

NATIONAL BUS STRATEGY

PLYMOUTH'S BUS SERVICE IMPROVEMENT PLAN

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Section One: Foreword

Plymouth is a bus based city. In 2019/20 18,027,681¹ bus trips were made.

During the pandemic the number of trips on our buses fell, with only 6,887,794² trips being made in 2020/21.

However, even during the pandemic buses continued to play a critical role in our Covid-19 response; getting key workers to their jobs and homes and, as the pandemic started to ease, our children back to school, our commuters back to their places of work, and our family and friends back together. At the time of publication total bus patronage stands at 61% of pre-pandemic^[1] levels and total concessionary trips stands at 51% for the equivalent time period in 2019³.

We're proud of our buses. For many years, Plymouth has enjoyed a comprehensive citywide bus network, provided by operators predominantly on a commercial basis, with the Council subsidising socially necessary services where there have been gaps in provision⁴. As a result, whilst bus patronage has seen decades of decline nationally, Plymouth bucked that trend⁵, with buses providing a green mass transit solution and playing a key part in our response to the city's climate emergency declaration and supporting Plymouth's sustainable growth. However, the pandemic has had a catastrophic impact on bus patronage and we know there's more we need to do to make sure our buses come back better.

We want our buses to be both tools of inclusion and the transport of choice and therefore, as a partnership we want to make **Plymouth's buses more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper.**

We're starting from a strong position. As a partnership we've successfully worked together over a number of years on the Bus Punctuality Improvement Partnership (BPIP), the delivery of the workplace Green Travel Pass scheme and latterly the multi-operator Skipper ticket.

Furthermore, we've demonstrated our green credentials. In 2016 Plymouth Citybus welcomed the first alternative fuel buses to the region in the form of 13 single deck buses, powered by Compressed Natural Gas. The buses, along with infrastructure to fuel at the Plymouth Depot, are 96% cleaner than the Euro 4 buses they replaced. This was followed in 2017 by 16 state-of-the-art Euro 6 Low Carbon Certified, British built, double decker buses, followed by another 11 in 2019; in total, £8 million of investment. In 2020 a further 10 new Euro 6 buses entered service on cross-boundary routes between Plymouth City Centre and South East Cornwall, meaning a total of 50 low carbon certified buses now operate within the city. Stagecoach South West are also committed to greening their fleet and Stagecoach have invested nearly £7 million over the last 6 years in introducing vehicles with the cleanest Euro 6 engines to the Plymouth fleet, with an ongoing commitment to seek opportunities for further vehicle upgrades in due course.

Not only can we demonstrate the positive outcomes of working together; the strategy, set out in the [Plymouth Plan](#), provides the platform to go further. We have made a commitment to deliver a safe, accessible, sustainable and health enabling transport system⁶ that delivers a step change in walking, cycling and public transport as the travel modes of choice for those living in and visiting the city⁷, focusing major

¹ Of the 18,027,681 trips, 4,970,235 were made by concessionary pass holders (28%)

² Of the 6,887,794 trips, 1,627,887 were made by concessionary pass holders (24%)

^[1] March 2019

³ The data is for the period April – August 2021

⁴ <https://www.plymouth.gov.uk/parkingandtravel/publictransport/tenderedservices>

⁵ Please see section XX

⁶ Plymouth Plan Policy HEA6.

⁷ Plymouth Plan – Theme 2: A Green City.

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.

We have committed to ensuring that transport is delivered in the most health promoting and environmentally responsible manner,⁸ where the impact of severance caused by transport networks is reduced, enabling more journeys by walking, cycling and public transport and providing genuine alternative ways to travel⁹. To do this we have adopted a hierarchy of modes and routes based upon different spatial settings,¹⁰ with walking, cycling and bus travel being the best option for city trips, and committed to partnership working, with local and regional partners, in order to realise greater benefits over the life of the plan and beyond.

Our strategy is reinforced by one of the Council's priorities, as set out within the Corporate Plan, to unlock the city's potential through creating a varied, efficient, sustainable transport network and mirrors the policy set out in the National Bus Strategy¹¹.

A supportive policy environment has allowed investment in our network. Between 2016 and 2020 we invested in excess of £7 million in public transport (bus) infrastructure, matched by XXX by local bus operators. This funding has delivered improvements xxxxxxxxxxxx

Looking ahead, a further £58M has been secured through the Transforming Cities Fund (TCF) which will deliver:-

- **transformative infrastructure:** delivering a step-change in our sustainable transport offer through improved door-to-door connectivity, providing quality infrastructure that delivers a viable alternative to the private car, and clear information to keep the traveller informed;
- **innovative technology:** encouraging the use of new and innovative technology and new mobility systems to provide cleaner transport, enhanced accessibility to active travel modes and to manage transport demand and
- **effective behaviour change:** integrating transport measures and effectively managing travel demand through the application of policies to discourage commuting by single occupancy car.

The programmes to be delivered will improve the facilities available for bus users, and bus operators in the city centre¹², at our principle railway station¹³ and on a key cross-city link¹⁴ through the heart of the city. They will also encourage and enable more trips to be made by bus through the delivery of mobility hubs improvements to St Budeaux interchange.¹⁵

A further £290M is being invested in Plymouth's transport network, complementing the *Productive Plymouth* Transforming Cities Fund programme, through strategic transport projects providing new bus provision¹⁶, increased network capacity¹⁷ and junction improvements.¹⁸

⁸ Plymouth and South West Devon Joint Local Plan policy SPT9.1.

⁹ Plymouth and South West Devon Joint Local Plan Policy SPT9.4.

¹⁰ Plymouth and South West Devon Joint Local Plan Policy SPT9.8.

¹¹ Bus Back Better – National Bus Strategy for England, 2021 <https://www.gov.uk/government/publications/bus-back-better>

¹² [Mayflower Street Bus Stop Scheme](#) and [Royal Parade Improvement Scheme](#)

¹³ [Plymouth Station forecourt improvements](#)

¹⁴ [Crownhill Road](#)

¹⁵ [St Budeaux Interchange](#)

¹⁶ Morlaix Drive ([Morlaix Drive Access Improvements | PLYMOUTH.GOV.UK](#))

¹⁷ Forder Valley Link Road and Interchange ([Forder Valley Transport Improvements | PLYMOUTH.GOV.UK](#)), Woolwell to the George ([Woolwell to The George Junction | PLYMOUTH.GOV.UK](#)) and Plymouth's Major Road Network programme ([Major Road Network | PLYMOUTH.GOV.UK](#))

¹⁸ Eastern Corridor Junction Improvements (Plymouth Road) ([Eastern Corridor Junction Improvements Scheme \(Plymouth Road\) | PLYMOUTH.GOV.UK](#)) and A38 Manadon Interchange ([A38 Manadon Interchange | PLYMOUTH.GOV.UK](#))

This investment, alongside complementary programmes such as [Plymotion](#), will help us deliver a reformed network, improve public confidence and address misconceptions, to encourage passengers back. **Together, we will make Plymouth's buses more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper.**

Our commitment to deliver this pledge is demonstrated by this Bus Service Improvement Plan and we commend this Plan to you.

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Section Two: Plymouth – Setting the scene

2.1 Introduction: This chapter provides background information on Plymouth, setting the scene for the Plymouth Bus Service Improvement Plan.

2.2 Plymouth's population¹⁹

Plymouth is one of the largest cities on the south coast and the 15th largest city in England with a population of approximately 263,000. The city's population is estimated to grow to around 274,300 by 2034, a projected increase of 4.3 per cent. Of the 263,070 residents, 50.2 per cent are women and 49.8 per cent are men, reflecting the England split of 50.7 per cent and 49.3 per cent respectively. Further comparisons between Plymouth, and England by key age-groups are shown in Table 2.1.

Table 2.1 Number and percentages by age group in Plymouth and England, 2017²⁰

Age group	Plymouth		England	
	Numbers	Per cent	Numbers	Per cent
Under 5	15,308	5.8	3,384,925	6.1
Under 16	47,120	17.9	10,637,971	19.1
Under 18	52,296	19.9	11,869,346	21.3
18-24	32,180	12.2	4,828,279	8.7
15-64	170,672	64.9	35,542,943	63.9
65 and over	47,686	18.1	10,030,511	18.0
75 and over	21,620	8.2	4,535,330	8.1
85 and over	6,376	2.4	1,352,056	2.4

In 2017, children and young people under 18 accounted for 20 per cent of the population. Due to approximately 27,000 students residing in the city, the percentage of 18-24 year olds (12.2 per cent) is higher than that found in England as a whole (8.7 per cent). The proportion of the working-age (15-64 year old) population (65 per cent) is also higher than that in England (64 per cent). 18 per cent of people in Plymouth are aged 65 and older which is comparable with the England average (18 per cent). However, there will be a major shift in the population structure of Plymouth over the next decade as the proportion of the population aged 65 and over increases and the population aged 0-4 year's decreases. ONS projects a rise in the percentage of the Plymouth 65+ population from 17.9 per cent in 2016 to 22.7 per cent by 2034.

Plymouth's population is not evenly split across the city. There are higher numbers of people living in the wards to the west and southwest of the city (Figure 2.1). The ward with the biggest population is St Peter and the Waterfront (17,400) whilst Plympton Chaddlewood has the smallest population (7,900).

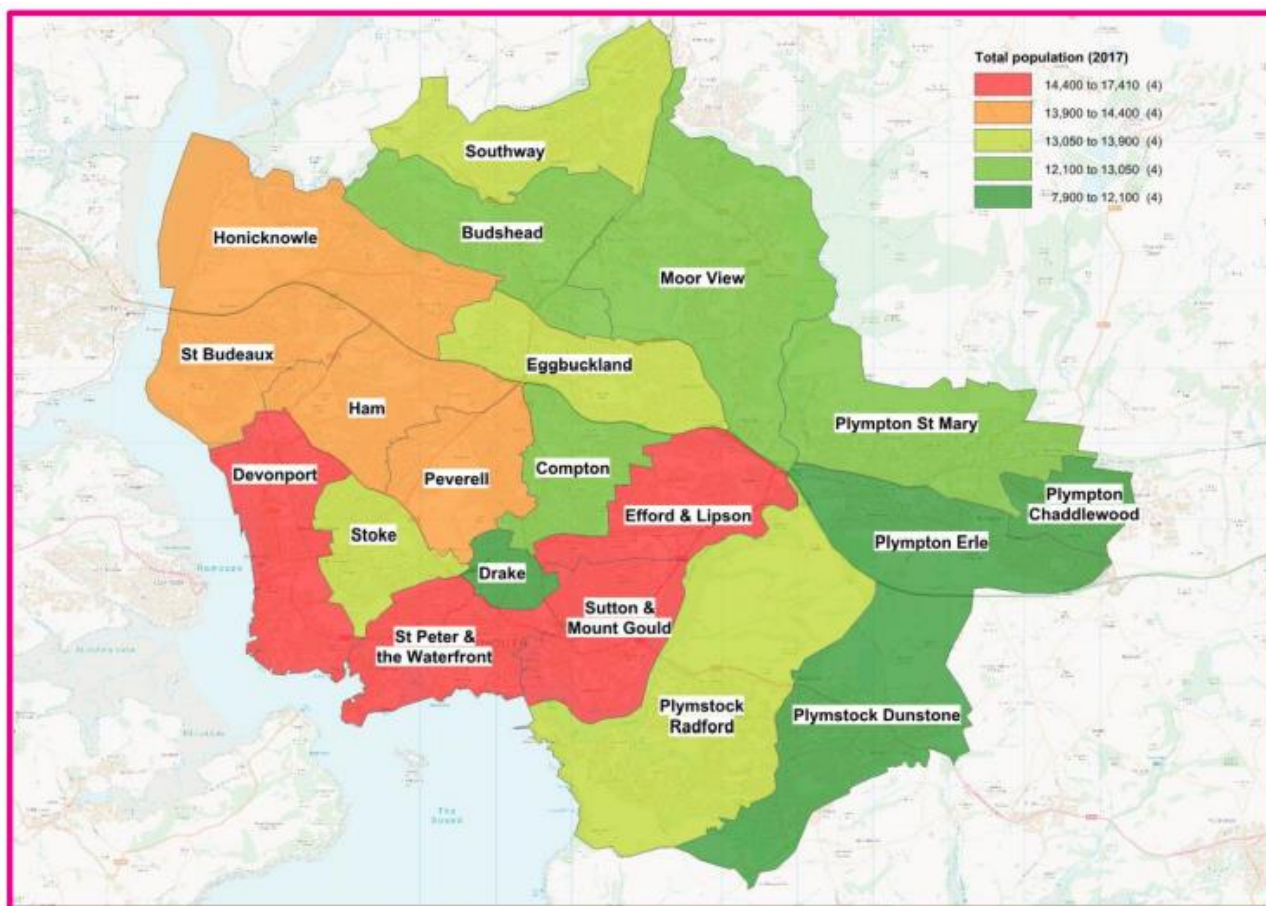
The wards to the west, in addition to Efford & Lipson, have the highest numbers of 0-4 year olds. In contrast, wards in the east, in addition to Compton, have the highest numbers of those aged 85 and over.

¹⁹ Plymouth Report, 2019

<https://www.plymouth.gov.uk/publichealth/factsandfiguresjointstrategicneedsassessment/plymouthreport>

²⁰ ONS mid-year population estimates, 2017

Figure 2.1 Total population (numbers) by Plymouth electoral ward, 2017

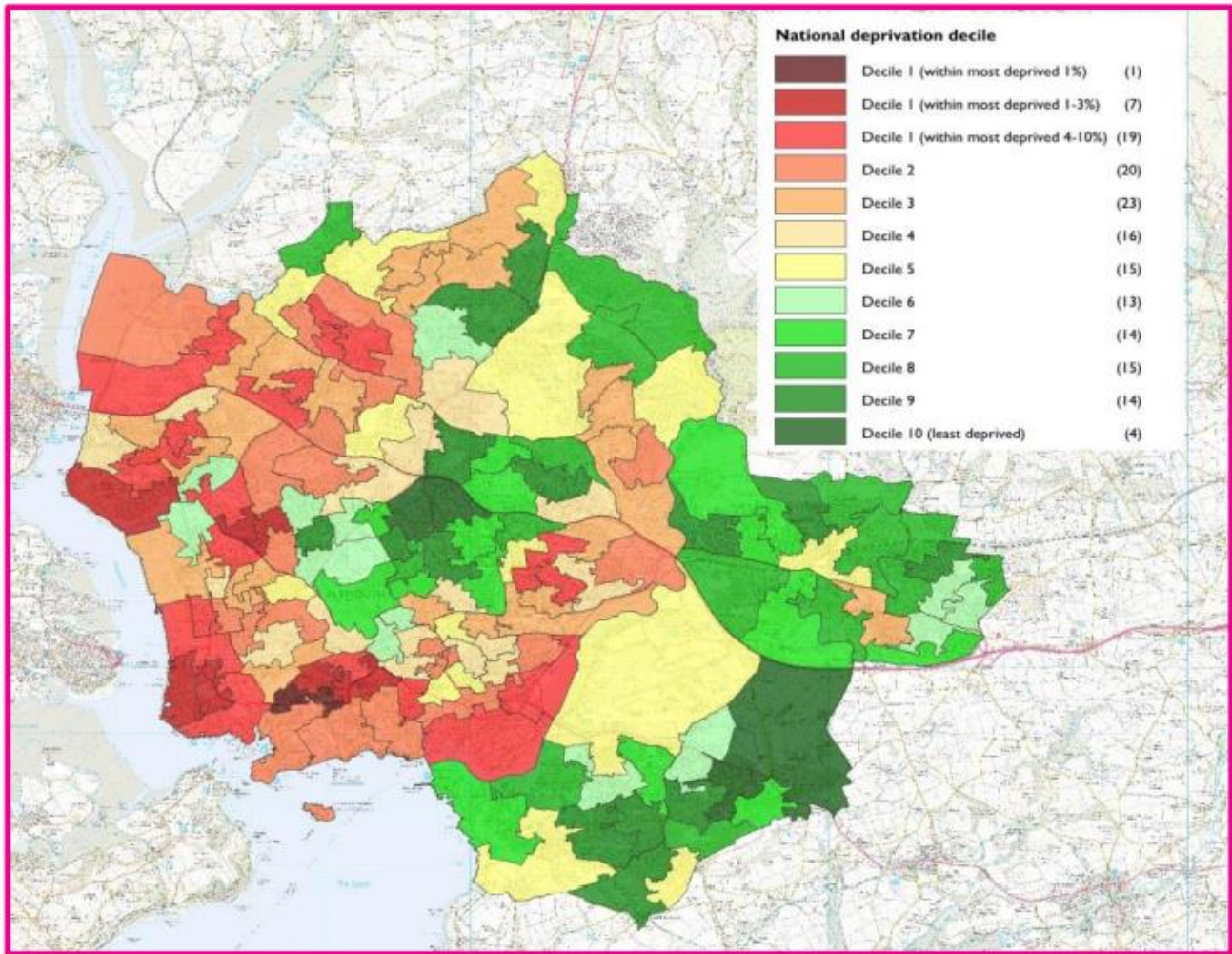


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Seventy four per cent of residents aged 17 or over hold a full driving licence, although there is a gender imbalance in licence holding – 80 per cent of men versus 68 per cent of women. Only one-third of 17-20 year olds hold a full driving licence. Furthermore 28 per cent of Plymouth households do not have access to a car or van; slightly higher than the England and Wales average of 26 per cent.

