

Bus Service Improvement Plan

2024



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Version control

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Introduction

Bus Service Improvement Plans (BSIPs) were introduced by the Department for Transport (DfT) in its National Bus Strategy, Bus Back Better, published in March 2021. This document provides the BSIP for Torbay, will embody the "Vision for Torbay" 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 this will be achieved at a local level in Torbay. This is the second version of the Torbay BSIP, replacing the 2021 document.

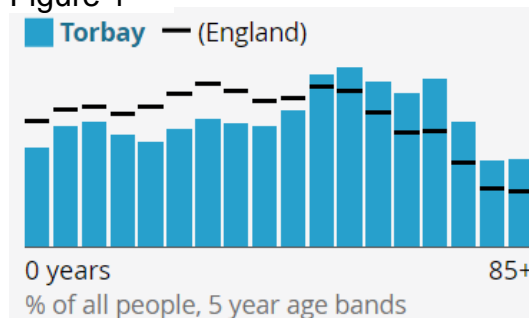
Torbay Profile

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

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

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

Figure 1



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

36% of Torbay households are deprived in one of the four dimensions of deprivation: employment, education, health and disability and household overcrowding dimension, with over 5% in three or more according to the 2021 census.

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

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

Section 1: Our Bus Vision

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

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

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

A clearer map of the specific Torbay area and the extent of the BSIP geographical area is shown in Figure 3. This area is covered by a single Enhanced Partnership scheme which will work to deliver this BSIP with partners working together and sharing the vision. This partnership was established in March 2023.

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

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

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

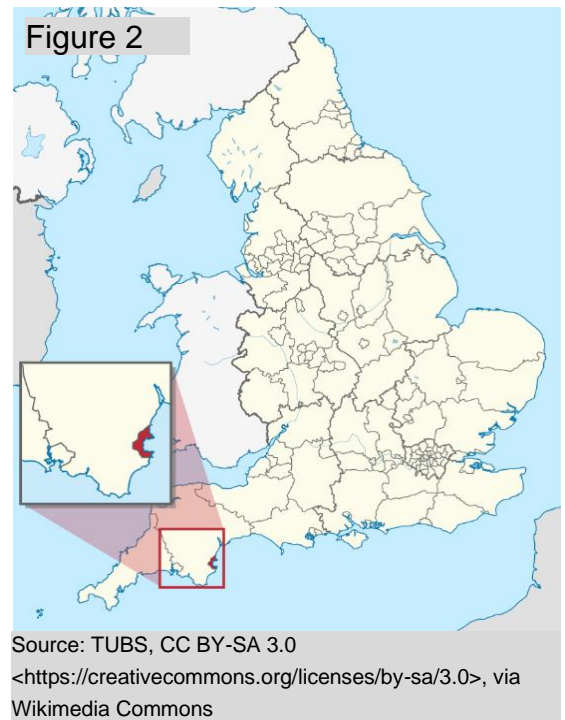
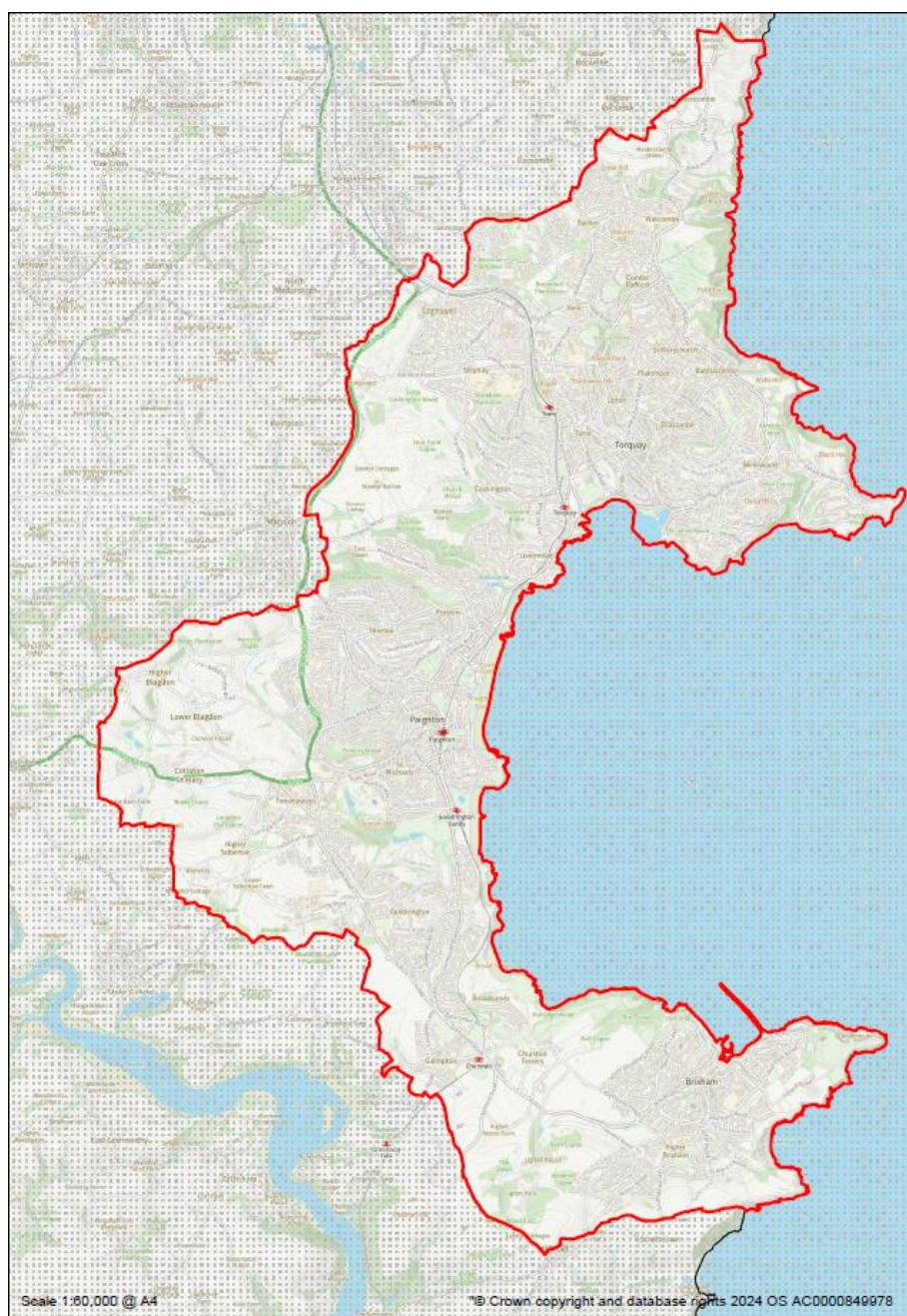


