

UK National Bus Strategy

**DERBY BUS SERVICE
IMPROVEMENT PLAN**



**Monitoring Report
October 2023**

In Partnership with the bus companies operating in Derby City



Derby City Council



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1 Introduction

1.1 What is a Bus Service Improvement Plan?

The National Bus Strategy “Bus Back Better” was published in March 2021. It called for all Local Transport Authorities (LTA) to produce a Bus Service Improvement Plan or BSIP by the end of October 2021. The original BSIP was refreshed in October 2022 as part of the annual review process.

BSIPs are strategic documents that explain how Councils (LTA) and bus operators, working together through a formal Enhanced Partnership, will implement the actions of the National Bus Strategy.

The Department of Transport (DfT) says that ***“the overall aim of the BSIP and its individual sections is to explain the LTA ambition to improve buses and the plans and policies that will deliver them.”*** BSIPs must:

- focus on delivering the bus network that LTAs (with operators) want to see, including how to address the under-provision and over-provision of bus services and ensuring buses integrate with other modes
- explain how they will grow bus use
- explain how they will be delivered

1.2 BSIP Monitoring

The BSIP is a basic working document that provides the starting point for the Enhanced Partnership (EP). The Partnership will continue to develop the BSIP. To measure the success of the plan it is necessary to undertake monitoring to ensure that the BSIP and EP are being implemented and achieving their aim and purpose. The BSIP commits to publishing monitoring reports summarising the progress and publishing any updates against the target measures on a six-monthly basis. This document provides this six-monthly update, summarising the developments since the publication of the May 2023 Monitoring Report and an update against target measures where relevant and data is available for the period 1st April 2023 to 30th September 2023.



2 Progress and Monitoring

2.1 Overview

In June 2021, Derby City Council and the bus operators confirmed their commitment to establish an Enhanced Partnership (EP). The Department for Transport (DfT) required EPs to be in place by April 2022. The first Derby City Bus Service Improvement Plan (BSIP), which was published at the end of October 2021 with the annual update published October 2022, this document is the foundation of the EP agreement between the Council and bus operators.

Outlined below are the key events that have occurred since the publication of the second BSIP in October 2022.

November 2022 – Enhanced Partnership Plan and Scheme were made

Derby City Council gave notice that would proceed to make the Enhanced Partnership Plan and Scheme with no modifications as a result of the stakeholder, or operator consultation exercises. At a Council Cabinet meeting on November 16 2022, the Council decided to make the EP Plan and EP Scheme, with them both coming into effect on Monday 21 November 2022.

December 2022 – Notice that an EP Plan and Scheme have been Varied

The Enhanced Partnership Board met on 1 December 2022 and agreed to vary the Enhanced Partnership Plan and Scheme; as requested by the Department for Transport (DfT). The varied version of the EP Plan and EP Scheme came into effect on Friday 2 December 2022.

December 2022 – Receipt of BSIP funding

The authority received the Year 1 funding towards the end of December 2022

January - April 2023

During the start of 2023 the requirements for the key BSIP schemes and projects were reviewed to determine the balance of internal and external resource necessary to meet the objectives. Procurement took place that resulted in the appointment of consultants to support the following items at the end of the period:

- Bus priority infrastructure - Duffield Road / Broadway – Feasibility Study
- Bus priority infrastructure - Osmaston Road / Harvey Road – Feasibility Study
- Network Review
- Study to Identify Targeted Fare Reduction Schemes

May – September 2023

During this period, work continued on the key BSIP initiatives.

- Bus Priority Infrastructure - Feasibility and options report completed and being reviewed to select preferred schemes to take to detailed design.



- Targeted Fares Scheme - Options assessment study completed. Recommendation to support the b_line young person's ticket. This is aligned with the Derbyshire County Council support for this ticket.
- Review of Spectrum Ticket – Work ongoing with recommendation to be discussed early November 2023.
- DRT Implementation and Support – Procurement package being developed.

August 2023 – Receipt of BSIP Funding

The authority received the Year 2 funding in August 2023.

2.2 Delivery

Table 1 presents an update on the progress of the schemes and items outlined in the BSIP and what will be happening next with each initiative or scheme.

