

UK National Bus Strategy
TRANSPORT ACT 2000
ENHANCED PARTNERSHIP PLAN
AND SCHEME FOR DERBY CITY

INTRODUCTION



Variation 2

March 2024

INTRODUCTION

Derby City Council published its first Bus Service Improvement Plan (BSIP) at the end of October 2021 and published an update in October 2022. The Enhanced Partnership (EP) Plan and Scheme in this document draws heavily on the BSIP and shows how the authority, in partnership with all of the bus operators, has and intends to continue to progressively implement the measures contained in the first BSIP.

The Table below shows how the BSIP is developing into the Enhanced Partnership Plan. Many of the BSIP initiatives are being developed through the Enhanced Partnership Scheme, which is a legally binding commitment between the authority and the bus operators, to implement certain initiatives and maintain levels of quality in the network.

Clearly funding for everything may not be immediately available and, therefore, the EP Scheme contains the elements that are being progressed, some with the support of BSIP funding. The BSIP Phase 1 funding allocated to Derby City Council is £7.04 million to cover the three years from 2022/23 to 2024/25. Further funding of £647,212 has been allocated through BSIP Phase 2 to provide service enhancements from 2023/24 to 2024/25. This EP Scheme is based on this level of funding.

During the life of the EP Scheme, it is anticipated additional elements and initiatives will be added and this will be undertaken by the EP Board via the EP Scheme variation process.

BSIP Objectives	EP Plan Approach
To improve bus service reliability and reduce journey times, especially during peak periods, such that they are a real alternative to using a private car. To minimise the negative impact of congestion delays on the public transport network.	To make use of bus lanes and other bus priority measures to support the provision of faster and more reliable services. Nine major corridors under consideration. Initial schemes identified for implementation over the BSIP period. Other 'pinch-points' are being identified with operators for design and implementation of new schemes. Passenger Charter published.
To increase patronage across all demographics, returning passenger journey levels to pre-Covid levels before building towards the levels seen historically.	To make use of bus lanes and other bus priority measure to support the provision of faster and more reliable services. By influencing modal split with an attractive and reliable public transport network. Investing in Bus Station and bus shelters to improve passenger experience and image of bus services.

Providing good access to all, ensuring areas are not over or under served by the local bus network.	Undertaking a network review to ensure high frequency is maintained on main corridors and services in other parts of the city are enhanced or supplemented by DRT.
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 either registered local bus services or demand responsive transport. The network will be built around high frequency routes operating along the key corridors or short response times in the case of demand responsive services.
To make bus journeys an affordable and easy to understand option for travel within the city. Make the cost of bus travel competitive with parking costs, particularly when considering group or family travel.	Review of Spectrum (the multi-operator ticket) including 'targeted' reduced fare options. A review of parking charges, in relation to bus fares, will be undertaken.
Where active travel is not possible, to make public transport the mode of choice within Derby.	Provision of fast and reliable services supplemented by DRT where appropriate. Make bus an affordable option. Improved bus service information.
To expand the provision of real time information (RTI) at bus stops where appropriate.	Fund and support the regional RTI initiative to ensure the reliable operation of the RTI network. Investment in new passenger displays across the city and at the Bus Station.
To support the bus operators in the transition to low emission and alternatively fuelled vehicles.	Progressively support the introduction of zero emission vehicles and charging facilities to support bus operator's commercial investment decisions.
To maintain and build on the local branding identity; providing an easy to understand, modern and attractive network.	Support the extension of the existing route branding. Launch integrated network as 'Derby Go'.

COMPETITION TEST

Derby City Council has undertaken an assessment of the impacts of the EP Plan and Scheme made on 21st November 2022 (and Varied on 2nd December 2022) on competition and believes it will not or is unlikely to have a significantly adverse effect on competition, for the purposes of Part 1 of Schedule 10 of the Transport Act 2000.

The Competition and Markets Authority have been consulted on the proposals as required by section 138F of the Transport Act 2000.

UK National Bus Strategy
TRANSPORT ACT 2000
ENHANCED PARTNERSHIP PLAN
AND SCHEME FOR DERBY CITY

PART 1
ENHANCED
PARTNERSHIP PLAN



Variation 2

March 2024

**THE DERBY CITY ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE
IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000
BY DERBY CITY COUNCIL**

This Enhanced Partnership (EP) Plan is a high-level strategic document based on BSIP content. The EP Scheme document includes specific actions or interventions to deliver the BSIP. The contents of this document are intended to satisfy the requirements of Section 138A of the Transport Act 2000.

1 Introduction

Derby City Council confirmed its commitment to establish an Enhanced Partnership (EP) in June 2021. The Derby City Bus Service Improvement Plan (BSIP), which was published at the end of October 2021, is the foundation of the EP agreement between the Council and bus operators.

Our EP arrangements strengthen and enhance our current partnership by being on this more formal footing, alongside the shared accountability for the BSIP delivery and performance against shared targets and actions. Our BSIP will be reviewed and refreshed as required by the Department for Transport (DfT). Progress against targets will be reviewed and published on a six-monthly basis.

All updates and variations will be taken through the decision-making processes of the organisations within the Partnership as appropriate. The knowledge and intelligence gained will be reflected in our BSIP updates and in Variation Agreements to the EP Scheme, if and when required.

This EP Plan covers the initial BSIP funding period until March 2025. Any significant changes required would need to follow formal variation procedures, which includes public consultation.

A decision on the vision and objectives for the new East Midlands County Combined 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.

2 Area Covered by EP Plan

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

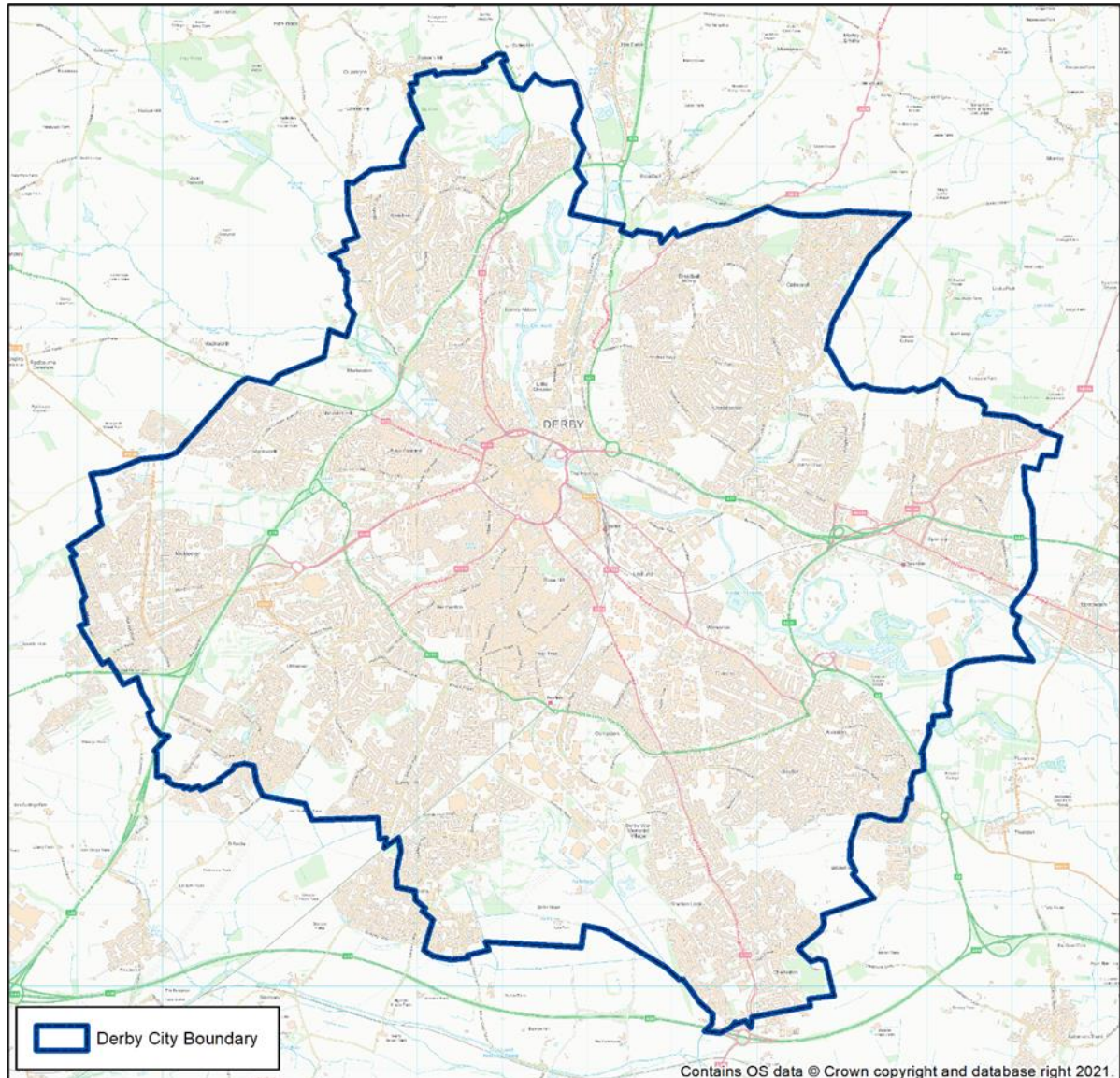


Figure 1 - Derby City Council BSIP boundary

Derby City Council has agreed a Memorandum of Understanding (MoU) with neighbouring authorities. This agreement signals our shared commitment to continue to work across adjacent LTAs and plan for structured liaison from the inception of our EP and beyond.

The agreement covers a co-ordinated and integrated approach to cross boundary issues and to actively consider formal co-operation with the development and integration of EPs.

For example, we will work towards our EP covering a wider 'Greater Derby' area. This would allow our improvement activity to capture the new and planned developments on our boundary, where connectivity is essential.

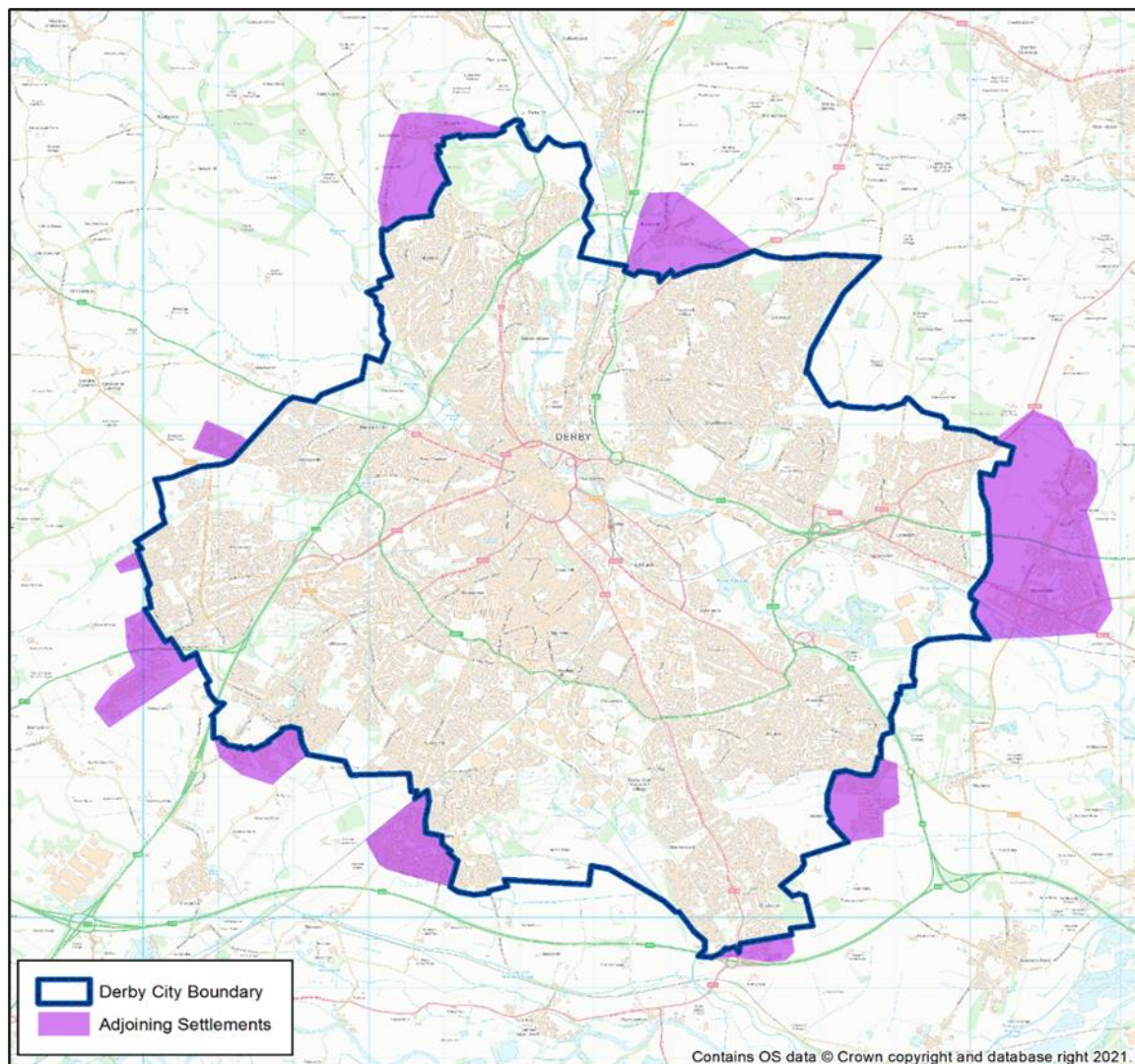


Figure 2 - Urban developments on the Derby boundary

3 Local Policy Context

Bus services have a vital role to play in the economic recovery of the city after the pandemic. We have already seen a dramatic change on our high streets and city centre, as retail businesses have had to adapt and move online, and more employees are working remotely. It is fundamental, therefore, to increase patronage and improve customer experience, promoting modern, attractive public transport as inclusive and accessible mobility for everyone.

A robust and valued public transport system brings benefits beyond simply getting from A to B. There are several significant strategic interventions being developed in Derby, such as a new City Centre Masterplan, large scale regeneration projects, flood defence schemes, City of Culture bid development, decarbonisation and energy projects and active community engagement. Co-ordinating our work and integrating our improvement proposals with our other strategic programmes and projects will mean we can have the maximum impact on our economy, our climate and our health.

The Derby City Council Plan and Derby Recovery Plan

In early 2020, the world was in the grip of the Covid-19 emergency and the Council was at the forefront of tackling this with the NHS. The Council Plan, and particularly its sister Recovery Plan, has been shaped by these events and set out three main outcomes:

- Our Place – a city with big ambitions
- Our People – a city of health and happiness
- Our Council – focused on the things that matter

Improving public transport and promoting active travel will support our wider goals for health and sustainability. Central to this is the delivery of the Council's Transforming Cities Fund programme, which the Recovery Plan details:

- Encourage people, who can, to walk and use public transport safely
- 'Bus priority corridors' – upgrading junctions, infrastructure and RTPI (real time passenger information) at key locations
- Cycle lane improvements along key routes to employment sites, including dedicated cycle lanes
- Creating a more welcoming gateway into the city that connects the railway station with the city centre, public transport, active travel links and routes into the city centre
- Smart mobility hubs

The Local Transport Plan (LTP) 2011-2026

The third Local Transport Plan 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 EP Plan and BSIP has been aligned to the Derby Local Transport Plan (LTP). We will review the LTP for a further period to meet both local and government requirements and this will be co-ordinated and aligned with the BSIP process.

Climate change and decarbonisation

The Council declared a climate emergency in May 2019 and is seeking to be net carbon zero by 2035. A Climate Commission has been established to refresh our citywide strategy and action plan. The current strategy identifies the need for smarter travel options so that people have a range of well provided, easily accessible and integrated lower carbon travel choices. One of the key objectives is for an efficient and effective public transport system that people choose to use.

The Climate Commission is supported by four Action Hubs including one for transport. The Transport Action Hub has representation from across business, travel and community organisations and is chaired by one of the local bus operators. It is developing a decarbonisation action plan with three clear priorities:

- Substitute trips
- Shift modes
- Switch fuels

Mobility Programme

Derby already has ambitious improvement plans for our bus network underway through our Mobility Programme, including our Transforming Cities Fund (TCF) and Future Transport Zone (FTZ) fund. TCF was initially a three-year programme up to March 2023, scheme delivery has been extended to March 2025. It has been the main focus of bus facilities investment and improvement in recent years. The funding associated with the BSIP will accelerate and enhance these initiatives meaning they can have greater impact and longevity.

TCF is 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 allows the two LTAs to develop schemes that encourage the connectivity and overall viability of the area in and between the cities.