Analysis of the Index of Multiple Deprivation (IMD), 2015, the current official measure of relative deprivation in LSOAs in England IMD, for Plymouth reveals that deprivation in Plymouth remains higher than the England average. Figure 2.2 shows which national deprivation decile each of the 161 LSOAs in Plymouth fall within. Those falling within decile one have been further split to show the areas in the city that are most deprived nationally. One LSOA (found in the St Peter and the Waterfront ward) falls within the most deprived 1 per cent in England.

Figure 2.2: Plymouth LSOAs by IMD 2015 national deprivation decile



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2.3 Plymouth's economy

Plymouth is the most significant economic centre in the southwest peninsula and the largest urban area in both the Heart of the South West (HotSW) Local Enterprise Partnership (LEP) and Peninsula Transport shadow Sub-national Transport Body (STB) regions. It has an economic output of £5.63 billion, providing 111,500 jobs.

Plymouth currently has a marginally higher employment rate than the UK average (75.5 per cent compared to 75.1 per cent) and an economic activity rate also slightly higher than the UK average (79.2 per cent compared to 78.8 per cent). Plymouth has also seen strengthening productivity in recent years (Plymouth's GVA per hour worked stands at 85.9% of the UK average in 2019, this is up from 83.9% in 2016). Plymouth's productivity growth has been faster than the UK average although the city has traditionally struggled to raise its low business density and start-up rate, for which the city ranks 61 st and 62nd respectively amongst the UK's 63 Cities. Plymouth also faces the challenge of raising the earnings of those that work in the city, which still lag considerably behind the UK (£441.8 gross weekly pay compared to £479.1 for the UK).

The city is home to three universities and two specialist marine research institutions. The University of Plymouth is now the UK's 15th largest university, with more than 20,000 students, 2,000 of which are

international students from the EU and further afield helping to raise its profile, and that of the city, on an international stage.

In terms of international exports, Plymouth's most valuable sectors for international exports are manufacturing, marine, and advanced manufacturing and engineering. Plymouth's creative industries generate an estimated turnover in excess of £250 million per year. The sector is worth £51.5 million GVA, supports 3,800 jobs, and accounts for more than five million day visitors a year. Plymouth is also home to a dynamic and diverse digital sector which generates £108.8 million in GVA for the city.

Plymouth is also set to become a Freeport unlocking million pounds of funding for the area - both within the city's boundaries and across wider South Devon area. It is expected that up to 1,000 new jobs could be created in the first two years and up to 9,000 over the next 10 years and 50 new apprenticeships and 10 internships every year by 2027.

Tourism is also a major contributor to the city's economy. Plymouth has 5,116,000 visitors a year, spending £322 million.

2.4 Plymouth's environment

Plymouth has one of the most unique and diverse natural environments of any city in the country. Over 40 per cent of the city is designated as green space, and it is surrounded by three Areas of Outstanding Natural Beauty (AONB), a European Marine Site, a Marine Conservation Zone and Dartmoor National Park. Plymouth Sound is the UK's first National Marine Park.

Access to green space is a key part of a sustainable community and delivers significant health and wellbeing benefits. Overall, Plymouth's greenspace is estimated to save £9.26 per person in healthcare costs by removing air pollutants from the atmosphere such as particulate matter (PM2.5) from vehicles²¹.

Plymouth has a single Air Quality Management Area (AQMA) which was declared in 2014 for Nitrogen Dioxide (NO₂) (Figure 2.3). This AQMA includes the areas of concern at the time of the declaration: Exeter Street, Mutley Plain, Stoke Village, Royal Parade, Tavistock Road and their connecting roads. However, air quality in Plymouth is mostly good. The only area of concern remaining from this list is Mutley Plain, with other areas showing continued compliance. However, 2019 is the second year of compliance in Mutley Plain. During 2019 all diffusion tubes at relevant locations were below the National Air Quality objectives.

Figure 2.3 Air Quality Management Area declared for Plymouth and Noise Important Areas identified by Defra

Poor air quality in Plymouth is largely related to road traffic emissions. Plymouth City Council has produced a joint Air Quality Action Plan (AQAP)/ Transport Plan to implement various schemes to control traffic and pollution levels [PCC, 2020].

Transport is also a significant contributor to greenhouse gas emissions. In Plymouth the transport sector is accountable for 30% of the city's total emissions [PCC undated²²] and is an area which requires a major

²¹ ONS, Centre for Ecology and Hydrology, July 2018

²² [Mobility 2021 | PLYMOUTH.GOV.UK](#)

change in behaviour if the target for Plymouth to become carbon neutral by 2030 is to be achieved [PCCa, undated].²³

Table 2.2 shows the local authority CO₂ transport emissions, by transport category.

Table 2.2 Local authority CO₂ transport emissions estimates, XXX, by transport category

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²³ PCC, undated- [Climate emergency | PLYMOUTH.GOV.UK](https://www.plymouth.gov.uk/climate-emergency)

Section Three: Plymouth Bus Service Improvement Plan - Overview

3.1 Introduction: This chapter provides an overview of Plymouth's Bus Service Improvement Plan.

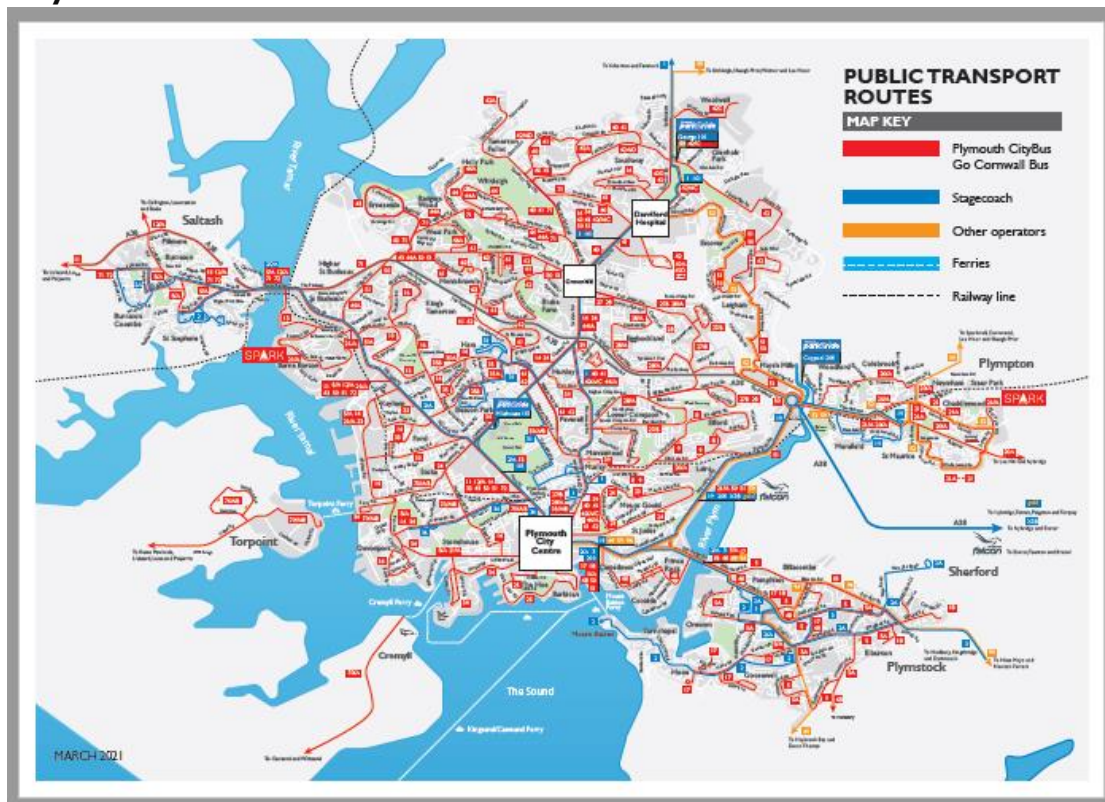
3.2 Bus Service Improvement Plan – geographical area. This Bus Service Improvement Plan (BSIP) covers the city of Plymouth (Figure 3.1) and a single Local Transport Authority (LTA), Plymouth City Council.

Figure 3.1: Plymouth Bus Service Improvement Plan area



The justification for the BSIP purely relating to the city boundary is that approximately 77% of registered routes operate exclusively within the city boundary (Figure 3.2)²⁴.

Figure 3.2 Plymouth's Bus Network



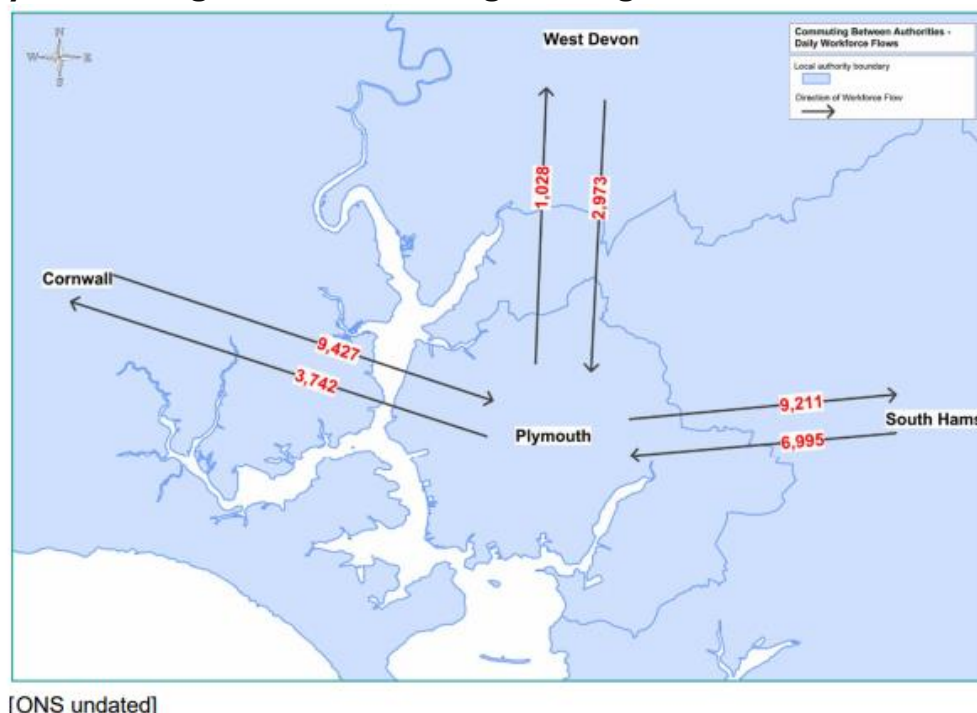
Furthermore, ONS data relating to commuting patterns indicates that Plymouth is relatively self-contained in terms of employment, with 67 per cent of all workers usually resident in the city also working here (Figure 3.3).

Figure 3.3 Commuting patterns of workers, according to the local authority of their usual residence.

There is variation in the levels of self-containment in different parts of the city. Areas which are least reliant on employment in Plymouth (less than 79 per cent of residents commuting to jobs in the city) are either those on the urban fringes; Roborough, Plympton, Chaddlewood, Woodford, and Plympton St Maurice or in central areas such as Mutley and the city centre. However, when account is taken of commuting to urban fringe employment sites (located in South Hams) then all parts of the city have at least four in every five residents working there [xxx].

However, the Council, recognises that our Travel to Work Area (TTWA) 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 (Figure 3.4)

Figure 3.4 Key commuting flows between neighbouring authorities, 2011



In order to make buses the natural choice for everyone, not just those without cars, and boost bus patronage, routes into and out of the city are also important. During the development of the BSIP the partnership of the Council and public transport providers have worked closely with our neighbouring Local Transport Authorities; Cornwall Council, Devon County Council and Torbay Council and will continue to work with our neighbours during the delivery of this BSIP and the development of future Plans. Section 6 sets out the proposed mechanism for doing so.

3.3 Bus Service Improvement Plan – duration, review and alignment with wider Local Transport Plans.

This BSIP will span the period 2021 to 2034, aligning with the Plymouth Plan²⁵, a ground-breaking plan which sets a shared direction of travel for the long term future of Plymouth bringing together a number of strategic planning processes into one place.

The Plymouth Plan talks about the future of the city's economy; it plans for the city's transport and housing needs; it looks at 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; and it sets out the city's spatial strategy, incorporating the Plymouth-specific elements of the Plymouth and South West Devon Joint Local Plan²⁶, the development plan for the city.

Alignment with the Plymouth Plan has been chosen because, since 2017, Plymouth's Local Transport Plan, and hence transport policies, has been integrated within the

+Implementation Plan and hence through working to the same timescales as the Plymouth Plan it will help ensure that the guiding transport strategies and the implementation plan, are aligned.

The BSIP will be reviewed annually, in October each year, through Public Scrutiny.

²⁵ The Plymouth Plan 2014 -2034 <https://www.plymouth.gov.uk/planningandbuildingcontrol/plymouthplan>

²⁶ The Plymouth and South West Devon Joint Local Plan 2014 -2034

<https://www.plymouth.gov.uk/planningandbuildingcontrol/plymouthandsouthwestdevonjointlocalplan>

3.4 Next steps: The development of an Enhanced Partnership scheme

To deliver our commitment to make Plymouth's buses more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper we propose that all services operating within Plymouth are included within an Enhanced Partnership scheme. This is because of the successful working relationship the Council already has with all Plymouth bus operators, which means that both the Council and the operators are satisfied that the outcomes set out in the National Bus Strategy can be achieved through an Enhanced Partnership, rather than through a franchise. This approach accords with the Council's values of democracy, responsibility, fairness and collaboration²⁷. Working together with our operators, residents and businesses, we will deliver our common ambition of making Plymouth's buses more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper.

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²⁷ Plymouth City Council Corporate Plan 2021 – 2025 <https://www.plymouth.gov.uk/aboutcouncil/corporateplan>

Section four - Current bus offer to passengers

4.1 Introduction: This chapter describes Plymouth's current bus network. It analyses the existing local bus services, compared to BSIP outcomes, LTA financial support for bus services and other factors that affect the use of local services.

4.2 Bus Operators

The majority of bus services within Plymouth are operated by Plymouth Citybus (part of the Go-Ahead Group) and Stagecoach South West (part of the Stagecoach Group). Both operators also provide a wide range of inter-urban services. Bus services are also operated by Oakley's Coaches, County Bus, TallyHo Coaches, First Bus, Donderry and District Community Bus Association Ltd and Gorran and District Community Bus Association Ltd all of whom have been involved in the development of the BSIP.

4.3 Bus Patronage and mode share

Plymouth is a bus based city. Table 4.1 shows the bus passenger journeys per head of population

Table 4.1 Bus passenger journeys per head of population, XX

Furthermore, encouragingly, commuting by bus is higher in Plymouth than across England & Wales excluding London, placing the city in the top 20% of authorities for this commuting mode (Figure 4.1). Above average levels of bus commuting are located in the western parts of Plymouth (from Devonport to St. Budeaux). The highest proportion of car commuting is found in the Chaddlewood, Goosewell, Tamerton Foliot and Woolwell neighbourhoods. The lowest proportions of people driving to work are found in Plymouth's central areas as well as a small pocket around Derriford²⁸ (Figures 4.2 and 4.3)

²⁸ Plymouth and South West Devon Joint Local Plan Baseline Transport Conditions Report WSP/ Parsons Brinckerhoff, February 2017.

