

MARKET INVESTIGATION INTO THE SUPPLY OF LOCAL BUS SERVICES

Initial Information Request

1. Contact point:

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2. A description of the geographical areas for which you are responsible.

Nestrans is the Regional Transport Partnership for the North East of Scotland which covers the two local authority areas of Aberdeen City and Aberdeenshire.

Combined, Aberdeen City and Aberdeenshire is home to around 438,000 people. The region is a major driver of the Scottish and UK economy and the city is complemented by important regional towns and a varied rural area stretching from the Cairngorms National Park to the North Sea and Banffshire coasts.

3. Details of any joint responsibilities / joint working with other transport authorities / bodies for bus services

Nestrans works in close partnership with both Aberdeen City and Aberdeenshire Councils and Councillors from both Councils sit on the Nestrans Board. In addition, a Voluntary Quality Partnership agreement is in place in the North East which includes Nestrans, Aberdeen City Council, Aberdeenshire Council, First Bus and Stagecoach (the two main operators in the region).

The partners in the Quality Partnership meet on a regular basis through the Local Authority and Bus Operator Forum. This forum is used to discuss issues of relevance to all partners and to prioritise and deliver the elements of the Bus Action Plan.

4. A copy of your current bus strategy and / or integrated transport plan (policies) and any other planning documents that are relevant.

The two key policy documents in relation to this investigation are the Nestrans Regional Transport Strategy (RTS) and the Nestrans Bus Action Plan. The RTS is the overarching strategy for transport in the region and the Bus Action Plan is one of a series of action plans which sit under the RTS. Both documents can be found on the Nestrans website through the following links:

RTS - <http://www.nestrans.org.uk/strategy/strategy.asp>

Bus Action Plan -
http://www.nestrans.org.uk/docs_info/docs_info.asp?doc_cat_id=22

5. A list and brief description of any existing monitoring, reporting or analysis exercises on commercial and tendered local bus services that you already undertake.

Quality Partnership standards and targets

As part of the Quality Partnership agreement, a set of standards and targets were set to monitor a variety of factors related to the bus network in the region.

The table below details these standards and targets and the measures used to monitor them. The colour coding also provides an indication of progress against achieving these, as follows:

- Green and underlined = on-target
- Amber and italic = further progress required
- Red and bold = significant difficulties in attaining the standard/target.

Standard/Target	Measure
<i>1. Measures will continue to be implemented that will increase bus patronage by at least 10% over the period 2001 to 2011</i>	The total annual patronage, by each partner's financial year.
<u>2. At least 95% of households in settlements with more than 4000 people should be within 400 metres of a bus stop</u>	Percentage figure for Aberdeen City and percentage for Aberdeenshire towns (> 4000 population).
<i>3. At least 95% of households in settlements with less than 4000 people and households in rural areas should be within 1000 metres of a bus service</i>	<i>Percentage in rural Aberdeenshire, including settlements (< 4000 population).</i>
<u>4. Low floor or other DDA compliant vehicles will operate all (100%) City and Aberdeenshire towns' bus services by 2011</u>	Proportion of total number of buses running registered bus services on City and town services that are DDA compliant.
<u>5. At least 50% of bus miles operated by each operator and 50% of Aberdeenshire Local (or similar) services will be DDA compliant by 2011</u>	<i>Proportion of bus service miles operated by DDA compliant vehicles.</i>
<u>6. Euro 2 (or better) buses will operate all (100%) City and Aberdeenshire towns' services by 2011</u>	<i>Proportion of vehicles Euro 2 or better.</i>
<u>7. At least 50% of bus miles – operators and Aberdeenshire Local or similar – operated by Euro 2 vehicles by 2011</u>	Proportion of bus service miles per year operated by Euro 2 or better vehicles.
<u>8. All (100%) drivers by 2006 will meet SVQ level 2 within 18 months of starting employment</u>	Statement
<i>9. Measures to increase customer convenience, reduce boarding times,</i>	Statement

