

Torbay Bus Service Improvement Plan

October 2021



Version control

Date	Details	Updated by
October 2021	First Published	

The most recent publication of this plan is available online at
www.torbay.gov.uk/bus-network-improvements

Front Cover Photos:

Bus Shelter Wall Park Road – J. Clewer; Torbay Buses – <https://bit.ly/3vQ44Hu>; Stagecoach On Board Audio/Visual – J. Clewer; Country Bus - <https://bit.ly/3Bdoz28>; Stagecoach N12 - <https://bit.ly/3vO8uig>; Stagecoach Paignton Bus Station – J. Clewer; Sea Front Views - <https://bit.ly/3GryW63>; Created with Adobe Spark

This document can be made available in other languages and formats.
For more information, please contact future.planning@torbay.gov.uk

Contents

Overview	3
Background to Torbay.....	5
Strategic Policy Linkages.....	8
The Torbay Bus Network.....	15
Consultation and Engagement	26
Headline Targets	30
Delivery Action Plan	32
A Passenger Charter	49
Working together	50
Overview Table.....	52
Appendix 1 – Existing Services Map.....	56
Appendix 2 – Existing Services Table.....	57
Appendix 3 – Letters of Support.....	64

Overview

Our Ambition:

We want Torbay and its residents to thrive.

Our Mission:

We will be a Council that supports, enables, and empowers its residents, our communities, and our partnerships.

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 Torbay Council's ambition and mission above and be an integral part of achieving the aims and ambitions of the Council's Plans.

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 bus services in the Torbay could be improved. This includes how the council and operators will respond to the aspirations of the National Bus Strategy and grow bus use.

It is the aim of Torbay Council's BSIP to work closely with all our local bus operators (letters of support are available in Appendix 3) and local communities to deliver a fully integrated public transport service with simple, multi-modal tickets, more bus priority measures, high quality information for all passengers in more places and better frequencies that keep running into evenings and at weekends.

Our ambition is for step change in service provision and in the quality of service and infrastructure. To match that 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.

This BSIP sets out how we will deliver the step-change both in the ambition and the implementation of bus services that is required by the Strategy with the support of Government.

Figure 1 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. Torbay is shown in more detail in Figure 2.



The BSIP covers the single Local Transport Authority (LTA) area of Torbay in recognition that we are a Unitary Authority and cover a mainly urban area. However, to achieve all the aims we will work in partnership with our neighbouring authority Devon County Council and to with Plymouth City Council and Cornwall Council to ensure all cross-boundary transport and ticketing systems work together within the wider region across the Devon and Cornwall peninsula.

The Torbay Council area will be covered by an Enhanced Partnership scheme by April 2022 which will work to deliver this BSIP together. The BSIP will look ahead to 2026, in line with the Local Transport Plan (www.torbay.gov.uk/local-transport-plan), but an annual review will take place which will be reported through the partnership. Any updates may then be made to the plan, working with the bus forum.

An overview of the proposals is included at the end of the document, see Overview Table.

To contribute to the corporate ambition and mission statement we must work with our community, with our operators, and with other stakeholders to understand where changes are needed within the system. We will enable our residents to thrive with more frequent and reliable bus services, that access the services people need, in an affordable way, and allowing travel across 7-days, evenings and weekends.

Figure 2 – Map of Torbay



Background to Torbay

Population and Demographics

POPULATION

Torbay's population is around 136,218 (latest estimate). In 2018, the population of Torquay was 67,680, Paignton 51,114 and Brixham 16,986.

Overall, Torbay has an aging population with proportionately more older people compared to England (black line) as shown in Figure 3. 27% of the population is 65+ which is 8% higher than the rate for England, and 5% higher than the rate for the South West region.

Conversely the 18-64 age group makes up 54% of the local population compared with 60% nationally and 58% regionally. This results in a lower percentage of under 18s as well.

Population forecasts suggest the older age groups will continue to rise, likely to be around a third by 2030 and at a greater rate than nationally. The current numbers and projected increase in these older age groups could increase need and demand for services and infrastructure such as healthcare and access to and from those facilities will be critical for many.

The median age of the population is 49.1 which is higher than both the South West and national figures. There are only 17% of households with at least one early years or school age child which is lower than both the South West and national figures.

OTHER DEMOGRAPHICS

A very high proportion of the local population are categorised as White (97.5%) with 1.1% mixed or multiple ethnic groups, 1% Asian or Asian British and 0.4% other ethnic groups.

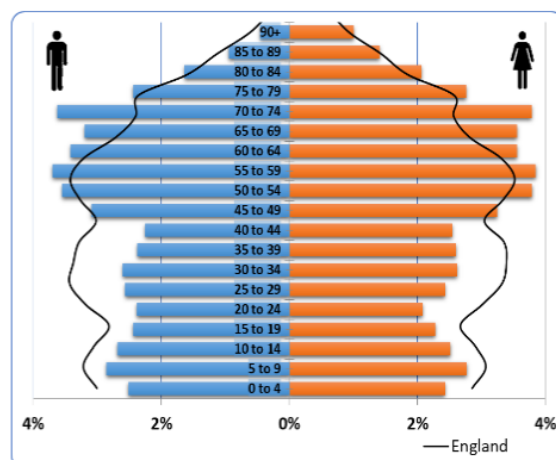
Within Torbay the percentage of the economically active population who are unemployed is 4.9%, the highest in the South West region. Of those employed, over 55% of the workforce are employed across three sectors, Health/Social Work; Accommodation and Food services; and Retail.

DEPRIVATION

Torbay is ranked as the most deprived upper-tier local authority in the South West which has been the case since 2007. This is largely due to its ratings for Income, Employment and Education (ranked as the most deprived in South West).

Whilst 17% of Torbay's population is classified as suffering from income deprivation there is a very significant difference between wards. Central Torquay & Paignton have estimated income deprivation rates of 25% whilst other areas have rates that are less than half that. Income Deprivation in Torbay affects a higher proportion of children than the general population. 22% of children within Torbay are classed as suffering from Income Deprivation (compared to 17% of the

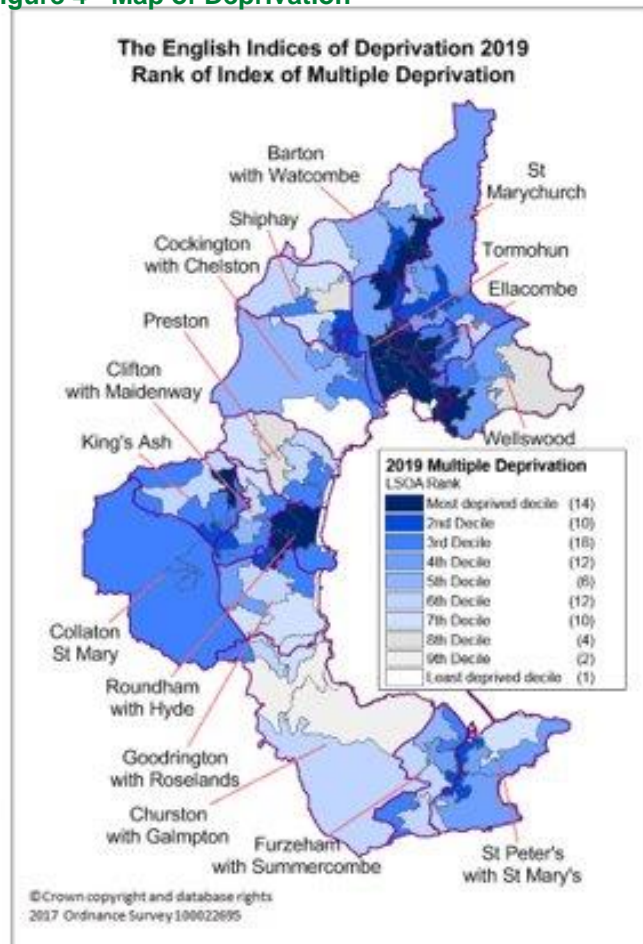
Figure 3 - Population Chart



Source: Office for National Statistics mid-year population estimates, 2019

general population). There are wide variations between wards with some estimated rates of just over 30%. These rates are more than twice the rate of four other wards within Torbay. Figure 4 indicates the distribution across Torbay.

Figure 4 - Map of Deprivation



THE ECONOMY

As the second largest urban area in Devon the area faces challenges typically associated with larger urban areas. This, coupled with the coastal location, compounds both the challenges and sensitivities of its economy. Torbay has demonstrated a lower level of resilience to economic shocks compared with other areas across the country. Torbay lags behind the UK on many economic measures, it has experienced significantly lower levels of business growth of 13% compared to 30.6% nationally, employment growth of 9% compared to 10.4% nationally, and GVA growth of 7.5% compared to 28.8% nationally, since 2011.

Tourism

Tourism plays a very important role in this area and the corporate plan identifies a vision of being the premier tourist resort in the UK.

Torbay, the English Riviera, is a leading UK seaside holiday destination and it faces an exciting future. Since 2010, both staying domestic visitors and day visitor numbers have increased, supported by year-on-year visitor spend. There are approximately 4.5 million visitors each year.



We aim to develop Torbay as a 'Place' to meet the needs of today's and tomorrow's visitors. Whilst the summer season remains important for the industry and its visitors, many of whom are returning visitors, seizing on new opportunities and new markets to attract new visitors all year round is the ambition.

In 2015, over 4.5 million trips were taken to Torbay with £436 million spent by those visitors. The increases in visitor numbers and spend since 2010 when the previous Strategy was adopted are:

- 12% increase in trips by UK Domestic Visitors
- 4% increase in the number of nights spent in Torbay by UK visitors
- Spend by UK visitors has increased from £220,433,000 in 2010 to £274,410,000, which equates to an 8% increase when compound inflation is taken into account.

In addition to the domestic and international tourism offer, Torbay also accommodates many international language students who visit the area to learn.

This BSIP can support the objective of the Destination Management Plan for the English Riviera which seeks “to strengthen and develop the English Riviera’s tourism offer.”

The Environment

In September 2007, the English Riviera received international recognition for its rich geological, historical, and cultural heritage and Torbay became a UNESCO Global Geopark which remains in place.

Torbay is defined by the sea to the east and south, countryside to the west and Area of



Outstanding Natural Beauty to the south. It has a spectacular natural environment, with a superb Bay along with nationally and internationally important landscapes – 48% of Torbay’s land area is countryside or has a landscape designation.

There is rare wildlife, and important rock and coral formations. Torbay’s environment supports much of the Bay’s economic activity and investment. There is a rich historic

environment, with significant prehistoric, mediaeval, 18th and 19th Century assets.

Berry Head, Brixham has international designation as a Special Area of Conservation (SAC) and the Bay is part of a Marine SAC.

Following a series of Local Air Quality assessments, Torbay Council declared an Air Quality Management Area (AQMA) around Hele Road in 2005. Further, in 2006, Torbay Council declared a second Air Quality Management Area (AQMA) by Brixham Town Hall. In both cases the subsequent investigations confirmed that the pollution was from road transport. The main pollutant being nitrogen dioxide, caused by emissions from road transport, due to low vehicle speeds and because of localised congestion within both AQMA’s.

Several actions have been put in place and since the implementation of the AQMA pollution levels have steadily improved and most of the area has met the required objective for nitrogen dioxide over the last few years. Investment such as zero emission buses, but also concentrating on reducing the number of vehicle journeys made and making better use of buses, will further help to improve the situation.

Strategic Policy Linkages

It is important to recognise that this plan does not stand alone.

Whilst it sets the ambitions for bus travel in and around Torbay, it does so within a framework of policies and strategic plans (both national and local) that combined help to shape Torbay and the future sustainability of the place. Below, some of those have been identified and more detail is given about the links between them.

NET ZERO STRATEGY

The recently published National Strategy, Build Back Greener, makes clear that net zero can be achieved and sets out the steps that need to be taken. For buses this means increasing the share of journeys taken by bus and removing all road emissions at the tailpipe. This includes the commitments in the National Bus Strategy, and all these aims closely align to the Council's own targets, but the Council want to move faster, and it is intended that this plan will support that locally.

TRANSPORT DECARBONISATION PLAN

Similarly, to the Net Zero Strategy, the Transport Decarbonisation Plan embodies the aims of the Council in respect of increased public transport and a focus on carbon neutrality. The vision is clear and clearly puts forward the benefits, "Decarbonisation will deliver fundamentally better transport, for everyone, every day. It will make it faster and more efficient, as well as cleaner, and provide huge wider benefits including increased reliability and better connectivity."

Therefore, this BSIP holds decarbonisation as one of the five priorities of the plan. It is the golden thread throughout given that modal shift is also so important. From increased passenger numbers to zero emission vehicles and green roof shelters, alongside work within the partnership to ensure wider aspects also have carbon neutral targets in sight, this plan and the partnership will make a substantial contribution to decarbonising the local transport network.

The co-benefits, as referred to in the Transport Decarbonisation Plan, are equally important locally as they are nationally. Whether that is the health, air quality, noise, jobs and growth or congestion – they are all important to the Torbay community.

LEVELLING UP

The Levelling Up Fund will invest in infrastructure that improves everyday life across the UK, including town centre and high street regeneration, local transport projects, and cultural and heritage assets. The Government has identified priority places based on an index of local need to receive capacity funding to help them co-ordinate their applications.

The Hi-Tech sector continues to evolve in Torbay, developing expertise centred on electronics and photonics and providing economic resilience and high value jobs. Building on this internationally recognised local expertise, investment in an Electronics and Photonics Production Park will provide new production and manufacturing facilities at Torbay Business Park. This will provide

specialist production facilities, deepening innovation, enabling the growth of key businesses in the sector, and attracting further inward investment.

The Electronics and Photonics Production Park will help create more high value jobs in the local area. A new purpose built 2,040m² production centre will accommodate the expansion of a local company, creating 175 new jobs and £18 million GVA. Furthermore, investment in infrastructure will unlock 1.2 hectares of land, enabling the development of 3,700m² of much-needed manufacturing and production space. This will create an additional 100 new, high-value jobs in the medium term.

The Council continues to aspire to develop Brixham's Fish Quay and Market – one of the most important fishing ports in England. This project will include the delivery of an extra 7,000m² of quayside. These investments could lead to an increase in landed fish value of up to £20 million per year within five years, creating a forecast 150 additional year-round jobs and more than £11 million of GVA per year in fishing and associated activities.

For this plan, the above increases the need to ensure both Brixham and Paignton are well connected on the bus network, to ensure good access to employment in those growing areas.

TOWN DEAL (TORQUAY)

Torquay has been offered a Town Deal and can unlock £21.9m investment from the Towns Fund to drive economic regeneration in the town.

It provides Torquay with a once in a generation opportunity to bring about significant change with a focus on the town centre. The funding will be used to deliver innovative regeneration and transformational projects set out in the Torquay Town Investment Plan.

The projects within the investment plan will provide a better mix of uses, creating an improved experience and greater footfall in the town centre, support growth in public transport and are expected to attract additional private sector investment into the town. It sets a target for additional trips by public transport, enhancing both the rail and bus experience and growing patronage.

A new bus interchange will be developed in Torquay Town Centre, elevating the quality of bus stop facilities, making travel by bus more appealing and easier to navigate, putting all bus stops in one stretch rather than spread around a corner.

This BSIP needs to ensure the facilities deliver the needs of the user and that services are provided to match and to enable the community and visitors to access the town centre to benefit from the changes.

NEW STATIONS FUND

Torbay has been successful in securing funding for a new railway station in the Torquay Gateway area, near to Torbay Hospital, known as Edginswell. This station will be opened in 2024 and will provide access to and from the area for work and leisure journeys.

There are several buses serving the station site, the core services 12 and 13, as well as the 35A and 35C serving the communities immediately adjacent to the railway. These services also

provide a direct connection between the station and the hospital site improving accessibility for staff and visitors alike.

This BSIP will ensure connections to this new station as well as the existing are efficient, easy to understand and with effective ticket solutions – integrating the modes of public transport.

TORBAY HOSPITAL REDEVELOPMENT

Torbay Hospital will be undergoing redevelopment of the main site following significant Government funding. The sustainable approach being taken with the proposal's links positively with the ambitions of this plan.

FUTURE HIGH STREETS (PAIGNTON)

We have received £13.36m Future High Streets Funding to kick start the exciting transformation of Paignton town centre.

The community led plans focus on the heart of the town centre, including Station Square (shown in Figure 5), between the Train and Bus Station and the main street in the Town Centre.

Public realm improvements for Paignton Station Square have been designed, with significant public engagement and support for the project.

As a continuation of this project, which adds significant benefit to public transport users (both bus and rail) at the heart of the town centre, the Paignton town centre masterplan showed the potential of carrying out works to enhance the bus station and both significantly enhancing the facility and taking the opportunity to deliver much needed additional homes. This plan will seek to act as a springboard for those proposals, enabling the next stage in the design and development alongside discussions with the community and stakeholders.