Figure 4.1: Method of travel to work by all residents aged 16-74 in employment, by Plymouth and South West Devon JLP Planning Authority (2011 Census)

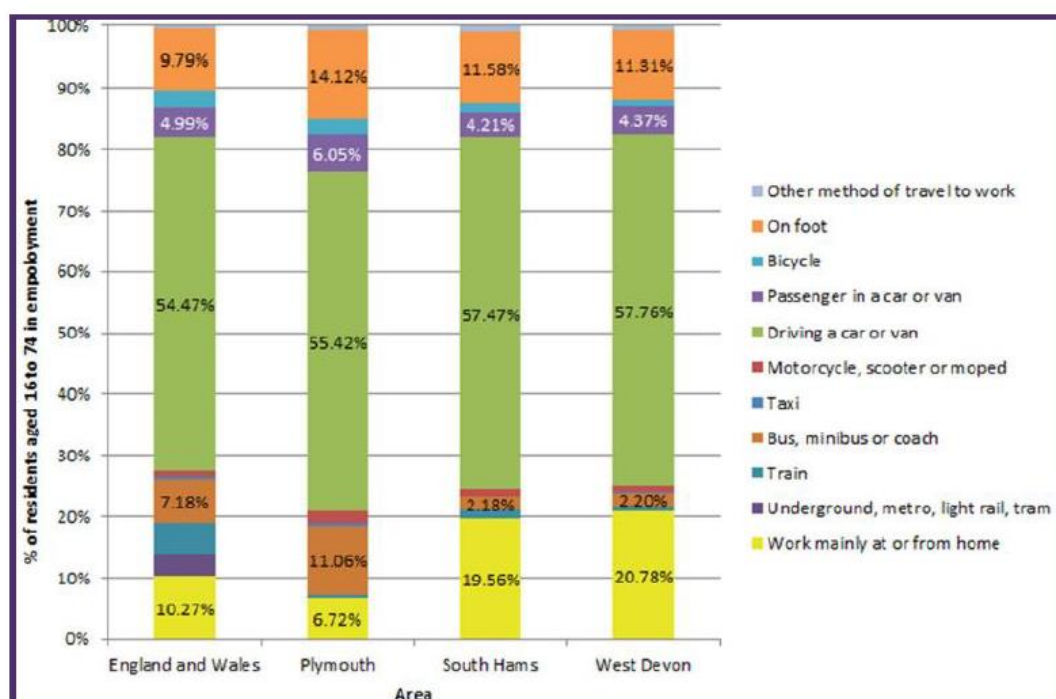


Figure 4.2 Method of travel to work – proportion driving to work

Figure 4.3 Method of travel to work – proportion traveling by bus

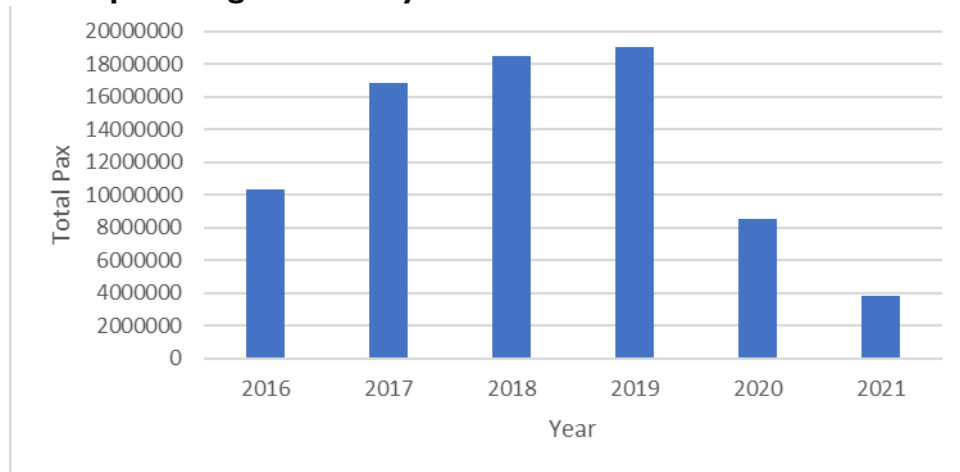
However, bus patronage has declined, due to the Covid-19 pandemic. In 2019/20 18,027,681²⁹ bus trips were made. In 2020/21 the number of trips on our buses fell to 6,887,794³⁰.

Table 4.2 Bus Patronage

	2016	2017	2018	2019	2020	2021
Total Patronage	10,355,198	16,828,352	18,475,114	19,003,288	8,492,519	3,820,451
% change (+ is an increase, - is a decrease)		62.51%	9.79%	2.86%	-55.31%	-55.01%

²⁹ Of the 18,027,681 trips, 4,970,235 were made by concessionary pass holders (28%)

³⁰ Of the 6,887,794 trips, 1,627,887 were made by concessionary pass holders (24%)

Figure 4.4: Total bus patronage within Plymouth³¹

4.4 Bus network and service frequencies

An extensive network of bus services covers Plymouth and its fringes. Most local bus services start, terminate or call at one of the stops on Royal Parade in the city centre and many services operate on a loop through city centre streets (Mayflower Street, Western Approach, Union Street, Derry's Cross, Royal Parade, Exeter Street, Charles Street) before radiating out along key corridors to serve the city.

The bus routes and operators are shown on the public transport network map (Figure 3.2).

During weekday daytimes, services operate on up to a ten minute frequency (i.e. 6 buses per hour). Services are either less frequent during evenings and weekends or do not operate during these times or days, which can limit journey opportunities. Local residents in communities including Ernesettle, Tamerton Foliot and Glenholt raised dissatisfaction during Plymouth Plan consultations with the level of bus accessibility available to them³².

Conversely the combination of several services operating on the same corridor can give a much more significant bus frequency on core corridors as shown in Figures 4.5-4.10.

³¹ Patronage figures are as provided by operators during the development of the BSIP; the data has not been provided by all operators

³² Plymouth City Council 2015 Plymouth Plan 2011 to 2031 Part Two Toolkits (8 toolkits) - [Plymouth Plan Archive | PLYMOUTH.GOV.UK](https://www.plymouth.gov.uk/planning-and-building-control/planning/plymouth-plan-2011-to-2031-part-two-toolkits)

Figure 4.5: Weekday (Monday – Friday), AM peak (07:00 – 09:00), link frequencies– the combined frequency along each section of road.

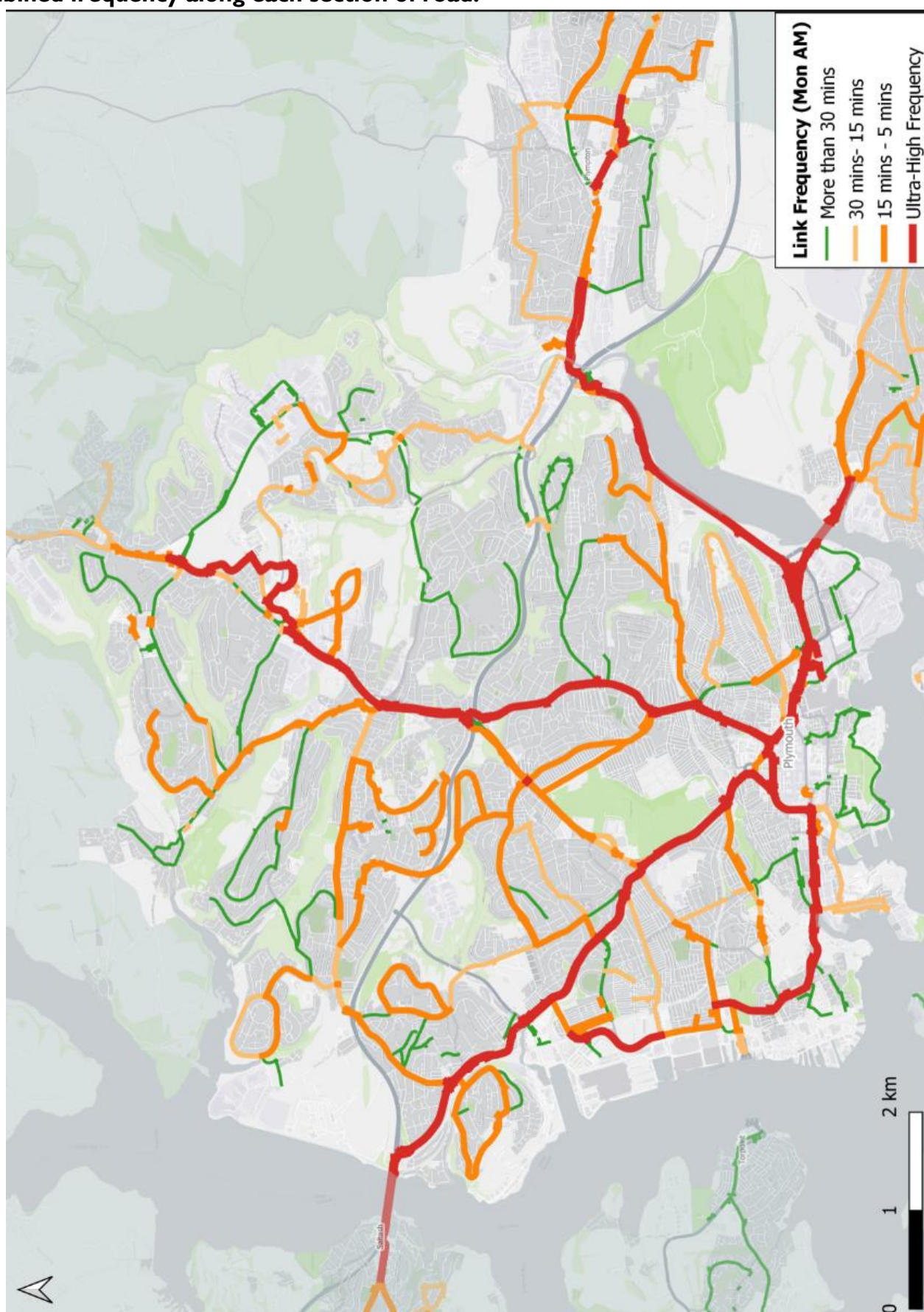


Figure 4.6: Weekday (Monday – Friday), off-peak (18:00 – 23:59), link frequencies– the combined frequency along each section of road.

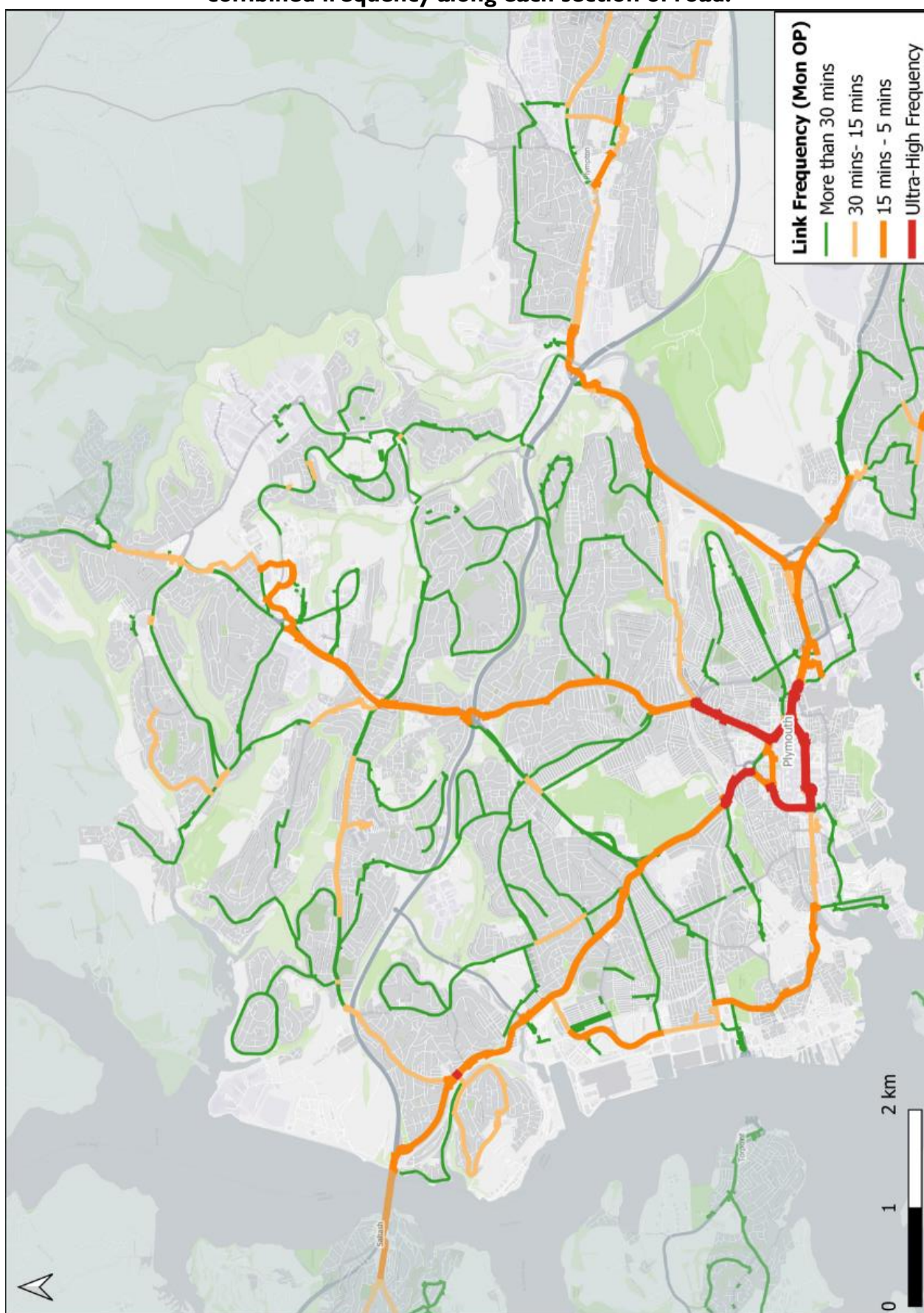


Figure 4.7: Saturday AM peak (07:00 – 09:00), link frequencies– the combined frequency along each section of road.

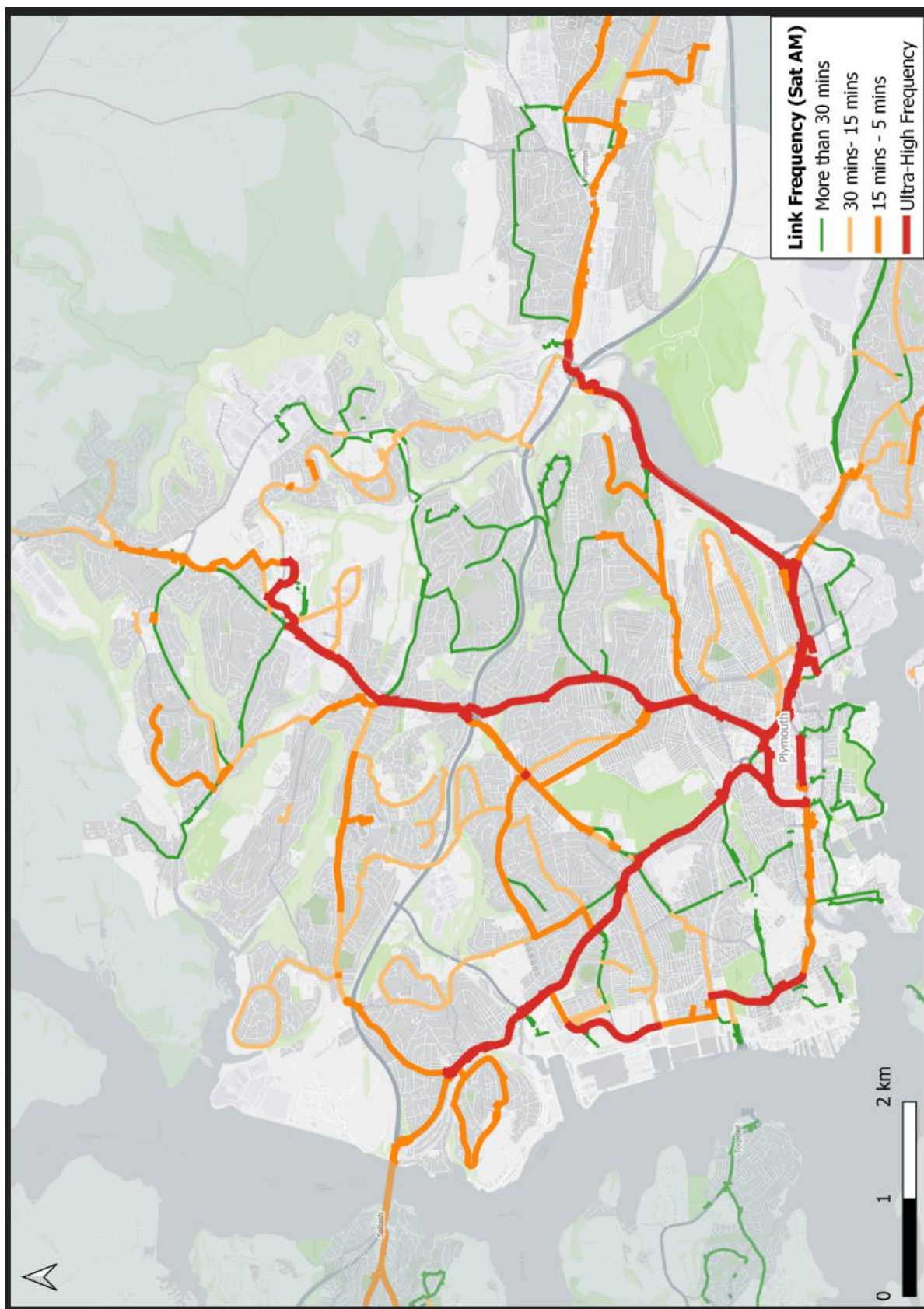


Figure 4.8 Saturday evening (xxxx), link frequencies– the combined frequency along each section of road.

