

# Bus Service Improvement Plan

Derbyshire County Council and Partners

June 2024



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# Executive Summary

Travel by local bus is the main public transport choice for many of our residents and visitors, and Derbyshire has an excellent reputation of working with our local bus operators to develop attractive, innovative, and sustainable bus networks.

The National Bus Strategy (NBS) for England, published in March 2021, confirmed the government's vision and strategy for buses, outlining the requirement for Enhanced Partnerships (EP) or franchising to be established, and the need for Local Transport Authorities (LTAs) to produce a Bus Service Improvement Plan (BSIP). The objectives, plans and proposals set out in Derbyshire's BSIP continue to be consistent with the NBS and in particular can be tested against the core objectives set by the Department for Transport (DfT).

Derbyshire submitted its first BSIP in October 2021, with an ambitious request for a five year, £104.9m programme for buses throughout the County. Following the DfT review of our BSIP in November 2022, a total funding package of £47m was allocated for the 3 years from 2022/23 to 2024/25. This was a great success for the Council and in fact Derbyshire was allocated the second highest funding allocation of upper tier rural authorities in England.

The DfT has now requested that all LTAs 'refresh' their BSIPs, refreshing the plan's ambition and content to set out a high quality and flexible pipeline of prioritised proposals for the next four years. In Derbyshire's new refreshed 2024 BSIP, we set out our Bus Vision and our current offer to passengers and outline the delivery of our significant programme of successful projects in the first three-year tranche of funding. Our success in delivering the initial BSIP projects in years 1 and 2 of BSIP, fully informed our strategic planning for 2024/25, as well as setting a baseline for future improvements from 2025/26 and beyond. In the final chapter of our 2024 BSIP, we set out Derbyshire's ambitious and comprehensive plans for further developing local bus services from 2025 to 2029, delivering on our commitment of a step change in the quality of bus services for the residents of, and visitors to, our beautiful county.

Following the successes of the first 2 years of our BSIP programme, our Vision for Buses in Derbyshire remains unchanged from the 2021 BSIP:

**“Our Vision is to grow passenger numbers by making bus travel the first choice for most journeys across Derbyshire, achieved through raising standards to the very best in the county and continuing to improve the overall quality of the service offered to all our communities.”**

Our Vision fully meets Derbyshire's local policy objectives, in transport and more widely for the economy, health and wellbeing of our communities. In Derbyshire we have experienced passengers return to buses in significant numbers post pandemic and through our monitoring and evaluation we can demonstrate that the BSIP projects introduced in 2022/23 and 2023/24 have directly contributed to that recovery, which is an obvious visible benefit of BSIP support.

The Council has commissioned Transport Focus to undertake regular independent passenger surveys. In March 2024, we received the customer satisfaction data for 2023, demonstrating strong positive performance against mid-year responses, which placed Derbyshire ahead of the national results in all categories. It is

pleasing to note, that of the 34 LTA areas surveyed by Transport Focus, Derbyshire ranked 10th in terms of overall satisfaction with 83% of passengers satisfied with their journey, against a national average of 80%.

In the 2021 BSIP submission, the Council identified 37 measures within a £104.9 m five-year package from 2022/23 until 2027/28. The initial bid included expenditure for some measures that were ultimately not funded within the final £47m three-year BSIP settlement, such as improved bus shelter provision. Other projects, including Real Time information (RTI) at bus stops, did not receive the level of funds originally anticipated. Following the funding allocation, a series of work packages were designed to implement the various measures and reflect the final settlement; Table 1 below confirms the spend to date against the allocated budget:

Table 1: Expenditure Summary

	22/23 Expenditure	23/24 Expenditure	24/25 Forecast	Total Expenditure
WP1 Traffic Signal Priority	£11,513	£618,697	£1,252,790	£1,883,000
WP2 Addressing Network Pinch Points	£373,011	£2,475,333	£12,871,274	£15,719,618
WP3 Roadworks Management	£0	£110,033	£2,349,967	£2,460,000
WP4 Promotional Ticketing Offers	£5,522	£148,537	£5,185,941	£5,340,000
WP5 Lower Fares for Key Groups	£6,528	£72,226	£971,246	£1,050,000
WP6 Park and Ride	£0	£25,127	£30,873	£56,000
WP7 Transport Hubs	£66,207	£558,984	£3,613,809	£4,239,000
WP8 Real Time information	£0	£552,967	£107,033	£660,000
WP9 Improved Bus Timetables	£2,012	£87,491	£260,497	£350,000
WP10 Serving Key Attractors	£0	£2,095,653	£5,970,167	£8,065,820
WP11 Additional Bus Services including DRT	£15,865	£1,146,441	£3,177,694	£4,340,000
WP12 Marketing Campaign	£1,006	£350,344	£698,650	£1,050,000
WP13 Travel Derbyshire Website and App	£0	£157,303	£192,697	£350,000
WP14 Customer Charter	£0	£20,000	£20,000	£40,000
WP15 Communications Strategies for Disruptions	£0	£15,360	£104,640	£120,000
WP16 Annual Surveys	£4,024	£20,000	£50,976	£75,000
WP17 Bus Champions	£2,012	£130,699	£242,289	£375,000
WP18 Staff Resources	£106,867	£405,473	£317,660	£830,000
<b>Total</b>	<b>£594,567</b>	<b>£8,990,668</b>	<b>£37,418,203</b>	<b>£47,003,438</b>

The 2021 programme of service enhancements, fares and marketing initiatives and major bus infrastructure upgrades has ensured that Derbyshire now has a much stronger and resilient local bus network, however significantly there is aspiration and recognition that the network can still be strengthened and improved further. In this 2024 BSIP, we outline our proposals for 2025 to 2029, with a longer term view of the future for buses beyond 2029 in our conclusions.

The 10 DfT BSIP Themes and the 12 NBS objectives have been consolidated into an overarching framework for this 2025 to 2029 programme. These are now represented by four core elements and form the main objectives of our ambition for public transport in Derbyshire:

Figure 1: Four core elements



These elements are consistent with the NBS and our previous BSIP project framework. They were agreed by both the EP Board and our Wider Stakeholder Group (WSG) in the early 2024 review of BSIP options and opportunities and are consistent with the Council's wider strategic objectives. The Council has also engaged directly with Derbyshire's district and borough councils and the Peak District National Park seeking their views on the draft 2024 BSIP refresh.

In developing our ideas and proposals the BSIP team has also categorised projects into three 'delivery' categories:

- A. Current BSIP projects considered ready for further extension.
- B. Projects from our initial BSIP that did not receive funding which are still priorities and could be introduced at pace.
- C. New projects and initiatives, that look to the future in terms of innovation and maximum impact, and will require further development

The exciting highlights of our proposed 2025 to 29 programme include:

- Enhancing a further 20-25 bus services;
- Support for up to 10 community transport schemes;
- Two major £10m+ bus priority schemes in the north and east of the county;
- Innovative traffic management upgrades to improve bus reliability and journey time;
- Funding for simplified, low fares initiatives for key groups;
- Doubling the scale of our successful "Bus Champions" project;
- 700 additional Real Time Information (RTI) signs.

One of the largest and most ambitious proposals, both in scale and in the funding required for delivery, includes the acquisition of a fleet of Zero Emissions Buses (ZEB) to be owned by the Council, but operated by bus operators on tendered services; this will have a significant impact on our programme in terms of reaching carbon reduction goals.

The Council also sees considerable value in improving the 'shop window' for bus use through a consolidation of the ownership and maintenance of bus stops and shelters in the county as this is currently operated as a hybrid and inconsistent model. Adopting a standardised delivery model would achieve improved, as well as consistent, high quality standards across Derbyshire. Our long term projects are focussed on doing things differently and being creative and innovative to facilitate growth in the bus sector. This will include unique plans for independent travel training, supporting operators with driver and engineer training, harnessing the benefits of development growth in the county and looking again at the possibilities of shared transport through digital brokerage.

Unashamedly, Derbyshire’s BSIP plans are ambitious, bold and achievable. The estimated costs of our 2024 BSIP proposals are detailed in Table 2 as follows:

Table 2: Proposals Cost Summary

2025 -29	Revenue £000	Capital £000	Total £000
S1 - Services	£20,250	£0	£20,250
S2 - Services	£5,850	£500	£6,350
P1 - Bus Priority	£10,127	£43,000	£53,127
F1 - Fares	£10,200	£0	£10,200
T1 - Ticketing	£200	£3,000	£3,200
W1 - Waiting and Interchange	£4,000	£7,500	£11,500
W2 - Waiting and Interchange	£500	£12,750	£13,250
I1 - Information	£4,200	£11,900	£16,100
A1 - Accessibility, Inclusion and Safety	£400	£0	£400
A2 - Accessibility, Inclusion and Safety	£250	£4,400	£4,650
F1 - Fleet Improvements	£500	£32,120	£32,620
M1 - Marketing & Promotion	£4,400	£0	£4,400
L1 - Long Term Transformation	£2,000	£0	£2,000
L2 - Long Term Transformation	£400	£0	£400
L3 - Long Term Transformation	£1,700	£0	£1,700
L4- Long Term Transformation	£2,000	£0	£2,000
<b>Total</b>	<b>£66,977</b>	<b>£115,170</b>	<b>£182,147</b>

Derbyshire has developed our medium to longer term programme with the understanding that by March 2026, the East Midlands Combined County Authority (EMCCA) will be the accountable body for public transport functions in the region. It will therefore assess each of the constituent authorities BSIPs and develop its own regional programme, balancing the needs identified in the four separate 2024 BSIPs with strategic and regional priorities. The DfT will be pleased to note that Derbyshire has shared, at a high level, our BSIP priorities with colleagues in Derby City, Nottingham City and Nottinghamshire, and vice versa, to reach consensus on approach and activities. Our aim for the proposed 2025 to 29 programme is to maintain the momentum achieved in the first three successful years of BSIP projects in Derbyshire.

Our next BSIP programme, for 2025 to 29, will transition from the consolidation of the gains derived from the 2021 BSIP, and aim to deliver a step change in the passenger experience - through new ZEBs, high quality infrastructure, effective bus priority, innovations in ticketing and a resilient network of services growing in reliability, frequency, and accessibility for all.

# Introduction

Travel by local bus is the main public transport choice for many of Derbyshire's residents and visitors, and the Council has an excellent reputation in working with local bus operators to develop attractive, innovative, and sustainable bus networks.

The Council and the bus operators in Derbyshire have a track record of working closely together in effective partnerships which was formalised into an EP in March 2022. This partnership has been extremely valuable in the development and delivery of our BSIP projects and has been instrumental in identifying opportunities for further investment and operational enhancements.

This positive environment and wide support for buses in the county has had to weather the devastating impact of the Covid pandemic, changing passenger travel demands and continued public sector funding challenges. Our bus operators have also experienced considerable resourcing and cost pressures, whilst trying to operate and maintain reliable and efficient services on sometimes congested roads.

We submitted our first BSIP in October 2021, with a request for a five year, £104.9m programme for buses in Derbyshire.

Following the DfT review of our BSIP in November 2022, a total funding package of £47m was allocated for the 3 years from 2022/23 to 2024/25. The Council rapidly mobilised a BSIP project team that had been set up in readiness and commenced planning for the implementation of the programme using a mixture of traditional and innovative initiatives to provide real benefits to Derbyshire's bus passengers.

We are now pleased to submit our 2024 BSIP on behalf of Derbyshire County Council and its partners. In this plan, we set out our Bus Vision and our current offer to passengers. We describe the successful delivery of our significant programme of projects in the first three-year tranche of funding and set a baseline for ambitions from 2025/26 and beyond.

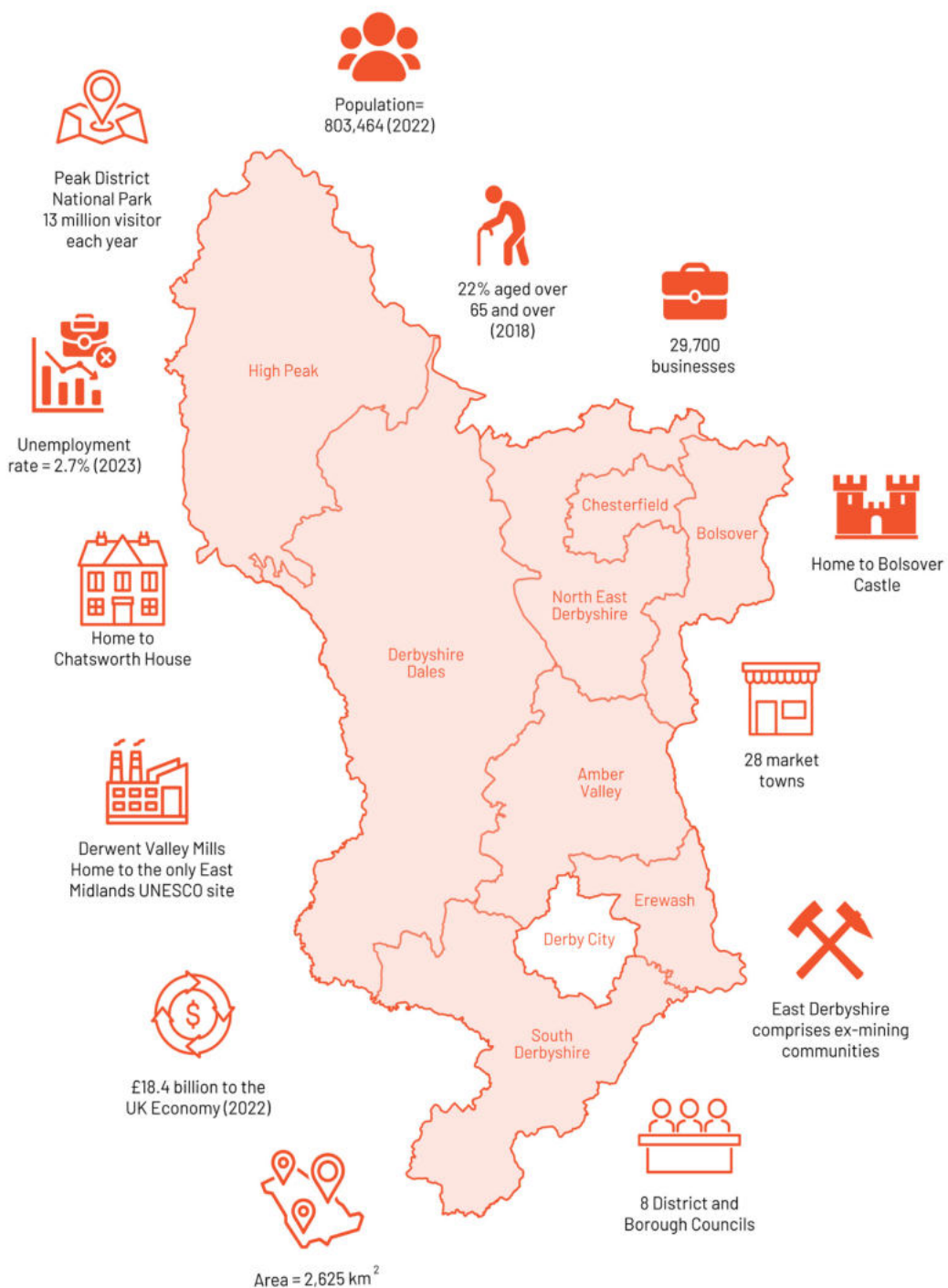


# Our Bus Vision

## Derbyshire

The geographical scope for this BSIP is the county of Derbyshire, excluding the city of Derby. Derbyshire is a large and varied county. We have a rich and diverse countryside with market towns playing a significant role in our economy, as the highly valued local focus for employment, retail, education, and healthcare services. Derbyshire has eight District and Borough Councils, not including Derby City Council.

Figure 2: Derbyshire Map and Key Facts





# Enhanced Partnership

The whole of Derbyshire, excluding Derby City which is unitary authority, is covered by our EP Scheme. The Derbyshire County Council EP Scheme was 'made' on 29th March 2022 and came into effect from 31 March 2022. The EP Scheme and Plan are available on the Travel Derbyshire website here [EP Scheme](#) and here [EPP](#).

The EP Plan sets out the high-level vision and objectives for bus services in the County over the 5-year period between 31 March 2022 and 31 March 2027, with the option to extend for up to a further 5 years. The EP timescales were agreed to reflect the initial BSIP time frame, with the anticipation of a 5-year funding settlement (subsequently realigned to a 3-year programme). Therefore, the current EP Scheme can be aligned with the 2024 BSIP refresh period up to March 2032 if required.

The EP Plan (2022) identified key themes and projects, which links with the Work Packages (WP) subsequently developed in the current BSIP programme:

Figure 3: EP Key Themes and Work Packages





Governance of the EP is organised through the EP Board, which meets at least monthly, and is supported by a WSG, which meets quarterly. The EP Board includes representatives of both large and small bus operators, Community Transport (CT) operators, and elected Councillors and senior council officers. The Board has an independent Chair, Professor Margaret Bell, from Newcastle University, who is a leading academic on transport and former resident of Derbyshire. The WSG consists of representatives from borough and district councils and neighbouring local authorities, the Peak District National Park, local businesses and bus users groups. Again, the WSG benefits

from an independent Chair, Tim Gammons, who is a Director of a transport and technology business.

## Objectives

### BSIP 2021 objectives



The first-choice mode for existing and new customers for most journeys across Derbyshire



Available for more journeys to grow to meet customer needs



Affordable to use



Environmentally sustainable



Welcoming and friendly for existing and new passengers



A connected network that helps reduce social isolation

## Bus Service Improvement Plan- Duration

This new BSIP was approved by Derbyshire County Council on 10th June 2024 and by the EP Board on 21st May 2024.

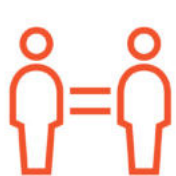
Subject to DfT approval in June 2024, the Plan period will commence after this time.

This document replaces the 2021 published BSIP (and 2022 Addendum), and will remain valid until a joint EMCCA BSIP is produced by the Mayoral Office, which is anticipated to happen in 2025/26. The new EMCCA BSIP will incorporate our ambitious proposals and programme, as well as those of the three other LTA partners, Derby City Council, Nottinghamshire County Council and Nottingham City Council, that will be part of the new combined authority.

# Policy Context

In the 2021 BSIP, the BSIP approach and measures were identified to closely align to the Derbyshire County Council Local Transport Plan (LTP) 3 and other relevant Council policies.

The key transport goals of LTP 3 were cross referenced in the 2021 BSIP objectives and are outlined below:



**Promoting equality of opportunity**



**Contributing to better safety, security and health**



**Supporting a resilient economy**



**Tackling climate change**

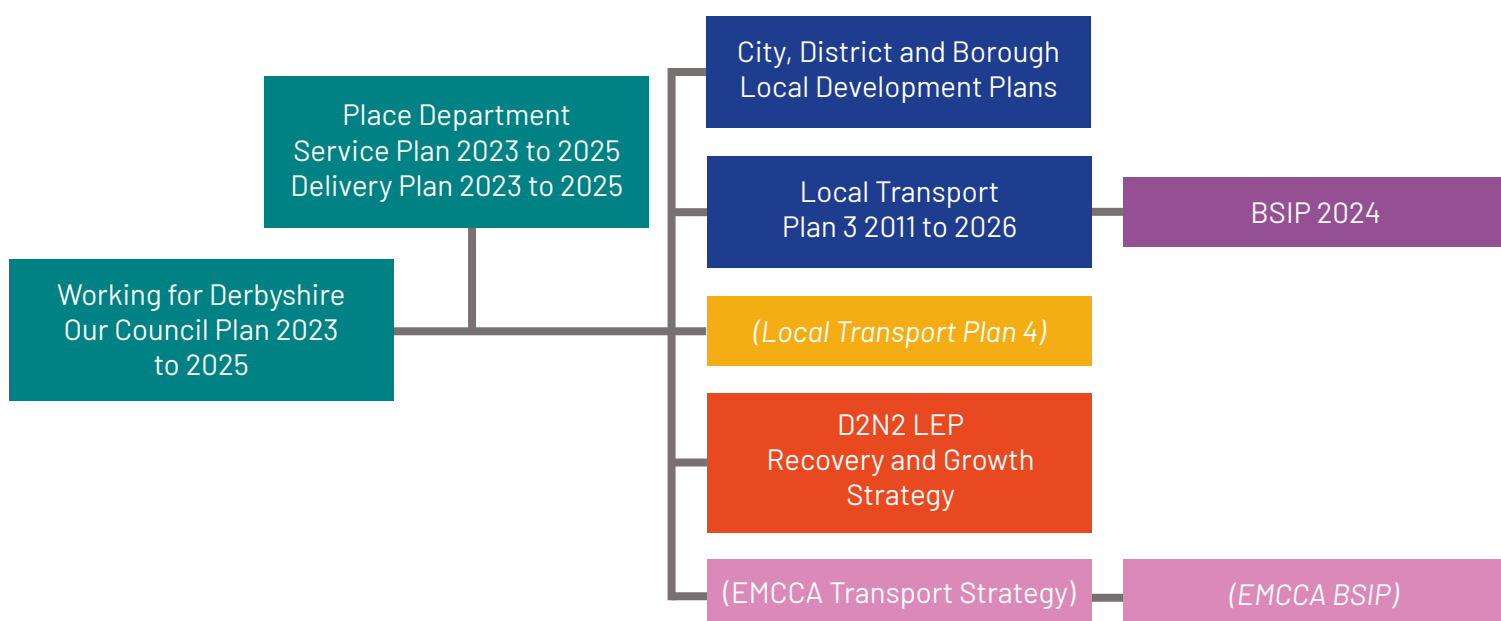


**Improving quality of life and promoting a healthy natural environment**

A new combined EMCCA LTP 4 will be prepared, which will incorporate this BSIP as one of its key bus strategies.

The diagram below sets out key policy relationships between the BSIP, the LTP, Local Plans, and other corporate plans, plus links to the proposed EMCCA plans and strategies:

Figure 4: Key Policy Relationships



# Cross Boundary Liaison

Due to Derbyshire's central position in the country, it has a large number of boundaries with other LTAs. The Council has an excellent track record of partnership working, to ensure bus passengers from either side of the boundary benefit from local bus services to access employment, education, healthcare, retail and leisure. Shared joint funding of cross boundary services has taken place for many years with agreed shared priorities and policies, at a strategic level, on key corridors, fares and marketing, which have brought considerable benefits to passengers. Figure 4 below shows the LTAs that surround Derbyshire.

Figure 5: Surrounding LTAs



In developing the 2021 BSIP, the Council liaised with its adjacent LTAs to ensure co-ordination and engagement. We established Memoranda of Understanding (MoUs) with adjacent LTAs to confirm our willingness to collaborate in preparing the 2021 Derbyshire BSIP; and it is pleasing to note that this positive engagement has continued in this new document. In the MoUs, each LTA signed up to the objective that any cross-boundary proposals must have a positive impact on their LTA neighbours.

We have committed to continue the current cooperation through the MoU agreements with Greater Manchester, West Yorkshire, South Yorkshire, Cheshire East, Staffordshire and Leicestershire. Indeed, these arrangements may be further expanded, for example with the introduction of franchising in Greater Manchester, West Yorkshire and potentially elsewhere in the region.

With the establishment of EMCCA in March 2024 and subsequent Mayoral elections in May 2024, the basis for cross boundary working with Derby City, Nottingham City and Nottinghamshire has changed significantly. The current MoUs, will no longer be required as a merged public transport function team will be established. Derby City Council, Nottingham City Council and Nottinghamshire County Council anticipate completion of their respective BSIP programmes independently through to 2025, and similar to Derbyshire have developed their programmes for 2025-29. The 'pathway' to a new combined EMCCA BSIP is therefore under consideration and it is a high priority for all four councils, bringing the strengths of each authority, collective priorities and common goals into a new policy and delivery framework in due course.

Figure 6: EMCCA councils



A decision on the vision and objectives for the new EMCCA BSIP will be taken in consultation with the Mayor and constituent authorities following the establishment of the new LTP4. Current network geographies and travel to work areas are incorporated into the four constituent authorities' current BSIPs. These are expected to form the substantive backbone of new EMCCA BSIP, as are existing plans and future aspirations that have been set out in this BSIP to deliver enhancement to bus priority, bus decarbonisation, regional smart ticketing and digital public transport information, network enhancements and Demand Responsive Transport (DRT).

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

## Summary- Our Bus Vision

Following detailed discussions with the EP Board and WSG, it has been agreed that our Vision for Buses in Derbyshire should remain unchanged from the 2021 BSIP:

***“Our Vision is to grow passenger numbers by making bus travel the first choice for most journeys across Derbyshire, achieved through raising standards to the very best in the county and continuing to improve the overall quality of the service offered to all our communities.”***

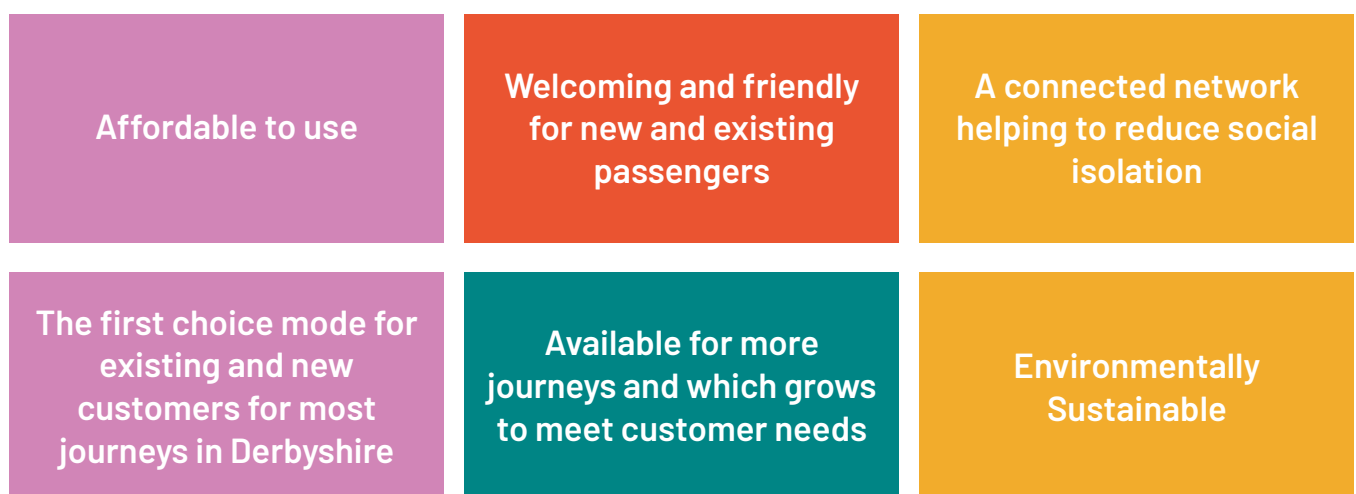
Our Vision fully meets our local policy goals in transport and more widely for the economy, health and wellbeing of our communities. In Derbyshire we have seen passengers return to buses in significant numbers post pandemic, and through our monitoring and evaluation, we are proud to demonstrate that the BSIP projects introduced in 2023/24 have directly contributed to that recovery.

Our objectives plans and proposals continue to be consistent with the NBS and in particular can be tested against the objectives set by the DfT. The figures below outline the NBS objectives, and the DfT themes and how they align to each other:

Figure 7: National Bus Strategy Objectives



Figure 8: 2021 BSIP Objectives



Our next BSIP programme, for 2025/26 and beyond, transitions from the consolidation of gains from the first three years of funding, and aims to deliver a significant step change in the passenger experience. This will be delivered through a range of ambitious proposals, from ZEB fleet, high quality infrastructure and effective bus priority to innovations in ticketing and a resilient and responsive core network of services, particularly in rural areas, growing reliability, frequency, and accessibility for all bus users current and future.