Public transport is a fundamental part of the mobility programme, where we aim to promote an increase in journeys by low carbon, sustainable travel modes. This is 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 of the mobility 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
- Mass rapid transit – providing a high-quality zero-carbon transit route across the city centre, linking some key intra-city destinations and public areas
- Demand Responsive Transport – DRT to supplement services away from key corridors and to employment sites to offer an essential service and an innovative alternative to car travel.
- Mobility as a Service (MaaS) 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.

4 Derby's Current Bus Network

Summary of EP Plan services

A summary of services based on October 2022 timetables, on which the EP Plan is based, is tabulated in the BSIP. This relates only to registered local bus services, which excludes school contract services and long-distance coach services.

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 operated commercially 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 has 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 is 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.

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 annual number of passenger journeys has declined over the past 10 years and although this has included occasional uplifts, the overall trend has been reducing usage (**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. It should be noted that in 2018/19 there were 17.2 million passenger journeys, making this was the greatest pre-Covid year on year decline during the period. During 2020/21, whilst there were lockdowns and work from home guidance, there were 4.7 million passenger journeys, this rose to 9.7 million in 2021/22 and 11.7 million in 2022/23. This reflects the patronage recovery that has been taking place and that this EP is focused on continuing.

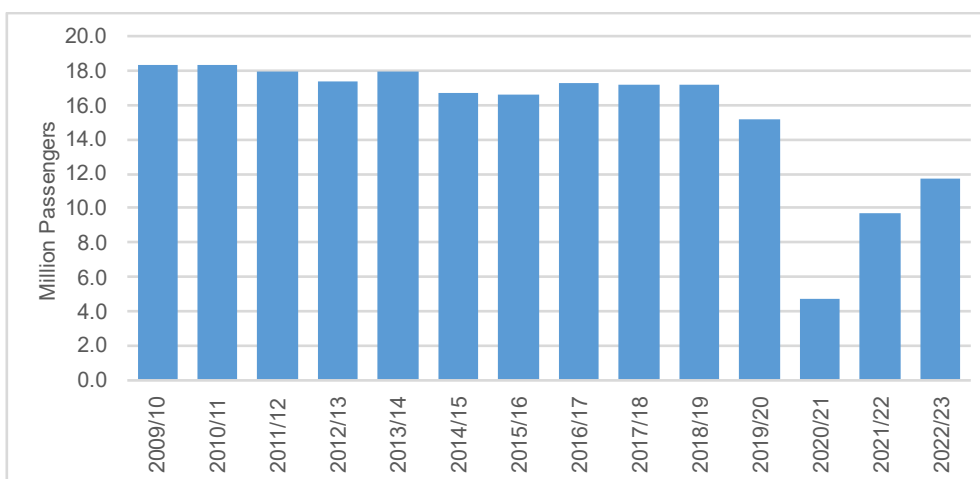


Figure 3: Annual passenger journeys on local bus services in Derby
(Source: DfT Local bus passenger journeys Table BUS01e)

The number of journeys per head of population is shown in **Figure 4**, since 2009/10 it has shown a gradual decline, falling 20% from 74 per year in 2009/10 to 59 per year in 2019/20. Compared to other local cities, Derby has significantly fewer bus journeys per head of population than Nottingham. Leicester has more journeys per head although the gap has reduced as Derby experienced a lower decline than Leicester.

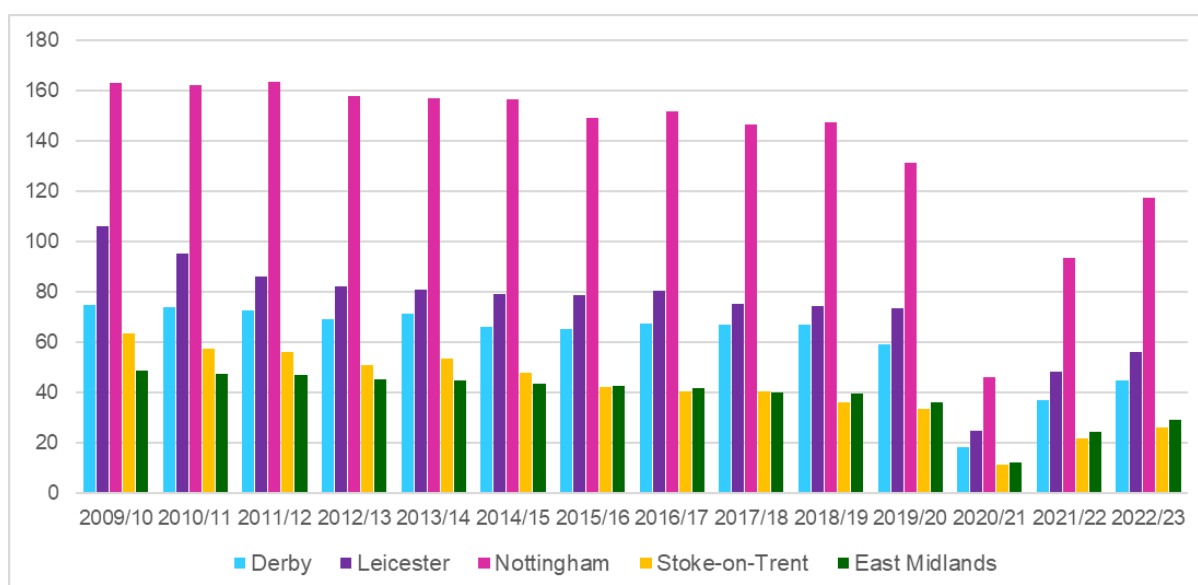


Figure 4: Bus passenger journeys per head of population.
(Source: DfT Local bus passenger journeys Table BUS01f)

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.

Operators had access to the Covid-19 bus service support grant (CBSSG Restart) until August 2021 to financially support the maintenance of services at pre-Covid-19 levels. CBSSG was succeeded by the Bus Recovery Grant (BRG) for the period September 2021 to April 2022. This was subsequently extended for a further twelve months, subject to the completion of a joint network review by the authority and the bus operators. This network review was completed allowing the additional funding to be released.

There is still uncertainty on the timescale before patronage levels may return to pre-Covid levels and how the profile of public transport users will ultimately change compared to the historic pre-Covid profile.

The two largest operators in Derby, Arriva and trentbarton, have undertaken 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.

Density of service

Heat maps have been generated to show the concentration of both bus stop locations and bus services within Derby. Based on a 1km grid overlaid on the authority area, the number of bus stops within each grid square was counted along with the length of road network. Within each 1km square the bus stops per km of road network were calculated, the output is shown in **Figure 5**.

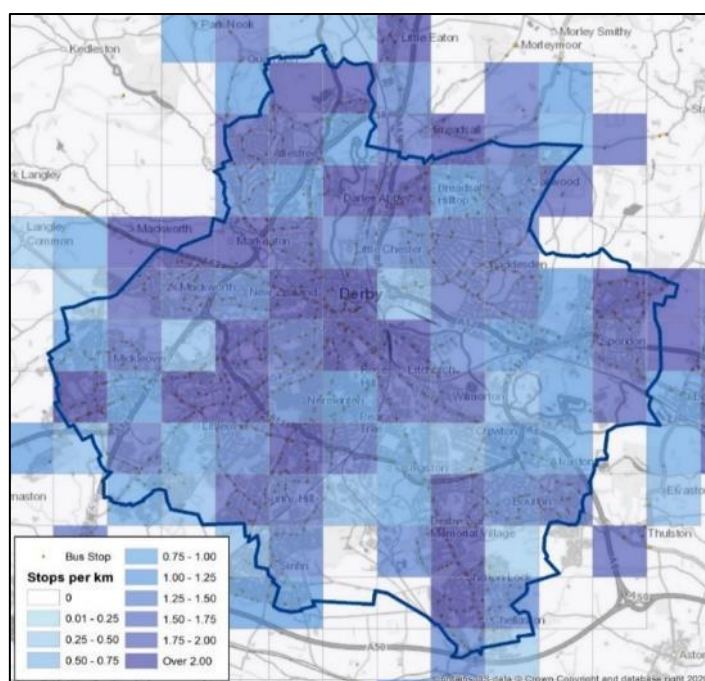


Figure 5: Bus stops per road network km heatmap

The number of individual bus services that operates within each 1km square was counted to generate a second heatmap shown in **Figure 6**. This provides the expected result of the highest density of services appearing within the city centre and

along the main arterial routes into the centre. It highlights that some of the outer residential areas only have a single bus service on offer to the residents.

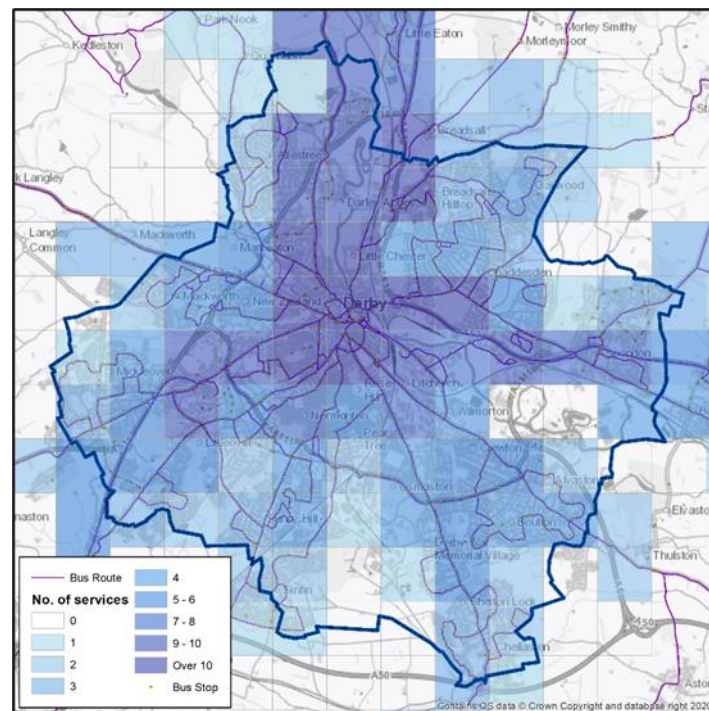


Figure 6: Density of bus services (2022)

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 12 minutes or better within this assessment. 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.

Since BSIP 1, changes to services have resulted in the reduction of high frequency services within the city. 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.

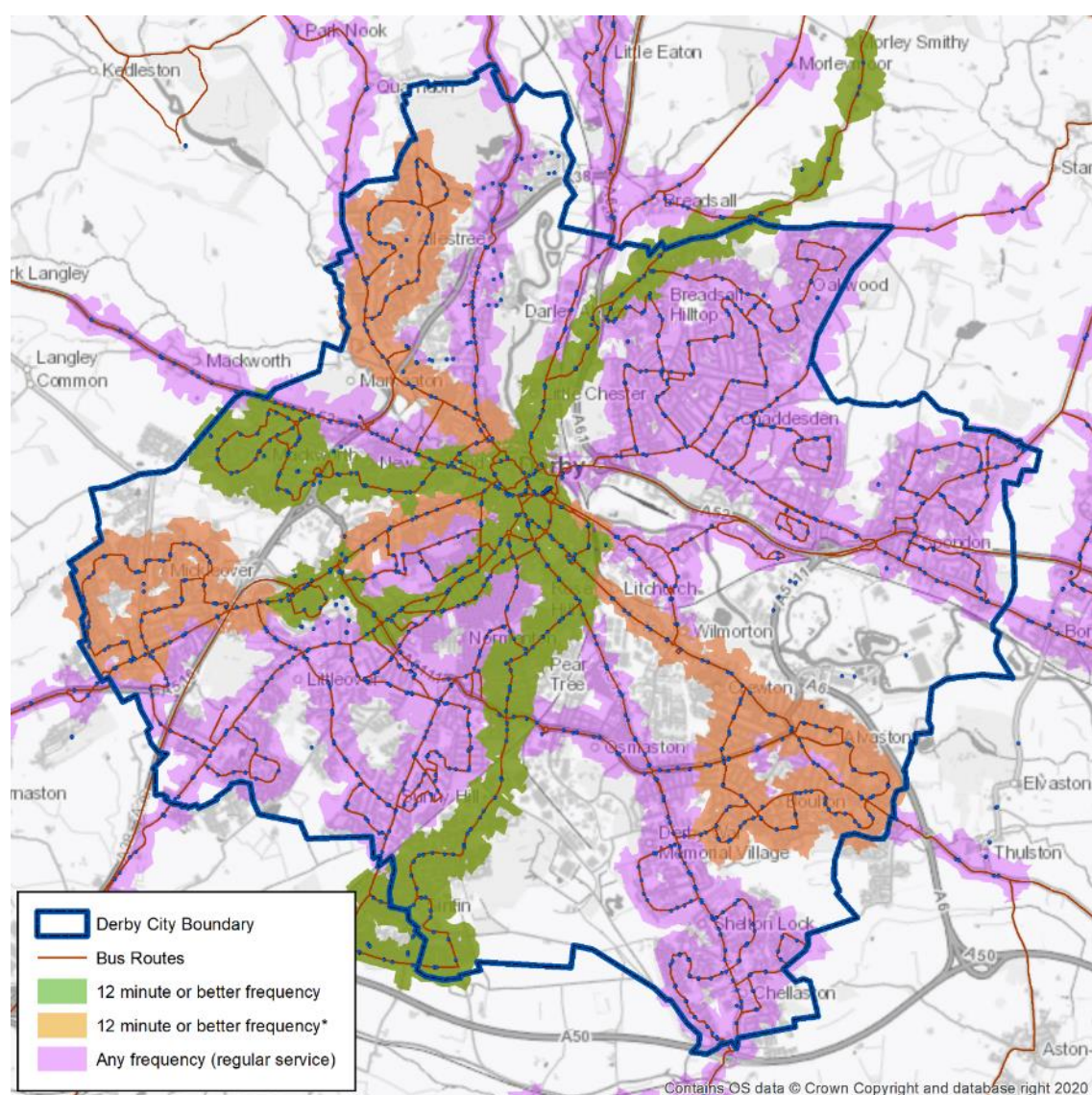
Table 1 shows that 9.2% of the population of Derby are within a 400m walking distance to a bus stop served by a high frequency service. When the services that operate alternate loops are also included, this rises to 30.0%. These values are lower than those within BSIP 1 and are a key target for improvement.

The analysis shows that overall coverage is very high within the city with over 93% 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 required destinations within the city.

	Population within 400m	Dwellings within 400m
High Frequency 12 min or better	9.2%	18.7%
High Frequency 12 min or better (inc alternate looping services)	30.0%	30.4%
All Regular Services	91.39%	91.7%

Table 1 – Proportion of population within walking distance of bus services

The walking catchments to bus stops are shown in **Figure 7**, with the catchment coloured by the frequency categories used to calculate the statistics for **Table 1**.



*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 7: Accessibility to bus services

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 tickets are priced at £5.80 and child tickets at £3.80. 7-day and 28-day versions of Spectrum 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. Spectrum cards are not linked to an individual user so family and friends can share the card to make more efficient use.



In April 2022, Arriva Derby 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 change means an adult single ticket within a single zone is £1.90, or £2.60 for Zone A+B. trentbarton adult single fares within Derby are predominantly around £2.10 for a short journey and £2.70 for a longer journey.

Based on single ticket fares to the city centre, the average fare per km from the furthest most points in the city is £0.44 per km. More generally from within outer region of the city it is between £0.50 and £0.60 per km, rising to around £1.00 per km for shorter journeys that start nearer to the centre.

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, which 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.

Modal share

The modal share for the method of travel to work from the 2011 Census, for residents of Derby, is shown in **Table 2**. This shows that in 2011 that 8.4% of journeys to work by Derby residents were made by bus. The Census measures the main method of travel, and therefore it is possible some journeys recorded as train may also use the bus for part of their journey.

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

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

Method of travel	Derby	East Midlands
Work mainly at or from home	6.3%	10.3%
Underground, metro, light rail, tram	0.1%	0.3%
Train	1.2%	0.8%
Bus, minibus or coach	8.4%	6.3%
Taxi	0.7%	0.4%
Motorcycle, scooter or moped	0.9%	0.7%
Driving in a car or van	62.3%	61.7%
Passenger in a car or van	5.5%	6.0%
Bicycle	3.4%	2.8%
On foot	10.8%	10.4%
Other method of travel to work	0.3%	0.4%

Table 2 – Travel to work mode split. (Source: Census 2011)

The geographic distribution of the bus user modal split from the 2011 Census is shown in **Figure 8**. 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.