Project	Funding Stream	Progress to date	Next steps
Passenger Charter	n/a	Adopted within EP Scheme	Annual review.
Bus priority infrastructure - Duffield Road / Broadway	BSIP	Feasibility reports have been completed. Preferred option selection currently taking place.	Detailed design of the preferred option.
Bus priority infrastructure - Osmaston Road / Harvey Road	BSIP	Feasibility reports have been completed. Preferred option selection currently taking place.	Detailed design of the preferred option.
Electronic junction bus priority	TCF	Trial site operational under MOVA control at Nottingham Road/Willowcroft Road	SCOOT bus priority trial at Pentagon roundabout
Corridor shelter replacement	TCF	88 new bus shelters have been installed up to end of October 2023	Complete the installation of the remaining 72 proposed shelters
Study to Identify Targeted Fare Reduction Schemes	BSIP	Study completed.	Implementation of reduced fare scheme (see below).
Implementation and Support for Targeted Reduced fare Schemes	BSIP	b_line young persons ticket support selected aligned with Derbyshire.	Launch of fare reduction in Nov 2023.
Review of Spectrum Multi-operator Ticket	BSIP	Study has generated a set of recommendations.	Following review, objective of developing a new



			multi-operator ticketing product.
Network Review	BSIP	The network review is currently in progress. Additional BSIP+ funding taken into account for the review.	Progression of review with stakeholder engagement and discussion of proposals at EP Board.
DRT Implementation and Support	TCF/BSIP	Preparation for procurement of a service operator. Technology solution for service agreed.	Procurement of operator.
Regional RTPi Management	BSIP	Funding providing annual contribution to the D2N2 RTPi partnership	n/a
Additional RTPi Sites	BSIP	Sites currently being identified	Site surveys and installation
Bus Station access enforcement	BSIP	Not able to progress until the bus station works are complete	Following bus station improvements this scheme will be reassessed.

Table 1 – Scheme status and progress summary

2.3 Performance and monitoring

This section presents an update on the information that was presented in the BSIP published in the March 2023 Monitoring Report. **Table 2** summarises the current position of measures against their target.

Targets	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 (First 6 months)	Target for 2024/25
Journey time	Selection of corridors and suitable methodology being determined.				Baseline data in separate table.	Separate table.	5% Reduction
Percentage of Journeys 'On-time'	Not available	86% ¹	94% ¹	77.7% ²	77.3% ²	76.4% ²	95%
Passenger numbers (Derby Authority)	17.2m	15.2m	4.7m	9.6m	Awaiting DfT data	n/a	17.2m



Targets	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 (First 6 months)	Target for 2024/25
Average passenger satisfaction	96%	95%	No planned survey	No planned survey	No planned survey	Reporting Mar 24	97%
Number of stops with Real Time Information Displays	-	120	120	131	131	131	200
Percentage of Euro VI (or better) buses within Derby	-	80% ¹	80% ¹	80% ¹	55% ³	54% ³	90%
Percentage of population within 400m of a frequent service ⁴	-	50.3%	n/a	42.1%	39.2%	n/a	50%

¹Based on available operator data at that time, ²Based on available ABOD, ³Includes data from additional operator when compared to previous years, ⁴Frequency service defined as every 12 minutes or better.

Table 2 – Annual target statistics

Additional information is outlined below with respect to the monitoring of journey times, punctuality, customer satisfaction and the environmental measures to provide further details.

2.3.1 Journey Times

The corridors agreed for journey time monitoring were outlined in the May 2023 report capturing the nine main radial routes into the city, these are listed below and shown in **Figure 1**:

- Corridor A: Alfreton Road (A61 to Fox St)
- Corridor B: Nottingham Road (Borrowash Rd to Wayzgoose Dr)
- Corridor C: London Road (Raynesway to Canal St)
- Corridor D: Osmaston Road (Boulton Ln to A601)
- Corridor E: Burton Road (Littleover Com Sch to South Ave)
- Corridor F: Uttoxeter New Road (Western Rd to Great Northern Rd)
- Corridor G: Ashbourne Road (Prince Charles Ave to Markeaton Park)
- Corridor H: Kedleston Road (Markeaton Ln to Lodge Ln)
- Corridor I: Duffield Road (Church Ln to Lodge Ln)

