

Date Not Specified

**TRANSPORT AND PARKING WORKING PARTY**

A meeting of **Transport and Parking Working Party** will be held on

**Wednesday, 15 May 2024**

commencing at **5.00 pm**

The meeting will be held via Teams - Virtual

**Members of the Committee**

Councillor Billings (Chairman)

Councillor Amil

Councillor George Darling

Councillor Fox

Councillor Hutchings

Councillor Strang

Councillor Virdee

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**A Healthy, Happy and Prosperous Torbay**

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# **TRANSPORT AND PARKING WORKING PARTY AGENDA**

1. **Minutes of the last meeting held on 8 February 2024** (Pages 3 - 6)  
To agree the minutes of the last meeting held on 8 February 2024.
2. **Action tracker/Matters outstanding from last meeting** (Pages 7 - 10)
3. **Electric charging - verbal update** (Pages 11 - 19)
4. **Electric buses - verbal update**
5. **Bus service improvement plan** (Pages 20 - 35)

## **Minutes of the Transport and Parking Working Party**

**8 February 2024**

**-: Present :-**

Councillor Adam Billings (Chairman), Councillor George Darling, Councillor Mike Fox, Councillor Jason Hutchings, Councillor Andrew Strang and Councillor Ras Virdee

(Also in attendance: Councillor Martin Brook, Councillor Nick Bye, Councillor Christine Carter, Councillor Darren Cowell, Councillor Steve Darling, Alan Denby, Councillor Margaret Douglas-Dunbar, Susie Hayman, Councillor Cat Johns, Ian Jones, Councillor Chris Lewis, Councillor Swithin Long, Adam Luscombe, Matt Reeks, Councillor Jacqueline Thomas, Councillor Anna Tolchard and Lisa Tuck)

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**65. Apologies**

Apologies were received from Councillor Amil.

**66. Minutes of the last meeting held on 19 October 2023**

The minutes of the meeting of the Working Party held on 19 October 2023 were confirmed as a correct record.

**67. Action Tracker/Matters arising from the last meeting**

Councillor Billings ran through the actions from the last meeting and updates were provided as follows –

- Susie Hayman advised that there was no further update regarding Kilmoreie Car Park and she was awaiting to receive a progress update from the Torbay Coast and Countryside Trust. Councillor Billings advised that himself and Susie are working on a plan B if the transfer of the car park was not completed with TCCT.
- Ian Jones explained that the advice had not changed since the last meeting. The permanent enforceable speed limits, no flashing lights can be implemented there. If the 20 mph zones were progressed, there was a possibility of additional flashing light or Vehicle activated signage that could be introduced. However each site needs to be looked at, on its own individual merit.

**ACTION** – Ian Jones to look at the introduction of flashing or vehicle activated signage within the proposed 20 mph zones if appropriate.

**68. Draft CPZ Policy 2024**

The Working Party received an update on the proposed introduction of Controlled Parking Zones Policy for 2024 from Susie Hayman and Ian Jones.

The proposal was to introduce a Controlled Parking Zone (CPZ)/Residents Parking Policy. This Policy would provide the basis on when it was appropriate to consult with residents for the implementation of a CPZ.

All new controlled/residents parking schemes were required to be self-funding for their implementation and continued costs for running the schemes. There was also a requirement for a percentage of residents to purchase these permits annually or the scheme will cease. Highways design the Scheme with Parking Services supporting with the Traffic Regulation process and issuing the permits and enforcing the restrictions within the CPZ once the scheme was implemented.

**ACTION** – Officers and Councillor Billings to further discuss the Policy in regard to the re wording of the proposed restriction to areas that have more than 50% of properties within a zone with off street parking, to ensure that areas which may be deemed as exceptional cases could be included and discuss further with Councillors George Darling and Cowell, once a proposed amendment is prepared.

**69. Implementation of 20 mph zones outside of schools on main traffic routes**

The Working Party received an update from Ian Jones regarding the proposed implementation of 20 mph zones outside of schools on main traffic routes within Torbay and the proposed revised strategy.

The views of Working Party were sought in respect of proposed change of Strategy in the progression and implementation of 20mph zones in Torbay and to the proposed extents of zones.

Members were invited to consider the following options:

- Option 1 –to consider the information within this report and support the progression of 20mph zones to the six school sites, as supported by the Working Party in February 2023 as listed above and detailed on Appendices 1-6 to this report, with the inclusion of the proposed areas designated in red (School zone) and blue (potential expanded zone) on the plans, where included, in the priority order listed
- Option 2 – As Option 1 but with the progression of areas designated in red (School Zone) only.
- Option 3 – To not progress this revised strategy and revert to continuation of the Strategy agreed in May 2018.

The support of the Transport and Parking Working Party was sought for the following proposed outcome:

1. That, following the implementation of the current schemes for the Queensway area, Torquay and the Fisher Street Area, Paignton, the remaining locations, as detailed in the Strategy for the Implementation of 20mph Zones within Residential Areas, as supported by the Transport Working Party in May 2018 are not progressed further at the present time, and:
2. That the six school locations listed in this report with the areas identified in Option 1 to this report were progressed as the basis of the next phase of implementation of residential 20mph zones in Torbay, in liaison with the Cabinet Lead for Pride in Place and Parking, and:
3. That the additional school locations, identified in Appendix 2 to the February 2023 report to this Working Party are further developed, in liaison with Cabinet Lead for Pride in Place and Parking, as and when resources allow and reported to a future meeting of this Working Party.

The consensus at the end of the discussion was that the remaining Councillors in attendance supported the recommendation, however some amendments were requested to be made to the areas detailed on the plans in Appendices 1-6.

Resolved

That the Director of Pride in Place be advised that the Transport and Parking Working Party recommend the following:

1. 'Option 1' is amended to reflect the views from the remaining members of the Working Party.
2. The areas presented in Appendices 1-6 are to be amended where appropriate and progressed as the proposed 20mph zones, the details to be as follows:
  - Appendix 1 – Hayes School (Totnes Road) – Area shown in red on plan supported but with the addition of the length of St Michaels Road from Hayes Road to Fisher Street, but not including any further connecting roads.
  - Appendix 2 – Cockington School (Avenue Road & Mill Lane areas) – Area shown in red, supported.
  - Appendix 3 – Sacred Heart School (Cecil Road Area) – Area shown in red supported but with the addition of an extension of Cecil Road into Colley End Road to a suitable location west of the junction with Well Street. The area shown in blue to be omitted and not progressed.
  - Appendix 4 – Barton Academy (Barton Hill Road) – Area shown in red supported but with the addition of extension to Barton Hill Road, up to a suitable location, north of junction with Ashleigh Close and south of junction with Issacs Road.