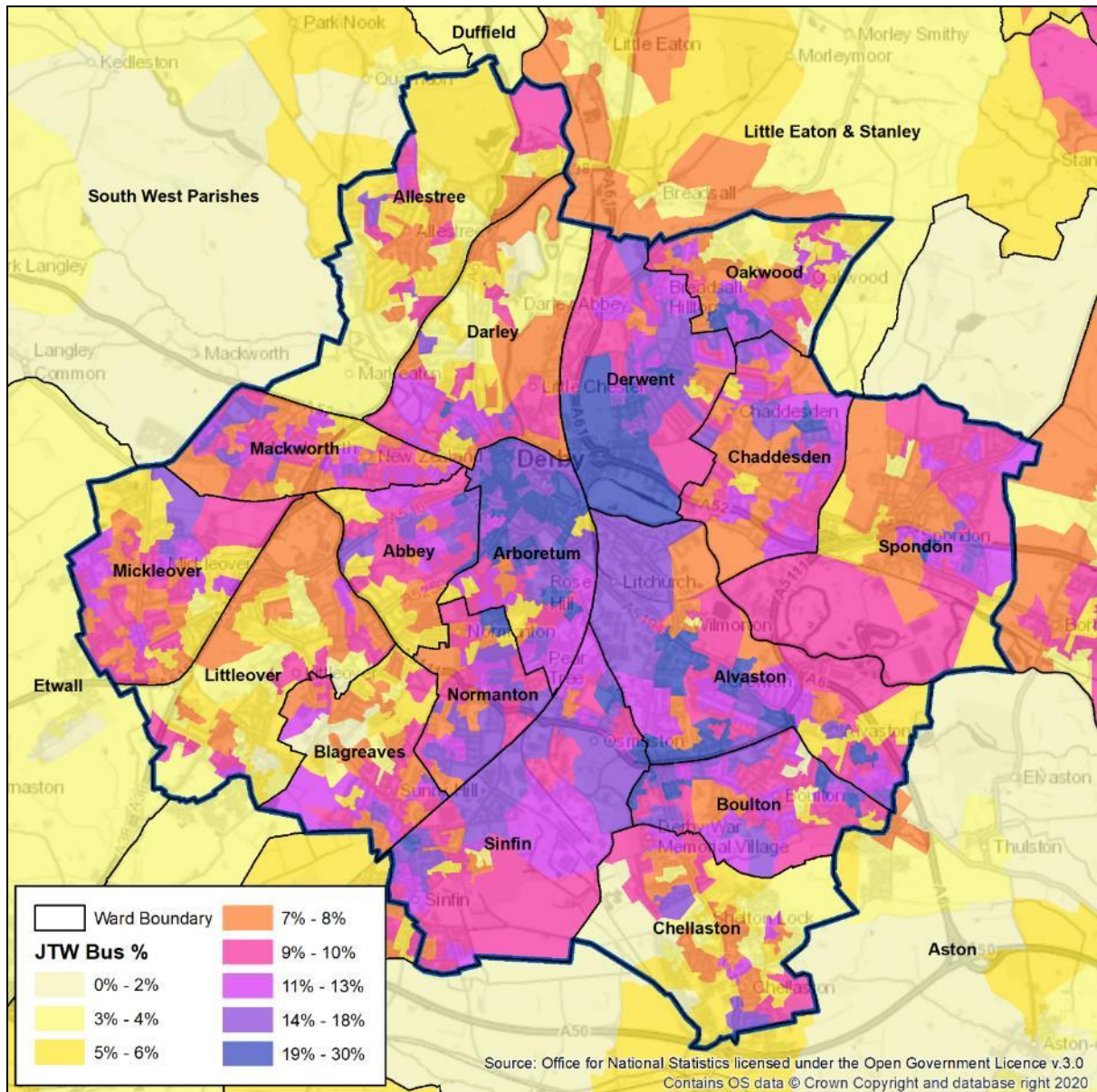


Figure 8: Journey to work by bus
(Source: Census 2011)

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.

Journey times

The average bus speed over the last 4 years for a subset of the services shows general consistency in speeds or a slight increase over the period. This increase is to be expected for 2020 and 2021 due to the reduction of traffic during the Covid-19 pandemic.

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 an average of 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. More detailed analysis into the average speeds and travel times is planned through use of the Analyse Bus Open Data tools that are to be released to support BSIP and EP development.

The temporal impact on bus speeds shows that the afternoon period from 15:00 to 18:00, incorporating the PM peak period, consistently experiences the lowest average speeds.

The impact of the pandemic has demonstrated the effect of traffic on the punctuality of services. Overall punctuality on one operators' services improved from 86% during the period 1 April 2019–31 March 2020 to 94% during the following year from 1 April 2020 – 31 March 2021 during which the lockdowns were in place along with the Government's stay at home advice.

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 9** 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

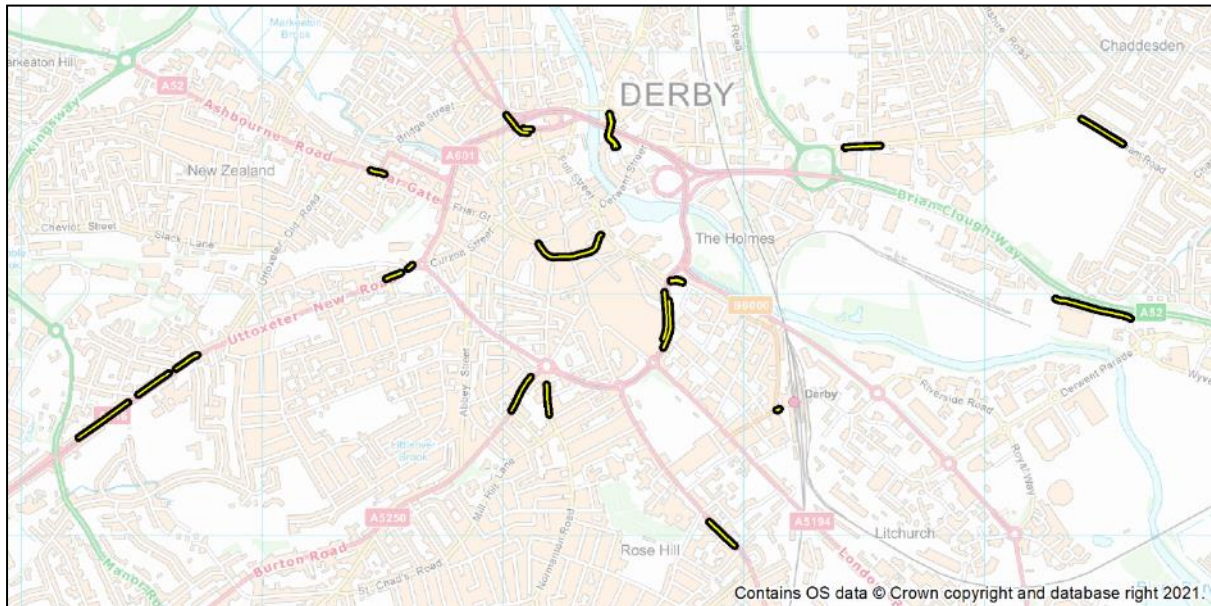


Figure 9: Location of bus lanes

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



Road congestion and traffic levels

Road congestion causes serious issues within Derby for bus operators. Historic data shows that overall congestion levels were reducing in 2019 compared to 2018, this was a general trend seen in most regions though as shown in **Figure 10**, with a further drop observed, as expected, during the height of the pandemic. Since the end of the pandemic the 2021 data has shown increases in the average delay in Derby,

although still below 2019 levels. This is in contrast to the average for England that has returned to a similar level to 2017/18.

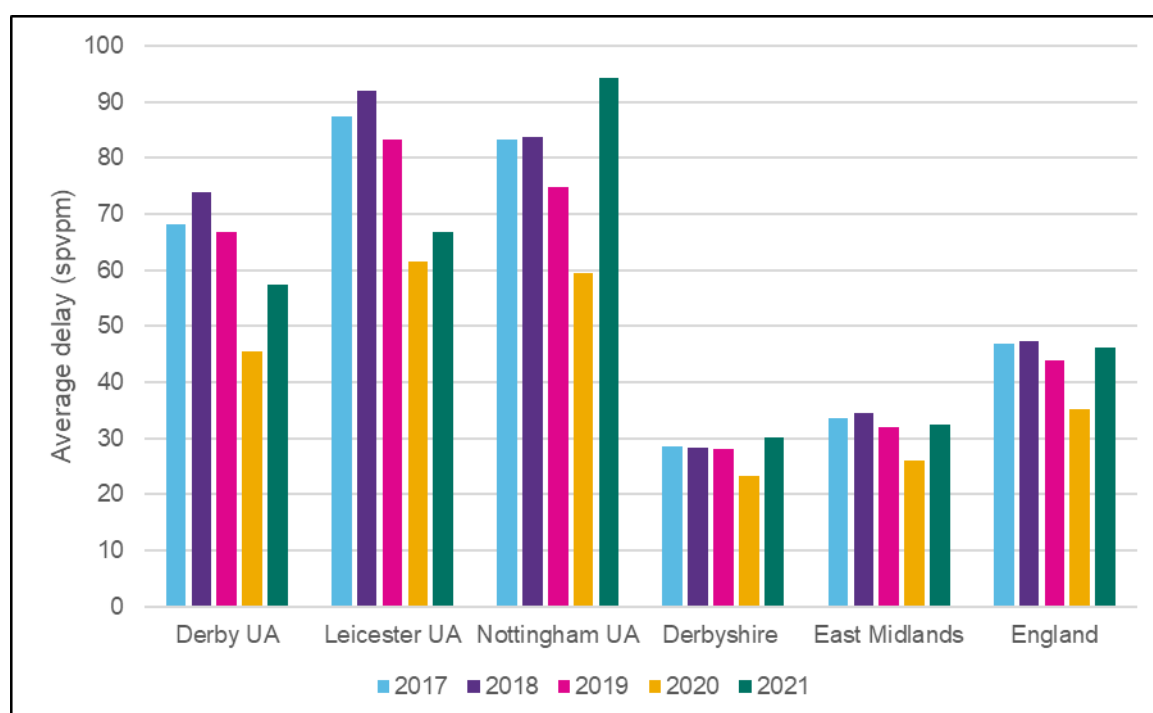


Figure 10: Average daily delay on locally managed A roads.

(Source: DfT Average Delay on Locally Managed 'A' Roads by Local Authority in England - Table CGN0502b)

(Figure 11 Note - Delay is calculated by subtracting derived 'free flow' travel times from observed travel times for individual road sections. Free flow travel times are calculated using the 85th percentile speed observation for each individual road sections. Average delay is weighted so that it is representative of traffic volumes. All day average delay calculated across the complete 24 hour period and includes all days of week.)

Figure 11 shows the daily average delay on road links. It highlights that, within Derby, there are several radial A roads that are suffering from over 70 seconds of delay per vehicle per mile on the key corridors into the city centre, with a number of links showing over 90 seconds of delay per vehicle per mile. These are links where buses are travelling within standard traffic for most of the route and, therefore, suffer from these delays along with the private vehicles.

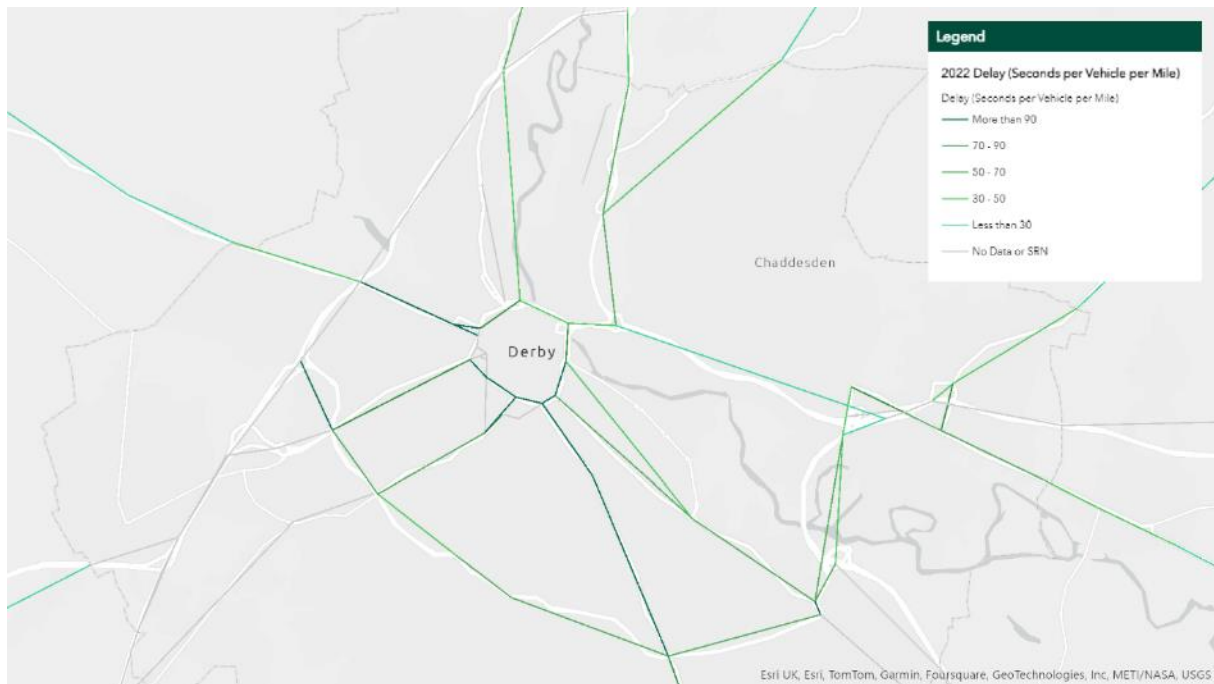


Figure 11: Average local A road delay 2022
(Source: Road Congestion Statistics, DfT)

During the pandemic, Covid-19 emergency transport measures were proposed and implemented across the city to support pedestrians, cyclists and assist in social distancing in mid-2020. Within the measures there were several city centre initiatives that operators have highlighted being of significant benefit to the operation of the bus network. The introduction of a one-way system on some city centre roads to allow road space reallocation along with restrictions introduced on Corporation Street limiting traffic to buses, taxis, cyclists and pedestrians has improved the reliability and operation of services within the centre. These changes have reduced congestion and operators have also indicated that these changes have had a positive effect on the operation of the bus station. Whilst these measures have been introduced under emergency Covid-19 traffic regulation order powers, a review of the impacts and benefits and determination of a longer-term strategy that could retain this operation and expand the benefits through additional prioritisation for public transport vehicles on these roads would further enhance the city centre operation of services.

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 12**.

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.

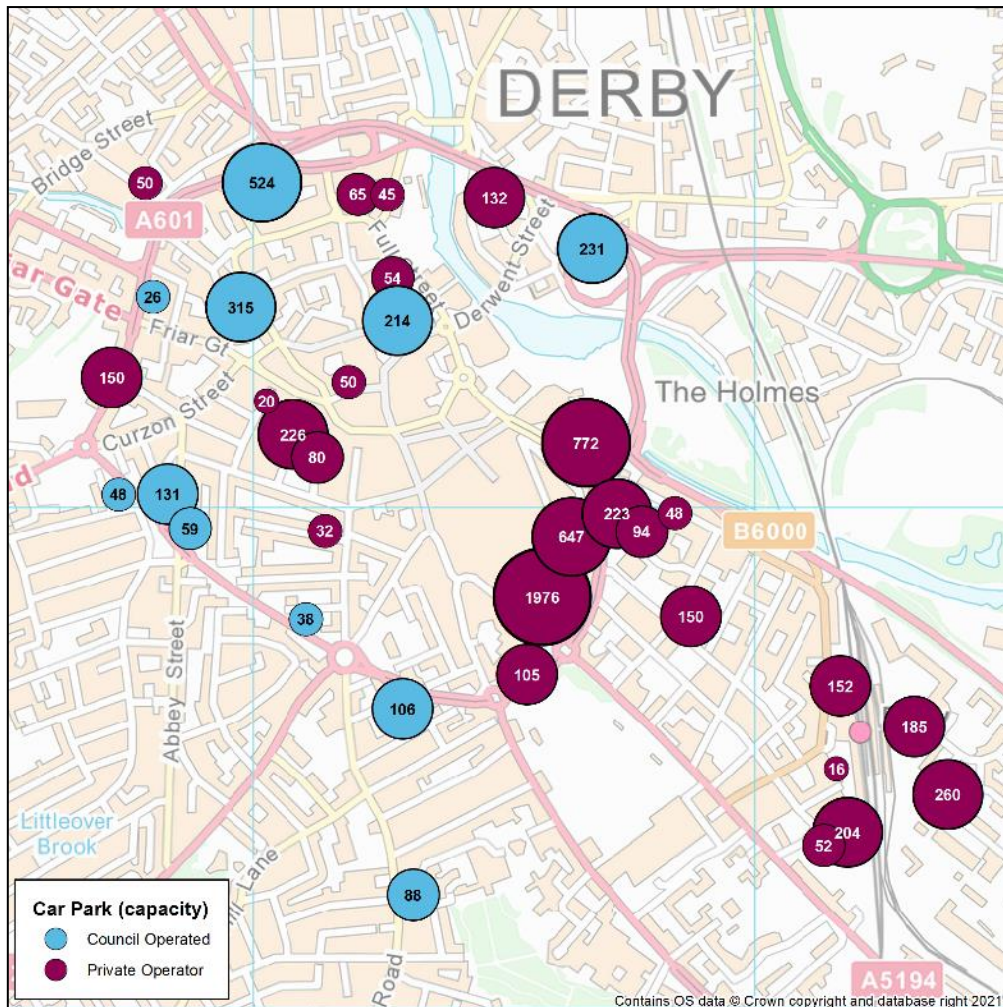


Figure 12: Car park locations and capacity

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, and 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.