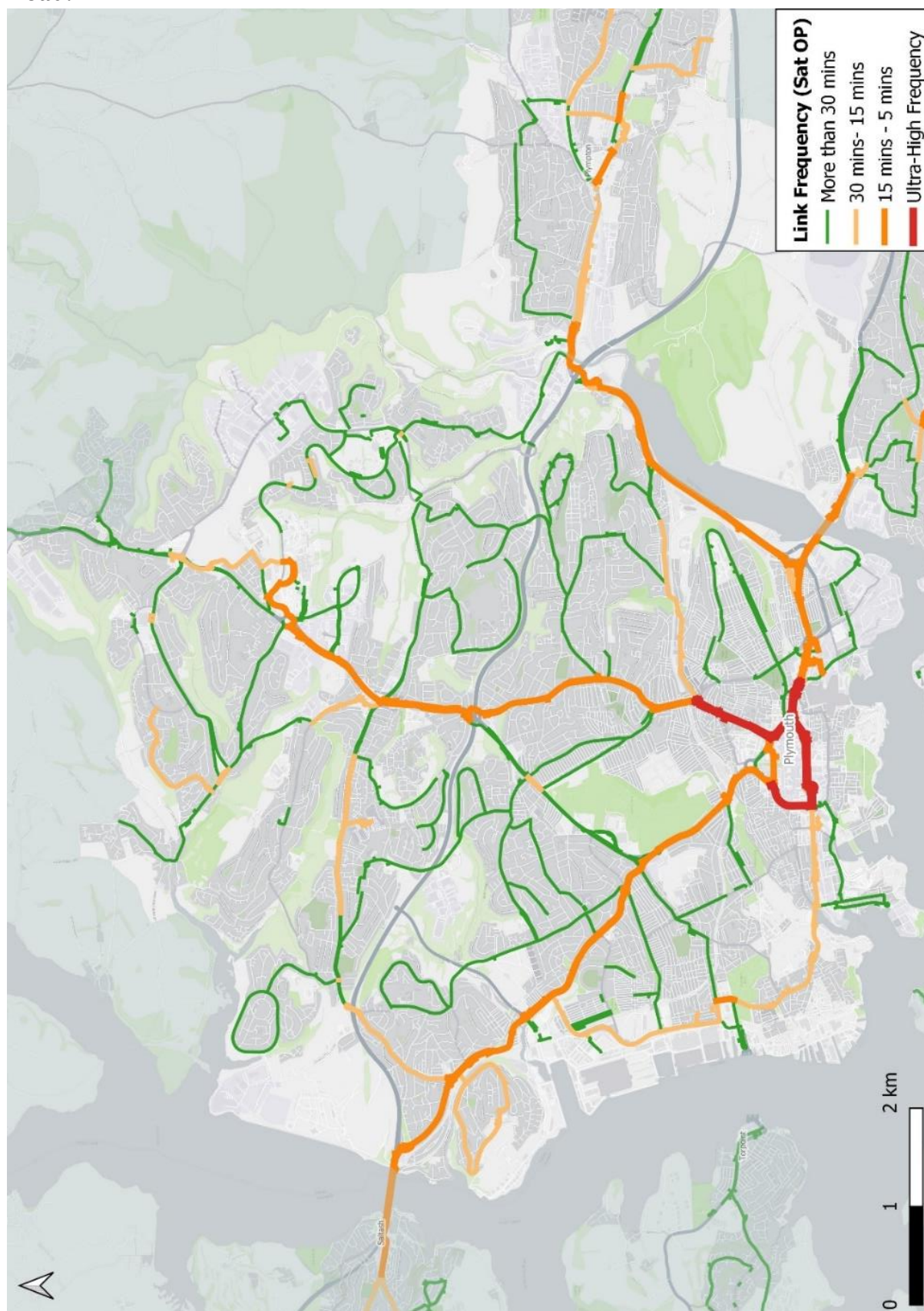


Figure 4.9: Sunday AM peak (07:00 – 09:00), link frequencies– the combined frequency along each section of road.

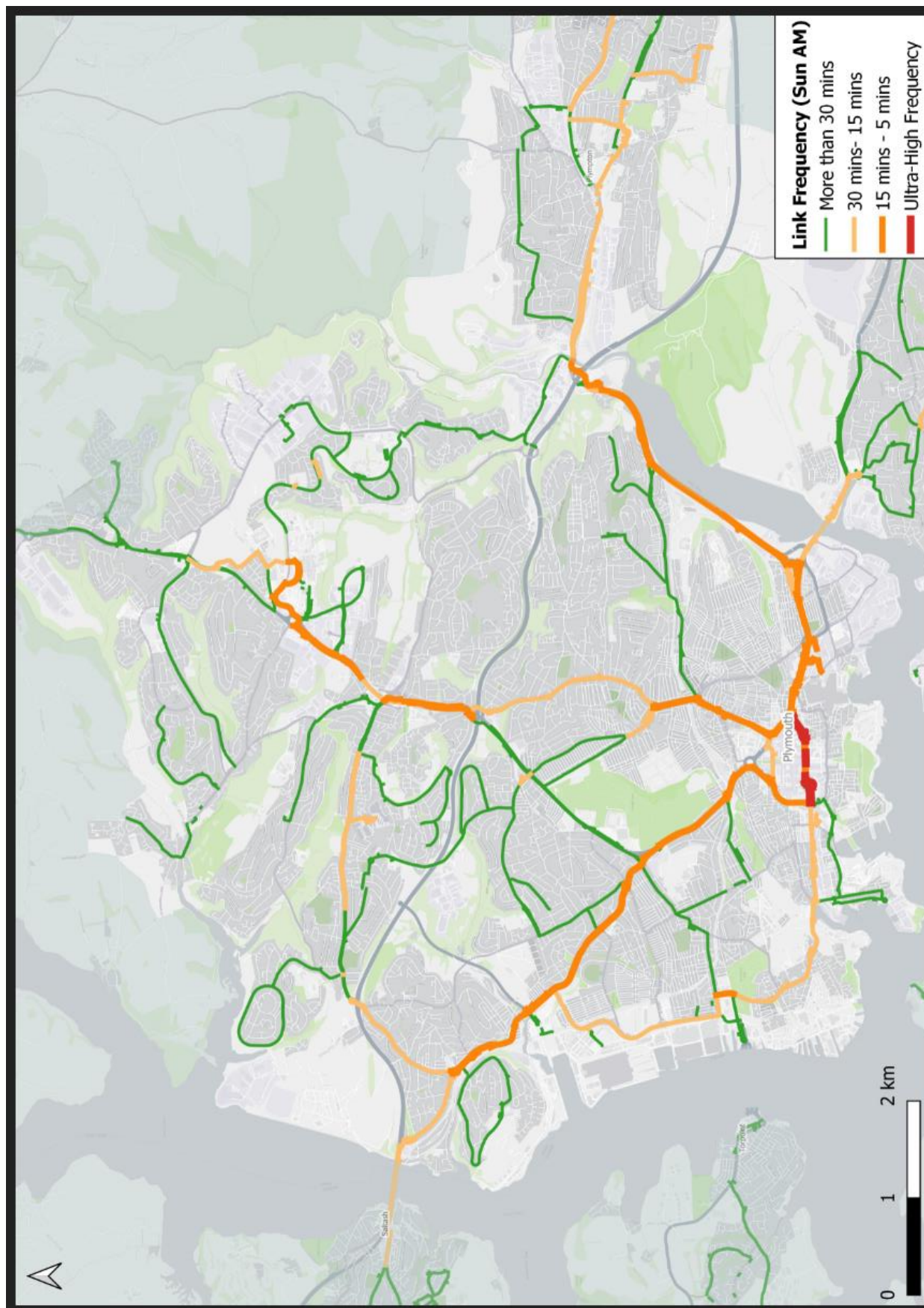
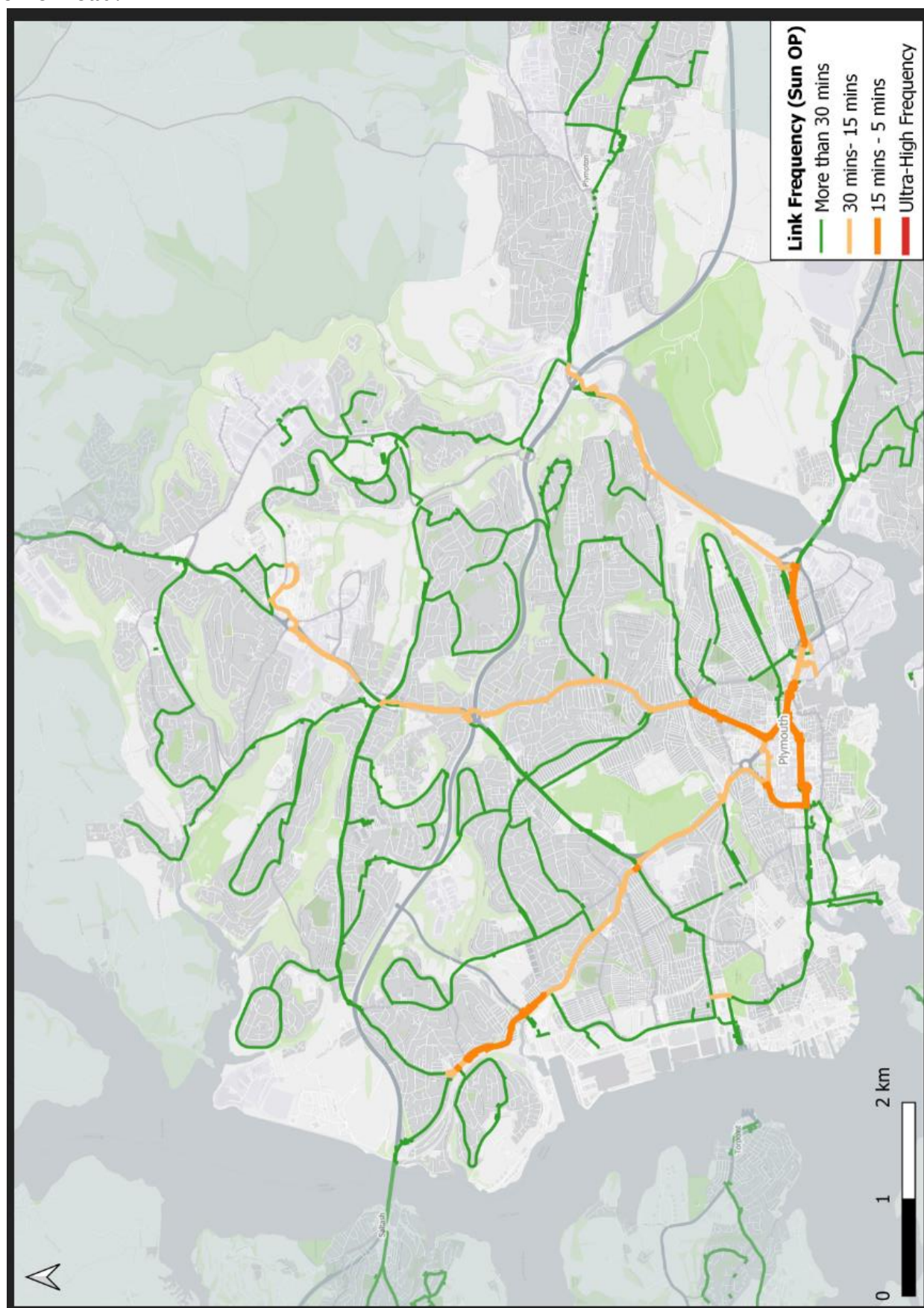


Figure 4.10 Sunday evening (xxxx), link frequencies– the combined frequency along each section of road.



Whilst bus journeys from most parts of the city to the city centre may be straightforward (and to a lesser extent for travel to other local hubs such as Derriford), orbital or cross-city journeys tend to involve interchange between services. As a consequence these journeys have a resultant time penalty and can require a walk between different stops to complete the journey. However, accessibility to services is generally good.

4.5 Accessibility to services

Accessibility to public transport services in Plymouth has been determined³³ and shows that circa:-

- 98% of the population are within 400m of a corridor operating services at a frequency of **35 minutes** or less in the weekday **morning peak**.
- 87% of the population are within 400m of a corridor operating services at a frequency of **30 minutes** or less in the weekday **evening**.
- **83%** of the population are within 400m of a corridor operating services at a frequency of **15 minutes** or less in the weekday **morning peak**;
- 43% of the population are within 400m of a corridor operating services at a frequency of **15 minutes** or less in the weekday **evening**.

4.6 Subsidised services

Part of the reason behind high levels of accessibility is the provision of subsidised services. The Council currently provided financial support for thirteen bus services (Table 4.3). Without this support these services would be deemed commercially unviable and would not operate and accessibility to public transport would be reduced.

Table 4.3 Plymouth City Council Tendered Bus Service Network, September 2021

Service Number	Operator	Route	Days of Operation	Kilometres per Week
2A	Stagecoach Southwest	Elburton to Sherford	Monday – Sunday Inc Bank Holidays	1,235.04
13/13S	Plymouth Citybus	13: Saltash Passage to City Centre 13S: St Budeaux to Kings Tamerton via Barne Barton	13: Monday to Friday Exc Bank Holidays 13S: Term time only until 09:28	13: 708.92 13S: 101.35
14	Plymouth Citybus	Derriford Hospital to City Centre via Ham, Keyham, Mutton Cove and Devonport	Monday – Saturday Exc Bank Holidays	2,169.94

³³ Using GIS software Super Output Areas were reviewed with a 400m buffer area plotted bus routes

17	Plymouth Citybus	Hooe to City Centre via Plymstock Broadway & Pomphlett	Monday to Friday Exc Bank Holidays	358.58
18	Plymouth Citybus	Elburton to City Centre via Plymstock Broadway & Pomphlett	Monday to Friday Exc Bank Holidays	353.91
19	Stagecoach Southwest	Plympton Ridgeway and Merafield to City Centre via Marsh Mills	Monday to Friday Exc Bank Holidays	1,004.3
31	Stagecoach Southwest	Pennycross to City Centre via Beacon Park and Mutley	Monday to Friday Exc Bank Holidays	671.15
39	Plymouth Citybus	Hartley Vale to City Centre via Mannamead	Monday to Friday Exc Bank Holidays	552.41
42 (Mainstone)	Plymouth Citybus	Mainstone Loop to Asda	Monday – Saturday Exc Bank Holidays	614.7
42/42A/42D (Seaton Neighbourhood)	Plymouth Citybus	Seaton Neighbourhood diversion	Monday – Sunday Inc Bank Holidays	187.48
44A	Plymouth Citybus	Whitleigh Green to Camels Head via Holly Park and Ringmore Way	Monday to Friday Exc Bank Holidays	546.3
52	Oakleys Coaches	Plympton to Derriford Hospital via Estover	Monday to Friday Exc Bank Holidays	1,335
54	Plymouth Citybus	Bovisand to City Centre via Plymstock (May Half Term & School Summer Holidays Only)	Monday – Sunday Inc Bank Holidays.	1,176

Between 2018/19 and 2019/20 patronage on subsidised services rose and the average cost per passenger for providing the services fell. However, as with all services patronage has been heavily affected by the Covid-19 pandemic with patronage falling to XXXXX in 2020/21 (Table 4.4)

Table 4.4: Plymouth's subsidised services – total patronage and average cost per passenger for providing the services

Measure	Year		
	2018/19	2019/20	2020/21
Subsidised services patronage			
Average cost per passenger for providing the services			

The majority of the funding for the provision of the subsidised services set out above is from Plymouth City Council's own budgets. However, contributions are also made from:-

- Section 106 developer funding contributions
 - £278,108.17 of S106 funding is expected to be spent on seven services in 2021/22.
- Bus Service Operators Grant (BSOG).
 - £85,008 in 2021/22

Funding has also being provided from the Department for Transport through the 'Better Deal for Buses' fund. The Council secured £137,345 from this Fund. £55,495 was spent in 2020/21 and the balance (£81,850) will be spent in the current financial year.

