

Warrington Bus Service Improvement Plan | Summary

July 2024



Parish Church

Our plan for better buses in Warrington



Councillor Hans Mundry

Leader of the Council and Cabinet Member for Transportation, Connectivity and Infrastructure

“ I am delighted to present the council’s second Bus Service Improvement Plan (BSIP), which follows on from the first BSIP, produced in October 2021, and the update report from October 2022.

It is a very exciting time for bus services in Warrington, with us making such great progress with delivering our first BSIP, where we are in the middle of a programme which will see over £70m invested in improving all aspects of bus services in Warrington between 2022 and 2025.

This second BSIP sets out what we want to achieve and we would welcome further discussions with Government to secure funding to help us to deliver further improvements, such as continued low fares, multi-operator ticketing, more bus priority measures, real time passenger information at stops and on devices and to make the remaining buses in Warrington zero emission, building on the success of our Zero Emission Bus Regional Areas (ZEBRA) scheme.

I personally look forward to continuing to work together with operators and officers in making Warrington’s bus network the best it can possibly be.”

The infographic is set against a dark grey background and features seven distinct icons with corresponding text labels. The icons are arranged in three rows. The top row includes an orange bus icon with a traffic light (labeled 'More bus Priority') and a white bus with a green leaf and plug (labeled 'Zero emission buses'). The middle row features orange stick figures with a large coin behind them (labeled 'Enhanced adult capped fares') and two orange stick figures (labeled 'More discounted travel for young people'). The bottom row shows a grey location pin over a bus route map (labeled 'Evening and weekend network enhancements'), a green stick figure with a shield and checkmark (labeled 'Passenger charter'), and an orange stick figure sitting on a bus seat with a clock (labeled 'Enhanced bus stop facilities').

Warrington BSIP

The Warrington BSIP sets out a high-level vision and a series of proposed interventions that will help deliver against the goals of the Government’s National Bus Strategy.

The Warrington BSIP covers the entire borough of Warrington, which is the largest urban area in the Cheshire & Warrington Local Enterprise Partnership (LEP) area and is one of the largest free-standing urban areas in the North West of England, outside the two conurbations of Merseyside and Greater Manchester.

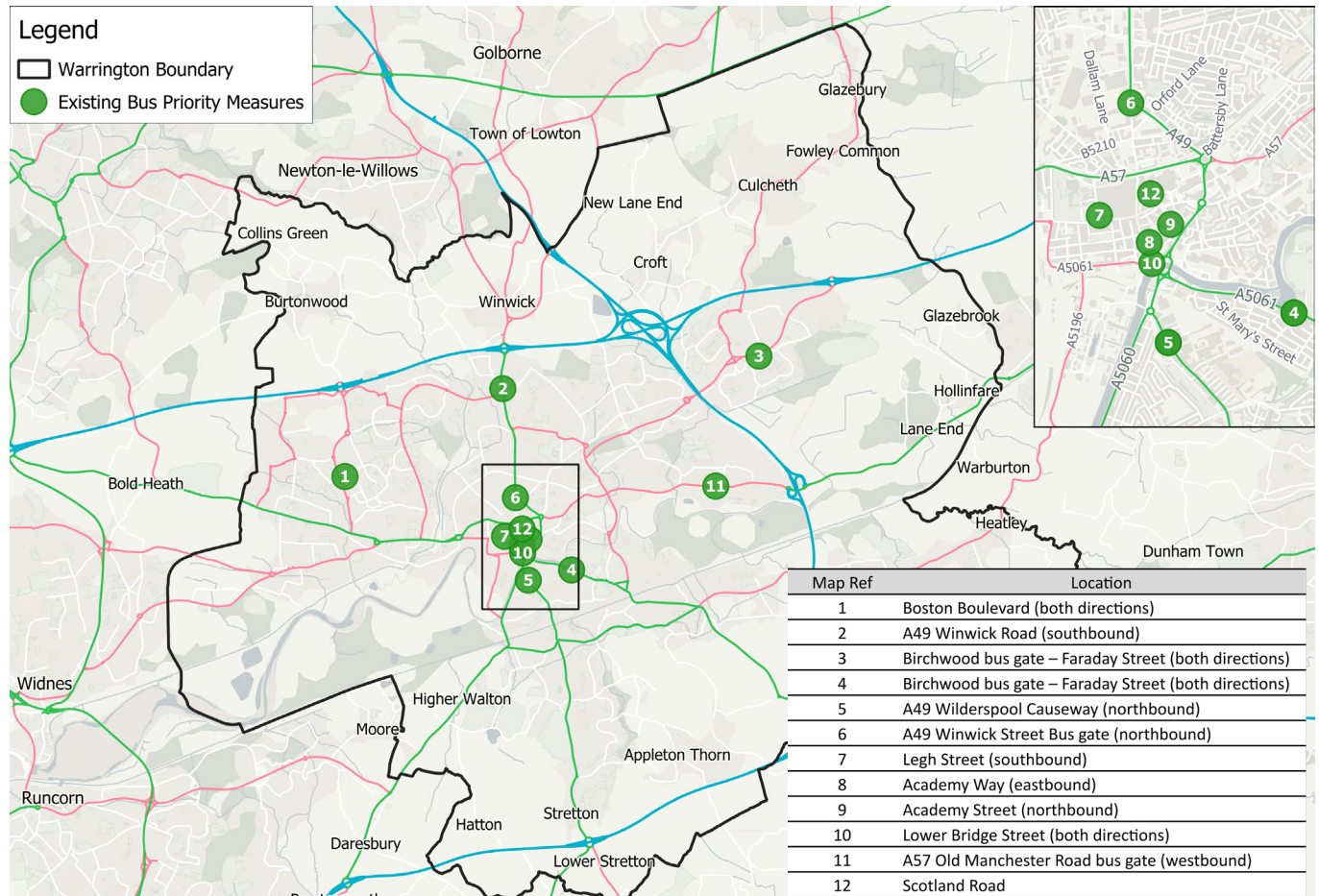
The BSIP has been drafted to support the objectives of the council’s Fourth Local Transport Plan (LTP4), which is seeking to almost treble the public transport mode share to 15% by 2041 from 2011 levels. This is to be achieved by making bus services more attractive and frequent and by ensuring that people are connected to the places where they want to get to, at the same time as managing the demand for car use.

