Dorset Council

Bus Service Improvement Plan - *Appendices*

October 2021

Dorset Council

DORSET BUS SERVICE IMPROVEMENT PLAN - APPENDICES

These appendices form part of Dorset Council's Bus Service Improvement Plan (BSIP) and should be read in conjunction with the main BSIP document.

- Appendix 1 – Review of National Policy for Bus Back Better
- Appendix 2 – Review of Dorset's Supporting Local Policies
- Appendix 3 – Dorset Bus Network – Frequency Heat Maps
- Appendix 4 – Dorset Community Transport Coverage
- Appendix 5 – Dorset Initial Stakeholder Workshops: Key Points and Common Emerging Themes
- Appendix 6 – Supported Bus Services in Dorset
- Appendix 7 – Dorset Council Bus Survey Report
- Appendix 8 – Dorset Stakeholder Preferences (Stage Two Workshops)

Appendix 1

Dorset Council

BUS SERVICE IMPROVEMENT PLANS (BSIP): REVIEW OF NATIONAL POLICY FOR BUS BACK BETTER

Purpose of this review

This review sets out the national policy context for bus services in England within which Bus Service Improvement Plans (BSIPs) have to be developed. The review covers key policy from the National Bus Strategy itself, wider government policy around the Future of Mobility and Net Zero and specific policy regarding Zero Emission Buses.

This review can be used when developing a BSIP, supplemented by local and regional policy context as appropriate.

Overview

The national policy context for BSIPs can be summarised as covering three broad themes:

1. **Bus reform**: the requirements of the National Bus Strategy itself, namely the move to Enhanced Partnerships or franchising and development of Bus Service Improvement Plans;
2. **Future of Mobility**: how bus services will fit within Government's wider future of mobility strategy through developments such as Mobility-as-a-Service, digital demand-responsive transport and autonomous vehicles; and
3. **Net Zero**: the need to decarbonise the transport sector, including buses, through the adoption of new technologies and increased modal shift.

Key national strategies, policy documents and recent government consultations covering each of these three themes are detailed over the following pages.

Theme 1: Bus Reform

There are two specific strategy and policy documents linked to the subject of Bus Reform. The most recent National Bus Strategy builds in the earlier Bus Services Act (2017) and both are outlined below.

NATIONAL BUS STRATEGY

On 15 March 2021 Government launched Bus Back Better, a new national bus strategy for England outside London. Bus Back Better provides much greater emphasis on partnership working, where LTAs and bus operators form statutory partnerships to define bus networks, service levels and fare strategies. In order to meet the requirements of the national bus strategy, Government expects all LTAs to develop Bus Service Improvement Plans (BSIPs) and set up Enhanced Partnerships (EPs), as defined in the Bus Services Act 2017. Alternatively, LTAs can choose to start developing a fully franchised network, if they prefer, alongside their EP, or later dependent on the success of initial EPs.

ENHANCED PARTNERSHIPS

An EP is an agreement between a local authority and the majority of their local bus operators to work together to improve local bus services. It requires an agreed 'vision' of improvements that the EP is aiming to achieve and corresponding actions to achieve them. EPs are intended to be flexible in their scope and scale. It is possible for an EP to be formed of more than one local authority, and this is encouraged by the national bus strategy where the local bus market significantly overlaps with a neighbouring authority, for example a small unitary authority surrounded by a larger county. LTAs must consult with affected operators and secure a majority agreement.

There is no requirement for LTAs to provide infrastructure or some other enhancement requiring capital investment, but LTAs are expected to work collaboratively with bus operators through the partnership to bring about improvements for passengers. There are five main aspects which an EP can cover. These are: the vehicles used to operate bus services, including their appearance (livery); provision of bus service information to the public; the dates on which timetables may be changed; ticketing; and arrangements to facilitate the scheme.

Once established, an EP covers ***all*** registered local bus services with at least one stop in the area. Exempt services not covered by an EP are: subsidised bus services operating on a gross cost basis (where the LTA retains the revenue); community bus services operating under Section 22 permits; services where 10% or less of the overall distance is registered as a local bus service (such as scheduled coach services); and services classed as excursions and tours. However, operators of these services may choose to participate in an EP voluntarily.

As EPs are intended to be flexible, it is up to the LTA and operators to agree what should be included. This includes the overall vision, objectives, vehicle standards, ticketing arrangements, and any aspects which are to remain under the sole commercial control of the operators, such as their own tickets and products. Once established, operators run services and can enter or exit the local bus market in much the same way as at present, with ongoing monitoring and evaluation overseen by a partnership board.

With the flexibility of an EP comes an expectation that results will be achieved through shared goals, collaboration, genuine partnership and good faith. Enforcement of the EP is through service registration mechanisms available to the Traffic Commissioner (or the LTA where devolved) which could include cancelling registrations or fines, and; a passenger charter to ensure standards are met, operators and the LTA are accountable through a bus advisory board, and redress is available to passengers at a local level. Operators wishing to take action against an LTA for failing to uphold their side of the agreement can do so through the courts and ultimately an operator could choose to withdraw from an EP, although this would no longer entitle them to any discretionary funding such as the Coronavirus Bus Services Support Grant.

The national bus strategy is very ambitious and potentially radical. Enhanced Partnerships are identified as the preferred mechanism within which to work towards these ambitions, and Government's expectation is that EPs should be developed with a wide scope, pushing at the limits of the level of LTA influence and operator cooperation permitted under the Bus Services Act 2017 and competition law. If new EPs meet the ambitions of the national strategy, they will go far beyond the examples in the DfT EP guidance.

FRANCHISING

Franchising is a secondary approach through the strategy enabling LTAs to specify all aspects of bus services running in their area including routes, timetables, fares, ticketing and vehicles ensuring on-street competition between operators is not permitted and no commercial services run within the franchised area.

Where an EP may not be able to deliver an LTA's bus strategy in full, franchising may be considered. In each case the reduced delivery seen through the EP would need to be weighed up relative to improved delivery but increased costs and risk under a franchise as. an LTA would be required to take some (or all) revenue risk, whereas operators would retain most (or all) revenue risk under an EP.

LTAs should note the following aspects of the franchising process:

- Franchising powers are automatically available to Mayoral Combined Authorities (MCAs); other authorities wishing to establish franchising must seek approval from the Secretary of State;
- Franchising involves less prescriptive bureaucracy than the previous Quality Contracts powers, including an improved process for accounting for cross-boundary services;
- As franchising gives local authorities the most control, and consequently strips bus operators of most of their commercial freedoms, it is still the most complicated option available under the Bus Services Act;
- Under a franchise the treatment of TUPE and pension liabilities, potential 'stranded assets', and the potential for transitional risks should be considered; and
- The area to be covered by a franchise can be drawn up to meet local requirements, ranging from multiple LTA areas, through a single area, to a single corridor.

Bus Services Act (2017): DfT Guidance on planning improvements to bus services

DfT guidance[1] for local authorities to complement the Bus Services Act 2017 covers providing inclusive services, improving environmental outcomes, maximising social value, improving the safety of bus services, tackling congestion and meeting the needs of rural communities. The guidance includes general suggestions and recommendations to make improvements in these aspects of bus service delivery.

The guidance refers to other legislation that local authorities should have regard for when procuring and specifying bus services, including:

- Equality Act 2010; and
- Public Services (Social Value) Act 2012.

On meeting the needs of rural communities, local authorities are strongly recommended to undertake a 'rural proofing' exercise to consider the impacts of transport policies and programmes on rural areas and where necessary, adjust those plans to achieve equally effective and successful outcomes for individuals and businesses in rural areas. It is strongly recommended by DfT that rural proofing[2] is done for any review of transport provision.

The guidance makes several references to and suggestions for the application of DRT. It notes that DRT can be a way of increasing ridership by providing a more flexible and responsive public transport solution. Community transport operators are highlighted as being particularly suitable to run DRT services. The guidance suggests deploying publicly funded DRT services to transport passengers from isolated villages to bus stops and transport hubs where they can connect to commercial bus services and complete their journeys, which keeps costs down both for the DRT service and the commercial bus operator. On community transport, the guidance recommends that local authorities consider how best to encourage and integrate community transport services into the wider public transport network. It should be noted that non-commercial community transport services are not covered by the franchising powers of the Act.

Taking a 'Total Transport' approach in rural areas is recommended by the guidance to bring together various public sector transport services such as patient transport, social care services, education transport, community transport and subsidised bus services to pool resources and reduce duplication of resources. This follows a trial of the concept in different areas of England in 2015 which involved the creation of a 'one-stop shop' for transport services and information.

[1] Bus Services Act 2017: *New powers and opportunities* https://www.gov.uk/government/publications/bus-services-act-2017-new-powers-and-opportunities

[2] UK Government (2017) *Rural Proofing Policy Paper* https://www.gov.uk/government/publications/rural-proofing

Theme 2: Future of Mobility

The second theme feeding into the national policy context surrounding the Bus Back Better Strategy is that of Future of Mobility. The section below summarises national strategies first published in 2019 for urban areas and then expanded to include rural areas in 2020.

Future of Mobility Urban Strategy

The UK Government's Future of Mobility Urban Strategy, published in March 2019, sets out the 'grand challenge' for mobility in urban settings and summarises the rapid changes underway in the transport and mobility sector. It makes clear that public transport must remain fundamental to an efficient transport system, with walking and cycling becoming the preferred option for short journeys. The demographic challenges of a growing and aging population but travelling less due to increased working from home and online service delivery are noted, with the trend of rural areas having a greater proportion of older residents than urban areas expected to continue. The trend of fewer young people holding a driving licence is also noted, which presents opportunities for urban areas but challenges for rural areas.

The Future of Mobility Urban Strategy notes the following key changes in transport:

- Data and connectivity are transforming journeys;
- Transport is becoming increasingly automated;
- Transport is becoming cleaner (in reference to vehicle emissions);
- New transport modes are emerging;
- Travel demand is rising overall, but falling at an individual level;
- The population is aging, and travel choices show clear generational differences;
- Consumer attitudes are changing;
- New digitally enabled business models are emerging; and
- Shared mobility is becoming more prevalent.

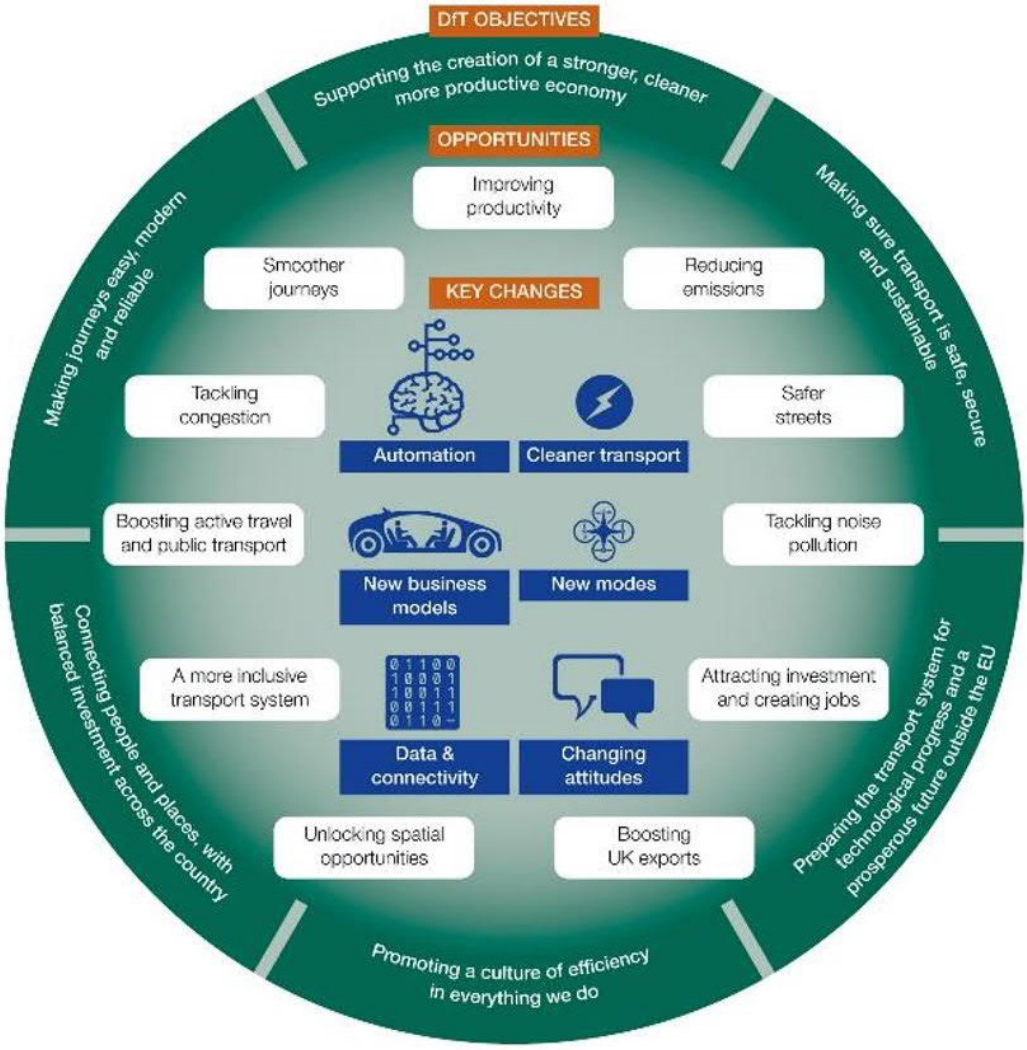
The strategy lays out nine guiding principles for the government's approach to the future of mobility:

1. New modes of transport and new mobility services must be safe and secure by design
2. The benefits of innovation in mobility must be available to all parts of the UK and all segments of society
3. Walking, cycling and active travel must remain the best options for short urban journeys
4. Mass transit must remain fundamental to an efficient transport system
5. New mobility services must lead the transition to zero emissions
6. Mobility innovation must help to reduce congestion through more efficient use of limited road space, for example through sharing rides, increasing occupancy or consolidating freight
7. The marketplace for mobility must be open to stimulate innovation and give the best deal to consumers
8. New mobility services must be designed to operate as part of an integrated transport system combining public, private and multiple modes for transport users
9. Data from new mobility services must be shared where appropriate to improve choice and the operation of the transport system

Key risks in the future of mobility identified by the strategy are around safety of new transport modes, ensuring that bus services remain viable, inclusion for people who do not (or cannot because of disability) use the internet and smartphones, and ensuring security of personal data used in mobility services.

Governments vision for the Future of Mobility is summarised in below in Figure 1. This outlines the DfT's objectives, the opportunities available to LTAs and the transport sector and the key changes required in policy and delivery to achieve Future of Mobility objectives.

Figure 1 – DfT's Future of Mobility Key Changes



Future of Mobility Rural Strategy Consultation

In November 2020, Government opened a call for evidence consultation on the development of a Future of Mobility Rural Strategy, building on the Future of Mobility Urban Strategy published in 2019.

The consultation gave an overview of the emerging trends that Government has identified around rural mobility and the Strategy, once developed, will set out how Government will seize the opportunities and manage the risks around the future development of rural mobility. The consultation noted that technology will drive radical changes in transport over the next decade, with major changes for both users and operators. It noted that innovation in transport has particular potential in rural areas where lack of access to a car has often excluded people from fully participating in employment, education and leisure opportunities, however the challenge of ensuring that such innovations are inclusive for all is acknowledged.

The consultation noted the following challenges around rural mobility:

- Rural populations are older on average than urban areas (43 years old v 38 years old);
- The population aged 65 and over is expected to grow by 50% between 2016 and 2039 and will be experienced most in rural areas, where virtually no growth in younger populations is expected;
- In rural areas, cars are used more often and for longer trips than in urban areas;

- There is less opportunity for active travel in rural areas due to a combination of the longer distances involved in making many trips and a lack of suitable infrastructure to facilitate active travel journeys; and
- Geographical aspects such as terrain can limit the route and transport opportunities in rural areas.

The consultation acknowledged the risk that innovations in transport are not inclusive and do not take account of the needs of people living in rural areas.

Infrequent public transport can make it difficult for elderly residents to travel even short distances to access basic services, it was noted, with impacts on health and wellbeing.

The consultation pointed out that travelling by public transport in rural areas is more likely to involve a change of mode than in urban areas due to less extensive and lower frequency services. Integration between different modes is therefore important, as well as having the infrastructure to support interchange, such as mobility hubs which co-locate several services together (transport and non-transport) to reduce the need to travel.

The consultation specifically highlights the emerging new applications for DRT through digital platforms and the potential to use 'feeder services' of shared taxis and DRT. The benefits of this type of service to employers and for serving suburban areas were noted, as was the greater potential for shared journeys in rural areas. Good quality data and digital connectivity is needed to fully realise the benefits of DRT, the consultation noted.

The consultation referred to the Future of Urban Mobility Strategy guiding principles (given in the previous section) and asked if these are appropriate for rural areas. The consultation acknowledged that some of them may require adjustment to take account of the different markets in rural areas.

The consultation closed in February 2021 and the strategy is expected to be published later in 2021.

Future of Transport Regulatory Review

Government recently reported on the findings of its Future of Transport Regulatory Review, following a consultation which ran between March and July 2020. The review covered regulation of buses, taxis, private hire and micro-mobility services.

The review highlighted support for relaxing registration requirements around DRT and for changes to Bus Services Operator Grant. A dominant view indicated that the area of operation for a DRT should be a geographical area that is determined by demand. Several respondents believed the operational area should be associated with a local transport hub so the services can interconnect with other transport services, so not to overlap or present unfair competition with other transport modes, particularly taxis. This would complement existing transport services. Some respondents suggested that DRT services require to levy a surcharge for trips that could be undertaken on existing public transport.

A consistent theme was that DRT operators and local authorities need to work together to determine an operational area that benefits the local area and contributes positively to the area's transport network.

Following the review, Government has committed to engage with DRT service operators and collate findings from the Rural Mobility Fund schemes and services deployed in response to COVID-19, to inform the forthcoming National Bus Strategy.

Theme 3: Net Zero

National Bus Strategy

The National Bus Strategy for England, *Bus Back Better*[3], published in March 2021, reaffirms an announcement made by the Prime Minister in February 2020[4] committing the Government to fund up to 4,000 ZEBs over the next few years. The National Bus Strategy places Zero Emission Buses (ZEBs) at the heart of the Government's vision for the transformation of the bus offering in England.

OVERALL ZEB PRINCIPLES

The strategy sets out the Government's five key principals for a ZEB fleet: These are:

- To consider all technologies fairly, assessing their cost, contribution to decarbonisation and utility;
- Provide financial support and incentives needed for the market to scale up quickly;
- Take a place-based approach to investment wherever possible;
- Both operators and local authorities will be expected to play their part; and
- Ensure plans lead to overall carbon reductions.

TECHNOLOGY

The strategy states that "zero emission" means buses which run on electric batteries or hydrogen and notes that battery electric has dominated ZEB deployment so far, but that both technologies have strengths in different scenarios.

The strategy states that battery electric is a more efficient use of energy than hydrogen on current technologies, but that hydrogen lends itself well to longer distance routes and rural operations. For a ZEB deployment to qualify for government funding, it must use 'green' fuel or have a roadmap towards obtaining fuel from green sources. It is acknowledged that hybrids and biofuels may feature in local decarbonisation plans as the technology continues to develop to enable full ZEB operation. Zero emission is preferred to low or ultra-low emission, and these should only be purchased where full ZEB is not a viable option.

FUNDING

The strategy acknowledges the barriers to ZEB deployment presented by the high up-front capital costs for vehicles and infrastructure. The Government commits to playing a role in the short term as technologies continue to mature which is expected to see ZEB costs come down and achieve parity with conventionally fuelled fleets through sustained orders for ZEBs allowing unit costs to fall as production is increased, enabling manufacturers to achieve economies of scale.

The strategy also states that the Government will support new funding and financial models to lower the costs of ZEB for operators, including new leasing and maintenance arrangements which are a significant departure from traditional fleet ownership and maintenance.

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[3] UK Government (2021) *Bus back better* https://www.gov.uk/government/publications/bus-back-better
[4]UK Government (2020) *Major boost for bus services as PM outlines new vision for local transport* https://www.gov.uk/government/news/major-boost-for-bus-services-as-pm-outlines-new-vision-for-local-transport

Government financial support also includes the launch of the Zero Emission Bus Regional Area (ZEBRA) scheme and All Electric Bus Towns (see following sections).

Linked to ZEB, and as part of wider reforms to bus funding, the Bus Service Operators Grant (BSOG) is expected to be overhauled to incentivise ZEBs through higher rates paid per kilometre on routes operated by ZEB vehicles, moving away from the current system of payments linked to fuel consumed. This system is already used in Scotland and has been credited with attracting investment in electric passenger vehicles to the country[5].

PLACED BASED APPROACHES

In terms of regional strategy, a place-based approach to ZEB deployment is required given the need for supporting infrastructure (electrical supply or hydrogen fuelling). ZEB deployments should therefore consider allowing for more effective land use, addressing local air quality issues, and use the right technologies that work for the topography of the area. This approach is needed to allow a more strategic plan for energy networks in order to provide longer-term savings.

Decisions on the transition to ZEB should be taken collaboratively through local bus partnerships, the strategy states:

- Local authorities need to define the outcomes they want to see and when; work with energy providers to integrate the needs of buses into wider network infrastructure plans; and play a central role in funding and financing arrangements;
- Bus operators should take the lead in specifying the technical requirements for vehicles; develop an understanding of the energy requirements for their fleets; and take the lead on the investment required; and,
- Local standards for zero emissions should be set through bus partnerships or franchises.

[5] RouteOne (2020) *Ember: A watershed moment for the UK coach industry* https://www.route-one.net/operators/ember-a-watershed-moment-for-the-uk-coach-industry/

Zero Emission Buses Regional Areas (ZEBRA)

In March 2021, the Government launched the Zero Emission Buses Regional Area fund (ZEBRA), making up to £120million available in 2021/2022[6]. The scheme is intended to help local transport authorities introduce ZEB, reduce emissions, improve local air quality, and ensure stability of orders for the British bus manufacturing sector. The fund will deliver up to 500 ZEBs, supporting the Government's wider commitment to introduce 4,000 ZEBs detailed earlier under the National Bus Strategy. ZEBRA is a place-based scheme allowing areas led by local authorities to bid for funding for the purchase of ZEBs and supporting infrastructure. The scheme is also intended to help the Government understand the challenges to introducing ZEB and supporting infrastructure in order to inform future policy. The scheme is intended to help test, trial and evaluate innovative ideas for ZEB schemes.

Through ZEBRA, the Department for Transport (DfT) will contribute up to 75% of the **cost difference** between ZEB and a standard equivalent diesel bus. For infrastructure, the DfT will contribute up to 75% of **the cost from purchase and installation**. Bids can be for vehicles, infrastructure, or both.

Buses eligible for the scheme are zero emission single deck and double deck vehicles. Minibuses and coaches are not eligible. Buses must be certified as ultra-low emission or zero emission by the Zemo Partnership (formerly the Low Carbon Vehicle Partnership) to qualify. Buses which are zero emission capable, such as diesel-electric hybrids, are not eligible. Buses powered by biogas or biofuel are also not eligible. 'Green' energy is favoured (electricity from low carbon sources) but is not a mandatory requirement. Areas that intend to use blue hydrogen (hydrogen derived from fossil fuels) should set out a roadmap for sourcing the fuel from green hydrogen.

Support for infrastructure costs includes civil engineering works, hardware, charging units and upgrades to the energy grid. This includes upgrades necessary to the grid to cater for increased energy demand. Bidders are encouraged to consider innovative solutions to keep costs down, such as smart charging, opportunity charging and energy storage. Bidders need to show evidence of engagement with an energy company.

There is no limit or threshold on an area size, but the scheme is intended to support several areas within a value of £25million-£35million. Private finance and leasing are encouraged as part of the scheme, since this can reduce up-front costs. This could include finance or leasing companies forming part of the consortia. The scheme is to provide capital funding only, i.e. it will not cover any ongoing costs associated with the operation of ZEBs once introduced.

The local air quality challenge should be set out and how the proposal will address the problem.

[6] UK Government (2021) *Multi-million pound scheme for zero-emission buses across England launched* https://www.gov.uk/government/news/multi-million-pound-scheme-for-zero-emission-buses-across-england-launched

All Hydrogen Bus Town

Following the popularity of the All Electric Bus Town scheme (2020/21), the Secretary of State for Transport indicated in June 2020[7] that the Government will launch a similar 'All Hydrogen Bus Town' scheme to accelerate development of fuel cell electric buses and support the UK bus manufacturing sector. While no further details are available the proposal has the support of industry including the bus manufacturing sector.

Diesel Bus Sales Ban Consultation

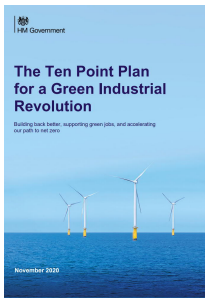
To accompany the release of the National Bus Strategy, the Government consulted on specifying an end to the sale of new diesel buses in England[8]. The consultation did not suggest a specific year or time period but highlighted the 2030 ban for sales of new petrol and diesel cars and light vehicles. It also noted that several bus operators have pledged to cease the purchase of new diesel buses within the next few years and transition to full zero emission fleets between 2030-2037. The consultation sought to understand the impacts on the industry from a sales ban, the barriers to introducing such a ban and potential mitigation measures, as well as what bus types should be included in a ban.

The industry body CPT[9] noted in their response that a ban from 2030, if paralleling that already specified for cars and vans, would require significant government support to ensure other bus policy aims outlined in the National Bus Strategy are not undermined. Otherwise, there is a risk that investment is diverted away from other initiatives such as integrated ticketing and frequency enhancements. Too rapid a transition to ZEB could result in heavy costs for operators, CPT noted.

The consultation closed on 11 April 2021 and responses are currently being analysed.

[7] Passenger Transport (2020) *Shapps reveals hydrogen bus town plan* http://www.passengertransport.co.uk/2020/06/shapps-to-announce-plans-for-a-hydrogen-bus-town/
[8] UK Government (2021) *Ending the sale of new diesel buses* https://www.gov.uk/government/consultations/ending-the-sale-of-new-diesel-buses
[9] Route One (2021) *End of new diesel bus sales proposal 'needs enabling support'* https://www.route-one.net/politics/end-of-new-diesel-bus-sales-proposal-needs-enabling-support

Ten Point Plan for a Green Industrial Revolution



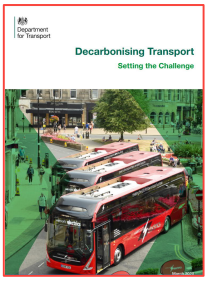
The Ten Point Plan for a Green Industrial Revolution[10], published in November 2020, sets out the Government's vision for accelerating the UK's transition to a net zero carbon economy. It details how public and private sector investment will be targeted to green the economy, creating new jobs and achieving the Government's dual policy goals of Net Zero and Levelling Up. The Ten Point Plan includes the goals of *Driving the Growth of a Low Carbon Economy* (Point 2) and *Green Public Transport, Cycling and Walking* (Point 5).

On hydrogen, it is stated that the Government will publish a Hydrogen Strategy in 2021 detailing how it will establish hydrogen 'SuperPlaces' establishing up to 5GW of hydrogen capacity by 2030. This was confirmed in March 2021 with an announcement of funding to establish the UK's first ever 'hydrogen transport hub'[11] in Tees Valley to enable different modes of transport in different sectors to be powered by hydrogen.

The Tees Valley hydrogen hub is expected to be fully operational by 2025 and will focus on trials, testing and research, enabling the Government to better understand the potential role of hydrogen in meeting net zero 2050 targets.

On Green Public Transport, Cycling and Walking, existing commitments to fund up to 4,000 zero emission buses and introduce a National Bus Strategy are reiterated.

Transport Decarbonisation Plan – Challenge and Implementation



In March 2020, the Government published an initial policy paper *Decarbonising Transport: Setting the Challenge*[12], outlining how the Government intends to work with industry key stakeholders to develop a transport decarbonisation plan.

It details what Government, business and society needs to do in order to make this change and deliver the required emissions reductions from transport in order to meet the UK's legally binding 2050 net zero emissions and climate change targets.

The document details six strategic priorities for achieving transport decarbonisation:

- Accelerating modal shift to public transport and active travel;
- Decarbonisation of road vehicles;
- Decarbonising how we get our goods;
- Place based solutions;
- UK as a hub for green transport technology and innovation; and
- Reducing carbon in the global economy.

