UK National Bus Strategy

DERBY BUS SERVICE IMPROVEMENT PLAN

2021-2026

June 2024 Update

In Partnership with the bus companies operating in Derby City

Derby City Council

Contents

Introduction

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.

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 for 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

This is the third iteration of the BSIP document, it is an update of the second version and is structured in the six sections outlined below:

1. Our bus vision
2. Current offer to bus passengers
3. Improvements programme to 2024/25
4. Ambitions and proposals for 2025 and beyond
5. Targets, performance monitoring and reporting
6. BSIP Overview Table

1 Our bus vision

1.1 Area covered

This is the Bus Service Improvement Plan (BSIP) for the City of Derby. The area covered is within the administrative boundary of our Local Transport Authority (LTA), shown in **Figure 1** below.

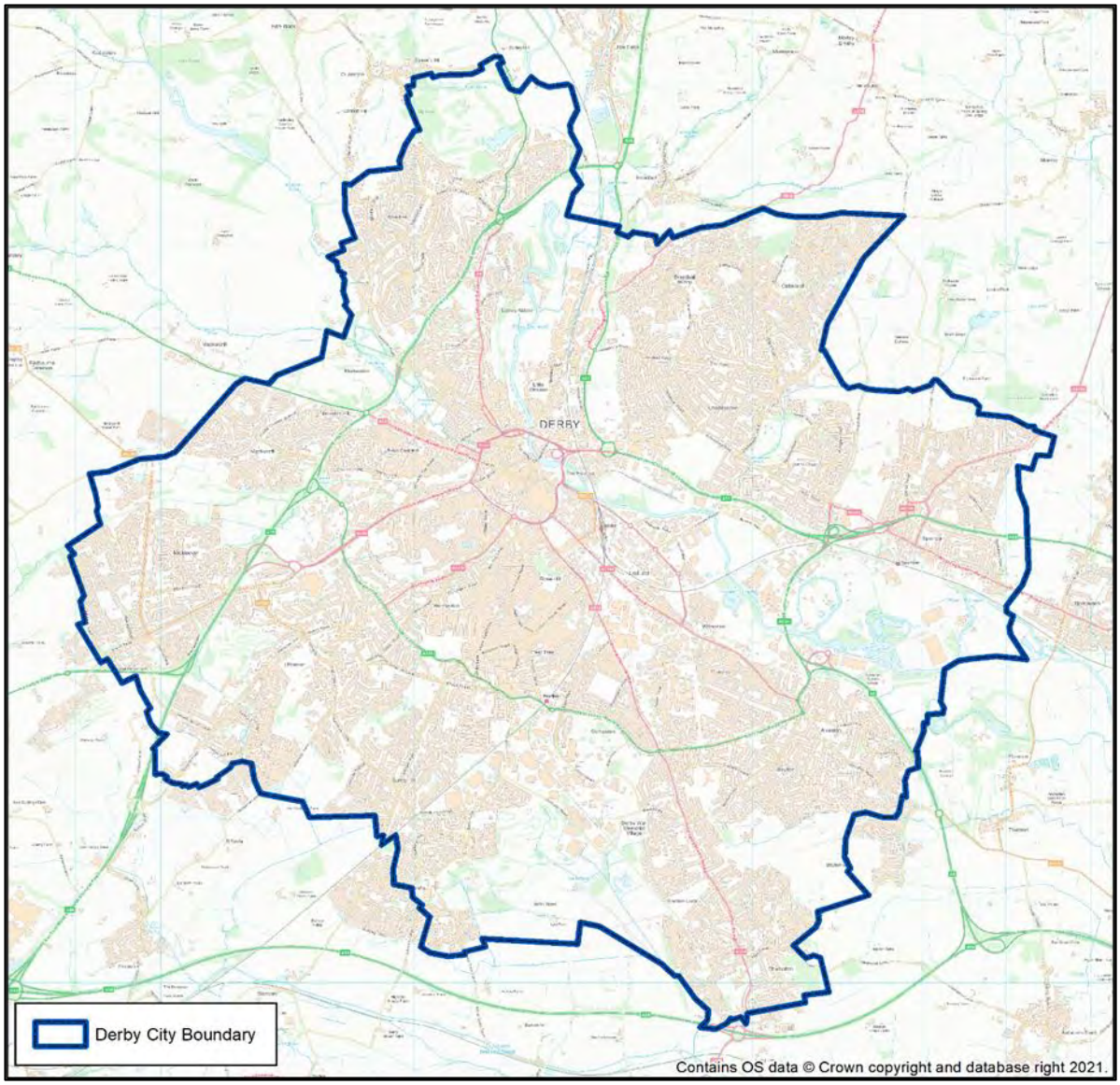


Figure 1: Derby City Council BSIP boundary

Whilst the BSIP area reflects the Derby authority boundary there are a number of areas just outside the boundary which form part of the urban conurbation. An indication of these areas is shown in **Figure 2**. Connectivity to the city is vital for

these areas and the improvements within the BSIP within the city boundary will provide benefits to trips made from those regions.

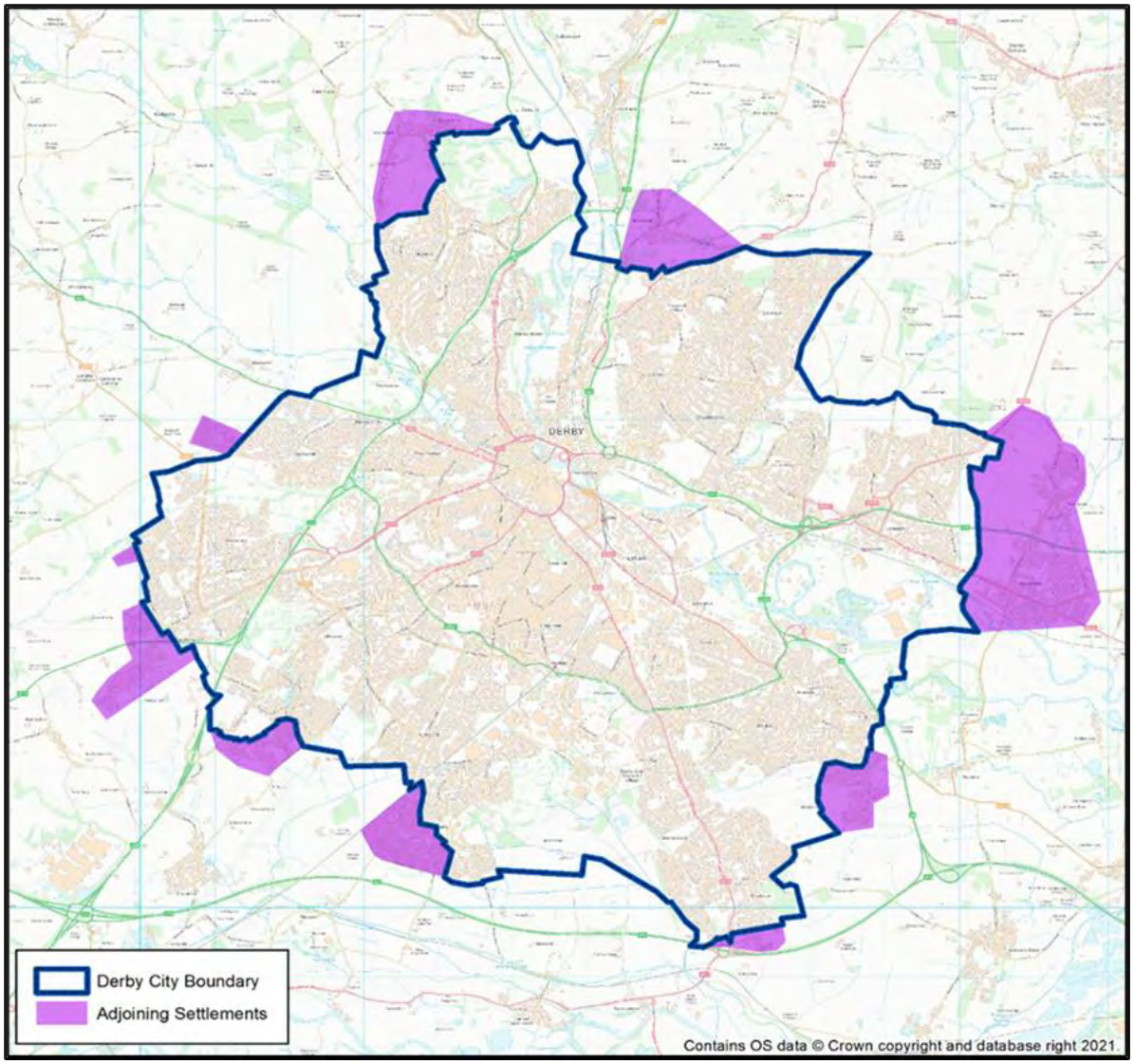


Figure 2: Urban developments on the Derby boundary

1.2 Enhanced Partnership

Derby City Council and its local bus operators have a history of working together and it was selected to undertake the Enhanced Partnership (EP) statutory path. The Enhanced Partnership Plan and Scheme underwent consultation with both stakeholders and operators and no modifications were required as a result. At a meeting in November 2022, the Council Cabinet approved the making of the EP Plan and EP Scheme by the EP Board, with them both coming into effect on Monday 21 November 2022.

On 1 December 2022 the EP Board met 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. A second variation to the EP Plan and EP Scheme was agreed in March 2024 when the documents were updated to reflect the current status of the BSIP implementation rather than the previous document being prior to the beginning of most of the schemes.

1.3 Working collaboratively across boundaries

The BSIP has been produced in collaboration between Derby City Council, bus operators and neighbouring authorities at the Derby administrative boundary. Regular BSIP/EP co-ordination meetings take place across neighbouring LTAs. Prior to the BSIP there were already agreements in place for the delivery of real-time information and junction priority across all four authorities in the D2N2 region. BSIP collaboration has seen further collaboration, for example the joint implementation of fares support for the b_line with Derby City and Derbyshire County Council.

1.4 East Midlands Combined County Authority

A decision on the vision and objectives for the new East Midlands Combined County Authority (EMCCA) BSIP will be taken in consultation with the new Mayor and constituent authorities following the establishment of the new local transport plan for the EMCCA. Current Network geographies and travel to work areas incorporated into the constituent authorities' current BSIPs 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 document to deliver enhancement to bus priority, bus decarbonisation, regional smart ticketing and digital public transport information, network enhancements and demand responsive transport.

The four authorities have a long history of collaboration, and we continue to regular 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.

1.5 Policy Context

1.5.1 Bus Back Better – the National Bus Strategy

The new National Bus Strategy for England, Bus Back Better, was published in March 2021 and sets out Government's ambition to grow bus usage. The strategy's aim is to tackle negative perceptions of bus travel and create an environment where the bus is a positive choice for citizens rather than using private cars.

The National Bus Strategy calls for us to deliver better bus services and specifically calls for measures to be implemented and targets set in relation to bus service journey times and reliability (punctuality) improvements. National research points to punctuality as being the bus customer's number one priority. The same research indicates rising year on year dissatisfaction levels with bus journey times and highlights a major cause as a number of highways related issues.

Derby City Council and Derby's bus operators are committed to speeding up bus journey times and making them more reliable. In return, services will be more attractive to users and non-users alike, be more environmentally friendly and require less financial support in the future. High quality bus priority measures ensure an efficient network which in turn reduces costs and ensures affordability.

Key objectives of the National Bus Strategy:

- **Frequent services on major routes with feeder or DRT services elsewhere** - more frequent, with turn-up-and-go services on major routes and feeder or demand-responsive services to lower-density places.
- **Faster more reliable services** - faster and more reliable services, with bus priority wherever necessary and where there is room.
- **Lower cost tickets** – cheaper fares, with more low, flat fares in towns and cities, lower point-to-point fares elsewhere, and more daily price capping everywhere.
- **Comprehensive service provision** - more comprehensive service provision, with overprovision on a few corridors reduced to boost provision elsewhere and better services in the evenings and weekends, not necessarily with conventional buses.
- **Simpler to understand network -** easier to understand network, with simpler routes, common numbering, co-ordinated timetable change dates, good publicity, and comprehensive information online.
- **Simpler to use network** - easier to use network, with common tickets, passes and daily capping across all operators, simpler fares, contactless payment and protection of bus stations.
- **Integration –** bus network better integrated with other modes and each other, including more bus-rail interchange and integration and inter-bus transfers.
- **Cleaner -** a modern bus fleet which is zero-emission and contributes positively to Air Quality and decarbonisation.
- **Enjoyable travel –** comfortable, high-specification buses, on services where passengers feel safe and which are accessible and inclusive by design.

1.5.2 The Local Transport Plan (LTP) 2011-2026

The BSIP and Enhanced Partnership aligns strongly with the delivery of the goals set out in the third Local Transport Plan. The document sets out a series of goals and challenges for the city to give travel choice and to provide a sustainable network.

- **Goal 1**: To support growth and economic competitiveness, by delivering reliable and efficient transport networks
- **Goal 2**: To contribute to tackling climate change by developing and promoting low-carbon travel choices
- **Goal 3**: To contribute to better safety, security and health for all people in Derby by improving road safety, improving security on transport networks and promoting active travel
- **Goal 4**: To provide and promote greater choice and equality of opportunity for all through the delivery and promotion of accessible walking, cycling and public transport networks, whilst maintaining appropriate access for car users
- **Goal 5**: To improve the quality of life for all people living, working in or visiting Derby by promoting investment in transport that enhances the urban and natural environment and sense of place

The challenges are highly relevant to our BSIP and underpin the barriers to travel by bus that we see in the city:

- **Challenge 1**: Provide network efficiency, reduce unnecessary delays and facilitate economic activity
- **Challenge 2**: Maintain and improve transport infrastructure to address existing and future needs
- **Challenge 3**: Minimise the effects of any unpredictable events on the transport network, and enhance adaptation to the effects of climate change
- **Challenge 4**: Minimise the negative effects of travel and existing and new transport infrastructure on local communities, air quality and the wider environment
- **Challenge 5**: Minimise transport's contribution to climate change and improve energy efficiency
- **Challenge 6**: Provide safer travel opportunities and reduce road casualties
- **Challenge 7**: Provide good access to employment opportunities, key facilities and services for all residents and visitors to the Derby Local Transport Plan area
- **Challenge 8**: Encourage and enable all people and businesses to use sustainable travel options
- **Challenge 9**: Enhance the integration of transport in the urban environment to provide safe, secure and multi-functional space, promoting greater social interaction and natural surveillance

The next LTP is currently being developed for the EMCCA, building upon the current LTP, and this is reflected within the BSIP and its future ambitions.

1.5.3 Transforming Cities Fund

Derby was already progressing ambitious improvement plans for the bus network through the Transforming Cities Fund (TCF) programme, including our Future Transport Zone fund when the 2021 BSIP was developed. TCF was a three-year programme up to March 2023 (some schemes are still being delivered under an extension) and was the main focus of bus facilities investment and improvement in recent years. The BSIP funding accelerated and enhanced these initiatives meaning they can have greater impact and longevity.

TCF was a joint fund with Nottingham City Council, which was awarded following the submission of a Strategic Outline Business Case, co-produced with DfT. The Tranche 2 TCF for Derby and Nottingham totalled £161m. The funding allowed the two LTAs to develop schemes that encourage the connectivity and overall viability of the area in and between the cities.

Public transport was a fundamental part of the programme, it promoted an increase in journeys by low carbon, sustainable travel modes. This was not only to contribute to climate change objectives and make a positive contribution to public health, but also to increase accessibility to jobs and learning at the edges or beyond the boundaries of the two cities.

Key components delivered through this programme are:

- New smart mobility hubs on major radial routes
- Bus priority corridors – upgrading junctions and infrastructure to improve bus reliability on major routes
- Improved connectivity between the city centre, bus station and railway station
- Improved journey times and reliability for buses

- Improved customer experience at the main interchanges and local bus stops
- Improved information provision and access to interactive journey planning
- Future Transport Zone: Mobility as a Service and smarter ticketing, data driven insights and the sharing economy to help future-proof travel in the city. Integration of information and payment options to support uptake of new and existing mobility services.
- DRT technology solution and platform

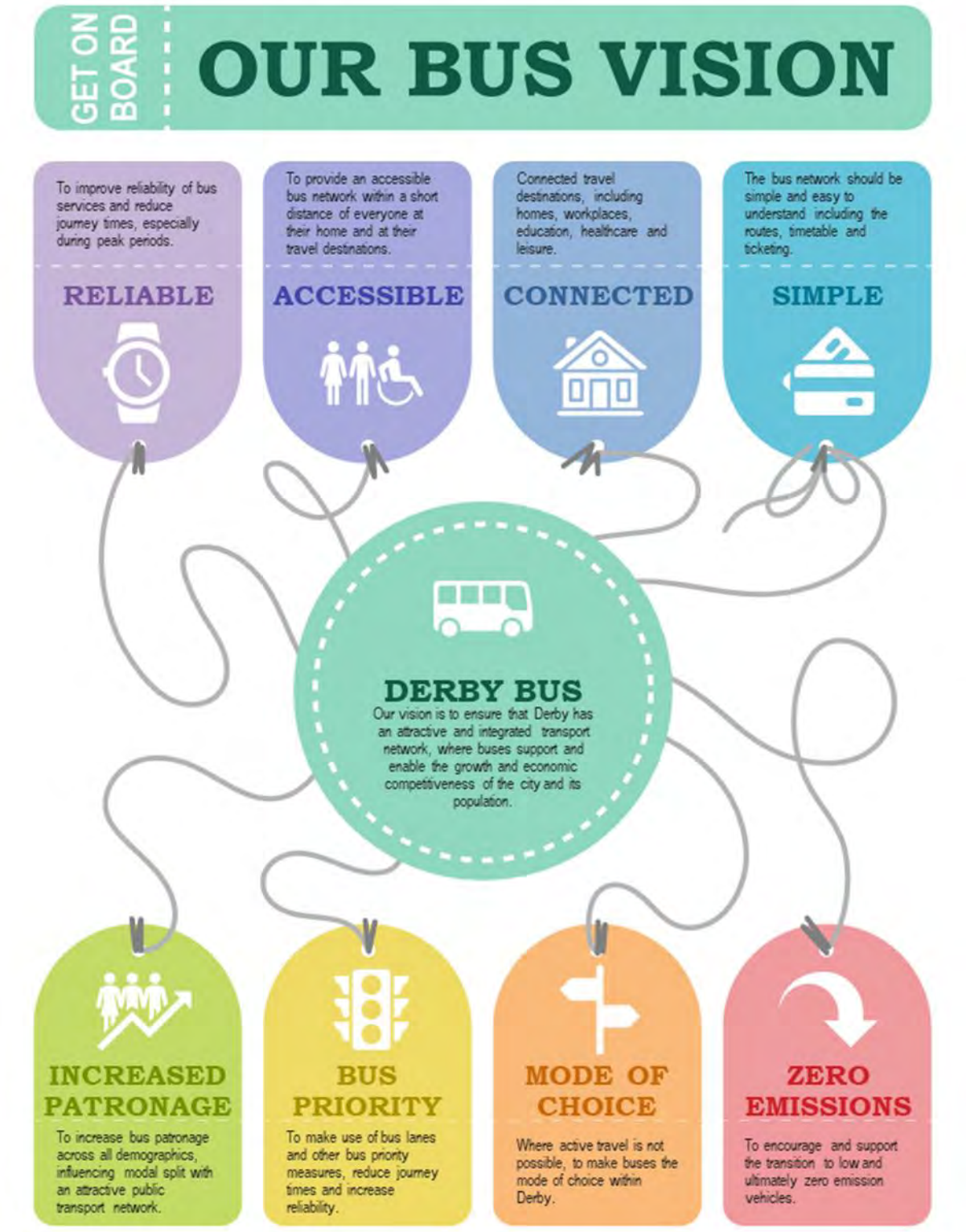
1.5.4 Climate change and decarbonisation

The Council declared a Climate Emergency in May 2019 and is seeking to be net carbon zero by 2035. Internally, the Council is working on its second Climate Change Action Plan covering the period 2024 – 2026 which is overseen by the Climate Change Programme Board. The scope of the new document will be much broader than the previous document which only focused on internal actions the Council has control over. The new Plan will identify what the Council can do as an enabler/place maker working in partnership with others across the city to reduce the carbon footprint of all the main sectors, including transport which accounts for 31% off the city's carbon emissions.

Externally the Sustainable Derby Partnership Board brings together a diverse range of local partners with the aim of developing a common vision to decarbonise the city through the identification of projects and collaboration opportunities. The Board meets quarterly and involves the local bus companies, the Environment Agency, Toyota, the University of Derby and many more organisations. At the last meeting of the Board in May, the focus was entirely dedicated to decarbonising the city's transport emissions and was led by Arriva and trentbarton.

A joint initiative developing from the Sustainable Partnership Board is to encourage 1 in 25 trips made in Derby to be made via public transport. This will be a key message in future media campaigns and linked to the launch of new schemes.

1.6 Derby Bus Vision



2 Current offer to bus passengers

2.1 Introduction

Buses have long been a prominent feature of life in Derby and the city is generally well served by a commercial bus network, particularly along the main arterial routes in and out of the city. The majority of services are commercially run by a few operators. Many of the services run outside the city boundary to other key centres of population such as Nottingham, Matlock and Burton-on-Trent.

There had been a Strategic Bus Partnership in the city for many years where the Council, bus operators and passenger representatives come together. It was a voluntary partnership, chaired by the Cabinet Member and supported by operational sub-groups, including a focus on the operation of the bus station. There is a good track record of successful working together to deliver improvements.