The Warrington BSIP will support the increased use of bus services by residents, employees and visitors alike, as we work together with our local bus operators to enhance the utilisation of sustainable travel.

Why are we updating our BSIP?

In October 2021, we published our initial BSIP for Warrington, outlining our strategy to enhance bus services and infrastructure in order to increase patronage in our region. This included a request to the Department for Transport (DfT) for additional funding to deliver the strategy.

As required in the National Bus Strategy, the council is committed to undertaking an annual review of the BSIP, to review progress against existing targets and to help deliver against the identified objectives.



Warrington Enhanced Partnership

In April 2022, DfT notified the council of an indicative allocation of up to £16,198,420 (of which £9,898,000 was capital and £6,300,420 was revenue) as a contribution to deliver on the initiatives set out in the BSIP.

Funding confirmation was conditional on submission and implementation of a transformational Enhanced Partnership (EP), including firmer and more detailed commitments from the council and local bus operators, to deliver a package of prioritised and ambitious improvements to bus services.

What is an EP?

An EP is an agreement between a local transport authority and its bus operators to work together to improve local bus services. It is 'statutory' in nature, which means that any obligations on the local transport authority or the operators set out in the Enhanced Partnership must be delivered. Obligations could include improvements in bus priority, fares, network, frequencies, quality of buses, bus stops and interchanges, customer service and information provision.

To support delivery of the BSIP, the council has established an Enhanced Partnership with local qualifying bus operators covering the same area as the BSIP. The EP includes an EP Plan, drawing on Warrington's BSIP, to provide a clear vision of the improvements to bus services that the EP is aiming to deliver, and to facilitate the introduction of one or more EP Schemes.

The initial EP Scheme, made on 1 July 2022, was jointly developed by the council and operators who provide qualifying bus services in the EP scheme area. It sets out obligations and requirements on the council, as the Local Transport Authority and the Local Highway Authority, and on operators of qualifying bus services to achieve the intended improvements and deliver the objectives of the associated EP Plan.

Representatives from the council and all qualifying bus operators meet regularly through the Warrington EP Forum, which was formed in Summer 2022. The EP continues to be updated in partnership with operators, so that it remains current and builds on successes.