- Appendix 5 – Torquay Academy (Barton Road and Cricketfield Road areas) – Area shown in red supported.
- Appendix 6 – St Cuthbert Mayne (Teignmouth Road and Westhill Road areas) – Area shown in red supported but with the addition of an extension of the length of Teignmouth Road to a suitable location approximately 100m north of the junction with Trumlands Road and including the additional section of Trumlands road shaded in blue. The remaining area indicated in blue on the plan, to be omitted and not progressed.

## 70. Any other business

Crown and Anchor Way – Alan Denby explained to the Working Party that a resident had purchased a plot of land within Crown and Anchor Way and had contacted Councillors with a request for the area to be classed as no access due to the speeding of drivers using the road. Councillor Penny commented that he believes that a restriction should be introduced to the size of vehicles using the area. All members agreed with this suggestion.

**ACTION** – Ian Jones to review the area as to what restrictions or additional signage for vehicles could be implemented.

Wellswood Traffic calming – Alan Denby explained that a request has been received from the Wellswood Community partnership to introduce traffic calming measures into both Parkhill Road and Ilsham Road. Ian Jones explained that there was no data to show concerns in these roads regarding collisions and some speed data analysis would be carried out in the area. Councillor Billings suggested that an idea could be to discuss introducing some signage for motorists highlighting 20 mph zones.

**ACTION** – Councillor Bye to provide further information to Alan Denby and Ian Jones on the issues being experienced by residents.

The Working party received an update from Adam Luscombe on the ZEBRA bid that had been submitted for Torbay for all Stagecoach buses operating in Torbay to be electric and notification of the outcome was expected to be received in March 2024.

## Transport and Parking Working Party Action Tracker

DESCRIPTION	BY WHO	UPDATES/NOTES
<b>Meeting Date - 8 February 2024</b>		
To look at the introduction of flashing or vehicle activated signage within the proposed 20 mph zones if appropriate.	IJ	
Draft CPZ Policy - Officers and Councillor Billings to further discuss the Policy in regard to the re wording of the proposed restriction to areas that have more than 50% of properties within a zone with off street parking, to ensure that areas which may be deemed as exceptional cases could be included and discuss further with Councillors George Darling and Cowell, once a proposed amendment is prepared.	SH/IJ/Cllr AB	
Crown and Anchor Way - To review the area as to what restrictions or additional signage for vehicles could be implemented.	IJ	
Wellswood Traffic Calming - Councillor Bye to provide further information to Alan Denby and Ian Jones on the issues being experienced by residents.	Cllr Bye	

## Transport and Parking Working Party Action Tracker

DESCRIPTION	BY WHO	UPDATES/NOTES
<b>Meeting Date - 22 February 2023</b>		
Kilmore Car Park - options available to be sent to Cllrs NB & JO'd for their attention	<b>SH</b>	Ongoing conversations being held with TDA and TCCT
Chase up highways spend information being sent out to members	<b>AD</b>	COMPLETED
Officers to update the action tracker and then to send out updated action tracker with updates.	<b>LS</b>	COMPLETED
Motorhomes and camper vans parking - information regarding how Falmouth Council have resolved their issues to be sent to AD	<b>Cllr NB</b>	COMPLETED
Look into having flashing lights introduced were 20 mph zones are implemented	<b>IJ</b>	Same advice as before. Additional lighted signs can be introduced and there will be some lighted school signs introduced in the areas where the zones are being implemented

<b>Meeting Date - 19 October 2023</b>		
Kilmore Car Park - To provide a written update on the negotiations being held with TCCT to be sent to the working party within the next 7 days.	<b>LT/SH</b>	
<b>Proposed ZEBRA Bid -</b>		
To provide any regular updates to the working party when relevant. Peter Knight to attend a future meeting as the proposal progresses with DfT.	<b>AL</b>	
Draft a further letter of support from the members of the working party.	<b>AL</b>	

## Transport and Parking Working Party Action Tracker

DESCRIPTION	BY WHO	COMPLETION DATE	UPDATES/NOTES
<b>Meeting Date - 10 February 2022</b>			
An email to be sent to all members to request that they email KM with any problematic roads to be reviewed for implementing TRO's	KM/LS	COMPLETED	Email sent to all members
NB to put his request in writing for a TRO to be implemented in Wellswood and sent to to KM/MM/IJ	NB	COMPLETED	Email was sent
Active Travel slides from the presentation to be sent out to all members	AG	COMPLETED	
AL to review the contract paper work for installing electric charging points with regards to the type of electric used	AL	14/02/22	AL sent email to JO'D and a verbal update given at May meeting
<b>Meeting Date - 5 May 2022</b>			
To update the attendance on the February 2022 minutes to show NB was in attendance	LS	06/05/22	
To send any details of criminal activity being carried out by the occupants of the campervan to Dave Parsons to investigate	NB/JO'D	COMPLETED	
To discuss Section 77 legislation with Dave Parson, Legal colleagues and Anne-Marie Bond	KM	COMPLETED	
To contact other authorities to see if they use Section 77 legislation	SH/IJ	ONGOING	IJ contacted Devon County Council 17/08/2022 - SH to advise
<b>Meeting Date - 18 August 2022</b>			
Motorhome Parking - Officers will continue to look into these issues and investigate solutions that might be working elsewhere in the Country.	SH/IJ	ONGOING	This will be an ongoing process
Email to be sent to Dave Parsons for a synopsis for the new powers to tackle unauthorised encampments	LS	19/08/22	
Highways spend update to be sent to all members	KM/LS	COMPLETED	Now with AD
<b>Meeting Date - 10 November 2022</b>			
Highways spend update to be sent to members.	AD	COMPLETED	
Officers to send updates on their action so LS can update the tracker with closed actions.	IJ/SH/AL/LS	COMPLETED	LS sent email to request updates
Draft an Emerging Issues paper re Bay wide approach for motor home/camper vans	IJ/SH/AD	COMPLETED	
Officers to investigate how other areas have resolved the situation with options and costings for motor home/camper vans	IJ/SH	ONGOING	This will be an ongoing process
Update on barrier being fitted at Meadfoot Car Park to Cllr Nick Bye	SH	COMPLETED	
Invetsigate costings to fit effluent disposal into a car park in the Bay	SH	COMPLETED	

