

# Bus Service Improvement Plan for the Greater Nottingham (Robin Hood) Area: Progress Report

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

**April 2023**



**Nottingham  
City Council**



**Nottinghamshire  
County Council**



# Greater Nottingham BSIP Progress Report

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## Purpose of Report

This report evaluates the progress made by the Greater Nottingham Bus Partnership in the implementation of the Bus Service Improvement Plan (BSIP), since its publication in October 2022, and provides a review of work completed in 2022/23.

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## Introduction

The core objectives of the BSIP remain the same – delivery of a bus network and an elevated passenger experience which delivers convenient, affordable, and reliable public transport journeys. That these public transport journeys are the norm and not the exception for every citizen, whatever their age and situation, wherever they live within Greater Nottingham. A network that delivers a fully integrated bus service, with simple multi-modal tickets, more bus priority measures, the same high-quality information for all passengers in more places, and better turn-up and go frequencies that keep running in to the evening and weekends. If we deliver on this vision, then the expectation is that it will simultaneously drive growth in patronage and support the recovery of network from reduced patronage post-Covid and changes to travel demand patterns.

**Section One** of this report outlines the development work done over the past year to meet the objectives set in the BSIP. This work is a result of efforts from Bus Operators, Nottingham City Council, Nottinghamshire County Council and work alongside partners and stakeholders who form the Greater Nottingham Bus Partnership.

**Section Two** summarises the interventions in place to achieve both core framework targets, and local targets. The current progress towards these targets has also been outlined.

**Section Three** of this report will review the long-term aims of the BSIP, addressing future developments to improve the public bus offer in Greater Nottingham.

## Delivering Infrastructure Improvements

### Bus Priority

The original measures outlined in the BSIP explored the feasibility of Bus Rapid Transit Routes and Bus Priority at significant locations. The delivery of these schemes aligns with the Greater Nottingham Bus Partnership's commitment to improve bus reliability and journey times through reducing congestion.

The progress of each scheme is classified by the stage of its development. The table below summarises the key objectives in each phase of the bus priority schemes.

Phase	Objectives	Timeframe
1 - Project Set Up	<ul style="list-style-type: none"><li>Review project objectives</li><li>Determine level of interaction with other transport schemes (Active Travel / Highways)</li><li>Agree governance arrangements</li><li>Identify design resource</li></ul>	December 2023 - January 2023
2 - Appoint Principal Designer	<ul style="list-style-type: none"><li>Appointment of principal designer</li><li>Confirm scope and requirements</li><li>Instruct surveys (Topographical, Ground Penetrating Radar and Traffic Counts)</li><li>Optioneering for each location (including signals design, highway design, landscape design, drainage design)</li><li>Determine highway extents and potential for land acquisition</li><li>Utilities searches and programme for any required diversions</li><li>High level scheme programming and high-level cost estimation</li><li>Determine Traffic Regulation Order requirements</li><li>Initial engagement with bus operators and landowners</li><li>Prepare report for each location to determine the preferred scheme to take forward to detailed design</li><li>Assist Client with reporting to funders</li></ul>	January 2023 - September 2023
3 - Appoint Principal Contractor	<ul style="list-style-type: none"><li>Consultation with the public</li><li>Detailed design</li></ul>	September 2023 - March 2024
4 - Delivery of Final Scheme	<ul style="list-style-type: none"><li>Site works, permits, traffic management and traffic diversions</li><li>Utilities diversions</li><li>Land assembly agreements/ creation of new highway</li><li>Maintenance agreements and transition to business as usual</li><li>Financial reporting</li><li>Project close down</li></ul>	March 2024 - March 2025



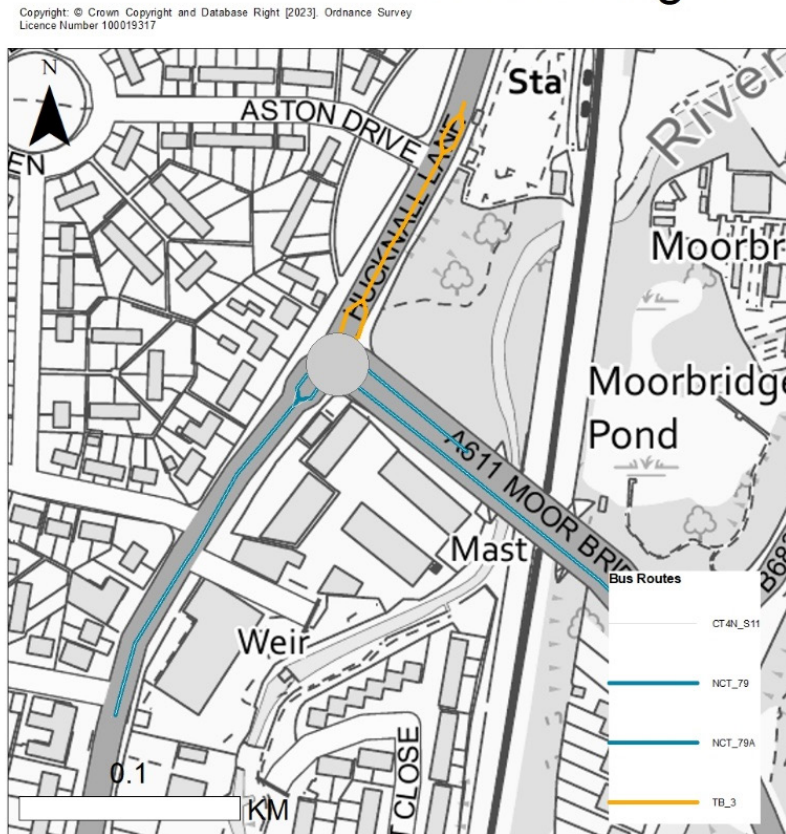
# Section One Project Delivery

An update on the key bus priority schemes delivered using funding provided by the Department for Transport (DfT) is detailed below:

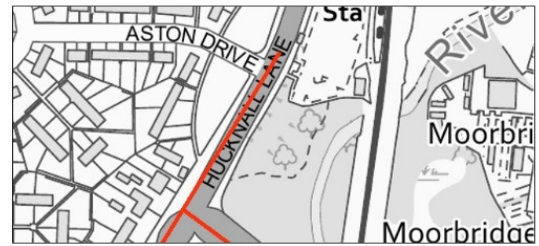
## A6002/A611 - Moor Bridge Road and Hucknall Lane

The scheme is in Phase 1 of development, with an initial budget of £2.5m. The scheme proposes the removal of the mini roundabout to be replaced with signals. There will be signal priority for buses installed on the junctions served by buses, so the reliability of services on this route will improve. Signalisation will also facilitate improvements to pedestrian and cyclist facilities and address additional road safety issues.

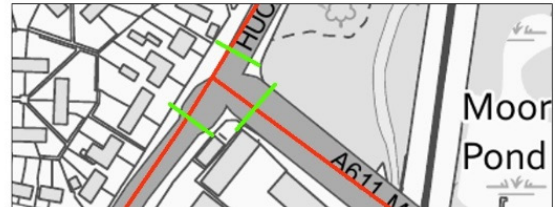
### Moor Bridge



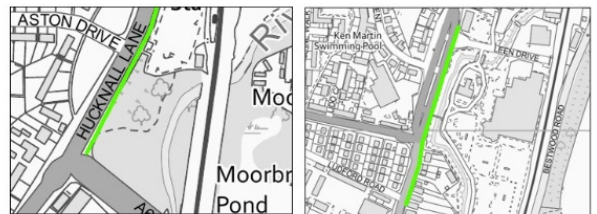
Part one: The on-street parking will be removed.