Figure 5 - Future High St Proposal



CORPORATE AND COMMUNITY PLAN

The ambition and mission have been set out earlier in this plan and form the basis of the Council's approach to this BSIP. Beyond those there are four visions:

Torbay can offer an unrivalled quality of life for individuals and families – its natural environment, clean air, climate, location, excellent schools, growing arts and cultural sector and wide range of outdoor activities means that Torbay can provide everyone with the opportunity to live a healthy and fulfilled life. We need to make sure that everyone benefits from these opportunities whilst at the same time meeting the challenges that the Council and our communities face.

To deliver our ambition we have identified four visions as shown in Figure 6, each with priority areas. In relation to buses, and the role this BSIP can play, the key priority areas are:

- Protect and involve children and young people and reduce levels of deprivation in the Bay to turn the tide on poverty.

- Capitalise on the unique strengths of our economy, focus on areas of significant deprivation, and support the creation of University College South Devon to support a local economy which is successful and sustainable.
- Regenerate and re-invent our town centres as one part of being the premier tourist resort in the UK.
- Reduce Torbay's carbon footprint, encourage a sustainably developed built environment, and improve communications and transport connectivity and sustainability to become a carbon neutral council and work with others to create a carbon neutral community.

Figure 6 - Community and Corporate Plan Visions



LOCAL TRANSPORT PLAN

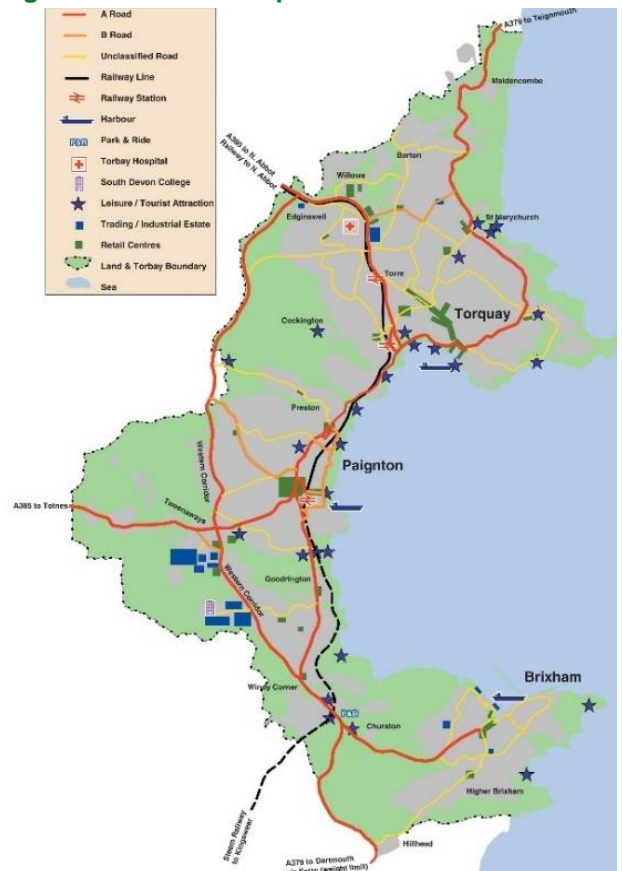
The LTP has moved to its final delivery phase and makes clear that public transport is a significant priority.

By 2026 Torbay will have excellent connections to Devon and the rest of the UK. Residents and visitors will find it easy to move around, explore and experience Torbay's beautiful urban and marine environment. People will enjoy better health and quality of life using improved cycling, walking and public transport links for work, leisure, and education. A low-carbon, sustainable transport system will contribute towards the public realm, distinct character, and function of the three towns of Torquay, Brixham and Paignton. That is the vision of the LTP which frames the work of this BSIP. Figure 7 gives an overview of the transport links and major transport generators.

The strategy sets out key objectives including:

- Deliver and support new development and economic growth
- Work with communities to provide safe, sustainable, and low carbon transport choices
- Strengthen and improve the public transport network

Figure 7 - Local Transport Plan Extract



To achieve those objectives there are five priorities, which transfer into priorities for this plan as well. These are listed below with the key elements and planned capital investments relating to public transport noted below them:

Table 1 - Local Transport Plan Key Elements

Priority Area	Key Elements / Planned Capital Investments
Enabling Economic Growth and Development	Improvements to public transport to support modal shift and reduce congestion Improved information systems to better inform transport users Localised minor congestion schemes and junction improvements Improve existing park and ride for Brixham Upgrade rail and bus interchanges and stations. Maintenance of the seawall to prevent disruption to the coastal road
Enhancing Torbay’s built and natural environment	Travel Planning and Smarter Choices Address Air Quality Management Areas
Improving Health and Activity Levels	Transport Action Zones
Improving Access to Education, Employment and Services	Improvements to public transport including minor infrastructure such as bus stops and bus priority schemes Improvements to public transport information Introduction of Smart Cards
Making the Big Connections	Improve the quality of the transport links at Torbay Railway Stations and the new station at Edginswell Links to Exeter Airport

BUS NEEDS ASSESSMENT

The Council commissioned a study in 2021 to look at the ‘need’ of the community for buses with a particular focus with/without scenarios for the supported bus network.

This report will be published at www.torbay.gov.uk/bus-network-improvements.

The high-level summary of the findings was that not all of Torbay has access to Torbay Hospital within 60 minutes and nor was it possible to access north to south / south to north across Torbay in that time. Given that the journey by car is around 30-35 minutes, more needs to be done to improve accessibility for all the population.

The study also found that any reduction in services would affect the town of Brixham most.

A series of recommendations were made in the report which will be considered by the Council.

DEMAND RESPONSIVE TRANSPORT STUDY

Prior to the Bus Needs Assessment, the Council also commissioned a study to look at the opportunity for Demand Responsive Transport (DRT) in Torbay.

This report will also be published at www.torbay.gov.uk/bus-network-improvements.

The report found that there was potential for DRT in Torbay, working with and building on the strengths of the existing public transport network. There were areas that were more suited, such as areas underserved by existing network, areas of social deprivation, and employment sectors. However, the findings also raised that those areas were often discreet from one another and establishing a workable 'network' of DRT would need further work to ensure it could be deployed at a suitable scale.

Further work and assessment will be carried out, looking at the Needs Assessment and the Community Transport offer to understand the most appropriate solutions.

ZERO EMISSION BUS STUDY

As the Council is keen to establish a zero-emission network across Torbay and being aware of the time it might take to put in place, but also wanting to be ready for funding opportunities, we have commissioned a study into what is needed and to understand how we get there. This will be finalised in early 2022 and will be published at www.torbay.gov.uk/bus-network-improvements once complete.

CLIMATE EMERGENCY ACTION PLAN

Since 2008 we have been taking action to tackle climate change, including a range of actions to reduce the amount of carbon dioxide emissions the Council and the Torbay area emit. Such actions are as outlined in a range of strategies including Torbay's Energy and Climate Change Strategy (2014-2019), Local Plan (2012-2030) and Local Transport Plan (2011-2026). The Energy and Climate Change Strategy for Torbay described how we aim to help minimise the economic, social, and environmental costs of climate change in the Bay by demonstrating leadership and providing encouragement in working toward emission reductions and resilience to our changing climate.

However, climate change is having a major impact on our planet. Our planet is warming, and we are seeing a range of impacts.

It has been predicted that due to the climate change we will see the sea level rise in Torbay by over one metre. In the next 100 years, the frequency and impact of water coming over the top of the sea walls will increase, resulting in more infrastructure and properties being affected by flooding. On top of that, more intense rainfall will increase the risk of localised flooding and erosion.

On 24 June 2019, we declared a 'Climate Emergency'. We recognise it has a key role and opportunity to tackle the causes and effects of climate change in Torbay. It will play its part in working towards carbon neutrality and strengthening Torbay's resilience to a changing climate.

There is now an immediate need to accelerate action and make significant progress to achieve carbon neutrality.

In 2021 we are delivering immediate action to tackle the climate emergency and refresh and develop longer term plans to work towards creating a carbon neutral council and wider Torbay.

This initial action plan focusses on short term actions that will be delivered in 2021/2022. It also commits us to developing a new carbon neutral council programme, and with the Community, co-designing a new carbon neutral Torbay action plan.

The BSIP will be part of the work, supporting a decarbonisation of the transport network by supporting and promoting modal shift, making more journeys by public transport, but also by making those vehicles zero-emission and reducing the impact of the infrastructure supporting the bus network too.

LOCAL PLAN

There are five aspirations for the Bay in the Local Plan, which plans for growth within the environmental limits of the area. These are all supported by the intentions of this BSIP, demonstrating that the BSIP will contribute to a positive 'place' and is not solely concerned or focussed on bus only. The aspirations are:

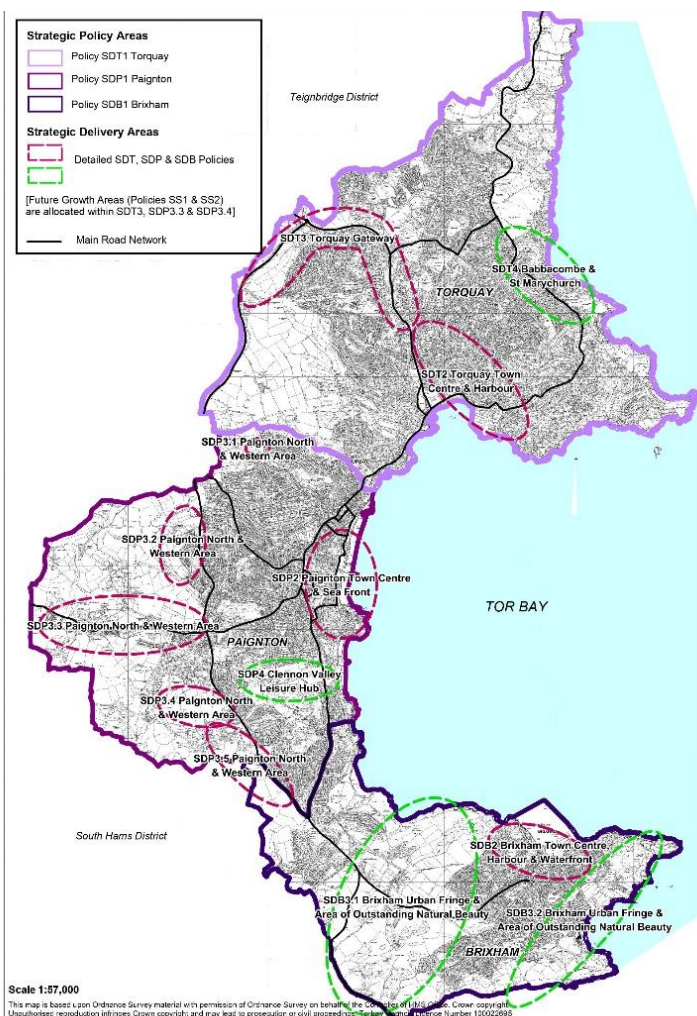
- Secure economic recovery and success
- Achieve a better connected, accessible Torbay and essential infrastructure
- Protect and enhance a superb environment
- Create more sustainable communities and better places
- Respond to climate change.

Of the strategic policies, SS6 sets out the most applicable points in relation to transport. It recognises that the Council will support improvements to the strategic transport system and identifies those connections between the three towns, to and from the sub-region, and with national and international markets are critical.

Specifically for buses it notes the importance of connectivity of new development with town, district, and local centres where facilities are provided. Furthermore, transport hub locations are identified at key locations across the Bay.

Growth is largely proposed in key areas, as indicated in Figure 8, and this enables bus services to be a key factor in the overall sustainability of development. Most of the growth is located along or around what is proposed in this BSIP as the core network with additional services connecting to destinations such as the town centre and hospital.

Figure 8 - Local Plan Strategic Growth Areas



The Torbay Bus Network

Appendix 1 shows a map of all services and Appendix 2 sets out a summary of all services on the local network.

The main bus operator in Torbay is Stagecoach which has a depot located in Torquay and provides most services in the town, all on a commercial basis.

Within Torbay there are three commercial operators, with approximate market shares of:

- Stagecoach 96%
- Torbay Buses 3%
- Country Bus 1%

In addition, there is one community bus operator based in Torbay, the Torbay Community Development Trust.

Many services are concentrated along the coastal route forming a corridor, which includes the successful and popular premium Stagecoach Gold service between Torquay and Plymouth as well as the open top service which brings additional capacity to the network between easter and October.

Away from the core commercial corridor, town services can be limited and following the impacts of Covid-19, some have become commercially unviable which has forced the Council to step in under emergency measures and financially support these services with temporary emergency funding. The services are socially important due to the proportion of elderly residents and the topography of Torbay which creates challenges for the elderly and those with reduced mobility in accessing the commercial services on the waterfront, with much of the housing located up steep streets. A 'SWOT' analysis of the Torbay Network is shown below.

The Network SWOT Analysis

S trengths	Existing integration with rail Overall coverage of existing routes
W eaknesses	Poor evening and weekend service levels Poor 'western corridor' connections
O pportunities	The need to decarbonise Improving integration with rail
T hreats	Ongoing impact of Covid-19 Message of 'safe to travel' being restored

Torbay Network vs Bus Back Better

Table 2 shows how the Torbay network currently matches the goals of the national bus strategy.

Table 2 - How the Torbay Network delivers against Bus Back Better in 2021

Bus Back Better	Torbay Network
Frequent	In some core sections there are very high frequencies, but the picture varies across Torbay
Fast and reliable	Key services suffer delays, and the overall performance is below expectations
Low fares	Fares are not perceived to offer value for money across the board, especially for families and young people.
Comprehensive cover	There are significant differences in service level across Torbay. Most areas are near a bus service, but the frequency and extent of evening or weekend service can vary.
Easy to understand and to use	There are various sources of information available, some offering more reliable data than others. The operational hours of bus services vary as does the frequency of services, meaning that the passenger would need to research a journey before making it.
Comfortable and modern	This is another category with significant variations. There are vehicles in the fleet which are fitted with on board audio/visual equipment, wi-fi, USB charging, appropriate wheelchair provision and there are others with none of those features. Whilst not every bus has to be the same, we do recognise the importance of vehicles that meet the needs of the passengers and are attractive to users and non-users alike.
Integrated with other modes and each other	There is no joint ticketing option for Torbay either by bus only or multi-modal. Plus Bus is available from national rail systems but is not widely marketed. In Paignton the bus and rail facilities are adjacent to one another but there is a lack of obvious signage and information regarding onward travel.
Low emissions	The fleet across Torbay is aging, with over a third of the fleet more than 15 years old. This results in generally higher emissions and is a point that needs to be tackled.
Accessible and inclusive by design	Facilities at stops can vary from a raised kerb to having to step into the road to board the bus. We recognise that this must change. There are also not wheelchair facilities available across the network.
Innovative solutions	There could be some potential for DRT, particularly to employment hubs or outlying areas. However, more work was needed to understand how that would interact with the highest needs and the provision of other fixed services.

Data Capturing

The Council can access a considerable amount of data in relation to the bus network but have been reliant on others to provide it in recent years, reducing the monitoring carried out 'in-house'. This BSIP will look to change that. We will establish through the partnership and this plan, a greater engagement with data, the monitoring, and the sharing of it. We recognise there is much more than can be achieved by sharing data and we want to maximise the opportunities for the Torbay network to be successful.

Passenger Journeys

Since the pandemic hit, we have seen a sharp reduction in bus patronage falling by 63% between 2019/20 and 2020/21. However, it is recovering, and we are seeing an increase in patronage as the community and our visitors travel around more.

The number of trips on our network have been stable in recent years after a fall in 2017/18 as shown in Table 3. This was due to a decline in concessionary fare trips made on our network which also accounted for the fall in 2019/20 although the figures show this was predominantly Jan-Mar 2020 as the pandemic began. In 2019/20 these figures represented around 53.4 journeys per head of the population, and it is recognised that there has been a gradual decline in this figure.

Table 3 - Passenger Journeys in Torbay

	2016/17	2017/18	2018/19	2019/20	2020/21
Total	7.9m	7.6m	7.6m	7.3m	2.7m*
Concessions	3.8m	3.5m	3.5m	3.2m	1.0m*
Non-Concessions	4.1m	4.1m	4.1m	4.1m	1.7m*
Journeys per head of population	59.3	58.9	57.6	53.4	19.8*
	<i>DfT table BUS0109 and BUS0110 *Local Authority Figures</i>				

The number of vehicle kilometres (million) on local bus services within Torbay has remained very stable in recent years also with a significant fall in 2019/20 affected by the pandemic in March 2019 as shown in Table 4.

Table 4 - Total vehicle kms for Torbay services

2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
4.3	4.4	4.2	4.3	4.3	3.7
<i>DfT table BUS0208b</i>					

Reliability

The average on time performance for regular service routes across Torbay (where the journey is predominantly within Torbay) is 75.18% (1/4/21-30/9/21), with a range between services from 55.31% to 87.69%. The average delay to services is 2 minutes 46 seconds, with a range of between 32 seconds ahead of schedule to 6 minutes 1 second behind. One service is noted as having especially high proportion of early services.