2.2 Summary of services (not including school services)

A summary of services based on May 2024 timetables is shown in **Appendix A**. There are also long-distance coach services that operate from Derby that, although not covered in this BSIP, will benefit from many of the improvements proposed.

Derby has operated a commercial bus network without LTA supported services prior to the BSIP. The first supported services funded by Derby City Council are being introduced during 2024/25, there are a small number of Derbyshire County Council supported services that operate cross-boundary into Derby City.

2.3 Public transport spending

Table 1 outlines the spending on public transport by the authority in 2022/23 and 2023/24. This is grouped by the theme of the expenditure, with the funding source and whether it is revenue or capital budget identified.

Theme	Funding Source	2022/23		2023/24	
		Revenue (£)	Capital (£)	Revenue (£)	Capital (£)
Bus Infrastructure	Annual local government finance settlement	570,774	-	570,774	-
	BRG	36,542	-	36,542	-
	BSIP Phase 1	-	-	250,185	227,686
	LTF	75,000	-	25,907	-
	Transforming Cities Fund (TCF)	-	698,330	-	3,793,243
	NPIF	-	-	-	900,000
Concessionary fares reimbursements	ENCTS funding	5,703,316	-	5,703,316	-
Other Fares / Ticketing	BSIP Phase 1	-	-	70,463	-
Supported Services	BSIP Phase 1	-	-	46,929	-
	Transforming Cities Fund (TCF)	-	97,469	-	139,837
	Total	**6,385,632**	**795,799**	**6,704,116**	**5,060,766**

Table 1 – Spending on public transport

2.4 Bus patronage levels and trends

Prior to the Covid-19 pandemic there were 15.2 million passenger journeys in the year 2019/20 (April-March). The three years prior to 2019/20 had a stable patronage of around 17.2 million passengers (**Figure 3**). The 2019/20 period ended at the start of the pandemic, and it likely that some of this reduction was due to the initial impacts, although this would not account for the total reduction from the previous year.

During 2019/20 there were 3 million journeys less than 10 years earlier, equivalent to a 16.4% drop, in line with the national average for England over that period. During 2020/21, whilst there were lockdowns and work from home guidance, there were 4.7 million passenger journeys. Since Covid a recovery has been taking place with 2022/23 seeing 11.7 million passenger journeys, a return to 68% of the 2018/19 levels.

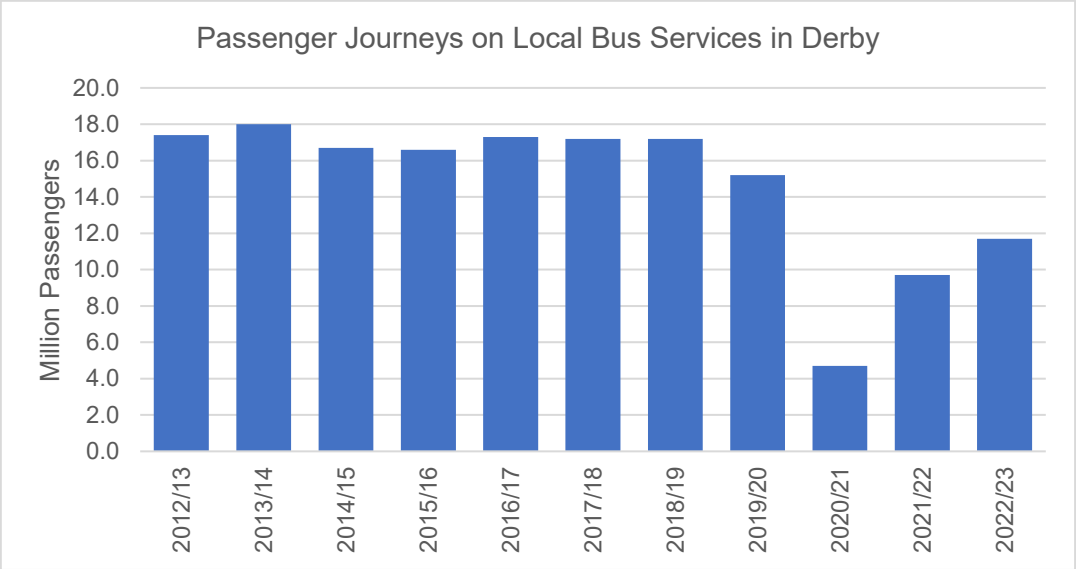


Figure 3: Annual passenger journeys on local bus services in Derby (Source: DfT Public Service Vehicle Survey Table BUS01e (to 2023))

The number of journeys per head of population is shown in **Figure 4**, prior to the Covid-19 impact there were 67 journeys per head of population in 2018/19. In 2022/23 this had recovered to nearly 45 journeys per head of population. Compared to other local cities, Derby has significantly fewer bus journeys per head of population than Nottingham and slightly fewer than Leicester.

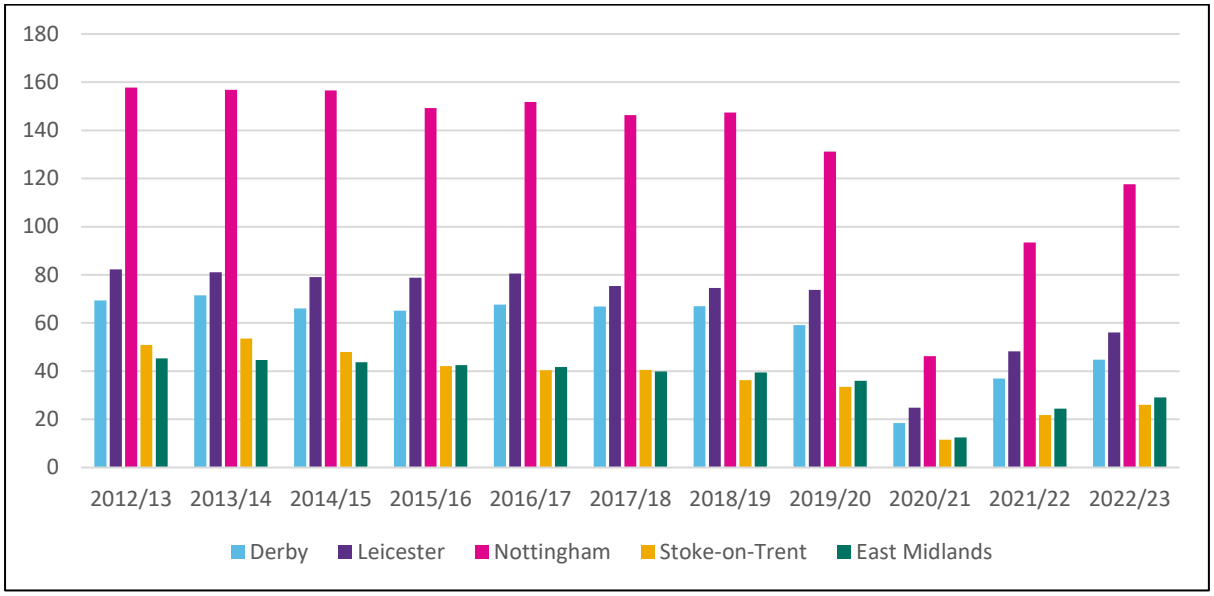


Figure 4: Bus passenger journeys per head of population. (Source: DfT Public Service Vehicle Survey Table BUS01f)

Vision – Increased Patronage: To increase patronage across all demographics, influencing modal split with an attractive public transport network.

2.4.1 Covid impact

The impact of Covid-19 on public transport resulted in a drastic reduction in bus usage due to the government restrictions and advice, both reducing the number of people travelling overall and limiting the capacity of vehicles to comply with social distancing. The advice and people's concerns brought about a modal shift away from public transport for many users at an already challenging time for many bus operators.

The two largest operators in Derby, Arriva and trentbarton undertook sensitivity testing on the impact of different patronage levels on the viability of their networks based on returning to different percentages of pre-Covid patronage.

These assessments showed that at 70% of patronage it would result in significant changes being required to a large number of routes and in the worst-case de-registration. At 80% of patronage there is likely to be a balance required between major and minor service changes (frequency reductions, timetable changes) to maintain operability of the network. If there was 90% of previous patronage there would be some routes that could continue unchanged but the majority would require minor changes of some form. At 90% very few routes should require major changes.

2.5 Service coverage

The existing bus network coverage of Derby is shown in **Figure 5**, the network that commercial operators developed provides coverage to all regions although some areas have seen reductions in the level of service and depth of coverage. This BSIP aims to restore levels of service and coverage to the requisite amount.

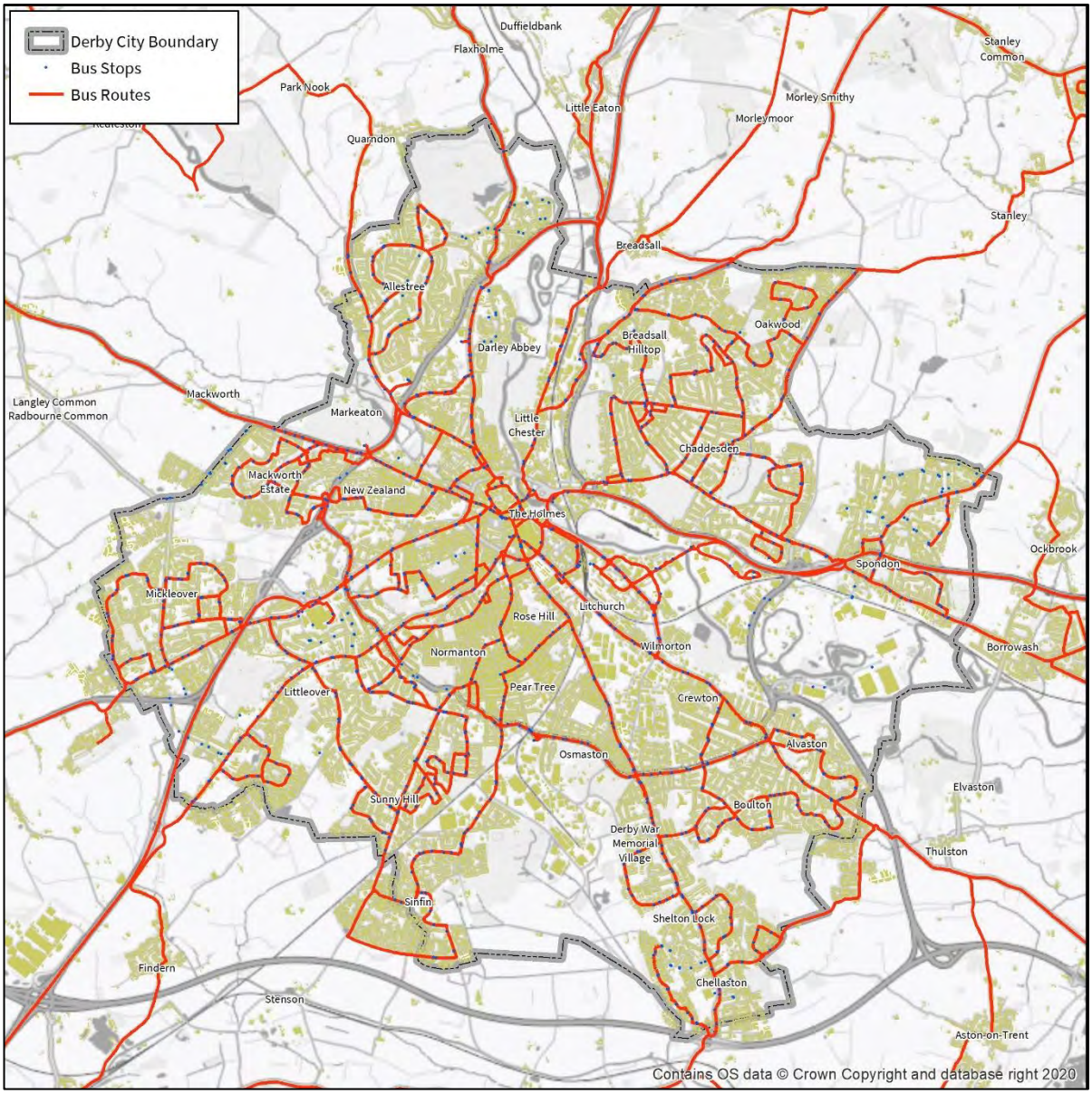


Figure 5: Bus routes and stops

The bus routes are focused on the main arterial routes linking the residential suburbs to the city centre. This can be seen through the corridor frequencies show in **Figure 6**, the main arterial routes have over 6 services per hour as they are fed into by lower frequency services. The routes through residential areas show a variation in the number of services operating per hour from some very infrequent.

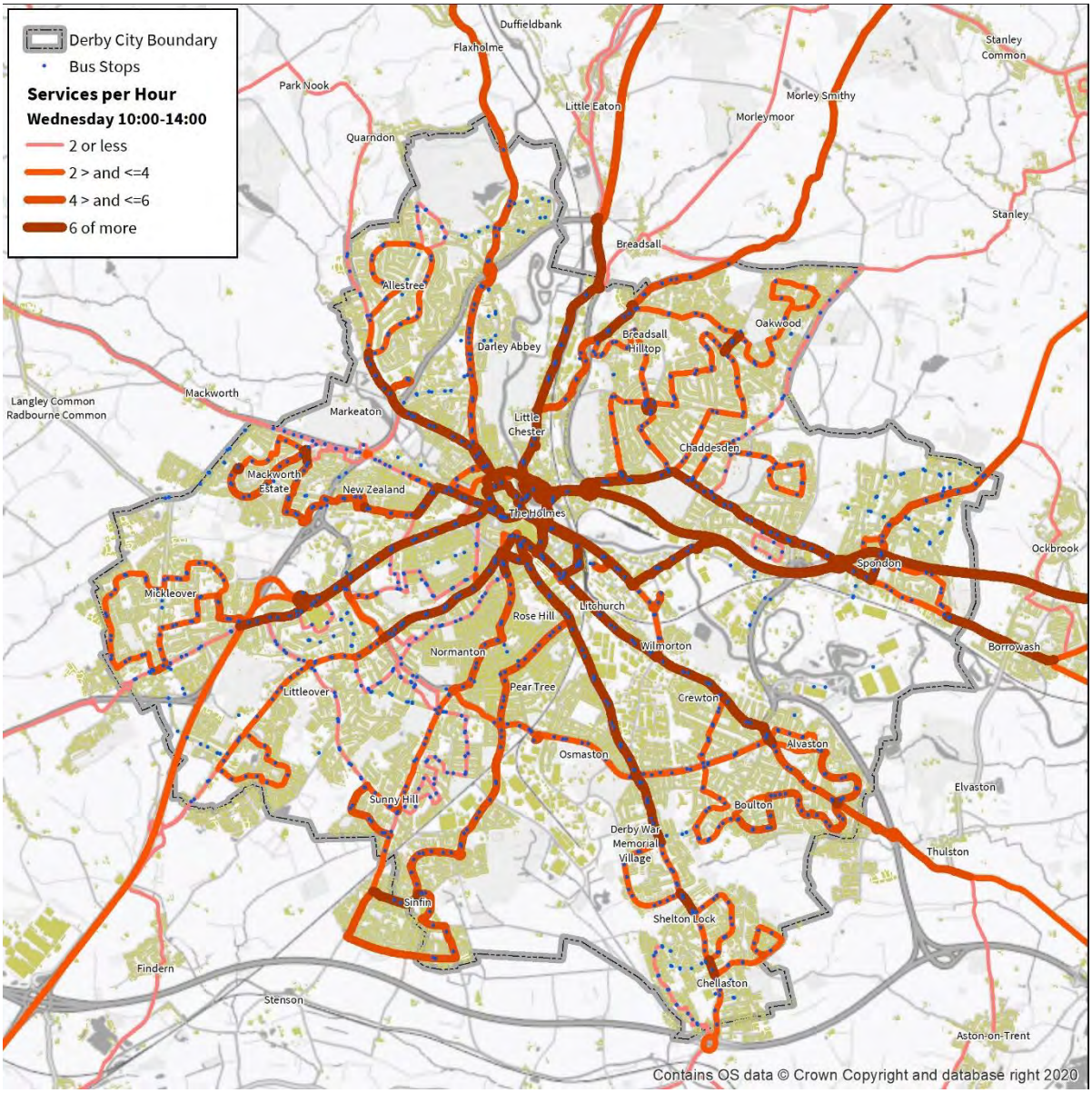


Figure 6: Bus corridor frequency

Figure 7 to **Figure 9** display the variation in the level of service available from stops throughout the day. They compare the morning peak with the average daytime service level, evening and late night (after 11pm).

