

# Bus Service Improvement Plan

October 2021

[www.northnorthants.gov.uk](http://www.northnorthants.gov.uk)

# Document Version Control

Author (Post holder title): Chris Wragg, Transportation & Development Manager

Type of document: Policy

Version Number: 1.0

Document File Name: BSIP 2021 North v1.0

Issue date: 29.10.21

Approval date and by who (CMT / committee): Delegated approval

Document held by (name/section): Chris Wragg, Transport Planning & Development

For internal publication only or external also?: External

Document stored on Council website or Intranet?: Website

Next review date: October 2022

## Change History

Issue	Date	Comments
0.1	27/9/21	
0.2	8/10/21	
0.3	17/10/21	
0.4	19/10/21	
0.5	21/10/21	
0.6	25/10/21	
0.7	27/10/21	
0.8	28/10/21	
1.0	29/10/21	

NB: Draft versions 0.1 - final published versions 1.0

## Consultees

Internal	External
EAP	
Cabinet Member	

## Distribution List

Internal	External
	Public

## Links to other documents

Document	Link
Bus Passenger Survey (Autumn 2019)	<a href="https://www.transportfocus.org.uk/publication/bus-passenger-survey-autumn-2019-report/">https://www.transportfocus.org.uk/publication/bus-passenger-survey-autumn-2019-report/</a>
North Northamptonshire Joint Core Strategy 2011-2031, the Part 1 Local Plan	<a href="http://www.nnjpu.org.uk/publications/docdetail.asp?docid=1573">http://www.nnjpu.org.uk/publications/docdetail.asp?docid=1573</a>

Document	Link
Northamptonshire Transportation Plan (March 2012) - the current Local Transport Plan for North Northamptonshire	<a href="https://www.northamptonshire.gov.uk/councilservices/northamptonshire-highways/transport-plans-and-policies/Pages/local-transport-plan.aspx">https://www.northamptonshire.gov.uk/councilservices/northamptonshire-highways/transport-plans-and-policies/Pages/local-transport-plan.aspx</a>
Northamptonshire Bus Strategy (April 2018)	<a href="https://www.northamptonshire.gov.uk/councilservices/northamptonshire-highways/transport-plans-and-policies/Documents/Northamptonshire%20Bus%20Strategy.pdf">https://www.northamptonshire.gov.uk/councilservices/northamptonshire-highways/transport-plans-and-policies/Documents/Northamptonshire%20Bus%20Strategy.pdf</a>

## Additional Comments to note

-

# Contents

## Contents

Document Version Control.....	2
Change History .....	2
Consultees.....	2
Distribution List.....	2
Links to other documents.....	2
Additional Comments to note .....	3
Contents .....	4
1.0 Overview .....	5
2.0 Current bus offer to passengers.....	7
3.0 Headline targets .....	9
4.0 Delivery .....	12
5.0 Reporting.....	24
6.0 Overview table .....	25
7.0 Glossary of terms .....	28
Appendix A – Outline funding template for BSIP .....	29
Appendix B – Classification of commercial services by service level tier .....	31
Appendix C – Reducing the impact of roadworks.....	33

# 1.0 Overview

1.1 This is North Northamptonshire Council’s first Bus Service Improvement Plan (BSIP). It is produced in accordance with guidance published by the Department for Transport.

1.2 The Plan covers the whole of the North Northamptonshire Council area. The map below shows the area covered.

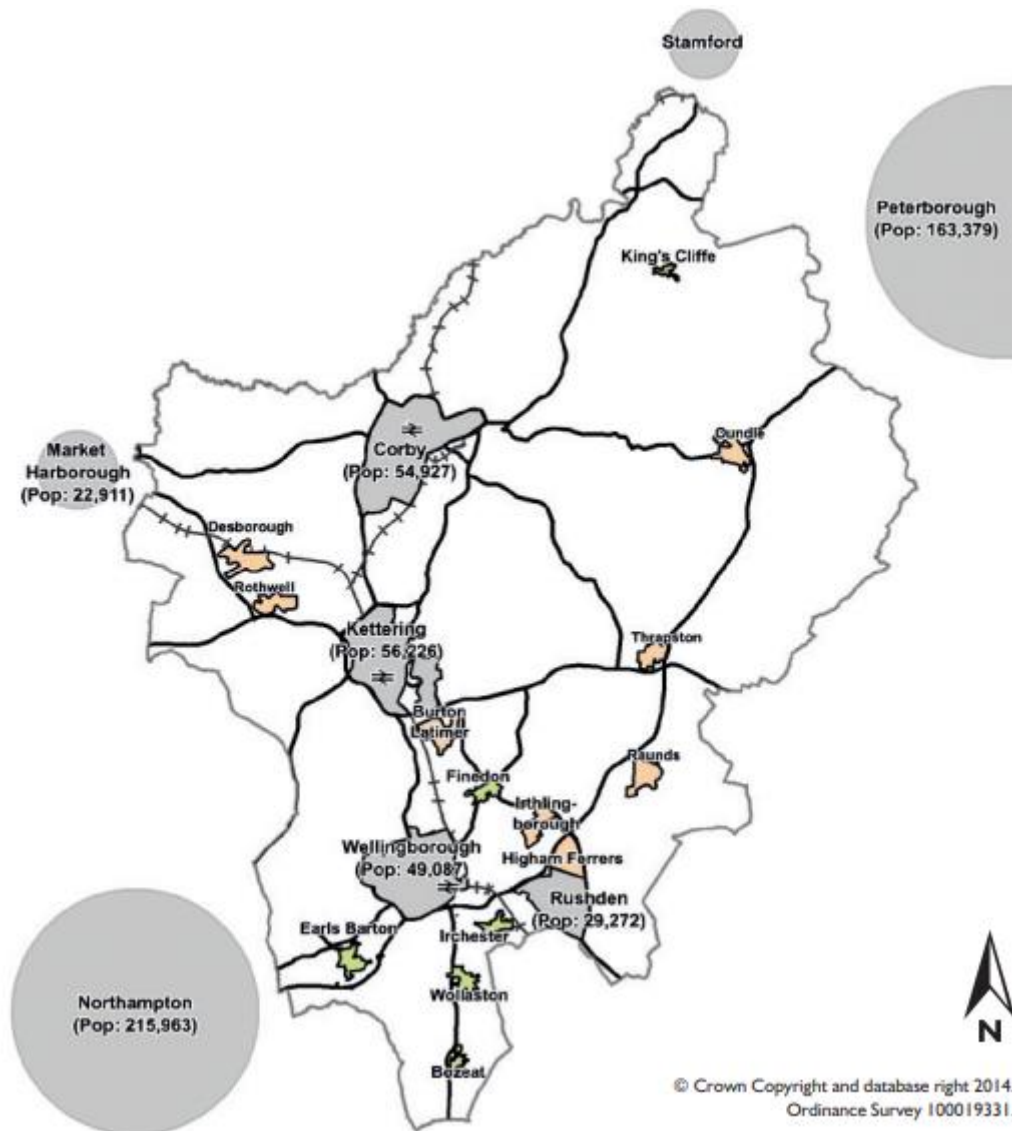


Figure 1 - The North Northamptonshire Council area

1.3 This Bus Service Improvement Plan has been produced following the publication of the Government’s National Bus Strategy for England ‘Bus Back Better’ in March 2021. The Plan sets out North Northamptonshire Council’s policies for improving bus services in its area and will be implemented through an Enhanced Partnership with local bus operators, which is to be formed by April 2022.

1.4 North Northamptonshire Council is a new unitary authority, only formed in April 2021. North Northamptonshire Council is the local transport authority (LTA) for its area and the local highway authority responsible for the majority of the area’s roads. Whilst we have inherited the Local Transport Plan of our predecessor, Northamptonshire County Council, we intend to review those policies in light of our own emerging wider policies and key issues, such as transport decarbonisation. The timescales which have been set for production of this first Bus Service Improvement Plan mean that it precedes that wider review of our transport policies.

1.5 This first Bus Service Improvement Plan therefore represents our initial proposals over a medium-term timeframe of around three to five years. It has been informed by the results of a public consultation during September and October 2021 which also provides detailed comments for used in the further study work which is proposed in this plan. While the plan explores funding options with regard to the restoration of a bus subsidy budget, formal decisions on these will need to be taken through our budget setting process.

1.6 This plan will be developed further through annual reviews alongside the development of our Local Transport Plan and other policies, with the intention of placing the improvement of bus services within a much longer-term, wider-ranging policy context. Future Plans will also reflect the ongoing development of our Enhanced Partnership with local bus operators and the development of detailed implementation plans for bus service improvements.

## 2.0 Current bus offer to passengers

2.1 The population of North Northamptonshire is 354,477 (mid-2019 estimate). The area is polycentric, with more than half the population in the four largest towns of Kettering (population 56,266, 2011 census), Corby (54,297), Wellingborough (49,128) and Rushden (29,272). The remainder of the population live in smaller towns and villages.

2.2 Reflecting the polycentric nature of the area, less than half of North Northamptonshire's bus patronage is on urban services within the main towns, with the majority of passengers being conveyed on the inter-urban and rural services which link the various towns and the surrounding villages. Many of the villages do not have access to a bus service.

