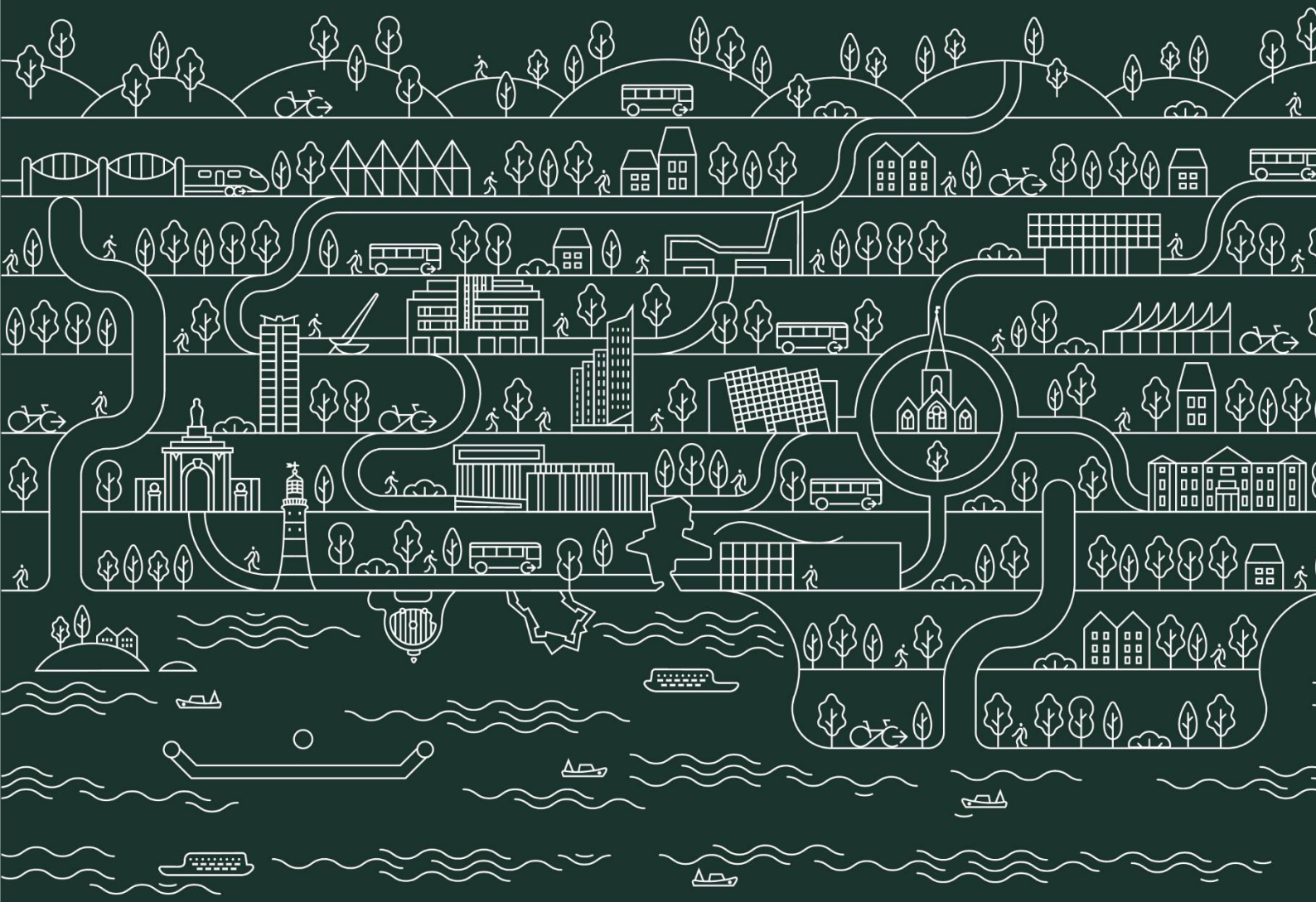
PLYMOUTH
CITY COUNCIL

PLYMOUTH ENHANCED PARTNERSHIP PLAN

SPRING 2025



Variation 02
Original EP Plan was made: 1 April 2023
Latest variation: 1 April 2025

PLYMOUTH ENHANCED PARTNERSHIP PLAN

SPRING 2025

CONTENTS

SECTION 1: INTRODUCTION 4

SECTION 2: CONTEXT 8
- 2.1 Plymouth Enhanced Partnership Area 9
- 2.2 Influential Policies and Plans 10
- 2.3 Enhanced Partnership Plan Duration and Review 14

SECTION 3: BUSES IN PLYMOUTH 15
- 3.1 Plymouth's Bus Market 16
- 3.2 Patronage 21
- 3.3 Plymouth's Bus Network 22
- 3.4 Fares and Ticketing 25
- 3.5 Passenger Information 27
- 3.6 Bus Interchanges 30
- 3.7 Bus Punctuality and Reliability 34
- 3.8 Bus Priority Infrastructure 36
- 3.9 Passenger Satisfaction 38

SECTION 4: CONSULTATION 40
- 4.1 Stakeholder and Public Engagement 41

SECTION 5: TARGETS 44
- 5.1 Plymouth Enhanced Partnership Targets 45
- 5.2 Performance Trends 46
- 5.3 Reporting Performance 51

SECTION 6: INTERVENTIONS 52
- 6.1 Opportunities to Improve 53
- 6.2 EP Plan Measures 55

SECTION 7: GOVERNANCE 68
- 7.1 Enhanced Partnership Plan Governance 69
- 7.2 Plymouth Enhanced Partnership Board 69
- 7.3 Enhanced Partnership Scheme Delivery Group(s) 70
- 7.4 Plymouth Enhanced Partnership Forum 70
- 7.5 Small and Medium-Sized Operators 71
- 7.6 Variations to the EP Plan 71
- 7.7 Revocation of EP Plan 71

SECTION 8: COMPETITION 73

PLYMOUTH ENHANCED PARTNERSHIP PLAN

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

PLYMOUTH CITY COUNCIL

The Plan came into effect on 1 April 2025 and will remain valid until revoked.

SECTION 1: INTRODUCTION

SECTION 1: INTRODUCTION

Welcome to our Enhanced Partnership (EP) Plan which summarises how we will deliver excellent bus services for Plymouth and outlines the governance processes that the Enhanced Partnership follows.

Our EP Plan is aligned with the Plymouth Bus Service Improvement Plan (BSIP) vision, priorities, objectives and measures. Our BSIP can be read in full on the www.plymouth.gov.uk/bus-improvements webpage.

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.

Our EP Plan directly responds to the objectives of the Government's National Bus Strategy[1] and looks to makes buses more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper. Improving people's lives is at the centre of every decision the Enhanced Partnership makes. We have therefore listened to the city's current, lapsed and non-bus users, along with other key stakeholders, to find out what they would most like to see improved in order for them to have bus services that they need, can be proud of and enjoy using. As a result, nine **passenger priorities** underpin our Plan. These are:

More **frequent** services, more buses in the evenings and at weekends and more services (on major routes) where you can 'turn up and go' without needing to refer to a timetable.

More **reliable** services, with **faster** journey times (using bus priority measures such as bus lanes and bus gates).

Affordable fares that are competitive with travelling by car, cheap multi-operator tickets and contactless payment options on every bus.

New and extended **direct** routes to key areas and locations (such as major employers and leisure destinations); a limit of two timetable changes a year (so passengers can get to know routes and timings better); buses that are **connected** with other sustainable transport (such as trains, ferries and e-bikes); and dial-a-ride vehicles that better support communities on the outskirts of Plymouth.

Accessible services, with more bus stop clearways, adequate space for a wheelchair and audio-visual 'next stop' information on buses and a commitment to customer service training to better support elderly and disabled passengers on all services.

More measures to help people feel **safe**, such as CCTV on buses, emergency help points in bus shelters and improved lighting. Also a commitment to make better use of real time passenger information, QR codes and apps to notify passengers about service disruptions and cancellations while they wait at stops.

Simple and accurate information at bus stops, online and on smart phone apps, which is easy to read and **understand.**

Modern buses that tackle climate change and are attractive, spacious, comfortable and suited to the needs of all passengers, with more buses providing child and family-friendly features such as additional space or fold-up seats to accommodate multiple pushchairs.

Cleaner buses and more enjoyable bus stop environments.

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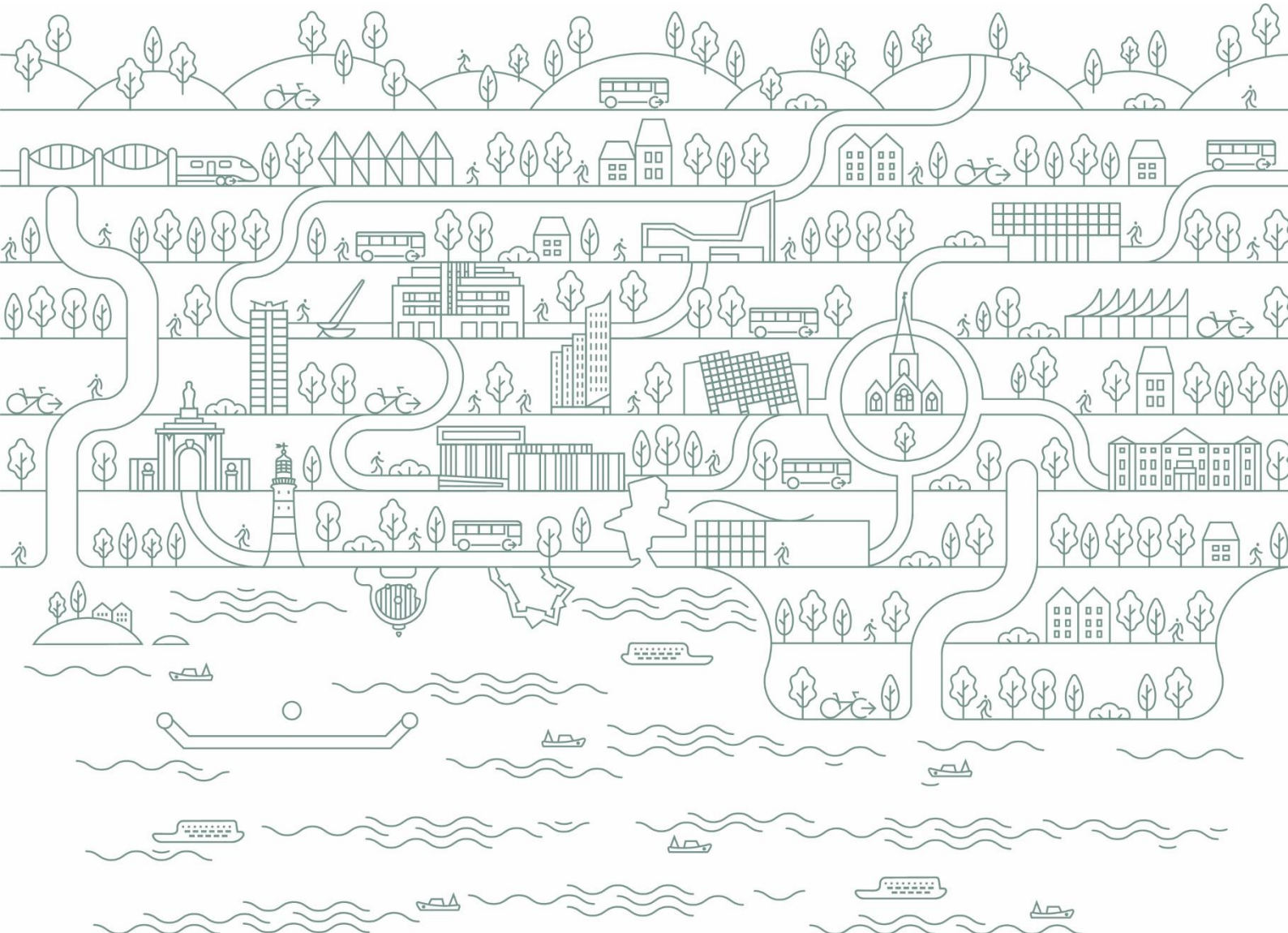
[1] Bus Back Better – National Bus Strategy for England (2021) https://www.gov.uk/government/publications/bus-back-better

This EP Plan fulfils the statutory requirements set out by the Bus Services Act 2017 for an EP Plan for Plymouth and facilitates the introduction of an EP Scheme which is designed to support and develop bus services across Plymouth.

In accordance with the statutory requirements for an EP Plan, this document includes:

- An overview and map of the geographical area covered
- Factors affecting the local bus market
- A summary of passengers' experiences in using bus services and the priorities of users and non-users for improvements
- Trends in bus journey speeds and the impact of congestion on bus services
- Objectives that are sought for bus service provision
- Interventions needed to achieve the desired outcomes (please refer to our EP Scheme to read the detailed actions and commitments of the Plymouth Bus Partnership)
- Governance arrangements and a
- Competition test

A summary of how the Partnership will achieve our vision for buses in Plymouth is outlined on our plan on a page.



PLAN ON A PAGE - 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.

OUR TARGETS ARE:

Targets	Targets for 2034
Journey time	Average bus journey times in 2034 on Plymouth's six core corridors will be quicker than in 2023
	95% of passengers are satisfied with on-bus journey times
Reliability	99.6% of scheduled mileage operated
	90% of scheduled bus services are on time
Passenger growth	26,073,937 passenger journeys (2033/34)
Customer satisfaction	95% overall satisfaction with local bus services
Network coverage and accessibility to services	Network coverage and accessibility is restored to 2021 (pre-Covid) levels in the off-peak with a 5% stretch target

WE WILL DELIVER A BUS SERVICE:

With high frequencies on our core corridors, available seven days a week, both in the evenings as well as during the day, enabled by high quality infrastructure reducing journey times

Which connects with more destinations

Which delivers great value for money

Which people are supported and empowered to use

WITH:

An enhanced frequency on Plymouth's six core bus corridors with significantly better frequencies in the evening and at weekends

A simple to understand, competitively priced suite of inter-operable tickets covering all bus operators- to be delivered through an enhanced 'Skipper' ticket offering great value for commuters and leisure riders, which can be paid for with a contactless card

More bus priority, building on the investment being delivered through the Council's exciting Transforming Cities Fund programme, supporting faster and more reliable journeys

Route and destination based personalised travel planning supporting people to gain skills and confidence in bus routes, timetables and ticketing information

An enhanced park and ride offer

SECTION 2: CONTEXT

SECTION 2: CONTEXT

2.1 PLYMOUTH ENHANCED PARTNERSHIP AREA

This Plan covers the city of Plymouth and a single unitary Local Transport Authority (LTA), Plymouth City Council. Plymouth is located within Devon, in the South West of England.

Figure 1 shows a map of the Plymouth EP and BSIP area, which also covers the corresponding EP Scheme. It highlights the six core bus corridors, three development corridors and key locations mentioned throughout our Plan.

Figure 1: Map of Plymouth Enhanced Partnership area[2]

[2] ITP (2023)

As outlined in Figure 1, the six core bus corridors referred to throughout this EP Plan are:

1. City Centre – Devonport (via Union Street) – St Budeaux Square
2. City Centre – Wolseley Road – Saltash
3. City Centre – Mutley Plain – George Park and Ride
4. City Centre – Outland Road – George Park and Ride
5. City Centre – Plympton Ridgeway
6. City Centre – Plymstock Broadway

2.2 INFLUENTIAL POLICIES AND PLANS

There are a number of key strategic policies that underpin our EP Plan. These include plans related to transport, climate emergency, health and wellbeing, as well as corporate guidance, and are set out below.

Through co-operative working with other Council departments, external partners and neighbouring authorities we will deliver our EP Plan, thus supporting the delivery of the following strategic policies.

2.2.1 PLYMOUTH BUS SERVICE IMPROVEMENT PLAN

The Plymouth Bus Service Improvement Plan (BSIP) was produced in response to the Government's National Bus Strategy (NBS) for England, which was published in March 2021. It sets out an ambitious vision and a comprehensive strategy to transform the quality of bus services in Plymouth, making them more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper. A successful bus service is good for the economy, for the environment, for the cost of living and for the quality of life of people living in our city.

Our BSIP will be delivered, through the Plymouth Enhanced Partnership between the Council, bus operators and local stakeholders. In the NBS, the statutory framework for delivery of the strategy through partnership is provided by the Bus Services Act 2017, with the BSIP being a key document setting out the local context, vision, objectives and delivery plans of LTAs and their partners.

Our EP Plan is therefore very closely aligned to the Plymouth BSIP as both documents share the same vision, objectives and delivery plans, which will be delivered through our Enhanced Partnership.

2.2.2 PLYMOUTH PLAN

The Plymouth Plan is a ground-breaking plan which looks ahead to 2034. It sets a shared direction of travel for the long-term future of the city bringing together a number of strategic planning processes into one place.

The Plymouth Plan talks about the future of the city's economy; its plans for the city's transport and housing needs; how the city can improve the lives of children and young people and address the issues which lead to child poverty, and it sets out the aspiration to be a healthy and prosperous city with a rich arts and cultural environment.

The Plymouth Plan also includes the city's spatial strategy, incorporating the Plymouth-specific elements of the Plymouth and South West Devon Joint Local Plan (2.2.3).

The EP Plan form part of the delivery plan within the Plymouth Plan. Its delivery achieves Plan policies HEA6 (Delivering a safe, accessible, sustainable and health enabling transport system), GRO4 (Using transport investment to drive growth, and commitment to facilitate the use of sustainable transport modes) and INT6 (Enhancing Plymouth's 'green city' credentials).

This is because the Plymouth Plan seeks to help deliver a transport system that enables and encourages sustainable and active travel choices, provides good accessibility for the city's population to jobs and services, and supports a healthy environment. Through the EP Plan we will:

- [Deliver] a public transport system that everyone can use, including working with the bus companies to provide easier ticketing, clear journey planning and timetable information, and accessible boarding and alighting across the city. HEA6 (5)
- [Work] with public transport providers to ensure that each neighbourhood is well connected to the city's High Quality Public Transport Network offering good accessibility to key destinations. HEA6 (6)
- [Work] with the Council's partners, including the charitable sector, to provide community transport to enable people who cannot use conventional public transport to access health, leisure, shopping and social opportunities within the city and surrounding area. HEA6 (9)
- [Work] with regional partners, agencies and public transport operators to deliver an integrated transport system across all modes covering key locations within and adjoining the Plymouth Travel to Work Area. HEA6 (10)
- [Continue] to support the High Quality Public Transport Network and improve public and sustainable transport services through, where appropriate, subsidies and new infrastructure. GRO4 (1)
- [Maintain], [improve] and [expand] the network of Park & Ride facilities and services, addressing the needs of both Derriford and the City Centre including a new facility at Deep Lane, exploring suitable locations for new facilities and considering the reallocation of space at existing sites. GRO4 (2)
- [Continue] to support and develop new and existing local passenger ferry services, by working with stakeholders. GRO4 (3)
- Use smarter choices and travel planning to provide and promote travel choice, through the planning process. GRO4 (13)
- [Develop] and [deliver] targeted infrastructure interventions, consistent with the long-term vision and objectives for transport set out in the Joint Local Plan GRO4 (15)
- [Reduce] transport related carbon emissions by offering an efficient, accessible and attractive choice of sustainable travel options for all sectors of the community, visitors, businesses and commuters within pleasant and secure environments and actively supporting the transition to low emission vehicles. INT6 (3)

2.2.3 PLYMOUTH AND SOUTH WEST DEVON JOINT LOCAL PLAN

The Plymouth and South West Devon Joint Local Plan is a joint plan between Plymouth City Council, South Hams District Council and West Devon Borough Council. The key purpose of the JLP is to establish an over-arching strategic framework for sustainable growth and the management of change. It is the statutory development plan for Plymouth.