# Current Offer to Bus Passengers

## Existing Local Bus Network

Figure 9: Local Bus Network

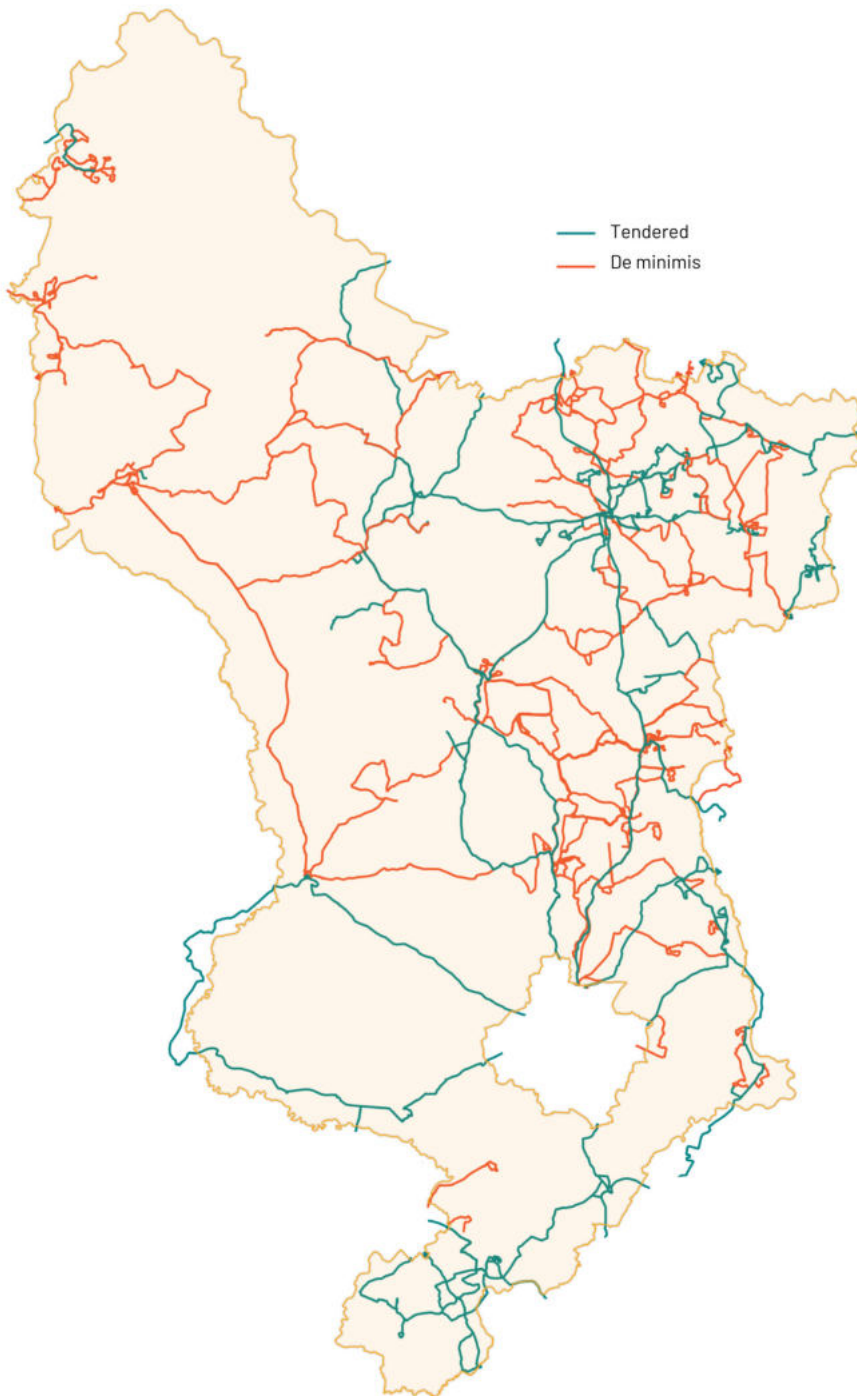


Derbyshire is served by a mixture of commercial, supported and demand responsive services connecting our residents across the rural and urban settlements in the county. Cross boundary services link the communities with neighbouring cities such as Sheffield and Nottingham which provide key access to work, education, leisure, and healthcare facilities. Figure 8 shows the current bus service network in the county, using the daytime Monday to Saturday frequency.



## Supported Services

Figure 10: Supported Services Routes



In 2023, 20% of all bus mileage was operated on Council supported services. The Council supported 102 fixed route services and 4 DRT schemes. Services are operated under fixed term net cost contracts and de minimis contracts are used to infill the network where required.

The 4 DRT schemes:

- Derbyshire Community Transport- Bolsover/ Chesterfield/ North East Derbyshire
- Ashbourne Community Transport DRT- Ashbourne to Cromford DRT
  - Ashbourne Community Transport- Derbyshire Connect Shopping bus service South and West
- Derbyshire Community Transport- Derbyshire Connect Shopping bus service North and East

A full list of the supported services are included in Appendix A along with details of the areas in which the DRT services serve.



**106**  
supported bus  
services



**20%**  
of all bus  
mileage is  
supported



Cost  
**£8.5million**  
a year

## Bus Patronage

During the pandemic bus patronage dramatically declined. Our first BSIP aimed to reverse this and raise the profile of bus travel and its advantages to the travelling public. It is pleasing to note that bus patronage has significantly increased since the pandemic and is continuing to recover towards pre pandemic levels as illustrated in the graph below.

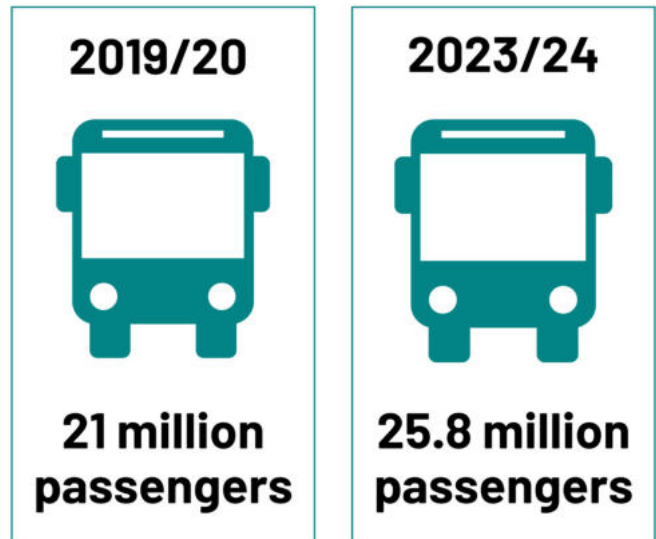
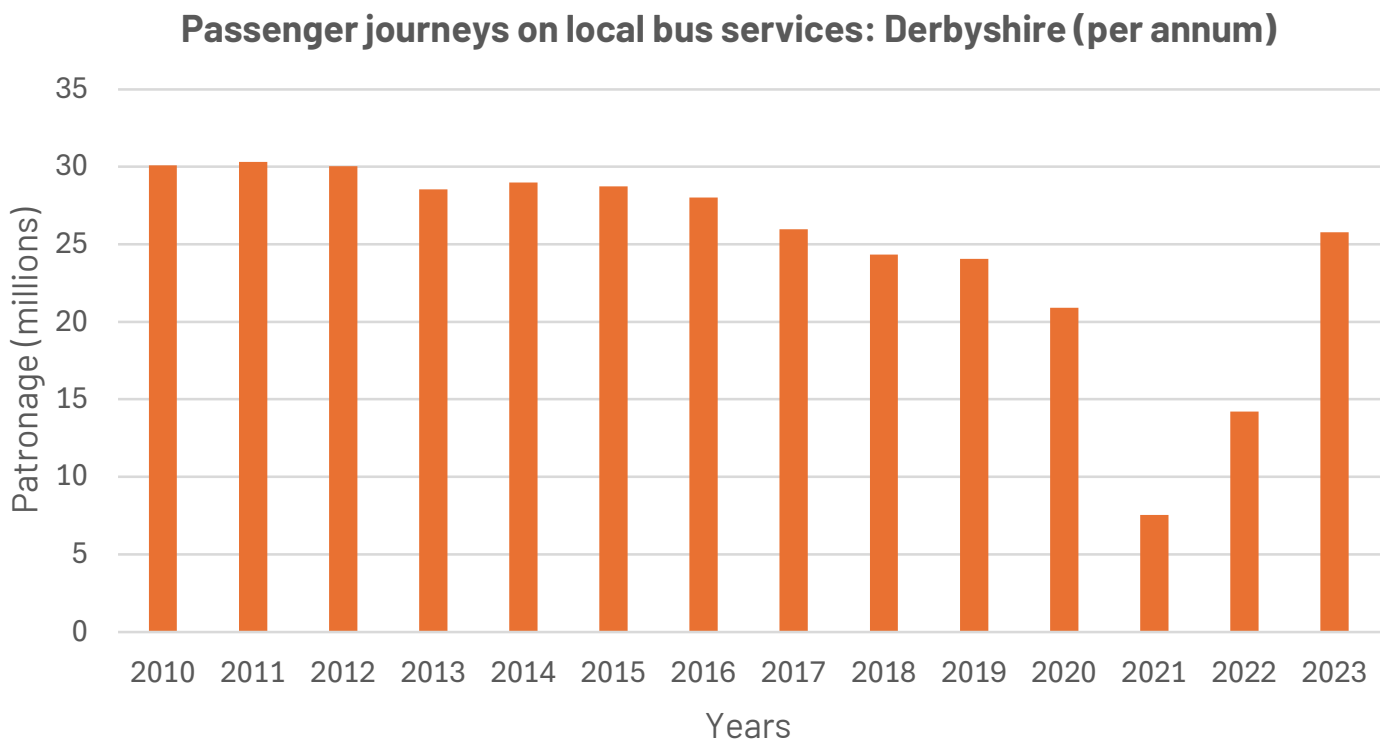
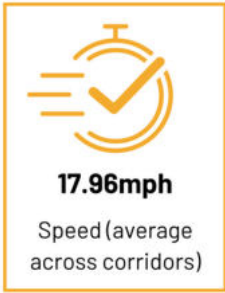


Figure 11: Total Patronage



A target of 7.5 million concessionary passengers for 2024/25 was set within the BSIP 2021. During 2023/24 a total of 7.4m million concessionary passenger journeys were made, showing Derbyshire is on target to reach its goal.

## Average Bus Speeds

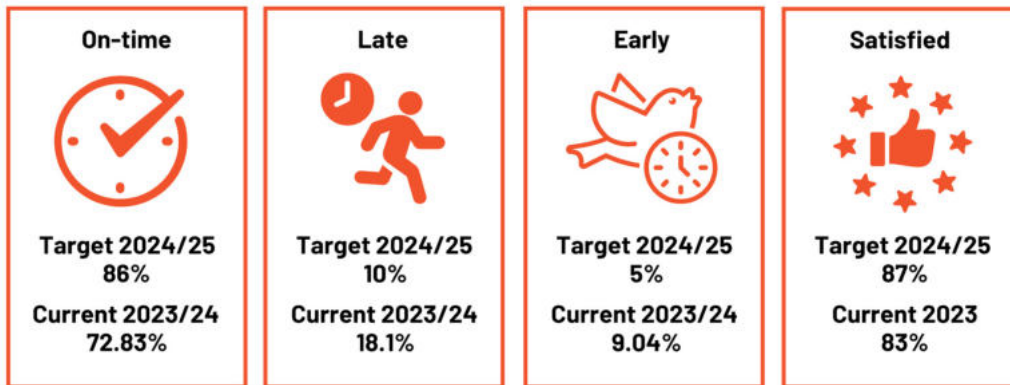


Speed data is taken from Analyse Open Bus Data (ABOD) for a number of specific corridors across the whole of the county. A target for 2024/25 of 17.92mph was set in the 2021 BSIP. The current (2023/24) speed is 17.96mph showing that Derbyshire has already achieved the target set. The benefit of higher bus speeds to bus users is reduced journey times, correctly following the timetables that services are expected to follow.

## Punctuality

Punctuality 2024/25 targets were set in the 2021 BSIP to monitor the percentage of journeys early, on time and late (data from ABOD). A target for satisfaction with punctuality was also set (data from Transport Focus surveys). The current progress to reaching these targets is shown in the figure below.

Figure 12: Punctuality Statistics



## Size and Age of Bus Fleets

### Current Vehicle Emission

Figure 13: Fleet Emissions



In June 2021, 35% of the combined bus fleet in Derbyshire was operating using vehicles with engines of Euro 6 emission standards which delivers a 67% reduction in NOx.

As of April 2024, this has increased to 63%. The rapid increase in the use of low emission vehicles is very promising development and the trend is set to continue. This improvement also aligns with the Council's net zero targets and ambitions.

## Staffing

The 2021 BSIP reported that there were 11 staff responsible for managing and supporting the local bus network in Derbyshire. This has remained the same with 11 full time equivalents (FTE) with 10 FTE staff who are funded and solely involved in the BSIP scheme run by the Head of Transport and supported by Programme Managers, Project Support Officers and technical staff who work on individual work packages outlined in Chapter 3.

## Our Bus Operators

Derbyshire does not have a single dominant bus service provider. The two largest companies are trentbarton and Stagecoach Yorkshire. Both of these companies are innovative, highly respected, and award-winning operators who provide a mixture of purely urban, inter-urban and rural services. The majority of trentbarton and Stagecoach services operate in the more heavily populated eastern half of the county, although some of their routes do stretch into the western half specifically the Peak District and South Derbyshire. There are also a number of smaller high-quality independent service providers such as High Peak Buses, who operate routes mainly in and around the Peak District, Diamond Bus East Midlands, whose services are concentrated in South Derbyshire and Hulleys of Baslow, who operate services in and around the Peak District.

In addition, there are several major bus operators including First Bus in South Yorkshire and Arriva in Derby, whose network of urban routes cross into Derbyshire to serve more rural areas. A number of third sector providers, including Ashbourne Community Transport and Derbyshire Community Transport, provide valuable local services as part of the Council's supported service network (including our current DRT offer). In total 17 different companies and organisations operate bus services across Derbyshire. The table below sets out the current mileage operated by each company in Derbyshire:

Table 3: Current Mileage

Operator Name	Volume of registered bus miles (2023)	Mileage Split
Arriva	216,361	0.91%
Ashbourne Community Transport	39,639	0.17%
Community Transport for Nottingham	49,528	0.21%
D & G (Centrebus)	2,955,794	12.38%
Derbyshire Community Transport	145,688	0.61%
Diamond East Midlands (Rotala)	597,553	2.50%
First South Yorkshire	136,981	0.57%
High Peak	2,954,493	12.37%
Hulleys of Baslow	660,760	2.77%
Littles Travel	131,838	0.55%
Notts & Derby	478,089	2.00%
Stagecoach East Midlands	742,656	3.11%
Stagecoach Manchester	183,970	0.77%
Stagecoach Yorkshire	3,861,743	16.17%
TM Travel	555,684	2.33%
Trentbarton & Kinchbus	10,159,495	42.55%
Vectare	8,256	0.03%
<b>Total:</b>	<b>23,878,528</b>	<b>100.00%</b>

Source: Our Operators (2023)

Since the 2021 BSIP our bus operators individually, and collaboratively through the EP, have grown their patronage through a multi-faceted approach to post Covid recovery. This has included the reintroduction of commercial and supported services that were withdrawn during the pandemic, the introduction of completely new routes, investment in vehicles, staff recruitment and training and increased marketing.

Historically, all of the bus companies have recognised the value of convenient ticketing and good value fares. The impact of the national £2 flat fare scheme has therefore been positively received. However, some operators are concerned about the loss of detailed usage data that their season ticket and fare zone tickets provided on travel patterns. Operators also remain nervous about the impact that the potential ending of the £2 scheme at the end of 2024 may have on bus patronage.

Similar to the national picture, our bus operators also continue to experience wider operational issues, with significant inflationary pressures for fuel, energy, insurance and wages. Whilst operators are reporting that driver recruitment has improved in the last year, they continue to have concerns over the ageing bus industry workforce and the ability to attract new entrants into driving and engineering roles. The difficulty in sourcing spare parts for maintenance work also continues to be a concern particularly for the small operators who struggle to compete with the larger companies in obtaining these key components.

In the EP board and WSG, it has been productive to consider and debate external societal factors that impact directly on the use of bus services. These include the status of the local and national economy, changing working, retail and leisure patterns, changes in car ownership, and the wider demographic trends that impact bus use. While our ability to influence these 'big picture' pressures are limited as a partnership, we continue to assess their potential impacts in our business risk assessments.



# Passenger Engagement

Prior to the development of the 2021 BSIP, we undertook a survey to assess the views and priorities of bus users and non-bus users. The results of this survey helped us identify a number of key priorities for Derbyshire’s BSIP including improved connectivity (transport hubs), improved reliability (bus priority), more real time information and more affordable, easy to understand ticketing options. As part of the development of this new 2024 BSIP, a similar survey was undertaken using online and paper questionnaires between 19th February and 18th March 2024. A total of 1,380 respondents completed the survey.

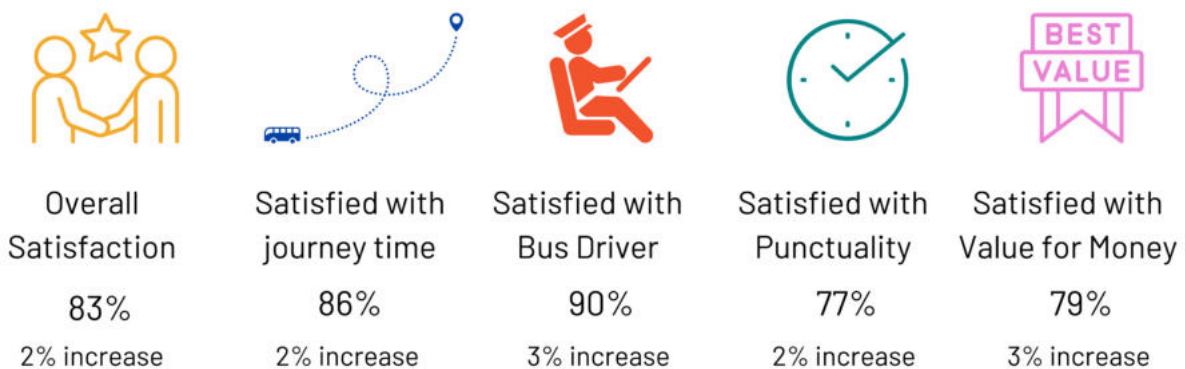
The results on key priorities were consistent with the feedback previously received by the Council and operators over the first 18 months of BSIP implementation. Therefore, we are confident that the 2024/25 work programme priorities continue to remain relevant and important to Derbyshire residents.

The Council also commissioned Transport Focus to undertake regular passenger surveys and in March 2024 we received the customer satisfaction data for 2023, demonstrating strong positive performance against mid-year responses and ahead of the national results in all categories:

Figure 14: Improvements passengers asked for



Figure 15: Survey Analysis



Of the 34 LTA areas surveyed by Transport Focus, Derbyshire came 10th in terms of overall satisfaction with 83% of passengers satisfied with their journey. The 83% figure shows an improvement from the half year result in mid-2023 of 81%.

Derbyshire scored extremely well on value for money (4th overall nationally), satisfaction with waiting area (9th overall) and passengers views on punctuality showing improvement to 77% (up from the 75% previously).

## Local Transport Authority (LTA) Financial Support for Bus Services

In 2023/24, the Council provided £20.7m revenue funding from its own resources to bus services, which represents a 29.8% increase on 2022/23. This represents a significant commitment and investment to bus travel and its advantages.

The following tables identify the 2022/23 and 2023/24 spending:

Figure 16: 2022/23 Revenue Funding

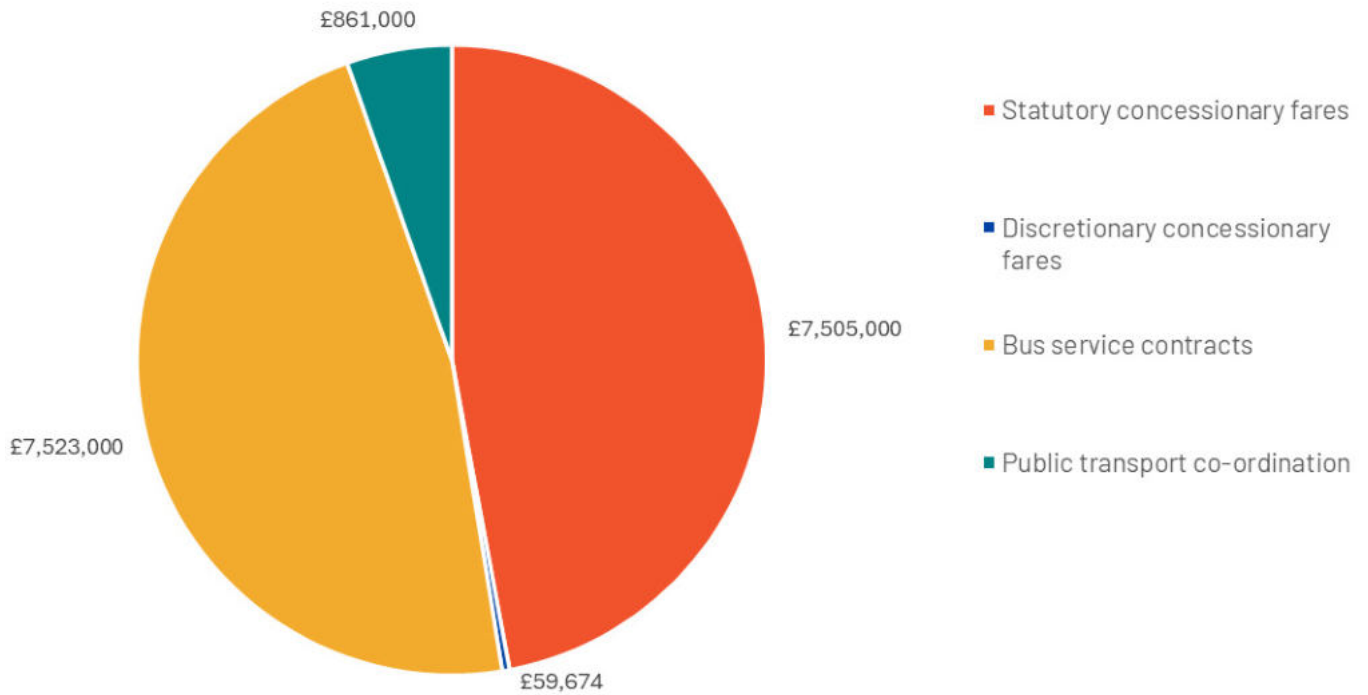
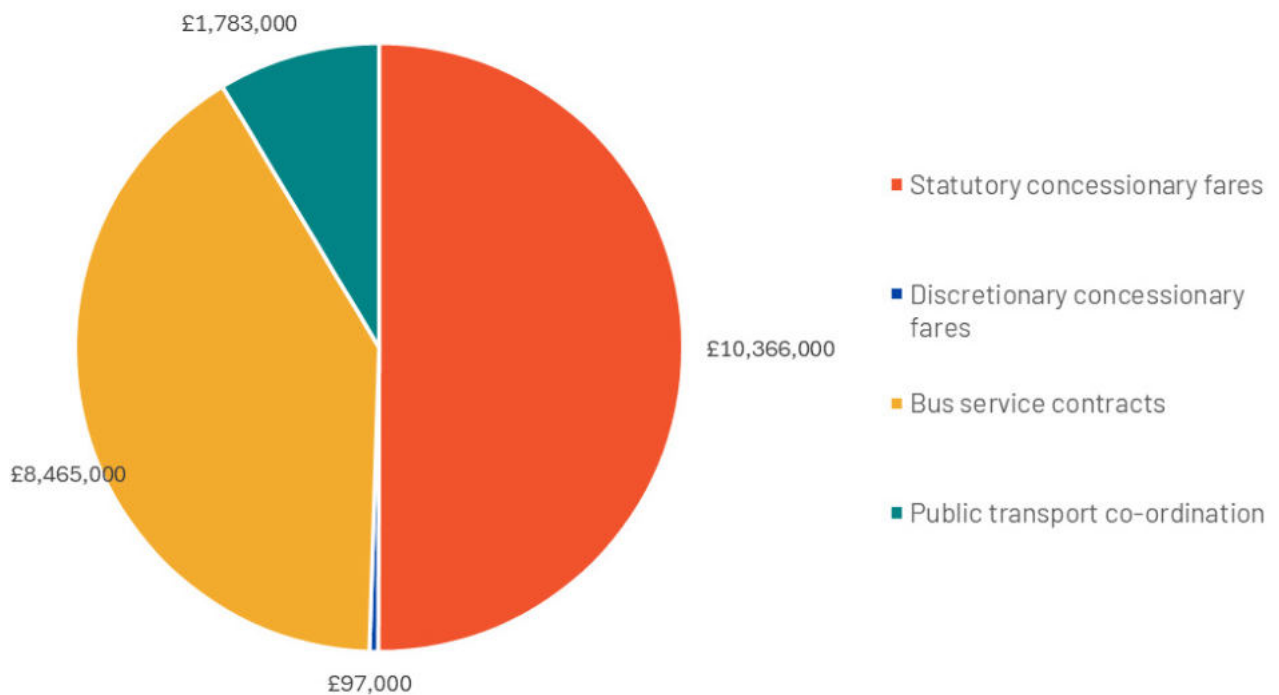
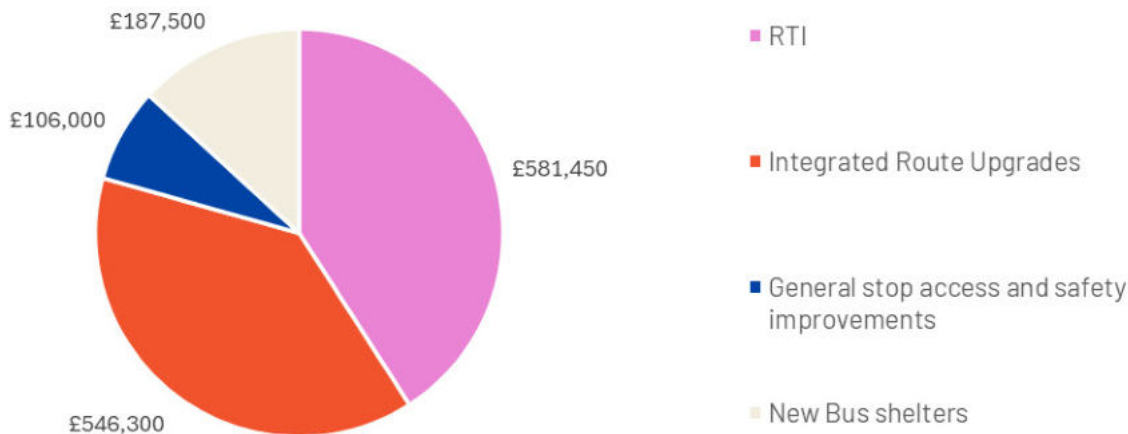


Figure 17: 2023/24 Revenue Funding



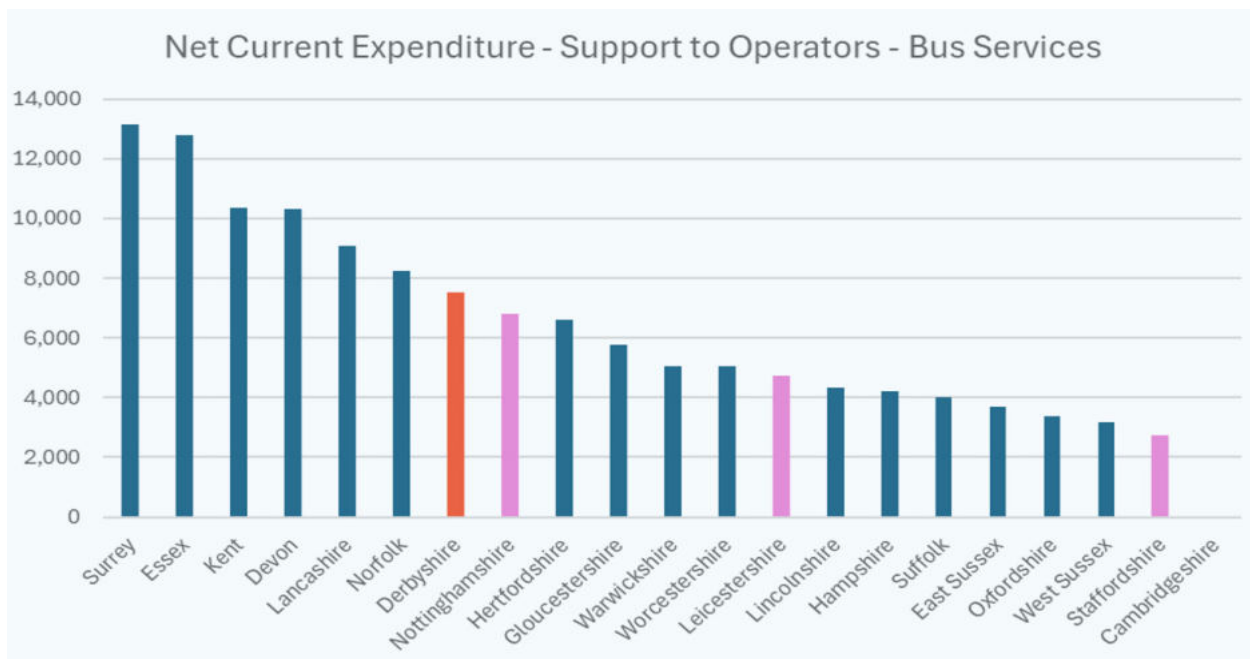
In 2023/24, the Council spent £1.4m of its own LTP funding on bus related capital projects, which is similar to the amount spent in 2022/23. The projects undertaken were as follows.

