



[DRAFT] Buckinghamshire Council Bus Service Improvement Plan

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1. Overview

This Bus Service Improvement Plan (BSIP) covers the Buckinghamshire Local Transport Authority (LTA) area. It has been developed in partnership with operators and sets out the vision, objectives and measures to improve local bus services in Buckinghamshire.

Buckinghamshire has a network of urban and inter-urban bus services that provide vital connectivity and accessibility. These are provided by a number of bus operators with two main bus operators covering 75% of the passenger network and the rest complemented by smaller operators and interurban routes. These include:

- Arriva
- Carousel
- First Berkshire
- Langston & Tasker
- Red Group (Red Eagle, Redline, Red Rose)
- Stagecoach East
- Star Travel
- Thames Valley
- Transport for London (TfL)
- Z & S Travel

In rural areas the network is also supplemented by community-led transport and operators by:

- Risborough Area Community Bus
- Winslow and District Community Bus

In March 2021 the Government published 'Bus Back Better'¹, which is the first national bus strategy for England. The strategy sets out that by the end of June 2021 that local Authorities commit to entering into Enhanced Partnerships with local bus operators and produce a Bus Service Improvement Plan by 31st October.

Buckinghamshire Council has made a commitment to enter into an Enhanced Partnership with local bus operators and this partnership will be the means to delivering bus service improvements in Buckinghamshire. The existing relationship between the Council and operators is positive and has led to innovation and service improvements, such as the High Wycombe multi-operator ticket zone.

¹ Bus back better, DfT: <https://www.gov.uk/government/publications/bus-back-better>

1.1. BSIP Vision and Objectives

This BSIP focuses on improving bus services in Buckinghamshire. The vision is to:

Establish buses as a key travel mode of travel in Buckinghamshire providing connectivity and accessibility to all with safe, reliable, and regular services.

Our focus is on bus users; improving the user experience; making services more desirable through safety and security; and building on the County's legacy as the home of the Paralympics to be accessible to all.

This vision will be supported through the delivery of measures to achieve key objectives which are aligned to achieving Buckinghamshire Corporate and Local Transport Plan 4 Objectives and the Government's National Bus Strategy priorities. The relationship between the objectives is shown in figure 1 below.

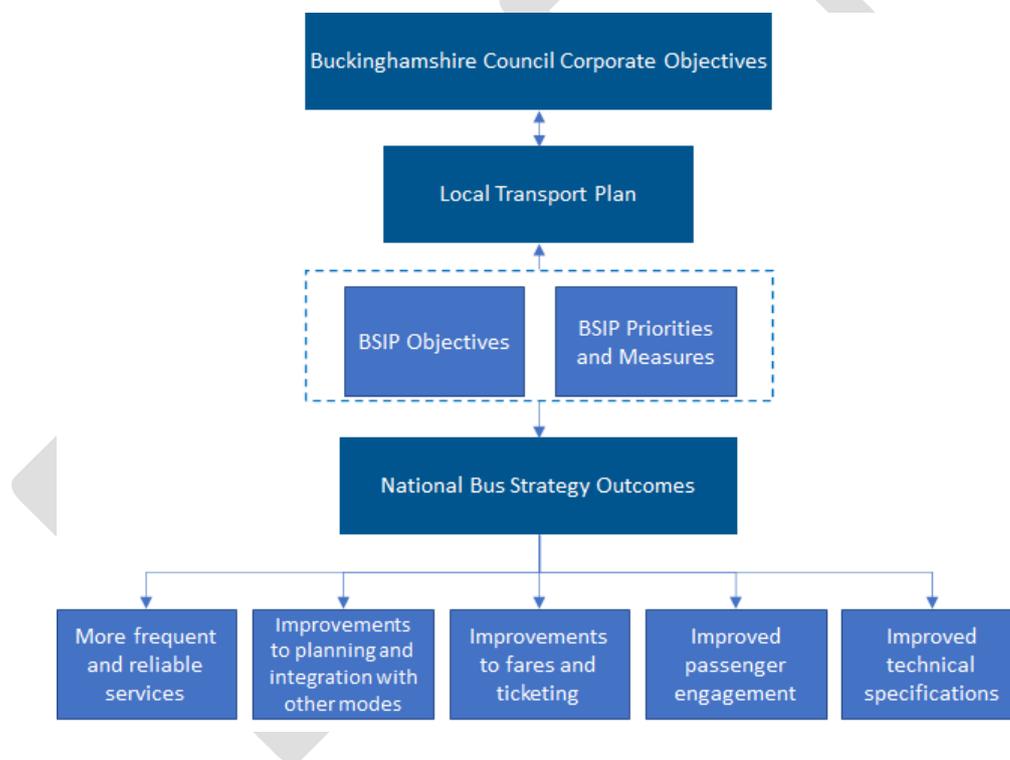


Figure 1 - Alignment of BSIP objectives in achieving local and national priorities.

The objectives are summarised as follows:

- A. Putting transport users first
- B. Improve reliability of bus services
- C. Make bus services easier and more attractive to use
- D. Support our climate change strategy and decarbonisation
- E. Encourage network and patronage growth

To achieve these, the BSIP focuses on the following priorities as outlined in the Government priorities and the relationship between the Objectives and Government Priorities is shown in Table 1, below:

Table 1 - Government BSIP priorities

DfT objectives	Buckinghamshire objectives	Improvement measures
More frequent and reliable services	(E) Encourage network and patronage growth (B) Improve reliability of bus services	Review service frequency
		Increase bus priority measures
		Deliver demand responsive services
		Long Term - Consideration of bus rapid transport networks
Improvements to planning / integration with other modes	(E) Encourage network and patronage growth (C) Make bus services easier and more attractive to use	Integrate services with other transport modes
		Better Integration between operators and reduce competition to increase service frequencies
		Simplify services
		Review socially necessary services
		Invest in Superbus networks
Improvements to fares and ticketing	(C) Make bus services easier and more attractive to use (A) Putting transport users first	Integrate ticketing between operators
		Fare parity between operators
		Create an Aylesbury Fare Zone
		Simplify fares
Higher-specification buses	(B) Improve reliability of bus services (A) Putting transport users first (D) Support our climate change strategy and decarbonisation	Invest in improved bus specifications
		Invest in accessible and inclusive bus services
		Protect personal safety of bus passengers
		Improve user on-board experience
		Invest in bus improvements to support climate change and decarbonisation
Improvements to passenger engagement	(C) Make bus services easier and more attractive to use (A) Putting transport users first	Passenger charter
		Strengthen network identity
		Improve bus information so that it is accessible by a number of means both physically and electronically.

The aims of this BSIP and all future versions will be reviewed annually. An update on performance against the objectives, targets and Key Performance Indicators (KPIs) outlined in sections 3 and 5 this document will be published every six months. More details on reporting are provided in section 5.

1.2. Area covered by this Plan

The Buckinghamshire LTA area is shown in **Error! Reference source not found.** This highlights routes operated by bus operators consulted during the creation of this BSIP. This area is the same as the Buckinghamshire Council unitary authority boundary.

Buckinghamshire is a largely rural county with a network of market towns which is reflected in the bus network which is made up of urban and inter-urban bus services that provide vital connectivity and accessibility to employment areas within Buckinghamshire and cities and key areas outside of Buckinghamshire. Routes are provided by several different bus operators. Two main bus operators (Arriva and Carousel) cover 75% of the passenger network, with the rest covered by a large variety of other public operators.

Figure 2 shows the towns in Buckinghamshire and the two key urban areas within Buckinghamshire are Aylesbury and High Wycombe. These account for around 40% of the population² which also account for the largest concentration of bus services.

² Based on Office for National Statistics mid-year population estimates, 2019:
<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland>

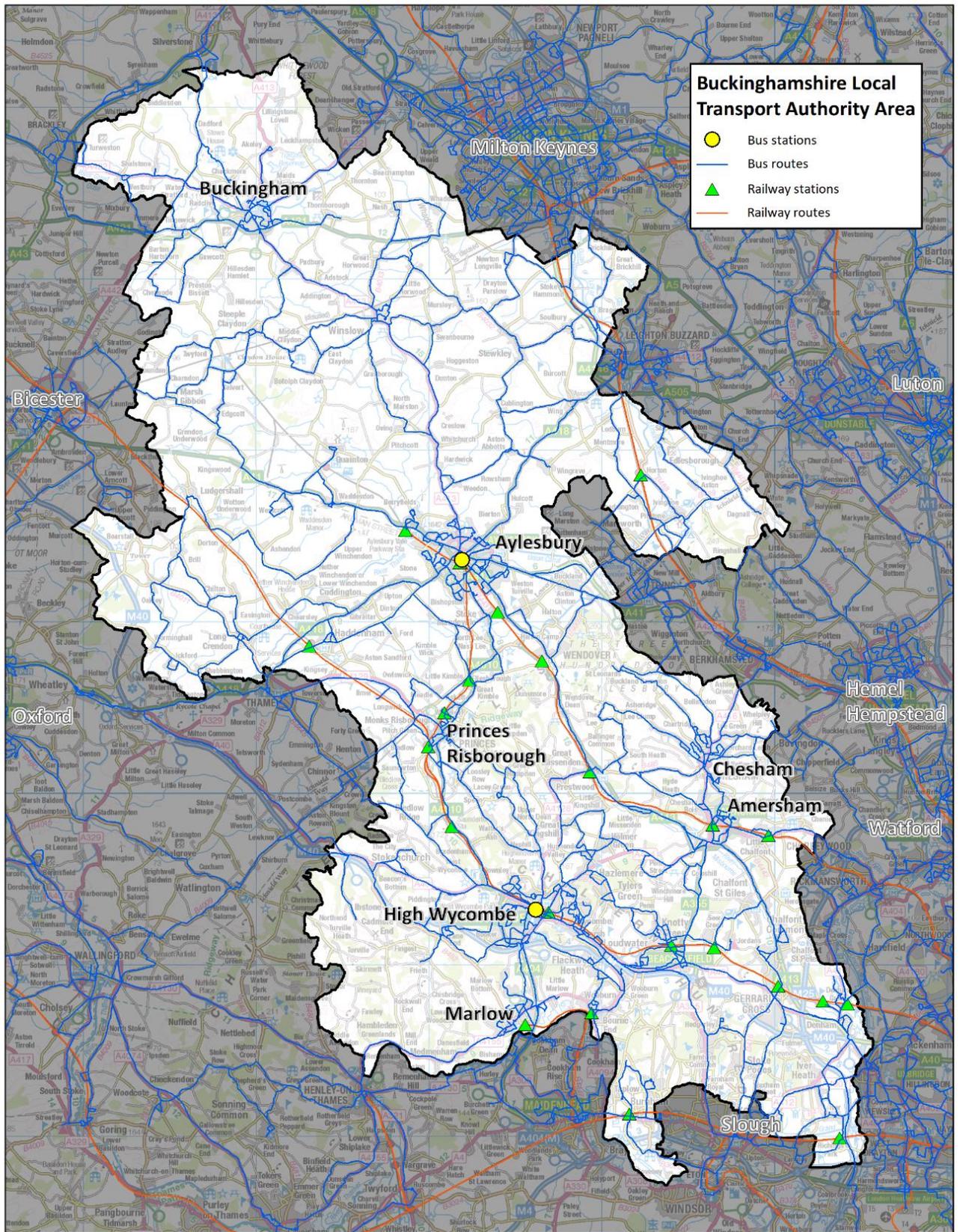


Figure 2 - Buckinghamshire LTA map, showing bus routes and key towns.

1.3. National policy context

The Buckinghamshire Bus Service Improvement Plan is developed to be aligned with and support achieving local and national policy, as outlined below.

1.3.1. National Bus Strategy

The Government published 'Bus Back Better' in March 2021. This sets out plans for spending priorities for £3bn committed to improve bus services outside London.

Bus use has dropped significantly during the pandemic and is currently around 70% of pre-COVID levels nationally³. While ridership is slowly recovering, it is unlikely that the bus market both in Buckinghamshire and nationally will recover to its former position without increased financial support, and a package of measures designed to encourage greater bus use. The National Bus Strategy aims to address a similar set of circumstances across England.

The Strategy sets a consistent framework for bus service planning and delivery across England outside London. It recognises the important role that bus services play in local areas but acknowledges that for decades, buses have been overlooked by policymakers and have not benefited from long-term funding commitments like roads and railways.

The Strategy acknowledges that bus services can be confusing for passengers. Unlike some local LTA areas, services are split between several different companies who do not accept each other's tickets. Traffic congestion has impacted the reliability and attractiveness of services, and public subsidy has fallen. The industry faces new structural challenges which it cannot meet alone. It also recognises that usage in many areas continues to fall, and services are too infrequent or do not cover rural areas or indeed parts of urban areas.

³ Based on DfT COVID-19 transport use statistics, 15 September 2021 update:

<https://www.gov.uk/government/statistics/transport-use-during-the-coronavirus-covid-19-pandemic>

1.3.2. DfT Transport Decarbonisation Plan

The Government published 'Decarbonising transport: a better, greener Britain'⁴ in July 2021. This plan sets out the government's commitments and the actions needed to decarbonise the entire transport system in the UK.

The plan highlights that 3% of 2019 domestic Greenhouse Gas emissions was emitted from buses and coaches (3.1 MtCO₂e emissions in 2019). In conjunction with other transport modes, the plan highlights key proposals for decarbonisation of buses. These include the roll-out of zero emission buses and coaches to be delivered through the National Bus Strategy, the first all-electric town or city, and consultation on a phase-out date for the sale of new non-zero emission buses.

The BSIP recognises the important role in achieving decarbonisation and includes measures to improve quality of buses in Buckinghamshire and in future work with operators to identify routes that could be operated by electric buses.

1.3.3. Equality Act and inclusive transport

National legislation is starting to address the requirements of inclusive travel. The Equality Act⁵ sets the basic framework of protection against direct and indirect discrimination, harassment and victimisation on transport services. The publication of the Inclusive Transport Strategy⁶ by the DfT in July 2018 also addresses requirements for providing inclusive travel services. We have expanded this beyond just the rights of disabled passengers on transport (as defined by DfT), which we already take into account when considering improvement measures, but also those users who have a heightened sense of safety and security and feel more vulnerable.

⁴ DfT Transport Decarbonisation Plan: <https://www.gov.uk/government/publications/transport-decarbonisation-plan>

⁵ Equality Act 2010: <https://www.gov.uk/guidance/equality-act-2010-guidance>

⁶ DfT Inclusive Transport Strategy: <https://www.gov.uk/government/publications/inclusive-transport-strategy>

1.3.4. Accessibility Action Plan

In 2017, the DfT consulted on an **Accessibility Action Plan**⁷, designed to ensure that disabled people could use all types of transport. The outputs of the consultation were later included in the Inclusive Transport Strategy. The draft action plan called for:

- Greater consistency in the way transport services and facilities are delivered
- Ensuring that accessibility features currently required by regulations are consistently monitored and compliance is enforced
- Reviewing and monitoring access to parking to improve disabled access to parking
- Improving the amount, reliability and available information on passenger facilities, particularly accessible toilets, at stations and on trains
- Highlighting the need for better awareness training for transport staff of the requirements of people with visible and hidden disabilities or impairments, and promoting best practice disability training guidance
- Identifying and taking steps to address the challenges facing people with disabilities when seeking spontaneous travel and that it is important that disabled people are able to travel as freely and easily as everyone else.

1.3.5. Inclusive Transport Strategy – July 2018

Following the consultation on the Accessibility Action Plan, in July 2018 the DfT published their '**Inclusive Transport Strategy**'⁸, outlining their strategy for creating an inclusive transport system for disabled travelers. The key themes of the Inclusive Transport Strategy were guidance relating to promotion of passenger rights and enforcement, better staff training, improved information, and inclusive physical infrastructure. The strategy highlights the need not only to think about how to make infrastructure inclusive, but also how to make information provision inclusive and easier to understand. This is important in Buckinghamshire as the birthplace of the Paralympics and ensured that all buses are accessible, have improved information at bus stops, and ensured that new street designs and new developments are built for inclusivity.

⁷ DfT Accessibility Action Plan consultation: <https://www.gov.uk/government/consultations/draft-transport-accessibility-action-plan#history>

⁸ DfT Inclusive Transport Strategy: <https://www.gov.uk/government/publications/inclusive-transport-strategy>

1.4. Alignment with local transport plans and strategies

The objectives and priorities for this BSIP have been developed to support Buckinghamshire Council's existing policy and objectives.

1.4.1. Buckinghamshire Council Corporate Plan

The Buckinghamshire Council Corporate Plan⁹ has three main aims:

- Strengthening our Communities
- Protecting the Vulnerable
- Improving our Environment

The BSIP helps to support the delivery of all of these objectives by providing a safe and secure form of access to key destinations, providing alternatives to private car use, to access: services, employment opportunities, shopping, leisure, interchange, medical and support services. Buses are also much more environmentally friendly in terms of carbon emissions; one bus can carry as many people as 50 cars, whilst emitting only a fraction of the greenhouse gases emitted by that many private vehicles.

1.4.2. Local Plans

Buckinghamshire Council are in the process of developing a Local Plan for the whole unitary authority area. There are currently two adopted local plans:

- Vale of Aylesbury Local Plan (VALP)¹⁰
- Wycombe Local Plan¹¹

⁹ Buckinghamshire Council Corporate Plan: <https://www.buckinghamshire.gov.uk/your-council/corporate-plans-and-priorities/corporate-plan/corporate-plan-2020-2023/>

¹⁰ Vale of Aylesbury Local Plan: <https://www.aylesburyvaledc.gov.uk/section/vale-aylesbury-local-plan-valp-2013-2033>

¹¹ Wycombe Local Plan website: <https://www.wycombe.gov.uk/pages/Planning-and-building-control/Planning-policy/Wycombe-Development-Plan.aspx>

VALP and the Wycombe Local Plan each set out how each area will accommodate national housing growth demand and encourage further investment and employment. This includes ensuring new developments have the appropriate bus infrastructure and connections to services and key locations, minimising their impacts on the transport network. The passenger transport team's work with developers to ensure that they secure new and extend bus services so that every new development is connected by a bus service.

1.4.3. Buckinghamshire Local Transport Plan 4 (LTP4)

Buckinghamshire Council's Local Transport Plan 4¹² includes policies on passenger transport which support and are supported by the BSIP. Key objectives that link to the BSIP include:

- Policy 2: Travelling in Buckinghamshire and beyond: improving our connectivity
- Policy 6: Airports: Better links and mitigation
- Policy 7: Reliable road travel: providing people and businesses the certainty of journey times they need.
- Policy 10: Improving our environment
- Policy 16: Total Transport: the bus network Buckinghamshire needs

1.4.4. Area Transport Strategies

Buckinghamshire Council has adopted transport strategies for Aylesbury¹³ and Buckingham¹⁴, and will soon be consulting on a strategy for High Wycombe. These all include measures for bus improvements.