The Joint Local Plan sets out how the Local Planning Authorities and the local highway authorities of Plymouth and Devon, working with key transport stakeholders, will deliver an integrated approach to transport and planning, based upon the following key principles. The EP Plan supports all of these key principles and in particular those highlighted in bold:

- Sustainable growth as a key driver behind the transport strategy, whilst making sure that transport is delivered in the most health promoting and environmentally responsible manner.

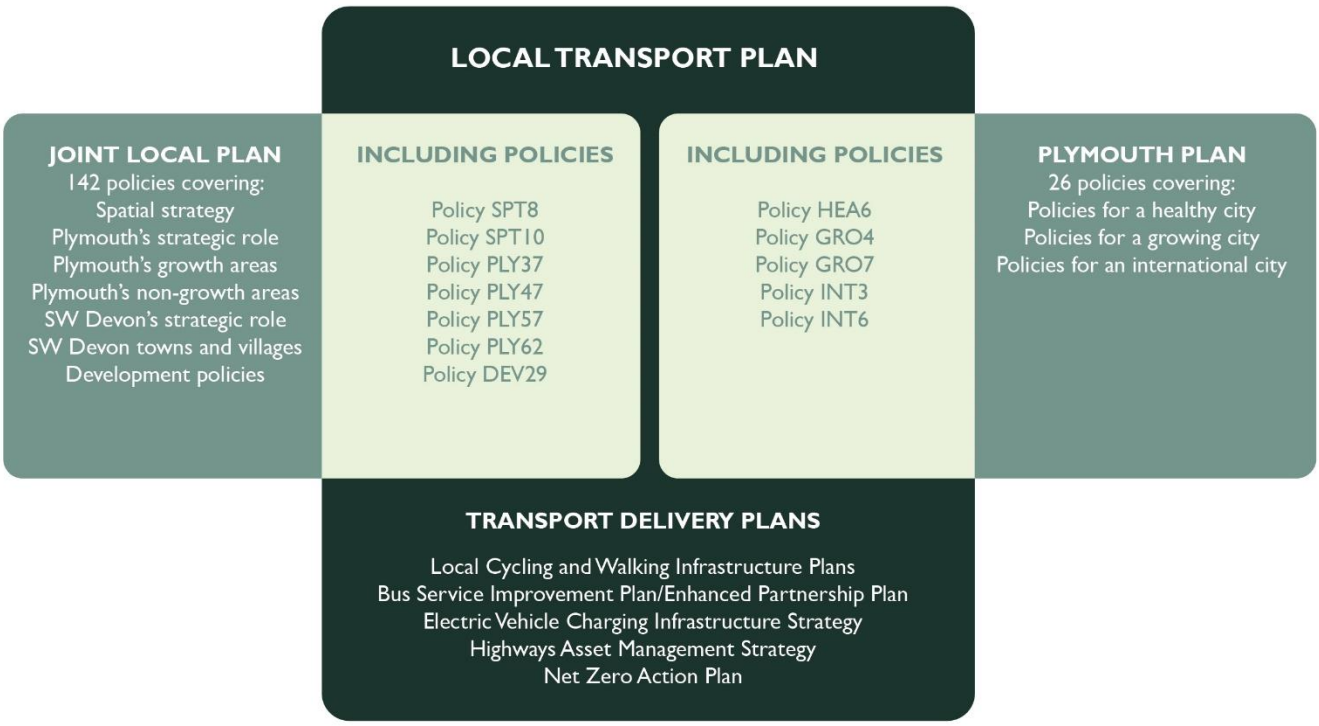
- **Focussing major growth on accessible locations, where high quality sustainable travel can be more effectively promoted,** with clear priorities for routes to and from the city's three Growth Areas to balance the competing demands for highway space.
- Managing the need to travel, by having a balanced distribution of land use within the city and towns.
- Seeking to reduce the impact of severance caused by transport networks, **enabling more journeys by walking, cycling and public transport and providing genuine alternative ways to travel from home to work and other facilities.**
- **Providing realistic sustainable transport choices and increasing the integration of transport modes so that people have genuine alternative ways to travel.**
- **Getting the most out of existing transport networks, through measures that improve network efficiency and encourage behavioural change**, with major infrastructure projects only where there are no better alternatives.
- Supporting economic and housing growth with major transport infrastructure projects where there are proven benefits, so that transport links are not a barrier to planned development and pinch points on the network are alleviated.
- **Adopting a hierarchy of transport modes and routes based upon different spatial settings**.
- **Delivering transport projects which provide a safe and effective transport system, as well as supporting place shaping and healthy community objectives,** as guided by the hierarchy.
- Taking local control of our transport future, embracing localism, generating independent resources to transform transport investment, and embracing changes in travel technology.
- **Partnership working, with local and regional partners, realising greater benefits over the life of the plan and beyond.**

2.2.4 LOCAL TRANSPORT PLAN

Since 2017, Plymouth's Local Transport Plan, and key transport strategy, has been integrated within the Plymouth Plan and therefore spans the period through to 2034. The Plymouth EP and BSIP also work to the same timescales to ensure the guiding transport strategies and the delivery plans are aligned (Figure 2).

At the time of writing this EP Plan the Council is aware of the expected release of new guidance on Local Transport Plans to ensure that they encapsulate national strategies such as Bus Back Better, Gear Change and the Decarbonisation of Transport. This EP responds to the National Bus Strategy and is therefore expected to remain a cornerstone of the Council's Local Transport Plan in the years ahead, as is the Local Cycling and Walking Infrastructure Plan (LCWIP).

Figure 2: The relationship between the Local Trasport Plan, Plymouth Plan, Joint Local Plan and transport delivery plans including the BSIP and EP Plan



2.2.5 PLYMOUTH NET ZERO 2030 AND COUNCIL NET ZERO ACTION PLAN

In March 2019, Plymouth City Council unanimously voted to declare a Climate Emergency, making a pledge to make Plymouth carbon neutral by 2030. This ambition has received cross-party support ever since.

The Council's pledge exceeds the climate objectives of the UK, which are to achieve net zero by 2050, recognising the need for the 2020s to be a decade of urgent and accelerated action.

Subsequently, the Council established a strategic narrative for the city and became a partner in the Plymouth Net Zero Partnership, a leadership group of local organisations and community groups. The Council's current Net Zero Action Plan (NZAP), adopted in March 2024 sets out how the Council will contribute to the delivery of the strategy. The NZAP includes action commitments to reduce emissions from our own facilities, but also describes how we will use our powers to help the city as a whole move towards net zero.

Cutting emissions from travel is a top priority for the city. Transport accounted for the largest part of our city's CO2e emissions in 2020 (28%) and transport as a sector is not decarbonising at the necessary pace to make Plymouth carbon neutral by 2030.

Tackling city transport emissions will require a shift in the uptake of active travel and public transport, and to that effect, the council made a triple commitment to:

- Provide a local policy framework that facilitates the decarbonisation of the transport system. (NZAP T4)
- Provide public infrastructure needed to meet the city's low carbon transport needs. (NZAP T5)

- Co-produce decarbonisation plans and initiatives with partners from across the transport system. (NZAP T6)

The approach to reaching net zero in Plymouth by 2030, outlined on our Climate Connections website, encourages policy makers and service providers to work in partnership to make all the elements of the city's transport system interact well together, including park and ride, public transport, walking and cycling options and parking policies.

Public transport, particularly buses, plays a key role in the net zero transition. The successful delivery of our EP Plan is a cornerstone of our city's net zero strategy.

2.2.6 OTHER RELEVANT POLICIES AND PLANS

Other relevant policies and plans that work alongside this EP Plan include the:

- Local Cycling and Walking Infrastructure Plan
- Peninsula Transport Sub-national Transport Body (STB) Transport Strategy
- Thrive Plymouth Programme
- Plymouth Violence Against Women and Girls Commission 2022 Report
- Plymouth City Council Equality and Diversity Policy

2.3 ENHANCED PARTNERSHIP PLAN DURATION AND REVIEW

2.3.1 DURATION

The EP Plan will remain valid until revoked. The process for varying and revoking the EP Plan is detailed in Section 7.

2.3.2 REVIEW

The EP Plan will be reviewed as and when required alongside the BSIP. The current EP Plan is published and available to read on the Plymouth's bus service improvements webpage.

SECTION 3: BUSES IN PLYMOUTH

SECTION 3: BUSES IN PLYMOUTH

The EP Plan and associated Scheme seek to facilitate improvements to Plymouth's existing bus offer, in order to make buses the mode of choice, both within the city and across the wider travel to work area. This section provides a summary of buses in Plymouth.

3.1 PLYMOUTH'S BUS MARKET

The Council recognises that our travel to work area goes beyond our administrative boundary and includes parts of South Hams, including Ivybridge, West Devon, including Tavistock, and Cornwall including the Rame Peninsula, Torpoint and Saltash. Routes into and out of the city are also important in order to make buses the natural choice for everyone (not just those without cars) and to boost bus patronage.

We worked closely with our neighbouring Local Transport Authorities during the development of our first EP Plan and BSIP and we continue to work with them to ensure that those travelling between our local boundaries are supported by excellent public transport, for example through active participation in the Peninsula Transport Sub-national Transport Body.

However, the pandemic had a significant impact on the way people work, with many office-based workers now regularly working from home. According to Census data, 21 per cent of Plymouth's working age population regularly work from home compared with 6 per cent before the pandemic (Figure 3) although this is still well below the England average and figures for our neighbouring authorities in South Hams and West Devon, which is likely to be reflective of their more rural locations.

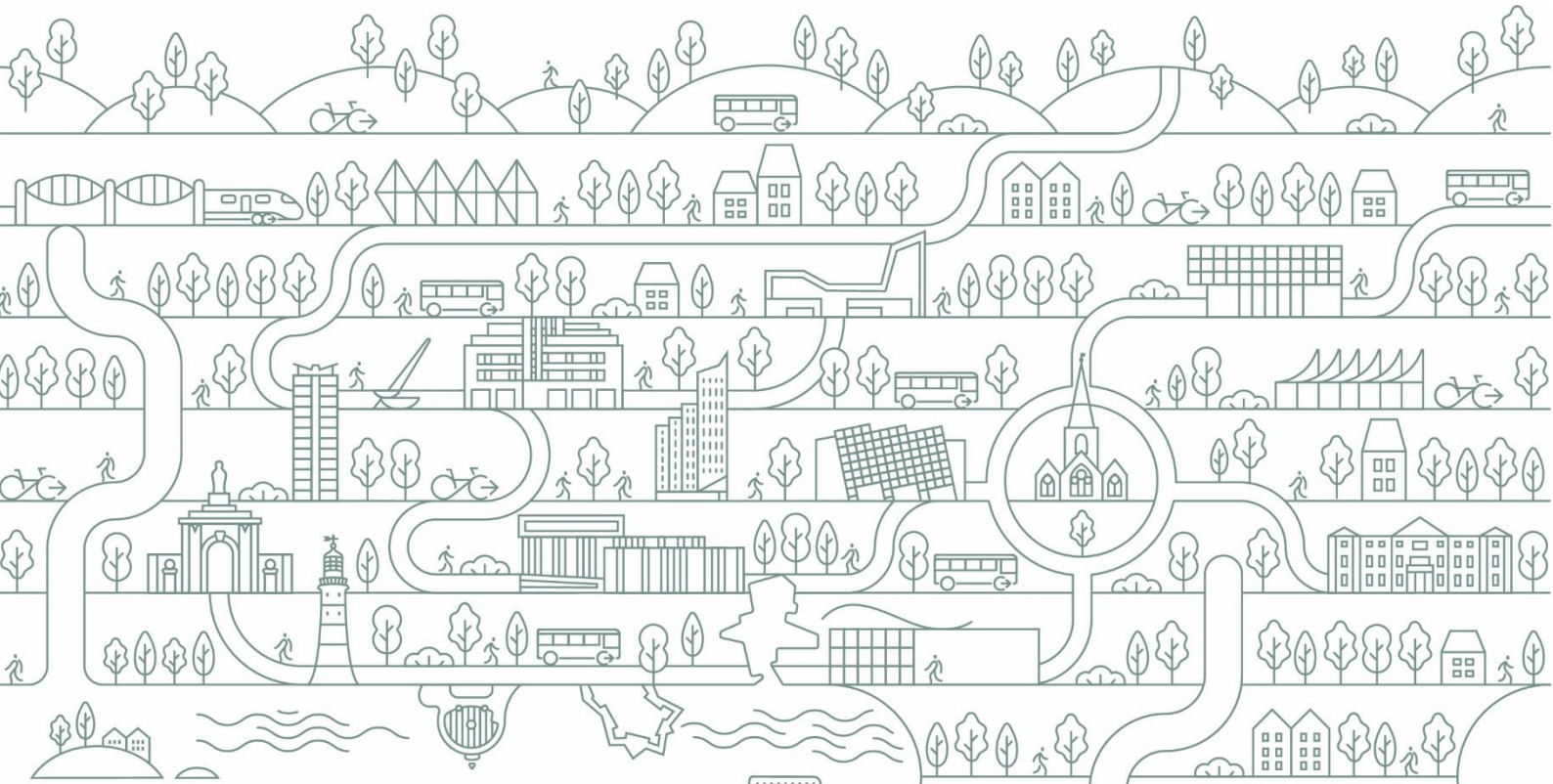
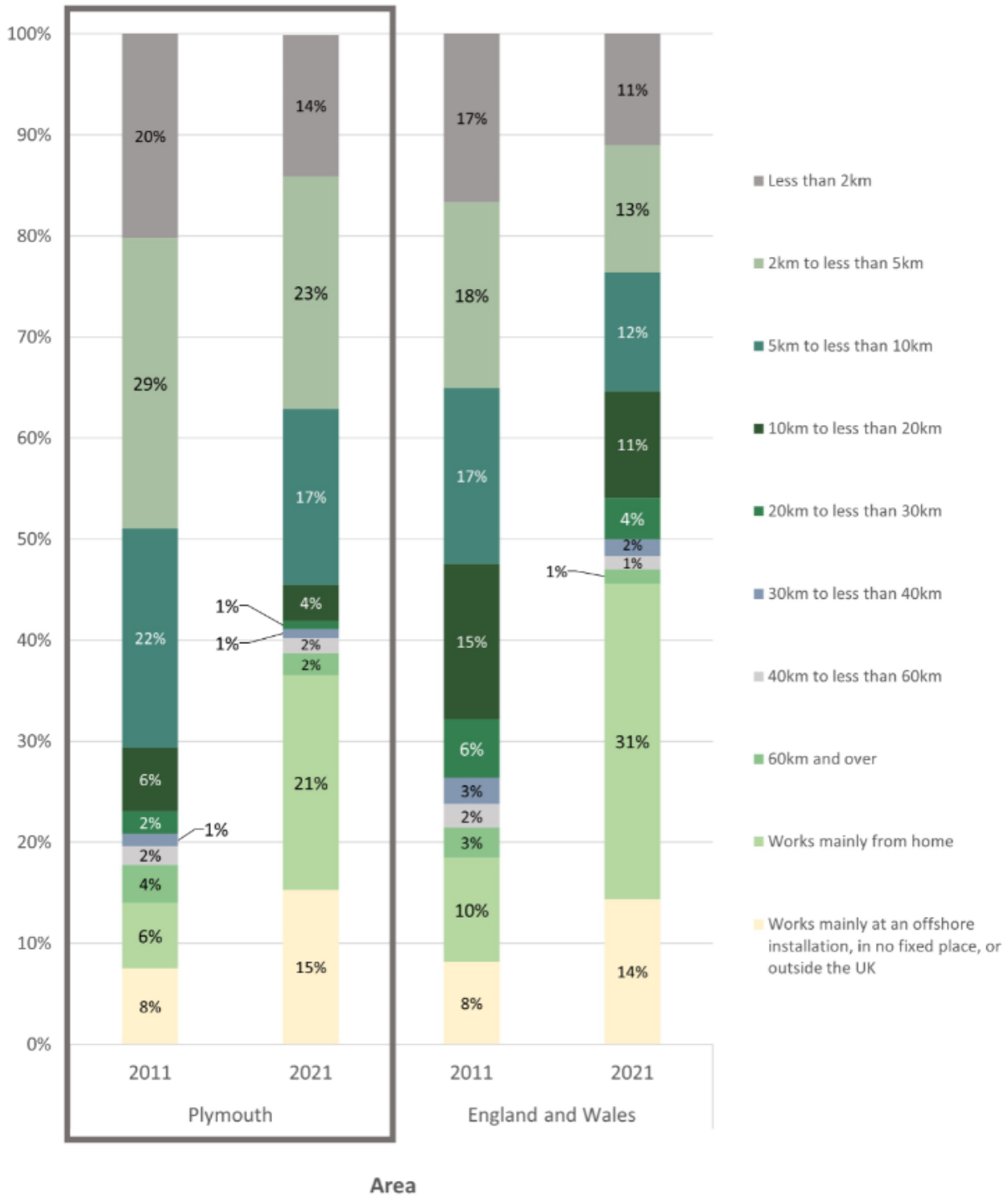
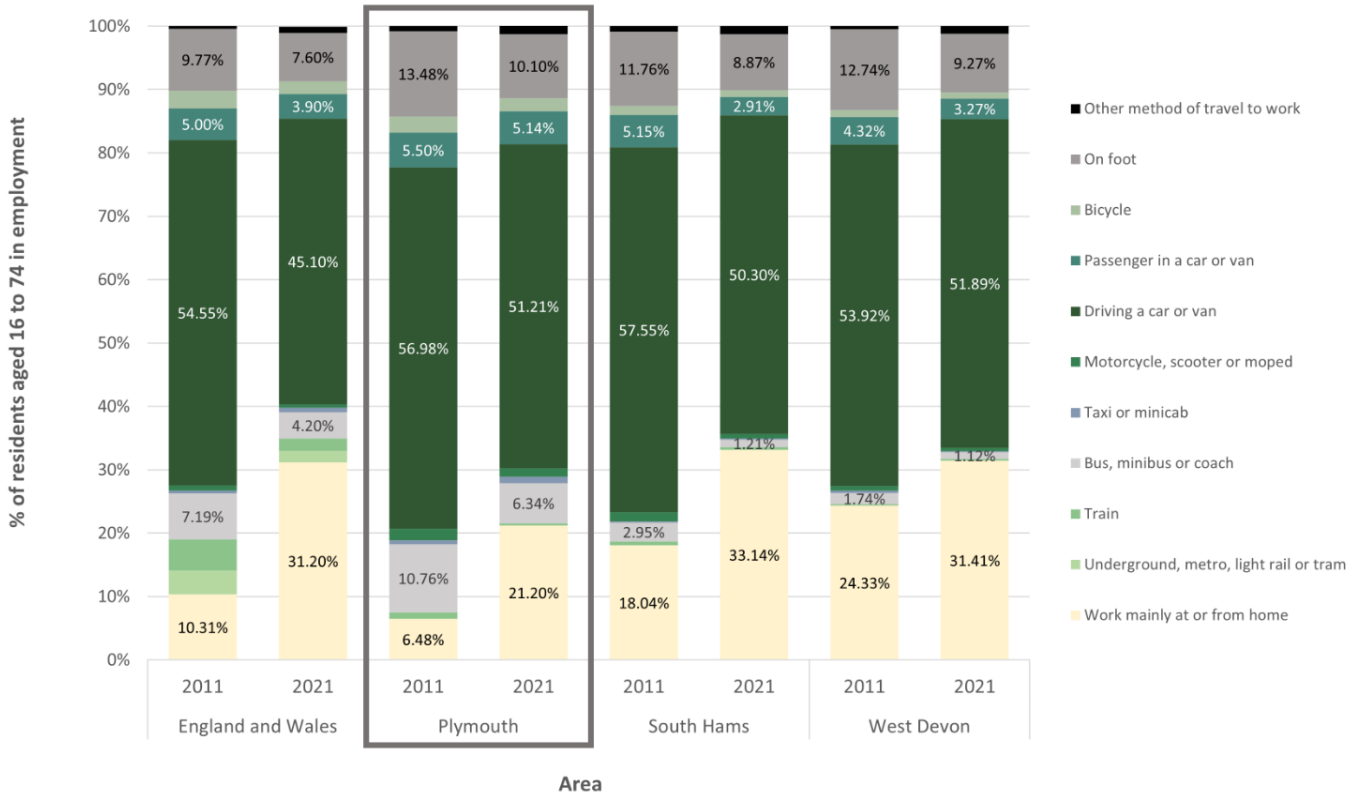


Figure 3: Distance travelled to work by percentage of commuters in Plymouth compared to England and Wales (2011 and 2021 Census)



Within Plymouth, 54 per cent of residents travel less than 10km to their place of work and, whilst commuting by bus and other sustainable modes has seen a reduction between 2011 and 2021, it is still encouraging to see that commuting by bus remains higher in Plymouth than across England & Wales, excluding London (Figure 4).

