



BSIP News

Issue Number 3 - March 2024

Welcome to the third Derbyshire Bus Service Improvement Plan (BSIP) newsletter for MPs and Council Members which highlights some of the achievements and milestones of this exciting programme. These newsletters focus on current initiatives and developments within the programme.

The BSIP is a £47m government funded programme delivering an ambitious vision to improve bus services across Derbyshire. An Enhanced Partnership has been established with local bus operators to achieve an agreed range of substantial improvements for passengers (more details of which can be explored in the Enhanced Partnership Scheme [here](#)).

If you would like any more information about the programme or any of the issues in this newsletter, please email the team at derbyshire-bsip@derbyshire.gov.uk.

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Bus Service Improvement Plan Refresh



The National Bus Strategy was published in March 2021 and allowed councils across England and Wales to bid for financial support for local bus services and infrastructure. Derbyshire County Council was successful in its bid and was awarded £47 million, spread over 3 years, for projects and services that were identified in Derbyshire's initial BSIP (adopted in October 2021). This programme is now

being delivered with bus operator partners, through the Enhanced Partnership, with significant enhancements to services, bus stops, bus priority measures, tickets and marketing.

The Department for Transport (DfT) has requested that councils update and "refresh" their initial 2021 BSIPs and has set a deadline of 12 June 2024 for submission.

The BSIP Refresh will include details of a review of bus provision in Derbyshire as well as the progress to date on delivery of the original BSIP. There will be a strong focus on ambitious improvements for the four financial years from 2025-26 to 2028-29. This will also enable us to unlock the additional potential £4.5 million of extra BSIP funding that was allocated earlier this year for further service improvements and works.

Although the BSIP refresh is not formally a bid document, DfT has requested details of Derbyshire's proposals for 2025/26 which need to include some indication of priorities and sufficient detail to assess the total funding required from 2028/29. The guidance also calls for a more aspirational 10-year programme, recognising the uncertainties of bus travel after the pandemic effects and addressing longer-term needs.

As part of this refresh work, we're running a specific BSIP survey to get views on the improvements so far as well as future areas of work. The survey link, open until the 18 March 2024, is below:

[BSIP Survey 2024](#)

Please feel free to share this widely with your constituents to gather a diverse range of views.

Bus Service Enhancements

As part of the BSIP programme, 21 bus services across Derbyshire have been funded for 'enhancements'. This means those services either have had route extensions to serve a wider area, an increased frequency during the day, or extended operation into evenings and weekend days where previously unavailable.



These are the figures of patronage collected to date, with all service enhancements having been in place for at least 5 months:

- Buxton Buzz – Burlow to Fairfield – 53% increase
- 61 – Buxton to Glossop – 23% increase
- 401 – Buxton to Uttoxeter – 4% decrease
- 8/9 – Burton to East Midlands Airport - 1% increase
- 218 – Bakewell to Sheffield - 6% increase
- Comet – Chesterfield to Derby via Ripley - 38% increase
- Ilkeston Flyer – Derby to Cotmanhay – 4% increase
- My 15 – Ilkeston to East Midlands Airport – 9% increase
- Rainbow One – Nottingham to Ripley/Alfreton – 14% increase
- The Sixes – Derby to Bakewell/Ripley – 11% increase
- Villager 1 – Derby to Burton - 21% increase
- 1/1A - Newbold to Bolsover via Chesterfield - 3% increase
- 25/25A – Chesterfield to New Whittington - 30% increase
- 39 – Grangewood Farm to Holme Hall via Chesterfield - 0% change
- 65 – Sheffield to Buxton – 30% increase
- 157/159 – Matlock Circular – 31% increase
- 74/74A – Chesterfield to Mastin Moor - 6% decrease
- 90/90A - Walton to Clowne via Markham Vale - 6% increase
- TransPeak - Derby to Buxton – 33% increase
- X17 – Barnsley to Wirksworth– 35% increase

In cases where bus services have not demonstrated a significant increase or have experienced a decrease in patronage, additional marketing and publicity is being undertaken to raise local awareness of those routes.

If the DfT release the BSIP 3 funding as indicated, then further services will be enhanced. Final details of these are yet to be confirmed.