[10] UK Government (2020) *The ten point plan for a green industrial revolution* https://www.gov.uk/government/publications/the-ten-point-plan-for-a-green-industrial-revolution
[11] UK Government (2021) *UK's first ever hydrogen transport hub kick-started by £3 million government* investment https://www.gov.uk/government/news/uks-first-ever-hydrogen-transport-hub-kick-started-by-3-million-government-investment
[12] UK Government (2020) *Creating the transport decarbonisation plan* https://www.gov.uk/government/publications/creating-the-transport-decarbonisation-plan

The document notes transport is the largest sector by emissions, which have stayed broadly unchanged on 1990 levels, whilst other sectors such as energy, agriculture, and manufacturing have significantly decarbonised, hence the need to tackle transport emissions with a sector-specific plan.

Buses accounted for 3% of UK transport emissions in 2018. It is also noted emissions from buses have fallen by 40% on 1990 levels as at 2018, compared to only a 5% reduction for cars. However, this may be explained partially by the fall in bus use during that time, with less bus mileage being operated compared to 1990, in addition to the introduction of cleaner and more environmentally friendly buses lowering emissions.

Following on from *Setting the Challenge*, the subsequent publication (July 2021) of *Decarbonising Transport: A Better, Greener Britain*[13] presents the UK's first holistic plan for decarbonising transport. Rather than focussing on specific modes as has typically been the approach used in government policy until now, the document identifies various actions and initiatives across and between each mode to help deliver on the decarbonisation agenda.

Within the foreword, it is acknowledged measures to further decarbonise all transport modes are needed but the post-pandemic recovery cannot be based upon a car-dominated society. Greater modal shift to sustainable transport (including bus) coupled with decarbonisation of vehicle fleets plus integrating policies around place-based solutions thus ensuring any new developments are not built solely around the car, are all of particular importance for the future bus sector.

Regarding buses and coaches, the plan commits Government to undertake the following:

- Deliver the National Bus Strategy's vision of a transformed bus industry and a green bus revolution;
- Consult on modernising the Bus Service Operators' Grant in 2021 (a *proposal to increase the BSOG green incentive for ZEBs to 22p per km*);
- Support delivery of 4,000 new ZEBs and the infrastructure needed to support them;
- Deliver the first All-Electric Bus Town or City *(awarded to Coventry in March 2021);*
- Consult on a phase-out date for the sale of new non-zero emission buses;

The value and importance placed on the bus sector is evident throughout, as the document identifies "*buses are the easiest, quickest, and cheapest way to improve public transport*" and "*we must make buses and trains better value and more competitively priced [versus car use]*". This is fully supported by Strategic Priority 1 'Accelerating modal shift to public and active transport'.

The plan also repeats the key aims of the National Bus Strategy (deliver simpler fares, more frequent buses, easier to understand and use services, more bus priority lanes and thousands of ZEBs) and references the compilation of BSIPs by October 2021 with improved networks taking shape from April 2022.

What is also acknowledged within the plan is the ongoing impact of the pandemic on bus patronage and the pressing need to address this issue. Linking back to the National Bus Strategy, the plan reiterates the key aims of initially restoring confidence within existing/previous passengers to bring them back onto bus services, and avoid permanently losing them to car or not travelling at all, before seeking to attract new custom to help revitalise and grow the bus sector.

A Transport Decarbonisation Toolkit for LAs, to be published later this year, is also proposed within the plan. This toolkit will encompass behaviour change, travel demand management, charging schemes and

[13] UK Government (2021) *Transport decarbonisation plan* https://www.gov.uk/government/publications/transport-decarbonisation-plan

fleet decarbonisation, all of which will have associated implications for the future bus sector when aligned with measures set out in the National Bus Strategy.

Interrelations between planning and spatial strategies with the delivery of low carbon transport are also highlighted within the plan. It calls for closer adherence to, and application of, the requirements of the NPPF with respect to how bus services are incorporated into sustainable development plans. This is further developed into the concept of mobility hubs and how MaaS systems can be supported through advances in data, communications and digital technologies. For low density and rural areas, the plan revisits opportunities provided by DRT to better address the transport demands of these locations, however there is no specific mention given to the role of the CT sector with the plan.

Regarding the fuel/propulsion mix, reference is made to both electric and hydrogen as feasible options, commenting how battery-electric buses are 'proven' and commercially available with a 'complementary' role is proposed for hydrogen-powered vehicles (which are proposed for longer routes). The consideration over the future fuel type adopted will be part-dependent upon the geographic nature of an area (e.g. terrain) coupled with the characteristics of the bus networks being operated (e.g. length of route, hours of operation) and availability/options for refuelling sites.

To conclude, it is worthwhile repeating the main statement presented by the decarbonisation plan:

Buses and coaches have a crucial role to play in transport achieving net zero and driving the green transformation. We must increase the share of journeys taken by public transport – particularly in congested areas.

Sixth Carbon Budget

The Sixth Carbon Budget[14], published in 2020, is required by the Climate Change Act and provides advice to ministers on how the UK can meet its 2050 net zero targets by specifying an emissions budget for each sector and key milestones for when significant or full decarbonisation will need to be achieved. The report details a path to net zero for a range of sectors in the economy, including surface transport.

The report states that new buses will need to be zero emission by 2035 in order to meet the 'balanced pathway' proposed towards net zero. The report notes the target by CPT members to buy only ultra-low or zero emission buses from 2025. It is assumed that 96% of new bus and coach sales will be zero emission by 2035. It is noted that biodiesel could play a transitional role for buses but is not considered a permanent solution for surface transport.

[14] Climate Change Committee (2020) *Sixth Carbon Budget* https://www.theccc.org.uk/publication/sixth-carbon-budget/

Summary

The National Bus Strategy is one of several Government policy and strategy documents focused on improving public transport, in terms of both its design and delivery.

The National Bus Strategy draws parallels with the documents outlined above regarding Bus Reform, Future of Mobility, and Net Zero and Bus Service Improvement Plans (BSIPs) should not only draw on references from the National Bus Strategy but also these additional Government policies and strategies.

LTAs should address the areas of interest raised consistently through these documents and ensure that their BSIPs repeat these and relate them to local level policies and strategies such as land use planning, parking policies, Local Transport Plans, and decarbonisation strategies. With modal shift to public transport, decarbonisation of road vehicles and place-based solutions of particular importance to the bus sector and success of each LTA BSIP the areas of interest raised consistently are:

- The need for a holistic planning approach to be taken by the LTA that clearly shows buses as fundamental to an efficient transport system with: walking and cycling becoming integrated options for short journeys; provision of inclusive services and innovative modes; improvements to environmental outcomes; maximisation of social value; improvements to the safety of bus services; congestion tackled systematically; operators from the commercial and community sectors engaged in partnership approaches; and, the needs of rural communities being assessed and met consistently.

- Acknowledgement that innovation in bus delivery has real potential in rural areas where a lack of access to a car has often excluded people from fully participating in health, employment, education and leisure opportunities. Therefore, rural transport planning is critical to the wider network's success and should include; a 'rural proofing' exercise to consider the impacts of transport policies and programmes on rural areas; a 'Total Transport' approach that pools all transport resources to reduce duplication; and, methods to find ways to more flexibly and responsively resolve impacts on health, wellbeing, social isolation and access issues in rural areas through the increased use of DRT schemes and joint approaches with Taxi, Private Hire, and Community Transport providers.

- The requirement for a place-based approach to bus service planning and an understanding that integration between different modes is important alongside infrastructure to support interchange. BSIPs should use a place-based approach to; channel approaches to emerging new applications for DRT through digital platforms; maximise the potential to develop 'feeder services' using shared taxis and DRT to higher frequency corridors; and, focus ZEB deployment given the need for supporting infrastructure (electrical supply or hydrogen fuelling) to allow a more strategic plan for energy networks.

- A need to set out the LTA's local air quality challenge and show how buses will play an important role in greening the environment and achieving Net Zero policy goals while ensuring investment is not diverted away from other initiatives such as integrated ticketing and frequency enhancements. BSIPs should set out a transport decarbonisation plan that details how buses will become zero emission and be the natural mode of choice for daily journeys; acknowledge plans to 51993999-504buses; and, include opportunities to bid for ZEBs and supporting infrastructure through the Government ZEBRA scheme.

A summary of each of the main policy and strategy documents and instruments is given in **Table 1**.

Table 1 – Summary of key national policy

Document Title	Date Published	Document Type	Key Messages	Key Themes
Bus Back Better: National Bus Strategy for England	March 2021	Government Strategy	Uncoordinated nature of deregulated bus network must end. Enhanced Partnerships or Franchising required by LTAs. Ambitious targets to be set through local Bus Service Improvement Plans.	Bus Reform Future of Mobility Net Zero
Bus Services Act 2017: New powers and opportunities	November 2017	DfT guidance paper	The need to consider Equality Act requirements when planning bus services. The potential for DRT feeders to bus hubs and interchanges, particularly in rural areas.	Bus Reform
Future of Mobility Urban Strategy	March 2019	Government Strategy	Data, connectivity and automation are transforming journeys and new modes are emerging. Travel demand is rising overall but falling at an individual level.	Future of Mobility Net Zero
Future of Mobility Rural Strategy consultation	November 2020	Government consultation	Innovations in transport must be inclusive for the aging populations more typically found in rural areas. Integration is important in rural areas where a change of mode is more likely to be necessary than in urban areas.	Future of Mobility Net Zero
Future of Transport Regulatory Review	March 2020	Government consultation	Government committed to engage with DRT service operators and collate findings from the Rural Mobility Fund schemes.	Bus Reform Future of Mobility
All Electric Bus Towns	February 2020	Government fund	The emphasis on a place-based approach to Zero Emission Bus deployment, with a specific reason needed for intervention e.g. air quality.	Net Zero

Document Title	Date Published	Document Type	Key Messages	Key Themes
Zero Emission Bus Regional Area	March 2021	Government fund	The emphasis on a place-based approach that seeks to upgrade the majority of buses to zero emission in a given geographical area.	Net Zero
Ending the sale of new diesel buses	March 2021	Government consultation	Specific date for ending the sale of diesel buses not suggested in consultation, but 2030 ban on sales of new petrol and diesel cars and light vehicles highlighted prominently.	Net Zero
Ten Point Plan for a Green Industrial Revolution	November 2020	Government Strategy	Government is committed to ensuring that hydrogen plays a role in the decarbonisation of transport and will published a Hydrogen Strategy.	Net Zero
Decarbonising Transport: Setting the Challenge	March 2020	Government white paper	Government will pursue a holistic strategy for decarbonising transport, rather than focussing on specific modes as has been the approach. Modal shift to public transport, decarbonisation of road vehicles and place-based solutions are of particular importance for the bus sector.	Net Zero
Decarbonising Transport: A Better, Greener Britain	July 2021	Government plan		Future of Mobility Net Zero
Sixth Carbon Budget	December 2020	Statutory, independent report to Government	Only ultra-low or zero emission buses should be purchased from 2025. All new buses will need to be zero emission by 2035.	Net Zero

Appendix 2

Dorset Council

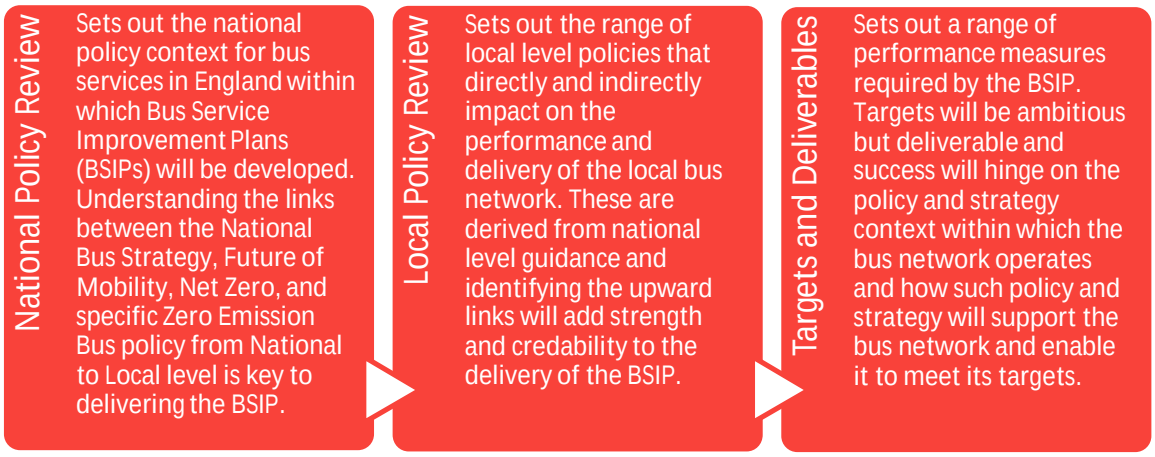
BUS SERVICE IMPROVEMENT PLAN:
REVIEW OF DORSET'S SUPPORTING LOCAL POLICIES

Overview

Following Government's announcement of its Bus Back Better Strategy in March 2021 Dorset Council has conducted a review of its local level public transport policy and strategy to identify synergies with national 'bus' policy and the aims within the Strategy itself. In addition to this, Dorset Council has reviewed wider supporting policies that have exogenous effects upon, and interact with, the public transport network in order to provide a holistic picture of the landscape into which the authority's Bus Service Improvement Plan (BSIP) will sit.

This section outlines all relevant policy, strategy, and funding documents used by Dorset Council for the delivery, in total or part, of the public transport network, detailing areas of significance related to 'bus' provision across the local authority area and contextualising these with national policy and strategic guidance.

The review of local policy, combined with the earlier National Policy Review, ensures the authority will develop its BSIP, subsequent amendments, and proceeding Enhanced Partnership in a format consistent with existing local policies and strategies whilst embedding a step change in 'bus' provision meeting the aspirations of Government. The authority's approach to policy review and its desired outcomes ism summarised below:



The following sections will review, in turn, each of the authority's key policies and strategies in connection to delivering it's BSIP, noting synergies with existing Government approaches and identifying 'policy gaps' where processes further within this BSIP may remedy these to the greater good of the bus network.

This Technical Note can be used as part of the baseline report for each area when developing a BSIP, supplemented by National policy context as appropriate.

NATIONAL POLICY CONTEXT

National Bus Policy Developments

There has been a great pace of change and development in the bus and mobility arena since Dorset's joint Transport Plan (2011-2026) was published which needs to be considered and factored into future strategy. Table 1 contains a summary of each of the main policy and strategy documents published since 2016 (i.e. the last five years).

Table 1: Summary of Key National Policy

Document Title	Date Published	Document Type	Key Messages	Key Themes
Bus Services Act 2017: New powers and opportunities	November 2017	DfT guidance paper	▪ Strengthen arrangements for partnership working between bus operators and local authorities (Enhanced Partnerships). ▪ Bus franchising powers to replace previous Quality Contract Schemes. ▪ Modernise previous ticketing legislation. ▪ Provide powers necessary to improve the information available to passengers. ▪ Consider Equality Act requirements when planning bus services. ▪ The potential for DRT feeders to bus hubs and interchanges, particularly in rural areas.	▪ Bus Reform
Future of Mobility Urban Strategy	March 2019	Government Strategy	▪ Data, connectivity and automation are transforming journeys and new modes are emerging. ▪ Travel demand is rising overall but falling at an individual level.	▪ Future of mobility ▪ Net Zero
All Electric Bus Towns	February 2020	Government fund	▪ The emphasis on a place-based approach to Zero Emission Bus deployment, with a specific reason needed for intervention e.g. air quality.	▪ Net Zero
Transport Decarbonisation Plan	March 2020	Government white paper	▪ Government will pursue a holistic strategy for decarbonising transport, rather than focussing on specific modes as has previously been the approach. ▪ Modal shift to public transport, decarbonisation of road vehicles and place-based solutions are likely to be of particular importance for the bus sector.	▪ Net Zero
Future of Transport Regulatory Review	March 2020	Government consultation	▪ Government committed to engage with DRT service operators and collate findings from the Rural Mobility Fund schemes.	▪ Bus Reform ▪ Future of Mobility
Ten Point Plan for a Green Industrial Revolution	November 2020	Government Strategy	▪ Government is committed to ensuring that hydrogen plays a role in the decarbonisation of transport and will, in due course, publish a Hydrogen Strategy.	▪ Net Zero
Future of Mobility Rural Strategy consultation	November 2020	Government Strategy	▪ Innovations in transport must be inclusive for the aging populations more typically found in rural areas. ▪ Integration is important in rural areas where a change of mode is more likely to be necessary than in urban areas.	▪ Future of Mobility ▪ Net Zero

Document Title	Date Published	Document Type	Key Messages	Key Themes
Sixth Carbon Budget	December 2020	Statutory, independent report to Government	▪ Only ultra-low or zero emission buses should be purchased from 2025. ▪ All new buses will need to be zero emission by 2035.	▪ Net Zero
Zero Emission Bus Regional Area Fund (ZEBRA)	March 2021	Government fund	▪ Emphasis on a place-based approach that seeks to upgrade the majority of buses to zero emission in a given geographical area.	▪ Net Zero
Ending the sale of new diesel buses	March 2021	Government consultation	▪ Specific date for ending the sale of diesel buses not suggested in consultation, but 2030 ban on sales of new petrol and diesel cars and light vehicles highlighted prominently.	▪ Net Zero
Bus Back Better: National Bus Strategy for England	March 2021	Government Strategy	▪ Uncoordinated nature of deregulated bus network must end. ▪ Enhanced Partnerships or Franchising required by LTAs. ▪ Ambitious targets to be set through local Bus Service Improvement Plans.	▪ Bus Reform ▪ Future of Mobility ▪ Net Zero

These rapid changes and developments mean that a tailored bus or mobility strategy for Dorset would be beneficial, particularly considering the growing need to consider access and mobility more holistically, rather than by individual modes.

Much uncertainty remains over the future direction and pace of change, particularly considering the disruption to travel caused by the coronavirus (Covid-19) pandemic and potential long-lasting consequences for travel demand. Therefore, a strategy that embraces 'Future Ready' thinking and flexibility is needed, alongside a robust evidence base to aid reasoned decision making and preparation of bids for periodic funding opportunities that may arise at the national or sub-national level.

The national policy can be summarised as covering three broad themes:

1 Bus reform: the requirements of the National Bus Strategy itself, namely the move to Enhanced Partnerships or franchising, and development of Bus Service Improvement Plans;

2 Future of Mobility: how bus services will fit within Government's wider future of mobility strategy through developments such as Mobility-as-a-Service, digital demand-responsive transport and autonomous vehicles; and

3 Net Zero: the need to decarbonise the transport sector, including buses, through the adoption of new technologies and increased modal shift.

Key national strategies, policy documents and recent government consultations covering each of these three themes are outlined below.

<u>Theme 1: Bus Reform</u>

The National Bus Strategy for England (Bus Back Better) published in March 2021, sets out the national policy context for bus services in England, within which Bus Service Improvement Plans (BSIPs) will be developed.

The central aim of the strategy is to get more people travelling by bus and increase overall patronage back to, and then exceeding, pre-COVID 19 levels. To achieve this the strategy will make buses more reliable, easier to understand and use, better co-ordinated and cheaper.

By the end of June 2021, the Government Expects all LTAs (accept MCAs which have started the statutory process of franchising bus services) to commit to establishing Enhanced Partnerships across their entire areas under the Bus Services Act, and all operators to cooperate with the LTA throughout the process. LTAs can also pursue franchising if they so wish.

The Bus Back Better Appendix discusses COVID recovery (2021–2022) and outlines available funding, such as the discretionary COVID-19 Bus Services Support Grant [CBSSG] Restart. From 1st July 2021, CBSSG and future funding streams will only be available to LTAs outside of London, who have committed to entering Enhanced Partnerships or who have started the statutory process of franchising services.

Theme 2: Future of Mobility

The UK Government's Future of Mobility Urban Strategy, published in March 2019, sets out the 'grand challenge' for mobility in urban settings and summarises the rapid changes underway in the transport and mobility sector. It makes clear that public transport must remain fundamental to an efficient transport system, with walking and cycling becoming the preferred option for short journeys.

The strategy lays out nine guiding principles for the government's approach to the future of mobility:

1. New modes of transport and new mobility services must be safe and secure by design.
2. The benefits of innovation in mobility must be available to all parts of the UK and all segments of society.
3. Walking, cycling and active travel must remain the best options for short urban journeys.
4. Mass transit must remain fundamental to an efficient transport system.
5. New mobility services must lead the transition to zero emissions.
6. Mobility innovation must help to reduce congestion through more efficient use of limited road space, for example through sharing rides, increasing occupancy or consolidating freight.
7. The marketplace for mobility must be open to stimulate innovation and give the best deal to consumers.
8. New mobility services must be designed to operate as part of an integrated transport system combining public, private and multiple modes for transport users.
9. Data from new mobility services must be shared where appropriate to improve choice and the operation of the transport system.

In November 2020, Government opened a call for evidence consultation on the development of a Future of Mobility Rural Strategy. The consultation noted the following challenges for rural mobility:

- Rural populations are older on average than urban areas (43 years old v 38 years old).
- The population aged 65 and over is expected to grow by 50% between 2016 and 2039 and will be experienced most in rural areas, where virtually no growth in younger populations is expected.
- In rural areas, cars are used more often and for longer trips than in urban areas.
- There is less opportunity for active travel in rural areas due to a combination of the longer distances involved in making many trips and a lack of suitable infrastructure to facilitate active travel journeys, and
- Geographical aspects such as terrain can limit the route and transport opportunities in rural areas.

The strategy is expected to be published later in 2021.

Theme 3: Net Zero

The National Bus Strategy for England, Bus Back Better, reaffirms the Government's commitment to funding over 4,000 zero emission buses (ZEBs). The strategy sets out the Government's five key principals for a ZEB fleet:

- To consider all technologies fairly, assessing their cost, contribution to decarbonisation and utility.
- Provide financial support and incentives needed for the market to scale up quickly.
- Take a place-based approach to investment wherever possible.
- Both operators and local authorities will be expected to play their part, and
- Ensure plans lead to overall carbon reductions.

National and Local Policy

The National Bus Strategy is one of several Government policy and strategy documents aimed at improving public transport. When developing their Bus Service Improvement Plans (BSIPs) LTAs should address the above three themes and relate them to local level policies and strategies. Areas to consider in BSIPs include:

- The need for a holistic planning approach to be taken by the LTA that clearly shows buses as fundamental to an efficient transport system, with walking and cycling becoming integrated options for short journeys.
- Acknowledgement that innovation in bus delivery has real potential in rural areas where a lack of access to a car has often excluded people from fully participating in health, employment, education and leisure opportunities. Rural transport planning should include, a 'rural proofing' exercise to consider the impacts of transport policies and programmes on rural areas and a 'Total Transport' approach that pools all transport resources to reduce duplication.
- The requirement for a place-based approach to bus service planning and an understanding that integration between different modes is important alongside infrastructure to support interchange.
- A need to set out the LTA's local air quality challenge and show how buses will play an important role in greening the environment and achieving Net Zero policy goals. BSIPs should set out a transport decarbonisation plan that details how buses will become zero emission.

Documents Consulted in this Review

The following Dorset County Council documents were consulted in this review:

- Bournemouth, Poole and Dorset LTP3 Strategy Document 2011 - 2026 (April 2011);
- Bournemouth, Poole and Dorset LTP3 Strategy Document – Appendices (April 2011);
- Bournemouth, Poole and Dorset LTP3 – LTP3 Implementation Plan Three 2017 to 2020 (May 2017);
- Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 1 – Cycling Strategy (April 2011);
- Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 2 – Accessibility Strategy (April 2011);
- Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 4 – Health Strategy (April 2011);
- Bournemouth, Poole and Dorset LTP3 Road Safety Strategy 2011 - 2026 (July 2011);
- Bournemouth, Poole and Dorset LTP3 Road Safety Strategy 2011 - 2026 Executive Summary (July 2011);
- Bournemouth, Poole and Dorset LTP3 Road Safety Action Plan Final (July 2011);
- Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 5 – Low Carbon Travel Strategy (April 2011);
- Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 6 – Freight Strategy (April 2011);
- LTP3 Dorset Freight Strategy Action Plan Review (March 2017);
- Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 7 – A Transport Strategy to Support Sustainable Tourism (April 2011);
- Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 8 – Intelligent Transport Systems (April 2011);
- Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 9 – Motorcycle Strategy (April 2011);
- Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 10 – Sustainable Modes of Travel to School Strategy (April 2011);
- Bournemouth, Poole and Dorset Local Transport Plan - Dorset Passenger Transport Strategy (February 2016);
- Setting up a Community Transport Scheme in Dorset – Guidance and Toolkit 2019;
- Community Transport Action Plan (April 2019);
- DCC Parking Policy Part 1 (July 2012)
- DCC Parking Policy Part 2 (July 2012)
- Parking Services Annual Report 2017/18
- Dorset Council Local Plan - Consultation (January 2021);

- Dorset Highways Asset Management Plan Introduction
- Dorset Highways Asset Management Policy and Strategic Approach
- Dorset Highways Transport Assessment Management Plan Volume 1;
- Air Quality Reports;
- Climate and Ecological Emergency Strategy (Draft for Consultation July 2020);
- Rural Mobility Fund EOI Application Form;
- Rural Mobility Fund EOI Annex;
- Bournemouth and Poole Rights of Way Improvement Plan (2017 – 2026);
- Dorset Rights of Way Improvement Plan (2017 – 2026).
- South East Dorset Multi-Modal Transport Study Final Report (April 2012);

Dorset Local Transport Plan (Key Document)

Dorset Council is in the process of refreshing the joint BCP and Dorset Council LTP and supporting strategies, including the passenger transport strategy.

Bournemouth, Poole and Dorset LTP3 Strategy Document 2011 - 2026 (April 2011);

Bournemouth, Poole and Dorset LTP3 Strategy Document – Appendices (April 2011);

OVERVIEW OF LTP3 DOCUMENT

The Bournemouth, Poole and Dorset Local Transport Plan 3 (LTP3) was published in April 2011. It was the third Local Transport Plan produced by the three councils (Dorset, Bournemouth and Poole) but the first produced jointly. It builds upon work of the previous LTPs, and in particular LTP2 (2006-2011).

LTP3 contains a very comprehensive and detailed analysis of the transport challenges, issues and opportunities facing the Dorset area. It presents a 15 year strategy setting out the long term vision, goals and policies that will guide transport improvements towards wider outcomes.

LTP3 is supported by suite of individual, strategy documents linking into main strategy, which will help to meet the LTP outcomes (e.g. public transport, cycling, rural transport road safety etc.). Other studies also contributed to LTP3 development, for example the South East Dorset Transport Study (SEDTS). This major transport study claimed to provide “the most current, robust and comprehensive transport evidence base in the country, in line with government guidance.”

Three key public and stakeholder consultation phases assisted LTP development. Consultation methods included stakeholder workshop events, public consultation events, leaflet questionnaires, web based surveys and citizen panel surveys.

LTP3 also sits within a wider framework of policies, plans and other influences from the national to local level, directly relating to transport.

The LTP3 strategy was developed through 5 main stages, consistent with the then existing DfT guidance for LTPs:

1. Identifying the vision and goals;
2. Identifying challenges, issues and opportunities;
3. Identifying different options;

4. Appraising the options;
5. Forming a preferred strategy.

A series of five, three-year implementation plans were to be the primary mechanism to deliver the LTP strategy over the 15 year period, containing detailed investment programmes for the schemes to be implemented during each three year period, together with indicators and targets.

In addition to a First Progress Report in 2014, three plans have so far been published, covering 2011 to 2014, 2014 to 2017 and 2017 to 2020.

OVERVIEW OF ISSUES AND CHALLENGES FACING TRANSPORT IN DORSET

The Dorset area is diverse, comprising larger urban areas (Bournemouth and Poole to the South East), market towns and rural areas with village and hamlets. Whilst a move towards an affordable, safe and reliable public transport, together with more walking and cycling is realistic, the car is still likely to play a significant role in the more rural parts of Dorset, in conjunction with improved public transport and walking and cycling.

LTP3 outlined the situation regarding bus services as follows:

"bus services in the urbanised areas are generally good with high levels of frequency on the core corridors. However, recent years have seen reduced frequencies and coverage in the suburban areas. In the more rural areas services are more limited and, despite heavy investment and considerable revenue support, passenger transport services fail to attract significant transfer of trips from the private car. Despite strong bus passenger growth in urban areas, there remain key issues relating to the frequency, directness, reliability and cost of bus services. Service levels reduce significantly in some areas in the evening."

