

Rutland County Council Bus Service Improvement Plan

2021 - 2036

Version 4 - 27th October 2021

CONTENTS

Foreword	3
Executive summary	4
1 Overview	9
2 Current offer to passengers	15
3 Headline targets	31
4 Delivery	39
5 Reporting	52
6 Overview table	53
7 Appendix A - Current bus services operating in Rutland.....	55
8 Appendix B – Bus stop locations.....	57
9 Appendix C – BSIP engagement	64
10 Appendix D – Comparison of existing provisions with Bus Back Better objectives.....	68
11 Appendix E – Links between deliverables and targets	71
12 Appendix F – Funding template	74
13 Appendix G – Bus Passenger Charter (To follow).....	79
14 Appendix H – Support from operators.....	80

FOREWORD BY COUNCILLOR LUCY STEPHENSON – DEPUTY LEADER OF RUTLAND COUNTY COUNCIL

Travel is an essential part of everyone's lives. Over the decades, economies of scale in terms of access to the day-to-day amenities for Rutland residents has resulted in increasing centralisation – from Post Offices to banks, shops to health care and post 16 education. If rural sparsity and geography are added into the equation, essential day-to-day transport for the average Rutlander is almost exclusively by private car.



Buses are available but all are 'non – frequent' (an hourly or two hourly service in our towns, service centres and significant villages) and no buses run past 19:30 or on a Sunday. We have some Demand Responsive Transport (DRT) covering parts of the county that does not have scheduled bus services. A large proportion of services are subsidised by the public purse to ensure they are economically viable. For those using bus passes, the authority, in effect, pays twice for each journey. Despite this, our fares are still relatively expensive. For example, for 1 adult and 2 children to travel from Uppingham to Oakham (a 12 mile round trip) a return would cost £18.50 whilst the cost of fuel for an average car would be approximately £2 (excluding overheads).

It is interesting to note that even getting a taxi in Rutland carries with it a need to plan a journey well in advance: anything before 09:00 is out of the question due to scheduled school runs and evening runs need to be booked at least 5 days in advance.

If we are to reduce private car travel in this rural county, our people need to get to where they want to go in a timely fashion that is cost effective whilst bus companies need to be confident that they can sustain commercially viable operations.

We need to work with bus companies, our residents, interest groups such as CPRE, the DfT and community transport providers to produce a nimble and commercially cost-effective public transport network that can be responsive to demand and ensure the connectivity of Rutland, both in and out of county. This network must, of course, also empower access to updated health, wellbeing and new hospital facilities currently being planned for the area with oversight from the Health and Wellbeing Board.

Our Bus Service Improvement Plan offers further context of what public transport looks like now for Rutland whilst outlining how we could deliver a modern and sustainable rural transport network which will meet our future needs, offering a real alternative to using a private car.

Rutland must have an equitable alternative to private car use if we are to enable our residents to reduce their carbon footprint and play our part in the country achieving net zero by 2050.

EXECUTIVE SUMMARY

In March 2021 the Government launched a new National Bus Strategy: 'Bus Back Better' which sets out a fast-paced and ambitious vision to dramatically improve bus services in England outside London through making the bus a practical and attractive alternative to the car.

To deliver this vision in Rutland we, alongside local bus operators, must work together with local communities to plan and deliver services that are: more frequent, more reliable, easier to understand and use, better co-ordinated, and cheaper with simpler fares. Our plans to deliver this are set in this Bus Service Improvement Plan (BSIP) and will be delivered through an Enhanced Partnership.

The Rutland BSIP Vision

To ensure alignment with wider transport policy for Rutland, our BSIP will span the same time frame as Moving Rutland Forward – Rutland's Fourth Local Transport Plan (LTP4) and will therefore cover the period up to 2036. However, it is a living document that will be reviewed annually and be revised to accommodate any pertinent changes to policy, services or plans.

Our BSIP vision reflects the transport vision within LTP4 in terms of enabling sustainable population and economic growth, meeting the needs of our most vulnerable residents and supporting health and wellbeing. However, it goes one step further in also aspiring to deliver a step change in the environment impact of our current travel patterns.

Our overarching vision is therefore to:

“Create a county where the bus is a realistic transport choice through building a bus network and support system that enables residents of and visitors to Rutland to travel by bus wherever and whenever they need to in a convenient, seamless and environmentally friendly way”

We can't however successfully deliver this vision on our own. We need our residents to come on the journey with us, embrace the improved bus services and make every effort to leave the car at home.

The Rutland Context

Our BSIP has been developed taking into account our unique context as a very rural authority with a diverse range of trip attractors. There are very few commercial operators locally with one operator running the majority of services and three others operating the remainder.

Most services in the county receive financial support from the council at a cost of £485,000 per annum. A high level of support is needed because we have a low number of fare paying passengers, a relatively low number of service users and longer than average trip distances

leading to higher operating costs. Students eligible for home to school or post 16 transport are also transported on the public bus network wherever possible to help sustain public bus services.

Recognising our weaknesses

We have spoken to our residents to find out what better bus services means to them and what we need to do in order to make them the transport option of choice. They have told us that they will use the bus more if there are more frequent services, to more places, on more days and for longer hours. To support this they want better information, improved waiting facilities, cleaner buses and more environmentally friendly buses. This feedback formed the basis of our objectives (see below) and our wish list of improvements.

- 1) To offer more bus services, more frequently to more people for more hours.
- 2) To provide a bus network of seamlessly integrated reliable services that are simple to understand.
- 3) To publish clearer information in simpler formats more frequently.
- 4) To create comfortable, convenient and clean waiting facilities.
- 5) To minimise the environmental impact of our bus network by exploring the suitability of electric vehicles.

Our wish list of improvements

Based on the DfT's vision, the local context, feedback from residents and discussions with operators we have developed a wish list of improvements which we will endeavour to deliver subject to receiving the required funding from the DfT. These are:

- Countywide Digital Demand Responsive Transport: Ensuring all residents have access to passenger transport
- Decarbonisation: Pilot electric town centre 'Hopper' services
- Travel incentives & promotions: Annual promotions calendar including free or discounted travel campaigns
- Enhanced frequency of services: More frequent week day services and evening and Sunday services to meet our residents' needs.
- Simplifying services: Streamlining services delivered by multiple operators.
- Renumbering of services: Strengthen the identity of Rutland's services - renumbering subsidised services to align with the Rutland Flyer 1 and 2.
- Promotional materials: Enhanced promotion and marketing to raise awareness of existing, new and enhanced services and travel incentives.
- Simplifying ticketing and growing youth patronage: simplify ticket options and age brackets and implement a youth travel id card.
- Electronic ticketing machines: Modernising payment methods and improving accessibility

- Bus stop audits and improvements: Improving the comfort, accessibility and safety of waiting areas.
- Integrated ticketing: Offer multi operator and mode travel tickets
- Audio and visual on board announcements: Improving accessibility and information for residents and visitors.
- Behavioural change measures: Encouraging sustainable travel options that reduce school gate congestion, causing delay to buses.
- Utility permit scheme: Improve efficiency of roadwork scheduling to reduce delays and diversions.
- Review of taxi and bus laybys: Review location and usage to enhance accessibility.
- Real time information: To improve service information and public confidence.
- Bus station and interchange monitoring: enhanced staffing presence to improve perceived and actual passenger safety.
- Walking and cycling audits: Review walking and cycling routes to bus stops and identify areas for improvement.
- Decarbonisation: Community transport electric minibus pilot
- On board USB charging and Wi-fi: Modernising buses to improve passenger experience
- Creation of travel hubs: Improving onwards travel information and integration between travel modes.

Monitoring progress

In order to monitor our progress and ultimately the success of the BSIP we have defined a number of targets.¹ Performance against these will be regularly measured and reported.

TARGETS	2018/19	2019/20	2020/21	2024/25	2029/30
Journey time Services operating with journey times of less than 4 minutes/ mile.	-	-	64%	70%	80%
Reliability improvements % of non-frequent bus services (less than 6 services/ hour) running on time	87%	89%	91%*	95%	98%
Passenger growth (trips pa) % increase on 2021/22 baseline	414,642	389,621	104,142	25%	40%
Customer satisfaction % point increase in customers satisfied with bus services from 2021/22 baseline	(2016) 49.48%	N/A	N/A	25 pp	40 pp

Funding

It is anticipated that a total of £3,537,499 is required in order to deliver all of the measures outlined within this BSIP. £2,741,500 would be required from the DfT's £3bn of transformation funding, up to £315,999 of alternative DfT funding (including £210,000 of Integrated Transport Block funding), up to £226,000 of our existing Council revenue budget and up to £254,000 in salary costs (existing). We may be able to use more of our public transport revenue budget to support improvements depending on the changes implemented at the first stage of BSIP delivery.

Conclusion

We hope the delivery of the measures within our BSIP will significantly enhance public transport within Rutland. However, at the time of writing, no confirmation of funding has been provided by the DfT and as such delivery of our vision is subject to a number of caveats. These are stated fully in section 4.1, but in summary these measures can only be

¹ It should be noted that the targets outlined within this document are subject to receiving full mutual agreement from operators and may therefore change during the process of developing the enhanced partnership.

delivered if we receive sufficient funding from the DfT alongside adherence to necessary RCC governance procedures.

Furthermore, even with substantial funding we cannot achieve our vision alone. In order for these improvements to have a significant and sustained social and environmental benefit we need everyone to use them. We therefore hope our residents will support this BSIP and come on the journey with us and our bus operators to bring the bus back better in Rutland. Our residents can demonstrate this support by making a choice to take a trip on the bus as often as possible – whether that's once a year, once a month or once a week. Through working in partnership, we can ensure the bus is a realistic alternative to the car, even in somewhere as rural as Rutland.

1 OVERVIEW

1.1 BSIPS AND THE NATIONAL BUS STRATEGY

In March 2021 the Government launched a new National Bus Strategy: 'Bus Back Better'.

The strategy sets out a fast-paced and ambitious vision to dramatically improve bus services in England outside London – in order to avoid a car led recovery from the Covid 19 pandemic. It aims to do this by making the bus a practical and attractive alternative to the car – reducing congestion, carbon and pollution whilst supporting those without access to private transport.

To achieve this goal, Local Transport Authorities (LTAs) such as Rutland County Council (RCC) and local bus operators must work together with local communities to plan and deliver services that are:

- more frequent,
- more reliable,
- easier to understand and use,
- better co-ordinated, and
- cheaper with simpler fares.

These plans are to be outlined in Bus Service Improvement Plans (BSIPs) – which this document forms.

The preparation of this BSIP is the essential first stage to delivering the step-change in bus services required by the Strategy. It sets the extent of the ambition, which will eventually be delivered through an Enhanced Partnership (section 1.3) and will form the basis of Government decisions regarding the allocation of future funding – including a share of £3 billion of new Government grant money.

1.2 VISION

Residents of Rutland (England's smallest county) are fortunate to live surrounded by beautiful countryside and small market towns. Many of our residents choose to live here to take advantage of this environment whilst also being within a relatively short distance of larger conurbations including Peterborough, Melton Mowbray, Grantham, Leicester, Corby and Nottingham. For the same reason the county is attractive to visitors who come to enjoy the countryside, market towns and numerous tourist attractions.

However, the rural nature of the county and its unique geography presents some transport challenges, especially when seeking to make the bus the mode of transport of choice. The county doesn't have any obvious strategic transport corridors and there isn't one single trip attractor. As highlighted in our 4th local transport plan our residents want to go to a diverse range of destinations within and outside the county. The same applies to visitors, whether

they are coming for leisure purposes or for employment they arrive from a dispersed range of origins and travel to a range of destinations within the county.

These factors lead to a higher than average level of car dependency, and while for a rural area we have a relatively good bus network we know that residents without a car can feel isolated and unable to travel outside of key operating hours. Furthermore, the bus network by nature is rather slow and does not present an attractive alternative to the car so it can be difficult to attract car drivers to public transport which has an impact both on the sustainability of the transport network (most service users currently do not pay fares) and on modal shift and the associated environmental benefits.

Delivery of this bus network is reliant on significant public funding which places a burden on RCC's limited financial resources but we recognise the value of public transport to our residents and our economy and so we have not made any significant cuts in recent years. However, we need to explore new ways of attracting fare paying users whose patronage could help sustain our bus services in the future.

As such we welcome the increased government funding that can help us to deliver our vision for bus transport in Rutland and help make the bus the transport mode of choice for our residents and visitors. We aspire to be an exemplar authority in terms of the delivery of rural bus services. Therefore building on the vision of our 4th Local Transport Plan which was "to provide a transport network and services that support sustainable growth, vulnerable residents and health and wellbeing", the vision of our BSIP is to:

"Create a county where the bus is a realistic transport choice through building a bus network and support system that enables residents of and visitors to Rutland to travel by bus wherever and whenever they need to in a convenient, seamless and environmentally friendly way"

We have spoken to our residents to find out what better bus services means to them and what we need to do in order to make them the transport option of choice. They have told us that that they will use the bus service more if: there are more frequent services, to more places, on more days and for longer hours. To support this they want better information, improved waiting facilities, cleaner buses and more environmentally friendly buses. This feedback formed the basis of our objectives (see below) and our wish list.

Based on what our residents have told us, we have developed a number of objectives to support and enable us to deliver our vision. These are:

- 1) To offer more bus services, more frequently to more people for more hours.
- 2) To provide a bus network of seamlessly integrated reliable services that are simple to understand;
- 3) To publish clearer information in simpler formats more frequently.
- 4) To create comfortable, convenient and clean waiting facilities.

- 5) To minimise the environmental impact of our bus network by exploring the suitability of electric vehicles.

We hope that if we can deliver on these objectives our residents will support our efforts by committing to changing their behaviour and using the bus because they want to, not because they have to. Patronage growth is vital to delivering a sustainable bus network in the mid to long term, therefore the success of the measures in this BSIP is dependent on the support of our residents demonstrated through increased bus use.

The rest of this document sets out how we deliver against these objectives in order to achieve our vision and bring the “Bus Back Better” in Rutland.

1.3 SCOPE OF THIS BSIP

This BSIP covers the full geographical area of Rutland county (figure 1) – which is governed by Rutland County Council as the local transport authority.

Rutland is a small rural county, covering an area of 382 km². Rutland’s total population is estimated at 40,476² and is relatively sparse with 1.06 persons per hectare. The county consists of 54 settlements, including the market towns of Oakham and Uppingham. The remaining 52 settlements vary in size from small hamlets to large villages.

A single rather than joint LTA BSIP has been prepared due to Rutland being more rural than its neighbouring counterparts, with differing travel patterns and demographics. In preparing a single LTA BSIP, covering all services operating within Rutland, we are able to provide an approach more suitably tailored for the unique needs of our rural population and visitors to the county. Furthermore, it should be noted that unlike a number of larger authorities, within this BSIP we have focused on countywide improvements opposed to route or area specific improvements. This approach was felt to be more commensurate with Rutland’s small size, which in this scenario offers a unique opportunity to take a holistic approach, delivering improvements for all.

Where services cross LTA borders, communication and cooperation will continue to take place with peers at neighbouring authorities to avoid gaps in service. One such example of existing cross border work, is that with Lincolnshire County Council regarding services operating between Oakham (Rutland) and Stamford (Lincolnshire). This joint working will be further strengthened through the creation of a Memorandum of Understanding between ATCO (Association of Transport Co-ordinating Officers) members regarding cross boundary co-operation and communication.

² Office for National Statistics mid-year estimates 2020.

Figure 1 - Map of Rutland



1.4 ENHANCED BUS PARTNERSHIP

To help deliver the ambitious improvements outlined within this BSIP, an enhanced bus partnership (EP) is to be created for Rutland – a statutory partnership between Rutland County Council (as a local transport authority) and bus operators serving the local area.

Supporting the EP will be an EP Plan outlining in more detail, the actions that partners will take to deliver improvements and meet targets.

The EP Plan consists of two elements:

- The plan itself, which will mirror this BSIP, but provide further clarity, and
- An associated EP scheme/s – a document (or documents) outlining the requirements that need to be met by local services that stop in Rutland.

Agreement to enter an Enhanced Partnership and prepare an Enhanced Partnership Plan was made at a meeting between RCC and local bus operators, held on 27th May 2021.

Subsequently, Rutland County Council submitted to the Department for Transport its formal notice of intent to prepare an Enhanced Partnership Plan and accompanying Enhanced Partnership Schemes, as required and set out in section 138F of the Transport Act 2000. A copy of this Notice of Intent is available to view online: <https://www.rutland.gov.uk/my-community/transport/national-bus-strategy/>

The EP scheme will be in place as of 1st April 2022.

1.5 INTEGRATION WITH WIDER STRATEGY

RCC's fourth local transport plan, Moving Rutland Forward, was approved in September 2019 and sets out RCC's long term vision for transport within the County, up to 2036 - to deliver a transport network and services that:

- facilitate delivery of sustainable population and economic growth;
- meet the needs of our most vulnerable residents; and
- support a high level of health and wellbeing (including combating rural isolation).

At the same time, RCC published a Passenger Transport Strategy. The Passenger Transport Strategy outlined how the Council planned to maximise the passenger transport offer within the county, recognising the challenges that rurality and low levels of fare paying bus users bring on the council's ability to do so. In response, an action emanating from the Passenger Transport Strategy was the requirement to review existing provisions and identify a baseline passenger transport service, supported by the expansion of a digital demand responsive transport system³.

This work was due to start at the beginning of the Covid 19 pandemic, however, lockdown resulted in reduced patronage levels, making any review unrepresentative – as such the review was put on hold.

During that time, to help facilitate a green recovery from the pandemic, the Government launched their 'Bus Back Better' strategy which seeks to improve bus provisions across the country and encourage more people to travel by bus than ever before.

³ A demand responsive transport system easily bookable via an app.

Unfortunately however, developed in a pre covid world, our Passenger Transport Strategy does not align with this vision and is therefore no longer fit for purpose, as it would not result in the increased patronage levels desired by Government. As a result, RCC's Passenger Transport Strategy is now being replaced by this BSIP, which supports the Government's ambition and the overarching vision of LTP4. Over the coming months our LTP4 will be updated to fully incorporate this BSIP – acknowledging its role as a sub document and replacing the previous Passenger Transport Strategy.

As we continue to recover from the pandemic, future, wider Council strategy revisions will also assist us in achieving the targets outlined within this BSIP – by giving buses priority over other modes of transport. For example, our revised Parking Policy (currently in draft) outlines mechanisms to reduce impact on the environment by encouraging behaviour change and a reduction in car use, in favour of bus transport. It sets out to do this through the use of:

- Parking restrictions that would enable the free flow of traffic (including buses) along our roads, thus making journeys more reliable and faster; along with
- Parking charges set with consideration of the need to discourage car dependency.

Finally this BSIP may evolve over time in support of other internal and external strategy and policy documents - for example the "Place based health and care plan".

1.6 DURATION OF PLAN AND REVIEW ARRANGEMENTS

To ensure alignment with wider transport policy for Rutland, this BSIP will span the same time frame as Moving Rutland Forward – Rutland's Fourth Local Transport Plan, and will therefore cover the period up to 2036.

The BSIP will however be a living document and undergo an annual review, to take into account any pertinent changes – whether that be to policy, services or plans.

Any changes required will be agreed in advance, between members of the Enhanced Partnership, during scheduled Bus Operator Meetings (which upon adoption of this BSIP will be held quarterly), with any agreed amendments fed through into the Enhanced Partnership Plan.

Future iterations of this BSIP will be provided to the Department for Transport and a copy uploaded to our website: <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

Further information on plan review and performance reporting can be found in section 5.

2 CURRENT OFFER TO PASSENGERS

2.1 MODE OF TRAVEL

Due to Rutland's rural nature and dispersed settlements, the county experiences high levels of car dependency. This is reflected in the 2011 census data (table 1) which shows that, during that year, 57.6% of the working age population in Rutland drove to work in a car or van compared to 54.5% of the UK population.

When considering bus travel, the difference is even greater, with just 1.37% of Rutland residents (of working age) travelling to work by bus, minibus or coach compared to 7.2% of the UK population.

