

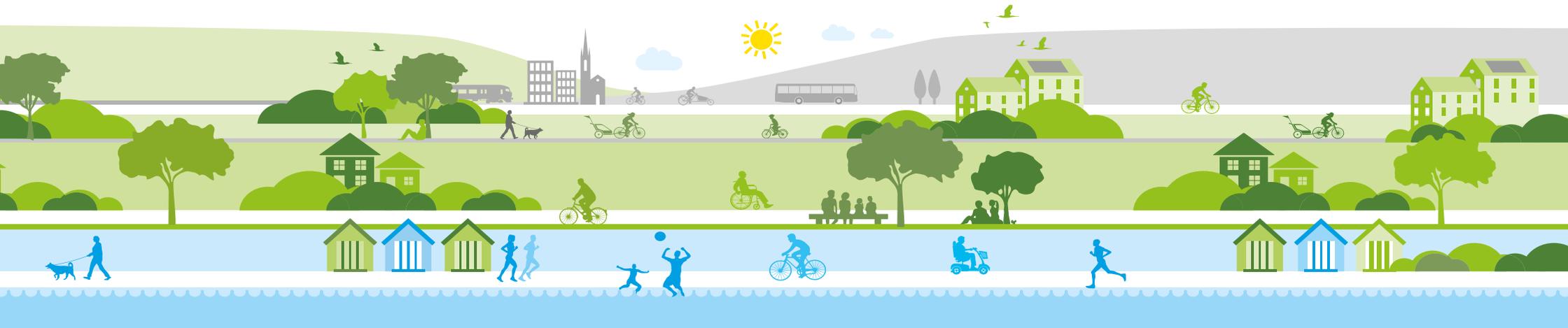


MAIN REPORT
June 2024

Bus Service Improvement Plan (BSIP)

For Bournemouth, Christchurch and Poole

BCP Council in partnership with local bus operators



Foreword



**Councillor Vikki Slade,
Leader BCP Council**

We recognise the crucial role of buses in the Bournemouth, Christchurch and Poole area.

Buses are essential for many of our residents to go about their daily business, whether it's getting to work or education, attending a medical appointment, picking up groceries or visiting friends and family. They enrich lives and for some, are a lifeline. Buses bring communities and our three towns together.

The BCP area is one of the most congested areas in the country. This is bad for the environment and our health, as well as the local economy. Buses are an essential tool to help us tackle traffic congestion. A fully loaded double decker can take 75 cars off the road, helping to keep traffic moving.

We want buses to be the obvious choice for everyday travel, including as part of longer journeys that could include walking, wheeling, cycling, rail, coach travel or even further afield by air or sea. We also need to increase the numbers of our day visitors and staying visitors using buses rather than relying on private cars.

Buses will help us to achieve Our Vision and Ambitions set out in our newly adopted Corporate Strategy. They connect people and places in a sustainable way and help us tackle climate change. They support high quality living, where people can be active, healthy and independent. And we're making buses even safer to use.

We've made a lot of progress since the original Bus Service Improvement Plan was published in October 2021. Working in close partnership with the bus operators, we have been able to introduce bus service enhancements, provide discounted fares, give buses more priority, improve bus information and provide more high quality bus shelters. Bus patronage is expected to exceed the levels experienced just prior to the COVID-19 pandemic. With government funding to deliver this BSIP, we expect bus patronage to continue on an upward trajectory as buses become the go-to mode of travel for more of our residents and visitors.





Andrew Wickham,
Managing Director – Go South Coast

Go South Coast, trading as morebus, have been involved closely in the preparation of the BSIP through regular dialogue and meetings with BCP Council, as it has been drafted and continually updated. We appreciate this high level of engagement and openness with us as the area's bus operator.

We are pleased that the BSIP shows a high level of ambition for how BCP Council will continue to work with us towards making buses the obvious choice for everyday travel.

The local bus scene has changed considerably since the first BSIP was published. Following the collapse of Yellow Buses in August 2022, we became the only operator providing local bus services in the BCP area all year round and have been delivering a comprehensive network across the BCP Council conurbation since then. We operate a modern, environmentally friendly fleet, and have made an investment of £16.8m in 56 new double decker buses in the last 12 months alone.

In partnership with BCP Council, we have already made great progress in delivering a bus service that is comfortable and convenient, safe and easy to use, and more reliable. Our buses are now becoming better for the environment, more frequent and more affordable.

We are looking forward to working with BCP Council, building upon our existing, highly successful partnership arrangements, to achieve a virtuous circle of sustained bus passenger growth and continued improvement of customer satisfaction.



Contents

1	Introduction	5
2	Our bus vision	7
3	Supporting policies and strategies	10
4	Current offer	16
5	Improvements programme to 2025	43
6	Ambitions and proposals for 2025 and beyond	48
7	Milestones	54
8	Glossary	55
Appendix 1	morebus letter of support	56
Appendix 2	Passenger Charter	58
Appendix 3	BSIP overview tables	60

1 Introduction

Background

The National Bus Strategy (NBS) for England was published in March 2021. The strategy set out an ambitious vision and comprehensive approach to transform the quality of bus services in England, outside of London. Bournemouth, Christchurch and Poole (BCP) Council, as the Local Transport Authority (LTA) was required as part of the NBS, to develop a **Bus Service Improvement Plan (BSIP)** in partnership with its local bus service operators. The BSIP was required to set out the vision, objectives and delivery plans of the LTA and its partners at a local level in accordance with the aims of the NBS.

The first BCP Council BSIP was published in October 2021 and set out the aspirations to improve bus services in the local area. The LTA was also required to set out its outline funding requirements to deliver the BSIP. BCP Council was one of 31 LTAs in England to be awarded funding as part of the first phase of BSIP.

The BCP Council BSIP was updated in October 2022 to account for changes in the local bus offer and performance targets. From May 2023, an additional second phase of BSIP (BSIP+) funding was provided to maintain the existing local bus network.

Figure 1 Geographic extent of the BSIP and Enhanced Partnership



The BCP Council BSIP is for the administrative authority for Bournemouth, Christchurch and Poole. This aligns with the Enhanced Partnership Plan and Scheme. The BCP Council area has a resident population of 401,898¹.

All LTAs are now required to refresh and update their BSIPs in partnership with the local bus operators.

The requirement is to:

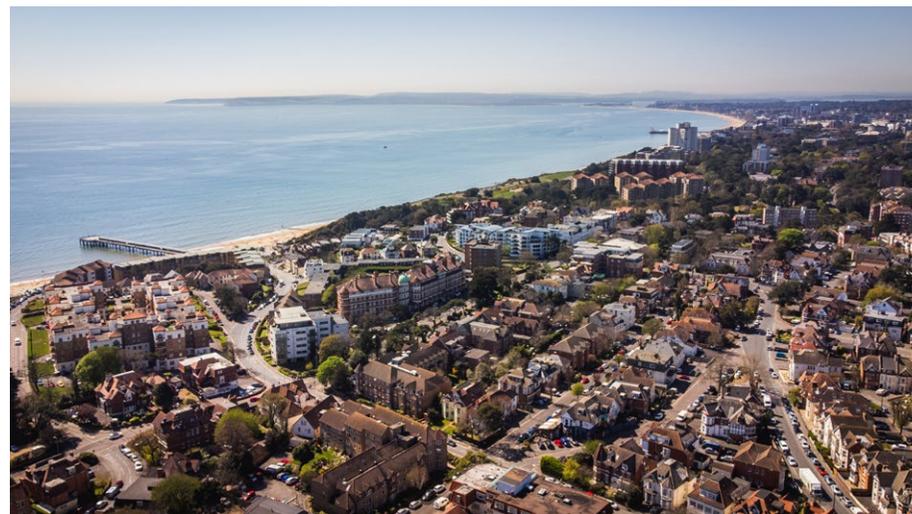
- Review the Bus Vision.
- Update the current offer to bus passengers.
- Highlight what has been delivered with the funding so far.
- Set out how the existing funding will be spent by 2025.
- Outline priorities and aspirations for any future funding that may become available after 2025.

The National Bus Strategy required LTAs and bus operators to strengthen partnership working arrangements and put them on a more formal, statutory basis. BCP Council and its local bus operators moved from a Voluntary Quality Bus Partnership arrangement to an Enhanced Partnership (EP) in January 2022. The EP Plan and Scheme details how the aims of the NBS will be delivered locally. The EP is updated annually, and the current version is from February 2024. Quarterly meetings of the EP Board and an EP Working Group have taken place since early 2023 to support the delivery of continued improvements for the benefit of buses and bus passengers.

This BSIP will be reviewed and updated in 2025.



Christchurch Harbour and Poole Bay



Boscombe, Bournemouth

¹2022 Mid-year estimate

2 Our bus vision

Buses in Bournemouth, Christchurch and Poole (BCP) provide an essential public service for our residents and visitors. They help bring communities together and support fulfilled lives by providing connections to and between our three towns and district centres. We want buses to be the obvious choice for everyday travel, including as part of longer journeys that could include walking, wheeling, cycling, rail, coach travel or even further afield by air or sea.

Tourism is a key sector for our local economy, attracting over 8.8m day visitors and 1million staying visitors in 2021. Most journeys undertaken by tourists are by use of private cars. More of these journeys need to be made using sustainable travel modes, including buses.



Beach Breezer 70 route on Poole Quay

In July 2019, BCP Council declared a [Climate and Ecological Emergency](#). In support of this and in recognition of the importance of bus services, in November 2022, the council approved the following motion:

‘In order to meet our climate emergency declaration, we will work to decarbonise the transport network in the BCP area. In order to do this, we will aim to get to **50% of journeys within the BCP area to be done by walking, scooting, cycling or public transport by 2030**, in the spirit of the government’s ‘Decarbonising Transport, A Better, Greener Britain 2021 report’.

We’re already making great progress in delivering a bus service that is comfortable and convenient, safe and easy to use, and more reliable. Our buses are now becoming better for the environment, faster, more frequent and more affordable to the passenger as well as the taxpayer. We will continue to give buses more priority, reducing the chances of them being delayed by traffic congestion. We know that further improving the bus offer will result in more passengers and replace journeys made by private cars.

Partnership working is making a difference and supporting a good recovery from the impact on bus travel of the COVID-19 pandemic. In 2023/24, bus patronage bounced back to 92 per cent of the pre-pandemic level, from a low of 35 per cent in 2020/21. We expect that numbers will continue to grow further in 2024/25 and exceed the patronage levels experienced in 2019/20, the year before the pandemic and the first year of the BCP Council Unitary Authority. Our aim is to continue to build passenger journey numbers and increase the proportion of all journeys undertaken by bus.

Journey satisfaction has also increased, with passengers in the BCP area being amongst the most satisfied in the country. [The 2023 Transport Focus: Your Bus Journey survey](#) found that our passenger satisfaction was ranked equal highest. We want to maintain and build on this high level, ensuring that buses continue to be a high-quality mode of transport.



morebus Service 13 at Bournemouth Travel Interchange

This 2024 Bus Service Improvement Plan aligns with the vision and ambitions set out in the new **BCP Council Corporate Strategy** and specifically contributes to the following:

- People and places are connected by sustainable and modern infrastructure.
- Climate change is tackled through sustainable policies and practices.
- High quality of life for all, where people can be active, healthy and independent.
- Working together, everyone feels safe and secure.
- Providing accessible and inclusive services, showing care in our approach.

This refreshed BSIP also aligns with principal bus operator **Go South Coast's Group Strategy** to accelerate passenger recovery post-pandemic, delivering profitable and sustained growth, and accelerating fleet decarbonisation.

We will continue to work in partnership to make travelling by bus in the BCP area even better. We will further grow patronage and want the bus to be the natural choice for everyone, whatever their age, undertaking everyday travel. This includes part of longer journeys that could include walking, wheeling, cycling, rail, coach, ferry or air travel.

Figure 2 BCP Council Corporate Strategy Shared Vision for Bournemouth, Christchurch and Poole



Where people, nature, coast and towns come together in sustainable, safe and healthy communities

Our vision and ambitions



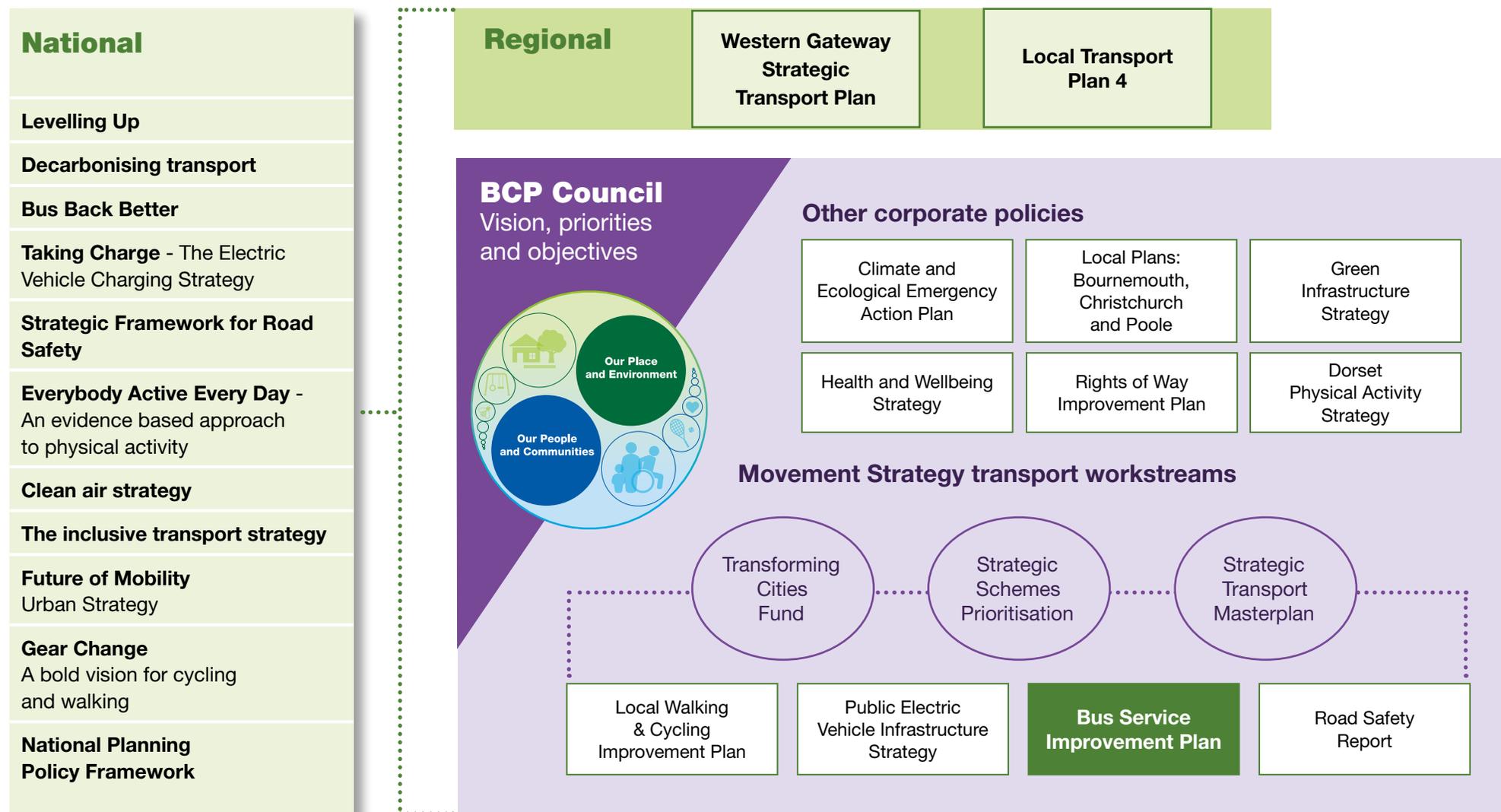
- People and places are connected by sustainable and modern infrastructure
- Our communities have pride in our streets, neighbourhoods and public spaces
- Our inclusive, vibrant and sustainable economy supports our communities to thrive
- Revitalised high streets and regenerated key sites create new opportunities
- Climate change is tackled through sustainable policies and practice
- Our green spaces flourish and support the wellbeing of both people and nature

- High quality of life for all, where people can be active, healthy and independent
- Working together, everyone feels safe and secure
- Those who need support receive it when and where they need it
- Good quality homes are accessible, sustainable and affordable for all
- Local communities shape the services that matter to them
- Employment is available for everyone and helps create value in our communities
- Skills are continually developed, and people can access lifelong learning

- Working closely with partners, removing barriers and empowering others
- Providing accessible and inclusive services, showing care in our approach
- Using data, insights and feedback to shape services and solutions
- Intervening as early as possible to improve outcomes
- Developing a passionate, proud, valued and diverse workforce
- Creating an environment for innovation, learning and leadership
- Using our resources sustainably to support our ambitions

3 Supporting policies and strategies

Figure 3 BSIP Link to BCP Council Corporate Strategy, LTP4, Regional and National Strategies



The BSIP is a subsidiary of the overarching statutory Local Transport Plan (LTP). A new LTP4 encompassing the combined BCP Council and Dorset Council area is currently under development and will be adopted in 2025.

