Buckinghamshire Bus Service Improvement Plan (BSIP)

Buckinghamshire Bus Service Improvement Plan

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Foreword

This is the first annual update of the Buckinghamshire Bus Service Improvement Plan (BSIP). We are excited to share with you our plans for improving our bus services in Buckinghamshire.

Bus service usage had been in decline for a number of years, and the COVID outbreak further reduced passenger numbers. We want to use this BSIP as an opportunity to ***establish buses as a key mode of travel in Buckinghamshire providing connectivity and accessibility to all with safe, reliable, and regular services.***

Our focus continues to be on bus users; improving the user experience; making services more desirable through safety and security; and building on the County's legacy as the home of the Paralympics to be accessible to all.

We retain four aims for the BSIP:

- More frequent and reliable services
- Improvements to planning / integration with other modes
- Improvements to fares and ticketing
- Improvements to passenger engagement

Buckinghamshire Council has made a commitment to enter into an Enhanced Partnership with local bus operators and through this partnership we will aim to deliver bus service improvements in Buckinghamshire.

As the Country returns to normal after the COVID-19 pandemic, bus usage has begun to recover. The data within the update gives some narrative to this recovery and highlights parts if the bus network where usage is not recovering as fast as in other areas.

1. Overview

1.1. This Bus Service Improvement Plan (BSIP) covers the Buckinghamshire Local Transport Authority (LTA) area. It has been developed in partnership with operators and sets out the vision, objectives and measures to improve local bus services in Buckinghamshire.

1.2. Buckinghamshire has a network of urban and inter-urban bus services that provide vital connectivity and accessibility. These are operated by a number of bus companies with 75% of passengers travelling with two main bus operators. Current operators include:

- Arriva
- Carousel
- First Berkshire
- Langston & Tasker
- Red Group (Red Eagle, Redline, Red Rose)
- Stagecoach East
- Star Travel
- Thames Valley
- Transport for London (TfL)
- Z & S Travel

1.3. The network is also supplemented by some community-led transport services:

- Risborough Area Community Bus
- Winslow and District Community Bus

1.4. In March 2021 the Government published 'Bus Back Better'[1], which is the first national bus strategy for England. The strategy sets out that by the end of June 2021 Local Authorities commit to entering into Enhanced Partnerships with local bus operators and produce a Bus Service Improvement Plan by 31st October. Buckinghamshire Council approved the first version of the BSIP in October 2021. This document represents the first annual refresh of the BSIP, to be published by 30th November 2022.

1.5. Buckinghamshire Council has made a commitment to enter into an Enhanced Partnership with local bus operators and this partnership will be the means to delivering bus service improvements in Buckinghamshire. The existing relationship between the Council and operators is positive and has led to innovation and service improvements, such as the High Wycombe multi-operator ticket zone.

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[1] Bus back better, DfT: https://www.gov.uk/government/publications/bus-back-better

BSIP Vision and Objectives

1.6.   This BSIP focuses on improving bus services in Buckinghamshire. The vision is to:

Establish buses as a key mode of travel in Buckinghamshire providing connectivity and accessibility to all with safe, reliable, and regular services.

1.7.   Our focus is on bus users; improving the user experience; making services more desirable through safety and security; and building on the County's legacy as the home of the Paralympics to be accessible to all.

1.8.   This vision will be supported through the delivery of measures to achieve key objectives which are aligned to achieving Buckinghamshire Corporate and Local Transport Plan 4 Objectives and the Government's National Bus Strategy priorities. The relationship between the objectives is shown in figure 1 below.
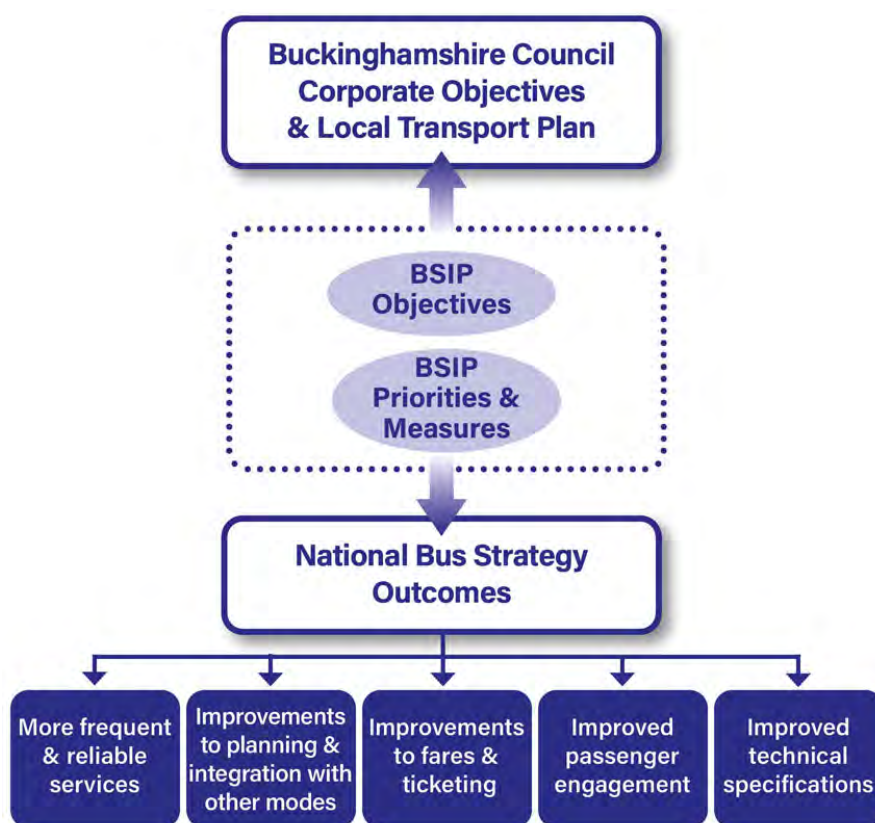
Figure 1 - Alignment of BSIP objectives in achieving local and national priorities.

1.9.   The objectives are summarised as follows:

A   Putting transport users first
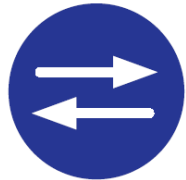
B   Improving reliability of bus services

C   Making bus services easier and more attractive to use

D   Supporting our climate change strategy and decarbonisation

E   Encouraging network and patronage growth

1.10. To achieve these, the BSIP focuses on the following priorities as outlined in the Government priorities and the relationship between the Objectives and Government Priorities is shown in Table 1, below:

Table 1 - Government BSIP priorities

DfT objectives	Buckinghamshire objectives	Improvement measures
More frequent and reliable services	(E) Encourage network and patronage growth (B) Improve reliability of bus services	Review service frequency
		Increase bus priority measures
		Deliver demand responsive services
		Long Term - Consideration of bus rapid transport networks
Improvements to planning / integration with other modes	(E) Encourage network and patronage growth (C) Make bus services easier and more attractive to use	Integrate services with other transport modes
		Better Integration between operators and reduce competition to increase service frequencies
		Simplify services
		Review socially necessary services
		Invest in Superbus networks
Improvements to fares and ticketing	(C) Make bus services easier and more attractive to use (A) Putting transport users first	Integrate ticketing between operators
		Fare parity between operators
		Create an Aylesbury Fare Zone
		Simplify fares
Higher-specification buses	(B) Improve reliability of bus services (A) Putting transport users first (D) Support our climate change strategy and decarbonisation	Invest in improved bus specifications
		Invest in accessible and inclusive bus services
		Protect personal safety of bus passengers
		Improve user on-board experience
		Invest in bus improvements to support climate change and decarbonisation
Improvements to passenger engagement	(C) Make bus services easier and more attractive to use (A) Putting transport users first	Passenger charter
		Strengthen network identity
		Improve bus information so that it is accessible by a number of means both physically and electronically.

1.11. The aims of this BSIP and all future versions will be reviewed annually. An update on performance against the objectives, targets and Key Performance Indicators (KPIs) outlined in sections 3 and 5 this document will be published every six months following the commencement of the Enhanced Partnership. More details on reporting are provided in section 5.

Area covered by this Plan

1.12. The Buckinghamshire LTA area is shown in Figure 2. This highlights routes operated by bus operators consulted during the creation of this BSIP. This area is the same as the Buckinghamshire Council unitary authority boundary.

1.13. Buckinghamshire is a largely rural county with a network of market towns, reflected in the bus network which is made up of urban and inter-urban bus services providing vital connectivity and accessibility to employment areas within Buckinghamshire and to cities and key areas outside of the county. Routes are provided by several different bus operators. Two main bus operators (Arriva and Carousel) carry 75% of passengers, with the remainder travelling on services provided by numerous other public operators.

1.14. Figure 2 shows the towns in Buckinghamshire and the two key urban areas within Buckinghamshire: Aylesbury and High Wycombe. These account for around 40% of the population[2] and have the largest concentration of bus services.

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[2] Based on Office for National Statistics mid-year population estimates, 2019: https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland
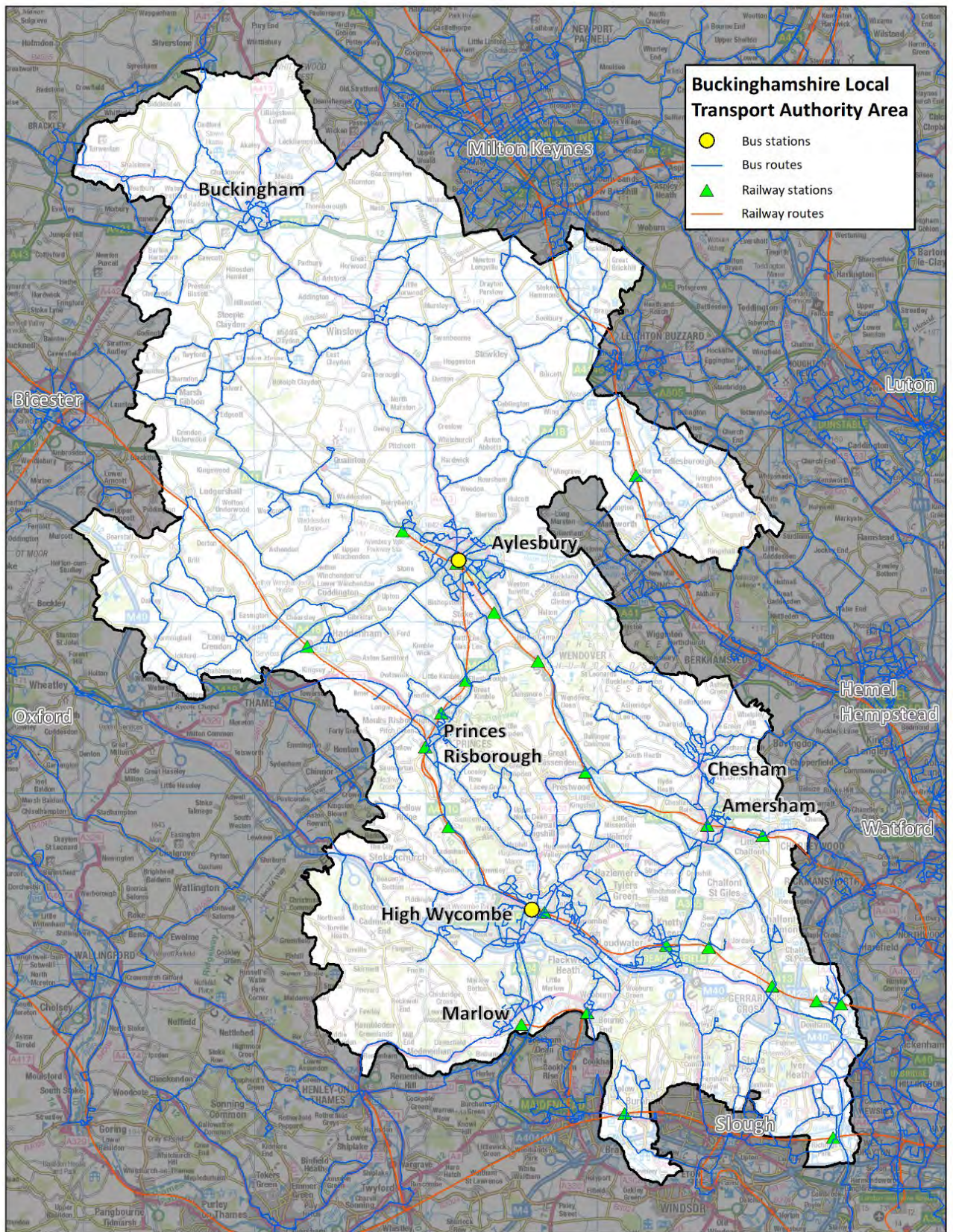
Figure 2 - Buckinghamshire LTA map, showing bus routes and key towns.

National policy context

1.15. The Buckinghamshire Bus Service Improvement Plan is developed to be aligned with and support local and national policy objectives, as outlined below.

National Bus Strategy

1.16. The Government published 'Bus Back Better' in March 2021. This sets out plans for spending priorities for £3bn committed to improve bus services outside London.

1.17. Bus use has dropped significantly during the pandemic and is currently around 70% of pre-COVID levels nationally[3]. While ridership is slowly recovering, it is unlikely that the bus market both in Buckinghamshire and nationally will recover to its former position without increased financial support, and a package of measures designed to encourage greater bus use. The National Bus Strategy aims to address a similar set of circumstances across England.

1.18. The Strategy sets a consistent framework for bus service planning and delivery across England outside London. It recognises the important role that bus services play in local areas but acknowledges that for decades, buses have been overlooked by policymakers and have not benefited from long-term funding commitments like roads and railways.

1.19. The Strategy acknowledges that bus services can be confusing for passengers. Unlike some local LTA areas, services are often split between several different companies who do not accept each other's tickets, although there are some smaller areas with shared ticketing, such as Wycombe SMARTzone. Traffic congestion has impacted the reliability and attractiveness of services, and public subsidy has fallen. The industry faces new structural challenges which it cannot meet alone. It also recognises that usage in many areas continues to fall, and services are too infrequent or do not cover rural areas or indeed parts of urban areas.

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[3] Based on DfT COVID-19 transport use statistics, 15 September 2021 update:
https://www.gov.uk/government/statistics/transport-use-during-the-coronavirus-covid-19-pandemic

DfT Transport Decarbonisation Plan

1.20. The Government published 'Decarbonising transport: a better, greener Britain'[4] in July 2021. This plan sets out the government's commitments and the actions needed to decarbonise the entire transport system in the UK.

1.21. The plan highlights that 3% of 2019 domestic Greenhouse Gas emissions was emitted from buses and coaches (3.1 MtCO$_2$e emissions in 2019). In conjunction with other transport modes, the plan highlights key proposals for decarbonisation of buses. These include the roll-out of zero emission buses and coaches to be delivered through the National Bus Strategy, the first all-electric town or city, and consultation on a phase-out date for the sale of new non-zero emission buses.

1.22. The BSIP recognises the important role in achieving decarbonisation and includes measures to improve quality of buses in Buckinghamshire and in future work with operators to identify routes that could be operated by electric buses.

Equality Act and inclusive transport

1.23. National legislation is starting to address the requirements of inclusive travel. The Equality Act[5] sets the basic framework of protection against direct and indirect discrimination, harassment and victimisation on transport services. The publication of the Inclusive Transport Strategy[6] by the DfT in July 2018 also addresses requirements for providing inclusive travel services. We have expanded this beyond just the rights of disabled passengers on transport (as defined by DfT), which we already take into account when considering improvement measures, but also those users who have a heightened sense of safety and security and feel more vulnerable.

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[4] DfT Transport Decarbonisation Plan: https://www.gov.uk/government/publications/transport-decarbonisation-plan
[5] Equality Act 2010: https://www.gov.uk/guidance/equality-act-2010-guidance
[6] DfT Inclusive Transport Strategy: https://www.gov.uk/government/publications/inclusive-transport-strategy

Accessibility Action Plan

1.24. In 2017, the DfT consulted on an **Accessibility Action Plan**[7], designed to ensure that disabled people could use all types of transport. The outputs of the consultation were later included in the Inclusive Transport Strategy. The draft action plan called for:

- Greater consistency in the way transport services and facilities are delivered
- Ensuring that accessibility features currently required by regulations are consistently monitored and compliance is enforced
- Reviewing and monitoring access to parking to improve disabled access to parking
- Improving the amount, reliability and available information on passenger facilities, particularly accessible toilets, at stations and on trains
- Highlighting the need for better awareness training for transport staff of the requirements of people with visible and hidden disabilities or impairments, and promoting best practice disability training guidance
- Identifying and taking steps to address the challenges facing people with disabilities when seeking spontaneous travel and that it is important that disabled people are able to travel as freely and easily as everyone else.

Inclusive Transport Strategy – July 2018

1.25. Following the consultation on the Accessibility Action Plan, in July 2018 the DfT published their '**Inclusive Transport Strategy**'[8], outlining their strategy for creating an inclusive transport system for disabled travelers. The key themes of the Inclusive Transport Strategy were guidance relating to promotion of passenger rights and enforcement, better staff training, improved information, and inclusive physical infrastructure. The strategy highlights the need not only to think about how to make infrastructure inclusive, but also how to make information provision inclusive and easier to understand. This is important in Buckinghamshire as the birthplace of the Paralympics and ensured that all buses are accessible, have improved information at bus stops, and ensured that new street designs and new developments are built for inclusivity.

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[7] DfT Accessibility Action Plan consultation: https://www.gov.uk/government/consultations/draft-transport-accessibility-action-plan#history

[8] DfT Inclusive Transport Strategy: https://www.gov.uk/government/publications/inclusive-transport-strategy

Alignment with local transport plans and strategies

1.26. The objectives and priorities for this BSIP have been developed to support Buckinghamshire Council's existing policies and objectives.

Buckinghamshire Council Corporate Plan

1.27. The Buckinghamshire Council Corporate Plan9 has four key priorities:

- Increasing Prosperity
- Strengthening our Communities
- Protecting the Vulnerable
- Improving our Environment

1.28. The BSIP helps to support the delivery of all of these objectives by providing a safe and secure form of access to key destinations, providing alternatives to private car use, to access: services, employment opportunities, shopping, leisure, interchange, medical and support services. Buses are also much more environmentally friendly in terms of carbon emissions; one bus can carry as many people as 50 cars, whilst emitting only a fraction of the greenhouse gases emitted by that many private vehicles.

Local Plans

1.29. Buckinghamshire Council are in the process of developing a Local Plan for the whole unitary authority area. There are currently two adopted local plans:

- Vale of Aylesbury Local Plan (VALP)[10]
- Wycombe Local Plan[11]

1.30. VALP and the Wycombe Local Plan each set out how each area will accommodate national housing growth demand and encourage further investment and employment. This includes ensuring new developments have the appropriate bus infrastructure and connections to services and key locations, minimising their impacts on the transport network.

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[9] Buckinghamshire Council Corporate Plan: https://www.buckinghamshire.gov.uk/your-council/corporate-plans-and-priorities/corporate-plan/corporate-plan-2020-2023/
[10] Vale of Aylesbury Local Plan: https://www.aylesburyvaledc.gov.uk/section/vale-aylesbury-local-plan-valp-2013-2033
[11] Wycombe Local Plan website: https://www.wycombe.gov.uk/pages/Planning-and-building-control/Planning-policy/Wycombe-Development-Plan.aspx

Buckinghamshire Local Transport Plan 4 (LTP4)

1.31. Buckinghamshire Council's Local Transport Plan 4[12] includes policies on passenger transport which support and are supported by the BSIP. Key objectives that link to the BSIP include:

- *Policy 2: Travelling in Buckinghamshire and beyond: improving our connectivity*
- *Policy 6: Airports: Better links and mitigation*
- *Policy 7: Reliable road travel: providing people and businesses with the certainty of journey times they need.*
- *Policy 10: Improving our environment*
- *Policy 16: Total Transport: the bus network Buckinghamshire needs*

The Council has commenced work on Local Transport Plan 5, which should be adopted from 2025.

Area Transport Strategies

1.32. Buckinghamshire Council has adopted transport strategies for Aylesbury[13] and Buckingham[14], and is currently consulting on a strategy for High Wycombe. These all include measures for bus improvements.

Aylesbury Transport Strategy

1.33. This sets out the improvements needed to support proposed growth in the town between 2016 and 2033. A wide range of measures to improve bus network, including:

- Improve the local bus network, including links to new housing developments
- Implement bus priority measures as part of Primary Passenger Transport Corridors (PPTCs) along key routes leading into/out of Aylesbury
- Improvements to Aylesbury bus station (which stakeholders had identified as being no longer fit for purpose)
- Improve transport links to the railway stations
- Future option of a Park & Ride service

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[12] Local Transport Plan 4, Buckinghamshire County Council, 2016: https://www.buckscc.gov.uk/services/council-and-democracy/our-plans/local-transport-plan-4/
[13] Aylesbury Transport Strategy (2017): https://www.buckscc.gov.uk/services/council-and-democracy/policy-register/aylesbury-transport-strategy/
[14] Buckingham Transport Strategy (2017): https://www.buckscc.gov.uk/services/transport-and-roads/transport-plans-and-policies/aylesbury-and-buckingham-transport-strategies/

Buckingham Transport Strategy

1.34. The Buckingham Transport Strategy sets out the improvements needed to support proposed growth in the town between 2016 and 2033. Measures to improve buses include:

- Improve the town centre bus stand, such as expansion or relocation to improve how buses serve the town
- Provide bus coverage to new/existing housing developments
- Improved bus connections to Winslow to support access to future East West Rail station.

High Wycombe Transport Strategy

1.35. The emerging High Wycombe Transport Strategy[15] includes a range of measures to improve bus services including:

- Improved bus services to Cressex Business Park and Globe Business Park from High Wycombe neighbourhoods
- Additional layover space for buses and dynamic bus stand allocation
- Fast, affordable, reliable bus services
- Expansion of the London's travel zone system to High Wycombe
- Development of a High Wycombe and surrounding towns travel zone
- North-south bus priority corridor on the A404 Marlow Hill
- East-west bus priority corridor on the A40 London Road and West Wycombe Road
- Conversion of existing bus fleet to Ultra Low Emission Vehicles
- Autonomous shuttle between the bus and rail stations
- Demand responsive flexible bus services and integrated ticketing
- Potential local mobility hubs to improve connectivity and interchange between different modes of transport including bus.