Part two: The mini roundabout will be removed and controlled by traffic lights. The traffic lights will have TLP for buses.



Part three: Bus lanes will be created using existing road space for routes inbound for the city from Grindon Crescent to Moor Bridge, and from Leen drive for another

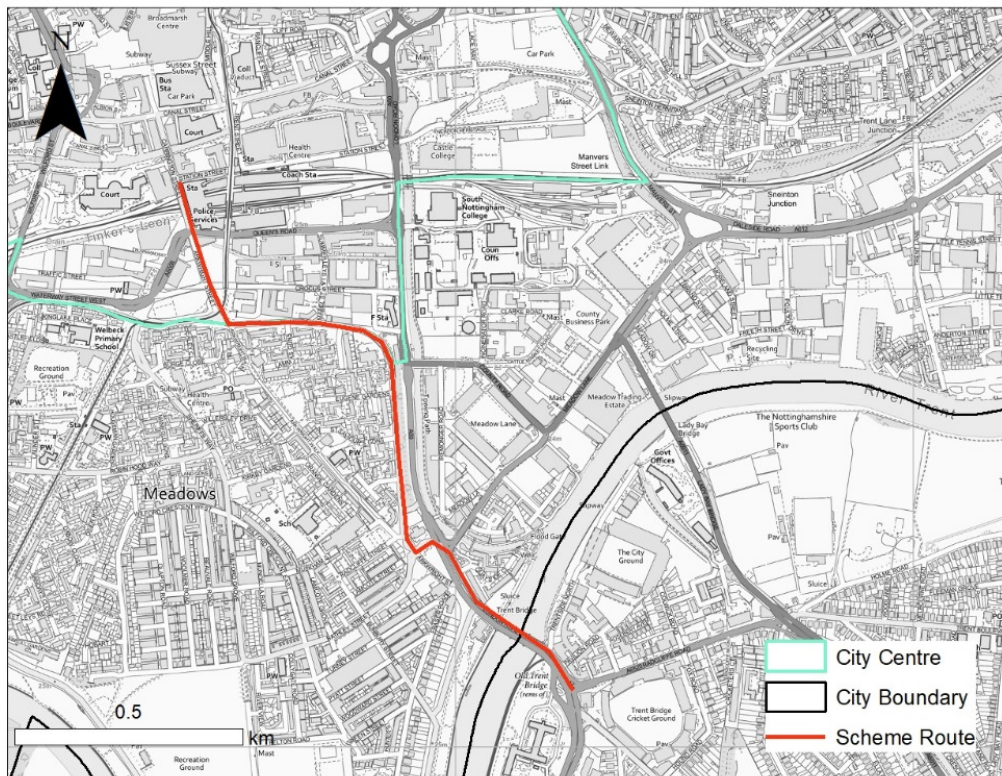


# Section One Project Delivery

## A60 - Nottingham Railway Station to Central Avenue, West Bridgford

This scheme is in the feasibility stage, with an initial budget £2.0m. This scheme proposed introducing an outbound bus lane on Trent Bridge, but due to competing road space, and active travel plans to introduce a two-way cycle lane at this location, the feasibility of this project is still being scoped. More focus is therefore being given to other elements of this scheme, such as improving pinch points in West Bridgford. Though, the long-term aim remains, to improve journeys in this area, alongside the potential development of residential areas.

A60 - Nottingham Train Station and Trent Bridge



This is the route buses take from Nottingham Train Station to the A60 over Trent Bridge.

Ideas are still in development for this scheme.

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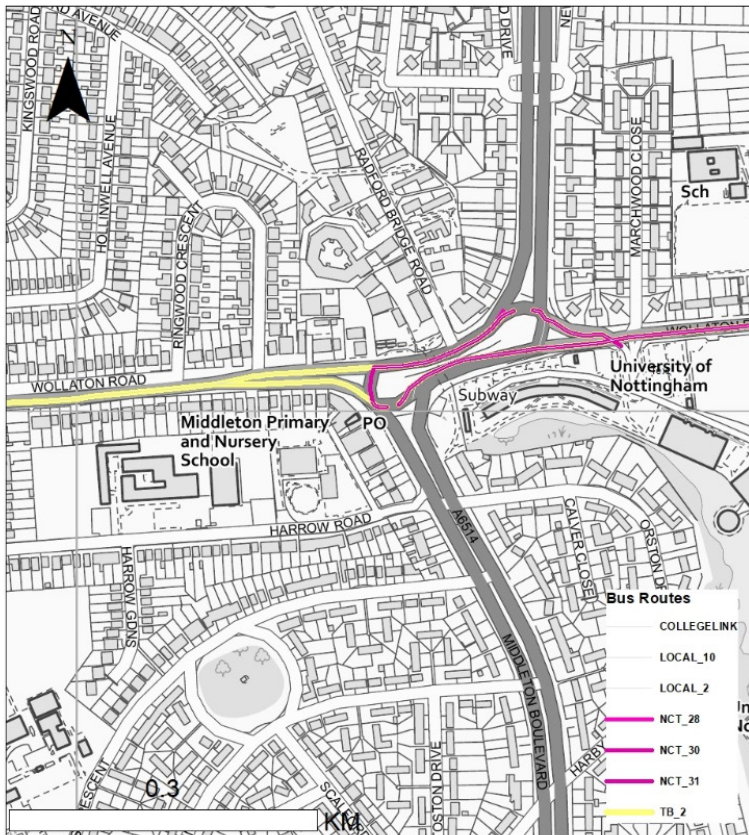


# Section One Project Delivery

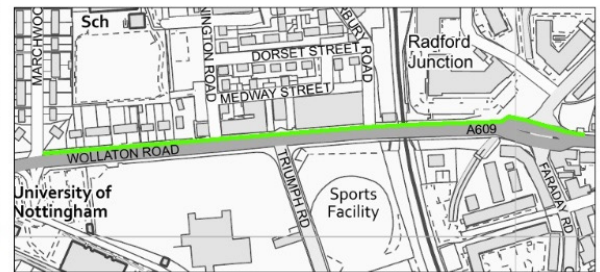
## A609 - Ilkeston Road to Wollaton Road

This scheme is in Phase 1, with an initial budget of £0.5m. A bus lane will be implemented on the inbound carriageway between Eton Grove and Ringwood Crescent/Marchwood Close and St Peter's Street to allow for outbound bus priority in peak times.

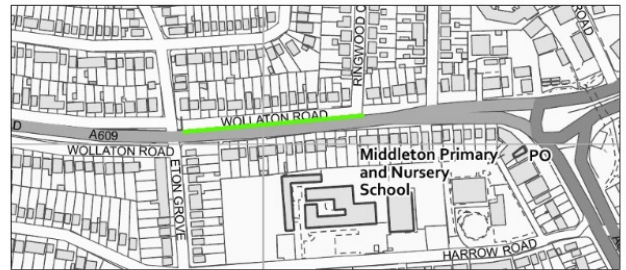
### Wollaton Road



Part One: At the junction of Marchwood Close and Wollaton Road up to St Peter's Street a bus lane will be introduced to reduce journey times by an estimated 1-2 minutes. There are 14 buses an hour using this corridor.



Part Two: Bus priority will be extended on the inbound lane between Eaton Grove and Ringwood Crescent using an AM peak bus lane. The bus lane will be delivered by reallocating road space or removing the central reservation.



