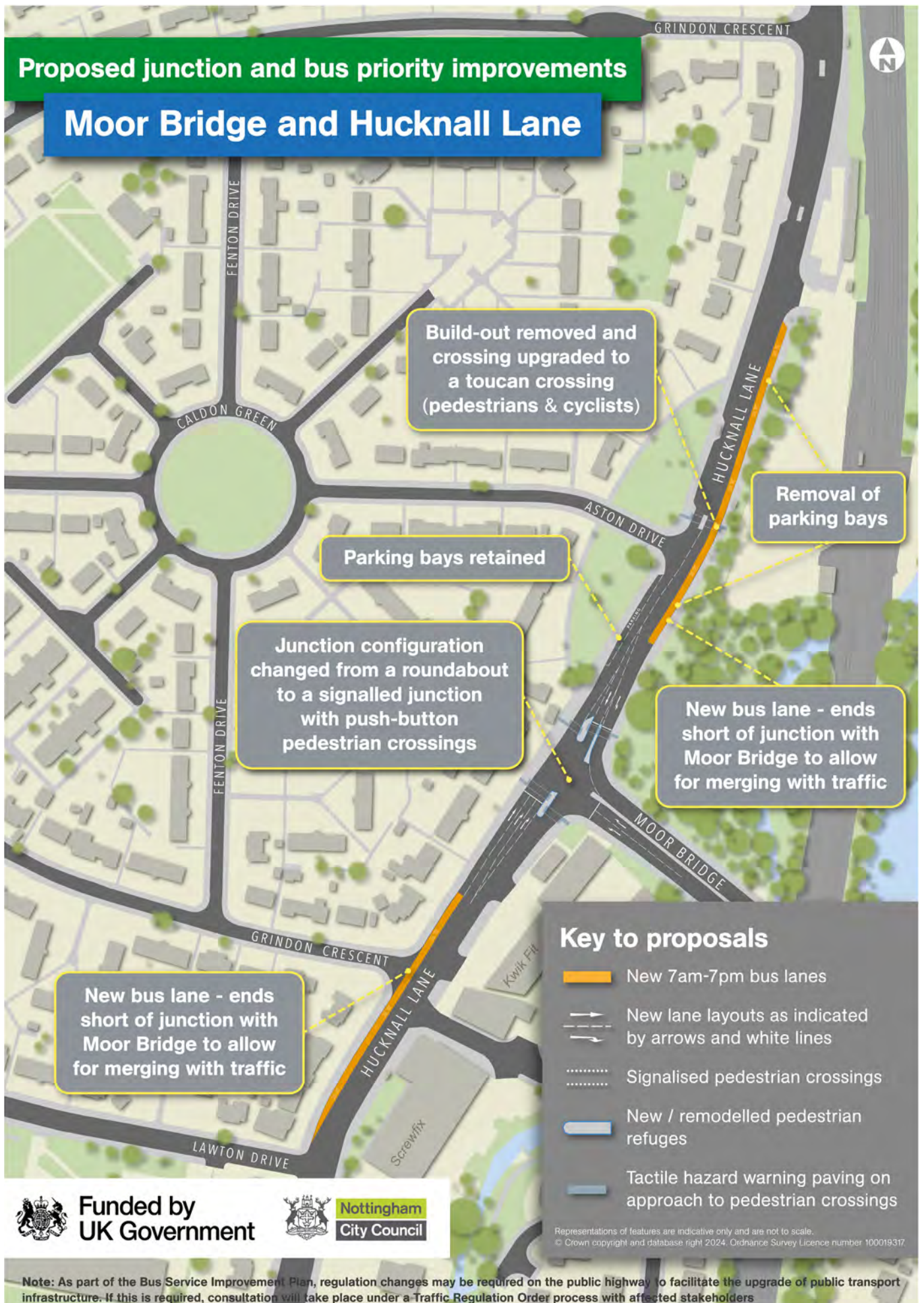
- Thane Road bus lane and cycle improvements
- Hucknall Road – Arnold Road junction improvements

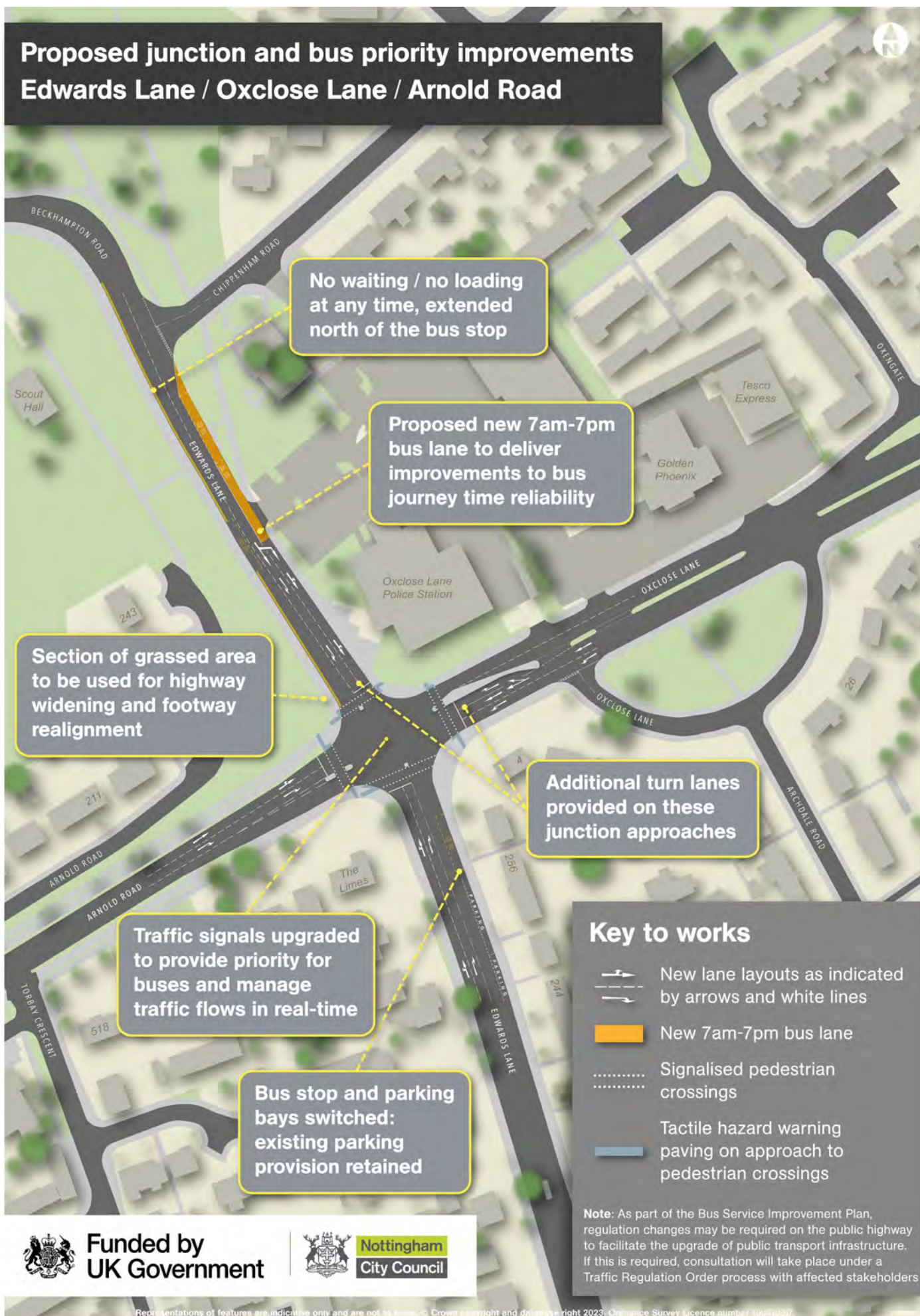
Improvement Programme

The package of measures identified above combines to provide marginal gains which will augment the journey time savings and reliability benefits derived from existing bus priority and new priority which will be installed at:

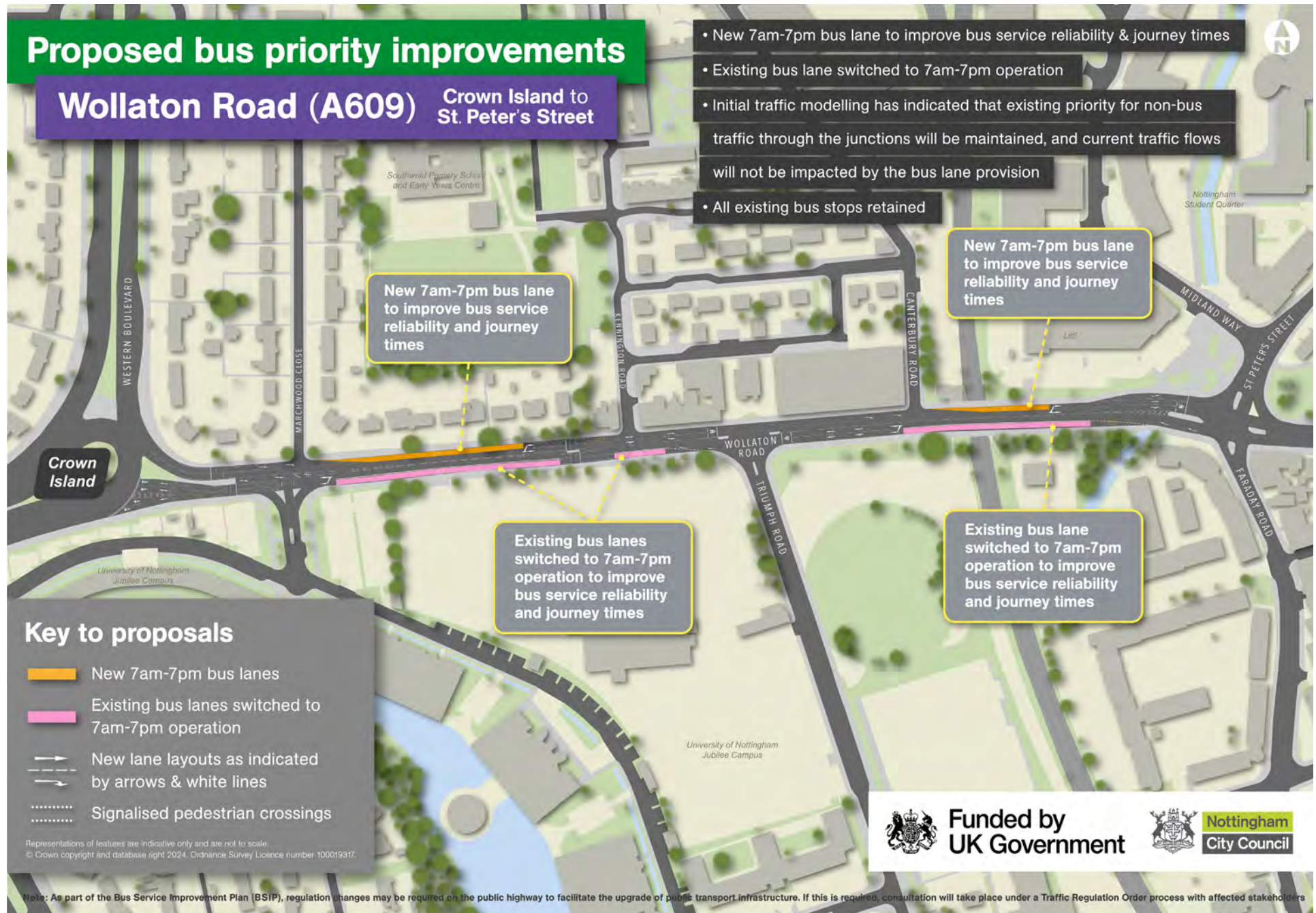
Scheme	Budget
A609 - Ilkeston Road to Wollaton Road	£500,000
Edwards Lane	£1,000,000
Moor Bridge	£2,500,000
Nottingham Station to Trent Bridge	£2,500,000
Traffic Light Priority at five junctions	£520,000
Operator poinch point package	£1,340,715

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 specification audio visual passenger information and a world class passenger experience.









Improvement Programme

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, in 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-pandemic and meet the travel requirements of the public.

There is more that can be done. Robin Hood product prices are generally sold at a premium to single operator products. 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 have reviewed 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. The BSIP Under 22 scheme launched in August 2023, with a budget of £450,000, and supports 19, 20 and 21 year olds who are not in education. This ticketing scheme allows young people discounted prices that those in education already enjoy, and this helps to support the start of their working lives.

Improvement Programme

Furthermore, we have introduced a discounted travel scheme for Care Leavers, building on previous schemes delivered through the Robin Hood partnership to support the corporate parenting responsibility. The budget of £75,000 allowed for the distribution of Robin Hood Flexible Day cards to eligible care leavers, who can show they are engaged with training and employment.

Following the success of the Care Leavers scheme detailed, we have decided to expand the scheme to instead offer Robin Hood Season cards to eligible Care Leavers.

This new approach will give further freedoms to Nottingham's Care Leavers, allowing them to travel in an unlimited fashion on the bus, tram and train network in Greater Nottingham. Conversations are also being had with charities and colleagues at Nottingham City Council who work with Young Carers. The aspiration is to also offer Young Carers in Greater Nottingham with Robin Hood Season cards to offer them more flexibility and support them with public transport costs.

The BSIP revenue support has been utilised for the following schemes:

Scheme	Budget
Under 22	£450,000
Care Leavers	£252,000
Pre 9.30 Mobility Concession for City residents	£375,000
Combined Authority Transition (bus stations, real time, smart ticketing and tendered services)	£1,240,000
Network Support	£372,400



65

Robin Hood cards
have been issued to
Care Leavers in
Nottingham

Improvement Programme

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

Through the Robin Hood scheme, 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-pandemic, 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, but there is room for improvement, through this plan and the Local Enhanced Partnership Scheme.

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. This plan will support this roadmap towards implementing MaaS in the medium term and reducing barriers to accessing mobility services. In the short term, there are areas in which ticketing can become simpler to understand and more seamless for the bus user.

Robin Hood

To support the simplification of bus services, all operators are a member of the Robin Hood partnership and are part of the day and seasons scheme, and most operators are part of Pay-As-You-Go, subject to them being technically able to be part of the scheme.

To support the recovery of bus services, the Robin Hood partnership introduced 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.

Nottingham Contactless

Nottingham Contactless launched to enhance seamless ticketing in Greater Nottingham. This rolled out across three local bus operators and incorporates contactless multi-operator day capping. The scheme will 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



Improvement Programme

bus users and prevent duplication or significant overlapping of travel products.

Initially, contactless capping was not 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 Vectare) 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.

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. Bulwell Bus Station has undergone a re-design, as part of the Transforming Cities Programme, which has seen the original drive in and drive out arrangement replaced with a saw tooth arrangement, as well significant improvements in passenger waiting facilities with the introduction of new shelters and real-time facilities.

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.

We continue to 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).

Improvement Programme



Figure 21: Beeston bus and tram interchange



Figure 22: Broad Marsh Bus Station

Improvement Programme

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

Nottingham's existing [Robin Hood Network](#) brand has been extended and raised in prominence across the network.

We are working on:

- 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, maps 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 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
- Re-designing the website so that it works better for Robin Hood users and provides clearer, more accessible public transport information

Information and marketing is and will be key to the success of the Greater Nottingham bus network. This is borne out of the 2022 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, e.g. 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.

Improvement Programme

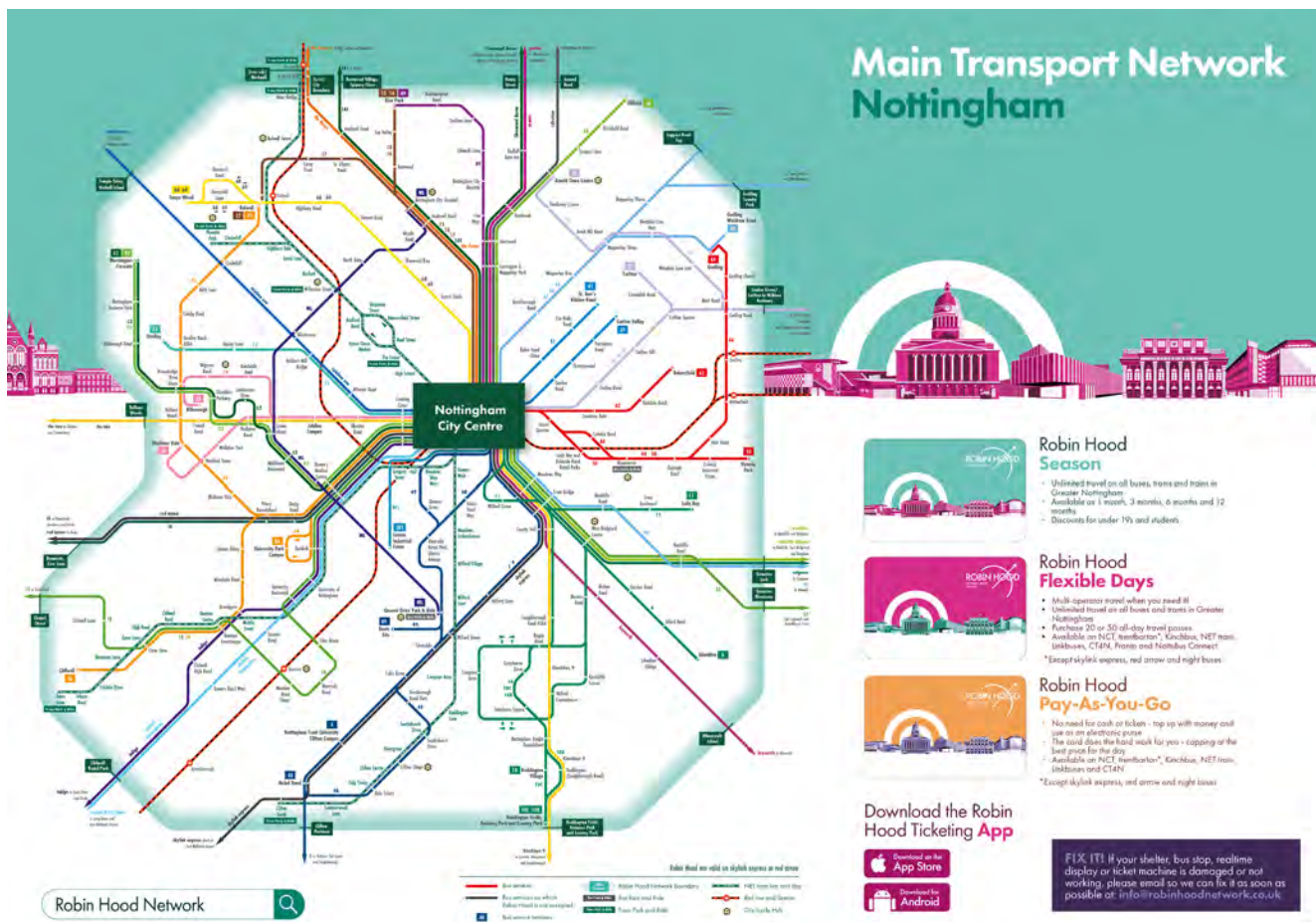
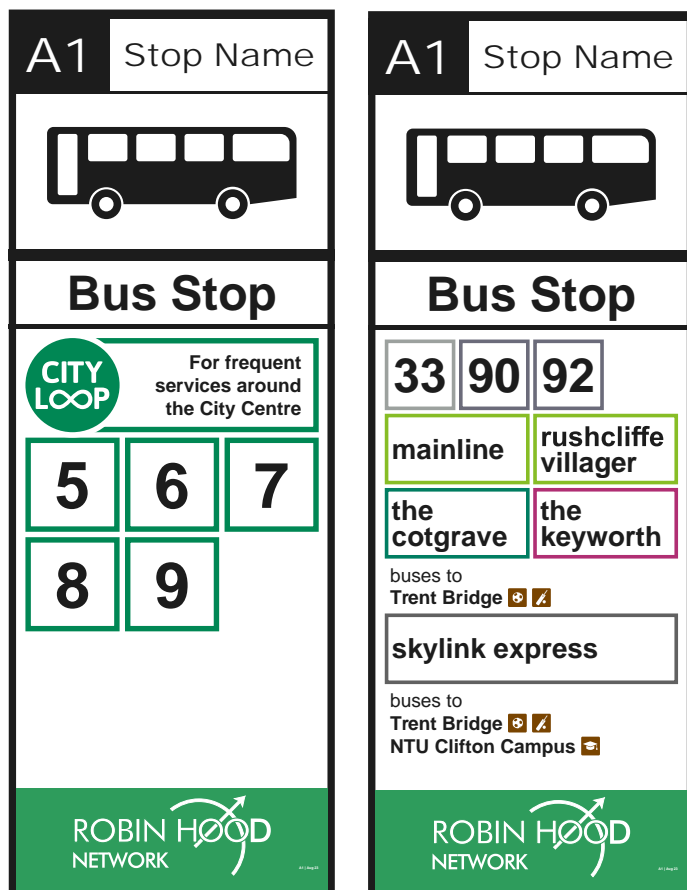
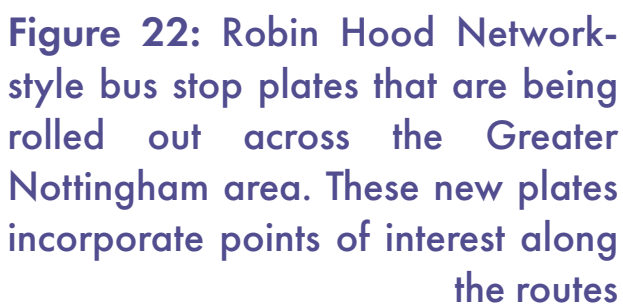


