

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

October 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.

This is the second progress report to date. The first progress report was issued in April 2023.

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

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

Please note that all designs at this stage are drafts, subject to change and have not yet been issued for full public consultation.

A6002/A611 - Moor Bridge Road and Hucknall Lane

The scheme is in Phase 2 of development.

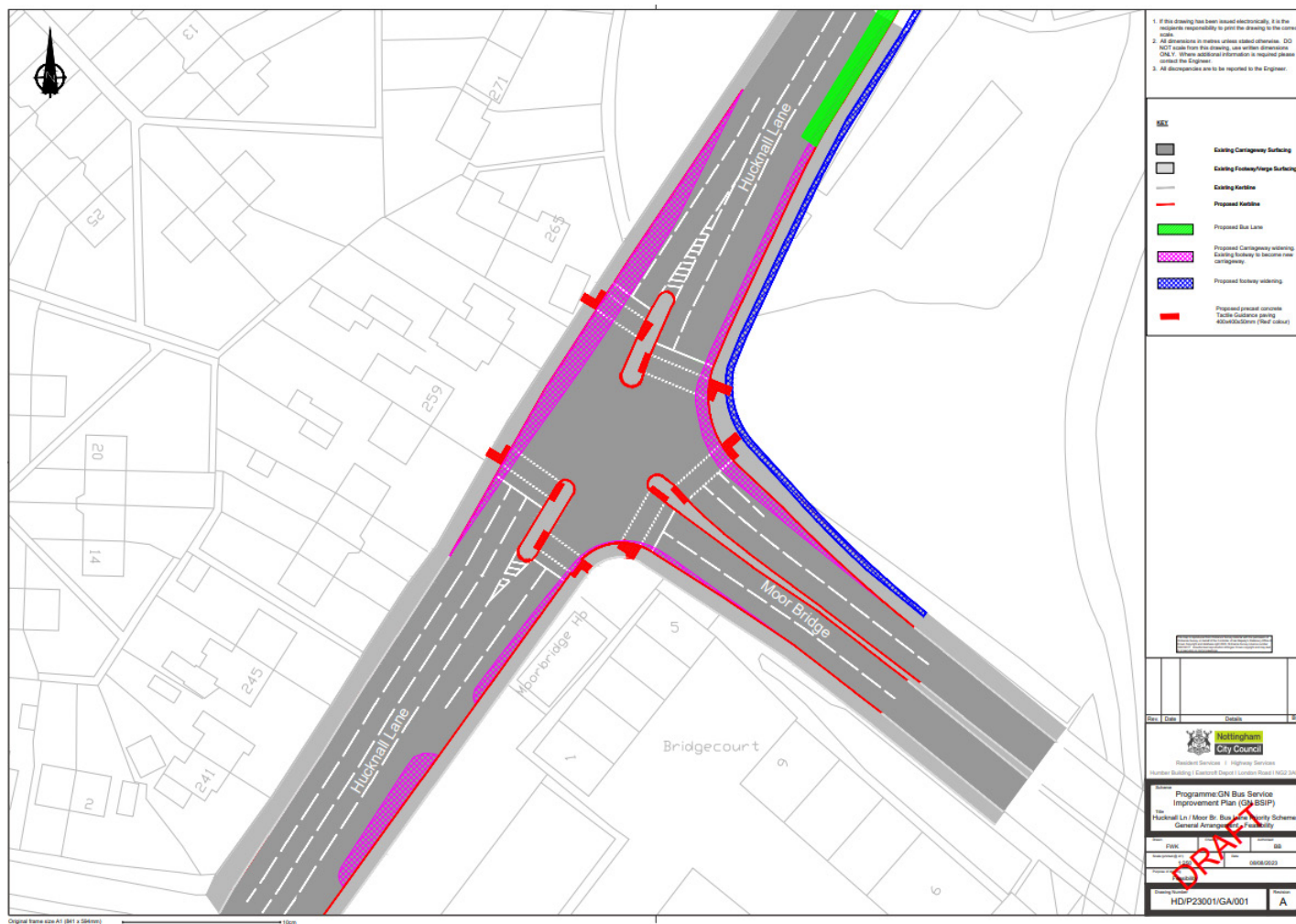
The scheme proposes the removal of the mini roundabout to be replaced with signals. There will be signal priority for buses installed on the junctions served by buses, so the reliability of services on this route will improve. Signalisation will also facilitate improvements to pedestrian and cyclist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

However, the location of this scheme has provided challenges to the initial design. The junction is located adjacent to a Nature Reserve. To complete the design in full, adding in pedestrian crossings at the base of the bridge, a small section of land might be needed from the Nature Reserve. Adding a pedestrian crossing and a paved footpath to the Nature Reserve has the potential to increase footfall in this area and improve access to bus and tram facilities. This is subject to review by the Parks and Green Space Team at Nottingham City Council.

Equally, this site is a major junction with a high volume of traffic flowing through it all day, as this junction serves a main corridor connecting vehicles to the M1. Any site works will require significant traffic diversions.

Section One Project Delivery

The preliminary draft of the scheme can be seen below.



A60 - Nottingham Railway Station to Central Avenue, West Bridgford

This scheme is in phase 1 of development. Due to the restrictive width of Trent Bridge, and competition for road space from cars, buses and cyclist, a range of options are being reviewed. There are plans to integrate hostile vehicle measures into any design for Trent Bridge, which will improve pedestrian safety.

Section One Project Delivery

A609 - Ilkeston Road to Wollaton Road

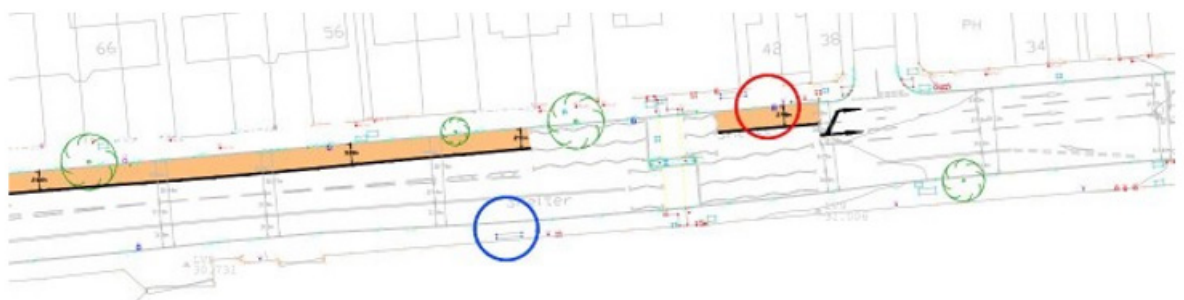
This scheme is in phase 2 of development. Designs have been drawn up to show the two halves of this scheme. On Wollaton Road, on the inbound approach to Crown Island, a bus lane will be introduced from Eton Grove. This will connect with a bus lane, on the inbound direction after Crown Island, which will begin at the junction with Marchwood Close to Faraday Road.

The preliminary draft below shows a breakdown of the two sections. See Appendix A for the full extent of the scheme.

1



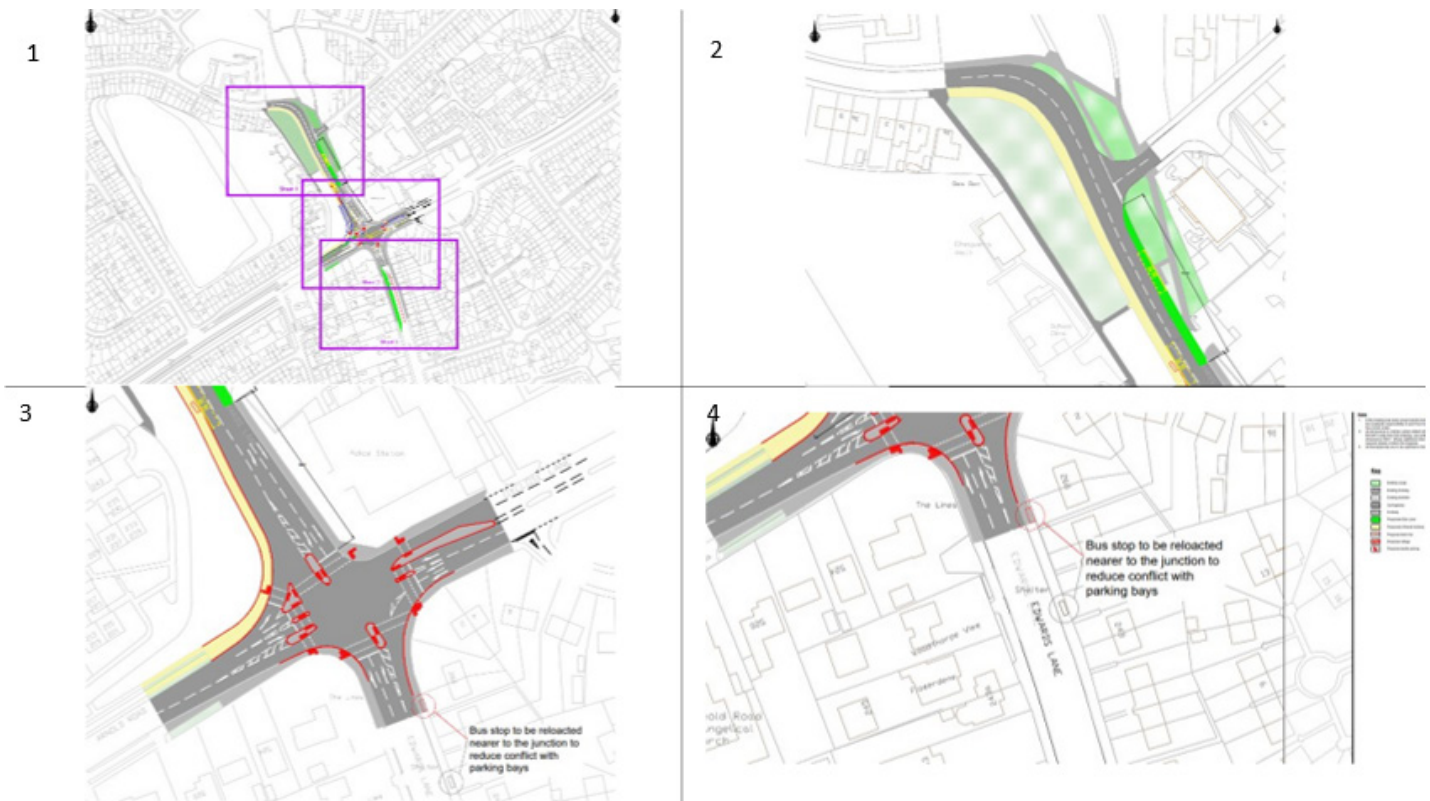
2



Edwards Lane Junction with Oxclose Lane / Arnold Road

This scheme is in Phase 2 of development. The introduction of a filter light for right turning traffic from Edwards Lane onto 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.

The scheme plans to introduce a 65m inbound bus lane on Edwards Lane, from the junction with Chippenham Road. Land from Nottingham City Council's property team has been acquired for this plan and is subject to access remaining for a future housing development.

