



Oversight and Governance

Chief Executive's Department
Plymouth City Council
Ballard House
Plymouth PL1 3BJ

Please ask for Hannah Whiting
T 01752 305155
E democraticsupport@plymouth.gov.uk
www.plymouth.gov.uk

Published 13 September 2023

GROWTH AND INFRASTRUCTURE OVERVIEW AND SCRUTINY COMMITTEE – PRESENTATIONS

Wednesday 13 September 2023
2.00 pm
Warspite Room, Council House

Members:

Councillor Bingley, Chair

Councillor Tuffin, Vice Chair

Councillors Carlyle, Gilmour, Goslin, McLay, Noble, Partridge, Raynsford, Salmon, Sproston, Stevens and Stoneman.

Please find attached a copy of the presentations shown during the meeting.

Tracey Lee

Chief Executive

Growth and Infrastructure Overview and Scrutiny Committee - Presentations

- 5. BSIP (Bus Service Improvement Plan) 2023: (Pages 1 - 16)**
- 7. Update: The Box and its performance: (Pages 17 - 20)**

2023 Plymouth Bus Service Improvement Plan



PLYMOUTH
CITY COUNCIL



Presentation to the Growth and Infrastructure Overview and Scrutiny Committee: 13 September 2023

BSIP: Requirements of the National Bus Strategy



PLYMOUTH
CITY COUNCIL



BSIP: Strategic outcomes to be achieved



Supporting the local economy and facilitating economic development

Enabling a reduction of carbon emissions and improving air quality

Delivering wider social and health benefits



BSIP: Vision



“Our vision is to create a thriving bus network where everyone can be connected to important people and places, by services that are frequent, reliable, fast, affordable, safe and clean, which will also help Plymouth to achieve its net zero goals by 2030”.

BSIP: Passenger Priorities



BSIP: Passenger Priorities



| | | |
|-----------------------------|--------------------------|----------------------------------|
| Frequent | Reliable and Fast | Affordable |
| Safe | Clean | Simple and understandable |
| Direct and connected | Accessible | Modern |

BSIP: Passenger Priority Survey

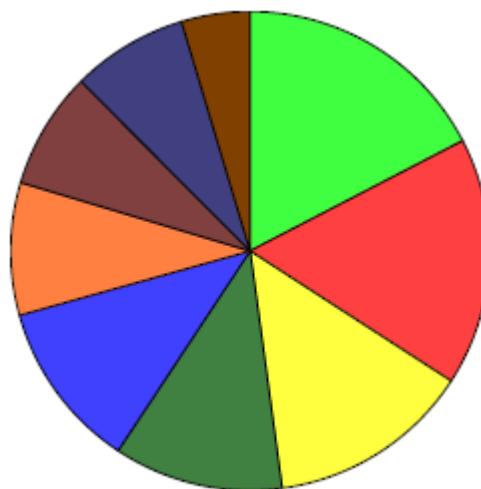


Bus passenger priority survey results so far:

Number of responses: 1670

Current order of priority:

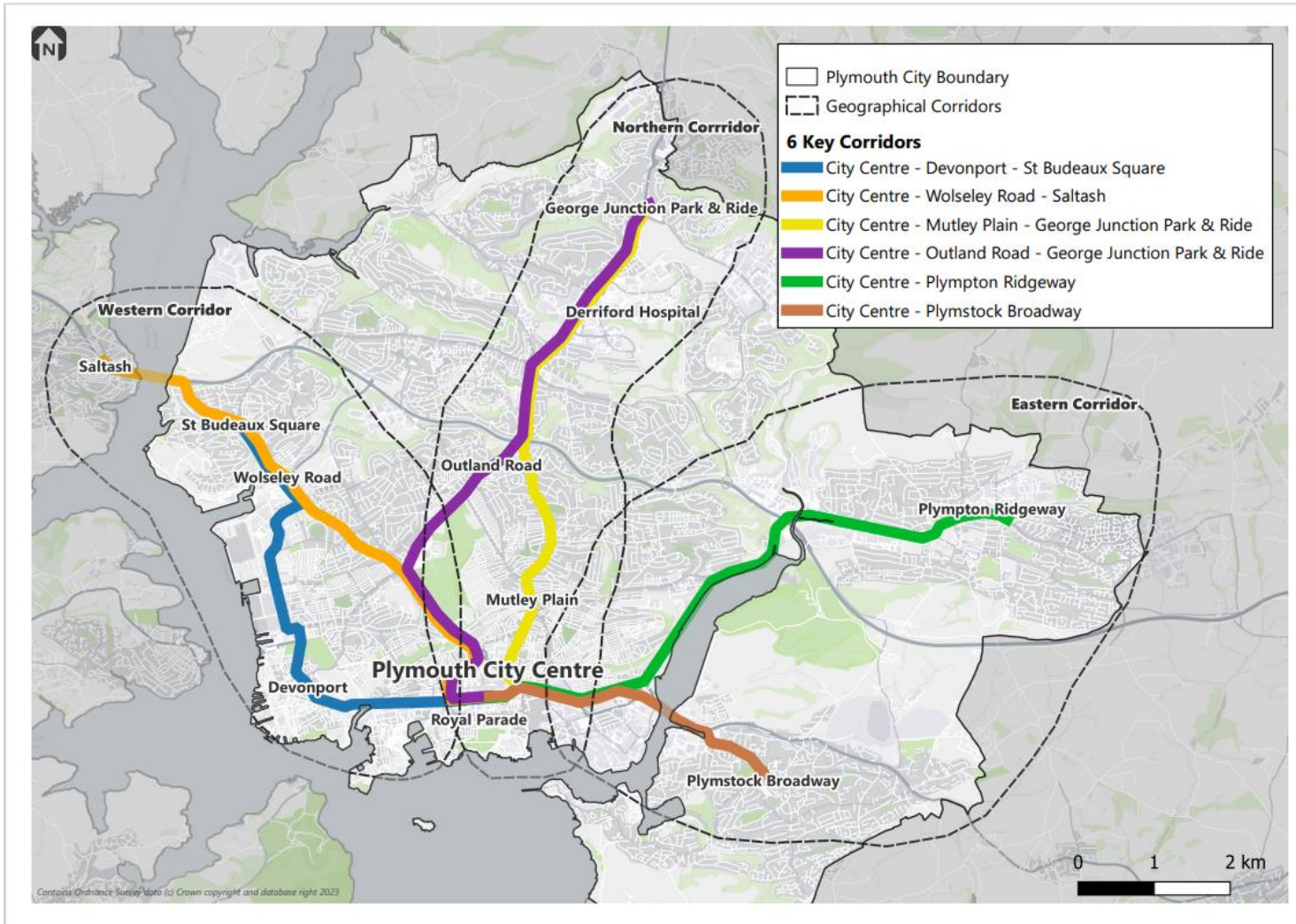
- Frequent
- Reliable and fast
- Affordable
- Direct and connected
- Safe
- Clean
- Simple and understandable
- Accessible
- Modern



BSIP: Measures



BSIP: Measures



BSIP: Measures



PLYMOUTH
CITY COUNCIL



BSIP: Measures



| Priorities | Strengths | Weaknesses |
|--------------------------|---|---|
| Frequent | <ul style="list-style-type: none"> ✓ Good daytime weekday frequencies to key locations such as the City Centre | <ul style="list-style-type: none"> - Poor evening and weekend frequencies - Park and ride frequencies significantly reduced post the pandemic |
| Reliable and fast | <ul style="list-style-type: none"> ✓ Exciting forward plan of investment to support bus services | <ul style="list-style-type: none"> - Perception of slow bus journey times amongst lapse and non-bus users - Large, growing, traffic volumes on Plymouth's roads - Bus journey time variability - Reliability issues post the pandemic |
| Affordable | <ul style="list-style-type: none"> ✓ Multi-operator 'Skipper' ticket ✓ Tap and Cap technology introduced on the Plymouth Citybus fleet in July 2022 ✓ £2 fare cap scheme | <ul style="list-style-type: none"> - Skipper ticket currently not multi-modal - Perception that ticket costs are expensive amongst non-bus users |

BSIP: Measures



| Priorities | Strengths | Weaknesses |
|----------------------------------|---|--|
| Safe | <ul style="list-style-type: none"> ✓ George Junction Passenger facility re-opened ✓ On bus CCTV ✓ Glass roof bus shelters to create a lighter and more airy space | <ul style="list-style-type: none"> - Some bus stops more remote for evening services |
| Clean | <ul style="list-style-type: none"> ✓ High quality coach station ✓ Continuation of enhanced cleaning regimes introduced during the pandemic | <ul style="list-style-type: none"> - Variation in facilities available at bus stops across the city - Bus stop pole and flag cleanliness varies across the city. |
| Simple and understandable | <ul style="list-style-type: none"> ✓ Proven positive impact of the Plymotion behavioural change campaign on bus patronage ✓ Multi-operator bus network map ✓ RTPI used to promote public transport initiatives ✓ Single source of bus information available via the Council's bus page; plan your bus journey | <ul style="list-style-type: none"> - Lack of co-ordinated timetables; bus timetables perceived as difficult to understand - Lack of integrated timetable booklet - Ticketing is perceived as confusing with a general lack of awareness of the ticket options available - Lack of a dedicated park and ride service from Milehouse park and ride |

