

Rutland County Council
Bus Service Improvement Plan
July 2024

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1. OUR BSIP VISION

1.1 OVERVIEW

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 bus services are 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 cannot 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 over £550,000 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 also travel on the public bus network wherever possible to help sustain the services.

1.2 PROPOSED IMPROVEMENTS

Based on the DfT’s vision, the local context, feedback from residents and discussions with bus operators we have developed a 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.
- Rebranding of services to strengthen the identity of Rutland's services.
- 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.
- Bus stop audits and improvements: Improving the comfort, accessibility and safety of waiting areas.
- Audio and visual on-board announcements: Improving accessibility and information for residents and visitors.
- 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 and improve accessibility.
- Real time information: To improve service information and public confidence.
- 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. 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

1.3 FUNDING

The £739,560 of BSIP+ and Transport (North) funding will deliver all of the measures outlined within this new BSIP (including £210,000 of Integrated Transport Block funding), up to £600,000 of our existing Council revenue budget and up to £300,000 in salary costs (existing). The Levelling Up Funding (LUF) for Rutland and Melton is also providing £3m of transport funding to deliver transport changes including buying new vehicles and to improve bus infrastructure.

1.4 CONTEXT

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, Stamford, 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 many 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.

As such we welcome the BSIP+ funding that can help us to deliver our vision for bus services 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.”

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

Figure 1 - Map of Rutland



1.5 INTEGRATION WITH WIDER STRATEGY (INCLUDING LUF)

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 system¹.

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. The bus network review started in March 2024 and will be concluded by September 2024 with new services in place by September 2025.

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 which was updated in 2022 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. This has included a 10% increase to on and off-street parking fees that was implemented in June 2024.

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 A demand responsive transport system easily bookable via an app.

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: **LINK TO BE PROVIDED BY JAMES COLLIER**

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 Census

	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

The Covid 19 pandemic and resulting lockdown 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 pandemic 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. Passenger levels are now returning to pre pandemic levels.

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-frequent 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).

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.