1.36. Many of the measures included in these strategies are already being delivered and demonstrate the Council's commitment to improving bus services.

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[15] Not yet published.

Masterplans

Aylesbury Garden Town Master Plan

1.37. Aylesbury has been awarded Garden Town status and the Aylesbury Garden Town Master Plan[16] sets out a vision for housing, transport and social spaces to 2050, and includes a number of targets that the BSIP helps to support:

- By 2050 at least 50% of trips originating in the Garden Town will be made by sustainable modes
- The Garden Town will contribute to greenhouse gas emission reduction targets

1.38. As part of this, the Aylesbury Station Quarter project[17] is exploring how to create 'a new public transport gateway to the town providing better accessibility between the bus and rail stations and the town centre.

High Wycombe Master Plan

1.39. The High Wycombe Town Centre Masterplan[18] set out to transform public spaces, strengthen the economy, and 'bring the town together' by making the area more pedestrian-friendly. Many of the measures in the Master Plan have been implemented and have improved access to the town centre bus station.

Buckinghamshire Sustainable Modes of Travel to School Strategy (SMoTS) and Home to School Transport

1.40. The Buckinghamshire Council SMoTS[19] is the Council's strategy to increase the use of sustainable modes of travel, including buses to schools, colleges and other education centres. It also encourages pupils' independent travel by public buses to school, reducing reliance on parent-led transport.

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[16] Aylesbury Garden Town Masterplan: https://www.aylesburygardentown.co.uk/masterplan
[17] Aylesbury Station Quarter project website: https://www.aylesburygardentown.co.uk/the-masterplan-and-projects/town-centre/station-quarter/
[18] High Wycombe Town Centre Masterplan: https://www.buckscc.gov.uk/services/transport-and-roads/road-projects-and-improvement-schemes/high-wycombe-town-centre-masterplan/high-wycombe-scheme-overview/
[19] Buckinghamshire Council Getting to School Strategy: https://www.buckscc.gov.uk/services/transport-and-roads/transport-plans-and-policies/getting-to-school-strategy-smots/

Buckinghamshire Climate Change and Air Quality Strategy

1.41. The Climate Change and Air Quality Strategy (CCAQ)[20] was formally adopted by Buckinghamshire Council in October 2021. The CCAQ Strategy includes the following actions that are relevant to and support the BSIP:

- Improve traffic management technology on the highway network where practicable to reduce congestion and support more efficient driving (i.e. for bus priority measures)
- Trial low emission forms of transport, such as electric buses, bikes and scooters.

1.42. Buckinghamshire Council did not apply for the first round of funding from the Zero Emission Bus Regional Areas (ZEBRA) scheme as the predominance of longer-range interurban routes and hilly topography are impractical for electric buses at present. However, we are looking at opportunities for the future to work with operators to run trials of electric buses once the technology becomes more reliable, and to bid for future rounds of ZEBRA funding.

Recovery and Growth and County Deal Proposal

1.43. The Buckinghamshire Growth Board are currently in the process of seeking to agree a County Deal for Buckinghamshire with Central Government. The proposals aim to build upon the ambitions outlined in the Recovery and Growth proposal[21] and provide Buckinghamshire with the tools to locally drive economic recovery and growth. Enhancing public transport services is key to delivering this, enabling businesses greater access to skilled workers and training opportunities.

1.44. Our proposition combines our economic assets and governance strengths with a combination of direct project investment, broader investment funds, and specific freedoms and flexibilities that would enable us to deliver services more efficiently and effectively. It aims to:

- Increase our overall contribution to HM Treasury
- Invest in our places
- Mobilise our high-tech sector assets
- Create an accelerated skills delivery system
- Enhanced physical and digital connectivity

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[20] Buckinghamshire Climate Change and Air Quality Strategy: https://www.buckscc.gov.uk/services/environment/sustainability/climate-change/
[21] Buckinghamshire Recovery and Growth Proposal: https://www.buckscc.gov.uk/services/business-and-benefits/recovery-and-growth/

- Deliver public service efficiency improvements, including a first-class integrated health and social care campus

Alignment with partner- and neighbouring authorities

1.45. We have also been working in partnership with our Sub-national Transport Body (STB) England's Economic Heartland (EEH) to support their ongoing Regional Bus Study. This intends to build upon their existing Transport Strategy[22], published in February 2021, identifying where they are able to support bus service improvements, particularly where these cross LTA boundaries. Improving bus services would align with the following points from the EEH 'plan of action' (and several related policies) proposed in their Transport Strategy:

- Focus on decarbonisation of the transport system
- Champion increased investment in active travel and shared transport solutions to improve local connectivity

1.46. There are a significant number of cross-boundary services between Buckinghamshire and nine neighbouring LTA areas. Through our work with EEH, we have liaised with all LTAs as part of the development of this BSIP.

1.47. Our neighbouring local authorities are:

- Oxfordshire (county)
- West Northamptonshire (unitary)
- Milton Keynes (unitary)
- Central Bedfordshire (unitary)
- Hertfordshire (county)
- Greater London (incorporating the London Borough of Hillingdon)
- Slough (unitary)
- Royal Borough of Windsor and Maidenhead (unitary)
- Wokingham (unitary)

1.48. An assessment has been made of the transport strategies (including Local Transport Plans or equivalent documents) belonging to these neighbouring local authorities, specifically their policies, objectives and proposals which have a direct or indirect bearing on buses. The assessment has considered how well-aligned are the neighbouring authorities' objectives with our proposed BSIP objectives and targets (see section 3).

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[22] 'Connecting People, Transforming Journeys' – EEH Transport Strategy: https://www.englandseconomicheartland.com/transport/our-strategy/

2. Current offer to bus passengers

Analysis of existing local bus services compared to BSIP outcomes

2.1. This section outlines the current characteristics of bus services in Buckinghamshire in terms of bus service types, patronage, ticketing, integration with the wider transport network, and vehicle specifications.

Current offer

2.2. Buckinghamshire has a wide array of operators, small and large, based both within Buckinghamshire and neighbouring LTAs. The key operators are listed in Table 2. A full list of bus services operated by these firms in Buckinghamshire is provided as an Appendix (Table 25).

Table 2 - Commercial bus service operators in Buckinghamshire

Bus service operator	Description
Arriva	Operate local routes within Aylesbury and High Wycombe. Interurban services radiate from- and between these towns as well as providing cross boundary links to Reading, Oxford, Milton Keynes and Hemel Hempstead.
Carousel Buses (Go Ahead Group)	Based in High Wycombe, operating local routes in High Wycombe, and interurban routes towards , Amersham, Hemel Hempstead, Heathrow Airport, Slough and Uxbridge.
First Berkshire	'Core' Buckinghamshire routes are links from Slough to High Wycombe, Uxbridge and Maidenhead, additional Slough local services serve the boundary areas.
Langston & Tasker	Provide tendered services in the Buckingham area.
Oxford Bus Company	Oxford – Heathrow Airport 'Airline' service operates via High Wycombe
Red Group (Redline Buses, Red Rose Travel, Red Eagle)	Provide the core of Aylesbury's local network and some interurban links as well as tendered services in and around the county
Stagecoach East	Oxford – Bedford service X5 calls at Buckingham
Star Travel	Provide tendered services in the Aylesbury area
Thames Valley (Reading Buses)	Provide tendered services in Slough and Windsor / Maidenhead area which cross into Buckinghamshire
Transport for London (TfL)	Uxbridge-Ruislip service 331 passes through South East Buckinghamshire
Z & S Transport	Provide tendered services in the Aylesbury area

2.3.   There are also two Community Transport operators who provide registered local bus services in the Winslow and Princes Risborough areas.

Patronage

2.4.   Table 3 outlines the patronage and mileage statistics from the Department for Transport's (DfT's) Annual Bus Statistics[23] between 2015/16 and 2020/21. As COVID-19 affected the end of the 2019/20 financial year a comparison is only fair as far as 2018/19, this saw a 18% reduction in overall patronage and 20% reduction in Concessionary patronage since 2015/16. However, this should be seen in context of the 35% reduction in supported mileage which contributed towards a 12% reduction in overall mileage. Geographically, bus route coverage remained broadly similar during this period.

Table 3 - Journeys on buses in Buckinghamshire

Year	Total Journeys (millions)	Journeys per Head*	Concession Journeys (millions)	Percentage of journeys using concessionary passes	Total miles operated (millions)	Total supported** miles operated (millions)	% Supported miles operated
2015/16	10.86	20.55	3.54	32.6%	12.98	2.85	21.9%
2016/17	10.70	20.01	3.62	33.8%	16.25	2.48	15.3%
2017/18	9.98	18.62	3.72	37.3%	12.40	2.11	17.0%
2018/19	8.92	16.51	3.25	36.4%	11.44	1.84	16.1%
2019/20	7.80	14.33	2.97	38.1%	11.80	2.15	18.2%
2020/21	3.30	6.06	0.96	29.1%	4.40	1.10	20.0%

* Trips per head of population in Buckinghamshire

** 'Supported' refers to tendered services subsidised by Buckinghamshire or neighbouring authorities, i.e. supported miles are the number of miles operated by these tendered services

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[23] DfT Bus statistics: https://www.gov.uk/government/collections/bus-statistics

Baseline Data from 2019- Usage by Service Type

2.5.   This section sets out the baseline data we are using to measure the impact of the BSIP. This data was collected before the first lockdown in March 2020.

2.6.   Using the data supplied by operators for October 2019, we split services into five categories, as shown in Table 4. Classification of individual bus routes in Buckinghamshire can be found as an appendix (Table 25, page 89):

Table 4 - Bus service types

Service type	Description
Core urban	Local services (i.e., routes operating within the same town or general locality) operating at least half hourly on weekdays
Core interurban	Interurban services (i.e., routes between at least two major towns) operating at least every hour throughout weekday
Secondary urban	Local services operating less than half hourly or only inter-peak.
Secondary interurban and rural	Interurban or rural services operating less than hourly or only inter-peak
Partial	Routes where most of the service operates outside Buckinghamshire or is funded by a neighbouring authority.

2.7.   There were in 2019, and continue to be, a significant number of cross-boundary services which operate in Buckinghamshire. Figure 3 outlines the proportion of passengers by service type who boarded a bus within Buckinghamshire. All 'core urban' and 'secondary urban' services start and end within Buckinghamshire's borders, and so have not been included here.

2.8.   The cross-boundary nature of inter-urban routes in Buckinghamshire is shown by the fact that over a third of passengers on the core network boarded outside of the county.

2.9.   Due to the very small proportion in the 'Partial' category, this has been excluded from further analysis. This suggests that bus routes from neighbouring local authority areas were more strongly focused on providing services within their own borders, compared with Buckinghamshire-centric routes which appeared to provide better connections with neighbours.
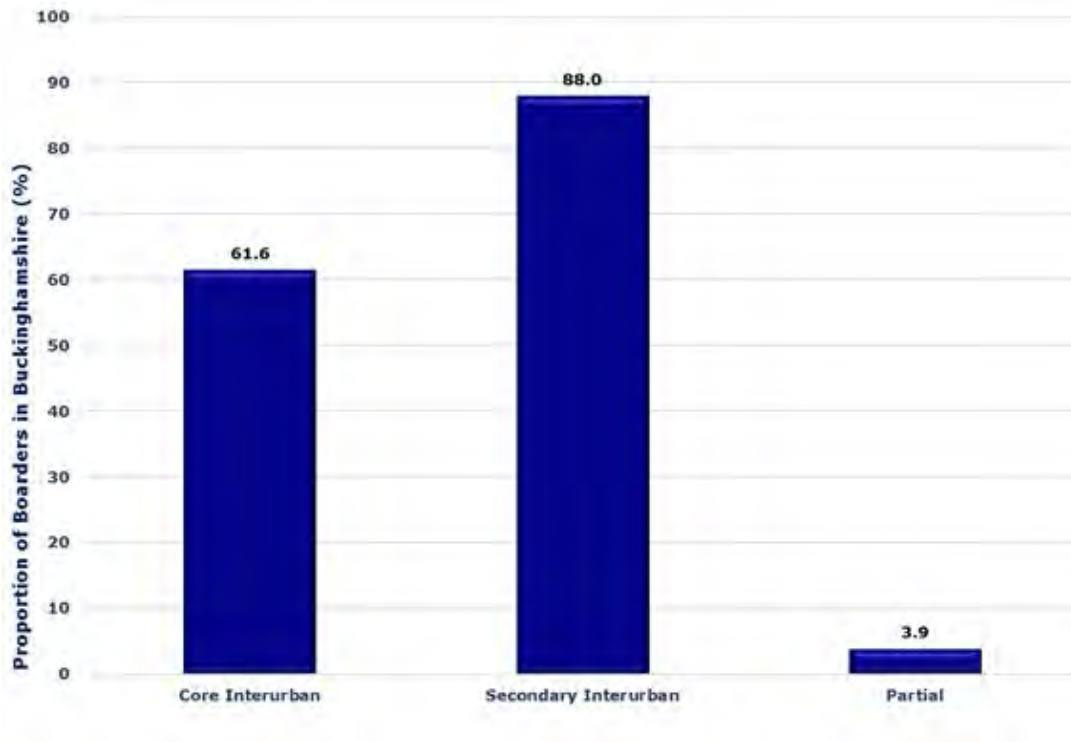
2.10. Figure 4 and Figure 5 show for Core Urban and Core Interurban services, respectively, the average passengers per service per hour for different periods of the day and days of the week. Urban services had a larger afternoon peak during the week, compared to the morning peak. At weekends, the intra-peak period (09:30 – 14:59) had the largest loading. Meanwhile, interurban services had a stronger morning peak (07:00-09:29) than afternoon peak (15:00-17:59) during the week. Saturday had the strongest loading in the afternoon peak period. Passenger boardings on Sunday were evenly spread from mid-morning into the evening.
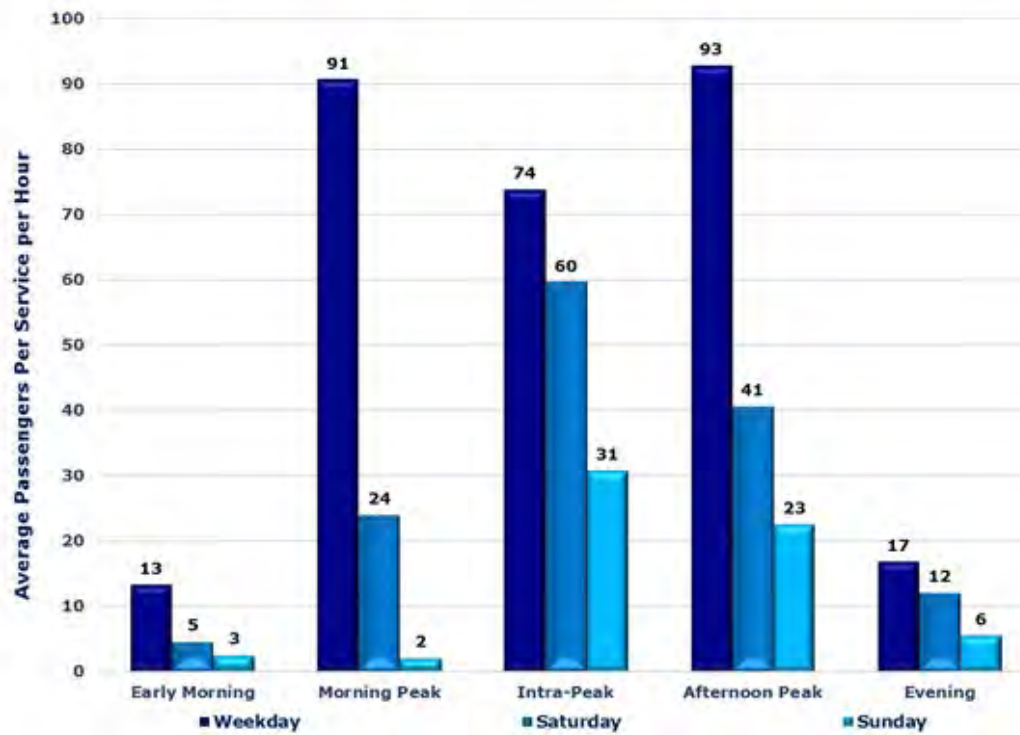
Figure 4 - Number of journeys by time period on core urban bus services
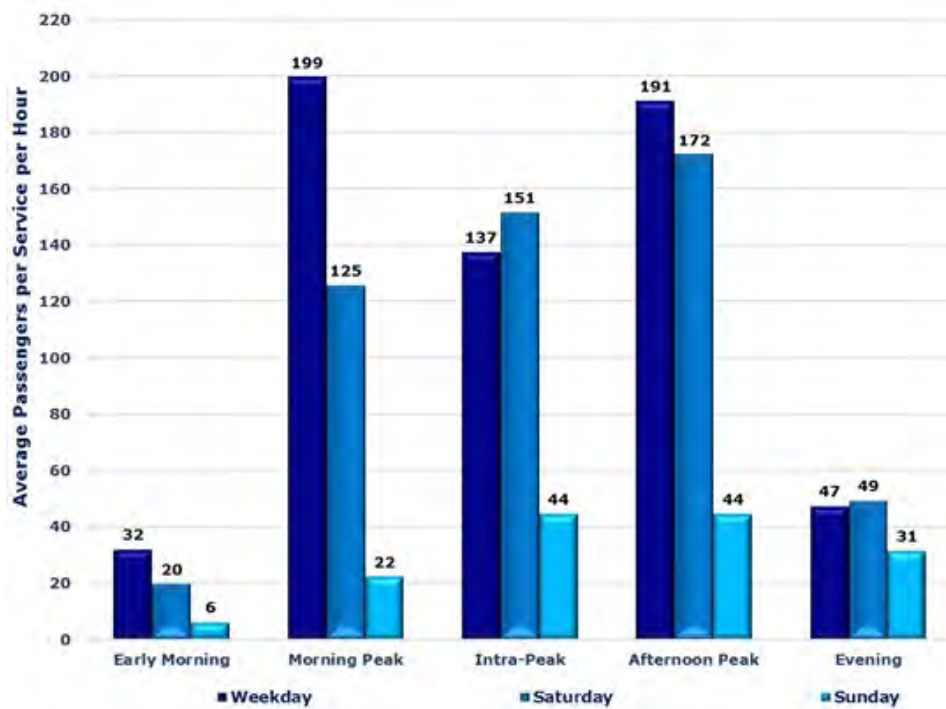
Figure 5 - Number of journeys by time period on core interurban bus services

Buckinghamshire Council Bus Service Improvement Plan

2.11. The following three charts focus on the proportion of journeys recorded by passenger group (Figure 6), ticket type (Figure 7) and area of validity (Figure 8) for multi-journey products.

2.12. A larger proportion of journeys made on secondary services (both urban and interurban) made use of concessions, compared to core services. Operator pricing policy is reflected by interurban services having had stronger sales of single and return tickets compared to urban services, whilst core services had stronger usage of day tickets.

Figure 6 - Proportion of journeys made by passenger group
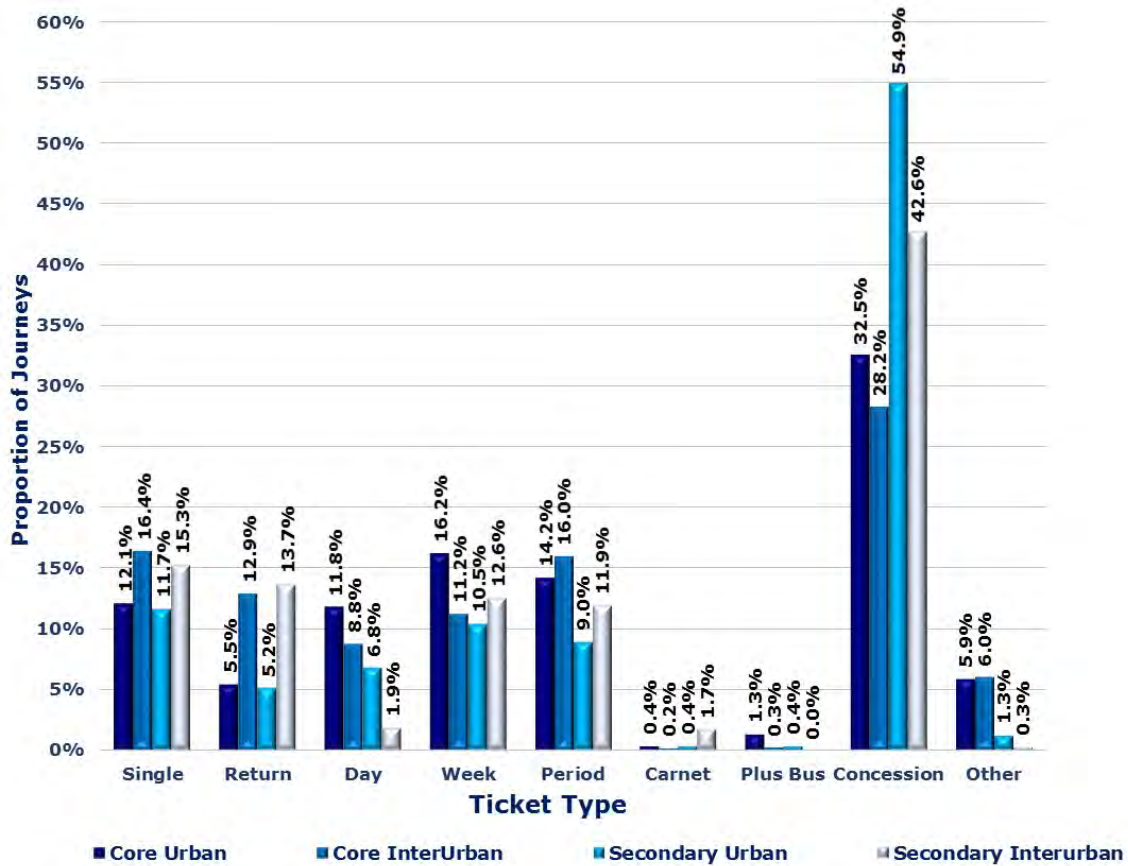
Figure 7 - Proportion of journeys by ticket type
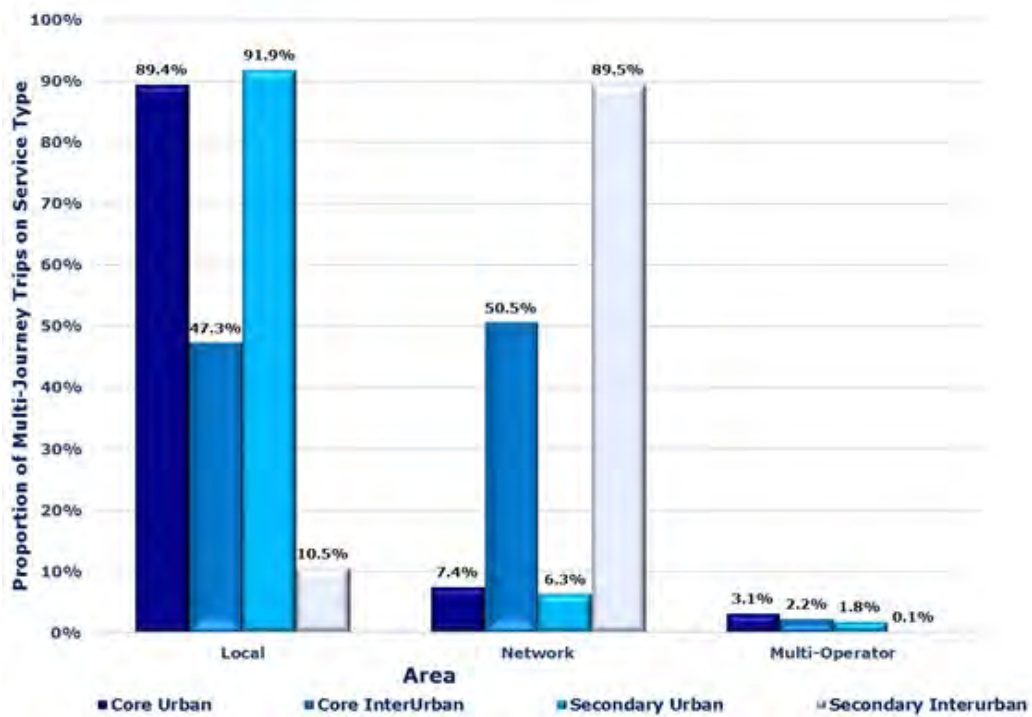
Figure 8 - Proportion of journeys made on multi-journey ticket products, by area of validity

COVID-19 - Comparison between 2019 baseline and post-lockdown in May 2021

2.13. This section of the BSIP remains relevant as the impacts of COVID-19 on bus usage are still evident. This information provides relevant and important context for the current day picture.