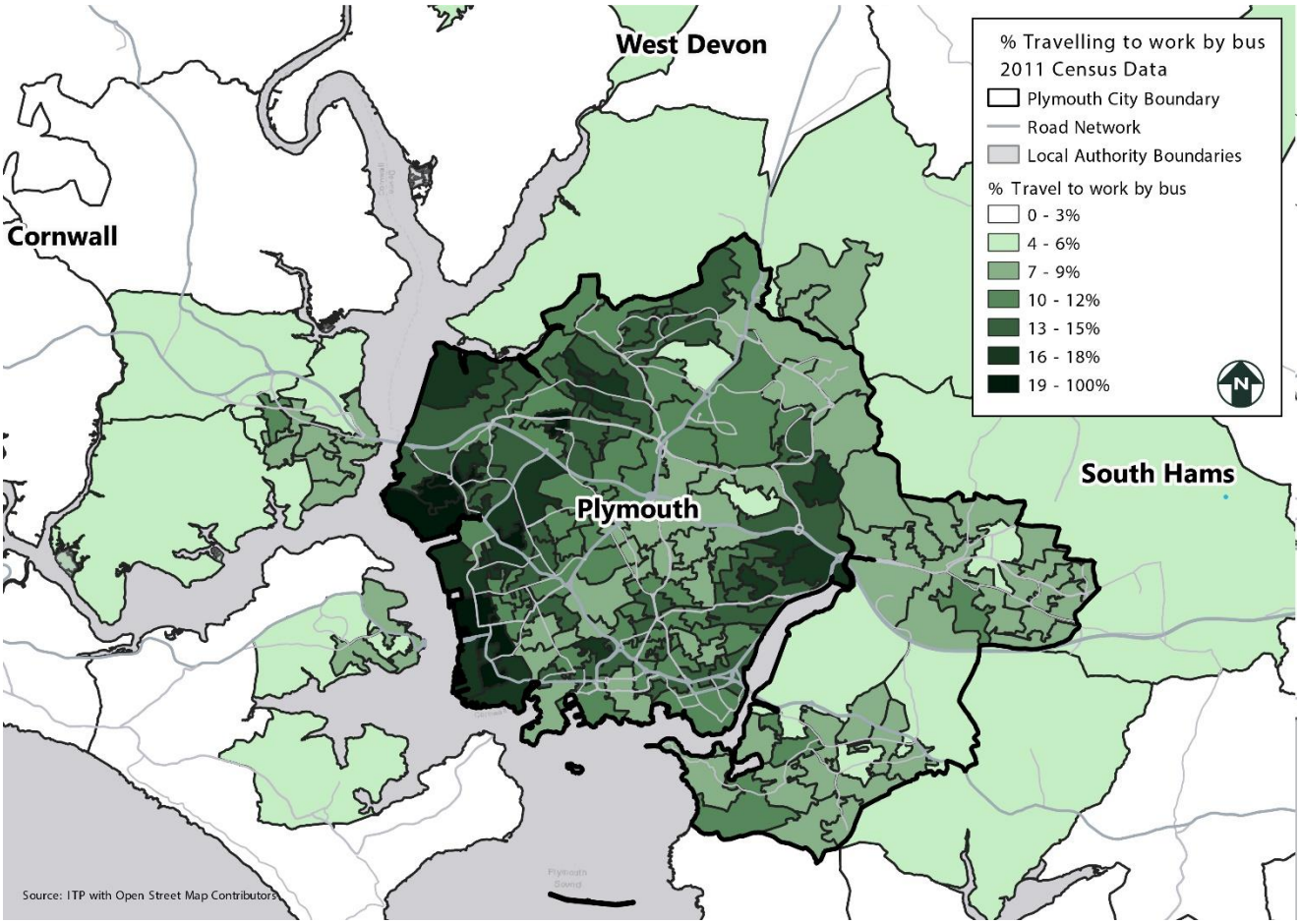
Figure 4: Method of travel to work by percentage of residents aged 16 to 74 in employment, by Plymouth and South West Devon JLP Planning Authority (2011 and 2021 Census)[3]



Figures 5 and 6 clearly show that the reduction in bus travel is not as significant as the reduction in car travel, which is likely to be as a result of those more reliant on bus travel being employed in jobs where a physical presence is necessary such as those working in hospitals, shops, construction and manufacturing.

[3] N.B this excludes those not in employment and aged 15 and under.

Figure 5: Percentage travelling to work by bus (2011 and 2021 comparison)



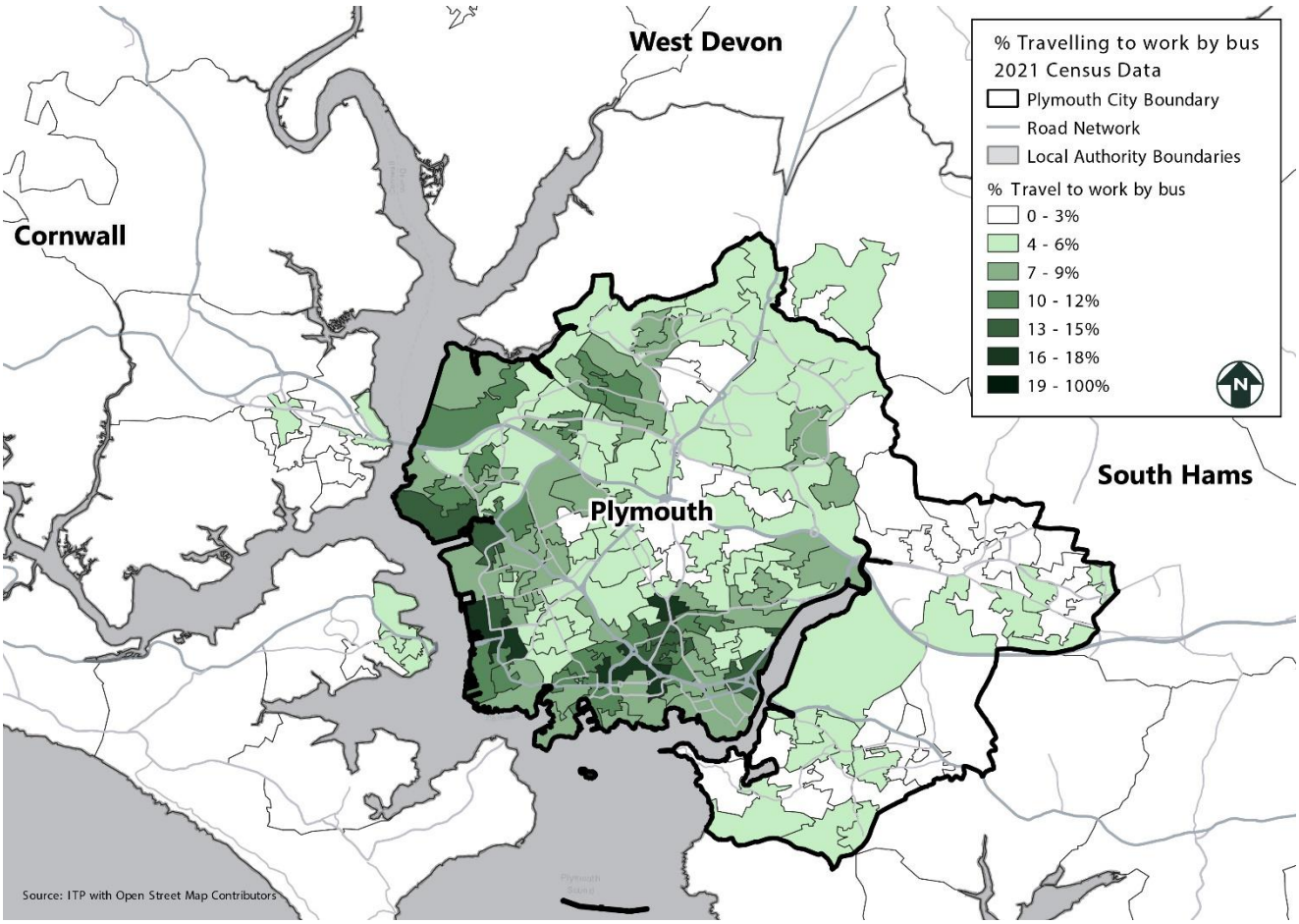
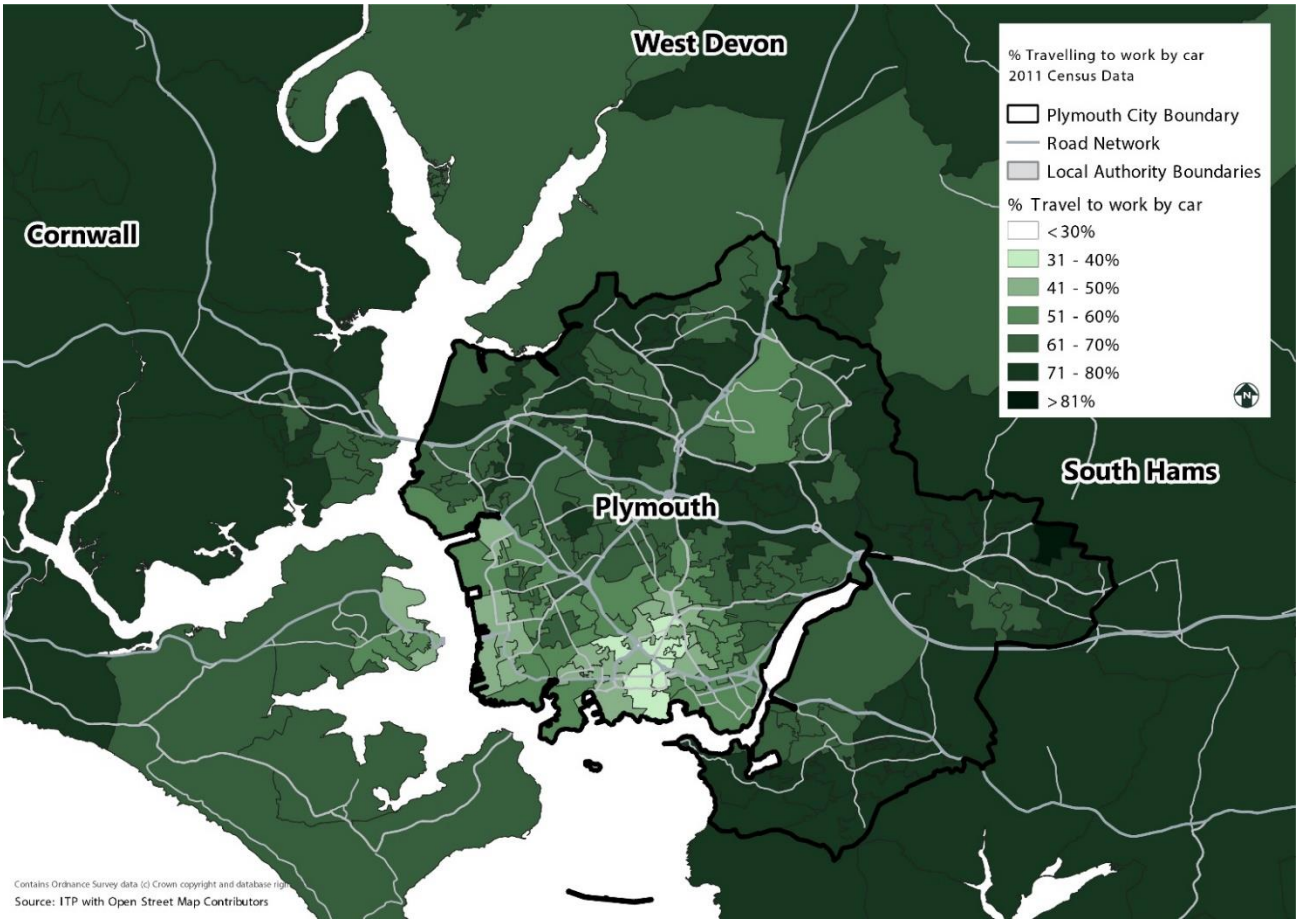
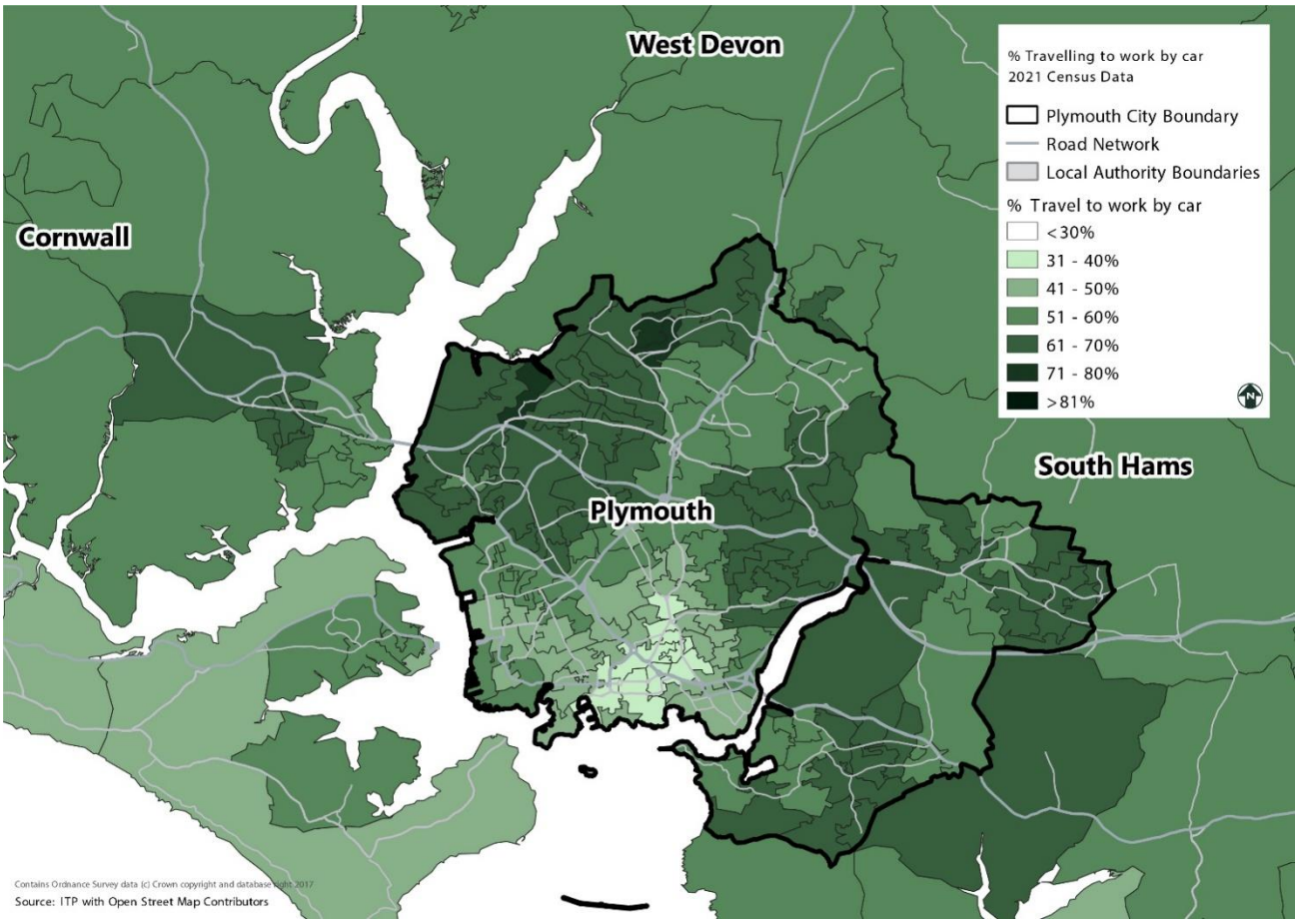


Figure 6: Percentage travelling to work by car (2011 and 2021 comparison)





3.2 PATRONAGE

Plymouth is a bus-based city, with over 18 million journeys made each year prior to 2020-21.

The Covid-19 pandemic had a significant impact on public transport nationally, and Plymouth was no exception to this. Bus services saw patronage plummet in 2020-21 (Table 1), and services significantly reduced to cater for key workers and to provide access to essential services. As restrictions eased, patronage started to grow back and over one million additional journeys were made in 2023-24 compared with the previous year. However, whilst fare-paying passengers returned to the network, concessionary travel pass holders were, and remain, much slower to do so (Table 2).

Table 1: Bus patronage in Plymouth and England

		2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Plymouth	Total Patronage	18,652,931	19,016,310	18,027,681	6,881,673	12,481,802	14,430,064	15,556,201
	% change (year on year)	N/A	+2%	-5%	-62%	+81%	+16%	+7.8%
England[4]	Total Patronage (millions)	4,347	4,311	4,073	1,580	2,835	3,383	N/A
	% change (year on year)	N/A	-1%	-5%	-61%	+79%	+19%	N/A

Concessionary trips were at 66 per cent of pre-pandemic levels as at the end of March 2024. As can be seen from Table 2, concessionary patronage was in decline before the pandemic, resulting mainly from the increase in the age at which residents become entitled to a bus pass, in line with the state pension age, and more stringent assessments being introduced locally for those applying for a pass on the grounds of disability. Those reaching the age of eligibility for a concessionary pass were also more likely to drive than would have been the case when the national concessionary travel scheme was introduced in 2008, and pass take up was therefore lower.

Table 2: Concessionary patronage in Plymouth

		2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Plymouth	Concessionary Patronage	5,552,000	5,477,108	4,970,235	1,647,001	2,870,138	3,232,668	3,446,205
	% change (year on year)	N/A	-1%	-9%	-67%	+74%	+13%	+7%

In terms of passenger journeys per head of population (Table 3) Plymouth performs in line with the England average, when compared with pre-pandemic journeys. Within the far South West region, journeys per head of population continue to grow in all areas, with Plymouth doing slightly better than Devon and

[4] Department for Transport Statistics Table BUS0109a Passenger journeys on local bus services by local authority in England from 2009-10

Torbay. Cornwall, however, have seen the most significant increase, in patronage which is likely due to its BSIP award, enhanced service network and the fares discounts provided under the Bus Fares Pilot.

Table 3: Bus passenger journeys per head of population

Local Authority[5]	Average Passenger Journeys on local services per head of population (2019-20)	Average Passenger Journeys on local services per head of population (2022-23)	Percentage Change
Plymouth	68.1	55.0	-19%
Cornwall	13.9	17.8	+28%
Devon	29.4	21.4	-27%
Torbay	53.4	41.0	-23%
England	72.3	59.8	-17%

3.3 PLYMOUTH'S BUS NETWORK

Plymouth has a comprehensive bus network which is predominantly commercial. However, the LTA, provides a number of subsidised routes. Without financial support, these services would be deemed commercially unviable and would not operate, thereby reducing accessibility to healthcare, employment, education, shopping and leisure services. The non-commercial routes network is kept under review to ensure the services provided are the most needed and represent best value for money.

An up-to-date version of the Plymouth public transport network map, showing all the routes operated within the EP area, and list of current bus operators can be found on www.plymouth.gov.uk/plan-your-bus-journey.