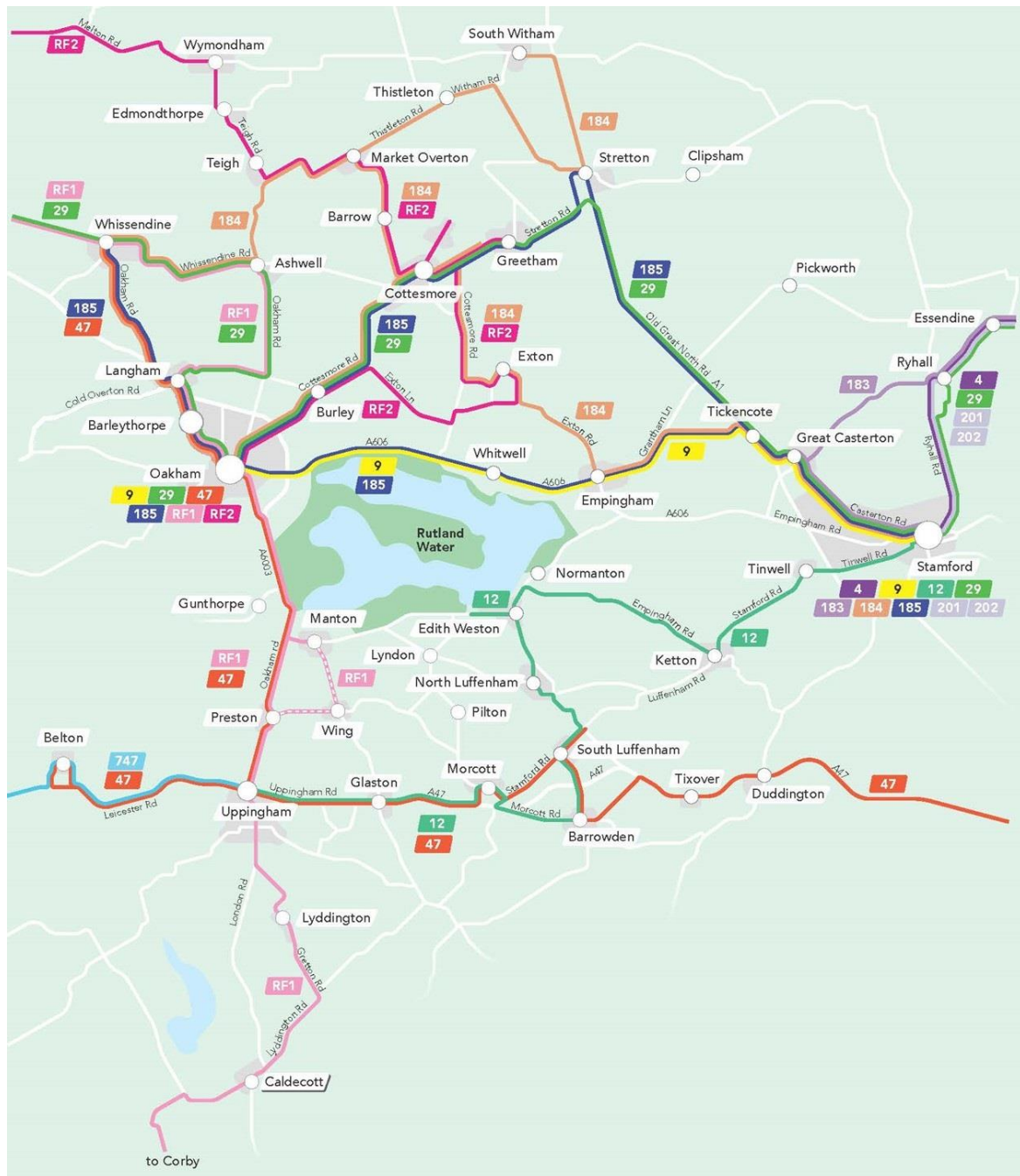
The current conventional local bus services operating in Rutland at the time of writing are shown in Figure 2 and listed in Appendix A (along with information about the service such as frequency, days of operation, financial support and service type). These services can be divided into ‘year-round services’ 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, the supported bus network provides links from Oakham to Stamford; Oakham to Melton and from Melton to Oakham and Uppingham, which extends to Corby. There is also a service between Uppingham and Stamford which covers some of the small villages in Rutland, but these have more limited frequency and operational hours. RCC also part fund the service between Uppingham and Leicester in partnership with Leicestershire County Council.

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 has the only train station within the county. Under cover cycle parking is available at the main Oakham bus terminus 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 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 B.

Figure 2 - Map of bus routes in Rutland



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 several good neighbour schemes operating – offering residents without transport an additional transport option for socially necessary trips.

A brand-new electric minibus for the Uppingham ‘Hopper’ community bus will be introduced during the Summer of 2024. This will include a dedicated electric charger for the minibus which will be installed in Uppingham.

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 an in-house minibus which is operated on a Section 19 permit. This service will also be operated with a brand-new electric minibus during the Summer of 2024, which will be based at Oakham Enterprise Park, together with charging infrastructure.

The electric minibuses for Uppingham and Oakham are part of RCC’s decarbonisation plans for Rutland, to reduce vehicle emissions and improve air quality.

2.2.5 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.

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.

Rutland County Council has used BSIP+ funding to offer free travel during the 2023 festive season and will offer discounted youth travel during the summer holidays in 2024.

2.2.6 TICKETING

At present there is no multi operator ticket scheme operating in Rutland and limited smart ticketing. As it is proposed to replace most of the current bus network in Rutland with a DRT service, which may offer free travel, there is currently no requirement for a multi operator ticket for any remaining fixed route services. Free travel will not be available on any commercial services.

2.2.7 TRAFFIC, CONGESTION AND JOURNEY TIMES

Most 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 most 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.

It is also important to note that although congestion plays an important factor on reliability/punctuality and journey time, for Rutland, bus 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).

