



Leicestershire County Council

National Bus Strategy
Bus Service Improvement Plan

October 2021



a company of Royal HaskoningDHV

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0. Introduction

- 0.1 Leicestershire County Council recognises the very important role that buses and other passenger transport services have to play in keeping people and places connected, especially in a largely rural county such as Leicestershire. Use of such services rather than private car travel also helps reduce congestion, improves air quality in our towns, and limits carbon emissions.
- 0.2 Decarbonisation is clearly one of the high priority overall objectives for developing increased use of better, cleaner bus services. The County Council has declared a Climate Emergency and has pledged to reach a revised target of achieving 'net zero' across the county by 2045 – five years sooner than the government target of 2050.
- 0.3 In line with this, the Leicester & Leicestershire Strategic Growth Plan has a strong emphasis on 'clean growth', for which greater bus use will be a key delivery strand. The county already has a number of major employment areas, including Magna Park (the largest distribution hub in Europe), and the East Midlands Gateway adjacent to the airport. It is vital that public transport use is maximised for workers at these and other future major employment parks if 'clean growth' is to be achieved.
- 0.4 This document presents the Leicestershire Bus Service Improvement Plan (BSIP), which sets out our ambitions to deliver the Government National Bus Strategy, which the council fully supports. It has been developed by Leicestershire County Council and consultants, ITP, in collaboration with bus operators in the county. It takes account of views expressed by residents and visitors to Leicestershire and other interested parties and organisations, as gathered through a countywide public engagement exercise. It also takes account of discussions with neighbouring authorities, and community transport operators.
- 0.5 The delivery vehicle for the Leicestershire BSIP will be an Enhanced Partnership (EP), in which the County Council will work in partnership with all bus operators in the county and other interested parties. The EP Plan and initial individual Schemes will be developed and brought forward following formal adoption of this BSIP.
- 0.6 The Leicestershire BSIP is intended to be strongly led by user needs and desires. Throughout, we have been cognisant of the views of the people of Leicestershire expressed through public engagement, and have included further user needs research in the initial stages of many of the themes and schemes included in the plan. The BSIP is intended to be a 'living document'; it will evolve as we learn from experience and gather evidence.

- 0.7 The focus of the plan is strongly on growing the fare-paying customer market, with concessionary passengers also benefiting from many of the initiatives included. A particular focus is growth of patronage among young people (under 19) and young adults (19-25). Our view is that these are key life stages when people who have been regular bus travellers are often tempted to move from bus to car use. Getting young people and young adults to use buses more is seen as a cornerstone of a future sustainable Leicestershire bus network.
- 0.8 We believe that the Leicestershire BSIP represents an ambitious but realistic first step on the road to revitalising the Leicestershire bus network. With funding from Government, we will be able to deliver a brighter future for bus use in the county, that will play a vital role in achieving Leicestershire's aspirations to be a low-carbon, clean growth area.

1. Overview

LTA Responsible for the BSIP

- 1.1 The Leicestershire BSIP covers the area administered by Leicestershire County Council as a local transport authority (LTA). It is therefore a single-LTA BSIP. Although discussions are being undertaken with neighbouring authorities, because of the largely rural / market town nature of the area there appears to be no real advantage of joining to become a multi-LTA BSIP at this stage. Operating as a single-LTA BSIP has the advantage that we are able to focus on a manageable (though large) area and the particular needs of its residents, employers, and visitors.

Area Covered by the BSIP

- 1.2 The area covered by the Leicestershire BSIP is the administrative area of Leicestershire County Council, as shown in Figure 1-1. Our BSIP area does not cover the City of Leicester. However, we will work with operators and Leicester City Council to achieve our BSIP vision in respect of county residents' access to employment, education, services and to leisure opportunities in the City.
- 1.3 Leicestershire has a population of around 706,000 (2019 mid-year estimate¹). The demographic profile by age and gender is shown in Figure 1-2. The county population is ageing at a faster rate than the national average.
- 1.4 Leicestershire is predominantly a rural county, with 80% of the county's land being used for agriculture and approximately 55% of the county's population living within rural parishes. The county has approximately 150 settlements with a population of less than 10,000, and approximately 150 small villages with a population of less than 250. The majority of these small villages are located in the east of the County, within the districts of Melton and Harborough.
- 1.5 There are a number of towns in Leicestershire. These include Ashby-de-la-Zouch, Coalville, Earl Shilton, Hinckley, Loughborough, Lutterworth, Market Harborough, Melton Mowbray, Oadby, and Wigston. A significant number of Leicestershire residents also live within the Greater Leicester conurbation, just outside the city council's administrative boundary.

¹ <https://www.lsr-online.org/population-and-census.html> consulted July 2021.

Figure 1-1: Leicestershire BSIP area (county boundary)

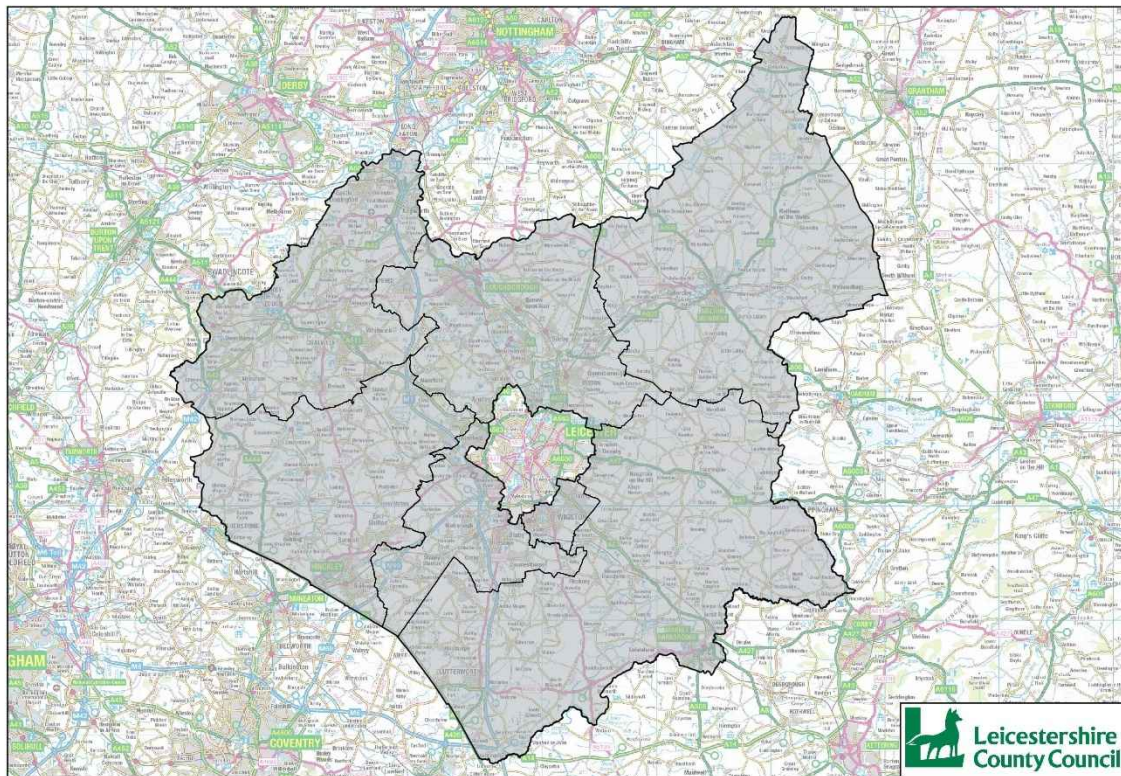
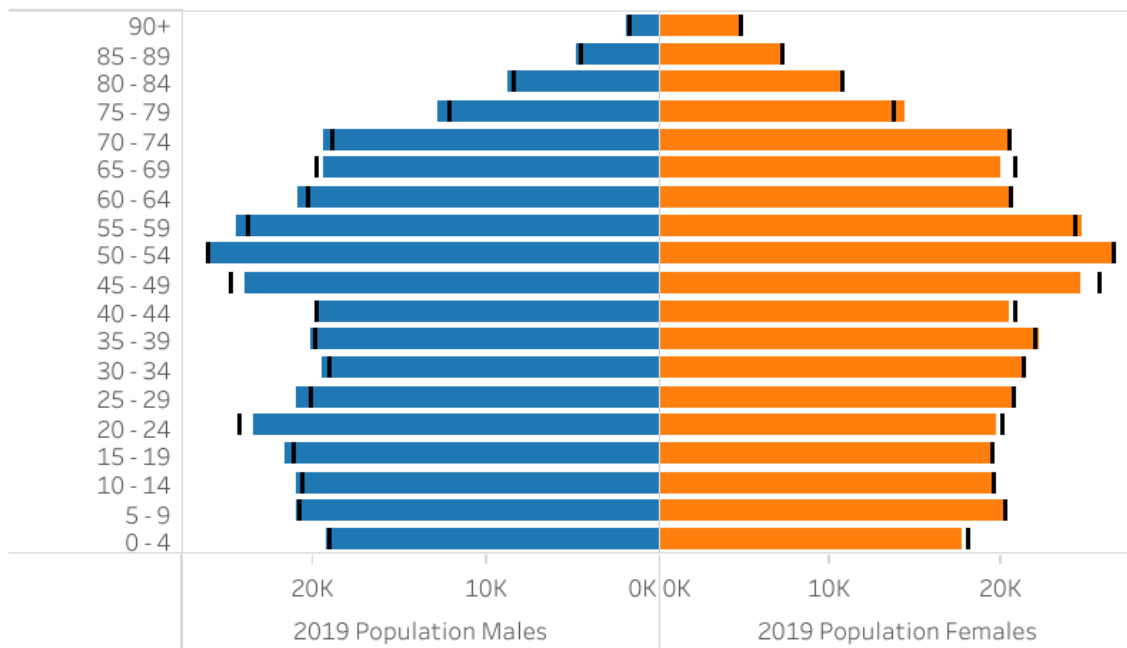


Figure 1-2: Age and gender breakdown (2019 bars and 2018 marks)



Enhanced Partnership

- 1.6 Following initial discussions with Leicestershire’s bus operators (who were all strongly supportive) and an analysis of the pros and cons of Enhanced Partnership or Franchising in the local context, Leicestershire County Council published its Notice of Intent in June 2021 to establish an Enhanced Partnership (EP). This is the preferred mechanism to deliver the Leicestershire BSIP. A Partnership Working Group has been established (including the local authority and all Leicestershire bus operators) to collaboratively develop the BSIP, an EP Plan and EP Schemes. The Enhanced Partnership will be formally in place by the end of March 2022.
- 1.7 The following bus operators are members of the EP Partnership Working Group: Arriva, Centrebus, First, Kinchbus, Midland Classic, Nottingham City Transport, Paul Winson Coaches, Roberts Coaches, Stagecoach, trentbarton, Uno Buses, Vectare.

Duration

- 1.8 It is proposed that the Leicestershire BSIP will cover a 10-year period initially. This will give stability, consistency, and clarity of long-term vision to allow both LTA and bus operators to commit to delivering a much-needed boost to bus services and usage.
- 1.9 The BSIP will be formally reviewed annually by Partnership members to ensure that it is still fit-for-purpose and that it takes account of levels of funding availability, technological developments and ongoing feedback from bus users and non-users. The Enhanced Partnership members will meet at least quarterly to review progress on the delivery of the BSIP, EP Plan and Schemes, and agree actions needed to keep on or ahead of schedule.
- 1.10 Subject to there being no changes in national policy or funding, or any other material changes, a major review will be undertaken prior to the 10-year anniversary and the BSIP will be re-published at that point.

Alignment with Local Transport Plan

- 1.11 Leicestershire is currently in the process of developing a new Local Transport Plan (LTP4). Our current Local Transport Plan (LTP3) runs until 2026. The six published goals of the LTP are entirely consistent with the aim of the BSIP – to get more people using buses through an improved bus network and better operation. These goals are:
 - Goal 1: A transport system that supports a prosperous economy and provides successfully for population growth.

- Goal 2: An efficient, resilient, and sustainable transport system that is well managed and maintained.
- Goal 3: A transport system that helps to reduce the carbon footprint of Leicestershire.
- Goal 4: An accessible and integrated transport system that helps promote equality of opportunity for all our residents.
- Goal 5: A transport system that improves the safety, health, and security of our residents.
- Goal 6: A transport system that helps to improve the quality of life for our residents and makes Leicestershire a more attractive place to live.

1.12 The BSIP (and subsequently the EP Plan and EP Schemes) will form daughter documents to the Local Transport Plan (current and future editions) to ensure that they are embedded within the Leicestershire governance framework and culture.

Alignment with Passenger Transport Policy and Strategy

1.13 Our BSIP will align with the county's Passenger Transport Policy and Strategy (PTPS), which has been in operation since October 2018 and was developed against a background of diminishing funds to support buses. The PTPS will be reviewed in full once the BSIP and EP Plan have been developed to ensure that full alignment is achieved.

Our Vision

1.14 The vision that sits behind the Leicestershire BSIP is one where the county's bus services are simply 'best-in-class'. Our future bus network will seamlessly connect people with employment locations, education and training opportunities, key services, other transport modes, leisure destinations and, of course, each other; in a way that is reliable, affordable, environmentally friendly, easy-to-use, safe, and inclusive.

Our Aim and Objectives

1.15 The overall aim of the Leicestershire BSIP is to increase bus usage (compared with pre-pandemic levels) across the county through improved, financially sustainable, higher standard services that better meet the needs of Leicestershire residents, employees, and visitors – making bus travel a preferred choice for travel around the county and

travel into the City of Leicester. This will enable long term clean growth, supporting delivery of the Leicester & Leicestershire Strategic Growth Plan.

1.16 Within this overall aim, our objectives are to make the Leicestershire bus network:

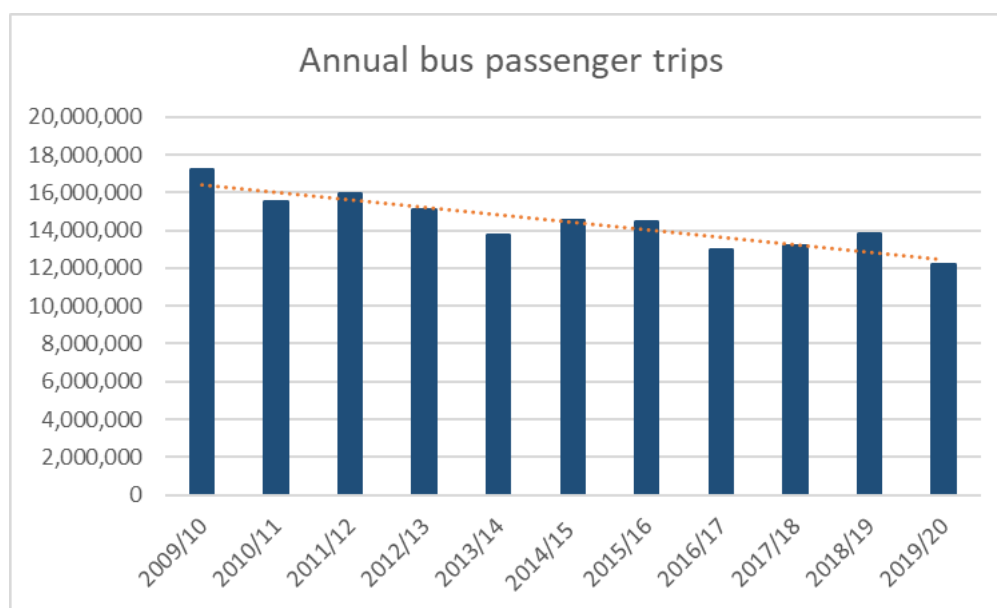
- 1) A single system - a high-quality integrated and efficient system, with:
 - a clearer brand identity and a more holistic approach to marketing;
 - greater coordination between operators' timetables;
 - integration with other travel modes such as rail, cycling, walking and e-mobility; and
 - use of DRT to provide greater availability, particular in rural areas of the county.
- 2) Reliable – quicker journey times delivered more reliably and where possible, more frequently
- 3) Affordable - particularly for young people who are the potential core bus market for the future.
- 4) Easy to use – with the customer experience much easier in terms of getting information, using different operators' services, and paying fares.
- 5) More attractive and greener – through moving towards use of modern, lower emission (and ultimately zero emission) vehicles across the network.

2. Current Bus Offer to Passengers

Analysis of Existing Bus Services

- 2.1 In general, Leicestershire has seen a downward trend in bus passengers over the last decade, from 17.3m in 2009/10 to 13.8m in 2018/19, as shown in Figure 2-1. This reduction in patronage to some extent coincides with reduction of local authority support for non-commercial bus services as council finances have been reduced. The 20% patronage reduction in Leicestershire is equivalent to the fall in patronage in neighbouring Nottinghamshire and Derbyshire. It is against this background that the Leicestershire BSIP aims to reverse this trend and grow bus use over the next decade. At the same time, however, it should be noted that there are a number of commercial routes whose patronage was growing pre-Covid and there are lessons to be learned from such services.