## Transport and Parking Working Party Action Tracker

DESCRIPTION	BY WHO	COMPLETION DATE	UPDATES/NOTES
<b>Meeting Date - 4th September 2020</b>			
To email the Local Transport Plan 2021 - 2026 to all	LS	30/09/20	
To add Local Transport Plan and the Implementation Plan to the agenda for the next meeting	LS	30/09/20	
Future schedule of meetings - organise next meeting for October/November at 4 pm	LS	05/09/20	
<b>Meeting Date - 12th November 2020</b>			
To invite the Ilsham Marine Drive ward councillors to attend the next meeting	LS	30/11/20	
<b>Meeting Date - 1st March 2021</b>			
Wellswood Community Partnership attending to discuss amendments to parking in Asheldon Road and Daddyhole Road - decision making process that needs to be carried out for this proposal to be considered. It will now be reviewed by officers and brought back to the next meeting for further discussion	SH/IJ		
Provision of Disabled Parking Bay (on highway) - Change to current charge - communication is issued out to residents that clearly explains the Council's inability to undertake any meaningful enforcement on these disabled parking bays.	SH		
Signage in place for E-scooters advising that they are not permitted on promenades and footpaths. LS to speak to Simon Pinder	LS	03/03/21	
Proposed implementation of Traffic Regulation Order for Ilsham Marine Drive - Bay wide approach needs to be agreed, rather than dealing with the issue on an area by area basis. KM & SH to progress	KM/SH		
<b>Meeting Date - 20th May 2021</b>			
MS to speak to IH with regards to updating the waste and recycling page with regards to providing updates for problems with collections	MS		
<b>Meeting Date - 25th August 2021</b>			
SL to send his concerns about Clennon Lane to John Clewer	SL		
IH to ask supervisors to record which days are a problem on which streets.	IH		
SL to flag Danvers Road issues with Steve Darling and John Dudley with regards to waste and recycling collections	SL		

An aerial photograph of Torbay, showing a coastal town with a mix of residential buildings, green fields, and a large body of water. The town is built on a hillside that descends towards the sea. In the foreground, there are large green and brown fields, possibly agricultural or sports grounds. A railway bridge is visible in the lower part of the image. The sea is a deep blue, and the sky is clear.

# Transport and Parking Working Party

# Party

May 2024

Electric Charging Points

Electric Buses

Bus Service Improvement Plan

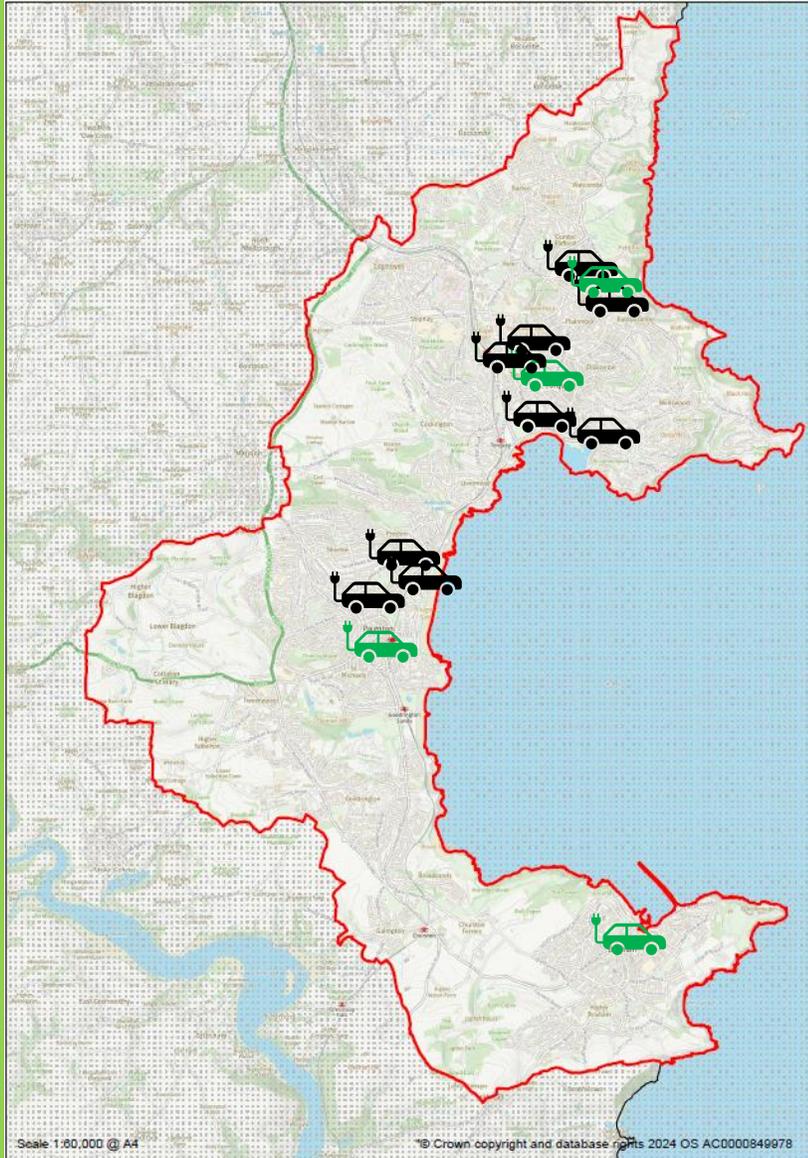
# Electric Charging



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- DELETTI 2
  - **Devon Low Carbon Energy and Transport Technology Innovator**
- LEVI
  - **Local Electric Vehicle Infrastructure**

