

ORIGINAL COPY OF AGREEMENT

**Joint investment plan  
and agreement about bus services  
in the greater Norwich area**

**For the period December 2007 – March 2010**

**Partners:**

**Norfolk County Council  
Norwich City Council  
First Eastern Counties Limited**



**Norfolk** County Council



**NORWICH**  
City Council

**First**   
transforming travel

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## **The Joint Investment Plan**

**This agreement is signed on Monday 17<sup>th</sup> December 2007 on behalf of the partners by:**

**Adrian Gunson**

Cabinet Member for Planning and Transportation  
Norfolk County Council

**Steve Morpew**

Leader of Norwich City Council

**Peter Iddon**

Managing Director, First Eastern Counties Limited

**Nicola Shaw**

Managing Director, First UK Bus

# 1.0 Introduction and context

Norfolk is a very diverse county, geographically mostly rural but with the majority of economic activity and population concentrated in three urban areas of Norwich, Great Yarmouth and Kings Lynn.

The Norwich urban area is a developing and growing city but has capacity constraints. This joint investment plan concentrates on the greater Norwich area. It is part of the Norwich Area Transportation Strategy (NATS) implementation plan and will support sustainable growth, attract inward investment and support local businesses.

Norwich is a regional capital and some 100,000 people work in the greater Norwich area, of whom roughly half commute in. The greater Norwich area contains around 26% of the jobs in Norfolk<sup>1</sup>.

The greater Norwich economy is notable for having a cluster of knowledge based industry (e.g. financial services, health and life sciences and creative industries); 9<sup>th</sup> best retail centre in the UK and the highly regarded University of East Anglia.

Norwich is also an historic city with a good quality of life. However, much of its infrastructure pre-dates the internal combustion engine and it is neither practical nor desirable to rely on the car for transport. Also it is a city of contrasts, having the highest levels of socio-economic deprivation in the region and hence access to a car is lower than elsewhere.

To provide high quality transport to allow the greater Norwich economy to continue to prosper, whilst preserving the environment and providing access to all communities, is a major challenge. Reliance on the motor car is neither practical nor desirable. Hence the Norwich Area Transport strategy focuses on alternatives notably walking, cycling and the bus. Bus travel needs to be a realistic option for all journeys in the city. Identifying core arterial and radial routes helps support economic growth by providing fast and efficient movements of people.

The significance of the bus in providing a transport solution for the Norwich area is reinforced by the major growth anticipated in the period leading to 2021. This will see 33,000 new houses bringing in the region of 60,000 more people and 35,000 more jobs to greater Norwich. The role of the bus is crucial, with the capacity to carry more passengers than a car and this maximising the use of limited road space.

Drivers will not be persuaded to leave their cars at home, however, if the alternatives are not of the absolute highest quality. Whilst bus travel has improved greatly over the last few years and more people are travelling by bus<sup>2</sup> there is still a need for significant investment to make bus the preferred option for travel in the Norwich area.

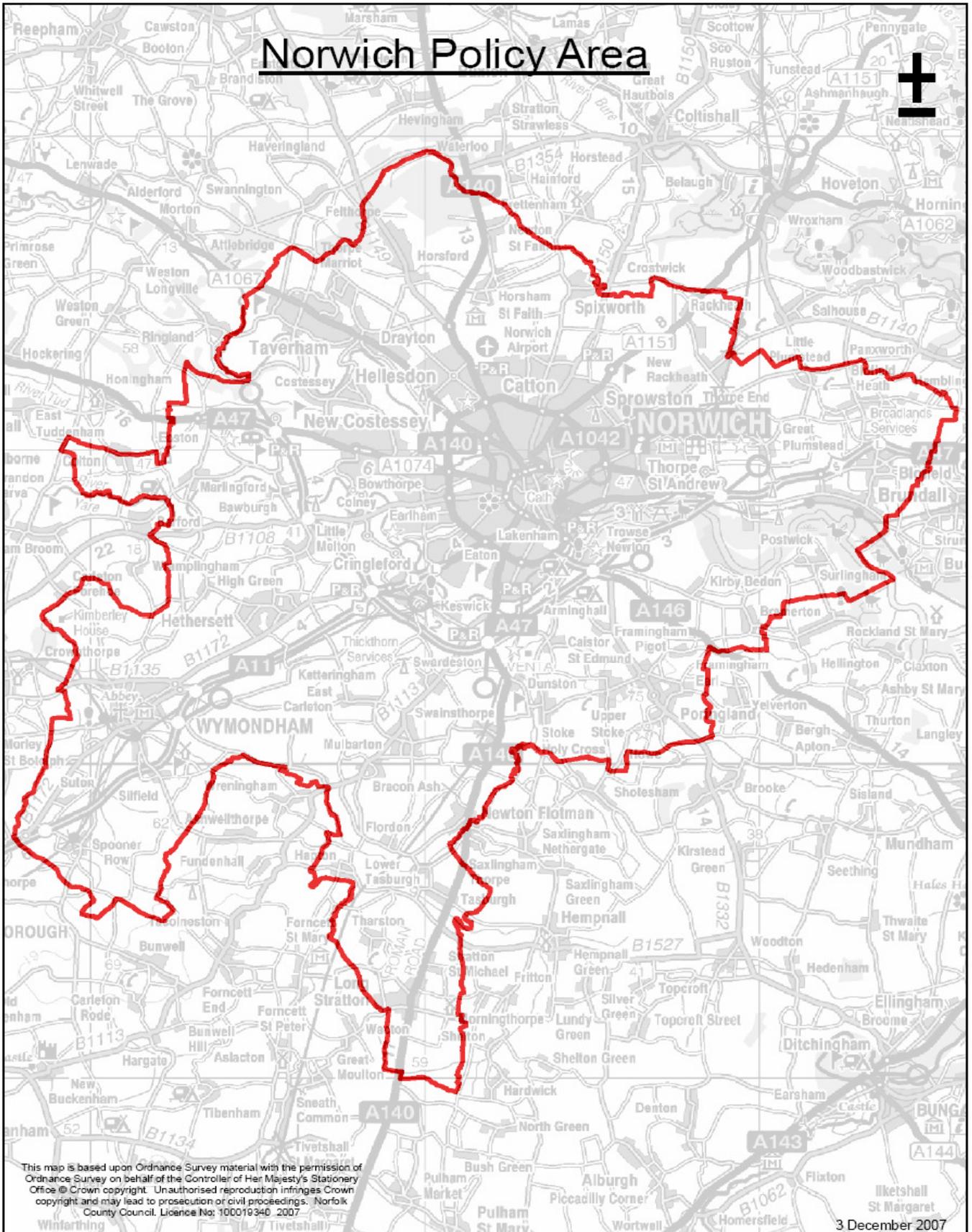
This Joint Investment Plan sets out the actions and timescales for the partners to deliver improvements to bus travel in the greater Norwich policy area over the next 3 years. It will lay the foundation for the City's continuing growth and prosperity – and also deliver appreciable benefits across the County.