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%

2.2.8 PATRONAGE AND TRENDS

Within Rutland passenger trips have remained consistent at 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 75% from 2018/19 levels and circa 73% from 2019/20 levels. Over the last 3 years the figures have been steady at around 175,000 per annum, however this is still approximately 58% down on 2018/19 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. Over the last couple of years the number of trips with an ENCT pass has remained steady at an average of 46,079 trips per annum, however this is still approximately 55% lower than 2018/19 levels.

Table 4 - Total passenger trips by year

	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
TOTAL PASSENGER TRIPS	414,005	414,642	389,621	104,142	175,809	174,485	175,760

Table 5 - Total ENCTS trips by year

	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
ANNUAL ENCTS TRIPS	125,484	102,249	108,495	96,112	35,468	46,467	45,691

2.2.9 INFORMATION PROVISION

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

- Printed information – we produce a countywide bus times booklet and 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.

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.

2.2.10 INFRASTRUCTURE

The council provides and maintains bus stop infrastructure that facilitates passenger transport use. At present, this includes bus stop poles and shelters, information display cases within Rutland. The location of bus stops in Rutland can be found in Appendix B.

2.3 FUNDING

2.3.1 AVAILABLE FUNDING SOURCES

The table below presents the baseline spending on bus services for both capital and revenue headings.

	2022-23		2023-24	
	Revenue	Capital	Revenue	Capital
BUS SERVICE SUPPORT	£704,907		£594,362	
CONCESSIONARY FARES	£249,458		£244,800	
BUS INFRASTRUCTURE		£15,000		£15,000
BSIP CAPACITY GRANT, TICKETING AND FARES	£178,000		£32,000	
TOTALS	£1,132,365	£15,000	£871,162	£15,000

Note: Balance of BSIP+ and BSIP (Transport Network North) £709,560 to be spent in 2024/25 and 2025/26.

A list of bus services operating in Rutland can be found in Appendix A.

Appendix C compares existing provisions with the Bus Back Better objectives.

3 IMPROVEMENT PROGRAMME 2024/25

Total BSIP funding of £739,650 has been awarded to RCC for bus improvements. Due to staff shortages, there have been delays in starting the programme of work. However, the funding proposals (Appendix E) for 2024/25 submitted to the DfT in February 2024 have been reviewed and a revised funding proposal is attached.

In 2023, we provided festive season bus services to the key major cities of Nottingham, Leicester, and Peterborough and this will be repeated in 2024.

The main proposals in 2024/25 are:

- Operate three December shopper services to major cities nearby.
- Free travel on all local bus services during December.
- Free bus travel for young people during the summer holidays and additional bus services during the school holidays.
- Introduction of a countywide DRT service with a trial phase in Spring 2025 with countywide provision by September 2025.
- Bus network review to be completed by September 2024 and free travel for all Rutland residents from September 2025. This will determine the supplementary level of fixed route services to complement the new DRT network at peak times.
- Introduce a countywide brand for all services.

The new arrangements will ensure that people can travel to key destinations for work, health, education, training, leisure and shopping. The DRT proposals are very innovative and considered to be the optimum solution for Rutland given the finite resources available. The DRT service will be provided in partnership with the Melton and Rutland LUF project and therefore includes services to and from Melton Mowbray.

We are working with all bus operators regarding driver recruitment and training. At present the bus operators are reporting no significant difficulty in this area.

4 AMBITIONS AND PROPOSALS

4.1 2025 AND BEYOND

From 2025 onwards, we will endeavour to maintain the hybrid network of DRT and mainstream services. If further funding becomes available our ambitions would be to:

Introduce evening and Sunday services – improve network coverage.

- Improve/replace bus stops and shelters – improve infrastructure.
- Introduce real time information – improve the bus experience.
- Provide a youth ticketing scheme – improvements to fares and ticketing.

- Operate more electric buses – fleet improvements.
- Implement a bus passenger charter – improve the bus experience.
- Continue to fund free fares on the DRT service to 2029 – improvements to fares and ticketing.

5 REPORTING TARGETS, MONITORING AND PERFORMANCE

5.1 TARGETS

It should be noted that the targets outlined within this document are subject to receiving mutual agreement from bus operators and may therefore change during the BSIP period 2024 to 2029.

