

**UK National Bus Strategy**

**DERBY BUS SERVICE  
IMPROVEMENT PLAN**



**Monitoring Report**  
**May 2022**

**In Partnership with the bus companies operating in Derby City**



Derby City Council



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# 1 Introduction

## 1.1 What is a Bus Service Improvement Plan?

The National Bus Strategy “Bus Back Better” was published in March 2021. It called for all Local Transport Authorities (LTA) to produce a Bus Service Improvement Plan or BSIP by the end of October.

BSIPs are strategic documents that explain how Councils (LTA) and bus operators, working together through a formal Enhanced Partnership, will implement the actions of the National Bus Strategy.

The Department of Transport (DfT) says that ***“the overall aim of the BSIP and its individual sections is to explain the LTA ambition to improve buses and the plans and policies that will deliver them.”*** BSIPs must:

- focus on delivering the bus network that LTAs (with operators) want to see, including how to address the under-provision and over-provision of bus services and ensuring buses integrate with other modes
- explain how they will grow bus use
- explain how they will be delivered

## 1.2 BSIP Monitoring

The BSIP is a basic working document that provides the starting point for the Enhanced Partnership (EP). The Partnership will continue to develop the BSIP. To measure the success of the plan it is necessary to monitor key metrics to ensure that the BSIP and EP are achieving their aim and purpose. The BSIP commits to publishing monitoring reports against the target measures on a six-monthly basis.



## 2 General Update

### 2.1 Introduction

When the original BSIP was published, the expectation was that the funding for measures to help meet the targets outlined would be forthcoming earlier, and recovery from the COVID 19 pandemic would have been faster. In reality, the funding announcement was delayed and the funding to support services during the post pandemic stage had to be extended for a further 6 months. As a result, the Enhanced Partnership between the authority and the bus operators has also been delayed, pending confirmation of the funding that DfT will make available through the BSIP. This process is now progressing and, subject to the initial funding announcement being confirmed, the Enhanced Partnership is ready to start implementing measures to meet the targets anticipated in the BSIP. Thus, the monitoring report shows negligible progress against targets, which we anticipate will be rectified once the proposed measures are implemented by the Partnership.

### 2.2 Data Sources

The BSIP presented a range of baseline data collated from a number of sources. Part of the consideration for the targets that were included in the BSIP was the availability of the relevant data from a consistent source, or, whether it could be easily collected.

A key source of data identified to support the BSIP and its monitoring is the Analyse Bus Open Data (ABOD) tool. The Bus Services Act 2017 requires operators of local bus services in England to publish data to the Bus Open Data Service (BODS) covering their timetables, fares and real-time bus location data. ABOD processes these datasets along with bus stop data from local authorities to generate statistics including on-time performance departing stops and corridor journey times. A single consistent source covering all operators provides a sound base for on-going monitoring.

During the period from April 2021 to March 2022 there have been variations in the number of operator data feeds for the vehicle locations to BODS, there was only a period of approximately 4 months where all five operators were providing their data feed into the system. The system monitoring also indicates that not all of the journeys that it expects to be able to track vehicles along are being tracked. This in turn means that the statistics will be missing data for the services that the vehicles should be operating on. This was discussed with the operators who indicated there is ongoing correspondence to resolve the issue that has been caused by an incompatibility in the service naming convention between their system and BODS.

Whilst the limitations of the data for this initial monitoring report have been highlighted, the ABOD system will provide a very powerful tool for ongoing monitoring and supporting future reports.



## 3 Progress Against Targets

### 3.1 Introduction

This section presents an update on the information that was presented in the BSIP published in October 2021. At the time 2019/20 (April-March) was taken as the most relevant baseline, where possible this has now been updated to include 2020/21 and 2021/22 data, this shows the impact of the lockdowns and beginning of the recovery and what is commonly referred to as the return to a 'new normal'.

### 3.2 Passenger Growth

Patronage data was provided by the two main operators within Derby City for their services that operate either wholly within or are cross-boundary services into other authorities. The total annual patronage is shown in **Table 1** below for routes that operate either wholly or partially within Derby city.