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<sup>1</sup> NOMIS Official Labour Market Statistics 2006

<sup>2</sup> Increase of 15% in the greater Norwich area from 2004 to 2006

# Norwich Policy Area



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3 December 2007

 **Norfolk County Council**

Planning & Transportation GIS

Scale 1: 148393 Centred on 621794 304540

Planning for the longer term is also well underway as NATS looks forward to 2025 and will form the framework for making future decisions about all aspects of transport in the Norwich area. More information can be found by visiting the Transport and Streets pages at [www.norfolk.gov.uk](http://www.norfolk.gov.uk)

## **2.0 Aim and objectives**

- 2.1 For the partners to work together during the term of this agreement in a cooperative and constructive manner to achieve the aim of enhancing the wider objectives of the Local Transport Plan and Bus Strategy.
- 2.2 To meet the following objectives:
- a) For bus travel to provide a realistic alternative to the car;
  - b) For bus travel to be high quality, reliable and affordable;
  - c) To increase the number and proportion of people using the bus for their travel and increase the modal shift from the car;
  - d) To provide clean and green buses that reduce pollution levels;
  - e) To provide high quality bus services that link residents of Norfolk to business, employment, shopping, education and other services;
  - f) For bus travel to support the economic development and growth of the greater Norwich area and the surrounding areas;
  - g) To ensure bus travel is properly integrated with other means of travel including walking, cycling, rail and parking.

### 3.0 A summary of measures and their impact

This table shows the outcome of each intervention planned and the beneficial effect for both bus customers and the general public.

<i>Measure</i>	<i>Effect</i>
Effective packages of bus priority measures	Faster, more reliable journeys
Improved roadside facilities for passengers	Improves passenger comfort and perception of safety
Effective enforcement of bus priorities and parking	Faster, more reliable journeys
Improved punctuality and reliability of bus services	Increased customer satisfaction and passenger confidence
The provision of a stable network of primary and secondary bus routes throughout Norfolk to meet future needs and better integrate with rail and demand responsive transport	Increases passenger confidence of service availability and reliability and increases choice of travel options
A commitment to minimum vehicle quality standards, to include emissions	Environmental benefits e.g. lower emissions, better air quality
Enhanced driver training standards consistently delivered, concentrating on improvements in customer service and safety, incorporating equality and diversity training	Increased customer satisfaction, improved comfort and perception of safety
Use of real-time passenger information, better operational systems management and simplified fares systems	Customers will be better informed, services will be more planned and fares made simpler
Less frequent fares revisions	Increases passenger confidence and perception of VFM
Co-operative working on and investment in technology applications	Increases ability to invest in complimentary technical advances to benefit bus travellers

### 4.0 Performance

4.1 Each partner acknowledges how important performance management is with regard to the KPIs listed in 4.2 below and how they relate to achieving the aim of the agreement, delivering and maintaining reliable and good quality bus services in the greater Norwich area.

