A Bus Strategy for Transport Connectivity & Accessibility

August 2021

Ministerial Foreword

People travel around the Island for all sorts of reasons and at different times of the day and night. Making decisions about how we travel is really important; it can make us healthier and make a difference to our environment.

The Department is encouraging everyday short journeys to be either made on foot or by bike. Work is ongoing to make this change a viable option for as many people as possible. However, it is recognised that many people make regular journeys which are simply too far for them to be undertaken on foot or by bike. At the present time many of the regular long journeys are made by car. Given the aim of Government to reduce carbon emissions the Department is also looking at how the bus can provide a realistic, accessible and viable alternative to the car for those longer journeys which cannot be made on foot or by bike.

The first step in this journey is to ensure that we have a well-connected and reliable public transport service. The Department is working to achieve high levels of connectivity through both a traditional timetabled bus service and also, where the conditions are favourable, more demand responsive provision in rural areas.

The next step is to ensure that as many people as possible have the option to travel by bus. This includes not only the ability to access low floor buses, but also ensuring that the journey to and from bus stops is accessible.

We also need to improve the environmental impact of the Island's buses. Even now, every car journey which is replaced by either active means or by bus reduces greenhouse gas emissions and moves us closer to becoming a net zero-emissions Island.

This Strategy includes details as to how all of this will happen so that we can have a public transport system which provides a real choice for people looking to get out of the car and move smarter.

Hon. T Baker MHK
Minister for Infrastructure

1   Introduction

1.1   We all need to move about the Island and to travel on and off it; transport both on and off Island is a crucial service that we rely on for our social and economic wellbeing. The Department of Infrastructure provides the core transport infrastructure that the Island needs in the form of its roads, harbours and airports but it also provides services that enable people to travel, in the form of its public transport services. There are many ways in which people move around the Island and for most it is usual to travel in different ways, even in a single trip. The Department is explaining its view of the future of its work in a series of strategy reports covering such aspects of transport as active travel and travel by air, sea or road. This Strategy focusses purely on our bus services.

1.2   This Strategy sets out the aim, purpose and objectives of the Island's bus services. The Department has been working towards producing a Strategy for some time to provide a mechanism to set out a number of important principles that will shape how it operates the bus service on the Island.
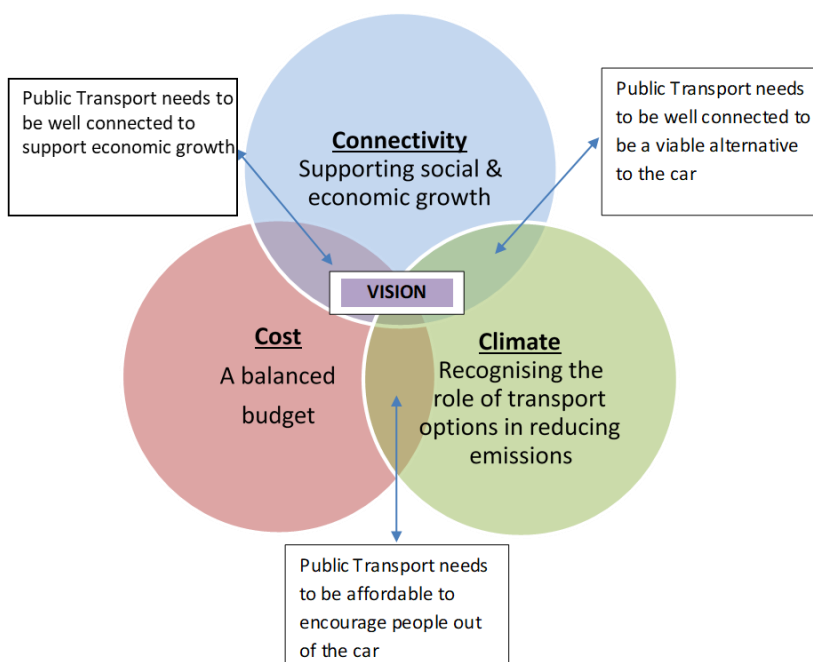
2   Vision for Public Transport

2.1   The Department wants to provide the best public transport services that the Island can afford. It wants to boost the social and economic wellbeing of our residents, help our businesses flourish, help grow the success of the visitor economy through better connectivity and support the contribution public transport can make in reducing the number of cars on the roads and reducing greenhouse gas emissions. The Department's vision for its transport infrastructure is therefore:

> **"To provide safe and reliable transport infrastructure and services that balances the social, economic and environmental needs of the Island with financial realities."**

2.2   The key drivers in terms of the vision for public transport policy relate to connectivity, responding to the climate challenge and cost. The role of the Department in achieving the vision is to try and achieve a balance whereby overall connectivity across the Island is sustained, the Island's transport sector greenhouse gas emissions are reduced, and costs are maintained at a realistic level.