2.14. Operators provided some data on usage for October 2019 and May 2021 to give a pre-COVID and post-lockdown picture.

2.15. Overall between Oct 19 and May 21 patronage had reduced by approximately 53%. The charts below breakdown bus service usage by passenger type (Figure 9), ticket type (Figure 11)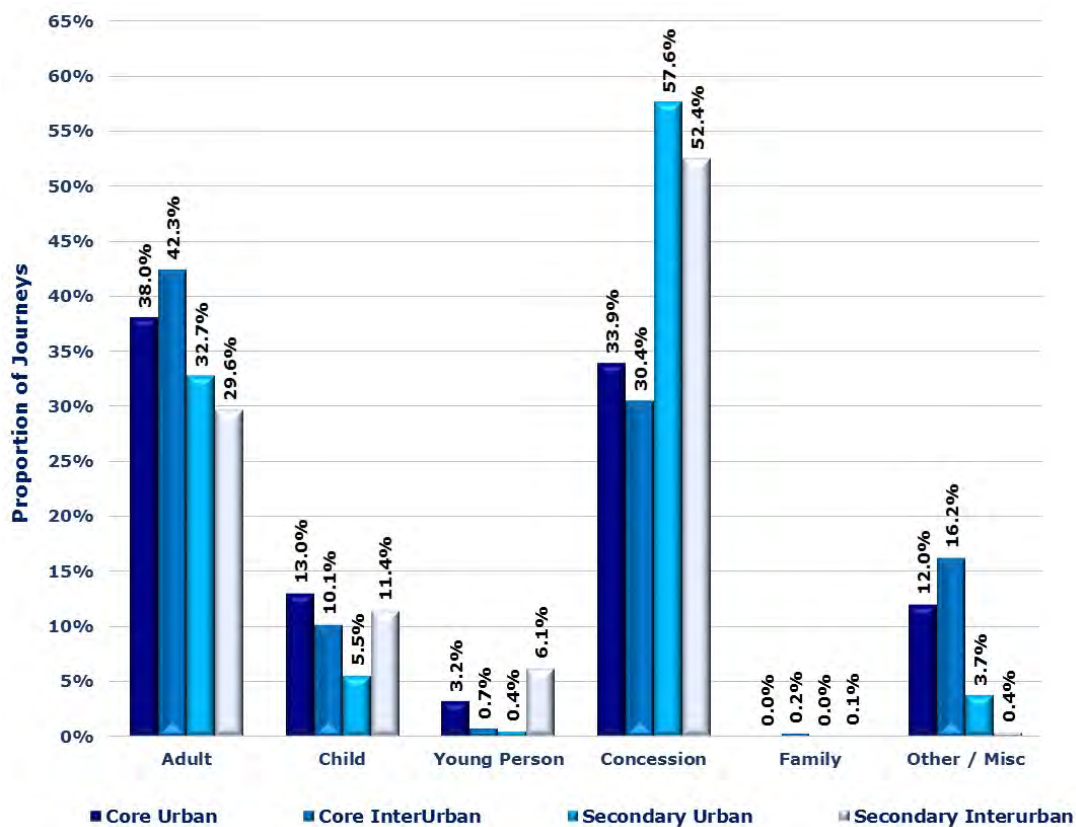 and area of validity (Figure 13) for multi-journey tickets as well as showing the difference between pre-COVID and post-lockdown levels of use (Figure 10, Figure 12). The growth in multi-Operator ticketing use is due to the High Wycombe SMARTzone being launched after October 2019.

2.16. Between Oct 19 and May 21 we saw a reduction in journeys across all groups except for families and group tickets (Figure 10). Our targets for patronage therefore need to consider that we are starting from a lower passenger base.

2.17. The proportion of journeys made on concessionary passes reduced between October 2019 and May 2021 (Figure 10), but there has been a proportional increase over this period in journeys made using weekly season tickets (Figure 11). All ticket types have seen real terms decrease in use. The longer-term tickets and concessions seeing the greatest reduction. PlusBus tickets are often an add-on to rail season tickets, hence the near elimination of them.
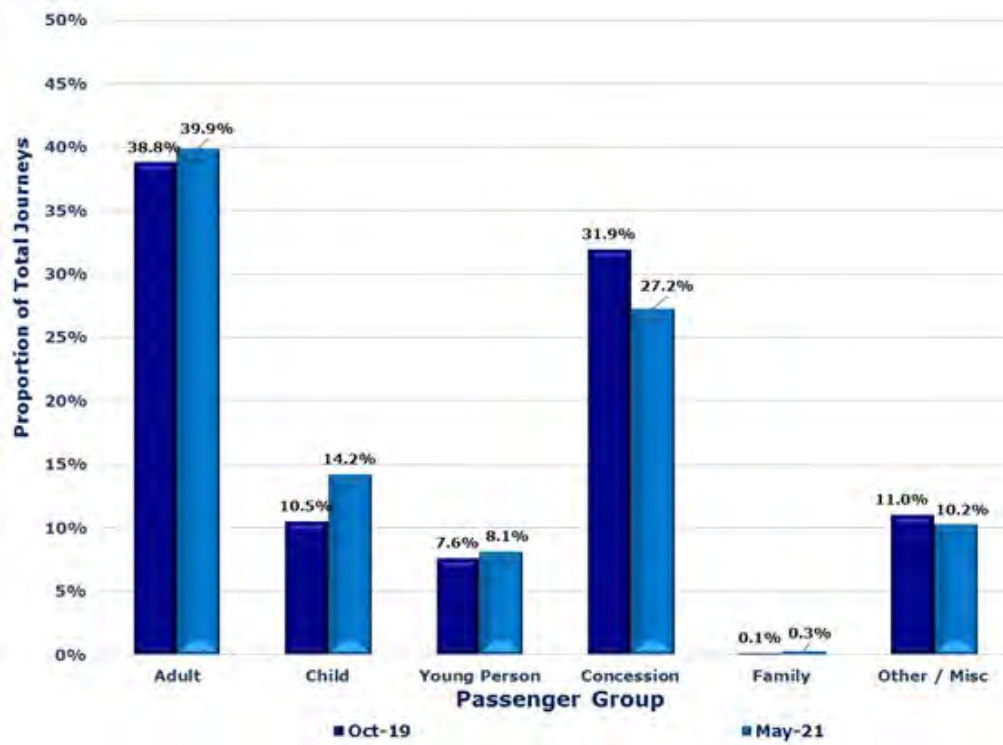
Figure 9 – Proportion of journeys by passenger group
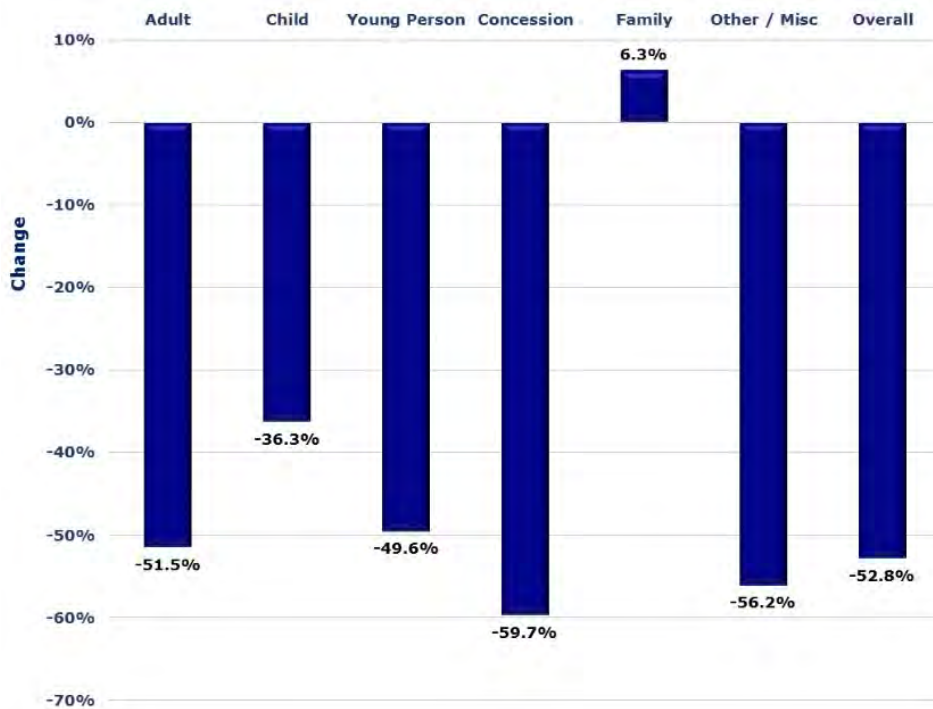
Figure 10 - Change in journeys by passenger group between October 2019 and May 2021
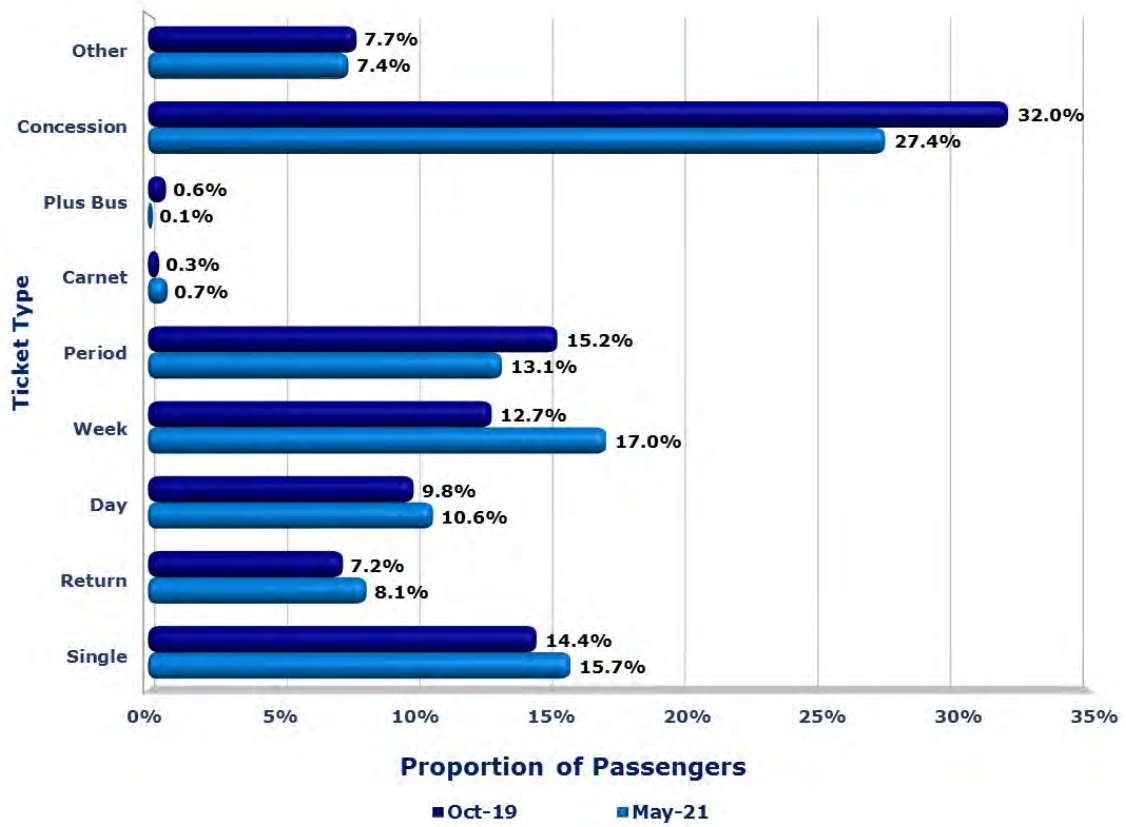
Figure 11 - Proportion of journeys by ticket type
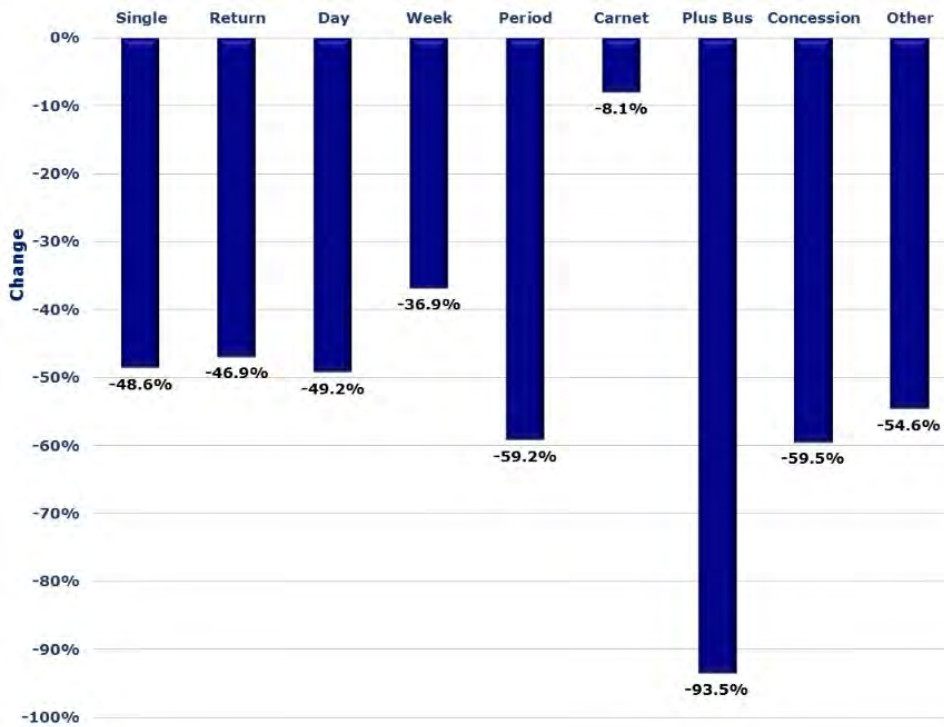
Figure 12 - Change in journeys by ticket type between October 2019 and May 2021

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2.18. Figure 13 shows that there has been little overall change in the types of multi-journey tickets purchased since the start of the COVID-19 pandemic. However, there has been a small increase in multi-operator ticket purchases since the introduction of the Wycombe SMARTzone. This is a promising indication that cross-ticketing between operators could be welcomed more widely, as proportions increased even during a period with reduced bus use.
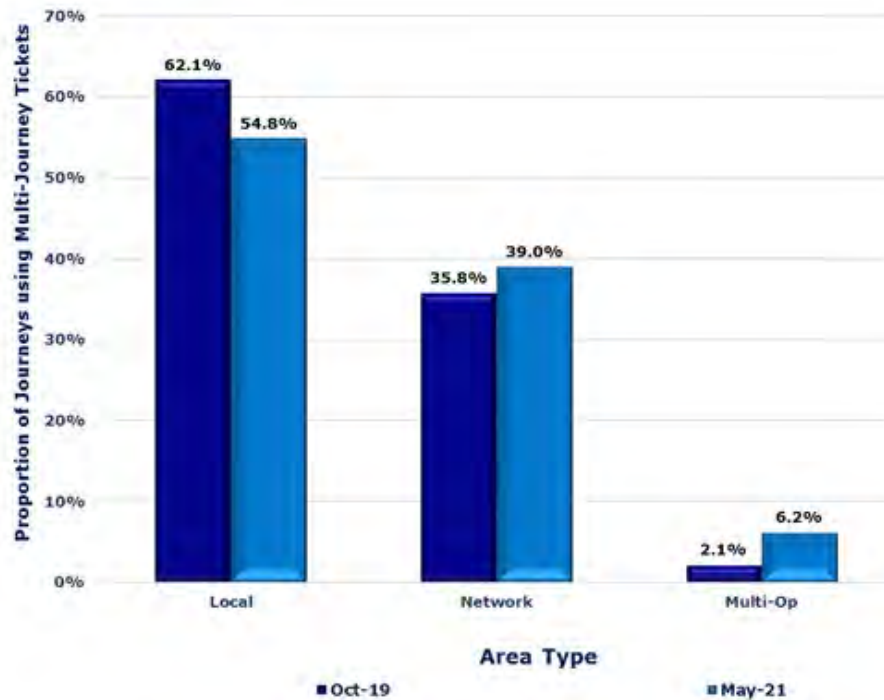
Figure 13 - Proportion of local, network-wide (i.e. single-operator) and multi-operator multi-journey tickets, before and after the COVID-19 pandemic.

2.19. Table 5 shows the change in multi-journey ticket types purchased before and after the COVID-19 pandemic. The growth in multi-operator ticket purchases further reinforces the case for more widespread adoption of shared ticketing options.

Table 5 - Change in use of multi-journey ticket types

Area Type	Description	Change October 2019 – May 2021
Local Area	Valid on a specific route or in a specific area e.g. Aylesbury	*-55.3%*
Network Wide	Valid on the whole of an operator's network	*-44.9%*
Multi-operator Ticket	Valid for use on more than one operator's services	+47.0%

2.20. Figure 14 and Table 6 show the changes in use of methods used to purchase tickets. Whilst on-line and Apps saw and increase in market share of sales, only the latter saw real terms increase in sales. On-board ticket sales halved in real terms over the same period.
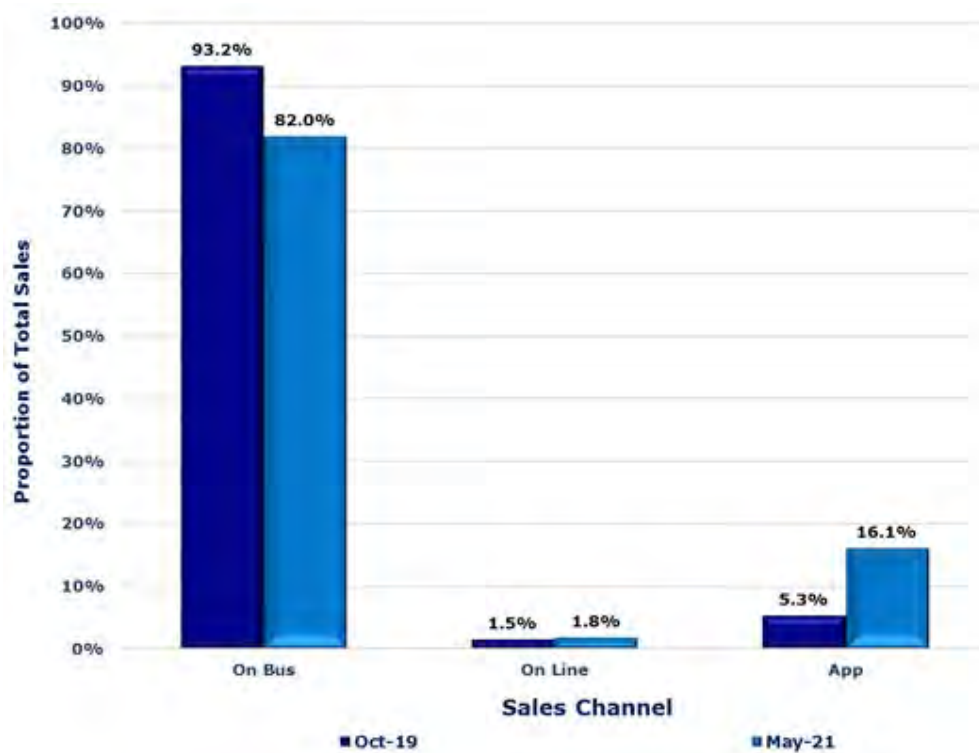
Figure 14 - Proportion of sales by methods used to purchase tickets

Table 6 - Change in sales by channel

Sales Channel	Change 2019 - 2021
On Bus	-50.6%
On-line	-31.3%
App	+71.3%

2.21. All commercial operators in Buckinghamshire offer contactless payments. Only the community transport operators don't currently offer this. However, a high proportion of their passengers currently use the Concessionary Bus Pass.