## 4.2

<b>Partner</b>	<b>Performance Indicator</b>	<b>Reporting Frequency</b>	<b>Baseline data (2006/2007)</b>	<b>Target (Over 2 years)</b>
First	Patronage – Over ground services only	Monthly	11,043,898	Increase of 3% per year
	% Low floor fleet	Annually	100%	100%
	Average vehicle age	Annually	7.86 years	7 years
	% vehicles with CCTV	Annually	8.33%	40%
	Environmental engine standards	Annually	-	-
	- Euro		0	0
	- Euro II		76.39%	60%
	- Euro III		23.61%	40%
	- Euro IV		0	0
	Lost mileage – within First control	Monthly	1.51%	0.40%
	Lost mileage – outside First control	Monthly	0.59%	0.10%
	All final registrations submitted to NCC at least 56 days in advance of change	Quarterly	100%	100%
	Greater Norwich customer satisfaction ratings on:	6-Monthly		
	-Standard of driving		84.9%	90%
	-Customer care by driver		74%	90%
	-Cleanliness of vehicle		62.6%	90%
	Number of complaints received from customers x 1000 journeys	Monthly	0.19%	0.10%
	% of timetables available 10 days in advance of the service change date	4 times a year, following any major service change	100%	100%

<b>Partner</b>	<b>Performance Indicator</b>	<b>Frequency</b>	<b>Baseline (2007)</b>	<b>Target (Over 2 years)</b>
NCC	Number of stops with information	Annual	240	275
	Number of stops with DDA kerbs	Annual	458	530
	Satisfaction with PT information	Bi-annual	55%	+2% on baseline
	Timeliness of information			
	% registrations received on time will be available on real time systems 10 days in advance of the service change date	4 times a year following major service changes	60%	85%
	BusNet data:			
	LTP % buses starting the route on time	Monthly	Apr-Nov 07 71%	75%
	LTP % buses on time at intermediate timing points	Monthly	Apr-Nov 07 82%	87%
	Tickets sales from on street machines for First			
	Daily	Quarterly	24187 since April 07	+8%
	Weekly	Quarterly	572 since April 07	+15%
	NATS Schemes delivered for bus priority	Annual	Programme to be agreed that supports the investment schedule	Programme to include target timescales

<b>Partner</b>	<b>Performance Indicator</b>	<b>Frequency</b>	<b>Baseline (08/2007)</b>	<b>Target (Over 2 years)</b>
Nch City	Penetration of bus services into new housing areas	Annual	Planned developments where bus penetration to be achieved are – Norwich Football Club site housing; Three Score; Anglia Square	100% against plan
	The percentage of utility work schemes which are completed on time	Annual	95%	96%
	Percentage of priority routes gritted within three hours of mobilization from the depot	Annual	99.8%	100%
	Percentage of enforcement time dedicated to 'key enforcement locations'	Annual	Not presently measured	TBC pending SLA update
	Bus lane enforcement – camera enforcement or mobile patrols TBC pending development of business case	Annual	Not presently measured	TBC pending SLA update
	Air quality in Castle Meadow	Annual	48 µg/m <sup>3</sup> annual mean nitrogen dioxide concentration	nitrogen dioxide at 40 µg/m <sup>3</sup> annual mean

- 4.3 Each partner is required to report on the performance against the targets at the frequency required. Norfolk County Council will coordinate the collection and sharing of information to all parties.
- 4.4 The stretch targets agreed for the performance indicators are assumed improvements that will occur over the lifetime of the investment plan, based on the delivery of committed investments.
- 4.5 Partners will be required to prepare a performance statement for each review meeting, as detailed in 9.0. If performance on the Key Performance Indicators is not moving in the direction required in order to meet the stretch target or if progress is demonstrating that the stretch targets will not be met then the partners shall, at the next review meeting forum, review in detail the reasons why the Key Performance Indicator stretch target is not being met, review the effect of the Committed Investments on the targets, and review the effect of general performance on the targets.
- 4.6 Following the review detailed in 4.5, the partners shall work together in good faith to draw up an improvement plan with agreed actions and investments of each partner included. Any investments agreed in an improvement plan shall be a Committed Investment for the purpose of this Joint Investment Plan. Any agreed alterations to the KPI's, Baseline figures, or stretch targets shall take effect from the date of the agreed improvement plan.

## **5.0 Financial investment in buses**

- 5.1 The partners have committed to make investment that will support bus travel in the greater Norwich area although some benefit will be realised across the county due to the nature of the strategic road network. The detailed investment plans are shown on pages 12-20.
- 5.2 Prioritising the capital investment programme means that the schedule for planned bus priority schemes can be enhanced – increasing the number of schemes completed and fast tracking some to support bus services running in the City centre. Each partner has agreed to meet annually to contribute to an analysis of the available data and help identify the future year's programme of work that will deliver the greatest benefits across the NATS area for bus users. The priority schemes for 2008/9 are attached as Appendix A.
- 5.3 Should any partner identify problems with delivering against the planned schedule of investment to meet their obligations, they are required to provide an action plan detailing:
- a) progress to date
  - b) detailed reasons for the delay
  - c) mitigating measures
  - d) alternate investment proposals