The Council aspires to achieving better reliability across the network. The reliability of the journey should not depend on the route a passenger chooses or needs to take. Instead, it should be consistent, and delivering what the timetable says.

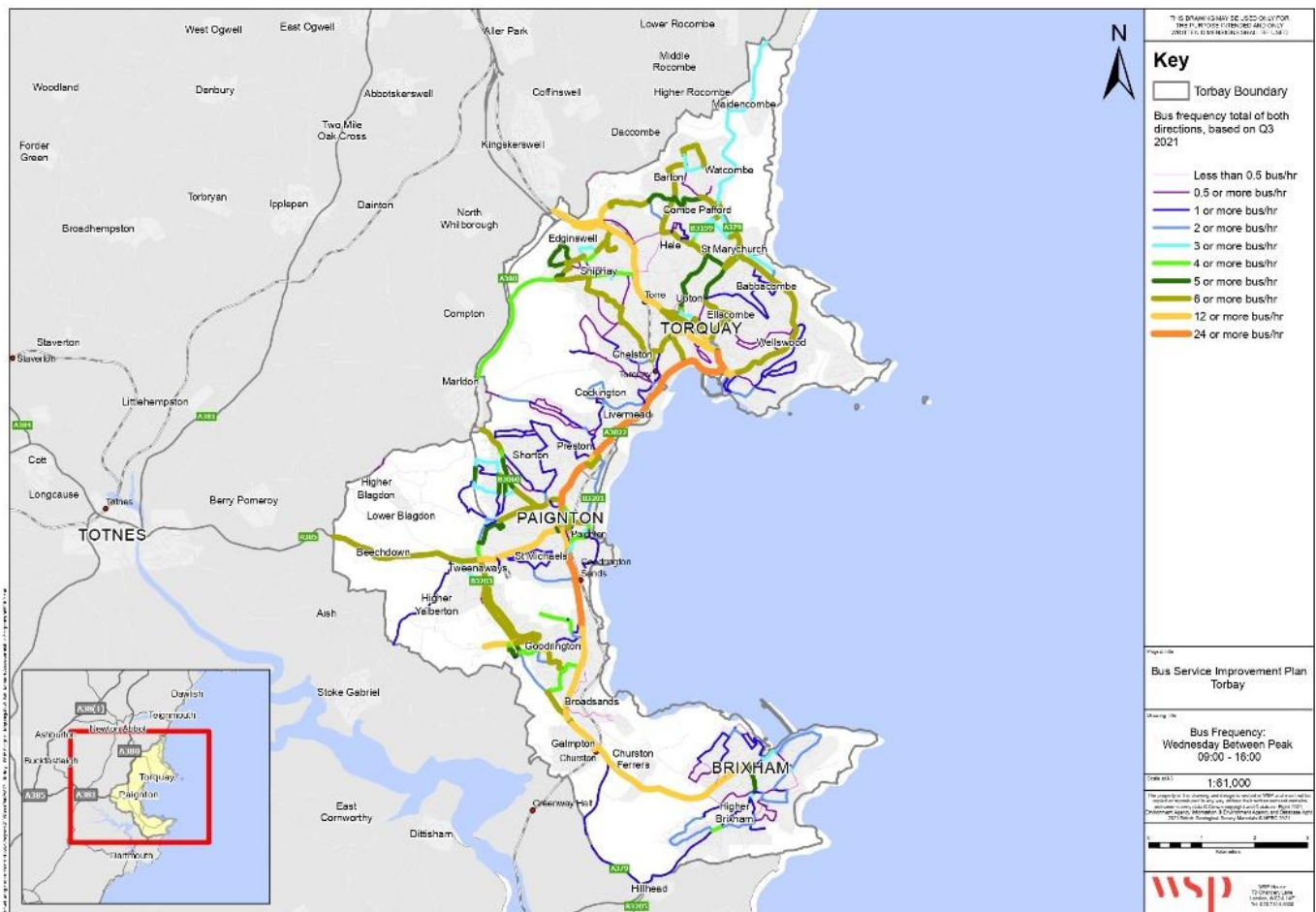
We will work with operators to go ‘back to basics’ and look at the accuracy of the timetabling, the areas where delays are caused, and what can be done to overcome that. Bus priority measures are one approach outlined in this BSIP, but it needs to go further than that and to understand root causes of delays.

Frequency of Services

Service 12 is the most frequent bus service in Torbay, linking the three main settlements of Brixham, Paignton and Torquay and running onwards to Newton Abbot with buses every 10 minutes during the daytime. Other frequent services include service 31 running every 20 minutes between Torquay town centre and the Barton area of the town; service 35A/35C Torquay town centre – Torbay Hospital circular with a combined 10-minute frequency (every 20 minutes per direction); Stagecoach FOX running every 15 minutes between Paignton and Foxhole; and Stagecoach GOLD running every 30 minutes between Torquay, Paignton, Totnes and onto Plymouth.

Away from the core commercial corridor focussed on Torquay town centre, services are less frequent, generally running hourly during the daytime. These include service 13 (Kingsteignton – Brixham); service 17 (Brixham – Furzeham); and service 18 (Brixham – Kingswear) all operated

Figure 9 - Torbay Bus Frequency Map



by Stagecoach. Country Bus operates services 15 & 16 (Brixham town circulars) with financial support from Torbay Council.

A number of infrequent 'shopper buses' serve the Sainsbury's superstore at Brixham Road, Paignton, operated by Torbay Minibuses. These are services SB1, SB2, SB3 & SB4 and provide 3-4 journeys per day to facilitate shopping trips. Torbay Minibuses also operate a small number of services in Paignton and Torquay including service 108/109 (Paignton Circular) and service 62 (Cockington – Torquay).

Of 25 services that operate regularly on a mon-fri, 14 do not operate on a Sunday and many also do not operate a Saturday or weekday evening service either. This is something that the BSIP will seek to address, making services more accessible to the communities more of the time and more reliable rather than changes in frequency. It will also seek to ensure that on the key corridors, services are timed so as not to run at the same time as one another and will be distributed as best as can be.

Such is the layout of the network across Torbay, constrained by the sea, that there are only two primary north south corridors with a series (but still a limited number) of linking east west routes. From the south of Paignton into Brixham there is only one primary route. Therefore, the result is some high frequency corridors which is most notable between Paignton and Torquay town centres, and to the south of Paignton Town Centre and is shown in Figure 9, highlighting the "Wednesday Between Peak Q3 2019/20" scenario.

Bus Stop Density

There are currently 941 active Bus Stop Locations listed on the Torbay South West Passenger Transport Information system (Traveline) 50 of which are not currently served by a bus route. The density of bus stops across Torbay is therefore 39.2 stops per square mile. Re-building the network is likely to lead to increased bus service operation and a wider network that will enhance the density ratio.

Bus Stop Facilities

Some of the locations have not been audited for several years and therefore it is not known how many of these stops are affixed to lamp columns or their state of repair.

It is an obligation by the Council to ensure that the Traveline Bus Stop Locations are kept up to date, failure to do this will result in the Traveline Call Centre communicating incorrect information to customers travelling within Torbay which in turn could lead to a missed bus journey and a customer dissatisfied with using both Public Transport and the Traveline service.

Over the years the Council's Capital programme has funded several upgrades to bus stops and replaced old stops with new.

There are still a few bus stop posts that are not equipped to allow the bus companies easy access to affix timetable cases and flags but require banding methods to strap the street furniture to the posts.

There are still a number of bus stops within the area that do not carry any information regarding which buses serve that stop. Without clear flag and timetable information customers may be unclear about what public transport is available from a particular stop. Additionally, Torbay is a key Tourist destination, and it is vital that bus route information is available at every bus stop for both residents and visitors.

It is our ambition to audit every bus stop and introduce key digital information links to our Traveline partner from every location within Torbay.

There are currently 168 shelters on the Torbay network (including some currently on order and not installed). Of these 98 shelters are supported by advertising through our contract provider. The remaining 70 are Council owned.

The Council has started investment in green roof shelters to support the push towards decarbonisation. There are 5 currently in place with a further 13 on order funded by the Council and developer contributions.

Real Time Information

With investment as part of the Better Bus Areas funding, there is a small network of real time information screens across the network, primarily sited at the key interchanges in Torquay, Paignton and Brixham.

There are a total of 13 screens currently on the network, broken down as follows:

- 38" TFT 7 (located at various bus stops)
- 46" TFT 3 (1 in Brixham Town Square and 2 in Paignton Bus)
- LED Flag 3 (located at Brixham and Torquay Harbours)

There is a website for up-to-date information but that is no longer maintained.

Bus Priority

There are three locations where types of bus lanes have successfully been introduced as follows:

- Tor Hill Road/Union Street, Torquay
- Trellisick Road/Queen Elizabeth Drive, Paignton
- Dartmouth Road ('Quarry Bend'), Paignton.

Additionally, movements through Fleet Street in Torquay are restricted to minimal access for all vehicles with buses the only vehicles permitted through access in both directions.

Bus, Rail and Coach Integration

The bus route 31 (currently a 20-minute frequency) serves Torquay coach station. The service connects the coach station with residential areas in Torquay and with the Town Centre and Harbourside where there are connections to elsewhere.

In Torquay there are currently two railway stations (Torre and Torquay). Neither have bus services on the forecourt but both are served nearby by the high frequency route, 12. Torquay Station also has several other services passing nearby. These connections can be improved and this BSIP sets out our ambitions for better connectivity.

In Paignton the Bus and Railway Station are located side by side, in the centre of the town. The coaches also stop here. Most Paignton services use the bus station or the stops immediately adjacent, offering links across the town.

Paignton is the end of the railway network and the rail link to Brixham was removed. As such there is a reliance on connectivity at Paignton between the train and bus. This is served by the primary route, 12. The BSIP sets out proposals to improve that connection, particularly with through ticketing.

Park and Ride

There is one existing Park and Ride location on the edge of Brixham. This is not managed by Torbay Council, the landowner runs the facility in agreement with Stagecoach.

The Park and Ride is located on the A3022 (Brixham Road). Bus service 12 serves site on the way to Brixham and on the return journey, there is no dedicated bus service.

This is a missed opportunity and something this BSIP looks to address. The Neighbourhood Plan for the area (Brixham Peninsula) sets out the community ambitions to improve the site as well.

Supporting the Network and Community Transport

Torbay Council is currently supporting all bus services within Torbay regarding concessionary fares patronage previous rates due to the impacts of COVID-19. The list of supported transport services in Table 5 shows all the routes with further support through an additional revenue subsidy currently being provided.

The total budget for public transport is £150,000 for subsidies and £39,000 for other expenditure including staff resources. The total income from Bus Service Operators Grant (Local Authority funding) and other funding is £39,000, equal to the expenditure.

Torbay has a high proportion of elderly and disabled residents, many of whom cannot afford or are unable to provide their own transport. Community Transport developed, as a form of public transport to fulfil a need where there were gaps in service provision. These services may never be profitable as they have a high-cost subsidy per passenger, but still have a high social worth and promote social inclusion.

Torbay's Community Fare Car Transport provided a door-to-door service for the disabled and elderly within our community. It was a social (often essential) lifeline for these residents transporting them to key destinations within Torbay. Most customers using the service were over the age of 75, however, since the pandemic the number of customers using the service dropped so significantly that the provider of the service could not continue to operate even with the subsidy supported by the Council.

Older people and those with disabilities make up a significant proportion of Torbay's population and they face several barriers when trying to make use of local transport.

The network also includes a series of 'shopper' buses. These are supported by a retail operator to serve their stores and whilst publicly available, are provided for access to/from those stores.

Torbay Community Development Trust have also been operating two services, on a subscription basis to support them. More recently the Council is offering that support.

Table 5 - Supported Services

Service	Route	Operator	Pre-Covid Support	Route kms (annual)
15/16	Brixham Town Service via Summercourt Way/Higher Ranscombe Road	Country Bus	No	89,000
25	Roundham – Paignton Town Centre – St Micheals – Morrisons	Torbay Buses	Yes	24,913
60	Occombe – Shorton – Paignton Town Centre	Torbay Buses	No	29,157
61	Livermead – Torquay Town Centre	Torbay Community Development Trust	Yes (Capital)	16,324
62	Cockington – Chelston – Torquay Town Centre	Torbay Buses	No	22,213
64	Warberries – Lincombes – Torquay Town Centre	Torbay Buses	No	42,409
65	The Willows – Hele – Babbacombe – Torquay Town Centre	Torbay Development Community Trust	Yes (Capital)	19,452
108/109	Great Parks – Foxhole – Colley End – Paignton Town Centre	Torbay Buses	No	43,719

Accessibility and Deprivation

Deprivation in Torbay is concentrated in the centre of Torquay, with smaller pockets of deprivation in Paignton and Brixham. The most deprived areas of Torquay (covering the neighbourhoods of Torre, Plainmoor and the town centre) are generally well served by public transport, including the frequent services 12, 31 and 35A/35C.

Paignton ranks higher in deprivation overall than Torquay. Deprivation is concentrated in the town centre which, like Torquay, is the focal point for bus services in the area and as such the most deprived area of the town is reasonably well served by public transport, albeit with fewer destinations and less coverage than in the larger settlement. However, owing to the elongated characteristic of the town centre along the waterfront, it is notable that some residential streets are located a considerable walking distance from the main bus corridor along Torquay Road, uphill from the waterfront. The area of Foxhole also ranks high in deprivation, served by the Stagecoach 'FOX' bus service.

Brixham is the least deprived of the three settlements, with the highest deprivation concentrated in a relatively small area between the town centre and Brixham Hospital. As the smallest of the three

settlements in Torbay, Brixham has the fewest number of bus services and the town's location on a peninsula at the southern end of the bay makes it more challenging to serve efficiently. Brixham also has particularly steep terrain which can be a challenge for the less mobile in getting to and from bus stops on the main roads.

Torbay Council have recently invested in on board audio-visual announcements to improve the accessibility of the services 12 and 22.

Modal Share and Travel to Work

Census data from 2011 shows that, of those who travel for employment, 5% use bus services, 72% using a car/van, and 17% on foot. It also highlighted that 72% of travel to work journeys originating from Torbay remain within Torbay, with 17% in the immediate neighbouring authority areas of Teignbridge and the South Hams and a further 7% in other areas covered by the bus network from Torbay. This, in part, supports the decision to form a single BSIP for the area. It is shown in more detail in Table 6. Growth in the East of Exeter since 2011 will have grown the numbers travelling to either Exeter or East Devon for employment and this will be considered within the BSIP, working with Devon County Council.

Table 6 - Travel to Work Data

	Torbay	Teignbridge	South Hams	Exeter	Plymouth	East Devon	Other South West	Outside of South West
From Torbay	32,308	5,192	2,668	2127	784	415	649	960
	71.6%	11.5%	5.9%	4.7%	1.7%	0.9%	1.4%	2.1%
To Torbay	32,308	4,736	1,896	385	675	161	361	377
	79%	11.6%	4.6%	0.9%	1.7%	0.4%	0.9%	0.9%

Travel to work data, ONS Census 2011

Ticketing

The following tickets are offered across our network, these are operator specific unless stated.

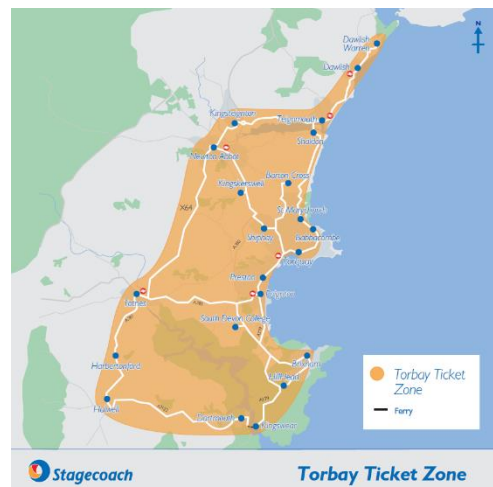
Single; Return; Day; Week; Term; Multi-trip carnet; Group Day; Devon Day.

The coverage of the Stagecoach Torbay ticket zone is shown in Figure 10, this extends beyond the administrative boundary. We will work with Devon County Council to ensure this ticket offers better value to the passengers, extending the area and ensuring the ticket is available across all operators.

There are also other ticket opportunities set out in this BSIP.

What we know from available data is that the breadth of tickets sold is significant and having too many options can cause confusion for the passenger which may also result in them not getting best value for money. The BSIP and partnership will work to address this.

Figure 10 - Stagecoach Torbay Ticket Zone



Concessionary Fares

Torbay Council has 29,585 active ENCTS passes (as of July 2021). Of these 27,622 are for elderly persons and 1,963 for those with a registered disability.

The Council's total expenditure on concessionary fares is £4,029,000.