2.22. Some key recommendations can be drawn from the observations above:

1) COVID-19 has seen a reduction in passenger numbers throughout. Any effort to improve bus services in Buckinghamshire should first seek to restore patronage levels to pre-COVID levels.

2) In addition, COVID-19 has precipitated a number of changes in how people approach bus ticket purchases, seeing increasing numbers of app-based purchases in particular. Any future improvements to ticketing should be app-focused, whilst still recognising the needs of those without access to smartphones.

3) Similarly, we have seen a sharp uptake of new multi-operator ticketing, despite reductions in bus travel. This shows the potential for multi-operator tickets to increase the attractiveness of bus services, and these should be a key focus going forward.

4) Passengers on secondary urban- and rural routes are more likely to be concessionary fare users, which are typically used by more vulnerable groups. These buses should cater to vulnerable groups to a greater extent and recognise that they are used to access key services.

Update for October 2022 – COVID-19 recovery

2.1 Since March 2022, the country has been in a gradual process of attempting to return to a more normal way of life. Operators were reconsulted in September 2022 and have provided the Council with a snapshot of how trends are changing as ridership recovers. The data provided gives a direct comparison between May 2021 and May 2022 and provides an update on the trends highlighted above.

2.2 Figure 15 below shows ticketing buying trends have been evolving over the past year. In particular, it can be noted that journeys made with a Concessionary Fares pass have increased only marginally over this period of time and that this therefore represents a lower proportion than prior to COVID-19. Of particular note is the increase in journeys made on carnet-style tickets, such as ten-trip tickets where passengers can use these

over longer than a week for greater flexibility. Whilst still only a small percentage of overall usage, it does represent a doubling of uptake of such tickets. Operators have been introducing more flexible ticketing options as people have been returning to work in an office on certain days of the week only.
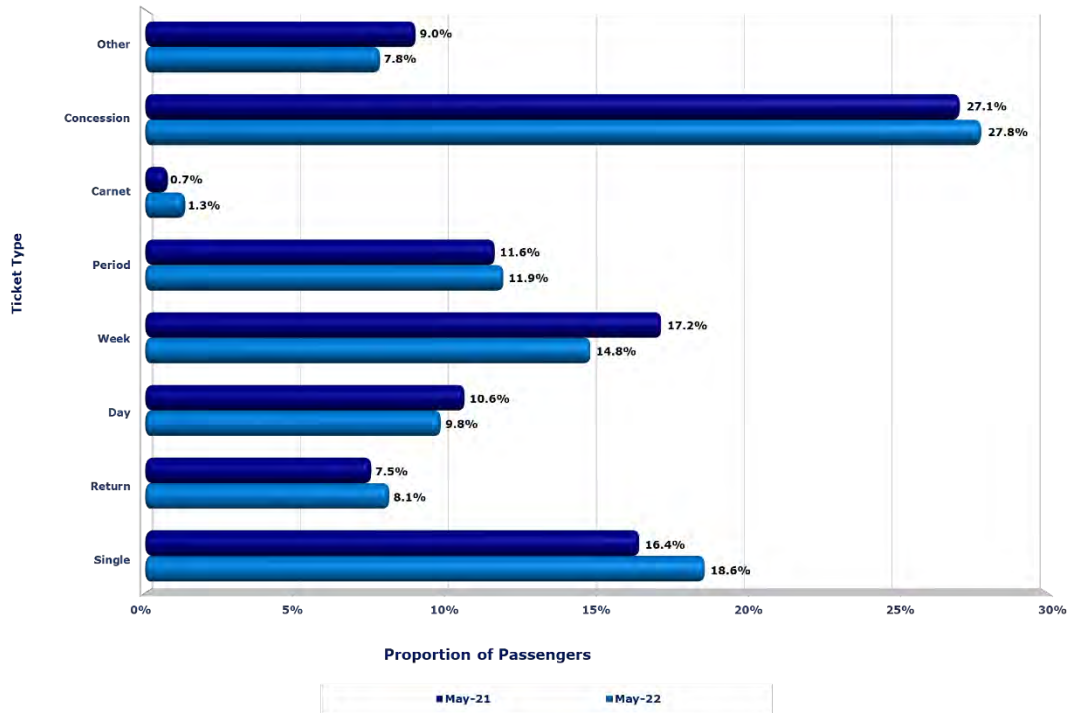
Figure 15 - Proportion of journeys by ticket type (May 21 and May22 comparison)

Figure 16, however, shows that there has been no appreciable change in the channels used to buy tickets over the past year.
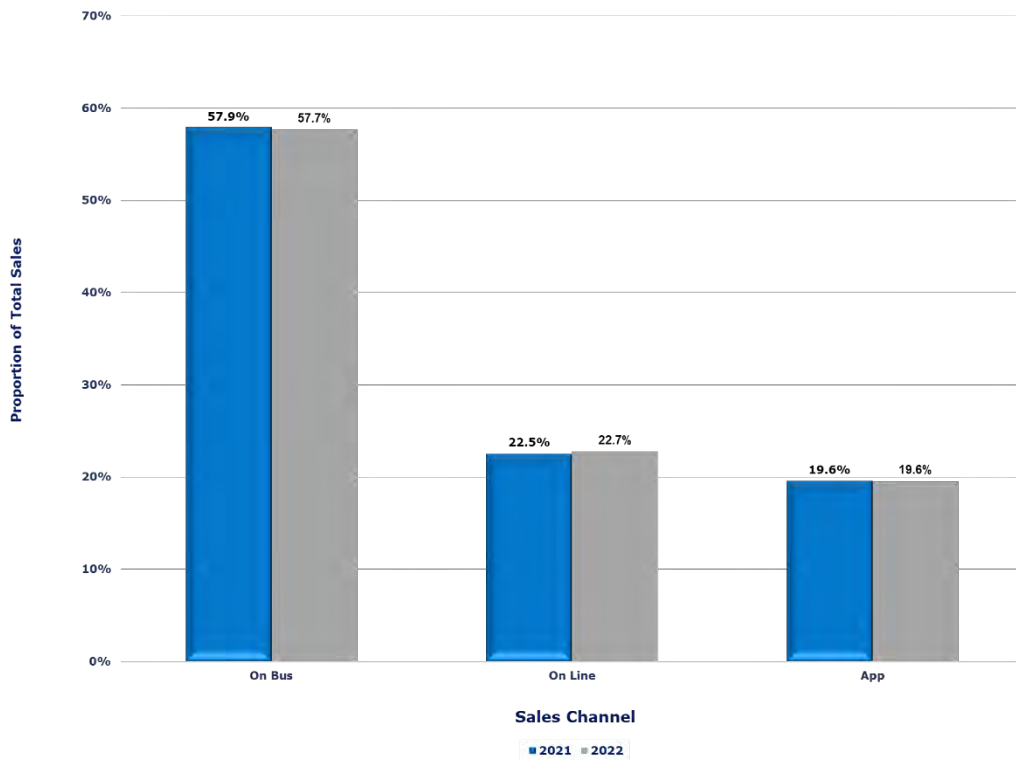
Figure 16- Proportion of sales by methods used to purchase tickets (May 21 and May 22 comparison)

Figure 17 demonstrates the percentage change in number of ticket types sold over the past year. This is in the general context that usage in general increased by nearly 50% over that time. The most common ticket types are increasing in line with the average, which means that concessions still lags behind the recovery of Adult and Child tickets. The increase in the sales of Young Persons tickets has slowed and this is believed to be due to the fact that they recovered more quickly.
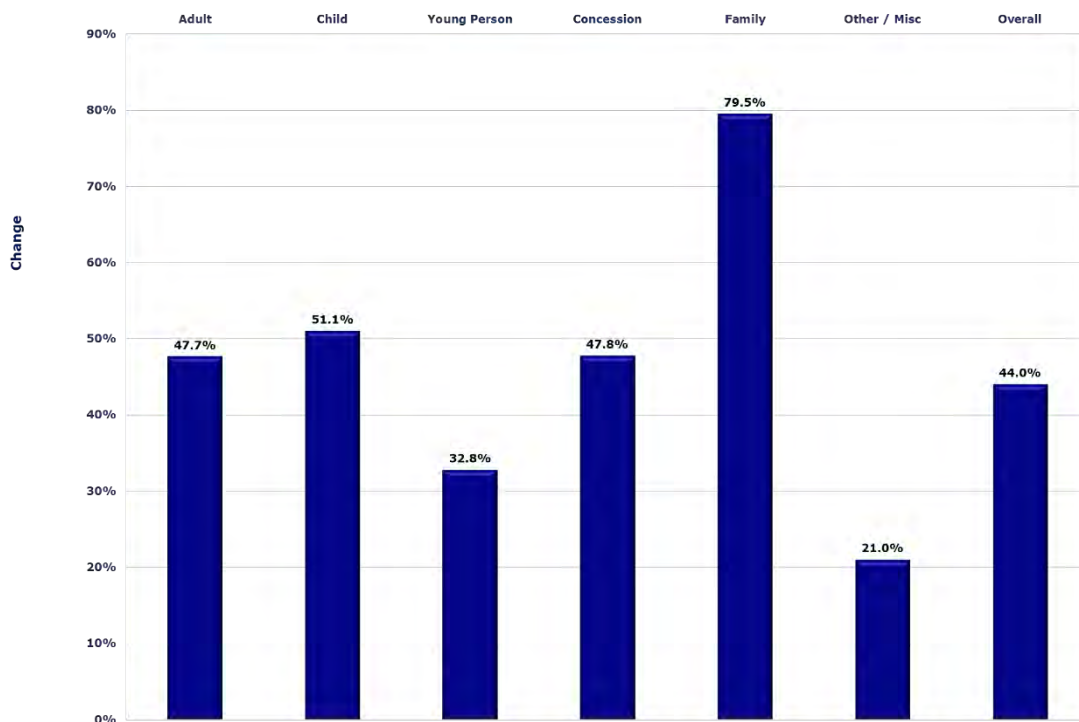
Figure 17 - Percentage change in number of ticket types sold (May 21 and May 22 comparison)

Figure 18 shows the general trend in bus usage have increased over the past year as the recovery from COVID-19 continues. Of note are the overall trends of around a 40% increase in total passengers, with journeys on the most commonly-used types of service mirroring this trend. There has been a less-pronounced increase in peak hour journeys on core urban services, which may be attributable to the fact that many schools had already returned to normal operation last spring.
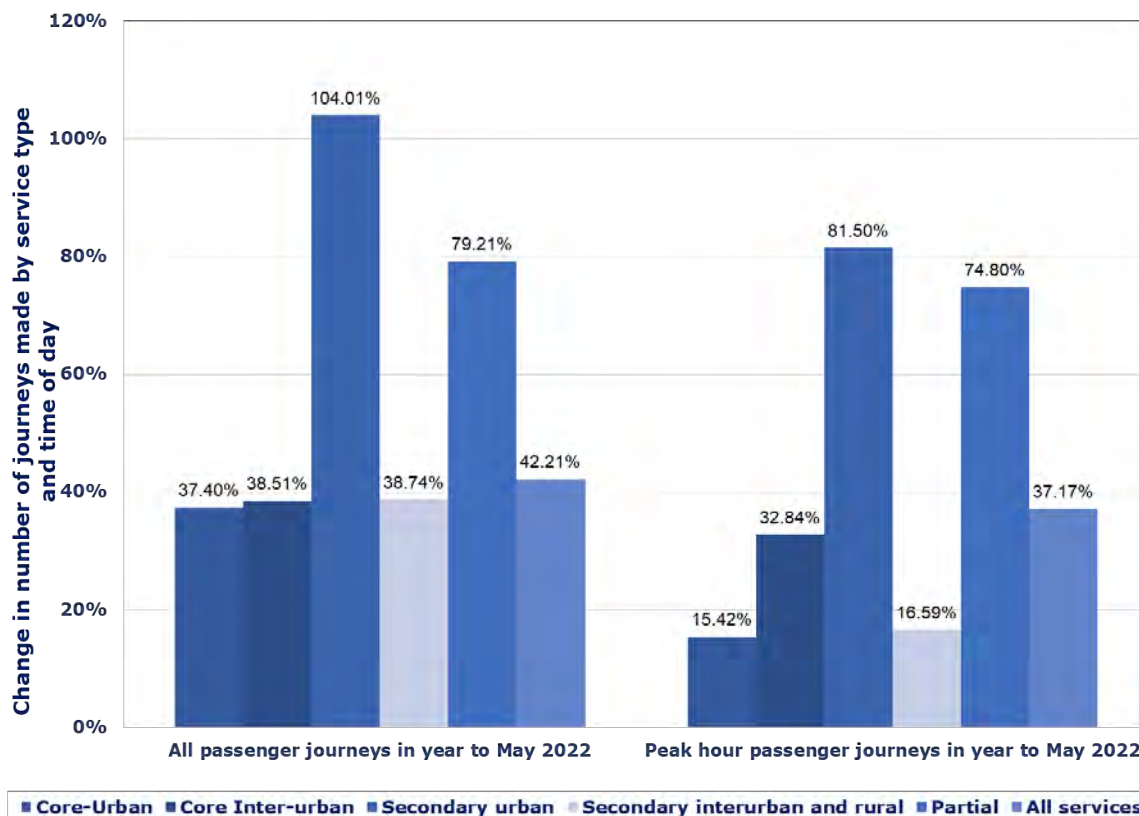
Figure 18 – Passenger journeys (May 21 and May 22 comparison)

Bus route integration

2.23. A range of bus and coach services operate across Buckinghamshire. Most bus services call at all stops along a defined route, whereas coach services cover longer distances and call at limited stops.

2.24. Longer-distance coach services operate through High Wycombe Coachway to Oxford, London Heathrow and Gatwick Airports, and from the centre of Buckingham (with an additional stop on London Road serving the Lace Hill development) to Oxford, Milton Keynes and Bedford.

2.25. Some bus services operate over longer distances between towns within Buckinghamshire or across the border in neighbouring authority areas, but they will typically call at most or all marked stops.

2.26. The large towns of Aylesbury and High Wycombe have bus stations located in the respective town centres. Most routes serving the town centre will operate through these bus stations which also provide other facilities for waiting passengers including seating, shelter and real time information. Smaller, more informal interchanges are

located at or close to railway stations and within settlements, although the ability to interchange will vary depending on the frequency of services.

2.27. Other interchanges are located on the edges of towns, most notably High Wycombe Coachway and Park & Ride facility which provides local bus service connections into High Wycombe town centre, via the Cressex business park and Wycombe Hospital, as well as inter-urban coach services towards London Heathrow Airport, London Gatwick Airport and Oxford.

Integration with rail

2.28. Rail services in Buckinghamshire are as follows:

- Chiltern Main Line operated by Chiltern Railways, running services between London Marylebone and the West Midlands via High Wycombe, Princes Risborough, and a number of smaller stations in between. Aylesbury is a small terminus station at the end of two lines also operating out of London Marylebone.
- The London Underground network extends out to Amersham and Chesham in the south-east of Buckinghamshire, sharing some of the route with Chiltern Railways services towards Aylesbury.
- Great Western Railway operate services in the south of Buckinghamshire between London Paddington and the west of England with a branch line to Marlow via Bourne End.
- Crossrail provides services from Taplow and Iver to Slough and London.
- London North Western Railway operate services on the eastern side of Buckinghamshire along the West Coast Main Line via Cheddington.
- In the future, the East West Rail route between Oxford, Bicester and Bletchley is likely to be served by a bespoke operator and will serve stations at Winslow and potentially connect with Aylesbury.

2.29. Where bus connections are available within easy reach of rail services, these are well-used. However, some stations lack direct interchanges with key bus services, reducing their attractiveness for onward travel. Parking facilities at railway stations in Buckinghamshire are large, primarily to accommodate commuters into London which deter interchange. However, the cost of parking at railway stations does make bus interchange more appealing.

2.30. For the most part, our interurban bus services provide the only direct public transport option. However, some bus routes run along rail corridors but provide a greater number of intermediate stops serving villages in between and act as feeder services to rail stations. An example is the Aylesbury-High Wycombe corridor.

2.31. A handful of bus routes are replacements for former railway branch lines, such as the Redline 320 service from Princes Risborough to Chinnor in Oxfordshire.

Current Fare Structures and Discounts

2.32. There are a number of different fare structures in Buckinghamshire and each operator has developed their own offer. It is an ambition to introduce multi operator ticketing schemes and simpler fare structures though this Plan.

Youth discount scheme

2.33. All bus operators in Buckinghamshire offer reduced fares for children and students. Some examples are provided below:

- **Arriva** offer daily, weekly, monthly and annual Student Saver tickets for their bus routes. Students are entitled to a student discount on production of a valid student card i.e. an NUS, ISIC, or College ID card.
- **Carousel Buses** offer daily, weekly, monthly and other time period zone tickets. There are a number of special discounts for Buckinghamshire College Group students.
- **Redline, Red Rose and Red Eagle** offer daily, weekly, monthly and other time period zone tickets. They also offer a range of termly and annual student passes

2.34. Several colleges in Buckinghamshire operate their own discounted travel schemes. Buckinghamshire College Group offer means-tested capped discretionary funding and loan bursaries to eligible students which can assist with course related costs and travel. Berkshire College of Agriculture, which is located close to the Buckinghamshire border and attracts pupils from across the county, offer travel bursaries and discretionary bursary funds which cover some or all of student travel costs.

2.35. Buckinghamshire Council, one of the biggest employers in the county, offers all staff discounted travel on buses and Chiltern Railway's trains.

2.36. The Enhanced Partnership will continue to engage with colleges, further education bodies and businesses through travel planning to ensure travel support is made available to students and that bus services serve campuses and key employment areas and business parks.

Fleet details

2.37. Whilst not every operator responded to the request for information, key operators did respond and therefore the make-up of this data is considered to be representative of the composition of the fleet in operation. These vehicles can be grouped into five vehicle types:

- Double Deck buses
- Full size single deck buses
- Midi-buses – typically seating 21 – 35 passengers
- Minibuses – fewer than 21 seats.
- Coaches

2.38. The proportion of the Buckinghamshire bus fleet belonging to each of these vehicle types is provided in Figure 20. It can be observed from this table that there has been a subtle change in the composition of the bus fleet since the data was last collected in May 2021. This is, perhaps, reflective of the changing demand for public transport. There have been acute driver shortages through much of the previous twelve month period, with this presenting a particular challenge for providing sufficient capacity at peak times. It could be considered that operators are choosing to solve this concern by running larger vehicles as part of their fleet. The main coach-operated service, X5, has since converted to double-deck operation and hence coaches are now excluded from the table.
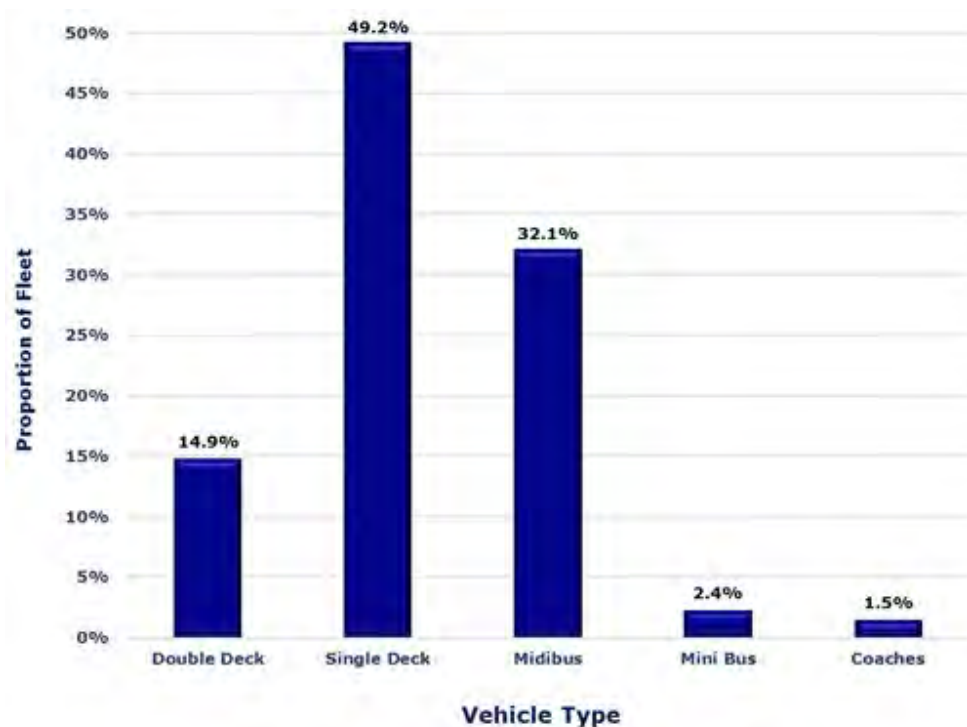
Figure 19 - Fleet makeup by vehicle type
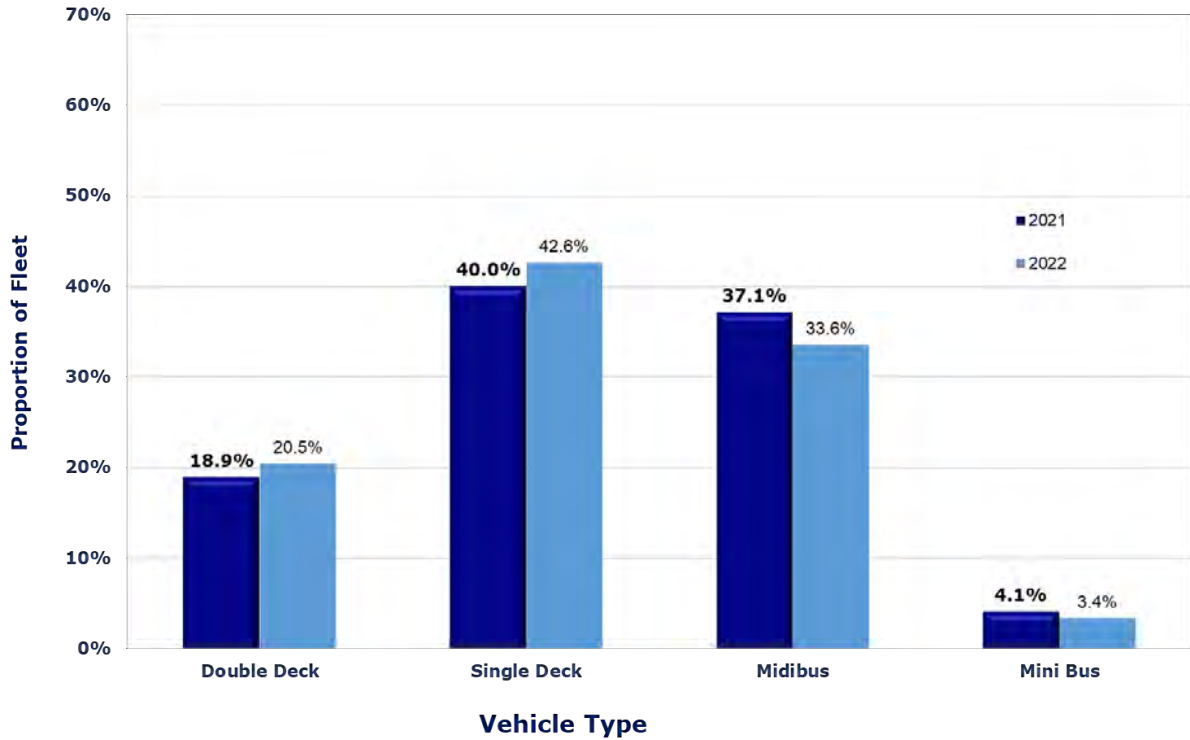
Figure 20 - Proportion of Buckinghamshire bus fleet belonging to each vehicle types