# DELETTI 2



No funding required

Rapid Chargers

Phase 1

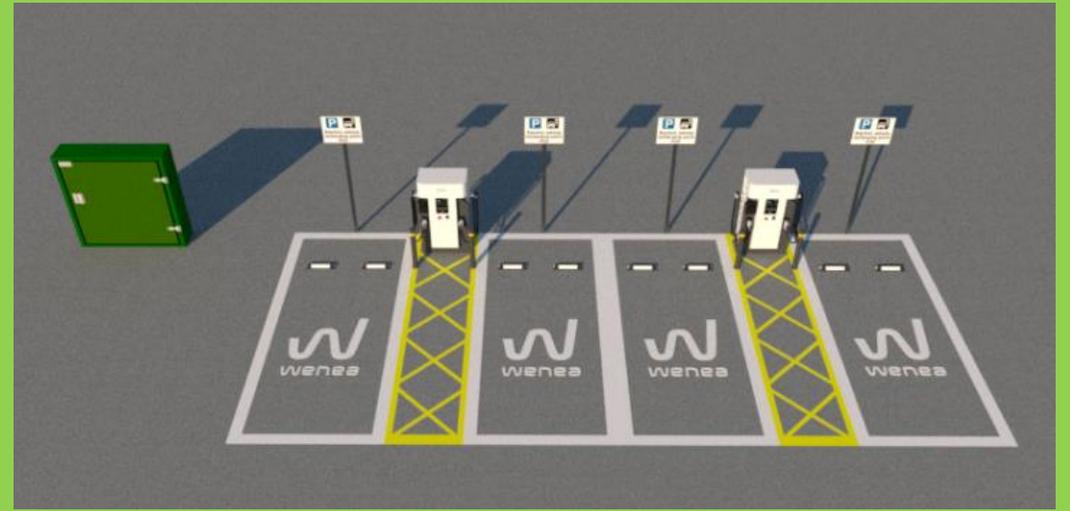
- Hampton Avenue (Model Village)
- Town Hall
- Station Lane
- Central

Further Phases

- St Marychurch; Chilcotte Close; Lymington Road; Brunswick Square; Shedden Hill; Harbour
- Preston Gardens; Colin Road; Churchwood Road

Programme

- Phase 1 – underway, expected connection in June 2024
- Remainder – some specific site discussions, leases to be signed, works to be programmed in



# LEVI

## Grant Funding

- £958,000

## Mix of Chargers

- Generally slower (overnight) charging
- Some fast chargers
- Pavement channels

## On Street

- Areas with no off street parking
- Using build outs
- Taxi access
- 'Destinations' (i.e. Parks and Shops)

## Off Street

- Car Parks not included in DELETTI (focus on Broadsands and Goodrington)
- Leased Car Parks (TCCT; Parkwood; Retail etc)

## Programme

- Procurement expected later in 2024
- Delivery starts in 2025



# Electric Buses



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## Funding

- Awarded grant of £7,100,000
- Total investment around £25,000,000

## 49 Buses

- All 'day to day' services in Torbay operated by Stagecoach

## Programme

- Power connection and charging infrastructure early-mid 2025
- Vehicle delivery late 2025, in service early 2026

## Next Steps

- Resource support to project manage
- Regular updates with DfT
- Meetings with Stagecoach

# Bus Service Improvement Plan

## Priorities

- Buses to serve the wider community
- Buses to link with facilities
- Lower fares
- Accessibility
- Decarbonisation

## Funding

- Asked for around £23,000,000
- Awarded around £8,600,000 (BSIP & ZEBRA)

## Achievements

- New contracts provide stable bus network and more extensive service
- More new shelters
- Electric bus funding



# Bus Service Improvement Plan

## Update

- New format and update to be submitted by 12<sup>th</sup> June 2024
- No new ambitions or priorities
- 2024 BSIP is not a bidding document but confirms half of grant award (£400,000)
- Bus Connectivity Assessment to be submitted alongside

## Next Steps

- 2025 BSIP for Torbay anticipated
- Transition period for Devon and Torbay Local Transport Authority
- 2026 onwards expected to be a single bus partnership

*Our ambition for buses in Torbay is for step change in the quality of service and infrastructure.*

*Bus travel will be more affordable, integrated with other forms of transport and accessible to all the community. We will strive for carbon neutrality and prioritise bus travel alongside active modes of transport in Torbay, giving genuine choice to our residents and visitors for how they can travel.*

An aerial photograph of Torbay, showing a dense residential area on the left, a large green field in the center, and a coastline with a beach and parking lot on the right. The sea is visible in the background.

# Transport and Parking Working Party

# Party

May 2024

# Bus Service Improvement Plan

2024

## Adding an image

- Open this template in the desktop version of Word,
- Double click the top of the page to access the 'header and footer section
- Select a suitable photograph - contact the design team for access to the photo library. No clip art please!
- Choose 'insert' > 'pictures'>'this device' and navigate to the location of the saved image
- Once the image is inserted, resize to fill this space by dragging a corner, while holding the 'shift' key to prevent it distorting
- With the image selected, right click and select 'wrap text'>'behind text'
- Right click again, this time selecting 'send to back' > 'send behind text' to move the image behind the coloured block above.
- Close the header and footer and continue editing your document. Don't forget to delete this text box!

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## Version control

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Date	Details	Updated by
October 2021	First Published	-
June 2024	Second Edition	AL

This plan is available online at [www.torbay.gov.uk/bus-network-improvements](http://www.torbay.gov.uk/bus-network-improvements)

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This document can be made available in other languages and formats.  
For more information please contact [future.planning@torbay.gov.uk](mailto:future.planning@torbay.gov.uk)

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# Introduction

Bus Service Improvement Plans (BSIPs) were introduced by the Department for Transport (DfT) in its National Bus Strategy, Bus Back Better, published in March 2021. This document provides the BSIP for Torbay and will embody the "Vision for Torbay" above and be an integral part of achieving the aims and ambitions of the Council's Plans.

The purpose of this BSIP is to describe the bus network as it currently is, and the vision for the improved bus service we want to see in Torbay.

The National Bus Strategy sets out an ambitious vision to dramatically improve bus services in England outside London through greater local leadership, to reverse the recent shift in journeys away from public transport and encourage passengers back to bus. This strategic document sets out how this will be achieved at a local level in Torbay. This is the second version of the Torbay BSIP, replacing the 2021 document.

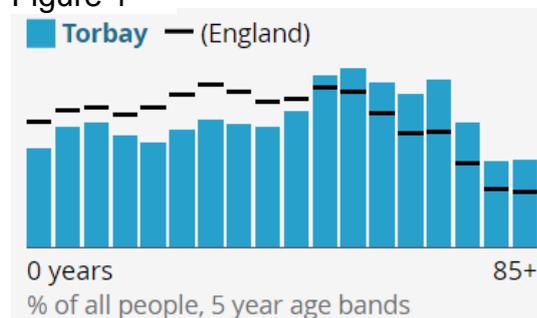
## Torbay Profile

Torbay's population is around 139,300 (2021 Census). There are three main urban areas, Torquay (69,600), Paignton (52,900) and Brixham (16,800).