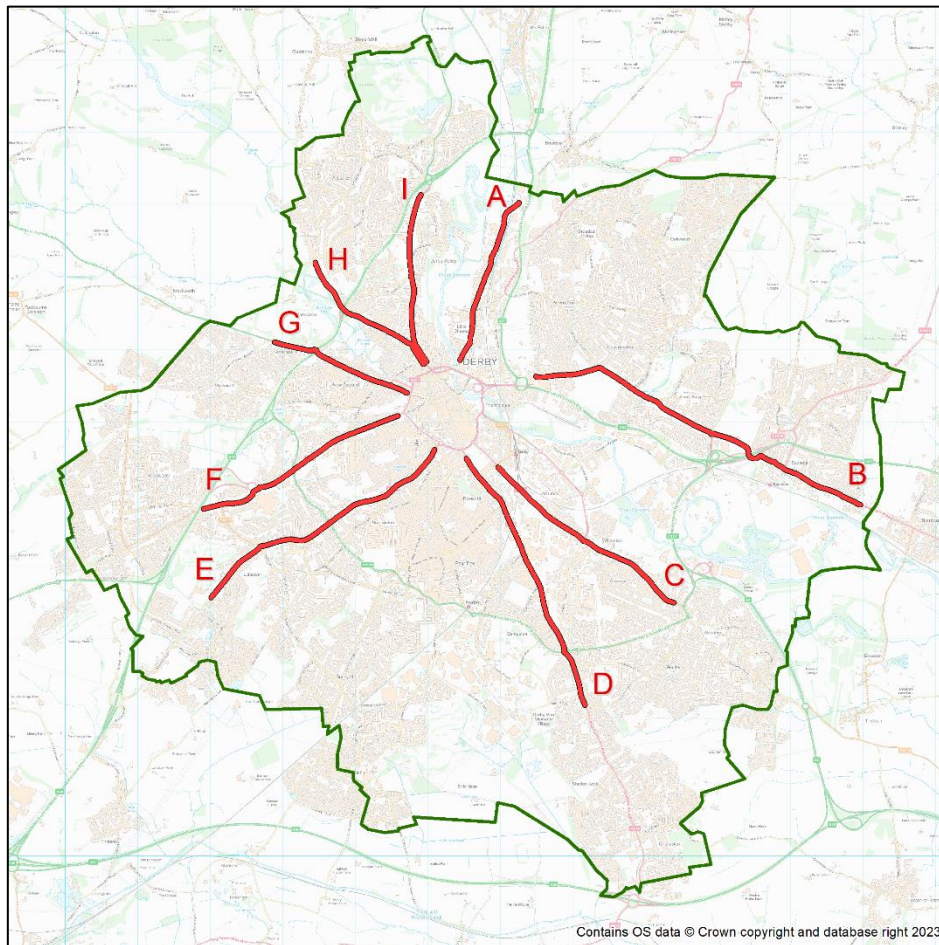


Figure 1 – Journey time corridors

Each of the corridors have been configured in the Analyse Bus Open Data (ABOD) system. ABOD receives data feeds containing bus operators vehicle locations and matches them to the timetable data in order to produce statistics including punctuality and journey times.

Table 3 provides the average journey times for each of the corridors over three-month periods. The baseline corridor data was taken as the first quarter of 2023 from 1st January 2023 to 31st March 2023, in addition to the inclusion of the two quarters since the last monitoring period the table also includes data extracted for the two quarters prior to the baseline period to provide context for seasonal variation in the data.

Corridor	Direction	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Alfreton Road	Inbound	03:47	04:13	05:05	05:02	04:11
	Outbound	04:25	03:46	04:19	04:29	03:55
Ashbourne Road	Inbound	-	04:31	05:04	04:44	04:30
	Outbound	-	05:37	05:43	06:19	05:46
Burton Road	Inbound	10:00	10:51	11:04	10:12	09:22
	Outbound	09:11	09:36	09:45	08:56	08:53



Corridor	Direction	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Duffield Road	Inbound	04:56	05:17	05:27	04:53	04:16
	Outbound	04:42	04:41	04:38	04:31	03:59
Kedleston Road	Inbound	-	-	05:32	04:47	04:36
	Outbound	-	-	04:46	04:17	04:11
London Road	Inbound	06:14	06:24	06:14	05:48	05:21
	Outbound	07:08	07:29	07:15	06:43	05:59
Nottingham Road	Inbound	-	-	11:29	10:49	09:23
	Outbound	11:24	11:46	11:55	10:48	09:30
Osmaston Road	Inbound	15:05	14:27	14:49	14:07	13:26
	Outbound	11:52	11:57	12:35	12:11	11:32
Uttoxeter New Road	Inbound	-	-	-	-	-
	Outbound	-	-	-	-	-