Figure 21: Robin Hood Network map used in all bus shelters, displaying frequent bus services, the tram and train lines as well as all of the Robin Hood cards available



Improvement Programme

Modern buses and decarbonisation

Nottingham's current bus fleet is one of the youngest in the UK. Nottingham City Transport and trentbarton, the two largest 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 previous 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, Nottingham City Council and Nottinghamshire County Council have:

- Worked with Nottingham City Transport to electrify the Trent Bridge Garage
- Agreed with local bus operators that from 2030, all new bus purchases, will be Zero Emission
- Worked with local operators to formulate new projects for submission to the current ZEBRA and future Green Bus Funds
- Continued to participate and engage in Zero Emission networks across the bus industry and government to support the adoption of Zero Emission Bus (ZEB) 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



Improvement Programme

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 continued with regular attendance at the quarterly Robin Hood Bus Partnership. We will look to implement smart accessibility improvements to ensure disabled users have better insight into availability of secured spaces.

A bus and tram user group has been established to improve passenger engagement. A survey was taken to understand the demographic makeup of the user group, and 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+

At the time of writing this document, two separate sessions have been run with the members of the Bus and Tram User Group. This included a 'Welcome Event' where upwards of 40 people attended the in-person session and a further 39 people attended two separate online sessions – that allowed those who had other commitments during the day to have their voices heard. The 'Welcome Event' allowed the team at Nottingham City Council to introduce themselves, and was also attended by Managing Directors and Head of Operation colleagues from our local operators, including Nottingham City Transport, trentbarton, CT4N and NET. During the session, we gave a detailed run-through of our BSIP and the schemes that we have delivered to date, as well as schemes delivered through other Capital-Funded schemes such as Transforming Cities and ZEBRA.

Following the successes of this event, and from feedback given by members of the group, we then held sessions dedicated to our Real Time Information system. During these two separate sessions, colleagues from the Real Time Information team presented the groups with an insight into how the Real Time Information system operates, how it spans the areas surrounding Greater Nottingham, into Nottinghamshire, Derby and Derbyshire, and what we are doing to better the displays that passengers see on-street.

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.

Improvement Programme

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 maintaining the existing bus network as it continues to recover from the pandemic.

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.



Improvement Programme

Bus driver recruitment and retention

Greater Nottingham's bus operators have set objectives to deliver a resource plan aimed at training sufficient new drivers to maintain and establishment of circa 750 full time equivalent drivers, in 2024/25.

Nottingham City Transport won the Gold Award for Recruitment and Retention at the 2023 UK Bus Awards after embarking on a root and branch overhaul of their recruitment practices to reflect the national shortage of drivers in 2021 and 2022. This approach saw NCT engaging with social media in innovative ways; seeking partnerships with organisations who could help them reach new demographics and finding ways to engage the millions of younger job seekers no longer engaging in traditional job searches. This combined approach has yielded over 3,200 applications since August 2022.

To help generate a stronger bond with their applicants they also refocussed our shortlisting strategy by committing to speak directly with each successful candidate. This allowed NCT to explain their recruitment processes and to encourage participation; answering questions and helping them understand the challenges they may face learning to drive a bus. NCT rebuilt the Literacy/ Numeracy/Road sign tests to be entirely online and offered participants the chance to complete these timed/invigilated assessments around their other commitments, introducing flexibility into the initial assessment process.

Parallel to the gains in recruitment and driver training, efforts to reduce driver turnover have also led to improvements in the retention of drivers over the year. From an annual turnover peaking at 20% at one stage this has now reduced to 10.5%. NCT's driver engagement strategy, improved pay settlements, communications, introduction of four day working week options and enhancements to Mental Health and other support systems have all helped demonstrate the continuing commitment to the health, wellbeing and prioritisation of colleagues.



The target is
to recruit
144
new bus
drivers in 2024





Section Four

Ambitions and Proposals

Service level and network coverage

Where patronage growth continues, the frequency of services could increase to create a turn up and go network, similar to the timetables offered pre-pandemic.

Where new housing developments are occurring, section 106 funding needs to be secured so bus services can be extended or re-routed to support the increased demand. Major developments planned in Greater Nottingham currently include:

- Field Farm, Bramcote
- Chetwynd, Toton
- Boots/Humber Road roundabout
- Wighay, Hucknall
- Fairham Pastures, Clifton
- Gamston Fields

Bus priority

Nottingham's Robin Hood Network has extensive bus priority throughout the conurbation. As part of this plan, further bus priority schemes are being delivered that will bring about benefits to arterial routes in Greater Nottingham, including along Wollaton Road to the west of Nottingham and Moor Bridge to the north. But Nottingham has ambitions to go further with bus priority, beyond the lifetime of the BSIP.

The recently delivered Cinderhill Bus Lane Scheme delivered on the A610 and winner of the 23/24 East Midlands Chartered Institute of Highways and Transport Planning and Climate Action awards is an example of the type of scheme that will contribute to the required package of measures that are needed to deliver further increases in bus priority.



Ambitions and Proposals

The vision for bus priority after 2025 must be innovative and out-of-the-box. In the years prior to this plan, Nottingham has been forward thinking and much of its road network already incorporates bus lanes where this is feasible.

One area where bus priority measures could be introduced is along Coventry Lane on the A690. This corridor is will already benefit from journey time savings as part of the Wollaton Road scheme delivered as part of the BSIP, but this package could go one step further – introducing bus lanes, junction improvements and yellow box junctions. This would improve punctuality and reliability on two services (trentbarton's the two and Nottingham City Transport's 35).

The maintenance of pre-existing yellow box junctions could also prove vital to ensuring the free flow of traffic across the conurbation, further improving journey times on buses. Positive feedback has been received from bus operators in regards to the yellow boxes that have been delivered as part of the BSIP programme and maintaining them to a high standard will ensure that road traffic continue to abide by them.

Enforcement can also be extended to the network's bus lanes. Nottingham has ambitions to support the installation of new bus lane cameras along key corridors and would go as far as supporting the employment of a dedicated bus lane camera enforcement officer. This will enable bus lanes to be enforced adequately, with funds raised reinvested into the public transport network.

Two level crossings in Nottingham can also prove problematic for some of the city's bus services, often getting stuck down and preventing the throughflow of traffic. Investments into these level crossings could better the situation – whether that's working with Network Rail to improve the level crossing technology or building bridges over the railway lines – and improve service reliability on some of our frequent city bus services. The two significant locations affecting bus operation are:

1. Colwick Road, Colwick
2. St Alban's Road, Bulwell

Improvements to fares and ticketing

To compliment bus priority projects, ticketing initiatives must be considered to encourage patronage growth.

To incentivise travel and increase patronage during an otherwise quiet period, free travel could be offered on all bus services for selected times. For example, all bus travel could be free on Sundays in January.

A revised offer to simplify the fares is required. The current offer to young people includes discount for those under 19, under 22 and students. Similar to the current government 'Help for Households'

Ambitions and Proposals

scheme offering a discounted single adult fare of £2, an under 22 discounted single fare could also be offered, which would simplify the ticketing offer alongside existing student offers.