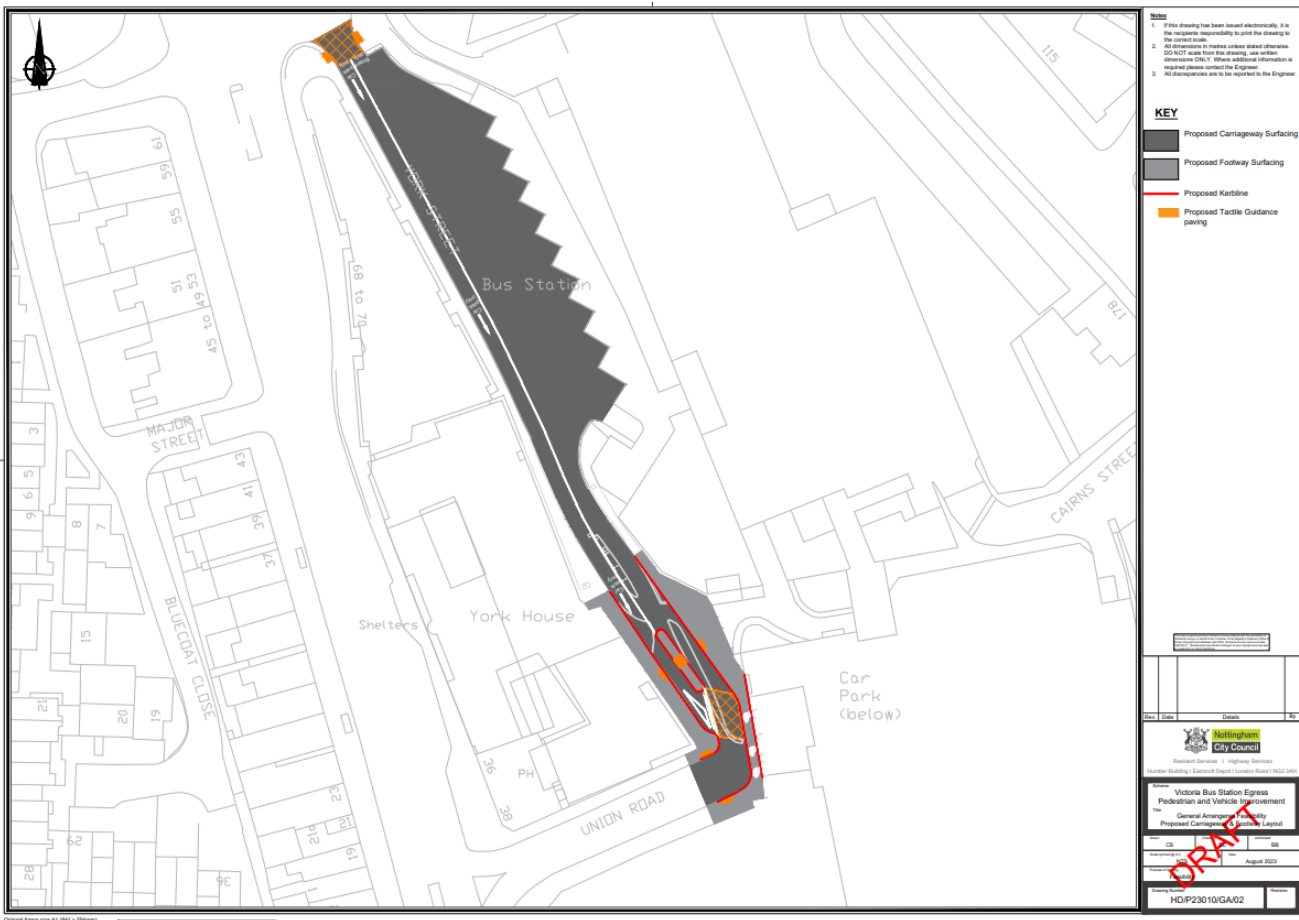


Operator Pinch Point Package

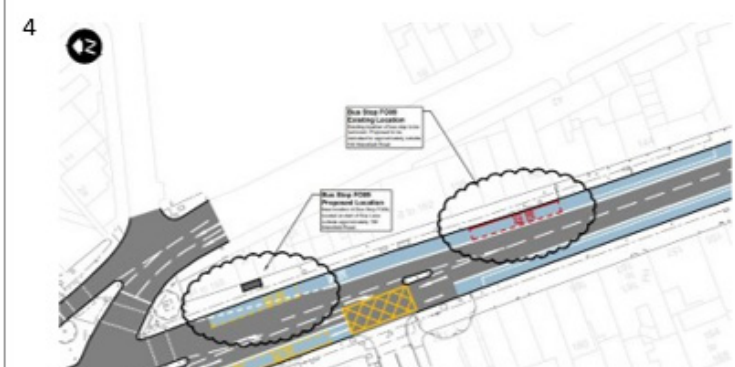
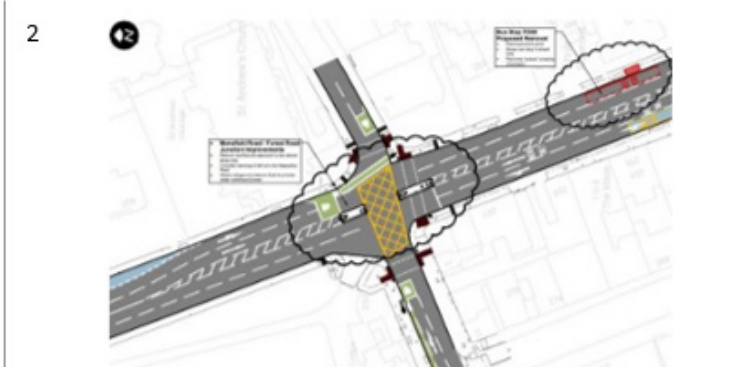
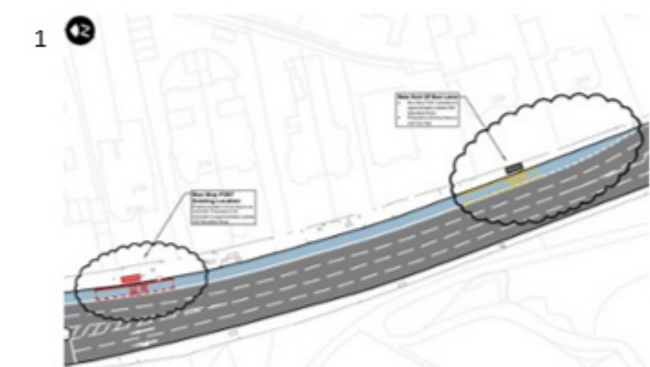
Plans for the pinch point package vary in their developmental stage. Multiple locations have been identified for improvement work:

- Victoria Bus Station - operators identified road safety concerns at this location. The vehicle access to the bus station and neighbouring car park will be improved with alterations to lane functionality. Crossing points will be re-located to an appropriate position to avoid bus turning points. This project is in phase 2 of development. See primary design below.

Section One Project Delivery



- Derby Road, QMC Entrance - this location was identified as an area where functionality and reliability could be improved. The introduction of a shallow saw-tooth design at the bus stops adjacent to the QMC Main Entrance was considered but has now been rejected. A new design, which will increase the extent of the bays is being refined and will improve accessibility for passengers boarding and alighting. General improvements to the waiting area will also be scoped to improve sight lines and safety for waiting passengers, alongside improved pedestrian links to the hospital. This scheme is in phase 2 of development.
- Mansfield Road / Forest Road junction - the location of bus stop F008 has raised road safety concerns after causing near-miss incidents because of the 'scissor' crossing movement buses are required to make across two traffic lanes. The removal of bus stop F008 has been reviewed by operators, subject to the relocation of the stop immediately after (F009). This scheme is in phase 2 of development. Highway engineers have reviewed Operator comments and have drafted an initial design, see below. The full extent of the design can be seen in Appendix B.



- Five Ways roundabout - parked vehicles on the approach to the Five Ways island frequently reduce the access to outbound bus stops. The introduction of bus stop clearway markings will address this issue.

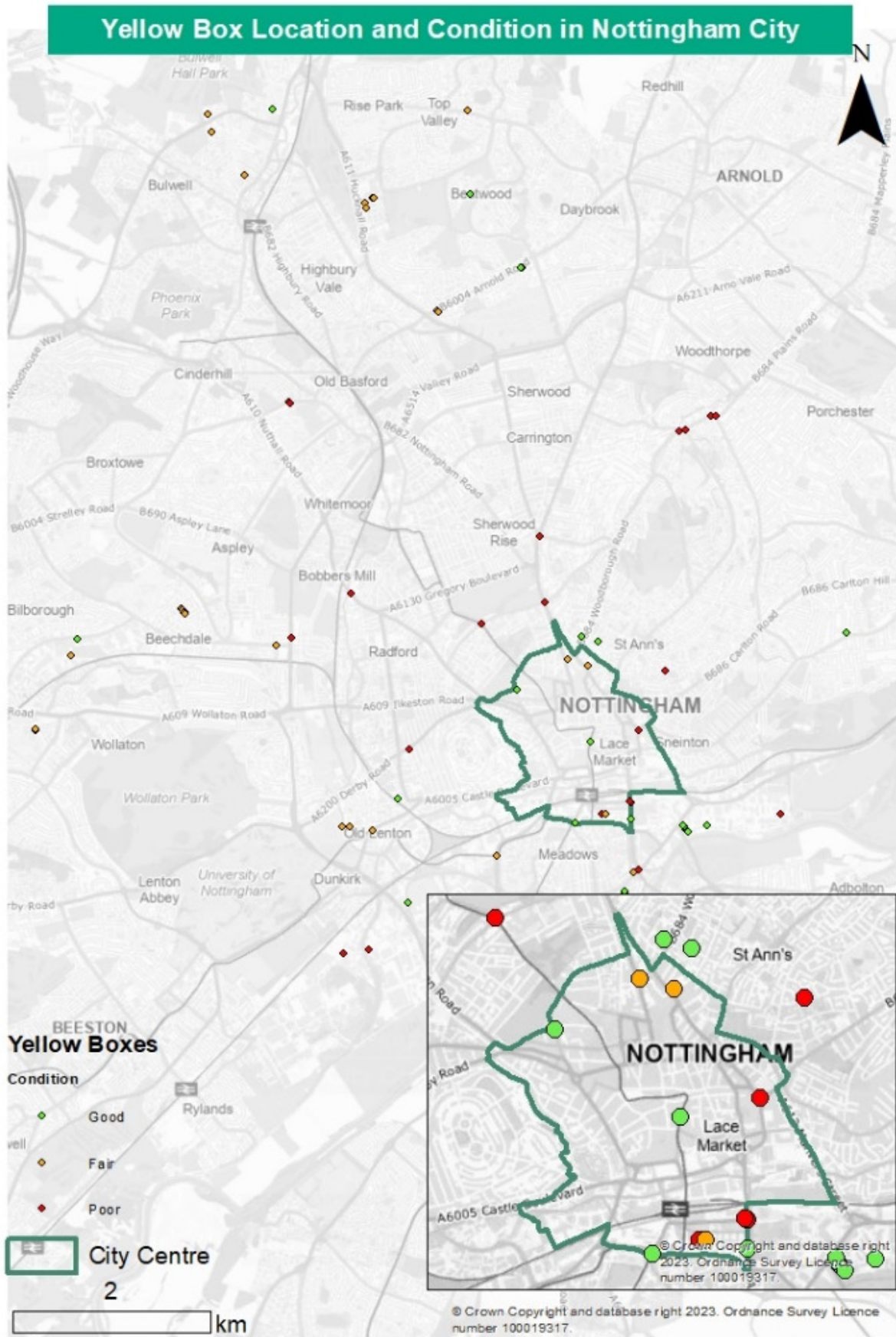
Other locations have been identified such as Balloon Woods, which is still within stage one of development. The district centre of Sherwood has been reviewed as part of the Pinch Point package, but due to the wide range of vehicle, cycling and pedestrian infrastructure being reviewed in this area currently no design work has taken place. Other district centres being reviewed include Arnold, Carlton, Mapperley and Beeston.