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

- Journey times;
- Reliability;
- Passenger growth; and
- Customer satisfaction

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

It should be noted, we have not broken our targets down between town and rural areas because of 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.

Appendix D shows the links between deliverables and targets.

5.2 MONITORING AND PERFORMANCE

For the future, success will be reported against each target annually. In addition, Rutland County Council will deploy a bus inspector to carry out spot checks on services with all routes being observed as minimum, once per month.

Overall performance can then be calculated against each target. The data for all targets will be collated and published every 6 months.

As data becomes more readily available on BODS (Bus Open Data Service), we may look to replace, or complement, this method of data collection, with data available from operators on the BODS. The data and outcomes will be reported to the Enhanced Partnership on a quarterly basis.

6 OVERVIEW TABLE

The table below shows the improvements programme to March 2025 and our ambitions from April 2025 onwards.

Improvements programme to 2025								
Scheme category	Title of scheme/measure	Budget/est. cost (£k)			of which BSIP funding (£k)			Notes on funding sources (identifying non-BSIP funding)
		Capital	Revenue	Total	Capital	Revenue	Total	
Bus priority infrastructure	Scheme 1			0			0	
Bus priority infrastructure	Scheme 2			0			0	
Bus service support	Scheme 3: Roll out of the countywide DRT service & supplementary bus network, this will also roll over into 25/26	1,080,000	100,000	1,180,000		100,000	100,000	Vehicle funding from LUF
Bus service support	Scheme 4: Bus network redesign infill services		65,000	65,000		65,000	65,000	
Bus service support	Scheme 5: Introduction of DRT services between Oakham and Melton		453,260	453,260		453,260	453,260	
Bus service support	Scheme 6: Additional Christmas shopper services in December 2024 to Nottingham, Leicester and Peterborough		1,800	1,800		1,800	1,800	
Bus service support	Scheme 7			0			0	
Fares support	Scheme 8: Free fares during December 2024 on all local bus services after 09.30		20,000	20,000		20,000	20,000	
Fares support	Scheme 9: Free fares for young people during school holidays 2024		31,000	31,000		31,000	31,000	
Ticketing reform	Scheme 10			0			0	
Ticketing reform	Scheme 11			0			0	
Other	Scheme 12: Provision of 3 electric buses to operate the free Oakham and Uppingham town services	768,232	68,000	836,232		68,000	68,000	Vehicles funded by LUF

Other	Scheme 13		0	0
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Ambitions and proposals for 2025 and beyond				
NBS objective	Title of scheme or proposal	Additional description	Estimated cost / order of cost (£k)	Costing accuracy rating
Service level and network coverage	Scheme 1: Continue the DRT roll out and operation, expanding the service to evenings and Sunday's		500,000	Low
	Scheme 2			
Bus priority	Scheme 3			
	Scheme 4			
Lower and simpler fares	Scheme 5: Continue free fares on the DRT service		100,000	Low
	Scheme 6: Continue free travel for young people		40,000	Low
Ticketing	Scheme 7			
	Scheme 8		500,000	Low
Waiting and interchange facilities	Scheme 9: Undertake a bus stop audit and make improvements to include accessibility		250,000	low
	Scheme 10			
Bus information and network identity	Scheme 11: Improve passenger information through real time, booklets and the internet		400,000	Low
	Scheme 12			
Bus passenger experience	Scheme 13			
	Scheme 14			
Bus fleet	Scheme 15: Provide 6 more electric vehicles for the DRT service		1,500,000	High
	Scheme 16			
Accessibility and inclusion	Scheme 17			
	Scheme 18			
Longer term network transformation	Scheme 19			
	Scheme 20			