Enhanced Partnership Plan

July 2022

What our BSIP aims to achieve

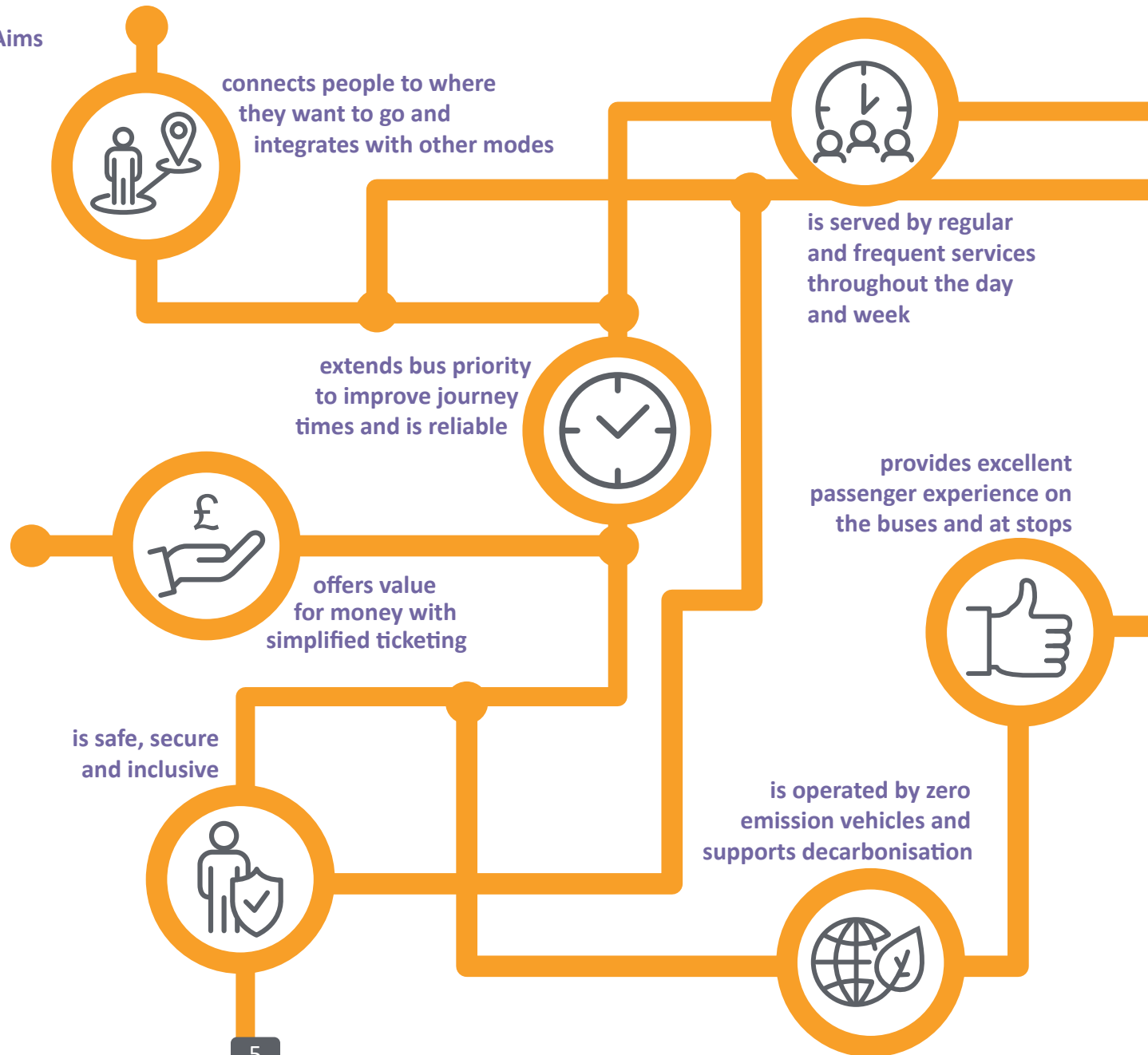
Vision

The council's shared vision for buses draws from local policy and strategy, aligning in particular with the LTP to provide a bus network that meets the needs of passengers. Our vision feeds into our aims and objectives for Warrington's buses.

“Buses in Warrington will provide an excellent connection between residential areas, employment areas and key local services in a way that is reliable, efficient, safe, inclusive, and supports our carbon neutral future.”