### ***Analysis of existing local bus services compared to BSIP outcomes***

2.3 The modest size of even North Northamptonshire's larger towns means that the prospective catchment of any one urban service is relatively small and consequently only in Corby are town services found with a more than half-hourly frequency. Few of these routes have an evening or Sunday service.

2.4 The commercial core of the North Northamptonshire bus network is really represented by the inter-urban routes, which includes services crossing the local authority boundary to Bedford, Northampton, Market Harborough and Peterborough. This is a reflection of both the polycentric nature of the area, and the heritage of urbanised small towns and villages along the A6 corridor, which were the historic home of the boot and shoe industry.

2.5 The majority of the inter-urban links in North Northamptonshire have at least a half-hourly service frequency, although this is often achieved by two inter-worked services which allow for variation in the villages served en route. Many of these routes have a Sunday service, although evening services are more limited.

### ***LTA financial support for bus services***

2.6 North Northamptonshire Council does not currently have a budget for subsidising public bus services. The financial difficulties which faced its predecessor, Northamptonshire County Council, in 2018/19 meant that councillors were forced to remove bus subsidy budget, despite an initial desire to retain it in part following the results of the budget consultation. The ongoing financial pressure and the transformation surrounding the formation of a new unitary authority mean it has not previously been possible to consider reinstating a bus subsidy budget.

2.7 Mindful of the opportunities created by the National Bus Strategy and the public desire to see bus services return to communities which have lost them, the Council is exploring the restoration of a bus subsidy budget as one of the options for consultation in its draft budget proposals for 2022/23 and beyond.

2.8 Despite the loss of a bus subsidy budget, a number of services have continued to be supported through a combination of town and parish council funding, Section 106 developer funding and government grant funding and we will want to, where we can, continue with this approach. With the Section 106 funding coming to an end, a number of these services have only continued to operate thanks to the Supported Bus Service Funding received from the Department for Transport in 2020-21 and the Council funding the remaining small shortfall in 2021-22 using one off monies from other transport budgets.

2.9 The services which are currently supported are as follows:

- 8 Kettering – Geddington – Corby
- 16 Brambleside – Kettering – Thrapston – Raunds
- W8 Wellingborough – Bozeat (from November 2021)

- Welland Wanderer Corby – Market Harborough
- X3 Corby – Thrapston (continues to Cambridge commercially)
- X46 Northampton – Wellingborough – Raunds (evening and Sunday journeys)

2.10 In addition, the Village Hopper service between Wollaston and Northampton is currently procured by a consortium led by Cogenhoe & Whiston Parish Council.

### ***Other factors which affect the use of local bus services***

2.11 North Northamptonshire has both large towns and small market towns, offering a range of retail and convenience stores, which are supported by local parking, most of which is operated by North Northamptonshire Council. The table below shows the number of spaces in town centre off-street car parks, together with an indication of the charging policy which applies:

<b>Town</b>	<b>Number of Council owned spaces</b>	<b>Number of Privately owned spaces</b>	<b>Monday to Friday daytime parking charge</b>
Burton Latimer	181	-	Free
Corby	858	474	Free - £10.00
Desborough	101	-	Free
Irthlingborough	59	-	Free
Kettering	715	305	£1.00-£6.00
Oundle	85	-	Free
Rothwell	96	-	Free
Rushden	663	-	Free
Thrapston	290	-	Free
Wellingborough	1637	-	Free

*Table 1 - Town centre car parking*

2.12 Current local transport authority spending on parking enforcement is £0.176m. Enforcement is mostly provided by West Northamptonshire Council pending the splitting of the service. In addition, parking enforcement within Kettering is provided by North Northamptonshire Council Civil Enforcement Officers as part of their wider enforcement role, and separate spending figures for their time spent on parking enforcement are not available.



## 3.0 Headline targets

### ***Targets for journey times and reliability improvements***

3.1 Transport Focus’s national Bus Passenger Survey in Autumn 2019 found punctuality to be the third highest priority for passengers. In the Autumn 2017, Northamptonshire Bus Passenger Survey, described in section 3.7 below, whereas 85% of passengers were satisfied with the journey time of the bus, only 68% of passengers were satisfied with the punctuality of their bus services. Despite this, in 2020/21, buses in Northamptonshire were only late on average less than 8% of the time taking into account punctuality both at the origin and intermediate timing points indicating that, whilst having room for improvement, buses can be said to be reliable in most parts of this area.

3.2 Data from our Real Time Passenger Information system shows that journey time reliability is an issue on certain corridors, meaning that it would be difficult for operators to schedule a more reliable service by increasing journey times due to the variability of journey times from one day to the next. Not only will addressing journey time reliability influence punctuality, but it enables a more efficient scheduling of services and will increase customer confidence and satisfaction, which in turn increases the attractiveness of the bus network to current and potential passengers.

3.3 We will use data from our Real Time system to monitor both journey times and journey time reliability. As explained in Section 4 below, we will focus our initial measures around bus priority on improving journey time reliability. The table below shows our targets for journey times and journey times reliability, based around the service level tiers described in section 4.9 below.

<b>Target</b>	<b>Baseline</b>	<b>Target for 2022/23</b>	<b>Target for 2023/24</b>	<b>Target for 2024/25</b>
Journey time - % change in end-to-end journey time of Tier 1 and Tier 2 Services indexed at 100% in 19/20	100% (2019/20)	+/- 0%	+/- 0%	+/- 0%
Reliability - % of days on which journeys can be completed within 10% of the average journey time of Tier 1 and Tier 2 services	92.31% (2019/20)	92.31%	93.5%	94.5%

*Table 2 - Journey Time and Journey Time Reliability Targets*

### ***Targets for passenger growth and customer satisfaction***

3.4 The North Northamptonshire Joint Core Strategy 2011-2031, the Part 1 Local Plan for the area, was adopted in July 2016 in order to alleviate the effects on the transport network of the significant new developments, including Sustainable Urban Extensions, proposed, it includes challenging, but realistic, targets to increase levels of modal shift away from the private car towards other forms of travel, including public transport, cycling and walking. The following modal shift targets, based on 2001 census data, are set for 2031:

- A reduction of 5% in single occupancy car journeys to work from the existing built-up areas of the Growth towns (Corby, Kettering, Rushden, Wellingborough) and Market towns (Burton Latimer, Desborough, Higham Ferrers, Irthlingborough, Oundle, Raunds, Rothwell, Thrapston); and
- A reduction of 20% in single occupancy car journeys to work from new developments compared to adjoining wards.

3.5 These targets are embedded in the Northamptonshire Transportation Plan (March 2012), which forms the current Local Transport Plan for North Northamptonshire. The Northamptonshire Bus Strategy (April 2018), which forms part of the Local Transport Plan suite of documents, identifies that to meet these

targets it would be necessary for bus patronage to rise by 50% from the 2012 baseline figure of 20.5m passengers per annum. As bus use actually declined 15% overall between 2012/13 and 2019/20, to achieve these targets will require a 70% increase between the pre-Covid baseline of 2018/19 and 2031/32.

<b>Year</b>	<b>Northamptonshire Bus Patronage (million passenger journeys per annum)</b>
2003/04	15.5
2004/05	16.8
2005/06	17.7
2006/07	18.9
2007/08	19.2
2008/09	19.4
2009/10	19.7
2010/11	19.1
2011/12	19.8
2012/13	20.5
2013/14	19.5
2014/15	18.3
2015/16	18.5
2016/17	19.2
2017/18	18.5
2018/19	18.0
2019/20	17.4

**Table 3.2 – Northamptonshire Bus Patronage 2003/04 – 2019/20**

3.6 Because North Northamptonshire is a newly-formed unitary authority, historic data for bus patronage is not readily available at authority level. Pending the disaggregation of former Northamptonshire data sets, we have initially expressed our targets as a percentage based on the 2018-19 baseline, the last year before figures were affected by Covid (albeit that the impact on 2019-20 data was quite small). Going forward, we intend to use the patronage data which we already collect for concessionary fares as our measurement of patronage growth, which will necessitate adding child data to the data on concessionary travellers and adult fare-payers we already collect. This should minimise the additional data-gathering burden on operators.