Figure 3 – Torbay BSIP Area



Local Transport Plan

It is important that our bus vision for Torbay and the Devon and Torbay (joint) Local Transport Plan align with each other. The existing local transport plan 3 (2011-2026) sets out priorities to:

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

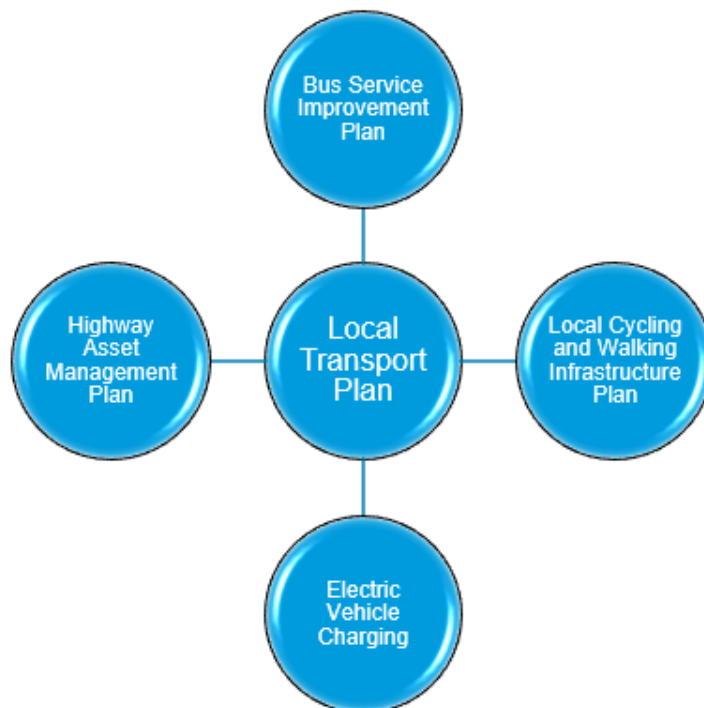
The BSIP also has to sit alongside plans and proposals for Electric Vehicles, Active Travel, Highway Management, and Rail Investment. This relationship is outlined in the diagram.

Torbay and Devon are currently developing a new Local Transport Plan 4 as well as progressing the proposals for devolution which will result in the Devon and Torbay Combined County Authority (DT CCA) becoming the single combined Local Transport Authority. It will be necessary, once this is established, to reconsider the policy position and the geography of the Enhanced Partnership and BSIPs.

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

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

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



Other Strategic Connections

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

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

Section 2: Current Offer to Bus Passengers

Bus Back Better and the Torbay Bus Network

The National Bus Strategy (Bus Back Better) sets out key objectives for the buses across England. Table 1 shows how the Torbay network compares with these objectives.

Table 1 National Bus Strategy and the Torbay Bus Network

Bus Back Better	Torbay Network
Frequent	There is a clear north-to-south corridor through Torbay with 12 to 24 buses per hour, however, outside of service 12 frequencies are mixed.
Fast and reliable	All our key services suffer delays, and the overall performance is below expectations with customer satisfaction for punctuality only being 49%.
Low fares	All services are part of the National £2 Fare Cap. The largest operator provides period tickets but there are no multi-operator or bus/rail tickets.
Comprehensive cover	96% of Torbay's population are within 400m of a local bus service. New services have improved access to 'bus' and key trip attractors.
Easy to understand and to use	A network identity still needs establishing. At stop information needs updating and a variety of bus stop flags on the network lead to confusion.
Comfortable and modern	With an ageing bus fleet more work is required to ensure bus services feel modern with vehicles comfortable to use.
Integrated with bus & other modes	There is currently no joint ticketing between bus companies or rail. We are adding Brixham to the rail-ticket network and promoting PlusBus.
Low emissions	Over a third of the bus fleet is more than 15-years old resulting in higher emissions. Only 22% of the 133 buses on the network are Euro VI.
Accessible & inclusive by design	There is still improvement to be made to attain full satisfaction across all bus user groups, particularly those who are vulnerable and less mobile.
Innovative solutions	DRT was identified as a potential solution in 2021 but there is a lack of local support, and instead a focus on ticketing solutions and more buses.
Better to ride in	Driver standards are high across the network with bus passengers rating satisfaction at 72% (and at 63% for cleanliness).
Greener	Torbay has been awarded funding from ZEBRA and, combined with commercial funding and a council contribution, will deliver 49 electric buses and additionally new service contract awards will reduce the emissions from vehicles.
Safe to ride in	Personal safety at bus stops had a 62% satisfaction score, and on bus 67% (2023). We will continue to work to improve these scores.