Air Quality and emissions

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 13** 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 inner 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 NO_x emissions from buses and help to meet the air quality targets. Working in partnership with Arriva Midlands, 54 Derby based buses have been successfully retrofitted to achieve Euro VI compliance. The Arriva Derby fleet operating at October 2022 is 100% Euro VI compliant.

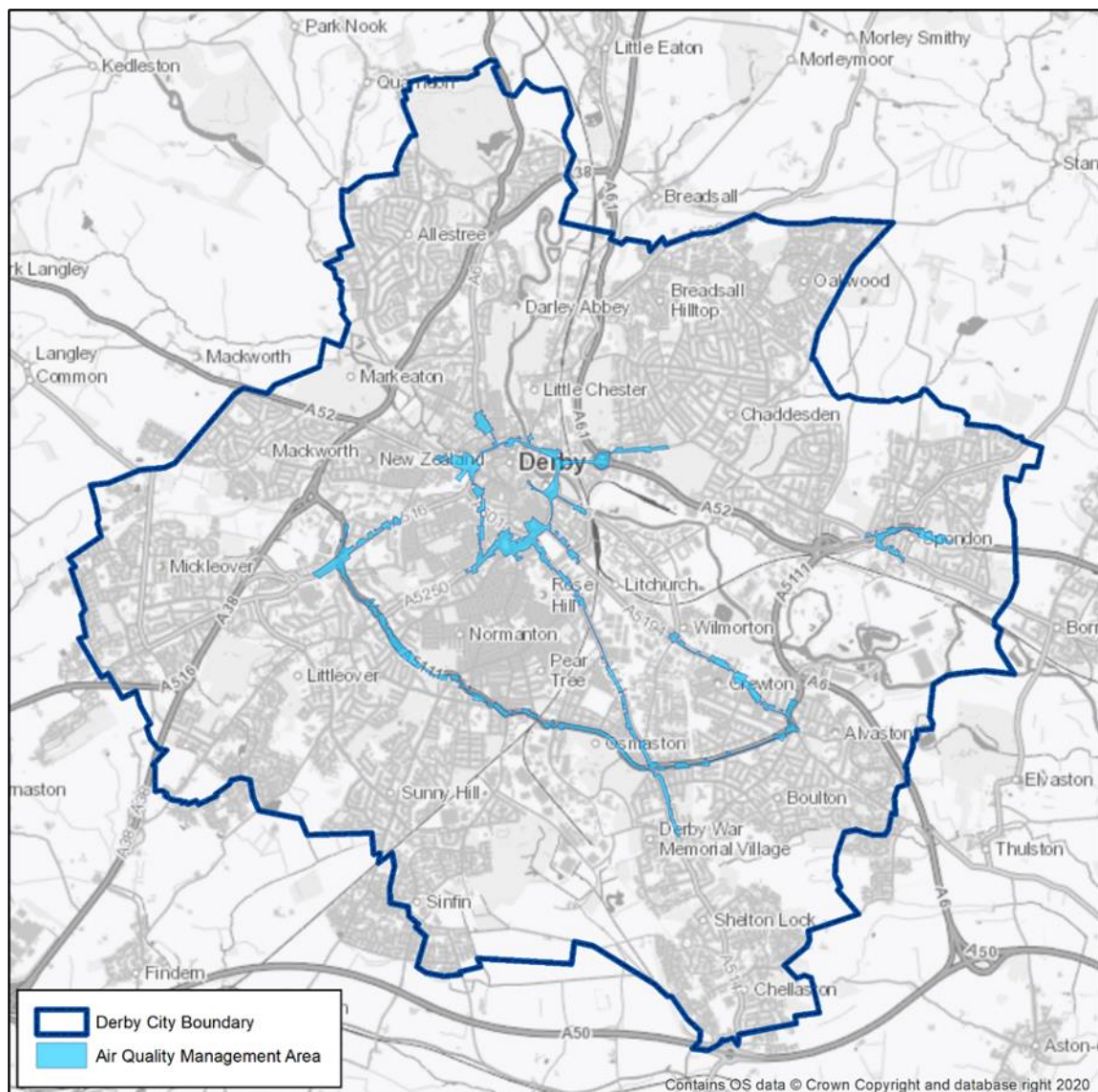


Figure 13: Air Quality Management Areas

Availability of passenger information

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

- 131 Real Time Passenger Information (RTPI) displays at bus stops, which are a mixture of Tft and LED displays
- 2 interactive kiosks at the bus station
- Each bay within the Bus Station and all stops within the City Centre have a timetable present at the stop
- Outside of the city centre the operators maintain the information provision at stops. Many bus stops have timetables at the stop.
- 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.
- 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



Bus fleet

Based on the latest available data from operators, there are over 323 buses used to deliver the current Derby bus network. These vehicles have an age range from 2 years old to 13 years old. The average age is 8.7 years old, with the individual operator fleet average ages ranging from 7.7 years old to 9.9 years old. The average age of vehicles operating in Derby is similar to the average age of a bus in England of 8.5 years (Annual bus statistics: England 20/21).

From the available vehicle fleet information, 175 of the 323 vehicles (54%) are EURO VI compliant. Whilst we are striving to reach 100%, the current status is aligned with the value for England, outside of London, that stood at 53% EURO VI compliance (Annual bus statistics: England 22/23, Table BUS06e)



Local Operators & LTA partnership working

There is a strong history of partnership working between the Council and the bus operators. There has been a well-established Strategic Bus Partnership in Derby for many years, which is 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

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

The majority of the services are operated by Arriva and trentbarton.

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 14** provides an overview of the extent of cross-boundary services in operation.

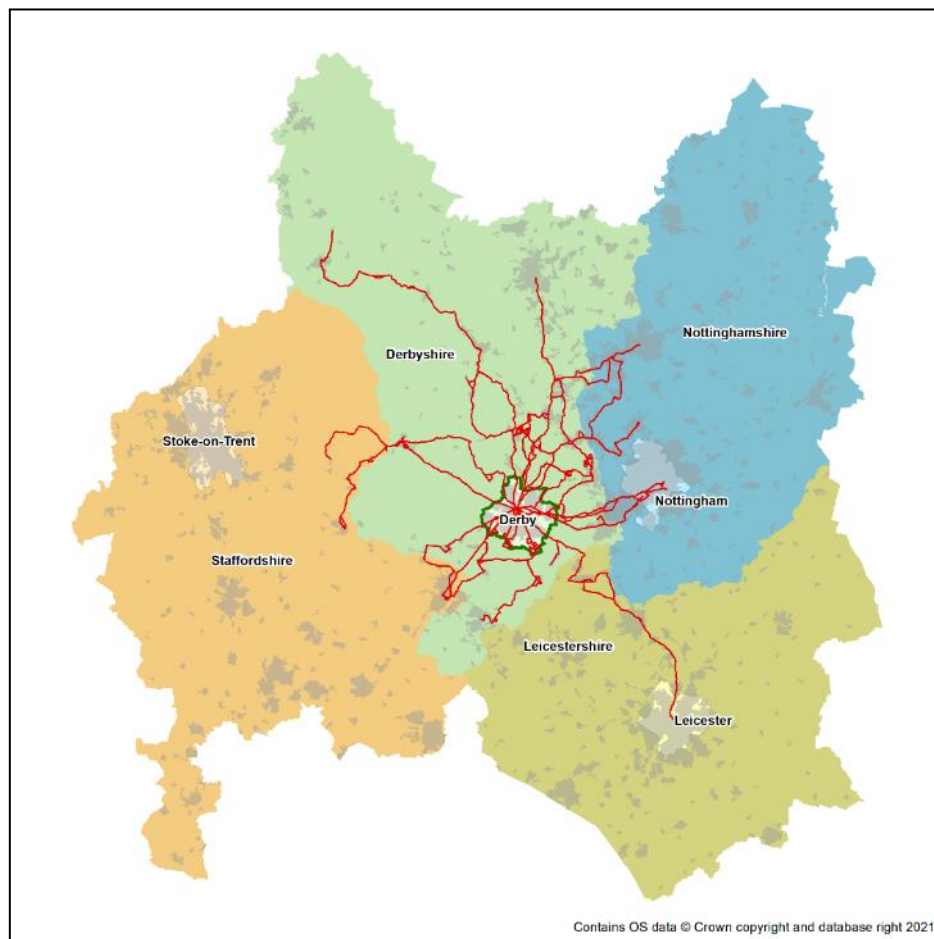


Figure 14: Cross boundary services

Derby City Council do not currently support any services financially. All bus services within the city are operated commercially.

The authority has a very small team of 3 staff working full time on public transport, which includes the Passenger Transport Team Leader. They are managed by a Group Manager who has significant input to the team.

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, which 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.



5 Passenger Satisfaction

Passenger satisfaction data regarding the existing network and services is limited. An annual series of surveys will be undertaken to track passenger satisfaction and priorities for investment.

Baseline passenger satisfaction data has been taken from the Transport Focus survey. As there is not a geographical filter for Derby City the data for Derbyshire has been selected. This dataset has been filtered by operators with services within the city boundary. It should be noted that this results in the data reflect only trentbarton services, because other operators are not covered by the Transport Focus survey data in this area.

Customer satisfaction is reported on the areas below:

- Overall journey
- Journey time

- Punctuality
- Value for money
- Bus driver greeting/welcome
- Interior cleanliness and condition
- Availability of seating or space to stand

trentbarton have also conducted research relating to post COVID recovery. This shows passenger confidence in safely returning to bus use and the major issues of concern. This gives valuable information in building the confidence to aid the recovery.

Surveys will be undertaken using the same question structure to provide an ongoing comparison for the monitoring and reporting (and if possible, ensuring coverage across all operators). The percentages that are taken within the measurement is that of passengers indicating that they are satisfied with a specific area of the service through a response of 'very satisfied' or 'fairly satisfied'.

6 The impact of the COVID 19 Pandemic

The impact of Covid-19 on public transport has 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 an overall reduction in travel and a modal shift away from public transport for many users at an already challenging time for many bus operators.

Operators had access to the Covid-19 bus service support grant (CBSSG Restart) until August 2021 to financially support the maintenance of services at pre-Covid-19 levels. CBSSG was succeeded by the Bus Recovery Grant (BRG) for the period September 2021 to April 2022. This was subsequently extended for a further twelve months until April 2023. DfT stated that this would be last extension and payment of the money and will be contingent upon the authority and bus operators undertaking a network review exercise, which was subsequently completed. There continues to be a large amount of uncertainty on the timescale before patronage levels may return to pre-Covid levels.

The two largest operators in Derby, Arriva and trentbarton, have undertaken 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 show 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.

This was examined in detail in the preliminary network review and will be a key issue in the fundamental review currently being undertaken.

7 Desired Outcomes for Derby's Local Bus Network

The Derby City BSIP outlined a number of 'ambitions' to significantly improve all aspects of the local bus network, in line with the aspirations of The National Bus Strategy.

The 'ambitions' are the desired outcomes of the process, and are outlined below:

- To improve reliability and reduce journey times, especially during peak periods, such that they are a real alternative to using a private car. To make use of bus lanes and other bus priority measures, where appropriate, to support the provision of faster and more reliable services.
- To increase patronage across all demographics, returning passenger journey levels to pre-Covid levels before building towards the levels seen historically by influencing modal split with an attractive public transport network.
- Providing good access to all, ensuring areas are not over or under served by the local bus network.
- 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 either registered local bus services or demand responsive transport. The network should be built around high frequency routes operating along the key corridors or short response times in the case of demand responsive services.
- To make bus journeys an affordable and easy to understand option for travel within the city.
- Where active travel is not possible, to make public transport the mode of choice within Derby.
- To minimise the negative impact of congestion delays on the public transport network.
- Make the cost of bus travel competitive with parking costs, particularly when considering group or family travel.
- To expand the provision of real time information at stops where appropriate.
- To support the bus operators in the transition to low emission and alternatively fuelled vehicles.
- To maintain and build on the local branding identity; providing an easy to understand, modern and attractive network.

8 Targets

In order to measure the progress with achieving our objectives, the Enhanced Partnership has agreed a series of targets. Progress will be monitored against these targets, which will be measured and reported on a six-monthly basis. The first six monthly BSIP monitoring report has been produced.

Headline Targets

Targets for journey times and reliability improvements

Journey Times

The Partnership 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 performance measure will be based upon the ratio of the bus journey time between defined stops on a corridor to the equivalent journey time in a private car at the same time of day; this measure will focus on the AM and PM peak periods. Using this comparable measure will provide a focus on ensuring travel by bus provides a suitable alternative journey.

The following corridors were selected for monitoring:

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

The data for the bus journey times is obtained from the Analyse Bus Open Data (ABOD) service. Corridors have been defined within ABOD to allow regular reporting. The added benefit to using ABOD as the data source is that it will also allow drilling down within a corridor to identify whether journey time improvements are as a result of measures at specific junctions or along link sections. Private vehicle journey times will be calculated using data from HERE Technologies (formerly Navteq and Nokia). The HERE information is collected from a variety of devices including, sat-navs, road sensors, smartphones and connected vehicles.

This floating vehicle data (FVD) will be interrogated via ESRI ArcMap GIS software to generate corridor journey times.

Reliability/Punctuality

The reliability/punctuality of the bus network is monitored through the proportion of journeys that are classified as early, on time or late on departure. 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 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 the Analyse Bus Open Data (ABOD) service. Use of a single data source rather than direct from operators will ensure consistency of the measurement across operators. Historic data is available from bus 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 have initially set the target at the Traffic Commissioners' level of 95% adherence for this measurement before looking to improve upon this figure.

Target	Actual 2018/19	Actual 2019/20	Actual 2020/21	Actual 2021/22	Target 2024/25	Measurement Source
Corridor Journey Times (Ratio of Bus to Car)	Not available	Not available	Not available	Individual Route Baselines for EP	5% Reduction	Data from ABOD and FVD
Percentage of Journeys 'On-time'	Not available	86%*	94%*	77.7%#	95%	Data from ABOD

*Based on available data, #Based on available ABOD data (01/10/21-31/03/22)

Table 3 – Journey time and reliability targets.

Targets for passenger growth and customer satisfaction

Passenger Growth

Passenger growth is fundamental to the objectives of the EP Plan. Measurement is essential to monitoring the return to pre-Covid passenger levels and beyond, resulting from the network investment and improvements both currently underway and planned. Increased passenger numbers will aid the sustainability of the network and support further growth. We measure the number of passenger journeys based on data provided by the operators.

It is important that the Enhanced Partnership is focused on passenger growth and the delivery of measures to create growth conditions.

Customer Satisfaction

Baseline customer satisfaction data has been taken from the Transport Focus survey.

Customer satisfaction is reported on the areas below:

- Overall journey
- Journey time
- Punctuality
- Value for money
- Bus driver greeting/welcome
- Interior cleanliness and condition
- Availability of seating or space to stand

Future surveys will be undertaken using the same question structure to provide an ongoing comparison for the monitoring and reporting (and if possible, ensuring coverage across all operators). The percentages that are taken within the measurement is that of passengers indicating that they are satisfied with a specific area of the service through a response of 'very satisfied' or 'fairly satisfied'.

Target	Actual 2018/19	Actual 2019/20	Target 2024/25	Measurement Source
Passenger Journeys	17.2m	15.2m	17.2m	Data from operators
Satisfaction with overall journey	96%	95%	96%	Passenger survey
Satisfaction with journey time	84%	93%	95%	Passenger survey
Satisfaction with punctuality	70%	85%	95%	Passenger survey
Satisfaction with value for money	63%	78%	85%	Passenger survey
Satisfaction with bus driver greeting/welcome	92%	92%	95%	Passenger survey
Satisfaction with interior cleanliness and condition	90%	93%	95%	Passenger survey
Satisfaction with availability of seating or space to stand	95%	92%	95%	Passenger survey

Table 4 – Passenger growth and customer satisfaction targets.