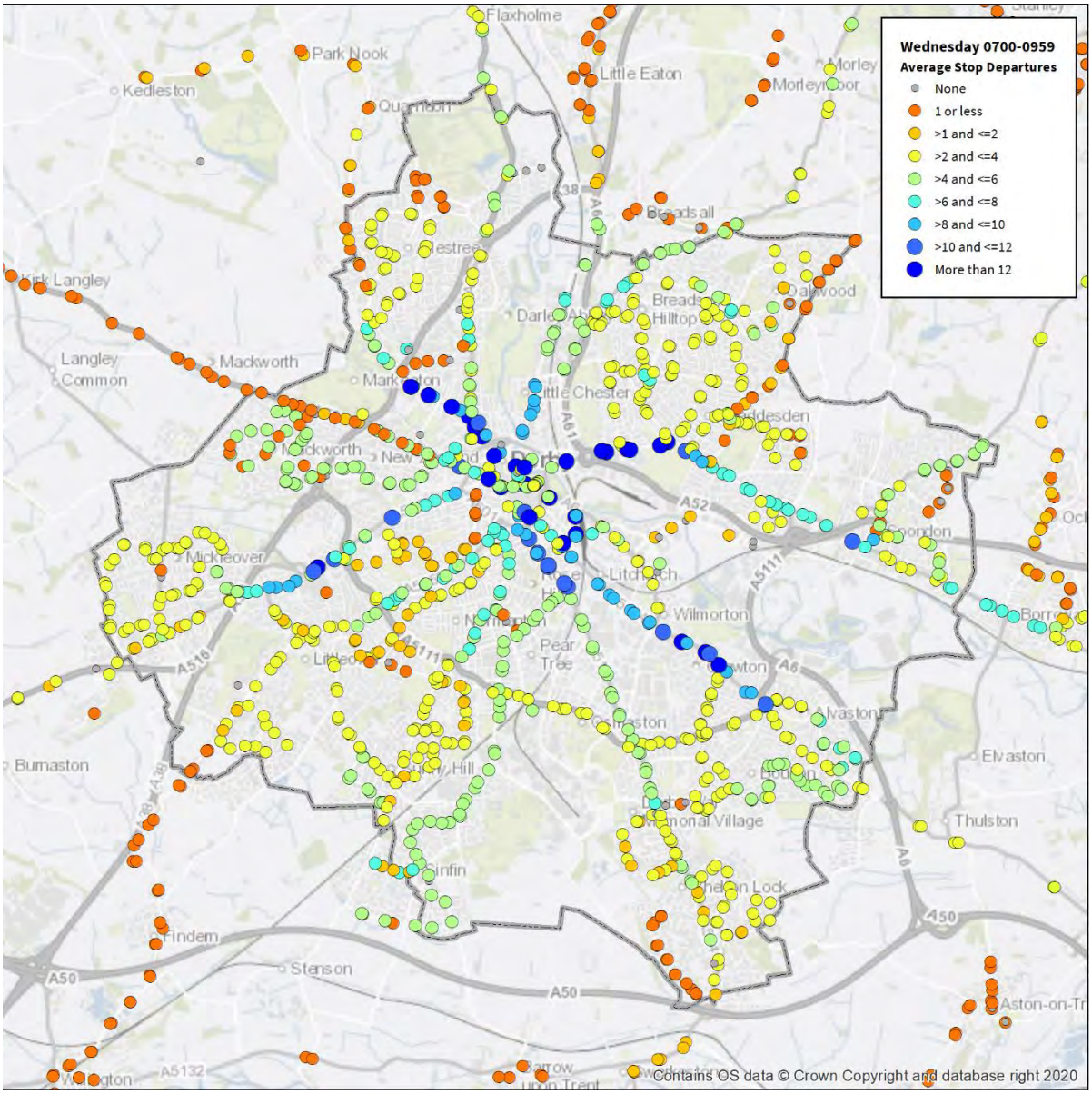


Figure 7: Bus stop departure frequency per hour 0700-0959

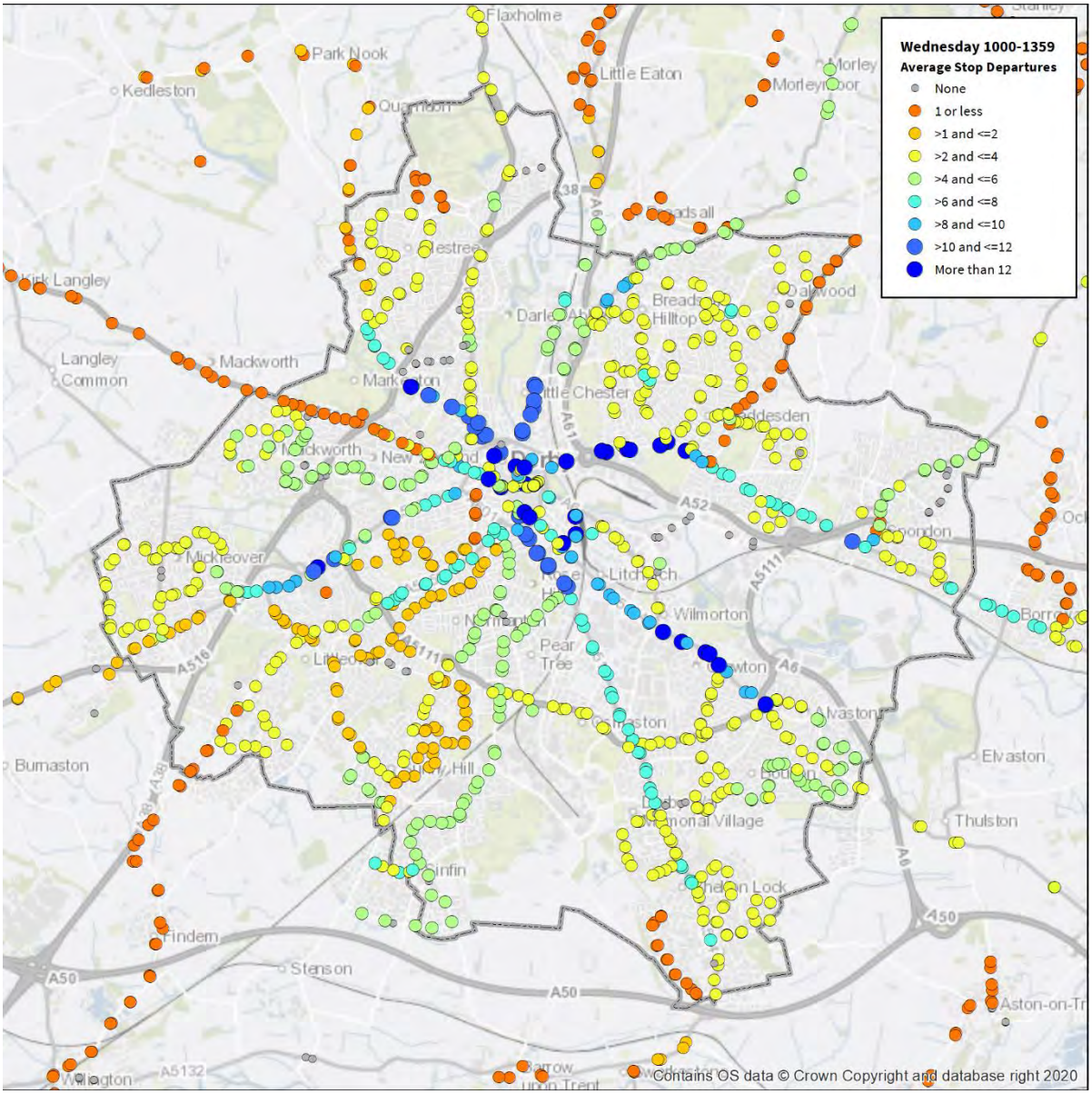


Figure 8: Bus stop departure frequency per hour 1000-1359

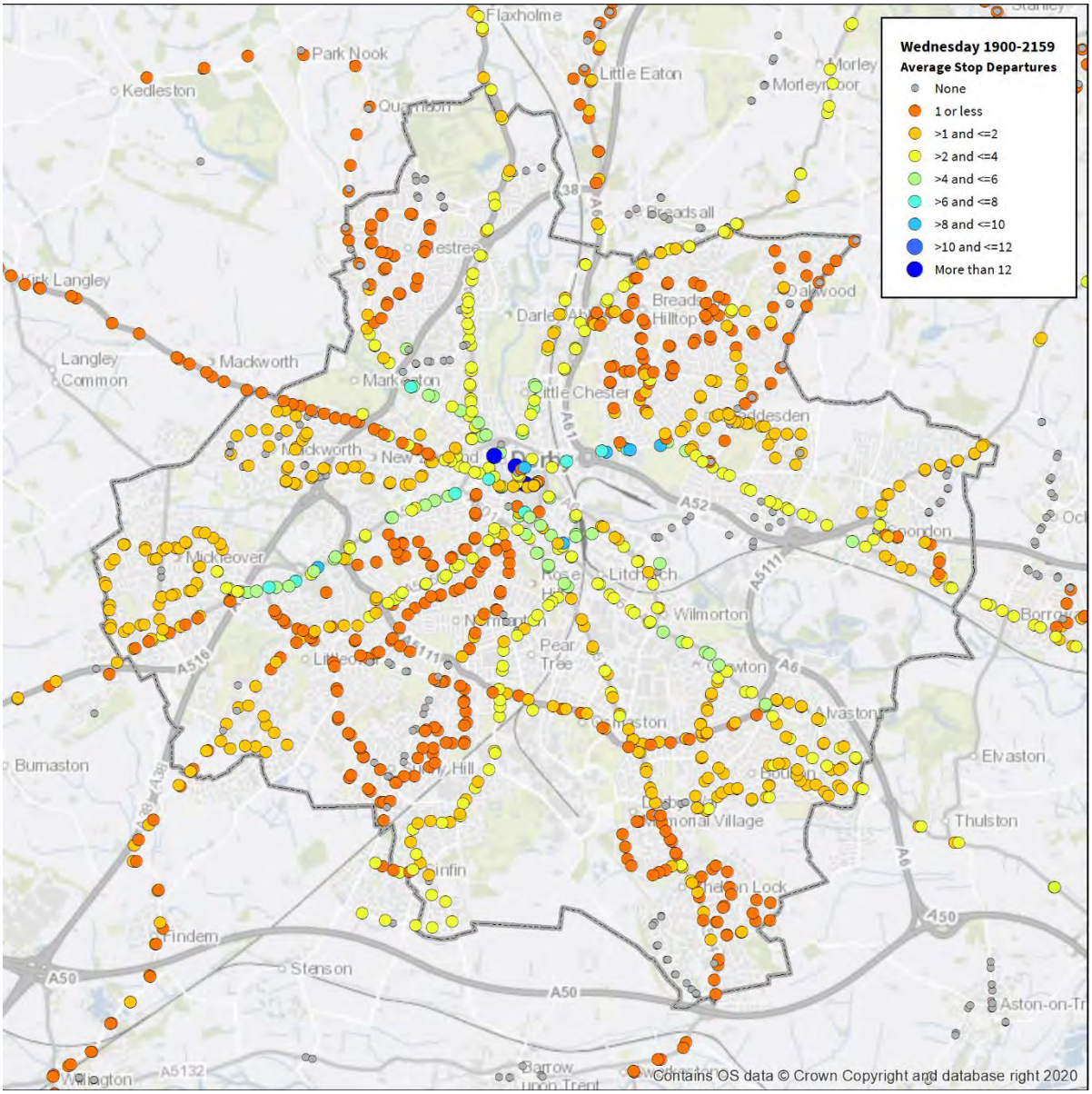


Figure 9: Bus stop departure frequency per hour 1900-2159

The maps show that in the morning peak and daytime there is a consistent level of service with most stops having more than 2 departures per hour on average and higher in a number of cases. Whilst departure frequencies remain relatively high throughout the day there is significant decline during the evening, reflecting the reduction in demand but also reducing the connectivity and potential to complete a later journey requiring a city centre connection.

Vision – Accessible and Connected: Provide good access to all, ensuring areas are not over or under served.

2.6 Accessibility to service, particularly to a frequent service

An estimate of the proportion of the population within walking distance of a high frequency bus service was undertaken through an analysis of the populations and dwellings of census output areas that fell within a 400m walking catchment of served bus stops.

A high frequency service is defined as every 10 minutes or better (6 or more services per hour) within this assessment, in line with the Bus Connectivity Assessment, revised from the previously used definition of 12 minutes or better in the 2021 BSIP. Within Derby there are some services that operate between the city centre and residential areas within outer areas of the city; other services operate cross-boundary into neighbouring local authority areas.

Within the residential area certain services operate either a clockwise or anti-clockwise route, therefore providing a higher frequency service along the main corridor to and from the residential area These services have been included as a separate assessment within the analysis.

There is a service excluded from this assessment, the Red Arrow, this runs at high frequency but is an express service between Derby and Nottingham and only stops at the bus station within Derby, therefore it is not relevant to this assessment.

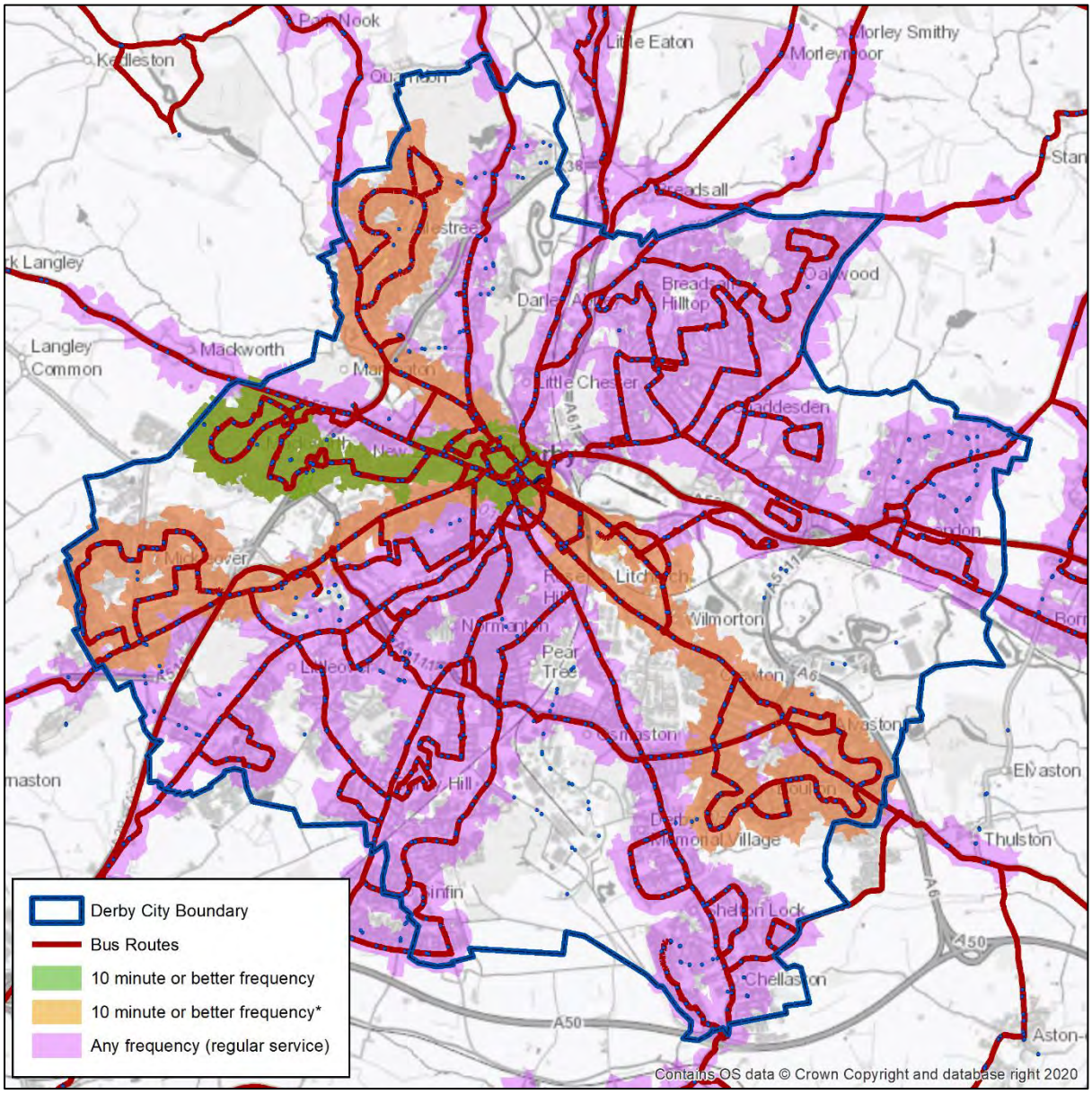
Table 2 shows that 7.1% of the population of Derby are within a 400m walking distance to a bus stop served by a high frequency service of 10 minutes or better. When the services that operate alternate loops are also included, this rises to 28.5%. Whilst the definition used for a high frequency service has become stricter it has only marginally reduced the previous baseline values.

The analysis shows that overall coverage is very high within the city with over 88% of the population are within 400m of a bus service. It is acknowledged, however, that this statistic does not indicate that the bus service(s) available at these stops provide links to all of the desirable destinations within the city.

	Population within 400m
High Frequency 10 min or better	7.1%
High Frequency 10 min or better (inc alternate looping services)	28.5%
All Regular Services	88.1%

Table 2 – Proportion of population within walking distance of bus services

The walking catchments to bus stops are shown in **Figure 10** with the catchment coloured by the frequency categories used to calculate the statistics for **Table 2**.



*These services meet the high frequency requirements on the main corridor along which the operate but have an alternating clockwise and anti-clockwise loop at the non-city centre end of the route.

Figure 10: Accessibility to bus services.

The accessibility of key destinations was assessed as part of the Network Review. **Appendix B** contains accessibility assessment outputs to individual destinations, including GPs, the hospital, district centres and the rail station. It identifies the percentage of the population within time bands based on either a direct service or with an interchange dependant on the destination type. This assessment forms part of the evidence base for the determination of service and network improvements and their prioritisation.

This assessment highlighted the limitations of accessing the hospital and the rail station by a direct bus (without making a transfer). Direct routes to both locations are limited, whilst the rail station is a short transfer from the bus station, many journeys to the hospital require a journey via the city centre which in some cases leads to a longer indirect journey compared to by car.

Vision – Accessible and Connected: To provide access to the bus network within a short distance of all the population at home and at their travel destinations, including workplaces, education, healthcare and leisure, through a comprehensive integrated network. The network should be built around high frequency routes operating along the key corridors fed into by services with appropriate frequency for accessibility and demand.

2.7 Fares and ticketing arrangements

Spectrum is the multi-operator bus travel ticket for Derby, which allows unlimited bus travel from 5am to midnight on the day of purchase on most Arriva, trentbarton, Kinchbus and Notts & Derby services within Derby and the built-up area of South Derbyshire immediately adjacent to the boundary of Shardlow Road and Stenson Fields. It excludes travel outside of the defined area.

Adult day tickets are priced at £5.80 and child tickets at £3.80, although this is currently under review as ticket prices have not increased since June 2015. 7-day and 28-day Spectrum tickets are also available to purchase, with savings of approximately 41% and 48% respectively over a day ticket.

Spectrum cards are available from the bus station information office and can then also be topped up on participating bus services. When originally launched, a paper single day ticket was available to purchase on bus, but in February 2017 this was withdrawn. This had a significant impact on Spectrum sales and has clearly highlighted the need for the re-introduction of a Spectrum paper day ticket issued on bus. Plans are currently in hand to re-introduce this with a QR code based paper ticket. Spectrum cards are not linked to an individual user so family and friends can share the card to make more efficient use.

The Government introduced its £2 bus fare cap on 1st January 2023 for eligible adult single tickets. The £2 fare cap has been extended to the end of 2024, this makes the relevance of a multi-operator ticket somewhat reduced, but for passengers making return journeys on more than one bus Spectrum still presents a saving. If the fare cap is reduced, then this saving will become more significant.

In April 2022, prior to the £2 fare cap introduction, Arriva introduced a revised fare structure called 'Derby Made Simpler', the new fare structure is based upon two zones, Zone A and Zone B. This created a flat fare structure across the Derby network for Arriva tickets. This introduced an adult single ticket within a single zone for £1.90, or £2.60 for Zone A+B.

At this pre-fare cap time, trentbarton adult single fares within Derby were predominantly around £2.10 for a short journey and £2.70 for a longer journey.

Discounted travel for young people is available under the 'b_line' scheme. Young people aged 14 to 18 are eligible for a 'b_line2' card, this provides discounts on most bus travel throughout Derby City Council and Derbyshire County Council areas. 11 to 14 year-olds are eligible for a 'b_line1' card. This does not enable discounted travel for the holder but the card is proof of age for a child fare. There are additional benefits for 'b_line' card holders as they can also be used to get discounts at a variety of shops and leisure facilities throughout Derby and Derbyshire. The b_line scheme has been supported through the BSIP alongside Derbyshire to provide a reduced ticket price.

For the future Derby is looking toward the introduction of Project Coral. This is Department for Transport sponsored nationwide initiative which will introduce fare capping and facilitate the use of standard bank cards to pay for bus travel.

Vision - Simple: To make bus journeys an affordable and easy to understand option for travel within the city. Widen the availability of Spectrum Tickets.

2.8 Modal share

The modal share for the method of travel to work from the 2011 and 2021 Census, for residents of Derby is shown in **Table 3**. This shows that pre-Covid in 2011 that 8.4% of journeys to work by Derby residents were made by bus. The Census measures the main method of travel so it is possible some recorded as train may also use the bus as part of their journey. The 2021 Census was significantly impacted by the Covid restrictions in place within the country, as reflected by the increase in working from home, from 6.3% to 23.5%. There are also concerns about the interpretation of the question relating to travel to work by respondents additionally skewing the data. The 2021 reported bus mode share of 5.1% reflects the expected reduction.

The percentage of people travelling by bus within Derby is 2% higher than the average for the East Midlands in both Census datasets.

This is expected to an extent given the fact that it is a city, as the regional value will also include rural areas with lower bus usage.

Method of travel	Derby		East Midlands	
	2011	2021	2011	2021
Work mainly at or from home	6.3%	23.5%	10.3%	25.8%
Underground, metro, light rail, tram	0.1%	0.1%	0.3%	0.2%
Train	1.2%	0.5%	0.8%	0.5%
Bus, minibus or coach	8.4%	5.1%	6.3%	3.2%
Taxi	0.7%	1.8%	0.4%	0.7%
Motorcycle, scooter or moped	0.9%	0.5%	0.7%	0.4%
Driving in a car or van	62.3%	49.8%	61.7%	53.2%
Passenger in a car or van	5.5%	5.8%	6.0%	5.0%
Bicycle	3.4%	2.5%	2.8%	2.0%
On foot	10.8%	9.5%	10.4%	8.0%
Other method of travel to work	0.3%	0.9%	0.4%	0.9%

Table 3 – Travel to work mode split. (Source: Census 2011, Census 2021)

The geographic distribution of the bus user modal split from the 2011 Census, when travel was unimpacted, is shown in **Figure 11**, this highlights an uneven distribution across the city, with some of the wards having very low single figure percentage modal splits for bus users, whilst other areas appear in the banding of 19%-30% bus users.

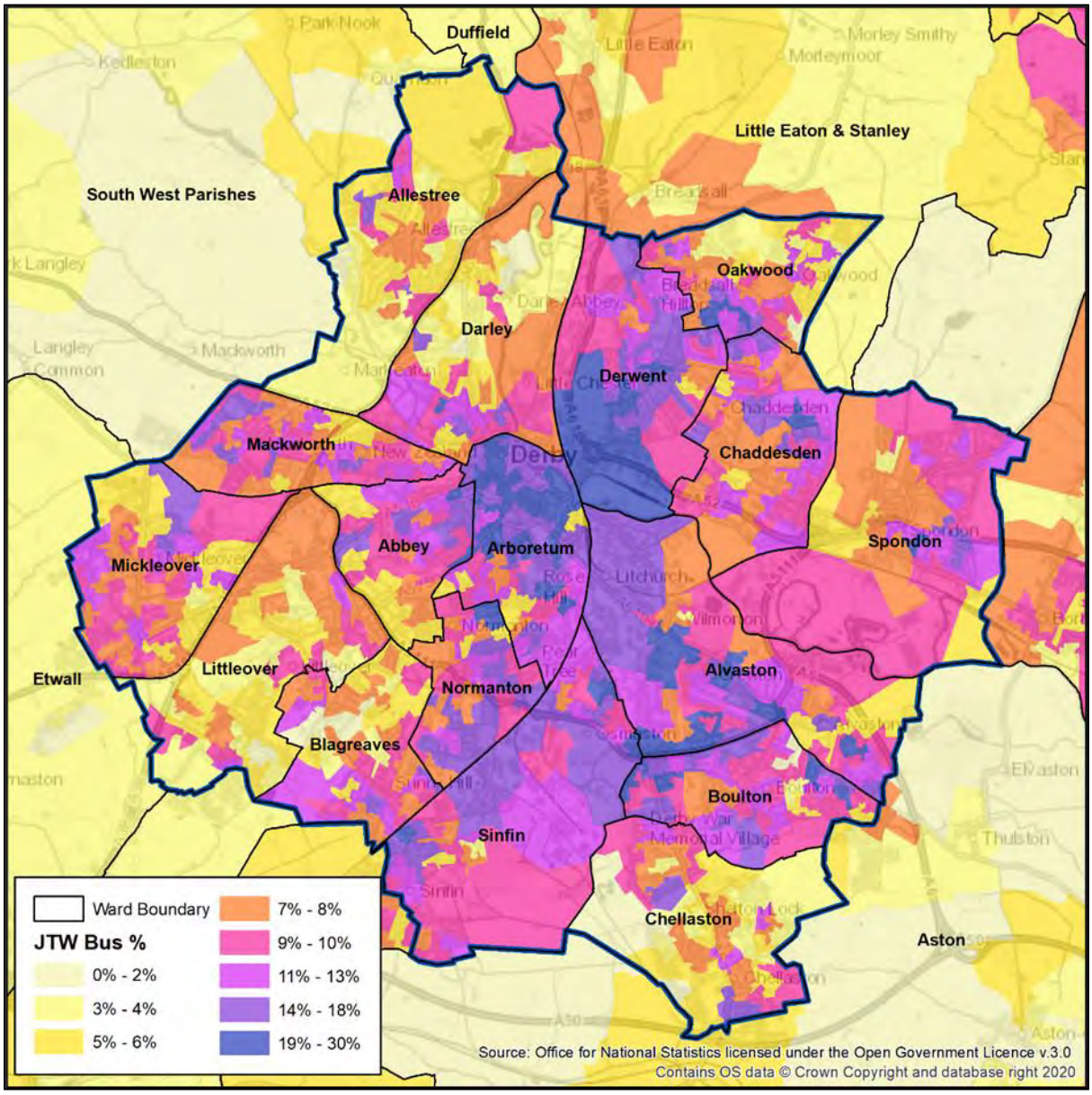


Figure 11: Journey to work by bus.
(Source: Census 2011)

This geographic distribution provides a positive outlook on the potential modal splits that are achievable within the city with provision of punctual, frequent, and advantageous pricing.