The Torbay network

This section is text is reflective of the 2023/24 year. Some changes to the network have been introduced since April 1st 2024 but these are reflected in the planned section, rather than the existing.

Torbay has a compact bus network operating across urban, suburban, and rural geographies. In total there are 53 local bus services, of which 24 operate wholly within the Torbay Council BSIP area. A further 29 services operate across the Torbay Council border into neighbouring Devon.

The market share across the bus network by service and distance operated is shown in Table 2.

Table 2 Torbay Bus Market Share by Service and Distance

Bus Operator	Services Operated		Annual Route Distance (km)
	Commercial	Supported	
Stagecoach	23	0	4.494m
CountryBus	3	2	0.085m
Torbay Minibuses	0	13	0.174m
Community Trust	0	2	Data Unavailable
Others (school buses)	0	10	Data Unavailable

Passenger numbers using data received from local bus operators show peaks in the seasonal months (May to September) and the network sees increases in buses used across the network to cope with the seasonal uplift in passengers (for example additional open-top buses operate across route 12 and service 122 is a purely seasonal service). As a result of the seasonal nature of the area there are two timetable changes each year, one typically covering October to Easter (April) and May-September (where service levels tend to increase).

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 22 running every 20 minutes between St. Marychurch and South Devon College;
- Service 23 running every 30 minutes between South Devon College and Paignton;
- Service 31 running every 30 minutes between Torquay town centre and the Barton area;
- Service 35A/35C running from Torquay town centre via Torbay Hospital every 30 minutes;
- Stagecoach FOX running every 15 minutes between Paignton and Foxhole;
- Stagecoach GOLD up to every 30 minutes between Torquay, Paignton, Totnes and Plymouth.

Away from the core commercial network focussed on Torquay, services are less frequent, running hourly during the daytime. These include service 13 (Shiphay – Brixham); service 17 (Brixham – Furzeham); and service 18 (Brixham – Kingswear) all operated by Stagecoach. Country Bus operates services 15 and 16 (Brixham town circulars) with support from Torbay Council.

Several infrequent 'shopper buses' serve the Sainsbury's superstore at Paignton, operated by Torbay Minibuses and running different routes on each weekday. These are services that provide up to four journeys each day to facilitate shopping trips and are supported by Sainsbury's.

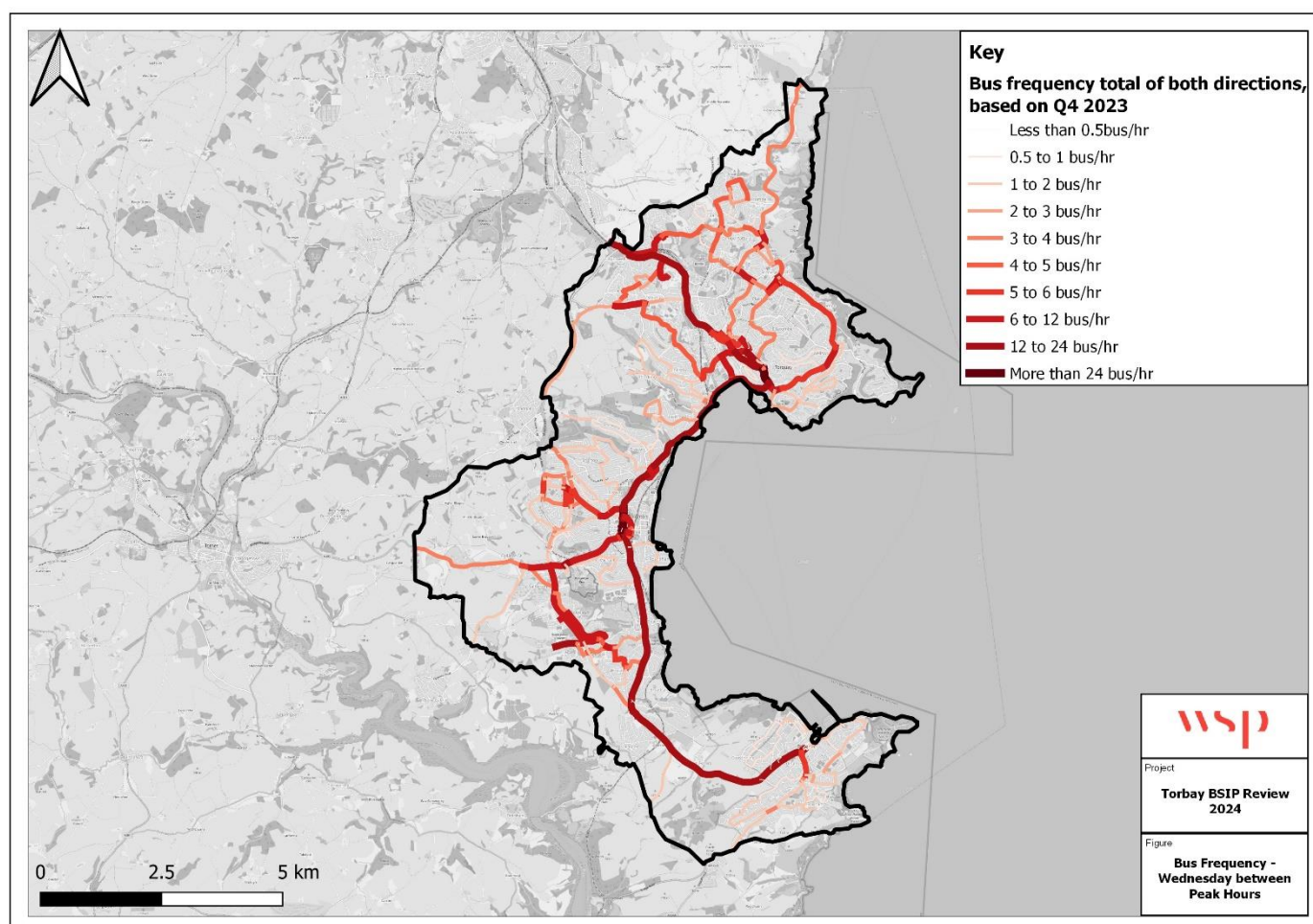
Torbay Minibuses also operate a small number of services that all run at Monday to Friday in Paignton and Torquay including service 108/109 (Paignton Circular), service 60 (Occombe - Shorton – Paignton), service 62 (Cockington – Torquay), service 64 (Torquay Centre – Wellswood). Additionally, the Community Development Trust operate infrequent services 61 and 65.