Improvements to the passenger experience

Ever looking to improve the passenger experience, the Bus and Tram User Group was established in 2023 to better improve passenger engagement. This group compliments the annual survey conducted by Nottingham City Council; and has over 250 members and meets regularly to discuss innovation and change on the public transport network in Greater Nottingham. This allows us to advocate for passenger voice in our future projects.

To improve inclusivity and accessibility to bus services in the region several suggestions have been brought forward by our Bus and Tram user Group:

- a free travel wallet could be made available to all passengers which will discreetly alert transport staff to a hidden disability or for those who may require additional support, assistance, or a bit more time when boarding and alighting
- real time information upgrades to include live updates on bus capacity, so waiting passengers know if the bus is busy or quiet. This has the potential to reduce anxiety and improve passenger confidence in bus services
- bus stop upgrades to aid visually impaired users. More research and user testing needs to be conducted into the feasibility of using vibrations and lighting to alert visually impaired users of the approaching bus
- consistent and reliable audio announcements on all buses in line with updated accessibility legislation

Furthermore, in response to survey feedback, which highlighted 'Personal Safety at Bus Stops' and 'Personal Safety on Bus' as a factor for improvement, the Travel Safe Partnership was established. The Travel Safe Partnership is a partnership of bus and tram operators in Nottingham with the aim to standardise the approach to tackling crime and anti-social behaviour on the network, including an approach to improve the perception of safety on public transport.

This partnership builds on measures already in place to mitigate this, such as the Consent Coalitional and Safe Space Pledge campaign. The partnership will need to secure future funding to grow its outreach strategy and visible branding presence. This partnership will continue to consult with the public; taking learnings from the annual Bus and Tram User survey and the Bus and Tram User Group to develop strategies to meet its core objectives.

Passenger waiting facilities are integral to the modal shift, incentivising people to use public transport. In the city, Victoria Bus Station is the central bus station attached to Victoria shopping centre. This bus station was intended to be a temporary structure but has now become the permanent destination of many bus services operated by trentbarton and Stagecoach. The waiting facilities

Ambitions and Proposals

need to be upgraded to the equivalent Broad Marsh Bus Station, pictured below.

Infrastructure upgrades are also required in district centres in Greater Nottingham. TCF funding successfully modernised Bulwell bus station, and the success of this project has inspired the need to revamp other city centre and district centre bus stations such as:

- Arnold - Front Street is the central shopping street in Arnold where a large number of buses stop. Front Street is a one-way street, with two running lanes. There is not a formal bus station. Locations considered for a new bus station include the Arnold Leisure Centre Car Park or the High Street car park
- Rise Park - Rise Park district centre has a bus station, but the semi-circle arrangement needs modernising with new shelters and real-time displays
- Victoria Bus Station is the bus station and the northern boundary of the city centre, with services departing to northern areas of Greater Nottingham and into Nottinghamshire, including Mansfield and Hucknall. This bus station could be modernised, to bring up to the standards now set by the new Broad Marsh Bus Station to the south of the city centre



Ambitions and Proposals

Improvements to bus fleets

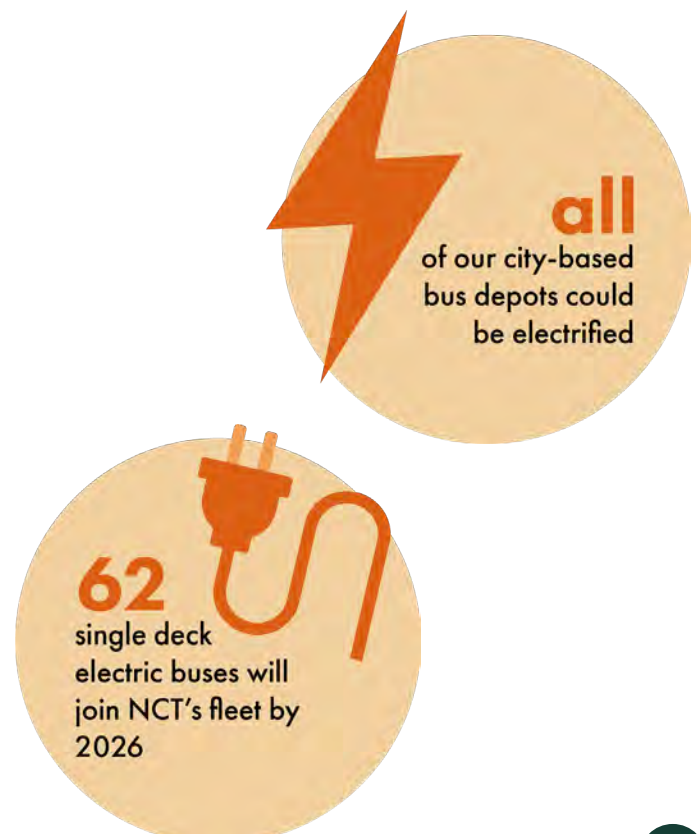
Nottingham's current bus fleet is one of the youngest in the UK. Nottingham City Transport and trentbarton, the two dominant bus operators in the Greater Nottingham area, have consistently invested in state-of-the-art buses, with great accessibility and fully kitted out Audio Visual Passenger information systems. Both operators are engaged with the process to secure Zero Emission Bus Regional Area (ZEBRA) funding, with the aim to fully decarbonise their fleets.

After the success of the ZEBRA1 bid, the Nottingham City Transport (NCT) Trent Bridge depot has been converted to electric to charge the fleet of 62 single deck buses. The first 12 single deck battery electric buses came into service in April 2024, the next 12 followed in May 2024. The next batch, consisting of 24 single deck buses will follow in January 2025. A further 14 single deckers will enter into service in January 2026.

Despite being unsuccessful in the bid for more electric buses to be introduced into Nottingham City Transport's fleet as part of ZEBRA2, aspirations are still existing and feedback from the Department for Transport suggested that the bid was impressive and eligible for funding. However, ZEBRA2 has prioritised rural areas and areas that were not successful during the first round of funding, thus Nottingham City Council and Nottingham City Transport remain on the waitlist.

The trentbarton Manver Street depot has 80 operational buses which could become fully electric. This will require a secured grid connection and electric infrastructure at the Manver Street depot. trentbarton have also shown interest in electrifying the Skylink network. The longer routes operated between Nottingham and East Midlands airport will require opportunity charging on route. Options being scoped for opportunity charging include SEGRO East Midlands Gateway and East Midlands Airport Bus Station, which could be complimented by an upgrade to passenger waiting facilities.

And whilst our ZEBRA2 bid was unsuccessful, our neighbours in Leicestershire County Council have received funding that will enable the electrification of the Kinchbus garage in Loughborough. As part of this, the Kinchbus 9 service that comes into Nottingham via the station will operate with a single deck electric bus.



Ambitions and Proposals

Longer term transformation of the network

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 journeys 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:

- Deliver a Bus Rapid Transport Light Network beyond the urban core
- Establish a protocol for parking charges in district centres, where many car parks continue to offer free all-day parking
- Review of Permit Schemes to minimise network disruption
- Enforce Bus Stop Traffic Regulation Orders with cameras and bus stop clearways (in the conurbation) at key locations
- Invest in staff resource in the conurbation to improve enforcement of bus stop clearways



zero

large employers have
left Nottingham since
WPL was introduced



40%

of journeys before
2020 were made
on public transport



Section Five

Headline targets, performance, and monitoring

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

	Baseline	2022-23	2023-24	2024-25	2030-31
Core Indicators					
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)	16.2 kph	16.5 kph	17 kph	17.2 kph
Additional Monitoring					
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 were set to best reflect the aims and objectives set out in Chapter One and draw upon data which is already available through the previous partnership arrangements.

We have defined baseline data and targets for four mandatory indicators, (as defined by DfT), plus an additional three 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 following sets out how we intend to monitor each target, along with commentary as to why the indicator was chosen and previous performance:

Headline targets, performance, and monitoring

Indicator	Methodology and Commentary
Core Indicators	
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 ticket type; time of day/day of week- 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 aggregated for the whole of NCT's and Trent Barton's network in Greater Nottingham which covers 97% of the market, and all key corridors and geographic areas. Data will be analysed on a route-by route basis to monitor arterial routes into the city, and to determine the impacts of the specific interventions identified on each corridor 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, journey time and speed data will be collected along routes on intervention corridors to reflect the 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)