Figure 2-1: Leicestershire bus passenger trends^{2 3}



- 2.2 The impact of the Covid-19 pandemic on bus patronage has been dramatic. Patronage for financial year 2020/21 was just 27.5% of the 2018/19 figure (3.8m compared to 13.8m).
- 2.3 Table 2-1 shows that although the proportion of passengers travelling with an ENCTS pass has fallen over recent years (in line with the rise in age of eligibility), in 2019/20

² Based on DfT bus statistics Table BUS0109, as published June 2021.

³ Last month of 2019-20 (latter part of March) was affected by COVID restrictions.

31% of all bus passengers in Leicestershire were concessionary travellers. This is significantly higher than the England average of 21%. The concessionary section of the bus market is also taking the longest time to recover post-Covid.

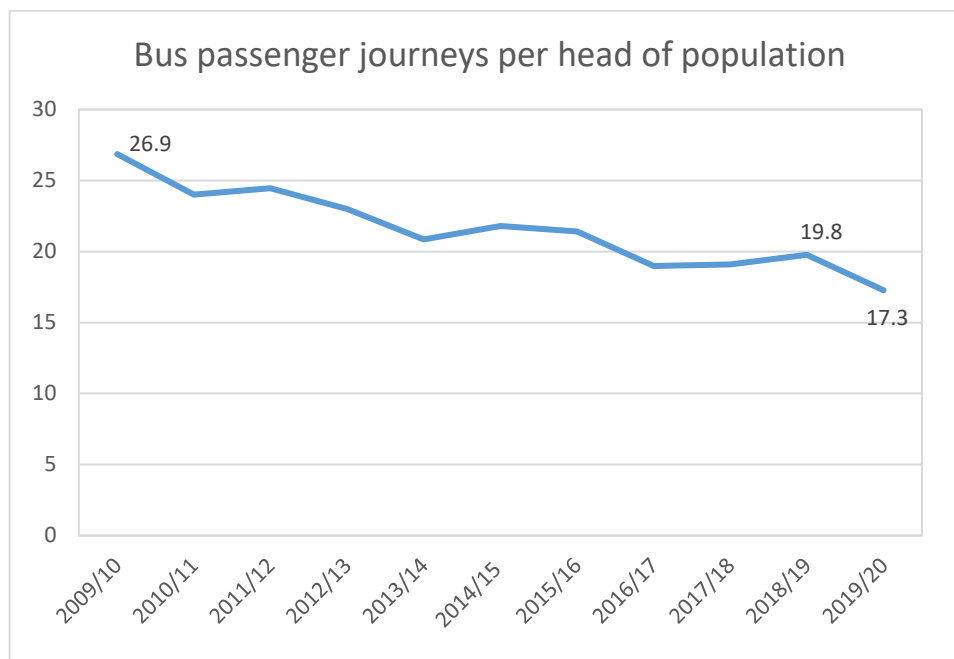
Table 2-1: Concessionary travel trends in Leicestershire⁴

Year	Total passenger journeys (millions)	Of which ENCTS (millions)	% ENCTS	England ENCTS %
2009/10	17.3	5.6	33	23
2010/11	15.5	5.5	36	23
2011/12	15.9	5.8	37	23
2012/13	15.1	5.8	38	22
2013/14	13.8	4.9	36	22
2014/15	14.6	5.1	35	22
2015/16	14.5	5.3	37	22
2016/17	13.0	4.3	33	22
2017/18	13.2	4.4	33	22
2018/19	13.8	4.5	32	22
2019/20	12.2	4.0	31	21

- 2.4 Over the past decade, there has been a steady decline in the number of bus passenger journeys per head of population in Leicestershire (Figure 2-2), reducing by 26% from just under 27 in 2009/10 to just under 20 journeys per person in 2018/19. This trend reflects the challenges the authority has faced in maintaining service levels, which have resulted in supported service frequency reductions and removal of certain under-used services. It also reflects growth in car ownership and usage. It is also a slightly greater reduction than the 23% experienced in neighbouring Nottinghamshire and Derbyshire.

⁴ Based on DfT bus statistics Tables BUS0109 and BUS0113, as published June 2021

Figure 2-2: Bus passenger journeys per head of population



Bus Network

- 2.5 The primary providers of passenger transport services in Leicestershire are commercial organisations that operate local bus services on a profit-making basis, as envisaged when the local bus service market outside London was de-regulated in 1985. It is generally in the interests of the people of Leicestershire for commercial bus networks to be attractive, efficient, and stable; also commercial networks require no subsidy and there is, therefore, no cost to the taxpayer. Such networks can meet the needs of many people in providing a means of collective transport that reduces congestion on our roads, limits vehicular emissions and provides access to work and life opportunities.
- 2.6 Facilitating and supporting an appropriate mix of services, working with communities and commercial and 3rd sector operators, is a key aim for the Council, against a backdrop of a challenging funding situation. These are intended to meet statutory requirements, help Leicestershire County Council deliver on its strategic priorities and outcomes, and support the people of Leicestershire in accessing key services.
- 2.7 There are just over 70 commercial routes in operation in Leicestershire, many of which operate cross-boundary into neighbouring authority areas. There is no dominant operator of commercial routes – Arriva operates approximately 44% of commercial routes, with Centrebus operating approximately 23%. The remaining commercial

routes are operated by nine different operators, including First, trentbarton and Kinchbus.

- 2.8 There are a number of bus services operating in the county which the County Council considers it appropriate to secure and financially support, in addition to those operated commercially, in order to meet priority social needs. These services are summarised in Table 2-2 and together amount to approximately 1.6 million supported miles.
- 2.9 Four operators provide supported local bus services in Leicestershire – Arriva, Centrebus, Paul Winson and Roberts Coaches. Fourteen services are fully supported by the Council at a gross cost of approximately £2.2m per annum. Thirteen services are funded on a de minimis basis at a gross cost of approximately £580,000. A further two services are supported on a de minimis basis, using Section 106 funding from developers. A number of the de minimis contracts had been commercial within the last five years, demonstrating the fragility of the bus market in Leicestershire.
- 2.10 Some cross-boundary services are also co-funded by neighbouring LTA's, including the Park & Ride services that go into the City of Leicester and the 747 that serves Rutland as well as Leicestershire.

Table 2-2: Supported bus services in Leicestershire - expected costs in 2021/22

Service Number	Operator	Details	Cost p.a.	Nature of Financial Support
27	Roberts	Loughborough - Thurmaston		Service fully-funded
55, 56	Centrebus	Melton - Grantham (CBP)		Service fully-funded
33	Centrebus	Market Harborough Town Services		Service fully-funded
44	Centrebus	Foxton - Harborough Fleckney		Service fully-funded
58	Centrebus	Lutterworth - Market Harborough		Service fully-funded
100	Centrebus	Melton - Syston		Service fully-funded
125	Roberts	Leicester - Castle Donington		Service fully-funded
129	P Winson	Ashby - Loughborough (CBP)		Service fully-funded
3 & 13	P Winson	Loughborough Town Services		Service fully-funded
23 & 25	Centrebus	Melton-Bottesford (23) & Melton-Stathern (25)		Service fully-funded
7	Roberts	Measham - Atherstone (CBP)		Service fully-funded
101	Roberts	Park and Ride (Meynell's Gorse)		Service fully-funded
203	Roberts	Park and Ride (Enderby)		Service fully-funded
303	Roberts	Park and Ride (Birstall)		Service fully-funded
		Sub-total gross cost of fully-funded services	£2,212,229	
14 & 15	Centrebus	Melton Town Services		Service part-funded
747	Centrebus	Leicester - Uppingham		Service part-funded
8	Arriva	Lutterworth - Hinckley		Service part-funded
8	Centrebus	Loughborough - Melton (& Grantham)		Service part-funded
X84	Arriva	Leicester - Rugby (Saturday)		Service part-funded
X55	Arriva	Hinckley - Leicester (Fosse Park)		Service part-funded
6/6A & 7	Arriva	Hinckley Town		Service part-funded
X6	Arriva	Hinckley Town + Dadlington Diversion		Service part-funded
154	Centrebus	Leicester - Loughborough (Saturday)		Service part-funded
154	Centrebus	Leicester - Loughborough (Mon-Fri)		Service part-funded
159	Roberts	Coalville - Hinckley		Service part-funded
X6	Centrebus	Bottesford - Grantham (Muston Diversion)		Service part-funded
22B	Centrebus	Leicester - Birstall (Saturday)		Service part-funded
		Sub-total gross cost of LCC part-funded services	£582,266	
X3	Arriva	Farndon Fields Extensions		Part-funded: S106 obligation funds from developer
30	Centrebus	Farndon Fields Ext + infill journeys		Part-funded: S106 obligation funds from developer
		Sub-total gross cost of part-funded Section 106 services	£56,965	
		Estimated fare receipts to LCC* on min cost services	-£250,000	
		Total net funding of bus services	£2,601,460	

*Takes account of Covid effects in 21-22 and anticipated lower level of income than allowed for in the budget

- 2.11 Analysis of the local bus network was undertaken in 2018 to identify the proportion of the population within walking distance (determined as 800m to reflect the rurality of the area) of a commercial or a supported service. The analysis concluded that 82.3% of the county's population was within walking distance of a commercial service and 63.5% of the population was within walking distance of a supported service. Overall, 93.3% of the population was within 800m of a local bus service.
- 2.12 In addition to conventional bus services, the County Council currently funds in excess of 40 demand responsive transport (DRT) services at a gross cost of approximately £185,000 per annum. These taxi DRTs operate on specific days of the week, with a fixed timetable. Journeys only operate if bookings are received, with bookings being made directly with the operator. Concessionary passes are accepted for travel on these services.

- 2.13 The Council secured £1.3m of funding from the Rural Mobility Fund to pilot a technology-based DRT service in the Hinckley / Narborough area of Leicestershire. This pilot will be closely monitored with a view to extending the concept to other low PT demand areas of the county.
- 2.14 The council also funds community transport services across the county which complement the local bus network and provide lifeline services for those who are unable to use conventional bus services. Annual funding of £512,000 is provided to 12 CT providers who offer car- and minibus-based services for members of their schemes.

Bus Fleet

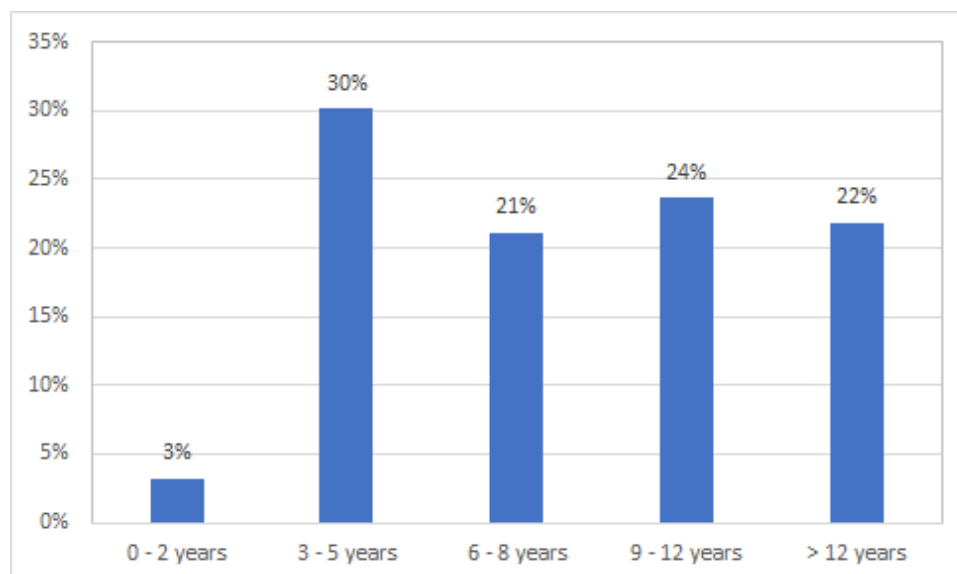
- 2.15 The bus fleet deployed in Leicestershire is predominantly Euro 6 (see Table 2-3). The electric buses within the fleet are deployed exclusively on the tendered Park & Ride services. Only around 3% of the vehicles deployed in Leicestershire are less than two years old (see Figure 2-3)– this includes the Park & Ride electric buses. A Euro 6 diesel car emits 10 times the per passenger NOx of a comparable journey by a Euro VI bus.
- 2.16 In general terms, older buses are more polluting than newer buses. Approximately a third of buses in public service in Leicestershire are between three and five years old. More than a fifth of vehicles are over 12 years old, which reflects the tendency among operators to cascade vehicles as they age from more profitable urban services onto county services.

Table 2-3: Composition of Leicestershire bus fleet⁵

Summary	Total	%
Euro 1	0	0%
Euro 2	0	0%
Euro 3	12	4%
Euro 4	12	4%
Euro 5	50	17%
Euro 6	212	72%
Electric	9	3%
Total	294	100%

⁵ Based on data supplied by the majority of bus operators

Figure 2-3: Average age of Leicestershire bus fleet



Traffic congestion and traffic levels

- 2.17 According to DfT’s Road Traffic Statistics, 5.27 billion vehicle miles were travelled on roads in Leicestershire in 2019, of which 3.96 billion (over 75%) were travelled by cars and taxis. For cars and taxis and all motor vehicles, this is an increase of 8% compared to the equivalent figures for 2014⁶.
- 2.18 Traffic congestion in the county has worsened over recent years, resulting in significant pinch points along the network where buses struggle to maintain their schedules as a consequence of competing for road space with other traffic. A list of key bus pinch points on the network, as identified by bus operators, is provided as Annex 1. Annex 2 presents maps showing morning peak period traffic delays in and around the main Leicestershire towns, derived from Trafficmaster journey time data.

Fares and Ticketing

- 2.19 ‘Flexi’ bus tickets offer unlimited travel on any bus in the city of Leicester and into Greater Leicestershire – the urban area of the county close to the city boundary. Five bus operators participate in the scheme – Arriva, Centrebus, First, Kinchbus and Stagecoach. The scheme includes child and student termly and yearly ticket options.

⁶ Road traffic statistics - Local authority: Leicestershire ([dft.gov.uk](https://www.dft.gov.uk))

- 2.20 All commercial bus operators in Leicestershire offer a range of proprietary tickets which include single, return, one day and multiple day options; all discounts offered currently are done so commercially by each individual operator. Operators also offer a range of tickets for employers, schools, colleges and universities to encourage public transport use. Fares and ticketing information are available from the bus driver or via the relevant operator's website. Saver tickets are also available to buy from the driver for the Council-subsidised Park & Ride services.
- 2.21 Although operators offer some child and young person discounts in Leicestershire, age restrictions, the amount of discount available and coverage differ by operator.

Timetables and Information

- 2.22 The County Council is responsible for providing timetables and information for the local bus services which it financially supports. This information is predominantly available via the Choose How You Move website – the one-stop shop for travel information in Leicester & Leicestershire⁷. The website also includes a journey planner to enable users to explore the different travel options that are available in Leicestershire.
- 2.23 Several operators also provide live at stop real time information via free to download mobile phone apps. Such apps also offer journey planning tools to help customers. Bus operators provide timetable and information for commercial services via their own company websites and paper timetables at stops.
- 2.24 There are 114 Real-Time Information displays located around the county. A list of the display sites is provided in Annex 3.

Responsibility for bus services

- 2.25 Responsibility for bus services rests with four main teams, covering 14.3 Full-Time Equivalent (FTE) posts:
- Contracts and Compliance Team – with responsibility for procuring local bus and DRT services and monitoring compliance with contract conditions (1.5 FTE posts)
 - Passenger Transport Services Team – providing data on concessionary travel reimbursements and usage, recording patronage and revenue data for supported services (1 FTE post)

⁷ www.choosehowyoumove.co.uk/public-transport/

- Safe and Sustainable Travel Team – responsible for logging bus service registrations, applying the Passenger Transport Policy and Strategy in response to proposed network changes, advising Contracts and Compliance Team on services to be tendered, maintaining NaPTAN database, updating public transport information for supported services, managing contract for bus shelter cleaning and maintenance (8 FTE posts)
- Transport Strategy and Policy Team – providing policy direction, particularly with regard to the Passenger Transport Policy and Strategy (0.7 FTE posts)

2.26 In addition, three teams provide support to bus service operations as follows:

- Network Management Team - processing road space booking applications, notifying bus operators and assisting works promoters in the selection of appropriate traffic management to minimise impact on bus services (0.06 FTE posts)
- Network Data Intelligence – collecting and managing data for all bus service reviews and ongoing patronage monitoring (2.5 FTE posts)
- Communications Unit – advising on media handling, preparing public engagement materials and supporting at engagement events (0.7 FTE posts)

2.27 Decision making with regard to all elements of local bus service provision involves high level Director, Assistant Director and Head of Service resource (1.8 FTE posts).

Local Operators and the County Council

2.28 During the pandemic, regular meetings were held with the two main operators of supported services to deal with issues arising and monitor service provision and Covid-recovery.

2.29 There is a Park & Ride Steering Group involving the service operator, county and city council which meets on a monthly basis. The county council and bus operators participate in area-focussed working groups, such as the East Midlands Gateway Access to Work group, the East Midlands Gateway Sustainable Travel working group and the Arriva Click DRT project in New Lubbethorpe.