Yellow Box Enforcement

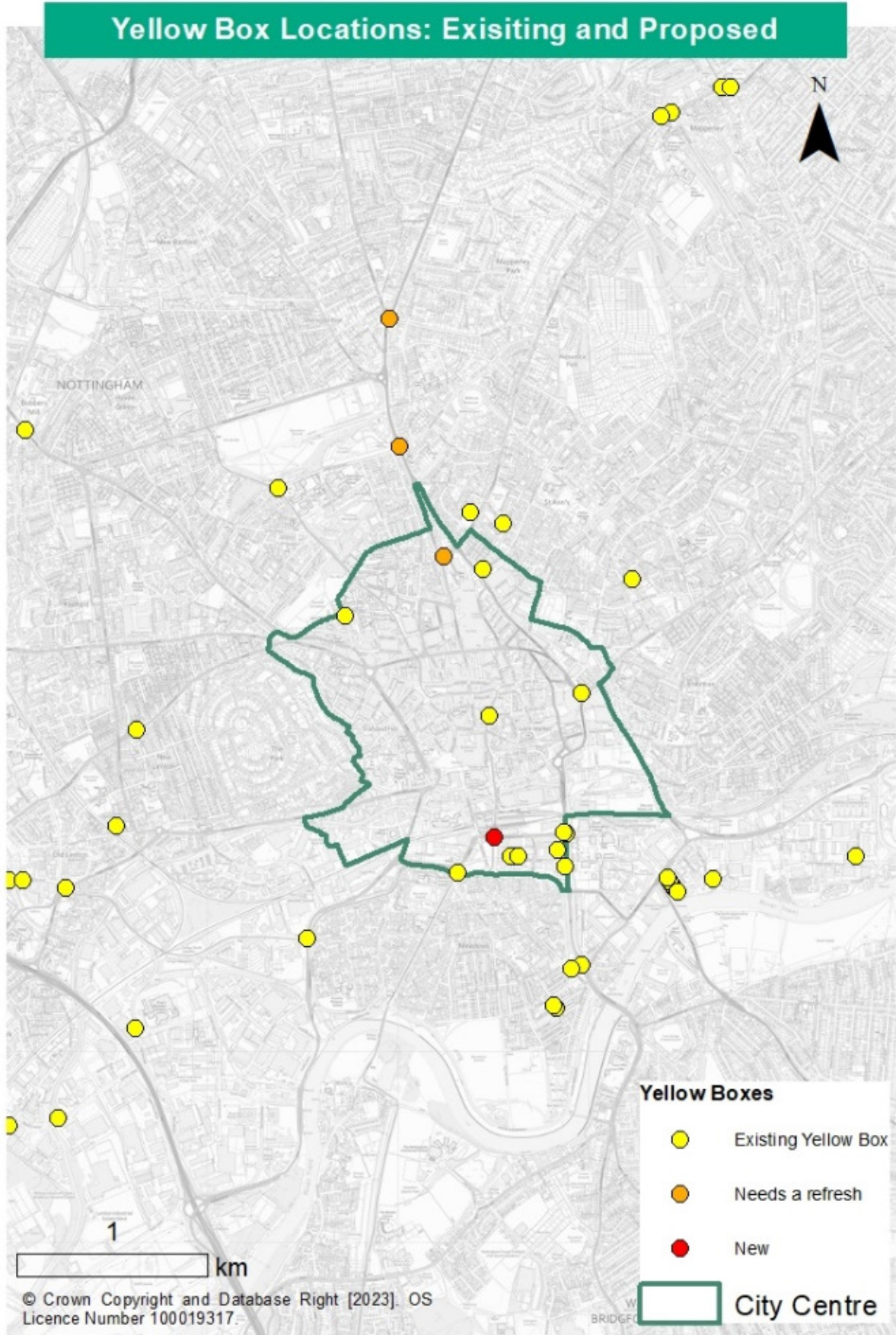
Nottingham City Council were granted powers to enforce yellow boxes in Summer 2023.

A full review of yellow boxes in Nottingham has been carried out to determine the condition of existing yellow boxes. Bus operator have been contacted regarding the inclusion of new yellow boxes.

Section One Project Delivery



Section One Project Delivery



Section One Project Delivery

Following this review, a new yellow box has been instated on the junction of Carrington Street and Queen Road, outside of Nottingham Station, and on Trumans Road the yellow box has been updated. The new yellow boxes will be lined with Methyl Methacrylate (MMA) to ensure they are long lasting in high traffic locations.



Cinderhill Bus Lane

This scheme has been completed after 16 weeks of construction. The new 24-hour bus lane has been introduced to benefit bus services connecting Nottingham to Ripley and Eastwood, where a large out of town shopping outlet is located.



Real Time Information

The installation of the totem outside of Nottingham Railway 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.

The real time back office has been updated to streamline the varying feeds into one single source for efficiency savings and simpler management. The data broker, element of this scheme was completed in May 2023, but challenges with the second phase of this project have delayed the commencement of the final stage. Solutions are being tested to overcome difficulties with the arrangement of lot 2. Once completed, there will be a singular CMS and upgrades to the current LED displays so that the TFT and LED real time displays will all work on one display management system.

Traffic Light Priority

Various locations and corridors were selected for the installation of traffic light priority (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.

Medilink Pinch Points

Works have been completed at Nottingham City Hospital and the QMC to improve reliability and address pinch-points identified on the Medilink route, which have previously caused delays. 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.

Communication between Nottingham University Hospitals and Nottingham City Council's Public Transport Team remain in place to further develop and improve transport infrastructure at local hospital sites. This includes accessibility reviews and assistance on consultation work for the development of hospital sites.



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. The decision to reprofile the funding to further increase the efficiency of real time infrastructure in the Greater Nottingham area has been made. 197 new TFT displays will be installed, with further improvements to bus stop poles and flags.

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

The development of Bulwell Bus station has now been completed. The bus station now successfully operates from a saw tooth arrangement, with significant improvements to shelters and real-time system.



Victoria Bus Station

As mentioned in the above section, Victoria Bus Station has been identified as an operator pinch point. A scheme is being designed to improve the flow of vehicles through the bus station, subsequently improving road safety.

Nottingham Station

City Loop branding has now been integrated on some buses serving the station, and most shelters. This will improve passenger wayfinding and support the flow of passengers travelling from the City Centre to Nottingham Train Station.

Bus Service Enhancement

Commercial Bus Service Support

To maintain a regular frequency on commercial services, several routes have been identified for BSIP Revenue funding and BSIP+ funding.

The total of the grant paid to operators to cover the period from October 2022 to July 2023 was £859k. A review has now been carried out. A refreshed grant agreement has been issued to the value of £1.136million. The services being supported are:

- 1E
- 3
- 50
- 49
- 70/71

The services supported include a number strategically important routes, including the 49 which operates to Queens 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 extension of the service 50 has been put out to tender, as well as the service 53/54 which serves key hospital locations in the city. This decision has been made to ensure good levels of

access are maintained across the entire network and to kickstart the services to the east of the city as new residential development begins to build out in this former residential area.

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 as independent analysis illustrated that it was not a cost effective solution in the Nottingham Urban context.

Fares and 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 regional ticketing project, to be delivered in the East and West Midlands, and then nationally to allow for seamless travel between places.

Care Leavers Project

The Care Leavers Scheme was launched successfully in August 2023. Young, care experienced people are now able to sign up to the scheme through their Personal Advisor. Subject to eligibility, they are now able to access Robin Hood Flexible Days Cards holding either 20 or 50-days' worth of travel. Every Care Leaver is eligible for one renewal of their card. Additional funding will need to be secured to ensure any further renewals or extensions of this scheme. Thus, a full evaluation of the scheme is being carried out, surveying the benefits of free travel for care leavers.

Under 22s Project

This scheme was successfully launched in September 2023. Young people under the age of 22 are now able to access a discounted ticket. This scheme helps support young people who are not already eligible for Under 19 products or Student products.

Pre 9.30am Concessionary Travel

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

£2 Fare Scheme

Operators in Nottingham have agreed to the extension of the Government funded £2 fare scheme until October 2023. This scheme is now set to be extended until December 2024. 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 plan 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.

The roll out of the new style Robin Hood network bus stop flags is well underway. Flags with service changes are being replaced first, and then the city centre stops will be focused upon. This work includes the replacement of the Council logo, on bus stop flags, with the Robin Hood Network branding and the inclusion of icons to identify points of interest on routes.

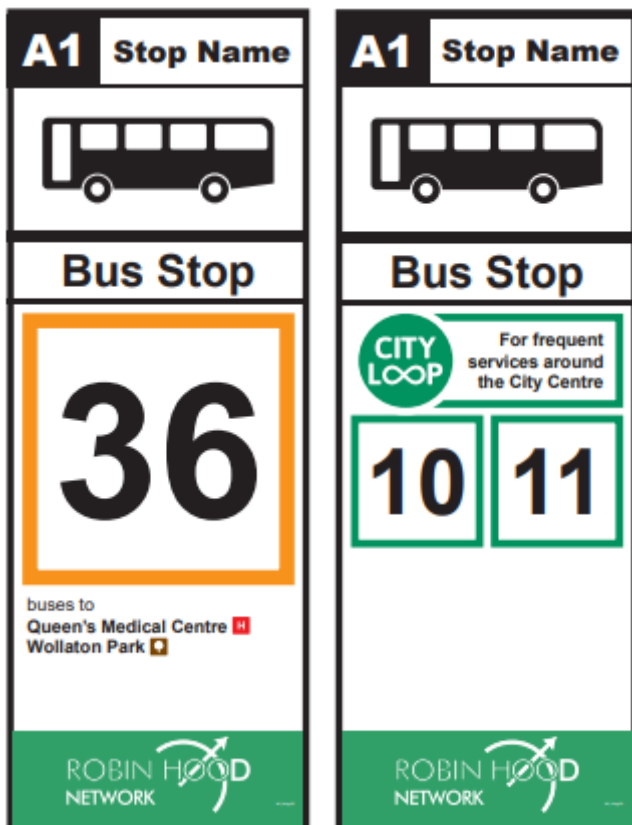
The refresh of the Robin Hood network maps is in progress, with new maps printed and now being installed on-street. All Robin Hood ticketing offers are now included on the network maps, including Season, Pay-As-You-Go and Flexible Days cards. The availability of contactless payments on all bus and tram services in Nottingham will be showcased on 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. This method will be used again to advertise the Under 22 ticketing scheme. 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 and bus shelter advertising for the 19-21 Robin Hood season cards.

