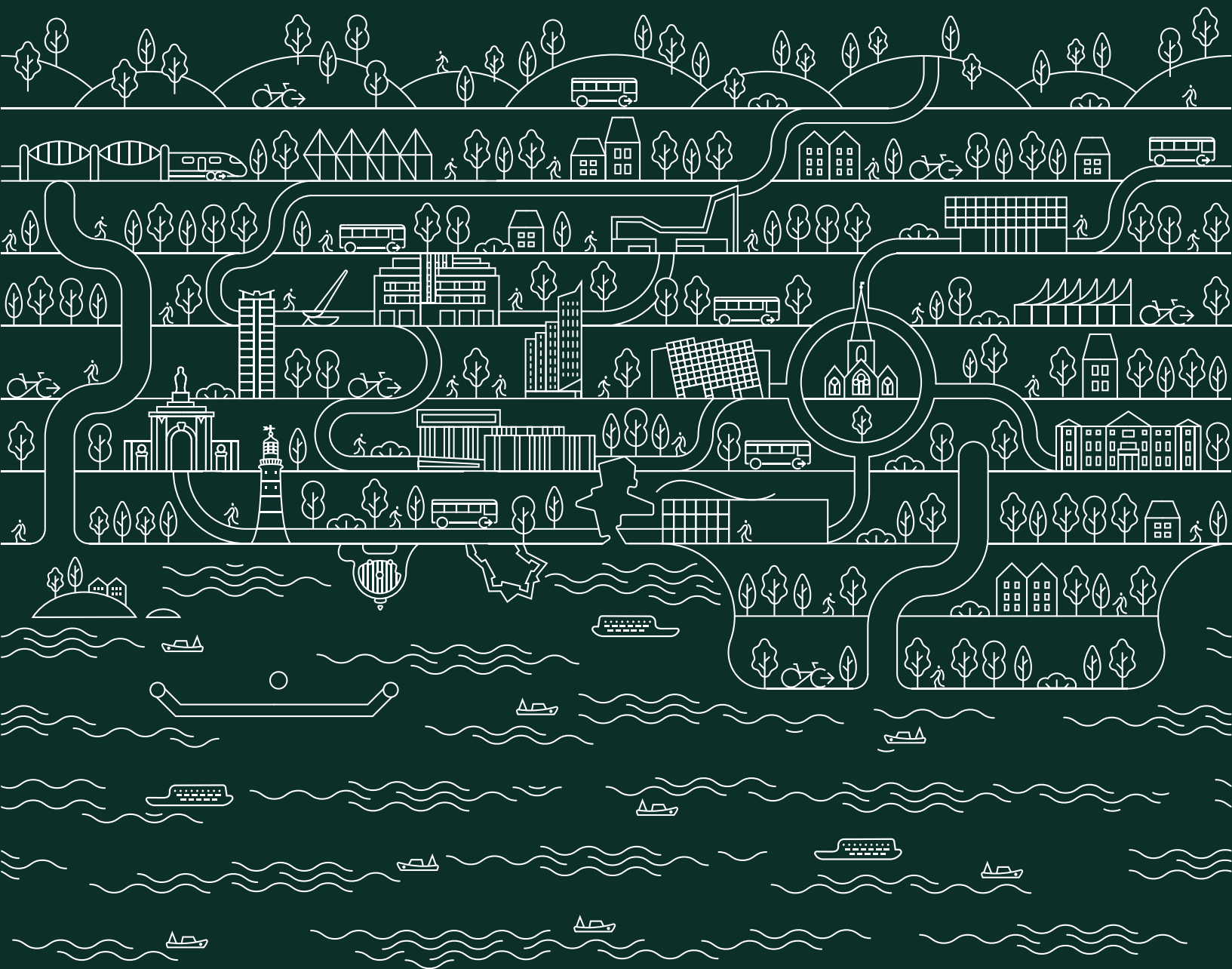


**PLYMOUTH
BUS SERVICE
IMPROVEMENT PLAN**

DECEMBER 2023



PLYMOUTH BUS SERVICE IMPROVEMENT PLAN

DECEMBER 2023

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FOREWORD



FOREWORD

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

Each day over 150 buses operate on Plymouth's roads, operating more than 90 routes. These services are vital. They take residents to school, work and medical appointments. They allow people to get to the shops, the Life Centre, local libraries and many more key services across Plymouth and they bring friends and families together.

Last year 14,430,064 trips were made on our buses. This is still far short of the 19,016,310 trips made in 2019 before the Covid-19 pandemic and we need to do better.

In order for everyone to get to where they need to go, when they need to travel and allow us all to do our bit to tackle climate change, Plymouth's buses need to adapt to the trips which people are making today.

However, times are difficult, both for bus passengers and bus companies due to rising costs. This is why it's essential that the funding available needs to be focussed on the priorities for Plymouth.

This is why we are delighted that more than 1800 people responded to our passenger priority survey. You clearly told us that your priorities for bus services, in order, are: Frequent, reliable and fast, affordable, direct and connected, accessible, safe, simple and understandable, modern and clean. This is now reflected in the 2023 Bus Service Improvement Plan.

Putting passengers at the heart of the decisions the Council and bus operators make is essential. This is why, as part of this Plan we will be establishing a Bus User Panel so that we can continue to work with you on improving Plymouth's bus services and stay in touch with what you want to see from Plymouth's bus network.

Delivery of the Bus Service Improvement Plan is a huge task and something we're keen to get underway. In order to do this we need to secure funding for the measures within the Plan.

This is why the Plan is so important; it ensures that we're best placed to respond to funding opportunities as they arise, such as the Department for Transport's Bus Service Improvement Plan Plus funding, and demonstrate to the Government that we know what we need to do in order to deliver a first class bus service for Plymouth.

We therefore, commend the 2023 Plymouth Bus Service Improvement Plan to you and, alongside Plymouth's bus operators, look forward to delivering it together.



**Councillor Mark Coker,
Cabinet Member for
Strategic Planning and
Transport, Plymouth City
Council**



**Councillor Kevin
Sproston, Bus
Champion,
Plymouth City Council**



EXECUTIVE SUMMARY



EXECUTIVE SUMMARY

Plymouth, Britain's Ocean City, has an exciting Bus Service Improvement Plan (BSIP).

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

Our BSIP directly responds to the objectives of the Government's National Bus Strategy¹ and makes buses more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper.

Improving people's lives is at the centre of every decision we make in Plymouth's Bus Partnership. We have therefore listened to the city's current, lapsed and non-bus users, along with other key stakeholders, to find out what they would most like to see improved in order for them to have bus services that they need, can be proud of and enjoy using. As a result nine **passenger priorities** underpin our Plan. These are:



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



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



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



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



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



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



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



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



Cleaner buses and more enjoyable bus stop environments

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

The order of the nine passenger priorities is as per the outcome of the 2023 Bus Passenger Priority Survey, which asked Plymouth residents to rank the priorities in order of importance to them.


Our BSIP will be delivered through [Plymouth's Enhanced Partnership](#) with local operators, strong relationships with our community (both business and resident), and our neighbours.

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


OUR TARGETS ARE:

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


WE WILL DELIVER A BUS SERVICE:




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



Which connects with more destinations




Which delivers great value for money




Which people are supported and empowered to use


WITH:




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




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




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



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



An enhanced park and ride offer



SECTION I: OVERVIEW



SECTION 1: OVERVIEW

1.1 INTRODUCTION

This section provides an overview of Plymouth, Britain's Ocean City, including its geography, demographics and how local policies have influenced our BSIP.

The BSIP has been developed by the Plymouth Bus Service Improvement Plan Partnership, which replaced the Bus Punctuality Improvement Partnership (BPIP), and comprises the following representatives:

- Plymouth City Council
- Plymouth's local bus operators
- Community Transport operators

The Plymouth BSIP Partnership is fully committed to creating an excellent local bus network and we are excited to achieve this through delivering the measures outlined in this Plan.

The Plymouth BSIP is being delivered through an Enhanced Partnership; further details can be found in Section 4.

1.2 PLYMOUTH IN CONTEXT

1.2.1 GEOGRAPHY

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

Plymouth is the major urban centre for the far south west of England; 32 per cent of all buses operate cross boundary routes to and from our neighbouring authorities catering for passengers in our wider travel to work area.

However, the justification for the BSIP purely relating to the city boundary is that 68 per cent² of registered bus routes operate exclusively within Plymouth.

² Based purely on the number of bus services and not on registered mileage

1.2.1.1 PLYMOUTH BSIP AREA

Figure I shows the Plymouth BSIP area. It highlights the six core bus corridors, three development corridors and key locations mentioned throughout our BSIP.

Figure I: Map of Plymouth BSIP area³



As outlined in Figure I, the six core bus corridors referred to throughout the BSIP are:

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

³ ITP (2023)

1.2.2 KEY FACTS

Plymouth is ‘Britain’s Ocean City’ and the largest urban area south west of Bristol, with a population of 264,700, 115,000 jobs, and an economy worth £5.44 billion. The Plymouth Plan sets out the vision for the city; by 2034 Plymouth will be ‘One of Europe’s most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone’.

Plymouth has a strong growth potential with ambitions to grow its population to over 300,000, delivering the planned development of 26,700 homes and creating 13,200 jobs by 2034⁴. The city’s economic strengths lie in the well-established advanced manufacturing, marine and defence industries, life sciences and health technologies and the nascent, but fast-growing, digital and creative sectors.

Plymouth is also a nationally strategic city. It has the largest naval base in Western Europe, covering 650 acres, with world-class infrastructure and a highly skilled workforce which directly accounts for 14.1 per cent of the city’s economic value in terms of Gross Value Added (GVA) and 10.1 per cent of Plymouth’s total employment. Furthermore the Plymouth and South Devon Freeport, one of only eight Freeports in England, is expected to generate over 3,500 new high-quality jobs.

Further key facts, pertinent to the development of the BSIP, which provide a holistic view of Plymouth are set out in Figure 2.

⁴ Plymouth City Council (2019) [The Plymouth and South West Devon Joint Local Plan 2014-2034](#)

Figure 2: Plymouth key facts

Plymouth has a current population of

264,700

Plymouth's 65+ population is expected to increase by

31.6%

between 2021 and 2043 (an additional 15,472 individuals).

The Marine and Defence sector accounts for

20%

of the city's GVA.

And 18.1% of total employment, over 19,000 FTE jobs.

Plymouth is within the

20%

most deprived local authority districts in England.

Two areas fall within the most deprived 1% in England while 28 areas fall within the most deprived 10% in England, affecting around 46,000 people locally.

Plymouth currently has an employment rate of

73%

(aged 16-64)

14.6%

of Plymouth's jobs are in the manufacturing industry.

Far exceeding the national average of 8.3%.

Around

4,000,000

people visited Plymouth in 2021.

GVA per hour worked is

81.5%

of the UK average.

University Hospitals Plymouth NHS Trust has secondary care catchment population of

475,000

and a wider peninsula population of 2 million in specialist services.

In 2019/20, pre-pandemic bus patronage was

18,027,681

This has recovered to 14,430,064 in 2022/23.

24.9%

of Plymouth households do not have access to a car or a van.

The city has

3 universities

The University of Plymouth has 3 Strategic Research Institutes (the Marine Institute, Plymouth Institute of Health and Care Research and Sustainable Earth Institute).



1.2.3 LOCAL ATTRACTIONS AND EVENTS

In addition to meeting the needs of residents, local bus services must also satisfy the needs of people visiting Plymouth for leisure travel. Tourism is a major contributor to the city's economy with plans to grow visitor numbers to 6.2 million, spending £450 million per year by 2030.

Some key tourist attractions in and around Plymouth include:

- [Plymouth National Marine Aquarium](#)
- [Tinside Lido](#)
- [The Box](#)
- [Theatre Royal Plymouth](#)
- [Plymouth Gin Distillery](#)
- [South West SUP](#)
- [Plymouth Hoe](#)
- [Smeaton's Tower](#)
- [Drake Circus The Barcode](#)
- [Mount Batten Watersports and Activities Centre](#)
- [Dartmoor Zoo](#)
- [Mayflower Museum](#)
- [Mount Edgcumbe](#)
- [Royal William Yard](#)
- [The Barbican](#)
- [Plymouth Snowsports Centre](#)
- [Gaia Spa at Boringdon Hall](#)
- [Plymouth Boat Trips](#)
- [Saltram House and Country Park](#)
- [Plym Valley Trail](#)
- [Plymouth Sound National Marine Park](#)
- [Royal Citadel](#)
- [Plymouth Trails](#)

As well as visiting tourist attractions, people are also drawn to the city and heavily rely on public transport to attend many of Plymouth's popular events and festivals, including:

- [British Firework Championships](#)
- [Lord Mayor's Festival](#)
- [Armed Forces Day](#)
- [Plymouth Rehabilitation Triathlon](#)
- [Pirate's Weekend](#)
- [Plymouth Half Marathon](#)
- [Flavour Fest](#)
- [SeaFest](#)
- [Plymouth West End Carnival](#)
- [Bonfire Night](#)
- [Remembrance Sunday](#)
- [Plymouth Christmas Light Switch On](#) and [Markets](#)

Plymouth has also hosted many other important events such as [SailGP](#) and [music festivals](#) including MTV 'Crashes.'

1.2.4 DEMOGRAPHICS

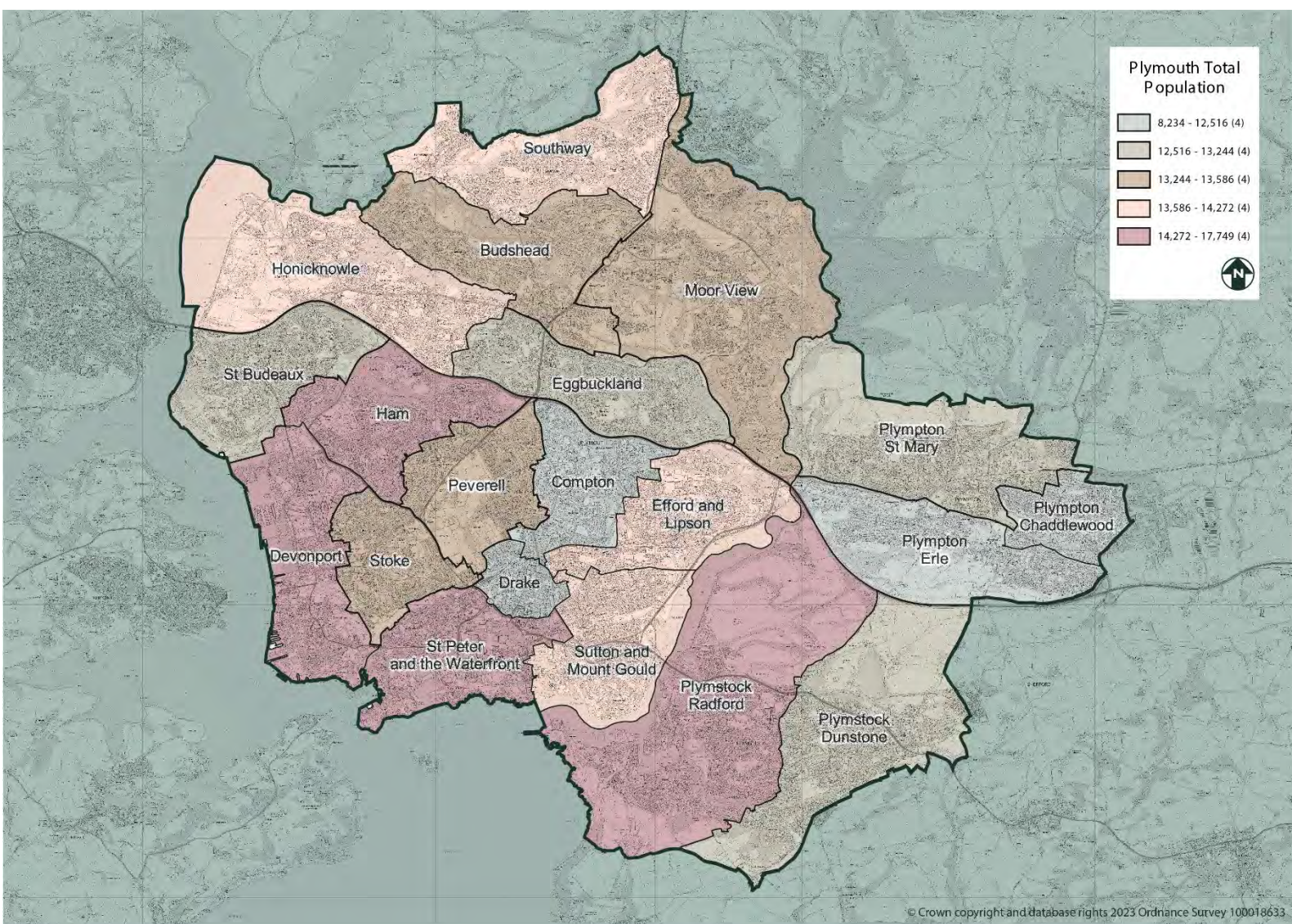
1.2.4.1 POPULATION

Plymouth's population is currently 264,700 (an increase of 3.2 per cent from 256,384 in 2011); 51 per cent are female and 49 per cent are male.

Plymouth's population is not evenly split across the city (Figure 3) with implications for the demand and supply of bus services.

In general there are higher numbers of people living in the wards to the west and south west of the city. The ward with the biggest population is St Peter and the Waterfront (17,700) whilst Plympton Chaddlewood, in the east, has the smallest population (8,200).

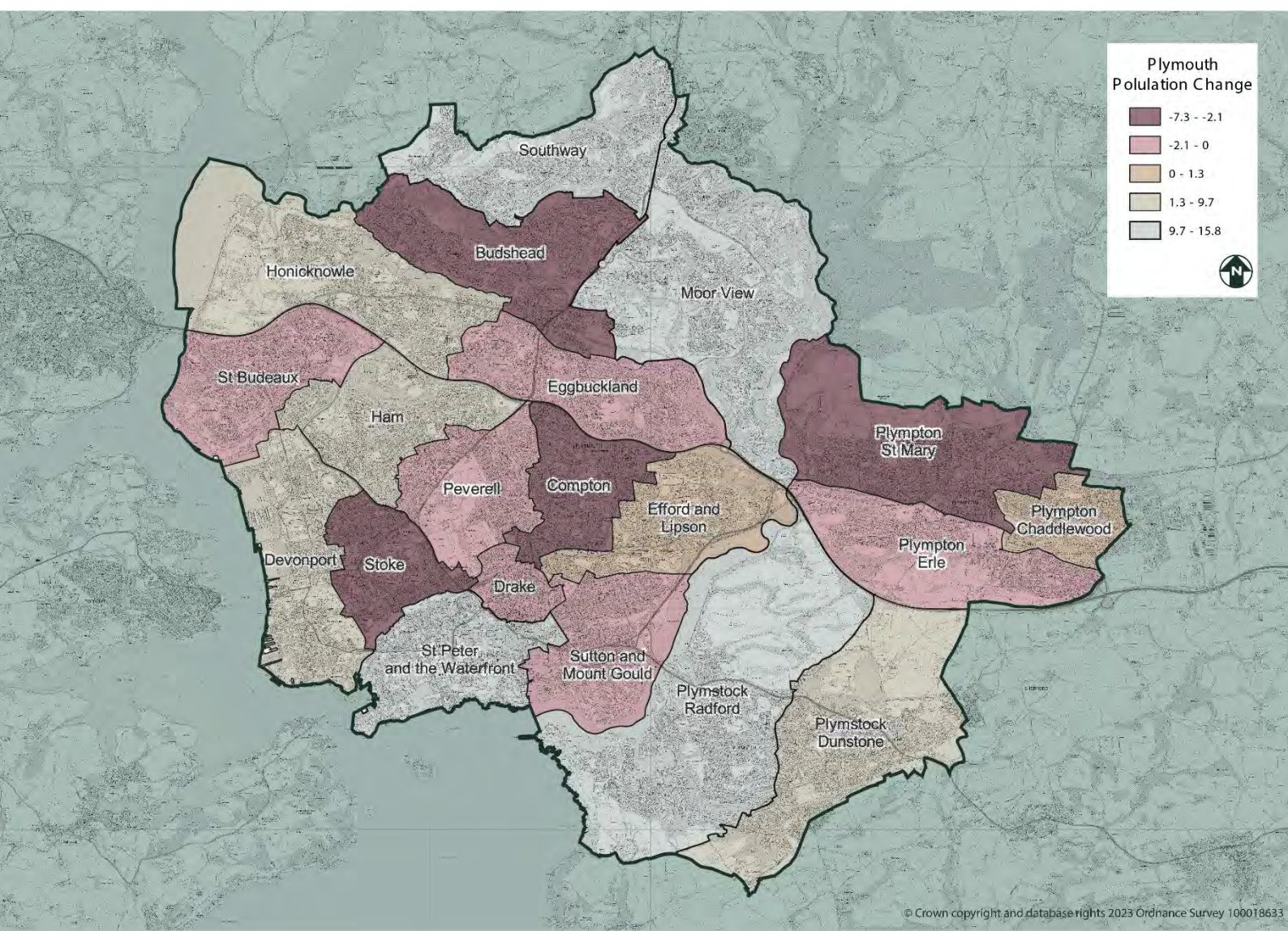
Figure 3: Total population (numbers) by Plymouth electoral ward, 2021⁵



⁵ Plymouth City Council (2023) [Plymouth Plan Annual Report](#)




Figure 4 shows that Budshead, Compton, Stoke, and Plympton St Mary wards have seen the greatest decline in population between 2011 and 2021. Budshead has had the largest decline of 7.3 per cent (n = 969). In contrast Plymstock Radford, St Peter and the Waterfront, Southway, and Moor View wards have seen population growth of between 9.7 per cent and 15.8 percent. Southway has had the largest increase of 15.8 per cent (n = 2,174), reflecting Plymouth's three development corridors (Figure 1) where recent large housing developments have been delivered including at Millbay (St Peter and the Waterfront), Saltram Meadow (Plymstock Radford) and Palmerston Heights (Moor View). Changes in population are reflected in changes in bus services, as set out in section two, with new routes serving locations such as Saltram Meadow and Palmerston Heights.

Figure 4: Population change by Plymouth electoral ward 2011 to 2021⁶



⁶ Plymouth City Council (2023) [Plymouth Plan Annual Report](#)

Table 1: Number and percentages by age group in Plymouth, England and the South West (2021)⁷

Key:
 = Plymouth figure is lower in comparison
 = No difference in comparison
 = Plymouth is higher in comparison

	Plymouth		England		South West		Plymouth when compared with	
							England	South West
Aged 4 and under	13,205	5.0%	3,076,950	5.4%	274,447	4.8%	0.4% point difference	0.2% point difference
Age 14 and under (Under 15)	43,364	16.4%	9,838,980	17.4%	905,146	15.9%	1 % point difference	0.5% point difference
Age 17 and Under (Under 18)	51,637	19.5%	11,774,602	20.8%	1,087,873	19.1%	1.3% point difference	0.4% point difference
Aged 20 to 24 years	21,172	8.0%	3,414,450	6.0%	332,202	5.8%	2% point difference	2.2% point difference
Aged 16-64 (Working age)	169,653	64.1%	35,605,650	63.0%	3,462,211	60.7%	1.1% point difference	3.4% point difference
65 and over	48,969	18.5%	10,401,30	18.4%	1,273,631	22.3%	0.1% point difference	3.8% point difference
75 and over	22,909	8.7%	4,837,157	8.6%	606,957	10.6%	0.1% point difference	1.9% point difference
85 and over	6,482	2.4%	1,372,300	2.4%	176,327	3.1%	No difference	0.7% point difference
90 and over	2,347	0.9%	499,812	0.9%	66,863	1.2%	No difference	0.3% point difference
All persons	264,693	100%	56,490,04	100%	5,701,190	100%		

Plymouth's population has a similar age profile to the England. However, the city's population differs from the rest of the South West with a younger population than the average in the region (Table 1).

There are just under 22,500⁸ people studying at Plymouth's three universities: University of Plymouth, University of St Mark and St John and Plymouth College of Art. The high proportion of young people (20 to 24 year olds) and students presents an opportunity for Plymouth's buses. Many journeys to secondary school are by bus, helping to instil positive public transport habits. The majority of university students do not have access to a car but do have a high travel demand, both to locations across the city and the wider travel to work area. Plymouth's bus service needs to meet the needs of young adult's to deliver sustainable patronage growth.

⁷ ONS Census (2021)

⁸ Academic year 2021/22

The Office for National Statistics (ONS) estimates that the city's population will be around 273,314 by 2043, a projected increase of 3.3 per cent (8,614).⁹ This will be mainly due to many more people in the over 65 (15,000) and under 25 (2,500) cohorts. However, this will be offset by the reduction in the 16 to 64 'working age' cohort which is predicted to reduce to 61.2 per cent by 2042. This mirrors the England position where this cohort is currently 64.2 per cent and predicted to reduce to 60.5 percent. Plymouth's bus network also needs to be ready to respond to the city's changing demographics.

1.2.4.2 DISABILITY

Plymouth has the second highest proportion of residents who identified as being disabled and limited a lot (Table 2) in the South West region, only Torbay with 9.9 per cent, had a higher proportion. With this in mind it is important to ensure that Plymouth's bus services are accessible to all.

Table 2: Proportion of residents in Plymouth and England with a disability¹⁰

Disability under the Equality Act	Plymouth				England	
	2011		2021		2011	2021
	%	number	%	number	%	%
Disabled: day-to-day activities limited a lot	11.1	25,548	9.7	25,001	9.1	7.5
Disabled: day-to-day activities limited a little	11.3	26,644	12.3	32,394	10.2	10.2
Not disabled	77.6	204,192	78.0	207,300	80.7	82.3

Source: Dataset QS303EW 2011 Census; Dataset TS038ASP 2021 Census, ONS via NOMIS; [How life has changed in Plymouth: Census 2021 \(ons.gov.uk\)](#)

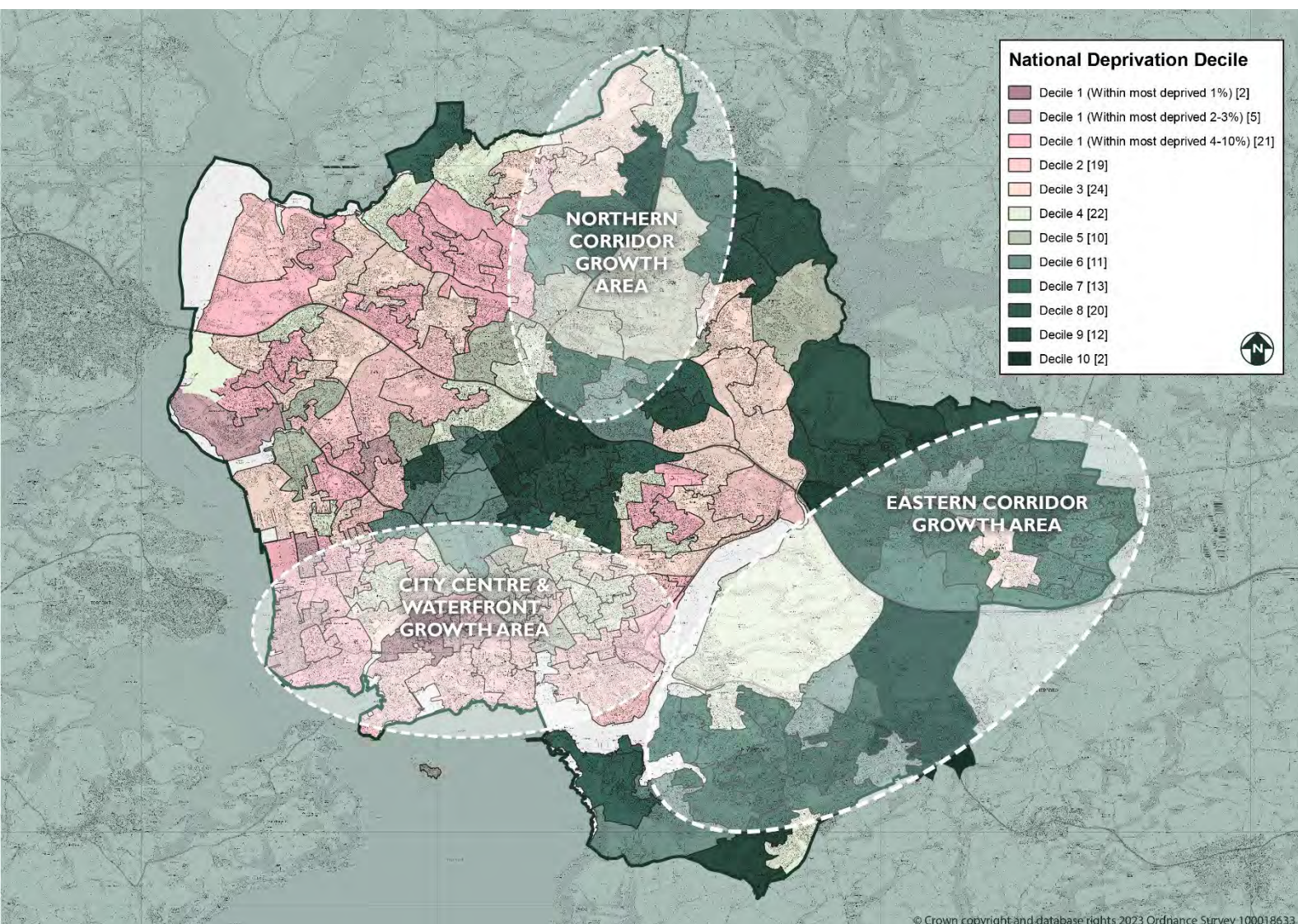
⁹ N.B. This is based on ONS 2018 subnational population projections as these are the latest figures currently available. An update will be provided later in 2023 when projections based on the 2021 census are released.

¹⁰ ONS Census (2011 and 2021) Disability of usual residents in Plymouth and England (age-standardised proportion and numbers)

I.2.4.3 DEPRIVATION

There is a long standing awareness of the deprivation that exists in Plymouth. Inequalities occur both geographically across the city, and within and across communities, with disadvantaged and marginalised populations most severely affected. The wards with the highest population also tend to have the highest levels of deprivation.

Figure 5: Plymouth LSOAs by IMD 2019 national deprivation decile¹¹



¹¹Plymouth City Council (2023) [Plymouth Plan Annual Report](#)

The Index of Multiple Deprivation (IMD) is the current official measure of relative deprivation in Lower Layer Super Output Areas (LSOAs) in England. Analysis of the IMD 2019 reveals that deprivation in Plymouth remains higher than the England average. Figure 5 shows which national deprivation decile each of the 161 LSOAs in Plymouth fall within. At a local authority district level Plymouth ranks 64th (out of 317) using the average score summary measure. This places Plymouth within the 20 per cent most deprived districts in England.

Plymouth has 28 LSOAs in the most deprived 10 per cent in England. These LSOAs are home to 46,075 residents (17.6 per cent of the population). Plymouth also has two LSOAs in the most deprived 1 per cent in England. These LSOAs are home to 3,617 residents (1.4 per cent of the total Plymouth population). The most deprived LSOA in Plymouth is located in the Stonehouse neighbourhood and is the 163rd most deprived LSOA in England while the least deprived neighbourhood is Woodford.

Across Plymouth, 76 per cent of residents aged 17 or over hold a full driving licence. There is, however, a gender imbalance in those who can or do drive a car, with 85 per cent of men and 69 per cent of women holding a full driving licence¹². However, 24.9 per cent of Plymouth households do not have access to a car or a van (2021 census), higher than the national figure of 23.3 per cent.

Plymouth's bus services therefore have – and will continue to play – a key role in providing inclusive access to employment, healthcare, training and leisure opportunities, especially for those who do not hold a driving licence or do not have access to a car.

¹² Data from [GB Driving Licence Data - data.gov.uk](https://data.gov.uk/dataset/gb-driving-licence-data). Please note that some postcodes within PL7 and PL9 may not be located within the Plymouth boundary but cannot be separated from this data set.

1.3 INFLUENTIAL POLICIES AND PLANS

1.3.1 BSIP ALIGNMENT WITH STRATEGIC SPATIAL AND TRANSPORT PLANS

There are a number of key strategic policies, plans and corporate guidance that have, and will continue, to influence the plans outlined in our BSIP. These wider plans and policies are detailed below and will be delivered through close co-operative working with other departments across the Council, external partners and neighbouring authorities.

1.3.1.1 PLYMOUTH PLAN

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

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

The Plymouth Plan also includes the city's spatial strategy, incorporating the Plymouth-specific elements of the Plymouth and South West Devon Joint Local Plan (1.3.1.2).

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

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

- [Deliver] a public transport system that everyone can use, including working with the bus companies to provide easier ticketing, clear journey planning and timetable information, and accessible boarding and alighting across the city. HEA6 (5)
- [Work] with public transport providers to ensure that each neighbourhood is well connected to the city's High Quality Public Transport Network offering good accessibility to key destinations. HEA6 (6)
- [Work] with the Council's partners, including the charitable sector, to provide community transport to enable people who cannot use conventional public transport to access health, leisure, shopping and social opportunities within the city and surrounding area. HEA6 (9)
- [Work] with regional partners, agencies and public transport operators to deliver an integrated transport system across all modes covering key locations within and adjoining the Plymouth Travel to Work Area. HEA6 (10)

The BSIP will also positively support the delivery of the commitments within the Plan to help deliver targeted integrated transport measures to help support the sustainable growth of Plymouth, in accordance with the vision, objectives and policies of the Plymouth and South West Devon Joint Local Plan. Specifically:

- Continuing to support the High Quality Public Transport Network and improve public and sustainable transport services through, where appropriate, subsidies and new infrastructure. GRO4 (1)
- Maintaining, improving and expanding the network of Park & Ride facilities and services, addressing the needs of both Derriford and the City Centre including a new facility at Deep Lane, exploring suitable locations for new facilities and considering the reallocation of space at existing sites. GRO4 (2)
- Continuing to support and develop new and existing local passenger ferry services, by working with stakeholders. GRO4 (3)
- Continuing to support and where feasible expand Community Transport schemes. GRO4 (7)
- Use of smarter choices and travel planning to provide and promote travel choice, through the planning process. GRO4 (13)
- Developing and delivering targeted infrastructure interventions, consistent with the long term vision and objectives for transport set out in the Joint Local Plan GRO4 (15)
- Reducing transport related carbon emissions by offering an efficient, accessible and attractive choice of sustainable travel options for all sectors of the community, visitors, businesses and commuters within pleasant and secure environments and actively supporting the transition to low emission vehicles. INT6 (3)

1.3.1.2 PLYMOUTH AND SOUTH WEST DEVON JOINT LOCAL PLAN

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

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

- Sustainable growth as a key driver behind the transport strategy, whilst making sure that transport is delivered in the most health promoting and environmentally responsible manner.
- **Focussing major growth on accessible locations, where high quality sustainable travel can be more effectively promoted**, with clear priorities for routes to and from the city's three Growth Areas to balance the competing demands for highway space.
- Managing the need to travel, by having a balanced distribution of land use within the city and towns.
- Seeking to reduce the impact of severance caused by transport networks, **enabling more journeys by walking, cycling and public transport and providing genuine alternative ways to travel from home to work and other facilities**.
- **Providing realistic sustainable transport choices and increasing the integration of transport modes so that people have genuine alternative ways to travel**.
- **Getting the most out of existing transport networks, through measures that improve network efficiency and encourage behavioural change**, with major infrastructure projects only where there are no better alternatives.

- Supporting economic and housing growth with major transport infrastructure projects where there are proven benefits, so that transport links are not a barrier to planned development and pinch points on the network are alleviated.
- **Adopting a hierarchy of transport modes and routes based upon different spatial settings.**
- **Delivering transport projects which provide a safe and effective transport system, as well as supporting place shaping and healthy community objectives,** as guided by the hierarchy.
- Taking local control of our transport future, embracing localism, generating independent resources to transform transport investment, and embracing changes in travel technology.
- **Partnership working, with local and regional partners, realising greater benefits over the life of the plan and beyond.**

1.3.1.3 LOCAL TRANSPORT PLAN

Since 2017, Plymouth's Local Transport Plan, and hence transport strategy, has been integrated within the Plymouth Plan and hence spans the period through to 2034, as does the BSIP. By working to the same timescales it helps ensure the guiding transport strategies and the delivery plans are aligned.

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

1.3.1.4 LOCAL CYCLING AND WALKING INFRASTRUCTURE PLAN

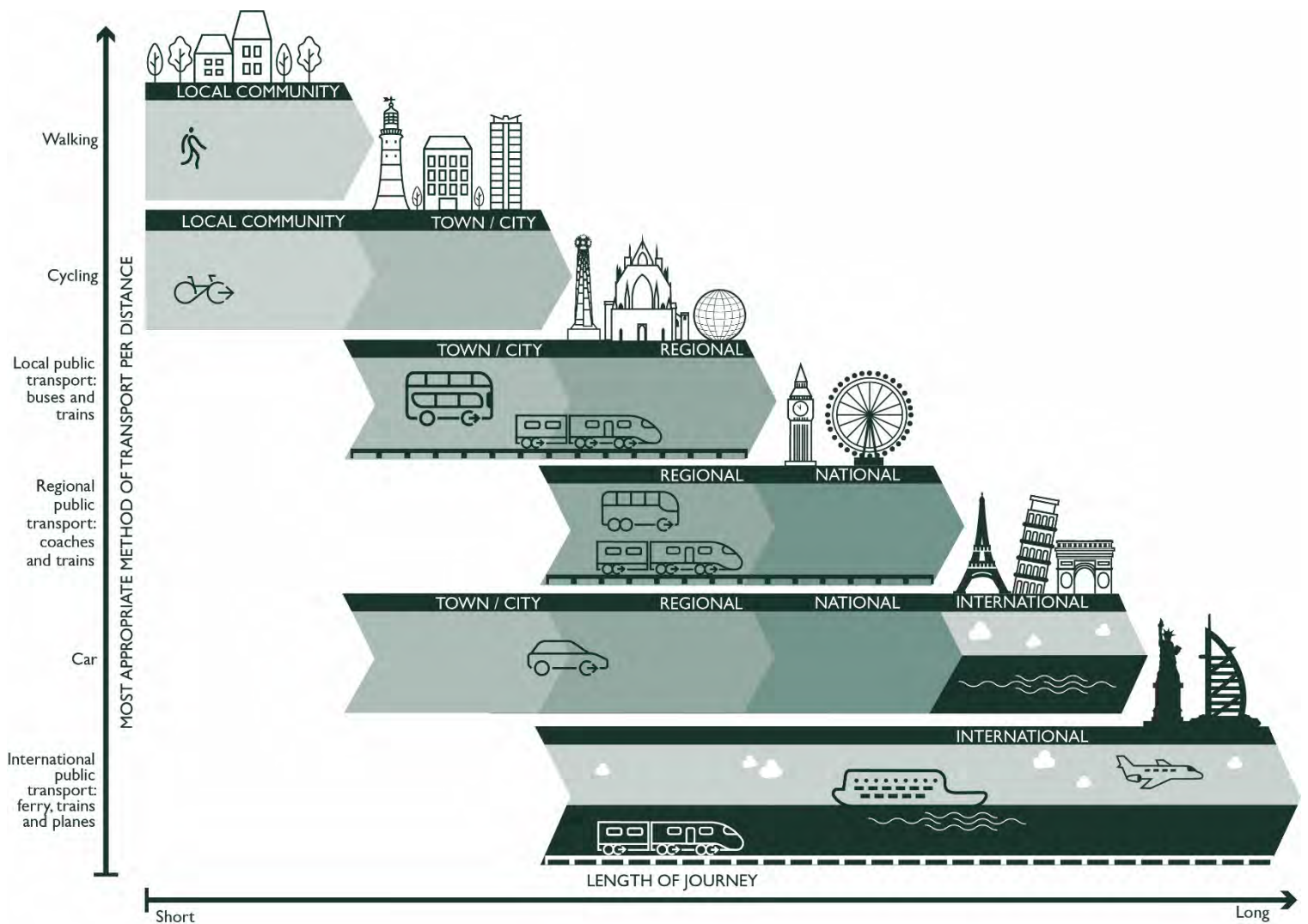
Plymouth's Local Cycling and Walking Infrastructure Plan (LCWIP) is also a delivery plan of the Plymouth Plan. The LCWIP identifies physical improvements needed to increase levels of active travel and includes:

- a network plan for walking and cycling which identifies preferred routes and core zones for further development
- a prioritised programme of infrastructure improvements for future investment
- a report which sets out the underlying analysis carried out and provides a narrative that supports the identified improvements and network.