Overall, Torbay has an aging population with proportionately more older people compared to England as shown in **Figure 1**.

27% of the population is 65+ which is 9% higher than the rate for England. Conversely the 20-64 age group makes up 54% of the local population compared with 58% nationally. Population forecasts suggest the older age groups will continue to rise.

Figure 1



Nearly 24% of residents are disabled under the measure of the Equality Act which is around 6.5% higher than the national average.

36% of Torbay households are deprived in one dimension, with over 5% in three or more according to the 2021 census.

Torbay is ranked as the most deprived upper-tier local authority in the South West which has been the case since 2007. There is significant disparity across the area and within the towns.

50.4% of people over 15 years of age are in employment, around 7% below the national average. Of those in employment, a greater number (6.1% more) are in part time employment compared with national averages.

## Section 1: Our Bus Vision

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The BSIP covers the single Local Transport Authority (LTA) area of Torbay. **Figure 2** highlights Torbay set within the context of England, a 24 square mile area comprising of three towns, Torquay, Paignton and Brixham located around the east-facing natural harbour of Tor Bay in the South West of England.

A clearer map of the specific Torbay area and the extent of the BSIP geographical area is shown in **Figure 3**. This area is also covered by a single Enhanced Partnership scheme which will work to deliver this BSIP with partners working together.

To achieve all the aims we will also work in close partnership with our neighbouring authority Devon County Council with whom there is a joint Local Transport Plan in place. Some developments will also be proposed at a regional scale across the Peninsula Transport Sub-National Transport area.

Our corporate vision (as set out in the Community and Corporate Plan 2023-2043) is rightly at the heart of all of our work and is a key determining factor in our approach to bus enhancements and how we apply the objectives of the National Bus Strategy at a local level. **That vision is to achieve a healthy, happy and prosperous Torbay for all.**

We recognise the importance of stabilising the bus network following the impacts of 2020/21 and that recovery will only be possible with a solid foundation. In 2021 we set out highly ambitious proposals to development the bus offer across Torbay in terms of the level and quality of the service. We wanted to ensure the community and visitors had access to the services, facilities, and destinations that they needed and that the journey would be affordable and efficient. This is key to our transport aim of giving choice, allowing people to choose the way to make their journey that is right for them, with a realistic offer across modes.

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*Our ambition for buses in Torbay is for step change in the quality of service and infrastructure.*

*Bus travel will be more affordable, integrated with other forms of transport and accessible to all the community. We will strive for carbon neutrality and prioritise bus travel alongside active modes of transport in Torbay, giving genuine choice to our residents and visitors for how they can travel.*

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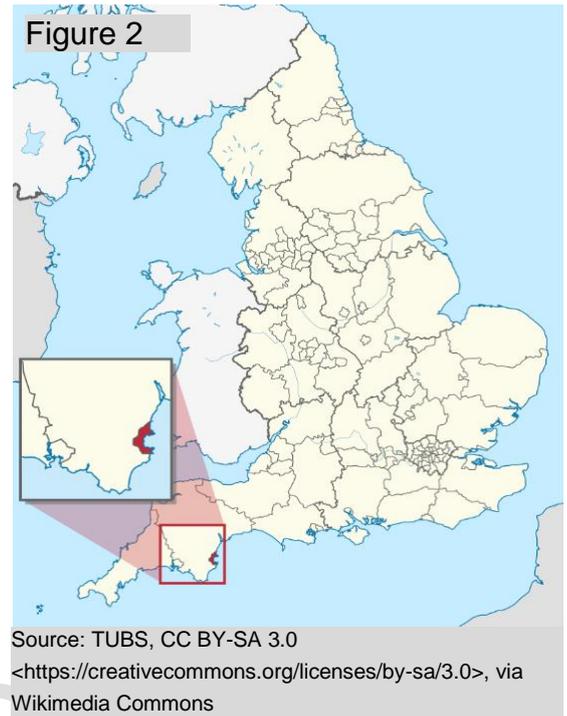
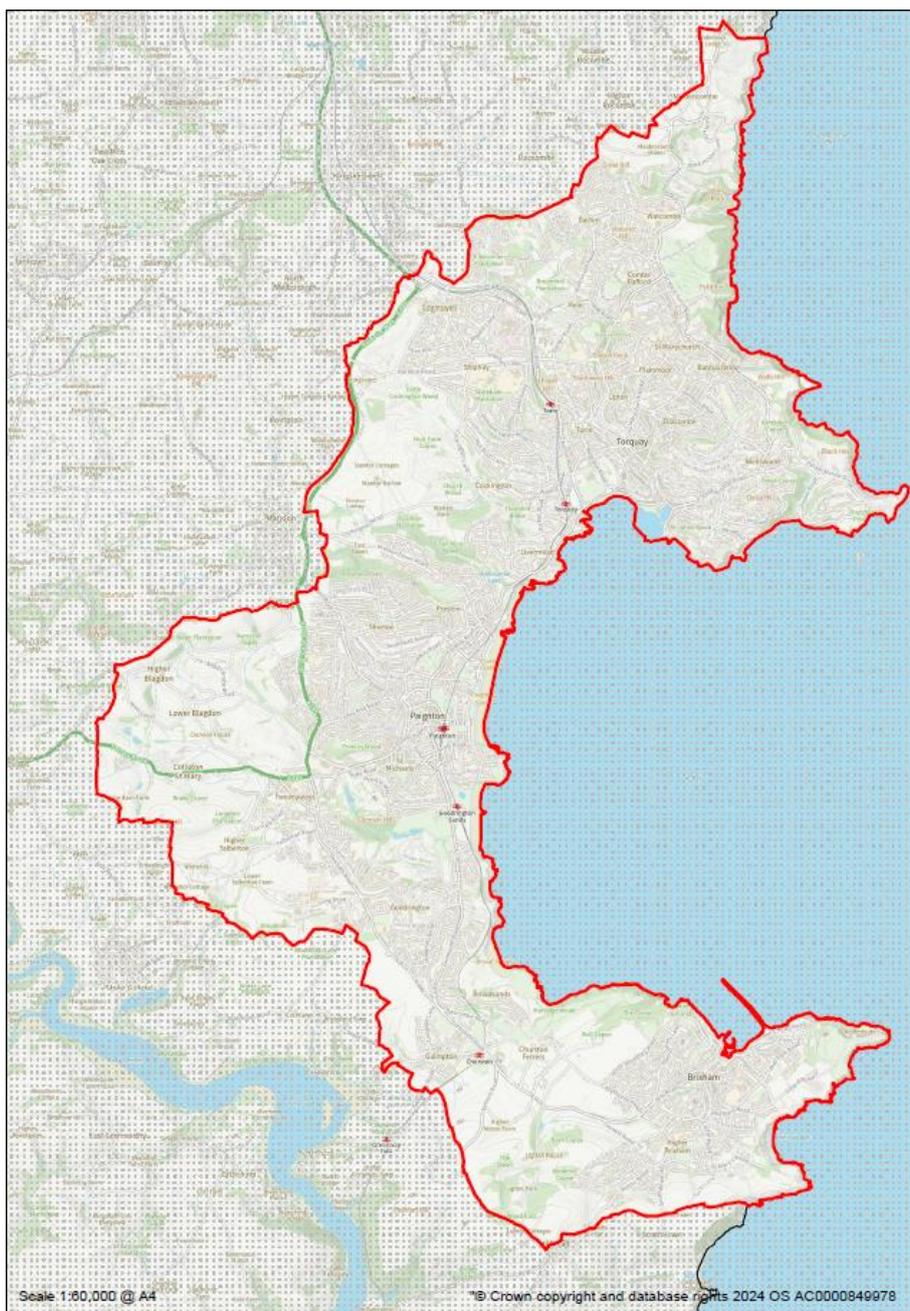