3.3.1 BUS ROUTES

An extensive network of bus services covers Plymouth and its fringes with the majority of services operating along at least part of one or more of Plymouth's six core bus corridors (Figure 1).

Service provision on the core corridors is set out in the Bus Service Improvement Plan. The aspiration of the Enhanced Partnership Plan is to achieve the same minimum frequency standards for all six core corridors.

Most local bus services also start, terminate or call at Royal Parade, the main bus terminus in the city centre, with many of these services operating on a loop through the city centre (Mayflower Street, Western Approach, Union Street, Derry's Cross, Royal Parade, Exeter Street, Charles Street).

[5] Department for Transport Statistics Table BUS01f Passenger Journeys on Local Bus Services per Head by Local Authority [note 5]: England from year ending March 2010

3.3.2 SERVICE FREQUENCIES

Whilst services pre and post Covid have generally been retained the pandemic negatively impacted on service frequencies on some bus corridors, and created gaps in services that did not previously exist, with Park and Ride services being particularly badly affected.

Prior to the pandemic a number of Plymouth's bus routes operated on up to a 10-minute frequency on Monday to Saturday daytimes. However, post pandemic, reflective of challenges across the public transport industry, frequencies on a number of routes were reduced to 20 minutes, with some services operating at 15 or 20 minute frequencies before the pandemic, being reduced to half hourly. Weekday evening and Saturday peak hour services were particularly badly affected, with evening services curtailing either completely or to low frequency from as early as 1800 hours, and Saturday morning services operating at up to hourly frequencies up to 1000 hours.

Evening and Sunday frequencies have always seen a fairly significant reduction when compared with daytimes, but as Monday to Saturday frequencies have reduced, this has fed through to evenings and Sundays, further widening the gap, affecting access to bus services. Table 4 summarises access to services in and shows that accessibility to frequent services[6] is reasonably good on weekday daytimes, but deteriorates significantly in the evenings and at weekends, particularly on Sundays.

It is important to note that frequencies also vary in different parts of the city on different days and at different times.

Table 4: Access to bus services (2024); Percentage of the population with access to a bus service

	Weekday		Saturday		Sunday	
Frequency	AM	Off-Peak	AM	Off-Peak	AM	Off-Peak
Every 30 minutes	86%	51%	75%	42%	46%	26%
Every 15 minutes	72%	30%	41%	26%	27%	10%

Restoring service frequencies – and ensuring good access to public transport at times when people are looking to travel – is a priority for the Enhanced Partnership.

3.3.3 ACCESSIBILITY TO SERVICES

Whilst bus journeys from most parts of Plymouth to the city centre may be straightforward, orbital or cross-city journeys tend to involve interchange between services. As a result, these journeys have a resultant time penalty and can require walking between different stops to complete the journey. The Enhanced Partnership aims to address this through the provision of a new orbital route serving key locations such as Derriford Hospital, Devonport Dockyard and Langage Freeport, to ensure that wherever you live, access to healthcare and employment is easily accessible.

3.3.4 PARK AND RIDE

There are currently three park and ride (P&R) sites in Plymouth. The sites are all located on different key transport corridors, currently with a total of 1,742 parking spaces. These sites include:

[6] At least every 15 minutes, as per the Department for Transport National Bus Strategy: Bus Service Improvement Plans – Guidance to local authorities and bus operators.

- Coypool located by the A38 Marsh Mills Roundabout, which serves those travelling from the eastern side of the city.
- The George situated on the A386 Tavistock Road, which serves the northern corridor and
- Milehouse near Home Park, which is accessible from the northern and western corridors.

All three sites had a dedicated commercial service to the city centre prior to the pandemic. However, given changes in demand for park and ride services, particularly due to changes in people's working and shopping habits, and concessionary passengers being slow to return to the buses, dedicated service provision has been eradicated following the pandemic.

The Coypool Park and Ride service into the city centre, as of 2024, requires full subsidy for a Monday – Saturday service. In addition Coypool benefits from the re-routing of one of our non-commercial routes (service 52) into the site to provide a park and ride link from the east of the city to Derriford Hospital.

The dedicated service from the George Park and Ride and Milehouse Park and Ride (one bus serving both sites) ceased in its original form in April 2023, with an existing alternative commercial service providing links from the George Park and Ride to Derriford Hospital and the city centre, albeit remaining at a 10 minute frequency. However, this left a gap in provision from the Milehouse Park and Ride site to the City Centre, Derriford Hospital and the George Junction. Plymouth Citybus stepped in and re-routed one of their commercial services to provide a half hourly service between Milehouse Park and Ride and the city centre. At the same time, they also extended their existing service 34 between Derriford Hospital and the George Park and Ride to reinstate the link from Milehouse Park and Ride to the George Park and Ride at a half hourly frequency.

Whilst the level of service provided meets demand, given the expansion of the George Park and Ride site and our longer term proposal to expand the Coypool Park and Ride site, as set out in the BSIP, we want to improve our park and ride offer to a 7 day week operation at a 10 minute frequency so that passengers know they can just turn up and go. Alongside this, we also want to extend the opening hours of the terminal building at the George Park and Ride site to ensure that the facilities on offer are always available to everyone when these services are operating. To help deliver this ambition we have established a park and ride task force.

Our city centre is undergoing significant improvement plans, which will attract people into the centre to shop and participate in leisure activities. The proposals for enhancing the Park and Ride offer in Plymouth supports the regeneration of the city centre and helps us in achieving our vision to be Britain's Ocean City – one of Europe's most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone.

3.3.4.1 ENHANCING PLYMOUTH'S PARK AND RIDE OFFER

The Woolwell to The George (WTTG) major transport scheme is being implemented along the northern corridor of Plymouth. This scheme will help reduce congestion on a major bottle neck along the northern corridor, improve air quality in the community, and provide better sustainable transport connectivity on key commuter routes, as this is the primary bus corridor from the north of Plymouth heading to Derriford Hospital and the city centre. Through this scheme, 2,000 new houses will be built in the Woolwell community and the George Park and Ride site will see additional car parking spaces along with more EV Charging points, to cater for additional demand.

A further P&R site, to the south of the A38 and west of Deep Lane junction, was granted outline planning permission in 2013 as part of the Sherford new community[7]. This site will initially have 500 spaces, increasing to 1000 spaces later during the development, with the initial phase due to complete ahead of 1,100 occupations.

A long-term aspiration also exists for expansion of our Coypool Park and Ride site, although work on this has not been progressed to date.

3.4 FARES AND TICKETING

A range of tickets are available to purchase on Plymouth's buses, including single and return tickets, day tickets, group tickets and longer season passes. Tickets can be purchased both on the bus and online. Mobile tickets are also available on Plymouth's principal bus operators, Plymouth Citybus and Stagecoach South West. All of Plymouth's bus operators accept contactless payments, cash fares and concessionary bus passes in order to ensure our local bus services are accessible to everyone. Contactless ticket machines have been installed on all local buses to allow passengers to board quickly.

Tap & Cap ticketing technology was introduced on the Plymouth Citybus fleet in July 2022, and in January 2024 was fully rolled out allowing the system to calculate return trips so that the payment channel will always provide the best value ticket for the customer.

In the past Plymouth Citybus have had two fare zones within the city, an inner zone and an outer zone. Recognising that this may be confusing for passengers, in July 2023 these zones were merged to create the 'Plymouth Zone', making the fare structure easier for bus passengers to understand as this meant that over 99 per cent of the Plymouth bus network were using the same zone and terminology.

Ticket classes are broadly similar across operators, although the names of the tickets differ which can cause some confusion for passengers who need to use multiple services provided by different operators, and it is not always clear which ticket will be the best and/or cheapest option for their journey. Operators have company-specific products, such as the Nightrider ticket on Plymouth Citybus services, and the multi-trip carnet available on Stagecoach South West services. Whilst these tickets can provide good value for money for passengers, the complexity of the ticketing offer means that these good deals can often be missed by passengers.

Complex ticketing is evidenced by focus group feedback which reported that ticketing is perceived as complicated and expensive, with a general lack of awareness among bus users of the ticket options available. This has been addressed, in part, by the national fare cap schemes. However, the downside being that it has led to increased dwell times at the bus stop, as each passenger purchases a new ticket for each trip.

However, in response to the lessons learnt from the national fare cap schemes Plymouth's operators have started to simplify their ticketing structures.

3.4.1 SKIPPER TICKET

In order to simplify ticketing for bus passengers, in 2013 the Council and our local bus operators, developed a multi-operator 'Skipper' ticket. The ticket allows people to travel in Plymouth and the surrounding areas including Torpoint, Saltash, Roborough, Langage, Ivybridge, Lee Mill, Smithaleigh,

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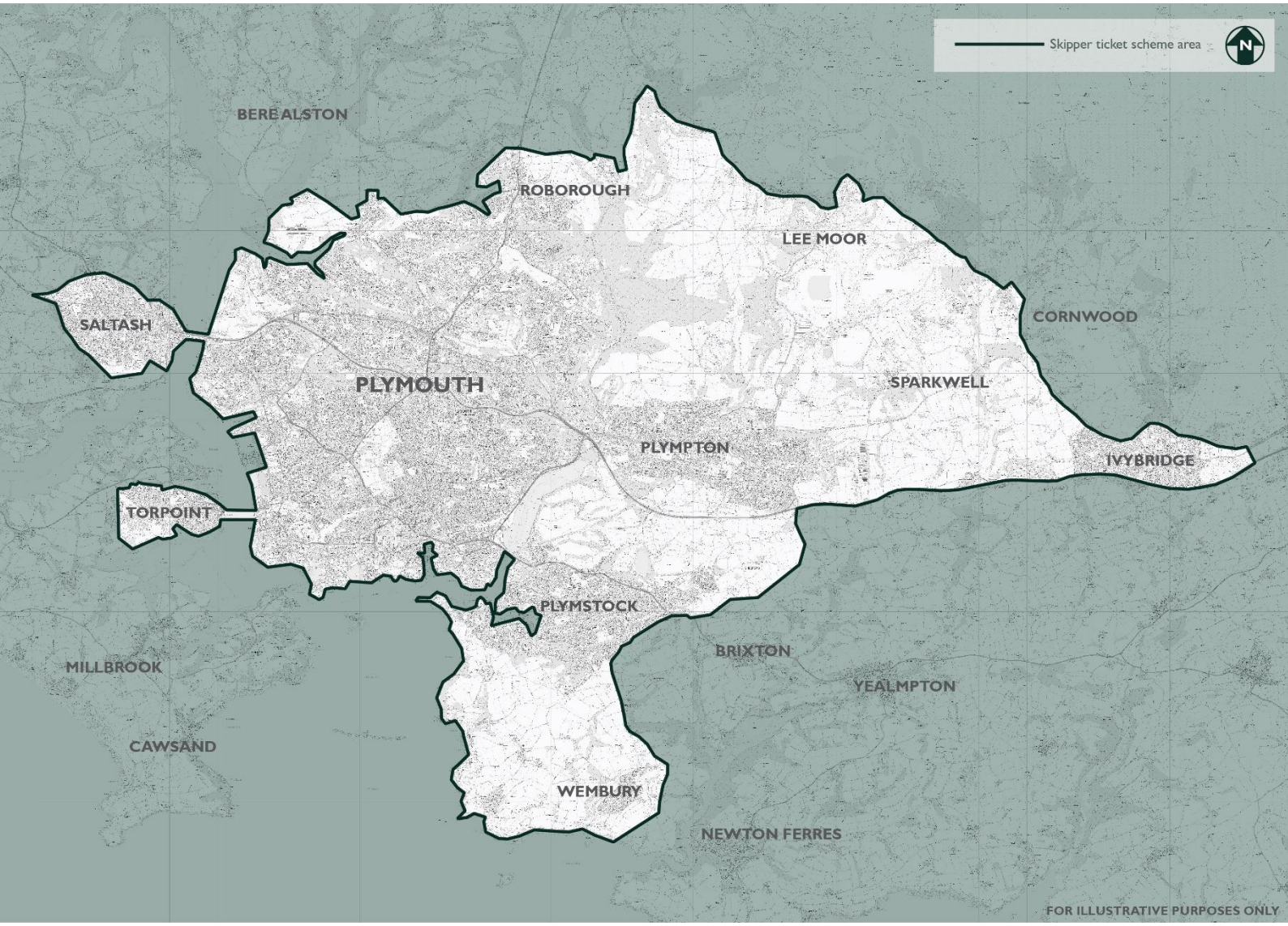
[7] WSP|PB, 2017, *Plymouth and South West Devon Joint Local Plan – Baseline Transport Conditions Report*, PlymouthSouthWestDevonJLPBaselineTransportConditionsReport 2017.pdf

Wembury and Heybrook Bay (Figure 7). Any new operators that come into the city are able to participate in this scheme, and participation is a mandatory requirement for operators running services on the Council's non-commercial routes network. All up-to-date Skipper ticket information can be found on www.plymouth.gov.uk/skipper-bus-ticket.

Figure 7: Skipper ticket map



We know that value for money, whilst not the top priority, is still a key consideration for bus passengers. In order to make buses attractive and the natural choice ticketing needs to be simple, straight forwards and competitively priced. Therefore, the principle ticketing aspiration for Plymouth's EP Plan is the introduction of a simple to understand, competitively priced suite of inter-operable tickets covering all bus operators. This will be delivered through an enhanced 'Skipper' ticket, offering great value for commuters and leisure travellers.

We want the 'Skipper' ticket to be synonymous with good value and attractive public transport, where the barrier to bus use associated with concerns about ticketing complexity, the need for the correct change and anxieties about which bus the ticket can be used on are eradicated.

Plymouth's Skipper product is an established brand and a successful partnership exists between the city's operators and Council, through Skipper, providing a great platform to deliver a truly exciting ticket offer

which will allow the question 'why would you catch the bus?' to be reversed and become 'why wouldn't you?'

Working with the University of Plymouth and Smart Applications Management the Council have prepared a model setting out expected mode shift from the private car due to the enhanced Skipper ticket.

The competitively priced inter-operable ticket is expected to help drive the next phase of passenger recovery, amongst fare paying passengers, and support modal shift leading to carbon and air quality improvements. This has been calculated to be a saving of 3,586 tonnes of carbon, 9.87 tonnes of NOx and 0.29 tonnes of PM_{10}, with a combined cash value of £285,714, based solely on newly generated Skipper journeys, in the first three years of the introduction of the enhanced Skipper ticket. The environmental benefits of all Skipper journeys, compared to car journeys for the same period, has been calculated to be a saving of 23,907 tonnes of carbon, 65.8 tonnes of NOx and 1.92 tonnes of PM_{10}, with a combined cash value of £1.9 million. The enhancement of the Skipper is a game changer.

In the longer term, it is our aspiration to expand this ticket to include our local rail and ferry services, so that passengers can experience seamless travel across the city, irrespective of their preferred mode.

In addition to the above we will participate in regional ticketing programmes, working with our neighbouring authorities in Devon, Cornwall and Torbay, and bus companies across the peninsula to support cross-boarder bus journeys, and have also expressed our support for Project Coral's Multi-Operator Contactless cEMV Ticketing Project. Through the EP Plan we commit to working with partners on cross-border connections and possible collaborations for fare initiatives through the Peninsula Transport shadow Sub National Transport Body and other appropriate forums.

3.5 PASSENGER INFORMATION

Plymouth currently does not have printed or co-ordinated timetables or an integrated timetable book, although these have been produced in the past. The move to online information over recent years has reduced demand for printed literature, but we understand that online solutions do not work for everyone and seek to address this through our EP Plan and deliver changes through our EP Scheme.

We have set up a Scheme Delivery Group to review passenger information and publicity in Plymouth, which aims to make bus service information simple and easy to understand.

Real time passenger information (RTPI) displays are installed at a number of bus stops across Plymouth (Table 7) providing passengers with live timetable data and important updates while they wait at stops. The Partnership are exploring using cancellation messaging on the system, using the Create Transport Disruption Data (CTDD) system provided by the DfT, whereby operators can send a message out via the display screens to alert passengers that a service has been cancelled. This is particularly helpful for those who do not use a mobile app to track their bus's location. The displays can also be used to promote various public transport initiatives, such as our multi-operator Skipper ticket.

Our new bus shelters (detailed in Section 3.6) have a QR code within the timetable case. Passengers can scan the code and receive details of the next five buses to arrive at the stop, which will be useful at sites without RTPI displays. The facility also allows passengers to report shelter damage. We will monitor the success of the QR code when all of the new shelters are installed, and if they prove a success, we will look at options for doing something similar at bus stops.

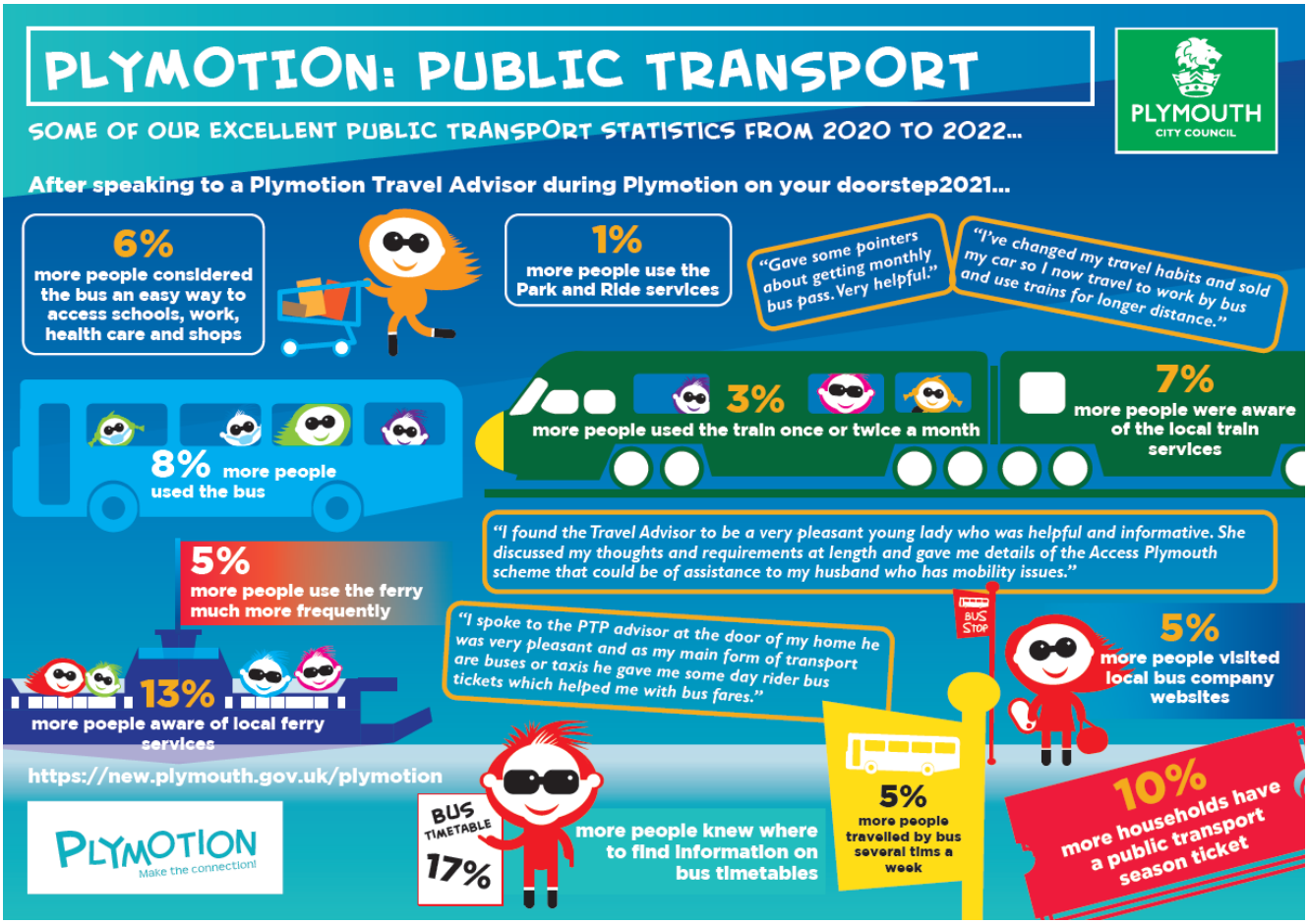
Audio-visual announcements are to be fitted on buses as a mandatory requirement by 2026.