Figure 1: Balancing Costs, Connectivity and Climate

Public Transport needs to be well connected to support economic growth

Connectivity
Supporting social & economic growth

Public Transport needs to be well connected to be a viable alternative to the car

VISION

Cost
A balanced budget

Climate
Recognising the role of transport options in reducing emissions

Public Transport needs to be affordable to encourage people out of the car

3   Principal Aim of Public Transport

3.1   The principal aim for public transport is set out in the Programme for Government in the outcome that "*we have Island transport which meets our social and economic needs*".

3.2   The Programme for Government sets out a number of Actions and National Indicators which are monitored on a regular basis and are used to determine if the desired outcomes are being achieved. In relation to public transport the National Indicator set is to increase the number of people travelling by bus.

3.3   This Strategy builds upon the concept within the Isle of Man Strategic Plan 2016, that the use of public transport as an alternative to the private car should be encouraged.

4   The Purpose of Public Transport on the Isle of Man

4.1   Both the bus and rail services on the Isle of Man move people around the Island but are very different in terms of the needs that they serve.

4.2   In general terms those travelling on the Island's bus network are making journeys to meet their social or economic needs, and in many cases there are no viable alternative means to make that trip. The most important consideration in this type of journey is getting from A to B.

4.3 Again in general terms those travelling on the Island's railways have often made a decision to use that service and the mode of transport is a more important consideration. The experience of travelling is more important than the making of a journey. Consequently, rail journeys are not included within the public transport strategy, but will be the topic of a separate rail strategy

4.4 Public transport plays an important role in the everyday lives of many Island residents. Some of the many benefits of having a well maintained and viable public transport service on the Island are explained below:

4.5 **Social inclusion and connectivity**
Having a public transport system enables those who are unable to access private means of travel to journey to work, places of education and access other services essential to leading a fulfilled life. It connects people and places and alleviates the issues of social isolation. Without a bus service there is a real possibility that dependency on other services could increase. For instance, not being able to access the shops on a regular basis could lead to some less mobile people requiring more assistance at home. The bus service is also vital to those who do not drive, allowing them to socialise or take up employment.

4.6 **Safety and Welfare**
Having a reliable public transport system enables individuals to have a viable means to travel if they are unable to drive. The role of buses in the Drink Driving campaigns is crucial. The provision of a late night bus service supports the night time economy. Public Transport can be seen as a vital element in ensuring that there is a safe way to get home.

4.7 **Reducing emissions through smarter travel**
Making more journeys on public transport instead of by private car will reduce congestion on roads, reduce the need for car parking and will reduce greenhouse gas emissions.

4.8 **Economic Growth and Regeneration**
Proximity to a public transport route, and in particular a bus stop, can facilitate economic growth and regeneration. Public transport on the Isle of Man also supports the tourism industry, providing a viable choice for travelling around the Island, especially during the peak demand period of TT. Public transport also enables those unable to afford to own, run and maintain a private vehicle a way to access employment opportunities.

5   Public Transport in Context

5.1 **Financial Context**
As part of the on-going Securing Added Value and Efficiencies (SAVE) work undertaken by Treasury an assessment has been made regarding the economic future of the Island's bus services (Review of Isle of Man Bus Service Review, TAS Partnership Ltd 2018, contained in SAVE Progress Report June 2018-GD 2018/0030).

5.2   The wider benefits which public transport provides indicates that for Government there is a strong case for continuing to give financial support to the Island's public transport service. However such funding is not limitless and, like all parts of the Government, the Department of Infrastructure needs to ensure that in financial terms the service is efficient and offers best value to the tax payer. This also means that the Department has responsibility for pursuing options that allow it to earn money that can be used to support loss-making services. This Strategy identifies some important policy principles which the Department will apply when looking at making decisions about public transport provision.

5.3   The Department would like to provide a public transport service that meets everybody's needs but it cannot afford to provide a public transport service that meets everybody's wants. It cannot provide regular timetabled services on the off-chance that a resident will want to take the bus home after a night out or may want to take the bus to work when their car is being serviced. Whilst demand responsive services using smaller buses in rural areas may well be able to meet both needs and wants there is no guarantee that the service will be provided at a time that is ideal for the intending passenger because these services are primarily designed to ensure social inclusion. Whilst the TAS Partnership report concluded that the Department earns more per bus than any comparable operator, our services need to attract enough passengers to be viable and the overall network has to be operated efficiently.