OVERALL TRANSPORT VISION

The LTP3 15 year vision reflects the important role that transport will continue to have on people's lives. It is consistent with, and builds upon, the longer term aspirations and wider priorities of the three councils of Bournemouth Poole and Dorset:

"A safe, reliable and accessible low carbon transport system for Bournemouth, Poole and Dorset that assists in the development of a strong low carbon economy, maximises the opportunities for sustainable transport and respects and protects the area's unique environmental assets."

This vision is characterised by the following elements:

- Choice. Being able to choose from a range of alternatives to the car;
- Reliability. People and goods reliably getting to the places they need to go;
- Connectivity. Reliable transport links to, and between, strategic destinations;
- Efficiency. An efficient transport system that reduces energy consumption, makes the best use of the network, and is resilient to disruption;
- Integration. Supporting wider policy areas (e.g. health, climate change and land use planning);
- Safety. People travelling safely with less risk to others;
- Inclusiveness. More closely meeting the needs of people in both urban and rural areas (affordable and accessible transport);
- Respect. Enhancing quality of life by promoting transport which minimises impact on the natural environment, creates attractive places, promotes improved health and provides an enjoyable journey experience.

LTP3 GOALS

The LTP3 was based around a set of five goals which would ensure that the transport improvements would contribute towards the vision for 2026.

1. *Supporting economic growth*. Support a more productive and prosperous economy, by improving the reliability, efficiency and connectivity of transport networks and communications. Key opportunities included tackling congestion through achieving modal shift away from dependence on the car.
2. *Reducing carbon emissions*. Reduce overall level of carbon dioxide and other greenhouse gas emissions. Part of this will be to enable a shift to more sustainable (lower carbon) forms of transport with new greener vehicle technologies and fuels.
3. *Better safety, security and health*. Reduce the risk of death, injury or illness arising from transport, and promote travel modes that encourage healthy, active lifestyle. This includes switching to walking and cycling for short distance trips in urban areas.
4. *Equality of opportunity*. Promote more equal opportunities for everyone, including access to transport services they need. An more affordable, easier-to-use public transport system would encourage more people to use it.
5. *Improved quality of life*. To protect and enhance the quality, local distinctiveness and diversity of Dorset's built and natural environment, and improve individual wellbeing and enjoyment of places.
6. *Value for money* This sixth, overarching goal underpins the other five goals and influences the deliverability of individual strategies.

PROBLEMS, ISSUES AND OPPORTUNITIES

The imbalance between demand and provision of transport was believed to be the cause many of the most pressing issues.

Overview

There are no motorways in Dorset, but there are a number of key transport corridors which can experience significant congestion, particularly during commuting peaks and with the influx of holiday and visitor traffic. Linkages from east of Dorset are poor and unreliable. North-south links are generally poor, particularly for public transport. Large areas are without railway access. There are three ports (Poole, Portland and Weymouth), whilst Bournemouth Airport runs commercial and passenger flights.

Transport demand

- Population / employment. Future projections suggest a population growth of 9% over the next 20 years. The majority is expected to be in existing urban areas, mostly as in-fill development. Parts of Dorset have a rapidly aging population which will increasingly challenge transport needs.
- Traffic growth. Without intervention, car trips are forecast to increase by 12% in the AM peak by 2026. This would lead to a number of key routes and junctions exceeding capacity.
- Visitor traffic causes congestion, particularly on coastal routes.
- Car ownership / dependency. Rural car ownership is amongst the highest in the country, with almost 50% of households owning 2 cars. Rural areas are very dependent. Car based commuting in both DCC Dorset and Poole is higher than the England average.
- Work commuting and school trips by car are the greatest cause of congestion. Car-based commuting is higher than the England average.

- Journey lengths. A high proportion of journeys of less than 5km are by car in the multi-centred South East conurbation. This has significant potential for modal change to walking and cycling. In the rural areas, average journey lengths are longer and, with fewer public transport links, this increases dependence on the car.
- Self-containment. There is significant commuting between SE Dorset and South Hampshire. A better balance of housing and job provision will help to reduce commuting distances.
- Peak journey times. The impacts of increasing congestion during peak periods is resulting in "peak-spreading", and the use of alternative, often less suitable, routes (rat-running). Journey times are, on average, 20% higher in the AM peak, compared with off-peak, daytime periods.
- Freight traffic creates issues of noise, vibration and pollution, particularly on routes that pass through settlements.
- Parking. The demand for on-street parking on key routes in urban areas contributes to congestion. Free and low cost car parks also generate significant amounts of traffic.

Transport Provision

- Bus services. Bus services in the urbanised areas are generally good, but suburban areas have seen reduced services. In rural areas, services are more limited and passenger transport fails to attract significant transfer away from car use. The remaining key issues are the frequency, directness, reliability and cost of bus services. Service levels reduce significantly in some areas in the evening.
- Rail services. Rail is relatively under-used. Passenger growth has been largely constrained by service frequencies and infrastructure.
- Walking and cycling. Cycling trips have increased by over 80% in SE Dorset in the last 5 years. There are key gaps in the infrastructure, which deter walking and cycling.
- Community transport. Funding constraints mean that community transport is likely to come under increasing pressure, threatening accessibility of rural areas and vulnerable groups.
- Airport surface access. Public transport opportunities to access the airport are limited.
- Highway network. The car is the dominant mode of travel in Dorset. The strategic network is under considerable pressure and low traffic speeds occur on the main approaches to the SE Dorset conurbation, particularly on the main radial corridors.
- Maintenance. The highways assets require significant investment to keep them in a good serviceable condition. Maintenance backlogs exist which need to be recovered to reduce the maintenance liability in the longer term.

Key Challenges

LTP3 identified a large number of key local issues and opportunities under each of the five main goals. These were then used to develop a set of key challenges for each goal, backed up by evidence and illustrative examples.

DEVELOPING THE STRATEGY

Identifying and Appraising Strategy Options

Identifying Options

Various methods were used in order to develop a long list of options including:

- Consultation. Three key public and stakeholder consultation phases;
- The South East Dorset Transport Study which provided major inputs to LTP3; a key component being a transport model covering the highway and public transport network.

Option Appraisal

The long list of options was appraised at a strategic level against their fit with the LTP goals and against deliverability. This resulted in a more defined short list of potential options.

Different transport measures were then considered under four high level transport themes, and appraised against the LTP3 goals.

The best performing combination of measures under each of the high-level themes was then brought together to form a draft preferred strategy. Further consultation on this strategy helped to form the final preferred strategy, comprising seven key strategy measures and 14 strategy elements.

THE STRATEGY FRAMEWORK

Key Strategy Measures and Strategy Elements

The final (numbered) key strategy measures are identified below, together with a sub-set of the 14 (lettered) strategy elements.

1. Reducing the need to travel.
    A. Encouraging and supporting the location an design of new development so that less overall travel is needed, other than by sustainable modes.
    B. Supporting ways of delivering key services that encourage more sustainable travel patterns.
2. Managing and maintaining the existing network more efficiently:
    C. Keeping transport infrastructure well maintained, safe, and resilient.
    D. Making use of Dorset's transport network to maximise efficiency for all travel modes.
3. Active travel and “greener” travel choices;
    E. Widening opportunities for healthy lifestyles providing supporting infrastructure.
    F. Applying smarter choices and supporting “green technology” to encourage transfer and low carbon travel behaviour.
    G. Creating attractive public realm and streetscapes.
4. Public transport alternatives to the car;
    H. Improve the availability, quality, reliability and punctuality of services.
    I. Develop a fully integrated public transport system which is easier to use for everyone.
    J. Improve local accessibility and connectivity for the most vulnerable groups and rural areas of Dorset.
5. Car parking measures.
    K. Implementing balanced and proportionate parking policies which promote economic viability and support the use of alternative to the car, particularly for single occupancy commuter trips.

6. Traffic safety measures;

   L. Use engineering, education and enforcement measures to create safer travelling environments.

   M. Working with partners to improve communities safety and security.

7. Strategic infrastructure improvements.

   N. Delivering larger scale targeted improvements to the strategic public transport and road infrastructure which strengthen connectivity and support regeneration and growth.

Overarching Principles

LTP3 states that three overarching principles would apply across the whole strategy:

- *Local participation*. A greater focus on local action and working with the Voluntary, Community and Social Enterprises and communities;
- *Smarter working*. A "smarter" strategy approach with a focus on achieving significant efficiency savings and making the best use of resources;
- *Green thinking*. A focus on reducing the carbon footprint of all aspects of transport and travel.

Transport Strategy Objective

LTP3 states that the combined effect of all the strategy measures is key to the integrated strategy.

The aim of the strategy is to concentrate on low cost, high value measures within the short to medium term, to manage demand, to provide alternatives to the private car, to reduce the environmental impact of transport, and to make more efficient use of existing transport infrastructure. In the medium to long term, targeted highway improvements would be required to support planned growth.

The overall objective of the strategy is:

"*to seek a balanced, low carbon transport system which limits the most damaging effects of car usage and provides real choice in alternatives to the private car.*"

Policy Development

A number of policies were then developed relating to each of the 14 strategy elements. Table 1 contains examples of policies which relate directly, or indirectly, to bus travel. The letter in each policy number refers to the strategy element to which it relates. It should be borne in mind that many of the policies, although not explicitly mentioning buses, could result in improvements to one or more aspects of bus operation.

Table 1 Examples of Policies Relating to Bus Travel

Policy	Main Points Relating (Directly or Indirectly) to Buses
LTP A-2	Support major development along land use corridors in urban areas along key public transport corridors and around transport hubs, to maximise the potential use of public transport. Where major development is permitted outside Town Centre areas, additional public transport, cycling and walking facilities will be encouraged.
LTP A-3	Require developers to fund transport infrastructure and mitigation measures required for the development; e.g. links to walking, cycling and public transport networks.
LTP D-1	Where appropriate, re-allocate road space to give priority to buses, cyclists and pedestrians.
LTP E-6	Provide cycle storage facilities at transport interchanges.

Policy	Main Points Relating (Directly or Indirectly) to Buses
LTP E-7	Increase opportunities for cyclists and pedestrians to integrate and interchange with public transport. This will be supported by: i. enhanced direction signing, access and facilities for pedestrians and cyclists at local rail, bus and coach stations; ii. working with public transport operators to better accommodate the needs of cyclists, in particular on bus, train and ferry services iii. supporting creation of cycle hire schemes (and particularly locally managed schemes) at stations, ferry terminals and at tourist / leisure locations
LTP F-1	Encourage more sustainable travel patterns and modal shift to low carbon travel modes. This will seek to raise travel awareness of public transport, active travel and alternatives to car use.
LTP H-1	In close partnership with public transport operators, develop a high quality, sustainable, and accessible low carbon public transport system in Dorset. Enhanced co-ordination and promotion of public transport will be sought through a formalised partnership between the authorities.
LTP H-2	Strengthen partnerships with the main bus operators, and further develop voluntary and statutory partnership agreements, with a focus on improving service levels and facilities, "greening" the bus fleet, and providing affordable access to key services.
LTP H-3	Develop a network of priority Quality Bus Corridors in urban areas. On these corridors and other high frequency bus routes, priority will be given to developing traffic management measures to improve the flow and reliability of buses, in the following order: signal improvements, junction improvements, bus lanes, parking / loading amendments, Traffic Orders.
LTP H-4	Strategic Park & Ride capacity will be developed at appropriate locations, where adequate demand exists, to assist sustainable transport movement to and from town centres. The implementation of individual sites will consider impacts on the environment the surrounding road and bus networks, and financial sustainability. Implementation of new sites will be phased in conjunction with reviews of town centre car parking and measures to influence travel behaviour, particularly for commuter trips.
LTP H-6	Promote the future development of rapid transit and develop proposals during the LTP3 period for a future Dorset Area Rapid Transit System operating in the South East Dorset conurbation.
LTP I-1	Work in partnership with relevant organisations to ensure the access needs of groups defined in the Equalities Act 2010 are met as a far as practicable. This will include improving physical access to public transport services for elderly people, those with mobility impairments and families with children, and providing appropriate training to help people with disabilities to use public transport independently.
LTP I-2	A Smartcard based cross-modal fares system in Dorset will be developed, implemented and promoted to facilitate multi-operator, cross-modal travel and improve the attractiveness of public transport use.
LTP I-3	In partnership with public transport operators, ensure that high quality, accessible, and increasingly personalised travel information is available to all, covering end to end journeys involving public transport, and its integration with other modes. The type and level of information will be dependent on the context of the locality.
LTP I-4	Work with LTP partners to develop seamless integration between all types of transport modes, with a focus on high quality public transport interchanges. New or improved interchanges / hubs will provide enhanced waiting facilities, information and security and will be related to walking and cycling networks.
LTP J-1	Seek to increase social inclusion by working in partnership with Community Transport Providers and the voluntary sector to develop a thriving community transport sector that delivers financially sustainable community based transport services for disadvantaged groups, which are well integrated with commercial public transport routes and hubs. Development of community transport across authority boundaries will be supported.
LTP J-2	Seek (where practicable) to support socially necessary local bus services to complement commercially provided services to maintain levels of accessibility. The performance of subsidised routes will be monitored to ensure that support is appropriately targeted and value for money is achieved.
LTP K-1	Complementary parking policies will support the local economy but not undermine the use of public transport and low carbon forms of travel. Through supply and pricing mechanisms, parking policies in the urban areas and main towns will seek to: i. reduce the attractiveness of commuter / long stay parking in the town centres; ii. actively encourage the use of park and ride, public transport and other low carbon forms of travel to urban centres; iii. support the wider LTP strategy and complement locational policies of development plans; iv. reinforce the attractiveness and competitiveness of town centres; v. consider the needs of residents, tourists and those with mobility impairments.

Policy	Main Points Relating (Directly or Indirectly) to Buses
LTP M-1	Work with partners, including the Police, public transport operators and Network Rail, to reduce actual and perceived safety and security concerns relating to the use of the transport network, and to reduce its vulnerability to terrorism and vandalism.

Main Goals – Key Policies, Expected Outcomes and Performance Indicators

In a series of tables LPT3 identifies for each of the main goals:

- the key solutions proposed by the strategy;
- the key policies relating to it;
- the expected outcomes.

Main Goals – Measuring in Achieving LTP3 Goals

The above tables each contain one or more performance indicators which would be used (along with other monitoring methods) to measure progress towards achieving each main goal:

- PI 1 - Change in per capita carbon emissions.
- PI 2 - Bus patronage. Annual number of passengers travelling on buses in the LTP area.
- PI 3 - Change in total annual vehicle kilometres travelled.
- PI 4 - Change in peak time mode share and total traffic into urban centres.
- PI 5 - Percentage of pupils travelling to school by car.
- PI 6 - Traffic congestion (average journey times).
- PI 7 - Access to employment by public transport.
- PI 8 - Condition of principal A roads.
- PI 9 - Condition of non-principal B and C roads.
- PI 10 - Improvements in Road Safety.
- PI 11 - Growth in cycling trips.
- PI 12 - Number of Air Quality Monitoring Areas.
- PI 13 - Bus punctuality.
- PI 14 - Satisfaction with bus services.
- PI 15 - Number of new low emission vehicles.

Targets were to be set for each PI and progress against these reported in future, three-yearly Implementation Plans.

LOCAL TRANSPORT PLAN 3 - KEY POINTS

Logic and understandability. The LTP3, 15 year strategy follows the DfT guidance for LTPs at the time. It states the overall vision: *"A safe, reliable and accessible low carbon transport system for Bournemouth, Poole and Dorset that assists in the development of a strong low carbon economy, maximises the opportunities for sustainable transport and respects and protects the area's unique environmental assets.".* Six LTP3 main goals were also defined:

1. Supporting economic growth.
2. Reducing carbon emissions.
3. Better safety, security and health.
4. Equality of opportunity.
5. Improved quality of life.
6. Value for money.

To achieve these goals, 7 key strategy measures and 14 strategy elements were developed. The overall objective of the strategy was "*to seek a balanced, low carbon transport system which limits the most damaging effects of car usage and provides real choice in alternatives to the private car."*

Policies were then developed, relating to each of the 14 strategy elements.

For the main goals, key policies and expected outcomes were listed. Finally, 15 performance indicators to measure progress towards achieving the goals were defined.

Future performance was to be monitored via a series of three-year implementation plans.

Gaps identified. A move to smarter ticketing is mentioned, but information is lacking.

Little on journey planning, better information for users or making travelling by burs easier to understand.

The documents appear to be lacking on pricing policy.

More focus needed on decarbonisation.

Areas for development. More holistic view needed? People, places activities? Rural proofing exercise. Stress air quality challenge, integration with other modes (e.g. first mile, last mile analyses to link with walking/cycling), Total Transport to reduce duplication of resources. More needed on decarbonisation.

Obviously pre-dates Enhanced Partnership and Bus Improvement Plans required under Bus Back Better.

Bournemouth, Poole and Dorset LTP3 – LTP3 Implementation Plan Three 2017 to 2020 (May 2017);

This document is the third (and latest) of five, three-yearly Implementation Plans to be published under Local Transport Plan 3. It sets out how the LTP3 strategy and policies will be delivered during the Implementation Plan period 2017 to 2020.

IP3 sets out the investment programme for 2017 to 2020, describing the main investment proposals categorised as flows.

- Major Schemes, including junction improvements, bus priority measures on the Wallisdown to Bournemouth Quality Bus Corridor.
- Other Strategic Joint Initiatives, such as travel planning for local businesses.
- Local Investments, including rural accessibility measures (e.g. run be community and voluntary groups), Smarter choices to promote non-car travel, improvements to public transport infrastructure and the Business Travel Network (modal shift towards more sustainable travel).

IMPLEMENTATION PLAN THREE - KEY POINTS

Logic and understandability. The third Implementation Plan identifies measures to be implemented during the 2017 to 2020 period. Its purpose is not intended to propose any new strategies.

Gaps identified. Not applicable to this document.

Areas for development. None.

Local Transport Plan Supporting Strategies

Dorset published a number of other strategies in conjunction with the main LTP3. They were designed to be consistent with, and support, LTP3, whilst providing more in depth detail:

1. Cycling Strategy;
2. Accessibility Strategy;
3. Road Safety Strategy;
4. Health Strategy;
5. Low Carbon Travel Strategy;
6. Freight Strategy;
7. Transport Study to Support Sustainable Tourism;
8. Intelligent Transport Systems;
9. Motorcycle Strategy;
10. Sustainable Modes of Travel to School Strategy;
11. Passenger Transport Strategy;
12. Walking Strategy.

CYCLING STRATEGY

Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 1 – Cycling Strategy (April 2011);

The Cycling Strategy was published in April 2011 as one of a several, individual strategy documents helping to inform the Local Transport Plan 3 (LPT3).

The Cycling strategy ties into the first 5 of the LPT3 key strategy measures.

1. Minimise the need to travel.
2. Manage and maintain the existing network more efficiently.
3. Public transport alternatives to the private car.
4. Active travel and “greener” travel choice.
5. Travel safety measures.

The strategy has strong links with the 4th measure, for which one of the main principles is:

“Widening opportunities for healthy lifestyles through integrating active travel into people’s everyday lives and providing supporting infrastructure.”

Overall Aim

The overall aim of the Cycling Strategy is to increase the amount of cycling through creating improved, quality cycling environments and a strong “cycling culture”. It highlights the desire to make cycling the obvious choice for everyday trips such as to work or to school

The cycling strategy also has strong links to the areas of the LTP3 strategy, in particular:

- Health Strategy;
- Low Carbon Travel Strategy;

- Accessibility Strategy;
- Road Safety Strategy.

Vision and Goals

The cycling strategy vision is:

"To create a cycle-friendly culture where residents and visitors of varying ages and abilities cycle regularly as the obvious choice for shorter distance journeys".

This supports the overall LPT3 vision.

The following goals were set to support the achievement of the vision:

A. More people cycling, and more often, across Bournemouth, Poole and Dorset;
B. A safer, more attractive and permeable cycling environment which reduces the real and perceived fear of cyclist safety;
C. Provide a network of continuous strategic cycle routes which facilitate and prioritise cycle movements;
D. Improved health and fitness for all age groups by integrating cycling as part of their everyday lives;
E. Reduced car dependency, and thus reduced carbon emissions, through encouraging modal shift to cycling for shorter distance utility trips;
F. Creating a cycle-friendly culture and raising the profile of cycling;
G. People of all ages and abilities equipped with the skills, knowledge and information to cycle safely and confidently;
H. Community and corporate ownership of the Cycling Strategy.

These goals also strongly support the LTP goals.

Cycling Activity Analysis and Key Challenges to Cycling

The cycling strategy analyses current cycling activity, drawing on a number of sources including 2008 and 2009 public attitude surveys.

Local cycling surveys indicated that the most significant factors which deter people from cycling were the fear of being involved in a collision and the lack of adequate cycle routes. Cycle security (fear of theft), a lack of cycle parking, poor road surfaces and traffic pollution also ranked highly. The public opinion of measures that would encourage more cycling, strongly correlated with the most significant issues.

The strategy lists a summary of 17 key challenges, one of which ("Compatibility of cycling with other transport modes") could be said to relate directly to public transport.

Cycling Policies and Bus Travel

The cycling strategy developed 16 policies to help overcome the key challenges. Policy CS6 is the key policy relating to bus travel. It states:

"Integration with public transport

Working with public transport operators the authorities will seek to improve the integration of cycling with other public transport modes to support seamless sustainable travel."

The solutions to facilitate cycling as part of longer journeys on buses include:

- Improve cycle links to, and facilities at, rail and bus stations and, where appropriate, bus stops, including provision of secure cycle parking, storage lockers and ramps.
- Work with train, bus and ferry operators to encourage cycles to be permitted on services and that appropriate facilities are provided. Investigate options for buses to carry cycles.
- Where capacity on rail and bus services to carry conventional bikes is constrained, raise awareness of the potential for folding bikes to achieve seamless integration.

Action Plan and Monitoring

The strategy contains a cycling strategy action plan. Key actions for the policy of integration with public transport (relating to buses) include:

- Short term. Liaise with bus operators regarding the adaption of buses to carry cycles.
- Short / Medium Term. Work with bus operators to undertake an audit of cycle facilities at key bus interchanges. Devise a prioritised programme for upgrading cycle parking and lockers, and highway to interchange access.
- Medium / Long Term. Establish a pilot cycle hire scheme at Bournemouth Travel Interchange.

CYCLING STRATEGY - KEY POINTS

Logic and understandability. The cycling vision is "To create a cycle-friendly culture where residents and visitors of varying ages and abilities cycle regularly as the obvious choice for shorter distance journeys".

The main aim is to increase the amount of cycling through creating improved, quality cycling environments and a strong "cycling culture".

The strategy ties in to the main LTP3 strategies.

16 policies are developed including one stressing better integration with public transport. *"Working with public transport operators the authorities will seek to improve the integration of cycling with other public transport modes to support seamless sustainable travel."* Measures including cycle links to, and secure storage facilities at, rail and bus stations.

An action plan includes short, medium and long term measure, including a pilot cycle hire scheme.

Gaps identified. This strategy is aimed specifically at cycles and so, inevitably there are gaps in relation to bus travel.

Areas for development. None identified..

Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 2 – Accessibility Strategy (April 2011)

The Accessibility Strategy has the following vision:

"A fairer society which promotes more equal opportunity to jobs, key services and facilities and improves well-being whilst reducing social exclusion, particularly for the most disadvantaged groups"

The strategy defines a series of goals, of which the following may be said to have an indirect relationship with increased bus use:

- improved access between rural communities and market towns;
- improved links between different modes of transport to make travel more sustainable;
- consideration of accessibility issues in all spatial planning decisions.

The document describes how the accessibility strategy will make a significant contribution to meeting the six main LTP3 goals.

Recent Key Achievements include:

- conversion of some routes to demand responsive operation;
- improved facilities at bus stops (raised stops) and new low emission, low floor buses;
- new information screens
- Quality Bus Partnership renewal;
- simplified far structure;
- Poole bus station refurbishment;
- Fully-accessible Bournemouth Accessible Transport (BAT) bus service;
- Poole Route ONE circular bus service;
- increase in Community Transport passengers;
- bus patronage exceeding targets;

The proposed strategy measures relating to buses include the following.

- Policy AS1. Further develop community transport and improve network of schemes.
- Policy AS2. Increase working with operators to enhance public transport provision. This includes cross-ticketing on buses/trains, demand responsive services, optimisation of bus routes, improved cycle links to, and facilities at, rail/bus stations, develop SED Quality Bus Partnership, taxi buses.
- Policy AS3. Bringing services to local communities.
- Policy AS4. Embed accessibility issues in the planning process. This may be used to ensure new developments have appropriate access to public transport including buses.
- Policy AS5. Provide and promote sustainable travel information
- Policy AS6. Promote and develop the "Getting About" website. Addition of interactive maps, journey planning etc.
- Policy AS7. Integrate accessibility into wider policies and with other agencies. E.g. ensuring accessibility is at the heart of other strategies. Work with neighbouring local authorities such as Hampshire, Wiltshire and Somerset to promote accessibility.

- Policy AS8. Investigate and promote alternative means of accessing key services. Carrying out accessibility audits to determine what public transport improvements could be made.
- Policy AS12: Improve access to services for those with mobility impairments & learning difficulties.

The strategy measures, together with the actions required, organisations responsible, funding and whom they will assist are summarised in an action plan. There is also a list of targets and indicators.

ACCESSIBILITY STRATEGY - KEY POINTS

Logic and understandability. This is a comprehensive document reviewing where Dorset wants to be, the visions and key goals, the current status and recent achievements. It identifies the key challenges illustrated by maps showing levels of deprivation, and access to employment, hospitals, schools/further education and shops by public transport. As well as twelve key policies most of them relating to bus travel strategy. It also sets out an action plan, with targets and indicators.

The vision looks to *"A fairer society which promotes more equal opportunity to jobs, key services and facilities and improves well-being whilst reducing social exclusion, particularly for the most disadvantaged groups"*

A number of strategy measures are proposed including:

- developing community transport;
- cross-ticketing on buses/trains;
- demand responsive services;
- improved cycle links to, and facilities at, rail/bus stations;
- developing SED Quality Bus Partnership;
- improving community transport;
- embedding accessibility issues in the planning process;
- sustainable travel information;
- developing the "Getting About" website. Addition of interactive maps, journey planning etc.
- working with neighbouring local authorities such as Hampshire, Wiltshire and Somerset to promote accessibility.
- Carrying out accessibility audits to determine what public transport improvements could be made.
- Improve access to services for those with mobility impairments & learning difficulties

Gaps identified. This document is aimed at a specific area of public transport improvement. No particular gaps have been identified other than perhaps putting more emphasis on rural accessibility and how community schemes and voluntary groups could be expanded.

Areas for development. None.

HEALTH STRATEGY

Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 4 – Health Strategy (April 2011

The health strategy describes how health is related to transport and how people can become healthier by improving the transport system, particularly by making improvements that will encourage people to travel using active modes such as walking and cycling.

A series of National Indicators and Local Authority Agreement targets are identified in the document. It is noted, for example, that as monitored by NI177, bus patronage has increased significantly over the last five years.

A number of health strategy policies are identified, the following relating to bus travel.

- Policy HEA3: Improve passenger experience for public transport users, including those with mobility difficulties. Measures include real-time information at bus stops, bus priority, smart ticketing, targeted subsidies, training on the needs of people with learning difficulties.
- Policy HEA7: Integrate cycling and walking with public transport. Measures include provision of cycle parking at bus stops and park and cycle sites, work with operators regarding transportation of bikes on public transport.

HEALTH STRATEGY - KEY POINTS

Logic and understandability. As expected, this Strategy concentrates on active travel modes as a means of promoting better health. There are two policies relating to bus travel (improving passenger experience and integration of active travel modes with bus travel.

Gaps identified. This document is aimed specifically at healthy modes of travel and hence is limited in strategies relating to buses. No particular gaps have been identified.

Areas for development. None.

Bournemouth, Poole and Dorset LTP3 Road Safety Strategy 2011 - 2026 Executive Summary (July 2011);

Bournemouth, Poole and Dorset LTP3 Road Safety Action Plan Final (July 2011);

The Road Safety Strategy Executive Summary has the aspiration to “to exceed the national Road Safety Indicators set by government”. It focuses on six key areas as priority themes and seven interventions to achieve the goals.

The Action Plan defines short, medium and long term measures to address the above priority themes. Only one of the measures relates to bus travel in tackling the issue of pedestrian and cyclist casualties. It proposes medium term measures to “Increase provision of bus priority, safe walking and cycle routes and better and more accessible crossing facilities”.

ROAD SAFETY STRATEGY - KEY POINTS

Logic and understandability. This short Strategy has very little on buses. One of the measures does propose an increase in provision of bus priority, with the aim of improving road safety.