Our LCWIP covers the Plymouth Policy Area (PPA) of the Joint Local Plan which incorporates the administrative area of Plymouth along with Plymouth's Urban Fringe. It was chosen as the boundary of the LWCIP because of the potential for walking and cycling trips in this area. The geography of the LCWIP is equivalent to the area within the BSIP and the two plans are complementary with the LCWIP particularly facilitating the BSIP commitment to make sure that buses that are accessible and connected with other modes of sustainable transport. Journeys by bus all include either a walking, wheeling or cycling element at their start and end.

The Plymouth and South West Devon Joint Local Plan sets out the hierarchy of transport modes (Figure 6) and the alignment of the LCWIP and BSIP ensures maximum modal shift to sustainable transport for local community and city trips.

Figure 6: Hierarchy of modes



1.3.1.5 PENINSULA TRANSPORT SUBNATIONAL TRANSPORT BODY

Plymouth City Council are part of the Peninsula Transport shadow sub-national transport body (STB), along with the four other lead transport authorities for the peninsula Cornwall, Devon, Somerset and Torbay.

The vision of the Peninsula Transport STB is to 'transform transport across the peninsula enabling our society and economy to thrive and our unique and outstanding environment to flourish.' The vision is underpinned by the following five transport and mobility goals:

- [Improving] connections between people, businesses and places
- [Enhancing] the resilience of the transport network
- [Delivering] affordable, zero emissions transport for everyone
- [Helping] improve the health and resilience of communities in the Peninsula
- [Helping] the Peninsula to be a great place to live and work.

The mobility goals are aligned with the objectives of this BSIP.

By working with neighbouring authorities and Peninsula Transport STB we will be able to deliver measures within the Plymouth's Bus Service Improvement Plan quicker than if we were working on our own. For example, Peninsula Transport's decarbonisation priorities include leading the delivery of regional initiatives such as better ticketing, to make public transport a better choice (to cars) and delivering a zero-emissions bus fleet through bringing together each local authority's plan to decarbonise the bus fleet, creating an implementation plan for the peninsula to help accelerate the required infrastructure ([Carbon Transition Strategy](#)). Through collaboration with the Peninsula Transport STB cross boundary and local bus routes will benefit.

1.3.2 BSIP ALIGNMENT WITH STRATEGIC CLIMATE EMERGENCY AND AIR QUALITY PLANS

1.3.2.1 PLYMOUTH NET ZERO 2030 AND COUNCIL NET ZERO ACTION PLAN

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

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

Subsequently, the Council established a strategic narrative for [Plymouth Net Zero 2030](#) and became a partner in the Plymouth Net Zero Partnership, a leadership group of local organisations and community groups. The Council's [Net Zero Action Plan](#) (NZAP), adopted in March 2023 sets out how the Council will contribute to the delivery of the strategy. The NZAP includes action commitments to reduce emissions from our own facilities, but also describes how we will use our powers to help the city as a whole move towards net zero.

Cutting emissions from travel is a top priority for the city. Transport accounted for the largest part of our city's CO₂e emissions in 2019 (29%) and transport as a sector is not decarbonising at the necessary pace to make Plymouth carbon neutral by 2030.

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

- Provide a local policy framework that facilitates the decarbonisation of the transport system. (NZAP T4)
- Provide public infrastructure needed to meet the city's low carbon transport needs. (NZAP T5)
- Co-produce decarbonisation plans and initiatives with partners from across the transport system. (NZAP T6)

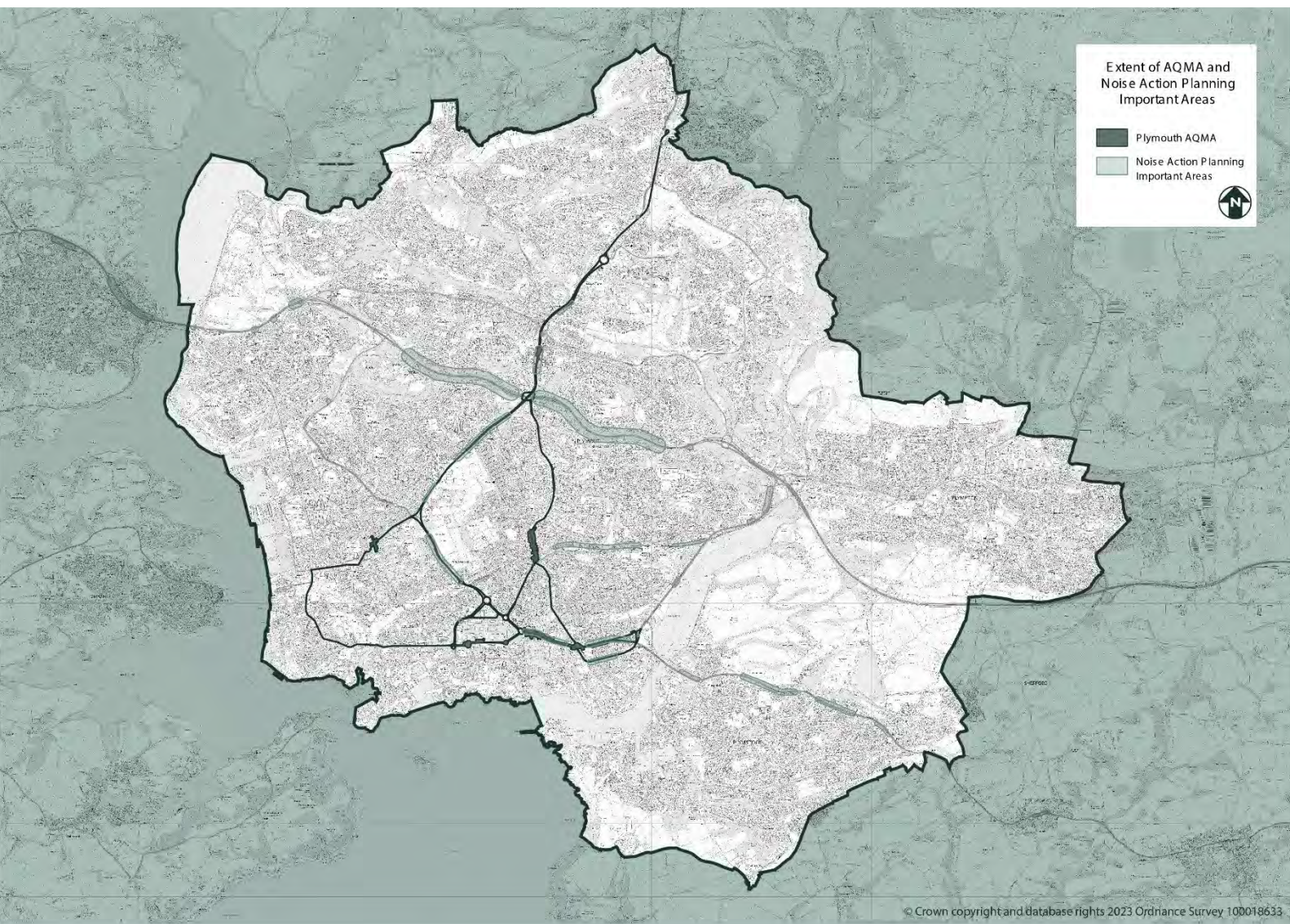
The approach to reaching net zero in Plymouth by 2030, outlined on our [Climate Connections website](#), encourages policy makers and service providers to work in partnership to make all the elements of the city's transport system interact well together, including park and ride, public transport, walking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

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

1.3.2.2 PLYMOUTH AIR QUALITY ACTION PLAN

Plymouth has as a single city-wide Air Quality Management Area (AQMA) (Figure 7), this has been in place since 2014 due to levels of nitrogen dioxide that exceeded national objectives mainly due to road traffic emissions. This AQMA includes Exeter Street, Mutley Plain, Stoke Village, Royal Parade and Tavistock Road, all of which are bus routes, and their connecting roads.

Figure 7: Air quality management area declared for Plymouth and noise important areas identified by Defra



Air quality is continuously monitored via automatic monitoring stations located at Royal Parade, Mutley Plain, Plymouth City Centre and Tavistock Road all of which are located on bus corridors. Additionally, air samples are collected monthly from across the city and sent for analysis.

All data collected determines air quality against national air quality objectives, and currently Plymouth is seeing improvement in air quality across the city. Information is collated in an Annual Status Report which is submitted to Defra, all of these are available on the Council's [air quality webpage](#).

The BSIP has a key role to play in improving Plymouth's air quality both through encouraging modal shift away from the private car and through helping the operators invest in modern vehicles for Plymouth's bus services and will feature in the [Air Quality Action Plan](#).

1.3.3 BSIP ALIGNMENT WITH STRATEGIC HEALTH AND WELLBEING PLANS

1.3.3.1 PUBLIC HEALTH: THRIVE PLYMOUTH

Since 1 April 2013 local authorities have been responsible for improving the health of their local population. In Plymouth, as well as improving health overall, there has been an ongoing focus on reducing health inequalities.

One of the ways that health inequalities are being reduced is through the [Thrive Plymouth Programme](#), the Council's 10-year programme to improve health and wellbeing and reduce health inequalities, which started in 2014.

One of the behaviours underpinning the Thrive programme is 'moving' and the ambition is to encourage people to move around more in their day-to-day lives. Delivery of the BSIP enables people to move around the city more easily and will result in a reduction in car journeys, thereby supporting the ambition to encourage people to move more, as well as addressing other public health concerns, for example improving air quality.

The BSIP also helps to address health inequalities through improving access to services.

It is vital that everyone can travel to key locations from wherever they live, such as Derriford Hospital and other NHS sites, leisure facilities and green and blue spaces in and around Plymouth; improving bus services meets this need. The improvement of bus services means that there will be equal opportunity for residents across the city, including residents who do not have access to a car, or those residents who live in more deprived areas and / or in low-income households, to access services improving the health and wellbeing of the city.

1.3.3.2 PLYMOUTH VIOLENCE AGAINST WOMEN AND GIRLS COMMISSION

In November 2021, Plymouth City Council announced a new multi-agency Commission to tackle violence against women and girls.

The Commission launched its [VAWG report](#) in May 2022 and recommended that Plymouth as a city deliver future VAWG-related work in four priority areas, with 15 key recommendations around the following commitments:

- Driving the culture change needed to challenge male violence against women and girls
- Supporting women and girls who have been subjected to male violence and abuse
- Creating safe places and spaces
- Ensuring the building blocks are in place to enable real change to happen

Public Transport has a key role to play in ensuring the safety, and perceived safety, of women and girls.

Work across the city continues with a focus on women's safety, and over the last year, reviews have been made around pedestrian routes, public transport infrastructure, street lighting and CCTV. The Domestic Abuse and Sexual Violence (DASV) Partnership and the VAWG Lead welcomes ongoing work with public transport operators to see what more can be done to further review and improve infrastructure, especially around improving the regularity and reliability of public transport, which will help increase safety and feelings of safety of women across the city.

This BSIP will help to achieve the priorities of the VWAG Commission and deliver a safe, integrated, welcoming bus service. In support of this work, in June 2023 Plymouth Citybus signed up to the Neighbourhood Watch Community Safety Charter and are promoting this on their vehicles throughout the city.

The aim of the Charter is to involve a wide range of local organisations, charities, businesses and groups in crime prevention activity with the goal of eliminating harassment, antisocial behaviour, and intimidation experienced by anyone who lives, works, studies, or visits anywhere in England and Wales. Signatories to the Charter agree to do whatever they can together to provide an environment that is safer for everyone by committing to:

- Promote a culture that does not tolerate antisocial behaviour, harassment, intimidation and hostility towards others
- Enable others to identify and take an active stance against these crimes and incidents
- Actively encourage and support those who experience or witness these crimes and incidents to report them to the relevant authorities
- Support those affected and signpost those who need further support to agencies who can help them

1.3.3.3 EQUALITY, DIVERSITY AND INCLUSION

Our approach to equality and diversity is set out in our Equality and Diversity Policy. This is integral to our commitment to making Plymouth 'a fairer city where everyone does their bit'.

An Equality Impact Assessment (EIA) has been undertaken for this BSIP (Appendix A) and will be reviewed alongside the BSIP.

I.4 STRATEGIC OUTCOMES

Table 3 summarises the strategic outcomes that we will achieve through the delivery of the Plymouth BSIP.

Table 3: Strategic outcomes to be achieved through the Plymouth BSIP

Outcome	Contribution
Supporting the local economy and facilitating economic development	<p>Reducing levels of traffic congestion for a more efficient transport network</p> <p>Improving access to employment, shops, services and facilities</p> <p>Helping commercial operators to maintain and expand their networks</p>
Delivering wider social and health benefits	<p>Improving access to employment, healthcare, education, retail and social activities tackling social exclusion</p> <p>Connecting people to local services and opportunities supporting physical and mental well-being</p> <p>Creating better spatial environments that promote active travel and healthier lifestyles</p> <p>Improving customer satisfaction, helping to attract and retain bus passengers</p>
Enabling a reduction of carbon emissions and improving air quality	<p>Encouraging modal shift and reducing dependence on private cars to reduce the carbon emissions being emitted</p> <p>Engaging with local residents, businesses and new housing developments to encourage more sustainable travel habits</p> <p>Supporting investment in low emission vehicles by operators to reduce the carbon emissions emitted by the growing bus fleet</p> <p>Improving air quality through reducing the number of cars on the road and improving the Euro rating of the bus fleet</p>

I.5 BSIP DURATION AND REVIEW

I.5.1 DURATION

This BSIP will span the period 2023 to 2034, aligning with the overarching Plymouth Plan timescales.

Alignment with the Plymouth Plan has been chosen because, since 2017, Plymouth's Local Transport Plan and related transport policies, such as this BSIP, have been integrated within the Plymouth Plan. Therefore working towards the same timescales will ensure that the BSIP can be delivered in accordance with the other key policies and transport strategies, which have previously been outlined in this section.

I.5.2 BSIP REVIEW

The BSIP will be reviewed and updated, as and when necessary. The BSIP updates will be published and available to read on the Council's [Plymouth's bus service improvements](#) webpage.

SECTION 2: CURRENT BUS OFFER TO PASSENGERS



SECTION 2: CURRENT BUS OFFER TO PASSENGERS

2.1 INTRODUCTION

Plymouth is a bus-based city, and we already have a comprehensive bus network upon which to build to achieve our BSIP ambition. This section sets out what we currently have to offer, the great work achieved to date, both as a Local Authority and with our operators, and the challenges that we face to grow our patronage and make buses the mode of choice, both within the city and across the wider travel to work area.

2.2 IMPACTS OF COVID-19 ON LOCAL BUS SERVICES

As was seen nationally, the pandemic had a significant impact on public transport, and Plymouth was no exception to this. Bus services saw patronage plummet in 2020-21, and services significantly reduced to cater for key workers and to provide access to essential services. As restrictions were eased we have seen passengers return but still not to the levels of 2019-20. Whilst fare-paying passengers are coming back to the buses, particularly young people, concessionary passengers are much slower to return. However, services have generally been retained, although frequencies have reduced on some routes with Park and Ride services being particularly badly affected. Reliability has proved problematic over the last year as operators have experienced severe staff shortages, which has had a negative impact on patronage growth. The full impacts are set out in more detail within this section of our BSIP.

One positive outcome from the pandemic was the enhanced cleaning regimes that operators developed on our buses. Cleanliness of buses was something that service users had identified as requiring improvement, so we are pleased to say that these enhanced cleaning regimes have and will remain in place in the future. This commitment from our operators is set out within our [Enhanced Partnership Scheme](#).

Factors such as the increase in people working from home and online shopping are here to stay, and we are now in our 'new normal' and looking forward to managing our new challenges to bring the bus back better and exceed our pre-pandemic patronage over the life of this BSIP.

2.3 PLYMOUTH BUS NETWORK OVERVIEW

Plymouth already has a very comprehensive bus network, as can be seen from our Public Transport Network Map (Figure 8). However, the lasting impact of the COVID-19 pandemic has negatively impacted on service frequencies on some corridors, and created gaps in service that did not previously exist. Through our delivery aspirations set out in section 4 we can and will reverse this trend.

Over 91 per cent of the Plymouth network is operated on a commercial basis, with the Council providing financial support for the remaining 8.4 per cent.

The high level of commercial operation clearly shows our operators' commitment to the city, and whilst frequencies on the commercial network have been reduced on some services, these remain under continuous review to ensure service levels meet demand.

As the LTA, we also keep our non-commercial routes network under constant review to ensure we are providing services where they are most needed and representing best value for money for our taxpayers.

Figure 8: Plymouth's Public Transport Network Map (as at October 2023)



2.3.1 BUS OPERATORS

Plymouth Citybus (part of the Go-Ahead Group) and Stagecoach South West (part of the Stagecoach Group) operate over 99 per cent of all bus services within Plymouth, both commercial and tendered. Both operators also provide a wide range of inter-urban and cross-boundary services, linking Plymouth with our neighbouring authority areas and the wider travel to work area.

The average age of the Plymouth bus fleet is 10.8 years. This reflects a recent lack of investment in newer vehicles due to the impact of the pandemic and ongoing situation with regards to rising costs and reduced patronage. However, Plymouth's local bus network does comprise low emission vehicles, each with Low Carbon Certification (see Appendix B) and we plan to introduce zero-emission buses to our vehicle fleet as soon as possible in order to achieve our net zero goals and tackle climate change.

Small and medium-sized operators (SMOs), Tally Ho Coaches and Country Bus, operate a small number of tendered services under contract to Devon County Council, providing links from other parts of Devon into Plymouth.

Complementing the core network, Access Plymouth provide a long established community transport service within Plymouth, under a S19 permit, in the form of Dial-A-Ride and community car, under contract to the Council. These services offer a vital lifeline to those unable to access conventional bus services due to age or disability.

Community Transport operators, Gorran and District Community Bus Association Ltd and Downterry and District Community Bus Association Ltd, also operate infrequent registered community transport services into Plymouth from Cornwall.

All operators have been invited to participate in the development of this BSIP.

2.3.2 PATRONAGE

Plymouth is a bus-based city, with over 18 million journeys being made each year prior to 2020-21. Clearly, the pandemic had a catastrophic impact on patronage, but as can be seen in Table 4, we are now starting to see a recovery, with total trips back up to 80 per cent of pre-pandemic levels.

Table 4: Bus patronage in Plymouth and England

		2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Plymouth	Total Patronage	18,652,931	19,016,310	18,027,681	6,881,673	12,481,802	14,430,064
	% change (year on year)	N/A	+2%	-5%	-62%	+81%	+16%
England ¹³	Total Patronage (millions)	4,347	4,305	4,071	1,581	2,839	N/A
	% change (year on year)	N/A	-1%	-5%	-61%	+80%	N/A

As can be seen from Table 4, Plymouth patronage is heading in the right direction and slightly exceeding the England average. Our operators have reported that they are seeing quite significant increases in the number of young people travelling and we wish to build on this through the measures set out in Section 4, ensuring that travel habits that are developing at a young age continue as young people grow older, and are passed on to future generations.

Concessionary patronage, however, has been much slower to return with concessionary trips currently at 65 per cent of pre-pandemic levels. As can be seen from Table 5, concessionary patronage was in decline before the pandemic, resulting mainly from the increase in the age at which residents become entitled to a pass in line with the state pension age, and more stringent assessments being introduced locally for those applying for a pass on the grounds of disability.

¹³ Department for Transport Statistics Table BUS0109a Passenger journeys on local bus services by local authority in England from 2009-10

Table 5: Concessionary patronage in Plymouth

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

In terms of passenger journeys per head of population (Table 6) Plymouth is performing marginally better than the England average. Within the far South West region, we are comparable with our neighbouring unitary authority in Torbay, and slightly better than Devon. Whilst in Cornwall journeys per head of population are slightly below 2019-20 levels, they are showing significantly lower levels of decline. This is likely to be due to the introduction of significant improvements in services and the introduction of the Cornwall fares pilot during the period reviewed.

Table 6: Bus passenger journeys per head of population

Local Authority	Average Passenger Journeys on local services per head of population (2019-20)	Average Passenger Journeys on local services per head of population (2021-22)	Percentage Change
Plymouth	68.1	47.7	-30%
Cornwall	13.9	13.5	-3%
Devon	29.4	19.7	-33%
Torbay	53.4	37.3	-30%
England	72.3	50.2	-31%

We want to ensure through our BSIP that we are doing all we can to encourage the return of all passengers, both concessionary and fare paying, by providing fast, frequent and reliable services, whilst at the same time ensuring passengers feel comfortable, safe and confident to use our buses. Boosting passenger confidence in bus travel will be vital to growing bus patronage to meet our patronage targets.

2.3.3 BUS SERVICES

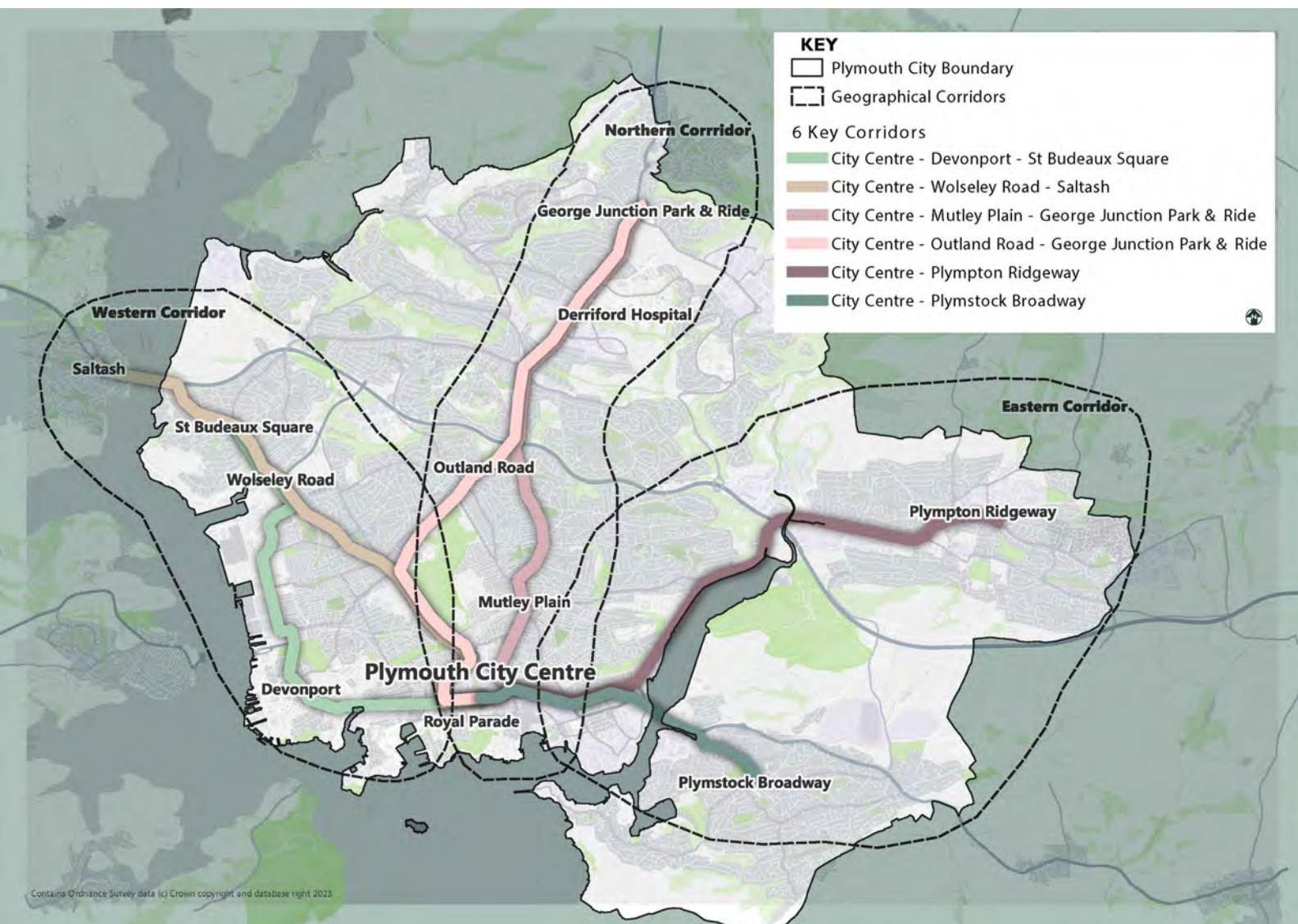
An extensive network of bus services covers Plymouth and its fringes. Most local bus services start, terminate or call at Royal Parade, the main bus terminus in the city centre, with many of these services operating on a loop through city centre streets (Mayflower Street, Western Approach, Union Street,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

All current bus routes are shown on the public transport network map (Figure 8).

Within Plymouth there are six core bus corridors (Figure 9). These are:

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

Figure 9: Plymouth's Core Corridors



All but three routes operate along at least part of one or more of our key corridors before serving their intended communities.

Table 7 shows the current routes (as at June 2023) serving each of these corridors, either in full or in part, by operator. As can be seen, four of the six corridors have a relatively good level of service, but two of them (City Centre – Outland Road – George Park and Ride and City Centre – Plymstock Broadway) have poor levels of end to end direct provision. We will address this through our delivery aspiration to set the same minimum frequency standards for all six core corridors.

Table 7: Corridor routes

Corridor	Plymouth Citybus Services		Stagecoach South West Services	
	Full Route	Part Route	Full Route	Part Route
City Centre – Devonport (via Union Street) – St Budeaux Square	21, 21A, 21B	14	None	None
City Centre – Wolseley Road – Saltash	11, 12, 72	13, 16, 33, 36, 43, 50, 51, 70, 70A, 70B, 71	2, 2A	None
City Centre – Mutley Plain – George Junction Park and Ride	42C	8, 9, 27, 35, 35A, 41, 42, 42A, 42B, 44, 60, 61	1, 1A	None
City Centre – Outland Road – George Junction Park and Ride	None	34, 60, 61	None	None
City Centre – Plympton Ridgeway	21, 21A	20, 20A, 50, 51, 59	None	52, 200
City Centre – Plymstock Broadway	None	5, 5A, 48	3	4, 4A, 4B, 4C, Gold

Prior to the pandemic a number of these routes operated on up to a 10-minute frequency on Monday to Saturday daytimes. However, given the pressures faced by our bus operators in terms of patronage growth, increasing costs, and staff shortages, frequencies on a number of routes have been reduced to 15 minutes, with some services operating at 15 or 20 minute frequencies before the pandemic, being reduced to half hourly. Weekday evening and Saturday peak hour services have been particularly badly affected, with evening services curtailing either completely or to low frequency from as early as 1800 hours, and Saturday morning services operating at up to hourly frequencies up to 1000 hours.

Evening and Sunday frequencies have always seen a fairly significant reduction when compared with daytimes, but as Monday to Saturday frequencies have reduced, this has fed through to evenings and Sundays, further widening the gap.

We will address this through our BSIP delivery mechanism to enhance frequencies on core corridors to every 5 minutes between 0700 and 1900 hours Monday to Saturday and every 15 minutes in the evenings and on Sundays and Bank Holidays. This will eliminate inequalities across the city, and ensure that everyone can be connected to the people and places they want and need to be.

Accessibility to public transport services in Plymouth has been determined¹⁴ and Table 8 shows the impact of the pandemic on service frequencies at different times of the day between 2021 and 2023.

¹⁴ GIS software Super Output Areas were reviewed with a 400m buffer area plotted bus routes

Table 8: Accessibility to public transport services

	2021	2023	% Point Change between 2021 and 2023
Monday - Friday	98% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the weekday morning peak .	83% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the weekday morning peak .	-15
	87% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the weekday evening .	52% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the weekday evening .	-35
	83% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the weekday morning peak .	69% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the weekday morning peak .	-14
	43% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the weekday evening .	40% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the weekday evening .	-3
Saturday	86% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the morning peak .	66% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the morning peak .	-20
	56% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the off-peak.	52% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the off-peak.	-4
	66% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the morning peak .	43% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the morning peak .	-23
	35% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the off-peak.	41% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the off-peak.	+6
Sunday	51% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the morning peak .	42% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the morning peak .	-9
	32% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the off-peak.	25% of the population are within 400m of a corridor operating services at a frequency of at least 30 minutes in the off-peak.	-7
	30% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the morning peak .	22% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the morning peak .	-8
	14% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the off-peak.	12% of the population are within 400m of a corridor operating services at a frequency of at least 15 minutes in the off-peak.	-2

Accessibility to services in 2023 is summarised in Table 9 and shows that accessibility to frequent services¹⁵ is reasonably good on weekday daytimes, but deteriorates significantly in the evenings and at weekends.

Table 9: Accessibility Summary

	Weekday		Saturday		Sunday	
Frequency	AM	Off-Peak	AM	Off-Peak	AM	Off-Peak
Every 30 minutes	83%	52%	66%	52%	42%	25%
Every 15 minutes	69%	40%	43%	41%	22%	12%

The maps shown in Appendix C outline the above information in terms of how frequencies vary in different parts of the city.

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

2.3.4 NON-COMMERCIAL ROUTES

Part of the reason behind good levels of accessibility to weekday bus services is the provision of subsidised services. As of 1 October 2023, the Council provided financial support for 11 bus services (listed in Table 10). Without financial support, these services would be deemed commercially unviable and would not operate, thereby reducing accessibility to healthcare, employment, shopping and leisure services.

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

Table 10: Plymouth City Council's non-commercial routes network (June 2023)

Service Number	Operator	Route	Days of Operation	Kilometres per Week
1A	Stagecoach South West	Elburton to Sherford	Monday – Sunday Inc. Bank Holidays	1,235
4	Stagecoach South West	City Centre to Plymstock via Saltram Meadow	Monday – Sunday Inc. Bank Holidays	1,611
4A	Stagecoach South West	City Centre to Hooe via Saltram Meadow	Monday to Friday Exc. Bank Holidays	862
4B	Stagecoach South West	City Centre to Elburton via Saltram Meadow	Monday to Friday Exc. Bank Holidays	795
4C	Stagecoach South West	City Centre to Saltram Meadow	Monday to Friday Exc. Bank Holidays	112
13/13S	Plymouth Citybus	13: Saltash Passage to City Centre via Weston Mill and Camels Head	13: Monday to Friday Exc. Bank Holidays	13: 709
		13S: St Budeaux to Kings Tamerton via Barne Barton (School journey only)	13S: Term time only until 09:28am	13S: 101
14	Plymouth Citybus	Derriford Hospital to City Centre via Ham, Keyham, Mutton Cove and Devonport	Monday – Saturday Exc. Bank Holidays	2,170
27	Plymouth Citybus	City Centre to George Junction Park and Ride via Lower Compton, Efford, Eggbuckland and Mainstone	Monday to Friday Exc. Bank Holidays	2,038
52	Stagecoach South West	Plympton to Derriford Hospital via Coypool Park and Ride	Monday to Friday Exc. Bank Holidays	1,743
200	Stagecoach South West	Coypool Park and Ride to City Centre	Monday to Saturday Exc. Bank Holidays	3,079

The Council measures the success of its non-commercial routes network based on the cost per passenger journey, using a benchmark of £2.00. Where services perform around this level ongoing subsidy can be justified. If the figure falls well below the benchmark, discussions take place with the operator to consider any commercial offering to reduce the cost to the Council. Where the cost per journey far exceeds the benchmark, consideration has to be given to terminating these services or amending them with a view to making them more viable.

Between 2018/19 and 2019/20 patronage on the non-commercial routes network saw a positive increase, although the cost per passenger journey increased slightly due to an increase in costs on some contracts during the year. However, by their very nature, these services do tend themselves to a high proportion of elderly customers, and as such patronage on these routes were severely impacted by COVID-19 with patronage falling by over 62 per cent in 2020/21, and some routes being temporarily suspended.

Whilst patronage has recovered reasonably well since 2021, it has been necessary to make changes to the non-commercial routes network given the challenges that local bus operators have faced, particularly in terms of stifled revenue and increasing costs, with the Council now supporting services that had operated on a commercial basis before the pandemic. It is, however, pleasing to note that the Council did step in to financially support five routes in part, in early 2022, as they were on the brink of withdrawal, but these have subsequently been taken back by the operator on a commercial basis, albeit with some route changes and frequency reductions.

In 2022, a retender of the existing non-commercial routes network was undertaken, as there were two routes that were not able to revert to commercial operation. Given the unprecedented financial situation that the Council is in, it was necessary to withdraw five routes that had previously formed part of the non-commercial routes network, given their low patronage levels and high cost per passenger. Two of these routes have now been reinstated, one through working with our neighbouring authority in Devon to divert one of their non-commercial routes to serve the unique sections of our route, and one where the operator of our service 13 has provided a commercial extension to serve another unique area on a 'use it or lose it' basis. Given a change of administration our Cabinet Member is keen that we look at replacing the other 3 routes that were withdrawn, at least in part, and given our allocation of BSIP+ funding we are giving consideration to reinstating services on sections of route where the greatest number of passengers were carried.

As can be seen from Table 11, patronage continues to grow with our average cost per passenger journey now exceeding our £2.00 benchmark.

Table 11: Plymouth's non-commercial routes network – total patronage and average cost per passenger

Measure	Year				
	2018/19	2019/20	2020/21	2021/22	2022/23
Spend on non-commercial routes	£573,339.41	£647,490.77	£817,833.78	£832,380.20	£1,314,033.93
Subsidised services patronage	356,074	377,412	141,937	306,417	955,233
Average cost per passenger for providing the services	£1.53	£1.72	£6.10	£2.88	£1.38

The Council's budget for supporting non-commercial routes has seen a reduction for the current financial year, meaning we will need to be creative in how we tender our services going forward, and continue to seek alternative sources of funding. The Council has a good track record of securing Section 106 funding from new developments to support bus services with £625,377.32 being available in 2023-24 and a further £1,467,145.55 already available to fund one route through to 2026 and a further 5 routes through to 2028-29.

In addition to the above, the Council also receives LTA Bus Service Operators Grant of £85,008, which is also used to fund these services.

Recovery funding received from the Department for Transport to help maintain service provision both during and since the pandemic was welcomed. Until January 2023 the funding was used to offset the operators lost revenue, to ensure that the tender prices could be maintained based on the expected income calculated by the operator at the time of their tender submission. However, given the impact of the pandemic on the commercial network, services operating as part of the Council's non-commercial routes network had to change to ensure routes serving larger communities were protected, and more recent tranches of the LTA Local Transport Fund have therefore been used to support these routes since the start of 2023.

Up to date information on Plymouth's non-commercial routes network can be found on the Council's [tendered services webpage](#).

2.3.5 PARK AND RIDE

There are three park and ride (P&R) sites in Plymouth. The sites are all located on different key transport corridors, currently with a total of 1,900 parking spaces. These sites include:

- Coypool (402 spaces), located by the A38 Marsh Mills Roundabout, which serves those travelling from the eastern side of the city.
- The George (731 spaces), situated on the A386 Tavistock Road, which serves the northern corridor.
- Milehouse (607 spaces), near Home Park, which is accessible from the northern and western corridors.

At Coypool P&R the car park is open 24/7. There are toilets, EV charging points and Bikeaway cycle lockers for customers to use. The site is located at the entrance to Plymbridge Woods and is therefore also very popular with walkers and cyclists. Bike hire is available in the car park, provided by Plymouth Bike Hire. The Plym Valley Steam Railway is also located adjacent to the site, and visitors attending their events also use the car park, albeit predominantly on Sundays when the Park and Ride service is not operational. Parking is available in this car park for up to 8 motorhomes and long wheel-base vans and it is also used as a motorcycle training school and for car boot sales.

As an important and well used modal interchange location near Derriford Hospital, Derriford Business Park and University of St Mark & St John, The George P&R site has an excellent terminal building for customers to use. The building is maintained by the Council and offers an indoor waiting area with seating, toilets, showers and information facilities. Staffing at this site is currently provided by Plymouth Citybus under contract to the Council. Whilst the car park itself, is accessible 24/7, the terminal building currently opens Monday to Friday between 0630 and 1500 hours. Prior to the pandemic the Park and Ride operator managed the site for the duration of the Park and Ride operating hours, but this is no longer an option on a commercial basis, resulting in reduced hours that the Council can currently afford. Cycle lockers and EV charging points are available on site, and the site is also a hub for our Beryl Bikes.

Finally, the Milehouse P&R offers cycle lockers and EV charging facilities to customers and is open 24/7. The site is also popular for those wanting to undertake leisure activities in Central Park and at the Plymouth Life Centre. It is also the site used for Plymouth Argyle Football Club home fixtures, and any other large events such as concerts at the club, although the football club do not have exclusive use of the site, it works on a first come first served basis.

In terms of service provision, all three sites had a dedicated commercial service to the city centre prior to the pandemic. However, given changes in demand for park and ride services, particularly due to changes in people's working and shopping habits, and concessionary passengers being slow to return to the buses, dedicated service provision has been eradicated over the last 12 to 18 months.

The Coypool Park and Ride service now requires full subsidy and currently operates at a 20 minute frequency between the park and ride site and the city centre on Mondays to Saturdays between 0630 and 1910. We have also recently re-routed one of our non-commercial routes (service 52) into this site to provide a new park and ride link from the east of the city to Derriford Hospital.

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

Whilst the level of service currently provided meets demand, given the planned expansion of the George Park and Ride site (detailed in section 2.3.5.1), and our longer term proposal to expand the Coypool Park and Ride site, as set out in our delivery plan, we want to improve our park and ride offer to a 7 day week operation at a 10 minute frequency so that passengers know they can just turn up and go. Alongside this, we also want to extend the opening hours of the terminal building at the George Park and Ride site to ensure that the facilities on offer are available to everyone at all times when these services are operating. To help deliver this ambition we will be establishing a park and ride task force.

There are significant plans to improve our city centre over the next 2 to 3 years, which will attract people into the centre to shop and participate in leisure activities. The proposals for enhancing the Park and Ride offer in Plymouth supports the regeneration of the city centre and helps us in achieving our vision to be Britain's Ocean City – one of Europe's most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone.