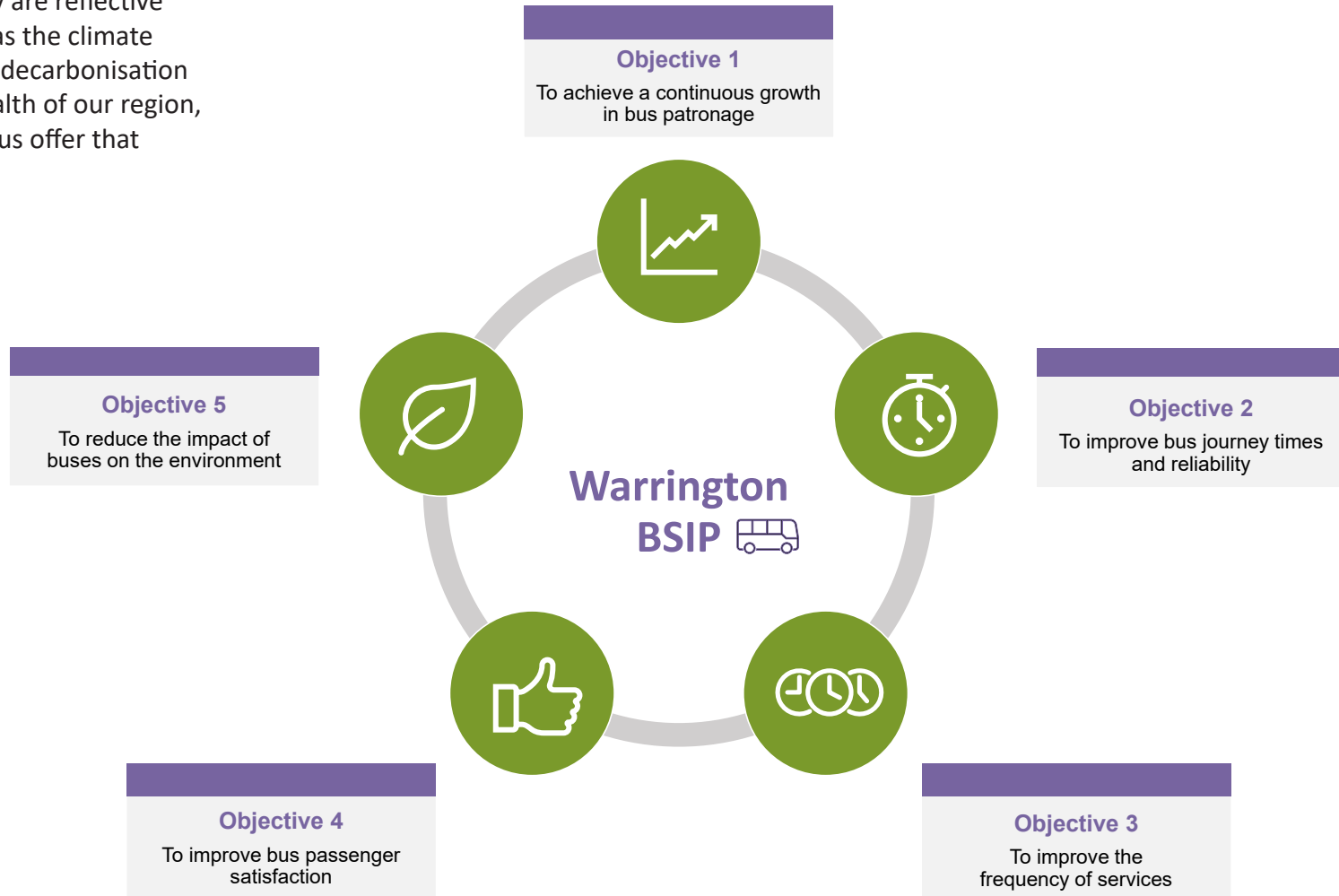
Aims



What our BSIP aims to achieve

Objectives

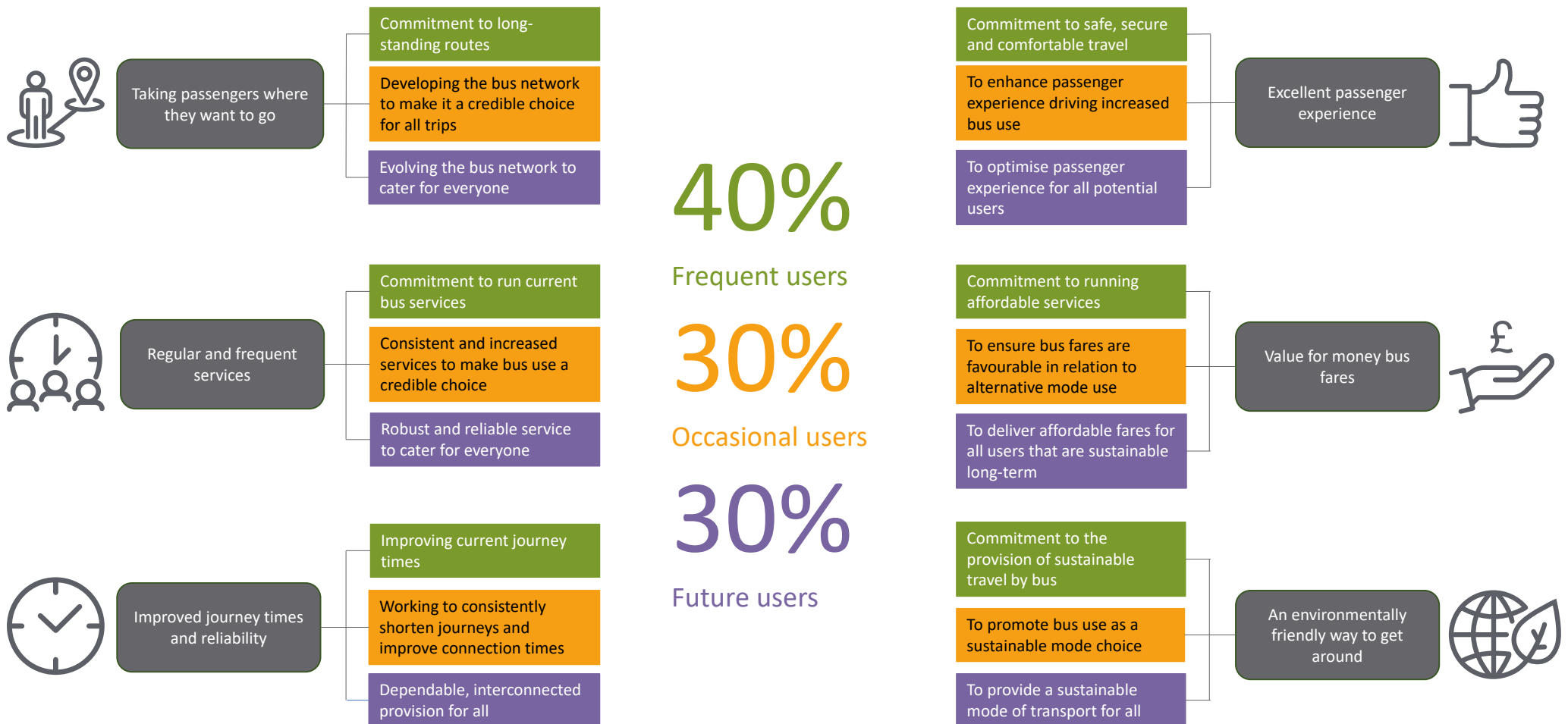
Our vision for buses in Warrington is supported by five strategic objectives. They are reflective of critical strategic issues, such as the climate emergency, wider ambitions on decarbonisation and the need to address the health of our region, alongside providing a credible bus offer that enables a real choice of travel.



Target markets

Through the BSIP, the council aims to provide a continuous improvement cycle that not only retains existing bus users, but also encourages occasional users to increase their usage and become more regular.

Hardest of all is convincing those who never use the bus to try it for occasional use and hopefully see the benefits it can have over use of a private car for some journeys.



Current offer to bus passengers

Since the production of the 2021 BSIP, the evidence base has been updated to reflect the current bus offer and developments since the initial document was produced, highlighting the considerable progress made in the delivery of Warrington's first 2021 BSIP.

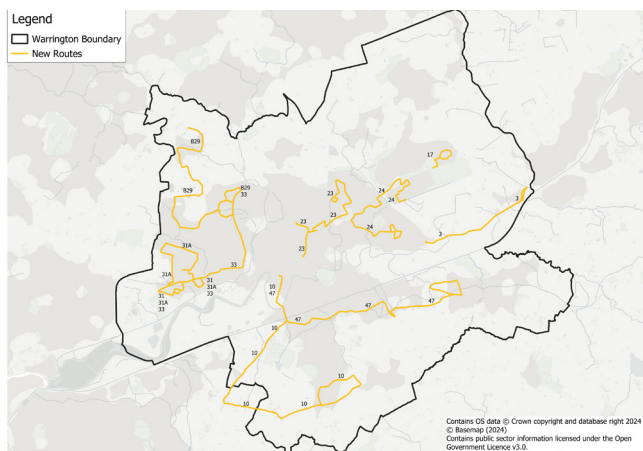
Network coverage and accessibility to bus services

Based on an assessment against 2021 population data, 77.3% of Warrington's residents live within 400m of a bus stop and just under half (49.1%) live within 200m of a bus stop.

Between 2022 and 2024, there have been improvements in service coverage through network enhancements, with no areas having coverage removed.

The new network coverage (shown in the adjacent figure) is aimed at both filling gaps in the network and restoring services to fill gaps where bus services were lost during the pandemic.

