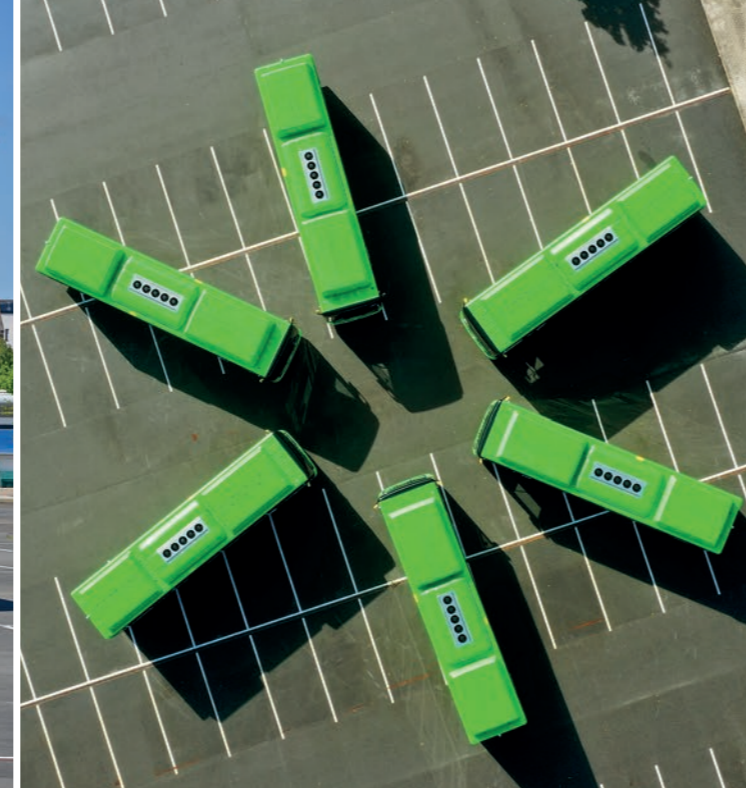


Leicester Buses Enhanced Partnership 2023



leicester buses

www.leicesterbuses.co.uk



Plan and Scheme

In May 2022 Leicester City Council, Arriva, Centrebus, First Bus, Kinchbus, Roberts Travel, Stagecoach and Vectare formed the Leicester Buses Enhanced Partnership.

Following extensive consultation and research we agreed an 8 year Enhanced Partnership Plan from 2022-2030.

Our aim is to make bus travel **electric**, **frequent**, **reliable**, **easy** and **great value**.



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This will be achieved through an investment programme directed at **30 frequent Bus Lines**:

- 24 commercial **Mainlines** to the City Centre
- 6 subsidised **Greenlines** focussed on wider movements.

By 2030, each Bus Line will have electric buses, significant enforced bus priority, new waiting infrastructure, real time information at all stops, digital 'best fare' capping and a daytime frequency of 15 minutes or better.

Our targets* are ambitious yet realistic:

*from 2021/22 base

- To increase bus use by 25% by 2025 and 40% by 2030
- To increase modal share from 30% to 32% by 2025 and 34% by 2030
- To increase bus passenger satisfaction to over 85% by 2025 and 90% by 2030
- To increase punctuality to 85% by 2025 and 90% by 2030
- To make 50% of Leicester's buses electric by 2025, 100% by 2030.

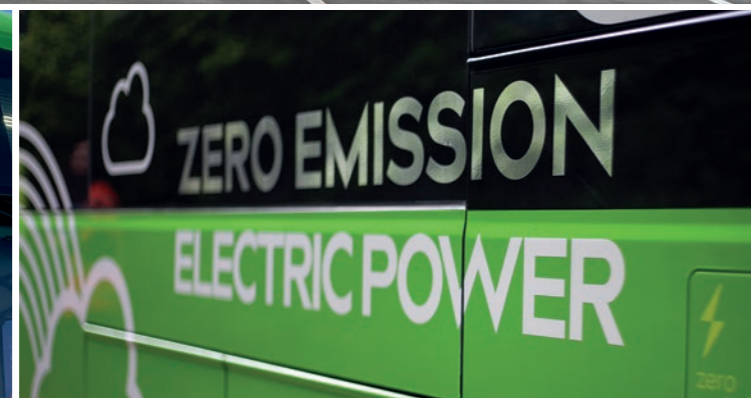
This Plan is dependent on a continuous stream of local and government investment, estimated to be around £300m.