2.39. Figure 22 shows the split of vehicle types and the split by Euro engine rating, as reported by operators. Please note that this does not cover all buses belonging to operators serving Buckinghamshire. Vehicles with earlier emissions standards have much higher allowances for carbon monoxide, hydrocarbons, nitrogen oxide (NOx), and particulate matter (PM_{10} and $PM_{2.5}$) emissions. Since the last data collection in May 2021, it would appear that those vehicles that are at, or below, Euro III standard have decreased in number to make up only around a tenth of the bus fleet, whilst two-thirds of the reported fleet have the top two higher ratings (Euro V and VI).This is a positive trend but if vehicle standards do not continue to be addressed, higher levels of pollutant emissions will continue to be released, increasing the risk of poor air quality locally.
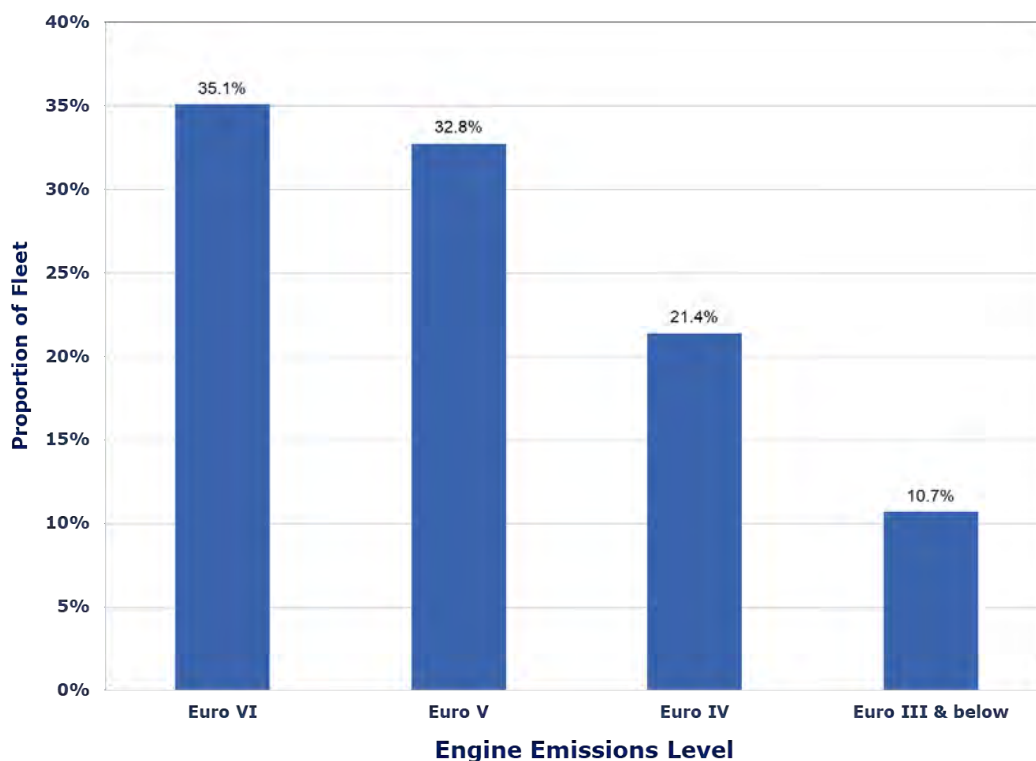
Figure 21 - Fleet makeup by engine emission standard

2.40. We were able to gain more detailed fleet data for around 70% of vehicles operating in Buckinghamshire. In particular, DfT regulations introduced as part of the Inclusive Transport Strategy will require on-board audio-visual next stop announcements to be provided by operators[24].

2.41. The current on-board features provided among those operators consulted are shown in Table 7.

Table 7 - On-board features on buses in Buckinghamshire

Feature	Coverage
Audio-visual next stop announcements	14%
At-seat USB charging points	28%
On-bus CCTV	99%[25]
On-board Wi Fi	68%

[24] Evening Standard, 28 July 2021: https://www.standard.co.uk/news/uk/england-chris-heatonharris-department-for-transport-network-rail-b947939.html
[25] Not all operators consulted provided information regarding on-board CCTV coverage; this figure represents the proportion of vehicles within those operators which did provide information.

Marketing of routes

2.42. Branding bus services in terms of distinct liveries, logos and promotional material can improve the attractiveness of services and help people identify their bus service more easily.

2.43. Aside from standard operator liveries, bespoke marketing of services is not widely used on bus routes in Buckinghamshire. Historically the 'Rainbow Routes' in both Aylesbury and High Wycombe adopted different coloured liveries and logos on the side of buses, specific to each route, but this has not been widely done elsewhere.

2.44. Buckinghamshire Council does not intend to implement a single livery across the entire network. This is due to the large number of operators who run services within the County and their requirement to operate across the border with neighbouring Local Transport Authorities. Several core inter-urban routes leave the county within 10 miles of operation but have long onward journeys to their end destinations.

2.45. Otherwise, bespoke branding tends to be reserved for flagship routes and longer distance services operating between towns. Examples include the X74 operating between High Wycombe and Slough, and the Chiltern Hundred group of routes operating on the High Wycombe – Beaconsfield – Gerrards Cross corridor.

2.46. Arriva's Sapphire premium bus routes have distinctive logos, and whilst they share broadly a similar colour scheme to conventional Arriva services, they have a distinctive navy blue front end. The 280 service operating between Aylesbury and Oxford is the only Sapphire branded service operating through Buckinghamshire.

2.47. It is not uncommon for non-branded vehicles to be used on branded service routes, and vice versa, due to the availability of vehicles (e.g. scheduled or unscheduled maintenance). This is not unique to Buckinghamshire.

BSIP desired outcomes

2.48. The Buckinghamshire Bus Service Improvement Plan vision is to establish buses as a key mode of travel in Buckinghamshire, providing connectivity and accessibility to all on a regular and reliable bus service.

2.49. Our focus is on bus users - improving the user experience; making services more desirable through safety and security; and, building on the County's legacy as the home of the Paralympics, accessible to all.

2.50. In the short term the BSIP aims to strengthen the existing bus network and create a more robust network post COVID-19, building on this in the future by improving frequency and connectivity and providing passengers with a service they can feel confident in using.

2.51. Objectives have been developed to deliver this outcome which are outlined in Section 3.1.

Current support for the bus network

2.52. Table 8 outlines the current financial support for the existing bus network. Total support currently stands at nearly seven million pounds in funding.

Table 8 - Financial support for the bus network

Funding source	Financial support mechanism	Value
Council revenue funding	Buckinghamshire Council provide financial support for 59 local bus services via route tenders, de-minimis payments or contributions to routes run by neighbouring authorities	£2,893,000
Council revenue funding	Reimbursement to operators for free travel made under the English National Concessionary Travel Scheme	£4,548,000
External revenue funding	Income from neighbouring councils towards cross border routes and ENCTS reimbursement	-£269,000
External revenue funding	DfT Bus Service Operators Grant (BSOG) income	-£464,000
External revenue funding	Income from section 106 (developer) contributions or Community Infrastructure Levy	-£140,000
	Total net support for bus services	**£6,559,000**

Other factors that affect the use of bus services

2.53. There are several factors that affect bus use in Buckinghamshire that have been highlighted through discussions with operators and feedback from the public survey. These can be summarised as:

- Car ownership - Buckinghamshire has high car ownership and is rural in nature with considerable out commuting to London, Thames Valley and Milton Keynes. To tempt travellers away from using their cars, services would need to be convenient, direct, have attractive travel times and favourable fares.
- Service frequency, reliability and punctuality were highlighted as reasons that would attract non-users to use buses.
- Convenience - distances to stops and the ability to conveniently interchange were highlighted as a barrier to use
- Passenger Satisfaction – this includes several areas such as quality of buses, cleanliness, pleasantness of stops and bus stations and feeling of safety and security
- Attractiveness of fares, discount fares structures and convenience of buying ticket and tap-on-tap-off technology are seen as desirable.
- Parking costs at destinations – cheap parking and a parking over-supply is seen as one of the biggest deterrents to catching buses instead of taking cars.
- Journey time reliability and lack of bus priority means that buses are stuck in the same traffic as cars and there is no advantage to taking the bus.
- Lack of convenient interchange between rail and bus and oversupply of parking at stations

Parking provision and enforcement

2.54. Parking charges in car parks may have an impact on whether or not people choose to use buses to travel into towns. A balance must be struck between attracting people to town centres, and encouraging bus use to ease congestion and improve air quality. Car parking charges are subject to change, but require public consultation to do so.

2.55. Buckinghamshire Council own and operate a total of 93 car parks, with a wide variety of parking charges to reflect levels of use. A full list of car parks and charges is provided in appendices (Table 26, page 95).

2.56. The most recent parking account published by Buckinghamshire Council is shown below:

Table 9 - Buckinghamshire Council 2020/21 Parking Account

Parking Account 2019/20	On Street	Off Street
Income	£619,700	£310,300
Penalty Charge Notices	£1,430,500	£77,200
Permits	£296,200	-
Other income	-	-
Expenditure	£2,355,000	£61,200
Surplus / (-Deficit)	(£8,000)	£326,300
Surplus / (-Deficit) Total Parking Account		£317,700

2.57. Further details of parking accounts, income and enforcement from the former County- and District councils are available on the Buckinghamshire Council website[26].

Urban areas in Buckinghamshire

2.58. The two largest urban areas in Buckinghamshire are High Wycombe and Aylesbury, respectively.

2.59. Both High Wycombe and Aylesbury have the highest concentrations of buses and are also key destinations for most local bus journeys providing employment and leisure opportunities. Both have an over-supply of affordable parking, increasing the attractiveness of car journeys, and both suffer from peak hour congestion, as shown in Figure 23 for Aylesbury. The lack of bus priority means that buses offer no advantage over the private car.

2.60. Other market towns in Buckinghamshire are smaller, but have challenges associated with their layouts. These often have dense town centres built around older street layouts, which makes manoeuvring buses difficult, with less dense suburban-style housing in more recent developments, reducing the concentration of potential passengers. Amersham, Chesham, Marlow, and Princes Risborough/Monks Risborough follow this pattern. Other towns nearer to London are concentrated around commuter railway stations, focusing attention away from bus services, but offering potential for better integration between rail and bus.

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[26] Buckinghamshire Council – Parking Annual Report:Annual parking report 2020 to 2021 (buckinghamshire-gov-uk.s3.amazonaws.com)
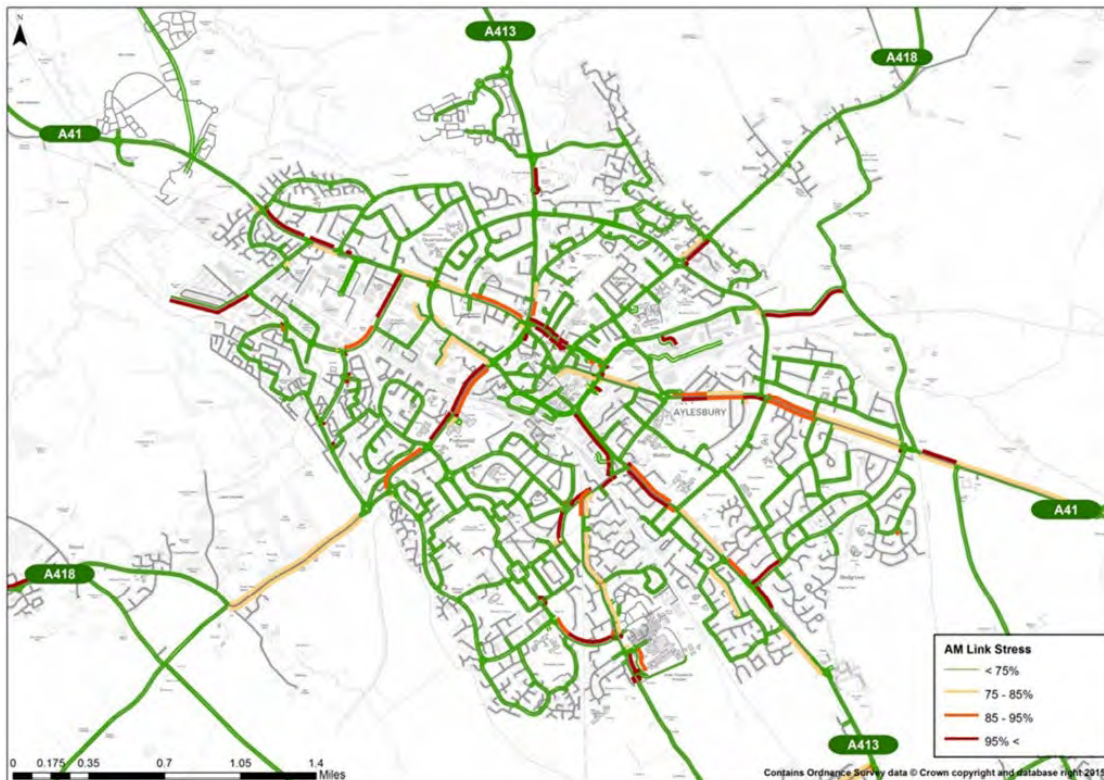
Figure 22 - Map showing road link stress in the morning peak in Aylesbury, from Aylesbury Transport Strategy, 2017)

Local leisure attractions

2.61. There are a wide selection of visitor attractions in Buckinghamshire, although there is no single major concentrated centre for tourism. Given that the majority of visitor attractions are located in rural areas, buses are not currently considered the most convenient mode of transport for visitors to reach them, although many can be accessed by bus.

2.62. There are several properties and attractions owned or managed by the National Trust. These include Waddesdon Manor, which is located to the north-west of Aylesbury, and Stowe House and Gardens, which is located near Buckingham. Attractions also include Ascott House near Wing, Pitstone Windmill, and Hughenden Manor near High Wycombe.

2.63. Buckinghamshire has many Country Parks, such as Black Park near Denham and Iver and is also to the Chilterns Area of Outstanding Natural beauty. The Ridgeway long distance path starts in Pitstone.

2.64. The Chiltern Open Air Museum is an independent open-air museum of vernacular buildings located near Chalfont St Peter and Chalfont St Giles in the Chiltern Hills.

2.65. The Buckinghamshire Railway Centre at Quainton is located broadly between Aylesbury, Buckingham and Bicester, and incorporates a museum and steam railway services.

2.66. The Chinnor and Princes Risborough Railway stretches over the Buckinghamshire-Oxfordshire border and provides heritage railway services. Whilst Chinnor in Oxfordshire is the main terminus, railway services can also be accessed at Princes Risborough station (although during the COVID pandemic all passengers have boarded and alighted at Chinnor only).

2.67. Bekonscot Model Village and Railway is located in the town of Beaconsfield and is the oldest model village in the world. It is considered to be one of the most accessible attractions by bus as well as train.

2.68. There are local museums which are located centrally in Buckinghamshire's towns, including Aylesbury's Discover Bucks Museum, Wycombe Museum and Amersham Museum.

2.69. The Grand Union Canal runs through Buckinghamshire between Marsworth and Grove, as well as a branch into Aylesbury, and attracts visitors along its tow paths, to its locks and its marinas. Several bus routes intersect with the canal.

2.70. The Phoenix cycleway runs from Bledlow to Thame along the line of the former Great Western Railway between London, Thame and Oxford.

2.71. In the north of Buckinghamshire, on the border with West Northamptonshire is Silverstone which hosts major motorsport events and is also home to the Silverstone Interactive Museum. Because of its location, Silverstone is better connected by bus into South Northamptonshire and nearby Milton Keynes than Buckinghamshire.

2.72. There are proposals for a major new visitor attraction at Pinewood Film Studios as part of a Screen Industries Global Growth Hub. This is expected to generate a significant number of visitors in a location which is currently not well served by public transport, with plans for a shuttle service for visitors from nearby Slough.

Accessibility and inclusivity in transport

2.73. Buckinghamshire is the home of the Paralympics, and we strive to build on this legacy to ensure that travel is inclusive and accessible to all.

2.74. We are currently working with consultants on improving accessibility and inclusivity in transport use, especially highlighting issues with groups that have a higher perception of safety and security.

2.75. Some groups in society may find public transport more difficult to access or be less inclined to use it due to:

- Physical disabilities
- Visual or hearing impairments
- Learning difficulties
- Anxiety or depression
- Dementia
- Age - older people (accessibility, access to information, more vulnerable)
- Pregnant women
- Parents with young children (including pushchairs)
- Children
- Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) due to higher perception of safety and security
- Women due to higher perception of fear of safety and security
- Black, Asian and Minority Ethnic (BAME) due to cultural reasons and heighten fear of safety and security

2.76. Barriers to travel for these groups vary but include difficulties in accessing buses, bus stations and stops; public transport information due to visual impairments or difficulties with communication ; or a sense security and safety for those who feel more vulnerable especially when travelling alone.

2.77. Data gathered during our public survey shows that younger age groups are much more likely to use the bus daily at peak hours (to reach education), whereas older age groups tend to use buses off-peak on less frequent weekly basis (for shopping and leisure activities).

2.78. Survey respondents considering themselves to have a disability reported more frequent bus use both currently and pre-COVID than the overall average for survey respondents (see Table 10).

Table 10 - Frequency of bus use by those considering themselves to have a disability

Current frequency of bus use	Daily	Weekly	Monthly	Less than monthly	Never
Respondents considering themselves to have a disability	21.7%	28.5%	13.9%	19.0%	16.9%
Average for survey overall	15.7%	20.2%	11.8%	27.0%	25.3%

2.79. Respondents considering themselves to have a disability were also more likely to use the bus for shopping and health appointments.

2.80. The number of responses to the survey from non-white ethnic groups was very low, and lower than the average for Buckinghamshire. Therefore, going forward we will need to consider how to engage with these groups, although the responses from those that did respond broadly reflected those of all Buckinghamshire residents.

2.81. Those employed or full-time education or unemployed are most likely to use buses daily or weekly. Self-employed people tended to use buses the least, with 44% stating that they never used the bus.

2.82. It should be noted that the proportion of retired survey respondents was much higher than in the overall population. However, the identified priorities are ones that we feel represent all bus users.

3. Headline targets

Objectives

3.1. To improve bus services in Buckinghamshire we have developed the following five objectives. These have been developed to meet the Objectives in Buckinghamshire Local Transport Plan 4 and the Councils wider corporate objectives while also ensuring that they achieve the priorities in the National Bus Strategy as shown in Figure 24.

A **Putting transport users first:** Ensure that residents views are reflected in the way we provide bus services. This would be achieved through enhancing the safety and security of all transport users, high levels of cleanliness, security and improved lighting at bus stops, and ensuring that services are fully accessible for all users.
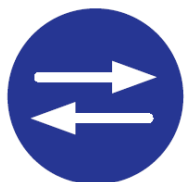
B **Improving reliability of bus services:** Provide a transport network that is well-maintained, free flowing, and able to operate efficiently. This would be achieved through bus priority measures, Priority Public Transport Corridors, agreed service levels and reliability targets with operators.

C **Making bus services easier and more attractive to use:** Ensure that public transport services are easy to use, have easily-accessible information sources for timetables, easy-to-understand and competitive fares and ticketing, and make use of higher-quality vehicles. This will be achieved by keeping fares attractive to passengers and supporting travel between different destinations across multiple-operators and other public transport. We would also ensure that concessionary fares for students, young persons, disabled passengers and older travellers are attractive and easy to access.

D **Supporting our climate change strategy and decarbonisation:** One bus can replace the need for several car journeys and help to support the environment by reducing the number of vehicles on the road. The BSIP will support decarbonisation through encouraging bus use, and raising vehicle emission standards.