Gaps identified. This strategy addresses a particular aspect of transport improvement and with respect to road safety, no gaps are identified.

Areas for development. None.

Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 5 – Low Carbon Travel Strategy (April 2011)

This strategy was published in April 2011 as a supporting document to LTP3. It details the strategy for reducing carbon emissions from transport.

The Bournemouth, Dorset and Poole Multi-Area Agreement (MAA) is a partnership of the three principal authorities in Dorset. It has identified the development of a "Green Knowledge Economy" (GKE) which recognises the concept that economic growth will be increasingly based upon new green industries. A low carbon transport network is an essential prerequisite of developing a GKE. A number of measures were suggested as follows:

- Alternative fuels, alternative fuel vehicles;
- Reduce vehicle emissions;
- Drive low carbon vehicle innovation;
- Support low carbon local transport planning;
- Increase walk, cycle, bus and train provision;
- Increase end-of-life vehicles re-use, recycling & waste reduction;
- Promote the use of green Information Communications Technology (ICT).

The Low Carbon Travel (LCT) Strategy vision states:

"Continue to break the links between mobility and carbon emissions by securing a low carbon transport network which is increasingly less dependent on oil, resilient to the impacts of climate change and supports sustainable communities and quality of life".

This supports the overall LTP3 vision.

The LCT Strategy has four overarching aims to achieve the vision:

- Significantly reduce carbon emissions from transport in Dorset;
- Minimise the carbon, supply and financial risks associated with transport's dependency on finite fossil fuel resources;
- Reduce the need to travel to cut carbon emissions;
- Understand the vulnerabilities of the Transport System to the physical consequences of climate change and adapt accordingly.

The strategy is framed around 12 objectives aimed at:

1. Minimising the Need to Travel. Increasing bus provision.
2. Leading by Example. Continue to green the public sector fleet
3. Reducing Car Dominance. Develop P&R.
4. Smarter Choices & Carbon Budgeting. Improve rail and bus interchanges. Maximise potential for greater cycle / bus / rail journeys by adoption of Station Travel Plans.
5. Zero Emission Travel. Emphasis on cycling and walking.
6. Making the Most of Public Transport. Improve bus/rail/ferry interchanges. Provide real-time bus information in urban areas and market towns. Discounted ticketing for young people to encourage them to use public transport. Journey panning on internet or by phone.

7. Low Carbon Vehicles & Technology. Work with bus operators to accelerate uptake of low carbon buses.
8. Low Carbon Leisure Travel and Sustainable Tourism. No direct mention of buses but various ideas on less use of car and promoting public transport.
9. More Efficient Use of the Car. No direct mention of buses.
10. Maximising the efficiency of existing transport networks. Real-time travel information. Use ITS to communicate the carbon impacts of different travel modes in real-time i.e. within bus etc.
11. Adapting to Climate Change. No direct mention of buses.
12. Monitoring Success. No direct mention of buses

LOW CARBON STRATEGY - KEY POINTS

Logic and understandability. The strategy vision states: *"Continue to break the links between mobility and carbon emissions by securing a low carbon transport network which is increasingly less dependent on oil, resilient to the impacts of climate change and supports sustainable communities and quality of life"* The main objects relating to bus travel include: better low carbon bus provision, developing P&R and making public transport easier to use with better, real-time information.

Gaps identified. This strategy addresses a particular aspect of transport improvement. Like all the strategies, it pre-dates the recent changes in national policy, with regard to decarbonisation.

Areas for development. Firmer polices relating to decarbonisation need to be included in the strategy.

FREIGHT STRATEGY

Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 6? – Freight Strategy (April 2011);

LTP3 Dorset Freight Strategy Action Plan Review (March 2017);

The Freight Strategy and Action Plan contain just one reference to buses in a measure to encourage vehicle operators (including bus operators) to increase the amount of biofuels and operate fleets in an environmentally efficient way to reduce carbon emissions.

FREIGHT STRATEGY - KEY POINTS

Logic and understandability. Buses are only mentioned once in this strategy.

Gaps identified. As it relates to mainly to freight transport, there is little scope for including bus travel in it.

Areas for development. There is mention of increasing use of biofuels. This is outdated and there needs to be much more emphasis on strategies to decarbonise freight and public transport.

TRANSPORT STRATEGY TO SUPPORT SUSTAINABLE TOURISM

Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 7 – A Transport Strategy to Support Sustainable Tourism (April 2011)

The strategy states that tourism is vital to Dorset's local economy. The context of the policies set by the five main goals of national policy.

The strategy vision looks to:

"A Tourist Industry that is accessible to all by means of a sustainable transport system which does not detract from the natural environment within which they are set".

Seven key goals are identified in the strategy, which also describes how it will contribute to the six main LTP3 goals.

The document defines twelve policies to deliver the sustainable tourism strategy. Those Policies relating directly to bus travel are listed below.

- Policy TS1. Increase working with public transport operators to enhance public transport provision. The Councils will work closely with operators to ensure that the services meet visitor needs as far as possible. Measure include: bus/train cross-ticketing, express bus services, demand responsive services "Bus Showcase Corridors", minimum standards for bus stops, stations and interchanges, improved cycle links to rail/bus stations.
- Policy TS7. Promote and develop the "Getting About" website. For example, by adding more interactive maps to enable walkers to plan their route, including bus travel back.
- Policy TS8. Integrate tourism into wider policies and with other agencies such as the Quality Bus Partnership.
- Policy TS11. Develop Event Management travel plans, using measures including mini-bus links.

The document includes an action plan as well as national targets and indicators such as bus patronage and punctuality, which will be used to monitor progress. This latter part of the strategy appears to be unfinished, with several tables remaining incomplete.

SUSTAINABLE TOURISM STRATEGY - KEY POINTS

Logic and understandability. The strategy vision looks to *"A Tourist Industry that is accessible to all by means of a sustainable transport system which does not detract from the natural environment within which they are set".*

Several of the policies relate to bus travel such as improving cross-ticketing, express buses, improved cycle links to rail/bus stations, integrating with wider policies or agencies (e.g. Quality Bus Partnership), improving the "Getting About" website.

Gaps identified. The strategy seems reasonably complete.

Areas for development. It probably need more emphasis on the need to encourage less car travel and decarbonise the effects of tourism in Dorset.

INTELLIGENT TRANSPORT SYSTEMS STRATEGY

Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 8 – Intelligent Transport Systems (April 2011);

ITS Vision Statement:

"The Authorities in Dorset will develop the use of Intelligent Transport Systems (ITS) to manage and maintain the highway network in an effective and efficient way whilst delivering improvements to facilitate an increase in the movement of people and goods across the area in a safe and environmentally sustainable way"

ITS will provide tools to "Interact with bus and train operators, neighbouring authorities and the Highways Agency in order to ensure smooth flow of traffic at multi-modal interchanges and across jurisdictional boundaries."

ITS benefits will include securing a shift away from car use, towards more sustainable modes including public transport.

Recommendations include rolling out more bus priority at signalled junctions, to improve services and use automatic vehicle location to improve day-to-day management, delivering real-time public transport information systems for users whilst on their journeys and more PT information at stops, stations and interchanges.

INTELLIGENT TRANSPORT SYSTEMS STRATEGY - KEY POINTS

Logic and understandability. The strategies in relation to bus travel include more bus priority measures, automatic vehicle location and more real-time, and other information, at bus stops, stations and interchanges.

Gaps identified. As it stands, the document is reasonably comprehensive with regard to ITS.

Areas for development. The drive towards decarbonisation requires stronger strategies to encourage modal shift away from cars to public transport, cycling and walking. ITS has a large part to play in ensuring bus journeys are more reliable and punctual (e.g. with more bus priority measures), with better real-time information for travellers and making tickets easier to buy (move towards Smart ticketing, online ticket purchase, phone apps).

MOTORCYCLE STRATEGY

Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 9 – Motorcycle Strategy (April 2011);

This plan has a policy to support motorcycles as alternatives to car, but not as alternative to walking, cycling, bus and other forms of public transport.The only reference to buses is the proposal to Investigate options to open bus lanes for motorcycles. At the moment (August 2010), there is no regulation covering the use of bus lanes. Each local authority will decide how best to implement the government's recommendations.

MOTORCYCLE STRATEGY - KEY POINTS

Logic and understandability. There is very little on buses in this strategy. It does stress that motorcycling needs to be seen only as an alternative to the car, not to public transport, cycling or walking.

Gaps identified. None.

Areas for development. Perhaps include measures to integrate motorcycle use with public transport (e.g. motorcycle parks at bus stations), to encourage motorcycle use with bus travel, not instead of it.

SUSTAINABLE MODES OF TRAVEL TO SCHOOL (SMOTS) STRATEGY

Bournemouth, Poole and Dorset Local Transport Plan Supporting Document 10 – Sustainable Modes of Travel to School Strategy (April 2011);

This strategy was published in April 2011 as a supporting document to LTP3.

The Education and Inspections Act 2006 places a duty on local authorities to promote the use of sustainable travel and transport for schools. It defines sustainable modes as being those that the local authority considers may improve the physical well-being of those who use them and/or environmental wellbeing.

The document identifies 14 strategy measures, two of which relate indirectly to bus travel:

- Input to existing corporate strategy documents. Quality Bus Partnerships are mentioned in relation to this measure.
- Support school & public transport beyond walk/cycle distance. Bus related interventions include reviewing fares for young people, look into the feasibility of carrying bicycles on buses and replacing some rural services with demand responsive services.

SUSTAINABLE MODES OF TRAVEL TO SCHOOL STRATEGY - KEY POINTS

Logic and understandability. The emphasis of this document is to encourage more active travel to school. Only two measures relate to bus travel, such as reviewing fares for young people and replacing some rural services with demand responsive services.

Gaps identified. More emphasis needed on decarbonisation.

Areas for development. Is the most efficient use of buses being made. Should there be more strategies with regard to Total Transport, to better manage resources?

PASSENGER TRANSPORT STRATEGY

Dorset Passenger Transport Strategy 2015 – 2026 (February 2016)

Like all supporting strategies, this document is written within the context of LTP3. It links particularly to the following strategies:

- Accessibility Strategy
- Low Carbon Travel Strategy
- Health Strategy
- Sustainable Tourism Strategy
- Sustainable Modes of Travel to School Strategy

Rural transport is an important issue for the people of Dorset. There is a clear case for developing passenger transport, what can be achieved is limited by financial restraints.

Ten strategic goals are identified, including the development of high quality bus services linking the main centres of population and economic activity within and outside the county.

Recent key achievements are identified as well as key challenges to be faced.

Nine policies are defined, of which the following relate directly to bus travel.

- PTS2. Develop high quality urban and inter-urban bus routes. This will maximise opportunities to encourage a model shift away from cars.
- PTS3. Procure transport services in a way which minimises cost but considers the accessibility needs of local people, including an enhanced role for community transport.

The LTP3 indicators to monitor progress with passenger transport strategies are listed. These include bus patronage, punctuality and satisfaction with bus services.

Context with LTP3

This Passenger Transport Strategy is one of a number of individual topic strategies that helped inform the development and implementation of the Local Transport Plan. It was published in February 2016, four years later that the other supporting strategies.

This Passenger Transport Strategy is written within the context of LPT3 and outlines both the county's role in the provision of public transport services and the delivery of specialist services (mainstream education, special educational needs and social care transport). It links directly to the following LTP3 strategies:

- Accessibility Strategy;
- Low Carbon Travel Strategy;
- Health Strategy;
- Sustainable Tourism Strategy;
- Sustainable Modes of Travel to School Strategy.

Strategy Objectives - How They Will be Achieved

The objectives of the passenger transport strategy are to:

- Confirm how the council will deliver the outcomes of the Holistic Transport Review in relation to commissioned passenger transport services;

- Establish how the council will work to deliver the passenger transport and accessibility aspirations of LTP3 to support growth, secure funding and to stimulate and shape service development.

The strategy also outlines how Dorset will achieve the following supplementary objectives:

- Define a sustainable core public transport network which will allow people to access employment, education, key services and leisure;
- Increase the proportion of journeys made by public transport, particularly on the key transport corridors;
- Prepare for changes in future demand due to new developments, to maximise opportunities for developer funding and bidding opportunities to the Local Economic Partnership and central government;
- Link to the LTP3 Accessibility Strategy to identify gaps in public transport provision and how they may be addressed;
- Define a clearer role for community transport;
- Provide strategic support for local planning authorities on passenger transport;
- Set out opportunities for the consolidation and integration of passenger transport services across the county in order to optimise efficiency;
- Provide a framework for the commissioning of passenger transport services and vehicles;
- Maximise the use of fleet vehicles.

Strategy Vision and Strategic Goals

The strategy sets out a vision for remainder of the LTP3 plan period:

"To create a safe, reliable, affordable and sustainable passenger transport network for Dorset that facilitates a strong economy, gets people to where they need to be, and respects and protects the area's unique environmental assets, while encouraging alternative means of transport to the car."

The following strategic goals were developed to achieve the vision:

- Reducing the need for travel;
- Improving accessibility and maximising public and community transport use;
- Improving access for rural residents to a wide range of services, facilities and opportunities;
- Encouraging an improved and better connected rail network;
- Supporting development of frequent, high quality bus services;
- Delivering greater efficiency in the total transport provision;
- Encouraging walking and cycling as an active means of travel;
- Providing better information on the full range of passenger transport provision;
- Supporting greater use of low emission vehicles and renewable energy sources;
- Seeking to provide more effective and efficient passenger transport services.

The above goals contribute towards achieving the LTP3 main goals.

Current Position, Key Issues and Challenges

The strategy document contains a review of the current position, key achievements and an overview of the current transport provision. It discusses the key issues challenges including the following :

- dangers of lack of competition owing to the limited number of bus operators;

- high cost of special educational needs provision;
- recently introduced park and ride buses often run empty in off-peak periods;
- community transport volunteers are overstretched;
- provision of passenger transport services is very complex.

Policies

The strategy contains a series of policies designed to achieve the strategic goals and meet the vision. A balance had to be made between the aspirations of LTP3, which identifies what the passenger transport strategy should deliver, and the Holistic Transport review, which focusses more on how it is delivered and its cost. The policies relating to bus travel are summarised below in Table 2.

Table 2 Summary of Passenger Transport Strategy Policies Relating to Bus Travel

Policy	Main Points Relating (Directly or Indirectly) to Buses
PTS2	Encourage the development of a high quality viable network of urban and inter-urban bus routes.
PTS3	Develop a strategy for procuring transport services in a way that minimises cost but has regards to the social and accessibility needs of local people
PTS4	The level of spending on bespoke client transport (adults and children services) is high and the council will seek to reduce these costs through a combination of improved efficiency, and encouraging the use of public or community transport.
PTS5	Develop a passenger transport information/ticketing strategy that will support and maximise the use of the passenger transport network.
PTS6	Ensure that passenger transport issues are considered in all aspects of the planning process.
PTS7	Maintain and improve access to the tourist destinations.
PTS8	Maximise funding opportunities (e.g. via the Dorset Enterprise Partnership).
PTS9	Reduce the need to travel (e.g. supporting new development that assists viability of existing services). This is an underlying theme of LTP3.

Monitoring Progress

The document lists the LTP3 performance indicators relevant to the passenger transport strategy and which would be used to monitor progress.

- PI 2 – Bus patronage – The annual number of passengers travelling on buses in the LTP area.
- PI 7 – Access to employment by public transport – The percentage of households within 40 minutes of an employment centre by 'composite' mode. This is a DfT defined and supplied statistic.
- PI 13 – Bus Punctuality – Various statistics relating arrival and departure of buses at start or intermediate timing points.
- PI 14 – Satisfaction with bus services – The percentage of respondents satisfied with bus services based on the NHT public satisfaction survey.

Implementation Plan

Finally, the passenger transport strategy sets out an implementation plan relating to each of the policies.

PASSENGER TRANSPORT STRATEGY - KEY POINTS

Logic and understandability. Very clear and understandable. There are links to the main LTP3 strategy and other related strategies.

Gaps identified. None of the policies relate directly to decarbonisation. These may be addressed in the decarbonisation strategy. There does not seem to be much about rural transport/community travel or integration with other transport modes (cycling/walking).

Areas for development. Perhaps stress decarbonisation more as a key part of the policies. A more holistic view needs to be taken with regard to all aspects of passenger transport needs in the County.

Existing Bus Operator Partnerships (Key Issue)

There currently appears to be no partnership arrangements in place, and this will need to be a key area of development, including the governance and reporting structure.

There are brief references to Quality Bus Partnerships in several of the documents. However, no other information could be found.

Bus Stop / Infrastructure Design Guidance

No documents found on Bus Stop Design Guidance at the County level.

Community Transport Services

Setting up a Community Transport Scheme in Dorset – Guidance and Toolkit 2019;

Community Transport Action Plan (April 2019);

COMMUNITY TRANSPORT SERVICES OVERVIEW

The Dorset area is very diverse, comprising larger urban areas, market towns and rural areas with village and hamlets. The car plays a more significant role in the more rural parts of Dorset, where services are more limited because of lack of demand. Also, there is the tendency for the aging rural population to have less private car availability, without which they may be unable to access essential services.

There is already a wide range of community transport schemes in Dorset, from car-sharing to community minibuses. The Dorset Council website several documents focussing on community transport services.

COMMUNITY TRANSPORT TOOLKIT (2019)

The Community Transport Guidance and Toolkit (and Slimline Toolkit) are available as links on the Dorset website. They were produced to assist rural communities in developing community transport schemes, which will enable local residents to access essential and leisure services.

These guides will help communities to decide which option best suits their needs and to understand how schemes can be implemented.

The forward to the main Toolkit recognises that it is not possible to get bus companies to cover all of rural Dorset. By creating improved community schemes alternative travel solutions can be available to those areas not covered by the main bus companies.

The Toolkit contains the following sections.

- Introduction to Community Transport. This section explains what community transport is, what benefits it can bring and the types of community transport in Dorset.
- Evidence Gathering and Identifying the Need. This section provides guidance on how identify the local community need (e.g. how many want to travel and where to, how far and how often, whether local services meet people's needs and what existing there are).
- Business Plan. This is required to inform the applicant and other interested parties (such as funders) of how the community transport scheme is to be run in a sustainable manner.
- Setting up a Community Transport Scheme. This section details the process of getting a community transport scheme up and running, after the transport need has been identified. It covers various steps such as public meetings, working groups, constitutions, deciding whether to register as a charity, policies and procedures.
- Operating a Scheme. This section outlines the wide range community transport services available, including Dial-a-Ride, voluntary car schemes, minibuses and community buses.

Other sections cover: Legislation, Funding, Marketing, Publicity and the Launching of the scheme.

GOOD PRACTICE GUIDELINES FOR DORSET VOLUNTARY CAR SCHEMES (2019)

This guide was produced to help communities set up and run their own volunteer car schemes. It provides schemes with information to ensure that drivers can carry out their voluntary work safe in the knowledge that their "NeighbourCar" scheme is operating correctly. The main areas covered include:

- Legal requirements and good practice;
- Insurance;
- Scheme and driver guidelines;
- Recruitment of volunteers;
- Passenger fares and donations;
- Useful information for car schemes;
- NeighbourCar templates.

COMMUNITY TRANSPORT SERVICES - KEY POINTS

Logic and understandability. The toolkit is a clear, understandable document with links to more online information.

Gaps identified. None.

Areas for development. None.

Parking Policies and Charging Regime (Direct relation to Bus)

Annual Reports and Parking Policies

DCC Parking Policy Part 1 (July 2012)

DCC Parking Policy Part 2 (July 2012)

Parking Services Annual Report 2017/18

The Parking Policies and Parking Annual Report documents do not contain policies relating directly to bus travel. They mainly relate to parking procedure. That said, some of the policies aimed at issues such as parking in bus lanes or bus stops would benefit bus operation.

PARKING POLICY - KEY POINTS

Logic and understandability. No information on bus travel..

Gaps identified. There are no strategies or policies aimed at encouraging a modal shift away from car use, towards public transport and active travel.

Areas for development. Develop strategies and policies focussing on deterring travel by car (e.g. higher parking rates and/or less parking spaces in towns). More needs to be done, not only to encourage more sustainable travel, but also to deter car use.

Land Use Policies (Indirect relation to Bus)

Dorset Council Local Plan - Consultation (January 2021)

Section 6.7 of the Dorset Local Plan Consultation document discusses the transport network. It describes Dorset as a largely area with mostly poor public transport, where private cars are the main form of transport for most people. People without access to a car often find it difficult to meet their daily needs.

It states that transport is the biggest carbon-emitting sector in Dorset, contributing about 40% of total carbon emissions. These emissions also contribute to directly to poor air quality and ill health, as does the sedentary lifestyle associated with always travelling by car. The basis of the local plan strategy, therefore, is enabling better public transport, promote active travel and reducing car-dependency. There is also the opportunity to reduce the distance travelled by car to work or shopping and increasing 'self-containment'

The location, design, and connections to new development will assist in reducing reliance upon the car. Walking and cycling routes need to be created which offer a realistic alternative to the private car.

The Local plan states: "By influencing the location of new development, land use can reduce the need to travel particularly by private car and minimise its impact on the environment. At the same time the planning system must respond to the need for new transport infrastructure and recognise the challenges faced by rural settlements, where reliance on private car travel for many people, is the only realistic option. Accordingly, strategic developments will be located on or have access to existing public transport networks so that they are convenient, accessible, safe and attractive to use. Where appropriate, development proposals should be accompanied by travel plans and transport assessments outlining alternatives to private vehicle use."

It adds: "Adapting to and mitigating the effects of the climate change and ecological emergency are integral to the spatial strategy and cut across all policies. Addressing the impacts of climate change will be achieved by locating the majority of growth in places with good, sustainable transport links and jobs and services, thereby reducing the need to travel by private car."

Strategic Policy COM 7 is entitled "Creating a safe, efficient and low carbon transport network"

This policy relates to new development, which should be located so as to facilitate the move away from car dependency, towards healthy, lower carbon travel choices and lifestyles. Significant new developments should be located close to existing walking and cycling facilities, or include new facilities which make walking and cycling a realistic choice.

"If viable facilities cannot be provided, high quality public transport connections should be provided as part of the development. All development should:

- be in the most accessible locations, reducing the need to travel by car and creating opportunities for healthy lifestyle choices;
- support the provision of local services and facilities reducing reliance on the car;
- support active travel, building in high quality design principles which prioritise walking and cycling above other modes, and expand the strategic and local cycle and Public Rights of Way networks;
- be well connected in a safe manner to the strategic road and rail network;
- seek to reduce traffic impacts on the community, especially but not restricted to severance, air quality, and the efficiency of the transport network, particularly public transport. Development will not be permitted where impacts (individually or cumulatively) are likely to be severe."

LOCAL PLAN - KEY POINTS

Logic and understandability. Section 6.7 and the COM 7 policy clearly states the intention to move towards a low carbon network by supporting new development which reduce the need to travel by car, by either having, or providing cycling or walking facilities, or by providing, or being near, public transport connections.

Gaps identified. None identified

Areas for development. None

Transport Assessment Management Plan (TAMP) (Indirect relation to Bus)

Highways Management

Dorset Highways Asset Management Plan Introduction

Dorset Highways Asset Management Policy and Strategic Approach

This above documents contain nor reference to bus travel.

Dorset Highways Asset Management Plan Volume 1 (2016

The above draft plan contains an overview of the extent and condition of Dorset's highway network. There is no direct reference to buses, but the Plan states that: "Successful delivery of highway services will be characterised by the way the highway assets support affordable, safe and reliable public transport, walking and cycling and the use of private and commercial transport." The numbers of bus stops and bus shelters in the county are also stated.

It is not known if the 'Final' version of this document has been published.

HIGHWAYS ASSET MANAGEMENT PLAN - KEY POINTS

Logic and understandability. No mention of bus travel per se, but it is implied that a well-managed network will help deliver better bus services.

Gaps identified. There is no emphasis on making bus travel easier or more reliable.

Areas for development. Include measures to expand and upgrade bus stop infrastructure, provide more bus priority at signals and the provision of bus lanes. There needs to be more emphasis on managing the highway network so as to improve public transport and reduce car use.

Climate and Ecological Emergency Strategy

Climate and Ecological Emergency Strategy (Draft for Consultation July 2020)

This draft document identifies the huge task and challenges associated with becoming a carbon neutral Council by 204, and a carbon neutral County by 2050. The strategy was finalised prior to the COVID-19 and before publication of the national Decarbonisation Plan and Bus Back Better strategy.

Transport is identified as the single biggest contributor to carbon emissions. Car ownership in rural places like Dorset is high and a significant shift will be needed towards active travel and public transport. The documents notes that in 2018, only 1% of UK passenger journeys were made on public transport.

The strategy lists a number of "Areas for Action", including Transport. The main key issue in terms of bus services is the lack of funding to upgrade bus infrastructure and support local services.

The largest response as part of a public consultation was related to transport and travel, with many people calling for improvements to footpaths and cycleways, and investment in bus and rail services.

CLIMATE AND ECOLOGICAL EMERGENCY STRATEGY - KEY POINTS

Logic and understandability. The document recognises the scale of emergency, and the public (in at least one consultation) identify transport and travel as the major issue. However, the tone of the draft document appears somewhat negative. Clearly, the main issue in tackling the emergency, prior to the Bus Back Better strategy publication, was lack of funds.

Gaps identified. Although the car was identified as the main emitter of greenhouse gases there are few firm measures to encourage a modal shift away from car use.

Areas for development. Update the strategy to take on board recent developments in national policy, with regard to bus travel and decarbonisation. More transport measures needed to make public transport and active travel more attractive, whilst discouraging private car use.

Rural Mobility Funding Bid (Funding Document)

Rural Mobility Fund EOI Application Form

Rural Mobility Fund EOI Annex

These two documents set out proposals to develop a rural mobility pilot service covering rural areas around Dorchester. It proposes a high-quality flexible bus service providing travel into Dorchester or connecting with the inter-urban transport network.

It identifies challenges faced in providing transport services, including falling bus patronage and dramatic reductions in funding from central government. There are also issues of poor bus reliability.

The pilot aims to:

- improve rural bus network coverage, and flexibility;
- deliver a high-quality service;
- focus on community needs;
- reduce inequalities, poverty and exclusion;
- promote sustainable travel;
- support national, regional and local policies.

If the bid were successful (award of funding expected in autumn 2020), the intention was to run the service for a minimum of three years.

The document states

"If successful, the flexible bus service will provide a model of how rural bus networks should be designed, delivered and promoted."

RURAL MOBILITY FUNDING EXPRESSION OF INTEREST - KEY POINTS

Logic and understandability. This bid proposes a three-year, rural mobility pilot service around Dorchester, the main aim being to improve rural bus coverage. It claims that, if successful, it would be a model on how rural bus networks should be run.

Gaps identified. None, although it is not known if the bid was successful.

Areas for development. None.

Rights of Way Improvement Plans

Bournemouth and Poole Rights of Way Improvement Plan (2017 – 2026);

Dorset Rights of Way Improvement Plan (2017 – 2026).

The Bournemouth and Poole Plan has no direct references to bus travel.

The Dorset Plan mentions that approximately 10% of households in Dorset are not served by a frequent bus service (three or more buses per day).

There are no strategies in either document relating directly to bus travel.

The Dorset plan discusses public transport and how there is poor integration with it and car parks. One of the aims is to better integrate rights-of-way sites with public transport, such as providing more bus services to right-of-way car parks.

RIGHTS OF WAY IMPROVEMENT PLANS - KEY POINTS

Logic and understandability. Clear and logical but there is little specific mention of bus travel.

Gaps identified. There is little discussion on how public transport (and particularly buses) can have a role to play. Rights of way should not be promoted in a way that encourages more car travel

Areas for development. Perhaps more information is needed on how bus services might help with reaching ROW sites. Move to more integration of public transport and ROW sites, particularly in the tourist season.

South East Dorset Multi-Model Transport Study (SEDMMTS)

South East Dorset Multi-Modal Transport Study Final Report (April 2012)

The study comprised the development of a number of models and worked closely with the team which prepared the Dorset Local Transport Plan 3. It identifies potential improvements to South East Dorset public transport such as the following.

- Urban bus services. Bus Showcase corridors with measures such as new bus lanes, bus priority, improved bus shelters, real-time information and low floor buses.
- Inter-urban bus services. Extensions to the highway network to reduce journey times and increase reliability.
- Park and Ride. Sites with links to Bournemouth and/or Poole and other locations such as Bournemouth airport.
- Interchange/Hub at Bournemouth airport.
- Smartcard ticketing.