In 2020, due to the impact of the Covid-19 pandemic the Council also received funding from the Department for Transport's Local Transport Authority Covid Bus Service Support Grant (LTA CBSSG) and Local Transport Authority Covid Bus Service Support Grant Restart (LTS CBSSG Restart). The funding helped cover the additional costs on the tendered bus service network resulting from Covid 19.

Up to date information on Plymouth's subsidised services network is available at [Tendered services | PLYMOUTH.GOV.UK](https://www.plymouth.gov.uk/tendered-services)

4.6 Ticketing

A range of tickets are available to purchase on Plymouth's buses ranging from single and return tickets, to day tickets and longer period passes. Tickets are able to be purchased both on bus and online. Mobile tickets are also available on Plymouth's principle bus operators, Plymouth Citybus and Stagecoach South West [].

The ticket classes are broadly similar across operators, although the names of the tickets differ. However, there are also company specific product, such as the weekend wonder and nightrider tickets on Plymouth Citybus [] and the multi-trip carnet available on Stagecoach South West services]. The discounted tickets and add-ons also are inconsistent between companies with Plymouth Citybus, for example, offering a 'kid add-on' and Stagecoach half price single and return tickets for job seekers [] and ticketing is perceived as confusing, with a general lack of awareness of the ticket options available ().

Plymouth also has a multi-operator ‘Skipper’ ticket. It allows travel in Plymouth, Torpoint, Saltash, Roborough, Langage, the built up areas of Ivybridge, Lee Mill, Smithhaleigh, Wembury and Heybrook Bay (Figure X) and can be used on Go Cornwall Bus, Oakleys Coaches, Plymouth Citybus, Stagecoach South West and Tally Ho services.

It is available as a day, seven day and 28 day ticket. Seven and 28 Day tickets can only be added to a smart card which you can buy online from [Plymouth Citybus](#) or [Stagecoach South West](#), from the [Plymouth Citybus Travel Centre](#) or from the driver on any Stagecoach South West bus.

Figure 4.1 | Skipper ticket map



All Plymouth’s bus operators accept contactless payments and cash fares are also accepted.

4.7 Passenger information

Plymouth currently does not have a co-ordinated timetables or an integrated timetable book. However, there is a multi-operator network map () which is produced by the Council and is available online.

Passenger information, particularly since the start of the pandemic, is principally available online. The exception is information displayed at bus stops where information is displayed either in a shelter or timetable case. Information is also available on RTP1 displays (section XX) and in person. For example, from the Council’s ‘Plymotion’ travel advisors and from staff at the Plymouth Citybus travel shop in the city centre. Previously Stagecoach South West staff were available at the George Junction Park and Ride terminal building. However, this facility was closed in March 2020 due to the pandemic and has not yet re-opened.

As part of a study considering Mobility as a Service in Plymouth a review was undertaken of current App and Web based provision of transport services. The review considered:

- 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;

4.8 Bus infrastructure and interchange locations

4.8.1 Key Bus & Coach Interchange Locations

Mayflower Street is the location of Plymouth's coach station for scheduled coach services, with National Express, Megabus & Stagecoach Falcon services all operating from the site. The £4.85M, seven-stand station on the site of the former Mayflower West multi-storey car park site opened in September 2016³⁴ and replaced a facility at Bretonside, offering a high quality centrally located gateway to the City.

The new location is closer to main rail station and provides a much higher quality facility, with an indoor ticket office and waiting room and toilets, real time information screens and a food and drink kiosk. It is operated by National Express. Significant improvements have also been made to the look and feel of the streets around the new coach station, including taxi and general drop off/pick up areas.

Derriford Hospital also acts as a significant hub for bus services, being the best served location outside the city centre, with XX departures per hour in the off-peak period.

The [Derriford Hospital Interchange scheme](#), completed in XXX widened the hospital entrance to enable two-way bus operations. It facilitates more efficient bus journeys, improved the waiting areas and increased capacity with four additional bus stops. Furthermore the completion in 2015 of the Marjon Link Road has provided a two-way bus-only connection between Plymbridge Lane and Derriford Road to improve bus reliability and enhance public transport access to the university and hospital

4.8.2 Bus –car interchange (park and ride)

There are three park and ride sites in Plymouth where you can park for free and take the bus. The three sites are located on key transport corridors with a total of 1,900 parking spaces, as follows:

- Coypool (450 spaces), by the A38 Marsh Mills Roundabout, serves travellers arriving from the eastern side of the city,
- The George (750 spaces), situated on the A386 Tavistock Road, serves the northern corridor; and
- Milehouse (700 spaces), near Home Park, is accessible from the northern and western corridors.

The P&R bus services operate six days a week from all three sites. The sites are however open every day with Coypool being used by walkers and cyclists as well as visitors to the Plym Valley Steam Railway, a motorcycle training school and for car boot sales. The George Junction being available for car boot sales and vintage bus and coach rallies and Milehouse for Central Park and Plymouth Life Centre users.

³⁴ Construction footage can be viewed here - <https://www.youtube.com/watch?v=WkZp4TtYzcA>

Table 4.7 Plymouth's Park and Ride services

Site	Services	Service frequency	Journey time to the city centre	Opening hours	Additional services
Coypool Park and Ride	Stagecoach South West 200	Every 30 minutes during peak times and every 40 minutes during off-peak times Monday to Saturday.	15 minutes	<p>The site has toilets and EV charging points.</p> <p>Cycle lockers are available as well as bike hire.</p> <p>It opens at 6.15am and is locked at 8pm (Monday to Saturday)</p>	
George Park and Ride	Stagecoach South West 101	Service 101 runs every 15 minutes Monday to Saturday.	Service 101 takes 30 minutes to get to the city centre via Derriford Hospital and Milehouse park and ride	<p>There is a passenger hub at the George which has toilets and showers. It is currently closed.</p> <p>Cycle lockers are available</p> <p>EV charging is available</p> <p>The car park is open 24 hours a day Monday to Sunday</p>	The Plymouth Citybus services 42 and 42C run between the city centre and the George park and ride via Mutley Plain, Derriford Business Park, Derriford Hospital and the University of St Mark & St John.
Milehouse Park and Ride	Stagecoach South West 101	Every 15 minutes during the day Monday to Saturday.	Service 101 takes 10 minutes to get to the city centre	<p>Cycle lockers are available.</p> <p>EV charging is available</p> <p>Parking is available in this car park for motorhomes and long wheel-base vans</p> <p>The car park is open 24 hours a day Monday to Sunday.</p>	

All three P&R services are operated commercially by Stagecoach South West.

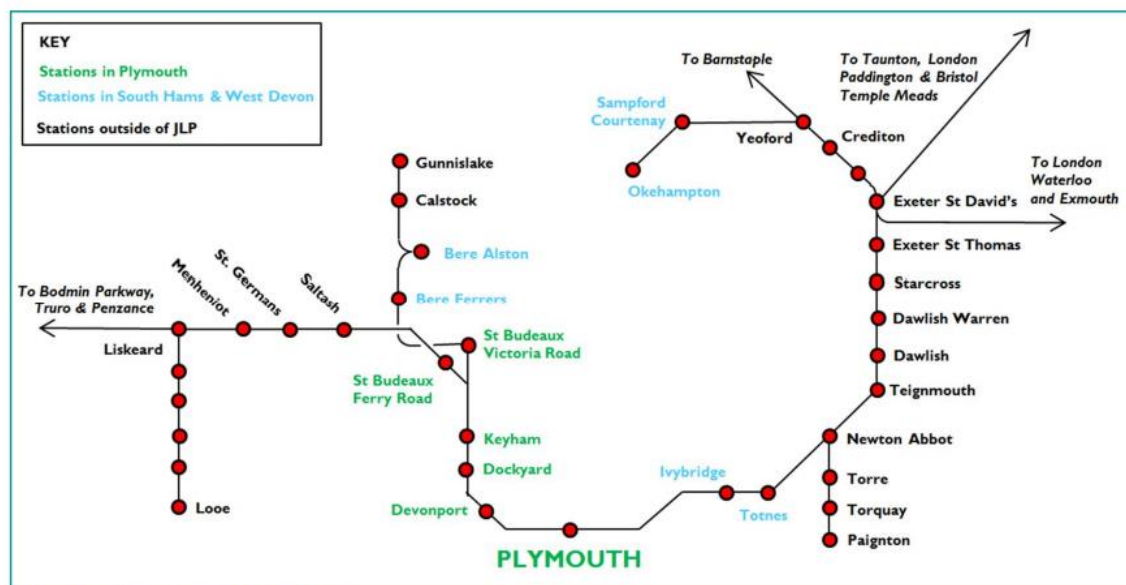
A further P&R site, to the south of the A38 and west of Deep Lane, was granted outline planning permission in 2013 as part of the Sherford new community [SHDC 2013]. This site is planned to initially have at least 500 spaces, rising to 1000 spaces at a later date during the development.

All of the Plymouth sites, prior to the pandemic, were well used with the George Junction site being full on most days reflecting not only demand for the city centre but increasingly for Derriford Hospital, the Plymouth Science Park and Marjon University.

4.8.3 Bus-rail Interchange

Plymouth is served by six railway stations (Figure 4.12).

Figure 4.12 – National Rail Network serving Plymouth and the Plymouth and South West Devon Joint Local Plan area.



[WSP | PB on behalf of PCC]

Plymouth Rail Station on North Road East in the city centre is the busiest of the six stations (Table 4.8) 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 4.8 Entries and Exits at National Rail Stations in Plymouth, calculated from ticket purchases.

Bus-rail interchange in the city is currently focused on Plymouth Rail Station, which is approximately 650m walk distance from the coach station and approximately 900m from the principal local bus stops on Royal Parade. A scheme is currently being developed as part of the Council's Transforming Cities Fund programme to redevelop the station forecourt, completing the [masterplan for the redevelopment of Plymouth Station](#).

The closest bus stops to the station forecourt are located on Saltash Road approximately 73m (inbound to the city centre) and 102 m (outbound from the city centre) from the entrance to the bus stops.

Work is also underway on improving bus-rail interchange in St Budeaux, through the Transforming Cities Fund, St Budeaux interchange project. Under these plans, St. Budeaux Station (Victoria Road and Ferry Road) will provide a pivotal role as a sustainable transport interchange connecting commuters from the South East of Cornwall and West Devon with employment and healthcare opportunities in both the Derriford and Northern Corridor and City Centre and Waterfront growth areas.

We are working closely with our rail partners and local bus operators to increase the frequency of rail services at the stations and improve connectivity with bus services. The scheme aims to provide additional

benefits to the local community and those commuting to St. Budeaux and Barne Barton by offering greater choice and accessible sustainable transport options both within Plymouth and beyond.

Table 4.9 - Facilities at Plymouth's national rail stations in Plymouth

Station	Services calling at station	On-site car parking spaces	Staffed ticket office	Notes on accessibility to platforms and cycle parking	Location of closest bus stop(s)	Distance to closest bus stop(s) – miles	Facilities at bus stop(s)
Devonport					Keppel Place x 2	0.1	None flagpole. Stop inbound has clearway.
					Devonport Road Rail Bridge	0.2	None flagpole.
Dockyard					Keyham Primary School – St Levan Road	0.2	Shelter and clearway
Keyham					Keyham Court	0.1	None flagpole. Stop has clearway
Plymouth					Railway Station Inbound	0.1	Bus shelter, real time display and clearway.
					Railway Station Outbound	0.2	Bus shelter, real time display and clearway. Bins at stop.
St. Budeaux					Ferry Road	0.1	None

Ferry Road					Station		flagpole.
St. Budeaux Victoria Road					St Budeaux Square 1 Outbound	120 yards	Bus shelter, real time display and clearway. Bins at stop.
					St Budeaux Square 2	0.1	Bus shelter, real time display and clearway. Bins at stop.

4.8.4 Bus-ferry interchange

Bus services pass close to, or directly serve most of the local ferry landings (Barbican, Admiral's Hard, Mount Batten and Torpoint ferry). Some bus services from Cornwall use the Torpoint Ferry and are given priority loading, when in service. 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 700 m away.

4.9 Bus Stops

There are 1460 formal bus stops within the authority area.

There is considerable variation in the facilities available at bus stops across the city in terms of such factors as the passenger waiting environment (e.g. shelters, the information available for waiting passengers and whether step-free access to buses is possible).

At present of the 1460 stops:-

- 587 have shelters of which 198 are advertising shelters
 - 138 shelters have adjacent litterbins
 - 93 shelters have anti-vandal panels
- 113 have RTPI displays
 - 109 are in shelters
 - 4 are RTPI flags
 - A further 4 more displays will be installed imminently of which 2 will be flags
- 318 have bus borders of which
 - 226 are located at stops with shelters
 - 92 are at bus stops without shelters

- 296 bus stop clearways at stops with shelters

Table 4.10: RTPI display, by core public transport corridor³⁵

Corridor	Number of displays along whole corridor	Number of displays unique to this corridor
City Centre – Devonport (via Union Street) – St Budeaux Square	19 displays	14 unique to this corridor
City Centre – Wolseley Road – Saltash	11 displays	1 unique to this corridor
City Centre – Mutley Plain – George Junction Park and Ride	24 displays	15 unique to this corridor
City Centre – Outland Road- George Junction Park and Ride	17 displays	3 unique to this corridor
City Centre – Plympton Ridgeway	5 displays	3 unique to this corridor
City Centre – Plymstock Broadway	4 displays	2 unique to this corridor

4.10 Bus punctuality and reliability

Large traffic volumes are experienced on Plymouth's roads and traffic growth is continuing (Table 4.11)

Table 4.11 Changes in Traffic Levels on Selected Road Corridors in Plymouth XX to XX

Table 4.12 details annual average weekday traffic (AAWT) flows on strategic corridors in Plymouth with the information presented graphically on Figure 4.13.

Table 4.12 Annual Average Weekday Traffic Flows in XXX on strategic roads in Plymouth

Figure 4.13 Annual Average Weekday Traffic on selected roads in Plymouth

Figures 4.14 and 4.15 show the change in traffic through the course of an average xxxx for selected sites illustrating peak and off-peak variations in flow.

Figure 4.14 Average weekday flow profile – selected locations for the A386

³⁵ This data excludes the RTPI displays in the city centre

Mutley Plain – George Junction Park and Ride										
City Centre – Outland Road- George Junction Park and Ride										
City Centre – Plympton Ridgeway										
City Centre – Plymstock Broadway										

Data on bus punctuality and reliability is collected by Global Positioning Systems (GPS) fitted to many vehicles (to enable real-time departure information to be provided) and reported by the DfT at local authority level.

Table 4.15 identifies that bus punctuality in Plymouth is better than in neighbouring authorities and the England averages. In XXX X% of all monitored services in Plymouth arrived within the Traffic Commissioners' window of tolerance (up to 1 minute before or up to 5 minute after the scheduled time).

Table 4.15 – Percentage of non-frequent bus services running on time, by authority, XXX

Authority	% of services defined as on time		
	2017/18	2018/19	2019/20
Plymouth			
England outside London			
English non-metropolitan areas			

[XX] 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.

A key factor affecting bus service journey times is traffic congestion, with bus journeys at peak times being timetabled to make allowance for slower road conditions. Table X shows the difference in scheduled journey times on Plymouth's core bus corridors in the peak and off-peak using representative bus services[] On two of Plymouth's core bus corridors additional running time is factored into the peak journey.