Additional Targets

There are a number of additional targets, which are outlined below, that support the overall improvement in the bus network. They 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. These measures are monitored and reported together with the Headline Targets.

Number of RTPI Displays

The number of RTPI displays are 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.

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 (12 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.

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.

Target	Actual 2018/19	Actual 2019/20	Actual 2020/21	Actual 2021/22	Target 2024/25	Measurement Source
Number of stops with Real Time Information Displays	-	120	120	131	200	DCC Data
Percentage of population within 400m of a frequent service	-	50.3%	Services reduced due to Covid-19	42.1%	50%	NaPTAN, Timetable Data from Operators & Census Statistics
Percentage of Euro VI (or better) buses within Derby	-	80%*	80%*	80%*	90%	Data from Operators

*based on available data

Table 5 – Additional targets

Potential Future Targets

In addition to those targets outlined above, **Table 6** below summarises additional targets that we anticipate collecting data for in preparation for future updates of the BSIP.

<i>Sites with bus priority implemented</i>	This measure would monitor the number of sites where a form of bus priority (e.g. signal priority or bus lane) is present, within the authority. This is considered more relevant than a measure such as 'miles of bus lane' as it may be that bus lanes are not the preferred solution to specific problems.
<i>Hours of service</i>	This measure could include items such as 'Percentage of services with an evening service' or 'Percentage of services with a Sunday service'. It is to ensure that during the development of the network there are not times of the day or week that become neglected and potentially suppress demand or miss some demographics.
<i>Fares</i>	This measure would seek to calculate a daily cost of an average journey, this is a meaningful value to a bus user. It could represent an average return fare for a commuter or shopper.
<i>Bus Shelters</i>	This measure would monitor the number of bus stops with shelter infrastructure. It is a measure of the perceived quality of the network.
<i>Stakeholder Engagement</i>	Monitoring of the participation of the authority at regular meetings with the key stakeholders and neighbouring authorities will provide a measure of the commitment of the authority to the BSIP, EP and working with the neighbouring authorities.

Table 6 – Potential future targets.

9 Measures Planned to Achieve Objectives

The Enhanced Partnership between Derby City Council and the bus operators have agreed on a series of measures to be included in this EP Plan, to be delivered by the EP. Funding for the measures was included in the BSIP bid, but the ability to deliver them and the speed of delivery was subject to the funding being made available by the DfT. The funding was partially granted, which has enabled the Partnership to move forward with the prioritised measures.

Introduction

To ensure we can build on our current improvement plans and set the foundations for the future, our EP Plan is focused firstly on continuing the post Covid recovery and then to influence modal split by making bus journeys a faster, more reliable and an affordable option for families owning a car.

Bus priority infrastructure

National Bus Strategy Objective – Faster & more reliable services

Our discussions with bus operators have indicated that both the major operators in Derby consider traffic congestion to be the major issue preventing them from increasing the speed and improving the reliability of their services. Identification of congestion ‘hotspots’ and developing and implementing solutions is a key priority. Considerable work has already been undertaken to drive this forward with TCF but this will be further progressed in our BSIP.

A fundamental aim of this BSIP will be to make bus journey times to the city centre and other key destinations comparable to, or better than, travel by private car.

The Transforming Cities Fund (TCF) has concentrated on the following corridors. These are the strategic corridors that connect major populations to the city centre:

- Nottingham Road
- Uttoxeter New Road
- Mansfield Road & Alfreton Road
- London Road
- Ashbourne Road
- Burton Road
- Duffield Road & Kedleston Road
- Osmaston Road
- Sinfin Lane & Stenson Road

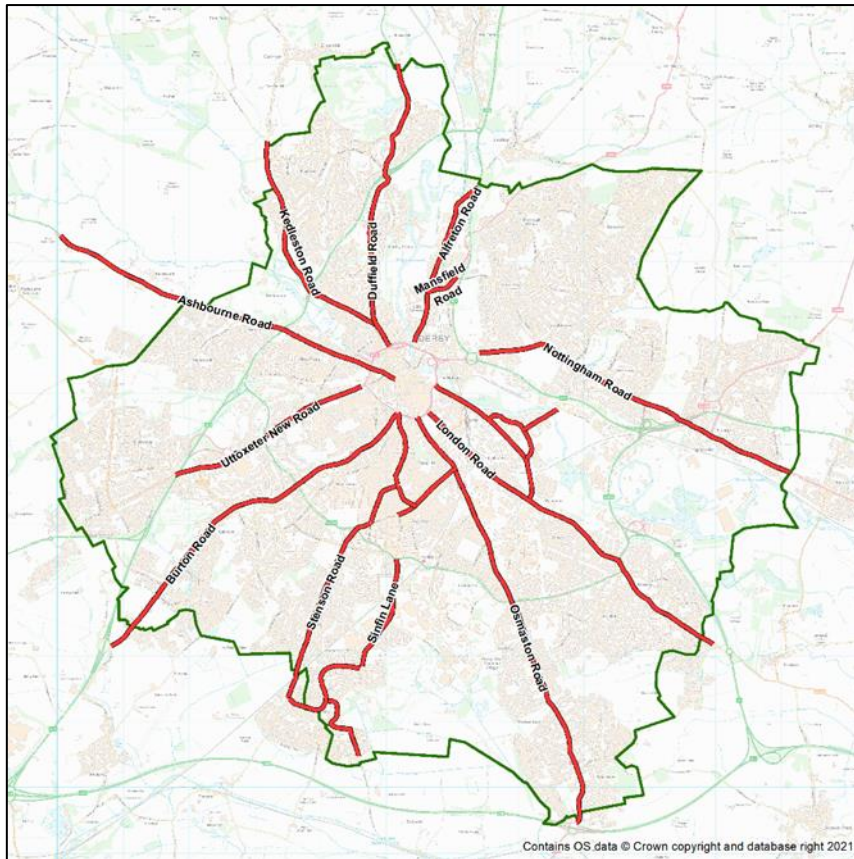


Figure 15: TCF Strategic Corridors

However, our discussions with operators have highlighted that the following should be treated as priority for journeys into the city centre:

- London Road
- Nottingham Road
- Duffield Road
- Kedleston Road
- Osmaston Road
- Uttoxeter Road
- Mansfield Road / Alfreton Road
- A52 / Pentagon Island (including improved access/egress to Chequers Road bus lane)

A complex range of data has been used to assess options for improving bus journey times along the corridors. Locations where typical traffic conditions cause delays for the existing bus services were identified and schemes to improve the situation for buses were designed and costed where possible.

The current situation is that the following sites, shown in **Table 7**, have been evaluated and the work to progress these is underway. A more detailed description of the measures is contained in Annex A2 of the EP Scheme

Location	Scheme	Total cost of project or proposal (£ nominal)	Timeframe for Implementation
Duffield Road/ Broadway	Replacement of the existing roundabout with a fully signalised junction. Bus priority to be implemented through the junction for inbound services utilising newly acquired Novus Trapeze RTPI and UTC systems.	Capital: 3,055,000 (Source – DfT BSIP)	3 Years
Osmaston Road/ Harvey Road	Major Improvement scheme of an existing busy signal-controlled roundabout to include bus priority measures.	Capital: 1,645,000 (Source – DfT BSIP)	2 Years
Kedleston Road/ Allestree Lane	New junction layout and signalisation. Bus priority to be implemented utilising newly acquired Novus Trapeze RTPI and UTC systems.	Capital: 250,000 (Source – Private)	1 Year
Multiple Sites	Electronic Junction Bus Priority to be implemented through adaptation of existing signals utilising newly acquired Novus Trapeze RTPI and UTC systems covering the following locations: Friar Gate Burton Road/ Manor Road Duffield Road/ Five Lamps Kedleston Road/ A38 Osmaston Road/ Douglas Street Sinfin Lane/ St Thomas Road	Capital: 150,000 (Source – DfT other (TCF))	1 year

Location	Scheme	Total cost of project or proposal (£ nominal)	Timeframe for Implementation
	Swarkestone Road/ High Street		
	Chellaston Road/ Merrill Way		

Table 7 – Summary of Proposed Bus Priority schemes.

Some locations are very difficult to improve because of a lack of road space or the layout of the highway and surrounding constraints. Potential schemes have been developed and assessed where feasible to achieve some element of bus prioritisation, using physical features or technology.

In addition to the above schemes, other locations for improvements to bus journey times and 'pinch points' will be explored with the operators. This could include physical bus priority measures and park and ride. These will be evaluated and where appropriate included in a future BSIP.

Bus Operators were also asked to identify other locations or prioritise locations for improvements to bus journey times. Where not already done, all these will be evaluated and included in EP Plan updates and variations to the EP Scheme. Where these have not already been programmed, they will be added to the programme for evaluation. When schemes have been identified these will also be included in EP Plan updates and variations to the EP Scheme

During the pandemic, Covid-19 emergency transport measures were proposed and implemented across the city to support pedestrians, cyclists and assist in social distancing in mid-2020. Within the measures there were several city centre initiatives that operators have highlighted being of significant benefit to the operation of the bus network. The introduction of a one-way system on some city centre roads to allow road space reallocation along with restrictions introduced on Corporation Street limiting traffic to buses, taxis, cyclists and pedestrians has improved the reliability and operation of services within the centre. These changes have reduced congestion and operators have also indicated that these changes have had a positive effect on the operation of the bus station. Whilst these measures have been introduced under emergency Covid-19 traffic regulation order powers, a review of the impacts and benefits and determination of a longer-term strategy that could retain this operation and expand the benefits through additional prioritisation for public transport vehicles on these roads would further enhance the city centre operation of services. Subject to the availability of funding this work will be progressed.

Other infrastructure

Shelters and Waiting Facilities

National Bus Strategy Objective – Simpler to understand bus network

The TCF corridor project has reviewed all the bus infrastructure on the nine main corridors. The corridors have differing levels and quality of infrastructure and there is much variation within each corridor. The quality of the infrastructure is generally related to the passenger footfall at each stop and its prominence as an advertising shelter.

Many bus stops in prominent positions have been provided with Clear Channel advertising shelters. These are good quality shelters with lighting, seats and side panels and are generally well-maintained.

There are some examples of high-quality stops and shelters, but these are in the minority. Most stops would also benefit from some level of improvement or maintenance. The key destinations along the corridors in general are well served, with good waiting facilities.

Completion of Corridor Shelter Replacement Programme

The TCF proposed improvements aim to balance the cost of improvements against the likely use of the bus stop. The TCF funding has allocated funding towards an initial upgrading programme (survey, inspection and design). Further resources are required to both survey the remaining infrastructure and to fund the ongoing capital works required. This work will be included in EP Plan updates and variations to the EP Scheme.

The scheme currently underway will refurbish 400 bus stops on Strategic routes into the city. Works will include civils works to adjust kerb heights, widen footway where possible and resurface footway in vicinity. In addition, there will be replacement (or provision of additional) 145 bus shelters in total. In parallel with this existing LED RTI units will be upgraded to TfT units. In addition, 100 new double-sided TfT RTI displays will be installed.

Total cost of project (£ nominal) – Capital: 4,000,000 (Source – DfT Other (TCF))

Timescale – 1 year

Fares support

Study to Identify Targeted Fare Reduction Schemes

We are undertaking a study into targeted fares reductions. This study will consider the costs of such schemes and the benefits to the targeted groups. Following this, we will work collaboratively with Derbyshire County Council and local bus operators to introduce a suite of new discounted travel tickets for customer groups such as students, young people, and job seekers. See Annex C in the EP Scheme for more details of this study.

Total cost of project (£ nominal) – Revenue: 50,000 (Source – DfT - BSIP)

Timescale – 1 year

Implementation and Support for Targeted Reduced fare Schemes

The targeted discounts will encourage younger people to continue using the bus at a time when they may be considering buying their first car, they will also help to reduce social isolation, and lend a helping hand to those looking for work. These discounts will help to grow passenger numbers and deliver higher levels of overall customer satisfaction by reducing the cost of bus travel. Any new scheme will be included in EP Plan updates and variations to the EP Scheme. **See Annex 2 for more details of this proposal.**

Total cost of project (£ nominal) – Revenue: 500,000 (Source – DfT - BSIP)

Timescale – 2 years

Ticketing Reform

Review of Spectrum Multi-operator Ticket

Derby already has a multi-operator product (currently known as Spectrum) which is available in adult, young persons and child versions. Daily, 7-day and 28-day versions are available. Once the card is purchased it can be 'topped-up' on any bus.

Since its launch in 2016 the product has evolved, including the introduction of 7 day and 28 day versions. Derby City Council initiated a review of the operation and performance of the current Spectrum scheme and the systems that support it in early 2021. The review also considered opportunities for the further development of multi-operator ticketing in Derby. This review highlighted a number of opportunities to develop the product. These included:

- Re-introduce day tickets sold on bus
- Online issue of tickets
- Zone Extension / introduce a wider zone
- Introduce flexible options (carnets / flexible season tickets)
- Introduction of a mobile ticketing app
- Account based ticketing

In the aftermath of COVID, these proposals seem even more relevant given the changing nature of people's journeys. In addition, proposals are being considered to re-brand the new Spectrum ticket.

The proposal is, therefore, to give an immediate revenue resource of £25,463 in 2023/24 to undertake further work on these proposals and negotiate the changes within the Enhanced Partnership. A further £30K capital is included in 2024/25 to issue new cards, in the expectation that there may be technology changes required and the re-branding to Derby Go.

It is intended that the re-launched Spectrum will be valid on the new DRT network to be established, following the network review.

Total cost of project (£ nominal) – Revenue: 25,463, Capital: 30,000 (Source – DfT - BSIP)

Timescale – 2 years

Parking charges

The authority will undertake a review of parking charges in relation to bus fares. The intention will be to ensure that a bus journey into the city centre will be economically aligned with a similar private car journey.

Bus service support

Network Review

National Bus Strategy Objective – Comprehensive Service Provision

We are undertaking a network review to identify areas or communities which have either had bus services withdrawn in recent years or which are perceived to be lacking in adequate bus service provision. As an integral part of this review, we will investigate whether there are opportunities for introducing a DRT in the city.

For more details of this review see Annex D of the EP Scheme.

Total cost of project (£ nominal) – Revenue: 100,000 (Source – DfT - BSIP)

Timescale – 1 year

DRT Implementation and Support

National Bus Strategy Objective - Integration

Derby has relatively high frequency services on the main corridors, without any current requirement for revenue support. However, away from the main corridors, frequencies are lower and these areas are often hard to serve without ongoing support. It is for this reason, that the authority is investigating the role of DRT. A study has been completed which indicates that it is likely to be an appropriate option. Following on from this, a market testing exercise was undertaken. The main proposals for DRT will come from the major Network Review which will be undertaken across the city. We will also be reviewing how any revised network and particularly DRT, can more closely be integrated with the health and social care sectors. The BSIP funding will provide 'pump priming' revenue support to subsidise these services in the first two years.

DRT Technology Platform

Total cost of project (£ nominal) – Capital: 550,000 (Source – DfT Other (TCF) subject to change request)

Timescale – March 2024

DRT Pump Priming Revenue Support

Total cost of project (£ nominal) – Revenue: 1,050,000 (Source – DfT - BSIP)

Timescale – 2 years support from April 2024

Post Covid Recovery Support

Initially, the bus operators informed the Partnership that, at current customer levels, there were a number of services which they would be unable to continue past October 2022, in their current form, without further support. This is when the DfT funding to support the post COVID period was due to come to an end. This was extended for a further six months to April 2023. This has now been superseded by DfT funding channeled via the local authorities known as BSIP Phase 2.

Operators have assessed the impact of different patronage levels on viability. This demonstrates that on-going support will be needed to be able to achieve the ambitions of this EP Plan.

Table 8 summarises the revenue support requirements.

	Revenue Support	Assumption
Year 1	£ 4,600,000	(80% Pax, 70% ENCTS)
Year 2	£ 2,500,000	(90% Pax, 80% ENCTS)
Year 3	£ 1,400,000	(100% Pax, 90% ENCTS)
Total	£ 8,500,000	

Table 8 – Revenue support.

Year 1 to Year 2 has a 46% reduction, Year 2 to Year 3 has a 44% reduction. These figures are an estimate based on current knowledge and an optimistic outlook. Future figures will depend on the continued recovery of passenger numbers and the ongoing impacts of the pandemic.

Improved Information Provision

National Bus Strategy Objective – Simpler to understand network

National Bus Strategy Objective – Faster more reliable services

Real Time Passenger Information

Derby City Council is a partner in a passenger transport support hub which will virtually, and under one coordinated strategy, seek to bring together the teams

across the D2N2 region (Derby City, Derbyshire, Nottingham City and Nottinghamshire) that currently manage the real time passenger information system, distribute digital bus service data and oversee the emerging centralised traffic light priority system. Building on the Real Time Passenger Information (RTPI) and Traffic Light Priority (TLP) systems, currently being delivered through Transforming Cities and guided by the D2N2 RTPI Partnership and its delivery strategy, the virtual support hub will seek to maximise the benefit of these systems. In addition, it may expand into supporting our network coordination teams and their engagement with bus operators and passengers to reduce network disruption and enhance the passenger experience.

