



**TEES
VALLEY**

Bus Service
Improvement
Plan 2024



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Our Vision

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Our Vision

Background

In March 2021, Government published its National Bus Strategy: Bus Back Better, setting out an ambitious vision for significant improvements to bus services to return usage to pre-COVID levels and then to build patronage further. It wanted us to see services that were more frequent, faster, and more reliable, cheaper, more comprehensive, easier to understand, easier to use and better integrated.

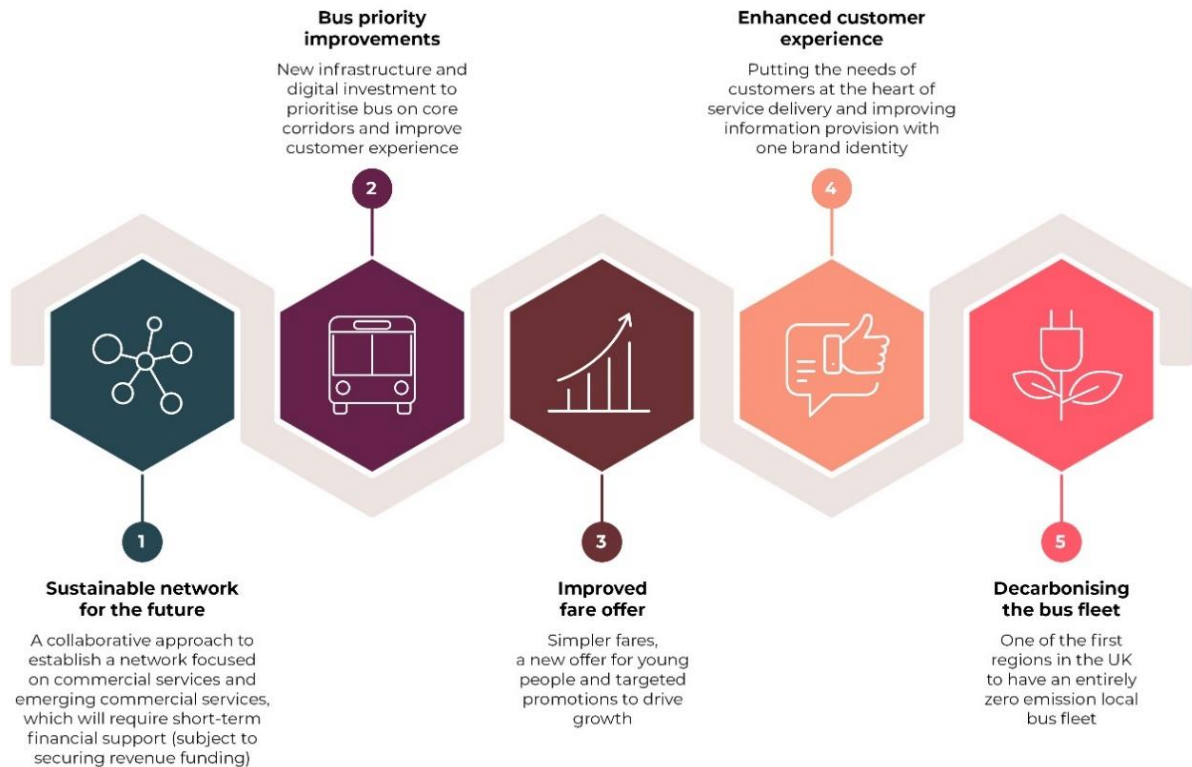
To be eligible for Government funding announced as part of the National Bus Strategy, local authorities were required to produce a Bus Service Improvement Plan (BSIP) by October 2021. Tees Valley Combined Authority (TVCA) produced a BSIP to apply for BSIP Phase 1 funding for the three-year period 2022/23 to 2024/25.

Five Point Plan

The BSIP is a live plan that reflects a shared commitment by TVCA and the bus operators to transform the Tees Valley bus services and grow passenger numbers. It sets out the improvements we will collectively deliver and links to other investment, including the bus priority City Region Sustainable Transport Settlement (CRSTS) programme.

In 2021 the Tees Valley BSIP outlined a 5-point-plan to improve bus travel in the Tees Valley, and this remains valid for the current BSIP:

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The Tees Valley BSIP outlined a Department for Transport (DfT) funding request of £57.65 million, to achieve the actions set out in the 5-point plan. Following the submission of the BSIP in October 2021, no funding was granted by government to TVCA through Phase 1 (2022-2025) funding.

Despite not receiving any BSIP funding for our October 2021 submission, TVCA and partners have progressed with forming an Enhanced Partnership and delivering the actions set out in the BSIP that were affordable without additional revenue funding.

In November 2022, we published an annual review of the BSIP. Whilst at the time this review was not a bidding document, the BSIP did outline a funding ask, and TVCA has since received BSIP funding allocations to support the actions outlined.

The progress and updates outlined in the 2022/2023 update are summarised below:

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Sustainable Network for the Future

- The bus network was well protected overall during the Covid pandemic, with no impact on coverage and only some minor changes to frequency. The negotiated England National Concessionary Travel Scheme (ENCTS) settlements were critical to protecting the network during this time.

Bus Priority Improvements

- City Region Sustainable Transport Settlement (CRSTS1) programme was agreed by the DfT, with a £46m allocation for bus priority.
- Work is underway to produce a plan to improve the level of bus shelter provision/facilities, with a particular focus on the nine core bus corridors.

Improved Fare Offer

- We introduced a pre 9:30 am 30p offer for ENCTS pass holders in Darlington in July 2022 to ensure a consistent Tees Valley wide offer.
- We implemented an ENCTS companion pass across the whole of the Tees Valley in early 2023 to ensure a consistent Tees Valley wide offer.
- We worked with operators to simplify the multi-operator zonal structure and developed an enhanced multi-operator ticketing offer which was implemented in early 2023.
- We also worked with operators to deliver a 'Kids Go Free' offer over the summer and October school holidays, which has since been extended to further school holidays.

Enhanced Customer Experience

- We published the Tees Valley Bus Passenger Charter, detailing the level of service all passengers can expect across the Tees Valley.
- Significant work was undertaken to develop a new Tees Valley brand and prepare for improvements in the quality of information provision.

Decarbonising the Bus Fleet

- £3 million investment by Arriva in low emission buses and a recent successful ZEBRA2 application which will deliver 62 new Zero Emission buses across both Arriva and Stagecoach.

An overview of the Enhanced Partnership is outlined in **Figure 0-1**. Neighbouring Authorities who were engaged during the production of the BSIP include North

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TEES VALLEY

Yorkshire Council (immediately to the south) and the North East Combined Authority (immediately to the north). Regular meetings continue between these authorities to discuss ongoing and planned schemes, any issues being faced and future progress.

Figure 0-1 - Tees Valley Enhanced Partnership



BSIP Phase 2 funding (known as BSIP+) was announced as a part of the Government's package of up to £500 million to support and protect bus services up to March 2025. Through this phase of funding, TVCA was awarded £1.52 million of BSIP Phase 2 for both 2023/2024 and 2024/2025.

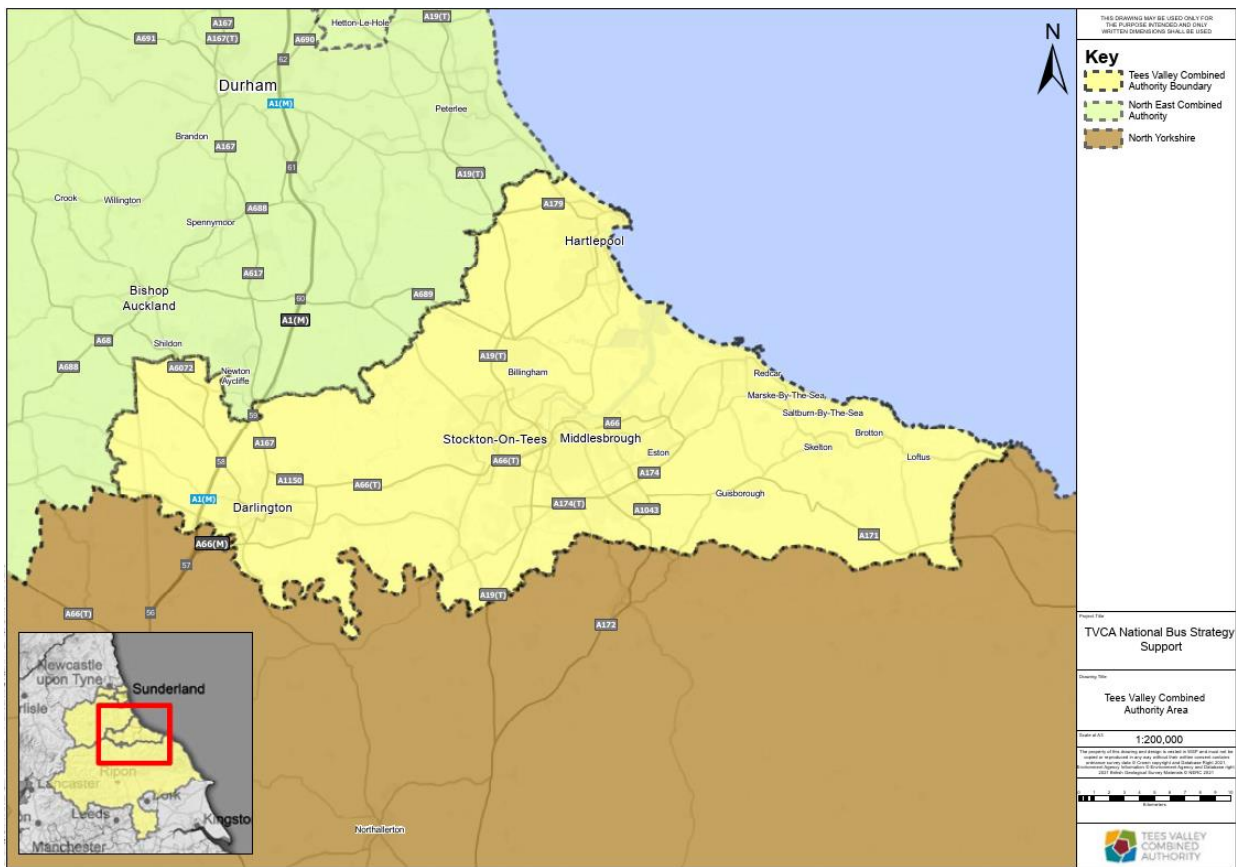
There is now a requirement for a 2024 BSIP refresh to be published, to secure the release of the BSIP funding allocation for 2024/25 (£3.851m) and potentially beyond. The purpose of the BSIP refresh is to set out clearly what TVCA will have delivered by the end of 2024/25 and the ambitions and proposals looking forward past 2025.

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Tees Valley – Our Bus Service Improvement Plan

The BSIP covers the whole Tees Valley Combined Authority area, which includes Darlington Borough Council, Hartlepool Borough Council, Middlesbrough Council, Redcar & Cleveland Borough Council and Stockton-on-Tees Borough Council. The Tees Valley covers around 3,300 square miles and has a population of approximately 677,000¹. The TVCA boundary, and BSIP region, is shown on **Figure 0-2**.