The Torbay Scheme is as follows:

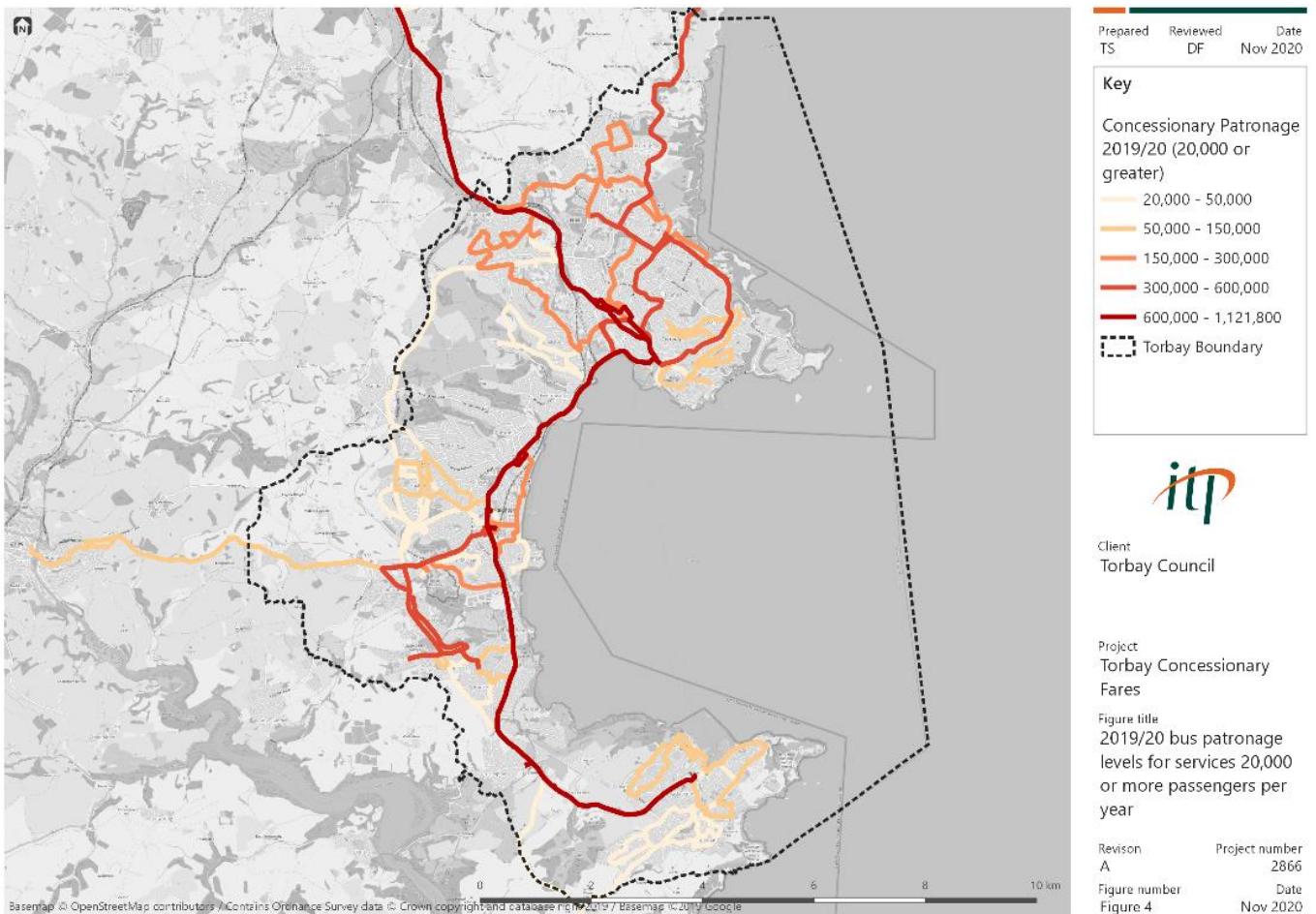
Any person holding an English National Concessionary Travel Scheme (ENCTS) "smartcard" pass issued by an English Local Authority ("National Passholders") is eligible for free travel.

All operators of local bus services in Torbay registered with the Traffic Commissioner, where the service complies with the description of an eligible service under concessionary legislation, are required to participate in this scheme.

Free travel for all ENCTS National Passholders is provided on all journeys where the Passholder boards at or after 0930 until 2300 hours the same day; and on all journeys where the concessionaire boards at any time on a Saturday and Sunday or on any day which is a Bank Holiday in England.

A substantial (but recently reducing) number of concessionary journeys across the network are supported by the Council. As shown in Table 3 these represent around 44% of the journeys on the network. Figure 11 shows where the number of journeys in 2019/20 (including March 2020 which was affected by Covid-19) exceeded 20,000, with key corridors exceeding 600,000.

Figure 11 - Concessionary Fare Journeys, Highest Corridors



Car Parking

There are 38 car parks within Torbay, with 7069 spaces. Most car parking within the town centres is managed by the Council. Information relating to on and off-street parking places and Controlled Parking Zones can be accessed on our website:

- www.torbay.gov.uk/car-parks
- www.torbay.gov.uk/on-street-parking
- www.torbay.gov.uk/torbay-cpzs

There is a typical charging structure for Torbay that doesn't vary substantially across the area although there are some exceptions. Table 7 shows the typical charging schedule.

Table 7 - Typical Parking Charges in Torbay

	Up to 30 mins	Up to 1 hr	Up to 1.5 hrs	Up to 2 hrs	Up to 3 hrs	Up to 4 hrs	Up to 5 hrs	Up to 6 hrs	Up to max
On Street	70p	£1.40	£2.40	£3.00	£4.00	£5.00	£6.00	£7.00	£10.00
Off Street	NA	£1.40	NA	£2.50	£3.50	£4.50	£5.50	£6.50	£8.50
<i>Note: Max stays on street 10hrs; off street 24hrs</i>									

In Torbay the revenue budget explained that for Parking Enforcement total expenditure is £883,000 and total income is £994,000.

Consultation and Engagement

This section considers the work that has already taken place to understand views about the network and priorities. The section 'Working Together', within this BSIP, explains how the Council will work with the community, stakeholders and operators moving forward.

Community

Through the National Highways and Transport Network we can understand the community opinions on a variety of indicators in relation to buses but also wider transport considerations. These also enable us to benchmark against other areas and to understand where our focus and priorities should fall. The results are set out Table 8.

There are 10 indicators where we perform well above and a further 18 where we are above the average, these are across a range of areas and is a real positive outlook for our local network. However, we are aware that it is no less important to focus on these areas as the ones where we are not performing as well, and we need to strive to maintain and further enhance these scores. The remaining five are identified indicators where we perform below average, four of which are related to community transport and the latter is around information to plan journeys.

Stakeholders

In addition to the community views above, we have directly consulted stakeholders ahead of this plan. The word cloud in Figure 12 gives an idea of the areas where points were raised. We will look to work with those stakeholders as part of the Bus Forum as we move forward with the partnership

Figure 12 - Stakeholder Feedback

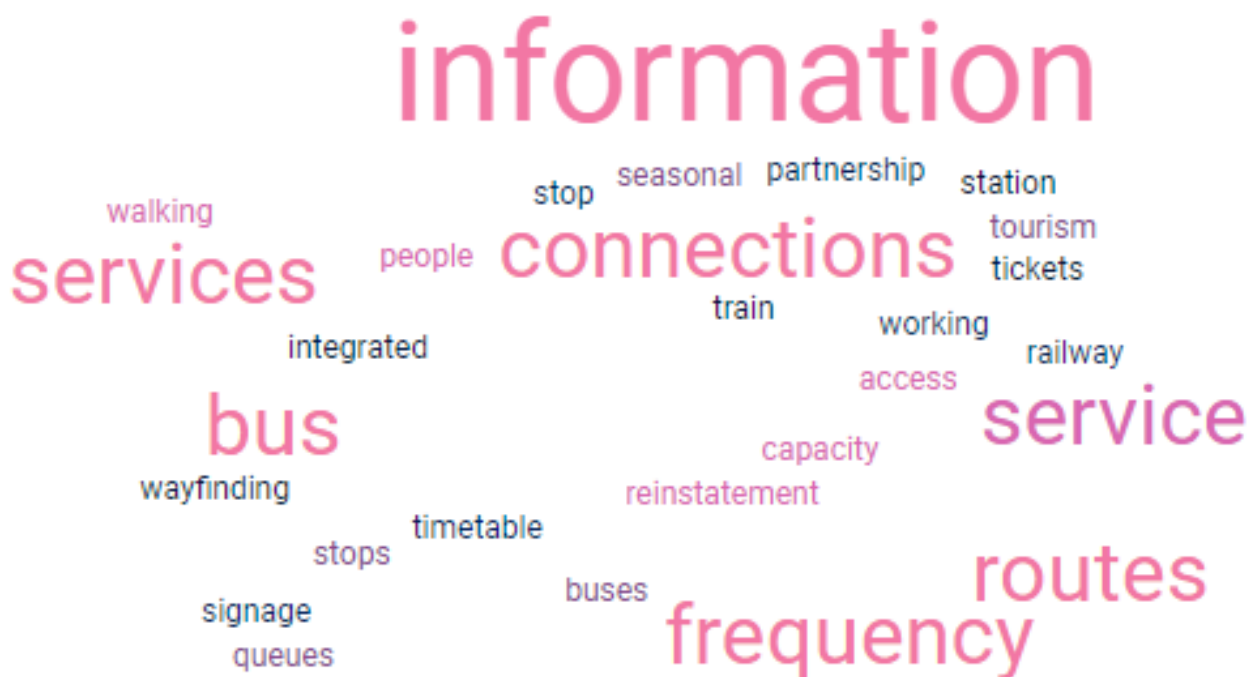


Table 8 - NHTN Survey Results for Torbay

Ref	Indicator	Result	Average	Gap
Key Benchmark Indicator				
<u>KBI06</u>	Local bus services (overall)	66%	60%	6%
<u>KBI07</u>	Local bus services (aspects)	69%	57%	12%
<u>KBI08</u>	Public transport information	47%	44%	3%
<u>KBI09</u>	Taxi/mini cab services	69%	66%	3%
<u>KBI10</u>	Community transport	57%	58%	-1%
Key Quality Indicator				
<u>KQI03</u>	Responsive transport	57%	55%	2%
<u>KQI05</u>	Public transport information (aspects)	57%	56%	1%
Benchmark Indicator				
<u>PTBI01</u>	Frequency of bus services	68%	60%	8%
<u>PTBI02</u>	Number of bus stops	73%	70%	3%
<u>PTBI03</u>	The state of bus stops	64%	60%	4%
<u>PTBI04</u>	Whether buses arrive on time	63%	56%	7%
<u>PTBI05</u>	How easy buses are to get on/off	74%	73%	1%
<u>PTBI06</u>	The local bus service overall	68%	61%	7%
<u>PTBI07</u>	Bus fares	56%	50%	6%
<u>PTBI08</u>	Quality and cleanliness of buses	65%	63%	2%
<u>PTBI09</u>	Helpfulness of drivers	71%	68%	3%
<u>PTBI10</u>	Personal safety on the bus	69%	68%	1%
<u>PTBI11</u>	Personal safety at bus stops	67%	63%	4%
<u>PTBI12</u>	Raised kerbs at bus stops	67%	66%	1%
<u>PTBI13</u>	The amount of information	59%	56%	3%
<u>PTBI14</u>	The clarity of information	58%	58%	0%
<u>PTBI15</u>	The accuracy of information	60%	58%	2%
<u>PTBI16</u>	Ease of finding the right information	56%	55%	1%
<u>PTBI17</u>	Information about accessible buses	54%	53%	1%
<u>PTBI18</u>	Info to help people plan journeys	58%	59%	-1%
<u>PTBI19</u>	Reliability of electronic display info	54%	52%	2%
<u>PTBI20</u>	Provision of public transport info	57%	56%	1%
<u>PTBI21</u>	Availability of taxis or minicabs	76%	71%	5%
<u>PTBI22</u>	Reliability of taxis or minicabs	74%	70%	4%
<u>PTBI23</u>	Cost (fares) of taxis or minicabs	57%	54%	3%
<u>PTBI24</u>	Availability of community transport	52%	56%	-4%
<u>PTBI25</u>	Community transport fares	54%	56%	-2%
<u>PTBI26</u>	Reliability of community transport	55%	58%	-3%
Quality Indicator				
<u>PTQI08</u>	Provision of bus stops	89%	87%	2%

Transport Focus

We have considered the national feedback from Transport Focus on “what passengers want”. Table 9 is an extract from the Transport Focus report “Bus passengers’ priorities for improvement 2020”. Understanding the detail behind the responses, for the Torbay circumstance where we need to attract more younger people to the network, we can see that the priorities were more

buses arriving on time and offering better value. However, we have a significant aging population and one that needs to be included in our network design, critically to avoid aspects such as social isolation. The priority for the older age group was buses running more often. The top 3 priorities are very similar between all age groups.

The work also identified that BSIPs should include the following measures and we have used this as a checklist for our own BSIP.

Table 9 - Transport Focus Passenger Study

What passengers want (Transport Focus)		BSIP / EP
Buses running more often	improvements in frequency of weekday, daytime services	✓
	more services at weekends, in the evenings and at night	✓
	more frequent services to smaller towns and villages	✓
	consideration of potential for improving connections to other forms of transport such as train stations or cycling routes.	✓
Buses going to more places	new and extended routes	✓
	creation of a stable network by limiting the number of changes each year	✓
	communication and consultation with passengers on significant changes.	✓
More buses on time/faster journey times	action to improve punctuality and achieve targets, such as bus priority measures, enforcement of bus priority, better management of roadworks and action by operators	✓
	direct express buses to key destinations	✓
	Commitment to keeping passengers on board informed of delays and disruption	✓
Better value for money	a central source of pre-journey information on fares and ticket types	✓
	lower fares (for all or for specific groups)	✓
	flat fares	
	more integrated fares	✓
	price capping or flexible tickets	
	retention of cash option.	✓
More effort to tackle any anti-social behaviour	specific action, such as CCTV and improved lighting at stops	✓
	enforcement	✓
	including safety in design guidelines for buses and stops.	✓
Better quality of information at bus stops	an up-to-date timetable at every stop	✓
	consideration given to provide route and network connections maps at major stops	✓
	fares information at major stops	
	real-time information at more stops and on apps.	✓
Accessible buses	space for at least one wheelchair or buggy	✓
	commitment to provide alternative transport, such as a taxi, where wheelchair space in use	✓
	on board audio-visual next stop information	✓
	commitment to customer service training.	✓
Cleaner buses	enhanced cleaning regimes	✓
	commitment to regular removal of graffiti.	✓

Bus Users UK

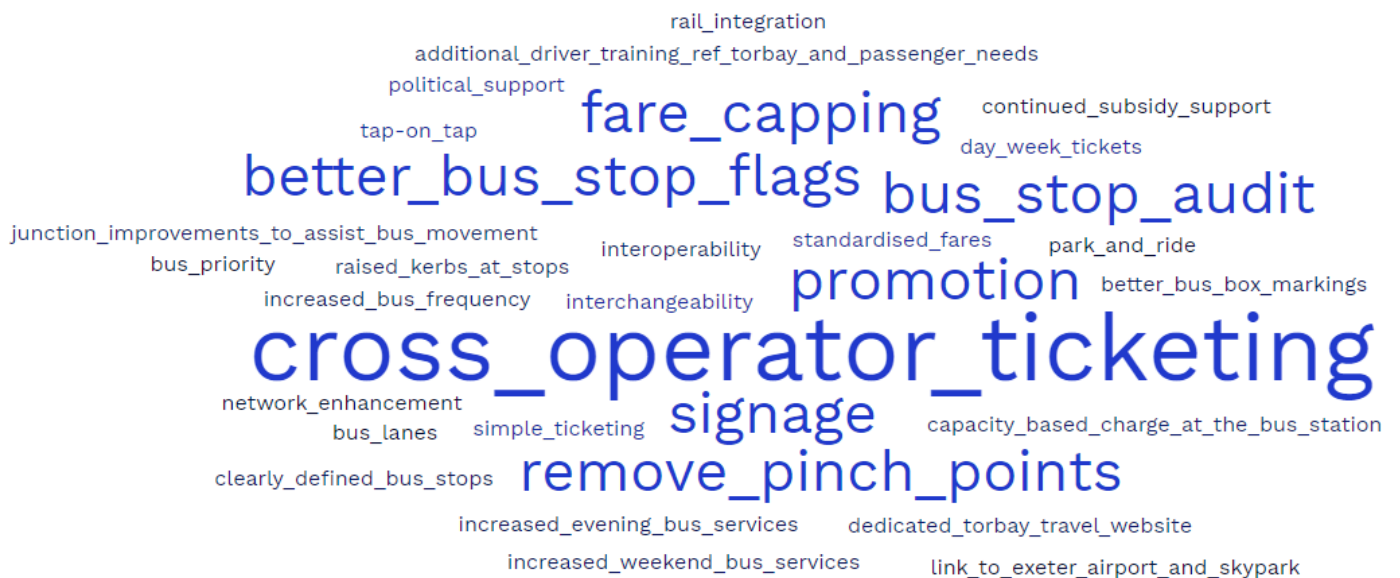
This group have stressed the importance of community engagement and put together a 10-point plan for what they think should be included in the BSIPs.