7 APPENDIX A - CURRENT BUS SERVICES OPERATING IN RUTLAND

Service	Route	Service type	Frequency	Supported	Operator	Single	Return	Week	Month
180	Yarwell/Wittering/ Collyweston to Stamford via Great Casterton	Term Time	Less Than Every Two Hours	No	Blands Rutland Ltd	£4.60	£8.90	£26.70	-
182	Stamford to Great Casterton	Term Time (Varies outside of Term Time)	Less Than Every Two Hours	Yes, by Lincs CC	Blands Rutland Ltd	£3.50	£5.40	£17.10	-
183	Stamford to Oakham/Corby Glen/ Colsterworth/Oakham	Term Time	Less Than Every Two Hours	No	Blands Rutland Ltd	£4.60	£8.20	£26.70	-
184	Stamford to Oakham/Exton/ Cottesmore/Empingham	Term Time	Less Than Every Two Hours	No	Blands Rutland Ltd	£4.60	£8.20	£27.60	-
R5	Uppingham to Stamford	Year Round	Two Hourly	Yes	Blands Rutland Ltd	£4.70	£8.70	£31.30	-
185	Stamford to Whissendine/ Oakham/Cottesmore/ Greetham	Term Time (Varies Outside of Term Time)	Less Than Every Two Hours	Yes	Blands Rutland Ltd	£4.60	£8.20	£26.70	-
185*	Oakham to Stamford	Year Round (Saturday Only)	Less Than Every Two Hours	Yes	Blands Rutland Ltd	£4.60	£6.90	-	-
Call Connect (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	-	-
R9	Oakham to Stamford	Year Round	Hourly	Yes	RCC	£0.00	£0.00	£0.00	£0.00

R1	Melton Mowbray to Corby	Year Round	1 – 2 Hourly	Yes	Blands Rutland Ltd	£6.50	£8.40	£45.40	£96.90
29	Essendine to Brooksby College/Melton Vale post-16 Centre	Term Time	Less Than Every Two Hours	Yes	Centrebus	£5.90* whole route	£7.60	£26	£87 whole route
747	Uppingham to Leicester	Year Round	Hourly	Yes	Centrebus	£2.20* Uppingham - Belton and £4.90 for whole route	£4.40 Uppingham – Belton and £7.80 for whole route	£15.40 Uppingham – Belton and £34.30 for whole route (Network Wk £26)	£44 Uppingham – Belton and £87 for whole route
R2	Oakham to Melton Mowbray	Year Round	Two Hourly	Yes	Centrebus	£3.30* Teigh – Oakham and £4.40* for whole route	£6.30 Teigh – Oakham and £7.60 for whole route	£23.10 Teigh – Oakham and £30.80 for whole route (Network Wk £26)	£66 Teigh – Oakham and £87 for whole route (Network Wk £26)
201/202	Bourne to Stamford and Peterborough	Year Round	Hourly	No	Delaine Buses	£3.70	£5.60	£23.50	£84
Hopper	Oakham Hopper	Year Round	Hourly	Yes	RCC	£0.00	£0.00	£0.00	£0.00
R4	Uppingham to Peterborough Schools	Mon – Fri except August and between Christmas/New Year	One full and one short return trip.	Yes (part)	Vectare	£4.60	£8.00	£37	£137

Note: Centrebus and CallConnect are participating in the £2 fare cap and therefore the fares shown are the substantive fares that would normally be charged. These are shown with a * next to the single fare shown in the table above.