<b>Year</b>	<b>North Northamptonshire Bus Patronage Targets (as % of 2018-19 baseline)</b>
2018/19 (baseline)	100
2021/22	64
2022/23	76
2023/24	88
2024/25	100
2025/26	110
2026/27	120
2027/28	130
2028/29	140
2029/30	150
2030/31	160
2031/32	170

*Table 3 - Bus Patronage Targets*

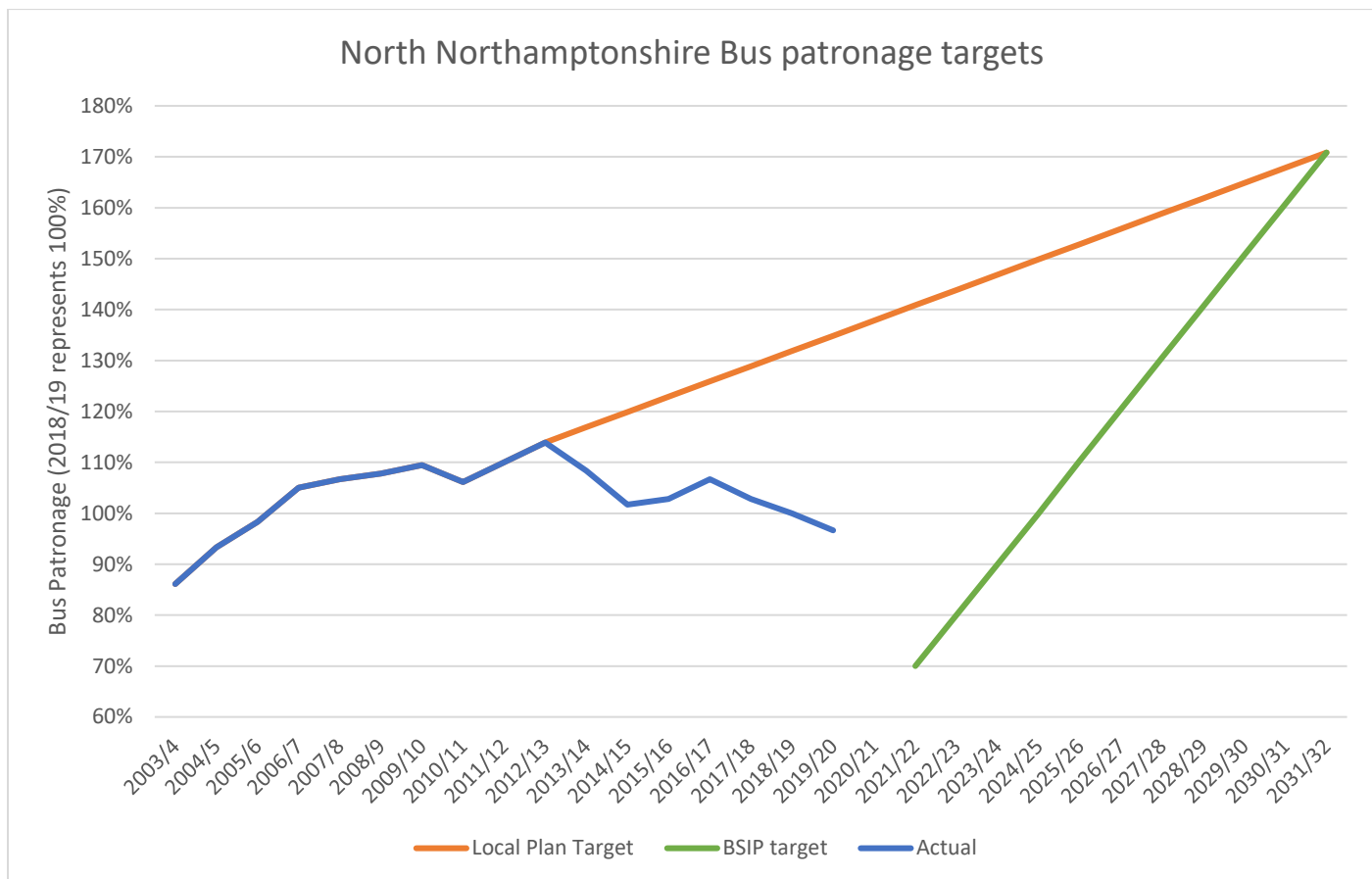


Figure 2 - Bus Patronage Targets

3.7 The most recent service of bus passenger satisfaction covering North Northamptonshire formed part of the Transport Focus Bus Passenger Survey in Autumn 2017. The results, which were for the whole of the then Northamptonshire County Council area, showed that:

- 87% of passengers were satisfied with their overall journey
- 68% of passengers were satisfied with the punctuality of the bus
- 85% of passengers were satisfied with the journey time of the bus
- 64% of passengers were satisfied with the value for money of their journey

3.8 We intend to participate in future similar surveys undertaken by Transport Focus, which are intended to be undertaken six-monthly to tie in with the reporting on Bus Service Improvement Plans. Our overall target for bus satisfaction is for this to reach 90% by 2024/5 and for it be maintained at or above this level going forward.

Year	North Northamptonshire Passenger satisfaction targets (% of passengers)
Autumn 2017 (baseline)	87 (Northamptonshire)
2022/23	88
2023/24	89
2024/25	90

Table 4 - Passenger Satisfaction Targets

## 4.0 Delivery

4.1 The North Northamptonshire Joint Core Strategy and Northamptonshire Transportation Plan contain ambitious targets for increasing bus use that would see bus patronage rise by 50% between 2012 and 2031. As bus use actually declined overall between 2012 and 2019, to achieve these targets will require a 70% increase between the pre-Covid baseline of 2018/19 and 2031/32.

4.2 Covid-19 has had a significant impact on the bus industry. At the height of the first lockdown in spring 2019, the number of people using local bus services declined to 15% of normal passenger numbers. Since that time passenger numbers have increased, reduced and increased again during the various cycles of relaxation and restriction. At the time of writing, October 2021, overall patronage on local bus services has recovered to around 65% of pre-Covid levels. However, this figure disguises significant variation among different types of passenger, with around 68% of fare-paying adults, 84% of child passengers and 53% of concessionary pass holders compared to the pre-Covid situation.

4.3 To date, the number of passengers being carried has remained below the level required for bus services to be financially viable. In order to allow a comprehensive network of services to continue operating, Government has provided financial support to the local bus industry, initially through the Covid-19 Bus Service Support Grant and currently through the Bus Recovery Grant. In addition, Northamptonshire County Council (until March 2021) and North Northamptonshire Council (since April 2021) have continued to reimburse local operators for concessionary fares at pre-pandemic levels.

4.4 The current government support through the Bus Recovery Grant will continue until March 2022. By that time, it is hoped that there will have been a further significant recovery in patronage, however, the risk remains that services will not have returned to commercial viability by that date. It is likely that support will still be required from Government beyond March 2022. Based on the patronage targets we have set in section 3 above, which aim to achieve a return to pre-Covid patronage levels during 2024/5, we have estimated that the following sums would be required.

<b>Funding</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
Estimated revenue requirement for Government support for loss of patronage	£2.300m	£1.200m	£0.150m	-

*Table 5 - Estimated requirement for Government support for loss of patronage*

### **Service network review**

4.5 This section of the plan reviews the existing service network, and the likely scope for expansion of commercial services to serve new developments. The potential restoration of services to communities which do not currently have one is dealt with in sections 4.63 to 4.71 below.

4.6 The current bus service network in North Northamptonshire reflects the results of a number of service reviews over the last twenty years. In addition to historically strong corridors such as the A45 - Raunds – Higham Ferrers – Rushden – Wellingborough – Northampton and through the A6 towns north and south of Kettering, the X4 corridor linking Northampton and Peterborough via Wellingborough, Kettering and Corby has been developed using initial Government kick-start funding as a principal link between the largest three North Northamptonshire towns. New commercial links, such as Desborough to Corby and Burton Latimer to Wellingborough, have been established – sometimes using initial S106 developer funding – to provide regular services where one had not previously existed, either for many years or possibly ever.

4.7 Most of the minor route variations which once existed have been removed, producing a simpler service network, with most commercial services operating to a standard route at least hourly. Where variations do exist, they strike a good balance between simplicity and ensuring communities receive the service they need. A good example of this is services 17-19, which pre-Covid provided a 20-minute frequency Monday –

Saturday daytime service between Kettering, Rothwell and Desborough, with service 18 continuing hourly to Market Harborough and service 19 continuing hourly to Corby.

4.8 Since deregulation in 1986, North Northamptonshire has seen very little head-to-head competition between operators on the same route, and currently there has been no such competition for some years. The only competition which exists is where two operators share a common section of route as part of a service to different destinations.

4.9 Having reviewed the current network, we consider that it strikes an appropriate balance between costs of operation and likely patronage levels over the 3-5 year timeframe of the current Bus Service Improvement Plan. Likewise, we consider that the current Monday – Saturday daytime frequencies, with some adjustments to return services to pre-Covid levels, will be sufficient although we do consider that there are some gaps in evening and Sunday services on both urban and inter-urban routes which are worth filling.

4.10 We have defined services standards for the urban and inter-urban route networks, reflecting what we consider to be a reasonable level of evening and Sunday service provision relative to different levels of Monday to Saturday daytime service. It is likely that all Rural Tier 4 and some Rural Tier 3 or Urban Tier 3 services would need to be wholly subsidised.