Table 4.16 Scheduled journey times on Plymouth's core bus corridors in the peak and off-peak []

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	22 Minutes	24 Minutes	22 Minutes	21A
City Centre – Wolseley Road – Saltash	30 Minutes	22 Minutes	27 Minutes	21 Minutes	2
City Centre – Mutley Plain – George Junction Park and Ride	26 Minutes	25 Minutes	31 Minutes	29 Minutes	42C

City Centre – Outland Road- George Junction Park and Ride	39 Minutes	41 Minutes	30 Minutes	32 Minutes	101
City Centre – Plympton Ridgeway	39 Minutes	32 Minutes	39 Minutes	32 Minutes	20A
City Centre – Plymstock Broadway	19 Minutes	18 Minutes	19 Minutes	18 Minutes	5A

Key:

	No difference between peak and off-peak		Longer peak journey time		Shorter peak journey time
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However, notwithstanding the journey times accounted for in timetables, data captured by on-board GPS highlights the problems of bus reliability on key corridors. Tables 4.17 below xxxxxx

Table 4.17 Bus journey times, by core corridor, inbound to the city centre: Peak hour

Corridor	2018/19			2019/20		
	Recorded Journey Times (mins: secs)			Recorded Journey Times (mins: secs)		
	Average journey time	Shortest journey time	Longest journey time	Average journey time	Shortest journey time	Longest journey time
City Centre – Devonport (via Union Street) – St Budeaux Square						
City Centre – Wolseley Road – Saltash						
City Centre – Mutley Plain – George Junction Park and Ride						
City Centre – Outland Road- George Junction Park and Ride						
City Centre – Plympton Ridgeway						
City Centre – Plymstock Broadway						

Table 4.18 Bus journey times, by core corridor, outbound from the city centre; Peak hour

Corridor	2018/19			2019/20		
	Recorded Journey Times (mins: secs)			Recorded Journey Times (mins: secs)		
	Average journey time	Shortest journey time	Longest journey time	Average journey time	Shortest journey time	Longest journey time
City Centre – Devonport (via Union Street) – St Budeaux Square						
City Centre – Wolseley Road – Saltash						
City Centre – Mutley Plain – George Junction Park and Ride						
City Centre – Outland Road-George Junction Park and Ride						
City Centre – Plympton Ridgeway						
City Centre – Plymstock Broadway						

Table 4.19 Bus journey times, by core corridor, inbound to the city centre: Off peak

Corridor	2018/19			2019/20		
	Recorded Journey Times (mins: secs)			Recorded Journey Times (mins: secs)		
	Average journey time	Shortest journey time	Longest journey time	Average journey time	Shortest journey time	Longest journey time
City Centre – Devonport (via Union Street) – St Budeaux Square						
City Centre – Wolseley Road – Saltash						
City Centre – Mutley Plain – George Junction Park and Ride						
City Centre –						

Outland Road-George Junction Park and Ride						
City Centre – Plympton Ridgeway						
City Centre – Plymstock Broadway						

Table 4.20 Bus journey times, by core corridor, outbound from the city centre: Off peak

Corridor	2018/19			2019/20		
	Recorded Journey Times (mins: secs)			Recorded Journey Times (mins: secs)		
	Average journey time	Shortest journey time	Longest journey time	Average journey time	Shortest journey time	Longest journey time
City Centre – Devonport (via Union Street) – St Budeaux Square						
City Centre – Wolseley Road – Saltash						
City Centre – Mutley Plain – George Junction Park and Ride						
City Centre – Outland Road-George Junction Park and Ride						
City Centre – Plympton Ridgeway						
City Centre – Plymstock Broadway						

4.11 Bus priority infrastructure

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 bus lanes have a 24hr operation and camera enforcement is used to ensure compliance by drivers.

In some places, often where highway land is constrained such as on parts of the A386 Tavistock Road, infrastructure is not continuous, with implications for the efficient movement of buses.

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 4.16) and Transforming Cities Fund (Figure 4.17) programmes.

Figure 4.16 – Strategic Transport infrastructure projects

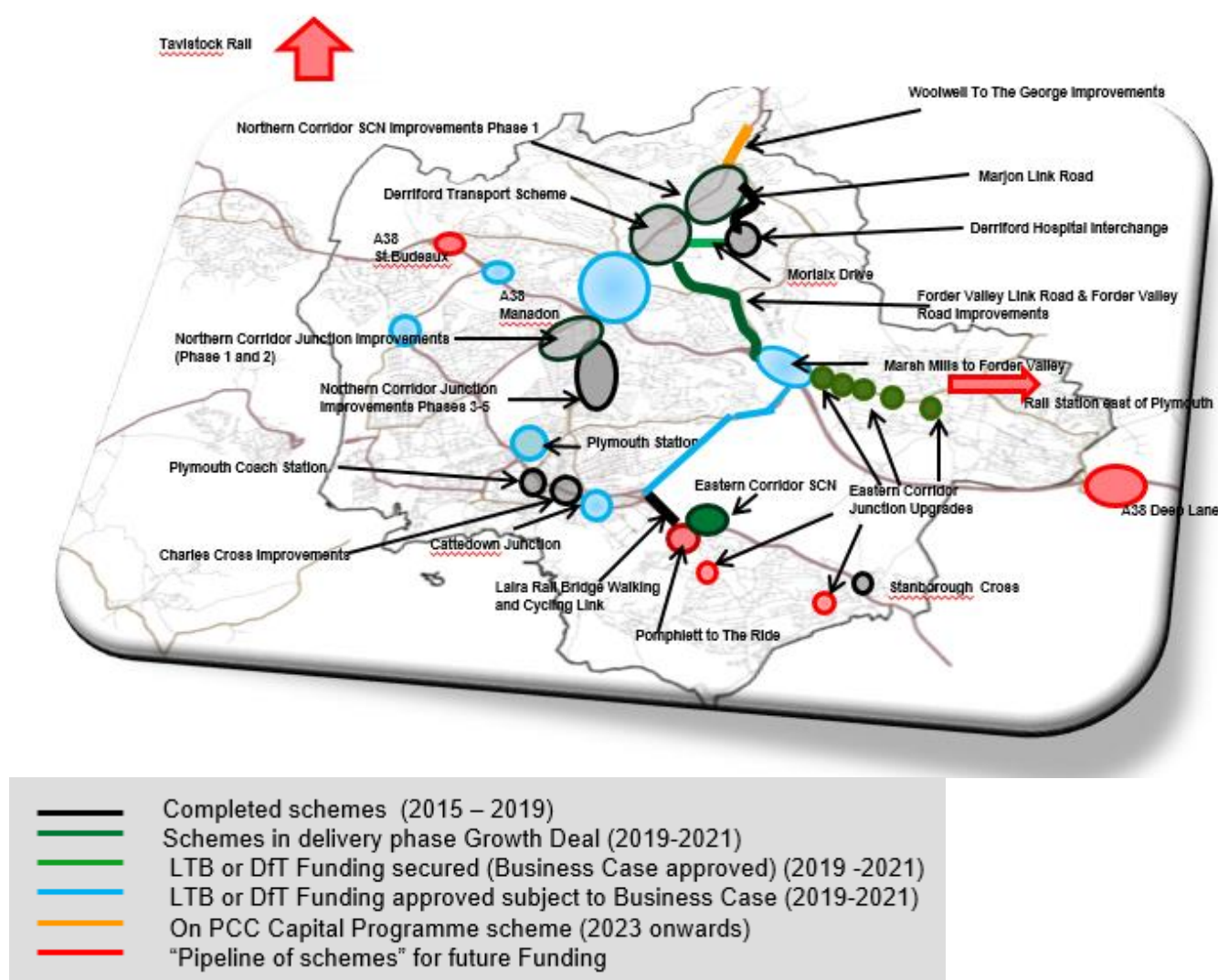
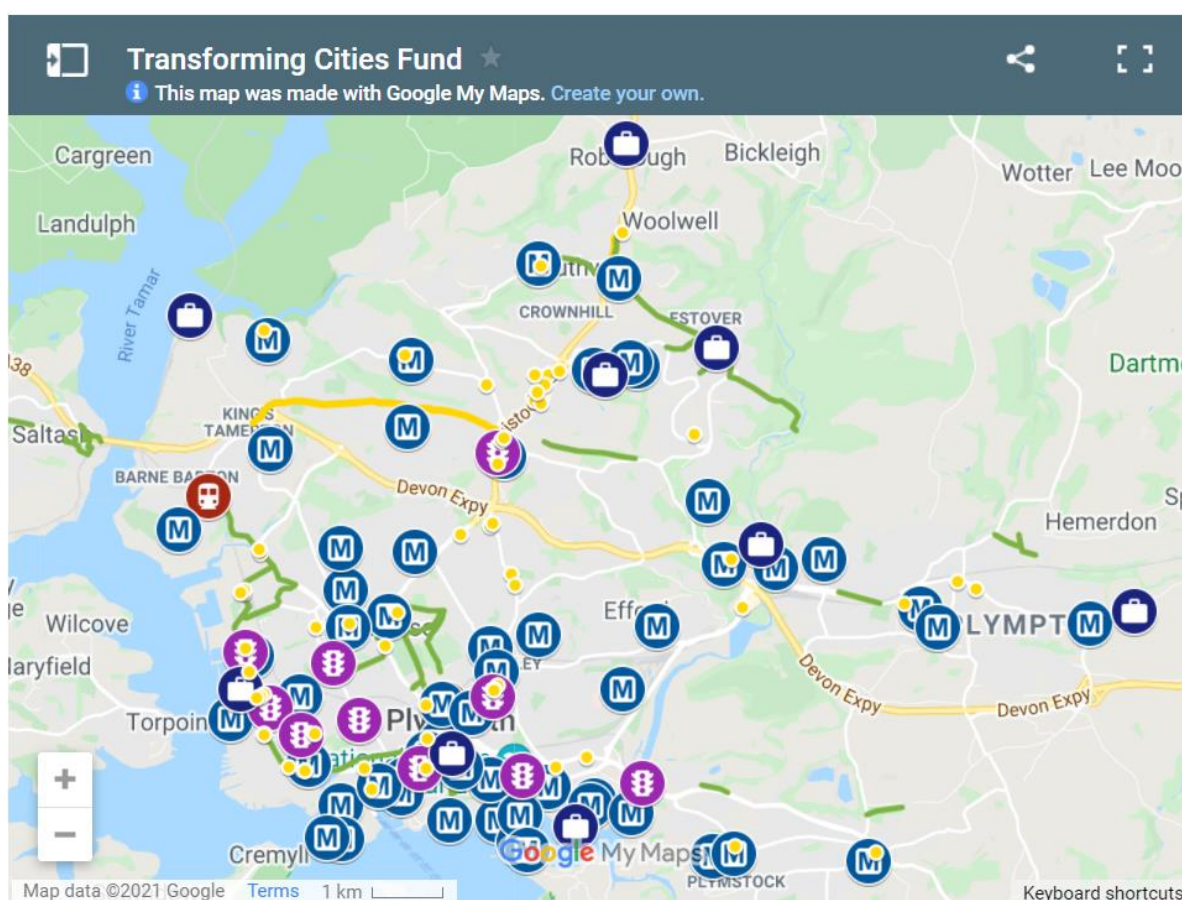


Figure 4.17: Productive Plymouth Transforming Cities Fund programme³⁶



4.12 Parking

A range of off-street and on-street parking exists across the city, varying in amount, ownership, cost to use it and the categories of user or vehicles who can park. The city centre currently has more than 5,000 off-street public parking spaces, 4,200 of which are concentrated in seven large multi-storey car parks (MSCPs). The largest of these are Drake Circus (1270 spaces) and Western Approach (1094 spaces). Table 4.21 and Table 4.22 set out the charges made at a range of car parks in the City Centre & Waterfront and across the rest of the city respectively.

Table 4.21 Weekday Parking Tariffs for Cars in Selected Car Parks – Plymouth City Centre and Waterfront

Table 4.22 Weekday Parking Tariffs for Cars in Selected Car Parks – Wider Plymouth

Controlled Parking Zones (CPZ) – in which all on-street parking is controlled – cover substantial areas within and surrounding the city centre, covering The Barbican and The Hoe, Coxside, St. Jude's, Greenbank, Mutley, Ford Park and Stonehouse, and selected areas away from the city centre, such as close to Crownhill local shopping centre. These CPZs cover substantial areas of housing whose residents often do not have any alternative off-street parking available to them [WSP, PCC, 2017].

Outside of the city centre, and particularly in the post-war suburbs, many non-residential land uses such as retail parks, employment sites and leisure facilities have generous levels of private parking and in the majority of locations no charge is made for customers, visitors or employees to park. PCC provide a

³⁶ [Transforming Cities Fund - Google My Maps](#)

number of off-street car parks available for public use, many of which are situated within or adjacent to local and district centres, such as Crownhill, Leigham, Mutley, Plympton, Plymstock and Whitleigh Green. Charges are levied at a small number of these sites with no charge levied at the remainder.

Figure 4.18 – SWOT Analysis – Plymouth’s current bus network

4.13 Passenger satisfaction







The National Highway and Transport Public Satisfaction Survey (NHT Survey) collects the public's views on different aspects of Highway and Transport in local authority areas, it covers; Pavements, Cycle Routes/Lanes, Local Bus Services, Local Taxi (or mini cab) Services, Community Transport, Demand Responsive Transport, 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 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 feel.

Plymouth has taken part in the NHT Survey 13 times and were one of the 109 authorities across the UK to take part in the latest survey completed in 2020. The survey was sent to 3,300 households across the authority area and 799 members of the public responded, including 92 on-line. This represents an overall response rate of 24.2% compared with the national average of 23.8%. Figure 4.19 presents a summary of the results. The figure compares Plymouth’s thematic scores with the NHT average, it also shows a trend in results, where available and the difference (gap) from the NHT average

Figure 4.19 2020 NHT results for Plymouth - Summary

Theme	Description	Plymouth	NHT Average	Trend	Gap
	Accessibility	70%	71%	0%	-1%
	Public Transport	60%	57%		3%
	Walking/Cycling	52%	52%		0%
	Tackling Congestion	47%	46%		1%
	Road Safety	55%	53%		2%
	Highway Maintenance	48%	49%		-1%

The data shows that overall satisfaction with public transport in Plymouth is higher than the average NHT score. When considered in more detail Plymouth is above average in all areas, excluding community transport (Figure 4.20), although less than 50% of respondents were satisfied with Plymouth’s public transport information.

Figure 4.20: 2020 NHT Public Transport results for Plymouth

Key Benchmark Indicator	Plymouth	NHT High	NHT Average	NHT Low	% Difference
Public Transport					
KBI 06 - Local bus services (overall)	65%	79%	60%	47%	5%
KBI 07 - Local bus services (aspects)	67%	81%	57%	36%	10%
KBI 08 - Public transport information	49%	73%	44%	23%	5%
KBI 09 - Taxi/mini cab services	68%	73%	66%	56%	2%
KBI 10 - Community Transport	56%	65%	58%	53%	-2%

Figure 4.21 Analysis of NHT surveys for the three year period 2018 - 2020

	2018 ³⁷	2019 ³⁸	2020 ³⁹	General Trend
KBI 06 – Local bus services (overall)	66%	64%	65%	
KBI 07 – Local bus services (aspects)	71%	70%	67%	
BVPI 103 Public Transport Information	52%	57%	49%	
KBI 10 Community Transport	57%	59%	56%	

The results from the NHT survey have been cross-checked with the latest Transport Focus Bus Passenger Survey (Autumn 2019 report) for Plymouth Citybus and Stagecoach Devon⁴⁰ (Tables 4.23 and 4.24)

Table 4.23 Plymouth Citybus – Transport Focus 2019 Bus Passenger Survey

Satisfaction (%)	2016 (All satisfied)	2017 (All satisfied)	2018 (All satisfied)	2019 (All satisfied)	Annual trend	Comparison with Group data
Overall journey satisfaction	90	90	93	94 (91)	+	+
Value for money – All fare-paying passengers	61	51	56	54 (59)	-	-
Punctuality	75	69	74	80 (78)	+	+

³⁷ 826 responses (25% response rate)

³⁸ 818 responses (25% response rate).0

³⁹ 799 responses (24% response rate)

⁴⁰ Information is not available for Stagecoach South West

of the bus						
On-bus journey time	85	83	87	88 (86)	+	+

The figures shown in brackets are for the Go-Ahead Group

Table 4.24 Stagecoach Devon – Transport Focus 2019 Bus Passenger Survey

Satisfaction (%)	2016 (All satisfied)	2017 (All satisfied)	2018 (All satisfied)	2019 (All satisfied)	Annual trend	Comparison with Group data
Overall journey satisfaction	Data not available			93 (91)		+
Value for money – All fare-paying passengers	Data not available			55 (66)		-
Punctuality of the bus	Data not available			83 (76)		+
On-bus journey time	Data not available			86 (86)		0

The survey demonstrates that for both Plymouth's principle bus operators there are high levels of passenger satisfaction with all metrics, excluding value for money amongst fare paying passengers and that for each measure, again excluding perceived value for money, both major operators performed better than across their group average nationally.