In addition to the above services, a Demand Responsive Transport (DRT) service is being trialled in Bolsover, Chesterfield and North-East Derbyshire. DRT is designed to be a more flexible bus service that provides shared transport to users who

specify their desired location along with a time of pick-up and drop off. There is no fixed timetable, so pick up times, routes and destinations can be planned to suit the needs of passengers. Traditionally DRT services have been booked by telephone but can now be booked via a newly developed 'app'. The vehicles are all fully accessible and able to carry passengers in wheelchairs as well as having space for pushchairs.

The service was launched on 19 February 2024 by the winning bidder for the tender, Derbyshire Community Transport (DCT). The BSIP team is monitoring the effectiveness of this service.

For more information on the service please visit our webpage here: [Travel Derbyshire DRT](#)



Lee Rowley MP and Councillor Charlotte Cupit trialling the DRT service

Community Bus Champions

Community Bus Champions are a BSIP project team set up to raise awareness of bus services by engaging with the public, offering advice and information, and incentivising people to try the bus with promotional tickets.

Recently the Travel Derbyshire Bus Champions have been working with Chesterfield Royal Hospital to promote bus travel to staff commuting to the hospital. A travel survey has been conducted to understand how people are currently traveling to work and whether there are any issues they currently experience. Over 400 staff members completed the survey sharing their views and perceptions about commuting by bus.



During the survey period, the Bus Champions organised an event at Chesterfield Royal Hospital to raise awareness about the survey and offer employees information and guidance on bus routes, fares, and timetables. As a result of this work, the Travel Derbyshire team has identified 65 staff members who are eligible

for a complimentary 7-day Wayfarer bus ticket provided by BSIP funding. To be eligible the employee has to live within 500m of a bus stop, not already use the bus to travel to work or use it infrequently, and be willing to trial bus travel themselves within the next month.

To further engage with staff members and distribute the Wayfarer taster tickets, the Bus Champions hosted a second event at Chesterfield Royal Hospital on 14 February 2024. During this event the Champions provided bespoke journey planning advice.

Upcoming events include visiting schools, supermarkets, businesses, market days and leisure centres. If you are co-ordinating an event and would like the Bus Champions to attend please contact: derbyshire-bsip@derbyshire.gov.uk. The team cannot guarantee attendance at all requested events but will select a variety of events across Derbyshire.

Ticketing and Fares



After introducing a flat £1.50 fare for b_line cardholders in November 2023, an advertising campaign aimed at young people was launched, followed by a subsequent campaign targeting parents. Evidence has shown that parents typically handle the majority of their children's administrative tasks in this age bracket.

The usage of young person's tickets has been on a decline in recent years, possibly because the £2 flat fare offers better value compared to various young person/scholar ticket options. However, by reducing the flat fare for young people, it is anticipated there will be an increase in the number of young people using b_line cards and an increase in new bus users who may have been unaware of the affordability of bus travel. From September to December 2023, the discounted new fare generated a 14% rise in the number of new b_line cardholders.

Bus Champions are now working closely with schools, colleges, and universities across the county to encourage the take up of b_line cards and drive modal shift in this younger age group.

The website to apply for a b_line card is blinecard.co.uk (some journey exceptions apply).

Bus Passenger Customer Charter

The Customer Charter has been developed and published through the Derbyshire BSIP in agreement with the Enhanced Partnership (EP) Board. This document sets out what passengers should expect from all bus operators, contact details for all operators and an escalation process in the event services fall short of standards, alongside details on reasonable compensation for failure to deliver to the agreed standards. The full Charter was developed and agreed by the EP board and can be found here [Bus Passenger Charter \(derbysbus.info\)](https://www.derbyshire.gov.uk/derbysbusinfo/Bus%20Passenger%20Charter.pdf).

To find out more about the Bus Service Improvement Plan recent progress and details of further work undertaken follow the link below to the BSIP Progress Report (this report is updated every six months):

[Derbyshire BSIP EP November 23 Progress Report FINAL.pdf \(derbysbus.info\)](https://www.derbyshire.gov.uk/derbysbusinfo/BSIP%20EP%20November%2023%20Progress%20Report%20FINAL.pdf)

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