2.3.5.1 ENHANCING PLYMOUTH'S PARK AND RIDE OFFER

The Woolwell to The George (WTTG) major transport scheme is currently being implemented along the northern corridor of Plymouth. This scheme will help reduce congestion on a major bottle neck along the northern corridor, improve air quality in the community, and provide better sustainable transport connectivity on key commuter routes, as this is the primary bus corridor from the north of Plymouth heading to Derriford Hospital and the city centre. Through this scheme, 2,000 new houses will be built in the Woolwell community and the George Park and Ride site will see an additional 500 car parking spaces, including 100 EV charging bays, which is currently planned for completion in 2024.

A further P&R site, to the south of the A38 and west of Deep Lane junction, was granted outline planning permission in 2013 as part of the Sherford new community¹⁶. This site will initially have 500 spaces, increasing to 1000 spaces later during the development, with the initial phase due to complete ahead of 1,100 occupations.

As set out in our delivery plan in Section 4, a long-term aspiration also exists for expansion of our Coypool Park and Ride site, although work on this has not been progressed to date.

2.4 PARTNERSHIP WORKING

As can be seen throughout the BSIP, Plymouth has a strong working relationship with our neighbouring local authorities, working together to ensure seamless cross-boundary travel. However, we are always keen to understand and share best practice with local authorities across the country for all aspects of public transport. The most recent example of this is linked to the tendering and award of our bus shelter contract where we have sought advice from local authorities including Leicester City Council, Southampton City Council, Portsmouth City Council, and Brighton and Hove City Council ahead of going to tender, and since contract award in 2022, have been seen as a 'go to' authority for advice from others looking to renew their bus shelter contracts, including Transport for Greater Manchester, Nottingham City Council, Oxford City Council and Swindon Borough Council.

We also have a good relationship with Bournemouth, Christchurch and Poole Council with whom we regularly share best practice on real time passenger information, and have most recently looked at ways to improve marketing with Portsmouth City Council. We also participate in a number of national transport forums including ATCO (Association of Transport Co-ordinating Officers), and various Department for Transport forums, to ensure we know what others are doing around the country in order that we can consider how this could be adopted within our own area.

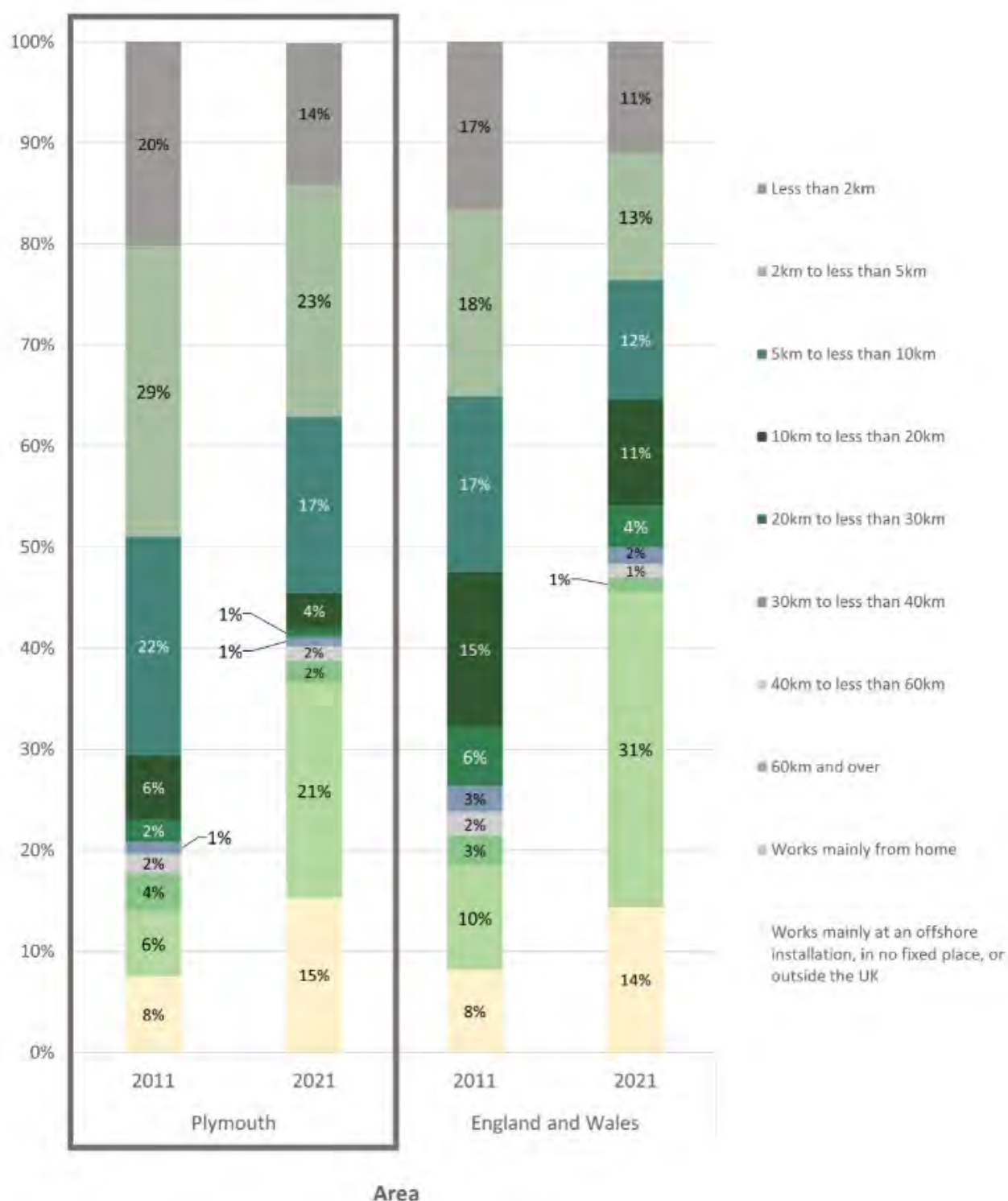
2.5 TRAVEL TO WORK

The Council, recognises that our travel to work area goes beyond our administrative boundary and includes parts of South Hams, including Ivybridge, West Devon, including Tavistock, and Cornwall including the Rame Peninsula, Torpoint and Saltash.

¹⁶ WSP|PB, 2017, *Plymouth and South West Devon Joint Local Plan – Baseline Transport Conditions Report*, [PlymouthSouthWestDevon|LPBaselineTransportConditionsReport 2017.pdf](#)

Routes into and out of the city are also important in order to make buses the natural choice for everyone (not just those without cars) and to boost bus patronage. During the development of the BSIP the Plymouth BSIP partnership 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, for example through monthly Bus Back Better meetings involving all four Local Transport Authorities and active participation in the Peninsula Transport shadow Sub National Transport body.

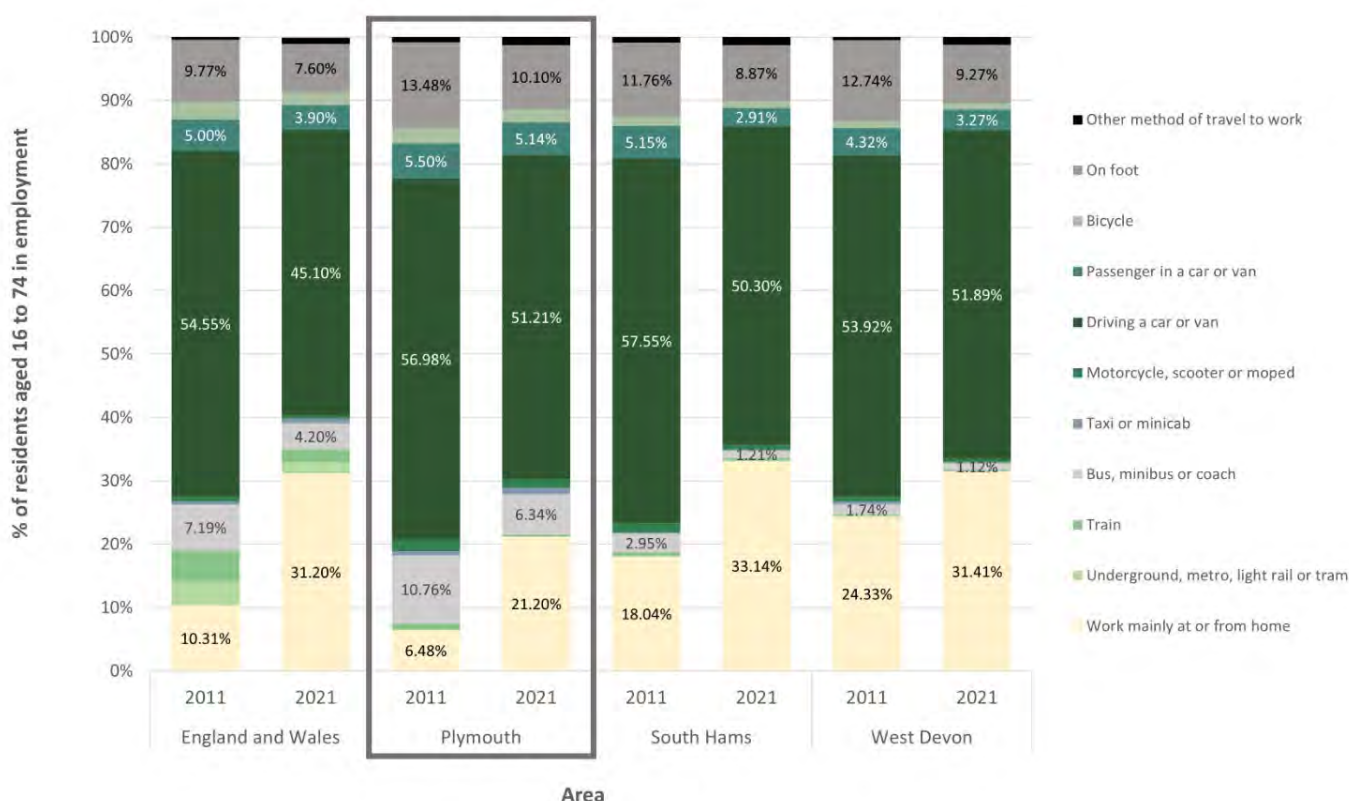
Figure 10: Distance travelled to work by percentage of commuters in Plymouth compared to England and Wales (2011 and 2021 Census)



However, the pandemic has had a significant impact on the way people work, with many office based workers now regularly working from home. 21 per cent of Plymouth's working age population now regularly work from home compared with 6% before the pandemic (Figure 10) although this is still well below the England average and figures for our neighbouring authorities in South Hams and West Devon, likely to be reflective of their more rural locations.

Within Plymouth 54 per cent of residents travel less than 10km to their place of work and, whilst commuting by bus and other sustainable modes has seen a reduction between 2011 and 2021, it is still encouraging to see that commuting by bus remains higher in Plymouth than across England & Wales, excluding London (Figure 11).

Figure 11: Method of travel to work by percentage of residents aged 16 to 74 in employment, by Plymouth and South West Devon JLP Planning Authority (2011 and 2021 Census)¹⁷



Figures 12 and 13 clearly show that the reduction in bus travel is not as significant as the reduction in car travel, which is likely to be as a result of those more reliant on bus travel being employed in jobs where a physical presence is necessary such as those working in hospitals, shops, construction and manufacturing.

¹⁷ N.B this excludes those not in employment and aged 15 and under.

Figure 12: Percentage travelling to work by bus (2011 and 2021 comparison)

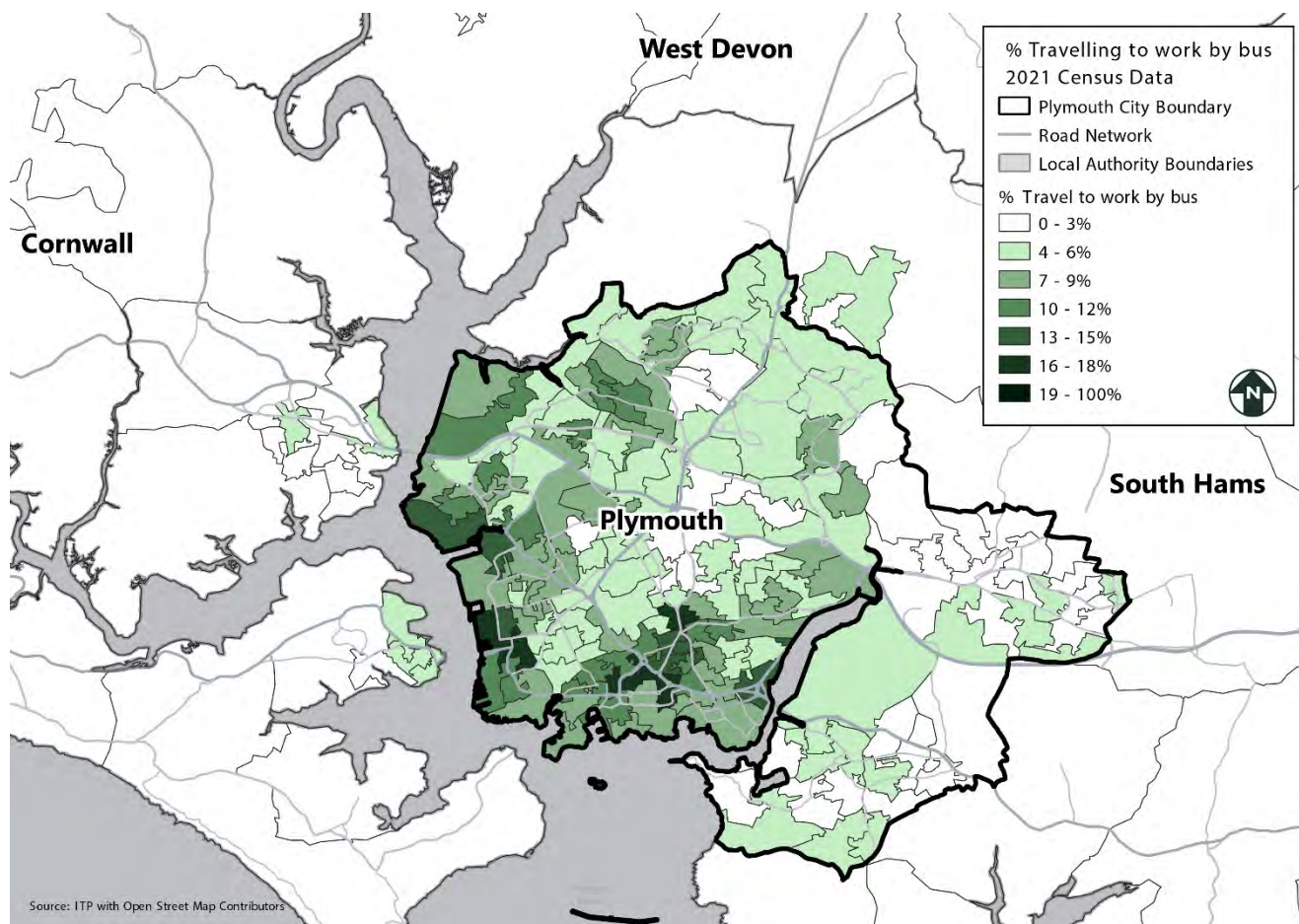
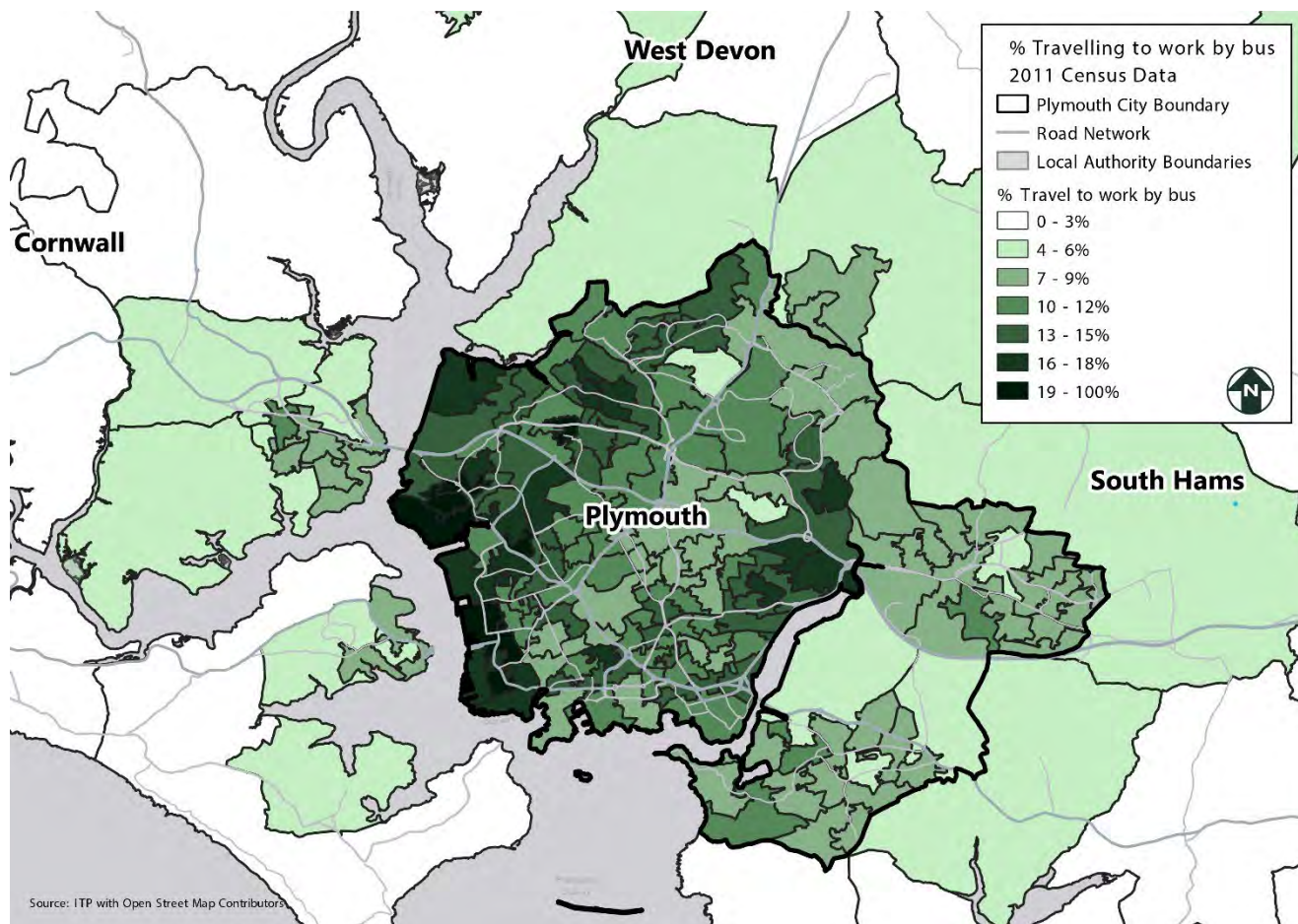
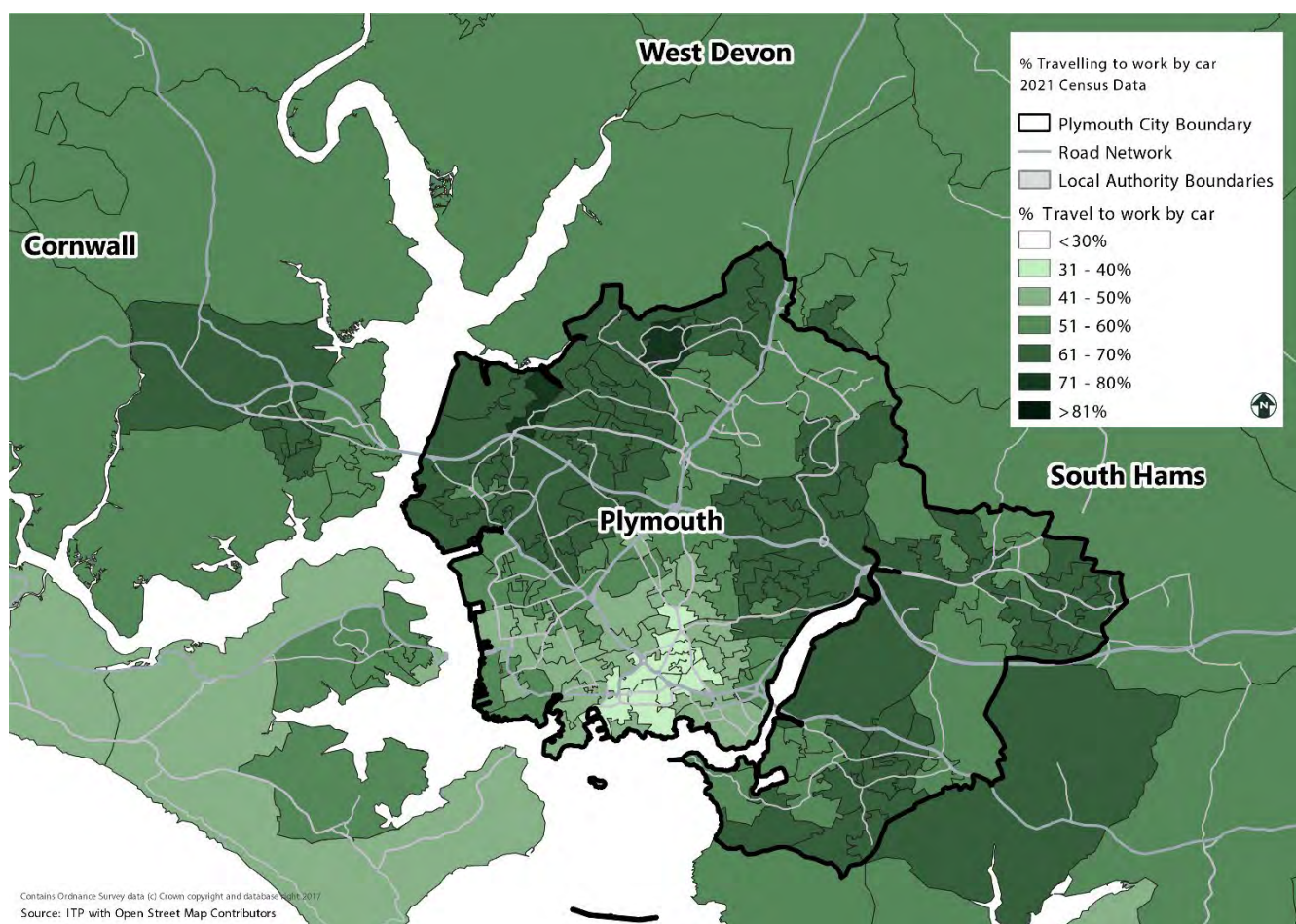
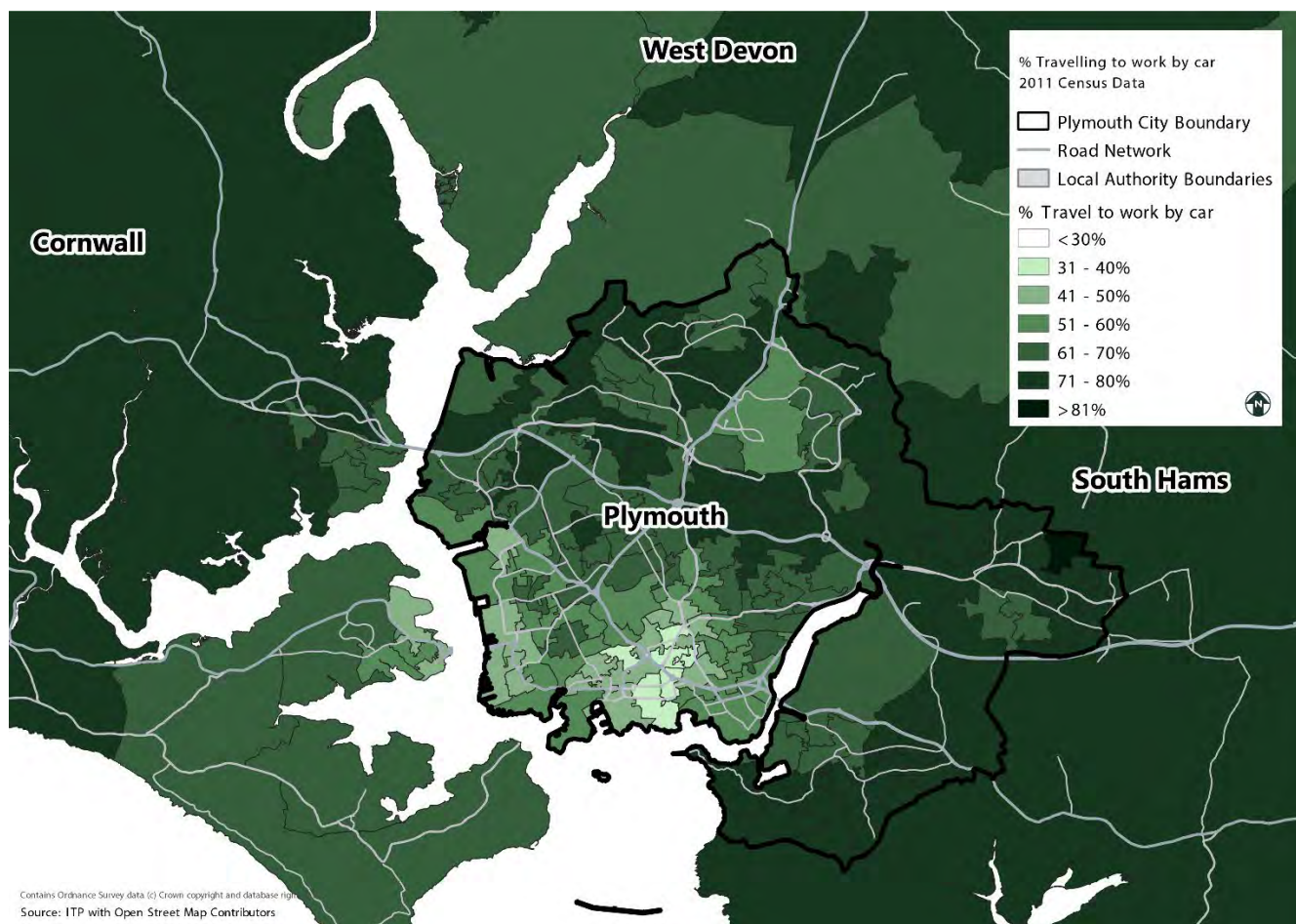


Figure 13: Percentage travelling to work by car (2011 and 2021 comparison)



2.6 FARES AND TICKETING

A range of tickets are available to purchase on Plymouth's buses, including single and return tickets, day tickets, group tickets and longer season passes. Tickets can be purchased both on the bus and online. Mobile tickets are also available on Plymouth's principle bus operators, Plymouth Citybus and Stagecoach South West.

All of Plymouth's bus operators accept contactless payments, cash fares and concessionary bus passes in order to ensure our local bus services are accessible to everyone. Contactless ticket machines have been installed on all local buses to allow passengers to board quickly.

Tap & Cap ticketing technology was introduced on the Plymouth Citybus fleet in July 2022. The system currently accounts for approximately 3 per cent of revenue, currently capping costs at day and week ticket values. The next phase, due for delivery later in 2023, will allow the system to calculate return trips so that the payment channel will always provide the best value ticket for the customer. The introduction of the £2 single fare cap has seen a reduction in people using the system, instead buying single tickets from the driver.

The Government's £2 fare cap scheme has helped passengers with the cost of bus travel for the past 6 months, as part of the Help for Households scheme. However, it has proved that price is not a major barrier when it comes to modal shift. Whilst bus passenger numbers are growing, it is currently not above those levels predicted by operators before the £2 cap was introduced. Operators have seen a significant shift in passengers buying single tickets on bus, over day and week tickets. This has led to increased dwell times at the bus stop, as each passenger purchases a new ticket for each trip.

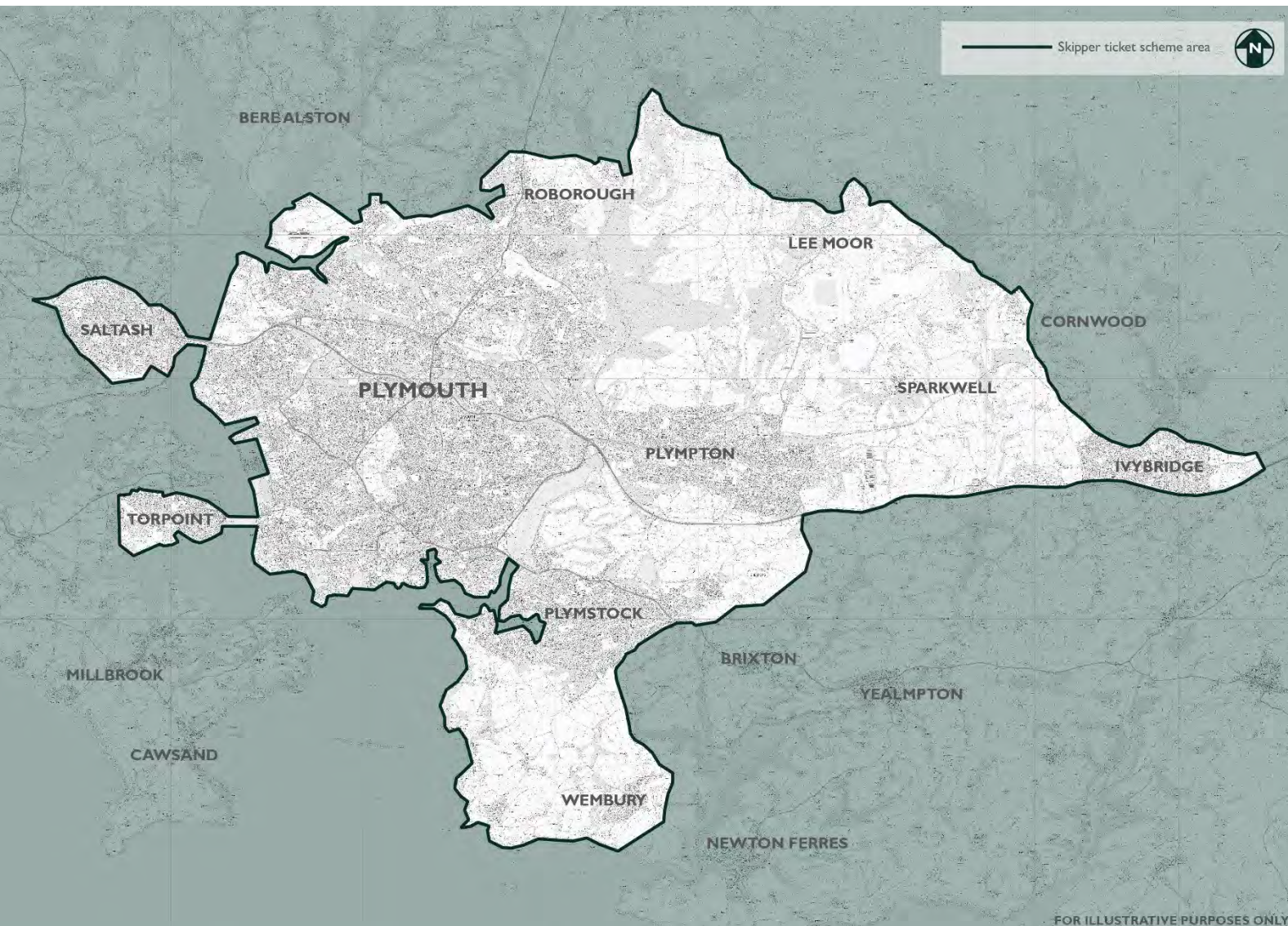
Ticket classes are broadly similar across operators, although the names of the tickets differ which can cause some confusion for passengers who need to use multiple services provided by different operators, and it is not always clear which ticket will be the best and/or cheapest option for their journey.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

Ticketing is perceived as complicated and expensive, with a general lack of awareness among bus users of the ticket options available. It seems that with the introduction of the £2 single fare cap, operators are realising that the current ticketing structures are too complex, certainly to encourage new passengers, and they are now reviewing fares with a view to simplifying the structure, offering a lesser number of better value ticket options. We expect to see these changes take effect from September 2023.

In order to simplify ticketing for bus passengers, in 2013 the Council and our local bus operators, developed a multi-operator 'Skipper' ticket. The ticket allows people to travel in Plymouth and the surrounding areas including Torpoint, Saltash, Roborough, Lanteglos, Ivybridge, Lee Mill, Smithaleigh, Wembury and Heybrook Bay (Figure 14) and can be used on Plymouth Citybus, Stagecoach South West and Tally Ho services. Any new operators that come into the city are able to participate in this scheme, and participation is a mandatory requirement for operators running services on the Council's non-commercial routes network.

The Skipper is currently available as a day, seven-day and 28-day ticket. Day tickets can be purchased on the first bus boarded, whilst seven and 28-day tickets can only currently be added to a smart card, which passengers can buy online from [Plymouth Citybus](#) or [Stagecoach South West](#) websites; from the Plymouth Citybus Travel Shop on Royal Parade; or from the driver on any Stagecoach South West bus.

Figure 14: Skipper ticket map



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

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

Plymouth's Skipper product is an established brand and a successful partnership exists between the cities operators and Council, through Skipper, providing a great platform to deliver a truly exciting ticket offer which will allow the question 'why would you catch the bus?' to be reversed and become 'why wouldn't you?'

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

The competitively priced inter-operable ticket is expected to spearhead passenger recovery, amongst fare paying passengers, and support modal shift leading to carbon and air quality improvements. This is currently calculated to be a saving of 3,586 tonnes of carbon, 9.87 tonnes of NO_x and 0.29 tonnes of PM₁₀, with a combined cash value of £285,714, based solely on newly generated Skipper journeys, in the first three years of the introduction of the enhanced Skipper ticket. The environmental benefits of all Skipper journeys, compared to car journeys for the same period, has been calculated to be a saving of 23,907 tonnes of carbon, 65.8 tonnes of NO_x and 1.92 tonnes of PM₁₀, with a combined cash value of £1.9 million. The enhancement of the Skipper is a game changer.

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

In addition to the above we will participate in regional ticketing programmes, working with our neighbouring authorities in Devon, Cornwall and Torbay, and bus companies across the peninsula to support cross boarder bus journeys. Through the BSIP we commit to working with partners on cross border connections and possible collaborations for fare initiatives through the Peninsula Transport shadow Sub National Transport Body and other appropriate forums.

2.7 PASSENGER INFORMATION

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

Through our Enhanced Partnership, a public transport network map will be produced by the operator with the largest market share in Plymouth (as defined by annual mileage) on behalf of all operators. The map will be updated each time there are service changes, up to a maximum number of three changes per annum. Now that the network is settling down into the new normal, we will be working with operators to limit service changes to twice a year through our Enhanced Partnership.

The public transport network map will be printed and distributed at key locations, including the city's main bus terminus at Royal Parade, Plymouth Coach Station, the Railway Station and Derriford Hospital Foyer. The map will also be kept up to date and displayed online on the Council's [plan your bus journey](#) webpage, and the operators' web pages.

Timetable information is displayed at bus stops. Each bus stop or bus shelter is fitted with a timetable case and operators are responsible for ensuring current information is displayed. The information is currently displayed in different formats depending on the operator, with one operator's information being shown as combined service information from the specific stop and all other operators displaying a copy of the service timetable. This is confusing for passengers, with the service timetables often being difficult to read. Through the BSIP we will produce combined stop information for each location for all operators. We will trial this with passengers when our new bus shelters are installed at the city's main bus terminus on Royal Parade and monitor feedback to ensure that this approach is what our customers want to see.

Real time passenger information (RTPI) displays are currently installed at 115 bus stops across Plymouth, which provide passengers with live timetable data and important updates while they wait at stops. We are in the process of introducing cancellation messaging on the system, whereby operators can send a message out via the display to alert passengers that a service has been cancelled. This is particularly helpful for those who do not use a mobile app to track their bus's location. The displays are also used to promote various public transport initiatives such as our multi-operator Skipper ticket and the £2 fare cap.

Our new bus shelters (detailed in section 2.7) will have a QR code within the timetable case. Passengers can scan the code and receive details of the next four buses to arrive at the stop, which will be useful at sites without RTPI displays. The facility also allows passengers to report shelter damage. We will monitor the success of the QR code over the next 12 to 18 months as our new shelters are installed, and if they prove a success, we will look at options for doing something similar at bus stops.

In winter 2023, the bus partnership will also complete training in order to use the DfT's new Create Transport Disruption Data (CTDD) service, in order to keep passengers up to date with any disruptions that may affect their journey. The CTDD information will be distributed using a number of methods, including RTPI displays, social media accounts, and Council and operator websites.

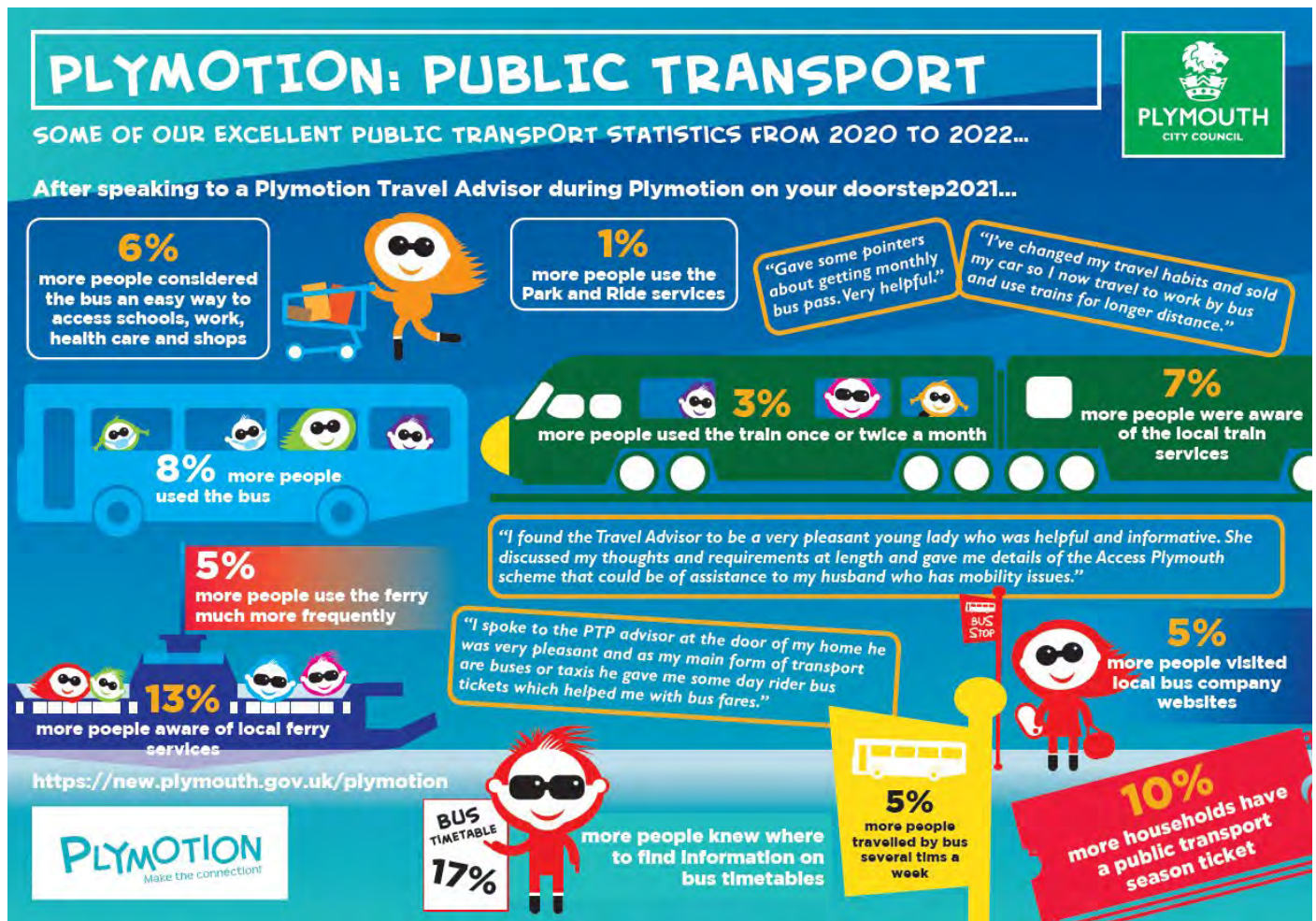
In terms of audio-visual announcements on buses, this is not currently available on any operators' service in Plymouth, although is something that will become a mandatory requirement by 2026, and will therefore be rolled out across the bus fleet over the next few years.

