



SUPPLEMENTARY AGENDA

CABINET

TUESDAY, 26 OCTOBER 2021 AT 12.00 PM

COUNCIL CHAMBER - THE GUILDHALL

Telephone enquiries to Democratic Services - Tel 023 9283 4870

Email: Democratic@portsmouthcc.gov.uk

Membership

Councillor Gerald Vernon-Jackson CBE (Chair)

Councillor Suzy Horton (Vice-Chair)

Councillor Chris Attwell

Councillor Dave Ashmore

Councillor Kimberly Barrett

Councillor Ben Dowling

Councillor Jason Fazackarley

Councillor Hugh Mason

Councillor Darren Sanders

Councillor Lynne Stagg

(NB This supplementary agenda should be retained for future reference with the main agenda and minutes of this meeting).

SUPPLEMENTARY AGENDA

7 National Bus Strategy - Bus Service Improvement Plan (Pages 3 - 220)

Purpose of report

This report seeks approval for Portsmouth City Council to submit the Bus Service Improvement Plan (BSIP), in accordance with the requirements set out in the government's National Bus Strategy - Bus Back Better.

Recommendations

It is recommended that the Cabinet:

- (i) Approves the Portsmouth Bus Service Improvement Plan (BSIP), for submission to the Department for Transport by 31 October**

2021;

- (ii) Delegates authority to the Cabinet Member for Traffic and Transportation in consultation with the Director of Regeneration and the Section 151 Officer to agree any minor amendments to the Bus Service Improvement Plan that may be required to take account of future funding changes and policy announcements;**
- (iii) Notes that the Bus Service Improvement Plan will be monitored through the Enhanced Partnership Executive Board.**

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Agenda Item 7



Portsmouth
CITY COUNCIL

Title of meeting: Cabinet Meeting

Date of meeting: 26 October 2021

Subject: National Bus Strategy - Bus Service Improvement Plan

Report by: Tristan Samuels - Director of Regeneration

Wards affected: All Wards

Key decision: No

Full Council decision: No

1. Purpose of report

This report seeks approval for Portsmouth City Council to submit the Bus Service Improvement Plan (BSIP), in accordance with the requirements set out in the government's National Bus Strategy - Bus Back Better.

2. Recommendations

It is recommended that the Cabinet:

- 2.1 Approves the Portsmouth Bus Service Improvement Plan (BSIP), for submission to the Department for Transport by 31 October 2021;**
- 2.2 Delegates authority to the Cabinet Member for Traffic and Transportation in consultation with the Director of Regeneration and the Section 151 Officer to agree any minor amendments to the Bus Service Improvement Plan that may be required to take account of future funding changes and policy announcements;**
- 2.3 Notes that the Bus Service Improvement Plan will be monitored through the Enhanced Partnership Executive Board.**

3. Background

- 3.1 The National Bus Strategy (NBS) was published on 15th March 2021 and sets out a new approach for the provision of bus transport in England outside of London. While there are not changes to primary legislation, it does include changes to regulations under the Bus Services Act 2017.**

3.2 The key objectives of the NBS are:

- More frequent: Turn up and go services, where passengers don't need a timetable, should be provided on major urban routes.
- Faster and more reliable: Buses must have greater priority on urban roads. LTAs will be given new powers to enforce traffic regulations.
- Cheaper: more low, flat, fares in towns and cities, lower point-to-point fares elsewhere, and more daily price capping everywhere.
- More comprehensive: ...More services should operate in the evenings, weekends, and at night.
- Easier to understand: ...everything passengers need to know at their fingertips
- Easier to use: Common tickets, passes and daily capping should be available on all services irrespective of operator, at little or no premium to single-operator fares.
- Better to ride in: Comfortable, high-specification, modern buses
- Better integrated: with each other and, over time, other modes
- Greener: deliver 4,000 more zero emission buses.
- Accessible and inclusive by design: buses, stops, on-board information
- Innovative: harnessing the entrepreneurial skills of the best operators
- Seen as a safe mode of transport: end to end support of personal safety

3.3 The NBS places new responsibilities on Local Transport Authorities (LTA) to enter into an Enhanced Partnership (EP) with bus operators and to set ambitious and measured targets to deliver improvements to bus services and to the city by means of a Bus Service Improvement Plan (BSIP) which sets out the detail.

3.4 The full published DfT guidance can be found here: [Bus service improvement plans: guidance to local authorities and bus operators \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/912122/Bus-service-improvement-plans-guidance-to-local-authorities-and-bus-operators.pdf)

4. Enhanced Partnerships

4.1 Cabinet agreed on 22 June 2021 to establish an Enhanced Partnership for Portsmouth. The Cabinet Report can be found here: <https://democracy.portsmouth.gov.uk/documents/s31068/National%20Bus%20Strategy%20enhanced%20partnership%20for%20Portsmouth.pdf>

4.2 This establishment of an Enhanced Partnership is a fundamental part of the National Bus Strategy designed to increase bus use and deliver a wide range of economic, health and social objectives. Significant new funding is being made available, which is contingent upon the establishment of an ambitious Enhanced Partnership. Failure to establish an Enhanced Partnership (EP) would have risked current and future Government funding awards.

5. Bus Service Improvement Plans

- 5.1 Portsmouth City Council has worked collaboratively with our bus operator partners to develop a Portsmouth Bus Service Improvement Plan (BSIP). The BSIP has been informed by a city wide survey with over 1,100 responses from residents, 32 responses from business and a series of in depth interviews with user groups, key stakeholders including health and social care and local businesses, so that the BSIP reflects local priorities for the bus. The survey report is summarised in section 7 of this report, and included at appendix A.
- 5.2 The BSIP sets out how the LTA and operators will use their EP to deliver 'an ambitious vision for travel by bus'. It covers all routes included within the LTA area and focuses on delivering the services that the LTA, in collaboration with operators and consultation with stakeholders, want to see. BSIPs should be updated annually, and six-monthly progress reports will be required through the Enhanced Partnership Executive Board.
- 5.3 Each BSIP will influence the share of the £3bn each LTA receives and the BSIP is effectively a bidding document.
- 5.4 The Portsmouth BSIP follows national guidance and is informed by residents' priorities:
- Reduce average journey time by bus by 10% compared to average journey time by car by March 2025 (20% on SEHRT designated routes).
 - Improve punctuality with 95% of buses running on time - from 85%.
 - Increase bus use by 6% a year to March 2023, 8% a year to March 2024 and 10% a year to March 2025 with later targets to be agreed in 2025.
 - Set a customer satisfaction target of 95% by March 2025 with 58% being very satisfied, an increase of 10%.
 - Increase evening frequencies on core routes to every 20 minutes with last journeys at 2300 and at 0100 on Friday and Saturday evenings. Earlier journeys from 0430 on core routes with services running on Christmas Day for workers and those visiting family at home or in hospital.
 - Introduce Tap on Tap Off bank card payment on all buses like that on London Underground so that passengers only pay for the journeys they make but get their fares capped at daily and weekly limits with a best price guarantee.
 - Extend the established all operator Solent Go ticket range to include evening tickets, family tickets and 60 minute hopper tickets valid on both First and Stagecoach buses. Use Solent Go to develop discounts for young persons, jobseekers and hard to reach groups.
 - Identify where priority measures are needed, including bus lanes, traffic signal priority and increased enforcement, as part of a wider, significant and rapid increase in priority provision.

- Set out pressures on the road network, air quality issues and carbon reduction targets that improved services could address, and actions working with operators to transform the local bus fleet to zero-emission
- Improve information at every bus stop with network and fares information, a programme for RTI at more stops provide a better waiting environment and safe walking routes to the busiest bus stops.
- We are undertaking a demand and gap analysis to consider how a coherent and integrated network should serve key travel generators.
- Establish a Bus Passenger Charter to set standards, contact details and provide redress when things go wrong.
- Set up an Enhanced Partnership Executive Board to ensure standards and redress.

6. Timescales

- 6.1 Local authorities and bus operators are required to meet a tight timescale if the funding is to be secured.
- 6.2. 31 October 2021 - all LTAs must publish a local Bus Service Improvement Plan (BSIP) which sets out how they will use their Enhanced Partnership or franchising scheme to deliver an ambitious vision for travel by bus, meeting the goals and expectations in this strategy and driven by what passengers and would-be passengers want in their area.
- 6.3 April 2022 - delivery of Enhanced Partnerships commences.

7. Consultation and Engagement

- 7.1 Portsmouth City Council has conducted its own research into the views of members of the public and businesses regarding the bus network within Portsmouth, specifically:
- To understand the strengths and weaknesses of local bus travel
 - Identify the key areas to prioritise in the long and short-term
 - To measure satisfaction levels of bus users
- 7.2 As a result of the BSIP consultation survey, Portsmouth City Council found that:
- Both users and non-users identified areas for improvement.
 - Users are far more satisfied than non-users (37% compared to 7%) who are more likely to give a neutral rating of 'neither satisfied or dissatisfied'; and
 - Respondents with a disability (who are using the bus more frequently) are more satisfied than those with no disability.

- 7.3 Key reasons for being satisfied with bus services include frequency and route coverage; cost of travel is cited by 21% of respondents for being unsatisfied. More commentary is provided at Section 6-12 of appendix 1.
- 7.4 Portsmouth City Council will also be undertaking targeted focus groups, following the BSIP consultation. These will go into greater depth following the consultation results and the findings will be reported into the Portsmouth Enhanced Partnership Executive Board.

8. Reasons for recommendations

- 8.1 If improvements and efficiencies are made to the bus network, this will create improvements to the overall transport system, including reductions in pollution and deliver zero carbon, make more efficient use of the limited road space available and support improvements across a range of health, community and economic goals.
- 8.2 Buses must offer a better customer proposition if passengers and potential passengers are to be attracted on to the bus, as Covid-19 measures are relaxed, and if our roads are not to be congested through even greater reliance on the private car. The Portsmouth BSIP highlights that fares, services frequencies, evening and Sunday timetables and delays to services must be addressed.
- 8.3 The aspirations of the National Bus Strategy, for which the Bus service Improvement Plan forms the detailed local implementation plan, closely mirrors the aims of the South East Hampshire Rapid Transit scheme and the established partnership that Portsmouth City Council has with neighbouring authorities and local bus operators.
- 8.4 The Portsmouth BSIP provides an opportunity to work closely with local bus operators and the local community to access Government funding to improve local bus services. Building on the Council's past successes and making a significant uplift in the attractiveness of bus services and their ability to reach new users, this BSIP has the opportunity to provide a real alternative to the private car.
- 8.5 The Portsmouth BSIP supports Portsmouth City Council's Imagine Portsmouth, which sets out a new city vision for Portsmouth's future by 2040. The Portsmouth BSIP would respond to the outcomes of the Imagine Portsmouth work, particularly about creating a city with easy travel and creating a green city. The BSIP also supports the draft Portsmouth Transport Strategy as our Local Transport Plan 4 (LTP4), and its vision.
- 8.5 As set out in the National Bus Strategy guidance, it is a requirement for LTAs to report and publish progress against the BSIP targets every six-months. In order

to do this, a robust governance structure has been developed for the Portsmouth BSIP.

- 8.6 The BSIP will be reviewed quarterly through the National Bus Strategy Executive Board. This is a joint board comprising PCC and the main bus operators in the city Stagecoach South and First Solent. The role of the board will be to monitor the performance indicators against targets and prioritise the work to deliver against the Portsmouth BSIP objectives. Section 5 of the BSIP document (appendix 2) sets out the governance of the National Bus Strategy for Portsmouth.

9. Integrated impact assessment

- 9.1 An Integrated Impact Assessment (IIA) has been undertaken as part of the development of the Bus Service Improvement Plan and is attached in appendix 3 of this report.

- 9.2 Within the IIA, this strategy impacts positively on the following sections:

Section A - Communities and Safety

A1 - Crime

A3 - Health

A4 - Income deprivation and poverty

A5 - Equality and diversity

Section B - Environment and climate change

B1 - Carbon emissions

B5 - Air Quality

B6 - Transport

Section C - Regeneration of our city

C1 - Culture and heritage

C2 - Employment and opportunities

C3 - Economy

10. Legal implications

- 10.1 The preparation of the BSIP is one of the first steps towards establishing an Enhanced Partnership Plan and Scheme under the Transport Act 2000.
- 10.2 The statutory basis and requirements in relation to enhanced partnership plans and schemes are set out in Sections 138A to 138S of the Transport Act 2000 (inserted by Section 9 of the Bus Services Act 2017) and regulations made under those sections.

- 10.3 Under Section 138R of the Transport Act 2000 the Council, in exercising its functions as a Local transport Authority in relation to enhanced partnerships and schemes, has a statutory duty to have regard to the guidance issued by the Secretary of State.
- 10.4 At the Cabinet meeting on 22 June 2021, Portsmouth City Council decided to proceed with the development of an Enhanced Partnership. As a result, a notice of the intention to prepare an enhanced partnership plan and accompanying enhanced partnership schemes, as required and set out in section 138F of the Transport Act 2000, has been published.
- 10.5 Enhanced partnerships will be legal agreements between the Council and bus operators and appropriate legal advice shall be sought in advance. In addition, enhanced partnerships will be subject to subsidy control and also competition law rules.
- 11. Director of Finance's comments**
- 11.1 There are no direct financial implications as a result of approving the recommendations within the report.
- 11.2 In order for the Council to unlock additional funding, along with its Enhanced Partnership agreement with local bus operators a Bus Service Improvement Strategy needs to be agreed and published.
- 11.3 The Council have put together a list of interventions to deliver this strategy and have estimated the value of what this could cost over the next 3 years. The bid is in the region of £120m with a mixture of Capital and Revenue expenditure.
- 11.4 By submitting the bid the Council are not committing any of its own money in match funding, but as the schemes become more mature the Council may provide match funding both in the principle and from third parties, this will be worked up over the coming months.
- 11.5 As mentioned in the main body of the report there are a number of interventions that could come from this new plan but as yet they have not been fully costed and the current expression of interest assumes that all of the funding will come from the DfT.

Appendices:

Appendix 1: Portsmouth BSIP online public consultation report
[Portsmouth Bus Service Improvement Plan Consultation 2021 \(BSIP\) - Your City, Your Say survey research](#)
Appendix 2: Portsmouth Bus Service Improvement Plan
Appendix 3: Integrated Impact Assessment

Appendices to Appendix 2, Portsmouth Bus Service Improvement Plan

Appendix A - Portsmouth BSIP Baseline Evidence Base
Appendix B – Portsmouth Bus Services map (September 2021)
Appendix C – Solent Regional Transport Model data
Appendix D - Portsmouth Park & Ride route map
[maps ~ Park and Ride Portsmouth ~ the easy way into Portsmouth by car](#)
Appendix E – Portsmouth BSIP online public consultation report
[Portsmouth Bus Service Improvement Plan Consultation 2021 \(BSIP\) - Your City, Your Say survey research](#)
Appendix F – Portsmouth Transport Strategy (Local Transport Plan 4) 2021-2038
<https://travel.portsmouth.gov.uk/wp-content/uploads/2021/10/Local-Transport-Plan-2021.pdf>
Appendix G – Portsmouth Transport Strategy Implementation Plan 2022/23-24/25
<https://travel.portsmouth.gov.uk/wp-content/uploads/2021/10/74.602-Local-Transport-Plan-4-Implementation-plan.pdf>
Appendix H – Portsmouth Bus Service Improvement Plan intervention list
Appendix I – Portsmouth National Bus Strategy Governance Structure
Appendix J – Terms of Reference for the Portsmouth National Bus Strategy Programme Board
Appendix K – Terms of Reference for the Portsmouth National Bus Strategy Executive Board
Appendix L - Reporting tool template
Appendix M - Programme report template
Appendix N – DfT BSIP Outline Funding Form
Appendix O - Bus operator letters of support

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Signed by: Tristan Samuels, Director of Regeneration

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Bus Back Better - National Bus Strategy	Bus back better - GOV.UK (www.gov.uk)
Bus Service Improvement Plan: guidance to local authorities and bus operators	Bus service improvement plans: guidance to local authorities and bus operators (publishing.service.gov.uk)

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by on

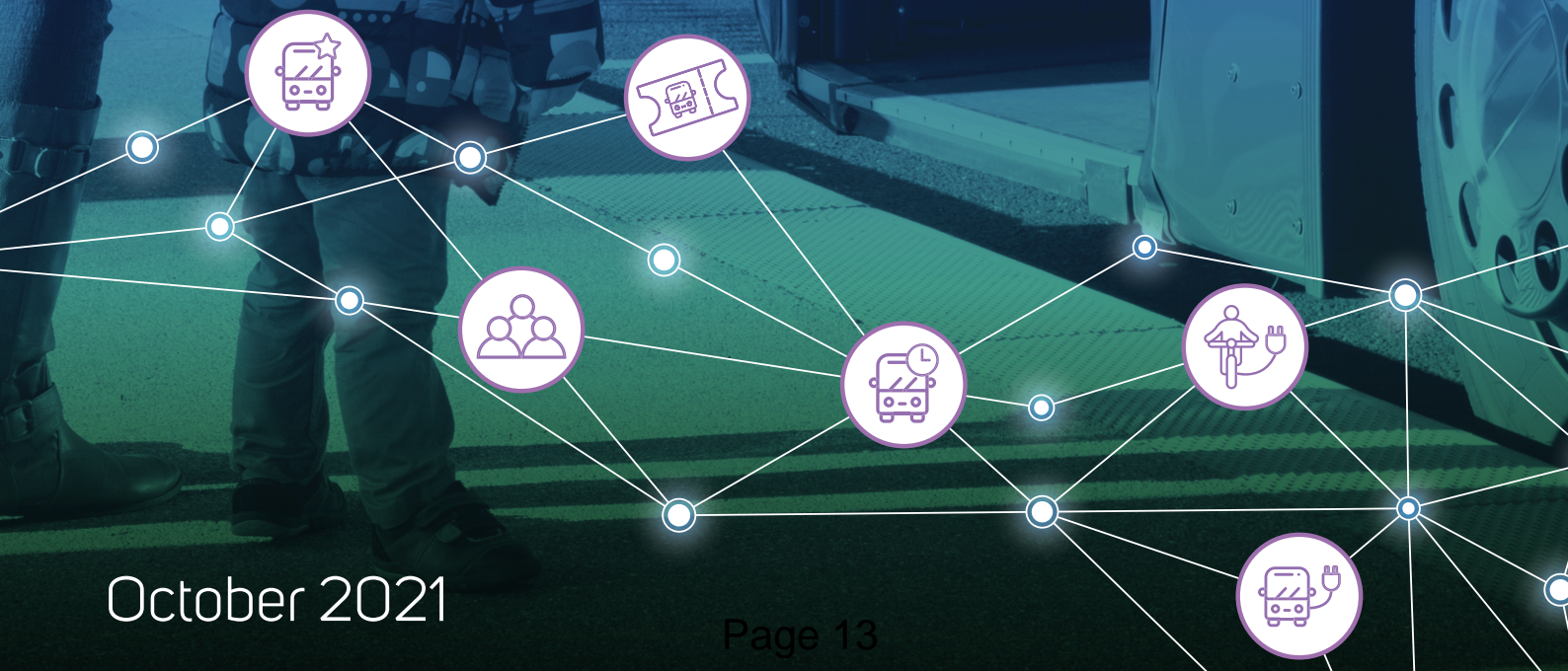
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National Bus Strategy

Portsmouth Bus Service Improvement Plan



October 2021

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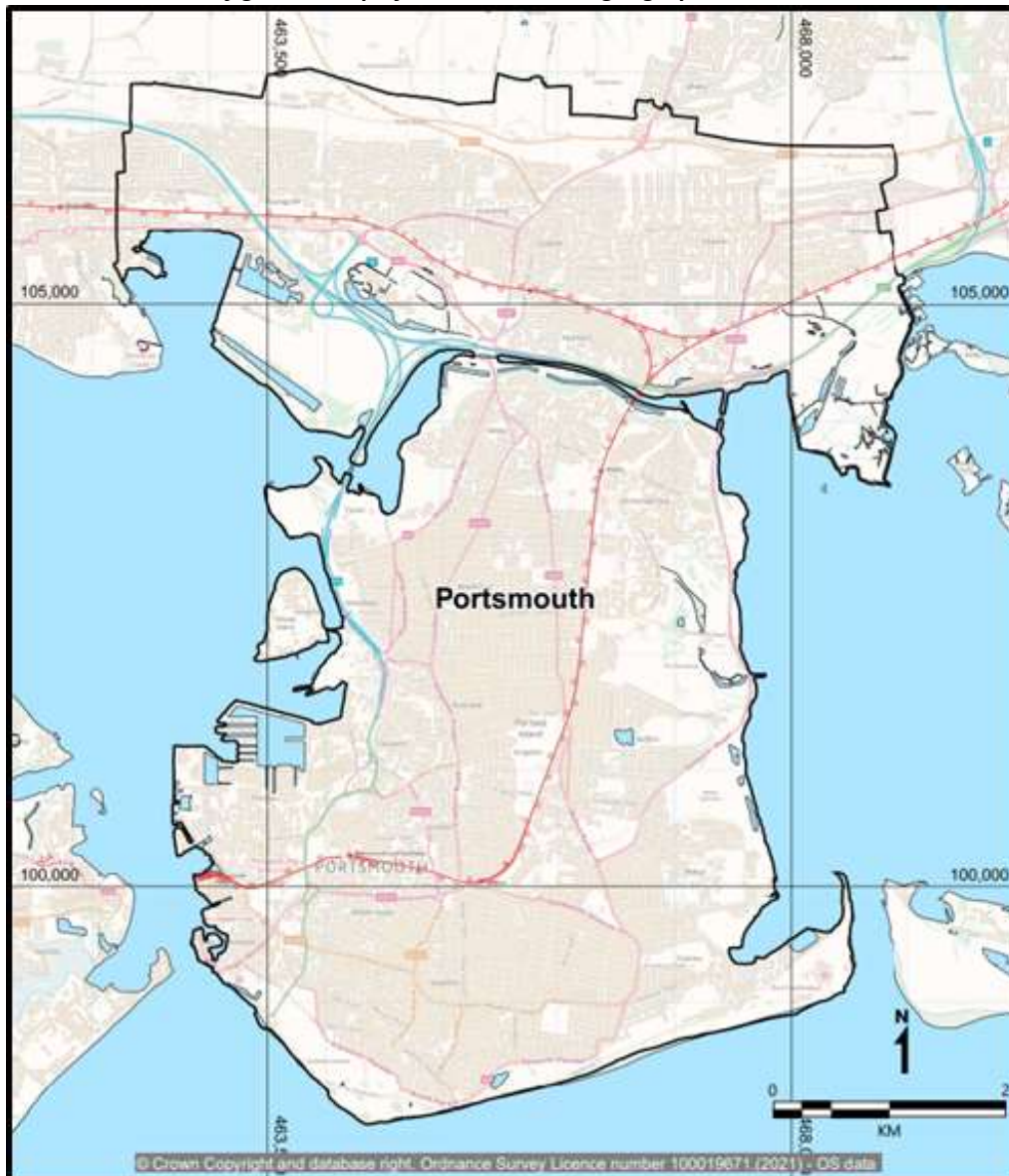
Section 1 - Overview

This section provides an overview of the geographical area that this Bus Service Improvement Plan (BSIP) covers. It outlines the reasoning and justification for a single Local Transport Authority (LTA) BSIP, as well as how this plan is aligned to Portsmouth's Local Transport Plan and reflects residents' priorities.

1.1 Geographical area covered by this BSIP

The Portsmouth BSIP covers the administrative area of Portsmouth City Council (PCC) as illustrated in *figure 1* below. To ensure the delivery of a consistent approach for our residents and visitors, we have been working collaboratively with the local transport authorities of Hampshire County Council (HCC) and West Sussex County Council (WSCC) to cover the cross-boundary bus routes that connect Portsmouth with these areas.

figure 1: Map of Portsmouth BSIP geographical area



Portsmouth is a unique city, with the majority being based on an island (Portsea Island) and a section on the mainland to the north. The island geography means that many road journeys are extended, and many trips are made by waterborne transport. It is also the most densely populated city in Great Britain outside of London. Most of Portsmouth has a flat landscape which should lend itself well to journeys on foot and by bike, but closely packed parking along Victorian terraces in much of the city can make walking and cycling unattractive.

A considerable amount of post-war housing was developed to the north of the island in Paulsgrove, and some distance away at Leigh Park and Waterlooville beyond the administrative boundary. Bus travel times from these further away areas to the city have become less attractive as delays caused by traffic congestion have grown.

The city's 49 km coastline includes, wildlife habitats, beautiful seafront destinations for visitors, the home of the Royal Navy and routes by sea to Europe, the Isle of Wight, Gosport, and Hayling Island. The 15.5 square miles (40.15 km²) is densely populated with a population of 217,000 in 2020 that is expected to grow to over 236,000 by 2041. There are three roads onto the island and one railway route with five stations in Portsmouth and Southsea. Over 8,000 businesses are located in the city and Portsmouth receives 9.3m visitors a year to the city.

Portsmouth International Port's inclusion as part of the new Solent Freeport will further support growth in both commuter traffic and HGV movements around the Western entrance to the city from the M275.

Pre COVID data shows approximately 40,000 people commute into the city daily and 30,000 out of the city daily, with 60%¹ of all commuting trips by driver or passengers in private cars or vans.

Portsmouth currently lags behind the UK economically, both in terms of GVA and competitiveness. Employment is concentrated in low productivity sectors, and there is a low retention of skilled labour and university graduates. The city is ranked 59th most deprived of 326 UK local authorities² with many residents experiencing disadvantages. There are high levels of financial deprivation, and unemployment rates are higher than in the surrounding areas. Many children in the city leave school with lower levels of qualification than their peers elsewhere, particularly those receiving free school meals. Many adult residents have fewer qualifications than their peers elsewhere in the southeast region.

Health outcomes for some residents are poor. Life expectancies for both men and women are significantly below the England average. Life expectancy is 7.8 years lower for men and 6.0 years lower for women in the most deprived areas of Portsmouth than in the least deprived areas. The gap between life expectancy at birth for females in Portsmouth and life expectancy at birth for females in England has widened in recent years.

1.2 Air quality issues

Portsmouth has five Air Quality Management Areas and is subject to four separate Ministerial Directions to bring air quality within legal limits in the shortest possible time. The latest of these directions requires the introduction of a Class B charging Clean Air Zone (CAZ), to the south-west of the city, in which 'non-compliant' vehicles are issued with a daily charge for entry. Non-compliant

¹ Census data 2011

² Where 1 is the most deprived based on the average scores across a range of deprivation indicators - MHCLG, English indices multiple deprivation 2019

vehicles are buses, coaches, taxis, private hire vehicles and heavy goods vehicles that are not Euro VI standard or better if diesel, or Euro IV standard or better if petrol. In Portsmouth vans, motorcycles and cars will not be charged for entering the CAZ. However, studies show that car travel contributes around 26%³ of the nitrogen dioxide air pollution within the city, meaning that modal shift to discourage reliance on the car is essential.

Air pollution has severe, negative impacts on health, the economy, and the environment. While air quality affects everyone, there are inequalities in exposure, and air pollution has the greatest impact on the most vulnerable. Residents of some of the most deprived areas of the city are disproportionately affected by pollution from vehicle exhausts. Many of the residents in these locations do not have access to their own vehicles but are exposed to the pollution from the heavily trafficked roads that run through their neighbourhoods. Poor air quality also disproportionately affects the elderly, children, and those with existing health conditions.

The following four Ministerial Directions place a legally binding duty on PCC to implement measures to improve air quality in the city.

- Ministerial Direction 1, March 2018, required PCC to develop a Targeted Feasibility Study (TFS) by 31 July 2018 for two specified road links in the city: A3 Mile End Road and A3 Alfred Road. These two roads were selected as they were projected to have nitrogen dioxide (NO₂) exceedances in Defra's national Pollution Climate Mapping model.
- Ministerial Direction 2, October 2018. Following the results of the TFS, PCC was issued with a direction to undertake a bus retrofit programme to reduce exhaust emissions. The Ministerial Direction stipulated that the programme should be undertaken as quickly as possible to bring forward compliance with legal levels of NO₂ on A3 Mile End Road and A3 Alfred Road.
- Ministerial Direction 3, October 2018. This required PCC to produce an Air Quality Local Plan to set out the case for delivering compliance with legal limits for NO₂ in the shortest possible time.
- Ministerial Direction 4, March 2020. This required PCC to implement a Class B charging Clean Air Zone and supporting measures to achieve compliance with legal limits for NO₂ in the shortest possible time, and at least before the end of 2022.

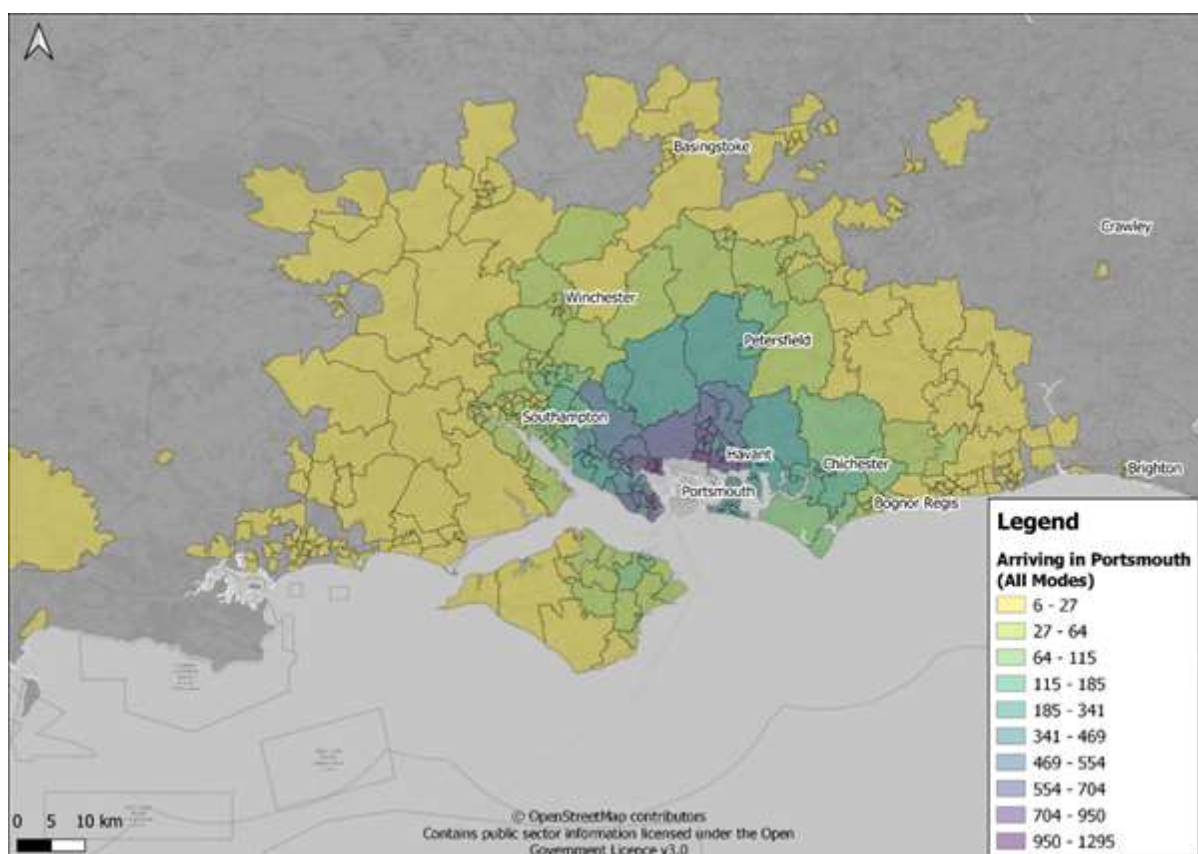
Measures promoted through this BSIP would complement and reinforce the measures already being developed through the Portsmouth Local Air Quality Plan.

1.3 Justification of why this BSIP covers a single LTA area (Portsmouth)

Portsmouth is fundamentally shaped by its island and peninsula geography, with most of the city being based on Portsea Island with a section on the mainland to the north. The majority of the city's bus routes (14 out of 22) only operate within the city boundaries and over 60% of bus trips are made wholly within the city. Therefore, a BSIP, focused on the city's local authority area, is considered the best approach to serving the needs of our community, and the best route for delivering on our ambitions for public transport within the city.

However, many people working in Portsmouth live in the surrounding areas: around 40,000 people commute into the city daily. The extent of Portsmouth's travel to work area is shown in *figure 2* below.

³ Portsmouth City Region Transforming Cities Fund Strategic Outline Business Case (Nov 2019)

figure 2: Map of Portsmouth travel to work area

The cross-boundary bus routes play an important role in connecting residential parts of the travel to work area with the main employment centres and key services in Portsmouth. Many of the commuters into the city use them. Our focused BSIP will therefore sit alongside and be developed in collaboration with our neighbouring authorities, particularly HCC, which includes most of the travel to work area. Particular areas of collaborative working between the authorities will focus on the progression of improvements to the cross-boundary routes. This will ensure that our approaches complement each other and can deliver the best outcomes for our residents. PCC has a long history of cross-boundary collaborative working in the field of transport, through partnerships such as Solent Transport and Transport for the South East (TfSE).

1.4 Why the Enhanced Partnership route has been chosen

PCC Cabinet approval was given in June 2021 for the council to establish an Enhanced Partnership with the bus operators serving Portsmouth. The requisite statutory notice of the Council's intent was duly published⁴.

Given the already strong partnership working arrangements and close relationships between PCC and the bus operators, it is considered that an Enhanced Partnership represents the best approach for achieving our ambitious objectives that are set out in this BSIP.

This Portsmouth BSIP sets out an exciting opportunity for PCC and bus operators to deliver in partnership a better customer proposition for existing and potential bus passengers.

⁴ [Public transport - Travel Portsmouth](#)

1.5 BSIP duration, annual review process and alignment with the Local Transport Plan

The Portsmouth BSIP covers the period until March 2025, but also considers transformational investments which support the bus sector over the longer term. This aligns with the Portsmouth Transport Strategy 2021-2038⁵. The Portsmouth BSIP supports PCC's Imagine Portsmouth 2040⁶, which sets out a vision for the future of the city. The Portsmouth BSIP would support the achievement of the outcomes of Imagine Portsmouth, particularly those concerning the creation of a green city with easy travel.

The BSIP also supports the Portsmouth Transport Strategy as set out in our fourth Local Transport Plan (LTP4), and its vision that: *"By 2038 Portsmouth will have a people-centred, connected, travel network that prioritises walking, cycling and public transport to help deliver a safer, healthier and more prosperous city"*.

Four strategic objectives will deliver this vision, including one to 'Transform Public Transport.' Public transport services are limited in some parts of the city with buses delayed by traffic congestion and a lack of bus priority. Priority should be given to rapid and reliable public transport, working with operators to try to ensure all communities have reliable, better connected, and adequate access to bus services. The 'Transform Public Transport' objective was identified by residents as the second most important objective, behind 'Deliver Cleaner Air' which will be supported by public transport improvements. 27% of respondents selected 'Transform Public Transport' as the objective most important to them in the consultation that supported the development on the Transport Strategy. The 'Transform Public Transport' objective is supported by the following four policies which the majority of respondents either agreed or strongly agreed to be the right policies:

- Policy J - Prioritise local bus services over general traffic to make journeys by public transport quicker and more reliable and support demand-responsive transport services
- Policy K - Develop a rapid transit network that connects key locations in the city with South East Hampshire, and facilitates future growth
- Policy L - Deliver high quality transport interchanges, stations and stops
- Policy M - Continue to work with public transport operators to deliver integrated, efficient, affordable, and attractive services promoting local and regional connectivity

The Portsmouth Transport Strategy recognises the importance of prioritising public transport, alongside other sustainable modes of travel, to further develop an inclusive, attractive, and well-connected travel network. The full document can be found in Appendix F, along with the Portsmouth Transport Strategy Implementation Plan 2022/23-24/25 in Appendix G.

The Portsmouth BSIP will be reviewed quarterly through the National Bus Strategy Executive Board. This is a joint board comprising of PCC and the main bus operators in the city Stagecoach South and First Hampshire and Dorset. The role of the board will be to monitor the performance indicators against targets and prioritise the work to deliver against the Portsmouth BSIP objectives. Paragraph 5.1 sets out the governance arrangements for the National Bus Strategy for Portsmouth. In addition, a Portsmouth BSIP Project Board has been established, which meets on a bi-monthly basis to take forward specific priorities.

⁵ [Home page - Travel Portsmouth](#)

⁶ [Homepage - Imagine Portsmouth](#)

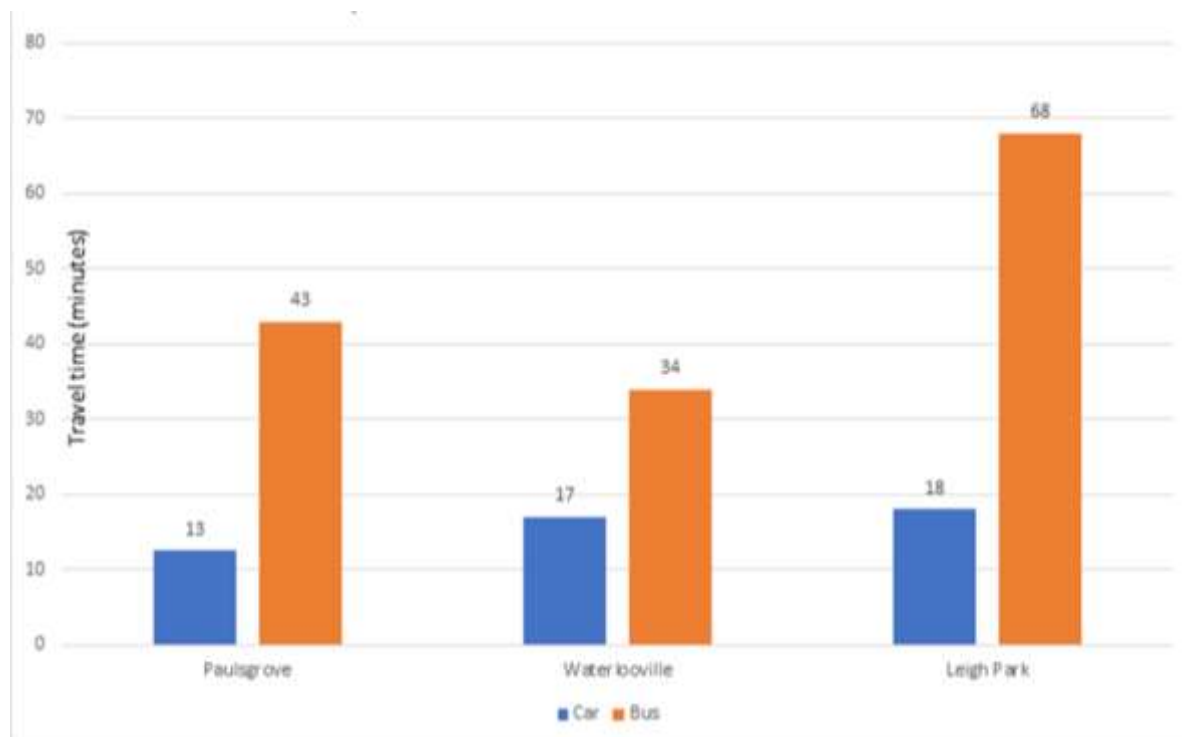
Section 2 - Current bus offer to passengers

This section describes the bus service offer in Portsmouth, assesses its quality and effectiveness in meeting the travel needs of Portsmouth's residents, commuters, and visitors. This section refers to the Portsmouth BSIP Evidence Base contained within Appendix A. This provided further evidence and more detailed information about the issues identified.

2.1 Overview of the Portsmouth bus network, level of use and punctuality

The development of the public transport network in the city has historically been constrained by road space limitations. Bus travel times between some areas and the city centre are slow compared with those possible by car and therefore less attractive. The graph in *figure 3* below shows the off-peak bus and car travel times⁷ from areas of the travel to work area beyond Portsea Island to the city centre in 2020, highlighting the disparities.

figure 3: Car and bus off-peak travel times (minutes) to the south end of Commercial Road in the city centre



The uncompetitive public transport travel times have contributed to the fact that the majority of commuter journeys in the travel to work area are made by car. The city region is caught in a vicious cycle of too many cars, on too few corridors, causing severe congestion, environmental degradation, isolating communities and limiting productivity. Most travel flows in the city region, notably including many into the city itself, have a car mode share above 70%⁸. This large-scale commuting by car causes congestion delays on the main routes into Portsmouth where vehicle speeds are around 32%⁹ slower than the national average. This results in high and unreliable bus travel times, further reducing the attractiveness of this travel option. Public transport is likely to remain uncompetitive with car travel without investment in the proposals set out in this BSIP. Analysis of existing (October

⁷ Google maps

⁸ Portsmouth Transforming Cities Fund Strategic Outline Business Case (Nov 2019)

⁹ Portsmouth City Region Transforming Cities Fund Strategic Outline Business Case submission (Nov 2019)

2021) schedules suggests that the average bus journey time within Portsmouth's administrative boundary is 32 minutes, and the average speed 15 km per hour.

Longer travel time has reduced labour pools available to local businesses and employment opportunities to those without the use of a car, adversely affecting the economic performance of the city.

The island and peninsula geography and some indirect bus routes have significantly reduced the labour force available within a 30-minute¹⁰ travel time of many business locations. This is before any traffic congestion impacts are considered.

Most of the challenges Portsmouth faces in improving mobility are not bound by administrative boundaries, neither are the solutions. The ability to deliver those solutions comes from the collaborative working with a broad range of stakeholders.

2.1.1 Operator Context

Portsmouth's bus network is provided by two bus operators, predominantly commercially, but with some services under tender to PCC. The two operators are First Hampshire and Dorset and Stagecoach South. Appendix B provides the bus map for Portsmouth, outlining the routes operated. Appendix A Section 5 provides further details on the present bus network.

2.1.2 Punctuality of bus services in Portsmouth

The bus locations for each service are tracked by the Real Time Information System (RTI) using the GPS devices contained in the ticket machines. By comparing the actual location of buses with the service schedules, the punctuality of each service can be ascertained. A late service is defined as departing 5 minutes or more behind schedule from timing points along the route. An early service is defined as departing a minute or more ahead of schedule from timing points along the route.

Information recorded by the RTI system shows that between 1st January and 31st August 2021 a total of 3.39m bus journeys were recorded in Portsmouth, of which 85% ran on time. This recorded decline in punctuality may reflect increasing traffic levels as the lockdown restrictions were gradually lifted from May 2021.

2.2 Analysis of existing local bus services compared to BSIP outcomes

2.2.1 Bus Services – current situation

Portsmouth is served by 22 bus routes, 8 of which cross the Portsmouth administrative boundary and connect the city with its wider travel to work area in Hampshire and West Sussex as shown above in *figure 2*.

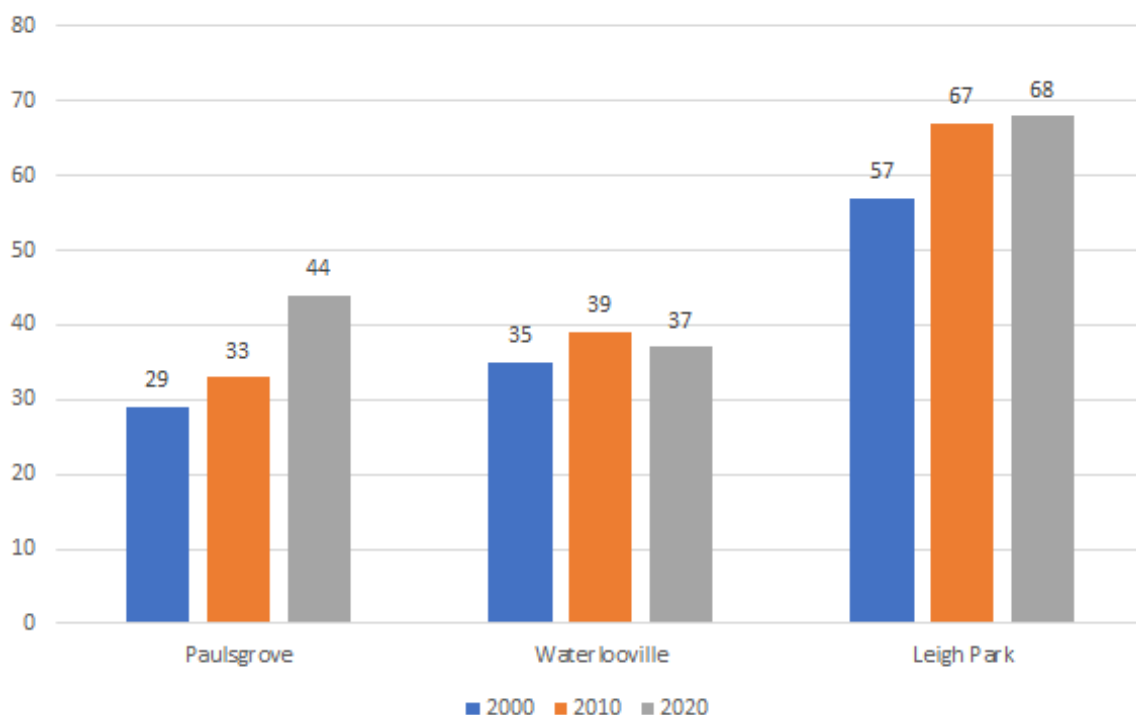
A number of main bus routes to the city centre from the north, including the 3 and 23, operate to frequencies of up to 6 buses per hour. The three main north-south corridors across Portsea Island from Portsbridge junction (Northern Parade, London Road and Copnor Road), are served by several bus routes each. The services combine on these roads to provide a bus every 5 minutes or more often to the key destinations of the city centre, The Hard Interchange, Gunwharf Quays and Southsea. However, many customers are not able to benefit from this high service frequency due to a lack of awareness of the existing multi operator ticket offer – Solent Go. This was identified as a key barrier to using the bus in the Portsmouth BSIP public consultation (see Appendix E). As part of

¹⁰ Portsmouth City Region Transforming Cities Fund Strategic Outline Business Case (Nov 2019)

the Portsmouth BSIP, it is intended that awareness will be further developed of, the range of multi-operator tickets to maximise understanding of the service frequency benefits for passengers.

These high frequency bus routes extend beyond Portsea Island to the wards of Paulsgrove, Cosham and Farlington. Some of these routes continue across the city boundary to connect Portsmouth with towns and estates in the city's travel to work area, notably Fareham, Farlington, Havant, Horndean, Paulsgrove, Portchester and Leigh Park and Waterlooville, two large areas of city council-built housing outside the administrative boundary. Journey times from beyond Portsea Island have generally increased during the past 20 years, as shown in the graph of timetabled morning peak travel times to the city centre (South end of Commercial Road) in *figure 4* below¹¹.

Figure 4 - Bus AM peak scheduled travel times (minutes) to the city Centre (South end of Commercial Road) between 2000 – 2020



The benefits of the extensive bus priority measures along the Star corridor from Waterlooville show their effectiveness in shortening journey times since 2010 against rising general traffic impacting the other corridors.

These extended and less attractive travel times are partly the result of post WW2 housing developments which, are located off the island. This has resulted in longer travel distances into the city on which growing traffic congestion delays have considerably increased bus journey times. Changes such as the removal of limited stop services and route diversions to serve trip destinations such as the Queen Alexandra Hospital in Cosham have added to travel times for longer journeys. Only route X4 from Southampton and Fareham, and Portsmouth Park & Ride now uses the M275 motorway, which is often the route into the city chosen by car drivers whilst buses need to serve local communities enroute.

These extended journey times increase the average for the city. The current average bus journey time in Portsmouth is 32 minutes and the average bus speed is 15 kilometres per hour.

¹¹ Bus timetables between 2000-2020

Evening and Sunday services are generally provided (commercially) on the main high frequency routes but at lower frequencies. 54% of respondents in the recent BSIP public consultation said that “better evening and Sunday services would increase their bus use to a great extent” (see Appendix E).

A number of regular bus routes supplement, and often feed, the main bus routes on Portsea Island. PCC has moved to fill gaps in the commercial network, most recently with route 25 between The Hard Interchange, Eastney and the Hayling Island Ferry.

Portsmouth has a modern, purpose-built, Park & Ride site located off junction 1 of the M275. It provides 665 car parking spaces and has an interchange building with refreshment machine, toilets, and smartcard ticket machine, as well as a dedicated bus service to the city centre and Hard Interchange operated under contract to PCC. The council is developing plans to expand the site to form a Transport Hub, which will include the introduction of new Park & Ride routes including services to the north of the city. The Hub will be fundamental in supporting the future regeneration of Portsmouth promoting bus travel as well as active travel modes such as walking, cycling and micro mobility and is ideally located for a bus depot.

In terms of outcomes, *figure 6* below has identified that there has been little change in patronage over the last few years. According to DfT Bus Statistics, the bus passenger trip-rate was, before the Covid-19 pandemic, a little over 50 bus journeys per head of population. A comparison with bus usage rates in other conurbations on the south-west coast is shown in *figure 5* below.

figure 5 - Bus patronage comparison with other authorities

City/town	Annual bus trips total ¹²	Population	Annual trips per head ¹³
Portsmouth	12m	238,137	50.4
Bournemouth	18.5m	183,491	78.1
Brighton & Hove	48.6m	229,700	167.2
Plymouth	18.8m	256,384	68.1
Southampton	20.3m	253,651	80.5

The Portsmouth bus trip-rate (trips per head) is below those of the other coastal conurbations and lower than would be expected considering the relatively low levels of car availability among the city residents. This anomaly is partly due to the geography of the city. For example, many of the 2.6 million trips made between Portsmouth and Gosport on the ferry would likely be bus trips in other areas. Figure 6.3 of Appendix A shows the correlation between bus trip rates and non-availability of cars among UK conurbations. The trendline in this figure suggests that patronage could be expected to be around 50% higher at around 75 bus journeys per head of population.

The patronage data indicates that an increase in Portsmouth’s bus trip rate of 50% to 75 bus journeys per head, as described above, would bring it up to around the level of the major conurbations on the south-west coast.

Some caution must be expressed though as Portsmouth is the most densely population city in Great Britain, outside London and much of the island is flat making walking easier for some trips, and as

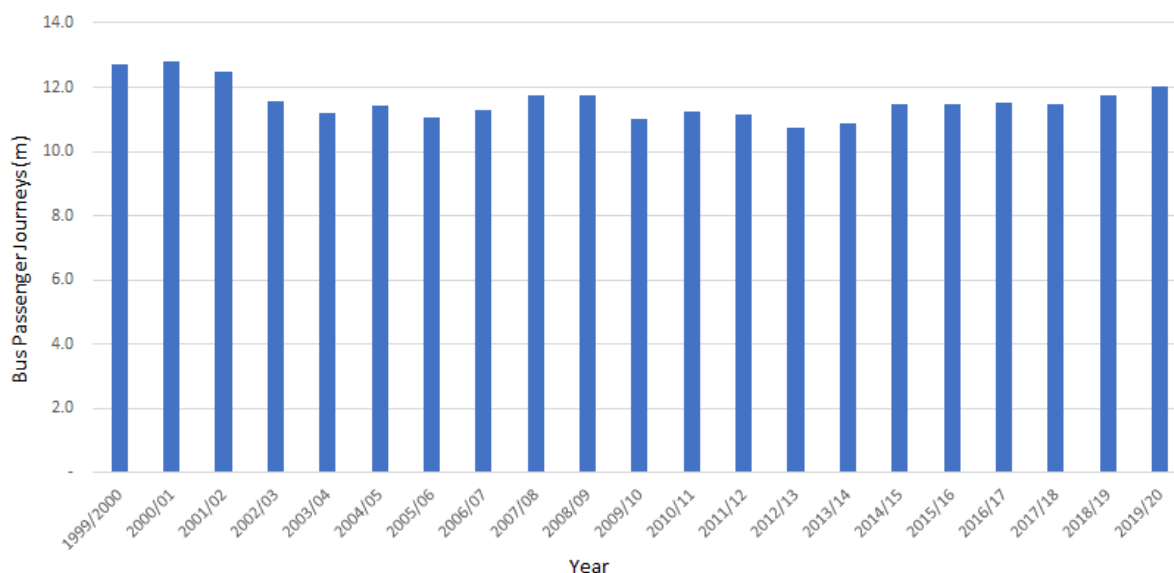
¹²Populations: 2011 Census

¹³Passenger figures from Department for Transport tables BUS0109/0110 or bus operators

noted, many local trips are made by ferry, a proportion of which would be made by bus in other areas.

Figure 6 shows the trends in bus passenger journeys recorded by the operators since 1999/2000¹⁴. The value for 2019/2020 includes 6 weeks during which travel was depressed by the onset of Covid-19 lockdown and travel restrictions (please note that no adjustment to the value has been made).

figure 6: Annual bus passenger journeys in Portsmouth¹⁵



Following some decline in the early 2000s bus passenger journeys in Portsmouth have remained fairly stable in recent years, increasing by 9% between 2009/10 and 2019/20. This compares favourably with a 20% decline recorded in the Metropolitan areas with Integrated Transport Authorities over the same period (DfT Bus Statistics table BUS109a). This patronage growth is the same as that recorded in Southampton in the same period.

As with the patronage levels, the bus passenger trip-rate has been at about this level since 2009/10, with relatively little variation. Figure 6-1 of Appendix A, shows that the trend in Portsmouth has outperformed comparators in Plymouth and for England as a whole, and in the last few years has been consistent with that observed in South-East England.

The majority of Portsmouth is an island city with over 5 million passenger trips by ferry, many of which would be made by bus elsewhere. It is the most densely populated city outside of London in Great Britain. Portsea Island is generally flat with a Victorian street layout in most areas. Many journeys are short and are often made more easily by walking and cycling rather than by bus if a car is not available. As an island with only three major road routes, any delay can quickly spread. Traffic speeds are low which affects journey times and reliability and impacts on air quality with significant health outcomes. Post WW2 housing development was, of necessity, off island with longer journeys that are less attractive by bus as traffic levels have grown since the 1970s.

¹⁴

¹⁵ Source: Bus operators Stagecoach South and First Hampshire and Dorset. These data do not reflect values currently provided in DfT Bus Statistics BUS0109, but we understand that BUS0109 will be updated to include them.

Finally, Portsmouth city centre is bi-centric – with two major hubs at the historic city centre and at Gunwharf Quays. To provide an adequate level of accessibility buses have to serve both locations, resulting in greater mileage being operated.

The local factors are as already mentioned, nonetheless bus operators and local authorities working together with the DfT have seen bus use in Portsmouth increase to a 20 year high before the pandemic.

The purposes of bus passengers' journeys are work 7%, commuting 30% and other (e.g. shopping, leisure, and medical appointments) 62%. Work is defined as travelling on employers' business. These details are based on surveys undertaken for the Solent Regional Transport Model (see Appendix C). Over a third of journeys are made in connection with work or education, indicating the economic importance of buses to the city. Although it is possible that some commuter travel may be reduced by increased working from home by office-based staff post-Covid, many bus passengers work in jobs that cannot be undertaken remotely.

2.2.2 Summary of bus service performance against BSIP expectations

Following the review and summary of bus service performance, the following aspects are to be taken forward and reviewed against the BSIP expectations in the forthcoming sections:

- On key corridors services operate at 'walk up' (6 buses per hour) frequencies during Monday – Saturday daytimes. However, evening frequencies on some routes are lower than needed to support the night-time economy.
- Regular services cover most of Portsmouth, but at lower frequencies, some links are difficult, and some areas under-served.
- Bus travel times from many of the off-island residential areas in the travel to work area to the city centre are over the psychologically important commuting time of 45 minutes, with the important areas of Leigh Park being over an hour away. These long travel times restrict job opportunities and labour force availability. The Star corridor shows what can be done with shorter bus journey times than 2010.
- Partnership working with PCC and the bus operators working together to deliver improvements is key. This is exemplified by the Transforming Cities Fund programme to deliver bus priority schemes and new express routes. The Portsmouth BSIP can be delivered from a strong foundation of partnership working.

2.3 Analysis of bus priority compared to BSIP outcomes

2.3.1 Bus Priority Measures - current situation

Portsmouth has 53 bus lanes providing 9.8 km of segregated right of way and enabling buses to avoid traffic queuing delays. However, as shown in the map in *figure 7* below, the locations of these bus lanes are spread out across the city.

figure 7 – Bus Priority Locations



Although the bus priority lanes are extensive and provide substantial benefits to travel time and reliability, there is no route on which end to end bus priority measures have been implemented. Only a few routes, such as the number 8 (Hard Interchange – Clanfield), benefit from using several long stretches of bus lane. Many routes only benefit from short sections of bus lane. Buses on these routes are still subject to delays in locations without priority measures, limiting the overall benefit to passengers. Consequently, most of the city's bus services have limited priority and share the same traffic congestion as private vehicles during morning and evening peak periods. This often means that bus travel is slower than the equivalent journey by car, and our evidence-base shows areas in the city where buses often travel less than 10km/hour due to congestion¹⁶.

¹⁶ Local Transport Plan evidence base

This will begin to be addressed through by the South East Hampshire Rapid Transit (SEHRT) programme, which will seek to provide priority over a corridor approach on the rapid routes into the city. Tranche 2 of this programme, for which Transforming Cities Fund funding was awarded in 2020 makes a start by providing 4 bus lanes and 4 bus gates for the benefit of both new rapid bus routes as well as local services (see Appendix A, Section 6.11). However, it is important to note that the issues and further measures outlined in this BSIP will be crucial to benefit residents across the wider network.

Hours of operation

Portsmouth's bus lanes operate on a 24-hour basis apart from the bus lane on London Road, North End which operates between 07:00-19:00 Monday-Saturday.

Enforcement

Further cameras are likely to be installed based on an assessment of each case individually when enforcement issues are raised. Further bus lane enforcement measures will be considered as part of this BSIP as outlined in section 4.

2.3.2 Summary of Bus Priority against BSIP expectations

The existing bus priority measures provide comparatively little time savings as they currently stand. Therefore, following the review and summary of Bus Priority, the following aspects are to be taken forward and reviewed against the BSIP expectations in the forthcoming sections:

- Portsmouth has four MOVA traffic signal schemes and over 9km of bus lanes, but these are dispersed across 53 sites which reduces their impact.
- Most of these operate on a 24-hour basis and PCC provides enforcement at some locations, with others considered on a case-by-case basis.