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. Further work is being done roll this out in the Greater Nottingham Area.

The updated Robin Hood Network map is being installed at shelters. All ticketing offers will be displayed on the shelter case insert. 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 were printed in April 2023 (see below). These will replace duplicated Robin Hood advertising and any outdated Covid-19 inserts.



Cashless Effortless Contactless

Capped contactless adult daily travel on NCT buses, tram and Linkbus.

nottinghamcontactless.com

Multi-operator travel when you need it

Flexible bus and tram travel in Nottingham

Robin Hood card

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.

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, after a successful change request, phase 1 will now deliver an initial 24 single decker buses, plus the required infrastructure to fully electrify the Trent Bridge depot over the next 12 months, with the addition of phase 2, which aims to deliver another 44 buses. Taking the overall total to 68 new electric 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.

Section One Project Delivery

Please see photographs of our new electric bus specification below:



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.

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. This information will be incorporated into the new Bus Stop Design Guide being developed by Nottingham City Council.

The pre 9.30am 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. This will support the Accessible Information requirements set out by the DfT in August 2023. New requirements require buses operating for public service to become compliant with audio and visual displays. The timeframe to implement these changes is subject to the time buses came into service, see below:

| Vehicle First Used | Apply From |
|----------------------------|----------------|
| After 1 October 2024 | First use |
| On or after 1 October 2019 | 1 October 2024 |
| On or after 1 October 2014 | 1 October 2025 |
| On or after 1 January 1973 | 1 October 2026 |

This requirement is currently unfunded, although many operators already comply with it to a large extent.

Safety on Public Transport

Monthly meetings are held in conjunction with Nottinghamshire Police, Nottingham Transport Police, and Transport Operators to discuss safety issues on the entire network. Through these meetings, the introduction of a Safety on Public Transport Partnership is being discussed which will unite operators in a single aim to promote safe travel for all. This partnership will integrate resources to target areas where intervention is needed the most, with community intervention and educational events.

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.

Bus User Forum

A bus and tram user survey was issued in July and ran for one month. This survey provided results covering general passenger satisfaction, travel habits, and reasons for travel.

Respondents were also asked to register their interest for the set-up of the Bus User Forum.

650 respondents registered their interest. Due to the high level of interest, a follow-up survey will be issued in Autumn 2023 to establish the demographic makeup of those interested, and their travel habits. This information will be used to arrange a series of in-person and online events to discuss changes and innovations on the Public Transport Network. This will grow the passenger voice and help inform decisions in the future.

Section Two

Monitoring and Evaluation

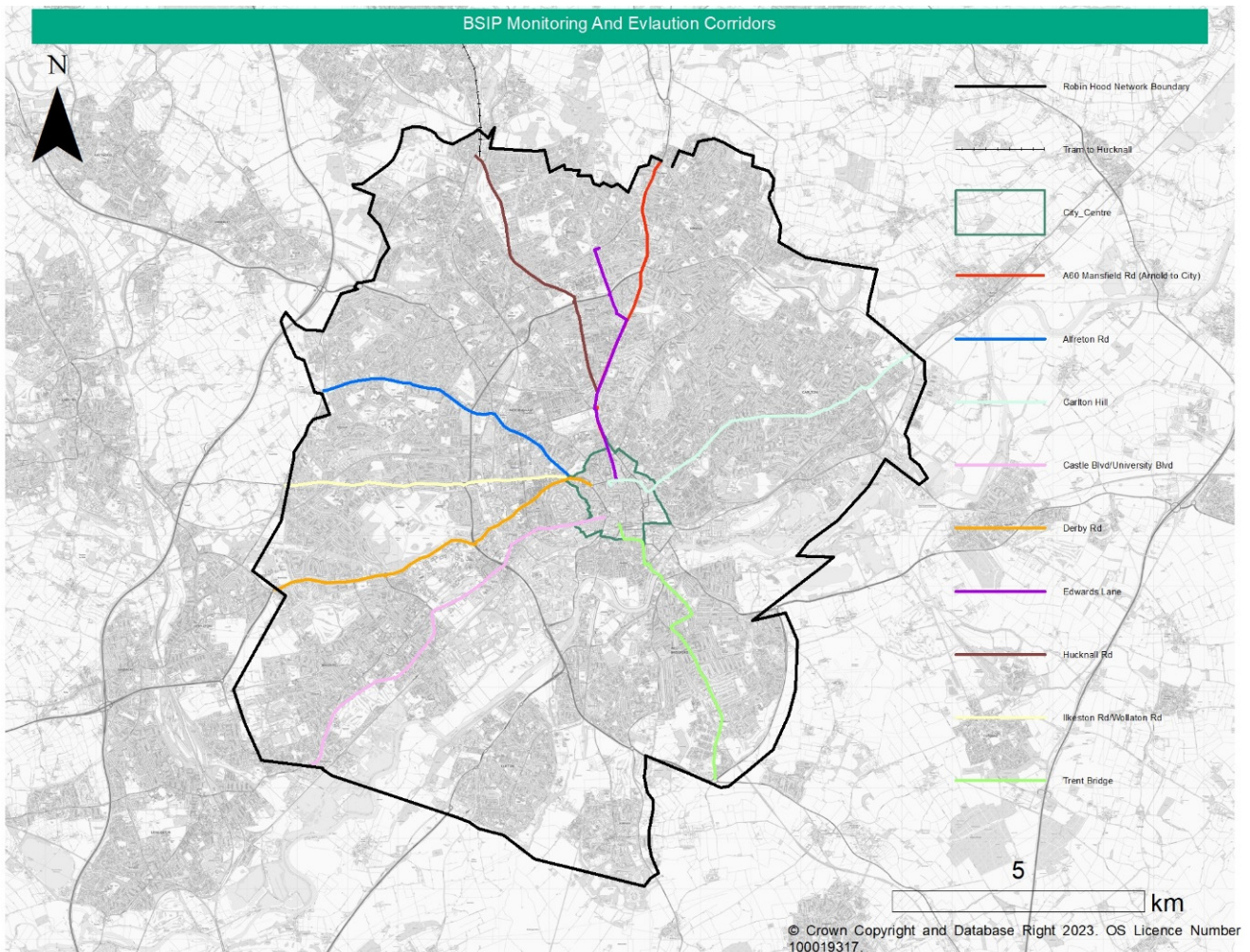
Progress on Core Indicators

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

Monitoring and Evaluation

The methodology and reporting cycle of the core indicators was updated in January in line 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 is collected directly from the operators.

| Core Indicator | Methodology | Reporting Cycle |
|------------------------|--|----------------------------------|
| Passenger Satisfaction | Data will be collected via the Transport Focus Survey 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 and reviewed quarterly |
| Punctuality | 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 first set of data was collected in April 2023 to cover the period of January 23 – March 23. A full set of data has been recorded which covers patronage, punctuality, and journey time; and this has been received by SYSTRA.

The following data collection took place in July 2023 and covered the period of April 23 – June 23. A full set of data has been recorded which covers patronage, punctuality, and journey time; and this has been received by SYSTRA.

There has been no formal report received from Transport Focus at the time this report was published. An update from Transport Focus was received in July 2023 detailing the low level of survey responses received in the Greater Nottingham area. Transport Focus have assured that plans are in place to make up the shortfall in responses, including additional shifts in the area to maintain a regular consistent availability of local research fieldworkers. In the meantime, an interim report was published in September 2023, and Nottingham had a satisfaction score of 92% overall.

The Bus and Tram User Survey was conducted by Nottingham City Council and closed on the 13 August after four weeks. A total of 2512 responses were collected from respondents across Nottingham City, Nottinghamshire as well as Derby City and Derbyshire. The full results from this survey can be found in the Bus and Tram Survey Report 2023. The overall rating given to public transport in Nottingham was

Section Two

Monitoring and Evaluation

four out of five.

The Bus and Tram User Survey also established initial interest and a Bus User Forum. A total of 650 respondents registered their interest in joining the forum. These respondents will be contacted in the coming months to collect demographic data, and from there a series of online and in-person events will be organised by Nottingham City Council. This forum will allow for discussions and in-depth data collection to support innovation and change on the local public transport network.

| Core Indicator | Baseline (2019) | Target (2022/23) | Actual (2022/23) | Target (2023/24) | Progress to Date |
|------------------------|-----------------|------------------|--------------------------|------------------|--|
| Passenger Satisfaction | 95% | 93% | 92% | 95% | 92% |
| Passenger Growth | 61.38m | -10% | 51.36m (-16%) | 0% | -10% * estimation based on current figures |
| Punctuality | 91.5% | 92% | 91.4% | 93% | 92% |
| Journey Time | 16.15kph | 16.2kph | * awaiting operator data | 16.5kph | 16.2kph |

While working with operators to receive data, few issues have been identified and reported to SYSTRA to review:

- The interpretation of data was a concern for operators in Greater Nottingham, this was communicated to SYSTRA who have updated their reporting advice to include the submission of a quarterly disruption list. This list will describe events which have caused significant issues and delays on the network, as to provide a more accurate overview of the data captured in Greater Nottingham.
- The terminology used in the Monitoring and Evaluation reporting was a concern raised by operators in Greater Nottingham. The use of reliability and punctuality used interchangeably was identified as mis-leading. This has now been updated so that SYSTRA reporting advice defines the use of 'Punctuality'.
- An issue surrounding the usage of journey time data was also identified by operators. Monitoring the change in journey time over time may identify a decrease due to improvements on the network, but it may also identify an increase due to higher patronage which subsequently increases dwell time at stops. This issue was reported to SYSTRA. No formal update has been issued, advise was received that patronage at a route level may help identify these trends if required in the future.

The Monitoring and Evaluation Team at Nottingham City Council will continue to work in partnership with operators and SYSTRA to refine the data collection process if required.

Section Two

Monitoring and Evaluation

Progress on 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. The methodology for these indicators remains unchanged.

| 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 operators |
| Complaint Response Rate | |
| Decarbonisation of Fleet | |

Progress

As previously stated, there has only been an interim report received from Transport Focus at the time this report was published. The results from the Bus and Tram User Survey can be used as a proxy for this information. The results from the Bus and Tram User Survey can be used as a proxy for this information.

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

Operators have supplied data covering the average time it takes to acknowledge a complaint. The time taken to fully resolve a complaint is highly dependent on the nature of the issue raised. This will be reviewed through the monitoring and evaluation process, with the intention of updating the Passenger Charter to reflect the suitable response time.