Aylesbury Transport Strategy

This sets out the improvements needed to support proposed growth in the town between 2016 and 2033. A wide range of measures to improve bus network, including:

- Improve the local bus network, including links to new housing developments
- Implement bus priority measures as part of Primary Passenger Transport Corridors (PPTCs) along key routes leading into/out of Aylesbury

¹² Local Transport Plan 4, Buckinghamshire County Council, 2016:

<https://www.buckscc.gov.uk/services/council-and-democracy/our-plans/local-transport-plan-4/>

¹³ Aylesbury Transport Strategy (2017): <https://www.buckscc.gov.uk/services/council-and-democracy/policy-register/aylesbury-transport-strategy/>

¹⁴ Buckingham Transport Strategy (2017): <https://www.buckscc.gov.uk/services/transport-and-roads/transport-plans-and-policies/aylesbury-and-buckingham-transport-strategies/>

- Improvements to Aylesbury bus station (which stakeholders had identified as being no longer fit for purpose)
- Improve transport links to the railway stations
- Future option of a Park & Ride service

Buckingham Transport Strategy

The Buckingham Transport Strategy sets out the improvements needed to support proposed growth in the town between 2016 and 2033. Measures to improve buses include:

- Improve the town centre bus stand, such as expansion or relocation to improve how buses serve the town
- Provide bus coverage to new/existing housing developments
- Improved bus connections to Winslow to support access to future East West Rail station.

High Wycombe Transport Strategy

The emerging High Wycombe Transport Strategy¹⁵ includes a range of measures to improve bus services including:

- Improving the local bus network within High Wycombe
- Implementation of bus priority measures including PPTC on major routes leading into the town
- Improvements to the Town Centre bus station
- Improve transport links to the railway stations
- DRT services in the surrounding rural area
- Potential to extending the Park & Ride service
- Improved interchange with coach services to Oxford, London and airports
- Potential local mobility hubs to improve connectivity and interchange between different modes of transport including bus.

Many of the measures included in these strategies are already being delivered and demonstrate the Council's commitment to improving bus services.

¹⁵ Not yet published.

1.4.5. Masterplans

Aylesbury Garden Town Master Plan

Aylesbury has been awarded Garden Town status and the Aylesbury Garden Town Master Plan¹⁶ sets out a vision for housing, transport and social spaces to 2050, and includes a number of targets that the BSIP helps to support:

- By 2050 at least 50% of trips originating in the Garden Town will be made by sustainable modes
- The Garden Town will contribute to greenhouse gas emission reduction targets

As part of this, the Aylesbury Station Quarter project¹⁷ is exploring how to create ‘a new public transport gateway to the town providing better accessibility between the bus and rail stations and the town centre.

High Wycombe Master Plan

The High Wycombe Town Centre Masterplan¹⁸ set out to transform public spaces, strengthen the economy, and ‘bring the town together’ by making the area more pedestrian-friendly. Many of the measures in the Master Plan have been implemented and have improved access to the town centre bus station.

1.4.6. Buckinghamshire Sustainable Modes of Travel to School Strategy (SMoTS) and Home to School Transport

The Buckinghamshire Council SMoTS¹⁹ is the Council’s strategy to increase the use of sustainable modes of travel, including buses to schools, colleges and other education centres. It also encourages pupils’ independent travel by public buses to school, reducing reliant on parent-led transport.

¹⁶ Aylesbury Garden Town Masterplan: <https://www.aylesburygardentown.co.uk/masterplan>

¹⁷ Aylesbury Station Quarter project website: <https://www.aylesburygardentown.co.uk/the-masterplan-and-projects/town-centre/station-quarter/>

¹⁸ High Wycombe Town Centre Masterplan: <https://www.buckscc.gov.uk/services/transport-and-roads/road-projects-and-improvement-schemes/high-wycombe-town-centre-masterplan/high-wycombe-scheme-overview/>

¹⁹ Buckinghamshire Council Getting to School Strategy: <https://www.buckscc.gov.uk/services/transport-and-roads/transport-plans-and-policies/getting-to-school-strategy-smots/>

1.4.7. Buckinghamshire Climate Change and Air Quality Strategy

The Climate Change and Air Quality Strategy (CCAQ)²⁰ was published by Buckinghamshire Council in February 2021 and is currently going through the formal adoption process. The CCAQ includes the following actions that are relevant to and support the BSIP:

- Improve traffic management technology on the highway network where practicable to reduce congestion and support more efficient driving (*i.e. for bus priority measures*)
- Trial low emission forms of transport, such as electric buses, bikes and scooters.

Buckinghamshire Council did not apply for the recent round of funding from the Zero Emission Bus Regional Areas (ZEBRA) scheme as the predominance of longer-range interurban routes and hilly topography are impractical for electric buses at present. Additionally, the areas with the worst air quality in Buckinghamshire are not on bus routes so would not meet the funding criteria. However, we are looking at opportunities for the future to work with operators to run trials of electric buses once the technology becomes more reliable

1.4.8. Recovery and Growth and Country Deal Proposal

The Buckinghamshire Growth Board are currently in the process of seeking to agree a County Deal for Buckinghamshire with Central Government. The proposals aim to build upon the ambitions outlined in the Recovery and Growth proposal²¹ and provide Buckinghamshire with the tools to locally drive economic recovery and growth. Enhancing public transport services is key to delivering this, enabling businesses greater access to skilled workers and training opportunities.

Our proposition combines our economic assets and governance strengths with a combination of direct project investment, broader investment funds, and specific freedoms and flexibilities that would enable us to deliver services more efficiently and effectively. It aims to:

- Increase our overall contribution to HM Treasury

²⁰ Draft Buckinghamshire Climate Change and Air Quality Strategy: <https://www.buckscc.gov.uk/services/environment/sustainability/climate-change/>

²¹ Buckinghamshire Recovery and Growth Proposal: <https://www.buckscc.gov.uk/services/business-and-benefits/recovery-and-growth/>

- Invest in our places
- Mobilise our high-tech sector assets
- Create an accelerated skills delivery system
- Enhanced physical and digital connectivity
- Deliver public service efficiency improvements, including a first-class integrated health and social care campus

Alignment with partner- and neighbouring authorities

We have also been working in partnership with our Sub-national Transport Body (STB) England's Economic Heartland (EEH) to support their ongoing Regional Bus Study. This intends to build upon their existing Transport Strategy²², published in February 2021, identifying where they are able to support bus service improvements, particularly where these cross LTA boundaries. Improving bus services would align with the following points from the EEH 'plan of action' (and several related policies) proposed in their Transport Strategy:

- Focus on decarbonisation of the transport system
- Champion increased investment in active travel and shared transport solutions to improve local connectivity

There are a significant number of cross-boundary services between Buckinghamshire and nine neighbouring LTA areas. Through our work with EEH, we have liaised with all LTAs as part of the development of this BSIP.

Our neighbouring local authorities are:

- Oxfordshire (county)
- West Northamptonshire (unitary)
- Milton Keynes (unitary)
- Central Bedfordshire (unitary)
- Hertfordshire (county)
- Greater London (incorporating the London Borough of Hillingdon)
- Slough (unitary)
- Royal Borough of Windsor and Maidenhead (unitary)
- Wokingham (unitary)

²² 'Connecting People, Transforming Journeys' – EEH Transport Strategy:
<https://www.englandseconomicheartland.com/transport/our-strategy/>

An assessment has been made of the transport strategies (including Local Transport Plans or equivalent documents) belonging to these neighbouring local authorities, specifically their policies, objectives and proposals which have a direct or indirect bearing on buses. The assessment has considered how well-aligned are the neighbouring authorities' objectives with our proposed BSIP objectives and targets (see section 3).

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2. Current offer to bus passengers

2.1. Analysis of existing local bus services compared to BSIP outcomes

This section outlines the current characteristics of bus services in Buckinghamshire in terms of bus service types, patronage, ticketing, integration with the wider transport network, and vehicle specifications.

2.1.1. Current offer

Buckinghamshire has a wide array of operators, small and large, based both within Buckinghamshire and neighbouring LTAs. The key operators are listed in Table 2. A full list of bus services operated by these firms in Buckinghamshire is provided as an Appendix (Table 25).

Table 2 - Commercial bus service operators in Buckinghamshire

Bus service operator	Description
Arriva	Operate local routes within Aylesbury and High Wycombe. Interurban services radiate from- and between these towns as well as providing cross boundary links to Reading, Oxford, Milton Keynes and Watford.
Carousel Buses (Go Ahead Group)	Based in High Wycombe, with interurban routes towards Thame, Amersham, Watford, Hemel Hempstead and Uxbridge.
First Berkshire	'Core' Buckinghamshire routes are links from Slough to High Wycombe, Uxbridge and Maidenhead, additional Slough local services serve the boundary areas.
Langston & Tasker	Provide tendered services in the Buckingham area.
Red Group (Redline Buses, Red Rose Travel, Red Eagle)	Provide the core of Aylesbury's local network and some interurban links as well as tendered services in and around the county
Stagecoach East	Oxford – Bedford service X5 calls at Buckingham
Star Travel	Provides a local urban service in Aylesbury and some tendered routes.

Thames Valley (Reading Buses)	Provide tendered services in Slough and Windsor / Maidenhead area which cross into Buckinghamshire
Transport for London (TfL)	Uxbridge-Ruislip service 331 passes through South East Buckinghamshire
Z & S Transport	Provide tendered services in the Aylesbury area

There are also two Community Transport operators who provide registered local bus services in the Winslow and Princes Risborough areas.

Patronage

Table 3 outlines the patronage and mileage statistics from the Department for Transport's (DfT's) Annual Bus Statistics²³ between 2015/16 and 2019/20. As COVID-19 affected the end of the 2019/20 financial year a comparison is only fare as far as 2018/19, this saw a 18% reducing in overall patronage and 20% reduction in Concessionary patronage since 2015/16. However, this should be seen in context of the 35% reduction in supported mileage which contributed towards a 12% reduction in overall mileage.

Table 3 - Journeys on buses in Buckinghamshire

Year	Total Journeys (millions)	Journeys per Head*	Concession Journeys (millions)	Percentage of journeys using concessionary passes	Total miles operated (millions)	Total supported** miles operated (millions)	% Supported miles operated
2015/16	10.86	20.55	3.54	32.6%	12.98	2.85	21.9%
2016/17	10.70	20.01	3.62	33.8%	16.25	2.48	15.3%
2017/18	9.98	18.62	3.72	37.3%	12.40	2.11	17.0%
2018/19	8.92	16.51	3.25	36.4%	11.44	1.84	16.1%
2019/20	7.80	14.33	2.97	38.1%	11.80	2.15	18.2%

* Trips per head of population in Buckinghamshire

²³ DfT Bus statistics: <https://www.gov.uk/government/collections/bus-statistics>

** 'Supported' refers to tendered services subsidised by Buckinghamshire or neighbouring authorities, i.e. supported miles are the number of miles operated by these tendered services

COVID Comparison

Operators provided some data on usage for October 2019 and May 2021 to give a pre-COVID and post-lockdown picture. Overall patronage had reduced by approximately 53%. The charts below breakdown bus service usage by passenger type (Figure 3), ticket type (Figure 4) and area of validity (Figure 5) for multi-journey tickets as well as showing the difference between pre-COVID and post-lockdown levels of use (Figure 4, Figure 6). The growth in multi-Operator ticketing use is due to the High Wycombe SMARTzone being launched after October 2019.

We have seen a reduction in journeys across all groups with the exception of families and group tickets (Figure 4). Our targets for patronage therefore need to take into account that we are starting from a lower passenger base.

The proportion of journeys made on concessionary passes has reduced between October 2019 and May 2021 (Figure 5), but there has been a proportional increase in journeys made using weekly season tickets (Figure 6). All ticket types have seen real terms decrease in use. The longer-term tickets and concessions seeing the greatest reduction. PlusBus tickets are often an add-on to rail season tickets, hence the near elimination of them.

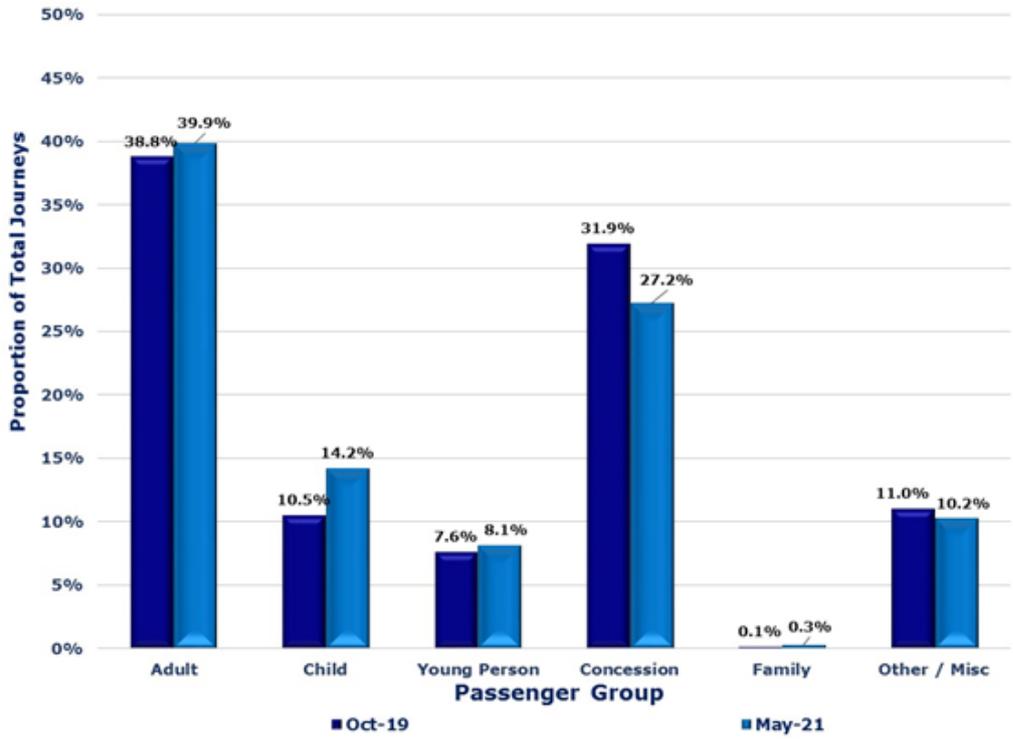


Figure 3 – Proportion of journeys by passenger group

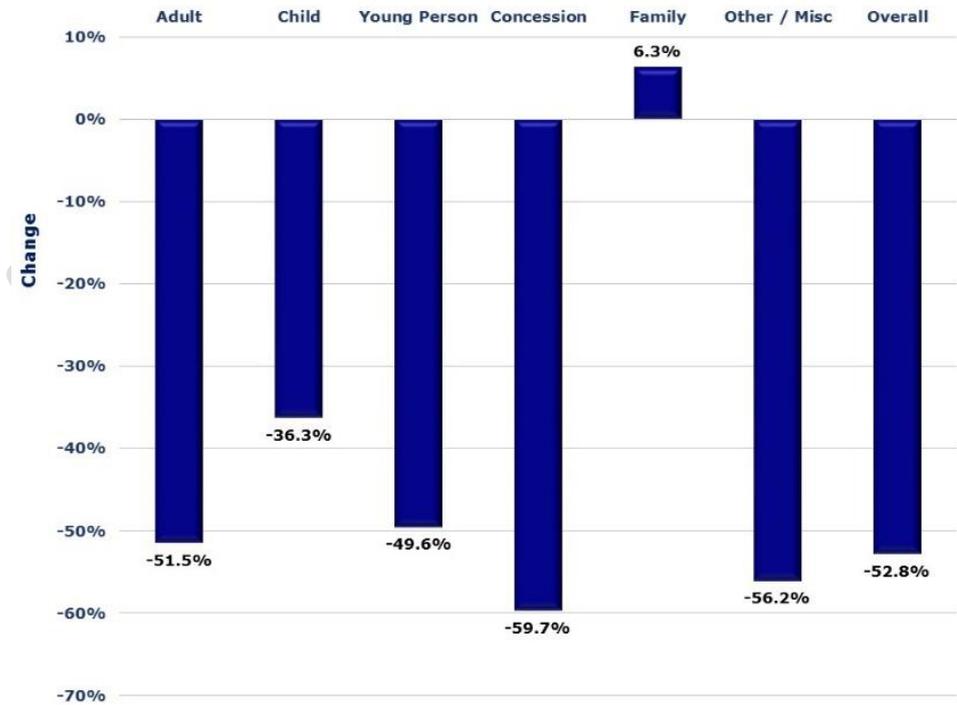


Figure 4 - Change in journeys by passenger group between October 2019 and May 2021

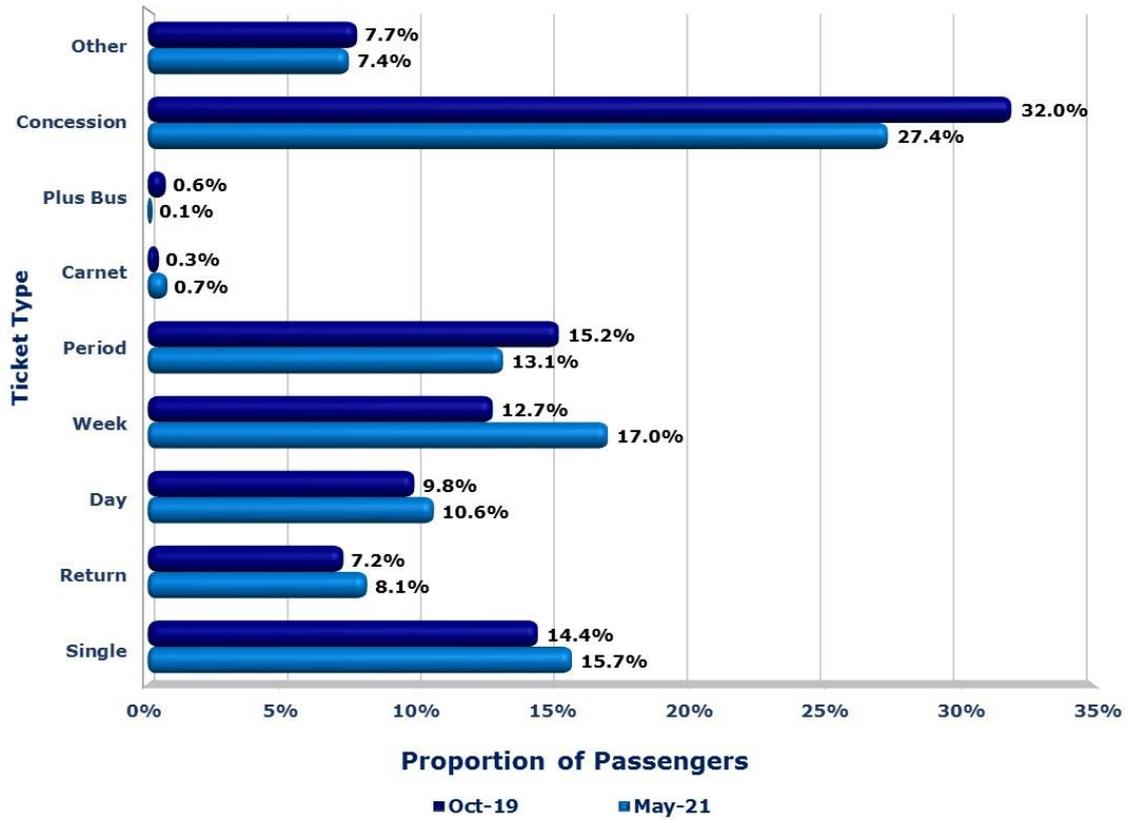


Figure 5 - Proportion of journeys by ticket type

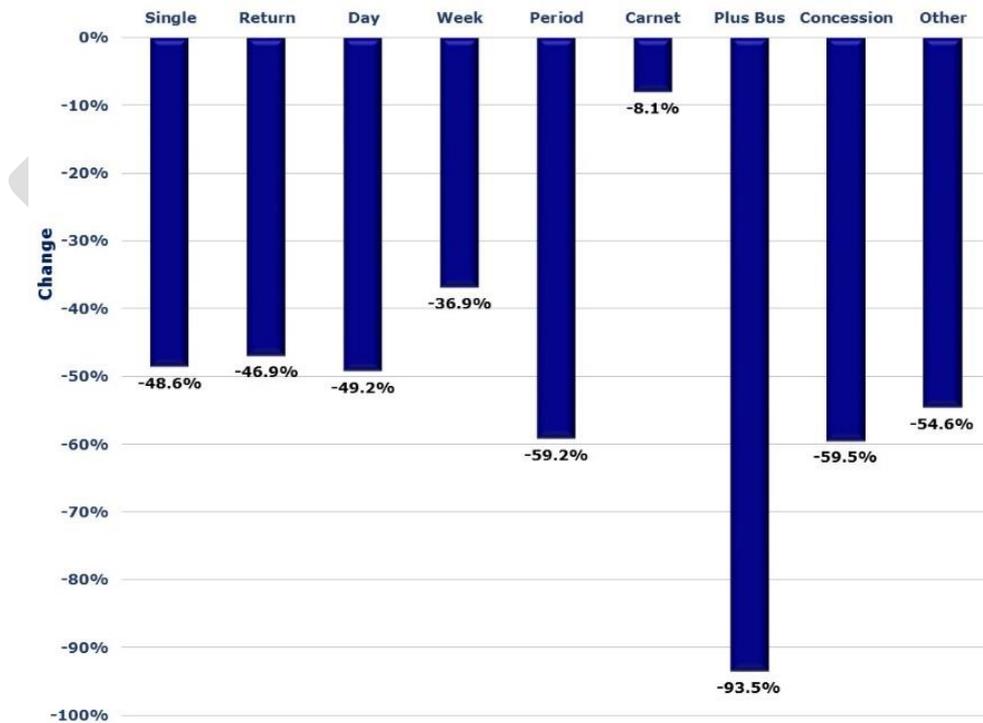


Figure 6 - Change in journeys by ticket type between October 2019 and May 2021

Figure 7 shows that there has been little overall change in the types of multi-journey tickets purchased since the start of the COVID-19 pandemic. However, there has been a small increase in multi-operator ticket purchases since the introduction of the Wycombe SMARTzone. This is a promising indication that cross-ticketing between operators could be welcomed more widely, as proportions increased even during a period with reduced bus use.

