

Bus Service Improvement Plan / Enhanced Partnership Progress Report

Derbyshire County Council and Partners

April 2023



Derbyshire County Council and Partners

BSIP / EP Progress Report

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Document version

DRAFT	AT/KG/LC	First draft for EP Board
20.06.23	LC	Final including amendments from EP Board feedback

Introduction

The Bus Service Improvement Plan (BSIP) forms a framework for the improvement of bus services and the operation of the network as a whole, relating to the nationwide programme of “Bus Back Better” (published 2021 as the National Bus Strategy for England). Improvement plans are explained thoroughly through the measures listed in the BSIP and Enhanced Partnership Scheme (EPS).

Building on local investment and the £47m allocated over 3 years by the Department for

Transport (DfT), Derbyshire has ambitions for a considerable improvement in the delivery of the bus network and an elevated passenger experience.

This report evaluates the progress made by the Enhanced Partnership in implementing the BSIP since its publication and provides a review of what works have been completed successfully since the allocation and receipt of funding in November 2022 up to 31 March 2023.



Work Package Delivery

Bus Priority

Traffic Signalling Priority

Derbyshire County Council (the Council) is in the process of delivering a number of technology systems to enable bus priority across the county, these include:

- Traffic Management System (TMS); this monitors the highway conditions from various sources, and when required can make requests of the Urban Traffic Control (UTC) system for interventions to take place. This can vary depending on local conditions.
- Urban Traffic Control (UTC) is a cloud-based operating system that enables monitoring or control of multiple traffic signal-controlled sites within Derbyshire. The system provides two-way communications with the Derbyshire TMS in addition to the traffic signals across the county.
- Split Cycle and Offset Optimisation Technique (SCOOT) is an add on module of the UTC system which enables the regional control and optimisation of traffic signals in urban locations by continuously assessing traffic flows in the area and adjusting traffic signal timings as required to better suit the changing conditions.
- Microprocessor Optimised Vehicle Actuation (MOVA) is a local form of adaptive traffic signal control, similar to SCOOT, and is installed within the local traffic signal controller and applied to isolated sites. MOVA also acts as a fallback mode at sites under SCOOT control.
- Vehicle Actuation (VA) is a less flexible method of control than either SCOOT or MOVA. VA is used as a fallback mode when SCOOT or MOVA are not available.
- Pre-Emptive Traffic Management System (PTMS) takes near real-time traffic data and highlights intervention areas that an operator needs to assess. It is being upgraded to allow assessment of congestion related to traffic management and provide this information to the TMS system. The TMS system will then be able to relay the information to bus operators.
- Traffic Signal Priority (TSP) utilises the bus on-board ticket machine (OBTM) to identify the vehicle location and associated position on the route vs timetable position. Once a vehicle has been identified as running late, a digital request is made active via various systems to the Derbyshire UTC system to apply traffic signal priority at junctions on the bus route network in Derbyshire. By utilising the OBTM, requests can be filtered and applied more appropriately, for example, out of service, early or on time buses not needing or requesting TSP. This allows the TSP request to be focussed on late running buses.

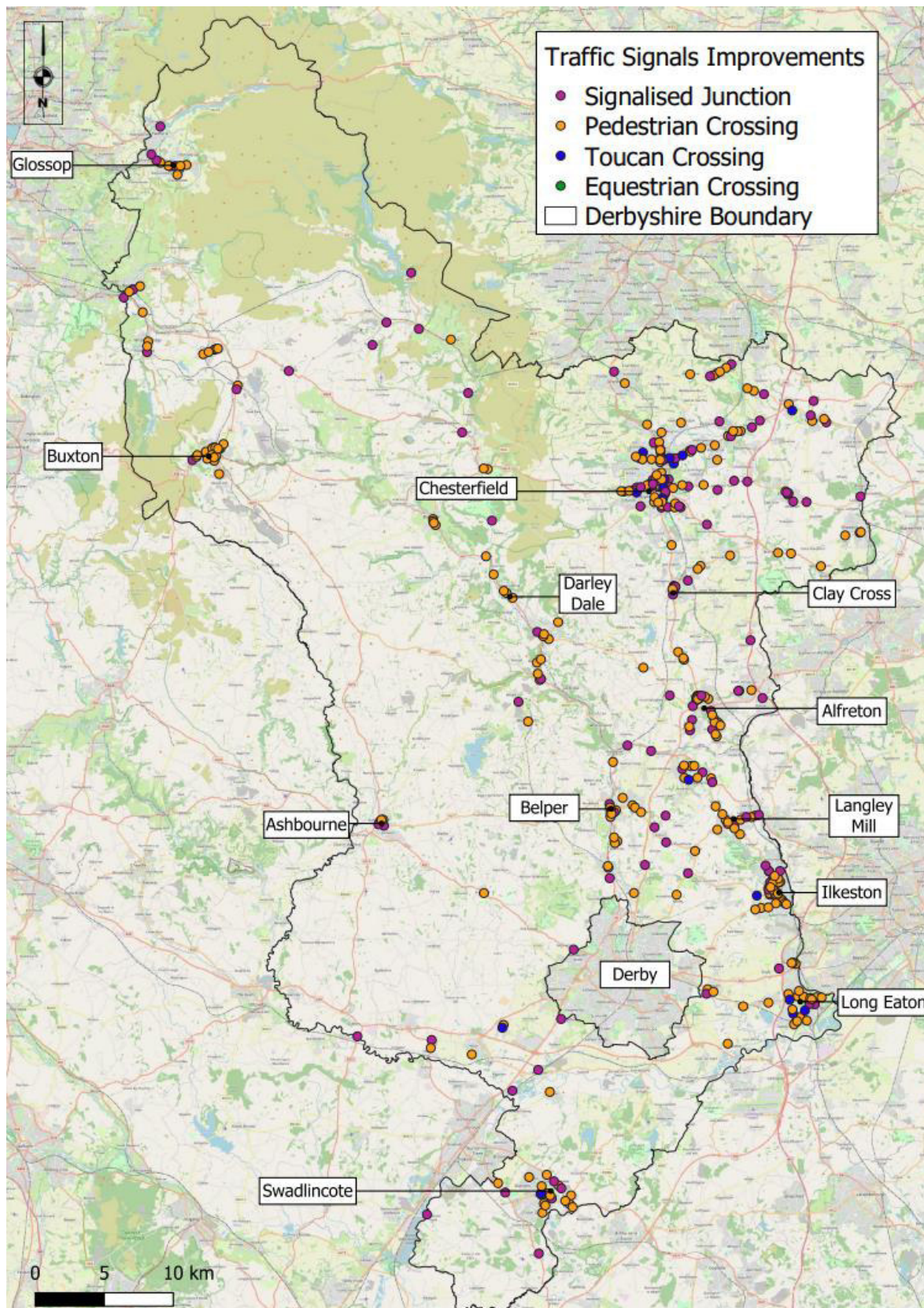
All these systems are being developed and implemented in parallel. The software and hardware on all sites on the public transport network have been assessed to identify what is required to achieve this in terms of installation/replacement/upgrade, etc.

