



# Bus Service Improvement Plan

June 2024



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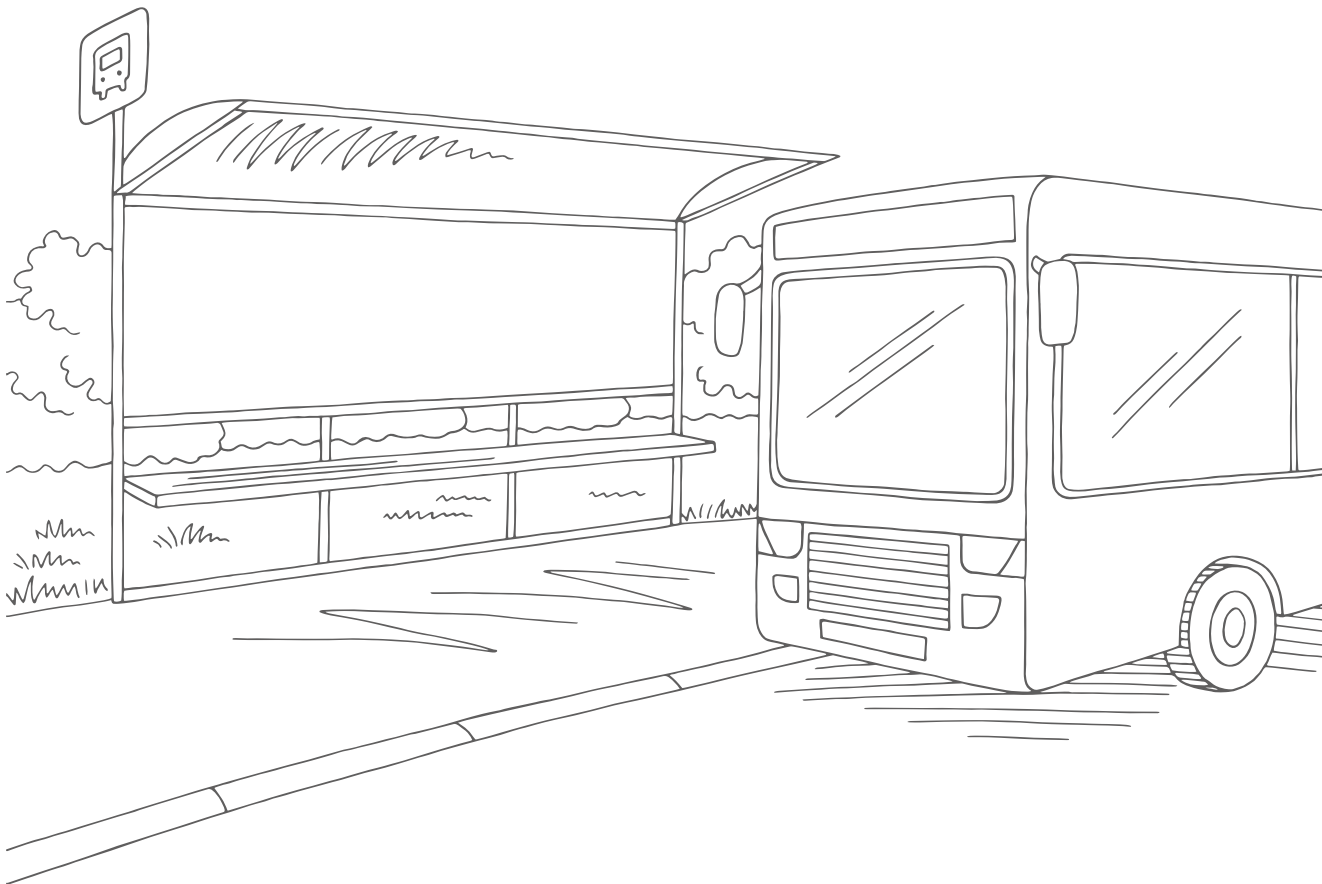
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# 1. Introduction

- 1.1 This Bus Service Improvement Plan (BSIP) builds on our earlier versions. We have managed to sustain commercial and supported bus services through the difficult periods of post-Covid recovery and rising costs. Now, working with local operators through our Enhanced Partnership we are looking to the future, to growing patronage, improving reliability and journey times, making fares and services easier to understand and access, and delivering better value for money.
- 1.2 This Plan sets out what we have achieved in the last twelve months, our immediate plans for investment and improvement in 2024-2025, and our longer-term vision.
- 1.3 Delivery of some elements of the Plan will inevitably rely on suitable funding being available, both locally and nationally. Whilst funding for all Council services remains extremely challenging, support for bus services is strong. We are certain that public transport has a vital role to play in achieving our wider aim to decarbonise transport. This Plan will be a key component of our Local Transport Plan (LTP), to be published later this year. This Plan will therefore cover the same time period as the LTP, from 2024 through to 2037 and will be reviewed and updated at regular intervals to be determined by the Department of Transport (section 6 covers review and monitoring in more detail).







## Case Study: New buses operating on 171/172

In January 2024 Thames Valley Buses introduced four new, single deck buses on their 171 and 172 routes that run around South Bracknell.

The new environmentally friendly buses, with the latest low emission Euro VI engines, offer a step-change in luxury and comfort.

The buses also provide seat back and wireless charging and free WIFI to help bus users stay connected whilst on the move. They all feature next stop audio and visual announcements, and distinctive blue route branding to help customers navigate their journeys.



## 2. Our Bus Vision

2.1 This Plan covers the full Bracknell Forest Borough area as shown in Figure 2 1. We recognise that many local services cross our border into other Local Authority areas and we work closely with our neighbours, but we are primarily focused on improvements that benefit our local bus users.