Section Five: Headline targets

5.1 Introduction: This chapter sets out the targets for improving Plymouth's Bus Service Improvement Plan (BSIP). It includes an explanation of how and why these targets have been chosen and what the percentage increase is on existing performance.

5.2 Targets for journey times and reliability improvements

In accordance with the Transport Focus best practice guidance 'Setting targets in Bus Service Improvement Plans' (TF, 2021), as a Plymouth BSIP partnership we have:-

- set reliability and journey-time targets for different times of the day and days of the week, as well as an overall target
- focused on transport corridors

5.2.1 Journey time

Journey times will principally be monitored using Plymouth's Real Time Passenger Information (RTPI) system.

RTPI will be used to monitor the average journey time between two points on Plymouth's six core bus corridors. The majority of Plymouth's buses operate for at least part of their journey on these corridors. Journey time is therefore key, both for passenger satisfaction of routes which operate exclusively along these corridors, and also for services which inter-link and inter- connect with the core corridor to allow operators the ability to provide frequent, reliable interconnections.

In addition to monitoring average journey times on Plymouth's core corridors, we will also use RTPI to monitor the impact infrastructure and enforcement interventions, gathering pre and post intervention data so that the impact on journey times can be quantified.

Table 5.1 Journey time target (Weekday Peak)

Corridor	Average recorded journey time – (mins: secs)							
	2018/19		2019/20		Target for 2024/25		Target for XXX	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
City Centre – Devonport (via Union Street) – St Budeaux Square								
City Centre – Wolseley Road – Saltash								
City Centre – Mutley Plain – George Junction Park and Ride								
City Centre – Outland								

Road-George Junction Park and Ride								
City Centre – Plympton Ridgeway								
City Centre – Plymstock Broadway								

Table 5.2 Journey time target (Weekday Off- Peak)

Corridor	Average recorded journey time – (mins: secs)							
	2018/19		2019/20		Target for 2024/25		Target for XXX	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
City Centre – Devonport (via Union Street) – St Budeaux Square								
City Centre – Wolseley Road – Saltash								
City Centre – Mutley Plain – George Junction Park and Ride								
City Centre – Outland Road-George Junction Park and Ride								
City Centre – Plympton Ridgeway								
City Centre – Plymstock Broadway								

The BSIP will also monitor and report passenger satisfaction with on-bus journey times, using the results of the Transport Focus Bus Passenger Satisfaction survey. This is because both journey time and people's perception of journey time are both important.

In recognition of the need for bus journey times to be competitive to those of the private car, in order to encourage modal shift, we will also monitor and set a target for bus journey times, relative to those of the private car, for both weekdays and weekends (Tables 5.3 and 5.4).

Tables 5.3 Journey time targets for bus journeys, relative to those made by the private car (Weekday)

Corridor	20/21 Baseline		2024/25 Target		2030/31 Target	
	Bus journey time relative to the private car					
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
City Centre – Devonport (via Union Street) – St Budeaux Square						
City Centre – Wolseley Road – Saltash						
City Centre – Mutley Plain – George Junction Park and Ride						
City Centre – Outland Road-George Junction Park and Ride						
City Centre – Plympton Ridgeway						
City Centre – Plymstock Broadway						

Table 5.4 Journey time targets for bus journeys, relative to those made by the private car (Weekend)

Corridor	20/21 Baseline		2024/25 Target		2030/31 Target	
	Bus journey time relative to the private car					
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
City Centre – Devonport (via Union Street) – St Budeaux Square						
City Centre – Wolseley Road – Saltash						
City Centre – Mutley Plain – George Junction Park and Ride						
City Centre – Outland Road- George Junction Park and Ride						
City Centre – Plympton Ridegway						
City Centre – Plymstock Broadway						

5.2.2 Bus journey reliability

Two metrics will principally be used to monitor bus journey time reliability; lost mileage (as reported by the percentage of scheduled mileage which did not operate) and bus punctuality at all timing points.

Table 5.5 Reliability target

	2018/19	2019/20	Target for 2024/25	Target for 2030/31
Lost mileage (% of mileage operated)				
Punctuality (% on time)				

The data set out in table 5.5 will also be embellished by data collected through both the National Highways and Transportation survey (NHT) on the satisfaction of passengers with respect to buses arriving on time (NHT, 2020 –PTB104) and also the results of the Transport Focus Bus Passenger Satisfaction survey, specifically satisfaction with punctuality. This is because both the reliability of bus services, and people's perception of that reliability are both important.

Plymouth's performance will be compared with national and regional data.

Performance against the targets in tables 5.1-5.5 will be reported against and published on the Plymouth Bus Service Improvement Plan and Enhanced Partnership Plan and scheme webpage (<https://www.plymouth.gov.uk/bsip>) every six months.

5.3 Targets for passenger growth and customer satisfaction

5.3.1 Passenger growth

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

Table 5.6 Passenger numbers

	2018/19	2019/20	Target for 2024/25	Target for 2030/31
Total passenger numbers			TBD	TBD
Patronage – fare paying passengers			TBD	TBD
Patronage – concessionary patronage			TBD	TBD

In order to supplement the data reported in Table 5.6 and allow comparisons between Plymouth's performance both regionally and nationally, we will also monitor:-

- Bus passenger journeys per head of population
- Method of travel to work by all residents aged 16-74 in employment, by Plymouth and South West Devon JLP Planning Authority; noting that this data is collected as part of the Census and hence only available every 10 years.

5.3.2 Passenger satisfaction

In accordance with the Transport Focus best practice guidance 'Setting targets in Bus Service Improvement Plans' (TF, 2021), as a Plymouth BSIP partnership we have set targets for overall satisfaction with the bus journey (Table 5.7)

Table 5.7: Overall satisfaction with public transport (2020 NHT Public Transport results for Plymouth)

The overall satisfaction with public transport will be monitored using the national Highways and Transportation survey indicator KBI 06 – Local bus services (overall).

In addition we have set targets for measuring satisfaction with the things that matter most to passengers and potential passengers (TF, 2021), Table 5.8, as evidenced by xxxxxxxx. The Plymouth BSIP is therefore also monitoring:-

- Satisfaction with value for money
- Satisfaction with punctuality and
- Satisfaction of on-bus journey time

The data will be drawn from both the Transport Focus Bus Passenger Surveys and National Highway and Transportation surveys, where the data is available, allowing both the opinion of bus passengers (Transport Focus survey) and potentially non-bus users (the NHT survey is sent to a random selection of household across the City and hence it's likely the responses include both bus and non-bus users) to be considered. In drawing on this data we note the likelihood that the Transport Focus survey will change (TF 2021) and hence future data might not be comparable with future surveys. However, at the time of writing this BSIP, it is still the most comprehensive data set available.

Where possible the data will also be reported on the basis of X passenger groups in recognition that passengers are not ubiquitous and this data will inform future BSIP action plans.

Table 5.8 Average passenger satisfaction

Satisfaction measure	Passenger Group	2018/19		2019/20		Target for 2024/25	Target for XXX
		Satisfied (%)	Dissatisfied (%)	Satisfied (%)	Dissatisfied (%)	Satisfied (%)	Satisfied (%)
Overall satisfaction with the journey (%)	Overall						
	Fare-paying passenger						
	Free pass holders						
	Passengers commuting						
	Passengers not commuting						
	Aged 16 to 34						
	Aged 35 to 59						
	Passengers saying they have a disability						
	Bus and non-bus users						
Satisfaction with value for money	Overall						
	Fare-paying passenger						
	Free pass holders						
	Passengers commuting						
	Passengers not commuting						
	Aged 16						

	to 34						
	Aged 35 to 59						
	Passengers saying they have a disability						
	Bus and non-bus users						
Satisfaction with punctuality (%)	Overall						
	Fare-paying passenger						
	Free pass holders						
	Passengers commuting						
	Passengers not commuting						
	Aged 16 to 34						
	Aged 35 to 59						
	Passengers saying they have a disability						
	Bus and non-bus users						
On-bus journey times	Overall						
	Fare-paying passenger						
	Free pass holders						
	Passengers commuting						
	Passengers not commuting						
	Aged 16 to 34						
	Aged 35 to 59						
	Passengers saying they have a disability						
	Bus and						

	non-bus users						
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Through reporting satisfaction for the targets as set out in Tables 5.7 and 5.8 we will also report dissatisfaction, as recommended by Transport Focus (TF 2021). We will also look to provide comparisons to make it easier to interpret performance.

Performance against these targets will be reported against and published on the Plymouth Bus Service Improvement Plan and Enhanced Partnership Plan and scheme webpage (<https://www.plymouth.gov.uk/parkingandtravel/publictransport/nationalbusstrategy>) every six months.

It is intended that the report includes publishing tables 5.1- 5.8, updated to include the performance for the period which is being monitored and a comparison with the previous monitoring period, in order to keep the performance information simple and easy to understand, as advised by Transport Focus (TF, 2021). However, mindful of best practice we will also publish a more comprehensive report, downloadable from the website, which will include supplementary information such as data collection methods.

As part of our BSIP we will also set up a mailing list and everyone who signs up to the mailing list will be notified of when the reports are published and the availability of the detailed report, should they want to view it.

During the development the BSIP stakeholder's xxxxxx were surveyed in order to understand the merits and shortcomings of bus services local. It is intended that these stakeholders are encouraged to sign up to the Plymouth BSIP mailing list so that they are kept informed of the BSIP and its outcomes and have ongoing opportunities to provide views on how well the LTA and local bus operators are performing.

We will also publish headline results on our RTPI system so that it is communicated 'at a time and a place when bus service performance matters most to them' (TF, 2021).

Section Six: Delivery

6.1 Introduction: This chapter sets out how the Plymouth BSIP will deliver a fully integrated service with simple multi-modal tickets, more bus priority measures, high quality passenger information and better turn up and go frequencies that keep running into the evenings and at weekends.

The delivery plan set out is a blended strategy. It includes both short-term measures to attract passengers back, rebuild confidence in buses and prevent a car-led recovery and longer term measures. The latter are intended to be kick-start programmes driving patronage growth and hence becoming a sustainable legacy of the opportunity the National Bus Strategy represents.

The ethos of the proposals is to deliver:-

- Intensive services and investment on key corridors, with routes that are easier to understand.
- Significant increases in bus priority
- Lower and simpler fares
- Seamless, integrated local ticketing between operators, across all types of transport
- Service patterns integrated with other modes
- The local bus network as a single system that works together, with clear passenger information
- Modern buses and decarbonisation
- A voice to passengers

6.2 Consultation: This BSIP has been informed by the local community in order to understand what works well, and what needs to be improved, with regards to Plymouth's bus service. Drawing on this information proposals for enhancing bus services have been developed. The information has also informed the prioritisation of measures which the BSIP will look to develop first. The delivery of all the measures set out is subject to securing funding.

Amongst bus-users the most frequently used words to describe the future bus service they'd like to see were '**frequent, reliable and safe**'. Amongst lapsed bus users the words were '**reliable, clean and affordable**' and amongst non-bus users '**fast, reliable and cheap.**'

This feedback was echoed by the wider stakeholder group. The top priorities stakeholders wanted the BSIP to address were **cheaper fares and more frequent services**, with the group identifying '*Availability and frequency of services, quality of buses, cleanliness of buses, reasonable fares, reliable services, and key corridors are served well*' as the features of Plymouth's bus service which they most liked. Fares, journey times, fear of Covid-19, unreliability and poor links to places of work were barriers to bus use which were identified with other improvements respondents sought including '*improving and or implementing RTPI, tickets being used across multiple operators, cheaper fares, extending routes to centres such as Derriford, additional park and ride sites, park and ride services that are direct and weekend and evening services need to be improved*'.

In 2019 Transport Focus conducted an extensive survey seeking to understand bus passenger's priorities. The results (Figure 6.1) demonstrate that feedback regarding Plymouth's bus services is similar to the national picture with frequency, destination choice and value for money being key factors for bus users.

Figure 6.1: Transport Focus – Bus Passenger Priorities (2020)

- The top three priorities centre on the bus network: ‘running more often’; ‘going to more places’; and ‘more on time at stop’. Value for money was fourth followed by ‘more journeys on time’ fifth.
- The priorities for improvement are fairly consistent by age group except for those age 35 to 64 where ‘value for money’ comes through more strongly.
- Improvements associated with ‘the bus itself’ are second to ‘the bus network’ related improvements.
- Their attitude towards bus is generally positive; less than half agreed with the statement “I only use buses if I have to”.
- Around three fifths of users can access a car frequently and make regular journeys using the car. Around 3 in 10 of these users said ‘all or most’ of their car journeys could be made by bus. However this group attitudinally were also a little more averse to buses.
- Around half of users felt buses could play a reasonable role in reducing air pollution.

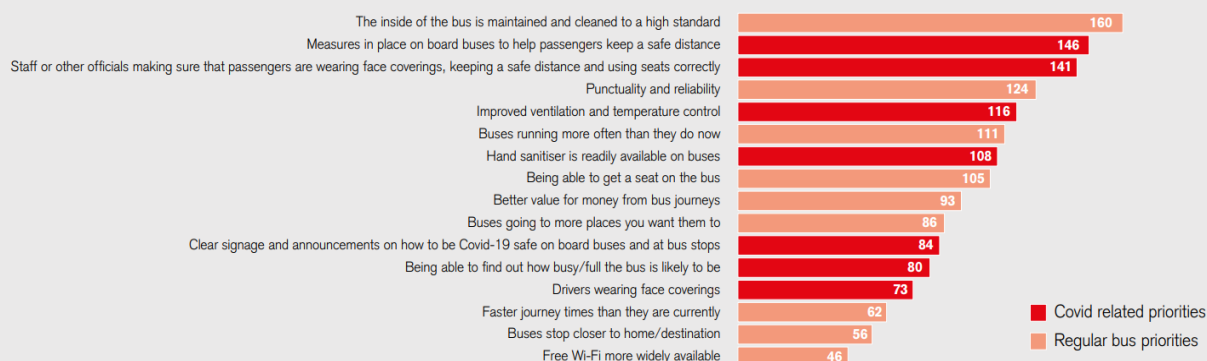
This research was conducted before the Covid-19 pandemic. In spring 2021 Transport Focus therefore undertook further research to the views and experiences of over 10,000 current, fully lapsed and non-users about bus services in Great Britain and considered priorities for increased use (Figure 6.2). The results show that there are new, Covid-19 based priorities, which bus services need to respond to. However, the core priorities of frequency, reliability, value and punctuality remain.

The Plymouth Bus Service Improvement Plan has been developed mindful of both the new, hopefully short term, requirements public transport must deliver against and the core priorities for an attractive bus network.

Figure 6.2: Transport Focus – The Route ahead, getting passengers back on buses – Findings from a major survey of current and lapsed passengers and non-users (June 2021).

Priorities for encouraging those who have reduced their bus travel to use the bus more

Scores show importance relative to each other such as score twice as high as another means the item is twice as important: 100 = average level of priority



Base Fully lapsed and Current reducers n=4,777

6.2.1 Proposals to make Plymouth's bus services more frequent

Consultation on Plymouth's bus services has shown that:-

Theme	Bus users	Lapsed bus users	Non-bus users
Frequency	Happy with the frequency but they disliked the lack of provision in the evenings and at weekends.	Frequency of buses was viewed "as ok" but they felt the evening and night service were poor The concept of a turn up and go service (on major urban routes) without a timetable was universally liked.	Generally frequency was considered poor, particularly if you live on the edge of the city. They were aware that evenings and weekends had even lower service provision, but indicated an interest to use the bus for social purposes

In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- 5 minute combined daytime frequency on core corridors until 7 pm
- Saturday daytime frequencies to match Monday – Friday daytime frequencies
- An improved evening and weekend frequency – minimum of 15 minute combined frequency on core corridors.

This will require co-ordination of timetables between individual services and potentially between operators as well.