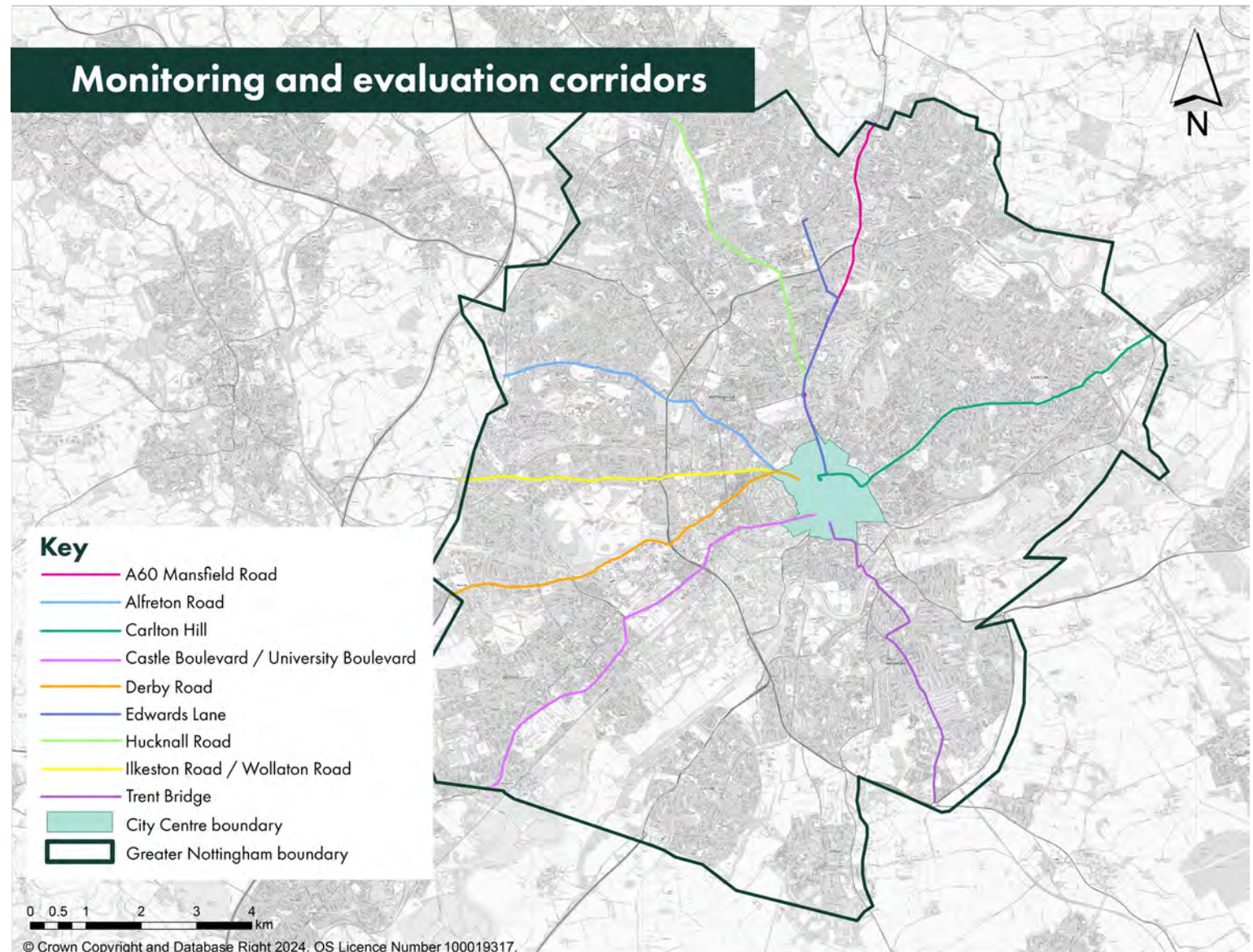
Headline targets, performance, and monitoring

Indicator	Methodology and Commentary
Additional Monitoring	
Value for Money	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	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	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.

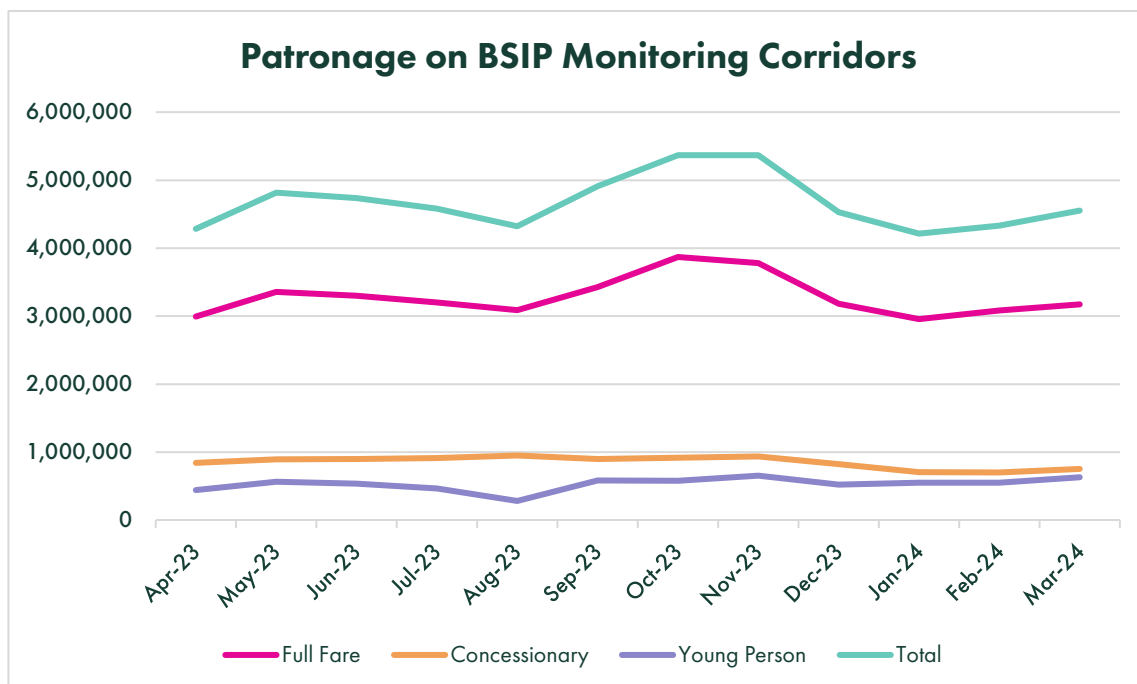
Headline targets, performance, and monitoring

For the core indicators a selection of bus corridors have been agreed to monitor as a priority. The chosen corridors are a mixture of BSIP treated corridors, benefitting from improvement, and untreated corridors.

Patronage is recovering, increasing year on year since the pandemic. The target set for 2023/24 is to reach pre-pandemic levels.



Headline targets, performance, and monitoring

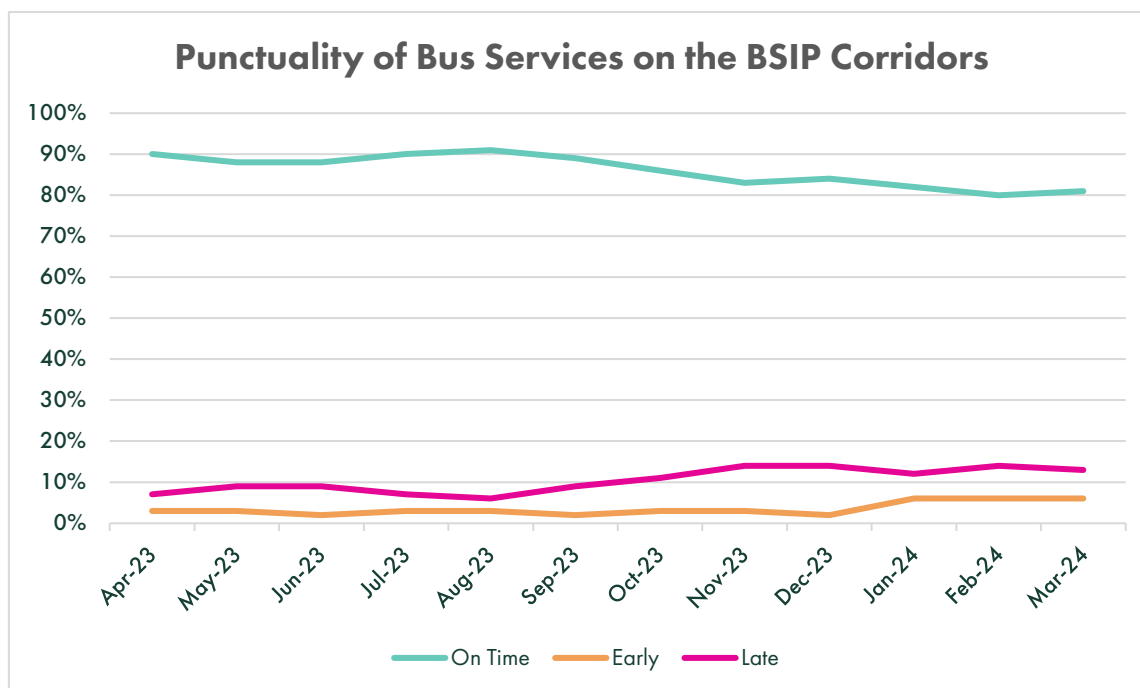


The peak time data periods cover 7.30am – 9.30am, and from 3.30pm – 6pm. There is a sharp drop in the number of people travelling at the AM peak during August, which correlates to the school summer holiday period. Patronage at weekends does vary from Saturday to Sunday. Patronage is lower on Sundays which is reflective of a reduced timetable. Both days follow a similar temporal trend, however the number of passengers travelling on a Saturday increased sharply in September.

Corridor speeds are monitored along arterial routes. The chosen corridors are a mixture of BSIP treated corridors and untreated. Journey speeds are monitored during the weekday peaks, both the AM and PM, and on a Saturday. Carlton Hill and Edwards Lane had the slowest journey speeds in both the inbound and outbound direction during the AM weekday peaks. Carlton Hill is an untreated corridor, but Edwards Lane will benefit from BSIP intervention. In the weekday PM Peak Edwards Lane and Carlton Hill have the slowest speeds. However, on the outbound direction Mansfield Road has the lowest recorded speeds.

Overall punctuality in Greater Nottingham is consistently above 90%, with more services operating late than early. The corridor with the highest percentage of on time journeys, averaged across the whole year, is Carlton Hill despite this corridor having some of the lowest bus speeds. Passenger satisfaction is being measured through annual Transport Focus surveys. The surveys cover the Nottingham City administrative area and parts of Gedling to become inclusive of Greater Nottingham. The total of respondents asked equals 1420. 60% of those who responded were 'Very Satisfied' with their bus journey, and a further 27% 'Fairly Satisfied'. The high percentage of positive feedback is reflective of the Bus and Tram User Survey results, an online survey commissioned by Nottingham City Council.