However, bus priority is not on a whole-route basis, either within Portsmouth or in the wider sub region, impairing the benefits on bus journey times and reliability. The Star corridor to Waterlooville, has the most extensive provision. The BSIP should therefore aim to complete whole route measures on the Star/SEHRT corridors and extend this approach to cover the other routes.

2.4 Analysis of existing bus fares and ticketing compared to BSIP outcomes

2.4.1 Bus fares and ticketing – current situation

Both First bus and Stagecoach set their own fares, with the usual mix of point-to-point single and return tickets, and area-based day and period ticket products. There is also the multi-operator Solent Go range of carnet, day, and period tickets. In comparison to many areas, period fares may be seen as reasonable value though this observation needs to be seen in the context of local income levels. Adult day ticket prices within Portsmouth range from £4.20 to £4.50, and adult weekly tickets range from £15.80 to £18.00. *Figures 8-11* below, outline the local ticket options and bus pricing comparisons with other areas.

However, there is some disparity between the operators in point-to-point fares – Cosham – Southsea adult single is £3.50 with First bus, but only £2.55 with Stagecoach, and these are seen as expensive compared to fares along the coast in Southampton.

Only First bus offers a carnet product. An electronic book of adult 10 single trips, available via their app, costs £20.00, or £2.00 per trip.

Child fares for both operators apply up to a person's 16th birthday. Both operators apply a discount over an adult fare of around 33%.

Solent Go provides a multi-operator ticketing scheme. It offers a range of period products at a premium over operator own products. For example, a 7-day ticket in Portsmouth is £20.00 compared to £17.00 - £18.00 for First bus or £15.80 - £16.90 for Stagecoach (please note: the higher prices apply to on-bus ticket sales and the lower prices to electronic or app-based sales). Apart from day and weekly tickets, Solent Go is an online product that can be used via a mobile phone app or Smartcard. A recent innovation has been the development of a carnet style, flexible 5-day season priced at £22.50 in Portsmouth. Solent Go is not heavily promoted at present.

In addition to issues of cost, the range of different tickets on offer may be confusing to new users who may not proceed to purchase a ticket or not choose the best ticket for their needs. A key finding of the BSIP residents survey (Appendix E) was a lack of awareness of the Solent Go option for journeys involving more than one bus operator.

figure 8 - Bus pricing comparisons with other authority areas

City/town	Day Ticket ¹⁷	Weekly
Portsmouth Solent Go	£5	£20
First bus Portsmouth	£4.50	£18
Stagecoach Portsmouth	£4.30	£16.90
Bournemouth	£4.40	£19
Brighton & Hove	£5.20	£21.60
Plymouth	£4.70	£15
Southampton Solent Go	£5	£20
Bluestar (Southampton)	£3.40	£15.50
City Red (First Southampton)	£3.50	£9
Brighton & Hove Bus (60-minute ticket)	£2.60	

Figure 9 – First Bus - Adult and Family Group Day and Weekly Bus Tickets available in Portsmouth

Adult Tickets	Buy on bus	Mobile	Online	The Hard Interchange travel shop
Portsmouth - Pack 5-day tickets		£20	£20	
Portsmouth - Pack 10 singles		£10	£10	
Portsmouth day	£4.50	£4.30	£4.30	£4.50
Portsmouth week	£18	£17		
Hants bus & ferry day	£8.60	£8.60	£8.60	£8.60
Hants bus & ferry week				
Hants night	£4			
Hants day	£7.50	£7	£7	
Hants week	£25	£23.50	£23.50	
Hants pack 5-day tickets		£28	£28	

¹⁷ Ticket prices are generally cash fares from operators' websites as at 15.06.21 Solent Go is an all-operator ticket. The others are company specific.

Group Tickets	Buy on bus	Mobile	Online	The Hard Interchange travel shop
Portsmouth any 5 people day	£8			£8
Hants any 5 people day	£13	£12		
Hants any 5 people week	£45	£36	£36	

Figure 10 – Stagecoach - Adult and Family Group Day and Weekly Bus Tickets available in Portsmouth

Adult Tickets	Buy on bus	Mobile	Online (Smart)
Gold night rider	£2.50	£2.50	
Portsmouth day rider	£4.30	£4.20	
Hoverbus day rider	£4.40		
South Hants day rider	£7.50	£7.10	
Gold Day rider	£9.10	£8.40	
Discovery day	£9.10		
Solent Connect (Isle of Wight)	£23.50		
Megarider Portsmouth weekly		£15.80	£16.90
Megarider South Hants weekly		£21.60	£22.50
Goldrider weekly		£23.70	£25.30

Group Tickets	Buy on bus	Mobile	Online (Smart)
Portsmouth day (4, of which max 2 adults)	£9.30	£8.70	
South Hants	£14.30	£13.20	
Gold day rider	£17.40	£16	
Family discovery	£17.50		

Figure 11 – Multi-operator (Solent Go) - Adult and Family Group Day and Weekly Bus Tickets available in Portsmouth

Adult Tickets	Buy on bus	Mobile	Online (Smart)
Portsmouth day	£5	£5	£5
Portsmouth weekly		£20	£20
Portsmouth pack of 5-day tickets		£22.50	
South Hants day	£8	£8	£8
South Hants weekly		£30	£30
South Hants 5-day tickets		£39	

For full details of bus fares please refer to section 5.4 of the evidence provided in Appendix A.

Figures 8-10 above show how operators and partners have tried to address demands for different ticket options. Funding for Tap on Tap off could overcome the complexity which has resulted whilst extension of the established Solent Go multi-operator ticket range to include one hour hopper, evening, and family tickets, with increased publicity will address residents' desires to make multi-operator travel easier.

The provision of concessionary travel to older and disabled people is mandated by the English National Concessionary Travel Scheme, and PCC operates the scheme between 09:30 and 23:00 on weekdays and all-day on Saturday, Sundays, and Public Holidays for all holders of concessionary fare

pass. People that also hold a PCC issued disabled persons pass benefit free travel at all times. Eligible disabled concessionary travel passholders can also apply for a pass to take a companion with them.

2.4.2 Summary of bus fares and ticketing against BSIP expectations

Following the review and summary of bus fares and ticketing, the following aspects are to be taken forward and reviewed against the BSIP expectations in the forthcoming sections:

- Walk-up fares can differ significantly between operators for the same journey and are seen as expensive.
- Day and period tickets offer good value, but the range of options is confusing.
- Both operators charge child fares only to a person's 16th birthday and offer c33% discount.
- Family groups see bus travel as expensive, as group travel/family options are little known.
- Journeys involving more than one operator's bus are seen as expensive, mainly because of a lack of awareness of the multi-operator tickets under Solent Go.

2.5 Analysis of existing bus passenger information compared to BSIP outcomes

2.5.1 Bus Passenger Information – current situation

Both operators run their own websites for journey planning, supplemented by PCC's comprehensive webpage [Public transport information - Portsmouth City Council](#), the local based My Journey¹⁸ website and Traveline¹⁹, which the City Council and bus operators support. There is a danger that too many options reinforce the view public transport is complicated and new users are discouraged.

However, not all fare information is available, and users sometimes need to consult more than one website to obtain the travel information they require. Information provision is variable: First bus' website does not provide information on point-to-point fares nor fare zone boundaries.

PCC maintains roadside bus stop infrastructure to a high standard and the two operators reciprocate by providing their own information at bus stops. PCC operates a real-time system at selected high demand stops, including an audio facility. PCC also provides Real Time Information (RTI) displays at 256²⁰ out of 555 bus stops, partly funded by the Government. These displays also show how full a bus is before it arrives at the stop. This gives reassurance to waiting passengers along the route. RTI provision was identified as a high priority in the recent BSIP public consultation survey (Appendix E) for

Competition legislation, a fear of providing out of date information, and commercial imperatives have resulted in each operator advertising only their own travel products on their publicity material. Both main operators advertise the Solent Go multi-operator ticket range and both offer combined tickets with local ferries. However, information regarding the ferries (to Gosport, the Isle of Wight, and Hayling Island) and local rail services are not included with the bus operator's own information. This may reduce awareness and increase the difficulties for potential passengers in identifying the most suitable public transport option.

¹⁸ [Home | My Journey Portsmouth](#)

¹⁹ [traveline sw - welcome](#)

²⁰ including 210 units in bus shelters, 20 pole mounted, 13 interchange screens, 12 screens at The Hard Interchange, 1 Civic Offices = Total 256

PCC produces a Portsmouth Public Transport information leaflet (see Appendix B). This includes a map showing all local bus routes, and a list of services showing the main points served, how often the service runs, who operates the route, and if the service is contracted. The map also promotes Traveline for further information.

2.5.2 Summary of Bus Passenger Information against BSIP expectations

Following the review and summary of Bus Passenger Information, the following aspects are to be taken forward and reviewed against the BSIP expectations in the forthcoming sections:

- Although timetable information is to a high standard, information about the wider network and fares is lacking at stops which is necessary to attract new users.
- Provision of fares information is inconsistent, and the level of awareness of Solent Go is low.
- The recent BSIP public consultation survey prioritised greater availability of real time information at the bus stop, whilst information before and during the journey about other services and modes is needed to keep passengers informed and in charge of their journey options.

2.6 Analysis of existing Bus Fleet compared to BSIP outcomes

2.6.1 Bus Fleet - current situation

Around 140 buses are currently used on services in Portsmouth, including on the cross-boundary routes. These are currently all diesel powered, although many have been fitted with equipment to control their exhaust emissions to meet Euro VI standards. The newest vehicles have smart engine stop/start systems fitted to reduce fuel consumption and emissions. Many of the vehicles used on the main cross boundary routes are less than five years old and have higher specification facilities including WIFI, USB charging points and more comfortable seats, providing a rapid transit standard of travel. However, some of the vehicles used on the regular routes are older and do not provide this level of passenger comfort.

In 2018 PCC were awarded funding from DEFRA for the retrofit of 105 buses in the First bus and Stagecoach fleets, so that their exhaust systems produce emissions compliant with Euro 6 standards. This project targeted two road links in exceedance, which will be located within the Clean Air Zone. Both operators have requested additional funding through the Clean Air Fund (CAF) to retrofit further buses. Further funding will be sought to refurbish some of the older buses to improve passenger facilities as well as to fit equipment to control their exhaust emissions to meet Euro 6 standards.

PCC in partnership with HCC and First Solent submitted a successful Expression of Interest to the Zero Emission Bus Regional Area (ZEBRA) fund in 2021. This bid for £6,428,919 would contribute to a £14m scheme to provide 34 battery electric buses, the majority of which would be used on two routes serving Portsmouth, together with battery charging equipment at the First Solent depot at Hoeford, Fareham. The routes selected serve the most deprived wards in the city and four of the city's five AQMAs. These zero emission buses would support Portsmouth's Clean Air Zone objectives. The reduced greenhouse gas (carbon dioxide) emissions resulting from the use of electric power would support Portsmouth's target of achieving net zero by 2030. A Full Business Case is now being developed for this submission to the ZEBRA fund.

Portsmouth's buses are the familiar single door type commonly used outside London. However, the absence of a second door increases bus stop dwell times at locations where there is a significant turnover of passengers. A second door would facilitate simultaneous boarding and alighting and save time. The use of Tap on Tap off (TOTO) fare payment systems would also help speed up boarding.

2.6.2 Summary of Bus Fleet against BSIP expectations

Following the review and summary of the Portsmouth Bus Fleet, the following aspects are to be taken forward and reviewed against the BSIP expectations in the forthcoming sections:

- Fleet currently Euro VI diesel - the most stringent emissions standard - as a result of operator investment and Clean Air Zone (CAZ) funding.
- No zero emission buses in the fleet.
- Buses are single door leading to extended bus stop dwell times at busy stops.

2.7 Analysis of existing Portsmouth City Council staffing to BSIP outcomes

2.7.1 Portsmouth City Council staffing – current position

Portsmouth City Council's staffing position and capabilities, is outlined in section 8 of Appendix A. Four posts are directly engaged in the day-to-day public transport activities. Several other posts are engaged in public transport infrastructure and behaviour change activity, including the SEHRT programme.

There is limited succession planning resulting in public transport expertise being held by a small number of individuals. Due to this being a specialist area, it can be difficult to recruit. There is therefore a requirement for upskilling and in-house training.

2.7.2 Summary of staffing against BSIP expectations

By comparison with many unitary authorities, the city council have a well-resourced and experienced public transport team. However, there are limitations to this as outlined above due to recruitment and retention of staff. This must be considered and addressed to ensure succession planning for public transport services in Portsmouth.

2.8 Views of Passengers and Stakeholders

2.8.1 Analysis of resident, business, and stakeholder views

PCC has conducted its own research into the views of members of the public and businesses regarding the bus network within Portsmouth, specifically:

- To understand the strengths and weaknesses of the local bus travel offer.
- Identify the key areas for improvements to prioritise in the long and short-term; and
- To measure satisfaction levels of bus users.

As a result of the BSIP public consultation survey, PCC found that:

- Both users and non-users identified potential areas for improvement.
- Users are far more satisfied than non-users (37% compared to 7%) who are more likely to give a neutral rating of 'neither satisfied or dissatisfied'; and
- Respondents with a disability (who are using the bus more frequently) are more satisfied than those with no disability.

Consultation with over 1,100 residents identified the following priorities for improvements, in order of importance:

- 1 Cheaper fares (64%)
- 2 All-operator tickets (61%)
- 3 More comprehensive services (59%)
- 4 Real Time Information provision at every stop (59%)

More commentary is provided at Section 6-12 of Appendix A and the full consultation report is outlined in Appendix E.

PCC will also be convening targeted focus groups to consider the BSIP consultation findings in greater depth. The findings will be reported into the Portsmouth Enhanced Partnership.

The BSIP consultation found that some respondents are travelling less frequently by bus than before the pandemic: 40% now travel weekly compared to 53% before the pandemic. Females, respondents with a disability and the less affluent residents consistently use the bus more frequently than other residents. This remains the case following the lifting of the Covid-19 lockdown travel restrictions as hesitancy remains amongst vulnerable groups and older passengers.

Journeys for 'recreation and leisure' and 'shopping' are the most common travel purpose. This is supported by data from the Solent Regional Transport Model which shows that 62% of journeys are made for purposes other than work or commuting. A larger proportion of females and respondents with a disability are travelling for 'shopping', 'health or medical appointments' and 'visiting friends and family' than other passengers.

Convenience was the main reason respondents used the bus in Portsmouth before the pandemic (48%) followed by avoiding 'parking problems' (39%). Respondents with a disability were more likely to be using the bus before the pandemic for a range of reasons including 'convenience', 'don't drive', 'don't have access to a car' and 'feel safe'.

Respondents are least likely to consider using the bus for journeys that they need to be on time for such as 'travelling to and from work' (28%), 'travelling for work', 'attending sports clubs' (21%) and 'travelling for education' (20%). This suggests that confidence levels among potential passengers in service reliability and punctuality may be low.

A bank card is the most popular payment method for bus fares (46% of respondents), all Portsmouth buses have offered contactless since 2017, followed by concessionary pass (33%), and just over a fifth of respondents use their mobile phone / smart watch, or cash (both 21%). This take-up rate encourages our application for funding for Tap on Tap off which uses bank card, mobile phone, or smart watch.

The cost of tickets is cited as the biggest barriers to bus travel for individuals and residents from households with children (64%) and respondents with a disability (44%). Long travel times are a bigger barrier for visitors (35%). This is in line with findings that cheaper fares were the most popular short-term improvement to increase bus travel.

Satisfaction with local bus services in Portsmouth is divided: 29% of respondents are satisfied and 39% are dissatisfied. Bus users and respondents with a disability are most satisfied with local bus services in Portsmouth. Many respondents who are satisfied with local bus services in Portsmouth attribute this to the frequency, regular service, and convenience of using the bus service. The cost and format of tickets, routes not being comprehensive enough, and unreliable services drive dissatisfaction; these are the top three areas of dissatisfaction for both users and non-users.

Respondents said that cheaper fares would have the biggest impact on increasing bus usage; 64% of respondents say that they would increase their use of bus services in Portsmouth 'to a great extent'. Cheaper fares would have the greatest impact on increasing bus travel for residents, females, younger respondents, those with no disability, and those with children in the household. This BSIP considers targeted discounts to attract users from hard-to-reach groups such as those economically disadvantaged or hesitant bus users as well as young people between 16 and 19 who may be in further education, training, or apprenticeships. Jobseekers and family groups.

Ticketing available to use on both First and Stagecoach buses (61%) is the second most impactful short-term improvement, followed by more comprehensive services (59%), RTI at every bus stop (59%) and more reliable services (58%); these reflect the main barriers to bus travel surrounding routes, reliability, convenience, and cost

In terms of long-term improvements, connecting Portsmouth with other areas (54%) and better integration with other buses (53%) would encourage a majority of respondents to increase their bus usage 'to a great extent'.

All elements of a bus charter shown to respondents were selected by a majority; reliable services (58%) and up-to-date disruption information displayed at bus stations/stop (RTI) (51%) are most popular.

The business consultation showed that two thirds of businesses already have staff attending the workplace as usual, this is due to increase to just over three-quarters over the next six months; just 14% do not expect employees to return to the office at all.

Bus services do not affect staffing for over a third of business respondents and a higher proportion report they do not affect customers (44%); the reliability of buses is perceived to be more of an issue on staffing (37%), whereas the distance of bus stops is more important to customers (40%).

Just over two-thirds of businesses have a parking provision for staff (67%) and a similar proportion have one for customers (68%); less than a fifth of these charge staff (17%) or customers (18%) for parking. Just under half of respondents (44%) would be interested in discounted travel passes for frequent or occasional use and 40% do not think they are relevant to their business.

Less than a fifth of business respondents report that their organisation has a travel plan; of those that do not have one 32% do not have an aspiration to have one, 21% do aspire to have one and 47% do not know.

Half of respondents report that their environmental policy includes encouragement for people to use public transport. A third of those that do not have an environmental policy that encourages people to

use public transport would consider including encouragement, however 25% would not consider including it and 42% are undecided.

2.8.2 Summary of resident, business, and stakeholder views against BSIP expectations

Satisfaction with bus services among users is moderate to high. The Portsmouth BSIP survey responses show lower levels than national surveys undertaken by Transport Focus²¹. However, satisfaction among non-users is much lower, suggesting that significant improvements will be needed to attract them.

Confidence and understanding of the relevance of bus services is low among some employers in Portsmouth. With very few businesses developing Business Travel Plans, and a high level of businesses providing parking for staff and customers.

Reasons for dissatisfaction include fares, travel times, reliability, and information.

Following the review and summary of the Portsmouth BSIP survey and targeted in-depth interviews, the following aspects of bus services are identified for potential improvement in the BSIP:

- Fares
- Ticketing
- Service levels
- Travel times
- Reliability

2.9 LTA financial support for bus services

Figure 12 shows the services which PCC currently provides financial support for.

figure 12 – PCC - tendered bus services

Service	Operational Information
12	Days of operation: Monday - Saturday Headway: 1 hour off peak Route description: Tipner - North End - Chichester Road - Fratton Way
13/14	Days of operation: Sunday/ Bank Holidays Headway: 2 hours Route description: City Centre - Fratton - Milton - Baffins
22	Days of operation: All days of the week Headway: 1 hour and 10 minutes Route description: Highbury - Cosham - Drayton - Farlington
25	Days of operation: All days of the week Headway: 45/90 minutes Route description: Hard Interchange - Old Portsmouth - Southsea Shops - Devonshire Avenue - Eastney - Hayling Ferry.

²¹ [Bus-passenger-survey-autumn-2019-main-report.pdf \(d3cez36w5wymxj.cloudfront.net\)](https://d3cez36w5wymxj.cloudfront.net/BUS-PASSENGER-SURVEY-AUTUMN-2019-MAIN-REPORT.pdf)

[Bus Passenger Survey Autumn 2019 - Summary of key results in England \(d3cez36w5wymxj.cloudfront.net\)](https://d3cez36w5wymxj.cloudfront.net/BUS-PASSENGER-SURVEY-AUTUMN-2019-SUMMARY-OF-KEY-RESULTS-IN-ENGLAND.pdf)

The total cost of running tendered bus routes 12, 13, 14 and 22 to the end of 2021/22, including revenue shortfall on the 22 due to the pandemic, is budgeted as £182,964, funded by the Bus Service Operators Grant (BSOG) £68,800, with the remainder being funded by PCC's parking reserve.

The further £111,916 cost of running service 25, which was introduced in part to replace a series of bus routes withdrawn due to Covid, will be met from the Better Deal for Buses Grant of £45,000, Bus Recovery Grant of £38,000 with the remainder coming from other bus-related grant funding for 2020/21.

In addition to the services above, PCC also fund the operation of the Portsmouth Park & Ride (P&R) services from the P&R site at junction 1, M275, listed in *figure 13* below. Route P&R3 is the trial summer holiday Park & Ride service connecting to the seafront and Southsea shops. A route map of both Park & Ride services is provided in Appendix D.

Figure 13 shows the Park & Ride services which First Bus currently operate on behalf of PCC.

figure 13 – Portsmouth Park & Ride contracted services

Service	Operational Information
PR1	Days of Operation: Monday – Sunday Mon to Fri – 7 am – 7.15 pm Saturdays – 8 am – 7.15 pm Sundays - 9 am – 6 pm Headway: 15-minute frequency Monday-Friday and Sundays (inc. bank holidays) 10-minute frequency all day Saturday Route Description: Portsmouth Park & Ride – Portsmouth International Port – Charles Dickens – St Agatha's – City Centre – Hard Interchange
PR3	Days of Operation: Summer holiday service only (July – Sept) Monday – Sunday Headway: 30-minute service Route Description: Portsmouth Park & Ride – Portsmouth International Port – Charles Dickens – St Agatha's – City Centre – Civic Offices, Portsmouth Cathedral – Clarence Pier – D-Day Story – Avenue De Caen

2.10 Other factors that affect the use of local bus services

As a result of the island and peninsular geography, public transport journeys can involve either time-consuming interchange between modes, sometimes with a cost penalty, or long and inconsistent journey times. Inevitably most bus routes use the small number of congested highway corridors into and across the Island via one of the three road.

Responses to the Portsmouth city region TCF customer insights survey²² indicated that buses are perceived, particularly by non-users, to be unattractive due to slow speeds, high fares, and the need to change between services to reach many destinations. A lack of direct routes from some residential areas to Gunwharf Quays, ferries and leisure destinations was also cited.

²² Portsmouth City Region – TCF SOBC customer insights report

2.10.1 Other modes

Rail

With the exception of the Havant and Fareham to Portsmouth links, rail service frequencies into Portsmouth are low compared with bus routes. The resulting longer waiting times for passengers make rail services unattractive for medium-distance journeys in the Portsmouth travel to work area. Also, many towns in this area, such as Gosport and Waterlooville, do not have rail services. Although this situation causes more public transport users to travel by bus, it also increases car travel into Portsmouth.

Interchange between bus and rail services is difficult in Portsmouth, with significant walk distances at all stations. However, there is scope to improve the environment for passengers transferring between Portsmouth Harbour station and the Hard Interchange.

Ferries

Ferry services form an important part of Portsmouth's public transport network, including 2.5 million passenger trips annually from Gosport, many of which would likely to be bus trips in other areas. Generally, these are not well integrated with other parts of the network, particularly with buses. Interchange facilities between modes remain poor and services disjointed, with limited integration of timetables and ticketing. This situation affects travel choices: 51% of Gosport residents drive to work in Portsmouth²³, despite this requiring a circuitous 10-15 miles drive on congested routes around Portsmouth Harbour (compared to a crow-fly distance of not more than five miles). The current Park & Float car/bus/ferry initiative²⁴ is intended to partly address this problem.

Active modes

The limited dedicated cycle facilities and general priority for cyclists in Portsmouth makes this mode unattractive. There are no fully segregated continuous cycle routes into the city centre. However, unattractive cycling is unlikely to affect the demand for bus travel substantially.

Pedestrian routes are used by bus passengers to access the stops and reach their destinations after alighting. This is referred to as the "first-mile" and last-mile" of bus journeys. However, in many areas of the city pedestrian facilities are not of a sufficiently high standard, impeding access to/from bus stops. This adversely affects the quality of journeys and makes bus travel less attractive compared with car travel, particularly when many residences, workplaces and trip attractions have integral parking facilities obviating the need to walk. Pedestrian routes around bus stops need upgrading to improve the first mile and last mile of passengers' journeys.

The above-mentioned points, together with the island and peninsular geography, have led to long-term reductions in public transport, even into the relatively well-connected city centre. This results in greater car use on the limited road space available. Through the BSIP, we look to build on the recent, pre-pandemic, growth in bus use and attract new passengers some of which are currently travelling by car.

2.10.2 Parking provision

Parking in Portsmouth city centre is relatively inexpensive for all day parking, with supply comfortably exceeding demand in the city centre. This makes car use attractive and thereby

²³ Portsmouth City Region Transforming Cities Fund Strategic Outline Business Case (Nov 2019)

²⁴ [Park and Float | Gosport Ferry](#)

discourages public transport travel. *Figure 14a* below shows the capacity and average prices of parking around Portsmouth. A further breakdown of car parking pricing in Portsmouth is outlined in section 7.2 of Appendix A.

figure 14a – Overview of car parking capacity and charges around Portsmouth

Area	No. of spaces	Average charge Hour	Average charge All day
City Centre	3,899	£1.67	£12.54
Out of City	911	0	Not available
Portsmouth Docks (Historic Dockyard area)	2,009	£2.86	£18.04
Seafront	1,334	£1.97	£13.92
Total/average	8,153	£1.82	£14.32

Additionally, there are 526 PCC on-street parking spaces in the city centre. There are currently 334 parking spaces in the area of the seafront that are temporarily closed due to the construction work around the coastal defence scheme.

Figure 14b below shows the average parking season ticket prices where these are available.

figure 14b – Average parking season ticket prices in Portsmouth

Area	Spaces with season tickets available	1 month	2 months	6 months	12 months
City Centre	680	£97	£278	£507	£1,113
Portsmouth Docks (Historic dockyard area)	62	£102	£294	£588	£1,176
Seafront	946	£95	£262	£513	£1,105
Total/average	1688	£96	£270	£513	£1,111

There is also significant workplace and customer parking at business premises in the city. The BSIP business consultation (Appendix E) showed that just over two-thirds of city employers provide staff parking and a similar proportion have one for customers (68%). The majority of businesses offer this parking for free (83% for staff and 82% for customers).

The low parking charges have a substantial impact on travel costs. *Figure 15* below compares the travel costs by bus and car for a trip from North End to City Centre. A return on First Bus is £3.50, and in comparison, two hours parking in Market Way car park costs £2.70. For a group of 3 people, the cost per person by car is below £1 compared to £3.50 on the bus. Whilst it is recognised that the true costs of using a private car are considerably higher, this is often overlooked by users.

figure 15: Comparison of bus and car travel costs for a 2-hour stay in Portsmouth City Centre

No. people in group	Mode	Bus fare	Parking charge	Cost/person
1	Bus	£3.50	£0.00	£3.50
2	Bus	£7.00	£0.00	£3.50
3	Bus	£10.50	£0.00	£3.50
1	Car	£0.00	£2.70	£2.70
2	Car	£0.00	£2.70	£1.35
3	Car	£0.00	£2.70	£0.90

Low-cost parking is therefore a major factor in making bus travel uncompetitive on price, particularly for groups of people, with car use. Motorists are not always good at recognising true car ownership costs or externalities such as congestion, air pollution, health impacts or the opportunity costs of the land required for car parks which could have wider community use.

Following the adoption of the Portsmouth Transport Strategy (LTP4), PCC will develop a series of daughter documents including a Parking Strategy and Behaviour Change Strategy for Portsmouth.

2.10.3 Ageing Population

As outlined in section 1.1, Portsmouth is densely populated with a population of 217,000 in 2020 and this is estimated to grow to over 236,000 by 2041. The number of residents aged 65+ are also increasing strongly with a 37% rise, equating to 31,000- 42,000 people²⁵, forecast from 2020-2043. Although the lower age for eligibility of concessionary bus passes is set to rise, this trend could result in higher demand for passes in future. This could result in greater bus use and the needs of this age group will need to be considered.

2.10.4 Summary of other factors that affect the use of local bus services against BSIP expectations

There is currently a plentiful supply of cheap parking around the city including in the centre and at other major attractions. In addition to this, many businesses are providing free parking for their employees.

The low cost of parking significantly affects travel costs, particularly for groups, making bus travel uncompetitive on price with car use. This undermines the attractiveness of the bus 'offer' particularly to potential passengers who are now travelling by car.

Following the review and summary of other factors, the following aspects are to be taken forward and reviewed against the BSIP expectations in the forthcoming sections:

- Development of complementary policies following the adoption of the Portsmouth Transport Strategy (LTP4), such as a Portsmouth Parking Strategy, Behaviour Change Strategy and Air Quality Strategy review.
- Review of Private Non-Residential Parking to understand support requirements for businesses.

²⁵ SNPP Z1: 2018-based Subnational Population Projections. Local Authorities in England, mid-2018 to mid-2043, ONS

Section 3 - Headline targets

This section considers the existing information and data presented in section 2, and outlines targets for improvement, along with clear objectives and how they will be measured. These are summarised in *figure 16* and includes stretched targets, reflecting the ambition for this Portsmouth BSIP.

This section touches on the schemes and interventions that PCC expects to pursue in order to deliver against these targets. These schemes and interventions are described in more detail within Section 4.

3.1. Journey times

3.1.1. Target development

A variety of targeted interventions are proposed to improve bus journey times within Portsmouth, in order to achieve the BSIP outcomes. There are three pillars to this strategy: bus priority measures, ticketing, and complementary measures. These are described below.

Bus priority measures

- Increased number of bus lanes to improve reliability and journey times
- Citywide traffic signal control to improve traffic flow and bus priority
- Actively seeking the provision of smart bus priority at signals to speed up late running buses
- Whole route priority for bus services for the core high-frequency routes
- Improved bus stop layout design to enable quick bus entry and egress

PCC will work in partnership with neighbouring highway authorities, to seek the provision of bus priority measures on sections of road outside of Portsmouth used by cross boundary bus routes, where this is appropriate and beneficial. This should improve journey times and service reliability on these routes.

Ticketing

- “Tap on Tap off” account-based ticketing to reduce bus stop dwell times by faster boarding

Complementary measures

- Increased bus lane enforcement
- Parking restriction enforcement to reduce obstructions to buses in narrow streets and keep bus stops clear

These measures will be progressed to significantly accelerate bus services both on the island between Portsea Island and the mainland. Further supporting measures will include:

- Review of Portsmouth’s parking policy and provision
- Build upon current travel behaviour change activity in the development of a strategy
- Travel education in schools to show children how to travel by bus especially emphasising the benefits for car-dependent households

Assuming that all the measures set out above and as detailed in Section 4 of this BSIP are implemented, Portsmouth aims to deliver a target of 10% reduction in bus journey time across the Portsmouth administrative area in the year from March 2025.

3.1.2. Monitoring proposal

We propose to measure these outputs in the following ways:

- Analysis of published scheduled journey times (baseline 2018/19)
- Analysis of achieved journey times, utilising data from the real-time passenger information system
- Analysis of both these metrics in comparison to general traffic journey times, using Bluetooth data. This will allow the council to adjust smart measures to improve the travel choice for the bus and will show the effectiveness of measures including fares collection and bus stop layouts to reduce delays.

3.2. Reliability

3.2.1. Target development

This target aligns with our Portsmouth Transport Strategy (LTP4) performance indicator to increase reliability of public transport services, using schedule adherence and passenger wait times as key metrics.

The journey time reduction measures described in Section 3.1 will also deliver greater consistency of journey times, which will translate into improvements in reliability.

The issue of service disruption by roadworks, planned and emergency, and other events will also be addressed. The PCC Traffic Management department provides timely information on roadworks and diversions to the bus operations managers. Responses to delays will be coordinated.

“Hot spare” buses with drivers will be provided to run additional services to fill any gaps in the timetables that could arise from unplanned traffic incidents, notified through the new incident information system.

If all the measures set out above and as detailed in Section 4 of this BSIP are implemented, we target 95% ‘on time’ performance by March 2025. Data provided for all services in the first eight months of 2021 shows schedule adherence of 85%, so we are targeting an improvement of 10%.

3.2.2. Monitoring proposal

Using existing Real Time Passenger Information (RTPI) data where possible, we will monitor on time performance as defined by the Office of the Traffic Commissioner, that is buses which arrive no more than 1 minute early or 5 minutes late.

3.3. Passenger numbers

The over-arching goal of the BSIP is to increase passenger numbers, to increase personal mobility and opportunity, increase socialisation and mental and physical health and to improve access to employment, education, health, and leisure. Attracting new users will reduce car use, improve congestion, and air quality and boost the local economy. The BSIP public consultation survey (Appendix E) set the priorities for improvement and the barriers to be addressed which this BSIP addresses, so we are confident that as those measures are delivered, we will see a strong increase in the recent rising trend of bus use in Portsmouth.

The pre-Covid bus passenger journey purpose split, described in section 2.2.1 will be re-assessed with new surveys and monitored to estimate the benefits of increased passenger numbers.

3.3.1. Target development

The patronage metric aligns with our Portsmouth Transport Strategy performance indicator to increase the number of bus passengers (see Appendix G pages 35-37). We expect patronage to respond positively in response to:

- Reduced journey times
- Improved reliability
- Improved passenger information
- Reduced fares for young people and other forms of reduced fares
- Better communication, marketing, and education for both users and non-users

If all the interventions outlined at Section 4 are delivered, a return to 100% of pre-Covid passenger numbers in the year from March 2025 will be targeted, increasing to 110% of pre-Covid passenger numbers by March 2030. Stretch targets of 100% by March 2024 and 115% by March 2030 will be set.

3.3.2. Monitoring proposal

We propose to request data on the number of boardings in the Portsmouth administrative area from operators to enable us to present one aggregated patronage figure for Portsmouth in each six-monthly BSIP update.

3.4. Passenger satisfaction

3.4.1. Target development

This aligns with our LTP4 performance indicator of improving the user perception of public transport.

The most recent Transport Focus Bus Passenger Survey results, pre-Covid, give an overall passenger satisfaction score of 92%, with 53% being very satisfied and 39% being fairly satisfied. We use Transport Focus surveys for bus user perceptions and Resident's Surveys and the National Highways and Transport survey for both user and non-user views.

The overall score is very high, but within that metric, some aspects scored less well. Scores below 80% included:

- Value for money (58%). Price was a prime source of dissatisfaction in the BSIP consultation responses
- Information provided inside the bus (74%)
- The temperature inside the bus (75%)

We look to improve satisfaction with these specific targets by 5% by March 2025. We intend to increase the percentage of passengers being very satisfied as measured in the Transport Focus Bus Passenger Survey from 53% by 10% to 58% and overall satisfaction to 95%. This would put Portsmouth at or near the top of the range in the 2019 Bus Passenger Survey sample.

3.4.2. Monitoring proposal

The periodic Transport Focus Bus Passenger Survey gives information on passenger satisfaction, and Portsmouth has been included in the sample in the past. It has the major advantage that it is undertaken on a consistent basis across England and therefore allows customer satisfaction scores to be tracked across time and to be benchmarked against other local transport authorities.

figure 16 - Targets for Improvement

Target	Outcomes	Summary of measures	Existing	Percentage increase on existing performance by 2025	Percentage increase on existing performance by 2030	Data source	How and why was this target chosen?	How does it deliver against the vision and Portsmouth Transport Strategy?
1. Journey time	<p>1.1 Reduce average bus journey time by 10% compared to average car journey times in the year from March 2025.</p> <p>1.2 Reduce average bus journey time on buses operating on the SEHRT-designated routes within Portsmouth by 20% in the year from March 2025.</p>	<p>Bus priority More bus lanes. Citywide traffic signal control. Smart bus priority. Whole route bus priority. Improved bus stop layout design for faster entry and egress.</p> <p>Ticketing "Tap on Tap off" account-based fare payment to reduce bus stop dwell times by faster boarding. Expected saving of 8 seconds/boarding passenger resulting in 6% lower bus stop dwell time and 2% shorter journey times.</p> <p>Complementary measures Bus lane enforcement Parking restriction enforcement to reduce obstructions to buses in narrow streets.</p> <p>Further supporting measures Review of parking policy and provision Travel behavioural change programme Travel education in schools</p>	Transforming Cities Fund financed SEHRT Tranche 2 measures will reduce bus travel times by up to 5 minutes on some main north-south routes.	In the year from March 2025 - 10%	In the year from March 2030 - 20%	<p>Analysis of published scheduled journey times (baseline 2018/19).</p> <p>Analysis of achieved journey times, (RTPI) Analysis of both these metrics in comparison to general traffic journey times, using Bluetooth data.</p>	<p>To deliver the benefits of the BSIP objectives locally.</p> <p>Analysis of historic data lead to a conclusion that 10 % was an ambitious however, achievable target.</p> <p>To meet passenger desires/expectations for quicker journeys as evidenced by the BSIP survey.</p>	Portsmouth Transport Strategy (LTP4) (appendix F page 42-43). Policy J and K highlight the importance of: - prioritising local bus services over general traffic to make journeys by public transport quicker and more reliable and support demand-responsive transport services; and developing a rapid transit network.
2. Reliability	2.1 Improve bus journey time reliability with 95% of services operating on time in Portsmouth from March 2025 onwards increasing to 97% by March 2030.	<p>The journey time reduction described measures in the row above will deliver greater consistency of journey times, which will translate into improvements in reliability.</p> <p>Other measures will include:</p> <p>Information provision regarding roadworks, traffic disruption and diversions to operators from the PCC Traffic Management department.</p> <p>"Hot spare" buses will be provided at key points to rapidly restore services disrupted by unplanned traffic incidents identified through the improved incident reporting system.</p>	<p>DfT BUS0902: on-time 90% (last recorded 2016/17).</p> <p>Recent analysis of data from RTI system shows 85% on-time (Jan - Aug in 2021).</p>	10% Improvement of on time journeys	2% Improvement of on time journeys	Real Time Passenger Information (RTPI) data	<p>To successfully meet the BSIP objectives.</p> <p>Analysis of historic data lead to a conclusion that 10% by March 2025 was an ambitious however, achievable target.</p> <p>To meet passenger desires/expectations for shorter waiting times journeys as evidenced by the BSIP survey.</p>	Portsmouth Transport Strategy (LTP4) (appendix F page 42-43). Policy J and K highlight the importance of: - prioritising local bus services over general traffic to make journeys by public transport quicker and more reliable and support demand-responsive transport services; and developing a rapid transit network.

3. Passenger Numbers	<p>3.1 100% of pre COVID passenger number recovery by March 2025</p> <p>3.2 STRETCHED TARGET – 100% of pre COVID passenger number recover by March 2024</p> <p>3.3 110% of pre COVID passenger numbers by March 2030.</p> <p>3.4 STRETCHED TARGET – 115% of pre COVID passenger number by March 2030</p>	The BSIP will address the priorities set out in the residents' consultation by addressing performance, ease of use, information, affordability, early morning, evening, and Sunday frequencies. These are all measures which have a proven record of success.	<p>11.7m 2018/19 and 12m in 2019/20.</p> <p>Current patronage is c65% of pre-Covid level Assume 100% recovery by March 2025</p>	Recovery to 2019/20 levels – 12m by 2025, with a stretched target by 2024	110% of pre COVID passenger numbers by March 2030, with a stretched target of 115%	Bus operator boarding data	<p>To successfully meet the BSIP objectives.</p> <p>Analysis of historic data lead to a conclusion that the targets are deemed as ambitious but achievable targets.</p>	Portsmouth Transport Strategy (LTP4) (appendix F page 42-43). As well as policies J and K above, the LTP4 also highlights in policies L and M the importance of: Delivering high quality interchanges/stations/s tops; and to continue working with operators to develop the network.
4. Average passenger satisfaction	<p>4.1 Increase the percentage of customers very satisfied with the bus service by 10% from 53% to 58%, as measured by the Transport Focus Bus Passenger Survey</p> <p>4.2 Increase the percentage of bus users very satisfied or quite satisfied from 92% to 95% (Transport Focus Bus Passenger Survey) in surveys undertaken every 12 months for BSIP reporting</p> <p>4.3 We propose both an overall target as outlined above – and to focus on what is most important to customers by improving satisfaction by 5% in each of those areas by March 2025</p> <p>4.4 Seek to engage nonusers by better communication, marketing, and education.</p>	<p>The most recent Transport Focus Bus Passenger Survey shows the overall score is very high at 92%, but within that metric, some aspects scored less well. Scores below 80% included:</p> <ul style="list-style-type: none"> Value for money (58%). Price was a prime source of dissatisfaction in Portsmouth's own consultation for the BSIP. Information provided inside the bus (74%) and The temperature inside the bus (75%) Devise individual measures to improve satisfaction with each of the above customer priorities by 5% by March 2025 <p>We intend to move the percentage of passengers being very satisfied as measured in the Bus Passenger Survey from 53% by 10% to 58%, and the satisfied from 92% to 95% This would put Portsmouth at or near the top of the range in the 2019 Bus Passenger Survey sample.</p>	<p>Transport Focus Bus Passenger Survey Autumn 2019 reported 92% satisfaction.</p> <p>BSIP bus user survey reported 29% residents' satisfaction. Users: 37% Nonusers 7%</p>	<p>95% overall user satisfaction in Passenger Focus Survey</p> <p>5% customer satisfaction for each of the customer priorities</p>	<p>95% overall user satisfaction in Passenger Focus Survey</p>	<p>BSIP Survey data</p> <p>NHT survey data</p> <p>Transport Focus</p>	<p>To successfully meet the BSIP objectives.</p> <p>Analysis of the historic data lead to a conclusion that these targets are ambitious however, achievable targets.</p>	Portsmouth Transport Strategy (LTP4) (appendix F page 42-43). As well as policies J and K above, the LTP4 also highlights in policies L and M the importance of: Delivering high quality interchanges/stations/s tops; and to continue working with operators to develop the network.

Section 4 – Delivery

This section draws on the evidence and data outlined in sections 2 of this BSIP and provides an overview of the interventions needed to deliver against the ambitious targets outlined in section 3. A full breakdown of interventions and costings is provided in Appendix H and P. Please note these costings are indicative and have not been prioritised. This will be undertaken as part of the Portsmouth Enhanced Partnership.

4.1 Make improvements to bus services and planning

4.1.1 More frequent and reliable services

a. Review service frequency

Funding will be required to ensure that current bus services and frequencies continue beyond the cessation of the Department for Transport’s Bus Recovery Grant funding at the end of March 2022. This is to maintain services until the changes identified in this BSIP can be planned and implemented. It is made in the expectation that the demand for bus services is unlikely to have recovered to pre-Covid levels by the end of March 2022, and that therefore ongoing support will be required at least for one further year and to promote bus use to hesitant passengers through events and media. Advice from DfT at the time of writing is that recovery funding is not required to be bid for through the BSIP

As outlined in Section 2, a number of services offer scheduled ‘walk up’ frequencies of 6 buses per hour during Monday to Saturday daytimes. However, outside of these times, frequencies are lower, which constrains the relevance of bus to those on shift work or to those who wish to participate in the evening economy. Our focus is therefore on seeking funding to increase service provision and frequencies at these times. We regard these services as socially necessary and are described further at section 4.1.2 c below.

A key exception is route X4 between Portsmouth, Fareham, and Southampton. This currently runs every 30 minutes and provides a link between Paulsgrove and central Portsmouth via the M275. Opportunities to accelerate other bus services between Paulsgrove and central Portsmouth are limited, but our analysis shows that Paulsgrove is an area of high deprivation but also a relatively high reliance on cars. This BSIP therefore seeks funding to increase the frequency to every 10 minutes between Portsmouth and Fareham which, in conjunction with improvements to the footpath to the bus stop at Racecourse Lane, will transform the bus service proposition to at least part of Paulsgrove. This will address other issues described at section 4.1.2 c below.

We look to improve access to employment at Anchorage Park Industrial Estate, including the Royal Mail collection facility, and Ocean Park retail centre from the city centre and ferries, Farlington, Fratton and Copnor by additional journeys on the 21 route every 30 minutes.

b. Increase bus priority measures

As described in Section 2, there are over 50 separate bus priority measures in Portsmouth, however these are often disjointed. The Portsmouth city region’s TCF bid seeks to provide systematic priority on a whole route basis, protecting buses from as many traffic delays along their routes as possible. Particular importance will be given to cross-boundary routes which serve Portsmouth’s travel to work area and PCC will also work in partnership with the neighbouring highway to address

bus delays outside the city. This whole route approach will be extended to cover other local routes. As far as possible this will address the most significant delay points on the routes initially.

As part of the preparation of the bid for TCF, and subsequently for Pinch point funding, PCC have identified five significant bus priority schemes, for which feasibility and costing has been undertaken, and the implementation of which we will seek funds from NBS:

- A2047 corridor - bus lanes on A2047 London Road/Kingston Road
- Bus lanes on A288 Hampshire Terrace, Landport Terrace and King's Terrace
- St George's Road and Museum Road-bus Lane or 2 general traffic lanes on St George's Road approaching Park Road
- Bus gate on Eastern Road at the junction with Walton Road
- Bus priority measures on Anchorage Road Bus.

Two further significant bus priority schemes have been identified, which PCC will aim to design and deliver during the lifetime of this BSIP, subject to funding. These are:

- the provision of a contraflow bus lane on Mile End Road, which will have benefits to residents accessing bus services as well as bus journey times
- provision of bus priority measures to allow easier access to and from the Transport Hub to the M275 northbound and vice versa.

These investments in physical bus priority measures will be accompanied by further measures to assist buses, for which we will also seek funding from the National Bus Strategy:

- Provision of bus priority at traffic signals across Portsmouth through citywide signal control, possibly including smart priority to give extra green time to late running buses.
- Review and amend bus stop layouts to make it easier for buses to enter and egress and reduce delays, including filling in bus stop laybys and providing boarders where this is appropriate.

PCC will actively investigate the use of further powers under the TMA part 6, when they are announced by central Government, with a view to expanding enforcement of moving traffic contraventions e.g., banned turns traffic cameras, under part 6 of the Traffic Management Act (TMA). These cameras would support the enforcement of the new bus lanes and junction measures.

Many of the cross-boundary routes benefit from bus priority measures on sections of road outside the city, improving their journey times and reliability. PCC will seek the provision of further bus priority schemes outside the city where this would be beneficial to cross-boundary services and appropriate, in partnership with HCC and WSCC.

Finally, work undertaken for the TCF demonstrated how, in current conditions, bus service headways were highly variable. For instance, the analysis showed that buses might leave Fareham on route 3 at regular 10-minute intervals, but with those intervals varying more as buses progressed down the route. Further, we are conscious that with long bus routes, a problem with the highway network in, for example, central Portsmouth, can lead to bus passengers far away from the problem facing long waits and disrupted journeys.

We will therefore seek funding from the BSIP to station 'hot spare' vehicles at strategic points on the network to be agreed with bus operators. The bus service controllers will then have the resources available to respond quickly to unplanned traffic incidents advised through the improved traffic incident communications system for which funding is being sought. Timely information regarding

planned roadworks and other disruption will continue to be provided by the PCC Traffic Management department to the bus operations managers.

c. Increase demand responsive services

There are areas of Portsmouth which, despite the overall population density of the city, are relatively isolated in public transport terms, and where the configuration of the highway network can make it difficult to serve by bus. Port Solent is such an area, the location on Portsmouth Harbour being separated from the rest of the city by a major highway. It is an area of high car ownership and a bus service previously supported by PCC has been withdrawn. It has featured in a number of responses to PCC's BSIP public consultation survey (see Appendix E). Subject to funding, we propose to instigate a shared taxi service operating on demand. This would provide a link between Port Solent and the nearby bus stop at Racecourse Lane, served by route X4. In this way, residents would gain access to a fast bus service to Portsmouth city centre, and, if funding is made available, a frequent service. Operation of an on-demand service would avoid unnecessary mileage and hopefully enable PCC to constrain costs. Fares would be similar to local bus fares including acceptance of concessionary passes. This would be a pilot and proof of concept before considering rolling out to other areas, potentially providing linkages between parts of Paulsgrove and route X4.

The other area of concern is Whale Island, which is remote from the bus network but which staff that work in this location without access to a car have difficulty in reaching. It is proposed that a similar shared taxi service operating from Commercial Road is investigated, thereby providing connectivity from all parts of Portsmouth and beyond.

d. Consideration of bus rapid transport networks

Our Transforming Cities Fund bid essentially sought to replicate the success of the Eclipse Busway between Gosport and Fareham in an on-street setting, building on the performance of the on road Star corridor from Waterlooville to Southsea and meeting Portsmouth's objective for rapid transit between Portsea Island and its hinterland. The bus priority measures outlined above that we wish to secure funding to implement complete the package of BRT measures which constitute South East Hampshire Rapid Transit.

Our operators have plans to capitalise on these measures by implementing services which will shrink journey times between key residential estates and Portsmouth city centre. Securing funding for a significant increase in the frequency of route X4 will demonstrate the potential of BRT on the corridor between Fareham, Paulsgrove and Portsmouth which otherwise has slow journey times.

4.1.2 Improvements to planning / integration with other modes

a. Integrate services with other transport modes

This BSIP seeks funding for further improvements at The Hard Interchange for public transport passengers. This is specifically for improved transition and environment for passengers interchanging between buses at the Hard Interchange, ferry services, rail and travelling to Gunwharf Quays. This includes signing, lighting, and weather protection.

This BSIP seeks funding to undertake a desktop review of how timetables can be co-ordinated to secure good bus-bus and bus-rail/ferry connections.

b. Simplify services

Bus services in Portsmouth are already relatively simple, with very few, if any, route variations or route suffixes. We will look to improve network connectivity, especially for destinations on the east of the island.

Acting in co-ordination with HCC and WSCC, PCC will seek a maximum of three fixed dates during the year on which bus operators can amend timetables. Further measures to improve bus passenger information are outlined below.

c. Review socially necessary services

Socially necessary services fall into two groups. The first is where public transport accessibility is currently poor. Section 4.1.1 c describes the solutions proposed for two such areas – Port Solent and Whale Island.

Figures 2.3 of Appendix A shows that the east of Portsmouth has lower population density, and accordingly has lower levels of bus service compared to other parts of Portsmouth. Despite this, it has some significant trip attractors with St Mary's Hospital and key university sites. The results of our consultation with residents suggest a desire for higher frequencies and better access to The Hard Interchange, Southsea, and other parts of Portsmouth, including the Ocean Park shopping centre, which recently lost its bus connection due to the pandemic.

At the same time, an assessment of South Hampshire Regional Transport Model (SRTM) data (Appendix C) suggests that there may be an unmet need for providing bus services to Anchorage Park, a high employment location. Our proposed solution, subject to funding, is to restructure routes 13 and 14. In one direction, these would be extended to re-instate the Eastney – The Hard Interchange link. In the other, they would be extended to Ocean Park and Anchorage Park with a terminus at Cosham Interchange. This would enable passengers from Southsea, Eastney and Baffins to reach Ocean Park and Anchorage Park, and residents from Paulsgrove and Waterlooville to reach Anchorage Park with a change at Cosham. We are seeking funding to increase the frequency to 2 buses per hour and to ensure that it meets major shift times at Anchorage Park. We would also look to provide a new link on the 21 from Farlington, Fratton, the city centre, and the Gosport Ferry to Anchorage Park Industrial Estate to improve access to employment and training.

The second element is to extend the operating day of services to meet the needs of shift-workers and participants in the evening economy. We are seeking funding to provide arrivals at Queen Alexandra Hospital in time for 05:30 shift starts on routes 2, 3 18 and 23, which will provide accessibility from central Portsmouth, Southsea, North End, Paulsgrove, and Copnor. Some services need to be tailored to meet shift finish times, and we will seek at least a bus every 20 minutes on core services in the evenings (with journeys until 01:00 on Fridays and Saturdays) and on Sundays.

We are also seeking funding to provide more frequent services during the evenings on core services 1,2,3,7 and 23 and to operate services on Christmas Day – noting that these have been well-received when implemented on the Isle of Wight and in Southampton and which – in providing connections to the National Express network – allowing for nationwide travel to be undertaken throughout the UK.

d. Invest in Superbus networks

The measures above – and described in fares and ticketing below – all constitute Superbus measures of high frequency and high speed between major centres of population and activity. The SEHRT

proposals will benefit a number of such services, such as the long-distance route 700 between Portsmouth and Bognor Regis.

In addition, considerable work was undertaken when developing the SEHRT TCF proposition into the review of access to Superstops. This included undertaking an LCWIP audit of 13 stops along the Portsmouth rapid transit corridors. The LCWIP audits identified a number of interventions to improve accessibility to the stops and outlined the infrastructure required at each Superstop. These improvements are outlined in the intervention's spreadsheet in Appendix H.

4.1.3 Improvement to fares and ticketing

a. Lower fares

The Portsmouth BSIP will target lower fares in four ways and seeks funding from the NBS to enable the establishment of these methods and to provide revenue funding (where required) to maintain them.

The first is to seek funding to extend the current discount from under-16 to under-19. The Portsmouth BSIP seeks funding to deepen the discount from around 33% at present to at least 50% for under 16s. The potential cost of introducing half fare concessions for under-16s is estimated to be around £490,000 p.a. The cost of providing 33% discount to 16–19-year-olds is estimated to be around £870,000 p.a. These estimates are based on the proportions of travel shown to be undertaken by these age groups by the National Travel Survey results.

The second and third address the findings of the residents' engagement that a frequently cited complaint that people find journeys involving more than one operator's buses expensive. This could be because there is no Solent Go product suitable for their needs, or because of a lack of awareness of the Solent Go option. Through BSIP we propose a 60 minute all operator 'Hopper' ticket within the city, similar to that offered in Brighton and Hove.

Therefore, the second way in which the Portsmouth BSIP will target lower fares is to extend the multi-operator Solent Go product range by introducing a Hopper ticket, which would enable passengers to ride on multiple buses within 60 minutes of ticket purchase, regardless of operator.

The third way is to raise awareness of Solent Go. The Portsmouth BSIP will seek funding to create awareness of this product through an attention-grabbing marketing campaign followed by adverts that remind people about the bus offerings. Essential to the success of any marketing will be working in partnership with bus operators to reach their customers via their channels as well as on buses. The fourth addresses the need both to support the evening economy, and to make buses more competitive within in it. The Portsmouth BSIP will look to introduce an Evening ticket that is a low-cost version of the Solent Go day ticket which will be offered after, say, 19:00 in the evenings.

b. Simplify fares

To make travel easier for both regular and new users we would look to BSIP to enable the implementation of Tap on Tap off ticketing (TOTO).

TOTO funding will enable bus passengers to avoid the need for knowledge of ticket products or commit to a particular set of journeys in advance whilst offering a best price guarantee. This is the implementation of account-based ticketing which we will undertake in two stages. The first is the adoption of 'tap on tap out' account-based ticketing for bus operators' own ticketing products. This will follow the successful development of 'Project Coral' back office, being developed nationally on behalf of DfT. PCC will seek funding from the NBS for two measures. The first is the provision of

second card readers on buses to allow passengers to tap out separately from those tapping in. The second is to develop means to allow young people to tap in and tap out and obtain the discount to which they are entitled, and the unbanked to tap in and tap out, in order to maximise the effectiveness of the TOTO proposition. This requires people to pre-register their bank cards or obtain 'white label' bank cards: we will seek funding to develop the back office and manage the administration.

In line with government's timescales, we then foresee a transition to multi-operator account-based ticketing, allowing the full benefit of TOTO to be realised.

At present there are three sets of bus fares in Portsmouth – First, Stagecoach and Solent Go. The Portsmouth BSIP seeks to move to common fare stages and fare zones – such that the boundary of the Portsmouth zone is the same in all three cases.

We will seek to offer ticket products across a basic range - short trips, evening, weekend, family ticket that is common across all operators whilst maintaining commercial products if operators wish. We will mandate under the BSIP that fare values for all journeys – including point-to-point singles and returns – and fare zones, are published. This in itself will assist in presenting a simple proposition to customers.

c. Integrate ticketing between operators and transport

We will seek opportunities to improve integration between bus and ferry, and bus and rail ticketing. We will invite the operators of the Gosport and Hayling Island ferries to take part in account-based ticketing.

4.2 Make Improvements to bus passenger experience

4.2.1 Higher specification buses

a. Invest in improved bus specifications

We will seek funding to complete the provision of USB charging and on-bus WIFI on buses in Portsmouth and fund refurbishment of midlife vehicles on lower-performing routes to the latest standards and to refurbish mid-life buses to the latest passenger standards.

We will seek funding to replace on bus audio visual systems to include details and timekeeping of connecting bus, coach, train and ferry services to keep passengers fully informed throughout their journey as well as telling passengers where to change for ferry, rail and other connecting services, building on the current offer to visitors and those with hearing or visual difficulties.

We will also encourage the operators to introduce dual-door buses where appropriate to further accelerate bus services by reducing bus stop dwell times. The second door would allow passengers to board and alight simultaneously, saving time at busy stops.

b. Invest in accessible and inclusive bus services

As part of our programme of reviewing bus stop layouts (4.1.1b) we will seek funding to undertake a three-part review.

The first is to review accessibility and ensure as far as possible that bus stops can be used by all passengers, catering in particular for those with specific mobility needs.

The second is to review bus stop locations and ensure that these continue to meet local access needs and consider options for re-location where this is appropriate.

The third is, through the LCWIP process, to review access to key bus stops across the city. This will be a phased approach, focussing on the highest demand locations initially. Work has been undertaken using the LCWIP survey approach for 15 stops as part of the SEHRT programme.

c. Protect personal safety of bus passengers

This process of reviewing bus stop locations, layouts and pedestrian access routes will also have the needs of passenger safety in mind, and a structured safety audit will be undertaken at each location.

We will develop bus stops to an enhanced specification at key points on the SEHRT and wider bus network.

d. Improve buses for tourists

Portsmouth's Park and Ride has proved to be highly successful in attracting tourists and visitors, particularly to major events, and we are seeking funding from the first round of the Levelling Up Fund to expand the current provision including the delivery of a further 1,000 car parking spaces alongside cycle facilities, car, e-scooter and bike rental facilities, taxi rank, public conveniences, and ancillary uses. The city had 9.4 million visitors in 2015 so making the bus an easy choice for them will benefit both the environment and the economy.