<b>Service level</b>	<b>Monday to Saturday - daytime</b>	<b>Monday to Saturday - evening</b>	<b>Sunday - daytime</b>
Urban Tier 1	At least every 15 minutes	At least every 30 minutes	At least every 30 minutes
Urban Tier 2	At least every 30 minutes	Based on evidenced need	Based on evidenced need
Urban Tier 3	Hourly or infrequent or Demand Responsive Transport	None	None
Inter Urban Tier 1	At least every 30 minutes	At least hourly	At least hourly
Inter Urban Tier 2	At least hourly	Based on evidenced need	Based on evidenced need
Rural Tier 3	At least 2-hourly	None	None
Rural Tier 4	Infrequent or Demand Responsive Transport	None	None
Industrial Estate service	As justified	As justified	As justified
Academic service	Monday to Friday term time only	None	None

Table 6 - Commercial service level tiers

4.11 The classification of commercial services into these categories is given in Appendix B.

4.12 For the commercial network, this represents the current daytime frequency, except in a number of instances where frequency has reduced (particularly on Saturdays) since the onset of the Covid pandemic, and we would expect frequencies to return to pre-Covid levels as patronage returns to former levels:

- 1 Welland Vale – Corby Town Centre – Taunton Avenue (Monday to Saturday)
- 2 Priors Hall – Corby Town Centre – Great Oakley – Kettering Town Centre (Saturdays)
- 3 Shire Lodge – Corby Town Centre – Danesholme (Monday to Saturday)
- 47 Wellingborough – Finedon – Kettering (Saturdays)
- 48 Wellingborough – Irthlingborough – Finedon – Kettering (Saturdays)
- X4 Northampton – Wellingborough – Kettering – Corby – Oundle – Peterborough (restore half-hourly frequency over Kettering – Corby section)
- X46/X47 Northampton – Wellingborough – Rushden – Raunds (Saturdays)

4.13 There are a number of instances, however, where the services standards would require the introduction of evening or Sunday services where these do not currently exist. We will work with operators to determine whether these service enhancements can be delivered through the Enhanced Partnership or will require subsidy:

- 1 Welland Vale – Corby Town Centre – Taunton Avenue (evening services)
- 3 Shire Lodge – Corby Town Centre – Danesholme (evening and Sunday service)
- X47 Northampton – Wellingborough – Raunds (evening service to operate over whole route)
- 49/50 Kettering – Rushden (enhance Sunday service to hourly)

As no wholly urban route in North Northamptonshire currently has an evening service, we consider that a half-hourly frequency on any new routes that are introduced is the most that could be justified at present.

4.14 We will examine the public transport accessibility of tourist destinations within North Northamptonshire, and any improvements needed, through our forthcoming Visitor Economy Strategy.

4.15 While we consider that the current commercial network and frequencies are appropriate in the short-term, North Northamptonshire is a growing area and much housing development is underway which will require either the urban bus networks to be extended beyond their current boundaries or inter-urban routes to be diverted. This will be done through a combination of existing and new services. Where existing services are extended or diverted, this may often require service frequencies to be increased to accommodate the additional patronage and provide an attractive option for those living in the new developments. The need for additional services in addition to the current commercial network is dealt with in sections 4.63 to 4.71 below.

4.16 We have secured very significant Section 106 developer funding obligations towards these bus service improvements, with more than £8 million secured from developments across North Northamptonshire. Such funding has already been used to provide services to new developments such as Priors Hall at Corby and Glenvale Park and Stanton Cross in Wellingborough, while services will be introduced to the Corby West urban extension and Hanwood Park at Kettering as development progresses at those locations.

4.17 Services to the smaller towns will also benefit from service improvements. In partnership with the operator, the Council has been developing a corridor between Corby, Thrapston and Huntingdon with Section 106 contributions. Whilst Covid-19 has clearly hampered its performance, this is already showing signs of recovering back to its pre-Covid position and we intend to continue promoting this service. In general, the Council considers links to regional destinations outside the Council area to be worth exploring where Section 106 or other funding gives us the opportunity to do so and we have been keeping an interested eye on work being undertaken by England's Economic Heartland on regional bus service opportunities.

4.18 On the funding table which forms Appendix A, we have assumed a nominal £900k of Section 106 contributions in each of the years 2022/23-2024/25 for new services, together with £136k in 2022/23 and 2023/24 and £106k in 2024/5 and 2025/26 for 'socially necessary' services (see also Table 10 below), with the remaining funding after that date.

4.19 Further such sums may be expected from other developments which have yet to secure their planning permissions. The receipt of this money will be dependent of the progress of development, particularly the pace of construction and sale of new housing and can be difficult to forecast. In some cases, the funding is expected to extend into the late 2020s or early 2030s given the expected build-out rates for the larger developments.

4.20 As patronage levels increase further beyond immediate pre-Covid levels towards our target for 50% growth from the 2018/19 baseline by 2031, we would expect service levels to increase. Typically, we would expect a daytime 15-minute frequency might increase to every 10 minutes, a half-hourly frequency to every 20 minutes, while many hourly services might become half-hourly. This would be dependent on the level of patronage growth on individual services.

## ***Bus priority***

4.21 Bus punctuality continues to be one of the top priorities for bus passengers. As noted in section 3.7, in the Autumn 2017 Northamptonshire Bus Passenger Survey, whereas 85% of passengers were satisfied with the journey time of the bus, only 68% of passengers were satisfied with the punctuality of their bus services. Despite this, in 2020/21 buses in Northamptonshire were only late on average less than 8% of the time taking into account both the origin and intermediate timing points indicating that, whilst having room for improvement, buses can be said to be reliable in the most part in this area.

4.22 Roadworks are a major source of extended journey times and issues with journey time reliability. What may be considered a significant road closure from general traffic management perspective might not be so concerning from a public transport perspective and vice-versa. What may seem like a minor road in highway network terms may actually be crucial to serving certain communities by bus, and some roads may not have suitable diversion routes which can be used by buses, resulting in the impact of their closure felt far more widely.

4.23 Getting relevant and timely travel information out to the public is crucial, as is ensuring that bus companies are fully aware of what is going on. While some works are emergencies and cannot be avoided, it is generally found that, where there are major schemes taking place over many weeks or months that are of strategic importance, that information flows well in advance, however, works which fall between these two extremes can escape attention, with the appreciation of the impact not grasped or works being scheduled at short notice on the assumption that they will not have a major impact.

4.24 Often, dates and times of works have to change, particularly where they are weather dependant. The result can be buses diverting unnecessarily or coming across a diversion they were not expecting, with resulting confusion and dissatisfaction from bus users and operators alike. This can be particularly prevalent where there are internal works, such as road surfacing, re-lining or gully cleansing.

4.25 The Council is therefore working with internal and external partners to develop a system of grading disruption from a public transport perspective. This will take into consideration the severity of the impact on bus movements but also the scale of upheaval that the passengers themselves would face. The intention of developing this system is that it will simplify the communication process with contractors or works promoters, simply categorising works based on the amount of care they need to take when planning and scheduling their work, or when they are publicising this to the population:

- Red works will be extremely disruptive to buses. This could be because of the duration of the works, regularity of the buses or the unavailability of diversion routes.
- Yellow works, whilst still very disruptive, have a workable diversion for buses and it can be managed. Works in this category will still result in buses being diverted and passengers needing to be informed about what is being planned, but they are generally not as disruptive as the Red Tier.
- Green works will generally not impact buses at all, but there may be some limited examples where the disruption is so minor it does not require significant advanced publicity.

4.26 Further details of these categories can be found in Appendix C.

4.27 In terms of wider bus priority measures, data from the real-time tracking of buses (covering almost all services in North Northamptonshire) has been used to analyse the performance of services in North Northamptonshire with a view to identifying the key targets for intervention. This has allowed the identification of corridors on which journey time reliability is a concern, and where it would be difficult for operators to schedule a more reliable service by increasing journey times due to the difficulty of predicting journey times from one day to the next. Not only will addressing journey time reliability influence punctuality, but it enables a more efficient scheduling of services and the associated benefits both bring.

