

# NATIONAL BUS STRATEGY TARGET PROGRESS – APRIL 2023 WEST BERKSHIRE COUNCIL

The Council's Bus Service Improvement Plan (BSIP) identifies a number of targets. Progress against those targets is reported below.

The Enhanced Partnership between the Council and the bus operators has been successful in being awarded £2.6m from the Department for Transport, for spending by March 2025. The funding was released in December 2022 and the Council has begun the process of using the monies to improve bus services. For more information on targets, and proposals that may lead to improvements, please refer to the [2022 BSIP](#).

## 1. Journey time

A method of calculating an overall target for journey time was considered by the EP Forum in October 2022, however it was felt that the Partnership would be better served by examining point-to-point journey times regularly instead.

Point-to-point journey times have been provided for a 4-week period in February 2023, however, having collated these extensive data-sets it is considered that we may be better placed to focus on bus corridors in the district specified for priority measures. Agreement will be sought from the Partnership by the next EP Forum. This data will be used to inform future actions to improve reliability and journey speeds.

## 2. Reliability

We are monitoring reliability, and will increase future targets if current rates improve. It is already noticeable that reliability is being affected again as more people return to normal life following the covid pandemic. Data is recorded quarterly.

Reliability	Actuals 2018/19	Actuals 2019/20	Actuals 2021/22	Actuals 2022/23	Target for 2024/25	Target for 2029/30
Start	89.1%	88.8%	94.0%	91.5%	90%	92%
Overall	85.4%	83.8%	89.1%	84.9%	85%	87%
Eastern Area overall	Not recorded		88.3%	86.2%	86%	88%



### 3. Passenger growth

The Eastern Area is composed of Purley on Thames, Tilehurst, Calcot and Theale. The data is estimated until the end of Q1 2022/23, with boarding details captured after this.

To boost passenger numbers, we offered free bus travel on 7 dates in the run up to Christmas 2022, launched a Connect Group Day Ticket (unlimited travel for up to 4 people), an Early Bird Concessionary Fare Ticket and operators have taken part in the National £2 fare cap scheme.

Passenger numbers	Actuals 2018/19	Actuals 2019/20	Actuals 2021/22	Actuals 2022/2023	Target for 2024/25	Target for 2029/30
Whole of WBC	2,342,715	2,222,530	1,555,987	1,987,043	2,300,000	2,500,000
Eastern Area (est.)	1,020,320	968,025	702,548	816,537	1,000,000	1,050,000

### 4. Customer satisfaction

From 2022, the Council's annual survey captures a satisfaction rating, which can identify the satisfaction of existing users as well as all respondents. For a further breakdown of satisfaction with Value for Money, Punctuality, Length of time on the bus, Information about bus services and Passenger waiting environment, please refer to the 2022 BSIP document (table 5.6). A further survey will be carried out in summer of 2023 and an update of results will be provided in October 2023.

Customer Satisfaction	Actuals 2018/19	Actuals 2019/20	Actuals 2021/22	Target for 2024/25	Target for 2029/30
Council survey (bus users)	No survey		65.9%	67.9%	69.9%
Council survey (all respondents)	No survey		46.8%	Not set	
NHT survey (all respondents)	60%	n/a	59%	62%	64%

### 5. Vehicle emissions

Very few buses in West Berkshire are older than Euro V emission standards. These older vehicles tend to be used more sparingly.

	Actuals 2018/19	Actuals 2019/20	Actuals 2021/22	Actuals 2022/2023	Target for 2024/25	Target for 2029/30
Vehicle Emissions	Not recorded			96% of vehicles at least Euro V 48.7% of vehicles at least Euro VI	All vehicles to be at least Euro V	All vehicles to be at least Euro VI