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

The Council also offers tailored personalised travel planning (PTP). For more than a decade, we have been providing route and destination based Personalised Travel Planning (PTP), supporting people to gain skills and confidence in bus routes, timetables and ticketing information, alongside other sustainable modes of transport. Funded through the Department for Transport's Access and Capability Funds, and more recently the Active Travel Social Prescribing fund, Plymotion is designed to give people the skills, enthusiasm and opportunity to try sustainable modes of transport and we know that the personal touch delivers results. As can be seen in Figure 15, even during the pandemic the results were positive with 8 per cent more people using the bus and 10 per cent more holding one of the bus operator season tickets as a result of our intervention.

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

Figure 15: The impact of Plymotion PTP on public transport



As part of a study considering Mobility as a Service in Plymouth, a review was undertaken of current app-based and web-based provision of transport services (Tables 12 and 13). The review considered the:

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

Table 12: Summary of transport providers' web-based offerings in Plymouth¹⁸

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

Table 13: Summary of transport providers' app-based offerings in Plymouth¹⁹

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

Tables 12 and 13 highlight that passenger information could be improved further by enabling Plymouth operators to share more multi-operator and multi-modal products and information on their websites and Apps.

¹⁸ Plymouth City Council (2021) *Mobility as a Service (MaaS) in Plymouth – A Pathway to Delivery, January 2021*

¹⁹ Plymouth City Council (2021) *Mobility as a Service (MaaS) in Plymouth – A Pathway to Delivery, January 2021*

Since the study of Mobility as a Service was undertaken in 2021, the Council has enhanced its digital offer to improve passenger information, by creating a single source of bus information, [plan your bus journey](#), on the Council website. This provides links to the traveline south west website; all local bus operator websites; the Plymouth Bus Passenger Charter (see Appendix D); the public transport network map; and a diagram of the Royal Parade bus stop locations. As outlined in our Enhanced Partnership Scheme, all local bus operators have agreed to provide a link to the 'plan your bus journey' page on their websites in order to make multi-operator information more accessible for passengers.

2.8 BUS INFRASTRUCTURE AND INTERCHANGE LOCATIONS

2.8.1 KEY BUS AND COACH INTERCHANGE LOCATIONS

Royal Parade is the city's main bus terminus and interchange point in Plymouth. There are 21 bus shelters, with services allocated in groups, based on final destination, i.e. services heading east, west or north. All bus shelters have timetable information, RTPI displays and information to advise passengers which shelter they need to wait at in order to reach their final destination. The public transport network map is also displayed at this location. Royal Parade will soon be the subject of one of our TCF schemes, which will see a re-design of the northern side of Royal Parade to enable more buses to be accommodated, new and upgraded bus shelters (see section 2.7.2), and the introduction of two additional bus shelters.

Derriford Hospital also acts as a significant hub for bus services, being the best served location outside the city centre, with 35 departures per hour. Frequency reductions have seen the number of departures reduce significantly since the start of the pandemic, but this will be addressed through enhancements to our core corridor network where minimum frequency standards will be applied.

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

Plymouth's Coach Station is located on Mayflower Street and is the departure and arrival point for all scheduled coach services, with National Express and Stagecoach South West's Megabus and Falcon services all operating from the site. The £4.85 million, seven-stand station on the site of the former Mayflower West multi-storey car park site opened in September 2016²⁰ and replaced a facility at Bretonside, offering a high quality, centrally located gateway to the city.

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

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

²⁰ Construction footage can be viewed here - <https://www.youtube.com/watch?v=WkZp4TtYzcA>

2.8.2 BUS STOP INFRASTRUCTURE

The Council has recently awarded a contract to Clear Channel UK for the replacement of over 370 of the city's bus shelters. Installations have recently commenced with all replacement infrastructure programmed to be in place by autumn 2024. The new shelters will have glass roofs, better lighting, improved seating, relocated RTPI displays to make it easier for passengers to view, and the ability to be retrofitted with help points. The light and airy feel of the shelters will also make them feel safer and, coupled with the potential installation of help points, will help address some of the issues identified in the VAWG report. 36 of the shelters will have living roofs and 24 of these will be in Royal Parade, the city's main bus terminus, making the area greener, healthier and more biodiverse. A further 222 shelters will have solar panels, and so combined with the living roofs this is another step forward in our net zero ambitions. We will also be introducing QR codes on to all shelters so that passengers can scan this to see the times of the next four departures from their stop or to report shelter damage (a telephone number is also provided for the latter).

We have a further 1400 bus stops which are currently the subject of an audit to ensure they are all still located in the right place, that all of the infrastructure is in good order, and to check the cleanliness of the poles and flags. Through our BSIP we will ensure that the outcomes of this audit are delivered, alongside branding our bus stops with the Connect Plymouth brand, as we know that well-presented, clean infrastructure that gives a professional image of buses will help attract new passengers.

We also have 115 RTPI displays of which 109 are in shelters and 6 are RTPI flags. Table 14 shows the number of displays by corridor.

Table 14: RTPI displays by core public transport corridor²¹

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

In addition to the displays on specific corridors, all 31 shelters in the immediate city centre have displays with a further 3 located within more residential areas.

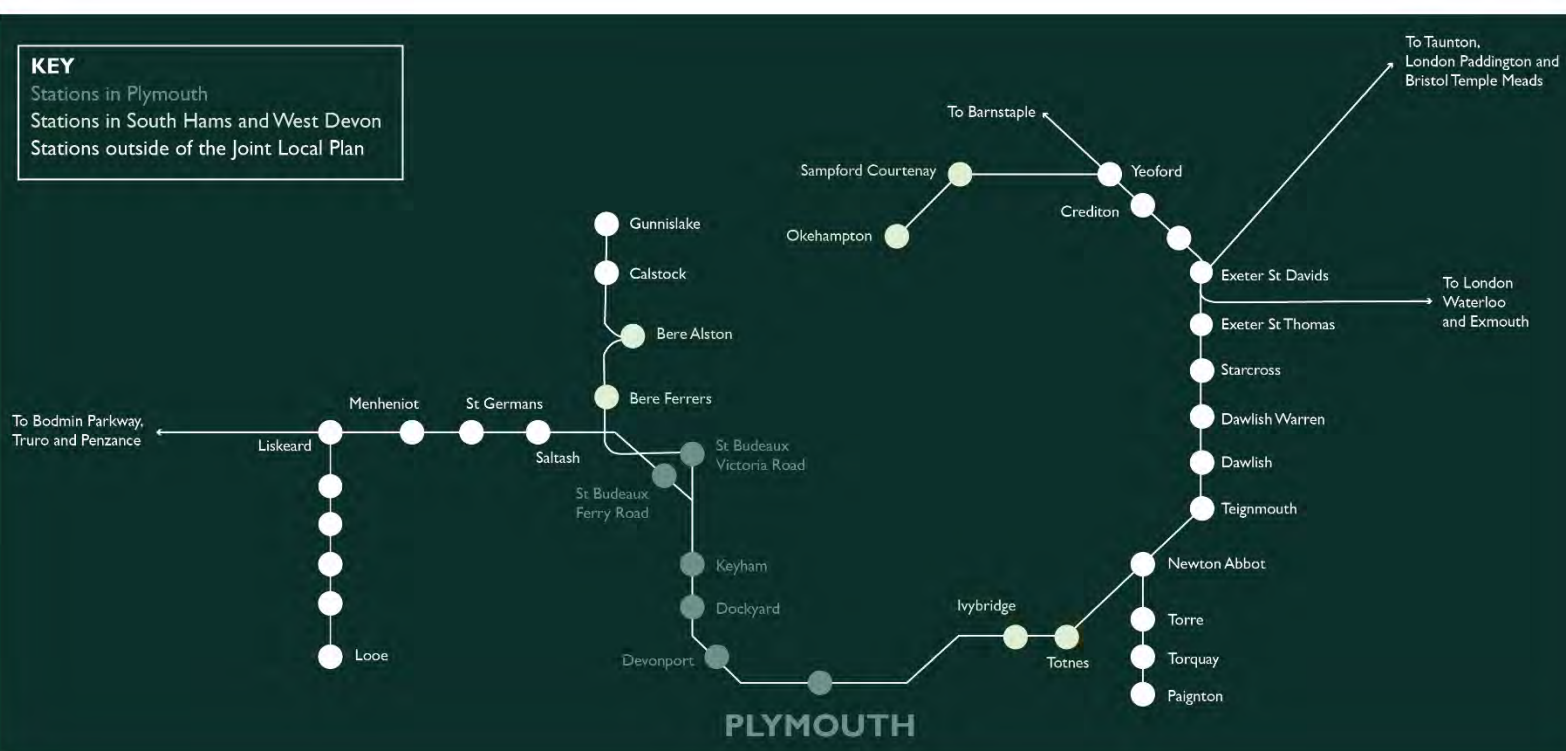
We also have 318 bus borders of which 226 are located at stops with shelters and 92 are at bus stops without shelters, and 296 bus stop clearways at stops with shelters. Through the BSIP we will increase the number of bus stop clearways to include all stops where highways legislation will permit this. We will not be seeking to introduce additional bus boarders, as they no longer serve a specific purpose as all our buses have kneeling suspensions.

²¹ This data excludes the RTPI displays in the city centre

2.8.3 BUS-RAIL INTERCHANGE

Plymouth is served by six railway stations (Figure 16 and Table 15).

Figure 16: National Rail Network serving Plymouth and the Plymouth and South West Devon Joint Local Plan area



Plymouth Railway Station on North Road East in the city centre is the busiest of the six stations (Table 15) 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 15: Entries and exits at national rail stations in Plymouth, calculated from ticket purchases

	Station	2020-21 Total Entries & Exits	2021-22 Total Entries & Exits	% change (2020-21 vs 2021/22)
Plymouth	Plymouth	678,094	1,992,020	193.8%
	Devonport	16,150	30,866	91.1%
	Dockyard	4,050	7,154	76.6%
	Keyham	3,374	8,786	160.4%
	St Budeaux Ferry Road	1,068	2,444	128.8%
	St. Budeaux Victoria Road	3,476	6,516	87.5%

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

Bus-rail interchange in the city is currently focused on Plymouth Railway Station, with bus stops located on the main road in front of the station. Services operate to both the main bus terminus in Royal Parade and to the west and north of the city.

The Plymouth Station forecourt interchange scheme is currently being redeveloped as part of the Council's TCF programme.

Work is also underway, in partnership with Great Western Railway and our local bus operators, on the TCF funded St Budeaux Interchange project, which will improve bus-rail interchange at that location. The interchange will provide a pivotal role as a sustainable transport interchange, connecting rail commuters from the south east of Cornwall and west Devon with buses serving employment and healthcare opportunities in at Derriford Hospital and the north of the city.

Table 16: Facilities at the national rail stations in Plymouth and the local Tamar Valley Line

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

2.8.4 BUS-FERRY INTERCHANGE

Given Plymouth's coastal location, passenger ferries play an important role in connecting people to both other parts of the city and on to the Cornish Rame Peninsula. Local ferry services operate from the Barbican Landing Stage providing links to Mount Batten and Royal William Yard in Plymouth, and Cremyll and Cawsand on the Rame Peninsula. Bus services connect with the ferries at all points as far as practicable. Both ferry and bus services are well used by both commuters and leisure travellers. To further improve connectivity between these ferry services and the bus, our long term ambition is to make our Skipper ticket multi-modal for use on the ferry services between the Barbican and Mount Batten and Admirals Hard and Cremyll. Both local ferry operators have started developing and investing in electric ferries, with the Mount Batten electric ferry in operation when capacity permits. The Torpoint Ferry is also a key mode for both foot and car passengers to access South East of Cornwall and the wider Rame Peninsula area. Buses also use this ferry to provide the same links and have a priority boarding lane on both sides of the ferry to ensure they can make the crossing on the first available service. Bus timetables are set around the ferry schedule.

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

2.8.5 CONNECT PLYMOUTH

The 'Connect Plymouth' mobility hubs programme, funded by the Transforming Cities Fund, was officially launched in the city on 21 March 2023. The project will see the arrival of 500 electric Beryl bikes across 90 locations, 300 electric vehicle (EV) Wenea charging points, and a Co Cars car club. Branded as 'Connect Plymouth' these mobility hubs provide us with an excellent opportunity to integrate our sustainable transport modes across the city, which will include walking, cycling, taking the local bus, train and ferry as well as using EV infrastructure, in line with our Net Zero Action Plan (outlined in section 1.3.2.1).

The mobility hubs concept is strongly endorsed by Plymouth's bus operators²², as they are seen to provide connectivity to public transport. For bus journeys where it is not possible for a direct journey to be made, the BSIP will look to reduce the actual and perceived penalty of interchange. The effectiveness of the hubs will be maximised through the delivery of personalised travel planning (section 2.6) so that residents have the confidence to use them, alongside the Council's Local Cycling and Walking Infrastructure Plan, allowing access to and from the hubs on foot and by bike to be considered, thus supporting the first and last mile of people's journeys.

More information can be found on the [Connect Plymouth website](#).

Figure 17: Connect Plymouth logo



²² Go-Ahead, Arup – Future Mobility Hubs – Supporting the transition towards sustainable journeys

2.9 BUS PUNCTUALITY AND RELIABILITY

Large traffic volumes are experienced on Plymouth's roads. High traffic volumes and roadworks impact on bus journey times and bus service reliability (Table 17). Poor service reliability requires operators to add in additional running time at peak times to allow for slower road conditions, reducing the resources available to invest in new routes and perpetuating a cycle of decline. The BSIP also seeks to address reliability through the introduction of additional bus priority measures as set out in Section 4.

Table 17: Percentage of non-frequent bus services running on time by local authority²³

Local Authority	% of services defined as on time				
	2012/13	2014/15	2016/17	2018/19	2021/22
Plymouth	91.0%	92.0%	N/A	N/A	79.0%
Cornwall	79.0%	82.0%	84.0%	86.0%	73.0%
Devon	77.0%	76.0%	60.0%	82.0%	100.0%
Torbay	92.0%	88.0%	N/A	N/A	68.0%
England outside London	83.7%	83.4%	83.4%	83.3%	83.9%
English non-metropolitan areas	84.0%	83.5%	83.4%	83.1%	83.5%

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

Table 18 shows the difference in scheduled journey times on Plymouth's core bus corridors in the peak and off-peak times using representative bus services. On two of Plymouth's core bus corridors additional running time is factored into the peak journey and there is significant variation in journey times, as shown by data captured by on-board GPS highlights (Tables 19 and 20).

Table 18: Scheduled journey times on Plymouth's core bus corridors in the peak and off-peak²⁴

Corridor	Journey time AM Peak		Journey time Off-peak		Service used as benchmark
	Inbound	Outbound	Inbound	Outbound	
City Centre – Devonport (via Union Street) – St Budeaux Square	24 Minutes	24 Minutes	24 Minutes	24 Minutes	21A
City Centre – Wolsley Road – Saltash	32 Minutes	25 Minutes	23 Minutes	24 Minutes	2
City Centre – Mutley Plain – George Junction Park and Ride	37 Minutes	33 Minutes	35 Minutes	30 Minutes	1A
City Centre – Outland Road – George Junction Park and Ride	68 Minutes	57 Minutes	70 Minutes	62 Minutes	34
City Centre – Plympton Ridgeway	24 Minutes	22 Minutes	24 Minutes	22 Minutes	21
City Centre – Plymstock Broadway	13 Minutes	13 Minutes	19 Minutes	18 Minutes	5A

Key:

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

²³ Percentage of services operating in the Traffic Commissioners' window of tolerance (up to 1 minute before or up to 5 minute after the scheduled time).

²⁴ Data taken from timetables on the Plymouth Citybus and Stagecoach South West websites

Table 19: Bus journey times, by core corridor, inbound to the city centre

Corridor		2020			2021			2022		
		Recorded Journey Times (minutes)			Recorded Journey Times (minutes)			Recorded Journey Times (minutes)		
		Average journey time	Shortest journey time	Longest journey time	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	St Budeaux Square – Granby Way	15	9	24	15	8	24	15	8	22
	Granby Way – Two Trees (Union Street)	7	5	11	7	5	10	9	5	17
City Centre – Wolsley Road – Saltash	Saltash Fore Street bottom – Cookworthy Road	9	8	11	10	8	11	10	8	11
	Cookworthy Road – Plymouth Railway Station	7	5	10	7	5	9	7	5	9
City Centre – Mutley Plain – George Junction Park and Ride	George Junction – Henders Corner	18	13	25	18	12	24	17	11	25
	Henders Corner – Bedford Terrace	10	4	22	10	3	24	7	3	12
City Centre – Outland Road-George Junction Park and Ride	George Junction – Weston Park Road	16	11	23	16	12	21	17	9	24
	Weston Park Road – Railway Station	8	5	16	9	5	18	12	5	37
City Centre – Plympton Ridgeway	Old Priory Junior School – Jurys Inn	19	16	23	17	13	20	18	14	24
City Centre – Plymstock Broadway	Plymstock Fire Station – Jurys Inn	11	8	15	13	8	19	13	8	19

Table 201: Bus journey times, by core corridor, outbound from the city centre

Corridor		2020			2021			2022		
		Recorded Journey Times (minutes)			Recorded Journey Times (minutes)			Recorded Journey Times (minutes)		
		Average journey time	Shortest journey time	Longest journey time	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	Pavillions – Granby Way	8	6	12	23	6	85	9	66	14
	Granby Way – St Budeaux Square	12	10	15	22	9	90	11	9	13
City Centre – Wolsley Road – Saltash	Plymouth Railway Station – Cookworthy Road	6	5	8	7	5	8	7	5	8
	Cookworthy Road – Saltash Fore Street bottom	9	8	15	10	6	14	9	6	12
City Centre – Mutley Plain – George Junction Park and Ride	Skardon Place – Henders Corner	6	4	11	7	4	6	7	5	12
	Henders Corner – George Junction	18	14	25	18	13	23	18	12	31
City Centre – Outland Road-George Junction Park and Ride	Railway Station – Outland Road	9	6	14	10	7	14	10	6	14
	Outland Road – Railway Station	15	6	23	14	5	19	11	5	17
City Centre – Plympton Ridgeway	Jurys Inn - Ridgeway	17	15	20	16	15	17	17	13	20
City Centre – Plymstock Broadway	Plymstock Fire Station – Jurys Inn	11	8	16	12	10	14	13	10	17

2.10 BUS PRIORITY INFRASTRUCTURE

Bus priority infrastructure to support fast, reliable journey times, is important in order to help bus journey times be competitive when compared with the car (Appendix E provides a current comparison of car and bus based journeys on Plymouth's six core corridors). Investment in bus priority helps to create a virtuous circle where patronage rises and operating costs reduce allowing better services to be sustained without subsidy. This is why a key intervention of our BSIP, as set out in section 4, is a package of ambitious bus priority schemes to make services faster, more reliable, more attractive to passengers and cheaper to run. However, we're starting from a strong position.

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

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

Where there are bus lanes they have a 24hr operation and camera enforcement is used to ensure compliance by drivers. Table 21 shows the number of bus lane contraventions recorded each year. Whilst numbers have reduced quite significantly over the years, they do tend to be stabilising, and we will therefore work with our Parking Team colleagues to seek solutions to reduce this figure.

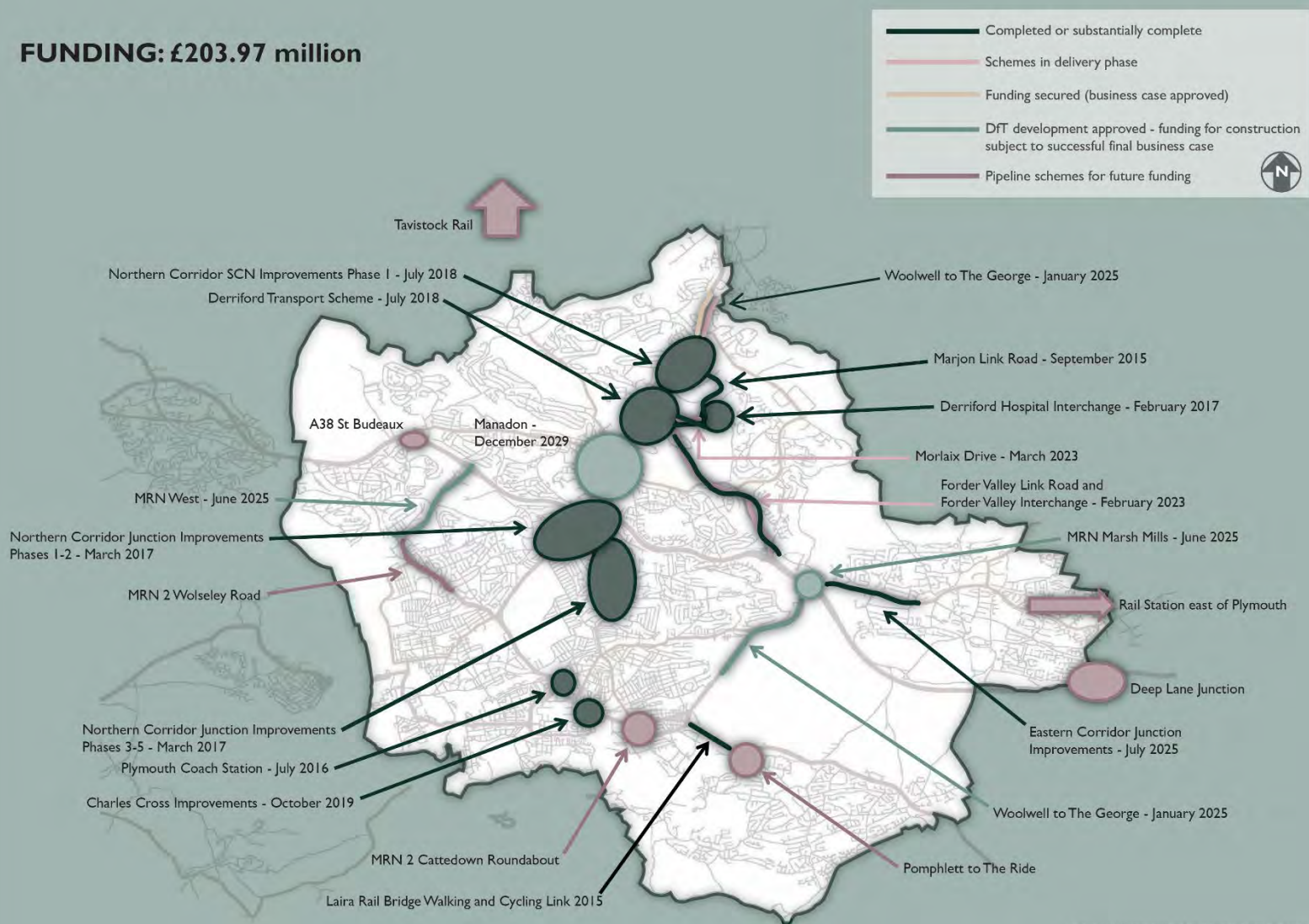
Table 21: Bus lane contraventions

Year	Total Contraventions	Year on Year Comparison (%)	Comparison to 16/17 (%)
2016/17	18005	n/a	n/a
2017/18	15824	-12.11	-12.11
2018/19	12754	-19.40	-29.16
2019/20	9499	-25.52	-47.24
2020/21	7222	-23.97	-59.89
2021/22	7180	-0.58	-60.12
2022/23	7228	+0.67	-59.86

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 18) and Transforming Cities Fund (Figures 19 and 20) programmes.

Figure 18: Strategic Transport infrastructure projects

FUNDING: £203.97 million



FOR ILLUSTRATIVE PURPOSES ONLY

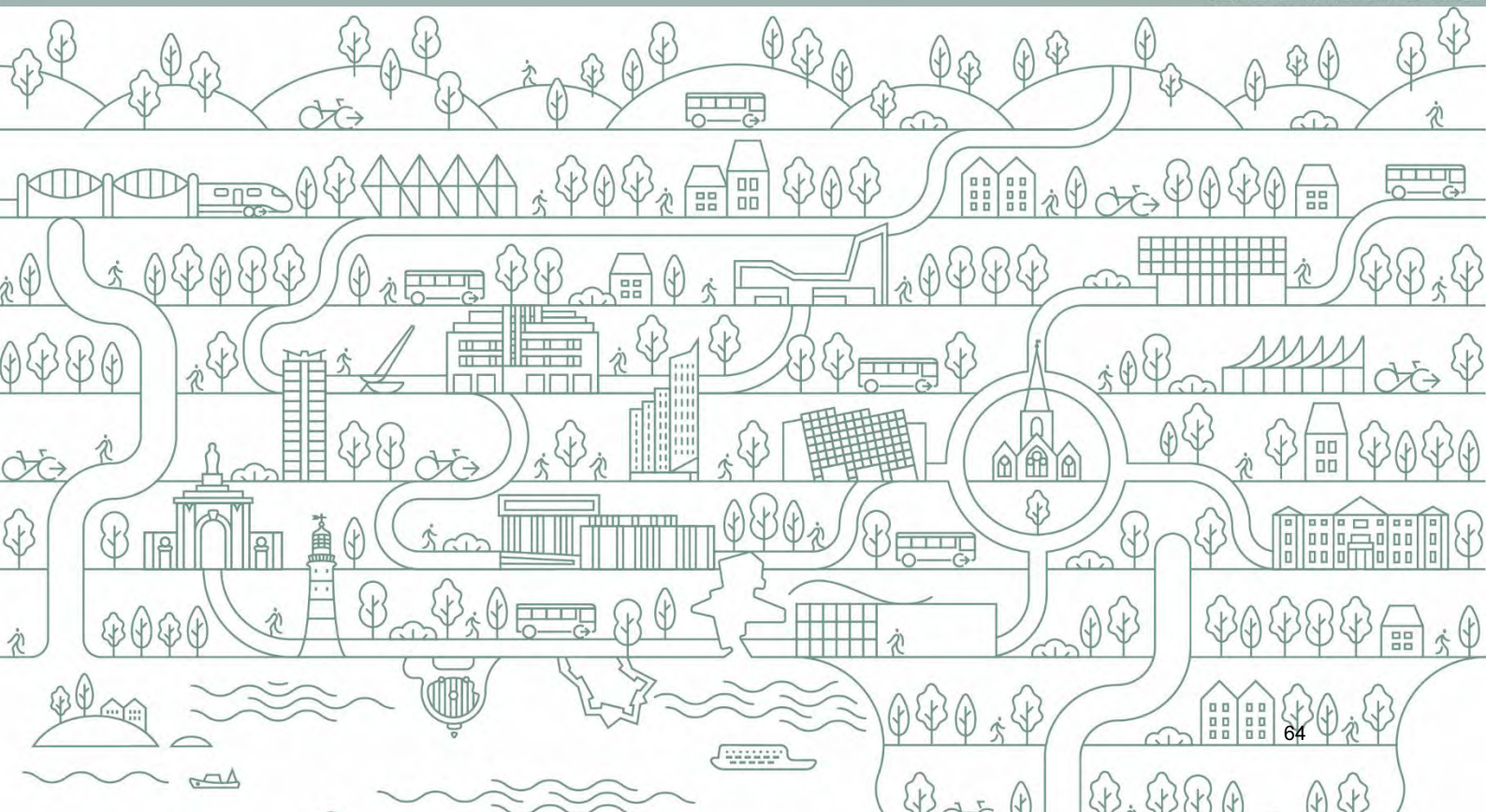


Figure 19: Transforming Cities Fund Tranche One Delivery²⁵

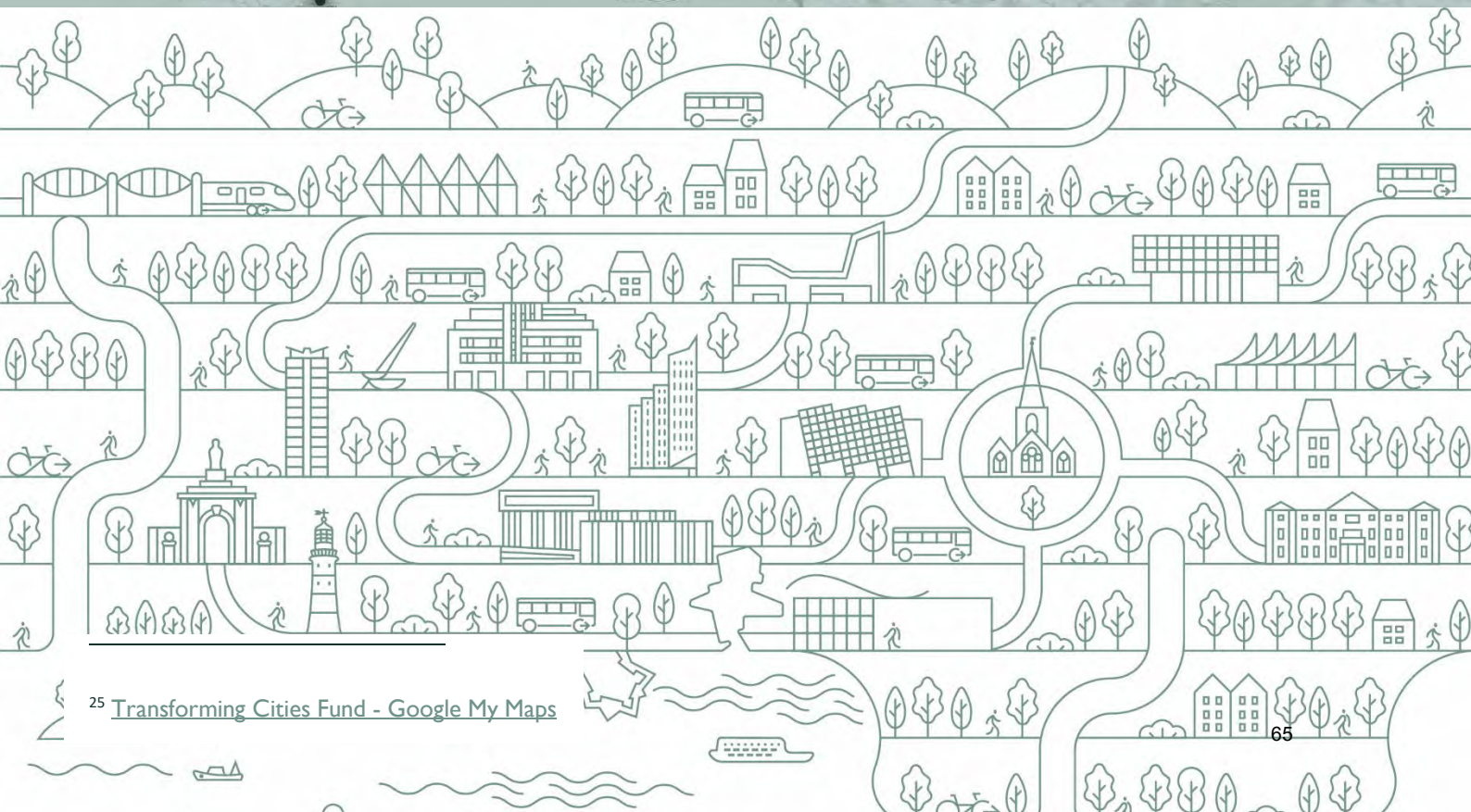
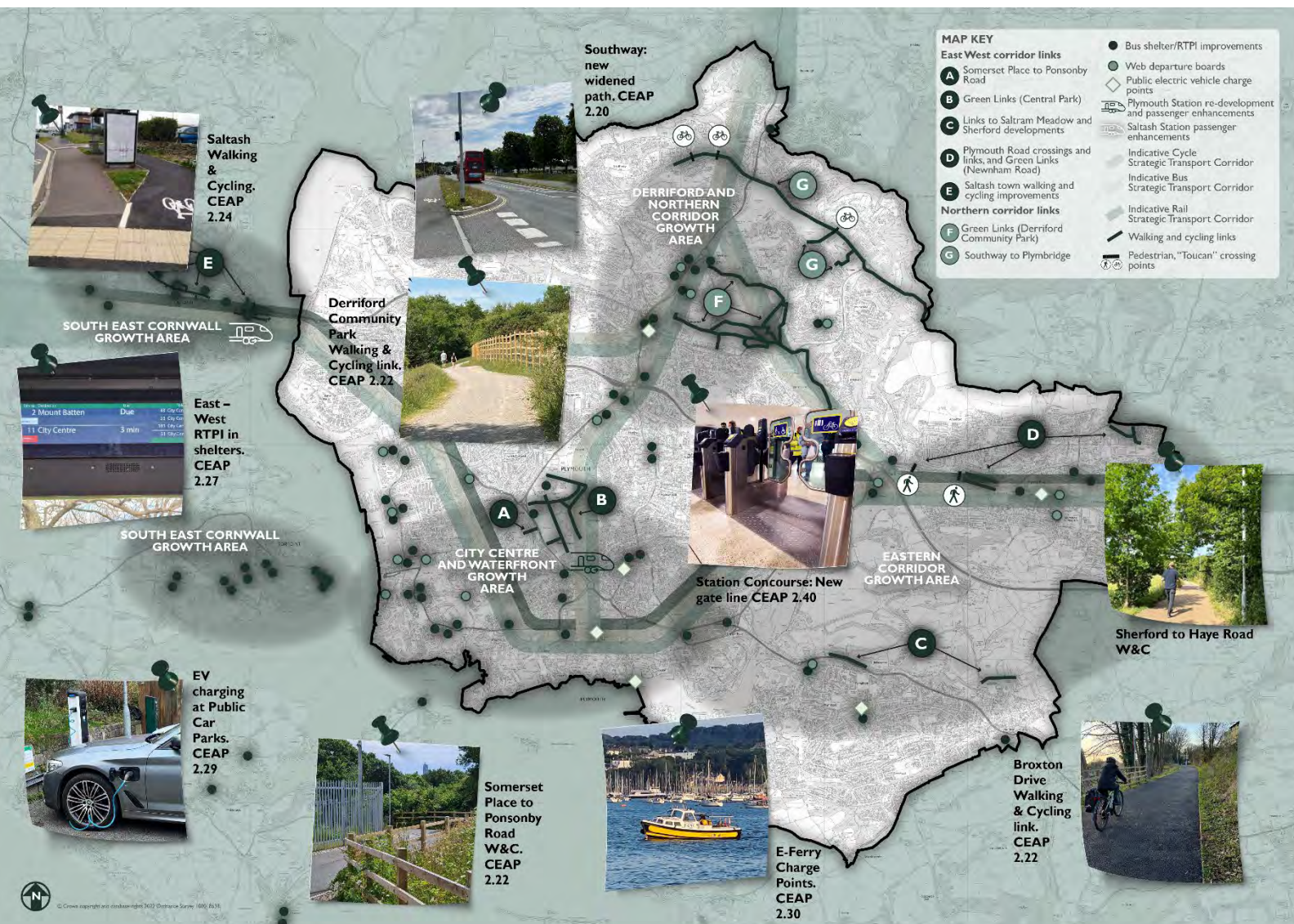
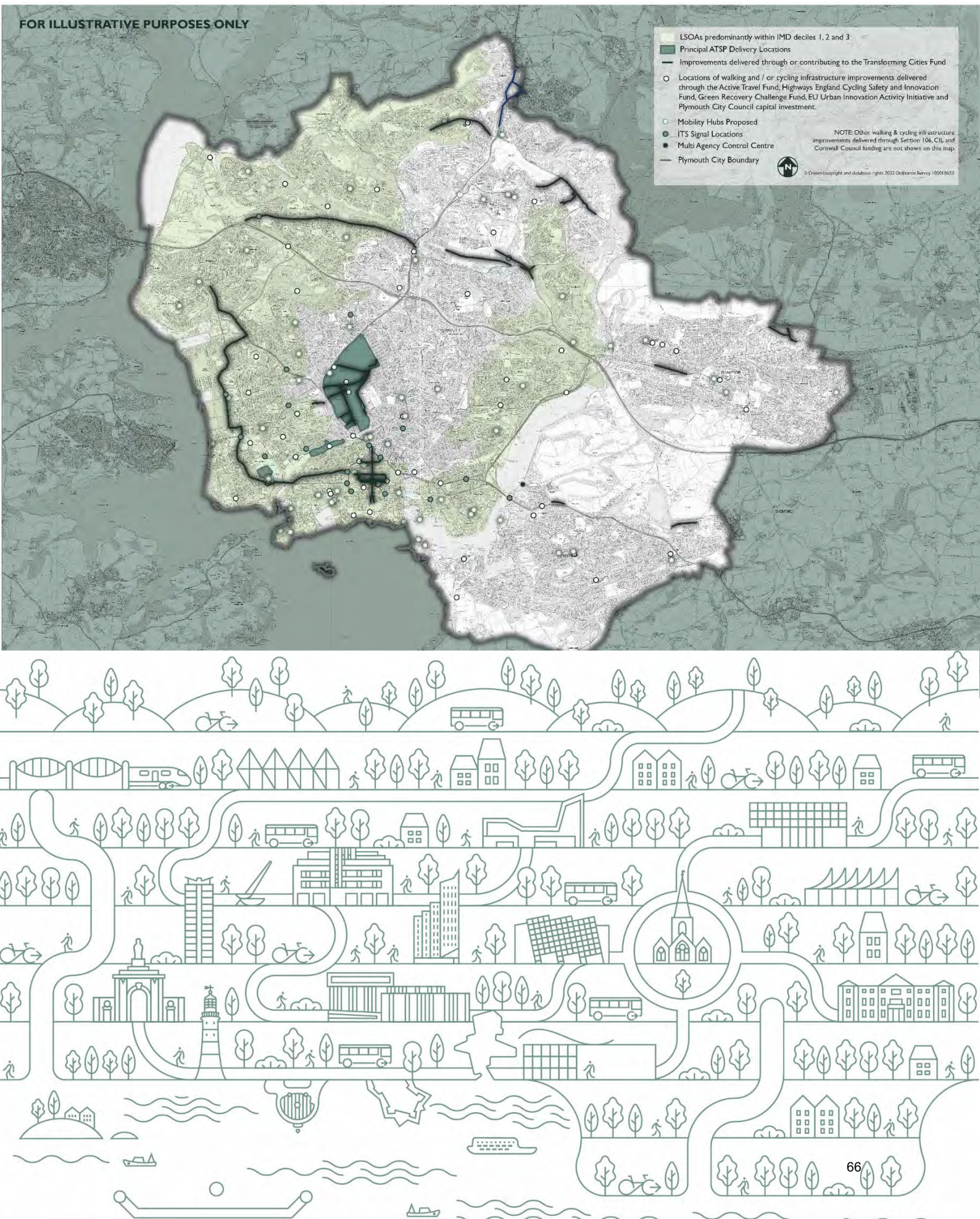


Figure 20: Transforming Cities Fund Tranche Two Delivery



2.11 PARKING

A range of off-street and on-street parking exists across the city, varying in amount of space, ownership, cost and the categories of users or vehicles who can park there. 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). Tables 22 and 23 set out the charges made at a range of car parks in the city centre and waterfront; and across the rest of the city respectively.