The scheme will also fund the maintenance of the RTPI system, which consumes data from bus operators and pushes it out through multiple channels, including an estate of 2,000 displays across the region; the TLP system which supplies bus operator data to the three UTCs across the region and may fund access to one network's Bus Route Manager to reduce network disruption to bus services. The scheme will cover staffing costs required to manage the systems and will increase capacity to maximise the effectiveness of the systems in supporting passenger transport.

Regional RTPI Management

Total cost of project (£ nominal) – Revenue: 450,000 (Source – DfT - BSIP)

Timescale – ongoing

Additional RTPI Sites

Total cost of project (£ nominal) – Capital: 69,185 (Source – DfT - BSIP)

Timescale – 1-3 years

Other Measures

Mobility as a Service

National Bus Strategy Objective – integration

The Derby-Nottingham city region was successful in accessing DfT funding to bring forward three Future Transport Zone (FTZ) projects in the region. The FTZ schemes cover the areas of Nottingham City and Derby City, as well as the surrounding built-up areas. At the outset research was undertaken to develop an options appraisal for an Open Access Mobility as a Service (MaaS) Platform.

In Derby a number of activities have been undertaken to deliver the initial 'Discover' phase of engagement for this project. This included presentations and discussions with key internal and external stakeholders, including public transport operators and online workshops to enable the sharing of ideas between those operating in a similar sphere and members of the public.

A long list of 119 options from this initial phase are now being defined and developed.

Derby City Council is providing funding to develop and trial the Derby Go application. Derby university and Derby College are engaging directly to participate in the trial and provide personal data.

This initiative is not being funded by BSIP and the intention is to progress the project with FTZ funding.

Derby Bus Station – Access Enforcement

National Bus Strategy Objective - Integration

A series of improvements have been undertaken as part of the TCF programme. £1.5m was allocated to the provision of new displays and junction improvements. This includes improved vehicular access and an upgraded coach area with new waiting facilities. The Changing Places programme is now delivering a new kiosk and associated disabled toilet facilities.

There are concerns regarding major structural issues such as poor drainage and the potential requirement to replace life-expired mechanical and electrical equipment. These issues are being investigated at present and may require capital spend. If so, once funding is identified the work will be included in EP Plan updates and variations to the EP Scheme.

In addition to the above, access and egress delay at the bus station cause significant delays to bus services. It is proposed to install bus priority enforcement at Derby Bus Station which would aim to reduce delays caused by private vehicles using the apron area as a short-cut to exit onto St Alkmunds Way. As well as being beneficial to both bus operators and their customers, this would also reduce the potential risk of collisions between reversing buses and private vehicles which all aids to support the punctuality of bus services. Other capital funded project works are also being completed to junction operations to help create better traffic flows throughout the Bus Station and this will further support these ambitions.

The effective use of bus priority measures can help reduce operating costs for bus operators and subsequently create time-saving benefits across the wider bus network, all of which make bus travel more appealing to a wider audience. The beneficial aspects of this can be better for both the environment and the local economy.

Total cost of project (£ nominal) – Capital: 50,000 (Source – DfT - BSIP)

Timescale – 2 years

Low Carbon Vehicles

National Bus Strategy Objective – Modern Buses & De-carbonisation

In the longer term, the authority has a desire to provide an electric Rapid Transit (eRT) route that would run from Pride Park in the east into the city centre around a loop, linking key intra-city destinations and public areas. The eRT route would be a key investment in revitalising the public transport offer in the city, providing a new emission free, innovative service, which would include some traffic-free routing.

We will continue to bid for funding to support the development of charging or alternative fuelling infrastructure in the bus depots, anticipating that the vehicles will change over the next few years. This would help to accelerate the progress towards more environmentally friendly bus fleets in the city. The infrastructure cost is expected to be jointly funded with the participating operators.

We plan to support the introduction of a fleet of alternatively fuelled buses. This is aimed as being a stimulus and the profile of fleet change could be accelerated by the bus operator's commercial decisions.

There is also a need to recognise the staff and skills gap to be bridged during the next few years, so we are proposing support for skills training for day-to-day maintenance of the vehicles and fuelling infrastructure.

BSIP funding for this initiative is not available. Once a funding source is identified then this will be reflected in a variation to the EP Scheme.

Marketing

National Bus Strategy Objective – Simpler to understand network

The local bus network in Derby already has strong local branding, with one of the two major operators using route branding, which names routes associated with the area served and uses unique colours for each. To break this strong route and area branding would not be a positive step, but the overall network requires an identity for infrastructure and publicity. Subject to funding availability, it is proposed to apply this 'Derby Go' branding, where appropriate, to run alongside the re-launched network ticket (also Derby Go). It is proposed to roll this branding programme out, initially on a trial basis.

Passenger Charter

The Enhanced Partnership have approved a Passenger Charter to be applicable to all bus services operating in the city. The document generally follows the Transport Focus principles. The aim is to improve passenger engagement, making the network more responsive to current and potential users. The brand of the charter will continue the theme 'Derby Go', thereby strengthening network identity. The Passenger Charter is included in Annex E of the EP Scheme.

Public and Passenger Surveys

To fully understand the needs of passengers and potential passengers we are undertaking a programme of continuous surveys. These will also assist in our monitoring against targets.

This initiative has not received BSIP funding, but alternative sources of funding will be identified.

UK National Bus Strategy
TRANSPORT ACT 2000
ENHANCED PARTNERSHIP PLAN
AND SCHEME FOR DERBY CITY

PART 2
ENHANCED
PARTNERSHIP SCHEME



Variation 2

March 2024

THE DERBY CITY COUNCIL ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY DERBY CITY COUNCIL

Section 1 – Enhanced Partnership (EP) Scheme Content

This document fulfils the statutory requirements for an EP Scheme. In accordance with statutory requirements in section 138 of the Transport Act 2000. This EP Scheme document sets out:

Section 2 - Scope of the EP Scheme and its commencement date

Section 3 - Obligations on the Local Authority

Section 4 - Obligations on Bus Operators

Section 5 – Governance Arrangements

An EP Scheme can only be put in place if an associated EP Plan has been made. Therefore, this document should be considered alongside the associated EP Plan.

The EP Scheme has been jointly developed by Derby City Council and those bus operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both the Local Transport Authority and operators of local bus services in order to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

The EP Scheme sets out the legal obligations on Derby City Council and local bus operators and is the mechanism by which the commitments made in the Bus Service Improvement Plan (BSIP) and the EP Plan are delivered ‘on the ground’. It places an obligation:

- (a) on those authorities to deliver its requirements and
- (b) on all bus operators to abide by the standards of service it imposes.

Enforcement action can be taken by the Traffic Commissioner if any bus operator fails to abide by such standards, including the cancellation of individual local bus service registrations.

Some of the planned commitments in this scheme are subject to the receipt of BSIP funding from DfT.

The key objectives of the EP Scheme are:

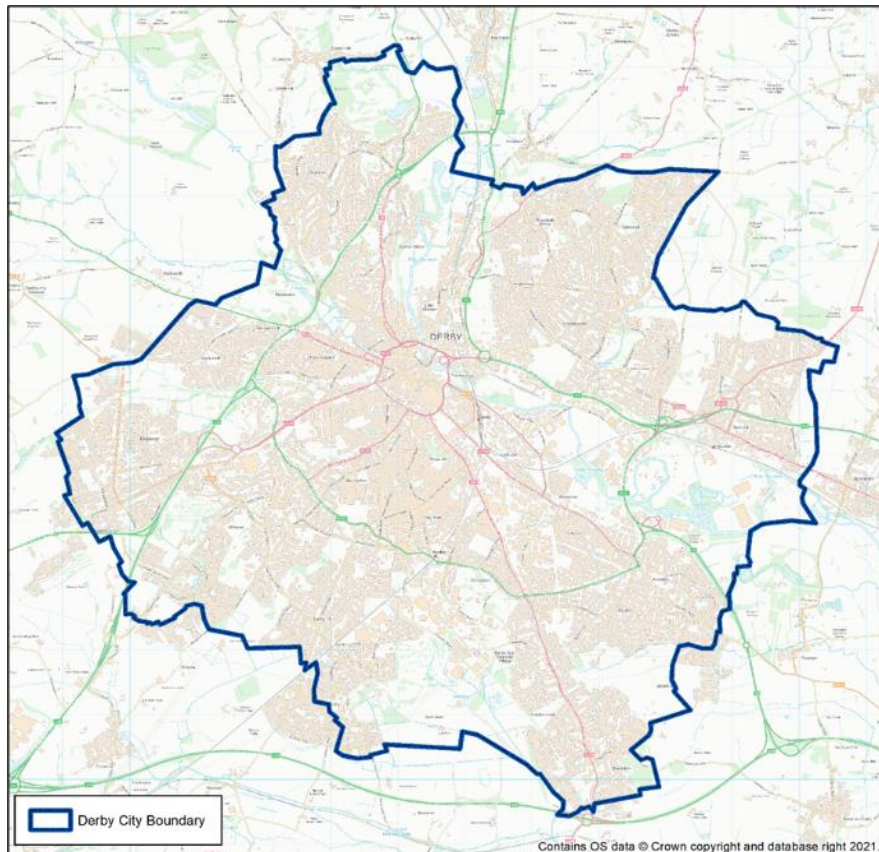
- To improve reliability and reduce journey times, especially during peak periods, such that they are a real alternative to using a private car. To make use of bus lanes and other bus priority measures. where appropriate, to support the provision of faster and more reliable services.
- To increase patronage across all demographics, returning passenger journey levels to pre-Covid levels before building towards the levels seen historically by influencing modal split with an attractive public transport network.

- To provide good access to all, ensuring areas are not over or under served by the local bus network.
- 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 either registered local bus services or demand responsive transport. The network should be built around high frequency routes operating along the key corridors or short response times in the case of demand responsive services.
- To make bus journeys an affordable and easy to understand option for travel within the city.
- Where active travel is not possible, to make public transport the mode of choice within Derby.
- To minimise the negative impact of congestion delays on the public transport network.
- To make the cost of bus travel competitive with parking costs, particularly when considering group or family travel.
- To expand the provision of real time information at stops where appropriate.
- To support the bus operators in the transition to low emission and alternatively fuelled vehicles.
- To maintain and build on the local branding identity; providing an easy to understand, modern and attractive network.

Section 2 - Scope of the EP Scheme and Commencement Date

Description of Geographical Coverage

The EP Scheme will support the improvement of all local bus services operating within the administrative boundary of Derby City Council. The boundary of the EP Plan and EP Scheme area is shown below.



Commencement Date

The EP Plan and EP Scheme were made on 21st November 2022, and have been subsequently varied.

The EP Plan has no end date but will be reviewed at least every five years from the commencement date.

The EP Scheme has no specific end date but will be reviewed by the EP Board at least annually.

A summary of the principal funding sources covered by this EP Scheme is contained in Appendix G.

Exempted Services

The following services are exempt from the requirements of the EP Scheme:

- a service run under Sections 89 to 91 of the Transport Act 1985 where the City Council retains all the revenue from that service

- a registered local service which is an excursion or tour
- a service operated under Section 22 of the Transport Act 1985 (a community bus service)
- A service which has 10% or less of its overall distance (not just the distance within the EP plan or scheme) registered as a local bus service. (e.g. interurban or other long-distance scheduled services that are not generally used for local journeys within the EP area, but may use bus stops within it).
- A local bus service operated principally for home to school transport, which operates on school days only
- Any 'match day only' services operated to serve football matches

Section 3 - Obligations on the Authority

This section lists the specific interventions that Derby City Council will deliver as part of the EP Scheme.

Summary of obligations on the authority

The following summarises the interventions that authorities will deliver as part of the EP Scheme:

- New and existing Bus Priorities (Bus Lanes, Bus Gates and Signal Priorities)
- Bus stop/stand infrastructure (Maintain & improve existing and install new)
- Real-time information displays (Maintain & upgrade existing and install new)
- Co-ordination and enforcement of timetable change dates
- Ongoing surveys of Bus Users and Stakeholders

Some of these obligations rely on existing funding (and this is noted in the Annexes) but all others are subject to BSIP funding allocations.

Derby City Council reserve the right to suspend this agreement, at 70 days notice, should there be serious issues in receiving the funding that has been committed for the authority's obligations in the scheme. In this event, the issue would be discussed at an EP Board meeting.

Bus Priority

- Bus Priority is defined as Bus Lanes, Bus Gates and Electronic Priority at Traffic Signals. Derby City Council will provide and maintain the list of Bus Lanes described in Annex A1. The authority is committed to retain all existing bus priority measures.

Derby City Council will construct and install the new facilities described in Annex A2.

In addition, subject to BSIP funding availability, they will evaluate the potential bus priority schemes at 'pinchpoints' and sites identified by bus operators and tabulated in Annex F.

Amendments to Annex A can be made using the Bespoke Variation Mechanism described in Section 5.

Bus Stops

Derby City Council is undertaking a programme of reviewing bus stop infrastructure at 400 locations on the main corridors into the city. The requirements for upgrades have been identified and a programme has been developed to complete these upgrades within the Scheme period.

A wider programme of bus stop improvements is subject to BSIP funding.

Derby City Council will clean and maintain all existing and new bus stop infrastructure.

Amendments can be made using the Bespoke Variation Mechanism described in Section 5.

Derby Bus Station

Derby City Council will operate, clean and maintain Derby Bus Station.

Real time passenger information

Derby City Council will support and maintain all existing Real Time Passenger Information displays. They will also replace all existing LED electronic displays with new TFT equipment. The City Council will also maintain the two existing interactive information kiosks.

Derby City Council will install 10 additional real-time passenger information screens across the EP Scheme area per annum. The programme for subsequent installations, which will form additions to those above, will be agreed using the Enhanced Partnership Scheme Bespoke Variation Mechanism at Section 5.

Derby City Council will maintain existing and new screens in a fit-for purpose state and replace screens when they stop working.

Bus Lane and Bus Stop Enforcement

Derby City Council, as the Local Highway Authority, will use the discretionary powers granted in the Traffic Management Act 2004 to enforce the list of bus lanes and bus stops listed in Annex B with CCTV equipment.

Any programme for subsequent installations will amend the Schedule in Annex B using the Enhanced Partnership Scheme Bespoke Variation arrangements at Section 5.

Managing roadworks in the EP Scheme area

Derby City Council will give all bus operators a minimum of 14 days' notice of planned roadworks on roads used by bus services.

Applying a fare subsidy

Derby City Council will investigate (subject to confirmation of the DfT BSIP funding allocation) the costs and benefits of offering targeted reduced fares. Subject to BSIP funding, this review will initially be undertaken by the authority, in consultation with the bus operators, and any new fares scheme will be implemented via the Enhanced Partnership Scheme Bespoke Variation arrangements at Section 5. Any new scheme will initially be introduced on a time limited basis, with an agreed target and will be reviewed before any extension or new scheme commences. Where possible, discount schemes will aim to subsidise the targeted group of individuals rather than reduce the commercial product price point.

Concessionary Travel

The authority commits to promote the concessionary bus pass and actively encourage its use. This will primarily be undertaken by:

- Widespread publicity on the scheme, eligibility and ways to obtain a pass
- Encouraging bus operators to publicise the scheme and encourage participation
- Making it easy to obtain a concessionary pass by offering various options

Service Frequency

Derby City Council, subject to confirmation of the DfT BSIP funding allocation, will undertake a full review of frequencies on the network, and agree and implement the conclusions with

the bus operators. The aim will be to ensure frequencies and hours of operation meet the needs of potential passengers. The Council will review other areas, with DRT offering support to service frequencies in areas off the main corridors. This is again subject to confirmation of the DfT BSIP funding allocation.

The changes and any funding requirements will form a variation to this scheme and will be implemented by Enhanced Partnership Scheme Bespoke Variation arrangements at Section 5.

Passenger Charter

The authority has published a passenger charter on behalf of the Enhanced Partnership after consultation. The document can be found in Annex E.

Network Review

The authority will undertake a network review to ensure the bus network is, as far as funds permit, supporting the needs of the population. This will include a review of how best to return passenger levels to pre COVID levels and thereafter grow the market further.

DRT

Derby City Council will implement a pilot DRT service to evaluate the role for DRT on an authority wide basis. If successful, subject to the confirmation of the DfT BSIP funding allocation, DRT will be incorporated in the network review.