8 APPENDIX B – BUS STOP LOCATIONS

Bus stop location map

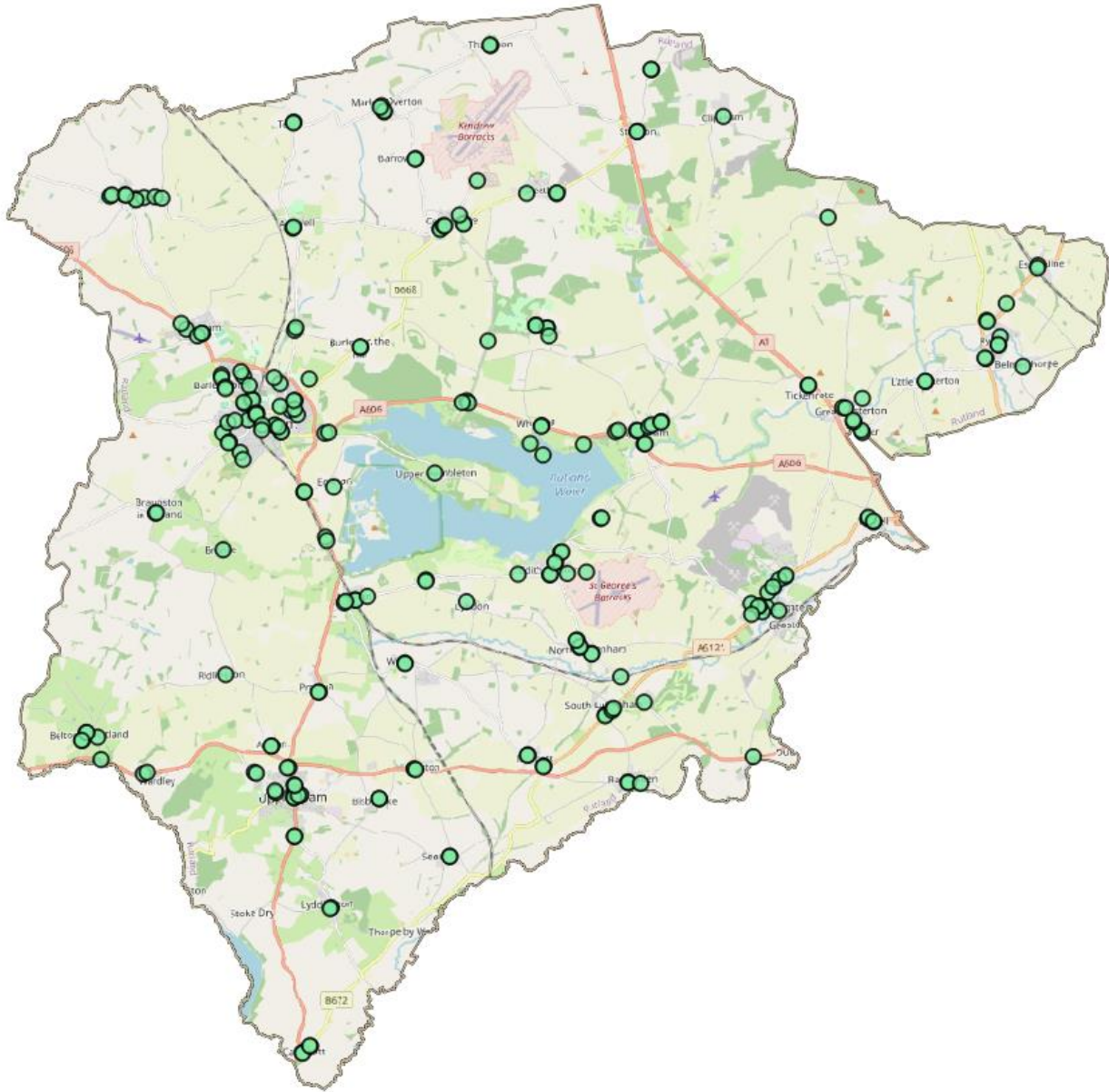


Table of bus stop locations

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 – COMPARISON OF EXISTING PROVISIONS WITH BUS BACK BETTER

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

A red, amber, green (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 ² with some parts of the county unserved by a scheduled bus provision.
Bus priority measures	There are currently no bus priority lanes or other bus priority measures within the county
Demand responsive services	Demand responsive transport (under the name CallConnect) is available in the east of the county. As part of the Bus Network Review, a new countywide DRT service will be introduced in Rutland during 2025. This will ensure that the whole of Rutland will have access to bus service.
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 the main bus terminus in Oakham, 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. The new countywide

² Defined as less than 6 buses per hour.

	DRT service will simplify the current bus network making it easier for existing and new users to understand.
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 which the new countywide network will address.
Superbus networks	Rutland does not have a Superbus network.