SOUTH EAST DORSET MULTI-MODAL TRANSPORT STUDY - KEY POINTS

Logic and understandability. This large report details transport study, the results of which had a large part to play in formulating the Local Transport Plan (LTP3)

Gaps identified. None, although this report (in isolation) is now slightly outdated.

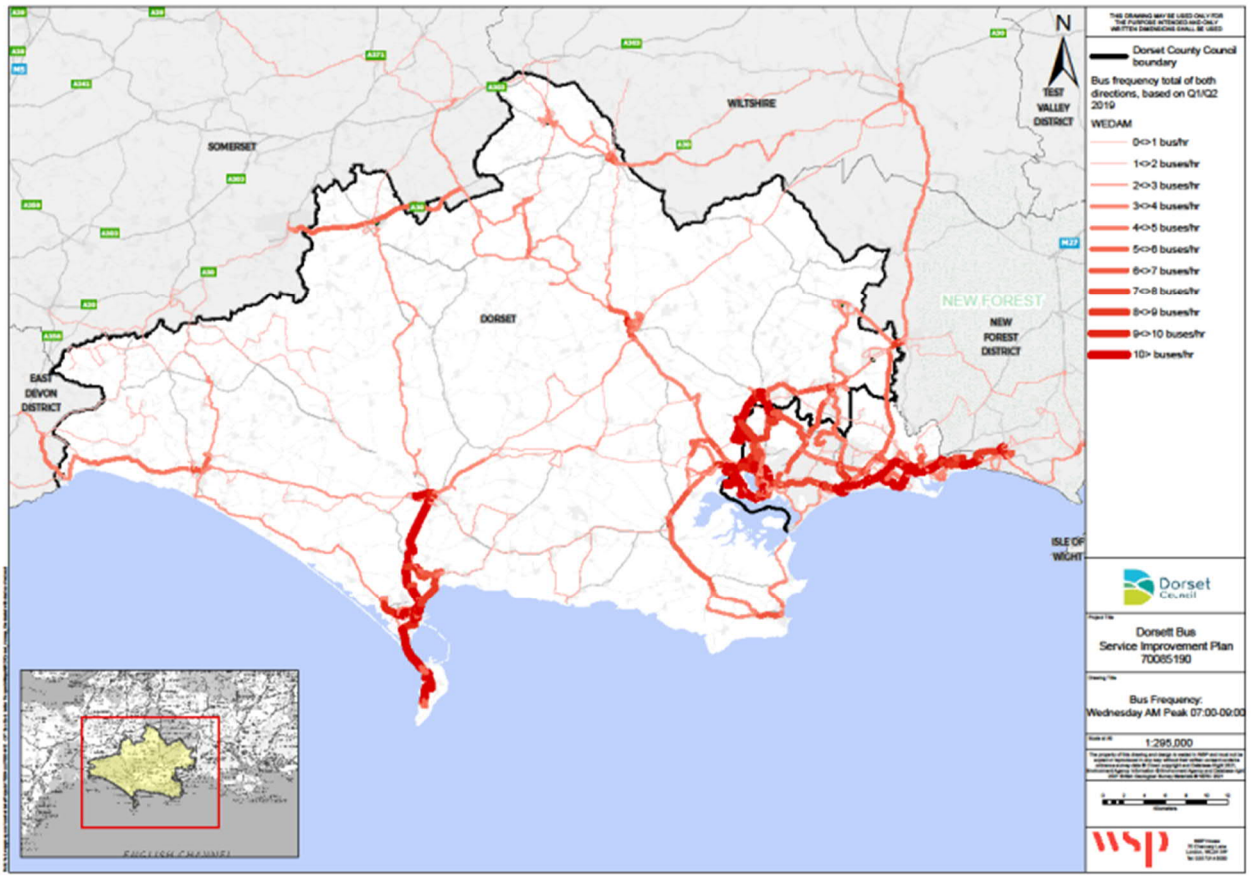
Areas for development. None.

Appendix 3

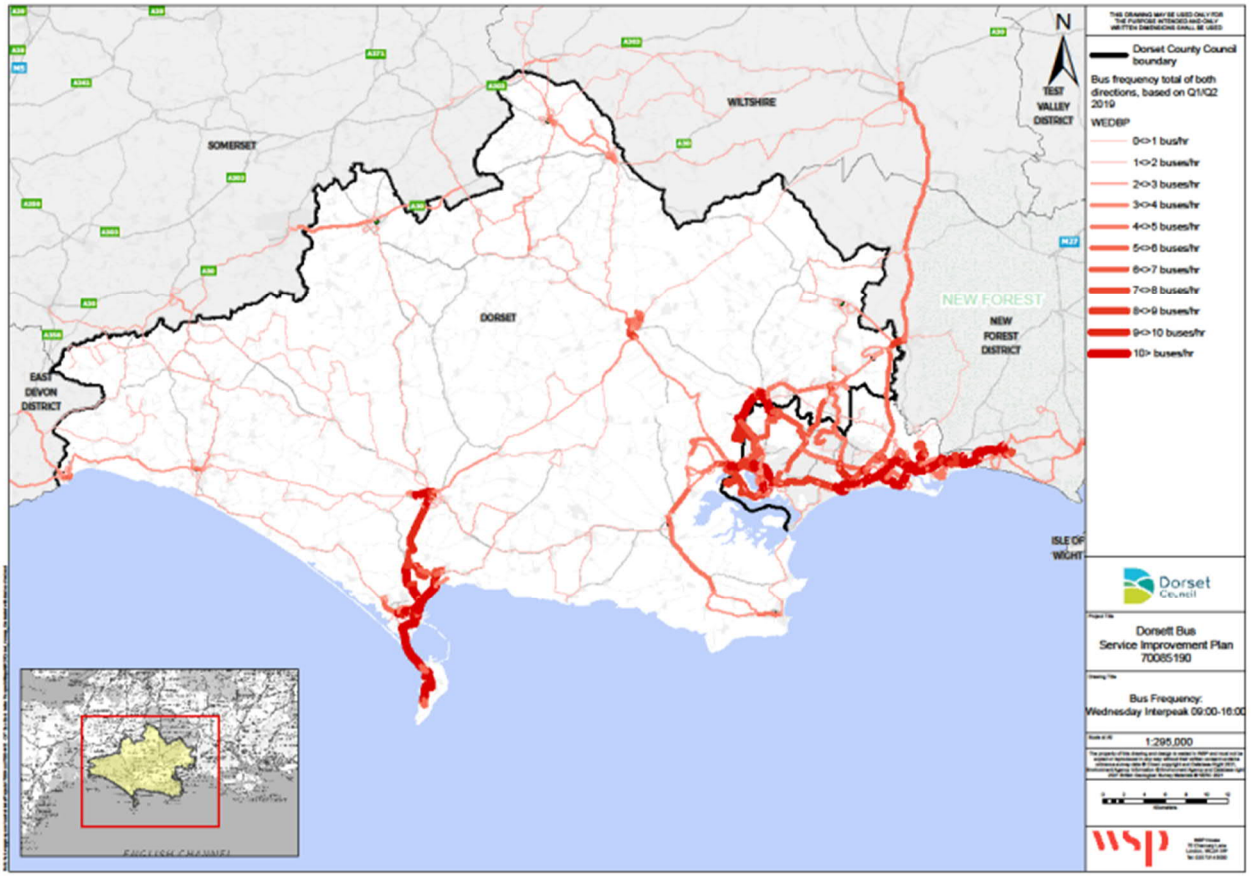
Dorset Council

DORSET BUS NETWORK - FREQUENCY HEAT MAPS

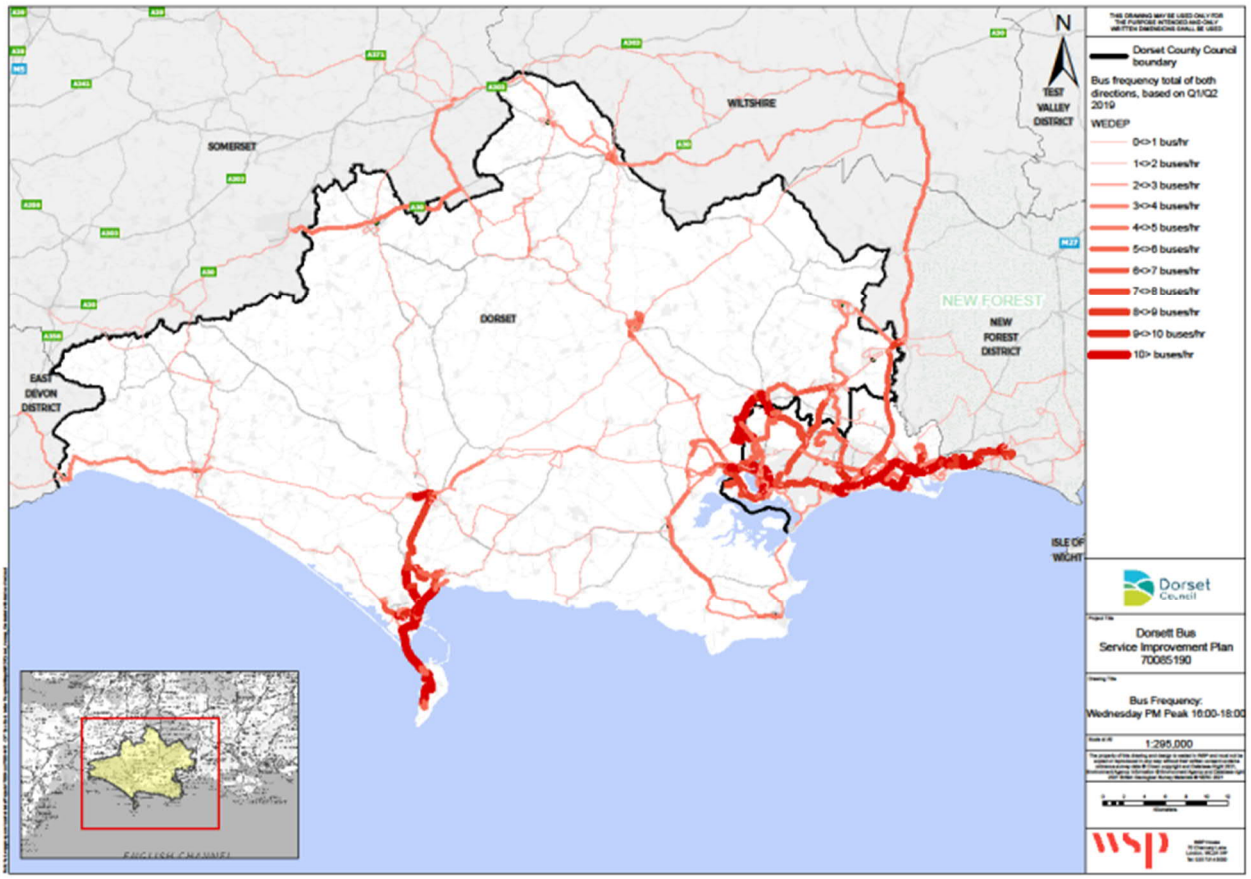
Wednesday AM Peak (0700-0900)



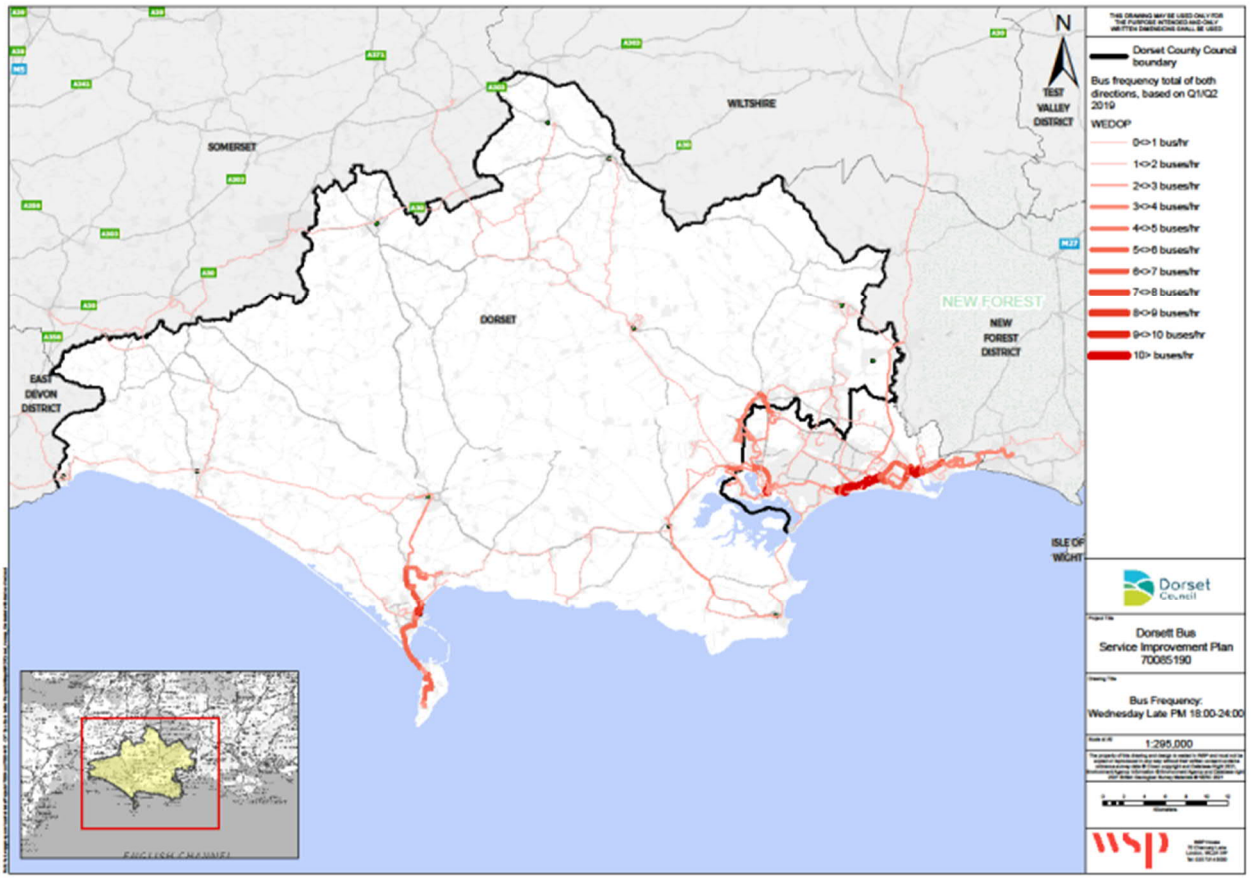
Wednesday Interpeak (0900-1600)



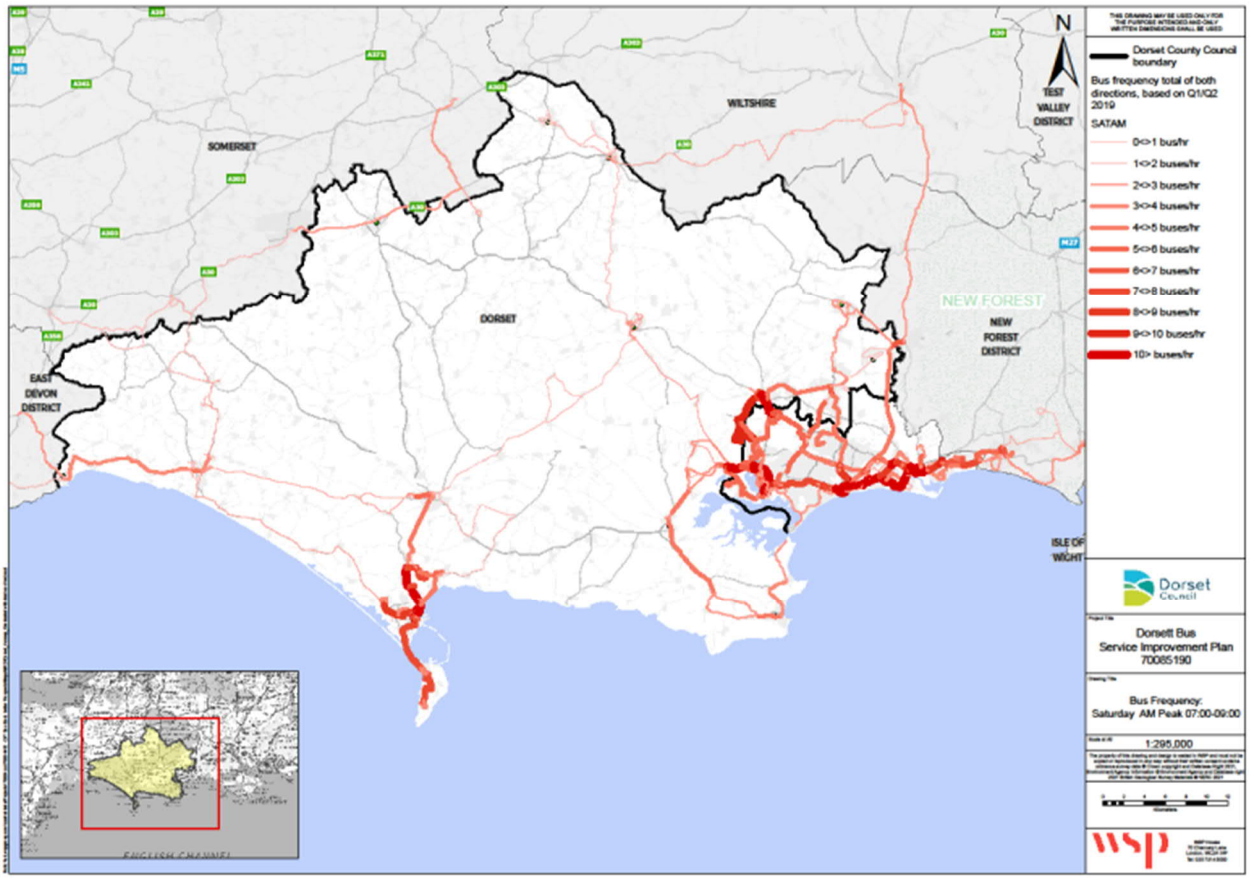
Wednesday Evening Peak (1600-1800)



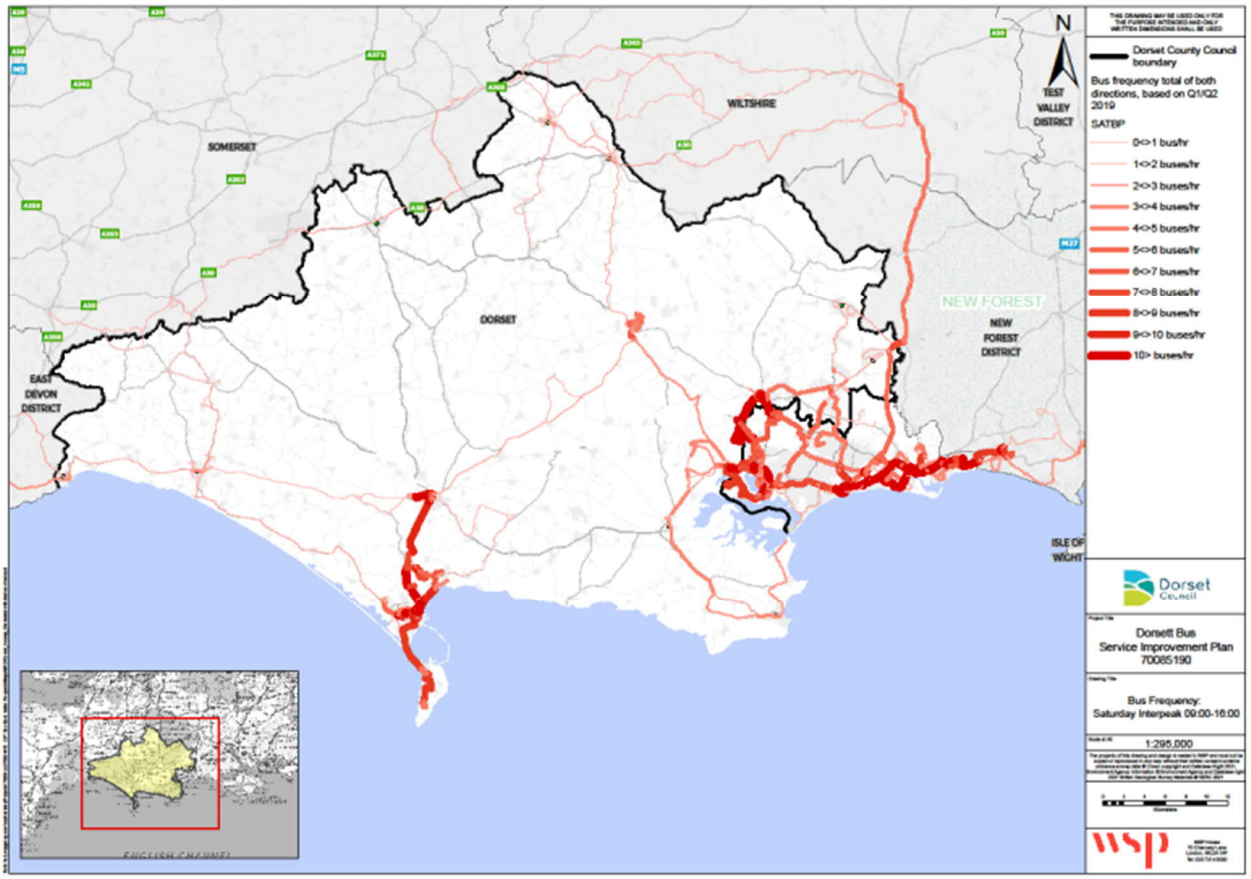
Wednesday Late PM (1800-0000)



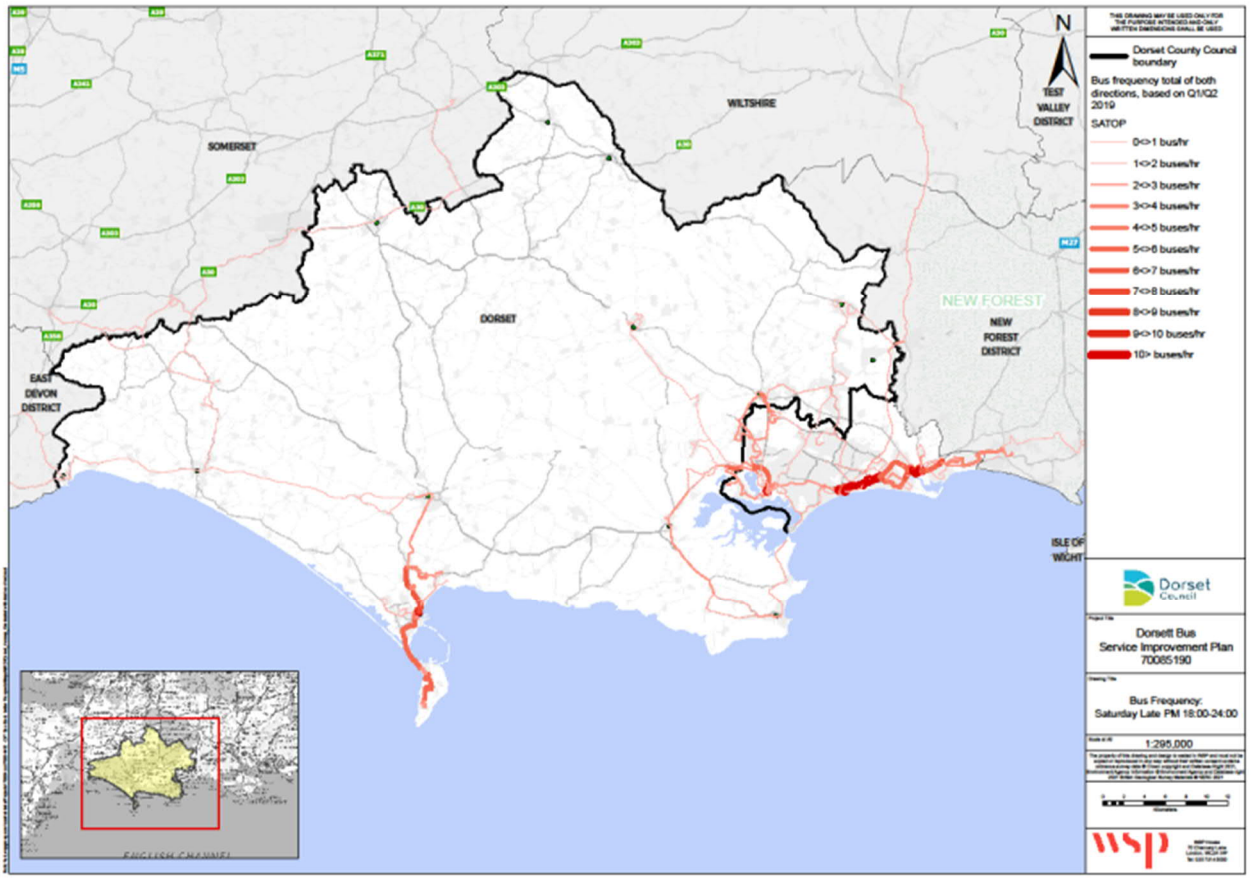
Saturday AM Peak (0700-0900)



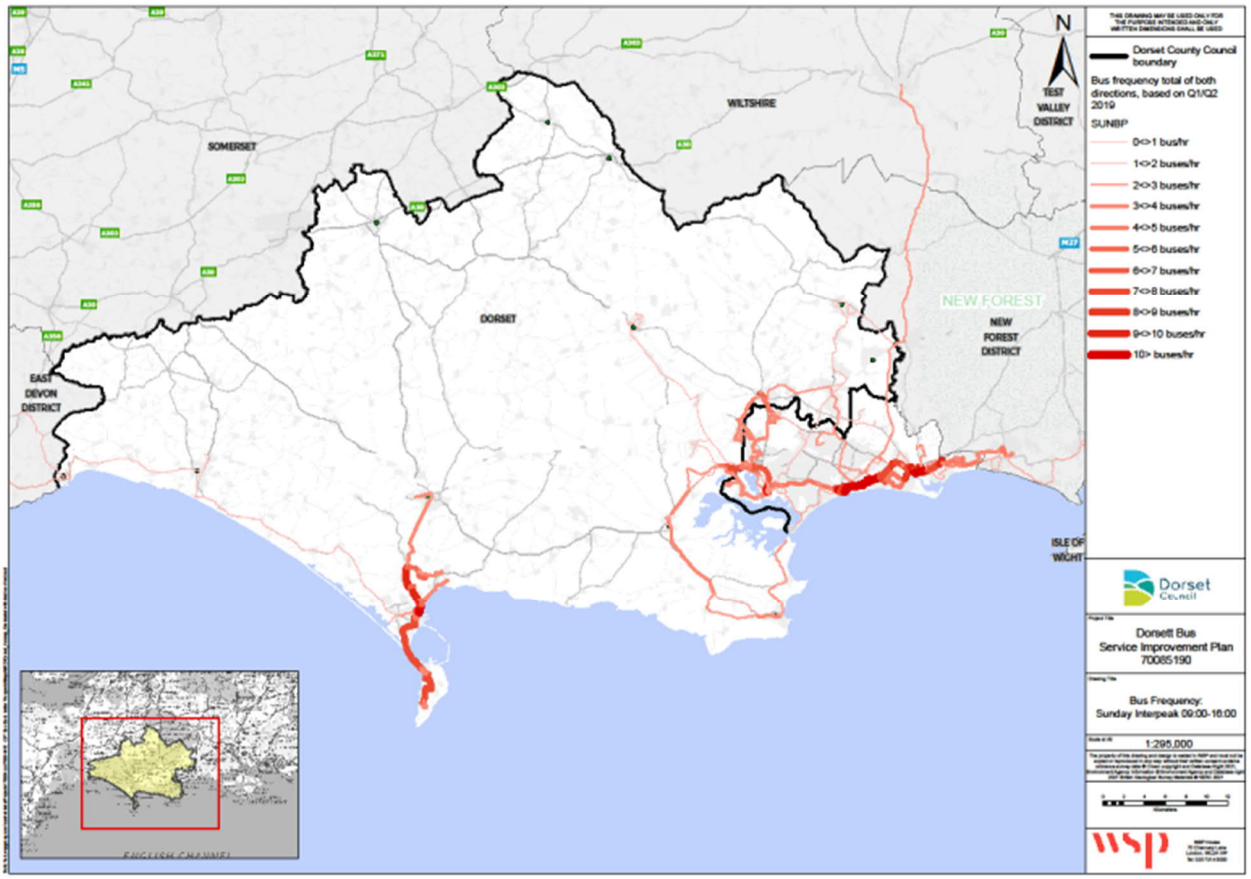
Saturday Interpeak (0900-1600)



