

# North East Lincolnshire's Bus Service Improvement Plan Quarterly Progress Report: March 2024

## General Update

Welcome to the first Bus Service Improvement Plan (BSIP) Quarterly Progress Report for 2024. Since the last progress report, North East Lincolnshire Council and Stagecoach East Midlands continue to work in an Enhanced Partnership to ensure successful delivery of BSIP measures, and other public transport improvements.

In early January 2024, the Department for Transport (DfT) released guidance for local authorities to update their 2021 Bus Service Improvement Plans. An action was placed on the Council to update the Bus Service Improvement Plan by 12 June 2024, and to include the following in the update:

- **Updating the baseline to 2023/24** – Updating the 2021 BSIP's account of current situation to reflect all developments since 2021, and highlighting achievements made in progress with the delivery of locally-driven change through the Enhanced Partnership.
- **Setting out the improvement programme for the 2024/25 financial year** – To reflect the known funding envelope of BSIP funding and all other funding sources for BSIP delivery.
- **Getting ready for 2025 and beyond** – Refreshing the plan's ambition and content to set out a high quality and flexible pipeline of prioritised proposals for the four years 2025/26 to 2028/29, nested within the BSIP's overall 10 year plus vision, attractive to funders, and ready for delivery as opportunities for funding arise.



The 2021 BSIP document can be found on the Council's website, until June 2024, where it will be replaced by the 2024 updated version: <https://www.nelincs.gov.uk/streets-travel-and-parking/highways-projects/business-cases-and-funding-bids/>

To date, the spend on BSIP projects totals £814,816.74 from a budget of £1,729,533 (including BSIP+) for the current financial year.

Due to a delay in the bus priority delivery, the Council are seeking approval from the DfT for the capital funding to be carried over to the 2024/25 financial year, and where required, reallocated to other schemes. In addition, the BSIP+ funding (£280,128 revenue), is additional to the original BSIP funding, and was received in November 2023. With this in mind, the DfT do not expect the Council to spend all BSIP+ funding by the end of the financial year.



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## Delivery of BSIP measures

The following measures are being delivered as part of this year's BSIP programme:



**Bus priority measures** – Through the Enhanced Partnership, discussions are underway regarding the proposed bus priority measures. While these discussions are ongoing, Equans is mobilising, where possible, for the delivery of priority measures.

**Acceleration of traffic signal priority programme** – Traffic Signal Priority equipment has been installed at 16 junctions within the borough. The supplier, Swarco, and the organisation delivering the back-office systems, R2P, are collaborating so the junctions are live and delivering bus priority by the end of March 2024.

**Fare capping by day / week** – The Council are consulting with the DfT regarding the delivery of the fare capping scheme. Subject to approval from the DfT, the 'Tap on, Tap off' technology will be targeted for delivery in the second half of 2024.

**Bus service alterations** – Stagecoach are continuing to deliver quality bus services within North East Lincolnshire, with ongoing BSIP support for the 3 September 2023 service alterations.

**Acquisition & deployment of CCTV units** – The Council's Security Team continues to monitor the four new CCTV cameras within the Riverhead.

**Discounted fares for young people** – With support from the BSIP, Stagecoach continues to deliver the discounted youth MegaRider ticket at £10 for those under 19 years of age. Additional to this discount, the Partnership has reintroduced the student HolidayRider at £1.50 a day, reduced from the normal price of £2.70 a day for under 19s. The Partnership sought inspiration from the success of the 2012 HolidayRider, which Stagecoach worked with the Youth Action Group to create.

**Real time bus information** – In the last Progress Report it was confirmed that the first 10 new TFT displays had been installed in the Riverhead bus shelters, and at the time of writing February's report, a further 11 TFT displays have been installed across the bus network.

**Enhanced parking enforcement** – Two new Parking Enforcement Officers have been appointed. They will target the main bus network and stops to reduce the impact of illegally parked vehicles on journey times and make it easier for people to use bus stops.



**Monitoring & evaluation** – The Transport Focus survey closed in December 2023, and the Council are awaiting the full results from the survey. To monitor the ongoing progress of the BSIP, the Council have committed to take part in the 2024 Transport Focus surveys.



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**BSIP+** – Using BSIP+ funding, Stagecoach commenced delivery of the £1 Leisure & Shopper ticket on 12 November 2023. The special offer ticket is available Monday – Friday after 6pm and all-day weekends. So far, Stagecoach have seen a 31% increase in passenger numbers at these times of the week compared to before the introduction of the promotional fare. Due to the success of the scheme so far, it has been extended until June 2024.

## Communications



### Return of the Young Persons HolidayRider

From this February half-term, the HolidayRider will return and will be available for anyone under 19 years of age to receive unlimited bus travel for just £1.50 a day.

The HolidayRider ticket is available to buy on board, online or on the Stagecoach app. It can be purchased the day after school ends for the holiday until the day before school resumes, starting on Saturday 10 February, at the beginning of this half term break.

The HolidayRider scheme first launched in 2012 and during that summer over 21,630 tickets were sold, equating to a total saving of £30,282 for young people. The current Young Person Day Rider fare costs £2.70 meaning young people will save £1.20 per a ticket during the holidays.

To read more about the scheme, please click [here](#).

### The £1 Leisure & Shopper Ticket is extended

North East Lincolnshire Council and its delivery partner, Equans, are delighted to announce an extension to the capped £1 bus fare across the borough.

The scheme will now be in place until end of June 2024, and subject to funding, may be extended further.