Year	Patronage (millions)
2018/19	26.5
2019/20	23.8
2020/21	7.6
2021/22	16.4

**Table 1 – Patronage on services operating partially or wholly in Derby (two main operators)**

This data shows that there has been a positive increase in the last 12 months compared to the previous year although still some way to go to reach the pre-pandemic levels. As there is no tap-off required on services it is not possible to determine which passengers on inward journeys from outside of Derby alight within the city boundary.

Looking at the Derby authority area, the Public Service Vehicle Survey reported that prior to the Covid-19 pandemic there were 15.2 million passenger journeys in the year 2019/20 (April-March) within Derby city. The first year of the pandemic, 2020/21 saw this drop to 4.7 million passengers before rising again 2021/22. **Table 2** and **Figure 1** present the annual passenger journeys from Table 0109 of the Public Service Vehicle Survey that was used within the BSIP baseline.

Target	Actual 2018/19	Actual 2019/20	Actual 2020/21	Actual 2021/22	Target 2024/25
Passenger Journeys	17.2m	15.2m	4.7m	Not available	17.2m

**Table 2 – Annual passenger journeys on local bus services in Derby (Source: DfT Public Service Vehicle Survey Table 0109)**



**Figure 1: Annual passenger journeys on local bus services in Derby (Source: DfT Public Service Vehicle Survey Table 0109 (to 2021))**

Whilst DfT data is not currently available for the 2021/22 period, the patronage figures provided by the two main operators in **Table 1** indicate that in 2021/22 their patronage returned to 69% of 2019/20 pre-pandemic levels.

### 3.3 Journey Times

The BSIP identified that a series of corridors would be identified and agreed on for monitoring as part of the introduction of the Enhanced Partnership. Due to the delay in this process as already outlined, these corridors are yet to be confirmed. Whilst the monitoring of these journey times will begin following the introduction of the Enhanced Partnership, preparation work for the monitoring has been undertaken.

Within the Analyse Bus Open Data (ABOD) system it is possible to define corridors to monitor journey times. Initial configuration of potential corridors has been undertaken within ABOD, there is a limitation in that a maximum of 10 consecutive bus stops can be selected to form a corridor which means that several the potential corridors need to be split into two in order to capture the full length.

The corridors that are still considered for monitoring include:

- A52 – Brian Clough Way
- A6 – Pride Parkway
- London Road
- Osmaston Road
- Stenson Road
- Normanton Road
- Burton Road
- Uttoxeter New Road
- Ashbourne Road
- Kedleston Road
- Duffield Road
- Alfreton Road
- Albert Street/Victoria Street/The Wardwick



Target	Actual 2018/19	Actual 2019/20	Actual 2021/22	Target 2024/25
Corridor Journey Times (Ratio of Bus to Car)	Not available (2021/22 corridor specific value to be calculated for EP)	Not available (2021/22 corridor specific value to be calculated for EP)	Not available (corridor specific value to be calculated for EP)	5% Reduction

**Table 3 – Corridor journey times**

### 3.4 Punctuality

The reliability/punctuality of the bus network is monitored through the proportion of journeys that are classified as early, on time or late departures. On-time departures are considered to be up to 1 minute early or up to 5 minutes 59 seconds late, when compared to the scheduled time. Service reliability is extremely important to passengers and comments on the passenger surveys reviewed indicate that service punctuality is key to providing a network that will both retain existing and also attract new users.

The BSIP identified that on-time punctuality data would be obtained from ABOD. Due to the point at which operators provided reliable feeds to the Bus Open Data (BOD) system means that data for the complete 2021/22 period is not fully available for all operators or is intermittent. Therefore, data has been obtained from the second half of the year (01/10/21-31/03/22) for the statistic and is presented in **Table 4**.

Target	Actual 2018/19	Actual 2019/20	Actual 2020/21	Actual 2021/22	Target 2024/25
Percentage of Journeys 'On-time'	Not available	86%*	94%*	77.7%#	95%

\*Based on available operator data, #Based on available ABOD data

**Table 4 – Service reliability**

The 2020/21 percentage is skewed and not representative as a trend due to the impact of lockdowns resulting in a reduction in traffic on the roads and also the amendment of services.