Figure 0-2 - Tees Valley Combined Authority Boundary



¹ Office for National Statistics: Estimates of the population for the UK, England, Wales, Scotland (2022)

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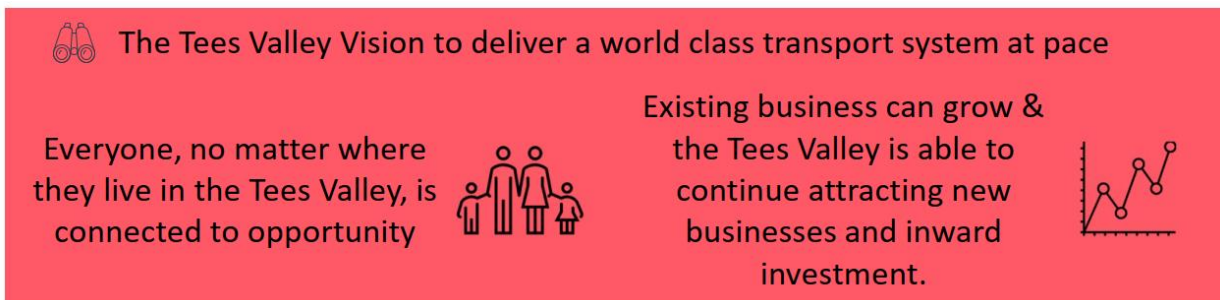
Tees Valley Vision

The Tees Valley is on the cusp of transformative economic growth that will have a national impact and **we need to deliver a world-class transport system at pace** to make this ambition a reality. A fundamental component of building a strong, reliable network is the shared commitment with operators to transform the Tees Valley bus services and grow passenger numbers.

We acknowledge the importance of the bus network both from an economic perspective, in terms of accessing opportunity, and a social perspective, in terms of accessing essential services and visiting family and friends.

Whilst we are making significant capital investment in bus priority through the City Region Sustainable Transport Settlement (CRSTS1) programme, there is still a need to secure the right level of revenue funding to ensure that our vision to deliver a world class transport system can be realised.

Figure 0-3 – Tees Valley Vision to deliver a world class transport system



Policy Context and Alignment

National Bus Strategy (2021) vision

The National Bus Strategy (NBS) sets out a clear vision for buses across England. To meet this vision, the National Bus Strategy sets out goals for each local transport authority to aim for.

Table 0-1 summarises TVCA's current and continued approach for meeting these NBS goals.

Table 0-1 - NBS Goals and the Tees Valley Approach to Meeting These Goals

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NBS Goal	Tees Valley Approach
More frequent	Following the impact of the Covid pandemic, TVCA has worked with operators to protect the network. This has been possible through negotiations as part of the England National Concessionary Travel Scheme (ENCTS) reimbursements and by selectively funding network improvements where they would otherwise not be commercially sustainable.
Faster & more reliable	Work is progressing on the design of improvements to the nine priority corridors across the Tees Valley using CRSTS1 funding. The Digital Strategy will also see improvements made to the Urban Traffic Management & Control (UTMC) system and we are analysing real time bus tracking data to understand delay points in the network in greater detail to enable mitigation to be targeted.
Cheaper	We have worked towards aligning fares and ticketing options across the Tees Valley, including zonal multi-operator ticketing. There has also been the introduction of 30p fares before 9:30am and the roll out of companion passes for those holding ENCTS passes, ensuring consistency across the Tees Valley. There have been targeted promotions for children in the summer holidays. In June 2024 we will implement a fare promotion specifically targeted at the under 22 market.
More comprehensive	Where gaps in the bus network have been identified we have used the BSIP Phase 2 and 3 funding to introduce new or improved services to ensure the network remains comprehensive within available budgets. The multi operator zonal products will also widen the options available to customers by removing many fare barriers between operators.
Easier to understand	Work has been undertaken to improve digital information to enhance customer experience and ease of use. We have introduced the new Tees Valley website and will be co-ordinating our information products through a single portal.
Easier to use	Significant work has been undertaken to develop a new Tees Valley brand and prepare for improvements in the quality of information provision. This includes improvements to at stop information, including enhancements to Real Time Information.
Better to ride in	The TVCA Bus Passenger Charter was implemented in 2021. It sets out that operators commit to ensuring buses are clean, well maintained, welcoming, safe, comfortable, and professionally operated. New vehicles will be progressively introduced, including through the Zero Emission Bus Regional Areas (ZEBRA2) scheme, where the vehicles also have enhanced levels of accessibility.

NBS Goal	Tees Valley Approach
Better integration with other services & modes	Our parallel active travel and rail programmes are improving the interchange between bus and other modes. There is a programme of work at all rail stations to ensure connectivity between bus and rail. Furthermore, improvements to the multi-operator ticketing products have enabled customers to travel seamlessly between operators.
Greener	A recent successful ZEBRA2 bid will see the introduction of 62 new Zero Emission Buses across both of our major operators (Arriva & Stagecoach). We will continue to work with operators to pursue opportunities for funding and make the case for investment in further fleet decarbonisation and use the contract specifications for tendered services to further drive fleet improvements.
Accessible & inclusive network	The introduction of the TVCA Bus Passenger Charter outlines our service commitments to ensuring operators across the region are committed to making buses fully accessible. Working alongside local authorities, infrastructure improvements will incorporate measures to improve physical accessibility, and improvements to ticketing and information will help remove further barriers to access by making the whole transport system easier to navigate and use.
Innovative	We have continued funding the Tees Flex on-demand service, providing coverage in areas not served by a regular commercial service. Implementation of our digital strategy will continue to enable further technology solutions across a range of themes including bus priority and real time passenger information.
Safe mode of transport – ‘seen as safe’	The TVCA Bus Passenger Charter outlines the commitment expected from operators, including accepting zero tolerance of unreasonable behaviour from passengers. Infrastructure improvements will continue to improve actual and perceived safety. The local authorities have worked to tackle anti-social behaviour, including lighting improvements at existing bus stops and careful consideration of the location of new stops to ensure passenger safety.

Tees Valley Strategic Transport Plan (STP) 2020-2030

The focus of the Strategic Transport Plan (STP) is on improving the transport system for local people and businesses ensuring integration between different transport modes. We need to provide genuine alternatives to the car to improve accessibility, but also to facilitate modal shift to more sustainable modes and reduce carbon emissions. This means improving our walking and cycling networks and making sure that the public transport network works for people now and in the future.

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The vision for transport in the Tees Valley is: “To provide a high quality, quick, affordable, reliable, low carbon and safe transport network for people and freight to move within, to and from Tees Valley.”

Integrated within the STP is a Bus Implementation Plan, which presents the current challenges and opportunities for improving the bus network and services within the Tees Valley and sets out the key improvements that will be pursued. This was a precursor to our first BSIP, ensuring we were well prepared to meet the National Bus Strategy expectations.

Tees Valley City Region Sustainable Transport Settlement (CRSTS1)

The CRSTS1 programme aims to deliver transformational change through investment in public and sustainable transport infrastructure in some of England’s largest city regions. CRSTS1 funding is targeted at the following objectives:

- Driving growth and productivity;
- Decarbonising transport; and
- Levelling up services and areas.

In April 2022, it was announced that TVCA had been awarded a £310 million CRSTS1 allocation for investment in the local transport network, for the period 2022/23 to 2026/27.

The CRSTS1 programme aims to drive growth through infrastructure investment, level up services towards the standards of the best, and promote modal shift from cars to public transport, walking and cycling.

Delivering a reduction in carbon and particulate emissions from transport, is aligned with the UK’s legal commitments.

There is a significant investment in bus priority and also ensuring that all modes are integrated to ensure a joined-up transport system.

BSIP 2024 Refresh

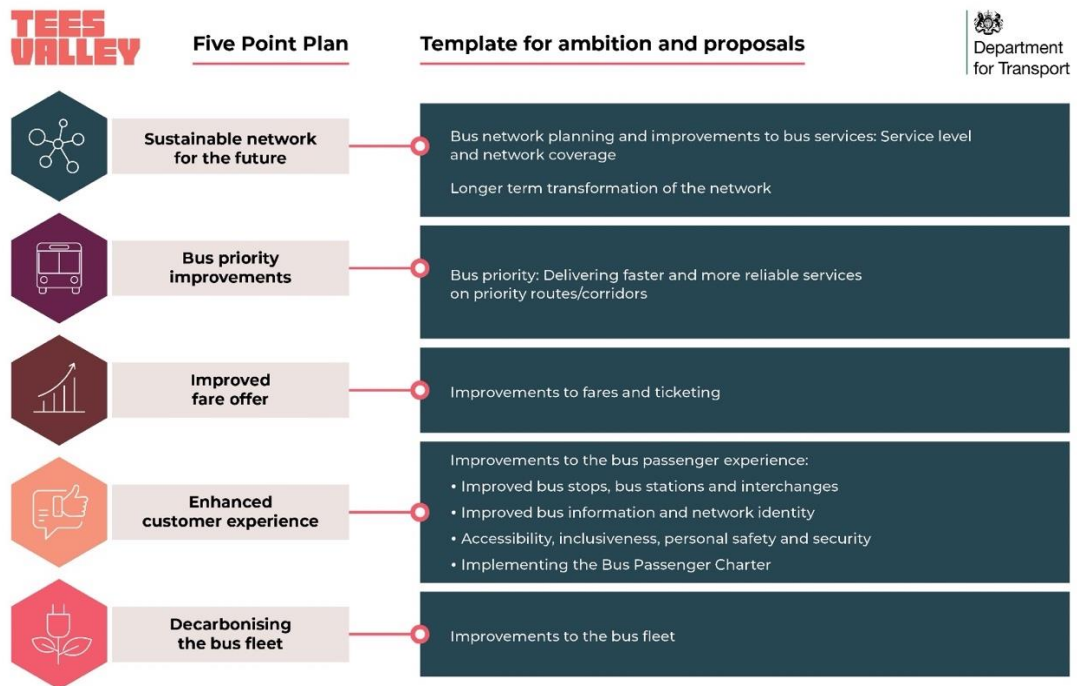
The 2024 refresh is the second updated iteration of the BSIP. In line with DfT guidance, the BSIP takes a ten-year view (2024 – 2034) and will be revisited periodically to update on delivery progress and performance monitoring. This BSIP covers the following:

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- Updating the baseline to 2023/24: updating the 2021 position to reflect all development since then. This includes an analysis of the current bus market, the issues and opportunities.
- Setting out the improvement programme in financial year 2024/25: to reflect the 2024/25 BSIP funding allocation.
- Getting ready for 2025 and beyond: setting out a pipeline of prioritised proposals for the four years 2025/26 to 2028/29, which could be delivered if funding is forthcoming. Also, outlining an aspirational programme for the final five years through to 2033/34.

In structuring our BSIP, we have followed the thematic structure established in the DfT guidance. **Figure 0-4** below demonstrates the alignment of our Five Point Plan with the DfT themes, which demonstrates our original BSIP structure remains robust.

Figure 0-4 - Alignment of TVCA 5 Point Plan with DfT Themes



The BSIP Logic Map

The logic model at **Figure 0-5** below was included in the original BSIP and clearly articulates the Theory of Change, setting out how the BSIP will address the identified challenges. It provides a causal link between the respective inputs,

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outputs, outcomes and ultimate impact. It has informed the monitoring and evaluation framework for the BSIP and the individual schemes.

Figure 0-5 - Tees Valley BSIP Logic Map



Monitoring, Evaluation & Review

Monitoring and Evaluation are distinct activities - monitoring asks whether delivery is proceeding as planned and evaluation asks whether the intervention has achieved its desired objectives.

The proposed approach to monitoring and evaluation complies with the Combined Authority Assurance Framework which has been approved by Government, in particular:

- to provide a mechanism for ensuring delivery against all key outputs;
- to provide a mechanism to assess all aspects of value for money, in particular economic impact; and
- to inform future decision making, by assessing whether there is any ongoing need for further investment and identifying any emerging good practice.