Figure 18: 2023/24 Capital Funding



In 2022/23, Derbyshire’s support for local buses was greater than any other LTA in the East Midlands region and larger than most other County Councils nationally as can be seen below:

Figure 19: Net Current Expenditure - Support to Operators



Source: LGA Inform



## Other DfT Funding

In addition to the funding award in the 2021 BSIP, we have been successful in gaining funding from the DfT Zero Emission Bus Regional Areas 2 (ZEBRA 2) programme.

Derbyshire County Council and Stagecoach submitted a ZEBRA bid to the DfT in December 2023 and in March 2024 were advised that we had been successful in securing £5.7m in funding. This capital funding, along with significant additional match funding from Stagecoach, is being used to support the introduction of 57 ZEBs and associated infrastructure at their Chesterfield depot. The services which will benefit from the introduction of these electric buses in 2025 operate across a large area of eastern Derbyshire, including Bolsover, Chesterfield, Derbyshire Dales and North East Derbyshire.

Staffordshire County Council, working in partnership with Diamond Bus, have also been successful in securing ZEBRA funding. This will mean that electric buses will also be introduced on services which travel from Staffordshire into South Derbyshire.

## Other Government Funding

The Council has also recently benefited from new government funding, including the Network North/BSIP Phase 3 allocation of £4.5m. This funding will be utilised for further significant bus service enhancements as well as expansion of the RTI programme in 2024/25 and 2025/26. The Council is not currently eligible for City Region Sustainable Transport Settlement (CRSTS) funding, however, as part of the EMCCA transfer, it will be able to secure additional funding from 2025 through this route.

The Council is working in partnership with our borough and district councils on their successful Levelling Up funds, Towns Deals, and Future High Street Fund Projects on measures incorporating bus elements. For example, the transport hub project in Heanor (Amber Valley Borough) has co-ordinated bus stop and shelter improvements with landscaping and street furniture upgrades which are being introduced by Amber Valley Borough Council as part of their Future High Street project.

# Improvements Programme to 2024/25

## Introduction

In this section, the focus is on projects undertaken to date with the allocated funding in financial years 1 and 2 and the anticipated completion of current and planned projects in year 3 (2024/25).

In the Council's 2021 BSIP, some 37 measures were identified within a £104.9 m five-year programme from 2022/23 until 2027/28. Several measures that were detailed in the initial bid were ultimately not funded due to the reduced £47m three-year award. These included improved bus shelter provision and RTI expansion. As a result of the funding allocations, a series of work packages were designed to implement the various measures.



Table 4: Measures and Work Packages

BSIP 2021 Measures	Work Packages
Measure 1: Enhanced Frequencies & Corridor Improvements	WP11 Additional Bus Services and DRT
Measure 2: Additional Bus service, including DRT	
Measure 3: Set Service Change Dates	Dates agreed by EP
Measure 4: Supporting Existing Service Levels	BSIP funding
Measure 5: Serving Key Attractors Measure 20: Improving Connections	WP6 Park and Ride
	WP7 Transport Hubs
Measure 6: Bus Shelter Provision	WP10 Serving Key Attractors
Measure 7: Marketing Campaign	Non Funded
	WP12 Marketing Campaign
Measure 8: Planning Policies and Procedures	WP17 Community Bus Champions
Measure 9: Traffic Signalling Priority	On hold in advance of EMCCA LTP4
Measure 13: Bus Gates	WP1 Traffic Signalling Priority
Measure 10: Addressing Network Pinch Points	
Measure 11: Roadwork Management	WP2 Addressing Network Pinch Points
	WP3 Roadworks Management
Measure 12: Car Parking Enforcement	WP15 Communication Strategies for Disruptions
Measure 14: Review of Parking Charges	Active DCC enforcement and EP action
Measure 15: Lower Fares for Key Groups	On hold, liaison with borough and district councils in advance of LTP4 and EMCCA
Measure 16: Promotional Ticketing Offers	WP5 Lower Fare for Key Groups
Measure 18: Introduction of Multi-operator bus ticket	WP4 Promotional Ticketing Offers
Measure 17: Contactless Payment and Fare Capping	
Measure 19: Qualifying Agreements	Participation in Project Coral tap and go development
Measure 20: Improving Connections	On hold in liaison with EMCCA
Measure 22: Brand for Buses in Derbyshire	WP7 Transport Hub
Measure 23: One Stop Website	WP13 Travel Derbyshire Website & App
Measure 24: All operator app	
Measure 25: Real Time Information Provision	In development
Measure 26: Improved Roadside information	WP8 Real Time Information
Measure 28: Move Toward Euro 6 fleets	WP9 Improved Bus Timetables
Measure 29: Fleet Engine Retrofit	
Measure 30: Zero Emission Buses	
Measure 31: Minimum Vehicle Specifications	BSIP ZEBRA proposals unfunded/ Operator investment and successful ZEBRA 2 funding BID
Measure 32: Establish Customer Charter	Operator investment
Measure 34: Annual Surveys	WP14 Customer Charter
Measure 36: Additional Resources	WP16 Annual Surveys
Measure 37: Regular Updating	WP18 Staff Resources
	WP30 Project Monitoring and Reporting

BSIP funding for 2022/23 was not distributed to LTAs until November 2022, so this made progress in the first year of the programme challenging given commencement requirements. However, following the mobilisation of key staff during late 2022, progress on scheme delivery accelerated. In the following section, we outline examples of successful schemes that have been delivered during the BSIP process so far.



## Examples of Successful Scheme Delivery

There have been many successful schemes, two examples are outlined below.

### Ticketing

As part of the fares and ticketing Work Packages, Derbyshire's BSIP introduced a number of new products which make it easier and more affordable to travel by bus, these include:

- Young person's b\_line scheme for 11-19 year olds. The 2021 BSIP enabled a b\_line £1.50 flat fare scheme to be introduced in November 2023 covering all services in Derbyshire and Derby as well as key cross boundary services into Nottinghamshire, South Yorkshire and Staffordshire. Since then, there has been a positive 24% increase in the number of b\_line cards in circulation (as of May 2024) with over 65,000 b\_line journeys being made in the first 4 months of the schemes introduction.
- Wayfarer integrated ticketing scheme. As part of 2021 BSIP, a bus only version of the long standing Wayfarer ticket was introduced in April 2023 to complement the existing bus and rail product. The bus only Wayfarer product is available in 1 day and 7 day versions, allowing unlimited travel on bus services across Derbyshire and Derby and on key cross boundary services including those into, Nottinghamshire, South Yorkshire and Staffordshire.
- English National Concessionary Travel Scheme (ENCTS). Since April 2024, the Council has also introduced via BSIP a "Companion Pass" scheme for qualifying people with specific disabilities, as part of the ENCTS scheme, which is known as "Gold Card" in Derbyshire. This means eligible Gold Card passengers are now able to take a companion with them who can travel for free on the bus, enabling them to travel with increased ease and more confidence.

### Service Enhancements

As part of specific work packages, we have introduced a number of enhancements to existing bus services across Derbyshire. These have included urban and rural routes, as well as longer distance services and have taken a variety of forms including increased frequencies, longer hours of operation and extensions to new destinations. Patronage is generally increasing on the majority of these enhanced services since 2023-24 as illustrated below in Table 4.



Table 5: Service Enhancement Statistics

Service Name	6 month percentage increase/decrease of patronage	Passenger Numbers July 2022-January 2023 – pre BSIP service enhancements	Passenger Numbers July 2023-January 2024 – post BSIP service enhancements
272	Up 10%	57,475	63,293
185/186 Buxton Buzz	up 53%	20,359	31,198
61	up 23%	58,991	72,831
TransPeak	up 33%	100,885	134,238
401	down 2%	60,262	57,684
8/9	down 1%	448,450	444,492
218	up 6%	119,185	126,285
Comet	up 38%	116,227	160,414
Ilkeston Flyer	up 4%	440,194	455,846
My15	up 9%	415,402	453,274
Rainbow One	up 14%	918,939	1,051,325
The Sixes	up 11%	548,965	610,495
Villager	up 21%	238,189	287,297
1/1A	up 2%	423,422	430,240
25/25A	up 29%	32,482	42,226
39	0% change	210,852	210,088
65	up 27%	33,016	41,969
74/74A	down 5%	130,787	123,622
90/90A	up 4%	91,562	191,266
X17	up 30%	424,600	549,934
157/159	Up 29%	12,021	15,513
<b>Total:</b>	<b>-</b>	<b>4,902,265</b>	<b>5,553,530</b>

# Our Work Packages

In the diagrams below, we have set out what has been delivered by the 18 different work packages over the last 2 years. We then explain what will happen in the 2024/25 programme and the outcomes this will deliver for bus passengers.

## WP1 Traffic Signalling Priority

### Project Summary

Electronic bus priority at traffic signals will be introduced on every set of junction traffic signals in Derbyshire. Using a combination of the County's roadside technology and real time monitoring of network conditions, the Council will use automatic identification of late running buses to provide priority at signals to improve journey times and reliability for bus passengers.



### Delivered 22/23 and 23/24

All back-office systems have been configured and adapted to allow for electronic bus priority, and monitoring of its effect. Following equipment upgrades, the first set of junctions has been connected to back office systems and bus priority introduced. Monitoring of its effect using a range of data including BODS and interfaces to the Electronic Ticket Machines (ETMs) on buses has started.

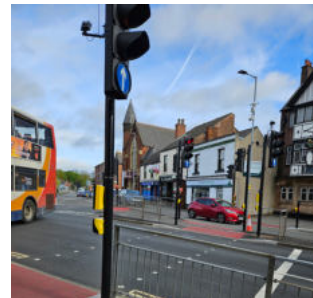


### 24/25 Programme

All traffic signal junctions in Derbyshire will be enabled for electronic bus priority for late running buses with signal timings being biased in favour of links where buses are present. Further refinement to the bus priority strategies will be made as the analysis of the data starts to indicate where further assistance to buses can be given, no matter what the mode of traffic signal operation (Split Cycle and Offset Optimisation Technique (SCOOT) or isolated operation).

### Outcomes

Assisting late running buses is having a significant positive effect on journey times for passengers. As data continues to be gathered and analysed, it is expected that further enhancements will result. Monitoring bus operations on a route by route basis under normal network conditions, as well as during non-predictable and adverse events such as the closure of the M1 motorway or floods, means that bus operators, in conjunction with the Council's specialists can consider modifications to timetables to improve passengers experience of bus travel.



## WP2 Addressing Network Pinch Points

### Project Summary

The Council will develop a corridor based approach of potential interventions including bus priority and highways realignment at network pinch points to reduce journey times and improve reliability for bus services.



### Delivered 22/23 and 23/24

Work at a total of 10 sites has been completed. These have already brought improvements for bus passengers in terms of time savings and reliability.



### 24/25 Programme

All remaining sites will be completed during 2024/25 with continued development of a reserve list of schemes for implementation should future funding be made available.

### Outcomes

Working with highways colleagues and the bus operators to address long standing causes of delays to buses by improving network pinch points will deliver the greatest immediate benefit in service reliability and reduced congestion.



# WP3 Roadworks Management

## Project Summary

Using the Council's Pre-Emptive Traffic Management System (PTMS) which was funded by the DfT, predictions of immediate, and future road network conditions will be made to allow the timings at temporary traffic signals to be modified in real time, automatically to benefit bus services at roadworks which could otherwise cause delays.



## Delivered 22/23 and 23/24

Modification of the Council's Traffic Management System (TMS), which included the locations of live and planned roadworks, and their likely impact on traffic have been implemented. A new interface between the TMS and the PTMS allowing temporary traffic cameras at roadworks to be viewed and temporary signals timings to be varied has been completed. A specification for a further upgrade of the PTMS to predict likely traffic conditions to ~45 minutes into the future, allowing the automatic modification of green times at temporary traffic signals before congestion occurs, and, also, to apply priority for late running buses has also been completed.

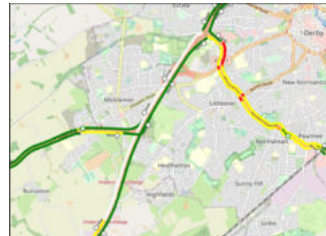


## 24/25 Programme

The strategy of modifying signal settings at temporary traffic signals will be implemented initially, using temporary signals "lent" by the Council to organisations undertaking road works. Modification of the roadworks permitting system to require statutory undertakers to utilise intelligent temporary traffic signals especially where work will continue over a long duration will also be introduced.

## Outcomes

Substantial improvements for bus passengers, especially in parts of rural Derbyshire where diversionary routes to avoid roadworks do not exist or are unrealistic and inappropriate. When fully operational, it is expected that significant and continual improvement to bus punctuality will result across the County.



# WP4 Promotional Ticketing Offers

## Project Summary

To deliver highly targeted ticketing promotion campaigns to promote bus patronage growth.



## Delivered 22/23 and 23/24

The Council introduced a bus only version of the long standing bus and rail Derbyshire Wayfarer multi-operator product. This gives unlimited bus travel on any service across Derbyshire and on cross boundary routes into adjacent LTA areas for either 1 or 7 days. An innovative free Sunday morning scheme ran over the 2023 school summer holidays giving free travel to anybody who boarded a bus before 11.59am. Other initiatives to encourage bus use included free day tickets for visitors to use bus travel during their stay in conjunction with accommodation providers. Free Wayfarer tickets were distributed by bus champions to individuals who agreed to try bus travel.



## 24/25 Programme

Revised ticketing initiatives are being developed with the active involvement of operators and will be implemented to operate alongside the £2 fare cap scheme. Initiatives currently being explored and developed include commuter schemes with discounts through employer channels; reduced off-peak group tickets for the summer and reduced fares in conjunction with events organisers. We are also considering options to help potential bus users who are 'unbanked' or chose not to use a bank card. We will develop a post £2 fare cap strategy that works based on different scenarios.

## Outcomes

For many of our communities the cost of travel is a significant barrier to getting reliable access to work, education and healthcare. The government has recognised this with the £2 cap and our initiatives will allow us to identify what measures work best on lowering fares when the government funded fare cap is removed. We have strong evidence now that the initiatives we have implemented will encourage car users to try the bus and that they will consider it as their preferred mode of choice for future trips.



## WP5 Lower Fares for Key Groups

### Project Summary

The existing Derbyshire young persons b\_line scheme offered a 25% discount on single, return and some saver tickets for 16-19 year olds in Derbyshire and Derby City. An 11-15 year old b\_line scheme also operated which ensured this group could access existing bus operator's commercial young person ticketing products. The plan was to improve the levels of discount available to young people to 50% and to extend the age range of who would receive this discount to include those from 19-21.



### Delivered 22/23 and 23/24

In light of the £2 national capped fare offer being extended until the end of 2024 the proposal changed with a £1.50 capped single fare for all b\_line card holders aged 11-19 being introduced in November 2023. Single journeys starting or ending in Derbyshire or Derby City were capped at £1.50, this covered the vast majority of bus services in Derbyshire and Derby and also included cross boundary journeys into adjacent LTA areas. Proposals for a 'Companions Pass' for bus users with mobility impairment as part of Derbyshire's concessionary travel scheme (ENCTS) were also developed. The companion pass would give users with blind or disabled passes who cannot travel alone more confidence to travel on the bus as they could take someone with them for free.



### 24/25 Programme

Analysis of the use of the b\_line tickets in this market segment will identify what factors increased use and any lessons learnt for the medium term approach to fares for key groups where affordability is an issue. The companions pass, as part of ENCTS, was introduced in April 2024. Derbyshire intends to support the extension of operators discounted tickets offer via Business to Business (B2B) sales channels with the aim of promoting modal shift and delivering continuity across the authority area.

### Outcomes

Encouraging bus use within the younger generation was identified as a key priority for Derbyshire, recognising that regular bus travel for young people can become a positive habit which extends into adult life. Supporting disabled passengers with the companion pass increases confidence to travel by bus for specific individuals.



## WP6 Park and Ride

### Project Summary

Derbyshire will work with all the district and borough councils, and the Peak District National Park, to consider options for developing Park and Ride sites, specifically "pocket" park and ride sites which will be generally smaller sized and utilising existing car parks / hardstanding, rather than building new car parks.



### Delivered 22/23 and 23/24

Locations for potential park and ride sites have been determined based on the availability of car parks (only sites which were 'readily available' were considered), and if there was already an existing high frequency bus route adjacent to the site.



### 24/25 Programme

Discussions are now being held with site owners and district and borough councils to see if the best performing site options, as identified in the early work, are viable with implementation of at least 1 site being completed before the end of 2024/25. Potential for temporary pop up sites to serve visitors are also being discussed with major tourist destinations.

### Outcomes

Park and ride is a proven measure that attracts car drivers that would otherwise be unlikely to use local buses, achieving mode shift for employment, retail and leisure travel. While the opportunities in Derbyshire are limited because of our rurality and the size of our towns, small scale initiatives will have a long term impact. This project can demonstrate that the concept of "pocket" P&R ride is a viable proposition in Derbyshire to ease congestion and parking pressures at peak times / days for destinations such as the Peak District National Park, hospitals and town centres, by attracting car drivers to mode shift to bus for at least part of their journeys.





## WP7 Transport Hubs

### Project Summary

Transport Hubs were identified in our initial BSIP as "Our Large Scheme Proposal". They would make interchange between bus services and with other modes of transport such as rail easier. Measures such as Real Time Information, RTI, improved waiting facilities and better accessibility for passengers all formed elements of this scheme.



### Delivered 22/23 and 23/24

Nineteen different hub locations across the county were identified. Measures at these sites ranged from a RTI totem through to shelters with enhanced facilities, including better seating, improved pedestrian access and cycle parking. The sites included: Long Eaton, Bamford, Castleton, Hayfield, Buxton, Alfreton, Swadlincote, Shirebrook, Heanor, Staveley, Clay Cross, Ripley, Chesterfield Rail Station, Chesterfield Coach Station, Ashbourne and Matlock.



### 24/25 Programme

Bamford, Hayfield, Heanor and Matlock have been completed. The remaining sites will be completed during the rest of this period.

### Outcomes

The new hubs will offer a step change in the quality and attractiveness of the locations in town and village centres where passengers currently connect with bus services. This in turn will make it easier to transfer between different bus services and with other transport modes such as rail. They will provide a welcoming and comfortable environment and will be accessible to all members of society.



## WP8 Real Time Information

### Project Summary

To provide RTI displays at more bus stops, major interchanges and transport hubs across the county. RTI has been identified by passengers and stakeholders as a measure they particularly wanted to see further investment in.



### Delivered 22/23 and 23/24

Additional RTI screens were installed at over 70 new locations across Derbyshire to provide up to date information for passengers – with further signs planned as well as conventional improvements to bus timetable and stop information. There are now over 350 RTI signs in place and works to update the systems back office software systems have been completed. A map of the locations of these is included in the Appendix A.



### 24/25 Programme

Further installations of RTI signs in the northwest and south of the county is planned for the third year of the programme. These are areas which have only seen limited numbers of RTI signs introduced so far.

### Outcomes

To provide RTI at all main centres within the county and maximise the benefit of the system across the whole region. Despite the growth of apps and mobile phone data, offering reliable and trusted information to all users at the bus stop will increase passenger confidence in services and reinforce the message that our services are becoming more reliable and more frequent.



## WP9 Improved Bus Timetables

### Project Summary

To provide individual timetables in a printed format for all the various bus services across Derbyshire.



### Delivered 22/23 and 23/24

Contracts have been put in place to produce the additional timetables and maps, utilising the new Travel Derbyshire brand. Distribution will be through public spaces – libraries, town halls, etc – plus via bus and rail operators at stations and on board vehicles.



### 24/25 Programme

The Travel Derbyshire branded templates for online timetables and for bus stop timetable posters have now been completed. Improved bus route maps from new mapping software will be added to timetables during 2024. Marketing materials to promote individual bus services or services in a local area, e.g. a tourism hotspot, will also be developed during 2024/25. These will feature bus timetables and route maps alongside promotional text and images to deliver targeted marketing.

### Outcomes

The value of traditional paper timetables and maps is recognised, even as digital sources offer the majority of bus users real time information that improves their bus experience. For the digitally excluded, ensuring that information is up to date and provided in a range of formats ensures all that want to travel by bus can find out what they need to plan their journey.



## WP10 Serving Key Attractors

### Project Summary

To introduce improvements to existing bus services where there is a real opportunity to increase passenger numbers in the short to medium term.



### Delivered 22/23 and 23/24

Over 24 existing commercial services have been enhanced across the county, serving Alfreton, Bakewell, Baslow, Belper, Buxton, Chesterfield, Clay Cross, Clowne, Doveridge, Glossop, Hathersage, Hatton, Ilkeston, Long Eaton, Matlock, New Mills, Ripley, Swadlincote and Wirksworth. These enhancements have taken a number of forms including increasing the frequency of services, improving the hours of operation to include evening and weekends and extending the routes to serve new destinations. The key focus of this work has been to make it easier for people to access employment, education, leisure and healthcare facilities. These included business parks and industrial estates, colleges and hospitals. The improvements have been monitored using data received from operators to fully understand if the improvements are making a difference to accessibility and mode choice for workers, students and visitors.



### 24/25 Programme

The Council will continue to monitor the existing enhanced services, to understand if the increase in passenger numbers is as planned. In addition, extra service enhancements based on results of initial 2 years programme will be introduced using some of the £4.5m Network North funding. The enhanced bus services will be introduced in a variety of new areas including Ashbourne, Castleton, Church Gresley, Edale, Heanor and Hope.

### Outcomes

The Council recognises that higher levels of mode shift can be achieved where frequent reliable services to strategically important centres are provided. In some cases we are having to work in locations, particularly employment sites, that have assumed car access is their employees only choice. This investment can change this in the medium and longer term, as new employees are encouraged to choose the more sustainable travel mode. By concentrating on commercial service enhancements we are seeking to kick start long term passenger growth and ensuring the sustainability of these services once BSIP funding ends.



## WP11 Additional Bus Services and Demand Responsive Transport

### Project Summary

To introduce services in rural and urban areas which are difficult to reach with conventional commercial bus routes. This will include additional DRT initiatives extended across the county and specific leisure related services.



### Delivered 22/23 and 23/24

The County Council funded improvements to a variety of deeply rural bus routes, including improved weekend services and the introduction of DRT into new areas. Tender exercises were undertaken in June 2023 and the service enhancements were introduced between October 2023 and February 2024. A new DRT service was introduced early in 2024 serving the Bolsover, Chesterfield and North East Derbyshire area. The Peak Sightseer open top bus service commenced operation in the summer of 2023, operating a circular route connecting key tourist destinations in the Peak District such as Chatsworth House, Bakewell, and Hassop Old Rail Station, the gateway to the famous Monsal Trail. It was successful in attracting over 12,000 new trips in its first summer of operation.



### 24/25 Programme

More enhanced services will be introduced, primarily funded through Network North/BSIP Phase 3 funding (split between WP10 and WP11), in addition to the original year three BSIP planned commitment. For 2024/25 we will introduce additional Derbyshire Connect shopping bus services in the Hope Valley and an extension of the Peak sightseer service into the Hope Valley will also start. We will monitor the impact of the DRT service on the rural areas and villages served, particularly in comparison to a conventional fixed route service.

### Outcomes

Providing new bus links and enhancing the frequency of existing services is consistently one of the most cost effective interventions to kickstart passenger growth and ensure long term commercial sustainability. DRT services are harder to tailor to community needs in rural Derbyshire but trials are effective in finding the communities of users that will adapt to a new style of bus travel.



## WP12 Marketing Campaign

### Project Summary

To deliver a series of highly targeted marketing campaigns to support the other BSIP work programmes and promote the wider Travel Derbyshire brand.



### Delivered 22/23 and 23/24

At Christmas 2023, a £2 single fare campaign was launched in conjunction with bus operators. The b\_line campaign also ran around Christmas 2023 and resulted in a 200% increase in b\_line card applications. Several Facebook advert campaigns to raise awareness of the BSIP enhanced bus services also took place. Other measures included producing media releases, and radio adverts to local outlets to advertise the service enhancements and ticketing schemes. The new Travel Derbyshire brand identity was created and has now been adopted across a range of products and information sources. Other work included distributing timetable leaflets to households within 500m of routes which have been enhanced.



### 24/25 Programme

Further campaigns on social media and in physical formats e.g. bus stop advertising shelters are planned to maintain the momentum over the third year of funding. We have launched two campaigns already, one focused on commuters and another aimed at concessionary pass holders. An overarching behaviour change campaign is being planned for the summer and a new DRT focused campaign which will also begin about the same time. We will also be re-launching the b\_line young persons campaign before the end of the financial year.

### Outcomes

Marketing through all 'channels' is essential to reach all prospective bus users. This intervention is therefore exploring new methods and approaches to promote bus use to members of the public and to encourage more people to use bus services for their regular journeys. It is important to influence behaviours and change people's attitude and approach to travelling by public transport.



## WP13 Travel Derbyshire Website

### Project Summary

To update the existing Derbyshire County Council public transport website by introducing a new Travel Derbyshire site with new branding, logo and visual identity and enhanced content including travel planning tools.



### Delivered 22/23 and 23/24

The Travel Derbyshire brand, logo and visual identity have been established with a style guide and branding advice notes produced. The tender for a new website closed in January 2024 and the supplier was appointed in March. The new website will be delivered early in the next financial year.



### 24/25 Programme

The interim Travel Derbyshire website was launched in May. Building on this success further developments will take place to provide comprehensive information about bus services, timetables, tickets and getting best value for money for bus travel. A journey planning tool is being developed for the website which will include disruption messaging and real time information for passengers about the progress of their bus.

### Outcomes

The previous Derbysbus.info website, although well used did not "sell" the improved bus offer to passengers in Derbyshire. The new Travel Derbyshire website has improved accessibility measures and will have interactive functionality that will greatly improve information for current and potential passengers and make their travel choices easier.