Public facing offices where people can speak to staff to find out more information on buses, can be found at the Plymouth Citybus Travel Centre on Royal Parade and also at The George Park and Ride terminal building in the north of the city.

Through the Enhanced Partnership we will also seek to continue to provide personalised travel planning (PTP) through Plymotion (Figure 8).

Plymotion is a highly regarded, well-established programme, and one which we wish to continue for many years to come. It provides a strong platform on which to consolidate current information provision and presents Plymouth's sustainable transport system as a single entity which is there to enable people to 'make the connections' they need to make.

Figure 8: The impact of Plymotion PTP on public transport



In 2021, as part of a study considering Mobility as a Service in Plymouth, a review was undertaken of app-based and web-based provision of transport services (Tables 5 and 6). The review considered the:

- Ability to plan your travel
- Acknowledgment of an operator's role in wider network provision
- Ability to purchase travel via the app
- Ability to travel via phone-based ticket validation
- Ability to purchase multi-operator products
- Ability to purchase other operators' products
- Ability to purchase complementary travel (1st mile / last mile)
- Links to complementary sites for wider travel

Table 5: Summary of transport providers' web-based offerings in Plymouth[8]

Plymouth transport provider	Own products / services information	Multi-operator products / service information	Multi-modal products / service information	Ability to journey / location plan own products / services	Ability to journey / location plan multi-operator products / services	Ability to retail own ticket / service	Ability to retail multi-operator ticket / service	Ability to fulfil multi-operator ticket / product	GPS customer location	Dynamic real time information
Traveline South West	Y	Y	Y	Y	Y				Y	Y
Plymouth Citybus	Y			Y		Y			Y	Y
Stagecoach South West	Y			Y		Y			Y	Y
Tally Ho Coaches	Y									
Country Bus	Y									
Council website	Y	Y	Y							
Access Plymouth	Y					Y				

Table 6: Summary of transport providers' app-based offerings in Plymouth[9]

Plymouth transport provider	Own products / services information	Multi-operator products / service information	Multi-modal products / service information	Ability to journey / location plan own products / services	Ability to journey / location plan multi-operator products / services	Ability to retail own ticket / service	Ability to retail multi-operator ticket / service	Ability to fulfil multi-operator ticket / product	GPS customer location	Dynamic real time information
Traveline South West	Y	Y	Y	Y	Y				Y	Y
Plymouth Citybus	Y			Y		Y		Y	Y	Y
Stagecoach South West	Y			Y		Y		Y	Y	Y
Tally Ho Coaches										
Country Bus										
Council website										
Access Plymouth										

Tables 5 and 6 highlight that passenger information needs further improvement by enabling Plymouth operators to share more multi-operator and multi-modal products and information on their websites and apps.

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[8] Plymouth City Council (2021) *Mobility as a Service (MaaS) in Plymouth – A Pathway to Delivery, January 2021*
[9] Plymouth City Council (2021) *Mobility as a Service (MaaS) in Plymouth – A Pathway to Delivery, January 2021*

Since the study of Mobility as a Service was undertaken in 2021, the Council has enhanced its digital offer to improve passenger information, by creating a single source of bus information, plan your bus journey, on the Council website. This provides links to the traveline south west website; all local bus operator websites; the Plymouth Bus Passenger Charter; the Plymouth public transport network map; and a diagram of the Royal Parade bus stop locations.

As outlined in our Enhanced Partnership Scheme, all qualifying local bus operators must provide a link to the 'plan your bus journey' page on their websites in order to make multi-operator information more accessible for passengers across the network.

3.6 BUS INTERCHANGES

3.6.1 KEY BUS HUBS

Royal Parade is the city's main bus terminus and interchange point in Plymouth and is being enhanced as part of the Council's Transforming Cities Fund programme.

Bus services are allocated in groups to the bus shelters, based on final destination, i.e. services heading east, west or north. All bus shelters have timetable information, RTPI displays and information to advise passengers which shelter they need to wait at in order to reach their final destination. The public transport network map is also displayed at this location and each shelter is modern with a living roof (further details of the new shelters are detailed in Section 3.6.2).

Derriford Hospital also acts as a significant hub for bus services, being the best served location outside the city centre.

The Derriford Hospital Interchange scheme, completed in 2017, widened the hospital entrance road to enable two-way bus operations, and facilitated more efficient bus journeys, improved waiting areas for passengers, and increased bus capacity with four additional bus stops. The upgrading of Morlaix Drive to allow bus access from the south to improve journey times complemented these improvements. These measures, coupled with the Marjon Link Road scheme completed in 2015, which provides a two-way bus-only connection between the Hospital and Plymbridge Lane, and bus only access out of Runway Road, has improved reliability for buses travelling from the north of the city and beyond towards the Hospital and city centre.

3.6.2 BUS STOP INFRASTRUCTURE

In 2023, the Council awarded a contract to Clear Channel UK for the replacement of over 370 of the city's bus shelters. The shelters have glass roofs, better lighting, improved seating, relocated RTPI displays to make it easier for passengers to view, and the ability to be retrofitted with help points. The light and airy feel of the shelters makes them feel safer and, coupled with the potential installation of help points, could help address some of the issues identified in the VAWG report. 36 of the shelters have living roofs and 24 of these are in Royal Parade, making the area greener, healthier and more biodiverse. A further 222 shelters have solar panels, and so combined with the living roofs this is another step forward in our net zero ambitions.

We have a further 1400 bus stops which have been audited to ensure they are all still located in the right place, that all of the infrastructure is in good order, and to check the cleanliness of the poles and flags. We also have 115 have RTPI displays of which 109 are in shelters and 6 are RTPI flags. Table 7 shows Plymouth's Real Time Passenger Information provision, as of 2024, by core bus corridor.

Table 7: RTPI displays by core public transport corridor[10]

Corridor	Number of displays along whole corridor	Number of displays unique to this corridor
City Centre – Devonport (via Union Street) – St Budeaux Square	19	14
City Centre – Wolseley Road – Saltash	11	1
City Centre – Mutley Plain – George Junction Park and Ride	23	13
City Centre – Outland Road- George Junction Park and Ride	18	3
City Centre – Plympton Ridgeway	5	3
City Centre – Plymstock Broadway	5	3

In addition to the displays on specific corridors, all shelters in the immediate city centre have displays with a further 3 located within more residential areas.

We also have 318 bus borders (of which 226 are located at stops with shelters and 92 are at bus stops without shelters) and 296 bus stop clearways at stops with shelters, many of which have been re-marked through our BSIP2 programme to ensure that buses can access the stops to make boarding easier for passengers.

Through our wider EP Plan aspirations, we will increase the number of bus stop clearways to include all possible stops. We will not be seeking to introduce additional bus boarders, as they no longer serve a specific purpose as all our buses have kneeling suspensions.

3.6.3 BUS-COACH INTERCHANGE

Plymouth's Coach Station is located on Mayflower Street and is the departure and arrival point for all scheduled coach services. The £4.85 million, seven-stand station on the site of the former Mayflower West multi-storey car park site opened in September 2016 (see construction footage) and replaced a facility at Bretonside, offering a high quality, centrally located gateway to the city.

The site is leased to National Express who manage both the site and the operation of services. The site offers a high-quality facility for passengers with an indoor ticket office, waiting room, toilets, RTPI screens and a food and drink kiosk. At the time of the build, significant improvements were also made to the look and feel of the streets around the coach station, to give it a safer feel for passengers, particularly given services operate day and night, including better taxi and drop off and pick up areas.

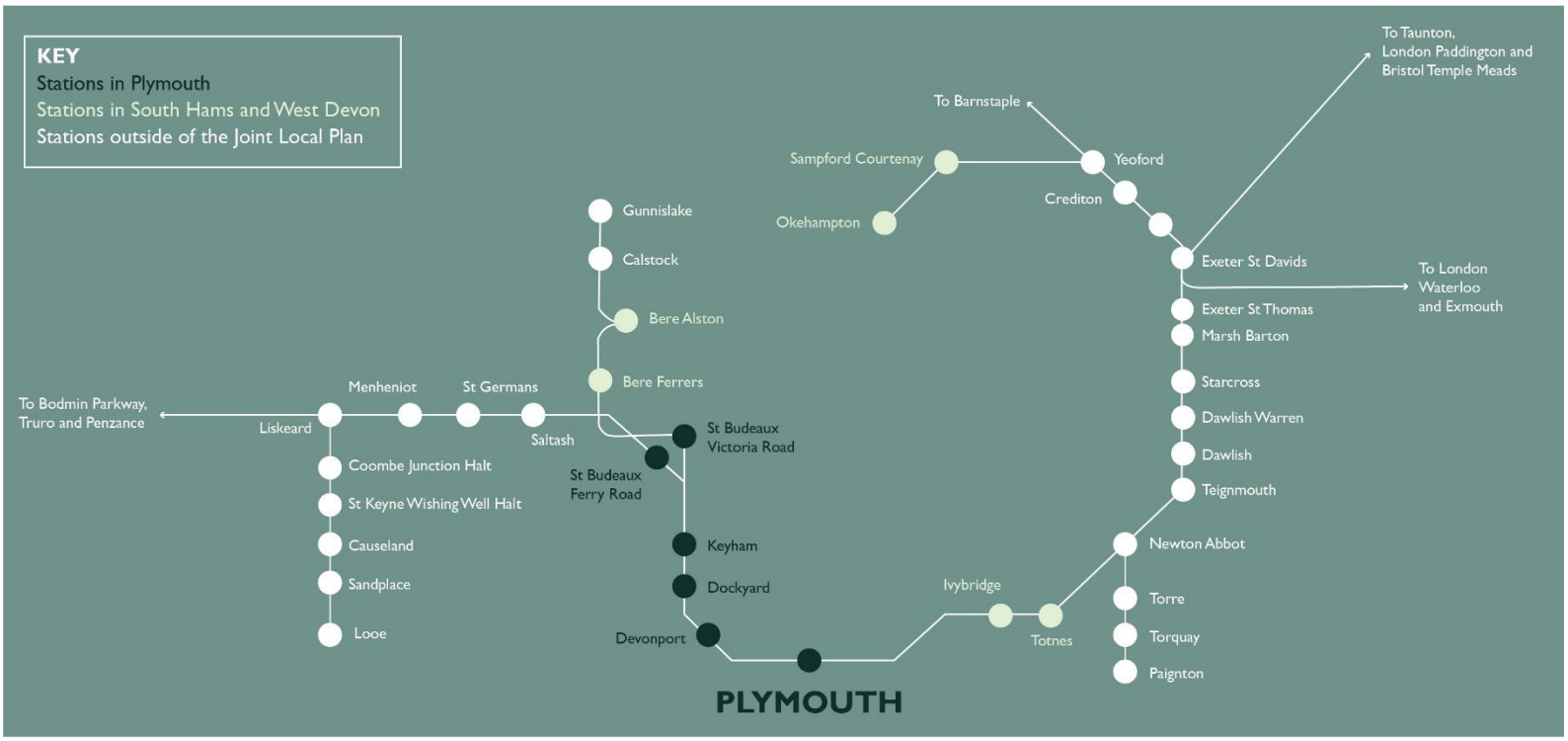
Dedicated pick up and set down areas have been introduced in the city centre for visiting coaches, together with a dedicated coach parking area on the Barbican.

3.6.4 BUS-RAIL INTERCHANGE

Plymouth is served by six railway stations (Figure 9 and Table 8).

[10] This data excludes the RTPI displays in the city centre

Figure 9: National Rail Network serving Plymouth and the Plymouth and South West Devon Joint Local Plan area



Plymouth Railway Station on North Road East in the city centre is the busiest of the six stations (Table 8) and acts as the primary gateway for long distance rail travel for the wider region. It is also an important interchange between long distance and local services. It is the busiest station in the far South West.

Table 8: Entries and exits at national rail stations in Plymouth, calculated from ticket purchases

	Station	2020-21 Total Entries & Exits	2021-22 Total Entries & Exits	% change (2020-21 vs 2021/22)	2022-22 Total Entries & Exits	% change (2021-22 vs 2022/23)
Plymouth	Plymouth	678,094	1,992,020	193.8%	2,313,092	16.1%
	Devonport	16,150	30,866	91.1%	34,970	13.3%
	Dockyard	4,050	7,154	76.6%	8,960	25.2%
	Keyham	3,374	8,786	160.4%	13,530	53.9%
	St Budeaux Ferry Road	1,068	2,444	128.8%	2,508	2.6%
	St. Budeaux Victoria Road	3,476	6,516	87.5%	8,098	24.3%

The Tamar Valley Line operating between Plymouth and Gunnislake is the key branch line for commuters and leisure travellers between Plymouth, West Devon and South East Cornwall.

Bus-rail interchange in the city is mostly focused on Plymouth Railway Station, with bus stops located on the main road by the station. Services operate to both the main bus terminus in Royal Parade and to the west and north of the city. Plymouth Railway Station also has the best facilities out of all the local train stations, which makes it a popular station for passengers to use (see Table 9).

Work on the TCF funded St Budeaux Interchange project was completed in 2024. Working in partnership with Great Western Railway and our local bus operators, this scheme has improved bus-rail interchange at that location connecting rail commuters from the South East of Cornwall and west Devon with buses serving employment, education and healthcare opportunities at Derriford Hospital and more generally in the north of the city.

Table 9: Facilities at the national rail stations in Plymouth and the local Tamar Valley Line (2024)

Station	Services calling at station	On-site car parking spaces	Manned ticket office	Cycle parking spaces
Bere Alston	Tamar Valley Line Services	14	No	4
Bere Ferrers	Tamar Valley Line Services	13	No	6
Devonport	Great Western local services (Cornish mainline and Tamar Valley line)	0	No	4
Dockyard	Great Western local services (Cornish mainline and Tamar Valley line)	0	No	0
Ivybridge	Great Western local services (Cornish mainline and Tamar Valley line)	200	No	26
Keyham	Great Western local services (Cornish mainline and Tamar Valley line)	0	No	4
Plymouth	Great Western high speed local services CrossCountry long distance services	267	Yes	34
St. Budeaux Ferry Road	Cornish Mainline local services	0	No	8
St. Budeaux Victoria Road	Tamar Valley Line Services	0	No	4

3.6.5 BUS-FERRY INTERCHANGE

Given Plymouth's coastal location, and reputation as Britain's Ocean City, passenger ferries play an important role in connecting people to both other parts of the city and on to the Cornish Rame Peninsula.

Local ferry services operate from the Barbican Landing Stage providing links to Mount Batten and Royal William Yard in Plymouth, and Cremyll and Cawsand on the Rame Peninsula. Bus services connect with the ferries at all points as far as practicable. Both ferry and bus services are well used by both commuters and leisure travellers.

To further improve connectivity between these ferry services and the bus, our long-term ambition is to make our Skipper ticket multi-modal for use on the ferry services between the Barbican and Mount Batten and Admirals Hard and Cremyll.

Both local ferry operators have started developing and investing in electric ferries, with the Mount Batten electric ferry in operation when capacity permits.

The Torpoint Ferry is also a key mode for both foot and car passengers to access South East of Cornwall and the wider Rame Peninsula area. Buses also use this ferry to provide the same links and have a priority boarding lane on both sides of the ferry to ensure they can make the crossing on the first available service. Bus timetables are set around the ferry schedule.

The cross-channel ferry terminal at Millbay is, however, not directly served by bus services with the closest stop to the ferry terminal operating along Millbay Road approximately 700m away. However, the nature of trips undertaken on this ferry, predominantly longer-term leisure trips, mean that demand for bus services into the ferry port is extremely limited.

3.6.6 CONNECT PLYMOUTH INTERCHANGE PROGRAMME

The 'Connect Plymouth' mobility hubs programme, funded by the Transforming Cities Fund, was officially launched in the city on 21 March 2023. The project has seen the arrival of 500 electric Beryl bikes across 100 locations, 300 electric vehicle (EV) Wenea charging bays, and an electric car club. Branded as 'Connect Plymouth' these mobility hubs provide us with an excellent opportunity to integrate the sustainable transport modes across our city, which includes walking, cycling, taking the local bus, train and ferry as well as using EV infrastructure, in line with our Net Zero Action Plan (outlined in Section 2.2).

The mobility hubs concept is strongly endorsed by Plymouth's bus operators[11], as they are seen to provide connectivity to public transport. For bus journeys where it is not possible for a direct journey to be made, the EP Plan looks to reduce the actual and perceived penalty of interchange.

The effectiveness of the hubs will be maximised through the delivery of personalised travel planning (Section 3.5) so that residents have the confidence to use them, alongside the Council's Local Cycling and Walking Infrastructure Plan, allowing access to and from the hubs on foot and by bike to be considered, thus supporting the first and last mile of people's journeys.

More information can be found on the Connect Plymouth website.

3.7 BUS PUNCTUALITY AND RELIABILITY

Large traffic volumes are experienced on Plymouth's roads. High traffic volumes and roadworks impact on bus journey times and bus service reliability (Table 10). Poor service reliability requires operators to add in additional running time at peak times to allow for slower road conditions, reducing the resources available to invest in new routes and perpetuating a cycle of decline. The EP Plan seeks to address reliability through the introduction of additional bus priority measures.

[11] Go-Ahead, Arup – Future Mobility Hubs – Supporting the transition towards sustainable journeys.

Table 10: Percentage of non-frequent bus services running on time by local authority[12]

Local Authority	% of services defined as on time					
	2012/13	2014/15	2016/17	2018/19	2021/22	2022/23
Plymouth	91.0	92.0	N/A	N/A	79.0	76.0
Cornwall	79.0	82.0	84.0	86.0	73.0	67.0
Devon	77.0	76.0	60.0	82.0	100.0	99.0
Torbay	92.0	88.0	N/A	N/A	68.0	N/A
England outside London	83.7	83.4	83.4	83.3	83.9	79.9
English non-metropolitan areas	83.9	83.4	83.3	83.3	85.1	80.8

Note: Non-metropolitan areas refers to all area of England outside Greater London, Greater Manchester, South Yorkshire, Merseyside, South Yorkshire, Tyne and Wear, West Midlands and West Yorkshire.

Table 11 shows the difference in scheduled journey times on Plymouth's core bus corridors in the peak and off-peak times using representative bus services. As set out in the BSIP additional running time is factored into the peak journey on a number of our core corridors and there is significant variation in journey times, as shown by data captured by on-board GPS.

Table 11: Scheduled journey times on Plymouth's core bus corridors in the peak and off-peak[13]

Corridor	Journey time AM Peak		Journey time Off-peak		Service used as benchmark
	Inbound	Outbound	Inbound	Outbound	
City Centre – Devonport (via Union Street) – St Budeaux Square	24 Minutes	24 Minutes	24 Minutes	24 Minutes	21A
City Centre – Wolseley Road – Saltash	24 Minutes	22 Minutes	23 Minutes	22 Minutes	2
City Centre – Mutley Plain – George Junction Park and Ride	37 Minutes	35 Minutes	31 Minutes	31 Minutes	1
City Centre – Outland Road – George Junction Park and Ride	70 Minutes	70 Minutes	70 Minutes	62 Minutes	34
City Centre – Plympton Ridgeway	24 Minutes	20 Minutes	25 Minutes	20 Minutes	21
City Centre – Plymstock Broadway	20 Minutes	18 Minutes	20 Minutes	18 Minutes	2

Key:

	No difference between peak and off-peak / or peak is quicker than off-peak		Longer peak journey time

[12] Percentage of services operating in the Traffic Commissioners' window of tolerance (up to 1 minute before or up to 5 minute after the scheduled time.

