

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 minibuss 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 |
|---|------------------|---------|---------|---------|---------|
| <b>Journey time</b><br>Services operating with journey times of less than 4 minutes/ mile.                      | -                | -       | 64%     | 70%     | 80%     |
| <b>Reliability improvements</b><br>% of non-frequent bus services (less than 6 services/ hour) running on time  | 87%              | 89%     | 91%*    | 95%     | 98%     |
| <b>Passenger growth (trips pa)</b><br>% increase on 2021/22 baseline  | 414,642          | 389,621 | 104,142 | 25%     | 40%     |
| <b>Customer satisfaction</b><br>% point increase in customers satisfied with bus services from 2021/22 baseline | (2016)<br>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 4<sup>th</sup> 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 4<sup>th</sup> 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 system<sup>1</sup>.

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".

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<sup>1</sup> 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.

## 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

|   | <b>Rutland</b> | <b>UK</b>   |
|---|----------------|-------------|
| 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         |
| <b>Driving a car or van</b>                 | <b>57.62</b>   | <b>54.5</b> |
| 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.

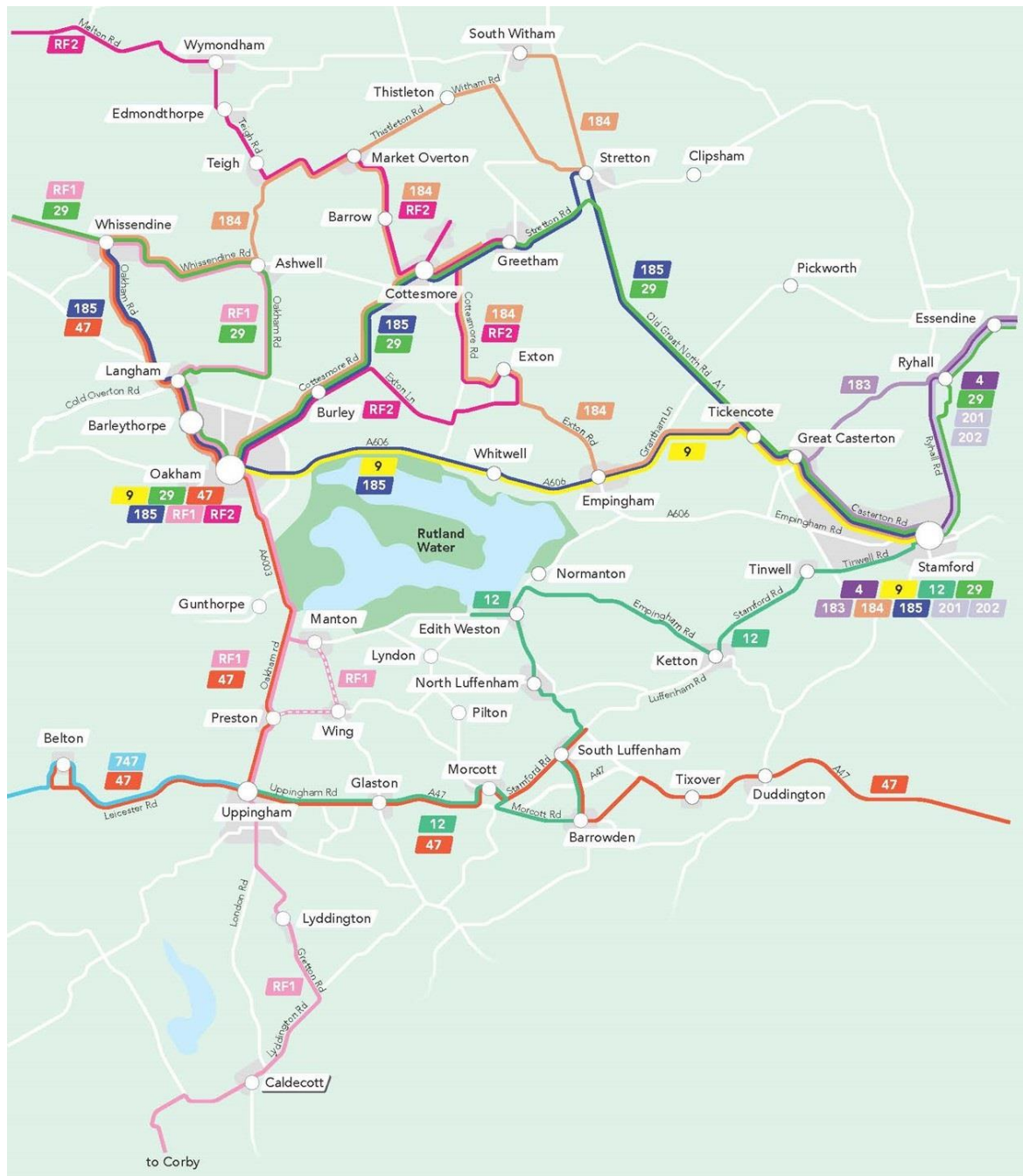
In Rutland, the supported bus network provides links from Oakham to Stamford; Oakham to Melton and from Melton to Oakham and Uppingham, which extends to Corby. There is also a service between Uppingham and Stamford which covers some of the small villages in Rutland, but these have more limited frequency 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.