[Travel Derbyshire Website](#)

## WP14 Customer Charter

### Project Summary

A customer charter will set out what people can expect in terms of services and how to raise concerns if they feel we failed to meet their expectations.



### Delivered 22/23 and 23/24

Through our Enhanced Partnership a draft Bus Passenger Charter was developed with our bus operator partners. The charter was agreed and published in June 2022, see link below.



### 24/25 Programme

An annual review of the Bus Passenger Charter is to be undertaken to update any necessary contacts or information.

### Outcomes

To provide customers with information on what they can expect in terms of service quality from their bus journey. Also to provide customers with the means to provide feedback to the operators on the services so they can improve them.



[Bus Passenger Charter](#)

## WP15 Communications Strategies for Disruptions

### Project Summary

To integrate the data associated with roadworks and other disruptive events, with bus routes and their operators, and automatically send alerts via SMS, email and/or tweets to those with affected journeys. This will enable bus companies and the Council's traffic specialists to alter operations to mitigate disruptions.



### Delivered 22/23 and 23/24

All back-office systems work to enable communications has been delivered. With the establishment of the predicted traffic conditions via the PTMS, interconnections have been made to allow subsequent use of predictive data to forewarn bus operators of forthcoming difficulties (eg disruptions on the motorway networks, or flooding events).



### 24/25 Programme

As most of the activities have been completed, the opportunity will be taken to integrate new and emerging data sources, funded from BSIP as well as other projects, to enhance the data that can and will be sent automatically to bus operators and others i.e the integration of flood warnings from the Environment Agency.

### Outcomes

With timely alerts to potential disruptions, customers will have enhanced confidence in the bus services provided in the county. This activity helps provide operators with current and predicted information regarding network conditions.



## WP16 Annual Surveys

### Project Summary

To gather information from passengers on their experience of using bus services in Derbyshire. This will be achieved by taking part in the Transport Focus annual Bus User Surveys.



### Delivered 22/23 and 23/24

Transport Focus surveys were undertaken during 2023. These have given the County Council valuable insights and qualitative information, such as overall customer satisfaction, satisfaction with journey time, satisfaction with bus driver etc. These are outlined in Chapter 2 and overall results were positive in the initial surveys.



### 24/25 Programme

Further surveys will be undertaken in the county by Transport Focus throughout 2024. The Council aims to increase the satisfaction score identified in the Transport Focus surveys and exceed the targets set in the 2021 BSIP.

### Outcomes

Derbyshire will achieve the targets set for the passenger satisfaction by the end of the BSIP 3 year funded programme.



## WP17 Community Bus Champions

### Project Summary

To introduce Bus Champions, operating with a similar role to travel plan coordinators, to support the various work packages in the BSIP by attending career events, school assembly discussions, workplace workshops and information stands at public events etc.



### Delivered 22/23 and 23/24

Four Bus Champions were appointed who delivered work within their assigned areas. For example, they have given travel advice to over 700 individuals, they have also worked with a variety of local businesses including those at the major industrial parks in Markham Vale and Foston, as well as other key destinations such as Chesterfield hospital, to provide incentives to travel via bus. Bus champions have assisted with the introduction of DRT services in North East Derbyshire, Bolsover and Chesterfield, including awareness raising and supporting passengers to adopt and use the new booking app.



### 24/25 Programme

The Bus Champions will continue to work across the county and engage with additional communities to promote the use of the bus. Their work programme for 2024/25 is largely a continuation of the activities they have undertaken over the last 18 months including engagement with residents/communities, business/employees and schools/students. In addition, they are now engaging with visitors alongside Visit Peak District and Derbyshire.

### Outcomes

Behavioural change is often best achieved through personal contact, customised information and direct advocacy, delivered locally to where the bus users are. Encouraging new patronage and promoting bus use to specific groups will be a key activity throughout the BSIP period.



## WP30 Project Monitoring and Reporting

### Project Summary

To provide information on the impact of the various work packages introduced in the BSIP including establishing monitoring process and data sources, and reporting against the agreed targets on a biannual basis



### Delivered 22/23 and 23/24

Published progress reports have been collated on a six-month basis and update the progress on each of the work packages which has included comparing data against targets. The data has been collated from Transport Focus, ABOD, operators, and Derbyshire TMS. The progress reports provided graphics to show the benefits of the funding in terms of services provided and increased passenger use. In addition internal progress reports are produced every 3 months, effectively providing a quarterly review process.



### 24/25 Programme

Progress reports will continue to be provided with the next public report next due to be published in June 2024. The updated progress collection method will then be applied once the DfT announce this.

### Outcomes

To continue to monitor progress and reach the targets identified in the 2021 BSIP.



# Expenditure Summary

This section outlines the expenditure during the first 3 years of the 2021 BSIP programme.

Due to the funding being awarded part way through 2022/23, it was acknowledged by the Council and DfT that initial expenditure would be slow. Therefore, in Year 1 a total of £594,567.00 was spent. However, in 2023/24 spending increased at an accelerated rate following full mobilisation of the programme and showed improved spend against forecasts. With the addition and completion of the 2024/25 commitments, Derbyshire is confident it will achieve the expected £47 million spend and deliver the 2021 BSIP as planned.

Table 6: Expenditure Summary

	22/23 Expenditure	23/24 Expenditure	24/25 Forecast	Total Expenditure
WP1 Traffic Signal Priority	£11,513	£618,697	£1,252,790	£1,883,000
WP2 Addressing Network Pinch Points	£373,011	£2,475,333	£12,871,274	£15,719,618
WP3 Roadworks Management	£0	£110,033	£2,349,967	£2,460,000
WP4 Promotional Ticketing Offers	£5,522	£148,537	£5,185,941	£5,340,000
WP5 Lower Fares for Key Groups	£6,528	£72,226	£971,246	£1,050,000
WP6 Park and Ride	£0	£25,127	£30,873	£56,000
WP7 Transport Hubs	£66,207	£558,984	£3,613,809	£4,239,000
WP8 Real Time information	£0	£552,967	£107,033	£660,000
WP9 Improved Bus Timetables	£2,012	£87,491	£260,497	£350,000
WP10 Serving Key Attractors	£0	£2,095,653	£5,970,167*	£8,065,820
WP11 Additional Bus Services including DRT	£15,865	£1,146,441	£3,177,694*	£4,340,000
WP12 Marketing Campaign	£1,006	£350,344	£698,650	£1,050,000
WP13 Travel Derbyshire Website and App	£0	£157,303	£192,697	£350,000
WP14 Customer Charter	£0	£20,000	£20,000	£40,000
WP15 Communications Strategies for Disruptions	£0	£15,360	£104,640	£120,000
WP16 Annual Surveys	£4,024	£20,000	£50,976	£75,000
WP17 Bus Champions	£2,012	£130,699	£242,289	£375,000
WP18 Staff Resources	£106,867	£405,473	£317,660	£830,000
<b>Total</b>	<b>£594,567</b>	<b>£8,990,668</b>	<b>£37,418,203</b>	<b>£47,003,438</b>

\*This includes expenditure up to March 2026 as per agreement with DfT. These work packages received additional funding as a result of the Network North settlement.

# BSIP Programme Review

In Derbyshire, we can demonstrate excellent progress against our 2021 BSIP strategic objectives with tangible results in delivering specific work packages identified in this chapter. In this section, we provide an assessment of the initial programme and indicate how this will shape plans for investment in bus services and infrastructure from 2025 onwards.

## Successes

### Bus Service Enhancements

At the heart of Derbyshire's 2021 BSIP programme is the extensive bus service enhancements, with increased frequencies, longer hours of operation and new route options, which have been positively received across the county. With the improved services generating new patronage it is anticipated that most will be commercially viable at the end of the BSIP funding period. Examples of successful growth include the Buxton Buzz 185/186 (53% passenger growth), the Comet (38%), TransPeak (33%) and Service 65 (30%). Altogether, over 550,000 new passenger trips were made on the enhanced services in the first 6 months of improvements starting. This positive upward trend continues and will be consolidated, as well as added to with new enhanced services in year 3 of the BSIP programme, funded by the additional Network North funding.

### Increased Interaction with Bus Operators

Prior to the introduction of the EP, the Council benefited from strong and collaborative relationships with all operators across the county. Since the establishment of the EP, regular meetings have taken place to ensure that the operators voice is heard and considered. There has been considerable enthusiasm for the BSIP projects with timely and helpful operator engagement to all of the schemes, such as designing our hubs and identification of the most suitable locations for RTI installations.

### Marketing and Behavioural Changes

The impact of increased marketing, with the Bus Champions leading behaviour change, and the Council's social media impacts reaching wider audiences, is proving to offer a great 'return on investment'. Derbyshire has been able to build relationships with communities, using new 'consumer facing' marketing approaches to encourage bus use, especially in hard to reach groups such as young people. The innovative use of Bus Champions has enabled Derbyshire to provide face to face interactions, which is demonstrated as more effective when compared to distant 'broadcast' methods of disseminating key messages.

There has been strong engagement through social media platforms which has provided positive feedback, and will be used to influence proposals going forward. Public support, trust and confidence, is evidenced through regular Transport Focus surveys, where buses in Derbyshire are scoring 83% on customer satisfaction, one of the highest scores in England.

### Monitoring and Evaluation

Following the commencement of the 2021 BSIP programme, Derbyshire has created a robust monitoring and evaluation framework to ensure the progress is kept under close observation and any issues are highlighted and successfully addressed. This allows for early response, action and mitigation if required. With weekly project manager meetings and project management tools to log updates, the transparency within the team identifies and addresses issues quickly. Derbyshire has enjoyed excellent support from our DfT Relationship Managers and support officials.





# Challenges

## Fares

The 2021 BSIP had considerable emphasis on fares and making travel more affordable, which was identified in our previous research as an effective route to increasing ridership. Despite the £1.50 b-line offer being implemented during the national £2 flat fare cap the Council is pleased to report that this has been a success with over 65000 £1.50 tickets being sold in the first 4 months of the new offer. This validates the importance of low fares offers to key groups and the long term benefits in improving the fares offer to all bus users. The Derbyshire bus only Wayfarer products, aimed at providing affordable bus travel and enabling passengers to easily move between different operator's services has also been introduced. However, despite the Wayfarer products low cost, the introduction of the £2 flat fare cap has meant that it has not proved to be sufficiently financially attractive to passengers that make less than 4 journeys per day. Derbyshire remains committed to future promotion of this multi-operator ticket and should the £2 fare come to an end, passengers will once again want to purchase from a range of existing flexible and competitively priced ticket options.

## DRT Booking App Development

The new DRT service for North East Derbyshire was complex to introduce due to the development of the app-based booking system. The service was successfully launched in February 2024. The Council believes there is an important role for further DRT services, particularly in the more rural areas of Derbyshire, to improve accessibility and achieve a reduction in social isolation.

## Bus Stops and Shelters

In the 2021 BSIP funding allocation, funding was not made available for the large-scale renewal of roadside stops and shelter infrastructure. The Council is of the view that high-quality bus stop infrastructure is a visible attractor to encourage and welcome passengers and this is particularly important when significant accessibility enhancements are installed. Bus stops are a key "shop window" for services, so the identification of a sustainable model for future investment, upgrades, ownership, and maintenance will continue to be a priority for the Council and bus operators.

## Shortage of Suppliers

The long-term impact of the Covid pandemic has resulted in significant backlog in many sectors, including construction, resulting in a shortage of available contractors. This has directly resulted in unforeseen delays in some of our project timelines, however the risks of further resource and skills shortfalls will be reduced because of economic recovery.

# Ambitions and Proposals for 2025-2030

## Introduction

The 2021 BSIP programme of service enhancements, fares and marketing initiatives and major bus infrastructure upgrades has ensured that Derbyshire now has a much stronger local bus network, but one which can still be strengthened and improved further. In this chapter, we outline our proposals for 2025 to 2029, with a longer term view of the future for buses beyond 2029 in our conclusions. The 10 DfT BSIP Themes and the 12 NBS objectives have been consolidated into an overarching framework for our 2025 - 2029 programme, within four core elements, Integration, Growth, Building Capacity and Efficient Operation.



Figure 20: Consolidation of Objectives, Themes and Elements

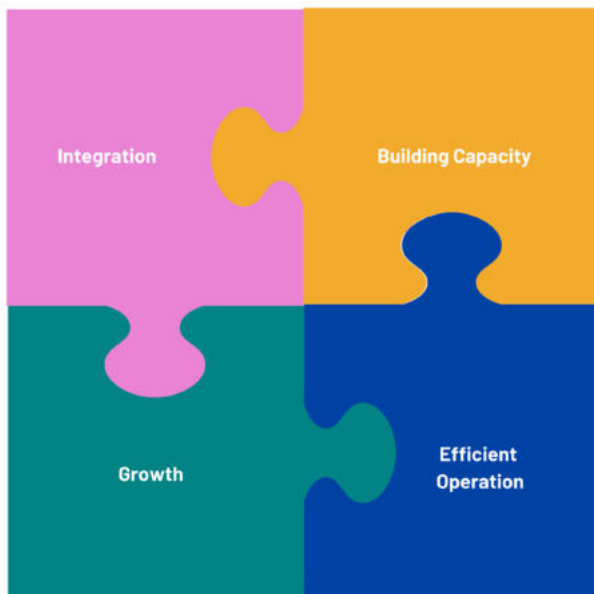
### 12 NBS Objectives



### 10 DfT BSIP Themes



### 4 Core Elements



These core elements are consistent with the NBS and the 2021 BSIP project framework. They were considered and agreed by both the EP Board and the WSG in the early 2024 review of BSIP proposals and are consistent with the Council's wider strategic objectives. The Council has also engaged directly with the district and borough councils and Peak District National Park Authority seeking views on the draft BSIP refresh.

The Council has been keen to follow the DfT BSIP guidance in terms of setting out our priorities and proposals for the next 4 years 2025/26 to 2028/29. The Council has adopted the DfT template for outlining the refreshed themes. This is described below in Table 5.

Table 7: Themes, Outcomes and Priorities

DFT BSIP Themes	Derbyshire Outcomes 2022/23	Derbyshire Priorities 2025/26-2028/29
Service level and network coverage	Significant enhancement of services	Focus on increased frequencies, and coverage in key areas including those where residential and employment development are planned, in areas of multiple social deprivation and in our more rural locations
Bus priority	Multiple locations and corridors upgraded, pinch points identified and rectified, use of latest technologies	Creating more roadspaces for buses, redesigning pinch point locations to improve service reliability and further smart traffic signalling measures to give buses priority
Lower and simpler fares	Building long term fare offers for key groups	Transform multi operator ticket offers, with lower and simplified fares
Ticketing	Utilising new ticketing technology to improve the offer to passengers	Consolidate with advanced ticketing systems including alignment with Project Coral
Waiting and interchange facilities	No DfT funding for bus shelters, but successful transport hubs programme	Investment in bus stops, shelters and roadside information, and their maintenance. More transport hubs are also planned
Bus information and network identity	New brand and website "Travel Derbyshire" delivered	Improvements to roadside information including RTI signs and consolidation but also innovation in new information channels
Bus passenger experience	Bus Passenger Charter completed	Regular Review, monitoring of impact
Bus Fleet	Working with operator investment priorities, secured ZEBRA 2 funding	A Council led investment model for ZEBs would allow a significant upgrade in the quality of the fleet operated by operators on contracted services allowing ZEBs to cover a far larger proportion of the Derbyshire bus network
Accessibility and Inclusion	Working with operators and representative groups to improve	Continued investment in physical measures, staffing and support
Longer term transformation of the network	Commenced, framework in place	Looking to developing business cases for Bus Rapid Transit and other innovative solutions

In developing the above proposals the BSIP team has also characterised projects into three categories:

A. Current BSIP projects considered ready for further extension.

B. Projects from our initial BSIP that did not receive funding which are still priorities and could be introduced at pace.

C. New projects and initiatives, that look to the future in terms of innovation and maximum impact, and will require further development.

The DfT emphasised that proposals for the 2025-29 period should be on schemes ready to implement if funding is made available from 2025. By selecting projects from categories A and B above, the Council is certain that projects can be mobilised immediately.

For the third category of new and innovative initiatives, we commit to robust business cases and viability assessments, particularly where large scale investment is required. Where further study is required to deliver innovative projects, the revenue cost of scheme development and testing has been identified as well as the capital and revenue costs required to implement them.

To assist the DfT in reviewing our proposals, a description of each project has been provided, partners identified, project scale and scope, opportunities and risks, timelines, and outline funding requirements (revenue/resource R and/or capital C). This assessment is summarised in Table 6, with projects grouped by cost (R/C).

The new programme has been developed with the understanding that from 2025 EMCCA will assess each of its constituent authority's BSIPs and develop its own overarching programme, balancing the needs identified in the four refreshed BSIPs across the whole region. The Council has therefore shared, at an initial high level, our BSIP priorities with Derby City, Nottingham City and Nottinghamshire, and vice versa, to reach consensus on approach and activities. The overall aim of the proposed 2025-29 programme is to maintain momentum from the achievements of the 2021 BSIP and consolidate further with greater ambitions and projects for Derbyshire.

As the Council transitions to the EMCCA, we will continue to make the case for delivering on Derbyshire's specific needs. This is particularly true in the more rural areas on the western side of the county and in the mid-sized towns that look to cross boundary travel into adjacent area such as Leicestershire, Manchester, and Yorkshire.

# Our Proposals

## Ambitions and Proposals for Service Level and Network Coverage

Network enhancements are often best value when 'kick starting' new services that can become commercially viable within a defined period, or enhancing existing commercial services to improve their long term viability. Our ambition is to continue improving services across Derbyshire, with very ambitious targets for frequency, hours of operation, and new route options, all developed to match existing and future demand.

Bus services in the northeast of the county and in the area between Derby and the Nottinghamshire boundary including much of South Derbyshire are predominately commercially operated. Whilst there are commercial services on the western side of the county and in the Peak District, particularly along the main corridors and into the smaller market towns, there are large rural areas with limited resident population meaning there is less opportunity for commercial services to be viable. It is for this reason that this type of geographic area is where the majority of the Council supported network operates. Most of the Council supported services network will require retendering in the autumn of 2025. To inform this process, a study of the current bus network across the county is planned to take place in 2024.

Derbyshire benefits largely from a stable network and many of the current contracted services have been operating for a considerable number of years. To assist with identifying where gaps in the network are and how they might be resolved efficiently, a Bus Prioritisation Tool has been created to highlight shortfalls in both the current commercial and supported network. Using this new tool, services have been given a score to reflect factors including population density, car ownership, topography, proximity of other transport links and current patronage. Along with the aid of GIS mapping, this tool will be invaluable in identifying those routes which are conducive for enhancement and growth.

In the 2021 BSIP, we set core corridor targets for 10 minute frequencies (weekday daytime) and 30 minutes at other times, and we have achieved this target on over 20 corridors. In this 2024 BSIP, the Council will expand this ambition by adding 20-25 more enhanced services and new routes to core corridors, based on the outcome to the 2023 network review study.

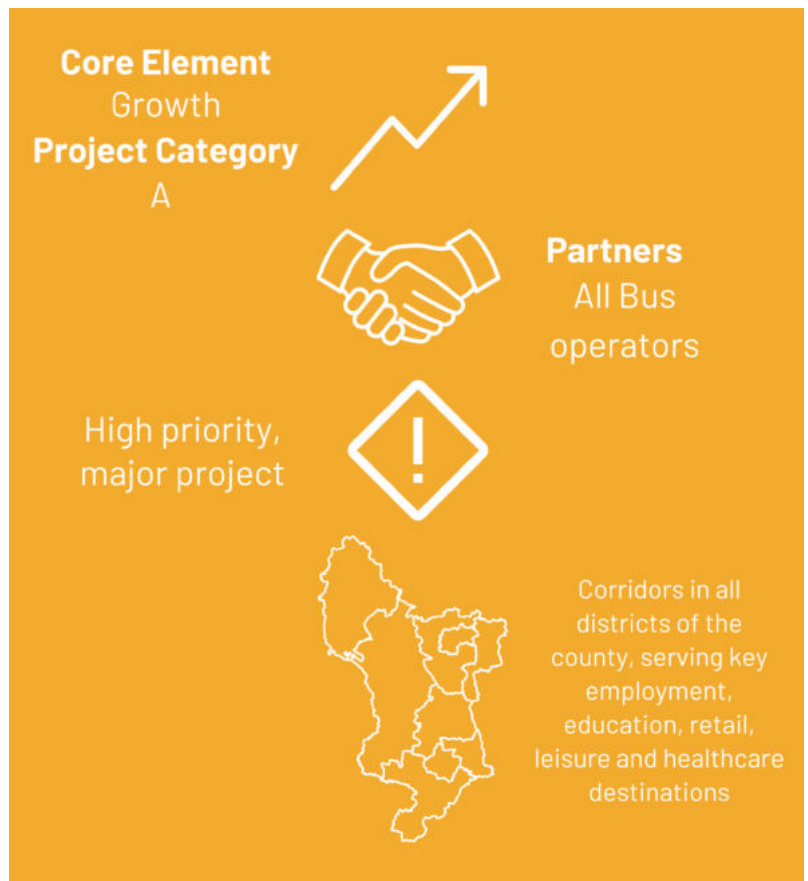
There are two sets of service proposals, entitled S1 and S2 and outlined as follows.

# S1 Services

The plan is to improve service frequencies on existing commercially operated corridors, to achieve a sustainable long term high frequency network on key routes, and one that does not rely on further public sector funding after 3 to 5 years.

There is an opportunity to introduce completely new routes to fill some of the remaining gaps in the network with particular focus on improving east to west links from the rural areas to and from major centres in Derbyshire and Nottinghamshire, as part of EMCCA integration. This may include, for example, direct bus routes from the Hope Valley and Buxton to Chesterfield and onto Worksop (77) or Mansfield (PRO). Further consideration of links into the franchised network in Greater Manchester and that proposed in South Yorkshire is also required, recognising the need to connect into conurbations to the west and north of the county. The Council recognises that there are significant long-term changes following the full implementation of franchising as a new operating model by neighbouring authorities and is keen to engage and exploit the benefits for Derbyshire residents.

Leisure travel for both residents and visitors represents a significant contributor to the economy of Derbyshire, and we should take this once in a generation opportunity to enhance access to the Peak District National Park, historic towns and villages, stunning stately homes and our preserved industrial heritage, with dedicated seasonal services and focussed additions to the core network. These improved services will be promoted with extensive marketing, including seasonal leisure travel guides, and attractive ticketing offers, with integrated travel and entry fees for example, positioning bus travel so that it is the preferred options for individuals, couples and family groups. We are aligning with other strategic regional priorities and developments and consider bus links to for example, the East Midlands Freeport project as vitally essential, as this site will see large scale industrial development in the area adjacent to the Toyota car factory at Burnaston, south of Derby. Through future BSIP funding opportunities, we will ensure that an attractive bus network is developed to meet the continued and increasing residential growth in areas, such as those around the Derby City boundary, Swadlincote and along the A61 corridor from Clay Cross to Chesterfield.



All of the enhancements identified within this proposal are designed with the objective of being fully commercial, after the period of BSIP funding expires – thereby delivering long term growth and legacy.

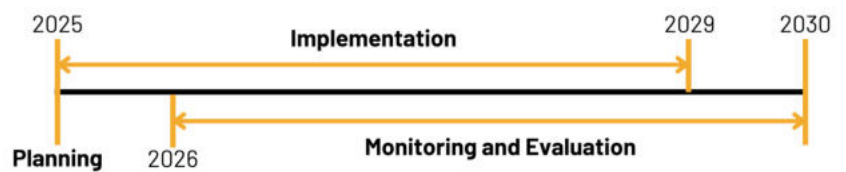
## Opportunities

- More frequent services increase patronage
- Improved service viability, leading to sustained commercial operation
- Enhancements to existing services are relatively easy to market
- Will attract new users from cars, especially for leisure travel

## Risks

- Services may not be commercial after revenue support funding ends, therefore operations will regularly be monitored and managed

### Project Timeline



### Estimated Budget



#### **£300,000 Revenue**

Design, Tender,  
Procurement. Staff  
resources

#### **£8.55million Revenue**

15 corridors/ routes x 1  
extra peak vehicles - £190K  
gross cost) x 3 years

#### **£11.4million Revenue**

10 corridors/ routes x 2  
extra peak vehicles -  
£380K gross cost) x 3  
years




Comprehensive network coverage is a key concern across our rural and semi-rural areas, as well as the villages and small market towns of Derbyshire. Where bus services operate with considerable public sector support and cannot become sustainable in the longer term, the Council must consider alternatives. Ideally, services should be conventional fixed route bus routes, particularly where we are able to integrate with home to school transport and other social needs. Rethinking how we meet employment, retail, leisure and tourist travel demands, in a dramatically changed post Covid world, must be part of the assessment of service options. In some places, community or DRT services could meet the travel needs of residents in some locations, but there must be a clear recognition of the substantial levels of financial and organisational support required to make them successful in meeting those needs. The ambition for network coverage is therefore focussed on exploring new models of bus travel utilising existing transport and adapting towards a more joined up, flexible resource. For example, investigating the feasibility of sharing capacity with other agencies, schools and colleges, enhancing community transport, recruiting volunteers and engaging with the taxi sector better.

The Council will also continue to explore DRT opportunities, particularly in partnership with Nottinghamshire which already has an extensive network of DRT services.


# S2 Services

**Core Element**  
Integration



**Project Category**  
A



**Partners**  
Council transport department, healthcare services, community transport, taxi sector, existing and new Public Service Vehicle operators



Medium priority

Rural areas of Derbyshire, serving South Derbyshire, parts of the Peak District and north western Derbyshire communities

Derbyshire is a rural county with large agricultural and moorland landscapes and small villages with long distances to nearby towns. This geography makes for challenging public transport solutions. However, the Council is keen to support such communities and provide them with accessible transport provision where possible. The proposal is to explore innovative approaches to conventional bus services to meet these rural transport needs. By focusing efforts in the deeply rural communities of Derbyshire, new community based travel solutions will be investigated and where feasible, trialled, based on pilots elsewhere in the country. These new options could include: multi agency shared transport, community transport and voluntary car schemes, DRT, and taxi voucher schemes.

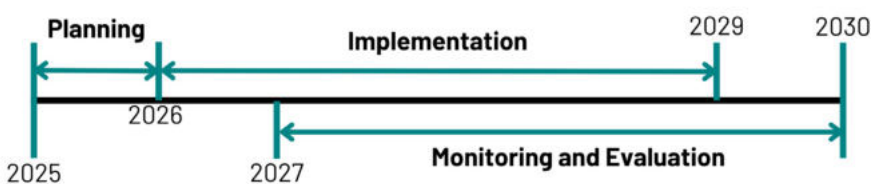
## Opportunities

- A potential low cost solution
- Increased community support with local partnerships at the 'grass roots'
- A positive impact on rural deprivation and social exclusion

## Risks

- The sector capacity and the appetite for growth is mixed
- Possible inconsistency of services due to lack of volunteers
- The potential need for ongoing subsidy at the end of any trial scheme as subsidy cost per passenger may be high

## Project Timeline



## Estimated Budget



**£5.85million Revenue**    **£500,000 Capital**

Feasibility study, staff resources and implementation in 10 communities

10 x 50,000 infrastructure and vehicles

## Ambitions and Proposals for Bus Priority

Bus priority through signalisation and the removal of pinch points has been one of the most successful outcomes of the 2021 BSIP. Provision of road space and priority at signals in favour of buses has been demonstrated to achieve significant journey time savings and improve reliability – factors picked up in our Transport Focus surveys as improving passenger satisfaction.