The location of the junctions being programmed to give bus priority are shown in Figure 1.

The initial 120 sites requiring a mixture of either UTC SCOOT or MOVA and TSP control requirements are being assessed, with 24 traffic signal controllers built ready for associated software configurations to be tested and installed into them. Once a controller is installed on site, the commissioning and validation services can commence, relating to the activation of UTC SCOOT, MOVA & TSP.

To focus the delivery of BSIP Traffic Signal Priority, the county has been segregated into 11 areas to allow the systems to be fully installed and tested on an area-by-area basis. It is expected that the first area will be fully operational by September 2023.

Figure 1: Locations of Traffic Signal Improvements



Source: QGIS, ©OpenStreetMap

Transport Communications

Utilising the Pre-Emptive Traffic Management System (PTMS) and Traffic Management System (TMS), the Council are developing an automatic alert system which sends information regarding roadworks to selected bus operators to notify them of the delay.

The communications are being tested and there have been significant improvements in direct communication with bus operators regarding likely delays and issues with the systems.

A trial of the intelligent transport system sending automatic alerts in a controlled environment has been successfully completed and the system will soon be rolled out to all operators.

Bus Lanes

'Contraflow' bus lanes are currently in operation at the following locations:

- Chesterfield, Beetwell Street from Hipper Street eastbound. Enables access to St Mary's Gate.
- Chesterfield, Knivesmithgate. Full length westbound. Continues into Rose Hill Bus Lane.
- Chesterfield, Rose Hill from Glumangate to Rose Hill East. Continuation of Knivesmithgate Bus Lane.
- St Augustines, St Augustines Avenue from Bacons Lane to St Augustines Road northbound.
- Ilkeston, South Street from Coronation Street northbound. Enables access to Wharnccliffe Road (Market Place) northbound bus stops.
- Ilkeston, Albert Street. Full length northbound, enables access to Wharnccliffe Road (Market Place) eastbound and southbound bus stops.

Three further bus lanes to be funded by BSIP are currently undergoing feasibility. Details are provided in Table 1 below.

Table 1: Proposed Bus Lane Schemes

Site	Description	Status
A61 Northbound to Queen Victoria Road, Chesterfield	100m bus lane constructed in the existing verge. "Flip-flop" traffic signals 30m from the roundabout	Feasibility
A61 northbound towards Horns Bridge, Chesterfield	Bus lane from Byron Street to 30m prior to Horns Bridge. Pre-signals and electronic priority	Feasibility – further surveys required
A617 Lordsmill Street towards Horns Bridge, Chesterfield	Provide a southbound bus lane from the A617/A632 roundabout (carriageway markings to be amended here) in the exiting carriageway to approximately 50m of the Horns Bridge Roundabout. Bus pre-signals and electronic priority.	Feasibility – further surveys required

Source: BSIP Addendum

Bus Only Prohibitions

Bus Only Prohibitions are currently in operation at the following locations:

- Chesterfield, Holywell Street at Saltergate / Cavendish Street junction. Enables access to Cavendish Street.
- Chesterfield, Church Way from Church Lane northbound to Burlington Street. Enables access to Stephenson Place / Cavendish Street / Knifsmithgate.
- Tupton, Brimington Road at Rother Way junction. Enables eastbound buses to right turn on to Chesterfield Road (A619) – all other traffic compulsory left turn here.
- Loundsley Green, Bus Link Road. Allows buses through from Cheedale Close to Green Farm Close (across Loundsley Green Road). Operates both ways.
- Chesterfield, Park Road at Markham Road (A619) junction, northside. Allows access for buses to / from New Beetwell Street. Operates both ways.

Pinch Points

A corridor-based approach to potential interventions for bus priority has been introduced, particularly on the A619, A632 and A61. New initiatives include bus lane/gate enforcement and junction signalisation, so that late running buses can be given priority automatically and all bus journey times in these areas can be reduced.

Work is being coordinated with Derbyshire Highways to identify those schemes which are already scheduled on identified pinch points in the Council's Local Transport Plan (LTP) capital programme, in order that BSIP funding can potentially invest further in these areas to bring additional benefits to buses.

Table 2 below shows a list of schemes that have a potential for signalisation and bus priority, along with their current phase of development.

Table 2: Pinch points schemes

Scheme	Description	Status
Ashbourne Town traffic signals	Signals refurbishment, implementation of SCOOT and bus priority. Includes the introduction of a new signal junction at Church Street and Station Road which will complete the SCOOT network within Ashbourne. Now included is the refurbishment of the 5 leg Park Road A515 traffic signal junction.	Feasibility
Transport Hubs in various Locations in Derbyshire	The extent of bus related improvements to be assessed and budget allocated to each scheme accordingly. Funds reserved for new signals, civil engineering works and possible carriageway works in the vicinity of the Hubs.	Project Initiation
A619 Duke Street/ Lowgates, Staveley	Signalise roundabout with electronic priority applied to each approach	Feasibility
A61 Whittington Moor/Dunston Road Roundabout	Signalisation plus electronic priority applied to each approach	Feasibility
Bus Lane / Bus Gate enforcement project various locations	Automated enforcement of bus lanes / gates	Initiation / Planning
A511 Burton Road/Wood Lane, Swadlincote	Signalisation plus electronic priority applied to each approach	Feasibility

A514 Civic Way/Bus Station Exit, Swadlincote	Signalisation plus electronic priority applied to each approach	Feasibility
A6005 Derby Road/College Street, Long Eaton	Signalisation plus electronic priority applied to each approach	Feasibility
A609 Derby Road/South Street, Ilkeston	Signalise the junction plus electronic priority applied to each approach	Feasibility
A61/Harris Street, Clay Cross	Signalisation plus electronic priority applied to each approach	Feasibility
A617 westbound towards Horns Bridge, Chesterfield	Signalise the slip road which will also act as a bus pre-signal to present the bus earlier at the signalled roundabout, plus electronic priority	Feasibility

Source: Derbyshire County Council Highways/BSIP Team

Completed Accessibility Schemes

Improvements have been made along corridors in a variety of locations in the county, to improve accessibility to bus stops for both passengers and vehicles, thus benefiting bus punctuality and passenger experience.

Service 43 (Chesterfield – Dronfield – Sheffield)

A bus stop on the B6056 in Dronfield Woodhouse has been relocated from directly opposite the busy junction opposite Barnes Lane and immediately upon the pedestrian crossing, to a safer location on Carr Lane.