Table 1 - Mode share for travel to work, 2011 Census⁴

	Rutland	UK
Mainly work at or from home	16.67	10.3
Train, underground, metro, light rail, tram	0.64	3.8
Bus; minibus or coach	1.37	7.2
Driving a car or van	57.62	54.5
Passenger in car or van	4.88	5
Bicycle	3.43	2.8
On foot	14.18	9.8
All other methods of travel to work	1.22	0.5

Although not directly comparable to the census, in 2016 RCC undertook a countywide travel survey, which indicated further growth in car dependency since 2011, with 74.2% of respondents travelling to work by car. Similar levels of bus travel (for work) were however recorded during 2016 (2.9%).

The Covid 19 pandemic and resulting lockdown has however led to increased levels of working from home and reduced bus use - as such work related travel patterns (when full data becomes available) are likely to look very different. Indeed, Council engagement with the public during the pandemic⁵ showed that the car was the predominant mode of transport for residents (83%) for all journeys, with just 1.7% of residents taking the bus. However, in part due to the pandemic and changing lifestyles, along with increased public concern regarding climate change and the environment, 42% of those providing feedback wanted to change the way they currently travel around the county.

4 <https://www.nomisweb.co.uk/census/2011/wp703ew>

5 Through the Future Rutland Conversation which ran in spring and summer 2021.

2.2 THE EXISTING NETWORK

2.2.1 LOCAL BUS SERVICES

Due to the rural nature of Rutland, combined with a sparse population, transport services within the county are currently limited in scope and frequency. All services are classified as non frequent⁶ with some parts of the county unserved by a scheduled bus provision (in Rutland, 1,800 residents (5%) do not have access to regular bus services and 25,000 (63%) currently have no access to demand responsive transport (DRT) – DRT is explained later). The county doesn't experience over provision, however there are some routes that are delivered by different operators at different times/ days of the week – causing confusion.

There are currently no evening or Sunday services operating within the county and registered school contracts underpin the network during term time.

Most services require financial support from RCC (and in some cases, from neighbouring authorities) in order to operate. Indeed, in recent years we have seen an increasing number of routes (or sections of) become non-commercial – requiring a decision to be made as to whether to intervene in the market to support a service.

The current conventional local bus services operating in Rutland at the time of writing (September 2021) are shown in figure 2 and listed in appendix A (along with information about the service such as frequency, days of operation, financial support and service type). These services can be divided into 'year round services' that serve the general public, and 'term time services' that primarily serve school and college children but are registered as local bus services to also allow other people to use them - such services operate term time only.

In Rutland commercial local bus services link Oakham to Stamford (limited hours) and Oakham to Melton Mowbray. Supported services offer access from Oakham or Uppingham to Stamford, Leicester and Corby covering some of the small villages in the area, but these have more limited frequency and operational hours.

Our two market towns, Oakham and Uppingham, are the main bus interchanges in the county – with all services arriving at these locations doing so at set minutes past the hour - enabling onward connections. Oakham also offers Rutland's only bus station (which was opened in 2014 and funded through the DfT's Local Sustainable Travel Fund) and the town also hosts Oakham train station – the only train station within the county. Under cover cycle parking is available at both Oakham bus station and train station, with non covered cycle parking at Uppingham interchange.

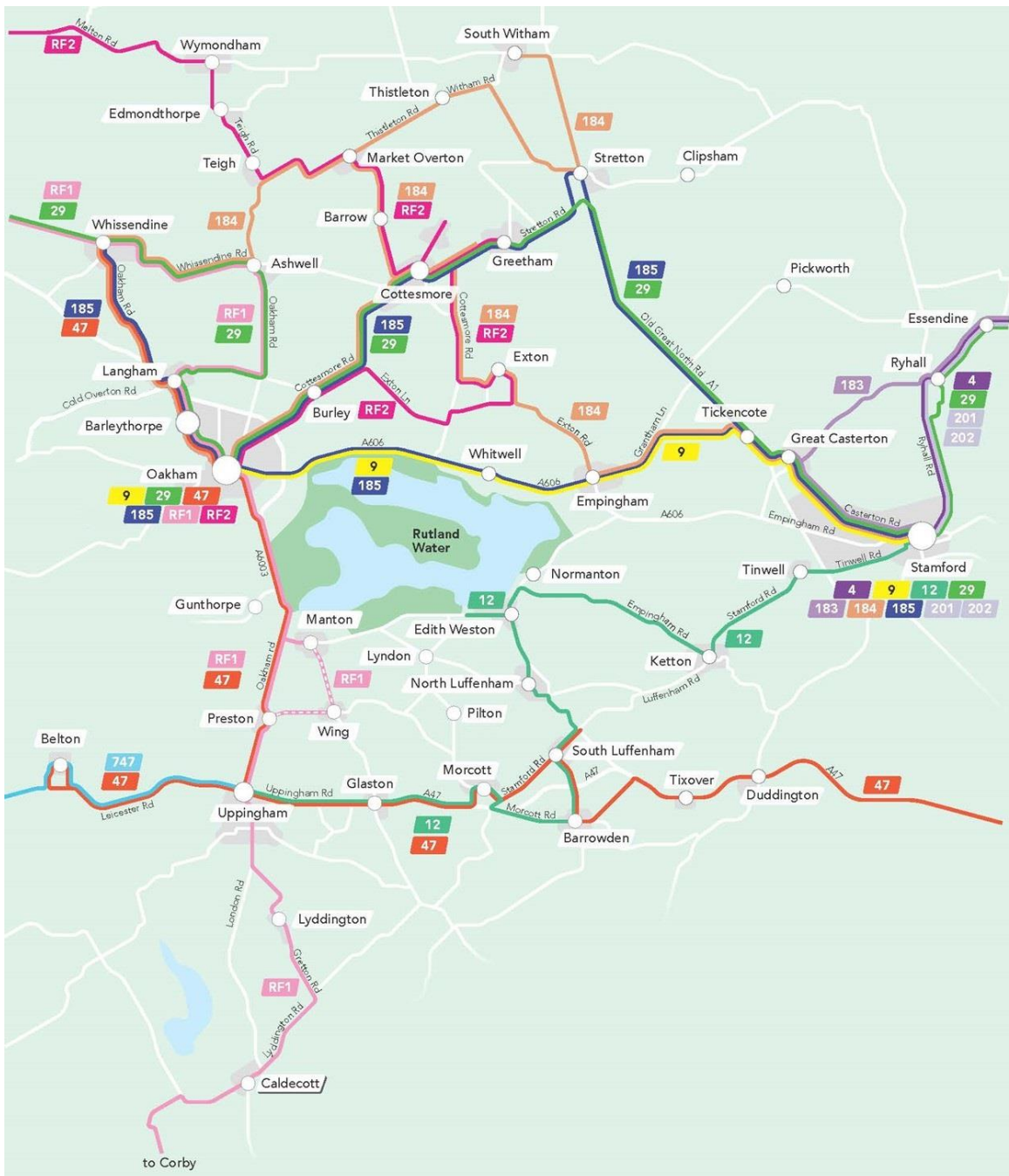
All scheduled bus services operate a hail and ride system enabling residents to pick up or get off at any point along the route – subject to it being safe for the bus to stop. Bus stops

⁶ Defined as less than 6 buses per hour.

and shelters are provided along these routes, at locations where there is greatest demand. The location of bus stops in Rutland can be found in Appendix B⁷.

Services operating within Rutland don't have centralised branding – as such it is hard for users to identify services that operate within Rutland. The exception to this is the Rutland Flyer 1 and Rutland Flyer 2.

Figure 2 - Map of bus routes in Rutland



⁷ Bus stop density/ density of service is not currently available. An action moving forward is to enhance the geographical information system data available for services and stops within the county – enabling this information to be calculated.

2.2.2 DEMAND RESPONSIVE TRANSPORT

To help provide transport to residents unserved by scheduled services, RCC currently has an agreement within Lincolnshire County Council, to deliver a demand responsive transport service called CallConnect that runs only in response to pre-booked requests. CallConnect currently covers the east of the county and is available 7.00am-7.00pm Monday to Friday and 7.30am-6.30pm on Saturdays. All vehicles are wheelchair accessible.

Residents within the CallConnect area can use the service to travel to any location within the service operating area, and if they are travelling further afield they can use the service to connect with other local bus or train services. Users must be registered as CallConnect members – but membership is free. Members can use the CallConnect bus service for any reason and use the service as often as they choose. Fares are broadly comparable with conventional bus service fares.

2.2.3 COMMUNITY TRANSPORT

Community transport within Rutland is provided by Voluntary Action Rutland (VAR). Through the service volunteers use their own cars to transport people who are either unable to use public transport, or for journeys where public transport is not available or is difficult. VAR also has three wheelchair-accessible vehicles (an MPV and 2 minibuses). The service currently receives funding from RCC.

In Uppingham there is also a free timetabled ‘Hopper’ community bus service operating 5 days a week and across the county there are a number of good neighbour schemes⁸ operating – offering residents without transport an additional transport option for socially necessary trips.

2.2.4 IN HOUSE SERVICES

RCC currently delivers an in house, free of charge ‘Hopper’ service in Oakham town centre. This is delivered using in house mini buses which are operated on a Section 19 permit.

2.2.5 TRAVEL TO HEALTHCARE

Alongside the provisions outlined above, eligible residents can access free of charge non-emergency patient transport or assistance with transport costs via the NHS. Rutland County Council does not have any role in the organisation, funding or provision of these services⁹.

Non-emergency patient transport (NEPT) is usually defined as: “non-urgent, planned, transportation of patients with a medical need for transport to and from a premises providing NHS healthcare and between NHS healthcare providers. This can and should encompass a wide range of vehicle types and levels of care consistent with the patients’

⁸ <https://www.rutland.gov.uk/my-services/health-and-family/health-and-nhs/health-and-support-services/coronavirus/information-and-advice-for-residents/i-need-help/good-neighbour-schemes/>

⁹ NEPT is commissioned by Clinical Commissioning Groups (CCGs), who have to provide services that meet the requirements as set out in legislation. Each CCG can decide who is eligible to receive transport in their area, based on the legislation and associated guidance

medical needs” (Department of Health, 2007). Transport is provided both to hospitals, and to hospital services delivered in the community.

NEPT is provided solely on the basis of medical needs; social need is not taken into account. Patients have to meet certain eligibility criteria in order to use NEPT¹⁰.

Patients who are not eligible for NEPT, but have a social need for transport can apply to the Healthcare Travel Costs Scheme. The aim of this scheme is to reimburse patient transport costs for travel to hospital or other NHS premises for NHS funded treatment. The scheme is available to individuals on a low income¹¹ who can reclaim the cost of their travel. The travel must be made using the most appropriate means of transport (defined in most cases as being public transport).

2.2.6 FARES

Bus fares for supported services are currently set in line with those on commercial services in the area. These fares are monitored to ensure fairness and consistency across routes.

The average fare for services operating in Rutland is 27p/ mile for an adult¹². A summary of available fare information is provided in appendix A.

Child and youth fares vary between operators, currently with differing age brackets.

Fares on any demand responsive transport service are set by RCC and are related to distance travelled. We review fare levels periodically to reflect changes in operating costs.

Donations for using community transport or a voluntary car scheme are suggested by the community organisation that runs the scheme.

2.2.7 TICKETING

Multi operator tickets are tickets which can be used on buses provided by more than one service operator. They can make bus use more convenient and affordable, and can help attract new passengers to bus services. At present there is no multi operator ticket scheme operating in Rutland, and limited smart ticketing.

Smart ticketing is where a ticket is stored electronically on a microchip rather than printed on a paper ticket. In most existing smart ticketing schemes, this microchip is embedded in a smartcard, but it could also be on a smart phone. Smart technology opens up alternative ways of buying, collecting and using tickets that are often easier for passengers. For example, a ticket can be bought online and loaded onto a smartcard at the start of a journey, or delivered directly to a mobile phone.

¹⁰ <https://www.westleicestershireccg.nhs.uk/your-health-and-services/non-emergency-patient-transport>

¹¹ Full criteria can be found online: <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>

¹² Ranging from as little as £0.08 to £0.36.

2.2.8 TRAFFIC, CONGESTION AND JOURNEY TIMES

The majority of Rutland's roads are rural and, with the exception of the A1 (currently governed by National Highways), single lane. There are currently no bus priority lanes within the county and the nature of our roads limits scope to implement any.

Although route (and time of day) specific vehicle speed and congestion data isn't currently available, figures published by the DfT recognise that congestion within the county is low compared to the majority of the country – as can be seen in table 2 (vehicle speeds) and table 3 (delays). The data highlights that average speeds on Rutland's A roads have remained consistent over the last 5 years and are nearly 17mph faster than those for England as a whole. Average delay times have also remained consistent in recent years and are currently only a third of that experienced on average in England, and also lower than the East Midlands average.

Whilst congestion reported along our A roads through the county is relatively low, some localised delays can occur as a result of:

- Level crossing down time in Oakham and some of our villages with train lines traversing through (with potential for further impact should freight journeys increase, as indicated),
- road closures or diversions,
- school gate related congestion (at drop off and pick up times), and
- inclement weather.

It is also important to note that although congestion plays an important factor on reliability/punctuality and journey time, for Rutland, journey times are extended in comparison to those undertaken in more urban areas, due to the rurality of Rutland. Our services traverse the county, travelling along small, winding roads, connecting villages with service centres and towns. End to end journey times are therefore comparably high - with the average scheduled journey time being 3.9 minutes/ mile (but ranging from 2.01 to 10.11 minutes/ mile). As mentioned previously, actual journey time data is not currently readily available, however as data availability on ABOD increases we will look to this resource for further detail and information.

Table 2 - Average speed

	Average speed (mph) on locally managed A roads					Change in last year
	2016	2017	2018	2019 ⁴	2020 ⁵	%
England	25.2	25.2	24.9	25.3	27.3	7.9%
East Midlands	29.5	29.3	28.9	29.1	31.1	6.9%
Rutland	41.7	41.6	41.4	41.2	41.4	0.5%

Table 3 - Average delay

	Average delay on locally managed A roads (spvpm) ^{1,2,3,4}					Change in last year %
	2016	2017	2018	2019 ⁵	2020 ⁶	
England	45.9	46.9	47.3	44.0	35.3	-19.8%
East Midlands	32.1	33.7	34.6	32.1	26.0	-19.0%
Rutland	11.8	11.7	12.4	12.2	12.1	-0.8%

2.2.9 PATRONAGE AND TRENDS

Within Rutland passenger trips remained consistent during 2017/18 and 2018/19 at around 414,000 trips per year (table 4). However in 2019/20 we saw a drop in passenger numbers of circa 4% (25,021) from 2018/19 – the reason for this is not known.

During 2020/21, when the country was in lock down, figures dropped drastically to 104,142 – a drop of circa 25% from 2018/19 levels and circa 27% from 2019/20 levels.

Interestingly however, when looking at the number of trips made with an ENCT pass (English National Concessionary Travel), although the number of trips dropped by circa 23% between 2017/18 and 2019/20 (table 5) the drop in use for ENCT trips as a result of the pandemic was lower than that by non ENCT trips – with an 11% drop from the previous year. Anecdotally, this may suggest that a higher proportion of those with ENCT passes continued to travel by bus due to having no alternative means of transport.

Table 4 - Total passenger trips by year

	2017-18	2018-19	2019-20	2020-21
TOTAL PASSENGER TRIPS	414,005	414,642	389,621	104,142

Table 5 - Total ENCTS trips by year

	2017-18	2018-19	2019-20	2020-21
ANNUAL ENCTS TRIPS	125484	102249	108495	96112

More granular information relating to passenger numbers by subsidised service, time of day and ticket type is currently not centrally collated¹³.

2.2.10 INFORMATION PROVISION

In collaboration with bus operators and delivery partners, bus information is provided in the following ways:

¹³ We will work with operators to ensure this data is more robustly collated as we move forward.

- Printed information – Due to the current pandemic we are not currently issuing paper copies of timetables. However, normally we produce a countywide bus times booklet and printed leaflets for individual bus services. As we move into post covid recovery we will continue to produce and distribute paper timetable booklets to appropriate information outlets as long as there is significant demand for them and they continue to be cost-effective. The booklets and leaflets are, as far as reasonably practicable, designed to conform with best practice as set out in guidance by the Association of Transport Co-ordinating Officers (ATCO).
- Information panels at bus stops – we work with bus operators to ensure that accurate and up-to-date timetable information is provided at all bus stops within Rutland. This information is provided in large print, as far as reasonably practicable.
- Council website page with information about all local bus services in Rutland, along with links to bus operators' websites that provide timetable and route maps, ticketing information and full fares information for most routes.
- Promoting the Traveline telephone number and website through our website and printed information materials.
- In Oakham bus station and at three bus stops in Uppingham there are also electronic information displays that show scheduled departure times. Real time information displays however are not currently available in the county.

We regularly review the methods and materials used to provide information to the public and adapt these as appropriate based on customer feedback, market intelligence and current circumstances.

2.2.11 INFRASTRUCTURE

The council provides and maintains infrastructure that facilitates passenger transport use. At present, this includes bus stop poles and shelters, information display cases, and Oakham bus station.

As outlined earlier, the location of bus stops in Rutland can be found in Appendix B¹⁴.

2.2.12 EXISTING BUS FLEET

The standard of vehicles currently in operation across the county varies considerably, however it would be fair to say that buses running on Rutland routes are generally older and less efficient than those found in cities and urban areas.

RCC doesn't currently hold an inventory of vehicles in use by operators serving Rutland (data is currently only available for those vehicles utilised as RCC's in house fleet). To address this moving forward, data will be gathered annually from members of the future EP

¹⁴ Bus stop density/ density of service is not currently available. An action moving forward is to enhance the geographical information system data available for services and stops within the county – enabling this information to be calculated.

and provided as an appendix to forthcoming iterations of this BSIP (with the first data set added as soon as possible after publication of this current version).

Data published will be illustrated for the county rather than per operator or route.

2.3 OPERATORS AND THE LOCAL TRANSPORT AUTHORITY

2.3.1 THE OPERATORS

The number of bus companies willing to operate conventional bus services in Rutland is very small. One operator (Centrebus) runs the majority of services across the county and three other operators (Blands Rutland Ltd, Delaine Buses and Vectare) cover the remaining services.

Competition is weak, because demand for passenger travel in the county has historically been limited and dispersed compared to urban areas. The county also lacks depot facilities where operators can base their in county operations.

In recent years, we have taken some steps to intervene in the marketplace to ensure that we get value-for-money where we are paying for services. The council has an internal fleet of accessible minibuses that we use where cost-effective to meet specialist travel needs (such as school transport, SEND and social care transport). Opportunities to utilise these vehicles during their downtime is kept under review, with vehicles directed to additional services or tasks as required, when not being used for specialist transport services. Current examples include delivery of a free town centre 'Hopper' service in Oakham and the provision of replacement minibus travel where diversions disrupt services.