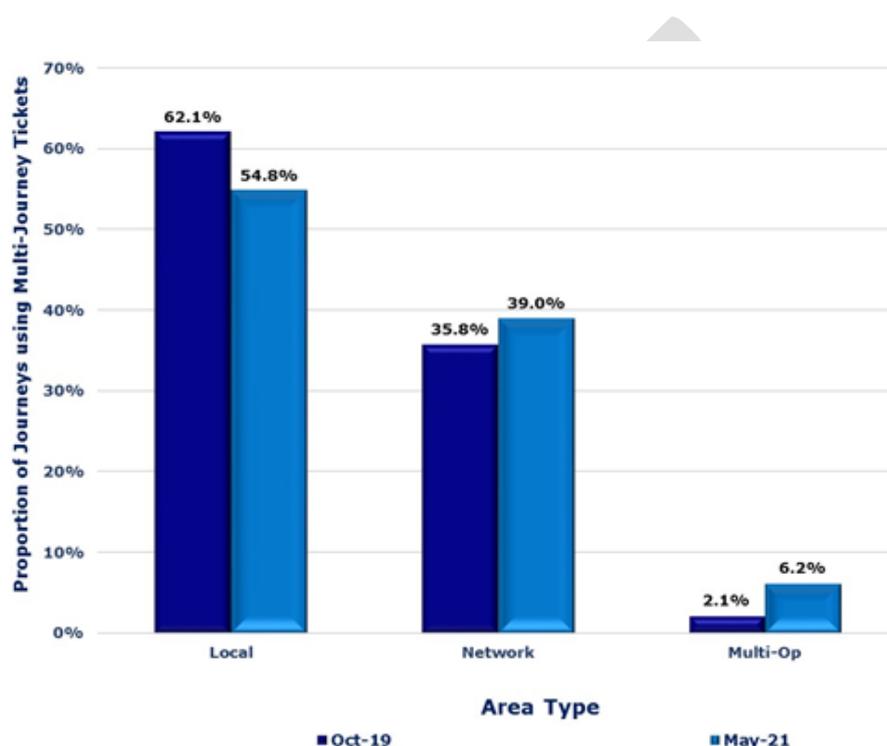


Figure 7 - Proportion of local, network-wide (i.e. single-operator) and multi-operator multi-journey tickets, before and after the COVID-19 pandemic.

Table 4 shows the change in multi-journey ticket types purchased before and after the COVID-19 pandemic. The growth in multi-operator ticket purchases further reinforces the case for more widespread adoption of shared ticketing options.

Table 4 - Change in use of multi-journey ticket types

Area Type	Description	Change October 2019 – May 2021
Local Area	Valid on a specific route or in a specific area e.g. Aylesbury	-55.3%
Network Wide	Valid on the whole of an operator's network	-44.9%
Multi-operator Ticket	Valid for use on more than one operator's services	+47.0%

Figure 8 and Table 5 show the changes in use of methods used to purchase tickets. Whilst on-line and Apps saw an increase in market share of sales, only the latter saw real terms increase in sales. On-board ticket sales halved in real terms over the same period.

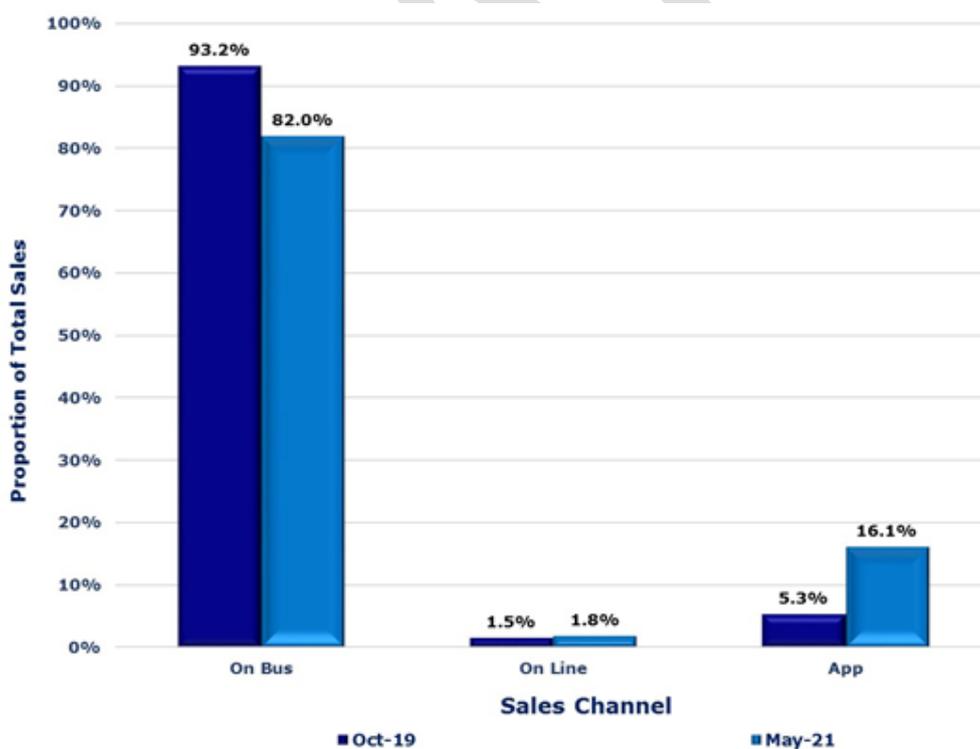


Figure 8 - Proportion of sales by methods used to purchase tickets

Table 5 - Change in sales by channel

Sales Channel	Change 2019 - 2021
On Bus	-50.6%
On-line	-31.3%
App	+71.3%

All commercial operators in Buckinghamshire offer contactless payments. Only the community transport operators don't currently offer this. However, a high proportion of their passengers currently use the Concessionary Bus Pass.

Usage by Service Type

Using the data supplied by operators for October 2019, we split services into five categories, as shown in Table 6. Classification of individual bus routes in Buckinghamshire can be found as an appendix (Table 25, page 80):

Table 6 - Bus service types

Service type	Description
Core urban	Local services (i.e., routes operating within the same town or general locality) operating at least half hourly on weekdays
Core interurban	Interurban services (i.e., routes between at least two major towns) operating at least every hour throughout weekday
Secondary urban	Local services operating less than half hourly or only inter-peak.
Secondary interurban and rural	Interurban or rural services operating less than hourly or only inter-peak
Partial	Routes where most of the service operates outside Buckinghamshire or is funded by a neighbouring authority.

There are a significant number of cross-boundary services which operate in Buckinghamshire. Figure 9 outlines the proportion of passengers by service type who boarded a bus within Buckinghamshire. All 'core urban' and 'secondary urban' services start and end within Buckinghamshire's borders, and so have not been included here.

The cross-boundary nature of inter-urban routes in Buckinghamshire is shown by the fact that over a third of passengers on the core network board outside of the county.

Due to the very small proportion in the ‘Partial’ category, this has been excluded from further analysis. This suggests that bus routes from neighbouring local authority areas are more strongly focused on providing services within their own borders, compared with Buckinghamshire-centric routes which appear to provide better connections with neighbours.

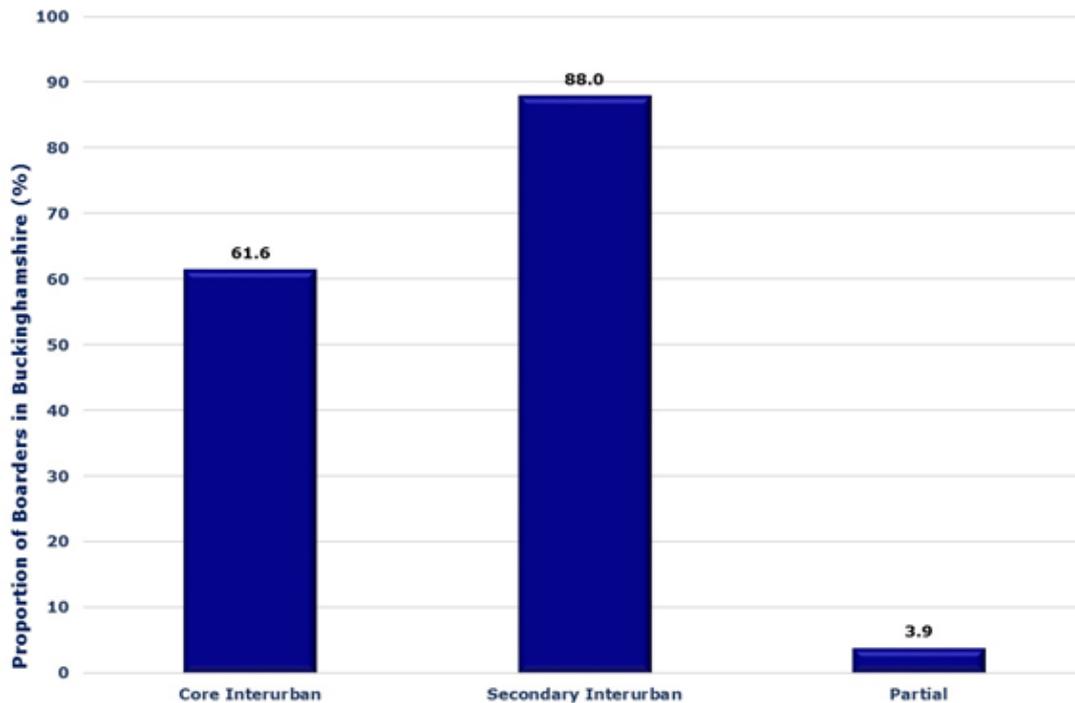


Figure 9 - Proportion of bus boarders within Buckinghamshire

Figure 10 and Figure 11 show for Core Urban and Core Interurban services, respectively, the average passengers per service per hour for different periods of the day and days of the week. Urban services have a larger afternoon peak during the week, compared to the morning peak. At weekends, the intra-peak period (09:30 – 14:59) has the largest loading. Meanwhile, interurban services have a stronger morning peak (07:00-09:29) than afternoon peak (15:00-17:59) during the week. Saturday has the strongest loading in the afternoon peak period. Ticket purchases on Sunday are evenly spread from mid-morning into the evening.

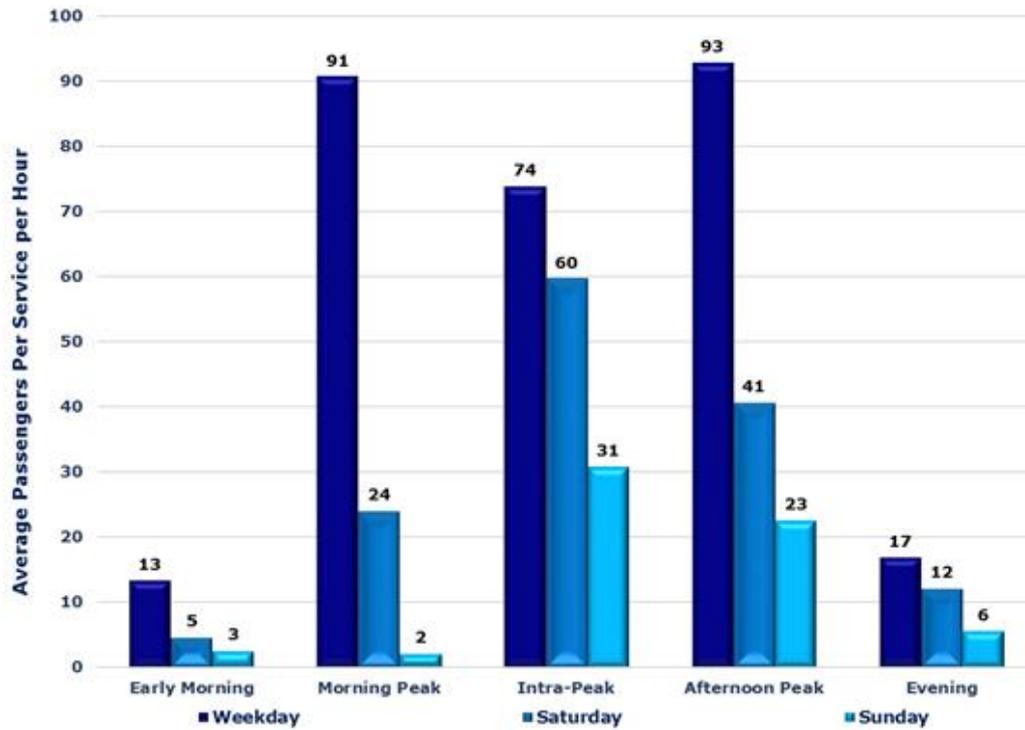


Figure 10 - Number of journeys by time period on core urban bus services

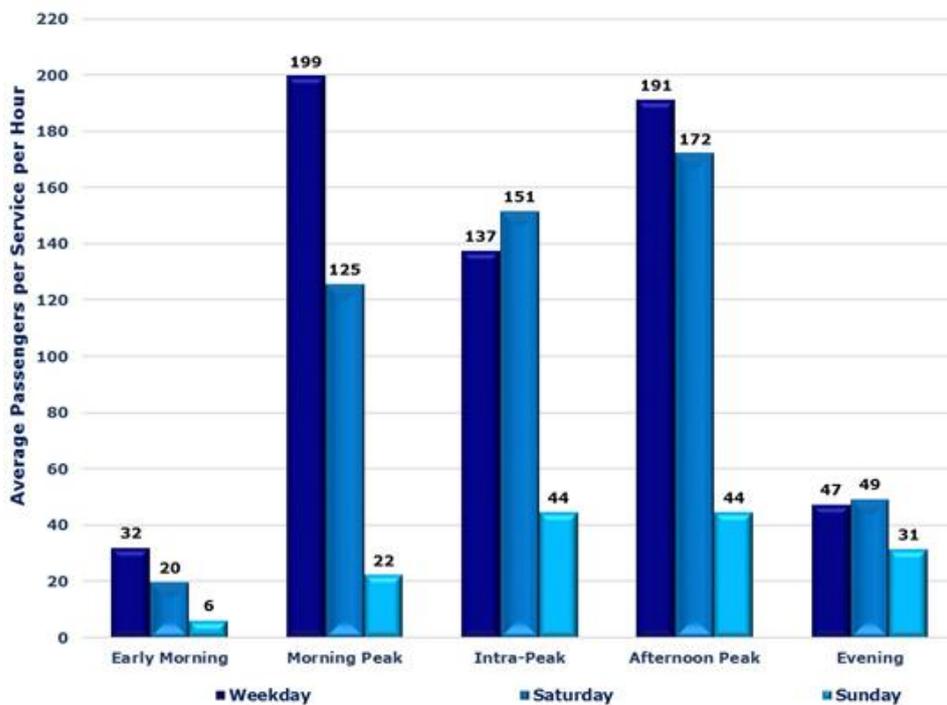


Figure 11 - Number of journeys by time period on core interurban bus services

The following three charts focus on the proportion of journeys recorded by passenger group (Figure 12), ticket type (Figure 13) and area of validity (Figure 14) for multi-journey products.

A larger proportion of journeys made on secondary services (both urban and interurban) make use of concessions, compared to core services. Operator pricing policy is reflected by interurban services having stronger sales of single and return tickets compared to urban services, whilst core services have stronger usage of day tickets.