The previous shelter site shown in Figure 2 had very poor accessibility with a narrow path and litter bin to the front of the enclosed shelter.

The new location, shown in Figure 3, is safer and allows better access from Moray Place and Pentland Road for journeys toward Chesterfield. The relocation of the litter bin also allows for better access.

Figure 2: Corridor 43, before improvements



Figure 3: Corridor 43, after improvements



Further accessibility improvements have been made in Dronfield Woodhouse on Pentland Road adjacent to Lorne Close, where the very aged shelter and kerbing, shown in Figure 4, was improved and street furniture relocated.

The improvements, shown in Figure 5, allow for easy access/egress of buses by setting the kerb at a height which permits low floor “kneeling” buses to access with a flat transition for users with additional mobility requirements and users with sight issues. The litter bin and salt bin have also been relocated to improve accessibility.

Figure 4: Corridor 43, before improvements



Figure 5: Corridor 43, after improvements



Other areas along the Service 43 corridor where improvements have been made include the well-used Pentland shops and Stubley Lane (outside Gunstones Bakery).

Service 77 (Chesterfield – Creswell – Worksop)

Work along the service 77 corridor has been undertaken to improve accessibility and safety.

New stopping arrangements were implemented on Elmton Road, Creswell, where the stop adjacent to the Model Village estate is principally used for alighting prior to the bus turning further along Elmton Road.

The existing bus stop, shown in Figure 6, had a build out which extended in-line with the adjacent parking bays preventing buses from properly accessing the stop. There were no bus boarding kerbs and should a passenger require assistance when boarding/alighting, the driver of a bus would have to exit the bus to manually extend a ramp for this. The tactile crossing point located to the front of the boarding/alighting area meant that pedestrians were encouraged to cross in front of a stationary bus, thus greatly restricting visibility of other passing motorists around the bus.

The new arrangement, shown in Figure 7, provides bus boarding facilities to a 170mm upstand from the carriageway, an extended build out to allow bus access around the surrounding parking and new tactile crossing facilities behind the bus boarding/alighting area preventing pedestrians from crossing until the bus has moved away from the stop, therefore providing better visibility both for the pedestrian and the passing motorist.

Figure 6: Corridor 77, before improvements



Figure 7: Corridor 77, after improvements



The bus shelter site on Elmton Road adjacent to Manse Avenue, Creswell, had a boarding area on the exit radius of the side street which buses could not properly access, the aged shelter structure, shown in Figure 8, is tired and of a poor standard.

A new junction arrangement, shown in Figure 9, has been created to allow for a new bus boarding area and bus stop lay-by, thus improving boarding facilities for passengers. As the

shelter is still structurally sound it has been retained until a new shelter, with real time information, seating and wheelchair space, is to be installed in June.

Figure 8: Corridor 77, before improvements



Figure 9: Corridor 77, after improvements



Accessibility improvements are continued into the villages of Whitwell and Hodthorpe.

New accessible boarding facilities have been provided at most of the bus stops to the far extent of the service 77 corridor including new shelters at the Whitwell Health Centre, adjacent to the pharmacy on Hanger Hill and outside the social housing retirement bungalows on Bakestone Moor.

Parking Charges

The Council are committed to reviewing parking charges to make buses more cost competitive to the car. The Council will complete the review in consultation with district and borough councils by 31 March 2027.

To assist with this review and provide a baseline, the numbers of spaces, number of car parks and cost for 2 hours parking within district and borough councils owned car parks are provided in Appendix 1.

Fares and Ticketing

Lower Fares for Key Groups

Derbyshire's b_line scheme offers a 25% discount on single, return and some saver tickets for 16-19 year olds in Derbyshire and Derby City. The Council plan to enhance the current b_line offer to young people by increasing the discount to 50%. Appraisal is also underway to increase the age range for the scheme to cover 19-21 year olds.

Promotional Ticketing

The Council has introduced a new bus only Wayfarer product. The new Wayfarer bus only tickets will be launched on 24th April 2023. The tickets can be used on any bus journey within Derbyshire.

A one day version is available on-board bus as paper tickets or to pre-load to smartcards. A seven day smart card only version is now available.

Other ticket types are available from TravelMaster's website/app (www.sytravelmaster.com/derbyshire).

Timing for the implementation of the 28 day ticket is being assessed in the context of the £2 fare cap scheme.

It is expected that the number of ticket sales for Wayfarer products will not be as high as originally anticipated due to the current national £2 flat rate fare cap.

Assessment is underway to consider alternative/additional options in promotional ticketing incentives.

Marketing

Ahead of the summer season, the Council is keen to promote bus travel existing and new bus users. A marketing "Spring Campaign" is being developed in collaboration with the marketing company, Diva Creatives (Diva). Diva have identified various avenues of social media and advertising, including digital screens and Digital Ad Exchange (DAX), which allows for a greater targeted approach than traditional radio and hones specific demographics and locations. This will go live at the beginning of May 2023.

Figure 10: Wayfarer bus ticket prices



Figure 11: Wayfarer bus card design



Hubs and Services

Bus Service Enhancements

A bus network review was undertaken in December 2022 with a number of new and enhanced services recommended aiming to provide enhanced services in both rural and urban areas of the county, as well as extending the length of the operational day and providing additional journeys on weekends for existing services. Services which have a strong chance of operating commercially once BSIP funding ends have been prioritised.

Two enhancements to existing services have been implemented in the quarter January-March 2023. These are:

- Hulleys of Baslow's Service 55 between Chesterfield and Alfreton which has been extended to service Chesterfield Royal Hospital and Chesterfield Rail Station. The hours of operation have also been extended to include services between 1815 and 2300, Monday to Saturday.
- Hulleys of Baslow's Service 170 between Chesterfield and Bakewell which has been extended to serve Chesterfield Rail Station as well as Matlock town. The hours of operation have also been extended to include services between 1815 and 2300. Passengers who have a rail ticket are eligible to a 25% fares discount on the 170 service.

These improvements are illustrated in Appendix 2 and have shown encouraging passenger numbers to date.

A number of further service enhancements are expected over the coming months and a targeted marketing campaign will be co-ordinated to achieve maximum publicity.

Transport Hubs

The Council's ambition is to create Transport Hubs that benefit Derbyshire residents and visitors longer term after the BSIP funding ends.

This work package contains measures including enhanced bus stations, stops and information infrastructure for passengers and bus operators. Any improvements to bus services and information will be incorporated at hub locations where possible. Under current consideration are improved bus service infrastructure at 16 locations across the County, noting that the level of provision may range from a Real Time Information (RTI) totem through to shelters with a range of facilities, including seating.