Of the 53 services identified, 10 operate daily (Monday to Sunday), 20 operate Monday to Saturday, and 33 do run Monday to Friday.

Only nine services operate beyond 1900 (regarded as the latest time that a core network should operate). This summary suggests a significant disparity between service provision during evening and weekend periods.

Figure 4 shows the coverage of the Torbay route network and indicates the high frequencies around the town centres, and lower levels of provision in the southern and westernmost areas of Torbay in comparison to the central and northern areas. If comingled well, 24 buses per hour could translate to the core north-south corridor providing one bus every two and a half minutes.

Figure 4 - Torbay Bus Frequency Map



Bus Network in Numbers

53

Public Bus Service Routes

5.96

Total network passengers (million)

38%

Proportion of Concessionary journeys to
total

60%

Bus Fares Satisfaction

58%

Local Bus Services Satisfaction

35%

Provision of Public Transport
Information

168

Bus Shelters

71%

Bus Service Punctuality

Bus Passenger Journeys

Leading up to 2019/20 the number of passenger journeys was broadly static though concessionary journeys and the journeys per head of population was slowly declining. The most recent figures show that total passenger journeys are recovering from the 2.7m in 2020/21 (the height of the pandemic) to 6.0m in 2023/24. This is still 22% less than pre-covid figures, demonstrating the continued negative impact of the pandemic.

Table 3 shows the total number of passenger journeys in Torbay since 2016/17. This has been further split into concessionary and non-concessionary journeys, as well as including the journeys per head of population to highlight how reliant local people are on bus services. Below this, there is data on distance of services to offer a comparison for network running and passenger numbers.