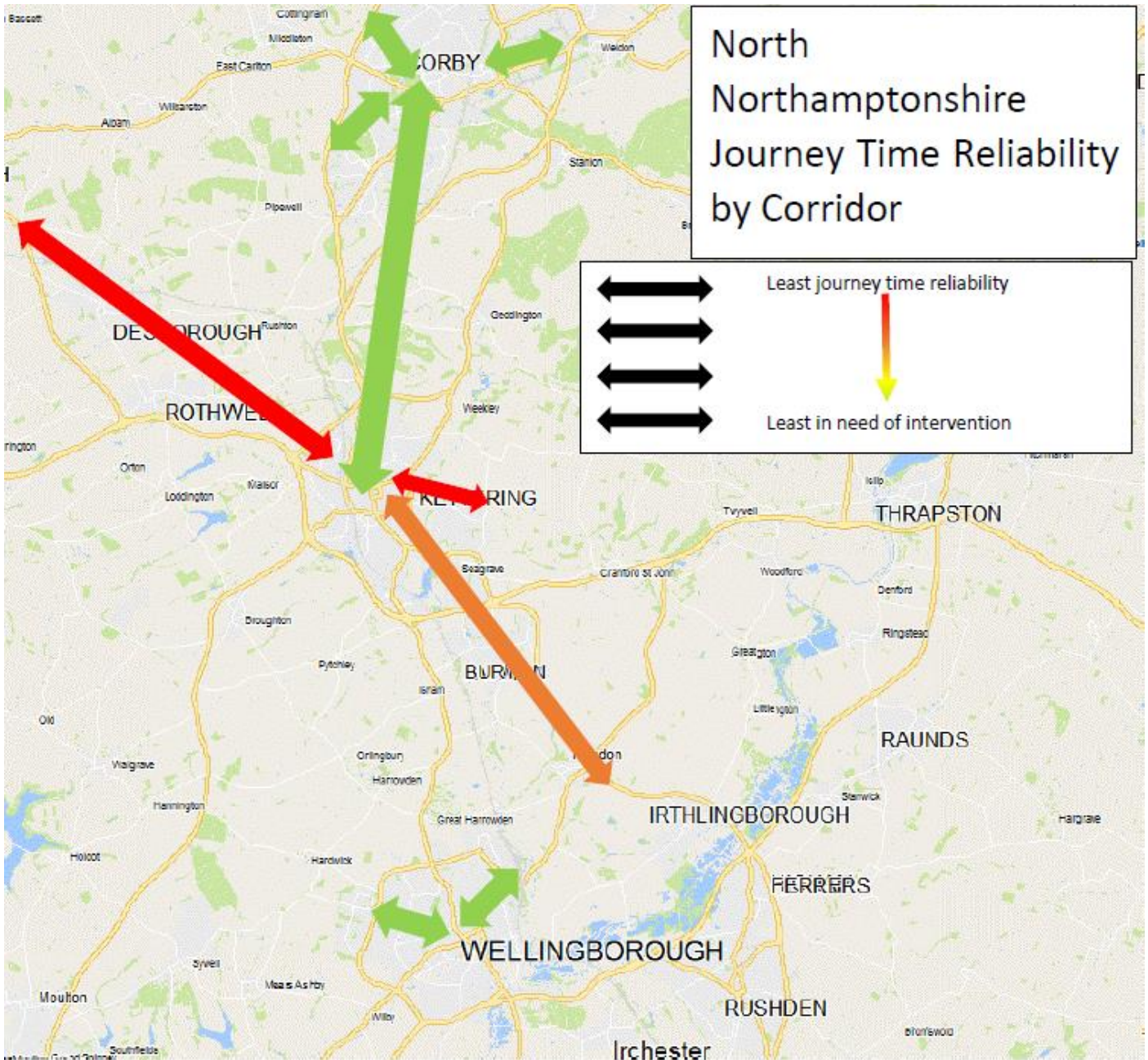


Figure 3 - Journey Time Reliability by Corridor.

4.28 In North Northamptonshire, data from autumn 2019 before the onset of the Covid pandemic shows corridors on which buses suffer more from variable journey times and have the least journey time reliability. We are identifying the key hotspots for journey time reliability issues where intervention may be required. Initial work has identified that the Kettering to Desborough and Kettering to Burton Latimer corridors are the likely priorities for intervention. Further analysis will be undertaken to validate these results and examine the causes of delay so that appropriate interventions can be considered, and a suitable scheme(s) developed for inclusion in our second Bus Service Improvement Plan. Such interventions may include improving co-ordination of roadworks, clearing obstructive parking, improving bus stop facilities, use of traffic signal technology to aid passage of buses or allocating road space more favourably to buses in certain key areas.

4.29 The study will be funded from £75,000 of the bus capacity funding which has been received by the Council. While the costs of implementation will not be known until the study is completed, we have assessed a nominal £1.5million in each of 2023/24 and 2024/25 in the funding table in Appendix A.



## Fares

4.30 Among existing bus users, the Autumn 2019 Transport Focus survey of Bus passengers' priorities for improvement identifies that getting better value for money from fares is among the top five priority measures, and it is a top three consideration for non-users, particularly young and working age people (Transport Focus, Sept 2020).

4.31 North Northamptonshire is no different to many other areas in that the bus network is organised around a zonal commercial fare system. The table below shows the impact that this can have on the cost of example journeys based on 22 return trips during a month:

<b>Journey</b>	<b>Ticket zone</b>	<b>Straight line distance (miles)</b>	<b>Total travel distance over 22 days (miles)</b>	<b>1 month Fare</b>	<b>£ per mile over 1 month</b>
Finedon High Street to Kettering town centre	Megarider Gold	5.17	227.48	£110.00	£0.48
Great Harrowden to Kettering town centre	Megarider Gold	4.82	212.08	£110.00	£0.52
Corby George Street to Kettering town centre	KC Megarider	5.92	260.48	£89.00	£0.34
Burton Latimer High Street to Kettering town centre	Kettering Megarider	3.25	143	£53.50	£0.37
Isham Minstrel Close to Kettering town centre	Kettering Megarider	2.99	131.56	£53.50	£0.41

Table 7 - Example monthly fares

4.32 The commercial bus network in this Authority is operated almost exclusively by Stagecoach Midlands, with some operators providing a single service in some areas. There is a vast community transport network operating under Section 22 permits, however, and an additional number of services operating under contract. Therefore, whilst perhaps less essential than in some areas of the country, it would still be of benefit to introduce inter-operator ticketing.

4.33 When surveyed by the Council, operators broadly agreed that tickets should be available across all services without a premium and that fare-capping is desirable.

4.34 A subject of correspondence the Council has received from a number of members of the public has been fare structure; most commonly that once outside of the urban fare zones, fares can increase markedly, and that neighbouring communities can be priced differently.

4.35 North Northamptonshire, in general, along with other locations on the A14 and A45, has become a hub of warehousing and distribution and many of the industrial areas are not served by existing routes. All towns in North Northamptonshire are experiencing growth and development. Major housing developments are being built across the Council area and a number of major employment areas have been constructed over recent years. A major leisure and retail centre, Rushden Lakes, sits on the A45, a short distance from other towns such as Burton Latimer and Wellingborough, creating a major destination in the area.

4.36 A key consideration in accommodating the needs of workers in the area is the affordability of fares. Whilst fare level clearly plays a part in this, affordability is a slightly different metric that also takes an individual's cash flow into account. If, for example, a worker on the National Living Wage begins employment in logistics at the North Kettering Business Area, they are required to pay over £50 up front or by direct debit in order to secure the best-value bus ticket when travelling within Kettering, and over £80 if travelling from nearby Corby. Being on the National Living Wage, the outlay of this before even commencing employment may be too much of an ask. Whilst a month's unlimited travel for a little over £50 is, in many ways, good value, price capping to enable an individual to outlay no more than a daily fare upfront in order to secure the best value ticket is something that the Council is committed to exploring.

## ***Integrated ticketing***

4.37 We will work with bus and other transport operators to develop multi-modal multi-operator ticketing solutions for journeys within and to/from North Northamptonshire. Pending the development of a suitable back-office technical solution, we will look to define the broad parameters for such a scheme and understand the journeys for which it will provide the greatest value. Once the back-office solution has been developed (assumed in accordance with the National Bus Strategy to be developed nationally on behalf of Government) we will develop our plans in further detail and determine whether it is appropriate to roll such a scheme out area-by-area or product-by-product, or to introduce with a 'big-bang' approach.

4.38 Given the number of cross-border services in North Northamptonshire, we do not consider that a common brand identity for buses in our area would be appropriate, as it would tend to introduce more not fewer liveries. However, we intend to establish a branding via our multi-modal multi-operator ticketing system which will emphasise the network identity of the bus services themselves and the ease with which passengers can make journeys.

4.39 We have included a bid for £60,000 of DfT funding to develop these proposals in our funding proforma at Appendix A, with a nominal £500,000 of capital funding for rollout assumed in 2024/25.

## ***Integrated services***

4.40 Through the development of our Local Cycling and Walking Infrastructure Plans and other initiatives we will seek to improve the accessibility of bus stops by walking and cycling. Through our Development Management policies, we will seek to ensure that bus stops are well-located within new developments in order to maximise the accessibility of the bus stops while ensuring that the bus does not have an unduly circuitous route through the development.

4.41 There are no bus stations within North Northamptonshire. Instead, bus services/interchanges are focused on on-street locations close to the main shopping facilities in the main towns.

4.42 There are three railway stations in North Northamptonshire: at Corby, Kettering and Wellingborough. All are located at some distance from the town centres, and none are located on through-roads which buses would naturally use en route to other places. Residents living in out-lying parts of the authority may also use the stations at Market Harborough, Peterborough, Bedford and Northampton, so cross-area services may need to consider these.

4.43 A key part of the vision for the Stanton Cross development, located to the east of the Midland Main Line railway near Wellingborough railway station, has been the creation of a new route past the frontage of Wellingborough railway station, involving the construction of a new bridge over the railway, which as the development progresses and bus services are developed, will place the station on the main bus route connecting the Stanton Cross development with the town centre; not only ensuring good access to the station from the new development, but also improving access from the rest of the town.

4.44 Corby railway station, opened in 2009, incorporates bus interchange facilities, but these are only used by a limited number of services. Kettering railway station has a limited service from nearby stops, although there are aspirations to build a bus interchange adjacent to the station as part of redevelopment of the Station Quarter. We will examine the possibilities to increase the range of services serving these two stations.