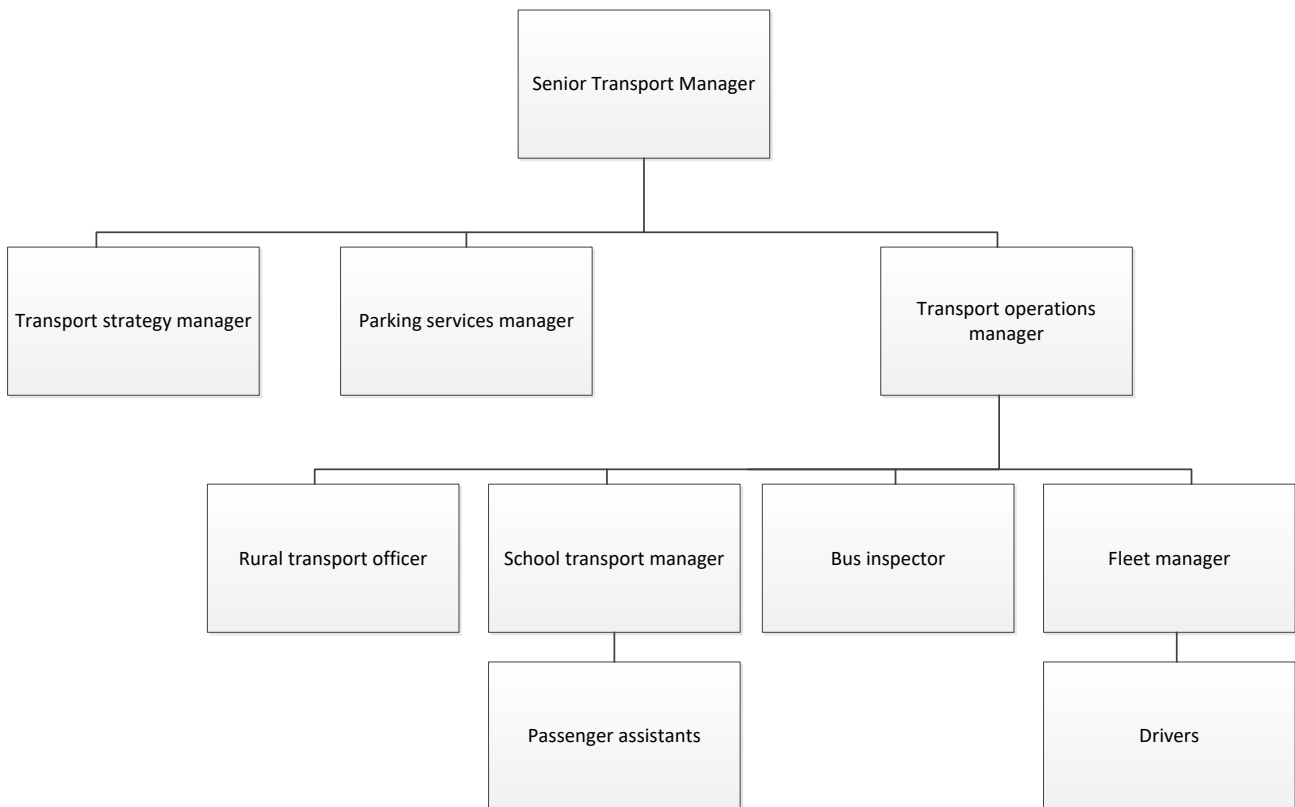
We are also party to an agreement with Lincolnshire County Council (LCC) for them to operate the CallConnect Demand Responsive Transport (DRT service) that covers east Rutland as well as south Lincolnshire. LCC contracts with an operator to provide the vehicle and drivers needed and handles booking, scheduling and dispatch functions from their 'Matrix centre' in Lincoln.

2.3.2 RUTLAND COUNTY COUNCIL AS LOCAL TRANSPORT AUTHORITY

RCC is a small unitary authority with one full time 'rural transport officer' responsible for promoting the local bus services and liaising with bus operators over timetables and service operation. Alongside this post is a 'bus inspector' – responsible for checking punctuality on public buses and school buses – as such only 50% of their time is spent solely on public transport provision.

Both of these roles sit within the Transport Operations Team (figure 3), under the transport operations manager and are complimented by a school transport officer and fleet manager that oversees the operation of internal fleet vehicles and services.

Figure 3 - Structure of the transport operations team



2.3.3 CO OPERATION AND COMMUNICATION CHANNELS

At present formal communication between RCC and local bus operators takes place during monthly Bus Operator Meetings which are minuted. During the development of this BSIP, these meetings provided a forum for operators and RCC to openly discuss views and ideas on BSIP targets, and potential measures that could help improve provisions and passenger levels in the county.

Upon adoption of this BSIP, we will continue to hold these meetings quarterly, with additional meetings held in between where required. To support the future EP, terms of reference will be produced for the operator meetings.

It is also envisaged that there will be opportunity to invite representatives from highways and other teams across the council, as well as external stakeholder groups (such as those representing individuals with disabilities, walking and/ or cycling groups) to future meetings where there are points of interest to raise. There will also be scope within these meetings to hold wider discussions with rail operators – with a view to ensuring co-ordinated services.

Communication also occurs more informally via telephone and email.

2.4 FUNDING

2.4.1 AVAILABLE FUNDING SOURCES

The following sources of funding are currently utilised to deliver passenger transport services and infrastructure in Rutland (either by RCC or operators). This is not necessarily an exhaustive list as we are constantly looking to find new ways of funding passenger transport in Rutland, and as further information is released by the DfT regarding new BSIP related funding we will update this section accordingly.

- **Our public transport revenue budget** – this is money allocated from the overall RCC revenue budget. Each year we are allocated circa £485,000 which is currently utilised to support non-commercial services. In addition to this, a further yearly budget allocation of £260,000 is provided to cover the cost of reimbursing bus operators for lost fees associated with trips carried out with a concessionary travel pass.
- **Government integrated transport block capital grant** – this is non ring-fenced¹⁵ capital funding paid as grant to local transport authorities. Local authorities decide on the specific small-scale infrastructure improvements that it is used for, which can include road safety measures and road improvements as well as passenger transport infrastructure such as new bus shelters. In previous years between £10,000 and £20,000 of this funding has been allocated for bus related improvements.
- **Bus service operator grant (BSOG)** – this is a grant paid by Government to bus operators to help them recover some fuel costs. Local authorities receive a sum related to the bus services that they support financially. At present, this grant is simply passed on by the council to the contracted bus operators (who historically used to receive it directly). However, the DfT are in the process of reviewing BSOG and future funding will be discretionary and tied to a local authority's compliance in creating enhanced partnerships as outlined by the DfT below:

'Only LTAs who have started to develop Enhanced Partnerships and operators co-operating with this process will receive the Coronavirus Bus Service Support Grant and Bus Service Operators Grant.'

From April 2022: 'The new discretionary forms of bus funding from Government will only be available to services operated, or measures taken, under an Enhanced Partnership or where a franchising scheme has been made. In addition, only services operated under these statutory agreements will be eligible for the reformed Bus Service Operators Grant, subject to consultation.'

¹⁵ 'Ring fenced' funding can only be used by a local authority for a specific purpose. Non 'ring fenced' funding can be reallocated by a council for a purpose other than the one that justified its provision.

- **Additional BSIP related funding** - The Government will be providing at least £3 billion of new revenue and capital funding to support the bus sector recover from the pandemic. Allocations for RCC are currently unknown, however funding will be discretionary and dependent on:
 - Publishing an ambitious BSIP by 31st October 2021 (this document)
 - Having an Enhanced Partnership active from April 2022.

We are currently awaiting guidance on how to access this fund.

- **Capacity funding** - The DfT have made £25 million available for 2021/22 to improve the capacity and capability of local authorities to deliver BSIPs and EPs. Of this funding, RCC was allocated £150,000 Local Transport Authority Bus Capacity Funding (Revenue) to help provide the resource capacity needed to create an enhanced partnership and BSIP.
- **Other central government grants** – These are usually made available through ad hoc competitions between local authorities for specific purposes.
- **Section 106 agreement contributions and Community infrastructure levy (CIL) contributions from developers** - When property developments are brought forward within the planning system, we will consider whether there is a case for the developer to provide funding for specific passenger transport services or related infrastructure to serve the development’s area of influence. We will also carry out internal discussions to identify whether CIL may be used to support bus service enhancements.
- **Contributions from public bodies, schools or colleges or employers** – Such contributions are usually to support particular services.
- **Temporary covid related funding** – During the pandemic the DfT have provided bus operators with additional funding to help support services. This funding was originally headed as the Covid Bus Service Support Grant (CBBSG) but is due to be replaced by a new bus recovery grant (BRG).

2.4.2 FINANCIAL SUPPORT FROM RCC

As previously outlined, a large proportion of services operating in Rutland are noncommercial – meaning they are not economically sustainable without additional financial support. The main reasons for this are:

- Low proportion of fare paying passengers (a lot of our passengers have an ENCT pass),
- Relatively low passenger numbers, and
- Longer journey distances with higher operational costs.

RCC currently spends circa £485,000 per year to support non-commercial services. Appendix A provides a list outlining which services are currently supported by RCC, however in summary, RCC supports 67% of bus services operating in Rutland – equating to circa 39,486 miles supported per month¹⁶ (excluding supported mileage figures for demand responsive services). A further five are patronised predominantly by school children entitled

¹⁶ Based on a typical month during school term time.

to transport via our home to school transport policy. Therefore these are indirectly supported as RCC purchases school transport passes on the service for eligible children. Operating these as registered local bus services is beneficial to residents as it gives them more transport options.

With the exception of service 9, the remaining services only briefly pass through Rutland while travelling between larger urban settlements out of county.

In addition to this, RCC also provides a high level of concessionary travel reimbursement back to operators, to cover the cost of trips made by individuals with a concessionary travel pass¹⁷. This spend is outlined in table 6.

Table 6 - Net current expenditure on concessionary travel in Rutland (adjusted for inflation to give expenditure at 2019/20 prices (taken from DfT table BUS0812b)

2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
£354, 000	£350, 000	£379, 000	£317, 000	£303, 000	£299, 000

2.5 OTHER FACTORS THAT AFFECT THE DELIVERY AND USE OF LOCAL BUS SERVICES

When reviewing this BSIP, it is important for the reader to understand any additional elements (alongside those already covered) that impact on the provision, operation and use of buses within the county. These elements have been summarised below.

2.5.1 RURAL SETTLEMENT

Rutland's sparse population and rural nature means a high proportion of residents are reliant on the car. To cater for those travelling by car, within Rutland's two towns, Oakham and Uppingham, both on and off street parking is provided by RCC.

Within Oakham there are 6 council owned, pay and display car parks and in Uppingham there are 3. Locations, along with charges for these (which are consistent across all provisions), can be found on the [RCC website](#)¹⁸. Limited waiting, on street free parking is also provided in Oakham and Uppingham town centres. Disabled parking is also available within the council car parks and on street.

At the time of publishing, RCC's Parking Policy is being revised and will take into account the need to prioritise bus travel over other means. As such the revised Parking Policy will outline how restrictions and enforcement¹⁹ will be implemented to reduce inconsiderate or

¹⁷ At the time of publishing (October 2021), there were the following number of active concessionary travel passes in Rutland: 9946 older person bus passes, 316 disabled person bus passes and 2 Travel Aid bus passes.

¹⁸ To our knowledge there are no privately owned pay and display public use car parks in Rutland, with the exception of those serving specific attractions (such as Rutland Water) or facilities.

¹⁹ Civil enforcement is carried out by RCC civil enforcement officers at an approximate cost of £110,000 - £130,000 per annum.

dangerous parking, in turn reducing associated congestion and delays to bus services. The revised parking policy will also set out the need to set parking charges, taking into consideration the need to reduce car dependency and encourage a shift towards bus travel and alternative, greener options.

2.5.2 TRIP GENERATORS AND POPULATION

Unlike other county's Rutland doesn't have a single prominent trip generator. Those travelling by bus (or indeed other means), do so to a wide range of destinations – including our two towns and villages, along with towns and city locations outside of Rutland (such as Melton Mowbray, Leicester, Peterborough and Nottingham). Lack of a dominant trip generator means more routes are required in order to cater for the varying needs of residents, which in turn increases delivery cost.

The financial viability of services is also limited due to low population levels located along key service routes.

2.5.3 LEVEL CROSSING CLOSURES

Rutland has one train station at Oakham. Services include a rail link to the east coast main line via Peterborough and direct trains to Stansted Airport to the east and Birmingham to the west. There is currently a once daily direct service to London St Pancras.

There are 2 level crossings within Oakham and 14 public level crossings in rural areas of our county which traverse a road or public right of way.

One of the main factors behind bus service delays in Rutland is the impact of level crossing down time – particularly for services operating through Oakham. This is compounded when there are rail service delays resulting in longer closures, or when there are freight services operating.

Due to the constraints of existing signalling equipment there is currently limited scope for freight train passage to increase on the line operating through Rutland. However, Network Rail is considering upgrading signalling equipment between 2019 and 2024. If such upgrades take place then growth in freight traffic could occur – increasing the amount of time level crossings are down, further impacting on service delays.

2.6 PUBLIC ENGAGEMENT AND PERCEPTION OF SERVICES

2.6.1 ENGAGEMENT TO DATE

As part of ongoing efforts to identify and address the needs of those living, working, visiting, and travelling across Rutland, RCC has conducted a series of specially designed surveys, open forums, and live discussion events throughout 2021 – seeking feedback on how 'Future Rutland' should look.

Through these ten themed ‘Future Rutland Conversations²⁰’, as well as a BSIP specific engagement survey (results available in appendix C), feedback has been sought from members of the public, businesses and stakeholder groups such as the Bus Users Forum and groups representing those with disabilities. A copy of the BSIP has also been sent to the local MP for Rutland.

Feedback received outlines four key areas where improvements could increase bus patronage. These have been summarised below and taken into consideration when developing plans to improve services (as outlined in section 4).

Availability & accessibility

“More frequent availability of public transport that doesn’t take an hour to travel a few minutes by car. Buses need to be available in the evening too to allow you to travel from a village pub to home. Local taxi services would also help.”

- Promote an accessible, interconnected, and coordinated public transport system.
- Increased frequency and extended operating hours at evenings and weekends.
- Improved access to essential services, healthcare, leisure, and recreation.
- More accessible transport services for those with disabilities.

Local & natural environment

“With a lot better Bus Service more people may be encouraged to leave their cars at home.”

- Move towards a more sustainable future for the county, supporting greening initiatives across varying transport modes.
- Drive behavior changes towards sustainable transport options; harnessing changing travel behaviors and attitudes post the inception of Covid-19.
- A desire to reduce traffic and congestion in towns and villages.

Access to recreation & leisure

“Better / more frequent bus links. Particularly for getting to Rutland Water and some of the smaller villages.”

- A demand for improved transport links to access leisure and recreation facilities more easily.
- Opportunity to improve and link cycle paths and footpaths with other transport.
- Whilst important across demographics, young people, and children, expressed a need for greater independence through transport.

²⁰ A countywide engagement opportunity with 10 themed areas for discussion with residents.

Information & inclusion

“Clearer information on bus timetables”

- Respondents are eager for clearer information in easily accessible formats.
- Some residents are not aware of existing bus offerings, in particular the availability of DRT.
- Desire amongst participants to create stronger connections with the local council, schools, and the wider community to tackle issues and disengagement amongst young people.

2.6.2 FUTURE ENGAGEMENT

Further engagement opportunities and surveys will be carried out to gather views on specific areas of bus use. The findings of these surveys will be used to identify and clarify areas for improvement.

2.7 HOW EXISTING SERVICES MEET OR FALL SHORT OF BUS BACK BETTER AMBITIONS AND OPPORTUNITIES FOR IMPROVEMENT

Within this section we have outlined the existing bus provision within Rutland, along with the barriers faced and a summary of public feedback on existing services.

Despite working with operators to deliver the best services possible within the funding limits available, there are a number of areas where our current offer falls short of the ambitions outlined in the Bus Back Better Strategy. Appendix D provides a summary table outlining current progress against the Strategy’s ambitions and in turn identifies areas and opportunities for improvement.

Section 4, along with the summary table in Section 6, outlines how we will deliver improvements, should sufficient funding become available.

3 HEADLINE TARGETS

Within this section we outline the key improvement targets that we will work with operators to achieve.

Alongside these targets we outline:

- How and why these targets were chosen, and
- How performance against targets will be monitored.

It should be noted that the targets outlined within this document are subject to receiving mutual agreement from operators and may therefore change during the process of developing the enhanced partnership.

In accordance with DfT guidance, this BSIP must include headline targets on:

- Journey times
- Reliability
- Passenger growth
- Customer satisfaction

Headline targets for the above are outlined below, along with additional monitoring areas for consideration during the EP development stage.

It should be noted, we have not broken our targets down between town and rural areas (as requested by the DfT) as due to the small size of our two towns, we feel separating these targets down would not add any further meaning to the results and would incur a disproportionate input to any potential benefit.

TARGETS	2018/19	2019/20	2020/21	2024/25	2029/30
Journey time	No data	No data	64% of services operate journey times of less than 4 minutes/ mile.	70% of services operating journey times of less than 4 minutes/ mile (a 6 percentage point increase on 2020/21 figures).	80% of services operating journey times of less than 4 minutes/ mile (a 16 percentage point increase on 2020/21 figures).

Reliability improvements	87% of non-frequent bus services (less than 6 services/hour) running on time	89% of non-frequent bus services (less than 6 services/hour) running on time	91%* of non-frequent bus services (less than 6 services/hour) running on time	95% of non-frequent bus services (less than 6 services/hour) running on time (a 4 percentage point increase on 2020/21 figures).	98% of non-frequent bus services (less than 6 services/hour) running on time (a 7 percentage point increase on 2020/21 figures).
Passenger growth	414, 642	389,621 trips	104,142	25% increase on new 2021/22 baseline.	40% increase on new 2021/22 baseline.
Customer satisfaction	2016 data 49.48% of bus users - Overall satisfaction with bus service	Not available	Not available	25 percentage point increase on new 2021/22 baseline.	40 percentage point increase on new 2021/22 baseline.

3.1 MEASURING JOURNEY TIME

3.1.1 AVAILABILITY OF DATA

Data to assess journey time is calculated internally based on available scheduled service timetables and a measurement of the shortest distance between end to end journey points.

3.1.2 JOURNEY TIME OBJECTIVES

The objectives of this BSIP are to ensure journey times do not increase and instead seek to reduce overall journey times through:

- Service reconfiguration – including the use of feeder services,
- Increased provision of DRT, and
- Measures to improve bus priority and reduce delays.

3.1.3 BACKGROUND AND JUSTIFICATION FOR TARGETS

For our rural county, we do not feel that significantly increasing vehicle speeds is viable due to the nature of our rural, often narrow and winding roads, combined with the need for our network to cater for dispersed rural settlements.

However, we do acknowledge that indirect journeys that are considerably slower than undertaking the journey by car, act as a barrier to bus use.

As such, to help make buses more appealing we will monitor the average journey time/ mile for all end to end services operating within the county and seek to make improvements and reconfigurations where it would be viable and safe to do so.

We feel that the targets set are aspirational yet realistic in light of the physical barriers we face.

3.1.4 HOW WILL WE MEASURE SUCCESS?

Success will be measured through an increase in the % of services operating journey times of under 4 minutes/ per mile by 2024/5 and 2029/30.

Journey time will be calculated based on the average speed per mile of journey – with the journey length calculated based on the shortest end to end journey distance (without intermediate stops).

This data will be collated and published every 6 months.

3.1.5 HOW WILL WE MONITOR AREAS FOR IMPROVEMENT?

To help identify areas for improvement, we will also undertake the following:

- Monitor the total average end to end journey time for all services combined,
- Resource permitting, monitor average scheduled journey time at different times of day and days of week - such as morning peak, inter-peak, afternoon peak, evening, and weekend services.
- Create a ranked list of services to help identify those that would most benefit from journey time improvements.

3.2 MEASURING RELIABILITY

3.2.1 AVAILABILITY OF DATA

RCC currently collects reliability data – calculated based on the % of services operating on time (with on time classified as 1 minute early or 5 minutes late).

3.2.2 RELIABILITY OBJECTIVES

Our objectives over the coming decade are to:

- By 2024/25, increase reliability on all buses to the level currently set by the Traffic Commissioner.

- By 2029/30, increase reliability on all buses to above the level currently set by the Traffic Commissioner.
- Reduce the impact of roadworks on services (via the introduction of a permit scheme).
- Reduce the impact of congestion on services (via implementation of the Parking Policy).
- Improve the condition of buses – reducing breakdowns.

3.2.3 BACKGROUND AND JUSTIFICATION FOR TARGETS

During 2019/20 and 2020/21, services within Rutland were operating at good reliability levels – with 89% and 91% of services (respectively) operating on time.

As an authority, our internal target for reliability was 83% of services operating on time.

Reliability increased slightly during 2020/21, however for a significant proportion of the year, the country was in national lockdown. As a result, our services operated with reduced patronage due to public restrictions and school closures (a number of our services offer term time transport for school and college pupils). In turn, services were subjected to smaller boarding queues, less pick up and set downs and removed congestion outside schools – which we believe added to increased reliability.