Table 3 - Passenger Journeys in Torbay

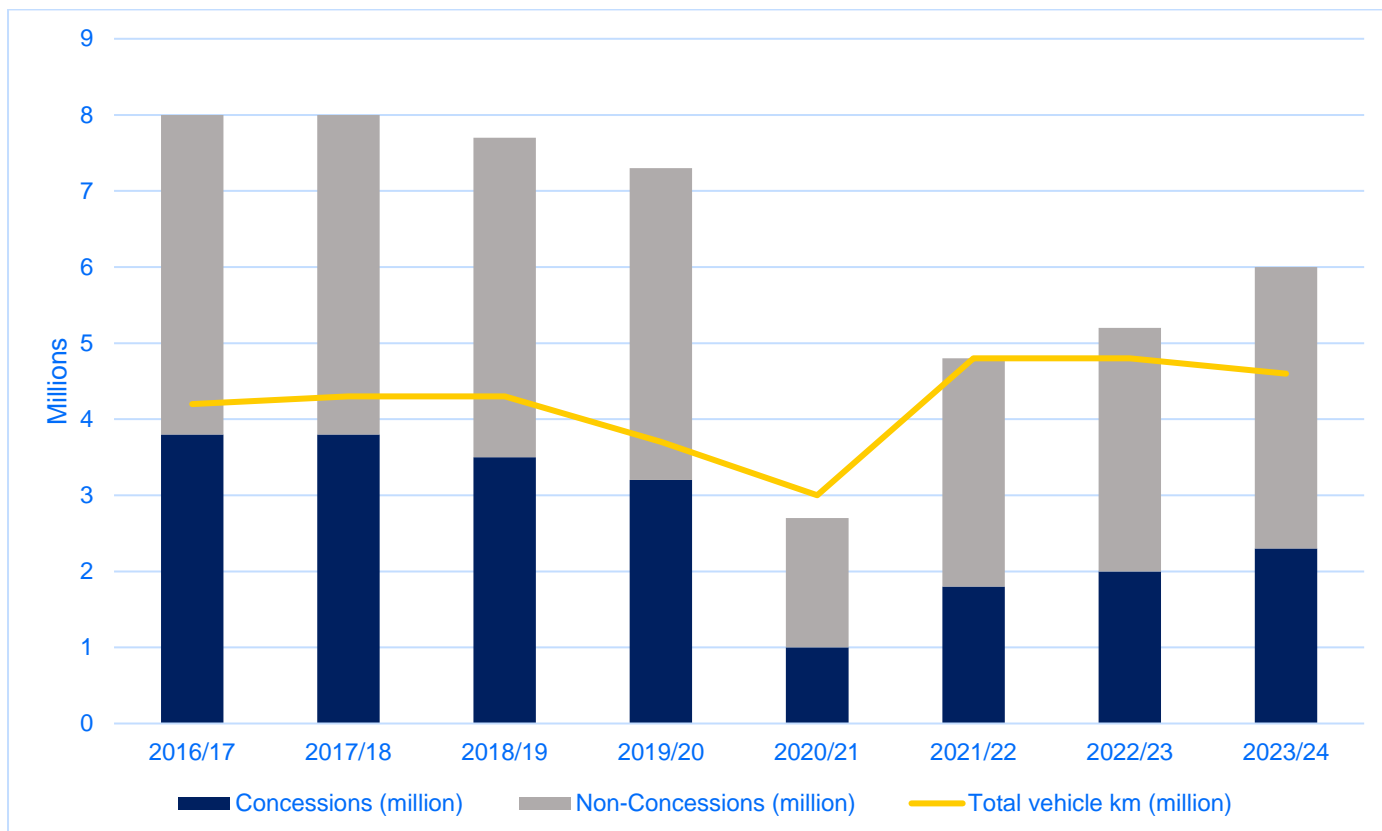
Year	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Total (million)	7.9m	8.0m	7.7m	7.3m	2.7m	5.2m	5.7m	6.0m
Concessions (million)	3.8m	3.8m	3.5m	3.2m	1.0m	1.8m	2.0m	2.3m
Concessions (%)	47%	47%	45%	43%	36%	34%	35%	38%
Non-Concessions (million)	4.2m	4.2m	4.2m	4.1m	1.7m	3.4	3.7	3.7m
Non-Concessions (%)	52%	53%	55%	57%	64%	66%	65%	62%
Journeys per head of population	59	59	57	53	20	37	41	43

The total number of vehicle kilometres on local bus services within Torbay from 2015/16 to 2018/19 was on average 4.3 million km per year. During 2019/20 and 2020/21, due to national lockdowns and the knock-on effects of the COVID-19 pandemic there was a fall in total vehicle kms to 3.7 million km and 3.0 million km respectively. This is shown in Table 4 below.

Table 4 – Vehicle kms (million) for Torbay services

Year	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Total vehicle km (million)	4.2	4.3	4.3	3.7	3.0	4.8	2.9

The thinning of frequencies across services post pandemic would have reduced confidence in the reliability of buses. This creates a vicious cycle between reduced passenger numbers and reduced service provision. Proposals within this BSIP look to address patronage as well as returning to a pre-covid service as a minimum benchmark. The graph below sets out the passenger numbers and vehicle kms.



Bus Network Punctuality

The average on-time performance (punctuality) figures were downloaded from Analyse Bus Open Data Service (ABODs) in March 2023. The data included all timing points in Torbay and therefore represents most bus services within the BSIP area. Punctuality has reduced from 75.18% between April 2021 and September 2021 to 71.08% for the same period in 2023.