Vision – Mode of Choice: Where active travel is not possible, to make public transport the mode of choice within Derby.

2.9 Journey times

Average service speeds within Derby range from 10 to 14 miles per hour. The exception being the X38 which has the highest average speed due to running non-stop along the A38

dual-carriageway between Derby and Burton. It is therefore not representative of the other Derby centric services.

There are several services that have averaged around 10mph, these services run predominantly within residential areas and have less time on the main corridors than other services. This could be linked to additional time due to the turning manoeuvres required within residential areas and lower speed when travelling within them when compared to a main corridor.

Average speeds and travel times are being monitored on the main corridors as part of the BSIP. The nine main radial routes into the city were selected for monitoring, these are listed below and shown in **Figure 12**:

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

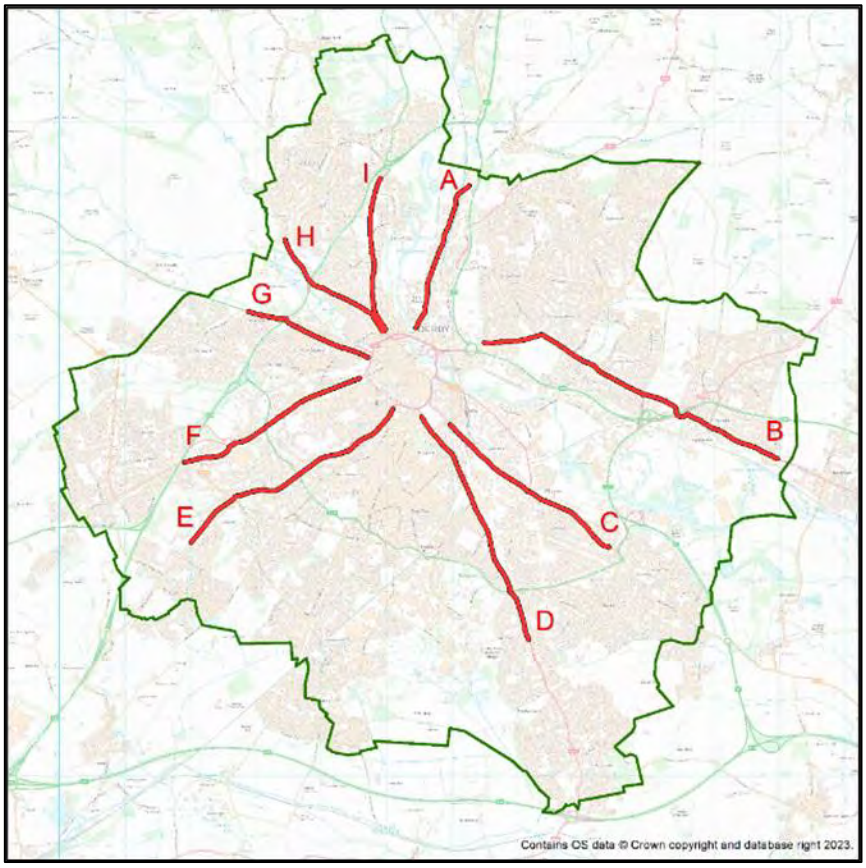


Figure 12 – Journey time corridors

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 4 provides the average journey times for each of the corridors averaged over three-month periods from the first quarter in 2023.

Corridor	Direction	Jan-Mar 2023	Apr-Jun 2023	Jul-Sep 2023	Oct-Dec 2023	Jan-Mar 2024
Alfreton Road	Inbound	05:05	05:02	04:11	04:48	04:30
	Outbound	04:19	04:29	03:55	04:45	05:14
Ashbourne Road	Inbound	05:04	04:44	04:30	05:48	05:36
	Outbound	05:43	06:19	05:46	07:54	06:58
Burton Road	Inbound	11:04	10:12	09:22	11:19	10:43
	Outbound	09:45	08:56	08:53	10:48	09:55
Duffield Road	Inbound	05:27	04:53	04:16	05:25	05:17
	Outbound	04:38	04:31	03:59	04:23	04:20
Kedleston Road	Inbound	05:32	04:47	04:36	04:59	04:49
	Outbound	04:46	04:17	04:11	04:38	04:29
London Road	Inbound	06:14	05:48	05:21	06:23	06:46
	Outbound	07:15	06:43	05:59	07:15	07:44
Nottingham Road	Inbound	11:29	10:49	09:23	11:26	11:21
	Outbound	11:55	10:48	09:30	11:44	11:26
Osmaston Road	Inbound	14:49	14:07	13:26	15:39	15:15
	Outbound	12:35	12:11	11:32	12:53	13:00
Uttoxeter New Road	Inbound	-	-	-	-	-
	Outbound	-	-	-	-	-

Table 4 – Quarterly corridor average journey times

There is an issue with a low level of vehicles tracked and matched to timetables through some of the corridors resulting in low sample numbers and there are no vehicle journeys currently appearing within ABOD outputs for the Uttoxeter New Road corridor. 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 temporal impact on bus speeds shows that the impact on the main corridors is tidal, with the inbound journeys during the morning peak period and outbound journeys during the afternoon peak period consistently experience the lowest average speeds.

Vision – Reliable: To improve reliability and reduce journey times, especially during peak periods, such that they are a real alternative to using a private car.

2.10 Bus lanes

Within Derby there are approximately 3.4km of bus lanes around and within the city centre. The locations of existing bus lanes are shown in **Figure 13** and listed below:

- Uttoxeter New Road = 670m and 136m
- Friar Gate = 25m
- Victoria Street = 149m
- Albert Street = 181m
- Siddals Road = 45m
- Traffic Street = 234m (northbound) and 221m (southbound)
- Burton Road = 155m
- Normanton Road = 127m
- Railway Terrace = 12m
- Shardlow Road = 55m
- Chequers Road = 325m
- Nottingham Road =252m and 149m
- Phoenix Street = 148m (both directions)
- King Street = 148m (westbound) and 20m (eastbound)
- Osmaston Road = 167m

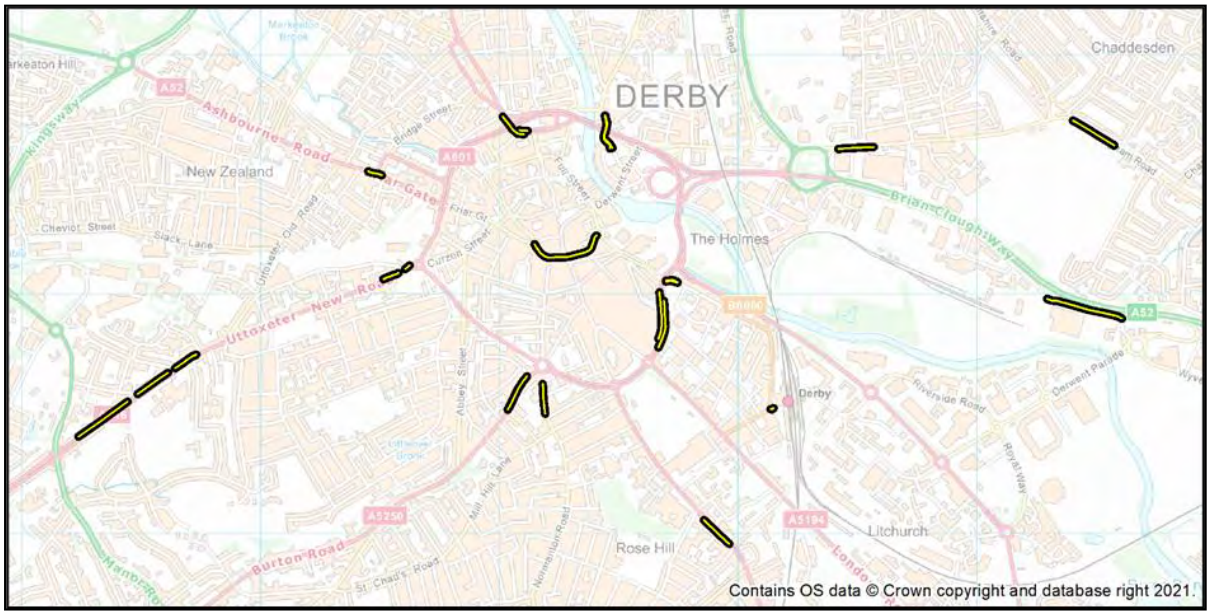


Figure 13: Location of city centre bus lanes

Bus gates are in operation to aid the daytime movement of buses within the city centre providing links that are free from private vehicles.

Vision – Bus Priority: To make use of bus lanes and other bus priority measures. where appropriate, to support the provision of faster and more reliable services.

2.11 Road congestion and traffic levels

Road congestion causes serious issues within Derby for bus operators. Historic data shows that average delay levels, measured in seconds per vehicle per mile (spvpm) are nearing 2019 values again as shown in **Figure 14**. The drop in 2020 is expected reflecting traffic reductions during the height of the pandemic. Since the end of the pandemic the 2021 data has shown increases in the average delay in Derby. A similar pattern has been overserved

across the region although Nottingham and Leicester are both at or slightly above their 2019 levels.

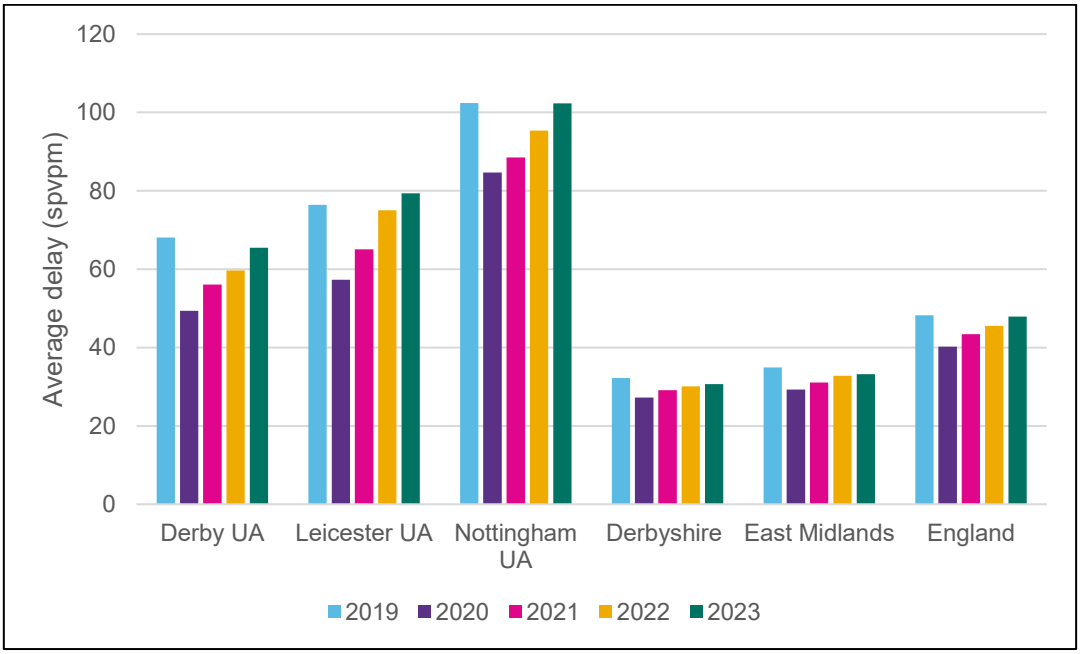


Figure 14: Average daily delay on locally managed A roads.
(Source: DfT Average delay on local 'A' Roads by local authority in England - Table CGN0504b)

The 2023 daily average delay on road links data highlights that, within Derby, whilst the average delay is 65.5 seconds per vehicle per mile on A roads, there are several links suffering from delays over 90 seconds. The radial corridors of the A52 and A514 both have average delays of over 90 seconds per vehicle per mile. These delays exceed 100 seconds per vehicle per mile on some of the inner ring road links.

There are lower but still notable delays on some of the outer A roads. When compared to the 2022 data the delays are very similar.

Vision - Reliable: To minimise the negative impact of congestion delays on the public transport network.

2.12 Complementary measures: parking

Within Derby City Centre there is a large selection of parking available for private vehicles. Sites are operated by both the authority and private operators. The capacity of the city centre car parks is approximately 6,600 spaces. The locations and capacities of the car parks are shown in **Figure 15**.

The sites are predominantly around the city centre ring road with a small number within more central locations. The focus of a high quantum of the parking spaces is on the south-east side of the city centre, where the Derbion Shopping Centre is located with nearly 200 shops

and cinema at the location. There are also a cluster of locations to serve the railway station located to the south-east of the city centre.

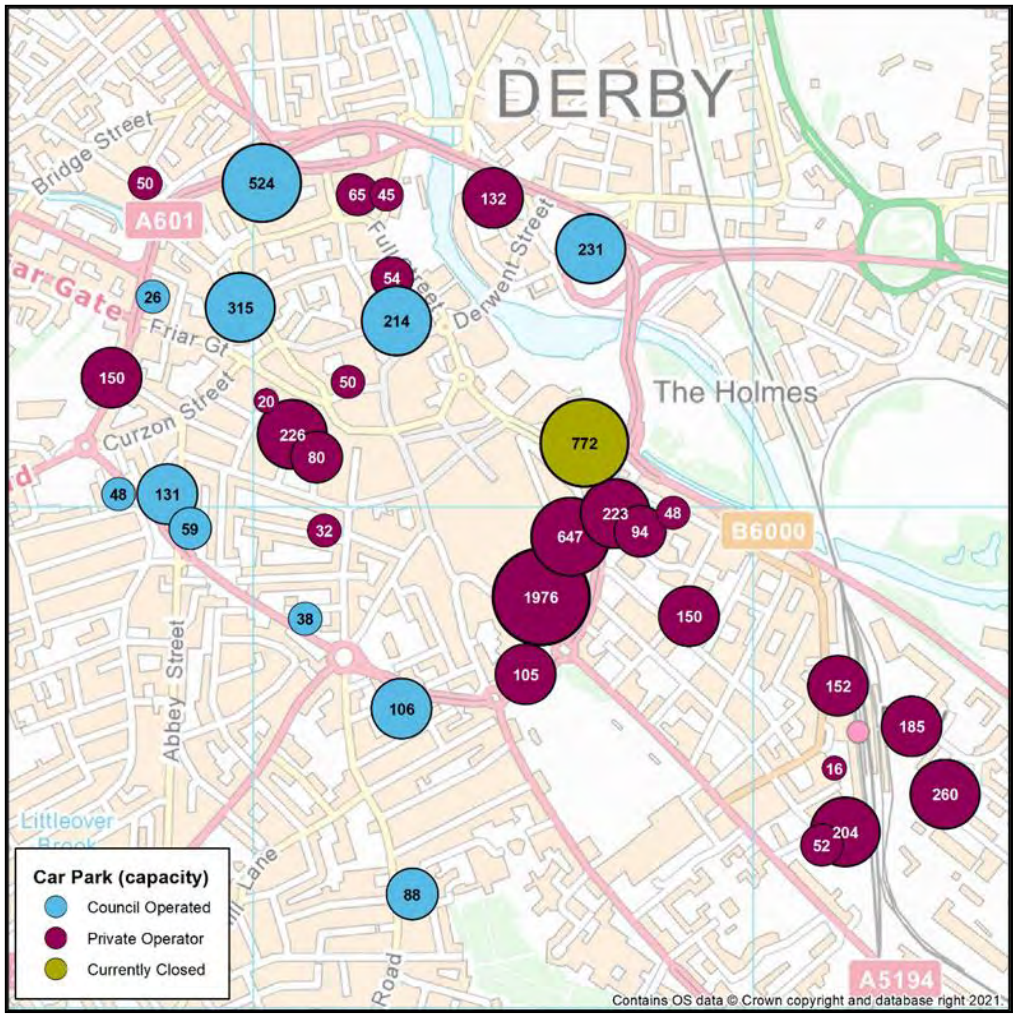


Figure 15: Car park locations and capacity

Whilst the price of parking varies across the city centre there is a similar trend. Shorter term tickets are approximately £2.50 for two hours, as the length of time increases the parking equates to approximately £1.00 per hour for a five-hour ticket, at which point some locations provide a 12hr or 24hr option that reduces the equivalent hourly rate significantly.

Vision – Mode of Choice: Make the cost of bus travel competitive with parking costs, particularly when considering group or family travel.

2.13 Air quality and emissions

In 2017 DCC was selected as one of an initial group of local authorities to create a Local Roadside NO2 Plan because the Air Quality Limit Value for nitrogen dioxide (NO2) was predicted to exceed limits set by the EU Air Quality Directive (now UK Regulations) by 2020. There was a prediction to exceed the limits in only one location, Stafford Street. To address

this a traffic and network management solution was identified and implemented to mitigate the forecast levels of NO2.

DCC published their Air Quality Action Plan (AQAP) in October 2020. This sets out the authority's actions to improve air quality in Derby between 2019 and 2025.

DCC declared two Air Quality Management Areas (AQMAs) to highlight areas where the population are exposed to concentrations of NO2 in exceedance of the National Air Quality Objectives (NAQOs). The two AQMAs consist of a grouping of linked roads, shown in **Figure 16** and described in the declaration as the following:

- AQMA No. 1, Ring roads – An AQMA encompassing the Inner and Outer Ring-Roads in the city, as well as some sections of radial roads and the entire length of Osmaston Road.
- AQMA No. 2, A52 – Sections of the A52, Derby Road and Nottingham Road in Spondon.

There are bus routes operating through most of the areas, the main exception being the north and west sides of the ring road. Routes generally route through the centre or around the eastern side of the ring road to access the bus station on the eastern side of the city centre.

The action plan identified the implementation of the Clean Bus Technology Fund to target all buses achieving Euro VI compliance to reduce the NOx emissions from buses and help to meet the air quality targets. Working in partnership with Arriva Midlands, 54 Derby based buses were successfully retrofitted to achieve Euro VI compliance.

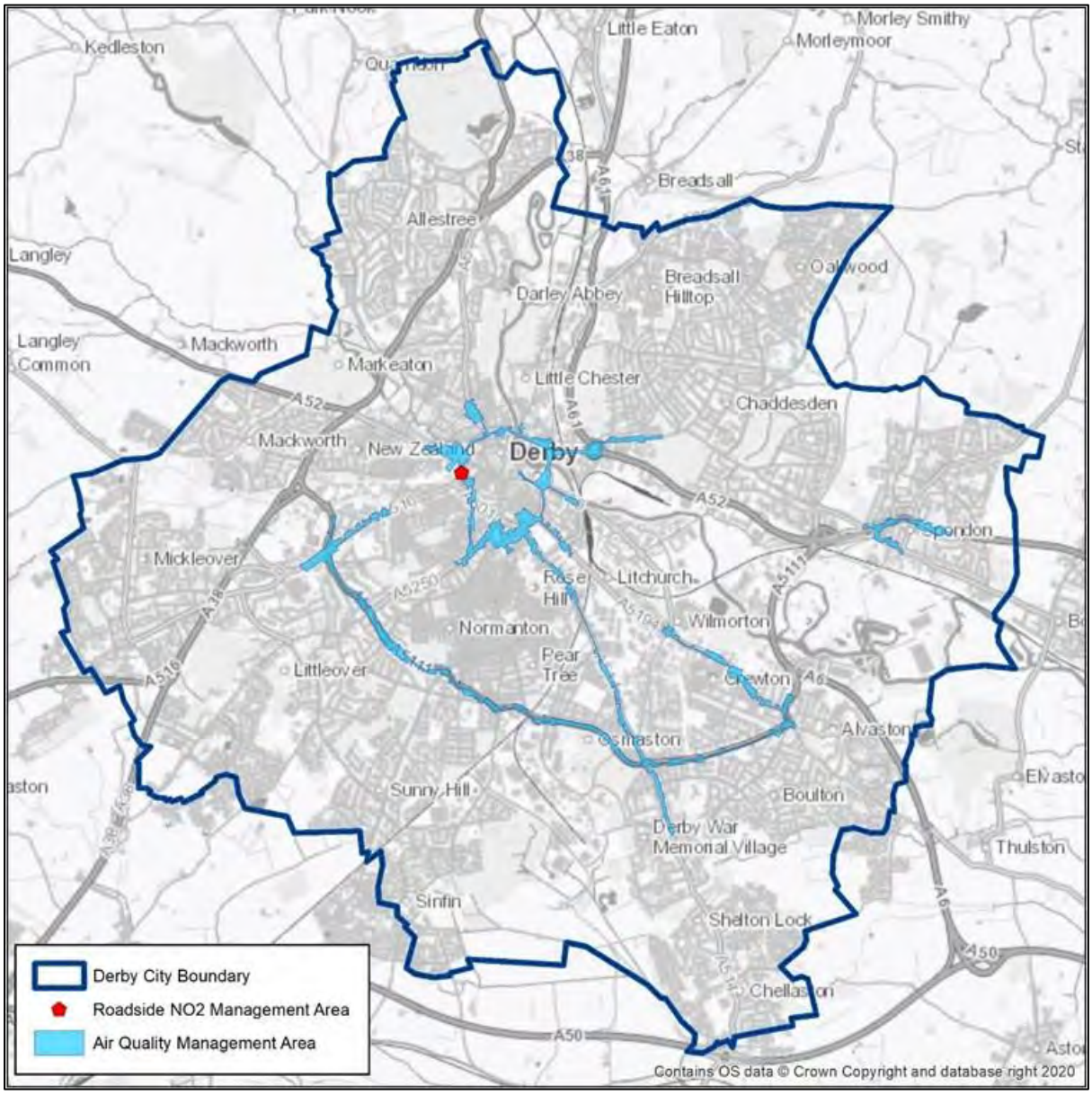


Figure 16: Air Quality Management Areas

Vision – Zero Emissions: Encourage the use of zero and low emission buses resulting in reduced transport related emissions. This will allow us to promote an increased modal shift from private cars, further reducing congestion.

