

RUTLAND BUS SERVICE IMPROVEMENT PLAN AND ENHANCED PARTNERSHIP PLAN AND SCHEME - 6 MONTHLY PROGRESS REPORT (AUTUMN 2023 - PUBLISHED OCTOBER 2023)

This report summarises progress made against the key targets and deliverables outlined in the Rutland BSIP and Enhanced Partnership Plan and Scheme.

This document is updated every 6 months, with further detail considered in an annual report, published on the Council website: <https://www.rutland.gov.uk/busserviceimprovementplan>

KEY TARGETS

TARGETS	2020/21	Spring 2023	Autumn 2023	2024/25 TARGET	2029/30 TARGET	Notes
Journey Time Percentage of services operating journey times of less than 4 minutes/ mile.	76%	76%	76%	78%	80%	Based on timetables on 6/10/2023. No change.
Reliability Improvements Percentage of non-frequent	91%	91.7%	88%	95%	98%	Figure based on data gathered during period of 1 st April to

TARGETS	2020/21	Spring 2023	Autumn 2023	2024/25 TARGET	2029/30 TARGET	Notes
bus services (less than 6 services/ hour) running on time						30 th September. Slight reduction.
Passenger Growth Number of passenger trips and percentage increase.	104,142	132,874 (27.6% increase on 2021/2022 baseline)	71,485	25% increase on new 2021/22 baseline.	40% increase on new 2021/22 baseline.	Number of passenger trips between 1 st April – 30 th September. On track. Percentage increase calculated on annual figure.
Customer satisfaction	Not available	98.5%	100%	25 percentage point increase on new 2021/22 baseline.	40 percentage point increase on new 2021/22 baseline.	Figure from last round of customer satisfaction surveys (May/ June 2023). 200 individuals surveyed. 100% rated service 3 or

TARGETS	2020/21	Spring 2023	Autumn 2023	2024/25 TARGET	2029/30 TARGET	Notes
						above for overall satisfaction. On track.

SUMMARY OF OBLIGATIONS ON RUTLAND COUNTY COUNCIL AND OPERATORS

The following matrix summarises the specific interventions that authorities and operators are required to deliver as part of the EP Scheme. Interventions are colour coded to highlight their current status as follows:

- Green – completed
- Amber – in progress or ongoing
- Red – upcoming or overdue delivery date

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
Facilities							
Bus stops							
Develop a bus stop grading mechanism as in section 2.3.2.1 and 2.3.3.2	x	x	30 th June 2022		Completed	30/06/2022	

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
Carry out a bus stop audit as in section 2.3.2.1	x		31 st December 2022		Completed	30/6/2022	
Rank all bus stop and shelters as in section 2.3.2.1	x		31 st December 2022		Completed	30/6/2022	
Deliver bus stop infrastructure improvements as in section 2.3.2.1	x		Up to the end of the 2024/25 financial year		Ongoing		
Prepare and implement a cleaning and maintenance schedule as in section 2.3.2.1	x		30 th June 2022.		Completed schedule	30/06/2022	Implement ongoing maintenance Schedule
Travel hubs							
Upgrade travel information as in section 2.3.2.2	x		30 th June 2022		Completed – Ongoing	30/06/2022	Ongoing update of information
Agree communication mechanism between operators as in section 2.3.2.2 and 2.3.3.3	x	x	31 st March 2023		Completed	Nov 2022	
Real time information							

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
Review of real time information systems and assessment of viability as in section 2.3.2.3	x		31 st December 2023				Carry out review over autumn period.
Measures							
Renumbering services							
Renumber non commercial services as in section 2.3.2.4 and 2.3.3.4	x	x	31 st December 2022	KN	Completed	26/7/2022	New numbering confirmed. Buses to be reregistered
Provide promotion and timetable updates as in section 2.3.2.4	x		31 st December 2022	KN	Completed Ongoing	30/8/2022	Ongoing
Demand responsive transport							
Deliver public road shows as in section 2.3.2.5 and 2.3.3.5	x	x	Minimum of 1 per year over the life of the Scheme	KN			To contact Call connect re road shows
Provide media releases as in section 2.3.2.5	x		Minimum of 1 per year over the life of the Scheme	KN			Transport communications officer recruited. Regular media releases timetabled.