We propose a pilot project to make it easier for families without access to a car to undertake days out at weekends, to visitor destinations not currently within easy reach by public transport.

e. Invest in decarbonisation

We are seeking funding to build on the current ZEBRA so that the remaining 120 buses operating in Portsmouth daily can be replaced by zero emission buses at the earliest opportunity, recognising the Ministerial Directive, the five AQMAs and the Clean Air Zone and the known health and air quality Impacts in this compact city.

The Park & Ride site is well located to provide a multi-operator bus depot, equipped for electric buses to reduce carbon, and obviate empty mileage running for buses currently based outside the city. Charging facilities would be offered for visiting PCVs and commercial vehicles.

PCC will work with operators for the remaining diesel buses to be fitted with smart stop-start engine technology to reduce carbon emissions and fuel consumption until all services are operated by electric buses.

4.2.2 Improvements to passenger engagement

a. Passenger charter

We will develop with the operators a passengers' charter. This will include refunds or complimentary ticket if services are cancelled or delayed for reasons within the operator's control and will include meeting the cost of a taxi in case of failure of last journey. Most importantly, it will provide clear accountability for service provision and hence passenger confidence in the service.

b. Strengthen network identity

The Portsmouth bus network is served by two operators and benefits from distinctive route branding on key corridors such as The Star and the 23 but lacks an identity for the network, as a

whole, which would make the bus offer clearer to new users and returnees. It is proposed to retain the benefits of the investment in route branding and work with operators to add a common identifier to all buses operating in the city.

c. Improve bus information

We will work to encourage businesses to develop Travel Plans as part of conditions for development planning consent, as well as encouraging existing businesses to work with the council to develop green travel choices to/from and during work.

Following development of a Travel Plan, capital and revenue measures will be identified to support the business and staff. This could include RTI, access to discounted travel tickets, shelter information, improving walking routes.

We will improve the level of provision at bus stops in two ways. The first, subject to funding, is to expand the range of static information at bus stops, with a wayfinding map to show the public transport network, key fare information and connections to other services. This will make the bus stop a shop window for the bus service and responds to the finding of the residents' survey that many people do not know where bus services go.

Secondly, subject to funding, PCC will provide RTI to all remaining stops - approximately 290 stops – at a rate of 100 displays a year for 3 years. This is at all remaining bus shelters and well as the continued installation of RTI poles. This responds to the results of our engagement as part of the BSIP where passengers told us that they wanted further RTI across the city.

d. Reaching non-users

The BSIP residents' survey showed that bus satisfaction levels were lowest amongst non-users. We would look to reach those residents through additional dedicated pages in the City Council's quarterly Flagship magazine which is delivered to every household in the city. We would seek to educate and inform non-users about the measures to demystify bus travel through simpler fares, and improved services and facilities proposed in this BSIP.

4.3 Other - Complementary Measures

The Portsmouth bus network will only provide an attractive alternative to car use if highway management favours the movement of people rather than vehicles through a range of priority measures, improvements at the stop and getting to the stop, simpler, quicker, ticketing with Tap on Tap off and ensuring that the provision and cost of car parking accurately reflects the true cost of its provision.

Therefore, a number of complementary policies and measures have been identified as interventions under Appendix H. This includes bus lane camera enforcement, parking and behaviour change strategies, exploring private non-residential parking restrictions and network management responsibilities

Section 5 – Reporting

5.1 Governance

The governance structure of the NBS programme is robust and is clearly set out in Appendix I. This governance structure replicates the same governance model as currently used following the successful Portsmouth City Region (PCR) Transforming Cities Fund (TCF) bid.

Appendix A, section 8 shows the roles and responsibilities hierarchy of the governance. Following the submission of this BSIP, PCC will develop a key stakeholder forum. This will be developed following further in-depth interviews and discussions with neighbouring authorities such as HCC.

Appendix J and L provide the Terms of Reference (ToR) for both the NBS Programme Board and NBS Enhanced Partnership Board which were operational in the production and sign-off of this submission.

Both Boards will have a monthly highlight report produced using the reporting tool (Appendix L) to provide up-to-date information on programme progress to monitor and make decisions to ensure the programme successfully delivers.

The programme manager will ensure that there is rigour and robustness in both governance assurance to ensure successful delivery.

5.2 Programme Delivery

Programme of works will be delivered in accordance with PRINCE2 and Managing Successful Programmes (MSP) methodologies, with clearly identified roles and responsibilities.

The project management processes will require the project managers to provide weekly financial and progress reports to the PMO. Any issues highlighted (for example, overspend or underspend, timescale slippages etc.) will be escalated to the relevant board or individual who is part of the delivery hierarchy.

The Programme Board would meet quarterly, with Project Managers presenting a Highlight Report (Appendix M) at each of the meetings. This will provide an overview of progress on the projects and be used as a tool to formally record any issues and risks to delivery of the programme and progress towards realisation of benefits.

The reporting cycle for programmes are focused on relevant boards as this is where the decision-making process will take place to reflect on progress and report on the previously agreed changes. The frequency of these meetings will ensure that any risks to delivery can be identified and raised in a timely manner to resolve.

5.3 Programme Delivery Monitoring & Reporting - Reporting Tool

A reporting tool (Appendix L) has been developed by PCC to deliver monthly reporting effectively and efficiently on the progress of the issues for the various levels of governance and to ensure transparency across the programme to enable evidence-based decision making. The tool and processes around it have been created for a single source/version of the truth. This information can also be provided to the DfT if they require further detail. The reporting tool is being used for PCC's

Air Quality Programme and SEHRT programme tranche 2 (TCF funded). The tool has been presented to DfT colleagues and was met with an extremely positive response. *Figure 17* below, illustrates where the information is used and the necessity for an up-to-date single source.

figure 17 - reporting areas



5.4 Programme Monitoring & Reporting - Benefits

Targets will be monitored using qualitative and quantitative data to evaluate change and attempt to understand the rationale. *Figure 16 - Targets for Improvement* illustrates the objectives we will be monitoring alongside the data sources. Some of the data sources are new, thus they have set targets. Targets for new sources will be set once data creation and collation processes have been set and a baseline established.

In order to consider the effectiveness of the strategy it is important that a range of robust data sources are identified, and plans are in place for reporting on progress towards achieving objectives. The data collected will be used to assess the ongoing success of the BSIP. Collection of data over time will allow for temporal analysis and the identification for patterns and trends for monitoring progress. Data will be collated monthly, quarterly, and annually. This data will be centralised and then fed into a strategic level dashboard that will be reported on to the Boards and DfT. The data will be processed using Python and Power BI and then visualised using Power BI and GIS software.

A high-level summary of the data collected will be reported to the relevant Board as part of the standard reporting procedure. This will enable decision makers to have regular oversight of the effectiveness of the strategy providing the opportunity to identify any lack of progress or risks to achieving the objectives at the earliest opportunity.

Data will be published every six months to understand performance against BSIP targets. This will enable the tracking of progress against a baseline position and 2025 and 2030 targets.

Section 6 – Overview table

BSIP Overview Table Template

Name of authority or authorities:	Portsmouth City Council
Franchising or Enhanced Partnership (or both):	Enhanced Partnership
Date of publication:	26 th October 2021
Date of next annual update:	3 rd October 2022
URL of published report:	www.travel.portsmouth.gov.uk/public-transport/

Targets	2018/19	2019/20	Target for 2025/26	Description of how each will be measured (max 50 words)
Journey time	100% of present	100% of present	90% of present	Analysis of published scheduled journey times (baseline 2018/19)
Reliability	85% of buses arrive on time.	85% of buses arrive on time.	95% of buses arrive on time.	Percentage of buses on time obtained from data provided by the Real Time Information system.
Passenger numbers	11.7m	12.0m	12.0m	No. of boardings obtained from operators. 100% recovery from Covid in the year from March 2025 with a stretched target to reach this in the year from March 2024 110% of pre-Covid passenger journeys by March 2030 and a stretched target of 115% by that date.
Average passenger satisfaction	92% of passengers satisfied.	92% of passengers satisfied.	95% of passengers satisfied.	Transport Focus Bus Passenger Survey results.

Make Improvements to bus services and planning

More frequent and reliable services

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Review service frequency	Yes	Improved evening and Sunday frequencies on core routes to support access to employment and night-time economy. Extend span of day with new 0430 journeys to support employment and staff access to QA Hospital and Friday/Saturday night journeys until 0100. Introduce services on Christmas Day.
Increase bus priority measures	Yes	Citywide traffic signal control, whole route approach to bus lanes, enhanced enforcement through extra CCTV, Civil Enforcement Officers, and tow away service to remove obstructions.
Increase demand responsive services	Yes	Yes, new taxi share links to Port Solent and Whale Island
Consideration of bus rapid transport networks	Yes	Build on TCF funded South East Hants Rapid Transit network with additional interventions and more X4 journeys.

Make Improvements to bus services and planning

Improvements to planning/integration with other modes

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Integrate services with other transport modes	Yes	Improved interchange with rail and other transport at proposed Cosham Transport Hub. New covered walkways at the Hard Interchange to rail, Gosport, and Isle of Wight ferries. Improved walking/cycle links to key bus stops.
Simplify services	Yes	First stage is to simplify travel by adding more ticket-types to the all-operator Solent Go app to allow travel on all buses and interchange at will and Tap on Tap off for simpler travel. Our gap and needs analysis will identify options to revise the network.
Review socially necessary services	Yes	We are looking to reach further areas through DRT and extension of existing routes such as 13/14 and 21. Reach more residents with targeted fares initiatives.
Invest in Superbus networks	Yes	Through targeted lower fares, simpler fares, and integrated fares with new Tap on Tap off and extended Solent Go, bus priorities, improved evening and Sunday frequencies and improved bus stop arrangements.

Make Improvements to bus services and planning

Improvements to fares and ticketing

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Deliver improvements to fares and ticketing	Yes	Funding for Tap on Tap off to make travel simpler; new all operator, targeted discount, Solent Go tickets for families, jobseekers, evening travel and hard to reach groups facing health and economic barriers.

Make improvements to bus passenger experience

Higher spec buses

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Invest in improved bus specifications	Yes	All buses to have Tap on Tap off ticketing, Wi-Fi, USB chargers, and audio-visual information for connecting services. Midlife refurbishment for older buses. Look to retrofit smart stop start technology in interim before moving to zero emission.
Invest in accessible and inclusive bus services	Yes	Improved stop layouts for passengers, better first mile/last mile links, network information including RTI at every stop and during the journey. Use a range of fares initiatives to widen access to, and take up of, the bus network.
Protect personal safety of bus passengers	Yes	Wider deployment of CCTV, help points, improved waiting environment and lighting at and to and from the stop.
Improve buses for tourists	Yes	A programme of bus trips to out of town tourist destinations to avoid the need to use the car and make these destinations available to all residents.
Invest in decarbonisation	Yes	Look to build on the current ZEBRA bid so that all buses in Portsmouth are zero carbon with some interim improvements to existing buses such as smart stop start. Portsmouth transport hub to provide a new all electric depot with charging facilities for visiting coaches and commercial vehicles. Retrofit smart start/stop engine technology to remaining diesel buses in the interim to reduce emissions and fuel consumption.

Make improvements to passenger engagement

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Passenger charter	Yes	At stops and on every bus to show service standards, who to contact, travel again free in case of over 30 minutes delay and taxi fares refund if last journey fails.
Strengthen network identity	Yes	Every bus and stop to feature identification as part of the Portsmouth bus network, common ticketing options and information whilst retaining strong route/operator branding where appropriate.
Improve bus information	Yes	Every stop to have Real Time Information, e-ink displays, network and fares information. Every stop flag to feature QR codes. Every bus to have audio visual displays onboard to show how connections bus/rail/ferry and coach services are running.

Other

Delivery – Does your BSIP detail policies to:	Yes/No	Explanation (max 50 words)
Other	Yes	Introduction of Tap on Tap off ticketing is key to make travel simpler and cutting stop times.

Appendices

Appendix A	Portsmouth BSIP Baseline Evidence Base
Appendix B	Portsmouth Bus Services map (September 2021)
Appendix C	Solent Regional Transport Model data
Appendix D	Portsmouth Park & Ride route map
Appendix E	Portsmouth BSIP online public consultation report
Appendix F	Portsmouth Transport Strategy (Local Transport Plan 4) 2021-2038
Appendix G	Portsmouth Transport Strategy Implementation Plan 2022/23-24/25
Appendix H	Portsmouth Bus Service Improvement Plan intervention list
Appendix I	Portsmouth National Bus Strategy Governance Structure
Appendix J	Terms of Reference for the Portsmouth National Bus Strategy Programme Board
Appendix K	Terms of Reference for the Portsmouth National Bus Strategy Executive Board
Appendix L	Reporting tool template
Appendix M	Programme report template
Appendix N	DfT BSIP Outline Funding Form
Appendix O	Bus operator letters of support



You can get this information in large
print, Braille, audio or in another
language by calling 023 9284 1347

Technical Note

Portsmouth BSIP Baseline Evidence

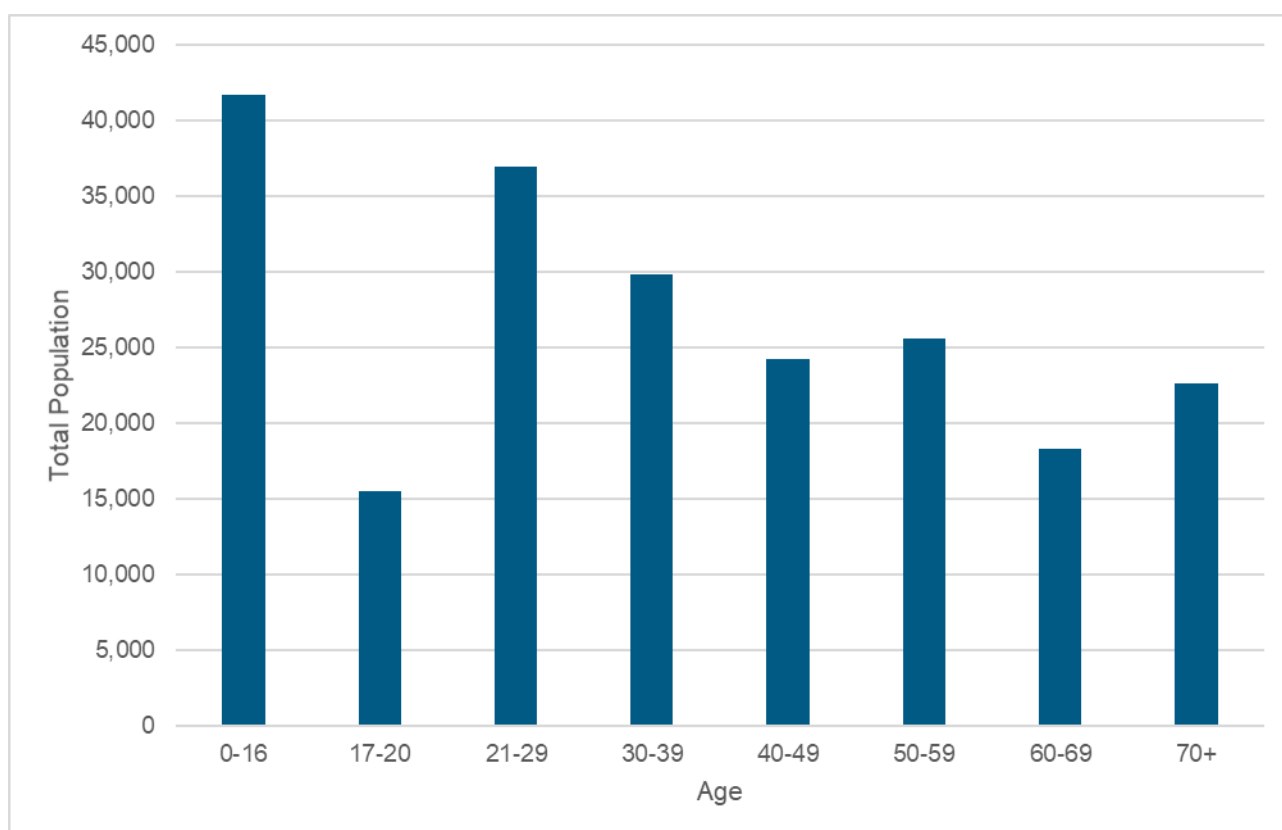
Appendix A

1. Background and Demographic Profile

Portsmouth City Council is a unitary authority within Hampshire which is mainly situated on Portsea Island. The authority has three main highway links connecting Portsea Island to the mainland which can provide a challenge to bus services during peak times. One of these routes the M275 provides a direct connection to the M27 and A3 (M) which in turn connect the city to the south-west and Greater London; however, this route is not used by most bus services. Additionally, Portsmouth has direct rail services to London, Southampton, Brighton and Crawley. As at mid-2020 the local authority's population stood at 214,692¹.

Figure 1-1 outlines the population breakdown of those living within Portsmouth as per the Office for National Statistics (ONS) 2020 mid-year population estimates. The area in general has a youthful population, with over 70% of residents under the age of 50. This said there are a relatively large number of those over the age of 70 – 10% of the population. As such, despite the youthful demographics of the city, there will be a wide variety of transport needs which the Bus Service Improvement Plan needs to consider in order to ensure the needs of all are sufficiently met.

Figure 1-1 - Population breakdown by age¹



¹ [ONS \(2021\). Estimates of the population for the UK, England and Wales, Scotland and Northern Ireland](#)

2. Spatial demographics

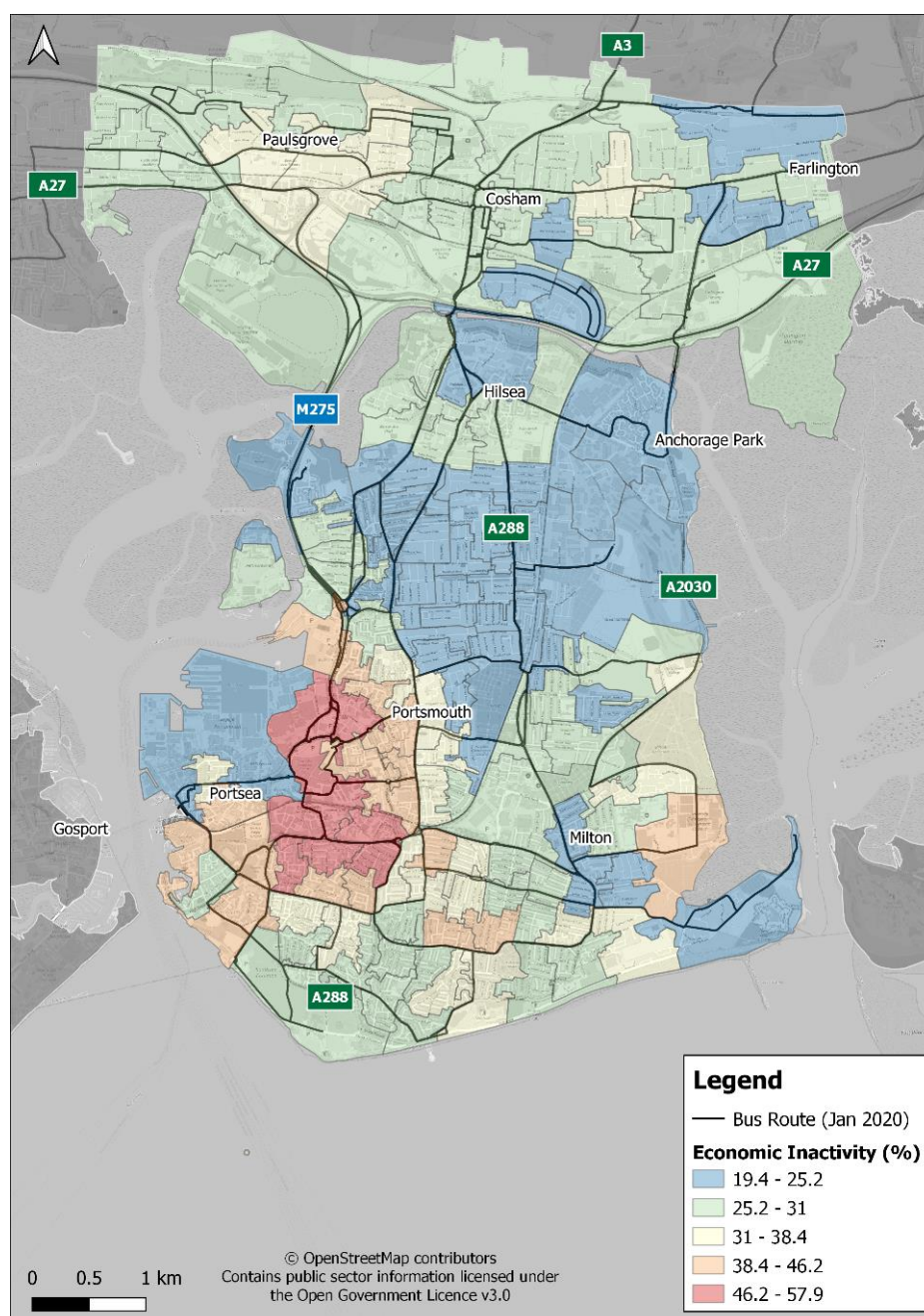
2.1. Economically inactive

Economically inactive people are defined as those who are retired, students, those who are unable to work and those unemployed. 2011 Census data has been collected to understand the profile of economic inactivity within Portsmouth². These data are displayed by Census Lower Layer Super Output Areas (LSOAs) in Figure 2.1 below. Within Portsmouth the average economic inactivity is 30%, which is equal to the average level of 30% observed in England and Wales. Economic inactivity is however not equally distributed across space, with lower levels of economic inactivity seen in the north of the authority, particularly around Anchorage Park and Hilsea. Conversely, the highest levels of economic inactivity are seen clustered in the south-west of Portsmouth around the city centre. This however excludes the LSOA containing the Royal Navy base, which is to be expected due the number of service personnel based within the LSOA.

Interestingly, high levels of economic inactivity are seen in areas with greater levels of residential land use whereas lower levels of inactivity correspond with those areas with greater employment opportunities.

When considering connectivity to the bus network, all LSOAs are served by at least one bus per hour, with those areas with the highest levels of economic inactivity also served by frequent bus services (>5 buses per hour (bph)). The east side of Portsea Island has the lowest level of access to more frequent bus services particularly the Anchorage Park and Milton areas. Economic activity is high within Anchorage Park; however, this is lower around Milton, perhaps highlighting an area where the bus service could be improved to support economic activity.

Figure 2-1 - Percentage economically inactive at the LSOA level²



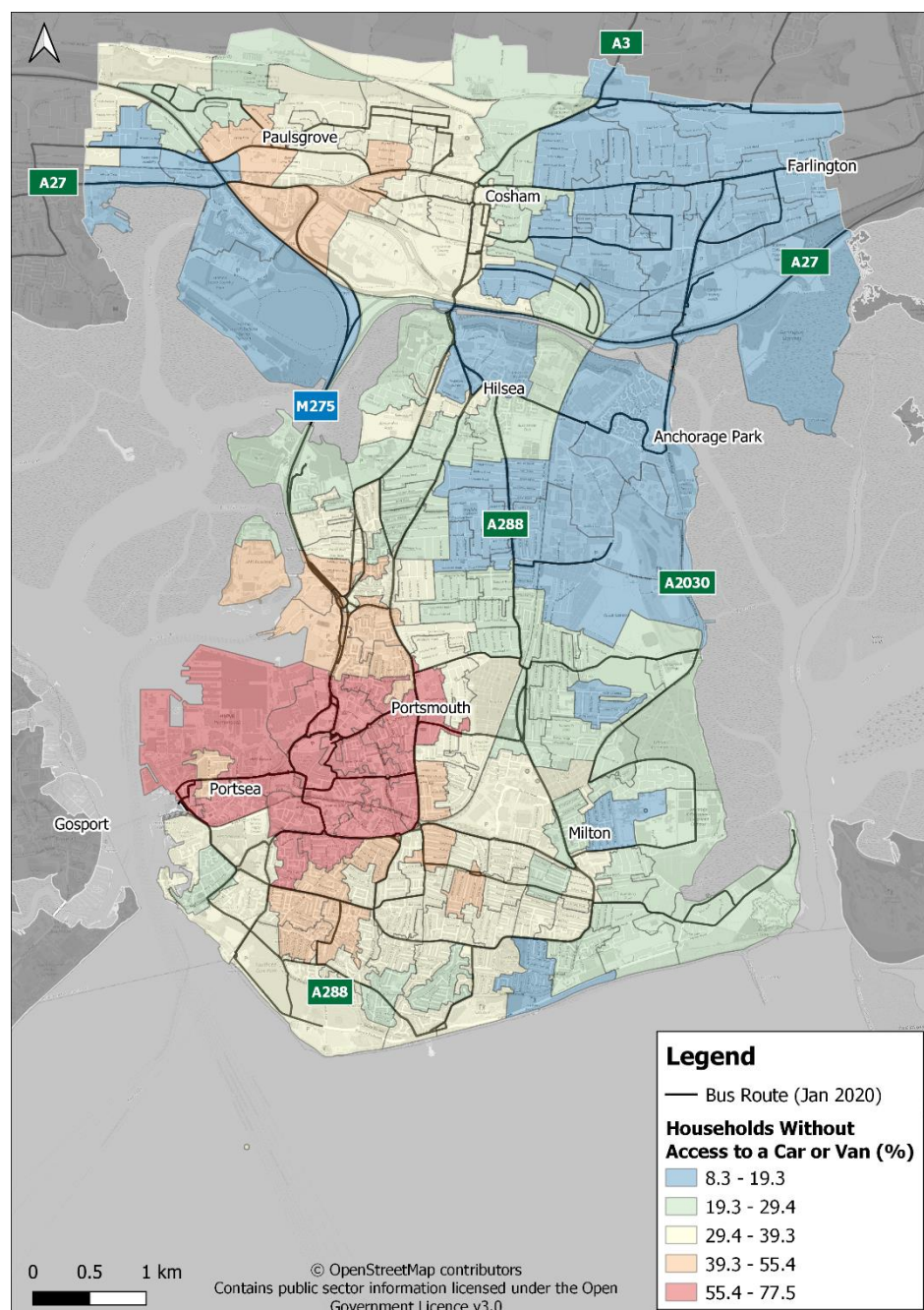
2.2. No access to a car or van

According to 2011 Census data³ the percentage of households without access to a car within Portsmouth is 33%, which is considerably higher than the England and Wales average of 26%. High levels of car ownership are mostly seen in the north and east of the authority, such as around Farlington and Anchorage Park. The area with the lowest levels of car ownership can be found within the LSOAs located in the south-west of Portsmouth, near the centre of the city and the naval base. This proximity to the city centre may contribute to the low levels of car ownership, due to better connectivity and more opportunities within the city centre. Paulsgrove to the north-east has lower levels of car ownership which correlates with higher levels of deprivation within this area.

² [ONS \(2013\). Economic Activity \(QS601EW\)](#)

When considering car ownership against the present bus network, where there are less frequent bus services to the east of the authority, such as to the west of Cosham abeam the A27 and to the east side of Milton, there appears to be higher levels of car ownership. Although this is simply a correlation and many other variables will influence the need to own a car, this does highlight a potential scope for improved bus services to capture some car journeys within this area. Conversely, to the west of the authority area, which is generally well served by frequent bus services, car ownership is lower highlighting the need to retain and strengthen such bus services to ensure access to opportunity is retained and strengthened.

Figure 2-2 - Percentage of households without access to a car at the LSOA level³



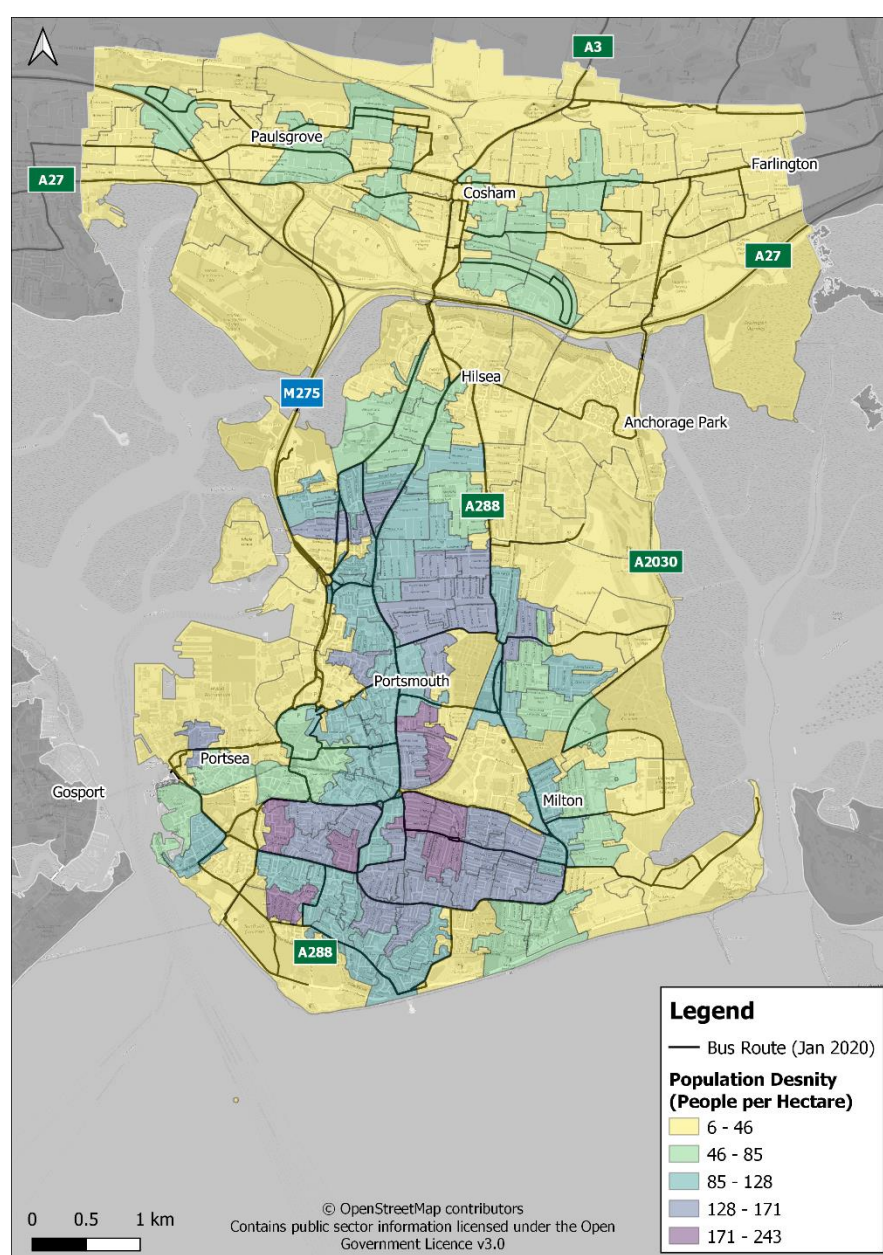
³ [ONS \(2013\). Car or van availability \(QS416EW\)](#)

2.3. Population density

Figure 2-3 outlines the population density of Lower Layer Super Output Areas (LSOAs) within the Portsmouth area based on 2011 Census data⁴. The average population density within the authority is 90 people per hectare. This is substantially higher than the England and Wales average of 43 people per hectare and the city is the most densely populated in England outside London. The highest population densities are seen within the south of the authority in and around the city centre, whereas population density is much lower in the north in areas such as Paulsgrove and Cosham. The areas with the highest population density are generally characterised by terraced houses, flats and student accommodation around Portsmouth University.

Regarding the present bus network and population density, all of the LSOAs with a population density greater than 128 people per hectare are served by at least 5 buses per hour, with most LSOAs with greater than 46 people per hectare also in proximity to a bus stop with frequent services. The exception to this is the highest density LSOA in the Baffins area, the higher density LSOA to the east of Milton and the LSOA covering Highbury College.

Figure 2-3 - Population density at the LSOA level⁴



⁴ [ONS \(2013\). Population density \(QS102EW\)](#)

2.4. Index of Multiple Deprivation (IMD)

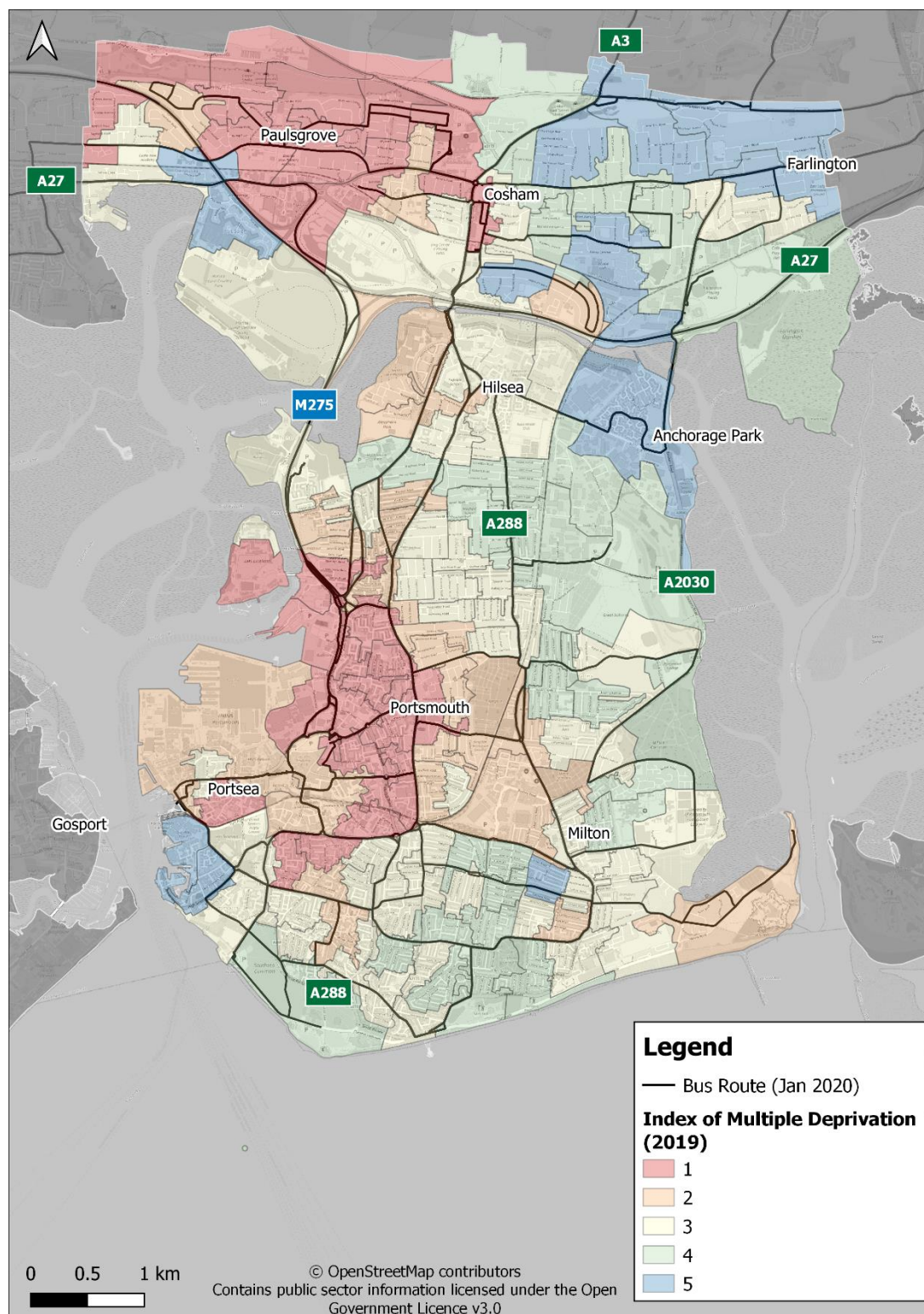
The IMD income deprivation domain⁵ has been used to investigate deprivation within Portsmouth. Table 2-1 outlines the breakdown of quintiles within the local authority. Within Portsmouth, 63% of LSOAs are categorised within the least 60% of income deprived LSOAs in the country; however, 18% of the LSOAs in the local authority are within the most income deprived domain. When considering the spatial distribution of income deprivation within the area, (Figure 2-4) it is evident that there are higher levels of income deprivation seen within the Paulsgrove and Port Solent area, Gunwharf and central Portsmouth; higher levels of income deprivation appear most apparent to the west of the authority. The lowest levels of income deprivation are seen to the north-east of the authority in the Cosham and Farlington areas, although there are some anomalies with IMD quintile 5 areas also seen in the Port Solent and Gunwharf areas.

When reviewing IMD against the present bus network, all of the LSOAs classified as income quintile 1 currently have access to a bus stop with frequent services, with this also true for the majority of LSOAs in income quintile 2 and 3. The less frequent bus services tend to be in areas which are classified as income quintile 4 or 5 to the east of the authority. Exceptions to this trend are the LSOAs in the Eastney area which are classified as IMD income quintile 2 and 3.

Table 2-1 - IMD income quintile distribution in Portsmouth

IMD Income Quintile	Number of LSOAs	Percentage of LSOAs (%)
1 (most deprived)	22	18
2	24	19
3	43	34
4	25	20
5 (least deprived)	11	9

Figure 2-4 - IMD income domain classification in Portsmouth at the LSOA level⁵



⁵ [Ministry of Housing, Communities and Local Government \(2021\), Indices of Multiple Deprivation \(IMD\) 2019](#)

2.5. Summary of Socio-Demographic Indicators

The previous sections have highlighted the diversity of the socio-demographics of Portsmouth. The area has levels of deprivation broadly in-line with national values although car ownership is significantly lower than the average car ownership seen in England and Wales. Levels of economic inactivity within Portsmouth are broadly in line with the England and Wales average.

It is evident that central parts of Portsmouth have some of the highest levels of income deprivation within the authority, and this correlates with levels of economic inactivity and low car ownership levels. Contrastingly, there are LSOAs within the Paulsgrove area which are within IMD income quintile 1, despite having relatively low levels of economic inactivity and broadly average levels of car ownership. This highlights the complexities of socio-demographics and their inter relations - perhaps suggesting that there are a higher number of working people but with lesser incomes in the Paulsgrove area.

As previously stated, Portsmouth has levels of car ownership which are lower than the average for England and Wales. It is likely that the high degree of urbanisation within the local authority can partially explain this, however it should be noted that car ownership is a complicated metric to utilise when reviewing socio-demographics⁶ ⁷. This is a result of the many variables which influence an individual's need to own a motor vehicle, including but not limited to, proximity to employment and leisure, journey times and direct public transport services. The latter may help to explain why car ownership is higher within the parts of the Paulsgrove area despite being within IMD income quintile 1.

When considering access to frequent bus services, it is evident that these bus services are concentrated to the central and western side of the authority along the main A-road corridors. This means that some areas such as Anchorage Park, around Milton and to the east of Corsham have less frequent bus services. The areas with less frequent bus services tend to correlate well with high car ownership and lower levels of income deprivation, perhaps highlighting areas where more frequent bus services could encourage modal shift. Conversely, in areas where there are more frequent bus services, car ownership tends to be lower, alongside the associated higher levels of income deprivation, thus highlighting the importance of retaining and strengthening services in these areas to prevent transport related social exclusion.

Overall, Portsmouth has a diverse range of socio-demographics which vary across space as a result of factors such as housing and transport. This initial insight has highlighted that differing part of the local authority have differing needs and drivers of the metrics outlined in the previous section.

⁶ Mattioli, G. (2014), Where Sustainable Transport and Social Exclusion Meet: Households Without Cars and Car Dependence in Great. *Journal of Environmental Policy & Planning*, 16(3), pp. 379-400

⁷ Mattioli, G. & Colleoni, M. (2016), Transport Disadvantage, Car Dependence. In: P. Pucci & M. Colleoni. (eds.) *Understanding mobilities for designing contemporary cities*. New York: Springer, pp. 171-190.

2.6. Railway stations and annual demand

Within Portsmouth there are currently five railway stations, all of which are managed by the train operator South Western Railway. The stations of Fratton, Hilsea, Portsmouth & Southsea and Portsmouth Harbour all lie on the Portsmouth Direct Line which runs between London via Woking and Portsmouth. Cosham Station is located on the West Coastway Line which runs between Brighton and Southampton along the south coast of England.

According to data from the Office for Road and Rail (ORR)⁸ Portsmouth Harbour Station is the most used of the five in terms of passenger numbers and currently offers 3 services to London Waterloo per hour, 2 direct services and 1 via Fareham and Eastleigh. On top of this, Portsmouth Harbour also provides 1 train per hour to Southampton, 1 train per hour to Brighton and 1 train per hour to Cardiff, via Bristol. This station is an important transport hub in Portsmouth, containing the Hard Interchange bus and coach station and ferry services to Gosport and the Isle of Wight.

Table 2-2 displays the change in patronage at stations in Portsmouth since 2014-15. Passenger numbers at two stations, Fratton and Hilsea, have increased since 2014-15 with around an extra 90,000 passengers using Fratton and around 12,500 more passengers using Hilsea in 2018-19. In contrast the remaining 3 stations have seen roughly a 5% decrease in passenger numbers in the same time frame.

Table 2-2 - Railway stations within the Portsmouth⁸

Railway Station	Year						Growth between 2014-15 and 2018-19 (%)
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20*	
Cosham	976,770	967,946	881,818	887,178	925,066	938,210	-5.3
Fratton	1,643,624	1,715,878	1,595,694	1,601,020	1,735,300	1,778,362	5.6
Hilsea	325,524	324,842	305,126	313,256	338,306	339,318	4.0
Portsmouth & Southsea	2,156,486	2,113,681	2,012,283	1,989,569	2,053,183	1,990,044	-4.8
Portsmouth Harbour	2,206,210	2,162,417	2,058,981	2,035,445	2,100,528	2,035,930	-4.8

**Data impacted by the beginning of the COVID-19 Pandemic*

⁸ [ORR \(2020\). Estimates of Station Usage \(Table 1415\)](#)

3. Sources of demand

3.1. Education establishments

Data for educational establishments has been collected from the Department of Education (DoE) for active establishments in June 2021⁹. From this data, there are 46 primary schools, 10 secondary schools, 2 post-16 and 1 school which provides all-through education within Portsmouth. The geographical distribution of these establishments is shown in the map in Figure 3-1.

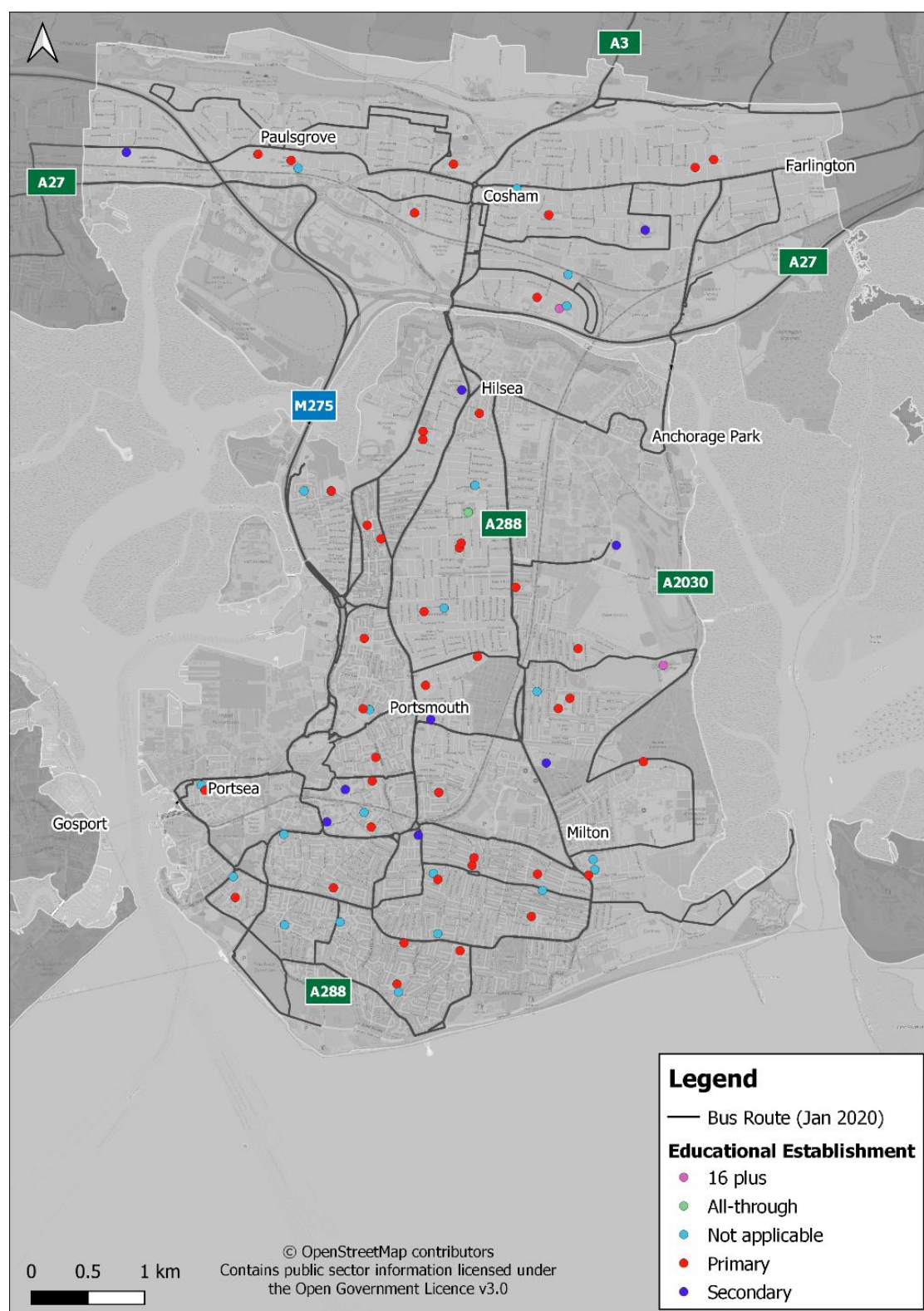
Within Portsmouth, there are slightly more schools located to the south of the authority which coincides with areas of higher population density (see Figure 2-3). There appears to be an even spread of primary schools within the authority, although the majority of secondary schools are situated in the south. DoE data also highlights that the two providers of post-16 education, Highbury College in the north and Portsmouth College in the south, are likely to attract students from a wide area across the local authority and adjacent areas.

When considering proximity to a frequent commercial bus route (defined as 5 buses per hour), Table 3-1 shows that most educational establishments within Portsmouth can be accessed using the commercial network. There are however some exceptions, such as Admiral Lord Nelson School, Lyndhurst Junior School and College Park Infant School, with the former impacted by the withdrawal of the number 17 service. Generally speaking, bus access to educational establishments is better in the west of the authority than the east.

Table 3-1 - Educational establishments with access to frequent bus services

Type of Educational Establishment	Percentage within 400m of a frequent commercial bus route (5bph) (%)
All-through	100
16 plus	0
Secondary	90
Primary	85
Not applicable	88

Figure 3-1 - Location of educational establishments in Portsmouth⁹



⁹ [Department of Education \(2021\), Get information about schools \[Sourced June 2021\]](#)

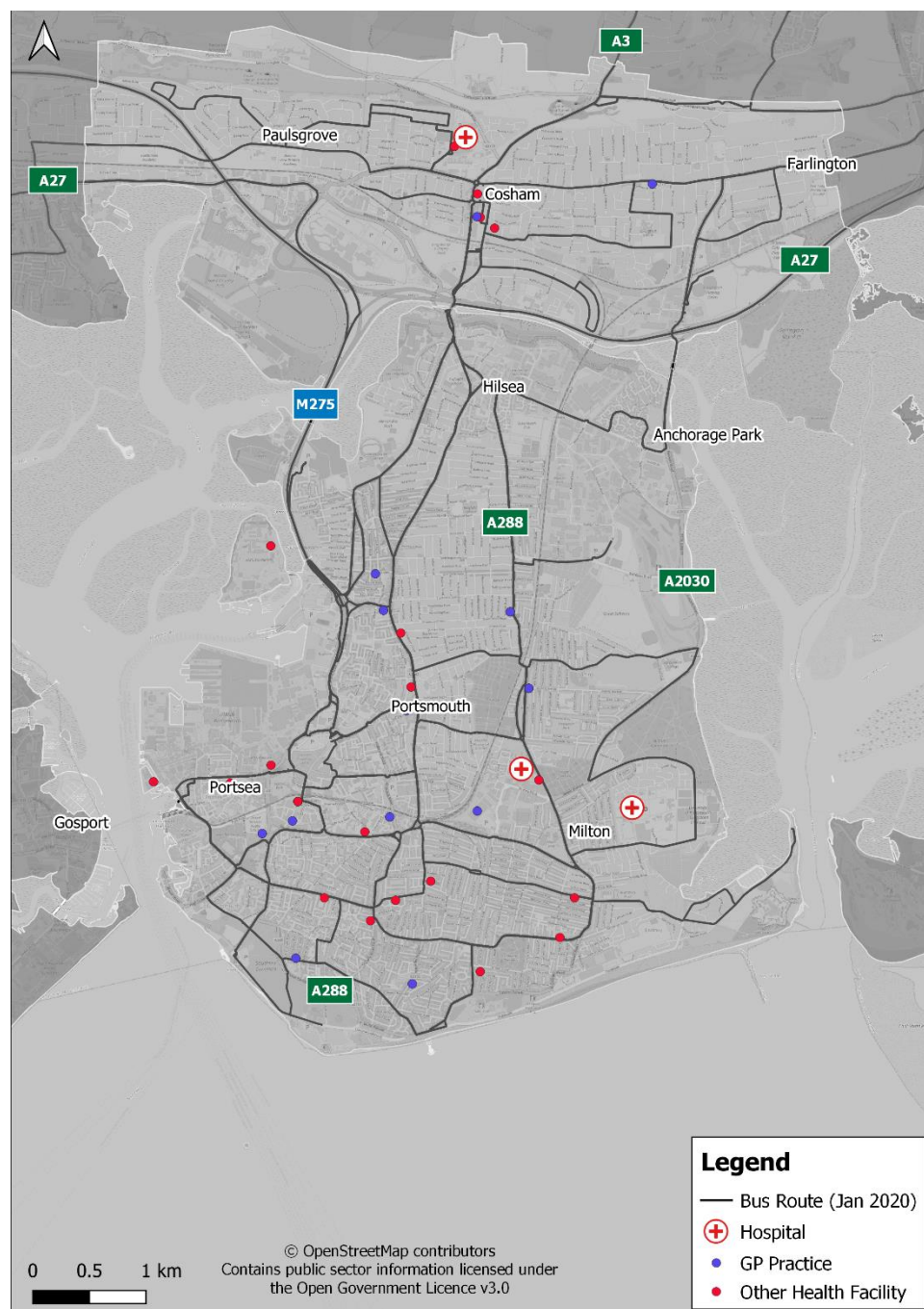
3.2. Health facilities

According to NHS Choices data¹⁰ Portsmouth currently has three hospitals. St Mary's Hospital located centrally is the primary hospital. This hospital opened in 2009 and offers most of the health care services provided in the local authority such as planned and emergency care.

Within the local authority, there are 12 GP surgeries¹¹. The geographical distribution of these hospitals and GP surgeries is shown in the map in Figure 3-2.

All GP surgeries within Portsmouth have access to a frequent bus route, alongside most of the other health facilities, with the only exception to this being St James' Hospital and the naval health facility on Whale Island.

Figure 3-2 - Location of health facilities in Portsmouth¹⁰



¹⁰ NHS Choices (2015), Hospital Locations

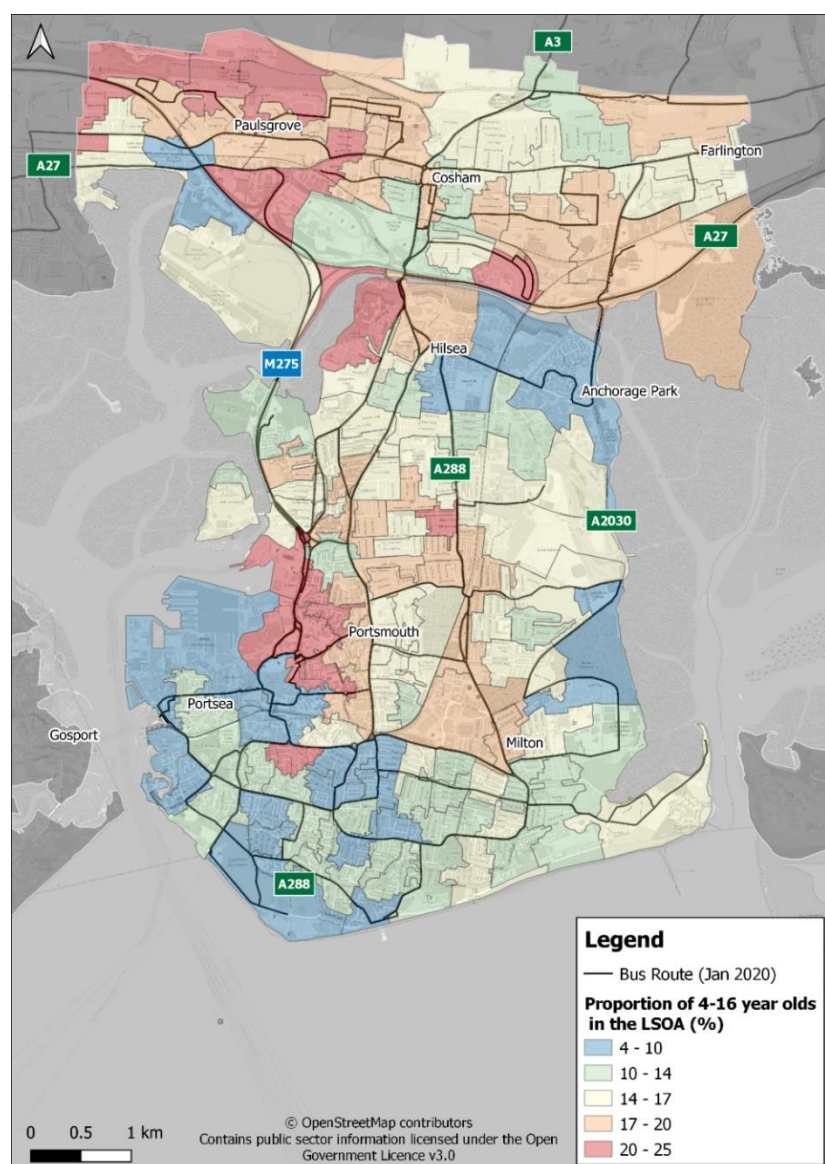
¹¹ [NHS Digital \(2021\). GP Surgeries \(epraccur\)\[Sourced June 2021\]](#)

3.3. Trip generation by student location

To highlight areas where it would be expected that a large number of trips for educational purposes would be generated, 2019 mid-year population estimates have been used to display LSOAs with the highest proportion of young people (ages 4-16 years old)¹². Figure 3-3 displays that the highest proportions of young people are found in the north of the region in Paulsgrove, with high proportions of young people also observed in the south-west near central Portsmouth. When considering low proportions of young people, the majority of these LSOAs are located on the south coast.

When considering the high proportions of young people and the current bus network, the areas with the highest distribution are relatively well served by the bus network. For example, within the Paulsgrove area the number 18 and 3 services provide 7 buses per hour between the areas of high concentrations and central Portsmouth. Towards the east of the authority, particularly in the Anchorage Park area where 14-17% of the population are 4-16 years old, the bus service is more limited, especially with the withdrawal of the 17 service. One other area of note are the LSOAs to the east of Cosham bordering the A27 – here there are high proportions of young people and a lack of frequent bus services meaning there are long walks to access bus services on Cosham High Street or Havant Road.

Figure 3-3 - Proportion of young people within LSOAs in Portsmouth¹²



¹² [ONS \(2020\). Lower layer Super Output Area population estimates](#)

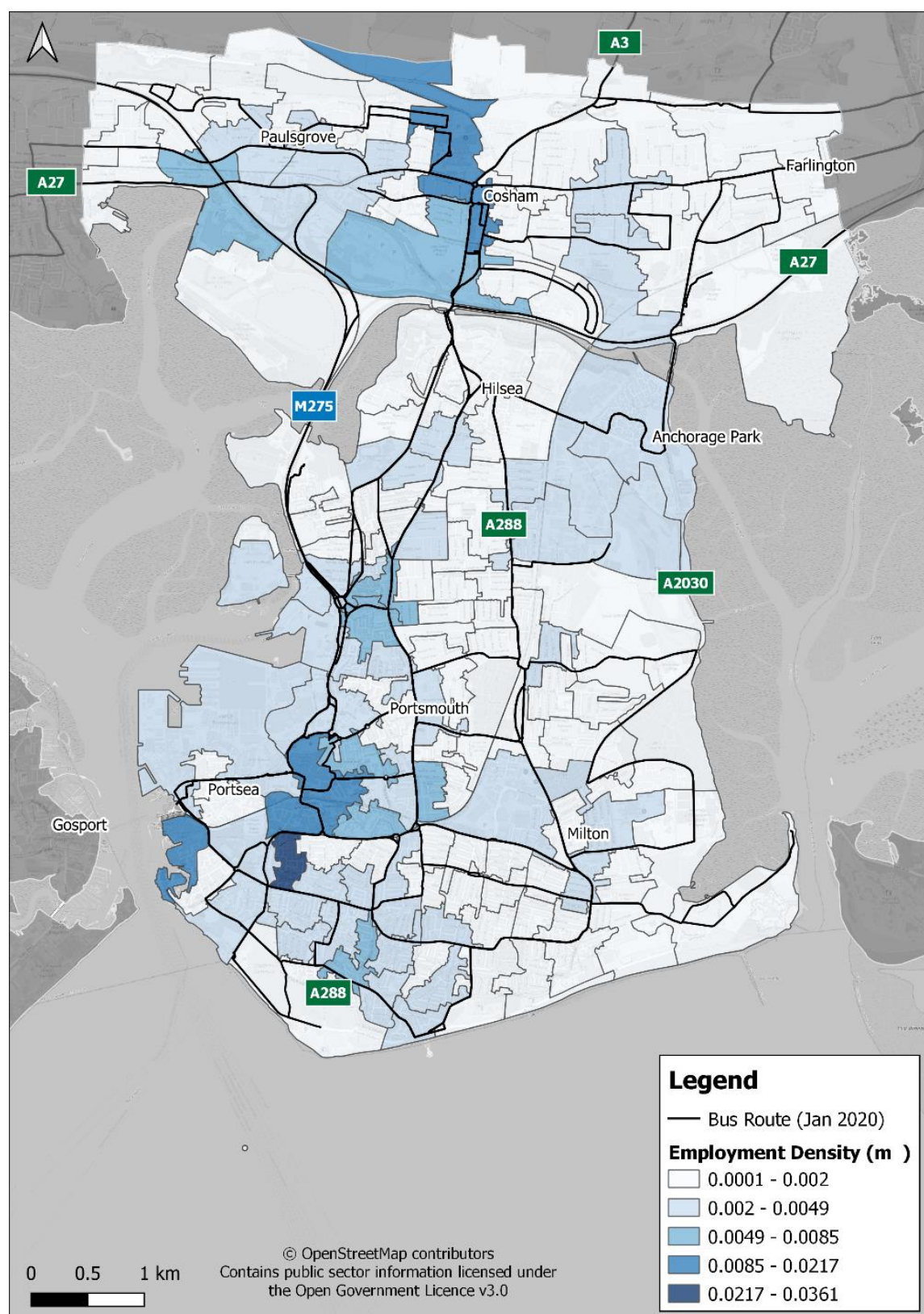
3.4. Major employment centres

As a proxy for major employment centres, employment density within LSOAs has been utilised to highlight areas of high concentrations of employment. This has been derived from the Business Register and Employment Survey 2019¹³ divided by the area of the respective LSOA.