## Norfolk County Council's Capital Investment Programme 2007-2010

Financial contribution shown in £000's

Location/Description	2007/08	Other Funding	2008/09	Other Funding	2009/10	Other Funding
<b>Bus Infrastructure Schemes</b>						
Touchscreen Journey Planning Facility	90					
SMS Text Messaging	50		20		20	
Norwich - Bus Infrastructure Improvements	50		50		50	
Dussindale Bus Stop Infrastructure Improvements	15					
Gt Plumstead / Broadland Business Park - New Bus Stop & Footway						
Hellesdon Bus Stop Infrastructure Improvements	20					
Postwick - Yarmouth Road/Broadland Business Park Bus Stop Infrastructure Improvements	20					
Horsford Bus Stop Infrastructure Improvements	23					
Norwich - Thorpe Marriott - Bus Stop Infrastructure Improvements	1		39			
Norwich - Old Catton - Bus Stop Infrastructure Improvements	1		9			
Norwich - Sprowston - Bus Stop Infrastructure Improvements	1		12			
Norwich - Spixworth - Bus Stop Infrastructure Improvements	1		5			
Stockton A146 Infrastructure and highway improvements	1		6			
Greater Norwich sub-total	273	0	141	0	70	0
<i>Outside Greater Norwich area but benefits ripple to wider area due to bus routings</i>						
King's Lynn Bus Station - Installation of Ticket Vending Machines	50					
King's Lynn - Bus Stop Infrastructure Improvements	1		15			
Outside Greater Norwich sub-total	52	0	38	0	0	0
<b>Sub total - Bus Infrastructure Schemes:</b>	<b>325</b>	<b>0</b>	<b>179</b>	<b>0</b>	<b>70</b>	<b>0</b>

Location/Description	2007/08	Other Funding	2008/09	Other Funding	2009/10	Other Funding
<b>Bus Priority Schemes</b>						
Selective Vehicle Detection / BUSNET	140		150		100	
Norwich (NATS) - Bus Priority Measures - Investigation & Implementation (using LPSA reward grant for external funding)	19	200	110	350	200	350
<b>Sub total - Bus Priority Schemes:</b>	<b>159</b>	<b>200</b>	<b>260</b>	<b>350</b>	<b>300</b>	<b>350</b>
Norwich Bus Station - Electronic Information Board	15					
Norwich - Ticket Vending Machines - Language Display Improvements	20					
Greater Norwich sub-total	35	0	0	0	0	0
<i>Outside Greater Norwich area but benefits ripple to wider area due to bus routings</i>						
Dereham - New Bus Station - Feasibility / Design	20		150			
King's Lynn - Interchange Improvements - Bus Station Waiting Room -	20					
Outside Greater Norwich sub-total	40	0	150	0	0	0
<b>Sub total - Public Transport Interchanges:</b>	<b>75</b>	<b>0</b>	<b>150</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Park &amp; Ride</b>						
Norwich - Variable Message Signs for Park & Ride Sites	100		20			
Postwick Park & Ride - Feasibility Study into increasing parking capacity	25					
Airport Park & Ride - Installation of CCTV			50			
Sprowston - Park & Ride - Drainage Improvements	65	90				
Postwick Park & Ride - Installation of CCTV			10		50	
Sprowston - Park & Ride- Feasibility Study for dual use of sites			20			
<b>Sub total - Park &amp; Ride:</b>	<b>190</b>	<b>90</b>	<b>100</b>	<b>0</b>	<b>50</b>	<b>0</b>

Location/Description	2007/08	Other Funding	2008/09	Other Funding	2009/10	Other Funding
<b>Local road schemes</b>						
Outer Ring Road (ORR) & Inner Ring Road (IRR) junction improvements					300	
Norwich - Mile Cross Lane / Catton Grove Road ORR junction improvements	70					
Norwich - Sweetbriar Road - Drayton Road / Blackberry Court ORR junction improvements	120					
Norwich - Boundary Road ORR Minor Widening	100					
Future Waiting Restrictions	25		15		15	
City Centre Spatial Strategy (Including CIVITAS schemes & Gaol Hill / Westlegate)	50	1,000				
City Centre Minor Works	40		40			
Norwich Growth Point Partnership: Whitefriars Roundabout / Barrack Street / Silver Road - Junction & Road Improvements	45	1,500				
Norwich Growth Point Partnership: Barrack Street / Ketts Hill Roundabout / Heartsease Roundabout - Junction & Road Improvements	50		50			1,500
B1108 Colney Road Improvement (Funded from Hospital S106 Contribution)		20		1,000		
Costessey - Lodge Farm - S278 - Traffic Signals, Footways & Toucan Crossing		725				
Tasburgh - A140 / Church Road - Junction Improvements - Feasibility Study	10		70			
Swardeston - A140 Ipswich Road S278 - Dedicated Right Turn Lane		325				
Keswick - A140 Ipswich Road / B1113 Main Road (Section 106 funded) - Junction Improvements Feasibility Study		5		5		
Hales - A146 / B1136 Yarmouth Road - Junction Improvements - Feasibility Study	5					
Costessey - A47 / A1074 Dereham Road - Interchange Improvements - Preliminary Design		30		40		
Stoke Holy Cross - A140 / C192 Stoke Lane - Minor Junction Improvements	25					
Greater Norwich sub-total	540	3,605	175	1,045	415	1,500
<b>Sub total - Local Road Schemes:</b>	<b>540</b>	<b>3,605</b>	<b>175</b>	<b>1,045</b>	<b>415</b>	<b>1,500</b>

<b>Local Safety Schemes</b>						
Unthank Road - Park Lane to College Road	110					
Dereham Road / Waterworks Road A1074 - Junction improvements	10					
Norwich - A1067 / St Martins Road - Mini Roundabout	10					
Future Norwich Local Safety Schemes			180		100	
Greater Norwich sub-total	130	0	180	0	100	0
<b>Sub total - Local Safety Schemes:</b>	<b>130</b>	<b>0</b>	<b>180</b>	<b>0</b>	<b>100</b>	<b>0</b>
Norwich Growth Point Partnership: Anglia Square / St Augustine's / Duke Street Roundabout - Junction & Road Improvements, incorporating Air Quality Improvements (Possible EEDA funding in 2008/09)	300		520	1,000	180	
Greater Norwich sub-total	300	0	520	1,000	180	0
<b>Sub total - Traffic Management improvements:</b>	<b>300</b>	<b>0</b>	<b>520</b>	<b>1,000</b>	<b>180</b>	<b>0</b>