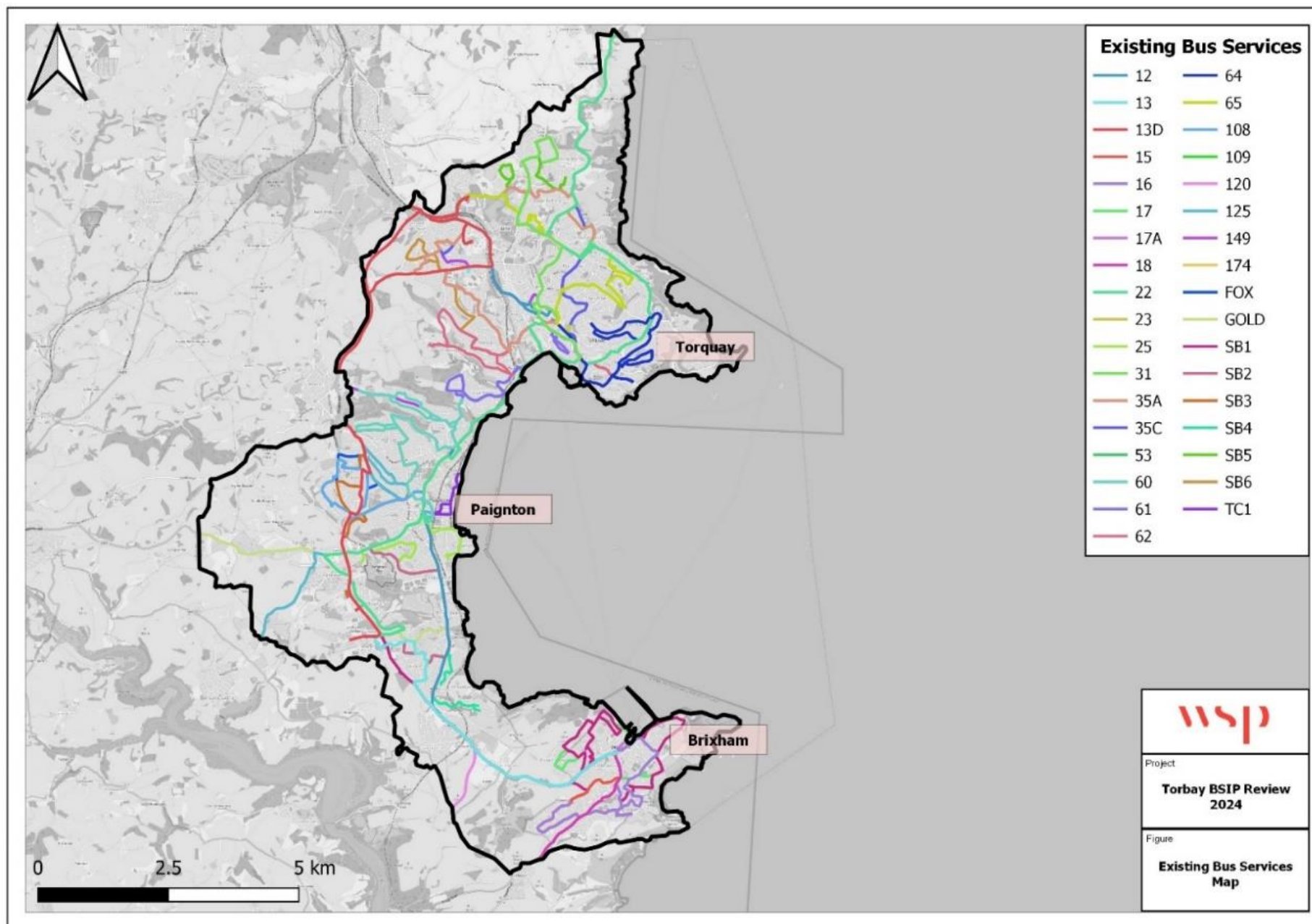
The Council continues to aspire to achieving better reliability across the network. The reliability of the journey should not depend on the route a passenger chooses or needs to take. Instead, it should be consistent, and delivering what the timetable says. We will work with operators to go 'back to 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 we will go further than that and look to understand the root causes of delays.

