

Southampton Enhanced Bus Partnership Forum

14th November 2023



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Xelabus

SOUTHAMPTON
CITY COUNCIL

Agenda

- 1 Welcome & Introductions
- 2 Introducing the Bus Service Improvement Plan & Enhanced Partnership
- 3 Progress to date
- 4 Bus Users Feedback
- 5 BSIP Forward Programme
- 6 Date of next Forum
- 7 Any other business



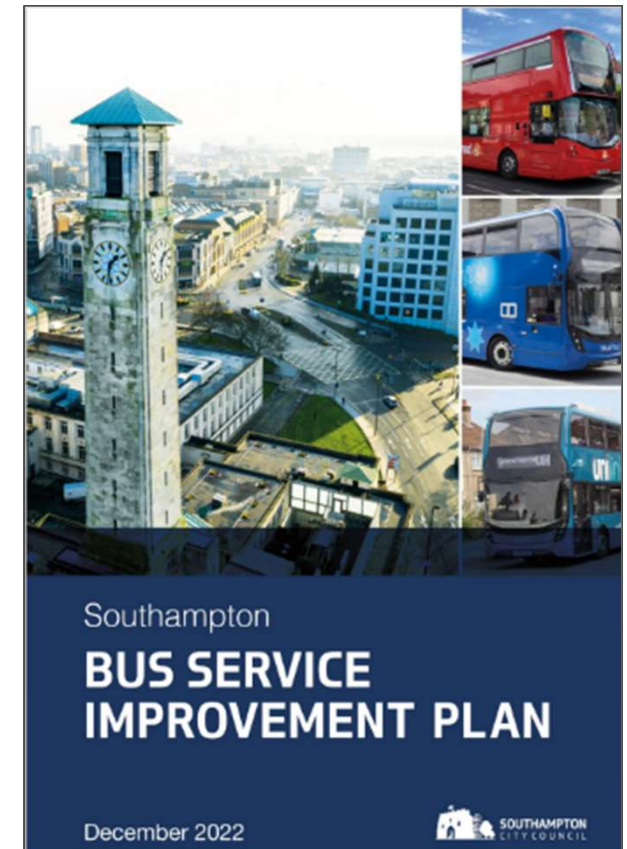
1. Welcome & Introductions

Around the room introductions.



2. Bus Service Improvement Plan (BSIP) & Enhanced Partnership (EP)

- Southampton's BSIP was developed in 2021 with the operators to access initial round of £3bn of Government funding – **Southampton asked for £178M over life of BSIP – but received no initial funding**
- The BSIP sets the ambition for buses and is a **'live' document** updated annually – the next iteration is early 2024
- Sets the framework and governance for the **Enhanced Partnership** – future DfT funding will be linked to a BSIP and EP in place.
- The Enhanced Partnership allows for continuing close working between the Council and local bus operators through a Governance Structure.
- **A series of obligations and agreed programmes** on all parties within the Partnership – e.g. increasing bus priority, standard of bus stops, vehicle quality, working on offers and campaigns, network planning etc



2. Enhanced Partnership - Governance

SCC constitution and governance policies /processes
 (Key Decisions or with financial impacts on the authority)

Individual Bus Operator governance policies /processes
 (Decisions of substance or with financial impacts on the organisation)

Southampton EP Board
 SCC Cabinet Member T&E, Director Place, Head of Service Transport & Planning, Bus Operator MDs, Hampshire CC
 Function:
 Key oversight body of the Southampton Enhanced Partnership
 Makes decisions on development policies, programmes and schemes, and makes recommendations to SCC for formal changes to the EP or LTP policies

EP Working Group(s)
 Members from each of the organisations represented on the EP Board
 Function:
 Day-to-day operational decision making and practical delivery group(s) Responsible for meeting the obligations, developing the policies, and implementing the facilities and measures set out in the EP Scheme(s)
 Includes Task & Finish Groups

EP Forum
 Key wider stakeholders
 Function:
 An advisory and engagement group that provides external insight, constructive challenge and makes recommendations to the EP Board and Working Group



2. Enhanced Partnership - Forum

- A forum to learn more about the Bus Service Improvement Plan and the Enhanced Partnership.
- The forum will be held twice yearly.
- An opportunity to discuss local bus services and to shape annual updates to the Bus Service Improvement Plan.
- Do you have any suggestions on how we can improve bus services in the city, perhaps better infrastructure or even how we promote local bus services.
- We want to hear from you...