The regional **Western Gateway** is one of seven **sub-national transport bodies** in England, encompassing Gloucestershire, Bristol, Bath, Wiltshire, Dorset and Bournemouth, Christchurch and Poole. It provides a strategic transport overview and involves working collaboratively, beyond local boundaries, with a single voice on regional transport issues. All LTAs within the Western Gateway area are required to update their BSIPs. This regional perspective provides scope to progress cross-boundary bus networks, particularly where rail connections are substandard or not available. The vision of the BSIP aligns with the Western Gateway priorities of Sustainable Growth and Economy, Decarbonisation and Air Quality and Access to Services and Opportunities as highlighted in the [Western Gateway Long Term Strategic Transport Plan](#).

Climate Change Action Plan

On 16 July 2019, BCP Council declared a [Climate and Ecological Emergency](#), formalising the council's commitment to becoming a carbon neutral organisation by 2030 and working with partners to see how soon the area could be carbon neutral and before 2050. The council's [Climate Change Action Plan \(CCAP\)](#) sets the importance of reducing road vehicle transport emissions in order to work towards the council's strategic commitments. The CCAP recognises that the council must continue to enhance the infrastructure to enable residents and visitors to make safe, sustainable travel choices. This includes working with local bus operators to increase public transport use via the Bus Service Improvement Plan.

Sustainable Transport Masterplan

The council is developing a Sustainable Transport Masterplan (STMP) which aims to ensure that residents, visitors, customers and employees have sustainable travel choices when determining how to travel within the BCP region. The aim of this project is to develop a strategy that will facilitate the use of sustainable transport by residents and businesses of development sites and regeneration areas and reduce the reliance on private car trips.

In the spirit of the government's 2021 report, Decarbonising Transport; A Better Greener Britain, the BCP Council Sustainable Transport Masterplan considers an approach to achieve the council's motion to work towards decarbonising the local transport network with 50 per cent of journeys undertaken by walking, scooting, cycling or public transport by 2030. Increasing the numbers and proportion of journeys by bus is an essential part of this.

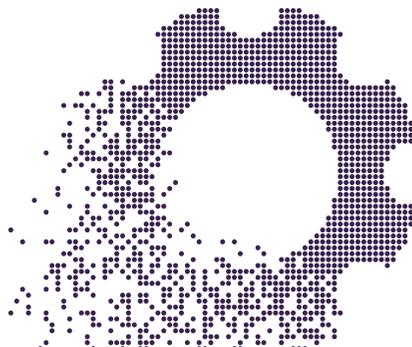
The STMP provides an evidence base to support the draft BCP Council Local Plan, outlining what interventions are required to create levels of modal shift to mitigate against the impacts of development associated demand growth on traffic in the future in the BCP region. The STMP also identifies additional policy interventions that could deliver further modal shift to improve network conditions compared with a 2031 network traffic forecast scenario, resulting in reduced congestion and multiple benefits for residents and visitors to the BCP Council area.

Figure 4 Sustainable Transport Master Plan Summary

The **Sustainable Transport Masterplan (STMP)** aims to ensure that residents, visitors, customers and employees have **sustainable travel choices** when determining how to travel within the BCP region.

The aim of this project is to develop a strategy that will facilitate the use of sustainable transport by residents and businesses of **development sites** and **regeneration areas** and **reduce the reliance on private car trips**.

- ➔ This will be achieved through a **25-50% mode share shift** to walking, cycling and public transport for trips associated with new development sites or in regeneration areas.
- ➔ This mode shift will help BCP move towards a **more sustainable future**, whilst simultaneously **improving the quality of life** of residents and allowing the region to meet its **growth aspirations**.
- ➔ The ambition set out in the STMP is in alignment with both **National** and **Local** Policy, and it has been written in the context of these policy documents.



The STMP goes **beyond typical transport planning interventions** to give true modal choice. To achieve 50% mode share shift, interventions which truly **transform neighbourhoods** are required.



The STMP identifies a number of bus related **transport policy interventions** to help achieve these benefits.

- Bus Service Improvement Plan measures
- New bus routes to serve development sites
- Subsidised public transport/ticketing
- Increased Park and Ride sites/services
- A Rapid Transit scheme
- Relocation of Poole Railway Station and the Dorset Metro Scheme
- A new railway station at Talbot Heath
- Poole Bus Station redevelopment

Strategic Transport Priorities

The council has consulted the public on a list of 22 Strategic Priority Schemes against national, regional (Western Gateway STB) and local (BCP Council) policy objectives, to identify potential transport improvement schemes for inclusion in the regional Strategic Investment Plan and other identified priorities to form a key element of the council's emerging new Local Transport Plan (LTP4). The next stage is to prepare a 'Strategic Outline Business Case' (SOBC) for priority schemes, so when government funding becomes available, the council is well prepared to make successful bids/applications. There was strong support from the public for Sustainable Travel schemes, including a number of strategic bus improvement schemes, including the decarbonisation of the bus fleet.

Local Plan

The document (currently in draft) will form the main part of the statutory development plan. It sets out the planning framework guiding decisions on all development and re-generation activity in the BCP Council area over the next 15 years (2024 until 2039). It is a key part of helping to address the climate and ecological emergency.

Part of the vision is to “provide a safe, sustainable and convenient transport network that meets the needs of all residents”.

Chapter 10 of the draft Local Plan regarding Connectivity and Transport, expands the vision

‘To foster a safe, inclusive, resilient, integrated and sustainable transport system that provides choice, supports new homes and businesses, enhances quality of life and minimises the negative impacts on air quality, public health and carbon emissions’.

There is a clear intent that people do not have to solely rely on private car journeys to get around.

Strategy Policy T1, Transport Strategy d) provides support for buses and bus passengers in the Transport policy section by,

‘Providing priority measures for buses to support high quality accessible bus stops and service improvements to enhance existing services....’

Figure 5 Extracts from the draft BCP Council Local Plan

Provide a safe, sustainable and convenient transport network that meets the needs of local residents

Good places need to be well connected across a variety of modes of transport. Within our area there is high reliance of private car use, this can have a number of negative impacts on congestion, air quality, the environment and public health. We need to improve transport choices to reduce the reliance on the private car.

We will

- locate development in the most accessible areas which have access to facilities and services
- make it attractive, easier and more convenient to walk, wheel, cycle and use public transport
- improve bus and rail services and access points and explore a high frequency rail service across the BCP area
- explore park and ride opportunities
- provide an appropriate level of car parking and electric charging points
- improve walking, cycling and public transport connections to employment sites.

Buses

The bus network must be enhanced and expanded to support greater use by:

- a. safeguarding existing bus infrastructure, including bus stops and bus land, unless mitigation is secured that leads to an improvement in the bus operation;
- b. supporting bus priority measures along quality bus corridors; and
- c. safeguarding existing park and ride sites.

Dorset Rural Mobility Pilot

BCP Council is working in partnership with Dorset Council (lead authority) on a Dorset Rural Mobility Pilot. The aim is to work with the Western Gateway Sub-National Transport Body (WGSTB) to secure funding, which will be used to develop a pilot into a live trial to address the challenges of rural mobility in the South East Dorset area.

The submission includes a focus on developing transport hubs, with local bus and rail links and improved active travel options to help deliver BSIP and LTP4 aspirations. The joint submission is currently being assessed by the WGSTB.



Sandbanks - Studland chain ferry

4 Current offer

Local context

Figure 6 Key characteristics of BCP Council area



Population

- A current population of 400,196
- The population is predicted to grow to around 403,600 by 2028, a growth of 2%. This growth will be driven entirely by net migration
- The rate of international migration is set to decrease significantly to 2028
- 65,300 people 0 -16 years old, 16% local population
- 86,900 people aged over 65, over 22% of the local population
- Residents aged 65 and over is set to increase by 15% between 2018-Young people aged 0-16 are set to decrease by around 7% to 2028
- By 2028, 24% of the local population will be aged 65+
- The highest numbers of young people live in Muscliff & Strouden Park, Kinson, Newtown and Heatherlands, Alderney and Bourne Valley and Moordown
- The highest numbers of over 65s live in Highcliffe & Walkford, Canford Cliffs, Mudeford, Stanpit & West Highcliffe and Merley and Bearwood
- 82% of the population are from a white British background, and 18% from a non-white British background
- Over 80 languages spoken
- 83,800 people (21% of the BCP population) live in the 20% least deprived areas in England

Economy

- 60% of the population aged 16 or over is economically active
- Around 132,700 people aged 16 or over are economically inactive (27% are students, 24% are long-term sick, 19% are caring for family/home and 15% have retired)
- Unemployment rate of 4% compared to the national rate of 3.7%
- In 2022, there were 15,555 businesses in BCP
- Median annual Full Time pay around £31,500 compared to UK average of £33,000
- >10 million visitors annually spending over £580 million locally

Housing

- 173,842 households
- Average house prices in 2022 were £417,500
- Average rental prices are significantly more expensive than the national average
- Homes cost more than 11 times average earnings
- Around 63% of homes are houses and 37% flats
- Around 6,000 new homes built over last five years

Health and wellbeing

- 81% adults are in good health
- Life expectancy and healthy life expectancy are higher in the BCP area than nationally
- Over 63% of adults are overweight or obese
- 48% of early deaths preventable

Sustainability and the environment

- Renewable energy increased to 126 MW in 2019
- emissions decreased by 36% since 2005
- 4.3% of deaths attributed to air pollution (2019)
- BCP Council manages around 2,500 ha of greenspace
- 15 miles of coastline and 23 Blue Flags/ seaside awards
- 47 heritage conservation areas
- Wealth of heritage assets and Christchurch alone has over 300 national listed buildings

Education

- There are 98 state-funded schools, comprised of 66 primaries, 21 secondary schools, four all-through schools and seven special schools
- 88.7% of schools are rated Good or Outstanding for overall effectiveness

- Educational attainment for all key stages is above the national average
- In 2021, 16% of residents aged over 16 have no qualifications, 32% are qualified to degree level or above and 6% have an apprenticeship qualification
- There are around 22,700 students registered at university in the BCP area

Transport

- 813 miles of roads
- 81% of households have one or more cars
- Estimated cost of congestion in the area in 2022 was around £318m
- 31% of employed residents travel less than 5km to work, 30% worked mainly from home and 13% travelled between 5-10km



Our bus network

- Over 23.5 million bus journeys were made in BCP in last 12 months
- Joint highest satisfaction with bus services of all Council areas included in 2023 Transport focus survey
- 56 new buses in 2023/24



Figure 7 morebus bus network Bournemouth, Christchurch and Poole

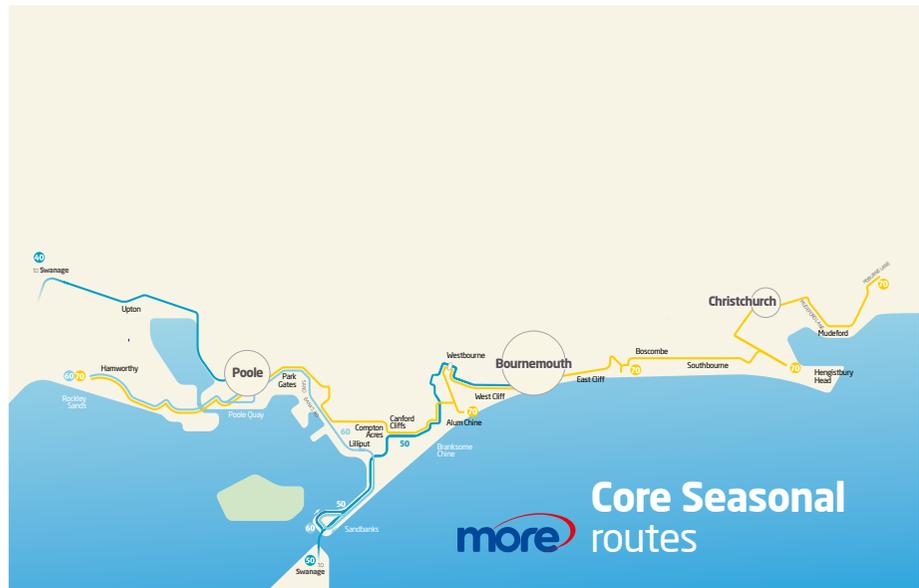
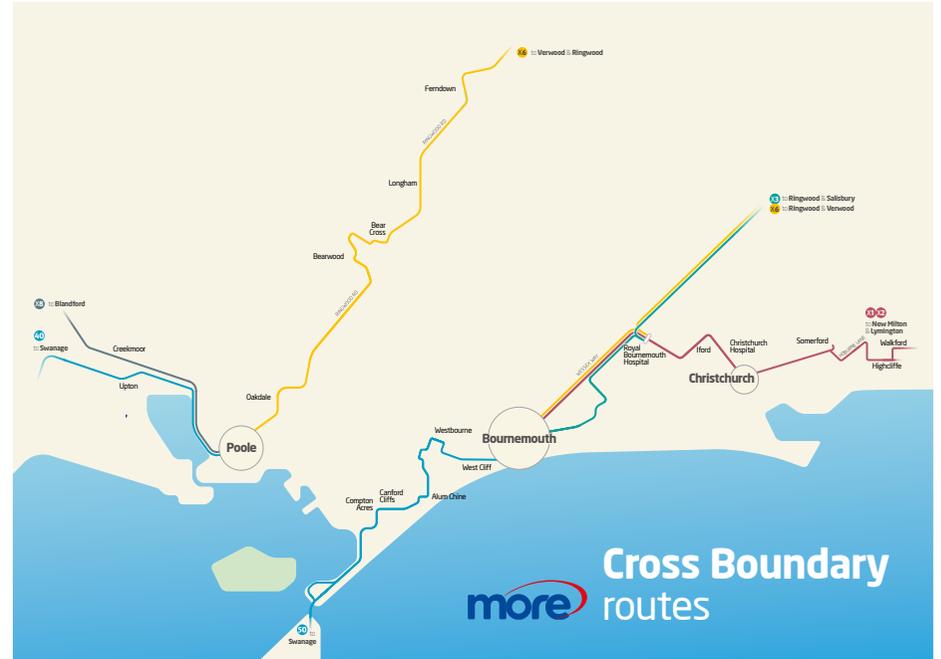
There are approximately 50 bus routes serving the BCP council area, plus additional university and school services forming the current network.

Bus routes have been classified as **flagship, core, core seasonal, non-core** and **cross boundary** (see thumbnail maps page 17/18)

Higher frequency bus routes (flagship and core) provide the opportunity to travel without forward planning and the m1 and m2 routes in particular are considered 'turn up and go'. These operate on a daytime frequency of every 8 minutes, and on shared sections of route provide a frequency of up to every 4 minutes. The combination of high frequencies, real time information both online and at many stops, as well as excellent quality waiting facilities, adds to the convenience of bus travel and provide confidence in the overall journey. Stability in the bus network has also provided a service that passengers feel they can rely on.

Journey time is a significant factor in determining whether travel is undertaken by bus, particularly for those who have access to an alternative mode of travel. Speeding up bus services to make them more attractive and reduce costs continues to be a priority.





Access to key destinations

Accessibility maps have been produced for key destinations in the BCP Council area. These show the total travel time by bus and walking to/from the bus stop. The maps are used to evaluate the overall network and to identify areas where service improvements should be targeted to improve accessibility.