<i>cashless/multi-modal ticketing</i>	
10. Average bus journey times recorded in 2003 will be reviewed & monitored annually – improvement by 2011	Running times on 10 key corridors in Aberdeen City and Aberdeenshire.
<i>11. Raised kerbs to be provided at 25% of bus stops by 2006</i>	Proportion of bus stops with raised boarding kerbs.
12. Measures to allow stopping adjacent to 100% of bus stops with raised kerbs by 2006	Of stops with raised kerbs percentage with clearways or build outs.
<i>13. Updated multi-operator maps annually</i>	Statement
14. Up to date timetables at all (100%) principal boarding stops by 2006	Proportion of stops with timetable cases with up to date and comprehensive timetable information.
<i>15. 90% of bus stops to carry location sign, by 2006</i>	Proportion of bus stops with a name of stop displayed on flag.
<i>16. Where Real time info is available – 95% accurate</i>	<i>Where buses are missing but should be on the system (define these services) counts as an inaccuracy</i>
<u>17. On-board information to be on buses 21 days before a change</u>	Statement
<u>18. Traveline and QP logo to appear on publicity</u>	Statement
<u>19. Large print timetables etc to be provided on request</u>	Statement
<i>20. Bus shelters will be provided at a minimum 60% of bus stops, used mainly by boarding passengers by 2006.</i>	Proportion of total number of stops with a shelter.
21. Bus shelters to be cleaned monthly; fortnightly by 2006	Statement
22. Non-emergency repairs to be made within a fortnight of becoming known. Unsafe shelters within 48 hours	From Council records
23. Park and Ride bus services on the six major corridors	Number in Aberdeen City and Aberdeenshire
<i>24. Consultation with the public, including a satisfaction survey</i>	Statement of activities

These standards & targets are currently in the process of being re-visited in conjunction with a refresh of the Quality Partnership document. The revised standards and targets are provided at the end of this document for information. These will be monitored on an annual basis commencing in 2010.

Regional Transport Strategy monitoring

Nestrans also undertakes annual monitoring of the Regional Transport Strategy. In relation to buses, the following indicators are measured:

- **Congestion:** time lost on trunk roads within the north east.
- **Journey times:** to monitor average journey speeds by car and bus for 12 typical journeys across the north east and the ratio of public transport journey times to car.
- **Bus:** Bus usage and bus vehicle kilometres.

A copy of the 2009 RTS monitoring report can be found at:

http://www.nestrans.org.uk/docs_info/docs_info.asp?doc_cat_id=11

Dyce Airlink service

Dyce Service 80 Airlink – This shuttle bus service is jointly funded by Nestrans, Aberdeen City Council and BAA Aberdeen and provides a bus service to link Dyce rail station with the Airport. As part of this agreement, Nestrans collates financial and operational data on this service.

Other than headline figures provided for monitoring of the above standards and with the exception of the tendered service 80 Dyce Airlink, Nestrans does not collect any further financial or operational data on tendered or commercial bus services.

6. A copy of any recent policy reviews or guidance documents to local authorities, into operation, tendering and regulation of bus services.

We have produced no documentation that fits under this category.

Revised Quality Standards and Targets

The goal

1. To increase bus patronage by at least 10% over the period 2008/09 to 2014/15.
2. Increase patronage on Park and Ride Services by 75% over the period 2008/09 to 2014/15.
3. To increase the number of Demand Responsive Transport trips across the region by 50% over the period 2008/09 to 2014/15.

Accessibility standards

4. To increase by 15% the proportion of households within a 30 minute and by 5% the proportion of households within a 60 minute journey time, by public transport of GP surgeries, Aberdeen Royal Infirmary, retail centres and employment by 2015.

Vehicle standards

5. At least 90% of bus miles in Aberdeen City and Aberdeenshire Towns and 50% of bus miles in the rest of Aberdeenshire to be operated with DDA compliant vehicles by 2015.
6. 75% of bus miles to be operated with EURO IV or better vehicles by 2015.

Customer service standards

7. Increase customer satisfaction with bus services to at least 75% in each category by 2015

Journey time, punctuality and reliability standards.

8. To achieve improvements in average peak and off peak bus journey times by 2015.
9. To increase the percentage of buses starting their route on time to 98% by 2015.
10. To increase the percentage of buses departing on time from intermediate timing points (non frequent services) to 95% by 2015.
11. To increase the percentage of buses departing on time from anywhere on the route (non frequent services) to 95% by 2015.
12. To reduce the actual percentage of journeys not operated within the operator's control to no more than 0.5% by 2015.

Infrastructure standards

13. Raised kerbs to be provided at 50% of bus stops by 2015.
14. 70% of bus stops with raised kerbs to also have clearways or build outs by 2015.
15. Bus shelters to be provided at a minimum 55% of bus stops, by 2015.
16. Maintain the standard of cleaning bus shelters on an at least monthly basis.
17. Non-emergency repairs to be made within a fortnight of becoming known. Unsafe shelters within 48 hours.

Information provision standards

- 18.** 95% of bus stops to have up to date timetable information by 2015 and 100% of information provided at stops to comply with national guidance on comprehensive information by 2015.
- 19.** 100% of bus stops to carry location sign, by 2012.
- 20.** Where Real time information is available, this will be at least 95% accurate.
- 21.** 100% of faults with Real Time Information displays to be addressed by the end of the next working day after being reported.
- 22.** On-board information to be provided on buses 21 days before a change – 100% by 2011.
- 23.** Timetable leaflets to be made available to the public 14 days before a service change – 100% of service changes by 2011.
- 24.** Traveline number and SMS code to be displayed at all boarding stops – 100% by 2012.