5.4   The overall cost of public transport services was expected to be £9.7m in the 2019/20 financial year, but in June 2018 Tynwald voted to reduce the cost of public transport on the Island by £1m over 3 years. This reduction in subsidy will be achieved by both increasing income and increasing efficiency.

5.5   The TAS Partnership report offered a comparison against other similar jurisdictions, in respect of the Island's bus fares and the general costs in Scotland, England, Wales, the Channel Islands and other Islands. It also provided a 3 mile journey comparison, to other UK operators. The Island fared well comparatively. **Appendix One** illustrates the tables, extracted from the TAS Partnership report.

6   Policy Context

6.1   This Strategy links to a number of other Government strategies and overarching policy documents. Throughout this Strategy, reference is made to these various documents. We will continue to work closely with others inside and outside Government to ensure that our public transport policies align to other relevant Strategies and Policy initiatives. The key policies and strategies are illustrated below and a table included in **Appendix Two** to this Strategy sets out more detail as to how these documents align.

Figure 2: relevant policy and strategy topics
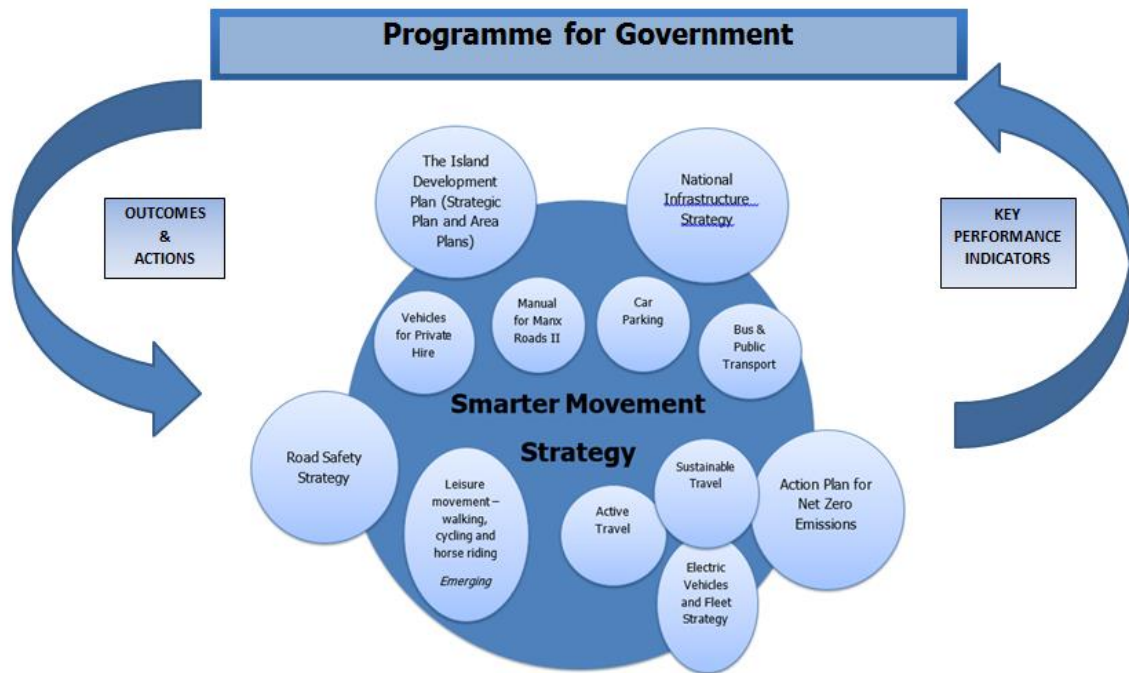
7 A description of Public Transport on the Isle of Man