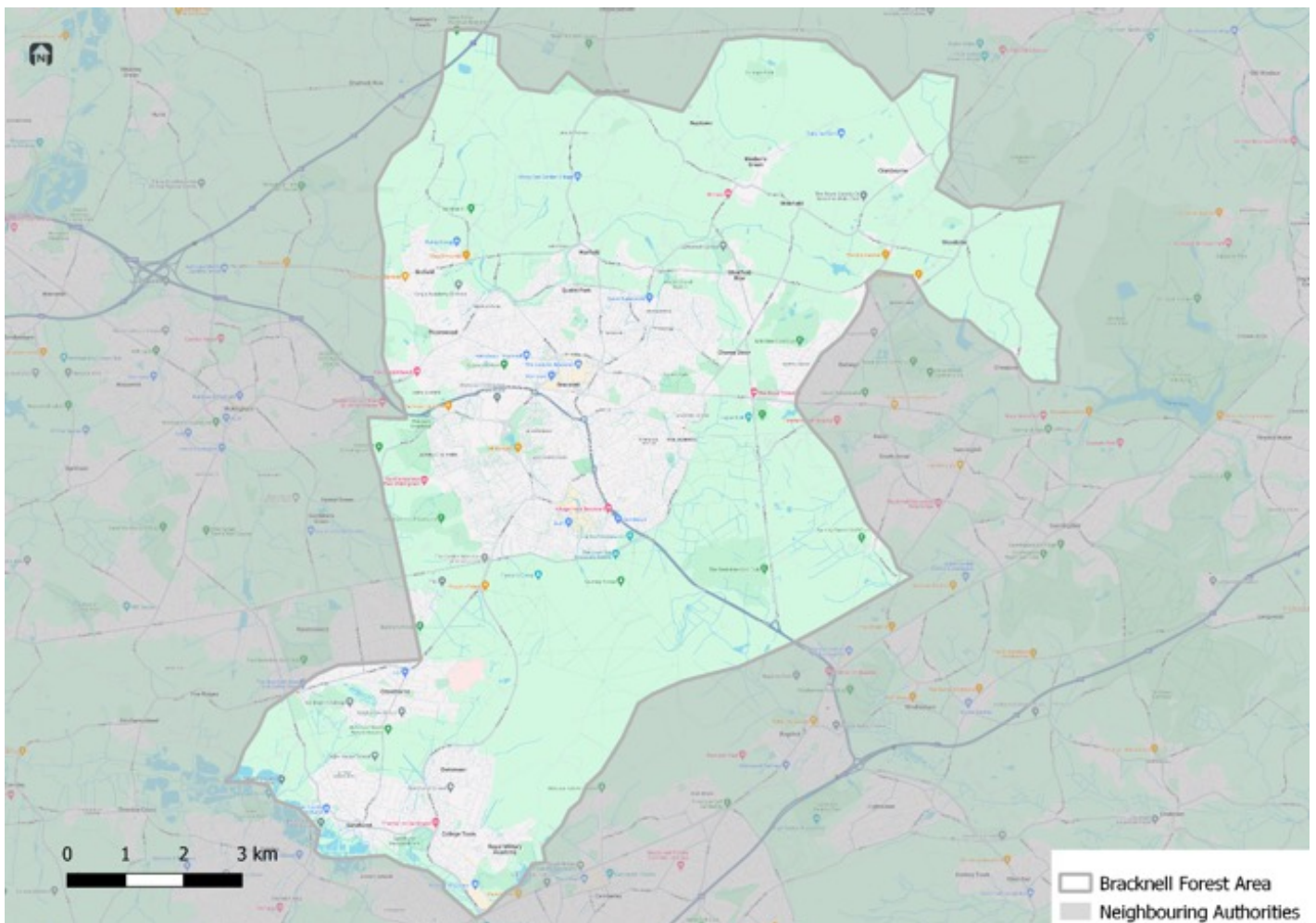
2.2 The same area is covered by an Enhanced Partnership (EP) Plan and Scheme. This is a formalised agreement between the Council and bus operators which sets out what each party commits to delivering in order to improve bus services. The Partnership meets at regular intervals to review and update plans and actions. A copy of the EP Plan and Scheme can be found [here](#).

2.3 As the National Bus Strategy makes clear, almost all social, economic and environmental objectives for the role of the bus in the local transport system can be boiled down to the simple, practical and measurable objective to grow bus patronage. The vision for our BSIP is therefore:

**To work in partnership with bus operators to grow patronage by providing a network of reliable, value for money services which offer choice and access for all in a safe environment.**

2.4 How we will achieve this, in line with 12 key goals of the National Bus Strategy is explained in more detail in the following sections.

Figure 2.1 Bracknell Forest BSIP Area



## 3. The Current Offer to Bus Passengers

- 3.1 This section provides a brief summary of the bus services operating across the borough. More detailed information is available in the appendices.
- 3.2 The bus services operating across Bracknell Forest are provided by 4 operators:
- Thames Valley Buses (part of Reading Buses)
  - Reading Buses
  - White Bus
  - Stagecoach South
- 3.3 Most of the network, including all contracted services financially supported by Bracknell Forest Council, is operated by Thames Valley Buses and parent company Reading Buses (see Table 3.1).





Table 3.1 Bus services operating in Bracknell Forest

Service		Days of operation	Frequency (mins)			Commercial or supported
			Daytime	Late evening	Sunday	
Thames Valley Buses						
53	Bracknell – Maidenhead – Wexham Park Hospital	Mon - Sat	60	-	-	Supported
108	Bracknell – Jennetts Park	Mon - Sun	40	-	90	Supported
150	Bracknell – Binfield	Mon - Sun	30	-	90	Supported
151/151A	Bracknell – Binfield – Emmbrook School/ Wokingham	Mon - Sat	5 journeys	-	-	Supported
156	Bracknell – Harmons Water	Mon - Sat	60	-	-	Supported
157/158	North Bracknell estates circular (clockwise/anti-clockwise)	Mon - Sat	60 each direction	-	-	Supported
171/172	South Bracknell estates circular (clockwise/anti-clockwise)	Mon - Sun	30 each direction	60 each direction	60 each direction	Commercial
194	Bracknell – Crowthorne – Sandhurst – Camberley	Mon - Sun	30	60	60	Commercial
299	Bracknell – Winkfield	MWF	5 journeys	-	-	Supported
598	Little Sandhurst – Camberley	TuTh	1 journey	-	-	Supported
703	Bracknell – Windsor – Heathrow Airport (5 journeys via Winkfield)	Mon - Sun	60-80	90	60	Commercial <sup>1</sup>
Reading Buses						
4/X4 Lion	Bracknell – Wokingham - Reading	Mon - Sun	15	60	30	Commercial
701	Reading – Bracknell - Legoland	Mon - Sun	30 (05:00-07:10)	60	60 (05:40-09:40)	Commercial
702	Reading – Bracknell – Legoland – London	Mon - Fri	2 journeys	-	-	Commercial
White Bus						
01	Ascot – Woodside – Windsor	Mon - Sat	7 or 8 journeys	-	-	Supported (RBWM)
X94	Ascot – Bracknell – Camberley – Frimley Park Hospital	Mon - Fri	5 journeys	-	-	Commercial
Stagecoach						
3	Aldershot – Camberley – The Meadows – Yateley	Mon - Sun	15	-	90	Commercial

