



Improvements to bus services

Nottingham City Council



Legacy of bus investment

Nottingham has built an enviable public transport network consisting of the tram and high quality bus network. The nine year old Nottingham Express Transit (NET) tram has exceeded all its key targets and been heralded as the most successful light rail project in the UK.

Nottingham has bucked the downward trend of bus decline in most cities, with consistent growth over the past ten years – from an already high base – aligned with high levels of accessibility and affordable fare structures. This has been delivered by progressive forward thinking, working in partnership with local bus operators and innovative funding packages.

Nottingham benefits from two award winning bus operators with high quality standards including large modern and low floor fleets. The City Council has invested in a programme of improvements including:

Infrastructure	<ul style="list-style-type: none"> ■ Designated bus priority and whole corridor treatments at congestion hotspots. ■ Optimised traffic signal timings, junction improvements and traffic management measures. ■ New/upgraded bus shelters at the majority of main stops complete with lighting, information and CCTV facilities. ■ City-centre wide Statutory Quality Bus Partnership Scheme is driving up quality standards and making efficient use of high demand city centre bus stops.
Integration	<ul style="list-style-type: none"> ■ 34 fully supported and partnership funded Linkbus services integrated with commercial bus network and NET line one tram, park and ride sites, car parks, local centres and employment sites. ■ 7 Park and Ride sites (2 bus based) with 5,000 places and a further two P&R in development linked to NET Phase Two. ■ Improved pedestrian and cycling links to public transport connections. ■ 400,000 Nottingham Citycard smartcards in circulation offering users travel, retail and leisure benefits.
Information	<ul style="list-style-type: none"> ■ Provision of approximately 900 real time and electronic displays at bus stops/shelters, bus stations, local centres and business parks. ■ Coordinated multi-operator information: route maps, connection guides and printed and electronic journey planning advice including smartphone apps. ■ Half-million pound refurbishment of Broad Marsh Travel Information and Ticket Centre offering cycle storage and hire, Shopmobility, waiting areas with seating, heating, vending and refreshment facilities, lockers, lighting, CCTV, 24 security, electronic departure boards and journey planning kiosks.

Recent developments

Integrated ticketing solutions

Using the Nottingham Local Sustainable Transport Fund (LSTF) investment the existing Kangaroo was developed into a multi-operator season ticket scheme for adults, under 18s and students covering one, three six, 12 months and academic year passes.

The new season ticket smartcards (launched in January 2012) offer passengers' unlimited travel across local bus, tram and train services operating within the Kangaroo area is bringing invaluable integration across different transport services allowing passengers to



access jobs, education and other services. Not only that, the Kangaroo smartcards speed up boarding times helping to improve bus punctuality. To date over 23,000 passes (across all variants) have been sold, equivalent to 2.2 million days of travel. Monitoring also shows 35% of tram journeys took place with Kangaroo smartcards demonstrating high transfer of passenger journeys across different modes.

Integration across modes

In order to grow sustainable transport mode share we recognise the need to improve integration between cycle, rail and local bus and tram services. 12 Citycard cycle hubs have been introduced using LSTF funding at all P&R sites, bus and rail stations and key points across the city centre. Citycard holders can access secure own bike parking facilities. A Citycard Cycle Hire scheme with 300 bikes and docking stations is in development providing an integrated solution that promotes sustainable travel for residents, commuters and tourists.



Low carbon public transport fleet

Nottingham leads the way with operating buses in a sustainable way. We are the only city in the UK which has operated ethanol buses and last year saw the introduction of the city's first fully electric buses on the free Centrelink service. Since April 2012, 553,852 passenger trips have been recorded on the Centrelink and since its creation (2009) over 1.6 million passengers have used the service. The electric buses have reduced carbon emissions by 30 tonnes.

What's planned?

Nottingham is investing in a number of high profile projects over the next couple of years which will deliver a truly world-class integrated transport system. Not only will these projects contribute to the city's growth, attract inward investment, and increase local employment and regeneration opportunities, but also make Nottingham one of the most integrated transport networks in the country outside London:

- A 32km NET tram system with lines connecting at a world-class redeveloped Station;
- Nottingham's Linkbus electric fleet will be the largest in the county with over 40 electric buses now on order, complete with a network of fast charging points across the City for all operators to use.
- Investment in our smartcard systems, all operator ITSO compliance by September 2013, ePurse functionality and a retail network with online payment facilities, ticket vending machines/kiosks along tram platforms and at 500 key bus stops will support flexible and efficient integrated public transport journeys;
- Improvements to ten premium bus corridors enhancing the customer experience through bus priority, traffic management, signalling and bus lane enforcement measures and improved waiting facilities e.g. real time electronic displays, CCTV and lighting at stops.



How are we delivering improvements?

The City has pioneered innovative bus improvement measures through long lasting and strong partnership working arrangements with local operators and partners such as the Greater Nottingham Transport Partnership and Highways Agency.

As a result we have one of the best bus networks in the county. To offer bus passengers the highest level of quality for their journey and to attract continued bus passenger growth, we need to continuously invest in making improvements.

Nottingham is safe guarding its legacy in bus improvement through the introduction of the UK's only Workplace Parking Levy (WPL) scheme. The £16 million revenue generated in the Levy's first two years of operation is being reinvested directly into funding local transport improvements. This local investment is helping to lever in funding through external programmes such as the LSTF, Better Bus Areas and Green Bus Funds. Including major transport programmes (NET tram; station redevelopment, City Deal projects and major highway schemes), the level of investment in Nottingham is in the region of £750 million – a scale which far out performs our counterparts.

Our clear transport vision will help Nottingham reinforce its position as a leader in public transport and support the economic growth of the city: essential for improving quality of life, as more and more people travel on buses, trams, trains and walk and cycle to get to their places of study or work.

Results

Patronage: 78 million bus passenger journeys, 10% of them being on the fully branded Linkbus tendered network

Carbon emissions: Lowest carbon emissions of all Core Cities and continued downward trend

Accessibility: 95% of households are within 30 minutes travel time of the city centre and key services (12% due to the Linkbus network)

Sustainable mode share: 39% (up from 34% in 2006)

Reliability: 99% of scheduled services operating

Journey time: Average 1 minute saving in all scheduled journey times from 31 to 30 minutes resulting from the Country's first city-centre wide statutory quality partnership

Punctuality: 95% of buses starting route on time and 91% of non frequent services on time at timing points

Satisfaction: 91% of residents are satisfied overall with local bus services with 68% satisfied with value for money offered by bus services (Bus Passenger Focus Survey 2012)