Around £100m has already been secured, which has enabled us to establish an Enhanced Partnership Scheme.

This legally commits us to delivering 100 goals over a 3 year period up to March 2025.

As of September 2023, we have already delivered 75 goals, and are on track to deliver the rest by May 2024.

Our dedicated website www.leicesterbuses.co.uk details this progress.



Electric

Progress to date



300 electric buses
92 delivered

Greenlines electric network – Centrebus and Roberts Travel

- 24 electric buses on 6 subsidised services
- Includes 3 Park & Ride services, an inner (Hop!) and outer orbital (Orbital), and the Hospital Hopper
- Operating from 2 new charging depots at Roberts Travel and Centrebus.

First Bus electric bus network

- Fully converted depot to electric operation, including 462 solar panels
- All 68 single deckers in operation by September 2023
- All 18 double deckers ordered, for introduction by May 2024.

Arriva electric buses

- Charging facility for over 40 buses commissioned
- 24 double decker buses ordered
- To be in service by December 2023.



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Frequent Progress to date

Optimised network

- Co-ordinated timetables and routes between operators
- Removing inefficient duplication and simplifying for customers
- Formal legal partnerships on 9 shared bus corridors.

Mainlines network

- Joint funding to maintain frequency standard of the majority (21 out of 24) Mainline route groups
- At least every 15 minutes Monday to Saturday daytime
- At least every 60 minutes Monday to Saturday evenings
- At least every 30 minutes Sundays.

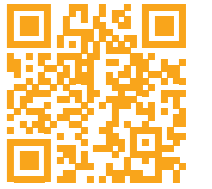
New city centre connection service – Hop!

- Free, every 10 minutes
- 8am to 6pm Monday to Saturday
- Connecting all central areas to bus and rail stations.

Greenlines strategic network

- Funding to maintain a 15 minutes frequency on the 3 Park & Ride services
- 30 minutes frequency on the Hospital Hopper, with an hourly weekend service
- Hourly service on the Orbital.

30 frequent
bus lines
25 delivered



Scan to find
out more



Reliable

Progress to date



18 bus priority schemes
8 delivered

Significant new bus priorities

- Abbey Park Road (both ways)
- Braunstone Gate
- Anstey Lane
- Groby Road
- Abbey Lane/Exploration Drive junction
- Melton Road
- Fosse Road North
- London Road (permanent red route).

New city centre Savoy Street bus link

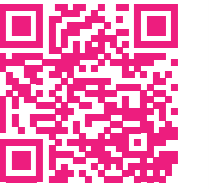
- Improving central area journey times and reliability
- Removing car parking.

Burleys Way direct bus station link

- New direct link from St Margaret's Bus Station to inner ring road.

Camera enforcement

- In-house camera enforcement system for existing and new bus lanes
- New cameras on all new bus priorities
- Camera enforced Haymarket Bus Station stop for Dial-A-Ride and Hop!



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Easy

Progress to date

1 **new** bus
station
Delivered

1,300 **real time**
displays
720 delivered

New St Margaret's Bus & Coach Station

- 24 covered bays with full electronic passenger information
- Facilities include a customer services desk, café, newsagents, toilets & cycle storage
- Solar powered, first carbon neutral bus station in UK.

Totems at all City Council's 1,200 stops

- Real time information displays at all main boarding stops
- Text-to-speech audio facility for those with visual difficulties
- Printed integrated timetables and ticket information posters.

New bus shelters at 500 stops

- With full glazing, lighting, seating and information panels
- Some with 'bee-friendly living' roofs.

Unified 'Leicester Buses' network branding

- At bus stations, bus stops, shelters and Park & Ride sites
- All printed information – maps, timetables and guides
- Operator's fleet – outside and inside.

Integrated website

- Partnership scheme updates
- Full information – mapping and journey planning
- Personal contactless multi-operator ticketing portal.



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out more

Great Value

Progress to date

1 network
'best fare'
promise
Delivered

4 **discount fare**
schemes
3 delivered

Contactless Tap On Tap Off ticketing with capping

- First of its kind in UK
- Single operator and multi-operator, day and weekly 'best fare' capping
- Flexible, easy, best value travel, regardless of which bus operator/s used.

Multi-operator Flexi tickets

- Significantly expanded range of multi-operator Flexi tickets
- Reduced the fares premium over single operator tickets to around 10%
- Increased range of payment methods, including mobile and contactless ticketing.