The locations of all potential transport hubs are shown in Figure 12.

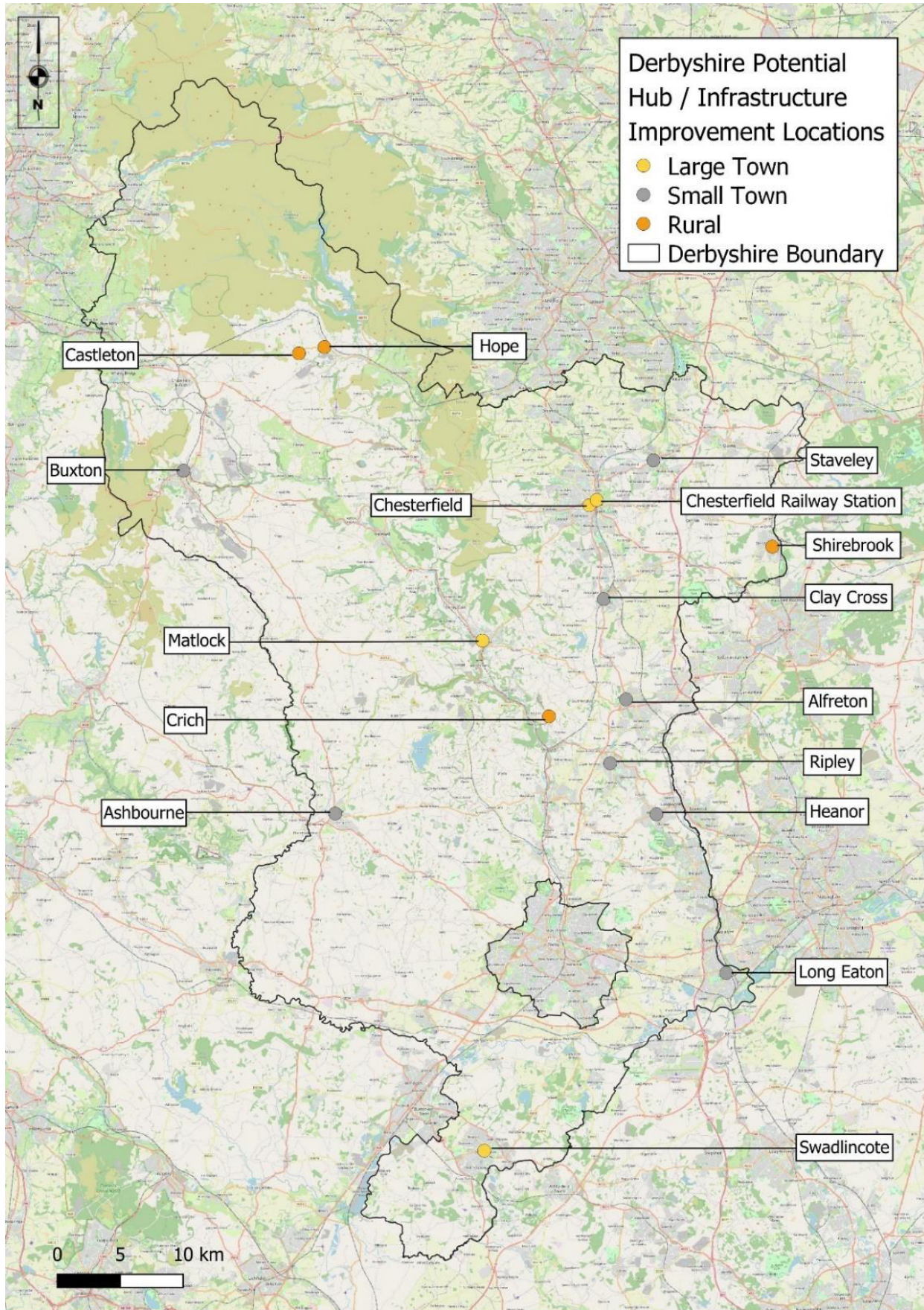
BSIP will fund the following measures/facilities which will compliment hubs where possible:

- Key attractors such as interchanges with other transport modes, such as rail stations
- Bus frequency improvements
- Demand Responsive Travel services (DRT)
- RTI boards
- RTI Totems
- Shelter(s) and seating at stops.

Other facilities at hub locations may be included to enhance the Hub offer, however these will only be installed by alternate funding sources, such as Market Towns or Levelling Up district council funding awards. The types of additional facilities could include:

- Taxi stand
- Parcel lockers
- Cycle Parking.

Figure 12: Potential BSIP Hub/Infrastructure Improvement Locations



Source: QGIS, ©OpenStreetMap

Other Workstreams

Real Time Information (RTI)

The first four BSIP funded RTI signs have been installed, taking the total number of real time information boards in Derbyshire up to 230. Testing has been completed for an additional thirty signs with further testing planned for another forty. Once testing is completed to a satisfactory level, these will be installed around the county.

Figure 13: Newly installed RTI



Bus Passenger Charter (Customer Charter)

The Customer Charter was completed and published in January 2023. The Charter sets out what passengers should expect from all bus operators, contact details if the service falls short of standards, as well as details about fair compensation for failure to deliver to the agreed standards. The full Charter was developed and agreed by the EP Board and is attached in Appendix 3 and can be found [here](#).

Progress against Targets

Headline Measures

In line with the Department for Transport’s (DfT) national evaluation and monitoring of bus interventions, the headline measures and associated targets for Derbyshire are provided in Table 3. It should be noted that some targets and indicators which were provided within the original BSIP have been amended due to several factors including changes in travel behaviour since Covid-19; BSIP funding being delivered over 2.5 years, instead of the original 5 year bid; and not all improvement measures submitted in the original BSIP bid being supported financially in the final settlement award.

Patronage data is taken from DfT bus statistics and therefore will be completed following the release of new data. To reflect the slower than anticipated patronage recovery post-pandemic and the adjusted amount of BSIP funding received, the patronage target provided within the original BSIP has been amended to provide a realistic but challenging target (10% increase over 10 years from 2019/20).

Customer satisfaction data is sourced by independent watchdog Transport Focus with surveys currently underway. It is expected the initial results will be available in August 2023. Transport Focus has advised that results should not be compared to the 2019/20 surveys with Q1 2023 data proposed for use as a benchmark once available – targets will be revised accordingly.