Figure 3 – Torbay BSIP Area



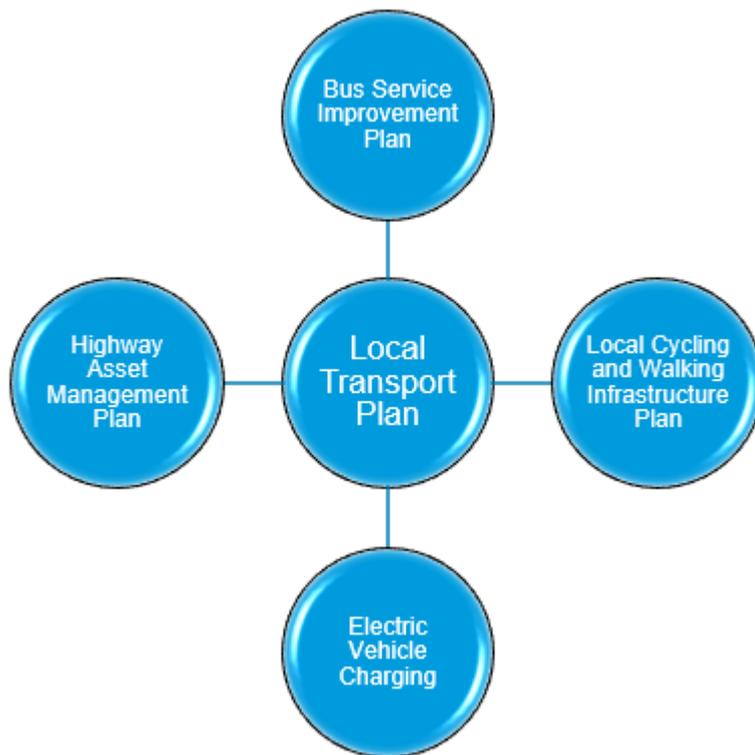
## Local Transport Plan

It is important that our bus vision for Torbay and Devon and Torbay (joint) Local Transport Plan align with each other. The existing local transport plan sets out priorities to:

- Enable Economic Growth and Development
- Enhance Torbay's Built and Natural Environment
- Improve Health and Activity Levels
- Improve Access to Education, employment and Services
- Make Big Connections

The BSIP also has to sit alongside plans and proposals for Electric Vehicles, Active Travel, Highway Management, and Rail Investment. This relationship is outlined in the diagram.

Torbay and Devon are currently developing a new Local Transport Plan as well as progressing the proposals for devolution which will result in the Devon and Torbay Combined County Authority (DT CCA) becoming the single combined Local Transport Authority. It will be necessary, once the DT CCA LTA is established, to reconsider the policy position and the geography of the Enhanced Partnership and BSIPs.



The need for economic growth has been identified as one of the key drivers for change in Torbay. The Local Transport Plan is fundamental to delivering the developments identified, and ensuring the transport network can accommodate the housing, jobs and services Torbay requires.

Improvements to local bus services linking town centres, residential and employment areas will be targeted to provide sustainable access. Torquay, Paignton and Brixham town centres will be supported in their function as successful retail and leisure centres.

Buses must contribute to maintaining Torbay as an attractive place to live, work and enjoy leisure time in a high quality environment. Promoting and sustaining a transport network that is flexible, sustainable and readily available to meet the needs of its residents is critical. This will benefit all by ensuring access to key services at a reasonable cost.

## Other Strategic Connections

It is not just the Local Transport Plan and transport policies to which this BSIP relates. It is important to recognise and ensure consistency with a number of other policy areas and funding streams. They have a role in applying the national policy position at a local level, considering the regional policy framework and working with non-transport policy documents at a local level such as the Local Plan, Economic Strategy, Health and Wellbeing Plan, and Destination Management Plan for example. Below is a wider list of policy areas and funds that are supported and that have an effect on the BSIP (this list is not exhaustive):

- Transport Decarbonisation Plan
- Greener Way for Our Bay
- Community and Corporate Plan
- Levelling Up
- Town Deal and Future High Streets
- Long Term Plan for Towns
- New Stations Fund
- Bus Needs and DRT Studies
- Zero Emission Bus Study
- Local Plan
- Economic Strategy
- Destination Management Plan

## Section 2: Current Offer to Bus Passengers

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DRAFT NOT COMPLETE

## Section 3: Improvements Programme to 2025

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Since 2021, Torbay have invested in new waiting shelters and have undertaken an audit of all bus stops in preparation for a programme of flag replacements and information updates beginning in 2024/25.