The performance of these services is being monitored and, where required, services will be modified accordingly. These services will continue to be supported using existing BSIP funding through to at least March 2025 and every effort will be made to increase usage to try to allow them to continue with reduced or no financial support in the future.



Bus average speeds and punctuality

Analysis indicates that average morning peak speeds were largely unchanged (23.1 kph in 2018/19 and 23.2 kph in 2023/24), with the same true for average speeds across the whole day (23.7 kph and 23.9 kph).

Punctuality data shows that bus services in Warrington have been more punctual than the average for non-metropolitan areas. After an overall improvement in punctuality during the pandemic as traffic levels reduced, Warrington has retained a slight improvement in punctuality, even though the non-metropolitan area average has seen some decline.

Post-pandemic patronage recovery in Warrington has largely been in line with the non-metropolitan area average, although there is some evidence that recovery in Warrington may be accelerating. Analysis of additional information provided by Warrington's Own Buses (WOB) indicates that recovery is continuing, with an average further year-on-year patronage increase of 11% for the period between April and December 2023.

It is pleasing to note that recovery in the number of fare paying passengers in Warrington is now exceeding the average for non-metropolitan areas, as the actions taken through the BSIP and EP begin to take effect. However, the level of concessionary passenger recovery remains disappointing, and it is clear that more will need to be done to attract these passengers back to the network, with the proposed actions set out in BSIP.

Customer satisfaction

Transport Focus conduct bus passenger surveys to generate a robust and comprehensive measure of passenger experiences. Three-quarters of you are satisfied with your bus journey overall. To increase this percentage, we are listening to the people of Warrington’s priorities, and will use these priorities to help inform our planning of bus provision and services.

Three-quarters of you said you were satisfied with the value for money of our buses. We are proud to continue subsidising fares to ensure that there is an adult, child and young person fare cap, as well as providing free travel for care leavers aged under 22.

“The good thing was the price (£2) as I had not been on a bus in years as I drive, but me and my son chose to get the bus and really enjoyed it.”



Seven out of ten of you said you were satisfied with the bus stop you were stood at. This was significantly lower than the average for non-metropolitan areas. However, we have recently invested in a bus stop improvement programme, whereby 210 bus stops have already been replaced, and we hope that this will increase the level of satisfaction. We are also working to improve bus stop satisfaction with enhanced features, such as the provision of improved timetable information, to ultimately improve the overall bus journey experience.

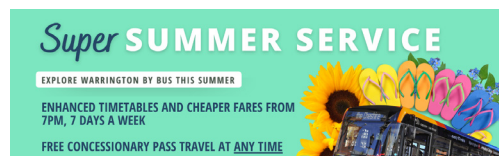
Close to four-fifths of you were satisfied with the journey length; similar to the non-metropolitan and all England averages. We are committed to retaining average bus speeds across the borough and are pleased to report that speeds are largely unchanged since 2021.

Seven in ten of you were satisfied with the punctuality at the stop. We have seen a slight improvement in bus punctuality since the Covid-19 pandemic, but are making this one of our top priorities to encourage more people to use the bus. Just two-thirds of you were satisfied with the waiting time at bus stops. We are hoping that measures such as our A49 Winwick Road bus priority scheme will help to improve this.

Key Metrics	Warrington	Non-Metropolitan Areas	All England
Overall satisfaction	76%	82%	80%
Bus Driver	84%	86%	85%
Journey Length	77%	82%	81%
Value for money	75%	66%	67%
Bus punctuality at stop	71%	74%	70%
Bus stop	70%	78%	76%
Waiting time	66%	71%	68%

Actions taken to improve bus provision

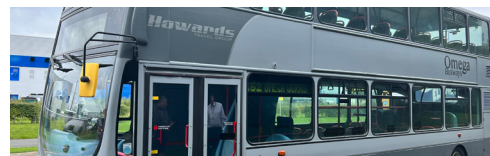
Since Warrington's last full BSIP was published in 2021, the following actions have been undertaken.



Super Summer Service July 2022



Zero Emission Vehicles Approval Feb 2023



A49 Bus Priority Consultation Dec 2023



Zero Emission Vehicles Launch Mar 2024



Better By Bus Oct 2022



Junior Fare Cap July 2023



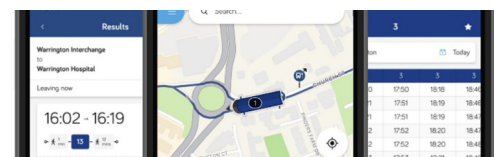
Bus Shelter Improvement Programme 2023-24



Junior Fare Cap Extension Mar 2024



National Adult Fare Cap Jan 2023



Network Enhancements Sept/ Oct 2023



Bus Stop Accessibility Audit Feb/ Mar 2023



Zero Emission Vehicles Rollout June 2024

Network enhancements

The 'Super Summer Service' (SSS) launched in July 2022 and ran for a period of 10 weeks, before being renewed and extended through the Better by Bus campaign.

The scheme involved a reduction in fares, relaxation of concessionary pass use restrictions pre 0930, enhanced timetables, and improved evening frequencies. This meant bus provision was more frequent, more comprehensive and more accessible to bus users.

Following the success of the SSS campaign, the scheme was rebranded as 'Better By Bus', which is now the campaign covering all bus improvements in Warrington.

Case study

Arriva 329: daytime patronage increase resulting from investment in evening services

One of the services that was enhanced through the SSS campaign was Arriva's 329, which attracted an 80% increase in evening boardings between April and August 2023. There is now a 30% increase in daytime use. This is likely to be partly attributable to passengers being able to make a return journey by bus where this had previously not been possible due to the lower level of evening service provision.

As a result, Arriva has increased the frequency of their buses during the day from one every 40 minutes to one every 30 minutes.