Section Two

Monitoring and Evaluation

| Additional Indicator | Passenger Charter 2022/23 | Actual (Average) (2022/23) | Progress to Date: 2023/24 |
|-------------------------|------------------------------|-------------------------------|------------------------------|
| Complaint Response Rate | 5 working days* | 6 days | 6 days |

Operators have supplied data covering the lost miles. To date the percentage of miles lost is 3% for the 23/24 year. The lost mileage is divided by themes, with engineering being the most significant factor to date.

| Additional Indicator | Reason Given | % of Miles Lost (2022/23) | Progress to Date: % of Miles Lost (2023/24) |
|----------------------|-------------------------------|------------------------------|---|
| Lost Mileage | Traffic | 20% | 17% |
| | Staff Shortages | 10% | 5% |
| | Engineering | 64% | 73% |
| | Emergency Incident / Other | 5% | 5% |

There has been no changes to the fleet information. This will be reviewed in line with the progression of the ZEBRA bid, which will see the introduction of electric buses in Nottingham. This will also be reviewed in line with the Greater Nottingham Bus Partnership guidelines, which state all buses operating in the Greater Nottingham Area are required to be Euro VI compliant in January 2024.

| Additional Indicator (Decarbonisation of Fleet) | Number in Fleet (%) |
|--|---------------------|
| Diesel (Not Euro VI) | 9% |
| Euro VI | 91% |

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 real-time public transport information system, which will futureproof it for years to come. This opens the data to app developers and modernises at stop passenger information displays along key routes.
- Bulwell Bus Station - opened in May 2023 with enhanced passenger waiting facilities and acts 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.

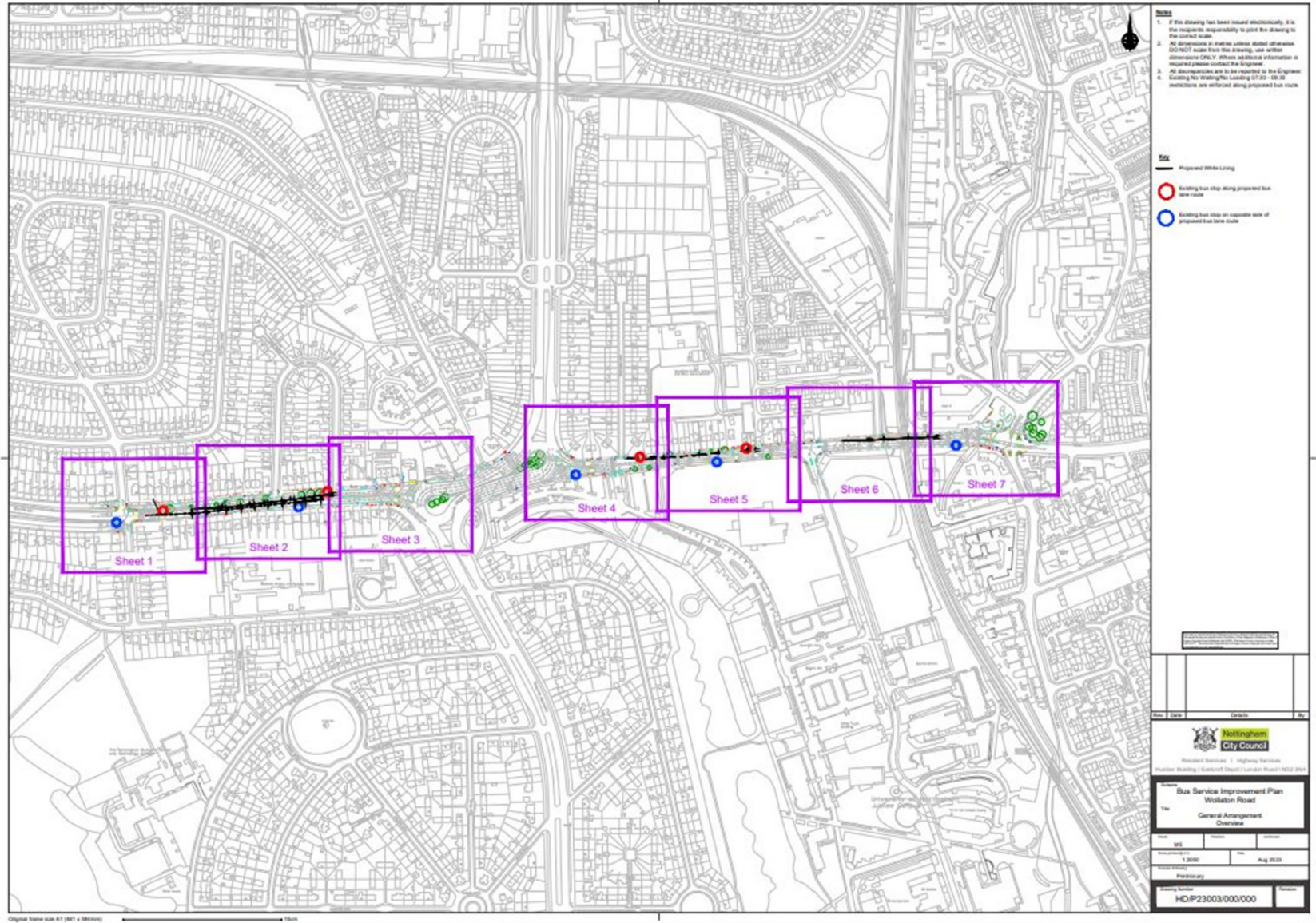
With additional bus priority infrastructure and investment planned as part of the Bus Service Improvement Programme, Bus Operators and the Local Transport Authorities will continue to work together to target improvements across the Robin Hood Network, that deliver one simple vision – a better passenger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

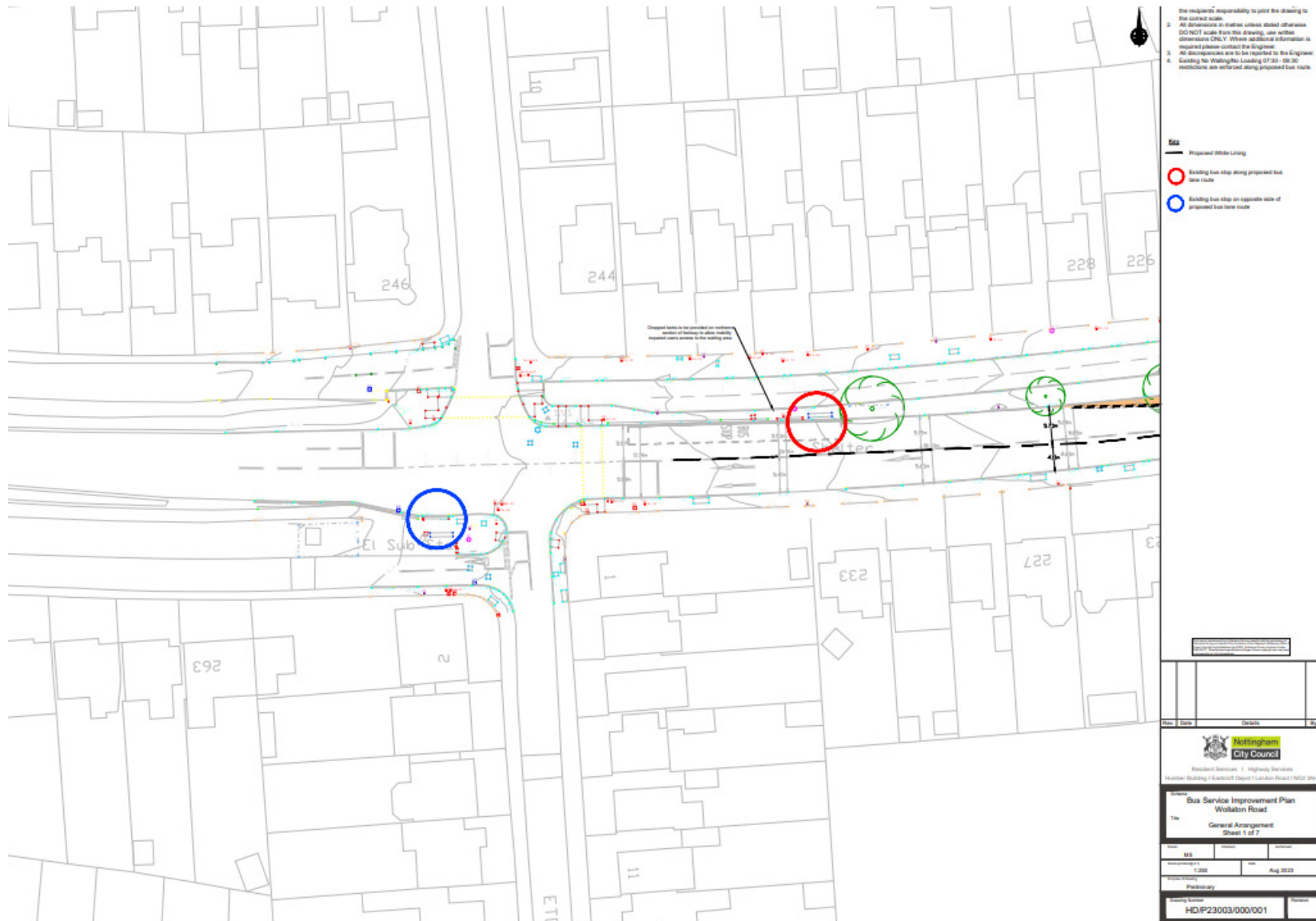
Our Bus Service Improvement Programme has a key role to play in supporting decarbonisation, economic growth and access to employment, training, and opportunities. By providing financial support to the commercial network in relation to both infrastructure and services, whilst working with operators to 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.