Building on the identified need for a stable network as the foundation for future development and funding decisions, operators and the Council have worked collectively to ensure that services are retained and in almost all cases this has been possible, utilising funding from the Council and Government grants where there have been challenges to commercial viability following the reduction in passenger numbers. April 2024 was the start of a group of new contracts for supported bus services where commercial viability was not currently possible. This enhances the stability in the network, with 8-year contract commitments, and supports investment in those routes from the vehicles to the customer information and fare offerings.

The BSIP+ funding is primarily funding the establishment and initial implementation of the bus contracts. These deliver on several of the ambitions proposed within the 2021 BSIP and this is considered to be a very effective way to deliver on those.

The new contracts have seen improvements to services across Torbay, addressing several key points in the 2021 BSIP but also enabling progression of others.

Through investment from Section 106 Planning Contributions there have been some minor service enhancements on an identified core route connecting across Torbay, including South Devon College and Torbay Hospital.

Working with Stagecoach, the Council has also been successful in securing funding for Zero Emission Buses. This delivery programme has just commenced.

Further work on bus stop facilities and information, as well as bus marketing and ticket arrangements are also all proposed during 2024. This will include replacement of bus flags with a new, consistent, design alongside decluttering of information at bus stops to help users to understand the bus network.

As an area, the level of concessionary journeys on the network is substantial at just under 50% pre-covid, putting Torbay in the top 5 nationally for Local Authority areas (at times in the past 10 years it has been the highest in the country as a proportion of total journeys). Following the impact to services in 2020, there has been a drop in concessionary journeys with Torbay now 9<sup>th</sup> nationally with a rate of around 35%. This significant reduction not only impacts the viability and wider provision of services, but also has social and economic consequences in relation to accessibility for older and disabled persons and use of services. As such, a priority for 2024 is to boost the marketing and public awareness around concessionary travel, using the DfT guidance.

It is noted that there is a requirement for 2024 BSIPs to consider steps needed to address bus driver and other key staff shortages. The Council is pleased that currently, in relation to the Torbay network and the depots affecting that, there is not a significant issue to address. This will be continually monitored through the Enhanced Partnership.

**Table XXX** below highlights the priorities identified in the 2021 BSIP and how they have been supported and delivered since then, the level of progress made, and the work still required.

Table 1 – BSIP priorities, progress and next steps

Identified Priority	Progress to date	Work required
<b>Buses to serve the wider community</b>	Enhancements to the Service 13 and improvements in the times of service operation across the supported network have significantly improved access to the wider community.	There remain pockets of the community who are either not well served by the bus network or do not have efficient or suitable connection points to enable improved journey access to key facilities
<b>Buses to link with facilities</b>	Enhancements to the Service 13 have provided improved connectivity to Torbay Hospital, South Devon College and key employment areas	<p>The frequency and timing of the Service 13 still requires further development in order to better meet the needs of the community and give viable accessibility opportunities. Extending the service to broaden the reach within the community and/or to serve retail facilities would be of greater benefit.</p> <p>Providing the connections or greater direct links at certain times of the day would assist in making facilities well served for those who need it.</p>
<b>Lower fares</b>	The continuation of the £2 fare cap is important.	A plan and proposal to ensure best value for the community
<b>Accessibility</b>	<p>Following the award of new contracts, the new vehicles provided with some of those services greatly enhances the accessibility of those routes.</p> <p>New shelters in some locations have helped too.</p>	Work on broadening the next stop audio/visual announcements on board services, and improving those that are already in place is the priority.
<b>Decarbonisation</b>	Following the award of new contracts, the new vehicles provided with some of those services greatly reduces the emissions levels of those routes.	Implementation of the Zero Emission Bus Funding and the consideration for broadening of that to other services and operators is the next step.

## Section 4: Ambitions and Proposals for 2025 and Beyond

A fundamental part of a solid foundation is consistency and as such the Council and Bus Partnership have continuing to prioritise the ambitions previously set out in the 2021 BSIP. Below is a table containing the full list of ambitions, and the progress and delivery necessary against each of those. These are listed here for consistency under the same headings as the 2021 BSIP but may appear presented differently within the BSIP summary table due to the required template format for that.

Table 2 – Ambitions and Delivery Programme.

	Ambitions	Progress and Delivery
<b>Intensive Services and Investment in Key Corridors, including Bus Priority</b>	Increase the frequency of the 13 and 22 to focus on three core corridors (East, West, and East/West Link) alongside the 12 and to re-instate the night service 12 with extended provision to develop a 24-7 route alongside a night service 22	Saturday services have been introduced on the 13 but there remains an opportunity to increase the frequency of the service. The 22 has also not been increased in frequency. The night services have been reintroduced on the 12 but a better understanding is needed of the commercial viability and business case before broadening the offer to other routes.
	Increase frequency and amended route planning of ‘town’ services with extended service operation times for all routes to cover evenings and weekends across Brixham, Paignton and Torquay to better connect the communities to the core corridors and improve ‘sub-corridors’ to Town Centres, health facilities, education facilities, employment areas, and shopping destinations.	Many of the supported bus services have seen an increase to their operational hours. As a partnership work is still needed to consider the opportunities for wider expansion of this and ensure the retention of weekend and evening services on commercial routes.
	Provide bus priority at all key signalised junctions on those core corridors and review other opportunities	This work needs to integrate with a wider signal replacement programme and is currently in the design phase. Delivery of the first junction is likely to be in 2025.

<b>Lower Fares with Integrated Local Ticketing</b>	Enhance hub points, including Real Time Information, along the corridors including Brixham Town Centre, Brixham Park and Ride, South Devon College, Paignton Bus Station, and Torquay Town Centre, Torbay Hospital, and district shopping centres.	Focus has been around Torquay Harbourside, integrating Town Deal Public Realm improvements with the bus 'hub' improvements. For 2025 and beyond, improvements to the quality and range of real time information will be a focus, as well as ensuring other information and facilities such as clear flags and comfortable shelters are provided at the key locations.
	Review on-street parking layouts on all routes to improve efficiency of bus services	This aim is yet to have commenced but remains an ambition.
	East of Exeter Bus Service (Exeter Corridor)	Some progress has been made around timetable development and optioneering. It is likely that this will be delivered as part of the combined transport authority proposals following the implementation of devolution and necessary transition phase. Consideration is being given to funding streams as an enabler.
	Have an affordable multi-operator (bus only) ticket	This was not possible before the bus contract arrangements as there was only one commercial operator in Torbay. With the stable network in place, this is a top priority for 2024.
	Reduced price ticketing for families	Ticketing opportunities are on hold until further information on the bus contracts and national ticketing schemes have been determined.
	Reduced price young person's ticketing	Ticketing opportunities are on hold until further information on the bus contracts and national ticketing schemes have been determined.