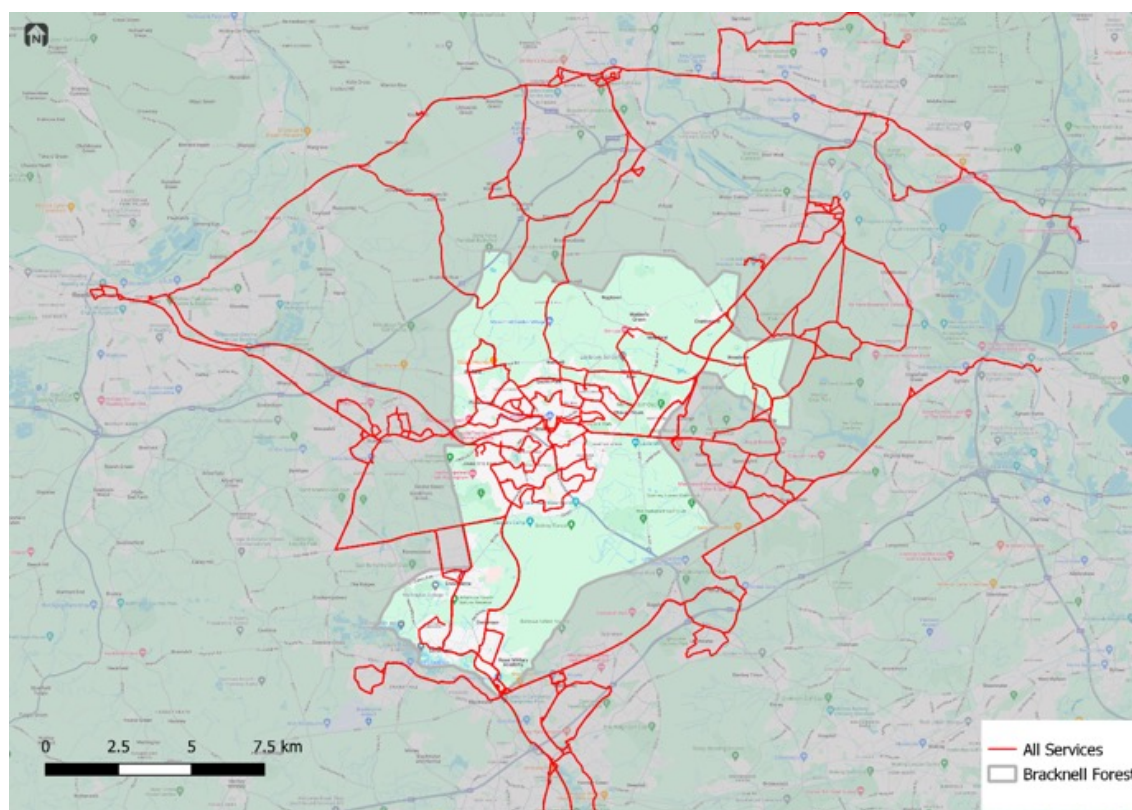
<sup>1</sup> Recently transferred to Thames Valley Buses

- 3.4 A number of services operate wholly within Bracknell Forest Borough itself. Those to the southern parts of Bracknell town centre operate mainly on a commercial basis, whilst the northern residential areas rely almost entirely on Council financial support. A number of other services provide links to neighbouring areas, including Wokingham, Reading, Camberley, Windsor, Heathrow Airport, Maidenhead and Slough. Two cross-boundary services are financially supported jointly with other authorities.
- 3.5 Most services operate half hourly or hourly, except for service 4/X4 between Bracknell, Wokingham and Reading, and the 171/172 clockwise and anti-clockwise loops of the southern residential areas of the town that each operate half-hourly, creating an overall frequency of 15 minutes. There are clear inconsistencies in the levels of service provided to different parts of the town, with frequencies for parts of the north of the town half those of services in the south.
- 3.6 A community transport scheme, Keep Mobile, provides door-to-door transport for mainly elderly and disabled residents who are unable to use public transport services, and Crowthorne Community Minibus provides a similar service exclusively for Crowthorne residents. There are also a number of voluntary car schemes operating in the borough.
- 3.7 The wider regional context of the network is shown in Figure 3 1, with Figure 3 2 showing the network by operator. There are a number of town services within Bracknell itself, primarily operated by Thames Valley Buses. Those in the southern parts of the town operate commercially, whilst the northern residential areas rely entirely on supported services. A number of other services provide links to neighbouring areas, including Wokingham, Reading, Camberley, Windsor, Heathrow Airport, Maidenhead and Slough. Two cross-boundary services are financially supported jointly with other authorities.