Case study

A49 Winwick Road southbound bus priority

The council is currently working on new bus priority and improved walking and cycling measures proposed in a southbound direction along the A49 Winwick Road between the A50 Long Lane and Lythgoes Lane. The plans aim to enhance the bus user experience by reducing bus journey times and making services more reliable, whilst minimising the impact on other forms of traffic.

New bus priority measures and improvements to walking and cycling facilities are proposed along the A50 Long Lane westbound (towards Junction Nine Retail Park) and the A49 Winwick Road in a southbound direction (towards the town centre). The proposals consist of four short lengths of road that only buses can use (bus gates), which will make bus journeys quicker in this area.

The scheme is currently at detailed design stage, which follows a consultation and stakeholder engagement period in late 2023. Final scheme approval will be sought later in 2024, with scheme delivery planned during 2025.



Under Better By Bus, six new routes were launched in September 2023 to fill gaps in the network and create additional evening services. In addition to these, 12 new connections and additional departures were implemented in October 2023. These improvements will result in a network that is more frequent, more comprehensive and easier to understand, as well as being better integrated, including an increased level of service to Warrington Bank Quay station.

Bus priority

In November / December 2023, a consultation was undertaken on proposals for new bus priority measures, resulting in the A49 Winwick Road: southbound bus priority scheme being taken forward (see adjacent case study).

Fares and ticketing

In January 2023, the Government’s National Adult Fare Cap was announced, meaning that participating bus companies now charge no more

than £2 for a single journey, currently expected to be effective until 31 December 2024. It would appear that the scheme has resulted in an increase in adult fare paying passengers of around 2%, once abstraction from other ticket types is accounted for.

The local Junior Fare Cap of £1 commenced in July 2023 with the aim of improving inclusivity and reducing car use, resulting in greener travel. For those aged under 19, the bus network became cheaper and easier to use. Ticket sales increased following inception of this scheme, appearing to have delivered growth of around 80% and 150% in the use of single tickets by those aged 5-15 and 16-18 respectively. However, like the national fare cap, these increases will to some extent be a result of abstraction from other ticket types.

The Junior Fare Cap was extended in March 2024 to those aged 19-21. This occurred simultaneously with the introduction of free travel for care leavers aged 18-21, further increasing inclusivity of the network.

July 2022 | single fares capped at £2 for adults and £1 for children after 1900 Monday to Saturday and all-day Sunday, with free concessionary travel allowed at any time

Jan 2023 | national £2 adult single fare cap instigated by Government



Jul 2023 | £1 child single fare cap, with child single fares also extended to those under 19

Apr 2024 | £1 child single fare cap extended to U22s and free travel for care leavers aged under 22

Passenger experience

Warrington's three largest operators (WOB, Arriva and Go-Ahead - now replaced by Stagecoach), have been providing real time bus tracking information via their apps and websites since 2018, with similar information now also provided by Omega Busways, making the network easier to understand. The council has embarked on a programme that will eventually see the roll out of at-stop Real-Time Passenger Information (RTPI).

We have been working with Alight Media on a programme of bus shelter improvements, including highly visible mid-rails and perch seating, making the network more accessible and improving the extent to which it is seen to be safe. Overall, 210 new shelters have been provided, replacing the old shelters – with 141 containing advertising boards (51 of which are digital). These will generate revenue for maintaining and improving bus services; providing an innovative way to support the delivery of the BSIP.



In February and March 2023, a bus stop accessibility audit was carried out to inform a rolling programme of improvements. The audits are planned to be ongoing, with a rolling programme of dropped kerbs and crossing improvements.

Bus fleet

In March 2024, WOB launched their zero-emission all-electric bus fleet with the formal launch of their first vehicle and unveiling of the new distinctive yellow livery, designed to be consistent with plans for yellow buses in Greater Manchester and Liverpool City Region. Delivery of the entire WOB fleet (105 electric buses) commences in June 2024 funded by ZEBRA, with all buses due to arrive by the end of 2024.

The new buses include equipment to identify routes, each upcoming stop and the beginning and end of diversions. They also have flexible space in addition to the mandatory wheelchair space, suitable for a second wheelchair user and/or at least two unfolded pushchairs or prams. The fleet is expected to substantially reduce harmful emissions as part of the council's commitment to tackling the climate emergency.



Case study

Improving air quality with electric buses

Approximately 2,800 residents of Warrington live within an Air Quality Management Area (AQMA), and it is estimated that around 145 people die prematurely every year in Warrington as a result of poor air quality. While bus travel accounts for 1% of distance driven on local roads, it accounts for 11% of traffic's share of NOx emissions.

Over a 12-month period, it is estimated that changing to an electric fleet could lead to the equivalent emissions savings of 48,900kg of NOx, 850kg of PMx and 6,670 tonnes of CO₂.



Expenditure to date

Category of Scheme	Scheme ID	Scheme Title	Total Scheme Allocation		2022/23 Actual		2023/24 Actual	
			BSIP Revenue	BSIP Capital	BSIP Revenue	BSIP Capital	BSIP Revenue	BSIP Capital
Bus Priority Infrastructure	WAR01A49	A49 Winwick Road: Southbound Bus Priority	-	£9,898,000	-	£146,317	-	£745,858
Other Bus Infrastructure	New	RTPI development study	£100,000	-	£0	-	£0	-
Fares Support	WAR06LFI	Low fare initiative	£2,000,000	-	£0	-	£311,033	-
	New	Care leavers free travel	£300,000	-	£0	-	£0	-
Bus Service Support	WAR04NER	New services and enhanced frequencies on existing routes	£4,150,420	-	£301,958	-	£1,456,529	-
	New	Further evening and weekend service enhancements package	£400,000	-	£0	-	£0	-
	New	Bus service retainment	£400,000	-	£0	-	£0	-
Other	WAR07NBP	New bus network promotion	£30,000	-	£750	-	£6,368	-
	WAR05TAS	Technical and administrative support	£120,000	-	£0	-	£48,476	-
Total			£7,500,420	£9,898,000	£302,708	£146,317	£1,822,406	£745,858

Improvements programme to 2025



Service Level and Network Coverage

BSIP expenditure on bus service support in 2024/25 is planned to fall into three areas; new services and enhanced frequencies on existing routes, further evening and weekend service enhancements, and service retainment.