Headline targets, performance, and monitoring



To track bus decarbonisation, fleet information is collected directly from operators. The fleet information is reviewed by engine type and age. The bus fleet in Greater Nottingham is relatively young, with the average ages of buses operating at five years old. The latest registration in 2023 are the 12 new battery electric buses. The Greater Nottingham Enhanced Bus Partnership states that all buses operating the Greater Nottingham Area are required to be Euro VI compliant by January 2024. The progression of ZEBRA projects will introduce battery electric buses into the fleet. Furthermore, on an average across the year 60,000 miles are lost each month. 74% of lost miles are related to engineering works, and a further 15% are lost due to traffic and congestion. Driver shortage makes up just 6%, and the final 5% are related to emergencies or other.

A summary of the progress made towards core indicators and local indicators can be viewed below. Progress towards targets has been generally very positive.

Local Indicators	Baseline (2019)	Target (2022/23)	Actual (2022/23)	Target (2023/24)	Progress to Date
Value for Money	78%	78%	77%	79%	72%
Punctuality	81%	80%	85%	82%	86%
Public Transport Information	73%	74%	88%	75%	85%
Passenger Satisfaction	95%	93%	92%	95%	87%*
Passenger Growth	61.38m	-10%	51.36m (-16%)	0%	56.78m (-10%)
Punctuality	91.5%	92%	91.4%	93%	93%
Journey Time	16.50 kph	16.20 kph	15.97 kph	16.50 kph	16.28 kph

* A new methodology was adopted by Transport Focus and this will be the new baseline figure we measure our performance against going forward.



Section Six

BSIP Schemes and Proposals

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 quarterly 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 is 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:

www.robinhoodnetwork.co.uk

www.transportnottingham.com

BSIP Schemes and Proposals

Name of Authority	Nottingham City Council (Lead) Nottinghamshire County Council
Enhanced Partnership(s) and/or Franchising Scheme(s) covered by the BSIP (or both)	Greater Nottingham Enhanced Partnership
Date of Publication	31 October 2021
Date of Next Annual Update	12 June 2024
URL of Published Report	www.transportnottingham.com/bsip

Improvement programme to 2025	List of named schemes and measures	Budget / estimated cost (£k)
Bus priority infrastructure	<ul style="list-style-type: none"> • Moor Bridge bus priority scheme • Edwards Lane bus priority scheme • Wollaton Road bus priority scheme • Meadows Way bus priority scheme 	<ul style="list-style-type: none"> • £2,500,000 • £1,000,000 • £500,000 • £2,000,000
Other bus infrastructure	<ul style="list-style-type: none"> • Derby Road pinch point package • Forest Road pinch point package • Victoria Bus Station pinch point package 	<ul style="list-style-type: none"> • £1,340,000
Bus service support	<ul style="list-style-type: none"> • Service 50 - evenings and weekends • Service 49 - 20 minute frequency • Service 3 - diversion to Silverdale and Wilford • Service 70/71 - frequency retained • Service 1E - school service 	<ul style="list-style-type: none"> • £1,136,000
Fares support	<ul style="list-style-type: none"> • Pre 9.30am travel for Nottingham City mobility cardholders 	<ul style="list-style-type: none"> • £375,000
Ticketing reform	<ul style="list-style-type: none"> • Under 22s ticketing scheme - offering student ticket prices to all those under the age of 22 in Greater Nottingham • Care Leavers scheme - offering multi-operator travel cards to Nottingham's Care Leavers 	<ul style="list-style-type: none"> • £450,000 • £252,000
Combined Authority Transition	<ul style="list-style-type: none"> • Bus stations and Park and Ride • Real time • Smart ticketing • Tendered services 	<ul style="list-style-type: none"> • £1,240,000

BSIP Schemes and Proposals

Ambitions and proposals for 2025 and beyond	Description of proposals	Estimated cost (£)
Service level and network coverage	Route extensions network support: Extension of pre-existing bus services to areas of new development, including but not limited to Teal Park and Fairham Pastures	£1,000,000 (p.a.)
	Improved service frequency: Reinstatement of service frequency that was seen on the network before the Covid pandemic. Increased service frequency for bus services along key corridors into the city centre	£1,000,000 (p.a.)
	Night bus network support: Reinstatement of between 3 to 5 night bus services in key areas of Greater Nottingham, serving Nottingham city centre	£1,000,000 (p.a.)
Bus priority	A690 / Coventry Lane bus priority package: Bus priority along the corridor in the west of the city. Bus lanes, junction improvements, installation of traffic light priority signals and yellow box junctions. Improving punctuality and reliability on trentbarton's the two and Nottingham City Transport's 35 service	£2,500,000
	Maintenance of pre-existing yellow box junctions: Maintenance at locations include outside Nottingham's railway station on the Carrington Street / Queen's Road junction	£500,000
	Bus lane camera enforcement support: Support for the installation of new bus lane cameras along key corridors and supporting the employment of a dedicated bus lane camera enforcement officer	£500,000
	Colwick level crossing improvement package: Improvements to the Colwick level crossing in the east of the city, where bus services currently run into the Netherfield and Gedling areas of Greater Nottingham. Improve service reliability on Nottingham City Transport's 44 service	£500,000
	St Alban's Road level crossing improvement package: Improvements to the St Alban's level crossing in the northern fringes of the city. Improve service reliability on Nottingham City Transport's 17 service	£500,000
	Central Nottingham operator pinchpoint package: Bus priority to combat pinchpoints including Aspley Lane (Strelley Road / Beechdale Road), Bell's Lane (from Broxtowe Lane roundabout to Cinderhill Island), Woodborough Road / Mansfield Road junction, Edwards Lane / Valley Road (Five Ways Island), Hucknall Road / Kersall Drive and Wilford Lane / Compton Acres	£9,000,000

BSIP Schemes and Proposals

Ambitions and proposals for 2025 and beyond	Description of proposals	Estimated cost (£k)
Lower and simpler fares	Apprenticeship fares offer: Expansion of the Student fares offer, currently available to college or university students, to those in Apprenticeship programmes	£500,000
	Under 25 fares offer: Extension of the current Under 22 fare offer to be expanded to all those aged Under 25 in Greater Nottingham	£1,500,000
Ticketing	Extension of the Care Leavers fare support scheme: Continuation of the Care Leavers multi-operator travel scheme beyond the end of 2025, as well as the ability to facilitate the exploration of similar schemes, with the potential to expand it to Young Carers	£250,000 (p.a.)
	Events ticket fare scheme: The introduction and expansion of the bus ticket offer for events in Greater Nottingham, including sporting events, concerts, and other large-scale events within the city	£500,000 (p.a.)
	Time-limited single tickets fare scheme: The introduction of time-limited single tickets for use within the city centre and district centres within the Greater Nottingham area	£50,000 (p.a.)
	Tap on- Tap off EMV / ABT: Introduction of EMV / ABT readers onto buses to support the delivery of regional smart ticketing and Project CORAL	£1,500,000
Waiting and interchange facilities	Queen's Medical Centre passenger waiting facilities improvement package: Improved passenger waiting facilities outside of the main entrance of Queen's Medical Centre, making best use of space available at the outbound stops. Improvements for passengers of CT4N's 18 service, NCT's 34/35/36 services, trentbarton's i4, indigo and red arrow services and the Council's L2 service	£750,000
	Rise Park bus interchange package: The creation of a new bus interchange at Rise Park on Bestwood Park Drive in the north of Nottingham, replacing the current 'turning circle'. Introduction of state-of-the-art passenger waiting facilities, including better shelters and seating and TFT real time displays. Benefiting passengers of NCT's 15, 16, 79 and 89 services	£1,200,000
	Roll-out of further passenger wayfinders: Passenger wayfinders introduced in more locations, including Nottingham's football stadiums, key interchange sites such as Bulwell Bus Station and Beeston Bus and Tram Interchange, and district centres such as Sherwood, Carlton, Netherfield, Clifton and West Bridgford	£800,000

BSIP Schemes and Proposals

Ambitions and proposals for 2025 and beyond	Description of proposals	Estimated cost (£k)
	Victoria Bus Station passenger waiting facilities upgrade: Improvements to Victoria Bus Station including enhancements to passenger comfort, accessibility and waiting environmentrther roll-out to match the standard of Broad Marsh Bus Station	£650,000
Bus information and network identity	Robin Hood Network brand expansion: Further roll-out of the Robin Hood Network branding and marketing at bus stops and across the cityscape, to further improve brand recognition and the multi-operator travel offer in Greater Nottingham	£1,000,000
Bus passenger experience	Digital information for passengers: Roll-out of 600 more new TFT displays, replacing old LED real time displays	£6,000,000
	Roll-out of further Traffic Regulation Orders (TROs) to enable easier boarding and alighting at bus stops that are currently impacted by bad residential parking	£200,000
Bus fleet	Bus decarbonisation package: Electrification of the remaining diesel and biogas (CNG) buses in Nottingham City Transport and trentbarton's fleets, as well as the electrification of Nottingham City Transport's city centre depot on Parliament Street and trentbarton's Manvers Street garage.	£51,000,000 (grant) £66,000,000 (match)
Accessibility and inclusion	Accessible public transport information package: Introducing QR codes or similar technology at bus stops to enable partially-sighted and blind people to access real time information for their bus services	£250,000
	Tackling anti-social behaviour on the network: Funding a Transport Safety Officer role to tackle anti-social behaviour and support safeguarding on the network	£35,000 (p.a.)
Longer term transformation of the network	Greater Nottingham Bus Rapid Transport Light Network: Expansion of bus priority interventions beyond the saturated urban core on ten corridors in the Gedling, Rushcliffe and Broxtowe localities	£30,000,000