BSIP: Measures



| Priorities | Strengths | Weaknesses |
|------------------------------------|---|---|
| <p>Direct and connected</p> | <ul style="list-style-type: none"> ✓ Three park and ride sites with a further site planned to the east of Plymouth ✓ All park and ride sites provide multi-modal interchange opportunities ✓ The majority of the city is served by a commercial network ✓ Comprehensive bus network ✓ Compact city ✓ Bus services pass close to or directly serve most of Plymouth's ferry landing stages | <ul style="list-style-type: none"> - Orbital or cross city journeys tend to involve an interchange with resultant time penalties |
| <p>Accessible</p> | <ul style="list-style-type: none"> ✓ Strong partnership working between bus operators and community transport provider ✓ Four of Plymouth's six core corridors have a relatively good level of service | <ul style="list-style-type: none"> - Two of Plymouth's six core corridors (City Centre – Outland Road – George Park and Ride and City Centre – Plymstock Broadway) have poor levels of end to end direct provision |

BSIP: Measures



| Priorities | Strengths | Weaknesses |
|---------------|---|-------------------------|
| Modern | <ul style="list-style-type: none"> ✓ All of Plymouth's bus operators accept contactless payments ✓ New high quality bus shelters being installed | - Buses viewed as tired |
| All | <ul style="list-style-type: none"> ✓ Strong partnership working between the Council and bus operators ✓ Supportive planning policy ✓ Supportive transport policies ✓ Strong regional co-operation on public transport ✓ Plymouth Bus Passenger Charter | |

BSIP: Targets



PLYMOUTH
CITY COUNCIL

| | 2030 | 2034 |
|------------------------------|--|---|
| Journey time | Average bus journey times in 2030 on Plymouth's six core corridors will be the same as in 2023 | Average bus journey times in 2034 on Plymouth's six core corridors will be quicker than in 2023 |
| | 90% of passengers are satisfied with on-bus journey times | 95% of passengers are satisfied with on-bus journey times |
| Reliability | 99.4% of scheduled mileage operated | 99.6% of scheduled mileage operated |
| | 85% of scheduled bus services are on time | 90% of scheduled bus services are on time |
| Passenger growth | 23,013,275 passenger journeys (2030/31) | 26,073,937 passenger journeys (2033/34) |
| Customer satisfaction | 90% overall satisfaction with local bus services | 95% overall satisfaction with local bus services |