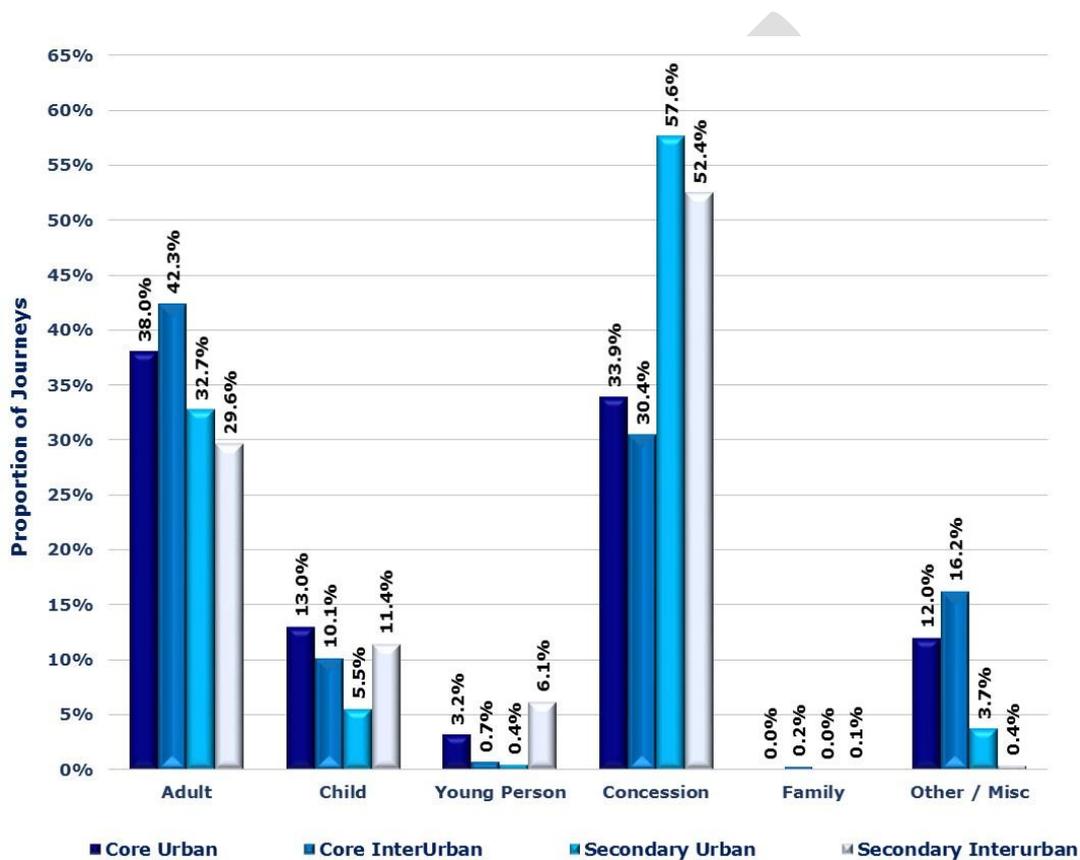


Figure 12 - Proportion of journeys made by passenger group

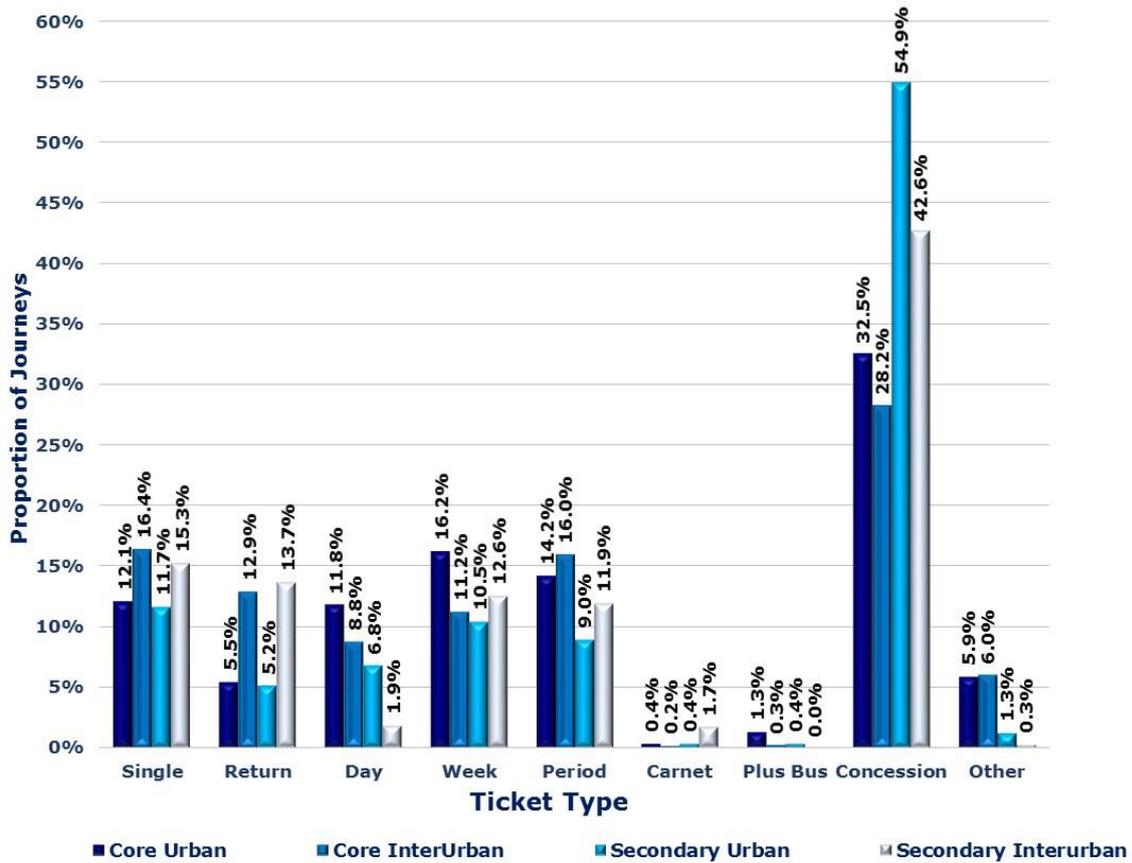


Figure 13 - Proportion of journeys by ticket type

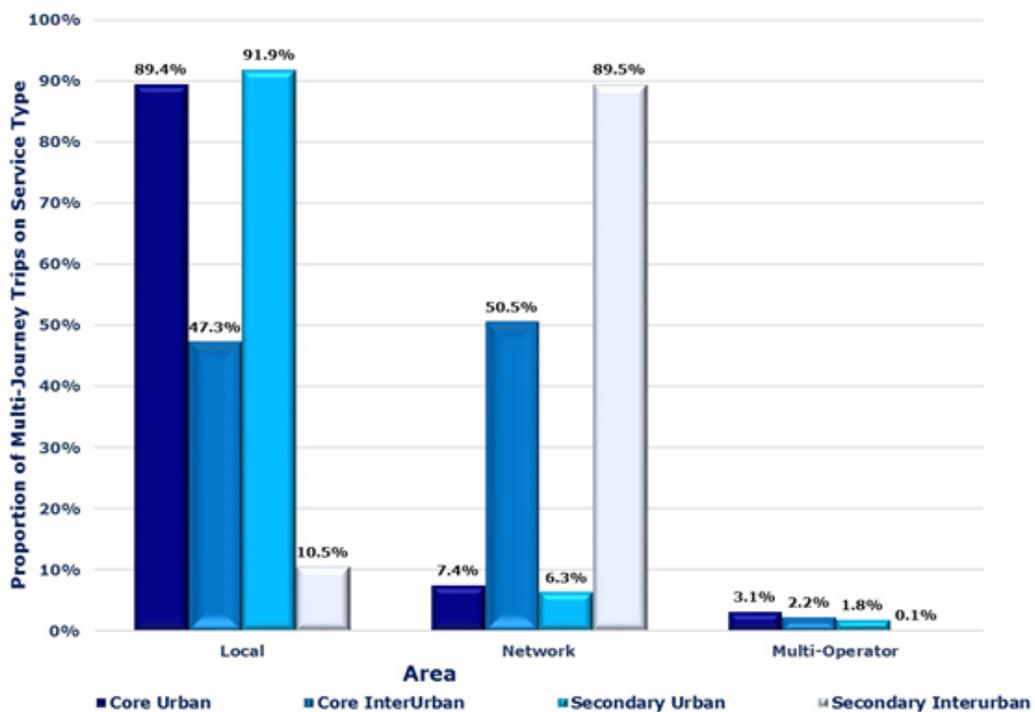


Figure 14 - Proportion of journeys made on multi-journey ticket products, by area of validity

Some key recommendations can be drawn from the observations above:

- i. COVID-19 has seen a reduction in passenger numbers throughout. Any effort to improve bus services in Buckinghamshire should first seek to restore patronage levels to pre-COVID levels.
- ii. In addition, COVID-19 has precipitated a number of changes in how people approach bus ticket purchases, seeing increasing numbers of app-based purchases in particular. Any future improvements to ticketing should be app-focused, whilst still recognising the needs of those without access to smartphones.
- iii. Similarly, we have seen a sharp uptake of new multi-operator ticketing, despite reductions in bus travel. This shows the potential for multi-operator tickets to increase the attractiveness of bus services, and these should be a key focus going forward.
- iv. Passengers on secondary urban- and rural routes are more likely to be concessionary fare users, which are typically used by more vulnerable groups. These buses should cater to vulnerable groups to a greater extent and recognise that they are used to access key services.

Bus route integration

A range of bus and coach services operate across Buckinghamshire. Most bus services call at all stops along a defined route, whereas coach services cover longer distances and call at limited stops.

Longer-distance coach services operate through High Wycombe Coachway to Oxford, London Heathrow and Gatwick Airports, and the centre of Buckingham (with an additional stop on London Road serving the Lace Hill development) to Oxford, Milton Keynes and Bedford.

Some bus services operate over longer distances between towns within Buckinghamshire or across the border in neighbouring authority areas, but they will typically call at most or all marked stops.

The large towns of Aylesbury and High Wycombe have bus stations located in the respective town centres. Most town centre services will operate through these bus stations which also provide other facilities for waiting passengers including seating, shelter and real time information. Smaller, more informal interchanges are located at or close to railway stations and at within settlements although the ability to interchange will vary depending on the frequency of services.

Other interchanges are located on the edges of towns, most notably High Wycombe Coachway and Park and Ride facility which provides local bus service connections into High Wycombe town centre, via the Cressex business park and Wycombe Hospital, as well as inter-urban coach services towards London Heathrow Airport, London Gatwick Airport and Oxford.

Integration with rail

Several Railways and stations that serve Buckinghamshire as follows:

- Chiltern Main Line operated by Chiltern Railways, running services between London Marylebone and the West Midlands via High Wycombe, Princes Risborough, and a number of smaller stations in between. Aylesbury is a small terminus station at the end of two lines also operating out of London Marylebone.
- The London Underground network extends out to Amersham and Chesham in the south-east of Buckinghamshire, sharing some of the route with Chiltern Railways services towards Aylesbury.
- Great Western Railway operate services in the south of Buckinghamshire between London Paddington and the west of England with a branch line to Marlow via Bourne End. Services to Taplow and Iver are also served by TfL Rail.
- London North Western Railway operate services on the eastern side of Buckinghamshire along the West Coast Main Line via Cheddington.
- In the future, the East West Rail route between Oxford, Bicester and Bletchley is likely to be served by a bespoke operator and will serve stations at Winslow and potentially connect with Aylesbury.

Where bus connections are available within easy reach of rail services, these are well-used. However, some stations lack direct interchanges with key bus services, reducing their attractiveness for onward travel. Parking facilities at railway stations in Buckinghamshire are large, primarily to accommodate commuters into London which deter interchange. However, pricing structures do make bus interchange favourable.

For the most part, our interurban bus services provide the only direct public transport option. However, some bus routes run along rail corridors but provide a greater number of intermediate stops serving villages in between and act as feeder services to rail stations. An example is the Aylesbury-High Wycombe corridor.

A handful of bus routes are replacements for former railway branch lines, such as the Redline 320 service from Princes Risborough to Chinnor in Oxfordshire.

Current Fare Structures and Discounts

There are a number of different fare structures in Buckinghamshire and each operator has developed their own offer. It is intended to address this issue and introduce multi operator ticketing schemes and simpler fare structures through this Plan.

Youth discount scheme

All bus operators in Buckinghamshire offer reduced fares for children and students. Some examples are provided below:

- **Arriva** offer daily, weekly, monthly and annual Student Saver tickets for their bus routes. Students are entitled to a student discount on production of a valid student card i.e. an NUS, ISIC, or College ID card.
- **Carousel Buses** offer daily, weekly, monthly and other time period zone tickets. There are a number of special discounts for Buckinghamshire College Group students.
- **Redline, Red Rose and Red Eagle** offer daily, weekly, monthly and other time period zone tickets. They also offer a range of termly and annual student passes

Several colleges in Buckinghamshire operate their own discounted travel schemes. Buckinghamshire College Group offer means-tested capped discretionary funding and loan bursaries to eligible students which can assist with course related costs and travel. Berkshire College of Agriculture, which is located close to the Buckinghamshire and attracts pupils from across the county, offer travel bursaries and discretionary bursary funds which cover some or all of student costs.

Buckinghamshire Council, one of the biggest employers in the County, offers all staff discounted travel on buses and Chiltern Railway's trains.

The Enhanced Partnership will continue to engage with colleges, further education bodies and business through travel planning to ensure travel support is made available to students and that bus services serve campuses and key employment areas and business parks.

Fleet details

Currently there are approximately 590 vehicles operating within or into Buckinghamshire on various public bus routes. These vehicles can be grouped into five vehicle types:

- Double Deck buses
- Full size single deck buses
- Midi-buses – typically seating 21 – 35 passengers
- Minibuses – fewer than 21 seats.
- Coaches

The proportion of the Buckinghamshire bus fleet belonging to each of these vehicle types is provided in Figure 15

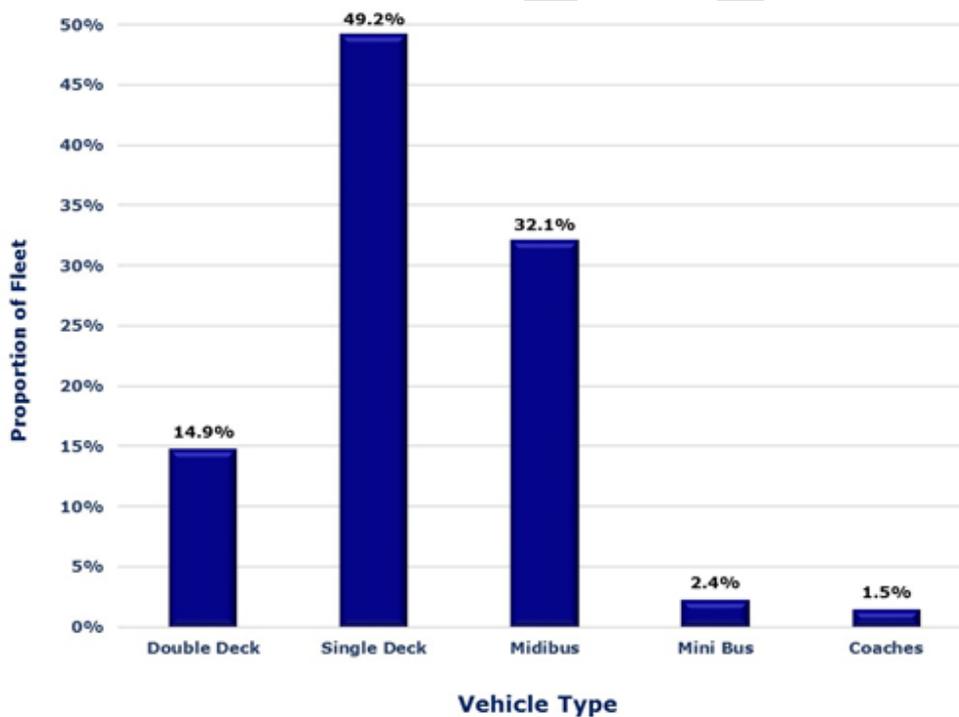


Figure 15 - Fleet makeup by vehicle type

Figure 16 shows the split of vehicle types and the split by Euro engine rating, as reported by operators. Please note that this does not cover all buses belong to operators serving Buckinghamshire. Whilst over half the reported fleet belong to the top two higher ratings (Euro 5 and 6), over a quarter of vehicles are still at Euro 3 or below standards.

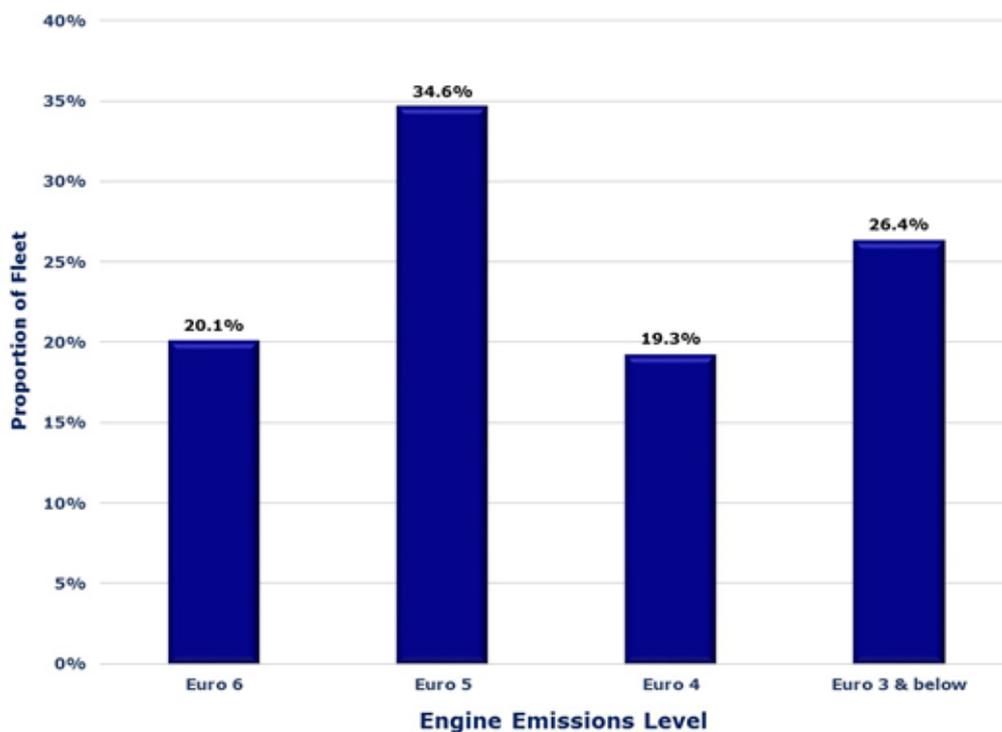


Figure 16 - Fleet makeup by engine emission standard

We were able to gain fleet details for around 70% of vehicles operating in Buckinghamshire. In particular, DfT regulations introduced as part of the Inclusive Transport Strategy will require on-board audio-visual next stop announcements to be provided by operators²⁴.

The current on-board features provided among those operators consulted are:

Table 7 - On-board features on buses in Buckinghamshire

Feature	Coverage
Audio-visual next stop announcements	22%
At-seat USB charging points	1%
On-bus CCTV	97% ²⁵
On-board Wi Fi	54%

²⁴ Evening Standard, 28 July 2021: <https://www.standard.co.uk/news/uk/england-chris-heatonharris-department-for-transport-network-rail-b947939.html>

²⁵ Not all operators consulted provided information regarding on-board CCTV coverage; this figure represents the proportion of vehicles within those operators which did provide information.

Marketing of routes

Branding bus services in terms of distinct liveries, logos and promotional material can improve the attractiveness of services and help people identify their bus service more easily.

Aside from standard operator liveries, bespoke marketing of services is not widely used on bus routes in Buckinghamshire. Historically the 'Rainbow Routes' in Aylesbury adopted different brightly coloured liveries and logos on the side of buses, specific to each route, but this has not been widely done elsewhere.

Otherwise, bespoke branding tends to be reserved for flagship routes and longer distance services operating between towns. Examples include the X74 operating between High Wycombe and Slough, and the X5 operating between Oxford and Bedford via Buckingham.

Arriva's Sapphire premium bus routes have distinctive logos, and whilst they share broadly a similar colour scheme to conventional Arriva services, they have a distinctive navy blue front end. The 280 service operating between Aylesbury and Oxford is the only Sapphire branded service operating through Buckinghamshire.