Table 3 – Quarterly corridor average journey times

Whilst there have not been any schemes introduced most of the corridors have shown average journey time reductions in the each of the subsequent periods since Q1 2023, comparing to 2022 data a pattern of increasing journey times prior to the reductions is observed. Additional analysis examining the journey times of private traffic will be undertaken using historic speed data to correlate any patterns. In addition to this an assessment examining travel time periods (e.g. AM/PM peaks and off-peak) alongside an overall average is desired, at present this is constrained by the outputs presented through the data collation performed within ABOD system and the methods of accessing the required statistics.

The average speed through the corridor in miles per hour (mph) is presented in

Corridor	Direction	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Alfreton Road	Inbound	24	21	18	18	22
	Outbound	20	23	20	19	22
Ashbourne Road	Inbound	-	16	15	16	16
	Outbound	-	14	14	12	14
Burton Road	Inbound	14	13	13	14	15
	Outbound	14	14	13	15	15
Duffield Road	Inbound	18	17	16	18	21
	Outbound	19	19	19	20	23
Kedleston Road	Inbound	-	-	14	16	17
	Outbound	-	-	17	19	19
London Road	Inbound	17	17	17	18	20
	Outbound	16	15	16	17	19
Nottingham Road	Inbound	-	-	16	17	20
	Outbound	16	16	16	17	20
Osmaston Road	Inbound	10	10	10	10	11
	Outbound	12	11	11	11	12



Corridor	Direction	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Uttoxeter New Road	Inbound	-	-	-	-	-
	Outbound	-	-	-	-	-

Table 4. This provides additional context to the journey times presented in **Table 3** due to the differing corridor lengths.

Corridor	Direction	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Alfreton Road	Inbound	24	21	18	18	22
	Outbound	20	23	20	19	22
Ashbourne Road	Inbound	-	16	15	16	16
	Outbound	-	14	14	12	14
Burton Road	Inbound	14	13	13	14	15
	Outbound	14	14	13	15	15
Duffield Road	Inbound	18	17	16	18	21
	Outbound	19	19	19	20	23
Kedleston Road	Inbound	-	-	14	16	17
	Outbound	-	-	17	19	19
London Road	Inbound	17	17	17	18	20
	Outbound	16	15	16	17	19
Nottingham Road	Inbound	-	-	16	17	20
	Outbound	16	16	16	17	20
Osmaston Road	Inbound	10	10	10	10	11
	Outbound	12	11	11	11	12
Uttoxeter New Road	Inbound	-	-	-	-	-
	Outbound	-	-	-	-	-

Table 4 – Quarterly corridor average journey speed (mph)

The March 2023 report highlighted the issue of there being a low level of vehicles tracked and matched to timetables through some of the corridors resulting in low sample numbers.

Corridor	Direction	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Alfreton Road	Inbound	8%	8%	8%	6%	20%
	Outbound	7%	5%	7%	7%	21%
Ashbourne Road	Inbound	0%	0%	7%	6%	5%
	Outbound	0%	48%	44%	43%	45%
Burton Road	Inbound	82%	80%	57%	54%	81%
	Outbound	83%	79%	71%	72%	79%
Duffield Road	Inbound	27%	24%	23%	23%	23%
	Outbound	11%	10%	10%	11%	10%
Kedleston Road	Inbound	0%	0%	2%	5%	6%
	Outbound	0%	0%	2%	5%	5%
London Road	Inbound	85%	86%	82%	80%	78%



	Outbound	87%	86%	83%	82%	82%
Nottingham Road	Inbound	0%	0%	72%	72%	77%
	Outbound	86%	79%	78%	75%	88%
Osmaston Road	Inbound	87%	86%	80%	75%	84%
	Outbound	88%	86%	84%	81%	88%
Uttoxeter New Road	Inbound	0%	0%	0%	0%	0%
	Outbound	0%	0%	0%	0%	0%

Table 5 below presents the percentage of timetabled vehicles that formed the statistics for each corridor per quarter. There have been some small improvements on some corridors with small percentage drops in a couple of locations that have very low initial numbers. There are still some complete services missing from the datasets and work is ongoing between DfT, the ABOD developers and the Operators to resolve the issues in the data and system that are leading to the services not being matched to the timetables in order to generate these statistics.