As members of the public return to the bus, we anticipate there may be an initial period whereby reliability drops due to increased patronage and associated delays. As such, we feel 95% reliability to be ambitious in light of the fact that some of the improvements delivered are likely to, initially, simply balance out any reduction in reliability as patronage begins to increase. Moving further ahead we will seek to deliver improvements that enable reliability to increase above the level set by the Traffic Commissioners 'Standards for Local Bus Services'. If achieved, this will see a 7% point increase in reliability from 2020/21 levels.

3.2.4 HOW WILL WE MEASURE SUCCESS?

In the immediate future, success will be reported against a single target: '% of services operating on time' as this is the factor that we have historical data for.

To measure this, RCC will deploy a bus inspector to carry out spot checks on reliability – with all routes being observed as minimum, once per month.

Overall reliability will then be calculated as a percentage based on this data.

This data will be collated and published every 6 months.

As data becomes more readily available on ABOD, we may look to replace, or complement, this method of data collection, with data available from operators on the ABOD system (discussed further below).

3.2.5 HOW WILL WE MONITOR AREAS FOR IMPROVEMENT?

To ensure we get a full picture, in addition to the headline target, we will seek to gather and monitor the following additional data for each service operating within the county:

- Number of journeys cancelled (operator data – gathered monthly)
- Number of break downs (operator data – gathered monthly)
- %of journeys tracking (ABOD - where available)
- % journeys on time (ABOD - where available)
- % journeys late (ABOD - where available)
- % journeys early (ABOD - where available)
- Reliability on different days of the week (RCC bus inspector – surveys – every 6 months if resource available: weekend, market days, weekdays)
- Reliability for different times of the day (RCC bus inspector – surveys – every 6 months if resource available.)
- KMs lost.

We will also look to record the following data to identify the impact of road works on service reliability:

- Number of planned roadworks notified to bus operators
- Number of planned roadworks not notified to bus operators
- Number of emergency roadworks affecting bus operators

This data will be collated on a monthly basis unless stated otherwise and reviewed annually.

3.3 MEASURING PASSENGER GROWTH

3.3.1 AVAILABILITY OF DATA

RCC collates from operators, figures relating to the number of passengers per service, each month. Data on the number of concessionary pass users each month is also recorded. However, gaps do exist in historic data – in particular where services are commercial.

Moving forward we will work to ensure robust data collection and utilise ‘overall number of passenger trips’ as the headline target to assess progress.

3.3.2 PASSENGER GROWTH OBJECTIVES

Our objectives over the coming decade are to:

- Increase the overall number of bus users travelling on services within Rutland.
- Increase the number of fare paying passengers.
- Increase the number of youth and young adults travelling by bus.
- Increase weekend use.
- Increase the sustainability of services by increasing usage.
- Broaden the range of journeys carried out by bus.
- Increase the proportion of services that are commercially sustainable.

3.3.3 BACKGROUND AND JUSTIFICATION FOR TARGETS

Although passenger numbers were already on a downward trend, the decline in 2020/21 was severe, as such we do not feel it would be suitable to use pre covid figures as a baseline, but instead will work from the new 2021/22 baseline (when available), which will give us a better indication of how buses in Rutland are currently being used in a post lockdown world.

Targets for growth will be set against the new 2021/22 baseline – with a target of 25% growth by 2024/25 and 40% by 2029/30.

Having lost a large proportion of our previous passenger base (in part due to increased home working), increasing bus use within the county will require refocus to encourage different sectors of the community to consider travelling by bus, in particular youth and young adults. This is something we will of course work hard, with operators and partners, to achieve – but particularly due to our rural nature and the long distances our buses travel, this is likely to be a hard challenge. As such, we feel the targets set are suitably ambitious given the demographics of our pre covid bus users.

3.3.4 HOW WILL WE MEASURE SUCCESS?

Success will be measured through an increase in the overall number of bus trips, with a target of 25% increase (on 2021/22 figures) by 2024/25 and 40% increase (on 2020/21 figures) by 2029/30.

This information will be gathered by requesting monthly returns from all operators and will be published every 6 months.

In the future, should ABOD enable recording of this data, we will utilise the data analysis feature on ABOD to collect this information.

3.3.5 HOW WILL WE MONITOR AREAS FOR IMPROVEMENT?

To help identify areas to promote in order to increase patronage, we will also monitor the following:

- Number of single trips by service (operator data – monthly)
- Number of single trips carried out by youth (operator data - monthly)
- Number of single trips at weekends (operator data - monthly)
- Number of single trips on (future) evening services (operator data - monthly)
- Proportion of trips carried out by concessionary pass holders (operator data - monthly)
- Trip purpose (surveys – twice a year)
- Ticket type purchased (operator data - monthly)
- Income received (operator data – monthly)
- Concessionary subsidy provided (RCC/ operator - monthly)

This data will be reported on annually, but will be kept under review during the year.

3.4 MEASURING CUSTOMER SATISFACTION

3.4.1 AVAILABILITY OF DATA

RCC does not currently collect regular customer satisfaction information. The last comprehensive set of data available is from our countywide travel survey, which went out to all households in Rutland in 2016. Through the survey a series of questions were asked – both to bus users and non bus users. Included were a number of questions on customer satisfaction – including ‘overall level of satisfaction with services’.

Between October 2021 and February 2022 we will undertake surveys on customer satisfaction, to provide us with a better indication of current satisfaction levels. Surveys will be carried out on a representative sample from across the different routes in operation and the findings will be used as the new baseline from which progress will be measured.

3.4.2 SUMMARY OF CUSTOMER SATISFACTION OBJECTIVES

Our objectives over the coming decade are to:

- improve overall satisfaction with public bus services
- improve overall satisfaction with value for money
- improve satisfaction with service frequency, journey time and reliability
- improve satisfaction with availability and integration of services
- improve satisfaction with fares and ticket availability
- improve satisfaction with standard of buses
- improve satisfaction with bus stop infrastructure
- improve satisfaction with bus service information

3.4.3 BACKGROUND AND JUSTIFICATION FOR TARGETS

Our latest available data (from 2016) identifies that just under 50% of bus users in Rutland were satisfied with bus services in Rutland generally.

As this data is over 4 years old (at the time of writing), we do not feel it would be appropriate to measure progress against this figure – but instead measure progress against a new 2021/22 customer satisfaction level (with surveys due to take place between October 2021 and February 2022). We will strive to deliver a 25% increase in satisfaction levels up to 2024/25 and 40% increased by 2029/30.

These targets are felt to be ambitious in light of the challenges, we as a rural county, will face when seeking service improvements – for example through limitations to our ability to improve journey time due to the majority of our services connecting remote locations over a wide area.

3.4.4 HOW WILL WE MEASURE SUCCESS?

Success will be measured through levels of ‘overall satisfaction with bus services’ and will be targeted at existing bus users. Satisfaction levels will be gathered for a number of areas relating to bus travel and then an overall satisfaction level generated from these.

This information will be gathered by face to face customer satisfaction surveys carried out by RCC's bus inspector. These surveys will take place two to three times a year and will be carried out: on buses, at bus stops and at Oakham bus station and Uppingham interchange.

Surveys will be carried out on a representative sample from each bus service and will be backed up by an online survey which will be promoted widely to bus users. Promotion will be sent to parishes and ward members to help raise awareness and ensure responses are received from bus users across the county.

We will also seek feedback on this indicator from our Bus Users Forum and bus Users Panel, which is open to all Rutland residents and takes place biannually. Group during scheduled meetings.

Feedback and progress will be published online every 6 months.

Subject to funding, in the future we may also look at taking part in NHT or Transport Focus surveys to enable comparison against other similar LTAs.

3.4.5 HOW WILL WE MONITOR AREAS FOR IMPROVEMENT?

To help understand satisfaction further, we will also monitor satisfaction with specific elements of public transport - to explain any overarching changes and identify improvement areas.

Areas for further monitoring will be identified through the current BSIP public engagement and will be based on the areas that are important to existing and potential bus users – however it is likely these will cover the objective areas outlined above. Over the coming years we will also (subject to resource) seek to gather more detailed data to identify how time of day, day of the week and service used impact on users' satisfaction levels.

To help gather this data we will either undertake surveys produced in house, or seek to utilise surveys carried out nationally such as NHT and Transport Focus Surveys – to enable us to more easily compare performance against other LAs.

4 DELIVERY

Within this section we outline the actions we will take (subject to confirmation and acceptance of sufficient additional funding) in order to deliver improvements to bus services and infrastructure within the county.

Appendix E outlines how these deliverables will help us to meet the objectives of Bus Back Better, whilst appendix F outlines the funding required to deliver these improvements and offers a funding priority ranking of each of these improvements (which is also outlined throughout the remainder of this section).

The deliverables outlined within this section have been identified (and prioritised) based on the findings of public engagement and discussions with operators.

It should be noted however, that the measures outlined within the remainder of this document are wholly dependent on securing the full levels of external funding outlined in appendix F and will not be possible without it (see 4.1 below).

Furthermore, funding requirements post 2025 are to be determined and depend on the success with which passenger levels have increased.

In summary, it is anticipated that a total of £ 3,537,499 is required in order to deliver all of the measures outline within this BSIP. Of which £2,741,500 would be required from the DfT's £3bn of transformation funding, up to £315,999 of alternative DfT funding (including £210,000 of Integrated Transport Block funding), up to £226, 000 of our existing Council revenue budget and up to £254, 000 in salary costs (existing revenue).

It should be noted however that the costs identified are estimates and subject to change should further investigation identify they have been over or underestimated.

4.1 CAVEAT TO DELIVERY

At the time of writing, no confirmation of funding has been provided by the DfT and as such the following caveats to this BSIP should be noted:

- The BSIP is an outline document at this stage and does not represent the council's definitive or immutable commitment or statement of intent.
- Upon notification from the DfT of any funding allocations, RCC will identify whether there is sufficient grant funding to deliver all of the improvements outlined within this BSIP, or if funding levels are lower than required (and it would be permissible to do so), identify which elements of the BSIP could be delivered with the funding levels available.
- If the DfT require LTAs to provide match funding, RCC will review what is possible, given the funding levels allocated.

- This BSIP is subject to ratification by Council.
- If sufficient additional funding is not available, RCC will not be bound to accept the funding, nor deliver the improvements outlined within this BSIP.

4.2 MORE FREQUENT AND RELIABLE SERVICES

4.2.1 ENHANCED FREQUENCY OF SERVICES (FUNDING PRIORITY 4²¹)

To help make buses more appealing and easier to use, during the creation of the enhanced bus partnership, RCC will work with operators to identify the frequency of services required in order to meet the needs of residents.

Detail on this has not yet been determined, however we hope to increase daytime weekday and Saturday service frequencies, in particular, to those areas of the county currently with limited or no provision.

Through engagement with our residents we will also explore opportunities to provide Friday and Saturday evening services to tie in with local activities and events such as cinema and theatre.

We will also trial Sunday services to enable shopping and tourism opportunities – for example to Rutland Water.

4.2.2 NETWORK DESIGN AND SIMPLIFYING SERVICES (FUNDING PRIORITY 5)

Alongside the review of service frequencies outlined above, we will work with operators to review the existing network design, to identify any gaps²² and consider how services could be simplified. During this time we will also liaise with community transport providers to ensure fully coordinated provisions.

Alterations, such as additional pick ups on existing services are likely to increase overall journey times and so, whilst detail is to be agreed, it is likely any alterations will consist of streamlining existing services and providing coordinated feeder links (likely through Digital Demand Responsive Transport) to key hubs. Through this approach we will enable faster, more frequent journeys that reach a higher proportion of our residents.

In addition, during the initial years of the BSIP we will amend existing services to better fit with school and college journeys (where to do so would not be to the detriment of fare paying commuters) and encourage fare paying transport for non-entitled home to school movements. We will also review the number and size of vehicles used opting for minibuses where numbers are low and double decker buses where 2 routes can be combined into 1.

²¹ 94.5% of BSIP survey respondents said increased frequency would encourage them to travel by bus, whilst 84% said Saturday and Sunday services would, and 80% said evening services would.

²² 88% of BSIP survey respondents said increased destinations would encourage them to travel by bus more.

Through the above improvements, not only do we hope to improve accessibility and frequency, but also help encourage services to become economically stable.

During the review of network design, we will also identify services that could be simplified and improved (funding priority 5). For example, there are currently multiple services operating between Oakham and Stamford, however there is little coherence between the services that operate the route. During the early stage of our BSIP we will work with operators and Lincolnshire County Council (under which Stamford falls) to identify whether services could be merged, or if not, whether a combined timetable can be published, clearly outlining the services available, along with clear promotion.

4.2.3 INCREASING BUS PRIORITY (FUNDING PRIORITY 13, 14 AND 15)

Central to the Bus Back Better strategy is the need to make buses an '*attractive alternative to the car for far more people*'. To support this, the DfT want to see LTAs prioritise buses, helping to make them faster and more reliable.

In urban areas of the country this will be done through the introduction of priority bus lanes in locations experiencing congestion. However, in Rutland, congestion is infrequent and all roads, with the exception of the A1 (currently governed by National Highways) are single lane. As such, there is not an evidenced need to implement bus priority lanes (or point closures) within the county, nor would it be viable given the available highway space.

However, although bus priority lanes won't be implemented we will work to minimise minor or infrequent disruptions to services in the following ways²³:

- Review within our Parking Policy (currently under review) parking provisions and use of restrictions along A roads and key bus routes – with a view to minimising any associated congestion.
- When planning new or amended highway engineering measures such as traffic calming, ensure consideration is given, as part of the feasibility and design stage, to the impact of the proposal on bus services operating along the highway.
- Introduce a utilities permit scheme (funding priority 14) - which will require utility service providers to apply for a permit to undertake work on the highway – providing RCC with more control over the scheduling of road closures and diversions, in turn helping minimise repeated closures, disruption and delays to bus services. We will also investigate the viability of providing buses with permits that enable them to pass through restricted road works areas, subject to it being safe and viable to do so.
- Review bus and taxi bays within our town centres, with the remit of improving passenger accessibility and ensuring bus priority (funding priority 15).
- Engage with schools to encourage parents and pupils to travel to school by alternative means than car - reducing motorised traffic outside of schools and

²³ 80% of BSIP survey respondents felt reduced delays and increased reliability would encourage them to travel by bus more, whilst 67% said quicker journeys would.

colleges, and in turn reduce delays caused by school gate congestion. To assist with this we will continue to support schools with Modeshift STARS and seek opportunities to trial School Streets (funding priority 13).

4.2.4 COUNTYWIDE DIGITAL DEMAND RESPONSIVE TRANSPORT (FUNDING PRIORITY 1)

In some more remote parts of Rutland, we know that conventional fixed route services are financially unsustainable and unappealing to the wider public – due to the resulting services being infrequent with long journey times.

However, as outlined within section 2, to help address this, Rutland already utilises a successful demand responsive transport scheme called Call Connect, which is operated by Lincolnshire County Council on behalf of RCC.

At present the service only operates in the eastern part of the county – however subject to receiving sufficient BSIP funding and undertaking procurement, we want to expand the existing demand responsive transport offer to cover the whole of the county (either through CallConnect or a similar service) and adding additional destination hubs of Uppingham town and Oakham town (Stamford in Lincolnshire is currently the main destination)²⁴.

Services will be planned to enable connecting journeys for onward travel to Corby, Melton Mowbray, Leicester and Peterborough – which offer further opportunities for a wider range of education, employment, social and health care opportunities.

We will also work with Lincolnshire County Council and service users to identify and trial, additional service extensions to meet community need – for example providing evening transport to local youth centres.

The viability of offering DRT transport to employment locations in remote areas and operating shift patterns will also be reviewed in co-operation with business owners – however it should be noted that this was trialled in 2012 as part of our LSTF bid and uptake was limited.

To help broaden the audience using DRT, we will also seek to make vehicle and ‘digital’ technology improvements that help to widen the appeal of the vehicles and thus reach a new audience. Improvements will include:

- Implementing new, flexible booking, including a phone app to provide booking and ticket purchasing;
- A new scheduling and despatch system making operation more efficient
- Improved vehicle quality and condition, with enhanced on-bus technology;
- Live tracking of vehicles - enable real-time passenger information;

²⁴ 52% of BSIP survey respondents said bookable on demand services would encourage them to travel by bus more.

- Smart ticket machines that accept ITSO smartcards and contactless payments; and
- deploying innovative reactive marketing to spread awareness and understanding of the service.

Alongside any expansion of DRT, we will also deliver publicity and education events – including roadshows – to help raise awareness of how DRT works and tackle any misconceptions such as services being less reliable than fixed routes.

In implementing these changes we want to “provide a sustainable DRT service fit for the future that appeals to all ages and represents an effective rural transport solution”.

4.2.5 BUS RAPID TRANSPORT NETWORKS

The DfT BSIP guidance states that authorities should consider the longer term transformation of services through bus rapid transport systems. Bus rapid transport systems offer fast, comfortable, and cost-effective services at metro-level capacities by providing services that operate along dedicated lanes or busways, with off board payment systems²⁵. A nearby example of this is the Cambridge busway.

Whilst RCC along with operators will strive to significantly improve services across the county, a bus rapid transport system in Rutland is not deemed viable for the following reasons:

- Congestion is minimal and can be resolved by alternative means, as outlined above.
- Service frequency does not currently warrant the need for dedicated lanes (all routes in Rutland operate less than 6 services per hour).
- There are limited locations that have issues with slow boarding.
- Rutland is a rural county with rolling countryside – the creation of a busway would be incongruous to the natural environment.

4.3 PLANNING AND INTEGRATION WITH OTHER TRANSPORT MODES

4.3.1 INTEGRATED SERVICES AND TRAVEL HUBS (FUNDING PRIORITY 21)

As we work more closely with operators of both bus and rail services, we will increase opportunities to integrate services as well as modes of travel – ensuring the bus does not operate as a standalone travel option.

We will upgrade Oakham bus station and Uppingham interchange, along with other bus stops, to become active travel hubs and seek opportunities to provide similar at Oakham train station (the only train station in Rutland) (funding priority 21). These new hubs will provide improved promotion – highlighting links between buses and trains as well as opportunities for safe onwards walking and cycling opportunities – and where possible

²⁵https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/985379/bus-service-improvement-plans-guidance-to-local-authorities-and-bus-operators.pdf

supported by the provision of secure and undercover cycle parking²⁶ as well as information and guides on safe walking and cycling routes accessible from the bus stop/ station²⁷.

We will also continue to operate service timings that facilitate onward travel connections from Oakham and Uppingham and this will become more important as DRT feeder services are implemented. We will liaise with operators to identify improved communication channels between operators, to reduce instances of missed connections due to delayed feeder services.

4.3.2 SIMPLIFY SERVICES (FUNDING PRIORITY 14)

It is well documented that complicated services (or perception of) deter bus use.

To address this our BSIP outlines a number of improvements to help simplify services:

- Implementation of consistent numbering on supported services (priority 6),
- Investigate options for consistent age brackets and fares for youth travel across operators (priority 8),
- Look to set a schedule for timetable and service changes – to minimise multiple communications and coordinate changes
- Show all Rutland services on bus stop network maps (included within priority 7)
- Investigate opportunities for fare capping (included within priority 3 and 8)
- Investigate opportunities for integrated tickets between operators (funding priority 11²⁸)
- Streamline services that operate the same route (see example in 4.1.2).

In addition to the above, we will also work with operators to ensure as far as possible, services are the same in the evenings and weekends as they are in the daytime.

4.3.3 REVIEW SOCIALLY NECESSARY SERVICES

RCC currently supports a number of services that offer socially necessary journeys, but that aren't currently commercially sustainable.

However, there are further areas of the county currently unserved by a bus service and also potential for the impact of Covid 19 to threaten the viability of previously commercially viable services.

These two issues are to be addressed as a priority early in the life of this BSIP.

We will work with operators to undertake a review of existing services, to identify:

²⁶ 38% of BSIP survey respondents said secure cycle parking would encourage them to travel by bus more.

²⁷ 60% of BSIP survey respondents said better connectivity between buses and walking and cycling provisions would encourage them to use the bus more.

²⁸ 86% of BSIP survey respondents said better connections with other buses and trains would encourage them to travel by bus more.

- Whether services remain commercially viable, or could be with delivery of the improvements outlined in this BSIP, and
- where gaps in service exist and whether they can be addressed through alterations to existing services (without detriment to journey time).