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### **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.

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### **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.

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### **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 <sup>4</sup> | 2020 <sup>5</sup> | %                   |
| 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) <sup>1,2,3,4</sup> | Change in last year |
|---|---------------------|
|   |                     |

|                      | 2016        | 2017        | 2018        | 2019 <sup>5</sup> | 2020 <sup>6</sup> | %             |
|----------------------|-------------|-------------|-------------|-------------------|-------------------|---------------|
| <b>England</b>       | <b>45.9</b> | <b>46.9</b> | <b>47.3</b> | <b>44.0</b>       | <b>35.3</b>       | <b>-19.8%</b> |
| <b>East Midlands</b> | <b>32.1</b> | <b>33.7</b> | <b>34.6</b> | <b>32.1</b>       | <b>26.0</b>       | <b>-19.0%</b> |
| <b>Rutland</b>       | 11.8        | 11.7        | 12.4        | 12.2              | 12.1              | <b>-0.8%</b>  |

## 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 |
|------------------------------|---------|---------|---------|---------|---------|---------|---------|
| <b>TOTAL PASSENGER TRIPS</b> | 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 |
|---------------------------|---------|---------|---------|---------|---------|---------|---------|
| <b>ANNUAL ENCTS TRIPS</b> | 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        |
| <b>BUS SERVICE SUPPORT</b>                      | £704,907          |                | £594,362        |                |
| <b>CONCESSIONARY FARES</b>                      | £249,458          |                | £244,800        |                |
| <b>BUS INFRASTRUCTURE</b>                       |                   | £15,000        |                 | £15,000        |
| <b>BSIP CAPACITY GRANT, TICKETING AND FARES</b> | £178,000          |                | £32,000         |                |
| <b>TOTALS</b>                                   | <b>£1,132,365</b> | <b>£15,000</b> | <b>£871,162</b> | <b>£15,000</b> |

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   |
|---------------------------------|---|---|---|--|---|
| <b>Journey time</b>             | 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). |
| <b>Reliability improvements</b> | 87% of non-frequent bus services (less than 6 services/ | 89% of non-frequent bus services (less than | 91%* of non-frequent bus services (less than 6                      | 95% of non-frequent bus services (less than 6 services/  | 98% of non-frequent bus services (less than 6 services/   |

|                              | hour) running on time   | 6 services/ hour) running on time | services/ hour) running on time | hour) running on time (a 4 percentage point increase on 2020/21 figures). | hour) running on time (a 7 percentage point increase on 2020/21 figures). |
|------------------------------|---|-----------------------------------|---------------------------------|---|---|
| <b>Passenger growth</b>      | 414, 642  | 389,621 trips                     | 104,142                         | 25% increase on new 2021/22 baseline.                                     | 40% increase on new 2021/22 baseline.                                     |
| <b>Customer satisfaction</b> | <b>2016 data</b><br>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 |
|-------|-----------|--|---|---|