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
Modern and accessible buses							
Carry out a stock take of vehicles in use as in section 2.3.2.6 and 2.3.3.6	x	x	First version no later than 30 th September 2022. Annually thereafter for the life of the Scheme.	RM	Completed	30/06/2022 30/6/2023	Next Audit 1/6/2024
Electric vehicle strategy as in section 2.3.2.6	x	x	31 st March 2025				
Behaviour change							
Provide active travel promotion as in section 2.3.2.7	x		Ongoing through duration of EP Scheme from 31st March 2022				
Provide independent travel training as in section 2.3.2.7	x		Ongoing through duration of EP Scheme from 31st March 2022		Completed - Ongoing	1/5/2022	Ongoing training

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
Safety							
Monitoring of Oakham bus station and Uppingham interchange as in section 2.3.2.9	x		Duration of scheme from 31 st March 2022. Minimum of twice a week at each location.	PD	Completed / ongoing	1/5/2022	Ongoing – continuous inspections twice weekly
Identify safety standards as in section 2.3.2.18 and 2.3.3.7	x	x	31 st December 2022	RM	Complete	22/11/2022	
Simplifying services							
Network design as in section 2.3.2.10 and 2.3.3.8	x	x	31 st March 2024				
Agree timetable schedule as in section 2.3.2.11 and 2.3.3.8	x	x	31 st December 2022	KN PD	Complete		Continuous process
Fares and ticketing							
Review of options for and viability of implementing an electronic ticket machine system as in section 2.3.2.12 and 2.3.3.9	x	x	31 st March 2023	Operator and RCC	Completed	28/2/2023	

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
Investigate viability of standardised age categories for child and youth fares on supported bus services - as in section 2.3.2.12 and 2.3.3.9	x	x	31 st March 2023	Operators and RCC	Completed	28/2/2023	
Implement youth identity card and online application service as in section 2.3.2.12	x		30 th September 2023				Delayed due to re-procurement of card management system. Upgrade & training due to take place October 2023 onwards. Youth card scheme project to be actioned December 23 onwards.
Assess viability and impact of bringing in multi operator/ mode ticketing, value for money fares, daily price caps, frequent traveller incentives and weekly or monthly ticket options on supported bus services - as in section 2.3.2.12 and 2.3.3.9	x	x	31 st December 2023				Review over autumn period.
Produce a position statement on multi operator/ mode ticketing value for money fares, daily price caps, frequent traveller incentives and weekly or monthly ticket options on supported bus services - as in section 2.3.2.12	x		31 st March 2024				

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
<i>Travel incentives and promotions</i>							
Produce an annual promotion and marketing calendar as in section 2.3.2.13	x		30 th April 2023– refreshed on an annual basis thereafter, for the duration of the EP scheme.	PD	Completed	28/3/2023	Next calendar March 2024
Identify opportunities to promote bus services to tourist destinations as in section 2.3.2.13	x		30 th April 2023	PD & KN	Completed	28/3/2023	
Produce promotional materials and timetable booklets as in section 2.3.2.13	x		Ongoing throughout life of EP Scheme, subject to available budget from 31 st March 2022	KN	Ongoing	30/8/2022	Ongoing

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
Promote Traveline as in section 3.2.12	x		Ongoing throughout life of EP Scheme from 31 st March 2022				
Frequency of services							
Undertake passenger demand review as in section 2.3.2.14	x		30 th April 2023	EO & Operators	Completed	28/3/2023	Ongoing
Produce viability report on increasing service frequencies as in section 2.3.2.14 and 2.3.3.10	x	x	30 th April 2024				
Road closures							
Implement a utility permit scheme as in section 2.3.2.15	x		31 st March 2025				
Investigate viability of providing road closure permits to bus operators as in section 2.3.2.15	x		31 st December 2022	AT	Completed	Jan 2023	
Engagement							
Customer satisfaction surveys as in section 2.3.2.16	x		Minimum of 2 per year during life of EP Scheme from 31 st March 2022	RCC	Completed/ Ongoing	Dec 2021 June 2022 Dec 2022 June 2023	Next Dec 2023

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
Hold Rutland Bus Users Panel and Rutland Bus Users Forum as in section 2.3.2.16	x		Twice per year during life of EP Scheme from 31 st March 2022	KN	Closed meeting booked for Aug 22 Open meeting Booked 19/1/2023	22 Aug 2022	Book open meeting
Information provision							
Develop tiered standards for roadside travel information as in section 2.3.2.17 and 2.3.3.11	x	x	30 th June 2022		Completed	30/06/2022	
Develop minimum standards for timetable information as in section 2.3.2.17 and 2.3.3.11	x	x	30 th June 2022		Completed	30/06/2022	
Permit unlimited free travel by RCC bus inspectors as in section 2.3.3.1		x	Ongoing through duration of EP Scheme from 31 st March 2022		Completed	1/05/2022	

Responsibility	Rutland County Council	Operators within EP	Delivery due by	Actioned By	Current Status	Completion Date	Further Action Required
Identify in conjunction with Bus Operators, data requirements as in section 2.3.2.19 and 2.3.3.12	x	x	31 st July 2022		Completed	3/8/2022	