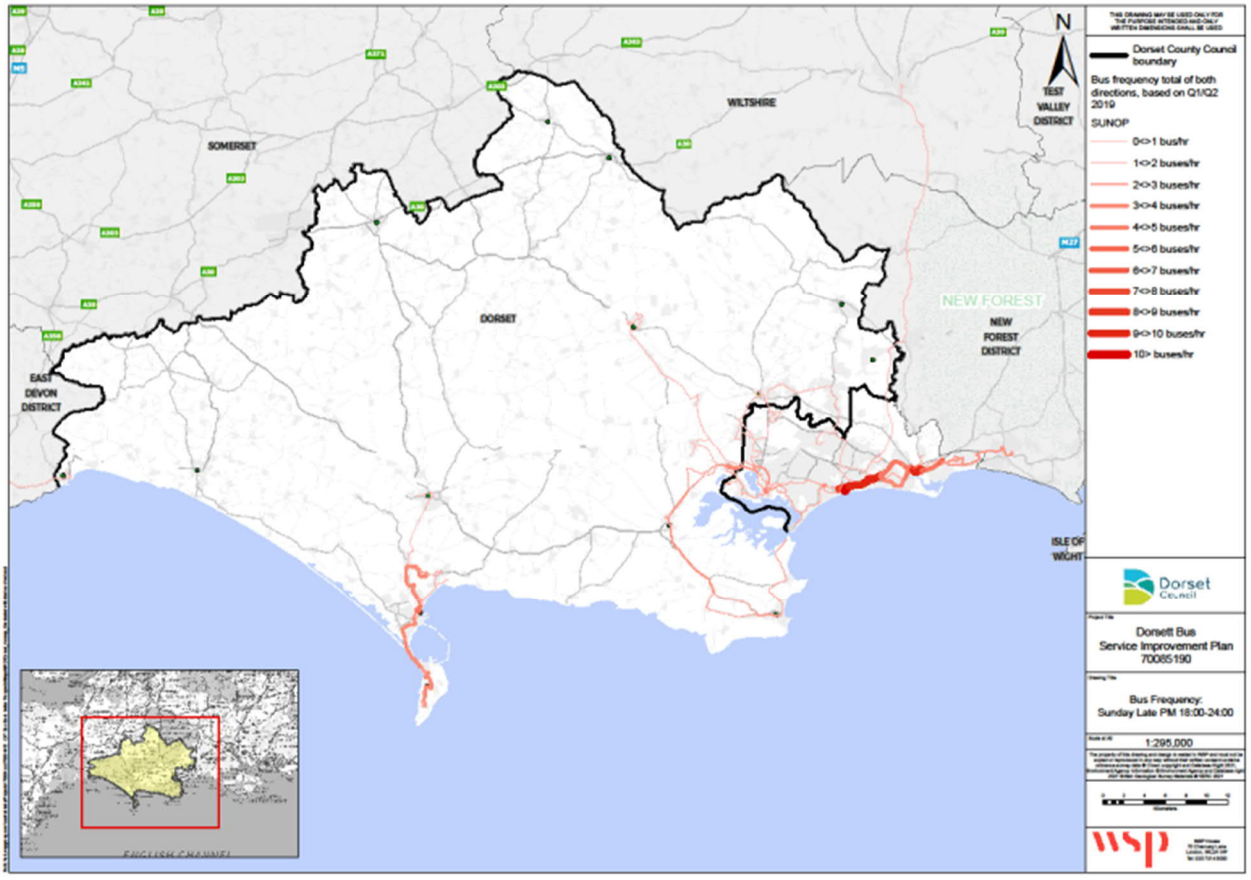
Saturday Late PM (1800-0000)



Sunday Interpeak (0900-1600)



Sunday Late PM (1800-0000)

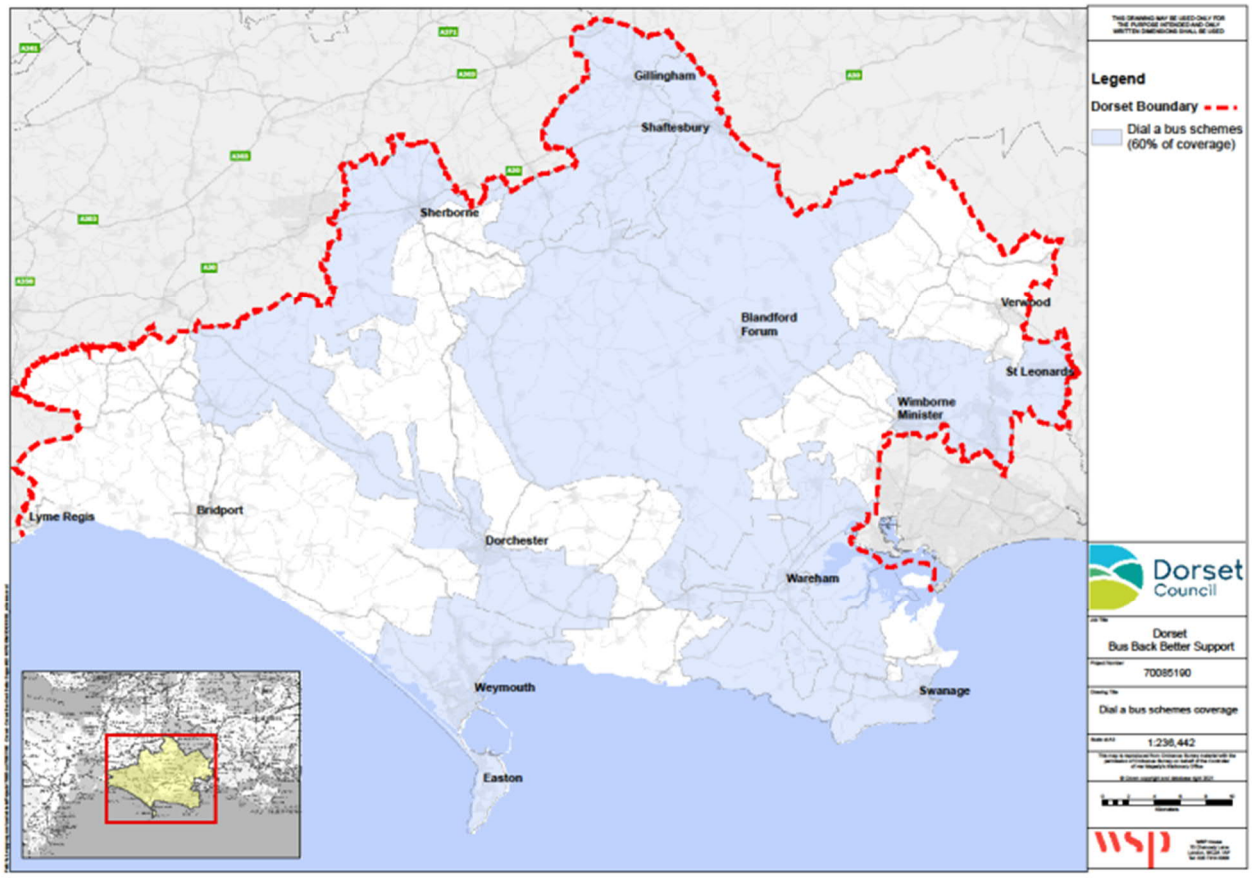


Appendix 4

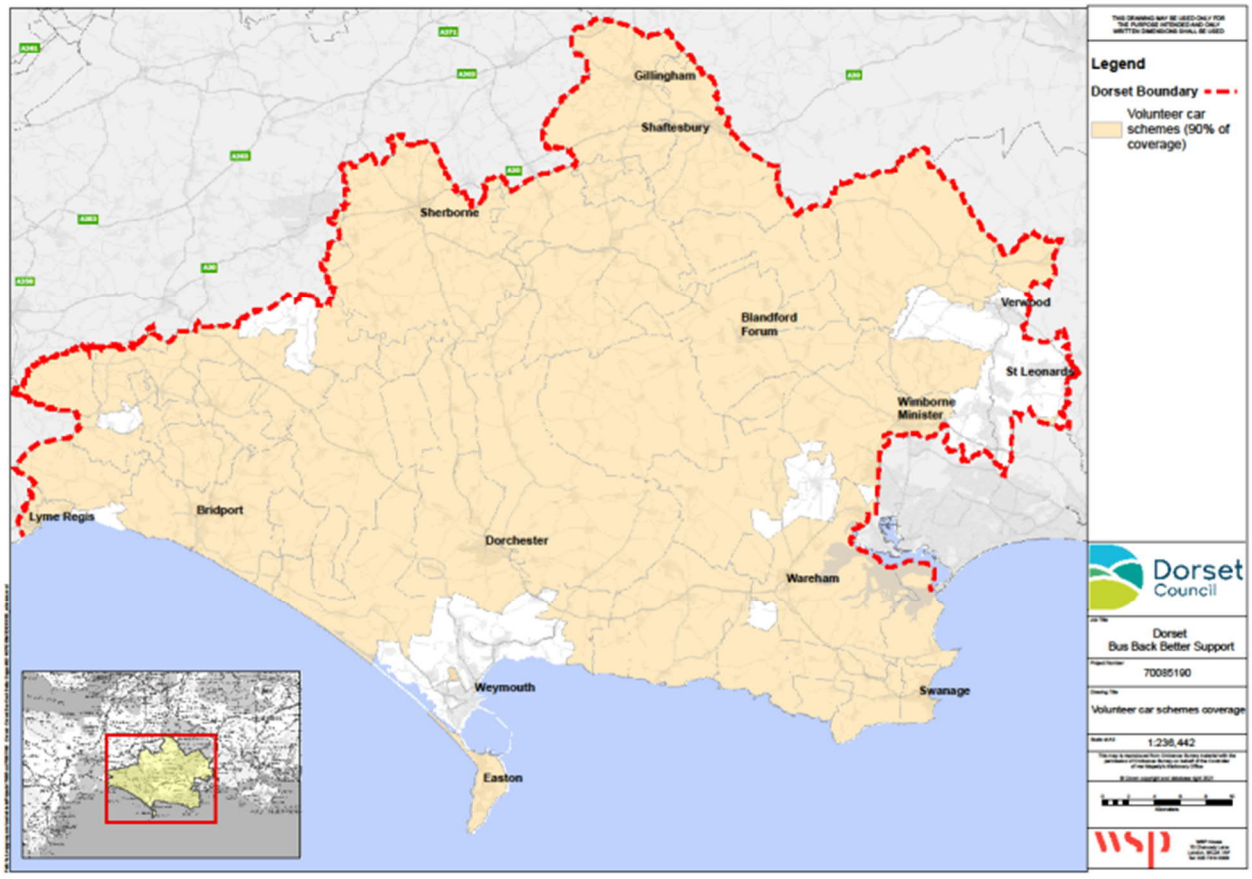
Dorset Council

DORSET COMMUNITY TRANSPORT COVERAGE

Dial-a-Bus Services



Volunteer Car Schemes



Appendix 5

Dorset Council

DORSET INITIAL STAKEHOLDER WORKSHOPS: KEY POINTS AND COMMON EMERGING THEMES

Workshop #1 (19/07/21 AM)

- Need for baselining vehicle specifications and assessing viability of future fuel technologies.
- Significant opportunities for commuting and better serving large workplaces (shift patterns).
- Cross-boundary issues and services operating between different LAs, how to deal with this in BSIPs and accounting for varying aspirations of neighbouring authorities?
- Within neighbouring BCP, have had user satisfaction surveys & partnerships in place for 20 years. Can this be replicated more widely?

Workshop #2 (19/07/21 PM)

- Funding will be essential - is there any kickstart funding (or similar) to help establish services where demand doesn't yet exist, or had existed, but was lost when bus services were withdrawn?
- BSIP needs to explore closer working with the charitable/CT sector to support local services (core network plus feeder routes).
- Addressing the specific needs/issues of SEND users within the BSIP and providing accessibility to services, instilling a greater understanding of SEND needs within the PT workforce
- What is the scope of a BSIP for services operating across multiple LAs?
- How can we address the provision of bus passes for carer use if only available after 0930?

Workshop #3 (20/07/21 AM)

- Formulation of the BSIP requires detailed discussions with the operators, setting out common ambitions and aligning strategic aims with the recovery plans of wider bus sector.
- How to ensure cross-boundary services alignment between all individual LA BSIPs?
- What is the ambition of DCC to help ensure bus punctuality?
- There needs to be a 'carrot+stick' approach taken for an effective BSIP – incorporate sticks in a BSIP with more enticing carrots, reaching across wider strategy and policies.
- A need to include links between electric bikes and buses in future policies to reflect the growing trend for micromobility and active travel
- Inclusion of bus-rail interchange to make the BSIP multi-modal – will the TOCs be included in the scheme and decision making, and if so, when?
- Explore creation of mobility hubs and integrating these with LA land use plans/policies will provide new solutions to encourage more bus use.
- Highways England [National Highways] involvement – the A31/A35 routes through Dorset are key areas of congestion, which impact on local bus services. How to engage so that BSIPs and ambitions within also feed into wider highways planning and funding?

- The role of flexible (CT/DRT) services as feeders across rural areas must be a factor from the outset and not an afterthought when it is realised conventional fixed bus networks cannot readily serve area of low demand/spare populations.
- Working between neighbouring LTAs thus ensuring accessibility across boundaries will be vitally important to ensuring Dorset is not 'overshadowed' by urban areas with a greater population and more demand for investment.

Workshop #4 (20/07/21 PM)

- Understanding Dorset's geography and the distinction between urban and rural services in terms of provision, hours, needs of their communities etc. Current commercial competition and concessionary fare scheme does not favour the needs of rural areas.
- LAs are underfunded and buses will continue to be less of a priority vs health/social care.
- Ensure Dorset are speaking with neighbouring LAs to address cross-boundary issues. In particular how to address boundary issues in the SE Dorset area (linking to BCP).
- Must embrace links with the rail network, both within and beyond the county boundaries, for seamless onward travel opportunities. Bus operators should not try and 'do everything' but see themselves and their routes as part of an integrated transport network.
- How will LAs consider previously operated services which have, over time due to declining patronage, been 'lost' but might be candidates for restoring under BSIPs?
- Accounting for changing populations and where car-based usage is seen as the default option, it is worth noting road congestion might not be an attractive reason for promoting BSIPs and active travel, as people still need their cars - instead the climate change agenda needs to be emphasised.
- Engage with the bus drivers' unions for key insights and local knowledge on any particular common issues affecting service reliability and punctuality.

In summary – Key common emerging themes to be reflected in the BSIP

- Cross-boundary issues and ensuring consistency between LAs for BSIPs to provide continuity and no change in standards of service provision.
- Role of the CT/DRT sector in the overall process and future networks, especially for rural areas where flexible services can play a greater role.
- Addressing older and SEND specific traveller needs in a county which is difficult to sustain commercial services.
- Alignment with/incorporation of wider policies and strategies beyond 'pure' bus in terms of 'carrots+sticks' approaches, creating multimodal networks, to address climate change and air quality concerns.

Appendix 6

Dorset Council

SUPPORTED BUS SERVICES IN DORSET

As of September 2021.

This table presents the current support and arrangements provided by Dorset Council for subsidised public bus services.

Service	Operator	Subsidy type	Mileage
6	First (Buses of Somerset)	Subsidised (complex arrangement)	Not Provided
20	Damory	Full Subsidy	Not Provided
187	Damory	Full Subsidy	Not Provided
X2	South West Coaches	Full Subsidy	Not Provided
X3	South West Coaches	Full Subsidy	Not Provided
X4	South West Coaches	Full Subsidy	Not Provided
X10	First (Buses of Somerset)	Full Subsidy	Not Provided
X11	South West Coaches	Full Subsidy	Not Provided
X12	Damory	Full Subsidy	Not Provided
X54	First (Wessex)	Seasonal de-minimis	c.7,500 miles per month

Mileage data has been requested but at the time of publication, most operators have not provided this information.

Appendix 7

Dorset Council

27 October 2021

Bus Survey Report

Introduction

Dorset Council is working in partnership with bus operators, and other transport providers, to deliver improved bus services in response to Government's Bus Back Better – A National Bus Strategy for England. A critical part of this response is the development and submission of a Bus Service Improvement Plan (BSIP), and input from bus users and non-bus users is important to the development of the plan. To inform the BSIP, a bus survey was run to find out how local bus services can be improved and what would make more people use them.

Methodology

Dorset Council ran an online survey (https://www.dorsetcouncil.gov.uk/bus-service-review) for four weeks between Friday 30th July and Friday 27th August 2021.

For people unable to access the survey online, support was available at customer access points in libraries situated in Dorchester, Weymouth, Wareham and Wimborne, and at the access points at Nordon Lodge in Blandford and the reception in Bridport Town Council. People could also phone Customer Services to get assistance to fill in the survey over the phone.

The survey was promoted through local media, social media and via stakeholder groups.

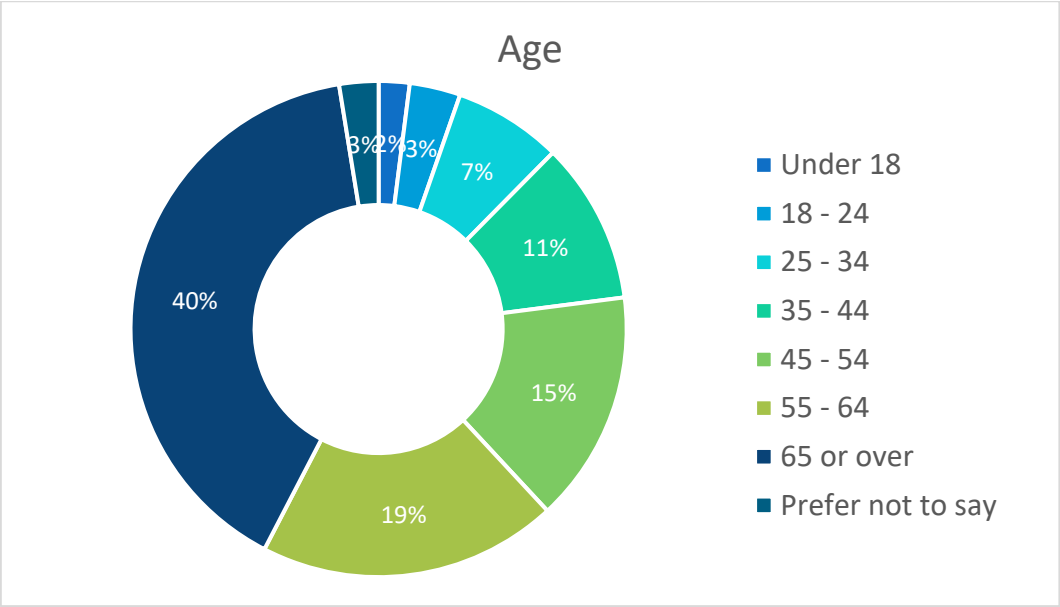
In total 1,845 surveys were completed. Residents made up 96% of the survey sample and visitors 4%.

Overview of demographics and bus use of respondents

Age

A mix of respondents from across all age ranges was achieved, with 58% under 65 years of age compared with 71% across the population in Dorset. However, the age distribution of respondents is skewed towards people over 65 (40%) years of age. Future engagement work needs to seek a greater response from people aged under 35 which accounted for only 12% of responses.

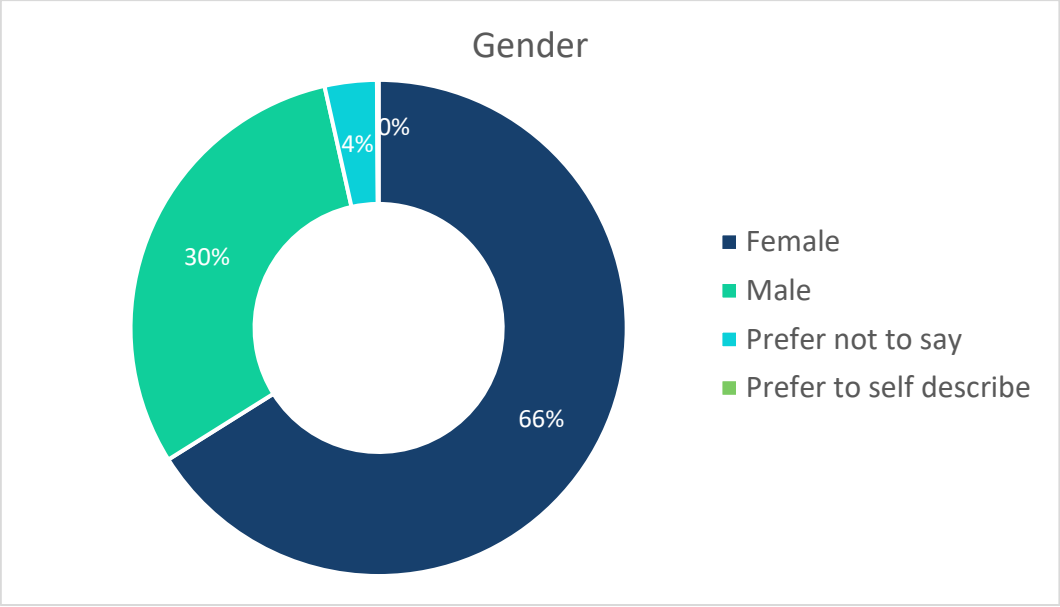
Figure 1. Age of respondents



Gender

The gender distribution of respondents is skewed towards female respondents (66%). The National Travel Survey 2019 (NTS) shows that women make more trips by bus (56) per year than males (43). Females could therefore be more likely to self-select and participate in a survey regarding bus travel. Future engagement work needs to seek a greater response from male bus users / potential bus users.

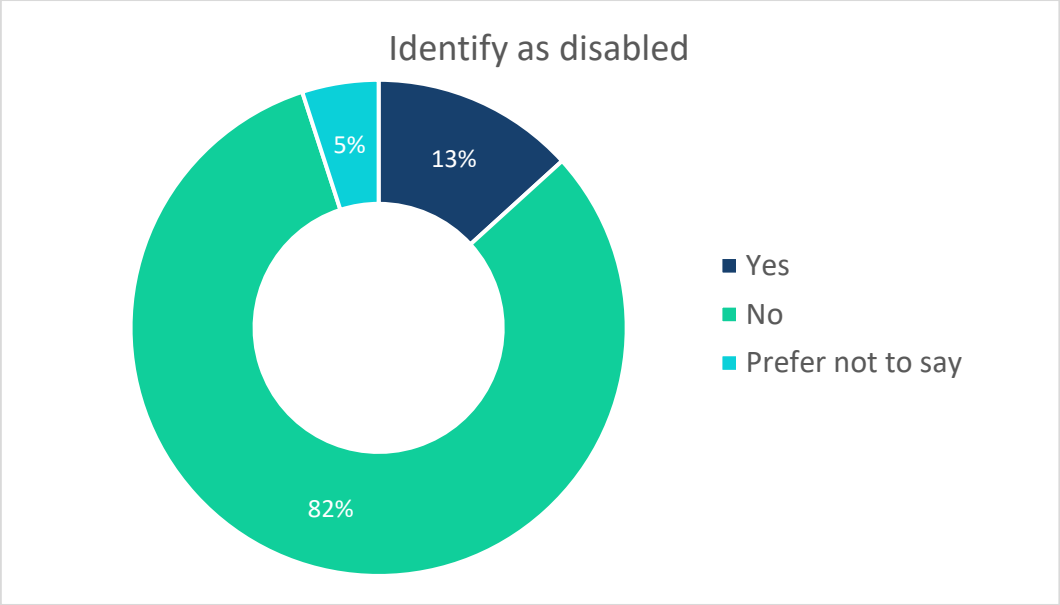
Figure 2. Gender of respondents



Disabilities

13% of respondents identify themselves as disabled compared with one in five of Dorset's population that consider that they have a long term health problem or disability (Census 2011, ONS). The most commonly identified disabilities were physical disability (118 respondents) and long-standing illness or health condition(s) (104 respondents).

Figure 3. Considered as disabled as set out in the Equality Act 2010



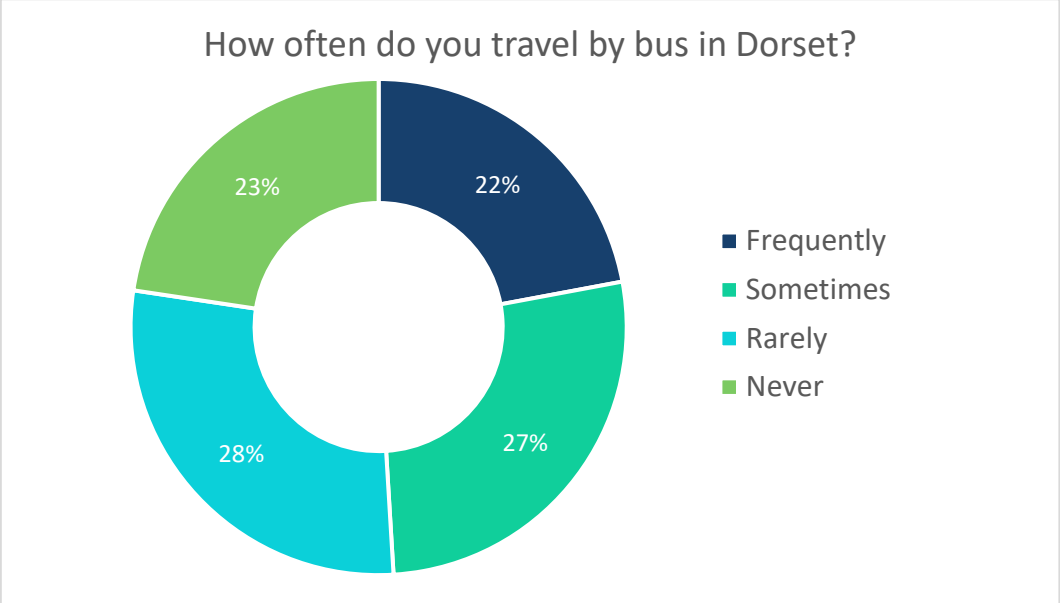
Ethnicity

The majority of respondents identify as White British (90%), with 4% identifying from other ethnic backgrounds. 110 respondents preferred not to say which ethic group they identify with.

Bus Use

Residents were asked how frequently they travel by bus in Dorset. A good split of responses between current bus users and non-users has been achieved. The views of users and non-users are important to inform the BSIP and detailed analysis will be undertaken to look at the views of both user groups.

Figure 4. Frequency of bus use

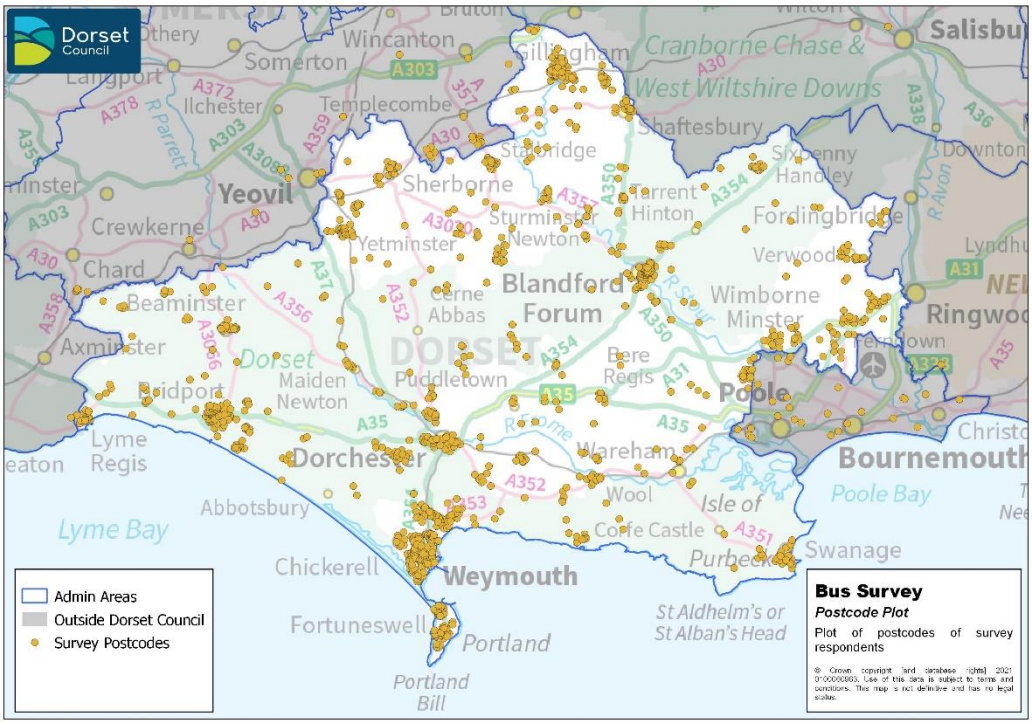


Geographical distribution of responses

Survey responses were received from across the Dorset Council area. A good geographical spread has been achieved across all of the Council area.