The most reliable data is currently available for London Road, Burton Road, Nottingham Road and Osmaston Road with in general at least 4 of 5 scheduled journeys tracked.

Corridor	Direction	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023
Alfreton Road	Inbound	8%	8%	8%	6%	20%
	Outbound	7%	5%	7%	7%	21%
Ashbourne Road	Inbound	0%	0%	7%	6%	5%
	Outbound	0%	48%	44%	43%	45%
Burton Road	Inbound	82%	80%	57%	54%	81%
	Outbound	83%	79%	71%	72%	79%
Duffield Road	Inbound	27%	24%	23%	23%	23%
	Outbound	11%	10%	10%	11%	10%
Kedleston Road	Inbound	0%	0%	2%	5%	6%
	Outbound	0%	0%	2%	5%	5%
London Road	Inbound	85%	86%	82%	80%	78%
	Outbound	87%	86%	83%	82%	82%
Nottingham Road	Inbound	0%	0%	72%	72%	77%
	Outbound	86%	79%	78%	75%	88%
Osmaston Road	Inbound	87%	86%	80%	75%	84%
	Outbound	88%	86%	84%	81%	88%
Uttoxeter New Road	Inbound	0%	0%	0%	0%	0%
	Outbound	0%	0%	0%	0%	0%

Table 5 – Tracked journey percentage on corridors

2.3.2 Punctuality (On-time)

The punctuality of the bus network is monitored through the proportion of journeys that are classified as early, on time or late departures. On-time departures are considered to be up to 1 minute early or up to 5 minutes 59 seconds late, when compared to the scheduled time.



The BSIP identified that on-time punctuality data would be obtained from ABOD. This was first available for 2021/22 data, although only for the second half of the year (01/10/21-31/03/22). From 2022/23 onwards this is providing data for the full 12 month period for punctuality at timing points within the authority boundary for tracked services. **Table 6** presents the punctuality (percentage of ‘on-time’ departures) statistics with the 2023/24 data representing only the first sixth months of the period.

Target	Actual 2018/19	Actual 2019/20	Actual 2020/21	Actual 2021/22	Actual 2022/23	Actual 2023/24 (First 6 months)	Target 2024/25
Percentage of Journeys ‘On-time’	Not available	86%*	94%*	77.7%#	77.3%#	76.4%#	95%

*Based on available operator data, #Based on available ABOD data

Table 6 – Service reliability

As noted in previous monitoring reports, the 2020/21 percentage is skewed and not representative as a trend due to the impact of lockdowns resulting in a reduction in traffic on the roads and also the amendment of services.

Whilst there is a reduction in the percentage of ‘on-time’ departures by 0.9% there has also been an increase in the number of tracked journeys feeding into this statistic. The 2022/23 data had incomplete data for 41.4% of departures, this has reduced to 38.9%. Whilst this still equates to over 1 million stop departures not being included in the ‘on-time’ performance statistic. As outlined with respect to the corridor journey times, there is ongoing work to resolve the issues relating to missing data that will provide a higher confidence level in this statistic.

2.3.3 Customer satisfaction

A customer satisfaction survey is currently being prepared and will be made available through the Let's Talk Derby platform. This publishing of this survey will be later than originally planned and is now scheduled for the new year.

2.3.4 Environmental

Low emission vehicles are key to supporting Derby’s Air Quality Action Plan, buses are identified as one of the vehicle types where emissions could be reduced to improve air quality. **Table 7** presents the current percentage of the fleet operating in Derby that are Euro VI compliant or better based on the latest available data.



Target	Actual 2018/19	Actual 2019/20	Actual 2021/22	Actual 2022/23	Actual 2023/24 (First 6 months)	Target 2024/25
Percentage of Euro VI (or better) buses within Derby	-	80% ¹	80% ¹	55% ²	54% ²	90%

¹data from two operators, ²data from three operators

Table 7 – Emissions target

The previous report highlighted that the inclusion of data from an additional operator had a significant impact as they operate an older fleet. The latest data has shown a slight increase in vehicles that are not Euro VI compliant.

Members of the Enhanced Partnership are looking at funding opportunities for zero emission vehicles to support progress towards this target.



Derby City Council