2.14 Availability of information

Information regarding the bus services operating within Derby is readily available from a number of sources:

- 191 Real Time Passenger Information (RTPI) displays at bus stops, which are a mixture of TfT and LED displays.
- The bus station contains 2 large dual screens and 10 bay kiosks.
- Printed timetable information is still available within the bus station.
- Outside of the city centre the operators maintain the information provision at stops. Many bus stops have timetables at the stop.
- All trentbarton buses carry hard copy timetables
- Operators have dedicated social media pages on numerous platforms for customer engagement including, Facebook, Twitter, Instagram, YouTube, LinkedIn.
- The website https://www.derbysbus.info/ provides links to bus timetables in Derby City and Derbyshire.
- All of the operators provide up to date timetable information via their websites, there are also mobile apps available for the main operators along with live vehicle tracking.

https://www.arrivabus.co.uk/
https://www.diamondbuses.com/
https://www.highpeakbuses.com/
https://www.kinchbus.co.uk/
https://www.nottsderby.co.uk/
https://www.trentbarton.co.uk/
https://localbus.vectare.co.uk/

Vision - Simple: To expand the provision of real time information at stops where appropriate.

2.15 Bus fleet

The overall fleet used to deliver the Derby bus network is around 236 vehicles. These vehicles have an age range from a year old up to over 21 years old. The average age of bus operating in Derby is 11.9 years old, this is older than the average age of a bus in England in 2023 of 9.9 years (Annual bus statistics: England March 2023, Table Bus06f).

Of the available vehicle fleet information, 136 of the 236 vehicles, 58%, are EURO VI compliant. This falls below the average for England outside of London of 66.5% EURO VI compliance (Annual bus statistics: England March 2023, Table BUS06e).

Vision – Zero Emissions: To support the bus operators in the transition to low emission, zero emission and alternatively fuelled vehicles.

2.16 Local operators & LTA operation

There is a strong history of partnership working between the Council and the operators. Prior to the implementation of the Enhanced Partnership, there had been a well-established Strategic Bus Partnership in Derby for many years, chaired by the Derby City Council Cabinet Member and attended by the main bus operators and passenger representatives. It is supported by an operational group, which deals with day-to-day issues including the bus station operation. This provides governance for collective decision making and agility to respond to significant developments or issues such as improvements to the bus station or major flooding incidents.

The following bus operators have registered bus services within Derby:

- Arriva
- High Peak

- Kinchbus
- Diamond Bus (East Midlands)
- Notts & Derby
- trentbarton
- Vectare

Kinchbus, Notts & Derby and trentbarton are all part of the Wellglade Group.

The majority of the services in Derby are operated by Arriva and trentbarton. A full list of current services is shown in Appendix A.

There are also operators who provide only school services that are registered services, these are:

- Harpurs Coaches
- Hawkes Coaches

In the main the Arriva services operate wholly within the Derby City boundary, most trentbarton services operate across the city boundary. The operators do not directly compete for routes and provide complementary services.

Routes from the city of Derby link it directly to the county of Derbyshire and also onwards to Leicestershire, Nottinghamshire and Staffordshire. Direct services are available to both Nottingham and Leicester. **Figure 17** provides an overview of the extent of cross-boundary services in operation.

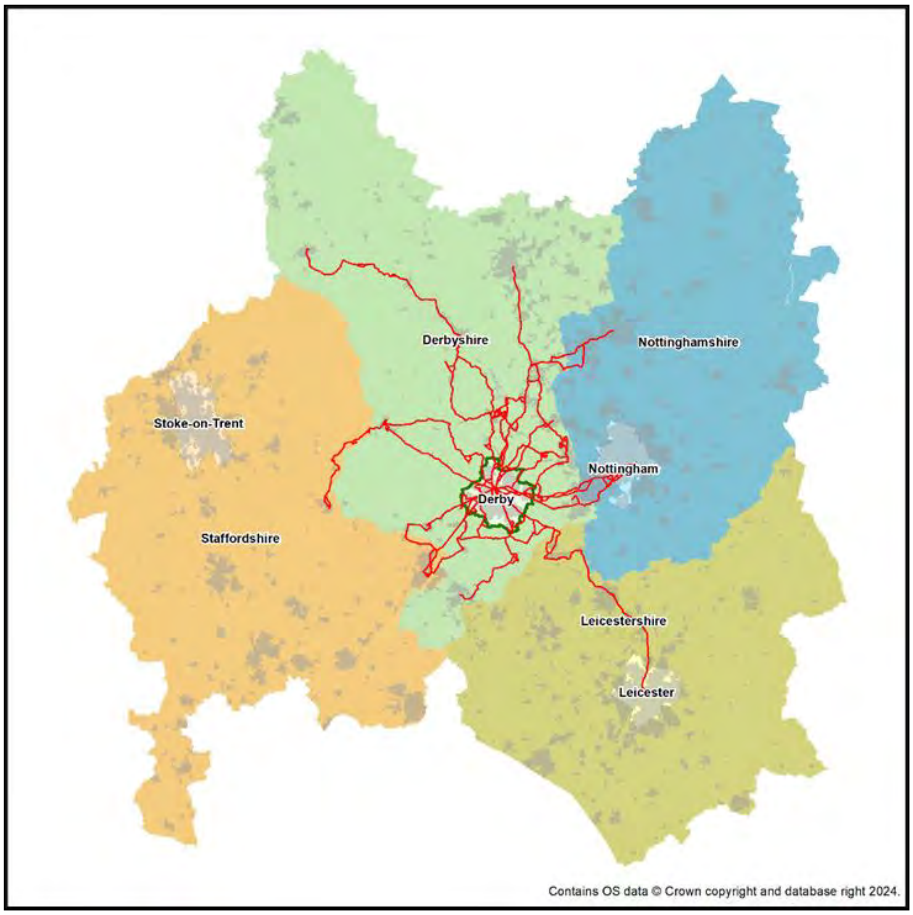


Figure 17: Cross boundary services

Derby City Council do not currently support any services financially. All are operated commercially.

The authority has a very small team of 3.25 FTE staff working on public transport, which includes the Passenger Transport Team Leader. They are managed by a Group Manager who has significant input to the team.

Vision - Connected: To restore connectivity to any 'under-served' communities and continue to evaluate the role for DRT in supporting provision in areas that are not served or only served by low frequency services.

2.17 Publishing of timetables and service promotion

Each bay within the Bus Station and all stops within the City Centre have a timetable present at the stop, these are managed by the authority.

Outside of the city centre, the operators maintain the information provision at stops. Many bus stops have timetables at the stop, but this varies by the operator serving the stop. As these are not managed centrally the exact number and status is not known. A review and consistent approach to this is currently being considered.

The promotion of services is undertaken by the bus operators and not the local authority. The exception is the production and placement of timetables at stops within the bus station and around the city centre.

Branding and ticketing are managed by the operators. The trentbarton services are branded to reflect the locality served ensuring that they resonate with local people. For example, two of the services are called *the Mickleover* and *the Allestree*; these serve the Mickleover and Allestree areas of Derby respectively.

Vision - Simple: To maintain and build on the local branding identity; providing an easy to understand, modern and attractive network.

2.18 Bus satisfaction consultation

As part of the BSIP monitoring programme a consultation took place between 4 December 2023 and 15 January 2024, the results of which also informed the BSIP update process. The consultation was undertaken online and by paper-based survey questionnaires.

A total of 1,400 people responded to the survey, approximately 62% of whom were female. The average age of respondents was just under 48. Most of the users (95%) had used the bus in the past month.

For respondents who had not used a bus in the past 12 months, the main reasons cited included the reliability of the bus service (36 people, 46.8%) and the lack of direct routes (30 people, 39%). Many of those responding as 'other' gave the lack of a bus service and specifically the withdrawal of the Spondon Flyer as a reason for non-bus use. Non bus users were asked about which tickets they were aware of, and Mango and ZigZag achieved the highest awareness. The awareness of Spectrum was very low.

About 63% of non-bus users had considered using the bus in the past year and didn't predominantly because of journey time to reach destination and too many connections. Cost and availability of information were less significant.

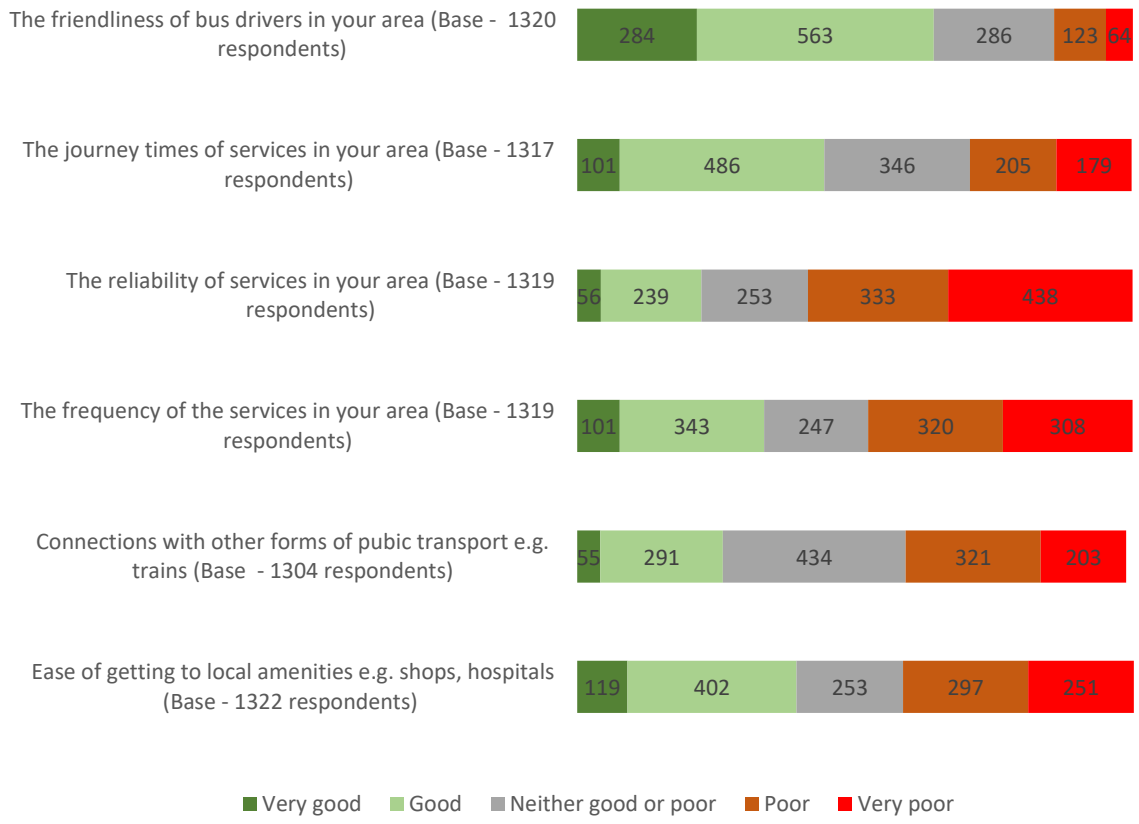
People who had used the bus in the past year made up 95% of the responses and of those almost 96% travelled within Derby, some also visited other areas such as Derbyshire and Nottinghamshire. Around 75% of journeys were into the City Centre, with Spondon and Mickleover being popular destinations. Almost 32% used the bus 5 times or more per week. 29% used the bus two or three times per week.

The most popular means of payment for a bus journey was contactless (credit/debit card etc) used by almost 53% of bus users responding to the survey. Cash was used by 26% of users and concessionary passes by 27%. Around half the respondents said that the £2 bus cap had encouraged them to use the bus more.

When asked why they use the bus ‘don’t drive’ (42%) and ‘only option for travel’ (26%). However, ‘cost of parking’ (27%), ‘it’s the best value option’ (24%) and ‘environmental reasons’ (22%) also ranked highly.

Just under half of the respondents said it was either easy or very easy to access information about bus routes (43%). However, 21% of respondents said information was difficult or very difficult to access. In general, they cited difficulties in knowing where or how to access information. Respondents also mentioned the need for a better quality website or apps for bus users.

Respondents were asked to rate their satisfaction with a number of elements related to their bus journeys. The charts below summarise these responses. As can be seen, the friendliness of bus drivers rates highly, in contrast to reliability and frequency which are generally seen to be less positive. Respondents were asked to rate the bus services overall, and 46% rated them as poor or very poor.



In terms of the Real Time Passenger Information displays, 54% did not have a display at their bus stop. Of those with a display at their stop, only 14% said that they could trust the information. 41% felt that they could not trust the information.

Bus users and non-bus users were asked about what would encourage them to make more use of the buses. The most frequently given answer was to make the services more reliable. This was said by 69% of those responding. In addition, 47% said ‘fewer short notice cancellations’, which is essentially a reliability issue making this the most significant issue.

Ticket price was only cited by 38% of respondents and shorter journey times ranked very low at only 13% of respondents.

3 Improvements programme to 2025

3.1 Introduction

This section outlines the schemes that were funded under the first Derby City Council Bus Service Improvement Plan (BSIP), their delivery progress to date and remaining programme to delivery.

The survey conducted at the end of 2023 confirmed that the original schemes identified are still valid, the main issues raised are outlined in **Table 5** alongside the BSIP measures that address each.

Main Consultation Issues	BSIP Measures
Bus service reliability is poor	• Bus priority measures on the highway • Traffic signal bus priorities • Bus operators' reliability targets
Lack of direct routes / Too many connections required	• Network review to address key areas of unmet need for a direct service • BSIP+ offers potential to introduce new links • Spectrum improvement to make interchange easier • DRT
Speed – Bus journey times take too long	• Bus priority measures on the highway • Traffic signal bus priorities
Spectrum awareness very low	• New Spectrum day ticket to be introduced for sale on bus • Publicity to accompany re-launch of Spectrum
Contactless payments popular	• Contactless payments now available across the Derby network • Longer term aspiration to daily fare capping
Use bus because they have no other choice / no car	• The combined BSIP measures aim to make the bus network a realistic alternative to private car use
RTPI displays not trusted / lack of coverage	• Additional expansion and investment in RTPI network supporting TCF scheme

Table 5 – Implementation measures addressing public feedback

3.2 BSIP schemes update

3.2.1 Duffield Road / Broadway scheme – Bus Priority Infrastructure

Anticipated completion of current stage 30/09/2024.

Anticipated completion of works 26/09/2025

Scheme Description:

Duffield Road is a key transport corridor into the city centre for the towns and villages to the north and an improvement scheme could form one element of a flagship bus service improvement that includes new buses and supporting infrastructure, in partnership with the bus operators.

Bus priority has the potential to reduce bus delays by an average of over 150 seconds (2.5 minutes) during the morning peak period and by over 8 minutes during severe congestion events.

An enhancement to bus services along Duffield Road could encourage more people to choose the bus instead of their car, which would deliver environmental, congestion and economic benefits.

Progress:

Public consultation on the scheme is scheduled to begin during July 2024.

3.2.2 Osmaston Road / Harvey Road scheme – Bus Priority Infrastructure

Anticipated completion of current stage: 30/09/2024

Anticipated completion of works: 26/09/2025

Scheme Description:

The installation of bus priority has the potential to reduce bus delays along Osmaston Road, Ascot Drive and through the Mitre Island. The roads connecting to Mitre Island are key transport corridors into the city centre and around the city and they all carry high frequency bus services and large volumes of traffic.

The traffic signals at Mitre Island and Ascot Drive can be upgraded to give more priority to buses when they approach the junctions. The refurbishment of the traffic signals would deliver benefits for all users.

Progress:

The traffic signals upgrade is currently be progressed on site.

Public consultation on the scheme is scheduled to begin during July 2024.

3.2.3 Additional RTPI sites – Bus Infrastructure

Anticipated completion of works 31/03/2025.

Scheme Description:

To support the expansion of the real time information provision at bus stops under the TCF programme, additional RTPI signs to expand the network are to be installed.

Delivery Progress:

5 sites have been designated for the installation of RTPI infrastructure and will be installed during 2024/25.

3.2.4 Regional RTPI management – Bus Infrastructure

Funding to cover period up to 31/03/2025.

Scheme Description:

Contribution to the D2N2 RTPI partnership for the management of the RTPI system.

Delivery Progress:

This is in progress and management contributions to date have been made.

3.2.5 Review of Spectrum multi-operator ticket – Ticketing Reform

Anticipated scheme introduction August 2024

Scheme Description:

Spectrum is the multi-operator ticketing product for the City of Derby. Usage has declined in recent years, partly due to the fact that day tickets are no longer available for sale on-bus. A study of options was specified to identify the most appropriate reform.

Progress:

The study of options has been completed, the headline proposal resulting from the study was to re-introduce the day version of Spectrum to be available for sale on-bus. The new scheme is in the final stages of preparation and discussion with the operators to refine the details for implementation. The proposal is for a paper ticket with QR code to be implemented.

3.2.6 DRT implementation and support – Bus Service Support

Scheme Description:

The introduction of DRT in the city formed a major element of the network development strategy outlined in the BSIP and included in the Enhanced Partnership agreement. The network strategy set out to serve the main corridors at a high frequency and use lower frequency local bus services and DRT to offer high quality coverage to other parts of the city. This scheme gives 'pump priming' support to the initial operation period of the initial DRT scheme area.

Delivery Progress:

The technology platform for the provision of DRT in Derby has been delivered with TCF capital funding. The aim of the BSIP revenue funding was to support the introduction of a service with a view to it becoming commercially viable after a 2 year period. The results of a procurement process carried out in May 2024 indicated that the cost of delivering the service significantly exceeded the available budget, casting doubt over the long term viability. In light of this a decision was made to pause the implementation of DRT. The BSIP funding will now be repurposed to enhance existing local bus services in areas where clear deficiencies in service levels have been identified. This offers a means of achieving increased service level in a sustainable way. The DRT proposals will now be reviewed further and could form part of a regional DRT initiative in the next BSIP funding period.

3.2.7 Network review – Bus Service Support

Scheme Description:

The Network Review is seen as an important driver in re-shaping the network for future effectiveness and sustainability. Currently, the network in Derby is operated on a commercial basis, without subsidy from the local authority. The objectives set out in the BSIP aimed to develop a sustainable network which adequately meets the needs of the population. The strategy proposed in the BSIP was to maintain and improve high frequency services on the main corridors and serve the other parts of the city with lower frequency local bus services and DRT. The aim of the Network Review was to set out how this can be achieved.

Progress:

The first stage of the review was a baseline analysis that identified the level of service and connectivity across the city. This gap analysis has been used to inform discussions on potential service modifications to address accessibility. During the BSIP period to date the scope of the review has been varied due to the announcements regarding additional funding targeted at subsidising services in addition to the allowance of the original BSIP funding to be repurposed for service subsidy. This has revised the potential options for the network given the additional subsidy available, whilst ultimately still aiming for a fully commercially viable network the funding provides access to additional options.

Subsequent stages of the study will develop these further into firm prioritised network proposals, with close consultation with bus operators and other key stakeholders.

3.2.8 Bus station access enforcement camera – Bus Infrastructure

Anticipated completion of works 31/03/2025

Scheme Description:

An ongoing problem at Derby Bus Station is the use of the apron by cars, causing safety concerns and delays to bus services. This scheme aims to install ANPR cameras to identify cars which are causing issues with the smooth operation of the bus station, allowing enforcement procedures to be followed.

Progress:

The critical path for the implementation of this scheme required the prior completion of a separate scheme on Morledge that provided improved facilities for pedestrians and cyclists, as well as improvements to aid buses exiting Derby Bus Station. The Morledge scheme was completed in February 2024 allowing this bus station enforcement scheme to begin. The works are in the design phase.

3.2.9 Study to identify targeted fare reduction schemes – Fares Support

Scheme Description:

To determine the most appropriate use of the funding for fares reduction schemes for Derby an options study was specified to identify the most relevant experiments to undertake.

Progress:

The study resulted in a decision that any significant fare reduction experiments for the general population should be delayed due to the introduction of the £2 fare cap. As the fare cap has been extended prior to each proposed end date, and is now due to finish at the end of 2024, the evaluation of any scheme would be difficult under the existing circumstances. However, whilst experiments have not been progressed, the study had identified a need for support for young persons (11-19).

3.2.10 Implementation and support for targeted reduced fare schemes – Fares Support

Scheme commenced on 06/11/2023

Scheme Description:

This scheme was to progress some reduced fares experiments during the second and third years of the programme, following the outcomes from options study to identify the most relevant experiments.

Progress:

BSIP support has been used to provide reduced price travel via the b_line scheme through a maximum fare of £1.50. This scheme commenced in November 2023.