Discount ticketing

- Flexi all-year tickets for eligible scholars
- Discounted fares for unemployed and health workers
- Enhanced discounts for elderly and disabled residents
- Full participation in DfT £2 single fare initiative.

The logo for 'flexi' features the word in a bold, lowercase sans-serif font. The letter 'x' is stylized with a multi-colored pinwheel graphic behind it, consisting of eight triangular segments in red, blue, green, and purple.The logo for 'tap on tap off' features the words in a bold, lowercase sans-serif font. The 'o' in 'on' and 'o' in 'off' are stylized with a multi-colored pinwheel graphic behind them, matching the 'flexi' logo.

Results so far



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Passenger use

Currently at 86% of pre-covid levels and rising (23% increase from 2021/22). First Bus usage is at 92.5% of pre-covid levels.

Overall passenger satisfaction

Slightly ahead of the national average at 81%.

Electric buses

92 buses in operation as of October 2023. By December 2023 116 electric buses will be in operation from 4 charging depots and over half the network will be electric by May 2024.

Electric buses

Saving over 5,084 tonnes of CO₂ per annum by end 2023.

Network frequency

21 of 24 Mainlines and 4 of the Greenlines have a daytime frequency of every 15 minutes or better, Monday to Saturday.

Network optimisation

Operating miles reduced to 83% of pre-covid levels, giving a more commercially sustainable network, with no significant decline in Mainlines frequency.

New Hop! free electric city centre bus service

100,000 trips in first 5 months, now at around 1,000 trips per day. 59% of users connect to commercial services.

Electric Hospital Hopper

Weekly usage increased by 25% from 11,100 trips pre-covid to 13,929 in March 2023.

Punctuality

Improved from 84.5% to 85.7%. Punctuality satisfaction is at 72% in September 2023 vs 65% in September 2019.

Melton Road bus priority scheme

Punctuality improved from 84% (pre-covid) to 89% of buses on time.

Groby Road bus priority scheme

6% reduction in overall journey times, 30% reduction in peak variance. Punctuality improved from 79% to 81% since covid.

Braunstone Gate bus priority scheme

Inbound time savings of 3 minutes in the morning peak and 4 minutes in the evening peak. Outbound time savings of 1 minute in the morning and evening peak.

Abbey Park Road bus priority scheme

3 minutes time saving in both morning and evening peaks.

St Margaret's Bus Station Burleys Way Bus Link

Time savings of 4 minutes in peak and 3 minutes in off peak.

Savoy Street City Centre Bus Link

Outbound all daytime savings of 2 minutes per trip.

Leicester Buses website hits

Monthly visits up from 3,800 in March 2022 to 68,000 in March 2023.

Bus stop infrastructure

Passenger satisfaction at 83% compared with a national average of 77%.

Value for money

Satisfaction increased from 57% in 2019 to 66% in 2023 (due to the impact of the national £2 fare scheme).

Multi-operator trips

Flexi trips have neared tripled at 5 million per annum, with revenue increasing to £6.6 million per annum.

Multi-operator day/week capping

Combined passenger savings of over £156,000 in 2022/23.

Contactless ticketing

45% of passengers said they paid using contactless payment compared with a national average of 35% (Transport Focus September 2023).



Coming up next year



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We are on track to deliver the following over the next year:

- 60 more **electric buses** on First Bus, Arriva and Stagecoach routes
- Further bids to fund up to 50 more **electric buses**
- **Significant bus priority** in both directions on Abbey Lane, subject to consultation
- **Signalised junction priority** for late running buses
- Completion of **bus stop totems** at all stops across the Greater Leicester Flexi Zone
- Integrated **printed timetables and maps** at all bus stops
- **Electronic and printed bus interchange information** at railway station.



Future plan 2024-2030 unfunded



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out more

The plan beyond 2024 needs significant new funding of around £180m capital and £4m per annum revenue for:

- 150 additional electric buses
- 3 new park and ride sites
- Improved frequencies on 5 Bus Lines
- 10 major bus priority schemes
- 500 real time displays
- Discounted ticketing schemes.



Making bus travel **electric**, **frequent**, **reliable**, **easy** and **great value**.

We bring together Leicester City Council and all local bus companies to transform buses over the next 8 years through a range of exciting projects!

Working in partnership



  @leicesterbuses

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