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2. BSIP Ambitions

Ambition	Description
1	A bus network that is integrated, frequent and accessible for all
2	Buses are an attractive alternative – fast, reliable and attractive
3	Bus travel is affordable and achieves multi-operator access
4	Buses will be easy to understand and use
5	Buses are integrated with other modes and into the City
6	Buses support sustainable growth in the City and District Centres
7	Modern buses lead the way for the decarbonisation of transport
8	Passenger Input & Security
9	This is the First Step – the development of the integrated Southampton Mass Transit System

3. Progress – Network

An opportunity for the city bus operators to provide an update:

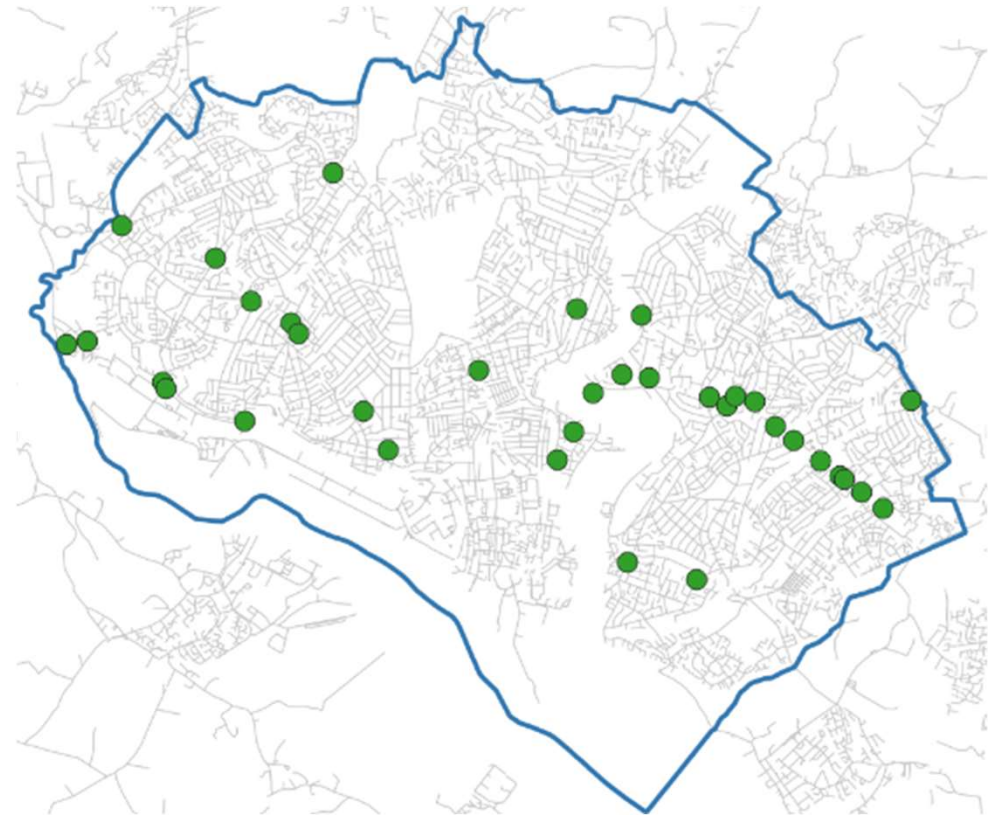
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3. Progress – Bus Priority