<b>Capital investment total</b>	<b>2007/08</b>	<b>Other Funding</b>	<b>2008/09</b>	<b>Other Funding</b>	<b>2009/10</b>	<b>Other Funding</b>
Bus Infrastructure Schemes	324	0	156	0	70	0
Bus Priority Schemes	159	200	260	350	300	350
Public transport interchanges	75	0	150	0	0	0
Park and Ride capital enhancements	190	90	100	0	50	0
Local road improvement & safety schemes	670	3,605	355	1,045	515	1,500
Traffic management improvements	300	0	520	1,000	180	0
Grand total of funding	1,718	3,895	1,541	2,395	1,115	1,850
Norfolk County Council contribution	4,374					
External funding	8,140					

Norfolk County Council's Planned Revenue Investment to support public transport 2007-2010

<b>Budget Head</b>	<b>Year 1 2007-8</b>	<b>Year 2* 2008-9</b>	<b>Year 3* 2009-10</b>
Staff costs	£ 350,000	£ 360,500	£ 371,315
Publicity and marketing	£ 230,000	£ 236,900	£ 244,007
Traveline	£ 2,500	£ 2,600	£ 2,725
BusNet Telematics	£ 90,000	£ 95,000	£ 100,000
Public transport subsidy	£ 3,000,000	£ 3,100,000	£ 3,200,000
On street ticket vending machines	£ 50,000	£ 53,000	£ 57,500
Norwich Bus station	£ 586,051	£ 550,000	£ 550,000
<b>Total</b>	<b>£ 4,308,551</b>	<b>£ 4,398,000</b>	<b>£ 4,525,547</b>

\* years 2 and 3 subject to budget decisions by Council

## **First Eastern Counties Buses Limited**

Investment for the greater Norwich area, by activity:

<b>Operations</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Employment of Training Manager/Driver Examiner			
Employment of 2 driver instructors (4 from 2009)			
Driver induction and initial training programme			
Smith System advanced driving programme	£178,000	£218,000	£229,000
Driver NVQ training programme (2008)			
Driver CPC training programme ( from 2008)			
Internal training programme for supervisory and engineering staff			
<b>Technology</b>			
ACIS/BusNet System maintenance			
Expansion of BusNet Live facility (across 2009/2010)	£80,200	£82,000	£105,000
BusNet Live staffing levels, increased to two from 2010			
<b>Customer Services</b>			
Customer Service Call Centre			
On – street supervisors	£257,400	£266,400	£275,400
On – street vending machines			
Traveline contribution to information			
<b>Publicity and Infrastructure</b>			
Timetable production			
Resource for joint FEC/NCC publicity infrastructure agreement	£58,400	£63,500	£69,600
<b>Commercial</b>			
Fleet improvement regime (subject to Group vehicle cascade and CapEx processes through 2009/2010)	£4,500,000	£3,012,000	£400,000
Overground branding regime through 2008/2009/2010	£42,000	£25,500	£13,500
<b>Engineering</b>			
Investment in engineering staff resources to improve vehicle quality	£202,000	£306,000	£294,000
Updating of equipment and additional training			
<b>Annual Investment</b>	<b>£5,318,000</b>	<b>£3,973,400</b>	<b>£1,386,500</b>
<b>Full contribution over life of investment plan</b>		<b>10,677,900</b>	

Notes

1. Investment figures shown in years 2 and 3 of the plan will be subject to budget confirmation.

2. Investment levels may increase in year 3 subject to on-going work with the partners with regard to bus priority and increased reliability.

## Norwich City Council contribution to the Joint Investment Plan

Cost estimates are approximate and based on an assessment of officer time and other revenue costs over three years.

Investment	Description	2008/09	2009/10	2010/11
1. Strategic planning £39,000	In developing the elements of the Norwich Local Development Framework ensure that the development of public transport is prioritised	Include specific bus improvement initiatives in Core Strategy Consult with partnership members in developing the Core Strategy		
2. Development control £156,000	Ensure developments are sufficiently served by passenger transport and that the configuration of new development can also assist bus access to existing communities  Ensure that appropriate levels of developer contributions are secured and that these resources are fully co-ordinated and targeted towards schemes to encourage long-term sustainable travel by bus (and other alternative modes) to assist new development and existing communities	To include all developments including: - Norwich Football Club site housing - Three Score - Anglia Square		
3. Strategic development £20,000	Facilitate relationship between First and key economic interests through e.g. the Economy Roundtable	Invite First to attend Economy Roundtable, Lord Mayor's business functions, etc.	Invite First to attend Economy Roundtable, Lord Mayor's business functions, etc.	Invite First to attend Economy Roundtable, Lord Mayor's business functions, etc.
4. Network management £468,000	Coordinate road works to minimise disruption and congestion for buses	Align traffic sensitive network with bus network Proactively plan and manage works in the highway	Proactively plan and manage works in the highway	Proactively plan and manage works in the highway
5. Winter service £1,400,000	Grit roads to minimise disruption caused by ice and snow	Review winter service plan in light of changes to bus routes etc. Proactively grit roads in accordance with agreed winter	Review winter service plan in light of changes to bus routes etc. Proactively grit roads in accordance with agreed winter	Review winter service plan in light of changes to bus routes etc. Proactively grit roads in accordance with agreed winter