1. COMMUNITY-CENTRED
2. TRANSPORT LANDSCAPE
3. ACCESSIBLE
4. INCLUSIVE
5. AFFORDABLE
6. AVAILABLE
7. PRIORITISE BUSES
8. AIR QUALITY AND ZERO EMISSIONS
9. MONITORING
10. LIVING DOCUMENT

Bus Operators

We have also asked the operators to comment on what they want to see and what their priorities are. This word cloud gives an indication as to the views we have received back. Clearly the priorities are fares, joint ticketing, and quality of bus stops as shown in Figure 13. There are some known network pinch points that can't be resolved through bus priority, but we will work with operators to identify solutions and attempt to overcome them.

Figure 13 - Bus Operator Feedback



Headline Targets

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.

JOURNEY TIMES

Accessibility is critical to the achievement of many other targets. The ambition is to **increase the amount of the local population who can access the key destinations throughout the day and reduce their journey times to do so**. Everywhere in the urban area should be accessible in less than 60 minutes.

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

The Local Authority want to see **significantly improved reliability, exceeding 95% with average delays down**. However, it is also important to achieve consistency across the network and a reduction in the variance between services is key.

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

Passenger growth is the ultimate measure of this plan. This is unlikely to be a sharp increase initially but should build as the plan progresses. A recovery to pre-pandemic levels is the first target, re-establishing a baseline and building from there.

TARGET – An increase in patronage and journeys per head population

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

CUSTOMER SATISFACTION

The authority will continue with the National Highways and Transport Network survey and strive to increase the number of indicators significantly above the national average. We will work with operators to understand the complaints they receive and assess them through the partnership approach. We will also engage with a survey company, for example Transport Focus, to **undertake regular surveys of passengers** in Torbay to assess their overall satisfaction.

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

BASELINE – NHTN survey result 63%, 3% above average; Complaint data to follow; No survey data

AVERAGE FARES

A reduction in fares will make services more accessible to all and **increasing the value offered by the tickets**, through broadening the coverage or multi-operators will help passengers to travel more easily. Our ambition is to reduce the average fare relative to today's prices.

TARGET – A decrease in overall average fare cost

BASELINE – Current Fare Structure

NUMBER OF ZERO EMISSION BUSES IN FLEET

Our ambition is for a **zero-emission bus fleet** across Torbay that meets the needs of passengers at the same time as supporting the co-benefits to air quality, health, and other factors. This will not only deliver against the climate ambition of the Council but also to be the premier tourist destination in the UK. More detailed progress targets will be set out on completion of the report commissioned by Torbay Council into a zero-emission fleet for Torbay.

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

BASELINE – October 2021 – 0

REDUCED CARBON EMISSIONS FROM FLEET

Linked with the zero-emission bus fleet, where it is not possible to convert the entire fleet, our **interim ambition is for the cleaner fleet** and one that supports Torbay to improve air quality. We have set out ambitions to work with operators through fleet renewal and conversion of fleet to Euro VI.

TARGET – A decrease average vehicle emissions across fleet

BASELINE – April 2022 – TBC

Reporting

The partnership will work together to report on the performance of the BSIP targets and will formally publish every 6 months alongside a high-level review of the BSIP and whether any update is to be produced. Where there are opportunities to publish the information more frequently, and perhaps even in real time, this will also be prioritised.

We anticipate that updates will be published at www.torbay.gov.uk/bus-network-improvements.

Delivery Action Plan

We have worked through the assessment of the network, the situation in Torbay, what the community and stakeholders want, what the Government wants and the desire to connect and capitalise on the other investments in Torbay and have developed an action plan that sets out our ambitions for transformational change to the bus network locally.

This action plan requires investment to deliver, not only directly for the proposals set out but also the resources to programme/project manage and to boost the capacity of the Council to improve the data capturing, recording, and monitoring to ensure the targets are being met. This need to boost resources was recognised by Government for 2021/22 but needs to be ongoing to allow more longer-term solutions.

This plan aligns with other investments, ensures commitment through development contributions, and sets out other plans, however it will not be possible to deliver without sustained investment from the Department for Transport. This BSIP sets out what we want to achieve and what can be achieved with the right support. It is a proposed plan until such time that funding is confirmed, and the partnership understands what is therefore achievable.

It is important to recognise that as an authority our commitments to existing services continue but that is weighted on the socially necessary aspects and to help 'Bus Back Better' following the pandemic we need the support of Government to deliver the investment in this plan.

Our Priorities

- 1 Buses to serve the wider community
- 2 Buses to link with facilities
- 3 Lower fares
- 4 Accessibility
- 5 Decarbonisation

Intensive Services and Investment on Key Corridors, including Bus Priority

We will

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

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.

Provide bus priority at all key signalised junctions on those core corridors and review other opportunities

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.

Review on-street parking layouts on all routes to improve efficiency of bus services

East of Exeter Bus Service (Exeter Corridor)

INTENSIVE SERVICES ON KEY CORRIDORS

The core of the network, as set out earlier in this plan, already has high frequency but it is critical that we don't then ignore that part of the route but use it as the 'flagship' and build off it to widen the opportunities.

We will build on the existing success of the 12 service operating along the coastal corridor and out of Torbay to Newton Abbot by enhancing the service provision of the 13 and 22. Both of these can offer more for the network and the passengers and help improve critically access to and from employment, education, and health care. Enhancing these three cores would build a network around a Western Corridor, Eastern Corridor, and a North East to South West link corridor as shown in Figure 14. We will invest in more bus stops where there are gaps in the network to ensure passengers have ease of access to these core services. We will look to achieve a 15-minute frequency (up from 20 minutes) on the 22, and a 20-minute frequency (up from 60 minutes) on the 13. We will also ensure these services operate sufficiently early and later, as well as all weekend to serve the community when they need it.

The service frequencies on the coastal corridor, especially between Paignton and Torquay are already the highest on the network but these enhancements will broaden that reach.

To support tourism locally but also to enhance the service frequency and reliability in the core section of the network, we will also deliver an increased frequency on the 122 which is a regular bus service but operated with open top vehicles. These are not only popular with visitors but also families and the wider community locally. Using the investments set out below around modern buses and decarbonisation, we hope to be able to achieve a fully electric open top service that delivers on our corporate commitments to tackle climate change and become the premier tourist destination.

This core will also be the focus of reinstatement and expansion of the night services. The night service on the 12 was previously successful at weekends but will be rolled out across all nights of the week to better connect with employment at Brixham Harbour, the town centres, Torbay Hospital and Newton Abbot. This is also a critical service for the night-time economy and tourism in Torbay benefitting many aspects of the community. We will also extend the night service provision to the 22, supporting the 12 between Paignton and Torquay but adding a greater choice to the community at each end of the route and providing connections at suitable hub locations.

SUB-CORRIDORS, EVENINGS AND WEEKENDS

Key corridors extend beyond the core. We will focus on corridor connections and links to employment, education, and health. This will see increased frequency on existing services across Torbay, offering better connectivity with the core, more links to employment, education and health services, and easier use for the passengers.

These ‘town’ services will be extended to cover evenings and weekends where those services don’t already exist to provide a consistent service level across the towns. This is a substantial element of the BSIP, these are the services that connect the communities, provide the accessibility and link into the core network. These services get people to work, get people to the shops, get people to school and so on, they also must get people home, reaching out into the communities across Torbay. These service patterns should be consistent for all areas, offering 15-minute frequencies in the more densely populated areas and 30-minute services elsewhere. The socially necessary and community services are set out separately. These improvements, coupled with the core corridors are the step change in service provision across the three towns.

BUS PRIORITY

As part of our climate change work, we will be reviewing how we best achieve a transport network that delivers for active and public transport first and that will include a review of the allocation of road space across the network. However, we know that opportunities for separated bus lanes are

Figure 14 - Core Network Routes in Torbay

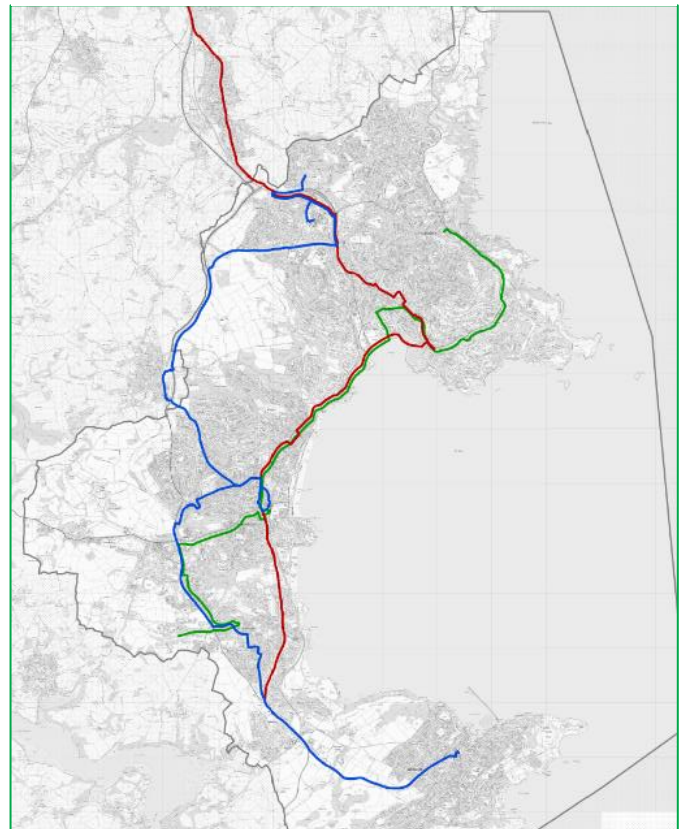
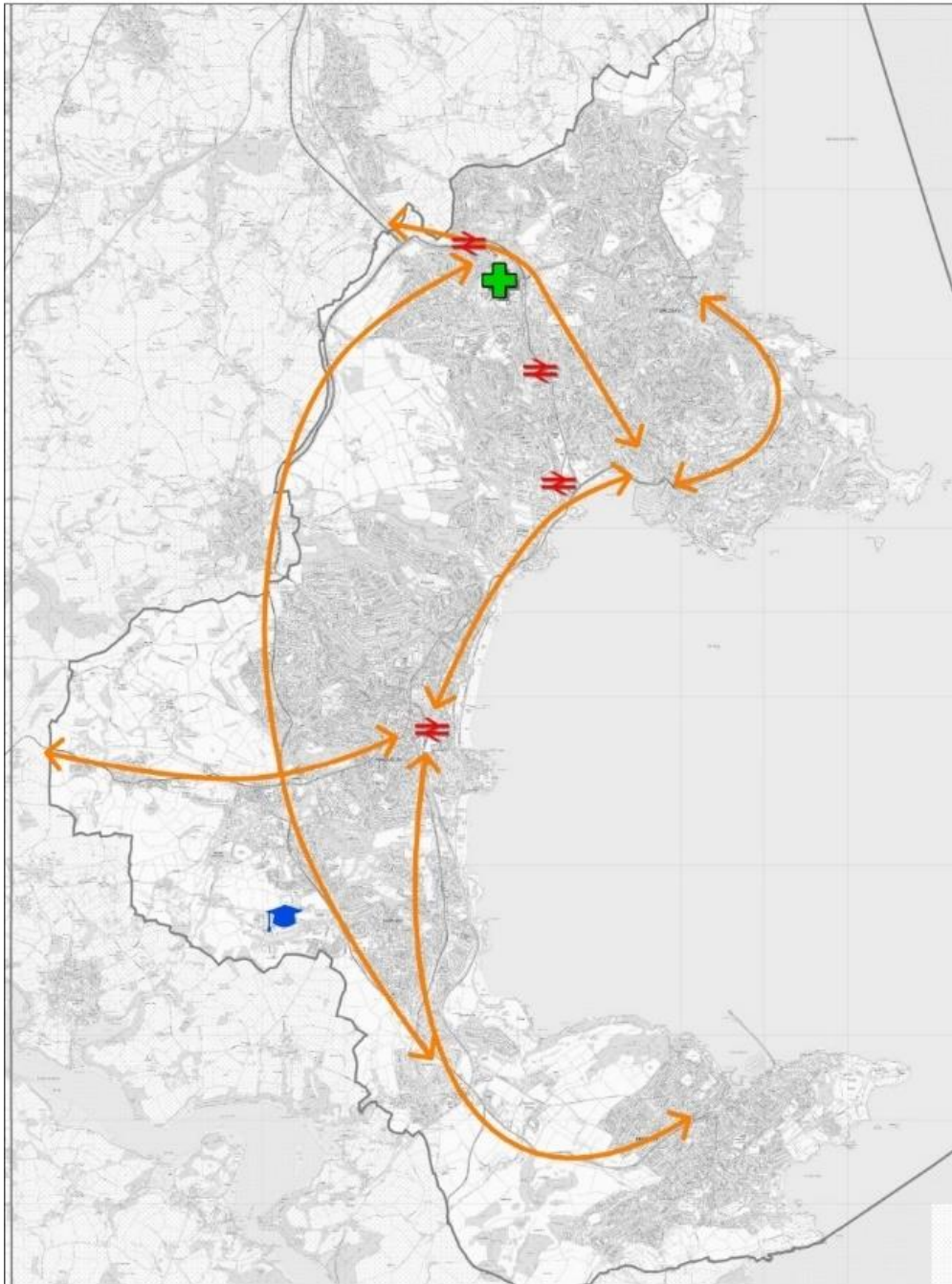


Figure 15 - Diagram of Key Corridors



few and far between, especially where segregated cycling infrastructure is needed on the same corridors. We will always consider opportunities for that provision including specifically in the area around Preston where potential has been recognised before, but it will require further assessment and engagement with the community and stakeholders before any judgements are made about the benefits.

Where we can make a more immediate impact is with bus priority at signals. We will focus on the key corridors as shown in Figure 15 to tackle those junctions and ensure the technology provision is there to support this work. We are as an authority working through several signal junction upgrades, and we will commit to this being an integral part of all upgrades going forward.

We also have some other critical junctions, including 'Abbey Gates', in the wider network under review as part of other ongoing workstreams and these will help with the flow of the town services.

As part of the work to support the active travel provision in Torbay, we are undertaking parking reviews. We will consider the impact of on street parking on the bus network and review where amendments may need to be made. We will engage with the community and stakeholders in that discussion.

HUBS

We have key hubs on the network. We consider key corridors in Torbay to be those that link to Employment, Education, and Health Care which are our hubs. If we focussed too heavily on the core routes without proposals to enhance the remainder the benefits of the core improvements would not be realised.

The hub destinations themselves will have improved facilities. Each will be audited against a criteria but these hubs will have (subject to site assessments) shelters, a high level of passenger information including real time information and onward travel for those arriving at the hub, improved wayfinding to and from the hub and where appropriate include cycle, electric vehicle, and car club charging and parking facilities.

This work has begun, with investment through the Torquay Town Deal in a new bus interchange alongside significant public realm and active travel provision.

PARK AND RIDE

We will look to enhance the park and ride facility for Brixham into a multi-modal bus and active travel hub and consider opportunities for it to serve Kingswear/Dartmouth as well, working with colleagues in Devon County Council. Whilst on the 12 and 13 corridors (with the 13 frequency enhanced as above) we will also explore whether, particularly in the summer, these services are sufficient to cater for increased demand from the park and ride or if a separate shuttle service to directly connect the town during the peak months. We will work with the local community and Brixham Town Council to explore the opportunities and consider what is possible.

EAST OF EXETER

This is a big, and growing market area and the strategic corridor between Torbay and Exeter does not have the bus service to match. Several factors have played out in the past that have 'damaged' the previously successful bus service between the two significant urban areas. That said, there is a huge opportunity with further investment in employment to the east of Exeter to re-establish those links, focussed on the areas where people want to travel and where competition with the rail network isn't as strong. There has been an increase in residents working outside of Torbay and the notable increase in employment opportunities around the east of Exeter is the most likely contributor. This proposed service would provide a direct connection for the residents of Torbay with the employment areas and Exeter Airport, but also with buses to Bristol Airport, Exeter City Centre, and the Royal Devon and Exeter Hospital.

This is a critical link and a strategic connection that is missing from the network that is supported by the Local Transport Plan.

Lower Fares with Integrated Local Ticketing

We will

Have an affordable multi-operator (bus only) ticket

Reduced price ticketing for families

Reduced price young person's ticketing

Multi-modal tickets including sales of through tickets to/from national rail

Through the BSIP Torbay Council is seeking funding to reduce fares and make travel by bus better value, and therefore a more attractive option, which will lead to an increase in passenger numbers. This opportunity is intended to act as a 'kick-starter' with eventually the increased passenger numbers covering the initial 'lost' fare generation. We are proposing to work with our Partners towards an integrated ticket system across Devon and Cornwall.

We want to simplify the ticket options, making it easier for users to understand and ensuring they get best value for money. We will work across the partnership to consider the ticket types and reduce where possible the number of variations.