Surveys were also received from neighbouring authority areas, as well as from further away from people visiting Dorset.

Figure 5. Postcode plot of survey respondents



Main Survey Findings

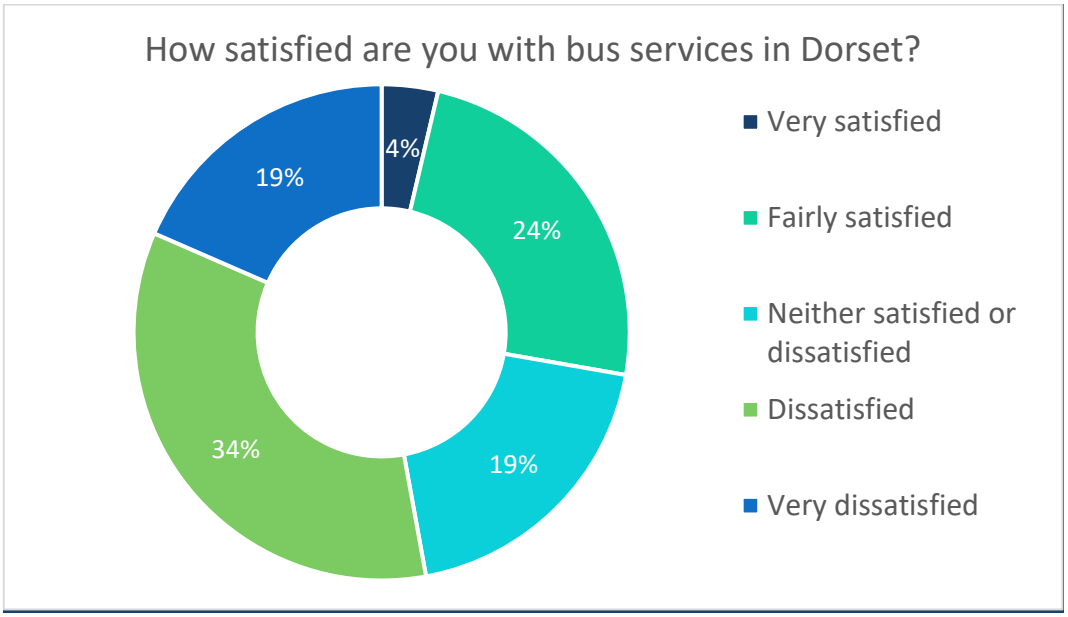
The analysis focuses on the main sections of the survey and in particular what respondents identify as the main barriers to using bus services more and what improvements would encourage greater use.

Satisfaction with bus services

There are low levels of satisfaction with bus services in Dorset. Only 29% of residents who live in Dorset are satisfied or very satisfied with bus services. 19% of residents are very dissatisfied with bus services. Frequent bus users display slightly higher satisfaction levels with 34% satisfied or very satisfied with bus services.

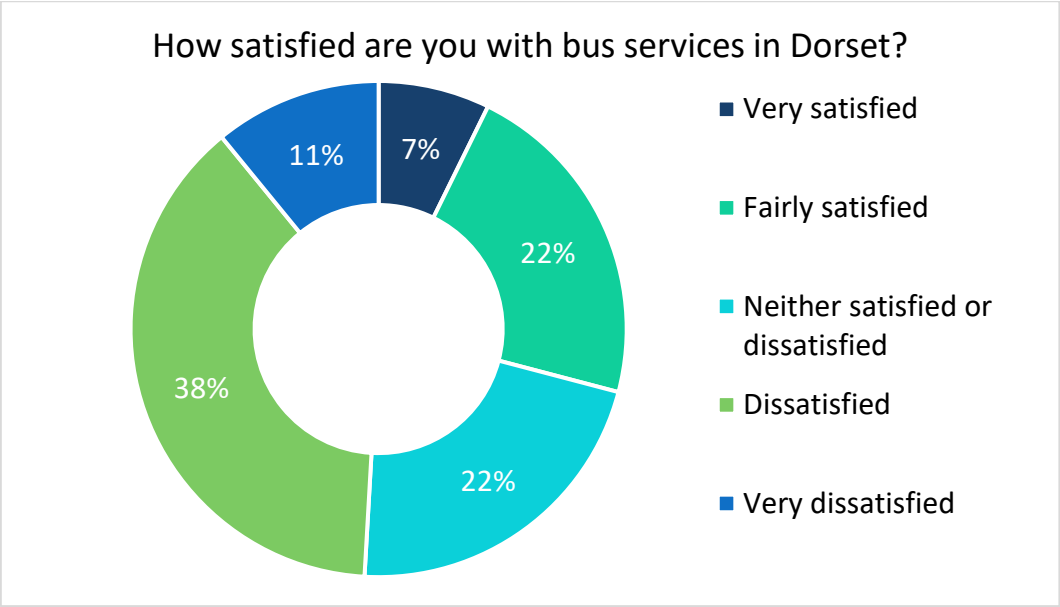
This satisfaction rating is significantly lower than the result of the National Highway and Transport Public Satisfaction Survey (NHT Survey) 2020 which found a 51% satisfaction rating of local bus services. This is likely due to the self-selecting nature of the online survey sample which introduces bias compared to the random household sample methodology used in the NHT survey which ensures a more representative sample. Further work is needed to gain a better understanding of the causes of low satisfaction. It is recommended that a target for increasing customer satisfaction levels should be set within the BSIP.

Figure 6. Residents satisfaction with bus services



Visitors display a similarly low satisfaction with bus services in Dorset. Again only 29% are satisfied or very satisfied with bus services.

Figure 7. Visitors satisfaction with bus services

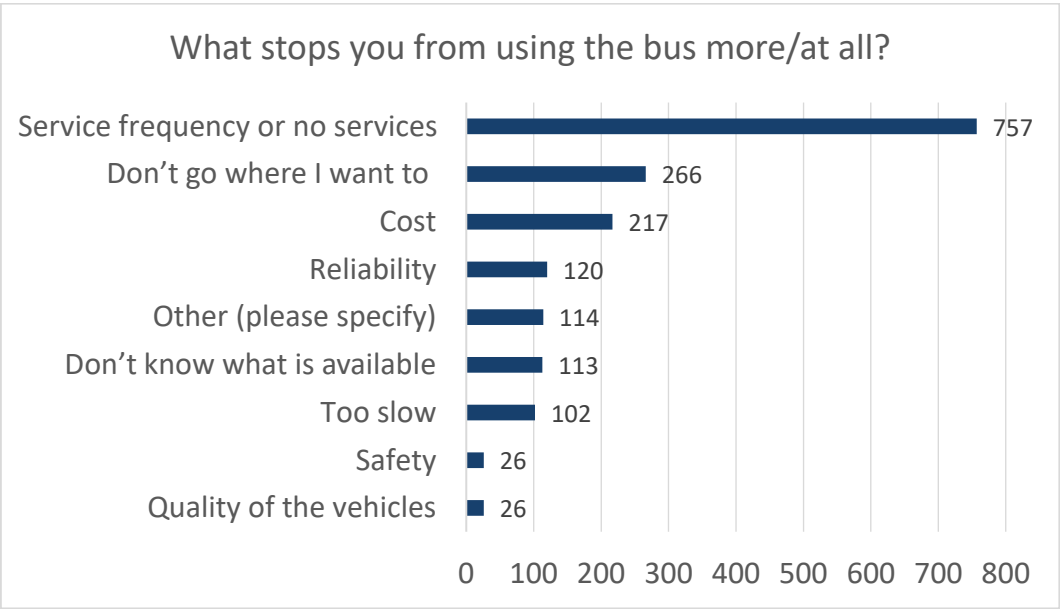


What stops people using the bus more / at all

The survey has highlighted a number of issues that stop residents using the bus more or at all. These issues will need to be addressed through the BSIP to encourage greater use of bus services in Dorset. The main issues have been identified as:

1. Service frequency
2. Services not going where individuals wants to go
3. Cost

Figure 8. Issues



Perceptions of safety accessing and travelling on the bus network in Dorset

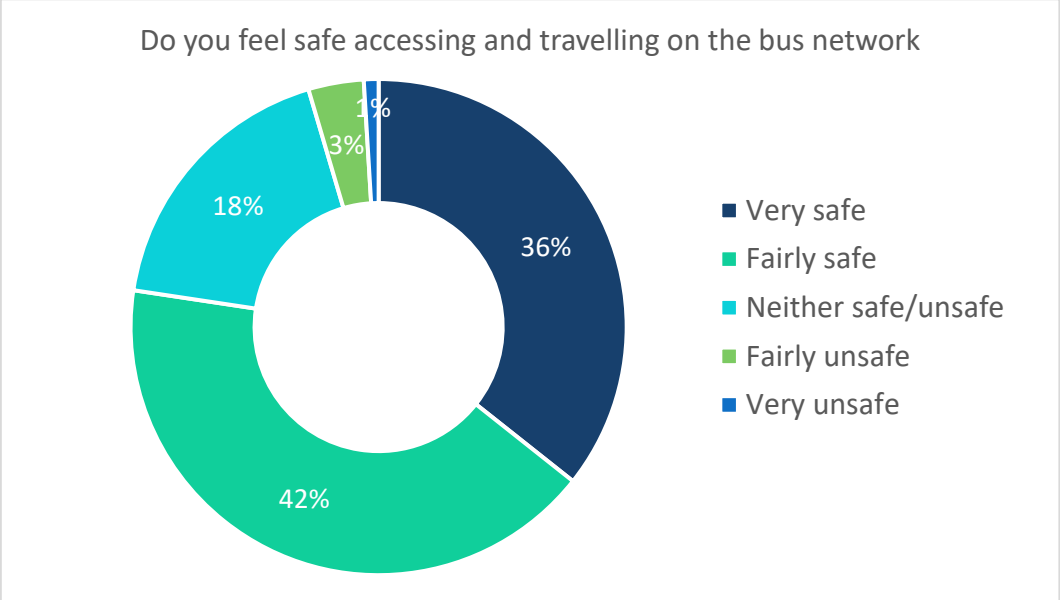
The survey highlights high levels of perceived safety accessing and travelling on the bus network in Dorset. 77% of residents feel very or fairly safe accessing and travelling on the bus network. Only 5% feel unsafe. 87% of visitors feel very safe or safe, with only 2% feeling unsafe.

Frequency of bus use appears to impact bus users perception of safety, with the most frequent users displaying higher levels of feelings of safety (81%) and the users who only use buses rarely having the lowest feelings of safety (72%).

A person's age and gender are known to influence perceptions of safety. In this survey there is no clear pattern between age groups and their feelings of safety. Higher levels of safety are perceived by males, 83% feel very safe or fairly safe, compared to 76% of females who feel safe accessing and travelling on the bus network in Dorset. Further work is needed to understand what would make women feel safer accessing and using the bus network.

The survey shows that disability is also a significant factor impacting perceptions of safety. Residents who identified themselves to be disabled have lower feelings of safety with 72% feeling either very safe or fairly safe, compared to 89% of non-disabled respondents. Further work is needed to understand what would make people with disabilities feel safer accessing and using the bus network.

Figure 9. Residents Perceptions of Safety



Improving bus services

The survey has provided a clear indication of what the public want to see delivered through the BSIP. The responses of local residents and visitors to Dorset show that

improvements that deliver buses that run more often, to more places and that start earlier in the morning or finish later in the evening would encourage greater use of local buses. Better integration with other forms of transport, more buses on Sundays, and buses that leave and stay on time are also popular with residents. Visitors would also like improvements to make information on local bus services made easier to obtain and understand.

The top three improvements are the same irrespective of how frequently a person travels (buses that run more often, to more places and that start earlier or finish later). Frequent bus users also place high importance on more Sunday services, and service reliability compared with infrequent/non users.

There are some observable differences depending on the age, gender and disability of the respondent. The main differences to highlight are:

- People aged 65 or over ranked better integration with other modes of transport as the third most popular improvement, compared to only being ranked between sixth and eighth by all other age groups 55 and under.

- Simple to understand fares and a single ticket that can be used on all buses are more popular with respondents aged under 18 and 18-24 and less popular those aged 65 and over.

- Female respondents ranked more local buses on Sunday as their fourth most popular improvement compared to males who ranked it sixth.

- Respondents who identify themselves as disabled rank information on local bus services being made easier to obtain and understand, and better waiting facilities (bus shelters / bus stations) higher than those who don’t identify as disabled.

Figure 10. Improvements to bus services

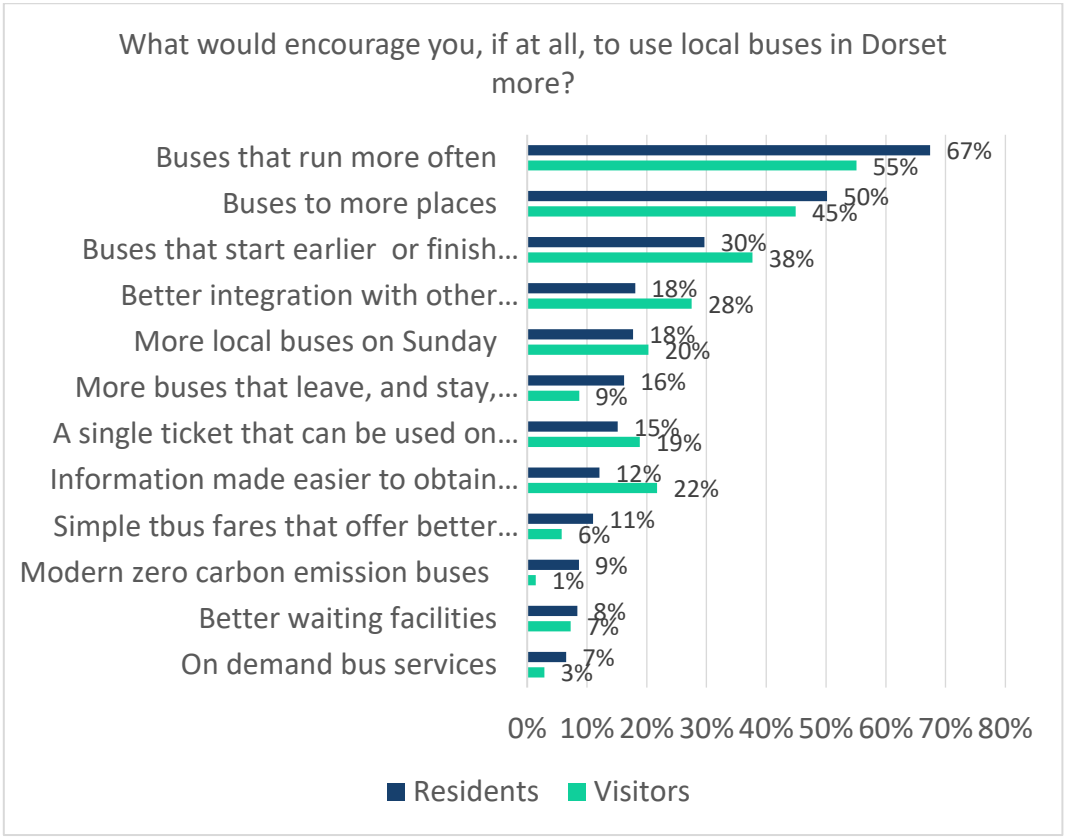
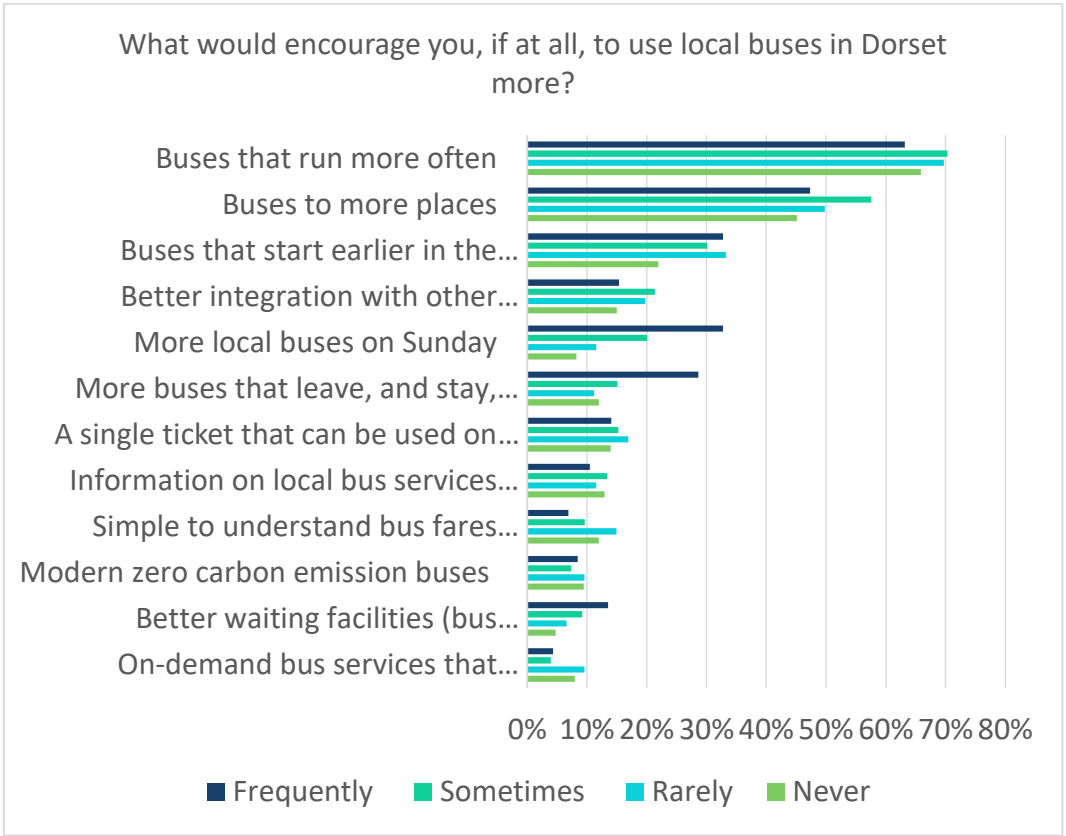


Figure 11. Frequency of bus use and improvement to bus services



Important Sources of Information

There are many sources of information used to find out about bus services and plan bus journeys. The main sources of bus information used by local residents are:

1. Bus company website(s)
2. Google
3. Timetables at bus stop(s)

The data suggests that visitors place a high value on timetable information available at bus stops and paper timetables, although caution should be exercised due to the small sub-sample size. However, this suggests it is important that efforts are continued to make good quality, up to date information available through these channels.

Figure 12. Sources of Information

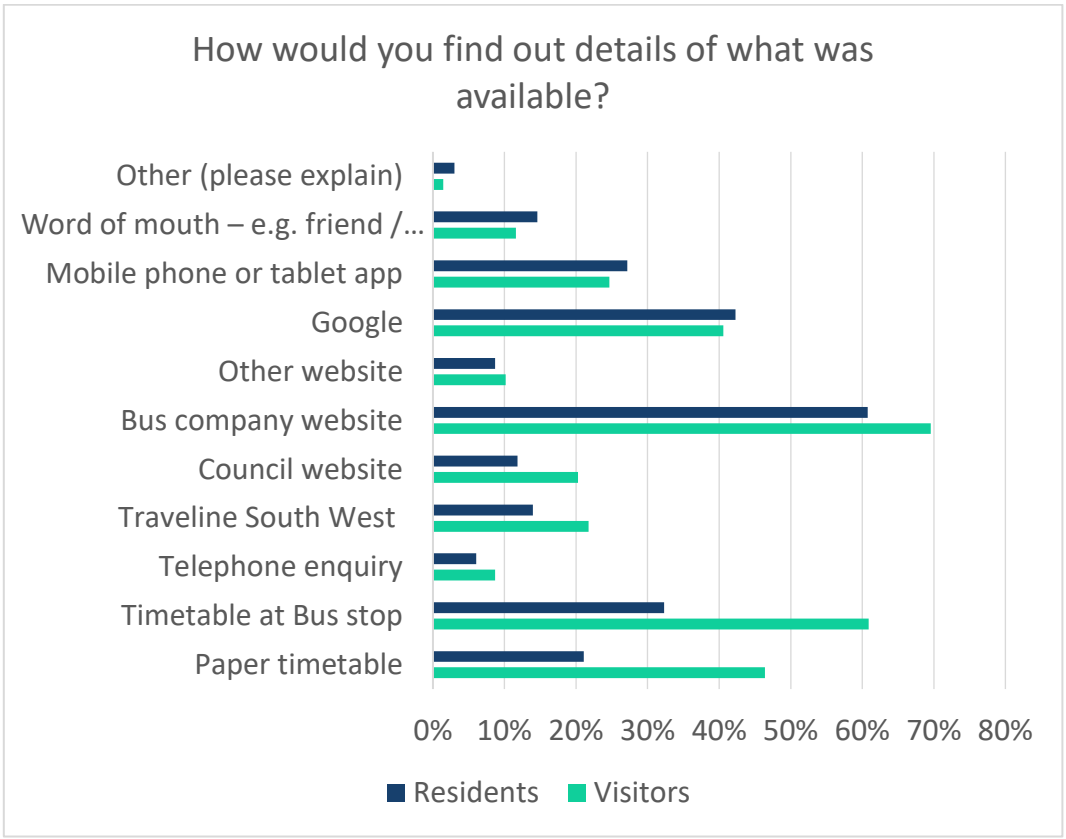
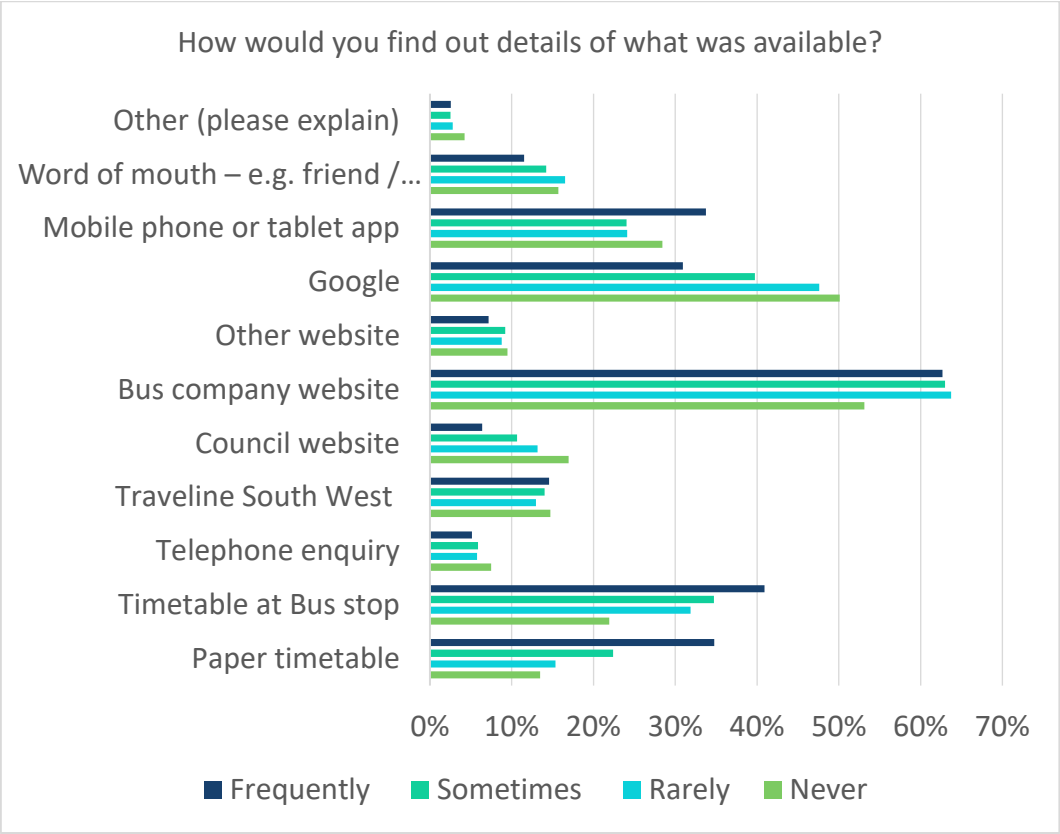


Figure 12 shows that frequent bus users more regularly get information from bus company websites, timetables at stop, paper timetables and via mobile phone or tablet app. Infrequent bus users are more likely to use Google, the Dorset Council website and get information from word of mouth compared to more frequent bus users.

Figure 13. Frequency of bus use and sources of information

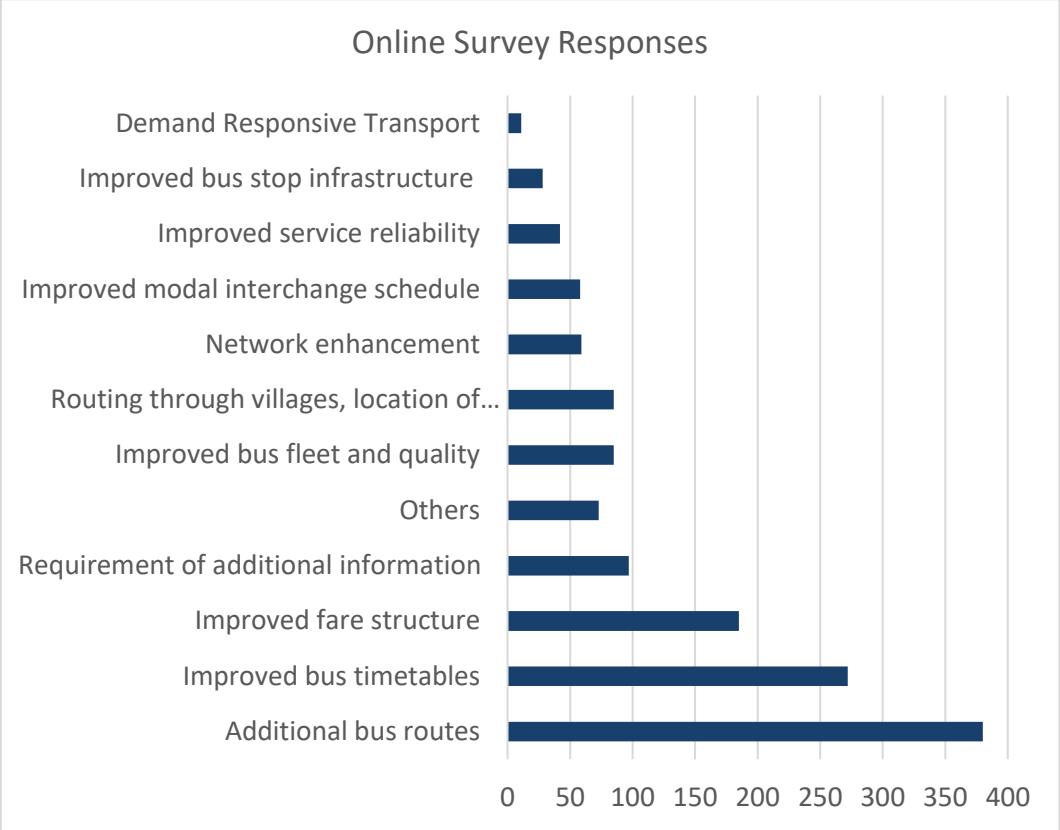


Analysis of detailed comments

A large number of additional comments were made through the survey. Over a 1,000 comments have been analysed and coded to identify the key themes. The most common themes raised through the comments are:

1. Additional bus routes
2. Improved bus timetables (higher frequencies; weekend services)
3. Improved fare structure (lower cost; simplified ticketing)
4. Requirement of additional information (up to date information at stops; real time bus information; better quality information)

Figure 14. Coded Survey Comments



A selection of comments are provided to give some context to the themes raised through the survey feedback:

> *'The cost and frequency of buses makes them unusable. I have looked at the feasibility of using buses once. My car broke down and as I live in Blandford and work in Weymouth I would not be able to get to work before 10am (2 hours late) and would have to leave at 4pm (45 minutes early) to fit the bus timetable.'*

> *'We have no bus service in Southill, it is a disgrace. Southill is a large urban area and to get into town, we either have a long walk which is not an option for the older or less able residents to take the car. Some have no car and are forced to use the local taxi services. Several older residents were forced to move as there was no service.'*

> *'There are very infrequent buses between Bridport and Dorchester. I don't drive, and getting to hospital appointments in Dorchester is very challenging.'*

> *'I live near a main route into Wimborne (Wimborne Road West / Leigh Road), but there are only sporadic buses using that route during the week and none at all at weekends.'*

> *'The main thing is to have a frequent and reliable service that links well with other travel networks - be that other bus services or train lines.'*

‘Living in Martinstown the buses are so infrequent it doesn't even cross my mind to use what few there are.’