Where neither of these options are viable, it is envisaged that expanded DRT (section 4.1) will offer feeder transport services to Oakham, Uppingham and Stamford, with further onward travel opportunities available from these destinations. Indeed, the expansion of DRT to the whole county alone will improve equity of service provision as, at the time of writing, the east of the county has the CallConnect scheme to connect rural communities without a conventional bus service to the town of Stamford, while the west of the county lacks such a service.

Through the above, we will ensure we meet the needs of vulnerable people and reach communities that are at risk of social isolation.

4.3.4 INVEST IN SUPERBUS NETWORKS

Although our proposals would result in higher frequency and lower fare services than currently in operation, Superbus networks (as outlined on page 47 of the National Bus Strategy) are best suited for 'intermediate' areas: neither fully urban or deeply rural.

Due to Rutland's rural nature and low population (there are under 40, 000 residents in Rutland) a Superbus network would not be suitable and as such we will focus on delivering the other improvements outlined within this BSIP.

4.4 FARES AND TICKETING

4.4.1 FARES MUST BE LOWER AND SIMPLER (FUNDING PRIORITY 8, 3 AND 9)

To help encourage use, during the process of setting up an enhanced partnership, we will work with operators to investigate opportunities to offer lower and simpler fares. Exact details are still to be confirmed, however we hope to offer the following:

- Investigate the viability of standardised age categories for child and youth fare tickets across operators.
- Develop a council issued youth identity card for all Rutland residents under the age of 19 (funding priority 8). All school & college passengers utilising RCC provided school transport will be sent a youth identify card automatically each summer and an online application service for any other resident under 19 to easily access the cards.
- Offer discounted travel for children and youth during incentivised travel promotion schemes (funding priority 3).

Through the above it is hoped that we will be able to encourage a younger audience on to the bus - helping to make bus travel the norm, and encourage sustainable travel habits for life.

In addition to the above, during the development of the EP, we will assess the viability of bringing in lower fares, daily price caps, frequent traveller incentives and weekly or monthly

tickets. However, it should be noted that due to a number of services within the county being non-commercial, these reduced fares and discounts will require additional subsidy from RCC as the LTA and will require further discussion with operators during EP development.

Finally, to make purchasing tickets easier and allow integration between operators and modes of travel, we will explore the viability of buying in to Lincolnshire County Council's existing ETM system to enable cashless ticketing on Rutland services (funding priority 9).

4.5 PASSENGER EXPERIENCE

4.5.1 MODERN BUSES AND DECARBONISATION (FUNDING PRIORITIES 2, 19, 20 AND 12)

Rutland does not have any Air Quality Management Areas, however findings from recent public engagement²⁹ have highlighted increased concern from members of the public regarding climate change and the need to reduce environmental impact.

To address this concern, over the life of this BSIP, great importance will be given to reducing the emissions of bus services operating within Rutland, with the following actions planned:

- Pilot the use of 100% electric vehicles for our town centre 'Hopper' services (funding priority 2)³⁰. The pilot will last for 1 year initially, with comparison made against diesel vehicle operations. Due to the county's rural nature, the majority of services operating do so over longer distances than our urban counterparts. As such, whilst technologies are still developing our trial will focus on town centre Hopper services, where vehicle charge range would not pose a threat to service operation and reliability. A findings report will be produced at the end of the trial, with any recommendations for continuation or expansion included within it.
- Engage with operators to undertake a stock take of vehicles in use along with their associated emissions output. The resulting information will be used to optimise use of lower emission vehicles and prioritise any future investment that may be made available to replace vehicles with lower emission alternatives.
- Liaise with operators regarding the viability of electric charging provisions at their existing depots – identifying infrastructure improvements required in order for electric vehicles to be utilised in the future.
- Trial the use of an electric minibus to provide community transport (funding priority 19).
- Liaise with energy providers and develop a countywide EV strategy, considering the requirements needed to facilitate a move towards an electric fleet of buses.

²⁹ Via the Council's Future Rutland Conversation that took place in spring/ summer 2021.

³⁰ 68% of BSIP survey respondents said electric or zero emission vehicles would encourage them to travel by bus more.

In addition to lower emission vehicles, over the life of this BSIP we will work with operators, and on our own fleet, to improve the overall quality and provisions on offer as follows:

- Install Wi-Fi and USB charging on all existing vehicles (subject to funding) – enabling users to optimise their time whilst travelling (funding priority 20)³¹.
- Install audio and visual announcement provisions on existing vehicles (subject to funding)³² – to help improve accessibility for those with restricted eye site or hearing and provide confidence to passengers who don't know the area, such as tourists (funding priority 12).
- When replacing vehicles or re-procuring – merit will be given where operators are able to offer³³:
 - Audio and visual announcement provisions as standard
 - Wi-Fi and USB charging
 - Improved accessibility for those in wheelchairs, utilising mobility aids or travelling with pushchairs or luggage.
 - Where possible, space for bicycles³⁴ (for tourists and residents wishing to travel part of their journey on bike).
 - Enhanced vehicle cleaning protocols.
 - Buses that, as minimum, meet EURO VI standards.

4.5.2 PASSENGER SAFETY (FUNDING PRIORITIES 18, 10, 17 AND 12)

Ensuring actual and perceived safety of passengers is vital – both when travelling on and waiting for a bus³⁵. To help improve safety for our bus users, we will:

- Undertake walking and cycling route audits on the main footways leading to bus stops and Oakham bus station (funding priority 18). Audits will identify any safety or accessibility issues, such as poor footway camber, lack of dropped kerb crossing provisions, lack of lighting or natural surveillance. Findings from these audits will be used to identify potential infrastructure improvements that if delivered, would make bus stops safer and more accessible to reach.
- Audit bus stops (funding priority 10) – we will undertake an audit of all bus stops to assess (alongside timetable and information provision) the safety, comfort and

³¹ 39% of BSIP survey respondents said USB charging would encourage them to travel by bus more.

³² 81% of BSIP survey respondents said better on bus information such as next stop announcements would encourage them to use the bus more.

³³ The following percentages of BSIP survey respondents said the following improvements would encourage them to travel by bus more: better bus cleanliness (62%), modern buses (61%), better facilities for those with disabilities (60%), better condition buses (59%), better facilities for those with buggies or shopping (57%), better seating availability (52%) and ability to travel with bike/ e bike (43%).

³⁴ This was previously trialed through our LSTF bid. Uptake was minimal and so any future schemes would need careful research to identify the best solution.

³⁵ 67% of respondents said improved safety at bus stops and shelters would encourage them to use the bus more, whilst 74% said a better waiting environment would, 57% said seats at bus stops would and 54% said better facilities for those with disabilities would.

accessibility of the stop – with regards to factors such as lighting, presence of hardstanding, whether there is a sheltered waiting area and seating, if there are raised kerbs to assist boarding, presence of bicycle parking and whether there is a requirement for cctv. We will then grade all bus stops and implement a minimum standard. For example, using a scale of 1 – 3 with 1 being the highest level of provision. Grading of stops (criteria for which will be mutually agreed with operators within the EP) will enable us to prioritise funding of improvements (should funding become available) and produce a maintenance plan. In addition, we will also seek investigate interest from parishes to undertake financially supported upkeep of bus stops and shelters.

- Increased monitoring of Oakham bus station and Uppingham interchange – to help deter anti-social behaviour, we will increase monitoring and staff attendance of Oakham bus station and Uppingham interchange. This will be carried out by the Council's bus inspector (funding priority 17).
- Training – we will work with operators to ensure all drivers have undertaken relevant training. We will also work with operators to ensure emergency protocols are in place and that drivers remain accessible at all times through a mobile phone and on board trackers. We will also require buses to install (if not already present) CCTV on board.
- Customer relations – We will work with and encourage bus operators to ensure safety aspects are covered within their marketing. We will also ensure it is covered within the Passenger Charter – which will include clear mechanisms for submitting a complaint or suggestion relating to passenger safety. We will also seek opportunities to work with bus operators to engage with local police, other stakeholders and local schools to address safety concerns.
- Information provision – As outlined in other sections of this BSIP, we will also ensure information provision is improved and look to retrospectively install audio visual announcement systems on buses to reassure users and give them confidence in using the service (funding priority 12).

4.6 PASSENGER VOICE AND INFORMATION

4.6.1 PASSENGER VOICE

In order to ensure services are meeting the needs of those using them, and to further encourage more individuals to travel by bus, it is vital that we listen to the views of our service users.

In doing so we will be able to ensure services are accessible by all and identify any areas for improvement. To facilitate this we will:

- Continue to hold the Rutland Bus Users Panel meeting and Rutland Bus Users Forum meeting. Both of these meetings take place twice a year, the former is attended by an elected panel (including operators and bus user representatives), whilst the latter can be attended by any Rutland resident that wishes to do so.

Through these avenues, bus users can raise concerns or issues regarding bus travel within the county and offer a sounding post for future improvements and alterations.

- Carry out (quarterly or twice yearly) bus user satisfaction surveys to help identify overall level of satisfaction with services, as well as for example, satisfaction with specific elements of travel, routes or times of travel. The results of these surveys will be used to monitor progress against the target for customer satisfaction.
- Work with operators to prepare a single bus passenger charter (to be included as Appendix G) for all services operating within Rutland³⁶ – outlining bus users’ rights to certain standards of service such as:
 - punctuality,
 - vehicle cleanliness,
 - proportion of services operated,
 - accessibility standards (and the steps taken to ensure inclusive transport services) ,
 - infrastructure requirements,
 - information provision, and
 - information and redress.
- On the latter point, the charter will outline how passengers can make a complaint or provide feedback (at a local and national level) where the service levels are not met. It should be noted however, that where operators deliver services in multiple authority areas, confusion may result from the creation of multiple charters. As such, a nationally set passenger charter may prove more beneficial and offer continuity of service levels across authority borders. In the event that such a national charter is produced we will seek to adopt it.

4.6.2 NETWORK IDENTITY (FUNDING PRIORITY 6)

It is acknowledged that a key element to providing service users with confidence, is clear and consistent branding across services operating within the county.

However, within Rutland a number of services operate across local authority boundaries and as such, it is not always possible to apply consistent service numbering or branding to buses – as to do so may conflict with ‘network identity’ in neighbouring counties.

To help improve network identity within Rutland however we will set about re numbering all services that are subsidised by RCC and primarily serve Rutland (priority 6). These services will be re numbered in line with the existing Rutland Flyer 1 & 2, to improve consistency.

4.6.3 BUS STOP PASSENGER INFORMATION (FUNDING PRIORITY 10)

In recent years a number of improvements have been made to the information available at bus stops within the county. However, when undertaking bus stop audits (funding priority

³⁶ 69% of BSIP survey respondents said improved customer services would encourage them to travel by bus more.

10), we will also assess information provision at each stop with a view to further improve the clarity and accessibility of information through implementing the following³⁷:

- Develop, in conjunction with operators within the EP, tiered standards for road side information provision and promotion. Full criteria is to be mutually agreed, however minimum standards for bus timetable information will apply to ensure it is accessible by all (for example through setting minimum font sizes – something which is already in use after consultation with Rutland Accessibility Group and VISTA). Other areas to be covered through the standards are: stop names (or numbering), date of timetable issue and use of logos etc.
- Information on all services operating from the stop,
- Fares information,
- Onboard facilities – e.g. whether Wi-Fi and on board charging area available,
- Route and network maps,
- Onward journey information – including links with rail, walking and cycling routes,
- Information for those travelling with mobility scooters, pushchairs, dogs and bicycles,
- Information about nearby tourist attractions, and
- Links to further information online and online journey planning tools.

4.6.4 REAL TIME INFORMATION (FUNDING PRIORITY 16)

Although there are electronic information displays in Oakham and Uppingham town centre, no real time information displays are currently available in Rutland. This is due to a number of factors including:

- Existing electronic displays being unreliable,
- Comparatively low service frequencies compared to urban areas,
- Poor telecommunication signals in more remote areas, hindering data transfer, and
- Concern from communities regarding the urbanisation of rural areas.

Despite historically not being considered viable, as we plan to increase and improve services, we will carry out further investigation into the need and deliverability of countywide real time information displays and alternatives such as real time apps, to further help improve availability of information and accessibility³⁸.

4.6.5 TIMETABLE CHANGES

To help limit confusion, during the creation of the EP, we will work with operators to agree a process and schedule for implementing timetable changes – helping to enable coordinated changes and reduce the need for multiple press releases and promotion that may lead to confusion.

³⁷ 83% of BSIP survey respondents said better information at bus stops would encourage them to travel by bus more.

³⁸ 89% of BSIP survey respondents said real time information displays would encourage them to travel more by bus.

We will however ensure changes to services are promoted widely.

4.6.6 TRAVEL INCENTIVES AND PROMOTIONS (FUNDING PRIORITY 3 AND 7)

We will raise public awareness³⁹ to both existing bus users and non bus users through the following ways:

- Work with RCC communications team to develop an annual promotion and marketing calendar to alert residents to service changes, new services, available routes, discounted travel schemes or campaigns (funding priority 3).
- Work with Discover Rutland to promote bus services that support or serve access to tourist destinations across the county.
- Deliver targeted campaigns and free or discounted travel promotions to boost usage of particular services or of particular demographics such as youth and family travel. For example, to date during 2021, we have delivered two free or discounted travel campaigns, to raise general awareness and interest. We will look to make this a regular occurrence, with at least one offer per year, which could coincide with Catch the Bus Week or Rutland school holidays (funding priority 3).
- Produce new promotional materials and resources, including but not limited to: timetable booklets and 'underground' style route maps. Materials will offer clearer and easier to understand information and will highlight promotions and service enhancements to that may be delivered as a result of the BSIP (funding priority 7).
- Upgraded website with clearer information on services.
- Enhanced promotion of the Traveline public transport journey planning tool.

³⁹ 92% of BSIP survey respondents felt easier to find information would encourage them to use buses more, whilst 88% said journey planning tools would.

5 REPORTING

As previously outlined, BSIPs must include ambitious targets - stating what is to be achieved by 2025 and 2030. It is a DfT requirement that progress against these targets must be reported on publicly every six months, commencing from the implementation of the BSIP in April 2022. Section 3 provides further information on how data for these updates will be gathered. Alongside progress on targets, these reports will include updates on the deliverables outlined in Section 4.

To help ensure data collection remains on track, 'Targets' will be a standing agenda item of the quarterly meetings between RCC and operators within the EP. The first review is provisionally scheduled for October 2022 – with this, and all future progress updates, published online: <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

Internally, the findings of the 6 monthly progress reports will be presented to the Council's Highways and Transport Working Group prior to publication online. Data from the progress reports will be used to identify additional areas for improvement and/ or promotion and will be considered when undertaking the annual BSIP review (outlined in section 1).

Any resulting changes to the BSIP – emanating either from findings of the progress review, or changes to policy, services or plans, will be agreed in advance, between members of the Enhanced Partnership, during scheduled Bus Operator Meetings (which upon adoption of this BSIP will be held quarterly), with any agreed amendments fed through into the Enhanced Partnership Plan.

Any alterations to the BSIP will be signed off internally through powers delegated to the Council's Director for Places and Portfolio Holder with responsibility for public transport. A copy of the revised BSIP will also be taken to the Highway and Transport Working Group for information.

Future iterations of this BSIP will also be provided to the Department for Transport and a copy uploaded to our website: <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

6 OVERVIEW TABLE

Name of authority or authorities	Rutland County District Council
Franchising or Enhanced partnership (or both)	Enhanced Partnership
Date of publication	28th October 2021
Date of next annual update	28th October 2022
URL of published report	https://www.rutland.gov.uk/my-community/transport/transport-strategy/

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured (max 50 words)
Journey time	No data	No data	70% of services operating journey times of less than 4 minutes/ mile (a 6 percentage point increase on 2020/21 figures).	Measured through an increase in % of services operating journey speeds under 4 minutes/ per mile - calculated based on average speed per mile, with journey length based on the shortest end to end distance (without intermediate stops). Data published every 6 months and additional data monitored as per 3.1.5
Reliability	87% of non-frequent bus services (less than 6 services/ hour) running on time	89% of non-frequent bus services (less than 6 services/ hour) running on time	95% of non-frequent bus services (less than 6 services/ hour) running on time (a 4 percentage point increase on 2020/21 figures).	Single target outlining % of services running on time (between 1 minute early and 5 minutes late). RCC bus inspector to carry out reliability spot checks on all services, as minimum, once per month. Data to be published every 6 months. Additional data will be monitored - as per 3.2.5.
Passenger numbers	414, 642 trips	389,621 trips	25% increase on new 2021/22 baseline.	Success measured through increase in overall passenger trip numbers. Information gathered through monthly operator returns – which will be published every 6 months. Should data become available through ABOD we will look to use this instead. Further areas (3.3.5) will be monitored to assess progress and identify areas for promotion/ enhancement.
Average passenger satisfaction	Not available	Not available	25 percentage point increase on new 2021/22 baseline.	RCC's bus inspector will carry out in person surveys on representative samples from each service 2 - 3 times per year. Satisfaction with a variety of (consistent) elements will be combined into a single indicator – published every 6 months. We will consider partaking in national surveys to enable LTA comparison.

Delivery - Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Make improvements to bus services and planning		
More frequent and reliable services		
Review service frequency	Yes	<ul style="list-style-type: none"> Identify the service frequencies required to meet residents' needs. Investigate increasing daytime frequencies, particularly in areas with limited or no provision. Explore opportunities for Friday and Saturday evening services to tie in with local activities such as cinema and theatre and trial Sunday services to enable shopping and tourism opportunities.
Increase bus priority measures	Yes	<ul style="list-style-type: none"> Review existing corporate policies – such as our Parking Policy to ensure buses are prioritised. Introduce a utilities permit scheme – increasing control over the scheduling of road closures and diversions. Review bus and taxi bays within our town centres, ensuring bus priority. Encourage uptake of Modeshift STARS and deliver School Streets.
Increase demand responsive services	Yes	<ul style="list-style-type: none"> Expand existing DRT to cover the whole county and add additional destination hubs of Uppingham and Oakham – planned to enable onward travel. Explore opportunities to use Digital DRT for feeder services and service extensions to meet community need – e.g. transport to youth centres. Make service more accessible via booking app.
Consideration of bus rapid transport networks	No	<ul style="list-style-type: none"> RCC along with operators will strive to significantly improve services across the county, however a bus rapid transport system in Rutland is not deemed viable.