3.2.11 Phase 2 (BSIP+) – Bus Service Support

Scheme Description:

Phase 2 funding, also known as BSIP+, is a government initiative to help improve bus services, whilst allowing LTAs to make local decisions on services.

The funding is allocated in two tranches covering June 2023 – April 2024 and April 2024 – April 2025. The funding cannot be used to support existing services and must be used to enhance existing and develop new services.

Progress:

The areas of Spondon, Mackworth, Royal Derby Hospital and the Southern Derby Employment Zone have been identified as the priority targets for the Phase 2 funding in 2024/25.

3.3 Other public transport improvements

3.3.1 Transforming Cities Fund

3.3.1.1 Electronic junction bus priority (TCF) – Bus Priority Infrastructure

Bus priority to be implemented through adaptation of existing signals utilising Novus Trapeze RTPI and UTC systems.

Progress: Estimated Completion July 2024

3.3.1.2 Corridor shelter replacement programme (TCF) – Bus Infrastructure

Refurbishment of 400 bus stops on strategic routes into the city. Civils works to adjust kerb heights, widen footway where possible and resurface footway in vicinity. Replacement (or provision of additional) 145 bus shelters in total. Upgrade existing LED RTI units with TFT units and install at additional sites - 100 new double-sided TFT RTI displays raising estate to a total of 133 installations total.

Progress: Estimated Completion July 2024

3.3.1.3 Bus station electronic information kiosks (TCF) – Bus Infrastructure

Upgrade of electronic display screens and provision of interactive kiosks in the bus station.

Progress: Complete

3.3.1.4 DRT technology platform (TCF) – Bus Service Support

Funding for the procurement and operation of a DRT booking and management software system.

Progress: Complete

3.3.1.5 Bus station vehicular entrance/exit upgrades (TCF / NPIF) – Bus Infrastructure

Improvements to bus station access including new traffic signals.

Refurbishment of the bus station including automatic doors, public toilets and turnstiles and provision of a changing spaces compliant facility

Progress: Complete

3.3.2 Bus Recovery Grant & Local Transport Fund

3.3.2.1 RTI maintenance and operation (BRG / LTF) – Bus Priority Infrastructure

Funding contribution to the D2N2 partnership for continued development and maintenance of RTI and electronic priorities across the D2N2 Partnership area.

Progress: Ongoing scheme

3.3.3 English National Concessionary Travel Scheme Funding

3.3.3.1 Concessionary fare reimbursements – Fares Support

Reimbursements to operators for the English National Concessionary Travel Scheme

Progress: Ongoing scheme

3.3.4 Section 106 Contributions

3.3.4.1 Connecting new developments (Section 106 contributions) – Bus Service Support

Introduction of service enhancements to provide network connections for new developments; Boulton Moor, Hackwood Farm and Rykneld Road.

Progress: Delivery linked to individual site development and occupation.

3.4 Bus driver and other key staff shortages

The bus operators in Derby actively work on staff recruitment and retention, methods used by some of the operators include:

- Working with Job Centre Plus
- Operating a driver training school
- Using a range of channels to advertise vacancies (drivers and other staff)
- Bonus for existing staff who recommend new starters

The success of driver staffing for one operator within the region is to the point that they are able to support other depots.

It has been highlighted that there is a significant skills gap in qualified engineers that needs to be addressed both locally and at a national level.

4 Ambitions and proposals for 2025 and beyond

This section sets out the future ambitions for schemes to support the improvement and development of the public transport network past the initial BSIP funding horizon. The ambitions and proposals are categorised and identified for shorter term implementation in the 2025/26-2028/29 timeframe alongside longer term ambitions for the 2025-40 period to coincide with the anticipated period for the East Midlands Combined County Authority Local Transport Plan that is currently being developed.

Looking forward, the next BSIP for Derby City will be produced for the new East Midlands Combined County Authority. Work is ongoing to develop an integrated transport strategy for the Combined Authority area.

4.1.1 Bus network planning and improvements to bus services: service level and network coverage

4.1.1.1 Derby City bus network development (2025/26-2028/29)

An important element of the BSIP is to develop the bus network in the city, with high frequency services on the main corridors into the city, with other areas served by lower frequency service and potentially DRT in the future. Over recent years the level of service has been reduced, adapting to passenger reductions and the commercial structure of the network. Whilst the network is recovering from the Covid downturn in patronage and change in travel patterns and behaviour, support will be required to provide a network with the desired service levels. This initiative is to enable the roll out of the network revisions during the period 2024/2025 onwards.

To ensure that this was developed in a sustainable way to meet the needs of the community a network study has been progressed. Whilst the aims of the study have been revised during the process due to the announcements and release of additional service support funding, the fundamental identification of gaps and service need remained consistent.

The priority areas identified for consideration of the first phase of service support include, Spondon, Mackworth/Hackwood Farm, the Royal Derby Hospital and Boulton Moor. Service enhancements will have the endorsement of the Derby Enhanced Partnership Board prior to implementation. Further recommendations are being developed, which may include increased frequencies on the main corridors, enhancements to other services such as further evening and weekend services. These will be reviewed and discussed with the Enhanced Partnership Board to prioritise and implement based on the level of available support.

Overarching aims for the network include:

- Bringing the core corridors up to a ‘turn up and go frequency’
- Extending the service operating hours so that all areas of the city have first and last bus that captures the majority of travel requirements.

4.1.1.2 Staff support (2025/26-2028/29)

Additional resource is required for the co-ordination and management of development, monitoring and implementation of the BSIP schemes.

4.1.2 Bus priority: delivering faster and more reliable services on priority routes/corridors

4.1.2.1 A516 transport corridor improvements (2025/26-2028/29)

Improve the efficiency of the highway network around the hospital and A516 corridor. Managing travel demand and making public transport and active travel more attractive through the provision of enhanced sustainable connectivity

4.1.2.2 A52 / A61 Pentagon junction (2025/26-2028/29)

Enhanced outer ring road connectivity. It will ensure traffic is on the most appropriate route, making public transport and active travel more attractive through the provision of enhanced sustainable connectivity.

4.1.2.3 A61 Sir Frank Whittle Road integrated transport link (2025/26-2028/29)

This scheme will ensure traffic is on the most appropriate route making public transport and active travel more attractive and providing enhanced sustainable connectivity. This scheme includes the option of a new gyratory system at the Mansfield Road / Hampshire Road junction.

4.1.2.4 A52 Brian Clough Way transport improvements (2025/26-2028/29)

Infrastructure upgrade of road network that is in 'late life' condition and bus priority between A5111 Raynesway junction and A61 Pentagon junction.

4.1.2.5 Allestree Park connectivity - bus and active travel links (2025/26-2028/29)

Improved public transport links form part of the overall scheme that includes waymarked routes LTN1/20 compliant upgraded walking, wheeling and cycling strategic links and public transport to facilitate sustainable travel to and from the park in support of the visitor economy and key rewilding project.

4.1.2.6 Extension of centralised Traffic Light Priority (TLP) (2025/26-2028/29)

TLP is providing priority to buses at several junctions in the network. Further expansion of this automatic vehicle location (AVL) system would allow additional junctions to be included, providing TLP to additional routes and increasing overall journey time savings.

4.1.2.7 ‘Pinch Points’ (2025-2040)

The 2021 BSIP included a list of bus ‘pinch points’, which was developed in close partnership with the bus operators in the city. Some of these have received attention to resolve the issues. The aim will be to re-visit this list, include in **Appendix C**, and develop a renewed priority list with the Enhanced Partnership. Considerable operational advantages can be achieved with small schemes addressing specific issues.

4.1.2.8 Maintenance support (2025/26-2028/29)

A revenue support stream is required to ensure that the new infrastructure is maintained and remains operational for a maximised lifetime. Without a commitment to ongoing revenue support for new capital schemes there is a significant risk of a financial pressure on the authority for the operating costs, including energy and maintenance. This risk ultimately impacts on the viability of scheme delivery.

4.1.3 Improvements to fares and ticketing

4.1.3.1 Simplified travel (2025/26-2028/29)

During the course of the current BSIP period progress has been made on reviewing the possibilities for a reduced fares experiment and overcoming one of the major issues with the current multi-operator ticket (Spectrum).

One of the major ambitions is to support the roll out of tap-on tap-off capped ticketing. Derby City Council have expressed an interest in progressing the capped ticketing system that has been developed through Project Coral. This would bring 'touch and go' and fare capping to the bus network, which would bring considerable advantages to the passenger experience.

4.1.4 Improvements to the bus passenger experience

a) Improved bus stops, bus stations and interchanges

4.1.4.1 Derby Bus station (2025/26-2028/29)

Ongoing investment in the facilities in addition to revenue requirements to support its operation.

4.1.4.2 Large scale mobility hub with clean refuelling (H2 and EV) (2025-2040)

This scheme aims to develop a commercial scale project to introduce H2 fuel and begin to break the barriers associated with supply and demand through partnerships with the private sector and others.

4.1.4.3 Derby Railway Station gateway and connectivity (2025/26-2028/29)

This scheme includes highway network, active travel and place making enhancements, building on work with LCR, Midlands Connect and EmDevCo to maximize regeneration and sustainable development opportunities and release economic potential of the railway station area. Development of the bus interchange facilities at the station will be investigated as part of the wider improved connectivity and transport integration at the main rail station, with enhanced gateway area and sense of place and high quality active travel links.

b) Improved bus information and network identity

4.1.4.4 Real time passenger information provision (2025/26-2028/29)

Significant progress in the provision of RTPI was made through the TCF with a small number of additional signs added as part of the 2021 BSIP funding. Further expansion of the network would extend the availability of at stop information.

4.1.4.5 MaaS expansion (2025-2040)

As part of the Future Transport Zones (FTZ) programme a MaaS scheme is being established for a zone between Derby City and Nottingham City, which will include parts of Derbyshire and Nottinghamshire. The first stages of the scheme should be live by early 2025. Funding will be required to develop the scheme so that it provides a full service across a wider region.

c) Accessibility, inclusiveness, personal safety and security

4.1.4.6 Review and improvement of facilities for mobility impaired to access the network (2025/26-2028/29)

We want to undertake an audit of the network and engage further with stakeholder groups to ensure that the Derby bus network is accessible to all. This will identify actions to be undertaken by the Enhanced Partnership to improve the inclusiveness of the network.

d) Implementing the Bus Passenger Charter

4.1.4.7 Passenger charter review (2025/26-2028/29)

The Derby City Bus Passenger Charter is adopted by the Enhanced Partnership Board. It is the intention to review this document regularly to ensure its currency and relevance.

4.1.5 Improvements to the bus fleet

4.1.5.1 Decarbonising the bus fleet (2025/26-2028/29)

Derby City is keen to introduce zero emission buses into the network with the operators. This is evidenced by the two ZEBRA funding submissions which were ultimately unsuccessful to purchase new zero carbon buses for the city. The second (ZEBRA2) bid was for battery electric buses and associated charging infrastructure for the Arriva fleet and hydrogen and associated refuelling infrastructure for the trentbarton fleet.

We want to support a phased roll out of both technologies across the fleets of the two major operators in Derby.

4.1.6 Longer term transformation of the network

4.1.6.1 Mass transit (2025-2040)

A significant amount of work has already been undertaken on the possibility of mass transit in the city. The eRT project was not progressed but a revised project incorporating consideration of park and ride / mobility hubs will be progressed through a combined authority sub regional approach. BRT / eRT within and connecting the City is proposed with a range of options to be considered.

5 Targets, performance monitoring and reporting

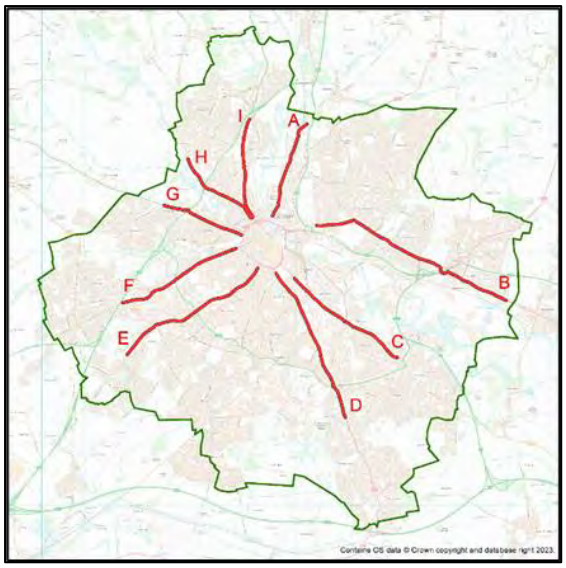
The BSIP targets have been agreed to show the ambition for the bus network within Derby, following the BSIP 2021 targets these have now been revised both on the basis of additional available data and are considered realistic based on the revised baseline positions.

5.1 Targets for journey times and reliability improvements

5.1.1 Journey times

We want to improve the journey times for bus travellers, making bus the first option for trips into the city centre. The journey time of buses was highlighted as a negative aspect for some users in the historic passenger surveys. The greatest network delays are observed on the main arterial corridors into the city and therefore the monitoring and interventions will be focused on these locations for journey time improvements. The impact of the implementation of bus priority measures can be observed through this measure; control measurements in locations without improvements will be used to monitor overall journey time variability.

The corridors agreed for journey time monitoring are the nine main radial routes into the city, these are listed below and shown in **Figure 18**:



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

Figure 18 – 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.

It has been observed that there is an issue with a low level of vehicles tracked and matched to timetables through some of the corridors resulting in low sample 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. For the purposes of the targets these corridors with the most complete baseline will be used until more complete data becomes available on other corridors with specific focus on the locations where schemes are being implemented.

Discussions within the EP board highlighted that a successful BSIP may not show improvements to journey times if the savings generated by the bus priority are cancelled out by increased boarding and alighting times resulting from a patronage increase. Therefore, whilst a target has been set to reduce journey times, reflecting the implantation of bus priority schemes other measures will also be considered in conjunction with the journey time.

5.1.2 Reliability/Punctuality

The reliability/punctuality of the bus network is being monitored using ABODS by assessing 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 late, when compared to the scheduled time. Service reliability is extremely important to passengers and comments on the passenger surveys reviewed indicate that service punctuality is key to providing a network that will both retain existing and also attract new users.

We will monitor the percentage of on-time services, measured across the network as an overall value. We may also include specific individual corridors or areas. This has been selected as the most relevant measure, as it directly impacts on the passenger confidence in the network timetable. Where services are not at a turn up and go frequency, it is important that service users have confidence in the published timetable. Service reliability can have a direct impact on passenger satisfaction and passenger volumes.

Punctuality data is obtained from ADODS and based upon Timing Points within the Derby boundary. Use of a single data source rather than direct from operators will ensure consistency of the measurement across operators. Historic data is available from operators but we are aware of potential shortcomings in the Automatic Vehicle Location (AVL) systems current methodology for identifying on-time departures which means that the data is not necessarily comparable or accurate by the definition of when a service leaves the stop.

We initially targeted the Traffic Commissioners' level of 95% adherence in the 2021 BSIP for 2024/25. Based on the reported values from the start of the available ABODs data this was seen to be unrealistic for the time period, whilst ultimately still the longer term target. As such the 2024/25 target has been reduced to 80%, once achieved future targets will incrementally increase.

Target	Actual 2021/22	Actual 2022/23	Actual 2023/24	Target 2024/25	Measurement Source
Corridor Journey Times	Individual Routes	Individual Routes	Individual Routes	5% Reduction on 2022/23	Data from ABOD
Percentage of Journeys 'On-time'	78.1%[#]	77.3%	74.9%	80.0%	Data from ABOD

[#]Based on available ABOD data period (01/10/21-31/03/22)

Table 6 – Journey time and reliability targets.

5.2 Targets for passenger growth and customer satisfaction

5.2.1 Passenger growth

Passenger growth is an essential measurement and key driver of the National Bus Strategy. Monitoring both the return post-Covid and beyond as a result of the network investment and improvements outlined both currently underway and planned. Increased passenger numbers will aid the sustainability of the network and support further growth. We will measure the number of passenger journeys based on data provided by the operators.

The Enhanced Partnership is focused on growth and the delivery of measures to create growth conditions, and that the culture of the partnership challenges some of the historic constraints based on cost modelling as the primary determining factor in decision making. The 2021 BSIP patronage target was to return to pre-covid patronage by 2024/25, this is considered to be unrealistic based on the observed growth to date, therefore the target has been revised down but retains a challenging increase.

5.2.2 Customer satisfaction

Baseline customer satisfaction data has been taken from the 2023 survey that was conducted using the ‘Let’s Talk Derby’ forum. Future year information will be obtained from the Transport Focus survey supplemented with additional survey’s using ‘Let’s Talk Derby’.

Customer satisfaction is reported on the areas below:

- Overall journey
- Driver friendliness
- Journey times
- Reliability
- Frequency
- Connections to other public transport
- Ease of accessing local amenities

Survey respondents indicated their satisfaction for each of these areas based on very good, good, neither good or poor, poor and very poor. Respondents who indicated that their satisfaction was either good or very good are deemed to indicate they are satisfied for the purpose of these statistics.

Previous satisfaction targets in the 2021 BSIP had been based upon the Transport Focus statistics for trentbarton from the Derbyshire survey in 2019/20. These have now been revised to reflect the new baseline data from 2023/24.

Target	Actual 2021/22	Actual 2022/23	Actual 2023/24	Target 2024/25	Measurement Source
Passenger Journeys	9.7m[1]	11.7m[1]	12.4m[2]	15.0m	Data from DfT/operators
Satisfaction with overall journey	No survey	No survey	24.3%	50%	Passenger survey
Satisfaction with driver friendliness	No survey	No survey	64.2%	75%	Passenger survey
Satisfaction with journey times	No survey	No survey	44.6%	50%	Passenger survey
Satisfaction with reliability	No survey	No survey	22.4%	50%	Passenger survey
Satisfaction with frequency	No survey	No survey	33.7%	50%	Passenger survey
Satisfaction with connections to other public transport	No survey	No survey	26.5%	50%	Passenger survey
Satisfaction with ease of accessing local amenities	No survey	No survey	39.4%	50%	Passenger survey

Table 7 – Passenger growth and customer satisfaction targets.

5.3 Additional targets

There are a number of additional targets outlined below that support the overall improvement in the bus network and are important individual measures to ensure the monitoring of improvements, the outcomes of which should have positive impacts on the passenger growth and satisfaction measures.

5.3.1 Number of RTPI displays

The number of RTPI displays is measured based on the authority's asset register. Passenger feedback demonstrates that RTPI information is valued at stops and users wish to see this in addition to the online availability of RTPI. This target is based upon absolute numbers rather than a percentage of the total stops. This method allows us to target an expansion of the number of RTPI displays over the period.

5.3.2 Percentage of population within 400m of a frequent service

The percentage of the population that is within a 400m walk of a frequent bus service is a measure of the accessibility of the city to a high frequency, turn up and go, network. In order to make the transition away from private vehicles, passengers need access to this level of public transport provision. Using the NaPTAN bus stop locations, cross-referenced with the timetable data will identify bus stops that are served by high frequency routes (10 minutes or less). Within GIS software 400m catchments will be generated around these stops and these boundaries used to determine the population of Census Output Areas that fall within them.

5.3.3 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. Using data provided by the operators for the emission standards of the vehicles in their fleets operating with Derby city we can identify the percentage that are of Euro VI standard or better. In future years an additional target for zero emissions vehicles is anticipated.

Target	Actual 2021/22	Actual 2022/23	Actual 2023/24	Target 2024/25	Measurement Source
Number of stops with Real Time Information Displays	181	181	191	264	DCC Data
Percentage of population within 400m of a frequent service	42.1%[1]	30.0%[1]	28.5%	40%	NaPTAN, Timetable Data & Census Statistics
Percentage of Euro VI (or better) buses within Derby	Incomplete data	55%[2]	58%	60%	Data from Operators

[1]definition of high frequency was 12 minutes or better
[2]data from three operators (majority of vehicles covered)

Table 8 – Additional targets

6 BSIP schemes and proposals overview table

Table 9 presents a summary of the public transport improvement schemes programme to 2025 from all funding sources.

Scheme category	Title of scheme/measure	Budget cost (£k)		
		Capital	Revenue	Total
Bus priority infrastructure	Duffield Road / Broadway	3,055	0	3,055
Bus priority infrastructure	Osmaston Road / Harvey Road	1,645	0	1,645
Bus priority infrastructure	Electronic Junction Bus Priority	1,119	0	1,119
Bus priority infrastructure	Traffic Light Priority Back Office Support	0	50	50
Other bus infrastructure	Completion of Corridor Shelter Replacement Programme	6,296	0	6,296
Other bus infrastructure	Bus Shelter Cleaning and Maintenance	0	304	304
Other bus infrastructure	Regional RTPI Management	0	450	450
Other bus infrastructure	Additional RTPI Sites	69	0	69
Other bus infrastructure	RTI Maintenance and Operation	0	110	110
Other bus infrastructure	RTI Maintenance and Operation	0	101	101
Other bus infrastructure	Bus Station access enforcement camera	50	0	50
Other bus infrastructure	Bus Station Facilities Management	0	1,408	1,408
Other bus infrastructure	Bus Station electronic information kiosks	351	0	351
Other bus infrastructure	Bus Station vehicular entrance/exit upgrades	2,738	0	2,738
Other bus infrastructure	Bus Station vehicular entrance/exit upgrades	900	0	900
Bus service support	Network Review	0	100	100
Bus service support	DRT Vehicles and Booking & Management Software	349	0	349
Bus service support	DRT Implementation and Support	0	1,500	1,500
Bus service support	Boulton Moor - Service Enhancement	0	250	250
Bus service support	Hackwood Farm - Service Enhancement	0	200	200
Bus service support	Rykneld Road - Service Enhancement	0	250	250
Bus service support	BSIP Phase 2 / Phase 3 Bus Service Support	0	1,373	1,373
Fares support	Concessionary fare reimbursements	0	17,110	17,110
Fares support	Study to Identify Targeted Fare Reduction Schemes	0	50	50
Fares support	Implementation and Support for Targeted Reduced fare Schemes	0	500	500
Ticketing reform	Review of Spectrum Multi-operator Ticket	30	25	55
Other	Additional Resources	0	200	200
Other	Annual Bus Survey	0	60	60

Table 9 – Summary of improvements programme up to 2025

Table 10 summarises the short term ambitions from 2025 outlined in Section 4.