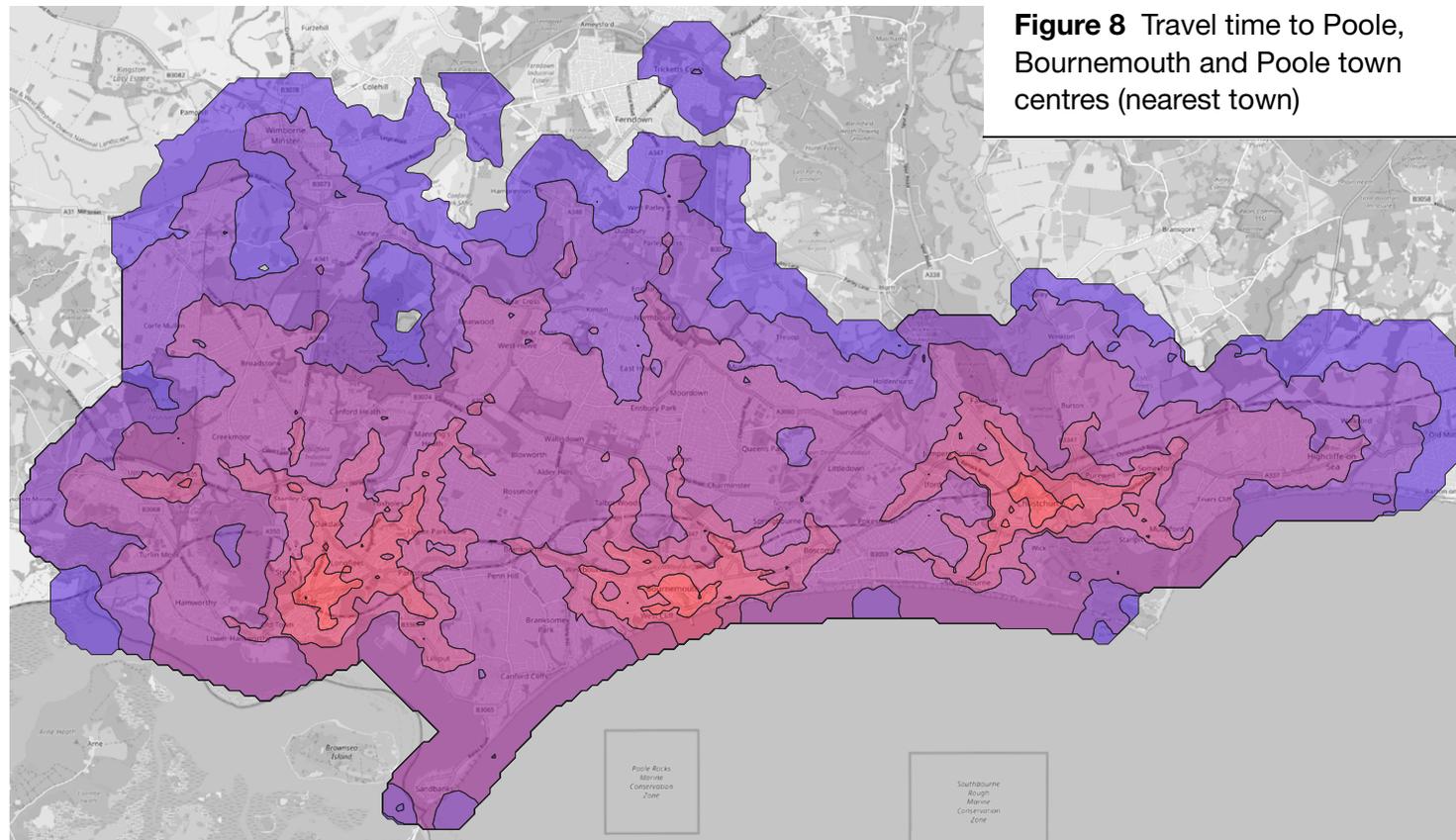
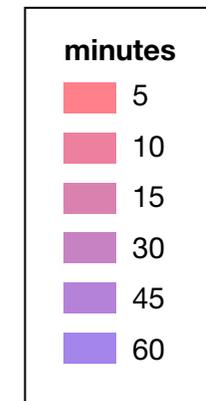
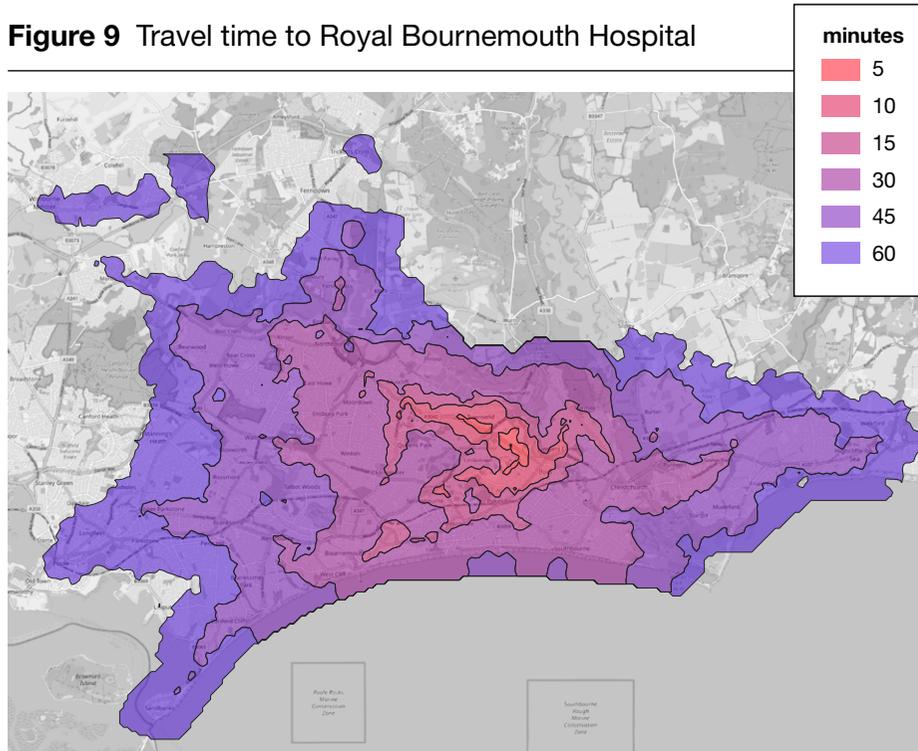


Figure 8 Travel time to Poole, Bournemouth and Poole town centres (nearest town)



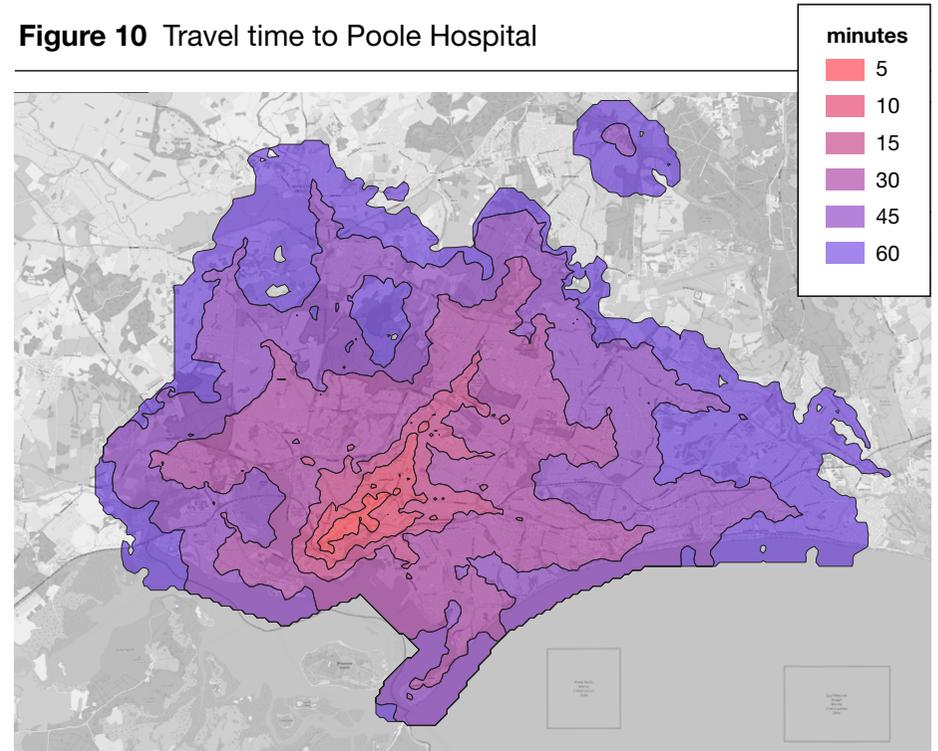
Note: The maps show an up to 60-minute travel isochrone using internal bus timetable data and road network data from Ordnance Survey with the origin time set at between 7-9am on a Tuesday. The isochrone is produced using Basemap TRACC travel time analysis software.

Figure 9 Travel time to Royal Bournemouth Hospital



The isochrone maps demonstrate that the majority of Bournemouth, Christchurch and Poole residents are within 45 minutes travel time by bus of their nearest town centre. However, travelling further afield can take longer and often more than 60 minutes. For example, a journey from Poole Bus Station to Christchurch High Street (11 miles) will take approximately 1hr 20mins by bus (including a change), compared with less than half of this by car. Similarly, much of the BCP area is within an hour's travel time by bus of the main hospitals but some areas

Figure 10 Travel time to Poole Hospital



take longer. An example of this is travelling from Canford Heath in Poole to the Royal Bournemouth Hospital (10 miles) takes over 90 minutes (including a change) compared with half an hour by car.

Reducing these journey times by bus will require making buses faster by giving them priority over other traffic; increasing frequencies so connection times are more efficient or introducing more direct and/or limit stop routes; and further reducing dwell times at bus stops.

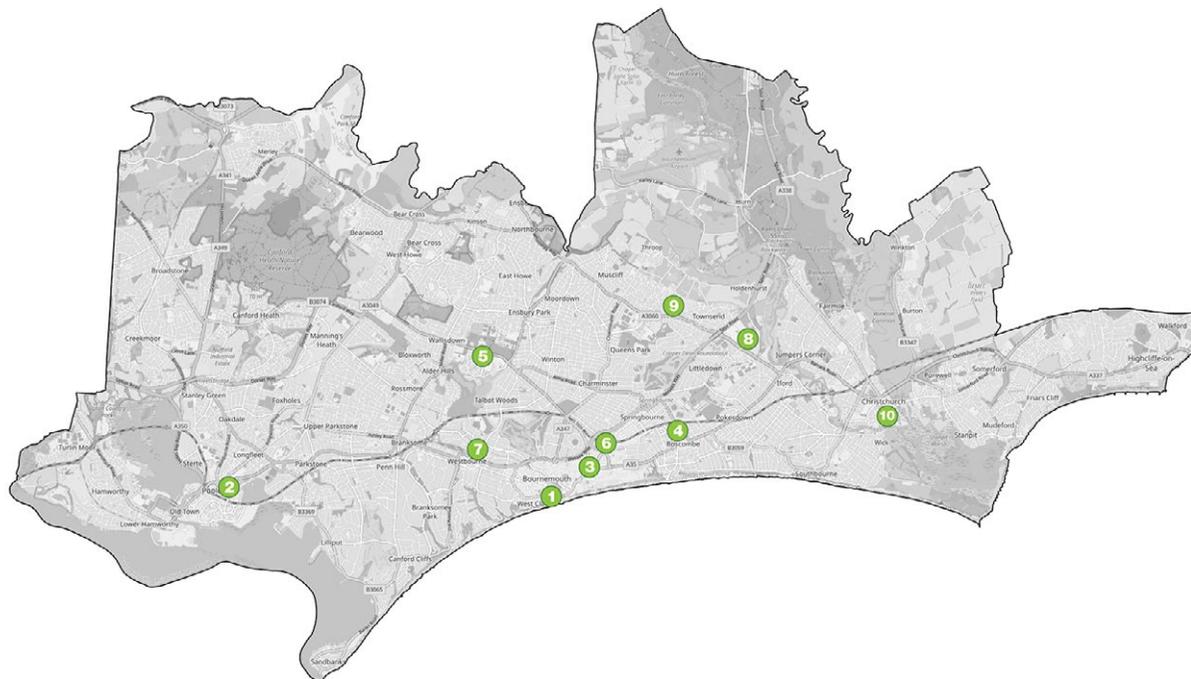
Popular destinations

Information provided by the principal bus operator, morebus, shows that Bournemouth Town Centre with its popular beach has the highest number of bus journeys in the BCP Council area.

This is followed by Poole Town Centre (including the hospital) and Poole Quay. The university campuses at the Lansdowne and Talbot Campus also generate high volumes of passengers. Westbourne, Castlepoint, and Christchurch High Street are popular shopping destinations.



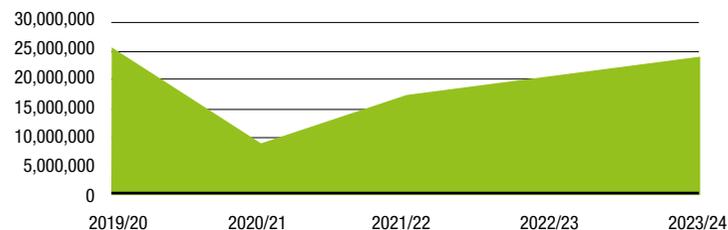
Figure 11 Top 10 destinations by bus



- 1 Bournemouth Town Centre and Beach
- 2 Poole Town Centre and Quay
- 3 Lansdowne
- 4 Boscombe
- 5 Bournemouth University, Talbot Campus
- 6 Bournemouth Rail Station
- 7 Westbourne
- 8 Royal Bournemouth Hospital
- 9 Castlepoint Shopping Centre
- 10 Christchurch High Street

Bus patronage levels and trends

Figure 12 Bus patronage in the BCP Council area (boardings)



2019/20 was the year BCP Council was formed² and forms a suitable benchmark. Prior to this, Poole and Bournemouth Unitary Authorities (excluding Christchurch) had been experiencing a steady decline in bus patronage, from a high in 2010/11 of 28.4m down to 25.3m in 2018/19. The ‘You Must Stay at Home’ message delivered by the Prime Minister in late March 2020 had a profound effect on bus travel, and as was the case across the country, the 2020/21 year experienced a significant drop in bus use.

In 2023/24, the figure had bounced back to 92 per cent of the pre-pandemic levels in 2019/20. This number is expected to continue to grow during 2024/25 and exceed the numbers prior to COVID-19.

The BCP area compares well with neighbouring council areas in terms of bus passenger journeys per head of population. However, it is recognised that there is still some distance to go when compared with the highest performers like Brighton and Hove and Nottingham.

Table 1 Local bus journeys per head of population by local authority

Bus passenger journeys by head of population			
Local Authority	2020/21	2021/22	2022/23
BCP Council	22	43	52
Neighbouring councils			
Dorset	6	13	14
Hampshire	7	13	15
Comparable councils			
Bath	15	41	49
Plymouth	26	48	55
Portsmouth	18	38	46
Southend	17	29	33
Torquay	20	37	41
York	17	53	66
Top 3 based on 2022/23			
Brighton and Hove	52	110	140
Nottingham	46	93	118
Reading	46	81	101
Lowest 3			
Rutland	1	4	3
Cheshire East	3	6	7
Windsor and Maidenhead	3	5	7

² BCP Council was created on 1 April 2019 from the previous Bournemouth and Poole Unitary Authorities plus Christchurch Borough Council which was also part of Dorset County Council.

Fares

The HM Government £2 single bus fares cap was initially introduced in England on 1 January 2023 and has been extended to 31 December 2024. In the BCP area, this has mostly benefited longer-distance direct bus routes. Although of general benefit, these include leisure and tourism destinations such as Salisbury and Swanage. morebus have confirmed the positive benefit of the fares cap resulting in increased numbers travelling on these routes.

This investment from HM Government into bus travel is welcomed and has raised its profile. The standard low-price offer has appealed to non-users or occasional bus passengers simplifying fares many considered complex and a barrier to use. Whilst it is likely that many of the new passengers will continue to only travel on an occasional basis, some will become regular users.

With the benefit of HM Government BSIP funding awarded to BCP Council, the Enhanced Partnership has delivered a number of innovative fares initiatives.

Expansion of core commercial fare zone A to include all of the BCP Council area

In November 2023, zone A was expanded to include the missing areas of BCP in Poole and Christchurch – but rather than directly replicate the authority area, Upton (part of Dorset Council) which was already in zone A was retained in recognition of Poole being the local town to its population. The expansion was funded through the BSIP.

£2.50 day return offer on Canford Heath services

Canford Heath is a large residential housing estate (population 14,000) approximately 2.5 miles north of Poole. This is considered an ideal distance to encourage bus use for both work and leisure purposes. With HM Government BSIP funding, a £2.50 day return offer was introduced in July 2023 via the morebus app which was felt would encourage take-up. The offer has proven successful with over 55,000 redemptions have been undertaken to date.