To an extent the 2021 BSIP secured the quick wins, which leaves the more complex, time consuming and expensive areas to resolve. These are often the corridors which, with greater reliability, will encourage commercial frequency improvements, leading to significant passenger growth. Our ambition is to increase bus priority on our core corridors so that service delays are minimised, with all services at 95% or better on ABOD data. In the EP, our bus operators have confirmed they want us to focus on this area of activity, as it delivers the greatest level of benefit to them. It is accepted that this may require the purchase of land required for bus lanes and addressing on street parking on key corridors, if it is a barrier to successful bus priority.

The Council welcomes the DfT's publication of the 'Local Transport Note 1/24: Bus User Priority' guidance and will be utilising it in the development, design, and implementation of future schemes. We will work with planners, developers and highways teams to ensure that this guidance is adhered to when committing to bus priority designs in new developments.

The new package of proposals includes major capital schemes in the north and east of the county, plus 20 hot spot projects focused on removing barriers to improved journey times and reliability. Beyond the direct highways interventions, Derbyshire has successfully applied technology to all aspects of traffic management to enable efficient bus operation. To further build on this success, this proposed package includes new funding for systems upgrades, enhanced regional network management (through EMCCA) as well as introducing Artificial Intelligence (AI) into signals software to refine, in real time, the optimal approach to modifying signal controls for bus movements. The Council's highways team are also considering opportunities to utilise CCTV and image recognition of buses in congested situations, to develop automatically the best path to return the service to schedule and reliability. Ultimately the benefits of the bus location system being made fully available to the Council will be demonstrated in monitoring and resolving situations in real time. For each of these elements, preliminary cost estimates have been calculated and these will be developed further early in the next funding period.

Within our ambitions and proposals, we have the P1 project, Bus Priority, set out below.

# P1 Bus Priority

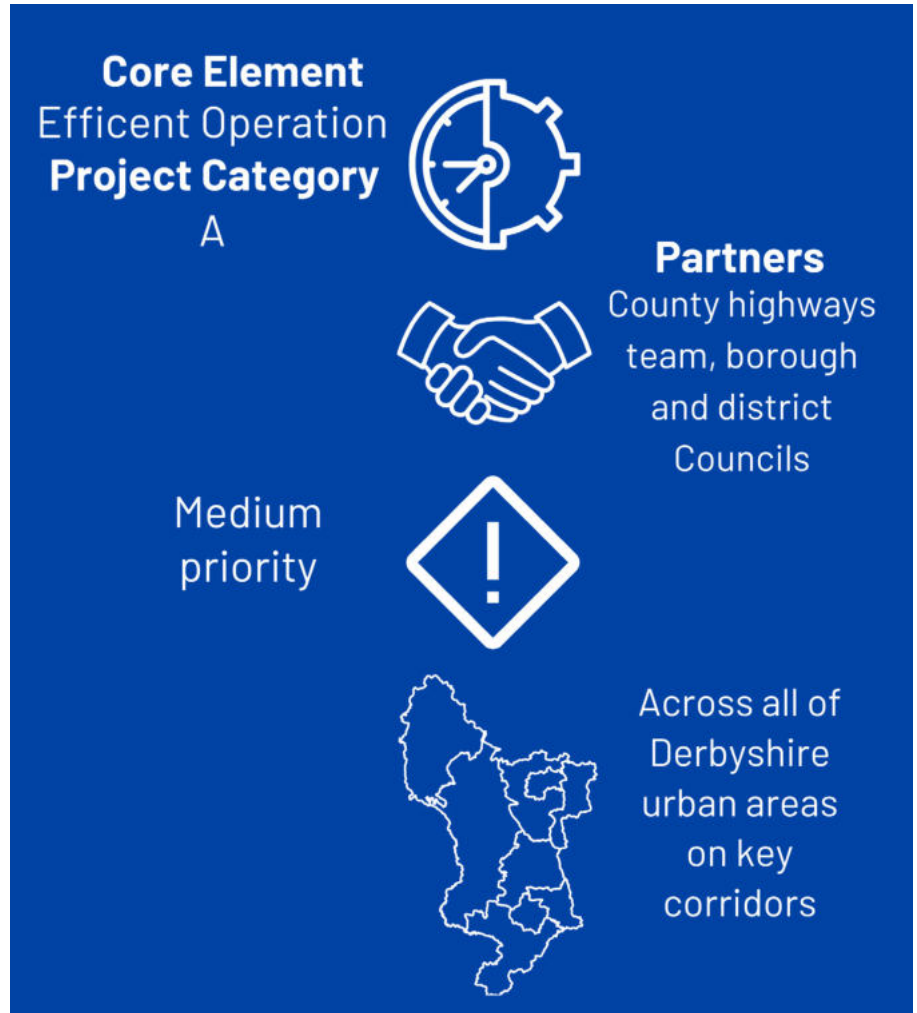
The Council's plan is to commit to a further extensive programme of investment in bus priority schemes. These will include additional traffic signal upgrades utilising the latest technologies, more emphasis on securing physical space for bus lanes, designing effective pinch point measures. We are making the case for road space reallocation to achieve quantifiable journey time and reliability improvements, where it is appropriate. Enforcement will be significantly aided by the investment in and deployment of bus lane and bus gate cameras.

## Opportunities

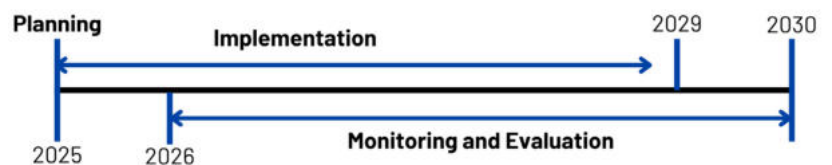
- Achieving improved service reliability reduces operator's costs and enables reinvestment in services
- Better journey times make bus services attractive
- Extensive segregation potentially makes bus travel faster than by car

## Risks

- There is potential for local opposition from roadspace reallocation
- There is possibility of cost escalations and delays due to a lack of civil engineering and traffic signal staff expertise



## Project Timeline



## Estimated Budget



### **£1million Revenue**

Systems support  
£250k for 4 years

### **£1.28million Revenue**

Trials of AI in  
predictive bus  
priority and signal  
controls

### **£777,000 Revenue**

Regional systems  
integration for  
EMCCA

### **£773,000 Revenue**

Staff and training

### **£1.259million Revenue**

Bus Location  
system integration

### **£3million Revenue**

Network  
Management  
information and  
control  
improvements

### **£35million Capital**

Specific sites in  
northern and eastern  
Derbyshire

### **£600,000 Capital**

Hot Spots  
Feasibility and  
design work 20  
locations x £30k

### **£8million Capital**

20 Locations

### **£934,000 Revenue**

Update PTMS

### **£507,000 Revenue**

CCTV Vehicle  
Identification

## Ambitions and Proposals for Lower and Simpler Fares

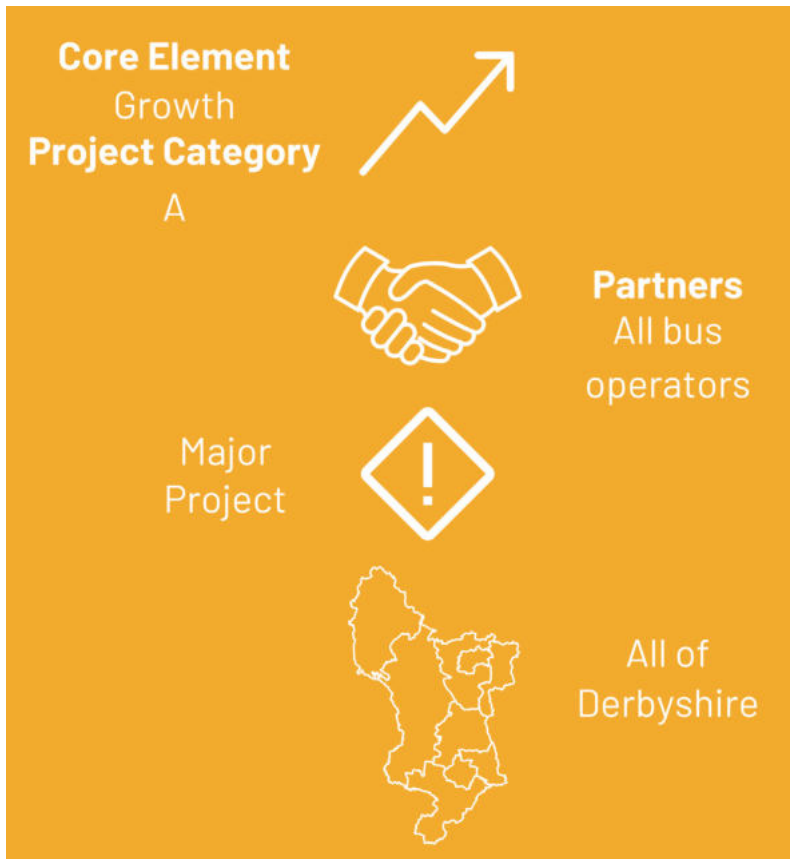
The 2021 BSIP included a bid for over £12m for fares projects over a five year period. However, the unforeseen introduction of the national £2 fare cap scheme impacted on our ability to gain traction with some of the projects. Our operators have reported positive passenger growth since the implementation of the £2 fare cap, albeit it has switched some trips from season tickets and other ticket products that bus operators have previously spent considerable effort in establishing. Whether these newly generated trips will revert back to, commercial multi journey ticket products after the fare cap scheme is withdrawn is difficult to predict. We view the Project Coral ticketing roll out with Midlands Connect as one of our key delivery mechanisms in continuing to ensure best fares for passengers and simpler ticketing through easier payments.

The fundamentals of the 2021 BSIP fares projects, such as Wayfarer and b\_line discounted tickets for young people, are proving to be attractive, with 65,000 b\_line £1.50 tickets sold in the first 4 months of the scheme. These schemes will form the basis of Derbyshire's integrated ticketing framework, particularly for our more frequent multi-journey passengers. The Council will continue to develop a strategy to respond to any potential changes to the national £2 fare cap scheme.

The ambition is to continue to work with operators to deliver affordable commercial fares and through direct funding of the Council's fare support schemes, to make bus travel more attractive to key groups in our communities, including young people, job seekers, care leavers and armed service veterans. The emphasis is not just on low pricing but on affordability and simplification as the range and complexity of conditions of use can be a barrier to new users.

The proposals for lower and simpler fares are set out in F1, Fares.

# F1 Fares



The plan is to continue supporting the existing fares projects, and expand into other groups. Each scheme will be reviewed to decide its effectiveness in supporting and delivering sustainable commercial bus operations . Groups to be targeted include:

- Young People (aged 11-19) through the b\_line scheme, with a further expansion into the 19-22 age group.
- Job seeker and armed service veterans through new ticketing schemes
- Commuters through expansion and promotion of Business to Business (B2B) sales channels
- All passengers through the offer of attractive and good value multi-operator bus tickets including a wider regional product covering the EMCCA area

## Opportunities

- Greater passenger satisfaction
- A positive impact on accessibility for deprived areas across the county
- Making public transport more affordable and competitive with car travel costs

## Risks

- Need to create exit strategy at end of four years if lower commercial fares not feasible
- The impact on some products if the £2 fare cap is extended beyond December 2024
- Ticket price is rarely the only factor in choosing or not choosing to use public transport and the impact of fares reductions can therefore be overstated

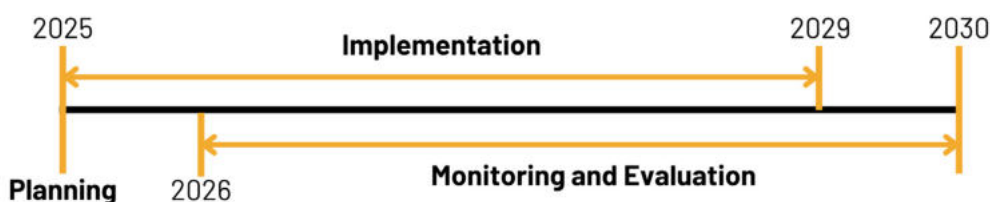
## Estimated Budget



**£10million Revenue**  
£2.5 million pa for 4 years

**£200,000 Revenue**  
Feasibility and implementation support

## Project Timeline



## Ambitions and Proposals for Ticketing

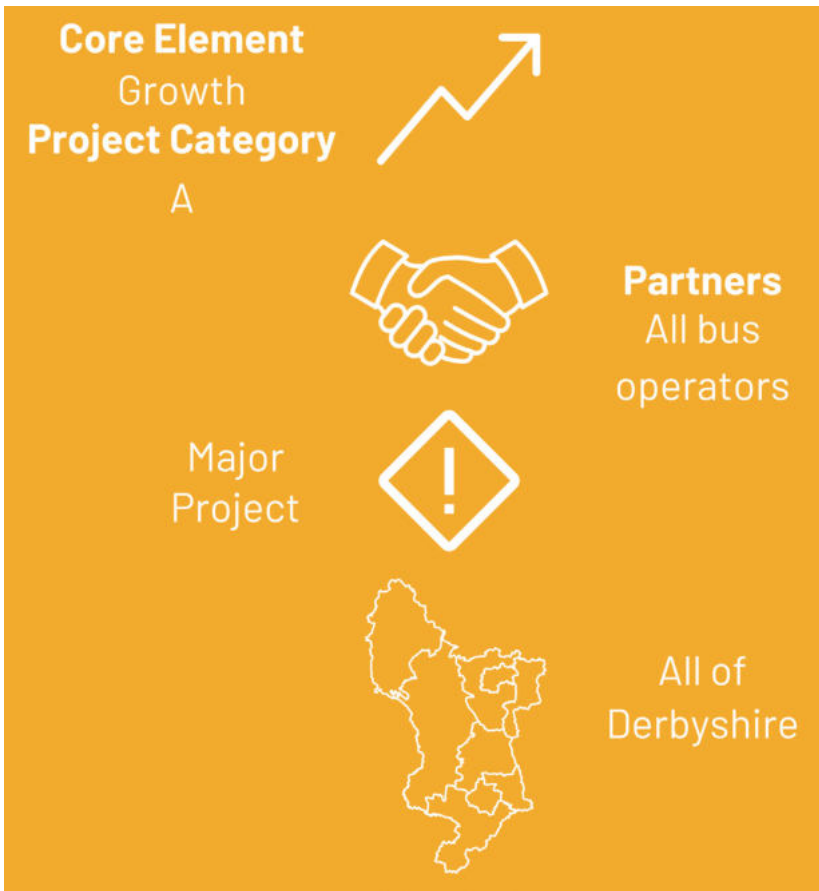
Derbyshire welcomes the Project Coral proposal, promoted by Midlands Connect, Travel West Midlands and DfT, to enable contactless payments and fare capping across all operators nationally. We believe it will be beneficial in the medium term as public transport functions transition to EMCCA as it seeks to improve its fares offer across the region. We would be concerned if the smaller operators could not participate because they did not have the funding available to buy upgrades to existing ticket machine or if they are required to invest in completely new ticket machines. There are also back office functions that smaller operators may need to undertake, which may be beyond their administrative capacity or knowledge. The Council will, through BSIP funding, offer targeted technical support to ensure that all operators participate allowing passengers to receive the benefits from 'state of the art' contactless ticketing systems.

We will also be making sure the changes which come with Project Coral can accommodate those passengers who do not want to use or do not have bank cards. This will be achieved by working with other EMCCA authorities and operators for wider use of ticketing schemes in the region such as Mango and Robin Hood.

The Council's ambitions and proposals for ticketing are set out in T1, Ticketing.



# T1 Ticketing



The plan is to fund ticket machine technology and back office support for mid-sized and smaller operators who may otherwise find it difficult to participate. This will enable a full range of tickets to be offered, with capping in place across the whole county.

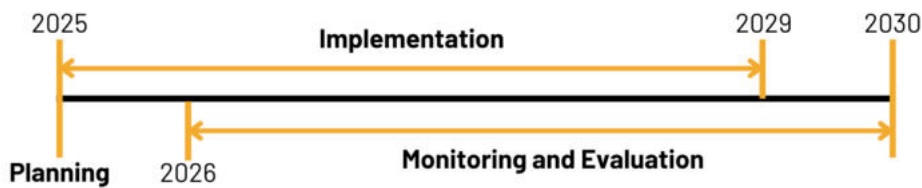
## Opportunities

- It allows all operators to offer a full range of tickets
- This enables fairer reconciliation of tickets and income
- Provides efficient processing for passengers and operators

## Risks

- There continues to be uncertainty about Project Coral and its timescales

## Project Timeline



## Estimated Budget



### £10million Revenue

£2.5 million pa for 4 years

### £200,000 Revenue

Feasibility and implementation support

## Ambitions and Proposals for Improved Waiting and Interchange

The Council is seeking funding for roadside bus stops and shelters improvements, as we believe they represent the primary shop window for the bus 'product'. The Council owns all the bus stops (poles and flags) but due to historic arrangement, the majority of bus shelters are owned by a mix of county, borough, district, town and parish councils as well as other bodies. Unfortunately, the condition of many of these bus stops and shelters has deteriorated over recent years, leading to a poor impression county wide. The 2021 BSIP funding did not provide investment in this infrastructure, which has contributed to further decline. It is generally not the capital purchase of bus stops and shelters that is the key issue, but the ongoing maintenance that increasingly concerns owners as budget pressures continue to present issues for local councils.

It is recognised that this project will require a fundamental restructuring of roles, responsibilities, and funding. However, we already have plans developed to achieve this early in the next funding period. Our ambition is to be consistent across the whole county by consolidating ownership and establishing a long-term sustainable solution, where responsibilities and standards are agreed and where costs are known and can be budgeted for appropriately in the future.

The Council's ambitions and proposals are set out in W1 and W2, Waiting and Interchange.

# W1 Waiting and Interchange

The proposal would involve Derbyshire County Council taking over ownership, cleaning and maintenance of the existing bus shelter stock from the borough, district, town or parish councils. The Council would also replace all the existing bus shelters over ten years old. As part of this process, we will establish an ongoing plan for funding and managing maintenance of the shelter stock after DfT funding is fully utilised. A policy will be established to determine the priority for provision and improvement, based on passenger use and importance to the community. Key to the policy will be improvements to aid those passengers who have restricted mobility.

Implementation could be by area or district or on sequential basis with whole routes or corridors being upgraded. This would ensure a high quality waiting environment, upgraded facilities and information and consistency for all passengers on a route.

Beyond the stops and shelters we would assess and develop schemes for enhanced access to stops, for example improved footpaths, additional dropped kerbs, directional signage and static (non RTI) information.


## Opportunities

- A consistent brand across the county
- A single managed programme will ensure quality and cleanliness with timely repairs
- The ability to future proof with upgrades possible to lighting, CCTV and RTI


## Risks

- An increase in ongoing maintenance and electricity costs
- Increased resources required for fault reporting and inspections



**Core Element**  
Efficient Operation  
**Project Category**  
B



**Partners**  
borough, district, town and parish Councils, Derbyshire highways, contractors



Medium priority

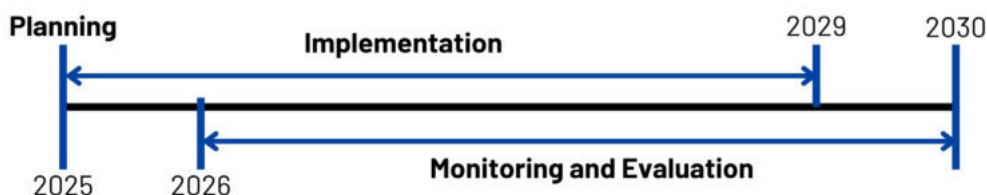
Corridors and sites across whole county

## Estimated Budget

<p><b>£1.5million Capital</b> Purchase of existing stops and shelters</p>	<p><b>£6million Capital</b> New shelters for 4 year programme</p>
<p><b>£4million Revenue</b> Maintenance, repairs and cleaning (2000 shelters)</p>	



## Project Timeline



Our current transport hubs programme has proven to be successful in making bus travel more attractive in our towns and villages. The 2021 BSIP programme will deliver all the transport hubs which were prioritised, and there is still a waiting list for further investment in comprehensive integrated travel facilities across the county.

## W2 Waiting and Interchange

The plan is to provide 10 additional transport hubs across the county, continuing to work with operators, communities and local councils.

The Council will identify the optimal solution for each community, and whether schemes can be integrated into other plans for town centre upgrades. These could include pedestrianisation schemes, lighting and security improvements, and active travel initiatives. A significant upgrade would be the provision of rapid electric charging facilities for buses, to enable opportunity charging at bus termini and locations where longer layovers can be planned for.

The proposals include developing a shortlist of 10 new sites which could include the following potential locations:

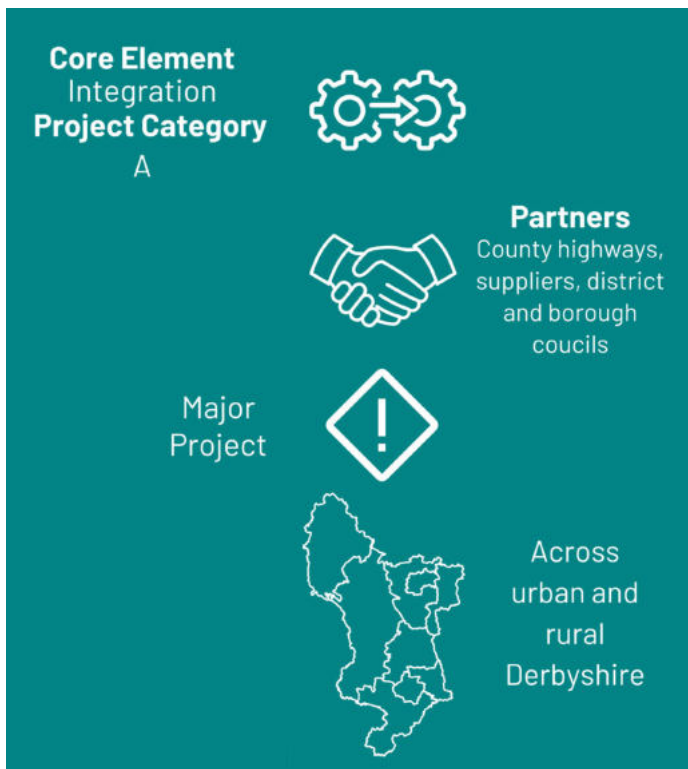
- Glossop, Norfolk Square
- New Mills, Bus Station
- Eckington, Bus Station
- Baslow, Nether End
- Calver Sough
- Buxton, Terrace Road / Spring Gardens
- Buxton, Sylvan Park (Bridge Street / Spring Gardens)
- Dronfield, Chesterfield Road – Green Lane & Station
- Clowne, Tesco
- Codnor, Market Place
- Bakewell, Rutland Square
- Ilkeston, Bath Street / Chapel Street

### Opportunities

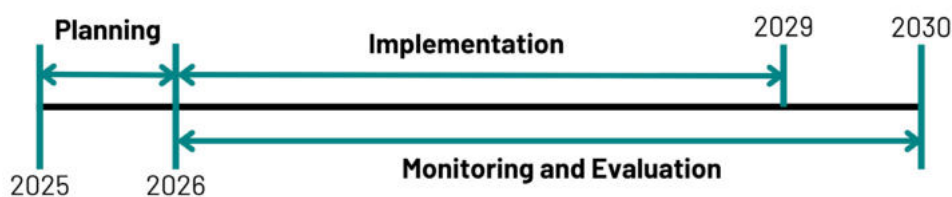
- To provide a better travel experience for all passengers
- Will act as a shop window for bus travel making it attractive to non-users

### Risks

- Schemes will depend on land availability, ownership and any legal constraints
- The potential delay in developing schemes because of supplier shortages and electricity supply connection issues



### Project Timeline



### Estimated Budget



**£12.75million Capital**  
 10 new hubs x £1.275m

**£500,000 Revenue**  
 Feasibility and design

## Ambitions and Proposals for Improved Bus Information and Network Identity

RTI at bus stops and interchanges has been one of the most visible and popular investments in the 2021 BSIP programme and reinforces the BSIP objectives. These focus on the importance of high quality and timely information provision, whether digital (websites, social media, RTI) or traditional (paper timetables and maps, roadside publicity) and they remain a key ambition for the Council.

Working with our bus operators and dedicated EMCCA working group, we have ensured that the RTI provision in Derbyshire is accurate and timely, giving passengers confidence in bus service reliability. We are working with EMCCA's shared back office systems to provide timely information to passengers. The Transport Focus survey and our own public consultation have confirmed high passenger support for more RTI locally.


Effective RTI, when combined with the upgrade of roadside infrastructure, particularly at busy bus stops and key attractors, is therefore an important priority for the next tranche of BSIP funding.

Where the case cannot be made for RTI screens, due to limited passenger use of a stop, we have identified the alternative solution of having QR code plates at every bus stop, linking to the Travel Derbyshire website and app, effectively providing real time information via mobile phones. Within the Travel Derbyshire branding, we will be able to offer an integrated information system consisting of traditional timetables and maps, apps and QR codes, plus "at stop" information in digital form and in timetable display cases.


The Council's ambitions and proposals link to I1, Information.

# I1 Information


**Core Element**  
Efficient Operation  
**Project Category**  
B




**Partners**  
Suppliers



Medium priority



Across all of Derbyshire



The plan is to target investment in 700+ new RTI units in additional locations, building on the existing successful programme. We will also upgrade timetable case information and implement QR code access to RTI at less busy stops. This will be particularly focused in areas where we have completed limited work so far including:

- South Derbyshire
- Bolsover
- Derbyshire Dales
- High Peak

### Opportunities

- To improve user confidence and perception of reliability
- To encourage non-users to trust bus services
- To support non digital users

### Risks

- As technology moves quickly, there is a risk of obsolescence
- The potential cost of repairs due to vandalism
- The potential increase in power costs

## Estimated Budget



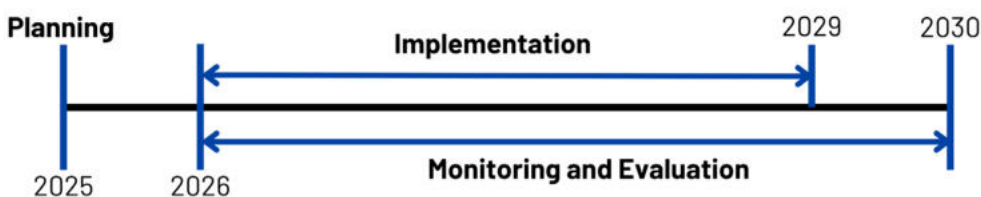
**£11.9million Capital**

700+ units to buy and install at £17,000 each

**£4.2million Revenue**

700+ units, tested and maintained per annum £1,500 x 4 years

## Project Timeline



## Ambitions and Proposals Marketing and Promotion

The investment in the Travel Derbyshire brand and website, the positive response to our extensive marketing and social media campaigns, along with the extensive engagement of the Bus Champions across the county, confirms the necessity for continued high quality and targeted marketing and promotion.

In the proposals identified for 2025 -29, additional funding is required to ensure that we continue to raise awareness and offer direct communications clearly to existing and new bus users. This proposal is primarily focussed on continuing the work of the Bus Champions, to increase coverage within the county and targeting specific user groups with bespoke modal shift campaigns.

The Council's proposals for Marketing and Promotion are set out in M1, Marketing.