Public Engagement

2.30 An online survey, which was live between 15th June and 30th July 2021, sought to gather the views of Leicestershire residents and visitors regarding their use of bus services and measures that would encourage them to increase their bus travel. A total of 1,483

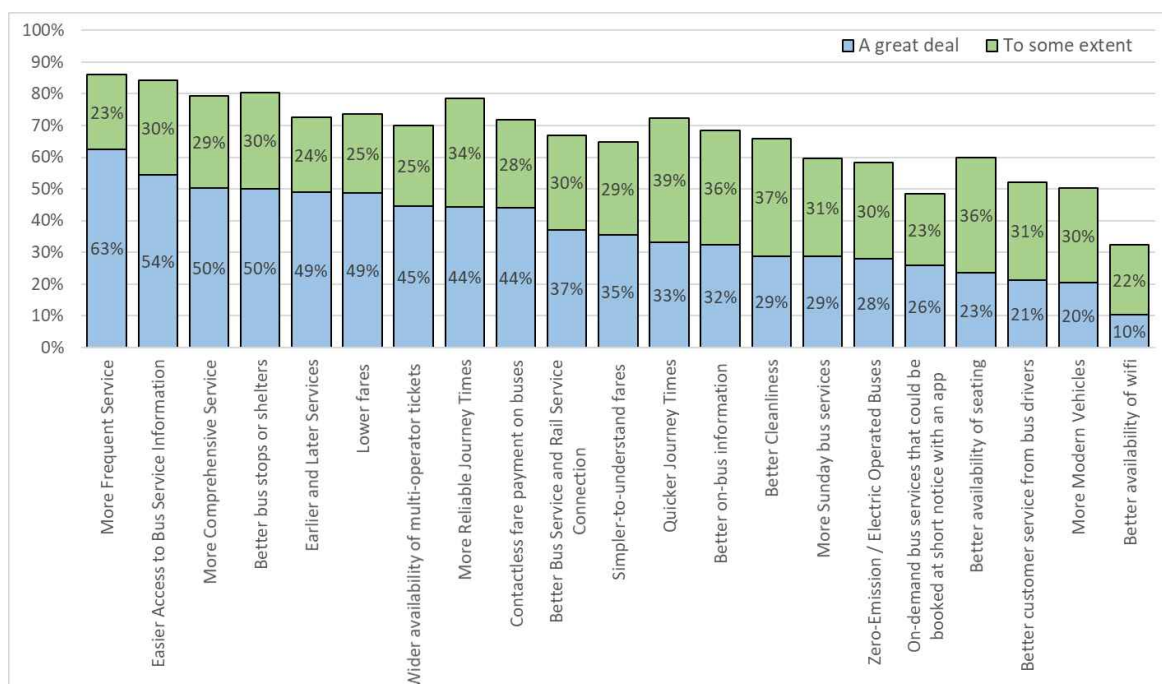
responses were received, which included councillors and representatives of organisations.

2.31 Figure 2-3 shows that the top ten measures residents and visitors considered would increase their bus use in Leicestershire 'a great deal', were:

- More frequent service (63%)
- Easier access to bus service information (54%)
- More comprehensive service (local buses near you serving more destinations) (50%)
- Better bus stops or shelters (50%)
- Earlier and later services (49%)
- Lower fares (49%)
- Wider availability of multi-operator tickets (45%)
- More reliable journey times (44%)
- Contactless fare payment on buses (44%)
- Better bus service and rail service connections (37%)

2.32 Among regular users and infrequent / non-users, two of the top three measures were the same – 'more frequent services' and 'easier access to bus service information'. 'Lower fares' were considered more likely to increase bus use by infrequent and non-users than by regular users. The capability for contactless fare payment was considered more effective at encouraging increased bus use by infrequent / non-users than by regular users.

Figure 2-4: Measures that would encourage Leicestershire residents and visitors to increase their bus use



2.33 In addition to the measures outlined, councillors and representatives of organisations, business and community groups suggested the following measures could help to increase bus use in the county:

- more circular services providing links to facilities and destinations situated outside of the city centre
- improvements to walking and cycling links to access bus services
- measures to disincentivise car use to achieve modal shift and net-zero carbon targets
- improved communication between the bus operator and its users, such as the provision of real-time information via social media
- retain cash payments on the bus and paper timetables at bus stops.
- co-ordination between the County and City Council, including better co-ordinated timetabling, ticketing, and links to other public transport interchanges.

2.34 Residents and visitors highlighted the following additional measures to encourage greater bus use:

- better bus service connections to Fosse Park shopping centre, avoiding the need to interchange in Leicester and making the bus journey time competitive with the car

- cheaper and easier-to-understand fares, including multi-operator tickets
 - availability of group saver tickets (particularly for families)
 - under-18 travel to be available without charge
 - an extension to the concessionary pass validity, particularly for travel before 09:30
 - retain traditional methods of payment and bus service information provision at the same time as developing mobile apps
 - increase in use of CCTV and improved driving style
 - improved walking infrastructure to reach bus stops
 - improve vehicle accessibility, particularly for disabled individuals, those travelling by bike and those with a pushchair
- 2.35 The full survey analysis report can be accessed on the Leicestershire public transport website.

Other Factors that Affect Use of Local Bus Services

- 2.36 Local bus services are always in competition with other modes of transport. In particular, this includes the private car, which on a per-person basis uses more road space, contributes much more to congestion, emits more local air pollutants, and has greater carbon emissions.
- 2.37 Private car users incur costs each time they make a trip. These include depreciation on the initial investment made in the vehicle, maintenance costs, tyre wear, fuel costs, and parking costs. However, only the last two items tend to be perceived as a per-trip cost by people, leading to a skewed view of the relative cost of car versus bus or other modes.
- 2.38 Parking capacity and prices are within the partial control of the public sector, where car parks and on-road parking are controlled and operated by local authorities. Private non-residential (e.g. employer-provided) parking is, of course, outside their direct control, as are privately-operated car parks. Nonetheless, parking prices and supply control can be used as a demand management tool, helping to re-balance the skewed view of relative costs of car versus bus.
- 2.39 Leicester City Council is considering the introduction of a Workplace Parking Levy in Leicester. Such a measure would have implications for Leicestershire residents who currently drive into work in the city, as city centre employers may opt to pass some or all of the parking charge onto employees, which may affect county residents' modal choice for travel to work in the city.

- 2.40 In the main Leicestershire towns (as in many towns), parking prices are generally set quite low by the seven first tier local authorities (district councils). This is probably due to a concern that higher prices would affect the attractiveness of the town. Nevertheless, there is some scope for using parking price as a lever in future to get more people to use buses and other sustainable transport modes, provided that there are high quality bus services and infrastructure available as alternatives. This will be explored with the district councils during the early stages of BSIP implementation, particularly in towns where improved bus services are delivered.
- 2.41 Annex 4 to this document presents an overview table of off-road parking capacity and prices in the main Leicestershire towns. In viewing this table, it is worth noting that Oadby & Wigston Borough Council is considering introducing some form of car park charging in 2022.

3. Headline Targets

Baseline Position

- 3.1 As required by DfT, we have set targets in the following areas for the Leicestershire Bus Service Improvement Plan:
- Passenger growth
 - Customer satisfaction
 - Journey times
 - Reliability
- 3.2 We have also set an additional target for bus emission standards for the Leicestershire bus fleet.
- 3.3 We want to set ambitious and challenging targets. In order to set such targets, however, it is important that we have suitably representative evidence so that a baseline position can be established, against which improvements can be measured. This is challenging, as bus operations are not in a 'stable' position at present, with patronage levels and public opinions on buses still in recovery from the Covid-19 pandemic, and journey times being affected by post-pandemic private car usage patterns. Comparison with pre-pandemic levels as a baseline is not seen as appropriate by the Council or partner bus operators as people have settled into new travel habits and services have also flexed and altered since the pandemic began in March 2020.
- 3.4 We therefore propose the following⁸:
- For **passenger growth**, the baseline position will be based on patronage on services serving Leicestershire in the six months leading up to March 31st 2022. These are the last six months before the first measures under the BSIP and associated Enhanced Partnership Plan will start to take effect, and are likely to represent the most stable picture of 'the new normal' bus operations post-Covid. The six-month period figures will be converted to annual equivalent figures using ratios (annual/final six months) from a previous non-Covid-affected financial year (e.g. 2018-19). It is anticipated that this patronage baseline will be of the order of 80% of pre-Covid levels.

⁸ Subject to national COVID guidance and restrictions not materially changing in the meantime

- For **customer satisfaction**, the baseline position will be based on outputs from the National Highway and Transport Public Satisfaction Survey (NHT Survey) for 2019 (the last complete year unaffected by COVID). Leicestershire County Council subscribes to this annual survey, which includes a number of questions on public satisfaction with different aspects of bus services, as well as overall satisfaction with local bus services. It is worth noting that this samples views from general members of the public, rather than just focusing on current bus users.

The county of Leicestershire is not one of the areas covered by Transport Focus in their annual national bus passenger survey. While some Leicestershire operators run their own customer satisfaction surveys, these are unlikely to be comparable across operators in the county.

The DfT requirement appears to be for customer satisfaction to be reported every six months rather than annually. It is therefore proposed that an 'infill' customer satisfaction survey is undertaken across the county halfway between each annual NHT Survey. This would ask a subset of the NHT survey questions of a sample of Leicestershire residents, with the first one taking place in Spring 2022 using some of the BSIP funding provided by DfT. The results of the NHT and 'infill' surveys will then be tracked over time to monitor changes in customer satisfaction with different aspects of bus services. The need for the 'infill' surveys is included in the financial ask for supporting Leicestershire's BSIP delivery.

- For **journey times**, it is proposed that average bus journey times for different times of day (e.g. morning peak, interpeak, afternoon peak) for each service are examined for 'neutral months' twice per year (e.g. March and September). Where possible, this will be based on GPS bus journey time data and the baseline will be set by data from September 2021 and March 2022.
- On **reliability**, there are three measures that are all important:
 - Punctuality – reflects how well buses run to the timetable (which is developed in the knowledge of regular delays).
 - Reliability – concerns whether a bus arrives at all.
 - Consistency of journey time – concerns how much journey times vary between uncongested and congested conditions.

As with journey times, it is proposed that, where possible, this will be based on GPS journey time data and the baseline will be set by data from September 2021 and March 2022.

Performance Indicators

- 3.5 Within each of the four areas, a number of performance indicators will need to be monitored. Table 3-1 sets out the proposed performance indicators under each area.

Table 3-1: Proposed performance indicators

Area	Indicators	Desirable Sub-divisions, if available
Passenger growth	Patronage (person-trips)	All users / adult fare-payers / young people / ENCTS passholders
Customer satisfaction	Overall satisfaction with bus service – all users	All users / adult fare-payers / young people / ENCTS passholders
	Satisfaction with punctuality	All users / adult fare-payers / young people / ENCTS passholders
	Satisfaction with value for money / bus fares	All users / adult fare-payers / young people / ENCTS passholders
	Satisfaction with quality and cleanliness of vehicle	All users / adult fare-payers / young people / ENCTS passholders
	Satisfaction with helpfulness of drivers	All users / adult fare-payers / young people / ENCTS passholders
	Satisfaction with bus stops /shelters	All users / adult fare-payers / young people / ENCTS passholders
	Satisfaction with ease of obtaining service information	All users / adult fare-payers / young people / ENCTS passholders
	Satisfaction with availability of information to plan journeys	All users / adult fare-payers / young people / ENCTS passholders

Area	Indicators	Desirable Sub-divisions, if available
Journey times	Average journey time (monthly period) per service	Morning peak / Interpeak / Afternoon peak
Reliability	Punctuality	Morning peak / Interpeak / Afternoon peak
	Reliability – percentage of cancelled service runs.	
	Consistency of journey time – drawn from journey time data.	Across AM peak, interpeak and PM peak

Targets for Passenger Growth and Customer Satisfaction

- 3.6 Our targets for passenger growth over the 10-year BSIP period are shown in Table 3-2 below. The value 100 denotes the baseline position, as described above, as determined at the end of March 2022. It is anticipated that this will be around 80% of pre-Covid levels. These are set to be challenging targets against a background of declining patronage, as presented in Section 2.

Table 3-2: Targets for passenger growth and customer satisfaction

Performance indicator	Year	All passengers
Patronage (person-trips)	Baseline 2021-22	100
	2022-23	110
	2023-24	125
	2024-25	130
	2025-26	132
	2026-27	133
	2027-28	134
	2028-29	135
	2029-30	136

Performance indicator	Year	All passengers
	2030-31	137
	2031-32	138
Customer satisfaction (all indicators)	Baseline 2021-22	100
	2022-23	101
	2023-24	103
	2024-25	105
	2025-26	107
	2026-27	109
	2027-28	111
	2028-29	112
	2029-30	113
	2030-31	114
	2031-32	115

Targets for Journey Times and Reliability

- 3.7 Our targets for journey times and reliability over the 10-year BSIP period are shown in Table 3-3 below. Targets for punctuality and percentage of cancelled service runs will apply to all services across Leicestershire. Other targets apply only to services that operate on routes that are affected by journey time schemes or interventions (typically those targeting bus priority) implemented under the plan. The value 100 denotes the baseline position, as described above, as determined at the end of March 2022. These are set to be challenging targets against background growth in general traffic and declining bus patronage.

Table 3-3: Targets for journey times and reliability

Performance indicators	Year	Routes covered by BSIP journey time interventions
Average journey time (morning and evening peak periods)	Baseline 2021-22	100

Performance indicators	Year	Routes covered by BSIP journey time interventions
	2022-23	100
	2023-24	97
	2024-25	95
	2025-26	95
	2026-27	95
	2027-28	95
	2028-29	95
	2029-30	95
	2030-31	95
	2031-32	95
Reliability (punctuality) – morning and evening peak periods	Baseline 2021-22	100
	2022-23	101
	2023-24	102
	2024-25	103
	2025-26	104
	2026-27	105
	2027-28	106
	2028-29	107
	2029-30	108
	2030-31	109
	2031-32	110
Reliability (percentage of cancelled service runs) – all day	Baseline 2021-22	100
	2022-23	95
	2023-24	90

Performance indicators	Year	Routes covered by BSIP journey time interventions
	2024-25	85
	2025-26	80
	2026-27	75
	2027-28	70
	2028-29	65
	2029-30	60
	2030-31	55
	2031-32	50
Reliability (average journey time differences between peak and interpeak services)	Baseline 2021-22	100
	2022-23	97.5
	2023-24	95
	2024-25	92.5
	2025-26	90
	2026-27	87.5
	2027-28	85
	2028-29	82.5
	2029-30	80
	2030-31	77.5
	2031-32	75

Target for Bus Emissions Standards

- 3.8 Our target for bus emission standards is a relatively short term one. This is that all buses used on the Leicestershire registered local bus network will meet Euro VI emission standards (or equivalent) by the end of 2024-25. There may be a very small

number of exemptions from meeting this standard for services operated by small operators that only have one or two stops in Leicestershire.

4. Delivery

- 4.1 From our discussions with operators and informed by feedback from users, we have already developed a number of delivery themes, and schemes within those themes, which with the aid of Government National Bus Strategy funding we stand ready to begin delivering through our BSIP. These are grouped together in the following tables under the five objectives identified in section 2. On the public sector side, Leicestershire County Council will work with Government to ensure that sufficient funding is made available to deliver these themes and schemes.
- 4.2 Delivery will be driven by the Enhanced Partnership of bus operators and the local authority, working in collaboration with other interested parties and stakeholders. The Partnership will be supported in delivery by an EP Coordinator (with a support team), whose cost has been included in our financial ask from the National Bus Strategy funding pot. Additional Council officers and external consultancy support will also be required to deliver specific schemes under the BSIP.