E **Encouraging network and patronage growth:** To increase network coverage and increase patronage. This supports wider objectives to provide better connectivity across the county and beyond and provide mobility for all. The first step will be to restore confidence in public transport and return to pre-COVID occupancy levels.
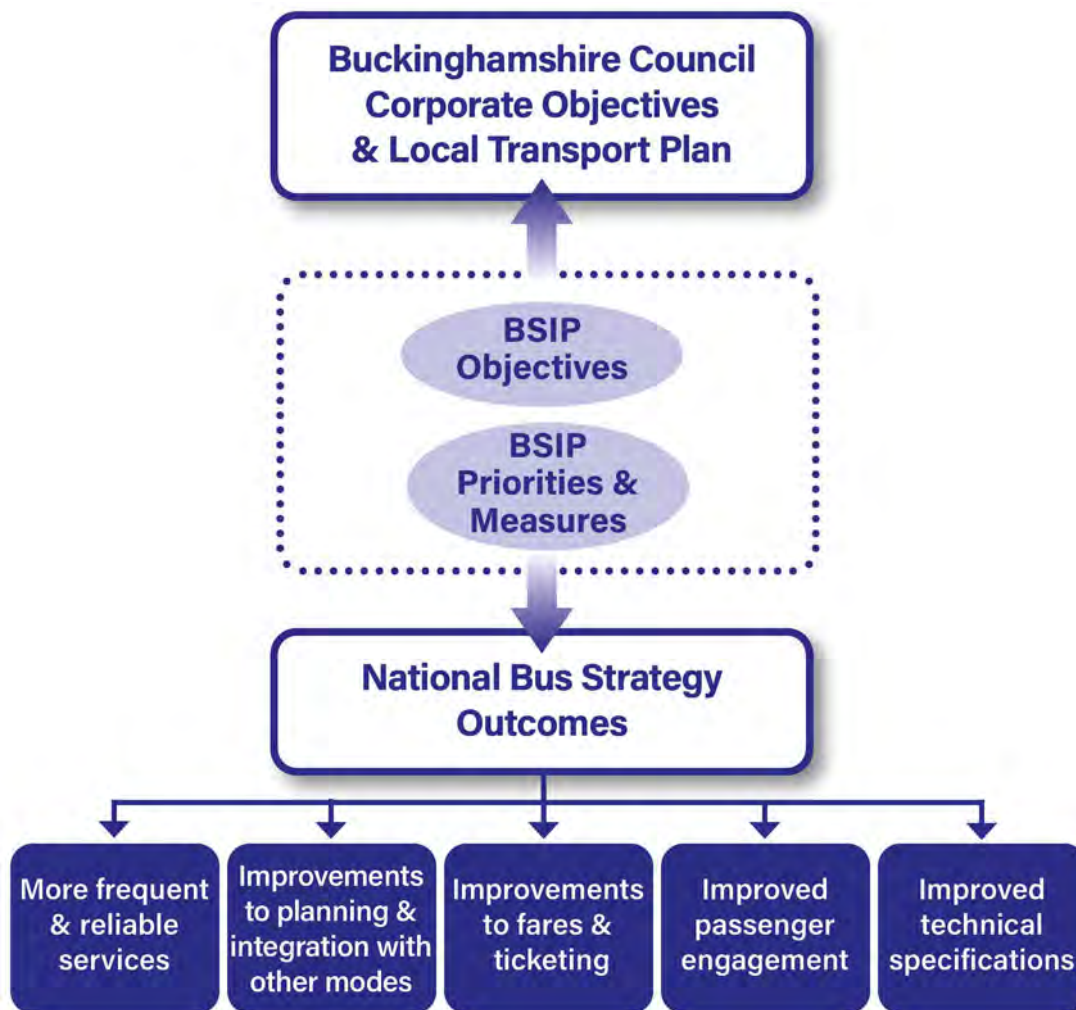
Figure 23 - Links between Buckinghamshire Objectives and Government priorities

Targets for journey times and reliability improvements

3.2. The county average punctuality on key routes was 75.7%[27] prior to the COVID-19 pandemic. This improved during the pandemic to 85.7% in 2020/21.

3.3. The pandemic has had a significant effect on bus travel across England. Nationally, the number of trips on buses outside London is around 60% of pre-COVID levels on weekdays between May and September 2021, and around 70% at weekends[28]. However, due to the reduced traffic levels the punctuality on routes did see some improvement as outlined in the data below.

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[27] Figure does not include some smaller local routes as data was not available
[28] DfT: Transport use during the coronavirus (COVID-19) pandemic:
https://www.gov.uk/government/statistics/transport-use-during-the-coronavirus-covid-19-pandemic

Buckinghamshire Council Bus Service Improvement Plan

3.4. Table 11 summarises bus service reliability in Buckinghamshire, i.e. the number of services arriving 'on time'. The reliability statistics of bus services in Buckinghamshire were determined using the agreed methodology shown in Table 12.

Table 11 - Bus service reliability

Period	Reliability
2016-17	80.5%
2017-18	80.7%
2018-19	78.8%
2019-20	75.8%
2020-21	85.7%

Table 12 - How punctuality is determined

Punctuality classification	Minutes early	Minutes late
On time	No more than 1 minute	No more than 5 minutes
Early	Over 1 up to 10 minutes	n/a
Late	n/a	More than 5 up to 30 minutes
Non-operational	More than 10 minutes	More than 30 minutes

3.5. Prior to the pandemic bus service reliability had reduced, largely due to the impact of congestion on the network. While improvement was seen during 2020-21 this is linked to temporary low traffic volumes resulting from the pandemic. Nationally, the amount of traffic on our roads has returned to pre-pandemic levels and pre-COVID trends in punctuality are likely to continue without interventions to assist public transport.

Table 13 - Bus service reliability targets

Area	Reliability target
Whole of Buckinghamshire	*To be agreed with bus operators and linked to post-COVID-19 baseline and adoption of priority measures.*
Aylesbury area	(see above)
High Wycombe area	(see above)

3.6. Buckinghamshire Council has taken on additional staff resources to ensure that the aims of the BSIP are met, and to update and produce future versions of the BSIP. Publication of reporting results is discussed in section 5.

Targets for passenger growth and customer satisfaction
Passenger growth

3.7. As discussed previously, bus patronage in Buckinghamshire (and outside London more generally) had only reached around 80-85% of pre-COVID-19 levels.

3.8. The metrics to be used by this survey are still to be determined, as the bus user survey conducted for this BSIP did not include an explicit 'satisfaction' measure. Similarly, the date for distributing this survey is yet to be determined and is partially dependent on additional resources being made available.

3.9. We will seek to take part in future rounds of the Transport Focus Bus Passenger Satisfaction Survey. We will then aim to improve upon customer satisfaction results year-on-year based upon the benchmark set by the first year's survey. This will be reported upon in future BSIPs. Targets for passenger growth will be based on short-, medium-, and long-term aspirations:

- The short-term target is to grow patronage back to pre-COVID levels, and build confidence back in bus transport, in order to maintain the network that we currently have. This will provide a strong basis on which to grow the service.
- A medium-term target will be to grow passengers to around 9.5 million per year, an increase of 22% against 2019/20 levels
- We also have a long-term aspiration to restore passenger numbers to around 10-12 million per year, as seen in the mid-2010s.

Customer satisfaction targets

3.10. Without bus users there is no bus service. The satisfaction of users is a key priority, and has direct impact on passenger growth and hence the transport user is one of the key objectives of our BSIP. Measures will include:

- Punctuality
- Cleanliness
- Driver courtesy
- Facilities on board
- Ease of ticketing
- Availability of timetable information
- Safety and Security

The intention is to base targets on:

- Pre-COVID levels
- Increase in future years

3.11. Operators currently undertake customer satisfaction surveys which will be used for part of the base data for establishing satisfaction surveys.

3.12. We will start regular annual collection of Buckinghamshire-wide passenger satisfaction surveys with common questions and metrics, based on the structure of existing surveys. This will then be repeated year-on-year, using the same metrics, and with the first survey serving as a benchmark to compare future years against.

Alignment with neighbouring local authorities

3.13. In creating this BSIP for Buckinghamshire, it is important that we consider the needs of neighbouring local authorities, all of whom will be going through a similar process.

3.14. Buckinghamshire has the third lowest bus use per head of population compared to neighbouring authorities. We have seen the largest drop in bus use per head of population since 2015/16 (Table 14).

Table 14 - Passenger journeys per head of population compared to neighbouring local authorities

Local Authority	Passenger journeys per head of population					
	2015/16	2016/17	2017/18	2018/19	2019/20	Change 15/16 - 19/20
Oxfordshire	62.1	60.5	59.5	60.9	59.0	-5.00%
Milton Keynes	38.1	36.1	37.9	32.2	31.2	-18.20%
Slough	33.8	32.1	31.3	30.4	27.8	-17.70%
Northamptonshire	25.5	26.2	24.9	23.9	23.0	-9.90%
Hertfordshire	26.1	31.3	23.4	23.9	22.7	-12.90%
Buckinghamshire	*20.5*	*20.0*	*18.6*	*16.5*	*14.3*	*-30.20%*
Central Bedfordshire	14.1	14.3	12.7	12.1	11.3	-19.80%
Windsor & Maidenhead	12.6	9.7	10.0	9.3	9.3	-25.80%

3.15. Whilst each covering a smaller selection of objectives which relate to buses to varying extents, the remaining neighbouring authorities' objectives are all considered to be well aligned with Buckinghamshire's objectives.

3.16. For example, Milton Keynes Council has an objective to "Maximise Travel Choices – maximise the use of technology and innovation to both inform the traveller and to provide travel options" **(C - Increase ease and attractiveness of bus use)**; Hertfordshire County Council has an objective which is to "Enhance journey reliability and network resilience across Hertfordshire" **(B- Increase Reliability);** Royal Borough of Windsor and Maidenhead has an objective to "To improve road safety and personal security for all transport users" **(A – Put transport users first**; and Slough Borough Council has an objective to "Reduce carbon emissions, protect heritage and habitats, and adapt to a changing climate" **(D- Protect the environment)**.

3.17. Of all the neighbouring authorities, Oxfordshire County Council is considered to have the broadest set of objectives which have a relationship to buses and are considered to be well aligned to our objectives. Their objectives include "Maintain and improve transport connections to support economic growth and vitality across the county" **(E - Encourage Growth)**.

4. Delivery

4.1. This section identifies Buckinghamshire Council's priorities and measures to achieve the BSIP objectives.

4.2. Buckinghamshire Council have not been allocated any funding as part of the main allocation of BSIP. Our priorities and objectives, should further funding be forthcoming are included in the outline table published alongside this BSIP, along with the funding required to deliver these.

Priority identification

4.3. BSIP priorities have been established through a top down / bottom-up collaboration approach. Establishing Council priorities through Corporate Plan and LTP4 Objectives and stakeholder priorities through consultation with:

- Members of the public through an online survey,
- Parish and town council feedback
- Elected Member priorities through a 'Task and Finish' Group
- Bus operator priorities through direct engagement.

4.4. The priorities that were highlighted through this work are summarised in Table 15, below. These are listed in order of the number of groups mentioning each category as a key priority (then alphabetically).

4.5. From this we were able to identify aligned priorities and those specific to each group so that we could develop a range of measures to address the different priorities.

Table 15 - Priority themes identified during engagement exercises

Priorities	Groups			
	Council strategic priorities /LTP4	Members of the public	Buckinghamshire councillors	Bus operators
Safety and security	✓	✓	✓	✓
Shared ticketing between bus operators	✓	✓	✓	✓
Improved passenger information, particularly digital	✓		✓	✓
More punctual and reliable services	✓	✓	✓	
Tighter integration with local planning, particularly for new developments	✓		✓	✓
Attractiveness of catching buses, e.g. cleanliness of buses, onboard features, and bus stop facilities			✓	✓
Better provision of concessionary fare schemes, consistent across operators		✓	✓	
Bus priority infrastructure	✓			✓
Cheaper fares		✓	✓	
Integration with rail	✓		✓	
More frequent services		✓		✓
Continued subsidies to return services to pre-COVID-19 levels				✓
More direct services (i.e. fewer interchanges)		✓		

Ambitions for Delivery

4.6. From the work on identifying priorities we were able to develop a range of measures and schemes aimed at addressing each of the group's identified priorities to improve bus services in Buckinghamshire. These have been assessed to ensure that they in turn achieve the BSIP objectives.

4.7. We have presented the measures and schemes under the five principal areas for improvement set by Government in the National Bus Strategy:

- More frequent and reliable services
- Improvements to planning and integration with other modes
- Improvements to fares and ticketing
- Improved technical specifications
- Improved passenger engagement

4.8. In addition to this we have included a section on improvements specific to Aylesbury and High Wycombe as they are the two most populated towns in Buckinghamshire and have the highest concentration of urban bus services, higher patronage levels and more services impacted by congestion. They are also the areas where we are most likely to have the biggest impact to achieve real change.

More Frequent and Reliable Services

4.9. Improving frequency and reliability of service were identified as the two key factors likely to encourage further bus use in the public survey (2019) (72% and 46% respectively of respondents).

4.10. Bus service frequencies have generally returned to pre-COVID service levels. However, patronage has not recovered and is currently at around 80%-85% of pre-COVID levels. During the summer of 2022, as required by the Department for Transport, we held Network Review meetings aimed at determining what the sustainable level of service is within the County. This plan therefore aims to stabilise the current bus network at these levels. A stable core network will provide a base from which to increase service frequencies and encourage further passenger growth and modal shift.

4.11. The Plan aims to deliver at least 15-minute service frequencies on key corridors during daytimes with secondary urban and rural route frequencies increased, as shown in Table 16. For Core Interurban routes the frequency would be based on a place-to-place rather than each individual service. This will deliver immediate improvements to the offer for customers and return the most used routes to commercial viability. All

future housing developments would need to provide service levels aligned to these frequencies.

Table 16 – Aims for bus frequencies by type of service

Bus service type	Proposed minimum frequency - daytime	Proposed minimum frequency - evening
Core urban	15 minutes	30 minutes
Core interurban	15 minutes	30 minutes
Secondary urban	30 minutes	1 hour
Secondary inter-urban and rural	*Based on demonstrated need*	*Based on demonstrated need*
Partial	*to be developed in partnership with neighbouring authority*	*to be developed in partnership with neighbouring authority*

4.12. We would aim to increase evening services and their frequencies to support the night-time economy and shift workers. Where evening patronage is low and not viable to run dedicated bus services, we will investigate feasibility for providing a different approach such as demand-responsive services.

Improving Journey Time Reliability - Bus Priority

4.13. Improving journey time reliability is a key priority highlighted by both the public opinion survey and bus operators, due to the frustration of buses getting stuck in the same congestion as general traffic.

4.14. We have a number of PPTCs in Aylesbury and High Wycombe and measures have already been implemented on some of these corridors to provide bus priority. We are looking to build on the success of these, and investigate implementation of additional PPTC schemes.

4.15. Table 17 outlines proposals for improvements identified by bus operators. This list is not exhaustive with additional areas expected to be identified through the Enhanced Partnership. Several of these schemes include 'SCOOT' (Split-Cycle Offset Optimisation Technique) traffic signals, to increase the priority of traffic through junctions with traffic lights.

4.16. In addition to these measures, Buckinghamshire Council are developing methods to increase enforcement of existing bus lanes.

4.17. We are not currently planning any bus rapid transit systems (such as guided busways) at the present time. Other lower-cost bus priority measures will have a similar impact to introducing bus rapid transit. However, this may become possible in future, alongside larger new housing developments and potential funding availability.

Table 17 – Bus priority Measures

Town	Description	Scheme Status
Amersham / High Wycombe	Junction of A404 and Whielden Lane – improved access for buses towards Amersham Hospital	Feasibility assessment required
Aylesbury	PPTC to improve bus priority on A41 between Berryfields and Aylesbury	The first Stage was completed in 2022 Future phases require design and funding
Aylesbury	PPTC - Aylesbury gyratory – potential SCOOT signal scheme to improve bus priority through the gyratory	Scheme is expected to be delivered in 2022-24 but additional funding required to support the bus priority element
Beaconsfield	A355 / Maxwell Road junction – Bus priority improvement at the junction of Amersham road and the new road	Feasibility assessment required
Farnham Common	Improve north-south bus priority through Farnham Common	Feasibility assessment required
High Wycombe	PPTC – A40 London Road PPTC - additional bus priority including SCOOT	Completed 2020
High Wycombe	Frogmoor – Improve access for buses heading north or west from the town centre	Feasibility assessment Required
High Wycombe	PPTC- Prioritise bus movements around the congested Marlow Hill gyratory, between High Wycombe and the Handy Cross roundabout	Partial funding through Section 106 funding, but Feasibility assessment on bus priority is required
High Wycombe	PPTC -Priority access for buses and encourage more routes to serve	Feasibility assessment required

Town	Description	Scheme Status
	the rail station, potentially including SCOOT systems.	
High Wycombe	PPTC- Priority for egress from the Wycombe Coachway onto the Handy Cross roundabout, potentially including SCOOT systems	Feasibility assessment required
High Wycombe (West Wycombe)	Introduce A40 Oxford Road PPTC, between West Wycombe and Studley Green	Project being progressed - Statutory consultation closed 13 August 2021
Stokenchurch	Improved bus service vehicle access and turning ability at Stokenchurch Business Park.	Aspirational - should be linked to the development of the business park - Feasibility assessment required
Taplow	A4 Bath Road near Taplow. Improve bus priority between Slough and Maidenhead	Feasibility assessment required
County Wide	Work with Police for greater enforcement of bus lanes	On-going

Demand Responsive Transport – Rural Mobility Fund

4.18. Parts of Buckinghamshire are not easily served by traditional public transport services, so the Council is keen to find suitable alternatives. Buckinghamshire Council submitted two successful bids to the DfT's Rural Mobility Fund29 (RMF). We have successfully procured contacts to operate two Demand Responsive Transport (DRT) schemes, the first such scheme in High Wycombe launched in September 2022 with the Aylesbury scheme to follow in early 2023.

4.19. Our aspiration is for the services to become sustainable and embedded as a key part of the public transport offering beyond the proposed 3-year trial.

4.20. These new DRT schemes will also be considered as an alternative to fixed timetables evening and Sunday bus routes.

4.21. If the trials are successful, we will consider DRT services as an option for replacement of some conventional rural routes.

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[29] Rural Mobility Fund DfT website: https://www.gov.uk/government/publications/rural-mobility-fund

Aylesbury

4.22. The Aylesbury DRT scheme focuses on improving connectivity to the rural areas surrounding Aylesbury (Weedon, Hartwell, Aston Clinton, Weston Turville and Halton) which are currently underserved by traditional bus routes. Implementing a DRT service will enable better connections to local economic, retail, education, and healthcare facilities (notably Stoke Mandeville Hospital).

High Wycombe

4.23. The High Wycombe DRT scheme aims to improve connectivity to areas surrounding High Wycombe (Booker, Downley, and Wooburn Green). This will enable better connections to local economic, retail, education, and healthcare facilities. Most notably connects to Cressex Industrial Park, town centre, railway station and hospital.

Improvements to planning and integration with other modes

4.24. One of the key aspects of the BSIP is the ability to interchange and integrate between bus services and other transport modes. To support this, we have identified areas for improvement and, discussed later, through ticketing to facilitate seamless interchange.

Integration between Urban and Inter-Urban bus services

To improve longer distance connectivity, we will improve, subject to funding, interchange options between existing bus routes and long-distance coach services.

4.25. Table 18 provides some examples of schemes which could improve interchanges between existing routes, enabling connectivity to key destinations such as Milton Keynes, Oxford, Heathrow Airport and Luton.

Location	Proposal
Buckingham	**Buckingham Town Centre Transport Hub** There has been a long aspiration to improve accessibility for buses and coaches and to create a transport hub in Buckingham Town Centre to facilitate better interchange between services. Buckingham suffers from congestion and a constrained highway network meaning access to the existing town centre stops is constrained. The town is currently served by the X5 coach service that links Oxford with Bedford via Milton Keynes and provides interchanges opportunities with local bus services and taxis.
High Wycombe Coachway	New coach services at High Wycombe Coachway which is currently served by Oxford Airline to Heathrow and Gatwick airports. The BSIP aims to secure this service in the long term and to build on it to provide coaches to London. It is also looking at opportunities to improve access and egress from the Coachway.
Aylesbury Bus Station	Aylesbury bus station is no longer fit for purpose and although closely located in the town centre and near the railway station it is not an inviting interchange location. **Short Term** We are undertaking a Station Refresh including improvements to lighting, passenger facilities; toilets; information screens; signage; and pedestrian access from Walton Street. This work started in late 2021 and has so far delivered a number of renovated features, with further upgrades planned. **Long term** To establish a new bus station in Aylesbury as part of the town centre regeneration project that will provide a new transport gateway to the town and improve interchange with rail services. This work is currently being undertaken.
High Wycombe Bus Station	High Wycombe Bus station accessibility. The Station is well located to the town centre and has modern facilities. However, it suffers operationally due to limited space and difficulties with buses manoeuvring in and out. Improve access to the approach to the bus station for buses. Redesign junctions with Bridge Street and A40 to support bus movements, potentially including signal bus priority. Improve

	passenger comfort in waiting area. Improve pedestrian access from areas other than Eden Shopping Centre.

4.26. We will also review bus stop locations to maximise opportunities to interchange between services. We aim to have bus stops travelling on the same route sharing the same bus stop infrastructure wherever possible.

Maximise network coverage through reducing competition on shared corridors

4.27. We will work with operators to identify where better co-ordination of routes will allow resources to be reallocated to increase the overall bus network. This will include using multi operator ticketing schemes to give passengers greater flexibility thereby increasing service frequencies for bus users. This will build on the successful Wycombe SMARTzone ticketing scheme. During 2022, two jointly operated services have become single operator services, under BC led negotiation, to improve efficiency of operation and improve the outcome for the passenger in regards to wider service reductions.

4.28. This will increase the viability of services while passenger numbers recover post-COVID and provide more resilience to bus companies while driver recruitment remains a challenge.

Developing the Inter-urban network

4.29. Consideration will be given to developing a "Superbus" network of express interurban services which would be co-ordinated with local existing services but offer faster journey times between key popular destinations and improve long distance connectivity. This would be highly dependent on significant additional funding. If this becomes available, such a service would include the following features:

- A unified brand
- Low emission accessible vehicles with high backed seats, tables, air conditioning, USB / wireless charging points and information screens
- Fares which are ideally at a premium level to the parallel slower services but still attractive
- High quality stop infrastructure that acts as an interchange point and is located near toilets and refreshment facilities

Integration with rail

4.30. Buckinghamshire is served by several different rail operators and there are already bus links to rail stations in several locations. Examples include Aylesbury's links to Chiltern Rail Services, the 280 bus service via Haddenham and Thame Parkway providing the connectivity from local towns and villages to the station, and bus services linking to the London Underground at Amersham and Chesham.

4.31. There is likely to be limited ability to influence railway timetables to ensure better connectivity with bus services, due to the tight constraints on rail timetables. The focus for bus improvements will be on key railway stations in larger towns where train services operate at higher frequencies, and where it could be feasible to achieve a more seamless interchange experience between bus and train services.