Bus Priority System

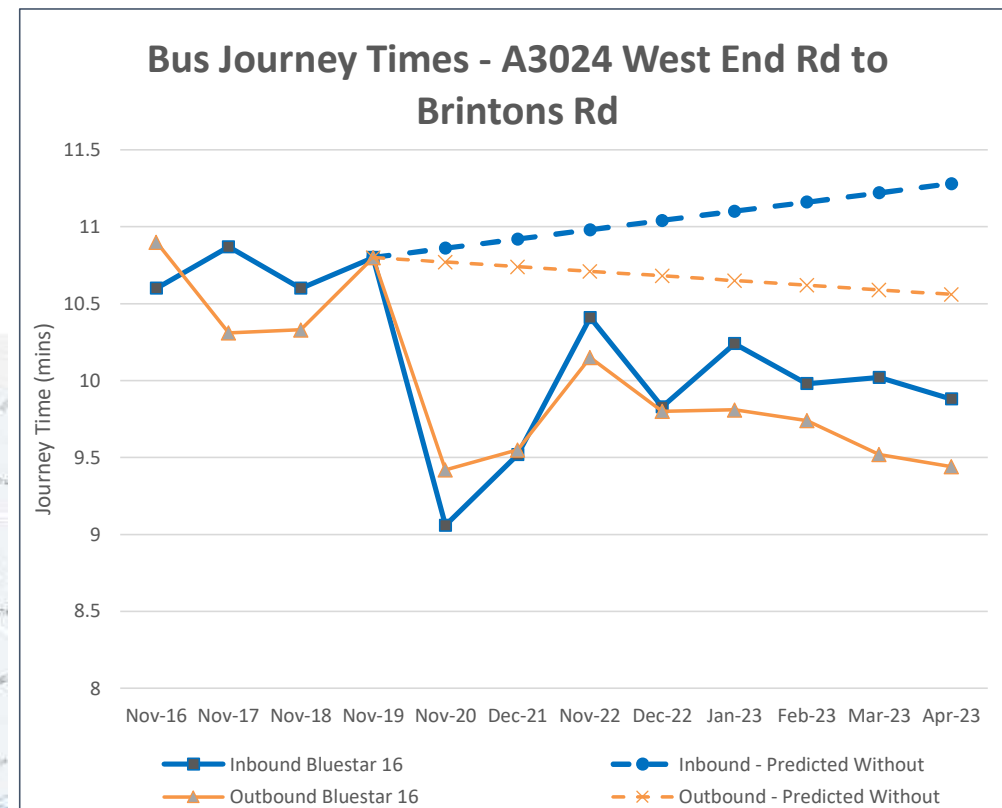
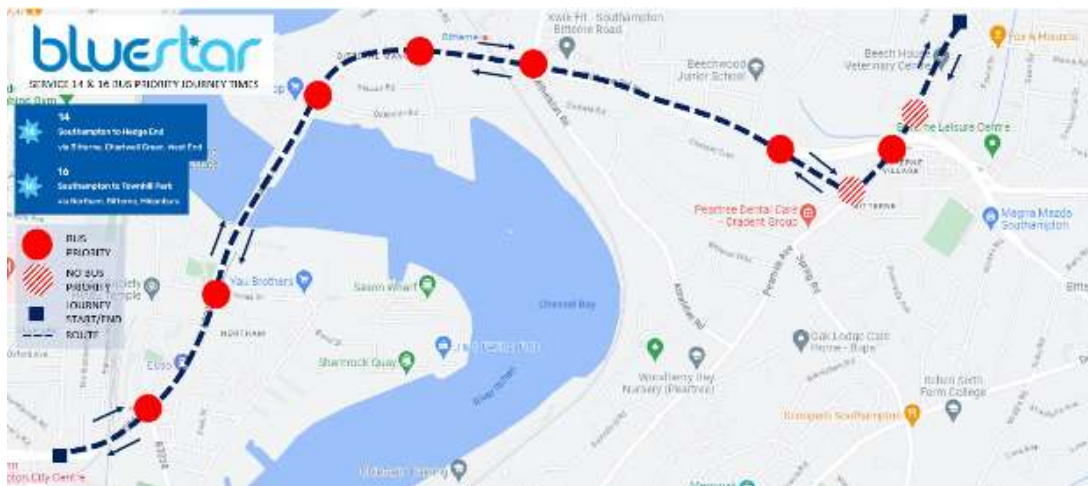
- There are 36 junctions across Southampton with bus priority technology within the traffic signals
- This provides a ‘call’ from a late running bus to the traffic signals to extend the green time for that bus
- This combined with bus lanes provides a corridor approach to keeping buses reliable and speeding up journey times
- Bitterne Road West-Bursledon Road one of first corridors to be done, further corridors include in and around City Centre, The Avenue and Portswood Road over 2023/24