Investment	Description	2008/09	2009/10	2010/11
		service plan	service plan	service plan
6. Parking enforcement	Prioritise enforcement of bus stops and waiting restrictions where illegal waiting or loading would otherwise cause delays for buses	Incorporate prioritisation into Service Level Agreement Identify key enforcement locations Enforce restrictions	Enforce restrictions	Enforce restrictions
7. Bus lane enforcement £TBC	Enforcement of bus lanes and other traffic restrictions to assist buses	Develop business case for introduction of new enforcement powers in partnership with County Council	Introduce new enforcement powers if business case made	Enforce restrictions
8. Parking tariffs £10,000	Consider park and ride tariffs and bus fares in reviewing City Council parking tariffs	Annual tariff review	Annual tariff review	Annual tariff review
	Encourage private car parking operators to adopt parking tariffs that encourage use of public transport	Lobby operators through twice yearly parking forum	Lobby operators through twice yearly parking forum	Lobby operators through twice yearly parking forum
9. Bus shelters £20,000	Manage Adshel contract to provide bus shelters and own shelters to ensure facilities are properly maintained	Maintenance of bus shelters	Maintenance of bus shelters	Maintenance of bus shelters
	Work with operators and Norfolk CC to ensure the best interests of passengers in renewing the Council's bus shelter contract	Contract renewal preparation	Advertise new contract	Award new contract
10. Bus infrastructure £see Norfolk investment plan	As agent to the County Council deliver infrastructure improvements for public transport funded through the Local Transport Plan	Design and implement agreed programme of measures within the City	Design and implement agreed programme of measures within the City	Design and implement agreed programme of measures within the City
11. Air quality £20,000	Have regard to the wider potential environmental benefits of buses in developing air quality action plans	Annual air quality review	Annual air quality review	Annual air quality review
12. Concessionary	Use best endeavours to	Reimburse	Reimburse	Reimburse

<b>Investment</b>	<b>Description</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
bus fares £92,000	ensure fair reimbursement of operators providing concessionary travel	operators based on up-to-date audit information	operators based on up-to-date audit information	operators based on up-to-date audit information
	Introduce ITSO compliant smartcards for use by all concessionary pass holders	Introduce smartcards to pass holders as of 1 April 2008		
13. Marketing	Provide space in Citizen to help promote travel by bus	Article in alternative months	Article in alternative months	Article in alternative months
	Provide good links to PT information via the City Council's website	Update City Council website	Review website	Review website
14. Deprivation £5,000	Provide information on local deprivation needs to inform future bus service planning	Provide digest of up to date data to partners	Provide digest of up to date data to partners	Provide digest of up to date data to partners

## **6.0 Punctuality Improvement Partnership**

We have an agreement dated 12 December 2006 between the Council and First Eastern Counties Ltd to help improve the number of buses that run to time and increase reliability.

### **Targets**

The Traffic Commissioner sets targets for bus companies which are:

- 95% of buses to depart from the start of the route on time
- 90% of buses to depart from intermediate points on time with an absolute minimum of 70%
- 95 % of buses to be on time at the end of a route

### **What are the key drivers?**

- To improve customer confidence in bus services
- To help us achieve targets for bus punctuality, bus patronage and customer satisfaction for bus services

### **What will the Council do if buses are delayed by congestion?**

- Identify problem area via BusNet and Traffic Management System
- Evaluate plans for bus priority or other measures to Traffic Manager
- Long term – remedial action plan
- Support short notice timetable changes

### **What will the Council do if road works are planned?**

- Traffic Manager to inform the operator in accordance with the Traffic Management Act standards
- If the duration is greater than 10 days, we will give 3 months notice
- If the duration is 4 to 10 days, we will give 28 days notice
- If the duration is under 4 days, we will give 24 hours notice
- We will support short notice registrations, where appropriate

### **What will County do if there is bad weather?**

- Co-ordinate information from operators to local media outlets

### **What will First do?**

- Recast timetables if buses are persistently not running to time
- Advise the council promptly of problems on the highway that cause delays
- Meet regularly with the Council to discuss issues and agree actions

### **How will we check punctuality?**

- Use of BusNet on a daily basis to analysis performance
- A planned programme of roadside surveys using shared resources