This page is intentionally left blank

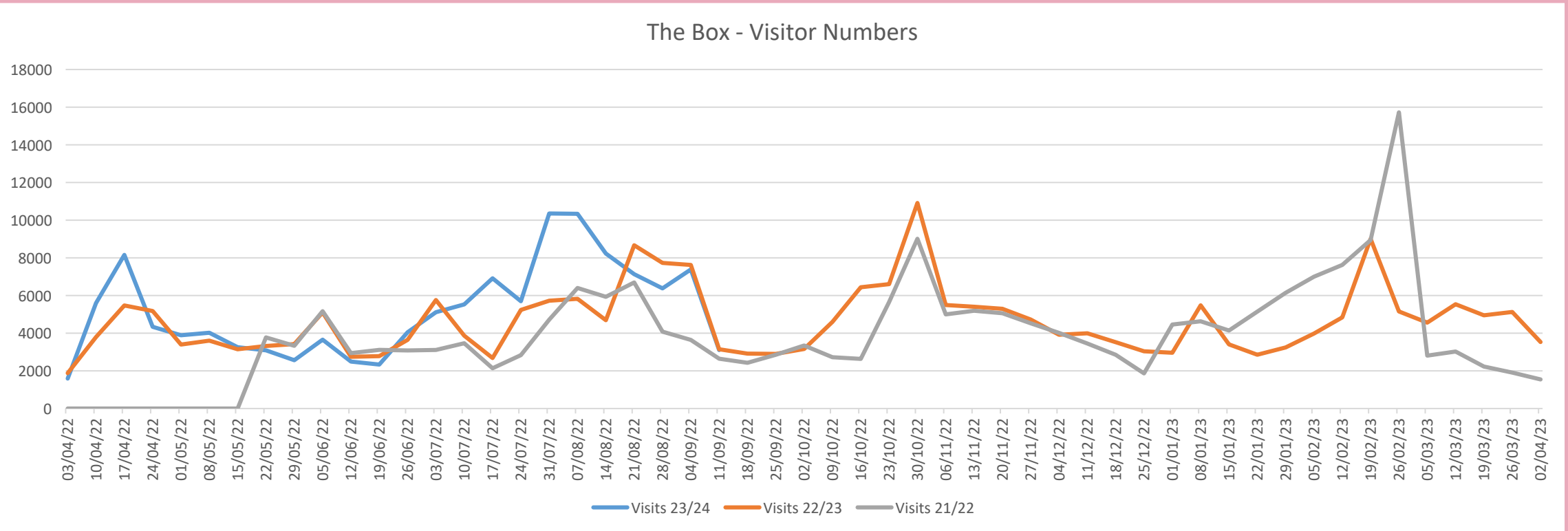
The Box



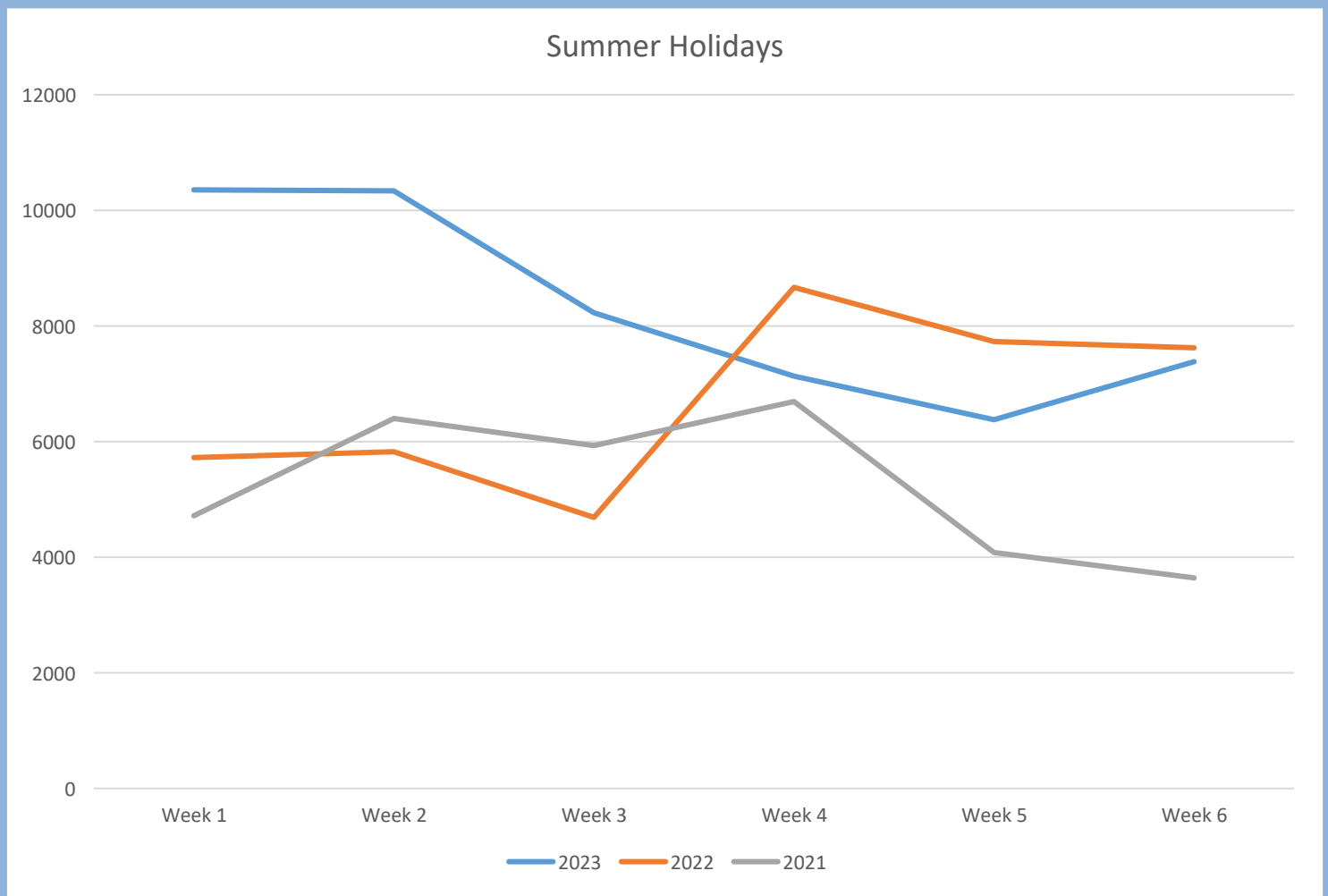
Visits to date (10/09/23)

- Total visits YTD 2023/24 – 125,212 (108,435 - 2022)
- Target visits – 222,640
- % YTD – 56% attendance target

| | |
|---------------|---------|
| 20/21 total | 33,153 |
| 21/22 total | 203,010 |
| 22/23 total | 245,987 |
| 23/24 total | 125,212 |
| Running total | 607,362 |



Summer Holidays



| | 2023 | 2022 | 2021 |
|---------------|-------|-------|-------|
| Week 1 | 10355 | 5724 | 4717 |
| Week 2 | 10338 | 5825 | 6400 |
| Week 3 | 8229 | 4689 | 5931 |
| Week 4 | 7133 | 8668 | 6693 |
| Week 5 | 6379 | 7731 | 4081 |
| Week 6 | 7383 | 7623 | 3643 |
| Total | 49817 | 40260 | 31465 |

