

# NATIONAL BUS STRATEGY TARGET PROGRESS – APRIL 2022 WEST BERKSHIRE COUNCIL

The Council's Bus Service Improvement Plan (BSIP) identified a number of targets. Progress against those target is reported below. Over the last six months, work has focussed on introducing an Enhanced Partnership with the bus operators which has been successful in being awarded an indicative £2.6m from the Department for Transport for spending over the next three years.

## 1. Journey time and reliability

No work has yet taken place to identify appropriate journey time targets.

Targets	2018/19	2019/20	6 months to 31 March 2022	Full Year 2021/22	Target for 2024/25	Target for 2029/30
Journey time	Not recorded	Not recorded	Not yet developed			

## 2. Reliability

We will monitor reliability, and increase future targets if current rates continue. Data is recorded quarterly

Targets	2018/19	2019/20	6 months to 31 March 2022	Full Year 2021/22	Target for 2024/25	Target for 2029/30
Start	89.1%	88.8%	93.8%	94.0%	90%	92%
Overall	85.4%	83.8%	88.1%	89.1%	85%	87%

## 3. Passenger growth

The Eastern Area is composed of Purley on Thames, Tilehurst, Calcot and Theale. Estimates have been taken of passenger numbers so far, but we will obtain specific figures in the future.

To boost passenger numbers, we have run free buses in West Berkshire on the Saturdays before Christmas 2021, and again for the extended Easter weekend in 2022, including running additional buses. Similar events will be run again during 2022.

Targets	2018/19	2019/20	6 months to 31 March 2022	Full Year 2021/22	Target for 2024/25	Target for 2029/30
Eastern Area (est.)	1,020,320	968,025	367,815	702,548	1,000,000	1,050,000
Whole of WBC	2,342,715	2,222,530	834,109	1,555,987	2,300,000	2,500,000

#### 4. Customer satisfaction

The Council will obtain a satisfaction score through a survey as part of the consultation for the 2022 BSIP. As Transport Focus are currently reviewing the survey that they conduct nationally, we will await completion of this work before setting targets for West Berkshire, to ensure a consistent methodology.

The figure in brackets for the NHT survey is the national average. West Berkshire usually take part in the survey every other year. Within our 2021 BSIP, we also reported on the NHT Public Transport (overall), but we have since determined that this also includes taxis and community transport, so is not seen as relevant to the BSIP.

Targets	2015	2017	2019	2021	Target for 2024/25	Target for 2029/30
NHT survey – Local Bus Services	59% (61%)	56% (unknown)	60% (60%)	59% (60%)	62%	64%
Council survey	No survey				Tbc	Tbc

#### 5. Vehicle emissions

Work to identify which vehicles are usually operated on services within West Berkshire still needs to be completed.

Targets	2018/19	2019/20	6 months to 31 March 2022	Full Year 2021/22	Target for 2024/25	Target for 2029/30
Vehicle Emissions	Not recorded				All vehicles to be at least Euro V	All vehicles to be at least Euro VI

#### 6. Access to frequent bus service

Work to identify access to frequent services still needs to be completed.

Targets	2018/19	2019/20	6 months to 31 March 2022	Full Year 2021/22	Target for 2024/25	Target for 2029/30
Access to frequent bus service	Not recorded				Tbc	Tbc