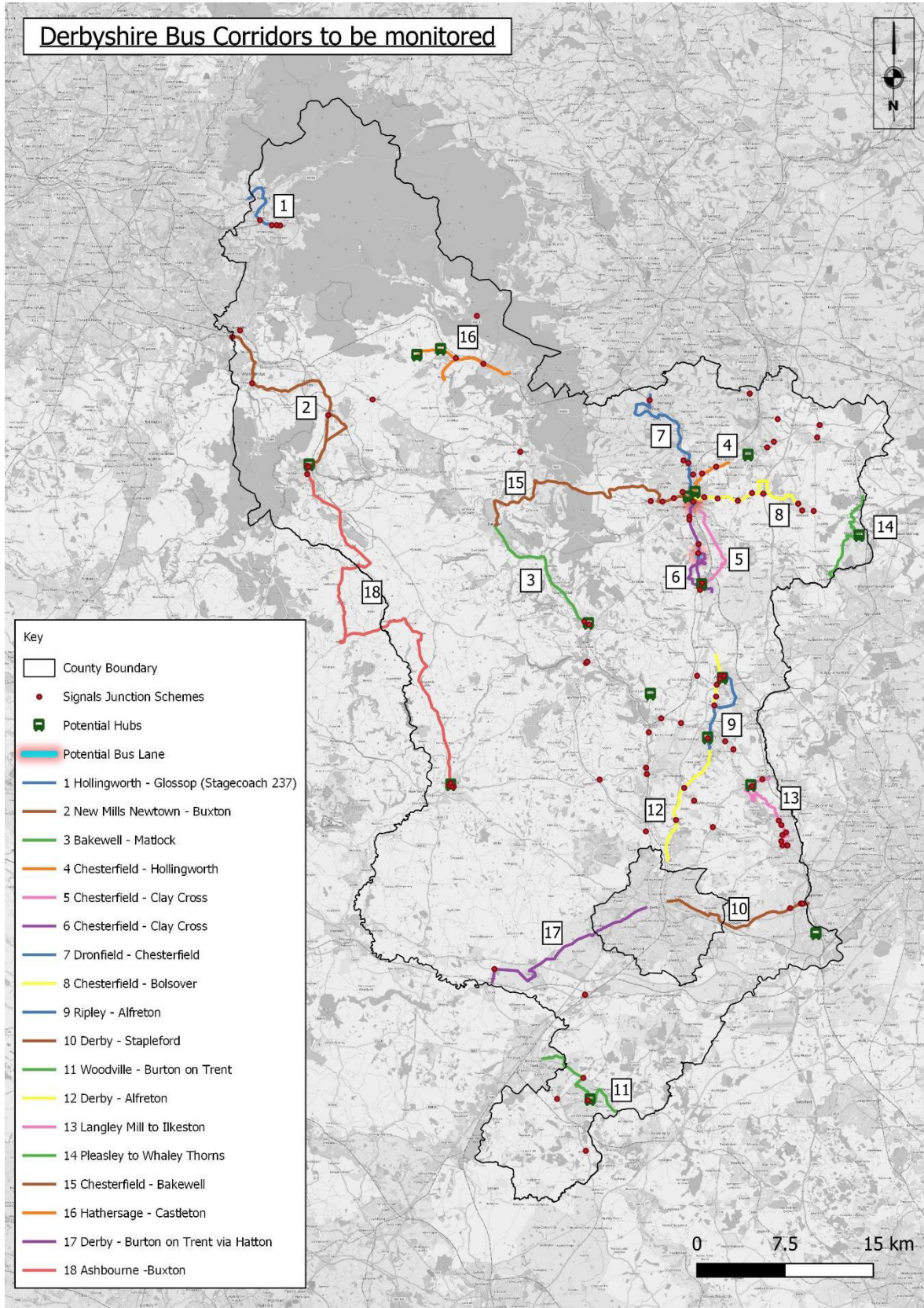
Punctuality is taken from Analyse Bus Open Data (ABOD), a service funded by DfT which provides reporting and analytics to bus operators and local authorities nationally. As 2019/20 ABOD data was not available, the baseline is taken from Q4 of 2022 (9th October-31st December) and actual 2022/23 data is taken from Q1 of 2023 (1st January-25th March).

Journey time (speed) is taken from ABOD for a number of specific corridors, which are shown in Figure 14. As 2019/20 ABOD data was not available, the baseline is taken from Q4 of 2022 (9th October-31st December) and actual 2022/23 data is taken from Q1 of 2023 (1st January-25th March). Journey times, including moving speed between stops and dwell times (time at bus stops to allow boarding/alighting) will be assessed in more detail for these key corridors using Derbyshire’s Traffic Management System.

Table 3: County-wide Patronage, Satisfaction, Punctuality and Speed Targets

Headline Indicator		Baseline	Target 2024/25	Target 2029/30	Actual 2022/23	Source
Patronage		2018/19: 24.0m 2019/20: 20.9m	20.9m	23.0m	2022/23: Awaiting results 2021/22: 14.2m	DfT Bus Statistics, BUS01e
Customer Satisfaction		93%	97%	98%	Awaiting results	Transport Focus
Punctuality	On-time	80.42%	90%	95%	84.92%	ABOD
	Late	19.58%	10%	5%	15.08%	ABOD
	Early	11.09%	5%	3%	13.33%	ABOD
Speed (average across corridors)		17.07mph	17.92mph	18.78mph	17.94mph	ABOD

Figure 14: Corridors to be monitored



Source: QGIS, ©OpenStreetMap

Through Derbyshire’s BSIP and Enhanced Partnership (EP), further indicators have been developed with updated baselines and targets to measure the progress of bus intervention schemes in the county. The indicators cover the following categories:

- Journey Time, Reliability and Punctuality
- Passenger Growth
- Passenger Satisfaction
- Complementary measures.

Journey Time, Reliability and Punctuality

The punctuality and reliability baselines detailed in Table 4 below, are based on data sent from five bus operators (First South Yorkshire, Hulleys of Baslow, Midland Classic, Stagecoach Yorkshire and Trentbarton). Each operator data submission has slight variations (such as dates covered by the submission) therefore the data contained in Table 4 is an approximation based on the information provided.

In the absence of data being available from the Council TMS system, actual punctuality and journey time data for 22/23 has been taken from ABOD for Q1 of 2023 (1st January-25th March) for the corridors shown in Figure 14. Once available, new baselines (based on minimum 4 weeks data) will be sourced from the TMS system with target amendments if necessary.

The baseline for reliability is taken from Q4 of 2022 (9th October-31st December), whilst the actual reliability for 2022/23 is taken from Q1 of 2023 (1st January-25th March).