Within Portsmouth there are relatively low levels of employment seen to the east of Cosham and north of Milton, which is expected due to the high levels of residential properties in these areas. Conversely, the highest levels of employment density are seen within central Portsmouth, likely to be due to the presence of retail and hospitality opportunities within this area alongside the presence of the University of Portsmouth. Additionally, higher employment density is seen in the north of the authority, near Cosham, which is possibly a result of Queen Alexandra Hospital located in this area as well as other employment opportunities such as the Lakeside North Harbour Business Park.

Most areas of high employment density are served by at least one bus per hour; however, the notable exceptions are the North Harbour area and Port Solent. When considering frequent bus services (5 bph or greater), this lack of access to a bus service extends to include all of the Anchorage Park area and the Railway Triangle Industrial Estate to the west of Cosham.

Figure 3-4 - Employment density within Portsmouth at the LSOA scale¹³

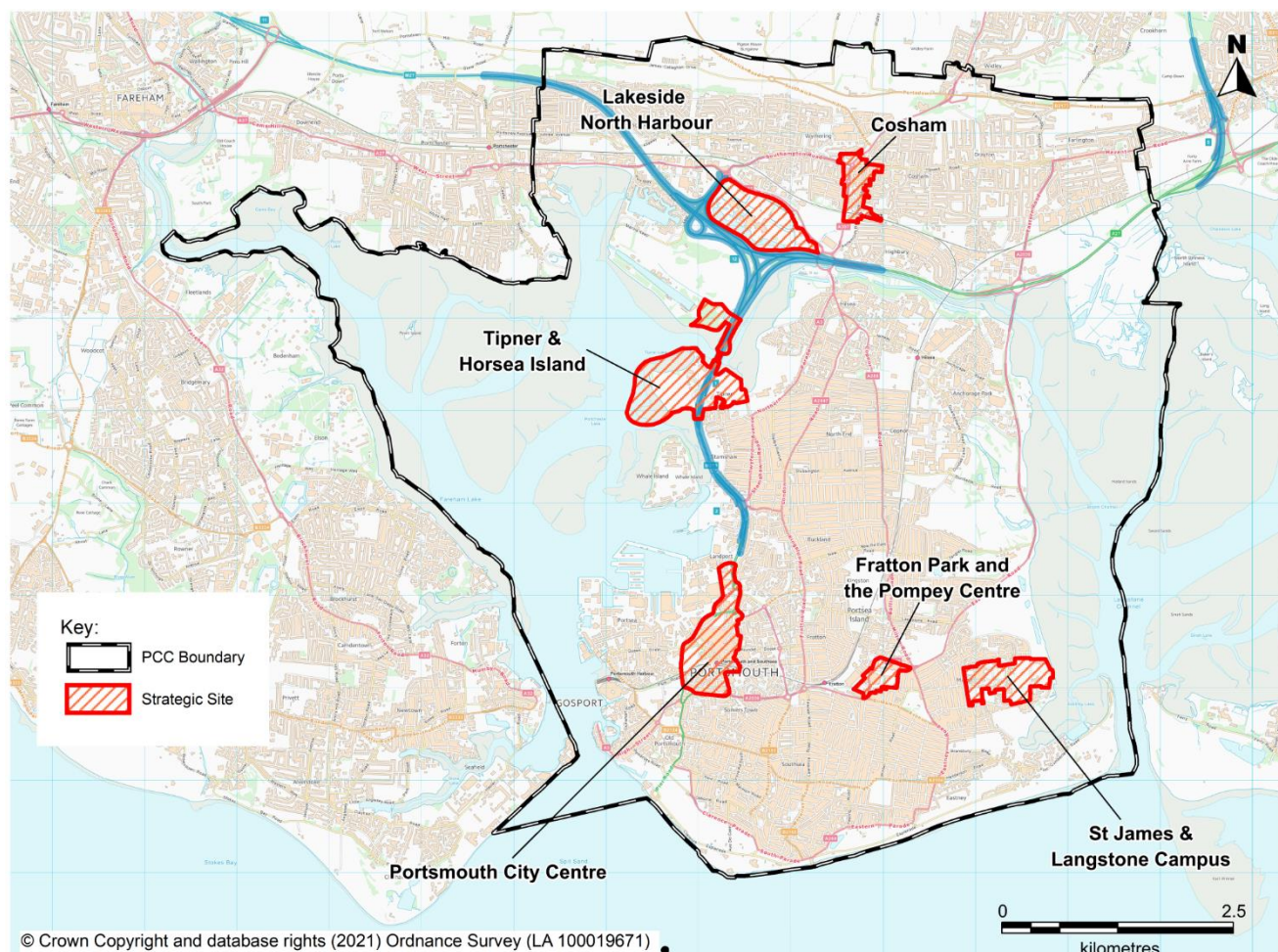


¹³ [ONS \(2020\). Employees in the UK: 2019](#)

3.5. Strategic sites

Figure 3-5 outlines the strategically allocated sites within Portsmouth City Council as detailed in Portsmouth City Council's Local Plan. Of these sites, most currently have access to at least an hourly bus service, although there is one exception, the Lakeside North Harbour site, which currently does not have access to a public bus route. As these sites will be significant trip generators their needs and demand for transport must be considered as part of future bus network planning.

Figure 3-5 - Strategically allocated sites in Portsmouth



3.6. Origin destination for journeys to work

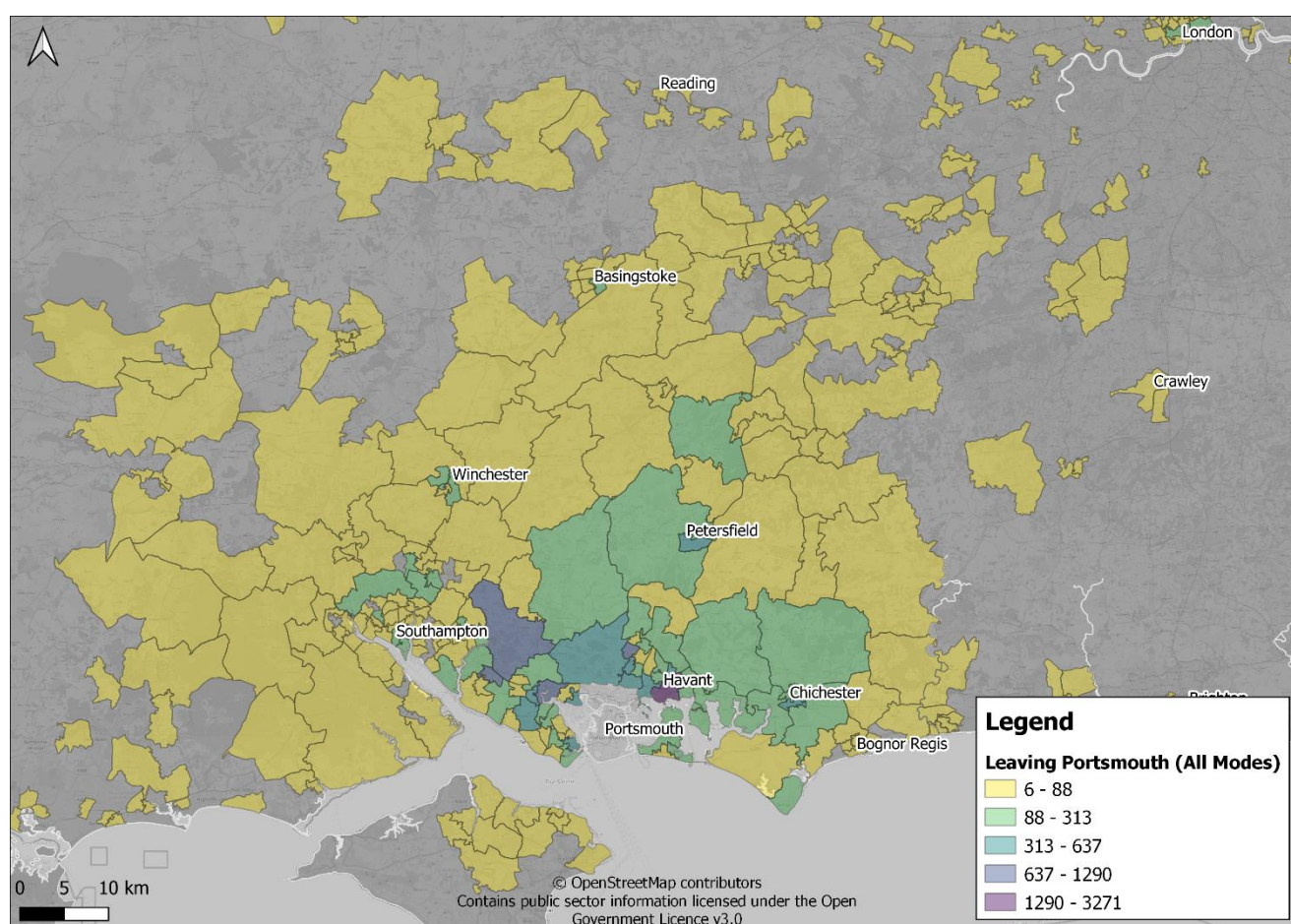
Census data has been used to gain an insight into the origins and destinations of workers working in Portsmouth and those leaving or entering the city for work at the Middle Layer Super Output Area (MSOA) level¹⁴. Additional insight into the destination of workers who arrive within Portsmouth for work has been conducted in section 3.6.2.

It is important to note that this data is based on the 2011 census and does not reflect the disruptions to commuting patterns caused by the COVID-19 Pandemic. There is currently some uncertainty as to how, and to what extent, these patterns will re-emerge.

3.6.1. Journeys to and from Portsmouth

Figure 3-6 displays travel to work census data for those workers leaving Portsmouth for employment using all modes of transport. There are 25,704 people who leave Portsmouth for work. It is clear that the greatest number of workers travel to MSOAs adjacent to Portsmouth, with the greatest proportion of people travelling to the MSOA covering the Havant area (3,271). There are also 727 workers travelling to central Southampton, 637 workers travelling to Petersfield and 420 travelling to Winchester. Overall workers leaving Portsmouth can be seen to be travelling over a wide area, with many of these destinations on the South Coast.

Figure 3-6 - Workers leaving Portsmouth (all modes)



¹⁴ [ONS \(2014\), Location of usual residence and place of work by method of travel to work \(MSOA level\) \(Table WU03EW\)](#)

Figure 3-7 displays those workers arriving in Portsmouth using all modes of transport; there are 37,165 people arriving within the city from outside the local authority area. Of these, 5,162 arrive from the MSOAs which border the authority to the north. There are also 3,798 people travelling into Portsmouth from Gosport, 2,827 from Waterlooville and 764 from Havant and some longer distance journeys such as 166 workers travelling from Winchester.

Figure 3-7 - Workers arriving in Portsmouth (all modes)

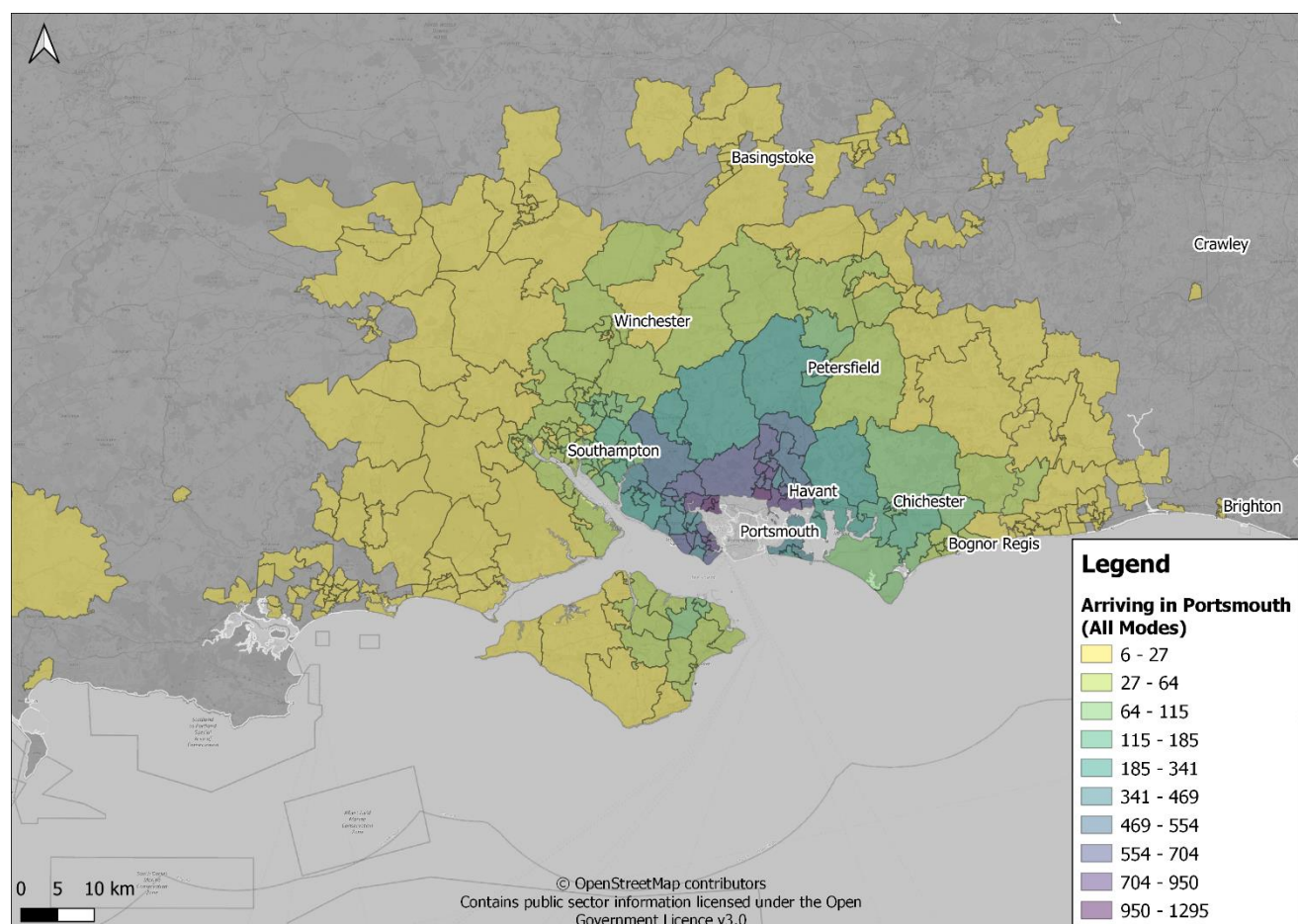
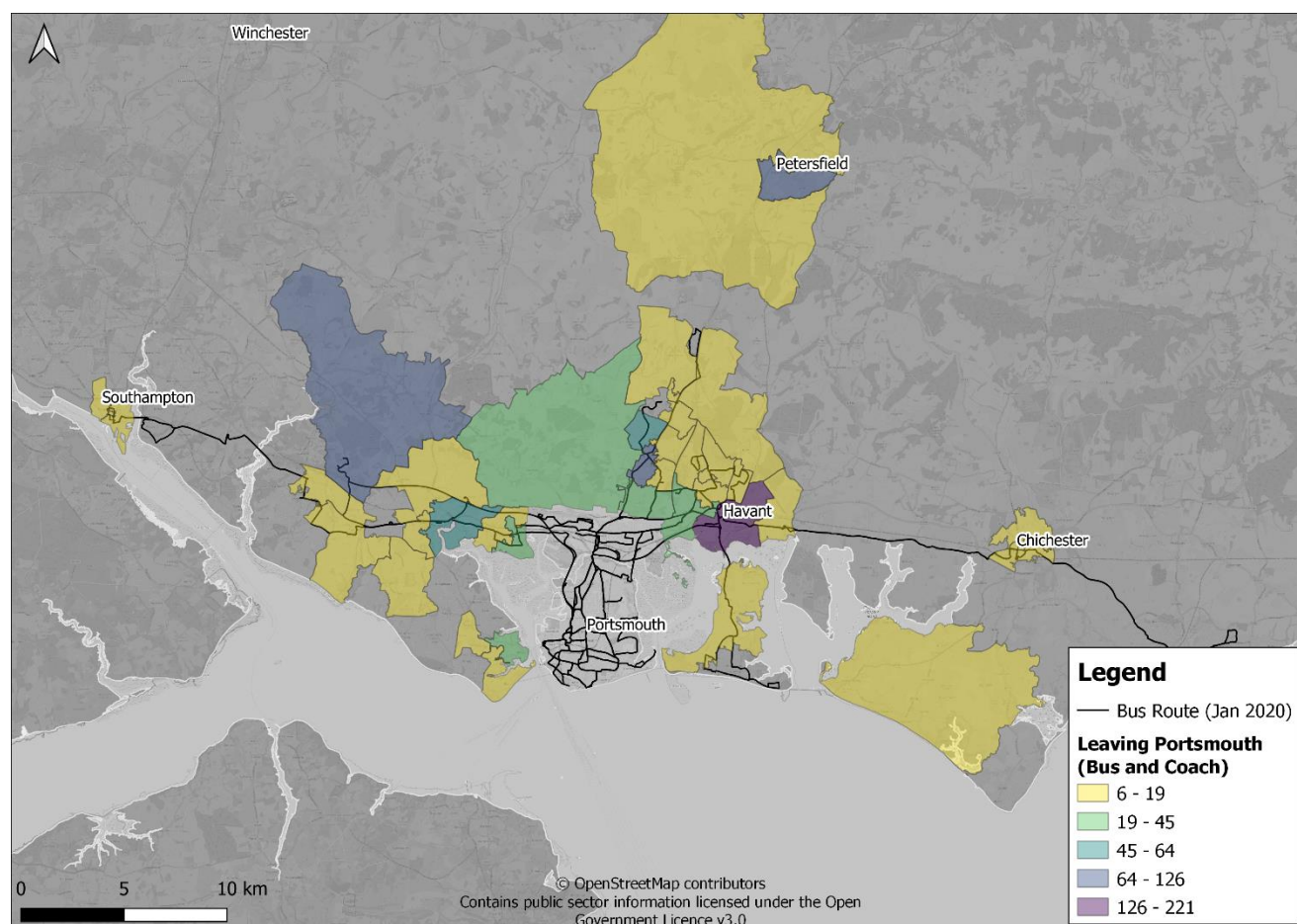


Figure 3-8 and Figure 3-9 show commuting behaviours for workers who use bus and coach services to and from Portsmouth. The maps also include bus routes which operated at least hourly during the January 2020 morning peak which originated or passed through Portsmouth City Council administrative boundary. It is immediately evident from both figures that the physical extent of journeys is much more limited with the exclusion of rail and private vehicles, which is to be expected due to the more limited and local geography of the bus network.

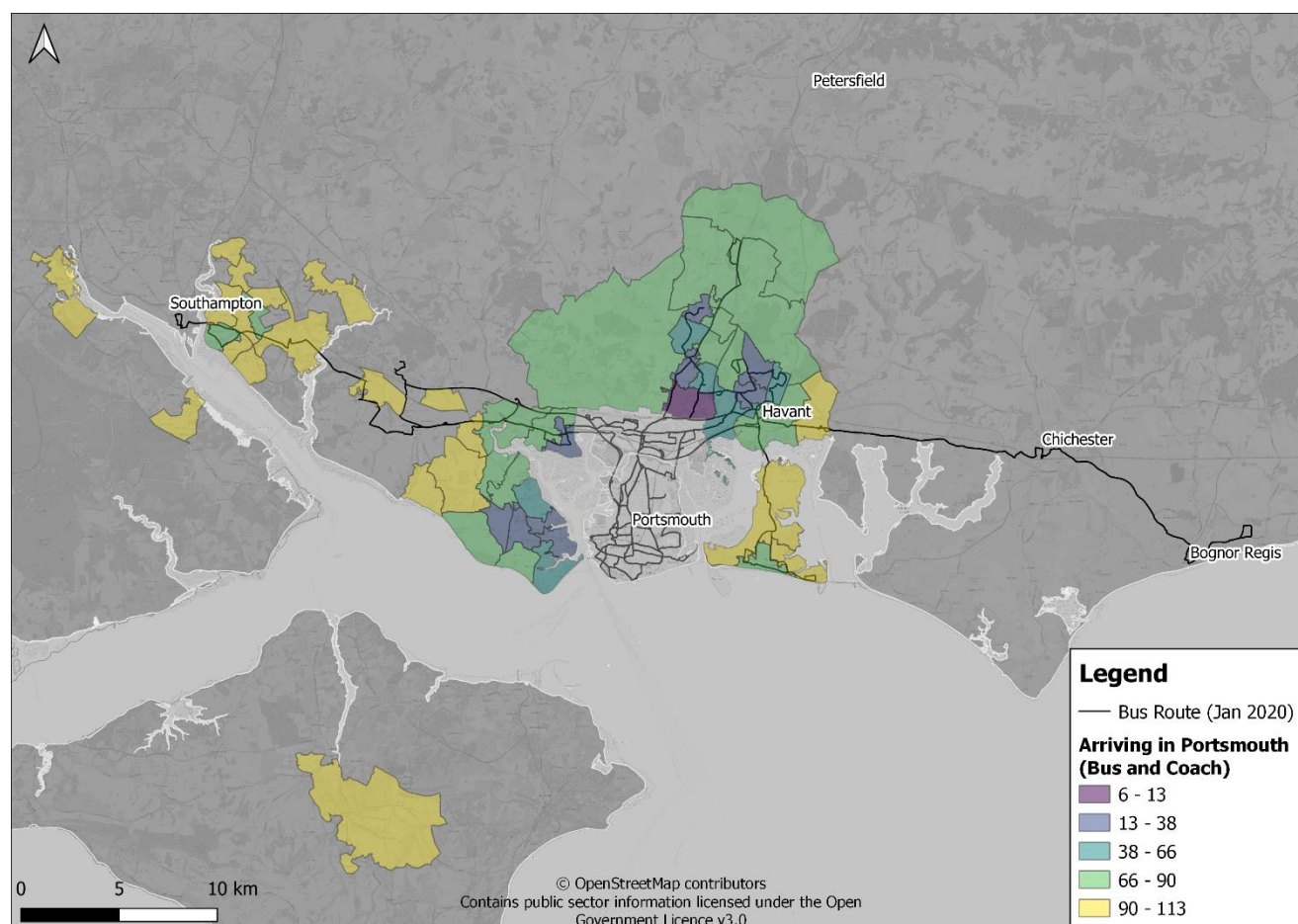
Figure 3-8 outlines those leaving Portsmouth using the bus and coach network. There are 1,081 workers leaving Portsmouth with a similar distribution to the overall picture of workers leaving. There are 201 workers travelling to Havant, 162 to Waterlooville and 126 to Petersfield.

Figure 3-8 - Workers leaving Portsmouth (bus and coach only)



There are a greater number of individuals travelling into Portsmouth on the bus than those leaving, with 1,840 people identified as using the bus to travel to work. This includes 395 people travelling on the bus from Gosport into the city as well as 221 workers from Waterlooville (Figure 3-9). The greatest concentration of workers travelling into Portsmouth are from the Widley area to the west of Havant, where 113 workers use the bus to travel for work in Portsmouth. Again, the geographical distribution of those who use the bus to travel to work in Portsmouth is significantly smaller than that observed when considering all modes of transport.

Figure 3-9 - Workers arriving in Portsmouth (bus and coach only)

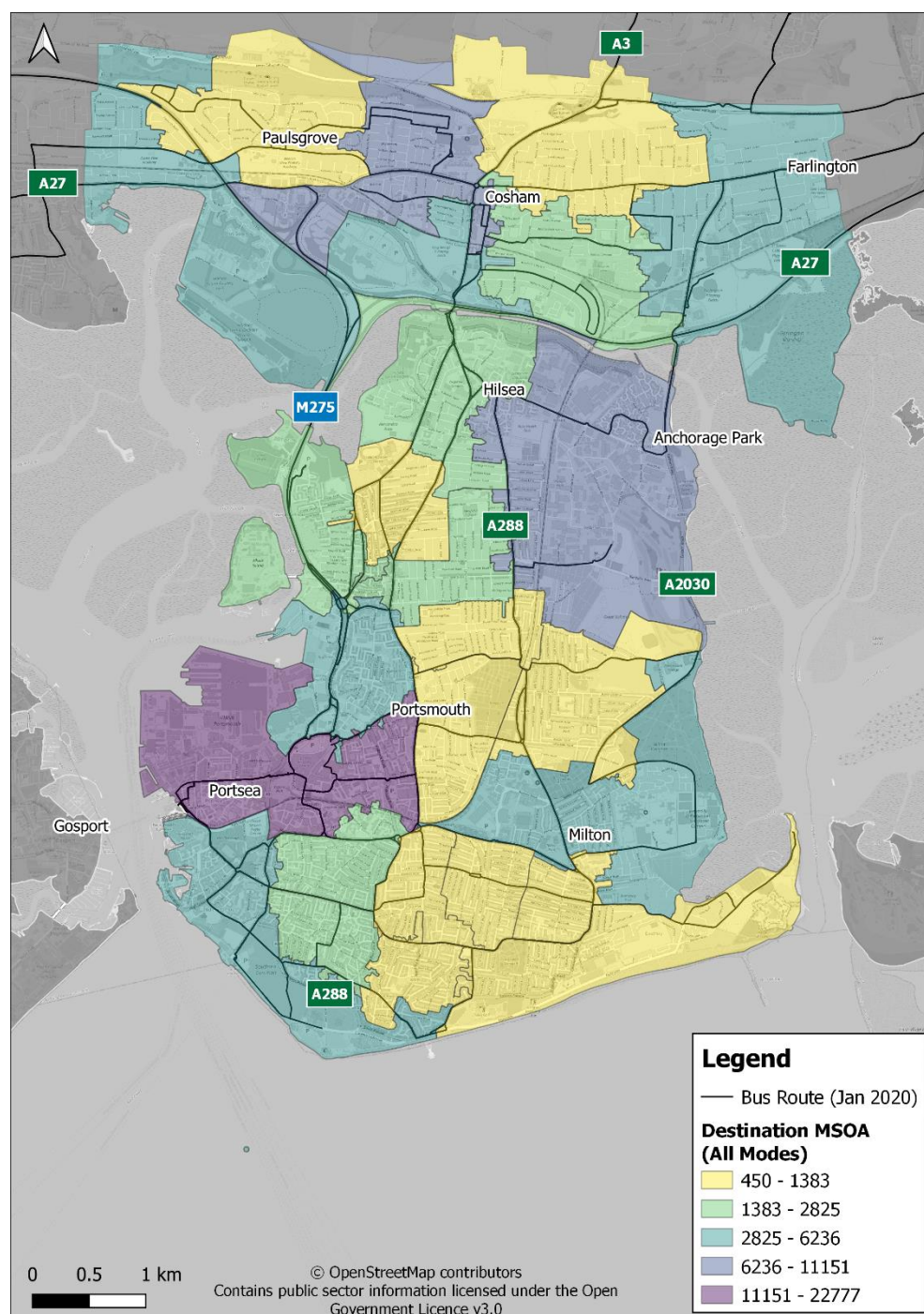


3.6.2. Destination of workers within Portsmouth

This section outlines the destination MSOA of workers who work in Portsmouth; this includes both those workers travelling within the authority boundary and those who enter the authority for work.

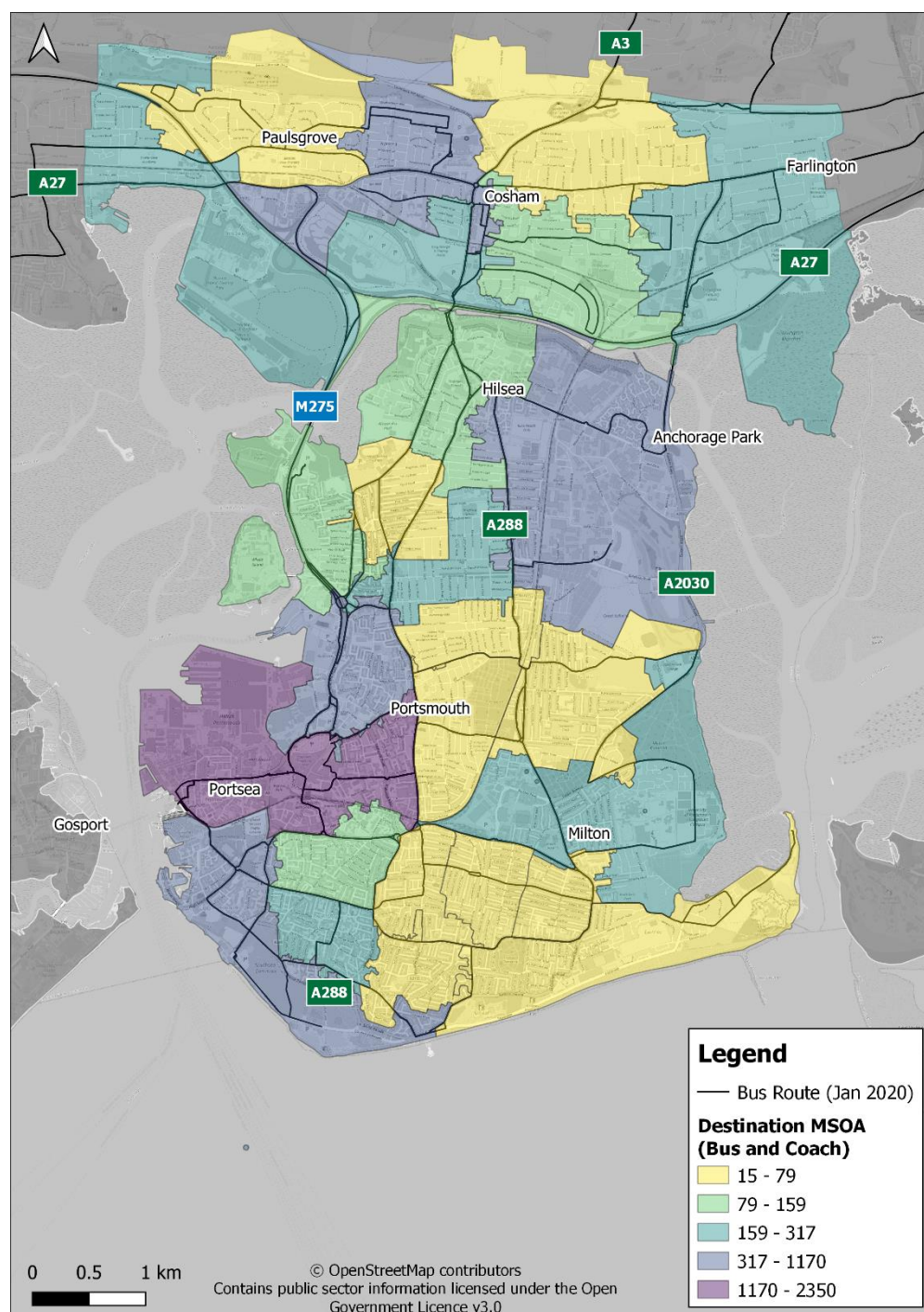
Figure 3-10 outlines the destination of workers travelling into Portsmouth using all modes of transport. There are 22,777 workers travelling into Portsmouth with the largest number of these travelling to the MSOA covering Portsea and north of the city centre. This is likely to be a result of the naval base and the retail opportunities within this area of the city. Furthermore, there are 11,151 workers travelling to the Anchorage Park area which correlates with the industrial estate within this area. There are also 10,336 workers travelling into the MSOA to the west of Cosham, again this correlates well with the business parks such as at North Harbour as well as Queen Alexandra Hospital this area.

Figure 3-10 - Number of workers arriving in MSOAs in Portsmouth (All modes)



When considering workers who utilise bus and coaches to travel to work within Portsmouth (Figure 3-11), there were 7,456 workers travelling into Portsmouth. The distribution of the trips is similar to that seen when reviewing all modes. The greatest number of workers, 2,350, are seen to travel to the Portsea area, with 454 travelling to Anchorage Park and 1,170 to the west of Cosham. Such distributions suggests that the current bus network does capture demand to areas with high levels of employment; however, further investigation is required into capturing other workers travelling to these employment sites.

Figure 3-11 - Number of workers arriving in MSOAs in Portsmouth (Bus and Coach)



3.6.3. Summary of origin destination for journeys to work

The previous section has outlined the distribution of workers travelling into and out of Portsmouth and the destination of workers within the authority. There are currently more workers travelling into Portsmouth than those who leave. The analysis has outlined that there are significant hinterlands from Portsmouth and that there are potential opportunities to capture patronage growth to the north of the authority for example towards Petersfield, Southampton and Chichester.

Within Portsmouth, the analysis has highlighted that the greatest number of workers travel to the MSOAs within the city centre, including the naval base, as well as to MSOAs covering Anchorage Park and to the west of Cosham. Within these MSOAs there are a number of employment opportunities which are significant trip generators such as Airbus in Anchorage Park and Queen Alexandra Hospital near Cosham. Currently, the bus network elicits a similar proportion of demand going to these MSOAs; however, it only captures a small proportion of the overall workers, therefore highlighting a scope to improve services to increase patronage.

For the most part, the majority of the MSOAs within Portsmouth with the highest number of workers travelling to them, such as the city centre and central Cosham, have regular bus services which provide access to the employment sites in the given areas. There is however limited connectivity to the Anchorage Park and Lakeside North Harbour areas, thus limiting potential to travel by bus.

3.7. Work shift and end times requirements

As part of improving bus services in Portsmouth, a possibility exists to work collaboratively with employers to cater the bus services to meet the needs of their workers' start and end times. There is great potential to connect public transport provisions with working times, and to advertise this, as a way of improving patronage. This is particularly true for shift workers, such as at hospitals or industrial estates where working times may not match the typical peak periods where bus services are often at their most frequent. Within Portsmouth, the following shift patterns have been identified in given employment areas:

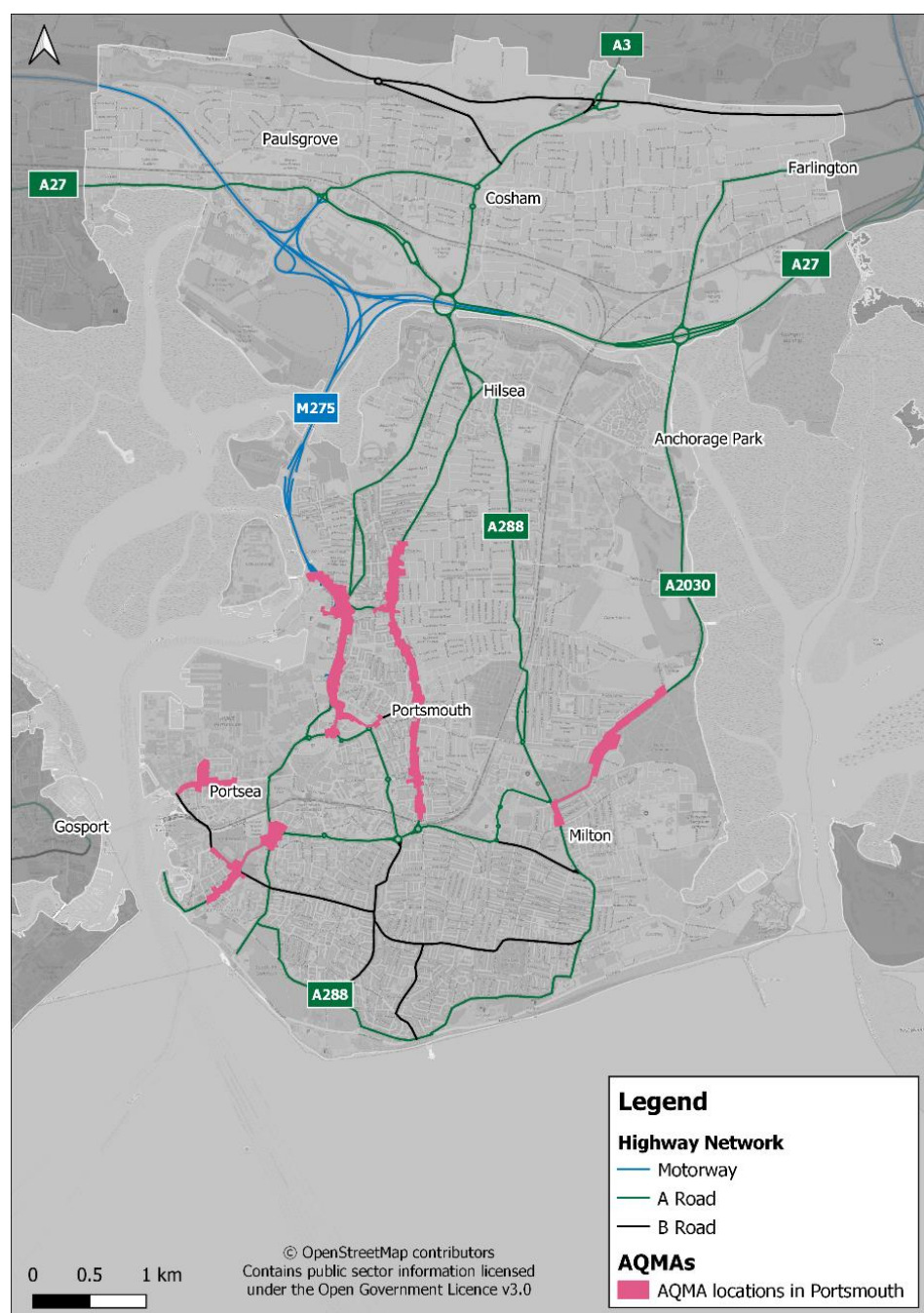
- Queen Alexandra Hospital, where shifts start at 07.30am and finish at 9.20 pm;
- Northern industrial estates generally operate 7am - 4pm Monday to Thursday, and may finish around 12pm on Fridays;
- Gunwharf Quays and retail areas generally operate between 8.30am - 6 pm;
- Within Ocean Park and Fratton Park areas, generally 9am - 7pm; and
- Lakeside, North Harbour, generally 8am - 6pm.

4. Air quality

At present there are five Air Quality Management Areas (AQMA)¹⁵ covering the authority, the extent of which can be seen below in Figure 4-1. All of these AQMAs cover sections of A road where air quality issues have been identified such as on the A2030 to the east and along the A3 approaching the M275.

All buses within Portsmouth are now equipped with engines with exhaust emissions compliant with Euro 6 standards, as such they are unlikely to be major contributors to the air quality issues seen in Portsmouth.

Figure 4-1 - Air Quality Management Areas in Portsmouth



¹⁵ [DEFRA \(2021\). AQMA Boundaries](#)

5. Current bus network

5.1. Bus routes and frequencies

5.1.1. Pre COVID (January 2020)

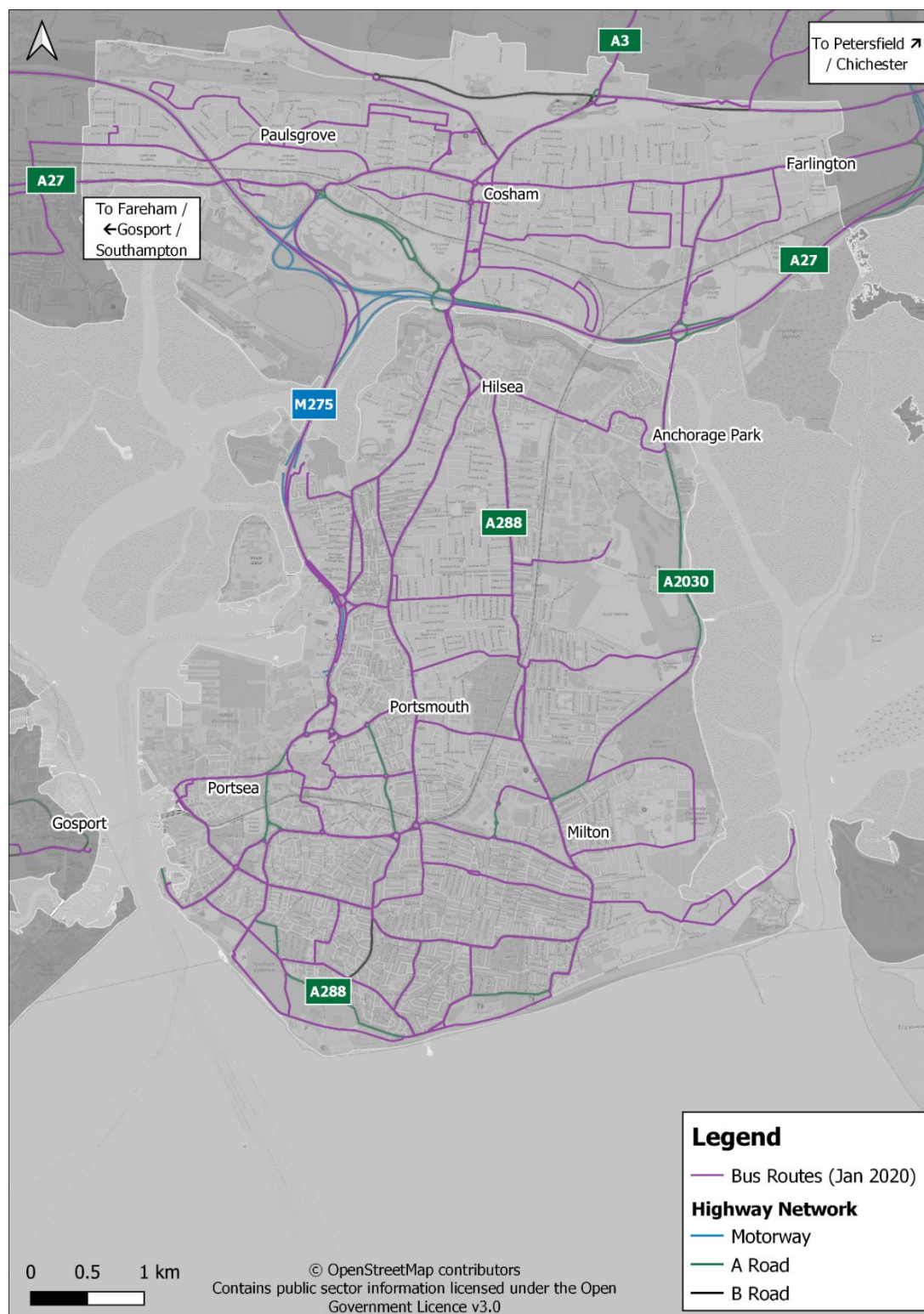
Figure 5-1 below outlines the bus network in Portsmouth as of January 2020, including all bus services which operated during the AM peak. This timetable has been displayed to allow for comparison between the bus network before and during the COVID-19 pandemic.

When considering the network within Portsmouth, there is a dense network of bus routes as outlined in Figure 5-1. There are limited services which are less than one bus per hour during the morning peak with most of these serving Port Solent. Within the authority there were 21 different bus routes, this includes some longer distance routes to Southampton (route X4) to the west and Bognor Regis to the east (route 700).

Most of the aforementioned bus routes are operated commercially by First Hampshire and Dorset, and Stagecoach South. Services are frequent on the main north-south routes across the Island and on the east-west routes between the city centre and Southsea. Departures are around every 10 minutes enabling passengers to "turn-up and go", without consulting a timetable.

A small number of non-commercial but socially necessary routes are also operated under contract to the City Council.

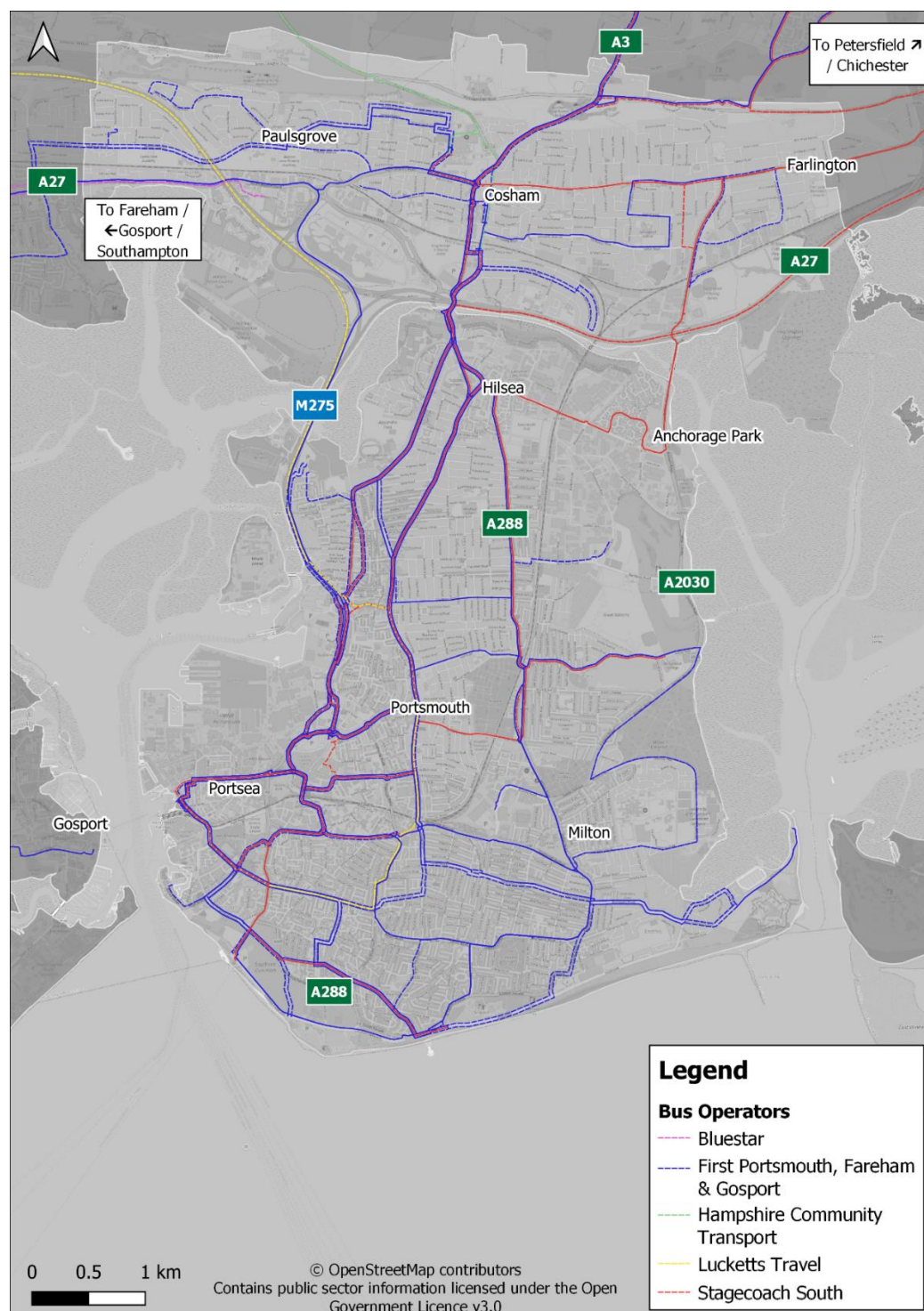
Figure 5-1 - January 2020 bus network¹⁶



¹⁶ Basemap (2021), Datacutter bus routes for January 2020

Figure 5-2 displays the spatial distribution of bus operators within Portsmouth¹⁷. There are currently five bus operators within Portsmouth, with First Group and Stagecoach South providing the majority of the services within the local area. Additionally, there are a small number of routes provided by smaller operators such as Bluestar (Go South Coast) who provide a link between Eastleigh and Port Solent.

Figure 5-2 - Bus operators within Portsmouth (January 2020)¹⁷



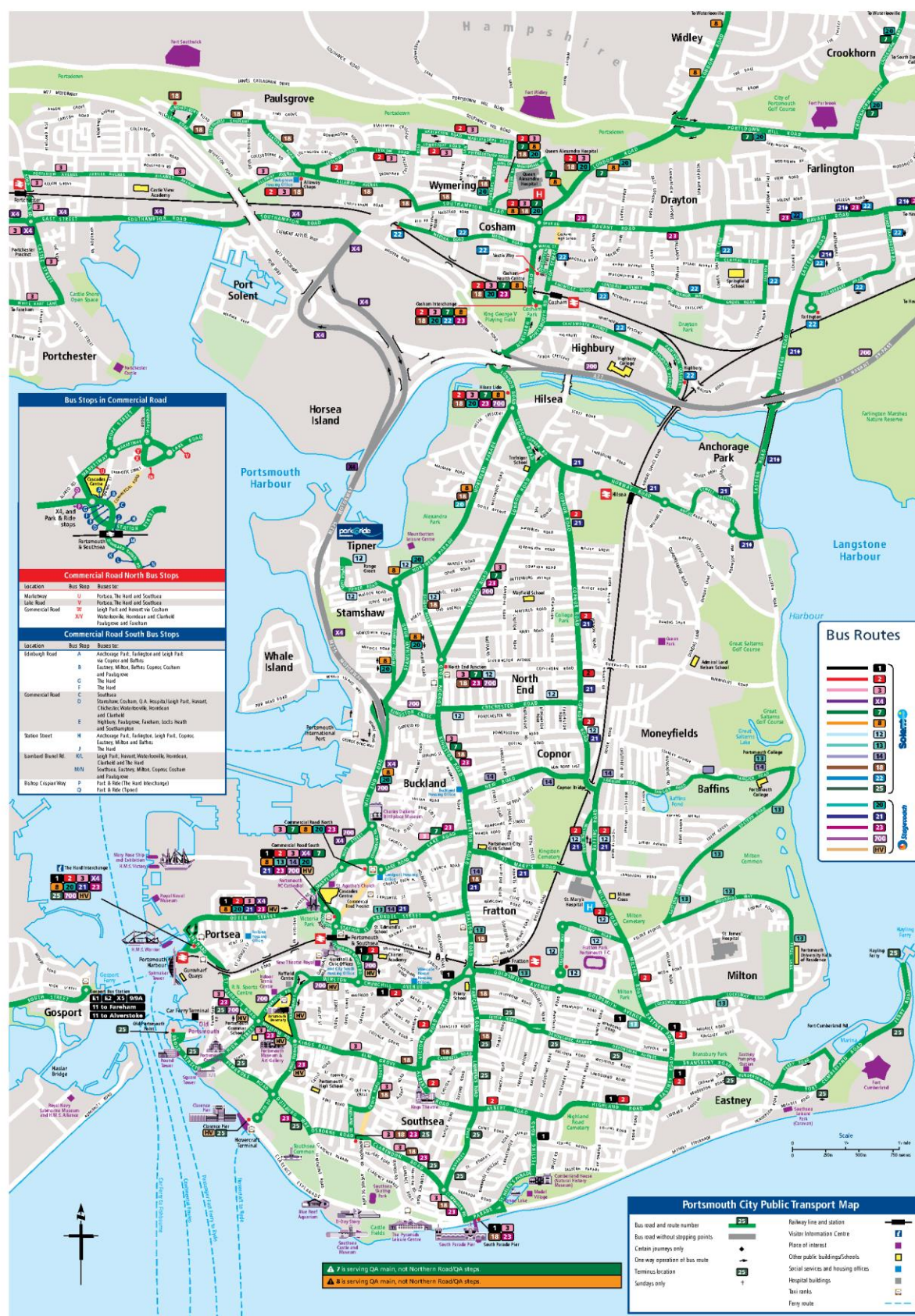
¹⁷ Basemap (2021), Datacutter bus routes for January 2020

5.2. Present Bus Network (August 2021)

Figure 5-3 outlines the bus network within Portsmouth as of July 2021. There have been limited changes to the bus network within Portsmouth including:

- Services 7/8 – Diverted to serve Queen Alexandra Hospital;
- Service 25 – New service supported by Portsmouth City Council as a result of the withdrawal of service 15;
- Whiteley Connect Shuttle Bus – Withdrawn; and
- Service 17 – Withdrawn.

Figure 5-3 - August 2021 bus network



5.3. Location of bus stops

As of May 2021, there are currently 558 bus stops in Portsmouth¹⁸: of these bus stops, 343 have shelters. Bus stops in Portsmouth generally appear to be evenly distributed across the local authority area. There is, however, a distinct lack of bus stops in the Portsea Island area. This is a result of bus services running adjacent to the residential areas along the A2047 and A288.

The Council provides displays of bus route maps and wayfinding information at bus stops. All stops have timetable display units, and the bus operators are responsible for providing and updating the paper timetable displays.

A total of 230 stops are equipped with real time passenger information displays, showing passengers the number, destination and estimated times of the next three departing services. All stops have Q.R. codes enabling live departure information to be accessed by smartphone apps.

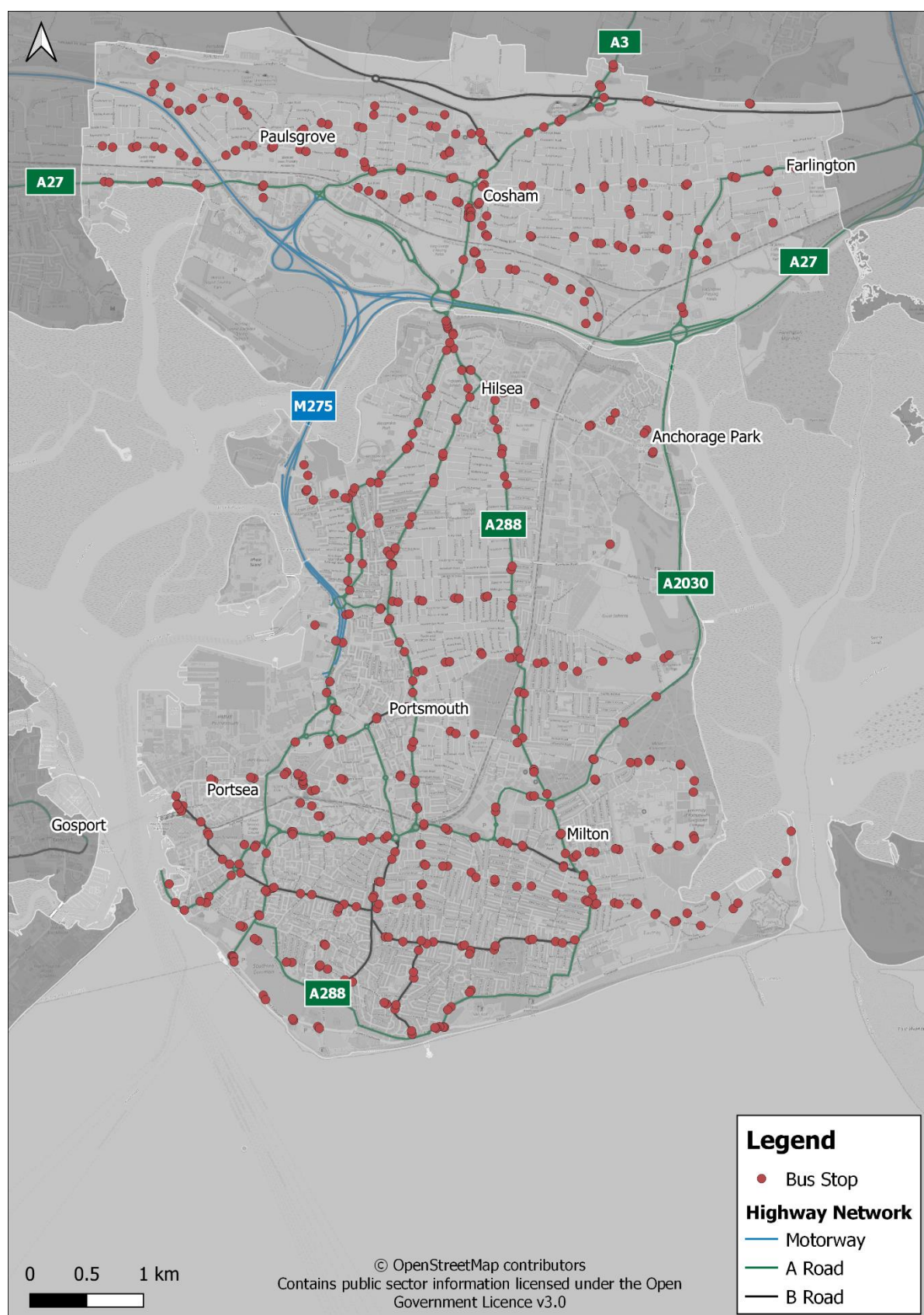
The stops are also covered by traffic regulation orders which prevent obstruction by parked vehicles enabling buses to reach the kerb safely.

Portsmouth also has two bus interchanges, the Hard Interchange and Cosham Bus Station. The Hard Interchange is the main gateway for visitors to Portsmouth arriving by public transport. It is a bus and coach station situated adjacent to Portsmouth Harbour rail station, the Gosport ferry terminal and taxi rank. This £9.2m facility opened in 2017 provides fully enclosed waiting accommodation, toilets, a refreshment kiosk, as well as tourist and travel information centres and a high standard passenger environment. It has 10 bus departure bays which are used by 90 buses arriving and departing each hour on weekdays. A further departure bay is provided for coaches.