Single system

No.	Name	Scheme description	Detail and timing
S1	Timetabling and frequencies	S1-1: Operators will work together to coordinate timetables on key corridors, as far as possible, to achieve regular headways. This will apply where there is more than one operator serving a corridor, and will ensure that the timetable serves the needs of as many customers as possible and is easy to understand.	<p>An initial review to establish where coordination of timings on specific corridors would be beneficial and possible (given other constraints) will be undertaken in the first half of Year 1 (2022-23) of the BSIP. On Leicester-bound services, this review will be undertaken in coordination with Leicester City Council. Required timetable changes will be implemented in the second half of Year 1. All timetable coordination will be kept under review by the EP members throughout the BSIP duration.</p> <p>Under this scheme, all timetable changes will take place at six set dates in the year to aid user comprehension. These dates will be coordinated with neighbouring authorities in the East Midlands to ensure compatibility.</p>

No.	Name	Scheme description	Detail and timing
		<p>S1-2: A supported network review will be undertaken and minimum service frequencies will be implemented on different types of bus route. This should help to grow patronage, but will require some initial revenue funding support.</p>	<p>A review will be undertaken of the whole supported services network, in line with an updated version of our Passenger Transport Policy and Strategy that reflects the BSIP. This will look service-by-service and determine whether / how the network should be re-shaped. Changes will be made as required after appropriate assessments and local consultation. Existing supported services will be maintained whilst this review is being undertaken. This scheme will also provide post-Covid recovery funding support where needed services that would otherwise be at risk while patronage re-grows to pre-Covid levels.</p> <p>Increased service frequencies will be introduced in Year 1 on three selected routes in order to pilot the scheme for two years and ensure that it gives good value for money. Other routes will be added gradually to the scheme in Years 3 to 5, assuming that the early pilot routes show promising growth in patronage levels.</p>

No.	Name	Scheme description	Detail and timing
S2	Integration with rail	S2-1: Bus operators will work with rail operators to ensure that, as far as possible, bus services that serve railway stations are timed to connect with key rail services.	An initial review to establish where coordination of timings with rail timings would be beneficial and possible (given other constraints and not at the expense of providing a worse service for a significant proportion of the bus customer base) will be undertaken in the first half of Year 1 (2022-23) of the BSIP, in coordination with the review in Scheme S1-1. Any bus timetable changes identified as beneficial will be implemented in the second half of Year 1. All timetable coordination will be kept under review by the EP members throughout the BSIP duration.
S3	Consistent, high quality roadside infrastructure	S3-1: LCC will work in collaboration with operators to ensure that all bus stops in the county have better, appropriate, consistently high-quality, roadside infrastructure.	<p>An audit of all bus stops and shelters will be undertaken in Year 1, against a defined list of features that different types of stop should have. Accessibility and personal safety issues with bus stops will also be reviewed and measures identified to provide safe access for a wide range of users (including people with impaired mobility).</p> <p>Implementation of upgraded infrastructure will commence during the second half of Year 1, and will be rolled out during Years 2 and 3. This will include provision of better information, and, where suitable, seating and shelters to protect users from the elements in key locations.</p>

No.	Name	Scheme description	Detail and timing
		S3-2: Improved maintenance and repair regime	An upgraded approach to managing existing and new infrastructure sites will be developed in the first half of Year 1. A maintenance and repair regime will be implemented starting from the mid-point of Year 1 that has challenging targets for repair and replacement when infrastructure gets damaged.
S4	Mobility hubs	S4-1: LCC will work to implement significant mobility hubs at key points to achieve better integration with active travel modes and e-mobility. This will include facilities for safe and secure cycle parking, as well as hire points for e-mobility and bicycles in some locations. It will also include other community facilities (e.g. parcel collection, cycle maintenance).	A mobility hub feasibility study will be undertaken in Year 1. This will look at possible locations, review potential features that could be included, and assess the business case (including costs and benefits) for implementing hubs at different locations. Depending on the results of the feasibility study, it is envisaged that one hub will be implemented in Year 2, which will act as a pilot. Three further hubs will be implemented in Years 3, 4 and 5.
S5	Branding and marketing	S5-1: LCC will work in collaboration with operators to create a distinctive brand for the Leicestershire bus network. This will seek to work alongside the individual operators' branding. Marketing of the Leicestershire bus network as a single entity will be undertaken jointly by LCC and bus operators.	Using our experience in developing the Choose How You Move brand, we will develop a branding design and marketing plan in the first half of Year 1. The aim will then be to roll it out across all infrastructure in parallel with the upgrading of infrastructure in the second half of Year 1 and Years 2 and 3. The branding will be applied to roadside infrastructure and to publicity and information materials. It will not be applied to vehicles because of potential clashes with existing operator vehicle branding and difficulties this would cause with cross-boundary services.

No.	Name	Scheme description	Detail and timing
S6	DRT	<p>S6-1: Demand responsive transport (DRT) will be used to provide services in areas of dispersed population and/or where demand is insufficiently concentrated to make regular fixed route services viable. These will connect into the main fixed route services as well as directly to local towns and centres.</p> <p>DRT will be delivered using booking apps and short-notice booking windows to appeal to people who are tech-savvy, as well as through more conventional telephone bookings. This strategy will learn from and build on the experiences of the Rural Mobility Fund DRT service that will be implemented in the Leicester-Hinckley corridor from early 2022.</p> <p>S6-2: Provision of evening services using DRT will be explored, piloted, and implemented in selected areas.</p>	<p>In Year 1, Leicestershire’s RMF-funded DRT service focussed on the Narborough – Leicester corridor will be operational. This will be an invaluable source of information on what works and what doesn’t.</p> <p>In parallel with the first year of RMF service operation, a feasibility study will be undertaken to look at the potential viability of other locations where DRT could be used to expand the bus offer for poorly served communities.</p> <p>Proposals will be brought forward for six further DRT services, subject to the performance of the Narborough DRT service. These will provide broad coverage of currently under-served rural areas across the county and will be implemented in Years 2, 3 and 4 and operated continuously from that point. It is anticipated that all DRT services will require some ongoing public funding support throughout the BSIP period, although we expect the level required to drop as people get used to using DRT and patronage builds.</p> <p>The RMF-funded DRT service will be used as an initial pilot for operating evening services. This expansion of time coverage will take place at the end of year 1. Six additional evening DRT services will be implemented in Years 2, 3 and 4 to provide broad coverage across the county. These are likely to be linked to the additional daytime DRT services (see S6-1) but may cover a wider area in the evenings.</p>

No.	Name	Scheme description	Detail and timing
S7	Service quality standards	S7-1: Minimum service quality standards will be agreed and implemented across all Leicestershire bus services.	Minimum service standards will be agreed and implemented across Leicestershire. These will include standards for cleanliness of vehicles and customer service training for drivers.
		S7-2: A Customer Charter will be adopted across Leicestershire bus services.	A customer charter will be developed in collaboration between all operators and representatives of the user community, and will include remedies for bus users in the event of failure to meet those standards. This will be in line with guidance published by Transport Focus on customer charters. The aim is for this to be in place before the start of the BSIP period in April 2022.

Reliable

No.	Name	Scheme description	Detail and timing
R1	Bus priority at key points	R1-1: A programme of individual schemes and interventions will be developed and implemented to address delays to bus services and give buses priority.	<p>A list of pinchpoints on the Leicestershire network that lead to significant bus delays (making service journey times unreliable and impacting on operating costs) is being developed through collaboration between bus operators and Leicestershire County Council. These will be sifted and prioritised. Feasibility studies will be undertaken on at least three pinchpoints each year, and business cases will be developed to justify investment in bus priority interventions. Bus priority interventions to the value of £4m per year will be implemented on the Leicestershire network in each year of the BSIP from Year 2 onwards.</p> <p>Possible measures may include bus priority at signals, bus lanes, bus gates, and/or restrictions on on-street parking or loading at peak times. Where delays can be addressed sufficiently to reduce operating costs by reducing PVR, part of the financial benefit will be used to increase service frequency and/or reduce fares.</p> <p>Behavioural change campaigns (involving, for example, PTP and/or business engagement) will be undertaken alongside implementation of the bus priority measures. Experience across the UK has shown that these complementary activities help maximise the mode shift impact of new and improved sustainable transport infrastructure.</p>

No.	Name	Scheme description	Detail and timing
R2	Traffic and parking management and enforcement	R2-1: Improved traffic and parking management and enforcement.	During Year 1, the partnership will identify particular areas where poor traffic and parking discipline causes problems and delays for buses. LCC will then work with partners throughout the BSIP period to put in place new restrictions on on-street parking or loading at peak times, together with improving enforcement of existing restrictions. Enforcement technology and systems will be implemented as required, and operated in cooperation with Leicestershire police.

Affordable

No.	Name	Scheme description	Detail and timing
A1	Consistent age level for discounted child and young people's fares	A1-1: Rationalisation of qualification ages for child / young people discounted fare products.	We will seek to address the current inconsistency across Leicestershire operators in the age at which children / young people are able to access discounted fare products. We will agree, through the EP, a consistent age of under 19, below which Leicestershire bus users can expect discounted fares. This will address the current situation where different operators have different age criteria. This will be done in order to come into operation during Year 1 of the BSIP.

No.	Name	Scheme description	Detail and timing
A2	Discounted fare scheme for young adults	A2-1: A young adult discounted fare offer for all 19-25 year-olds will be implemented. This is viewed as important at an age where most people are on low incomes, and when moving from bus to car use is often an attraction. As noted earlier, getting young people to use buses more is seen as a cornerstone of a future sustainable Leicestershire bus network.	<p>We will enhance the current fare offers (e.g. student ticket products) made to some young adults aged 19-25 to ensure that all young people of that age group can access reduced fares. It is envisaged that fare discounts of around 25-33% would be applicable. This may require purchase of a discount card (off-bus) for an affordable sum (e.g. £5) to act as proof of entitlement. Smarter ticketing solutions, such as ITSO cards, white label EMV cards, etc. may also be considered.</p> <p>Development of the offer (which is likely to involve a concessionary travel scheme) will be undertaken early in Year 1, with a view to implementation during Year 2 and operation throughout the BSIP duration. Implementation will take place in a pilot area first in Year 2, with subsequent rollout to the rest of the county in Year 3.</p>

Easy to use

No.	Name	Scheme description	Detail and timing
E1	Improved information	E1-1: Improved information availability will be developed and provided across multiple channels to meet everyone’s needs. This will include online information, printed leaflet information, and roadside service information. This will be based on user research on views of current information provision among different customer groups.	<p>A customer research exercise will be undertaken in Year 1 of the BSIP. This will explore the strengths and weaknesses of the information offer, in order to define what needs to be changed or improved. The research will be undertaken both with regular bus users and with irregular or non bus users. Including the latter group will help identify information barriers to bus usage.</p> <p>The results of the customer research exercise will be used to plan and implement the changes to information provision. The aim will be to have those changes in place by the end of Year 2.</p>
E2	Real-time information	E2-1 In order to provide a consistent standard across the whole Leicestershire network, all buses will be fitted with GPS positioning units which will feed into real-time information (RTI) provision to users. Delivery mechanisms for RTI will include a Leicestershire-wide app that will cover all operators’ services, as well as RTI displays on selected corridors.	<p>The vast majority of buses in Leicestershire are already GPS-equipped. All currently non-equipped buses will be fitted with GPS positioning units as early as possible within Year 1.</p> <p>A review of current RTI will be undertaken in Year 1, including app-based provision and at-stop displays. The intention is to develop a Leicestershire-wide app that will cover all operators’ services to ‘fill in the gaps’ in the current operator provision during Years 2 and 3. We will also double the number of RTI displays in the county, adding extra displays on selected corridors to strengthen information provision to bus users. Such additional signs will be procured and provided in Years 2 and 3.</p>

No.	Name	Scheme description	Detail and timing
E3	Multi-operator ticketing	<p>E3-1: The aim will be to move towards multi-operator capped fares that work with debit, credit card, cash, and mobile payments across all Leicestershire operators. This is likely to be a staged programme, with acceptance of each other's ticket products on certain corridors initially, before broadening out into a full multi-operator ticketing regime.</p>	<p>During Year 1, mutual acceptance of each other's tickets will take place on certain defined corridors where there is more than one operator offering services and where this will genuinely enhance the opportunities to travel by bus. As appropriate, there will be a back-office reconciliation and revenue apportionment function.</p> <p>Following on from this, the Leicestershire EP will work with neighbouring EPs (Leicester City, Nottinghamshire etc) to maximise value-for-money from technological investments. The aim will be to move into full tap-on / tap-off contactless multi-operator ticketing where users are guaranteed the best price for their travel patterns. This will be dependent on the results of pilots such as CORAL (in which several of the Leicestershire operators are participating) and other national initiatives, but is anticipated that this could be in place by Year 5 of the BSIP.</p>
E4	Mobility as a Service	<p>E4-1: As a longer-term goal, the Leicestershire EP will investigate the potential for broadening the payment offer to include Mobility as a Service (MaaS) concepts, where user accounts can be used to pay for other modes of transport (e.g. bike hire, e-scooter hire) as well as bus fares. This may be particularly attractive once mobility hubs are in operation in Leicestershire.</p>	<p>Throughout the BSIP period, some budget will be allocated for a future technology monitoring and horizon-scanning observatory function. This will enable the EP to identify and assess trial or pilot opportunities in MaaS.</p>

No.	Name	Scheme description	Detail and timing
E5	Autonomous vehicles	E5-1: The potential for use of autonomous buses will be monitored throughout the BSIP period. These have some long-term potential for reducing bus operating costs.	Throughout the BSIP period, some budget will be allocated for a future technology monitoring and horizon-scanning observatory function. This will enable the EP to identify and assess trial or pilot opportunities (particularly within a rural or market town environment) in autonomous vehicles.

Greener

No.	Name	Scheme description	Detail and timing
G1	Low Emission Vehicles (LEV) and Ultra-Low Emission Vehicles (ULEV)	G1-1: Lower emission vehicles. All vehicles used on the Leicestershire network will be Euro VI emission standard by March 2025	All buses used in Leicestershire will be Euro VI emission standard by March 2025. A grant fund will be established to assist some operators with the cost of upgrades or retrofits. All services supported by LCC will be required to be operated by vehicles with Euro VI emission standard or equivalent by March 2025. Some exemptions may be permitted by agreement (for example, services in neighbouring counties that have just one or two stops in Leicestershire).

No.	Name	Scheme description	Detail and timing
		<p>G1-2: ULEV buses will be used on a pilot route to test their operation and economics in practice in a peri-urban or market town context. We will work with neighbouring authorities such as Leicester City Council and Nottingham City Council to learn from their ULEV experiences.</p>	<p>We plan to introduce electric or other ULEV vehicles on a selected pilot route in Leicestershire. This will build on knowledge from the Leicester electric P&R bus operations that the County Council co-funds. The pilot route will be chosen based on suitability for ULEV operation and economic considerations. It is planned that the pilot route will be implemented in Year 3, with feasibility work, preparatory planning (including charging infrastructure considerations), business case development, and procurement undertaken in Years 1 and 2. Available ULEV technologies will be kept under review throughout the BSIP so that, as range and capabilities develop, ULEV technologies will be rolled out to as many vehicles as possible.</p>

- 4.3 Delivery of the Leicestershire BSIP is completely contingent on Leicestershire County Council being able to draw on additional funding from central Government. This will complement the existing expenditure by both the council and local bus operators that deliver the current bus offer. Table 4-1 below provides a summary of the estimated additional funding requirement from central Government, over an initial 3-year period and over a 10-year period.

Table 4-1: Summary of estimated additional funding required to deliver BSIP

Delivery cost (additional funding required) for schemes under following BSIP objectives	First 3 years	Next 7 years	10-year total
	FY 2022-24	FY 2025-2031	FY 2022-2031
Coordination of partnership	£1,166,607	£3,160,238	£4,326,845
Single integrated system	£32,340,334	£38,679,576	£71,019,911
Reliable	£14,223,487	£52,034,662	£66,258,148
Affordable	£3,282,794	£20,396,159	£23,678,953
Easy to use	£1,627,988	£918,750	£2,546,738
Greener	£5,310,994		£5,310,994
Total	£57,952,205	£115,189,385	£173,141,589

5. Reporting

- 5.1 Reporting of performance will take place every six months. The aim will be to publish the results of performance indicator monitoring activities within six weeks of the end of each six-monthly period. Presentation of the results will be in a clear, succinct, accessible format that members of the public, local and national politicians, and other interested parties can easily understand.
- 5.2 The performance monitoring reports will be easily accessible for all parties. They will be:
 - Published on the Leicestershire County Council website at www.leics.gov.uk/roads-and-travel/buses-and-public-transport/passenger-transport.
 - Presented in poster form at major bus boarding points and transport interchanges
 - Presented in poster form at public libraries
 - Shared with DfT (and Transport Focus, if that is felt appropriate)
- 5.3 We are happy to discuss and agree with DfT the best format for presentation of results.

6. Overview Table

Name of authority or authorities:	Leicestershire County Council
Franchising or Enhanced Partnership (or both):	Enhanced Partnership
Date of publication:	31 st October 2021
Date of next annual update:	31 st October 2022
URL of published report:	To be added

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured (max 50 words)
Journey time	Not available	Not available	5% reduction in average journey time within 2 years on routes subject to bus priority measures under Schemes R1-1 and/or R2-1	Average journey times and journey time variability will be established and monitored for all routes across the county. This will utilise data from GPS-based AVL systems that are fitted to most operators' buses.
Reliability (punctuality) NB 2 other measures of reliability (percentage of cancelled service runs; and difference between peak and interpeak services) will also be monitored – see section 3	63.0% ⁹	Not available	5% improvement over baseline measurement	Percentage of services departing between 1 minute early and 5 minutes late

⁹ From national bus statistic BUS 0902 (Non-frequent bus services on time)

Passenger numbers (annual passenger trips)	13.81m	12.73m ¹⁰	13.37m ¹¹	Passenger trip numbers will be reported by operators quarterly (and summed to give an annual figure over four quarters) using the exact same methodology as used to report numbers to DfT (as used in Government’s annual bus statistics Table BUS0109a). This will ensure values are comparable with past years.
Average passenger satisfaction (overall) ¹² NB Measures of satisfaction with specific aspects of bus services will also be monitored and reported – see section 3	58.8%	58.0%	61.4%	Satisfaction (very or fairly satisfied) with local bus services (overall) will be measured through the annual National Highway and Transportation Survey (NHT). Infill surveys will be undertaken for 6-monthly reporting. NHT survey is with general public rather than just bus users, so includes non or prospective bus users as well – so gives significantly lower numbers than Transport Focus surveys with current bus users.