Table 4: Journey Time, Reliability and Punctuality Targets

Outcomes	Baseline 2019/20	Target 2024/25	Target 2029/30	Actual Q1 2023	Source
The maximum actual journey time on a route in Derbyshire is within 15% of the minimum journey time	~ 74%	80%	85%	U/A	Derbyshire TMS
Percentage of journeys on time (start point)	~92%	90%	95%	84.92% (ABOD)	ABOD / Derbyshire TMS
Percentage of journeys on time (mid-point)	~84%	86%	92%	U/A	Derbyshire TMS
Percentage of journeys early (up to and in excess of 1 minute early)	~8%	5%	3%	13.33% (ABOD)	ABOD / Derbyshire TMS
Percentage of journeys late (up to and over 5 minutes late)	~13%	10%	5%	15.08% (ABOD)	ABOD / Derbyshire TMS
Reliability (miles operated / registered miles)	96.49%	98%	98%	96.42%	Operators

Passenger Growth

Through Derbyshire’s EP, the measure for passenger growth has been developed to provide more disaggregation of patronage by passenger type and time of day. This will allow any changes or developing trends to be understood in greater detail.

The patronage is inclusive of all services* operating within the Derbyshire EP area, including trips made across the border (whole service patronage).

*Patronage data was not provided by D&G or Stotts, therefore the services operated by these operators (108 and 341) are excluded.

Q4 of 2022 (9th October-31st December) has been used as a baseline from which future Q4 targets have been set as other BSIP interventions are delivered. The aim is to increase patronage by 5% from 2022/23 to 2024/25 and a further 10% from 2024/25 to 2029/30.

Table 5: Passenger Growth Targets

Outcomes		Baseline Q4 2022	Target Q4 2024	Target Q4 2029	Actual Q1 2023	Source
Total Patronage		6,235,234	+5%	+10% (on 2024)	6,375,810	Operators
Full Fare Payer		3,630,937	-	-	3,958,711	Operators
ENCTS (Concessions)		1,847,147	-	-	1,807,993	Operators
Discounted young person/scholar		715,500	-	-	561,409	Operators
Weekday	0700-0930	881,034	-	-	930,392	Operators
	0930-1500	2,261,737	-	-	2,254,089	Operators
	1500-1800	1,197,538	-	-	1,243,709	Operators
	1800 onwards	755,222	-	-	772,236	Operators
Weekend	Saturday	820,321	-	-	861,992	Operators
	Sunday	310,198	-	-	312,754	Operators

The Government’s £2 bus fare cap scheme was introduced in January 2023 during the end of Q4 2022 and it remained in place throughout Q1 2023. The impact of this incentive is understood to explain the reduction of the Discounted Young Person/Scholar tickets from Q4 2022 to Q1 2023, as the existing Council young persons b_line scheme was not attractive compared to the £2 single fare for many young passengers.

Passenger Satisfaction

Transport Focus is currently commissioned to deliver the 'Your Bus Journey' survey throughout 2023. Fieldwork began in January 2023 and results are expected in August 2023.

The 'Your Bus Journey' methodology differs to the former Transport Focus Bus Passenger Survey which was the source for current baseline data. Transport Focus has advised that direct comparison should be avoided and therefore it is expected that data from the first quarter of 'Your Bus Journey' will replace the current baselines and targets amended accordingly.

Table 6: Passenger Satisfaction Targets

Outcomes	Baseline 2019/20	Target 2024/25	Target 2029/30	Actual 22/23	Source
Overall journey satisfaction	93%	97%	98%	Awaiting results	Transport Focus
Satisfaction with Journey Time	90%	95%	97%		Transport Focus
Satisfaction with punctuality	78%	80%	90%		Transport Focus
Satisfaction with value for money	72%	85%	87%		Transport Focus
Satisfaction with bus driver greeting/welcome	86%	95%	97%	Awaiting results	Transport Focus
Satisfaction with interior cleanliness and condition	88%	95%	97%		Transport Focus
Satisfaction with availability of seating or space to stand	90%	95%	95%		Transport Focus

Complementary Measures

A number of additional measures are being monitored as the EP / BSIP progresses. These are outlined in Table 7 below.

Table 7: Complementary Measures

Outcomes	Baseline 2019/20	Target 2024/25	Target 2029/30	Actual Q4 2022	Actual Q1 2023	Source
Number of signalled junctions with automatic bus priority applied via UTC and Automatic Vehicle Location systems	0	131	131 (all signalised junctions)	0	0	Derbyshire County Council
Number of Real Time Information displays	192	500	750	214	230	Derbyshire County Council
Number of stops with Timetable Cases (DCC owned)	U/A	1,900	2,000	1,800	1,810	Derbyshire County Council
Percentage of Euro 6 Buses (or better) in Derbyshire (local scheduled bus services)	35%	65%	95%	55.2%	55.2%	Operators

Table 7 shows that the number of RTI displays and number of stops with timetable cases have increased in the last quarter. It can also be seen that operators have invested in improving the vehicle engines within their fleets with the percentage of Euro VI vehicles increasing from 35% in 2019/20 to 55% at the present time.

Conclusion

This report summarises the progress made by the Derbyshire Enhanced Partnership on the implementation of the BSIP since the allocation and receipt of grant funding in November 2022. It provides a review of what works have been successfully completed in the latest quarter and what is expected to be completed for the next monitoring period.

The report provides the headline measures, associated targets and progress made to enable measurement of the impact of the bus interventions as they are implemented.

Baseline and targets may differ from those originally stated within the BSIP and explanations are provided where this is the case. Additionally, some measures which were planned to be monitored will not be progressed. This is due to:

- The change in travel behaviour since Covid-19 and the recovery since the pandemic.
- The BSIP funding being over 2.5 years, not the 5 years bid.
- The subsequent reduction in funding from the original bid, meaning that not all improvement measures submitted in the BSIP being supported.
- Further understanding of fare-paying and ENCTS patronage recovery and travel patterns post Covid-19.





The Partnership will continue to monitor the measures set out within this report and provide updates on a 6-monthly basis, with the next report due to be published in November 2023.