Appendices

Appendix A



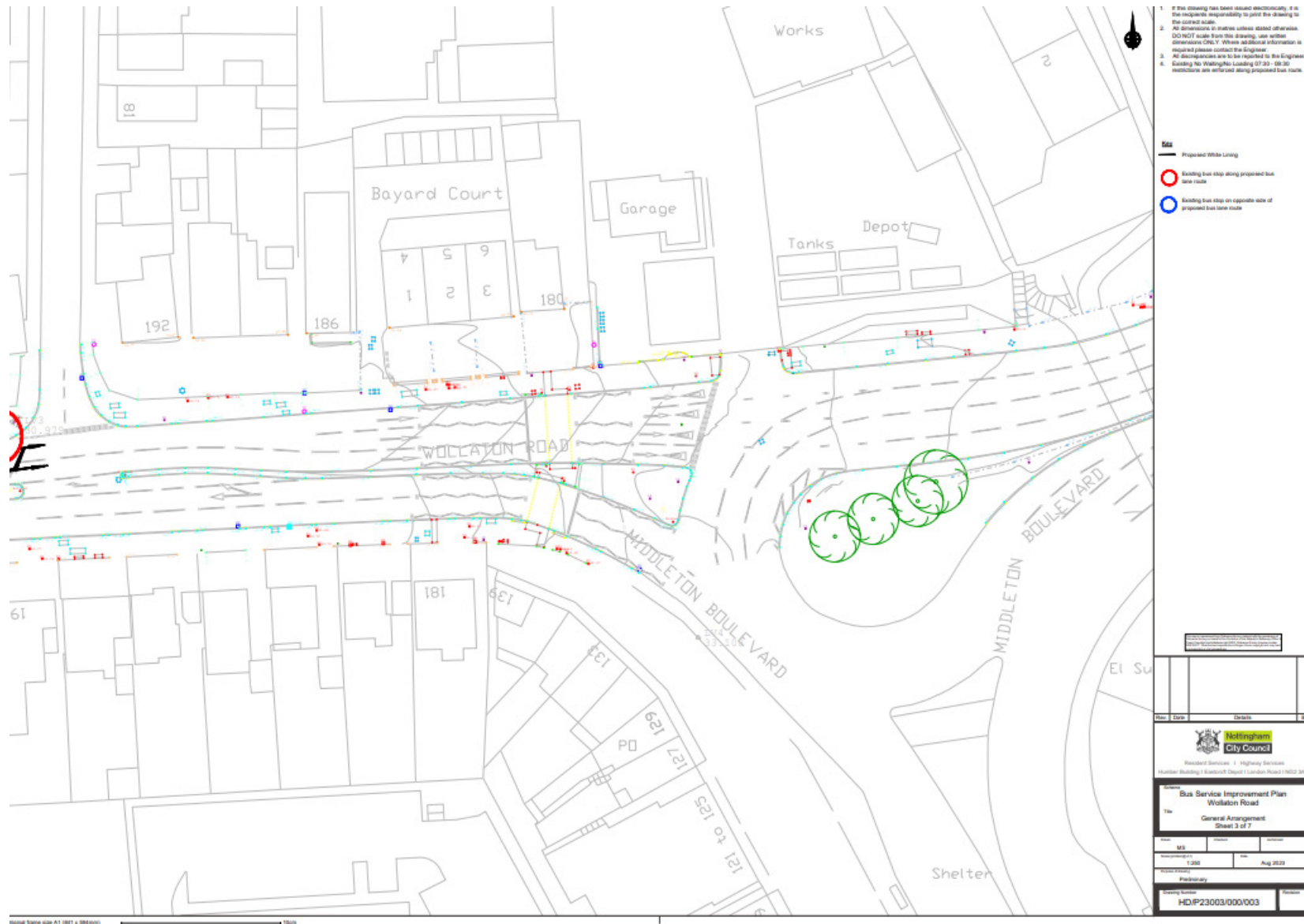
Appendices



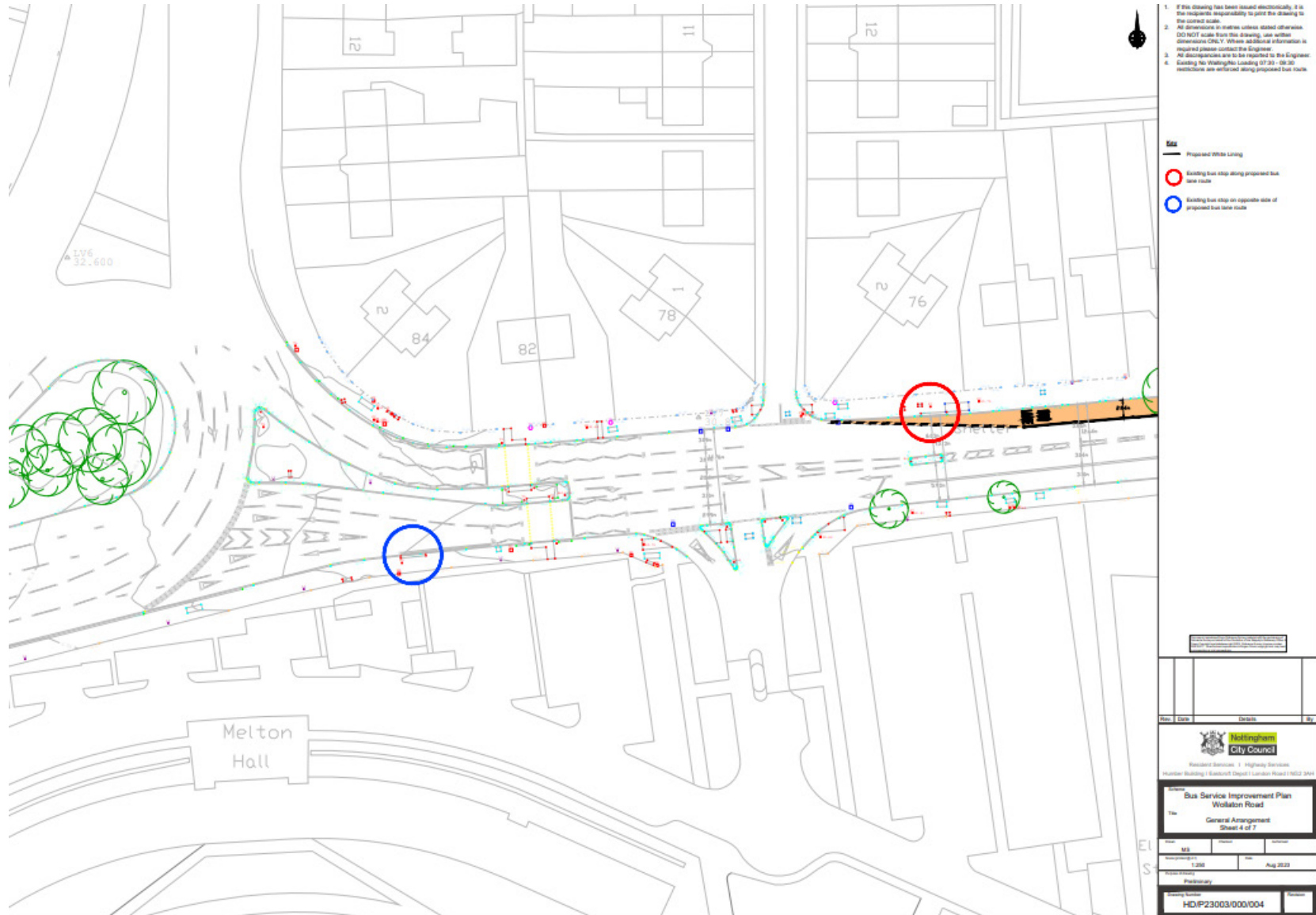
Appendices



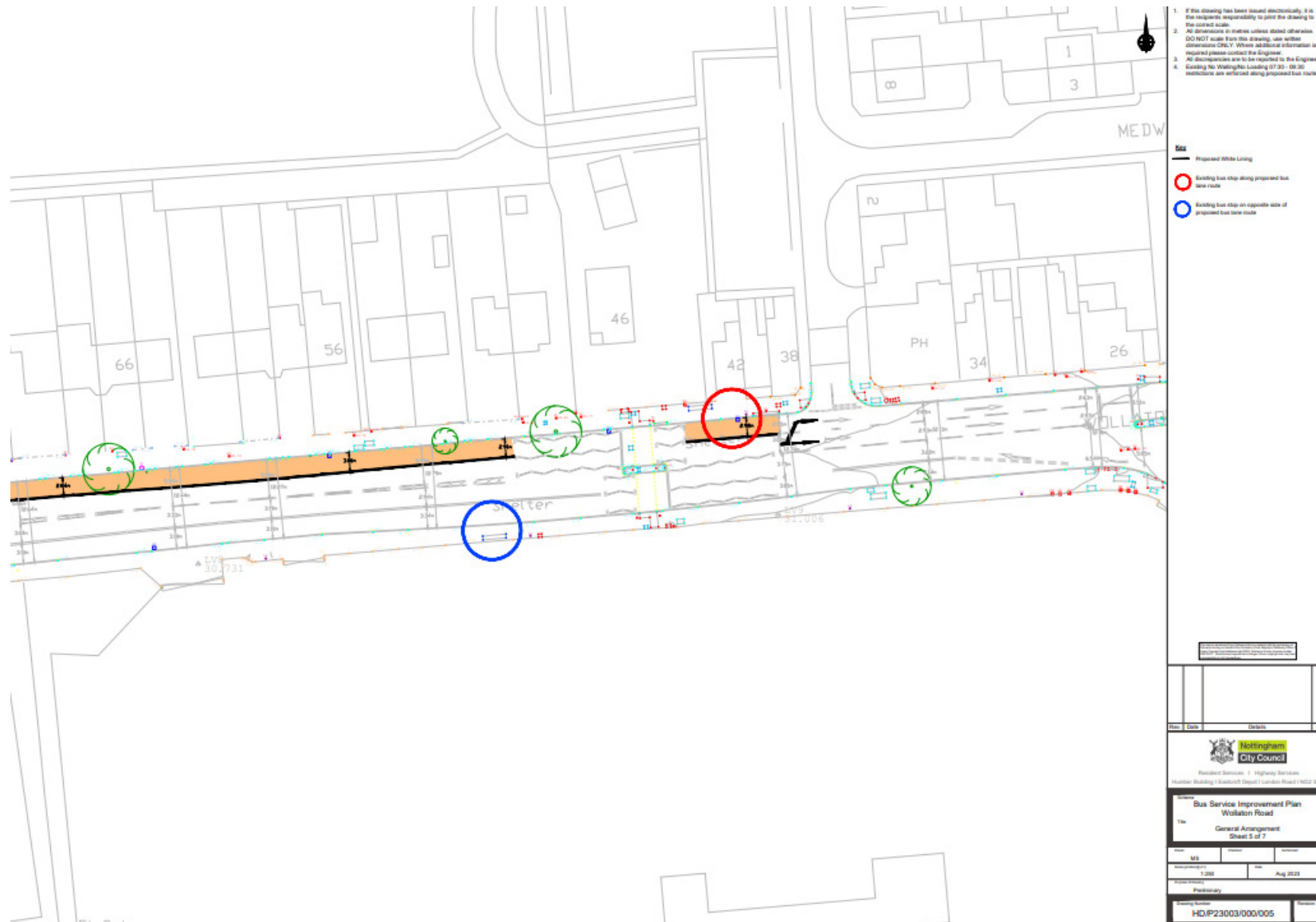
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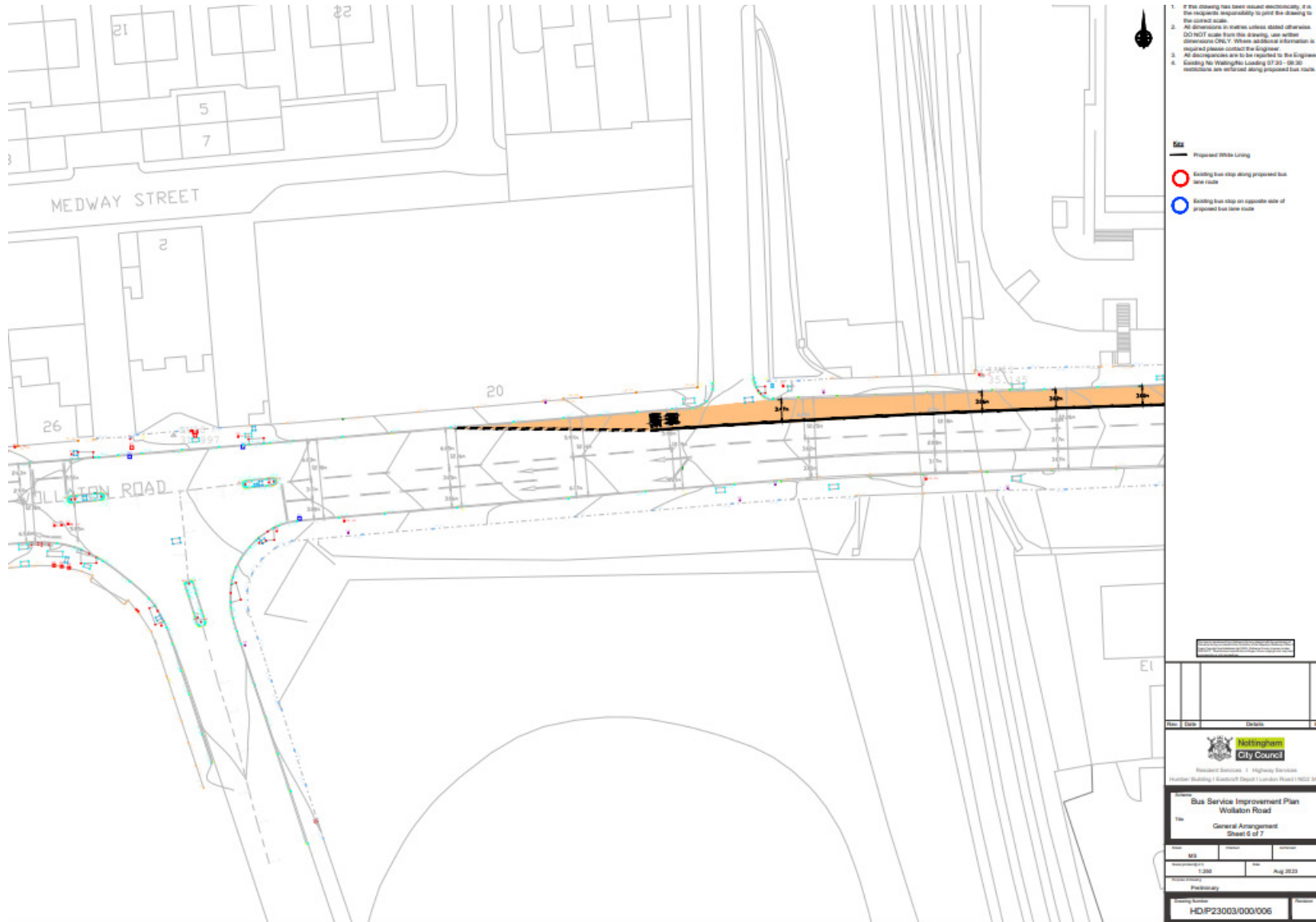
Appendices