MULTI-OPERATOR TICKET

A multi-operator ticket is the single most important change that needs to be made to make bus travel more appealing. This has been present in the feedback across stakeholders and the community. This will be our primary goal, working with our operators to put that system in place at the earliest opportunity. We want to target a release of the ticket alongside the official formation of the Enhanced Bus Partnership. The funding is needed to support the back office and set up of the system, and to ensure fair equity of income from receipts. We will work with the operators and Devon County Council to improve the value of the ticket options where that travel is cross boundary.

FAMILIES AND YOUNG PEOPLE

This plan ensures that travel for families is affordable and to give families in Torbay the best opportunity to use bus travel. To achieve that we are proposing a reduction in ticket costs and will work with operators on the best and most efficient ways to deliver that.

We want to support young people in our community and to give them the best opportunities to succeed. This plan can support that by making travel more affordable. These are also the passengers of the future and attracting them to the services and keeping them using the services will be critical to the longer-term success of the bus network here in Torbay.

MULTI-MODAL TICKET

We will work with rail and bus operators to put Brixham back on the National Rail 'map' with a through ticketing option allowing transfer on a single ticket between the rail and bus at Paignton or Newton Abbot for services during the night. The funding is key to facilitating and unlocking the opportunity.

We will also work with the operators and neighbouring local authorities to look at the opportunities for joint ticketing across the modes in the wider area, supporting travel outside of Torbay as well.

Service Patterns Integrated with Other Modes

We will

Increased service frequencies at railway stations with services timed to connect with train services where achievable

Extension of service to Torquay Railway Station

Night service 12 timed to meet sleeper train at Newton Abbot with direct ticketing options

Improved wayfinding between bus and rail at all railway stations

New stop infrastructure for Edginswell Station

First steps towards redevelopment of Paignton Bus Station as hub

Walking and Cycling connectivity, in particular the South West Coast Path and Area of Outstanding Natural Beauty

RAIL INTEGRATION

Proposals set out in the key corridor section will enhance the frequency of services at railway stations and those in the ticketing section can make it easier to understand the travel options but there is still more that can be done. Firstly, we must make it clear to the passenger looking to transfer between rail and bus where those nearest stops are, what those services are and how to get between them. This wayfinding is very important at Torquay and Torre where it is not possible to stop all services on the railway forecourt or immediately outside. In Paignton the situation is different with the bus station immediately opposite the railway station entrance but with improvements proposed in that area through the Future High Streets funding we can still ensure clear information is provided to the passengers.

We will extend a service, and potentially divert another subject to other proposals, to stop on the forecourt of Torquay Station, while the high frequency corridor services continue to run adjacent. This service will link to the town centre and to areas of Torquay not close to the rail network at present providing a significant enhancement on integration of rail and bus in Torquay.

Proposals have also previously set out how we will reinstate the night service for the 12 and expand it to all week service. That offers an opportunity to connect the bus with the late night / early morning rail services at Newton Abbot either where rail services do not connect with Torbay or where the bus is a better option for the passenger's journey. This is particularly relevant to the London Paddington to Penzance sleeper service that calls at Newton Abbot ahead of rail and other bus services starting the day service. A timed night service bus to meet that, with through ticketing options, would support an integrated public transport network.

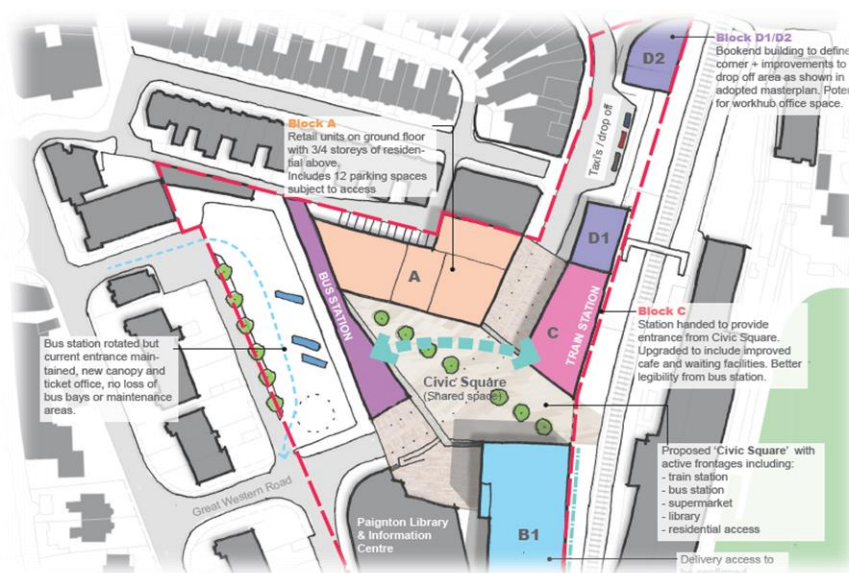
Wayfinding is an important aspect, especially for visitors. We are working with the Train Operating Company to improve the 'arrival' to Torbay by train. Part of that is about wayfinding for bus services. We will join this work up to avoid clutter or confusion, ensuring onward travel information is clear, signage is where it needs to be and providing information it needs to direct passengers between modes. This is critical for Torquay and Torre where the distance between bus stops for the core corridors and the railway station is not far but can often be difficult to navigate.

As we develop the proposals for Edginswell Station, we will ensure that through that project the bus stops are well located adjacent to the station, that existing provision is enhanced and that any wayfinding is needed is put in place from the opening.

PAIGNTON BUS STATION

This site provides a significant opportunity to build on the Future High Street proposals and previous developed library scheme to bring significant investment into Paignton Town Centre. The site has potential for redevelopment, as has been indicated in the masterplan for the town shown in Figure 16. This proposal could go on to support town centre brownfield residential development where there are currently significant pressures in Torbay. This critically would not see the removal of the bus station which, with the integration to national rail services on the opposite side of the road, is very well positioned for accessibility. This BSIP will support this work, taking forward a development plan and brief for the area, assessing what is possible through engagement with land owners, stakeholders and the community.

Figure 16 - Paignton Town Centre Masterplan Extract



WALKING AND CYCLING

We will enhance the accessibility for active travel to and from bus services, especially those along the core. Proposals set out elsewhere in this plan explain how we will make the stops safer for pedestrians, but this funding will help to deliver more, expanding the opportunities to connect from buses to the South Devon Coast Path, to the links identified in our Local Cycling and Walking Infrastructure Plan, to the Area of Outstanding Natural Beauty and to key destinations such as railway stations, education establishments, and retail areas.

We will also audit around the network of bus routes within the community, ensuring there is safe access to the stops in the residential areas. This will include suitable pavements, appropriate lighting, and safe crossing points for example.

Bus Network Presented as a Single System with Clear Passenger Information

We will
Marketing campaigns
Replacement bus stop flags with consistent design
Enhanced maintenance programme for bus stops
Single network branding
Real Time Information
Simple effective passenger information at stops
Clear online information

MARKETING

Torbay Council will work in partnership with a marketing company to promote the Torbay bus network and Travel Torbay brand. The Travel Torbay brand will be displayed on bus stops, and we will use joint promotional activity between the Council and local Bus Operators, as well as having a presence digitally. This will begin with “back to bus” type campaigns. A marketing and promotions plan, prepared jointly with operators, will set out how we will work together to support existing customers, but also to target non-users whether they be lapsed, occasional, or fixed car users.

We will identify the most suitable advertising media for communication via all appropriate media outlets, on-line, On-Street and On-Bus advertising. Bus information will be available in different formats to cater for the various categories of customer to assist them when choosing public transport.

Promotions will be linked with other focus areas, such as ‘discounted bus travel to heritage sites in Torbay’ to ensure we are supporting the local economy as well as the community.

We will also develop a communications plan as part of the partnership to ensure communications are consistent and clear for passengers. Communications affecting the network will be accompanied by the branding and all information shared by all parties together.

Subject to the funding being available, our network will be one that operates far differently to how it has done for many years and marketing and communications plays an important part in selling that concept and raising awareness, as well as giving a brand confidence to the user.

BUS STOP FLAGS

As set out earlier in this plan there is a wide array of design of bus stops across Torbay. To create a single system approach there needs to be a consistent, identifiable, feature at all stops. The bus stop experience is the first interaction with the bus infrastructure network the passenger is likely to have. Firstly, a clearly marked stop with an identifiable and consistent flag will give confidence to the user. It is also an opportunity for interaction with the brand.

We will set a fixed design flag for our network, ensure it is clearly identifiable and install it across Torbay to convert the piecemeal existing approach to one that demonstrates cohesiveness and consistency. Having new Bus Stop Flags is one thing, but we need to ensure the funding is available for maintenance, to clean and fix them as required.

BRANDING

Torbay Council developed a brand identity for travel in the area through the Local Sustainable Transport Fund. That branding will be updated but in essence form the basis of the 'one network' brand that we aspire to. This branding has not been utilised to its full potential in more recent years and the revitalised approach feeds into wider aspirations for travel by other modes as well, especially linked with the Local Cycling and Walking Infrastructure Plan.

"Travel Torbay by..." branding will feature on buses, bus stops, online and printed material and feature in promotions. It is a multi-modal brand meaning that the joined up 'one system' approach is achieved and becomes recognisable and synonymous with travel across Torbay.

Each mode has an individual icon as well as being part of the collective branding. This can be seen in Figure 17 as an example for 'By Bus'. For the LSTF a bus service operated as a connection from the ferry services to key destinations in Torbay. That bus carried the branding of Travel Torbay as well as bespoke route branding for that service. We will work closely with our neighbouring authority partners to ensure services and infrastructure is appropriately branded so as not to confuse the passengers (i.e., a Torbay brand in Devon).

We will also work with the tourism industry to understand how services are marketed to visitors and how we ensure services are meeting their needs as well as those of the local resident community.



CUSTOMER INFORMATION PROVISION

The authority will look to increase the number of real time information screens in use, with the intention of providing 28" Ultrawide TFT systems (using 4G communication) at hubs and other key locations, allowing passengers an improved experience when they interchange between transport services by providing accurate information.

Torbay Council recognises that bus routes are not always easy to understand, and we will be addressing this issue by working with our partners and users. We will work together to consider if alternative numbering of services can be part of the solution to make the network easier for all to understand or whether that might have the opposite effect.

We will ensure that all stops have up to date service information and links to more information about the network, as well as hubs and other places where feasible having onward travel information. As noted, the existing variations are significant and as part of the stop audits, we would ensure each stop is fitted with appropriate cases to support the clear display of information.

Users, or prospective users (including visitors), will need to be able to easily find information ahead of or during a journey and will not want to be faced with multiple sources of information that

may contradict one another. Clear journey planning information with route, area, and network maps will be made available and updated with timetable changes.

Timetable information will be updated twice a year, to recognise the peaks in demand towards the summer months. We will work together with operators to ensure these are co-ordinated, collectively published and announced, and remain integrated with each other.

The Traveline telephone number will be advertised widely with the QR code and will therefore be expected to provide good customer support.

Torbay Council will enhance its website site to include clearer public transport information and to include information relating the partnership and this plan concisely, being transparent with the plans and proposals with engagement as we progress.

Modern Buses and a Decarbonised Network

We will
On board audio-visual equipment
Accessible vehicles for the community
All vehicles on core routes to have CCTV, WI-FI & USB Charging
Green roof shelters
Charging infrastructure to support a zero-emission network (Tranche 1)
A minimum of 17 zero emission electric buses (Tranche 1)
Transitional fleet changes to modernise and reduce emissions

Torbay, through this BSIP and with the support of Government and operators, will play a key part in delivering the green bus revolution. This not only helps us meet our climate commitments, but it improves air quality, it provides more jobs and economic growth which we hope will be supported locally, and it supports Torbay to be the premier tourist destination in the UK.

We are keen as an authority, working with our partners, to act now on modernising the fleet and making it more accessible. We have existing commitments to investing in on-board audio/visual next stop information on key routes.

ACCESSIBILITY

With funding through this plan, we will ensure all routes are served by fully accessible vehicles, with appropriate on-board capacity and facilities including wheelchair spaces and a wider accelerated role out of on-board audio/visual information. This is not all available across the network currently as some are operated by smaller minibuses. However, it is critical in avoiding social isolation for those communities that need it most that these vehicles are fully accessible to all and have the onboard accessibility features necessary to support them.

BETTER TO RIDE IN

We will set out a minimum specification for bus services, focussed as 'Bus Back Better' expects on comfortable, high-spec, modern buses to help make using the bus more appealing. There will inevitably be a transition towards zero-emission and the Council will work closely with the operators to ensure that transition sees continual steps forward in the quality of service as well as carbon improvements.

We will ensure the right buses for the right routes, ensuring capacity and on-board facilities meet the needs of the users including WIFI and USB charging. These facilities all exist on some services but there are significant differences across the network that we will target to ensure a consistent experience for the user.

DECARBONISATION

Torbay has declared a climate emergency with a target of carbon neutrality by 2030 for both the Council and Torbay as a whole. It is recognised that the Council has an influencing role to play in helping Torbay as a place to become carbon neutral. There are two Air Quality Management Areas.

We have developed an initial proposal with our largest operator Stagecoach to provide the foundations for Zero Emission Buses and start a programme of replacements with improved infrastructure and the first but most necessary building blocks by addressing the vehicles that are the oldest in the fleet. It also links up areas of concern and existing funding allocations such as the AQMA, Torbay Hospital, the Town Centres, and Edginswell Station.

The Council have also commissioned work to look at a business case and programme for the development of a zero-emission bus network across Torbay, considering all services and operators. This work has started, and we hope to be able to feed that into updated BSIPs in the years ahead, as well as exploring other opportunities to fund that proposal. This will also explore other opportunities for zero emission, away from electric, such as hydrogen ensuring Torbay gets the best and most suitable vehicles for the network and to achieve our priorities.

The Council do not want to be home to vehicles in a cascade from other areas as those places replace their fleets with zero-emission. We will develop a programme for change, to understand fully what can be achieved when and set on completion of that work, set a date for full conversion.

Buses are a critical part of transport decarbonisation. Dependent on loading, buses are the most space-efficient road passenger vehicle. They are already a low carbon mode of transport and by transitioning the fleet, buses quickly become even more carbon efficient. However, in the interim period, increasing the number of trips on buses and achieving the modal shift from the car to increase the loadings onboard will make a significant contribution to achieving carbon neutrality.

Understanding that we will not convert our network overnight to zero emission, we will also look to deliver Euro VI engine modifications where appropriate ensuring all services on the core and operating through air quality management areas and other sensitive locations are either zero emission or Euro VI within 3 years and by 2030 at the latest any non zero-emission vehicle to be at least Euro VI with a programme for its replacement in place.

Decarbonising the network goes beyond just the vehicles and we will consider with the partnership all areas where carbon savings can be made. The Council has begun a programme to install sedum roof shelters across the network. This BSIP will look to accelerate that programme implementing it across Torbay to at least a further 55 shelter locations. This not only has carbon benefits but also provides a high standard, new shelter facility for the passenger and contributes to an improved experience for them. There is also a message from the council that we are serious about our visions, we will do our bit for the bus network and with the support of others we can make this a decarbonised success story.

TOURISM

Tourism plays a key role in Torbay as described earlier in this BSIP. Those services need to provide links to destinations tourists need which may differ from residents and may be more in direct to ensure more areas are served and key points are included.

Within Torbay there is an existing open top as part of the core network of registered bus services between March and October and as part of the corporate commitment to becoming the premier tourist destination we will ensure that services, and any expansion to it or other services, are of the highest quality, offer all the features expected from modern buses and support carbon neutrality.

Giving Passengers a Voice and Making Buses Safe

We will

Develop a passenger charter

Set up and administer a bus forum, partnership, delivery of this BSIP, and overview of passenger charter

Improve the customer information, person to person, online, and hard copies as appropriate

Provide REAL disability and Equality training

Improve waiting facilities at stops with safe boarding areas as appropriate

GIVING PASSENGERS A VOICE

We have set out the proposal for this in the separate section 'A Passenger Charter'

Operators will be expected to operate to the highest standards in terms of their accessibility and customer service. To support this, we will work with the operators to deliver DfT REAL training to everyone involved in the customer experience to ensure everyone understands responsibilities and how being a passenger with reduced mobility is.

We will invest through this BSIP in a customer relations officer, focussed on monitoring the passenger charter and supporting the community with information services.

We will also put in place the necessary resources to ensure passengers get the experience they expect and that the Council and Partnership are delivering against the plans.

BUS STOPS

Stops will be upgraded to the latest accessibility requirements where it is practicable to do so. Earlier in this plan we have identified how we will update flags, real time information, shelters and make routes to and from stops more accessible.

We have acknowledged that there are a wide range of bus stop standards across Torbay and this BSIP will be used as a catalyst to change that. We will audit all stops, position stops at appropriate frequencies, install up to date flags and information, and use a single network branding to help passengers. We will develop a categorisation of bus stops to ensure each stop is suitable equipped.