Table 22: Weekday parking tariffs for cars in selected car parks in the city centre and waterfront

	Weekday Parking Charge (in £)							
	1 hr	2 hrs	3 hrs	4 hrs	5 hrs	6 hrs	Other Tariffs	24 hrs
Armada Centre (Sainsbury's)	£1.00	£1.50						
Western Approach MSCP	£1.10	£2.20	£3.30	£4.40			All day £5.50 Weekly £27.50 Monthly £55	
PCC City Centre Short Stay Car Parks*	£1.65	£2.90	£3.85					
PCC City Centre Long Stay Car Parks**		£3	£3.80	£5.20		£6.60	Weekly £55 Monthly £165	£13
Drake Circus MSCP		£3	£4	£5	£6	£7		£12
Royal William Yard	£1.50	£2.50	£3.50	£4.50	£5.00		12hrs £10	£15
Rail Station MSCP							Weekly £54	£10.90

* Short stay car parks include Bretonside (B), Bretonside (C), Colin Cambell Court, Cornwall Street (East), Cornwall Street (West), Courtney Street, Marks and Spencer and Mayflower Street (West).

** Long stay car parks include Derry's Cross, Elphinstone, Exchange Street, Guildhall, Mayflower House Court, Mayflower Street (East) North Hill, Regent Street, St Andrews and Theatre Royal

Table 23: Weekday parking tariffs for cars in selected car parks across wider Plymouth

	Weekday Parking Charge (in £)							
	1 hr	2 hrs	3 hrs	4 hrs	5 hrs	6 hrs	Other Tariffs	24 hrs
Mutley Barracks	Free		£3.30	£4.40				
Plymstock Broadway	Free						All day £3.30 Annual £440	
Meavy Way (Crownhill)	£1.00	£2.00					All day £3.30 Monthly £44	
Derriford Hospital	£1.20	£2.40	£3.60	£4.80	£6.00	£7.20	Up to 15 minutes FREE All day £12	£12.00

Controlled Parking Zones (CPZ), in which all on-street parking is controlled, cover substantial areas within and surrounding the city centre. These include The Barbican and The Hoe, Coxside, St Judes, Greenbank, Mutley, Ford Park and Stonehouse, as well as selected areas away from the city centre, such as the roads close to Crownhill's local shopping centre. These CPZs cover substantial areas of housing where residents often do not have any alternative off-street parking available to them, which can cause issues for residents, especially those who own more than one car²⁶.

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. The Council provide a 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.

2.12 PASSENGER SATISFACTION

In February 2023 Plymouth Citybus undertook a customer satisfaction survey, with a total of 1,814 respondents. The results, and how they compare against the last Transport Focus survey in 2019, are shown in in Table 24.

Table 24: Plymouth Citybus bus passenger satisfaction results

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

²⁶ WSP|PB, 2017, *Plymouth and South West Devon Joint Local Plan – Baseline Transport Conditions Report*, [PlymouthSouthWestDevon|LPBaselineTransportConditionsReport 2017.pdf](#)

Customer satisfaction levels from the local survey reflect the findings of the most recent National Highways and Transport (NHT) Public Satisfaction Survey.

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

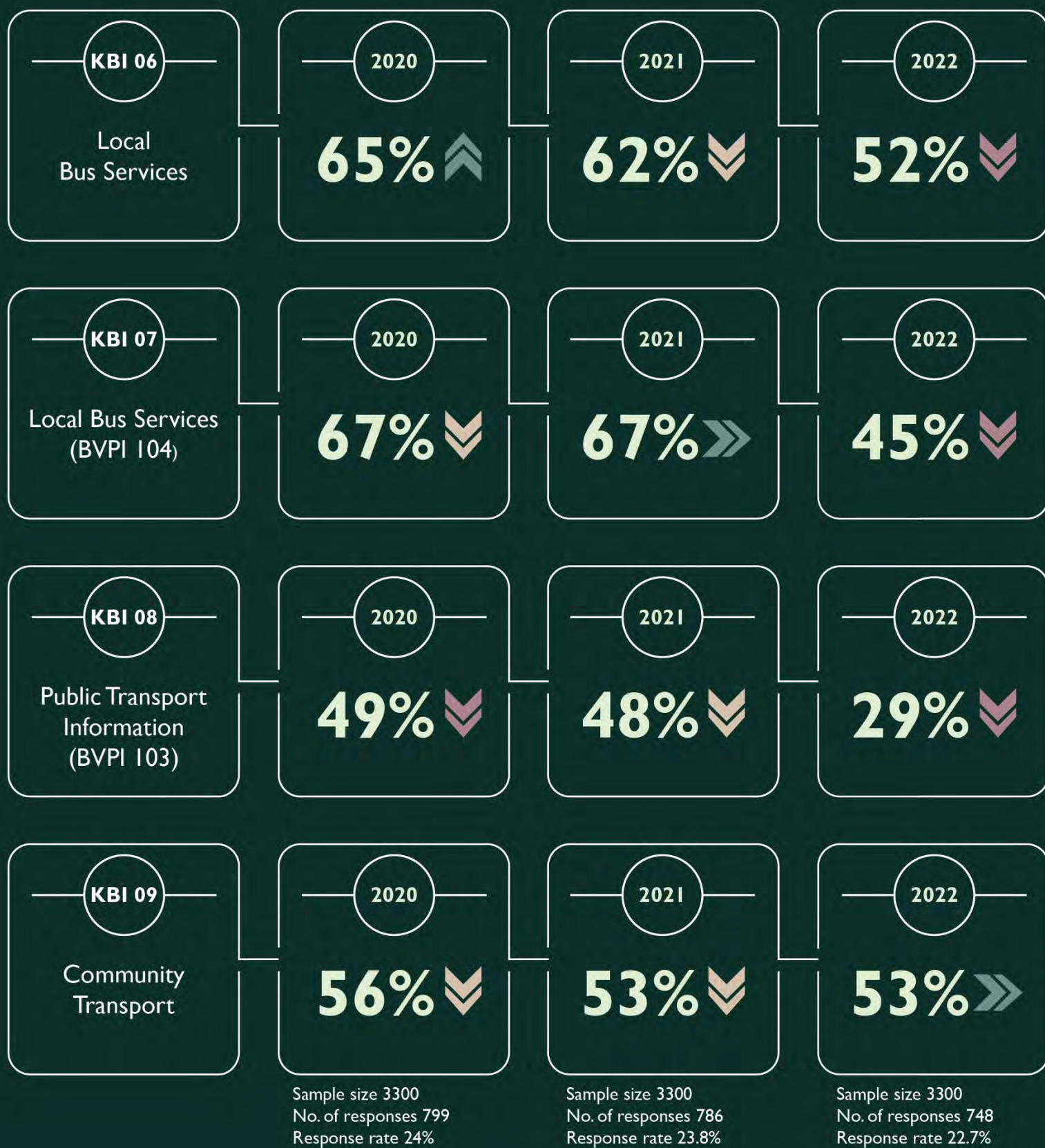
Responses to the survey are compiled into Key Benchmark Indicators (KBIs) and Benchmark Indicators (BIs) for each authority for comparison purposes, most of which measure satisfaction.

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 for many years. The most recent survey conducted in 2022 was sent to 3,300 households across the authority area and 748 members of the public responded. This represents an overall response rate of 22.7 per cent. Figure 21 presents a summary of the results. The figure compares Plymouth's annual scores between 2020 and 2022.

Satisfaction with local bus services overall (KBI 06) is at its lowest level for three years. This is because, despite satisfaction with community transport remaining static at 53% for the last two years, there has been a large drop in satisfaction with both bus services (KBI 07) and Public Transport Information (BVPI 103). The measures outlined in Section 4 will address the clear concerns that our bus passengers have.

Figure 21 : Analysis of NHT surveys for the three year period from 2020 to 2022²⁷



²⁷ National Highways and Transport Network (NHT), 2018, NHT Survey

2.13 CONSULTATION

People are our biggest priority and they are the driving force behind why we want to make bus services better for Plymouth.

Our BSIP has been influenced by the local community in order to understand what currently works well, what needs to be improved, and what people would like to see for Plymouth's bus services. Complaints and feedback from our customers and through our bus operator liaison meetings has also informed this document.

Focus groups have been conducted and additional consultation has taken place with Plymouth Area Disability Action Network (PADAN) a local disability group, the Plymouth VAWG Commission and Transport Focus, who are an independent watchdog for transport users²⁸.

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

2.13.1 FOCUS GROUP CONSULTATION

Focus groups were comprised of local people who represent three different groups: bus users, lapsed bus users and non-bus users. The questions were influenced by the 12 core National Bus Strategy (NBS) objectives to find out which themes are most important to delivering better bus services for the people of Plymouth.

The questions were chosen to identify and confirm:

- why people travel;
- how frequently they travel;
- what kind of journeys they take;
- what they like and dislike about our current bus services;
- where they would like to go by bus;
- what they think about bus stops;
- what overall improvements they would like us to make in order to encourage greater bus use; and
- how they would describe the bus services they'd like in the future.

More information and detail about the methodology and qualitative data that was produced during these focus group meetings can be found in Appendix G.

Figures 22 and 23 provide a summary of some of the key quotes and words taken from the focus group meetings which represent the thoughts and opinions of local people, regarding Plymouth's bus offer, highlighting issues and opportunities for where we can make improvements.

With this invaluable feedback we will transform our current bus offer to encourage modal shift and empower people to use the bus for more of their regular journeys. Our passenger priorities are at the centre of our BSIP vision and ambitious delivery plans set out in Section 4.

²⁸ [Home - Transport Focus](#)

Figure 22: Key quotes from focus groups outlining the main issues and opportunities to improve our current bus offer



Figure 23: Key words from focus groups to describe the bus services that people would like to see in the future



2.13.2 DISABILITY GROUP CONSULTATION

We have also consulted²⁹ the Plymouth Area Disability Action Network (PADAN) to find out what disabled passengers would like us to include in our BSIP.

PADAN was formed in 2000 to support and empower local disabled people. They adopted a constitution in July 2010 and became an independent registered charity in May 2011. It is a user-led organisation, run by disabled people for disabled people, currently consisting of 110 members. Members meet monthly and contribute their experience and expertise to help improve access to a large number of Plymouth projects.

As a user-led disabled peoples' organisation, PADAN aims to encourage a greater understanding of disability issues and to challenge discrimination and inequalities preventing their inclusion in society. They undertake activities and work towards achieving this by:

- providing a voice for disabled people
- promoting the needs and aspirations of disabled people
- raising awareness of issues and promoting equality
- advising planners about access to the built environment

PADAN has a particular interest in challenging barriers to the built environment and influencing improvements in Plymouth along with a concern about local transport issues.

Consultation with PADAN has revealed that the following priorities are very important to our current and potential disabled bus passengers:

1. Reliable bus services – “time tables where the buses actually show up - we often have to wait for any bus to show up”
2. Bus stop clearways – “cars park right up to the bus stop, this means the bus drivers can't see me as they are approaching and can't pull into the kerb for me to get onto the bus”
3. Customer service training – “the bus driver literally just told me he wasn't legally obliged to ask people to move so I can get on the bus in a wheelchair. Had to argue to get him to let me on”
4. Clear access to the wheelchair space on buses – “pushchairs on the bus, loaded with shopping, make access to the wheelchair space very difficult especially when there are 2 pushchairs”
5. Additional bus shelters with seating – “there is nothing worse for a disabled person than standing in the rain, in pain waiting for a bus (that may never show up). I and several friends use alternative transport when the weather is bad because there is nowhere to wait out of the weather [and] as a wheelchair user it is my thighs and clothing that get particularly wet”

²⁹ Feedback was provided by PADAN members at their monthly meeting held on Friday 14 March 2023.

2.13.3 PLYMOUTH VAWG COMMISSION CONSULTATION

As mentioned in Section I, the DASV Partnership and the VAWG Lead welcomes ongoing work with public transport operators to see what more can be done to further review and improve infrastructure, especially around improving the regularity and reliability of public transport, which will help increase safety and feelings of safety of women and girls across the city. In particular, the VAWG Commission and DASV Partnership would like to see:

1. Transport linking into the safer places and spaces recommendations of the VAWG Commission
2. Introduction of 24 hour emergency help buttons in bus shelters
3. Public transport being utilised to support Plymouth VAWG campaigns i.e. posters inside bus 'notice board' areas and in bus shelter advert spaces to raise awareness of sexual harassment and domestic abuse
4. Bus shelters, bus stops and buses kept clean and tidy to create spaces that people want to spend time in
5. Transport utilising evidence in the VAWG commission report, including the table of local areas where people felt the least safe there, to target reliable and frequent bus provision and public transport (see Appendix H)
6. Focus on making bus services more reliable and frequent (with good connections) so that people do not have to wait long at bus stops and will know when the bus is coming which will help them *feel* safer; this could also link to more RTPI provision across the city and better awareness of apps and better use of the CTDD service to keep passengers notified.

A summary of the Plymouth Night Bus project can be found in Appendix I.

2.13.4 TRANSPORT FOCUS CONSULTATION

In January 2023, Transport Focus provided us with feedback, based on national research, which highlighted what passengers want from BSIPs³⁰. The national survey identified that the core measures³¹ that bus passengers across the country want to see delivered are:

1. Buses running more often:
 - improvements in frequency of weekday, daytime services
 - more services at weekends, in the evenings and at night
 - more frequent services to smaller towns and villages
 - consideration of potential for improving connections to other forms of transport such as train stations or cycling routes
2. Buses going to more places:
 - new and extended routes
 - creation of a stable network by limiting the number of changes each year
 - communication and consultation with passengers on significant changes

³⁰ Feedback was given to Plymouth City Council in relation to our Enhanced Partnership Plan and Scheme proposals, which aim to deliver the plans outlined in our BSIP. [Enhanced-partnership-response-template.pdf \(d3cez36w5wymxj.cloudfront.net\)](#)

³¹ Core measures have been taken from Transport Focus' 'Bus passengers' priorities for improvement' published in September 2020 [Bus passengers' priorities for improvement - Transport Focus](#)

3. More buses on time/faster journey times:
 - action to improve punctuality and achieve targets, such as bus priority measures, enforcement of bus priority, better management of roadworks and action by operators
 - commitment to keeping passengers on board informed of delays and disruption
 - direct, express buses to key destinations
4. Better value for money:
 - a central source of pre-journey information on fares and ticket types
 - lower fares (for all or for specific groups)
 - flat fares
 - more integrated fares
 - price capping or flexible tickets
 - retention of cash option
5. More effort to tackle any anti-social behaviour:
 - specific action, such as CCTV and improved lighting at stops
 - enforcement
 - including safety in design guidelines for buses and stops
6. Better quality of information at bus stops:
 - an up-to-date timetable at every stop
 - consideration given to provide route and network connections maps at major stops
 - fares information at major stops
 - real-time information at more stops and on apps
7. Accessible buses:
 - space for at least one wheelchair or buggy
 - commitment to provide alternative transport, such as a taxi, where wheelchair space is in use
 - on board audio-visual next stop information
 - commitment to customer service training
8. Cleaner buses:
 - enhanced cleaning regimes
 - commitment to regular removal of graffiti

Our local feedback very closely reflects that of the national picture.

2.14 SUMMARY OF PASSENGER PRIORITIES FOR BUS SERVICE IMPROVEMENTS IN PLYMOUTH

Having analysed all of the feedback provided by local people and combined this with the most relevant national survey data it was clear that both our current and potential passengers would like us to prioritise a number of key bus improvements. Nine priorities were identified, and to inform our BSIP we asked Plymouth residents to rank these in order of importance. The results are set out in Appendix J and summarised below:



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



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



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



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



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



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



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



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



9. **Cleaner** buses and more enjoyable bus stop environments

These passenger priorities are at the centre of all our delivery plans because we want to provide an excellent bus service that local people will enjoy using, feel empowered to use and that meets their needs. We have categorised these priorities into themes to guide our delivery plans. These are:

1. **Frequent**
2. **Reliable and fast**
3. **Affordable**
4. **Direct and connected**
5. **Accessible**
6. **Safe**
7. **Simple and understandable**
8. **Modern**
9. **Clean**

Our vision for Plymouth's bus services has been based on the passenger priorities, overarching themes and key words that have been presented to us through our consultation with Plymouth residents and stakeholders. The vision represents the improvements people would like to see delivered in the future in order to deliver bus services that they can be proud of and want to use. Therefore:

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

SECTION 3: HEADLINE TARGETS



SECTION 3: HEADLINE TARGETS

3.1 INTRODUCTION

This section sets out the targets for Plymouth's BSIP. It includes an explanation of how and why these targets have been chosen, baseline data and how performance against the targets will be monitored.

3.2 SUMMARY OF HEADLINE TARGETS FOR PLYMOUTH

Table 25 provides an overview of the headline targets for our BSIP.

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

1. **Journey times** (Table 26)
2. **Reliability** (Table 27)
3. **Passenger growth** (Table 28)
4. **Customer Satisfaction** (Table 30)

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

Performance against the targets will be reported against and published on the Council's [Plymouth's bus service improvements](#) webpage every six months.

Table 25: Summary of Plymouth's headline targets

	2030	2034
Journey time	Average bus journey times in 2030 on Plymouth's six core corridors will be the same as in 2023	Average bus journey times in 2034 on Plymouth's six core corridors will be quicker than in 2023
	90% of passengers are satisfied with on-bus journey times	95% of passengers are satisfied with on-bus journey times
Reliability	99.4% of scheduled mileage operated	99.6% of scheduled mileage operated
	85% of scheduled bus services are on time ³²	90% of scheduled bus services are on time
Passenger growth	23,013,275 passenger journeys (2030/31)	26,073,937 passenger journeys (2033/34)
Customer satisfaction	90% overall satisfaction with local bus services	95% overall satisfaction with local bus services

3.3 JOURNEY TIME

3.3.1 HEADLINE TARGET

Table 26: Plymouth BSIP journey time targets

	2030	2034
Journey time	Average bus journey times in 2030 on Plymouth's six core corridors will be the same as in 2023	Average bus journey times in 2034 on Plymouth's six core corridors will be quicker than in 2023
	90% of passengers are satisfied with on-bus journey times	95% of passengers are satisfied with on-bus journey times

³² A bus service is deemed to be on time if it is between 1 minute early and 4 minutes late of when it was due to arrive

3.3.1.1 TARGET RATIONALE

Targets have been set for:

- Bus journey times on Plymouth's core bus corridors because:
 - All but three bus routes 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 at certain points along the core corridors, to allow operators the ability to provide frequent, reliable connections.
 - Focussing on transport corridors is recommended in the Transport Focus best practice guidance 'Setting targets in Bus Service Improvement Plans.'
- Passenger satisfaction with on bus journey times because:
 - People's perception of journey times are important in order to retain bus passengers; buses must have an attractive journey time, and be perceived as having an attractive journey time in order to drive passenger growth.

The targets set out in Table 26 are ambitious because traffic volumes on Plymouth's roads are high and further traffic growth is forecast as Plymouth's population increases.

By first fixing the target average journey time for the six core bus corridors to 2023 levels in 2030 and then targeting faster, average, journey times by 2034 (the end of the Plan period), we will provide attractive, competitive journey times to the private car. This in turn will drive bus passenger growth.

Faster average journey times have been set for 2034 in anticipation of the delivery of the new infrastructure set out in section 4, by this date.

Table 27 sets out which core corridors will benefit from journey time enhancements due to the delivery of the bus priority measures set out in this BSIP.

Table 27: Bus priority proposals – impact on bus journey times split by core corridor

Bus priority proposals	Benefitting core bus corridor					
	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
BSIP: Wolseley Road (eastbound)		Y				
BSIP: Mannamead Road			Y			
BSIP: Meavy Way			Y	Y		
BSIP: Eastern Corridor Junction Improvements						Y
BSIP: Pomphlett to The Ride						Y
BSIP: Longbridge Road bus contraflow					Y	
TCF / BSIP: Crownhill Road			Y	Y		
BSIP: Bus Stop Clearways	Y	Y	Y	Y	Y	Y
LLM: Manadon interchange			Y	Y		
MRN: Major Road Network ³³	Y	Y			Y	
TCF: Royal Parade	Y	Y	Y	Y	Y	Y
TCF: <u>Smart cities: Urban Traffic Control (UTC)</u>	Y	Y	Y	Y	Y	Y
TCF: Woolwell to the George				Y		
Mutley Plain			Y			

³³ A374 Embankment and Wolseley Road

3.3.1.2 TARGET MONITORING

RTPI will be used to monitor the average journey time between two points on Plymouth's six core bus corridors. Please see Appendix K for the current, average, journey times on the core bus corridors.

Passenger satisfaction with bus journey times will be monitored using passenger surveys.

3.3.1.3 SUPPLEMENTARY JOURNEY TIME MONITORING

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 bus journey times relative to those of the private car for both weekdays and weekends during both the peak and off-peak (Appendix E) to help inform future BSIP interventions.

We will also use RTPI to monitor the impact of infrastructure and enforcement interventions, gathering pre and post intervention data so that the impact on journey times can be quantified.

3.4 BUS RELIABILITY

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

3.4.1 HEADLINE TARGETS

Table 28: Bus reliability targets³⁴

Metric	2020/21	2021/22	2022/23	Target for 2030	Target for 2034
Mileage operated (%)	99.23%	96.00%	97.25%	99.4%	99.6%
Punctuality (% on time)	83%	77%	75%	85%	90%

3.4.1.1 TARGET RATIONALE

In order to deliver modal shift and boost bus patronage buses must operate when they are supposed to. Passengers need to be confident that the bus they want to catch will run and will run on time. This is particularly important for low frequency services where the inconvenience caused if a bus does not run as expected can be considerable.

Reliability will be measured through lost mileage, in order to monitor services which do not operate at all, and punctuality, in order to monitor buses which are late.

³⁴ Punctuality and lost mileage data for Plymouth Citybus and Stagecoach South West have been combined and an average has been calculated based on the number of services as reported in Table 7, plus the three services which do not operate on the six core corridors.

3.4.1.2 TARGET MONITORING

Lost mileage data and punctuality data will be collected for services which operate within the BSIP partnership, either completely or in part, from all operators in the Plymouth Enhanced Partnership and an average calculated. It is this average which will be compared against the targets.

3.4.1.3 SUPPLEMENTARY BUS RELIABILITY MONITORING

Bus reliability will also be monitored through both the NHT survey on the satisfaction of passengers with respect to buses arriving on time (NHT, 2020 – PTB104) and also local passenger satisfaction surveys (Table 24). This is because knowing both the reliability of bus services, and people's perception of that reliability are both important in order to deliver effective bus service improvements.

3.5 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.

3.5.1 HEADLINE TARGET

Table 29: Passenger growth targets

	2019/20	2020/21	2021/22	2022/23	Target for 2030	Target for 2034
Total passenger numbers	18,027,681	6,887,794	12,481,802	14,430,064	23,013,275	26,073,937
Fare paying passengers	13,057,446	5,240,793	9,611,664	11,197,396	18,561,516	21,030,114
Concessionary passengers	4,970,235	1,647,001	2,870,138	3,232,668	4,451,759	5,043,823

The targets for passenger growth have been calculated based on an assumed causative factor from each of the measures set out in the BSIP (Table 30) with 2022/23 used as the baseline year.

Table 30: BSIP measures and their forecast impact on patronage growth

Measures	Forecast impact on patronage	Impact on
Measures to make buses faster and more reliable ³⁵	1% increase per annum	Fare paying and concessionary patronage
Measures to make buses more frequent ³⁶	1% increase per annum	Fare paying and concessionary patronage
Measures to improve destination choice ³⁷	1% increase per annum	Fare paying and concessionary patronage
Measures to make buses more affordable ³⁸	6% increase per annum for 3 years (from 2025/26) ³⁹	Fare paying passengers
Measures to make buses easier to understand and use ⁴⁰	2% increase per annum for the first three years then 1% thereafter	Fare paying and concessionary patronage
Measures to make buses better to ride in, accessible and inclusive by design, greener and seen as a safe mode of transport	0.25% increase per annum	Fare paying and concessionary patronage

3.5.1.1 TARGET RATIONALE

The central aim of both the National Bus Strategy and the Plymouth Enhanced Partnership is to get more people travelling by bus. A target for bus patronage is crucial to allow this aim to be monitored.

To measure the impact of the BSIP on passenger growth we will monitor annual bus patronage; both in totality and disaggregated between fare paying and concessionary patronage. This disaggregation will allow targeted measures for concessionaires and fare paying passengers to be considered.

In 2019/20 18,027,681 bus trips were made. However, during the pandemic the number of trips on our buses fell, with only 6,887,794 trips being made in 2020/21. Patronage has not yet recovered to pre-pandemic levels, with concessionary patronage in particular being significantly below pre-Covid levels. However, the delivery of this BSIP, with its focus on passenger priorities and the shared commitment of the Council and Local Bus Operators, as set out in the Plymouth Enhanced Partnership, to create a thriving local bus network where everyone can be connected to important people and places through frequent, reliable, fast, affordable, safe and clean bus services, means that whilst very ambitious the targets are realistic.

3.5.1.2 TARGET MONITORING

Bus patronage data will be gathered from all bus operators operating within the BSIP area and collated by the Council.

³⁵ Combined impact of bus priority measures

³⁶ Park and ride and frequency enhancement proposals

³⁷ Urban loop, new park and ride destination(s) and demand responsive services

³⁸ Skipper ticket

³⁹ The fares promotion is proposed to be post 2024/25 due to the national fares cap programme

⁴⁰ Plymotion and marketing

3.5.1.3 SUPPLEMENTARY PATRONAGE MONITORING

In order to supplement the data reported in Table 29 and allow comparisons between Plymouth's performance both regionally and nationally, we will also monitor:

- Bus passenger journeys per head of population (Table 6)
- Method of travel to work by all residents aged 16 to 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 (Figure 10).

3.6 CUSTOMER SATISFACTION

3.6.1 HEADLINE TARGET

Table 31: Customer satisfaction targets

Metric	2019	2020	2021	2022	Target for 2030	Target for 2034
Satisfaction with local bus services (overall)	64%	65%	62%	52%	90%	95%

3.6.1.1 TARGET RATIONALE

In accordance with the Transport Focus best practice guidance 'Setting targets in Bus Service Improvement Plans'⁴¹, as a partnership we have set ambitious targets for overall satisfaction with the local bus services (Table 31). There must be a high level of satisfaction with bus services in order to both attract and retain bus passengers.

The targets are ambitious because satisfaction with local bus services has fallen significantly, when compared with pre-pandemic levels, and hence there is a lot of work to be improve satisfaction with bus services amongst Plymouth residents.

It is also ambitious because the target will be monitored through the NHT survey indicator 'KBI 06 – Local bus services (overall)'. The NHT survey is sent to a random selection of households across the city and hence it's likely the responses will include both bus and non-bus users. This means that satisfaction will be based on the experience of bus passengers and the perceived experience of lapse or non-bus users. As a partnership we need to influence the opinion of people on our buses, and those not yet travelling by bus in order to achieve modal shift.

3.6.1.2 TARGET MONITORING

The overall satisfaction with public transport will be monitored using the NHT survey indicator 'KBI 06 – Local bus services (overall)'. The NHT survey is sent to a random selection of households across the city and hence it's likely the responses will include both bus and non-bus users. This is important in order to monitor both actual and perceived satisfaction amongst bus users and non-bus users. There must be an awareness of the BSIP amongst both groups in order for lapse bus passengers to use the bus again and for non-bus users to give the bus a try.

⁴¹ Transport Focus (2021) *Setting targets in Bus Service Improvement Plans*, June 2021

3.6.1.3 SUPPLEMENTARY CUSTOMER SATISFACTION MONITORING

In order to better understand customer satisfaction with Plymouth's buses we will also monitor satisfaction with the things that matter most to passengers and potential passengers⁴² as evidenced by the local and national research outlined in Section 2. The Plymouth BSIP is therefore also monitoring:

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

The data will be drawn from Bus Passenger Surveys and NHT surveys, where the data is available, allowing both the opinion of bus passengers (bus passenger surveys) and potential non-bus users (the NHT survey) to be considered.

Where possible, the data will also be reported by different passenger groups, such as fare paying passengers, free pass holders, commuters, and passengers with a disability in recognition that passengers are not ubiquitous and this data will inform future BSIP measures and Enhanced Partnership schemes.

⁴² Transport Focus (2021) *Setting targets in Bus Service Improvement Plans*, June 2021



SECTION 4: DELIVERY







SECTION 4: DELIVERY






4.1 INTRODUCTION

This section sets out the projects, measures and timescales for each of the interventions that we will deliver in order to improve Plymouth's bus services, subject to funding. Section 4.4 sets out the cost of delivering the plan in full.

The projects address the issues with, and opportunities for, the city's current bus services, which have been highlighted in Section 2 and summarised below (Table 32) and they respond to the feedback we have received from stakeholders. Each BSIP measure has been linked to one of the nine themes, relating to our passenger priorities.

Table 32: Strengths and weaknesses of the current bus offer set against the BSIP priorities

Priorities	Strengths	Weaknesses
 Frequent	Good daytime weekday frequencies to key locations such as the City Centre.	Poor evening and weekend frequencies. Park and ride frequencies significantly reduced post the pandemic.
 Reliable and fast	Exciting forward plan of investment to support bus services.	Perception of slow bus journey times amongst lapse and non-bus users. Large, growing, traffic volumes on Plymouth's roads. Bus journey time variability. Reliability issues post the pandemic.
 Affordable	Multi-operator 'Skipper' ticket. Tap and Cap technology introduced on the Plymouth Citybus fleet in July 2022. £2 fare cap scheme.	Skipper ticket currently not multi-modal. Perception that ticket costs are expensive amongst non-bus users.
 Direct and connected	Three park and ride sites with a further site planned to the east of Plymouth. All park and ride sites provide multi-modal interchange opportunities. The majority of the city is served by a commercial network. Comprehensive bus network. Compact city. Bus services pass close to or directly serve most of Plymouth's ferry landing stages.	Orbital or cross city journeys tend to involve an interchange with resultant time penalties.

 Accessible	Strong partnership working between bus operators and community transport provider. Four of Plymouth's six core corridors have a relatively good level of service.	Two of Plymouth's six core corridors (City Centre – Outland Road – George Park and Ride and City Centre – Plymstock Broadway) have poor levels of end to end direct provision.
 Safe	George Junction Passenger facility re-opened. On bus CCTV. Glass roof bus shelters to create a lighter and more airy space.	Some bus stops more remote for evening services.
 Simple and understandable	Proven positive impact of the Plymotion behavioural change campaign on bus patronage. Multi-operator bus network map. RTPi used to promote public transport initiatives. Single source of bus information available via the Council's bus page; plan your bus journey.	Lack of co-ordinated timetables; bus timetables perceived as difficult to understand. Lack of integrated timetable booklet. Ticketing is perceived as confusing with a general lack of awareness of the ticket options available. Lack of a dedicated park and ride service from Milehouse park and ride.
 Modern	All of Plymouth's bus operators accept contactless payments. New high quality bus shelters being installed.	Buses viewed as tired.
 Clean	High quality coach station. Continuation of enhanced cleaning regimes introduced during the pandemic.	Variation in facilities available at bus stops across the city. Bus stop pole and flag cleanliness varies across the city.
All	Strong partnership working between the Council and bus operators. Supportive planning policy. Supportive transport policies. Strong regional co-operation on public transport. Plymouth Bus Passenger Charter.	

4.1.1 ASPIRATIONS FOR BUS IMPROVEMENTS IN PLYMOUTH

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

With our current and potential bus passengers in mind, the nine themes that will guide our delivery process are:

1. **Frequent**
2. **Reliable and fast**
3. **Affordable**
4. **Direct and connected**
5. **Accessible**
6. **Safe**
7. **Simple and understandable**
8. **Modern**
9. **Clean**

4.2 BSIP MEASURES

Table 33 outlines and explains the revenue measures and interventions that we will deliver in order to provide the best possible bus services for Plymouth. Table 34 details the capital measures that we will deliver through the BSIP.

The BSIP measures have been placed in order of order of importance across both Tables 33 and 34, according to which schemes we would deliver first if the DfT were to award us the total BSIP funding that we are asking for (starting with 1 as the highest priority and 24 being the lowest priority).

The order of priority is based on what we would be able to implement quickly in order to have an immediate positive impact on current and potential bus users and by what people (both bus users and non-bus users) have told us they think would make the biggest difference to local bus services.

In the following tables the timescales for fully delivering the following BSIP measures are defined below:

- Short term: 2023/24 to 2027/28
- Medium term: 2028/29 to 2033/34
- Long term: post 2034

Table 33: Revenue BSIP measures

Priority	Main theme	BSIP measure	Project summary	Who will benefit most?	Timescales		
					Short	Medium	Long
2	Accessible	Bus stop clearways	Introduction of Bus Stop Clearway Orders at 400 stops (enforcement by CCTV and the PCC Parking Enforcement Team is included in Table 34).	Passengers across the whole of Plymouth, particularly concessionary passengers	✓		
5	Frequent	Enhanced frequencies	<p>Better 'turn up and go' frequencies where timetables aren't needed on the six core corridors.</p> <p>5 minute daytime frequencies (Monday to Saturday) through combined operator services and even headways until 7pm.</p> <p>15 minute combined daytime frequencies (Sunday) on the core corridors all day.</p> <p>Co-ordinated timetables and additional resource, where necessary, to achieve a 5 minute combined frequency on core corridors (Monday to Saturday) until 7pm, with service frequencies running every 15 minutes between the start of the service until 7am and also 15 minutes between 7pm and the end of service.</p> <p>15 minute combined evening frequency on core corridors on Sundays.</p>	Residents and businesses located along the six core bus corridors	✓		
6	Simple and understandable	Co-ordinated timetable information	<p>Combine timetables across all operators' services to make information simpler and easier to understand.</p> <p>LTA to lead on the production and distribution of co-ordinated timetables for all bus stops and shelters using a standardised format and the common Connect Plymouth brand.</p>	All new and existing passengers	✓		

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

16	Affordable	<p>Skipper ticket: for multi-operator and multi-modal journeys</p> <p>In the short-term, enhance the multi-operator Skipper ticket to make fares affordable and simpler for commuter and leisure bus users in the short-term.</p> <p>The Skipper ticket will improve fares through the provision of a competitively priced inter-operable suite of tickets (day, 7 day and 28 day period passes) for adults and children.</p> <p>The Skipper ticket will incorporate multi-modal journeys using the Connect Plymouth branding, covering bus, ferry and local rail journeys.</p> <p>In the long-term, our aspiration is to further enhance the Skipper ticket offer to include onward journeys, such as e-bike hire.</p>	<p>All passengers across the whole of Plymouth and people travelling between neighbouring authorities</p>	✓		
17	Simple and understandable	<p>Permanent route and destination based Personalised Travel Planning</p> <p>Make the Plymotion behavioural change programme permanent to deliver personalised travel planning (PTP) across the city focussing on bus information, active travel and transport integration.</p> <p>Route and destination based PTP supporting people in gaining skills and confidence in finding and understanding bus routes, timetables and ticketing information.</p> <p>PTP will be provided to every household in Plymouth, distributing free co-ordinated bus network maps and timetables, which will include basic frequency and key public transport information along with a summary of the Plymouth Bus Passenger Charter, and complimentary Skipper day tickets.</p>	<p>All Plymouth residents</p>	✓		
22	Simple and understandable	<p>Community Transport Travel Centre</p> <p>Open a travel centre for our Community Transport provider, Access Plymouth, which will be located within the city centre to make it easier for customers to locate the travel shop for information on services and off-bus support, in turn leading to increased patronage/ demand for community transport services.</p>	<p>Customers requiring community transport</p>		✓	

Table 34: Capital BSIP measures

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

3	Reliable and Fast	<p>Meavy Way bus priority</p>	<p>Reconfiguration of the Crownhill cloverleaf to accommodate bus movements, removing approximately 1 mile from existing bus journeys by giving A386 traffic an alternative route off Tavistock Road via Meavy Way through the introduction of signals. This will alleviate the inside lane queue from Crownhill to A38 Manadon, helping to reduce congestion on the A38 slip roads for journey time benefits for bus users.</p> <p>Inside lane queueing on the A386 Tavistock Road blocks back and impacts upon the northbound exit capacity of Manadon Junction, which in turn causes queues and blocking back onto the A38 Trunk Road slip roads and Strategic Road Network. Tracing the cause of this queue it is apparent that Budshead Way roundabout is the source. Westbound traffic from A386 Tavistock Road must give way to southbound right turning traffic on B3373 Budshead Way. The concept of this scheme is to remove this conflict by giving A386 traffic an alternative route off Tavistock Road via Meavy Way through the introduction of signals. This will alleviate the inside lane queue from Crownhill to A38 Manadon, helping to free up the A38 slip roads. The junction removes approximately 1 mile from existing bus routes through the introduction of a right turn that removes the need to travel through 3 arms of the existing clover leaf.</p>	Residents and businesses along the Northern Corridor		✓	
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4	Reliable and Fast	<p>Mannamead Road bus priority</p> <p>Bus priority and traffic capacity improvements on Mannamead Road (northbound) from Torr Lane, connecting with the Manadon roundabout improvements scheme (Large Local Majors Scheme). Priority for buses at major congestion pinch-points and providing greater network permeability through the provision of new infrastructure will improve journey times and reliability. Where physical constraints prevent the creation of separate facilities general capacity improvements will be delivered.</p> <p>This scheme will improve bus facilities on Mannamead Road, developing the transport links between the City Centre, Derriford Hospital and beyond. Northbound bus facilities on the route are currently limited to designated bus laybys only.</p> <p>The scheme intends to reduce the verge and existing lane width on a section of Mannamead Road, to create a bus lane leading to the existing bus stop on the approach to Manadon roundabout.</p>	Residents and businesses along the Northern Corridor		✓	
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9	Frequent	<p>Crownhill Road bus priority</p> <p>Bus priority through the construction of bus lanes on Crownhill Road. Resources will be released from the core corridor allowing operators to reinvest the resource on the city's secondary corridors and estates.</p> <p>Crownhill Road is a dual carriageway with a single lane in each direction. The corridor is wide, accommodating non-mandatory cycle lanes and wide hatched areas. There remains a central reserve along most of its length. This layout provides an opportunity to provide bus and cycle lanes in each direction whilst maintaining single lanes for general traffic. The proposals would create nearside bus lanes in each direction, with 2 lanes of general traffic in the offside lanes. The bus lanes would be shared with cyclists, meaning that cyclists would be fully segregated from general traffic. The scheme includes bus and cycle facilities at the Crownhill Road / Budshead Road junction that will improve bus journey times and reliability. This offers social and economic benefit to public transport users, especially to commuters with shortened journey times, and residents with reduced air pollution. The improvements to surfacing, traffic islands, signage, and road markings will increase safety for all users, and improvements to cycle, and bus provision will increase the attractiveness and efficiency of sustainable transport options across Plymouth.</p>	Residents and businesses along the Northern Corridor	✓		
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11	Reliable and Fast	<p>Eastern Corridor junction improvements</p>	<p>A series of minor junction improvements on key bus routes to reduce journey times, including at Dean Cross and Horn Cross junctions; Laira Bridge Road bus gate (westbound); and Finnigan Road junction.</p> <p>The A379 Billacombe Road leading to Laira Bridge Road serves as one of the main routes in to Plymouth from the east with 35,000 vehicles per day. It links the existing and new communities of Plymstock, Sherford and Saltram Meadow as well as communities within South Hams with the city centre. It is a busy route which experiences congestion particularly at peak times with both public transport and general traffic experiencing delays and unreliable journey times. Its strategic location makes it a critical part of the highway network. The Eastern Corridor is set to grow significantly in the future, with extensive developments (retail, business, residential and leisure) planned or already approved. This includes developments along the A379 Corridor from Plymstock, west of Laira Bridge (vacant site), Saltram Meadow (1700 dwellings already in construction) and the Sherford New Community (5000 dwellings already in construction).</p> <p>A series of minor junction improvements on key bus routes with localised cycle and walking elements have been identified within the existing community of Plymstock. Feasibility designs have already been undertaken to improve capacity at the identified junctions through new signalling equipment and improved junction layouts resulting in reduced delay and congestion for buses, cyclists, pedestrians and other general traffic. The works will include renewal and upgrade of traffic signal controlled junctions in Plymstock at:</p>	Residents and businesses along the Eastern Corridor	✓		
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			<ul style="list-style-type: none"> • Springfield Road / Reservoir Road • Pomphlett Rd/Stanborough Rd/Church Rd/Dean Cross Rd • Plymstock Rd/Dean Cross Rd/Dean Hill/Radford Park Rd <p>The work includes new pedestrian and cycling facilities and MOVA installation.</p> <p>In addition, west of Laira Bridge on approach to the city centre, a new bus gate will be provided on Laira Bridge Road (westbound) to provide considerably more priority for buses travelling towards the city centre when exiting the existing Laira Bridge bus lane.</p> <p>Capacity of Laira Bridge itself, crossing the River Plym, is constrained by the junctions at either end of it. The Council has been investigating ways of increasing the capacity on this corridor without affecting the bridge structure itself. Benefits to journeys along the main A379 Eastern corridor will be realised through the removal of the right turn movement out of Finnigan Road. The now redundant railway line passing under Laira Bridge will be utilised to provide a new route for vehicles wishing to make this manoeuvre resulting in a left turn exit from Embankment Lane instead. To date, the scheme has been developed as part of the Pomphlett to The Ride bus priority scheme, also included in this BSIP.</p>			
12	Reliable and Fast	Plymouth Embankment*	<p>Provision of a bus lane on the eastbound approach of the A374 Embankment, from Crabtree Close to the junction to reduce delays and journey times.</p> <p>*Funding is also being pursued to deliver this project through the Major Road Network programme so work will continue through whichever funding is awarded first.</p>	Residents and businesses along the Northern and Eastern Corridors	✓	