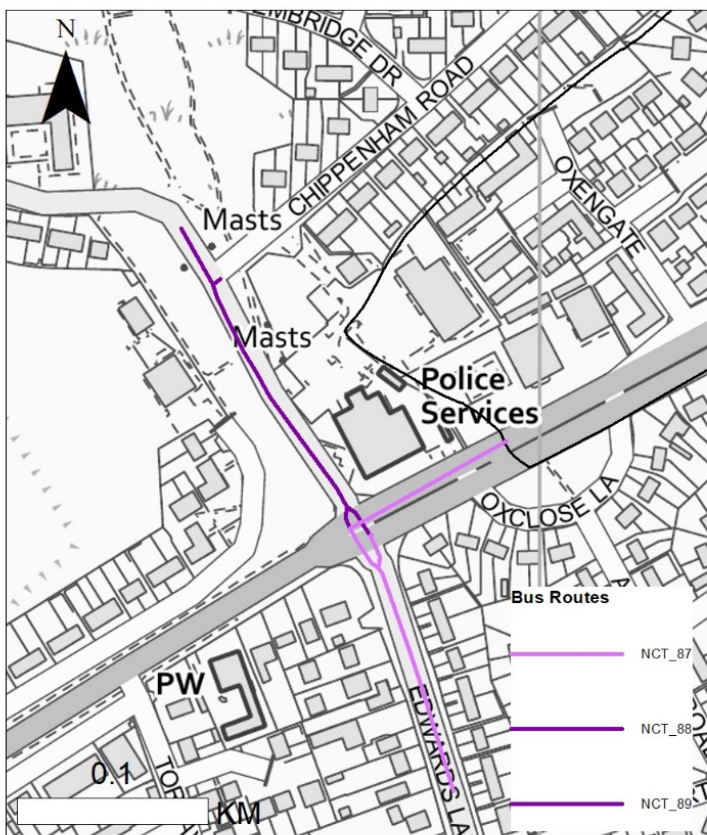
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# Section One Project Delivery

## Edwards Lane Junction with Oxclose Lane / Arnold Road

This scheme is in Phase 1, with an initial budget of £1.0m. The introduction of a filter light for right turning traffic from Edwards Lane on to Oxclose Lane aims to support bus movements through the junction outbound and improve journey times. This scheme will build on traffic light priority implemented at this junction via the current TCF programme.

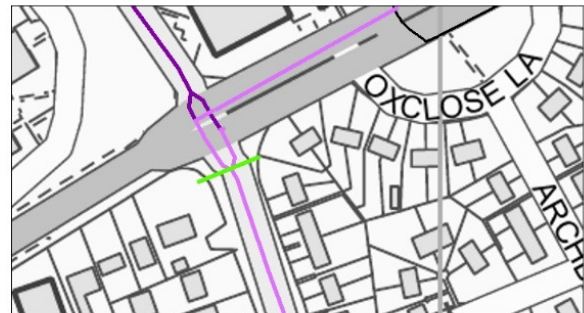
### Edwards Lane/Oxclose Lane



Part one: Land needed to create inbound bus lane. Bus frequency 10 buses an hour.



Part two: Introduce a right turn filter on traffic signals to support bus movement outbound from Edwards Lane on to Oxclose Lane.



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## Operator Pinch Point Package

The Greater Nottingham Bus Service Improvement Plan allocates an initial budget of £1.341m to the Pinch Point Package, as part of the capital scheme projects. The Pinch Point Package will locate areas, primarily on arterial routes, but also in district centres, where the reliability and accessibility of key bus routes is impeded by traffic congestion, on-street parking, and reduced bus stop alignment. This is alongside Nottingham City Council and Nottinghamshire County Council seeking to secure the relevant powers to enforce moving traffic offences. These interventions will support the existing network of bus lanes and improve the flow of traffic around Nottingham.



# Section One

## Project Delivery

This scheme is in Phase 1 of development. Initial scoping of locations has been completed and a subsequent report produced. Some arterial routes being reviewed include:

- Mansfield Road - an arterial route from the north of Greater Nottingham to the city centre
- Derby Road - an arterial route connecting to the west of the city and Queen's Medical Centre
- Hucknall Road/Arnold Road - the junction of a major route from the north into Nottingham, serving Nottingham City Hospital, South Entrance

District Centres being reviewed include:

- Arnold
- Carlton
- Mapperley
- Beeston

Below is a map displaying the spatial distribution of pinch points located in Greater Nottingham, which are under review.

Pinch Point Package



### Traffic Light Priority

An initial budget of £0.5m has been assigned to the upgrade of the traffic light priority network in Greater Nottingham. This project aims to build on the existing TLP network, working with MOVA and SCOOT technology, to provide priority to late running bus services. Using the real-time information on the buses, the signals will provide green light priority to late running buses, subsequently increasing timetable reliability for services as well as reducing emissions from idle buses waiting in traffic.

### Transforming Cities Projects

In November 2017 the Government launched a £1.7billion Transforming Cities Fund (TCF) programme. Focused on intra-city connectivity, the programme aims to improve productivity and prosperity through investment in public and sustainable transport, improving transport links and promoting local growth. Following a successful joint bid between Nottingham and Derby, the TCF Programme will deliver multiple projects to improve bus priority in Greater Nottingham, which complement the BSIP.

### Thane Road Bus Lane

The Thane Road project will deliver an eastbound Bus lane from Boots campus to the A52 and improvements to the A52 roundabout approach. The project is currently in the detailed design phase with a stage 1 Road safety Audit completed and under review. The construction contract is due to be finalised in July ahead of construction works

commencing in Summer 2023.

### Cinderhill Bus Lane

This scheme is in the final stage of development, with a forecasted spend of £1.6 million. Detailed designs have been completed. The on-site start date has been delayed due to the consultation process. The works on this site are now likely to commence in May 2023.

### Real Time Hardware Projects

The installation of the totem outside of Nottingham Railways Station was completed in February 2023. This installation complements the existing 19 totems in place in Nottingham City.

A further 285 real time information screens have been installed across the city.

### Real Time Back Office

The aim of this project is to streamline the varying feeds into one single source for efficiency savings and simplify the management of real time information. The data broker, element of this scheme is due to be completed in late May 2023, which will enable the introduction of a singular CMS and upgrade of the current LED displays so that the TFT and LED real time displays will all work on one display management system to be implemented over the summer.

### Traffic Light Priority

Various locations and corridors were selected for the installation of TLP to give buses priority. Installation of SCOOT MOVA has been rolled out to 52 junctions along the A609 Ilkeston Road, the

A610, and A60 Mansfield Road corridors. TLP has been installed at the Hucknall Road junctions with Bestwood Road and Bestwood Park Drive. Works completed at the Queens Drive/Crossgate Drive junction in April 2023, with works to a further 10 junctions to be undertaken over the summer.

### **Nottingham University Hospitals Campus Medilink Pinch Points**

Works at the Nottingham City Hospital and the QMC to improve reliability and address pinch-points identified on the Medilink route, which cause delays, have been largely completed. These changes have improved reliability of the Medilink service and limit the likelihood of Road Traffic Collisions and general bumps and scrapes to the buses.

### **Northern Bus Priority**

The original programme included delivery of a new Park and Ride site in the North of Nottingham, however these were revised due to feasibility issues, particularly in terms of deliverability within the timescales of the TCF Programme. Discussions are underway with DfT and colleagues in the County Council to further increase the efficiency of Real-Time infrastructure in the Greater Nottingham area, and a decision on this is expected in the coming months.

### **Service Integration**

Nottingham's key interchange points, Victoria Centre and the Broad Marsh Bus Station, are well served by the existing "hub and spoke" model. Though work continues to improve current interchange points and integrate bus, tram

and train services going forward. Including the extension of the Robin Hood Network Brand to support the legibility of the network.

### **Broad Marsh Bus Station**

Significant change has been delivered for Broadmarsh Bus Station through the Transforming Cities Funding (TCF) and the Local Enterprise Partnership (LEP) funding.