# M1 Marketing and Promotion

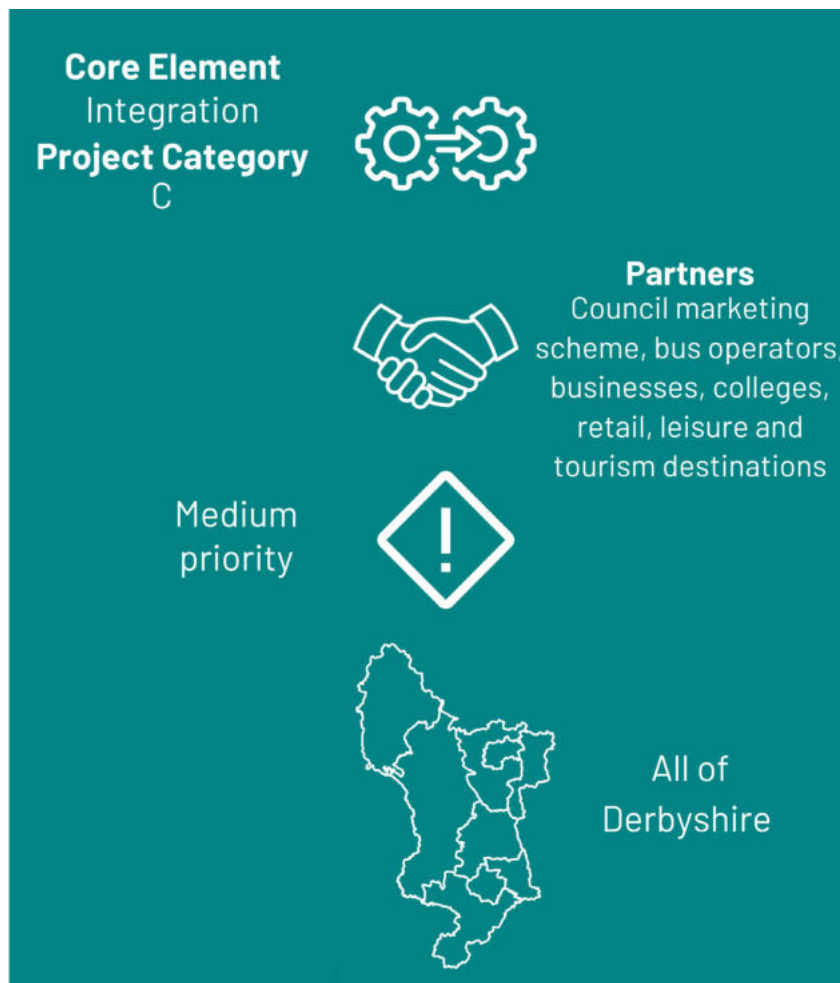
The plan is to expand the deployment of Bus Champions across the county, targeting areas and communities not previously engaged with. The opportunity to provide face to face travel advice and information to communities has been shown to encourage bus use. This would be supported with specific marketing campaigns including social media adverts and radio marketing.

## Opportunities

- Face to face contact encourages the wider use of bus services
- Targeted information raises awareness with hard to reach groups

## Risks

- Contact with communities needs to be regularly repeated to be effective
- Potential high turnover of staff and the need to repeat training of Bus Champions, incurring additional costs



## Estimated Budget



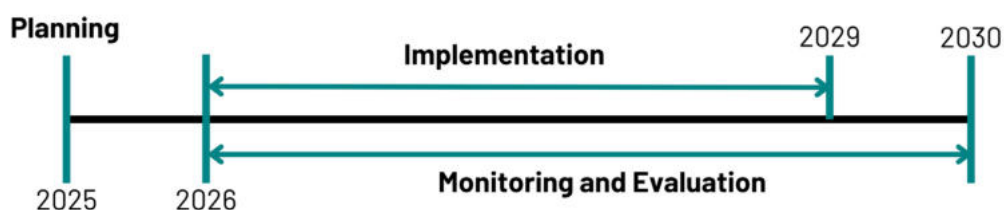
**£2.4million Revenue**

Bus champion staff costs £600k pa for 4 years

**£2million Revenue**

Marketing budget

## Project Timeline





## Ambitions and Proposals for Accessibility and Inclusion and Safety

In the 2021 BSIP, we confirmed that accessibility would be a key requirement in all the projects we bid for. For major infrastructure projects an Equalities Impact Assessment is a standard requirement, but we have also sought to understand and respond specifically to the needs of all groups with protected characteristics in all of the current capital and revenue programme. By the nature of some projects, accessibility and inclusion is at the core, such as reduced fares for disadvantaged groups, specialist transport for disabled and elderly people, adaptive technologies on buses, at bus stops and via our digital communications. The Council's Equalities Adviser is engaged in the BSIP programme, and we are pleased to have representative community groups as active participants in the WSG.

As part of the Council's duties under the Equality Act 2010, we have considered what further measures can be implemented to ensure local bus travel is fully accessible. The Council has previously offered 'independent travel training' for some of our most vulnerable users, primarily linked to Special Educational Needs and Disabilities (SEND) education. We believe there is further potential to build on the success of the Bus Champions work to re-introduce independent travel training to vulnerable young people and adults with additional needs, in collaboration with our education, health and social care colleagues.

The Council's ambitions and proposals are set out in A1 and A2, Accessibility, Inclusion and Safety.

# A1 Accessibility, Inclusion and Safety

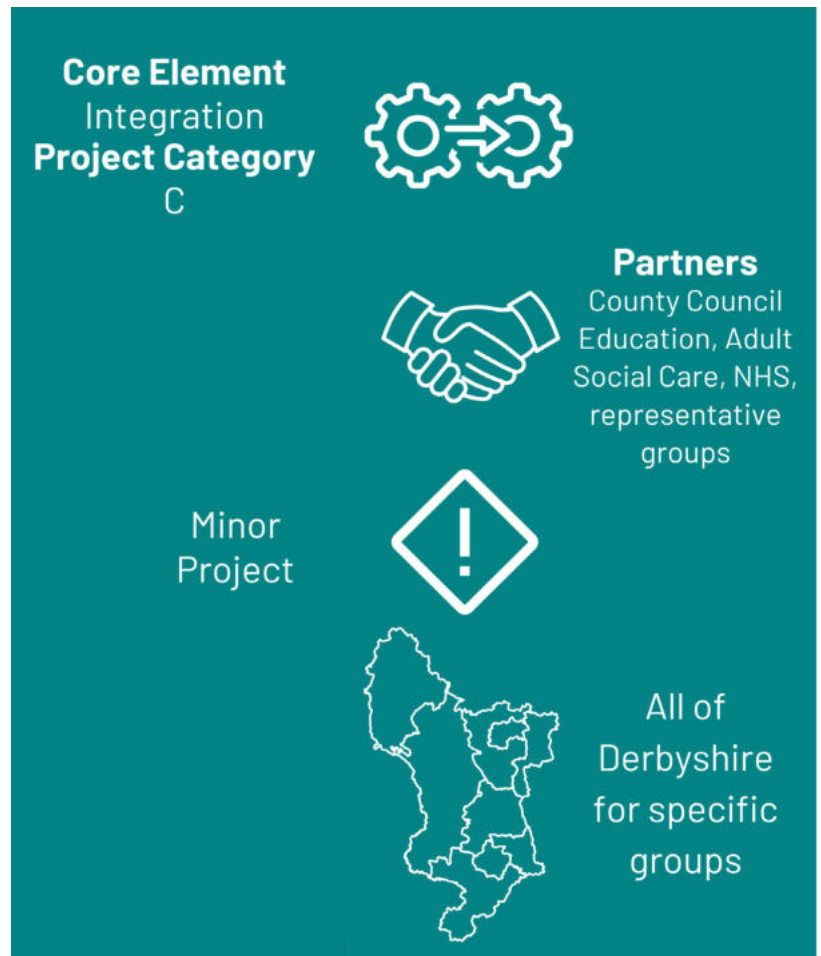
The plan is for Independent Travel Training (ITT) to be delivered by the BSIP Bus Champions or an independent provider. This will be implemented in schools, day centres and care homes, as well as more widely in community facilities. This will give people more confidence to use public transport independently and achieves cross sector benefits.

## Opportunities

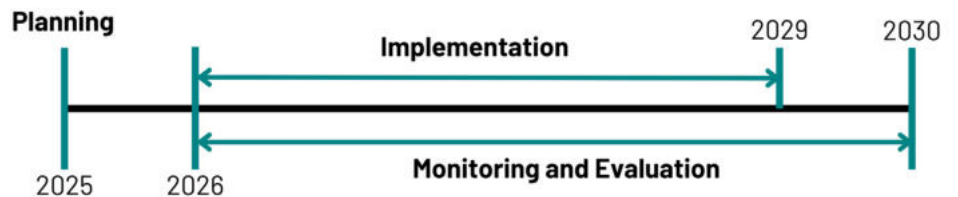
- This offers users the skills they need to access services such as education, healthcare, leisure and retail
- This allows individuals freedom of choice of what type of bus services they use
- This helps make public transport use a habit, reducing users fears and concerns

## Risks

- To sustain the programme, ongoing funding would be required



## Project Timeline



## Estimated Budget




**£400,000 Revenue**

£100,000 pa for  
4 years

Health and safety on board buses is primarily the responsibility and legal duty of the bus operators. Through the upgrades of bus stop and bus station infrastructure, coupled with new transport hubs, we will build safety and security into the bus environment.




# A2 Accessibility, Inclusion and Safety

**Core Element**  
Efficient Operation  
**Project Category**  
C



**Partners**  
Operators, Council  
Highways, boroughs  
and districts

Medium  
priority

Across all of  
Derbyshire,  
both urban and  
rural

This project includes proposals for further investment in lighting, CCTV and other deterrents to crime and anti-social behaviours to reassure passengers of their personal safety leading to increased confidence and trust. Consideration is also given to safety in the design and location of bus stops and transport hubs. Improvements to assist those bus users with mobility impairment is a high priority for all bus stop, shelter and transport hub projects, and features include dropped kerbs, safe footpaths and audio visual aids. This is linked to proposal W1 (Shelter upgrades).

**Opportunities**

- To reduce the fear of crime and vandalism
- To reassure passengers of their personal safety when using bus stops

**Risks**

- Potential cost escalation over time for retrofitting personal safety infrastructures

## Estimated Budget



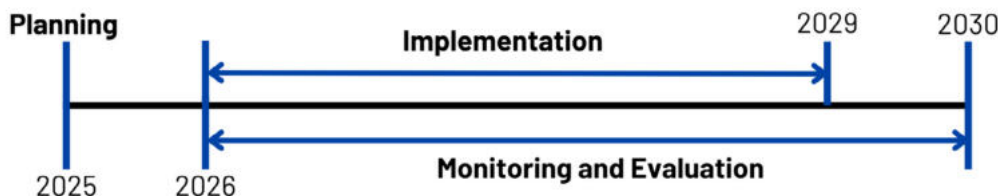
**£4.4million Capital**

Accessibility, safety and security enhancements at stops

**£250,000 Revenue**

Feasibility and design, procurement

## Project Timeline



## Ambitions and Proposals for Improving the Bus Fleet

In Derbyshire we value our unique high quality environment, whether in the towns and villages, or in the deep rural areas that attract millions of visitors from across the UK and overseas each year. In the new BSIP, the ambition is to reach and exceed carbon commitments, including the Council's Climate Change Strategy: Achieving Net Zero approved in 2021. It is planned to meet national net zero targets early, via major investment in Derbyshire's public transport network. In this measure, we focus on low carbon emission vehicles, as a necessary upgrade to assist in achieving the 'green transport' goals.

Previous experience to introduce zero emissions buses (through ZEBRA funding) and associated charging and refuelling infrastructure, has been mixed. Whilst we have successfully partnered with Stagecoach to attract ZEBRA 2 funding, it has proven difficult to encourage smaller operators to participate in this scheme, due to the level of significant match funding required.

Derbyshire has been impressed by the investment model used by other authorities, including Leicester and Nottingham City Councils. In their initial electric bus implementation, the vehicles remained in the ownership of the Council and were leased to bus operators at a low cost as part of supported service tenders for the life of the contracts, typically 3-5 years. These buses were maintained by the operator to an agreed maintenance standard. Charging and refuelling infrastructure was been installed at key sites, both at operator's depots and local authority depots, including those across county boundaries. The facilities were available to any operator running zero emissions buses. Again, this infrastructure was owned and maintained by the Council but the operator is required to pay the cost of fuel/power used.

With the creation of EMCCA, there is a great opportunity to coordinate with the Nottingham approach and develop fleet options to meet the specific needs in Derbyshire.

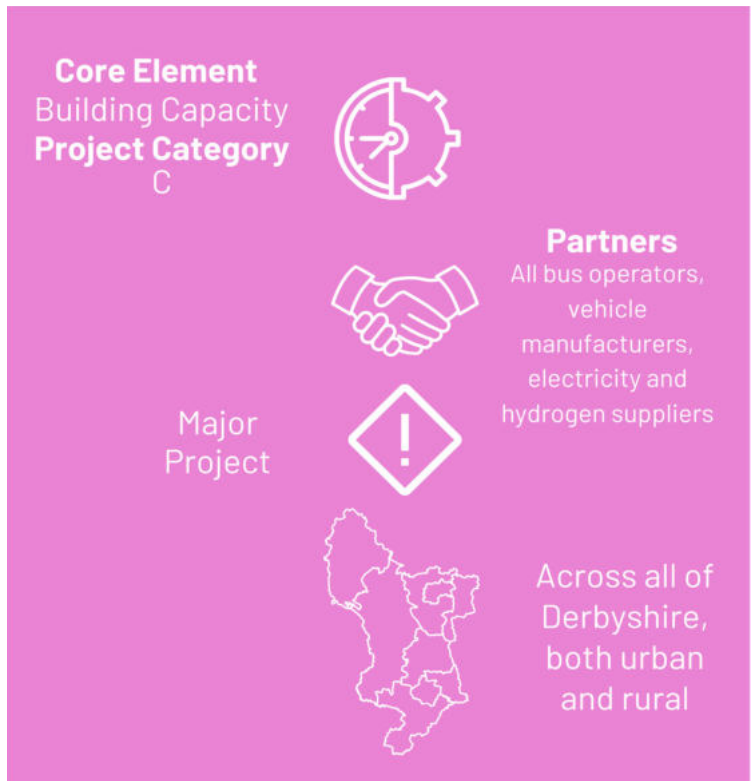
The Council's ambitions and proposals are set out in F1, Fleet Improvements.

# F1 Fleet Improvements

The plan is to invest in new Zero Emission Buses, which will be owned by the Council and leased to operators as part of tendered service contracts awards. This would enable conversions to ZEBs that would not otherwise happen. The public sector owned vehicles would be utilised on council supported services initially, but dependent on the funding model could be made available for commercial services. The benefit of this approach is that the Council would be able to exploit economies of scale, ultimately lowering the cost and de-risking the process.

The proposal would also support depot charging facilities, and electricity substation upgrades, to potentially offer shared recharging facilities and 'opportunity charging points' on designated Council sites.

A full business case, prepared to HM Treasury Green Book guidance, would be required.



## Opportunities

- Will achieve measurable impacts on air quality and meet carbon reduction targets
- Enables a step change in vehicle quality on tendered services
- Offers economies of scale with EMCCA

## Risks

- The vehicle supply is currently constrained as manufacturers mobilise to meet increased demand
- The supply of alternative fuels may be a potential issue in some locations

## Estimated Budget

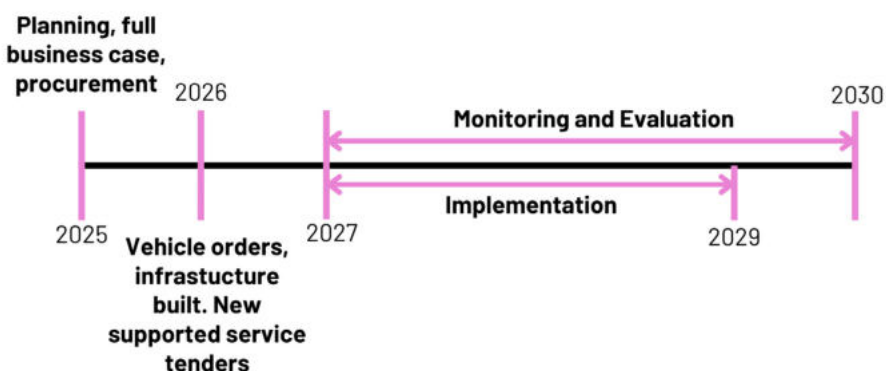


The recent ZEBRA funding bid Derbyshire led with Stagecoach for 57 new electric buses required £33million including the DfT ZEBRA Contribution and Stagecoach's vehicle purchase sum.

### Initial assessment

10 midi buses	<b>£4.04million Capital</b>
20 single deck buses	<b>£8.2million Capital</b>
20 double deckers	<b>£9.9million Capital</b>
Infrastructure costs at 10 locations * £1million	<b>£10million Capital</b>
Procurement, legal, energy advice	<b>£500,000 Revenue</b>

## Project Timeline



## Ambitions and Proposals for Longer Term Transformation of the Network

To deliver our long term ambition of a sustainable and growing bus industry which meets the needs of bus passengers in Derbyshire into the future means moving away from a reliance on short to medium-term private and public sector initiatives. Instead in this section we aim to deliver the building blocks which will support the growth of bus services into the longer term by introducing a series of projects which will have wider impacts. These include enhancing operational capacity, better land use planning, greater sharing of resources and building volume into the network in a way which could dramatically change the way bus services are operated and perceived by the community at large into the future. Collaboration on these initiatives reinforces the strengths and achievements of our EP and our 2021 BSIP as well as preparing for what will be achieved in the region as EMCCA develops over the coming years.

The Council's ambitions and proposals are set out in L1, L2, L3 and L4, Long Term Transformation.

The DfT identified bus driver training as a potential area for LTAs to become more involved in. The Council has previously supported a programme where up to 75% of the costs for certain types of driver training was funded for smaller bus operators and community transport providers. This scheme finished in 2020, during the pandemic. The proposal is to restart the initiative, as the importance of attracting and upskilling drivers and engineers is vital for the ongoing health of the bus sector. While the take up of the scheme was not significant previously, certain smaller operators found it invaluable. With funding from the 2024 BSIP, this could become a vital component of meeting an urgent recruitment need, both nationally and locally.

# L1 Long Term Transformation

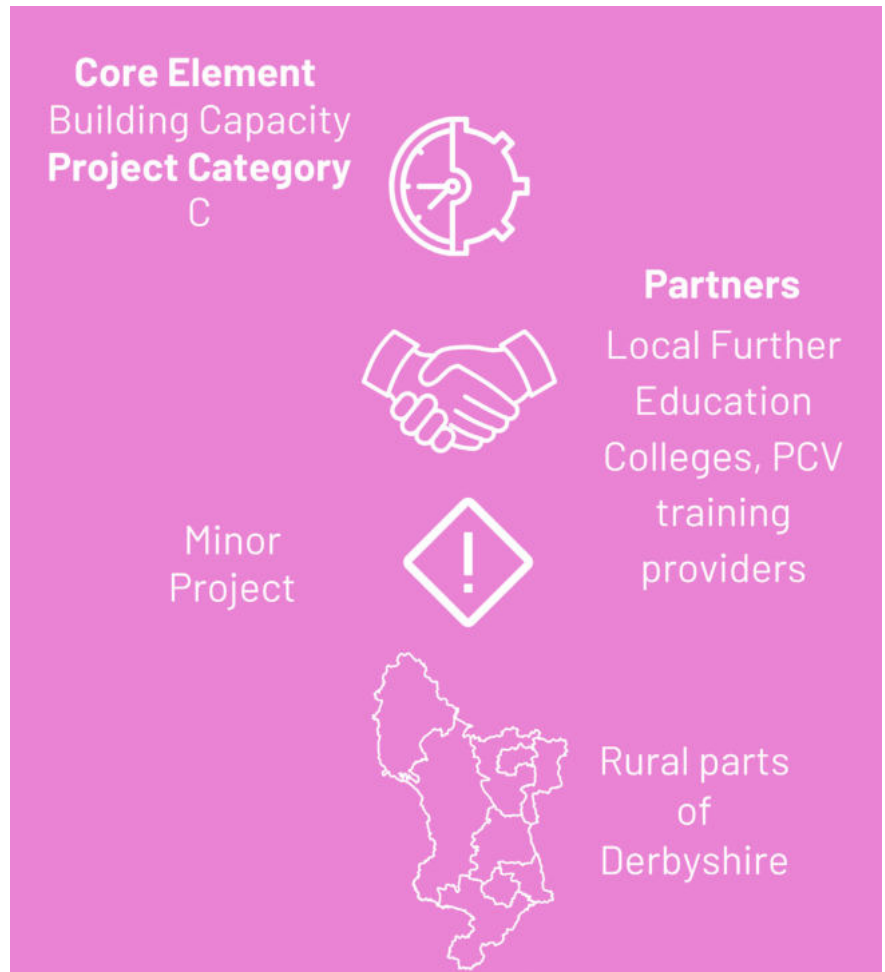
The plan is to work collaboratively with the bus sector to facilitate a driver training support scheme, to increase driver availability, particularly for smaller operators. This would extend to consideration of supported training via local further education colleges. The Council is actively engaging with colleges to develop this proposal.

## Opportunities

- This proposal builds sector capacity to meet localised shortages
- It supports local employment initiatives such as “back to work” schemes
- This can be shared with other EMCCA LTAs

## Risks

- Drivers and engineers may leave industry or county after council funded training



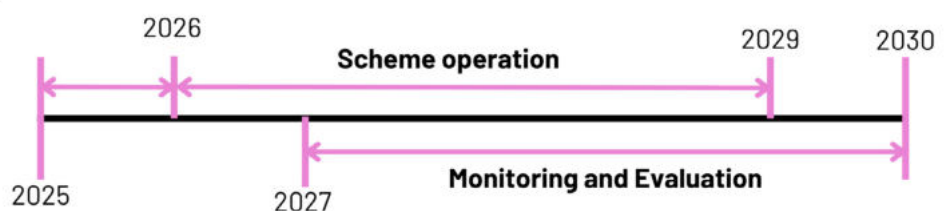
## Estimated Budget



**£2million Revenue**  
£500,000 pa  
for 4 years

## Project Timeline

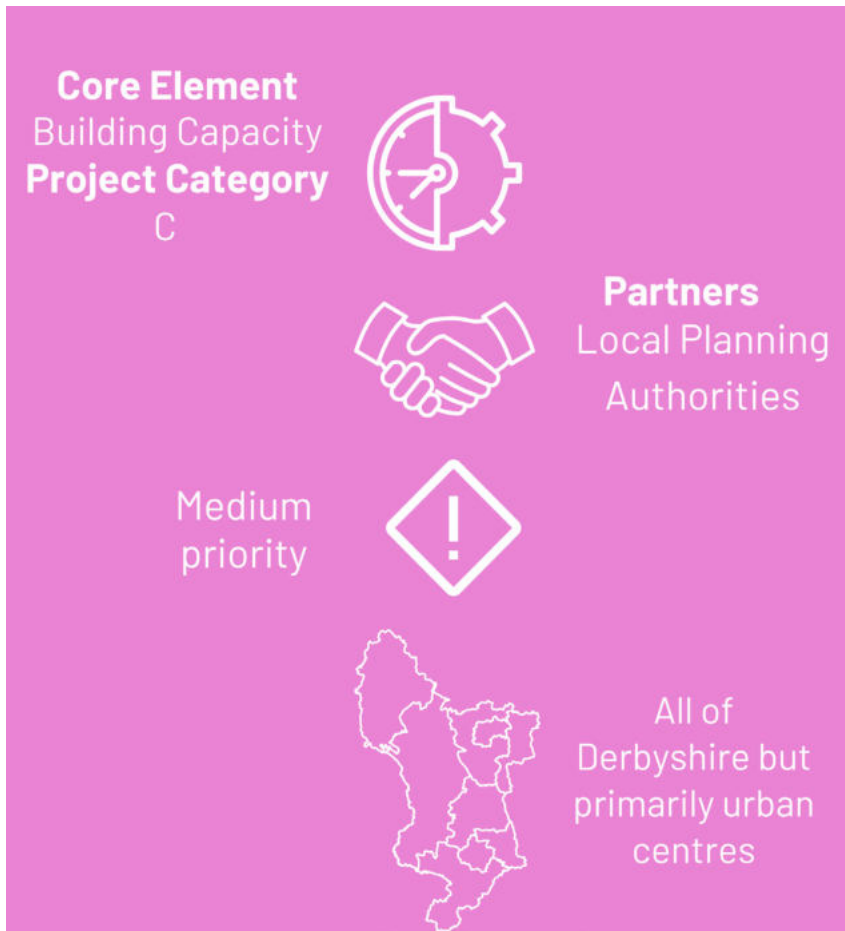
**Planning,  
procure training  
provider and set  
up scheme**



In local planning authorities at borough or district level, development plans can be referred to the County Council's highways and public transport officers for advice and support in determination. The Council's Development Control Planning officers are very effective in assisting in development service planning and investment choices and ultimately securing developers contributions to local bus services and infrastructure through the S106 contributions and Infrastructure Levy payments. As the planning system faces potential further change as a result of the Levelling-up and Regeneration Act 2023, a dedicated Development Control officer focused on public transport would greatly enhance public transport accessibility for major development sites, establish precedents for contributions and in the long term, be self-supporting from income raised from developers. It is recognised that local bus support will be competing with other demands for developer contributions, such as schools, healthcare and highways. However without an advocate for bus services and associated infrastructure in new developments, the cost to link new communities will continue to fall wholly on the Council to fund and deliver.



# L2 Long Term Transformation



The plan is that a new dedicated Public Transport Developments Control officer would be appointed, to support the council in its negotiations with developers and in planning services, to secure contributions for bus service improvements.

### Opportunities

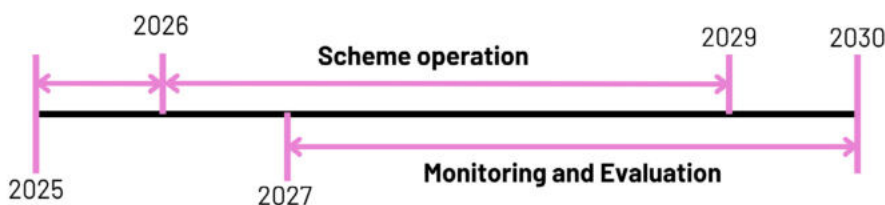
- A dedicated officer would provide a better focus in development control function on public transport planning
- They would secure higher levels of developer funding for buses
- The post would be self-funding from additional contributions income

### Risks

- If development levels decline, or new infrastructure levy regulations are implemented, funding of the post might not be forthcoming

## Project Timeline

Planning,  
procure training  
provider and set  
up scheme



## Estimated Budget



**£400,000 Revenue**  
£100,000 pa  
(staff time) for 4  
years

The Council are proposing a new integration model that builds on introducing digital sharing of resources, as well as new shared funding, brokerage, management, and operational models that can be achieved within current legal frameworks and powers.

# L3 Long Term Transformation

The plan is to develop a new approach to shared resources across the public sector, building on lessons learnt from the initial Total Transport DfT funded projects from 2012. The focus will be on better prioritisation of user needs and real time dynamic allocation of resources such as vehicles, within a framework of secured travel needs for key passengers and vulnerable users.