Appendix

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	13.98	137,727.2	£296,413	January 2026
L4	City - Beechdale	Tender Contract	Min Cost	Whole Route	15.8	29,156.4	£205,647	January 2026
L14	City - Bulwell	Tender Contract	Min Cost	Whole Route	11.25	63,736.4	£272,948	January 2026
Medilink	Queens Dr P&R - City Hospital	Tender Contract	Min Cost	Whole Route - shared with NHS Trust	12.7	475,176	£1,659,996 (contract value - NHS and Council)	April 2025
18a	Wollaton - Beeston	De Minimis	Min Subsidy	Wollaton to Beeston	10.2	19,094.4	£12,480	Rolling Review
19	Bulwell - Mapperley	De Minimis	Min Subsidy	Mildenhall Cres & Sherwood Vale	1.00	832	£13,520	Rolling Review
20	City - Wollaton Park	De Minimis	Min Subsidy	Whole Route	10.08	6,973.4	£24,180	Rolling Review
50	City - Racecourse - Victoria Park	Tender Contract	Min Subsidy	Evening and Sunday Only	7.65	33,813	£84,916	Decemer 2025
53/54	Clifton - QMC - Arnold	Tender Contract	Min Subsidy	Larkhill, Sunninghill and Rivergreen	20.98	329,680	£234,390	December 2024
A2	Rise Park - Aspley Schools	Tender Contract	Min Subsidy	Whole Route	7.92	27,711	£108,303	July 2024

**Total Network
Revenue
Total Cost**

111.56

1,123,899

£2,912,793

£(273,485)

£2,639,308

Appendix

Appendix A: Contracted Services Expenditure, Nottinghamshire County 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
528	Selston - Moorgreen - Phoenix Park - Bestwood	Fleet Operation	Min Cost	Whole Route	106.53	51,415	£110,000	July 2024
Sherwood Arrow	Nottingham - Ollerton - Worksop / Retford	Tender Contract	Min Subsidy	Frequency Support	1970.2	708,966	£308,000	July 2026
773	Netherfield Area	Tender Contract	Min Cost	Whole Route	5.14	2,072	£88,064	August 2025
774	Netherfield Area	Tender Contract	Min Cost	Whole Route	7.36	2,968	£88,064	August 2025
775	Netherfield Area	Tender Contract	Min Cost	Whole Route	10.44	4,209	£88,064	August 2025
11A	Extension to Watersports Centre	Tender Contract	Min Subsidy	Whole Route	9.79	4,777	£31,201	May 2025
528	Bestwood - Selston - Eastwood	Tender Contract	Min Cost	Whole Route	33.26	16,230	£223,500	July 2024
West Rush Zone 5	Rushcliffe	Tender Contract	Min Cost	Whole Route	N/A	N/A	£257,000	April 2026

Total Network

2142.72

790637

£1,193,893

Appendix

Appendix B: Cashless on-street parking schemes in Nottingham

RingGo	Zone	Area	Street Name	Tariff
19001	5	Basford	Stockhill Lane	£2.00 all day - Mon - Fri 9am - 5pm
19002	5	Sherwood	Edwards Lane	£2.00 all day - Mon - Fri 8am - 6pm
19003	4	Meadow	Iremonger Road Incinerator Road Clarke Road Cattle Market Road Country Road Meadow Lane (North) Meadlow Lane (South)	£3.80 all day - Mon - Sat 8am - 6pm
19004	5	Bilborough	Glaisdale Drive East Glaisdale Drive East Wigman Road	£2.20 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)	£0.80 per hour - Mon - Sun 8am - 10pm
19006	4	St Anns	Stonebridge Road	£2.50 all day - Mon - Fri 8am - 6pm
19007	4	Redcliffe Road	Zulla Road Redcliffe Road	£2.50 all day - Mon - Sat 9am - 5pm
19008	4	Mapperley Road	Villa Road Chestnut Grove Mapperley Road Cranmer Street	£2.50 all day - Mon - Fri 9am - 5pm

Appendix

Appendix B: Cashless on-street parking schemes in Nottingham

RingGo	Zone	Area	Street Name	Tariff
19011	4	Meadow Way West	Meadows Way Robin Hood Way	£2.50 all day - Mon - Sat 8am - 8pm
19012	4	Woodside Road	Woodside Road	£2.00 all day - Mon - Fri 9am - 5pm

Appendix

Appendix B: Free district centre car parks in Nottingham

Area	District Free Car Park	Number of Spaces
Bulwell	Holborn Place	42
	Gilead Street	49
	Duke Street East	52
	Duke Street West	13
	Station Car Park, Station Road	63
Sherwood	Winchester Street	63
	Hall Street	31
Radford	Caulton Street	17
	Belper Road	21
	Randall Street	38
Hyson Green	Garfield Road	21
	Denman Street	37
	Gamble Street	26

Issues have been reported that some of the above car parks are being used as unofficial commuted 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.

Appendix

Appendix B: City centre car parks and Park and Ride sites

Name	Operator	Type	Parent & Child Spaces	Disabled Spaces	Capacity	Opening Times	Payment	CCTV	Security
Victoria Centre	Capital Shopping Centres	Multi-storey	Unknown	123	2,700	24 hours	On foot	Yes	Yes
The Glasshouse	Metro Car Parks Ltd	Two storey	Yes	Yes	250	24 hours, 7 days	On foot	Full coverage	24 hour
Curzon Street	Nottingham City Council	Basement	0	7	103	7am to 10pm	Pay and Display, RingGo App	Yes	Core hours
Aberdeen Street	Nottingham City Council	Surface	0	0	49	24 hours	Pay and Display, RingGo App	Yes	No
Manvers Street	Nottingham City Council	Surface	0	0	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	6	8	524	24 hours	Pay on exit	Yes	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

Appendix

Appendix B: City centre car parks and Park and Ride sites

Name	Operator	Type	Parent & Child Spaces	Disabled Spaces	Capacity	Opening Times	Payment	CCTV	Security
Canal Street	Nottingham City Council	Surface	0	0	55	24 hours	Pay and Display, RingGo App	Yes	No
Arndale (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 St)	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	6	13	453	24 hours	Pay on exit	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	Pay for bus only	Yes	Yes
Broad Marsh	Nottingham City Council	Multi-Storey	25	43	1,200	24 hours	Pay on exit	Yes	Yes

Appendix

Appendix B: City centre car parks and Park and Ride sites

Name	Operator	Type	Parent & Child Spaces	Disabled Spaces	Capacity	Opening Times	Payment	CCTV	Security
Forest Park & Ride	Tramlink Nottingham Ltd	Surface	13	24	982	6am - 1am	Pay for tram only	Yes	Yes
Wilkinson Street 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
Mootbridge 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

Appendix

Appendix B: The locations, number and number of spaces of district council owned car parks in the conurbation

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

District	Town	Car Parks			Number of Spaces	Spaces Number of spaces designated for blue badge holders
		Long Stay	Short Stay	Total		
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

Appendix B: Charges applied for parking at district council owned car parks in the conurbation

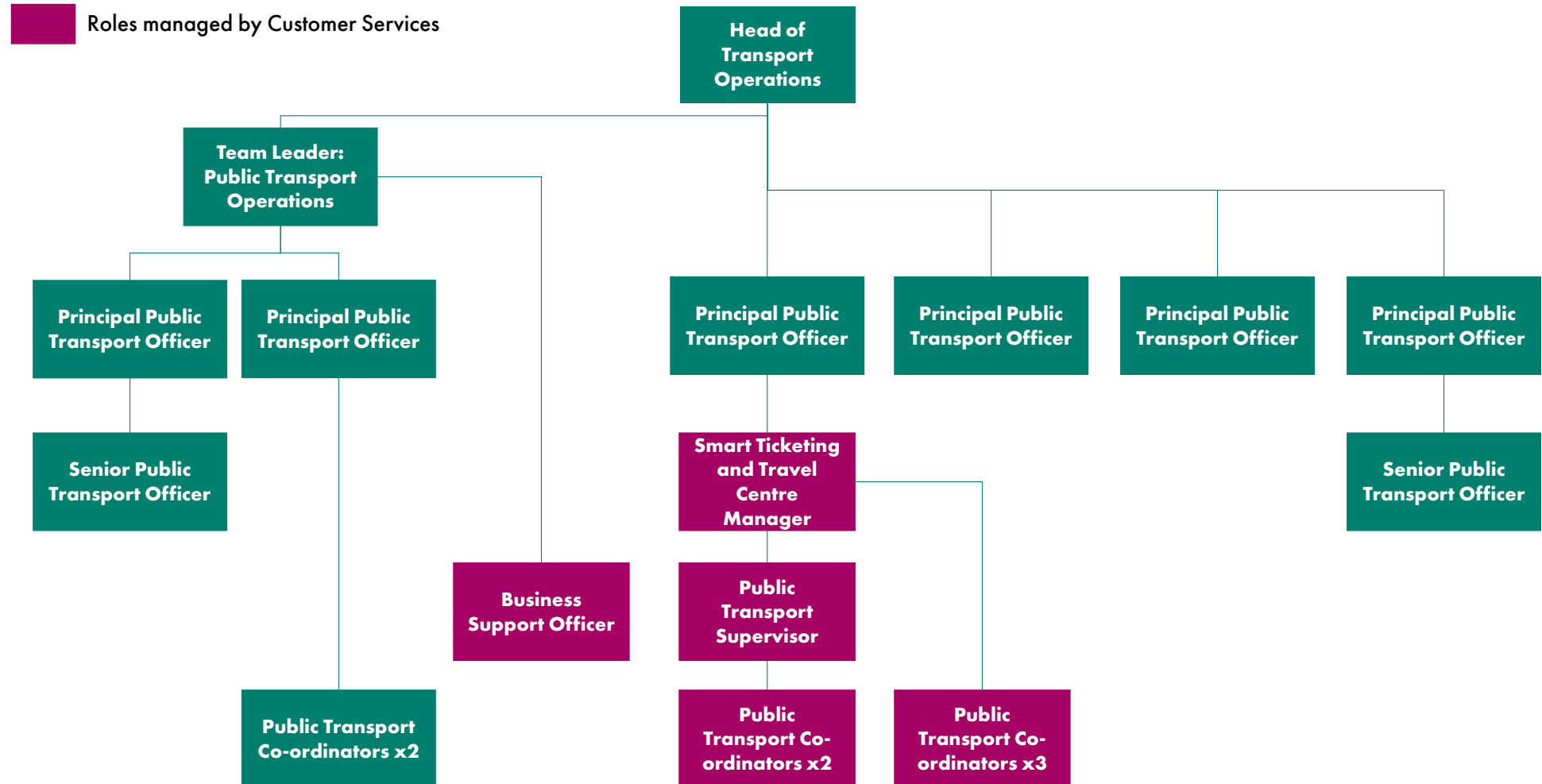
District	Total number of car parks	Type of charge				Charge applies for any length of stay
		Free	Up to 30 minutes free	Up to 1 hour free	Up to 2 hours free	
Broxtowe	14	0	0	12	0	2
Gedling	18	0	0	0	18	0
Rushcliffe	3	0	0	0	2	1