Improvements to planning/ integration with other modes		
Integrate services with other transport modes	Yes	<ul style="list-style-type: none"> Upgrade Oakham bus station, Uppingham interchange and key bus stops, to become active travel hubs and seek to provide similar at Oakham train station. Continue to operate service timings that facilitate onward travel connections from Oakham and Uppingham. Work with operators to identify improved communication channels between operators.
Simplify services	Yes	<ul style="list-style-type: none"> Implement consistent numbering on supported services Investigate consistent child and youth age brackets and fares, Set a schedule for timetable changes, Show all services on network maps Investigate fare capping and integrated ticketing Streamline services operating same route. Work with operators to provide consistent daytime, evening and weekend services.
Review socially necessary services	Yes	<ul style="list-style-type: none"> Work with operators to review existing services, to identify: <ul style="list-style-type: none"> - Whether services remain commercially viable, or could become so, - Where gaps exist and whether they can be addressed through service alterations (without detriment). Where neither option is viable, expanded DRT will offer feeder transport services with onward travel opportunities.
Invest in Superbus networks	No	<ul style="list-style-type: none"> Due to Rutland's rural nature and low population (there are under 40, 000 residents in Rutland) a Superbus network would not be suitable and as such we will focus on delivering the other improvements outlined within this BSIP.
Improvements to fares and ticketing		
Lower fares	Yes	<ul style="list-style-type: none"> Offer discounted travel for children and youth during incentivised travel promotion schemes. Deliver an annual promotion calendar - including a quarterly incentivised travel offer providing free, reduced or capped fare travel. Assess viability of standardised lower fares, daily price caps, frequent traveller incentives and weekly or monthly tickets.
Simplify fares	Yes	<ul style="list-style-type: none"> Investigate the viability of standardised age categories for child and youth fare tickets across operators. Develop a council issued youth identity card for all Rutland residents under the age of 19.
Integrated ticketing between operators and transport	Yes	<ul style="list-style-type: none"> Explore opportunities for integrated ticketing between bus operators and with rail services. Buy into Lincolnshire County Council's existing ETM system to enable cashless ticketing on Rutland services and assist facilitating ticket integration.
Make improvements to bus passenger experience		
Higher spec buses		
Invest in improved bus specifications	Yes	<ul style="list-style-type: none"> Seek to retrospectively install: <ul style="list-style-type: none"> - Wi-Fi and USB charging on vehicles - audio and visual announcement provisions on vehicles. When re-procuring – merit will be given where operators are able to offer the above, along with: improved accessibility, space for bicycles and buses that, as minimum, meet EURO VI standards.
Invest in accessible and inclusive bus services	Yes	<ul style="list-style-type: none"> Seek to install vehicle audio and visual announcements systems. Include accessibility criteria when re-procuring services. Audit bus stops to assess accessibility of stop and route to it – including footway camber, presence of hardstanding and raised kerbs to assist boarding. Minimum accessibility standards for timetable information.
Protect personal safety of bus passengers	Yes	<ul style="list-style-type: none"> Audit and grade stops and routes leading to them – assessing lighting, natural surveillance and CCTV. Increase presence at Oakham bus station and Uppingham interchange. Work with operators to ensure drivers have suitable training and emergency protocols are in place. Ensure on-board CCTV. Include safety within passenger charter and operator information.
Improve busses for tourist	Yes	<ul style="list-style-type: none"> Seek to retrospectively install audio and visual announcement provisions on existing vehicles. When re-procuring – merit will be given where operators are able to offer space for bicycles. Improved information including information at bus stops regarding nearby tourist attractions and onwards travel.
Invest in decarbonisation	Yes	<ul style="list-style-type: none"> Pilot electric vehicle town centre 'Hopper' services. Engage with operators to undertake a vehicle stock take – including emissions. Liaise with operators to identify viability of installing electric charging provisions at their depots – identifying infrastructure required. Trial an electric minibus for community transport provision.
Improvements to passenger engagement		
Passenger charter	Yes	<ul style="list-style-type: none"> Work with operators to prepare a single bus passenger charter for all services operating within Rutland – outlining bus users' 'rights to certain standards of service' such as: punctuality, vehicle cleanliness, reliability, accessibility standards, infrastructure requirements, information provision, and mechanism for complaints.
Strengthen network identity	Yes	<ul style="list-style-type: none"> Re number all services that are subsidised by RCC and primarily serve Rutland. These services will be re numbered in line with the existing Rutland Flyer 1 & 2, to improve consistency.
Improve bus information	Yes	<ul style="list-style-type: none"> Tiered grading of roadside information, with minimum standards set to ensure information is clear and accessible by all • Bus stops to include information on: services operating from the stop, fares, on board facilities, route and network maps, onward journeys, accessibility, tourist attractions and links to further information.
Other		
Other		

7 APPENDIX A - CURRENT BUS SERVICES OPERATING IN RUTLAND

Service	Route	Service type	Frequency	Supported	Operator	Single	Return	Week	Month
182	Stamford to Oakham/Corby Glen / Colsterworth/Oakham	Term Time	Less Than Every Two Hours	No	Blands Rutland LTD	£2.80	£4.30	£13	£52
183	Stamford to Oakham/Corby Glen / Colsterworth/Oakham	Term Time	Less Than Every Two Hours	No	Blands Rutland LTD	£3.80	£4.70	£21	£84
184	Stamford to Oakham/Corby Glen / Colsterworth/Oakham	Term Time	Less Than Every Two Hours	No	Blands Rutland LTD	£3.80	£4.70	£21	£84
12	Uppingham to Stamford	Year Round	Two Hourly	Yes	Blands Rutland LTD	£4	£7.40	£26	£104
185	Stamford to Oakham/Corby Glen / Colsterworth/Oakham	Term Time (Varies Outside of Term Time)	Less Than Every Two Hours	Yes	Blands Rutland LTD	£3.80	£4.70	£21	£84
185*	Oakham to Stamford	Year Round (Saturday Only)	Less Than Every Two Hours	Yes	Blands Rutland LTD	£3.80	£4.70	-	-
CallConnect (DRT)	Rutland to Stamford	Year Round	N/A	Yes	CallConnect	£4.80	£7.70	-	-
CC9	Rutland to Stamford	Year Round	Less Than Every Two Hours (Saturdays Only)	Yes	CallConnect	£4.80	£7.70	-	-

4	Grantham to Stamford	Year Round	Two Hourly	No	CallConnect Fixed Service	£5.50	£8.70	-	-
9	Oakham to Stamford	Year Round	Hourly	Yes	Centrebus	-	£8	£26	£85
RF1	Melton Mowbray to Corby	Year Round	Hourly	Yes	Centrebus	-	£8	£26	£85
29	Essendine to Brooksby College/Melton Vale post-16 Centre	Term Time	Less Than Every Two Hours	Yes	Centrebus	-	£8	£26	£85
747	Uppingham to Leicester	Year Round	Hourly	Yes	Centrebus	-	£4.40	£16	£56
RF2	Oakham to Melton Mowbray	Year Round	Two Hourly	Yes	Centrebus	-	£8	£26	£85
201	Bourne to Stamford and Peterborough	Year Round	Hourly	No	Delaine Buses	£3.40	£5	£21	£84
202	Bourne to Stamford and Peterborough	Year Round	Hourly	No	Delaine Buses	£3.40	£5	£21	£84
146	Oakham Hopper	Year Round	Hourly	Yes	RCC	£0.00	£0.00	£0.00	£0.00
47	Whissendine to Peterborough Schools	Year Round	Less Than Every Two Hours	Yes	Vectare	£5.20	£7.40	£38	£152

8 APPENDIX B – BUS STOP LOCATIONS

Bus stop location map

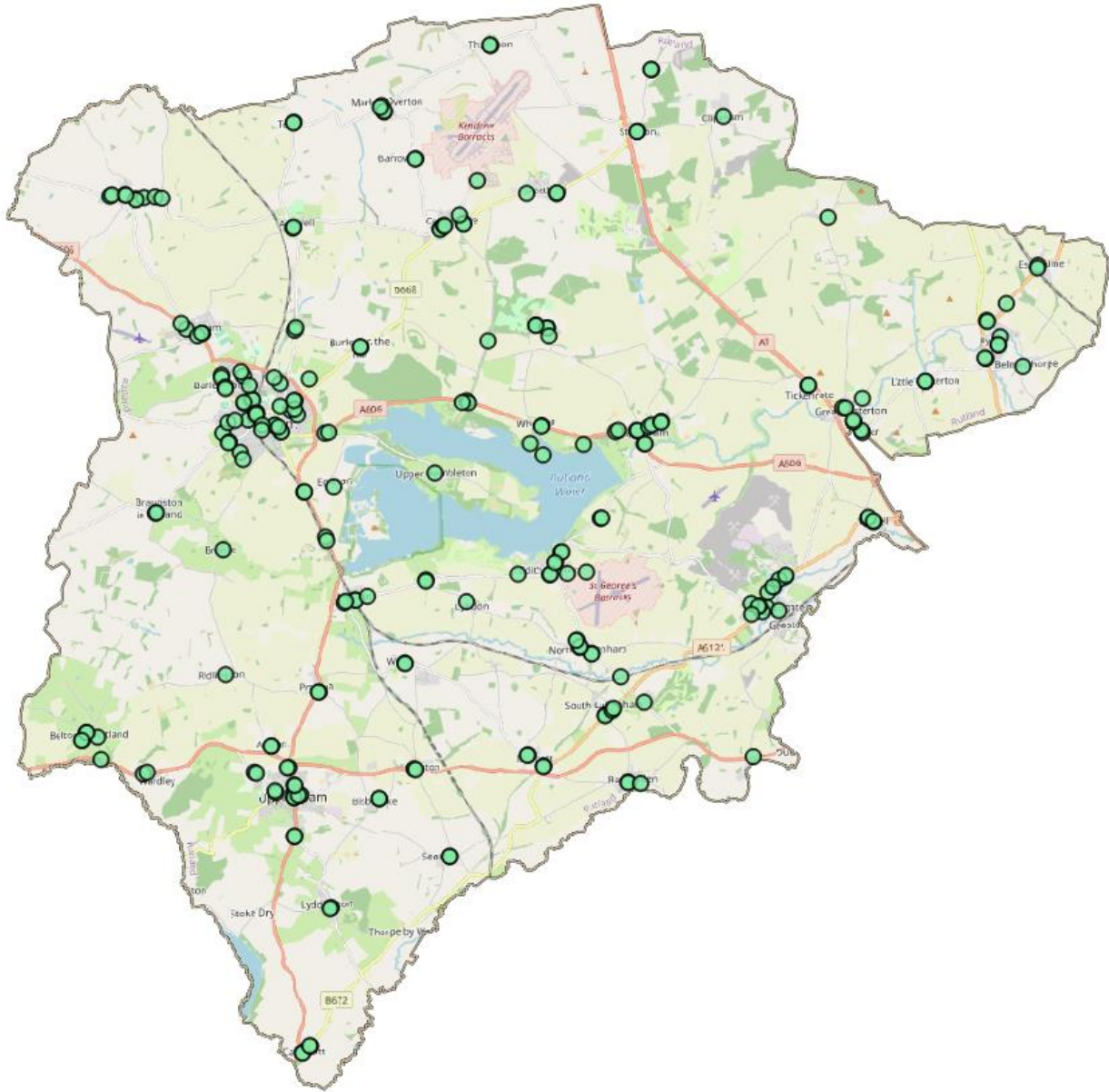


Table of bus stop locations

Area	Stop Location
Aldgate	Station Road (Church Road)
Ashwell	Crossroads (Enterprise Park)
Ashwell	Crossroads (opp Enterprise Park)
Ashwell	Oakham Road (Garage)
Ashwell	Oakham Road (opp Garage)
Ayston	Village (Church)
Ayston	Village (opp Church)
Barleythorpe	Main Road (opp Pasture Lane)
Barleythorpe	Main Road (Pasture Lane)
Barnsdale	A606 (Barnsdale Avenue)
Barnsdale	A606 (opp Barnsdale Avenue)
Barnsdale	Barnsdale Avenue (Gardens)
Barnsdale	Barnsdale Avenue (opp Barnsdale Lodge Hotel)
Barrow	Cottesmore Road (opp Main Street)
Barrow	Cottesmore Road (Main Street)
Barrowden	The Green (Church Lane)
Barrowden	The Green (opp Church Lane)
Barrowden	Wheel Lane (Kings Lane)
Belmesthorpe	Main Street (Castle Rise)
Belton-in-Rutland	New Road (opp Main Street)
Belton-in-Rutland	Church Street (opp Post Office)
Belton-in-Rutland	Church Street (Post Office)
Belton-in-Rutland	Leicester Road (opp Littleworth Lane)
Belton-in-Rutland	Littleworth Lane (Nether Street)
Belton-in-Rutland	New Road (Main Street)
Braunston-in-Rutland	Cedar Street (The Blue Ball)
Braunston-in-Rutland	Cedar Street (opp The Blue Ball)
Bisbrooke	Main Street (opp Telephone Box)
Bisbrooke	Main Street (Telephone Box)
Brooke	Main Street (Brooke Road)
Burley	Oakham Road (Burley Green)
Burley	Oakham Road (opp The Green)
Caldecott	Lyddington Road (opp Welland Close)
Caldecott	Main Street (opp Plough Inn)
Caldecott	Main Street (Plough Inn)
Caldecott	Lyddington Road (Welland Close)
Clipsham	New Street (opp New Road)
Cottesmore	Greetham Road (opp Toll Bar)
Cottesmore	Greetham Road (Toll Bar)
Cottesmore	Main Street (Sun Inn)
Cottesmore	Main Street (Village Shop)

Cottesmore	Main Street (opp Sun Inn)
Cottesmore	Main Street (opp Village Shop)
Cottesmore	Rogues Lane (opp Heath Drive)
Cottesmore	Rogues Lane (RAF Camp)
Edith Weston	Normanton Road (Car Park)
Edith Weston	Normanton Road (Church Lane)
Edith Weston	Normanton Road (opp Car Park)
Edith Weston	Normanton Road (opp Church Lane)
Edith Weston	Manton Road (opp Wheatsheaf)
Edith Weston	Manton Road (Wheatsheaf)
Edith Weston	Pennine Drive (opp Mendip Road)
Edith Weston	Welland Road (Severn Crescent)
Edith Weston	Windermere Road (opp Derwent Avenue)
Egleton	Hambleton Road (Church Road)
Egleton	A6003 (Hambleton Road)
Egleton	A6003 (opp Hambleton Road)
Empingham	Stamford Road (Church Street)
Empingham	Stamford Road (opp Church Street)
Empingham	Sykes Lane (Rutland Water Information Centre)
Empingham	Main Street (Exton Road)
Empingham	Main Street (opp Exton Road)
Empingham	Main Street (opp School Lane)
Empingham	Main Street (opp Willoughby Drive)
Empingham	Main Street (School Lane)
Empingham	Main Street (Willoughby Drive)
Essendine	Stamford Road (opp Village Hall)
Essendine	Stamford Road (Village Hall)
Exton	High Street (Fox & Hounds)
Exton	Stamford Road (Garden Road)
Exton	Stamford Road (opp Garden Road)
Exton	The Green (opp Fox & Hounds)
Exton	Empingham Road (opp Campden Close)
Glaston	Main Road (opp Old Pheasant)
Glaston	Main Road (Old Pheasant)
Great Casterton	Old Great North Road (Church)
Great Casterton	Old Great North Road (opp Tolethorpe)
Great Casterton	Old Great North Road (opp Church)
Great Casterton	Old Great North Road (opp The Plough)
Great Casterton	Old Great North Road (The Plough)
Great Casterton	Old Great North Road (Tolethorpe)
Great Casterton	Ryhall Road (College)
Greetham	Main Street (Wheatsheaf)
Greetham	Main Street (opp Wheatsheaf)
Greetham	Oakham Road (opp Locks Close)
Gunthorpe	Uppingham Road (Gunthorpe Turn)

Gunthorpe	Uppingham Road (opp Gunthorpe Turn)
Hambleton	Upper Hambleton (Hambleton Village)
Ketton	High Street (Northwick Arms)
Ketton	Empingham Road (Manor Green)
Ketton	Empingham Road (opp Manor Green)
Ketton	Empingham Road (Sharpe's Plain)
Ketton	High Street (opp Northwick Arms)
Ketton	High Street (Stock's Hill)
Ketton	High Street (Ketton Crossroads)
Ketton	High Street (opp Bull Lane)
Ketton	High Street (opp Pit Lane)
Ketton	High Street (Pit Lane)
Ketton	Luffenham Road (Church Road)
Ketton	Northwick Road (Spinney Road)
Langham	Melton Road (opp Manor Lane)
Langham	Burley Road (Jubilee Drive)
Langham	Burley Road (opp Jubilee Drive)
Langham	Melton Road (opp Melton road)
Little Casterton	Tolethorpe (opp River Court)
Little Casterton	Tolethorpe (River Court)
Lyddington	Main Street (opp Stoke Road)
Lyddington	Main Street (Stoke Road)
Lyndon	Church Road (opp Lyndon Church)
Lyndon	Lyndon Road (Nature Reserve)
Lyndon	Lyndon Road (opp Nature Reserve)
Manton	Lyndon Road (Stocks Hill)
Manton	Lyndon Road (Cemetery Lane)
Manton	Lyndon Road (opp Cemetery Lane)
Manton	Lyndon Road (opp Stocks Hill)
Market Overton	Main Street (Black Bull)
Market Overton	Main Street (opp Black Bull)
Morcott	High Street (opp Weares Close)
Morcott	High Street (opp Willoughby Road)
Morcott	High Street (Weares Close)
Morcott	High Street (Willoughby Road)
Normanton	Normanton Park Road (Normanton Farm)
Normanton	Normanton Park Road (opp Normanton Farm)
North Luffenham	Pinfold Lane (opp Bungalows)
North Luffenham	Church Street (opp School)
North Luffenham	Church Street (School)
North Luffenham	Digby Road (Kings Road)
North Luffenham	Digby Road (opp Kings Road)
North Luffenham	Pinfold Lane (Bungalows)
Oakham	Barleythorpe Road (Huntsman Drive)
Oakham	Barleythorpe Road (opp Rail Station)

Oakham	Barleythorpe Road (Rail Station)
Oakham	Foxfield Way (opp Oakfield)
Oakham	Lands End Way (Allotments)
Oakham	Lands End Way (opp Allotments)
Oakham	Lands End Way (Pillings Road)
Oakham	Schoefield Way (opp Withers Close)
Oakham	Stamford Road (opp Sewage Works)
Oakham	Stamford Road (Sewage Works)
Oakham	Ashwell Road (opp Chip Shop)
Oakham	Barleythorpe Road (opp Huntsman Drive)
Oakham	Bosal Road (Lands End Way)
Oakham	Braunston Road (Harrington Way)
Oakham	Braunston Road (opp Harrington Way)
Oakham	Burley Road (Co-Op)
Oakham	Burley Road (Ladywell)
Oakham	Burley Road (opp Ladywell)
Oakham	Cold Overton Road (Catmose College)
Oakham	Cold Overton Road (opp Memorial Hospital)
Oakham	Glebe Way (Lonsdale Way)
Oakham	High Street (Market Place)
Oakham	High Street (opp Market Place)
Oakham	John Street (Bus Station)
Oakham	Snowden Avenue (Grampian Way)
Oakham	South Street (Tesco)
Oakham	Station Road (opp Rail Station)
Oakham	Station Road (Rail Station)
Oakham	Station Road (Station Approach)
Oakham	Trent Road (opp Irwell Close)
Oakham	Trent Road (opp Spey Drive)
Oakham	Uppingham Road (Council Offices)
Oakham	Uppingham Road (opp Council Offices)
Oakham	Willow Crescent (English Martyrs)
Oakham	Willow Crescent (Willow Crescent)
Oakham	Woodland View
Oakham	Bosal Road (Lands End Way)
Pickworth	Bus Shelter (Church)
Preston	Uppingham Road (Glaston Road)
Preston	Uppingham Road (opp Glaston Road)
Ridlington	Top Road (Bus Shelter)
Ryhall	Church Street (opp Rutland Way)
Ryhall	Church Street (Rutland Way)
Ryhall	Turnpike Road (Mill Street)
Ryhall	Turnpike Road (opp Mill Street)
Ryhall	A6121 (Coppice Road)
Ryhall	A6121 (opp Coppice Road)

Ryhall	Essendine Road (Bus Depot)
Ryhall	New Road (The Square)
Seaton	Main Street
Seaton	Main Street (opp Bus Shelter)
South Luffenham	Stamford Road (opp The Coach House Inn)
South Luffenham	Stamford Road (The Coach House Inn)
South Luffenham	Station Road (CS Ellis)
South Luffenham	Stamford Road (Hall Lane)
South Luffenham	Stamford Road (opp Hall Lane)
South Luffenham	Station Road (Level Crossing)
Stretton	Manor Road (opp Rookery Lane)
Stretton	Manor Road (Rookery Lane)
Stretton	Stocken Prison (opp Hesketh Court)
Stretton	Stocken Prison (Hesketh Court)
Teigh	Ashwell Road (The Green)
Teigh	Ashwell Road (opp The Green)
Thistleton	Main Street (Church)
Thistleton	Main Street (opp Church)
Tickencote	Village Entrance (Bus Shelter)
Tickencote	Village Entrance (opp Bus Shelter)
Tinwell	Casterton Lane (Holme Close)
Tinwell	Casterton Lane (opp Holme Close)
Tinwell	Stamford Road (opp The Church)
Tinwell	Stamford Road (Tinwell Church)
Tixover	A47 (opp Jurassic Way)
Uppingham	Ayston Road (opp Wheatley Ave)
Uppingham	Ayston Road (Wheatley Ave)
Uppingham	Ayston Road (North Street East)
Uppingham	Ayston Road (opp North Street East)
Uppingham	Ayston Road (opp Surgery)
Uppingham	Ayston Road (Surgery)
Uppingham	Leicester Road (opp Queen's Road)
Uppingham	Leicester Road (Queen's Road)
Uppingham	Leicester Road (Shepherd's Way)
Uppingham	Leicester Road (opp Shepherd's Way)
Uppingham	North Street East (Bay 1)
Uppingham	North Street East (Bay 2)
Uppingham	North Street East (Bay 3)
Uppingham	Orange Street (High Street West)
Uppingham	Orange Street (opp High Street West)
Wardley	Uppingham Road A47 (Main Street)
Wardley	Uppingham Road A47 (opp Main Street)
Whissendine	Main Street (The Nook)
Whissendine	Main Street (opp The Nook)
Whissendine	Melton Road (opp Stanlands)