- To focus on six core corridors and an urban loop-
 - City Centre - Devonport (via Union Street) – St Budeaux Square
 - City Centre – Wolseley Road – Saltash
 - City Centre – Mutley Plain – George Junction Park and Ride
 - City Centre – Outland Road – George Junction Park and Ride
 - City Centre – Plympton Ridgeway
 - City Centre – Plymstock Broadway
 - Urban loop 'Big circle' - Higher St Budeaux, Whiteleigh, Southway, George Junction, Derriford, via Forder Valley Link Road, to Plympton, Sherford and Plymstock

6.2.2 Proposals to make Plymouth's bus services faster and more reliable

Consultation on Plymouth's bus services has shown that:-

Theme	Bus users	Lapsed bus users	Non-bus users
Making buses faster and more reliable	Most were happy with the reliability. Some of the routes they used had similar journey times compared to the car and were often quicker (with the exception of roadworks) and cheaper (compared to parking all day) but they'd like more direct routes with less stops.	The length of time to complete a journey was an important barrier to use. They felt that the buses were not always reliable (running late / cancelled – with little / no notice) and had slow	There was a perception of poor reliability with the perception that buses were not always on time or could be cancelled with little or no notice and were not aware how they could check the buses

	Bus priority schemes were liked and the park and ride noted for being particularly fast and direct compared to other services.	<p>journey times with too many stops.</p> <p>Bus priority lanes were particularly liked, and they wanted more of them</p> <p>More direct routes (reducing overall journey times) and more frequent bus service would encourage future use.</p> <p>The majority do not want to change buses to reach their destination.</p>	<p>progress on the route.</p> <p>Slow journey times, indirect routes and too many stops were comments that were often repeated.</p>
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In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- Improvements focussed on six core corridors and the urban loop-
 - City Centre - Devonport (via Union Street) – St Budeaux Square
 - City Centre – Wolseley Road – Saltash

Scheme: Wolseley Road Bus Priority	Bus priority measures introduced eastbound on Wolseley Road.
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- City Centre – Mutley Plain – George Junction Park and Ride

Scheme: Mannamead Road bus priority	Bus priority measures on Mannamead Road (northbound), connecting with the Manadon roundabout improvements
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- City Centre – Outland Road – George Junction Park and Ride

I36: Meavy Way	Reconfiguration of the Crownhill cloverleaf to accommodate bus movements, removing approximately a mile from existing bus journeys
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- City Centre – Plympton Ridgeway
- City Centre – Plymstock Broadway

Scheme: Eastern Corridor Junctions	A series of minor junction improvements on key bus routes with localised cycle and walking enhancements.
Scheme: Pomphlett to The Ride	A scheme to improve journey times and reliability of bus services as well as walking and cycling improvements in the area.

- Urban loop 'Big circle' - Higher St Budeaux, Whitleigh, Southway, George Junction, Derriford, via Forder Valley Link Road, to Plympton, Sherford and Plymstock

Scheme: Longbridge Road	A bus contraflow scheme to significantly reduce journey times around A38 Marsh Mills junction.
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Scheme: Crownhill Road	Bus priority on Crownhill Road
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In addition the Plymouth Bus Service Improvement Plan we will deliver the following to reduce dwell times at bus stops and other causes of delay:-

- The promotion of even more cashless payments on buses
- Tap on, tap off technology to support fare capping
- Bus Stop Clearway Orders at all bus stops
- A rationalisation of bus stops which are treated as timing points, removing those which cause an unnecessary delay for passengers.

6.2.3 Proposals to make Plymouth's bus services cheaper

Consultation on Plymouth's bus services has shown that:-

Theme	Bus users	Lapsed bus users	Non-bus users
Making buses cheaper	Costs were viewed as "reasonable" and "well priced" – and generally lower than using a car and parking, suggesting they viewed the service as good value for money	Ticket costs were viewed as having "increased" but weren't noted as a specific barrier to travel, but did need to be competitive with other alternatives (e.g. shared taxi) Ticketing across different services was viewed as confusing and frustrating and there was a clear interest in single integrated ticketing across services	The overall perception was that ticket costs were expensive.

In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- Participation in the Cornish Interoperable Ticketing programme along with neighbours Devon County Council and Torbay Council for cross-boundary services
- A simple to understand, competitively priced suite of inter-operable ticket 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.
- Common fare zones across all bus operators
- Raising the age of eligibility to use child fares to 19.

6.2.4 Proposals to make Plymouth's bus services more comprehensive

Consultation on Plymouth's bus services has shown that:-

Theme	Bus users	Lapsed bus users	Non-bus users
Making buses more comprehensive	As existing users they were happy with the destinations served but acknowledged that others found it difficult, particularly if you had to travel to the centre of the city to change and then come back out to get to your final destination.	The use of demand responsive vehicles was also liked, but they were sceptical about how it would work in practice. The city centre is still a key destination – but others are also important to them.	The city centre is still a key destination – but others are also important to them. Other destinations include major employers (Dockyard, Derriford Hospital, factories at Estover)

	<p>The city centre is still a key destination – but others are also important to them. Other destinations include major employers (Dockyard, Derriford Hospital) and leisure and shopping destinations (local beaches, retail parks, leisure centres).</p> <p>They liked not having to worry about where to park (parking was often restricted at work / and not always available on busy days in the city)</p> <p>There was support for the use of demand responsive vehicles to extend the service to rural areas and introduce the turn up and go service (on major urban routes).</p>	<p>Other destinations include major employers (Dockyard, Derriford Hospital) and leisure and shopping destinations (local beaches, retail parks, leisure centres).</p>	<p>leisure and shopping destinations.</p>
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In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- An improved park and ride network - 10 minute service frequency on all park and ride services
- Park and Ride to operate on Sunday's
- Park and Ride to serve additional destinations;
 - Derriford Hospital from Coypool Park and Ride
 - Devonport Dockyard from Milehouse Park and Ride
- Support the expansion of Dial-a-Ride services to and from key hubs and destinations
- Provide a 'big circle' service serving - Higher St Budeaux, Whiteleigh, Southway, George Junction, Derriford, via Forder Valley Link Road, to Plympton, Sherford and Plymstock

6.2.5 Proposals to make Plymouth's bus services easier to understand

Consultation on Plymouth's bus services has shown that:-

Theme	Bus users	Lapsed bus users	Non-bus users
Making buses easier to understand	<p>Most users didn't use the service information on the bus stop and went online or used an App on their mobile phone to get information. Older users (not "Tech" savvy) were happy using the information at the bus stop.</p> <p>Bus timetables were difficult to understand but the majority were aware of how they could access bus timetable information on their smart phone or online.</p>	<p>The information at the bus stop was little used and they also had little awareness of how to access timetable information online / smart phone apps, but they felt confident they would be able to repeat previous journeys they had made.</p>	<p>The majority were not aware of how they could access bus timetable information on their smart phone or online and thought it would be difficult to find and use</p> <p>There was the perception that it could be difficult to work out which bus you should catch when more than one service travelled the same route.</p>

In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- A common specification for how we want information on timetables and shelters to look
- Publicity showing days out by public transport in city and surrounding area

- Route and destination based personalised travel planning supporting people to gain skills and confidence in bus routes, timetables and ticketing information.
- A better comprehension of the available online tools
- Expanding the 'Plymotion' brand to cover bus related material such as bus stops, timetable cases, webpages, apps, on the bus and all publicity to promote an integrated, visible, sustainable transport network.

6.2.6 Proposals to make Plymouth's bus services easier to use

Theme	Bus users	Lapsed bus users	Non-bus users
<i>Making buses easier to use</i>	<p>Convenience was very important to their usage, most used the bus or park and ride, because they were close to a bus stop where they lived and priority bus lanes made their journey quicker / or about the same time as an alternative journey by car.</p> <p>There was frustration you couldn't travel to your final destination using one ticket and confusion if you used a ticket for the same route with a different operator.</p> <p>Make them more child friendly – have a family / children's bus</p> <p>Have contactless payment on all buses.</p> <p>Single ticketing / through ticketing between operators was felt to be really important and make them more likely to use a combined service.</p>		<p>Overall there was little knowledge about the tickets options available. They were not aware of the Skipper Ticket – but had heard of a Day Rider</p>

In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- The promotion of the availability of contactless payments
- Route and destination based personalised travel planning supporting people to gain skills and confidence in bus routes, timetables and ticketing information; supported by route based material
- An expansion of the Skipper ticket to include, initially, ferries and, ultimately, rail journeys and actively market the availability of the ticket.
- A co-ordinated map of Plymouth's bus network – which includes basic frequency information, twice yearly, with key public transport information on the reverse of the map to include; contact details, ticket information. Skipper etc and complementary bus ticket to all households in Plymouth.

6.2.7 Proposals to make Plymouth's bus services better to ride in

Consultation on Plymouth's bus services has shown that:-

Theme	Bus users	Lapsed bus users	Non-bus users
<i>Make buses better to ride in</i>	<p>The newer buses offered a much better customer experience. The addition of WIFI and charging points was particularly liked among younger users.</p> <p>Some of the buses are older and</p>	<p>In the main buses were viewed as tired and often dirty – but they have noticed the newer buses and felt these would offer a better passenger experience.</p>	<p>They viewed drivers positively and were not expecting there to be any issues.</p>

	<p>personal space is limited. The older “tired” buses were felt to be inadequate.</p> <p>One important aspect that was noted was that they wanted more “personal space” when traveling and this was not linked to COVID.</p> <p>They disliked sitting next to someone who had personal hygiene issues / played loud music or was involved in a loud phone call – all of which they wanted to avoid.</p> <p>Negative comments related to the journey time being too long with the bus stopping too many times and being “hot and sticky” (Heat wave - 30C during survey)</p>	<p>One important aspect was that they wanted more personal space when traveling (avoiding other passengers with personal hygiene issues/loud music or telephone conversations)</p> <p>They felt they weren't always “treated like a customer” by drivers and had a number of other issues ranging from drivers going too fast to stopping and starting abruptly and driving off before passengers had time to take their seats.</p>	
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In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- A Plymouth customer charter
- Buses no more than 10 years old operating in Plymouth, within 5 years of the start of the Enhanced Partnership
- A continue enhanced cleaning regime
- Provision of audible and visible information, in addition to WiFi, on all services within an agreed time period
- All new buses to have charging points
- Targeted limited stop services on certain routes and times of the day on top of the regular journeys.

6.2.8 Proposals to make Plymouth’s bus services better integrated with other modes and each other

Consultation on Plymouth’s bus services has shown that:-

Theme	Bus users	Lapsed bus users	Non-bus users
Making buses better integrated with other modes and each other	Unlike the non-user and lapsed users, most would change buses to reach their destination.	No comments	No comments

In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- Expanding Skipper to include ferries in the first instance and then rail
- Better co-ordination of rail timetables with bus services; including through Personalised Travel Planning
- An expanded park and ride service including consideration of off-bus ticketing

6.2.9 Proposals to make Plymouth’s bus services and bus stops greener

Consultation on Plymouth’s bus services has shown that:-

Theme	Bus users	Lapsed bus users	Non-bus users
<i>Making buses and bus stops greener</i>	Unlike the non-user and lapsed users, most would change buses to reach their destination.		

In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- Retrofit all buses with appropriate technology to improve emissions and fuel efficiency; subject to satisfactory trials
- Bid for funding through the NBS to replace the whole fleet with Zero Emission Buses by 2030
- Introduce green 'living' roofs and solar panels on bus stops at key locations

6.2.10 Proposals to make buses accessible and inclusive by design

Limited feedback has been received with regard to how to make buses and accessible by design. However, the inclusivity of Plymouth's bus network is key and hence it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- A Plymouth customer charter
- Audio-visual announcement / next bus information
- Space available for wheelchair users, mobility scooters and pushchairs / prams
- Travel centres at key locations; potentially within Mobility hubs, to provide off-bus support and facilitate future cashless payments etc

6.2.11 Proposals to make Plymouth's bus services seen as a safe mode of transport

Consultation on Plymouth's bus services has shown that:-

Theme	Bus users	Lapsed bus users	Non-bus users
<i>Seen as a safe mode of transport</i>		Most respondents indicated that health concerns / the increased risk of COVID transmission were the main reasons they don't use the service. "You want to avoid crowded buses"	They did perceive that a bus offered a safer travel solution than a taxi - particularly for young girls / women with bus CCTV providing some degree of reassurance – "It's a safe place" - "people know about it".

In response it is proposed that the Plymouth Bus Service Improvement Plan seeks to deliver:-

- Identify of bus stop and shelters which require additional lighting, with lighting being included in the specification for the new bus shelters to be procured in 2022
- More bins at bus stops
- A review CCTV coverage at bus stops

Table 6.1 sets out how each of these measures delivers against the objectives of the National Bus Strategy and the targets of the Plymouth Bus Service Improvement Plan set out in Section 5.

Table 6.1 Inter-relationship of the BSIP measures, targets and National Bus Strategy objectives.

6.3 Plymouth Bus Service Improvement Priorities

Based on stakeholder feedback the priorities for Plymouth's Bus Service Improvement Plan is to deliver a network:-

- With high frequencies on our core corridors, which are 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
- People are supported and empowered to use

6.4 Conclusion: The Plymouth BSIP partnership believe that the ambitious delivery plan set out above, with its emphasis on bus priority and targeted fares reductions will support Plymouth's bus market, as it emerges from the pandemic, and lead to passenger growth; first building patronage back to pre-pandemic levels and then increases it and raising buses; mode share in the City – the overarching goals of the National Bus Strategy.

The BSP responds to stakeholder feedback and will deliver **cheaper fares** on services operating **on days of the week and at times of day** our community needs, serving **more destinations**. It will serve **commuters and leisure riders, young and old** and be **accessible** to all.

We will encourage, enable, empower and enthuse everyone to 'make the connection' on our buses and in doing so will deliver associated social, economic and environmental objectives including the decarbonisation of Plymouth's transport network, supporting the City's commitment to tackle climate change.

Section Seven: Reporting

7.1 Introduction: This chapter sets out the arrangements for publishing six-monthly performance against the BSIP targets.

7.2 The process for reporting performance

Performance against the targets set out in Section 5 will be reported against and published on the Plymouth Bus Service Improvement Plan and Enhanced Partnership Plan and scheme webpage (<https://www.plymouth.gov.uk/parkingandtravel/publictransport/nationalbusstrategy>). It is proposed that the first report is published in June 2022 with reports then being published every six months i.e. December and June each year.

It is intended that the report includes publishing tables 5.1 – 5.8, updated to include the performance for the period which is being monitored and a comparison with the previous monitoring period, in order to keep the performance information simple and easy to understand, as advised by Transport Focus (TF, 2021). However, mindful of best practice we will also publish a more comprehensive report, downloadable from the website, which will include supplementary information such as data collection methods.

The report will be written by Plymouth City Council, as lead for the Bus Service Improvement Plan. However, it will be collaborative, involving all BSIP partners. The report will be approved by the Cabinet Member for Transport, prior to publication.

As part of our BSIP we will also set up a mailing list and everyone who signs up to the mailing list will be notified of when the reports are published and the availability of the detailed report, should they want to view it.

During the development of the BSIP stakeholders were surveyed in order to understand the merits and shortcomings of bus services local. It is intended that these stakeholders are encouraged to sign up to the Plymouth BSIP mailing list so that they are kept informed of the BSIP and its outcomes and have ongoing opportunities to provide views on how well the LTA and local bus operators are performing.

We will also publish headline results on our RTPI system so that it is communicated 'at a time and a place when bus service performance matters most to them' (TF, 2021).

It is intended that the BSIP is updated in September each year with the update, and performance against the previous plan, reviewed annually, in October each year, through Public Scrutiny.

Section Eight: Overview table

8.1 Introduction: This chapter summarises the key outputs of the BSIP and how it meets the requirements set out in the National Bus Strategy. The purpose is to give readers an overview of the commitments of the BSIP which the Council and operators will work towards to improve local bus services.

Name of authority	Plymouth City Council
Franchising or Enhanced Partnership	Enhanced Partnership
Date of publication	
Date of next annual update	September 2022
URL of published report	

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured
Journey time				
Reliability				
Passenger numbers				
Average passenger satisfaction				

Delivery – Does your BSIP detail policies to	Yes/ No	Explanation
Make improvements to bus services and planning		
<i>More frequent and reliable services</i>		
Review service frequency	Yes	
Increase bus priority measures	Yes	
Increase demand responsive services	Yes	
Consideration of bus rapid transport networks	No	
<i>Improvements to planning / integration with other modes</i>		
Integrate services with other modes	Yes	
Simplify services	Yes	
Review socially necessary services	Yes	
Invest in Superbus networks	No	
<i>Improvements to fares and ticketing</i>		
Lower fares	Yes	
Simplify fares	Yes	
Integrate ticketing between operators and transport	Yes	
Make improvements to bus passenger experience		
<i>Higher spec buses</i>		
Invest in improved bus specifications	Yes	
Invest in accessible and inclusive bus services	Yes	
Protect personal safety of bus passengers	Yes	
Improve buses for tourists	Yes	
Invest in decarbonisation	Yes	
<i>Improvements to passenger engagement</i>		
Passenger charter	Yes	
Strengthen network identity	Yes	
Improve bus information	Yes	
Other		
Other		

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