Figure 5-4 displays the distribution of bus stops within Portsmouth.

¹⁸ [DfT \(2021\). NaPTAN and NPTG download options \[Sourced May 2021\]](#)

Figure 5-4 - Bus stops in Portsmouth



5.4. Bus fares

This section outlines the fares charged by the principal operators in Portsmouth as of 21 September 2021. The data outlined in Table 5-1 and 5-2 show the fares for the primary operators within Portsmouth and has been collected from public sources, thus they are limited to the data published by each operator.

Table 5-1 – First Bus Prices¹⁹

Passenger Type	Ticket Type	Purchasing Method	
		Online	On Bus
Adult	Adult Day Portsmouth	£4.30	£4.50
	Adult Week Portsmouth	£17.00	£18.00
	Adult Month Portsmouth	£65.00	£70.00
	Adult 5 Day Tickets Portsmouth	£20.00	
	Adult 10 Single Trips	£20.00	
	Adult Unlimited Portsmouth*	£58	
	Adult 3 Months Portsmouth	£170.00	
	Adult Annual Portsmouth	£500.00	
	Night Ticket (after 1900) Hampshire		£4.00
	Adult Day Hampshire	£7.00	£7.50
	Adult Week Hampshire	£23.50	£25.00
	Adult Month Portsmouth	£85.00	£90.00
	Adult 5 Day Tickets Hampshire	£28.00	
	Adult Unlimited Hampshire *	£77.00	
	Adult 3 Months Hampshire	£220.00	
	Adult Annual Hampshire	£640.00	
	Single – Southsea to Portsmouth City Centre		£2.50
	Single – Southsea to Cosham		£3.50
	Single – Portsmouth City Centre to Hilsea		£2.15
	Single – Portsmouth City Centre to Cosham		£2.50
Group [^]	Group – Portsmouth First Day		£8.00
	Group – Hampshire First Day	£12.00	£13.00
	Group – Hampshire First Week	£36.00	£45.00
Child (15 and younger)	Child Day Portsmouth		£3.50
	Child Week Portsmouth	£14.00	£15.00

*Unlimited ticket provides unlimited journeys every month, payments are taken by Direct Debit.

[^]Group Tickets are available for any 5 people travelling together at the same time, there is no restriction on the number of adults and children.

¹⁹ [First Bus \(2021\), Portsmouth Ticket Prices \[Sources 21/09/2021\]](#)

Table 5-2 - Stagecoach Buses Fare Prices²⁰

Passenger Type	Ticket Type	Purchasing Method	
		Online	On Bus
Adult	Adult Portsmouth DayRider	£4.20	£4.30
	Adult South Hants DayRider	£7.10	£7.50
	Adult Gold DayRider	£8.40	£9.10
	Adult Solent Connect		£25.50
	Adult Gold NightRider		£2.50
	Portsmouth 7 Day MegaRider	£15.80	£16.90
	South Hants 7 Day MegaRider	£21.60	£22.50
	Gold 7 Day MegaRider	£23.70	£25.30
	Portsmouth 28 Day MegaRider/ MegaRider Xtra	£57.40	
	South Hants 28 Day MegaRider/ MegaRider Xtra	£68.50	
	Gold 28 Day MegaRider/ MegaRider Xtra	£88.70	
	Portsmouth 3 Week MegaRider	£161.40	
	South Hants 3 Week MegaRider	£234.20	
	Gold 3 Week MegaRider	£256.30	
	Portsmouth Annual MegaRider	£591.00	
	South Hants Annual MegaRider	£820.00	
	Portsmouth Annual MegaRider	£930.00	
	Single – Southsea to Portsmouth City Centre		£1.95
	Single – Southsea to Cosham		£2.55
	Single – Portsmouth City Centre to Hilsea		£2.15
	Single – Portsmouth City Centre to Cosham		£2.15
Group[^]	Group – Portsmouth DayRider	£8.70	£9.30
	Group – South Hants DayRider	£13.20	£14.30
	Group – Gold DayRider	£16.00	£17.40
	Group – Family Day Discovery		£17.50
Child* (15 – 5 years old)	Child Portsmouth DayRider	£3.50	£3.60
	Child South Hants DayRider	£5.70	£5.90
	Child Gold DayRider	£6.60	£7.10
	Child Solent Connect		£14.00
	Portsmouth 7 Day MegaRider	£13.20	£14.00
	South Hants 7 Day MegaRider	£18.00	£18.90
	Gold 7 Day MegaRider	£18.00	£19.30
	Gold 28 Day MegaRider/ MegaRider Xtra	68.50	

*Solent go – travel within Portsmouth City Zone

²⁰ [Stagecoach \(2021\), Portsmouth Ticket Prices \[Source 21/09/2021\]](#)

*South Hants Day Rider – Travel in South Hampshire

*Gold Day Rider/Night Rider – Travel in Hampshire, Surrey, West Sussex and Brighton

*Solent Connect – Travel to and from Isle of Wight

*Discovery - day of travel on the services of all the main bus operators in West Sussex, East Sussex, Brighton & Hove, East Hampshire, Surrey, Kent & Medway.

^Group – group day ticker for up to 4 people travelling together – some area may be up to 6 people. Group tickets are for a maximum for 2 adults.

^Family is up to 5 people with a minimum of one adult and a maximum of two adults.

The above tables highlight the range of fares available within Portsmouth.

Child fares beyond the Stagecoach fare zone covering Portsmouth are expensive, costing up to £7.10 for a day ticket covering Hampshire. Although this ticket covers a wide geographical area compared to both the Portsmouth and South Hants ticket, both the Hampshire and South Hants could be seen as expensive and unaffordable for younger people, particularly when travelling just beyond the Portsmouth boundary. Although single tickets are likely to be cheaper for such journeys, there may be a proportion of passengers who are unaware of this and pay for the more expensive day ticket. Likewise, neither of the main operators operate an intermediate fare for younger people, thus there is a significant increase in ticket cost at the age of 16, this may be of significant financial burden for some younger people and therefore discourage bus patronage.

Furthermore, First Buses have begun to offer flexible tickets in the form of the 10 single trip product and the 5-day ticket product, such tickets and flexibility are not currently afforded on Stagecoach services.

Within Portsmouth, the Council also provides concessionary travel for the following groups:

- Portsmouth Concessionary Travel Plan which is part of the English National Concessionary Travel Scheme for elderly and disabled passengers (statutory minimum scheme); and
- Companion bus pass for those concessionary passholders who are unable to travel alone on public transport and need support during their journey.

Both Stagecoach and First Bus provide single fare journeys for passengers looking to make occasional journeys. These single tickets are only available to buy on the bus. On average Stagecoach single tickets are cheaper in comparison to First Bus. The journey from Southsea to Cosham, which spans the length of the Portsmouth, is £2.55 on Stagecoach, whereas this same journey is £3.50 on First Bus. This trend is also seen on single journeys from Southsea to Portsmouth City Centre, as well as Portsmouth City Centre to both Cosham and Hilsea.

First Bus and Stagecoach both offer group tickets to incentivise group travel and make this more competitive against using private modes. For a group day ticket First Bus charges £8.00 whereas Stagecoach charges £9.30. These tickets however have varying conditions, for example Stagecoach allow for only 2 adults and up to 4 children depending on the area, whereas First Groups ticket allows any combination of adults and children. For journeys which do not begin or end in Portsmouth, First Group offer the Hampshire Group Ticket, whereas Stagecoach offers a range of tickets such as the South Hants Group DayRider and the Gold DayRider, which have slightly differing zone boundaries. For larger groups these tickets may not be competitive against taxi journeys, particularly when crossing just over the Portsmouth zone boundary. For example, a group journey from Paulsgrove to Cosham (~1.5 miles) would cost £12.00 on a First bus whereas an Uber would cost around £5 each way (£10.00 in total)²¹, when considering this alongside the faster and more convenient point-to-point journey, this makes the bus less attractive for such groups.

Overall, due to the limited number of operators of frequent services within Portsmouth, there is a rather simple fare structure; however, a lack of clarity on the best value tickets for travel, eligibility criteria and their prices before a passenger boards the bus could act as a barrier to use of the services. This is particularly true for Stagecoach services with multiple fare zones.

5.4.1. Multi-operator ticketing

A multi-operator product, Solent Go, is available within the South Hampshire area. This ticket is valid on services provided by the following bus operators:

- Bluestar* (Go South Coast)

²¹ Uber (2021), Uber App [Sourced September 2021]

- First Hampshire
- Stagecoach South
- Unilink
- Wheelers*
- Xelabus*

*Some services require a top up ticket to be purchased on the bus

The Solent Go ticket is split into three travel zones which are outlined in Figure 5-5²². Within these ticketing zones passengers can purchase a range of differing tickets from day tickets through to tickets covering a 13-week period. The scheme has recently introduced a new flexible multi-ticket product offering travel on 5 days with no ticket expiry date. The fares for Solent Go are outlined in Table 5-3. There is no clear information available regarding child fares or eligibility.

Figure 5-5 - Solent Go Zone Map



Table 5-3 - Solent Go Ticket Prices²³

Zone	Ticket	Price (£)
Solent Region Zone	1 day	8.00
	7 days	30.00
	28 days	100.00

²² [Solent Go \(2021\), Travel Maps \[Sourced September 2021\]](#)

²³ [Solent Go \(2021\), Fares \[Sourced September 2021\]](#)

Portsmouth City Zone	13 weeks	280.00
	Flexible 5-day ticket	39.00
	1 day	5.00
	7 days	20.00
	28 days	65.00
	13 weeks	185.00
Southampton City Zone	Flexible 5-day ticket	22.50
	1 day	5.00
	7 days	20.00
	28 days	65.00
	13 weeks	185.00
	Flexible 5-day ticket	22.50

5.5. Bus service reliability

Reliability of bus services in Portsmouth has been reviewed using DfT bus statistics²⁴ for the percentage of non-frequent bus services running on time between 2009-2017. Between 2009/10 and 2012/13 bus punctuality within Portsmouth increased 74% to 94%, this was followed by a reduction in punctuality to 90% in 2013/14 and slight increase to 91% in 2014/15. There is a data gap in 2015/16; however, in 2016/17 reliability is back to 90%. There is no further data available for Portsmouth for 2017-2019. Between 2009-2017, Portsmouth illustrated a significant improvement in punctuality, with the authority having the highest consistent punctuality compared to other authorities.

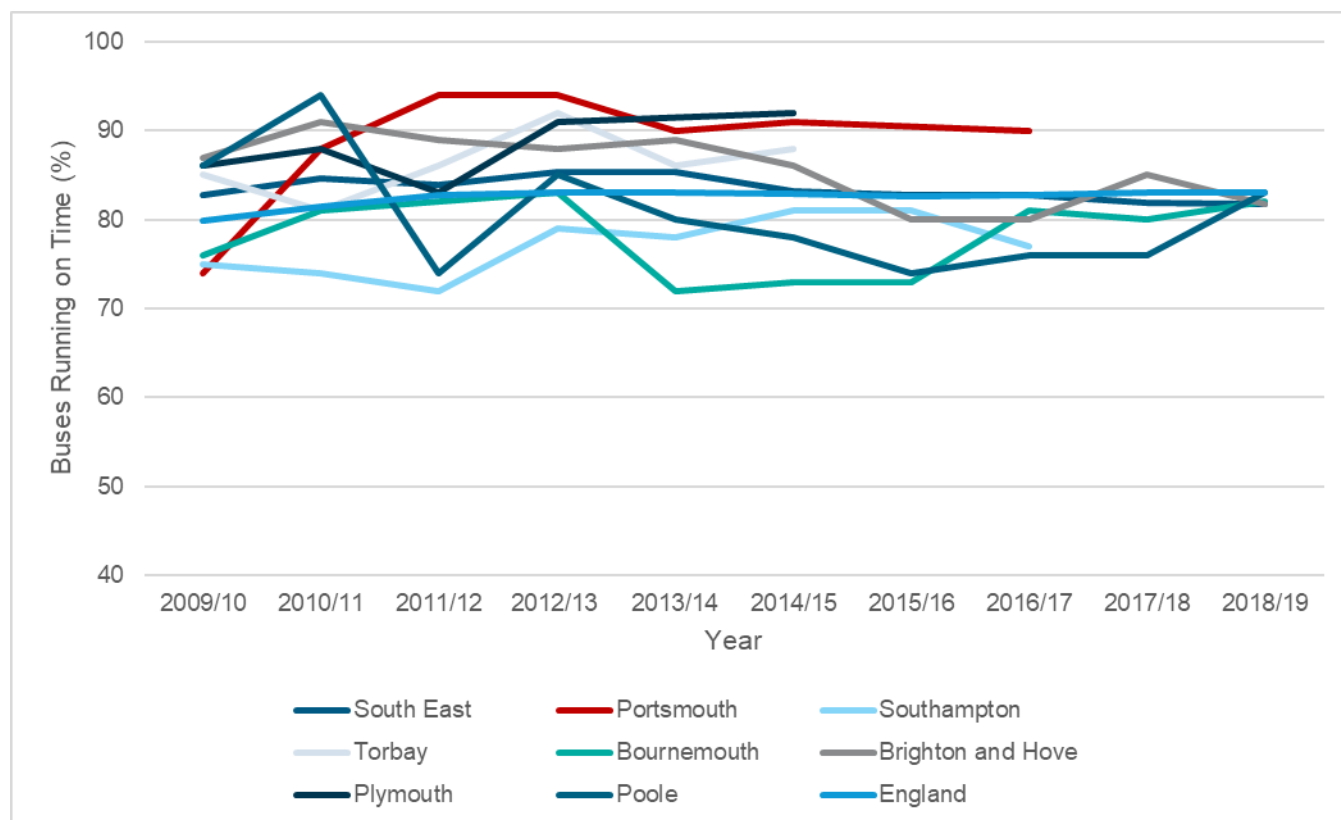
When considering comparable local authority areas, bus punctuality in all these authorities tended to be slightly less than that seen within Portsmouth other than Plymouth who increased their reliability of bus services to 92%. Most of the authorities do elicit volatility within the level of punctuality, with the values varying slightly year on year, but remaining broadly consistent for all of the authorities over the longer-term. The relatively good performance of bus service reliability within Portsmouth has been supported in part by the currently comparatively high level of bus priority measures provided within the authority.

Reviewing the regional and national picture, the South-East bus networks performance has been relatively consistent between 2008/09 and 2018/19 with an overall increase of 5%. There is a similar trend within England where punctuality over this period is also consistent with around about a 4% increase in punctuality within this period. As such, the trend of increasing punctuality within Portsmouth seen between 2009 and 2016/17 was not in line with either the regional or national average.

A concern with punctuality is that local transport authorities may use different sampling and measurement methodologies leading to inconsistencies with the results.

²⁴ [DfT \(2019\). Bus Statistics \(Bus0902\)](#)

Figure 5-6 - Bus service reliability²⁴



6. Bus network performance

6.1. Bus passenger journeys

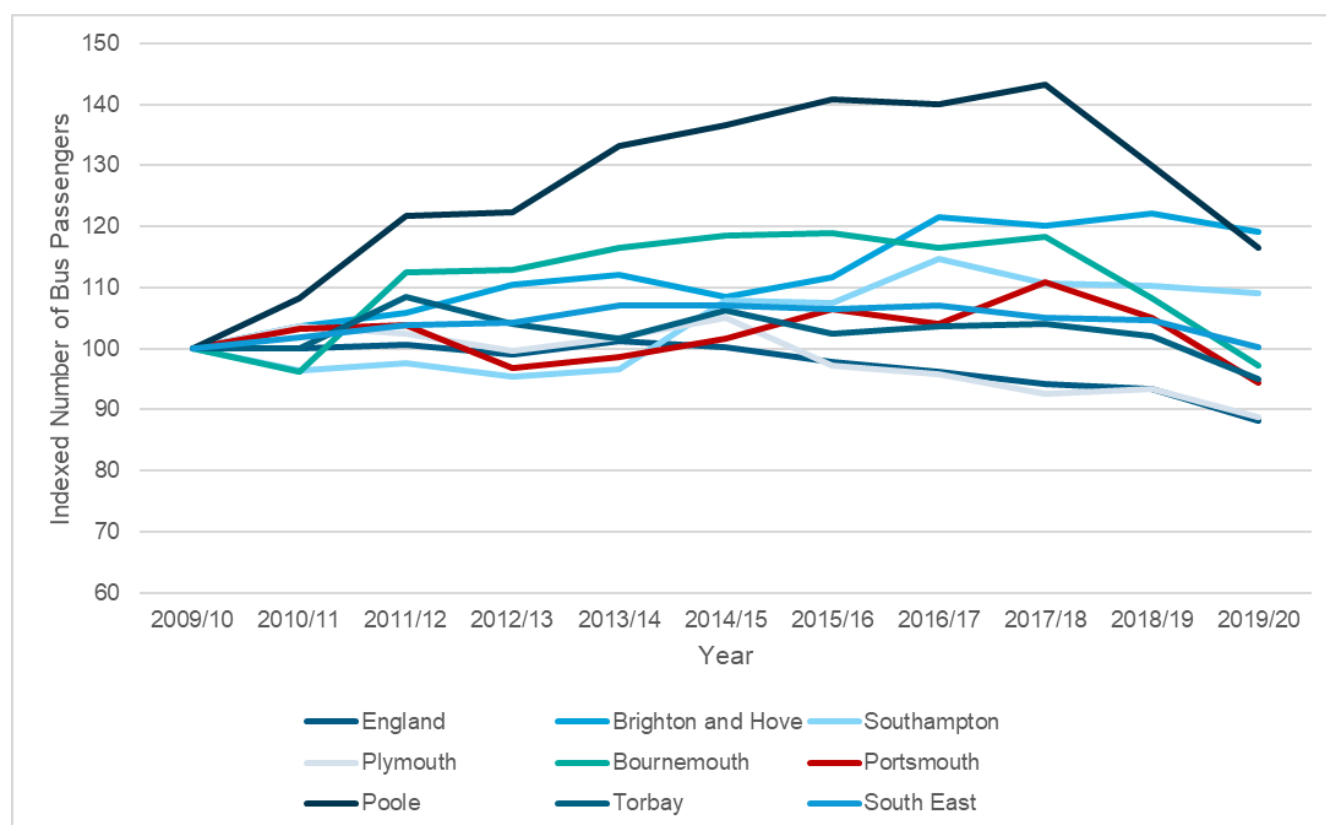
This section outlines the number of bus passenger journeys indexed to 2009/10 values in Portsmouth alongside comparable local authorities and the South-East region²⁵. This is intended to show the trend in patronage. It is evident that since 2009/10 the number of bus passengers within Portsmouth has decreased slightly. Between 2009/10 and 2011/12 Portsmouth experienced an increase of 4%; however, this reduced by 7% in 2012/13. Portsmouth experienced an increase in patronage between the year 2013/14 and 2015/16 resulting in bus passenger journeys being 6% above the indexed value in 2009/10. There was another slight reduction in 2016/17 and an increase in 2017/18 at which point Portsmouth is 11% above the indexed value. However, from 2017/18 the number of bus passenger journeys drops.

When comparing the trend in bus passengers in Portsmouth with other local authorities, a similar trend emerges within some of the comparative authorities on the south-west coast such as Torbay, Bournemouth and Plymouth, whereby there is a general incline in bus passenger journeys between 2009/10 and 2018/19 and a decrease in 2019/20. Plymouth experienced the largest reduction in bus passenger journeys having 89% of bus patronage compared to the indexed value at 2009/10. Brighton, Southampton and Poole all experienced increases in bus passenger journeys over the time period. Poole experienced the largest increase having the highest value of 143% bus patronage increase in 2017/18. However, the most recent data show that Brighton has the current highest bus patronage at 109%.

Comparing the number of bus passengers in Portsmouth against both the regional and national average indicates that Portsmouth has performed worse than the regional average but better than the national average. Patronage in England remained steady until 2014/15 but started to steadily decline from 2015/16 to 2019/20 whereas, the regional average was generally increasing between 2009/10 and 2016/17 and then declined between 2017/18 and 2019/20. The national average sits at 88% whereas the South-East average is 100%. This shows that Portsmouth is performing typically compared to the national and regional average.

²⁵ [DfT \(2020\). Local bus passenger journeys \(Bus0109\)](#)

Figure 6-1 - Passenger journeys on local bus services by local authority indexed to 2009/10 values²¹

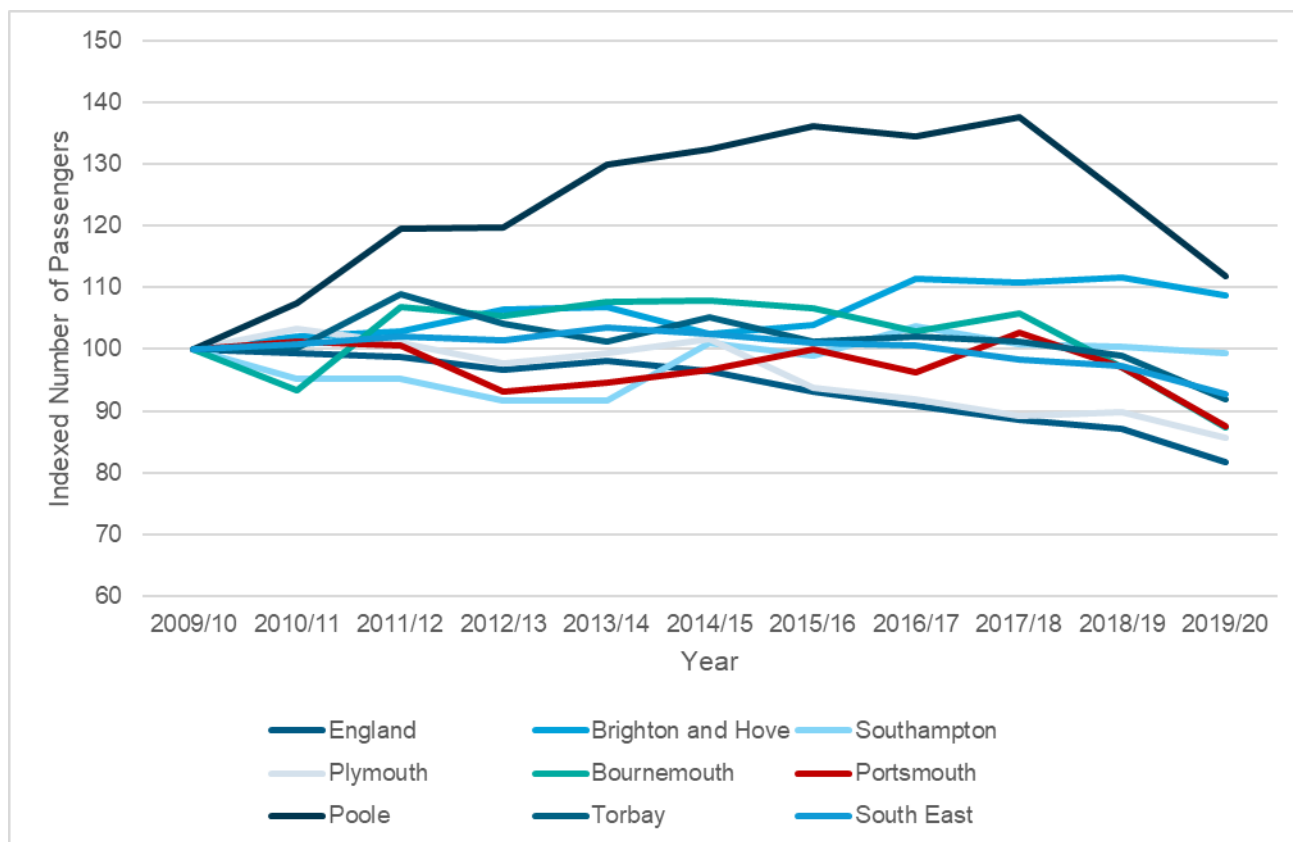


When considering the trend in passenger journeys per head by local authorities (Figure 6-2), Portsmouth performs similarly to all other equivalent local authorities considered. Within Portsmouth, the growth of the population has masked a decreased propensity for the population to use the bus.

Comparing passenger journeys per head in Portsmouth to the regional and national level (Figure 6-2), the South-East and England as a whole demonstrate a similar overall trend to Portsmouth in that population growth over the reporting period has masked the extent to which the propensity to travel by bus has reduced. However, as with the number of passengers, the South-East as a region has performed better at retaining bus passengers than Portsmouth, which follows a similar reduced propensity to travel by bus as the English national average.

Overall, when considering passenger numbers, the general picture from 2009/10 indicates a decline in bus patronage across most of the local authorities considered in this analysis, suggesting that the attractiveness of bus services is decreasing. When considering the present, indexed bus passenger numbers within Portsmouth are very similar to all comparative local authorities, excluding Poole, alongside the regional and national values. It should be noted that the values for 2019/20 will have been affected by the beginning of the COVID-19 pandemic in early 2020. When considering passenger journeys per head of population, it is evident that the decreases seen across the time period are to some extent masked by population growth within the respective areas. Again, Portsmouth performs similarly in terms of retaining bus patronage than the comparative authorities and the regional and national scale.

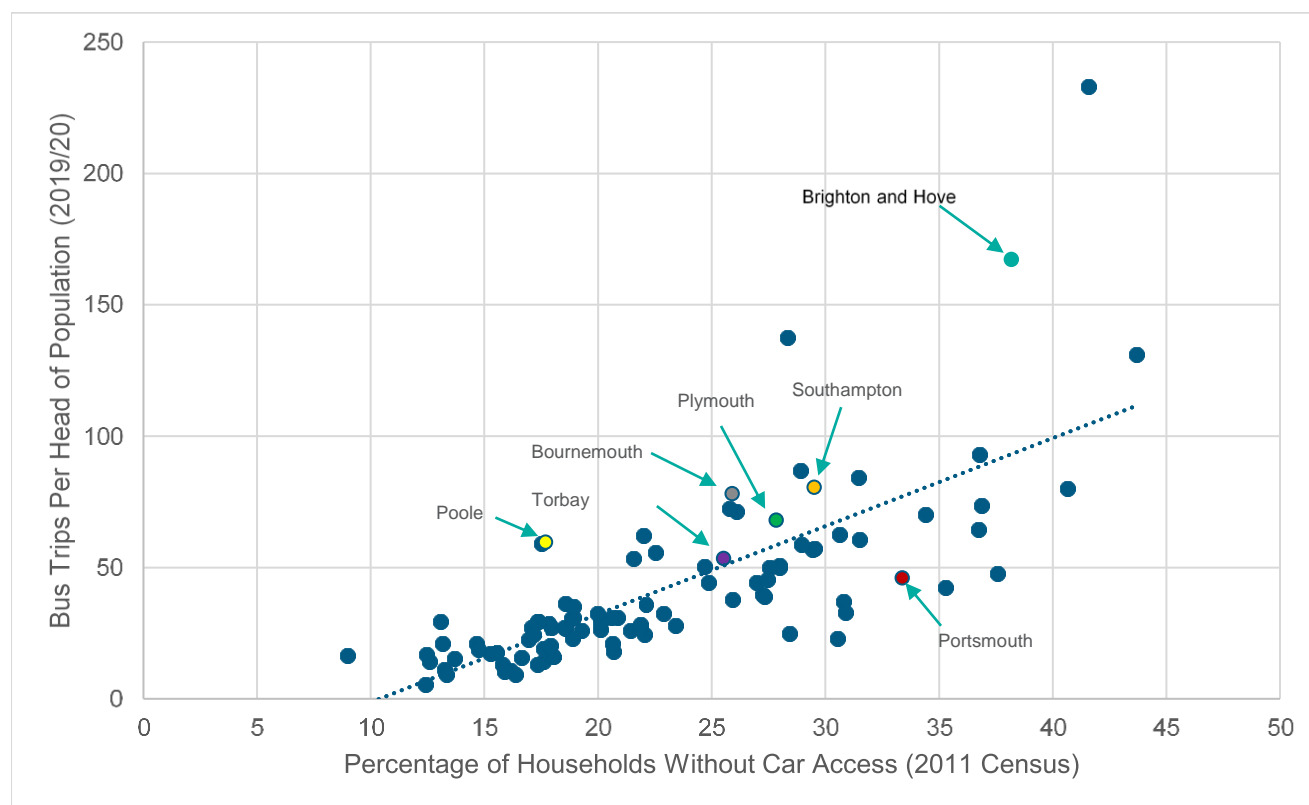
Figure 6-2 - Passenger journeys on local bus services per head by local authority indexed to 2009/10 values²⁶



²⁶ [DfT \(2020\). Local bus passenger journeys \(Bus0109\)](#)

The correlation between bus ridership²⁷ and a household's lack of access to a car²⁸ is displayed in Figure 6-3. It is evident that out of the comparative local authorities, Plymouth has one of the lowest levels of car ownership, with only Brighton and Hove eliciting a lower level of ownership. The authority also has the lowest level of bus ridership per head of the population. Within Portsmouth the level of demand for bus services that would be predicted by lack of car ownership is not realised. A bus passenger trip rate of around 65 would be consistent with the proportion of zero-car households rather than the observed trip rate of around 46.

Figure 6-3 - Correlation between bus ridership and no household access to a car



²⁷ [DfT \(2020\), Local bus passenger journeys \(Bus0110\)](#)

²⁸ [ONS \(2013\), Car or van availability \(QS416EW\)](#)

6.2. Bus Kilometres operated

6.2.1. Overall bus Kilometres

Figure 6-4 displays the bus service kilometres (KM)²⁹ per year indexed to 2013/14 for Portsmouth, adjacent local authorities, alongside the South-East and England as a whole. Portsmouth remained consistent in bus KM operated from 2013/14 to 2015/16 before this decreased by 3% in 2016/17, after this point there was a significant decrease in the number of bus KM operated, decreasing by 17% in 2017/18, and further decreasing in bus operated KM to 67% of the index value in 2019/20.

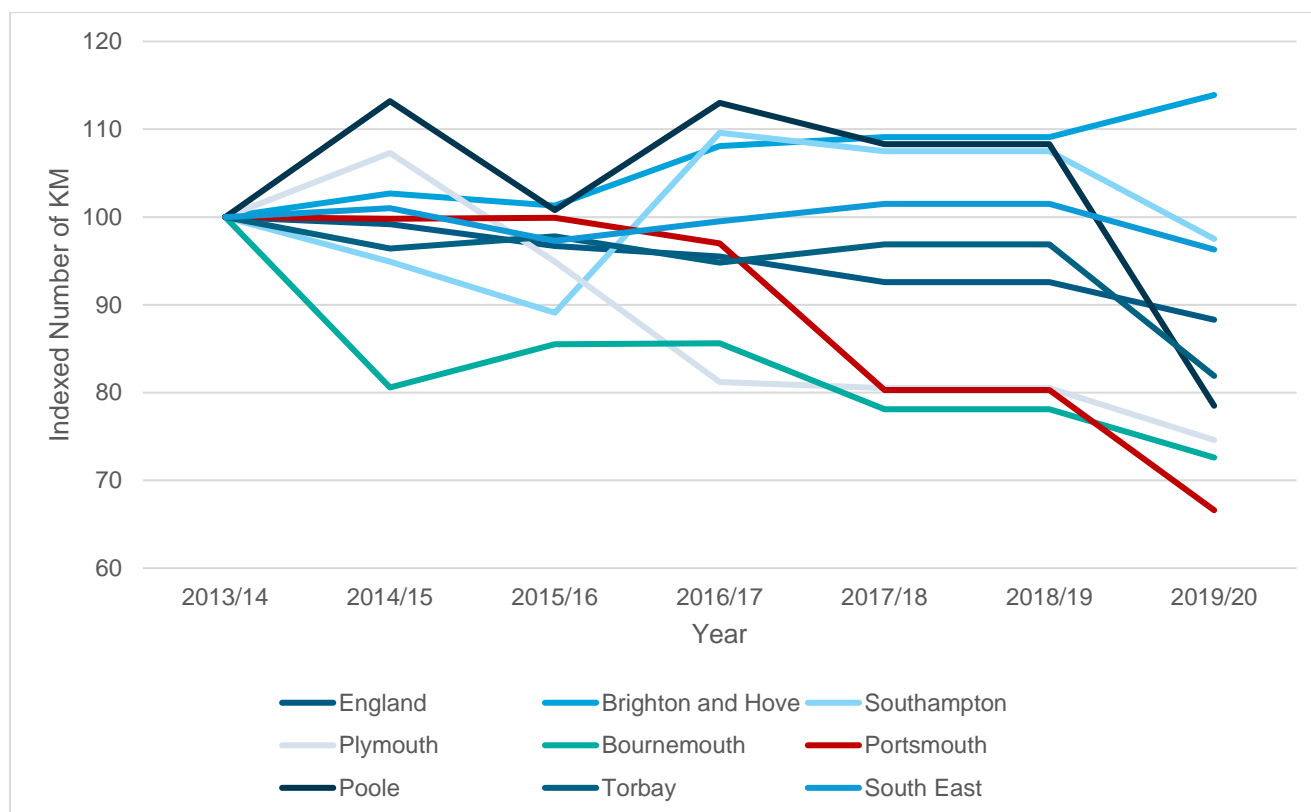
When considering the comparable authorities alongside Portsmouth, Plymouth showed a similar trend; however, Plymouth demonstrated an increase from 2013/14 to 2014/15 unlike Portsmouth. After this point there was a significant decrease in the number of bus KM operated resulting in 75% of the index value in 2019/20. Torbay and Bournemouth were also similar in they both generally showed a decline in bus KM operated between 2013/14 and 2019/20.

Brighton and Southampton were least similar to the bus KM operated pattern demonstrated in Portsmouth. Southampton showed an initial reduction by 11% between 2013/14 and 2015/16: by 2016/17 the bus KM operated had increased to 20%. This remained consistent until 2018/19 it then decreased to 98% of the index value in 2019/20. Brighton was an anomaly as it was the only authority to experience an overall increase of 14% from 2013/14 with only a slight decrease in 2015/16.

In comparison to regional and national data Portsmouth is generally below the South-East average, with the exception of 2015/16 when bus KM operated was 2% higher. Portsmouth is generally higher than the National average between 2013/14 and 2016/17; however, Portsmouth experiences a significant decline whilst the national average experiences a steadier decline. Overall Portsmouth bus operated KM reduced to 67% of the index value in 2019/20 whilst the South-East average was 96% and the national average was 88% illustrating that Portsmouth's bus operated KM is below averaged.

Figure 6-4 - Bus service KM per year indexed to 2013/14

²⁹ [DfT \(2020\). Local bus vehicle distance travelled \(Bus0208\)](#)



6.2.2. Supported Bus Service Kilometres

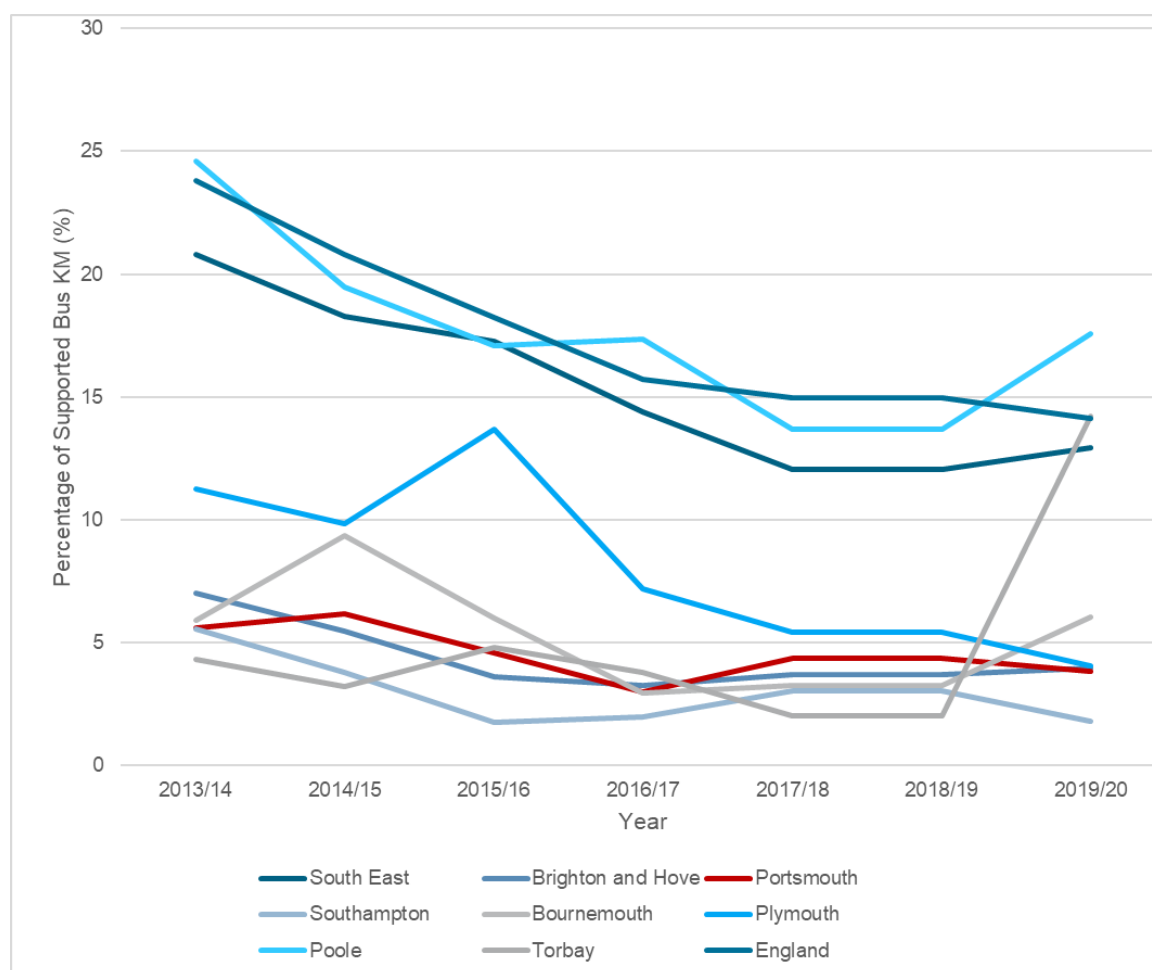
When considering supported kilometres (KM) operated in the local authority areas³⁰ (Figure 6-5), the proportion of supported bus services within Portsmouth appears to have decreased slightly between 2013/14 through to 2016/17 from 6% to 3% of services before increasing to 4% in 2017/18. Beyond this point, the proportion of supported KM has remained static at 4% of the total number of bus KM running within the authority. The initial fall in the proportion of supported bus KM was a result of a decrease in local authority supported services KM, which decreased from 0.4 million to 0.3 million in 2015/16. However, in 2016/17 this decrease was a consequence of a reduction of both commercial and supported bus KM. The increase in the proportion of supported services beyond 2017/18 reflect a decrease in the number of commercially supported KM from 5.6 million to 4.7 million by 2019/20, whilst locally authority supported services remained fairly static.

Considering the comparative local authorities, the proportion of supported bus KM has generally decreased or remained broadly similar for most of the authorities. The greatest decrease in supported services was seen in Poole where the proportion of supported bus services reduced from 25% in 2013/14 to only 18% in 2019/20. This was a result of a decrease in both commercially supported services and local authority supported services. Similarly, Plymouth experienced a significant decrease of 10% from 2015/16 to 2019/20. In contrast, Torbay was the only local authority to see an increase of 10% in supported KM. Overall, Portsmouth is in line with other authorities in terms of bus KM being supported by the local authority and similarly to other authorities have seen a reduction in supported services over the time period.

Portsmouth follows a similar trend to that of the national or regional trend for supported bus services. When considering the national trend, it is clear that the number of commercially operated vehicle KM has decreased slightly, and the local authority operated vehicle KM has reduced significantly. The South-East region shows a similar trend, where there has been a large decrease in both commercial and local authority supported bus KM over the time period.

³⁰ [DfT \(2020\). Local bus vehicle distance travelled \(Bus0208\)](#)

Figure 6-5 - Supported bus service KM as a proportion of total bus service KM

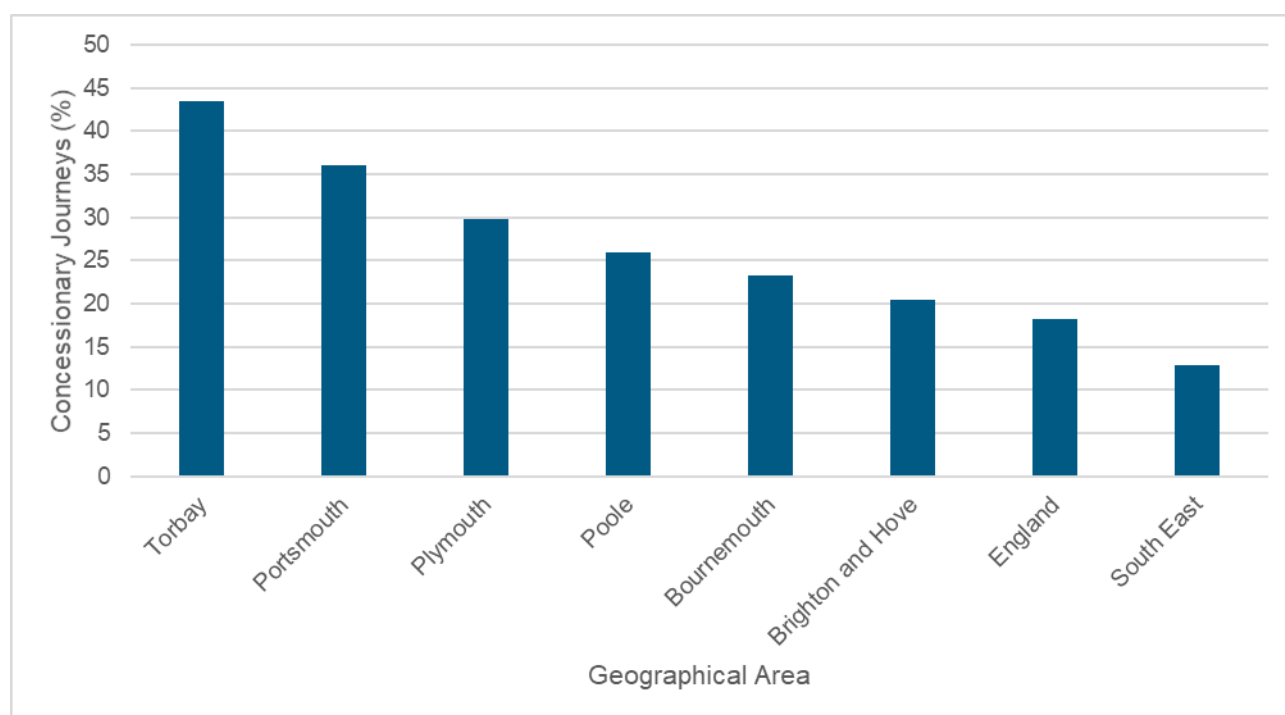


6.3. Concessionary passenger journeys

Figure 6-6 displays the percentage of passenger journeys within each area which were concessionary journeys³¹. The percentage of concessionary passengers gives an indication of the extent to which the bus network is used by fare-paying passengers. There is a gap in the data available for the number of concessionary journeys in Portsmouth in 2018/19; however, the previous year 2017/18 illustrated that 36% of passenger journeys were concessionary journeys. This was the second highest proportion of journeys within a local authority area completed using the concessionary travel scheme, second only to Torbay where 43% of journeys were concessionary.

This suggests that of around a thirds of bus passengers in Portsmouth are using a concessionary pass, with two thirds of the passengers paying the relevant fare.

Figure 6-6 - Concessionary passenger journeys as a percentage of all passenger journeys (2018/19)



³¹ [DfT \(2020\). Bus Statistics \(Bus0823\)](#)

6.4. Bus service density

TRACC accessibility software has been used to calculate the average number of buses per hour calling at bus stops during the AM peak for the January 2020 and April 2021 bus timetables as per the data recorded in the National Public Transport Data Repository³².

6.4.1. Pre-COVID (January 2020)

Figure 6-7 displays the average number of buses calling at bus stops within Portsmouth during the January 2020 timetable. The highest frequency buses are seen around the Hard Interchange and Cosham Interchange, with bus stops on Queen Street, London Road and Commercial Road South having between 25-41 buses per hour. The greatest number of buses, 41 per hour were seen on Queen Street.

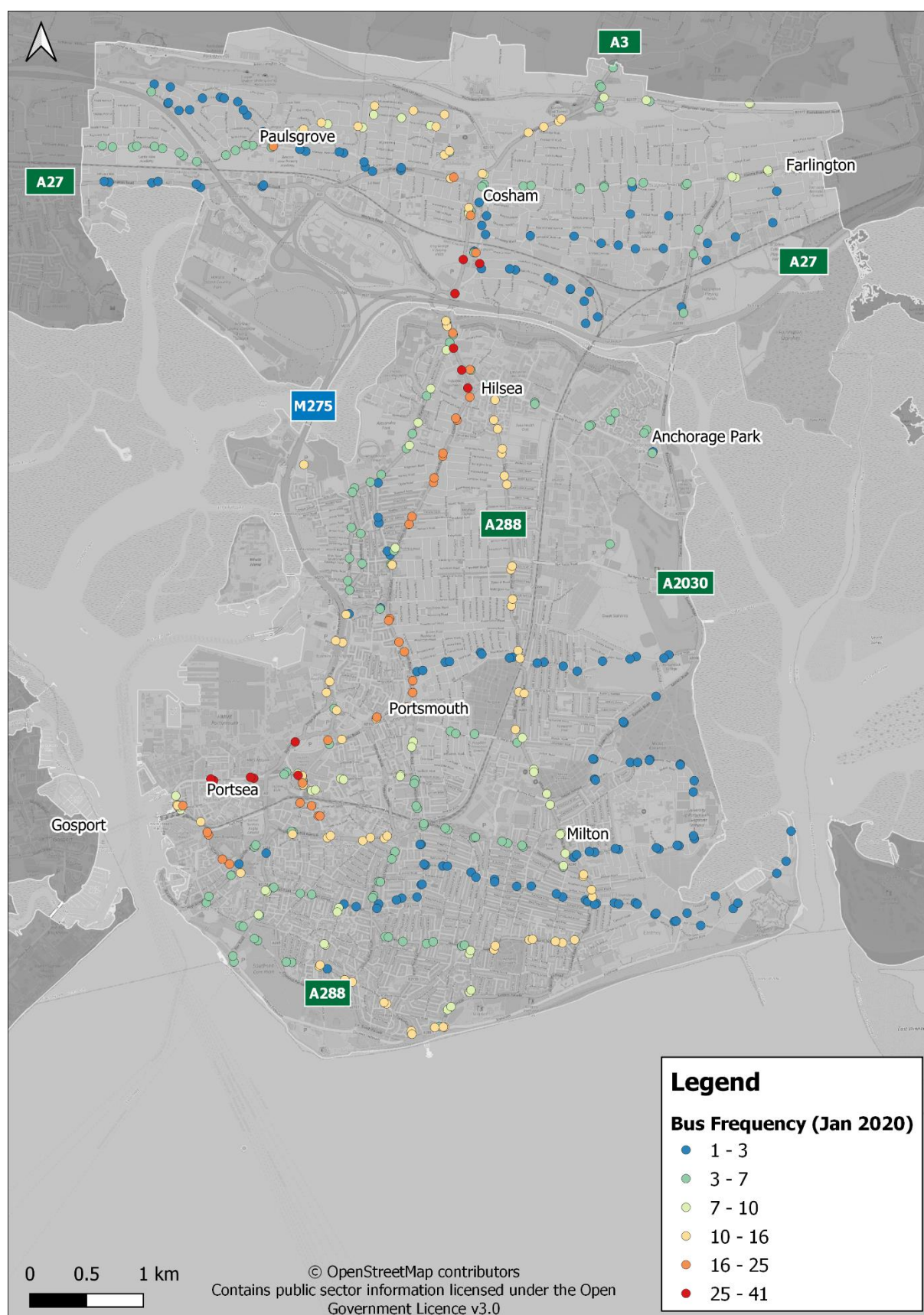
From Figure 6-7 it is clear that the main bus corridors into Portsmouth route are along the A3, the A288 and A2047 towards central Portsmouth, where there are several different bus services summing to provide between 10-16 and 16-25 bus services per hour. There are also 10-16 services per hour to the north-west of Cosham in Wymering, which are served by the number 23 and 3 bus services.

The highest number of calls at bus stops are clearly seen along the aforementioned routes into central Portsmouth, with lower frequency services seen to the east of Portsea Island, Paulsgrove and the east of Cosham. These routes had on average 1-3 services per hour during the January 2020 timetable.

There is a distinct lack of bus stops which are regularly served by regular buses within the Anchorage Park area, with the service 21 bus providing some connectivity with 3-7 buses per hour to the north and the service 17 (now withdrawn) providing a similar frequency to the south.

³² Basemap (2021), National Public Transport Data Repository

Figure 6-7 - Average bus stop frequency (AM Peak - January 2020)



6.4.2. Current bus service density (April 2021)

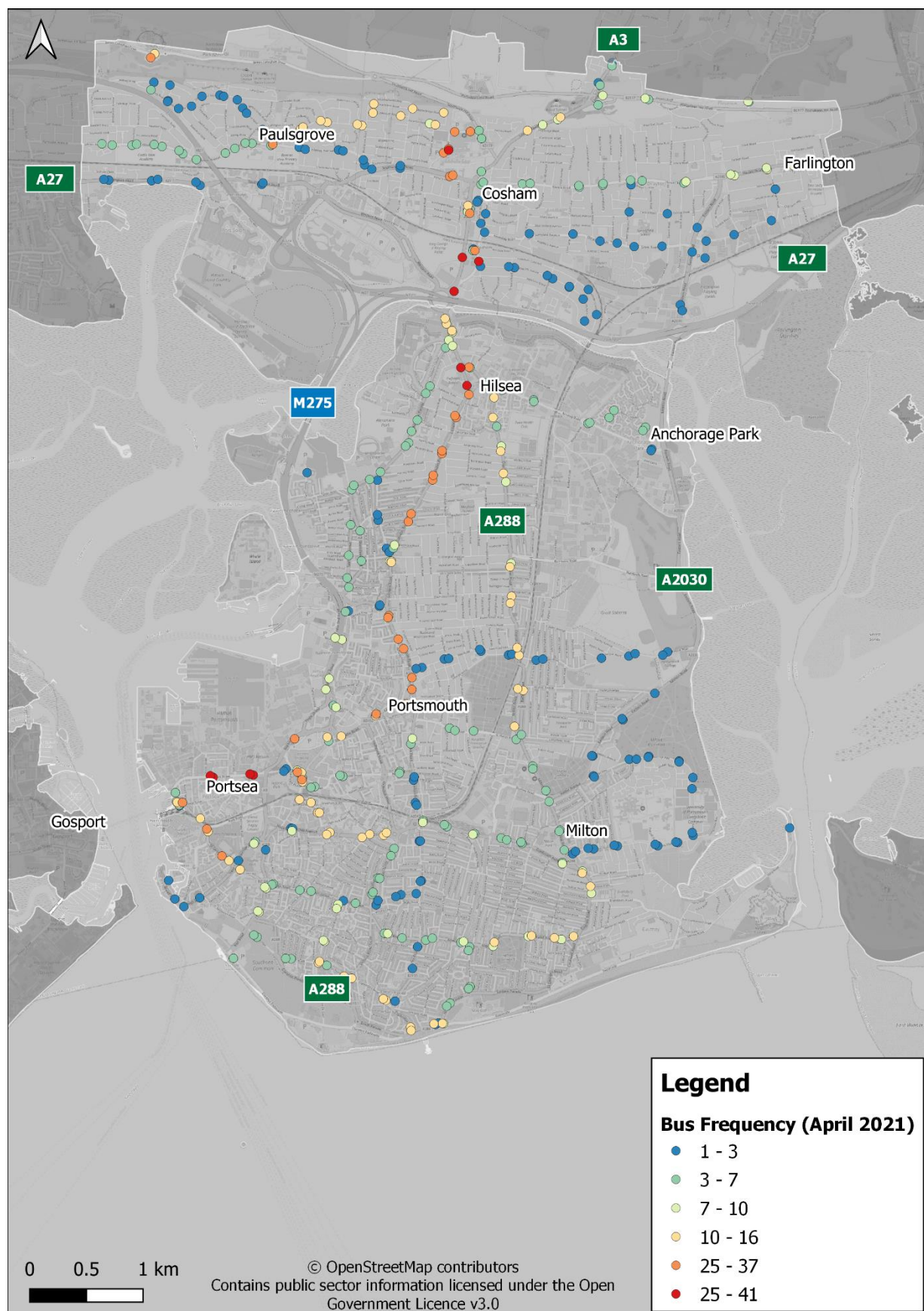
April 2021 has been chosen to represent a period whereby the COVID-19 pandemic disrupted the normal provision of bus services across the country. Figure 6-8 outlines the bus network within Portsmouth at this time. Overall, the number of buses running in Portsmouth had decreased by 5% when compared to January 2020.

There are some notable reductions in connectivity, for example the service 17 to Anchorage Park was withdrawn, removing some connectivity to the businesses within this area. Furthermore, the service 15 to Eastney Landing was withdrawn, replaced with the less frequent service 25.

Additionally, services 7 and 8 were diverted to serve Queen Alexandra Hospital in Cosham, accounting for the improved frequency observed near the hospital.

Beyond the highlighted changes, Figure 6-8 outlines that the frequencies along the main bus corridors did not have a major change in bus frequencies, with the corridors remaining within the frequency brackets seen during the January 2020 timetable.

Figure 6-8 - Average bus stop frequency (AM Peak - April 2021)



6.5. Bus service support

Portsmouth City Council currently support four bus services within the authority, alongside an additional park and ride service. The service 25 is a new service which began operation on the 30th August 2020. These services and the cost of supporting these is summarised in Table 6-1. Overall, the authority will spend £161,064 in 2020/21 on supporting these services (excluding the park and ride service).

Table 6-1 - Supported bus services in Portsmouth

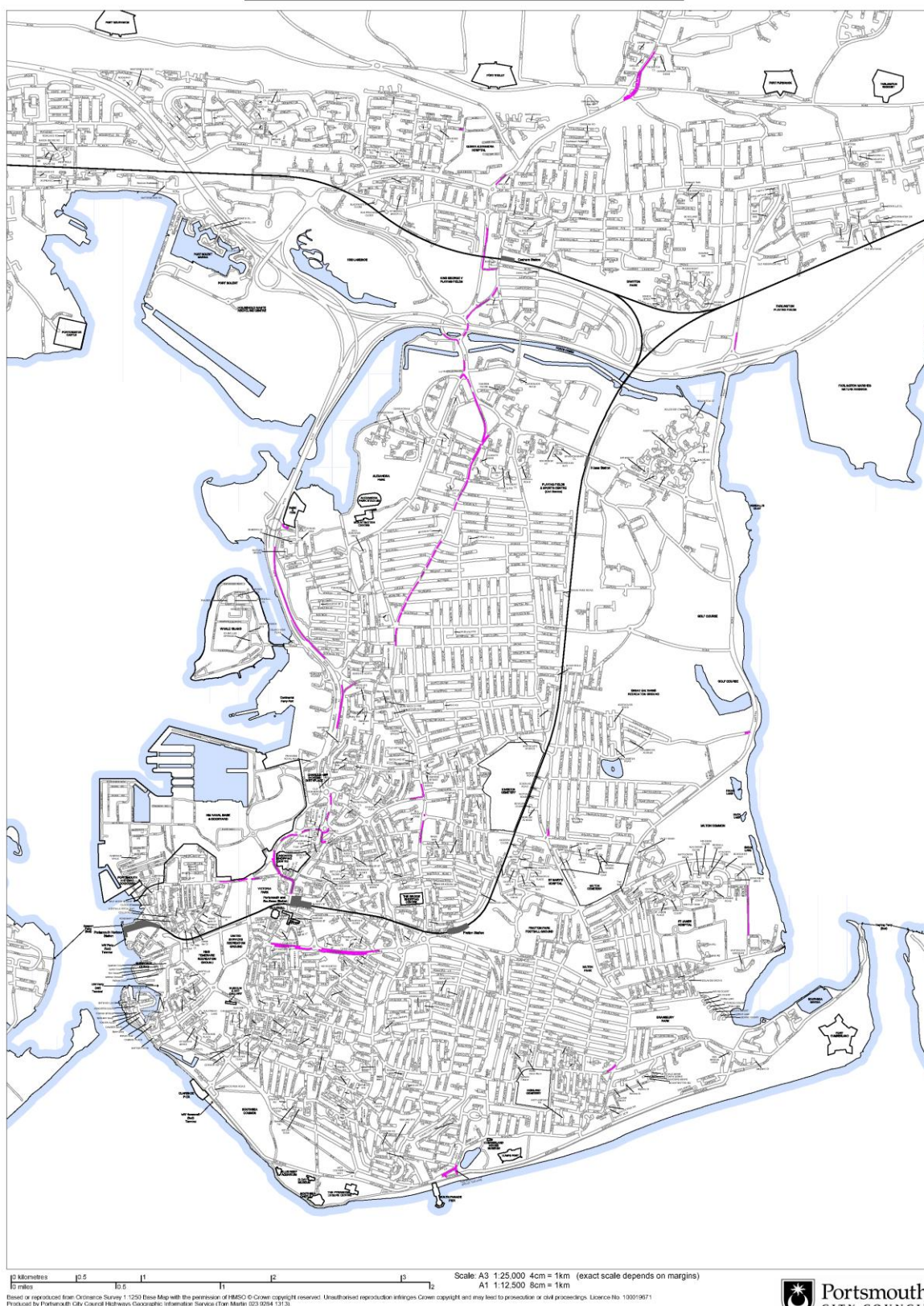
Service	Route	Days of Operation	Frequency (minutes)	Cost in 2020/21 (£)
12	Tipner - North End - Chichester Road - Fratton Way	Monday - Saturday	60 (off peak)	43,601
13/14	City Centre - Fratton - Milton - Baffins	Sunday/ Bank Holidays	120	9,480
22	Highbury - Cosham - Drayton - Farlington	All days of the week	70	42,650
25	The Hard - Old Portsmouth - Southsea Shops - Devonshire Avenue - Eastney - Hayling Ferry	All days of the week	45 / 90	65,333

6.6. Bus priority measures

Portsmouth has 53 bus priority lanes providing a combined total of 9.7 km of dedicated right of way (Figure 6-9), enabling buses to avoid queues of traffic and other sources of delays. Currently only buses, Hackney Carriages (taxis) and cyclists are permitted to use the bus lanes, as well as rental e-scooters through the DfT e-scooter trial operating in Portsmouth until November 2021.