## 7.0 Network of services

- 7.1 First agree to provide the greater Norwich Network shown as appendix B, on page 28. Any amendments required to implement the Overground network will be made at an agreed Service Change Date. First may introduce limited seasonal service reductions in line with current practice during holiday periods.
- 7.2 The partners may undertake a series or individual route reviews in order to monitor the network on an ongoing basis and make proposals for further improvements.
- 7.3 Except in accordance with clause 7.2 above First will use its best endeavours not to make any changes to the greater Norwich Network. First will comply with the provisions of clause 7.4 below before making any changes to the greater Norwich Network and will consider in good faith with the partners any suggestions for change which they propose. Except as permitted by Clause 7.1 if changes to the greater Norwich Network are made the provisions of clause 7.5 will apply.
- 7.4 First agrees that should it wish to make any change to any service(s) forming part of the greater Norwich Network, it shall formally notify in writing the partners of its proposal and provide full reasoning for its proposal including any financial case, timetabling and routing details, at least 77 days in advance of the relevant Service Change Date. First will provide information as specified on the condition that it is shared only within the partners for the benefit of providing a response to First within the timescale stipulated. No comment shall be provided to any third party without the permission of First. Within 7 days of the notification date, and at least 70 days in advance of a Service Change Date, the partners shall provide any written comments they wish to make to First. First shall consider such comments acting in good faith. If following receipt of such comments First still wish to make the proposed change then that change shall not be made until the next available Service Change Date. A written summary of any intended or agreed service changes will be provided to the review meeting defined in clause 9, at least 7 days in advance of their next meeting.

### Tendered Services/Journeys

- 7.5 At the date of the Agreement the greater Norwich Network includes services that are provided under contract to the County Council. It is agreed that when contracts are offered to First under the deminimis rules, First will submit a price that is reasonable. Where services/journeys are offered for tender other than under deminimis rules, and where First do not tender and no alternative supplier is secured, First will use its best endeavours to provide an affordable service(s)/journey(s).
- 7.6 In the event that the County Council do not retender the service(s)/journey(s) concerned, or that First are not offered a contract under the deminimis rules or First are not successful in retaining the contracted service/journey that forms part of the greater Norwich Network (having complied with the provisions of clause 6.6 above) then that service(s)/journey(s) shall no longer form part of the greater Norwich Network for the purpose of this Agreement.
- 7.7 First agree that additional services/journeys that First operate under contract won by First or awarded to First after the date of this Agreement shall for the period of this

Agreement be deemed to form part of the greater Norwich Network. Where such services/journeys do not exclusively operate within greater Norwich area, clause 6.10 applies.

- 7.8 The County Council will use its best endeavours not to reduce funding it makes available to the tendered services budget relating to services operating in Norwich, subject to Local Government Review and the Comprehensive Spending Review 2007.

#### Cross boundary services

- 7.9 The partners acknowledge that in respect of those services that do not exclusively operate within the greater Norwich policy area, First may, for circumstances relating to actions taken by the highway authority for the part of the route that falls outside of the Norwich policy area, or actions taken by a utility company or similar body on such part of the route, or as a result of a move by a competitor bus operator, need to change the service. In such circumstances First will follow the procedure detailed in clause 7.4.

## **8.0 Other commitments**

- 8.1 The partners will work jointly to deliver the roadside infrastructure agreement, signed on 1 Sept 2003 for waysides and timetable cases.
- 8.2 The partners agree the need for simple and easy to understand ticketing arrangements for customers and potential customers. The partners will continue to assess the demand for changes to the existing arrangements and where agreed these will be considered for implementation by First.
- 8.3 First will provide the First Data required in 4.2 to Norfolk County Council. All First data provided is subject to the provisions of the Data Sharing Agreement signed between the two parties on 11 December 2006.
- 8.4 First will endeavour to limit price/fare changes to once per year. Any price/fare change will be communicated to partners at least four weeks in advance of any change. The principles behind the change will be communicated together with a comparison with the most recent CPT Cost Index.
- 8.5 First agree to improve network stability and limit service changes to not more than 4 major network changes during one year.
- 8.6 First agree, subject to business case, to continue to expand and develop the BusNet and Bus Net Live facility to improve reliability and punctuality.
- 8.7 First support and encourage green travel planning with employers in the greater Norwich area and offer 5% discount on monthly/three monthly and annual season tickets where green travel planning is in place, whilst encouraging them to invest further to increase discount levels.
- 8.8 First will maintain the First Driver Training Academy to continue staff development through the NVQ examinations and ensure compliance with the Driver's Certificate of Professional Competence from September 2008.

- 8.9 Bus Shelters. The City shall ensure that all bus shelters within the City of Norwich, whether owned by the City or by Adshel Limited, are maintained in line with the terms set out in the agreement between the City and Adshel Limited. The County shall ensure that all bus shelters in the Norwich Transportation Strategy Area owned by the County are maintained to the same standards as those within the City of Norwich.
- 8.10 Ticket Vending Machines (TVM). The County has provided 16 TVMs to deliver boarding time and journey time savings for bus passengers by installing them at interchange locations and key on-street bus stops in the Norwich area. Enabling passengers to purchase a ticket before boarding their bus will increase the reliability and punctuality of bus services, allow bus stop kerb space in Norwich city centre to be used more efficiently and is expected to lead to additional patronage and operating cost savings for bus operators. The County shall offer facilities to sell tickets through the ticket vending machines to all bus operators serving the Norwich area. The ticket vending machines have the capability to issue the following range of tickets:
- Single, return, day, weekly, monthly tickets
  - Adult, child and concessionary tickets
  - Tickets to any destination within Norwich Fare Zones 1 to 5
  - Tickets to selected destinations outside the Norwich Fare Zones

The ticket vending machines shall be managed, operated and maintained by the County in accordance with the Ticket Vending Machine Agreement between the County and First dated December 2005.