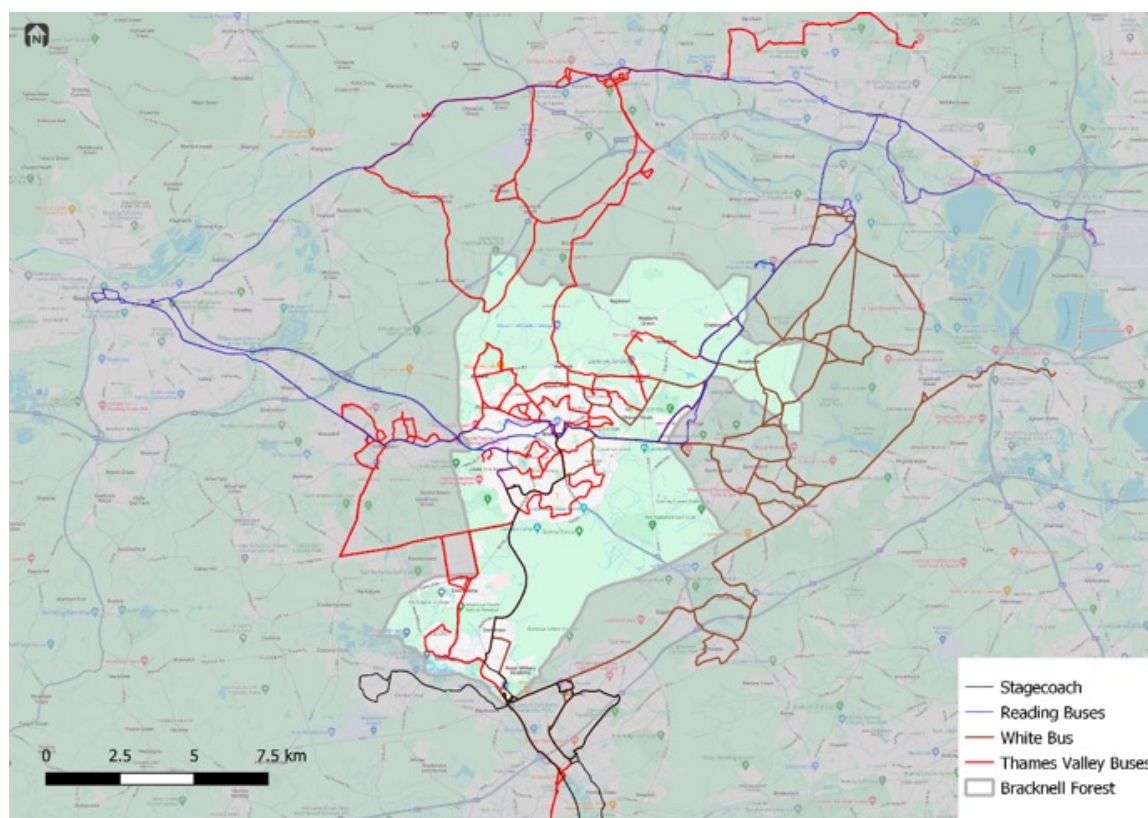




**Figure 3.1 Bracknell Forest bus services in the wider regional context**



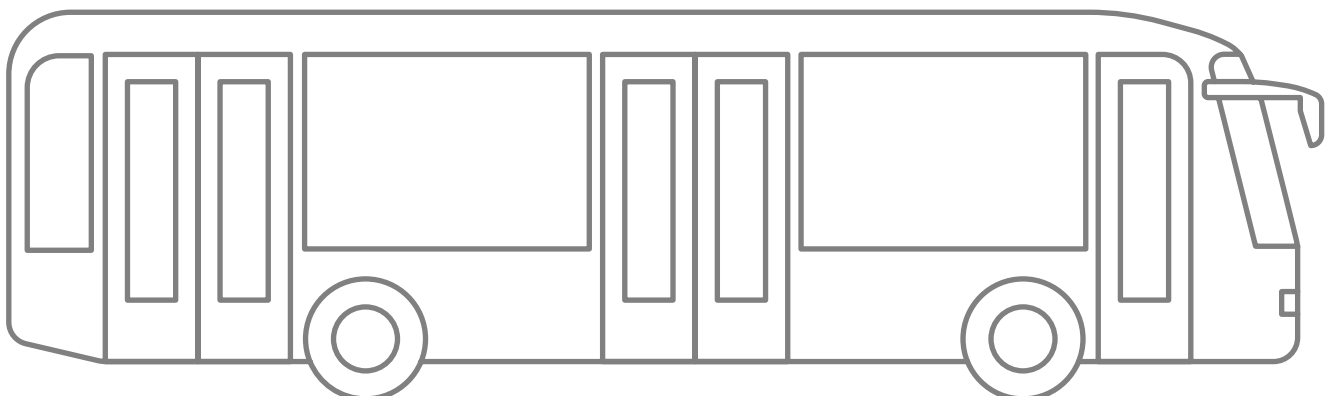
**Figure 3.2 Bracknell Forest bus services by operator**



- 3.8 Areas with the highest link frequency – the number of buses running along a road regardless of service number or operator – were generally in the town of Bracknell, with some high frequency services also briefly passing through the south of the area near Sandhurst, and some medium frequency services towards Reading. Link frequency is lower in the rural parts of the area, at less than half-hourly.
- 3.9 There are limited Sunday buses, and many services only operate until mid-evening Monday to Saturday. Later evening services are provided on the 4/X4, 171/172 and 194, serving the south of Bracknell.
- 3.10 Data provided by the local operators to help inform this report is included in Appendices (A – F), but the key outputs which inform our vision and this Plan are summarised below.

## Patronage levels

- 3.11 The number of passenger journeys on local buses peaked in 2014/15 at 2.3million followed by a gradual decline in numbers to 1.9million by 2019/20. Covid and the resulting lockdowns then had a massive impact on public transport. Post Covid, patronage continues to grow back, from 1.2m journeys in 2021/22 to 1.4m in 2022/23.
- 3.12 The number of elderly/disabled concessionary passenger journeys has more than halved as a result of the pandemic, from 0.9m to 0.4m. The proportion of all journeys in Bracknell Forest made by elderly and disabled pass holders has declined from 36% pre-pandemic, to 28% in 2023, although this is still higher than the national average of (19%).
- 3.13 Passenger journeys by local bus service per head of population fell 24% from 14.8 to 11.3 journeys per head between 2012/13 and 2022/23. This latter measure was below the South East average of 29.3, slightly below neighbouring authority Wokingham (12.4), but above Windsor & Maidenhead (6.7).



## Bus modal share

- 3.14 Census data (2011) indicates that 68% of all journeys to work were undertaken using the car (66% in urban areas, 70% in rural areas). Bus travel accounted for just 1.5% of journeys. The full modal share for urban and rural areas is shown in Appendix B.
- 3.15 Bus travel accounted for just 1.5% of journeys. Census data (2021) indicates that 49% of all journeys to work were undertaken using the car, either as a driver or passenger, whilst 40% of people work from home (although this figure may be distorted as it was collected in 2021, during the pandemic period). Bus travel accounted for just 1.1% of journeys, down from 1.5% in the 2011 census.
- 3.16 89% of households in Bracknell have a car, significantly higher than the average for England of 77%. Car ownership is lowest in the town of Bracknell, where 20-30% of households in most output areas do not have access to a vehicle, whilst it is higher in the rural parts of the area. Appendix C shows the percentage of households without a vehicle for each Lower Super Output Area (LSOA).

## Bus service density

- 3.17 79% of the population is within 400 metres of an hourly bus service (see Appendix D). Only 27% of people are served by a frequent bus service, defined as a bus every 15 minutes or better. This is 8,100 less than in 2021, highlighting the impact of falling service frequencies in the wake of the pandemic. 17% of residents do not have access to a fixed bus service within 400m of their home.

## Bus priority

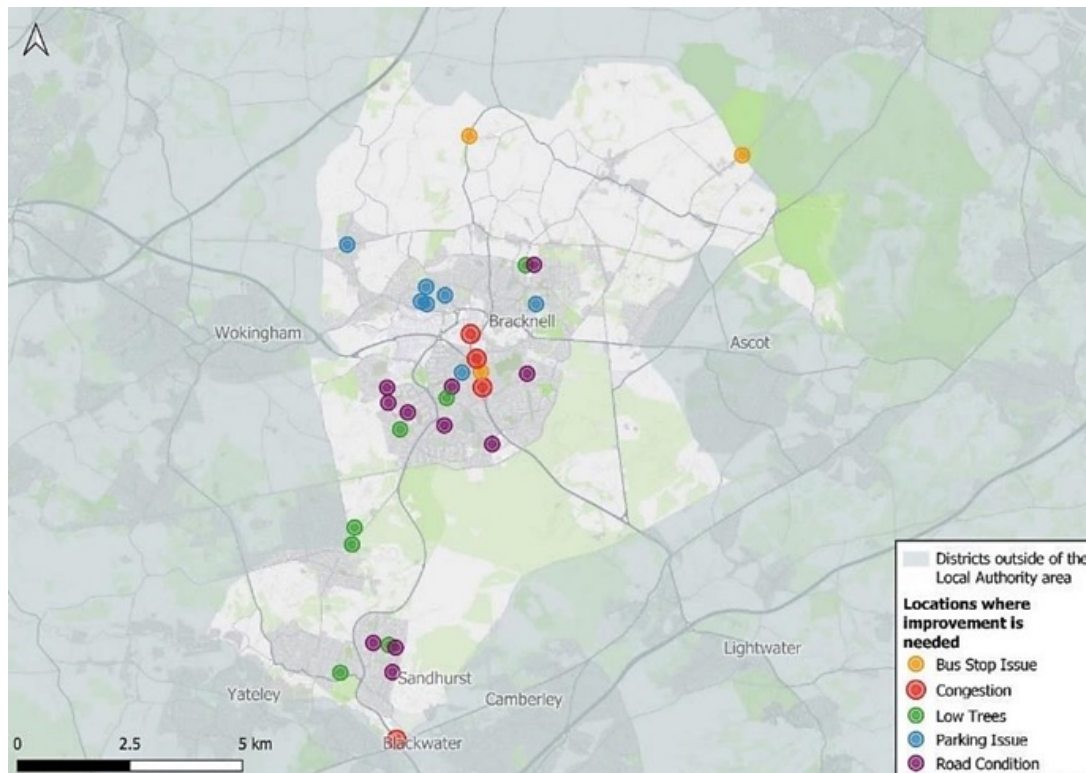
- 3.18 There are no bus lanes which run alongside general traffic. However, there are four sections of bus-only roads which total 605 metres and provide priority to buses travelling between housing areas and business areas. Although these sections of bus priority are relatively short in length, they represent significant time and distance savings compared to the route other vehicles must take.
- 3.19 There are a further six bus priority junctions, although only three are currently on active bus routes.
- 3.20 Most of the major junctions in the borough are controlled by traffic signals and the main traffic corridors are carefully managed by Urban Traffic Control systems. This represents an opportunity for developing further bus priority by giving priority to late running buses at signalised junctions.