[13] Data taken from timetables on the Plymouth Citybus and Stagecoach South West websites in 2024

3.8 BUS PRIORITY INFRASTRUCTURE

Bus priority infrastructure to support fast, reliable journey times, is important in order to help bus journey times be competitive when compared with the car. Investment in bus priority helps to create a virtuous circle where patronage rises and operating costs reduce allowing better services to be sustained without subsidy. This is why a key intervention of our EP Plan, is a package of ambitious bus priority schemes to make services faster, more reliable, more attractive to passengers and cheaper to run. However, we're starting from a strong position.

In order to tackle traffic congestion, improve bus service reliability and encourage modal shift there is a significant level of bus priority infrastructure in the city, comprising bus lanes and bus gates, much of which is located on the main radial bus corridors and on the city centre loop. The Council have also committed to maintain all of the city's current bus lanes within the Plymouth Enhanced Partnership Scheme.

However, in some places, often where highway land is constrained, such as on parts of the A386 Tavistock Road, infrastructure is not continuous, which can lead to implications for the efficient movement of buses.

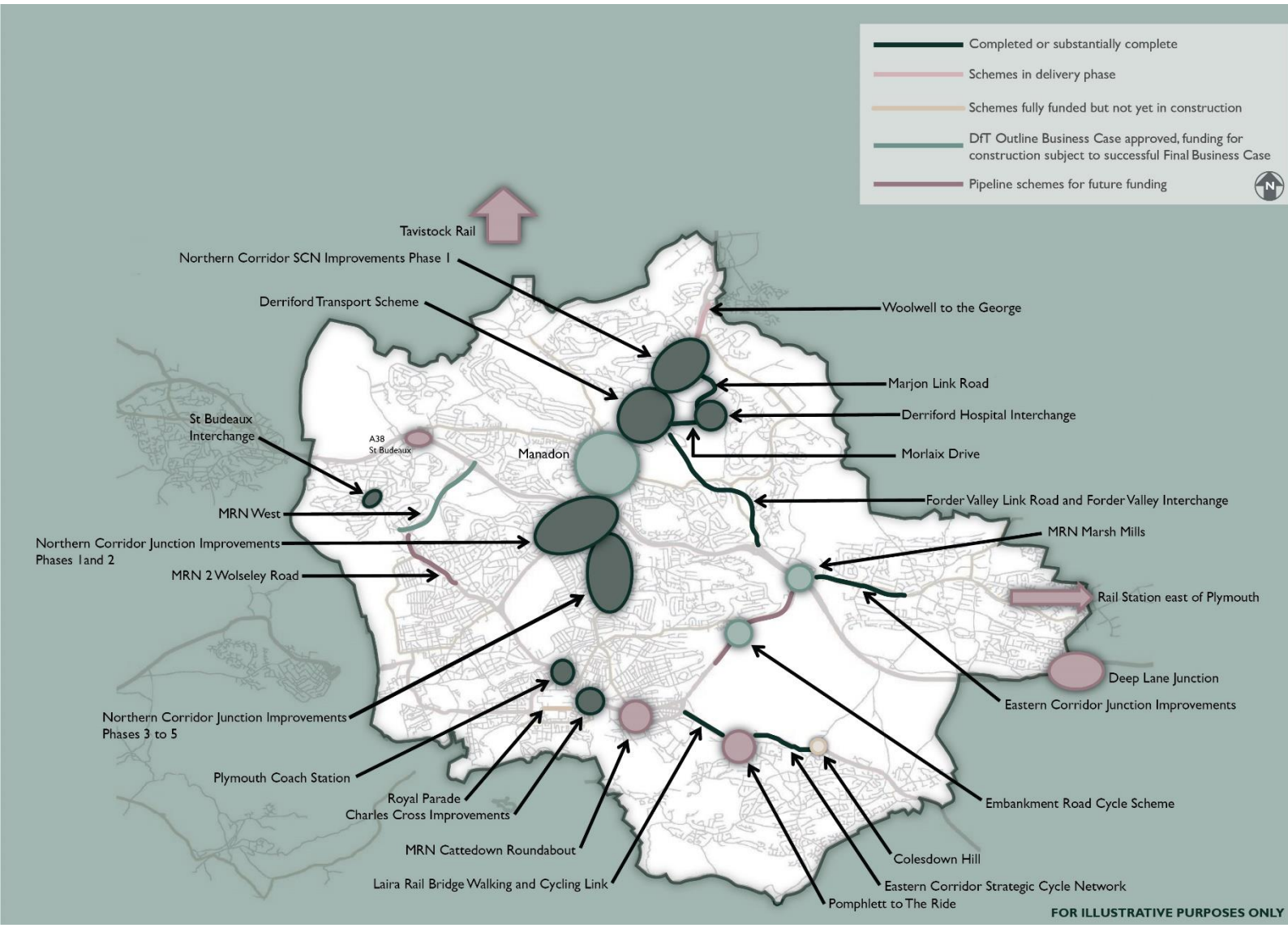
Where there are bus lanes they have a 24 hour operation and camera enforcement is used to ensure compliance by drivers. Table 12 shows the number of bus lane contraventions recorded each year up to 2024.

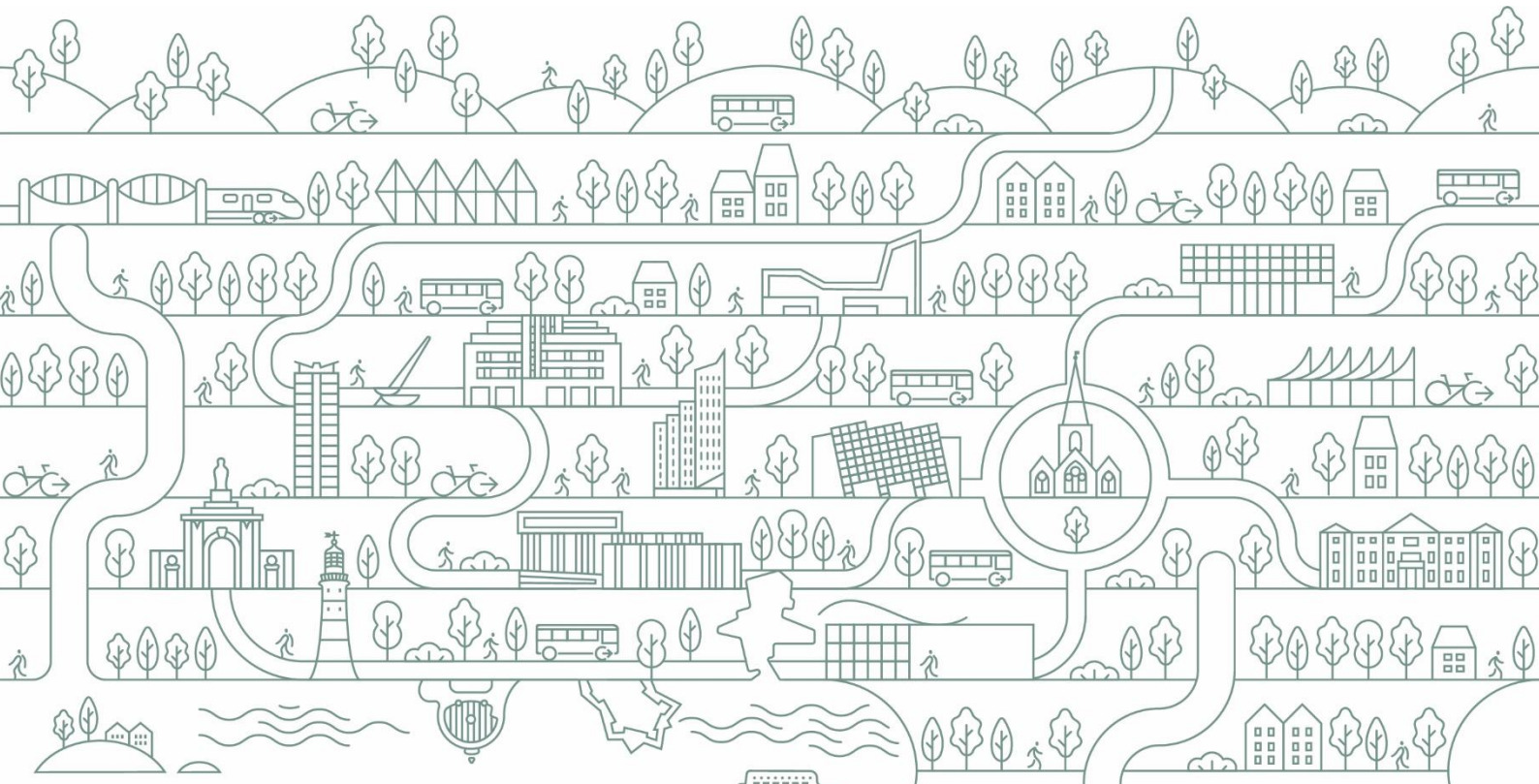
Table 12: Bus lane contraventions

Year	Total Contraventions	Year on Year Comparison (%)	Comparison to 16/17 (%)
2016/17	18005	n/a	n/a
2017/18	15824	-12.11	-12.11
2018/19	12754	-19.40	-29.16
2019/20	9499	-25.52	-47.24
2020/21	7222	-23.97	-59.89
2021/22	7228	+0.08	-59.86
2022/23	8175	+13.10	-54.60
2023/24	7268	-11.09	-59.63

To support the sustainable growth of Plymouth, in accordance with the Plymouth and South West Devon Joint Local Plan, the Council have, and continue, to deliver a vast transport infrastructure programme designed to both directly and indirectly support the efficient operation of the city's sustainable transport network. This work is principally being delivered through the Strategic Transport (Figure 10) and Transforming Cities Fund programmes.

Figure 10: Strategic Transport infrastructure projects (plans correct as of 2024)





3.9 PASSENGER SATISFACTION

In February 2024 Plymouth Citybus undertook a customer satisfaction survey, with a total of 1,551 respondents. The results, and how they compare against the 2023 Plymouth Citybus survey (which had a total of 1,814 respondents) and the Transport Focus survey in 2019, are shown in in Table 13.

Table 13: Plymouth Citybus bus passenger satisfaction results 2023 and 2024

Satisfaction	2019 (%)	2023 (%)	2024 (%)
Overall journey satisfaction	94	79.5	78
Value for money – All fare-paying passengers	54	55	44
Punctuality of the bus	80	55	54
On-bus journey time	88	63	70

Overall customer satisfaction levels from the local survey were better than the results of the National Highways and Transport (NHT) Public Satisfaction Survey carried out during the same year. This is likely to be because the Plymouth Citybus survey is of bus passengers, whereas the NHT survey included non-bus passengers as well and hence the results reflected both actual experience and perceptions of public transport in Plymouth.

The NHT survey collected the public's views on different aspects of highways and transport in local authority areas. The survey covered; pavements, cycle routes/lanes, local bus services, local taxi (or mini cab) services, community transport (CT), demand responsive transport (DRT), safety on roads, traffic congestion, levels of traffic pollution, street lighting, the condition of roads and the local rights of way network.

Responses to the NHT survey are compiled into Key Benchmark Indicators (KBIs) and Benchmark Indicators (Bis) for each authority for comparison purposes, most of which measure satisfaction.

There are also a range of Key Quality Indicators (KQIs) and Quality Indicators (QIs) which cover the non-satisfaction related questions in the survey, measuring ease of access to services; levels of provision; and how well informed the public felt.

Plymouth has taken part in the NHT Survey for many years. The survey conducted in 2024 was sent to 3,300 households across the authority area and 766 members of the public responded. This represented an overall response rate of 23.2 per cent, compared with the national average of 22.4 per cent. Figure 11 presents a summary of the results. The figure compares Plymouth's annual scores between 2021 and 2024.

We will continue to work, as a Partnership, to improve satisfaction with all aspects of our local bus services.

Figure 11: Analysis of NHT surveys for the four-year period from 2021 to 2024

PUBLIC TRANSPORT NATIONAL HIGHWAYS AND TRANSPORTATION SURVEY

	2021	2022	2023	2024
KBI 06 Local Bus Services	62%	52%	57%	55%
KBI 07 Local Bus Services (BVPI 104)	67%	45%	50%	53%
KBI 08 Public Transport Information (BVPI 103)	48%	29%	36%	37%
	Sample size 3300 No. of responses 786 Response rate 23.8%	Sample size 3300 No. of responses 748 Response rate 22.7%	Sample size 3300 No. of responses 816 Response rate 24.7%	Sample size 3300 No. of responses 766 Response rate 23.2%

SECTION 4: CONSULTATION

SECTION 4: CONSULTATION

4.1 STAKEHOLDER AND PUBLIC ENGAGEMENT

People are our biggest priority and they are the driving force behind why we want to make bus services better for Plymouth. Our EP Plan has been influenced by the local community in order to understand what currently works well, what needs to be improved, and what people would like to see for Plymouth's bus services.

Consultation has continued to take place to inform our BSIP and EP Plan since 2021. Stakeholder and public engagement has included gathering feedback from:

- Focus groups
- Plymouth Area Disability Action Network (PADAN) (a local disability group)
- The Plymouth Violence Against Women and Girls (VAWG) Commission
- Transport Focus (an independent watchdog for transport users)
- Bus passenger priority and satisfaction surveys
- The Plymouth Enhanced Partnership Forum
- Plymouth Bus User Panel
- The public, through Enhanced Partnership ChatterBus events across the city
- Plymotion Personalised Travel Planning (PTP) programme

The data collected through consultation has influenced the vision and priorities of the EP Plan.

To make sure that the measures (detailed within our BSIP) remain those which are the biggest priority for our community and will have the greatest impact on increasing bus patronage, we commit to gathering regular feedback from stakeholders and members of the public. How we will do this is set out in our Statement of Stakeholder and Community Engagement (SoSaCE) found in the BSIP.

A snapshot of our focus group consultation responses have been outlined in Figures 12 and Figure 13.

Figure 12: Key quotes from focus groups outlining the main issues and opportunities to improve our current bus offer in Plymouth

"I AVOID IT IF I CAN – IT JUST TAKES TOO LONG"

"THEY KICKED ME OFF THEIR BUS [FOR HAVING THE WRONG BUS TICKET]"

"I'D ONLY BE PREPARED TO CHANGE [BUSES] ONCE - TWICE?"

"IT'S NOT ALL ABOUT FARES IT HAS TO BE CONVENIENT"

"WITH KIDS IT'S A NIGHTMARE"

"THAT WORRY ABOUT MISSING THE BUS HOME"

"IT'S GREAT WHEN YOU'RE SPEEDING PAST THE TRAFFIC"

"IT'S ALRIGHT - NOT FANTASTIC"

"AFTER 7PM THAT'S THE LAST BUS – IT'S ISOLATED HERE BECAUSE THERE ARE NO BUSES"

"YOU'RE JUST GETTING INTO YOUR EVENING, AND YOU HAVE TO START CLOCK WATCHING TO MAKE SURE YOU DON'T MISS YOUR BUS"

"IT TAKES TOO LONG – IT GOES ALL AROUND THE HOUSES"

"THEY DON'T RUN AT THE TIMES YOU WANT TO USE IT"

"IT'S TOO MUCH HASSLE TO ORGANISE MY LIFE AROUND THE TIME TABLE – IT'S INCONVENIENT AND TAKES TOO MUCH TIME"

"THERE IS NO DIRECT ROUTE"

"SOMETIMES YOU GET THE FEELING WE GOT THE DREGS FROM ELSEWHERE"

"YOU ALWAYS HAVE TO GO INTO TOWN TO GET BACK OUT TO DERRIFORD"

"IT'S NOT CONVENIENT IF YOU HAVE TO HANG AROUND FOR 20 MINUTES FOR THE NEXT BUS"

"THERE'S NOTHING AT 2AM – 3AM IN THE MORNING"

"THEY NEED TO BE QUICKER WITH A DIRECT BUS TO KEY AREAS"

"NOT ALWAYS TREATED LIKE A CUSTOMER"

"THE SEATS ARE OFTEN DIRTY"

"I CAN ONLY PLAN TO SEE MY GRAN ONE DAY DURING THE WEEK – IF I MISS THAT I HAVE TO WAIT ANOTHER WEEK"

"IT TAKES 25 MINUTES TO DRIVE TO WORK AND UP TO 2 ½ HOURS BY BUS"

"NEEDS TO BE ADVERTISED"

"IT'S WHEN YOU'RE SAT IN TRAFFIC [IN THE CAR] FOR 30 MINUTES AND THEN A BUS GOES BY"

"NEEDS TO BE EASIER TO UNDERSTAND"

Figure 13: Key words from focus groups to describe the bus services that people would like to see in the future

FREQUENT

RELIABLE

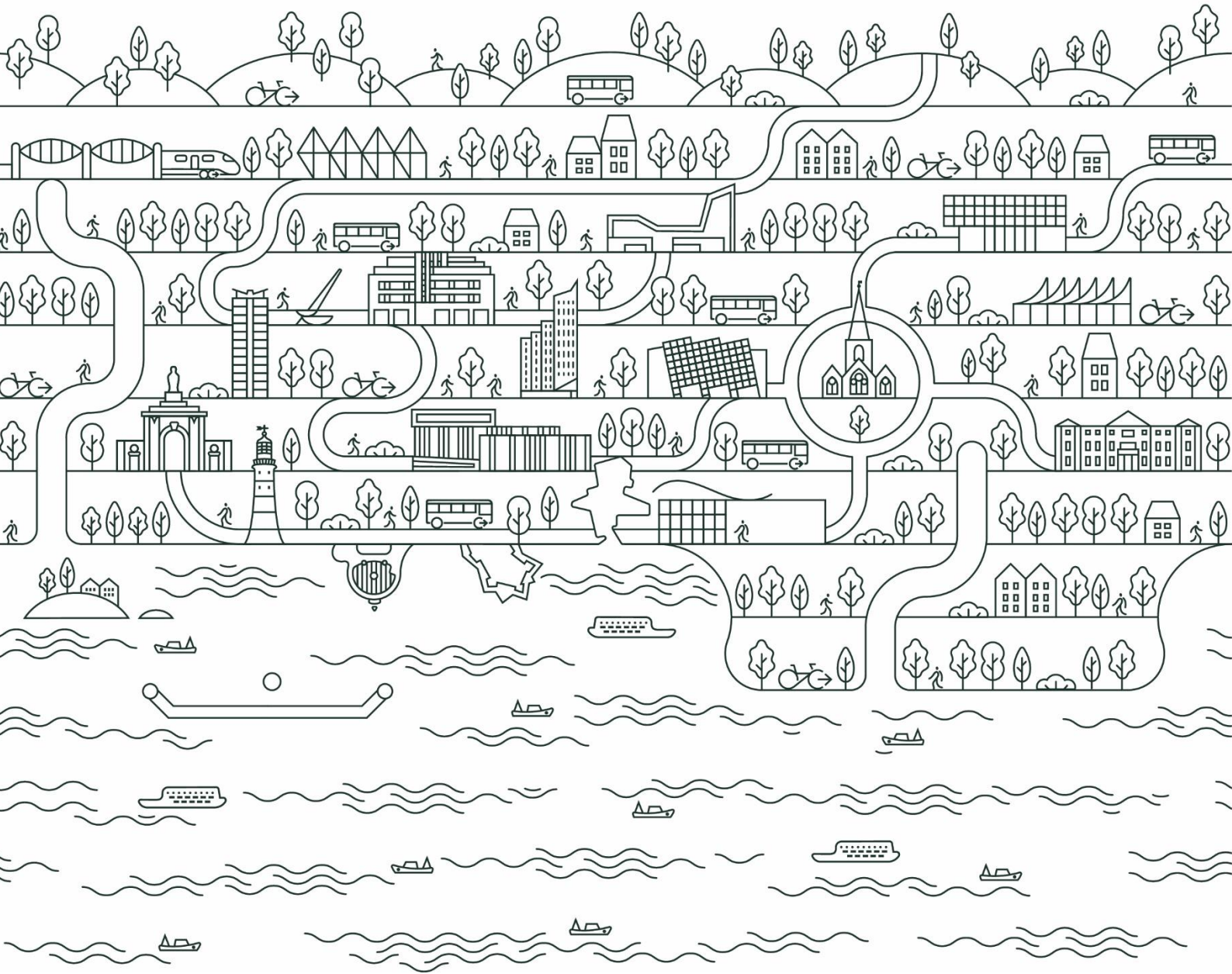
CLEAN

SAFE

HOW WOULD YOU DESCRIBE THE BUS SERVICES YOU'D LIKE IN THE FUTURE?

