

Rutland County Council

Bus Service Improvement Plan

Annual Update 2022

1. Overview

- 1.1 Rutland published a bus service improvement plan in October 2021
- 1.2 Although Rutland has not received any funding from DfT to deliver its BSIP measures to-date, the County Council remains committed to working in partnership with operators through its Enhanced Bus Partnership to deliver improvements
- 1.3 There have been a number of barriers that have affected the increase of passengers taking journeys by bus in the past 12 months including:
 - Increased fuel costs
 - Driver recruitment & retention
 - On-going effects of the Covid-19 pandemic (government Covid messaging that public transport is unsafe)

2. Council support for local bus services

- 2.1 Throughout the Covid-19 pandemic, the County Council continued to provide support for local bus services by allocating DfT covid-support grant funding such as the Covid Bus Services Support Grant (CBSSG), Bus Service Operators Grant (BSOG) and Local Transport Fund (LTF), and is continuing to reimburse concessionary fares at an elevated rate. However, with rising operational costs in the transport sector and the slow return of passengers to the network, some services are now operating to reduced timetables.
- 2.2 The Council recognises that the pandemic has had an impact on travel habits and that recovery will continue to be slow for the foreseeable future. For this reason, the council has stepped in to bridge essential gaps in the network utilising free in-house minibus journeys to support access to services.
- 2.3 In spite of the barriers affecting bus network recovery, the measures set out in Rutland's BSIP offer opportunities for improvements to the reliability of bus services and passenger satisfaction.

3. Progress

In order to monitor our progress and ultimately the success of the BSIP we have defined a number of targets.

TARGETS	2018/19	2019/20	2020/21	OCT 21-22	2024/25	2029/30
Journey time Services operating with journey times of less than 4 minutes/ mile.	-	-	64%	66%	70%	80%
Reliability improvements % of non-frequent bus services (less than 6 services/ hour) running on time	87%	89%	91%*	91%	95%	98%
Passenger growth (trips pa) % increase on 2021/22 baseline	414,642	389,621	104,142	110,444	25%	40%
Customer satisfaction % point increase in customers satisfied with bus services from 2021/22 baseline	(2016) 49.48%	N/A	N/A	77%	25 pp	40pp

Rutland Council has been working on the detailed targets within the Enhanced Bus Partnership (EP) scheme plan and details of the 6 month progress can be found here <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>