## ***Information***

4.45 Developments in Information Technology mean that there are an increasing number of ways in which passengers can gain information about bus services. While most commercial bus operators produce leaflets and maintain websites to advertise their services, the Council can help to ensure that comprehensive information is available to passengers for all operators' services. Subject to further discussions and availability of budget, we are intending to make information available through the following formats:

- Website – timetable information for all registered local bus services operating in North Northamptonshire.
- Printed leaflets for supported services where these are not produced by the bus operator.
- Maps, available on our website, and possibly in printed form, showing all bus services in North Northamptonshire, including summary information on service frequencies.
- Bus stop publicity – We are considering the reintroduction of real time information displays for bus stops with timetable cases, which show in a consistent manner the times, routes and destinations of all bus services using that stop.
- Apps – We will further develop our Smart Move Northamptonshire app and also ensure that relevant information is made available as open-source data.

4.46 North Northamptonshire has a leading Bus Real Time Information system, which gives us access not only to an accurate on-street information system but also a sophisticated reporting package that drives and supports the push towards better punctuality and reliability. More information on this reporting capability is discussed under our aspirations for improving reliability - the provision of information is also a key deliverable of this system. Better information at bus stops is a top 10 bus passenger priority (Transport Focus, Sept 2020) nationwide and a 2017 Transport Focus survey commissioned jointly by Northamptonshire County Council and Stagecoach Midlands gave a below-average rating of 63% satisfaction with information at bus stops. This indicates that, whilst net satisfaction is convincingly positive, there is room for improvement against our statistical neighbours.

4.47 Currently, there are 41 real-time displays in North Northamptonshire, mainly concentrated around the Corby, Kettering, Wellingborough and Oundle town centres and key arteries into those towns. A number of these displays, whilst functional, have been superseded and replaced by newer technology. The more modern displays allow for multi-media messaging to relay information about service delays, road closures and upcoming timetable changes. However, this has also been especially useful to generate messaging around social distancing and information about Covid-19.

4.48 The Council therefore seeks funding through the Bus Service Improvement Plan to improve the provision of on-street real time information through a three-tiered plan:

- Level 1 seeks to replace all of the remaining older generation of so-called "Classic" in-shelter displays with thin-film-transistor (TFT) liquid-crystal super-widescreen multimedia displays during years 1 and 2 of the Enhanced Partnership.
- Level 2 seeks to install new displays at key stops where there are none at the moment. At high usage stops, such as Rushden Lakes and Skinners Hill in Rushden, these will take the form of additional in-shelter TFT displays to be ordered during years 1 and 2, for installation concurrently with the Tier 1 roll-out. At less busy stops where real-time displays would still be of tremendous benefit, the intention is to use solar or battery powered displays to make these more sustainable. An example of this could be outside Kettering General Hospital. Due to the additional survey and installation work likely to be required, roll-out of these would commence in years 2 and 3.

- Level 3 seeks to expand on Tier 1 by replacing all other in-shelter displays that are not currently TFT with these newer displays. Beyond this, Tier 3 also seeks to expand the provision of solar or battery-powered displays to key stops in smaller towns where there is no provision of at-stop real-time information at present and will also target key stops at out-of-town employment areas. Tier 3 would commence in year 3 of our programme.

<b>Replacement priority programme</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
Level 1: Replacement of older "Classic" RTI units with super-wide TFT displays	£0.040m	£0.040m	£0.030m	-
Level 2a: Install super-wide TFT displays at unequipped stops	£0.013m	£0.012m	-	-
Level 2b: Install solar or battery displays at unequipped stops	-	£0.012m	-	-
Level 3a: Install super-wide TFT displays in place of all "LCD" displays	-	-	£0.050m	£0.028m
Level 3b: Install solar or battery displays at additional unequipped stops	-	-	£0.090m	£0.090m
<b>TOTAL funding</b>	<b>£0.053m</b>	<b>£0.064m</b>	<b>£0.170m</b>	<b>£0.118m</b>

Table 8 - Funding for Real Time Information Display Replacement.

## ***Modern buses and decarbonisation***

4.49 As the financial stability of our bus network is regained, we will work with operators to resume their investment in new, more environmentally friendly vehicles with an improved passenger environment.

4.50 Although North Northamptonshire does not have any designated Air Quality Management Areas, the encouragement of sustainable transport and increased use of electric vehicles are seen as important to the achievement of overall climate change and decarbonisation objectives.

4.51 We intend to use some of the capacity funding received from the Department for Transport to undertake a feasibility study of potential electric or hydrogen vehicle schemes in our area, in order to inform our strategy for zero-emission buses and to form the basis of future bids for Zero Emission Bus Regional Areas or similar funding. We are particularly aware, from experience in other parts of the country, that the costs of upgrading the electrical supply to operators' depots has the potential to be a major determinant in whether or not a scheme will represent value for money, and this will form a key part of our study, along with the suitability of different fuel types for different duty cycles, given the distances travelled, and the balance of additional capital and revenue costs in both the short and long-term.

4.52 We intend to use £50,000 of the bus capacity funding received by the Council to undertake the study work and have included a nominal £6million of ZEBRA funding in 2023/24 and 2024/25.

## ***Giving bus passengers more of a voice and say***

4.53 We will work with bus operators and passengers or passenger advocacy groups to develop a Bus Passenger Charter. This will set out for passengers how to use bus services and what passengers can expect from bus operators delivering local bus services across North Northamptonshire.

4.54 The Charter will describe how passengers provide feedback to the Council and operators who are not meeting their commitments in the Bus Service Improvement Plan and allow us to address the concerns of passengers.

4.55 We will use the Bus Passenger Charter to help ensure we are complying with the Public Sector Equality Duty and are developing transport provision in a manner which eliminates unlawful discrimination and promotes equality of opportunity.

4.56 We will use the feedback we receive from passengers through the Bus Passenger Charter to help shape our priorities in future Bus Service Improvement Plan updates.

### ***Making passengers feel safer***

4.57 Bus Services should be both safe and perceived to be safe by all.

4.58 We will undertake an audit of all bus stops across North Northamptonshire and, subject to obtaining the necessary funding, undertake an upgrade programme to install raised bus boarders and timetables cases at appropriate locations, along with new bus shelters at selected locations. As part of this audit, we will consider whether the location of the bus shelter is well-lit and has natural surveillance and consider the relocation of bus stops that do not meet these criteria. We will also consider whether any additional CCTV is needed at key locations.

4.59 To support this programme, we are incorporating in this plan a bid for the following funding:

<b>Funding</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
Revenue	£0.050m	-	-	-
Capital	-	£0.250m	£0.250m	-

*Table 9 - Funding for Bus Stop Upgrade Programme.*

4.60 We will work with bus operators to ensure that drivers have appropriate passenger safety training to deal with emergency situations on or off the bus. Drivers should be able to contact depot staff at all times and operators have proper 'code red' procedures with the emergency services so that help can be summoned quickly. Vehicles themselves should have working CCTV.

4.61 We will encourage bus operators to include safety in the marketing and customer charter – with clear and publicised procedures to deal with complaints or suggestions on how to improve passenger safety. Bus operators should liaise with local police and other stakeholders such as local schools to address safety concerns.

4.62 Good quality passenger information can also help to reassure passengers about safety issues such as when the bus will arrive at the stop and where individual passengers will board and alight for their journey, especially important for those that may be unfamiliar with the local area. Our proposals for improving passenger information are set out in paragraphs 4.45 to 4.48 above.

### ***More demand-responsive services and 'socially necessary' transport***

4.63 It is clear from the consultation undertaken to support the preparation of this Bus Service Improvement Plan, and from regular correspondence to the Council and local MPs, that local communities which lost their bus service through budgets cuts in 2018 wish to see their services return. Along with continuation of the Bus Service (Ring Fenced) Grant currently received from Government, additional funding will also be required to continue support for existing subsidised services listed in section 2.9 above as existing sources of developer funding are exhausted.

4.64 In 2017/18, the last full year of the former subsidy budget, approximately £0.55m was spent in North Northamptonshire, there then being no necessity to disaggregate the costs of what are now cross-border services to West Northamptonshire. Restoring what was withdrawn will cost more than that figure because of inflation in the interim and because of a reduction in the number of operators available to tender for services and the time taken to rebuild former patronage, meaning the net cost of contracts will increase, at least in the early years.

4.65 The services which were withdrawn in in 2018 were:

- 34 Lake Avenue – Kettering – Wellingborough
- 35 Great Cransley – Kettering
- 37 Mears Ashby – Northampton
- 39 Kettering – Mawsley – Old – Sywell – Northampton
- 67 Gretton – Corby
- Call Connect demand responsive service – restoration in Thrapston and Oundle areas
- W3 Wellingborough Town Centre – Berry Moor
- W4 Wellingborough Town Centre – Gleneagles Drive

4.66 The review of the commercial service network referred to in section 4.13 above has also highlighted the need for improved evening and Sunday services on some routes, and it is expected that this will require an element of subsidy support while services are re-established.

4.67 The Council is currently exploring the possibility of reintroducing a bus subsidy budget as part of its wider budget setting process. It is forecast that a total budget of £1.1m would be required to support the existing subsidised services, reinstate withdrawn services and introduce enhancements to the commercial network. The Council will need to consider the extent to which it can contribute to such a budget, alongside match funding which may be available from the Department for Transport. The table below demonstrates how local funding could be built up, alongside match funding, to produce a local budget in the medium term.