It is not uncommon for non-branded vehicles to be used on branded service routes, and vice versa, due to the availability of vehicles (e.g. scheduled or unscheduled maintenance). This is not unique to Buckinghamshire.

2.1.2. BSIP desired outcomes

The Buckinghamshire Bus Service Improvement Plan vision for is to establish buses as a key travel mode of travel in Buckinghamshire providing connectivity and accessibility to all on a safe, reliable and regular service.

Our focus is on bus users; improving the user experience; making services more desirable through safety and security; and building on the County's legacy as the home of the Paralympics accessible to all.

In the short terms the BSIP aims to strengthen the existing bus network to create a more robust network post Covid in order to build on this in the future to improve frequency and connectivity and to provide passengers with a service they can feel confident in using.

Objectives have been developed to deliver this outcome which are outlined in Section 3.1.

2.2. Current support for the bus network

Table 8 outlines the current financial support for the existing bus network. Total support currently stands at over six million pounds in funding. This includes ‘section 106’ funding, whereby developers fund measures to reduce the impacts of new developments on the community.

Table 8 - Financial support for the bus network

Funding source	Financial support mechanism	Value
Council revenue funding	Buckinghamshire Council provide financial support for 59 local bus services via route tenders, de-minimis payments or contributions to routes run by neighbouring authorities	£2,893,000
Council revenue funding	Reimbursement to operators for free travel made under the English National Concessionary Travel Scheme	£4,891,000
External revenue funding	Income from neighbouring councils towards cross border routes and ENCTS reimbursement	-£269,000
External revenue funding	DfT Bus Service Operators Grant (BSOG) income	-£464,000
External revenue funding	Income from section 106 (developer) contributions	-£140,000
	Total net support for bus services	£6,911,000

2.2. Other factors that affect the use of bus services

There are several factors that affect bus use in Buckinghamshire that have been highlighted through discussions with operators and feedback from the public survey. These can be summarised as:

- Car ownership - Buckinghamshire has high car ownership and is rural in nature with considerable out commuting to London, Thames Valley and Milton Keynes. To so to temp travellers from using their cars services would need to be convenient, direct, have attractive travel times and favourable fares.
- Service frequency, Reliability of services and punctuality of services were highlighted as reasons that would attract non-users to use buses.

- Convenience - distances to stops and the ability to conveniently interchange was highlighted as a barrier to use
- Passenger Satisfaction – this includes several areas such as quality of buses, cleanliness, pleasantness of stops and bus stations and feeling of safety and security
- Attractiveness of Fares, discount fares structures and convenience of buying ticket and Tap on and Tap off technology are seen as desirable.
- Parking costs at destinations – Cheap parking and a parking over-supply is seen as one of the biggest deterrents to catching buses instead of taking cars.
- Journey time reliability and lack of bus priority means that buses are stuck in the same traffic as cars and there is no advantage to taking the bus.
- Lack of convenient interchange between rail and bus and poor timing of services and oversupply of parking at stations discourages bus interchanges.
- Competing rail services

2.2.1. Parking provision and enforcement

Parking charges in car parks may have an impact on whether or not people choose to use buses to travel into towns. A balance must be struck between attracting people to town centres, and encouraging bus use to ease congestion and improve air quality. Car parking charges are subject to change, but require public consultation to do so.

Buckinghamshire Council own and operate a total of 93 car parks, with a wide variety of parking charges to reflect levels of use. A full list of car parks and charges is provided in appendices (Table 26, page 86).

Buckinghamshire Council has not yet published a parking report covering parking enforcement activities for the new Unitary Authority. However, the parking account for the former Buckinghamshire County Council in 2019/20 is given in Table 9 below:

Table 9 - Buckinghamshire County Council 2019/20 Parking Account

Parking Account 2019/20	On Street	Off Street
Income	£619,700	£310,300
Penalty Charge Notices	£1,430,500	£77,200
Permits	£296,200	-
Other income	-	-
Expenditure	£2,355,000	£61,200
Surplus / (-Deficit)	(£8,000)	£326,300
Surplus / (-Deficit) Total Parking Account		£317,700

Further details of parking accounts, income and enforcement from the former County- and District councils are available on the Buckinghamshire Council website²⁶.

2.2.2. Urban areas in Buckinghamshire

The two largest urban areas in Buckinghamshire are High Wycombe and Aylesbury, respectively.

Both High Wycombe and Aylesbury have the highest concentrations of buses and are also key destinations for most local bus journeys providing employment and leisure opportunities. Both have an over-supply of affordable parking, increasing the attractiveness of car journeys, and both suffer from peak hour congestion, as shown in Figure 17 for Aylesbury. The lack of bus priority means that buses offer no advantage over the private car and buses get stuck in this congestion affecting reliability.

Other market towns in Buckinghamshire are smaller, but have challenges associated with their layouts. These often have dense town centres built around older street layouts, which makes manoeuvring buses difficult, with less dense suburban-style housing in more recent developments, reducing the concentration of potential passengers. Amersham, Chesham, Marlow, and Princes Risborough/Monks Risborough follow this pattern. Other towns nearer to London are concentrated around commuter railway stations, focusing attention away from bus services, but offering potential for better integration between rail and bus.

²⁶ Buckinghamshire Council – Parking Annual Report: <https://www.buckscc.gov.uk/services/transport-and-roads/parking/parking-annual-report/>

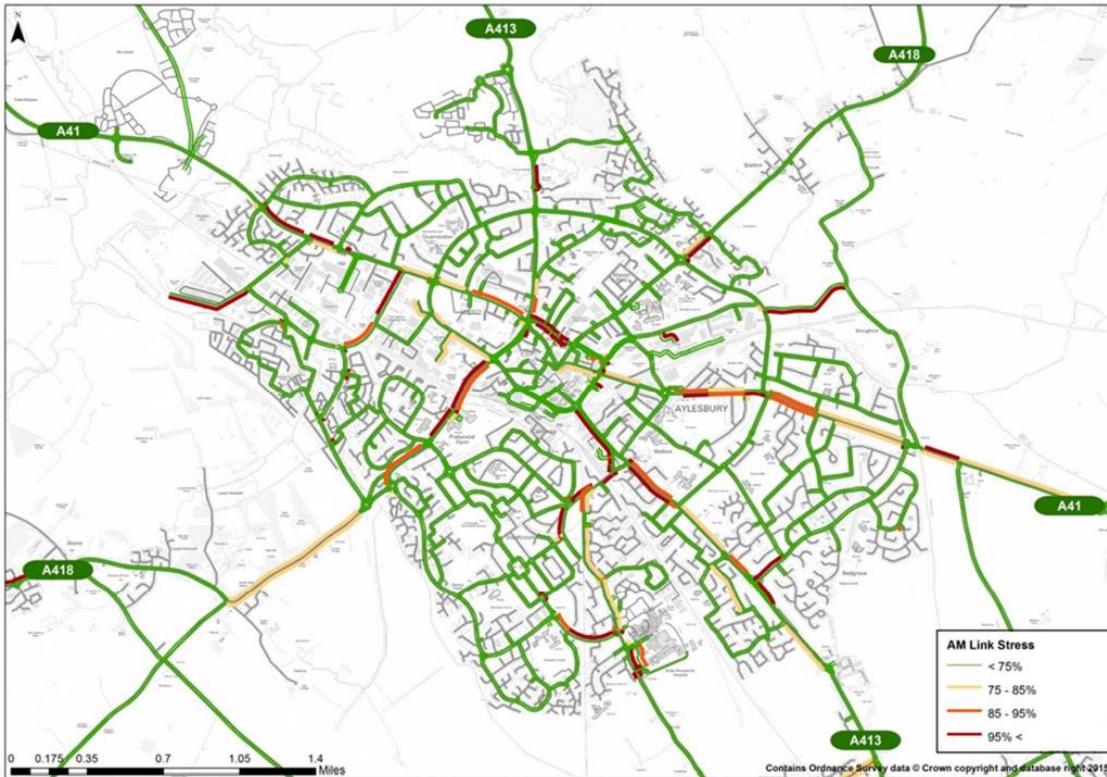


Figure 17 - Map showing road link stress in the morning peak in Aylesbury, from Aylesbury Transport Strategy, 2017)

2.2.3. Local leisure attractions

There is a wide selection of visitor attractions in Buckinghamshire, although there is no single major concentrated centre for tourism. Given that the majority of visitor attractions are located in rural areas, buses are not currently considered the most convenient mode of transport for visitors to reach them, although many can be accessed by bus.

There are several properties and attractions owned or managed by the National Trust. These include Waddesdon Manor, which is located to the north-west of Aylesbury, and Stowe House and Gardens, which is located near Buckingham. Attractions also include Ascott House near Wing, Pitstone Windmill, and Hughenden Manor near High Wycombe.

The Chiltern Open Air Museum is an independent open-air museum of vernacular buildings located near Chalfont St Peter and Chalfont St Giles in the Chiltern Hills.

The Buckinghamshire Railway Centre at Quanton is located broadly between Aylesbury, Buckingham and Bicester, and incorporates a museum and steam railway services. Whilst it is not located within the village of Quanton, the centre is on one of the main roads leading into the village which is served by bus.

The Chinnor and Princes Risborough Railway stretches over the Buckinghamshire-Oxfordshire border and provides heritage railway services. Whilst Chinnor in Oxfordshire is the main terminus, railway services can also be accessed at Princes Risborough station (although during the COVID pandemic all passengers have boarded and alighted at Chinnor only).

Bekonscot Model Village and Railway is located in the town of Beaconsfield and is the oldest model village in the world. It is considered to be one of the most accessible attractions by bus as well as train.

There are local museums which are located centrally in Buckinghamshire's towns, including Aylesbury's Discover Bucks Museum, Wycombe Museum and Amersham Museum.

The Grand Union Canal runs through Buckinghamshire between Marsworth and Grove, as well as a branch into Aylesbury, and attracts visitors along its tow paths, to its locks and its marinas. Several bus routes cross over the canal.

In the north of Buckinghamshire, on the border with West Northamptonshire is Silverstone which hosts major motorsport events and is also home to the Silverstone Interactive Museum. Because of its location, Silverstone is better connected by bus into South Northamptonshire and nearby Milton Keynes than Buckinghamshire.

There are proposals for a major new visitor attraction at Pinewood Film Studios as part of a Screen Industries Global Growth Hub. This is expected to generate significant number of visitors in a location which is currently not well served by public transport, with plans for a bus shuttle service connecting visitors to nearby Slough.

2.2.4. Accessibility and inclusivity in transport

Buckinghamshire is the home of the Paralympics, and we strive to build on this legacy to ensure that travel is inclusive and accessible to all.

We are currently working with consultants on improving accessibility and inclusivity in transport use, especially highlighting issues with groups that higher perception of safety and security.

Barriers to travel can be different to different people and can range from physical difficulties accessing buses, bus stations and stops or accessing public transport information due to visual to verbal communication challenges, to those who feel more vulnerable and have a heightened sense of security and safety especially when travelling alone, such as older people, females, BAME and the LGBTQ+ community.

Some groups in society may find the public transport more difficult to access or be less inclined to use public transport due to:

- Physical disabilities
- Visual or hearing impairments
- Learning difficulties
- Anxiety or depression
- Dementia
- Age - older people (accessibility, access to information, more vulnerable)
- Pregnant women
- Parents with young children (including pushchairs)
- Children
- Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) due to higher perception of safety and security
- Women due to higher perception of fear of safety and security
- Black, Asian and Minority Ethnic (BAME) due to cultural reasons and heightened fear of safety and security

Data gathered during our public survey shows that younger age groups are much more likely to use the bus daily at peak hours (to reach education), whereas older age groups tend to use buses off-peak on less frequent weekly basis (for shopping and leisure activities).

Survey respondents considering themselves to have a disability reported more frequent bus use both currently and pre-COVID than the overall average for survey respondents (see Table 10).

Table 10 - Frequency of bus use by those considering themselves to have a disability

Current frequency of bus use	Daily	Weekly	Monthly	Less than monthly	Never
Respondents considering themselves to have a disability	21.7%	28.5%	13.9%	19.0%	16.9%
Average for survey overall	15.7%	20.2%	11.8%	27.0%	25.3%

Respondents considering themselves to have a disability were also more likely to use the bus for shopping and health appointments, compared to residents.

The number of responses to the survey from non-white ethnic groups was very low, and lower than the average for Buckinghamshire. Therefore, going forward we will need to consider how to engage with these groups, although the responses from those that did respond broadly reflected those of all Buckinghamshire residents.

Not surprisingly those employed or full-time education or unemployed are most likely to use buses daily or weekly bus use. Self-employed people tended to use buses the least, with 44% stating that they never used the bus.

It should be noted that the proportion of retired survey respondents was much higher than the overall population. However, the identified priorities are ones that we feel represent all bus users.

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3. Headline targets

3.1. Objectives

To improve bus services in Buckinghamshire we have developed the following five objectives. These have been developed to meet the Objectives in Buckinghamshire Local Transport Plan 4 and the Councils wider corporate objectives while also ensuring that they achieve the priorities in the National Bus Strategy as shown in Figure 18, below.

- A. **Putting transport users first:** Ensure that residents views are reflected in the way we provide bus services. Enhance the safety and security of all transport users. Ensure high levels of cleanliness, security, and improved lighting at bus stops to ensure that they feel well maintained and safe. Ensure all services are fully accessible to all users. Further driver training to protect more vulnerable users.
- B. **Improve reliability of bus services:** Provide a transport network that is well-maintained, free flowing, and always operating efficiently. This would be achieved through bus priority measures, Priority Public Transport Corridors, and agreed service levels and reliability targets with operators.
- C. **Make bus service easier and more attractive to use:** Ensure that public transport services are easy to use, have easily-accessible information sources for timetables, and easy-to-understand, competitive fares and ticketing. This will be achieved through keeping fares attractive to passengers and support travel between different destinations across multiple-operators and other public transport. We would also ensure that concessionary fares for students, young persons, disabled passengers and older travellers are attractive and easy to access.
- D. **Support our climate change strategy and decarbonisation:** One bus can replace the need for several car journeys and help to support the environment by reducing the number of vehicles on the road. The BSIP will support decarbonisation through encouraging bus use, and to improve upon existing bus emissions levels through tighter standards for buses.
- E. **Encourage network and patronage growth:** To increase network coverage and increase patronage. This supports wider objectives to provide better connectivity across the County and beyond and provide mobility for all. The first step will be to restore confidence in public transport and return to pre-COVID occupancy levels.

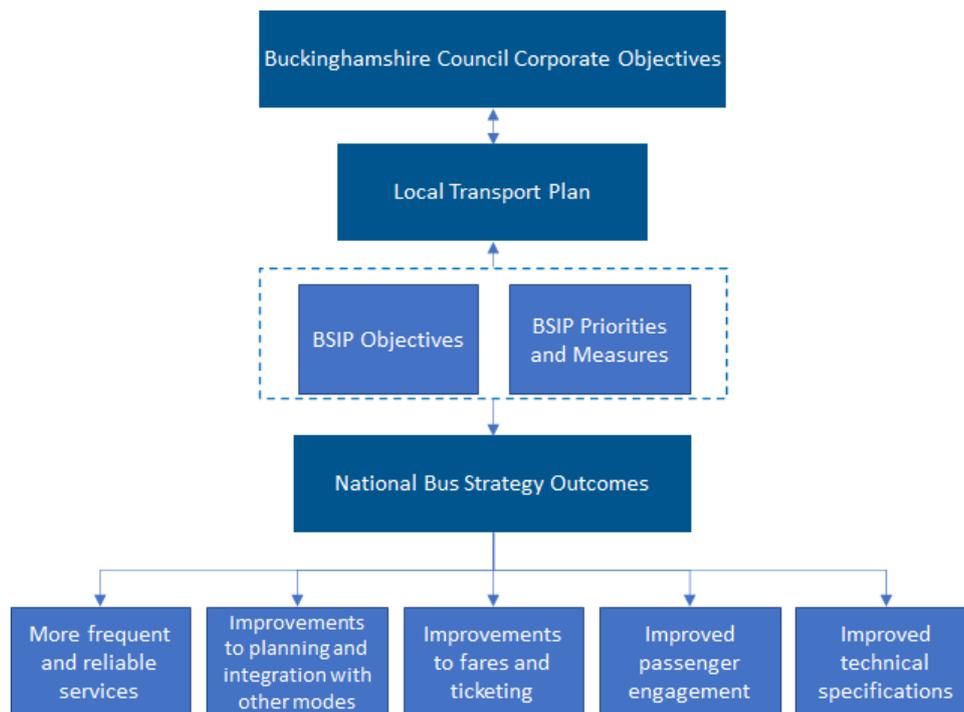


Figure 18 - Links between Buckinghamshire Objectives and Government priorities

3.2. Targets for journey times and reliability improvements

The County average punctuality on key routes was 75.7%²⁷ prior to the COVID-19 pandemic.

The pandemic has had a significant effect on bus travel across England. Nationally, the number of trips on buses outside London is around 60% of pre-COVID levels on weekdays between May and September 2021, and around 70% at weekends²⁸. However, due to the reduced traffic levels the punctuality on routes did see some improvement as outlined in the data below.

The table below shows the reliability statistics of bus services in Buckinghamshire that were determined using the agreed methodology shown in Table 11, below.

²⁷ Figure does not include some smaller local routes as data was not available

²⁸ DfT: Transport use during the coronavirus (COVID-19) pandemic:

<https://www.gov.uk/government/statistics/transport-use-during-the-coronavirus-covid-19-pandemic>

Table 11 - How punctuality is determined

Punctuality classification	Minutes early	Minutes late
On time	Less than 1 minute	Less than 6 minutes
Early	1-10 minutes	n/a
Late	n/a	6-30 minutes
Non-operational	More than 10 minutes	More than 30 minutes

Table summarises bus service reliability in Buckinghamshire, i.e. the number of services arriving 'on time' in line with the methodology outlined in Table 12.

Table 12 - Bus service reliability

Period	Reliability
2016-17	80.5%
2017-18	80.7%
2018-19	78.8%
2019-20	75.8%
2020-21	85.7%

Prior to the pandemic bus service reliability had reduced, largely due to the impact of congestion on the network. While improvement was seen during 2020-21 this is linked to temporary low traffic volumes resulting from the pandemic. Nationally, the amount of traffic on our roads has returned to pre-pandemic levels and pre-COVID trends in punctuality are likely to continue without interventions to assist public transport.

Table 13 - Bus service reliability targets

Area	Reliability target (2022-23)
Whole of Buckinghamshire	<i>To be agreed with bus operators and linked to post-COVID-19 baseline and adoption of priority measures.</i>
Aylesbury area	(see above)
High Wycombe area	(see above)

Buckinghamshire Council will be taking on additional staff resources to ensure that the aims of the BSIP are met, and to update and produce future versions of the BSIP. Publication of reporting results is discussed in section 5.

3.3. Targets for passenger growth and customer satisfaction

3.3.1. Passenger growth

As discussed previously, bus patronage in Buckinghamshire (and outside London more generally) had only reached around 70% of pre-COVID-19 levels.