A completely new bus station is now operational for local and national operators. Work is ongoing in letting the surrounding retail outlets, with Nottingham City Council's property team working to expedite legal issues due to the collapse of Intu.

### **Bulwell Bus Station**

Through the Transforming Cities Funding, Bulwell Bus Station is now in Phase 4 of development, with site work beginning in January 2023. The original plans to replace the drive in and drive out arrangement with a saw tooth arrangement were approved, and significant improvements to waiting areas, shelters and real time facilities are expected.

### **Nottingham Station**

Through the Transforming Cities Funding, Bulwell Bus Station is now in Phase 4 of development, with site work beginning in January 2023. The original plans to replace the drive in and drive out arrangement with a saw tooth arrangement were approved, and significant improvements to waiting areas, shelters and real time facilities are expected.



# Section One

## Project Delivery

### Bus Service Enhancement

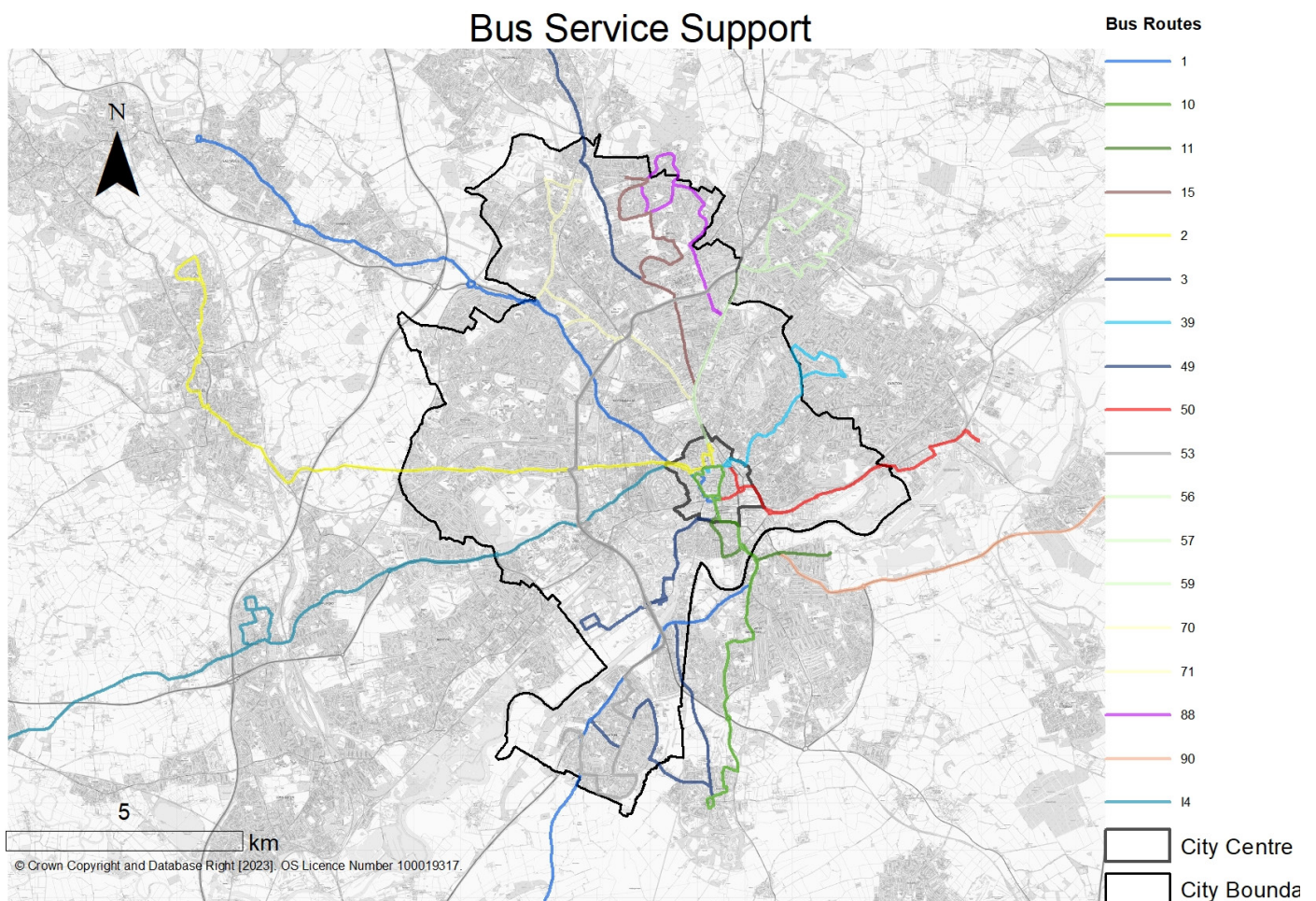
#### Commercial Bus Service Support

To maintain a regular frequency on commercial services, several routes have been identified for BSIP Revenue Funding. The services being supported are shown on the map below.

The services supported include a number strategically important routes, including the 49 which operates to Queen's Drive Park and Ride

and Boots Enterprise Zone, and the NCT 3 route which has been enhanced to replace the withdrawal of a CT4N commercial service.

The total of the grant paid to operators to cover the period from October 2022 to July 2023 is £859k. A review will be carried out as the funding period nears completion to determine whether these services will continue to be supported through direct award, have reached commercial viability or tendered bus contracts are required to be issued to maintain good levels of access to the network.



# Section One

## Project Delivery

### Demand Responsive Services

The existing network of Locallink bus services, serving areas of Nottingham where a commercial bus service is further than 400m away, continues to operate on a revised scale. The inclusion of Demand Responsive (DRT) services has been explored to cover any gaps in the commercial network but is not being taken forward at this time.

### Fares and Ticketing

#### Integrated Ticketing

It remains that, bus fares across Greater Nottingham are reasonably priced. 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 long-term aim is to provide passengers with a fully integrated ticketing system (including contactless payment capping). This aligns with the ambitions of Project Coral and Transport for The West Midlands (TfWM) regional ticketing project, to deliver an East and West Midlands and then national ticketing system to allow for seamless travel between places.

#### Robin Hood Flexible Days

Funded through the TCF Programme, a new Robin Hood Fare product is now available. The new product allows for flexible travel, with the issue of a 20 day or 50 day Robin Hood card, aimed at people who's working pattern has changed due to hybrid working. This project was completed in July 2022.

### Contactless Payments

Nottingham contactless has been rolled out across three operators and incorporates multi-operator day capping. The ambition remains that a 7-day capping will be introduced, allowing passengers to access the best fare price for a week's travel on the network. This can later be extended to 28-day capping.

Monitoring of the contactless scheme aligns with review of the Robin Hood season card products, and the Project Coral x TfWM regional ticket project, with the potential to further simplify the ticket offer for bus users and prevent duplication or significant overlapping of travel products.

### Fare Support

There are three fare support schemes being developed through the BSIP Scheme, allocated a combined total of £900k, which aim to support the uptake of public transport in Nottingham.

#### Under 22s

This scheme, which is in the financial modelling stage, aims to subsidise travel for young people under the age of 22, a rise from the current under 19s ticket.

#### Pre 9.30am Concessionary Travel

This is the continuation of a current scheme which operates in the Greater Nottingham Area.

#### Care Leavers Scheme

The Care Leavers scheme aims to distribute Robin Hood travel to young people leaving the authority, with each card holding an agreed amount of credit. It is hoped that this scheme will aid Care

# Section One Project Delivery

Leavers in their future endeavours after leaving the authority, including their search for work and social engagements and support the ongoing corporate parenting responsibility by the Local Authority and transport stakeholders. A delivery framework has been agreed and the eligible cohort identified. This scheme is planned to launch in Spring 2023.