4.32. The BSIP aims to improve bus links to railway stations to facilitate interchange between modes, which will include reviewing the location of bus stops to move these closer to stations and looking at timing of services to coordinate with train times. We would also like to extend the PlusBus fare scheme to facilitate seamless interchange – this could include extension of the range of the existing Aylesbury, and High Wycombe and Bourne End schemes, or introduction of further schemes. Specific priorities are outlined in Table 19.

Table 19 - Proposals for improvements to bus-rail connections.

Town	Description
Aylesbury	Improved pedestrian access between railway and bus stations. Seek a solution to the fact the station is only served on inbound bus services.
Aylesbury Vale Parkway	Look at opportunities to provide bus links form the station to Westcott Enterprise Zone
High Wycombe	Priority access for buses would allow more bus routes to serve the railway station. This could include using traffic signal priority technology, or relocating bus stops to facilitate interchange.
Princes Risborough	Feasibility study into enhanced bus connectivity to Princes Risborough station. Explore use of DRT and Community Transport solutions.
Other rural stations	Explore use of DRT and Community Transport provision.
Future Winslow Station	Work with East West Rail Ltd to ensure the Creation of a suitable new bus interchange as well as new bus routes and increased frequencies to serve the new East West Rail station at Winslow.

4.33. East West Rail is a major infrastructure project in the north of Buckinghamshire which will re-open part of the Varsity Line between Bicester and Bletchley via a new station at Winslow. Housing development is proposed around Winslow and the new railway station, which will be served by regular train services towards Oxford, Milton Keynes and Bedford, will be a focal point for transport providing a new local interchange. It is key that the East West Rail programme also reopens the line north of Aylesbury Vale Parkway (currently for goods trains only), to provide a direct rail link between Aylesbury and Milton Keynes. There are already plans to ensure that this will be well-connected with the wider town and surrounding areas including new or improved pedestrian and cycle routes[30] as well as local bus services.

Links with sustainable modes of transport

4.34. To improve interchange between other modes we will also be looking at co-locating cycle parking facilities and e-scooter pick-up points at bus stops, where feasible. However, this could potentially link up with the e-scooter rental trials currently taking place in Aylesbury, High Wycombe, and Princes Risborough (see section 1).

4.35. The emerging High Wycombe Transport Strategy contains an aspiration to introduce mobility hubs at key entry points to the town to encourage modal shift away from the private car within the urban area. Mobility hubs are also being considered for some of the new development sites within Aylesbury, as alternatives to traditional bus stopping points and to maximise promotion of multi-modal integration.

4.36. We have also recently merged our Public Transport team with our School Travel Planning services. The team manage the school travel plans and school crossing patrollers. School Travel plans are documents that a school produces with assistance from Buckinghamshire Council to promote alternatives to the private car. Schools are then graded based on their travel plans with a rating of Bronze, Silver or Gold depending on how successful the plans are. This work is undertaken at primary and secondary schools covering 60 schools in Buckinghamshire. This includes promotions such as walk to school week where parents are encouraged to walk the majority of their trip to and from school. This could easily be integrated with bus services whereby they use a bus for their journey and get off a stop earlier to walk the rest of the route to school

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[30] A413 Sustainable Travel Scheme: https://www.buckscc.gov.uk/services/transport-and-roads/road-projects-and-improvement-schemes/a413-sustainable-travel-scheme/

4.37. Given the rural nature of much of the county, many of the primary schools outside of the main towns are generally accessed by car. However, with the amalgamation of our teams we can now work to promote the bus as a viable option for parents. Especially with the new DRT offering, passengers could book a trip to take their children to school and then continue onward to their workplace. With secondary schools, the catchment areas are greater and where a dedicated school bus is not available many children use the buses to get to and from school.

4.38. The benefits of integrating this team is that school travel plans can provide recommendations for multi-modal trips, such as cycling to a bus stop and using the bus for the rest of the journey. We want to review all existing school travel plans to see where we can promote this to parents.

Links to Airports

4.39. Coach services currently operate between High Wycombe and London Heathrow and London Gatwick airports. However, these services are concentrated on High Wycombe Coachway. Following a break in service due to COVID-19, Carousel has returned to serve Heathrow, providing links to Gerrards Cross, Beaconsfield and High Wycombe town centre. There is no connectivity to airports from the north of the county.

4.40. With funding, we will investigate the potential for services between Aylesbury and Dunstable, to reach London Luton Airport directly, in discussion with Central Bedfordshire Council and Luton Borough Council. With funding, we will also investigate the demand for a direct route between Aylesbury and Heathrow.

4.41. There is also the potential to extend existing routes between Buckinghamshire and neighbouring local authorities to provide direct access to other airports.

Rural services

4.42. Buckinghamshire is a largely rural county and the Council currently provide a network of socially-necessary (as defined by the Transport Act 1985[31]) subsidised services that provide access from rural communities to local towns. Within some areas of Buckinghamshire there is rural isolation and higher levels of deprivation because of a lack of accessibility for those that do not have access to an alternative means of transport. An aspiration for a future phase of the BSIP will be to look at provision of these services and determine the funding required. The increase in provision will be dependent on funding success.

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[31] Transport Act 1968: https://www.legislation.gov.uk/ukpga/1968/73/contents

4.43. We will also work to continue to support community-led transport bus schemes and look at building on the new DRT trials to provide more flexible and adaptable solutions for both rural transport and also later to increase evening and Sunday provision.

Improvements to fares and ticketing

Extended Youth Discount Scheme

4.44. There are a range of different youth discounted schemes offered by different operators and some schemes that are run by neighbouring authorities. We strongly believe that a centralised scheme that is supported by the Government similar to the Young Persons Railcard would be beneficial to provide clarity and consistency across the bus network and we ask that the Department of Transport open up the 16-17 Railcard and 16-25 Railcard products to instead become a public transport card for each respective age group and also act as a nationally accepted proof of age card.

4.45. Locally we aim to align the child fare schemes offered by different bus companies that operate in Buckinghamshire and to develop an improved 16-21 ticketing offer. We will also investigate extending the age range for this scheme to up to 25 years old, although additional funding would be required to achieve this. This would need to coordinate with similar schemes in neighbouring authorities such as Hertfordshire's SaverCard[32].

Coordination with Higher Education providers

4.46. In addition to the Buckinghamshire College Group, there are two universities which provide higher education within Buckinghamshire. The University of Buckingham's campus is located in the north of the county and within easy walking distance of Buckingham town centre. It can be accessed via local bus services and from the X5 cross-country coach.

4.47. Buckinghamshire New University has campuses in High Wycombe, Aylesbury and at Missenden Abbey, Great Missenden which is located between Aylesbury and Amersham. All the university campuses are accessible by bus and draw in students from across Buckinghamshire and beyond.

4.48. The Enhanced Partnership will work with the universities with regard to the provision of bus services and potential discounts to students in addition to those who may be

[32] Hertfordshire County Council SaverCard website: https://www.hertfordshire.gov.uk/services/Schools-and-education/Travel-to-school/Savercard/savercard.aspx

eligible for the Government 16-19 travel bursary and discretionary learner support for those aged 19 or over facing financial hardship.

Jobseeker's allowance discount scheme

4.49. In addition to extending youth discount schemes, we will work with bus operators to investigate the possibility of providing lower priced tickets to support those claiming Jobseeker's Allowance.

Integrated ticketing between operators

4.50. Building on the successful High Wycombe SMARTzone[33] scheme we will look to extend this to include towns outside High Wycombe such as Amersham, Chesham and Beaconsfield. A similar multi-operator scheme will be investigated for the Aylesbury area.

4.51. We will work with operators to ensure that mobile ticketing including QR codes can be read on all services, that contactless payment is possible and that multi-journey products from different bus operators are aligned to provide a consistent offer for customers.

4.52. Carnet tickets are already offered on some bus services in Buckinghamshire, and we will look to roll this out further across the network, to support the move to flexible working and continuing "work from home" arrangements. These offer more flexibility for passengers who do not make the same trip every day, for example 'Any 5 days' or '10 trip' tickets.

Intalink Explorer as county-wide day ticket

4.53. The Intalink Explorer[34] ticket is already accepted on most bus services in Buckinghamshire. However, aside from existing cross-boundary services to / from Hertfordshire, this is an informal arrangement. We wish to work with Hertfordshire County Council and operators to formalise this arrangement and promote it as a lower priced option for longer distance travel. This would be a quick-to-implement interim measure prior to the introduction of a new Buckinghamshire-specific smart product in later years.

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[33] Wycombe SMARTzone website: https://www.wycombesmartzone.co.uk/
[34] Intalink Explorer website: https://www.intalink.org.uk/explorer

Fare capping schemes

4.54. We wish to work with operators to introduce multi-operator tap-on tap-off capping technology using contactless bank cards, initially in the High Wycombe SMARTzone area. This would allow passengers to travel flexibly and make multiple journeys with the certainty that they will be charged based on the best value ticket available. This would require additional "tap-off" readers to be funded and installed on buses and in the future this could be extended to other parts of the county.

4.55. We will work with Slough Borough and Royal Borough of Windsor & Maidenhead councils to identify opportunities to introduce multi-operator ticketing within the Slough and Maidenhead area. In the longer term this will interact with the High Wycombe SMARTzone to allow extended multi-operator travel.

Integration with rail operators

4.56. 'PlusBus' tickets are already available in parts of Buckinghamshire. They are extensions to rail tickets which allow passengers to use bus services to/from their local railway station. The ticket must be purchased at a railway station first.

4.57. We support the DfT's ambition to extend the concept of integrated bus-rail tickets, which would allow the customer to purchase a combined bus-rail ticket as an e-ticket or m-ticket.

Improved technical specifications

Bus specifications

4.58. Buckinghamshire Council is committed to improving air quality, as per the adopted Climate Change Strategy mentioned in Section 1 . Subject to funding being provided via the BSIP we will work with operators to upgrade buses on the core network to a minimum of Euro VI standard, and buses on secondary services to a minimum of Euro V. We also recognise the embedded carbon cost of disposing of vehicles before the end of their scheduled lifespan. We will also investigate the feasibility of retrofitting existing diesel buses to electric vehicles, and consider applications to future ZEBRA scheme funding rounds thereafter. We will allow bus operators to choose how they use the contribution to fleet emissions upgrade as they have the best idea of retro-fit or new vehicle; Euro VI, hybrid or ZE.

4.59. A modal shift towards the use of public transport will also have significant impact on decarbonisation of transport overall. Increasing patronage on our bus services would make a major contribution to a reduction in carbon emissions.

On-board: Technology

4.60. The provision of next-stop audio-visual information on vehicles has been mandated by the government. We will support small-medium-enterprise (SME) operators to ensure all operators can access government funding for this technology. We will also provide funding where needed for larger operators to upgrade quickly.

4.61. The ability to charge electronic devices on the move is attractive to passengers. We will assist operators to upgrade vehicles, especially on inter-urban services, to be fitted with USB or wireless charging devices.

Bus stop technology

4.62. We will increase the availability of Real-Time Passenger Information (RTPI) displays at bus stops including upgrading printed timetables to e-paper displays which will show live bus tracking, timetable information and allow information and service disruption messages to be uploaded instantly without the need to visit the bus stop location. Currently this is primarily funded through contributions from developers through section 106 agreements but could be expanded where further funding is provided.

4.63. A review of bus stops, particularly in rural locations, is being carried out and we will investigate what improvements to can be made to physical infrastructure including accessibility measures and larger hard standing capacity, within existing funding and if additional funding is received.

Bus stops: Safety and security

4.64. The safety and security of passengers is of immense importance, including meeting the needs of a diverse range of passengers including vulnerable groups.

4.65. We aim to maintain and improve the safety and security of passengers at bus stops.

4.66. We are carrying out a detailed survey of all bus stops and stations in the county and review locations, accessibility, stop capacity, security and lighting. The cleanliness of bus stops, particularly in terms of graffiti, litter, damage to bus stop furniture including shelters, bus flags and timetable information, will be reviewed. This has been raised as a concern of respondents to the public bus users survey.

4.67. Consideration will be given to increasing the flexibility of some bus services, in particular those operating in the early hours or late evenings, to allow drop-offs at locations other than designated bus stops to allow people to disembark closer to home. Consideration will need to be given to the reclassification of services as hail-and-ride services to allow this practice to occur more formally.

Drivers: customer service

4.68. Ensuring that passengers receive good customer service is a key pillar of growing patronage. We will therefore work with operators to review customer service training with a particular focus on the needs of vulnerable users. The details of this training will be agreed with operators during the creation of the Enhanced Partnership. Bus drivers already receive some customer service training.

Integration with planning

4.69. Buckinghamshire has an excellent track record of working with developers to ensure that all new housing developments are connected to public transport. We already secure section 106 funding for new services, to extend existing services, and upgrade bus stop infrastructure.

4.70. A number of business parks (e.g. Cressex Business Park near High Wycombe) provide their own private shuttle services for employees, most often to the nearest railway station. We will work with the business park owners to identify missing links in public transport access and identify barriers to replacing the private shuttles with public bus routes. This will mean that we will be in a better position to ensure that these services can be integrated into the wider network and maximum use made of these resources as funding becomes available.

Supporting local tourism

4.71. We will support new and improved links to local tourist attractions, particularly those which see large volumes of visitors. We would also work with attractions to provide discounted entry for bus users. Links would be provided to key transport interchanges.

Community bus support

4.72. We will continue to support local Community Transport schemes and work with communities wishing to set up new schemes. We can help operators to invest in zero

emission vehicles and investigate funding these through section 106 developer sourced income.

Buckinghamshire Council Bus Service Improvement Plan

Improved passenger engagement

Public forums

4.73. While there are some valued local transport user groups there is no countywide passenger representation forum. Using the guidance from the Transport Focus organisation we will set up and hold regular public forums. The nature and timing of these will depend at least partly on the scope of any future funding received from Government, and the areas affected by new bus improvement projects.

4.74. We will set up a Passenger Charter for key areas of operation. This will be established through the Enhanced Partnership agreement. This will also provide a basis for discussions with the proposed public forum.

4.75. This will be framed around a series of KPIs related to those provided in this Plan. These KPIs will also include vehicle and infrastructure standards.

Marketing and publicity

4.76. Part of enhancing passenger experience and making it easier to travel includes the way information is presented to passengers at bus stops, in publicity material and on the Council and bus operator websites. This would include improved maps in a unified style for all services in Buckinghamshire making it easier for passengers to interchange and use services from multi operators. Consideration will be given to marketing of services in the larger settlements, and on selected inter-urban corridors which are served by higher frequency routes.

Shared mapping

4.77. Buckinghamshire Council will publish a comprehensive bus map, or maps of specific areas, such as the example produced for the Wycombe SMARTzone (Figure 24). Maps will show all available routes and operators.

4.78. Operators would be expected to provide passenger information that also includes journeys using other operators' routes.

4.79. Passengers will be made more aware of the existing Nextbuses.mobi[35] app. This is an app which shows all available bus services.

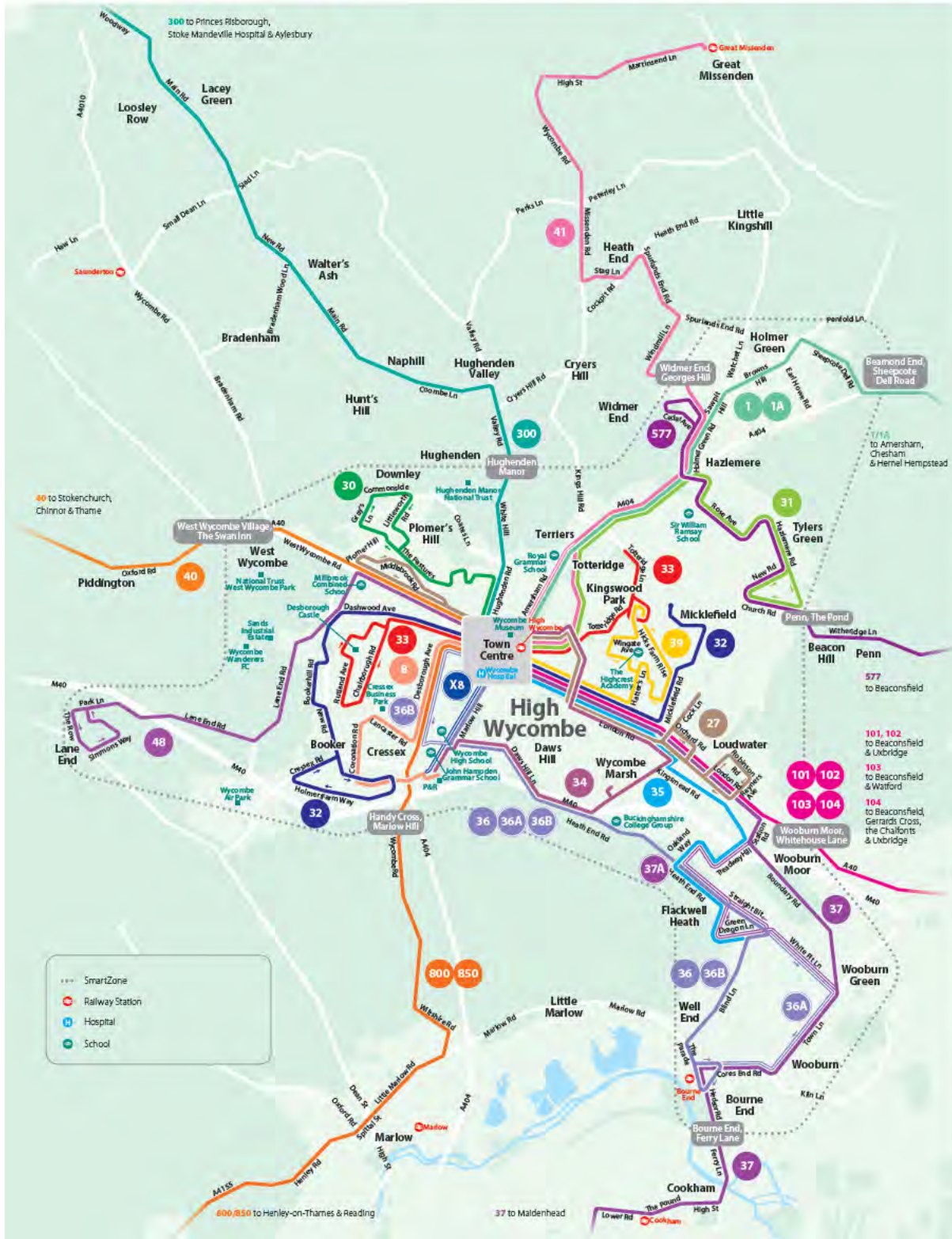[35] Nextbuses.mobi app URL: https://www.nextbuses.mobi/

Figure 24 - Wycombe SMARTzone map (produced by Arriva and Carousel, 2020)

Alignment of schemes with BSIP objectives

4.80. Table 20 provides an overview of how the proposals for improvements listed above align with the overall objectives of the Buckinghamshire BSIP, as set out in section 3.

Table 20 - Alignment of proposed improvement measures with Buckinghamshire objectives

Measure	BSIP Objectives				
	Putting transport users first	Improve reliability of bus services	Make bus service easier and more attractive to use	Support our climate change strategy and decarbonisation	Encourage network and patronage growth
More frequent and reliable services					
Primary Public Transport Corridors		✓			✓
Town centre infrastructure improvements	✓	✓	✓		✓
Bus priority measures at junctions		✓			
Demand-responsive services		✓	✓	✓	✓
Community transport review	✓		✓	✓	✓
Improvements to planning and integration					
Improve links with rail stations		✓	✓		✓
Co-locate bus stops with cycle parking and e-scooters			✓		✓
Links to airports			✓		✓
High Wycombe park and ride improvements		✓	✓		
Reduce head-to-head competition			✓		
Other service simplification		✓	✓		✓
Review socially necessary rural services	✓	✓		✓	

Measure	BSIP Objectives				
	Putting transport users first	Improve reliability of bus services	Make bus service easier and more attractive to use	Support our climate change strategy and decarbonisation	Encourage network and patronage growth
Increase evening and Sunday bus provision			✔		✔
Work with existing community bus schemes			✔	✔	
Interurban bus service review		✔	✔		✔
Work with large employers to encourage modal shift	✔		✔	✔	✔
Improvements to fares and ticketing					
Youth discount scheme changes			✔		✔
Other discount schemes			✔		✔
Common ticketing technology across operators			✔		✔
Alignment of fares and ticketing between operators		✔	✔		✔
New ticket types (e.g. carnet)			✔		✔
Intalink Explorer as county-wide day ticket			✔		✔
Extended SMARTzones (High Wycombe and Aylesbury)			✔		✔
Joint ticket zone near Slough and Maidenhead			✔		✔
Expanded PlusBus integration			✔		✔
Higher-specification buses					
Improved on-bus technology	✔		✔		
Increase on-bus wifi coverage			✔		

Measure	BSIP Objectives				
	Putting transport users first	Improve reliability of bus services	Make bus service easier and more attractive to use	Support our climate change strategy and decarbonisation	Encourage network and patronage growth
Introduce maximum vehicle age	✔	✔		✔	
Improve timetable information across digital platforms and paper			✔		
Improve well-used bus stops	✔		✔	✔	
New accessibility guidelines for housing developments	✔		✔	✔	✔
Review bus access in commercial areas		✔	✔		✔
Upgrade bus stations	✔	✔	✔	✔	
Improvements to passenger engagement					
Passenger charter	✔		✔		
Public forums	✔		✔		
Refresh route marketing for urban and inter-urban services			✔		
Updated bus timetable app			✔		
Additional real-time passenger information coverage			✔		
Buckinghamshire bus map			✔		
E-paper information displays			✔		
Other					
Setting fixed timetable change dates each year		✔	✔		

5.   Reporting

5.1.   Reflecting the targets set out in section 3, our key performance indicators (KPIs) for bus service improvements will focus on increasing service reliability and passenger numbers.

5.2.   These will be determined through our discussions with bus operators and based around observations of existing performance and other factors outlined in section 2.