The underlying data from ABOD indicates that for individual services, based on a monthly summary, can range in on-time percentage from just over 50% to up to 95%. Some of these lower percentages may be due to external factors but as they are for regular services over the period of a month they highlight services that may warrant further investigation as to the reasons for the punctuality. For example, in some cases it was observed that they show a high early departure percentage indicating that it is not an issue with delays and running late.



We have also identified some variations in the on-time data provided by ABOD compared to that supplied by operators and are currently investigating the source of any differences.

### 3.5 Customer satisfaction

The BSIP proposed a programme of continuous surveys to monitor customer satisfaction and understand the needs of passengers and potential passengers. These surveys will be initialised as part of the Enhanced Partnership and as such no additional data is available at this time either from this proposal or surveys that are undertaken by the operators.

The survey intends to monitor customer satisfaction in the areas below:

- Overall journey
- Journey time
- Punctuality
- Value for money
- Bus driver greeting/welcome
- Interior cleanliness and condition
- Availability of seating or space to stand

### 3.6 Number of RTI Displays

The number of RTI displays is measured using the authority's asset register.

Target	Actual 2018/19	Actual 2019/20	Actual 2021/22	Target 2024/25
Number of stops with Real Time Information Displays	-	120	120	200

**Table 5 – Number of stops with Real Time Information Displays**

Whilst there has not been an increase on the current baseline, within the BSIP there is a funding allocation outlined to increase the number of signs annually in order to meet the target by 2025.

### 3.7 Environmental

Low emission vehicles are key to supporting Derby's Air Quality Action Plan, buses are identified as one of the vehicle types where emissions could be reduced to improve air quality.

The two main operators have provided updated the emission standards of the vehicles in their fleets operating with Derby city. **Table 6** shows that since the 2019/20 baseline the percentage of vehicles that are of Euro VI standard or better has remained constant, currently there are 172 of the 215 vehicles operated in Derby by the main operators that are Euro VI compliant, which equates to 80%.



Target	Actual 2018/19	Actual 2019/20	Actual 2021/22	Target 2024/25
Percentage of Euro VI (or better) buses within Derby	-	80%*	80%*	90%

\*based on available data

**Table 6 – Emissions target**

It is not surprising that this value has not changed or improved at this point. As the pandemic recovery period is ongoing, investment in new vehicles is being held back in the short term.

### 3.8 Percentage of population within 400m of a frequent service

To monitor accessibility to the bus network, within the BSIP baseline an estimate of the proportion of the population within walking distance of a high frequency bus service (every 12 minutes or better) was undertaken. This is based on census population data along with 400m walking catchments of served bus stops.

To update this statistic the bus network as operating in January 2022 was taken as the representative network for the period. **Table 7** shows that since 2019/20 the percentage of population within 400m of a frequent service has declined by approximately 8%, or 20,000 people.

Target	Actual 2018/19	Actual 2019/20	Actual 2021/22	Target 2024/25
Percentage of population within 400m of a frequent service	-	50.3%	42.1%	50%

**Table 7 – Proportion of population within walking distance of bus services**

This reduction from the pre-pandemic level is as a result of network reviews that operators undertook to address the changes in patronage seen during the pandemic and its recovery. Frequency reduction has been a method whereby operators have maintained operation of a service with the intention to reinstate higher frequencies once the demand has returned.



## 4 Overview Table

Targets	2018/19	2019/20	2021/22	Target for 2024/25
Journey time	Not available (2020/21 corridor specific values to be calculated for EP)	Not available (2020/21 corridor specific values to be calculated for EP)	Not available (2020/21 corridor specific values to be calculated for EP)	5% Reduction
Reliability	Not available	86%*	77.7%	95%
Passenger numbers (Derby Authority Area)	17.2m	15.2m	Not available from same source	17.2m
Passenger numbers (Routes serving Derby City)	26.5m	23.8m	16.4m	N/A (Includes passengers wholly outside of the city)
Average passenger satisfaction	96%	95%	No survey undertaken	97%
Number of stops with Real Time Information Displays	-	120	120	200
Percentage of Euro VI (or better) buses within Derby	-	80%*	80%*	90%
Percentage of population within 400m of a frequent service	-	50.3%	42.1%	50%



Derby City Council