## £2 Fare Scheme

Operators in Nottingham have implemented the government funded £2 fare scheme from January 2023 to March 2023. The aim of the scheme is to encourage passenger growth and re-establish regular bus use.

## Passenger Information

### Robin Hood Marketing

A refresh of the Robin Hood marketing assets is underway, with the aim to extend the brand

beyond ticketing to support and present the Greater Nottingham public transport network as a single system that works together, as outlined in the BSIP.

Initial work has been carried out to standardise branding across the network to improve the accessibility of information to passengers. This work includes the replacement of the Council logo on bus stop flags, with the Robin Hood Network branding. Equally, the flag poles across the Greater Nottingham area will now see the addition of key stops along the route. For example, the City Loop services, and the location of hospitals and universities will be included on the flag.

The refresh of the Robin Hood network maps is in progress, with updated maps circulated to the Robin Hood Marketing Group in December 2022. The map is set to include an extension of the network, with an emphasis on tram and train lines so that they become equal with bus lines. All Robin Hood ticketing offers will be included on the network maps, including Season, Pay-As-You-Go and Flexible Days cards. The availability of contactless payments on all bus and tram services in Nottingham will also be showcased on the network maps and other bus stop marketing information.

Other marketing avenues are being explored, including the use of social media. In March 2023, a paid-for ad campaign was run on Facebook and LinkedIn to advertise the Robin Hood Flexible Days ticket. Further marketing ventures could include, but are not limited to, an overarching ticketing leaflet that contains information on the





Robin Hood Network area, the ticketing options on offer, and what ticketing option is best for the different types of public transport user.

### Bus Shelter Improvements

Robin Hood branding has been added to TFT displays in the Nottingham City area, in line with the planned standardisation of information. Although further work is being done to identify which signs require updates in the Greater Nottingham Area.

The updated Robin Hood Network map will be added to shelters. All ticketing offers will be displayed on the shelter case insert, including the availability of contactless payments on all bus and tram services in Nottingham. Where available, ticketing information will also be displayed on the pagodas or timetable cases, which are present at most bus stops in the Nottingham area. The option to combine Robin Hood ticketing and contactless payment offers within pagodas or timetable cases has been utilised to make the most of space where it may be limited. The Flexible Days and contactless pagoda inserts are being printed in April 2023. These will replace duplicated Robin Hood advertising and any outdated Covid-19 inserts.

## Decarbonisation and Air Quality

### Bus Fleet

The current bus fleet in Greater Nottingham is 91% Euro VI compliant or better, with some buses operating on Biogas. The small percentage of buses that are not operating with Euro VI will be replaced or updated by January 2024, in line with the Greater Nottingham Enhanced Partnership

guidelines

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### ZEBRA Scheme

Working with Nottingham City Transport, Nottingham City Council and Nottinghamshire County Council have developed a full business case and received funds as part of the ZEBRA scheme. The original plans aimed to deliver the full electrification of the Trent Bridge Garage, and introducing 78 single decker electric buses.

However, subject to discussions with the DfT, and a change request, Phase 1 will deliver an initial 24 single decker buses, plus the required infrastructure to fully electrify the Trent Bridge depot over the next 12 months. Phase 2, once agreed, aims to deliver another 44 buses.

There is further scope to increase the size of the electric fleet in Greater Nottingham as the ZEBRA scheme develops and any future rounds of funding become available.

### Zero Emission Networks

Alongside work undertaken to introduce battery electric buses into service in Nottingham, research is being undertaken to determine the feasibility of Hydrogen fuelled buses operating in the city. Recent study visits to Coventry, Birmingham and Liverpool to review these cities Hydrogen bus development have been undertaken. Nottingham City Council are part of the Urban Transport Group, a network of transport professionals who host events to discuss ideas surrounding the decarbonisation of public transport.

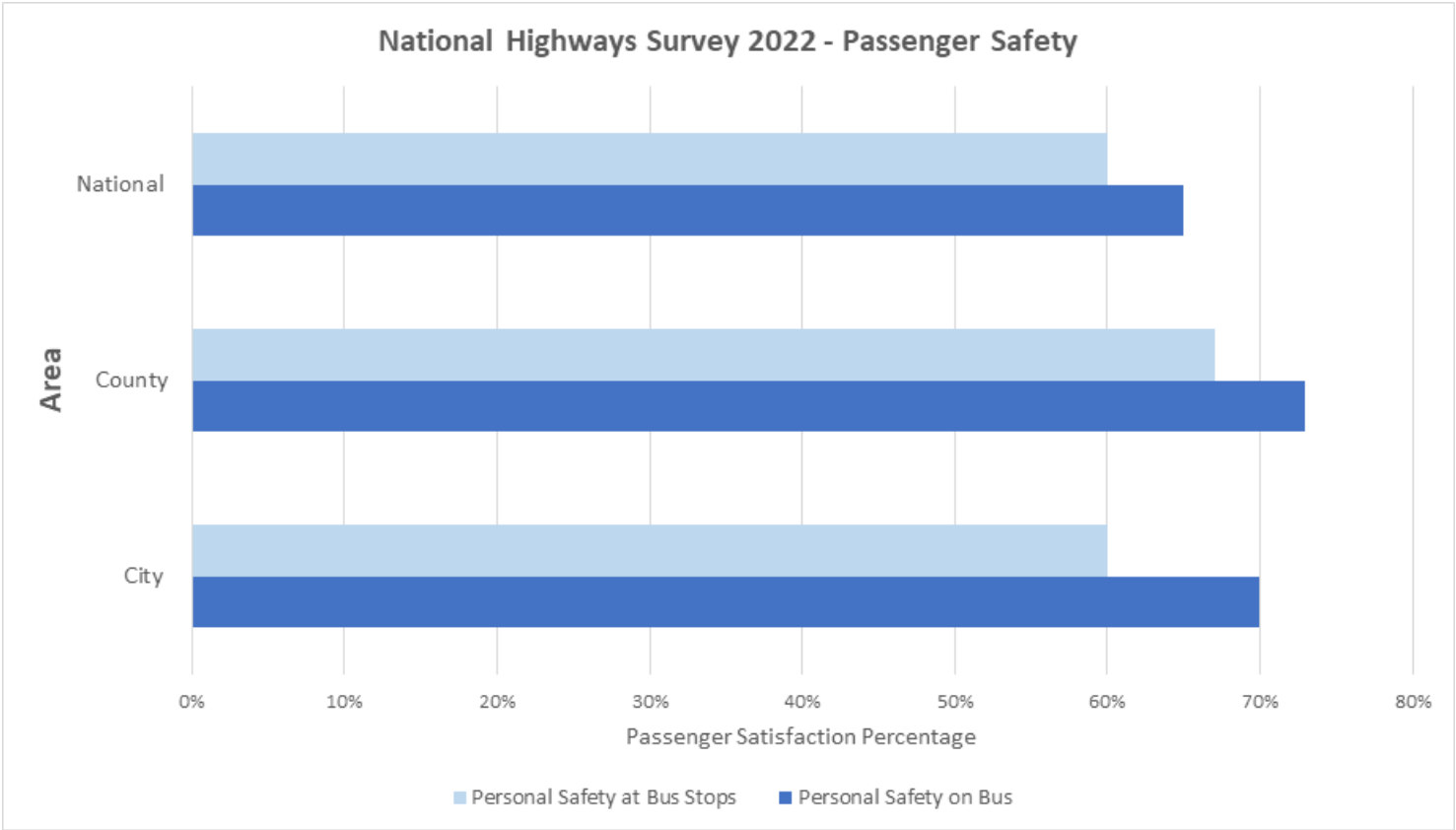
### Passenger Voice

#### Engagement with Passenger Groups

Regular meetings are held to discuss schemes and progress with the Enhanced Partnership Group. These meetings extend their invite to passenger groups, so that a range of passenger voices are heard and included in the advancement and development of schemes and policies in related to the governance of bus services.