¹⁰ Adjusted from actuals to take March 2020 numbers affected by COVID-19 lockdown

¹¹ Based on estimated baseline annual figure for 2021-22 of 12.73m passengers (which will be calculated at the end of the year as set out in Section 3). Targets will be adjusted in line with baseline figure at that point.

¹² Based on NHT survey with sample of members of the public rather than just bus passengers.

Delivery - Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Make improvements to bus services and planning		
<i>More frequent and reliable services</i>		
Review service frequency	Yes	<ul style="list-style-type: none"> • Scheme 1-1 will coordinate timetables and give regular headways on selected corridors. • Scheme 1-2 will provide increased service frequencies on selected routes.
Increase bus priority measures	Yes	<ul style="list-style-type: none"> • Scheme R1-1 will deliver a £2m p.a. programme of capital investment in bus priority measures to address hotspots on the network where buses are delayed. • Scheme R2-1 will deliver a programme of traffic and parking management and enforcement measures to reduce bus delays from poor traffic and parking discipline.
Increase demand responsive services	Yes	<ul style="list-style-type: none"> • Scheme S6-1 will build on the current DfT RMF-funded Leicestershire DRT pilot around Narborough to deliver six additional DRT services across the county. • Scheme S6-2 will expand DRT to provide evening services across seven areas that currently have none.
Consideration of bus rapid transport networks	No	<ul style="list-style-type: none"> • Not appropriate for the Leicestershire operating environment.
<i>Improvements to planning / integration with other modes</i>		

Integrate services with other transport modes	Yes	<ul style="list-style-type: none"> • Scheme S2-1 will involve bus and rail operators working together to identify and deliver opportunities to better connect these modes. • Scheme S4-1 will involve implementing four significant size mobility hubs at key locations to facilitate interchange between bus, cycling, walking, and e-mobility, as well as providing other community services.
Simplify services	Yes	<ul style="list-style-type: none"> • Where this is any over-provision on a route, the EP members will look to resolve this.
Review socially necessary services	Yes	<ul style="list-style-type: none"> • A review will be undertaken of the whole supported services network, in line with an updated version of our Passenger Transport Policy and Strategy that reflects the BSIP. This will look service-by-service and determine whether / how the network should be re-shaped. Changes will be made as required after appropriate assessments and local consultation. Existing supported services will be maintained whilst this review is being undertaken. • Community transport services were reviewed recently, and a commitment has been made to continue providing financial support for these vital services.
Invest in Superbus networks	No	<ul style="list-style-type: none"> • Not appropriate for the Leicestershire operating environment.
<i>Improvements to fares and ticketing</i>		
Lower fares	Yes	<ul style="list-style-type: none"> • Scheme A2-1 will implement a discounted fare scheme for young adults age 19-25. Capturing or retaining bus users

		at this key life stage is seen as a cornerstone of a future sustainable bus network.
Simplify fares	Yes	<ul style="list-style-type: none"> • Scheme A1-1 will introduce a consistent age of under 19 for Leicestershire bus users to expect significantly discounted fares. This will address the current situation where different operators have different age criteria.
Integrate ticketing between operators and transport	Yes	<ul style="list-style-type: none"> • Scheme E3-1 will introduce mutual acceptance of other operators' tickets in selected corridors, with back-office revenue apportionment. Leicestershire will also work with neighbouring authorities to be ready to adopt full tap-on-tap-off contactless multi-operator ticketing once the results of pilots such as project CORAL and other national initiatives come to fruition.
Make improvements to bus passenger experience		
<i>Higher spec buses</i>		
Invest in improved bus specifications	Yes	<ul style="list-style-type: none"> • Scheme S7-1 will apply minimum service standards for vehicle cleanliness and customer service training for drivers. • Scheme G1-1 will move all vehicles to Euro VI emission standard or equivalent within three years, with a grant fund set up to assist operators where needed.
Invest in accessible and inclusive bus services	Yes	<ul style="list-style-type: none"> • Scheme S3-1 will involve a full countywide review and upgrade of bus stop and shelter infrastructure to ensure that it is accessible to all, safe, modern, and provides a user environment in keeping with user expectations.
Protect personal safety of bus passengers	Yes	

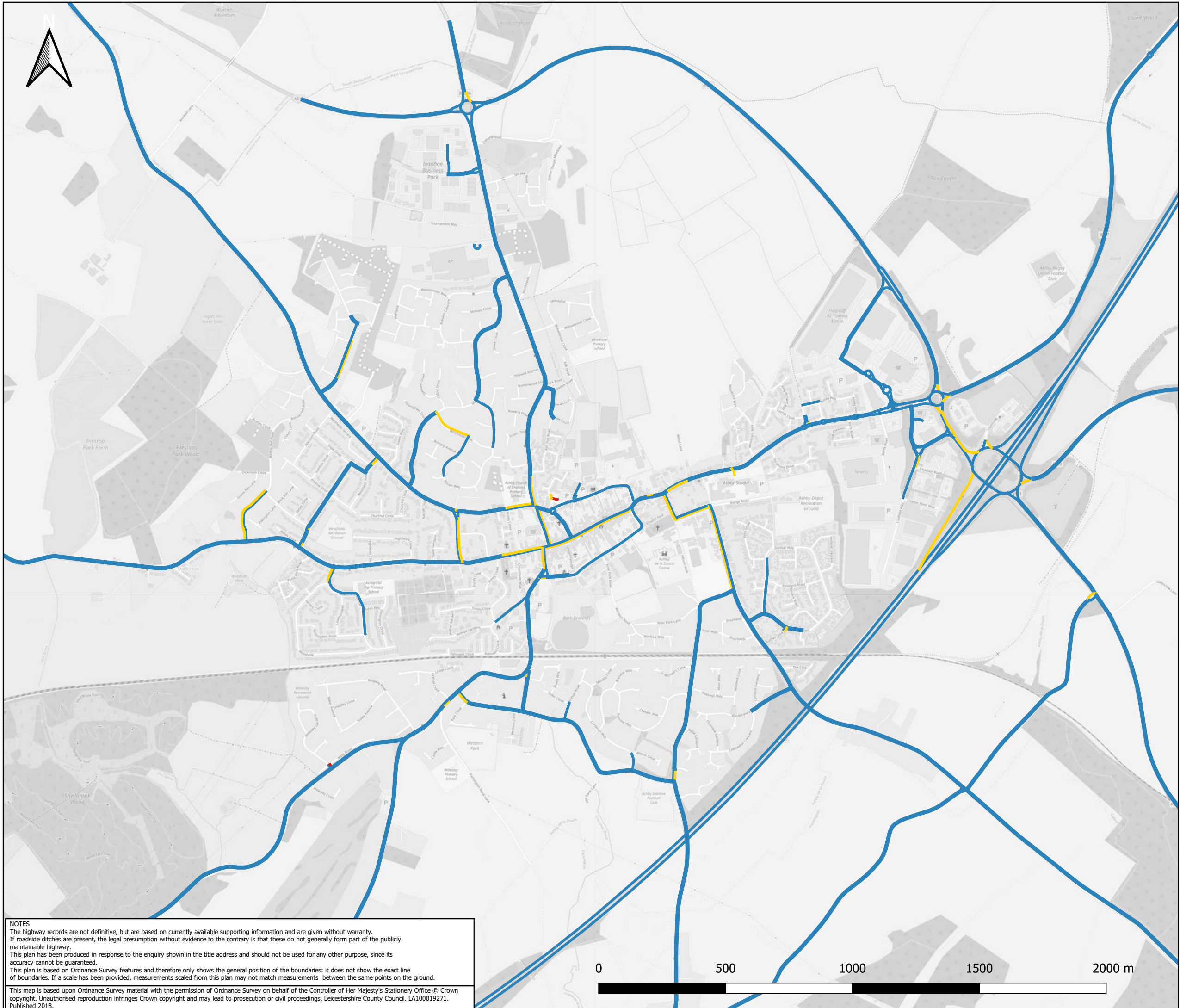
		<ul style="list-style-type: none"> • Scheme S3-2 will provide an upgraded approach to managing and maintaining roadside infrastructure.
Improve buses for tourists	Yes	<ul style="list-style-type: none"> • Tourists will benefit from many of the proposed schemes (e.g. information improvement) but the tourist sector is not a particular target.
Invest in decarbonisation	Yes	<ul style="list-style-type: none"> • Scheme G 1-2 will involve implementing a ULEV pilot route in Leicestershire, building on the experience of the electric Leicester park & ride services that Leicestershire County Council co-funds and promotes.
<i>Improvements to passenger engagement</i>		
Passenger charter	Yes	<ul style="list-style-type: none"> • Scheme S7-2 will develop and implement a customer charter for users of Leicestershire services, in collaboration with representatives of the user community.
Strengthen network identity	Yes	<ul style="list-style-type: none"> • Scheme S5-1 will create a distinctive brand for Leicestershire bus services, which will be applied to all roadside infrastructure and marketing and information materials. It will also involve joint marketing of Leicestershire bus services by LCC and bus operators.
Improve bus information	Yes	<ul style="list-style-type: none"> • Scheme E1-1 will carry out an in-depth customer research exercise, which will be used to plan and implement improved information provision across the county. • Scheme E2-1 will involve fitting all remaining non-equipped buses used in the county with GPS, developing a countywide app to provide multi-operator RTI, and installing 85 additional roadside RTI displays on selected corridors.

Other		
Other	Yes	<ul style="list-style-type: none">• In Schemes E4-1 and E5-1, we will monitor technology developments in MaaS and autonomous vehicle technology to look for appropriate trials or pilot applications that could be hosted in Leicestershire.

Annex 1: Bus delay hotspots

Loughborough area
Loughborough Road A6/A6004 Roundabout, Volume of traffic, difficult for services to pull onto the roundabout with speeding traffic in both directions.
Loughborough – Leicester Road and Ashby Road towards the town centre. Ashby Road towards Epinal Way in the morning peak.
Loughborough town centre pedestrianisation
Loughborough Train Station exit (plus route from Train Station to Town)
Bridge Street to the Rushes
Woodgate / Leicester Road / Pinfoldgate junction
Loughborough College / Epinal Way / Loughborough Uni
Loughborough High School area
M1 J22 & J23 – grind to a halt whenever there is disruption on the motorway, no way for buses to get quickly across the junctions when obstructed by diverting traffic.
Hinckley area
Hinckley – A47 queues down to Dodwells Island and impacted northbound by HGVs who think it acceptable to park on the bypass while waiting to get into Tesco/XPO Logistics.
Hinckley – A5 Dodwells Island to/from The Longshoot.
Hinckley – Regent Street / The Borough – uncoordinated traffic signals and opening up to cars when previously buses only. Junction with Lower Bond Street particularly bad, as sequence of traffic light signals results in southbound buses getting held on a red light crossing Stockwell Head and northbound buses then being unable to turn right through the bus lane as the southbound bus is obstructing it.
Ashby area
Ashby town centre – High Street congested, opportunity to include bus priority between Flagstaff Island and Nottingham Road missed in recent works.
Coalville area
Coalville – Ashby Road / Memorial Square.
Coalville, Belvoir Road/Central Road - parked cars hinder follow of traffic.
Market Harborough area
Market Harborough – High Street and The Square, one-way system isn't big enough and traffic waiting to turn right onto Coventry Road or St Mary's Road creates holdups. Should be no right turn at either of these junctions.
Melton Mowbray area
Crossroads at the edge of Melton Town Centre near Nottingham Road often causes delays, especially on market days
Lutterworth area
Lutterworth – Leicester Road and High Street from Bill Crane Way down to Woodmarket. Turning right into George Street and Woodmarket challenging due to oncoming traffic, which is only going to get worse when Aldi opens at the Whittle Island.
North Leicester urban fringe
Melton Road, Syston - heavy volume of traffic through the village with mini roundabouts causing issues, parked cars hindering progress. (NB – the remodelling of this junction has removed the opportunity to serve new developments off Barkby Road and into Quenniborough)
Thurmaston Asda roundabout A607/Melton Road - vehicles hindered coming off the roundabout onto Melton Road and coming onto the roundabout from Melton Road.
South Leicester urban fringe
Fosse Park – stops at M&S/Sainsbury's aren't ideal location, no additional bus stops provided as part of recent redevelopment or construction of Everards Meadows. Fosse Park Avenue (service 104) is horrendous at weekends.
South Wigston – from Saffron Lane through to Launceston Road; volume of traffic and uncoordinated traffic signals.
A6 Oadby Glen Road/ Harborough Road - volume of traffic traffic, inbound particularly (40MPH), Right turn into Uplands Road is a give way to heavy traffic.
Oadby - pulling out of Stoughton Road onto the A6 towards the Parade
Wigston, Aylestone Lane junction with Shackerdale Road and West Avenue
Moat Street/Bull Head Street, Wigston Magna, Right turn from Horsewell lane onto Moat Street towards Bullhead Street. Traffic light configuration may also be an issue.
Hinckley Road A47 Leicester Forest East/Braunstone Crossroads, Volume of traffic, This one of the main access routes to Leicester Western Bypass/M1, delays in this area highly likely.
Other areas
A511 Bardon Road - volume of traffic in both directions aided by heavy articulated vehicles from Bardon Hill Industrial estate and Bardon Hill Quarry.
A6 Kibworth /Leicester Road - inbound towards Wistow Roundabout in particular, Turning Left & Right from Church Road, onto A6 Kibworth. Does not take a lot to cause delays in this area.
St John B4114/ Foxhunter Roundabout/B582 Blaby Road, Volume of traffic, Filtering to the right before roundabout made difficult towards Enderby, Blaby Road is the main access route to Warrens Business Park.
Castle Donington and Bus Station

Annex 2: General traffic delay maps for main Leicestershire towns



Legend

AM PEAK v OVERNIGHT

- 0 - 1.5
- 1.5 - 2.5
- 2.5 - 56

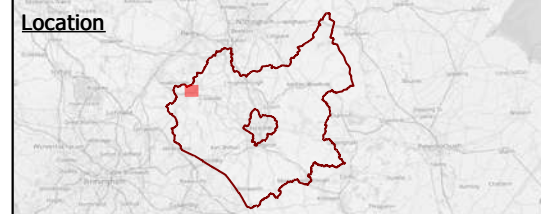
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Ashby de la Zouch

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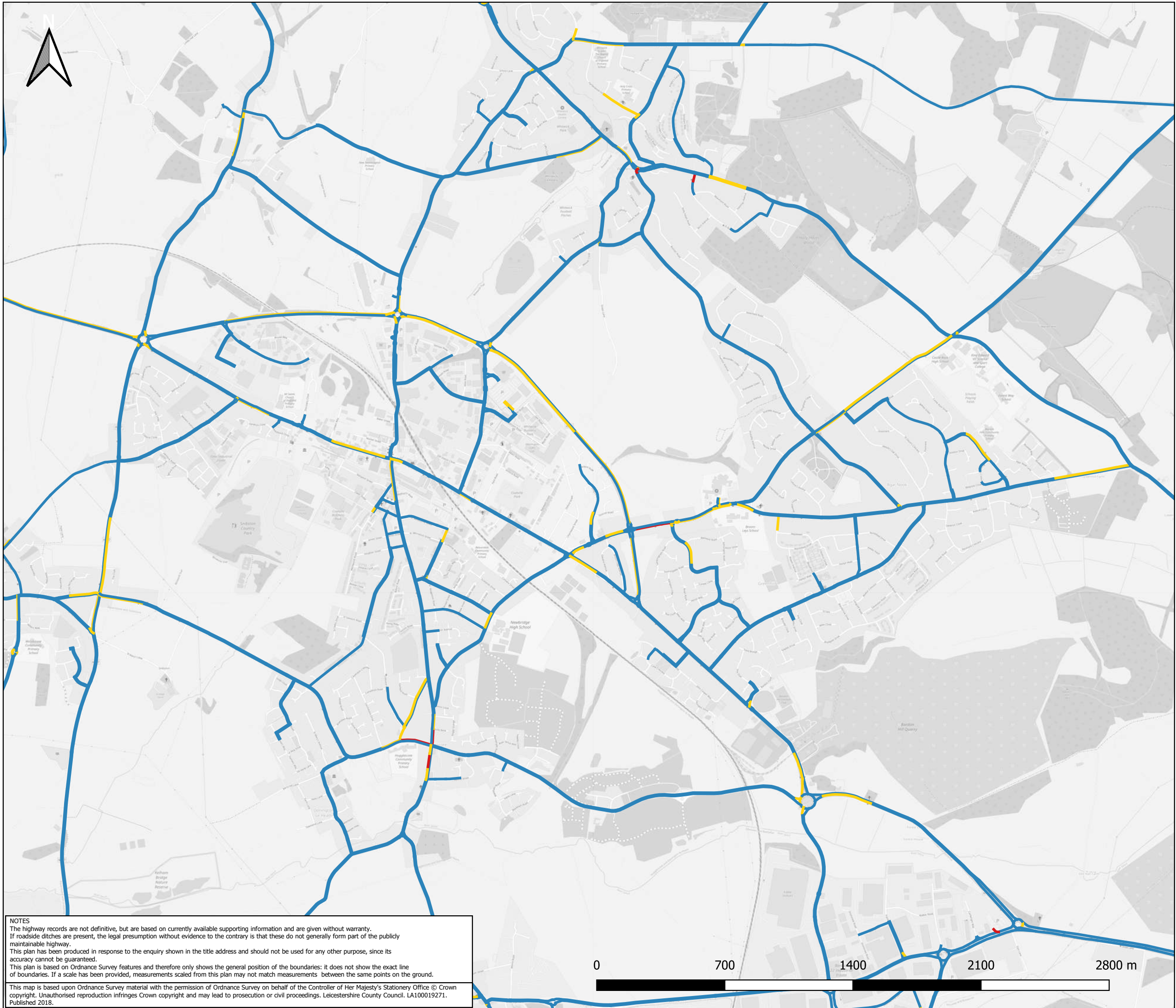
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Legend