Given the success of the enhancements to evening and weekend service frequencies, we would seek to introduce a new scheme to deliver further enhancements, which will again be marketed under the Better By Bus banner. Enhancements include services in the Southern Corridor (10/47/X30), the Northern Corridor (329/360) and evening service enhancements for service 16 which serves the hospital.



Bus Priority

One area is targeted for expenditure on bus priority infrastructure: A49 Winwick Road: Southbound. Actions this year are expected to include the finalisation of detailed design, completion of the pre-construction phase, and the commencement and completion of required utility diversions.

We have also recently commissioned a Gateway study into east-west movements on both approaches to Warrington Town Centre from A57 Sankey Way, A5061 Liverpool Road, Dial Street and Church Street, building on the First and Last Mile strategy published in 2021. This Gateway study will include consideration of the requirement for additional bus priority measures, as well as improved cycling and walking facilities.



Fares and Ticketing

BSIP expenditure on fares support in 2024/25 is planned to fall into two areas; low fare initiatives and care leavers free travel. There are four aspects to the low fare initiative; removal of restrictions on time of concessionary pass use, adult single fares capped at £2, where we would take on responsibility for the scheme within the borough if the national scheme ends, child single fares within the borough capped at £1 and young person's single fares within the borough capped at half an adult single fare for under 22s. We will also commence detailed conversations in 2024/25 in support of the provision of multi-operator ticketing in Warrington.



Passenger Experience

The adopted Warrington Bus Passenger Charter is focused around six main pledges; easier planning, reliable bus services, good value fares, quality fleet of buses, well-trained and friendly staff, and listening to customers. The charter commits the council to using feedback from the Transport Focus customer satisfaction surveys to identify areas requiring improvement, with the BSIP process providing an ideal mechanism for responding to this feedback.



Bus Fleet

Our aim is to have the entire Warrington bus network operated using zero-tailpipe emission vehicles, with WOB's fleet becoming 100% electric during 2024/25. Therefore, we would seek to hold conversations with other operators and with neighbouring authorities during 2024/25 to determine what would be required for the remaining fleet to become zero emission. In addition to the environmental benefits, new vehicles can provide substantial customer experience benefits.

We will also hold discussions with smaller operators during 2024/25 about whether we can support them in applying for funding from the Accessible Information Grant for audio-visual equipment to be fitted to their buses, which will help to keep passengers informed about the route that they are on and what stop they are at.



Retaining Staff

The impacts of driver and other key staff shortages on the ability of the bus industry to provide a reliable service have been well documented, and a new requirement of DfT is for BSIPs to set out the steps that LTAs and operators will take in 2024/25 to co-operate on addressing these staff shortages.

To this end, the council has already held discussions with the Department for Work and Pensions (DWP) and also hold regular discussions with operators to discuss and share good practice. This will likely involve regular pay reviews, more flexible working arrangements, as well as building on expected changes to restrictions on driving hours for younger drivers.



Case study

New WOB Electric Buses

All of the new buses will provide an enhanced level of accessibility, beyond what is required by the Public Service Vehicles Accessibility Regulations 2000, and including as a minimum:

- Equipment to identify the route, each upcoming stop, and the beginning and end of diversions:
 - Visibly, using at least one screen on any deck, with the lower deck screen visible from all priority seats
 - Audibly, with announcements audible on any deck, including in the priority seats and wheelchair space
 - Using induction loops, in priority seats and the wheelchair space.
- An induction loop to aid direct communication between drivers and passengers who use a hearing aid.

A flexible space in addition to the mandatory wheelchair space, suitable for a second wheelchair user and/or at least two unfolded pushchairs or prams.

Planned expenditure for 2024/25

Category of scheme	Scheme ID	Scheme title	Total scheme allocation		2024/25 expected	
			BSIP Revenue	BSIP Capital	BSIP Revenue	BSIP Capital
Bus priority infrastructure	WAR01A49	A49 Winwick Road: Southbound Bus Priority	-	£9,898,000	-	£9,005,825
Other bus infrastructure	New	RTPI development study	£100,000	-	£100,000	-
Fares support	WAR06LFI	Low fare initiative	£2,000,000	-	£1,688,967	-
	New	Care leavers free travel	£300,000	-	£300,000	-
Bus Service Support	WAR04NER	New services and enhanced frequencies on existing routes	£4,150,420	-	£2,391,933	-
	New	Further evening and weekend service enhancements package	£400,000	-	£400,000	-
	New	Bus service retainment	£400,000	-	£400,000	-
Other	WAR07NBP	New bus network promotion	£30,000	-	£22,882	-
	WAR05TAS	Technical and administrative support	£120,000	-	£71,524	-
Total			£7,500,420	£9,898,000	£5,375,306	£9,005,825

Ambitions and proposals for 2025 and beyond

Following the announcement of Local Transport Fund (LTF) funding, the council has already publicly set out its intention to consider a number of schemes, which are relevant to the future ambitions and proposals for 2025 and beyond to be delivered through this BSIP:

- ‘First and Last Mile’ Connectivity Plan corridor investment – to be developed further in the Gateway Study referred to earlier;
- Active travel investment
- The BSIP itself
- Zero Emission Bus Fleet enhancements
- Investment in Warrington Bus Interchange
- Further investment into network management



Service level and network coverage

We propose to enhance service levels and network coverage by retaining all network enhancements provided through the BSIP to date (where value for money), assessing the need for improved hours and days of operation (evening and weekends), better integrating bus and rail, and working with developers to identify new routes and service levels to planned developments, making bus travel a viable choice.