Appendix 1

District/Borough	Town	Car Park Spaces	No. of Car Parks	April 2023 Cost for 2 hours	Notes
Amber Valley	Alfreton	519	5	Free-£1.40	One free car park (29 spaces)
	Belper	418	6	£1.40	
	Heanor	265	7	£1.00-£1.40	
	Kilburn	16	1	Free	
	Langley Mill	56	2	Free	
	Riddings	7	1	Free	
	Ripley	300	12	£1.40	
	Swanick	20	1	Free	
Bolsover District Council	Bolsover	225	4	Free	No time restrictions
	Shirebrook	287	7	Free	
Chesterfield Borough Council	Chesterfield	2311	19	£3	
Derbyshire Dales District Council	Ashbourne	695	8	Free-£2.50	One free car park (119 free spaces)
	Bakewell	620	4	£2.50	
	Baslow	106	1	£2.50	
	Cromford	25	1	Free	
	Eyam	36	1	£2.50	
	Hartington	45	1	£2.50	
	Hathersage	68	1	£2.50	
	Little Longstone	108	2	£2.50	
	Matlock	761	10	£2.50	One free car park (14 spaces, max 1 hour stay)
	Matlock Bath	691	5	£2.50	
	Overhaddon	54	1	£2.50	
	Rowsley	29	1	Free	
	Wirksworth	119	4	Free-£2.50	Two free car parks (59 spaces)
Erewash Borough Council	Ilkeston	874	15	£1.00	All free on Sundays
	Long Eaton	637	9	£1.00	All free on Sundays. Train Station £4.00 per day (177 spaces)
	Sandiacre	37	2	Free	
High Peak Borough Council	Buxton	917	8	£1.80-£2.20	
	Chapel-en-le-firth	75	2	Free	
	Glossop	237	3	£1.50	
	Hadfield	38	2	Free	
	Hope Valley	294	3	£2.50	
	New Mills	120	3	90p	
	Whaley Bridge	71	2	Free	
North East Derbyshire District Council	Clay Cross	425	8	Free	
	Dronfield	279	5	Free	Station car park is £3 for 2 hours
	Eckington	138	4	Free	
South Derbyshire District Council	Castle Gresley	18	1	Free	
	Findern	9	1	Free	
	Hatton	30	1	Free	
	Hilton	19	1	Free	
	Melbourne	89	1	Free	
	Repton	9	1	Free	
	Shardlow	N/A	1	Free	
	Swadlincote	460	7	Free	
	Ticknall	N/A	1	Free	
Woodville	26	1	Free		
Peak District National Park	National Park	2000	45	Free-£2.50	27 car parks offer free parking

Appendix 2

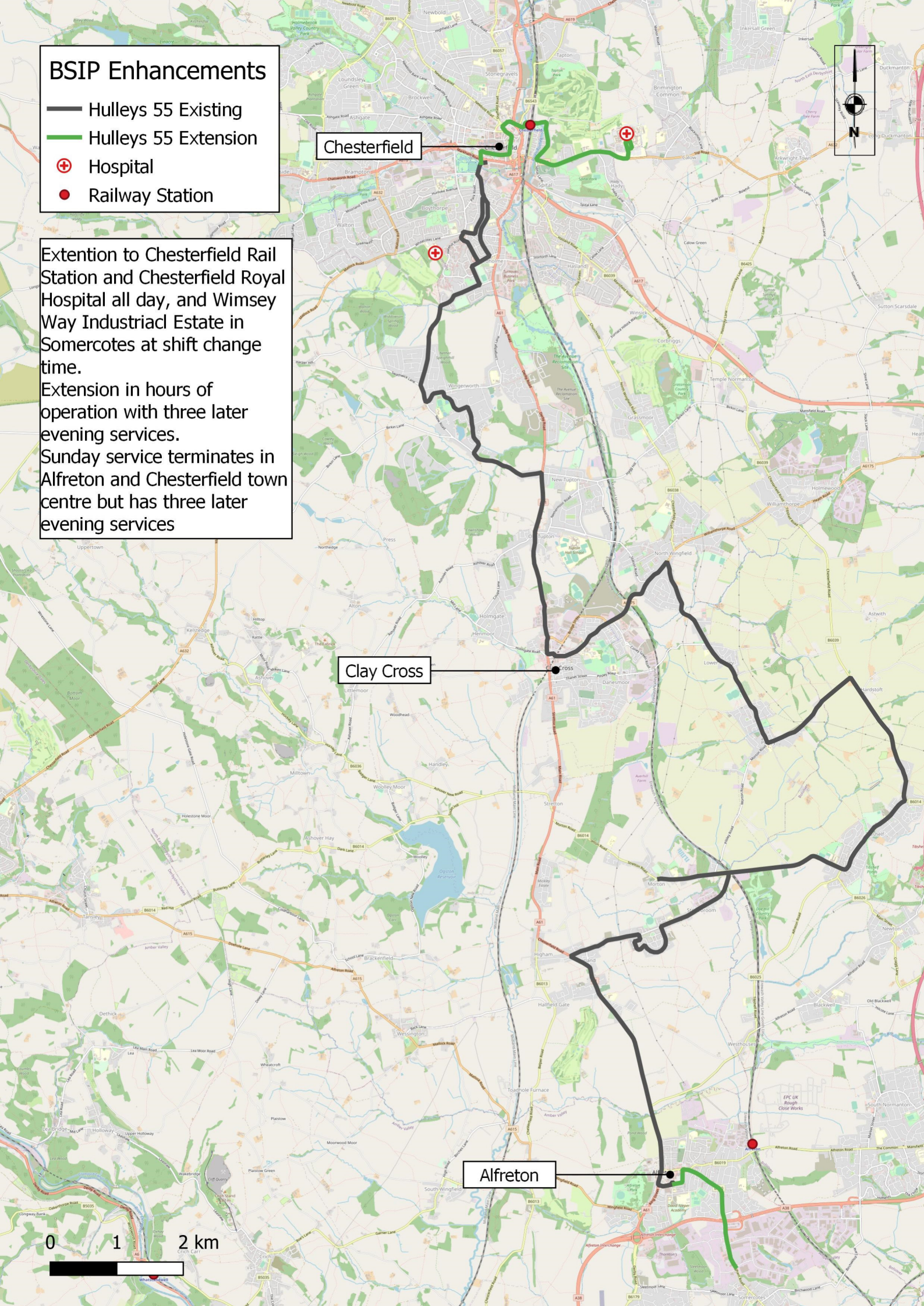
BSIP Enhancements

-  Hulleys 55 Existing
-  Hulleys 55 Extension
-  Hospital
-  Railway Station

Extension to Chesterfield Rail Station and Chesterfield Royal Hospital all day, and Wimsey Way Industrial Estate in Somercotes at shift change time.

Extension in hours of operation with three later evening services.