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- 0 - 1.5
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- 2.5 - 56

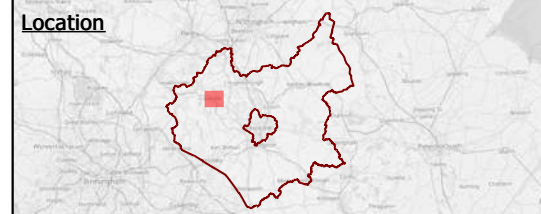
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Coalville

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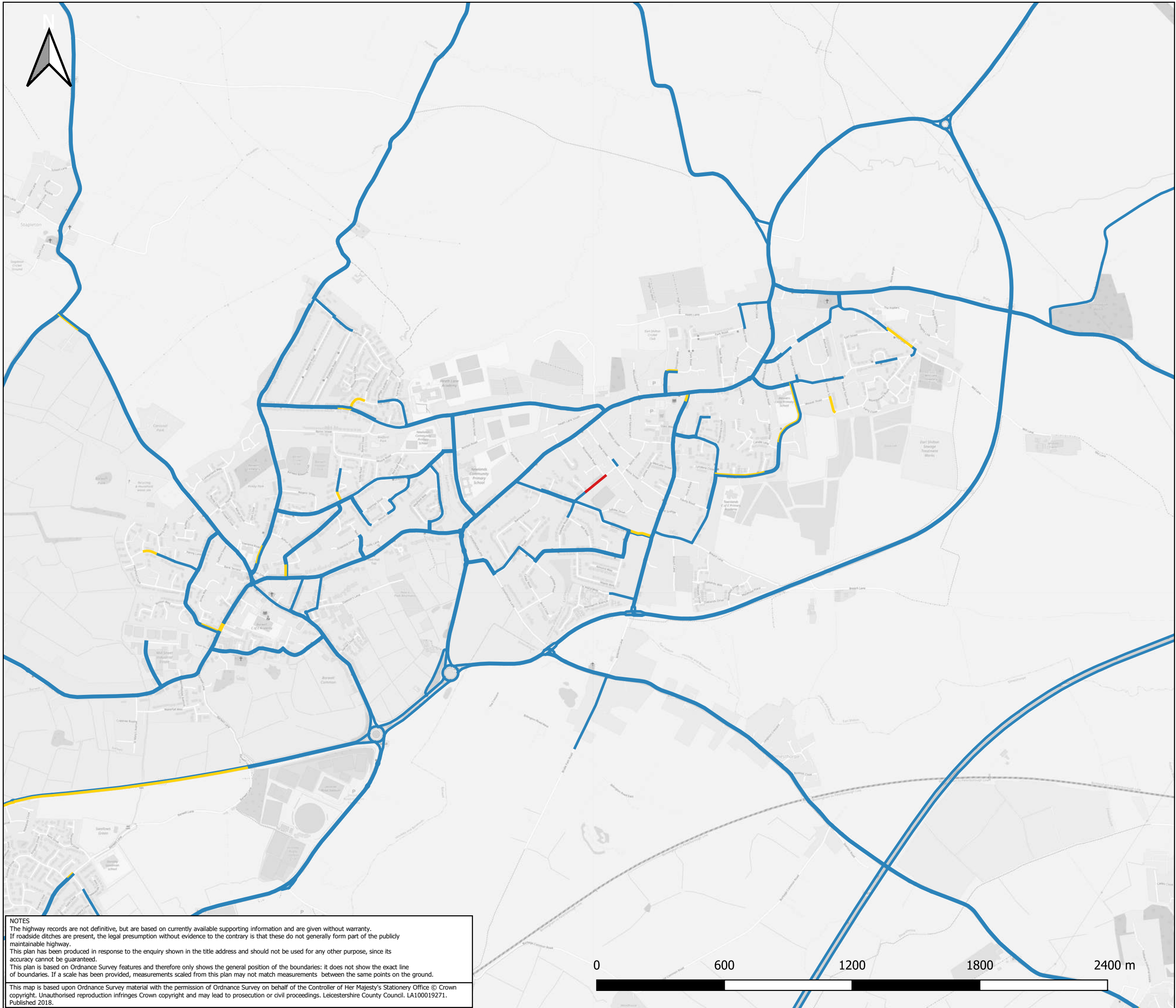


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Legend

AM PEAK v OVERNIGHT

- 0 - 1.5
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- 2.5 - 56

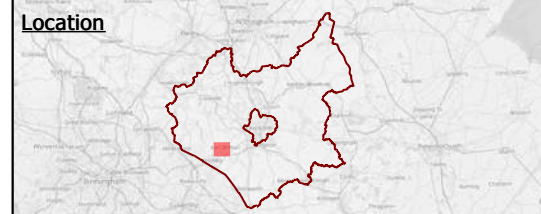
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Earl Shilton

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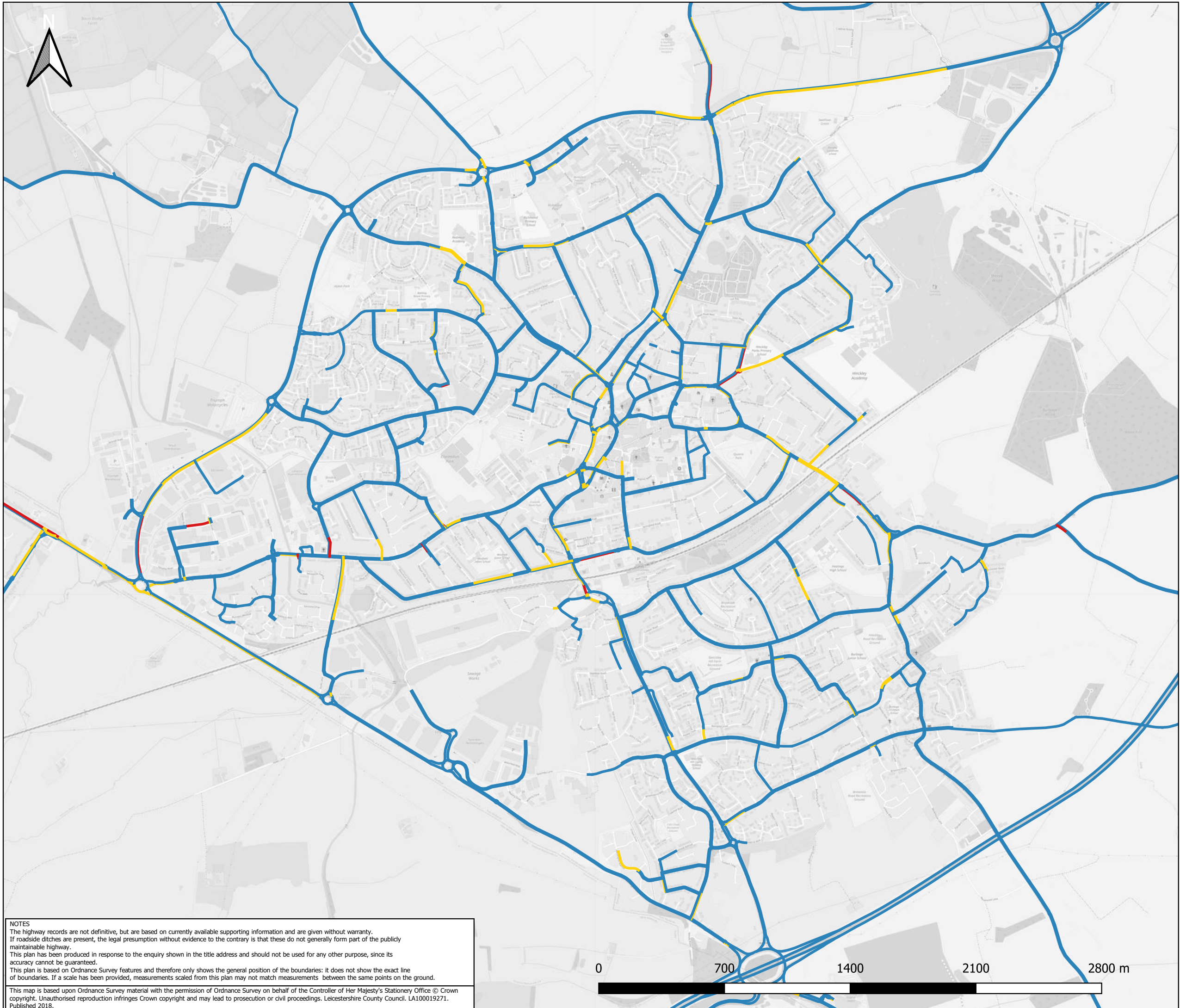


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Legend

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- 0 - 1.5
- 1.5 - 2.5
- 2.5 - 56

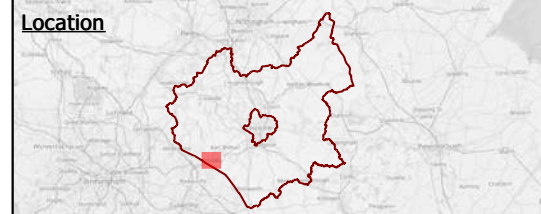
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Hinckley

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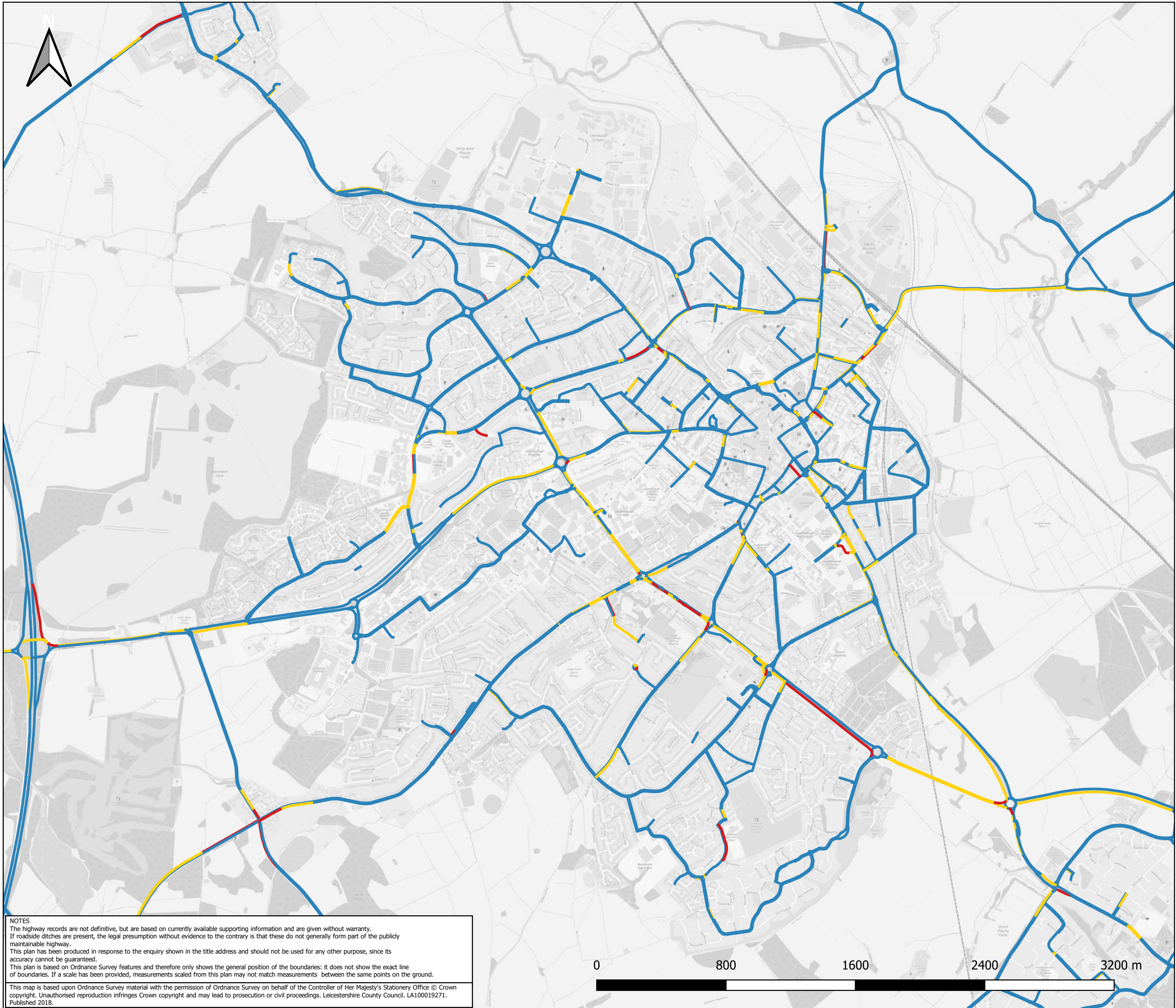


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Legend

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- 2.5 - 56

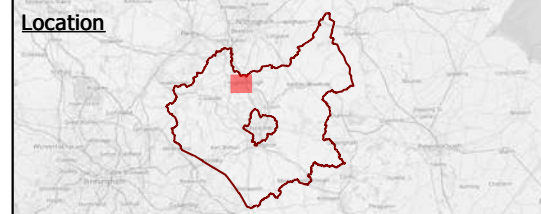
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Loughborough

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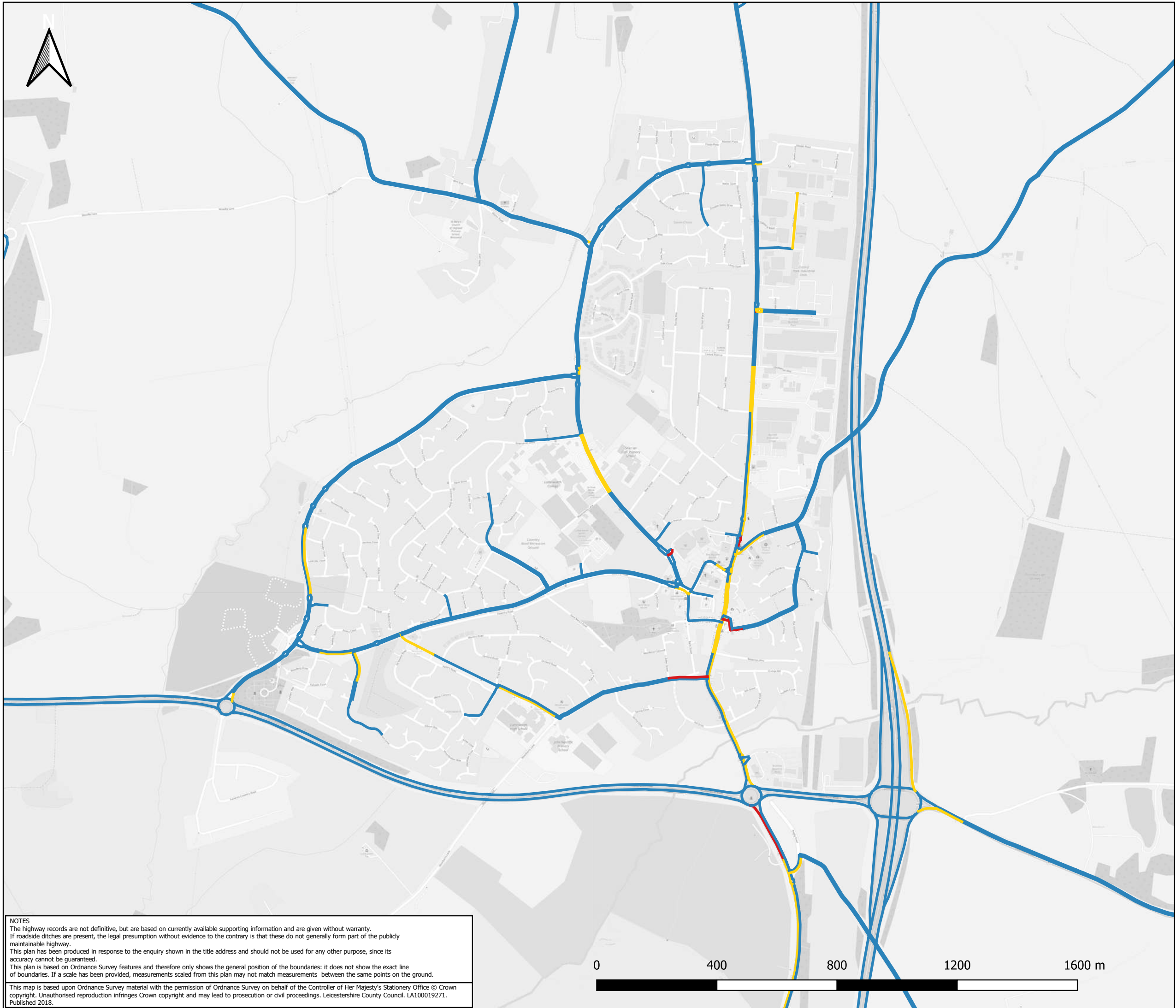
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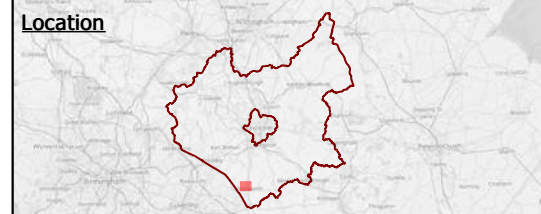
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Lutterworth