## Congestion and delays

3.21 Operators have assessed where there are issues that cause delay to services, including congestion hotspots, pinchpoints and obstructive parking. These are categorised in Figure 3.3.

**Figure 3.3 Locations where improvement is needed**



## Average bus speeds

3.22 Taking the route length of each service and applying the end-to-end journey times from published timetables, average bus speed for the morning peak was calculated as 15.7mph (25.3km/h), rising to 16.7mph (27km/h) between peak times.

## Punctuality

3.23 In 2023, 82% of services were recorded as running to time (defined by the DfT as between one minute early and five minutes fifty-nine seconds late), which was higher than the South East (80.6%) and England (79.9%) average. This data is taken from the DfT's reporting systems but local operators' data suggests the figure is even higher.

## Availability of information

3.24 Many bus stops are equipped with timetable display cases and operators are responsible for updating the information in them.

3.25 Some stops, including Bracknell bus station, are equipped with real time information displays. The system is maintained and funded by the Council.

- 3.26 Bus operators each have full information about service timetables, fares and tickets on their websites. Operators also have smartphone apps allowing passengers to track buses in real time and purchase mobile tickets.

## Bus Fleet

- 3.27 According to the most recent data supplied by operators, a total of 58 buses are required to provide services across Bracknell Forest, including cross boundary routes. 27% of those deployed on these services are less than 5 years old (see Appendix E). There has been a considerable increase in new buses (introduced in 2023) within the area. 78% of buses meet Euro VI emission standards. There are no zero emission buses currently operating in Bracknell Forest.

## What people think about local bus services

- 3.28 A survey was conducted between 1st December 2023 and 31st January 2024, to understand residents' travel patterns and priorities, to inform the Council's Local Transport Plan and BSIP. 1,051 responses were received, of which only 6.3% viewed bus travel as their preferred mode of travel. The key findings from the survey were:

- 33% of respondents would use the bus more if they could
- Reasons for not using the bus more included:
  - lack of a direct route
  - distance
  - safety
  - cost
- Factors that would encourage people to use the bus more were:
  - greater service frequency (15%)
  - buses that actually go where they want (13%)
  - simple, low fares (such as the current £2 fare cap) (11%).

- 3.29 In the email comments received regarding the survey, residents expressed frustration with the reliability and convenience of public transport, especially buses and trains. There were also suggestions to extend certain routes to cover more areas, make bus stops more accessible, and adjust bus schedules to align with rail times.

- 3.30 According to the National Highways and Transportation (NHT) survey, overall satisfaction with bus travel in Bracknell Forest has declined slightly over the last five years (see Appendix F). The 2023 results indicate that overall satisfaction had recovered to the 2021 level of 60% following a dip in 2022.

## Council support

3.31 Spending by the Council on bus services over the last couple of years is summarised in Table 3.2.

**Table 3.2 Council spend on bus services 2022/23 and 2023/24**

	2022/23		2023/24	
	Council budgets	DfT funding	Council budgets	DfT funding
<b>Supporting bus services</b>	<b>£921,320</b>	<b>£99,779</b>	<b>£944,301</b>	<b>£213,779</b>
<b>Reimbursing operators for passengers using a bus pass</b>	<b>£831,508</b>		<b>£797,314</b>	
<b>Special ticket offers (free Saturday buses during December 2023)</b>			<b>£0</b>	<b>£30,000</b>
<b>Infrastructure (mainly bus stop works)</b>	<b>£0</b>		<b>£15,000</b>	
<b>Marketing promotion</b>	<b>£2,000</b>		<b>£5,000</b>	<b>£3,000</b>

3.32 As stated previously, about half of bus services in Bracknell Forest are operated on a commercial basis. The remaining services require a level of financial support from the Council. Routes and timetables are defined by the Council and tenders sought from operators to operate the services under contract. The annual cost of these supported services, together with the reimbursement to operators for journeys made by concessionary pass holders, is in the region of £1.75 million per year.

3.33 Management of the supported bus contracts, reimbursement of concessionary fares, the bus shelter contract and other public transport-related matters sits within the Transport Strategy team in the Council's Highways and Transportation service area.

3.34 Of the total number of vehicle kilometres on local bus travel, 28% is operated on council supported routes.

## Driver recruitment and retention

3.35 A lack of bus drivers has caused issues with service cancellations up and down the country. Local operator feedback suggests the driver recruitment and retention situation is improving compared to 2023. Lost mileage owing to a driver not being available is falling. Social media channels, recruitment portals, job fairs, events, etc. have all been used to recruit additional drivers. Operators have also increased wage rates significantly, as well as improving employee benefits such as cycle to work. One operator has appointed a new member of staff to be dedicated to recruitment activities.

## Fares

3.36 Central Government introduced a voluntary scheme to cap single fares at £2 from January 2023, with operators reimbursed by government for an element of loss. At the time of writing the fare cap is due to remain in place until the end of December 2024. Three of the four local operators took part in the scheme and they credit the scheme with contributing to re-growing patronage in the last couple of years.





## Case Study: Increased frequency on the 703

From March 2024 the 703 service between Bracknell and Heathrow Terminal 5 increased its frequency and now runs up to every 30 minutes along the entire route in the morning and evenings.

Residents in North Ascot now benefit from an hourly service during much of the day and between the peaks journeys will also call at the main entrance to the new Heatherwood Hospital site.



## 4. Improvements Programme to 2025

- 4.1 Bracknell Forest Council received BSIP Phase 2 revenue funding of £325,716 in August 2023 for the 2023/24 financial year, with promise of a further £325,716 for the financial year 2024/25.
- 4.2 The Council consulted with operators on the best way to spend this funding in order to meet the goals of the National Bus Strategy and improve bus services. Operators were clear they wanted to see measures which would have lasting impact, rather than spending on new bus services which would struggle to become commercially viable and would therefore be withdrawn when the funding ran out after two years.
- 4.3 Table 4.1 provides a summary of measures that have been delivered and are proposed to be delivered both with the BSIP funding and other sources, in order to deliver the keys goals of the National Bus Strategy.