Introduction of child 30 day and 90 day period passes

A principal aim of the BSIP is to reduce delays to buses, particularly at peak times. As well as providing a financial benefit to the user, the introduction of 30 day and 90 day child tickets is intended to reduce dwell times at bus stops as many children currently purchase tickets on a daily basis from the driver. Contactless Tap On Tap Off cannot be used to purchase child tickets as the adult fare will always be charged. The provision of child period passes via the morebus app will offer a smart alternative for regular users.



Commuter club carnet ticket offer

This initiative aims to have a positive impact on congestion by encouraging bus travel at peak times and will also support flexible working. Local businesses joining a newly established “Commuter Club” will be able to offer their staff 10 trip carnet tickets for £10. This “half price” offer will be available through the morebus app and will encourage use of the bus as a flexible option, for example, walk to work or car/bikeshare one way, catch bus back.

Growing patronage through fares initiatives

With a single bus operator fare structure, the national fares cap, simpler ticketing and the ability to pay contactless, through an app or by using cash, bus fares are now no longer a barrier to travelling by bus. Using buses and paying fares has become easier and cheaper, helping to encourage people to try the bus and attracting people who would otherwise have undertaken the journey by car.

Table 2 compares some fares available in 2024 now with those available in 2022. Note that day and period fares have increased due to inflationary pressures while the national fares cap has kept the single journey rate at £2 and day returns at a maximum of £4.

Table 2 Fares comparison 2022 and 2024 showing the impact of the £2 fares cap in England

Fare type	Year	Single	Return	Day ticket
15 mins journey on high frequency route	2022	£2.10	£3.10	
	2024	£2.00	£3.60	
60 minute journey from adjacent travel to work area	2022	£5.00	£6.00	
	2024	£2.00	£4.00	
Day ticket for high frequency routes BCP area	2022			£3.70
	2024			£4.50
Day ticket BCP area	2022			£4.30/4.40
	2024			£4.90/5.10
Day ticket – wider travel to work area	2022			£6.30
	2024			£7.30
Day ticket for all travel as part of regional network.	2022			£9.40
	2024			£10.50

Bus lanes and bus priority

The BCP Council area has 2.16 miles (3.46 km) of bus lanes. This is unchanged from 2022; however, a sustainable travel scheme funded by Transforming Travel (HM Government Transforming Cities Fund) will commence in 2024 and deliver approximately half a mile (0.8km) of bus lane on Ringwood Road in the Alderney area of Poole.

The bus priority schemes being funded by HM Government to deliver the current BSIP can be found in the Improvements Programme to 2025 in Section 5.

Bus mode share and trends

The 2021 census (undertaken during the COVID-19 pandemic) provides the most recent travel to work data, which is compared in Table 4 below with the 2011 situation. There was a significant shift across the country to working from home for those that were able to do so during the pandemic. In addition, significant numbers were furloughed at the time of the census. In 2021, the proportion of the working population working mainly from or at home increased more than fivefold in the BCP Council area, from 5.6 per cent in 2011 to 29.6 per cent in 2021. Travel by bus decreased from 6.8 per cent in 2011 to 4.5 per cent (34 per cent reduction). Residents driving to work (driver or passenger) reduced less significantly from 67 per cent in 2011 51.6 per cent in 2021 (23 per cent reduction).

Table 3 Travel to work mode share comparison

Mode	2021 Census Single		2011 Census Day ticket	
	BCP	England	BCP	England
Mainly at or from home	29.6%	31.5%	5.6%	5.4%
Underground/metro/tram	0.1%	1.9%	0.1%	4.1%
Train	0.6%	2%	1.7%	5.3%
Bus	4.5%	4.3%	6.8%	7.5%
Taxi	0.3%	0.7%	0.3%	0.5%
Motorcycle/scooter/moped	0.8%	0.5%	1.3%	0.8%
Driving - car or van	47.9%	44.5%	61.9%	57%
Passenger in car or van	3.7%	3.9%	5.1%	5%
Bicycle	3.2%	2.1%	4.8%	3%
On foot	8.3%	7.6%	11.5%	10.7%
Other	1.1%	1%	0.7%	0.6%

Bus speeds

Bus speed impacts the overall journey time for passengers as well as the costs of operation. Increasing speed is, therefore, a priority objective of the BSIP. Higher bus speeds leading to faster bus journeys has been identified as one of the most crucial factors to encourage bus travel.³ The latest bus operator data shows a positive change, with an increase in average bus speed from 11.3 mph in 2022/3 to 14.8 mph in 2023/4. The speed of buses is affected by traffic congestion unless they are given priority (e.g. through the provision of bus lanes or priority at junctions). It is also affected by the number of times the bus has to stop to pick up or set down passengers and the dwell times at bus stops.

A 2016 report by Greener Journeys, '[The Impact of congestion on bus passengers](#)' by Professor David Begg, highlights this issue, with congestion described as a disease which if left unchecked will destroy the bus sector.

Across the UK, at the time of the report, bus journey times were rising on average by almost 1 per cent per annum and over the previous 50 years bus journey times increased by almost 50 per cent in the most congested urban areas. If passengers had been protected from growth in congestion, there would arguably have been between 48 per cent and 70 per cent more fare paying passengers. In some locations buses travel at speeds were found to be comparable to people walking.

³ David Leeder – Director and Managing Partner Transport Investment Ltd as part of presentation at Quality Bus Conference Leicester Nov 2023.

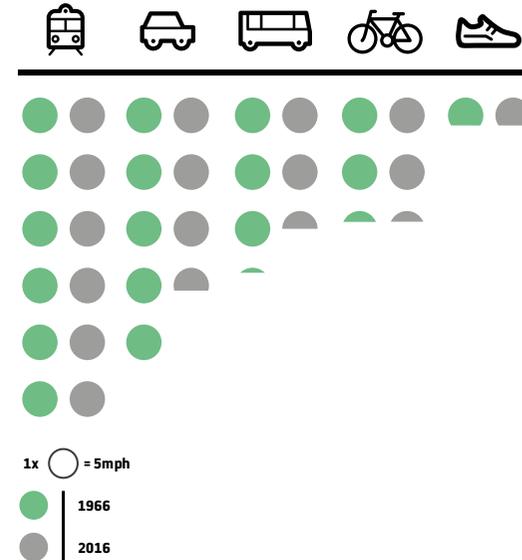


Congestion approaching Branksome roundabout

Slower bus speeds result in higher costs, increased journey times, decline in punctuality and reliability which all combine to result in fewer passengers. The net result is a direct relationship between operating speeds and patronage. A 10 per cent decrease in speed reduces patronage by at least 10 per cent. The challenging operator environment also transpires into frustration for bus drivers, resulting in recruitment challenges for the industry.

Greener Journeys also found that bus speeds have been negatively impacted more than other transport modes.

Figure 21 URBAN SPEEDS Changes in bus speeds compared to other modes of transport between 1966 and 2016
(Source: Greener Journeys)



Bus speeds have been declining faster than any other mode of transport. Urban rail, walking and cycling have remained fairly static, but urban car speeds have been declining, but not as fast as buses.

Speeding up boarding is also important to reduce the time buses are at bus stops. A gradual move away from cash fares to smart and app-based ticketing as well as improvements in ticket machine speed of operation have all helped to address this.

Availability of information

It is essential to promote local and national initiatives to encourage and support travelling by bus. This has included BSIP improvements funded by HM Government, where joint press releases and publicity have been produced. As principal local bus operator, morebus provides the majority of all published information. They provide printed timetables (with maps) and dedicated special flyers to promote specific routes with frequency increases as part of the BSIP.

Printed information is complimented by the morebus website, which offers interactive journey planning and real time bus tracking. Apps also deliver ticketing and real time information. morebus and BCP Council are partners of National Public Transport Information (NPTI) Ltd, focusing on journey planning in the southwest of England through the travelinesw.com website and the operation of a telephone call centre – 0871 200 22 33.

morebus operate an enquiry office at Poole Bus Station and BCP Council operate an information office seven days a week at Bournemouth Travel Interchange.

The BCP area was an early adopter of Real Time Passenger Information (RTPI) displays with the first screens installed in 2003. From the outset these have proved exceptionally popular with passengers providing re-assurance should delays occur. Significant investment has occurred in the RTPI system over the last 20 years and 257 displays are now available at the busiest stops across Bournemouth, Christchurch and Poole.

A comprehensive information upgrade is also being delivered at Poole Bus Station (funded by BSIP), with 14 new information totems provided for the bus departure bays. These include CCTV and an instant messaging facility for when diversions are required.



Size and age of fleet

The size of the combined fleet operating local buses in the BCP area is around 242. This is an increase from the 230 buses in 2022. This number includes vehicles operating cross-boundary services to and from the neighbouring local authority areas. The number of operational buses increases seasonally and an uplift of 11 buses to 253 total is typical for the summer season.

In 2023, morebus invested £12 million in a new fleet of 40 double decker buses for the flagship m1 and m2 routes. These run between Poole, Bournemouth and the Royal Bournemouth Hospital (m1) and Southbourne (m2). Eight new vehicles were also provided on the 5 and 5a routes between Kinson and Bournemouth and a further eight new buses were introduced on the X3 Salisbury to Bournemouth service.

Approximately 50 buses in operation in the area are less than four years and 87 are under six years old. However, there remains a range of vehicle ages.

Modern buses, operating on the high-frequency/flagship corridors, provide passengers with enhanced comfort and convenience with on-board Wi-Fi, next stop audio and visual announcements and at-seat device chargers. The availability of these facilities is usually standard for the high-frequency/flagship routes and now becoming more common for other route types.



Joint ticketing

The multi-operator day ticket introduced in the BCP area from 2010 branded 'Getting About' is no longer required as currently all local bus services are provided by a single operator, morebus. If the operator environment changes, then new joint ticketing arrangements will be introduced. These will be based on the national joint ticketing guidance.

It is proposed to continue to develop ticketing options to include other transport modes. BCP Council's bikeshare and trial e-scooter service has been operated by Beryl since 2019, with demand far exceeding expectation. Over 2 million journeys have now been undertaken, covering a distance of 7 million km, with a third of all journeys replacing a car trip.

In recognition of the importance of bike/e-scooter share, morebus now show live Beryl availability in their App. In addition, bike/e-scooter parking is being provided adjacent to key bus stops, enabling an ideal first/last mile connection with services. Surveys have shown that 51 per cent of Beryl users have used a bike or e-scooter to connect with a bus or train journey, showing the value of the integrated solution.

Secure cycle parking gives confidence to passengers using their own bikes to access public transport services. The council opened a secure cycle parking facility in Poole town centre in partnership with the Dolphin Shopping Centre in early 2023, utilising an empty shop unit and supported by DfT Active Travel Funding. This service will be rolled out to other locations as funding permits.



Beryl bike parking

A further proposed development is to include local rail journeys in a combined Transport App. BCP Council is in discussion with Solent Transport to consider the extension of their current [“Breeze” Mobility as a Service \(MaaS\) App](#) to include the conurbation. This is highly functional and would be ideal for the local area, particularly as there is also considerable movement between the Solent Area (Southampton/Portsmouth/Isle of Wight) and BCP for both work and leisure purposes.

In the interim, the council continues to administer and promote the PlusBus add-on ticket for the BCP area. PlusBus is purchased with a National Rail train ticket and allows unlimited bus travel to participating destinations. This is particularly useful at Bournemouth which has an out-of-town centre station, with many rail passengers using the bus to reach the town and beach.

Operator information

Following the collapse of Yellow Buses in August 2022, morebus is now the only operator providing local bus services in the area all year-round. morebus is the trading name of Go South Coast.

Go South Coast is a wholly owned subsidiary of the Go-ahead Group, which operates buses in many parts of England. Locally, Go South Coast operates across central southern England with its core networks based in Southampton, Poole and Bournemouth, Salisbury, Swindon and the Isle of Wight, as well as serving the rural communities of Dorset, Hampshire and Wiltshire. In the BCP Council area, Go South Coast operates under the morebus brand.

morebus is the principal operator in the south-east Dorset area, with routes extending beyond the conurbation through to Blandford, Dorchester, Ferndown, Swanage, Verwood, Weymouth and Wimborne. Rural services to the west of the BCP area are operated by Damory. Around 50 services operate, which comprise of inter-urban, local town and conurbation-wide services, as well as the prestigious contract to operate buses on behalf of Bournemouth University, 'Unibus'.

Go South Coast has a history of working with public and private sector partners to develop initiatives in new vehicle technology. In the BCP area, it has invested heavily in a modern fleet, which is mainly Euro VI standard, including an investment of £16.8 million in new buses in October 2023 and May 2024. These operate on the main cross conurbation flagship m1 and m2 services and the X3 connecting the conurbation with Ringwood and Salisbury.

morebus is a multi-award-winning bus operator and were bus operator of the year at the UK Bus Awards in 2017, 2018, and 2023.

They take pride in the growth enabled by a stable developing network. morebus vehicle interiors are designed to be dementia friendly with drivers trained as dementia friends.

During the summer season, local company **Discover Dorset** operates a City Sightseeing open-top route for tourists, providing 25 sightseeing stops at some of Bournemouth and Poole's most popular visitor destinations - Westbourne, Canford Cliffs, Sandbanks, Poole Park, Poole Quay and Poole Old Town. The first and last stop of the tour is at Bournemouth Pier.

The area is a prominent coach destination for visitors and is well served by long-distance **National Express** scheduled services. These operate from the BCP area to Central London, Heathrow and Gatwick Airports and other UK destinations. BCP Council supports these services by operating the busy Bournemouth Travel Interchange and providing the Seldown Coach facility in Poole.



City Sightseeing bus at Westcliff, Bournemouth

The **Western Gateway Sub-National Transport Body** is developing a coach strategy. This highlights gaps in the regional coach network, including a BCP area to Bath and Bristol service – a journey that is long and involves a change of train by rail.

Several bus operators have recently withdrawn their services from the BCP Council area. First Bus in Wessex withdrew their Jurassic Coaster X54 service in May 2024. The service now terminates in Wareham, no longer continuing to Poole. Altonian Coaches (trading as Transpora) have also withdrawn their school services and their network service route T2.

For the benefit of residents and visitors, in 2023, the Better Boscombe project, supported by BCP Council and the Department for Levelling Up, Housing and Communities, was awarded funding to operate Service 99.



This circular bus service links Pokesdown Station to Boscombe Pier and to the main shopping precinct every 30 minutes. South Western Railway provided supporting publicity for the service to encourage use from the station to the beach.

The service operated from April until October and carried almost 10,000 passengers. It will next operate in summer 2024.

Local Transport Authority and operator relationship – partnership and co-ordination

BCP Council and its predecessor Local Transport Authorities (Bournemouth, Poole, and Dorset) has worked in partnership with the bus operators in a voluntary Quality Bus Partnership arrangement for South East Dorset since 1999. This partnership led to various achievements, including the introduction of Real Time Passenger Information; multi-operator ticketing; a significantly improved bus shelter stock; bus priority; and investment in a modern bus fleet. The partnership was instrumental in almost doubling the number of bus passenger journeys in Bournemouth and Poole between 2004/5 and 2010/11 and maintaining this level until 2014/15.

New powers were introduced by the 2000 Act (as amended by the 2017 Act) to extend this voluntary arrangement into a statutory Enhanced Partnership. This offers benefits to the travelling public and wider community which could not be achieved with a voluntary arrangement. BCP Council published its intention to form an Enhanced Partnership with the Bus Operators on 30 June 2021 with a commencement date of 1 February 2023. The Enhanced Partnership was updated for 1 February 2024.

Quarterly Enhanced Partnership Board meetings are held. These are supported by Working Group meetings attended by Council Officers and bus operator representatives.

Bus operators actively participate in traffic management meetings and their views are proactively sought at the early stage of highway schemes.



Bus shelter Blandford Road

Passenger experience at the bus stop

The area benefits from a high proportion of bus stops with shelters, bus stop clearways and raised boarding kerbs. Shelters provide comfort for passengers, particularly in bad weather. Most shelters incorporate seating, which is particularly beneficial to older people and people with mobility problems. Raised kerbs support accessibility by providing level access to buses. Bus stop clearways ensure that buses can pull up fully in line with the kerb to facilitate this.

There are currently 2,023 bus stopping places, 670 (33 per cent) of which have shelters. The council has invested significantly in new bus shelters and over 150 are to a high specification, with a light and airy glass roof, stainless steel construction and full-width seating. 257 of the busiest shelters have Real Time Passenger Information displays.

