

NATIONAL BUS STRATEGY TARGET PROGRESS – OCTOBER 2022 WEST BERKSHIRE COUNCIL

The Council's Bus Service Improvement Plan (BSIP) identifies a number of targets. Progress against those targets is reported below.

The Enhanced Partnership between the Council and the bus operators has been successful in being awarded an indicative £2.6m from the Department for Transport, for spending by March 2025. Despite being awarded the funding in April 2022, this has not yet been released by the end of October, preventing work on the projects for which the funding is allocated.

For more information on targets, and proposals that may lead to improvements, please refer to the 2022 BSIP.

1. Journey time

A method of calculating an overall target for journey time was considered by the EP Forum in October 2022, however it was felt that the Partnership would be better served by examining point-to-point journey times regularly instead. This information will be collated for four weeks commencing each February and September. This data will be used to inform future actions to improve reliability and journey speeds.

2. Reliability

We are monitoring reliability, and will increase future targets if current rates continue to improve. It is already noticeable that reliability is being affected again as more people return to normal life following the covid pandemic. Data is recorded quarterly.

| Targets | 2018/19 | 2019/20 | 2021/22 | 6 months to 30 September 2022 | Target for 2024/25 | Target for 2029/30 |
|----------------------|--------------|---------|---------|-------------------------------|--------------------|--------------------|
| Start | 89.1% | 88.8% | 94.0% | 93.5% | 90% | 92% |
| Overall | 85.4% | 83.8% | 89.1% | 86.6% | 85% | 87% |
| Eastern Area overall | Not recorded | | 88.3% | 88.7% | 86% | 88% |

3. Passenger growth

The Eastern Area is composed of Purley on Thames, Tilehurst, Calcot and Theale. The data is estimated until the end of Q1 2022/23, with boarding details captured from Q2.

To boost passenger numbers, we have run free buses in West Berkshire on a number of occasions. These were for Christmas 2021, Easter and Jubilee 2022 (all weekend / bank holiday travel), and again for World Car Free Day in September 2022. Future events will happen throughout November and December 2022.

| Targets | 2018/19 | 2019/20 | 2021/22 | 6 months to 30 September 2022 | Target for 2024/25 | Target for 2029/30 |
|----------------------------|-----------|-----------|-----------|-------------------------------|--------------------|--------------------|
| Whole of WBC | 2,342,715 | 2,222,530 | 1,555,987 | 936,416 | 2,300,000 | 2,500,000 |
| Eastern Area (est.) | 1,020,320 | 968,025 | 702,548 | 445,479 | 1,000,000 | 1,050,000 |

4. Customer satisfaction

From 2022, the Council's annual survey captures a satisfaction rating, which can identify the satisfaction of existing users as well as all respondents. For a further breakdown of satisfaction with Value for Money; Punctuality; Length of time on the bus; Information about bus services; and Passenger waiting environment, please refer to the 2022 BSIP document (table 5.6).

| Targets | 2018/19 | 2019/20 | 2021/22 | Target for 2024/25 | Target for 2029/30 |
|---|-----------|---------|---------|--------------------|--------------------|
| Council survey (bus users) | No survey | | 65.9% | 67.9% | 69.9% |
| Council survey (all respondents) | No survey | | 46.8% | Not set | |
| NHT survey (all respondents) | 60% | n/a | 59% | 62% | 64% |

5. Vehicle emissions

Very few vehicles in West Berkshire are older than Euro V emission standards. These older vehicles tend to be used more sparingly.

| Targets | 2018/19 | 2019/20 | 2021/22 | October 2022 | Target for 2024/25 | Target for 2029/30 |
|--------------------------|--------------|---------|---------|---|------------------------------------|-------------------------------------|
| Vehicle Emissions | Not recorded | | | 96% of vehicles at least Euro V 48.7% of vehicles at least Euro VI | All vehicles to be at least Euro V | All vehicles to be at least Euro VI |

6. Access to frequent bus service

In 2021 we suggested that we would set targets relating to the percentage of the population being within 300 metres of a bus stop (or 500m in the rural areas) for different frequency bus services. Unfortunately we are not able to accurately calculate this information, and therefore cannot set a target for improvements.