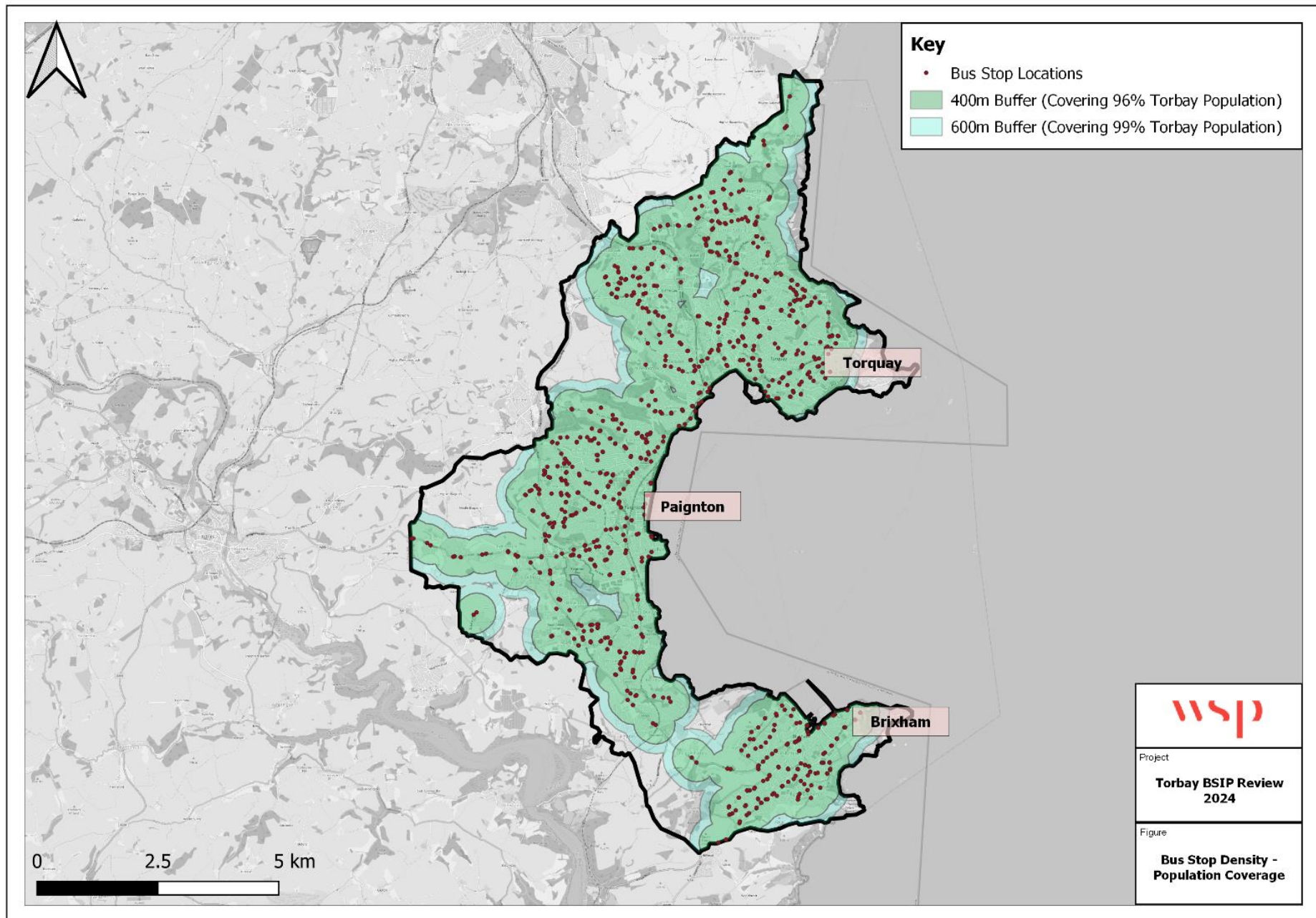
Bus Support Budgets

Table 5 – Budget

Budget Areas	2022/23	2023/24
Supported Bus Services	£150,000	£150,000
Other bus related budget	£41,577	£43,806
Concessionary Reimbursement	£3,852,500	£3,486,500
Other concessions related budget	£65,000	£67,600
Capital	£0	£0

These budgets are further supported by developer contributions (Section 106) and grant funded but this is not budgeted for within the base and therefore not included in the table above.





Section 3: Improvements Programme to 2025

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

Building on the identified need for a stable network as the foundation for future development and funding decisions, operators and the Council have worked collectively to ensure that services are retained and in almost all cases this has been possible, utilising funding from the Council and Government grants where there have been challenges to commercial viability following the reduction in passenger numbers. April 2024 was the start of a group of new contracts for supported bus services where commercial viability was not currently possible. This enhances the stability in the network, with 8-year contract commitments, and supports investment in those routes from the vehicles to the customer information and fare offerings. All vehicles will be euro 6

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

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

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

Working with Stagecoach, the Council has also been successful in securing funding for Zero Emission Buses. This delivery programme has commenced, orders for new vehicles have been placed and expected entry into service is late 2025.

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

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

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

Table 6 below highlights the priorities identified in the 2021 BSIP and how they have been supported and delivered since then, the level of progress made, and the work still required.

Table 6 – BSIP priorities, progress and next steps

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

Section 4: Ambitions and Proposals for 2025 and Beyond

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

Table 7 – Ambitions and Delivery Programme.

	Ambitions	Progress and Delivery	Delivery Estimates (funding permitting)
Intensive Services and Investment on Key Corridors, including Bus Priority	Increase the frequency of the 13 and 22 to focus on three core corridors (East, West, and East/West Link) alongside the 12 and to re-instate the night service 12 with extended provision to develop a 24-7 route alongside a night service 22.	Saturday services have been introduced on the 13 but there remains an opportunity to increase the frequency of the service. The 22 has also not been increased in frequency. The night services were reintroduced on the 12 but have again been cancelled. A better understanding is needed of the commercial viability and business case before broadening the offer to other routes.	2025-2029
	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	Some of the supported bus services have seen an increase to their operational hours. As a partnership work is still needed to consider the opportunities for wider expansion of this and ensure the retention of weekend and evening services on commercial routes.	2025-2029

	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.	This work needs to integrate with a wider signal replacement programme and is currently in the design phase. Delivery of the first junction is likely to be in 2025.	2030+
	Enhance hub points, including Real Time Information, along the corridors including Brixham Town Centre, Brixham Park and Ride, South Devon College, Paignton Bus Station, and Torquay Town Centre, Torbay Hospital, and district shopping centres.	Focus has been around Torquay Harbourside, integrating Town Deal Public Realm improvements with the bus 'hub' improvements. For 2025 and beyond, improvements to the quality and range of real time information will be a focus, as well as ensuring other information and facilities such as clear flags and comfortable shelters are provided at the key locations.	Ongoing Programme
	Review on-street parking layouts on all routes to improve efficiency of bus services.	This aim is yet to have commenced but remains an ambition.	2025-2029
	East of Exeter Bus Service (Exeter Corridor).	Some progress has been made around timetable development and optioneering. It is likely that this will be delivered as part of the combined transport authority proposals following the implementation of devolution and necessary transition phase. Consideration is being given to funding streams as an enabler.	2025-2029

Lower Fares with Integrated Local Ticketing	Have an affordable multi-operator (bus only) ticket.	This was not possible before the bus contract arrangements as there was only one commercial operator in Torbay. With the stable network in place, this is a top priority for 2024.	2025-2029
	Reduced price ticketing for families.	Ticketing opportunities are on hold until further information on the bus contracts and national ticketing schemes have been determined.	2025-2029
	Reduced price young person's ticketing.	Ticketing opportunities are on hold until further information on the bus contracts and national ticketing schemes have been determined.	2025-2029
	Multi-modal tickets including sales of through tickets to/from national rail.	Some work has been progressed with Great Western Railway and this will be continued. It is the intention that this will be in place before 2025.	2025-2029
Service Patterns Integrated with Other Modes	Increased service frequencies at railway stations with services timed to connect with train services where achievable.	Service frequency increases on the 12 and 22 will support this (see above) but also those on some of the town services. The timing of buses to serve trains more directly is more applicable to the extension of a service to Torquay Railway Station (see below)	2025-2029
	Extension of service to Torquay Railway Station.	Some timetable development work has progressed around this but more work is needed on enablement funding	
	Night service 12 timed to meet sleeper train at Newton Abbot with direct ticketing options.	As noted above, work on the business case and viability of the night services need to be considered	2025-2029