**Table 4.1 Delivery of measures to address National Bus Strategy goals**

National Bus Strategy Goal	2023/24	2024/25
<b>More frequent services</b>	Enhancements to the 703 'Flightline' service to increase frequency to hourly and provide access to Heatherwood Hospital main entrance at off-peak times	Further enhancements to the 703 'Flightline' service to increase frequency to half-hourly and provide more journeys to Heatherwood Hospital  Improvements to frequency of supported Sunday services
<b>Faster and more reliable services</b>	Investigations to provide priority for late running buses at The Meadows junction	Expansion of bus signal priority for late running buses at more junctions across the borough
<b>Cheaper</b>	Promotional scheme provided free bus travel on Thames Valley Buses and Reading Buses on the four Saturdays in the run up to Christmas	Similar 'free' bus offer in December, potentially to include Sunday services
<b>More comprehensive</b>	An element of funding is being used to contribute towards the increased cost of the council-supported bus services to ensure the existing network of services across the borough is maintained	
<b>Easier to understand</b>	Real-time information software and screens secured for five more years	Improvements to bus flags and timetable cases at bus stops  Marketing focused on bus services that can be used for accessing local walks, and school transition from year 6 to 7

National Bus Strategy Goal	2023/24	2024/25
<b>Easier to use</b>	Promotion of the national £2 single fare cap	
<b>Better integrated with other modes and each other</b>	We have investigated options for improving bus access to rail stations but this is likely to be a measure for the future when and if further funding is available	
<b>Better to ride in</b>	Introduction of new, hi-spec, buses on the following key commercial services: 4, X4, 171, 172, 703	
<b>Greener</b>	Electric buses are not currently a feasible option for our operators due to the short leases on depots and lack of electrical grid capability	
<b>Accessible and inclusive network, by design</b>		<p>Introduction of a companion pass for eligible disabled pass holders</p> <p>Thames Valley Buses will review their policy on accepting mobility scooters</p>
<b>Innovative</b>	Preparations for launch of QR codes at stops on the 194 corridor to provide real time information on smartphones	Launch of the QR codes on the 194 corridor
<b>A safe mode of transport which is seen as safe</b>	Design work for bus stop improvements at Jealot's Hill.	Improvements to the bus stops at Jealott's Hill including speed reduction, pedestrian refuge and new bus shelters





## Case Study: free buses at Christmas

Journeys on Thames Valley Buses and Reading Buses were free when boarded in Bracknell Forest on the four Saturdays before Christmas in December 2023.

The initiative aimed to encourage people who don't normally use the buses to leave the car at home when coming into town to shop or use the restaurants.

The scheme, funded by the Government's bus improvement fund, attracted positive feedback from both bus users and retailers and led to an increase in bus use of between 10% and 20%.

It is planned to repeat the scheme for Christmas 2024 and include Sunday journeys too.

**Celebrate the season with  
free bus trips!**

Funded by  
UK Government

**BUS STOP**

**Take a single fare for free on Thames Valley Buses and Reading Buses  
on the first four Saturdays in December.**

**Start your journey in Bracknell Forest and it's free wherever you go.**

Bracknell  
Forest  
Council

## 5. Ambitions and Proposals for 2025 and Beyond

- 5.1 While the provision of traditional bus services on fixed routes with set timetables works well in some parts of the borough, it is clear it may not be the best solution for all residents.
- 5.2 Fixed route and timetable services provide certainty to users who can plan their transport needs around the timetable. We will therefore work with operators to make these services as quick, reliable and value for money as possible.
- 5.3 Some parts of the borough have no bus service or a very infrequent service. For residents in these areas a different type of public transport offer may be more appropriate. Whether this is a fully demand responsive system - where end to end journeys are booked in advance, and a fleet of smaller, greener, vehicles operate only when needed, combining trips to maximise vehicle efficiency – or a blend of integrated fixed and flexible services remains to be determined. We are keen to explore options which will work best for residents and visitors to the borough.
- 5.4 As part of plans to further develop Bracknell town centre the bus station will be replaced with a mixed-use development incorporating public space. It will be crucial to ensure buses continue to play an important role in providing transport solutions for people travelling to and from the town centre. Bus stops will need to be carefully located to ensure ease of access and minimise walking distances, while facilities for drivers and waiting passengers will also need to be incorporated. We will work closely with operators to include<sup>3</sup> these elements in future provision.
- 5.5 We also recognise the need to improve facilities provided at the bus stop. With over 300 bus stops in the borough it is not feasible to provide a shelter at every site, but all bus stops should be clearly signed, have accurate information available, have a safe place to wait for the bus and be easily accessible to all users.
- 5.6 Table 5 1 provides a summary of our proposals for improving bus services over a 4-year period (2025/26 to 2028/29) and our ambitions looking further forward to the end of the BSIP period (2025/26 to 2037), grouped into themes.
- 5.7 It should be noted that while table 5-1 represents our ambitions for improvements, many of these measures will rely on government funding, which is yet to be agreed.

**Table 5.1 Proposals for improving bus services**

Theme/measure	Proposal for next 4 years	Proposal for next 12 years
<b>Service levels and network coverage</b>		
Frequencies for commercial services	To aim for one additional bus per hour	To aim for a minimum 4 buses per hour
Operational hours for commercial services	To provide services until 11pm Mon – Sat and between 9am and 6pm on Sun	To aim for 24-hour services where demand justifies
Frequencies for fixed route supported services	To aim for a minimum of 2 buses per hour	To aim for a minimum 3 buses per hour
Operation hours for fixed route supported services	To provide services until 11pm Mon – Sat and between 9am and 6pm on Sun	To provide services until 11pm Mon – Sat and between 9am and 6pm on Sun
Enhancing network coverage	To add and extend routes to serve new residential developments as funding allows	To ensure all residents have access to either a flexible or fixed route bus service
<b>Bus priority</b>		
Priority for late running buses at key junctions	To ensure bus priority at key signalised junctions across the borough	To ensure bus priority at all signalised junctions across the borough
Maintaining existing bus priority measures	To replace traffic calming features on the commercial routes with more bus-friendly solutions	To maintain existing infrastructure and explore options for Bus Rapid Transport for cross boundary bus travel on the A329o/A329M corridor
<b>Simpler and more affordable fares</b>		
Simpler fares and Daily price capping	To introduce a single fare cap if and when the national £2 scheme ends  To explore options for discounted fares for specific groups of bus users	For all buses to be equipped with tap-on/tap-off readers so that daily and weekly price capping can be applied across the network
<b>Ticketing</b>		
Multi-operator tickets	To introduce multi-operator through ticketing	
Multi-modal tickets		To introduce a multi-modal, multi-operator public transport ticketing scheme
<b>Improved waiting facilities and interchanges</b>		
Bus shelters	To improve and upgrade existing bus shelters where feasible	To provide bus stops with living roofs, solar powered lighting, audio/visual stop announcements where feasible