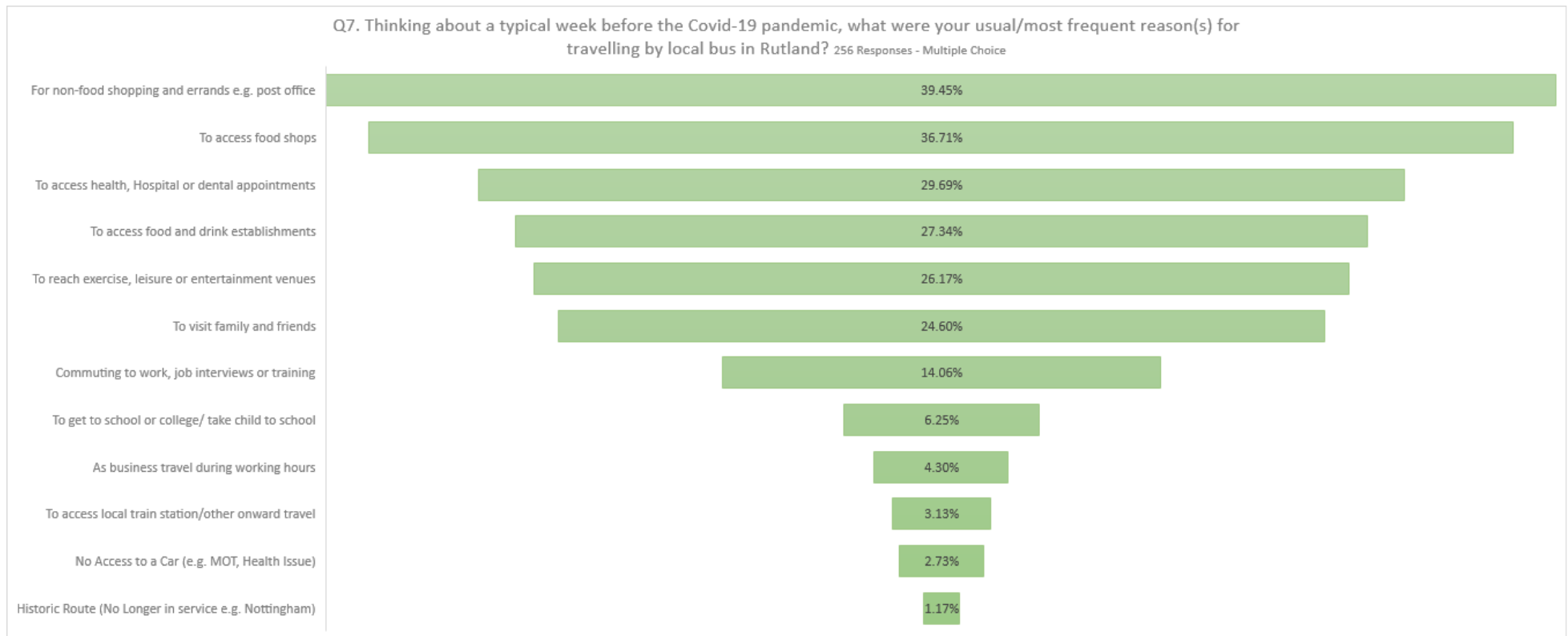
Whissendine	Oakham Road (Main Street)
Whissendine	Main Street (opp Station Road)
Whissendine	Main Street (Station Road)
Whissendine	Main Street (White Lion)
Whissendine	Melton Road (Stanlands)
Whissendine	Oakham Road (opp Main Street)
Whitwell	Bull Brig Lane (Cycle Shop)
Whitwell	Bull Brig Lane (Harbour Cafe)
Whitwell	A606 Stamford Road (Opp The Noel)
Whitwell	A606 Stamford Road (The Noel)
Whitwell	Whitwell Road (opp Rutland Water Visitor Centre)
Whitwell	Whitwell Road (Rutland Water Visitor Centre)
Wing	Top Street (Middle Street)
Wing	Top Street (opp Middle Street)

9 APPENDIX C – BSIP ENGAGEMENT

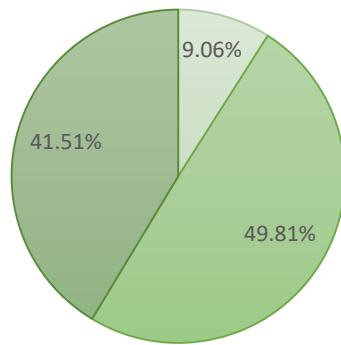
9.1 BSIP ENGAGEMENT – SURVEY ONE

The following data was obtained through the initial BSIP engagement survey that ran between 23rd August and midnight on 26th September 21.

The key findings are provided below.

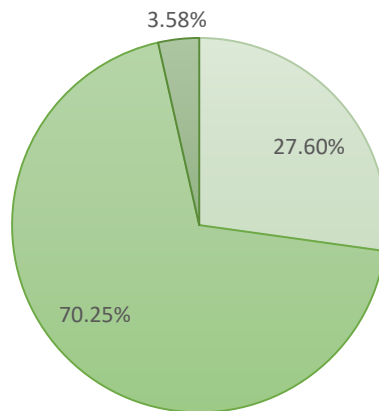


Q8. How does your bus use now compare to before the COVID-19 pandemic? 265 Responses



I use the bus more I use the bus less I use the bus about the same amount

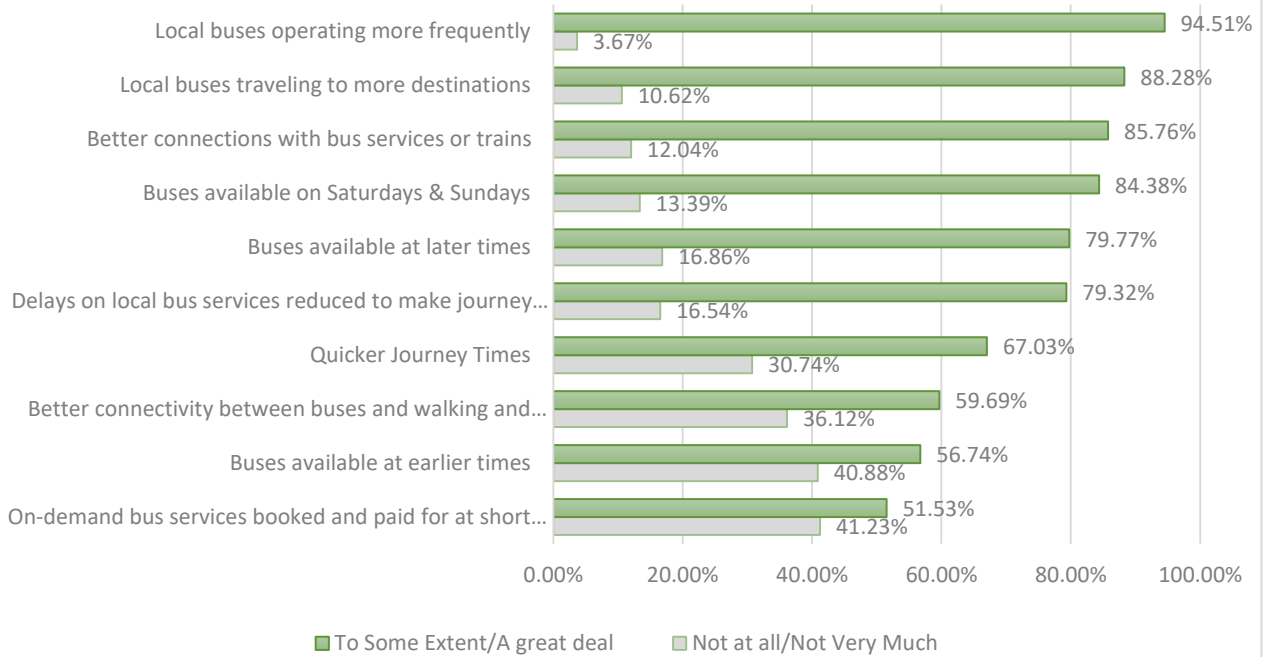
Q9. In the future how often would you like to travel by bus in Rutland? 279 Responses



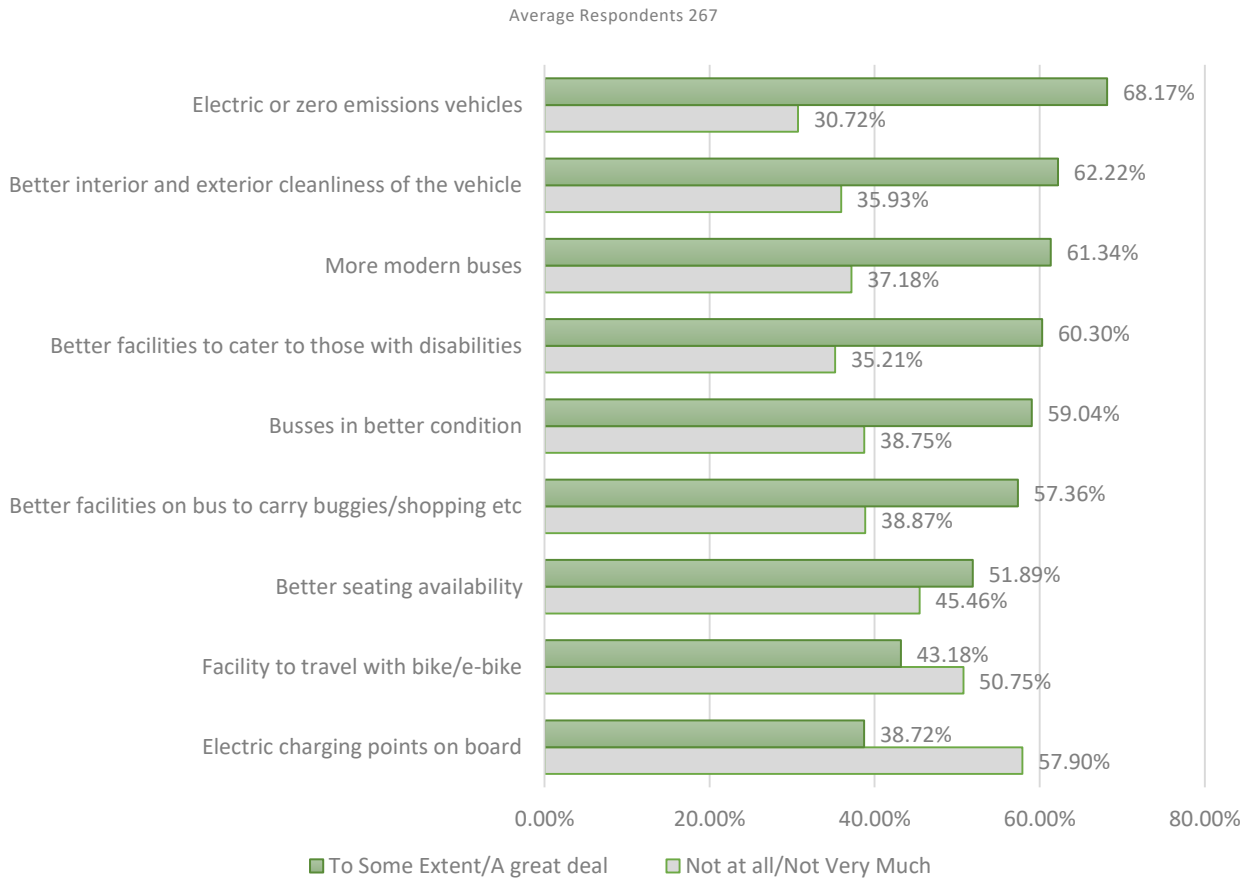
I would like to travel by bus as often as I did before the COVID-19 pandemic.
I would like to travel by bus more than I did before the COVID-19 pandemic

For questions 10 to 13, for clarity, responses of 'don't know' have been omitted.

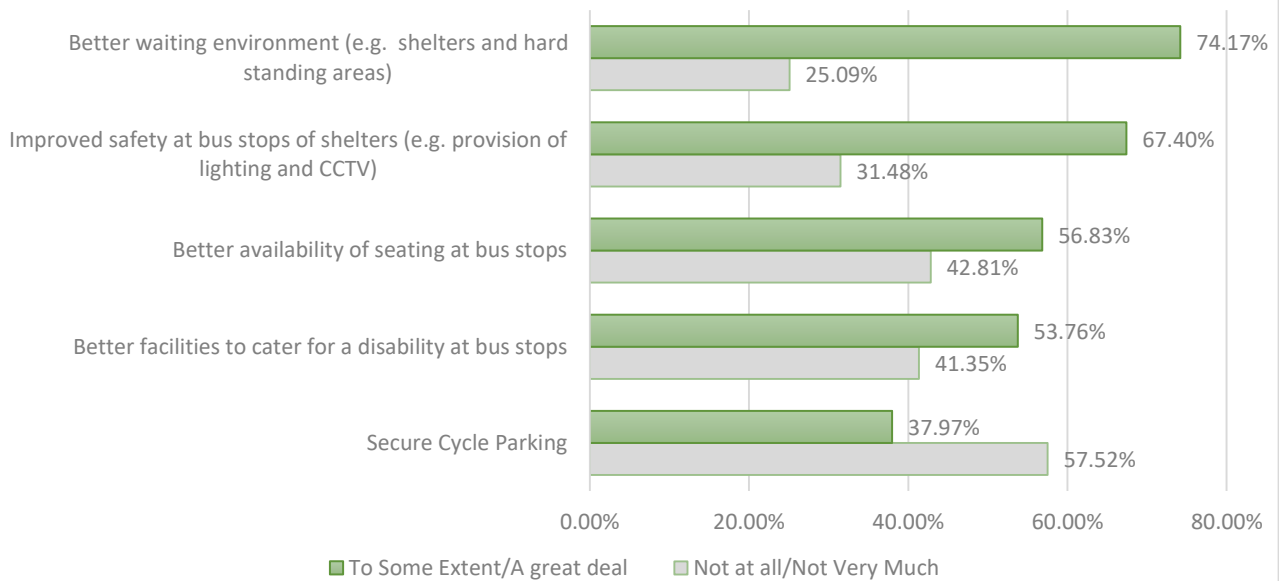
Q10. To what extent, if at all, would the following improvements to 'service reliability, frequency and availability' make you use local buses in Rutland more? Average Respondents 267



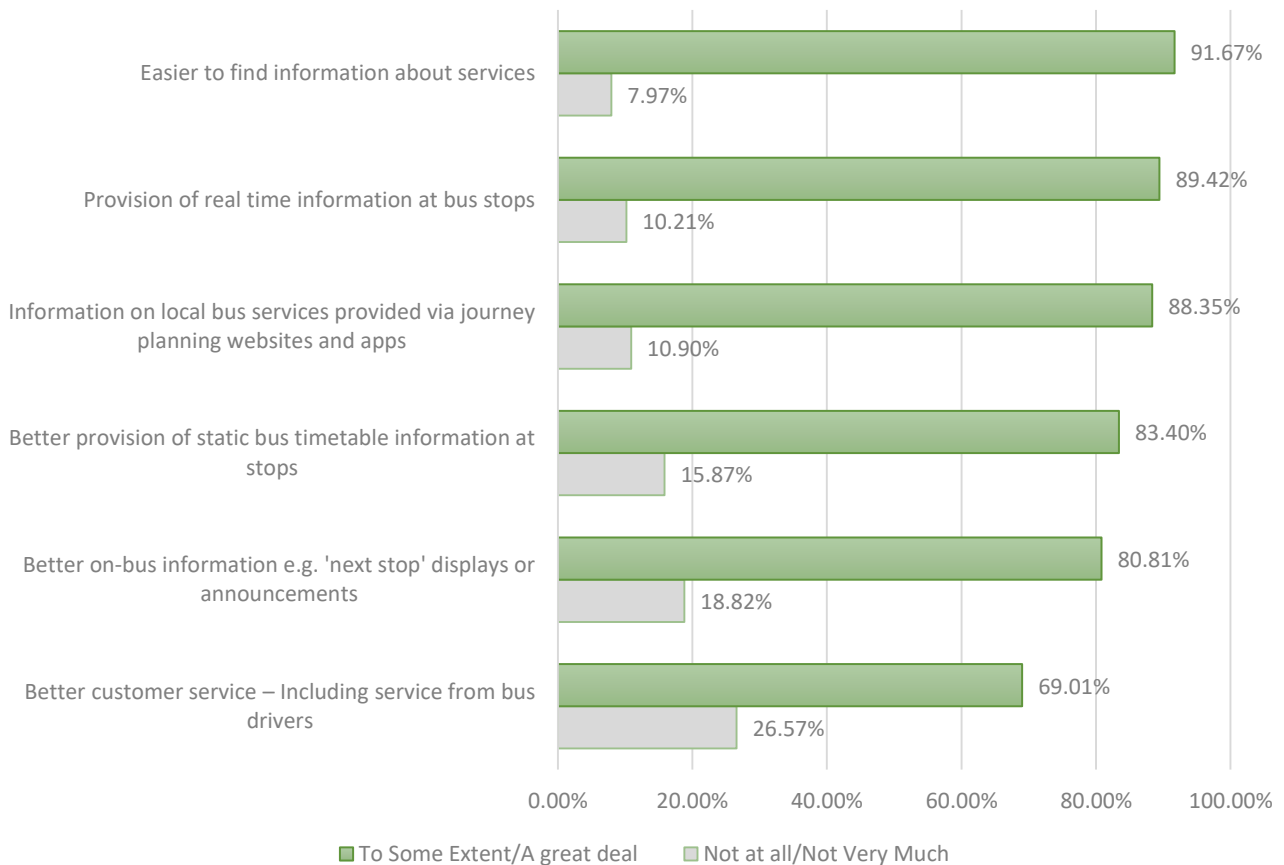
Q11. To what extent, if at all, would the following improvements to 'the buses and onboard facilities' make you use local buses in Rutland more? Average Respondents 267



Q12.To what extent, if at all, would the following improvements to 'bus stops' make you use local buses in Rutland more? Average Respondants 269



Q13.To what extent, if at all, would the following improvements to 'information and customer service' make you use local buses in Rutland more? Average Respondents 272



10 APPENDIX D – COMPARISON OF EXISTING PROVISIONS WITH BUS BACK BETTER OBJECTIVES

This appendix offers an overview of how current services and provisions compare to the objectives set out within Bus Back Better.

A RAG colour rating has been provided to show current progress against each of the priority areas, along with a brief overview for each element - helping to identify where there is need for improvement in order to bring standards up to those seen in areas of success as highlighted in Bus Back Better (such as Brighton & Hove, Harrogate and Bristol).

Frequent and reliable services

Area and RAG rating	Notes
High frequency services	Due to the rural nature of Rutland, combined with a sparse population, transport services within the county are currently limited in scope and frequency. All services are classified as non frequent ⁴⁰ with some parts of the county unserved by a scheduled bus provision.
Bus priority measures	There are currently no bus priority lanes within the county.
Demand responsive services	Demand responsive transport (under the name CallConnect) is available in the east of the county.
Bus rapid transport networks	There are no bus rapid transport networks in Rutland.

