

Bus Service Improvement Plan (BSIP) – Progress Report Summary – April 2024

Target: Return to 2019/20 patronage levels by March 2023 and grow bus patronage by 1% per annum between 2023 and 2027.

▲ 15.5% **▲ 2%**

23/24 bus passengers were up 15.5% compared to 22/23

Between April 2023 and March 2024 monthly totals were up to 2% higher than pre-pandemic levels

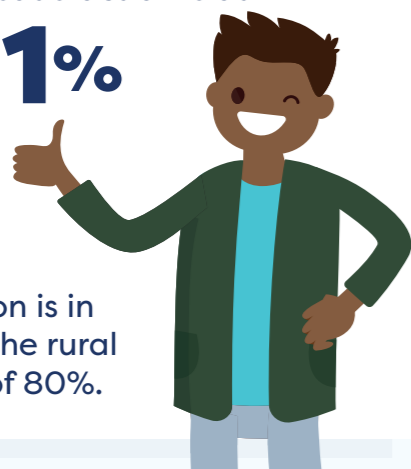


Target: Improve bus passenger satisfaction to 95% by 2027

Currently satisfaction is at

81%

Customer satisfaction is in line with the rural average of 80%.



Target: Increase bus passenger satisfaction with fares to 80% by 2027

Currently satisfaction is at

67%

▲ 5%

Satisfaction has improved by 5% over the last 6 months with Norfolk now matching the national average.



Target: Increase the number of buses that offer next stop announcements (visible and audible) to 70% by 2025.

23%

Time Period	Buses with displays installed (% total fleet)
Baseline	61 (13%)
March 2024	126 (23%)



Target: Increase the reliability of bus services to 99.5% by 2027.

Bus reliability is a measure of whether the bus runs and operates its full timetabled mileage. There has been a slight increase in reliability in the last quarter.

Factors such as a shortage of bus drivers have had an influence on this target. It is hoped that this figure improve over the next 12 months to put us closer to our target.

Time Period	Reliability
Baseline	80%
March 2024	83%

83%

Target - Increase the punctuality of bus services starting their journeys on time to 95%, by 2027.

The official definition for 'on time' being no more than 5 minutes and 59 seconds late or 1 minute and 59 seconds early, compared with timetabled departure times. This is measured at the start point of the bus service. Factors such as poor weather, localised flooding and roadworks, have hampered punctuality.

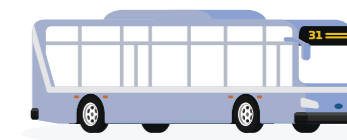
Time Period	Buses on time (% total fleet)
Baseline	70%
March 2024	73%



73%

Target: Increase the proportion of buses that are Euro VI or zero emission to 50% by 2027.

Time Period	% Euro VI	% Zero Exhaust Emission	Total
Sept 2021	18%	0%	18%
March 2024	33%	12%	45%



45%

Target: increase the number of accessible bus stops to 95% by 2027.

- **215** bus stops across Norfolk have been upgraded in the last 12 months.
- **3447** bus stops (84%) are now DDA compliant.

84%



Target: Increase rural accessibility measure to 85% by 2027.

This is a parish based target level which measures access to services. More populated parishes are expected to receive more frequent transport provision.

Time Period	Parishes meeting or exceeding target (%)
Dec 2023	72.9%
March 2024	82.7%

82.7%