| <b>Ambitions and proposals for 2025 and beyond</b> |   |                               |  |                                |
|--|---|-------------------------------|--|--------------------------------|
| <b>NBS objective</b>                               | <b>Title of scheme or proposal</b>  | <b>Additional description</b> | <b>Estimated cost / order of cost (£k)</b> | <b>Costing accuracy rating</b> |
| 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/<br>Collyweston to Stamford<br>via Great Casterton | Term Time                                     | Less Than Every<br>Two Hours                     | No                  | Blands Rutland<br>Ltd        | £4.60  | £8.90  | £26.70 | -     |
| 182                               | Stamford to Great<br>Casterton                                       | Term Time (Varies<br>outside of Term<br>Time) | Less Than Every<br>Two Hours                     | Yes, by<br>Lincs CC | Blands Rutland<br>Ltd        | £3.50  | £5.40  | £17.10 | -     |
| 183                               | Stamford to<br>Oakham/Corby Glen/<br>Colsterworth/Oakham             | Term Time                                     | Less Than Every<br>Two Hours                     | No                  | Blands Rutland<br>Ltd        | £4.60  | £8.20  | £26.70 | -     |
| 184                               | Stamford to<br>Oakham/Exton/<br>Cottesmore/Empingham                 | Term Time                                     | Less Than Every<br>Two Hours                     | No                  | Blands Rutland<br>Ltd        | £4.60  | £8.20  | £27.60 | -     |
| R5                                | Uppingham to Stamford  | Year Round                                    | Two Hourly                                       | Yes                 | Blands Rutland<br>Ltd        | £4.70  | £8.70  | £31.30 | -     |
| 185                               | Stamford to Whissendine/<br>Oakham/Cottesmore/<br>Greetham           | Term Time (Varies<br>Outside of Term<br>Time) | Less Than Every<br>Two Hours                     | Yes                 | Blands Rutland<br>Ltd        | £4.60  | £8.20  | £26.70 | -     |
| 185*                              | Oakham to<br>Stamford  | Year Round<br>(Saturday Only)                 | Less Than Every<br>Two Hours                     | Yes                 | Blands Rutland<br>Ltd        | £4.60  | £6.90  | -      | -     |
| <b>Call<br/>Connect<br/>(DRT)</b> | Rutland to Stamford  | Year Round                                    | N/A  | Yes                 | CallConnect                  | £4.80* | £7.70  | -      | -     |
| <b>CC9</b>                        | Rutland to Stamford  | Year Round                                    | Less Than Every<br>Two Hours<br>(Saturdays Only) | Yes                 | CallConnect                  | £4.80* | £7.70  | -      | -     |
| <b>4</b>                          | Grantham to Stamford   | Year Round                                    | Two Hourly                                       | No                  | CallConnect<br>Fixed Service | £5.50* | £8.70  | -      | -     |
| <b>R9</b>                         | Oakham to Stamford   | Year Round                                    | Hourly   | Yes                 | RCC                          | £0.00  | £0.00  | £0.00  | £0.00 |

|                |  |  |                                     |            |                    |   |  |   |   |
|----------------|--|--|-------------------------------------|------------|--------------------|---|--|---|---|
| <b>R1</b>      | Melton Mowbray to Corby                                  | Year Round   | 1 – 2 Hourly                        | Yes        | Blands Rutland Ltd | £6.50   | £8.40  | £45.40  | £96.90  |
| <b>29</b>      | 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   |
| <b>747</b>     | 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              |
| <b>R2</b>      | 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) |
| <b>201/202</b> | Bourne to Stamford and Peterborough                      | Year Round   | Hourly                              | No         | Delaine Buses      | £3.70   | £5.60  | £23.50  | £84   |
| <b>Hopper</b>  | Oakham Hopper  | Year Round   | Hourly                              | Yes        | RCC                | £0.00   | £0.00  | £0.00   | £0.00   |
| <b>R4</b>      | 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*