First agree to support off-bus ticketing and aim at increasing the number of off-bus sales by including the sale of daily and weekly tickets via the on-street ticket machines.

## 9.0 **Regular Review Process**

- 9.1 Each party shall nominate an individual within its organisation who shall have primary responsibility for day-to-day contact with the other parties in connection with this Joint Investment Plan. A party may amend the details of its nominated party at any time on written notice given to the other parties.
- 9.2 All parties will provide a quarterly written report to the other parties summarising activity which it has undertaken during the preceding quarter under the Investment Plan.
- 9.3 In addition to the report in 9.2 above the parties may agree specific metrics and targets to be reported against on a regular basis.
- 9.4 Unless the parties otherwise agree, the parties shall meet together regularly to review the progress made under this Agreement as follows:
- (a) bi-monthly, involving the representatives of the parties nominated under clause 9.1;
  - (b) six-monthly, involving:
    - (i) the Head of Passenger Transport, Norfolk County Council;
    - (ii) the Head of Transportation and Landscape, Norwich City Council; and
    - (iii) the Managing Director – First Eastern Counties Limited.
  - (c) every year, involving the above members plus:
    - (i) Cabinet Member for Planning and Transportation, Norfolk County Council;
    - (ii) Director of Planning and Transportation, Norfolk County Council;
    - (iii) Leader of Norwich City Council;
    - (iv) Strategic Director of Regeneration and Development, Norwich City Council and
    - (v) Managing Director – First UK Buses

## APPENDIX A

### Top 5 Bus priority schemes for delivery during 2008/9

Note: The reference numbers are taken from the Motts Bus Priority Studies

#### 1) NR01

##### **Inbound With-flow Bus Lane: Colney Lane to Bluebell Road**

This innovative scheme seeks to make more efficient use of the existing road space on the inbound section of the Cringleford Bypass between Colney Lane and Bluebell Road.

The former nearside lane of the dual carriageway is currently hatched out, restricting traffic to the former outside lane on the approach to the slip road from Bluebell Road. This was done as part of a safety scheme to reduce the speed limit and improve visibility at the slip road / Newmarket Road junction.

The scheme involves reinstatement of the hatched out nearside lane as a bus lane, with the provision of bus activated traffic signals at the end of the bus lane to enable buses to merge safely into the existing offside lane prior to the junction with Bluebell Road.

While the traffic signals at the end of the bus lane would inevitably create some disbenefit to general traffic, it may be considered that the use of this section of Newmarket Road by up to 26 buses per hour, including two Park and Ride routes, would permit a more radical approach to bus priority at this location while remaining within the existing LTP and NATS policy framework.

##### *Cost*

The cost of this scheme is estimated at £89,000 (+/-20%).

#### 2) WA01

##### **Extension of Left Turn Lane on Outbound Approach to Dereham Road Junction**

This involves widening the west side of Grapes Hill on the outbound approach to Dereham Road to provide an extended full width left turn lane with the aim of reducing delays to left turning buses.

##### *Cost*

The cost of this scheme is estimated at £109,000 (+/-20%) at current prices.

#### 3) DR03

##### **Inbound With-flow Bus Lane: Northumberland Street to Belvoir Street**

An inbound bus lane could be provided on Dereham Road for a distance of approximately 360m from immediately east of Northumberland Road to a point

opposite Belvoir Street. This would be achieved by making use of the existing excess carriageway width, replacing the existing cycle lane with a 4.0m bus and cycle lane, and undertaking minor road widening on the north side of the road.

*Cost*

The cost of this scheme is estimated at £134,000 (+/-20%).

**4) UR01**

**Right Turn Lane on Unthank Road approach to Outer Ring Road**

The potential for physical measures to assist the movement of buses on Unthank Road is severely constrained by the limited width of the carriageway and footways and existing on-street residential parking provision for properties without their own off-street parking.

The only option identified to assist the movement of buses on Unthank Road is the provision of a right turn lane on the outbound approach to the Unthank Road / Outer Ring Road junction.

*Cost*

The cost of this scheme is estimated at £24,000 (+/-20%).

**5) SF01**

**Mini Roundabout at St Faiths Road / Fifers Lane Junction**

The scheme involves provision of a mini roundabout at this junction to assist the movement of buses between the two St Faiths Road arms of the junction.

Preliminary design indicates that there is sufficient space within the existing carriageway to accommodate such a roundabout and will also bring safety benefits for pedestrians when combining traffic calming measures and refuge points.

*Cost*

The cost of this scheme is estimated at £30,000 (+/-20%).

**6) Bus Lane – Bracondale**

A reserve scheme introducing an outbound bus lane on Bracondale, from Brazengate to the Kings Street junction, has been identified, should any of the top 5 schemes prove difficult to implement in 2008/9. Costs are being finalised.

This would formalise the existing common practice where buses move into the left hand lane approaching the traffic lights to let passengers alight. Buses would be given priority at the green light to let 2/3 buses pull away before the right hand lane is released into the flow. There are benefits to 16 buses per hour at peak including Postwick Park and Ride.

**Financial estimates**

Scheme estimates

NR01	£89k
WA01	£109k
DR03	£134k

UR01	£24k
SF01	£30k
Total	<u>£386k</u>

### **Next steps**

The Project Funding Prioritisation Reports (PFPR) are being prepared for inclusion in the capital programme.