13	Reliable and Fast	Wolseley Road bus priority	<p>Inclusion of an Eastbound section of bus lane on Wolseley Road south, from the Saltash Road junction to the Camels Head junction, connecting in with the existing bus stop.</p> <p>Wolseley Road is on the A3064, one of the main route corridors into the City Centre from Devonport, St Levan and the A38. It therefore provides a critical function for public transportation, with buses regularly traversing the route. It is proposed to make this route more appealing for bus travel by reducing the wide footway to permit space to incorporate a bus lane. This 4m provision, will provide a 180m direct route that will be utilised by buses. Public parking will still be provided by the reduction of the footpath from 4m to 1.8m. The social and economic benefits of this scheme include reduced time for passenger's journeys and commuters traveling to work in the City Centre, enhanced provision and better connectivity for the city.</p>	Residents and businesses along the Western Corridor	✓		
16	Affordable	Skipper ticket: for multi-operator and multi-modal journeys	<p>Capital investment to support the expansion of the Skipper ticket (as per Table 33).</p> <p>Investment for the ticket will include tap on, tap off technology to allow future fare capping. This technology will be installed at Plymouth's five suburban rail stations to support the multi-modal ticketing offer.</p> <p>In the long-term, our aspiration is to further enhance the Skipper ticket offer to include onward journeys, such as e-bike hire.</p>	All passengers across the whole of Plymouth and people travelling between neighbouring authorities	✓		
18	Modern	Electric minibuses	Replace all of our community transport vehicles with five new electric minibuses and associated charging infrastructure.	Everyone through lowering carbon emissions and improving air quality	✓		

19	Reliable and Fast	<p>Longbridge Road bus contraflow</p> <p>The Longbridge Road bus contraflow scheme will include a two-way road for buses (and access) only to significantly reduce bus journey times around the Strategic Road Network A38 Marsh Mills junction.</p> <p>This scheme will improve the existing bus provision in the Marsh Mills and Coypool area, offering a significant benefit to bus routes through Plymouth Road / Longbridge Road to the rest of the city.</p> <p>Bus services to Marsh Mills Retail Park currently have to u-turn around a small roundabout and take a long arduous route via Forder Valley Interchange. The primary focus of this scheme is to provide direct access to Marsh Mills Roundabout through opening up an existing one-way road to two way bus traffic via the use of traffic signals on Longbridge Road. This work would be undertaken in combination with a new bus gate across Plymouth Road to enable right turns for buses from Longbridge Road as well as a U-turn facility for buses on the approach to Marsh Mills from Plymouth Road. This would enable full coverage for all directions bus travel from Marsh Mills Retail Park and from the existing Coypool Park & Ride site.</p> <p>This scheme will provide a new section of shared footway / cycleway. This would help give increased pedestrian and cycling links from the existing Coypool Park & Ride site.</p>	Residents and businesses in the Marsh Mills area		✓	
20	Reliable and Fast	<p>Mutley Plain bus priority</p> <p>Bus priority, public realm and pedestrian improvements to the Mutley Plain District Centre.</p>	Residents and businesses along the Northern Corridor		✓	

21	Reliable and Fast	Haye Road bus priority	Provide capacity improvements and bus priority up to Stanborough Road Junction with frequencies to match our core corridor aspirations.	Residents and businesses along the Eastern Corridor			✓
23	Accessible	Audio-visual announcement technology	Audio-visual announcement and next stop technology will be fitted to all Plymouth buses by 2026. The technology will provide audible announcements and visual displays identifying the route and direction, each upcoming stop, and the beginning of any diversions. It will also be integrated with information on other sustainable transport modes near the bus, such as train times and available e-bikes to hire.	Concessionary passengers as well as new and existing passengers	✓		
24	Frequent	Coypool Park and Ride capacity enhancements	Expand the Coypool Park and Ride site.	Residents and businesses along the Northern Corridor			✓

Table 35: BSIP measures deliverable in the short term without additional funding

Main theme	BSIP Measure	Project summary	Who will benefit most?
Frequent	Park and Ride Task Force	Establish a Park and Ride Task Force to help deliver the BSIP Park and Ride aspirations	Park and Ride passengers
Reliable and fast	Cashless payments to reduce boarding times	The promotion of cashless payments on buses through the provision of routes and destination based Personalised Travel Planning	All bus passengers, citywide
	Timing points	A rationalisation of bus stops which are treated as timing points, removing those which cause unnecessary delay for passengers	All bus passengers, citywide
Affordable	Tap and Cap	Plymouth Citybus phase two of Tap and Cap ticketing technology to allow the system to calculate return trips so that the payment channel will always provide the best value ticket for the customer	Fare paying bus passengers, citywide
	Tap on tap off technology	Deliver tap on tap off technology on all Plymouth buses to ensure fare paying passengers have the best value ticket for the journeys they make	Fare paying bus passengers, citywide
	Child fares	Raise the age of eligibility for child fares to 19	Fare paying young adults, citywide
	Fare Cap	National £2 fare cap on single journeys	Fare paying bus passengers, citywide
Accessible	Customer service training	Commitment to customer service training to better support elderly and disabled passengers on all services	Elderly and disabled passengers
	Days out by bus	Production of publicity showing days out by public transport	All passengers, citywide
Safe	RTPI Cancellation messages	Cancellation messaging to be introduced on RTPI system	All bus passengers, citywide

	Bus capacity messages	Continue to provide real time passenger information on the capacity of buses operating along key routes	All bus passengers, citywide
Simple and understandable	Service changes	Service changes to be limited to twice a year	All bus passengers, citywide
	Common fare zones	Common fare zones across all bus operators to simplify ticketing choices and costs	All bus passengers, citywide
	Simplified fares structures	Fare structure review with the intention being to offer a lesser number of better value ticket options	Fare paying passengers, citywide
	RTPI QR codes	New bus shelters will have a QR code within the timetable case; passengers can scan the code and receive details of the next four buses to arrive at the stop	All smartphone enabled passengers, citywide
	Create Transport Disruption Data	In summer 2023, the bus partnership will also complete training in order to use the DfT's new Create Transport Disruption Data (CTDD) service in order to keep passengers up to date with any disruptions that may affect their journey. The CTDD information will be distributed using a number of methods, including RTPI displays, social media accounts, and Council and operator websites	All passengers, citywide

Many of the BSIP measures in Tables 33, 34 and 35 could have been categorised into more than one of the nine BSIP themes, which are based on our passenger priorities. Therefore, to more fully understand the full range of benefits associated with each measure, Table 36 sets out the inter-relationship of our BSIP measures and how they align with each of the NBS objectives.

Table 36: Inter-relationship of the BSIP measures and National Bus Strategy objectives

Priority	BSIP measure	National Bus Strategy objectives											
		More frequent	Faster and more reliable	Cheaper	More comprehensive	Easier to understand	Easier to use	Better to ride in	Better integrated with other modes and each other	Greener	Accessible and inclusive by design	Innovative	Seen as a safe mode of transport
1	Pomphlett to The Ride bus priority		✓					✓					
2	Bus stop clearways						✓	✓			✓		✓
3	Meavy Way bus priority		✓					✓					
4	Mannamead Road bus priority		✓					✓					
5	Enhanced frequencies	✓	✓		✓	✓							✓
6	Co-ordinated timetable information				✓	✓	✓				✓		
7	Restored, enhanced and expanded park and ride network	✓	✓		✓	✓	✓		✓		✓		✓
8	The George Park and Ride Travel Centre				✓	✓	✓	✓	✓		✓	✓	✓
9	Crownhill Road bus priority	✓	✓					✓					
10	Cross-city urban loop service	✓			✓	✓	✓		✓		✓		
11	Eastern Corridor junction improvements		✓					✓					
12	Plymouth Embankment		✓					✓					
13	Wolseley Road bus priority		✓					✓					
14	Bus stop improvements					✓	✓	✓	✓				✓

15	Market research to include researching the demand for night buses and DRT on core corridors				✓		✓		✓		✓		✓
16	Skipper ticket: for multi-operator and multi-modal journeys		✓	✓	✓	✓	✓		✓		✓		
17	Permanent route and destination based Personalised Travel Planning			✓	✓	✓	✓		✓		✓	✓	✓
18	Electric minibuses							✓		✓		✓	
19	Longbridge Road bus contraflow		✓					✓					
20	Mutley Plain bus priority		✓					✓					
21	Haye Road bus priority		✓					✓					
22	Community Transport Travel Centre				✓	✓			✓		✓	✓	✓
23	Audio-visual announcement technology					✓	✓	✓	✓		✓	✓	
24	Coypool Park and Ride capacity enhancements		✓		✓		✓		✓		✓		
Measures not requiring additional external funding	Park and Ride Task Force	✓	✓		✓	✓	✓		✓		✓		✓
	Cashless payments to reduce boarding times		✓										
	Timing points		✓							✓			
	Tap and Cap		✓	✓		✓	✓				✓	✓	
	Tap on tap off technology		✓	✓		✓	✓				✓	✓	
	Child fares			✓		✓	✓						
	Fare Cap			✓		✓	✓						
	RTPI Cancellation messages					✓					✓	✓	✓
	Bus capacity messages					✓		✓			✓		✓

Customer service training						✓	✓					✓
Days out by bus				✓				✓				
Service changes					✓	✓						
Common fare zones					✓	✓						
Simplified fares structures					✓	✓						
RTPI QR codes					✓	✓				✓	✓	
Create Transport Disruption Data					✓	✓						✓

Table 37 summarises our longer term aspirations for improving Plymouth’s bus services, which we are in the process of developing plans for. Further details for each of these project proposals will be included in future BSIP updates.

Table 37: Longer term BSIP aspirations

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

4.3 BSIP DELIVERY

4.3.1 PLYMOUTH ENHANCED PARTNERSHIP

Our BSIP will be delivered through the Plymouth Enhanced Partnership which was formally made on 1 April 2023 between Plymouth City Council, as the LTA, and all local bus operators running services within the city boundary. The EP Plan outlines the same ambitions that are detailed in this BSIP and the EP Scheme refers to the commitments made by both the Council and the local bus operators in order to progress bus service improvements in Plymouth.

The development of an Enhanced Partnership was chosen for Plymouth because of the successful working relationship the Council already has with all local bus operators. This approach accords with the Council's values of democracy, responsibility, fairness and co-operation⁴³. The Council and local bus operators are certain that, through our new Enhanced Partnership and work with key stakeholders, including passenger groups, local residents and businesses, we will deliver our common ambition of creating a thriving local bus network where everyone can be connected to important people and places through frequent, reliable, fast, affordable, safe and clean bus services, in a way that will support Plymouth in achieving its net zero goals by 2030, through the plans detailed in this BSIP.

4.3.2 LTA TEAM DELIVERY STRUCTURE

The creation of a formal EP with Plymouth's bus operators and the development and delivery of our local BSIP has provided us with a very exciting opportunity to produce a high quality public transport network in our city. However, to deliver the programme as set out above additional resources within the council are required. Table 38 shows the current BSIP LTA delivery team and the additional roles required to deliver the BSIP programme.

Table 38: BSIP LTA Delivery Team – current and required roles

Role(s)	Cabinet Member for Transport
Function	Champion for the Bus Service Improvement Plan; providing strategic leadership for the Plan and ensuring that the Plan is aligned with the values and priorities of the Council and city.
Existing or Proposed	Existing
Role(s)	Member Bus Champion
Function	Bus Champion providing the face for bus travel in Plymouth, championing the needs of bus passengers and bus operators. Member of the Plymouth Enhanced Partnership Bus Forum.
Existing or Proposed	Existing
Role(s)	Service Director for Strategic Planning and Infrastructure
Function	Strategic lead for the Bus Service Improvement Plan and Enhanced Partnership ensuring that the plans reflect all corporate plans and policies including the Plymouth Plan, Joint Local Plan and Net Zero Action Plan and is amplified by regional policies and partnerships.
Existing or Proposed	Existing
Role(s)	Head of Transport
Function	Critical friend of the Bus Service Improvement Plan and Enhanced Partnership providing critique and challenge to the BSIP delivery team and bus operators to ensure that the plans achieve their core aims of boosting bus patronage and delivering on the nine passenger priorities identified. Chair of the Plymouth Bus Enhanced Partnership Board.
Existing or Proposed	Existing

⁴³ Plymouth City Council (2023) [Corporate Plan 2021-2025](#)

Role(s)	Sustainable Transport Manager
Function	<p>Programme director for the Plymouth Enhanced Partnership and Bus Service Improvement Plan alongside leading the sustainable transport programme for the Council thereby insuring maximum integration of all sustainable transport modes and the development and delivery of complementary transport strategies and projects. Inter-regional representative for the Council on matters regarding sustainable transport.</p> <p>Chair of the Plymouth Bus Enhanced Partnership Forum.</p>
Existing or Proposed	Existing
Role(s)	Sustainable Transport Programme Co-ordinator
Function	<p>Programme manager for the Plymouth Enhanced Partnership and Bus Service Improvement Plan, alongside the delivery of day to day functions of the councils Public Transport and Behavioural Change teams. Inter-regional representative for the Council on matters regarding public transport and project manager for complex programmes.</p> <p>Council representative on the Plymouth Bus Enhanced Partnership Board.</p>
Existing or Proposed	Existing
Role(s)	Three Public Transport Officers
Function	<p>To deliver the public transport programmes of the Council including, but not limited to:</p> <ul style="list-style-type: none"> - Delivery of the English National Concessionary Fares scheme - Management and maintenance of public transport infrastructure - Management of Plymouth's park and rides - Delivery of Real Time Passenger Information - Delivery of the multi-operator Skipper ticket - Management of non-commercial routes - Rail lead - Water transport lead - Sustainable Transport events co-ordination - Community Transport lead - Bus operator liaison - Customer services
Existing or Proposed	Existing
Role(s)	Three Public Transport Officers
Function	<p>To support the development, delivery and monitoring of both the Bus Service Improvement Plan and Enhanced Partnership. The role includes, but is not limited to:</p> <ul style="list-style-type: none"> - Serving on the Plymouth Enhanced Partnership Scheme delivery groups - Marketing and promotion of the BSIP and EP - BSIP / EP communications lead - Data collection and analysis to allow evidence led bus interventions - Project management of BSIP measures - Co-ordination with regional partners - Monitoring and reporting on the Bus Service Improvement Plan and Enhanced Partnership Plan and Scheme - Project Management of BSIP measures - Bus stop information lead

	- Leading communications on the BSIP and Enhanced Partnership
Existing or Proposed	Existing (one role) and proposed (two roles)
Role(s)	Public Transport Apprentice
Function	To support the delivery of the Bus Service Improvement Plan and Enhanced Partnership through: <ul style="list-style-type: none"> - Leading on customer service enquiries - Supporting the scheme delivery groups - Facilitating delivering of the Bus Service Improvement Plan and Enhanced Partnership - Leading social media engagement
Existing or Proposed	Proposed (one role)
Role(s)	Travel Advisor Supervisor
Function	To lead the delivery of the Personalised Travel Planning Programme set out within the BSIP and all public transport events.
Existing or Proposed	Existing role, not currently delivering BSIP PTP
Role(s)	Four Travel Advisors
Function	To deliver the Personalised Travel Planning Programme set out within the BSIP alongside leading on BSIP and Enhanced Partnership events.
Existing or Proposed	Existing roles, not currently delivering BSIP PTP

4.4 BSIP FUNDING REQUIREMENTS

The cost of delivering the 2023 Bus Service Improvement Plan is £330,014,281. This is the whole life cost of the Plan, including the cost of monitoring its effectiveness, and spans the period 2024 to 2034. It includes both a capital and revenue contingency because of the number of variables affecting the cost of the measures set out within the Plan, prior to their delivery.

Of the £330,014,281 the revenue measures set out in Table 33 cost £145,538,115. The capital measures set out in Table 34 cost £182,305,997 and the additional roles required to deliver the BSIP programme set out in Table 38 cost £2,170,170.

The costs are based on the following assumptions:

- That funding is secured in 2024 for the delivery of the Plan
- That the measures set out in Tables 33, 34 and 38 are delivered according to the timescales indicated, i.e. in either the short (2023/24 to 2027/28), medium (2028/29 to 2033/34) or long term (Post 2034).
- Funding for bus services, bus service enhancements and the Skipper ticket is 'kick-start' funding, used to fund the measure for a period of time, after which point it becomes self-sustaining.

An inflationary assumption has also been included in the costs set out.

SECTION 5: REPORTING



SECTION 5: REPORTING

5.1 INTRODUCTION

This section sets out the arrangements for publishing six-monthly performance reviews against the BSIP targets.

5.2 REPORTING PERFORMANCE

Plymouth City Council, in partnership with the BSIP Partnership, will produce a report every six months which will include a performance update on the four key targets, and complementary monitoring, set out in Section 3:

1. **Journey times** (Table 26)
2. **Reliability** (Table 28)
3. **Passenger growth** (Table 29)
4. **Customer Satisfaction** (Table 31)

The report will be published on the Council's [bus service improvements](#) webpage, starting in June 2024, following the publication of this BSIP in December 2023. The report will therefore be published in June and December each year.

The target updates will cover the progress made over the last six months and will be compared to the data provided in the previous monitoring period for consistency and to keep data simple and easy to understand, as advised by Transport Focus. 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. Everyone who signs up to the mailing list will be notified of when the reports are published, should they want to view them. Anyone wishing to be on the mailing list should email buspartnership@plymouth.gov.uk.

During the development of the BSIP stakeholders were consulted in order to understand the merits and shortcomings of local bus services. It is intended that these stakeholders are encouraged to sign up to the Plymouth BSIP mailing list, along with all members of the Plymouth Enhanced Partnership Forum, 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.

SECTION 6: OVERVIEW TABLE



SECTION 6: OVERVIEW TABLE

6.1 INTRODUCTION

This section 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.

6.2 OVERVIEW TABLE

Name of authority	Plymouth City Council
Franchising or Enhanced Partnership	Enhanced Partnership
Date of publication	December 2023
URL of published report	www.plymouth.gov.uk/bus-improvements

Targets	2030	2034	Description of how each will be measured
Journey time	Average bus journey times in 2030 on Plymouth's six core corridors will be the same as in 2023	Average bus journey times in 2034 on Plymouth's six core corridors will be quicker than in 2023	Monitored by core bus corridor, through the RTPI system, with the average journey time between two points (inbound and outbound) measured. Data to be supplemented by scheme specific monitoring for measures delivering bus priority.
	90% of passengers are satisfied with on-bus journey times	95% of passengers are satisfied with on-bus journey times	Passenger satisfaction with bus journey times will be monitored using passenger surveys.

Reliability	99.4% of scheduled mileage operated	99.6% of scheduled mileage operated	Monitored through lost mileage and punctuality (% on time), as reported by bus operators, appropriately apportioned to reflect market share.
	85% of scheduled bus services are on time ⁴⁴	90% of scheduled bus services are on time	
Passenger growth	23,013,275 passenger journeys (2030/31)	26,073,937 passenger journeys (2033/34)	On-bus patronage as recorded by bus operators with data being recorded for fare paying and concessionary patronage as well as total patronage.
Customer satisfaction	90% overall satisfaction with local bus services	95% overall satisfaction with local bus services	Measured through the annual, independent, National Highways and Transport survey, specifically indicator KBI 06 – Local bus services (overall).

Delivery – Does your BSIP detail policies to:	Yes / No	Explanation
Make improvements to bus services and planning		
More frequent and reliable services		
Review service frequency	Yes	We propose to boost daytime, evening and weekend frequencies on Plymouth's six core bus corridors through evening out headways and providing additional resource, where required.

⁴⁴ A bus service is deemed to be on time if it is between 1 minute early and 4 minutes late of when it was due to arrive

Increase bus priority measures	Yes	A comprehensive suite of bus priority schemes, principally focussed on Plymouth's six core bus corridors is proposed, supported by citywide measures such as the introduction of additional bus stop clearways.
Increase demand responsive services	Yes	We will purchase five electric minibuses, and the necessary charging infrastructure, to allow the expansion of our Demand Responsive 'dial a ride' service for elderly and disabled passengers who may otherwise be unable to catch the bus.
Consideration of bus rapid transport networks	No	The BSIP looks to enhance Plymouth's current public transport network in the first instance. The Partnership believes this offers better value for money and will still drive significant, lasting, passenger growth, at the current time.

Improvements to planning/integration with other modes

Integrate services with other modes	Yes	Through our Skipper ticket proposals, the BSIP will deliver multi-modal ticketing and better integration between buses, ferries and rail services. Bus services, flags and resources will also use the Connect Plymouth multi-modal branding to provide a visibly integrated sustainable transport network across the city.
Review socially necessary services	Yes	Community transport is a key element of the BSIP, with the Plan envisaging an expanded Demand Responsive Service through procuring five (electric) minibuses being to support Plymouth's dial a ride service for elderly and disabled passengers.

Simplify services	Yes	The enhanced frequencies on Plymouth's core bus corridors will provide better turn up and go services without needing to refer to a timetable, making buses more flexible and easier to use. Simplified ticketing through the Skipper offer and continued PTP provided through Plymotion travel advisors will also make using the bus and understanding services easier.
Invest in Superbus networks	No	The BSIP looks to enhance Plymouth's current public transport network in the first instance. The partnership believes this offers better value for money and will still drive significant, lasting, passenger growth, at the current time.

Improvements to fares and ticketing

Lower fares	Yes	The Skipper proposals will deliver a competitively priced suite of day, 7 day and 28 day tickets for the benefit of both the commuter and leisure markets. The intention is for Skipper product to span all bus operators and local ferry and rail operations.
Simplify fares	Yes	
Integrate ticketing between operators and transport	Yes	

Make improvements to bus passenger experience

Higher spec buses		
Invest in improved bus specifications	Yes	We will install audio-visual technology on all Plymouth buses to support users, particularly disabled passengers to make bus services inclusive for everyone. We will also invest in electric minibuses for our community transport services.
Invest in accessible and inclusive bus services	Yes	

Protect personal safety of bus passengers	Yes	The BSIP includes commitments regarding on and off bus safety with proposals for improved lighting and waiting facilities at bus stops and providing travel centres for passengers to access facilities while they wait for their bus. Improved frequencies with reliable services will also mean passengers do not have to wait at bus stops for long. Clean and well maintained bus infrastructure with the Connect Plymouth branding will also improve people's perceptions of safety whilst waiting at stops.
Improve buses for tourists	Yes	The proposed Skipper product will provide a single multi-modal ticket which will cover all journeys within Plymouth and the immediate area. Through positive marketing it will become the ticket of choice for visitors who will be supported in their use of Plymouth's buses through off-bus information, publicity materials and PTP at events. The Connect Plymouth branding will also unify sustainable transport modes, making it easier for visitors to understand how to recognise and access bus services and how to link with other modes at key interchange points whilst visiting the city.
Invest in decarbonisation	Yes	We will invest in five electric minibuses for our demand responsive community transport services, alongside the delivery of living roofs through our new bus shelter contract.

Improvements to passenger engagement

Passenger charter	Yes	We have developed the Plymouth Bus Passenger Charter so that the Partnership can be held accountable for issues on the bus network and passengers are given a strong voice to help shape our city's bus services so we can continue improving.
Strengthen network identity	Yes	We will expand the established Connect Plymouth brand to cover bus stop infrastructure and on and off-bus publicity in order to present the network with a single, unified, identity.
Improve bus information	Yes	We will deliver route and destination based PTP, supported by a multi-operator map and combined timetable being provided to all households each year.

Other


Other	No	N/A
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APPENDICES



APPENDIX A: EQUALITY IMPACT ASSESSMENT FOR 2023 PLYMOUTH BUS SERVICE IMPROVEMENT PLAN

SECTION ONE: INFORMATION ABOUT THE PROPOSAL

Author(s): This is the person completing the EIA template.	Rosemary Starr, Sustainable Transport Manager	Department and service:	Sustainable Transport, Strategic Planning and Infrastructure	Date of assessment:	5 October 2023
Lead Officer: Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA.	Paul Barnard, Service Director, Strategic Planning and Infrastructure	Signature:		Approval date:	18 October 2023
Overview:	<p>This assessment relates to the 2023 Plymouth Bus Service Improvement Plan (BSIP). Our vision, as set out within the BSIP, is to create a thriving bus network where everyone can be connected to important people and places, by services that are frequent, reliable, fast, affordable, safe and clean, which will also help Plymouth to achieve its net zero goals by 2030.</p> <p>The BSIP directly responds to the objectives of the Government's National Bus Strategy⁴⁵ and makes buses more frequent, more reliable, easier to understand and use, better co-ordinated and cheaper.</p>				
Decision required:	<p>This Equality Impact Assessment (EIA) assesses the impact of the recommendation that the Service Director for Strategic Planning and Infrastructure, in association with the Cabinet Member for Transport, approves the publication of the updated Bus Service Improvement Plan.</p>				

⁴⁵ Bus Back Better – National Bus Strategy for England (2021) <https://www.gov.uk/government/publications/bus-back-better>

SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

Potential external impacts: Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?	Yes		No	X
Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees?	Yes		No	X
Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)	Yes		No	X
If you do not agree that a full equality impact assessment is required, please set out your justification for why not.				

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
Age	Background Community Data Plymouth <ul style="list-style-type: none"> 16.4 per cent of people in Plymouth are children aged under 15. 65.1 per cent are adults aged 15 to 64. 18.5 percent are adults aged 65 and over. 2.4 percent of the resident population are 85 and over. South West <ul style="list-style-type: none"> 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64. 22.3 per cent are aged 65 and over. England	No adverse impacts are anticipated from the 2023 Bus Service Improvement Plan; the Plan seeks to improve bus service provision for all.	Not applicable.	Not applicable.

- 17.4 per cent of people are aged 0 to 14.
- 64.2 per cent of people are aged 15 to 64.
- 18.4 per cent of people are aged 65 and over.

(2021 Census)

There is forecast to be a significant change in Plymouth's population structure over the next twenty years. Plymouth's population is predicted to increase by 3.2 per cent by 2043. This will be due mainly to many more in the over 65 cohort (15,000) and under 25 cohort (2,500). However, this will be offset by the reduction in the 16-64 'working age' cohort. There are notable variations in the age groups particularly in the over 75s, with the over 75 age group cohort alone predicted to rise by 60.3 per cent. This rise will see Plymouth's over 75s rise from 22,800 to 36,550.

Public Transport Data

- In 2019/2020 18,027,681 bus trips were made, of which 5,098,348 (28%) were concessionary trips.
- In 2020/2021 6,881,673 bus trips were made, of which 1,722,313 (25%) were concessionary trips.
- In 2021/2022 12,481,802 bus trips were made, of which 2,870,138 (23%) were concessionary trips.
- In 2022/2023 14,430,064 bus trips were made, of which 3,232,668 (22%) were concessionary trips.

	<p>In December 2022 there were 54,985 people living within Plymouth who held a concessionary bus pass. The passes are issued either to residents who are over state pension age or have a disability that entitles them to a pass. In December 2022 there were 50,657 active age related passes.</p> <p>Older people by the nature of the scheme are overrepresented as beneficiaries of concessionary fares. National data shows that young people are overrepresented amongst public transport users (GOV.UK).</p>			
Disability	<p>10 per cent of our population have their day-to-day activities limited a lot by a long-term health problem or disability (2011 Census).</p> <p>Public Transport Data</p> <ul style="list-style-type: none"> • In 2019/2020 18,027,681 bus trips were made, of which 5,098,348 (28%) were concessionary trips. • In 2020/2021 6,881,673 bus trips were made, of which 1,722,313 (25%) were concessionary trips. • In 2021/2022 12,481,802 bus trips were made, of which 2,870,138 (23%) were concessionary trips. • In 2022/2023 14,430,064 bus trips were made, of which 3,232,668 (22%) were concessionary trips. 	<p>No adverse impacts are anticipated from the 2023 Bus Service Improvement Plan; the Plan seeks to improve bus service provision for all.</p>	Not applicable.	Not applicable.

	<p>In December 2022 there were 54,985 people living within Plymouth who held a concessionary bus pass. The passes are issued either to residents who are over state pension age or have a disability that entitles them to a pass. In December 2022 there were 4,328 active disabled bus passes.</p> <p>In 2019, disabled adults (aged 16 years and over) in England made 757 trips on average per person per year, as compared to 1,016 for adults without a disability. The difference was smaller for those aged under 65, 17 per cent less (854 trips compared to 1,026) than for those aged over 65, 34 per cent less (642 trips compared to 970) (<u>DFT Accessibility Statistics: 2020</u>).</p> <p>National evidence suggests that a higher proportion of individuals who live in families with disabled members live in poverty, compared to individuals who live in families where no one is disabled (<u>EHRC 2017</u>).</p>			
Gender reassignment	There are no official estimates for gender reassignment at either national or local level (awaiting 2021 Census data).	No adverse impacts are anticipated from the 2023 Bus Service Improvement Plan; the Plan seeks to improve bus service provision for all.	Not applicable.	Not applicable.

Marriage and civil partnership	<p>There were 234,795 marriages in England and Wales in 2018.</p> <p>In 2020, there were 7,566 opposite-sex civil partnerships formed in England and Wales, of which 7,208 were registered in England and 358 were registered in Wales.</p> <p>There were 785 civil partnerships formed between same-sex couples in England and Wales in 2020, of which 745 were registered in England and 40 were registered in Wales.</p>	No adverse impacts are anticipated from the 2023 Bus Service Improvement Plan; the Plan seeks to improve bus service provision for all.	Not applicable.	Not applicable.
Pregnancy and maternity	<p>There were 640,370 live births in England and Wales in 2019, a decrease of 2.5 per cent since 2018. The mid-year 2019 population estimates show that there were 2,590 births in Plymouth.</p> <p>The total fertility rate (TFR) for England and Wales decreased from 1.70 children per woman in 2018 to 1.65 children per woman in 2019.</p>	No adverse impacts are anticipated from the 2023 Bus Service Improvement Plan; the Plan seeks to improve bus service provision for all.	Not applicable.	Not applicable.
Race	<p>In 2021, 94.9 per cent of Plymouth's population identified their ethnicity as White, 2.3 per cent as Asian and 1.1 per cent as Black.</p> <p>People with a mixed ethnic background comprised 1.8 per cent of the population. 1 per cent of the population use a different term to describe their ethnicity.</p>	No adverse impacts are anticipated from the 2023 Bus Service Improvement Plan; the Plan seeks to improve bus service provision for all.	Not applicable.	Not applicable.

	<p>2021 Census data shows that after English, Polish, Romanian, Chinese, Portuguese and Arabic are the most spoken languages in Plymouth.</p> <p>ONS data shows that White people were consistently the most likely to have a driving licence out of all ethnic groups, and Black people were least likely to (ONS, 2020).</p>			
Religion or belief	<p>48.9 per cent (129,338) of the Plymouth population stated they had no religion. 42.5 per cent of the population (112,526) identified as Christian (2021 Census).</p> <p>Those who identified as Muslim account for 1.3 per cent of Plymouth's population while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2021 Census).</p>	<p>No adverse impacts are anticipated from the 2023 Bus Service Improvement Plan; the Plan seeks to improve bus service provision for all.</p>	Not applicable.	Not applicable.
Sex	<p>51 per cent of our population are women and 49 per cent are men (2021 Census).</p> <p>The Plymouth City Council Violence Against Women and Girls Survey 2022 Final Report shows that:</p> <ul style="list-style-type: none"> • The proportion of males who felt very/fairly safe out after dark (58 per cent) was significantly greater than females (8 per cent). • The proportion of males who felt very/fairly safe out during the day (83 per cent) was significantly greater than females (63 per cent). 	<p>No adverse impacts are anticipated from the 2023 Bus Service Improvement Plan; the Plan seeks to improve bus service provision for all.</p>	Not applicable.	Not applicable.

Sexual orientation	There is no precise local data on sexual orientation in Plymouth (awaiting 2021 Census data).	No adverse impacts are anticipated from the 2023 Bus Service Improvement Plan; the Plan seeks to improve bus service provision for all.	Not applicable.	Not applicable.
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SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
	No adverse impacts on Human Rights are anticipated from this decision.	Not applicable.	Not applicable.

SECTION FIVE: OUR EQUALITY OBJECTIVES

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
Celebrate diversity and ensure that Plymouth is a welcoming city.	Plymouth City Council remains committed to celebrating the diversity of the city.	Not applicable.	Not applicable.
Pay equality for women, and staff with disabilities in our workforce.	Plymouth City Council is committed to promoting equality and the fair treatment of its workforce. As an employer, we have a clear policy of paying employees equally for the same or equivalent work regardless of gender or disability. The Council operates a comprehensive job evaluation scheme to ensure that rates of pay are fair and are based wholly on the role being undertaken.	Not applicable.	Not applicable.

Supporting our workforce through the implementation of Our People Strategy 2020 – 2024.	Our People Strategy 2020 – 2024 sets out our approach towards ensuring that the Council's workforce can adapt and meet the ever changing needs of the Council and our residents.	Not applicable.	Not applicable.
Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.	The Council is committed to reducing and tackling hate crime and ensuring that victims are treated in a trauma informed manner to ensure that they get the outcome which is most appropriate for them. The Council works closely with the Safer Plymouth Partnership, the community safety partnership for the city. Hate crime data is monitored.	Not applicable.	Not applicable.
Plymouth is a city where people from different backgrounds get along well.	The Council is committed to promoting cohesion within the city.	Not applicable.	Not applicable.

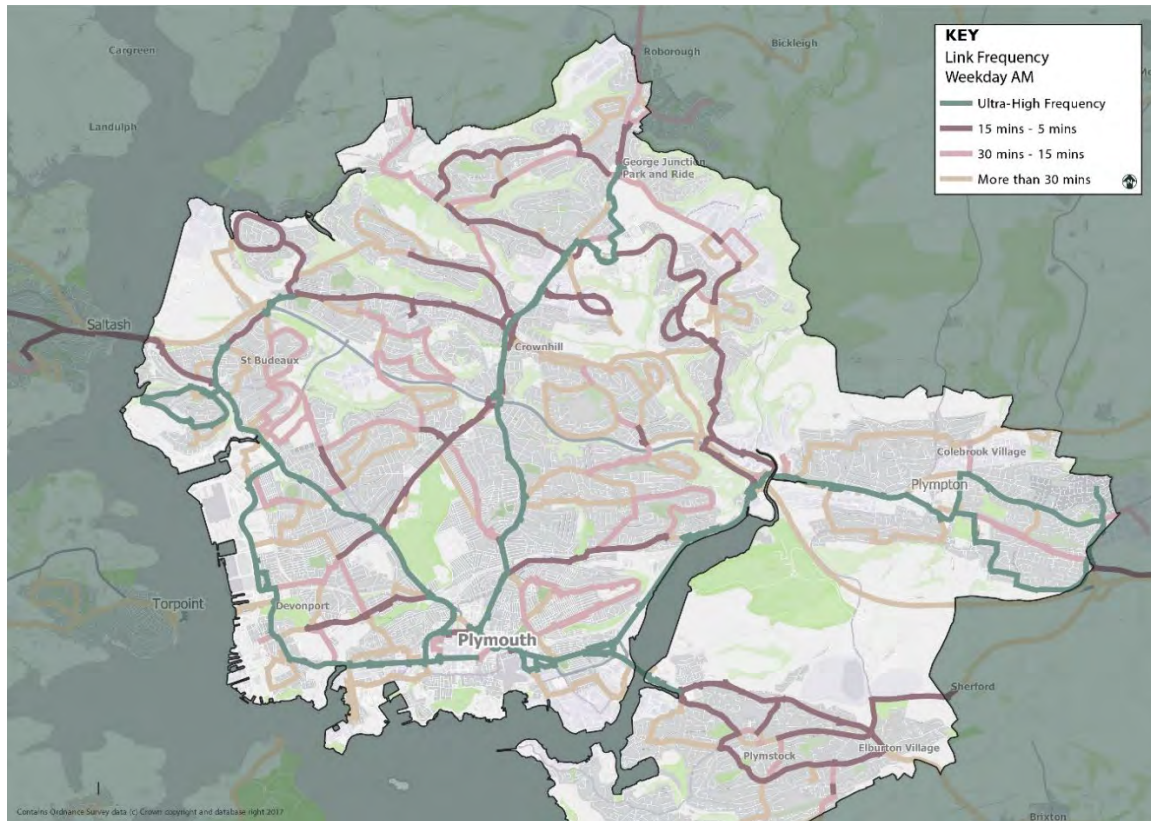
APPENDIX B: LOW CARBON CERTIFICATION

Below is an example of a Low Carbon Certification for an ADL Enviro 400 bus, provided by the [Low Carbon Vehicle Partnership](#). The LCVP has been approved by the DfT and included in the Government's [Zero emission buses: local authority toolkit](#) (2022).