149 have recently installed CCTV, providing added passenger security.



Real Time Information Display Bournemouth Town Centre

A comprehensive maintenance contract is in place to ensure all structures are cleaned and maintained in a timely fashion.

Additional new high specification bus shelters will continue to be provided using funding from BSIP, Local Transport Plan, highway scheme improvements and developer contributions.

Bus priority

BCP Council is currently providing bus priority for late running buses at 40 of the busiest junctions across its area, with a further 25 sites to be added using BSIP funding. The upgraded controller equipment receives 'hurry calls' generated by the Electronic Ticket Machine on the bus. The traffic signal servers then provide additional green time (or a reduced cycle time) to provide priority for the bus.

Views of passengers and third parties

User satisfaction feedback from consultation and other surveys is highly valued and provides information on which aspects of the local bus offer are working well as well as identifying areas that require improvement.

Transport Focus

The [2023 Transport Focus: Your Bus Journey survey](#) covered 36 areas of England and six areas of Scotland. (Headline results summary over page.) In terms of overall satisfaction, Bournemouth, Christchurch and Poole came joint highest of the places surveyed (with the East Riding of Yorkshire).

Our overall satisfaction was 90 per cent, which was considered a very positive result for the partnership. Continued improvements will need be from this high baseline.

The survey provides detailed analysis of all aspects of a bus journey. For most of these BCP compares well with other areas. Table 4 compares BCP with similar other locations referred to as 'Urban other' and 'All England' areas.

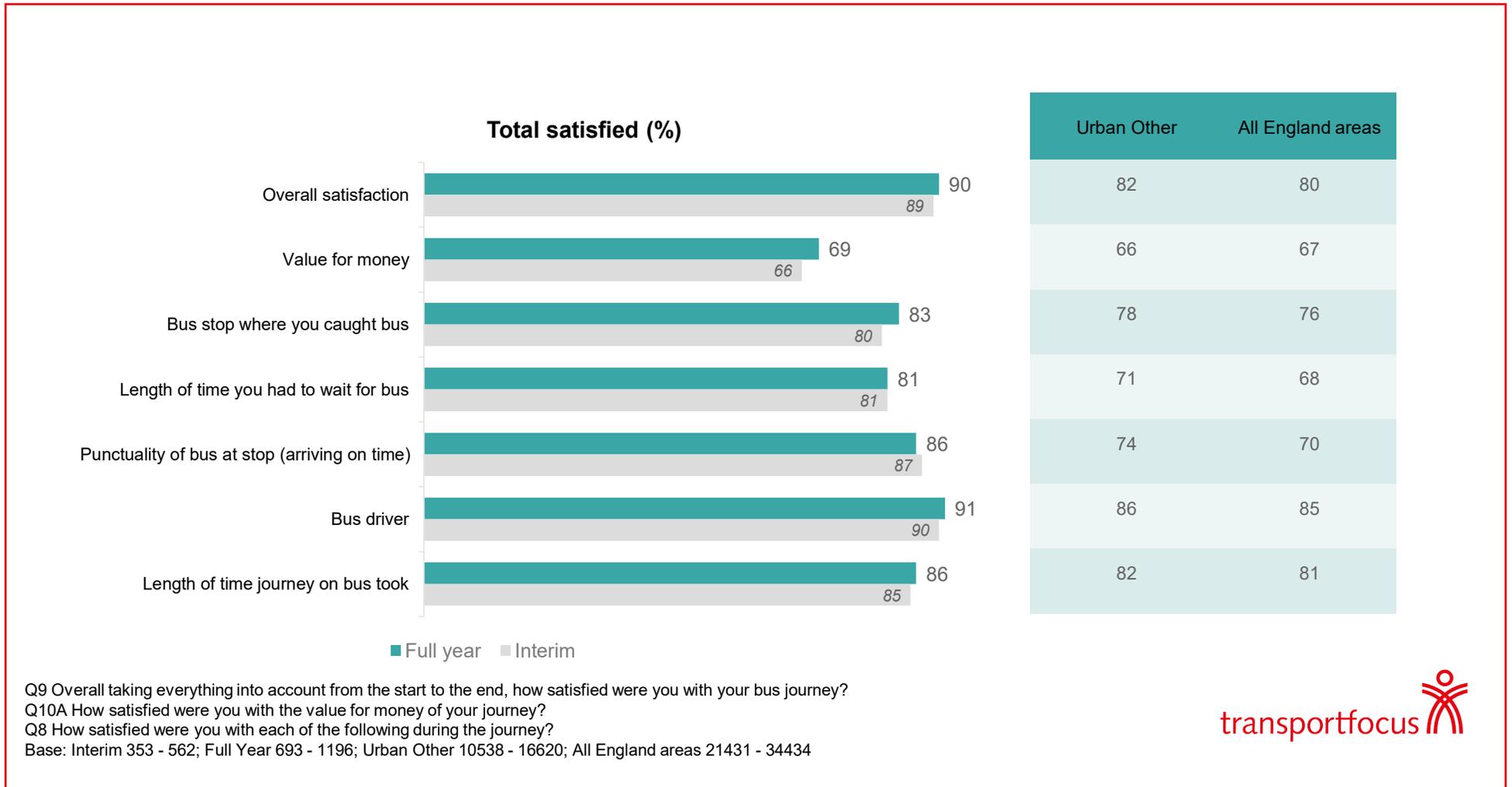
The report also identified that 28 per cent of local bus journeys were for work commuting with 'Urban other' areas at 32 per cent and all England areas at 33 per cent.

Respondents were asked the reason for taking the bus and this was compared to their personal access to a car. For people with 'Easy access to a car', the highest response at 30 per cent was that the bus was more convenient than the car.

Table 4 2023 Transport Focus Your Bus Journey Survey

Aspect of journey	BCP	Urban other	All England areas
Overall satisfaction	90%	82%	80%
Aspects where BCP scores well			
Reliability of buses	78%	62%	56%
Frequency of buses	77%	66%	61%
Information provided about bus services	79%	66%	61%
Length of time to wait for the bus	81%	71%	68%
The bus arriving on time (punctuality)	81%	71%	68%
Information provided at the bus stop	81%	74%	71%
Audio announcements on the bus (next stop)	60%	44%	33%
Next stop audio displays on the bus	66%	48%	37%
Personal safety while at the bus stop	75%	75%	72%
Bus stop clear of litter	73%	72%	70%
Aspects where BCP rates less well			
The cost of bus fares	57%	58%	61%
Reason for delay of bus – congestion/traffic jams	15%	13%	15%
Reason for delay of bus – road works	11%	10%	12%

Figure 14 Summary of headline results for Bournemouth, Christchurch and Poole - Transport Focus extract



National Highways and Transport (NHT) survey 2023

BCP Council participated as one of 111 Local Transport Authorities covering a range of highway indicators. The BCP area scored well on public transport indicators, with overall satisfaction in this area of 59 per cent. This was the fifth highest overall and was a 2 per cent improvement on the 2022 survey. The survey includes responses from both people who use buses and those who do not.

- 60 per cent of BCP responses used a bus at least monthly and 37 per cent at least weekly.
- All the ten highest satisfaction scores overall relate to public transport. The lowest 10 overall relate to highway maintenance and tackling congestion.
- The highest satisfaction score of all questions was ‘how easy buses are to get on and off’ (74 per cent).
- The highest improvement from the previous survey was bus fares. This was 7 per cent higher than in 2022.
- All the top 10 indicators overall are related to public transport. The survey found there is a gap between the importance of bus services at 87 per cent and satisfaction with bus services at 65 per cent.
- When considering the 12 most important general measures, BCP residents ranked local bus services fifth (Safety on Roads was top).

Table 5 NHT Survey - public transport benchmark indicators showing the difference between BCP and the national survey average

Indicator	Satisfaction		Difference
	BCP	National average	
Frequency of bus services	66%	51%	+15%
Whether bus services arrive on time	61%	48%	+13%
The local bus service overall	67%	54%	+13
Personal safety at bus stops	60%	60%	0%
The state of bus stops	57%	54%	+3%
Quality and cleanliness of buses	64%	61%	+3%
Personal safety on the bus	68%	65%	+3%
Information about accessible buses	49%	46%	+3%
Provision of bus stops	88%	85%	+3%

The survey also compares the views of people with different levels of bus use on how they view aspects of bus services.

Table 6 NHT Survey – bus service satisfaction by frequency of use

Indicator	Regular	Occasional	Everyone else
Local bus service overall	76%	73%	64%
Frequency of bus services	71%	69%	62%
Fares	72%	69%	65%
Personal safety at bus stops	70%	65%	60%
Accessibilty/ease of travel to work	76%	74%	73%
Accessibilty/ease of travel to local shops/supermarkets	81%	78%	78%

Strategic Transport Priorities consultation

In September 2023, BCP Council consulted to seek views on local strategic transport priorities. This found support for several public transport improvements.

Table 7 Strategic Transport Priorities Consultation – public transport priorities

Priority	Percent strongly agree/ agree	Percent strongly disagree/ disagree
Improve Poole Bus Station/ better interchange	69%	11%
Fully electrify local bus fleet	68%	12%
Improve Bournemouth Travel Interchange and links to town centre seafront.	66%	9%
Support multi modal transport hubs	57%	16%
More priority for buses on roads e.g. bus lanes/priority at signals.	57%	21%



Market segmentation

In 2022, the Department for Transport commissioned Yonder Consulting to undertake an audience segmentation of England regarding what would encourage greater bus use. The top 3 identified groups receptive to using buses more and increasing overall passenger numbers were classed as ‘Sustainable urbanites’, ‘Pragmatic professionals’ and ‘Anxious vulnerables’.

Sustainable urbanites

This segment was younger (typically under 55), more likely to live in cities or suburban areas (especially in London), and more likely to be in full-time work or studying. They were the segment most likely to use the bus and most likely to want to use it again in the future. Compared to the rest of the population, the cost of transport, ticketing, payment, and environmental factors were important drivers of transport choice. Improving these could be effective at driving bus patronage for this audience.

Pragmatic professionals

This segment was younger (typically under 55), comprised of more men, and more likely to be in full-time work. They were the segment with the second highest likelihood to use the bus and the second most likely to use the bus in the future. As with the general population, reliability and journey time were key areas for improvement in bus services, especially given their need for reliable transport to work.

Anxious vulnerables

This segment was typically composed of older (typically over 55) white women of lower social grades. They tended to be of households with lower-than-average income levels, more likely to be unemployed or homemakers, and most likely to report a chronic health issue. Their current and future intended usage of the bus was in line with the national average. Compared to the rest of the population, the risk from infection and protection from anti-social behaviour on the bus were more important. Improving these factors could be effective in driving bus patronage for this audience.

Local Transport Plan – initial engagement

BCP and Dorset Councils are developing a joint Local Transport Plan 4 (LTP4). Public consultation was undertaken in the spring of 2024:

- Online survey from January to March 2024 with 3434 responses.
- 16 in-person local roadshow events across BCP and Dorset.
- Online stakeholder briefings.

Comments related to both the BCP and Dorset areas, and as provision of public transport varies across the joint LTP area, some of the responses relate to where people live or visit.

Engagement themes

People

Issue public transport costs limit travel options

Opportunity improving public transport including quality, price and availability will make travelling by bus and train a genuine option

Place

Issue congestion is a problem in urban areas and impacts on local air quality.

Opportunities

- Improving the quality and availability of public transport to promote positive social, economic and environmental change.
- Improving public transport links between rural and urban areas to make places more accessible without the need to drive.

Activity

Issue Congestion and unreliable journey times during busy holiday periods in places popular with tourists, with journeys focused on car access to attractions which has impacts on local people.

Opportunities

- Increasing travel choices that benefit the environment.
- Potential to replace short car trips with active travel and public transport.

Table 8 LTP initial engagement -people, place and activity themes

	No. of responses
People open comments	
Low availability/frequency of buses	338
Social or rural isolation due to lack of transport	190
The want for more efficient transport systems to link important destinations such as hospitals	138
Worries about accessibility to transport	134
Wants for approved air quality, air/noise/light pollution	132
Stop anti-drive schemes	132
Low availability/frequency of trains	122
Increase better road management, planning, maintenance	116
Make transport cheaper	102
Place open comments	
More and improved public transport/ more regular services/ better transport links	103
Improved regular and direct bus services	66
Better and safer cycle routes and infrastructure	47
Do not want or cannot give up car use	39
Improved infrastructure/planning for transport links	39
Activity open comments	
Improved bus schedules and frequencies to include weekend and evening routes/improve public transport in general	128
Existing bus services do not offer a travel alternative due to unreliability	64
Car reliance as an elderly person/person with mobility issues/ rely on parent pick ups/alternative travel not feasible	63
Want for affordable fares to encourage public transport use/ subsidised travel/subscription service	60

Bournemouth Travel Interchange to town centre bus priority scheme consultation

The consultation was undertaken between February and April 2024 regarding the principal BSIP capital-funded scheme. The consultation identified 72 per cent overall support for the scheme; 59 per cent of people responding were bus users - and 72 per cent owned or have use of a car or van. This indicates positive responses from most of the community for measures to improve bus priority, not just from bus passengers but also those that drive. Bus priority measures not only support people without cars but also those that do drive but also take the bus.

Overall conclusions drawn from surveys and research

- **Personal safety** is repeatedly raised. The newly installed CCTV cameras at bus stops, security upgrades at Poole Bus Station, and new Travel Safety Officers demonstrate targeted investment to mitigate safety concerns. These initiatives will be promoted to engender confidence in bus travel.
- **Satisfaction with bus fares** is not as high as in other areas. Fares offers have been demonstrated to be an effective use of funding to attract more passengers.
- For an urban area, **journeys to work by bus are lower than expected**. Specific interventions in this area are expected to increase commuting by bus and increase overall passenger numbers. Improvement to bus speeds will result in better job satisfaction for bus drivers and help with recruitment. There is a proven link between higher operating speeds and attracting and retaining bus passengers.
- Some **people with access to cars appreciate that for some journeys, the bus is more convenient**. There are opportunities to develop this narrative to increase bus use by identifying and focusing on the type of journeys where convenience is higher.
- Concerns about **congestion** lead to the view that **increasing bus use is part of the solution**.
- There is support for improvements to bus services with an understanding that **bus priority is necessary to develop a better bus network**. This support is wider than just from bus passengers. The benefits to the wider community can balance some objections raised when schemes are under consideration.
- Higher satisfaction with many aspects of travel by bus from regular users compared to people who do not use buses can help encourage new passengers.
- Use of existing research can help identify targeted groups to focus promotion and marketing to enable the highest passenger growth.

Opportunities to increase passenger numbers

- Currently, 50 per cent of work journeys are less than five km and 80 per cent are within five to ten kilometres. With travel to work by bus slightly below other council areas, there is potential to grow bus use for commuting. The business-focused “Commuter Club” fare offer will support this.
- morebus and the council work with event organisers to encourage travel by bus. Travel by bus can be more convenient and have benefits for particular journeys.
- Continued partnership working to target improvements to address concerns raised in research, for example, personal security, will increase confidence in the local bus offer.

Spend in support of bus services

Financial support for bus services and their passengers over the last two years has been in the form of grants from HM Government and from local authority revenue and LTP capital budgets. The biggest budget area is concessionary fares bus operator reimbursement (revenue) which amounted to £6.8m in 2023/24.

Table 9 Spend in support of bus services 2022/23 and 2023/24

	Spend in thousands			
	2022/23		2023/24	
	Revenue	Capital	Revenue	Capital
Supported bus services				
LTA	887	-	880	-
BSIP	-	-	371	-
BSOG	271	-	271	-
Towns Fund	-	-	72	-
Concessionary fares - bus operator reimbursement				
LTA	6,685	-	6,785	-
Fares support and ticketing schemes				
BSIP area day ticket	-	-	40	-
BSIP Canford Heath fare offer	102			
Bus infrastructure				
LTA - LTP shelters	-	195	-	-
Shelters - Transforming Travel (TCF)	-	-	-	193
Shelters - BSIP & LTP	-	-	-	212
RTPI - BSIP & LTP	-	-	-	60
Ringwood Road bus lane - feasibility/design	-	-	-	425
CCTV in shelters - BSIP & LTP	-	-	-	511
Zero emission buses				
	0	0	0	0
Bus priority schemes				
Traffic signal priority	-	-	-	65
Priority scheme development	-	-	-	168

Subsidised local bus services

Local Transport Authorities have the power to provide financial support for local bus services that they consider necessary to meet local need where there are gaps in the commercial market. The majority of these operate in the evenings or on Sundays when fares revenue isn't sufficient to make them commercially viable.