‘The Bus Service from Yeovil to Bridport needs to be improved. Hopefully, if your Bus Services Improvement Plan meets its objectives, services that cross borders such as this will be redesigned taking into account users in both counties. This service should run regularly throughout the day, including evenings and all weekend, and public holidays as well - meeting the needs of workers, particularly those who work unsocial hours, college students, people who wish to visit friends and relatives, or just enjoy a meal at a nearby pub or restaurant.’

‘I have wanted to use buses more often to go to and from work in Bridport from Dorchester to lower my carbon emissions. Due to the unreliability of timings and infrequency, I have been forced to get a car even though I would be willing to pay for the bus service and really want to.’

‘I live in Poundbury and wanted to catch a bus to Weymouth. I found it impossible to find out how much one return ticket costs. It would be good if you could buy a ticket that could be used a number of times without a time limit.’

Services do not take into account that in a service-oriented economy like West Dorset, Sunday services are just as important as weekday ones - to help people get to/from work and to encourage people to leave their car at home. Last buses are far too early and only serve to encourage further car use. If later buses existed, people could use them for work, or leisure trips - boosting local businesses and reducing car use.’

‘I’m a school pupil and there are no bus services that go to Dorchester schools from Preston. Return journeys are ok but none early morning. Friends have the same issue. We need number 5 from Spice Ship via Broadmayne to start earlier than 9am.’

The bus from Gillingham station to Marnhull leaves 5 minutes before the London train arrives. Surely, it would make sense to wait until the passengers have time to board the bus, I would definitely use it. At present, my husband has to meet me.’

‘The connections between bus routes themselves. For example, a 45 minute connection between two routes that run hourly each. Tweak the timetables so that buses arrive at a hub at the same time to allow connections to be made. Those 45 minutes are in effect wasted and therefore makes the car more attractive you can go from A to B directly with no 45 minute connection.’

Conclusions

Customer satisfaction with bus travel in Dorset needs to be regularly monitored to assess the impacts of the BSIP, with targeted interventions introduced to improve satisfaction ratings.

Interventions that improve service frequency, serve more places by bus, and reduce the cost of travel are most likely to encourage bus travel by those who currently rarely or never travel by bus.

The main priorities for improvement that would encourage greater use of buses are more frequent services, a network to more places, and services that operate for longer hours each day.

Next steps

The survey results highlight important improvement areas that could help encourage greater use of local buses. This data will help to shape the priorities and key themes of the BSIP. The BSIP will be published in October. Further input from the public will form part of the annual review and refresh plan process.

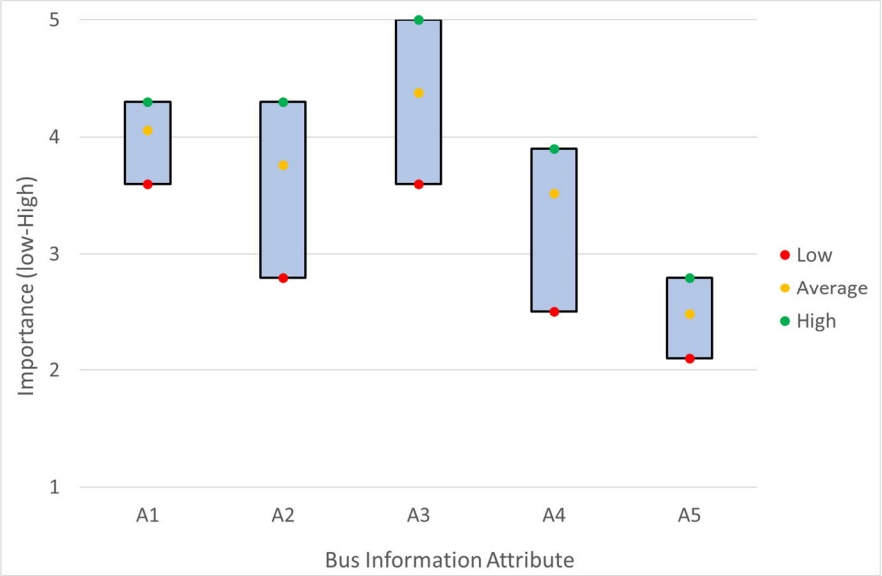
Appendix 8

Dorset Council

DORSET STAKEHOLDER PREFERENCES (STAGE TWO)

Priority: Additional and clearer bus service information

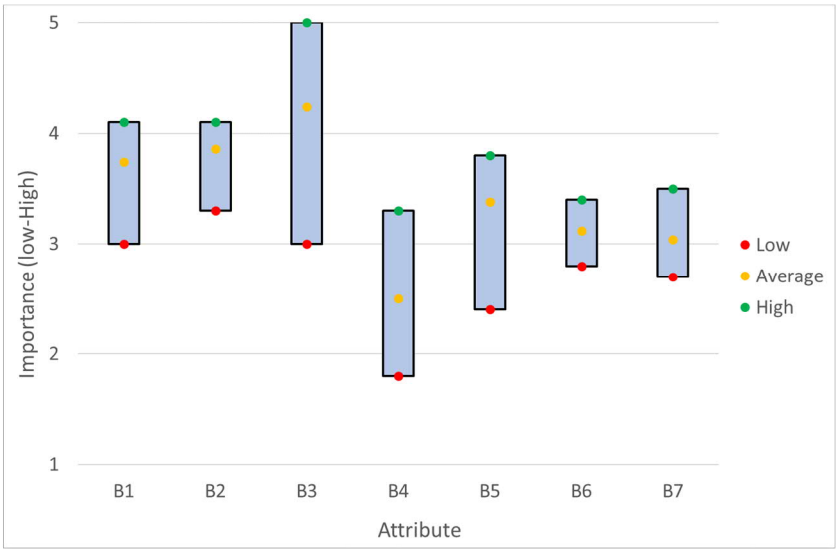
- A1: An all-Somerset bus service app
- A2: Standard printed information at stops
- A3: Real-Time Passenger Info. (RTPI) at key locations
- A4: On-bus next stop announcements/ displays
- A5: Single identity/ branding for the county's bus network



Overall, there is a consensus on the need for an all-Somerset bus app (A1) and to give less importance towards a single network brand/identity (A5). Some divergence in views on at-stop static information (A2), RTPI (A3) and on-bus announcements (A4), but all scoring an average above 3.0 (neutral importance) with RTPI returning the highest overall average of the options presented.

Priority: Additional Bus Routes

- B1: More town/urban services
- B2: Feeder routes to main services
- B3: More rural bus services
- B4: Use of DRT in town/urban areas
- B5: Use of DRT in rural areas
- B6: More park and bus services
- B7: More bike and bus options

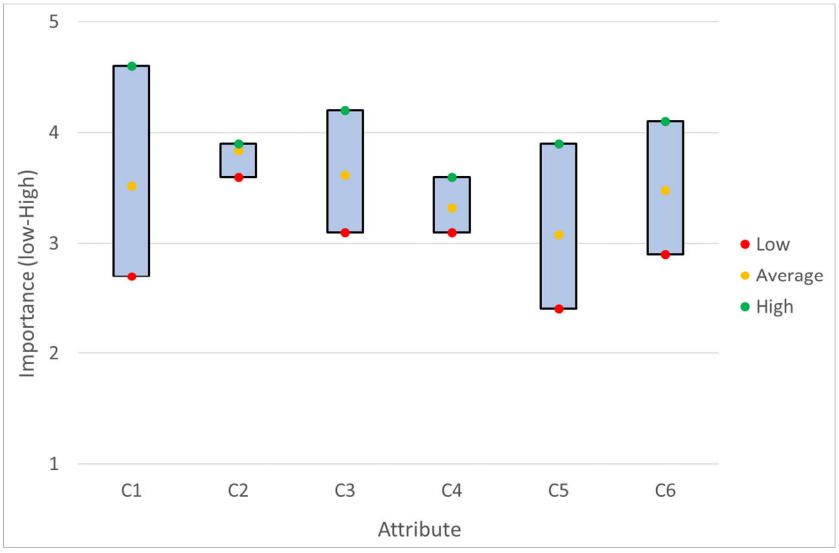


Concerning additional bus routes there was consensus on more urban services (B1) with feeder routes into a core network (B2), plus more 'Park & X' opportunities (B6, B7).

Opinions were spread regarding more rural bus services (B3) but all groups scored this above neutral. The use of DRT presented a clear divide, its application in urban areas (B4) being the only proposal which had an average score below 3.0 and the lowest group scored this under 2.0. In contrast, use of DRT in rural areas (B5) fared better overall, potentially reflecting the current 'Slinky' bus network.

Priority: Use of Rural DRT

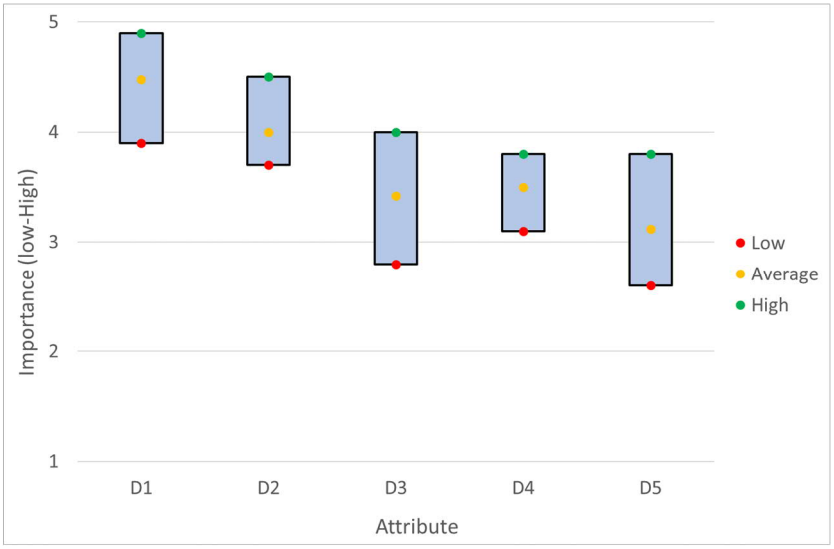
- C1: Use smaller multi-purpose vehicles (up to 7 seats)
- C2: Booking in real-time using an app
- C3: Telephone booking option
- C4: Time from booking to bus arriving up to 60 min
- C5: Time from booking to bus arriving up to 30 min
- C6: DRT as a feeder to an interchange



Following on from the previous category, for rural DRT there was strong consensus on the ability to book in real-time with an app (C2) whilst a telephone booking option was slightly less favoured to the app. A wait time of up to 60 minutes (C4) appears to be acceptable versus 30 minutes (C5), the latter option could have the potential to incur additional resources and had more divided opinion overall. The primary function of DRT for providing point-to-point journeys could be revisited to instead act as a feeder service to interchanges on a core network (C6), however the use of smaller vehicles on DRT services (C1) divided opinions the most, with one group very much in favour whilst others were ambivalent.

Priority: Wider network connectivity / strategic enhancements

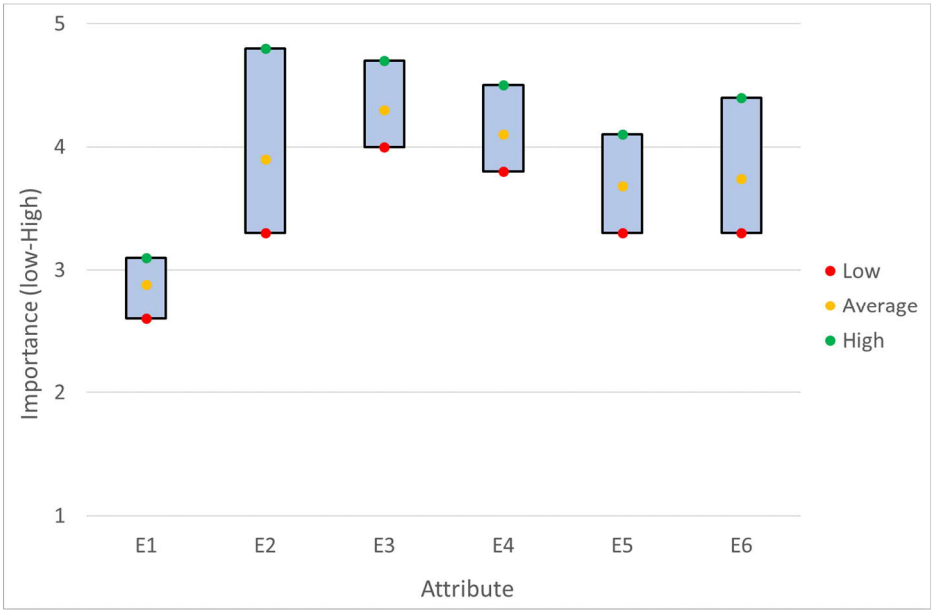
- D1: Hourly strategic county-wide network (7am-7pm)
- D2: Cross-boundary services to neighbouring areas
- D3: Feeder services to core coach network(s)
- D4: More direct services to access coastal areas
- D5: Better bus access to Exmoor Nat. Park



Generally, a good consensus across all the proposed options, with a clear preference for a strategic hourly network (D1) coupled with maintaining good cross-boundary services to/from neighbouring authorities (D2). Providing greater access to the coastal areas (D4) was preferred to improving connections to Exmoor (for which previous market research had shown poor satisfaction with public transport services amongst its visitors). Making better use of the core coach network running through the spine of the county (D3) had the wider spread in opinions, potentially reflecting on the different market served versus the local bus network.

Priority: Better integration between modes

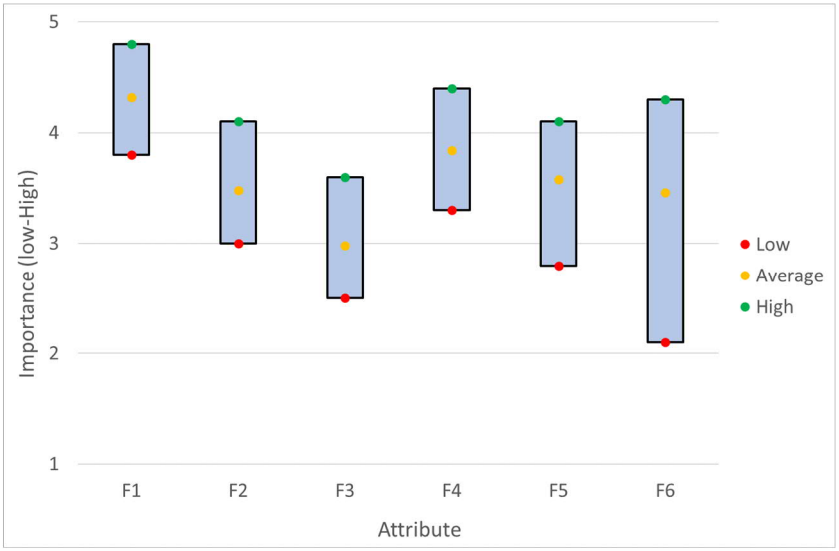
- E1: Bus times only change when rail timetables change
- E2: Rail stns to be more bus friendly
- E3: Rail stns have RTPI
- E4: More bus routes to rail stations
- E5: Use of mobility hubs for interchange
- E6: Improve walking and cycling links to bus stops



Whilst the strongest consensus was on aligning bus timetables changes to the bi-annual changes of the rail sector (E1), this was also the lowest scoring option within this set. Instead, there was good consensus for the provision of RTPI at rail stations (E3) plus better serving rail stations by bus (E4), followed by the development of the mobility hub concept (E5). Opinions were more divided over making train stations more bus friendly (E2) and active travel links to bus stops (E6), but both still received an average score close to 4.0.

Priority: Cheaper / simplified fares

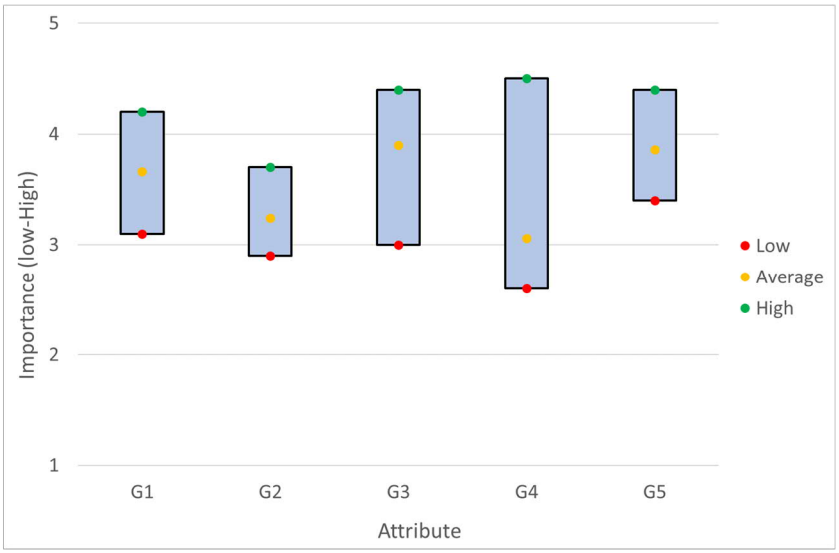
- F1: Youth fare (age 16 to max age 25)
- F2: Fewer ticket types
- F3: Earlier concessionary travel - before 9:30am
- F4: All-operator group/family ticket
- F5: Through ticketing: coach and bus services (e.g. Falcon)
- F6: General reduction in fare costs



There was a similar level of consensus for extending the youth fare (F1), reducing the number of ticketing options (F2), earlier concessionary travel (F3) and an all-operator ticket for groups/families (F4), the youth fare being the only proposal to score an average above 4.0. Through ticketing between bus-coach (F5) had a slightly more spread set of views, potentially linking back to the earlier finding (D3) which may see these as two separate passenger markets. Interestingly, a general reduction in fares (F6) had the largest spread in opinions, with one group indicating this was of limited importance returning a score of just over 2.0.

Priority: Higher frequency / enhanced weekend bus timetables

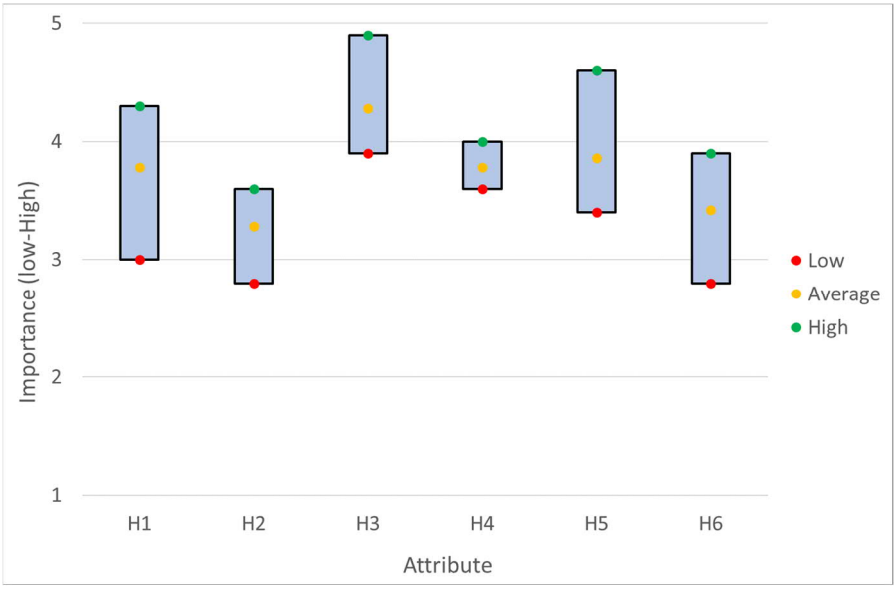
- G1: Shorter point to point journey times
- G2: Service levels based on population
- G3: High frequency routes with interchange/feeder buses
- G4: Earlier buses all week (before 6am)
- G5: Later buses all week (up to midnight)



Regarding how respondents viewed options for enhanced timetables, there was a good consensus around decreasing journey times (G1) and setting service levels based on general population size of a town/village (G2). Whilst opinions were slightly more divided concerning feeder routes into high frequency core networks (G3) this option returned the highest overall average at nearly 4.0. In terms of extending timetables, there appears to be a clear preference for later evening buses (G5) as opposed to earlier morning buses (G4).

Priority: Bus stop infrastructure

- H1: Improved bus shelters
- H2: Bike racks at interchange bus stops
- H3: Real-Time displays at bus stops
- H4: Mobile QR codes at bus stops (for RTPI)
- H5: Improved seating and lighting at stops
- H6: Informal parking for bus transfer (park and bus)

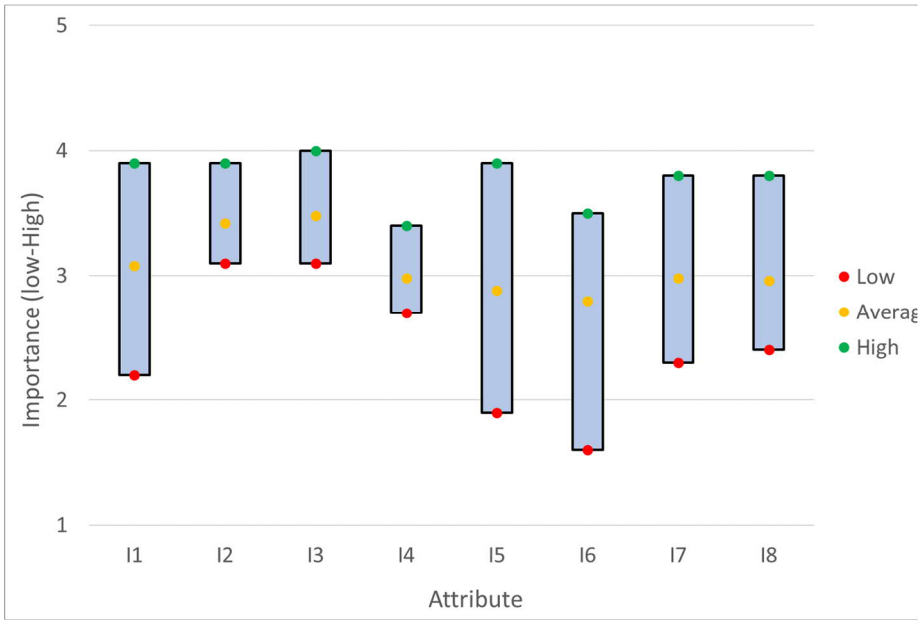


Options for improving bus stops all scored reasonably well, the top attribute was providing RTPI at more bus stops (H3) which had a good consensus, followed by QR codes (H4) to provide a similar function. Improvements to bus shelters (H1) and seating/lighting at stops

(H5) were seen to be important but had a slight wider spread of opinions. In terms of parking at/near stops, both provision of bike racks (H2) and informal P&R options (H6) scored closer to neutral.

Priority: Interchanges and stations

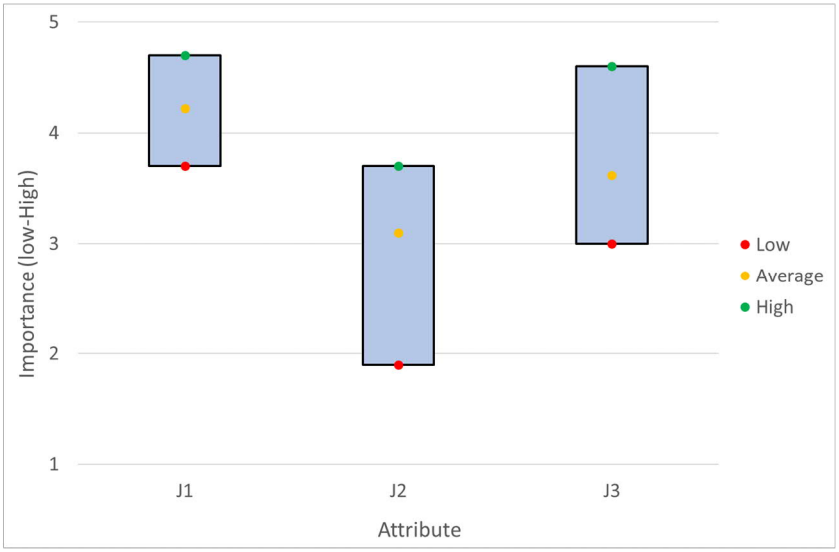
- I1: Interchanges outside town centres
- I2: Move bus and rail interchanges together
- I3: Walking distance <400m to a facility
- I4: Walking distance <200m to a facility
- I5: Upgrade/reopen Taunton Bus Station
- I6: Upgrade existing Yeovil Bus Station
- I7: Upgrade existing Wells Bus Station
- I8: Upgrade existing Bridgwater Bus Stn



Facilitating better interchange between buses and with other modes is where opinions appear to be more divided. There is good consensus overall for closer bus-rail interchange (I2) plus respondents felt walking up to 400m to a facility (I3) was acceptable so there was less need to push for a 200m threshold (I4), however moving interchanges outside the main town centres (I1) was less favoured. Regarding reopening/upgrading existing bus stations across the county (I5-I8) these all sat on or below a neutral score with Taunton (I5; reopening) and Yeovil (I6; upgrading) scoring particularly poorly amongst some cohorts. Upgrading Wells (I7) and Bridgwater (I8) bus stations fared slightly better in comparison.

Priorities: Bus Routing and access

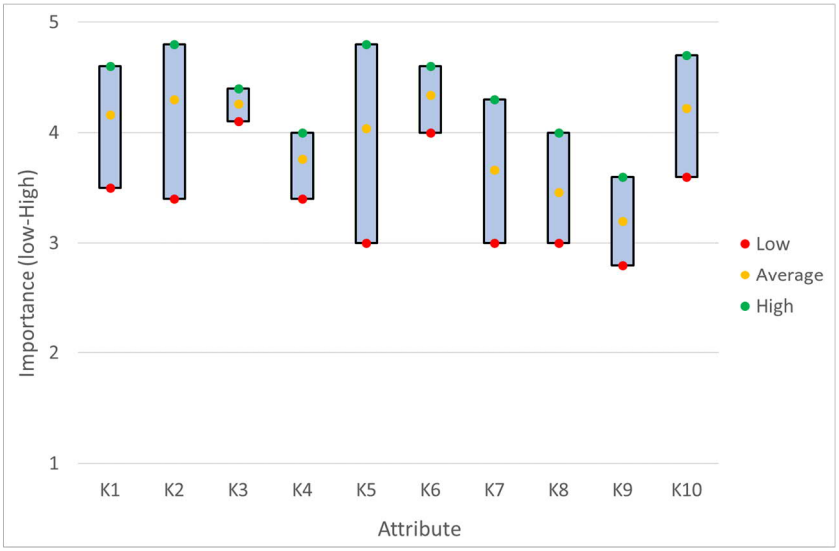
- J1: Consult directly with residents on changes to bus routes
- J2: Walking 400m+ acceptable for higher frequency services
- J3: Serve more areas, with slower end-to-end journey times



For changes to routes and addressing the balance between journey times and accessibility to the network, it was clear respondents felt consultation on proposed changes (J1) were important with a good consensus on doing so, whilst preference was for buses to serve more localities directly (J3) instead of requiring people to walk further to access higher frequency services (J2), both having a spread of opinions.

Priority: Initial Priority Reassessment – how have opinions changed during the process

- K1: Additional and clearer information
- K2: Additional routes
- K3: Wider network enhancements
- K4: Better integration of bus and rail
- K5: Cheaper/ simplified fares
- K6: Higher frequency/ enhanced weekends
- K7: Improved bus stop infrastructure
- K8: Interchange and stations
- K9: Network based on population size
- K10: Core hourly and daily network across the entire county



The final question of the interactive sessions asked respondents to re-rate the original set of key priorities, to ascertain whether views had significantly changed. Of the 10 attributes considered, six returned an overall average of 4.0 or more – Additional information (K1), Additional routes (K2), Wider network enhancements (K3), Cheaper/simplified fares (K5), Higher frequency/enhanced weekend timetables (K6) and Core hourly network for the entire county (K10). The remaining four attributes still returned an average of above 3.0, thus were viewed as above neutral, the least favoured attribute being a Network based on population size (K9).

All these findings from the various interactive sessions will be utilised in defining the initial set of key priorities for SCC's BSIP and provide the foundation upon which the future bus network will be built.