Additionally, monthly meetings are held in

conjunction with Nottinghamshire Police, Nottingham Transport Police, and Transport Operators to discuss safety issues on the entire network. This addresses the safety concerns of passengers and staff. Though transport services operating within Nottingham remain relatively safe with few issues reported. A survey conducted by National Highways (2022) reports the safety of buses and bus stops in Greater Nottingham to be above the national average.



# Section One

## Project Delivery

In conjunction with Nottingham BID, there is ongoing work to integrate The Safe Space Pledge with public transport in Greater Nottingham. The Safe Space Pledge is a strategy designed to tackle violence against women and girls, delivering practical solutions to reduce the vulnerability of women. The pledge provides actions and commitments for partners to provide a safe space to the public, and staff can offer support and champion personal safety. Integrating this scheme within public transport will hopefully enhance the perception of safety on transport and continue to practically support the safety of passengers in Greater Nottingham.

A new Bus User Group is being scoped to further engage with the passenger voice and explore what can be done to improve the passenger experience for all local bus users.

### **Mobility and Accessibility**

Following feedback from a consultation exercise, key restrictions and impacts have been identified to provide the base for future strategies to improve the mobility and accessibility of services operating in Greater Nottingham.

The Pre 9:30 Concessionary scheme, previously mentioned, aims to reduce the barrier created through time restrictions on travel. This will improve the independence of user groups travelling for work, education, leisure, and for those accessing health facilities.

To address the barriers for visually impaired concessionary card holders, braille stickers have been introduced. This is the first step towards

addressing wellbeing and communication issues around ticketing, with the hope this encourages the uptake of public transport for this user group.

Additional ideas are being scoped to further address greater social inclusion across public transport in Greater Nottingham, including the trial of some on-bus technology to improve passenger experience. However, this is currently unfunded.



# Section Two

## Progress on Targets

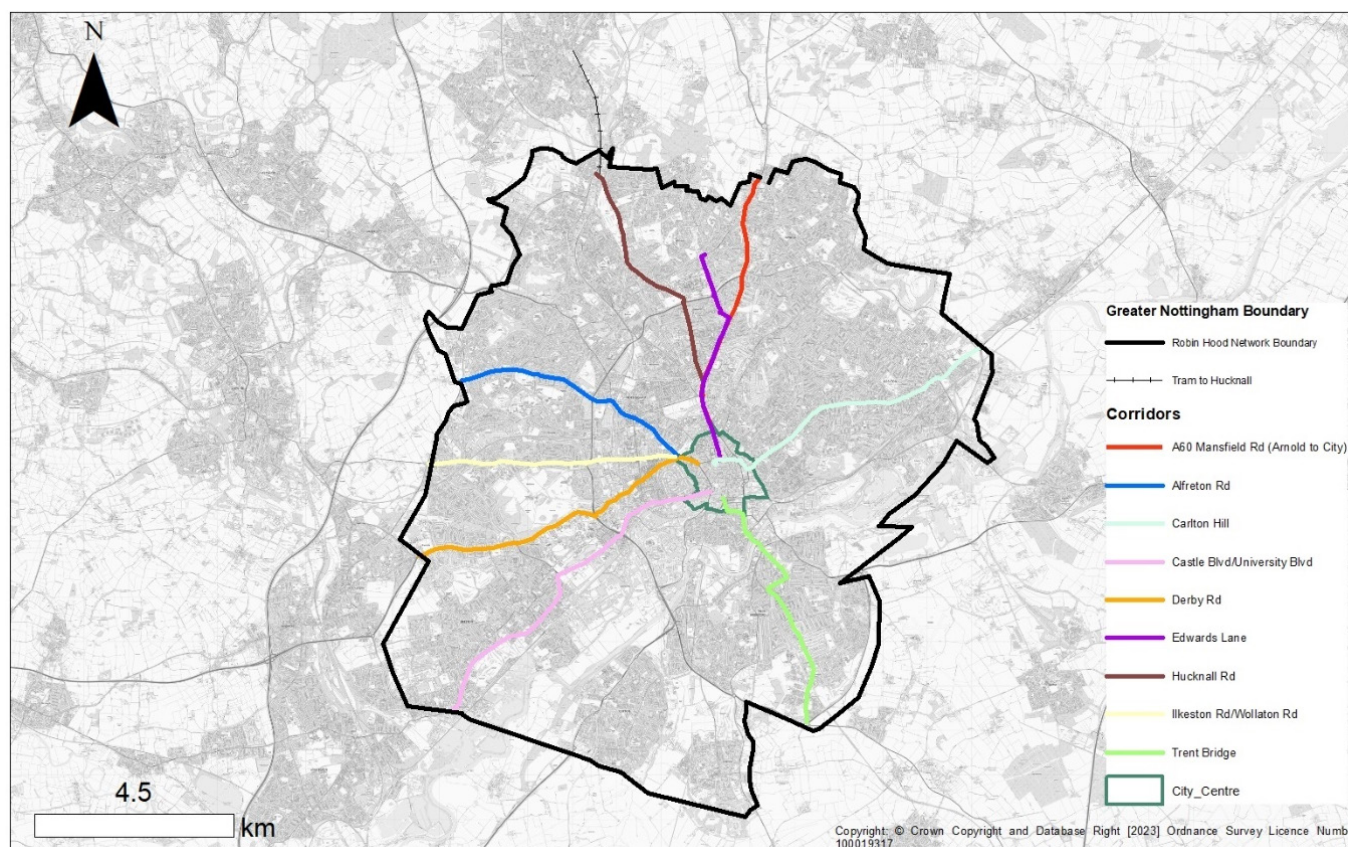
### Core Targets

#### Monitoring and Evaluation Methodology

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

- A60 Mansfield Road
- Alfreton Road
- Castle Boulevard
- Derby Road
- Hucknall Road
- Ilkeston Road
- Trent Bridge
- Carlton Hill
- Edwards Lane

The map below shows the spatial distribution of corridors in Greater Nottingham.



# Section Two

## Progress on Targets

The methodology and reporting cycle of the core indicators has been updated in accordance with the availability of operator data. In the instance of operator data not being uploaded to the DfT's Bus Open Data Service (BODS), the data will be collected directly from the operators.

Core Indicator	Methodology	Reporting Cycle
Passenger Satisfaction	Data will be collected via the Transport Focus Surveys and operator surveys	Collected and reviewed annually
Passenger Growth	Operator data is required to cover patronage data split by fare type and the time of day	Collected monthly and reviewed quarterly
Reliability	Operator data is required to cover punctuality, which is defined as the percentage of services operating in the Traffic Commissioner window. Data is requested to be uploaded to BODS where possible, alternatively this data will be supplied directly from operators	
Journey Time	Operator data is required to record the average journey speed along priority corridors. Data is requested to be uploaded to BODS where possible, alternatively this data will be supplied directly from operators	