### Opportunities

- Efficiency savings and utilisation of available resources such as vehicles
- This allows services which would not be viable otherwise to be introduced
- This service would be more reactive to peaks and troughs in demand


### Risks

- It could create complex, knock on impacts with operational issues effecting efficient service delivery
- Individual organisations may fear loss of control of their vehicle and driver resources



**Core Element Integration Project Category C**



**Partners**  
Council transport department, healthcare/ ambulance service, community transport, taxi sector



Medium priority

All of Derbyshire

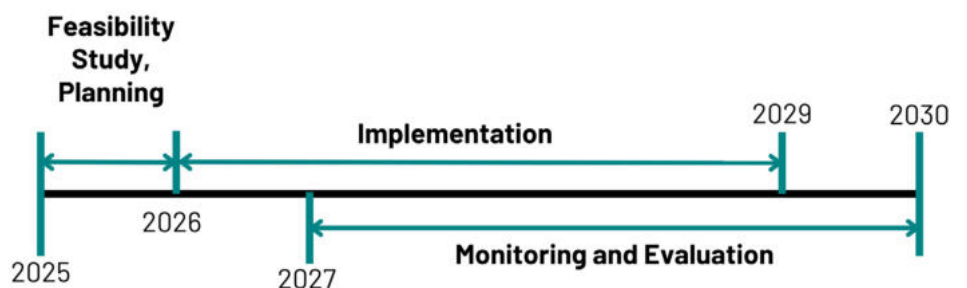
## Estimated Budget



**£500,000 Revenue**  
Feasibility study, software costs, legal advice, negotiations, tender costs

**£1.2million Revenue**  
New central brokerage hub - ongoing staff costs £300,000 pa for 4 years

## Project Timeline



In recent assessment, of how we continue to adapt and meet Derbyshire’s future travel needs including how we can encourage a lasting mode shift from cars, Council officers have considered whether a high capacity Bus Rapid Transit (BRT) system may be required. The success of trams in nearby Manchester, Nottingham and Sheffield in helping encourage economic growth and the regeneration of deprived areas has shown the impact this type of transformation project can have. However we have concluded .that at this stage that a tram solution in Derbyshire is unlikely to achieve sufficient benefits to offset the costs. Instead we think BRT may be more appropriate.

## L4 Long Term Transformation

The plan is that as demand grows on key interurban corridors with BSIP intervention a BRT with a segregated route and zero emissions vehicles, could link up key conurbations in the wider EMCCA area, notably:

- Derby – Burnaston Toyota/ Freeport – Willington– Swadlincote/ Burton on Trent
- Derby – East Midlands Airport – Clifton (Trent University) – Nottingham
- Chesterfield – Mansfield
- Chesterfield – Clay Cross – Alfreton – Ripley – Heanor – Ilkeston – Long Eaton

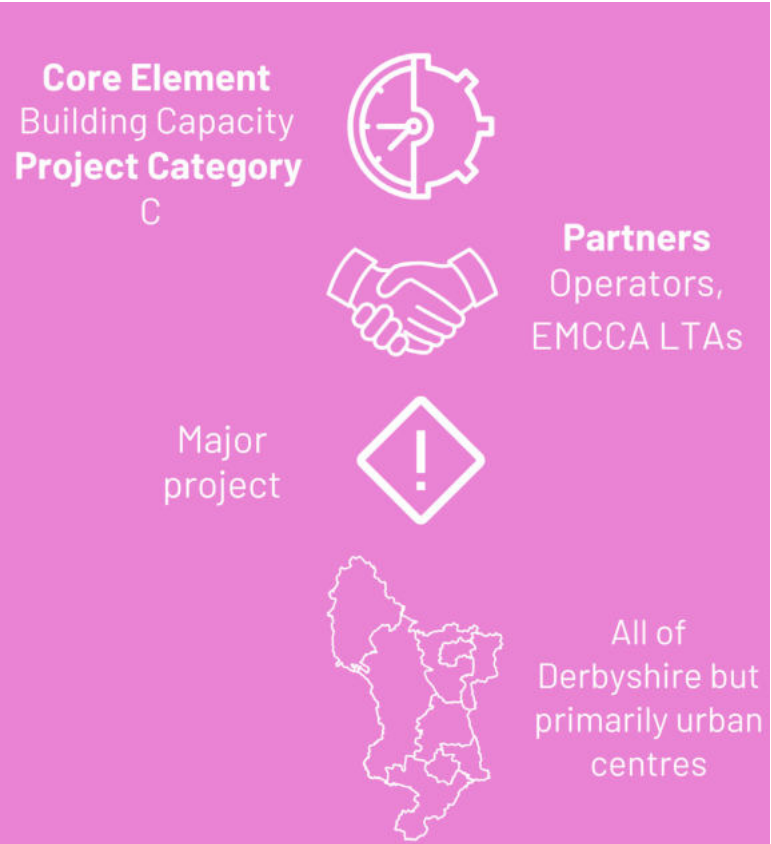
At this very early stage the proposal is to seek to understand the ‘case for change’ and whether an initial high level strategic business case should be developed to review options.

### Opportunities

- Achieve faster journey times and reliability for passengers
- The BRT would encourage other wider investment and regeneration along the corridor
- Sustainable ZEBs would operate the service

### Risks

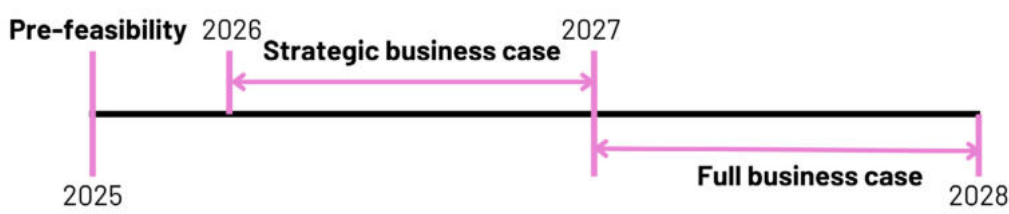
- Substantial cost of implementing the scheme
- Potential competition for road space with other users
- Possible abstraction of passengers from conventional bus services



### Estimated Budget

£2million Revenue Business Case

### Project Timeline



# Summary

The outline costs and timeline of each proposed project has been summarised to provide an initial bid estimate and programme for 2025 to 2029 as outlined below in Table 6.

Table 8: Proposals Cost Summary

2025 -29	Revenue £000	Capital £000	Total £000
S1 - Services	£20,250	£0	£20,250
S2 - Services	£5,850	£500	£6,350
P1 - Bus Priority	£10,127	£43,000	£53,127
F1 - Fares	£10,200	£0	£10,200
T1 - Ticketing	£200	£3,000	£3,200
W1 - Waiting and Interchange	£4,000	£7,500	£11,500
W2 - Waiting and Interchange	£500	£12,750	£13,250
I1 - Information	£4,200	£11,900	£16,100
A1 - Accessibility, Inclusion and Safety	£400	£0	£400
A2 - Accessibility, Inclusion and Safety	£250	£4,400	£4,650
F1 - Fleet Improvements	£500	£32,120	£32,620
M1 - Marketing & Promotion	£4,400	£0	£4,400
L1 - Long Term Transformation	£2,000	£0	£2,000
L2 - Long Term Transformation	£400	£0	£400
L3 - Long Term Transformation	£1,700	£0	£1,700
L4- Long Term Transformation	£2,000	£0	£2,000
<b>Total</b>	<b>£66,977</b>	<b>£115,170</b>	<b>£182,147</b>

# Targets, performance monitoring and reporting

## Summary- From current reporting

Through the 3-monthly internal progress reports (bi-annually sent to DfT and uploaded on the website), the Council has monitored our performance against the targets set in the 2021 BSIP. These are summarised in the tables below.

Table 9: County-Wide Patronage, Satisfaction, Punctuality and Speed Targets

Headline Indicator	Baseline	Target 2024/25	Target 2029/30	Actual 2022/23	Actual 2023/24	Source	
Patronage	2019/20: 20.9m	20.9m	23.0m	2022/23: 16.8m 2021/22: 14.2m	2023/24: 25.8m	DfT Bus Statistics, BUS01e, bus operator patronage data	
Customer Satisfaction	81%	90%	95%	83%	83%	Transport Focus	
Punctuality	On-time	80.42%	90%	95%	84.92%	71.78%	ABOD
	Late	19.58%	10%	5%	15.08%	17.14%	ABOD
	Early	11.09%	5%	3%	13.33%	11.07%	ABOD
Speed (average across corridors)	17.07mph	17.92mph	18.78mph	17.94mph	17.96mph	ABOD	

Table 10: Journey Time, Reliability and Punctuality Targets

Outcomes	Baseline 2019/20	Target 2024/25	Target 2029/30	Actual Q4 2023	Actual Q1 2024	Source
The maximum actual journey time on a route in Derbyshire is within 15% of the minimum journey time	~ 74%	80%	85%	U/A	U/A	Derbyshire TMS
Percentage of journeys on time (start point)	~92%	90%	95%	77.07% (ABOD)	72.25% (ABOD)	ABOD / Derbyshire TMS
Percentage of journeys on time (mid-point)	~84%	86%	92%	U/A	U/A	Derbyshire TMS
Percentage of journeys early (up to and in excess of 1 minute early)	~8%	5%	3%	11.88% (ABOD)	16.33% (ABOD)	ABOD / Derbyshire TMS
Percentage of journeys late (up to and over 5 minutes late)	~13%	10%	5%	22.93% (ABOD)	11.42% (ABOD)	ABOD / Derbyshire TMS
Reliability (miles operated / registered miles)	96.49%	98%	98%	96.32%	96.44%	Operators

## Progress reporting and monitoring

We have seen considerable progress since the initial BSIP funding was received in November 2022 in improved bus services for the residents of Derbyshire. It is recognised that the baseline which we assessed progress against initially, now needs to be refreshed as part of the new 2024 BSIP. In particular, as conditions are stabilising beyond the immediate post pandemic phase, changes in networks and passenger demand are becoming clearer, as well as the wider context of the economy and changing public attitudes, it is essential to test what the targets we are measuring success against to ensure they are still relevant.

The following data sets have been utilised to establish time series data as suggested by the 2021 BSIP guidance Annex A:

Table 11: Key Indicators BSIP 2021

Indicator	DCC/Operator data source
Passenger numbers by route, time of day and ticket type.	Data from bus operators
Bus vehicle speed and congestion data by route and time of day – using GPS vehicle data from operators.	Journey time, reliability and punctuality data from DfT ABOD (Analyse Bus Open Data) service and Derbyshire’s TMS (Traffic Management System)
Bus average journey times.	Journey time, reliability and punctuality data from DfT ABOD (Analyse Bus Open Data) service and Derbyshire’s TMS (Traffic Management System)
Granular data on single operator fare volumes for single fares, flat fares such as youth or hopper fares, period passes (daily/weekly/monthly), flexible/carnet tickets, annual season tickets and concessionary passes – including the average price. Also, the use of any multi-operator or through ticketing and the split between cash and electronic payment including concessionary fares.	Data from operators, derived from ENCTS data and other returns
The current bus market share compared to other modes, particularly the private car. This should be split between urban and rural where possible.	ONS data
Bus service frequency (including days of operation).	Bus operator data
Bus stop network density.	NaPTAN

The data sources identified above are used to complete our Progress Reports and internal reporting to the EP and Council, as well as our quarterly BSIP reports to DfT.



# Conclusion

Derbyshire is a county that always rises to the challenge, with a rich history, a long industrial heritage and now with a forward looking thriving modern economy. In the rural and urban areas our diverse landscapes, economic strengths and tourist attractions are complemented by villages and towns that are well connected by the County's local bus networks and community transport services. This continued success is consistently delivering high quality bus services and is reflected in the most recent Transport Focus survey with passenger satisfaction levels increasing, now at 83% - recognition of the high quality bus offer from the partnership working of operators and the Council.

The 2021 BSIP was successful in securing a major £47m funding package for bus service enhancements, new infrastructure, bus priority schemes, fares and marketing initiatives. It was a well-balanced package, enhancing travel for passengers in both rural and urban areas, for all age groups and aimed at new users as much as existing passengers. In chapter 3 of this BSIP we have provided a detailed review of the projects undertaken in the first three years of the 2021 BSIP, demonstrating successes, such as passenger numbers increasing on average by 17% on 24 enhanced services, which is equal to over 500,00 million new passenger trips in the first 6 months of operation. Furthermore, we are delivering a comprehensive programme of transport hubs being built and numerous applications of new innovative technologies and infrastructure project improvements, 70 new RTI units installed, new DRT services launched and the [Travel Derbyshire](#) website representing a step change in the information we provide passengers. All projects are planned, implemented and delivered within budget and on time - testament to the determination, professionalism and intent of the Council and its BSIP ambitions.

The DfT has asked us to consider our longer term approach and the projects we would want to deliver in the next 10 years in this new 2024 BSIP. The Council has welcomed the opportunity to identify the key projects we could deliver from 2025 to 2029. Working again in partnership with the EP Board, stakeholders, and the committed and experienced technical staff, we are proud to maintain our ambitions by developing a further package of 16 new proposals. These include existing projects that could be extended immediately, projects that did not receive funding in 2021 but still have considerable value so could be delivered at pace, and new longer term projects that focus on innovation and creativity. We have grouped these projects within the new BSIP's four core themes - Building Capacity, Efficient Operation, Growth, and Integration.

Highlights from the proposed 2025 to 2029 programme include enhancing a further 20-25 bus services, support for up to 10 community transport projects largely in rural areas, two major £10m+ bus priority scheme in northern and eastern Derbyshire; innovative traffic management upgrades to further improve bus reliability and journey time; funding for simplified, low fares initiatives for key groups; and doubling the scale of the successful Bus Champion's project. Our largest projects, both in scale and funding, include the acquisition of a fleet of zero emissions buses to be owned by the Council, but operated by bus operators on Council supported services, which would have a significant impact on reaching the Council's net carbon reduction goals. We appreciate the considerable value and benefit of improving the 'shop window' for buses through a consolidation of the ownership and maintenance of bus stops and shelters in the county, to achieve consistent high quality standards and accessibility.



Longer term projects are focused on doing things differently, and we are advocating unique plans around independent travel training, supporting operators with driver and engineer training, harnessing the benefits of development growth in the county and re-looking at the opportunities of shared transport through digital brokerage.

Derbyshire has proven in the delivery of its 2021 BSIP programme that it can match its considerable ambition with practical deliverable solutions. We are now looking to a future within the EMCCA where the medium to long term plans we set out in this BSIP can be readily implemented, offer real value for money and accelerate the delivery of consistent benefits for bus passengers in the county.



# APPENDICES

# Appendix A

## Additonal Information

### Supported Services Table

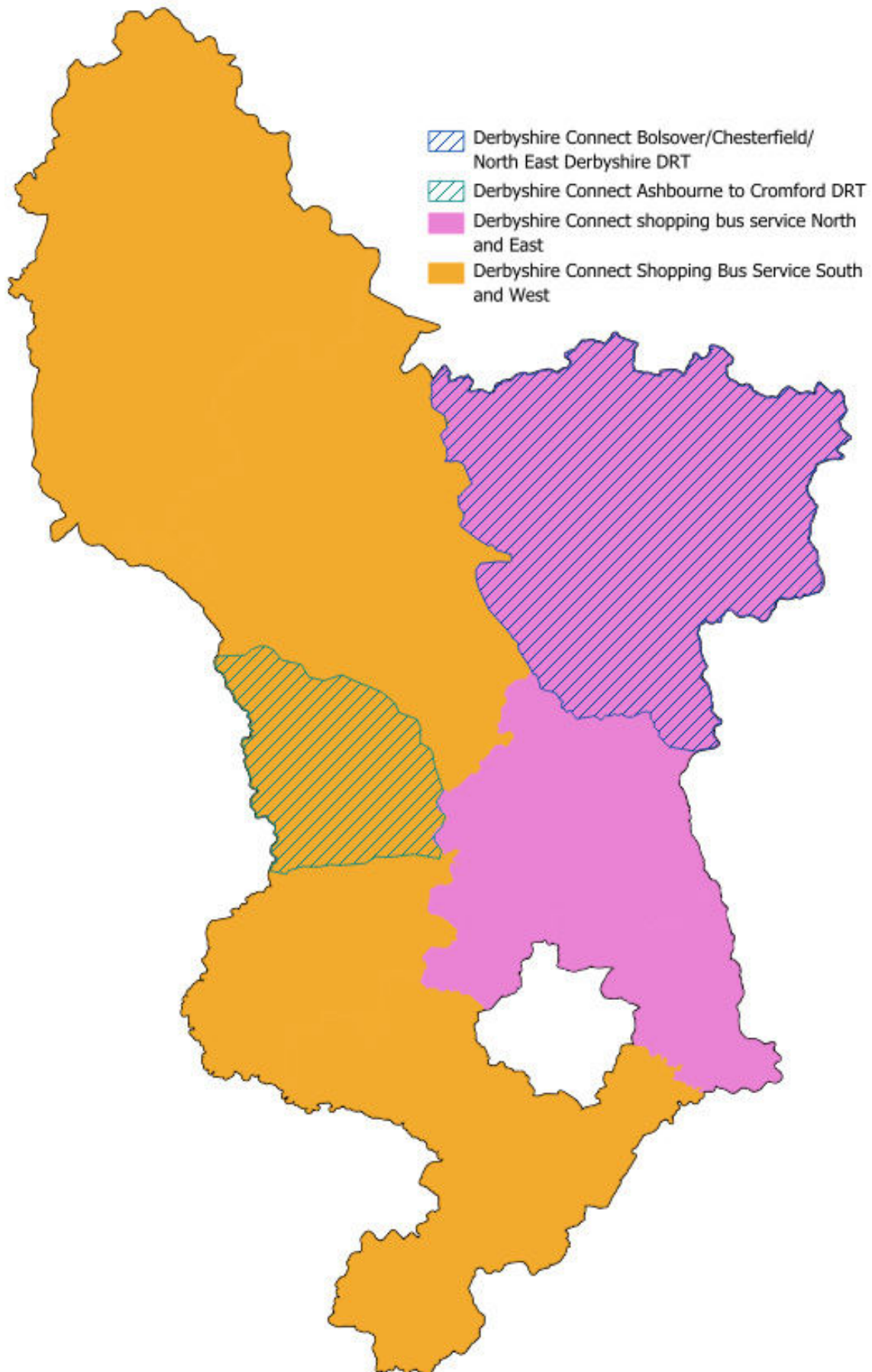
Operator	Name	Route	Mon-Fri Frequency	Sat Frequency	Sun Frequency	Fixed term Contract	De minimis
trentbarnton	SWIFT	Derby - Brailsford - Ashbourne - Mayfield - Uttoxeter	Every 60 mins	Every 60 mins	Every 60 mins		Yes
trentbarnton	31/34	Ilkeston - Shipley - Heanor - Langley Mill - Aldercar - Kimberley - Eastwood - Hucknall	Every 60 mins	Every 60 mins	Every 60 mins		Yes
trentbarnton	H1	Heanor - Derby	Every 15 mins	Every 10 mins	Every 30 mins		Yes
trentbarnton	6.1	Derby - Belper, Matlock, Bakewell	Every 60 mins	Every 60 mins	Every 60 mins		Yes
trentbarnton	ilkeston flyer	Derby - Spondon - Kirk Hallam - Ilkeston - Cotmanhay	Every 15 mins	Every 15 mins	Every 30 mins		Yes
trentbarnton	my15	Ilkeston - Sandiacre - Long Eaton - Sawley - EM airport	Every 15 mins	Every 15 mins	Every 30 mins		Yes
trentbarnton	rainbow 1	Alfreton - Eastwood - Nottingham	Every 30 mins	Every 30 mins	Every 60 mins		Yes
trentbarnton	comet	Chesterfield - Alfreton - Ripley - Derby	Every 60 mins	Every 60 mins	Every 60 mins		Yes
trentbarnton	Villager 1	Derby - Etwall - Hilton - Tutbury - Burton	Every 30 mins	Every 30 mins	Every 60 mins		Yes
trentbarnton	9.1/9.3	Derby - Ripley - Alfrton - Kirkby - Sutton - Mansfield	Every 30 mins	Every 30 mins	Every 60 mins	Yes	
trentbarnton	90	Ripley - Leabrooks - Kirkby - Sutton - Mansfield	Every 60 mins	Every 60 mins	N/A	Yes	
Stagecoach East Midlands	12	Shirebrook - Warsop - Mansfield	Every 30 mins	Every 30 mins	N/A		Yes
Stagecoach East Midlands	1	Alfreton - Newton - Tibshelf - Sutton - Mansfield	Every 60 mins	Every 60 mins	Every 30 mins	Yes	
Stagecoach East Midlands	153	Alfreton - Meadow Lane circular	Every 60 mins	Every 60 mins	N/A	Yes	
Stagecoach East Midlands	23B	Langwith - Shirebrook - Pleasley - Mansfield	Every 90 mins	Every 90 mins	Every 120 mins		Yes
Stagecoach East Midlands	53A	Sheffield - Eckington - Clowne - Bolsover - Mansfield	Every 120 mins	Every 120 mins	Every 120 mins	Yes	
Stagecoach East Midlands	231	Alfreton - South Normanton - Pinxton	Every 60 mins	Every 60 mins	N/A	Yes	
First South Yorkshire	80	Staveley - Killamarsh	Every 60 mins	Every 60 mins	Every 60 mins		Yes
Stagecoach Chesterfield	90	Walton/Yew Tree - Chesterfield - Barrow Hill - Staveley - Duckmanton - Creswell	Every 30 mins	Every 30 mins	Every 60 mins		Yes
Stagecoach Chesterfield	1/1A	Newbold - Chesterfield - Duckmanton - Bolsover - Hillstown - Langwith	Every 20 mins	Every 20 mins	Every 30 mins		Yes
Stagecoach Chesterfield	X17	Matlock - Chesterfield - Sheffield - Meadowhall - Barnsley	Every 30 mins	Every 30 mins	Every 60 mins		Yes
Stagecoach Chesterfield	77A	Chesterfield - Staveley - Clowne - Worksop	Evening Service	Evening Service	N/A		Yes
Stagecoach Yorkshire	130	Base Green Fox Lane/White Lane - Eckington School bus park	Scl Service	N/A	N/A	Yes	
Stagecoach Yorkshire	15	Chesterfield/Marsh Lane - Apperknowle - Dronfield	Every 120 mins	Every 120 mins	N/A	Yes	
Stagecoach Yorkshire	157	Matlock - Cavendish Park circular via Asker Lane & Sainsburys	Every 120 mins	Every 120 mins	N/A	Yes	
Stagecoach Yorkshire	158	Matlock - Starkholmes - Cromford - Bonsall	Every 120 mins	Every 120 mins	N/A	Yes	
Stagecoach Yorkshire	16	Broomfield - Chesterfield - Bartow - Holmesfield - Dronfield	Every 60 mins	Every 60 mins	N/A	Yes	
Stagecoach Yorkshire	169	Elton Duke Of York - Matlock Highfields Upper School	Scl Service	N/A	N/A	Yes	
Stagecoach Yorkshire	470	Winster Hall - Matlock Highfields Upper School	Scl Service	N/A	N/A	Yes	
Stagecoach Yorkshire	50/50A	Chesterfield New Beetwell Street - Sheffield Interchange/D5	Every 30 mins	Every 60 mins	Every 60 mins	Yes	
Stagecoach Yorkshire	56A	Chesterfield - Holmewood	1 Service	N/A	N/A	Yes	
Stagecoach Yorkshire	65/65A	Buxton - Tideswell - Eyam - Sheffield - Meadowhall - Tideswell - Eyam - Chesterfield	Every 120 mins	Every 120 mins	N/A	Yes	
Stagecoach Yorkshire	73/74	Clowne - Renishaw - Eckington/Killamarsh - Crystal Peaks	Every 60 mins	Every 60 mins	N/A	Yes	
Stagecoach Yorkshire	75	Clowne town service	Every 120 mins	Every 120 mins	N/A	Yes	
Stagecoach Yorkshire	77A	Chesterfield - Staveley - Clowne - Worksop	Evening Service	Evening Service	Every 60 mins	Yes	
Stagecoach Yorkshire	159	Matlock - Hurst Farm circular via Sainsburys	Every 60 mins	Every 60 mins	N/A	Yes	
Stagecoach Greater Manchester	237	Glossop - Hadfield - Ashton under-Lyne	Every 30 mins	Every 30 mins	Every 60 mins		Yes
Stagecoach Greater Manchester	358	Hayfield - New Mills - Marple - Stockport	Every 60 mins	Every 60 mins	Every 60 mins	Yes	
Rotala	19/19A	Burton - Swadlincote - Overseal - Ashby (19A to Mercia Park)	Every 60 mins	Every 60 mins	N/A		Yes
Rotala	401	Burton - Tutbury - Hatton - Uttoxeter	Every 60 mins	Every 60 mins	N/A		Yes
Rotala	4,8,9	Burton - Newhall - Swadlincote - Midway	Every 30 mins	Every 30 mins	Every 60 mins		Yes
Hulleys of Baslow	170	Bakewell - Chesterfield	N/A	N/A	Every 60 mins		Yes
Hulleys of Baslow	257	Journeys via Bradwell	Every 60 mins	Every 60 mins	N/A		Yes
Hulleys of Baslow	110/111	Ashbourne - Brassington - Carsington - Wirksworth - Matlock	Every 60 mins	Every 60 mins	N/A	Yes	
Hulleys of Baslow	55	(Somercotes -) Alfreton - Tibshelf - Clay Cross - Wingerworth - Chesterfield - Royal Hospital	Every 60 mins	Every 60 mins	Every 60 mins		Yes
Hulleys of Baslow	172	Bakewell - Youlgreave - Stanton - Winster - Matlock	Every 120 mins	Every 120 mins	N/A	Yes	

Operator	Name	Route	Mon-Fri Frequency	Sat Frequency	Sun Frequency	Fixed term Contract	De minimis
Hulleys of Baslow	173	Castleton - Tideswell - Litton - Monsal Head - Shutts Lane - Bakewell	Every 120 mins	Every 120 mins	N/A	Yes	
Hulleys of Baslow	48/48A	Clay Cross to Brampton via Holmewood - Sutton Scarsdale - Chesterfield (Clowne)	Every 120 mins	Every 120 mins	N/A	Yes	
Hulleys of Baslow	63	Chesterfield - Clay Cross - Matlock	Every 120 mins	Every 120 mins	N/A	Yes	
Hulleys of Baslow	84	Holymoorside - Chesterfield Hospital	Every 60 mins	Every 60 mins	N/A	Yes	
Arriva Midlands	2	Swadlincote - Chellaston	Every 60 mins	Every 60 mins	Every 30 mins		Yes
Notts and Derby	137	Horsley Woodhouse extension	Scl Service	N/A	N/A		Yes
Notts and Derby	138	Belper - Holbrook Moor - Kilburn - Heanor - Langley	Every 120 mins	Every 120 mins	N/A	Yes	
Notts and Derby	59	Derby - Smalley - Stanley - Common - Ilkeston - Shipley View	Every 120 mins	Every 120 mins	N/A	Yes	
Notts and Derby	71	Derby - Holbrook - Belper	Every 120 mins	Every 120 mins	N/A	Yes	
Notts and Derby	72	Belper (town service) via Whitehouse Rise	Every 120 mins	Every 120 mins	N/A	Yes	
TM Travel	218	Bakewell - Sheffield	Every 30 mins	Every 30 mins	Every 30 mins		Yes
TM Travel	252	Sheffield - Crystal Peaks - Eckington - Sheffield	Every 30 mins	Every 30 mins	N/A	Yes	
TM Travel/ Stagecoach	583	Long Duckmanton Markham Lane - School	Scl Service	N/A	N/A	Yes	
High Peak	185/186	Buxton - Fairfield Estate	Every 30 mins	Every 30 mins	N/A		Yes
High Peak	transpeak	Derby - Matlock - Bakewell - Buxton	Every 60 mins	Every 60 mins	Every 60 mins		Yes
High Peak	113/114	Ashbourne to Derby or Belper via Hlland Ward	Every 60 mins	Every 60 mins	N/A	Yes	
High Peak	190	Buxton - Peak Forest - Chapel - Chinley - Whaley Bridge	Every 120 mins	Every 120 mins	N/A	Yes	
High Peak	389	New Mills Town Services	Every 60 mins	Every 60 mins	N/A	Yes	
High Peak	390	Whitfield - Glossop - Old Glossop	Every 30 mins	Every 30 mins	N/A	Yes	
High Peak	393	Padfield - Hadfield - Glossop - Shirebrook Park	Every 60 mins	Every 60 mins	N/A	Yes	
High Peak	394	Glossop - Gamesley - Marple - Stepping Hill Hospital	Every 120 mins	N/A	N/A	Yes	
High Peak	441/442	Buxton - Tissington - Ashbourne	Every 60 mins	Every 60 mins	N/A	Yes	
High Peak	58	Macclesfield - Buxton - (Bakewell - Chatsworth)	Every 60 mins	Every 60 mins	N/A	Yes	
High Peak	60/60A	Macclesfield - Rainow - Whaley Bridge - New Mills - Hayfield	Every 60 mins	Every 60 mins	N/A	Yes	
High Peak	76	Buxton Town Service (Brownedge and Sherwood Road)	Every 60 mins	Every 60 mins	N/A	Yes	
High Peak	77	Buxton Town Service (Brownedge and Sherwood Road)	Every 60 mins	Every 60 mins	N/A	Yes	
Diamond Bus	213	Bretby - Repton Primary School	Scl Service	N/A	N/A	Yes	
Diamond Bus	21E	Swadlincote - Linton - Burton	Evening 60 mins	Evening 60 mins	Every 60 mins	Yes	
Diamond Bus	22	Swadlincote - Coton - Rosliston - Walton - Burton	Every 120 mins	Every 120 mins	N/A	Yes	
Diamond Bus	24	Swadlincote - Lower Midway	Every 120 mins	Every 120 mins	N/A	Yes	
Vectare	9	Derby - Spondon - Ockbrook/Borrowwash circulars	Every 60 mins	Every 60 mins	N/A	Yes	
Littles Travel	14	Ilkeston - Stantion-by-Dale - Sandiacre	Every 60 mins	Every 60 mins	N/A	Yes	
First South Yorkshire	272	Sheffield - Hathersage - Bradwell - Castleton	Every 60 mins	Every 60 mins	Every 60 mins	Yes	
CT4N	29	Long Eaton - New Sawley - Sandiacre	Every 60 mins	Every 60 mins	N/A	Yes	
Stotts tours	341	Glossop - Gamesley - Broadbottom - Hatterley - Hyde	Every 60 mins	Every 60 mins	N/A	Yes	
Derbyshire CT	140	Alfreton - Crich - Matlock	Every 120 mins	Every 120 mins	N/A	Yes	
Derbyshire CT	141	Ripley - Crich - Matlock	Every 120 mins	Every 120 mins	N/A	Yes	
Derbyshire CT	142	Alfreton - Crich - Nether Heage	Every 120 mins	Every 120 mins	N/A	Yes	
Derbyshire CT	143/143A	Matlock - Tansley - Wessington - Alfreton - East Midlands Designer Outlet	Every 120 mins	Every 120 mins	N/A	Yes	
Derbyshire CT	147	Belper - Ambergate - Ripley - Marehay - Denby - Street Lane	Every 120 mins	Every 120 mins	N/A	Yes	
Derbyshire CT	148	Codnor - Waingroves - Ripley - Alfreton	Every 60 mins	Every 60 mins	N/A	Yes	

## DRT Locations

The below map shows the operational zones of the DRT services operated in Derbyshire.