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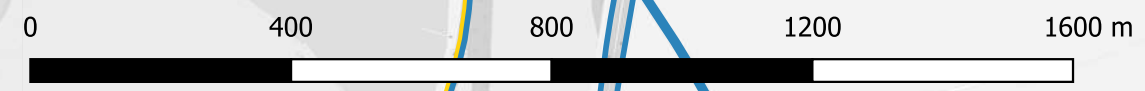
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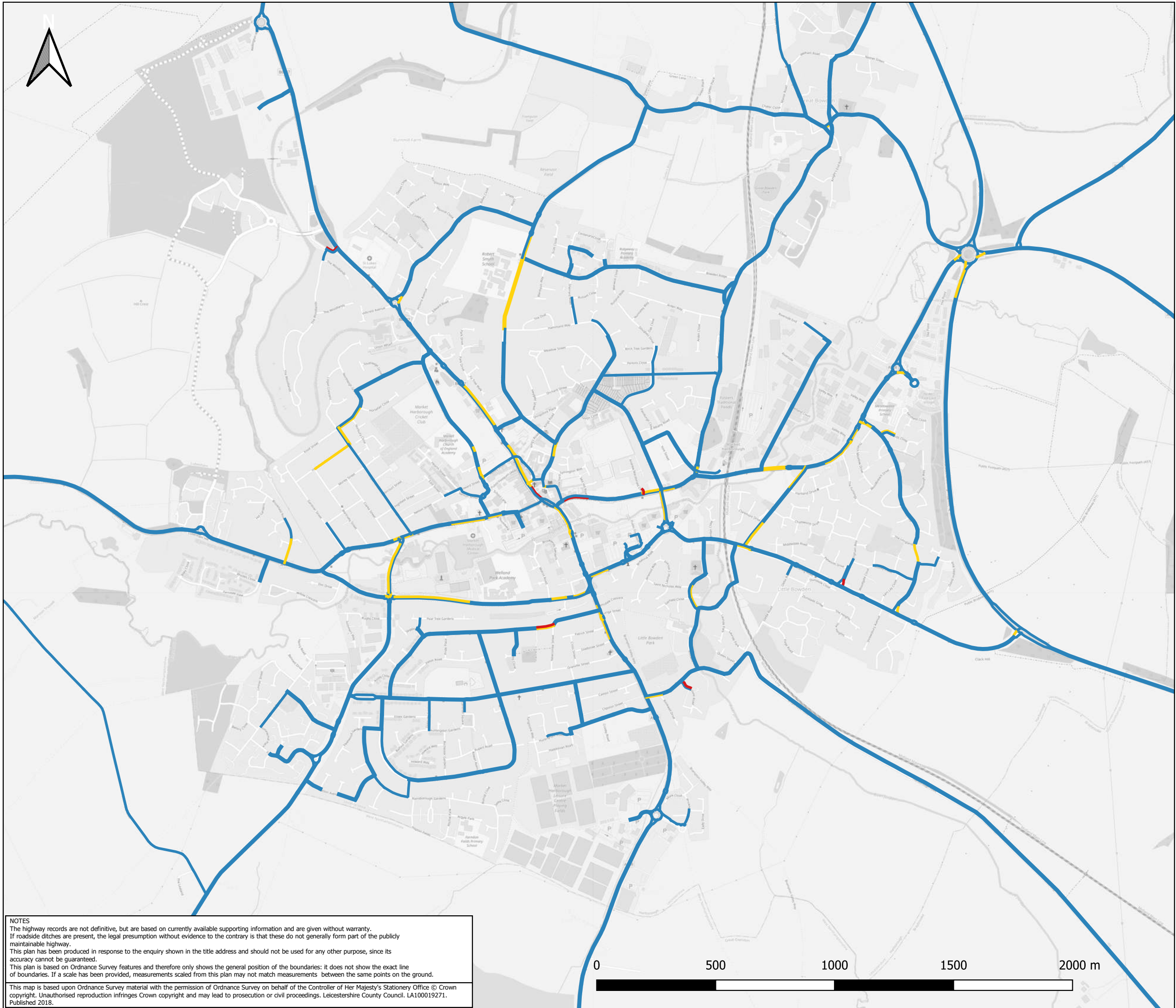


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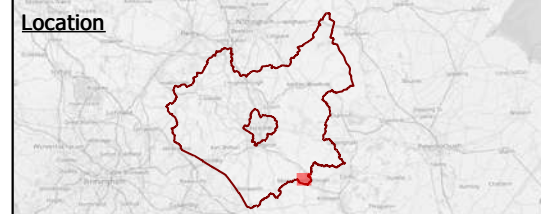
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Market Harborough

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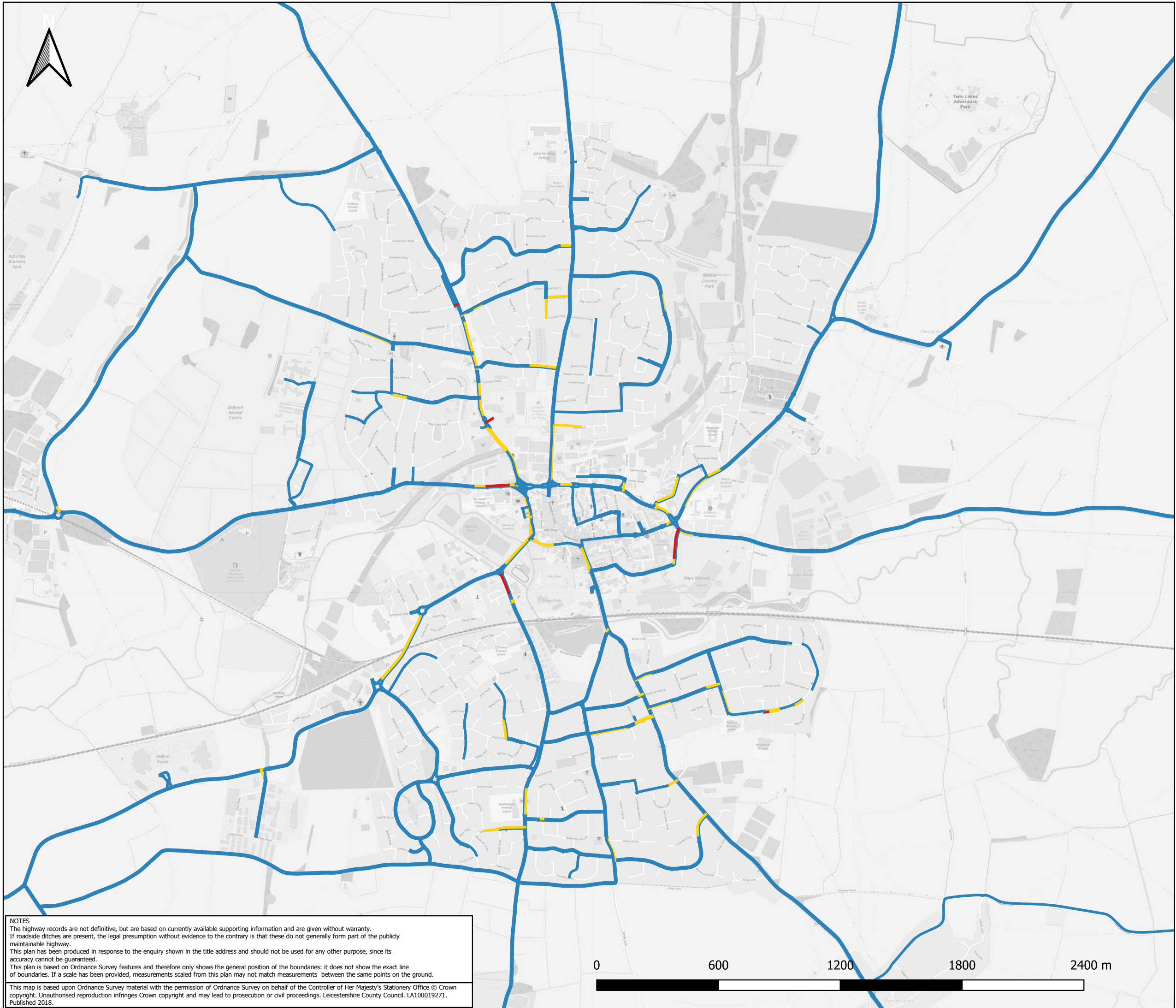
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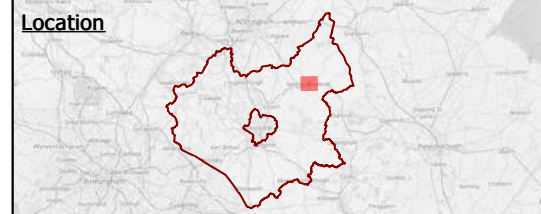
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Melton Mowbray

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Congestion Analysis 2019
AM PEAK v OVERNIGHT

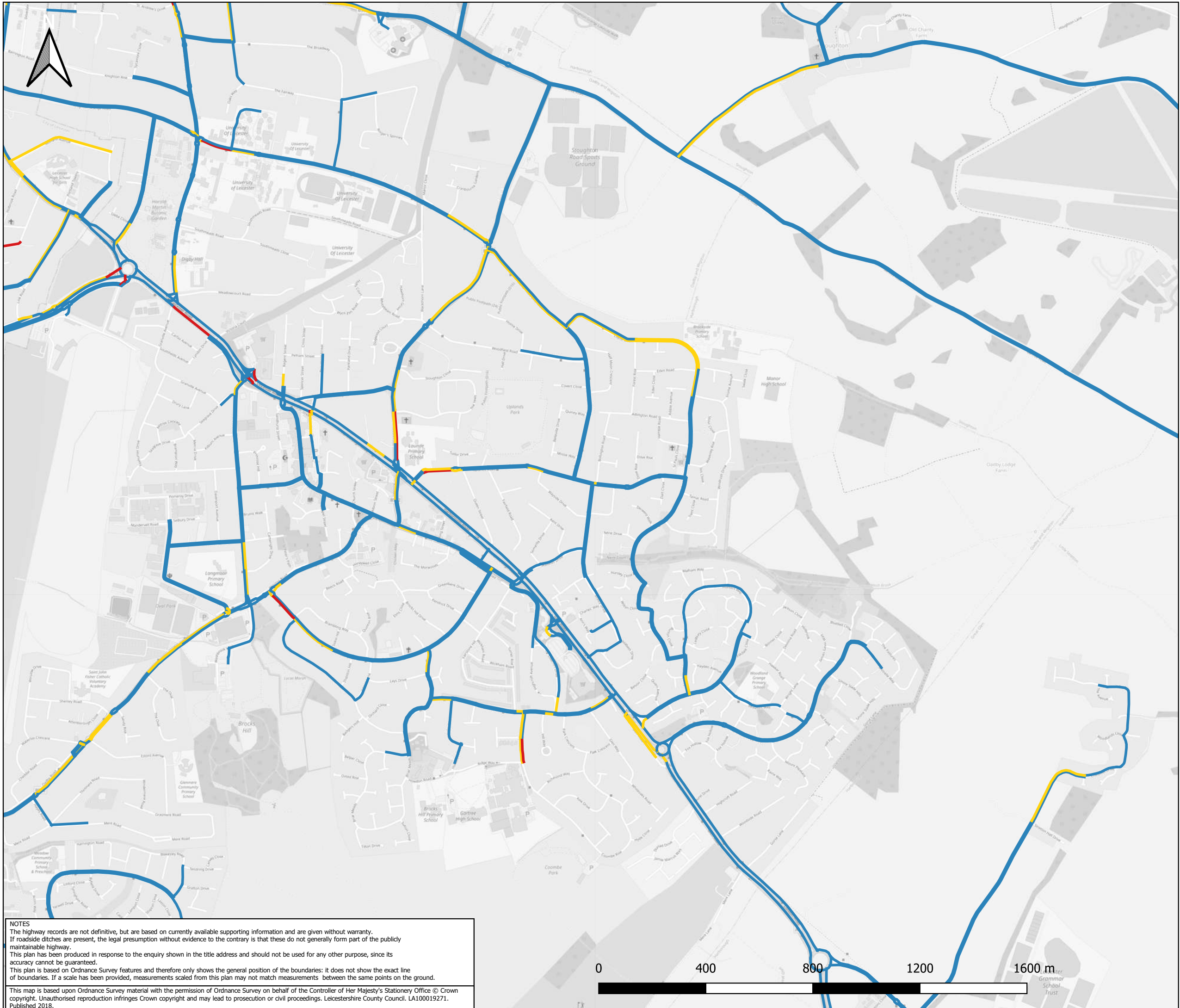


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Legend

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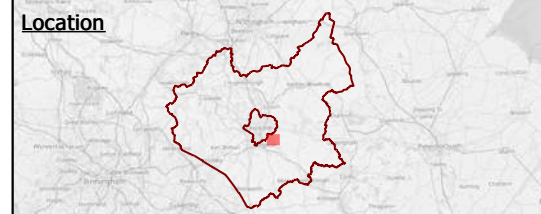
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Oadby

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Congestion Analysis 2019
AM PEAK v OVERNIGHT

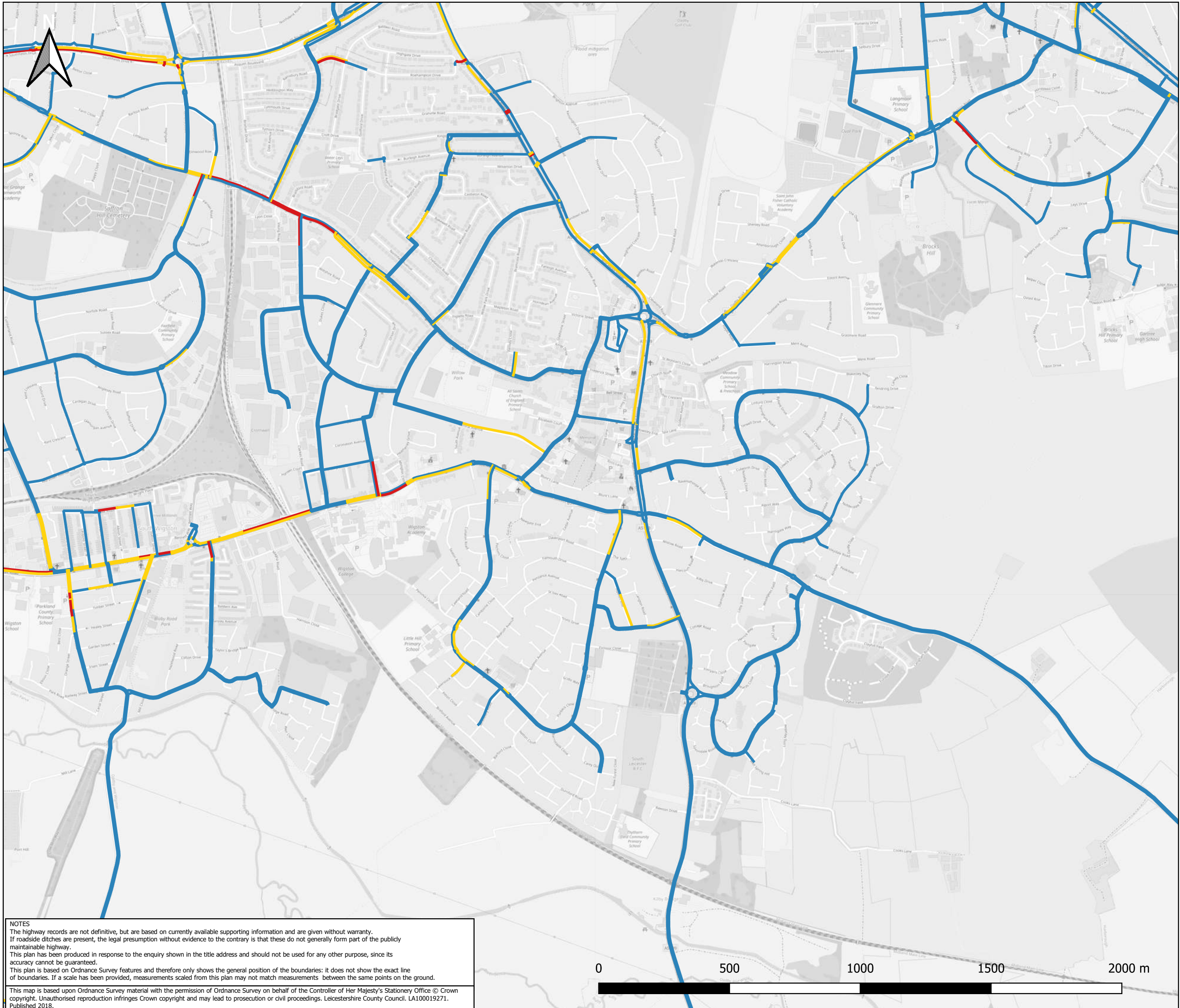


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- 2.5 - 56

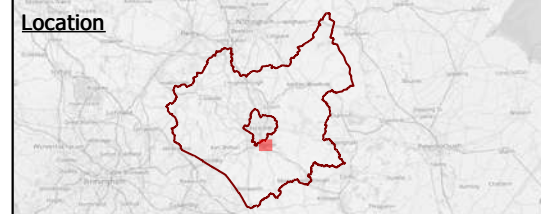
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Wigston