Overseeing the Monitoring & Evaluation (M&E) Plan is the responsibility of the relevant scheme Project Manager with the individual metrics for each scheme established using Logic Mapping. Some examples of the method for M&E and the metrics gathered are shown below:

- Bus priority corridors – we will monitor bus data, including average journey times, average speeds and on-time bus performance, which are then compared pre and post interventions.
- Supported services - the Combined Authority decision on which services to support, in collaboration with the local authorities, was informed by an assessment of value for money, considering the cost of providing the service

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and the previous level of patronage, using an initial £5 per passenger trip subsidy benchmark. This assessment was then completed again when the decision was made to extend contracts to ensure they still met the value for money requirements.

- Patronage and fares - these are monitored on all our supported services to understand usage throughout contracts. This is especially useful for new trial services (such as Riverside Park and Wynyard) where we don't have a benchmark to compare to.
- U22 fares offer - we will monitor the usage of the U22 fares offer through operator returns detailing patronage. This will help us in determining how the uptake has been received and allow us to monitor the success of the offer.
- General - we actively monitor various aspects of bus performance, including patronage, lost miles, punctuality and the number of complaints vs completed journeys. This enables us to track the impact of interventions, as we can analyse comparisons through previous years, which will feed into future decision making.



Current Offer to Bus Passengers

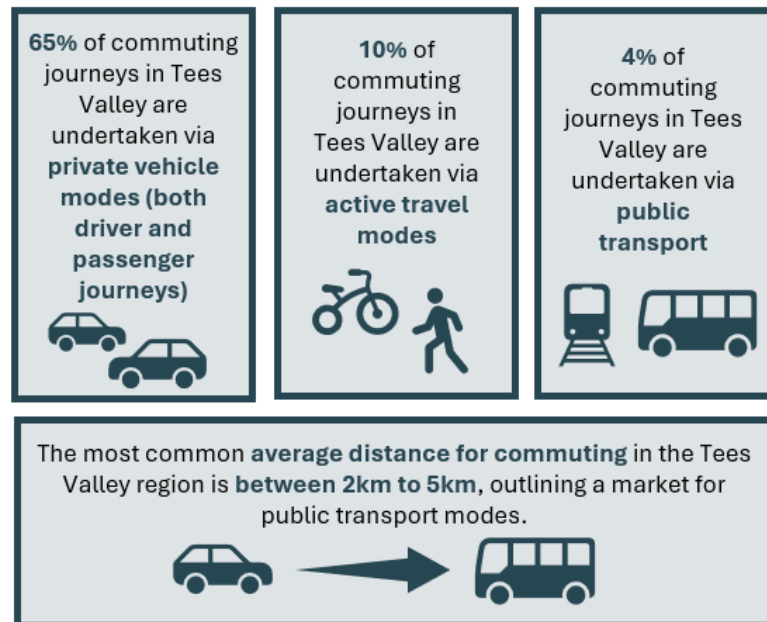
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Current Offer to Bus Passengers

Overview

The current Tees Valley bus passenger offer is outlined in this section, including background context relating to current travel behaviours of the Tees Valley population, an outline of the current bus network, current bus performance and an assessment of the current connectivity levels of buses. Full detail is included in **Section 2 Technical Appendix**.

Background context



The current travel behaviours of commuters have been analysed from the outputs of the Census 2021. On average 65% of the Tees Valley commuting population travels via private vehicle modes to work (both driver and passenger journeys), which is similar across all five local authorities in the Tees Valley. This is significantly higher than the national average of 48%.


Active travel represents 10% of the commuting journeys in the Tees Valley and public transport represents a lower proportion of commuting journeys at 4%.

Census 2021 data also showed that the most common distance for commuting in the Tees Valley is between 2km to 5km.


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Bus network

High bus frequency (up to 49 buses per hour) in areas like **Middlesborough** and **Darlington** town centres, especially weekdays.



Key areas in **each district** has **moderate bus frequency** of at least **4 buses per hour**.




Connecting routes between boroughs have **low bus frequency** (0 to 3 buses per hour). Particularly between Hartlepool and Middleborough and connectivity across Redcar.


Comparison of **Kilometres operated** by each bus operator in the Tees Valley in **FY 22/23** and **FY 23/24**.

Operator	Apr 22 - Apr 23	Apr 23 - Apr 24
Arriva North East	11,239,588	11,053,008
Stagecoach	6,180,478	6,497,037
GNE	305,067	305,067
Weardale Motors	33,810	82,566
Pauls Travel	N/A*	N/A*
Hodgsons Coaches	N/A*	N/A*

The **Tees Flex on-demand service** operates **nine fully accessible mini-buses** across **three zonal areas**.



86% of bus services in Tees Valley are **commercial services**, **10% are mixed commercial/supported** and **4% are LTA supported**.



At current **passengers want information at bus stops** and there is a need to **ensure that this information is current and consistent**.

There are currently six operators in the Tees Valley; Arriva North East, Stagecoach, Go North East (GNE), Pauls Travel, Weardale Motor Services, and Hodgsons. Arriva North East dominates the market with the largest kilometres covered in the last 2 years (11 million km per year), followed by Stagecoach with 6 million km per year. GNE and Weardale Motors cover a smaller proportion of the market. Information was not available for Pauls Travels and Hodgsons Coaches.

Of the services that operate in the Tees Valley, 86% of bus services are commercially funded, 10% are mixed (commercial and Local Transport Authority (LTA) funded) and 4% are LTA funded.

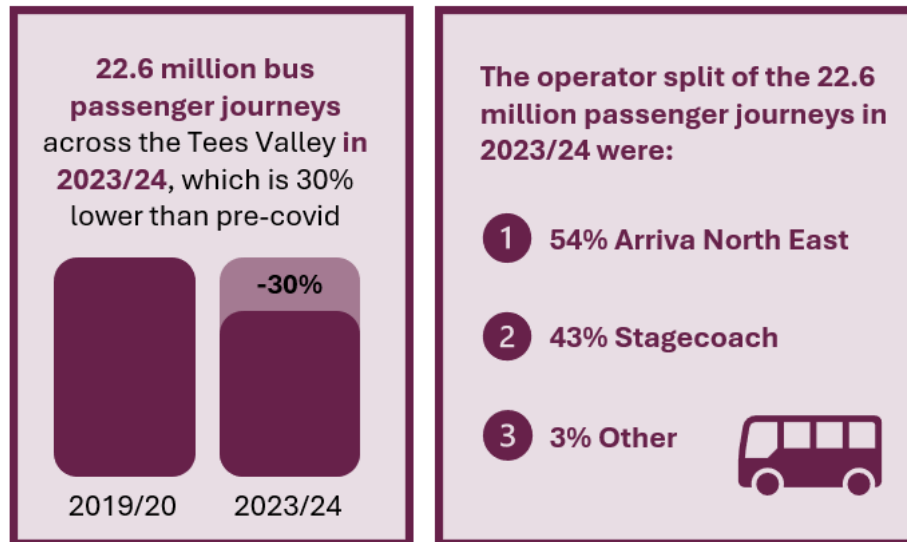
The Combined Authority funds the Tees Flex on-demand service, which is operated by Stagecoach. It operates nine fully accessible minibuses across three zones (Hartlepool, Darlington and Stockton, and Redcar & Cleveland).

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The frequency of services differs across the bus network in the Tees Valley. Bus frequency is high in areas such as Middlesbrough town centre, around James Cook University Hospital, and in Darlington town centre. Connecting routes between the five local authorities have a lower frequency in comparison to the frequency of services within local authorities.

Bus performance

Bus patronage



There has been an increase in patronage for both 2021/22 and 2022/23. However, there has not been a return to patronage levels seen pre-pandemic. In 2023/24 bus passenger journeys were 30% lower than those recorded pre-pandemic (2019/20).

A total of 22.6 million bus passenger journeys were recorded by Arriva North East, Stagecoach, GNE and Weardale Motor Services in 2023/24. Arriva North East represent 54% of the journeys made in 2023/24, with Stagecoach representing 43% and the other operators making up the last 3% of journeys combined.

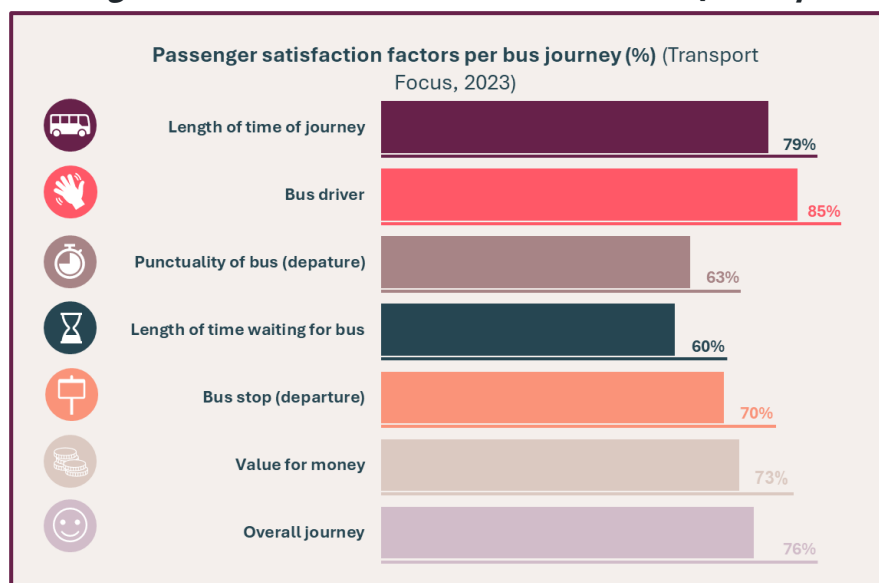
Passenger satisfaction



An annual bus user satisfaction survey for the Tees Valley was undertaken in 2023 by Transport Focus. In the Tees Valley, 677 responses were used as the basis for 2023 results.

Passengers rated their satisfaction on a wide range of aspects, including the length of time of the journey, bus driver, punctuality of the bus, length of time waiting for the bus, bus stop facilities, value for money and their overall experience. The highlights of these results are shown below in **Figure 0-6**.

Figure 0-6 - Passenger Satisfaction across TVCA district (Transport focus, 2023)



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Bus connectivity

There is a requirement from Government that all Local Transport Authorities (LTAs) produce a Bus Connectivity Assessment (BCA) to accompany the BSIP. The BCA, which is submitted directly to DfT through an online survey portal, reports on a range of issues relating to connectivity, patronage, types of service, innovation and uses of funding. Data from the BCAs will help the Government to understand the impact of recent and future funding interventions.

A BCA for the Tees Valley has been completed and submitted to government alongside this BSIP. Currently the headline figures from the analysis are being reported, mainly because of the short timescales under which the government required the analysis to be completed. The process of data collation has however provided a rich dataset that will be used over the coming months to refine future priorities for investment. It will enable the Combined Authority to understand the cumulative impact of investment at a programme level, in addition to the scheme or project level M&E set out **in Section 1 above**.

The method used to produce the BCA is summarised in the **Section 2 Technical Appendix**, alongside the headline results.



Improvements Programme to 2024/25

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Improvements Programme to 2024/25

Introduction

The 2021 BSIP detailed a funding ask of £90.426m in total, with £32.776m identified from CRSTS1. TVCA did not initially receive BSIP funding, but later secured BSIP+ funding of £1.52 million for both 2023/24 and 2024/25. In addition to the BSIP+ allocations, the Network North BSIP Phase 3 funding allocation for 2024/25 is £3.851m.

This section sets out an overview of progress and delivery of key actions since 2021, then outlines the delivery plan for the remainder of 2024/25.

Delivery plan and Themes

TVCA has aligned the actions originally set out under the 5-Point Plan priorities (Sustainable Network for the Future, Bus Priority Improvements, Improved Fare Offer, Enhanced Customer Experience and Decarbonising the Bus Fleet), to the DfT themes in 2024/25 and going forward from 2025/26.