Fares and ticketing

Subject to the availability of funding, we will seek to maintain the schemes already introduced through the BSIP process, namely the removal of restrictions for concessionary pass use, capped adult, child and young person fares, and free care leavers travel. However, it may be necessary to gradually increase the level of the capped fares over time, to reflect inflationary pressures.

Bus priority

In considering the need for additional bus priority measures, the LTF will allow this assessment to be undertaken holistically across modes. The First and Last Mile Connectivity Plan corridor investment could include new bus priority routes, enhanced active travel provision and associated public realm improvements in and around the town centre. BSIP expenditure could also build on actions taken to date, including the planning of greater priority for buses.





Passenger experience

A key scheme to be undertaken during the period from 2025/26 to 2028/29 is likely to be investment in Warrington Bus Interchange. While the council has already invested in replacing the roof, and 2024/25 will see a deep clean and other low-cost improvements to the Interchange, further investment is needed to the bus bays / stands, information facilities, back-office facilities and the concourse floor, to ensure that the Interchange is fit for the future. This will be particularly important for delivering an improved passenger experience, with around a third of all passenger boardings in Warrington occurring at the Interchange.

The Passenger Charter has recently been adopted and will be more formally launched during 2024/25. However, it is not our intention that this remains the final version of the charter, and we will work with our local bus operators to identify ways in which further guarantees can be made to passengers.



Bus fleet

We will undertake a review of the steps required to achieve a fully zero emission bus fleet operating in Warrington. Depending on the outcome of this review, it is currently the council's intention (referred to as Zero Emission Bus Fleet Enhancements in the council's LTF press release) to potentially use LTF funding to procure zero emission vehicles that can be leased to smaller operators, along with the required infrastructure.

Longer Term Transformation

We anticipate the potential for a number of longer-term transformational schemes, subject to business case. Our BSIP is well aligned with LTP4, and a key element of LTP4 was the Warrington Transformational Projects study, with key themes covering demand management, strategic mass transit, and funding, finance and legislation. This work was built on by the subsequent Warrington Mass Transit and Bus Priority study, and it is intended that this latter study will be updated as we move towards LTP5 and our next local plan.

In particular, we will continue to assess the role that mass transit, whether bus-based or some form of light rail / tram, may have in meeting the future needs of the borough, especially as work on the construction of new developments commences. As envisaged at the time of LTP4, the mass transit network could potentially consist of three cross-town routes and two orbital routes, with six park & ride hubs.

Further longer-term schemes that may be examined include:

- A new ship canal crossing for bus / mass transit and active travel modes, complementing the planned Warrington Western Link Road
- Bridge works at Hawleys Lane, which could improve both orbital east-west connectivity and access to Warrington Hospital
- Provision of a new link between Dallam and Cromwell Avenue, again potentially improving both orbital east-west connectivity and access to the hospital

Targets and KPIs

Indicator	Progress to 2024 BSIP	Target for 2025 BSIP
Bus journey times	On target	No change in bus speeds from 2018/19 to 2023/24
Punctuality	On target	1.0 percentage point improvement from 2018/19 to 2023/24
Passenger numbers	Below target (due to lower than expected post-COVID recovery)	2% growth from 2018/19 to 2023/24
Passenger satisfaction	Below target	90%
Network coverage	New indicator	To be set prior to next BSIP
Accessibility to bus services	New indicator	To be set prior to next BSIP

Bus Journey Times

- Bus speeds remained relatively constant between 2018/19 to 2023/24
- This is in line with the target of no change
- The same target will be adopted for the next BSIP

Punctuality

- Bus punctuality in Warrington is considerably higher than average for all non-metropolitan areas
- Punctuality was higher in 2022/23 at 91%, compared to 90% in 2018/19
- This is on track noting the change in delivery timetable for bus priority schemes
- A target of no reduction in the 1% improvement will be adopted for the next BSIP

Passenger Numbers

- Passenger numbers largely in line with the average for all non-metropolitan areas in England
- 22% reduction in passengers in 2022/23 relative to 2018/19; the reduction was lower for commercial passengers (9%) than concessionary (43%)
- The target set in 2021 was for 6% growth, which has not occurred as post-Covid recovery has been slower than expected
- Target is 2% growth from 2018/19 numbers

Passenger Satisfaction

- Overall passenger satisfaction was 76% in Warrington, lower than the average for non-metropolitan areas (82%) and for England (80%)
- Satisfaction is not comparable to previous years due to a change in survey methodology, however in 2019 overall satisfaction was 86%
- Target for overall satisfaction in 2024/25 is 90%

Network Coverage and Accessibility to Bus Services

- No targets were required in 2021
- Network coverage in Warrington improved between 2022 and 2024, with no areas having coverage removed
- There has been a reduction in commercial mileage between 2018/19 and 2022/23, but this is largely in line with the average for non-metropolitan areas
- Around three-quarters of Warrington residents live within 400m of a bus stop, with around half living within 200m

Supporting documents and background information

Link to main BSIP

<https://www.warrington.gov.uk/bus-service-improvement-plan-bsip>

Contact details

buses@warrington.gov.uk