Planning and integration

Area and RAG rating	Notes
Services integrated with other transport modes	Arrivals into Oakham and Uppingham (our two market towns) are scheduled to enable onwards travel. Cycle parking is available at Oakham bus station, Oakham train station and Uppingham interchange.
Simple services	There are currently a handful of services within the county that are provided by multiple operators at different times of the day/ days of the week, causing some confusion to users.
Socially necessary services	RCC currently supports a number of services that offer socially necessary journeys, but that aren't currently commercially sustainable. However, there are further areas of the county currently unserved by a bus service and also potential for the impact of Covid

⁴⁰ Defined as less than 6 buses per hour.

	19 to threaten the viability of previously commercially viable services.
Superbus networks	Rutland does not have a Superbus network.

Fares and ticketing

Area and RAG rating	Notes
Low fares	Fares are moderate due to the associated operating costs of services in Rutland – which result from:: <ul style="list-style-type: none"> • Longer, cross county journey lengths • Low patronage on services • Low population along routes • High proportion of passengers are concessionary travel pass holders.
Simple fares	Charges and age brackets for child and youth fares varies across operators. There are no daily price caps or flat rate fares.
Integrated ticketing between operators and transport	There are no integrated ticketing options available on services operating in Rutland. Cashless tickets are not widely used on services operating within Rutland.

Higher specification buses

Area and RAG rating	Notes
High specification buses	Whilst the standard of vehicles currently in operation across the county varies considerably, buses in Rutland are generally older than those found in cities and urban areas – with very few having on board facilities such as USB charging or Wi – Fi.
Accessible and inclusive bus services	Where possible, information at bus stops is provided in large print with colour schemes suitable for those with restricted vision. All buses operating in the county are wheel chair accessible, however none have space for bicycles (although this was trialled in 2014 with LSTF funding). Very few buses operating within the county have on board audio and visual announcement systems.
Personal safety of bus passengers	CCTV and lighting exists at Oakham bus station, but safety measures are limited at other stops and on board.
Buses for tourists	Onwards travel information is provided at Oakham bus station. No buses offer space for bicycles (although this was trialled in 2014 with LSTF funding). Very few buses operating within the county

	have on board audio and visual announcement systems.
Decarbonisation	There are currently no electric buses operating in Rutland. The majority of buses are also comparatively old compared to buses found in towns and cities, and are less efficient

Passenger engagement

Passenger charter	There is currently no joint passenger charter for services in Rutland, however bus users can put forward views on services through the Rutland Bus Users Panel meeting or Rutland Bus Users Forum meeting. Both of these meetings take place twice a year, the former is attended by an elected panel (including operators and bus user representatives), whilst the latter can be attended by any Rutland resident that wishes to do so.
Network identity	There is limited consistency of branding, with the exception of the Rutland Flyer 1 & 2.
Bus information	Information is provided as follows: <ul style="list-style-type: none"> • Printed information and timetables • Information panels at bus stops • Online on the RCC website • Via promotion of Traveline • Electronic information displays at Oakham bus station and Uppingham interchange

11 APPENDIX E – LINKS BETWEEN DELIVERABLES AND TARGETS

The table below summarises how the deliverables outlined in section 4 will help us to reach the targets set in section 3.

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
Countywide Digital Demand Responsive Transport: Ensuring all residents have access to passenger transport	x		x	
Decarbonisation: Pilot electric town centre 'Hopper' services			x	x
Travel incentives & promotions: Annual promotions calendar including free or discounted travel campaigns			x	x
Enhanced frequency of services: Explore opportunity for more frequent week day services and evening and Sunday services to meet our residents' needs.			x	x
Simplifying services: Streamlining services delivered by multiple operators.	x	x	x	x
Renumbering of services: Strengthen the identity of Rutland's services - renumbering subsidised services to align with the Rutland Flyer 1 and 2.			x	x
Promotional materials: Enhanced promotion and marketing to raise			x	x

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
awareness of existing, new and enhanced services and travel incentives.				
Simplifying ticketing and growing youth patronage: Seek to simplify ticket options and age brackets and implement a youth travel id card.			X	X
Electronic ticketing machines: Modernising payment methods and improving accessibility	X	X	X	X
Bus stop audits and improvements: Improving the comfort, accessibility and safety of waiting areas.	X		X	X
Integrated ticketing: Seek to offer multi operator and mode travel tickets	X	X	X	X
Audio and visual on board announcements: Improving accessibility and information for residents and visitors.			X	X
Behavioural change measures: Encouraging sustainable travel options that reduce school gate congestion, causing delay to buses.	X	X	X	X
Utility permit scheme: Improve efficiency of roadwork scheduling to reduce delays and diversions.	X	X	X	X

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
Review of taxi and bus laybys: Review location and usage to enhance accessibility.	x	x	x	x
Real time information: To improve service information and public confidence.			x	x
Bus station and interchange monitoring: enhanced staffing presence to improve perceived and actual passenger safety.			x	x
Walking and cycling audits: Review walking and cycling routes to bus stops and identify areas for improvement.			x	x
Decarbonisation: Community transport electric minibus pilot			x	x
On board USB charging and Wi - Fi: Modernising buses to improve passenger experience			x	x
Creation of travel hubs: Improving onwards travel information and integration between travel modes.		x	x	x

Outline funding template for BSIP

* Within each category, please use multiple lines to show details of different projects or proposals where you can. For example, on bus priority, you should aim to include detail on specific corridors; or on bus service support, you may have a split between scheduled services and demand-responsive services to flag. This is particularly important where you wish to attach a different priority ranking to different parts of your proposals.

** Please rank each line with a number showing your view of priority to your BSIP outcomes: 1 being the highest priority, and every line receiving a different number thereafter.

*** Totals will automatically be calculated. Do not amend calculations in row 34 or columns Q and R.

Q1. Please complete the table below. All figures should be nominal (actual prices, unadjusted for inflation). Please delete guidance in [blue] when completing the template.

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***		
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital	
Bus priority infrastructure	Utility permit scheme: Improve efficiency of roadwork scheduling to reduce delays and diversions.	Introduce a utilities permitting scheme that would enable more efficient and coordinated road closures - reducing disruption to bus services. Investigate issuing permits for buses to allow them to travel through road closures (where physically possible). Costs to cover software set up and ongoing administration and staffing.	14	DfT - £3bn	-	10,000		2,000		2,000				14,000	-00	
				DfT other (please specify)										-00	-00	
				Other Government (please specify)											-00	-00
				Private	RCC staff costs (existing)	10,000		10,000		10,000					30,000	-00
	Behavioural change measures: Encouraging sustainable travel options that reduce school gate congestion, causing delay to buses.	Ongoing funding to deliver School Streets outside schools with high levels of congestion, which in turn causes delays to bus services. Continued support for schools taking part for schools taking part in Modeshift STARS	13	DfT - £3bn	-	20,000		20,000		20,000				60,000	-00	
				DfT other (please specify)										-00	-00	
				Other Government (please specify)											-00	-00
				Private	RCC staff costs (existing)	15,000		15,000		15,000					45,000	-00
	Review of taxi and bus laybys: Review	Undertake review of positioning and use of taxi and bus laybys -	15	DfT - £3bn	-		35,000		20,000		20,000			-00	75,000	

⁴¹ **Please note** - the costs identified are estimates and subject to change should further investigation identify they have been over or underestimated, or should prices increase. Furthermore, should we be successful in securing funding to deliver the projects outlined in the BSIP we will undertake further investigation into how projects can be best delivered. At this point there may be a requirement to switch funding between revenue and capital.

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***		
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital	
	location and usage to enhance accessibility.	assessing removal options and lining or engineering mechanisms for ensuring buses aren't restricted from re-joining traffic flow.		DfT other (please specify)	Integrated Transport Block		10,000		10,000		10,000			-00	30,000	
				Other Government (please specify)										-00	-00	
				Private	RCC staff costs (existing)	15,000		15,000		15,000				45,000	-00	
Other infrastructure	Bus stop audits and improvements: Improving the comfort, accessibility and safety of waiting areas.	Audit all bus stops and implement a grading system to identify level of provision. Create prioritised programme of works and implement improvements to bus stops over 3 years to provide improved safety and comfort. Includes improvements to information provision.	10	DfT - £3bn			20,000		12,500		12,500			-00	45,000	
				DfT other (please specify)	Integrated transport block		20,000		20,000		20,000			-00	60,000	
				Private	RCC staff costs (existing)	5,000		5,000		5,000				15,000	-00	
	Real time information: To improve service information and public confidence.	Investigate viability of countywide real-time information displays and alternatives such as real time apps.	16	DfT - £3bn			100,000		50,000		50,000			-00	200,000	
				Private	RCC staff costs (existing)	10,000		5,000		5,000				20,000	-00	
	On board USB charging and Wi - Fi: Modernising buses to improve passenger experience	Retrospectively fit buses with USB charging and Wi-Fi provision.	20	DfT - £3bn			36,000							-00	36,000	
	Audio and visual on board announcements: Improving accessibility and information for residents and visitors.	Retrospectively install audio visual announcement systems on buses operating within Rutland.	12	DfT - £3bn			35,000		35,000					-00	70,000	
	Creation of travel hubs: Improving onwards travel information and integration between travel modes.	Create travel hubs with information about onwards travel. Provide secure and sheltered cycle parking.	21	DfT - £3bn		8,333		8,333		8,333					24,999	-00
				DfT other	Integrated Transport Block		0,000		10,000		10,000				-00	30,000
				Private	RCC staff costs (existing)	5,000		5,000		5,000				15,000	-00	
Walking and cycling audits: Review walking and cycling routes to	Undertake audits to identify suitability of walking and cycling routes to bus stops and stations.	18	DfT - £3bn		50,000		20,000		20,000				90,000	-00		

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***	
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital
	bus stops and identify areas for improvement.	Create a prioritised list of infrastructure improvements for delivery.		DfT other	Integrated Transport Block		30,000		30,000		30,000			-00	90,000
				Private	RCC staff costs (existing)	15,000		15,000		15,000					45,000
Fares support	Lower fares	Investigate opportunities to deliver lower fares and capped fares. However, initially these will be offered through quarterly incentivised travel incentives targeting particular demographics, services, days of the week etc. The cost of these incentives is include in 'Marketing - Annual Promotion Calendar'.	Included in priority 3											-00	-00
Ticketing reform	Electronic ticketing machines: Modernising payment methods and improving accessibility	Buy into Lincolnshire County Council's existing ETM system to enable cashless ticketing on Rutland services.	9	DfT - £3bn		50,000		10,000		10,000				70,000	-00
	Integrated ticketing: Identifying opportunities to offer multi operator and mode travel tickets	Explore opportunities for integrated ticketing between bus operators and with rail services.	11	DfT - £3bn		30,000		20,000		20,000				70,000	-00
	Simplifying ticketing and growing youth patronage: reviewing ticket options, age brackets and implementing a youth travel id card.	RCC to issue a youth identity card to all Rutland residents under the age of 19. Investigate application of consistent youth age brackets.	8	DfT - £3bn		20,000		5,000		5,000				30,000	-00
Private				RCC staff costs (existing)	5,000		5,000		5,000				15,000	-00	
Bus service support	Countywide Digital Demand Responsive Transport: Ensuring all residents have access to passenger transport	Expansion of existing DRT service to cover the whole county - providing feeder services for locations where it isn't viable to have a timetabled service. Expansion to include additional destinations of Oakham and Uppingham town centre to enable onwards travel opportunities. Enhancements to buses and administrative system including scheduling and dispatch system and smart ticket machine as well	1	DfT - £3bn		300,000		270,000		270,000				840,000	-00
				Private	RCC existing	42,000		42,000		42,000				126,000	-00

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***	
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital
		as promotion. Will also help streamline services.			revenue budget										
	Enhanced frequency of services: More frequent week day services and evening and Sunday services to meet our residents' needs.	More frequent week day services. Support Friday and Saturday evening services to tie in with local activities and events such as cinema and theatre. Trial Sunday services to enable shopping and tourism opportunities – for example to Rutland Water.	4	DfT - £3bn		220,000		220,000		220,000				660,000	-00
	Simplifying services: Streamlining services delivered by multiple operators.	Work with operators and Lincolnshire County Council to identify ways of streamlining the multiple services running between Oakham and Stamford.	5	DfT - £3bn		25,000		25,000		25,000				75,000	-00
				Private	RCC existing revenue budget	20,000		20,000		20,000					60,000
Marketing	Travel incentives & promotions: Annual promotions calendar including free or discounted travel campaigns	Produce and deliver an annual promotion calendar - including a quarterly incentivised travel offer, providing free or reduced fare travel. Include targeted campaigns with free, reduced or capped fares.	3	DfT - £3bn		30,000		30,000		12,000				72,000	-00
				DfT other	BSOG underspend	25,000		25,000		25,000				75,000	-00
				Private	RCC staff costs (existing)	6,000		6,000		6,000				18,000	-00
	Promotional materials: Enhanced promotion and marketing to raise awareness of existing, new and enhanced services and travel incentives.	Production of new timetables, service maps and in vehicle promotional materials such as 'underground' style route maps. Update website with clearer information.	7	DfT - £3bn		15,000		5,000		5,000				25,000	-00
				Private	RCC existing revenue budget	20,000		10,000		10,000				40,000	-00
	Renumbering of services: Strengthen the identity of Rutland's services - renumbering subsidised services to align with the Rutland Flyer 1 and 2.	Renumber all supported services to follow existing numbering of the Rutland Flyer 1 and Rutland Flyer 2. Upgrade timetable information and promote changes.	6	DfT - £3bn		3,500								3,500	-00
EP/franchising delivery: LTA costs	NB – we believed these costs to be covered through Capacity Funding.													-00	-00

	Title of scheme	Detail on aspiration [e.g. 'additional bus priority on X corridor', 'flat fares of Y across operators']*	Priority Ranking**	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***	
						Resource	Capital	Resource	Capital	Resource	Capital	R	C	Resource	Capital
Zero emission buses	Decarbonisation: Pilot electric town centre 'Hopper' services	1 year pilot: Oakham and Uppingham town centre 'Hopper' services to be operated using electric minibuses. Funding to cover vehicle lease and charger install.	2	DfT - £3bn		18,000	8,000							18,000	8,000
	Decarbonisation: Community transport electric minibus pilot	1 year pilot: Electric minibus trial for community transport provider. Funding to cover vehicle lease and charger install.	19	DfT - £3bn		9,000	4,000							9,000	4,000
Additional safety enhancements	Bus station and interchange monitoring: enhanced staffing presence to improve perceived and actual passenger safety.	Increased monitoring of Oakham bus station and Uppingham interchange. To be carried out by RCC bus inspector. Further safety improvements associated with bus stop infrastructure are covered under 'Bus Stop Infrastructure'.	17	Private	RCC staff costs (existing)	2,000		2,000		2,000				6,000	-00
Essential elements	Additional staff resource	If funding is available to deliver all projects, additional staff resource will be required to support some elements of delivery.	Not prioritised	DfT - £3bn		60,000		60,000		60,000				180,000	-00
	Customer satisfaction surveys	Carry out twice yearly surveys to identify progress in levels of customer satisfaction.	Not prioritised	DfT - £3bn		20,667		20,667		20,667				62,001	-00
				DfT other	Capacity Funding	10,333		10,333		10,333				30,999	-00
TOTALS***						1,094,833	308,000	906,333	187,500	888,333	152,500	-00	-00	2,889,499	648,000

Q2. [optional] Please provide any additional notes to explain the other funding sources outside of the £3bn for buses (150 words maximum).

The following are the total costs (over the 3 years) per funding source:

£2,741,500 from DfT £3bn transformation funding
Up to £315,999 of alternative DfT funding (including £210,000 of Integrated Transport Block funding)
Up to £226, 000 of our existing Council revenue budget
Up to £254, 000 in salary costs (existing)

Additional funding from our public transport revenue budget (c £1.4 million over three years) may be unlocked for use as match funding if alterations are made to the network as a result of the changes implemented due to the BSIP. However £226k of this has already been included as match funding as outlined above as match funding.

Costs for 2025 and onwards currently unknown. A number of these projects will have ongoing yearly costs.

13 APPENDIX G – BUS PASSENGER CHARTER (TO FOLLOW)

Emma Odabas
Transport Operations Manager
Rutland County Council
Catmose House,
Catmose Street,
Oakham
Rutland
LE15 6HP

Monday 25th October 2021

Bus Service Improvement Plan

Dear Emma,

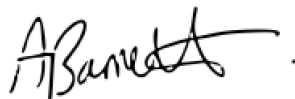
I am writing on behalf of Bland's (Rutland) Ltd in support of the Bus Service Improvement Plan submitted by Rutland County Council to the Department for Transport.

We support the drive to meet the unique transport needs of rural Rutland as efficiently as possible. As an operator we are committed to enhancing our partnership with Rutland County Council to deliver our shared and ambitious objectives outlined within the Bus Service Improvement Plan.

Covid-19 has had a profound impact on our services and the lives of our valued passengers. Whilst it is important that we act together to recover from the pandemic, our aim is to further our outlook to grow our passenger numbers and to create a thriving transport network within Rutland.

On receipt of appropriate funding from the Department for Transport, we will work with you and partners to deliver the vision, targets and the work packages identified in the Bus Service Improvement Plan.

Yours Sincerely,



Adam Barrett
Director
Bland's (Rutland) Ltd



Emma Odabas
Rutland County Council
Catmose
Oakham
Rutland
LE15 6HP

RE: RUTLAND COUNTY COUNCIL – BUS SERVICE IMPROVEMENT PLAN

In response to the National Bus Strategy for England, ‘Bus Back Better’ Rutland County Council has developed a Bus Service Improvement Plan (BSIP) with full consultation and support of all bus operators across the county.

Centrebus fully supports the Council’s BSIP and the measures contained within it. As a bus operator in Rutland, we are making every effort to recover from the Covid Pandemic, we welcome the funding from DfT to help with the recovery and deliver significant improvements to bus services in Rutland and help deliver our ambitious targets on patronage growth, reliability, punctuality, journey times and over passenger satisfaction.

Kind Regards

Andy Cook

Andy Cook
Bus Network Manager
Centrebus & High Peak Buses



Emma Odabas
Transport Operations Manager
Rutland County Council
Catmose House
Catmose Street
Oakham
Rutland
LE15 6HP

27/10/21

Dear Emma

RUTLAND COUNTY COUNCIL - BUS SERVICE IMPROVEMENT PLAN (BSIP)

Thank you for providing Delaine Buses with a copy of the draft of the Authority's BSIP. We are very pleased to support the aims and objectives of this BSIP and look forward to working with you in delivering the plan.

We have welcomed the opportunity to contribute our views and ideas on how to develop and improve bus services and believe that this BSIP provides a significant step in working with the bus operators to make bus travel in Rutland a much more attractive proposition.

Yours sincerely

A Delaine-Smith
Managing Director
Delaine Buses Ltd

Date: 28th October 2021

Crown House
Grantham Street
Lincoln
LN2 1BD

Tel: (01522) 553022
Email: localbus@lincolnshire.gov.uk

Emma Odabas
Transport Operations Manager
Rutland County Council
Catmose House,
Catmose Street,
Oakham
Rutland
LE15 6HP

Dear Emma,

Bus Service Improvement Plan

I am writing on behalf of Lincolnshire County Council in support of the Bus Service Improvement Plan submitted by Rutland County Council to the Department for Transport.

As a neighbouring local Authority, we have worked in partnership with Rutland County Council for a number of years to deliver cross boundary DRT (CallConnect) services and we support the objectives outlined within the Bus Service Improvement Plan.

On receipt of appropriate funding from the Department for Transport, we will work with you and partners to help deliver the vision, targets and the work packages identified in the Bus Service Improvement Plan.

Yours Sincerely,



Paul Sanders
Transport Services, Lincolnshire County Council

Tel: 01522 553022
E-mail: Paul.Sanders@lincolnshire.gov.uk
Web: www.lincolnshire.gov.uk


Date: 12-10-2021
Ref: Rutland CC BSIP

Dear Sir/Madam

Confirmation of support for Rutland Bus Service Improvement Plan

This is to confirm that Vectare Ltd have been engaged with Rutland County Council in the process of developing the Rutland Bus Service Improvement Plan (BSIP) and are fully supportive of its content.

Yours sincerely



Adam Hemingway
Commercial Manager
Vectare Ltd

VECTARE /
Advanced Technology
Innovation Centre,
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