3. Progress – Bus Priority

Bus Priority System

- SCC installed bus priority in the traffic signals at 7 junctions on Bitterne Road West between Brintons Road and West End Road in 2020
- Comparing journey times on Bluestar 16 from 2016-19 and 2021-22 see benefit of 43s inbound and 50s outbound across the day – traffic levels similar



3. Progress - Offers & Campaigns

Summer 2023 Group Fare Offer ran 22nd July to 3rd September - £5 for Five Together on Bluestar, UniLink & First Solent buses within Southampton

20,769 tickets were sold during the Summer 2023

These ticket purchasers saved £3 per ticket – giving them estimated £62,300 added to their collective spending power.

An estimated 76,630 people travelled and benefitted during the offer period, based on survey analysis of the number of people travelling and group sizes of the tickets purchased.



3. Progress – Bus Passenger Charter

- The charter sets out what you can expect when using a bus service in Southampton & Hampshire, and who to contact when these expectations are not met. It is intended as a minimum standard for bus services - individual bus operators may have their own customer service charters that go above and beyond these minimum standards.
- The bus passenger charter is available here: [Our charter for bus passengers \(southampton.gov.uk\)](https://www.southampton.gov.uk/our-charter-for-bus-passengers).

OUR CHARTER FOR BUS PASSENGERS

Setting standards for bus services across our region*

- 1 A safe, clean and green travel experience**
A safe, clean and comfortable travelling environment.
Well-maintained vehicles, with gloves for electric buses.
Up-to-date and accessible timetables, information and seating environments at bus stops.
- 2 Service standards**
Reliable services with at least 95% of services operating on time (not more than 10% include early or slow start time penalties).
To be aware of delay or service cancellations, best efforts will be made to minimise inconvenience and keep customers informed.
- 3 Information**
Timetable and service information will be as accurate and relevant as possible and often available in a range of formats.
Timetable information, bus maps and travel guides are provided on request via websites and at:
• enquiries@southampton.gov.uk
• www.southampton.gov.uk
• southampton.gov.uk/transport
• publictransport.hampshire.gov.uk
- 4 Inclusivity**
Public transport that accommodates a wide range of accessibility needs where practical.
A friendly, helpful, courteous, safe, respectful, friendly and impartial staff.
- 5 Value**
Free travel for concessionary groups.
A range of ticket options, with different payment methods including cash and contactless.
Discounted travel for ages 5 to 15.
Penalties and other flexible provisions.
- 6 Customer feedback**
Customer comments, compliments, suggestions and concerns are welcomed, particularly where expectations have not been met. Please contact the relevant service operator in the first instance.

AMK www.amk.co.uk
Bluestar bluestar@bus.co.uk/contact
More bus morebus@bus.co.uk/contact
Uddielink uddielink@bus.co.uk/contact

Bluestar bluestar@bus.co.uk/contact
Reading buses reading@buses.co.uk/contact
Xelabus info@xelabus.co.uk

Circle Coaches 01502 773236
Killybegs Reds info@killybegsreds.co.uk/contact
Stagecoach stagecoach@bus.co.uk/contact

Any passenger who is unhappy with the way an operator has handled their complaint can contact Bus Users UK bususers.org

*Within Hampshire and Southampton. There may be a limit on the number of free under 16 year olds on any one bus. Please check operator websites for details. This charter does not affect your statutory rights, and does not change or create any new legal relationship between bus operator and passenger.