Theme/measure	Proposal for next 4 years	Proposal for next 12 years
Bus stops	To ensure every stop in the borough has a current flag and timetable	To identify key bus stops for development into min-transport hubs providing a range of transport services and other facilities
Rail stations	To ensure rail stations on key routes (Reading – London and Reading – Gatwick) are served by buses	To provide a public transport service which serves all rail stations in the borough
Bus station	To continue to maintain and operate Bracknell bus station and the facilities provided there	To provide bus stops closer to the shopping centres in Bracknell town centre to minimise walking distances if and when the bus station is redeveloped
<b>Bus information and network identity</b>		
Marketing	<p>To work with operators to make the most of Catch the Bus Month and other opportunities for promotion</p> <p>To work with operators to improve the quality of information available at bus stops</p>	To investigate options for low-cost electronic displays at stops on commercial routes
Availability of information	All Operators will ensure they comply with the requirement to provide accurate data to BODS	
<b>Accessibility and inclusion</b>		
On-board facilities	To ensure all buses have audio-visual displays and on-board announcements, wifi and USB charging facilities	
Bus staff	To ensure all front-line bus staff have appropriate training to recognise users who may have additional needs and be able to meet those needs wherever possible	
<b>Safety</b>		
Bus stops	To carry out an audit of the routes to bus stops and implement safety improvements where required	
<b>Passenger Charter</b>		
	The Council and Operators to publicise the passenger charter in all on-line and published bus information	
<b>Improving the bus fleet</b>		
Decarbonising vehicles	To support operators trying to transition to zero emission buses wherever feasible	To aim for all buses to be zero emission at the tailpipe by 2037

## 6. Targets, Performance, Monitoring and Reporting

6.1 Table 6.1 provides a summary of our high-level targets and proposed approach to monitoring and reporting.

**Table 6.1 BSIP targets and monitoring approach**

Theme	Data source	2022/23 figure	Target	Frequency of reporting
Increase patronage	DfT Bus statistics table BUS0109: Passenger journeys on local bus services by local authority	1.4m	Return to 2019/20 figure of 1.9m	Annually
	DfT Bus statistics table BUS0110: Passenger journeys on local bus services per head of population	11.3	Return to 2019/20 figure of 15.5	Annually
Improve customer satisfaction	National Highways and Transport Survey	60%	Return to 2019/20 figure of 63%	Annually
Reduce journey times	Scheduled start and end times for services divided by route length	15.7mph (peak) 16.7mph (off-peak)	A 10% improvement in journey times on routes with signal priority	Following implementation of proposed bus priority measure(s)
Improve reliability	DfT Bus statistics table BUS0902: Non-frequent bus services running on time	82%	Stay above South East and England average. Aim for 90%	

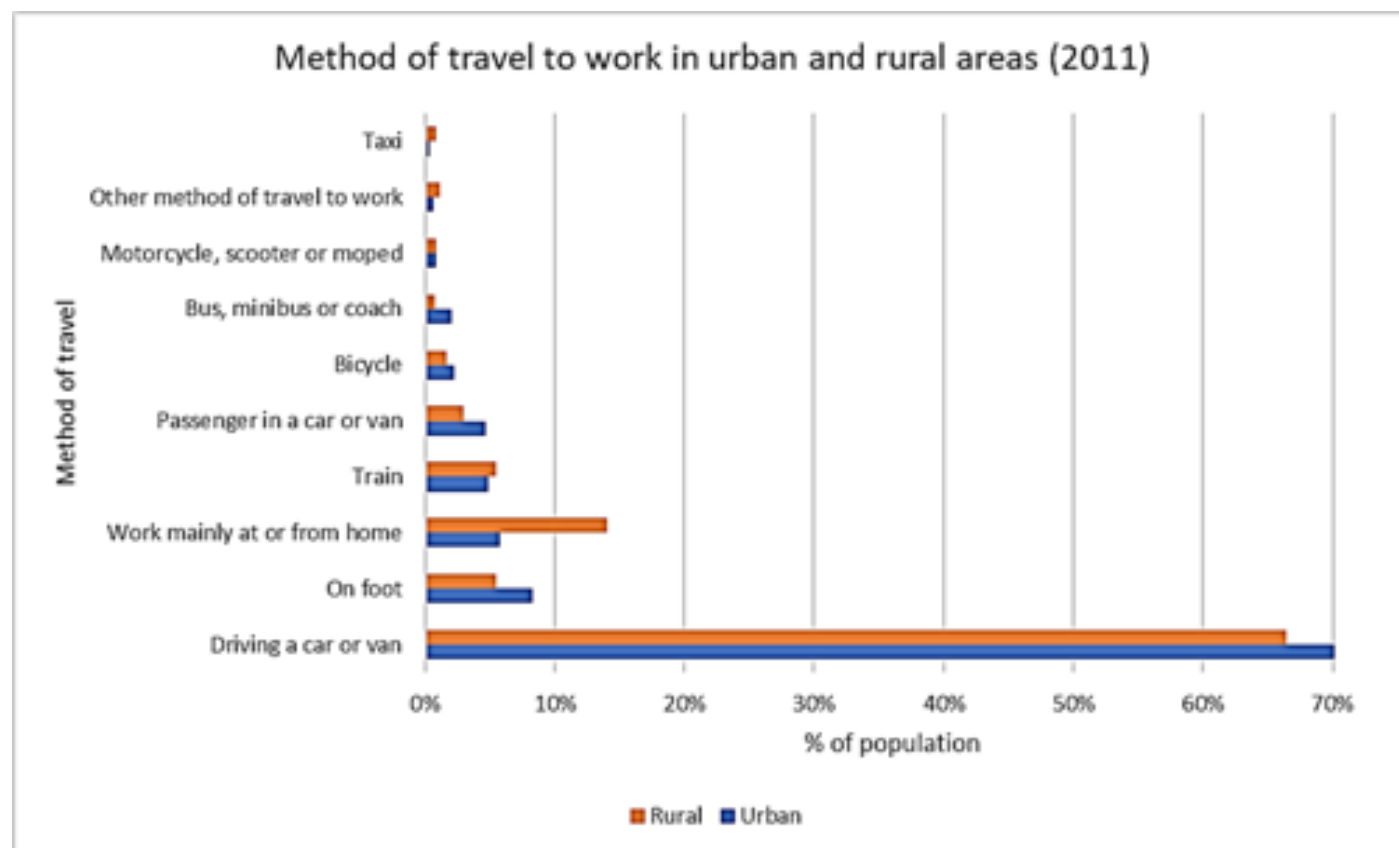
# Appendix A - Bus patronage in Bracknell Forest