FAST

AFFORDABLE



SECTION 5: TARGETS

SECTION 5: TARGETS

5.1 PLYMOUTH ENHANCED PARTNERSHIP TARGETS

Table 14 provides an overview of the headline targets and objectives for our EP Plan.

In accordance with the National Bus Strategy targets have been set for:

1. **Journey times**
2. **Reliability**
3. **Passenger growth**
4. **Customer Satisfaction**
5. **Network coverage and accessibility to services**

Targets have been set for 2034 with interim targets set for 2030. These dates have been chosen because 2030 is the target date for Plymouth becoming carbon neutral, which bus services will have a key role in helping to achieve, and 2034 is the end of the Plymouth Plan period.

Table 14: Summary of Plymouth's headline EP Plan targets

	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[14]	**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.
Network coverage and accessibility to services	**Network coverage and accessibility,** as measured by the percentage of the population within 400m of a 15 minute bus service, **is restored to 2021 (pre-Covid) levels in the peak** with a 5% stretch target.	**Network coverage and accessibility,** as measured by the percentage of the population within 400m of a 15 minute bus service, **is restored to 2021 (pre-Covid) levels in the off-peak** with a 5% stretch target.

[14] A bus service is deemed to be on time if it is between 1 minute early and 4 minutes late of when it was due to arrive.

5.2 PERFORMANCE TARGETS AND TRENDS

This section sets out the performance trends as of 2024. Future performance trends will be monitored and reported as and when required.

5.2.1 JOURNEY TIME

Table 15: Plymouth BSIP journey time targets

	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.

Real time passenger information (RTPI) data has been used to monitor the average journey time between two points on Plymouth's six core bus corridors.

Table 16: Plymouth average bus journey time information, by core bus corridor, between 2021 and 2023

Inbound to the City Centre		Recorded Journey Times (minutes)			Outbound to the City Centre		Recorded Journey Times (minutes)		
Corridor		2021	2022	2023	Corridor		2021	2022	2023
City Centre – Devonport (via Union Street) – St Budeaux Square	St Budeaux Square – Granby Way	15	15	16	City Centre – Devonport (via Union Street) – St Budeaux Square	Pavillions – Granby Way	23	9	12
	Granby Way – Two Trees (Union Street)	7	9	8		Granby Way – St Budeaux Square	22	11	16
City Centre – Wolseley Road – Saltash	Saltash Fore Street bottom – Cookworthy Road	10	10	19	City Centre – Wolseley Road – Saltash	Plymouth Railway Station – Cookworthy Road	7	7	8
	Cookworthy Road – Plymouth Railway Station	7	7	6		Cookworthy Road – Saltash Fore Street bottom	10	9	8
City Centre – Mutley Plain – George Junction Park and Ride	George Junction – Henders Corner	18	17	21	City Centre – Mutley Plain – George Junction Park and Ride	Skardon Place – Henders Corner	7	7	7
	Henders Corner – Bedford Terrace	10	7	6		Henders Corner – George Junction	18	18	21
City Centre – Outland Road- George Junction Park and Ride	George Junction – Weston Park Road	16	17	14	City Centre – Outland Road- George Junction Park and Ride	Railway Station – Outland Road	10	10	10
	Weston Park Road – Railway Station	9	12	13		Outland Road – Railway Station	14	11	10
City Centre – Plympton Ridgeway	Old Priory Junior School – Jurys Inn	17	18	21	City Centre – Plympton Ridgeway	Jurys Inn - Ridgeway	16	17	17
City Centre – Plymstock Broadway	Plymstock Fire Station – Jurys Inn	13	13	15	City Centre – Plymstock Broadway	Plymstock Fire Station – Jurys Inn	12	13	18

Passenger satisfaction with bus journey times has been monitored using passenger surveys with data for Plymouth Citybus services, Plymouth's largest bus operator, acting as a proxy for passenger satisfaction across the city.

Table 17: Plymouth passenger satisfaction with on-bus journey times

	2019	2023	2024
Passenger satisfaction with on-bus journey times	88% (Transport Focus, 2019)	63% (Plymouth Citybus: February 2023)	70% (Plymouth Citybus: February 2024)

5.2.2 BUS RELIABILITY

Two metrics have been used to monitor bus reliability: mileage operated (as reported by the percentage of scheduled mileage which did not operate) and bus punctuality at all timing points.

Table 17: Bus reliability targets[15]

Metric	2021/22	2022/23	2023/24	Target for 2030	Target for 2034
Mileage operated (%)	96.00%	97.25%	99%	**99.4%**	**99.6%**
Punctuality (% on time)	77%	75%	76%	**85%**	**90%**

5.2.3 PASSENGER GROWTH

To assess the impact of the EP Plan we monitor annual bus patronage; both in totality and disaggregated between fare paying and concessionary patronage.

Table 18: Passenger growth targets

	2021/22	2022/23	2023/24	Target for 2030	Target for 2034
Total passenger numbers	12,481,802	14,430,064	15,556,201	**23,013,275**	**26,073,937**
Fare paying passengers	9,611,664	11,197,396	12,109,996	**18,561,516**	**21,030,114**
Concessionary passengers	2,870,138	3,232,668	3,446,205	**4,451,759**	**5,043,823**

5.2.4 CUSTOMER SATISFACTION

The overall satisfaction with public transport has been monitored using the NHT survey indicator 'KBI 06 – Local bus services (overall)' and assesses responses from both bus and non-bus users.

[15] Punctuality and lost mileage data for Plymouth Citybus and Stagecoach South West have been combined and an average has been calculated based on the number of services.

Table 19: Customer satisfaction targets

Metric	2021	2022	2023	Target for 2030	Target for 2034
Satisfaction with local bus services (overall)	62%	52%	57%	**90%**	**95%**

5.2.5 NETWORK COVERAGE AND ACCESSIBILITY TO SERVICES

Targets have been set for both peak and off-peak network coverage and accessibility. This is because, in order to grow bus patronage, our bus network needs to be comprehensive, providing passengers with easy access to a good frequency bus services at times when they want to travel.

Table 20: Network coverage and accessibility to bus services

	2021	2023	2024	% Point Change between 2021 and 2023	% Point Change between 2023 and 2024
Monday - Friday	**98%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the weekday **morning peak**.	**83%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the weekday **morning peak**.	**86%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the weekday **morning peak**.	-15	+3
	87% of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the weekday **evening**.	**52%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the weekday **evening**.	**51%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the weekday **evening**.	-35	-1
	83% of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the weekday **morning peak**.	**69%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the weekday **morning peak**.	**72%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the weekday **morning peak**.	-14	+3
	43% of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the weekday **evening**.	**40%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the weekday **evening**.	**30%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the weekday **evening**.	-3	-10
Saturday	**86%** of the population are within 400m of a corridor operating services at a frequency of at least	**66%** of the population are within 400m of a corridor operating services at a frequency of at least	**75%** of the population are within 400m of a corridor operating services at a frequency of at least	-20	+9

	30 minutes in the **morning peak.**	**30 minutes** in the **morning peak.**	**30 minutes** in the **morning peak.**		
	56% of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the off-peak.	**52%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the off-peak.	**42%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the off-peak.	-4	-10
	66% of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the **morning peak**.	**43%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the **morning peak**.	**41%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the **morning peak**.	-23	-2
	35% of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the off-peak.	**41%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the off-peak.	**26%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the off-peak.	+6	-15
Sunday	**51%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the **morning peak.**	**42%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the **morning peak.**	**46%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the **morning peak.**	-9	+4
	32% of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the off-peak.	**25%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the off-peak.	**26%** of the population are within 400m of a corridor operating services at a frequency of at least **30 minutes** in the off-peak.	-7	+1
	30% of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the **morning peak**.	**22%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the **morning peak**.	**27%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the **morning peak**.	-8	+5
	14% of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the off-peak.	**12%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the off-peak.	**10%** of the population are within 400m of a corridor operating services at a frequency of at least **15 minutes** in the off-peak.	-2	-2

5.3 REPORTING PERFORMANCE

Performance against the EP Plan targets will be reported in accordance with DfT guidance.

As part of our BSIP we have set up a mailing list. Everyone who signs up to the mailing list will be notified of when information on the BSIP and EP is published. Anyone wishing to be on the mailing list should email buspartnership@plymouth.gov.uk.

The mailing list allows us to keep stakeholders informed of any BSIP and EP updates and outcomes, and provides people with ongoing opportunities to share their views on how well the local transport authority (LTA) and local bus operators are performing.

SECTION 6: INTERVENTIONS

SECTION 6: INTERVENTIONS

Plymouth's EP Plan measures and interventions have been detailed in full within the BSIP, which can be found on www.plymouth.gov.uk/bus-improvements along with the supporting EP Scheme, and they are also outlined in Section 6.2, below.

6.1 OPPORTUNITIES TO IMPROVE

Our interventions have been chosen to address the issues with, and opportunities for, the city's current bus services, which have been highlighted in Section 3 and summarised in Table 21. The interventions also respond to the feedback we received from stakeholders and members of the public as summarised in Section 4.

Table 21: Strengths and weaknesses of the current bus offer set against our nine passenger priorities

Priorities	Strengths	Weaknesses
Frequent	• Good daytime weekday frequencies to key locations such as the City Centre.	• Poor evening and weekend frequencies. • Park and ride frequencies significantly reduced post the pandemic.
Reliable and fast	• Exciting forward plan of investment to support bus services.	• 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	• Multi-operator 'Skipper' ticket. • Tap and Cap technology introduced on the Plymouth Citybus fleet in July 2022. • £2 fare cap success.	• Skipper ticket currently not multi-modal. • Perception that ticket costs are expensive amongst non-bus users.
Direct and connected	• 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.	• Orbital or cross city journeys tend to involve an interchange with resultant time penalties.

	• Bus services pass close to or directly serve most of Plymouth's ferry landing stages.	
Accessible	• Strong partnership working between bus operators and community transport provider. • Four of Plymouth's six core corridors have a relatively good level of service.	• 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.
Safe	• George Junction Passenger facility re-opened. • On bus CCTV. • Glass roof bus shelters to create a lighter and more airy space.	• Some bus stops more remote for evening services.
Simple and understandable	• 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.	• 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.
Modern	• All of Plymouth's bus operators accept contactless payments. • New high quality bus shelters being installed.	• Buses viewed as tired.
Clean	• High quality coach station. • Continuation of enhanced cleaning regimes introduced during the pandemic.	• Variation in facilities available at bus stops across the city. • Bus stop pole and flag cleanliness varies across the city.
All	• 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.	

6.2 EP PLAN MEASURES

Table 22 outlines and explains the revenue measures and interventions that we will deliver in order to provide the best possible bus services for Plymouth. Table 23 details the capital measures that we will deliver.

Table 22: Revenue EP Plan measures

Main theme	EP Intervention	Project summary	Who will benefit most?
Accessible	**Bus stop clearways**	Introduction of Bus Stop Clearway Orders at 400 stops (enforcement by CCTV and the PCC Parking Enforcement Team is included in Table 23).	Passengers across the whole of Plymouth, particularly concessionary passengers.
Frequent	**Enhanced frequencies**	Better 'turn up and go' frequencies where timetables aren't needed on the six core corridors. 5 minute daytime frequencies (Monday to Saturday) through combined operator services and even headways until 7pm. 15 minute combined daytime frequencies (Sunday) on the core corridors all day. Co-ordinated timetables and additional resource, where necessary, to achieve a 5 minute combined frequency on core corridors (Monday to Saturday) until 7pm, with service frequencies running every 15 minutes between the start of the service until 7am and also 15 minutes between 7pm and the end of service. 15 minute combined evening frequency on core corridors on Sundays.	Residents and businesses located along the six core bus corridors.
Simple and understandable	**Co-ordinated timetable information**	Combined timetables across all operators' services to make information simpler and easier to understand. LTA to lead on the production and distribution of co-ordinated timetables for all bus stops and	All new and existing passengers.

Main theme	EP Intervention	Project summary	Who will benefit most?
		shelters using a standardised format and common brand.	
Frequent	**Restored, enhanced and expanded park and ride network**	Reintroduce park and ride specific buses to operate on a 10 minute service frequency from Monday to Sunday at the three park and ride sites to provide better connections to key destinations such as the city centre and Derriford Hospital.	Passengers travelling along Northern and Eastern corridors.
Safe	**The George Park and Ride Travel Centre**	Funding to allow the George Park and Ride terminal building to remain open and with extended opening hours.	Residents and commuters travelling along the Northern Corridor.
Direct and connected	**Cross-city urban loop service**	To boost inter-corridor frequencies and provide greater destination choice to passengers, we will run a new service operating on a 15 minute frequency two-way link providing direct access to employment, education and healthcare opportunities in communities which currently rely on an interchange to reach such destinations. The new service will run from Monday to Sunday, serving the communities of Devonport, St Budeaux, Whitleigh, Southway, George Junction, Derriford, then via Forder Valley Link Road to Plympton, Sherford, Plymstock, Prince Rock and the City Centre.	New and existing passengers across the whole of Plymouth.
Clean	**Bus stop improvements**	Re-vinyl and maintain all existing bus stop flags, poles and timetable cases, which will contribute to cleaner bus services and incorporate branding to promote a visibly integrated sustainable transport network.	All communities across the whole of Plymouth.
Direct and Connected	**Market research to include researching the demand for night buses and**	Market research to find out where there is demand for bus services, including whether there is demand for DRT on core corridors and / or night time bus services to support the evening economy and large local employers.	New and lapsed bus passengers.

Main theme	EP Intervention	Project summary	Who will benefit most?
	DRT on core corridors		
Affordable	**Skipper ticket: for multi-operator and multi-modal journeys**	Enhance the multi-operator Skipper ticket to make fares affordable and simpler for commuter and leisure bus users in the short-term. The Skipper ticket will improve fares through the provision of a competitively priced inter-operable suite of tickets (day, 7 day and 28 day period passes) for adults and children. The Skipper ticket will incorporate multi-modal journeys using appropriate branding, covering bus, ferry and local rail journeys. In the long-term, our aspiration is to further enhance the Skipper ticket offer to include onward journeys, such as e-bike hire.	All passengers across the whole of Plymouth and people travelling between neighbouring authorities.
Simple and understandable	**Permanent route and destination based Personalised Travel Planning**	Make the Plymotion behavioural change programme permanent to deliver personalised travel planning (PTP) across the city focussing on bus information, active travel and transport integration. Route and destination based PTP supporting people in gaining skills and confidence in finding and understanding bus routes, timetables and ticketing information. PTP will be provided to every household in Plymouth, distributing free co-ordinated bus network maps and timetables, which will include basic frequency and key public transport information along with a summary of the Plymouth Bus Passenger Charter, and complimentary Skipper day tickets.	All Plymouth residents.
Affordable	**Tap on tap off technology**	Deliver tap on tap off technology on all Plymouth buses to ensure fare	Fare paying bus passengers, citywide.

Main theme	EP Intervention	Project summary	Who will benefit most?
		paying passengers have the best value ticket for the journeys they make.	

Table 23: Capital EP Plan measures

Main theme	EP Intervention	Project summary	Who will benefit most?
Reliable and Fast	**Pomphlett to The Ride bus priority**	Junction improvements and provision of bus priority to make bus journeys faster. This section of the A379 Billacombe Road regularly suffers from congestion in the morning and evening peaks. In addition to the direct economic costs, this route impacts negatively on the quality and attractiveness of local bus services in respect of journey times, reliability and punctuality. Improvements between Pomphlett and The Ride are needed to provide high quality bus priority and targeted highway capacity improvements to ensure improved journey times and reliability of bus services. The proposed scheme will convert the existing uncontrolled roundabout, at the junction of A379 Billacombe Road and Pomphlett Road, to a signal controlled cross-road junction. Bus priority measures will be provided through the junction, along with improved facilities for pedestrians, cyclists and general traffic. Opportunities to integrate public realm improvements and landscaping are included within the improvement proposals.	Residents and businesses along the Eastern Corridor.
Accessible	**Bus stop clearways**	Enforcement of bus stop clearways by CCTV and the PCC Parking Enforcement Team.	Passengers across the whole of Plymouth, particularly concessionary passengers.

Main theme	EP Intervention	Project summary	Who will benefit most?
Reliable and Fast	**Meavy Way bus priority**	Reconfiguration of the Crownhill cloverleaf to accommodate bus movements, removing approximately 1 mile from existing bus journeys by giving A386 traffic an alternative route off Tavistock Road via Meavy Way through the introduction of signals. This will alleviate the inside lane queue from Crownhill to A38 Manadon, helping to reduce congestion on the A38 slip roads for journey time benefits for bus users. Inside lane queueing on the A386 Tavistock Road blocks back and impacts upon the northbound exit capacity of Manadon Junction, which in turn causes queues and blocking back onto the A38 Trunk Road slip roads and Strategic Road Network. Tracing the cause of this queue it is apparent that Budshead Way roundabout is the source. Westbound traffic from A386 Tavistock Road must give way to southbound right turning traffic on B3373 Budshead Way. The concept of this scheme is to remove this conflict by giving A386 traffic an alternative route off Tavistock Road via Meavy Way through the introduction of signals. This will alleviate the inside lane queue from Crownhill to A38 Manadon, helping to free up the A38 slip roads. The junction removes approximately 1 mile from existing bus routes through the introduction of a right turn that removes the need to travel through 3 arms of the existing clover leaf.	Residents and businesses along the Northern Corridor.

Main theme	EP Intervention	Project summary	Who will benefit most?
Reliable and Fast	**Mannamead Road bus priority**	Bus priority and traffic capacity improvements on Mannamead Road (northbound) from Torr Lane, connecting with the Manadon roundabout improvements scheme (Large Local Majors Scheme). Priority for buses at major congestion pinch-points and providing greater network permeability through the provision of new infrastructure will improve journey times and reliability. Where physical constraints prevent the creation of separate facilities general capacity improvements will be delivered. This scheme will improve bus facilities on Mannamead Road, developing the transport links between the City Centre, Derriford Hospital and beyond. Northbound bus facilities on the route are currently limited to designated bus laybys only. The scheme intends to reduce the verge and existing lane width on a section of Mannamead Road, to create a bus lane leading to the existing bus stop on the approach to Manadon roundabout.	Residents and businesses along the Northern Corridor.
Frequent	**Crownhill Road bus priority**	Bus priority through the construction of bus lanes on Crownhill Road. Resources will be released from the core corridor allowing operators to reinvest the resource on the city's secondary corridors and estates. Crownhill Road is a dual carriageway with a single lane in each direction. The corridor is wide, accommodating non-mandatory cycle lanes and wide hatched areas. There remains a	Residents and businesses along the Northern Corridor.