3. Progress – Other (April-Oct)



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3. Progress - Targets

The BSIP has 4 headline targets, 2 of which are reported 6 monthly and rest annually as part of the BSIP update.

BSIP1 Journey Times	BSIP2 Reliability	BSIP3 Patronage	BSIP4 Passenger Satisfaction
<p>Improve bus journey times compared to car</p> <p>Average speed of buses increase to no less than 10mph citywide.</p>	<p>Improve punctuality/ reliability of buses.</p>	<p>Increase the number of people using buses in Southampton.</p> <p>Increase the number of bus journeys per head.</p> <p>Increase number of journeys made by concessionary pass holders.</p> <p>Increase the number of people travelling by bus into City Centre</p>	<p>Improve overall satisfaction with local bus services.</p> <p>Levels of satisfaction with bus fares.</p> <p>Ease of disabled people getting on and off the bus.</p>



3. Progress - Targets

Key Reporting

BSIP1 - Reliability

Improve punctuality and reliability of buses

2019 – 86%

2022 – 78%

2023 – 76% (to date)

WORKING TOWARDS TARGET



BSIP3 - Patronage

Increase the number of people using bus (by year)

2019 – 20.67million

2020 – 10.48million

2021 – 12.17million

2022 – 16.72million

2023 – 16.78million (to date)

ON TARGET



4. Interactive Session

What else would you like to see in the Bus Service Improvement Plan?



5. BSIP Forward Programme

Infrastructure Programme

Albion Place Bus Hub

Work will start on the new bus hub and urban park in Spring 2024. The Portland Terrace Bus Gate activated on 13 November.



East Park Terrace

Works on East Park Terrace commenced in October and will complete in Spring 2024.



5. BSIP Forward Programme

Bus Network

- With Southampton's BSIP+ funding award looking at supporting, enhancing and adding to the bus network over the next 18 months.
 - Bluestar 10 – support the service to Sholing
 - Bluestar 13 – pump-prime additional evening services to Harefield to make a regular service
 - Bluestar 19 – pump-prime additional Sunday services to make it 4 buses per hour
 - Local services in Shirley and Bitterne – continue supporting
 - Develop a new bus service along Hill Lane between City Centre, Outdoor Sports Centre and General Hospital
- Work with Hampshire CC on developing cross-boundary plans to improve bus reliability and attractiveness on busy routes – building on the Transforming Cities work.



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5. BSIP Forward Programme

Fares & Ticketing

From Southampton's BSIP+ award

- Christmas 5 for £5 ticket offer – 18th November to 1st January 2024
- £1 evening bus fare – extends beyond Southampton
- Breeze app including increased functionality
- Plan for Group Travel Offer in Summer and Christmas 2024

Also have the Government's national £2 single bus fares continuing through 2024



5. BSIP Forward Programme

Fleet Upgrade

Bluestar has invested in new buses:

- 22 new double deck buses for Bluestar 2 and 19 due Spring 2024
- SCC, University and Bluestar working together to bid for Government money to implement zero-emission buses in Southampton – ZEBRA2 – potentially UniLink services



6. Next Steps

7. Any Other Business



Bus Facts



- The word bus is short for omnibus, which means “for everyone.” ‘Bus’ was first used in this sense in the 1830s, its "everyone" meaning referencing the fact that anyone could join the bus along its route, unlike with stagecoaches, which had to be pre-booked.
- A full double decker bus can take 75 cars off the road.
- Even a five-mile journey on a normal diesel bus means you emit half the carbon as you would if you went by car.
- If everyone switched just one car journey a month to a bus or coach instead, that would mean up to a billion fewer car journeys, saving two million tonnes of CO2!
- Euro VI buses remove 95% of all harmful pollutants from the bus exhaust.
- The energy regeneration that is produced when buses brake originated from Formula 1 racing cars.