Table 3.1 below maps these original actions to the six DfT themes listed below:

1. Bus network planning and improvements to bus services: service level and network coverage.
2. Bus priority: delivering faster and more reliable services on priority routes/corridors.
3. Improvements to fares and ticketing.
4. Improvements to the bus passenger experience:
 - a. *improved bus stops, bus stations and interchanges.*
 - b. *improved bus information and network identity.*
 - c. *accessibility, inclusiveness, personal safety and security.*
 - d. *implementing the Bus Passenger Charter.*
5. Improvements to the bus fleet.
6. Longer term transformation of the network.

Table 0-2 – Aligning 5-Point Plan to new DfT BSIP Themes

BSIP 2021 5-Point Plan	2025-2026 DfT BSIP Themes
Sustainable Network for the Future	
Extension of Recovery Funding	1 – Bus network planning
Tees Flex on-demand bus service	1 – Bus network planning
Kickstart funding to support emerging commercial network Better connecting people to opportunities	1 – Bus network planning 6 – Longer term network transformation
Bus Priority Improvements	
3 short-term prioritised corridors	2 – Bus priority
6 further identified corridors	2 – Bus priority
Digital infrastructure, including UTMC system and information provision	2 – Bus priority
Improvements to customer waiting facilities, including disabled access, shelters and information	4a, 4b, 4c
Integration with rail, cycling, walking – seamless customer experience	4a – Improved interchange
Improved Fare Offer	
Simplified zonal structure. Targeted discounts to encourage customer growth. Off-peak promotions to encourage modal shift. Consistent Tees Valley ENCTS.	3 – fares and ticketing
Enhanced Customer Experience	
A single upgraded website	4b – improved information
Development of a Tees Valley transport brand	4b – improved information
Information products and data processes to keep them up to date	4b – improved information
Passenger charter	4d – passenger charter
Agreed timetable change dates	4b – improved information
Retrofit of audio-visual next stop announcements	4c – accessibility
Bus Partnership Officer post	1 – Network Planning; 4, or arguably all
Decarbonisation the Bus Fleet	
ZEBRA trial Decarbonising services on nine priority corridors Longer term delivery plan	5 – bus fleet 6 – network transformation

Delivery Programme Overview - BSIP progress to 2023/24

Despite TVCA not receiving any BSIP funding when the original allocation was made, real progress was made across all priorities. Detail is set out in the tables below against each DfT theme with a summary total in

Table 0-3 below.

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Table 0-3 – Summary of Tees Valley Investment in Bus

2022/23 (actual)	2023/24 (actual)	2024/25 (planned)	2024/27 (planned CRSTS)
£18,883,115	£11,790,024	£43,305,817	£45,533,913

Delivery by Year and Five-Point Plan Theme

The following sections show progress against the original BSIP priority actions, by year, noting funding spent and source.

Sustainable Network for the Future

The original BSIP included the following actions under this priority:

- Embed the Enhanced Bus Partnership.
- Protection of the network via recovery funds as ridership increased.
- A tiered network, with kickstart support to new commercial services, and aligning services to changes in employment and housing development.
- Supported services expanding or restoring coverage.
- Continued support for Tees Flex on-demand service.

A significant element of the BSIP Phase 2 and Phase 3 funding for 2023/24 and 2024/25 has been used to support bus services. The BSIP funding, alongside recovery funds and ENCTS settlements, protected the network enabling the implementation of new services.

Table 0-4 – Actions - Sustainable Network for the Future

Delivered 2022/23	Funding Sources	Total spent
Enhanced Partnership implemented, including a network subgroup	Officer and operator time	Not separately accounted
Network protected from loss of services via conditions set out in ENCTS funding settlements.	The local authority ENCTS payments for concessionary travel	£13,928,076
Detailed analysis of the bus network was undertaken to understand: <ul style="list-style-type: none"> - the relative provision of bus services and levels of service - accessibility to a range of destinations, including town centres, education, employment and essential services 	TVCA funding	Not separately accounted

- the provision and adequacy of passenger infrastructure		
On-going supported services January 2022 to March 2023 - Darlington services 16 and 2A - Redcar & Cleveland service 64B	Local Transport Fund (LTF) for Darlington Borough Council, Redcar & Cleveland Borough Council and TVCA	£275,745
TVCA funded Service 101 from Jan 2022. Middlesbrough - Teesport three times a day, aligning with shift patterns. Usage shows employees using it to reach workplaces.	TVCA Access Fund Exploring options to extend the contract past the initial funding arrangement, including liaising with local businesses whose employees rely on the service.	£58,152
Tees Flex on-demand service	TVCA Funding	£1,058,441
Total for 2022/23: £15,320,414		
Delivered 2023/24	Funding sources	Total spent
On-going Enhanced Partnership	Officer and operator time	Not separately accounted
Network protected from loss of services via conditions set out in ENCTS funding settlements with the majority of operators.	The local authority ENCTS payments for concessionary travel	£5,020,301
Ongoing Supported services April to June 2023 - Darlington services 16 and 2A - Redcar & Cleveland service 64B.	Local Transport Fund for Darlington Borough Council, Redcar & Cleveland Borough Council and TVCA	£64,455
Supported services, including 101 and 11 plus others	BSIP Phase 2 from September 2023	£1,198,507
Tees Flex on-demand service	TVCA Funding	£1,205,742
Total for 2023/24: £7,489,005		
Planned 2024/25	Funding sources	Total planned
Network protected from loss of services via conditions set out in ENCTS funding settlements with the majority of operators.	The local authority ENCTS payments for concessionary travel	£5,242,666
Eight Supported Services	BSIP Phase 2	£966,491
Potential extensions to other supported services, subject to approval following contracts ending within the 2024/25 financial year	BSIP Phase 2	£562,956
Potential extensions to other supported services, subject to approval following contracts ending within the 2024/25 financial year.	BSIP Phase 3	£356,088

Tees Flex on-demand (contracted until August 2024). On-going review to determine next steps.	TVCA Funding	£502,392
Total expected spend 2024/25: £7,630,593 <i>No overspend/underspend anticipated</i>		

Through 2022 and into 2023, the bus network was well protected overall, with no impact on coverage and only some minor changes to frequency, some of which resulted from staff shortages at the time which have been largely resolved. The England National Concessionary Travel Scheme (ENCTS) settlements have been critical to protecting the network as it was administered with conditions limiting changes to frequency of services. In 2023/24 and 2024/25, one operator refused these conditions, but the impact on service coverage has been minimal.

The original BSIP detailed the need for revenue of £5.5m per annum in the first two years, to March 2023, and £4.5m in both 2023/24 and 2024/25, as well as investment in a digital strategy to improve network efficiency. There was a gap in funding in 2022/23 and 2023/24, which was supported by the ENCTS settlements. BSIP Phase 2 and Phase 3 have meant that the required £4.5m of funding is available in 2024-2025.

Delivery of a Digital Strategy, including UTMC upgrade and development of a Smart Region traffic management system, is described under Infrastructure and **Theme 2 – Bus priority**. This is funded through CRSTS1 and will have a focus on bus priority to improve the efficient movement of buses on the network.

Future actions around ticketing and fares are categorised under **Theme 3 – Fares and ticketing**. The work to ensure a consistent ENCTS offer across the Tees Valley, including the implementation of companion passes, and offering cheaper travel before 9:30 also align to the goals of **Theme 4c – Accessibility and inclusion**.

Bus Priority Improvements

The original BSIP identified significant bus priority improvements to nine corridors. In addition, the infrastructure and bus priority goals included:

- Delivery of digital infrastructure, including the UTMC system and digitally enabled information provision.
- Improvements to customer waiting facilities, including disabled access, shelters and information.
- Improved integration with rail, cycling and walking to provide high quality interchanges and promote seamless modal shift.

Anything is possible



The improvement to waiting facilities and shelters and the integration with other modes require infrastructure improvements and have significant benefits for the customer and are therefore reported under Enhanced Customer Experience.

The CRSTS1 allocation is being used to deliver the bus priority infrastructure improvements.

Table 0-5 – Bus Priority Improvements actions

Delivered 2022/23	Funding Sources	Total spent
Enhanced Partnership implemented, including an Infrastructure subgroup	Officer and operator time	Not separately accounted
Design work started on the nine core bus corridors.	Whole Corridor Improvement Plans via Transforming Cities Fund (TCF) CRSTS1 – infrastructure design for 9 corridors	TCF: £12,701 CRSTS reported against 2023/24
Digital Strategy – CRSTS1 advanced funding agreed of £1,750,000 with spend starting in 2023-24	TVCA staff time only	Not separately accounted
Pre-dating the Digital Strategy, a package to improve the reliability and efficiency of traffic signals and associated assets across the Tees Valley	Traffic Signals Maintenance funding from DfT, led by Middlesbrough Council.	£500,000
Total for 2022/23: £512,701		
Delivered 2023/24	Funding sources	Total spent
Design work progressed on the nine core bus corridors	CRSTS1	£676,087
Digital infrastructure delivery in 2023/24, including: <ul style="list-style-type: none"> - The upgrade of the UTMC system - Expansion of traffic signal connectivity to enable further development of a Smart Region approach to traffic management - The repair, service & reinstatement of traffic counters to enable strategies for traffic management to be implemented - Additional CCTV cameras linked back to control rooms - Bus priority module for prioritisation of vehicles at junctions to reduce delays for buses 	TCF – funding of £3.5m for UTMC development	£3,424,932
Digital Transport Strategy (Digital Twin)	CRSTS1 – budget allocation of £10m	£200,000
Total for 2023/24: £4,301,019		

Anything is possible

Planned 2024-2025	Funding sources	Total planned
Digital infrastructure to improve network management implemented	TCF	£73,151
Digital Transport Strategy (Digital Twin)	CRSTS1	£1,100,000
Investment in the regional replacement of Real Time Passenger Information (RTPI) back-office system and in shelter displays	CRSTS1	£650,000
Middlesbrough bus station RTPI	BSIP Phase 3	£22,000
Total expected spend 2024/25: £1,845,151 <i>(excluding CRSTS design and delivery)</i>		
CRSTS1 Infrastructure Planned 2024-2027	Funding sources	Total planned
Design and delivery of improvements on the nine core bus corridors	CRSTS1	£44,533,913
Investment in bus stop infrastructure improvements	CRSTS1	£1,000,000
Total expected spend 2024/27: £45,533,913 <i>(CRSTS design and delivery)</i>		

In terms of Digital Transport delivery, spend in 2023/24 is circa £4.5m, with another £2m planned in 2024/25.

The development of the nine priority corridors is progressing as programmed. The scale of construction is significant and TVCA is working with the local authorities to develop a plan to minimise impact on businesses, residents and bus reliability during construction.

Physical and digital infrastructure is reported under BSIP national **Theme 2 – Bus priority**.

Improved Fare Offer

The original BSIP set out to:

- Offer a simpler fare structure and consistency across operators in the region, including enhancing the zonal and multi-operator ticketing.
- Support fares that provided access and reached target markets to increase patronage.
- Implement a consistent ENCTS across the region.