- Category 1
Living roof shelter complete with seating. Appropriate lighting. Real Time Information. Clear bus timetable information and links to Traveline. 19m + Bus stop box and clearway.
- Category 2
Living roof shelter complete with seating where appropriate. Appropriate lighting. Clear bus timetable information and links to Traveline. Bus stop clearway.
- Category 3
Bus stop and flag. Appropriate lighting. Clear bus timetable information and links to Traveline.

Where high levels of residential parking prevent buses accessing the kerb face, consideration will be given to providing bus build-outs. We expect to deliver up to 100 of these across Torbay through the duration of this plan.

A regular programme of maintenance will be established that enhances the current provision. We will work with partners to ensure all aspects of the stops are clean, legible, and safe for the users.

Our audits will be carried out annually and will be looking at:

- Security of the stop
- Bus stop post and flag
- Bus passenger shelter and seating where feasible
- Quality and accessibility of information, including timetables and real time displays
- Surface markings for buses
- Ability for buses to approach and exit the stop
- Height and type of kerb
- Access to the pedestrian footway and clear walking routes

Demand Responsive and Socially Necessary Transport

We will

Increase provision and hours of socially necessary services

Increase accessibility of socially necessary services

Modifying the Concessionary Fares offer

Fare Car and Demand Responsive Transport

Community Transport

Socially Necessary

Following the needs assessment carried out this year, we will focus on improving those areas in 'need' and to provide the services to help accessibility across the community.

We will increase the reach of the existing socially necessary services, ensuring all the community have access to buses and not just those who are fortunate to live on existing commercial bus routes. Torbay is largely urban, but the topography does make several areas difficult to access, especially when considered against the demographics of the population including age, deprivation, and car ownership. Giving everyone fair access to services is critical. It is no less important to ensure that stops serving these communities are as accessible as those for other services. The proposals set out elsewhere in the plan will apply to all areas of Torbay.

As part of our offer for socially necessary improvements to the network we will consider the opportunities to change the concessionary fare scheme for disabled users. We have previously permitted travel at earlier times, and we will revisit that approach with the partnership, users, and stakeholders.

Fare Car, Demand Responsive, and Community Transport

It is our intention to make improvements to the current Community Transport provision by the exploration of alternative models of delivery as identified in the Council's recent Demand Responsive Transport feasibility studies. We aim to work in Partnership with all known Community Transport providers and help to support a post to bring together the various providers and work in unison to establish a coherent Community Transport network. This will include health and school travel. We will be particularly exploring the opportunities for Demand Responsive Transport to replace our previous fare car model and to serve a wider purpose at the same time.

Expanding the single destination shopper buses to include a choice of different destinations is important. These services are critical for some members of the community to access shops, reduce social isolation and keep independence.

Work will also focus on links between deprived areas and employment opportunities. Providing a frequent bus service may not always be possible, either to all areas or at all times, but it is nevertheless important to support our community in accessing employment.

We will also look to DRT to baluster the provision of evening and weekend services where it is not appropriate to continue the daytime operations.

Long Term Transformation

Through the partnership we will work with the operators and other businesses in the industry to explore opportunities for our young people in Torbay to learn, take up employment opportunities, and to further their development and improve prospects for them in the future. With a growing bus industry, we want to ensure the local skills and employment are there to match.

The Council will continue with the ambitions set out above as we recognise the scale of ambition will take time to deliver. The network will need to continually respond to market changes, especially as we pursue carbon neutrality and continue increasing passenger numbers. This may involve further frequency enhancements to some routes, and further night services especially in the summer.

It will be important to maintain affordable fares, ensure the network is easy to use, and ensure the passengers receive top levels of service.

We will explore the potential for further road reallocation, considering the Superbus concepts for the core routes.

This BSIP will be key to the development of a new Local Transport Plan for Torbay which will be focussed on decarbonisation as well as supporting the community and the economy of Torbay.

A Passenger Charter

The Council intends to take forward a passenger charter.

We will be working alongside neighbouring local authorities in the region to develop a consistent regional Bus Passenger Charter which will set the standards and levels of service that passengers should expect when travelling by bus in the region.

The charter will set out what passengers can expect when using local bus services that operate within Torbay. This will include all aspects of the journey from passenger information, bus stop experience, and ticket purchasing through to the aspects journey itself such as being on time, feeling safe, high levels of customer service, and appropriate on-board facilities for the service.

We will agree a statement of purpose for the charter, and it will explain what passengers can do if the service does not meet their expectations or that set out in the charter.

The charter will recognise this BSIP, demonstrate how it links with it, and feed in the targets. Subject to agreement the charter will set out that the community can expect services to meet the ambitions of this BSIP or the demonstrated progress steps towards it.

The Council will look to continually engage with the passengers as well as the wider community and will, through the forum, ensure proposals are well consulted, ideas are listened to and recorded and that complaints are handled appropriately.

Working together

With Operators

Torbay Council have committed to the formation of an Enhanced Partnership (EP) for Torbay. This will include all the operators of services in the unitary authority area and is a recognition that working together is key to a successful partnership. It is well understood that the ambitions of this BSIP can't be achieved with any one party working in isolation.

The National Bus Strategy explains that there can be no return to a situation where services are planned on a purely commercial basis with little or no engagement with, or support from LTAs. BSIPs are how LTAs, working closely with their local bus operators, address this - setting out their vision for delivering the step-change in bus services that are required by the Strategy. This mechanism supports the delivery of specific actions which will enable BSIP outcomes.

An EP is a statutory partnership between the Local Transport Authority and their local bus operators that sets out how they will work together to deliver BSIP outcomes in the defined geographical area(s) set out in the EP. It is in two parts:

1. **An EP Plan** - a clear vision of the improvements to bus services that the EP is aiming to deliver, mirroring the BSIP.
2. **One or more EP schemes** – an accompanying document that sets out the requirements that need to be met by local services that stop in the geographical area defined in the EP scheme, to achieve BSIP outcomes.

The LTA has formal responsibility for making the scheme, but at set points in the process they can only proceed with their proposals if they have the support of a defined proportion of local bus operators. An EP only applies to registered local bus services, not coach services, community transport services or other types of road passenger transport. However, we will work with our community transport operator and others working in this area, recognising how they can provide an important contribution to meeting overall bus transport needs and delivering BSIP outcomes and engaging with the community. The precise mechanism for that will be decided but is likely to include a memorandum of understanding or a voluntary partnership agreement.

With Neighbouring Local Authorities

We will be working together to improve all forms of public transport across our area and therefore, in response to the National Bus Strategy 'Bus Back Better', and in recognition of the shared aims of both ourselves, as LTAs, and our partner operators, we will work closely with the Councils of Cornwall, Devon, and Plymouth

We believe an inter-operable suite of tickets at this scale, spanning the geographical area and population of Cornwall, Devon, Plymouth, and Torbay, combined with all bus routes and operators in this area, demonstrates our collective ambition to get more people travelling by bus. It also recognises that the passenger journey doesn't stop at the administrative boundary and the experience shouldn't change.

We are working together on the development of our bus services with all cross-boundary routes identified. Whether commercial or LTA supported, we have identified a lead authority for the future development of these services and how they can better link with wider strategic network across the region, including with longer distance rail and coach connections.

Further, this joint working provides the foundation to deliver a region-based approach to a consistent customer experience and to this end the Councils of Cornwall, Devon, Plymouth, and Torbay have committed to the development of a regional Customer / Passenger Charter. This Charter will ensure that customers travelling across our networks both expect and receive the same high levels of customer service and network values as they travel between our LTA areas and enjoy the public transport networks that we support/provide.

With The Community and Stakeholders

The Authority understands that if a BSIP is to be effective, a forum should exist, as promoted by the guidance, for the free and frank exchange of views, data, and ideas from its members on how to improve bus services.

Torbay does not currently have a bus users' group but will help to co-ordinate a forum of the community, users, and non-users, younger and older, representatives of disabled people, Torbay Hospital, local business, local education providers, the tourism industry, rail providers and others.

We recognise the importance of the above group and will work closely with existing forums and partnerships to understand how best to set up and operate this. Councillors, as representatives of their community, alongside the council as highways authority, also have an important role to play in this with the operators of services.

Overview Table

Name of Authority:	Torbay Council
Franchising / Enhanced Partnership:	Enhanced Partnership
Date of Bus Service Improvement Plan publication:	October 2021
Date of next annual review:	October 2022 (<i>May be reviewed sooner if agreed by partnership</i>)
URL of published report:	www.torbay.gov.uk/bus-network-improvements

Targets	2018/19	2019/20	Target for 2024/25	How will it be measured?
Journey Time	Not Available	Not Available	10% reduction	With reporting by operators and assessing all journey times on core corridors. Baseline to be established through the partnership.
Reliability	Not Available	75%*	>85%	DfT Open Data as provided by real time information feeds
Passenger Numbers	7.6m	7.3m	7.9m	Number of annual passengers as submitted to the Council by operators
Average Passenger Satisfaction	Not Available	63%	70%	NHTN Survey of residents. We recognise this is not just passengers but also non-users and whilst important may not be the appropriate indicator. The BSIP recognised the need to establish a new monitoring programme for this and a new baseline will be set in due course.

*Note this figure is for April 1st 2021 – 30th September 2021

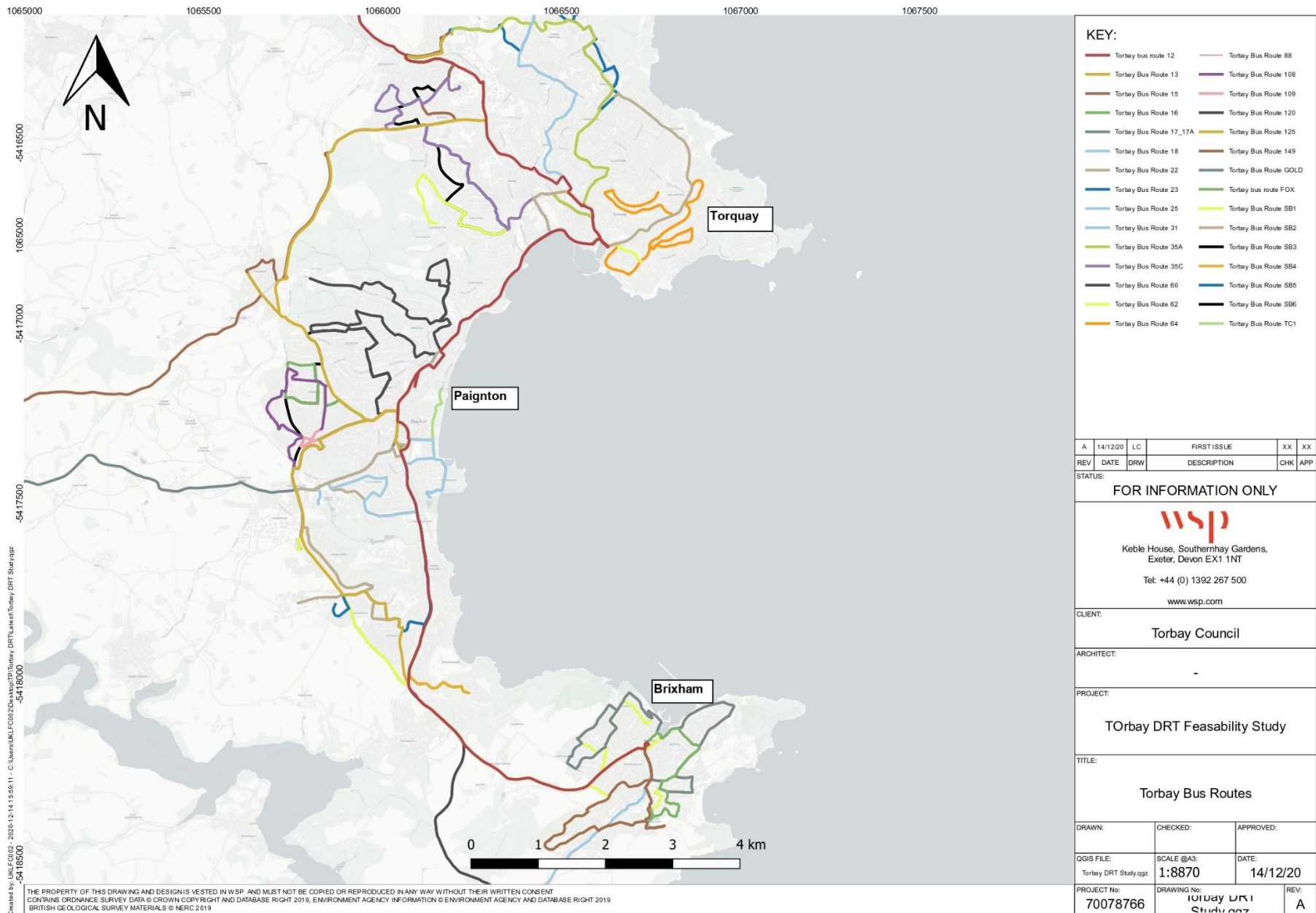
Delivery	Yes/No	Explanation
Does the BSIP detail policies to:		
Make Improvements to bus services and planning		
<i>More frequent and reliable services</i>		
Review service frequency	Yes	Service frequency is proposed to be increased on most services. We intend to not only focus on the core network but also the community services that are critical for a sustained increase in patronage. These will be introduced at the earliest opportunity in 2022/23, resources permitting.
Increase bus priority measures	Yes	With a focus on traffic signals and enhancing the technology as we renew the equipment at key junctions and working to install retrospectively where they are not on an existing programme of improvement. We will also explore with the community other opportunities to reallocate road space.
Increase demand responsive services	Yes	We will look to embed this into the community transport offer and work with existing community providers to look for a joint solution. We will also look to develop this as a solution for later and weekend services where fixed routes are not viable.
Consideration of bus rapid transport networks	No	
<i>Improvements to planning / integration with other modes</i>		
Integrate services with other transport modes	Yes	Integration with rail will be the focus but we will also develop active travel infrastructure around the hub locations. For rail this will include extending a bus service to Torquay Station, through ticketing options for Brixham and connections with late night or sleeper services.
Simplify services	Yes	This will be a role for the partnership in making sure communication, information, and timetables are easily accessible to all.
Review socially necessary services	Yes	Building on the report from August 2021, the council will further develop what is needed to ensure the longer-term sustainability of the socially necessary services and putting in place alternative solutions such as DRT where viability may not be successful.

Invest in Superbus networks	Yes	As part of our longer-term network transformations, we will review the opportunities for Superbus on the core routes, in particular through Paignton and Torquay.
<i>Improvements to fares and ticketing</i>		
Lower fares	Yes	We will focus on families and younger people, reducing the fares for those groups.
Simplify fares	Yes	We will work with the partnership to reduce the range of ticket options available to simplify the system and ensure passengers know what best value for money is.
Integrate ticketing between operators and transport	Yes	The introduction of a joint ticket across operators is our primary aim. This will make travel easier and cheaper for passengers. We will also be looking at multi-modal opportunities both locally and regionally
Make improvements to bus passenger experience		
<i>Higher spec buses</i>		
Invest in improved bus specifications	Yes	The BSIP seeks improvements to the core of the network, ensuring those services are equipped with USB charging and WIFI. We will set a programme for fleet renewal with minimum specification of services at key points in the years ahead through a transitional arrangement.
Invest in accessible and inclusive bus services	Yes	We propose to invest in new vehicles for our socially necessary services to ensure they have vehicles that enable the community to make use, avoiding the risk of social isolation. We propose the installation of on-board audio/visual technology to more of the network further to the existing investment.
Protect personal safety of bus passengers	Yes	We will set a requirement for CCTV on all vehicles as part of the minimum specification. Off the vehicles the proposals also set out how we will improve bus stop facilities and routes to/from bus stops.
Improve buses for tourists	Yes	Ensuring our core corridors have high quality reliable services and investing in a modern fleet of open-top vehicles for the flagship service are the two key

		aims. Having similar ticketing options and lower fares will also improve the buses for tourists.
Invest in decarbonisation	Yes	The ambition is for carbon neutrality by 2030 and the BSIP can help to deliver that by supporting the foundations with charging infrastructure investment. Furthermore, it proposes the first tranche of zero-emission vehicles and for engine conversion for the remaining diesel vehicles in the fleet.
Improvements to passenger engagement		
Passenger charter	Yes	With authorities and operators across the region we will have a consistent charter. Not only should the passenger receive a high quality of service, but the industry should also make clear that it supports that. Passengers should not expect any change in service quality when crossing administrative boundaries.
Strengthen network identity	Yes	Using the “Travel Torbay by...” branding, updated and relaunched accordingly, we will not only have an identifiable brand for bus, but for all modes. This branding will become a known identity in the area and become a familiar and trusted brand.
Improve bus information	Yes	This is proposed across a series of schemes, including at stop timetable information and real time information, a series of map options, online and physical information, and improved customer interface.
Other		
Shelters	Yes	We propose further investment in green/sedum roof shelters to extend the provision across Torbay and support the proposals for decarbonisation.
Hubs	Yes	Through specific upgrades at hubs there is the opportunity to provide high quality interchanges, between services and modes, with the potential to link with bike hire and car clubs. This will include P&R as well as the proposed redevelopment of Paignton Bus Station.