Year	Total passenger journeys on local bus services (million)	Number of journeys by elderly or disabled concessionary pass holders	% of overall journeys made by elderly or disabled concessionary pass holders	Passenger journeys on local bus services per head of population
2012/13	1.7	0.8	44%	14.8
2013/14	1.9	0.8	41%	16.1
2014/15	2.3	0.9	40%	19.1
2015/16	2.1	0.8	39%	17.9
2016/17	2.1	0.8	37%	16.2
2017/18	1.8	0.7	39%	14.8
2018/19	1.8	0.7	40%	14.8
2019/20	1.9	0.7	36%	15.5
2020/21	0.6	0.2	31%	4.5
2021/22	1.2	0.3	28%	9.2
2022/23	1.4	0.4	28%	11.3

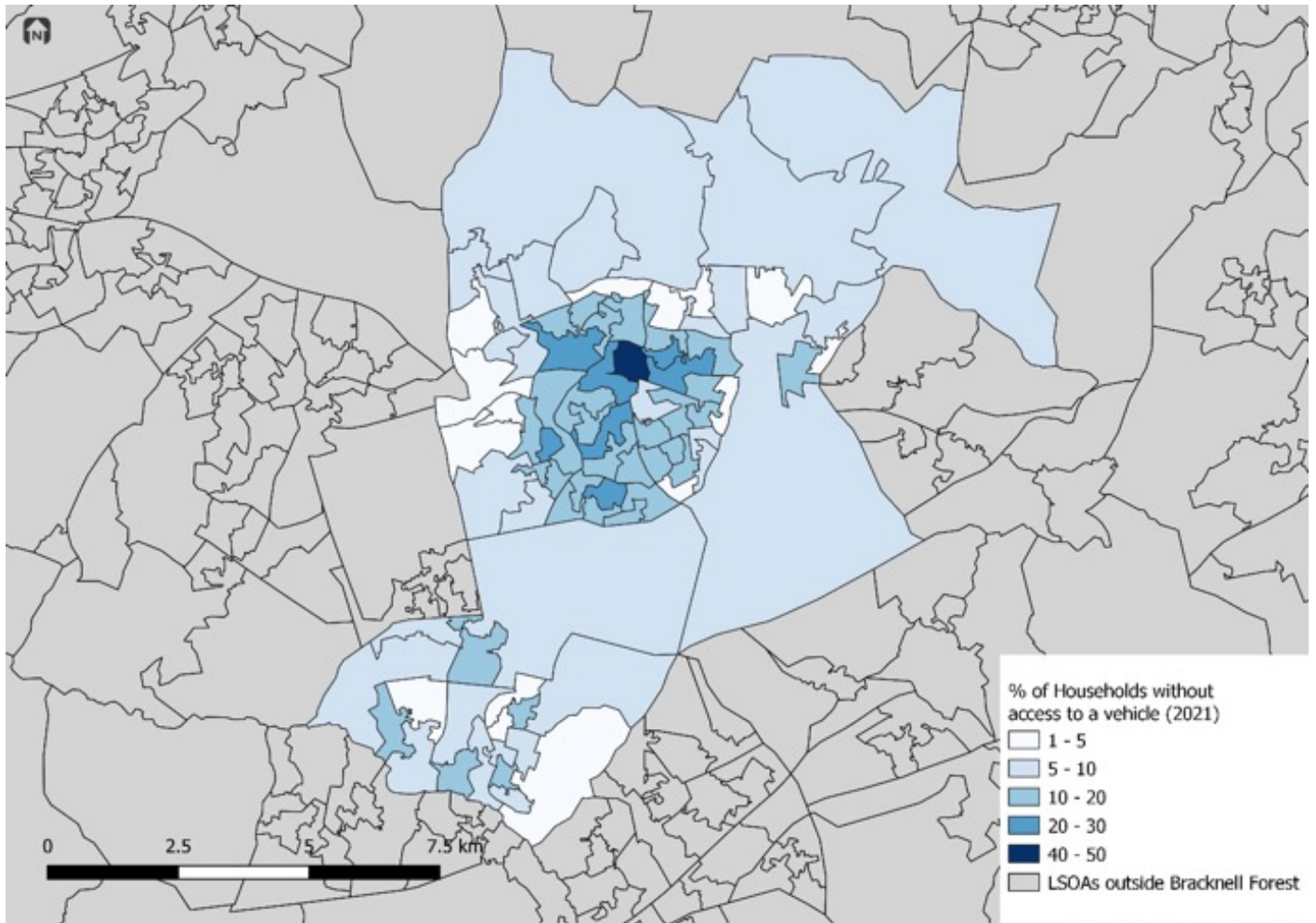
(extracts from DfT tables Bus0109a, Bus0113, Bus0110a).



## Appendix B - Method of travel to work



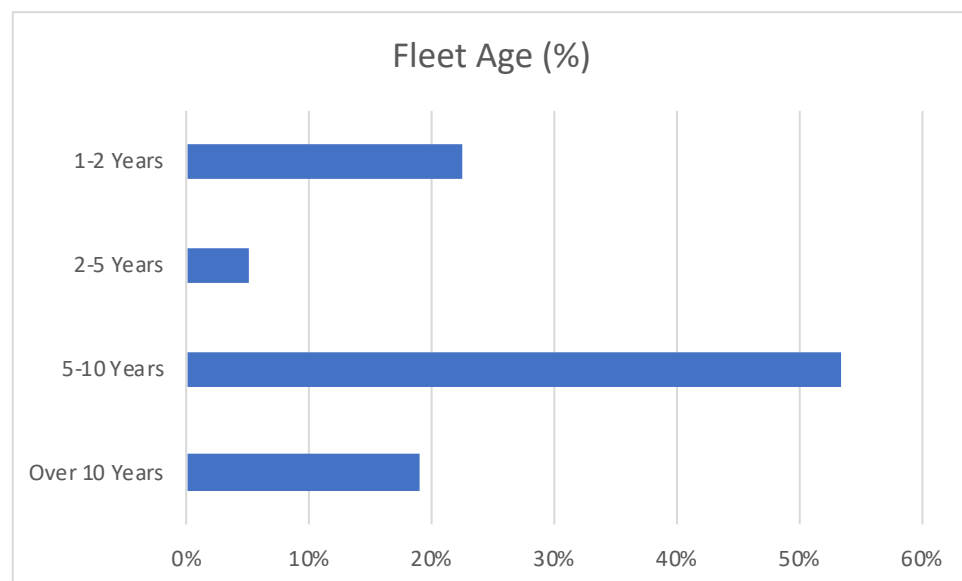
# Appendix C – Households without a vehicle by Lower Super Output Area (LSOA)



## Appendix D – Access to a bus service within 400m of home

Service Frequency	Population within 400m of a bus stop	As a % of Bracknell Forest Population (2019)
15 minutes or less	33,500	27%
30 minutes or less	84,700	68%
60 minutes or less	98,600	79%
All Fixed Services	104,200	83%

## Appendix E - Vehicle Ages



# Appendix F – Overall satisfaction with local bus travel

Year	Satisfaction Rating
2019	63%
2020	63%
2021	60%
2022	59%
2023	60%





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