Timetable changes

Derby City Council will work to co-ordinate with Derbyshire County Council to consult with and seek to agree four service change dates, being the only dates, on which qualifying local services may change. Once this has been agreed the variation will be introduced using the bespoke variation procedure.

Passenger and Stakeholder Surveys

Derby City Council will, as funds permit, arrange ongoing surveys of bus users and stakeholders as part of the review process to gauge feedback and evaluate the effectiveness of the EP measures.

Section 4 - Obligations on Local Bus Operators

Vehicle standards

Brand new vehicles registered on or after the EP Scheme commencement date must meet the following requirements:

- Emissions standards – EURO VI
- CCTV installed for safety and security
- Automatic Vehicle Location equipment installed that will feed into the D2N2 real time information system.
- Heating and air circulation for customer comfort.
- USB charging available at seats
- Audio visual announcements: Next stop audio announcements on both decks
- Option to pay by contactless ticketing

Timetable changes

The operators will co-operate with Derby City Council to agree and adhere to agreed timetable change dates. Once this has been agreed the variation will be introduced using the bespoke variation procedure.

Ticketing

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 local bus services within Derby city.

The price of Spectrum will be agreed by the Spectrum Management Committee. The price of all the Spectrum tickets will be reviewed annually.

Services excluded from the scheme are included the Spectrum Agreement.

There are also plans to develop and re-brand the scheme in the future and this will be achieved using the Enhanced Partnership Scheme Bespoke Variation arrangements at Section 5.

Bus operators will work with Derby City Council to ensure continued availability across the city network and to develop the scheme to ensure continued and ongoing relevance to bus users in the city.

Standards of Operation

Bus operators will endeavor to provide reliable and punctual Local Services in accordance with bus service regulations within the Traffic Commissioner's compliance guidelines of 1 minute early and 5 minutes late at registered timing points.

Bus operators will, wherever possible, make every attempt to achieve the operational targets set out in the Bus Service Improvement Plan, submitted to the DfT on 31 October 2021.

Any operational issues which cause ongoing issues with meeting the Traffic Commissioners compliance guidelines will be discussed with Derby City Council to attempt to devise a solution, particularly if the issues relate to delays on the highway.

Bus operators will ensure that all drivers on Local Services covered by the Scheme have or are working towards a Driver Certificate of Professional Competence (CPC) and have completed Equality and Diversity training.

Data Provision

Bus Operators will share on request, and under anonymised and non-disclosure based data sharing agreement, Automatic Vehicle Location and patronage data to support development of planning consultation responses.

Bus operators will provide data on reliability and punctuality from ticket machines or other sources to support investment in bus priority.

Bus operators will provide all other data required for the BSIP and the effective monitoring of the BSIP and EP

Funding

Bus operators will reinvest operational cost savings, resulting from bus priority measures, in maintaining and developing the Derby bus network. Bus operators will be transparent with cost and revenue data with the LTA to achieve that.

Section 5 - Governance Arrangements

EP Forum and Board

The Enhanced Partnership in Derby will be managed by two groups, the EP Forum and the EP Board. The EP Board will be responsible for the future content and arrangements for the variation and revocation (using the Enhanced Partnership Scheme Bespoke Variation arrangements) of the EP Plan and EP Scheme.

The Forum will provide opportunities for discussing issues of all kinds affecting the Derby City bus network, consulting with and building consensus across the various stakeholders and making recommendations for formal decisions to taken by the EP Board.

Membership of the Forum will comprise all operators running registered local bus services in Derby City and the City Council. In addition, other external organisations and stakeholders will be invited to join the Forum on an advisory basis to provide specialist expertise. A list of possible invitees is as follows:

- Bus User Groups
- Train Operating Companies
- Derbyshire County Council
- Royal Derby Hospital
- University of Derby
- LEP
- Chamber of Commerce
- Climate change commission
- Transport Focus
- Marketing Derby
- Derbion
- Other large Local Businesses

The Forum will be chaired by an independent person who has the approval of the EP Board Members.

The Board membership is tabulated below. The main function on the Board is to formally agree the EP Plan and Scheme and variations (using the Enhanced Partnership Scheme Bespoke Variation arrangements).

Certain decisions of the Forum may constitute Enhanced Partnership Scheme Variations. In such cases the Board will make a formal vote in the following way and the Variation will be made using the Enhanced Partnership Scheme Bespoke Variation arrangements:

Board Member	Voting
Arriva Representative	2 Votes
Wellglade Group Representative	2 Votes
Other Operator Representative (Any operator operating under 10% of miles operated within the scheme)	1 Vote (representation agreed by operators in this category)
City Council Representatives	2 Votes + Veto

Board Decision Making

Board meetings will require a quorum of two voting Operator representatives and one City Council representative, but all Board members will be expected to vote. Voting can take place by email after the Board Meeting, if required, with a time limit of 5 working days after the Board Meeting, unless otherwise agreed.

The Other Operators representative will be acting on behalf of all Operators in that category, not on behalf of their own company alone.

Decisions of the Board will be passed by way of a simple majority of all members of the Board.

Should new operators register services in Derby their inclusion on the Board will be discussed by the existing Board and any change will constitute a Variation (using the Enhanced Partnership Scheme Bespoke Variation arrangements), which the Board will vote on.

Operators will be entitled to make known their concerns in writing to the City Council if they object to a particular vote of the Board. The Council will review the circumstances and consider whether these are such that use of its veto is required as provided for below.

City Council Veto

These controls ensure that the voting system does not allow an individual Operator to influence the Enhanced Partnership to its own commercial benefit or to harm competitors, that there is no opportunity for a group of Operators to vote in a co-ordinated manner to mutual benefit on a sustained basis, that there is no discrimination between Operators, and that actual or potential competition, entry to new services and by new Operators, or innovation, is not inhibited. The City Council may, in exceptional circumstances, exercise a veto over Board decisions, which it may reasonably believe or suspect as having anticompetitive implications or being otherwise significantly against the public interest.

Meeting Arrangements

Forum and Board meetings will take place not less than four times per year with provision for additional meetings as required. Board meetings will normally take place after Forum meetings.

Meetings will be arranged, and minutes taken by the City Council and will normally be held at The Council House, or online via 'Teams'. Agendas and meeting papers will normally be circulated to all Forum members no less than one week in advance of each meeting date, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Forum and Board meetings.

Review of EP Scheme

Once the EP Scheme is made, it will be reviewed by the Forum and Board periodically following publication of data on progress towards targets, as required by the BSIP – this will ensure any necessary action is taken to deliver the targets set out in the BSIP.

The Forum and Board can also, if required, decide to review specific elements of the scheme on an ad hoc basis. This will be reviewed and discussed at the next meeting of the Forum and Board. The arrangements for progressing the variation will follow the formal

variation or revocation procedures set out in the 2000 Act. This will include an operator objection mechanism and Public Consultation.

Enforcement of the EP Scheme

If a Bus Operator should fail to observe or perform any of the operational requirements of this agreement or meet the Punctuality and Reliability standards in the EP Plan, to the reasonable satisfaction of the City Council, then the City Council will convene an EP Board meeting to discuss the issue and determine the appropriate action to remedy the issue.

In non-operational issues, if any partner in the Enhanced Partnership fails to fulfil its obligations under the agreement, then this will be referred to the Board for a decision on appropriate action. This may trigger a Variation notice.

Enhanced Partnership Scheme Bespoke Variation arrangements

Under powers at s.138E of the Transport Act 2000, Enhanced Partnership Scheme Variations where this section is quoted will be subject to the voting mechanism described above.

Changes to or new flexibility provisions added to the EP Scheme under s.138E of the Transport Act 2000 shall only be included in the EP scheme if they satisfy the statutory objection mechanism as set out in The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.

Consideration will be given to potential EP Scheme variations highlighted either by Derby City Council or by an operator of local bus services. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan and current local transport policies. Such requests should be in writing and submitted to Dave.Dowbenko@derby.gov.uk. Derby City Council will forward all requests onto all EP Forum and Board members within 5 working days.

Bespoke objection mechanism:

On receipt of a request for a variation under this section, Derby City Council will reconvene the EP Board, giving at least 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation is agreed by all bus operator representatives present, and if Derby City Council also agrees, the LTA will make the EP Scheme variation within seven working days and publish the revised EP Scheme on its website. EP Board members who are absent or not expressing a view at the meeting (either in person or in writing) will be deemed to be abstaining from the decision.

Revocation of an EP Scheme

If the Derby City Council or another member of the EP Board believes it is necessary to revoke the EP Scheme, the EP Board will be reconvened. If the decision is taken to revoke the EP Scheme it will use the bespoke arrangements as set out earlier in this section.

If at any point in the future, any area covered by this EP Scheme is included in a bus franchising scheme, the relevant requirements set out in this EP Scheme document will cease to apply to areas covered by the franchising scheme, in line with the arrangements set out in the franchising scheme.

Annex A1 Existing Bus Priority

Bus Priority Location	Priority Type	Direction
Nottingham Road adj cemetery	Bus lane - 350m & priority at signals	Inbound
Nottingham Road opp St Marks Road	Bus lane - 250m	Inbound
Siddals Road	Bus lane - 30m	Both
Osmaston Road Grange Street	Bus lane - 168m	Inbound
Osmaston Road Russell Street	Bus lane - 188m & priority at signals	
Uttoxeter New Rd Albany to Rowditch	Bus lane - 1km	Inbound
Victoria Street/Albert Street	Restricted access	Both
Traffic Street	Bus lane - 250m i/b 225m o/b	Both
Costco Chequers Road	Bus lane - 500m	Inbound
Phoenix Street	Bus lane - 65m	Inbound
Curzon Street	Bus lane - 250m & o/b priority at signals (VA)	Inbound
Curzon Street	Bus lane - 245m	Outbound
King Street/Queen Street junction	Buses only turn into Queen Street	Inbound
Babington Lane/Osmaston Road	Restricted access	Inbound
Sinfin Lane/Wilmore Road	Bus lane & priority at signals	Outbound
Friar Gate	Bus lane - 900m	Inbound
Burton Road	Bus lane - 450m	Inbound
Normanton Road	Bus lane - 350m	Inbound
Derby Rd / High Street	Bus priority at signals	
Swarkestone Rd / Boulton Lane	Bus priority at signals	
Mitre Island	Bus priority at signals	
Osmaston Rd / Litchurch Lane	Bus priority at signals	
Bradshaw Way	Bus priority at signals	
Nottm Rd / Willowcroft Rd	Bus priority at signals	
Derby Rd / Spondon Asda	Bus priority at signals	
Nottm Rd / Chad Park Rd	Bus priority at signals	
Uttox Rd / Western Rd	Bus priority at signals	
Uttox Rd / Corden Ave	Bus priority at signals	
City Hospital Roundabout	Bus priority at signals	
Uttoxeter Road/Manor Road	Bus priority at signals	
Uttoxeter Old Road/Ashbourne Road	Bus priority at signals	
Rowditch (Uttox N Rd/Uttox O Rd)	Bus priority at signals	
Mansfield Rd / Meteor Centre	Bus priority at signals	
London Rd / Midland Rd	Bus priority at signals	
Sinfin Lane / Wilmore Rd	Bus priority at signals	
Sinfin Lane/Foresters Park	Bus priority at signals	
Portland St / St Thomas Rd	Bus priority at signals	
Stenson Rd Railway Bridge	Bus priority at signals	
A5111 / Burton Rd	Bus priority at signals	
A5111/Sinfin Lane/Balaclava Road	Bus priority at signals	
Nottingham Rd/Chad Lane End	Bus priority at signals	
Dufield Road/Five Lamps	Bus priority at signals	
Beech Avenue	Bus priority at signals	
Wiltshire Road	Bus priority at signals	

Annex A2 Proposed Bus Priority

Summary

Location	Scheme
Duffield Road/ Broadway	Replacement of the existing roundabout with a fully signalised junction. Bus priority to be implemented through the junction for inbound services utilising newly acquired Novus Trapeze RTPI and UTC systems.
Osmaston Road/ Harvey Road	Major Improvement scheme of an existing busy signal-controlled roundabout to include bus priority measures.
Kedleston Road/ Allestree Lane	New junction layout and signalisation. Bus priority to be implemented utilising newly acquired Novus Trapeze RTPI and UTC systems.
Multiple Sites	Electronic Junction Bus Priority to be implemented through adaptation of existing signals utilising newly acquired Novus Trapeze RTPI and UTC systems covering the following locations: Friar Gate Burton Road/ Manor Road Duffield Road/ Five Lamps Kedleston Road/ A38 Osmaston Road/ Douglas Street Sinfen Lane/ St Thomas Road Swarkestone Road/ High Street Chellaston Road/ Merrill Way

Proposed Bus Priority Scheme Detail

Friar Gate

- This is a three-stage traffic signal-controlled junction on the northwest side of the city centre, operating under UTC control. The primary bus route is into/out of the city along Friar Gate.
- The inbound direction along Friar Gate has access at the northwest end restricted to buses, taxis, and cycles, so inbound traffic at the Friar Gate signals is relatively low, with very few other vehicles.
- Outbound traffic is a mix of all vehicles, with a large proportion going straight on along Friar Gate. The delays are primarily for the outbound buses.
- Physical space at the junction is limited, with no scope for any carriageway widening on the approaches. The best option for reducing delays for buses is therefore through the use of bus priority at the signals implemented through the new Trapeze Novus RTPI and UTC systems.

Burton Road/Manor Road

- This is a large signal-controlled crossroads on the A5111 Derby Ring Road operating under MOVA control. There are a significant number of bus services using the Burton Road approaches, with a smaller number using Manor Road.
- The controller configuration shows that this junction has previously been set up for bus priority with 3 bus demand inputs. It is assumed that these bus demands were provided via the original INIT RTPI system. With the new Trapeze NOVUS RTPI system being installed, it should be possible for the demands to be provided via this system, allowing the previously configured MOVA bus priorities to operate again.

Duffield Road/Five Lamps

This is a complicated junction at the northern end of a one-way loop. Its geometry is severely constrained on all arms by residential properties with little or no garden. The junction operates under MOVA control.

Bus services are present on all arms, with services inbound to and outbound from the city at approximately 4-minute frequency throughout the day.

- With the tight physical constraints of the junction there are no opportunities for additional physical facilities to provide priority for buses. There could, however, be benefits provided by providing traffic signal bus priority through the Trapeze RTPI system. It should be recognised that there are a large number of buses on conflicting routes through the junction, so it will not be possible to give priority to all vehicles. It is important therefore to decide a hierarchy for providing priorities. This may be done by schedule adherence (is a bus running late), preferred routes (e.g., express services get priority), or direction (inbound buses prioritised over outbound).
- Once a decision has been made of the hierarchy, a reconfiguration of the signal controller will be required to add the necessary bus priority demand inputs, and to

configure the MOVA operation. A method of inputting the priority demands to the controller will also need to be identified (via UTC or locally through alternative communications).

Duffield Road/Broadway/Mile Ash Lane

- The length of Duffield Road between Broadway and Mile Ash Lane is approximately 220m of wide single carriageway with an on-carriageway advisory cycle lane in each direction. On the east side of the road is a wide grass verge with regular mature trees (oak and sycamore). At the northern end and close to the roundabout at the southern end there are significant level differences across the eastern grass verge.
- The Duffield Road/Broadway junction is a small (~9m ID) roundabout, whilst the Duffield Road/Mile Ash Lane junction is a priority T-junction. Immediately to the south of Mile Ash Lane is a PUFFIN pedestrian crossing.
- The majority of delays here are experienced by southbound (inbound to city) buses being delayed on the approach to the roundabout, with some northbound delays possible at busy times due to right turning traffic into Mile Ash Lane.
- Although there is room to provide a southbound bus lane within the grass verge, this would result in the loss of the majority of the verge, and the removal of 5 mature trees. It is therefore likely to prove environmentally and politically unviable.
- Full signalisation of the Broadway/Duffield Road junction including removal of the existing roundabout is required to deliver bus priority at this junction.

Kedleston Road/A38

- This is a double junction on the A38 overbridge. The junction on the north side is a signal-controlled T-junction, operating on VA, at the top of the off-slip. The junction on the south side is a priority T-junction for the on slip, with a separate right turn lane for those travelling from the north on Kedleston Road and entering the A38.
- There are 5 queue detectors associated with the junction. These are on the left and right turn lanes on the slip road, on Kedleston Road inbound towards the city, plus one each on the right turn into the university and on Broadway. Each of these can call a hurry call stage in the signals. The ones on the slip road and Kedleston Road call stages to clear the queues on the corresponding approach. The right turn to the university calls the slip road right turn, so no traffic is heading north on Kedleston Road. The queue loop on Broadway calls a stage that runs the left turn on the slip road, so no traffic travels south along Kedleston Road, thus creating gaps for vehicles exiting Broadway.
- Bus priority using the Trapeze Novus system will be included in the signals to assist buses along Kedleston Road, accepting that the existing Hurry Calls will still take priority to prevent excessive congestion and dangerous queueing on the slip road.