Figure 6-9 - Bus priority measures within Portsmouth

BUS & CYCLE LANES



6.7. Car journey times and speeds

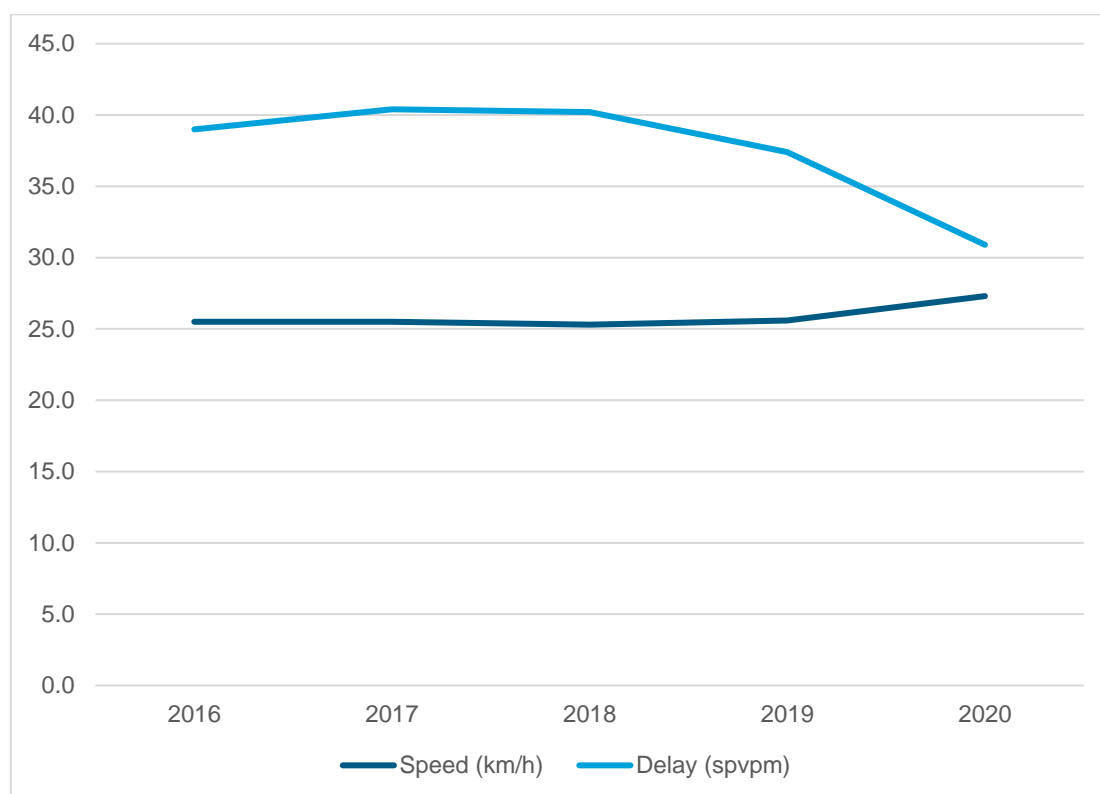
Within Portsmouth the average km travelled on locally managed roads has been broadly steady since 2016³³. There was however a significant reduction in vehicle KM on locally managed A roads in 2020 as a result of changing travel behaviours during the COVID-19 pandemic: during this period, the number of vehicle KM fell by 21% from 1.323 billion km to 1.041 billion km.

When reviewing the relationship between average vehicle speed³⁴ and delay³⁵ on locally managed A roads, Figure 6-10 below shows the average delay within Portsmouth was 78 spvpm in 2016 increasing by 3 sections to reach 81 spvpm in 2018. This was followed by a significant reduction in delay to 75 spvpm in 2019 before a more significant fall to 56 spvpm in 2020.

Average speed in km/h on the locally managed A roads has been broadly constant over the study period, with a value of around 18km/h displayed across the period of 2016-19. This value is relatively low and indicates that congestion within the authority is impacting journey times.

Overall, the average delay on locally managed A roads is high and average speeds low. Although there are recent signs of improvements in both metrics, there is great uncertainty in how this will change after the anomalous result in 2020 as a result of the COVID-19 pandemic. Regardless, the current levels of delays and slow speeds will impact the reliability and journey times offered by bus services in Portsmouth.

Figure 6-10 - Speed and delay on locally managed 'A' roads



³³ [DfT \(2021\), Road traffic statistics \(Table TRA8905\)](#)

³⁴ [DfT \(2021\), Average speed, delay and reliability of travel times \(Table CGN0501\)](#)

³⁵ [DfT \(2021\), Average speed, delay and reliability of travel times \(Table CGN0502\)](#)

6.8. Highway congestion

Delay on local A Road links (spvpm) has been collected from the DfT³⁶ for 2019 and is illustrated in Figure 6-11. The highest levels of delays on the locally managed A road network are seen on the A3 both entering Portsmouth to the north of Cosham and the A3 at Rudmore Roundabout. Further to this, there are average delays of 24 spvpm on the A2030 through Anchorage Park. The lowest levels of delays are seen in central Portsmouth. The data suggests that congestion regularly impacts journey time reliability on the A3 and the A2030 which will consequently impact bus services operating along or on the local road network connecting to these routes.

Figure 6-11 - Delay on local 'A' roads in Portsmouth³⁶

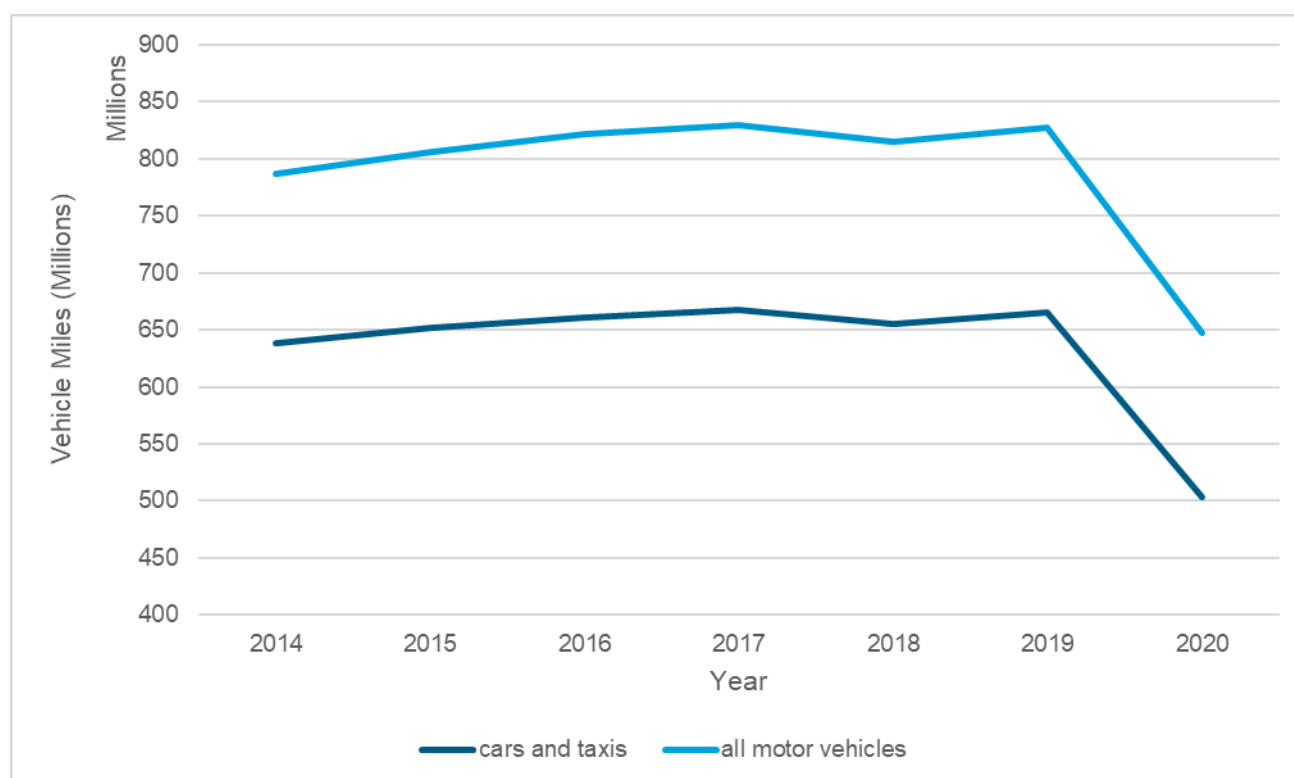


³⁶ [DfT 2021, Delay Local A Roads England 2019](#)

6.9. Car journeys

Data collected from the DfT highlights the trend in vehicle miles within Portsmouth since 2014³⁷ (Figure 6-12). Overall, the number of vehicle miles within the local authority area has increased by 5% between 2014 and 2019, with this being driven mostly by vehicles which are not classified as cars and taxis. Since 2014 there has been a general trend of increasing vehicles miles within the local authority, with the steepest increase seen between 2014 and 2016 when the number of miles increased by 11%. After this period growth slowed between 2016-17 before there was a slight decrease (-2%) in vehicle miles between 2017 and 2018 before a recovery in 2019. This was followed by a 22% reduction in vehicle miles caused by the COVID-19 pandemic, which caused a significant reduction in vehicle mileage, especially for cars and taxis where the mileage reduced by 24%.

Figure 6-12 - Annual vehicle miles by vehicle type in Portsmouth

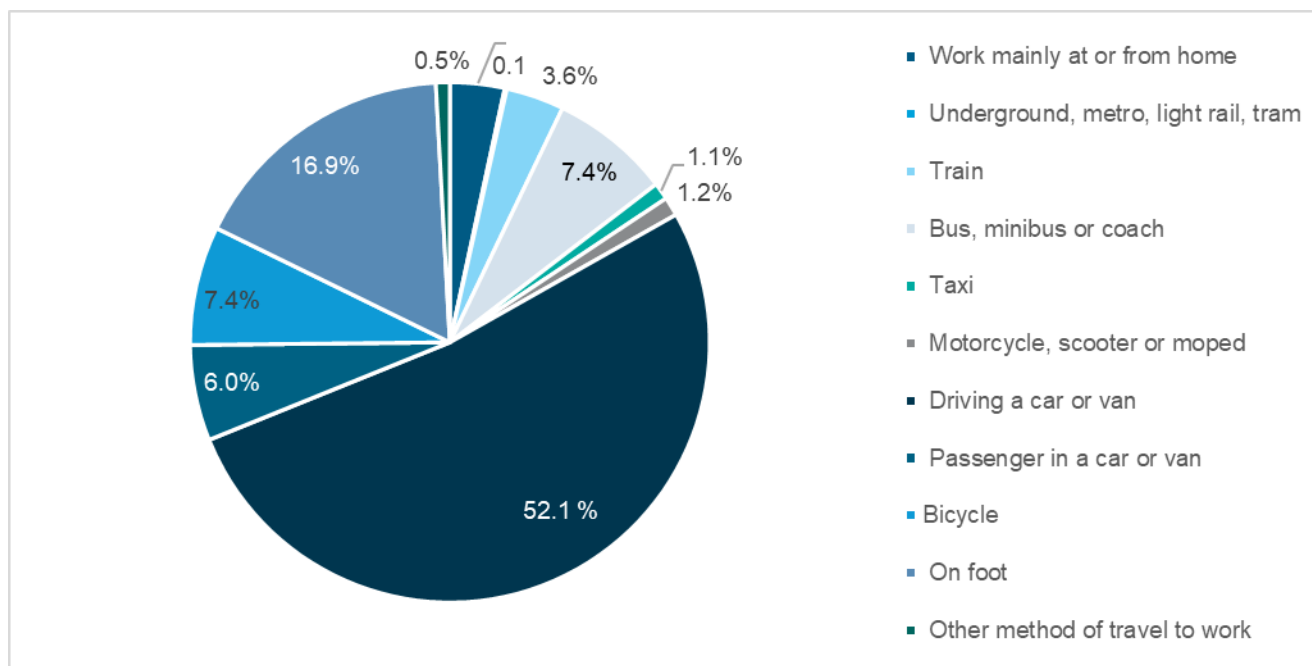


³⁷ [DfT \(2021\). Local authority Portsmouth](#)

6.10. Mode share

Census data for the method of travel to work data has been utilised to understand mode share within Portsmouth (Figure 6-13)³⁸. From this data it is evident that the majority of trips to work are taken by driving a private car (52%), followed by 17% of workers travelling on foot. 7% of commuters travel to work by bus or using a bicycle respectively. These figures suggest that public transport currently has a relatively high share of journeys within Portsmouth, however it is clear there is still a significant number of workers who utilise private methods of travel to work.

Figure 6-13 - Method of travel to work³⁸

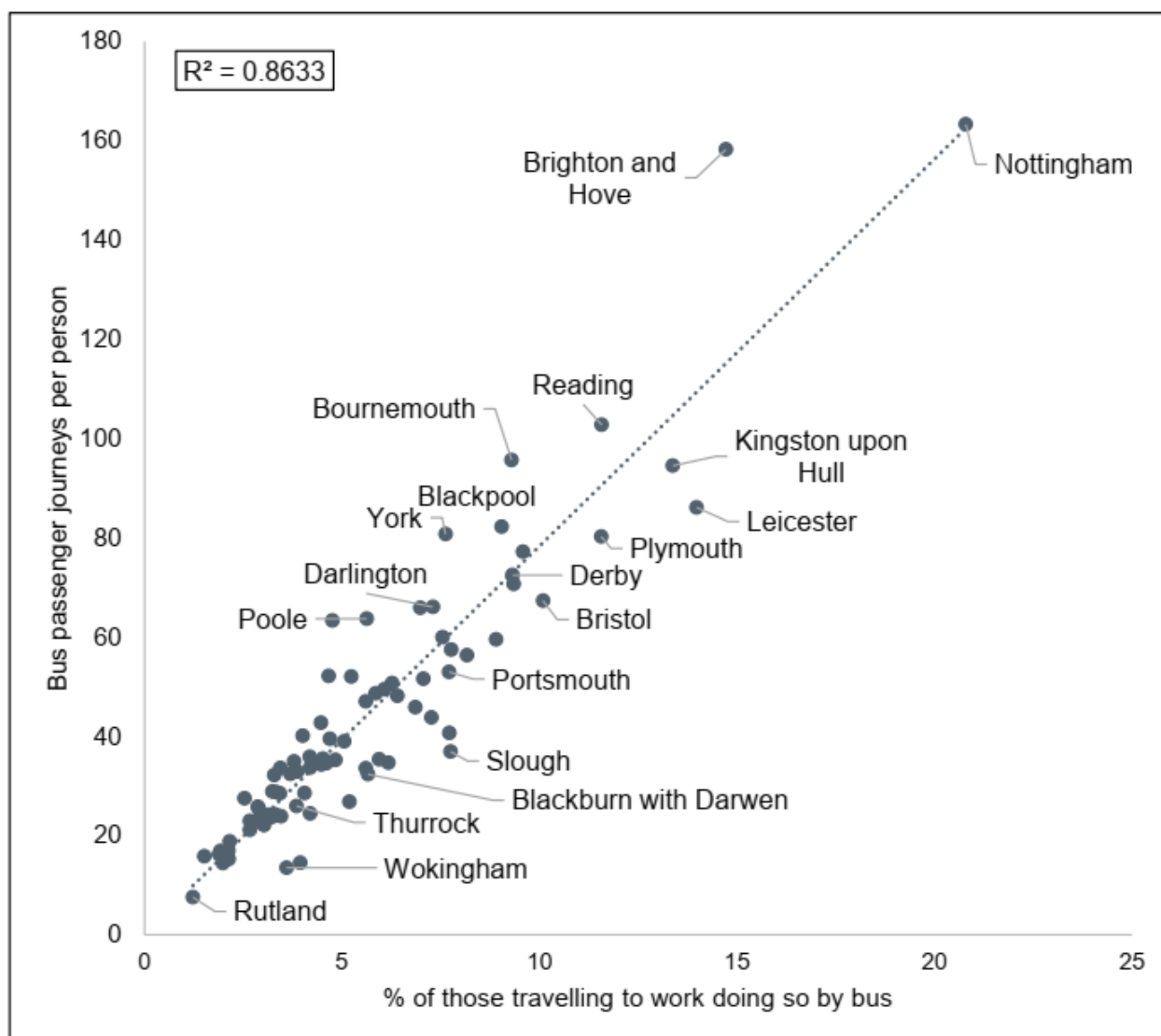


'What Scope for Increasing Bus Use? (Urban Transport Group, October 2019) considers the relationship between the percentage of work trips by bus and overall bus usage. Figure 1 of the report, reproduced as Figure 6-14 below, shows this correlation.

³⁸ [ONS \(2013\). Method of travel to work \(QS701EW\)](#)

Figure 6-14 – Mode Share for Journeys by Bus and Bus Trip Rate

Figure 1: Relationship between overall bus use and bus commuting



Data sources: Bus passenger journeys per person from DfT Annual Bus Statistics BUS0110a (bus operator data); percentage of those travelling to work doing so by bus from 2011 Census (table QS701). Sample: 82 transport authorities. The DfT statistics contain information for 89 areas, of which six are the Integrated Transport Authorities of Greater Manchester, West Midlands, South Yorkshire, West Yorkshire, Merseyside and Tyne & Wear, and the seventh is London. Census data could not be readily matched to these seven areas and has been excluded from this plot.

The graph suggests that the trip-rate for bus passenger journeys in Portsmouth predicted by the percentage of work trips is around 60, with turn-out seen at around 55. This suggests that the bus network within Portsmouth currently stimulates a trip-rate close to what would be expected. This said, there is still scope to stimulate demand for bus travel for those travelling to work.

6.11. Transport network investments

Portsmouth Local Transport Plan 4 sets out that the intention is to introduce a transformational South-East Hampshire Rapid Transit (SEHRT) network that will build upon existing services in Gosport. This will provide passengers with faster and more reliable journeys. Mobility hubs will also be introduced to help integrate transport such as cycling and scooters to deliver a seamless travel experience.

There are several transport network investments that are proposed for Portsmouth, set out below:

- A2047 corridor – bus lanes on A2047 London Road/ Kingston Road;
- Terraces and Kings Road Roundabout SEHRT bus priority – bus lanes on A288 Hampshire Terrace, Landport Terrace and King's Terrace;
- St Georges Road - bus lane or 2 general traffic lanes on St Georges Road on the approach to Park Road;
- Bus stop layby infill - layby infills and boarders at stop to speed up bus departures;
- Mile End Road northbound bus lane – contraflow bus lane northbound on Mile End Road;
- Burrfields Road bus lane;
- Cosham Interchange - improvements to Cosham bus station;
- Eastern Road/Walton Road Bus gate
- Anchorage Road corridor bus priority measures; and
- P&R site access to/from M275 northbound – new direct bus-only link from Tipner to M275 northbound.

Portsmouth City Council was successful with its Transforming Cities Fund bid which will fund the following bus measures by 2023:

- Spur Road Roundabout Option A – New bus gate at western approach to roundabout, new westbound bus lane at the eastern arm;
- Portsbridge area junctions – partial signalisation of roundabout with bus gates to the north and south of roundabout;
- Lake Road – replace existing roundabout with 4-arm signal junction, bus lanes to be included in each direction;
- City Centre North Link – new bus gate to allow separation of buses from general traffic;
- City Centre South – replace mini-roundabout with signalised junction and pedestrian facilities to remove delay to buses from Zebra crossing; and
- Rudmore Road – bus gate on northbound slip road to mirror southbound.

These measures form Tranche 2 of the South East Hampshire Rapid Transit programme.

6.12. Customer satisfaction

6.12.1. Transport Focus Bus Passenger Survey

Transport Focus Bus Passenger Surveys have been conducted within Portsmouth with a relatively small sample size of 534 passengers³⁹. The data collected between September and December 2019 indicates that:

- 92% of passengers are satisfied with their bus journey;
- 58% believe the bus service is good value for money;
- 84% of people are satisfied with bus punctuality; and
- 86% of people believe the journey times are the right length.

The survey suggests that passengers are least satisfied with the information provided at bus stops alongside their level of maintenance or appearance. Satisfaction with the onboard bus experience is relatively high, however an outlier is the provision of information, of which only 74% of the passengers were satisfied.

6.12.2. BSIP Consultation

Portsmouth City Council has conducted its own research⁴⁰ into the views of members of the public and businesses regarding the bus network within Portsmouth, specifically:

- To understand the strengths and weaknesses of local bus travel;
- Identify the key areas to prioritise in the long and short-term; and
- To measure satisfaction levels of bus users.

Two predominantly quantitative online surveys were released, one for business and one for members of the public. These were launched on Friday 23rd July and remained open until Sunday 22nd August. These were promoted through various marketing and communications to maximise consultation engagement.

Additionally, 13 stakeholders were invited to take part in the in-depth qualitative interviews, but only four took part in the research.

In total 1,133 people interacted with the main survey, 32 businesses with the business survey and four in-depth interviews.

6.12.2.1. Headline Findings

As a result of the BSIP consultation survey, Portsmouth City Council found that:

- Satisfaction with local bus services in Portsmouth is divided; 29% of respondents are satisfied and 39% are dissatisfied;
- Users are far more satisfied than non-users (37% compared to 7%) who are more likely to give a neutral rating of 'neither satisfied or dissatisfied'; and
- Respondents with a disability (who are using the bus more frequently) are more satisfied than those with no disability.

Figure 6-15 outlines the results of the question regarding satisfaction with local bus services in Portsmouth, with the key reasons for being satisfied outlined in Table 2-1.

Curiously, there are great differences in the results of the Passenger Focus Survey and that conducted by Portsmouth City Council. These may be explained by the research design, as Passenger Focus surveys are randomly sampled whereas Portsmouth City Councils research was based on self-selection of participants. Further research is required to establish the reasons for this difference.

³⁹ [Passenger Focus \(2020\), Bus Passenger Survey Autumn 2019](#)

⁴⁰ Portsmouth City Council (2021) BSIP Consultation Survey

Figure 6-15 - Satisfaction results from BSIP survey

Q: **Satisfaction with local bus services in Portsmouth**

Base: Total sample (1,036) | Bus user (780) | Non-bus user (256) | Male (357) | Female (553) | Disability (156) | No disability (739)

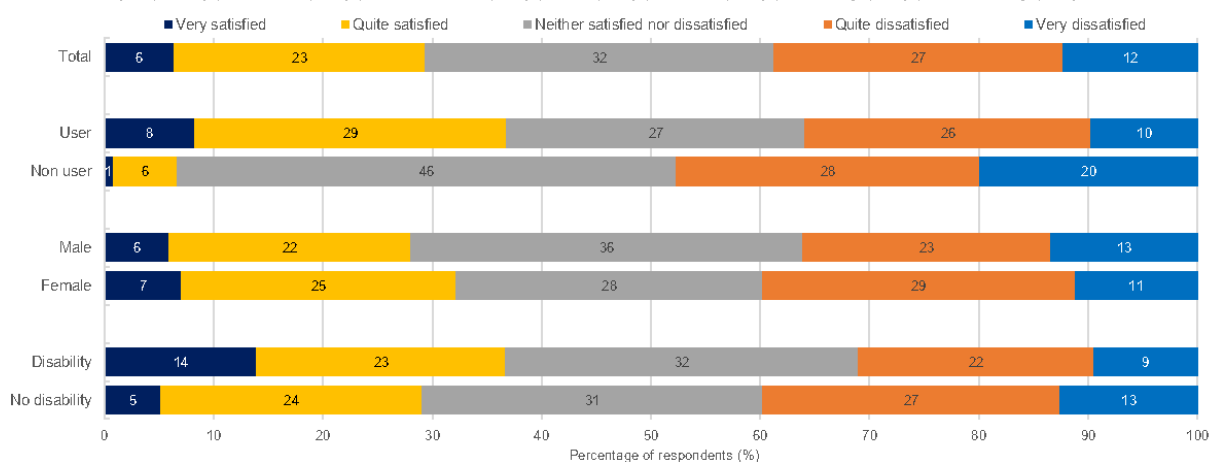


Table 6-2 - Reasons for level of satisfaction from BSIP survey

Key Reasons for being satisfied (304)		Key Reasons for being Dissatisfied (330)	
Reason	Percentage (%)	Reason	Percentage (%)
Good frequency / regular service / convenient	46	Do not use the bus regularly	25
Good route coverage	30	Cots / tickets	21
On time / reliable	12	Routes not comprehensive enough	15
Clean / comfortable	10	Generally good service / routes	11
Friendly / helpful bus drivers	7	Unreliable	11

7. Transport strategy and policy

7.1. Government strategies

Table 7-1 summarises relevant government strategies.

Table 7-1 – Key Government Strategies

Key policy documents	Key themes
National policies	
Transport De-carbonisation Strategy (2021)	<ul style="list-style-type: none"> Future local transport funding will transition to a state where it is conditional on local areas being able to demonstrate how they will reduce emissions over a portfolio of transport investments through LTPs Government will provide a toolkit to help authorities deliver measures to reduce greenhouse gas emissions from transport Re-iterates National Planning Policy Framework presumption on planning for sustainable transport modes in new developments Commitment to reform Bus Service Operators Grant and re-states aspirations and commitments set out in National Bus Strategy Recognises the need to contain traffic volumes in towns and cities but the focus appears to be on achieving mode shift through increasing cycling, walking and ride-sharing. Recognises the need to re-allocated roadspace but offers no insight into how mode shift will be achieved from car, particularly to rail or bus
National Bus Strategy (2021)	<ul style="list-style-type: none"> Investment of £3 billion over the course of the next UK parliament in England Reverse the cycle of decline in the usage and provision of bus services Roadspace re-allocation in favour of bus priority Five Bus Rapid Transit towns Improved uptake of Zero Emission Buses with 4,000 vehicles delivered Simpler, multi-operator ticketing with flat and capped fares
Williams-Shapps Rail Review (2021)	<ul style="list-style-type: none"> Great British Railways to plan, specify and oversee the delivery of rail services Existing franchising system of passenger rail operations to move a system of managed contracts with the revenue risk borne by Great British Railways More opportunities for local authorities to work in partnership with Great British Railways to deliver improved rail services
Future of Mobility: Urban Strategy (2019)	<ul style="list-style-type: none"> Mass transit must remain fundamental to an efficient transport system Mobility innovation must help to reduce congestion through more efficient use of limited road space, for example through sharing rides, increasing occupancy or consolidating freight The marketplace for mobility must be open to stimulate innovation and give the best deal to consumers New mobility services must be designed to operate as part of an integrated transport system combining public, private and multiple modes for transport users Data from new mobility services must be shared where appropriate to improve choice and the operation of the transport system.
Clean Growth Strategy: Leading the way to a low carbon future (2017)	<ul style="list-style-type: none"> Increase uptake of zero-emission buses Reduce the number of shorter journeys made by car
<u>The Ten Point Plan for a Green</u>	<ul style="list-style-type: none"> Green public transport, cycling and walking – including the National Bus Strategy (see above) and 4,000 Zero Emission Buses

<u>Industrial Revolution (2020)</u>	<ul style="list-style-type: none"> £500m to re-open Beeching era rail line closures
<u>Walking and Cycling Investment Strategy (2017)</u>	<ul style="list-style-type: none"> Increase walking to 300 stages per person per year (a single public transport trip typically includes at least two walk stages)
DfT Single Department Plan (2019)	<ul style="list-style-type: none"> Deliver the Future of Mobility Urban Strategy, to consider new types of vehicle, sharing data to improve services, and making journey planning and payment simpler. Support cities to develop transport and promote local growth through the £2.5 billion Transforming Cities Fund. Delivering schemes to tackle congestion and drive up productivity, such as measures to speed up bus journeys. Continue joint working with the Ministry of Housing, Communities and Local Government to integrate decision-making on housing and transport investments and policies and promote better integration of sustainable transport with new housing. Commence a large-scale regulatory review, looking in to how our regulatory framework will need to adapt due to technological changes in buses and taxis, data, mobility as a service and micromobility.
Decarbonising transport: setting the challenge (2020)	<ul style="list-style-type: none"> Help make public transport and active travel the natural first choice for daily activities Support fewer car trips through a coherent, convenient and cost-effective public network; and explore how we might use cars differently in future Encourage cycling and walking for short journeys Explore how to best support the behaviour change required Address emissions at a local level through local management of transport solutions Target support for local areas, considering regional diversity and different solutions
Connecting people: a strategic vision for rail (2017)	<ul style="list-style-type: none"> Improving the standard and consistency of train service delivery Expanding commuter capacity in line with expected demand New routes which can provide strategic transport links or unlock significant housing or economic development regionally Schemes to meet the biggest capacity challenges Deliver Smart ticketing and fares reform to introduce single-leg pricing and tailor ticketing products to needs of part-time commuters
National AQ Plan: UK Plan for Tackling Roadside Nitrogen Dioxide Concentrations (2017)	<ul style="list-style-type: none"> Good local bus services encourage people to leave the car at home and use public transport to get to work, school, and to access local services. The latest Euro VI diesel buses can emit less NOx per vehicle than the latest diesel cars.
Clean Air Strategy (2019)	<ul style="list-style-type: none"> Funding to improve bus services
National Planning Policy Framework (NPPF) (2018)	<ul style="list-style-type: none"> Applications for development should facilitate access to high quality public transport services...layouts that maximise the catchments for bus...appropriate facilities to that encourage public transport use Local parking standards should take account of the availability and opportunities for public transport
A connected society - A strategy for tackling loneliness (2018)	<ul style="list-style-type: none"> The Department for Transport will build partnerships with transport providers and community groups to develop how transport can be used as a means to help tackle loneliness, and use industry-wide forums to promote these Requirement to reflect in departmental Single Department Plans from 2019/20

Inclusive Transport Strategy (2018)	<ul style="list-style-type: none"> • Support the establishment of a Rail Ombudsman to investigate unresolved customer complaints. • Identify a framework to ensure bus operators are implementing mandatory bus driver training. • Ensure that disabled travellers are fully aware of their rights and the obligations of transport operators. • Promote the assistance and financial savings available to disabled travellers. • Require a minimum target for the successful completion of booked assistance through the Passenger Assist scheme. • Support regulators to promote information about the rights of disabled travellers. • Release an online tool to assist disabled people in reporting issues they encounter when travelling by bus. • Ensuring that all public transport bodies understand their obligations under the Public Sector Equality Duty in relation to planning and delivering transport. • Legislation to ensure the provision of on-board audible and visible upcoming stop and route information is installed on local bus services across Great Britain. • Increase the availability of data on accessibility. • Ensure transport providers improve the availability of information particularly in relation to accessibility services such as toilets. • Work with Train Operating Companies to help ensure that all disabled passengers are aware of the Passenger Assist service. • Provide improved information about the accessibility of stations, including the development of an accessibility map by the RDG. • Make up to £300 million available for rail accessibility improvements during the period 2019-2024. • Update the Department's Inclusive Mobility and Tactile Paving guidance. • Announce how to prioritise access to the on-board wheelchair space for wheelchair users and other passengers for whom there is no other suitable accommodation on buses.
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Sub-national policies

Transport Strategy for the South East (TfSE, 2020)	<ul style="list-style-type: none"> • Strategic goals of improved productivity, improved health and wellbeing and protection of the environment • A network that promotes active travel and active lifestyles to improve our health and well-being. A reduction in the need to travel by car • South East is less dependent on London and develops its own economic hubs • Mode shift from car to bus and rail through increasing price of travel by car and lowering the price of bus and rail travel • Support initiatives that maintain the viability of inter-urban bus services • Develop high quality Rapid Transit services in urban corridors • Scenario forecasting summary report (2019) contains a number of scenarios. 'Sustainable Route to Growth' sees an increase in bus and coach trips of 120% and rail trips of 108% against an increase in journeys by all modes of 4%. This is compared to 'business as usual' and is against a 13% increase in employment and 15% increase in Gross Value Added by 2050.
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Local policies, strategies, and plans

Portsmouth City Local Plan (2006)	<ul style="list-style-type: none"> • Transport policies were deleted in 2009 when the Portsmouth Plan was adopted.
The Portsmouth Plan: Portsmouth Core Strategy (2012)	Policy PCS17 – Transport <ul style="list-style-type: none"> • Encouraging development in areas around public transport hubs and along corridors where there is good access not only to public transport but also to goods and services. • Locating development where there is the potential to improve accessibility for all through walking, cycling and public transport.

	<ul style="list-style-type: none"> • Continue partnership working with sub-region as part of Transport for South Hampshire to enable the challenges affecting the sub-region to be addressed effectively. • Safeguard land for, new interchange at Portsmouth & Southsea station, improved interchange facilities and The Hard, land for future stations Farlington and Paulsgrove and land for Park and Ride facilities at Tipner. • Creation of Bus Rapid Transit routes and sub-regional BRT linking Gosport, Fareham, North Fareham and Portsmouth.
Portsmouth Local Plan 2038 (Draft for consultation 2021)	<p>Sustainable Transport (Policy C3)</p> <ul style="list-style-type: none"> • The strategy aims to reduce the need to travel and deliver a people centred travel network that priorities walking, cycling and public transport through the following measures: • Development of future phases of South East Hampshire Rapid Transit • Links between Tipner and Horsea Island allowing buses, cyclists and pedestrians access between Tipner and Horsea Island, the Horsea Island country park, Port Solent and beyond • Park and Ride extension to create additional capacity and routes • Improved rail services, including improved journey times to Southampton and London • Improved transport interchanges and mobility hubs • Exploration of a new bus depot in the city • Electric vehicle charge point installation • Freight consolidation • Prioritising access to local and district city centres • Interventions to improve poor air quality from transport sources including introduction of a charging Clean Air Zone • Exploration of cycle hub at Portsmouth and Southsea station • Bike Hangars in key locations.
Seafront Masterplan (2021)	<ul style="list-style-type: none"> • The seafront is serviced by buses at multiple points including Clarence Pier, South Parade Pier and St Georges Road. These will form part of the South East Hampshire Rapid Transit Network. • Visitor attractions such as D-Day Museum and Southsea Castle are not well served by bus. • A bus route running west-east from The Hard to Eastney Point via Old Portsmouth, Southsea shops, and Bransbury Park, is also being trialled (commenced 30 August 2020). However, accessing the seafront from a number of other areas within the city requires taking two/three bus transfer. • Portsmouth park & ride service runs from Tipner to the city centre and the Hard Interchange, but it does not currently serve the seafront (although this has been trialled previously). • Future improvements to bus services to the seafront area, and particularly the visitor attractions and during events, are likely to be needed in order to bring the expected additional visitors to the seafront without substantially increasing traffic flows.
Emerging Local Transport Strategy	<ul style="list-style-type: none"> • Policies are designed to ensure that public transport in the city is attractive, reliable and accessible to the whole community, whilst also being environmentally sustainable. Public transport can move well over ten times as many people as cars in the same amount of space, while creating much less pollution per person. With significant growth in travel demand anticipated over the coming years it is essential that a much larger proportion of trips are made by public transport. The immediate impact of the COVID-19 crisis has been to dramatically reduce the capacity of public transport to allow for social distancing. The remaining capacity should be used by those unable to use other modes, particularly key workers. Over the lifetime of this plan, as social

distancing measures are relaxed, we anticipate that public transport will remain a central component of delivering a more sustainable city.

7.2. Parking Provision

There are 9,421 parking spaces currently available within Portsmouth City Centre, with a full breakdown of the provisions available in 10. Appendix A Table A-1. Parking within Portsmouth for the day generally costs £12, with visits for around 4 hours costing in the £4-5 range.

Table 7-1 outlines the costs for season tickets in some of the city centre car parks, with season tickets costing between £900 - £1,176 per year – this is significantly more expensive than equivalent bus season tickets both for travelling from within Portsmouth or across the local authority boundary.

Table 7-1 - Information on season ticket prices for some of the city's car parks

Name of car park and ownership	Grouping location	1 x monthly season ticket	3 x monthly season ticket	6 x monthly season ticket	12 x monthly season ticket
Clarence Pier - PCC	Seafront	£95	£262	£513	£1,005
Clarence Street - PCC	City Centre	£80	£225	£450	£900
Guildhall Walk - PCC	City Centre	£102	£294	£588	£1,176
The Harbour - PCC	Portsmouth Docks	£102	£294	£588	£1,176
Isambard Brunel MSCP - PCC	City Centre	£102	£294	£588	£1,176
Pyramids Car Park - PCC	Seafront	£95	£262	£513	£1,105
Seafront Canoe Lake - PCC	Seafront	£95	£262	£513	£1,105
Seafront D-Day Car Park - PCC	Seafront	£95	£262	£513	£1,105
Seafront The Esplanade -PCC	Seafront	£95	£262	£513	£1,105
Crasswell MSCP - Private	City Centre	Season ticket prices start from £1.84 per day			
Market Way - Private	City Centre	Season ticket prices start from £2.98 per day			

8. Local authority capabilities

Public transport resource at Portsmouth City Council is outlined in Table 8-1 with the organisational structure displayed in Figure 8-1.

Table 8-1 - Portsmouth City Council public transport roles

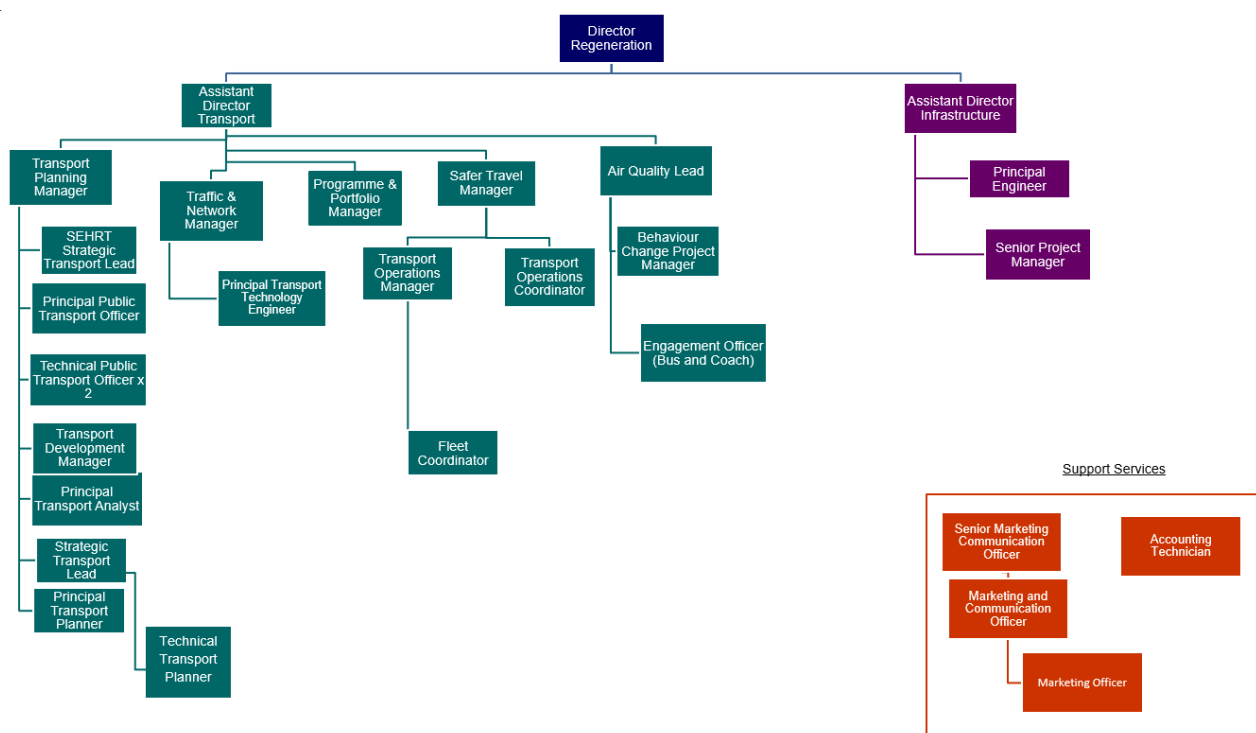
Role title	Role description
Assistant Director Transport	<p>Leading a diverse, multi-disciplinary, professional workforce in the areas of transport and air quality, in order to deliver improved connectivity and reduce our collective impact on the environment.</p> <p>Senior Responsible Owner (SRO) for South East Hampshire Rapid Transit, an ambitious partnership between Portsmouth, Hampshire and the Isle of Wight, to deliver a £100m programme enabling a transformational rapid transit network across the Portsmouth city region, addressing the considerable connectivity challenges which have a significant negative impact on productivity, air quality and social inclusion.</p>
Transport Planning Manager	<p>This post leads on the development of all strategy and policy for Portsmouth City Council transport directorate and air quality, ensuring that the future planning and operation of the network and transport provision enables the city can realise its aspirations for growth and development.</p> <p>Working closely with other Solent Transport partners, including Hampshire County Council, Southampton City Council, and Isle of Wight Council. As well as liaising and developing constructive relationships with key stakeholders to strengthen the work and bids for Portsmouth for transport, and in particular public transport.</p>
Transport Development Manager	<p>This post is responsible for managing all stakeholder engagement and material on the South East Hampshire Rapid Transit project. The role engages and consults with members, public transport operators, and neighbouring local authorities, ensuring partnership working and cohesion throughout the project.</p> <p>This post has a lead role in the development, management and reporting of the Portsmouth Enhanced Partnership and BSIP.</p>
Strategic Transport Lead	<p>To create complex and varied transport plans, policies and strategies which balance the needs of Portsmouth residents, the local economy, the environment and national transport priorities.</p> <p>To prepare, develop and implement elements of the Local Transport Plan (Portsmouth Transport Strategy) and report against progress.</p> <p>To be responsible for the development of other strategies including the Portsmouth Parking Strategy, Public Transport Strategy, Behaviour Change Strategy, Walking and Cycling Strategy and Air Quality Strategy.</p>
SEHRT Strategic Transport Lead	<p>To prepare, develop and implement elements of the Portsmouth Transport Strategy, including the strategic overview of the South East Hampshire Rapid Transit project.</p>

	<p>This comprises the development and integration of complementary policies and development of future phases working in close partnership with partners.</p>
Principal Public Transport Officer	<p>Creating a high quality public transport network, that supports the Council's aspirations for promoting and delivering sustainable transport and encouraging modal shift.</p> <p>This post will create manage the operation of the public transport network. Working closely with bus operators and stakeholders to ensure a connected public transport network for Portsmouth residents.</p> <p>This post is responsible for the operation of Public Transport Interchanges, such as the Portsmouth Park & Ride and Hard Public Transport Interchange. As well as delivering clear public transport information at bus stops, and managing Portsmouth's bus shelter contract.</p>
Principal Transport Planner	<p>Creating a high quality public transport network, that supports the Council's aspirations for promoting and delivering sustainable transport and encouraging modal shift.</p> <p>This post will create complex and varied transport plans, policies and strategies which balance the needs of Portsmouth residents, public health, the local economy, the environment and national transport priorities.</p>
Technical Public Transport Officer x2 posts	<p>This post takes a key role in the delivery of aspects concerning the practical operation of public transport in Portsmouth.</p> <p>This includes the delivery of a high quality public transport network that works to achieve the Council's aspirations for promoting sustainable transport and encouraging modal shift to sustainable modes.</p> <p>Taking the lead on service disruption (roadworks, stop works (RTI & infrastructure), interchange works/maintenance</p> <p>Concessionary fare scheme enquiries and bus pass rollouts - working closely with the Cashier's Office team, and instructing our scheme contractor</p> <p>Local Transport Plan project management, including statutory schemes such as Access for People With Disabilities (including installation of dropped kerbs and other highways infrastructure to assist those less abled, to use public transport) and Traveline - used for online passenger journey planning</p>
Technical Transport Planner	<p>This role is responsible for supporting the provision of advice on the Park & Ride and Hard Interchange operation. Including the monitoring of passenger numbers on the P&R, ticketing enquiries, arranging P&R services for special events in the city.</p>
Programme & Portfolio Manager	<p>To ensure the successful delivery of two transport programmes: Air Quality Improvement and South East Hampshire Rapid Transit. As Portfolio Manager to ensure the effective monitoring and reporting of the portfolio of PCC's transport programmes and projects.</p>
Principal Transport Analyst	<p>This post is responsible for developing, maintaining and delivering the Business Intelligence strategy for the Transport department.</p>

	<p>They will make a significant contribution to the development of Transport policies and strategies by leading the department on their field of expertise (analytics). Furthermore, they will lead on and be responsible for data management, data analytics and reporting across the Transport department and 2 multi-million pound programmes within the department. They will be responsible for programme delivery of Monitoring and Benefits realisation to the Department for Transport (DfT) and Department for Environment Food and Rural Affairs (DEFRA).</p> <p>This post is responsible for the Local Transport Plan (Portsmouth Transport Strategy) monitoring and reporting, which will include the BSIP targets.</p>
Traffic & Network Manager	<p>Management of the road network to facilitate movement of buses along their routes to provide reliable journey-times.</p> <p>To investigate and implement technologies to deliver bus priority at signalised junctions.</p>
Principal Transport Technology Engineer	<p>To investigate and implement technologies to deliver bus priority at signalised junctions.</p>
Assistant Director Infrastructure	<p>Senior Supplier SEHRT Portsmouth and Portsmouth Transport Hub, including the Park & Ride</p>
Principal Engineer	<p>Delivery lead for the South East Hampshire Rapid Transit TCF programme for Portsmouth.</p>
Senior Project Manager	<p>Project Manager for the Transport Hub, including Portsmouth Park & Ride. Linking in existing and future bus service considerations.</p>
Senior Marketing Communications Officer (Transport)	<p>Responsible for traffic and transportation marketing, communications and engagement.</p> <p>This includes overseeing marketing of the Portsmouth park and ride, engaging the local community in surveys, and encouraging the use of public transport during the pandemic.</p>
Marketing and Communications Officer (Transport)	<p>Manages public transport marketing, communications and engagement.</p> <p>This includes overseeing marketing of the Portsmouth park and ride, engaging the local community in surveys, and encouraging the use of public transport during the pandemic.</p>
Marketing officer (Transport)	<p>Supporting the Marketing and Communications Officer to deliver public transport communications and marketing.</p> <p>This includes creating accessible content for those that have concessionary bus passes and need to renew, promoting safe use of public transport during the pandemic and creating engaging content for e-bulletins that go to those wanting to be kept up to date with the Park and Ride.</p>
Accounting Technician	<p>Monitoring of costs against budget / grants received and ensuring grants are adhered to. This includes the monitoring of concessionary fares, tendered bus service, CBSSG funding.</p>
Transport Operations Manager -	<p>Responsible for the Home to School Transport and Fleet Operations.</p>
Transport Operations Coordinator	<p>Responsible for the ordering and administration of Home to School bus passes. Currently responsible for staff passes.</p>

Fleet Coordinator x2	Delivery of Home to School services and supporting the Transport Operations Manager in fleet operations.
Air Quality Improvement Behaviour Change Project Manager	Overseeing the delivery of the bus retrofit project, including monitoring of ongoing movement of retrofitted vehicles and impact the measure has had on reducing air pollution in Portsmouth.
Air Quality Improvement Engagement Officer (Bus and Coach)	Keeping bus and coach companies updated with the plans for the charging CAZ in Portsmouth. Assisting bus and coach companies to apply for funding for replacement and retrofit of vehicles so that become Euro 6 compliant.
Parking Enforcement Manager	Managing on/off street parking enforcement team, including bus lane enforcement.

Figure 8-1 - Portsmouth City Council transport organisation structure



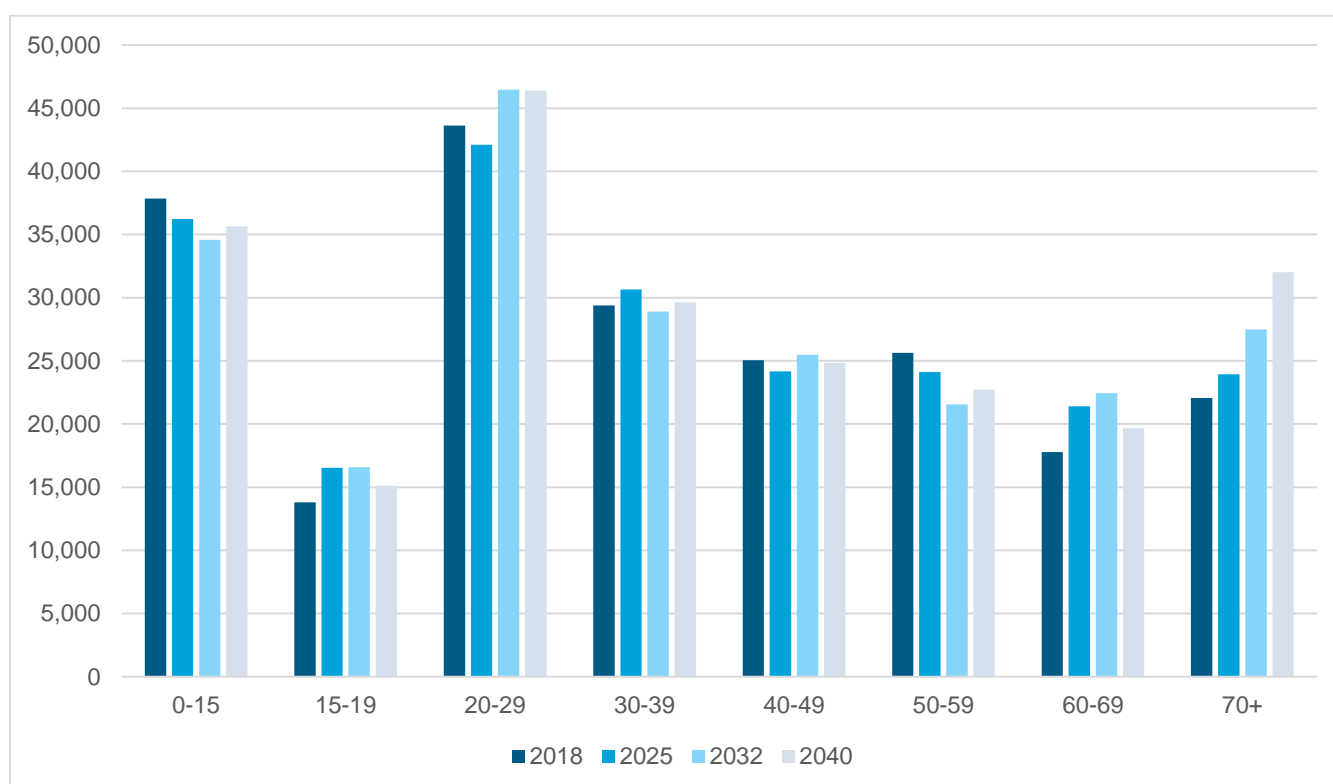
9. Business planning

This section considers the impact of population change and a change in car ownership as two key drivers of the demand for bus travel in future years.

9.1. Population projections

Population projections⁴¹ produced by the ONS have been used to develop an insight into the future age structure of the population within Portsmouth. The data suggests that the total population living within Portsmouth will increase by 5.1% between 2018 and 2040, with the population increasing by around 10,901 people. The ONS data suggests that there will be limited change in the age structure of the population within the area, but the proportion of over 60s is projected to increase by 15% and 36% by 2025 and 2032 respectively. Conversely the proportion of under 15s will reduce by 14% and 40% by 2025 and 2032 respectively. These changing demographics at each end of the population structure will impact the demand for differing types of bus services, with the network needing to adjust to meet the demands of the changing demographics of the population.

Figure 9-1 - Population projection⁴¹



⁴¹ [ONS \(2020\). Population projections for local authorities: Table 2](#)

10. Concluding remarks

This technical note has been compiled to develop an understanding of the baseline conditions within Portsmouth to inform the Bus Service Improvement Plan. The note has aimed to outline the current social demographic composition of Portsmouth and how differing demand points may influence the need for public transport services, alongside outlining the current bus provision within the local authority.

Analysis of census data has highlighted that the highest population densities are seen within the south of the authority, with the northern areas such as Cosham having lower densities. When considering socio-demographics, there is lower than average levels of car ownership within the authority, which is to be expected due to its urban nature. Regarding IMD, Portsmouth is slightly above average in terms of lower levels of income deprivation, but there are still 18% of LSOAs ranked in IMD quintile 1: these include a large part of the Paulsgrove area and to the north-west of the city centre. Economic activity within Portsmouth is in line with the England and Wales average; however, the report has highlighted areas such as those around the city centre where economic inactivity is as high as 58%. As such, there are areas of Portsmouth where improvements to bus services may be able to facilitate improved social outcomes.

Regarding bus patronage, Portsmouth has retained most of its bus passengers, even seeing growth above the baseline during the early part of the 2010s, although by 2017/18 this figure had dropped to 95% of the baseline value in 2009/10. This is despite a decrease in bus KM operated within the local authority to below 70% of the value in 2013/14. As such, the data suggests that the bus network in Portsmouth has retained its attractiveness to passengers despite an apparent reduction in routes or frequency and therefore there is a strong baseline for the BSIP to build upon.

The bus mode share for commuting is 7% whereas those travelling by car account for 58% of commuters.

Overall, Portsmouth has a number of challenges and opportunities facing the bus network going forward, with this document aiming to inform the aims of the Bus Service Improvement Plan.

Appendices



Appendix A. Parking Provisions

Table A-1 - Overview of city centre daily car parking cost and availability for Portsmouth

Name of car park	Grouping location	PCC/privately owned	Number of spaces	Daily cost of parking
Clarence Pier	Seafront	PCC	154	Up to: 1 hour £1.80 2 hours £3.10 3 hours £4.10 4 hours £5 6 hours £6.50 8 hours £8.50 All day £12
Clarence Street	City Centre	PCC	154	7am – 8pm: Up to 1 hour £1.10 Up to 2 hours £2.10 Up to 3 hours £3.10 Up to 4 hours £4.10 Up to 6 hours £6.10 Up to 8 hours £8.10 All day £10.00
Guildhall Walk	City Centre	PCC	58	24 hour period: Up to 1 hour £1.60 Up to 2 hours £2.60 Up to 3 hours £3.50 Up to 4 hours £4.50 Up to 5 hours £8.00 Over 5 hours £12.00
The Harbour	Portsmouth Docks	PCC	62	24 hour period: Up to 1 hour £1.60 Up to 2 hours £2.60 Up to 3 hours £3.50 Up to 4 hours £4.50 Up to 5 hours £8.00 Over 5 hours £12.00
Isambard Brunel MSCP	City Centre	PCC	468	24 hour period: Up to 1 hour £1.60 Up to 2 hours £2.60 Up to 3 hours £3.50 Up to 4 hours £4.50 Up to 5 hours £8.00 Over 5 hours £12.00
Isambard Brunel SLCP	City Centre	PCC	83	24 hour period: Up to 1 hour £1.60 Up to 2 hours £2.60 Up to 3 hours £3.50 Up to 4 hours £4.50 Up to 5 hours £8.00 Over 5 hours £12.00
The Podium	City Centre	PCC	69	24 hour period: Up to 1 hour £1.60 Up to 2 hours £2.60 Up to 3 hours £3.50

				Up to 4 hours £4.50 Up to 5 hours £8.00 Over 5 hours £12.00
Pyramids Car Park	Seafront	PCC	148	Up to: 1 hour £1.80 2 hours £3.10 3 hours £4.10 4 hours £5 6 hours £6.50 8 hours £8.50 All day £12
Seafront Canoe Lake	Seafront	PCC	146	Up to: 1 hour £1.80 2 hours £3.10 3 hours £4.10 4 hours £5 6 hours £6.50 8 hours £8.50 All day £12
Seafront D-Day Car Park	Seafront	PCC	125	Up to: 1 hour £1.80 2 hours £3.10 3 hours £4.10 4 hours £5 6 hours £6.50 8 hours £8.50 All day £12
Seafront The Esplanade	Seafront	PCC	373	Up to: 1 hour £1.80 2 hours £3.10 3 hours £4.10 4 hours £5 6 hours £6.50 8 hours £8.50 All day £12
Seafront Common	Seafront	PCC	68	Up to: 1 hour £1.80 2 hours £3.10 3 hours £4.10 4 hours £5 6 hours £6.50 8 hours £8.50 All day £12
Portsmouth P&R	Tipner P&R	PCC	668	1 day £4 Flexipass 10 £30 Flexipass 20 £50 Flexipass 50 £100 1 week £14 4 week £55 1 year £600
Portsmouth Historic Docs	Portsmouth Docks	Private	295	Mon-Sun - All day 2 Hours £2.60 4 Hours £5.00

				6 Hours £7.00 8 Hours £9.00 24 Hours £12.00
Gunwharf Quays	Portsmouth Docks	Private	1,532	Mon-Sun - All day 2 Hours £2.90 3 Hours £3.90 4 Hours £6.00 5 Hours £6.90 7 Hours £8.00 9 Hours £10.00 10 Hours £12.00 11 Hours £20.00 24 Hours £20.00
Gunwharf Road	Portsmouth Docks	Private	120	Mon-Sun - All day 3 Hours £3.70 5 Hours £7.50 8 Hours £9.00 24 Hours £11.00 Overnight £6.50 (In after 16:00 Out by 05:00)
Waitrose	Seafront	Private	320	Mon-Sat 08:00 - 20:00 Sun 10:00 - 16:00 30 Mins Free 2 Hours £2.50 4 Hours £5.00 6 Hours £7.50 8 Hours £10.00 9 Hours £20.00 Max £20.00 *Customer car parking Customer - Mon-Sat 08:00 - 20:00 Customer - Sun 10:00 - 16:00 2 Hours Free 4 Hours £2.50 6 Hours £5.00 8 Hours £7.50 9 Hours £20.00 Max £20.00
University of Portsmouth	City Centre	Private	58	Permit holders only Mon-Fri 17:00 - 08:00

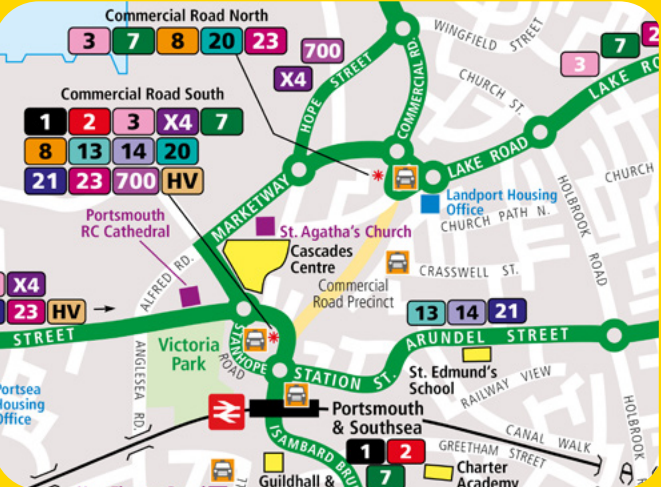
				Sat-Sun - All day Flat Rate £2.00
Matalan	City Centre	Private	150	Maximum stay 2 hours free customers only 1 Hour £1.50 2 Hours £3.00
Crasswell MSCP	City Centre	Private	919	1 Hour £1.20 2 Hours £2.70 3 Hours £5.20 12 Hours £6.20 24 Hours £8.20 Early Bird £4.20 (in 06:00-09:00)
Crasswell SLCP	City Centre	Private	70	1 Hour £1.20 2 Hours £2.70 3 Hours £5.20 12 Hours £6.20 24 Hours £8.20
The Bridge Shopping Centre	Out of City	Private	371	Mon-Fri 07:00 - 23:00 Sat 07:00 - 22:00 Sun 10:00 - 16:00 Maximum stay 3 hours Free
Cascades	City Centre	Private	610	1 Hour £1.70 2 Hours £2.70 3 Hours £3.70 4 Hours £4.70 5 Hours £5.70 10 Hours £13.00 24 Hours £25.00
Market Way	City Centre	Private	500	1 Hour £1.20 2 Hours £2.70 3 Hours £5.20 12 Hours £6.20 24 Hours £8.20
Morrisons	City Centre	Private	240	Customers only Mon-Sat 07:00 - 17:00 Sun 10:00 - 16:00 Maximum stay 2 hours free Mon-Sat 17:00 - 23:00 free
Portsmouth International Port Multi-storey	City Centre	Private	520	Mon-Sun - All day 10 Mins Free

				1 Hour £4.00 3 Hours £6.00 5 Hours £8.00 24 Hours £13.00 Additional Day £13.00
The Pompey Centre	Out of City	Private	540	Mon-Fri 07:00 - 20:00 Sat 07:00 - 19:00 Sun 10:00 - 16:00 Maximum stay 2 hours free (customers only) 1 hour maximum stay on match days.
Total parking capacity of off-street parking (over 50 spaces)			9,241	

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Portsmouth public transport information map

Bus • Coach • Ferry • Train



VALID FROM AUGUST 2021



Portsmouth public transport information map

Services included

Details of almost all public transport (local bus, coastal ferries, National Express, Megabus and train services) in Portsmouth are included. National Express and Megabus services are omitted from the map to improve clarity. The information is correct as of August 2021. Bus services may change at short notice and the council is unable to accept responsibility for any subsequent inaccuracies in this guide.

