

2023 Plymouth Bus Service Improvement Plan



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

BSIP: Requirements of the National Bus Strategy



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BSIP: Strategic outcomes to be achieved



Supporting the local economy and facilitating economic development



Delivering wider social and health benefits

Enabling a reduction of carbon emissions and improving air quality



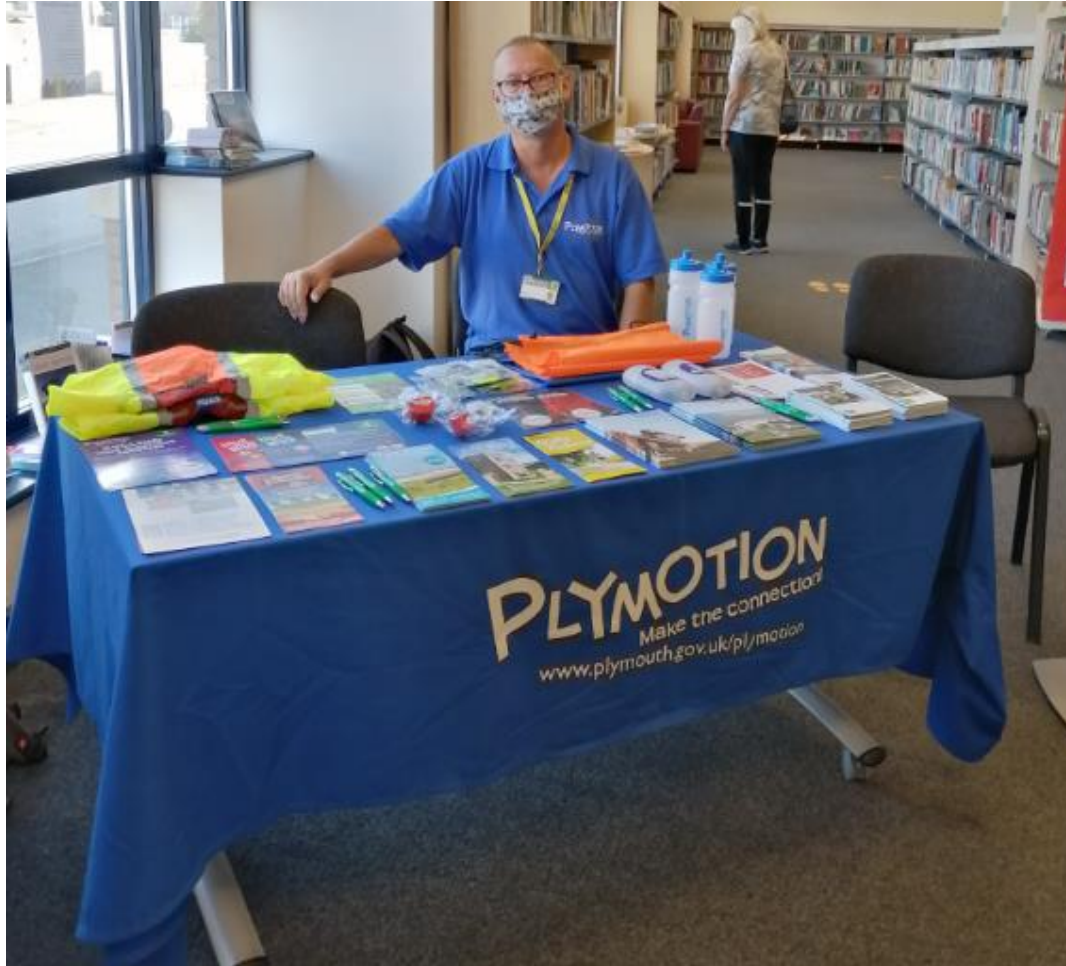
BSIP: Vision



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“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

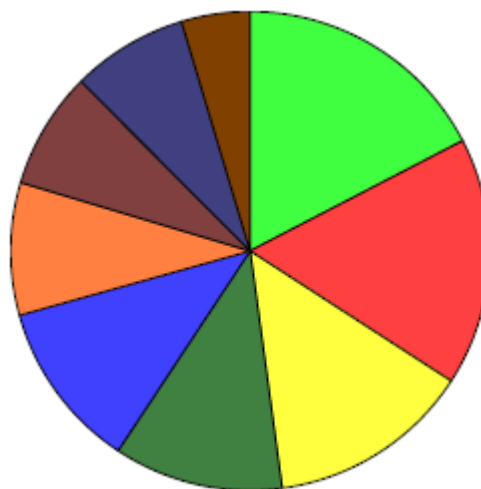


Bus passenger priority survey results so far:

Number of responses: 1670

Current order of priority:

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



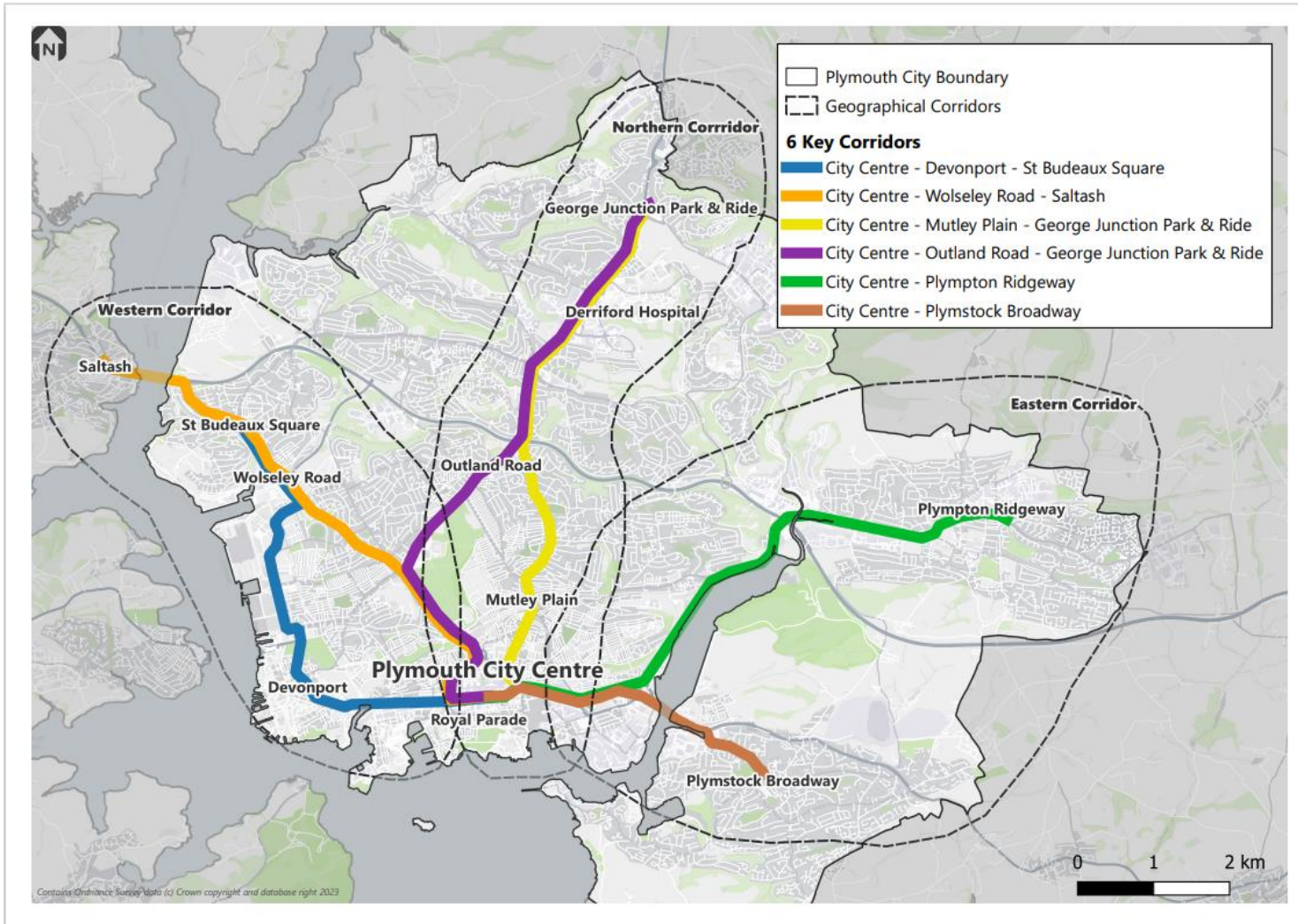
BSIP: Measures



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BSIP: Measures



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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



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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



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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



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	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