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If roadside ditches are present, the legal presumption without evidence to the contrary is that these do not generally form part of the publicly maintainable highway.
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This plan is based on Ordnance Survey features and therefore only shows the general position of the boundaries: it does not show the exact line of boundaries. If a scale has been provided, measurements scaled from this plan may not match measurements between the same points on the ground.
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Annex 3: Current real time information display locations in Leicestershire

Sign ID	Locality	Name	Summary Board Stops
260006018	Anstey	Anstey-Leicester Rd	-
260010904	Barwell	The Square	-
260010936	Barwell	The Square	-
260006503	Birstall	Birstall G'gate Ln	-
260006506	Birstall	Birstall opp G'gate	-
Birstall1	Birstall P&R site	Birstall1 P & R	-
Birstall2	Birstall P&R site	Birstall2 P & R	-
260003127	Blaby	Forge Corner	-
260013603	Castle Donington	Bus Station	-
260013650	Castle Donington	Bus Station	-
260014078	Coalville	Memorial Square	-
260013986	Coalville	Memorial Square	-
260014071	Coalville	Memorial Square	-
260014074	Coalville	Marlborough Square	-
260014063	Coalville	Marlborough Square	-
260013943	Coalville	Memorial Square	-
260014077	Coalville	Memorial Square	-
260003404	Countesthorpe	C'thorpe Church St	-
260003410	Countesthorpe	C'thorpe Stn Rd	-
260010508	Desford	Desford-Manor Rd	-
260010509	Desford	Desford-Station Rd	-
260010604	Earl Shilton	Earl Shilton Wood S	-
260010606	Earl Shilton	Earl Shilton Wood S	-
Enderby1	Enderby P&R site	Enderby1 P & R	-
Enderby2	Enderby P&R site	Enderby2 P & R	-
260003732	Fosse Park	M&S	-
260003807	Glen Parva	Glen Parva-Glen Rd	-
260003917	Glenfield	Church Road	-
260003901	Glenfield	G'field Groby Rd	-
260003905	Glenfield	County Hall	-
260003907	Glenfield	Opp County Hall	-
260003935	Glenfield	Tesco	-
260010716	Groby	Groby-Laundon Way	-
260010704	Groby	Groby-Leicester Rd	-
260010318	Hinckley	Harrowbrook Rd	-
260010322	Hinckley	King George Way	-
260010326	Hinckley	Granville Road	-
260010361	Hinckley	Bus Station Stand CE	-
260010362	Hinckley	Bus Station Stand CD	-
260010363	Hinckley	Bus Station Stand CC	-

Sign ID	Locality	Name	Summary Board Stops
260010364	Hinckley	Bus Station Stand CB	-
260010377	Hinckley	Bus Station Stand CA	-
260010356	Hinckley	Regent St Stand R1	-
260010357	Hinckley	Regent St Stand R2	-
260010358	Hinckley	Regent St Stand R3	-
260010388	Hinckley	Regent St Stand R4	-
260004212	Kirby Muxloe	Kirby Muxloe Stn Rd	-
260004306	Leicester Forest East	Kings Drive	-
260007234	Loughborough	Ashby Square Stand AA	-
260007454	Loughborough	Baxter Gate Stand BA	-
260007455	Loughborough	Baxter Gate Stand BB	-
260007456	Loughborough	Baxter Gate Stand BC	-
260007457	Loughborough	Baxter Gate Stand BD	-
260007434	Loughborough	Swan St Stand SA	-
260007436	Loughborough	Swan St Stand SB	-
260007437	Loughborough	Swan St Stand SC	-
260007348	Loughborough	Rail Station	-
260007219	Loughborough	High St Stand HA	-
260007212	Loughborough	High St Stand HB	-
260006542	Loughborough	High St Stand HC	-
260007333	Loughborough	Lemyngton St Stand LA	-
260007216	Loughborough	Lemyngton St Stand LB	-
260007335	Loughborough	Browns Lane	-
260007479	Loughborough	Fennel St	-
260011000	Market Bosworth	Mkt Bosworth-Mkt Pl	-
260011800	MIRA	MIRA	-
260011311	Newbold Verdon	N'bold-Verdon-Mn St	-
260016711	Oadby	East Street	-
260016712	Oadby	East Street	-
260007916	Quorn	Quorndon Fox	-
260007911	Quorn	Quorndon Fox	-
260011605	Ratby	Bulls Head	-
260008205	Rothley	Cross Green	-
260008204	Rothley	Rothley-Cross Green	-
260008429	Shepshed	Shepshed-Bull Ring	-
260016108	South Wigston	S Wigston-Blaby Rd	-
260016109	South Wigston	S Wigston-Blaby Rd	-
260008809	Syston	Brookside	-
260016413	Wigston Magna	Wigston M-Long St	-
260016000	Wigston Magna	Guthlaxton College	-

Sign ID	Locality	Name	Summary Board Stops
County Hall	Reception Foyer, County Hall, Glenfield	County Hall	260003905 (County Hall)
			260003907 (Opp County Hall)
Hinckley 1	The Crescent, Hinckley	Hinckley 1	260010361 (Bus Station CE)
			260010362 (Bus Station CD)
			260010363 (Bus Station CC)
			260010364 (Bus Station CB)
			260010377 (Bus Station CA)
Hinckley 2	The Crescent, Hinckley	Hinckley 2	260010361 (Bus Station CE)
			260010362 (Bus Station CD)
			260010363 (Bus Station CC)
			260010364 (Bus Station CB)
			260010377 (Bus Station CA)
Hinckley 3	The Crescent, Hinckley	Hinckley 3	260010361 (Bus Station CE)
			260010362 (Bus Station CD)
			260010363 (Bus Station CC)
			260010364 (Bus Station CB)
			260010377 (Bus Station CA)
Hinckley 4	The Crescent, Hinckley	Hinckley 4	260010361 (Bus Station CE)
			260010362 (Bus Station CD)
			260010363 (Bus Station CC)
			260010364 (Bus Station CB)
			260010377 (Bus Station CA)
Loughbo1	Loughborough Market Place	Lloyds Bank	260006542 (High St HC)
			260007212 (High St HB)
			260007219 (High St HA)
			260007454 (Baxter Gate BA)
			260007455 (Baxter Gate BB)
			260007456 (Baxter Gate BC)
			260007457 (Baxter Gate BD)
Loughbo2	Loughborough Market Place	Swan Str	260007216 (Lemyngton St LB)
			260007333 (Lemyngton St LA)
			260007434 (Swan St SA)
			260007436 (Swan St SB)
			260007437 (Swan St SC)

Annex 4: Town Centre Off-Road Parking Provision in Leicestershire

Leicestershire Bus Service Improvement Plan – October 2021

Town (& District)	Car park	Parking charges			Operator		Capacity
		2 hour	4 hours	8 hours	Council-operated	Private operator	
Loughborough	Carillon Court	£1.80	£3.50	£6.00		x	340
(Charnwood)	Market Street	£1.50	£2.50	£3.50		x	85
	Granby Street	£1.60	£3.20	£6.00	x		175
	Sital House	£1.60	£3.20	£6.00		x	42
	Ashby Place	£1.50	£2.50	N/A		x	24
	The Rushes	£3.10	£6.10	£12.60		x	387
	Beehive Lane	£1.60	£3.20	£6.00	x		577
	Regent Retail Park	£1.80	£3.00	£5.00		x	250
	Browns Lane	£3.20	N/A	N/A	x		199
	Loughborough Station (off-peak)	£7.00	£7.00	£7.00		x	250
	Capacity (council controlled)						951
	Capacity (private)						1378
	Capacity (total)						2329
Ashby de la Zouch	North Street	£1.00	£2.00	£2.50	x		144
(NW Leics)	South Street	£1.00	£2.00	£2.50	x		57
	Hood Park	£1.00	£2.00	£2.50	x		88
	Capacity (council controlled)						289
	Capacity (private)						0
	Capacity (total)						289
Coalville	Council Offices	£1.00	£2.00	£2.50	x		150
(NW Leics)	London Road	£1.00	£2.00	£2.50	x		87
	Belvoir Retail & Leisure	£0.00	£2.50	£5.00		x	546
	James Street	£1.00	£2.00	£2.50	x		58
	Margaret Street	£1.00	£2.00	N/A	x		44
	Capacity (council controlled)						339
	Capacity (private)						546
	Capacity (total)						885
Hinckley	Church Walk	£1.20	N/A	N/A	x		89
(Hinckley & Bosworth)	Britannia Centre	£1.40	£3.00	£5.00		x	250
	Mansion Street	£1.20	£3.00	£6.00	x		17
	Rear of Castle Street	£1.20	£3.00	£6.00	x		23
	Stockwell Head	£1.20	£3.00	£6.00	x		42
	St Mary's Road	£1.20	N/A	N/A	x		79
	Lower Bond Street	£1.20	£2.00	£4.00	x		97
	Trinity Vicarage Road	£1.20	£2.00	£4.00	x		92
	Hinckley Leisure Centre	£1.20	£3.00	£6.00	x		109
	Trinity Lane East	£1.20	£3.00	£6.00	x		47
	Castle	£1.20	£2.00	£4.00	x		116
	Trinity Lane West	£1.20	£1.60	£2.50	x		42
	Alma Road	£1.20	£1.60	£2.50	x		40
	Thornycroft Road	£1.20	£1.60	£2.50	x		36
	Sainsburys	£1.20	£3.00	N/A		x	550
	Druid Street	£1.20	£1.60	£2.50	x		28
	New Street	£0.00	£0.00	£0.00	x		14
	Capacity (council controlled)						871
	Capacity (private)						800
	Capacity (total)						1671

Leicestershire Bus Service Improvement Plan – October 2021

Town (& District)	Car park	Parking charges			Operator		Capacity
		2 hour	4 hours	8 hours	Council-operated	Private operator	
Market Harborough	The Commons	£1.50	£3.00	£7.50	x		285
(Harborough)	Market Hall	£1.50	£3.00	£7.50	x		73
	Mill Hill	£1.50	£3.00	£7.50	x		93
	St Mary's Road	£1.50	£3.00	£7.50	x		29
	Symington Way	£1.50	£3.00	£7.50	x		84
	King's Head Place	£1.50	£3.00	£7.50	x		24
	Symington's Recreation Ground car park	N/A	£2.50	£5.00	x		30
	St Mary's Road East	N/A	£2.50	£5.00	x		49
	Doddridge Road short stay	£1.50	£3.00	£7.00	x		0
	Doddridge Road long stay	N/A	£2.50	£5.00	x		98
	Angel Street	N/A	£2.50	£5.00	x		88
	Springfield Retail Park	£1.50	£3.00	£7.50	x		600
	Springfield Street	£2.50	£2.50	£5.00	x		26
	Capacity (council controlled)						1479
	Capacity (private)						0
	Capacity (total)						1479
Melton Mowbray	Parkside	£1.60	£3.00	N/A	x		68
(Melton)	Mill Street	£1.50	£3.50	N/A	x		45
	Burton Street (Annex)	£1.60	£3.00	N/A	x		32
	Burton Street	£1.50	£3.50	N/A	x		131
	Mucky Lane	£1.50	£3.50	N/A	x		25
	Chapel Street	£1.60	£3.00	N/A	x		99
	Waterfield Leisure Pools	£1.60	£3.00	N/A	x		96
	St Mary's Way	£1.60	£3.00	N/A	x		112
	Wilton Park	£1.50	£3.50	N/A		x	42
	56 Nottingham Street	£1.50	£2.50	£3.50		x	66
	Wilton Road	£1.60	£3.00	N/A	x		141
	Scaford Road	£1.50	£3.50	N/A	x		199
	Capacity (council controlled)						2427
	Capacity (private)						108
	Capacity (total)						2535
Oadby	Ellis Park	£0	N/A	N/A	x		39
(Oadby & Wigston)	East Street	£0	N/A	N/A	x		117
	51 Sandhurst Street	£0	£0	£3	x		191
	Shady Lane Arboretum	£0	£0	£0	x		17
	Knighton Park	£0	£0	£0	x		61
	Evington Park	£0	£0	£0	x		48
	Queen Street	£1.40	£2.80	£5.70		x	25
	Victoria Park	£1.00	£2.00	£0.60	x		246
	Nelson Street	£1.00	£3.00	£6.00		x	57
	Lee Circle			£3.50		x	1070
	34 Dover Street	£3.00	£4.00	£9.00	x		161
	Phoenix Square	£3.00	£4.00	£9.00	x		51
	Newarke Street	£3.00	£4.00	£9.00	x		470
	Upper Brown Street	£1.00	£3.00	£4.00	x		21
	Mercure The Grand Hotel	£3.00	£5.50	£10.00		x	124
	Almond Road	£2.00	£3.00	£6.00		x	106
	Havelock Street	£3.00	£6.00	£10.00		x	74
	Rutland Centre	£7.00	£14.00	£21.00		x	526
	Capacity (council controlled)						1422
	Capacity (private)						1982
	Capacity (total)						3404

Leicestershire Bus Service Improvement Plan – October 2021

Town (& District)	Car park	Parking charges			Operator		Capacity
		2 hour	4 hours	8 hours	Council-operated	Private operator	
Wigston	Station Street	£0.00	£0.00	£0.00	x		28
(Oadby & Wigston)	Countesthorpe Road	£0.00	£0.00	£0.00	x		67
	Kirkdale Road	£0.00	£0.00	£0.00	x		40
	Aylestone Lane	£0.00	£0.00	£0.00	x		25
	Frederick Street	£0.00	N/A	N/A	x		52
	Spring Lane	£0.00	N/A	N/A	x		28
	Junction Road	£0.00	N/A	N/A	x		142
	Enderby Road & John's	£0.30	£1.50	£5.00	x		126
	High Street	£0.00	£0.00	£0.00	x		20
	Capacity (council controlled)						528
	Capacity (private)						0
	Capacity (total)						528
Lutterworth	Wycliffe Memorial Methodist Church	£0.00	£0.00	£0.00	x		15
(Harborough)	Church Close	£1.50	£3.00	£5.00	x		18
	Lutterworth Sports Centre	£0.00	£0.00	£0.00	x		110
	George Street	£1.50	£3.00	£5.00	x		42
	Chapel Street	£1.50	£3.00	£5.00	x		43
	Station Road	£1.50	£3.00	£5.00	x		71
	Football Club	£0.00	£0.00	£0.00	x		20
	Lutterworth Country Park	£0.00	£0.00	£0.00	x		13
	Capacity (council controlled)						332
	Capacity (private)						0
	Capacity (total)						332
Earl Shilton	St Stephen's shopping centre	£2.00	£3.00	£8.00		x	800
(Hinckley & Bosworth)	37 Spring Street	£0.80	£1.90	£2.40		x	85
	St Stephens square	£0.80	£1.90	£2.40		x	258
	Travelodge	£1.50	£2.50	£3.00		x	27
	Pryme Street	£2.50		£3.50		x	110
	Prospect Shopping Centre	£2.00	£3.20	£10.00		x	188
	The Royal Hotel	£2.50	£4.00	£7.50		x	33
	Albion Street	£2.00	£3.60	£12.00	x		164
	Fountain Street	£4.00	£5.00	£6.00		x	300
	Dock Street	£2.00	£3.60	£7.20		x	42
	Princes Quay Shopping	£2.00	£3.00	£6.00		x	900
	History Centre	£2.00	£3.60	£12.00	x		58
	Zebedee's Yard	£2.00	N/A	N/A		x	71
	Lowgate	£2.00	£3.60	£12.00	x		61
	Trippett Street	£2.00	£3.60	£12.00	x		58
	The Bowery	£1.00	£1.50	£2.00		x	45
	Capacity (council controlled)						341
	Capacity (private)						2859
	Capacity (total)						3200



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