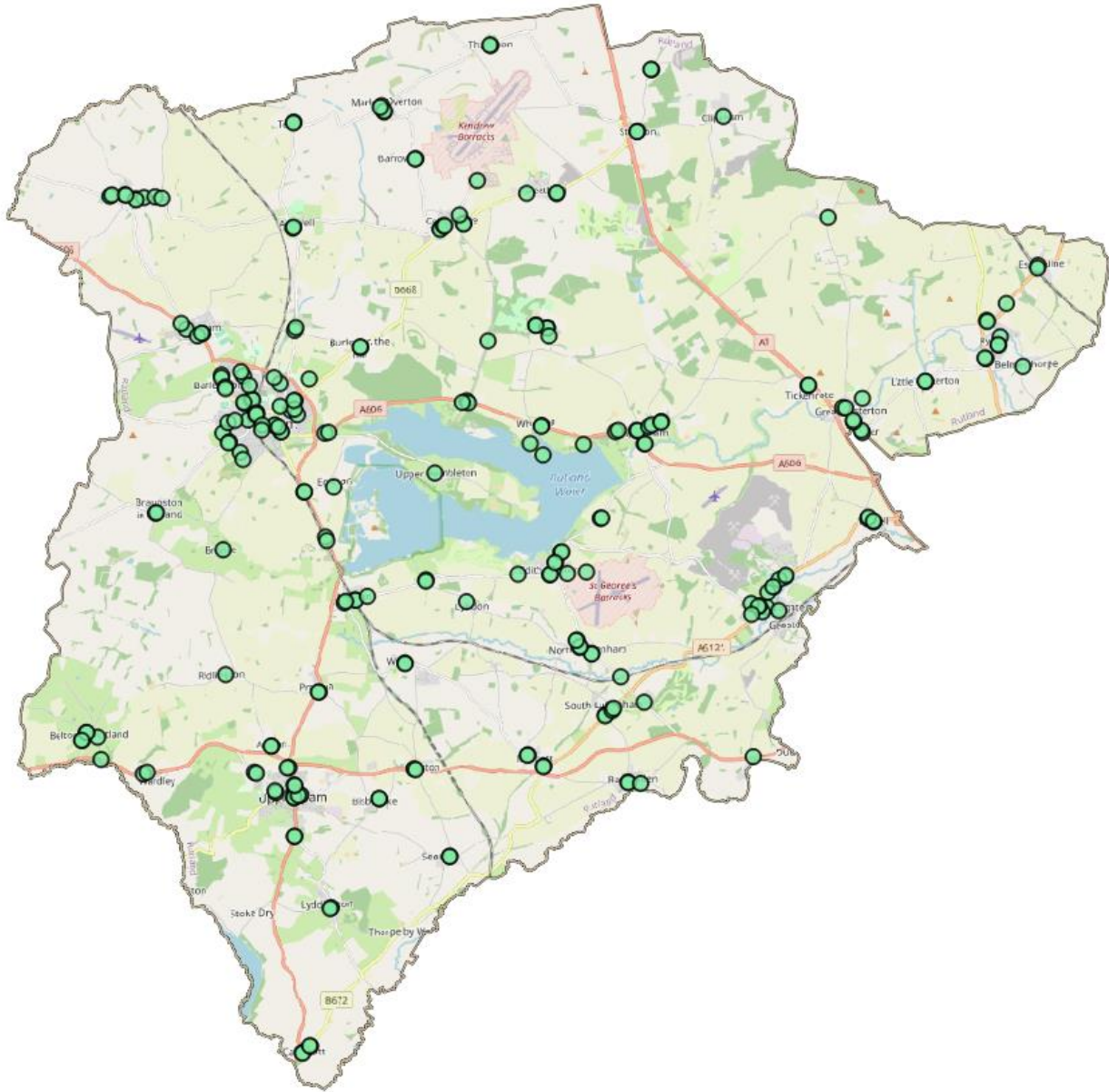


Table of bus stop locations

| <b>Area</b>          | <b>Stop Location</b>                         |
|----------------------|--|
| 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 <sup>2</sup> 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          |

<sup>2</sup> 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.  |
| <b>Socially necessary services</b> | 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. |
| <b>Superbus networks</b>           | Rutland does not have a Superbus network.   |

### Fares and ticketing

| <b>Area and RAG rating</b>                                  | <b>Notes</b>  |
|---|---|
| <b>Low fares</b>  | <p>Fares are moderate due to the associated operating costs of services in Rutland – which result from:</p> <ul style="list-style-type: none"> <li>• Longer, cross county journey lengths;</li> <li>• Low patronage on services;</li> <li>• Low population along routes; and</li> <li>• High proportion of passengers are concessionary travel pass holders.</li> </ul> <p>Centrebus and the CallConnect DRT service are taking part in the £2 bus fare cap scheme which is due to run until 31<sup>st</sup> December 2024.</p> |
| <b>Simple fares</b>   | 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.  |
| <b>Integrated ticketing between operators and transport</b> | 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

| <b>Area and RAG rating</b>      | <b>Notes</b>   |
|---------------------------------|--|
| <b>High specification buses</b> | 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. |

|  |  |
|--|--|
| <b>Accessible and inclusive bus services</b> | 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.                     |
| <b>Personal safety of bus passengers</b>     | CCTV and lighting exist at the main Oakham bus terminus, but safety measures are limited at other stops and on-board buses.  |
| <b>Buses for tourists</b>                    | 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.  |
| <b>Decarbonisation</b>                       | 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

|                          |   |
|--------------------------|---|
| <b>Passenger charter</b> | 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. |
| <b>Network identity</b>  | 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.   |
| <b>Bus information</b>   | Information is provided as follows: <ul style="list-style-type: none"> <li>• Printed information and timetables;</li> <li>• Information panels at bus stops;</li> <li>• Online on the RCC website;</li> <li>• Via promotion of Traveline; and</li> <li>• Electronic information displays at the main Oakham bus terminus and Uppingham interchange.</li> </ul>  |



## 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.

|  | <b>Quicker journey times</b> | <b>Reliability improvements</b> | <b>Increase passenger numbers</b> | <b>Improved customer satisfaction</b> |
|--|------------------------------|---------------------------------|-----------------------------------|---------------------------------------|
| 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                                     |

|   | <b>Quicker journey times</b> | <b>Reliability improvements</b> | <b>Increase passenger numbers</b> | <b>Improved customer satisfaction</b> |
|---|------------------------------|---------------------------------|-----------------------------------|---------------------------------------|
| 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.

