E&T BVR Stage 3 Report
Appendix 5: Increasing Bus Service Reliability and Punctuality

BUS SERVICE RELIABILITY AND PUNCTUALITY
IMPROVEMENT PLAN FOR RECOMMENDED OPTION (OPTION B)

Option B comprises the re-invigoration of the Quality Bus Partnership with Arriva including joint Punctuality Improvement Partnership, shared information and improved enforcement.

Improvement tasks comprise:-

1 Re-engaging with operator to reconcile differences over Town Centre scheme
2 Building Punctuality Improvement Partnership as foundation of new Quality Bus Partnership

Improvement Task	Sub tasks detail	Critical Success Factor	Resources (credit/debit)	Deadline/ Timescale	Constraints Impact of External Factors	Link to Vision Targets	Performance Indicator
1 Re-engaging with operator to reconcile differences over Town Centre scheme	Define and quantify key differences, causes and affects	Agreement by all parties on what went wrong	No financial implications	End May 2005	N/A	Increase public transport use to town centre by 15% by 2011 compared with 1999 levels	BVPI 102 Passenger Journeys per year
	Review monitoring of scheme, possible flexibility for alterations and put in hand	Agreement by all parties on flexibility for alterations	Financial implications uncertain	End July 2005	Funding and programme constraints on Town Centre scheme		
	Agree protocol or 'charter' for future operations	Agreement by all parties to future protocol	No financial implications	End August 2005	Willingness of all parties to agree	Achieve best quartile for satisfaction with public transport	BVPI 103 % people satisfied

						information by 2011	
2 Building punctuality improvement partnership as foundation of new quality bus partnership	Engage operator more proactively in LTP2 process Establish confidentiality agreement for sharing punctuality data Establish operational framework for punctuality improvement partnership Agree and implement programme for necessary works	Operator fully engaged and supportive Agreement reached Agreement reached 100% programme compliance year on year	No financial implications No financial implications Financial implications uncertain No financial implications (LTP funding)	End April 2005 End June 2005 End August 2005 End March 2006 and annually	N/A Reluctance to release commercially confidential information N/A N/A	Achieve best quartile performance for bus service reliability by 2011 (based on new LTP indicator	LTP guidance proposes:- Bus satisfaction Bus performance – punctuality and reliability Accessibility Indicators eg % of households within time of bus stop

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