Anything is possible

Table 0-6 – Improved Fare Offer actions delivered

Delivered 2022/23	Funding Sources	Total spent
Enhanced Partnership implemented, including a Ticketing & Fares subgroup	Officer and operator time	Not separately accounted
Simplified Smart Zone multi-operator zonal structure and enhanced ticketing offer developed and rolled out in Tees Valley and Stockton/ Middlesbrough zones	Operator led	Commercially provided by operators
Introduction of pre-9:30am 30p offer for ENCTS pass holders in Darlington to ensure a consistent Tees Valley wide offer	The local authority ENCTS payments for concessionary travel	Accounted in whole scheme reimbursement costs
Preparation for implementation of ENCTS companion passes across the whole of the Tees Valley which were already available in Darlington.	The local authority ENCTS payments for concessionary travel	Accounted in whole scheme reimbursement costs
Kids Go Free offer over the summer and October school holidays, extended through the Christmas holidays.	Participating operators, including Arriva, Stagecoach & Go North East	Commercially provided by operators
Developed proposal for under 22 market, aligned to the North East offer.	Officer and operator time	Not separately accounted
Offer of one week's free travel to residents with a job offer who need a way to travel to/ from their place of employment.	Operator led	Commercially provided by operators
TVCA engagement through project CORAL to understand wider plans around Tap on/ Tap off ticketing	Officer time	Not separately accounted
Arriva independently launched Tap on/ Tap off ticketing across their Tees Valley fleet	Operator led	Commercially provided by operators
2022/23 Total: Funding supplied by operators or ENCTS as accounted in Network Support		
Delivered 2023/24	Funding sources	Total spent
Further rollout of Smart Zone structure in Hartlepool	Operator led	Commercially provided by operators
Introduction of ENCTS companion pass in Middlesbrough, Stockton, Hartlepool and Redcar, ensuring a consistent Tees Valley wider offer	The local authority ENCTS payments for concessionary travel	Accounted in whole scheme reimbursement costs

Kids Go Free support	Participating operators	Commercially provided by operators
Under 22 fare planning	Officer time	
2023/24 Total: Funding supplied by operators or ENCTS as accounted in Network Support		
Planned 2024/25	Funding sources	Total planned
Implementing under 22 fare offer - reimbursement to operators (June 2024 - July 2024)	BSIP Phase 2	£330,940
Implementing under 22 fare offer - reimbursement to operators (July 2024 - June 2025)	BSIP Phase 3	£3,137,133
Total expected spend 2024/25: £3,468,073		

Future goals around ticketing and fares will be categorised under **Theme 3 – Fares and ticketing**. The work ensuring a consistent Tees Valley ENCTS offer, including introducing companion passes, and cheaper travel before 9:30 also align to the goals of **Theme 4c – Accessibility and inclusion**.

Enhanced Customer Experience

The original BSIP actions for the enhanced customer experience priority included:

- An integrated website to provide information on journey planning, fares, mapping of Tees Valley services in one place.
- Branding, marketing, communications and promotions strategy and plan.
- Both digital and printed information underpinned by data processes that enhance accuracy
- A Bus Passenger Charter
- Predictable timetable changes
- A Bus Partnerships Officer
- Capital funds to retrofit audio-visual announcements on c.200 buses.

The update below aligns the BSIP 5-Point Plan with **Theme 4 – Passenger experience**.

Table 0-7 – Enhanced Customer Experience

Delivered 2022/23	Funding Sources	Total spent
Enhanced Partnership implemented, including a Customer Experience subgroup	Officer and operator time	

Anything is possible

Improvements to customer waiting facilities, including disabled access, shelters, information – 4a, 4c	Within the CRSTS1 programme	Not separately accounted
Active Travel support to foster integration with bus – 5 Sustrans Active Travel Hubs – 4a	TVCA investment - Co-funding from?	
Behaviour change programmes and promotions/marketing, integrating with BSIP customer experience. – 4b	TVCA funding	
Significant work undertaken to develop a new Tees Valley brand and prepare for improvements in the quality of information provision. – 4b	TVCA funding	
Extensive study completed to establish a comprehensive data map, drawing together all relevant sources of transport data and how they are accessed and used. – 4b	TVCA funding	
Published the Tees Valley Bus Passenger Charter. – 4d	Officer and operator Time	
Appointed a new Bus Partnership Manager to manage the implementation of the BSIP and to co-ordinate monitoring and reporting of progress. – 1,6	BSIP Capacity funding (2022) and TVCA funds	£50,000
2022/23 Total: £50,000		
Delivered 2023/24	Funding sources	Total spent
Defined a more effective means of collating, processing and distributing data for operational and customer information purposes based on 2022 data mapping study – 4b	TVCA funding	Not separately accounted
Some printed information and timetables produced – 4b	TVCA funding	
Annual update to Passenger Charter – 4d	TVCA funding	
2023/24 Total: not separately accounted as part of TVCA undertaking		
Planned 2024/25	Funding sources	Total planned
Service infrastructure – facilities – 4a, 4c	BSIP Phase 3	£90,000
Real time information, Trapeze, digital support – 4b	BSIP Phase 3	£47,000
Marketing of services – 4b	BSIP Phase 3	£80,000
Information, including printing and distributing timetables, shelter information – 4b	BSIP Phase 3	£80,000
Information review – BSIP refresh, Transport Focus, ATCO Membership – 4b	BSIP Phase 3	£65,000
Total expected spend 2024/25: £362,000 <i>No overspend/underspend anticipated.</i>		

Anything is possible

The 2021 BSIP anticipated only one action which remains outstanding:

- Retrofitting of audio-visual next-stop announcements on buses across the region.

This was anticipated to require £1.2m of capital spend in 2022. This remains an aspiration, but TVCA is pursuing operator investment as the fleet is upgraded to include this intervention.

Future goals around Enhanced Customer Experience, including improved shelters and interchange, and inclusion, will be grouped under **Theme 4** bearing the same name, despite some funding being linked to infrastructure improvements funded via CRSTS1.

The launch and management of the Enhanced Partnership will be discussed under Themes 1 and 6, linked to planning and maintaining the network.

Decarbonising the Bus Fleet

The decarbonising the Bus Fleet priority in the original BSIP emphasised the need for both improvements in the bus fleet, but also a network-level focus on exploring appropriate fuel sources and depot upgrades to provide future capacity.

Table 0-8 – Decarbonising the Bus Fleet actions delivered

Delivered 2022	Funding Sources	Total spent
Enhanced Partnership implemented, including a decarbonisation subgroup	Officer and operator time	Not separately accounted
Review of recent UK/European projects to inform future work	TVCA time/funds	Not separately accounted
Both Arriva and Stagecoach trialled hydrogen bus demonstrators in 2021/22 as part of the Government competition to accelerate the use of hydrogen transport in the Tees Valley.	Operator Investment	Not separately accounted
Arriva investment into 14 new Euro 6 Low Emission buses for Darlington	Operator investment – Arriva	£3,000,000
<i>Total for 2022/23: £3,000,000</i>		
Delivered 2023/24	Funding sources	Total spent
Plans towards electrification developed following review	TVCA time/funds	Note separately accounted

Anything is possible

Successful bid into ZEBRA2 for 62 electric buses to be added to the Tees Valley fleet, with infrastructure implemented across Stagecoach and Arriva depots	DfT and Arriva & Stagecoach	Officer time at this phase
<i>2023/24 Total: not separately accounted as part of TVCA undertaking</i>		
Planned 2024/25	Funding sources	Total planned
Progress on the ZEBRA2 project to implement electric vehicles into the Tees Valley fleet	DfT ZEBRA2 funding allocation and operator investment	£7.8m (DfT) £22.2 (Arriva & Stagecoach)
<i>Total expected spend 2024/25: £30,000,000 No overspend/underspend anticipated.</i>		

The 2021 BSIP anticipated the following actions, which were not realised due to funding and a change in preference for Zero Emission fuel source:

- Anticipated ZEBRA1-funded hydrogen bus trial bid was not awarded
- Full analysis and development of a plan for a hydrogen fleet and mixed-fuel depot

Following discussion with operators and wider learning from the industry, future zero emission bus plans and the successful ZEBRA 2 application have focussed on battery electric vehicles, as these are considered to be more deliverable and commercially sustainable.

Future goals around decarbonisation will be categorised under **Theme 5 – Bus fleet** with longer term decarbonisation strategy planned under **Theme 6 – Longer term network**.

Bus driver recruitment and retention plan

Following the Covid pandemic there were a range of issues experienced by operators leading to staff shortages and a resulting impact on service reliability and their ability to meet service obligations. As a result, there were some service frequency reductions registered by operators, but the majority of these have now been restored.

Discussions with operators have highlighted that there has been significant progress in the filling of vacant bus driver vacancies to the point where neither of the main operators, Arriva and Stagecoach, consider that driver recruitment is an immediate challenge.

Anything is possible



There are, however, on-going challenges with the future maintenance workforce where there is a largely aging male dominated profile that presents a risk in the medium term. The changing nature of vehicle technology also means that there is a need to upskill to maintain pace with the decarbonisation of the fleet.

TVCA will continue to work collaboratively with bus operators through the BSIP and EP Steering Group to understand these challenges and support them in a co-ordinated approach to recruitment.



Ambitions & Proposals for 2025-2030

Anything is possible

Ambitions & Proposals for 2025-2030

Introduction

This section outlines the Combined Authority's 2024 BSIP proposals and long-term ambitions. These are set within a dual-horizon framework: detailed deliverables span a four-year period from 2025/26 to 2028/29, while broader ambitions extend over a ten-year period from 2025/26 to 2034/35.

The 2024 BSIP proposals and ambitions presented in the following section build upon and update the delivery plans established in the 2022 BSIP update. They mark a transition from a three-year funding perspective to a more extensive, unfunded vision encompassing both short and long-term horizons, in line with government requirements.

The section details proposals and ambitions for each identified area, following this structure:

- Ambition;
- Challenges and Opportunities;
- Approach;
- Short-Term Proposals (2025/26 to 2028/9); and
- Longer-Term Ambition to 2034/35 and beyond.

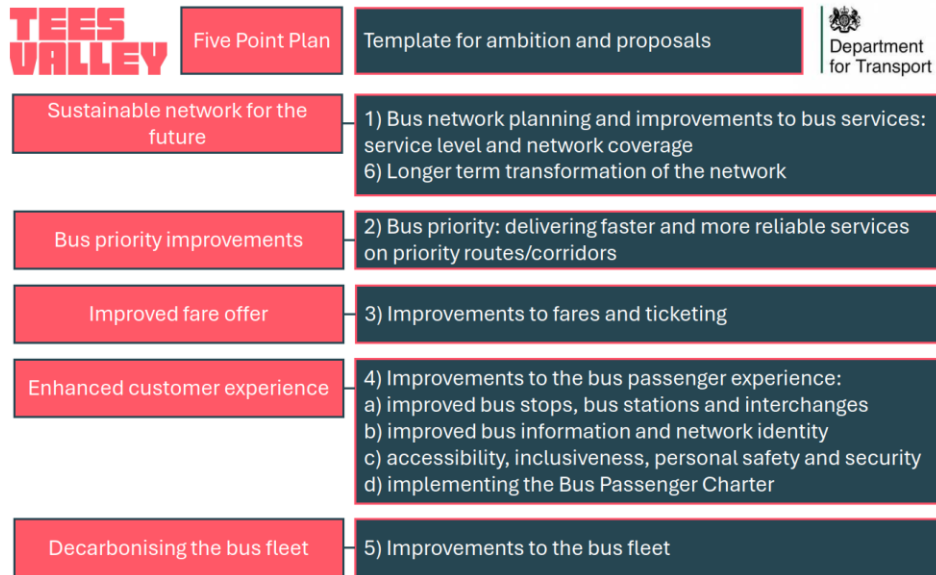
The development and implementation of these proposals and ambitions will be carried out collaboratively through the Enhanced Partnership but are subject to securing the required funding.

Alignment with the 5-Point Plan

As outlined in the preceding sections, the 5 Point Plan formulated in the 2021 BSIP clearly aligns with the Department for Transport's new template for ambitions and proposals post-2025. This alignment is further illustrated by the mapping diagram at **Figure 0-7** below.