Kedleston Road/Allestree Lane

- Kedleston Road/Allestree Lane is a priority T-junction to the northwest of Derby. Delays are experienced by buses exiting Allestree Lane due to heavy traffic flows along Kedleston Road.
- A signalised junction improvement is being funded by a housing developer through the planning process.
- Once the new signals are installed bus priority will be introduced using the Trapeze Novus system to provide demands.

Osmaston Road/Harvey Road

- This is a busy, frequently congested, signal-controlled roundabout on the Derby Ring Road. To the east of the junction, the Ring Road is a dual 2 lane carriageway. All other arms are a single carriageway with one lane each direction, flaring to two lanes on the approach to the junction. There are no pedestrian crossing points across Osmaston Road at the junction, with pedestrians being served by footbridges across the roundabout, and a PUFFIN crossing approximately 100m north of the junction on Osmaston Road.
- To the north of the junction on Osmaston Road is the Allenton Market, which operates every Friday and Saturday. To the south of the junction is a local shopping area with parallel service road parking on both sides of Osmaston Road.
- Buses are present on all arms at approximately 15-20 minutes frequency on the Ring Road and 10-minute frequency on Osmaston Road.
- Bus stops on the Osmaston Road approaches are close to the junction, being approximately 35m from the stop-line on the southbound approach and 55m from the stop-line on the northbound.
- There is no scope for any physical bus priority work within the existing highway constraints, and any traffic signal priority is also restricted by a number of factors:
 - The congested nature of the junction, and the need to maintain coordination around the roundabout to prevent lock-up.
 - The close proximity of bus stops to the stop-lines on the arms with the largest bus flows.
 - The existence of bus services on all arms, meaning any priority to one arm is likely to have an adverse impact on other bus services.
- Opportunities for improving bus flow through this junction therefore require a major improvement scheme at the roundabout.

Osmaston Road/Douglas Street

- Osmaston Road/Douglas Street is a signal-controlled T-junction with full pedestrian facilities. It has a single lane approach on all arms, with the southbound flaring to provide a separate right turn lane for approximately 30m.

- There are bus services on all arms, with an approximately 10-minute frequency on Douglas Street and Osmaston Road south of the junction, and a 5-minute frequency to the north.
- On Osmaston Road north of the junction, the bus stop is located within 15-20m of the stop-line. To the south, the bus stop is approximately 120m from the stop-line, whilst on Douglas Street it is at approximately 250m.
- The traffic signals operate on SCOOT UTC and include 3 bus priority demand bits which are timetabled to operate during peak periods. In the morning peak (07:00-09:30) bus priority demands 1 and 3 are active (assumed to be Douglas Street and Osmaston Road northbound), whilst in the evening peak (15:30-19:00) bus priority demands 1 and 2 are active (assumed to be Douglas Street and Osmaston Road southbound).
- Once the new Trapeze Novus RTPI system is operational this should be able to provide the bus demands for the SCOOT system. The bus stop on the southbound approach will need to be relocated further out to get any benefit from bus priority. In its current position buses are unlikely to be able to move out of the bus stop (and hence trigger a bus priority demand) unless the signals are already at green.

Sinfin Lane/Balaclava Road/St Thomas Road

- This junction is a signal-controlled crossroads on the Derby Ring Road, operating under MOVA control. The Ring Road has two lanes on each approach, flaring to a third, short, right turn lane at the junction. St Thomas Road/Balaclava Road on the north side has a single lane approach. Sinfin Lane on the south side has two lanes for a significant distance on the approach, with lane two being a dedicated right turn lane.
- Buses have a 10-minute frequency on St Thomas Rd and Sinfin Lane, and 20-minute frequencies around the Ring Road.
- Delays to buses are due to general congestion, and therefore affect all approaches to the junction.
- Bus stops are set well back from the junction, with the closest being on the northbound approach, where it is set back approximately 120m from the junction. This gives scope for providing traffic signal priority through the Trapeze Novus system, although the operation of the junction under MOVA means that additional communication to the junction controller will be required to input the bus demands to the controller. A reconfiguration of the signal controller and MOVA datasets will also be required to implement bus priorities.

Swarkestone Road/High Street

- This is signal controlled crossroads in the busy local shopping centre of Chellaston. It operates as a four-stage junction under MOVA, with Swarkestone Road both directions running together, followed by an 'all-red' pedestrian stage and the 2 side roads running separately. There are two bus priority demand inputs configured in the controller. Demand 1 (northbound?) operates from 15:30-19:00 weekdays and Demand 2 (southbound?) from 06:00-09:30 weekdays.

- Bus service frequencies are approximately every 10 minutes southbound and every 15 minutes northbound through the junction. In addition, there is a 30-minute frequency service exiting High Street.
- With the severe space constraints around the junction and the busy frontage activity there is no scope for any physical measures to be introduced.
- The new Trapeze Novus system can be used to reinstate the bus priority through the signals, by providing the inputs to the controller to allow the existing priority measures to operate again. The new UTC system will communicate demands to the signal controller.

Chellaston Road/Merrill Way/Boulton Lane

- This is a four-arm signal-controlled crossroads operating under MOVA control. Buses operate along 3 of the 4 arms (Chellaston Road north and south, and Boulton Lane).
- On the Chellaston Road southbound approach buses have a frequency of approximately 10-15 minutes, on the northbound approach they are approximately 15-20 minutes, whilst Boulton Lane has a peak hourly frequency during a weekday.
- There are 3 bus demand detectors configured in the controller. Demands 1 and 3 are enabled in the morning peak (06:30-09:30), whilst Demands 2 and 3 are enabled in the evening peak (15:00-18:00). A copy of the MOVA dataset will need to be downloaded from the controller on site to confirm which Demand corresponds to which approach.
- With the implementation of the Trapeze Novus RTPI system, it will be possible to use this to provide the demands to allow the MOVA bus priority within the existing controller to operate again.

Annex B Existing Bus Priority and Bus Stop Enforcement

Location	Restriction Type
Midland Road, Railway Area	Bus Stop
Railway Terrace, Railway Area	Bus Stop
Friar Gate, Derby	Bus Lane
Siddals Road, Derby	Bus Lane
Nottingham Road, Derby	Bus Lane
Normanton Road, Burton Road	Bus Lane
Uttoxeter New Road	Bus Lane
Chequers Road, Chaddesden	Bus Lane
Albert Street, City Centre	Bus Lane
Morledge, City Centre	Bus Stop
Gower Street, Derby	Bus Stop
Burton Road, Derby	Bus Lane
Phoenix Street, City Centre	Bus Lane
Chapel Street, Spondon	Bus Stop

Annex C Targeted Fare Reduction Schemes

Derby City Council is aware that current bus fares can cause a serious disincentive to the use of the bus. This, in addition, has an impact on traffic congestion in the city because the cost of an individual or especially a family journey by bus does not compare well with the fuel and parking cost of using a car. So high bus fares are causing social, congestion and environmental issues.

The aim of this project is to assess whether targeted fare reductions can have a positive impact on patronage and address the issues highlighted above. In the case of Derby, the application of an across the network fares reduction was felt to be unaffordable. In addition, the type of intervention is being assessed in Cornwall and, in discussion with the bus operators, it was decided that Targeted fares reductions could offer valuable outcomes.

Prior to initiating the pilot schemes, it is important to evaluate the options and to assess their costs and potential benefits. We are, therefore, proposing a study in the current year to address these issues. The study would be progressed as follows:

- Identification of potential schemes:
 - Analysis of Socio-economic data
 - User Group Consultation
 - Other Stakeholder Consultation
 - Focus groups
 - Operator Consultation
 - Key organisations such as the hospital
- Develop a shortlist of schemes in consultation with operators and user groups
- Evaluate each scheme
 - Potential Costs (operational costs and revenue loss)
 - Potential Benefits (to users and wider community benefits, including patronage generation)
- Identify scheme or schemes to be progressed based on estimated costs and benefits
- Negotiate schemes with operators
- Pilot scheme(s) implemented
- Scheme monitoring

It is intended that the pilot project projected cost would be of the order of £250K pa for two years (2023/24 and 2024/25). The aim would be for the schemes to become self-supporting within the pilot scheme period or failing this, an appropriate source of funding found to make permanent successful schemes.

All schemes will be multi-operator and consistent with the proposals for Spectrum, the multi-operator ticket. The proposals will also incorporate the new DRT network to be established, following the network review.

Annex D Network Review

The overriding aim for the Bus Network Review is, in partnership with the bus operators, to define a network which is stable, resilient and able to operate without revenue support, and which will improve the service offered to residents, those employed in Derby and visitors to the city. The aim will be to grow patronage to its pre-pandemic levels and then further grow patronage to reduce car use and congestion. This can only be achieved by ensuring that the bus network meets the needs of the population and is affordable.

We will undertake (subject to BSIP funding support) a detailed demographic analysis of the city with specialist software. This permits all areas to be analysed in detail to assess their likely travel needs. Furthermore, it allows different route options to be tested and analysed in relation to operating cost and revenue. The demographic analysis would be the first stage of the review, but the software would be used throughout the review to model and test different options.

The second stage would seek to confirm the earlier work undertaken on DRT to define operating areas. This work would also seek to ameliorate the issues raised by recent service reductions.

The main focus of the review would come in the third stage, where the impacts of reallocating resources to the main corridors to increase frequencies and offer service improvements. The network gaps would then be covered with DRT services, which could potentially offer response levels similar to those offered to the main corridors. The impact of DRT offering direct journeys or feeding into hubs on the main corridors will be evaluated. The aim will be to develop a stable and resilient network, which forms a good basis for growth.

Annex E Derby City Passenger Charter

Derby City Council has entered into an Enhanced Partnership with the bus operators in the City. The purpose is to ensure that the organisations work together to develop, maintain and improve the bus network in the city for the benefit of the residents of the city.

The partnership's plans are outlined the Enhanced Partnership Plan, which will be updated periodically.

The Bus Operators of Derby will ensure that:

- Buses are clean, comfortable and reliable.
- Drivers are courteous, helpful and professional.
- Buses are accessible and drivers trained to offer reasonable assistance to those who need it.
- Timetables and route maps are up to date, clear and readily available.
- Feedback procedures are publicised on company timetables and websites
- Stakeholders are consulted about service changes.

Derby City Council will ensure that:

- The bus station and all bus shelters are well maintained and kept clean.
- The Real Time Passenger Information System is maintained to provide information to passengers. The number of Information displays will be increased to cover all major busy boarding points.
- Buses are given priority, wherever practical, to assist the bus operators provide a fast and reliable service.
- They publish targets for the bus network, in terms of reliability and passenger growth, and will publish their progress against these targets on a 6 monthly basis.
- They publish an annual bus service improvement plan to highlight proposed actions to develop the bus network.
- They promote the advantages of travel by bus to help grow patronage.
- They will communicate effectively with the public and consult on network issues when appropriate.

Annex F – 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.
St Peters Street	Install high quality bus shelters and move away from using Babbington Lane as a terminus.
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.
Osmaston Road (Mitre Island)	Install city bound bus lane along Osmaston Road on the approach to Mitre Island, along with a bus gate at the end of the bus lane.
Nottingham Road (Pentagon Island)	Extend existing city bound bus lane along Nottingham Road on the approach to Pentagon Island, along with a bus gate at the end of the bus lane. This would benefit 16 Arriva bph, plus trentbarton.
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.
Traffic Street	Extend the Traffic Street bus lane back to the London Road roundabout and having a bus stop for dropping off customers (outside Debenhams). This would eliminate the need for all bus station bound buses to drop off round The Spot.

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. <i>Extra running time given in the peak periods 5 minutes</i>
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	<p>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.</p> <p>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.</p>
Duffield Road Darley Abbey	From Kings Croft Island to The Broadway Pub along the A6 there was a bus lane. It was removed and consequently the sixes now suffer with delays of up to 15 minutes
Corporation Street	The situation here has greatly improved since the new temporary one-way system was introduced due to the pandemic and the withdrawal of other buses has improved access to the bus stands. Turning Corporation Street into buses and taxis only has also helped greatly but the enforcement camera needs to be turned on throughout so a suggestion would be to lift the 7-7 prohibition and make it 24-hour operation.
The Morledge	Since the completion of the new inner ring road there is no need for vehicles to use the Morledge. The problem is compounded by taxis making illegal U-turns and the excessive number of pedestrian crossings. The cost involved in making this section of the City Centre Bus, Taxi, Cycle and access only would be minimal although the positive impact this would have on bus service reliability at peak times for all operators would be dramatic at the detriment to no-one. The problems heighten in the afternoon rush hour but can be experienced all day at any time and can impact on services leaving the City by up to 7 minutes.

Ashbourne Road	Delays are a regular occurrence here at peak times with traffic forming along Ashbourne Road both sides of Markeaton Island. <i>Extra running time given in the peak periods.</i>
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. <i>Extra running time given in the peak periods.</i>
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. <i>Extra running time given in the peak periods.</i>
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.
Babington Lane, Derby	When there are 2 buses on the bay at Babington Lane this can cause delays to buses attempting to pass when there are parked cars on the opposite side of the 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. <i>Extra running time used during peak periods.</i>
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. <i>Extra running time used during peak periods.</i>

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. <i>Extra running time used during peak periods.</i>
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. <i>Extra running time given in the peak periods.</i>
Alfreton Road, Derby	<p>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.</p> <p>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.</p> <p>Travel time between Corporation Street and Old Croft Lane doubles from an average of 6 mins during the main part of the day to up to 15 mins during afternoon peak.</p>
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.

Nottingham Road Chaddesden	Heavy traffic during peak times causing extended delays; it would be beneficial to see TSP added to prioritise buses at traffic lights.
Spondon Village	During the morning and afternoon peak times there is congestion queuing to the signalised junction on Willowcroft Rd. A suggested solution was to investigate the use of TSP at these traffic lights in order to help keep services on time.

Annex G Summary of BSIP Funded Initiatives (Phase 1 & Phase 2)

	Scheme title or intervention	Detail of intervention	Delivery Milestones
Bus priority infrastructure - Supports BSIP progress towards targets for Journey time, reliability, passenger growth and satisfaction.	Duffield Road / Broadway	Replacement of the existing roundabout with a fully signalised junction. Bus priority to be implemented through the junction for inbound services utilising newly acquired Novus Trapeze RTPI and UTC systems.	Scheme completion by 2025
	Osmaston Road / Harvey Road	Major Improvement scheme of an existing busy signal-controlled roundabout to include bus priority measures.	Scheme completion by 2025
Fares support - Supports BSIP progress towards targets for passenger growth and satisfaction.	Study to Identify Targeted Fare Reduction Schemes	Study to identify potential Reduced Fares Schemes. Evaluation to determine which to progress to pilot implementation.	Study completion 2023/2024
	Implementation and Support for Targeted Reduced fare Schemes	Implementation and 'Pump Priming' Support for Schemes identified by Study. Evaluation of Schemes.	Implementation 2024 & 2025
Ticketing reform - Supports BSIP progress towards targets for passenger growth and satisfaction.	Review of Spectrum Multi-operator Ticket	Review of the existing Spectrum product and development of new products and re-branding of Spectrum as Derby Go. Following re-branding and the review of the range of products available, the cards will be re-issued (capital funding).	Review and Implementation 2022 - 2024
Bus service support - Network review: Supports BSIP progress towards targets for Journey time,	Network Review	Comprehensive Network Review Cost and Software. This is a detailed network review to help ensure the network is sustainable and can grow with the addition of DRT services.	Study Completion 2022/2023

reliability, and passenger growth. DRT: Supports BSIP progress towards targets for passenger growth and satisfaction.	DRT Implementation and Support	Pump Priming Revenue Support for a DRT network in the city.	Implementation during 2024 & 2025
Improved Information Provision - Supports BSIP progress towards targets for passenger growth and satisfaction.	Regional RTPI Management	Funding contribution to D2N2 partnership for continued development and maintenance of RTI and electronic priorities across the D2N2 Partnership area	Ongoing 2022 - 2025
	Additional RTPI Sites	Rolling programme to Extend Display Coverage by installation of additional Tft screens.	Implementation 2022 - 2025
Other Measures - Supports BSIP progress towards targets for passenger growth and satisfaction.	Bus Station access enforcement	Electronic enforcement to stop private vehicles entering the bus station	Implementation 2024/2025
Bus service support - Supports BSIP progress towards targets for passenger growth and satisfaction.	Bus Service Enhancements	Increased access to existing and reinstated services through increased frequency and operating hours.	Ongoing 2023 - 2025