Note: These ambitions may need to be adjusted subject to the funding agreement

Appendix 1 – Existing Services Map



Appendix 2 – Existing Services Table

Operator	Route		M - F	M - F	Service Frequency						Comments
			Earliest Bus	Latest Bus	M-F Day	M-F Eve	Sat Day	Sat Eve	Sun Day	Sun Eve	
Stagecoach	12	Brixham - Paignton - Torquay - Newton Abbot	06:20	23:50 To Shiphay	10 Min	10 - 20 Min	10 Min	10 - 20 Min	15 Min	30 Min	
Stagecoach	12	Paignton - Torquay - Newton Abbot	05:02	00:06 To Shiphay	10 Min	10 - 20 Min	10 Min	10 - 20 Min	15 Min	30 Min	
Stagecoach	13	Brixham - Paignton - Torquay - Newton Abbot - Kingsteignton	06:35	17:05 To Shiphay	Hourly	-	-	-	-	-	
Stagecoach	13	Paignton - Torquay - Newton Abbot - Kingsteignton	07:18	17:48 To Shiphay	Hourly	-	2-Hourly	-	-	-	
Stagecoach	13C	Goodrington - Foxhole - Marldon - Torquay Grammar - Cuthbert Mayne	07:44 One Trip Only	15:30 Return Trip	07:44 One Return Trip and 15:30	-	-	-	-	-	Registered School Service
Stagecoach	13D	Kingsteignton - Newton Abbot - Foxhole - Great Parks - SDC	07:34 One Trip Only	16:20 Return Trip as Route 13	07:34 One Return Trip and 15:30	-	-	-	-	-	Registered School Service
Country Bus	15	Brixham Town Circular - South Bay Holiday Park via Summercourt	09:30	16:30	Hourly	-	Hourly	-	-	-	Hour Break at 12:30
Country Bus	16	Brixham Town Circular - South Bay Holiday Park via Higher Ranscombe	09:00	17:00	Hourly	-	Hourly	-	-	-	Hour Break at 12:15
Stagecoach	17	Brixham - Halfway House - Berry Head Rd - The Quay - Furzeham	Earliest Bus starts at Lindthorpe Way at 07:55	18:30	Hourly	-	Hourly	-	2 Hourly	-	

Stagecoach	17A	Brixham - Berry Head Rd - The Quay - Furzeham	Sundays Only 09:40	Sundays Only 17:40	-	-	-	-	2 Hourly	-	Sundays Only
Stagecoach	18	Brixham - St Marys Square - Hill Head - Kingswear Banjo	06:55 every 20 mins until 08:36	19:35	Hourly	Last Service 19:35	Hourly	Last Service 19:35	Hourly from 10:05 - 19:05	-	
Stagecoach	22	South Devon College - Paignton - Torquay - St. Marychurch - Dawlish	Earliest Bus starts at Goodrington - St. Marychurch at 06:17	Latest Bus from Goodrington 23:12	20 Mins from 08:23	Hourly	20 Mins	Hourly	From Goodrington Hourly from Torquay Harbour - St. Marychurch 1/2 Hourly	Hourly	Hourly to Dawlish Last Service at 18:03 Check T/T for Sundays
Stagecoach	23	South Devon College(M-F) - White Rock - Goodrington - Paignton	From Paignton Bus Station at 06:10	From Paignton Bus Station at 23:05 to Gibson Rd	30 Mins	Hourly	30 Mins	Hourly	Hourly	Hourly	Sundays Davies Ave/Gibson Rd - Paignton Bus Station
Torbay Buses	25	Morrisons - Paignton - Youngs Park Goodrington Circular	From Hayes Rd at 09:30	16:45	Hourly	-	Hourly	-	-	-	Hour Break at 12:17
Stagecoach	28	Paignton Bus Station - Torquay Grammar Schools via Paignton - Preston	07:45 One Trip Only	16:00 Return Trip	07:45 One Return Trip and 16:00	-	-	-	-	-	Registered School Service
Stagecoach	30	Brixham - Paignton - Shiphay Lane - Torquay Academy - Cuthbert Mayne School	07:27 One Trip Only	15:30 Return Trip	07:27 One Return Trip and 15:30	-	-	-	-	-	Registered School Service
Stagecoach	31	Barton - Watcombe - Torquay	From Watcombe at 06:32	From Torquay at 23:20	20 Mins	30 Mins	20 - 25 Mins	30 Mins	30 Mins	30 Mins	

Stagecoach	32C	St. Marychurch - Wellswood - Torquay - Torquay Grammar School	08:05 One Trip Only	16:05 Return Trip	08:05 One Return Trip and 16:05	-	-	-	-	-	Registered School Service
Stagecoach	35A	Torquay - St. Marychurch - The Willows - Torbay Hospital - Chelston - Torquay	From St. Marychurch at 06:35	From Torquay at 23:15 to Willows	20 Mins	30 Mins	20 Mins	30 Mins	30 Mins	30 Mins	
Stagecoach	35C	Torquay - Chelston - Torbay Hospital - The Willows - St. Marychurch - Torquay	From Torbay Hospital at 06:27	From Torquay at 23:30 to Torbay Hospital	20 Mins	30 Mins	20 Mins	30 Mins	30 Mins	30 Mins	
Torbay Buses	60	Paignton - Preston - Occombe Farm - Livermead	From Occombe Farm at 09:30	From Occombe Farm at 14:00	Hourly	-	-	-	-	-	30 Min Break at 12:30 5 Services Only
TCDT Our Bus	61	Preston - Livermead - Torquay - St Lukes Rd	Mon - Wed - Fri Only 09:15	Mon - Wed - Fri Only 16:15	Hourly	-	-	-	-	-	1 Hour Break at 12:15 7 Services Only
Torbay Buses	62	Meadfoot - Torquay Seafront - Cockington	From Nut Bush Lane at 09:30	From Torquay at 15:55	Varies check T/T	-	-	-	-	-	Summer Only TT
Torbay Buses	62	Meadfoot - Torquay Seafront - Cockington	From Nut Bush Lane at 09:30	From Torquay at 14:15	Varies check T/T	-	-	-	-	-	Winter Only TT
Torbay Buses	64	Wellswood - Meadfoot - Torquay	09:13	16:30	Hourly	-	Hourly	-	-	-	Hour Break at 13:00
TCDT Our Bus	65	The Willows - Hele - St. Marychurch - Babbacombe - Torquay	Tue and Thu Only 09:28	Tue and Thu Only 15:28	Hourly	-	-	-	-	-	1 Hour Break at 12:28 6 Services Only
Stagecoach	88C	Newton Abbot - Ashburton - Buckfastleigh - Totnes - South Devon College	07:15 One Trip Only	17:25 Return Trip	07:15 One Return Trip and 17:25	-	-	-	-	-	Registered School Service

DSRRC	100	Paignton - Totnes (Also includes Torquay during Summer)	08:35 From Churston - Paignton	17:35 From Totnes - Paignton	Hourly	-	Hourly	-	Hourly	-	Summer T/T
Torbay Buses	108	Paignton - Waterleat - Great Parks - Foxhole - Paignton	From Luscombe Rd at 08:15 From Bus Station at 09:00	17:00	Hourly	-	Hourly	-	-	-	Break from 11:30 - 13:00
Torbay Buses	109	Paignton - Foxhole - Great Parks - Paignton	09:30	16:30	Hourly	-	Hourly	-	-	-	Break from 12:00 - 13:30
Stagecoach	110	Torquay - Shiphay - Marldon - Foxhole - Collaton St. Mary - Totnes Coronation Rd	07:35 One Trip Only	15:30 Return Trip	07:35 One Return Trip and 15:30	-	-	-	-	-	Registered School Service
Tavistock CT	111	Tavistock - Yelverton - Ivybridge - Totnes - Torquay	-	-	-	-	4th Sat in month Apr - Sep	-	-	-	Fourth Saturday in month Apr - Sep
Stagecoach	120	Paignton - Kingswear	07:25	18:40	Hourly	-	Hourly	-	-	-	
Stagecoach	120	Torquay - Paignton - SDC	07:15 One Trip Only	Return Trips via Route 22	-	-	-	-	-	-	College Days Only
Stagecoach	120	Kingswear - SDC	08:15 One Trip Only	16:43 Return Trip	-	-	-	-	-	-	College Days Only
Stagecoach	122	Babbacombe - Torquay - Paignton - Goodrington	From Torquay Harbour at 09:07	From Babbacombe at 18:15 to Tq Harbour	30 Mins	-	30 Mins	-	30 Mins	-	Apr - Nov T/T
Country Bus	125	Marldon - Paignton - Stoke Gabriel	08:00 to Paignton Bus Station only	17:00	60 - 75 Mins	-	60 - 75 Mins	-	-	-	Check T/T

Country Bus	149	Totnes - Torquay via Marldon	10:15	12:45	Check T/T	-	-	-	-	-	2 Return Services Only
Dartline	174	Newton Abbot - Kingskerswell - The Willows	08:45	16:45	Check T/T	-	Check T/T	-	-	-	2 Return Services Only
Stagecoach	FOX	Paignton - Foxhole Circular	07:00	23:35	15 Mins	30 Mins	15 Mins	30 Mins	30 Mins	30 Mins	
Stagecoach	GOLD	Torquay - Preston - Paignton - Totnes - South Brent - Bittaford - Ivybridge - Plymouth	06:00	23:00 to Totnes 20:40 to Plymouth	30 Mins	Check T/T after 18:10	30 Mins	Check T/T after 18:10	Hourly	Last bus 19:05	
Stagecoach	N12	Brixham - Paignton - Torquay - Newton Abbot Night Services	Currently not operating following Covid-19 and Driver Shortages								
Torbay Buses	SB1	Sainsburys - Brixham - Churston - Sainsburys Circular	Mon - Wed - Fri from Brixham at 09:48	Mon - Wed - Fri from Sains at 13:45	2-Hourly	-	-	-	-	-	2 Trips Only
Torbay Buses	SB2	Sainsburys - Goodrington - Cherry Brook Drive - Roselands - Sainsburys Circular	Tue & Thu from Paignton Zoo at 09:38	Tue & Thu from Sainsburys at 13:10	2-Hourly Check T/T	-	-	-	-	-	2 Trips Only
Torbay Buses	SB3	Sainsburys - Foxhole - Shorton - Oldway - Colley End Rd - Sainsburys Circular	Tue & Thu from Sainsburys at 10:05	Tue & Thu from Sainsburys at 12:00	2-Hourly Check T/T	-	-	-	-	-	2 Trips Only
Torbay Buses	SB4	Sainsburys - Broadsands - Cherry Brook Drive - Roselands - Sainsburys Circular	Mon - Wed - Fri from Sainsburys at 10:40	Mon - Wed - Fri from Sainsburys at 12:45	2-Hourly Check T/T	-	-	-	-	-	2 Trips Only
Torbay Buses	SB5	Barton - Watcombe - St. Marychurch - Sainsburys (Willows) - Hospital (Request)	From St. Marychurch at 09:30	14:40 to St. Marychurch Only	Varies check T/T	-	-	-	-	-	4 Trips Only
Torbay Buses	SB6	Shiphay - Chelston - Hospital (Request) - Sainsburys (Willows)	From Sainsburys at 09:50 to Chelston	13:15	Varies check T/T	-	-	-	-	-	3 Trips Only

Torbay Buses	TC1	Tembani Court - Paignton - Sainsburys	Tue & Thu One Trip Only at 12:45	Tue & Thu Return at 14:10	Check T/T	-	-	-	-	-	1 Round Trip every Tue & Thu
A B Coaches	501	Exminster Roundabout - Starcross - Dawlish - Teignmouth - Kingsteignton - Shiphay Grammar Schools	07:15 One Trip Only	15:45 Return Trip	07:15 One Return Trip and 15:45	-	-	-	-	-	Registered School Service
A B Coaches	502	Newton Abbot - Wellington - Totnes - Tweenaway - Churston Ferrers Grammar School	07:40 One Trip Only	15:50 Return Trip	07:40 One Return Trip and 15:50	-	-	-	-	-	Registered School Service
A B Coaches	506	Ashburton - Dartington - Totnes - Collaton St Mary - Shiphay Grammar Schools	07:45 One Trip Only	15:45 Return Trip	07:45 One Return Trip and 15:45	-	-	-	-	-	Registered School Service
A B Coaches	507	Ashburton - Bickington - Liverton - Highweek - Milber - Shiphay Lane Grammar Schools	07:40 One Trip Only	15:45 Return Trip	07:40 One Return Trip and 15:45	-	-	-	-	-	Registered School Service
A B Coaches	508	Bovey Tracey - Chudleigh Knighton - Chudleigh - Milber - Shiphay Lane Grammar Schools	07:40 One Trip Only	15:45 Return Trip	07:40 One Return Trip and 15:45	-	-	-	-	-	Registered School Service
A B Coaches	509	Brixham - Churston - Goodrington - Paignton - Stoke Gabriel - Collaton St. Mary - Totnes KEVICC	07:40 One Trip Only	15:30 Return Trip	07:40 One Return Trip and 15:30	-	-	-	-	-	Registered School Service (Cancellation Notice Received)
A B Coaches	510	Marldon - Paignton - Collaton St. Mary - Totnes KEVICC	07:48 One Trip Only	15:30 Return Trip	07:48 One Return	-	-	-	-	-	Registered School Service

					Trip and 15:30							
National Express	324	Brixham - Paignton - Torquay - Newton Abbot - Exeter - Bristol - Birmingham - Lichfield - Derby - Chesterfield - Sheffield	Currently not operating following Covid-19 and Driver Shortages									
National Express	338	Paignton - Torquay - Dawlish - Exeter - Bristol - Gloucester - Cheltenham - Stratford-on-Avon - Warwick - Leamington Spa - Coventry - Rugby	Currently not operating following Covid-19 and Driver Shortages									
National Express	404	Penzance - Plymouth - Paignton - Torquay - Newton Abbot - Exeter - Taunton Deane - Bath - Heathrow Airport - London	Check Timetable	Check Timetable								
National Express	501	Plymouth - Totnes - Brixham - Paignton - Torquay - Newton Abbot - Exeter - Taunton - Heathrow Airport - London	Check Timetable	Check Timetable								
National Express	530	Paignton - Torquay - Newton Abbot - Exeter - Weston-super-Mare - Bristol - Cheltenham - Birmingham - Leeds - York - Middlesbrough - Sunderland - Newcastle-upon-Tyne	Currently not operating following Covid-19 and Driver Shortages									

Appendix 3 – Letters of Support



King Charles Business Park, Old Newton Road, Heathfield, Newton Abbot, Devon, TQ12 6UT.

W: www.countrybusdevon.co.uk E: info@countrybusdevon.co.uk

T: 01626 833664 F: 01626 835648

27th October 2021

Lesley Dransfield,
Transport Officer,
Torbay Council,
Town Hall,
Torquay TQ1 3DR.

Torbay Bus Service Improvement Plan

To whom it may concern,

I wish to express our support in principle for the Torbay BSIP. A more frequent and affordable bus service is a necessary first step to encourage people to consider using buses in preference to private transport in rural areas, and the Torbay BSIP represents a positive step in making buses an attractive transport option for more people.

Yours faithfully,

Neil Romig

(Director)



Stagecoach South West
Matford Park Depot
Matford Park Road
Exeter
EX2 8FD

Torbay Council
Town Hall
Torquay
TQ1 3DR

27 October 2021

Torbay Bus Service Improvement Plan

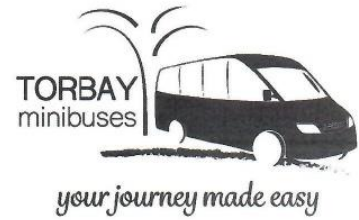
To whom it may concern,

I am writing to confirm Stagecoach's support for Torbay's Bus Service Improvement Plan (BSIP).

We have worked very effectively for many years with Torbay Council and have delivered many successful schemes and passenger growth as a result. We look forward to working with Torbay in this new exciting chapter.

Yours sincerely,

Mike Watson
Managing Director



27th October 2021

To Whom It May Concern

Following discussions with Torbay Council, we are fully supportive of the Bus Service Improvement Plan that they are submitting.

We look forward to working with Torbay Council and other operators and agencies to enhance the quality of service provided to bus users, both current and new within Torbay.

Yours Sincerely

Darren Watts

Owner and Director
Torbay Buses



Torbay Community Development Trust
4-8 Temperance St
Torquay
TQ2 5PU

Registered Charity No: 1140896
27th October 2021

To whom it may concern,

I am writing to confirm Torbay Community Development Trust's support for Torbay's Bus Service Improvement Plan (BSIP).

We have worked with Torbay Council for many years now and have successfully re-introduced two services that are vital for the residents who use them and would welcome the opportunity for further collaboration with Torbay Council and the other local bus providers to improve the services and the overall public transport network for all.

Yours sincerely,

Kelly Bedoyan
Community Transport Co-ordinator