<b>Funding</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>Total</b>
Bus Service (Ring Fenced) Grant	£105k	£105k	£105k	£105k	<b>£422k</b>
S106 developer contributions	£136k	£136k	£108k	£106k	<b>£486k</b>
Possible NNC funding	£245k	£495k	£695k	£895k	<b>£2330k</b>
Bid to DfT through BSIP	£250k	£400k	£300k	-	<b>£950k</b>
<b>Total</b>	<b>£736k</b>	<b>£1136k</b>	<b>£1208k</b>	<b>£1106k</b>	<b>£4188k</b>

Table 10 - Proposed funding for 'socially necessary' transport

4.68 Further work and consultation will be needed to determine what sort of service can be provided once funding levels are known. Options will include providing a lower frequency service than previously, running on fewer days of the week or different service routeings. The use of demand responsive transport is also vital to achieving our goals.

4.69 Community Transport provides a valuable service for those who are unable to use conventional bus services, whether because of difficulty in getting to or from the bus stop, because the bus service does not provide a link to local facilities, such as the doctor's surgery in a neighbouring village, or because there is no bus serving their area. Because of the need to provide door-to-door transport, such community transport schemes are effectively specialised taxi services. Such services are generally operated by voluntary, non-profit-making organisations.

4.70 The Council provides grant funding to support community transport operations, and we expect to provide a minimum of £15k per annum in such support for each year covered by this Plan. In addition, those community transport operators providing services through permits issued under Section 22 of the Transport Act 1985 will be eligible for reimbursement of concessionary fares.

4.71 The finances of many community transport operators have suffered through the Covid pandemic, as they have often not been eligible for the same support as the larger commercial operators. To support their continued operation, we propose, subject to securing funds through this Plan, to provide capital grant funding for the operators to purchase or lease new vehicles during 2022/23 and 2023/34.

<b>Funding sought</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
Community transport capital grant	£75k	£75k	-	-

Table 11 - Community transport capital grant

## ***Longer term transformation of networks through Bus Rapid Transit and other measures***

4.72 A study was undertaken some years of the potential for an inter-urban bus rapid transit network linking the main towns of North and West Northamptonshire. Such a proposal does not currently feature within local investment plans, but we may wish to revisit such proposals in the longer term.

## 5.0 Reporting

5.1 As well as annual update of this Bus Service Improvement Plan, we will publish six-monthly performance reports on the plan. As targets are set for financial years, the first performance report, which will contain data for the first half of the 2022/23 financial year (i.e. April – September 2022) will be published by December 2022 and further updates will be published six-monthly thereafter.

5.2 To provide the additional resources needed to undertake this work, we are proposing (through our budget process) to fund an additional post at a cost of £40,000 per annum, as shown in the funding table in Appendix A.

5.3 We anticipate that these reports will appear on our website at [Bus timetables and passes | North Northamptonshire Council \(northnorthants.gov.uk\)](#) although as the new authority website is still developing as information is transferred from the former sovereign council websites, this may be subject to change.



## 6.0 Overview table

Question	Answer
Name of authority or authorities:	North Northamptonshire Council
Franchising or Enhanced Partnership (or both)	Enhanced Partnership
Date of publication:	October 2021
Date of next annual update:	October 2022
URL of published report:	<a href="https://www.northnorthants.gov.uk/parking-roads-and-transport/bus-timetables-and-passes">https://www.northnorthants.gov.uk/parking-roads-and-transport/bus-timetables-and-passes</a>

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured (max 50 words)
Journey time	-	100%	+/-0%	% change in end-to-end journey time of Tier 1 and Tier 2 Services.
Reliability	-	92.31%	94.5%	% of days on which journeys can be completed within 10% of the average journey time of Tier 1 and Tier 2 services
Passenger numbers	100%	tbc	100%	Return patronage to 2018/19 levels by 2024/25. To be measured via concessionary fare returns, by collecting child data in addition to adult and concessionary boarding data.
Average passenger satisfaction	87% (2017)	-	90%	Transport Focus Bus Passenger Survey

### ***Make improvements to bus services and planning***

More frequent and reliable services

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Review service frequency	Yes	Service network reviewed and enhancements identified to return frequencies to pre-Covid levels and enhanced evening and Sunday services. (4.5-4.20)
Increase bus priority measures	Yes	Minimise disruption and undertake study to identify further bus priority measures (4.21-4.27)
Increase demand responsive services	Yes	Proposal to restore previously withdrawn demand responsive services and invest in community transport (4.63-4.71)
Consideration of bus rapid transport networks	Yes	There have been historic studies, and while not considered appropriate to take forward currently, may be suitable in longer term (4.72)

### Improvements to planning/integration with other modes

Delivery – Does your BSIP detail policies to:	Yes/No	<b>Explanation</b> (max 50 words)
Integrate services with other transport modes	Yes	Improved walking and cycling connections to bus stops and improved links with railway stations (4.40-4.43)
Simplify services	Yes	While we consider the network generally satisfactory, there will be some ability to simplify if evening services are enhanced (4.5-4.20)
Review socially necessary services	Yes	Exploring reinstatement of a bus subsidy budget (4.63-4.71)
Invest in Superbus networks	No	

### Improvements to fares and ticketing

Delivery – Does your BSIP detail policies to:	Yes/No	<b>Explanation</b> (max 50 words)
Lower fares	Yes	We will use price capping to make fares more affordable (4.30-4.36)
Simplify fares	No	We do not consider simplifying fares to be a priority or that it would bring significant benefits for passengers.
Integrate ticketing between operators and transport	Yes	We will start developing the parameters of a scheme pending the availability of a back-office technical solution (4.37-4.39)

## ***Make improvements to bus passenger experience***

### Higher spec buses

Delivery – Does your BSIP detail policies to:	Yes/No	<b>Explanation</b> (max 50 words)
Invest in improved bus specifications	Yes	We will work with operators to invest in improved vehicles (4.49)
Invest in accessible and inclusive bus services	Yes	We propose an upgrading programme for bus stops (4.58-4.59)
Protect personal safety of bus passengers	Yes	We will work with operators to improve passenger safety (4.60-4.62)
Improve buses for tourists	Yes	We will examine this through our Visitor Economy Strategy (4.14)
Invest in decarbonisation	Yes	We will undertake a study of potential electric or hydrogen bus schemes (4.50-4.52)

Improvements to passenger engagement

Delivery – Does your BSIP detail policies to:	Yes/No	<b>Explanation</b> (max 50 words)
Passenger charter	Yes	We will develop a passenger charter (4.53-4.56)
Strengthen network identity	Yes	We will strengthen network identity as part of the roll-out of a multi-modal multi-operator ticketing system (4.38)
Improve bus information	Yes	We will improve bus information, including upgrading our real time displays (4.45-4.48)

***Other***

Delivery – Does your BSIP detail policies to:	Yes/No	<b>Explanation</b> (max 50 words)
Other	-	-

## 7.0 Glossary of terms

Use this section to give definitions to any words that require explanation – especially if this is a public document. If you can't avoid jargon or technical terms, this is the place to explain them.

<b>Term</b>	<b>Definition</b>
Adopted highway	A highway maintainable at public expense. When new roads are constructed by developers, the council requires them to be brought up to a suitable standard before they are adopted.
Local highway authority	The local authority responsible for rights of way and adopted highways with an area, except trunk roads and motorways which are the responsibility of National Highways.
Local transport authority	The local authority responsible for transport planning and certain public transport functions within an area.
Local Transport Plan	A statutory document prepared by a local transport authority setting out its policies for the encouragement of safe, integrated efficient and economic transport within its area and its proposals for implementation of those policies.
Section 106 developer funding	Funding secured by an obligation placed upon a developer under Section 106 of the Town & Country Planning Act 1990.

