

Bus policy and research ideas

Punctuality

Bus priority measures: audit prevalence of bus priority measures and different local authority positions on them. Compare practice with our policy position. *Relates to passenger priority 1 (punctuality)*

Collect information on what holds up the bus and how operators and authorities are addressing this, e.g. looking at parking and street works. Review operation of PIPs. *Relates to passenger priority 1 (punctuality)*.

Review punctuality standards and reporting: desk research. *Relates to passenger priority 1 (punctuality)*.

Review operation of Traffic Commissioners' regime, e.g. resources for monitoring performance on punctuality, transparency on complaints received, sanctions available and used, impact on services. *Relates to passenger priority 1 (punctuality)*.

Review operation of Traffic Management Act in practice: what action has been taken against LTAs? Have any remedial actions been taken which fall short of full takeover? *Relates to passenger priority 1 (punctuality)*.

Review local authorities' management of bus contracts for their tendered services: e.g. scope, standards, performance monitoring, passenger involvement and transparency and penalties available and used. *Could relate in particular to passenger priority 1 (punctuality)*.

Network and service planning

Consulting users and non users about service changes: work with operators and authorities to encourage best practice in the planning and delivery of public consultation. Specifically, work with local authorities on the development and consultation on network management reviews. *Relates to passenger priorities 2, 4 and 5 (getting a seat, frequency of services and range of destinations), 21 (stops near your home) and 27 (less waiting time)*

Fares & tickets

Conduct desk research into availability of multi-modal and multi-operator tickets. *Relates to passenger priorities 7 & 9*

Conduct desk research into availability of concessions. *Relates loosely to passenger priority 13 (value for money)*.

Conduct comparative study of bus fares (and perhaps tickets) nationally and possibly internationally. *Relates to passenger priority 13 (value for money)*.

Information

Research the provision of information about where to catch your bus. *Relates to passenger priority 10 (route information at stops)*.

Commission research into passenger satisfaction with bus maps, e.g. survey on availability, focus groups to review comprehensibility and usefulness. *Relates to passenger priority 10 (route information at stops)*.

Commission focus groups into the usability of bus timetables; review accuracy of timetable information supplied by Traveline and integration with rail timetable information. *Relates to passenger priority 10 (timetable information at stops).*

Desk research into real-time information: amount and reliability. Review satisfaction levels. *Relates to passenger priority 18*

Research into what information passengers most need on buses, including route maps. *Relates to passenger priority 22 (passenger information inside the bus).*

Audit the availability of fares information, including at bus stop. *Relates partly to passenger priority 28 (fares information at bus stop).*

Conduct desk research into the number of buses with electronic next stop displays and announcements, including passenger research. *Relates to passenger priority 29*

Getting on the bus

Audit existence and contents of disability discrimination policies; review operators' policies on regular testing of equipment and driver training, both in respect of pulling into the kerb and assisting with boarding and seating passengers. *Relates to passenger priority 11 (easy to get on and off buses)*

Shelter maintenance, bus design and cleaning

Audit of bus shelters maintenance and cleaning regimes and practice. *Relates to passenger priority 6 (well-maintained shelters) and 19 (clean and graffiti-free stops).*

Review amount and comfort of seating (and perhaps luggage and other space) on the bus, perhaps focusing on consultation of bus passengers on bus design. *Relates to passenger priority 2 (getting a seat), 15 (circulation space) and 26 (comfort of seats).*

Audit bus cleaning regimes. *Relates to passenger priority 16*

Personal security

Review users' and non users' attitudes to personal security on buses and at bus stops. *Relates partly to passenger priorities 14 and 17*

Interchange

Research the extent of integration of public transport networks, and stops and station locations with connecting bus, coach, rail, light rail and tram services. *Relates to passenger priority 20*

Other

No projects have yet been identified to tackle the following passenger priorities: 3 (helpful drivers), 8 (route number and destination information), 12 (driver speed), 23 (temperature on bus), 24 (ticket purchase), 25 (smart drivers) and 30 (clean bus exterior).

N.B. Passenger priorities work not yet complete.