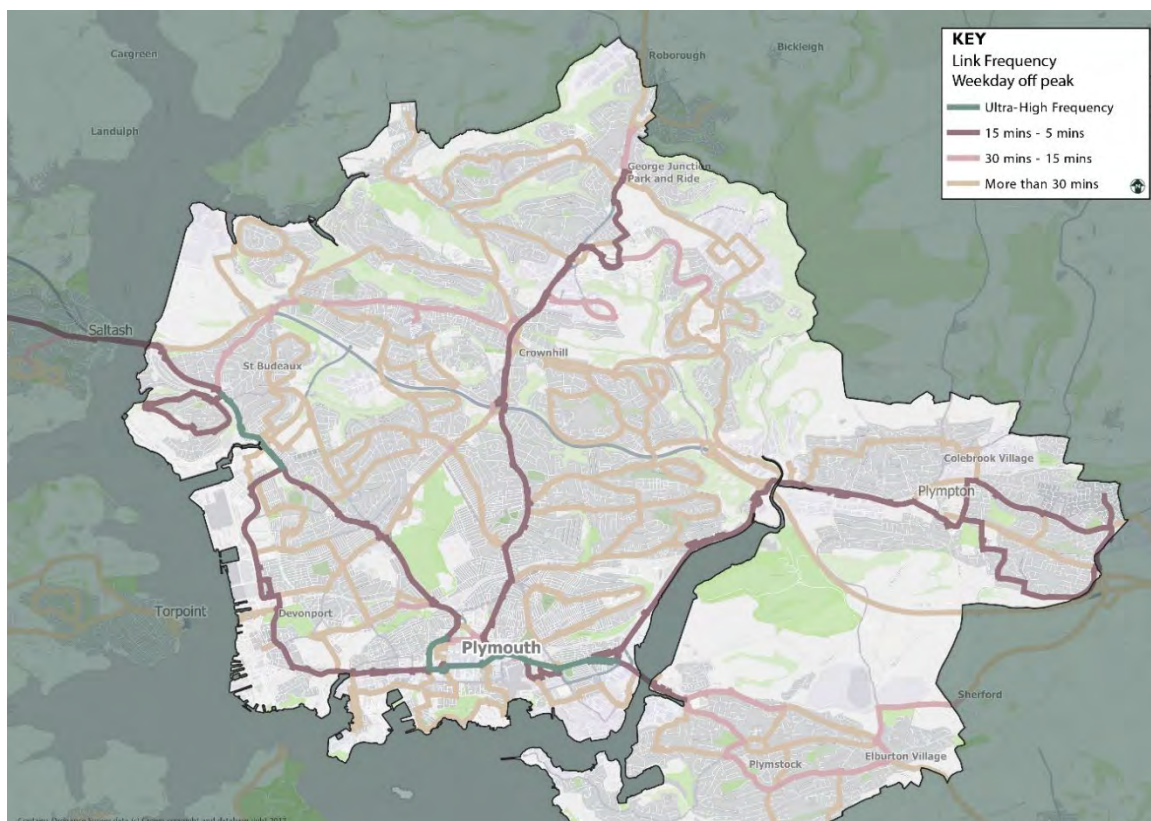
LowCVP		Approved Test facility		MILLBROOK					
Low Emission Bus Scheme Certificate									
Customer:	Alexander Dennis								
Customer Address:	Cameron House, East Pimbo, Lancashire, WN8 9QB								
Test Purpose:	LEB Testing			DYNAMOMETER SETTINGS					
Vehicle Manufacturer:	ADL Scania E400 CNG	Unladen weight (kg)	12107.0	Test Weight:	14730 kg				
Vehicle Type & Number:	DD16 GAS	Gross Weight (kg)	19500.0	F ¹ :	79.18 N				
Engine:	Scania	Seated Capacity:	74	F ² :	21.7700 Nm/min				
Transmission:	Auto	Max Passenger Capacity:	82	F ³ :	-0.32737 Nm/min				
Euro VI certificate Y/N	Manufacturer Certified	GVW CHECK	OK	F ⁴ :	0.0 Nm/min				
<i>Declared fuel, properties and source plus carbon conversion factors</i>									
Net Heating Value:	Biomethane	47.89	MJ / Litre	Fuel Provider:	Gas Bus Alliance				
Well-to-Tank Factor:	Biomethane	10.00	g CO ₂ e / MJ	WTT evidence:	UK GHG reporting factors 2018				
Tank-to-Wheel Factor:	Biomethane	5.49	g CO ₂ e / kg	Fuel Type:	Biomethane				
<i>Emissions and Energy consumption results from approved test facility - Average 3 tests</i>									
Test Phase	HC (g/km)	CO (g/km)	NOx (g/km)	PM (g/km)	CO ₂ (g/km)	CH ₄ (g/km)*	N ₂ O (g/km)*	Fuel Consumption (kg)	Fuel Consumption (kg/100 km)
Rural	0.010	1.42	0.22	N/A	890.35	0.000	0.000	2.41	32.54
Outer London	0.01	2.51	0.25	N/A	1237.94	0.000	0.000	2.94	45.27
Inner London	0.03	6.34	0.18	N/A	1840.60	0.007	0.000	1.69	67.45
MLTB Average	0.02	3.65	0.23	N/A	1406.51	0.002	0.000	4.63	51.51
LUB Average	0.01	2.64	0.23	0.0202	1173.23	0.001	0.000	7.04	42.91
<i>Zero Emissions (Z.E.) Range: Energy consumption and charging efficiency</i>									
Total measured energy consumed on vehicle (kWh)	N/A	Distance in Z.E. mode (km)	N/A	Usable Battery Capacity (kWh)	N/A				
Measured grid energy during charging (kWh)	N/A	Charging efficiency (%)	N/A	Max Theoretical Z.E. Range (km)	N/A				
<i>Total Tank-to-Wheel GHG CO₂ equivalent</i>									
Test Phase	CO ₂ (g/km)	CH ₄ (g/km x 25)	N ₂ O (g/km x 298)*	Fuel TTW** GHG (CO ₂ Equivalent g/km)					
Rural	1.79	0.000	0.00	1.79					
Outer London	2.49	0.000	0.00	2.49					
Inner London	3.70	0.000	0.00	3.70					
MLTB	2.83	0.000	0.00	2.83					
LUB Total Average	2.36	0.000	0.00	2.36					
<i>Calculated total Well-to-Wheel GHG CO₂ equivalent emissions over test</i>									
Test Phase	Fuel Energy (MJ / km)	Fuel WTT* GHG Emissions (g CO ₂ e / km)	Electrical Energy (MJ / km)	Electricity WTT* GHG Emissions (g CO ₂ e / km)	Measured Fuel TTW** GHG Emissions (g CO ₂ e / km)	Total WTW*** GHG Emissions (g CO ₂ e / km)			
Rural	15.582	155.82	N/A	N/A	1.79	157.60			
Outer London	21.681	216.81	N/A	N/A	2.49	219.30			
Inner London	32.303	323.03	N/A	N/A	3.70	326.74			
MLTB	24.668	246.68	N/A	N/A	2.83	249.51			
LUB Total Average	20.551	205.51	N/A	N/A	2.36	207.87			
Data Generated by (On behalf of Test facility):		29 Sept 2016		Data Approved by:		Insert Date:			
Low Emission Bus Certificate Summary									
GHG Well-to-Wheel	207.9	g CO ₂ e / km							
Euro V Average Diesel Equivalent	1252.4	g CO ₂ e / km							
WTW GHG saving (compared with Euro V diesel equivalent)	1044.6	g CO ₂ e / km							
% WTW GHG saving (compared with Euro V diesel equivalent)	83%	g CO ₂ e / km							
Zero Emission operating range (km)	N/A	km							
WTW CO ₂ per passenger km (@ Max Pass Capacity)	2.5	g CO ₂ e/pass km							
Approved as Low Emission Bus? (15% saving or more)	YES								
* WTT : Well-to-Tank ** TTW : Tank-to-Wheel *** WTW : Well-to-Wheel									
COMMENTS: Emission results marked in red are below detection levels. Tank-to-Wheel GHG CO ₂ equivalent emissions are calculated by multiplying the Tank-to-Wheel Factor by the mass of biomethane consumed over each cycle - they are not taken from the original (tailpipe) emissions results. Note Vehicle is available with specifications from 79 Pax (70seat+Wh chair+8 stand) to 82pax. All variants are covered by this certificate - (Reissued 14/7/17)									
Test Numbers: ML02015866 (8/27/2016), ML02015867 (9/27/2016), ML02015868 (9/27/2016) WTT Factors Published: 6th June 2016									
Certificate approved by: On behalf of Bus manufacturer		Certificate Approved by: On behalf of LowCVP/DfT							

APPENDIX C: PLYMOUTH LINK FREQUENCY MAPS

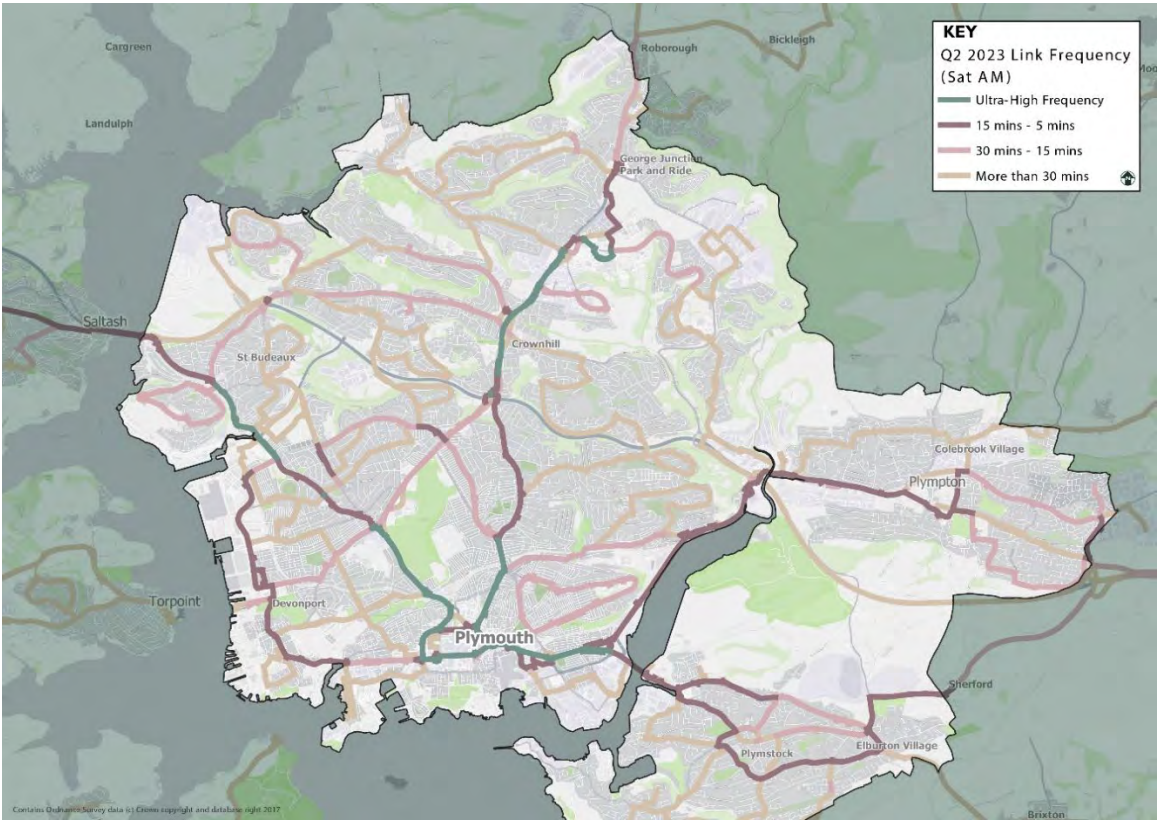
WEEKDAY (PEAK)



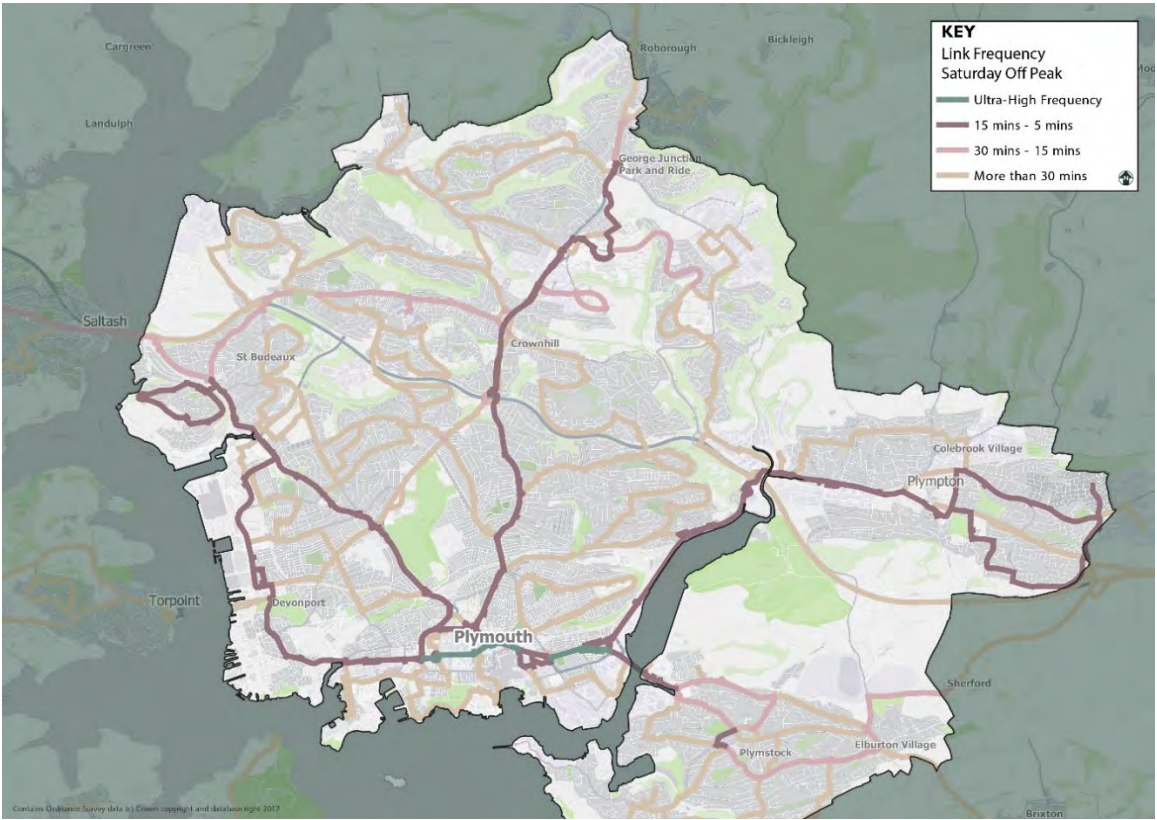
WEEKDAY (OFF-PEAK)



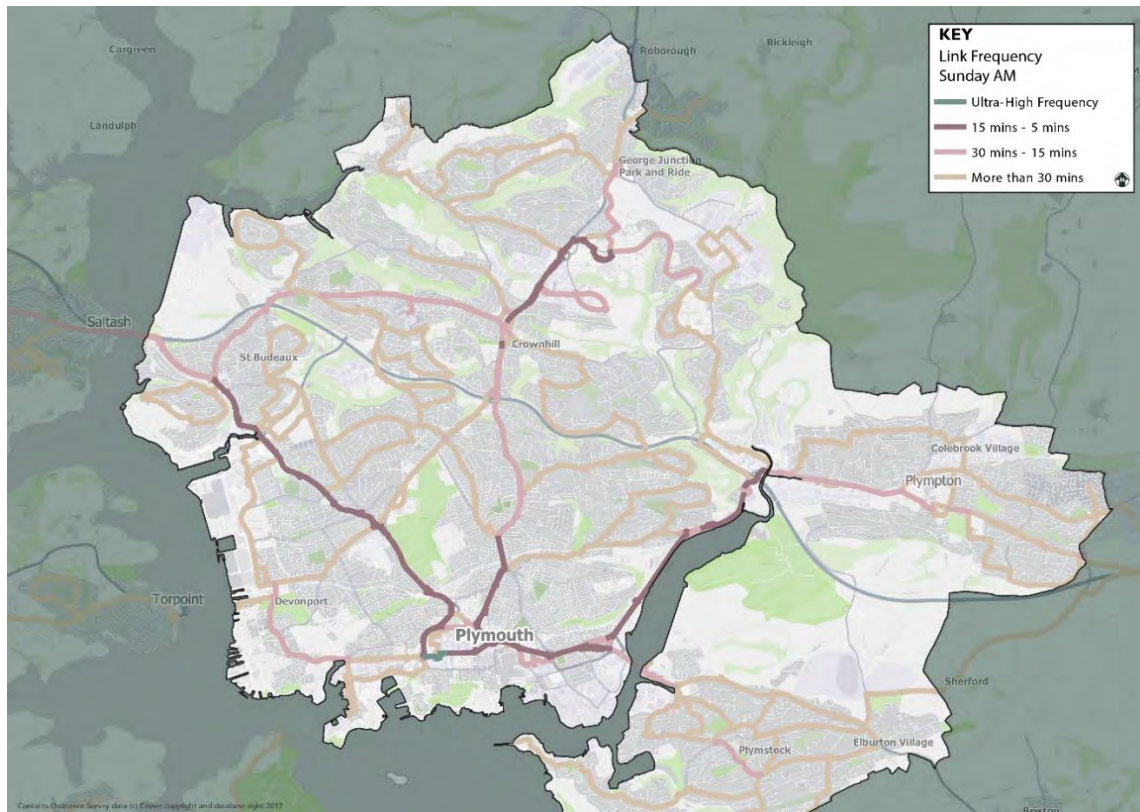
SATURDAY (PEAK)



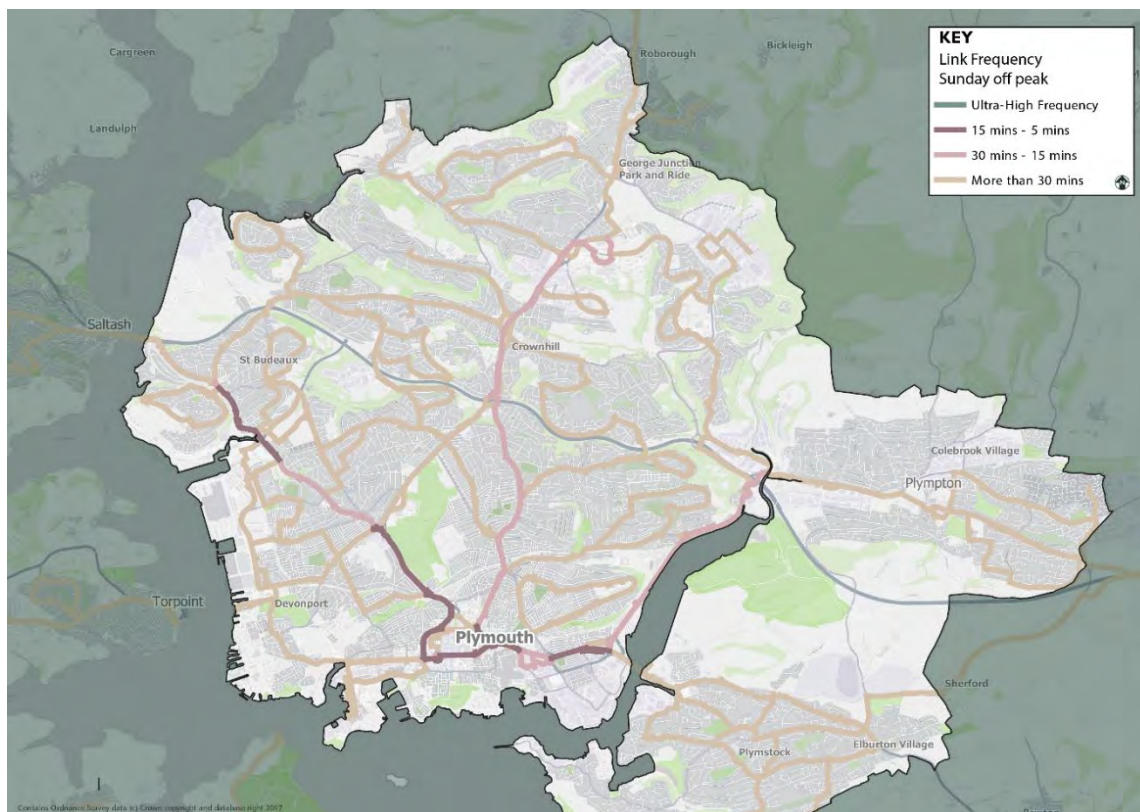
SATURDAY (OFF-PEAK)



SUNDAY (PEAK)



SUNDAY (OFF-PEAK)



APPENDIX D: PLYMOUTH'S BUS PASSENGER CHARTER

PLYMOUTH'S BUS PASSENGER CHARTER: A PLEDGE TO PROVIDE THE BEST POSSIBLE BUS SERVICES IN PLYMOUTH

Issued November 2023 and valid until October 2024.

This Customer Charter is our promise to you, the public, as to what standard of service you should receive from both Plymouth City Council and the operators who provide a service within our administrative boundaries. These include the services provided by the following bus operators:

- Plymouth Citybus (Go South West)
- Stagecoach South West
- Tally Ho Coaches
- Country Bus
- Gorran and District Community Bus Association
- Donderry and District Community Bus Association

It also covers elements of service provision that are the responsibility of Plymouth City Council, which is the local transport authority, including bus stops. The Council works to co-ordinate and improve public transport and financially supports several bus services across the city.

This Charter can be made available in other formats, if you would like this information in another format or language please contact: buspartnership@plymouth.gov.uk

OUR PLEDGE TO YOU

What you can expect from bus services in Plymouth:

SERVICES AND INFORMATION

- A network of regular bus services designed to connect people to places according to demand.
- A single source of information available on the Plymouth City Council website displaying our integrated bus network map and providing links to local bus operator websites and the Traveline website. All you need to know about bus services in Plymouth (including maps, routes, and timetables) can be found at www.plymouth.gov.uk/plan-your-bus-journey. All local bus operators will have a link to this webpage on their own websites.
- A place to wait for the bus that is in a suitable location, with shelters at busier stops.
- Up-to-date information at most bus stops equipped with an information display, including details about bus times.
- Real Time Passenger Information displayed at key stops.
- Timetable and fare information can be provided in accessible formats upon request, for example, large print timetables, maps and departure lists for bus stops. Please contact the operator or Plymouth City Council for help with accessible formats.

RELIABILITY

- We aim to run reliable services, which means buses normally running no more than one minute early or five minutes late, but sometimes external factors beyond operators' control disrupt the network (for example, roadworks, traffic incidents, diversions, unusual traffic levels, etc.)
- You will be kept informed by the driver and/or via social media if your bus is seriously delayed and given a reason why.
- Sometimes there are exceptional circumstances that mean buses can't operate as advertised. Wherever possible operators will keep you informed through alerts and messages on bus apps and operator websites and will let you know about planned changes ahead of time.

ON THE BUS

- A range of value for money tickets available for travel on Plymouth's bus services, including the multi-operator Skipper ticket (www.plymouth.gov.uk/skipper-ticket).
- A range of payment methods (including cash and contactless) are accepted on most services.
- CCTV on a majority of buses for your safety and security.
- Priority seating available for elderly and disabled customers, as well as those with reduced mobility.
- Accessible buses that meet legal requirements, including a space large enough to take one wheelchair or two pushchairs on every bus.
- A clean bus, both inside and out, at the start of its service (but please be patient with us, sometimes it's hard to keep a bus clean – especially when it's raining a lot).
- Drivers will be provided with a uniform and will be friendly and helpful. All drivers will be professionally trained in providing good customer service and will undertake regular training to maintain their customer service and disability awareness skills.
- A pleasant and comfortable journey experience, with a smooth ride.

IMPROVING THE BUS SERVICES IN PLYMOUTH

- Readily available information about the progress we are making to improve bus services (on www.plymouth.gov.uk/bus-improvements)
- You will be able to view information about the performance of bus services against our targets on www.plymouth.gov.uk/bus-improvements. This will be updated every 6 months.
- We will keep you informed of any significant future changes to services.
- You can send us suggestions and comments about bus services and ways that they can be improved by either contacting an operator through the sites listed below, or the Council at buspartnership@plymouth.gov.uk.
- All complaints will be fully investigated, and a response provided by the Council or the operator within 10 working days. You will have the opportunity to feedback on how well you consider your complaint has been dealt with.
- This Charter will be updated each year, taking on board your thoughts and comments.

THE SMALL PRINT

This Charter does not affect your statutory rights. Passengers are carried by each bus operator in accordance with its own conditions of carriage. Conditions of carriage, where they exist, are available on the bus operator's website; links to each website are listed below. A paper copy of the conditions of carriage will be carried on board the bus if it is not displayed online by the bus operator.

COMPLAINTS AND COMMENTS

If you would like to provide feedback, be it positive or negative, we would like to hear from you. The best way to do this is to contact the operator directly, details of how to contact operators can be found on their websites, below:

OPERATOR	WEBSITE
Plymouth Citybus (Go South West)	www.plymouthbus.co.uk
Stagecoach South West	www.stagecoachbus.com
Tally Ho Coaches	www.tallyhoholidays.co.uk/Service-details
Country Bus	www.countrybusdevon.co.uk
Gorran and District Community Bus Association	www.gorranbus.org
Downderry and District Community Bus Association	www.dasra.co.uk/local-links/community-bus

Alternatively, if you would like to provide feedback direct to Plymouth City Council please refer to the guidance on our website www.plymouth.gov.uk/make-general-complaint-compliment-or-give-us-your-feedback.

Complaints will be taken seriously and will be investigated.

If you are not satisfied with how the Council or any operator has dealt with your complaint you can approach Bus Users UK who will try to resolve the issue for you. You can contact Bus Users UK via:

Phone: 0300 111 0001

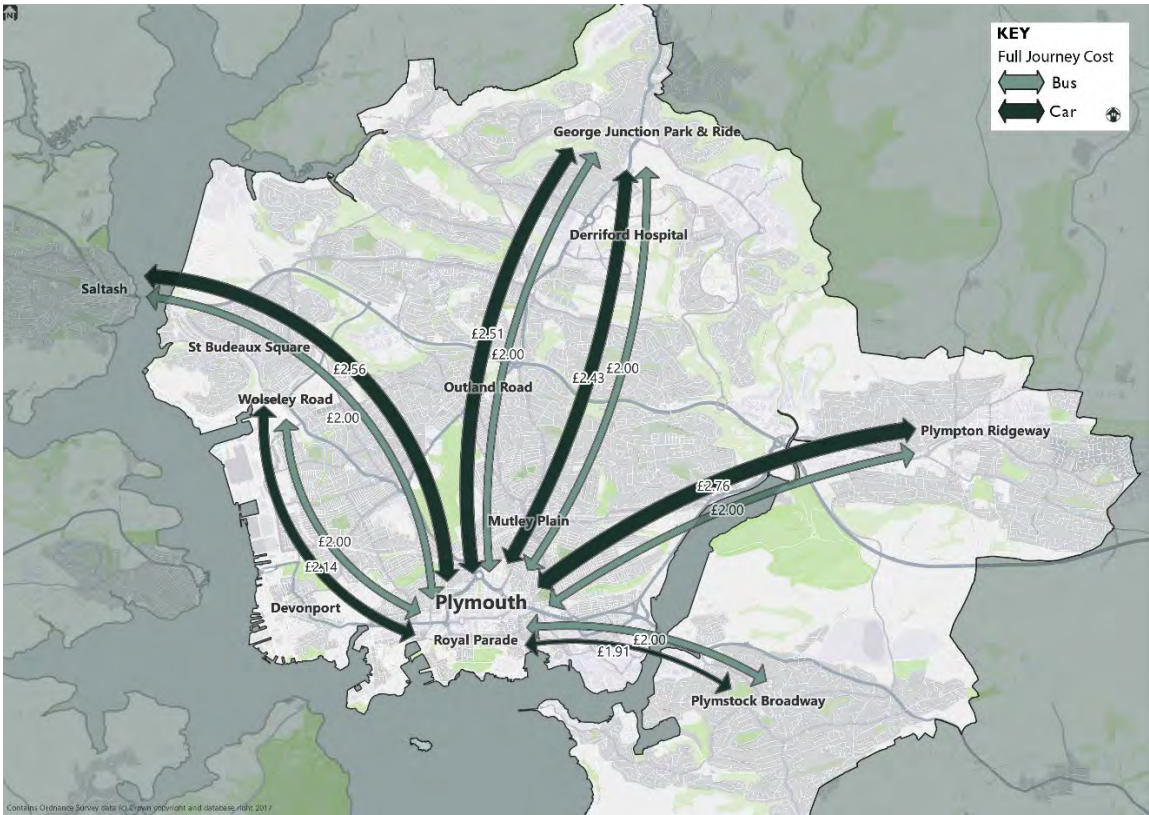
Email: complaints@bususers.org

Post: Bus Users UK, 22 Greencoat Place, London SW1P 1PR

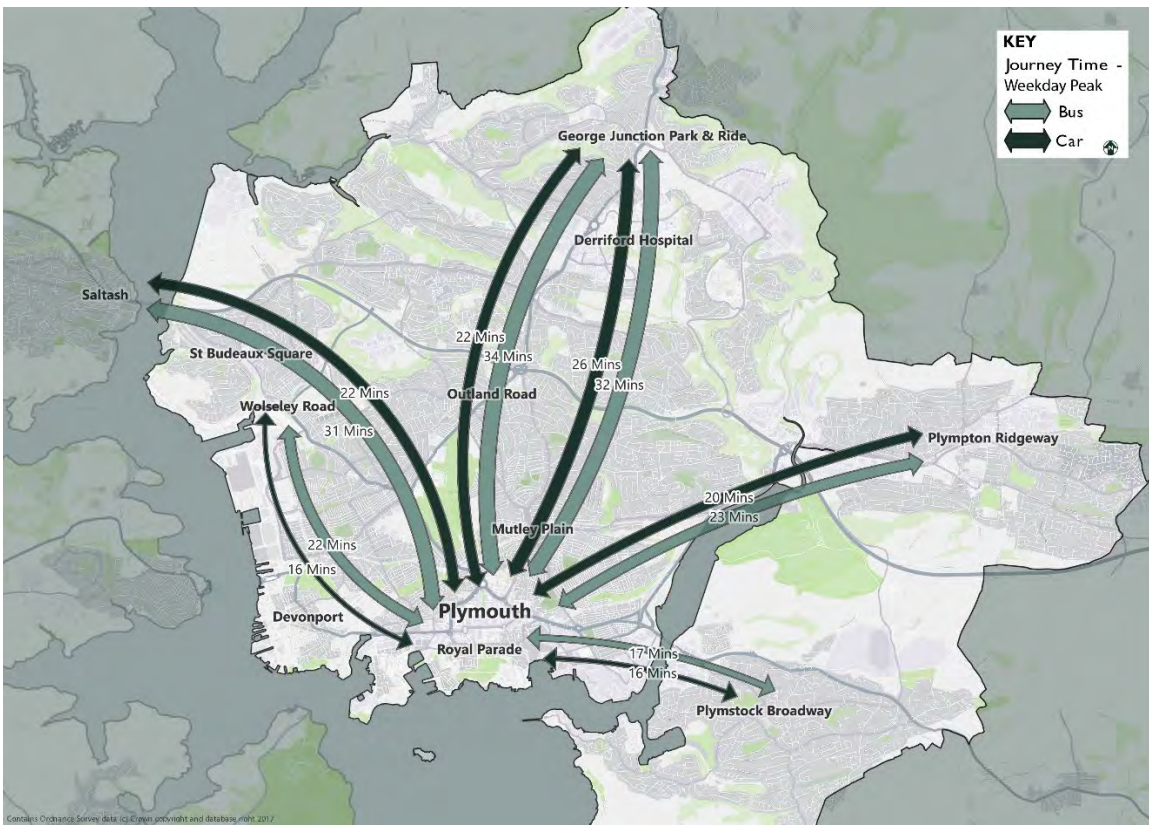
Website: www.bususers.org

APPENDIX E: COMPARISON OF CAR AND BUS BASED JOURNEYS ON PLYMOUTH'S SIX CORE CORRIDORS (JUNE 2023)

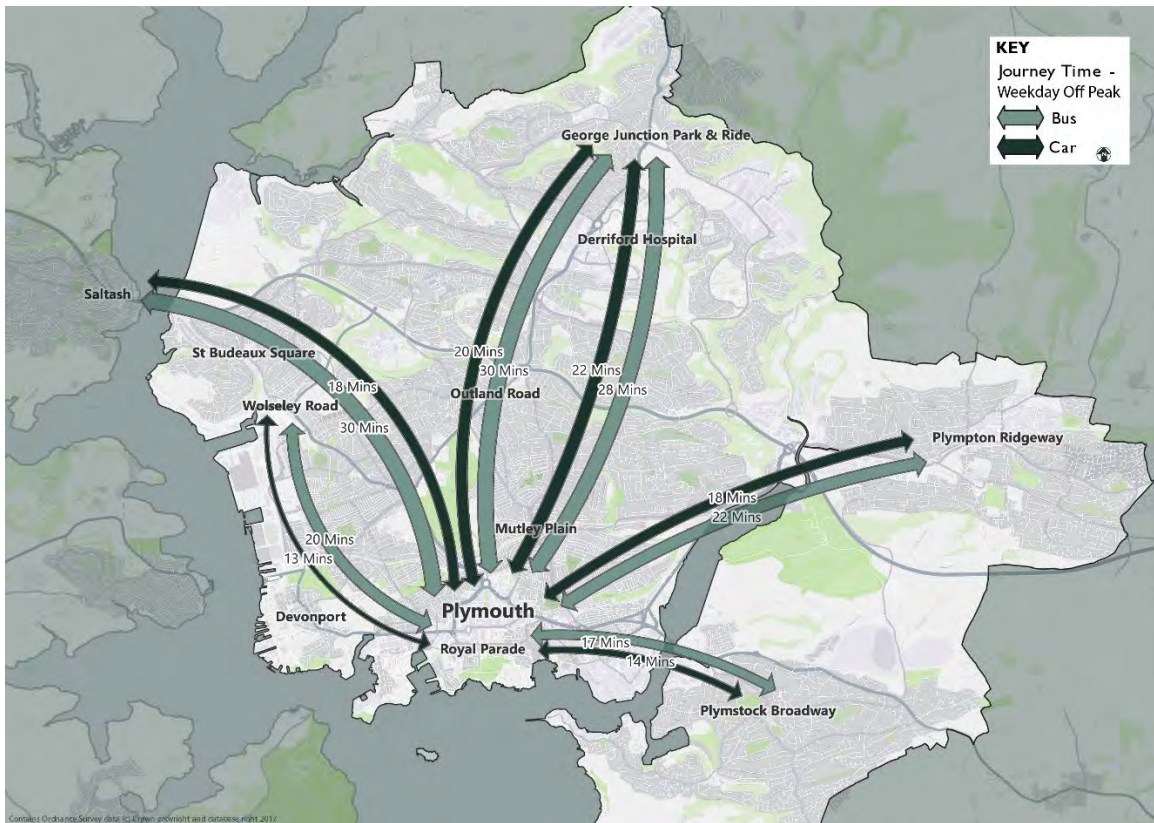
COST COMPARISON



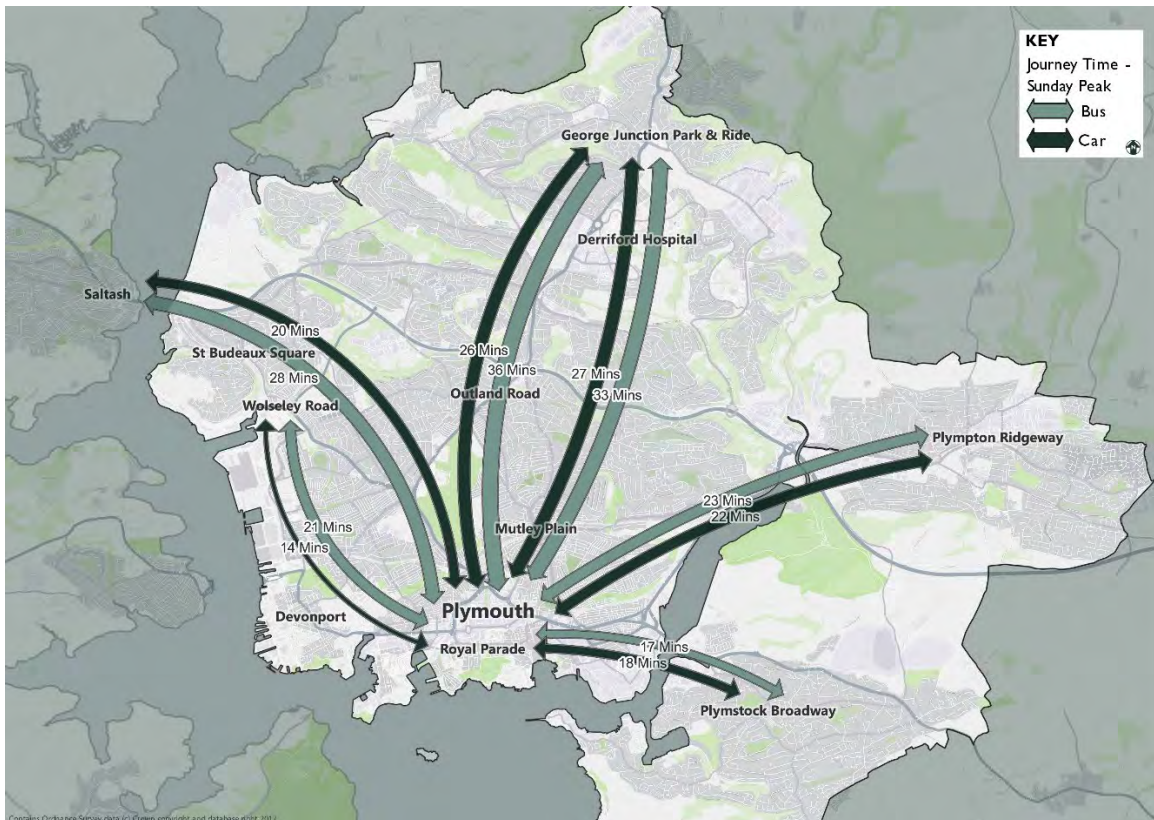
WEEKDAY (PEAK) JOURNEY TIME COMPARISON



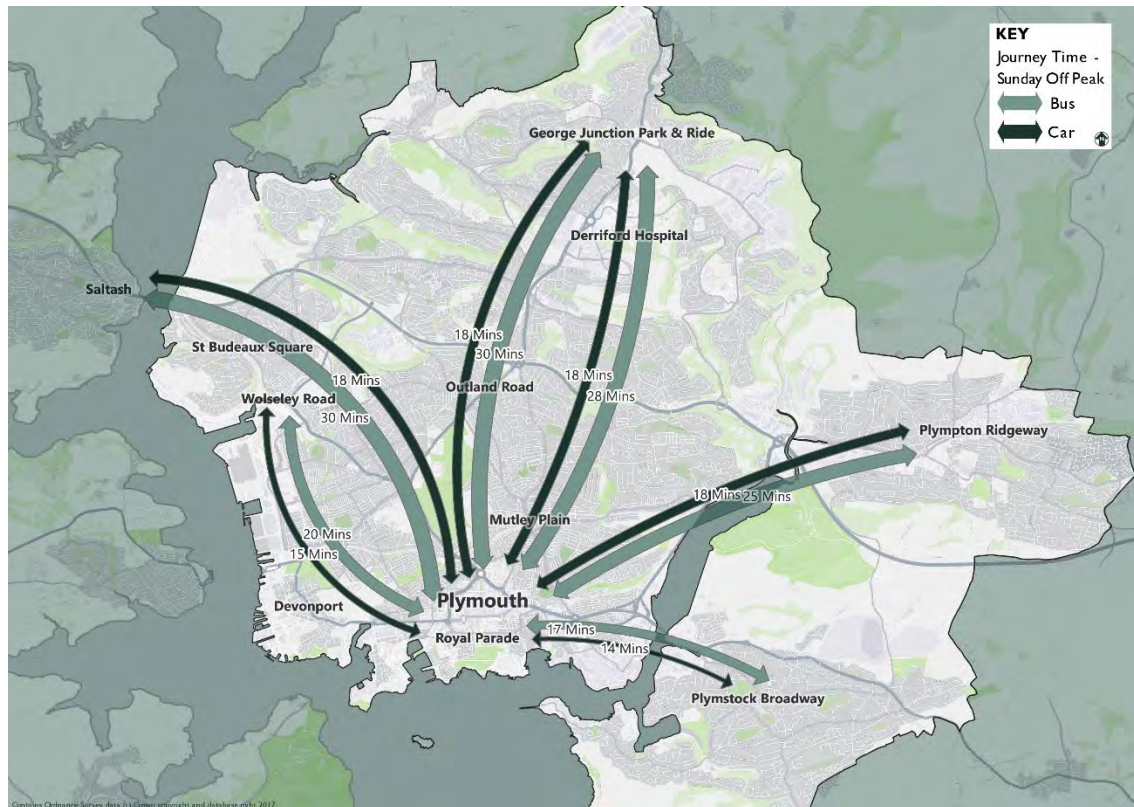
WEEKDAY (OFF-PEAK) JOURNEY TIME COMPARISON



SUNDAY (PEAK) JOURNEY TIME COMPARISON



SUNDAY (OFF-PEAK) JOURNEY TIME COMPARISON



APPENDIX F: STATEMENT OF STAKEHOLDER AND COMMUNITY ENGAGEMENT

1. EXECUTIVE SUMMARY

This Statement of Stakeholder and Community Engagement (SoSaCE) provides information on how the Council will engage with the community during the delivery and monitoring of the Plymouth Bus Service Improvement Plan.