## Appendix A – Outline funding template for BSIP

Funding category	Title of scheme	Detail on aspiration	Priority ranking	2022/23 Resource (£ nominal)	2022/23 Capital (£ nominal)	2023/24 Resource (£ nominal)	2023/24 Capital (£ nominal)	2024/25 Resource (£ nominal)	2024/25 Capital (£ nominal)	Beyond 2025 Resource (£ nominal)	Beyond 2025 Capital (£ nominal)	Total Resource Funding (£ nominal)	Total Capital Funding (£ nominal)
Bus priority infrastructure	Identify and deliver priority projects	Undertake study using DfT capacity funding and deliver identified priority projects	7	£75,000 from DfT capacity funding	-	-	£1,500,000 from DfT £3bn	-	£1,500,000 from DfT £3bn	-	-	£75,000	£3,000,000
Other infrastructure	Bus Stop Upgrade Programme	Install raised bus boarders and timetable cases at appropriate locations, along with new bus shelters at selected locations	6	£50,000 from DfT £3bn	-	-	£250,000 from DfT £3bn	-	£250,000 from DfT £3bn	-	-	£50,000	£500,000
Ticketing reform	Multi-operator ticketing	Develop multi-modal multi-operator ticketing schemes and deliver one technical back office available	8	£10,000 from DfT £3bn	-	£50,000 from DfT £3bn	-	-	£500,000 from DfT £3bn	-	-	£60,000	£500,000
Bus service support	Enhanced commercial services through developer funding	Extend or enhance services to serve new housing and commercial developments	4	£900,000 from S106	-	£900,000 from S106	-	£900,000 from S106	-	£4,500,000 from S106	-	£7,200,000	-
Bus service support	Restoration of bus subsidy budget	Explore budget to maintain existing services and reintroduce withdrawn services. (NNC funding being explored as part of budget setting process)	2	£250,000 from DfT £3bn; £136,000 from S106; £105,654 from Bus Service (Ring-Fenced) Grant; £245,000 from NNC	-	£400,000 from DfT £3bn; £136,000 from S106; £105,654 from Bus Service (Ring-Fenced) Grant; £495,000 from NNC	-	£300,000 from DfT £3bn; £108,000 from S106; £105,654 from Bus Service (Ring-Fenced) Grant; £695,000 from NNC	-	£106,000 from S106; £105,654 from Bus Service (Ring-Fenced) Grant; £895,000 from NNC	-	£4,188,616	-
EP/franchising delivery: LTA costs	EP delivery additional staffing costs	One additional post for additional work required	1	£40,000 from NNC	-	£40,000 from NNC	-	£40,000 from NNC	-	£40,000 from NNC	-	£160,000	-
Zero emission buses	Develop and deliver electric bus strategy	Undertake study using DfT capacity funding and then develop and deliver identified priority projects through ZEBRA funding	4	£50,000 from DfT capacity funding	-	-	£3,000,000 from ZEBRA	-	£3,000,000 from ZEBRA	-	-	£50,000	£6,000,000

Funding category	Title of scheme	Detail on aspiration	Priority ranking	2022/23 Resource (£ nominal)	2022/23 Capital (£ nominal)	2023/24 Resource (£ nominal)	2023/24 Capital (£ nominal)	2024/25 Resource (£ nominal)	2024/25 Capital (£ nominal)	Beyond 2025 Resource (£ nominal)	Beyond 2025 Capital (£ nominal)	Total Resource Funding (£ nominal)	Total Capital Funding (£ nominal)
Information	Upgrade and installation of real time displays	Upgrade of real-time displays and roll out to more locations across area	5	-	£53,000 from DfT £3bn	-	£64,000 from DfT £3bn	-	£170,000 from DfT £3bn	-	£118,000 from DfT £3bn	-	£405,000
Community transport	Capital grant for new vehicles	Capital grant for new vehicles to help sustain community transport post-COVID alongside ongoing revenue support from NNC	3	£14,892 from NNC	£75,000 from DfT £3bn	£14,892 from NNC	£75,000 from DfT £3bn	£14,892 from NNC	-	£14,892 from NNC	-	£59,568	£150,000
-	-	<b>Total</b>	-	<b>£1,876,546</b>	<b>£128,000</b>	<b>£2,141,546</b>	<b>£4,889,000</b>	<b>£2,163,546</b>	<b>£5,420,000</b>	<b>£5,661,546</b>	<b>£118,000</b>	<b>£11,843,184</b>	<b>£10,555,000</b>

# Appendix B – Classification of commercial services by service level tier

## ***Urban Tier 1***

- 1 Welland Vale – Corby Town Centre – Taunton Avenue (Stagecoach Midlands)
- 3 Shire Lodge – Corby Town Centre – Danesholme (Stagecoach Midlands)

## ***Urban Tier 2***

- 2 Priors Hall – Corby Town Centre – Great Oakley – Kettering Town Centre – Venture Park (Stagecoach Midlands)
- 17/18/19 Kettering Town Centre – Ise Lodge (Stagecoach Midlands)
- 47/48 Kettering Town Centre – Burton Latimer (Stagecoach Midlands)
- W1 Wellingborough Town Centre – Queensway (Stagecoach Midlands)
- W2 Wellingborough Town Centre – Nest Farm Road (Stagecoach Midlands)

## ***Urban Tier 3***

- RHL Rushden Higham Link

## ***Inter-Urban Tier 1***

- 17/18/19 Kettering – Rothwell – Desborough combined frequency (Stagecoach Midlands)
- 49/50 Kettering – Burton Latimer – Irthlingborough – Rushden combined frequency (Stagecoach Midlands)
- X4 Corby – Kettering – Wellingborough – Northampton (Stagecoach Midlands)
- X46/X47 Raunds – Rushden – Wellingborough – Northampton combined frequency (Stagecoach Midlands)

## ***Inter-Urban Tier 2***

- 17 Kettering – Rothwell – Desborough (Stagecoach Midlands)
- 17A Kettering – Rothwell – Desborough (Stagecoach Midlands)
- 18 Kettering – Rothwell – Desborough – Market Harborough (Stagecoach Midlands)
- 19 Kettering – Rothwell – Desborough – Corby (Stagecoach Midlands)
- 47 Wellingborough - Finedon – Kettering (Stagecoach Midlands)
- 48 Wellingborough – Irthlingborough - Finedon – Kettering (Stagecoach Midlands)
- 49 Kettering – Rushden – Wellingborough (Stagecoach Midlands)
- 50 Kettering – Rushden – Bedford (Stagecoach Midlands)
- RF1 Corby – Uppingham – Oakham (Centrebus)
- X4 Peterborough – Oundle – Corby (Stagecoach Midlands)
- X10 Kettering – Northampton (Stagecoach Midlands)
- X46 Raunds – Rushden – Wellingborough – Northampton (Stagecoach Midlands)
- X47 Raunds – Rushden – Wellingborough – Northampton (Stagecoach Midlands)
- 

## ***Rural Tier 3***

- 25 Rushden – Sharnbrook – Bedford (Grant Palmer)

## ***Rural Tier 4***

- No commercial services

## ***Industrial Estate Service***

- 2A Weldon Industry – Priors Hall – Corby Town Centre (Stagecoach Midlands)
- 2B Kettering – Corby – Weldon Industry (Stagecoach Midlands)
- 2C Corby Estates – Town Centre – Weldon Industry (Stagecoach Midlands)
- 4 Corby Estates – Earls tree Industry (Stagecoach Midlands)
- X44 Wellingborough – Brackmills (Stagecoach Midlands)

## ***Academic Service***

- 276 Burton Latimer – Latimer School (Stagecoach Midlands)
- 278 Burton Latimer – Latimer School (Stagecoach Midlands)
- Stanion – Kettering Buccleuch Academy (Hamiltons & Buckbys)



## **Appendix C – Reducing the impact of roadworks**

Further details of the proposals for improving the impact of roadworks on bus journey times, outlined in sections 4.19 to 4.23 are set out below:

### ***Red Works***

These works will be extremely disruptive to buses. This could be because of the duration of the works, regularity of the buses or the unavailability of diversion routes, for example. As a rule of thumb, they would meet at least one of the following criteria:

- Have 10-or-more buses per hour operating on them
- Be of a duration of over one week
- Have a diversion route deemed unworkable or with the consequence of omitting a significant community or destination by the Bus & Rail time unilaterally or in discussion with bus companies
- Lane or bus stop closures or turning movement bans may also be considered "Red Tier" if they result in similar consequences.
- No alternative stop

When Red Works are identified they should:

- Have early proactive engagement with the Bus & Rail team to enable early proactive engagement with bus operators
- Be planned not to clash with other significant road closures or bus disruptions
- Be planned in conjunction with the weather forecast to make best endeavours not to have it disrupted by inclement weather
- Not to be scheduled or re-scheduled at less than 48-hours' notice
- Signage advising of the closure and disruption should be prepared and displayed by the contractor, giving clear advice on what disruption is taking place and what the intending passengers should do.

### ***Yellow Works***

Whilst still very disruptive, there is a workable diversion for buses and it can be managed. Works in this category will still result in buses being diverted and passengers needing to be informed about what is being planned, but they are generally not as disruptive as the Red Works.

Generally, these would meet at least one of the following criteria:

- Be of duration up to 10 days
- Not have more than 9 buses per hour running on them
- Have a diversion route which is workable albeit with some planning
- Residents affected have an option to get to an alternative service or stop as long as they have the relevant information

Yellow Works would require the following:

- Have early proactive engagement with the Bus & Rail team to enable early proactive engagement with bus operators
- Be planned not to clash with other significant road closures or bus disruptions
- Signage advising of the closure and disruption should be prepared and displayed by the contractor, giving clear advice on what disruption is taking place and what the intending passengers should do

## ***Green Works***

This road closure will generally not impact buses at all, or where the disruption is so minor it does not require significant advanced publicity.

Generally, these would meet at least one of the following criteria:

- Be of duration up to 10 days
- Not have more than 9 buses per hour running on them
- Have a diversion route which is workable and not in need of significant rescheduling
- Residents affected have an option to get to an alternative stop simply on the day

Green Works should require the following:

- Have early proactive engagement with the Bus & Rail team to enable early proactive engagement with bus operators
- Be planned not to clash with other significant road closures or bus disruptions
- Signage advising of the closure and disruption should be prepared and displayed by the contractor, giving clear advice on what disruption is taking place and what the intending passengers should do