National Bus Strategy Objective	Scheme / Proposal	Description
Service level and network coverage	Network Development - Revenue Support	Progressive implementation of new network 'pump priming' revenue support. Bring core corridors up to a 'turn up and go frequency'. Extend the service operating hours.
Service level and network coverage	Network Development - DRT	Implementation of DRT services to support the overall network development.
Service level and network coverage	Staff Support	Additional resource is required for the co-ordination and management, monitoring and implementation of the BSIP schemes.
Bus priority	A516 transport corridor improvements	Improve the efficiency of the highway network around the hospital and A516 corridor.
Bus priority	A52 / A61 Pentagon junction	Enhanced outer ring road connectivity.
Bus priority	A61 Sir Frank Whittle Road integrated transport link	Including Mansfield Road / Hampshire Road junction.
Bus priority	A52 Brian Clough Way transport improvements	Bus priority between A5111 Raynesway junction and A61 Pentagon junction.
Bus priority	Allestree Park connectivity	Improved public transport links
Bus priority	Extension of centralised Traffic Light Priority (TLP)	Up to 30 additional sites
Bus priority	Maintenance revenue support stream for new infrastructure.	A revenue support stream is required to ensure that the new infrastructure is maintained and remains operational for a maximised lifetime.
Lower and simpler fares	Simplified Travel (Project Coral Implementation)	Implement 'tap on - tap off' capped fares across all operators.
Lower and simpler fares	Address risks associated the end of the £2 prices cap if it is extended beyond 2024.	Avoid patronage loss by a sharp fare increase
Waiting and interchange facilities	Upgrading of facilities at Bus Station	Ongoing investment in the bus station facilities. Capture significant revenue implications.
Waiting and interchange facilities	Railway Station Gateway - Bus Interchange	Improved connectivity & transport integration at the main rail station with enhanced gateway area & sense of place & high-quality active travel links
Bus information and network identity	RTPI Sign Expansion	Further expansion of the RTPI estate
Bus information and network identity	Review and relaunch Passenger Charter	Review the Passenger Charter with an engagement process and relaunch with added publicity
Accessibility and inclusion	Improvements to facilities for mobility impaired to access the network	Audit of the network and engagement with stakeholder groups to identify and implement schemes to ensure that the Derby bus network is accessible to all.
Bus fleet	Migration to zero emission vehicles	With bus operator partnership funding. Based on unsuccessful Zebra2 bid

Table 10 – Summary of short-term ambitions beyond 2025

Appendix A – Summary of Bus Services

Operator	Service No	Route	Weekday Frequency				Saturday				Sunday
			Daytime	After 7	First Bus	Last Bus*	Daytime	After 7	First Bus	Last Bus*	Daytime
Arriva Derby	1 / 1A / 1C	Derby - Alvaston	5-10 minutes	15 minutes	05:12	23:18	10 minutes	15 minutes	06:38	23:18	15 minutes
Arriva Derby	2 / 2A	Derby – Chellaston (on to Swadlincote)	10 minutes (Swadlincote 60 minutes)	30 minutes (No Swadlincote)	06:06	23:19	10 minutes (Swadlincote 60 minutes)	30 minutes (No Swadlincote)	06:03	23:19	30 minutes
Arriva Derby	20	Derby - Roosevelt Avenue	15 minutes	60 minutes	06:26	22:40	20 minutes	60 minutes	07:01	22:40	30 minutes
Arriva Derby	22	Derby - Oakwood	15 minutes	60 minutes	06:22	22:25	20 minutes	60 minutes	07:21	22:25	30 minutes
Arriva Derby	24	Derby - Oakwood	15 minutes	60 minutes	06:09	22:55	20 minutes	60 minutes	07:39	22:55	30 minutes
Arriva Derby	26	Derby - Oakwood	15 minutes	60 minutes	06:35	23:10	20 minutes	60 minutes	06:47	23:10	30 minutes
Arriva Derby	38	Derby - Sinfin	12 minutes	30 minutes	05:51	23:02	15 minutes	30 minutes	07:05	23:02	30 minutes
Arriva Derby	4	Derby - Alvaston	20 minutes	60 minutes	06:08	20:50	20 minutes	60 minutes	06:17	20:50	60 minutes
Arriva Derby	5	Derby - Normanton - Littleover	30 minutes	60 minutes	06:15	20:00	30 minutes	60 minutes	06:42	20:00	60 minutes
Arriva Derby	5A	Derby - Littleover - Normanton	30 minutes	-	05:59	19:30	30 minutes	-	06:57	19:30	60 minutes
Arriva Derby	7	Derby - Sinfin	20 minutes	No service	05:54	18:35	20 minutes	No service	07:37	18:35	30 minutes
Arriva Derby	8 / 8A	Derby - Mackworth	10 minutes	30 minutes	06:12	23:20	12 minutes	30 minutes	07:27	23:20	30 minutes
Arriva Derby / Trent Barton	X38	Burton - Derby	20 minutes	60 minutes	06:55	19:40 (03:30 on Friday)	20 minutes	60 minutes	07:30	03:30	30 minutes
Arriva Midlands	904	Notts University - Royal Derby Hospital	60 minutes	120 minutes	06:35	21:40	No service	No service	-	-	No service

Arriva Derby	WYN	Derby – Wyvern Business Park	30 minutes AM and PM peaks	No service	07:05 and 15:20	09:05 and 18:20	No service	No service	-	-	No service
High Peak	114	Ashbourne - Derby	6 services	-	06:35	17:28	6 services	-	06:35	17:28	No service
High Peak	Transpeak	Derby - Matlock	60 minutes	1 service	07:15	19:50	60 minutes	No service	07:25	18:10	60 minutes
Kinchbus	Skylink Derby	Leicester -EM Airport - Derby	15 minutes	30 minutes	03:40	03:25	15 minutes	30 minutes	03:40	03:25	30 minutes
Diamond Bus (East Midlands)	70/70A	Derby - Willington	5 services	No service	07:15	18:00	No service	No service	-	-	No service
Vectare	9	Derby - Spondon - Ockbrook/Borrowash	120 minutes	No service	09:05	17:10	120 minutes	No service	09:05	17:10	No service
Vectare	9A	Derby - Spondon - Ockbrook/Borrowash	120 minutes	No service	06:42	16:05	120 minutes	No service	06:42	16:05	No service
Vectare	9C	Derby - Long Eaton	1 service	No service	05:50	18:12	1 service	No service	05:50	18:12	No service
Notts and Derby	59 / 59A	Derby - Shipley View	120 minutes	No service	07:24	17:35	120 minutes	No service	07:24	17:35	No service
Notts and Derby	71	Derby - Belper	120 minutes	No service	07:00	18:00	120 minutes	-	07:00	18:00	No service
Notts and Derby	U1/U1X Unibus	Train station - city centre - Bridge Street - Kedleston Road Campus	15 minutes during peaks (30 minutes between)	30 minutes	07:30 Term Time 07:30 Holidays	21:00 Term Time 17:30 Holidays	No service	No service	-	-	No service
Notts and Derby	U2/U2X Unibus	Kedleston Road Campus - Markeaton Campus - Britannia Mill - Kedleston Road Campus	15 minutes during peaks (60 minutes between)	20 minutes	07:25 Term Time 07:50 Holidays	21:05 Term Time 17:50 Holidays	No service	No service	-	-	No service

Trent Barton	6 / 6.1	Bakewell - Matlock - Wirksworth - Belper - Duffield - Derby	60 minutes	60 minutes	05:45	23:15	60 minutes	60 minutes	05:45	23:15	60 minutes
Trent Barton	6.2 / 6.3 / 6E / 6N	Ripley - Belper - Duffield - Derby	30 minutes	60 minutes	06:17	00:15 (03:15 on Friday)	30 minutes	60 minutes	06:17	03:15	60 minutes
Trent Barton	6.4	Belper - Milford - Duffield - Derby	60 minutes	No service	06:39	17:20	60 minutes	No service	06:39	17:20	No service
Trent Barton	6X	Derby - Belper Estates	60 minutes	3 services	06:33	17:50	60 minutes	3 services	06:33	17:50	No service
Trent Barton	9.1 / 9.3	Derby - Mansfield	15 minutes	60 minutes	04:55	23:30 (02:30 on Friday)	15 minutes	60 minutes	04:55	02:30	~30 minutes
Trent Barton	allestree	Derby - Allestree	10 minutes	30 minutes	06:38	23:30 (00:00 on Friday)	10 minutes	30 minutes	06:41	00:00	30 minutes
Trent Barton	comet	Derby - Chesterfield	60 minutes	1 service	06:05	19:05	60 minutes	1 service	06:20	19:05	60 minutes
Trent Barton	H1	Derby - Alfreton	15 minutes	30 minutes	04:57	23:05 (03:05 on Friday)	15 minutes	30 minutes	04:57	03:05	30 minutes
Trent Barton	harlequin	Heatherton - Littleover- Derby	20 minutes	No service (V3 provides alternative)	07:15	18:30	20 minutes	No service (V3 provides alternative)	07:15	18:30	No service
Trent Barton	i4	Derby - Nottingham	20 minutes	60 minutes	06:02	22:55	20 minutes	60 minutes	06:02	22:55	60 minutes
Trent Barton	ilkeston flyer	Cotmanhay - Ilkeston - Derby	15 minutes	30/60 minutes	05:15	23:05 (03:05 on Friday)	15 minutes	30/60 minutes	05:15	03:05	30 minutes
Trent Barton	indigo	Derby - Nottingham	20 minutes	30 minutes	05:23	23:45	20 minutes	30 minutes	05:58	23:45	30 minutes
Trent Barton	mickleover	Derby- Mickleover	10 minutes	15/30 minutes	05:46	23:00	10 minutes	15/30 minutes	06:01	23:00	15 minutes
Trent Barton	red arrow	Derby - Nottingham	10 minutes	30/60 minutes	05:35	04:00	10 minutes	20 minutes	05:30	03:50	20 minutes

				(20 minutes on Friday)							
Notts and Derby	royal derby	Royal Derby Hospital - Florence Nightingale Hospital	20 minutes	5 services	05:30	21:20	No service	No service	-	-	No service
Trent Barton	swift	Derby - Ashbourne - Uttoxeter	60 minutes	3 services	06:25	23:10 (00:30 on Friday)	60 minutes	3 services	06:25	00:30	60 minutes
Trent Barton	villager	Derby - Tutbury - Burton-on-Trent	30 minutes	60 minutes	05:35	23:15	30 minutes	60 minutes	05:35	23:15	60 minutes
Trent Barton	V3	Derby - Burton	60 minutes	60 minutes	06:50	23:15	60 minutes	60 minutes	06:50	23:15	60 minutes

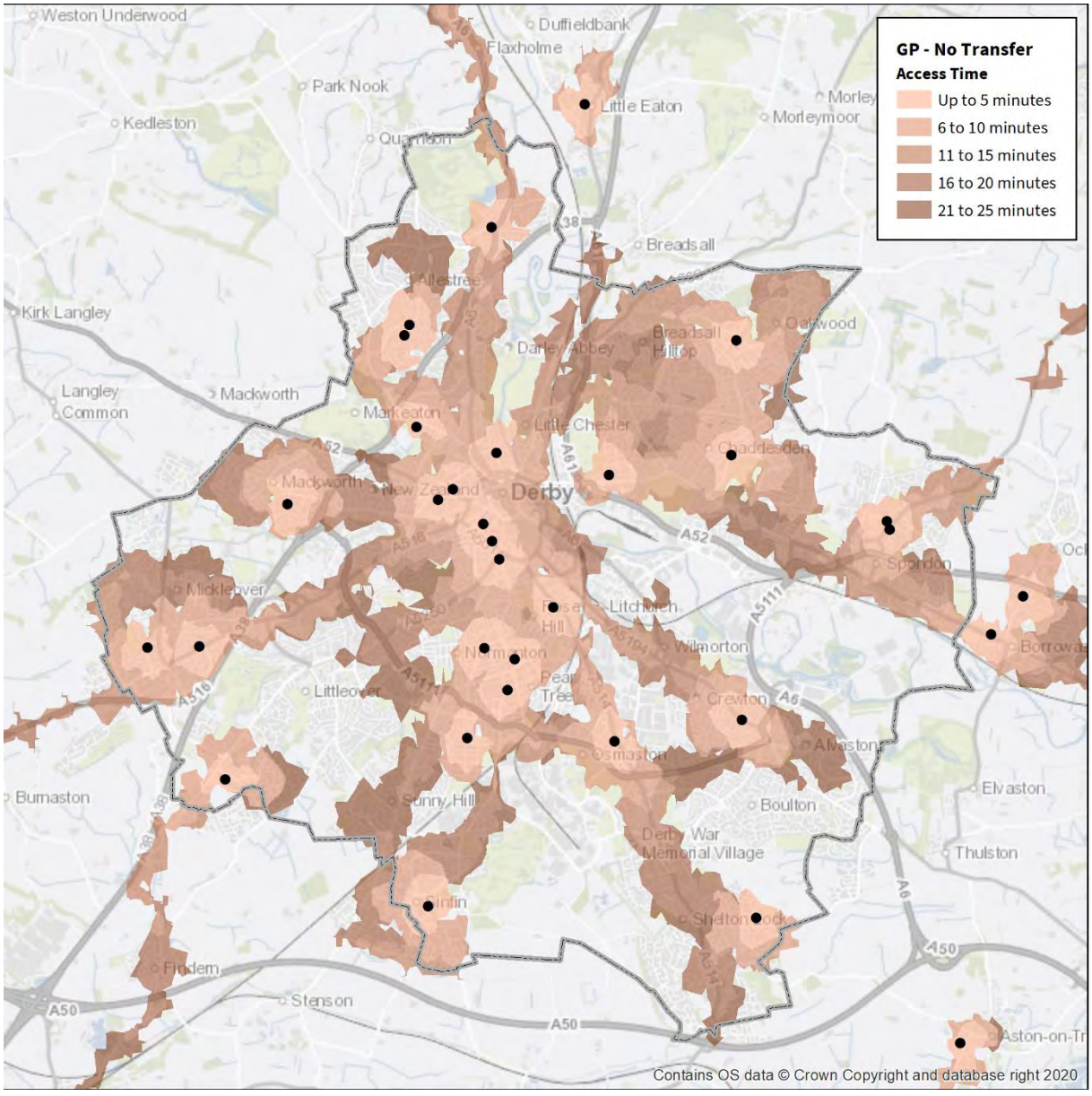
First bus – towards city
Last bus – leaving city
*Where the last bus is past midnight it is shown as the last bus for the previous day (eg. 03:00 on Sunday would be shown as the last bus on a Saturday night)

Appendix B – Accessibility Analysis

The outputs generated here have been produced using Podaris software and the bus schedule data for October 2023. Maximum walking distance at the start or end of the journey of 400m.

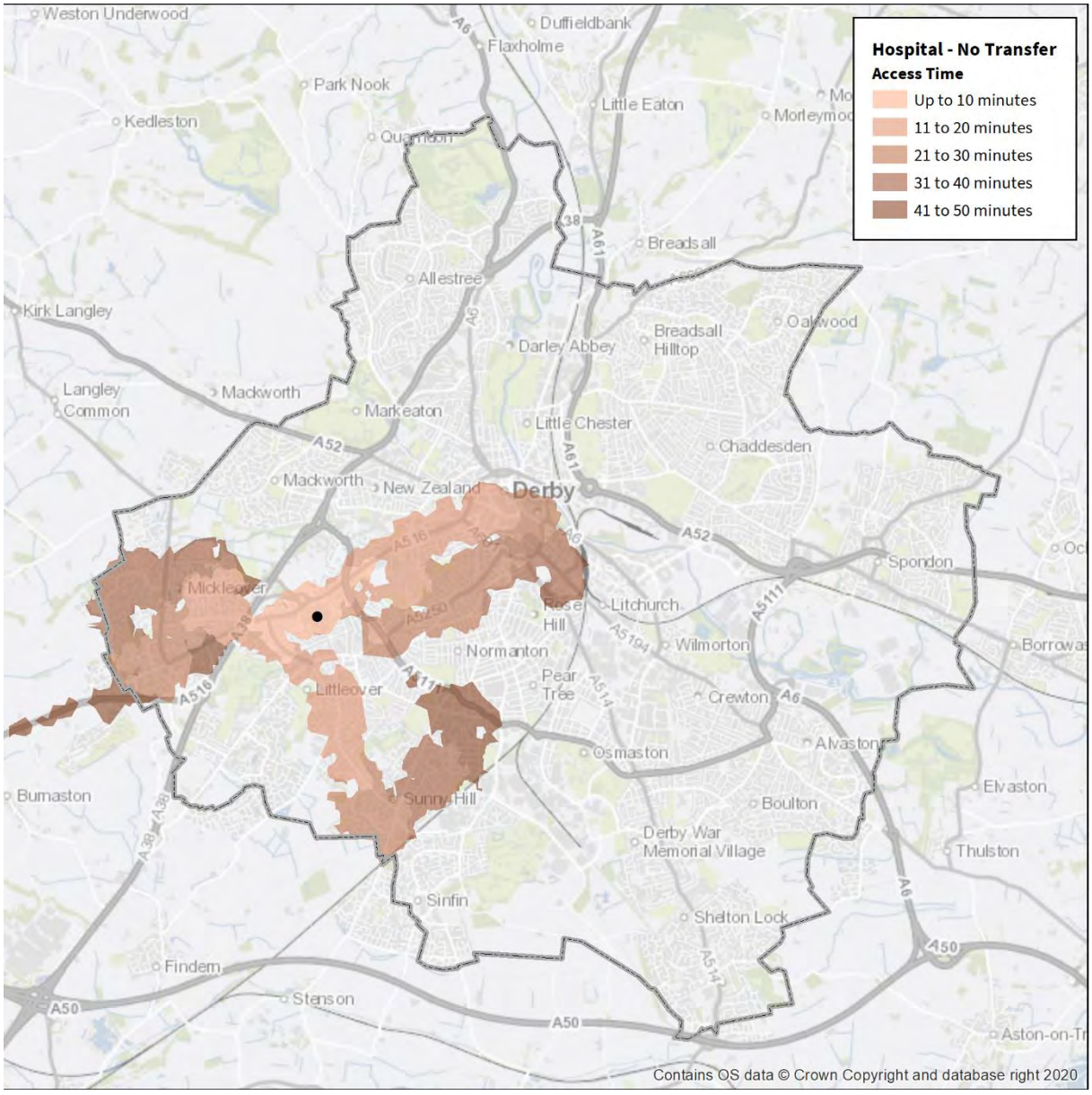
GP's

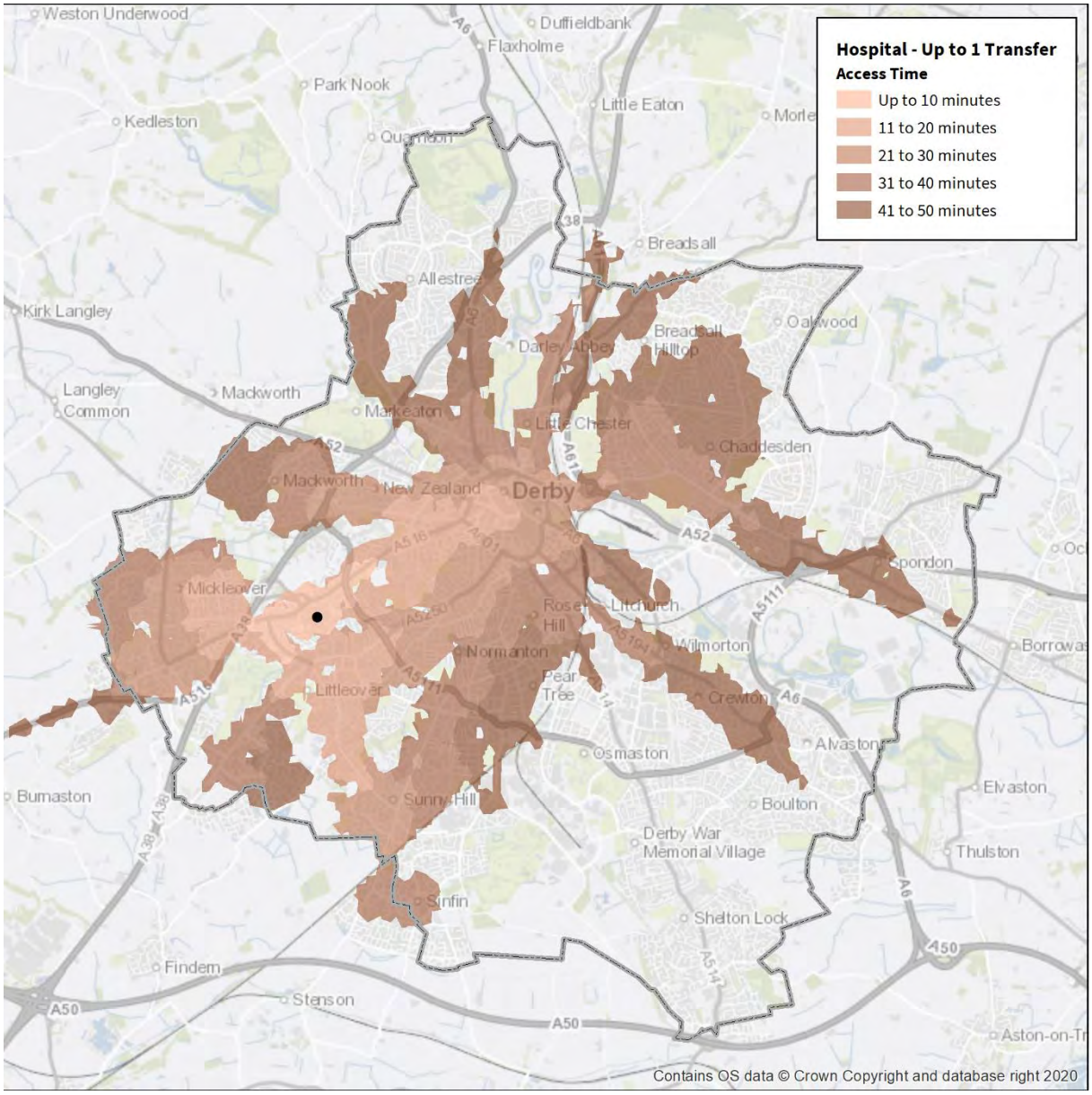
GP	No interchange (Direct Service)	
Travel Time (minutes)	Population (000's)	Percentage of Population
5	51.7	18
10	110.0	39
15	143.2	50
20	175.1	61
25	197.5	69