User guide

The index to places served will help you find the routes which go to your chosen destination. All local bus routes are identified on the map, and the list of services shows the main points served, how often the service runs, who operates the route, and (if the service is contracted) which council the route is operated for.

Not all services run daily, or throughout each day. Further information can be obtained from Traveline, National Rail or from the operators, and a list of public transport operators in this area is included, giving their telephone numbers and addresses.

Suggestions and complaints

If you have any suggestion or complaint about local transport, contact the relevant operator. This map is financed and published by Portsmouth City Council to provide comprehensive public transport information for residents and visitors.

Portsmouth City Council Civic Offices Guildhall Square PORTSMOUTH PO1 2NE

Published: August 2021 Ref: 74.593

TOGETHER WE CAN PROTECT PORTSMOUTH

THANK YOU

PLEASE CONTINUE TO FOLLOW THE SAFER TRAVEL GUIDANCE, PLAN AHEAD AND TRAVEL SAFELY.



LOCAL BUS SERVICES					
Service number	Operator	Route	Monday to Saturday		Sunday daytimes
			daytime	evening	
1	FST	The Hard – Commercial Road – Fratton – Eastney South Parade Pier Southsea	12 mins	30 mins	20 mins
2	FST	Paulsgrove – Allaway Avenue shops– QA Hospital Cosham – Copnor – Eastney – Commercial Road The Hard	12 mins	30 mins	15 mins
3	FST	Fareham – Portchester – Paulsgrove – QA Hospital Cosham – North End – Commercial Road – The Hard Southsea – South Parade Pier	12 mins	30 mins	20 mins
X4	FST	Southampton – Woolston – Locks Heath – Fareham Portchester Precinct – M275 – Commercial Road The Hard	30 mins	–	60 mins
7	FST	Waterlooville – Crookhorn – ▲ Cosham – North End Commercial Road	20 mins	35 mins	20 mins
▲ 7 is serving QA main, not Northern Road/QA steps.					
7A	FST	Southsea – North End – Cosham – Oaklands school	4 Journeys (AM)	3 Journeys (PM)	–
7C	FST	The Hard – South Downs College	4 Journeys (AM)	3 Journeys (PM)	–
8	FST	Clanfield – Horndean – Cowplain – Waterlooville Widley – ▲ Cosham – Stamshaw – Commercial Road The Hard	15 mins	30 mins	15 mins
▲ 8 is serving QA main, not Northern Road/QA steps.					
12	FST	Tipner - North End - Milton - Fratton Way (Daytime off peak)	60 mins	–	–
13	FST	Commercial Road – Fratton – Milton – Langstone Portsmouth College	60 mins	60 mins	2 hourly
14	FST	Commercial Road – Fratton – Baffins Portsmouth College	60 mins	60 mins	2 hourly
18	FST	South Parade Pier – Southsea – Fratton – North End Cosham – QA Hospital – Paulsgrove – Hillsley Road	30 mins	60 mins	60 mins
20	SCP	Havant – Leigh Park – Crookhorn – QA Hospital Cosham – Stamshaw – Commercial Road The Hard	30 mins	30 mins	–
21	SCP	Havant Bus Station – Leigh Park (Park Parade) Bedhampton – Farlington – Eastern Road Anchorage Park – Copnor – Milton – Fratton Commercial Road – The Hard	10/30 mins	60 mins	20/60 mins
22	FST	Farlington – Drayton – Lower Drayton – Cosham Medina Road (Alternate Journeys) – Highbury	70 mins	–	70 mins
23	SCP	Leigh Park (The Warren) – Park Parade – Havant Bedhampton – Farlington – Drayton – Cosham North End – Lake Road – Commercial Road The Hard – Southsea – South Parade Pier	10 mins (12 mins Saturday)	30 mins	15 mins
25	FST	Fort Cumberland Rd – Eastney – Devonshire Square – Waverley Road – Southsea – Clarence Pier – Old Portsmouth – The Hard	90 mins (off peak every 45 mins)	–	90 mins
700	SCP	Bognor Regis – Chichester – Fishbourne – Emsworth Havant Bus Station – A27 – Hilsea – North End Commercial Road – The Hard	20 mins (30 mins Saturday)	60 mins	30 mins
HV	SCP	Commercial Road – Clarence Pier – The Hard (Hoverbus) (one way loop)	30 mins	–	30 mins

7A 7C Not shown on the map

PARK & RIDE					
Service number	Operator	Route	Monday to Saturday		Sunday daytimes
			daytime	evening	
PR1	FST	Tipner – Portsmouth International Port City Centre – The Hard	15 mins	–	15 mins
PR3	FST	Tipner – City Centre – Old Portsmouth – Clarence Pier – D-Day Story	30 mins	–	30 mins
			From 24 July to 4 September 2021		

NOTE: PR1 to start 19 July 2021

COASTAL FERRY SERVICES				
Operator	Route	Monday to Saturday		Sunday daytimes
		daytime	evening	
Hayling Ferry	Portsmouth Eastney to Hayling Island (Passenger Ferry)	60 mins+	60 mins	60 mins
Gosport Ferry	Portsmouth The Hard to Gosport (Passenger Ferry)	15 mins+	15 mins	15 mins
Hovertravel	Southsea Clarence Pier to Ryde Isle of Wight (Passenger Ferry)	30 mins		30 mins
Wightlink	Portsmouth The Hard to Ryde Isle of Wight (Passenger Ferry)	60 mins+	60 mins	30 mins
Wightlink	Portsmouth Gunwharf to Fishbourne Isle of Wight (Car and Passenger Ferry)	60 mins+	60 mins	30 mins

+ Additional journeys in peak times

RAIL SERVICES				
Operator	Route	Monday to Saturday		Sunday daytimes
		daytime	evening	
GWR	Portsmouth – Fratton – Cosham – Fareham – Southampton Salisbury – Warminster – Trowbridge – Bath – Bristol – South Wales	hourly	hourly	hourly
SN	Portsmouth – Fratton – Havant – Chichester – Barnham Littlehampton	hourly	hourly	
SN	Portsmouth – Fratton – Havant – Chichester – Barnham – Horsham Crawley – Gatwick Airport – East Croydon – London Victoria	hourly	hourly	hourly
SN	Southampton – Fareham – Cosham – Havant – Emsworth Chichester – Barnham – Worthing – Hove – Brighton	hourly	hourly	hourly
SN	Portsmouth – Fratton – Havant – Emsworth – Chichester Barnham – Horsham – Crawley – Worthing – Hove – Haywards Heath – Gatwick Airport – East Croydon – London Victoria			hourly
SN	Southampton – Fareham – Cosham – Havant – Emsworth Chichester – Barnham – Horsham – Crawley– Gatwick Airport East Croydon – London Victoria	hourly	hourly	
SN	Portsmouth – Fratton – Havant – Emsworth – Chichester Barnham – Worthing – Hove – Brighton	hourly	hourly	hourly
SWR	Portsmouth – Fratton – Havant – Petersfield – Haslemere Guildford – Woking – London Waterloo	2+ trains an hour+	2 trains an hour	2 trains an hour
SWR	Portsmouth – Fratton – Cosham – Fareham – Swanwick Netley – Woolston – Southampton	hourly	hourly	hourly
SWR	Portsmouth – Fratton – Cosham – Fareham – Botley – Hedge End – Eastleigh – Winchester – Basingstoke – Farnborough London Waterloo	hourly	hourly	hourly

+ Additional journeys in peak times

NATIONAL EXPRESS			
Service number	Operator	Route	Frequency
030	NAT	Fareham – ▲ Portsmouth – Waterlooville – Petersfield – Hindhead Guildford – London (one journey per day)	6 daily return journeys
203	NAT	▲ Portsmouth – Fareham – Southampton – Winchester – Heathrow Airport	4 daily return journeys

COACH SERVICES				
Operator	Route	Thursdays / Friday to Sunday		Sunday daytimes
		daytime	evening	
MGB	 Portsmouth – Southampton – Oxford – Birmingham Manchester – Leeds – Newcastle	1 Journey		1 Journey

▲ Please check website for all National Express and Megabus coach journeys above



BUS OPERATORS	
FST	First Hampshire and Dorset Empress Road, Southampton SO14 0JW Portsmouth Bus Station 023 9286 3353 Customer Call Centre 0345 646 0707 www.firstbus.co.uk/portsmouth www.firstbus.co.uk/help-and-support
SCP	Stagecoach in Portsmouth 0345 121 0190 Southgate, Chichester, West Sussex PO19 8DG www.stagecoachbus.com/south
MGB	Megabus 0141 352 4444 www.megabus.com
NAT	National Express 0871 781 8181 4 Vicarage Road, Edgbaston, Birmingham B15 3ES www.nationalexpress.com

FERRY OPERATORS	
Gosport Ferry	023 9252 4551 South Street, Gosport PO12 1EP www.gosportferry.co.uk
Hovertravel Ltd	01983 717 717 Clarence Esplanade, Southsea PO5 3AD www.hovertravel.co.uk
Wightlink	0333 999 7333 Portsmouth Harbour Station, Portsea, Portsmouth PO1 3EU www.wightlink.co.uk
Hayling Ferry	023 9229 4800 Baker Trayte Marine

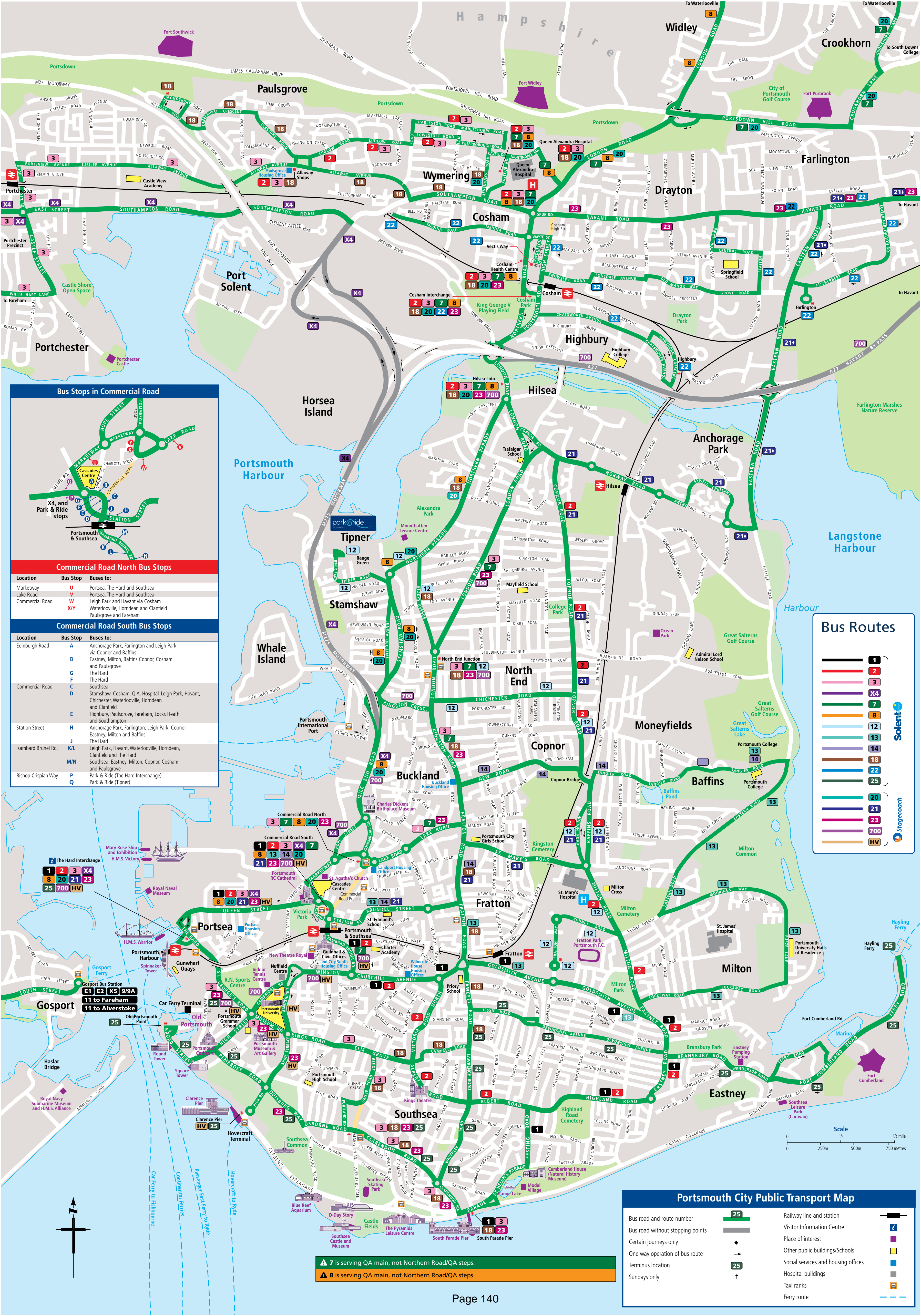
RAIL OPERATORS	
SN	Southern 0345 127 2920 P.O. Box 277, Tonbridge, Kent TN9 2ZP www.southernrailway.com
SWR	South Western Railway 0345 6000 650 Friars Bridge Court, 41–45 Blackfriars Road, London SE1 8NZ www.southwesternrailway.com
GWR	Great Western Railway 0345 7000 125 Plymouth PL4 6ZZ www.gwr.com
For all timetable and fares information phone National Rail Enquiries on 08457 48 49 50 or visit www.nationalrail.co.uk	

VISITOR INFORMATION CENTRES	
Portsmouth	The Hard Interchange Bus Station 023 9282 6722
Havant and Hayling Island	South Downs College Beachlands, Sea Front, Hayling Island 023 9246 7111
Gosport	Bus Station, South Street, Gosport 023 9252 2944

For all timetable information throughout the UK contact:

 **traveline**
public transport info
0871 200 22 33
www.travelinesw.com

INDEX TO PLACES SERVED	
Allaway Avenue Shops	2 3 18
Anchorage Park	21
Baffins	14
Bedhampton	20 21+ 23
Bognor Regis	700
Bosham	700
Buckland	3 7 14 18 23
Cathedral, Portsmouth	25
Cathedral, St John's Catholic	1 2 3 X4 8
Catfield	20 21 23 HV
Charles Dickens Birthplace Museum	X4
Chichester	X4 8 20 700
Clanfield Drift Road Shops	8
Clarence Pier	25 HV
Commercial Road South	1 2 3 X4 7 8 13 14
Commercial Road North	20 21 23 700 HV
Copnor	3 7 8 20 23
Cosham High Street	22
Cosham Station	22
Cosham Health Centre	2 3 7 7C 8 18 20 23
Cosham Queen Alexandra (QA) Hospital	2 3 7 8 18 20
Cowplain London Road	8
Crookhorn Precinct	7 7C 20
Cumberland House	1
Devonshire Square	25
Drayton	22 23
Eastney Highland Road	1 2
Emsworth	700
Fareham Bus Station	3 X4
Fareham Station	X4
Farlington	21+ 22 23
Fawcett Road	25 18
Fratton Station	1 13 18
Fratton Shopping Centre	13 18 21
Gosport Ferry	1 2 3 X4 8 20
Gunwharf Quays	21 23 25 700 HV
Havant Civic Centre and Leisure Centre	20 21+ 23 700 HV
Havant Town Centre	20 21+ 23 700
Hayling Ferry	25
Highbury	22
Hilsea Railway Station	21
Hilsea Lido	2 3 7 8 18 20 23 700
HMS Nelson	1 2 3 X4 20 21
HMS Victory	23 HV
HMS Warrior	1 2 3 X4 8 20
Horndean	8
Leigh Park, Park Parade	20 21+ 23
Locks Heath	X4
Lower Drayton	22
Lower Wymering	22
Mary Rose Museum	1 2 3 X4 8 20
Mile End Road	21 23 25 700 HV
Milton Locksway Road	X4 8 20 700
Milton White House	13
Mountbatten Centre	1 2 13
North End Shopping Centre	8 18 20
Oaklands School	3 7 12 18 23 700
Old Portsmouth	7A
Palmerston Road Shopping	25
Pompey Centre	3 18 23 25
Portchester Shopping Precinct	12
Portchester Station	3 X4
Portchester Castle	3
Portsmouth & Southsea Station	1 2 3 X4 7 8 13 14
Portsmouth Civic Offices	20 21 23 700 HV
Portsmouth College	1 2 3 700 HV
Portsmouth Harbour Station	13 14
Portsmouth Historic Dockyard	1 2 3 X4 8 20
Portsmouth International Port Purbrook	1 2 3 25 700 HV
Queen Alexandra (QA) Hospital	1 2 3 X4 8 20
South Parade Pier	1 3 18 23
South Downs College	7C 20
Southbourne	700
Southsea	1 3 18 23 25
Southsea Common	23 25 HV
St James Hospital	13
St Mary's Hospital	2 12 21
Stamshaw	8 12 20
The Hard Interchange	1 2 3 X4 8 20
Tipner	21 23 25 700 HV
Titchfield	12
Upper Wymering	X4
Waterlooville Precinct	2 3
Wecock Farm	7 8
West Leigh	7
Widley	21+
Woolston	8
	X4
◆ Certain journeys only	
+ Sundays only	



Bus Stops in Commercial Road

Location	Bus Stop	Buses to:
Marketway	U	Portsea, The Hard and Southsea
Lake Road	V	Portsea, The Hard and Southsea
Commercial Road	W	Leigh Park and Havant via Cosham
	XY	Waterlooville, Horndean and Clanfield
		Paulsgrove and Fareham

Location	Bus Stop	Buses to:
Edinburgh Road	A	Anchorage Park, Farlington and Leigh Park via Copnor and Baffins
	B	Eastney, Milton, Baffins Copnor, Cosham and Paulsgrove
	G	The Hard
Commercial Road	C	Southsea
	D	Stamshaw, Cosham, Q.A. Hospital, Leigh Park, Havant, Chichester, Waterlooville, Horndean and Clanfield
	E	Highbury, Paulsgrove, Fareham, Locks Heath and Southampton
Station Street	H	Anchorage Park, Farlington, Leigh Park, Copnor, Eastney, Milton and Baffins
Isambard Brunel Rd.	J	The Hard
	K/L	Leigh Park, Havant, Waterlooville, Horndean, Clanfield and The Hard
	M/N	Southsea, Eastney, Milton, Copnor, Cosham and Paulsgrove
Bishop Crispian Way	P	Park & Ride (The Hard Interchange)
	Q	Park & Ride (Tipner)

Bus Routes

1 **2** **3** **X4** **7** **8** **12** **13** **14** **18** **22** **25** **20** **21** **23** **700** **HV**

Portsmouth City Public Transport Map

Bus road and route number		Railway line and station	
Bus road without stopping points		Visitor Information Centre	
Certain journeys only		Place of interest	
One way operation of bus route		Other public buildings/Schools	
Terminus location		Social services and housing offices	
Sundays only		Hospital buildings	
		Taxi ranks	
		Ferry route	

7 is serving QA main, not Northern Road/QA steps.

8 is serving QA main, not Northern Road/QA steps.

Appendix C

Technical Note: Solent Sub-Regional Transport Model data

The Solent Sub-Regional Transport Model

The Solent Sub-Regional Transport Model (SRTM) is a multi-modal transport model, covering highway and public transport, which allows testing of the impacts and benefits of land use and transport interventions. It covers the Solent area from the West Sussex boundary to the New Forest and northwards to Winchester.

The SRTM is utilised primarily to test the economic impacts of these interventions. It is fully WebTAG-compliant and provides outputs which can robustly support the development of transport strategies and schemes and support development of funding bids and business cases.

Since its development in 2010, SRTM has also informed numerous Local Plans, major development transport assessments and transport strategies and studies. The model was extensively updated in 2015 and can be used for modelling of transport and land use scenarios for years through to 2041.

The model is owned by the Solent Transport group, which comprises four local authorities (Portsmouth City Council, Southampton City Council, the Isle of Wight Council and Hampshire County Council) working in partnership to deliver transport improvements in the sub-region. It is operated by transport consultants Systra.

The scenario used to provide inputs to the Bus Service Improvement Plan

The model scenario selected represents travel demand and costs forecast for the year 2026. The travel demand impacts of Covid-19 lockdown restrictions are assumed to be temporary and are not included. The following network changes from 2019 are included:

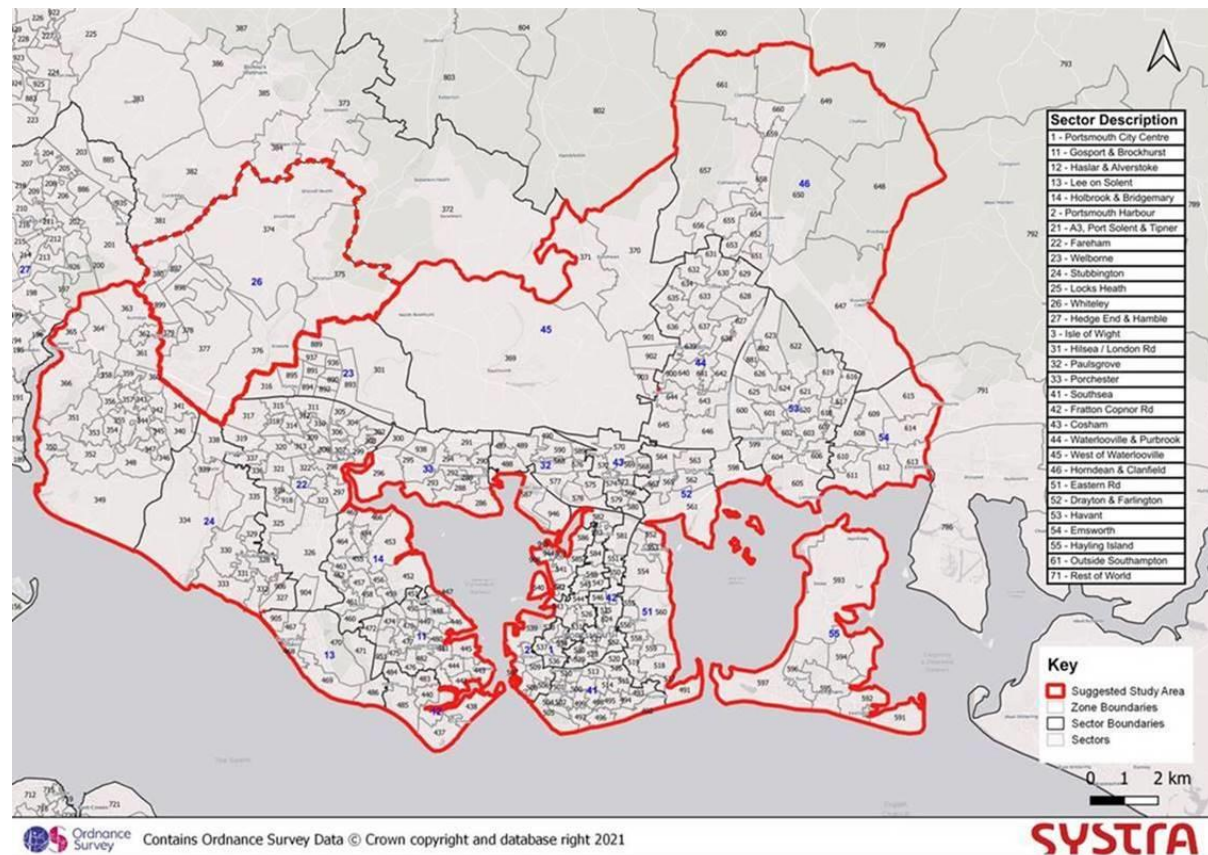
- South East Hampshire Rapid Transit Tranche 2 programme, as funded by the successful Transforming Cities Fund bid of 2020. This includes bus priority infrastructure, the Gosport Interchange and the following new rapid transit bus routes:
 - Fareham - Portsmouth
 - Waterloo - Portsmouth
 - Leigh Park/Havant - Portsmouth
- The M27 Junction 10 scheme.
- Southleigh junction scheme.

On the travel demand side, the scenario includes the Partnership for South Hampshire (PfSH) committed Strategic Development Opportunity Area locations, including Portsmouth City Centre, with their associated trip generation forecasts. Although these are not forecast to be fully realised by 2026, they do generate additional travel demand to that existing in 2019.

The area selected

The SRTM covers the entire Solent sub-region. However, only the Portsmouth travel to work area, shown in Figure 2 of the BSIP, is of interest. The SRTM zones selected therefore cover broadly the travel to work area, as shown in the map in Figure 1 below.

Figure 1 SRTM Zones in the Portsmouth travel to work area



Sectors or groups of zones were specified for the extraction of SRTM travel demand data. These sectors are listed as follows.

Portsmouth City Centre
 Portsmouth Harbour
 Gosport & Brockhurst
 Haslar & Alverstoke
 Holbrook & Bridgeman
 A3, Port Solent
 Fareham
 Welborne
 Stubbington
 Locks Heath
 Whiteley
 Hilsea / London Road
 Paulsgrove
 Porchester
 Southsea
 Fratton Copnor Road
 Cosham
 Waterlooville & Purbrook
 West of Waterlooville

Horndean & Clanfield
Eastern Road
Drayton & Farlington
Havant
Emsworth
Hayling Island

SRTM skim data

The following skim data were extracted from the SRTM model scenario described above.

- Sector-Sector car/van trip matrices for the AM/IP/PM/OP periods
- Sector-Sector public transport trip matrices for the AM/IP/PM/OP periods
- Bus journey purpose data for trips starting or ending in Portsmouth

Travel demand analysis

The SRTM travel demand was analysed to assess whether there are any significant gaps in the Portsmouth bus network. Gaps can be defined as sector-sector movements for which there is significant demand, a low public transport share of trips and no direct bus link.

The specified criteria are as follows.

- Trips/day: 25% of maximum in area = 31
- Max public transport share = 50%
- No direct bus route.
- One trip end inside Portsmouth.

This analysis identified the following sector-sector movements for consideration for possible connection by potential new or diverted bus routes.

Portchester - Drayton & Farlington
Southsea - Eastern Road
Waterlooville & Purrbrook - Drayton & Farlington
Horndean & Clanfield - Drayton & Farlington
West of Waterlooville - Drayton & Farlington
Emsworth - Drayton & Farlington

Certain of these sector-sector movements form the basis of bus route extensions and service enhancements proposed in the BSIP.

Journey purpose analysis

The travel purpose of all trips made by bus either starting or ending in Portsmouth were obtained for each of the time periods (AM/IP/PM/OP). These were aggregated into daily totals and percentages as shown in Figure 2 below.

Figure 2: Portsmouth bus travel purpose distribution

Journey purpose	% of Portsmouth bus trips
HBW – home based work	24%
HBB – home based business	5%
HBE – home based education	7%
HBO – home based other	53%
NHB – non-home based business	3%
NHO – non-home based other	9%
Total	100%
Work (HBB+NHB)	7%
Commuting (HBW+HBE)	30%
Other (HBO+NHO)	62%
Total	100%

The SRTM trip purpose classes (HBW etc) are aggregated to form the webTAG categories of work, commuting and other. The combined work and commuting total of 37% demonstrates the importance of buses to the local economy, in getting people to work.

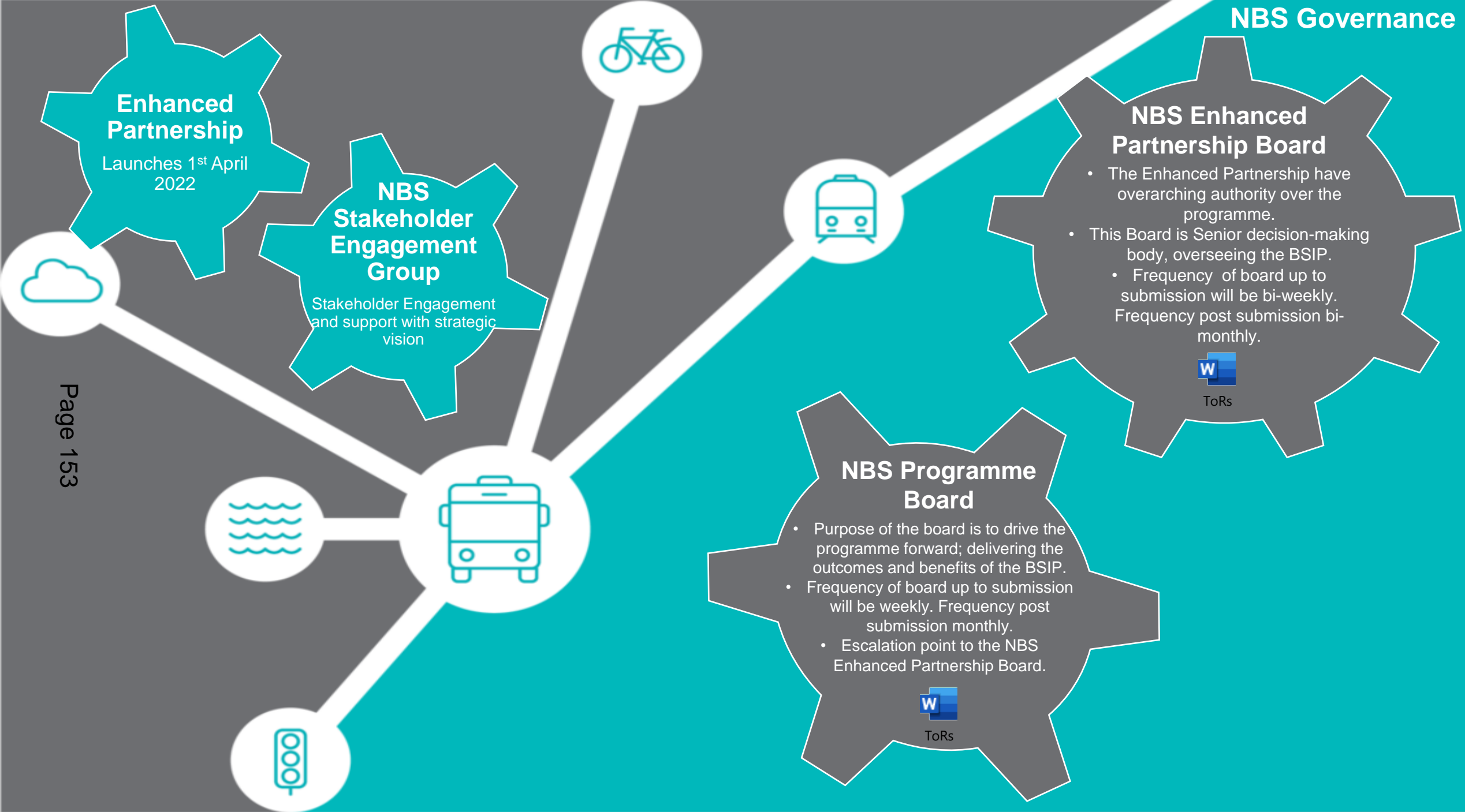


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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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National Bus Strategy (NBS) Programme Board

Terms of Reference (ToR)

www.portsmouth.gov.uk

About this document

The ToR should set out the aim, objectives, membership and standards for Sponsoring Group, Programme Board, Project Board or working group. They should support the undertaking of efficient meetings with a clear remit.

The **Sponsoring Group (Executive Board)** represents those senior managers who are responsible for the investment decision; defining the direction of the business and ongoing alignment of the programme with the strategic direction of the organisation, The Senior Responsible Owner (SRO) is a member of the Sponsoring Group.

The **Programme Board** is established by the SRO following approval of a programme mandate. The purpose is to drive the programme and delivery the outcomes and benefits forward. The membership should include project executives, corporate functions and senior suppliers.

The **Project Board** is established by the Executive following approval of a project mandate. The board has authority and responsibility for the project and are accountable for the success of the project. The membership should include the Executive, Senior User(s) and Senior Supplier(s).

A **Working Group** is designed to bring together individuals possessing the relevant knowledge and skills who will act individually or collectively to undertake assigned tasks and activities in order to achieve the project's objectives.

If you have any queries or any feedback on this template please contact PMO@portsmouthcc.gov.uk

Producer	Dave Blythe SEHRT/AQ Programme Manager
Date Produced	23/08/21
Date Last Updated	22/09/21
Document Version	V001

Approved By	Date
[National Bus Strategy Executive Board]	[DD/MM/YY]

Revision Date	Brief Description of Changes	Version
[DD/MM/YY]		[V001]

TERMS OF REFERENCE (ToR) - NBS Programme Board

1. Purpose

The NBS Programme board has a mandate to have a strategic overview of all work streams within the National Bus Strategy Programme to ensure:

- collaboration
- information sharing
- transparency
- identification and delivery of efficiencies and
- benefit from spend are maximised

1.1.To be successful, the Board is required to adhere to a number of underpinning principles:

- Honest open and timely reporting
- Collaborative partnership working to enable delivery
- Solution based approach

2. Objectives

2.1.The objectives of the NBS Programme Board are set out below:

- a) provide strategic advice as to the delivery of work streams to ensure collaboration, synergies and a shared direction is maintained
- b) fulfil forward planning requirements
- c) monitor the risk and issues log for the Programme and agree mitigation, escalate if necessary
- d) be the conduit and provide programme assurance to the NBS Executive Board
- e) prioritise work and allocate funding as required
- f) determine stakeholder and engagement priorities
- g) escalate issues to the NBS Executive Board as agreed

3. Membership and Respective Roles

3.1.The core membership for the NBS Programme Board should include:

Name	Title	Role
Pam Turton	Assistant Director, Transport	Senior Responsible Owner (SRO) and Chair
Felicity Tidbury	Transport Planning Manager	Lead
Peter Shelley	Transport Development Manager	Customer proposition - main contact with bus operators
Danny Douglas	SEHRT Strategic Transport Manager	Submission and Improvement Plan lead

Dave Blythe	AQ/SEHRT Programme Manager	Assurance & Governance
Sonia Dent	Senior Accountant	Finance
Jonathan Lewis/Chris Chester	First	Bus operator input
Rob Vince	Stagecoach	Bus operator input
Lexa Wokersien	Marketing & Communications Manager	Communications
Scott Anderson	PMO Delivery Manager	Project Support/PMO/ Minute Taker

3.2.Representatives from other departments, for example, legal and procurement may be invited to attend the Board as required.

4. Frequency and duration of meetings

4.1.The Programme Board will meet bimonthly and at such other times as the Chairman shall require.

4.2.Meetings will last 1 hour.

5. Notice of meetings

5.1. Unless otherwise agreed, notice of each meeting confirming the date, time and venue, together with the agenda of items and supporting papers to be discussed, shall be forwarded to each member of the Programme Board and any other person required to attend 7 working days in advance of the meeting.

6. Minutes of meetings

6.1.The administrative support shall minute the proceedings and resolutions from the Programme Board including the names of those in attendance and tendered apologies.

6.2.Minutes/actions will be circulated to the Programme Board within 2 working days of the meeting.

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National Bus Strategy (NBS): Executive Board

Terms of Reference (ToR)

www.portsmouth.gov.uk

About this document

The ToR should set out the aim, objectives, membership and standards for the NBS Executive Board, Programme Board and Stakeholder Group. They should support the undertaking of efficient meetings with a clear remit.

The **Executive Board** represents those senior managers who are responsible for the investment decision; defining the direction of the business and ongoing alignment of the programme with the strategic direction of the organisation, The Senior Responsible Owner (SRO) is a member of the Board.

The **Programme Board** is established by the SRO following approval of a programme mandate. The purpose is to drive the programme and delivery the outcomes and benefits forward. The membership should include project executives; corporate functions and senior suppliers.

A **Stakeholder Group** is designed to bring together individuals possessing the relevant knowledge and skills who will act individually or collectively to undertake assigned tasks and activities in order to achieve the project's objectives.

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Producer	Dave Blythe
Date Produced	19/08/2021
Date Last Updated	22/09/21
Document Version	V001

Approved By	Date
NBS Executive Board	[DD/MM/YY]

Revision Date	Brief Description of Changes	Version
[DD/MM/YY]		[V001]

TERMS OF REFERENCE (ToR) - NBS Executive Board

1. Purpose

The NBS Executive Board has a mandate to have a delivery overview of all the projects in the NBS Programme to ensure:

- successful delivery of the programme to time, cost and quality
- engagement with stakeholders
- collaboration across the programme
- information sharing
- transparency
- resolution of any issues escalated by the programme group

1.1.To be successful, the Board is required to adhere to a number of underpinning principles:

- honest, open and timely reporting
- collaborative partnership working to enable successful delivery across the Portsmouth city region

2. Objectives

2.1.The objectives of the NBS Executive Board are to:

- a) provide strategic advice as to the delivery of the programme to ensure collaboration, synergies and a shared direction is maintained
- b) be the conduit to reporting progress of the programme to DfT
- c) confirm priorities
- d) deal with any conflicts impacting the delivery of the programme

3. Membership and Respective Roles

3.1.The core membership for the SEHRT Sponsoring Group should include:

Name	Title	Role
Cllr. Lynne Stagg	Cllr of Traffic and Transportation	Chair
Pam Turton	Assistant Director, Transport	Senior Responsible Owner (SRO)
Felicity Tidbury	Transport Planning Manager	Lead
Peter Shelley	Transport Development Manager	Customer proposition - main contact with bus operators
Wayne Layton	Finance Manager	Finance
Dave Blythe	AQ/SEHRT Programme Manager	Assurance & Governance

Lexa Wokersien	Marketing & Communications Manager	Communications
Marc Reddy	First	Bus operator input
Edward Hodgson	Stagecoach	Bus operator input
Scott Anderson/Jess Dunford	PMO Delivery Manager	Project Support/PMO/ Minute Taker

3.2.Representatives from other departments, for example, Legal and Procurement may be invited to attend the Board as required

4. Frequency and duration of meetings

4.1.The Board will meet every two months after the Programme Board and at such other times as the Chairman shall require.

4.2.Meetings will last 1 hour

5. Notice of meetings

5.1.Unless otherwise agreed, notice of each meeting confirming the date, time and venue, together with the agenda of items and supporting papers to be discussed, shall be forwarded to each member of the Board and any other person required to attend 7 working days in advance of the meeting.

6. Minutes of meetings

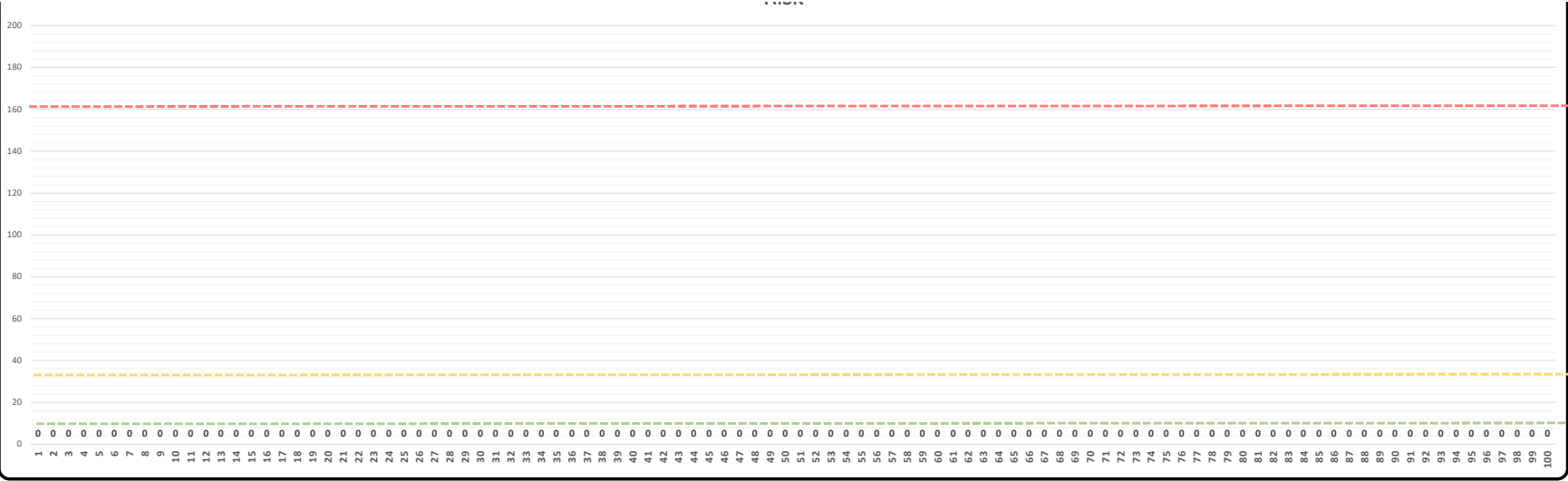
6.1.The administrative support shall minute the proceedings and resolutions from the SEHRT Sponsoring Group including the names of those in attendance and tendered apologies.

6.2.Minutes/actions will be circulated to the Board within 2 working days of the meeting.

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Programme dashboard

Programme dashboard

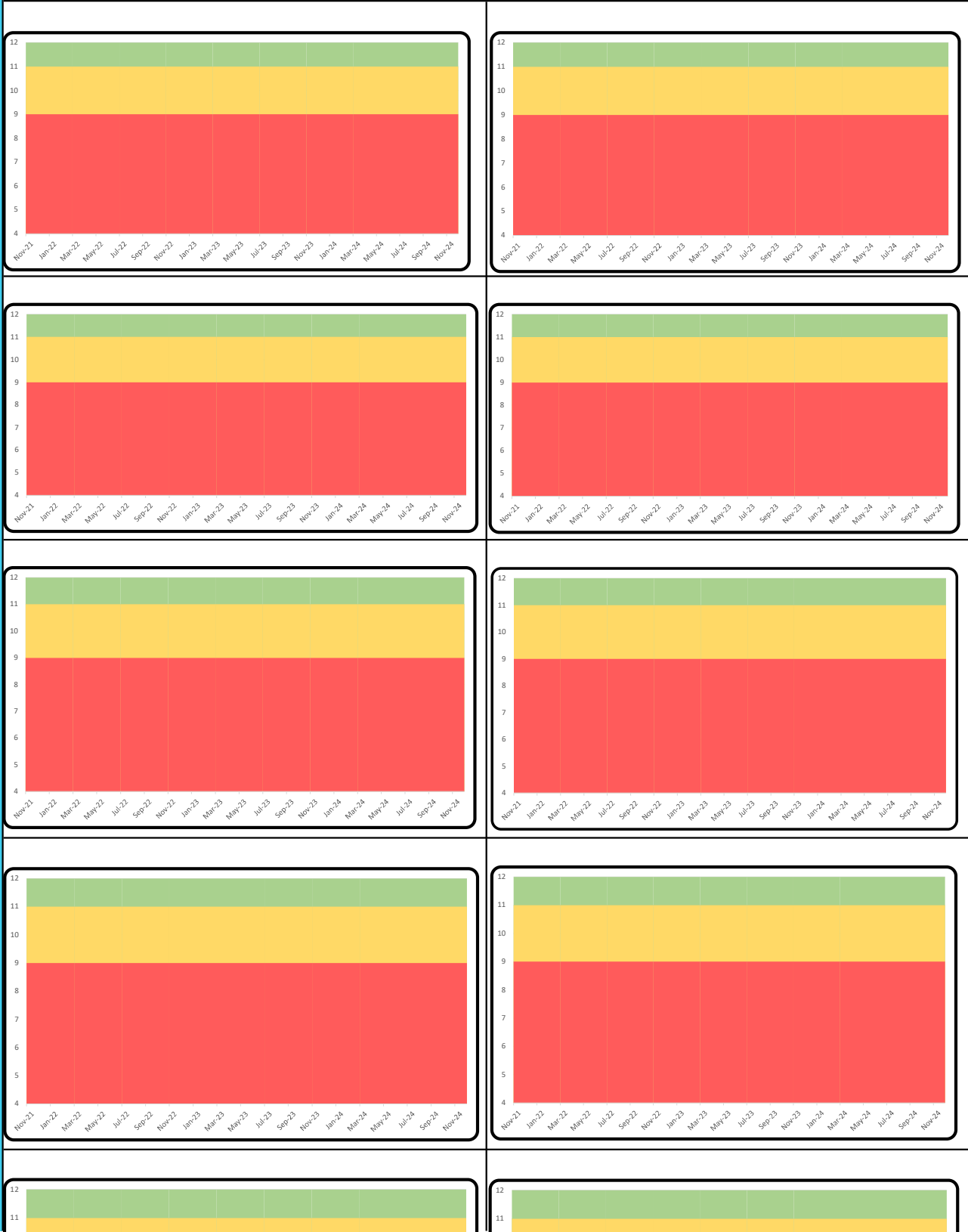
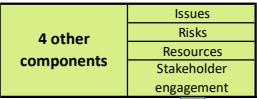
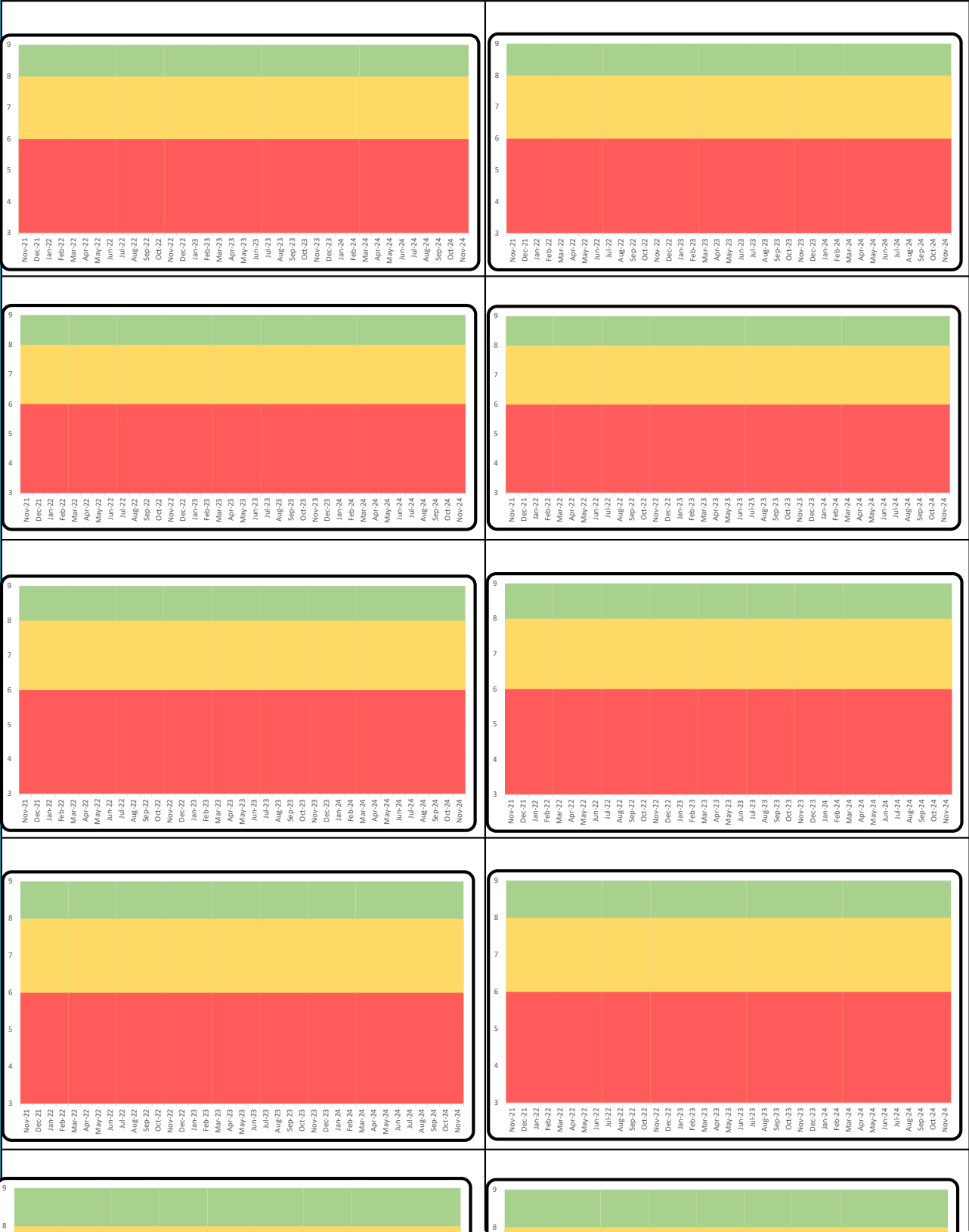
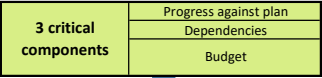


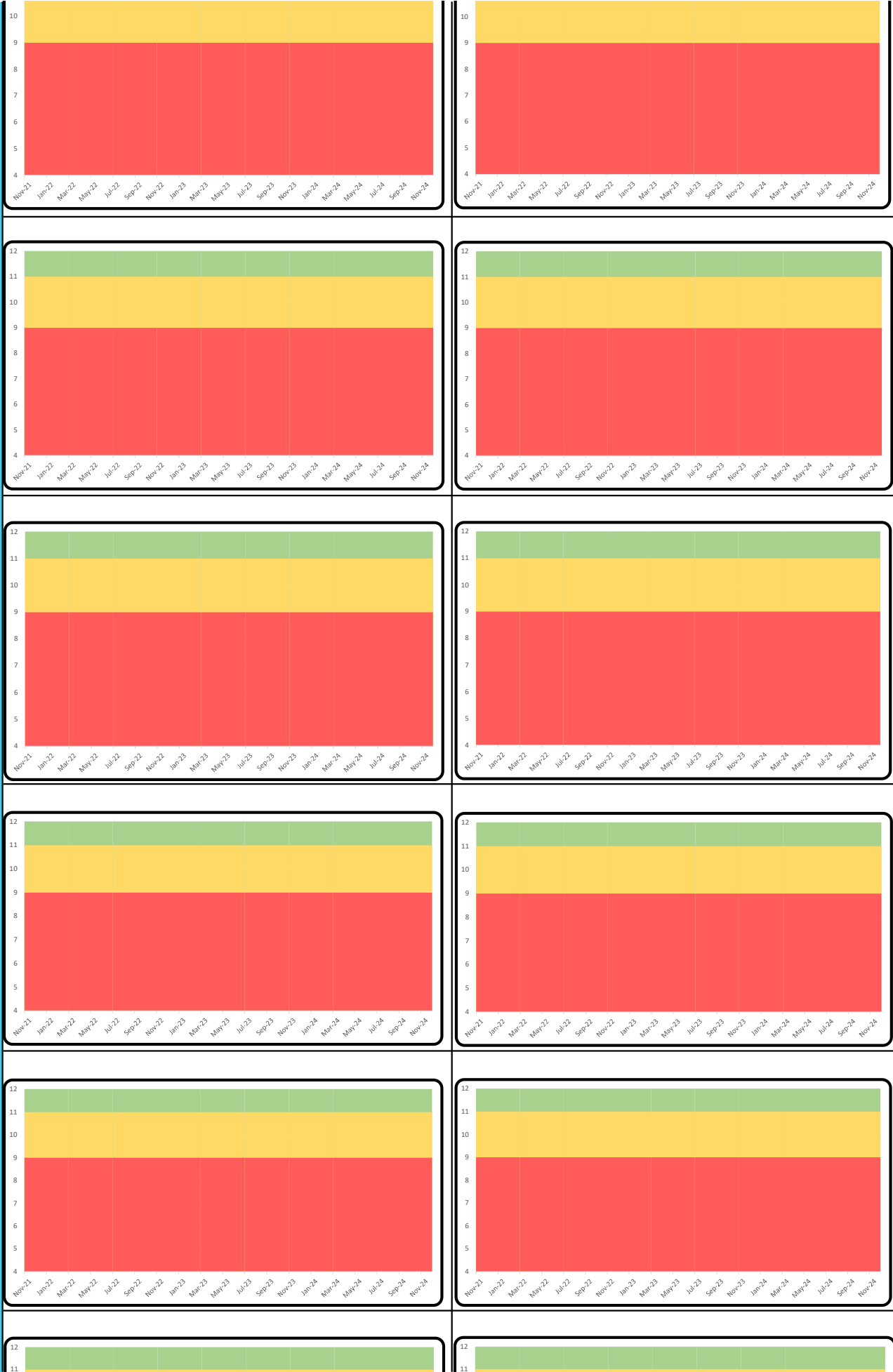
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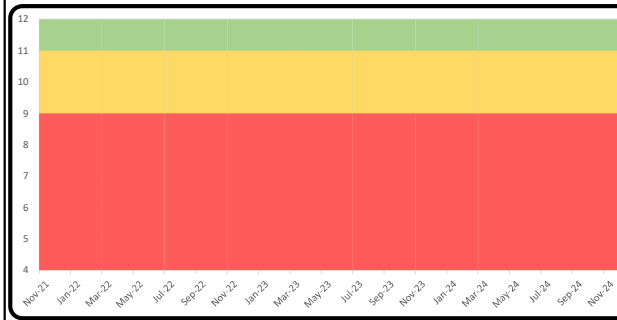
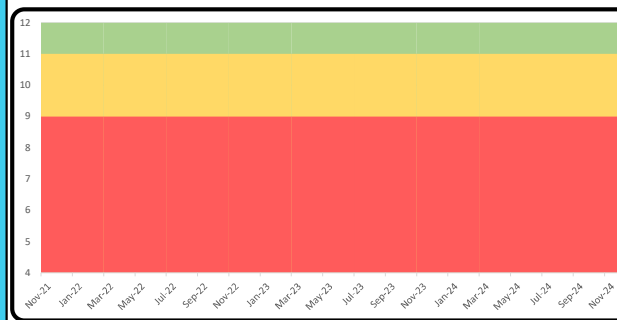
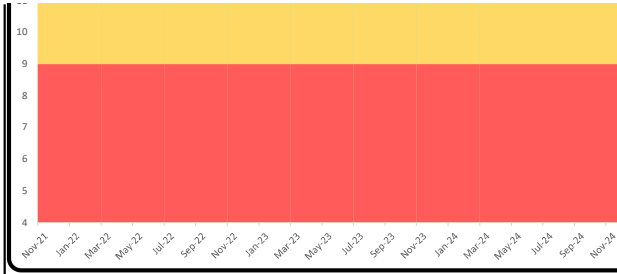
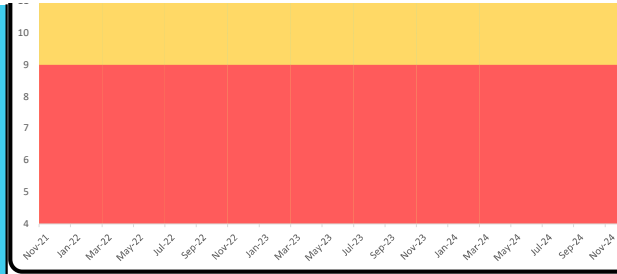
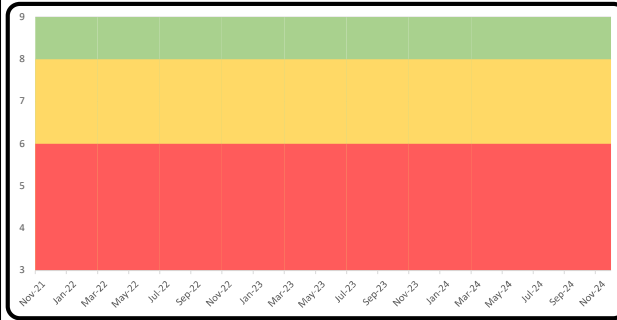
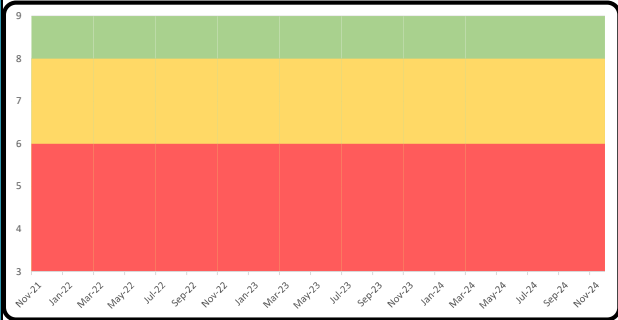
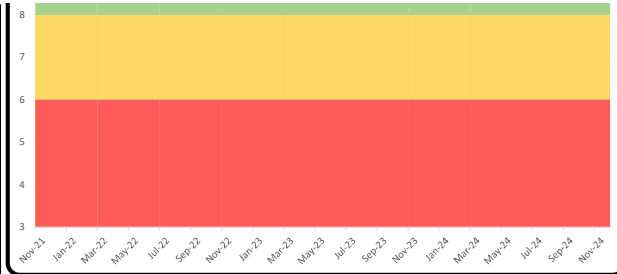
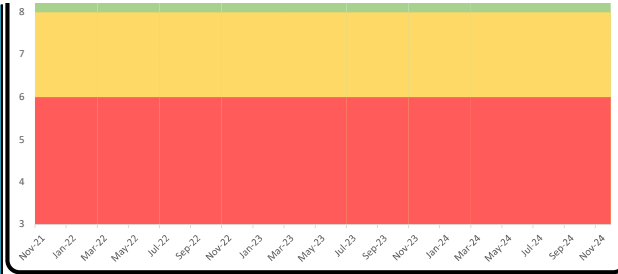
[Click for more detail](#)