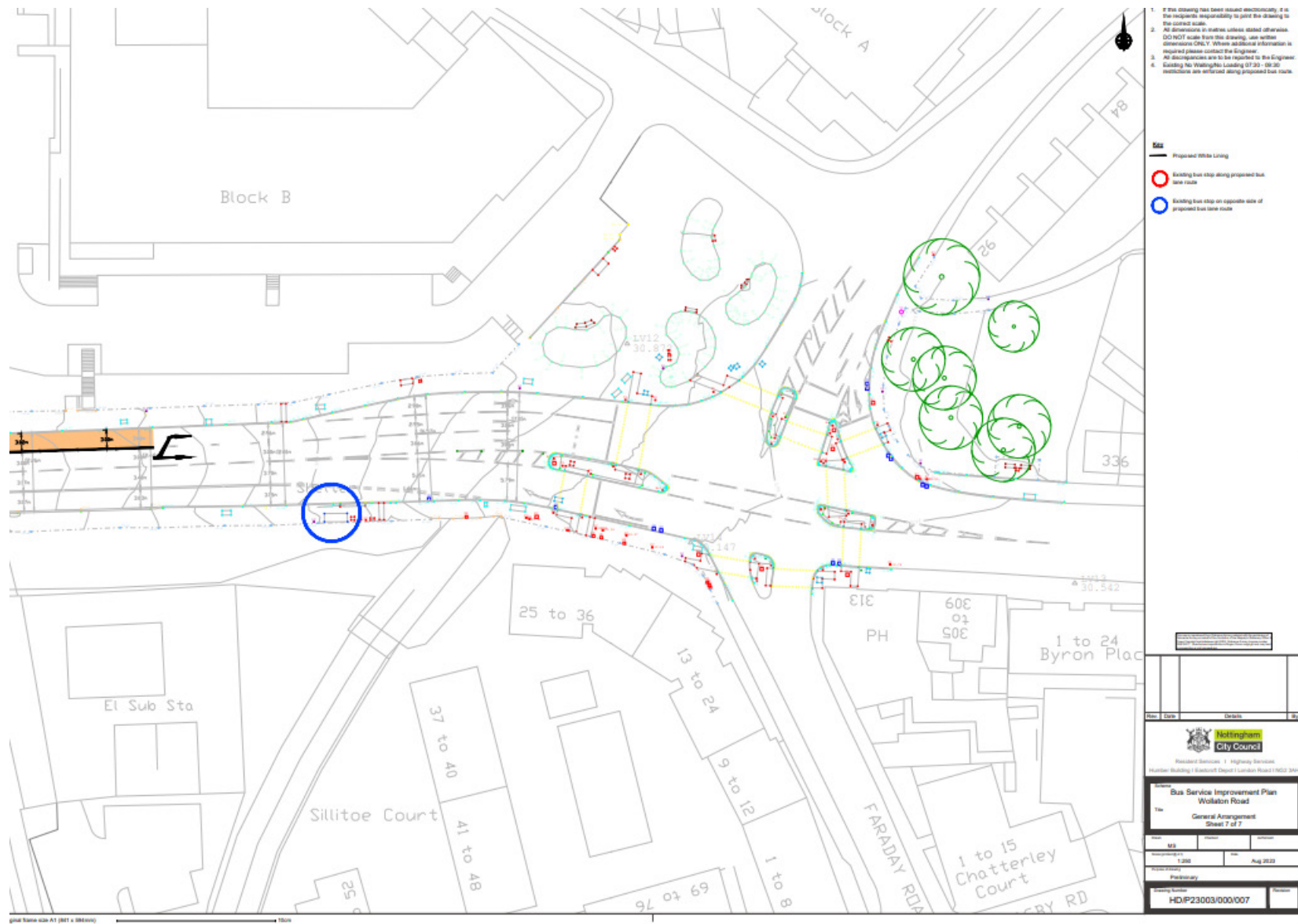
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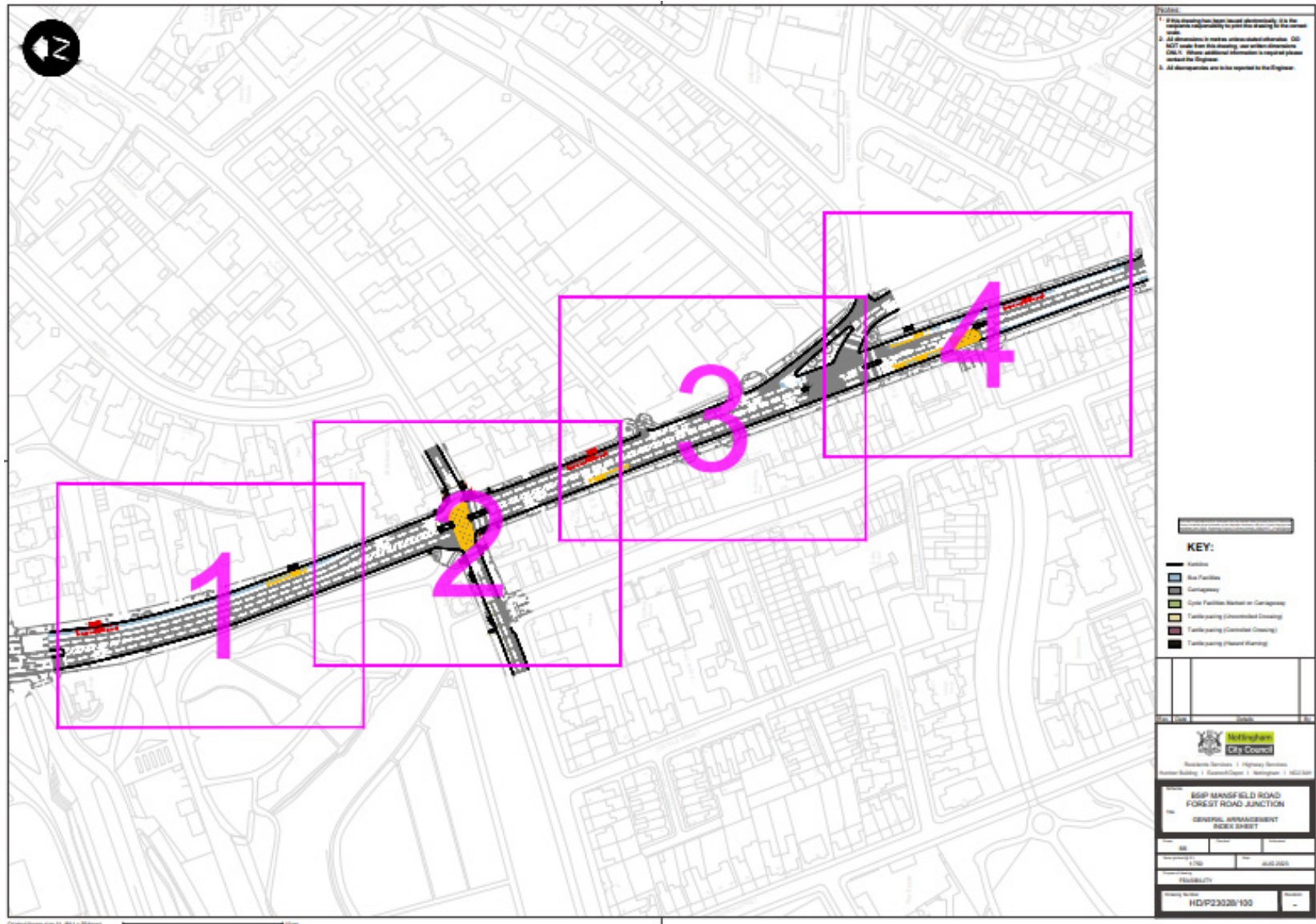