The metrics to be used by this survey are still to be determined, as the bus user survey conducted for this BSIP did not include an explicit 'satisfaction' measure. Similarly, the date for distributing this survey is yet to be determined and is partially dependent on additional resources being made available.

We will seek to improve upon customer satisfaction results year-on-year based upon the benchmark set by the first survey. This will be reported upon in future BSIPs.

Targets for passenger growth will be based on short- and long-term aspirations:

The short-term target is to grow patronage back to pre-COVID levels, and build confidence back in bus transport, in order to maintain the network that we currently have. This will provide a strong basis on which to grow the service.

A medium-term target will be to grow passengers by **XX% - an amount to be agreed with operators**

3.3.2. Customer satisfaction targets

Without bus users there is no bus service. The satisfaction of users is a key priority, and has direct impact on passenger growth and hence the transport user is one of our key objectives of BSIP.

Measures will include:

- Punctuality
- Cleanliness
- Driver courtesy
- Facilities on board

- Ease of ticketing
- Availability of timetable information
- Safety and Security

The intention is to base targets on:

- Pre-COVID levels
- Increase in future years

Operators currently undertake customer satisfaction surveys which will be used for part of the base data for establishing satisfaction surveys.

We will start regular annual collection of Buckinghamshire-wide passenger satisfaction surveys with common questions and metrics, based on the structure of existing surveys. This will then be repeated year-on-year, using the same metrics, and with the first survey serving as a benchmark to compare future years against.

3.4. Alignment with neighbouring local authorities

In creating this BSIP for Buckinghamshire, it is important that we consider the needs of neighbouring local authorities, all of whom will be going through a similar process.

Buckinghamshire has the third lowest bus use per head of population compared to neighbouring authorities. We have seen the largest drop in bus use per head of population since 2015/16 (Table 14).

Table 14 - Passenger journeys per head of population compared to neighbouring local authorities

Local Authority	Passenger journeys per head of population					Change 15/16 - 19/20
	2015/16	2016/17	2017/18	2018/19	2019/20	
Buckinghamshire	20.5	20.0	18.6	16.5	14.3	-30.2%
Central Bedfordshire	14.1	14.3	12.7	12.1	11.3	-19.8%
Hertfordshire	26.1	31.3	23.4	23.9	22.7	-12.9%
Milton Keynes	38.1	36.1	37.9	32.2	31.2	-18.2%
Northamptonshire	25.5	26.2	24.9	23.9	23.0	-9.9%
Oxfordshire	62.1	60.5	59.5	60.9	59.0	-5.0%
Slough	33.8	32.1	31.3	30.4	27.8	-17.7%
Windsor & Maidenhead	12.6	9.7	10.0	9.3	9.3	-25.8%

Whilst each covering a smaller selection of objectives which relate to buses to varying extents, the remaining neighbouring authorities' objectives are all considered to be well aligned with Buckinghamshire's objectives.

For example, Milton Keynes Council has an objective to "Maximise Travel Choices – maximise the use of technology and innovation to both inform the traveller and to provide travel options" (**C - Increase ease and attractiveness of bus use**); Hertfordshire County Council has an objective which is to "Enhance journey reliability and network resilience across Hertfordshire" (**B- Increase Reliability**); Royal Borough of Windsor and Maidenhead has an objective to "To improve road safety and personal security for all transport users" (**A – Put transport users first**); and Slough Borough Council has an objective to "Reduce carbon emissions, protect heritage and habitats, and adapt to a changing climate" (**D- Protect the environment**).

Of all the neighbouring authorities, Oxfordshire County Council is considered to have the broadest set of objectives which have a relationship to buses and are considered to be well aligned to our objectives. Their objectives include "Maintain and improve transport connections to support economic growth and vitality across the county" (**E - Encourage Growth**).

4. Delivery

This section identifies Buckinghamshire Council's priorities and measures to achieve the BSIP objectives.

The funding required to deliver these priorities and objectives are outlined in a table published alongside this BSIP.

4.1. Priority identification

BSIP priorities have been established through a top down / bottom-up collaboration approach. Establishing Council priorities through Corporate Plan and LTP4 Objectives and stakeholder priorities through consultation with:

- Members of the public through an online survey,
- Parish and town council feedback
- Elected Member priorities through a 'Task and Finish' Group
- Bus operator priorities through direct engagement.

The priorities that were highlight through this work are summarised in Table 15, below.

From this we were able to identify aligned priorities and those specific to each group so that we could develop a range of measures to address their different priorities.

Table 15 - Top 5 priority themes identified during engagement exercises

Priorities	Groups			
	Council strategic priorities /LTP4	Members of the public	Buckinghamshire councillors	Bus Operators
Attractiveness of catching buses, e.g. cleanliness of buses and bus stops			✓	✓
Better provision of concessionary fare schemes, consistent across operators		✓	✓	
Bus priority infrastructure	✓			✓
Cheaper fares		✓	✓	
Continued subsidies to return services to pre-COVID-19 levels				✓
Improved passenger information, particularly digital	✓		✓	✓
Integration with rail	✓		✓	
More direct services (i.e. fewer interchanges)		✓		
More frequent services		✓		✓
More punctual and reliable services	✓	✓	✓	
Safety and security	✓	✓	✓	✓
Shared ticketing between bus operators	✓	✓	✓	
Tighter integration with local planning, particularly for new developments	✓		✓	✓

4.2. Ambitions for Delivery

From the work on identifying priorities we were able to develop a range of measures and schemes aimed at addressing each of the group's identified priorities to improve bus services in Buckinghamshire. These and been assessed to ensure that they in turn achieve the BSIP objectives.

We have presented the measures and schemes under the five principal areas for improvement set by Government in the National Bus Strategy:

- More frequent and reliable services
- Improvements to planning and integration with other modes
- Improvements to fares and ticketing
- Improved technical specifications
- Improved passenger engagement

In addition to this we have included a section on improvements specific to Aylesbury and High Wycombe as they are the two most populated towns in Buckinghamshire and consequentially have the highest concentration of urban bus services, higher patronage levels, more services impacted by congestion and are also the areas where we are most likely to have the biggest impact to achieve real change.

4.2.1. More Frequent and Reliable Services

Improving frequency and reliability of service were identified as the two key factors likely to encourage further bus use in the public survey (72% and 46% respectively of respondents).

Short Term

In the short term, we propose to maintain services at pre-COVID levels and increase passenger numbers back to pre-pandemic levels.

Bus service frequencies have returned to pre-COVID service levels. However, patronage has not recovered and is currently at around 70% of pre-COVID levels. This plan therefore aims first to support a return to pre-pandemic passenger levels to stabilise the current bus network. Once the bus passenger levels stabilise and the new core network identified we

can use this core network as a base to increase service frequencies to encourage further passenger growth and modal shift.

Long Term

The Plan aims to deliver at least 15-minute service frequencies on key corridors during daytimes with secondary urban and rural route frequencies increased, as shown in [TABLE]. All new housing developments will need to provide services and service levels aligned to these frequencies.

Table 16 – Aims for bus frequencies by type of service

Bus service type	Proposed minimum frequency - daytime	Proposed minimum frequency - evening
Core urban	15 minutes	30 minutes
Core interurban	15 minutes	30 minutes
Secondary urban	30 minutes	1 hour
Secondary inter-urban and rural	<i>Based on demonstrated need</i>	<i>Based on demonstrated need</i>
Partial	<i>to be developed in partnership with neighbouring authority</i>	<i>to be developed in partnership with neighbouring authority</i>

We also aim to increase evening services and their frequencies to support the night-time economy and shift workers. Where evening patronage is low and not viable to run dedicated bus services, we will investigate feasibility for providing a different approach such as demand-responsive services.

Improving Journey Time Reliability - Bus Priority

Improving journey time reliability is a key priority highlighted by both the public opinion survey and bus operators, due to the frustration of buses getting stuck in the same congestion as general traffic.

We have a number of PPTCs in Aylesbury and High Wycombe and bus priority measures have already been implemented on some of these corridors to provide bus priority. We are looking to build on these.

Table 17 outlines proposals for improvements across the County that has been identified by bus operators. This list is not exhaustive as we expect additional areas to be identified as part of the enhanced partnership. Several of these schemes include ‘SCOOT’ (Split-Cycle Offset Optimisation Technique) traffic signals, to increase the priority of traffic through junctions with traffic lights.

In addition to these measures, we are working with the policy to increase enforcement of existing bus lanes.

Table 17 – Bus priority Measures

Town	Description	Scheme Status
Amersham / High Wycombe	Junction of A404 and Whielden Lane – improved access for buses towards Amersham Hospital	Feasibility assessment required
Aylesbury	PPTC to improve bus priority on A41 between Berryfields and Aylesbury	The first Stage is being delivered and will be completed in 2022 Future phases require design and funding
Aylesbury	PPTC - Aylesbury gyratory – potential SCOOT signal scheme to improve bus priority through the gyratory	Scheme is expected to be delivered in 2022-24 but additional funding required to support the bus priority element
Beaconsfield	A355 / Maxwell Road junction – Bus priority improvement at the junction of Amersham road and the new road	Feasibility assessment required
Farnham Common	Improve north-south bus priority through Farnham Common	Feasibility assessment required
High Wycombe	PPTC – A40 London Road PPTC - additional bus priority including SCOOT	Completed 2020
High Wycombe	Frogmoor – Improve access for buses heading north or west from the town centre	Feasibility assessment Required

Town	Description	Scheme Status
High Wycombe	PPTC- Prioritise bus movements around the congested Marlow Hill gyratory, between High Wycombe and the Handy Cross roundabout	Partial funding through Section 106 funding, but Feasibility assessment on bus priority is required
High Wycombe	PPTC -Priority access for buses and encourage more routes to serve the rail station, potentially including SCOOT systems.	Feasibility assessment required
High Wycombe	PPTC- Priority for egress from the Wycombe Coachway onto the Handy Cross roundabout, potentially including SCOOT systems	Feasibility assessment required
High Wycombe (West Wycombe)	Introduce A40 Oxford Road PPTC, between West Wycombe and Studley Green	Project being progressed - Statutory consultation closed 13 August 2021
Stokenchurch	Improved bus service vehicle access and turning ability at Stokenchurch Business Park.	Aspirational - should be linked to the development of the business park - Feasibility assessment required
Taplow	A4 Bath Road near Taplow. Improve bus priority between Slough and Maidenhead	Feasibility assessment required
County Wide	Work with Police for greater enforcement of bus lanes	On-going

Demand Responsive Transport – Rural Mobility Fund

Parts of Buckinghamshire are not easily served by traditional public transport services, so the Council is keen to find suitable alternatives. Buckinghamshire Council submitted two successful bids to the DfT's Rural Mobility Fund²⁹ (RMF). Two Demand Responsive Transport (DRT) schemes are due to start over the next year. Our aspiration is for the services to

²⁹ Rural Mobility Fund DfT website: <https://www.gov.uk/government/publications/rural-mobility-fund>

become commercially viable and embedded as a key part of the public transport offering beyond the proposed 4-year trial.

These new DRT schemes will also be considered as an alternative to fixed timetables evening and Sunday bus routes.

If the trials are successful, we will consider DRT services as an option for replacement of some conventional rural routes (see section 4.2.2).

Aylesbury

The Aylesbury scheme focuses on improving connectivity to the rural areas surrounding Aylesbury (Weedon, Hartwell, Aston Clinton, Weston Turville and Halton) which are currently underserved by traditional bus routes. Implementing a DRT service will enable better connections to local economic, retail, education, and healthcare facilities (notably Stoke Mandeville Hospital).

High Wycombe

The High Wycombe DRT scheme aims to improve connectivity to areas surrounding High Wycombe (Booker, Downley, and Wooburn Green). This will enable better connections to local economic, retail, education, and healthcare facilities. Most notably connects to Cressex Industrial Park, town centre, railway station and hospital.

4.2.2. Improvements to planning and integration with other modes

One of the key aspects of the BSIP is the ability to interchange and integration between bus services and other transport modes. To support this, we have identified areas for improvement and, discussed later, through ticketing to facilitate seamless interchange.

Integration between Urban and Inter-Urban bus services

To improve longer distance connectivity, we will improve interchange options between existing bus routes and long-distance coach services. Table 18 provides some examples of schemes which could improve interchanges between existing routes, enabling connectivity to key destinations such as Milton Keynes, Oxford, Heathrow and Luton.

Table 18 - Areas for improvement of integration between existing bus services

Location	Proposal
Buckingham	<p>Buckingham Town Centre Transport Hub</p> <p>There has been a long aspiration to improve accessibility for buses and coaches and to create a transport hub in Buckingham Town Centre to facilitate better interchange between services. Buckingham suffers from congestion and a constrained highway network meaning access to the existing town centre stops is constrained. The town is currently served by the X5 Coach service that links Oxford with Bedford via Milton Keynes and provides interchanges opportunities with local bus services and taxis.</p>
High Wycombe Coachway	<p>New Coach Services at High Wycombe Coachway</p> <p>Currently the Coachway is served temporarily by the Oxford Airline Service providing connectivity to Heathrow and Gatwick airports. The BSIP aims to secure this service and to build on it to provide coaches to London. It is also looking at opportunities to improve access and egress from the Coachway.</p>
Aylesbury Bus Station	<p>Aylesbury bus station is no longer fit for purpose and although closely located in the town centre and near the railway station it is not an inviting interchange location.</p> <p>Short Term</p> <p>We are undertaking a Station Refresh including improvements to lighting, passenger facilities; toilets; information screens; signage; and pedestrian access from Walton Street. This work is starting in late 2021</p> <p>Long term</p> <p>To establish a new bus station in Aylesbury as part of the town centre regeneration project that will provide a new transport gateway to the town and facilitate interchange with rail services. This work is currently being undertaken.</p>
High Wycombe Bus Station	<p>High Wycombe Bus station accessibility.</p> <p>The Station is well located to the town centre with modern facilities. However, it suffers operationally due to limited space and difficulties with buses manoeuvring in and out. Improve access to the approach to the bus station for buses. Redesign junctions with Bridge Street and A40 to support bus</p>

	movements, potentially including signal bus priority. Improve passenger comfort in waiting area. Improve pedestrian access from areas other than Eden Shopping Centre.
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We will also review bus stop locations to maximise opportunities to interchange between services. We aim to have bus stops travelling on the same route share the same bus stop infrastructure wherever possible.

Maximise network coverage through reducing competition on shared corridors

We will work with operators to identify where better co-ordination of routes will allow resources to be reallocated to increase the overall bus network. This will include reducing head-to-head competition whilst using multi operator ticketing schemes to ensure passengers will have greater flexibility to travel increasing service frequencies for bus users. We will build on the successful Wycombe SMARTzone ticket scheme and the two jointly operated bus routes run under Qualifying Agreements to extend the through ticketing.

This will increase the viability of services while passenger numbers recover post-COVID and provide more resilience to bus companies while driver recruitment remains a challenge.

Developing the Inter-urban network

Consideration will be given to developing a “Superbus” network of express interurban services which would be co-ordinated with local existing services but offer faster journey times between key popular destinations and improve long distance connectivity. This would be highly dependent on significant additional funding. If this becomes available, such a service would include the following features:

- A unified brand
- Low emission accessible vehicles with high backed seats, tables, air conditioning, USB / wireless charging points and information screens
- Fares which are ideally at a premium level to the parallel slower services but still competitive with car journey times
- High quality stop infrastructure that acts as an interchange point and is located near toilets and refreshment facilities

Integration with rail

Buckinghamshire is served by several different rail operators and there are already bus links to rail stations in several locations. Examples include Aylesbury’s links to Chiltern Rail Services, the 280 bus service via Haddenham and Thame Parkway providing the connectivity from local towns and villages to the station, and bus services linking to the London Underground Station at Amersham.

There is likely to be limited ability to influence railway timetables to ensure better connectivity with bus services, due to the tight constraints on rail timetables. The focus for bus improvements will be on key railway stations in larger towns where train services operate at higher frequencies, and where it could be feasible to achieve a more seamless interchange experience between bus and train services.

The BSIP will aim to improve bus links to railway stations to facilitate interchange between modes, which will include reviewing the location of bus stops to move these closer to stations and looking at timing of services to coordinate with train times. We would also like to extend the PlusBus fare scheme to facilitate seamless interchange. Specific priorities are outlined in Table 19.

Table 19 - Proposals for improvements to bus-rail connections.

Town	Description
Aylesbury	Improved pedestrian access between railway and bus stations. Seek a solution to the fact the station is only served on inbound bus services.
Aylesbury Vale Parkway	Look at opportunities to provide bus links from the station to Westcott Enterprise Zone
High Wycombe	Priority access for buses and look at how to increase the routes serving the railway station. Looking at opportunities to improve accessibility for buses into the station. This could include using traffic signal priority technology.
Princes Risborough	Feasibility study into enhanced bus connectivity to Princes Risborough station. Explore use of DRT and Community solutions.
Other rural stations	Explore use of DRT and Community Bus provision for areas with lower rail patronage in more rural areas.
Future Winslow Station	Creation of new bus interchange and bus drop off and pick up as well as new routes and increased frequencies to serve the new Station at Winslow as part of the new East West Rail station

East West Rail is a major infrastructure project in the north of Buckinghamshire which will re-open part of the Varsity Line between Bicester and Bletchley via a new station at

Winslow. Housing development is proposed around Winslow and the new railway station, which will be served by regular train services towards Oxford, Aylesbury, Milton Keynes and Bedford, will be a focal point for transport providing a new local interchange. It is key that the East West Rail programme also reopens the line north of Aylesbury Vale Parkway (currently for goods trains only), to provide a direct rail link between Aylesbury and Milton Keynes. There are already plans to ensure that this will be well-connected with the wider town and surrounding area including new or improved pedestrian and cycle routes³⁰ as well as local bus services.

To improve interchange between other modes we will also be looking at co-locating cycle parking facilities and potential e-scooter pick-up points at bus stops. This will not be feasible at all stops due to potential obstructions. However, this could potentially link up with the e-scooter rental trials currently taking place in Aylesbury, High Wycombe, and Princes Risborough (see section 2.2).

Links to Airports

Coach services currently operate between High Wycombe and London Heathrow and London Gatwick airports. However, these services are concentrated from High Wycombe Coachway as more local services in south of Buckinghamshire were stopped during the pandemic. There is no connectivity to airports from the north of the county.

We will investigate the potential for extending existing services between Aylesbury and Luton, to reach London Luton Airport directly, in discussion with Central Bedfordshire Council and Luton Borough Council. We will also investigate the demand for a direct route between Aylesbury and Heathrow.

There is also the potential to extend existing routes between Buckinghamshire and neighbouring local authorities to provide direct access to other airports.

Rural services

Buckinghamshire is a largely rural county and the Council currently provide a network of socially-necessary (as defined by the Transport Act 1985³¹) subsidised services that provide access from rural communities to local towns. There is rural isolation and levels of

³⁰ A413 Sustainable Travel Scheme: <https://www.buckscc.gov.uk/services/transport-and-roads/road-projects-and-improvement-schemes/a413-sustainable-travel-scheme/>

³¹ Transport Act 1968: <https://www.legislation.gov.uk/ukpga/1968/73/contents>

deprivation because of lack of accessibility for those that do not have access to an alternative means of transport. A future phase of the BSIP will be looking at provision of these services and determining the funding required. The increase in provision will be dependent on funding success.