Projects dashboard - 3 critical components

Projects dashboard - Other components



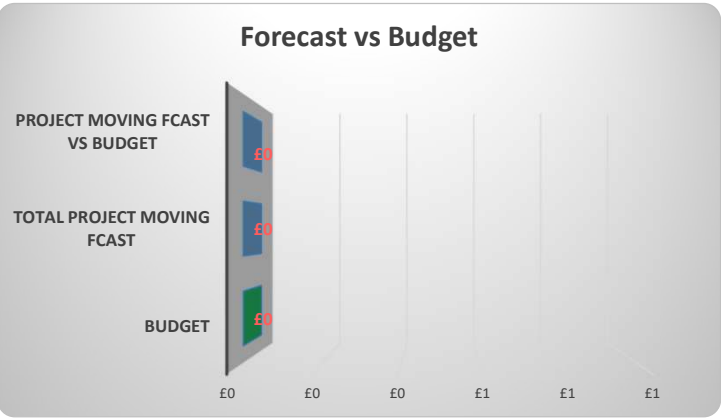
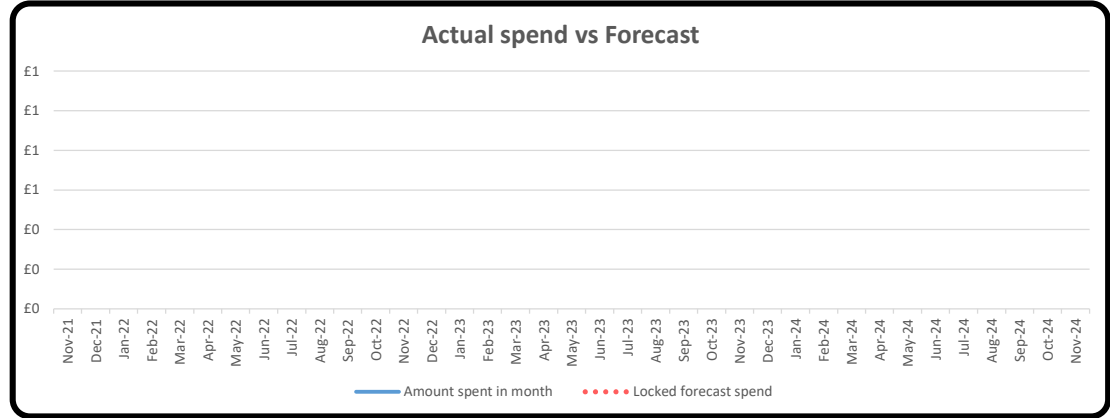




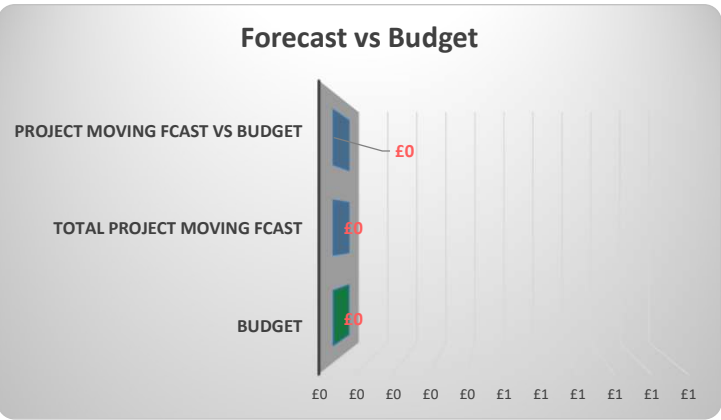
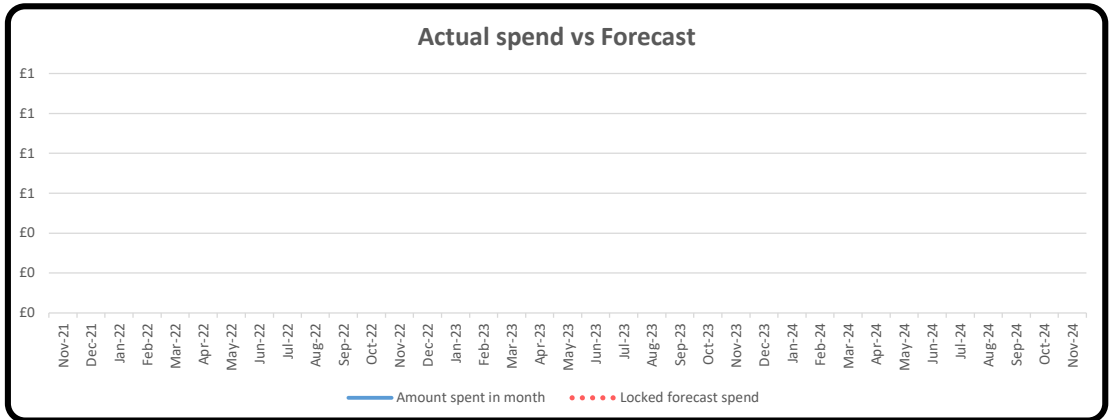
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Project budget dashboard

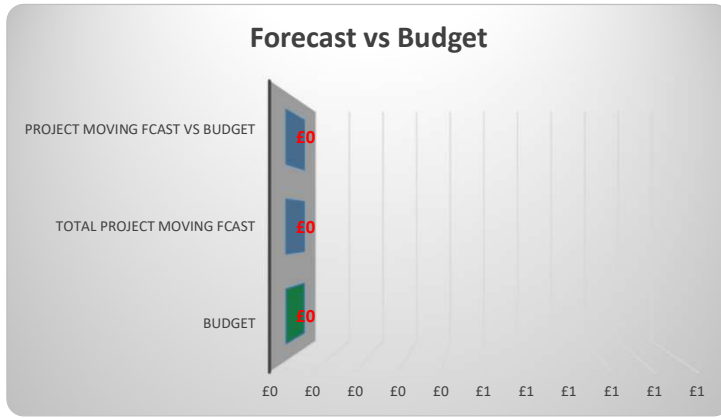
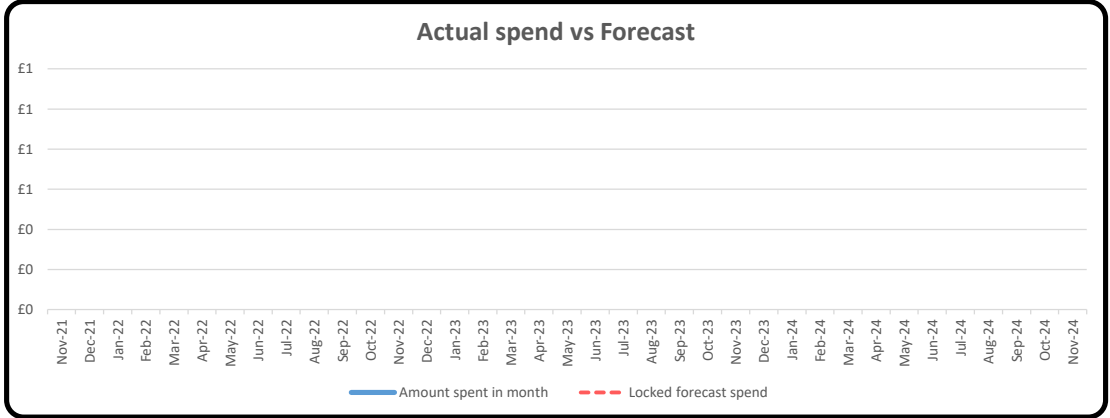
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High level Programme components												
Programme high level steps	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
Progress against plan												
Dependencies												
Budget												
Benefits												
Issues												
Risks												
Resources												
Stakeholder engagement												
Total of 4 critical components	8	12	8	9	11	11	10	12	12			
Total of other components	11	12	7	8	11	11	12	10	12			
Target: Green	12	12	12	12	12	12	12	12	12	12	12	12
Target: Amber	11	11	11	11	11	11	11	11	11	11	11	11
Target: Red	8	8	8	8	8	8	8	8	8	8	8	8

Programme budget											
COMMENTS		LCC	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	
		Total programme spend	£20,000	£65,000	£102,000	£156,000	£188,000	£201,000	£250,000	£339,000	
		Amount spent in month	£20,000	£45,000	£37,000	£54,000	£32,000	£13,000	£49,000	£89,000	
		Moving forecast spend	£30,000	£45,000	£40,000	£60,000	£40,000	£30,000	£55,000	£85,000	
		Locked forecast spend	£25,000	£50,000	£40,000	£50,000	£35,000	£20,000	£50,000	£100,000	
			Significant Underspend	Significant Underspend	Significant Underspend	Significant Overspend	Significant Underspend	Significant Underspend	On Target	Significant Underspend	

BUDGET	TOTAL PROGRAMME SPEND	PROGRAMME SPEND vs BUDGET	TOTAL PROGRAMME moving FCAST	PROGRAMME moving FCAST vs Budget
£1,000,000	£439,000	£561,000	£470,000	£530,000



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Ref	Audience	Tier Level	Tier level (no)	Date	Communication Type	Name/Title of Communication	Communication Goal(s)	Responsibility	Engagement Outcomes	Engagement level (Interest)	Impact level	Status (choose)	Resources required	Costs (if applicable)	Comments (concerns/questions)	Comments actioned?	RAG Status
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Status	
Complete	Tasks that have been completed - please try to update the 'outcomes' section
Ongoing	Tasks that are in progress
Not Started	Tasks that are not due to be started yet
Delayed	Tasks that have been delayed and may require particular attention

Tier levels	
Tier 1	Very high level of interest and influence
Tier 2	High level of interest and influence
Tier 3	Medium level of interest and influence
Tier 4	Low level of interest and influence

Engagement level	
Low level of interest	16
Medium level of interest	8
High level of interest	4
Very high level of interest	2

		Engagement			
		Very high level of interest	High level of interest	Medium level of interest	Low level of interest
Tier	Tier 4	1	2	4	8
	Tier 3	2	4	8	16
	Tier 2	3	6	12	24
	Tier 1	4	8	16	32

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Risk #	Risk / Opportunity	Risk Category	Risk Owner [Client, Contractor, Other]	Risk status, open / closed.	Responsible person.	Date	Cause	Event [results in...]	Consequences	Likelihood	Impact	Risk	Mitigation options	Risk Response	Modified Likelihood	Impact	Modified Risk	High	% likelihood	Cost x %	Medium	% likelihood	Cost x %	Low	% likelihood	Cost x %	Total Risk Value	Cost	Benefit ratio [Risk / Mitigation]	Proximity	Latent Position	Date last updated
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Project ID	Location
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Last Updated	
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Ref	Entry date (DD/MM/YY)	Name/Title of person raising issue	Date raised (DD/MM/YY)	Forum in which it was captured	Issue type (Request for change/Off-specification/ Problem)	Description of issue and its cause	Summary of impact on cost/ quality/time	Priority (Critical/ High/ Medium/ Low)	Summary of decision	Action tracker reference (if applicable)	Agreed deadline for action (DD/MM/YY)	Status (Open/ In Progress/ Closed)
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Project ID	Location
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Last Updated	
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Ref	Entry date (DD/MM/YY)	Name/Title of person raising issue	Date raised (DD/MM/YY)	Forum in which it was captured	Issue type (Request for change/Off-specification/ Problem)	Description of issue and its cause	Summary of impact on cost/ quality/time	Priority (Critical/ High/ Medium/ Low)	Summary of decision	Action tracker reference (if applicable)	Agreed deadline for action (DD/MM/YY)	Status (Open/ In Progress/ Closed)
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27												
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Project ID	Location
0	0

COMMENTS	LCC	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
	Total project spend	£0	£0	£0																																		
	Amount spent in month																																					
	Moving forecast spend																																					
	Locked forecast spend																																					

BUDGET	TOTAL PROJECT SPEND	PROJECT SPEND vs BUDGET	TOTAL PROJECT MOVING FCAST	PROJECT MOVING FCAST vs BUDGET
£0	£0	£0	£0	£0

Project ID	Location
0	0

COMMENTS	LCC	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
	Total project spend	£0	£0	£0																																		
	Amount spent in month																																					
	Moving forecast spend																																					
	Locked forecast spend																																					

BUDGET	TOTAL PROJECT SPEND	PROJECT SPEND vs BUDGET	TOTAL PROJECT MOVING FCAST	PROJECT MOVING FCAST vs BUDGET
£0	£0	£0	£0	£0

Project ID		Location	
0		0	

COMMENTS	LCC	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
	Total project spend	£0	£0	£0																																		
	Amount spent in month																																					
	Moving forecast spend																																					
	Locked forecast spend																																					
	forecast spend																																					

BUDGET	TOTAL PROJECT SPEND	PROJECT SPEND vs BUDGET	TOTAL PROJECT MOVING FCAST	PROJECT MOVING FCAST vs BUDGET
£0	£0	£0	£0	£0

Project ID	Location
0	0

COMMENTS	LCC	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
	Total project spend	£0	£0	£0																																		
	Amount spent in month																																					
	Moving forecast spend																																					
	Locked forecast spend																																					

BUDGET	TOTAL PROJECT SPEND	PROJECT SPEND vs BUDGET	TOTAL PROJECT MOVING FCAST	PROJECT MOVING FCAST vs BUDGET
£0	£0	£0	£0	£0

Project ID		Location	
0		0	

COMMENTS		LCC	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24
		Total project spend	£0	£0	£0																																		
		Amount spent in month																																					
		Moving forecast spend																																					
		Locked forecast spend																																					

BUDGET	TOTAL PROJECT SPEND	PROJECT SPEND vs BUDGET	TOTAL PROJECT MOVING FCAST	PROJECT MOVING FCAST vs BUDGET
£0	£0	£0	£0	£0

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Programme name	Tab	Project name	Date	Project high level step	RAG score
Programme Name	Project level table	0	Nov-21	Progress against plan	0
Programme Name	Project level table	0	Nov-21	Dependencies	0
Programme Name	Project level table	0	Nov-21	Budget	0
Programme Name	Project level table	0	Nov-21	Issues	0
Programme Name	Project level table	0	Nov-21	Risks	0
Programme Name	Project level table	0	Nov-21	Resources	0
Programme Name	Project level table	0	Nov-21	Stakeholder engagement	0
Programme Name	Project level table	0	Dec-21	Progress against plan	0
Programme Name	Project level table	0	Dec-21	Dependencies	0
Programme Name	Project level table	0	Dec-21	Budget	0
Programme Name	Project level table	0	Dec-21	Issues	0
Programme Name	Project level table	0	Dec-21	Risks	0
Programme Name	Project level table	0	Dec-21	Resources	0
Programme Name	Project level table	0	Dec-21	Stakeholder engagement	0
Programme Name	Project level table	0	Jan-22	Progress against plan	0
Programme Name	Project level table	0	Jan-22	Dependencies	0
Programme Name	Project level table	0	Jan-22	Budget	0
Programme Name	Project level table	0	Jan-22	Issues	0
Programme Name	Project level table	0	Jan-22	Risks	0
Programme Name	Project level table	0	Jan-22	Resources	0
Programme Name	Project level table	0	Jan-22	Stakeholder engagement	0
Programme Name	Project level table	0	Feb-22	Progress against plan	0
Programme Name	Project level table	0	Feb-22	Dependencies	0
Programme Name	Project level table	0	Feb-22	Budget	0
Programme Name	Project level table	0	Feb-22	Issues	0
Programme Name	Project level table	0	Feb-22	Risks	0
Programme Name	Project level table	0	Feb-22	Resources	0
Programme Name	Project level table	0	Feb-22	Stakeholder engagement	0
Programme Name	Project level table	0	Mar-22	Progress against plan	0
Programme Name	Project level table	0	Mar-22	Dependencies	0
Programme Name	Project level table	0	Mar-22	Budget	0
Programme Name	Project level table	0	Mar-22	Issues	0
Programme Name	Project level table	0	Mar-22	Risks	0
Programme Name	Project level table	0	Mar-22	Resources	0
Programme Name	Project level table	0	Mar-22	Stakeholder engagement	0
Programme Name	Project level table	0	Apr-22	Progress against plan	0
Programme Name	Project level table	0	Apr-22	Dependencies	0
Programme Name	Project level table	0	Apr-22	Budget	0
Programme Name	Project level table	0	Apr-22	Issues	0
Programme Name	Project level table	0	Apr-22	Risks	0

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Programme_name	Tab	Project_name	Date	Total_project_spend	Amount_spent_in_month	Moving_forecast_spend	Locked_forecast_spend	Status
Programme Name	Budget	0	Nov-21	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Dec-21	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jan-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Feb-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Mar-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Apr-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	May-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jun-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jul-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Aug-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Sep-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Oct-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Nov-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Dec-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jan-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Feb-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Mar-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Apr-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	May-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jun-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jul-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Aug-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Sep-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Oct-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Nov-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Dec-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jan-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Feb-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Mar-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Apr-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	May-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jun-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jul-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Aug-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Sep-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Oct-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Nov-24	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Nov-21	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Dec-21	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jan-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Feb-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Mar-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Apr-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	May-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jun-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jul-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Aug-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Sep-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Oct-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Nov-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Dec-22	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jan-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Feb-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Mar-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Apr-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	May-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jun-23	£0.00	£0.00	£0.00	£0.00	
Programme Name	Budget	0	Jul-23	£0.00	£0.00	£0.00	£0.00	

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Programme name	Tab	Date	Programme high level step	RAG score
Programme Name	Key programme details	Nov-21	Progress against plan	1
Programme Name	Key programme details	Nov-21	Dependencies	3
Programme Name	Key programme details	Nov-21	Budget	3
Programme Name	Key programme details	Nov-21	Benefits	1
Programme Name	Key programme details	Nov-21	Issues	2
Programme Name	Key programme details	Nov-21	Risks	3
Programme Name	Key programme details	Nov-21	Resources	3
Programme Name	Key programme details	Nov-21	Stakeholder engagement	3
Programme Name	Key programme details	Dec-21	Progress against plan	3
Programme Name	Key programme details	Dec-21	Dependencies	3
Programme Name	Key programme details	Dec-21	Budget	3
Programme Name	Key programme details	Dec-21	Benefits	3
Programme Name	Key programme details	Dec-21	Issues	3
Programme Name	Key programme details	Dec-21	Risks	3
Programme Name	Key programme details	Dec-21	Resources	3
Programme Name	Key programme details	Dec-21	Stakeholder engagement	3
Programme Name	Key programme details	Jan-22	Progress against plan	2
Programme Name	Key programme details	Jan-22	Dependencies	2
Programme Name	Key programme details	Jan-22	Budget	1
Programme Name	Key programme details	Jan-22	Benefits	3
Programme Name	Key programme details	Jan-22	Issues	1
Programme Name	Key programme details	Jan-22	Risks	2
Programme Name	Key programme details	Jan-22	Resources	2
Programme Name	Key programme details	Jan-22	Stakeholder engagement	2
Programme Name	Key programme details	Feb-22	Progress against plan	2
Programme Name	Key programme details	Feb-22	Dependencies	2
Programme Name	Key programme details	Feb-22	Budget	2
Programme Name	Key programme details	Feb-22	Benefits	3
Programme Name	Key programme details	Feb-22	Issues	2
Programme Name	Key programme details	Feb-22	Risks	2
Programme Name	Key programme details	Feb-22	Resources	2
Programme Name	Key programme details	Feb-22	Stakeholder engagement	2

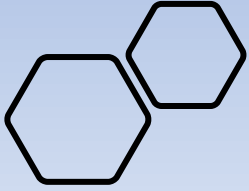
Programme Name	Key programme details	Mar-22 Progress against plan	3
Programme Name	Key programme details	Mar-22 Dependencies	3
Programme Name	Key programme details	Mar-22 Budget	2
Programme Name	Key programme details	Mar-22 Benefits	3
Programme Name	Key programme details	Mar-22 Issues	3
Programme Name	Key programme details	Mar-22 Risks	2
Programme Name	Key programme details	Mar-22 Resources	3
Programme Name	Key programme details	Mar-22 Stakeholder engagement	3
Programme Name	Key programme details	Apr-22 Progress against plan	3
Programme Name	Key programme details	Apr-22 Dependencies	3
Programme Name	Key programme details	Apr-22 Budget	3
Programme Name	Key programme details	Apr-22 Benefits	2
Programme Name	Key programme details	Apr-22 Issues	2
Programme Name	Key programme details	Apr-22 Risks	3
Programme Name	Key programme details	Apr-22 Resources	3
Programme Name	Key programme details	Apr-22 Stakeholder engagement	3
Programme Name	Key programme details	May-22 Progress against plan	1
Programme Name	Key programme details	May-22 Dependencies	3
Programme Name	Key programme details	May-22 Budget	3
Programme Name	Key programme details	May-22 Benefits	3
Programme Name	Key programme details	May-22 Issues	3
Programme Name	Key programme details	May-22 Risks	3
Programme Name	Key programme details	May-22 Resources	3
Programme Name	Key programme details	May-22 Stakeholder engagement	3
Programme Name	Key programme details	Jun-22 Progress against plan	3
Programme Name	Key programme details	Jun-22 Dependencies	3
Programme Name	Key programme details	Jun-22 Budget	3
Programme Name	Key programme details	Jun-22 Benefits	3
Programme Name	Key programme details	Jun-22 Issues	1
Programme Name	Key programme details	Jun-22 Risks	3
Programme Name	Key programme details	Jun-22 Resources	3
Programme Name	Key programme details	Jun-22 Stakeholder engagement	3
Programme Name	Key programme details	Jul-22 Progress against plan	3

Programme Name	Key programme details	Jul-22 Dependencies	3
Programme Name	Key programme details	Jul-22 Budget	3
Programme Name	Key programme details	Jul-22 Benefits	3
Programme Name	Key programme details	Jul-22 Issues	3
Programme Name	Key programme details	Jul-22 Risks	3
Programme Name	Key programme details	Jul-22 Resources	3
Programme Name	Key programme details	Jul-22 Stakeholder engagement	3
Programme Name	Key programme details	Aug-22 Progress against plan	0
Programme Name	Key programme details	Aug-22 Dependencies	0
Programme Name	Key programme details	Aug-22 Budget	0
Programme Name	Key programme details	Aug-22 Benefits	0
Programme Name	Key programme details	Aug-22 Issues	0
Programme Name	Key programme details	Aug-22 Risks	0
Programme Name	Key programme details	Aug-22 Resources	0
Programme Name	Key programme details	Aug-22 Stakeholder engagement	0
Programme Name	Key programme details	Sep-22 Progress against plan	0
Programme Name	Key programme details	Sep-22 Dependencies	0
Programme Name	Key programme details	Sep-22 Budget	0
Programme Name	Key programme details	Sep-22 Benefits	0
Programme Name	Key programme details	Sep-22 Issues	0
Programme Name	Key programme details	Sep-22 Risks	0
Programme Name	Key programme details	Sep-22 Resources	0
Programme Name	Key programme details	Sep-22 Stakeholder engagement	0
Programme Name	Key programme details	Oct-22 Progress against plan	0
Programme Name	Key programme details	Oct-22 Dependencies	0
Programme Name	Key programme details	Oct-22 Budget	0
Programme Name	Key programme details	Oct-22 Benefits	0
Programme Name	Key programme details	Oct-22 Issues	0
Programme Name	Key programme details	Oct-22 Risks	0
Programme Name	Key programme details	Oct-22 Resources	0
Programme Name	Key programme details	Oct-22 Stakeholder engagement	0
Programme Name	Key programme details	Nov-22 Progress against plan	0
Programme Name	Key programme details	Nov-22 Dependencies	0

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Programme_name		Tab	Date	Total_programme_spend	Amount_spent_in_month	Moving_forecast_spend	Locked_forecast_spend	Status
Programme Name	Key programme details		Nov-21	£20,000.00	£20,000.00	£30,000.00	£25,000.00	Significant Underspend
Programme Name	Key programme details		Dec-21	£65,000.00	£45,000.00	£45,000.00	£50,000.00	Significant Underspend
Programme Name	Key programme details		Jan-22	£102,000.00	£37,000.00	£40,000.00	£40,000.00	Significant Underspend
Programme Name	Key programme details		Feb-22	£156,000.00	£54,000.00	£60,000.00	£50,000.00	Significant Overspend
Programme Name	Key programme details		Mar-22	£188,000.00	£32,000.00	£40,000.00	£35,000.00	Significant Underspend
Programme Name	Key programme details		Apr-22	£201,000.00	£13,000.00	£30,000.00	£20,000.00	Significant Underspend
Programme Name	Key programme details		May-22	£250,000.00	£49,000.00	£55,000.00	£50,000.00	On Target
Programme Name	Key programme details		Jun-22	£339,000.00	£89,000.00	£85,000.00	£100,000.00	Significant Underspend
Programme Name	Key programme details		Jul-22	£439,000.00	£100,000.00	£120,000.00	£100,000.00	On Target
Programme Name	Key programme details		Aug-22		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Sep-22		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Oct-22		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Nov-22		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Dec-22		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Jan-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Feb-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Mar-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Apr-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		May-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Jun-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Jul-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Aug-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Sep-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Oct-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Nov-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Dec-23		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Jan-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Feb-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Mar-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Apr-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		May-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Jun-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Jul-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Aug-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Sep-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Oct-24		£0.00	£0.00	£0.00	
Programme Name	Key programme details		Nov-24		£0.00	£0.00	£0.00	

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November 2021 Highlight Report

Programme Report

Programme Overview

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Programme Vision Vision:

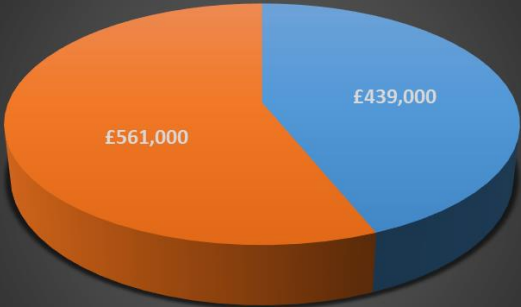
Programme Overview

Programme description

Key Updates

Page 195

Programme: spend vs budget

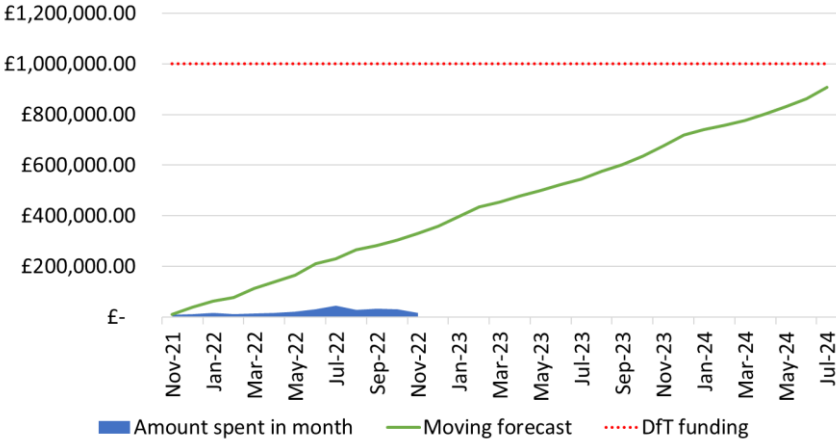


TOTAL PROGRAMME SPEND PROGRAMME SPEND vs BUDGET

Programme: Forecast vs Budget



Cummulatavi Spend Profile

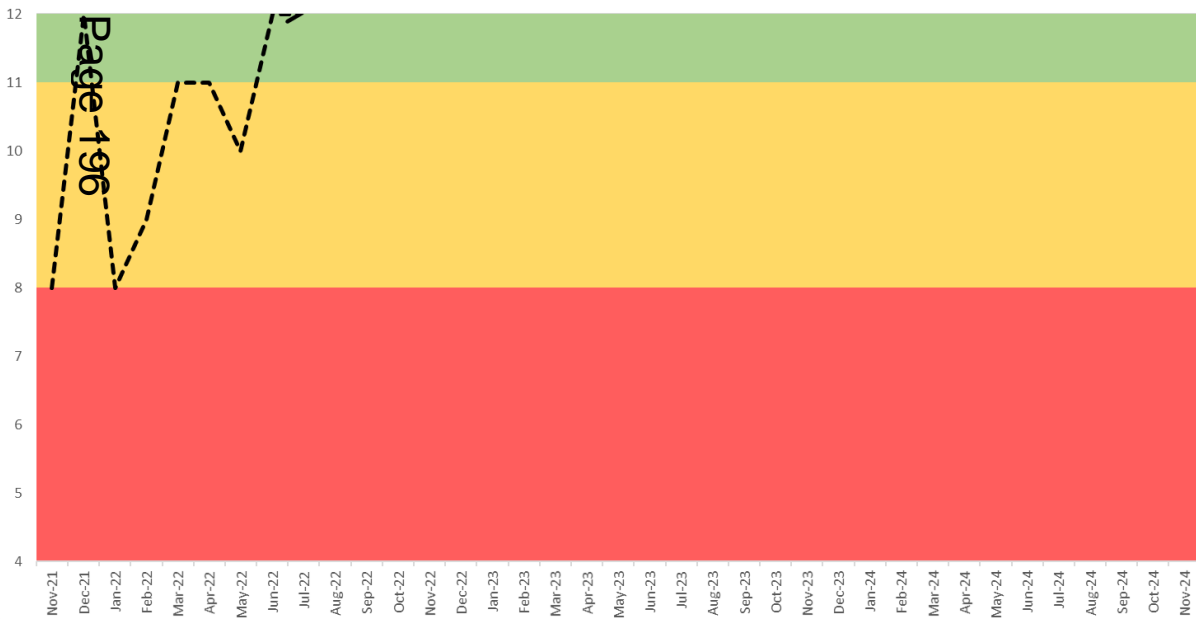


Performance

4 critical components	Progress against plan
	Dependencies
	Budget
	Benefits



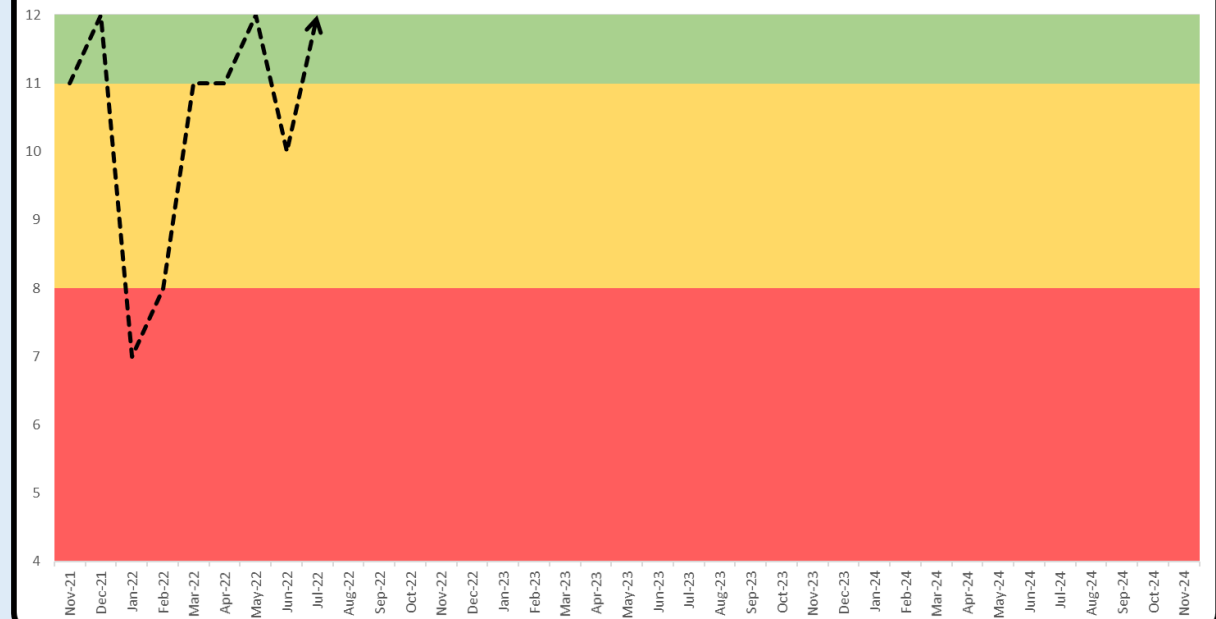
Programme - Performance of 4 critical components



4 other components	Issues
	Risks
	Resources
	Stakeholder engagement



Programme - Performance of other components



Performance – Project RAG Totals

	Red			Amber			Green		
Programme high level steps	Jun	Jul	Aug	Jun	Jul	Aug	Jun	Jul	Aug
Progress against plan	1	0	0	1	7	7	20	11	14
Dependencies	0	0	0	3	5	4	15	15	12
Budget	3	0	0	0	2	13	4	17	11
Issues	0	0	0	11	4	12	12	14	7
Risks	2	0	0	12	12	5	1	12	5
Resources	0	0	0	2	4	12	19	19	9
Stakeholder engagement	0	0	0	1	11	1	12	1	12

Performance – 4 Critical Components

Programme high level steps	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Progress against plan									
Dependencies									
Budget									
Benefits									

Route to green 

Progress against plan
Dependencies
Budget
Benefits

Performance – 4 Key Components

Programme high level steps	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Issues									
Risks									
Resources									
Stakeholder engagement									

Route to green 

Issues

Risks

Resources

Stakeholder engagement

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of the Local Government Act 1972.

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of the Local Government Act 1972.

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Pam Turton
Assistant Director
Regeneration
Portsmouth City Council
Civic Offices
Guildhall Square
Portsmouth
PO1 2AL

283 Empress Road
Southampton
Hampshire
SO14 0JW

21 October 2021

Dear Pam,

Letter of Support for the Portsmouth Bus Service Improvement Plan (BSIP)

First are delighted to provide this letter of support for the Portsmouth BSIP. We have been involved in the preparation of the BSIP through close and regular dialogue with yourselves as the BSIP has been drafted. We appreciate this high level of engagement and openness with bus operators.

We are pleased that the BSIP shows a high level of ambition for how Portsmouth City Council and local bus operators will work together over the coming years to deliver a step-change in the quality and reliability of bus services. Such a step-change can best be achieved through sustained investment as part of the planned Enhanced Partnership, being developed by the end of March 2022 and continued close partnership working.

We welcome the highly achievable goals of the BSIP (and the guiding principles proposed within the emerging Portsmouth TCF Plan, which will provide a complementary and supportive strategic policy framework for buses). We wholeheartedly endorse its' strong focus on supporting and enabling modal shift by offering people an attractive and viable alternative to the private car.

We fully support the BSIP's proposals for:

- Investment to give buses greater priority through congestion hotspots, which will reduce delays to buses, improve reliability and help accommodate predicted new trips from planned housing and jobs;
- Redeployment of buses freed up as a result of faster journeys to increase service frequencies, where possible, on bus routes that have high potential for achieving passenger growth;
- Investment to accelerate the roll out tap on/ tap off ticketing, helping simplify ticket purchase, providing customers with reassurance that they will not pay more than the daily fares cap for single-operator travel;
- Initiatives that will help make the bus network easier for customers to understand including clear information at bus stops, presenting the bus network as a single entity on maps and jointly marketing travel by bus;
- Investment in high quality bus shelters and continued roll-out of real time information;
- Improved integration of buses with other transport modes, including local mobility hubs;
- Cleaner zero-carbon and accessible buses;
- An improved range of innovative ticketing products

- that meet the needs of bus passengers;
- Complementary policies on car parking charges and on the location and layouts of new developments to ensure that these support and encourage bus use

This investment will help support a more sustainable economic recovery as we emerge from the pandemic and will enable people to access jobs and services more easily and quickly by bus, making a significant contribution towards tackling congestion and making more efficient use of available road space. Crucially, bus priority and tap-on tap-off will help to achieve faster journey times. This will enable us to redeploy our peak levels of vehicle and driver resource to improve frequencies on routes that have strong passenger growth potential.

Delivering a more attractive bus proposition for Portsmouth will help to deliver modal shift, reducing the number of cars on the road. We have made commitments to fleet investment and improvements to bus services as part of the TCF investment currently underway. Where appropriate, as Bus Back Better funded measures are introduced, we will look to introduce new or more frequent bus services to make the best use of new bus priority investment and achieve maximum impact.

We are looking forward to working with Portsmouth City Council to build upon our existing highly successful voluntary partnership arrangements which have served us so well up to this point, as we develop the Enhanced Partnership together. We are confident that the Portsmouth BSIP and EP will enable us to deliver an ambitious and comprehensive programme of investment in improvements that will achieve a virtuous cycle of sustained bus passenger growth and improving customer satisfaction.

Yours sincerely,

Jonathan Lewis
Commercial Manager
First Hampshire, Dorset and Berkshire

Pam Turton
Assistant Director - Transport
Portsmouth City Council
Civic Offices
Guildhall Walk
PORTSMOUTH
PO1 2AL

20th October 2021

Dear Pam,

Letter of Support for the Portsmouth Bus Service Improvement Plan (BSIP)

Stagecoach South are delighted to provide this letter of support for the Portsmouth BSIP. We have been closely involved in the preparation of the BSIP through regular meetings and dialogue with Portsmouth City Council and we very much appreciate this high level of engagement and openness with bus operators.

We are pleased that the BSIP shows a high level of ambition for how Portsmouth City Council and local bus operators will work together over the coming years to deliver a step-change in the quality and reliability of bus services. Such a step-change can best be achieved through sustained investment as part of the planned Enhanced Partnership being developed by the end of March 2022 and continued close partnership working.

We welcome the ambition of the BSIP, supported by the guiding principles in the Portsmouth Transport Strategy 2021-2038 and Local Transport Plan 4, which will provide a complementary and supportive strategic policy framework for buses. We wholeheartedly endorse the BSIP's strong focus on supporting and enabling modal shift by offering people an attractive and viable alternative to the private car.

We fully support the BSIP's proposals for:

- Investment to give buses greater priority through congestion hotspots, which will reduce delays to buses, improve reliability and accommodate predicted new trips from planned housing and jobs;
- Redeployment of buses freed up as a result of faster journeys to increase service frequencies on bus routes that have high potential for achieving passenger growth;
- Investment to deliver tap on/ tap off ticketing across Portsmouth, helping demystify bus travel, simplify ticket purchase & provide customers with reassurance that they will not pay more than the daily fares cap for single-operator travel;
- Initiatives that will help make the bus network easier for customers to understand including clear information at bus stops, presenting the bus network as a single entity on maps and jointly marketing travel by bus;
- Investment in bus stop design, high quality bus shelters and continued roll-out of real time passenger information;
- Improved integration of buses with other transport modes;
- Cleaner zero-carbon and accessible buses;

- New approaches to meet the travel needs of lower demand areas, including Demand Responsive Transport solutions;
- An improved range of innovative ticketing products that meet the needs of bus passengers;
- Complementary policies on car parking charges and on the location and layouts of new developments to ensure that these support and encourage bus use and
- A Portsmouth Bus Passenger Charter.

This investment will help support a more sustainable economic recovery as we emerge from the pandemic and will enable people to access jobs and services more easily and quickly by bus, making a significant contribution towards tackling congestion and making more efficient use of available road space. Crucially, bus priority and tap-on tap-off ticketing will help to achieve faster journey times and these will build on the extensive work already underway through the Transforming Cities Fund program to deliver a South East Hampshire Rapid Transit network . More efficient use of peak time vehicle and driver resource will enable us to maximise span of day and daytime frequencies on routes that have strong passenger growth potential.

Delivering a more attractive bus proposition between residential and employment areas and city centre will help to deliver modal shift, reducing the number of cars on the road. We have made commitments to fleet investment and improvements to bus services as part of the TCF investment currently underway.

We are looking forward to working with Portsmouth City Council, building upon our existing highly successful voluntary partnership to develop an effective and sector leading Enhanced Partnership. We are confident that the Portsmouth BSIP and EP will enable us to deliver an ambitious and comprehensive programme of investment that will achieve a virtuous cycle of sustained bus passenger growth and improving customer satisfaction.

Yours sincerely

Edward Hodgson
EP Project Director
Stagecoach South

Integrated Impact Assessment (IIA)

Integrated impact assessment (IIA) form December 2019

www.portsmouth.gov.uk

The integrated impact assessment is a quick and easy screening process. It should:

- identify those policies, projects, services, functions or strategies that could impact positively or negatively on the following areas:
 - Communities and safety
 - Regeneration and culture
 - Environment and public space
 - Equality & - Diversity This can be found in Section A5

Directorate:

Regeneration

Service, function:

Transport Planning

Title of policy, service, function, project or strategy (new or old) :

Bus Service Improvement Plan (BSIP)

Type of policy, service, function, project or strategy:

- ☐ Existing
- ☒ New / proposed
- ☐ Changed

What is the aim of your policy, service, function, project or strategy?

As the Local Transport Authority, the council is to develop a Bus Service Improvement Plan (BSIP) as required by the DfT as specified in "Bus Back Better", the Government's National Bus Strategy for England, published in March 2021.

The aims of the BSIP are:

- shorter bus travel times
- more reliable bus travel times
- lower and simpler fares
- more bus passengers
- more travel by existing passengers
- higher passenger satisfaction rates

The council will enter into an Enhanced Partnership with the main bus operators in the city, Stagecoach South and First Hampshire & Dorset, as approved by the Council Cabinet in June 2021. This partnership plan will deliver the schemes contained in the BSIP.

Has any consultation been undertaken for this proposal? What were the outcomes of the consultations? Has anything changed because of the consultation? Did this inform your proposal?

Consultation has been undertaken with bus passengers, non-bus users and the two main bus operators in Portsmouth, Stagecoach South and First Hampshire & Dorset.

The consultation with existing passengers and non-users was undertaken to identify the issues affecting bus travel and passenger satisfaction. Responses to this consultation showed that the network coverage, bus travel times, reliability and fare levels are all seen as problems affecting whether people choose to travel by bus satisfaction levels. The BSIP contains measures aimed at addressing these issues in order to achieve its aims.

Consultations with the bus operators showed a willingness to enter into an Enhanced Partnership with the Council. The operators will work to deliver the BSIP within their commercial and legal constraints. These constraints were considered in the selection of the BSIP measures and will be further considered in their development and implementation.

Relevant aspects of public consultation responses on the Portsmouth Transport Strategy 2021-2038 were also taken into account.

The relevant areas of the National Highways and Transport survey results were considered.

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A1-Crime - Will it make our city safer?



In thinking about this question:

- How will it reduce crime, disorder, ASB and the fear of crime?
- How will it prevent the misuse of drugs, alcohol and other substances?
- How will it protect and support young people at risk of harm?
- How will it discourage re-offending?

If you want more information contact Lisa.Wills@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-spp-plan-2018-20.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The improvements to bus stops and interchanges will include appropriate security measures to discourage crime, disorder, ASB and the fear of crime.

Bus services on some routes are likely to become more frequent particularly in the evenings, to support the night time economy. The additional buses will reduce passenger waiting times at stops and increase natural surveillance at night, increasing security for passengers and pedestrians.

Improvements to bus services will increase access to employment opportunities for those without the use of a car particularly those working shift patterns. Employability levels should be improved particularly by those groups with low car ownership levels and may therefore be less at risk from mental health problems, offending and substance abuse.

How will you measure/check the impact of your proposal?

Through bus passenger satisfaction surveys and the National Highways and Transport Survey.

Through number of incidences of vandalism of bus stop infrastructure and reporting of incidences of crime.

Bus and car travel time analysis

Employment levels - particularly in areas with improved service provision

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A2-Housing - Will it provide good quality homes?



In thinking about this question:

- How will it increase good quality affordable housing, including social housing?
- How will it reduce the number of poor quality homes and accommodation?
- How will it produce well-insulated and sustainable buildings?
- How will it provide a mix of housing for different groups and needs?

If you want more information contact Daniel.Young@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/psh-providing-affordable-housing-in-portsmouth-april-19.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The proposal will not have a negative impact.

How are you going to measure/check the impact of your proposal?

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A3-Health - Will this help promote healthy, safe and independent living?



In thinking about this question:

- How will it improve physical and mental health?
- How will it improve quality of life?
- How will it encourage healthy lifestyle choices?
- How will it create healthy places? (Including workplaces)

If you want more information contact Dominique.Letouze@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cons-114.86-health-and-wellbeing-strategy-proof-2.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

Improved bus services will increase accessibility to health facilities, including surgeries, clinics and hospitals. This should increase the range of appointment time available to patients, which will help to facilitate timely treatment.

Also, the improved services should encourage people without the use of a car to get out of their homes and take advantage of employment and leisure opportunities, as well as socialise. This will help to reduce loneliness, isolation and associated mental health problems.

Bus passengers are often more physically active than car users due to the need to walk to the stops. This additional exercise will help to reduce health problems.

The BSIP include the possible introduction of more zero-emission buses, which will improve the air quality, thereby improving the health of residents and visitors. Any modal shift of from car travel to the improved bus services will also contribute to air quality improvements.

Improvements to the bus network in Portsmouth will improve quality of life for residents through increased choices available and safer and more attractive facilities.

Providing confidence and enabling independent travel through bus training and education programmes.

How are you going to measure/check the impact of your proposal?

Public health data such as levels of physical activity and obesity levels, and mental health incidences can be interrogated to understand any changes which may be in part due to uptake in public transport.

Public satisfaction - feedback from NHT survey, bus training courses and further BSIP consultation and in-depth interviews.

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A4-Income deprivation and poverty-Will it consider income deprivation and reduce poverty?



In thinking about this question:

- How will it support those vulnerable to falling into poverty; e.g., single working age adults and lone parent households?
- How will it consider low-income communities, households and individuals?
- How will it support those unable to work?
- How will it support those with no educational qualifications?

If you want more information contact Mark.Sage@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-homelessness-strategy-2018-to-2023.pdf>

<https://www.portsmouth.gov.uk/ext/health-and-care/health/joint-strategic-needs-assessment>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The improved bus services will increase access to employment opportunities for those without the use of a car. Car ownership levels are low among the low income groups, so they should benefit from this. This improved bus access will increase the geographic range of jobs available to those without a car, and thereby increase their earning power.

Increased options around ticketing and payments will help to make public transport a more affordable option.

Increase the population within a 45 minute travel time of employment hubs by public transport.

How are you going to measure/check the impact of your proposal?

Public transport usage numbers will be regularly monitored to understand if affordability measures are increasing patronage.

Employment levels will be reviewed.

Uptake of differing fare and payment options will be monitored.

The number of people within a 45 minute an employment hub.

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A5-Equality & diversity - Will it have any positive/negative impacts on the protected characteristics?



In thinking about this question:

- How will it impact on the protected characteristics-Positive or negative impact (Protected characteristics under the Equality Act 2010, Age, disability, race/ethnicity, Sexual orientation, gender reassignment, sex, religion or belief, pregnancy and maternity, marriage and civil partnership,socio-economic)
- What mitigation has been put in place to lessen any impacts or barriers removed?
- How will it help promote equality for a specific protected characteristic?

If you want more information contact gina.perryman@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-equality-strategy-2019-22-final.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP will improve bus services for all passengers including improved infrastructure for those with mobility and visual impairments, and those using wheelchairs.

It is recognised that some segments of the population feel less safe when travelling on and waiting for public transport including women, people of certain sexual orientations or gender identities, trans people, people of different religions and/or ethnicities and races, thought to feel more vulnerable.

Improvements to bus stop infrastructure, waiting areas, increased evening services should all assist in improving actual and perception of safety for these groups and individuals.

How are you going to measure/check the impact of your proposal?

Passenger satisfaction surveys could be used to identify any concerns of passenger groups.

Engagement with equality groups where available.

Number of people with protected characteristics undertaking Independent Travel Training.

B - Environment and climate change**Yes****No**

Is your policy/proposal relevant to the following questions?

B1-Carbon emissions - Will it reduce carbon emissions?

In thinking about this question:

- How will it reduce greenhouse gas emissions?
- How will it provide renewable sources of energy?
- How will it reduce the need for motorised vehicle travel?
- How will it encourage and support residents to reduce carbon emissions?

If you want more information contact Tristan.thorn@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-sustainability-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP measures include the introduction of zero-emission buses on routes in the city. Potential power systems for these include battery electric and hydrogen. These power systems will reduce the amounts of greenhouse gas (carbon dioxide) produced per bus-km traveled.

The improved bus services are expected to attract more passengers. Some of these new passengers will previously have traveled by car. Car mileage, petrol consumption and therefore carbon dioxide emissions will therefore be reduced.

Reducing private car dependency through improvements to, and the promotion of public transport, therefore helping to reduce carbon emissions within the city.

How are you going to measure/check the impact of your proposal?

The introduction of electric buses will be managed in partnership with the bus operators, who can provide the energy consumption data. The proportion of bus-km in the city operated by electric or other non-diesel power will be monitored annually.

Bus passenger numbers will be monitored as part of the BSIP process.

Traffic survey data to identify any modal shift.

B - Environment and climate change**Yes****No**

Is your policy/proposal relevant to the following questions?

B2-Energy use - Will it reduce energy use?

In thinking about this question:

- How will it reduce water consumption?
- How will it reduce electricity consumption?
- How will it reduce gas consumption?
- How will it reduce the production of waste?

If you want more information contact Triston.thorn@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

<https://democracy.portsmouth.gov.uk/documents/s24685/Home%20Energy%20Appendix%201%20-%20Energy%20and%20water%20at%20home%20-%20Strategy%202019-25.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP measures will not reduce water/electricity/gas consumption or the production of waste. However, the measures do include

the introduction of zero emission buses in the city, which will reduce the consumption of diesel fuel but may increase consumption of other energy sources.

How are you going to measure/check the impact of your proposal?

No measurements are proposed as the BSIP is not intended to reduce energy use.

Monitoring of fleet type.

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B3 - Climate change mitigation and flooding-Will it proactively mitigate against a changing climate and flooding?



In thinking about this question:

- How will it minimise flood risk from both coastal and surface flooding in the future?
- How will it protect properties and buildings from flooding?
- How will it make local people aware of the risk from flooding?
- How will it mitigate for future changes in temperature and extreme weather events?

If you want more information contact Tristan.thorn@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-surface-water-management-plan-2019.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/cou-flood-risk-management-plan.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP contains no specific measures to address flooding.

However, the BSIP measure include the introduction of electric buses on city route, which produce less carbon dioxide per bus-km traveled than diesel buses. Also, the improved bus services will help to attract more passengers, some of whom previously travelled by car. This should reduce petrol consumption and hence greenhouse gas emissions. Overall, the BSIP should help address the causes of climate change and mitigate against the impacts.

How are you going to measure/check the impact of your proposal?

No measurements are proposed as the BSIP is not intended to address flooding or weather issues.

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B4-Natural environment-Will it ensure public spaces are greener, more sustainable and well-maintained?



In thinking about this question:

- How will it encourage biodiversity and protect habitats?
- How will it preserve natural sites?
- How will it conserve and enhance natural species?

If you want more information contact Daniel.Young@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-solent-recreation-mitigation-strategy-dec-17.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP measures will address natural environment issues by providing green bus roofs at shelters across the city and investigating options for increased greening at interchanges and as part of bus priority schemes.

How are you going to measure/check the impact of your proposal?

Monitoring of spend on green infrastructure and number of bus stop roofs converted to bee friendly.

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B5-Air quality - Will it improve air quality?



In thinking about this question:

- How will it reduce motor vehicle traffic congestion?
- How will it reduce emissions of key pollutants?
- How will it discourage the idling of motor vehicles?
- How will it reduce reliance on private car use?

If you want more information contact Hayley.Trower@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-aq-air-quality-plan-outline-business-case.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The improved bus services resulting from the BSIP will attract more passengers, some of whom will previously have travelled by car, thereby reducing car dependency and mileage. This should help to reduce congestion, and air pollution.

The BSIP includes the possible introduction of more zero-emission buses, which will improve the air quality, thereby improving the health of residents and visitors. Any modal shift of from car travel to the improved bus services will also contribute to air quality improvements.

How are you going to measure/check the impact of your proposal?

Bus passenger numbers will be monitored and levels of air quality in the city are recorded and assessed, giving an indication of overall improvements to the levels of air pollution. Traffic survey data will inform any modal shift.

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B6-Transport - Will it improve road safety and transport for the whole community?



In thinking about this question:

- How will it prioritise pedestrians, cyclists and public transport users over users of private vehicles?
- How will it allocate street space to ensure children and older people can walk and cycle safely in the area?
- How will it increase the proportion of journeys made using sustainable and active transport?
- How will it reduce the risk of traffic collisions, and near misses, with pedestrians and cyclists?

If you want more information contact Pam.Turton@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/travel/local-transport-plan-3>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP works towards the vision of the Portsmouth transport strategy; "By 2038 Portsmouth will have a people-centred, connected, travel network that prioritises walking, cycling and public transport to help deliver a safer, healthier and more prosperous city"

It works to delivering the strategic objective of transform public transport whilst also contributing to the other strategic objectives.

Some of the BSIP measures will prioritise public transport (buses) over other traffic where this is appropriate, in order to reduce travel times and delays to buses. This should reduce bus travel times relative to those possible by car, and reduce passenger waiting times at stops through better service reliability and punctuality.

These changes will make bus travel more attractive and grow passenger numbers, resulting in some mode shift from car use. Increased bus priority and infrastructure can also improve actual and perception of safety of travelling and waiting to travel.

How are you going to measure/check the impact of your proposal?

Bus travel times and service reliability will be monitored along with passenger numbers.

The LTP4 annual monitoring report will report success in delivering strategic objectives which in turn can inform BSIP success.

BSIP monitoring and consultation

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B7-Waste management - Will it increase recycling and reduce the production of waste?



In thinking about this question:

- How will it reduce household waste and consumption?
- How will it increase recycling?
- How will it reduce industrial and construction waste?

If you want more information contact Steven.Russell@portsmouthcc.gov.uk or go to:

<https://documents.hants.gov.uk/mineralsandwaste/HampshireMineralsWastePlanADOPTED.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP measures will not address issues concerning household or industrial waste.

How are you going to measure/check the impact of your proposal?

No monitoring is proposed as waste issues will not expected to be affected by the BSIP.

C - Regeneration of our city

Yes

No

Is your policy/proposal relevant to the following questions?

C1-Culture and heritage - Will it promote, protect and enhance our culture and heritage?



In thinking about this question:

- How will it protect areas of cultural value?
- How will it protect listed buildings?
- How will it encourage events and attractions?
- How will it make Portsmouth a city people want to live in?

If you want more information contact Claire.Looney@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP will prioritise public transport (bus) and help to reduce car dependency.

The BSIP measures include increased bus service frequencies in the evening to support the night time economy. Accessibility by bus to events and attractions will be improved, supporting the visitor economy.

The reduction of congestion and subsequent pollution will make Portsmouth a safer and more appealing place for residents to live and work, and for people to visit.

The BSIP measures also include a pilot for tourist services to support culture and leisure activities for people travelling by the bus in the city and at key destinations outside of the city.

How are you going to measure/check the impact of your proposal?

Bus service levels and passenger numbers will be monitored, including routes and services for events and attractions.

C - Regeneration of our city

Yes

No

Is your policy/proposal relevant to the following questions?

C2-Employment and opportunities - Will it promote the development of a skilled workforce?



In thinking about this question:

- How will it improve qualifications and skills for local people?
- How will it reduce unemployment?
- How will it create high quality jobs?
- How will it improve earnings?

If you want more information contact Mark.Pembleton@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP measures include service enhancements aimed at commuter travel. This will increase access to employment opportunities

for those without the use of a car and thereby reduce unemployment. The resulting access to more job opportunities should increase the earning potential of these residents.
The improved bus services will also increase access to educational opportunities at local colleges and Portsmouth University to those without the use of a car. This should enable more residents to acquire qualifications and skills.

How are you going to measure/check the impact of your proposal?
Monitor employment levels and in higher education.

C - Regeneration of our city

Yes

No

Is your policy/proposal relevant to the following questions?

C3 - Economy - Will it encourage businesses to invest in the city, support sustainable growth and regeneration?



In thinking about this question:

- How will it encourage the development of key industries?
- How will it improve the local economy?
- How will it create valuable employment opportunities for local people?
- How will it promote employment and growth in the city?

If you want more information contact Mark.Pembleton@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The BSIP measures will increase accessibility to the city centre, employment sites and leisure attractions, particularly for those without the use of a car. This will increase the labour market catchment areas for many employers and job opportunities available to residents. This will also improve the visitor and evening economies, creating more growth opportunities.

Traffic congestion is a barrier to growth in the region. The improved bus services resulting from the BSIP measures will attract some passengers from car travel, reducing car mileage and thereby congestion. Reduced congestion delays will help the local economy.

How are you going to measure/check the impact of your proposal?

Bus passenger numbers will be monitored. Local economic growth, employment and average wage indicators will also be checked. Businesses will be engaged with.

Q8 - Who was involved in the Integrated impact assessment?

James Nevell
Hayley Chivers
Felicity Tidbury

This IIA has been approved by: Pam Turton

Contact number: 07825 932557

Date: 18/10/2021

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