Anything is possible

Figure 0-7 –TVCA 5 Point Plan and the DfT Ambitions & Proposals



Service Level and Network Coverage

Ambition

Recognising the social value that buses provide, the Tees Valley ambition is to support a sustainable bus network tailored to the needs of different communities, offering reliable services and coverage so everyone can access opportunity and essential services.

Challenges and Opportunities

A significant challenge lies in addressing coverage gaps, particularly in remote or underserved areas where demand is lower. Balancing frequency and reach is essential: while high-demand areas require frequent service, extending coverage to less-populated areas is equally important. Striking this balance with limited resources remains a continual challenge. Meeting diverse passenger needs is another hurdle. Catering to varying mobility requirements and timetabling preferences requires careful consideration and planning. Additionally, responding to changing demand patterns adds complexity. Adapting service levels to seasonal variations or shifts in commuter behaviour demands flexibility and agility.

Integrating modes of transport is important for creating a cohesive network. Co-ordinating bus services with other modes, such as rail or cycling infrastructure, presents logistical challenges, but also opportunities for enhanced connectivity.

Anything is possible

Our Approach

Our approach involves examining the current offering and understanding the existing infrastructure, services, and processes in place. Through gaining an understanding of the current landscape, we lay the groundwork for developing initiatives that not only support existing operations, but also pave the way for future advancements. Our focus is on building upon the strengths of the current system, while identifying areas for improvement.

This may involve enhancing existing services, optimising routes, or introducing new initiatives to address gaps or inefficiencies.

By leveraging our understanding of the current situation, we aim to set a solid foundation for progress and innovation in the future.

Our Short-Term Proposals (2025/6 to 2028/9)

Our short-term proposals prioritise reviewing existing services and laying the groundwork for future investments:

- **Review of Service Frequencies to Improve Connectivity:** Evaluate existing service frequencies to enhance connectivity and streamline bus operations, with a view of overlapping services on combined corridors to be timed strategically to maximise overall frequency, ensuring smoother transfers and improved service reliability.
- **Review of Service Routing for Consistency and Clarity:** Conduct a review of service routing to ensure consistency across routes and minimise confusion among passengers. Aligning routes to follow the same path provides certainty and clarity to customers, enhancing their overall experience.
- **Establishment of a Tiered Network:** Review the opportunity to implement a tiered public transport network comprising commercial services, emerging commercial routes, and supported services where there is an evidenced need for connectivity.
- **Review of Current Supported Bus Contracts:** Initiate a review of current supported bus contracts set to expire by March 2025. This review will include engagement with stakeholders to gather input on network coverage, operational hours, minimum frequencies, key destinations, and interchange opportunities such as rail stations and bus hubs.
- **Development of Minimum Bus Service Standards:** Establish minimum bus service standards for areas and corridors based on population

Anything is possible

density, employment hubs, and other factors. These standards, including a means of evaluation and a set of supported services criteria, will ensure consistent service levels, a more consistent approach to service subsidy and accessibility across different areas.

- **Plan for Enhanced Connectivity to Opportunity and Essential Services:** Develop a plan to enhance connectivity to employment and training opportunities, healthcare centres, shops, and other key amenities.
- **Integration of Evening, Sunday, and Low-Frequency Daytime Services:** Implement integrated schedules that allow evening, Sunday, and low-frequency daytime services to connect at hub interchange points. Where possible, facilitate connections with train services to enhance overall transport networks and improve accessibility throughout the day.
- **Strengthening Street works Permit Administration:** Strengthening the administration of street works permits to minimise disruptions to bus services and ensure early consideration of bus implications for new information requirements.

Our Longer-Term Ambition to 2034/5

For the long term, our vision centres on strategically enhancing services to meet evolving needs and support economic growth:

- **Improving Public Transport Connectivity to Key Town Centres:** Aim for all areas to have access to key Tees Valley town centres via public transport, with a maximum of one change for essential connections.
- **Hourly Frequency for Daytime Bus Services:** Ensure all bus services maintain a minimum hourly frequency throughout the daytime to provide consistent and reliable options for residents and commuters.
- **Integration of Public Transport with Railway Stations:** Enhance public transport accessibility by ensuring that bus services, where feasible, serve at least one railway station.

Bus Priority

Our Ambition

Our ambition is to ensure that bus services within our region are dependable for those without access to a car and offer a reliable alternative to those currently using the car. We are focused on implementing the appropriate priority measures to ensure that buses consistently run on time and provide a reliable service.

Challenges and Opportunities

Bus priority measures have the potential to significantly transform bus services. Slow bus journey speeds can affect punctuality and undermine customer confidence in the bus network. That is why we are committed to investing in bus priority to instil confidence and encourage people to choose buses over cars.

Our Approach

Our strategy is to adopt an evidence-based approach, utilising both our data and data from bus operators to monitor and track bus performance. This method will allow us to identify key locations where buses face challenges, such as delays or congestion. By analysing this data, we can devise targeted, evidence-based solutions to address these issues. This proactive approach will enable us to quickly identify problems and implement measures to mitigate factors impacting bus speed and reliability, ultimately improving the overall efficiency and effectiveness of the bus network.

Our Short-Term Proposals (2025/6 to 2028/9)

Our short-term ambition aims to:

- **Deliver Corridor Improvements:** Progress the delivery of enhancements on nine prioritised bus corridors to improve service efficiency and reliability.
- **Identify New Bus Priority Corridors:** Identify and develop additional bus priority corridors to further enhance network efficiency and reduce travel times.
- **Advance Digital Infrastructure:** Progress the implementation of digital infrastructure, including the Urban Traffic Management and Control (UTMC) system and digitally enabled information provision, to optimise traffic flow and provide real-time updates to passengers.

Our Longer-Term Ambition to 2034/5

Our longer-term ambition aims to:

Anything is possible

- **Wider Policies:** Establish policies to support bus services in town centres to encourage a modal shift from car to bus.
- **Bus Priority Programme:** Maintain a rolling programme to assess the feasibility of improvements on key bus corridors, to optimise bus services and improve connectivity.

Fares and Ticketing

Our Ambition

We want to offer a unified ticketing system with an easy tap-on, tap-off feature, simplified fares, and targeted promotions, all aimed at making services more user-friendly and competitive.

Challenges and Opportunities

The cost-effectiveness of bus travel and the perceived value it delivers are recurrent themes in both user and non-user feedback. Within the Tees Valley, the existing fare structure presents a significant challenge. Currently, there is a myriad of ticketing options, including single and return tickets based on distance, as well as season ticket offerings from major operators such as Arriva and Stagecoach. Arriva's service spans Darlington, Stockton-on-Tees, Middlesbrough, Hartlepool, and Redcar & Cleveland, while Stagecoach primarily covers Stockton-on-Tees, Middlesbrough, and Hartlepool. Although other operators like Go North East also provide season ticket options, their services are confined to smaller geographic areas, limiting their appeal.

In total, there are five distinct ticketing families, each with their own set of complexities, encompassing a total of 21 different geographic zones for which bus season tickets can be purchased. While this diversity offers customers a degree of choice, it simultaneously introduces layers of confusion and complexity into the decision-making process. Insight gleaned from data provided by bus operators sheds light on customer purchasing patterns, revealing the intricate interplay between cost, convenience, and coverage in the minds of travellers.

Expanding upon this, the sheer complexity may deter potential passengers, particularly those unfamiliar with the intricacies of ticket types and coverage areas. Simplifying the fare structure and enhancing communication about available options should improve accessibility and encourage more individuals to choose the bus.

Anything is possible

Our Approach

Efforts have been made to understand the various single, multi-journey, and period ticket options offered by all bus operators, establishing a solid foundation of knowledge. Interestingly, many of the existing tickets already have similar validity. However, the effectiveness of marketing is hindered by using different product names, terms, and coverage areas.

To address this issue, a proposal has been implemented in collaboration with operators to simplify the current zone structure and improve the multi-operator ticketing system under the existing Smart Zone brand. This initiative aims to provide consistency in geographical coverage and standardise ticket availability periods, such as day, week, or month passes. The new ticketing structure will allow passengers to travel seamlessly across zones using a single ticket, regardless of the operator.

Marketing efforts will focus on promoting the simplified zones and improved ticketing options, ensuring clarity and accessibility for all passengers.

Further work is needed to refine and implement the proposed changes effectively. This includes ongoing collaboration with operators to finalise and implement the streamlined zone structure and enhanced multi-operator ticketing system. Additionally, efforts will be required to communicate these changes clearly to passengers, ensuring they understand the benefits and how to take advantage of the simplified ticketing options.

Our Short-Term Proposals (2025/6 to 2028/9)

To streamline fares and ticketing, our short-term priorities involve:

- **Unified Ticketing Offer and Collaboration with Neighbouring Authorities:** Developing a unified ticketing offer across the region, including multi-operator ticketing options that provide value for money. Collaborate with neighbouring authorities to facilitate cross-boundary travel and enhance regional connectivity.
- **Further Implementation of Tap on Tap Off Ticketing:** In addition to Arriva's investment into Tap on Tap off ticketing, we'd like to further expand to introduce a Tap on Tap off system on all buses within the Tees Valley fleet, enhancing convenience and efficiency for passengers, while facilitating accurate fare calculation and payment.
- **Introduction of Pay As You Go Price Cap:** Extending Pay As You Go pricing across all Tees Valley operators with a capped maximum daily or weekly

Anything is possible

expenditure based on the best ticket price for multiple journeys over specified periods, promoting affordability and convenience for passengers.

- **Simplified Zonal Structure:** Implementing a simplified zonal ticketing structure and range of tickets to promote growth in key passenger groups.
- **Continuation of Discounted Fares for Families:** During the summer of 2022, local bus operators across the Tees Valley provided free travel for up to three children aged 11 and under when accompanied by an adult (paying fare on selected tickets or using a concession). The offer was well received and led to an increase in passenger numbers. Due to its success, Arriva and Stagecoach have decided to extend the offer to future school holidays to encourage more families to use the bus.
- **Continuation of Young People Fares:** Maintaining the reduced £1 fare and £3 day ticket option for individuals under 22.
- **Reduced Fares for those Seeking and Starting Employment:** The Tees Valley has previously offered up to one week of free travel for residents with a job offer who need transportation to and from their place of employment. This initiative would help job seekers access work before receiving their first wage. With new job opportunities arising from developments across the Tees Valley, such as Teesworks, we aim to reintroduce this support.
- **English National Concessionary Travel Scheme:** Continuing to support cheaper travel for pass holders before 9:30 am for a cost of 30p, and maintaining companion passes for those unable to travel unaided.
- **Off-Peak Fare Promotions:** Introducing off-peak fare promotions during evenings and weekends to encourage modal shift and increasing public transport usage during less congested periods.

Our Longer-Term Ambition to 2034/5

In the long term, our focus shifts towards:

- **Integration of Tees Valley into Existing North East Combined Authority Ticket Range:** Reviewing the opportunity to incorporate Tees Valley into the existing ticket range offered by the North East Combined Authority, enhancing regional connectivity and accessibility.
- **Additional Fare Promotions and Target Groups:** Developing and implementing additional fare promotions targeted at specific groups, such as students, or low-income individuals, to incentivise public transport usage and improve accessibility.

Anything is possible

Improvements to the bus passenger experience

Introduction

Improving the bus passenger experience is a key focus for all interventions in the BSIP. Our ambition is to provide accessible and well-connected services that efficiently take people to their destinations, with clean and safe waiting environments.

Ambitions and proposals under 'Improvements to the bus passenger experience' have been categorised into themes, which this section of the BSIP will follow. These themes are listed below:

- a. Improved bus stops, bus stations and interchanges;
- b. Improved bus information and network identity;
- c. Bus passenger safety and security;
- d. Accessibility and inclusion; and
- e. Implementing the bus passenger charter.