### Progress

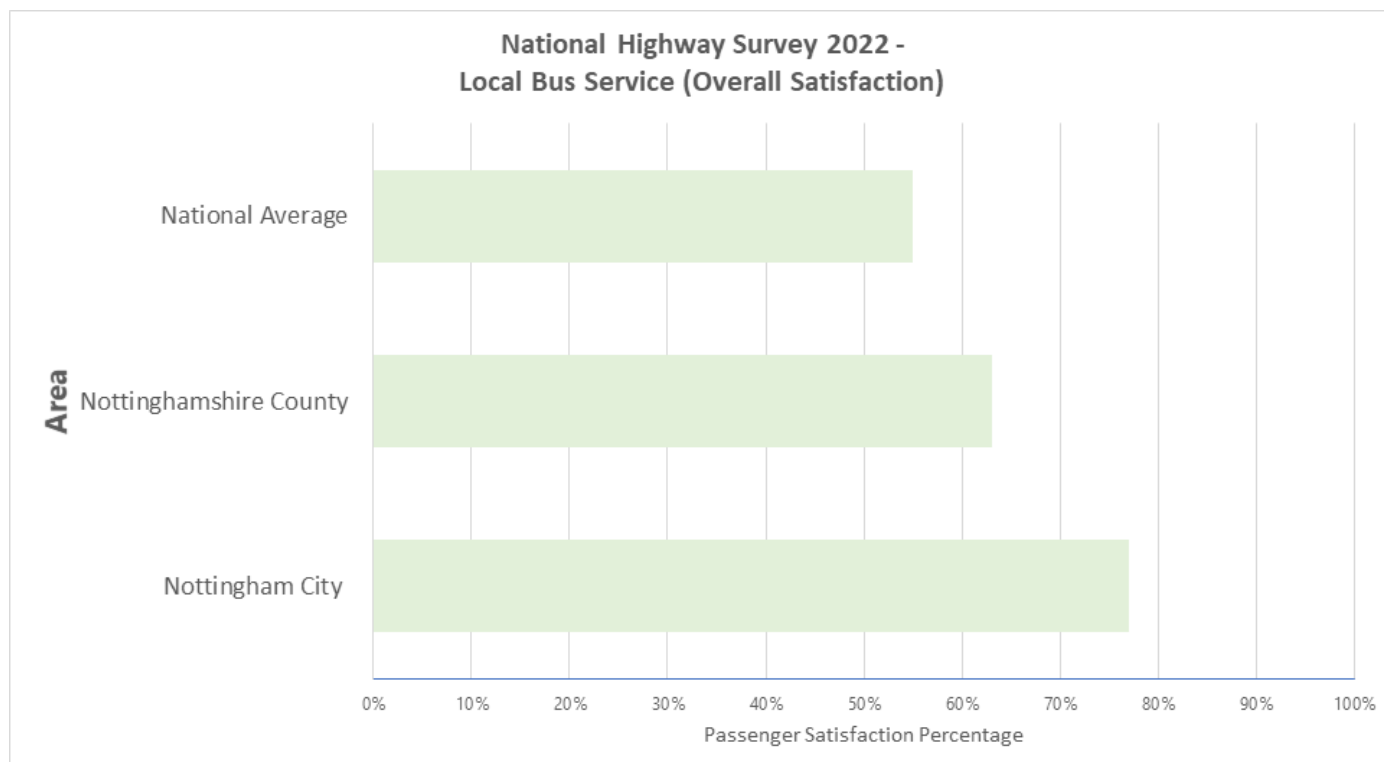
The data collection template created for Greater Nottingham was sent to operators in April 2023, to collect data covering the January – March 2023 period. The template has been put together using operator feedback and guidance from SYSTRA and Frontier Economics, which is reflected in the data collection infographic (Appendix A). This data collection template has also been circulated with neighbouring Local Authorities, with the aim to standardise reporting across Nottinghamshire and Derbyshire for comparative evaluation.

Data collection covering Reliability and Journey Time is subject to the reliability and accuracy of operator data. Data currently within the BODS system is reported to have errors and large gaps, so it is not currently being used. The issue of incomplete and inaccurate data within BODS is being investigated for a possible solution.

The first round of survey data from Transport Focus is due in August 2023. In the interim, data from the 2022 National Highways and Transport Network Public Satisfaction Survey Report has been reviewed. Data for Nottingham City and Nottinghamshire County show passenger satisfaction to be higher than the national average. The full data set is available in Appendix B.

# Section Two

## Progress on Targets



Core Indicator	Baseline (2019)	Target (2022/23)	Actual (2022/23)
Passenger Satisfaction	95%	93%	* Awaiting data from Transport Focus
Passenger Growth	61.38m	-10%	51.36m (-16%)
Reliability	91.5%	92%	91.4%
Journey Time	16.15kph	16.2kph	* Awaiting data from Operators



# Section Two

## Progress on Targets

### Local Targets

#### Monitoring and Evaluation Methodology

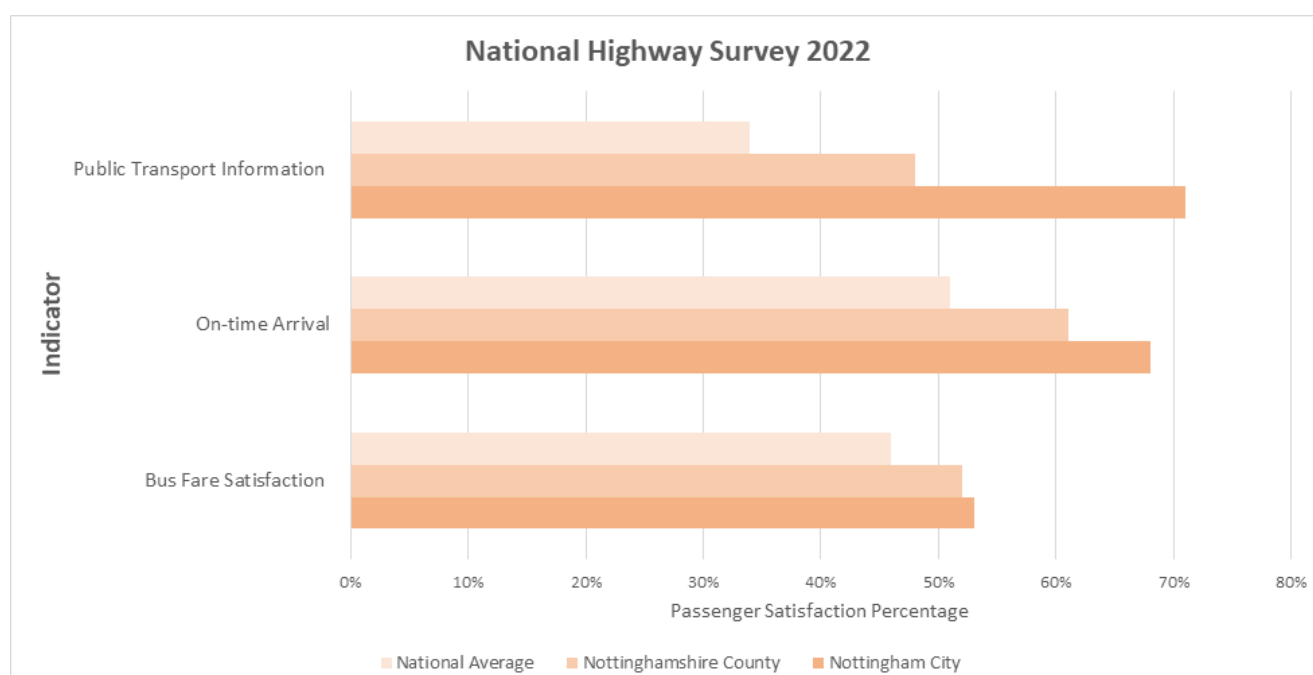
Building on the core indicators, the local targets provide additional data to monitor performance and understand the impacts of the measures implemented.

Additional Indicators	Methodology
Value for Money Satisfaction	Data derived from the Transport Focus Survey
Punctuality Satisfaction	
Public Transport Information Satisfaction	
Lost Mileage	Data derived from the Operators
Complaint Response Rate	
Decarbonisation of Fleet	

### Progress

Local indicators will be reviewed in line with core indicators and is subject to the internal data collected by operators.