Table 9 BCP Council local bus service contracts

Service No.	Route description	Operating day
1b / 1c	Christchurch – Burton / Somerford	Monday to Sunday
4	Poole – Broadstone – Merley - Wimborne	Evenings
4	Poole – Broadstone – Merley - Wimborne	Sundays
7A / 7B / 7C	Talbot / Bloxworth – Upper Parkstone – Tower Park	Monday to Saturday
8 / 9	Poole – Creekmoor – Upton	Evenings
8	Poole – Creekmoor – Upton	Sundays
10	Poole – Sterte – Wessex Gate – Lytchett Matravers	Monday to Saturday
14	Poole – Bourne Estate – Wallisdown	Evenings
16	Poole – Bourne Estate – Bournemouth	Evenings
16	Poole – Bourne Estate – Bournemouth	Sundays
18	Bournemouth – Broadstone (West Way)	Monday to Sunday
20	Poole – Bournemouth - Castlepoint	Monday to Saturday
25 / 26	Poole – Canford Heath	Evenings
25	Poole – Canford Heath	Sundays
32	Bournemouth – Merley - Poole	Monday to Saturday
33	Bournemouth – Bournemouth Hospital - Christchurch	Monday to Saturday
36	Talbot View Estate – Bournemouth - Kinson	Monday to Saturday
46	Throop – Avonbourne Academies	Schooldays
81	Charminster – Avonbourne Academies	Schooldays
425	Merley – Corfe Hills School	Schooldays
448	Old Town / Hamworthy – Parkstone & Poole Grammar Schools	Schooldays
744	Baiter / Old Town – Oakdale Junior School	Schooldays
Route ONE	Poole Town Centre Loop	Monday to Saturday
X6	Poole – Bear Cross	Sundays

5 Improvements programme to 2025

Table 15 Summary of the BSIP funded improvements already delivered or in progress for delivery during the current BSIP programme.

Measure already delivered	Measure in progress
More frequent	
<ul style="list-style-type: none"> • Service 18 Broadstone – Canford Heath - Bournemouth <p>BSIP Funded increase in frequency from hourly to half hourly, with a new Sunday Service.</p> <ul style="list-style-type: none"> • Service 13/13a Wimborne – Ferndown - Bournemouth <p>BSIP funded increased in frequency from half hourly to every 20 minutes, with route change to serve new housing development at Quarter Jack Park.</p>	<p>Service 18 enhancement has generated a 211% patronage increase so far.</p> <p>Service 13/13a enhancement has generated a 33% patronage increase so far.</p> <p>Note: Frequencies of other services are anticipated to increase following delivery of bus priority through BSIP funding in 2024/25. The Enhanced Partnership enables increased frequencies on routes that benefit from bus priority measures.</p>
Faster and more reliable	
<p>Bus speeds and punctuality indicators show improvements overall.</p> <p>Bus priority at 65 signalised junctions- testing underway at present.</p> <p>Bus Priority provided at Poole Road junction Bourne Valley Road</p> <p>morebus investment of £335,000 in April 2024, in ticket machine hardware reading passes, bank cards and apps quicker – enabling faster boarding.</p>	<p>Further priority schemes to be delivered in 2024/5:</p> <ul style="list-style-type: none"> • Christchurch – Bargates • Southbourne • Purewell • Westbourne • Bournemouth Station to the Town Centre <p>This major scheme is at the detailed design stage following public and stakeholder engagement. It will provide a priority route for buses direct to Bournemouth Square, where the current bus stops will benefit from new shelters, widened pavements and crossing points.</p> <p>BCP’s “Transforming Travel” scheme includes a major upgrade for all modes of sustainable transport along the Ringwood Road corridor. This strategic link to Poole Town Centre will be upgraded with 0.5 miles of bus lane and will be delivered in the next 18 months.</p>

Cheaper

National £2 fares cap has been well received and has generated passenger growth on inter-urban journeys in particular. Tap on Tap Off fares now available with both daily and weekly caps, saving money for multiple journeys compared to single fares.

BSIP Funded Initiatives:

- £2.50 return fare on Canford Heath services 18, 25 and 26 introduced from July 2023.
- 30 and 90 day child period tickets introduced on the morebus App – offering progressive savings from existing fares.
- morebus zone A fares zone aligned with the BCP Council area – resulting in cheaper day and period tickets for places which have been added to the fare zone.

National fares policy dependent on HM Government, but will continue to be heavily promoted by BCP/morebus Special fare promotion on Canford Heath services will continue until at least June 2025. “Commuter Club” carnet ticket bundles available through participating businesses for 10 for £10 trips. Supports flexible working

More comprehensive

Quarter Jack Park residential area in Wimborne (Dorset) has a bus service for the first time due to the enhancement of the Service 13/13a route. Evening services also enhanced.

Frequency improvements to Service 18 from June 2023 provided a Sunday service to residential areas in Broadstone and Oakdale for the first time.

Frequency improvements to Services 13/13a and 18 have been “pump primed” by BSIP funding to become commercial in future.

Easier to understand

All year-round network routes are now operated by one company-morebus. Information about all bus services can therefore be obtained from the morebus timetable book and App.

BSIP funding has aligned the morebus core fare Zone A with the BCP Council area. This makes the fare structure equitable and easier to understand for all residents.

The clarity of the national fares cap has helped understanding of fares for new users in particular.

Customer Charter clarifies responsibilities.

For summer 2024, morebus will actively liaise with event organisers to encourage bus travel.

Seasonal ‘Days Out by Bus’ information will show visitors how many local attractions are easily accessible by bus.

Easier to use

50 additional real time screens being installed to provide up to the minute departure information. Displays are easy to read, plus incorporate an audible announcement facility for blind and visually impaired passengers.

morebus are now able to send service updates to all 257 RTPI displays to keep passengers informed of any incidents or disruption.

Poole Bus Station will benefit from easy-to-read electronic departure screens at all 14 stands. These will include real time information, delay messaging and comprehensive CCTV for passenger security.

Better integration with other modes and each other

Bike and e-scooter share scheme availability in real time integrated with morebus app.

Bike and e-scooter share parking bays installed alongside key bus stops.

Multi- modal information totems installed at Poole and Bournemouth Hospitals, Christchurch Railway Station and Poole Town Centre. These provide journey planning advice and real time bike share, bus and train information.

Combined sightseeing bus, boat and Swanage Steam Railway tickets now available for seasonal tourist routes.

Working with Solent Transport to extend “Breeze” multi modal App across the BCP area.

Focus on rail and bus integration – with Dorset Rover rail and bus ticket being scoped.

Emerging Network Rail Strategic Station Plan will identify train and bus integration improvements at Bournemouth.

Mobility Hub project across BCP has identified 31 locations – to include bus, bike/e-scooter share, EV charging and carshare options.

Better to ride on

56 new vehicles introduced into the bus fleet in the BCP area during 2023/24. Double deck buses are replacing single deck vehicles to provide additional capacity, helping to reduce overcrowding at peak times.

High specification seating provided with USB chargers throughout.

Recent ticket machine hardware upgrade improves boarding experience.

Greener	
The 56 new vehicles join an existing 56 from 2016 – 2020 to provide 112 Euro 6 standard buses.	The partnership will continue to take advantage of future funding opportunities to make the fleet greener.
Accessible and inclusive by design	
<p>Real Time Information displays at stops are easy to read and include RNIB approved audible announcement facility.</p> <p>Raised boarding kerbs, fully accessible seating and wheelchair spaces provided at new bus shelters.</p> <p>On board audio and visual announcements now available on most routes.</p>	Ongoing programme of shelter upgrades will incorporate these key requirements for improved accessibility.
Innovative	
<p>Funded by BSIP, 149 of the busiest bus shelters across BCP have been fitted with CCTV cameras. These provide both live streamed and recorded images direct to the Council’s CCTV Control Centre.</p> <p>The high-definition cameras are uniquely installed in the bus shelters’ existing RTPI displays.</p>	A further 101 cameras are to be installed at key shelter locations, providing added security for bus passengers.
A safer mode of transport that is seen as safe	
<p>Transport Safety Officers have been employed by BCP Council to patrol at key Transport Interchanges and on the buses themselves. Six FTEs have been recruited and are funded from the DfT Pilot to reduce anti-social behaviour on the public transport network overall.</p> <p>This links to the BSIP funded implementation of CCTV at 250 bus shelters and in Poole Bus Station.</p> <p>On bus CCTV is currently fitted to 99% of network buses within the BCP area</p>	<p>In collaboration with Transport for West Midlands, BCP Council will be actively promoting the 81018 text number to enable discreet reporting of incidents on the bus network.</p> <p>These reports, in addition to enhanced CCTV monitoring, will enable targeting of the Transport Safety Officers at areas of most need.</p> <p>This % figure will increase as fleet renewal continues.</p>

Opportunities to grow the network

For new housing developments, it is critical that residents bus services are available from first occupation. It is much more difficult to change travel habits when there is a delay in provision and residents have found other potentially less sustainable modes for their travel needs. This has been successfully linked to BSIP-funded improvements to routes 13/3a, where new housing developments in the Wimborne (Dorset) area are served by the enhanced service. Network planning, use of developer contributions, and ensuring effective liaison between neighbouring councils will support this approach.

Accessibility mapping has identified areas where bus services can be improved, particularly where there is potential to increase bus use. This includes where there are also access challenges by car, for example, local hospitals.

Destinations with no or few bus services have been identified. The partnership will continue to explore opportunities to improve bus access to these attractors. For example, Bournemouth International Airport is growing rapidly as an international gateway. However, the bus service is currently infrequent. Linking the requirements of the Airport, the adjacent Aviation Business Park, new housing, retail and recreational developments increases the opportunity of an enhanced service.

For summer 2024, morebus devised a series of destination posters detailing interesting places to visit for residents and tourists, including the bus routes available to get to the attractions. Promotion of places and events with poor or limited access by car are opportunities to showcase the convenience of bus travel.

Driver recruitment and retention

morebus have a dedicated recruitment and training team and a fleet of training vehicles to support new drivers to enter the industry with a view to passing their driving test and obtaining their Driver Certificate of Professional Competence (DCPC).

Driving tests are conducted by in-house examiners, and this provision enables quick responses to new applications and creates job offers based on current staffing levels. Regular internal discussions regarding recruitment ensure driver establishment is maintained and recruitment campaigns are planned for upcoming service changes, including seasonal uplifts.

Driver pay rates are in line with industry and local averages, plus morebus offer additional benefits, including discounts at major retailers.

Driver vacancies are promoted via social media, dedicated job platforms (e.g. Indeed) and the Job Centre. The operator also regularly attends recruitment fairs as well as holding its own dedicated events. morebus is currently focusing on attracting female applicants for driving jobs. This is supported by parent company the Go-Ahead Group, which is a member of 'Women in Bus & Coach' and aims to recruit 1,500 new female bus drivers across the group by 2025.



6 Ambitions and proposals for 2025 and beyond

→ Network planning and improving services

The partnership has worked closely to identify gaps in the public transport network and secure funding where required. As an example, in November 2021, government funding was used to pump-prime an improved service between Christchurch and Burton. Burton is a Parish of approximately 4,200 and previously had no bus service at peak times or on Sundays. 22 per cent of households in Burton do not have access to a car.

A regular hourly service from 7am-7pm Mondays to Saturdays was introduced, with Sunday journeys from 9am-5pm. This allowed access to work, education, healthcare, and shopping opportunities. The new service was promoted in the local community with paper timetables given to all households and widespread social media.

Ridership has far exceeded expectations, and morebus have now commercially enhanced the frequency of the service to every half hour in the daytime, with no further subsidy required.

Service 18 from Broadstone - Canford Heath - Upper Parkstone - Bournemouth is a further example of pump-priming funding resulting in significant patronage growth. This hourly service was enhanced with BSIP funding to half-hourly, and a new Sunday service also provided. A timetable mailshot to residents was undertaken to advertise the new service together with a Press Release and supporting social media posts.

An additional 151,000 passengers carried since launch in June 2023, representing an impressive 211 per cent increase. This demonstrated that new passengers can be attracted to bus when frequencies improve and the service is actively marketed.

morebus, who operate all of the year-round network bus services in the BCP Council area, have categorised their routes as flagship; core; core-seasonal; non-core; and cross boundary.

The success of current BSIP funding used to enhance routes 13/13a and 18 has led to other routes being identified for improvement where similar passenger growth is anticipated.

Aspirations for route improvements

- Increased frequency on the Bournemouth to Christchurch and Bournemouth to Kinson corridors to raise the routes to flagship level.
- Enhance up to four services that are currently hourly, to provide a half-hourly frequency.
- Improve two cross boundary routes in partnership with Dorset Council.
- Re-instate the 24-hour timetable on Thursday, Friday and Saturday for the m1 and m2 flagship routes.
- Extend the peak summer season timetable for two leisure targeted services to provide improved travel opportunities for both leisure and local travel.

A longer-term priority for the bus network has been identified in the Sustainable Transport Masterplan:

‘A series of strategic bus corridor and route improvements have been identified where improvements to frequency and/or service provision is recommended. The aim of these improvements is to bring much of the BCP network up to flagships (<10 minute daytime frequency) or core 30 minute daytime frequency) provision.’

Other studies have identified areas that are not so well served, including north Bournemouth, past Castlepoint, and Magna Road.

Bournemouth International Airport and the adjacent Aviation Business Park have been served by a varying level of bus service over recent years. Currently, the service is infrequent and is significantly reduced from the hourly frequency previously operated. With increasing development on the business park and an expanding schedule of flights from the airport, BCP Council, the Airport and morebus have identified improving the service as a priority; however, pump-priming funding is required for this.

All new major developments, including residential, business, shopping and leisure, should be planned to facilitate easy bus access. Compact or dense developments are most likely to support high-frequency bus services, and the layout of streets and paths should facilitate direct and efficient bus operation with direct and pleasant walking routes to bus stops.

The ambitions for enhanced bus network coverage are principally for new conventional routes. However, other flexible options will be considered where appropriate.

→ Bus priority

The council collaborates closely with operators to identify “hotspot” locations across the conurbation where delays to buses occur. A “wish list” of improvements has been created and reviewed at quarterly Enhanced Partnership Working Group meetings. A major source of delay for buses is the route from Bournemouth Station to the Town Centre, where a nine-minute journey can take up to fifty minutes in the summer due to extreme seasonal traffic congestion.

BSIP funding is being used to tackle this in 2024/25 with an ambitious plan to provide bus priority and guaranteed journey times on this key section of the bus route.

A further opportunity for priority has been identified, with a dedicated lane proposed for buses exiting the Bournemouth Travel Interchange onto Station Roundabout. At present, buses (and coaches) have to queue together with cars exiting the adjacent supermarket. This improvement would benefit 25 buses and 4 coaches per hour.

On the main Poole to Bournemouth corridor, Branksome Roundabout remains a bottleneck for traffic, particularly at peak times. An innovative proposal to provide an eastbound bus lane here would benefit 20 buses an hour. Funding for delivery is estimated at £2m.

There are delays to buses at suburban retail centres such as Upper Parkstone, Charminster and Winton due to problems caused by reverse and illegal parking. A review of parking and loading arrangements to ease traffic flow for all vehicles is planned for these locations. Any proposals that improve the flow of buses will also enhance the overall experience of people using these areas for shopping and recreation.

At Poole College, an additional bus lane is proposed to aid eastbound buses joining the gyratory. This follows earlier improvements here to create a two-way bus link, which has saved 18,000 unnecessary bus miles per annum.

New sections of bus lane have been identified at Winton, with a southbound bus lane on Wimborne Road approaching East Avenue roundabout. Also, a bus lane on the exit of Boscombe Bus Station, westbound to access Centenary Way.

→ **Simpler and more affordable fares**

The national £2 fares cap has been greatly beneficial in generating additional ridership for inter-urban services in particular. However, for all services across the area, the flat fare has assisted in cutting dwell times at bus stops as it has reduced ticket transaction times. A move towards simpler, flat fares in the future continues to be an ambition.

BSIP funding is currently being put to use on a number of targeted initiatives, including the “Commuter Club” carnet ticket offer as well as reduced-price return tickets on the Canford Heath corridor. Subject to funding, it would be very beneficial to provide these in additional areas in the future.