Available to both adults and children, this wonderful offer enables you to travel anywhere in North East Lincolnshire for just £1, all day on weekends and after 6pm Monday to Friday, so you can get out and about to beat those winter blues for less.

To read more about the scheme, please click [here](#).

### Future Good News Opportunities

The following good news opportunities are anticipated in the upcoming weeks:

- Continued promotion of the £1 bus fare.
- Good news press release for the updated BSIP, including a snapshot of the public survey results.
- Once complete, a press release promoting the results of the Transport Focus survey.
- Press release for the delivery of additional junctions with Traffic Signal Priority technology.
- Good news story for the delivery of additional RTI displays and the enhancement of existing displays.
- Good news story for the appointment of additional CEO.
- Continued promotion of the fare initiative schemes being delivered locally.

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## Passenger satisfaction

As part of the BSIP monitoring, Transport Focus have been commissioned to conduct surveys with local bus passengers. Passengers are randomly selected and asked for their views on the local bus services. The snapshot below shows the satisfaction data to date.

Item	2019 Data	2019 Average for England	BSIP 2024/25 Target	Results so far
Overall Satisfaction	90%	89%	92%	85%↓
Satisfaction with value for money	72%	64%	77%	72%
Satisfaction with bus stop	N/A	N/A	TBC	78%
Satisfaction with journey time	89%	85%	90%	86%↓
Satisfaction with punctuality	79%	74%	82%	79%
Satisfaction with driver	79%	76%	82%	87%↑

Please note, these results only include surveys completed to the end of December 2023. Transport Focus released the full survey results for North East Lincolnshire in March 2024; therefore another Progress Report will be circulated to highlight the results of the survey.

A more in depth look at some of the key Transport Focus questions is presented at the end of this update.

## Next Steps

All BSIP schemes will continue to be mobilised, and relevant good news and communications will be delivered, as outlined above.

A Progress Report will be published in the coming weeks and will show the results of the Transport Focus surveys, following this, the next Progress Report will be published in June 2024.

Should you wish to access previous progress reports, they can be found on the council's website, under the National Bus Strategy at <https://www.nelincs.gov.uk/streets-travel-and-parking/highways-projects/business-cases-and-funding-bids>

In addition to the continued delivery of 2023/24 measures, as listed in December's addition of the Progress Report, the Enhanced Partnership are preparing for the delivery of the 2024/25 measures.

As referenced in December's Progress Report, The DfT have announced 'Network North' funding to support bus services, with North East Lincolnshire Council receiving an indicative allocation of £893,000 for the 2024/25 financial year. The Enhanced Partnership is discussing plans for this funding and will submit details to the DfT for how this funding is to be utilised by the end of February 2024. Further details regarding the 'Network North' funding will included in the next update in May 2024.

**For any queries, comments or suggestions related to the BSIP, please contact:**

**Lani Lamming, Enhanced Bus Quality Partnership Co-ordinator, (lani.lamming@nelincs.gov.uk), or email the team at transport@nelincs.gov.uk.**



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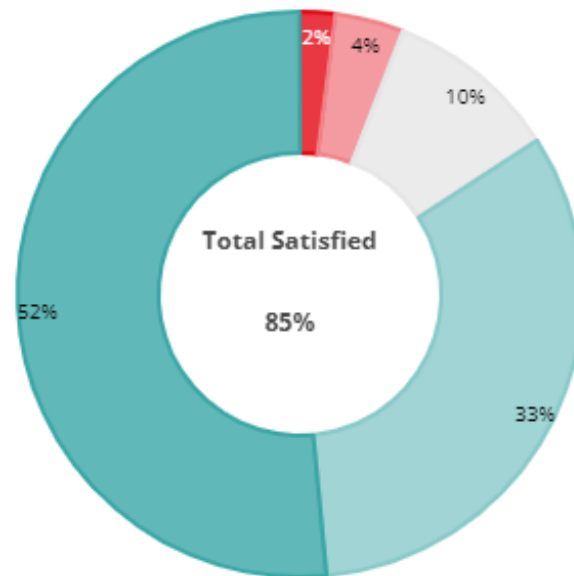
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The following slides are taken from the Transport Focus local bus satisfaction survey.

Q9. How satisfied were you with your bus Journey? (Year to Date)

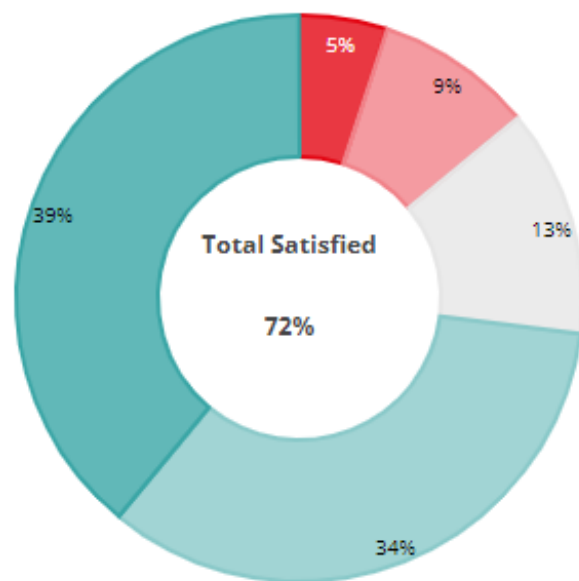


- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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Q10A.How satisfied were you with the value for money of your journey? (Year to Date)



- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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Q8r1-Q8r5. How satisfied were you with each of the following during the journey? (Year to Date)