Fares and ticketing

Area and RAG rating	Notes
Low fares	<p>Fares are moderate due to the associated operating costs of services in Rutland – which result from:</p> <ul style="list-style-type: none"> • Longer, cross county journey lengths; • Low patronage on services; • Low population along routes; and • High proportion of passengers are concessionary travel pass holders. <p>Centrebus and the CallConnect DRT service are taking part in the £2 bus fare cap scheme which is due to run until 31st December 2024.</p>
Simple fares	Charges and age brackets for child and youth fares varies across operators. There are no daily price caps or flat rate fares, with the exception of those operators participating in the £2 bus fare cap scheme.
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. The new countywide DRT service will be operated with brand new Euro VI minibuses and the 'Hopper' services in Oakham and Uppingham will be operated by brand new electric minibuses.

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 wheelchair 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 exist at the main Oakham bus terminus, but safety measures are limited at other stops and on-board buses.
Buses for tourists	Onwards travel information is provided at the main Oakham bus terminus. 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	As part of the Bus Network Review, 3 brand new electric minibuses have been purchased and will be used on the 'Hopper' services in Oakham town centre and the 'Hopper' community bus which operates in Uppingham. In addition, 8 diesel minibuses are being purchased to operate the countywide DRT service. The diesel buses are Euro VI, which are the highest emission standard vehicles currently available.

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. It is proposed to introduce a network brand for the new countywide DRT service, which will include vehicle branding and associated publicity material as detailed below. This will not apply to commercial local bus services.
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; and • Electronic information displays at the main Oakham bus terminus and Uppingham interchange.

10 APPENDIX D – 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	x
Decarbonisation: Electric 'Hopper' services in Oakham and Uppingham.			x	x
Travel incentives & promotions: Annual promotions calendar including free or discounted travel campaigns.			x	x
Enhanced frequency of services: Explore opportunity for more evening and Sunday services to meet our residents' needs.			x	x
Simplifying services: Streamlining services delivered by multiple operators.	x	x	x	x
Promotional materials: Enhanced promotion and marketing to raise awareness of existing, new and enhanced services and travel incentives.			x	x
Simplifying ticketing and growing youth patronage: Seek to simplify			x	x

	Quicker journey times	Reliability improvements	Increase passenger numbers	Improved customer satisfaction
ticket options and age brackets and implement a youth travel id card.				
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
Audio and visual on-board announcements: Improving accessibility and information for residents and visitors.			x	x
Real time information: To improve service information and public confidence.			x	x
Bus stop and interchange monitoring: enhanced staffing presence to improve perceived and actual passenger safety.			x	x

11 APPENDIX E – FUNDING PROPOSALS 2024/25

Please refer to separate document which details the funding proposals for 2024/25.

12 APPENDIX F –DRAFT BUS PASSENGER CHARTER

Working with the local bus operators as part of the Enhanced Partnership, RCC will produce a 'Bus Passenger Charter' which will include guidelines and principles designed to ensure that bus passengers receive a high standard of service. This will include the following key points:

- Reliability and Punctuality – ensuring all services operating within Rutland adhering to published timetables as closely as possible.
- Accessibility – buses should be accessible to all passengers including those with disabilities and additional assistance should be provided if required – e.g. the deployment of wheelchair ramps.
- Safety and Security – passenger safety and security should be a top priority and measures in place to ensure a secure environment. This should also include the waiting facilities provided at key stops (bus shelters).
- Cleanliness – all buses should be kept clean to ensure a pleasant environment for all passengers.
- Information – clear and accurate information about services should be readily available and advance information given if there are any temporary changes to services e.g. roadworks.
- Customer service – staff should be courteous, helpful and trained to assist passengers.
- Feedback and Complaints – passengers should have easy ways to provide feedback both positive and negative and these should be addressed promptly within agreed timescales.
- Fares and Ticketing – fare structures should be transparent and fair, with multiple fare options.
- Environmental Impact – bus operators should take steps to ensure drivers minimise their environmental impact e.g. engines switched off if waiting at key terminals.

13 APPENDIX G – LINKS WITH LTP AND OTHER PLANS

Appendix G below shows how the Local Transport Plan links with other policies at RCC. As well as the Bus Service Improvement Plan, this also includes the Bus Network Review which will form the basis of the new countywide DRT service for Rutland. This will also link into the Levelling Up Funding which is providing the capital funding to purchase the new minibuses which will be used on the DRT service and the town centre services operating in Oakham and Uppingham.