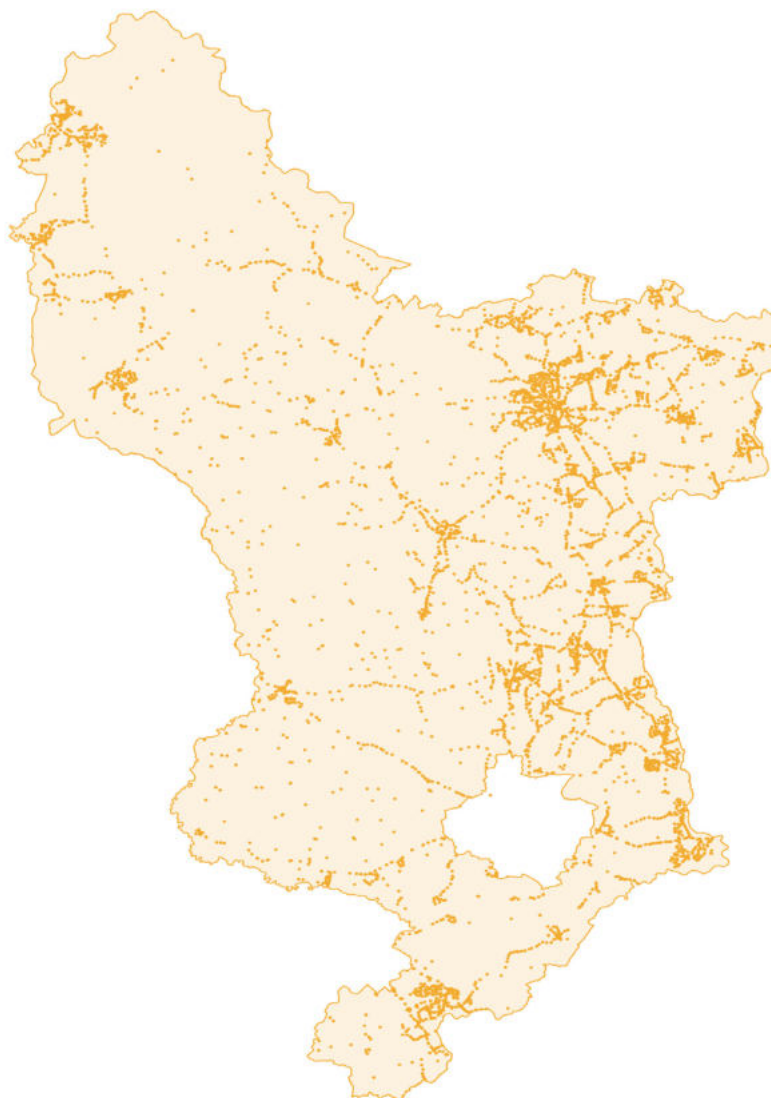
Figure 10: Bus Stops



## Bus Stops

The map shows the locations of bus stops across Derbyshire. In total there are over 7900 bus stops across the county.

Figure 10: Bus Stops



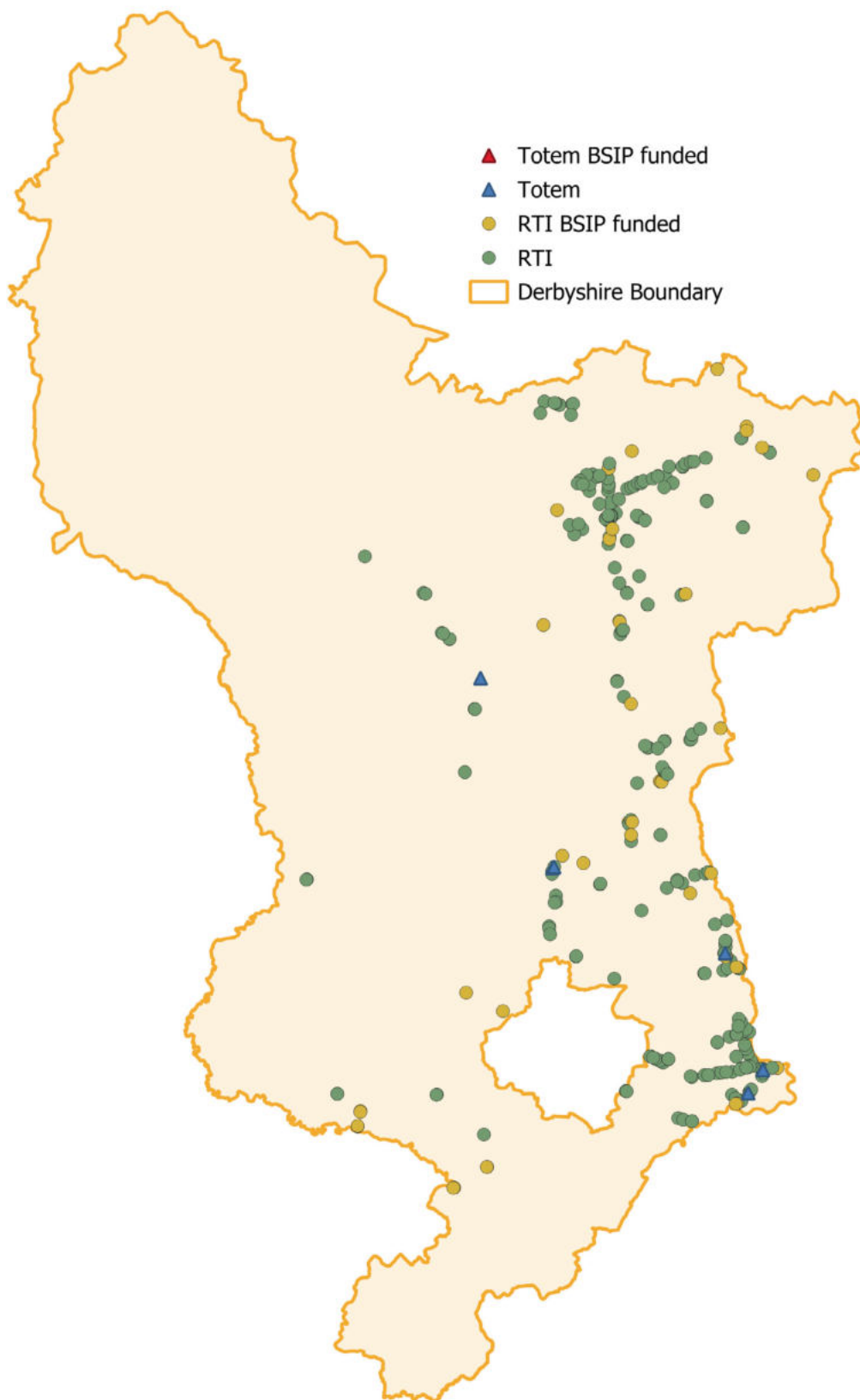
Source: Operators

## Barriers to Bus Usage

The barriers to bus usage themes that were set out in the 2021 BSIP continue to relate to the current situation. As stated, bus networks do not operate in isolation, they are affected by numerous influences, many of which are uncontrollable, some of which could be beneficial. These include growth of e-commerce, decline in town centre shopping, perceived costs of car travel, increasing understanding of negative environmental impact of car travel and increased number of people without a driving licence.

The 2021 BSIP also identified that the COVID-19 pandemic had a negative effect on the use of commercial and supported services in Derbyshire. Working patterns changed enormously due to the pandemic and many of these changes have remained permanent with individuals changing to home working that were formerly office-based staff.

## RTI Locations



# Appendix B

## Letters of Support

This BSIP is accompanied by Letters of Support from the Peak District National Park and some bus operators that service the geographical area covered by this BSIP. The following have submitted letters of support:

- Arriva
- Ashbourne Community Transport
- Community Transport for Nottinghamshire
- Derbyshire Community Transport
- High Peak
- Hulleys of Baslow
- Peak District National Park
- Stagecoach
- trentbarton





Derbyshire County Council  
County Hall  
Matlock  
DE4 3AG

10/06/24

Dear Sirs,

**Ref: Refreshed Bus Service Improvement Plan 2024**

I am pleased to write to confirm Arriva's support for the refreshed Derbyshire Bus Service Improvement Plan (BSIP), which sets out the aligned vision of our Enhanced Partnership in accordance with the National Bus Strategy for England.

The aims and objectives of the refreshed Derbyshire Bus Service Improvement Plan echo our strategic vision to help shape a future where passenger transport is the best choice; we welcome the opportunity to continue working through this successful Partnership to make our vehicles greener and ensure our services are more attractive, more convenient, and more reliable to deliver a future where people choose to leave their cars at home, with less congestion on our roads, and cleaner air for the next generation.

As a major operator we have had opportunity to feed into the refresh process, review the proposed content, and support the development of the updated BSIP targets.

We look forward to building on the progress to date and continuing to work with the Authority in delivery of the refreshed BSIP.

Kind regards,

A handwritten signature in black ink, appearing to read 'T. J. France', with a horizontal line underneath.

**Toby J France CMILT, CMgr MCMI, MCIHT**  
Head of Commercial

**Arriva Midlands**  
Westmoreland Avenue  
Thurmaston  
Leicester  
LE4 8PH

Tel 0116 264 0400  
Fax 0116 260 8620

[www.arrivabus.co.uk](http://www.arrivabus.co.uk)



Ashbourne Community Transport,  
Community Transport Offices,  
Blenheim Road,  
Airfield Industrial Estate,  
Ashbourne,  
Derbys.  
DE6 1HA  
Tel: 01335 300670  
<http://www.ashbournect.org.uk>

31 May 2024

BSIP Team  
Derbyshire County Council  
County Hall  
Smedley Street East  
Matlock  
Derbyshire. DE4 3AG

Dear Sirs

**Derbyshire 2024 Bus Service Improvement Plan**

Over the last three years, and as a member of the Derbyshire Enhanced Partnership (EP), we have supported Derbyshire County Council in delivering the projects funded from the 2021 Bus Service Improvement Plan (BSIP). We now offer our support to the Council and the EP for their new 2024 BSIP, which will both continue and expand on the positive results we believe have been achieved with the first BSIP funded projects.

Ashbourne Community Transport's (ACT) subsidiary - The Ashbourne Little Bus Company – operates a number of the Derbyshire Connect Demand Responsive services across the south and west of the County and ACT has provided transport services for education and adult social care over many years, including the current Active Travel.

We have taken part in and contributed to the recent consultation on the BSIP through the Derbyshire Enhanced Partnership and have been able to review the current programme of BSIP projects, as well as consider potential projects for the next four years.

We share the Council's Bus Vision for growth, through raising standards and providing high quality travel for more of Derbyshire's residents and visitors. We believe the package of measures identified for 2025 -2029, with both support for valuable bus service enhancements and investment in bus infrastructure, will continue to improve the quality and availability of public transport in Derbyshire, and, although we are a small business, we will play our part in matching the commitments made in the 2024 BSIP.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Pat Laughlin', written over a horizontal line.

**Pat Laughlin**  
**Director**

Company Limited by Guarantee Number: 5329004  
Registered Charity Number: 1110204





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Sherwood Bus Garage, Mansfield Road, Sherwood, Nottingham, NG5 2JN.  
Tel: 0115 985 6904 email: [yourtrip@ct4n.co.uk](mailto:yourtrip@ct4n.co.uk)

Friday 31<sup>st</sup> May 2024

## **DERBYSHIRE 2024 BUS SERVICE IMPROVEMENT PLAN**

Dear Sir

Over the last three years CT4N have supported Derbyshire County Council and the Derbyshire Enhanced Partnership in delivering the projects funded from the 2021 Bus Service Improvement Plan (BSIP). I am pleased to say that we can now offer our support to the Council and the EP for their new 2024 BSIP, which will both continue and expand on the positive results achieved with the first BSIP funded projects.

CT4N operate Service 29 under tender to Derbyshire County Council which provides connections to residents in Long Eaton, New Sawley and Sandiacre, using a low floor Euro 6 bus equipped with real time capabilities and vehicle tracking via our website. CT4N have also worked alongside Derbyshire County Council to improve the experience at the bus stop with new bus stop flags and roadside information at the stop.

We believe the package of measures identified for 2025 -2029 are well balanced, with both support for valuable bus service enhancements and investment in bus infrastructure, enabling greater bus priority to improve journey times and delivering a high-quality waiting environment for passengers. At CT4N we are particularly pleased to see plans to invest in all aspects of improving the experience for all customers, which we hope will see an increase in customers travelling on all services operated.

Focussed investment on bus services and infrastructure, fares and marketing should be a national and local priority and we will play our part in matching the commitments made in the 2024 BSIP. We share the Council's Bus Vision for growth, through raising standards and providing high quality travel for more of Derbyshire's residents and visitors.

Yours truly,

Barry Allitt

Commercial Director

CT4N Ltd

To whom it may concern

5<sup>th</sup> June 2024



01773 746652

contact@derbyshirect.org

www.derbyshirect.org

Dear Sir,

### **Derbyshire 2024 Bus Service Improvement Plan**

Over the last three years, Derbyshire Community Transport (DCT) has supported Derbyshire County Council and the Derbyshire Enhanced Partnership in delivering the projects funded from the 2021 Bus Service Improvement Plan (BSIP). I am pleased to say that we can now offer our support to the Council and the EP for their new 2024 BSIP, which will both continue and expand on the positive results achieved with the first BSIP funded projects.

DCT is a relatively small, community transport organisation compared to the larger, commercial operators, but in my experience we have been made to feel an important part of the Bus Service Improvement solution in the county.

We have actively participated in the consultation on the BSIP through the Derbyshire Enhanced Partnership and have been able to review the current programme of BSIP projects, as well as consider potential projects for the next four years.

We believe the package of measures identified for 2025 -2029 are well balanced, with both support for valuable bus service enhancements and investment in bus infrastructure, enabling greater bus priority to improve journey times and delivering a high quality waiting environment for passengers. At DCT, we are particularly pleased to see plans to invest in trialling innovative local community solutions, such as Demand Responsive Transport. We are currently delivering this pilot and the greater use of person-centred services will be needed as our population becomes progressively older and in poorer health.

Focussed investment in bus services and infrastructure, fares and marketing should be a national and local priority and we will play our part in matching the commitments made in the 2024 BSIP. We share the Council's Bus Vision for growth, through raising standards and providing high quality travel for more of Derbyshire's residents and visitors.

Yours faithfully,



**Steve Chu**  
**Interim Chief Executive**



# High Peak

Hallsteads  
Dove Holes  
Buxton  
Derbyshire  
SK17 8BJ

07/06/2024

Dear Sir,

## **Derbyshire 2024 Bus Service Improvement Plan**

High Peak Buses has been a member of the Derbyshire Enhanced Partnership Board and has supported Derbyshire County Council in delivering the projects funded from the 2021 Bus Service Improvement Plan (BSIP). We offer our full support to the Council and the EP for the new 2024 BSIP which will continue the positive results achieved with the first BSIP funded projects.

We are located in the Peak District and operate services throughout Derbyshire. We have worked together with the Council to deliver enhancements to several services, including: the Transpeak, the Buxton Town service (185/186), and the 61 service between Glossop and New Mills. In addition, we have been pleased to work closely with the Council and EP Board on ticketing enhancements such as the £1.50 b-line fare and Wayfarer multi operator bus only ticket.

We have actively participated in the consultation on the BSIP through the Derbyshire Enhanced Partnership and have been able to review the current programme of BSIP projects, as well as consider potential projects for the next four years.

We believe the package of measures identified for 2025 -2029 are well balanced, with both support for valuable bus service enhancements and investment in bus infrastructure, enabling greater bus priority to improve journey times and delivering a high quality waiting environment for passengers.

Focussed investment in bus services and infrastructure, fares and marketing should be a national and local priority and we will play our part in matching the commitments made in the 2024 BSIP. We share the Council's Bus Vision for growth, through raising standards and providing high quality travel for more of Derbyshire's residents and visitors.

Yours Sincerely



**David Brookes**  
Managing Director

# Hulleys of Baslow

3 June 2024

To whom it may concern

## Derbyshire 2024 Bus Service Improvement Plan

Over the last three years we have supported Derbyshire County Council and the Derbyshire Enhanced Partnership in delivering the projects funded from the 2021 Bus Service Improvement Plan (BSIP). I am pleased to say that we can now offer our support to the Council and the EP for their new 2024 BSIP, which will both continue and expand on the positive results achieved with the first BSIP funded projects.

We have actively participated in the consultation on the BSIP through the Derbyshire Enhanced Partnership and have been able to review the current programme of BSIP projects, as well as consider potential projects for the next four years.

We believe the package of measures identified for 2025 -2029 are well balanced, with both support for valuable bus service enhancements and investment in bus infrastructure, enabling greater bus priority to improve journey times and delivering a high quality waiting environment for passengers. At Hulleys we are particularly pleased to see plans to invest in projects that benefits the passenger, service reliability and enhancements, and we have benefited from the funding of enhancements to two local bus services which have seen passenger growth of over 20%, and the only complaint we now get is that the buses are too small!!

Focussed investment in bus services and infrastructure, fares and marketing should be a national and local priority and we will play our part in matching the commitments made in the 2024 BSIP. We share the Council's Bus Vision for growth, through raising standards and providing high quality travel for more of Derbyshire's residents and visitors.

Yours sincerely



Alfred Crofts  
Managing Director



Chris Henning  
Executive Director of Place  
Environment and Transport  
Derbyshire County Council  
County Hall  
Matlock  
Derbyshire  
DE4 3AG

Your ref:  
Our ref: TN/A88/BSIPSupport  
Date: 4 June 2024

Dear Mr Henning

### **Derbyshire County Council Bus Service Improvement Plan – 2024 Refresh**

The Peak District National Park Authority provided input into the development of the Derbyshire County Council Bus Service Improvement Plan (BSIP) during 2021-22. We were therefore gratified that the Department for Transport prioritised Derbyshire for its initial tranche of BSIP funding. The Peak District National Park Authority is represented on the Wider Stakeholder Group and have been pleased to see the progress that has been made in the delivery of the BSIP.

In providing input into the development of the BSIP, the National Park Authority, were keen to see enhancements to services within the Peak District that would benefit residents of, and visitors to the National Park. The BSIP has resulted in improvements to services into the National Park, including support for visitor focussed services. We believe that the provision of such services brings a range of benefits, including for carbon emissions and in support of the visitor economy.

The Peak District National Park Authority is pleased to see that the refreshed version of the Derbyshire BSIP retains its core objectives of the bus being: -

- The first-choice mode for existing and new customers for most journeys across Derbyshire,
- Available for more journeys and which grows to meet customer needs,
- Affordable to use,
- Environmentally sustainable,
- Welcoming and friendly for existing and new passengers,
- A connected network that helps reduce social isolation.

We are supportive of these objectives and believe that they will help to encourage bus use within Derbyshire and particularly within the Peak District National Park.

The Peak District National Park Authority is supportive of the Derbyshire BSIP and would wish to see the Department for Transport release the appropriate funds for the delivery of the remainder of the planned programme.

Yours sincerely

A handwritten signature in black ink that reads "Ken Smith".

Ken Smith  
Authority Chair



Derbyshire County Council

31 May 2024

Dear Sirs,

**Derbyshire 2024 Bus Service Improvement Plan – Letter of support**

Over the last three years we have actively supported Derbyshire County Council and the Derbyshire Enhanced Partnership in delivering the projects funded from the 2021 Bus Service Improvement Plan (BSIP). We now offer our full support to the Council and the EP for their new 2024 BSIP, which will both continue and expand on the positive results achieved with the first BSIP funded projects.

Stagecoach is a key player in the provision of bus services in Derbyshire. We have a depot in Chesterfield which will benefit from 57 new electric buses in 2025, funded through the ZEBRA scheme. We provide services across the town and in North Derbyshire, with cross-boundary journeys to Sheffield. We also operate services in the Peak District, which are a mix of commercial, BSIP funded enhancements and tendered operations. Our Peak Sightseer tour bus is in its second season of operation, facilitated through BSIP funding. Our colleagues at our Manchester operation also provide services in to Glossop and the High Peak.

We have actively fed in to the consultation on the BSIP through the Derbyshire Enhanced Partnership and have been able to review the current programme of BSIP projects, as well as consider potential projects for the next four years.

We believe the package of measures identified for 2025 -2029 are well balanced, with both support for valuable bus service enhancements and investment in bus infrastructure, enabling greater bus priority to improve journey times and delivering a high quality waiting environment for passengers. We have particularly benefited from the funding of service upgrades. There is much more to work on and improve together, especially around bus priority, bus stop infrastructure including more real-time information provision, improved customer information and marketing to increase awareness of the improved offer.

Focussed investment in bus services and infrastructure, fares and marketing should be a national and local priority and we will play our part in matching the commitments made in the 2024 BSIP. We share the Council's Bus Vision for growth, through raising standards and providing high quality travel for more of Derbyshire's residents and visitors.

Yours sincerely,

John Young  
Commercial Director  
Stagecoach Yorkshire



10 June 2024

## Derbyshire 2024 Bus Service Improvement Plan

Over the last three years we have supported Derbyshire County Council and the Derbyshire Enhanced Partnership in delivering the projects funded from the 2021 Bus Service Improvement Plan (BSIP). I am pleased to say that we can now offer our support to the Council and the EP for their new 2024 BSIP, which will both continue and expand on the positive results achieved with the first BSIP funded projects.

As one of the largest operators in the area, carrying millions of customer journeys a year it is important that funding continues to support local bus services, by making them more reliable, quicker and more frequent. By doing this we will increase usage, create modal shift and deliver improvements for the economy, the environment and the community.

We have actively participated in the consultation on the BSIP through the Derbyshire Enhanced Partnership and have been able to review the current programme of BSIP projects, as well as consider potential projects for the next four years.

We believe the package of measures identified for 2025-2029 are balanced, with both support for valuable bus service enhancements and investment in bus infrastructure, enabling greater bus priority to improve journey times and delivering a high-quality waiting environment for passengers. At **trentbarton** we are particularly interested to see plans to invest in journey times and prioritise customers on public transport making efficient use of the limited highways space. In order to deliver these projects, we need local and national political support.

Focussed investment in bus services and infrastructure should be a national and local priority and we will play our part in matching the commitments made in the 2024 BSIP with continual re-investment in our business as we have done over our long history and over the last 2 years equates to more than £10 million in new vehicles alone. We share the Council's Bus Vision for growth, through raising standards and providing high quality travel for more of Derbyshire's residents and visitors.

We look forward to the results of the bid and wish Derbyshire County Council every success.

Kind regards



Tom Morgan  
Managing Director  
**trentbarton**



Mansfield Road, Heanor, Derbyshire DE75 7BG  
[www.trentbarton.co.uk](http://www.trentbarton.co.uk)

Trent Motor Traction Company Ltd registered in England no.131912  
Barton Buses Ltd registered in England no.2347412  
registered office as above

# Appendix C

## EP Board Members

Our EP board members include:

- Professor Margaret Bell (Independent Chair)
- Tim Gammons (Wider Stakeholder Group Chair)
- Ashbourne Community Transport
- Derbyshire County Council
- Derbyshire Community Transport
- High Peak Buses
- Hulleys of Baslow
- Stagecoach Yorkshire
- trentbarton

# Appendix D

## Glossary of Acronyms

<b>ABOD</b>	Analyse Bus Open Data
<b>AI</b>	Artificial Intelligence
<b>B2B</b>	Business to Business
<b>BODS</b>	Bus Open Data Service
<b>BRT</b>	Bus Rapid Transit
<b>BSIP</b>	Bus Service Improvement Plan
<b>CCTV</b>	Closed Circuit Television
<b>DCC</b>	Derbyshire County Council
<b>DfT</b>	Department for Transport
<b>DRT</b>	Demand Responsive Transport
<b>EMCCA</b>	East Midlands Combined County Authority
<b>ENCTS</b>	English National Concessionary Travel Scheme
<b>EP</b>	Enhanced Partnership
<b>ETM</b>	Electronic Ticket Machine
<b>FTE</b>	Full Time Equivalent
<b>ITT</b>	Independent Travel Training (ITT)
<b>KPI</b>	Key Performance Indicator
<b>LTA</b>	Local Transport Authority
<b>LTP</b>	Local Transport Plan
<b>MoU</b>	Memorandum/Memoranda of Understanding
<b>NaPTAN</b>	National Public Transport Access Nodes
<b>NBS</b>	National Bus Strategy
<b>ONS</b>	Office for National Statistics
<b>P&amp;R</b>	Park and Ride
<b>PTMS</b>	Pre-Emptive Traffic Management System
<b>QR</b>	Quick Response
<b>RTI</b>	Real Time Information
<b>SCOOT</b>	Split Cycle and Offset Optimisation Technique
<b>SEND</b>	Special Educational Needs Disabilities
<b>TMS</b>	Traffic Management System
<b>TT</b>	Total Transport
<b>UTC</b>	Urban Traffic Control
<b>WP</b>	Work Package
<b>WSG</b>	Wider Stakeholder Group
<b>ZEB</b>	Zero Emission Buses
<b>ZEBRA</b>	Zero Emission Bus Regional Areas