→ **Ticketing**

All morebus buses are fitted with contactless Tap On Tap Off (TOTO) readers, and further promotion of daily and weekly caps will increase use to be the default option in future. In addition, pre-paid tickets via the morebus app provide the fastest boarding and alighting times, so promotion of these for regular travellers will continue.

TOTO is planned to be extended to the morebus app to give wider ticketing options and improve boarding times. An app-based product would provide improved information to guide network changes as well as better financial transaction information for the user.

Solent Transport’s “Breeze App” enables multimodal journeys to be undertaken (on bus, bike share, e-scooter share and local rail services) using a single payment platform. Real Time Information and journey planning for all modes is also available. Extension of the app to include Bournemouth, Christchurch and Poole would greatly benefit passengers but is likely to require an ongoing funding stream.

PlusBus remains a useful ticket option for rail travellers to and from stations in the BCP area. However, with the significant increase in mobile ticketing, it would be beneficial to enable smart acceptance on local buses rather than being used as “flash passes” at present. We will continue to work with the PlusBus team and are keen to launch an e-ticket following current trials in Cambridge and West Yorkshire.

→ **Improved waiting and interchange facilities**

Poole is the second-most popular destination for bus travel in the conurbation, and the vast majority of passenger journeys start/finish at the bus station. The facility was built in the late 1960s and is of a good size with 14 bays, and benefits from direct covered access to the adjacent Dolphin Shopping Centre.

Refurbishment of Poole Bus Station in 2009 improved its appearance, lighting and accessibility, and in 2024, new electronic totems will provide passenger information at each stop. However, whilst the waiting areas are covered by a canopy, this is open on two sides, resulting in a cold environment for passengers in inclement weather.



Poole Bus Station

It is proposed to fully enclose the bus station with buses being accessed through powered doors (as fitted to more modern facilities across the country). In addition, a new waiting area is to be created, with the uneven concrete flooring also replaced throughout.

The Bournemouth Travel Interchange also needs refurbishment, including re-decoration, improved information and new lighting.

31 proposed new Mobility Hubs will improve sustainable transport interchange at locations throughout the BCP area. These will typically include a bus stop with shelter, bike/e-scooter share, and a car club vehicle with an electric vehicle charge point.

The partnership also aims to replace 200 older bus shelters with new, high specification structures. These are stainless steel, with a light and airy glass roof, and incorporate full-width seating and wheelchair spaces. The replacement shelters would be fitted with Real Time Passenger Information and live-streamed CCTV to the council control centre.

Interchange between bus and rail is reasonably good in the BCP area, with buses stopping at or close to the seven railway stations. Interchange will improve further with any frequency improvements to bus and/or rail services.

→ Improved information and network identity

Passenger information will be further improved with 200 new additional RTPPI displays provided at the busiest stops. These incorporate a variable messaging facility so the operator can inform passengers of cancellations, delays and diversions as appropriate.

Smart information totems will also be installed at key interchange points providing real time journey planning and departure information on train, bus, carshare, bike, e-bike and e-scooter share options.

A regional approach to improve the awareness of bus services, focused on tourism and leisure and showing connections across the south and southwest of England, is aimed at promoting sustainable tourism. Maps of bus routes detailing journeys to regional centres across different council areas and information about buses to specific attractions would help promote services to visitors and tourists. Information about bus routes providing access to the South West Coastal Path and National Parks would encourage access by people who do not have a car available or wish to visit using public transport whilst protecting these areas from the impacts of traffic. The Sub-national transport bodies and National Public Transport Information Ltd (NPTI) are able to support the co-ordination of relevant information.

→ Accessibility and inclusion

Audiovisual announcements are planned to become standard on all vehicles and routes. RTP1 displays at bus stops also include audible announcements for the benefit of visually impaired passengers.

The council will continue the programme to raise boarding kerbs at stops to allow flat, level access for wheelchair users, pushchairs, and passengers with mobility impairments. A further 100 stops have been identified, which would benefit from raised boarding kerbs. Clearways will be a minimum of 27m to ensure vehicles can pull parallel to the raised kerb.

→ Buses which are safe and seen as safe

The council has worked closely with contractors to deliver an innovative solution for CCTV at bus shelters, with 149 cameras already fitted, integral to the existing RTP1 displays. A further 200 shelter locations are suitable for installation, providing enhanced security for passengers.

The CCTV cameras provide both live-streamed and recorded images back to the council's control room. Bus shelters will be advertised as "Safe Spaces" to all residents. Increased promotion of the 81018 text number will allow discreet reporting of incidents of anti-social behaviour on buses.

The council has six full-time 'Transport Safety Officers' on patrol at key interchange points and on bus services. The scheme has been very well received, and it is hoped that further funding can be secured to extend the pilot project beyond 31 March 2025.

→ Improving the fleet

There are currently no electric or hybrid buses operating local services in the BCP area. Both the council and morebus see this as a priority, both to cut emissions and ensure buses remain a sustainable transport choice in the future. Work has been undertaken to scope the provision of charging facilities at morebus' depots in both Poole and Bournemouth. In addition, Go South Coast have considerable experience of running electric buses in other areas of their operation.

A joint bid with significant local contribution for funding for electric buses and charging infrastructure through the ZEBRA 1 programme was unsuccessful.

→ Longer term transformation of the network

A key limiting factor in enhancing bus services in the BCP area in the future is availability of depot space. Both morebus depots operate at capacity following the enhanced network resulting from the collapse of Yellow Buses. Identifying future depot locations is a priority, including options on local authority-owned land. The electrification of the fleet may also provide innovative solutions for joint electric vehicle charging arrangements (e.g. both bus operator and council fleet vehicles sharing the same charging infrastructure).

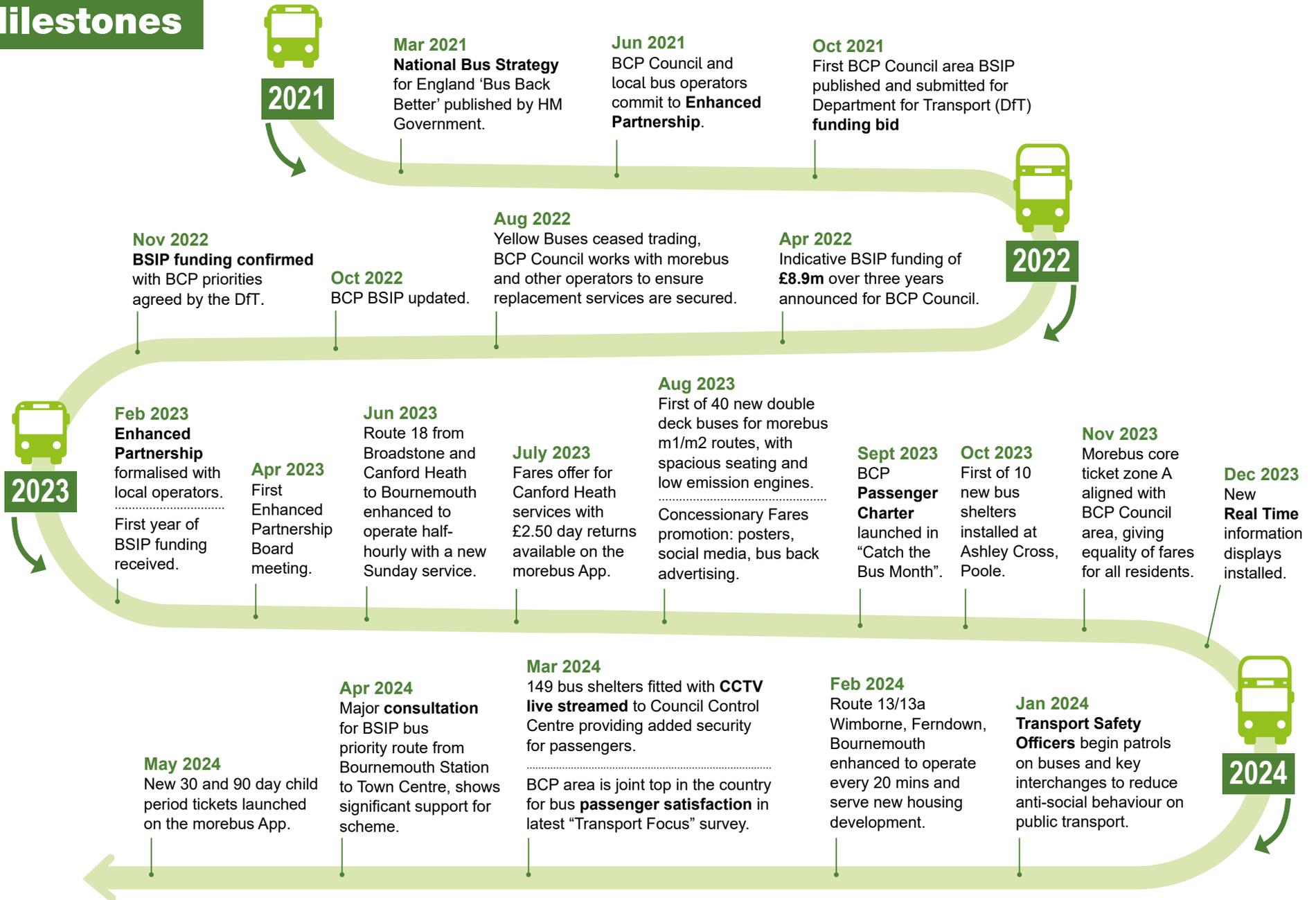
In the spirit of the government's 2021 report Decarbonising Transport; A Better Greener Britain, the BCP Council Sustainable Transport Masterplan considers an approach to achieve the council's motion to work towards decarbonising the local transport network with 50 per cent of journeys undertaken by walking, scooting, cycling or public transport by 2030. Increasing the numbers and proportion of journeys by bus is an essential part of this.

Targets, performance monitoring and reporting

The key performance indicators and future targets have been reviewed by the Enhanced Partnership Board. These provide an essential monitor of the impact of bus improvements.

Measure	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25 Target	2025/26 Target	Description of how each will be measured
Journey time - average bus speed across BCP network	12mph	12mph	12mph	11.3mph	14.8mph	15mph	15.3mph	Actual journey times supplied by bus operators and then averaged. Data for 2023/24 is morebus only
Reliability - percentage of all bus services operating on time	84.5%	82%	88%	83%	84%	85%	90%	Percentage of buses operating on time according to Traffic Commissioner's criteria. Average of all operators
Passenger journey numbers	25,575,883	8,000,000	17,040,730	20,655,190	23,595,531	26,140,000	27,710,000	Total passenger numbers boarding registered local bus services within the BCP area. Supplied by bus operators.
Average passenger satisfaction	93%	89%	89%	91%	90%	92%	94%	Transport Focus: Your Bus Journey Survey

7 Milestones



8 Glossary

BCP - Bournemouth, Christchurch and Poole – refers to the three towns that form BCP Council and the designated area.

BSIP - Bus Service Improvement Plan – this document.

BSIP+ Funding – second phase of government BSIP funding.

Bus patronage – the number of single passenger trips on bus services. Usually within a defined period and area to show whether numbers of people using buses locally is increasing or decreasing.

CCAP - Climate Change Action Plan – measures and initiatives to deliver progress towards BCP Council as an organisation and our area becoming carbon neutral. This follows the declaration of a climate and ecological emergency by the Council in 2019.

CCTV - Closed Circuit Television

Cross boundary bus routes – one that travels through more than one council area – for example the X3 bus between Bournemouth and Salisbury travels through BCP Council, Hampshire County Council and Wiltshire Council areas.

DfT – Department for Transport. (National Government)

Dorset metro – plan to increase the frequency of train services across the BCP and part of Dorset area.

EP - Enhanced Partnership – statutory (relating to rules or laws that have been formally written down) basis for progressing improvements to bus services between BCP Council and local bus operators.

EP (Enhanced Partnership) Board – decision making group made up of local bus operator and BCP Council representatives.

EP (Enhanced Partnership) working group – wider group of local bus operators, BCP Council, DVSA and Transport Focus that makes recommendations to the Board.

Euro V1 – vehicle classification relating to Nitrogen Oxide - NOx emissions. A Euro VI (six) bus for a diesel engine has the lowest current level of NOx emissions which has a positive impact on air quality.

FTE – Full time equivalent – referring to a job or role.

LTA - Local Transport Authority – council area with responsibility for transport. For BCP the overall council area and the LTA are the same.

LTP/LTP4 - Local Transport Plan/4 – managed jointly by BCP and Dorset councils, setting out how transport is planned to be delivered to meet the demanding challenges facing the area over the next 10-15 years. LTP4 is the new plan currently being compiled to apply from 2026 onwards.

MaaS - Mobility as a service – integrates various forms of transport and transport related services into a single comprehensive and on demand mobility service – achieved through a single application channel and single payment.

Mobility hubs – where a range of transport options are available in one place – where people can switch from one mode of transport to another in a convenient single location.

NHT Survey - National highways and transport survey – BCP Council participate in a national survey where different aspects of transport are compared with other council areas and quantified.

Rapid transit – high-capacity public transport, generally in urban areas that operates on an exclusive right of way that cannot be accessed pedestrians or other vehicles. Examples include Underground, metro, tram, subway and light rail.

RTPI - Real time passenger information – the location of buses is provided to the passenger, so they know when to expect the next bus or where the bus is. This can be through an electronic display at a bus shelter or bus station showing when the next buses are due, or via an app or website which can indicate where the bus is on a map.

SOBC - Strategic outline business case – First stage in the business case for a project – provides the necessary information to assess the scope of the project.

Solent Transport – Partnership of four Local Transport Authorities across the Solent area to provide a strategic direction for transport improvements.

STMP - Sustainable Transport Masterplan – plans as part of an emerging strategy to ensure residents, visitors, customers and employees have sustainable travel choices when deciding how to travel locally.

TOTO – Tap on tap off. Transport ticketing where a bank card or payment enabled mobile phone is placed on a reader when both boarding and alighting the bus and the correct fare is debited.

WGSTB - Western Gateway sub-national transport body - one of seven sub-national transport bodies in England covering BCP, Bath, Bristol, Dorset, Gloucestershire and Wiltshire. The WGSTB provides a strategic transport overview involving working collaboratively to provide a single voice on regional transport issues.

Wheeling - an inclusive term for transport including manual self- or assistant-powered wheelchairs, powered wheelchairs, mobility scooters and rollators.

Appendix 1

morebus letter of support



Go South Coast Ltd
Towngate House
2 - 8 Parkstone Road
Poole, Dorset
BH15 2PR

Mr John McVey
Sustainable Transport Policy Manager
BCP Council
Civic Centre
Bourne Avenue
Bournemouth
BH2 6DY

6 June 2024

Dear Mr McVey

Letter of Support for the BCP Council Bus Service Improvement Plan (BSIP)

Go South Coast, trading as morebus, is delighted to provide this letter of support for the BCP Council's BSIP. We have been involved in the preparation of the BSIP through close and regular dialogue and meetings with BCP Council as it has been drafted and refreshed for 2024, and we appreciate this high level of engagement and openness with us, as the area's bus operator.

We are pleased that the BSIP shows a high level of ambition for how BCP Council will continue to work with us towards making buses the obvious choice for everyday travel, including as part of longer journeys that could include walking, wheeling, cycling, rail or coach travel.

Together, we are already making great progress in delivering a bus service that is comfortable and convenient, safe and easy to use, and more reliable. Our buses are now becoming better for the environment, more frequent and more affordable to the passenger, as well as the taxpayer.

Partnership working is making a difference and supporting a good recovery from the impact on bus travel of the C-19 pandemic. In 2023/24, bus patronage bounced back to 92% of the pre-pandemic level, from a low of 35% in 2020/21. We expect that numbers to continue to grow further in 2024/25 and exceed the patronage levels experienced in 2019/20, the year before the pandemic and the first year of the BCP Council Unitary Authority. BCP Council's aim is to continue to build passenger journey numbers and increase the proportion of all journeys undertaken by bus, which also aligns with our strategy to accelerate passenger recovery post-pandemic, delivering profitable and sustained growth, and accelerating fleet decarbonisation.

[morebus.co.uk](https://www.morebus.co.uk)

Go South Coast Ltd.
Registered in England and Wales no. 3949597
Registered office: 3rd floor 41-51 Grey Street Newcastle-upon-Tyne NE1 6EE

Journey satisfaction has also increased, with passengers in the BCP area being amongst the most satisfied in the country. The [2023 Transport Focus: Your Bus Journey survey](#) found that our passenger satisfaction was ranked equal highest.