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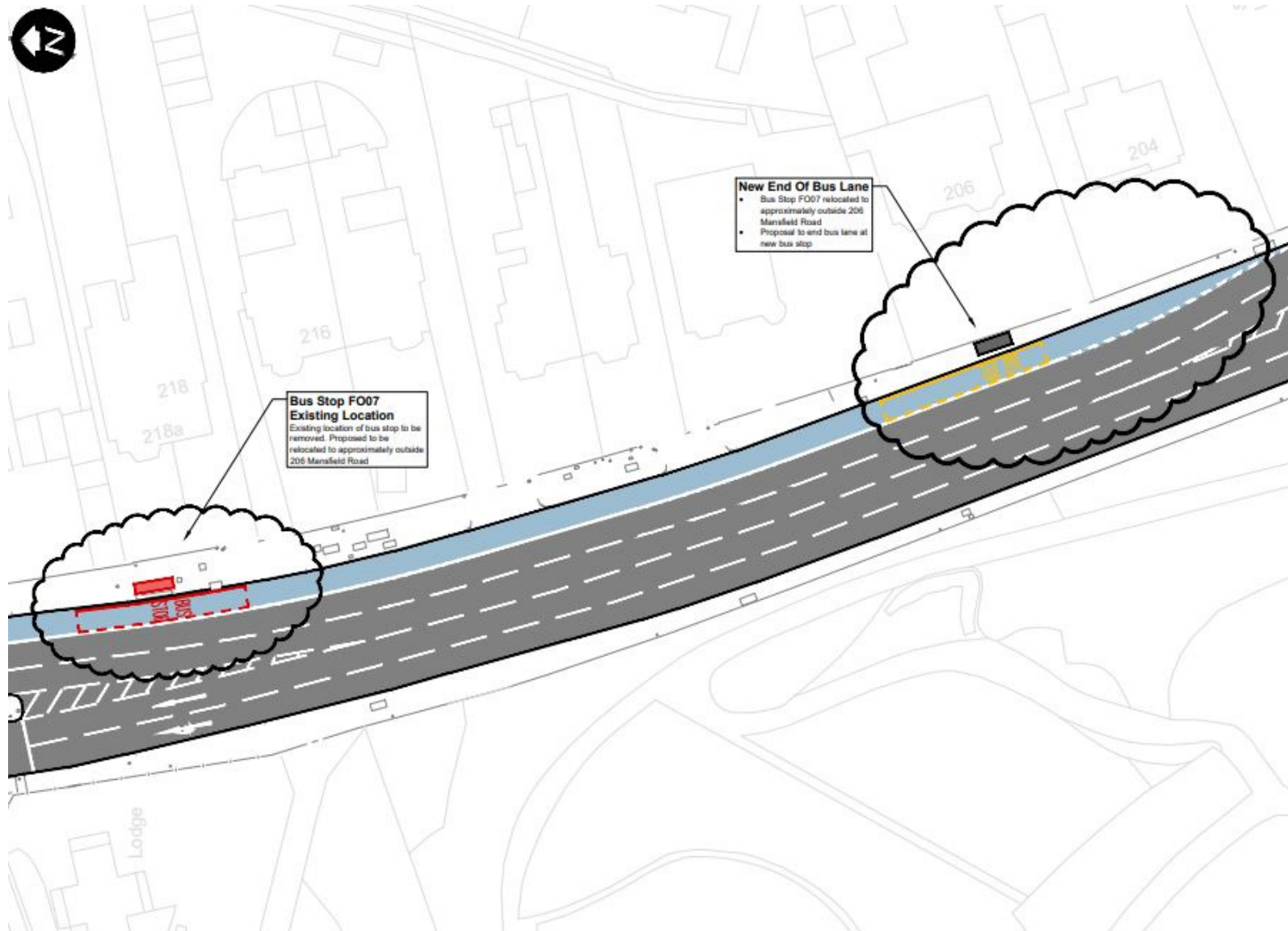


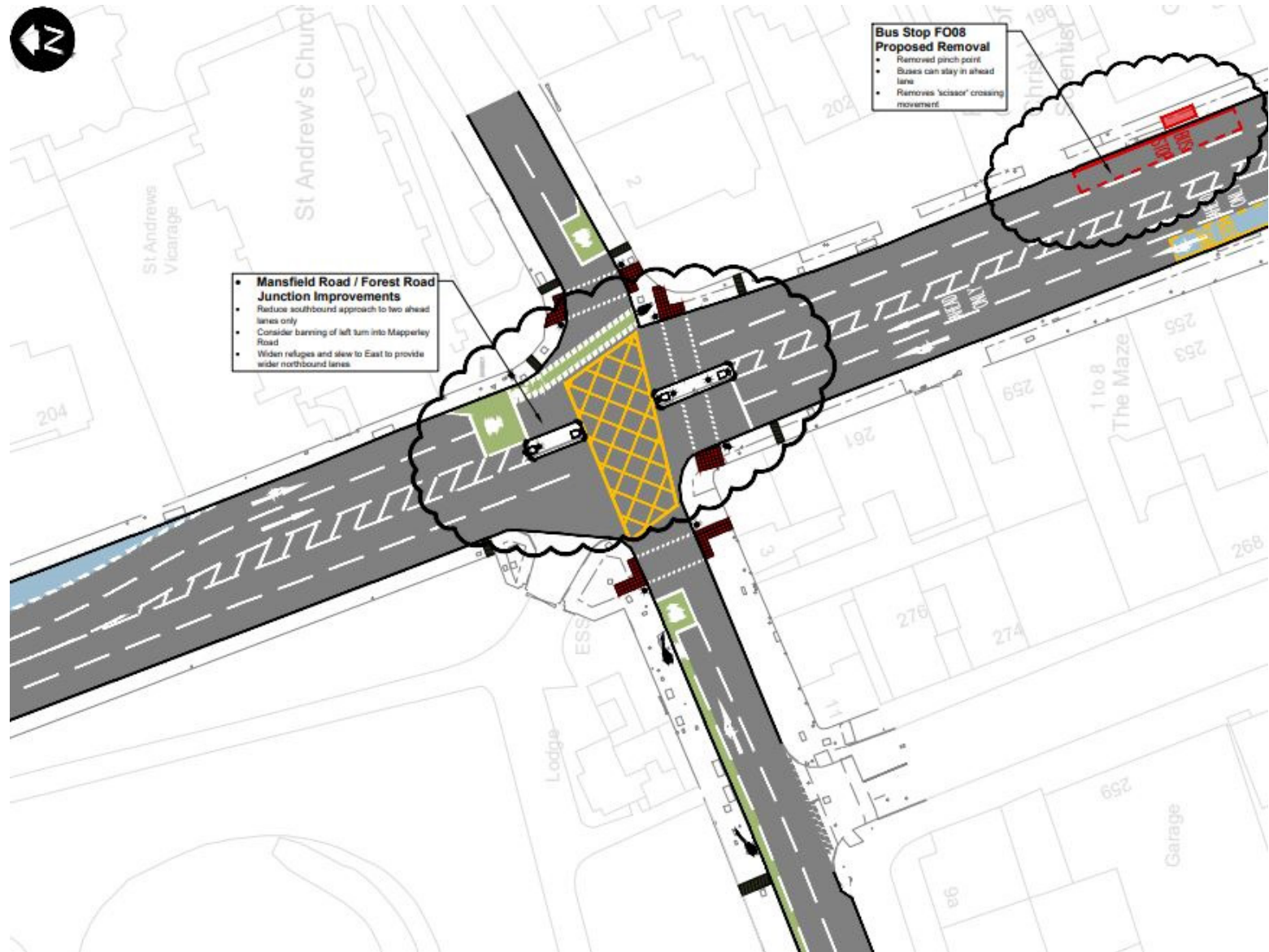
Appendices

Appendix B

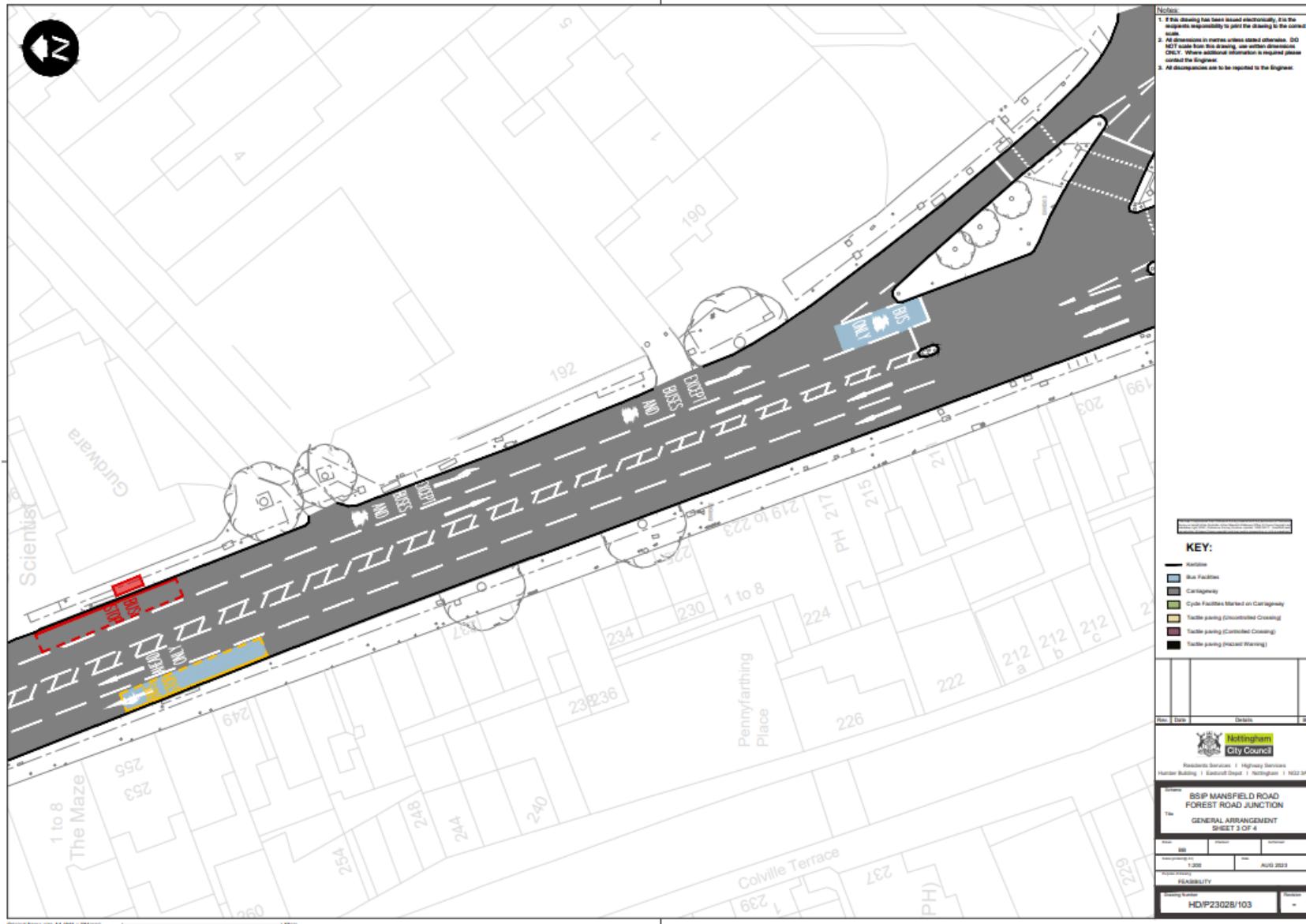


Appendices





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