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

Appendix

Appendix C: Organograms of Transport Services, Nottingham City Council

Transport Projects and Operations

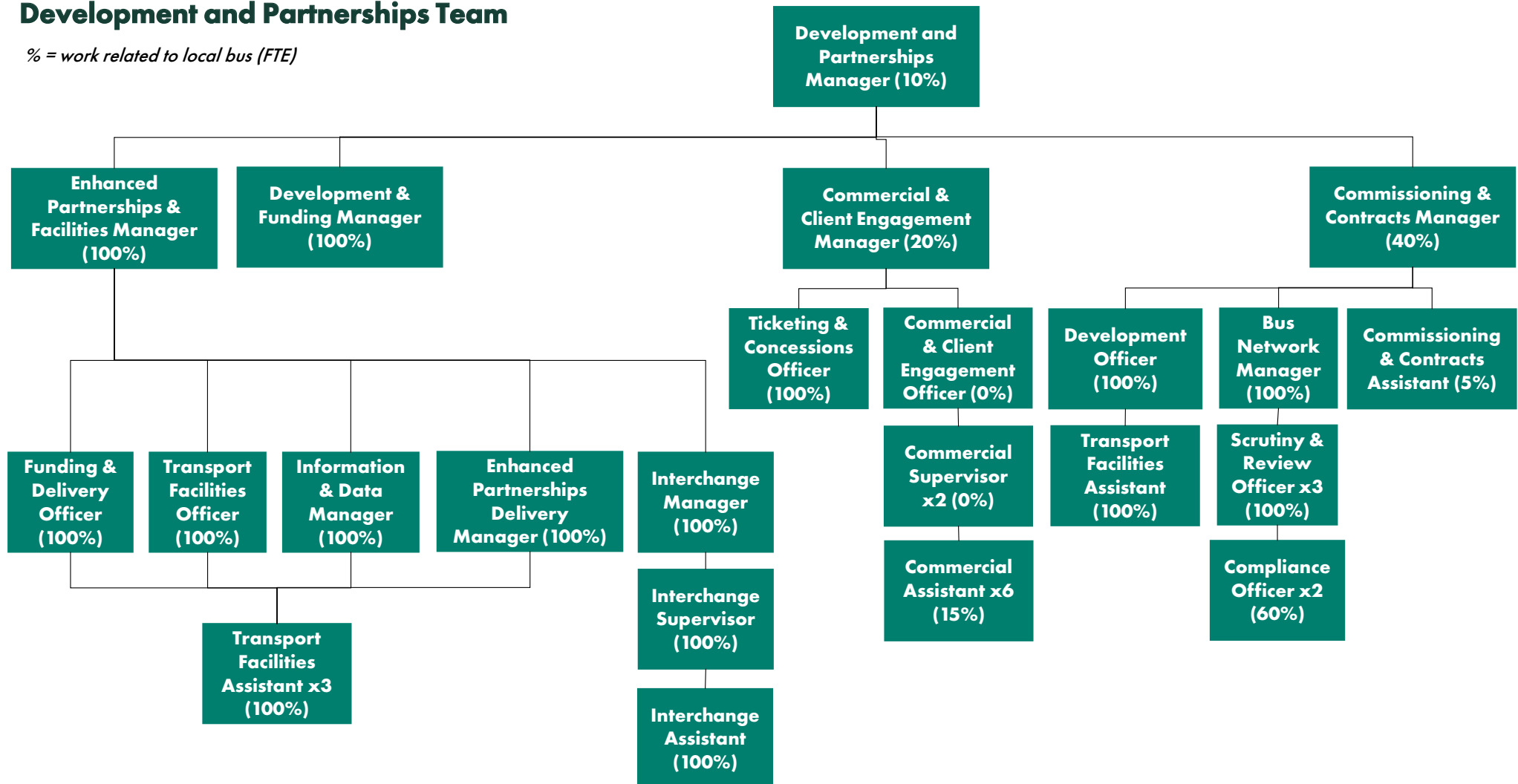


Appendix

Appendix C: Organograms of Transport Services, Nottinghamshire County Council

Development and Partnerships Team

% = work related to local bus (FTE)

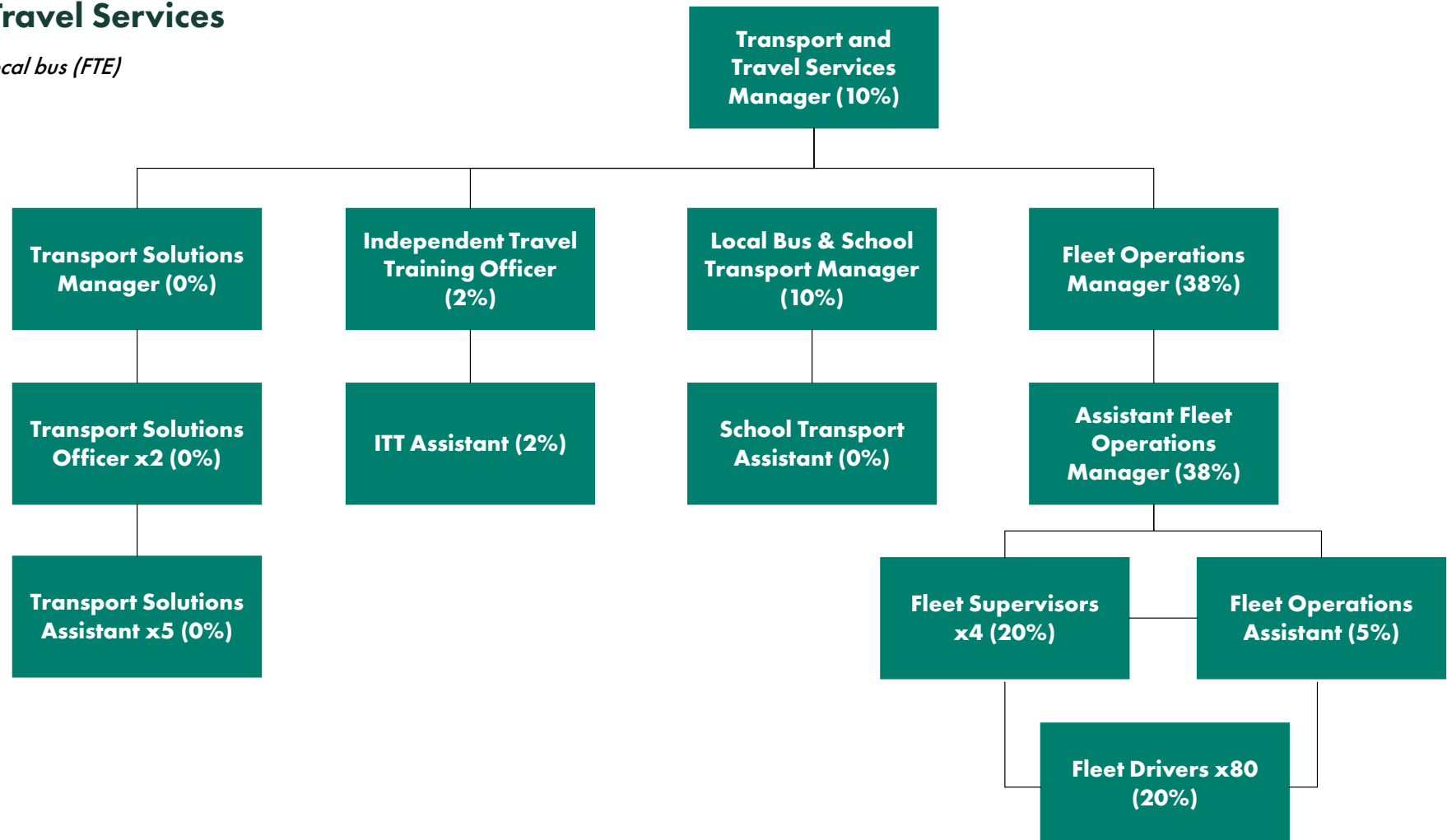


Appendix

Appendix C: Organograms of Transport Services, Nottinghamshire County Council

Transport & Travel Services

% = work related to local bus (FTE)



Appendix

Appendix D: Greater Nottingham 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, Vectare 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 can you 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

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Appendix D: Greater Nottingham Passenger Charter

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 Real Time Information (RTI) displays.

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. Real Time 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 Real Time team at Nottingham City Council and will be fed through to the Real Time 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

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Appendix D: Greater Nottingham Passenger Charter

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 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.

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Appendix D: Greater Nottingham Passenger Charter

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.

Appendix

Appendix D: Greater Nottingham Passenger Charter

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.

If you are unhappy with our response to any complaint you have the option of approaching Bus Users UK (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.