	Improved wayfinding between bus and rail at all railway stations.	This task is expected in 2024 and 2025.	2025-2029
	New stop infrastructure for Edginswell Station.	Subject to delivery programme for the station	See station programme
	First steps towards redevelopment of Paignton Bus Station as hub.	Further work as part of the regeneration of Paignton Town Centre being considered.	2030+
	Walking and Cycling connectivity, in particular the South West Coast Path and Area of Outstanding Natural Beauty.	This task is expected in 2024 and 2025 but will be ongoing.	2025-2029
Bus Network Presented as a Single System with Clear Passenger Information	Marketing campaigns.	This task is expected in 2024 and 2025 but will be ongoing.	2025-2029
	Replacement bus stop flags with consistent design.	This task will commence in 2024 but will be a programme over at least 2 years.	2025-2029
	Enhanced maintenance programme for bus stops.	This will be put in place alongside the new flag and other infrastructure provision.	2025-2029
	Single network branding.	This remains under consideration and the inclusion of the Torbay Story branding is part of this. This is unlikely to be developed too far until devolved arrangements are in place as it may influence any branding.	2025-2029
	Real Time Information.	The existing system remains in place and future improvements and system expansions are envisaged but not currently planned for.	2030+

	Simple effective passenger information at stops.	This will be a rolling programme of initial information replacement, followed by regular updating.	2025-2029
	Clear online information.	A new 'single source' destination website will be developed for 2025.	2025-2029
Modern Buses and a Decarbonised Network	On board audio-visual equipment.	Fitted to some existing vehicles, being installed on new vehicles and contracted services.	2025-2029
	Accessible vehicles for the community.	This is completed following the award of new contracts. New vehicles are awaiting delivery.	2025-2029
	All vehicles on core routes to have CCTV, WI-FI & USB Charging.	This will be delivered through the vehicle improvements programme associated with the zero emission roll out.	2025-2029
	Green roof shelters.	This is an ongoing programme, only shelters requiring replacement are programmed	Ongoing Programme
	Charging infrastructure to support a zero-emission network (Tranche 1).	The Council have been successful in securing funding and the programme for delivery has commenced with 49 vehicles being introduced to service during 2025/26	2025-2029
	A minimum of 17 zero emission electric buses (Tranche 1).	The Council have been successful in securing funding and the programme for delivery has commenced with 49 vehicles being introduced to service during 2025/26	2025-2029
	Transitional fleet changes to modernise and reduce emissions.	This is being delivered through the zero emission bus fleet roll out and the new contracts.	2025-2029 2030+
Giving Passengers a Voice and	Develop a passenger charter.	This is in place.	
	Set up and administer a bus forum, partnership, delivery of this BSIP, and overview of passenger charter.	This is in place.	

Making Buses Safe	Improve the customer information, person to person, online, and hard copies as appropriate.	This will be improved during 2024 and 2025.	2025-2029
	Provide REAL disability and equality training. (DfT Training Programme)	This is intended for 2024.	2025-2029
	Improve waiting facilities at stops with safe boarding areas as appropriate.	This is part of an ongoing programme.	Ongoing Programme
Demand Responsive and Socially Necessary Transport	Increase provision and hours of socially necessary services.	This has been delivered through the new supported bus service contracts.	Further enhancements under review 2025-2029
	Increase accessibility of socially necessary services.	This has been delivered through the new supported bus service contracts.	Further enhancements under review 2025-2029
	Modifying the Concessionary Fares offer.	This is currently under review.	2025-2029
	Fare Car and Demand Responsive Transport.	A study has shown that there is potential for some areas where bus services are currently contracted to operate. Further work will take place to review other areas that may be less well served.	2030+
	Community Transport.	No further work has been undertaken for this at the current time but the Council continues to support the community transport operators in the area.	Not Applicable

Section 5: Targets Performance Monitoring and Reporting

The headline targets for this BSIP will be incorporated and refined into the Enhanced Partnership. The targets will be more specifically set when more information about funding is known.

Targets

JOURNEY TIMES

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

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

BASELINE –

RELIABILITY

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

MEASURE – DfT ‘Analyse Bus Open Data’

BASELINE – 71.08% on time 6 months April to September 2021.

PASSENGER GROWTH

TARGET – An increase in patronage and journeys per head population

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

BASELINE – 5.7m passengers and 41 journeys per head in 2023

CUSTOMER SATISFACTION

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

MEASURE – National Highways & Transport Network and On Board Surveys

BASELINE – NHTN 2023 (user and non-user) survey result 58%, 4% above average; 2023 on-board survey result 87% satisfaction.

AVERAGE FARES

TARGET – A decrease in overall average fare cost

MEASURE – 2021 Fare Structure

BASELINE – Data to be confirmed

NUMBER OF ZERO EMISSION BUSES IN FLEET

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

MEASURE – Operator Reporting

BASELINE – 0 (2023)

Reporting

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

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

Section 6: BSIP Overview Table

Summary Information

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