Main theme	EP Intervention	Project summary	Who will benefit most?
		central reserve along most of its length. This layout provides an opportunity to provide bus and cycle lanes in each direction whist maintaining single lanes for general traffic. The proposals would create nearside bus lanes in each direction, with 2 lanes of general traffic in the offside lanes. The bus lanes would be shared with cyclists, meaning that cyclists would be fully segregated from general traffic. The scheme includes bus and cycle facilities at the Crownhill Road/Budshead Road junction that will improve bus journey times and reliability. This offers social and economic benefit to public transport users, especially to commuters with shortened journey times, and residents with reduced air pollution. The improvements to surfacing, traffic islands, signage, and road markings will increase safety for all users, and improvements to cycle, and bus provision will increase the attractiveness and efficiency of sustainable transport options across Plymouth.	
Reliable and Fast	**Eastern Corridor junction improvements**	A series of minor junction improvements on key bus routes to reduce journey times, including at Dean Cross and Horn Cross junctions; Laira Bridge Road bus gate (westbound); and Finnigan Road junction. The A379 Billacombe Road leading to Laira Bridge Road serves as one of the main routes in to Plymouth from the east with 35,000 vehicles per day. It links the existing and new communities of Plymstock,	Residents and businesses along the Eastern Corridor.

Main theme	EP Intervention	Project summary	Who will benefit most?
		Sherford and Saltram Meadow as well as communities within South Hams with the city centre. It is a busy route which experiences congestion particularly at peak times with both public transport and general traffic experiencing delays and unreliable journey times. Its strategic location makes it a critical part of the highway network. The Eastern Corridor is set to grow significantly in the future, with extensive developments (retail, business, residential and leisure) planned or already approved. This includes developments along the A379 Corridor from Plymstock, west of Laira Bridge (vacant site), Saltram Meadow (1700 dwellings already in construction) and the Sherford New Community (5000 dwellings already in construction). A series of minor junction improvements on key bus routes with localised cycle and walking elements have been identified within the existing community of Plymstock. Feasibility designs have already been undertaken to improve capacity at the identified junctions through new signalling equipment and improved junction layouts resulting in reduced delay and congestion for buses, cyclists, pedestrians and other general traffic. The works will include renewal and upgrade of traffic signal controlled junctions in Plymstock at: • Springfield Road/Reservoir Road	

Main theme	EP Intervention	Project summary	Who will benefit most?
		• Pomphlett Rd/Stanborough Rd/Church Rd/Dean Cross Rd • Plymstock Rd/Dean Cross Rd/Dean Hill/Radford Park Rd The work includes new pedestrian and cycling facilities and MOVA installation. In addition, west of Laira Bridge on approach to the city centre, a new bus gate will be provided on Laira Bridge Road (westbound) to provide considerably more priority for buses travelling towards the city centre when exiting the existing Laira Bridge bus lane. Capacity of Laira Bridge itself, crossing the River Plym, is constrained by the junctions at either end of it. The Council has been investigating ways of increasing the capacity on this corridor without affecting the bridge structure itself. Benefits to journeys along the main A379 Eastern corridor will be realised through the removal of the right turn movement out of Finnigan Road. The now redundant railway line passing under Laira Bridge will be utilised to provide a new route for vehicles wishing to make this manoeuvre resulting in a left turn exit from Embankment Lane instead. To date, the scheme has been developed as part of the Pomphlett to The Ride bus priority scheme, also included in this BSIP.	
Reliable and Fast	**Plymouth Embankment***	Provision of a bus lane on the eastbound approach of the A374 Embankment, from	Residents and businesses along the Northern and Eastern Corridors.

Main theme	EP Intervention	Project summary	Who will benefit most?
		Crabtree Close to the junction to reduce delays and journey times. *Funding is also being pursued to deliver this project through the Major Road Network programme so work will continue through whichever funding is awarded first.	
Reliable and Fast	**Wolseley Road bus priority**	Inclusion of an Eastbound section of bus lane on Wolseley Road south, from the Saltash Road junction to the Camels Head junction, connecting in with the existing bus stop. Wolseley Road is on the A3064, one of the main route corridors into the City Centre from Devonport, St Levan and the A38. It therefore provides a critical function for public transportation, with buses regularly traversing the route. It is proposed to make this route more appealing for bus travel by reducing the wide footway to permit space to incorporate a bus lane. This 4m provision, will provide a 180m direct route that will be utilised by buses. Public parking will still be provided by the reduction of the footpath from 4m to 1.8m. The social and economic benefits of this scheme include reduced time for passenger's journeys and commuters traveling to work in the City Centre, enhanced provision and better connectivity for the city.	Residents and businesses along the Western Corridor.
Affordable	**Skipper ticket: for multi-operator and multi-modal journeys**	Capital investment to support the expansion of the Skipper ticket (as per Table 22). Investment for the ticket will include tap on, tap off technology to allow future fare	All passengers across the whole of Plymouth and people travelling between neighbouring authorities.

Main theme	EP Intervention	Project summary	Who will benefit most?
		capping. This technology will be installed at Plymouth's five suburban rail stations to support the multi-modal ticketing offer. In the long-term, our aspiration is to further enhance the Skipper ticket offer to include onward journeys, such as e-bike hire.	
Reliable and Fast	**Longbridge Road bus contraflow**	The Longbridge Road bus contraflow scheme will include a two-way road for buses (and access) only to significantly reduce bus journey times around the Strategic Road Network A38 Marsh Mills junction. This scheme will improve the existing bus provision in the Marsh Mills and Coypool area, offering a significant benefit to bus routes through Plymouth Road/Longbridge Road to the rest of the city. Bus services to Marsh Mills Retail Park currently have to u-turn around a small roundabout and take a long arduous route via Forder Valley Interchange. The primary focus of this scheme is to provide direct access to Marsh Mills Roundabout through opening up an existing one-way road to two way bus traffic via the use of traffic signals on Longbridge Road. This work would be undertaken in combination with a new bus gate across Plymouth Road to enable right turns for buses from Longbridge Road as well as a U-turn facility for buses on the approach to Marsh Mills from Plymouth Road. This would enable full coverage for	Residents and businesses in the Marsh Mills area.

Main theme	EP Intervention	Project summary	Who will benefit most?
		all directions bus travel from Marsh Mills Retail Park and from the existing Coypool Park & Ride site. This scheme will provide a new section of shared footway/cycleway. This would help give increased pedestrian and cycling links from the existing Coypool Park & Ride site.	
Reliable and Fast	**Mutley Plain bus priority**	Bus priority, public realm and pedestrian improvements to the Mutley Plain District Centre.	Residents and businesses along the Northern Corridor.
Reliable and Fast	**Haye Road bus priority**	Provide capacity improvements and bus priority up to Stanborough Road Junction with frequencies to match our core corridor aspirations.	Residents and businesses along the Eastern Corridor.
Accessible	**Audio-visual announcement technology**	Audio-visual announcement and next stop technology will be fitted to all Plymouth buses by 2026.The technology will provide audible announcements and visual displays identifying the route and direction, each upcoming stop, and the beginning of any diversions. It will also be integrated with information on other sustainable transport modes near the bus, such as train times and available e-bikes to hire.	Concessionary passengers as well as new and existing passengers.
Frequent	**Coypool Park and Ride capacity enhancements**	Expand the Coypool Park and Ride site.	Residents and businesses along the Northern Corridor.

Table 24 summarises our longer term aspirations for improving Plymouth's bus services, which we are in the process of developing plans for. Further details for each of these project proposals will be included in future BSIP and EP Scheme updates.

Table 24: Longer term EP aspirations

Project title	Project summary
Eastern Corridor Park and Ride	Provision of new park and ride site on the A379, at Deep Lane junction on the edge of the Sherford development site to the east of Plymouth.
Western Corridor Park and Ride	New park and ride site and service located to the west of the city.
Decarbonising the bus fleet	In the long term we will introduce Zero Emission Buses (ZEBs) on the 6 core corridors and then once this is established we will ensure the entire fleet is comprised of ZEBs, in conjunction with neighbouring authorities. This will require a separate funding application so we have not detailed our plans for decarbonising the bus fleet in this EP Plan.
Reduce the age of Plymouth's bus fleet	Seek to ensure that buses no more than 10 years old operate in Plymouth within an agreed time post the start of the Enhanced Partnership.

SECTION 7: GOVERNANCE

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7.1 ENHANCED PARTNERSHIP PLAN GOVERNANCE

The Enhanced Partnership is overseen by the Council, which will also monitor progress made towards achieving the objectives set out in the BSIP.

The Plymouth Enhanced Partnership involves two primary bodies:

- **Plymouth Enhanced Partnership Board –** which has the mandate to make decisions using an Enhanced Partnership Scheme Variation mechanism (Section 7.6) on issues put to them by either the Plymouth Enhanced Partnership Forum or by members of the Plymouth Enhanced Partnership Board, and other issues identified as being relevant to partnership delivery.
- **Plymouth Enhanced Partnership Forum –** in which all bus operators and wider stakeholders, as set out in Section 7.4, will be invited to and entitled to participate, although attendance is voluntary.

7.2 PLYMOUTH ENHANCED PARTNERSHIP BOARD

The Plymouth Enhanced Partnership Board will be the decision-making body of the Plymouth Enhanced Partnership.

Membership of the **Plymouth Enhanced Partnership Board** will comprise the following representatives:

- The top two Qualifying Bus Operators in the EP area, in terms of mileage operated (1 vote each)
- One Qualifying Bus Operator representing all remaining Qualifying Bus Operators in the EP area (1 vote)
- Plymouth City Council – Transport (1 vote) (Head of Transport and/or the Sustainable Transport Manager or nominated delegate if unavailable)
- Plymouth City Council – Highways (1 vote) (Head of Plymouth Highways and/or Head of Parking or nominated delegate if unavailable)
- Chair (non-voting)

Should other operators of qualifying local bus services start operating in Plymouth they will automatically become part of the Board and, should any of the listed bus operators cease to operate qualifying local bus services in Plymouth, they will automatically cease to be members of the Board.

7.2.1 MEETING OBSERVERS

Any representative of the Plymouth Enhanced Partnership Forum will be able to attend the Board meetings as observers but will not have the right to vote. Observers may be invited to make comments or ask questions of the Board at the Chair's discretion or invited to defer these until the next Forum meeting.

7.2.2 MEETING ARRANGEMENTS

Board meetings will take place quarterly with provision for additional meetings as required under the Variations to the Scheme arrangements (Section 7.6).

Meetings will be arranged, chaired and minutes taken by the Council. A blended meeting platform will be used. This is to facilitate participation by stakeholders who are not based in Plymouth and to reduce travel associated with each meeting, in accordance with Plymouth's Climate Emergency Declaration and commitment to reduce carbon emissions. Meeting length will vary according to agenda content but ordinarily is expected to be one to two hours.

The Chair will be the Plymouth Bus Champion, or an appointed delegate should the Plymouth Bus Champion be unavailable, who could either be a Councillor or a Plymouth City Council officer. A separate note taker, who will be a Plymouth City Council officer, will also be in attendance. Neither the Chair nor the note taker will have voting rights on the Board.

Agendas and meeting papers will be circulated to all Board members by the Council no later than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Board meeting.

Board meetings will require a quorum of at least two qualifying local bus operator representatives, one of which must be from the qualifying local bus operator with the largest market share (as defined by annual mileage); and two voting representatives from the Council.

7.3 ENHANCED PARTNERSHIP SCHEME DELIVERY GROUP(S)

An Enhanced Partnership Scheme Delivery Group(s) will be responsible for implementing the measures set out in the EP Scheme(s) and/or Bus Service Improvement Plan. This group(s) will consist of representatives from the Council, bus operators and other relevant stakeholders and experts as appropriate. It will establish specific task and finish groups to implement particular measures, and will report directly to the Enhanced Partnership Board. Membership of the Enhanced Partnership Scheme Delivery Group(s) will be decided by the Plymouth Enhanced Partnership Board.

7.4 PLYMOUTH ENHANCED PARTNERSHIP FORUM

The Plymouth Enhanced Partnership Forum will provide external insight and constructive challenge, and provide opportunities for discussing issues of all kinds affecting Plymouth's bus network. The Forum will consult with, and build consensus across, the various stakeholders and make recommendations for decisions to the Plymouth Enhanced Partnership Board.

Membership of the **Plymouth Enhanced Partnership Forum** will comprise, as a minimum:

- Plymouth City Council
- Plymouth's local bus operators
- Community Transport operators
- Confederation of Passenger Transport
- Bus Users UK
- Transport Focus
- Plymouth train operating companies
- The head of public transport, or equivalent officer, for neighbouring authorities; Cornwall Council, Devon County Council and Torbay Council
- Other representatives to be agreed by the Plymouth Enhanced Partnership Board

Participation by these representatives is entirely voluntary.

On occasion, other external organisations may also be invited, by the Council, to join the Forum on an advisory basis for fixed periods to provide specialist expertise.

The Forum will support the delivery and monitoring of the Plymouth Enhanced Partnership.

Continuous dialogue will also be held with neighbouring authorities to ensure the Plymouth Enhanced Partnership delivery is compatible with neighbouring Enhanced Partnerships.

7.4.1 MEETING ARRANGEMENTS

Plymouth Enhanced Partnership Forum meetings will take place at least four times per year, taking place before the Plymouth Enhanced Partnership Board meetings. Forum meetings will be arranged, chaired and minutes taken by the Council. The Chair will be Plymouth City Council's Sustainable Transport Manager, or an appointed delegate should they be unavailable.

Forum meetings will normally be held at the Council House. Blended meeting platforms will be used. This is to facilitate participation by stakeholders who are not based in Plymouth and to reduce travel associated with each meeting, in accordance with Plymouth's Climate Emergency Declaration. Meeting length will vary according to agenda content but ordinarily is expected to be one to two hours.

Agendas and meeting papers (including a copy of the draft minutes and outcomes of decisions taken at the previous Plymouth Enhanced Partnership Board) will be circulated by the Council no later than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting. Draft minutes will be approved at the next Forum meeting.

7.5 SMALL AND MEDIUM-SIZED OPERATORS

The needs of small and medium-sized operators (SMOs) have been considered in the development of the Enhanced Partnership, with opportunities for all bus operators to participate throughout, either through individual discussions or through attendance at informal Partnership meetings.

The EP Plan seeks to support improvements in all aspects of bus provision, regardless of the size of operators providing services. Measures to address reasonable changes by SMOs will be set out within specific EP Schemes.

7.6 VARIATIONS TO THE EP PLAN

Any proposed variation to the EP Plan will follow the relevant statutory process, as set out in DfT guidance (Bus Services Act 2017).

7.7 REVOCATION OF EP PLAN

If, for some reason, it becomes necessary for the EP Plan to be revoked, the Plymouth Enhanced Partnership will be reconvened and follow the same process, as set out in DfT guidance (Bus Services Act 2017).

If at any point in the future there are no longer any EP Schemes in place, then the EP Plan will automatically be revoked.

If at any point in the future the EP Plan area is included in a Bus Franchising Area, the relevant requirements set out in this EP Plan document will cease to apply from the commencement date of the Franchising Scheme.

SECTION 8: COMPETITION

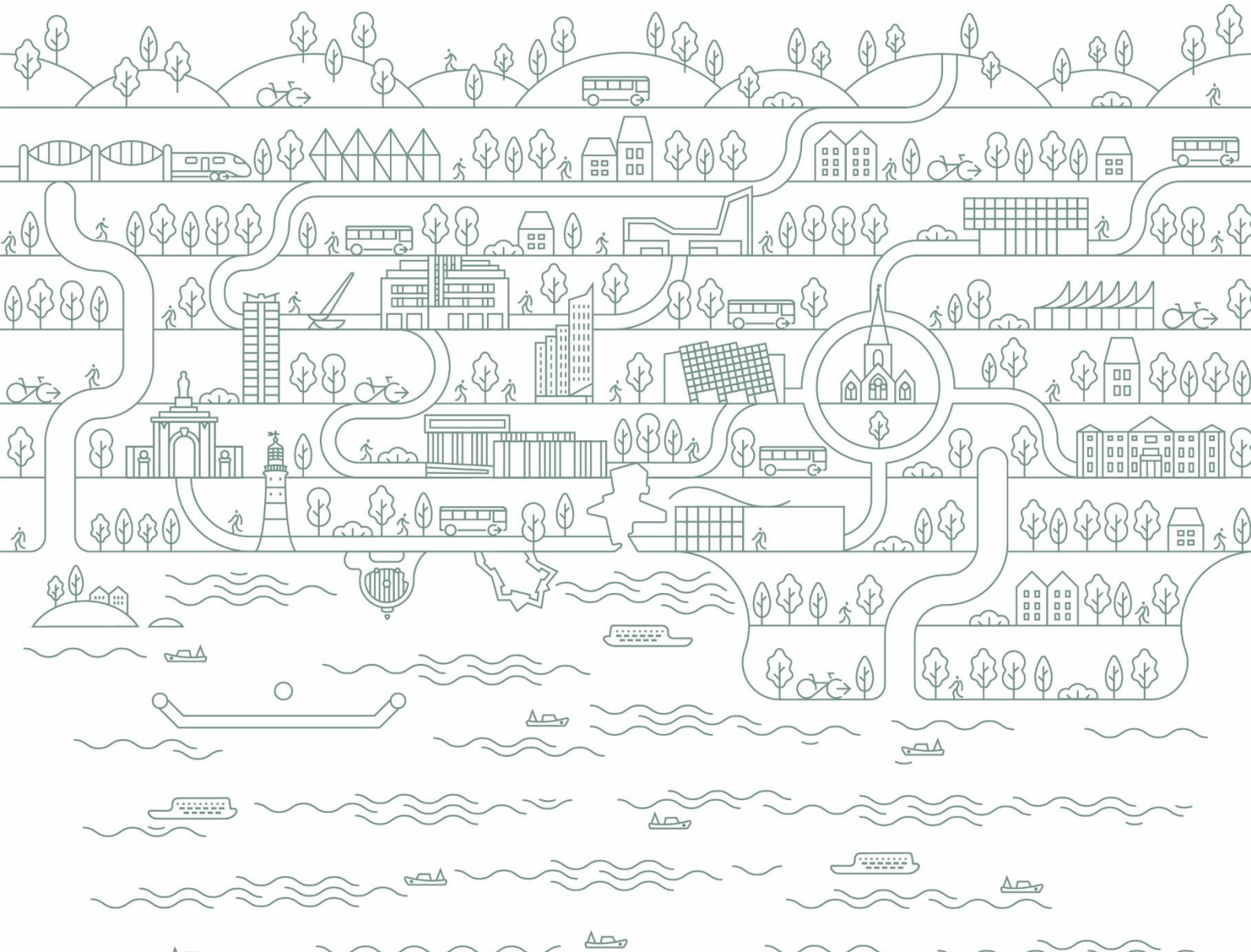
SECTION 8: COMPETITION

This Enhanced Partnership Plan has been subject to the Competition Test as set out in Part 1 of Schedule 10 of the Transport Act 2000.

The assessment, undertaken by Plymouth City Council, concluded that there would be no adverse impact on competition.

The implementation of this Enhanced Partnership Plan, and its associated schemes, are aimed at delivering improvements to bus services for passengers in a deregulated environment.

The Enhanced Partnership (both the associated Plan and Scheme(s)) will not impact on competition, as operators will be free to amend and introduce services in the area, provided that the standards that apply to all operators are met.



Plymouth City Council takes accessibility seriously, so while the EP Plan will be made available on our website, if you would like this information in another format or language, please contact the Plymouth Bus Partnership via:

Plymouth Bus Partnership
Strategic Planning and Infrastructure
Plymouth City Council
Ballard House
West Hoe Road
Plymouth
Devon
PL1 3BJ
e: buspartnership@plymouth.gov.uk
t: 01752 307790

For more information on the Plymouth Enhanced Partnership and Bus Service Improvement Plan visit www.plymouth.gov.uk/bus-improvements.

If you would like help with planning your bus journey, please visit www.plymouth.gov.uk/plan-your-bus-journey.

The Plymouth Enhanced Partnership Plan has been produced by:

PLYMOUTH CITY COUNCIL

In partnership with:

Plymouth City Bus – Part of GoAhead
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