5.3.   Reporting of progress against these KPIs will take place once every 6 months once the Enhanced Partnership is made. The first of these will cover data and observations for the period between April and October 2022. A progress report will be produced alongside the next BSIP, available via our National Bus Strategy webpage (where this report is published)[36].

5.4.   The next version of the BSIP will be published in October 2023.

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[36] https://www.buckscc.gov.uk/services/transport-and-roads/buses-and-trains/national-bus-strategy/

6. Overview tables

Table 21 - BSIP details

Name of authority or authorities:	Buckinghamshire Council
Franchising or Enhanced Partnership (or both):	Enhanced Partnership
Date of publication:	30 November 2022
Date of next annual update:	31 October 2023
URL of published report:	

Table 22 - Targets

Targets	2018/19	2019/20	Target for 2024/25	Description of how each will be measured (max 50 words)
Journey time *To be determined on a service-by-service basis*	N/A (service-specific)	N/A (service-specific)	Suggested 7-8% reduction in journey time – to be agreed as part of Enhanced Partnership	Subject to further discussion with operators once available funding is made clear
Reliability (*no more than 1 minute early, or 5 minutes late*)	78.8%	75.8%	Suggested 80% countywide – to be agreed as part of Enhanced Partnership	To be finalised with operators
Passenger numbers (*total journeys, millions*)	8.92	7.80	Suggested 9.5 – to be agreed as part of Enhanced Partnership	To be finalised with operators
Average passenger satisfaction	N/A (no satisfaction survey data available)	N/A (no satisfaction survey data available)	Aim for at least 90% overall satisfaction	Benchmark to be set with first satisfaction survey

Table 23 - BSIP summary table

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
More frequent and reliable services	Review service frequency	Yes	- Current service levels and timetables are near pre-COVID service levels but not bus patronage – support needed while passenger numbers recover. - Urban network – minimum 15-minute service on key corridors during daytime and 30-minute evening frequency - Links to new housing developments - Some demand-responsive evening services.
	Increase bus priority measures	Yes	Priority Public Transport Corridors - Aylesbury, A41 - High Wycombe, A40 - A4, A355 and A404 corridors. Town centre improvements: - Aylesbury gyratory - High Wycombe Town Centre Bus Priority at junctions - High Wycombe railway station - High Wycombe bus station exit - Wycombe Coachway exit onto Handy Cross roundabout - Right turn from Marlow Hill into Wycombe Coachway - Marlow Hill gyratory - A404 / Whielden Lane

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
			• Maxwell Road / A355
	Increase demand responsive services	Yes	• Successful Rural Mobility Fund (RMF) bids – two DRT schemes to start this year – maximise use and promote as an alternative for evening services • Abbey Barn Park and Penn Wood developments trial – section 106 funded
	Consideration of bus rapid transport networks	Yes	• We have considered this as not practical to implement at the present time in the area. Other lower-cost bus priority measures will have a similar impact to introducing bus rapid transit. However, this may be possible later with larger new housing developments and funding availability.
Improvements to planning / integration with other modes	Integrate services with other transport modes	Yes	• Improved links to key rail stations, including East West Rail in future • Co-locating bus stops and major bus stations with cycle parking and e-scooter pick-up points • Better links to Heathrow & Luton Airports • Better connections with Stagecoach X5 at Buckingham
	Simplify services	Yes	• co-ordinate service provision on jointly operated corridors • Branding – identifying with specific routes • Route maps – comprehensive with all services, easy to read • All services through the same location to serve the same bus stop • Investigate implementation of express buses • Better coordination on Aylesbury-Tring corridor
	Review socially necessary services	Yes	• Replace some subsidised services with DRT • Maintain our socially-necessary subsidised service network • Work with partners to develop alternative community-led bus schemes • Increase evening and Sunday provision • Where possible use school contract resources to help improve service frequency

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
	Invest in Superbus networks	Yes	• Investigate pathways to a core interurban network, to eventually have minimum frequency, vehicle, branding and infrastructure standards • Suggest parallel interurban express bus- and local bus provision, i.e. same end destinations but different intermediate stops • Aim for journey times to be more competitive with cars.
Improvements to fares and ticketing	Lower fares	Yes	• Extended Youth Discount Scheme • Alignment of Youth Discount Scheme with improved 16-21 ticketing offer from operators, potentially to follow Carousel's flat fare model • Coordination with Bucks New University • Jobseekers allowance discount scheme • Re-establish Heathrow Airport workers discount scheme
	Simplify fares	Yes	• Ensure common ticket types and technology across operators, potentially tap-on-tap-off multi-operator fare capping • Ensure alignment of ticket types, e.g. single, return, day, weekly etc. • Introduce carnet products • Discuss tighter ticketing integration with rail operators • Ensure all operators can read QR codes and accept payment by contactless bank card
	Integrate ticketing between operators and transport	Yes	• Use of Intalink Explorer as a county-wide day ticket • Extended High Wycombe SMARTzone with outer zone to minimum cover 1/1A route • Create new Aylesbury SMARTzone, with inner and outer zones. • Joint ticket zone in Slough & Maidenhead area in conjunction with Slough & RBWM Councils. • Expand upon Plus Rail ticket concept.

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
Higher-specification buses	Invest in improved bus specifications	Yes	• Introduce maximum vehicle age • Next-stop audiovisual systems (i.e. similar to TfL iBus system), where not already available • On-board USB / wireless charging
	Invest in accessible and inclusive bus services	Yes	• Improve well-used bus stops, e.g. add hardstanding to allow step-free access where not already available • New guidelines for housing developments to include bus stops in an earlier stage of design • Review bus access and infrastructure in commercial areas, e.g. Cressex Business Park, Stokenchurch Business Park
	Protect personal safety of bus passengers	Yes	• CCTV on all buses • CCTV and lighting at key bus stops • Improve lighting • Improve cleanliness • Bus stops located in locations which are overlooked • Minimum customer service training for drivers • Encourage diverse range of bus drivers • Increased consideration of needs of vulnerable groups
	Improve buses for tourists	Yes	• New and improved links to local tourist attractions • Bus map to list destinations • Discounted entry for bus users • Integration with existing Waddesdon shuttle bus • Improved access to other attractions such as Hughenden Manor, Stowe, Silverstone, Pinewood Studios

Category	Sub-category	Does this BSIP detail related policies? Yes/No	Explanation
	Invest in decarbonisation	Yes	• Minimum Euro VI standard for core network and Euro V for secondary services. • Increase bus patronage as a proportion of all trips • Move toward zero-emission buses once technology is more capable of handling local steep terrain, potentially through ZEBRA funding • Support Community Transport services investing in EVs (e.g. through developer funding)
Improvements to passenger engagement	Passenger Charter	Yes	• Set up a passenger charter with KPIs for key areas of operation and vehicle and infrastructure standards. • Set up and hold regular public forums
	Strengthen network identity	Yes	• Refresh route marketing on urban and interurban networks • Sensible branding for cross-boundary services with other LTAs
	Improve bus information	Yes	• Operators to provide each other's information, • Buckinghamshire Council-published maps • Building on NextBus app – joint app which shows all available bus services, not just operator's own • RTPI systems – additional coverage • Kindle-style e-paper systems for providing updates on services (to replace posters)
Other	Other	Yes	• Fixed service change dates in timetable, i.e. summer, winter, term-time, holiday changes • Work with large employers in Buckinghamshire through Buckinghamshire Local Enterprise Partnership (BLEP) to ensure that modal shift of employees and / or customers / visitors can be maximised

7. Appendix – Bus service list

Table 24 - Operator codes

AR	Arriva	RE	Red Eagle	TV	Thames Valley
CB	Carousel	RL	Redline	WD	Winslow & District
FT	First Berkshire	RR	Red Rose	ZS	Z&S Transport
LT	Langston & Tasker	SC	Stagecoach East		
ML	Metroline	ST	Star Travel		

Table 25 - Public bus services in Buckinghamshire

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
1/1a/1b	CB	High Wycombe - Chesham/Hemel Hempstead		X				Hertfordshire
1/1A	RR	Fairford Leys - Aylesbury	X					
2	RL	Aylesbury - Quarrendon	X					
3	FT	Slough - Uxbridge		X			X	Slough, Hillingdon, TfL
4	FT	Heathrow - Maidenhead		X			X	Slough, RBWM, TfL
4/4A	RL	Aylesbury - Berryfields	X					
5	ST	Aylesbury - Quarrendon			X			
6/6A	RL	Buckingham Park - Aylesbury	X					
7	RR	Aylesbury - Bedgrove	X					

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
8/X8	CB	High Wycombe Coachway - High Wycombe	X					
9/10	AR/RR	Aylesbury - Stoke Mandeville Hospital	X					
11	RL	Aylesbury - Southcourt			X			
12/13	FT	Slough - Burnham	X				X	Slough
14	RL	The Coppice - Aylesbury			X			
15	TV	Maidenhead - Eton (Circular)				X	X	Slough, RBWM
16/17	RR	Aylesbury - Steeple Claydon/Bicester				X		
18	LT	Buckingham - Bicester				X		Oxfordshire
27	CB	High Wycombe local service			X			
28/A/M	RE	High Wycombe - Stokenchurch				X		
30	AR	Downley - High Wycombe	X					
31	AR	Penn - High Wycombe	X					
32	AR	Booker - Micklefield	X					
33	AR	Totteridge - Castlefield	X					
36/36A	AR	High Wycombe - Flackwell Heath/Bourne End		X				
35/37/37A	AR	High Wycombe - Bourne End/Maidenhead		X				RBWM
38	RE	High Wycombe - Deeds Grove			X			

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
39	CB	High Wycombe - Hicks Farm Rise - Totteridge	X					
40	RR	High Wycombe - Thame		X			X	Oxfordshire
41	AR	Great Missenden - High Wycombe				X		
48	AR	High Wycombe - Lane End				X		
50	Z&S	The Horwoods - Milton Keynes				X		Milton Keynes
50	RR	RAF Halton - Aylesbury			X			
53	TV	Bracknell - Wexham Park Hospital		X			X	Slough, RBWM, Wokingham
54/A/B/C	WD	The Winslow Connection				X		
60	RR/RL	Aylesbury - Buckingham			X			
61/61A/62/X61	RE	Aylesbury - Cheddington/Dunstable/Luton			X			Hertfordshire, Central Bedfordshire
63/68	RE	Maidenhead - Slough				X	X	Slough, RBWM
67	WD	Great Horwood - Aylesbury				X		
71/73/77/78/ 149/177/190/194	RE/RR	Chesham local routes			X			
83	RL	Hedgerley - Langley				X		Slough
100/150	RR/AR	Aylesbury - Leighton Buzzard/Milton Keynes		X				Milton Keynes, Central Bedfordshire

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
101/102/103/104	CB	High Wycombe – Beaconfield – Uxbridge/Slough		X				Hillingdon, TfL , Slough
106/107	CB	Amersham – The Chalfonts Gerrards Cross- Slough		X				Slough
110	RL	Aylesbury - Worminghall				X		Oxfordshire
110/111/112/113	Z&S	Buckinghamshire - Thame Rural routes				X		Oxfordshire
131/132/133/ 134/151	RL	Buckingham network				X		Oxfordshire Northamptonshire
153/154	ST/Z&S	Stewkley - Aylesbury				X		
155/158/160	RE	Marlow local services				X		RBWM
162/167	ST	Buckinghamshire - Leighton Buzzard				X		Central Bedfordshire, Hertfordshire
165	Z&S	Stoke Mandeville Hospital - Leighton Buzzard				X		Central Bedfordshire
275	RR	High Wycombe - Oxford				X		Oxfordshire
280/X8/X20	AR/RL	Aylesbury - Oxford		X				Oxfordshire
300/X30/130	AR/RL	Aylesbury - High Wycombe		X				
306	RE	High Wycombe - Totteridge Drive			X			
320	RL	Chinnor - Princes Risborough Rail Link				X		

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
331	ML	Uxbridge - Ruislip		X				Hillingdon, TfL
333/334	RE	Hughenden Valley - High Wycombe				X		
354	RE	Chesham - Northchurch				X		Hertfordshire
377/380	RE	Hazlemere/Jordans - Loudwater				X		
500/501	AR/RR	Aylesbury – Hemel Hempstread – (Watford)		X				Hertfordshire
577	CB	Hazlemere - Beaconsfield				X		
581	CB	Uxbridge - Beaconsfield				X		Hillingdon, TfL
583	CB	Iver - Uxbridge				X		Hillingdon, TfL
724	AR	Harlow - Heathrow Airport		X			X	Essex, Hertfordshire, Hillingdon, TfL
800/850	AR	High Wycombe - Reading		X			X	Oxfordshire, Berkshire
F77	AR	Luton - Milton Keynes		X			X	Luton, Central Bedfordshire, Milton Keynes
K1	Z&S	Kingsbrook - Aylesbury	X					
WP1	RL	Slough - Wexham Park Hospital	X				X	Slough
X5	SC	Bedford - Oxford		X			X	Oxfordshire, Milton Keynes, Bedford

Service	Operator	Route	Core urban	Core interurban	Secondary urban	Secondary interurban and rural	Partial	Boundary crossings with other local authorities (and TfL)
X60	AR	Aylesbury - Milton Keynes		X				Milton Keynes
X74	FT	Slough - High Wycombe		X				Slough

8. Appendix – Parking charges

These parking charges were correct as of 3 October 2022. Please note that these are subject to change.

Table 26 - Buckinghamshire Council parking charges

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
Amersham	Amersham Multi Storey	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£6.00
	Chiltern Avenue	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£3.60
	Chiltern Pools	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£2.00
	Sycamore Road	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£6.00
	Council Offices (King George V House)	Mon-Sat 07.30-18:00	During available hours	£0.70	£2.00
	Amersham Old Town	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£6.00
Aylesbury	All Aylesbury Car Parks (except Aqua Vale)	Sun & Bank Holiday		£1.50	
	Aqua Vale car park	Mon-Sun 24 hours		£2.00	£10.00
	Coopers Yard	Mon-Sat 08:00-21:00		£1.00	£8.00
	Exchange Street	Mon-Sat 08:00-21:00		£0.80	£8.00
	Friarscroft	Mon-Sat 06:30-20:30		£3.00	
	Hale Street	Mon-Sat 08:00-21:00		£1.00	
	Hampden House	Mon-Sat 08:00-21:00		£2.50	£4.00
	Upper Hundreds	Mon-Sat 08:00-21:00		£1.00	£8.00
	Walton Green	Mon-Sat 08:00-21:00		£3.00	
	Walton Street	Mon-Sat 08:00-21:00		£1.00	£4.00
	Waterside - Level 2 and 3	Mon-Sat 08:00-21:00		£1.00	£8.00
	Waterside North	Mon-Sat 08:00-21:00		£1.50	£8.00
	Whitehall Street	Mon-Sat 08:00-21:00		£2.50	£4.00
Beaconsfield	Altons	Mon-Sat 08:00-20:00		£1.60	£8.00
	Penncroft	Mon-Sat 08:00-20:00		£1.60	£8.00
	Warwick Road	Mon-Sat 08:00-20:00		£1.60	£8.00
	All former South Bucks Car Parks	Sun & Bank Holiday 08:00-20:00		£1.50	

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
Bourne End	Wakeman Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£4.00
	Wakeman Road	Sun & Bank Holiday 07:00-19:00		£1.00	
Buckingham	Cornwall's Meadow	Mon-Sat 08:30-17:00	Sun & Bank Holiday	£0.50	£2.50
	Swan pool car park	Mon-Fri		£1.00	£6.00
Burnham	Jennery Lane	Mon-Sat 08:00-20:00		£0.90	£1.60
	Neville Court	Mon-Sat 08:00-20:00		£0.70	£1.40
	Jennery Lane and Neville Court	Sun & Bank Holiday		£1.50	
	Summers Road	Mon-Sat 08:00-20:00		£1.10	£2.60
Chalfont St Peter	Church Lane	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40	£3.60
Chalfont St Giles	Blizzards Yard	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40	£3.60
Chesham	Albany Place	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.10	£4.00
	Catlings	Mon-Sat 07.30-16:00	Sun & Bank Holiday	£0.10	£2.50
	East Street	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£3.60
	Star Yard	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£2.00
	Water Meadow	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£3.60
Denham	Denham Country Park	Mon-Sun 08:30-19:30		£3.80	£4.60
Farnham Common	The Broadway	Mon-Sat 08:00-20:00		£0.80	£1.90
Gerrards Cross	Bulstrode Way	Mon-Sat 08:00-20:00		£1.60	£3.80
	Packhorse Road	Mon-Sat 08:00-20:00		£1.60	£10.00
	Station Road	Mon-Sat 08:00-20:00		£1.60	£10.00
Great Missenden	Buryfield	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40	£7.00
	Link Road	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£0.70	£7.00
Iver	Langley Park Country Park	Mon-Sun 08:30-19:30		£3.80	£4.60
Little Chalfont	Snells Wood	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40	£3.60

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
Marlow	Dean Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£6.00
	Dean Street	Sun & Bank Holiday 07:00-19:00		£0.50	£1.00
	Institute Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.80	£6.00
	Institute Road	Sun & Bank Holiday 07:00-19:00		£1.00	
	Liston Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£6.50
	Liston Road	Sun & Bank Holiday 07:00-19:00		£0.50	£1.00
	Marlow Central	Mon-Sun 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£10.00
	~~Marlow Central~~	~~Sun & Bank Holiday 07:00-19:00~~	–	~~£0.50~~	~~£10.00~~
	Pound Lane	Mon-Sun (inc Bank Holiday) 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.80	£6.00
	Riley Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.80	£6.50
	Riley Road	Sun & Bank Holiday 07:00-19:00		£1.00	
	West Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£6.50
	West Street	Sun & Bank Holiday 07:00-19:00		£0.50	£1.00
Prestwood	High Street, Prestwood	Mon-Sat 07.30-18:00	Sun & Bank Holiday	£1.40	£3.60
Princes Risborough	Horns Lane	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£10.00
	Horns Lane	FOC (weekend only) Sun & Bank Holiday 07:00-19:00		£1.00	
	The Mount	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£3.50

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
	The Mount	FOC (weekend only): Sun & Bank Holiday 07:00-19:00		£1.00	
Wendover	Wendover Library	Mon-Sat 07:30-18:30	Sun & Bank Holiday	£0.50	£4.00
Wexham	Black Park Country Park	Mon-Sun 08:00-20:00		£2.80	£5.60
Winslow	Market Square	Mon-Sat 08:30-17:00	Sun & Bank Holiday	£0.50	
Wycombe	Desborough Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	£5.00
	Desborough Street	Sun & Bank Holiday 07:00-19:00		£1.00	
	Desborough Square	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	£5.00
	Desborough Square	Sun & Bank Holiday 07:00-19:00		£1.00	
	Duke Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£2.00	£6.50
	Duke Street	Sun & Bank Holiday 07:00-19:00		£1.00	
	Easton Street	Mon-Sat (Inc Bank Holiday) 07:00-20:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	£9.00
	Easton Street	Sunday 07:00-20:00		£1.00	
	George Street	Mon-Fri 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£2.00
	George Street	Sat 07:00-19:00		£0.50	£6.00
	George Street	Sun & Bank Holiday 07:00-19:00		£1.00	
	Handy Cross Park & Ride	Mon-Sun 24hours		£1.20	£16.00
	~~Kingsmead Recreational Ground~~	~~Mon-Fri 09:00-17:00~~	~~Christmas Day, official Boxing Day and Easter Sunday free~~	~~£0.50~~	~~£2.50~~
	~~Kingsmead Recreational Ground~~	~~Sun & Bank Holiday 07:00-17:00~~	–	~~£1.00~~	

Location	Car park	Charging Periods (FOC = free-of-charge)	Free of charge days	Minimum charge	Maximum charge (where applicable)
	Railway Place	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£2.00	£6.50
	Railway Place	Sun & Bank Holiday 07:00-19:00		£1.00	
	Richardson Street	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	£5.00
	Richardson Street	Sun & Bank Holiday I 07:00-19:00		£1.00	
	Totteridge Road	Mon-Sat 07:00-19:00	Christmas Day, official Boxing Day and Easter Sunday free	£2.00	£6.50
	Totteridge Road	Sun & Bank Holiday 07:00-19:00		£1.00	
	Wycombe District Council Offices - Front	Mon-Fri 07:00-18:00	Christmas Day, official Boxing Day and Easter Sunday free	£1.00	
	Wycombe District Council Offices - Front	Mon-Fri 18:00-20:00		£1.00	£2.00
	Wycombe District Council Offices - Front	Sat 07:00-20:00		£1.00	£10.00
	Wycombe District Council Offices - Front	Sun & Bank Holiday 07:00-20:00		£1.00	
	Wycombe District Council Offices - Rear	Mon-Fri 17:00-20:00		£1.00	£2.50
	Wycombe District Council Offices - Rear	Sat 07:00-20:00		£1.00	£6.50
	Wycombe District Council Offices - Rear	Sun & Bank Holiday 07:00-20:00		£1.00	
	Swan	Mon-Sat 07:00-20:00	Christmas Day, official Boxing Day and Easter Sunday free	£0.50	£10.00
	Swan	Sun & Bank Holiday I 07:00-20:00		£0.50	£1.00

9. Glossary and lists

Glossary

Term	Meaning
AGT	Aylesbury Garden Town
BLEP	Buckinghamshire Local Enterprise Partnership
BSIP	Bus Service Improvement Plan
CCTV	Closed-Circuit Television
DfT	Department for Transport
DRT	Demand Responsive Transport
EEH	England's Economic Heartland (Sub-national Transport Body)
ENCTS	England National Concessionary Travel Scheme
EV	Electric Vehicle
FOC	Free-Of-Charge
KPI	Key performance indicator
LTA	Local Transport Authority
MRN	Major Road Network
PPTC	Primary Public Transport Corridor
RBWM	Royal Borough of Windsor and Maidenhead
RTPI	Real-Time Passenger Information
SCOOT	Split Cycle Offset Optimisation Technique (enhanced control system for traffic lights)
SMoTS	Sustainable Modes of Travel Strategy ('Getting to School Strategy'
STB	Sub-national Transport Body
TfL	Transport for London
VALP	Vale of Aylesbury Local Plan
Z&S	Z & S Transport Ltd
ZEBRA	Zero Emission Bus Regional Areas (DfT funding scheme)

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