Improved Bus Stops, Bus Stations, and Interchanges

Our Ambition

The ambition is for buses to offer convenient access to opportunity and essential services across the Tees Valley. A key aspect involves ensuring integration of our bus network with other modes of transport.

Challenges and Opportunities

Recognising the diverse needs of communities across different areas within the Tees Valley is key. For instance, when comparing rural and urban settings, there is a notable difference in service frequency. Despite the challenge of integrating rural transport with more frequent urban connections, there is the potential for improvement. It is also important to customise elements such as information provision to meet the specific needs of individual communities. There is an ambition for a consistent approach to infrastructure, but a recognition that provision in busy town centres will be different to rural areas. The infrastructure needs to be adaptable to the unique requirements of various areas and demographic groups within the Tees Valley.

Our Approach

Our strategy focuses on meeting the needs of our communities while maintaining a consistent approach to infrastructure throughout the region, recognising that provision will differ depending on where it is located.

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Our Short-Term Proposals (2025/6 to 2028/9)

Our short-term initiatives involve:

- **Standardisation of Bus Stop Categories:** Implementing a standard for each category of bus stop to ensure consistency and quality across the network.
- **Evaluation of Bus Hub and Interchange Locations:** Assessing potential locations for bus hubs and interchanges to enhance connectivity and accessibility within the network.
- **Improving Bus Interchange Facilities:** Reviewing opportunities to deliver enhanced bus interchange facilities to improve passenger experience and connectivity.
- **Enhanced Integration with Rail, Cycling, and Walking:** Focusing on improving integration between bus services, rail services, cycling routes, and pedestrian pathways to offer passengers a diverse range of options and ensure a seamless customer experience.
- **Implementation of Proper Maintenance Regime:** Improving the maintenance and cleansing of bus stops/shelters, both advertising and non-advertising to ensure a consistent standard across the Tees Valley.

Our Longer-Term Ambition to 2034/5

Overall, our goal is to:

- **Assessment of Bus Stop Placement:** Conduct a thorough review of bus stop locations to ensure convenient access for passengers near residential areas, services, amenities, and key destinations.
- **Implementation of Bus Stop Shelters:** Ensure that shelters are installed at all bus stops, where there is evidence of need, to provide passengers with protection from the elements.
- **Expansion of Bus Hubs and Interchanges:** Introduce new bus hubs and expand existing interchanges to enhance connectivity and facilitate smoother transfers between bus routes.

Improved bus information and network identity

Our Ambition

Our ambition is to enhance information provision and bolster network identity through practical strategies and initiatives.

Anything is possible



Challenges and Opportunities

There is a Tees Valley website offering detailed timetable information encompassing all bus operators, along with a journey planner that spans multiple operators. Additionally, bus operator websites also include timetable details. There exists a further opportunity to unify information across all modes of travel under one Tees Valley brand. This consolidation would empower customers to make well-informed travel decisions.

We have conducted an extensive study to create a data map, consolidating various transport data sources and outlining their accessibility and utilisation. This endeavour has facilitated the identification of more efficient methods for gathering, processing, and disseminating data for both operational and customer information objectives.

Our Approach

Our approach is collaborative, aiming to improve information provision and network identity. In the short term, we will focus on Tees Valley branding, a unified website, agreed timetable changes, a marketing strategy, travel products, and high-quality information. Longer-term, we will invest in in-house resources, enhanced signage and digital displays, and accessible design features.

Our Short-Term Proposals (2025/6 to 2028/9)

To enhance information provision and strengthen network identity, our strategy involves:

- **Development of Tees Valley Branding:** Embedding an overarching Tees Valley brand to unify visual elements such as flags, bus stops, bus stop information (e.g. bus maps), and vehicles. This initiative includes the provision of bus maps across the Tees Valley to enhance passenger experience and navigation.
- **Single Website:** Embedding a single website that consolidates fares, timetables, real-time updates, and mapping information alongside travel planning advice. This website will be developed based on passenger expectations, incorporating feedback from focus groups and stakeholders to ensure usability and effectiveness.
- **Agreed Timetable Change Dates:** Delivering on-going agreed timetable change dates to minimise service disruptions for passengers, providing predictability and reliability in public transport schedules.
- **Marketing and Communications Strategy:** Establishing an overarching marketing and communications strategy aimed at promoting public transport services through various channels, including social media. This strategy will enhance

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awareness, engagement, and usage of public transport options across the Tees Valley region.

- **Suite of Travel Products:** Developing a suite of travel products, including maps and timetables (both at stop and in printed leaflets). These products will be supported to ensure they remain up-to-date, accurate, and accessible for passengers.
- **High-Quality Travel Information:** Enhancing the quality of at-stop and online travel information, including real-time updates, particularly during times of disruption. Providing easy-to-understand fare advice and travel guidance to improve the overall passenger experience and satisfaction with services.

Our Longer-Term Ambition to 2034/5

In the long term, our overarching approach involves:

- **In-House Resource:** Allocating staff resources to manage the production and posting of timetables and travel alerts internally. This ensures greater control over content accuracy, timing of updates, and responsiveness to passenger needs.
- **Enhanced Signage and Maps:** Installing prominent signage and detailed maps at town centre and key interchange locations to facilitate easier navigation for bus users. Clear directional signs and route maps help passengers quickly locate bus stops and understand the network layout.
- **Digital Information Displays:** Implementing digital information displays at strategic points within town centres and key interchanges. These displays will provide real-time bus arrival information, route details, and service updates, enhancing convenience and accessibility for passengers.
- **Accessible Design and Features:** Ensuring that wayfinding information is designed to be accessible to all users, including those with disabilities or limited mobility. Using universally recognised symbols, clear typography, and colour coding to enhance readability.

Bus Passenger Safety and Security

Our Ambition

Our ambition is to foster an environment where every passenger feels safe and secure throughout their journey on the network.

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Challenges and Opportunities

The provision of bus infrastructure is essential for ensuring the safety of bus users. There is a need for targeted improvements based on location and user requirements to ensure relevance and effectiveness in enhancing safety.

Additionally, meeting the diverse needs of user groups, including those with specific mobility challenges, poses another challenge. Despite this, opportunities exist to leverage data and insights to prioritise infrastructure upgrades in areas with the greatest safety needs. Collaboration with local communities and stakeholders can facilitate the development of contextually appropriate solutions, contributing to a safer bus network.

Our Approach

Our approach involves conducting a safety audit for bus passengers to pinpoint focus areas and opportunities for enhancement across our network. This initiative will be complemented by customer satisfaction surveys to gather valuable insights. Subsequently, we will look to implement the recommendations derived from these assessments.

Our Short-Term Proposals (2025/6 to 2028/29)

To prioritise the safety and security of everyone who uses the network, we will:

- **Safety Audit for Bus Passengers:** Conduct a thorough safety audit aimed at enhancing the safety and security of bus passengers. This audit will cover various aspects of the bus travel experience, including the waiting environment, information provision, and pedestrian routes to and from bus stops. Insights from customer satisfaction surveys among bus passengers will inform the audit process, ensuring an assessment of safety needs.
- **Safety and Security Improvements:** After conducting the safety audit, we will assess opportunities to enhance safety and security for bus passengers.
- **Identify Focus Areas:** Focus on key areas such as the waiting environment, information provision, and walking routes to and from bus stops. By addressing these specific aspects, we aim to mitigate safety risks and enhance the overall bus travel experience. Implementing targeted measures based on survey insights will contribute to a safer and more user-friendly bus network.
- **Customer Satisfaction Survey Insights:** Obtain insights from customer satisfaction surveys to inform safety enhancements. Feedback gathered from bus passengers will be instrumental in identifying areas for improvement and guiding the implementation of safety measures. This customer-centric approach ensures that safety initiatives align with passenger expectations and needs.

Anything is possible

Our Longer-Term Ambition to 2034/5

In the long term, we strive to:

- **Implementation of Safety Measures:** Implement all recommended safety measures identified through the audit process. These measures will be tailored to address specific safety concerns identified by passengers and stakeholders. By prioritising passenger feedback and safety requirements, we aim to create a safer and more secure environment for all bus users.

Accessibility and Inclusion

Our Ambition

We strive to ensure that the bus network offers complete safety and accessibility for all users within the region, whether they live, work, or travel there. Establishing an accessible, inclusive, and safe transport system will enable everyone to confidently utilise our network.

Challenges and Opportunities

Legislation regarding accessibility requirements for buses acts as a significant driver for progress and presents an opportunity to upgrade the bus fleet. It mandates that all buses should now feature low-floor designs, with plans for audio-visual equipment to announce the next stop by 2026. Furthermore, the DfT provides guidance on inclusive mobility, which encompasses recommendations for improving accessibility at bus stops.

In December 2021, the DfT released comprehensive guidance titled "Inclusive Mobility: Enhancing Accessibility for Passengers and Pedestrians," which includes directives on optimising accessibility at bus stops. Our goal is to ensure that bus stops meet the standards outlined in this guidance, striving for consistency throughout the entire region.

Our Approach

We aim to upgrade and enhance the bus fleet and bus stops to adhere to legal requirements and incorporate best practice, including considerations like kerb height and the placement of crossings.

Our Short-Term Proposals (2025/6 to 2028/9)

In the immediate future, the focus will be on:

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- **Real-Time Information:** Implementing improved real-time information, allowing passengers to access up-to-date travel information easily.
- **Audio-Visual Next Stop Announcements:** Implementing audio-visual next stop announcements across the Tees Valley fleet (on new and currently operational buses), improving passenger experience and accessibility by providing clear and timely information during bus journeys.

Our Longer-Term Ambition to 2034/5

To ensure accessibility and inclusivity across our entire network, our aim is to:

- **Installation of Raised Kerbs and Boarding Platforms:** Install raised kerbs and boarding platforms at all bus stops (where physical constraints allow us to do so) to enhance accessibility and safety for passengers, particularly those with mobility challenges.

Bus Passenger Charter

Our Ambition

We aim to deliver a consistent level of service to passengers and provide them with a platform to voice their opinions.

Challenges and Opportunities

Navigating the bus network relies heavily on effective information and communication, ensuring both current users and potential new ones comprehend how to utilise the system. This is particularly fundamental in the context of fares, where clear information accessibility is essential for users to make informed decisions swiftly and effortlessly.

Challenges arise from the complexity of disseminating information across various platforms, potentially leading to confusion and hindering accessibility for users, particularly newcomers. However, this challenge presents an opportunity to streamline information, leveraging digital platforms and innovative communication strategies to provide user-friendly guidance.

By centralising information and enhancing communication channels, such as through user-friendly websites and mobile applications, the bus network can improve accessibility and attract new users. Furthermore, integrating real-time updates and personalised travel recommendations can enhance the user experience, fostering a more connected and efficient transport network.

Anything is possible

Our Approach

We have a Bus Passenger Charter, which covers all local bus services in the Tees Valley. It is a guide for passengers, including those with protected characteristics, outlining the expected service standards when using local buses. It also explains passenger's rights during travel and what to do if things go wrong, following the guidelines of the Consumer Rights Act 2015.

The key points covered in the Passenger Charter include:

- Passenger entitlements.
- Our commitments to passengers.
- What to do in case of issues.
- How passengers can contribute.
- Ways to contact us with suggestions or concerns.

Our Proposals from 2025/6

Moving forward, our commitment remains to:

- Annual Review of Bus Passenger Charter: Conduct a yearly review of the Bus Passenger Charter to ensure alignment with the latest guidance and standards. This review will incorporate current best practices in passenger services and reflect evolving expectations to enhance the overall quality of bus services.
- Streamlined Complaints Process: Establish a simple and efficient complaints process for bus passengers to address concerns and issues promptly for all aspects of their journey.