The Bus Service Improvement Plan has been developed by the Plymouth Bus Service Improvement Plan Partnership and comprises the following representatives:

- Plymouth City Council
- Plymouth's local bus operators
- Community Transport operators

It is being delivered by the statutory Plymouth Bus Enhanced Partnership. All members of the Partnership are fully committed to creating an excellent local bus network and recognise that to do this effective stakeholder engagement is crucial. Improving people's lives is at the centre of every decision we make in Plymouth's Bus Partnership.

In the development of the Plan we have listened to the city's current, lapsed and non-bus users, along with other key stakeholders, to find out what they would most like to see improved in order for them to have bus services that they need, can be proud of and enjoy using. However, the BSIP is a living document and we need to make sure that it remains reflective of the needs and aspirations of our community. This SoSaCE sets out how we propose to do this.

2. INTRODUCTION

The Council's mission, as set out in the 2023 Corporate Plan, is to '[make] Plymouth a fairer, greener city, where everyone does their bit' and public transport has a key role to play in achieving this ambition. In Plymouth 24.9 per cent of households are without access to a car or van. Furthermore, 15 per cent of men and 31 per cent of women do not have a driving licence. The bus is therefore crucial to enable Plymouthians to access school and work, healthcare and shops, friends and family as well as enabling visitors to travel to, from and within Britain's Ocean City.

As a green mass transit solution buses also have a key role to play in our response to the city's climate emergency declaration and supporting Plymouth's sustainable growth. This is why our vision is **'to create a thriving bus network where everyone can be connected to important people and places, by services that are frequent, reliable, fast, affordable, safe and clean, which will also help Plymouth to achieve its net zero goals by 2030'**.

In order to realise this vision, buses need to be both tools of inclusion and the transport of choice and to do that we know that we need to provide better bus services. It's therefore essential that everyone has the opportunity to have their say on how to make Plymouth's bus services better. Our community rides on, lives next to and interacts with the buses on a daily basis and have valuable insights into how the network operates, what works well and what needs to be improved. By supporting effective engagement with the Bus Service Improvement Plan we can make sure that improvements introduced deliver the best bus service for Plymouth which meets the needs of residents and visitors alike.

2.1 WHAT IS THE STATEMENT OF STAKEHOLDER AND COMMUNITY ENGAGEMENT?

The SoSaCE sets out the engagement that we will look to follow to support the Bus Service Improvement Plan and hence the improvement of Plymouth's bus services.

2.2 AIMS OF THE STATEMENT OF STAKEHOLDER AND COMMUNITY ENGAGEMENT

We want engagement to work for everyone and lead to better decisions. This document is intended to provide certainty for stakeholders and communities about the basis upon which we will engage with them on the BSIP and to guide us to provide an excellent and professional process as we undertake our responsibilities. The primary aim is to ensure that engagement is meaningful and effective, resulting in better outcomes for everyone.

3. PRINCIPLES

As a Council we are working hard to build sustainable communities where people feel connected to each other, are resilient in times of trouble, and live long healthy lives. We value the views and opinions of everyone who lives, works, studies, and volunteers in the city and we want to ensure that everyone is treated with respect, has equal opportunity to have their voice heard, get involved and feels that their contributions are valued. How we propose to do this is set out in Plymouth City Councils overarching [principles of engagement](#).

These overarching principles have guided how we will conduct our community engagement when delivering the Bus Service Improvement Plan. Our approach is as follows:

1. Appropriate, Meaningful and Relevant

We will deliver meaningful consultations, proportionate to their complexity, using Plain English and explaining technical terms.

2. Integrity and Honesty

We will be clear about the scope of our consultations, so that those responding are aware of what they are able to influence.

3. Equality and Diversity

We will ensure that all our consultations are fair and open, taking into account the needs of all sectors of the community relevant to the consultation.

4. Open and Fair

We will give sufficient information and reasoning to allow for an informed response and we will give sufficient time for responses to be made, taking into account any statutory time requirements.

5. New Technology and e-consultation

We will look to make best use of technology in the way we advertise consultations, provide information and collect comments from participants.

6. Climate Emergency

We will design our consultation programmes with a view to an awareness of the climate emergency and the sustainability agenda.

7. Responsibility and Accountability

We will ensure that all comments made in relation to our consultations are considered conscientiously when decisions are made, where appropriate publishing reports that explain key issues raised and how the consultation influenced the decision.

4. ENGAGEMENT ON THE BUS SERVICE IMPROVEMENT PLAN

We commit to notifying the public and stakeholders about the Bus Service Improvement Plan. We will do this through:

- Press releases at key moments in the delivery of the Plan, for example when funding is secured for the delivery of measures within the Plan
- A dedicated webpage (www.plymouth.gov.uk/bus-improvements) which we will keep up to date throughout the delivery of the Bus Service Improvement Plan and Enhanced Partnership
- Social media posts at key milestones in the delivery of the Plan
- The creation of a BSIP mailing list; everyone who signs up to the mailing list will be notified when progress reports on the BSIP are published

We commit to engaging the public and stakeholders on the Bus Service Improvement Plan through:

- Quarterly meetings of the Plymouth Bus Enhanced Partnership Forum, a group of local and national stakeholders whose function is to 'provide external insight and constructive challenge ... and [discuss] issues of all kind affecting Plymouth's bus network'.
 - Membership of the Forum, as of September 2023, includes:
 - The Plymouth Bus Service Improvement Plan Partnership, which led on the development of the Bus Service Improvement Plan, and comprising the following representatives:
 - Plymouth City Council
 - Plymouth's local bus operators
 - Community Transport operators
 - Plymouth City Council; Bus Champion
 - Plymouth City Council; Head of Access to Learning
 - Plymouth City Council; Community Connections
 - Plymouth City Council; Violence Against Women and Girls
 - Plymouth City Council; Connect Plymouth
 - Plymouth City Council; Economic Development
 - Plymouth City Council; Service Director for Strategic Planning and Infrastructure
 - Destination Plymouth
 - Plymouth City Centre Company
 - Plymouth Waterfront Partnership
 - Plymouth Youth Parliament
 - Confederation of Passenger Transport
 - Heart of the South West Local Enterprise Partnership
 - Bus Users UK
 - Transport Focus
 - Plymouth train operating companies
 - Plymouth ferry operating companies
 - Campaign for Better Transport
 - TravelWatch SouthWest
 - Devon and Cornwall Police
 - The Head of Public Transport, or equivalent officer, for neighbouring authorities including Cornwall Council, Devon County Council and Torbay Council
 - Traveline south west
 - Devon and Cornwall Rail Partnership
 - PADAN
 - Age UK

- Passenger satisfaction surveys, delivered at least annually
- The establishment of a Bus User Panel; it is proposed that local bus users are invited to join a virtual Bus User Panel who will be asked, as and when appropriate, to feedback on their experience of local bus services, to test new products and ideas – for example new formats for public transport information – and to whom the Council can get up to date, informed information, on the priorities of Plymouth's bus passengers.

APPENDIX G: FOCUS GROUPS

PROJECT BACKGROUND

In July 2021 Power Marketing Ltd conducted focus group meetings on behalf of Plymouth City Council to gather qualitative data to support the development of the Plymouth BSIP. The evidence collected has provided a justification for why we need to deliver the plans that are outlined in Section 4. The project sought to gain feedback from different people about what they like about buses and what they think could or should be improved to encourage greater bus use.

METHODOLOGY

Focus groups were held with Plymouth residents representing three different audiences: **bus users, lapsed bus users and non-bus users.**

Each group of residents who took part were recruited by telephone and face to face interviews in Plymouth city centre using a recruitment script to determine their usage of bus transport in the city.

The focus group meetings were conducted virtually using the Zoom platform and typically lasted just over an hour.

The focus groups were completed during July 2021, using an agreed topic guide which covered the main research objectives.

The qualitative research results from each of the focus groups have been combined and reported holistically to provide a good representation of the views, opinions and experiences provided by all of the participants.

The questions were adapted for each focus group to suit the different travel behaviours and attitudes of the participants, however all questions followed the same themes which were influenced by the National Bus Strategy 'Bus Back Better' objectives. All of the evidence, including key quotes, has been combined and summarised into the tables below to highlight the overarching themes and address our key questions, which included finding out:

- **why people travel;**
- **how frequently they travel;**
- **what kind of journeys they take;**
- **what they like and dislike about our current bus services;**
- **where they would like to go by bus;**
- **what they think about bus stops;**
- **what overall improvements they would like us to make in order to encourage greater bus use; and**
- **how they would describe the bus services they'd like in the future.**

FOCUS GROUP RESULTS

Table 1: Why do you travel the way you do, how frequently do you travel and what kind of journeys do you take?

Current Bus Users	Lapsed Bus Users	Non Bus Users
<p>Convenience of the bus.</p> <p>Reasonable journey times and cost.</p> <p>“Using the park and ride is a really good, direct service – with very few stops – I walk there – it’s cheaper than parking in the city and quicker than the normal service”.</p> <p>Travel to work daily.</p> <p>Travel for leisure typically limited to weekday evenings and weekends for shopping or a night out with friends.</p> <p>“Your always clock watching to make sure you don’t miss it”.</p> <p>A majority had travelled with family, such as young children and grandparents.</p> <p>Couples and young adults had often travelled with friends.</p> <p>“It’s fun with your friends - you can only get so many people in a car or taxi and it’s cheaper”.</p> <p>“My kids the love it on the bus”.</p>	<p>Mostly travel by car, walk or cycle now.</p> <p>Travelling to work by bus was often ‘OK’ and many previously used the park and ride services.</p> <p>Travelling for leisure by bus was good when going out on a night out (to avoid drink driving) or going to an event or football match but not enough late night buses or at weekends.</p> <p>“You can have a couple of beers or a bottle of wine without worrying”.</p> <p>“That worry about missing the bus home”.</p> <p>Mixed views in group on whether taking the bus is a practical choice with children.</p> <p>Little or no awareness of group tickets available so often travelled on their own or without using a promotional offer.</p> <p>In the summer or during a heatwave the bus is not comfortable.</p> <p>“It’s just too hot – you’d melt – I don’t think they have air conditioning do they”?</p>	<p>Mostly travel by car, although some travelled via other modes such as walking or cycling.</p> <p>Most drive for work and leisure.</p> <p>Driving is cheaper and faster than taking the bus (fuel and parking costs often compared to bus ticket prices – purchasing and running a car was not often factored into this cost).</p> <p>“It’s convenient and cheaper and saves time”.</p> <p>Historic experiences influenced some people’s travel preferences (although most of these individuals expect that buses have improved now).</p> <p>“It was unreliable and usually the seats /bus were dirty – not a journey you looked forward to”.</p> <p>Long journey times on buses.</p> <p>“It’s a good service, but it does take much longer to get to work in the city”.</p> <p>“I avoid it if I can – it just takes too long”.</p> <p>Buses seem unreliable.</p>

	<p>Health concerns (e.g. transmission of viruses or colds).</p> <p>“I’ll still think twice before using the bus”.</p>	<p>Buses don’t provide a direct route to many places except for the city centre – the car is more convenient.</p> <p>“It’s just not suitable - if you want to get to Derriford for work – you have to go via the city centre – it takes too long, it’s just impractical”.</p> <p>“[In the car] you’re in control, you can start and stop when and where you want”.</p> <p>Bus stops were too far away and made them inaccessible for some people.</p> <p>Some younger people had ‘worked hard to get lessons, pass their test and buy a car’ and weren’t looking to give that up.</p>
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Table 2: What do you like about Plymouth’s current bus services?

Current Bus Users	Lapsed Bus Users	Non Bus Users
<p>Frequent.</p> <p>Good reliability.</p> <p>Acceptable journey times Cost is ‘reasonable’ and ‘well priced’ (cheaper than parking the car and paying for fuel).</p> <p>Information about services stopping at bus stops.</p> <p>Online and smart phone apps provide good bus timetable information.</p> <p>Customer services on the bus.</p>	<p>Taking the bus is often convenient.</p> <p>“Getting a taxi is a nightmare and parking is so expensive”.</p> <p>Cost of taking the bus is often better than parking.</p> <p>“Paying for a day return is a no brainer compared to paying for parking in town”.</p> <p>Reasonable frequency.</p> <p>“It’s alright - not fantastic”.</p>	<p>Majority of people think buses are ‘OK’.</p> <p>Most people don’t expect any issues with customer service and think the bus will be a ‘safe space’.</p> <p>Buses appear safe because ‘people know about it’.</p> <p>Buses would be fine to use where there’s no alternative (e.g. if the car broke down/ no lift available from family or friend/taxi is too expensive/can’t drive after a hospital visit, etc.).</p>

<p>“It’s good, I always feel welcome”.</p> <p>Modern buses.</p> <p>WIFI and charging points on the buses (particularly among younger users).</p> <p>Regular destinations served.</p> <p>Convenient.</p> <p>“You’ve got no responsibilities, I can relax, I don’t like driving in the city and it only adds 10 to 15 mins to my journey”.</p>	<p>“It’s never let us down – so I think its ok”.</p> <p>Bus priority schemes.</p> <p>“It’s great when you’re speeding past the traffic”.</p> <p>Online bus information is good.</p> <p>New modern buses are attractive and noticeable.</p> <p>Green and eco-friendly buses.</p> <p>“The new electric buses are really good”.</p>	
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Table 3: What do you dislike about Plymouth’s current bus services?

Current Bus Users	Lapsed Bus Users	Non Bus Users
<p>Poor evening and night services.</p> <p>“After 7pm that’s the last bus – it’s isolated here because there are no buses”.</p> <p>“There are no night buses”.</p> <p>“You’re just getting into your evening, and you have to start clock watching to make sure you don’t miss your bus”.</p> <p>Journey times could be improved.</p> <p>“It takes too long – it goes all around the houses”.</p> <p>Bus timetables can be difficult to understand.</p>	<p>Too costly compared to other modes (and getting more expensive, although still cheaper than parking).</p> <p>“It’s quite pricey - but ok”.</p> <p>Infrequent services.</p> <p>Poor reliability (not on time or cancelled with no notice leading to missed connections and further delays, missed appointments or late for work).</p> <p>“It’s too much hassle to organise my life around the timetable – it’s inconvenient and takes too much time, even though it may be cheaper than a car”.</p> <p>Confusing and inaccurate information.</p>	<p>Low frequency (not good for those living on the edge of the city and not enough services during the night for working or going on nights out).</p> <p>“They don’t run at the times you want to use it”.</p> <p>Poor reliability (perceived that buses did not run on time and get cancelled with no notice).</p> <p>“You don’t want to be waiting in the rain”.</p> <p>Slow journey times.</p> <p>Indirect routes with too many stops (repeatedly noted) and services don’t go where you want them to.</p>

<p>Ticketing across services is frustrating and lacks clarity Some buses are older.</p> <p>“Sometimes you get the feeling we got the dregs from elsewhere”.</p> <p>Personal space is very limited.</p> <p>Buses don’t go where you want them to go and should serve more locations.</p> <p>“It’s not convenient if you have to hang around for 20 minutes for the next bus”.</p> <p>“There is no direct route”.</p>	<p>Printed information at bus stops is difficult to read.</p> <p>Slow journey times with indirect routes and too many stops.</p> <p>“I avoid it if I can – it just takes too long”.</p> <p>“It takes 25 minutes to drive to work and up to 2 ½ hours by bus”.</p> <p>“The tour de Plympton commences - it’s all stop start”.</p> <p>Lack of bus service provision at evenings, nights and weekends (people end up getting a taxi or lift with friends or family).</p> <p>“There’s nothing at 2am – 3am in the morning”.</p> <p>Ticket offers and promotional deals need to be simpler and advertised better (e.g. for groups, families, etc.).</p> <p>Ticketing across bus services is confusing and frustrating (nobody had heard of the Skipper Ticket).</p> <p>“They kicked me off their bus”.</p> <p>Buses seem tired and dirty.</p> <p>Not enough personal space.</p> <p>Driver’s customer service can sometimes be poor (examples of being abrupt or not offering to help a disabled passenger).</p>	<p>“You always have to go into town to get back out to Derriford”.</p> <p>Cost is expensive.</p> <p>“It’s £4 for a return into town – do that a couple of times and that’s the cost of a quarter of a tank [for the car]”.</p> <p>Bus stop information is confusing and inaccurate (so it’s difficult to figure out which bus to catch).</p> <p>“It’s easier just to ask my Gran”.</p> <p>Ticketing options are confusing (nobody had heard of the Skipper Ticket).</p>
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	<p>“When you’ve caught the bus and are making good time, you don’t want to wait for 15 to 20 minutes while the driver has a break – it’s really frustrating – there’s never any explanation or indication when we’ll be going again...”.</p> <p>“Not always treated like a customer”.</p> <p>Inaccessible services that don’t always meet people’s physical needs.</p> <p>Bus stops are too far away.</p> <p>“It’s half a mile in each direction to the nearest one from our house”.</p>	
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WHAT DESTINATIONS WOULD YOU LIKE TO GO TO?

It was universally agreed across each of the three groups that people would like to see more buses serving:

- Major employers, such as the Dockyard and Derriford Hospital
- The Life Centre and other key leisure facilities
- Popular shopping destinations
- Retail parks
- Local beaches, such as Bovisand, Wembury and Looe
- Green spaces, such as Central Park and Plymbridge Woods

While a majority of current bus users were happy to change buses to reach their destination, the majority of lapsed and non-bus users expressed that they would not like to do this.

“They need to be quicker with a direct bus to key areas”

“Definitely not” (in response to changing buses to reach their destination)

“No, I’d avoid it if possible – it would have to have a good reputation for me to try it”

Table 4: What would you like to see at bus stops?

Current Bus Users	Lapsed Bus Users	Non Bus Users
<p>‘Proper’ seating.</p> <p>Shelters with lighting and CCTV for personal safety.</p> <p>Real Time Passenger.</p> <p>Information displays.</p> <p>Printed timetables showing bus services stopping there ‘for those who may not be tech savvy’.</p> <p>More “rain proof” shelters.</p> <p>Better positioned shelters.</p> <p>“When it's raining and you're in the shelter the driver can't see you and often drives past”.</p>	<p>Better provision for elderly passengers.</p> <p>“They often can't stand for long periods of time - so you'd need proper seating at the bus stop”.</p> <p>More Real Time Passenger Information displays.</p> <p>“It would take the hassle and stress out of checking on the next bus”.</p> <p>“If it's late but you know it's coming - at least you know what happening”.</p> <p>Different shelter design to prevent vandalism.</p> <p>More comfortable seating (tackle homelessness in a different way).</p> <p>Charging points.</p>	<p>CCTV for new bus shelters.</p> <p>“For where you could be waiting alone at night”.</p> <p>Seating and a shelter at most stops.</p> <p>Real Time Passenger Information displays (to display bus arrival times).</p> <p>“Would help – particularly when you're not familiar with using buses”.</p> <p>Better seating, particularly for elderly people.</p> <p>“The seating (2 pole bar) on Royal Parade is very unappealing”.</p> <p>Bigger ‘vandal proof’ shelters.</p> <p>“The glass gets damaged all the time around here”.</p>

Table 5: What are the improvements you would like to be made to Plymouth bus services?

Current Bus Users	Lapsed Bus Users	Non Bus Users
<p>Better and simpler multi-operator ticketing for combined services.</p> <p>More directed and connected buses.</p> <p>More frequent.</p> <p>Cleaner.</p> <p>“The seats are often dirty”.</p>	<p>More frequent services.</p> <p>Cleaner.</p> <p>“They are not always pleasant”.</p> <p>Clear and simple multi-operator ticketing.</p> <p>More reliable and run on time.</p>	<p>Cheaper (currently too expensive) with “flat rate fares” (a single rate fare for multiple journeys in the city)’</p> <p>Contactless payments on all services.</p> <p>Easy multi-operator ticketing for all services.</p>

<p>More child friendly, e.g. family or children's buses with more fold up seats for multiple pushchairs or space to accommodate twin pushchairs.</p> <p>Contactless payments on all buses.</p> <p>Demand responsive vehicles to extend services to rural areas.</p> <p><i>"I can only plan to see my gran one day during the week – if I miss that I have to wait another week".</i></p> <p>Turn up and go services (on major urban routes) without a timetable.</p>	<p>Direct routes to key areas and desired locations (e.g. major employers and leisure locations).</p> <p><i>"I'd only be prepared to change once - twice? – I don't think I'd use it".</i></p> <p><i>"With kids it's a nightmare".</i></p> <p>Good assistance for disabled passengers on all services</p> <p>Faster journey times</p> <p>Clear and easy access to service information.</p> <p>Enhanced driver awareness training (around customer service; preventing buses moving off too quickly before passengers are seated; and stopping abruptly which makes the journey less enjoyable).</p> <p>Turn up and go services (on major urban routes) without a timetable.</p> <p>Demand responsive vehicles with clear delivery plan for rural areas.</p> <p><i>"It sounds great, but we'd need to have confidence it would work".</i></p> <p><i>"I can see how they may pick you up – but what about getting back?"</i></p>	<p>More direct routes.</p> <p><i>"Cheaper fares and quicker journey times with a direct bus".</i></p> <p><i>"It's not all about fares it has to be convenient".</i></p> <p>More priority bus lanes.</p> <p><i>"It's when you're sat in traffic for 30 minutes and then a bus goes by".</i></p> <p>More reliable and timely.</p> <p>More frequent.</p> <p>Extended evening and night time services.</p> <p>Faster journey times.</p> <p>Cleaner.</p> <p>More "personal space" to avoid loud music, phone conversations and "sweaty" passengers.</p> <p>Better communicate the benefits for access to leisure facilities, city centre restaurants and local night life destinations (could encourage more bus usage)</p> <p>'Family' buses.</p> <p>More promotions available through social media channels.</p> <p>Comfortable buses.</p> <p>All service information accessible through smart phone apps (better advertisement of this).</p>
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		<p>Make information ‘easier to understand’.</p> <p>Turn up and go services (on major urban routes) without a timetable was universally liked but concerns that it ‘needs to be advertised’ and would be ‘useless unless it was used – you’d need to know about the service’.</p>
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Table 6: How would you describe the bus services you’d like in the future?

Current Bus Users	Lapsed Bus Users	Non Bus Users
<ol style="list-style-type: none"> 1. Frequent 2. Reliable 3. Safe <p>(Cost was not as important as having a safe, clean and fast service)</p>	<ol style="list-style-type: none"> 1. Reliable 2. Clean 3. Affordable <p>(Price was important but only after the delivery of a reliable and clean service)</p>	<ol style="list-style-type: none"> 1. Fast 2. Reliable 3. Cheap <p>(Cost was important but only after the delivery of a reliable service)</p>

For more information about our focus group meetings or results please contact buspartnership@plymouth.gov.uk.

APPENDIX H: VAWG COMMISSION SURVEY RESULTS

Table 45 lists the main locations that were identified as being the areas where respondents to the VAWG Commission Survey (2022) felt most unsafe in Plymouth:

Table 45: Locations deemed unsafe by survey respondents

Area	Number
City Centre	216
Mutley area/Mutley Plain	136
Stonehouse	124
Union Street	113
Central Park	90
Barbican	83
Devonport	76

The VAWG Commission also found that only 13 per cent of respondents felt very or fairly safe when out after dark, while over three quarters (78 per cent) felt very or fairly unsafe. 79 per cent of respondents reported that they had avoided taking certain streets or going to certain streets/area when out and about in the city.

The Commission also heard evidence that women did not feel safe at bus stops and walking between locations and bus stops in the dark, “in terms of safety at night, it is often impossible to book a taxi home. Public transport cannot be relied on either” (VAWG Survey respondent).

84 per cent of people surveyed as part of the VAWG Commission stated that ‘improving/increasing street lighting’ would help women and girls feel safer and 71 per cent of respondents outlined ‘increasing CCTV’ would help women and girls feel safer in the city, “better lighting surrounding bus areas and pathways to and from shops open late to the bus areas is required” (VAWG Survey respondent).

As outlined in section 1.3.3.2 of this Bus Service Improvement Plan public transport has a key role to play in ensuring the safety, and perceived safety, of women and girls.

This BSIP will help to achieve the priorities of the VAWG Commission and deliver a safe, integrated, welcoming bus service through the delivery of the measures set out in Section 4. In particular, enhanced bus frequencies and a restored and enhanced park and ride network, improving the regularity of public transport; new bus infrastructure which will help to improve service reliability; keeping the George Junction travel centre open, thereby providing a safe and welcoming place to wait; improvements to the multi-operator Skipper ticket, increasing travel choices; and boosting passenger confidence in bus travel, both on and off bus, through audio visual and next stop technology on buses and the expansion of Plymouth’s Real Time Passenger Information system through the provision of RTPI QR codes in all bus shelters.

APPENDIX I: PLYMOUTH NIGHT BUS

PROJECT OVERVIEW

The Night Bus project was established to address the lack of Taxis and safe methods of travel home from the city centre of Plymouth Evening & Night Time Economy (ENTE). Its aim was to trial a service to show a need for an affordable, easily accessible and safe travel option, to reduce the number of people walking home, the risk of predators and anti-social behaviour. The pilot ran to time and was delivered for the agreed and funded period of October 2022 to February 2023.

PROJECT OBJECTIVES

- To enhance the transportation network for Plymouth's ENTE – achieved for the duration of the project.
- To reduce the number of criminal offence reports in Plymouth's ENTE of people attacked whilst walking home – achieved, there were no reports of this crime during the entire lifetime of the project and the service running.
- To reduce opportunities for deviant and harassing behaviour in Plymouth's ENTE when walking home – achieved as above.
- Evidence the levels of demand across the city for transport from the ENTE throughout the three time periods Midnight, 2am and 4pm – achieved.
- If possible become self-sustainable depending on demand – not achieved, partly down to the method of payment collection and the fact that most of the demand has been evidenced in the extremities of the city.

PROJECT DELIVERABLES

The following deliverables were completed as part of the project:

- Establish a night bus service which can be easily booked and will operate every Saturday night between October 2022 and March 2023.
- Ensure the buses have security on board with chest cameras and linked communication to door staff across the city centre for increased safety.
- Advertise the bus and ensure visible to users.
- Respond to feedback by adapting the service to make it more accessible.
- Capture data on where users leave the bus to plot age, gender and popular destinations across the city.

PROJECT SUCCESSES

The project achieved the following successes:

- The service ran on time and was a good reliable service; the booking process and money tasking system worked as expected.
- The feedback confirmed that users felt safe because of the on board security, which successfully communicated with all bar staff to prevent trouble before it happened and control access to the bus.
- The data obtained was extremely useful in identifying that it was the far to reach extremities of Plymouth that were most popular.
- As there was an even balance between male and female users, it showed it was equally inclusive and popular to all. Over 1000 people got home safely as a result of the Night Bus.
- Almost £4,000 was generated towards the Safe Bus, which creates a safe zone for people in the ENTE.

APPENDIX J: BUS PASSENGER PRIORITY SURVEY 2023

OVERVIEW

In 2023, Plymouth's residents were asked to let us know what their top priorities for local bus service improvements were by ranking the nine passenger priorities identified in the 2021 BSIP in order of importance to them.

The results of the 2023 bus passenger priority survey have therefore been really important in helping us understand what the current top priorities are for Plymouth passengers and have informed the plans outlined in this BSIP.

METHODOLOGY

The survey ran from 15 August 2023 until 24 September 2023.

Surveys were advertised to the public via bus shelter posters, RTPI screens, a Council [news story](#), on social media channels and on a dedicated Council webpage for the duration of the survey.

The survey was accessible online but a physical copy was also made available via a number of methods, including:

- Contacting or visiting the Plymouth Citybus travel shop on Royal Parade.
- Visiting a local library.
- Speaking to the Plymotion Team while they were out door-knocking in the West of the city (for the duration of the survey).
- Attending the Car Free Event day in Plymouth City Centre on 22 September 2023.
- Contacting a local bus operator or bus user group representative.

RESULTS

The total number of survey responses was 1,826.

Figure 24 shows the cumulative results which takes into consideration the rankings that passengers gave to all priorities in the survey. It shows that all the priorities remain important to passengers.

Figure 24: Percentage totals for Bus Passenger Priority survey 2023 results

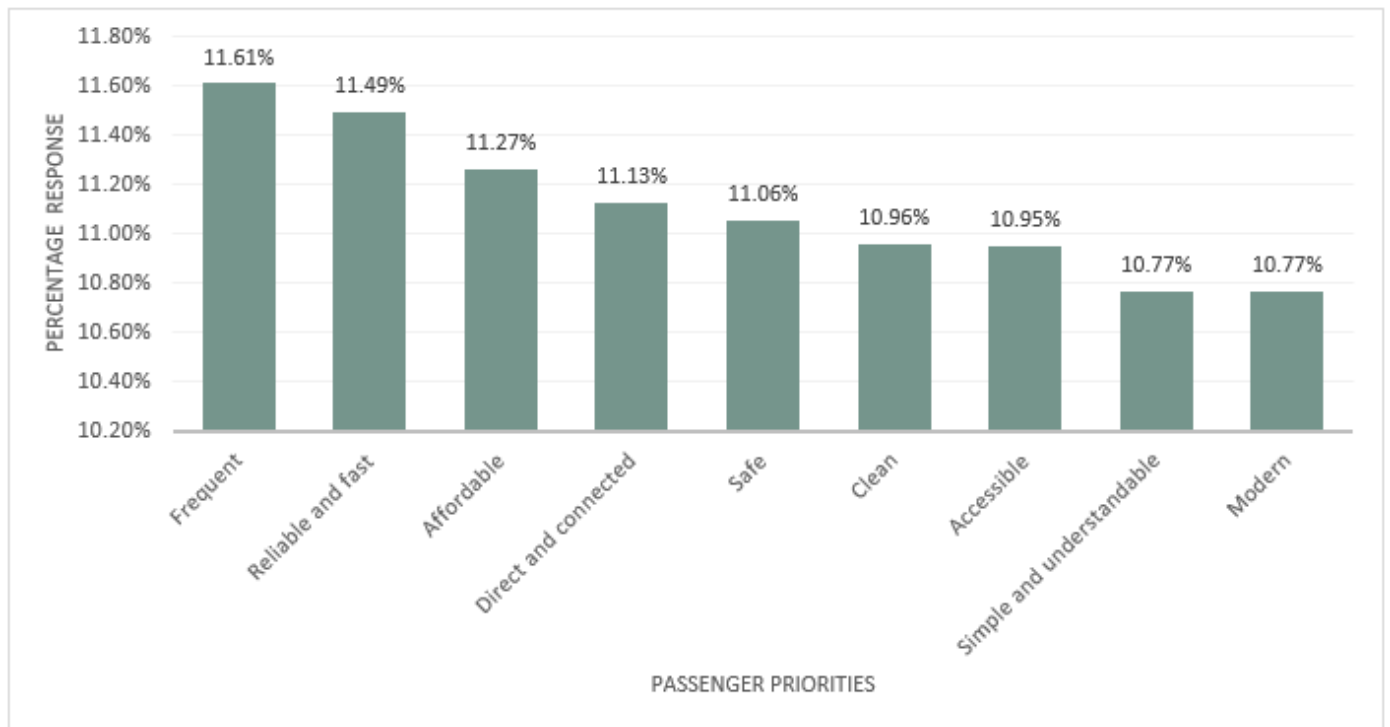
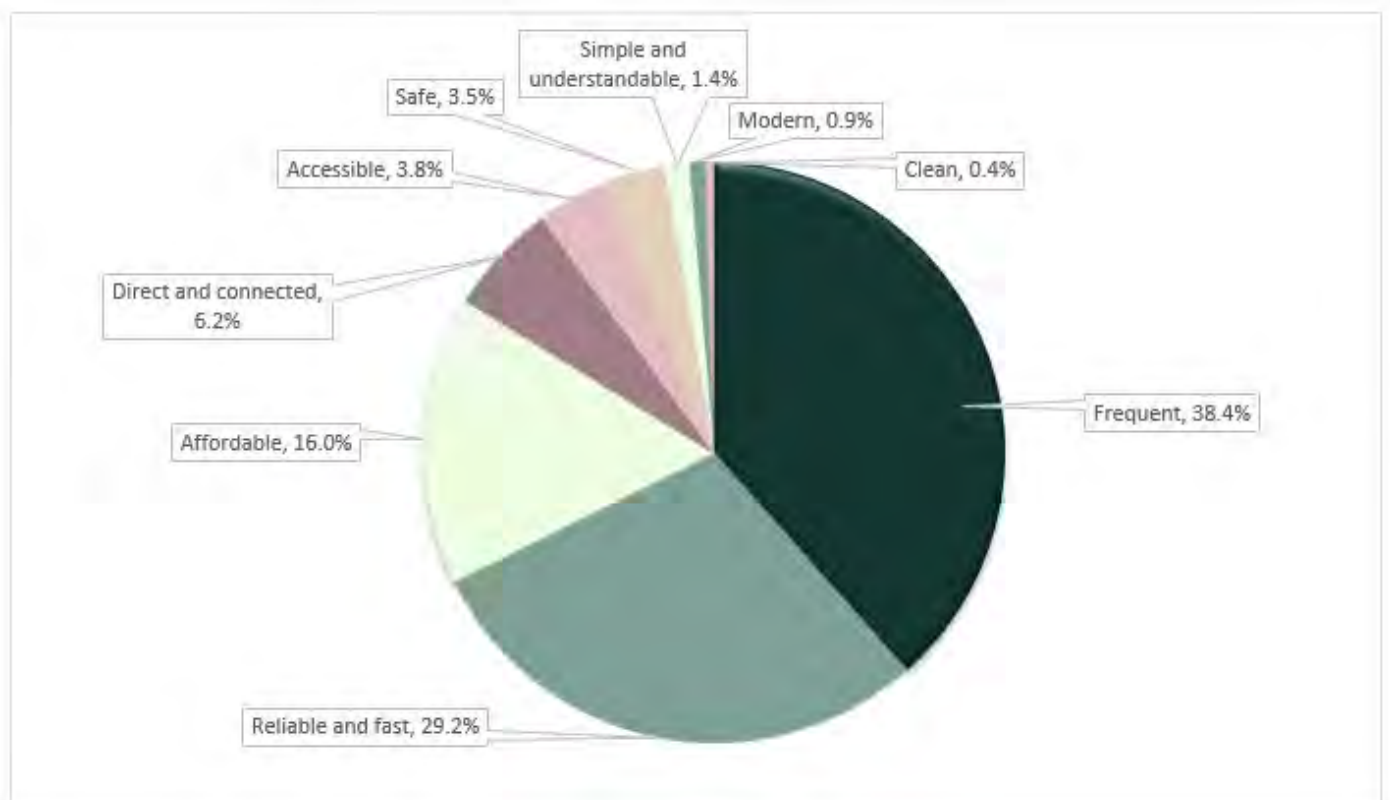


Figure 25 shows what passengers put as their top priority in the survey.

Figure 25: Top passenger priorities



Therefore, the final order of current passenger priorities that has influenced the plans outlined in this BSIP is as follows:

	1. FREQUENT
	2. RELIABLE AND FAST
	3. AFFORDABLE
	4. DIRECT AND CONNECTED
	5. ACCESSIBLE
	6. SAFE
	7. SIMPLE AND UNDERSTANDABLE
	8. MODERN
	9. CLEAN

APPENDIX K: DATA INFORMING BSIP TARGETS

Table I: Average journey times on Plymouth's six BSIP core corridors

Corridor		Year					
		Average journey time (minutes)					
		2020		2021		2022	
		Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
City Centre – Devonport (via Union Street) – St Budeaux Square	St Budeaux Square – Granby Way	15	8	15	23	15	9
	Granby Way – Two Trees (Union Street)	7	12	7	22	9	11
City Centre – Wolseley Road – Saltash	Saltash Fore Street bottom – Cookworthy Road	9	6	10	7	10	7
	Cookworthy Road – Plymouth Railway Station	7	9	7	10	7	9
City Centre – Mutley Plain – George Junction Park and Ride	George Junction – Henders Corner	18	6	18	7	17	7
	Henders Corner – Bedford Terrace	10	18	10	18	7	18
City Centre – Outland Road – George Junction Park and Ride	George Junction – Weston Park Road	16	9	16	10	17	10
	Weston Park Road – Railway Station	8	15	9	14	12	11
City Centre – Plympton Ridgeway	Old Priory Junior School – Jurys Inn	19	17	17	16	18	17
City Centre – Plymstock Broadway	Plymstock Fire Station – Jurys Inn	11	11	13	12	13	13

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

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

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

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

All photographic images of buses have been kindly provided by Plymouth Citybus.

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