We fully support the BSIP's proposals for:

- Continuing to give buses more priority, reducing the chances of them being delayed by traffic congestion, as further improving the bus offer will result in more passengers and replace journeys made by private cars.
- Increasing the number of journeys by sustainable travel modes, including buses, undertaken by tourists visiting the BCP area. Tourism is a key sector for our local economy, attracting over 8.8m day visitors and 1m staying visitors in 2021. Currently, most journeys undertaken by tourists are by use of private cars.

Likewise, we support BCP Council's motion below, approved in November 2022 in support of the local authority's July 2019 declaration of a Climate Emergency and in recognition of the importance of bus services:

'In order to meet our climate emergency declaration, we will work to decarbonise the transport network in the BCP area. In order to do this, we will aim to get to 50% of journeys within the BCP area to be done by walking, scooting, cycling or public transport by 2030, in the spirit of the government's 'Decarbonising Transport. A Better, Greener Britain 2021 report'.

We welcome the ambition of the BSIP. We wholeheartedly endorse its strong focus on providing an essential public service for the BCP residents and visitors, helping to bring communities together, support fulfilled lives and offer people an attractive and viable alternative to the private car by providing connections to and between the three towns and district centres. We align with the vision of the 2024 Bus Service Improvement Plan and the objective to specifically contribute to the following:

- People and places are connected by sustainable and modern infrastructure.
- Climate change is tackled through sustainable policies and practice.
- High quality of life for all, where people can be active, healthy and independent.
- Working together, everyone feels safe and secure.
- Providing accessible and inclusive services, showing care in our approach.

We are looking forward to continuing to work in partnership with BCP Council to make travelling by bus in the BCP area even better. We will further grow patronage and want the bus to be the natural choice for everyday travel, including as part of longer journeys that could include walking, wheeling, cycling, rail or coach travel.

Yours sincerely,



Andrew Wickham
Managing Director

BCP Council Area Bus Passenger Charter

BCP Council and the local bus operating companies are working in partnership to provide high quality and improved bus services within Bournemouth, Christchurch and Poole. This Charter sets out what passengers can expect today when using local bus services.

Included in this Charter:

- Local registered bus services operating within the BCP area, which are available to the public paying fares or using concessionary bus passes issued to elderly or disabled people.

This Charter does not cover:

- Buses provided for travel to and from schools where fares are not required.
- Longer distance scheduled coaches and rail replacement bus services.
- Sightseeing, tour and works bus services.

Theme	What you can expect when you travel by bus in Bournemouth, Christchurch & Poole	Who is responsible?		We are working hard to deliver:
		BCP Council	Bus Operator	
The local bus network	A comprehensive network of well-connected local bus routes	✓	✓	Increased bus frequencies on the 18 service (up to every 30 mins) and the 13 service (up to every 20 mins). Bus priority measures at 6 key locations on the local network plus provide bus priority at 65 signalised junctions.
	A reliable service: your journey will run in a punctual manner as advertised in the published timetable.	✓	✓	
	A safe and comfortable journey.		✓	
At the bus stop	A clearly marked bus stop with a sign and up-to-date printed timetable.	✓	✓	Install x10 new high specification bus shelters.
	At busier locations, we will provide a bus shelter which is clean and well maintained.	✓		
	A real time bus departure information displays at busier bus shelters.	✓		
	Bus stops that are accessible for all passengers getting on and off bus services.	✓		
Information about local bus services	Up to date bus information will be freely available in a range of formats. This includes paper timetables, real time information and operator websites and Apps.	✓	✓	Upgrade x 50 existing bus shelters with new Real Time Passenger Information displays.
	An in person, customer enquiry service available at: the Bournemouth Travel Interchange office, Bournemouth, BH8 8DN and the more shop at Poole bus station, Poole, BH15 1SN.	✓	✓	
	We will keep passengers updated on both planned changes (e.g., scheduled roadworks) and unplanned changes (e.g., emergency roadworks) as soon as information is known, via websites, apps and social media.	✓	✓	



Funded by
UK Government

BCP Council Area Bus Passenger Charter

Theme	What you can expect when you travel by bus in Bournemouth, Christchurch & Poole	Who is responsible?		We are working hard to deliver:
		BCP Council	Bus Operator	
On the bus	Your bus will be clean and well-presented, with a clear route number and a destination.		✓	Morebus is investing in 28 new low emission buses (Summer 2023)
	All customer facing staff will provide good levels of customer care to all passengers.		✓	
A safe journey	A professionally trained driver.		✓	New passenger information displays with built in CCTV cameras at Poole Bus Station.
	A safe and cared for vehicle fitted with CCTV.		✓	
	All last scheduled services will operate. In the event of an issue with a last scheduled service, we will get you to your destination bus stop.		✓	Livestream CCTV at 250 of the busiest bus stops.
	Good communication and planning in exceptional circumstances (e.g., a severe weather event/emergency).		✓	
	Stops with bus shelters incorporate lighting and the busiest of these incorporate CCTV.	✓		
Fares	Access to a range of simple ticketing options, offering best value for money including reduced fares for younger people (up to 19 years).	✓	✓	A new £2.50 day return fare initiative for services 18, 25 and 26 (available through the more bus app).
	A range of ways to pay for your journey including cash, contactless, mobile phone payment, and via bus operator apps.		✓	
	Encourage uptake and usage of the English National Concessionary Travel Scheme (ENCTS) which operates 09:30 to 23:00, Monday to Friday and any time at weekends and on bank holidays.	✓	✓	Extend the more bus Zone A network to align with the BCP Council area. Increased awareness of the ENCTS scheme through car park and bus stop posters, a media campaign and direct mailing to 170,000 local homes.



BCP Council Area Bus Passenger Charter

Theme	What you can expect when you travel by bus in Bournemouth, Christchurch & Poole	Who is responsible?		We are working hard to deliver:
		BCP Council	Bus Operator	
Buses for all	All buses will meet accessibility regulations.		✓	Bus stop improvements at key locations, which will provide more accessible boarding kerbs, increased seating for all, and more Real Time Information (RTI) displays.
	Drivers will provide reasonable assistance to aid accessible boarding and alighting of buses.		✓	
	We will provide reasonable adjustments to meet the individual needs of passengers.		✓	
	We engage with disability and groups with protected characteristics to help people become more confident with bus travel.	✓	✓	

Beyond your journey

All partners welcome and encourage your feedback on bus service performance within the local area by contacting:

- BCP COUNCIL:** public.transport@bcpcouncil.gov.uk (e-mail)
MORE BUS: www.morebus.co.uk/passenger-charter (web page)
FIRST BUS: www.firstbus.co.uk/Wessex-dorset-south-somerset (web page)

Plans for improved bus services

BCP Council in partnership with morebus and First has been successful in securing Government funding for our Bus Service Improvement Plan (BSIP). You can find out more about our plans at:

<https://www.bcpcouncil.gov.uk/News/News-Features/Transforming-Travel/National-Bus-Strategy-for-England.aspx>

As a partnership we will commit to reviewing and updating this charter each year.



BSIP overview tables

As part of the required submission to the DfT two overview tables were supplied.

Improvements programme to 2025 covers delivery from existing BSIP funding.

Ambitions and proposals for 2025 and beyond are indicative aspirations which require further funding.

The DfT asked all Local Transport Authorities for costed items from 2025 onwards and the indicative list provided was jointly compiled with morebus.

This is specifically for the DfT request as part of the 2024 BSIP update and is subject to change.

Improvements programme to 2025

Improvements programme to 2025

Scheme category	Title of scheme/measure	Budget/est. cost (£k)			of which BSIP funding (£k)			Notes on funding sources (identifying non-BSIP funding)
		Capital	Revenue	Total	Capital	Revenue	Total	
Bus priority infrastructure	Bournemouth Travel Interchange to Town Centre bus priority route	3786667	0	3786667	2840000	0	2840000	£946,667 additional funding though LTP Capital Programme
Bus priority infrastructure	Bus Priority at 65 signalised junctions	180000	0	180000	135000	0	135000	£45,000 additional funding through LTP Capital Programme
Bus priority infrastructure	Branksome Roundabout, Poole Road Bus Priority	60000	0	60000	45000	0	45000	£15,000 additional funding through LTP Capital Programme
Bus priority infrastructure	Westbourne Bus Priority	1000000	0	1000000	750000	0	750000	£250,000 additional funding through LTP Capital Programme
Bus priority infrastructure	Christchurch - High Street & Bargates Bus Priority	1500000	0	1500000	1125000	0	1125000	£375,000 additional funding through LTP Capital Programme
Bus priority infrastructure	Southbourne Bus Priority	50000	0	50000	37500	0	37500	£12,500 additional funding through LTP Capital Programme
Bus priority infrastructure	Purewell Bus Priority	100000	0	100000	75000	0	75000	£25,000 additional funding through LTP Capital Programme
Other bus infrastructure	10 new bus shelters with accessible boarding	200000	0	200000	150000	0	150000	£50,000 additional funding through LTP Capital Programme
Other bus infrastructure	50 new RTPI displays	209500	0	209500	159500	0	159500	£50,000 additional funding through LTP Capital Programme
Other bus infrastructure	Poole Bus Station RTPI Displays incorporating CCTV monitoring	480000	0	480000	360000	0	360000	£120,000 additional funding through LTP Capital Programme
Other bus infrastructure	Live-stream CCTV in 250 bus shelters to Council Control Room	570000	0	570000	427500	0	427500	£142,500 additional funding through LTP Capital Programme
Bus service support	Frequency enhancement on Service 18 (hourly to half-hourly)	0	975000	975000	0	975000	975000	
Bus service support	Frequency enhancement on Service 13 (half-hourly to 20 mins)	0	1025000	1025000	0	1025000	1025000	
Fares support	Discounted Fares Initiative - Canford Heath £2.50 day return	0	300000	300000	0	300000	300000	
Ticketing reform	Morebus Zone A ticket area alignment with BCP Council boundary	0	40000	40000	0	40000	40000	
Ticketing reform	Child 30 day and 90 day Period Tickets		93000	93000			93000	
Ticketing reform	"Commuter Club" multi trip bundles /	0	210000	210000	0	210000	210000	

Indicative ambitions and proposals for 2025 onwards

NBS objective	Title of scheme or proposal	Additional description (optional - 60 words max)	Est. cost / order of cost (£k)	Costing accuracy rating
				Low, Medium, High
Service level and network coverage	Frequency enhancement - 5/5a	increase of frequency from 15mins to 10mins	£2500k	Medium
Service level and network coverage	Frequency enhancement - 6 (Cross boundary with Dorset Council, total annual cost)	increase of frequency from hourly to half-hourly (in partnership with Dorset Council)	£2500k	Medium
Service level and network coverage	Alum Chine year-round extension to route 33 to replace winter 70	extend 33 to Alum Chine year-round to replace loss-making winter route route 70	£55k	Medium
Service level and network coverage	Frequency enhancement - 22 via extension of route 14	increase of frequency from 30mins to 15mins between RBH and Bournemouth via an extension of 2 bph route 14	£450k	Medium
Service level and network coverage	Service enhancement to Bournemouth Airport	Increase in service provision to Airport. Currently 2 journey per day from Town Centre	£250k	Low
Service level and network coverage	Frequency enhancement - 1a	increase of frequency from 15mins to 10mins	£500k	Low
Service level and network coverage	M1/M2 24 hour operation	increase of timetable to produce 24 hour operation Thursday, Friday and Saturday	£180k	Low
Service level and network coverage	Frequency enhancement - 40 (Cross boundary with Dorset Council, total annual cost)	increase of frequency from hourly to half-hourly (year round, with Dorset Council)	£325k	Medium
Service level and network coverage	Frequency enhancement - X8 (Cross boundary with Dorset Council, total annual cost)	increase of frequency from hourly to half-hourly (in partnership with Dorset Council)	£350k	Medium
Service level and network coverage	Frequency enhancement - X6 (Cross boundary with Dorset Council, total annual cost)	increase of frequency from hourly to half-hourly (in partnership with Dorset Council)	£500k	Medium
Service level and network coverage	Frequency enhancement - 20	increase of frequency from hourly to half-hourly	£250k	Medium
Service level and network coverage	Frequency enhancement - 15	increase of frequency from hourly to half-hourly	£250k	Medium
Service level and network coverage	Extension of 'summer season' timetable including uplifted seasonal services	Expansion of 'summer season' timetable including 'Breezer' branded services that are currently operated at uplifted levels between Whitsun and Mid-Septen	£650k	Medium
Bus Priority	Branksome Roundabout bus lane	Installation of new Eastbound bus lane at Branksome Roundabout	£1900k	Medium
Bus Priority	Bournemouth Interchange to Station Roundabout bus priority on slip road	Dedicated bus/coach slip road exiting from Bournemouth Travel Interchange onto St Pauls Road	£760k	Medium
Bus Priority	Poole College bus lane	Installation of new Eastbound bus lane from Poole College stop to aid access to gyratory	£375k	Medium
Bus Priority	Ashley Road - Upper Parkstone	Review of existing parking arrangements to improve bus movements through area	£100k	Medium
Bus Priority	Charminster Road - Charminster	Review of existing parking arrangements at central commercial area of Charminster Road (including introducing inset parking/loading) to improve bus movements through area	£400k	Medium
Bus Priority	Wimborne Road - Winton parking review	Review of existing parking arrangements at central commercial area of Wimborne Road, Winton to improve bus movements through area	£125k	Medium
Bus Priority	East Avenue Roundabout Wimborne Road bus lane	Installation of new Southbound bus lane on approach to East Avenue Roundabout	£350k	Medium
Bus Priority	Boscombe Bus Station	Improvements to exit arrangements with new Westbound bus lane to access Centenary Way	£400k	Medium
Lower and simpler fares	Retention of £2 Bus Fare Cap	Continuation of £2 Bus Fare Cap at point when government scheme is withdrawn or local operators opt out of government scheme	£3500k	High
Lower and simpler fares	Young Persons Fare	Subsidised ticket for Young Persons (under 19)	£100k	Low
Ticketing	Tap On Tap Off through app	Further info required from Morebus	£16k	Medium
Waiting and interchange facilities	Poole Bus Station Refurbishment	Refurbishment of Poole Bus Station waiting facility including enclosing structure with additional glazing, automatic passenger boarding doors at stands, new lighting, flooring and waiting area	£2500k	Low
Waiting and interchange facilities	Bournemouth Travel Interchange refurbishment	Refurbishment of Bournemouth Travel Interchange waiting facility, including redecoration, improved passenger information and new lighting.	£250k	Medium
Waiting and interchange facilities	Shelter upgrade programme, 200 sites	Upgrade of 200 bus stops with new bus shelters, with RTPI and live-stream CCTV	£7000k	High
Waiting and interchange facilities	Mobility Hubs	Provision of 31 mobility hubs at key suburban centres	£1700k	High
Bus information and network identity	Bournemouth Town Centre 'Travel Kiosk'.	Provision of staffed Travel Kiosk to provide assistance to public with transport related enquiries.	£175k	Medium
Bus information and network identity	Enhanced bus timetable booklet	Additional information provided in bus operator timetable booklet including key tourism and destination information	£100k	Medium
Bus passenger experience	Transport Safety Officers	Continuation of Transport Safety Officers programme beyond current 2024/25 DfT pilot.	£650k	High
Bus passenger experience	Network Management joint working	Partnership between bus operator and Council Traffic/CCTV Control Centre to improve reactions to adverse incidents. 2 x FTE additional employed	£150k	Medium
Bus fleet	Bus fleet to be Zero Emission	Upgrade of fleet to Zero Emissions, including charging infrastructure at Poole & Bournemouth Depots	£112300k	High
Accessibility and inclusion	Upgrade to Audio Visual announcement system across fleet	Operator currently use multiple Audio Visual software dependant on age of vehicle, upgrade system across whole fleet for consistent provision.	£150k	
Accessibility and inclusion	Raised kerbing and extended bus stop clearways at 200 stops	Provision of raised kerbs and 27m bus stop clearways at 200 stops in area to improve boarding for disabled users.	£2000k	High
Longer term network transformation	Additional Depot capacity to enable additional services and frequency enhancements	Depot space currently at capacity. Will permit improvement to areas served, frequencies, and modernisation of existing fleet. Potential to utilise unused Creekmoor P&R site for electric bus charging and combine with electrification of Council's vehicle fleet.	£6000k	Medium

Compiled by BCP Council Transport and Sustainable Travel, in partnership with morebus.

busstrategy@bcpcouncil.gov.uk

bcpcouncil.gov.uk/national-bus-strategy

