

Annex B

City of York Bus Strategy - Update

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CITY OF YORK BUS STRATEGY - UPDATE

Progress against the targets set in the LTP strategy

	Target	Progress by end 2001/2
Patronage	30% increase by 2006 (baseline 2000, 9million)	Patronage in 2001/2 was 10.2 million , 13% growth on base
Satisfaction	More than 70% of citizens satisfied with bus services	2001/2 52% an increase of 4% on 2000/2001
Reliability	At least 95% of buses running on time (less than 5 minutes late or 1 minute early)	Manual surveys in October 2001 indicated 76% of services running to time
Bus priorities	Bus speeds on priority routes to be greater than 20 kph and faster than car speeds	Not measured to date

Progress on the improvements identified in the strategy

	Current position
More frequent services	In September 2001, a network of seven high frequency (10 minute or better) bus services was introduced. 42% of households are within a 5 minute walk of a high frequency bus service
Better reliability	Traffic congestion continues to be the major factor in bus reliability. The BLISS project is being developed to enable buses to gain priority at traffic signals. A review of bus routes across the City Centre will be carried out in 2002/3 with a view to creating a bus priority route mostly away from areas of traffic congestion
Lower Fares	First have introduced a simplified, zonal fare structure including "day rover" tickets. However the bus fares of most operators in York have risen at a higher rate than inflation since 2000.
Better travel information	The number of bus stops with information displays increased by 13% in 2001/2 with the introduction of a new "high quality" bus stop on the frequent route corridors. First have introduced a new range of publicity and branding material. Citizens can obtain information using the Council's Traveline call centre, internet journey planner and Businfo travel centre. York has been awarded funding by the Government to develop real time passenger information.
Better waiting facilities	Since 2000, a further 80 bus shelters have been provided, over a third of stops in York now have shelter facilities.
Modern buses	First's entire fleet of 98 buses were built in 2001/2 and meet DDA and Euro 3 standards. 60% of Arriva and 40% of Blazefield Group (Yorkshire Coastliner) buses operating in York achieve DDA and Euro 3 standards.

Partnership approach

An Quality Bus Partnership has been established in York setting annual Action Plans with each of the major bus operators in York. The Action Plans can be summarised as follows;

First	Arriva	Yorkshire Coastliner	Top Line Travel
6 % growth in patronage	2% growth in patronage	2% growth in patronage	6% growth in patronage
85% of buses running on time	95% of buses running on time	95% of buses running on time	85% of buses running on time
99% of services operating	99.75% of services operating	99% of services operating	99% of services operating
95% of buses meeting Euro 2/3 engine emission standards	60% of buses operating in York meeting Euro 2/3	95% of buses operating in York meeting Euro 2/3	96% of buses operating on local bus services meeting Euro 2/3
95% of buses meeting Disabled Access regulations	35% of buses operating in York	40% of buses operating in York meeting DDA regulations	96% of buses operating on local bus services
100% of bus stop timetable cases fitted with current information	100% of bus stop timetable cases on our routes in York fitted with current information	100% of bus stop timetable cases on our routes in York fitted with current information	100% of bus stop timetable cases fitted with current information

Engaging Citizens/ Customers In The Strategy

An inclusive and open approach has been taken to engaging people in the development of bus services. The Quality Partnership is overseen by a Partnership Board comprising elected Members, bus company managers, the National Federation of Bus Users and the York & North Yorkshire Chamber of Commerce. The Board meets quarterly and is chaired by the former Chief Executive of the Chamber of Commerce. Meetings are in public and representative groups are invited to attend and to participate. The Action Plan targets and progress against them are published to the public. Prior to their September 2001 route and service changes, First extensively consulted citizens on their proposals.

Bus Accessibility Study

In spring 2002, a mapping study has been carried out to identify areas of the city where bus services and frequencies need improvement. This plotted access to "frequent" (10 minutes or better), "regular" (every 15 – 30 minutes) and "infrequent" (frequency more than 30 minutes). 75% of households in York are within 5 minutes walk of a half hourly or better service.

The study has identified the following areas of urban York where bus services fall below the standard experienced elsewhere in the City;

- Clifton / Burton Green
- Rawcliffe
- Clifton Moor
- Poppleton Road/ Boroughbridge Road
- Acomb Park / Woodthorpe
- Monks Cross

60% of rural dwellings are within 13 minutes walk of an hourly or better bus service, the study identifies the areas where improvement is necessary to increase this figure.

The bus accessibility project will inform the Quality Bus Partnership and the Rural Transport Partnership setting priorities for future service enhancement

Key Development Areas For 2002/3

- **City Centre Interchange** – review how bus services access city centre , to develop the Rail Station and Stonebow / Piccadilly as the key bus interchange points
- **Access To York District Hospital By Bus** – working with the Health Trust, identify how bus travel to the Hospital could be improved
- **Bus Service Improvements** - to areas Identified in the bus accessibility study
- **Reliability** – implementation of the BLISS project to give buses priority at traffic signals, identify critical delay points for buses and recommend solutions.
- **Infrastructure Accessibility** – continue programme of installing “access kerbs” at bus stops
- **Passenger Information** – develop with bus companies a marketing approach to passenger information, improve bus stop information and preparatory work for real time information pilot to be implemented in 2003/4.
- **Monks Cross Park & Ride** – develop a service for implementation in 2003/4 which, in addition to Park & Ride, improves bus access to employment and shopping at Monks Cross.
- **Established Park & Ride Services**– Sunday service from summer 2002, reduce passenger waiting times in evening peak by improved bus resources.
- **Affordability** – through the Quality Bus Partnership, encourage bus operators to offer fares which encourage bus use.