Transport Focus data is unavailable, so the 2022 National Highways and Transport Network Public Satisfaction Survey Report has been reviewed for this progress report. Data for Nottingham City and Nottinghamshire County has been combined to produce figures for the additional indicators in Greater Nottingham.



# Section Two

## Progress on Targets

Additional Indicator	Baseline (2019)	Target (2022/23)	Actual (2022/23)
Value for Money Satisfaction	78%	78%	* Awaiting data from Transport Focus
Punctuality	81%	80%	
Public Transport Information	73%	74%	

Additional Indicator	Passenger Charter (2022/23)	Actual (average) (2022/23)
Complaint Response Rate	Five working days*	* Awaiting data from Operators

Additional Indicator	Reason Given	Number of Services Not Run (2022/23)
Lost Mileage	Traffic	20%
	Staff Shortages	10%
	Engineering	64%
	Emergency Incident / Other	5%

Additional Indicator (Decarbonisation of Fleet)	Number in Fleet
Diesel (not Euro VI)	9%
Euro VI	91%

# Section Three

## Conclusion

Several projects, funded by the Transforming Cities Fund Programme, have now been delivered or are in the final phases of their implementation. These include:

- Traffic Light Priority for late running buses on all key bus priority corridors
- An upgrade to the regional realtime public transport information system. Which will futureproof it for years to come. Open up the data to app developers and modernise at stop passenger information displays along key routes
- Bulwell Bus Station - which disappointingly did not complement a successful Levelling-Up fund bid for Bulwell Town Centre, will open in May 2023 with enhanced passenger waiting facilities and act as a future catalyst for the wider regeneration of this key district centre
- Construction of a new bus lane at Cinderhill, supporting the reliability of key inter-urban bus services from Nottingham to Eastwood and the surrounding hinterland
- New smart ticketing and contactless payment options providing new cost effective travel options for new working patterns and different types of individual travel demand

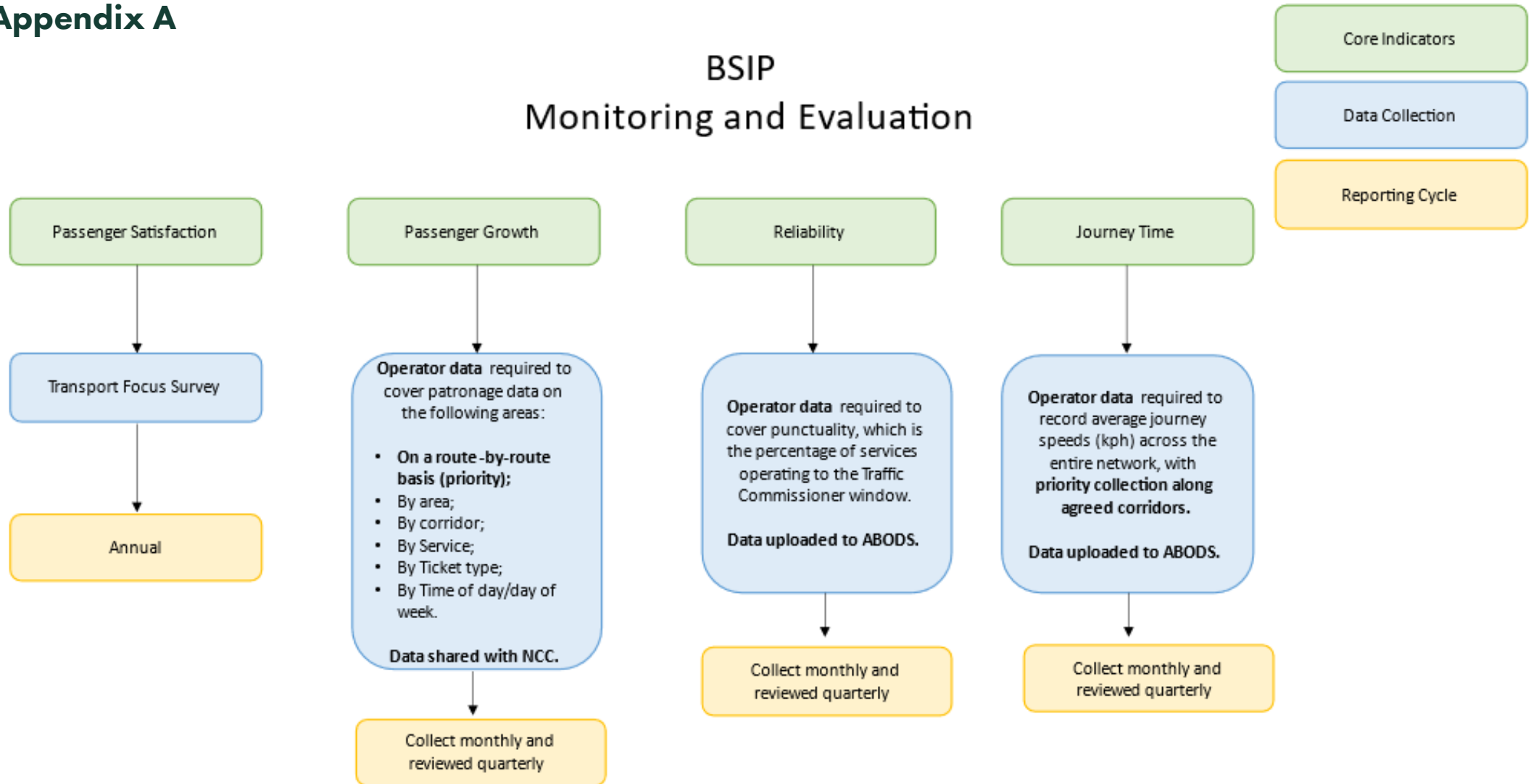
With additional bus priority infrastructure and investment planned as part of the Bus Service Improvement Programme, Bus Operators and the Local Transport Authorities will continue to work together to target improvements across the Robin Hood Network, that deliver one simple vision – A better passenger experience.

To support the delivery of our vision. The monitoring and evaluation protocols for schemes and infrastructure investment have been established. Helping the bus partnership understand the impact of the interventions and support being delivered by our Bus Service Improvement Programme and strengthening the local case for future investment in public transport.

Our Bus Service Improvement Programme has a key role to play in supporting decarbonisation, economic growth and access to employment, training, and opportunities. By providing financial support to the commercial network in relation to both infrastructure and services whilst working with operators to reshape services we are able to deliver the maximum benefit possible to current and future bus users. With the first phase of Nottingham City Transport's bus electrification programme set to begin in 2023. There is no doubt that the local bus network will continue to move forward.

## Appendix A

### BSIP Monitoring and Evaluation





## Appendix B

Indicator	Nottingham City	Nottinghamshire County	Average (City and County)	National	Gap
Local bus service (overall)	77%	63%	70%	55%	15%
Public transport Information	71%	48%	60%	34%	26%
Provision of public transport information	69%	59%	64%	50%	14%
The amount of information	70%	58%	64%	51%	13%
The clarity of information	69%	59%	64%	52%	12%
Ease of finding information	65%	58%	62%	49%	13%
Information to help plan journeys	68%	60%	64%	54%	10%
Information about accessible buses	60%	51%	56%	47%	9%
How easy to get on /off bus	80%	76%	78%	70%	8%
Bus fares	53%	52%	53%	46%	7%
Personal safety on bus	70%	73%	72%	65%	6%
Personal safety at bus stops	60%	67%	64%	60%	4%
State of bus stops	70%	67%	69%	55%	14%
Community transport	64%	56%	60%	55%	5%
Responsive transport	63%	55%	59%	52%	7%
Whether buses arrive on time	68%	61%	65%	51%	14%