Improvements to the bus fleet

Our Ambition

Our ambition is to be among the first regions in the UK with a fully zero-emission local bus fleet, ensuring it is inclusive and accessible for all passengers.

Challenges and Opportunities

All operators within the region share a common goal of transitioning their fleets to zero emissions, aligning with broader sustainability objectives. However, it is important to acknowledge that achieving this transition requires significant upfront capital investment in the short to medium term. Operators recognise the potential for long-term savings on operating costs as Total Cost of Ownership models evolve.

There are several external factors beyond operators' direct control that impact the feasibility and pace of fleet decarbonisation:

- Adequate Government or alternative funding sources are essential to facilitate the transition to zero-emission fleets.
- Advancements in zero-emission bus technology are key to achieving economies of scale, regardless of fuel type.
- The decarbonisation of the UK grid electricity and the availability of sufficient quantities of green electricity are necessary to support entirely zero-emission operations.
- Implementation of incentives, as outlined in the Government's Decarbonising Transport Strategy 2021, are needed to incentivise and accelerate the adoption of zero-emission vehicles.

Addressing these dependencies will be essential for operators to successfully transition to zero-emission fleets, while ensuring financial viability and maintaining service quality.

Our Approach

At present, none of the operators have finalised their decision regarding the technological approach to be adopted across their entire fleet. The approach to fleet decarbonisation acknowledges that different technologies are better suited to meet various operational requirements.

In formulating the decarbonisation strategy, we will carefully consider the versatility of different technologies and their compatibility with diverse operating conditions.

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This ensures that the approach remains flexible and responsive to the unique needs and challenges faced by each operator.

Drawing from the valuable insights gained through a review of current zero-emission bus projects undertaken by our partners, we are equipped with valuable learnings and data that will inform the strategy moving forward. This review process ensures that we incorporate best practices and lessons learned from past experiences, optimising the effectiveness and efficiency of our decarbonisation efforts.

Through a collaborative and data-driven approach, we are poised to develop a robust and forward-thinking strategy that paves the way for a greener, more sustainable future for transport in the Tees Valley.

Our Short-Term Proposals (2025/6 to 2028/9)

To achieve our ambition, our short-term proposals are to:

- **Undertake a Depot Review:** Conduct a comprehensive depot review to assess various factors, including the availability of adequate power supply, the space necessary to accommodate diverse refuelling infrastructure, and revised vehicle parking arrangements. Additionally, evaluate whether building upgrades are necessary to accommodate and maintain multiple buses of different fuel types within a single depot safely and efficiently.
- **Expansion of Zero Emission Fleet:** Explore various funding options to enable operators to procure additional zero emission buses, aiming to expand the fleet and accelerate the sustainable transition.
- **Collaboration with Bus Operators on Fleet Decarbonisation:** Continue collaborating with bus operators to understand and support their plans for decarbonising the fleet, fostering partnerships to achieve shared sustainability goals.
- **Development of Longer-Term Decarbonisation Strategy:** Develop a longer-term decarbonisation strategy that includes a structured and costed delivery plan. Explore all potential funding sources to support the implementation of this strategy.
- **Standardisation of Bus Features:** Establish a standard for buses that includes the installation of audio-visual equipment, ensuring consistency and enhanced accessibility across the fleet for all passengers.

Our Longer-Term Ambition to 2034/5

To realise our vision, our long-term plans include:

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- **Continued Investment Across Bus Fleet:** Working with the operators to ensure ongoing investment in the bus fleet to facilitate continuous improvement and modernisation, supporting the adoption of innovative technologies and enhancing overall service quality.
- **Exploration of Further Alternative Fuels:** Exploring the use of additional alternative fuels beyond current initiatives, aiming to diversify fuel sources and reduce environmental impact across the bus fleet.
- **Sustained Investment in Zero Emission Bus Fleet:** Sustaining investment in the zero-emission bus fleet to meet the goal of transitioning all buses to zero emissions.

Longer term transformation of the network

Our Ambition

Our ambition is to provide an alternative to car use by ensuring a well-connected, sustainable transport system that includes bus, rail, and active modes, supported by high-quality infrastructure and services.

Challenges and Opportunities

In the longer term, the transformation of the bus network presents both challenges and opportunities that will shape the future in the Tees Valley.

Challenges include securing sustainable funding sources for ongoing network improvements and operational costs amidst competing budget priorities. Adapting to evolving technologies, such as electric buses, also requires substantial investment and infrastructure upgrades. Additionally, demographic shifts and changing commuting patterns may necessitate frequent network adjustments, while navigating regulatory frameworks and policy changes adds complexity to network planning and operations. Co-ordinating bus services with other modes, such as rail or cycling infrastructure, further requires collaboration and alignment with broader regional strategies.

However, there are significant opportunities for the longer-term transformation of the network. Leveraging government funding and private partnerships to invest in sustainable infrastructure, including zero-emission buses, can enhance the efficiency and attractiveness of the network. Tailoring services to meet the diverse needs of passengers, including flexible scheduling and enhanced accessibility features, can attract new riders and improve overall satisfaction. Utilising advanced data analytics and predictive modelling to optimise route planning and resource

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allocation can enhance operational efficiency and responsiveness to changing demand patterns. Engaging with local communities, stakeholders, and advocacy groups to solicit feedback fosters community buy-in and support for proposed changes. Additionally, advocating for policy reforms and incentives that support sustainable travel can create a more favourable regulatory environment for long-term network transformation.

By addressing these challenges and capitalising on opportunities, stakeholders can collaboratively work towards building a more resilient, efficient, and sustainable bus network that meets the evolving needs of the Tees Valley.

Our Approach

Our approach involves engaging with the public and stakeholders to identify key service improvements. Through this collaborative process, we have developed a prioritised list of initiatives with the potential to enhance services.

The identified service improvements encompass several broad categories:

- Introduction of new services to areas of high employment, tailored to accommodate shift patterns.
- Expansion of physical route networks to reach previously underserved areas.
- Addition of journeys during time periods currently not covered, such as evenings.
- Diversions of existing services to extend coverage to more areas.
- Enhancement of integration between bus and rail services through route changes or extensions.

These prioritisation decisions are informed by rigorous accessibility analysis and objective criteria, emphasising factors such as access to employment and maximising residential accessibility.

Furthermore, we have established the principle of resource redeployment in collaboration with operators. This involves reallocating resources, such as time saved through infrastructure improvements, to fully capitalise on the benefits derived from our partnership. Additionally, we are exploring opportunities to consolidate other public expenditures, such as those from the NHS, further education institutions, and home-to-school transport services. By pooling resources, we aim to create a more unified and efficient network, delivering a seamless service experience and unlocking potential cost savings.

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Our Short-Term Proposals (2025/6 to 2028/9)

In the short term, we will focus on the following priorities:

- **Night Bus Trial on Key Corridors:** Initiating a trial for night buses on strategic corridors to evaluate demand and feasibility. This would enhance bus service options during non-peak hours and cater to passengers requiring late-night travel, which is directly linked to our work to promote the night-time economy. By testing night services on key routes, we aim to address specific travel needs and improve accessibility beyond standard operating hours.
- **Express Bus Services on Fast Corridors:** Reviewing the potential for express bus services on corridors with fast roads and no parallel rail links. These express routes could provide faster and more efficient travel options, particularly for longer-distance commuters.
- **Sustainability of Core Commercial Bus Network:** Seeking to ensure the sustainability of the core commercial bus network, whilst also considering new routes and opportunities to enhance frequency and operating hours. This initiative seeks to catalyse long-term growth and sustainability within the commercial sector, leading to broader benefits across the network. The focus is on strengthening key connections and facilitating easier access to interchange locations, thereby improving overall service quality and reliability.

Our Longer-Term Ambition to 2034/5 and beyond

Our long-term ambition is to achieve:

- **Improved Network Hours and Frequency:** The priority is ensuring the sustainability of the core commercial network. However, we will also consider extending operating hours and frequency to provide a convenient "turn up and go" service where feasible.
- **Integration of Bus and Rail Ticketing:** Integrate ticketing systems across the Tees Valley to facilitate seamless travel between bus and rail services. By harmonising ticketing processes, passengers can enjoy simplified and coordinated transport options, enhancing convenience and encouraging multi-modal travel.
- **Establishment of High-Quality Interchange Locations:** Develop a network of high-quality interchange locations to facilitate smooth transitions between different modes of transport. These interchange hubs will offer enhanced amenities, accessibility, and connectivity, providing passengers with efficient and enjoyable travel experiences.

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Targets, Performance Monitoring & Reporting

Targets, Performance Monitoring & Reporting

This section outlines the targets set out in the original 2021 BSIP, against which progress in delivering the BSIP was intended to be measured under the following headings:

- Journey time improvements;
- Reliability & Punctuality improvements;
- Patronage; and
- Customer satisfaction.

The headline targets under each heading are summarised in **Table 5.1** below along with progress to date where data is currently available.

The impact of current and future investment will be monitored through the BCA data collected and reported to DfT. Data will be collected at network and scheme level to ensure that effective evaluation of spend is carried out. This is in line with the principles of the approach to Monitoring and Evaluation of investment which is introduced in Section 1.

Table 0-9 – Summary of Progress Against Indicators and Targets

Indicator	Measure	Baseline	Source	Target 2024/25	2019/20 Progress	2022/23 Progress
Journey Time	To be measured by corridor – based on the nine priority corridors. Baseline Data available in the corridor Site Assessment Reports (SARs)	To be defined	Using Real Time vehicle data along measured sections. Outputs compared with baseline data before improvements have been made	To be defined	To be defined	To be defined
Reliability & Punctuality	To be measured by corridor – based on the nine priority corridors. Baseline Data available in the corridor Site Assessment Reports (SARs)	To be defined	Vehicle mileage operated by service (services operated) and journey time reliability using real time vehicle data. - DfT BUS 0902 & 0903 statistical data set	To be defined	To be defined	To be defined
Patronage	Overall passenger growth	30.292m (2018/19)	Passenger journeys on local bus services by local authority (DfT Bus Statistics table BUS0109a)	33.321m (a 10% increase on 2018/19 levels, which was dependent on securing the	27.035m	TBC

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				funding ask set out in the BSIP)		
Passenger Satisfaction	Overall Journey	90% (2019)	Using the annual Transport Focus Bus Passenger Survey to provide ongoing consistency of data with the baseline	To continue to improve against all measured scores	92%	76%
	On-bus journey time	86% (2019)			89%	79%
	Punctuality	76% (2019)			79%	63%
	Value for money (all passengers)	71% (2019)			67%	73%
	Bus Driver	81% (2019)			82%	85%
	Interior Cleanliness	84% (2019)			84%	74%
	Availability of seating/standing space	88% (2019)			91%	81%

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BSIP Overview Table

BSIP Overview Table

Following publication of the DfT guidance on preparation of the 2024 BSIP², feedback from Local Transport Authorities resulted in supplementary guidance being issued in relation to the required format for the 'BSIP schemes and proposals overview table' (Section 6 of the 2024 BSIP template, summarising the future programme aspirations).

As a result of the new guidance, an Excel spreadsheet has been issued to LTAs to complete and submit to DfT alongside their BSIP document for publication. The spreadsheet will assist DfT in compiling the responses from LTAs and replaces the requirement to include a BSIP Overview Table in a prescribed format within the BSIP for publication. Completion and submission of the Overview Table in the prescribed spreadsheet to DfT becomes a requirement of receiving DfT BSIP funding.

We have provided a summary of the future schemes and proposals within Section 4 of this document in addition to the separate submission of the Overview Table directly to DfT. A refined version of the Overview table can also be found in the BSIP appendices.

² <https://www.gov.uk/government/publications/bus-service-improvement-plan>