Sunday service terminates in Alfreton and Chesterfield town centre but has three later evening services



Chesterfield

Clay Cross

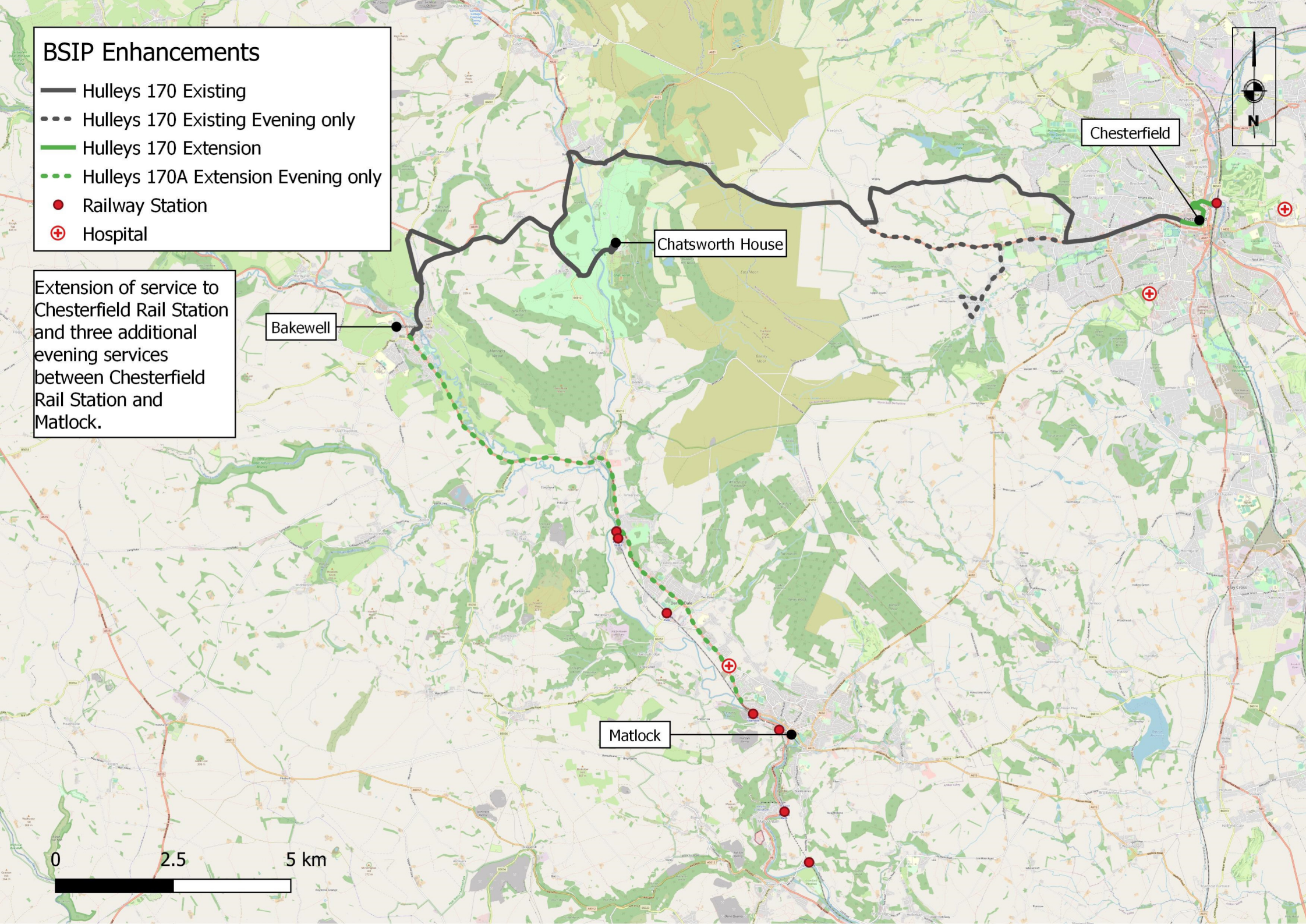
Alfreton



BSIP Enhancements

- Hulleys 170 Existing
- - - Hulleys 170 Existing Evening only
- Hulleys 170 Extension
- - - Hulleys 170A Extension Evening only
- Railway Station
- ⊕ Hospital

Extension of service to Chesterfield Rail Station and three additional evening services between Chesterfield Rail Station and Matlock.



Appendix 3

Derbyshire County Council and Partners

Bus Passenger Charter

Issued January 2023
Valid until December 2023

The Derbyshire Bus Passenger Charter sets out what you can expect from your local bus services and who to contact if the service falls short of these standards.

The Charter was agreed at the Enhanced Partnership (EP) Board on 7th June 2022 and includes those bus services funded by the Council and all “qualifying local services” across the Enhanced Partnership Scheme (EPS) area.

You can find out more about the EPS and see the area the Charter covers at <https://www.derbysbus.info> or by writing to the Council at derbyshire-bsip@derbyshire.gov.uk. Large print versions/braille/alternative languages can also be made available upon request.

Our Plans

We are looking to invest further in buses over the next three years. This investment will see improved buses, better value tickets, improvements in bus reliability and journey time with reduced delays caused by traffic lights, road works and poorly parked cars. We will improve bus stops and information on buses and the bus network.

Feedback

We welcome your feedback, praise is great, but where we have got things wrong, we would like the opportunity to put things right and use the learning to improve things for others. Feedback should be made direct to the Bus Operator you travelled on, during their office hours, or to public.transport@derbyshire.gov.uk. We will respond to your feedback within five working days of receipt and if we cannot, we will contact you and explain why and when you can expect a reply.

If you are not happy with our response, you can escalate your complaint to Bus Users UK by telephone (0300 111 0002) or email (complaints@bususers.org).

Compensation

We aim to get things right every time. We know this is not always possible, we also understand that delays are annoying. We value your feedback so we can learn and take steps to putting things right in future.

Our greatest concern is to not leave you stranded. Therefore the bus operator running the last bus of the day will reimburse you cost of a taxi ride home in the event that the last bus home failed to run or departed early, where this was the result of operator failures, except where events are entirely outside the operators’ control.

What you can expect when using local bus services in Derbyshire through the duration of the EP:

On your journey:

- Bus drivers will be welcoming
- Buses will be clean inside
- You will be kept safe at all points of your journey by bus. We have CCTV on buses
- Bus stops, Hubs and Bus stations will be kept clean and welcoming

Ticketing:

- Value for money fares and tickets, with easily understood discounts for selected groups
- Charged the right fare and offered the best ticket for your stated journey plans

Reliability:

- Buses to turn up and be accessible
- Buses to be broadly on time and if delayed, this should be for a reason out of our control
- Delays will be kept to a minimum and we will hurry delayed buses through traffic lights

Accessibility:

- If you need help on your journey, drivers and staff will do their best to assist you and remove barriers to travel
- Buses will have room on board. It is especially important that passengers dependent on wheelchairs can board the first bus
- If a wheelchair user is unable to board because the space on the bus is already occupied, the depot will be contacted and arrange for an accessible taxi to allow the journey to be completed, equivalent in length to that offered by the bus

Reporting Issues:

- By complaining to the Derbyshire EP partners, we will jointly listen to your problems and collectively act and learn
- We will review this Charter at regular intervals and report on how we are performing

Incremental steps will be taken to further reduce harmful emissions from buses.

The charter does not affect your legal rights as a passenger of bus and coach transport. A quick guide to these rights is available here:

<https://bit.ly/bususersguide>.



HM Government

www.derbysbus.info