Hospital

Hospital	No interchange (Direct Service)		1 Bus Service Transfer	
Travel Time (minutes)	Population (000's)	Percentage of Population	Population (000's)	Percentage of Population
10	2.4	1	2.4	1
20	17.7	4	22.9	8
30	32.7	9	55.1	19
40	42.9	14	98.7	35
50	48.9	15	148	52




Hospital - Up to 1 Transfer
Access Time
Up to 10 minutes
11 to 20 minutes
21 to 30 minutes
31 to 40 minutes
41 to 50 minutes
Weston Underwood
Duffieldbank
Flaxholme
Park Nook
Kedleston
Little Eaton
Quarnford
Breadsall
Allestree
Kirk Langley
Breadsall Hilltop
Oakwood
Darley Abbey
Langley Common
Mackworth
Markeaton
Little Chester
Chaddesden
Derby
New Zealand
Spondon
Mickleover
Rose Hill
Litchurch
Wilmorton
Normanton
Pear Tree
Littleover
Crewton
Alvaston
Osmaston
Elvaston
Burnaston
Sunny Hill
Boulton
Derby War Memorial Village
Thulston
Sinfin
Shelton Lock
Findern
Stenson
A50
A52
A6
A38
A61
A5111
A5250
A5111
A5111
A514
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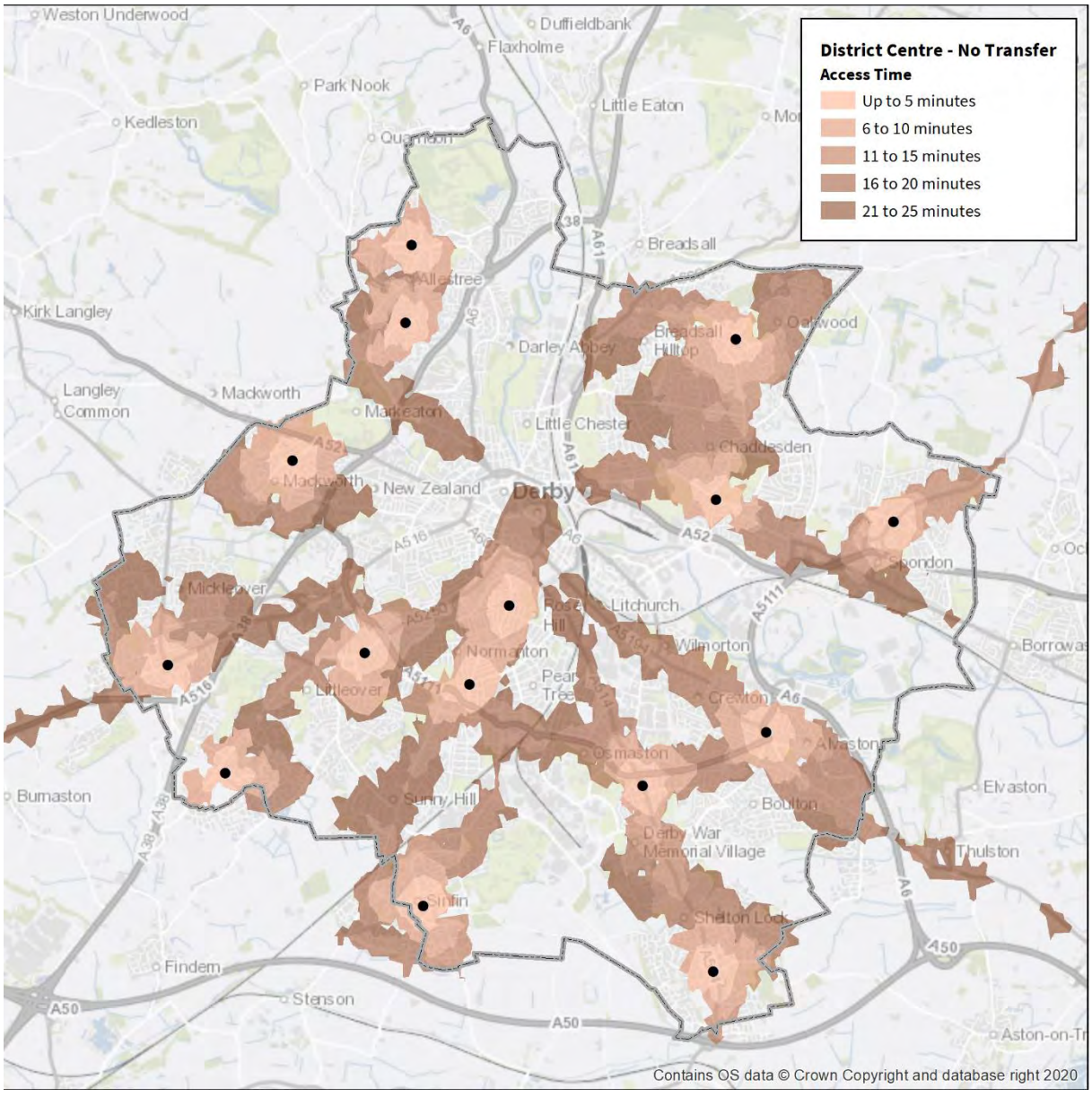
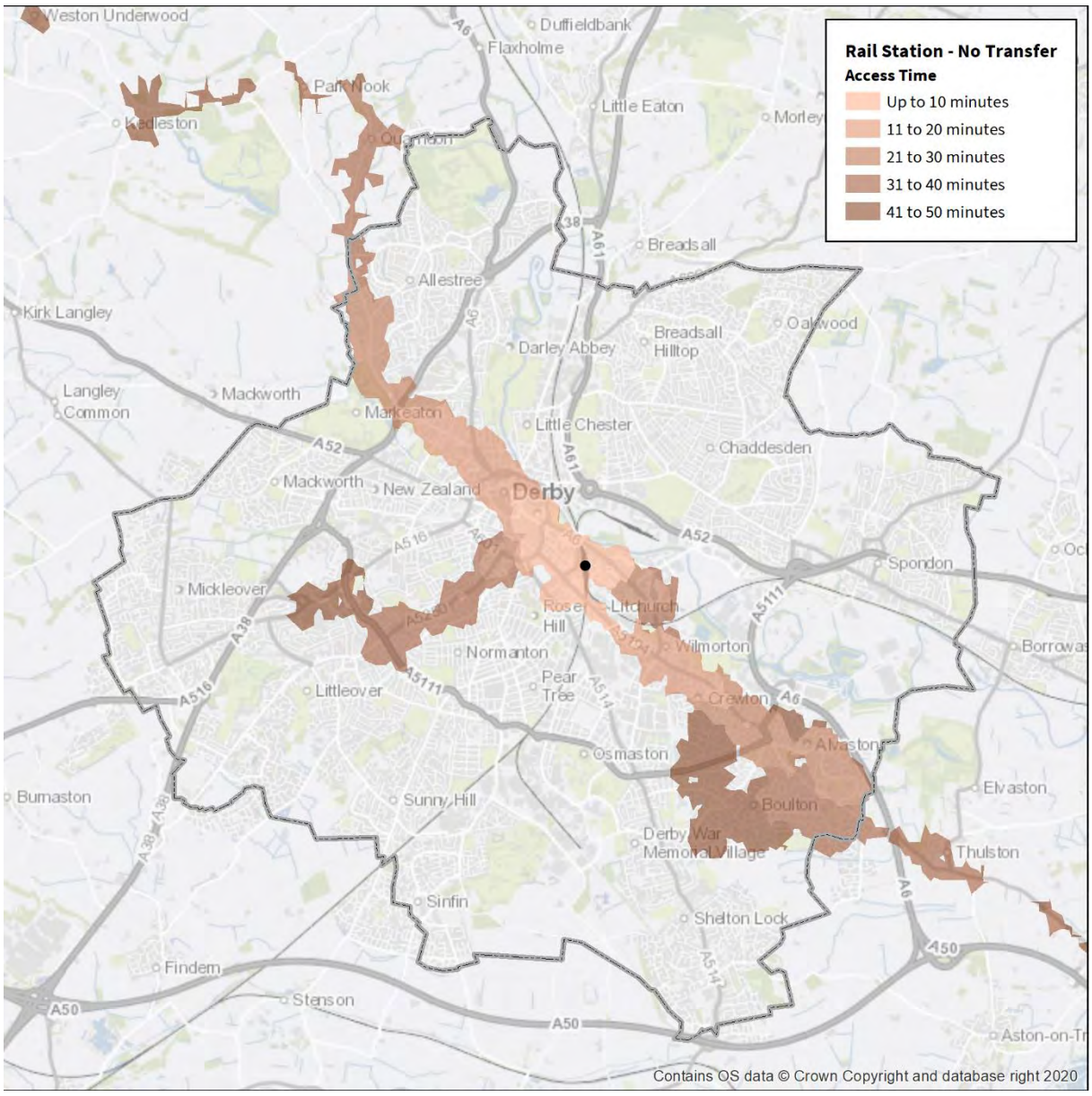
District Centres

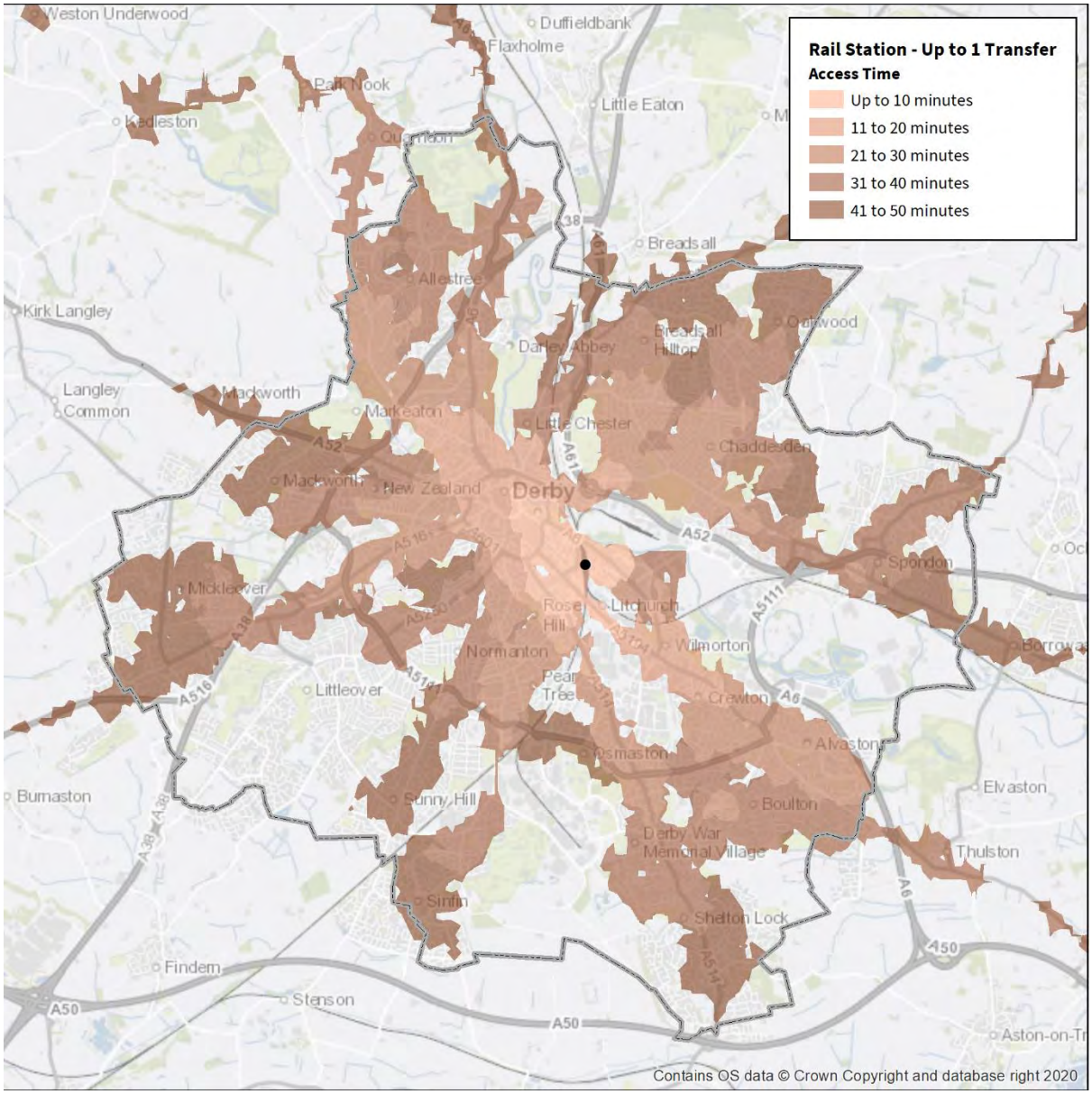
District Centre	No interchange (Direct Service)	
Travel Time (minutes)	Population (000's)	Percentage of Population
5	27.2	10
10	67.8	24
15	75.2	26
20	126.7	44
25	161.6	57



Rail Station

Rail Station	No interchange (Direct Service)		1 Bus Service Transfer	
Travel Time (minutes)	Population (000's)	Percentage of Population	Population (000's)	Percentage of Population
10	2.3	1	3.1	1
20	11.7	4	20.8	7
30	20.7	7	77.1	27
40	32.9	12	142	50
50	41.8	15	188	66




Rail Station - Up to 1 Transfer
Access Time
Up to 10 minutes
11 to 20 minutes
21 to 30 minutes
31 to 40 minutes
41 to 50 minutes
Weston Underwood
Duffieldbank
Flaxholme
Little Eaton
Breadsall
Allestree
Kirk Langley
Darley Abbey
Langley Common
Mackworth
Markeaton
Little Chester
Chaddesden
Derby
New Zealand
Spondon
Mickleover
Litchurch
Normanton
Wilmorton
Littleover
Pear Tree
Crewton
Alvaston
Osmaston
Elvaston
Burnaston
Sunny Hill
Boulton
Derby War Memorial Village
Thulston
Sinfin
Shelton Lock
Findern
Stenson
A50
A52
A6
A38
A516
A5111
A514
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Appendix C – Pinch Points

Location	Bus Operator Suggested Action
Siddals Road Bus Gate	Bus activated priority out of Siddals Road towards the bus station, at the expense of traffic using Traffic Street.
The Spot	Long queues at certain times of day on most days causes major problems for all journeys in the City Centre. All traffic to operate in a clockwise direction, with two-way flow to/from both car parks. Separate lanes for car parks and buses to ensure buses are not held up in the queues for the car parks.
Railway Station	Install bus lane from Railway Station, along Midland Road to the traffic lights on London Road, along with a bus gate as the end of the bus lane.
Osmaston Road	Install a city bound bus lane from Melbourne Street to London Road Roundabout along with a bus gate at the end of the bus lane.
Osmaston Road	Extend the existing bus lane back towards Douglas Street, along with a bus gate at the end of the bus lane.
Normanton Road	Double yellow lines to be replaced with "red route" clearways to prevent other motorists impeding delivery of a punctual and reliable bus service. Better traffic enforcement.
Sinfin Lane	Extend the use of bus lanes and bus gates along Sinfin Lane towards the City Centre.
Allestree Kedleston Road	The bus lane was put in place and things improved, but then the bus lane was removed and the situation has now worsened with all services suffering. Queuing traffic on Kedleston Road causes severe delays to the running of the Allestree. The reintroduction of the bus lane would help alleviate this. *Extra running time given in the peak periods 5 minutes*
Allestree Woodlands Road	Cars parking for the Portway School still cause unnecessary delays for the Allestree. This is a problem during the busy school start/finish period and sees the Allestree held up for up to 5 minutes at a time.
Allestree Birchover Way	Cars park along the length of Birchover Way, passing places along here would diminish the excessive time the Allestree takes to navigate this section.
King Street Traffic lights	The traffic lights on King St present serious safety concerns; if you are waiting to turn into Queen Street on the sixes, traffic on the outside lane will be on green. The sequence to turn into Queen Street has got longer recently with the sixes having to sit for up to 6 minutes to get across the road at peak times. A benefit would be the introduction of Traffic Light Priority to allow buses through quicker and maintain reliability.
Ashbourne Road	Delays are a regular occurrence here at peak times with traffic forming along Ashbourne Road both sides of Markeaton Island. *Extra running time given in the peak periods.*

Derby High School, Littleover	Dangerous parking during school arrivals and departures on the High School side of road, including in the bus stop itself, creates problems for bus services. Also, cars can be parked in the afternoon up to an hour before the students leave school. This problem is mainly encountered in the school run times and enforcement action against those who choose to park there would be beneficial to ensure that it is possible to maintain a more reliable and punctual service. *Extra running time given in the peak periods.*
Heatherton	Indiscriminate parking at school times often delays the service by several minutes. Main problems tend to be in and around the school pick up/drop off times. Delays of up to 10 minutes during school times. *Extra running time given in the peak periods.*
Nottingham Road, Chaddesden	A bus lane from The Cemetery to the Pentagon is badly needed. Queues regularly stretch right back to the Cemetery Gates and it can take up to 7/8 minutes to complete this section. In addition, the short inbound bus lane at Wayzgoose Drive is often abused. Although the bus lane is adequately marked out, the bus lane road sign is often obscured by overhanging trees.
Sitwell Street, Spondon	Buses are frequently delayed on this busy section. Double yellow lines exist but are not regularly patrolled.
Locko Road/Chapel Street, Spondon	Services at school times can find it difficult to turn onto Chapel Street due to double parking on Locko Road. With the added issues when school finishes there are double parked cars along Chapel Street on an already narrow road.
Uttoxeter New Road	Uttoxeter New Road is very busy and has many roads feeding into it. This is made worse with traffic coming up Junction Street that wants to cross the road heading up to Boundary Road. *Extra running time used during peak periods.*
Uttoxeter New Road / Stafford St Island	Due to the volume of traffic at peak times buses are delayed at the roundabout. At times buses experience difficulties pulling out of the bus lane to be able to access Curzon Street. *Extra running time used during peak periods.*
Mickleover Corridor – Uttoxeter New Road	The general build-up of traffic along this section of route causes considerable delays both inbound and outbound from Hospital visiting time through school time and afternoon peak.
Station Street, Mickleover	Double parking causes an issue in Sainsburys area.
Darwin Road, Mickleover	Double parking causes an issue at school times.
London Road, Derby	Since the bridge has re-opened traffic congestion has increased along this road up to the island where it merges with Traffic Street. *Extra running time used during peak periods.*

Burton & Manor Road, Derby	One issue involves coming up Burton Road to join onto Manor Road, this results in delays at traffic lights when turning right. The second is traffic going over Burton Road due to the volume of traffic there can be delays in the area of up to 7-15 minutes.
Royal Derby Hospital	The main concern regarding buses is at the front entrance. This entry should be buses only and cars to enter the hospital ground via the main entry off the island.
Littleover	Long queues regularly affect the reliability of buses, with delays often exceeding 7 minutes per journeys. This is due to the traffic lights at the Burton / Manor Road junction. *Extra running time given in the peak periods.*
Alfreton Road, Derby	Parked cars on the industrial estate on Alfreton Road, especially on the bend outside Thomson's Cottages, poses a danger to oncoming traffic and also leads to delays to bus services. The high volume of traffic in the afternoon peak heading outbound from the city leads to delays with buses regularly queuing from Haslams Lane to Pektron Island and onwards to the A38 at Little Eaton Island. Travel time between Corporation Street and Old Croft Lane doubles from an average of 6 mins during the main part of the day to upto 15 mins during afternoon peak.
Spondon Arnhem Terrace Derbyshire	Parking and difficulty in manoeuvring around this part of Spondon leads to delays.
Phoenix Street Derby	Difficulty turning right on to Mansfield Road. Visibility poor at the junction. Delays of up to 5 minutes.