We will work also continue to support community-led transport bus schemes and look at building on the new DRT trials to provide more flexible and adaptable solutions for both rural transport and also the later to increase evening and Sunday provision.

4.2.3. Improvements to fares and ticketing

Extended Youth Discount Scheme

There are a range of different youth discounted schemes offered by different operators and some schemes that are run by neighbouring authorities. We strongly believe that a centralised scheme that is supported by the Government similar to the Young Persons Rail Card would be beneficial to provide clarity and consistency across the bus network and we ask that the Department of Transport open up the 16-17 railcard and 16-25 railcard products to instead become a public transport card for each respective age group and also act as a nationally accepted proof of age card.

Locally we aim to align the child fare schemes offered by different bus companies that operate in Buckinghamshire and to develop an improved 16-21 ticketing offer. We will also consider extending the age range for this scheme up to 25 years old. This of course would need to coordinate with and link with neighbouring authorities such as the those offered in Oxfordshire and Hertfordshire Hertfordshire's SaverCard³².

Coordination with Higher Education providers

In addition to the Buckinghamshire College Group, there are two universities which provide higher education within Buckinghamshire. The University of Buckingham's campus is located in the north of the county and within easy walking distance of Buckingham town centre. It can be accessed via local bus services or from the X5 cross-country coach.

³² Hertfordshire County Council SaverCard website: <https://www.hertfordshire.gov.uk/services/Schools-and-education/Travel-to-school/Savercard/savercard.aspx>

Buckinghamshire New University has campuses in High Wycombe, Aylesbury and at Missenden Abbey, Great Missenden which is located between Aylesbury and Amersham. All of the university campuses are accessible by bus and will draw in students from across Buckinghamshire and beyond.

The Enhanced Partnership will work with the universities with regard to the provision of bus services and potential discounts to students in addition to those who may be eligible for Government 16-19 travel bursary and discretionary learner support for those aged 19 or over facing financial hardship.

Jobseeker's allowance discount scheme

In addition to extending youth discount schemes, we will work with bus operators to provide lower priced tickets to support those on Jobseeker's Allowance.

Integrated ticketing between operators

Building on the successful High Wycombe SMARTzone³³ scheme we will extend this scheme to include towns outside High Wycombe such as Amersham, Chesham and Beaconsfield.

A similar multi-operator scheme will be developed for the Aylesbury area.

We will work with operators to ensure that mobile ticketing including QR codes can be read on all services, that contactless payment is possible and that multi-journey products from different bus operators are aligned to provide a consistent offer for customers.

We already offer carnet tickets on bus services in Buckinghamshire, and we will look to roll this out further across the network, to support the move to flexible working and continuing "work from home" arrangements. These offer more flexibility for passengers who do not need to make the same trip every day, for example 3 days out of 5 weekdays or 10-trip tickets without the need to specify time of travel, and where a season ticket pass is too expensive.

³³ Wycombe SMARTzone website: <https://www.wycombesmartzone.co.uk/>

Intalink Explorer as county-wide day ticket

The Intalink Explorer³⁴ ticket is already accepted on most services in Buckinghamshire. However, aside from existing cross-boundary services to / from Hertfordshire, this is an informal arrangement. We will work with Hertfordshire County Council and operators to formalise this arrangement and promote it as a lower priced option for longer distance travel.

Fare capping schemes

We will work with operators to introduce multi-operator tap-on tap-off capping technology with contactless bank cards, initially in the High Wycombe SMARTzone area. This allows passengers to travel flexibly and make multiple journeys with the certainty that they will be charged based on the best value ticket available. This will require additional “tap-off” readers to be funded and installed on buses. In future this will be extended to other parts of the county.

We will work with Slough Borough and Royal Borough of Windsor & Maidenhead councils to introduce multi-operator ticketing within the Slough and Maidenhead area. In the longer term this will interact with the High Wycombe SMARTzone to allow extended multi-operator travel.

Integration with rail operators

‘PlusBus’ tickets are already available in parts of Buckinghamshire. They are extensions to rail tickets which allow passengers to use bus services to/from their local railway station. The ticket has to be purchased at a railway station first.

We support the DfT’s ambition to extend the concept of integrated bus-rail tickets, which would allow someone who intends to travel by train but needs to use a bus (or buses) to reach the station to purchase a combined bus and rail ticket on the bus. We will investigate extension of PlusBus schemes in the short-term.

³⁴ Intalink Explorer website: <https://www.intalink.org.uk/explorer>

4.2.4. Improved technical specifications

Bus specifications

Buckinghamshire Council is committed to improving air quality. Subject to funding being provided via the BSIP we will work with operators to upgrade buses on the core network to a minimum of Euro VI standard, and buses on secondary services to a minimum of Euro V. We also recognise the embedded carbon cost of disposing of vehicles before the end of their scheduled lifespan. We will also investigate the feasibility of retrofitting existing diesel buses into electric vehicles.

A modal shift towards use of public transport will also have significant impact on decarbonisation of transport overall. Increasing patronage on our bus services would make a major contribution to a reduction in carbon emissions.

On-board: Technology

The provision of next-stop audio-visual information on vehicles has been mandated by the government. We will support small-medium-enterprise (SME) operators to access government funding for this technology.

The ability to charge electronic devices on the move is attractive to passengers. We will assist operators to upgrade vehicles, especially on inter-urban services, to be fitted with USB or wireless charging devices.

Bus stop technology

We will increase the availability of Real-Time Passenger Information (RTPI) displays at bus stops including upgrading printed timetables to e-paper displays which will show live bus tracking, timetable information and allow information and service disruption messages to be uploaded instantly without the need to visit the bus stop location.

A review of bus stops, particularly in rural locations, will be carried out and Improvements made to physical infrastructure including accessibility measures and larger hard standing capacity.

Bus stops: Safety and security

The safety and security of passengers is of immense importance, including meeting the needs of a diverse range of passengers including vulnerable groups.

We aim to maintain and improve the safety and security of passengers at bus stops. We will review lighting provision and CCTV coverage, looking to increase coverage at key bus stops.

We will carry out a detailed survey of all bus stops and stations in the county and review locations, accessibility, stop capacity, security and lighting. The cleanliness of bus stops, particularly in terms of graffiti, litter, damage to bus stop furniture including shelters, bus flags and timetable information, will be reviewed. This has been raised as a concern of respondents to the public bus users survey.

Consideration will be given to increasing the flexibility of some bus services, in particular those operating in the early hours or late evenings, to allow drop-offs at locations other than designated bus stops to allow people to disembark closer to home. Consideration will need to be given to the reclassification of services as hail-and-ride services to allow this practice to occur more formally.

Drivers: customer service

Ensuring that passengers receive good customer service is a key pillar of growing patronage. We will therefore work with operators to review customer service training with a particular focus on the needs of vulnerable users. The details of this training will be agreed with operators during creation of the Enhanced Partnership. Bus drivers in Buckinghamshire already train to a standardised minimum of customer service.

Integration with planning

Buckinghamshire has an excellent track record of working with developers to ensure that all new housing developments are connected to public transport. We already secure section 106 funding for new services and extending existing services, and the upgrade of existing bus stops with RTPI.

A number of business parks (e.g. Cressex Business Park near High Wycombe) provide their own private shuttle services for employees, most often to the nearest railway station. We will work with the business park owners to identify missing links in public transport access and identify barriers to replacing the private shuttles with public bus routes. The benefit of the latter position is that the services can be integrated into the wider network and resources can be used when services levels are lower to provide other services.

Supporting local tourism

We will support new and improved links to local tourist attractions, particularly those which see large volumes of visitors. We would also work with attractions to provide discounted entry for bus users. This could be expanded out to Hughenden Manor, Stowe, Silverstone, and Pinewood, which also see high visitor volumes at certain times of year. Links would be provided to key transport interchanges.

Community bus support

We will continue to support local Community Transport schemes and work with communities wishing to set up new schemes. We will help operators to invest in zero emission vehicles and investigate funding these through section 106 developer sourced income.

4.2.5. Improved passenger engagement

Public forums

While there are some local transport user groups there is no countywide passenger representation forum. Using the guidance from the Transport Focus organisation we will set up and hold regular public forums. The nature and timing of these will depend at least partly on the scope of funding received from Government, and the areas affected by new bus improvement projects.

We will set up a passenger charter with for key areas of operation. This will be established once the full details of our Enhanced Partnership agreement are understood and agreed upon. This will also provide a basis for discussions with the proposed public forum.

This will be framed around a series of KPIs related to those provided in this Plan. These KPIs will also include vehicle and infrastructure standards.

Marketing and publicity

Part of enhancing passenger experience and making it easier to travel include the way information is presented to passengers at bus stops and in publicity material including on the council's and bus operators' websites. This includes maps which show a bus route or bus routes, i.e. the development of a unified style of map across Buckinghamshire. These types of maps are effective in omitting unnecessary detail and make it easier for passengers to identify interchange locations or where multiple services call at the same stops or reach the same destinations. Consideration will be given to marketing of services in the larger settlements, and on selected inter-urban corridors which are served by higher frequency routes.

Shared mapping

Buckinghamshire Council should publish a centralised bus map, or maps of specific areas which cover bus services from all operators.

Operators should provide information on the availability of other operators' routes. This can be facilitated through the publication of bus maps by the Council.

Passengers will be made more aware of the existing Nextbuses.mobi³⁵ app. This is an app which shows all available bus services.

Bus map design will replicate or build upon the example produced by Arriva and Carousel for the Wycombe SMARTzone (Figure 19) but will include routes belonging to all local operators.

³⁵ Nextbuses.mobi app URL: <https://www.nextbuses.mobi/>

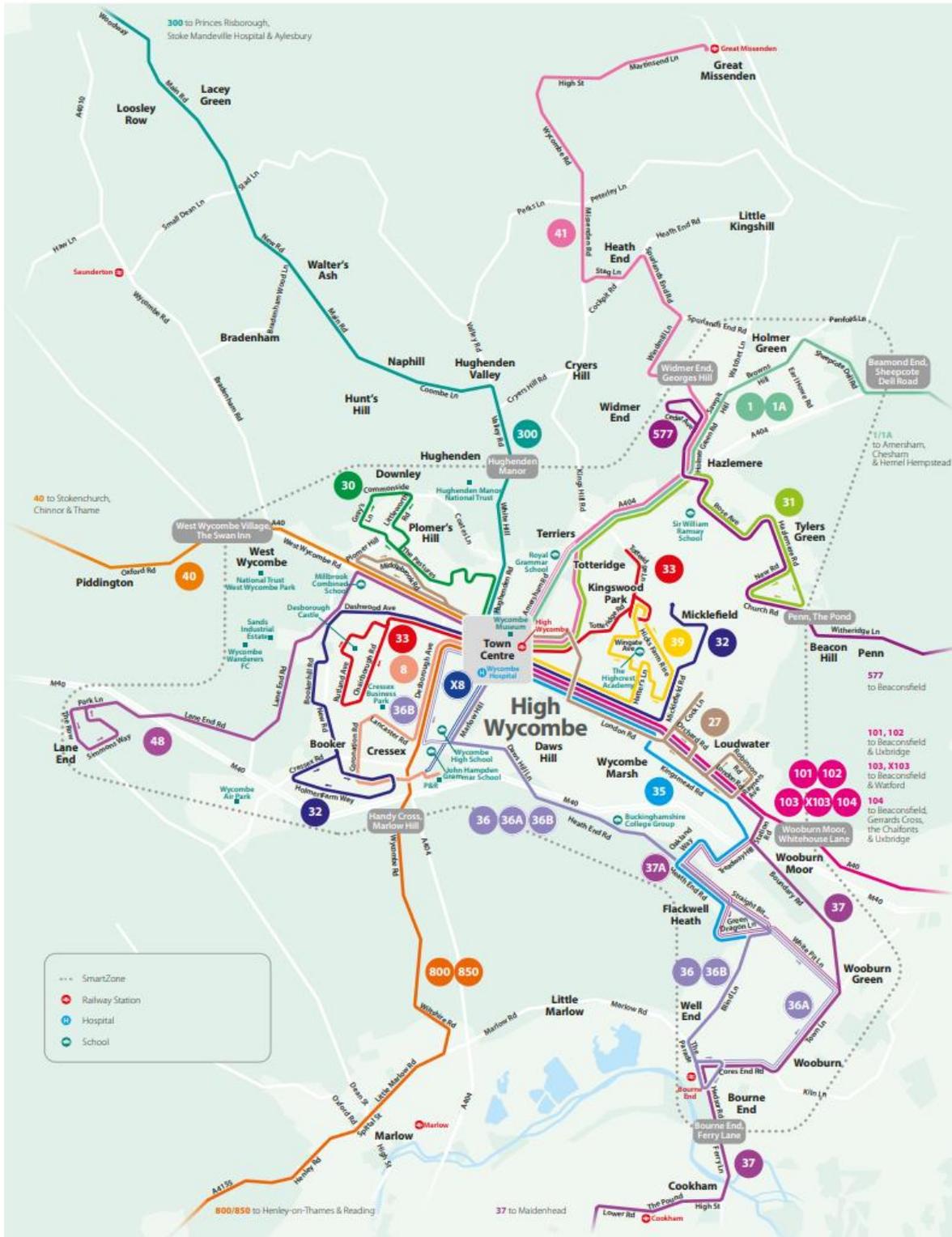


Figure 19 - Wycombe SMARTzone map (produced by Arriva and Carousel, 2020)

4.3. Alignment of schemes with BSIP objectives

Table 20 provides an overview of how the proposals for improvements listed above align with the overall objectives of the Buckinghamshire BSIP, as set out in section 3.

Table 20 - Alignment of proposed improvement measures with Buckinghamshire objectives

Measure	BSIP Objectives				
	Putting transport users first	Improve reliability of bus services	Make bus service easier and more attractive to use	Support our climate change strategy and decarbonisation	Encourage network and patronage growth
More frequent and reliable services					
Primary Public Transport Corridors		✓			✓
Town centre infrastructure improvements	✓	✓	✓		✓
Bus priority measures at junctions		✓			
Demand-responsive services		✓	✓	✓	✓
Community transport review	✓		✓	✓	✓
Improvements to planning and integration					
Improve links with rail stations		✓	✓		✓
Co-locate bus stops with cycle parking and e-scooters			✓		✓
Links to airports			✓		✓
High Wycombe park and ride improvements		✓	✓		
Reduce head-to-head competition			✓		

Measure	BSIP Objectives				
	Putting transport users first	Improve reliability of bus services	Make bus service easier and more attractive to use	Support our climate change strategy and decarbonisation	Encourage network and patronage growth
Other service simplification		✓	✓		✓
Review socially necessary rural services	✓	✓		✓	
Increase evening and Sunday bus provision			✓		✓
Work with existing community bus schemes			✓	✓	
Interurban bus service review		✓	✓		✓
Work with large employers to encourage modal shift	✓		✓	✓	✓
Improvements to fares and ticketing					
Youth discount scheme changes			✓		✓
Other discount schemes			✓		✓
Common ticketing technology across operators			✓		✓
Alignment of fares and ticketing between operators		✓	✓		✓
New ticket types (e.g. carnet)			✓		✓
Intalink Explorer as county-wide day ticket			✓		✓
Extended SMARTzones (High Wycombe and Aylesbury)			✓		✓
Joint ticket zone near Slough and Maidenhead			✓		✓

Measure	BSIP Objectives				
	Putting transport users first	Improve reliability of bus services	Make bus service easier and more attractive to use	Support our climate change strategy and decarbonisation	Encourage network and patronage growth
Expanded PlusBus integration			✓		✓
Higher-specification buses					
Improved on-bus technology	✓		✓		
Increase on-bus wifi coverage			✓		
Introduce maximum vehicle age	✓	✓		✓	
Improve timetable information across digital platforms and paper			✓		
Improve well-used bus stops	✓		✓	✓	
New accessibility guidelines for housing developments	✓		✓	✓	✓
Review bus access in commercial areas		✓	✓		✓
Upgrade bus stations	✓	✓	✓	✓	
Improvements to passenger engagement					
Passenger charter	✓		✓		
Public forums	✓		✓		
Refresh route marketing for urban and inter-urban services			✓		
Updated bus timetable app			✓		
Additional real-time passenger information coverage			✓		

Measure	BSIP Objectives				
	Putting transport users first	Improve reliability of bus services	Make bus service easier and more attractive to use	Support our climate change strategy and decarbonisation	Encourage network and patronage growth
Buckinghamshire bus map			✓		
E-paper information displays			✓		
Other					
Setting fixed timetable change dates each year		✓	✓		

4.4. Cost estimates

A table summarising cost estimates for the schemes proposed throughout section 4 is available in a separate document published alongside this BSIP.

5. Reporting

Reflecting the targets set out in section 3, our key performance indicators (KPIs) for bus service improvements will focus on increasing service reliability and passenger numbers.

These will be determined through our discussions with bus operators and based around observations of existing performance and other factors outlined in section 2.

Reporting of progress against these KPIs will take place once every 6 months. The first of these will cover data and observations for the period between 1 November 2021 and 30 April 2022. The date of publication is to be confirmed but is likely to take place in May 2022.

The next version of the BSIP will be published in October 2022.