	Multi-modal tickets including sales of through tickets to/from national rail	Some work has been progressed with Great Western Railway and this will be continued. It is the intention that this will be in place before 2025.
<b>Service Patterns Integrated with Other Modes</b>	Increased service frequencies at railway stations with services timed to connect with train services where achievable	Service frequency increases on the 12 and 22 will support this (see above) but also those on some of the town services. The timing of buses to serve trains more directly is more applicable to the extension of a service to Torquay Railway Station (see below)
	Extension of service to Torquay Railway Station	Some timetable development work has progressed around this but more work is needed on enablement funding
	Night service 12 timed to meet sleeper train at Newton Abbot with direct ticketing options	As noted above, work on the business case and viability of the night services need to be considered
	Improved wayfinding between bus and rail at all railway stations	This task is expected in 2024 and 2025.
	New stop infrastructure for Edginswell Station	Subject to delivery programme for the station
	First steps towards redevelopment of Paignton Bus Station as hub	Further work as part of the regeneration of Paignton Town Centre being considered.
	Walking and Cycling connectivity, in particular the South West Coast Path and Area of Outstanding Natural Beauty	This task is expected in 2024 and 2025 but will be ongoing.
<b>Bus Network Presented as a Single System with Clear</b>	Marketing campaigns	This task is expected in 2024 and 2025 but will be ongoing.
	Replacement bus stop flags with consistent design	This task will commence in 2024 but will be a programme over at least 2 years.
	Enhanced maintenance programme for bus stops	This will be put in place alongside the new flag and other infrastructure provision.

<b>Passenger Information</b>	Single network branding	This remains under consideration and the inclusion of the Torbay Story branding is part of this. This is unlikely to be developed too far until devolved arrangements are in place as it may influence any branding.
	Real Time Information	The existing system remains in place and future improvements and system expansions are envisaged but not currently planned for.
	Simple effective passenger information at stops	This will be a rolling programme of initial information replacement, followed by regular updating.
	Clear online information	A new 'single source' destination website will be developed for 2025.
<b>Modern Buses and a Decarbonised Network</b>	On board audio-visual equipment	
	Accessible vehicles for the community	This is completed following the award of new contracts. New vehicles are awaiting delivery.
	All vehicles on core routes to have CCTV, WI-FI & USB Charging	This will be delivered through the vehicle improvements programme associated with the zero emission roll out.
	Green roof shelters	This is an ongoing programme, only shelters requiring replacement are programmed
	Charging infrastructure to support a zero-emission network (Tranche 1)	The Council have been successful in securing funding and the programme for delivery has commenced with vehicles being introduced to service during 2025/26
	A minimum of 17 zero emission electric buses (Tranche 1)	The Council have been successful in securing funding and the programme for delivery has commenced with vehicles being introduced to service during 2025/26

	Transitional fleet changes to modernise and reduce emissions	This is being delivered through the zero emission bus fleet roll out and the new contracts.
<b>Giving Passengers a Voice and Making Buses Safe</b>	Develop a passenger charter	This is in place.
	Set up and administer a bus forum, partnership, delivery of this BSIP, and overview of passenger charter	This is in place.
	Improve the customer information, person to person, online, and hard copies as appropriate	This will be improved during 2024 and 2025.
	Provide REAL disability and Equality training	This is intended for 2024.
	Improve waiting facilities at stops with safe boarding areas as appropriate	This is part of an ongoing programme.
<b>Demand Responsive and Socially Necessary Transport</b>	Increase provision and hours of socially necessary services	This has been delivered through the new supported bus service contracts.
	Increase accessibility of socially necessary services	This has been delivered through the new supported bus service contracts.
	Modifying the Concessionary Fares offer	This is currently under review.
	Fare Car and Demand Responsive Transport	A study has shown that there is potential for some areas where bus services are currently contracted to operate. Further work will take place to review other areas that may be less well served.
	Community Transport	No further work has been undertaken for this at the current time but the Council continues to support the community transport operators in the area.

## Section 5: Targets Performance Monitoring and Reporting

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The below sets out the broad headline targets for this BSIP that will be incorporated and refined into the Enhanced Partnership. The targets will be more specifically set after further discussions with the operators and when more information about funding is known.

### Targets

#### JOURNEY TIMES

**TARGET** – A decrease in journey times and improvement of accessibility to each of the Town Centres and Torbay Hospital

**BASELINE** – Assessment of Accessibility “Torbay Bus Support Phase 2” report by WSP on behalf of Torbay Council August 2021

#### RELIABILITY

**TARGET** – A decrease in journey delay with an increase in ‘on-time’ services.

**BASELINE** – DfT ‘Analyse Bus Open Data’. 2mins 46sec journey delay and 75.18% on time 6 months April to September 2021.

#### PASSENGER GROWTH

**TARGET** – An increase in patronage and journeys per head population

**BASELINE** – Operator reported figures, verified annually DfT tables bus0109 and bus0110.

#### CUSTOMER SATISFACTION

**TARGET** – An increase in passenger satisfaction and decrease in number of complaints

**BASELINE** – NHTN survey result 63%, 3% above average; Wider survey data to follow

#### AVERAGE FARES

**TARGET** – A decrease in overall average fare cost

**BASELINE** – 2021 Fare Structure

#### NUMBER OF ZERO EMISSION BUSES IN FLEET

**TARGET** – An increase in number of zero emission vehicles operating as a percentage of fleet

**BASELINE** – October 2021 – 0

### Reporting

The partnership will work together to report on the performance of the BSIP targets.

We anticipate that updates will be published at [www.torbay.gov.uk/bus-network-improvements](http://www.torbay.gov.uk/bus-network-improvements).

## Section 6: BSIP Overview Table

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### Summary Information

<b>Name of Local Authority</b>	Torbay Council
<b>Enhanced Partnership(s) and/or Franchising Scheme(s) covered by the BSIP</b>	Torbay Bus Enhanced Partnership
<b>Date of publication:</b>	June 2024
<b>Web address (URL) of the published BSIP:</b>	<a href="http://www.torbay.gov.uk/bus-network-improvements">www.torbay.gov.uk/bus-network-improvements</a>

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