6. Overview tables

Table 21 - BSIP details

Name of authority or authorities:	Buckinghamshire Council
Franchising or Enhanced Partnership (or both):	Enhanced Partnership
Date of publication:	31 October 2021
Date of next annual update:	31 October 2022
URL of published report:	[TBC when publishing]

Table 22 - Targets

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured (max 50 words)
Journey time <i>To be determined on a service-by-service basis</i>	N/A (service-specific)	N/A (service-specific)	TBD	To be discussed with operators
Reliability <i>(less than 1 minute early, less than 6 minutes late)</i>	78.8%	75.8%	TBD	To be discussed with operators
Passenger numbers <i>(total journeys, millions,</i>	8.92	7.80	TBD	To be discussed with operators
Average passenger satisfaction	N/A (no satisfaction survey data available)	N/A (no satisfaction survey data available)	Benchmark to be set with first satisfaction survey, date TBC	To be discussed with operators

Table 23 - BSIP summary table

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
More frequent and reliable services	Review service frequency	Yes	<ul style="list-style-type: none"> • Current service levels and timetables are near pre-COVID service levels but not bus patronage – this needs to be taken into account • Urban network – minimum 15-minute service on key corridors during daytime and 30-minute evening frequency • Links to new housing developments • More demand-responsive evening services.
	Increase bus priority measures	Yes	<p>Priority Public Transport Corridors</p> <ul style="list-style-type: none"> • Aylesbury, A41 • High Wycombe, A40 • A4, A355 and A404 corridors. <p>Town centre improvements:</p> <ul style="list-style-type: none"> • Aylesbury gyratory • High Wycombe Town Centre • Frogmoor (near High Wycombe) <p>Bus Priority at junctions</p> <ul style="list-style-type: none"> • High Wycombe railway station • Wycombe bus station exit • Exiting Wycombe coachway onto Handy Cross roundabout • Right turn from Marlow Hill into Coachway • Marlow Hill gyratory • A404 / Whielden Lane • Maxwell Road / A355

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
	Increase demand responsive services	Yes	<ul style="list-style-type: none"> • Successful Rural Mobility Fund (RMF) bids – two DRT schemes to start this year – maximise use and promote as an alternative for evening services • Abbey Barn Park and Penn Wood developments trial – section 106 funded
	Consideration of bus rapid transport networks	No	<ul style="list-style-type: none"> • Will not be considered at the present time. This may be possible later with larger new housing developments and funding availability
Improvements to planning / integration with other modes	Integrate services with other transport modes	Yes	<ul style="list-style-type: none"> • Improved links to key rail stations, including East West Rail in future • Co-locating bus stops and major bus stations with cycle parking and e-scooter pick-up points • Better links to Heathrow & Luton Airports • Better connections with Stagecoach X5 at Buckingham
	Simplify services	Yes	<ul style="list-style-type: none"> • Reduce head-to-head competition and co-ordinate service provision • Branding – identifying with specific routes • Route map branding, i.e. similar to TfL-style bus stop maps • All services through the same location to serve the same bus stop • Investigate implementation of express buses • Better coordination on Aylesbury-Tring corridor
	Review socially necessary services	Yes	<ul style="list-style-type: none"> • Replace some subsidised services with DRT • Maintain our socially-necessary subsidised service network • Work with partners to develop alternative community-led bus schemes • Increase evening and Sunday provision • Where possible use school contract resources to help improve service frequency
	Invest in Superbus networks	Yes	<ul style="list-style-type: none"> • Investigate pathways to a core interurban network, to eventually have minimum frequency, vehicle, branding and infrastructure standards • Suggest parallel interurban express bus- and local bus provision, i.e. same end destinations but different intermediate stops

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
			<ul style="list-style-type: none"> Aim for journey times to be more competitive with cars.
Improvements to fares and ticketing	Lower fares	Yes	<ul style="list-style-type: none"> Extended Youth Discount Scheme Alignment of Youth Discount Scheme with improved 16-21 ticketing offer from operators, potentially to follow Carousel's flat fare model Coordination with Bucks New University Jobseekers allowance discount scheme Re-establish Heathrow Airport workers discount scheme
	Simplify fares	Yes	<ul style="list-style-type: none"> Ensure common ticket types and technology across operators, potentially tap-on-tap-off multi-operator fare capping Ensure alignment of ticket types, e.g. single, return, day, weekly etc. Introduce carnet products Discuss tighter ticketing integration with rail operators Ensure all operators can read QR codes and accept payment by contactless bank card
	Integrate ticketing between operators and transport	Yes	<ul style="list-style-type: none"> Use of Intalink Explorer as a county-wide day ticket Extended High Wycombe SMARTzone with outer zone to minimum cover 1/1A route Create new Aylesbury SMARTzone, with inner and outer zones. Joint ticket zone in Slough & Maidenhead area in conjunction with Slough & RBWM Councils. Expand upon Plus Rail ticket concept.
Higher-specification buses	Invest in improved bus specifications	Yes	<ul style="list-style-type: none"> Introduce maximum vehicle age Next-stop audiovisual systems (i.e. similar to TfL iBus system), where not already available On-board USB / wireless charging

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
	Invest in accessible and inclusive bus services	Yes	<ul style="list-style-type: none"> • Improve well-used bus stops, e.g. add hardstanding to allow step-free access where not already available • New guidelines for housing developments to include bus stops in an earlier stage of design • Review bus access and infrastructure in commercial areas, e.g. Cressex Business Park, Stokenchurch Business Park
	Protect personal safety of bus passengers	Yes	<ul style="list-style-type: none"> • CCTV on all buses • CCTV and lighting at key bus stops • Improve lighting • Improve cleanliness • Bus stops located in locations which are overlooked • Minimum customer service training for drivers • Encourage diverse range of bus drivers • Increased consideration of needs of vulnerable groups
	Improve buses for tourists	Yes	<ul style="list-style-type: none"> • New and improved links to local tourist attractions • Bus map to list destinations • Discounted entry for bus users • Integration with existing Waddesdon shuttle bus • Improved access to other attractions such as Hughenden Manor, Stowe, Silverstone, Pinewood Studios
	Invest in decarbonisation	Yes	<ul style="list-style-type: none"> • Minimum Euro 6 emissions standards for core network and Euro 5 for infrequent rural services. • Increase bus patronage as a proportion of all trips • Move toward zero-emission buses once technology is more capable of handling local steep terrain • Support Community Transport services investing in EVs (e.g. through developer funding)

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
Improvements to passenger engagement	Passenger charter	Yes	<ul style="list-style-type: none"> • Set up a passenger charter with KPIs for key areas of operation and vehicle and infrastructure standards. • Set up and hold regular public forums
	Strengthen network identity	Yes	<ul style="list-style-type: none"> • Refresh route marketing on urban and interurban networks • Sensible branding for cross-boundary services with other LTAs
	Improve bus information	Yes	<ul style="list-style-type: none"> • Operators to provide each other's information, • Buckinghamshire Council-published maps • Building on NextBus app – joint app which shows all available bus services, not just operator's own • RTPi systems – additional coverage • Kindle-style e-paper systems for providing updates on services (to replace posters)
Other	Other	Yes	<ul style="list-style-type: none"> • Fixed service change dates in timetable, i.e. summer, winter, term-time, holiday changes • Work with large employers in Buckinghamshire through Buckinghamshire Local Enterprise Partnership (BLEP) to ensure that modal shift of employees and / or customers / visitors can be maximised

7. Appendix – Bus service list

Table 24 - Operator codes

AR	Arriva	RE	Red Eagle	TV	Thames Valley
CB	Carousel	RL	Redline	WD	Winslow & District
FT	First Berkshire	RR	Red Rose	ZS	Z&S Transport
LT	Langston & Tasker	SC	Stagecoach East		
ML	Metroline	ST	Star Travel		

Table 25 - Public bus services in Buckinghamshire

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
1/1A	AR/CB	High Wycombe - Chesham/Hemel Hempstead		X				Hertfordshire
1/1A	RR	Fairford Leys - Aylesbury	X					
2	RL	Aylesbury - Quarrendon	X					
3	FT	Slough - Uxbridge		X			X	Slough, Hillingdon, TfL
4	FT	Heathrow - Maidenhead		X			X	Slough, RBWM, TfL
4/4A	RL	Aylesbury - Berryfields	X					
5	ST	Aylesbury - Quarrendon	X					
6/6A	RL	Buckingham Park - Aylesbury	X					
7	RR	Aylesbury - Bedgrove	X					

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
8/X8	CB	High Wycombe Coachway - High Wycombe	X					
9/10	AR/RR	Aylesbury - Stoke Mandeville Hospital	X					
11	RL	Aylesbury - Southcourt			X			
12/13	FT	Slough - Burnham	X				X	Slough
14	RL	The Coppice - Aylesbury			X			
15	TV	Maidenhead - Eton (Circular)				X	X	Slough, RBWM
16/17	RR	Aylesbury - Steeple Claydon/Bicester			X			
18	LT	Buckingham - Bicester				X		Oxfordshire
27	CB	High Wycombe local service			X			
28/A/M	RE	High Wycombe - Stokenchurch				X		
30	AR	Downley - High Wycombe	X					
31	AR	Penn - High Wycombe	X					
32	AR	Booker - Micklefield	X					
33	AR	Totteridge - Castlefield	X					
34	CB	High Wycombe Coachway - Abbey Barn Park			X			
35/36/36A	CB	High Wycombe - Flackwell Heath/Bourne End		X				
37/37A	AR	High Wycombe - Bourne End/Maidenhead		X				RBWM

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
38	RE	High Wycombe - Deeds Grove			X			
39	CB	High Wycombe - Hicks Farm Rise - Totteridge	X					
40	CB	High Wycombe - Thame		X			X	Oxfordshire
41	AR	Great Missenden - High Wycombe				X		
48	AR	High Wycombe - Lane End				X		
50	Z&S	The Horwoods - Milton Keynes				X		Milton Keynes
50/55	RR/RL	Amersham/RAF Halton - Aylesbury			X			
53	TV	Bracknell - Wexham Park Hospital		X			X	Slough, RBWM, Wokingham
54/A/B/C	WD	The Winslow Connection				X		
60	RR/RL	Aylesbury - Buckingham			X			
61/61A/62/X61	RE	Aylesbury - Cheddington/Dunstable/Luton			X			Hertfordshire, Central Bedfordshire
63/68	RE	Maidenhead - Slough				X	X	Slough, RBWM
67	WD	Great Horwood - Aylesbury				X		
71/73/77/78/ 149/177/190/194	RE/RR	Chesham local routes			X			
83	RL	Hedgerley - Langley				X		Slough

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
150/100/101	AR/RR	Aylesbury - Leighton Buzzard/Milton Keynes		X				Milton Keynes, Central Bedfordshire
101/102/104	CB	High Wycombe - Uxbridge		X				Hillingdon, TfL
103	CB	High Wycombe - Watford		X				Hertfordshire
105	CB	Chesham - Uxbridge		X				Hillingdon, TfL
106/107	CB	Chalfont Common - Slough		X				Slough
110	RL	Aylesbury - Wokingham				X		Oxfordshire
110/111/112/113	Z&S	Buckinghamshire - Thame Rural routes				X		Oxfordshire
120	RL	Aylesbury - Haddenham/Wokingham		X				
131/132/133/134/151	RL	Buckingham network				X		Oxfordshire Northamptonshire
153/154	ST/Z&S	Stewkley - Aylesbury				X		
155/158/160	RE	Marlow local services				X		RBWM
162/167	ST	Buckinghamshire - Leighton Buzzard				X		Central Bedfordshire, Hertfordshire
165	Z&S	Stoke Mandeville Hospital - Leighton Buzzard				X		Central Bedfordshire
275	RR	High Wycombe - Oxford				X		Oxfordshire
280/X8/X20	AR/RL	Aylesbury - Oxford		X				Oxfordshire

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
300/X30/130	AR/RL	Aylesbury - High Wycombe		X				
306	RE	High Wycombe - Totteridge Drive			X			
320	RL	Chinnor - Princes Risborough Rail Link				X		
331	ML	Uxbridge - Ruislip		X				Hillingdon, TfL
333/334	RE	Hughenden Valley - High Wycombe				X		
354	RE	Chesham - Northchurch				X		Hertfordshire
377/380	RE	Hazlemere/Jordans - Loudwater				X		
500/501	AR/RR	Aylesbury - Watford		X				Hertfordshire
577	CB	Hazlemere - Beaconsfield				X		
581	CB	Uxbridge - Beaconsfield				X		Hillingdon, TfL
583	CB	Iver - Uxbridge				X		Hillingdon, TfL
724	AR	Harlow - Heathrow Airport		X			X	Essex, Hertfordshire, Hillingdon, TfL
800/850	AR	High Wycombe - Reading		X			X	Oxfordshire, Berkshire
F77	AR	Luton - Milton Keynes		X			X	Luton, Central Bedfordshire, Milton Keynes
K1	Z&S	Kingsbrook - Aylesbury	X					

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
WP1	RL	Slough - Wexham Park Hospital	X				X	Slough
X5	SC	Bedford - Oxford		X			X	Oxfordshire, Milton Keynes, Bedford
X60	AR	Aylesbury - Milton Keynes		X				Milton Keynes
X74	FT	Slough - High Wycombe		X				Slough

8. Appendix – Parking charges

These parking charges were correct as of 6 October 2021. Please note that these are subject to change.

Table 26 - Buckinghamshire Council parking charges

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
Amersham	Amersham Multi Storey	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£6.00
	Chiltern Avenue	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£3.60
	Chiltern Pools	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£2.00
	Sycamore Road	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£6.00
	Council Offices (King George V House)	Mon-Sat 07.30-18:00	During available hours	£0.70	£2.00
	Amersham Old Town	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£3.60
Aylesbury	All Aylesbury Car Parks (except Aqua Vale)	Sun & Bank Holiday		£1.50	
	Aqua Vale car park	Mon-Sun 24 hours		£2.00	£10.00
	Coopers Yard	Mon-Sat 08:00-21:00		£1.00	£8.00
	Exchange Street	Mon-Sat 08:00-21:00		£0.80	£8.00
	Friarscroft	Mon-Sat 06:30-20:30		£3.00	
	Hale Street	Mon-Sat 08:00-21:00		£1.00	
	Hampden House	Mon-Sat 08:00-21:00		£2.50	£4.00
	Upper Hundreds	Mon-Sat 08:00-21:00		£1.00	£8.00
	Walton Green	Mon-Sat 08:00-21:00		£3.00	
	Walton Street	Mon-Sat 08:00-21:00		£1.00	£4.00
	Waterside - Level 2 and 3	Mon-Sat 08:00-21:00		£1.00	£8.00
	Waterside North	Mon-Sat 08:00-21:00		£1.50	£8.00
	Whitehall Street	Mon-Sat 08:00-21:00		£2.50	£4.00

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
Beaconsfield	Altons	Mon-Sat 08:00-20:00		£1.60	£8.00
	Penncroft	Mon-Sat 08:00-20:00		£1.60	£8.00
	Warwick Road	Mon-Sat 08:00-20:00		£1.60	£8.00
	All former South Bucks Car Parks	Sun & Bank Holiday 08:00-20:00		£1.50	
Bourne End	Wakeman Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£4.00
	Wakeman Road	Sun & Bank Holiday 07:00-19:00		£1.00	
Buckingham	Cornwall's Meadow	Mon-Sat 08:30-17:00	Sun & Bank Holiday	£0.50	£2.50
	Swan pool car park	Mon-Fri		£1.00	£6.00
Burnham	Jennery Lane	Mon-Sat 08:00-20:00		£0.90	£1.60
	Neville Court	Mon-Sat 08:00-20:00		£0.70	£1.40
	Summers Road	Mon-Sat 08:00-20:00		£1.10	£2.60
Chalfont Peter	Church Lane	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40	£3.60
Chalfont St Giles	Blizzards Yard	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40	£3.60
Chesham	Albany	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.10	£4.00
	Catlings	Mon-Sat 07.30-16:00	Sun & Bank Holiday	£0.10	£2.50
	East Street	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£3.60
	Star Yard	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£2.00
	Water Meadow	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£3.60
Denham	Denham Country Park	Mon-Sun 08:30-19:30		£3.80	£4.60
Farnham Common	The Broadway	Mon-Sat 08:00-20:00		£0.80	£1.90
Gerrards Cross	Bulstrode Way	Mon-Sat 08:00-20:00		£1.60	£3.80
	Packhorse Road	Mon-Sat 08:00-20:00		£1.60	£10.00
	Station Road	Mon-Sat 08:00-20:00		£1.60	£10.00
Great Missenden	Buryfield	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40	£7.00

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
	Link Road	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£7.00
Iver	Langley Park Country Park	Mon-Sun 08:30-19:30		£3.80	£4.60
Little Chalfont	Snells Wood	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40	£3.60
Marlow	Dean Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£6.50
	Dean Street	Sun & Bank Holiday 07:00-19:00		£0.50	£1.00
	Institute Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.80	£6.00
	Institute Road	Sun & Bank Holiday 07:00-19:00		£1.00	
	Liston Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£6.50
	Liston Road	Sun & Bank Holiday 07:00-19:00		£1.00	£6.50
	Marlow Central	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£10.00
	Marlow Central	Sun & Bank Holiday 07:00-19:00		£0.50	£10.00
	Pound Lane	Mon-Sun (inc Bank Holiday) 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.80	£6.00
	Riley Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.80	£6.50
	Riley Road	Sun & Bank Holiday 07:00-19:00		£1.00	
	West Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£6.50
	West Street	Sun & Bank Holiday 07:00-19:00		£0.50	£1.00
	Prestwood	High Street, Prestwood	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40
Princes Risborough	Horns Lane	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£10.00

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
	Horns Lane	FOC (weekend only) Sun & Bank Holiday 07:00-19:00		£1.00	
	The Mount	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£3.50
	The Mount	FOC (weekend only): Sun & Bank Holiday 07:00-19:00		£1.00	
Wendover	Wendover Library	Mon-Sat 07:30-18:30	Sun & Bank Holiday	£0.50	£4.00
Wexham	Black Park Country Park	Mon-Sun 08:00-20:00		£2.80	£5.60
Winslow	Market Square	Mon-Sat 08:30-17:00	Sun & Bank Holiday	£0.50	
Wycombe	Desborough Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	£5.00
	Desborough Street	Sun & Bank Holiday 07:00-19:00		£1.00	
	Desborough Square	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	£5.00
	Desborough Square	Sun & Bank Holiday 07:00-19:00		£1.00	
	Duke Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£2.00	£6.50
	Duke Street	Sun & Bank Holiday 07:00-19:00		£1.00	
	Easton Street	Mon-Sat (Inc Bank Holiday) 07:00-20:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	£9.00
	Easton Street	Sunday 07:00-20:00		£1.00	
	George Street	Mon-Fri 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£2.00
	George Street	Sat 07:00-19:00		£0.50	£6.00
	George Street	Sun & Bank Holiday 07:00-19:00		£1.00	

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
	Handy Cross Park & Ride	Mon-Sun 24hours		£1.20	£16.00
	Kingsmead Recreational Ground	Mon-Fri 09:00-17:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£2.50
	Kingsmead Recreational Ground	Sun & Bank Holiday 07:00-17:00		£1.00	
	Railway Place	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£2.00	£6.50
	Railway Place	Sun & Bank Holiday 07:00-19:00		£1.00	
	Richardson Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	£5.00
	Richardson Street	Sun & Bank Holiday 07:00-19:00		£1.00	
	Totteridge Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£2.00	£6.50
	Totteridge Road	Sun & Bank Holiday 07:00-19:00		£1.00	
	Wycombe District Council Offices - Front	Mon-Fri 07:00-18:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	
	Wycombe District Council Offices - Front	Mon-Fri 18:00-20:00		£1.00	£2.00
	Wycombe District Council Offices - Front	Sat 07:00-20:00		£1.00	£10.00
	Wycombe District Council Offices - Front	Sun & Bank Holiday 07:00-20:00		£1.00	
	Wycombe District Council Offices - Rear	Mon-Fri 17:00-20:00		£1.00	£2.50
	Wycombe District Council Offices - Rear	Sat 07:00-20:00		£1.00	£6.50
	Swan	Mon-Sat 07:00-20:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£10.00
	Swan	Sun & Bank Holiday 07:00-20:00		£0.50	£1.00

9. Glossary and lists

9.1. Glossary

Term	Meaning
AGT	Aylesbury Garden Town
BLEP	Buckinghamshire Local Enterprise Partnership
BSIP	Bus Service Improvement Plan
CCTV	Closed-Circuit Television
DfT	Department for Transport
DRT	Demand Responsive Transport
EEH	England's Economic Heartland
ENCTS	England National Concessionary Travel Scheme
EV	Electric Vehicle
FOC	Free-Of-Charge
KPI	Key performance indicator
LTA	Local Transport Authority
MRN	Major Road Network
PPTC	Primary Public Transport Corridor
RBWM	Royal Borough of Windsor and Maidenhead
RTPI	Real-Time Passenger Information
SCOOT	Split Cycle Offset Optimisation Technique (enhanced control system for traffic lights)
SMoTS	Sustainable Modes of Travel Strategy ('Getting to School Strategy')
STB	Sub-national Transport Body
TfL	Transport for London
VALP	Vale of Aylesbury Local Plan
Z&S	Z & S Transport Ltd

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