7.1 Public Transport on the Isle of Man has for many years been delivered by bus services that operate on routes across the Island. The map in Figure 3 provides a snapshot of these services, as provided in May 2021.
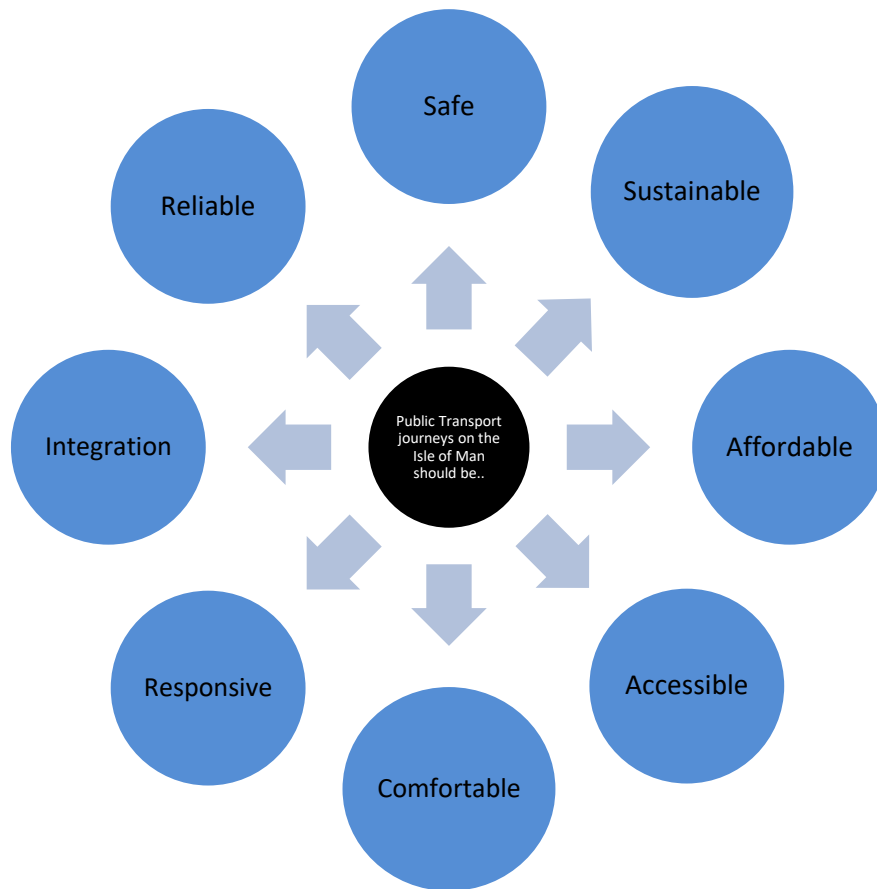
Figure 3: Island bus and rail services

7.2 Timetabling advances ensure that the transport services integrate with one another meaning that bus interchange times are kept to a minimum and that buses arrive and depart at times to meet the boats and planes at the Island's gateways.

7.3 Almost every recognised settlement on the Island has some level of service provision. This may be in the form of a scheduled bus service or more recently, in some locations, service is also derived from a more demand responsive transport. Bus usage on the Island is growing steadily, and revenue is up from £2.1M to £3.3m in 7 years.   Revenue increased nearly 14% between 2016 and 2017. Some of this has been as a result of ensuring correct fares are collected through revenue protection inspections and increased use of smartcards, the rest through passenger growth.

7.4 In the period 2019/20 a total number of 3,495,274 passenger journeys were made on the Island's buses.   A comparison of the figures for the period April 2019 to February 2020 (pre-Covid-19) had seen a year-on-year increase of 50168 passengers, (1.5%).   Passenger figures are now increasing month on month post-Covid, and in September 2020 they were only 15% down compared with September 2019.

7.5 Over recent years, the Department has introduced a number of initiatives aimed at improving the passenger's experience of travelling on public transport. These have included the introduction of smart cards, contactless payment, the provision of real time bus data, on-bus USB charging points and the availability of free Wi-Fi on all of the Island's buses. Increasingly social media is becoming more important as a mechanism to communicate real time travel information and use of this is growing, particularly by regular passengers.

8 Key Policy Objectives and Associated Actions for Public Transport Journeys on the Isle of Man

Figure 5: Key Policy Objectives

Safe

Reliable

Sustainable

Integration

Public Transport journeys on the Isle of Man should be..

Affordable

Responsive

Accessible

Comfortable

Our key policy objective for safety is:
To ensure that our public transport system is properly maintained and properly operated so that it is safe for our passengers, staff and the wider public.

Our key policy objective for sustainability is:
To ensure that our public transport service is environmentally and financially sustainable.

Our key policy objective for affordability is:
To provide an affordable and sustainable public transport system.

Our key policy objective for accessibility is:
To ensure that all parts of a journey are as accessible as possible to as many customers as possible, regardless of their age and mobility, without compromising the key policy objective of safety, so that Island's social and economic needs are met.

Our key policy objective for comfortable is:
To ensure that all of our passengers enjoy their journeys.

Our key policy objective for integration is:
To develop a fully integrated, public transport network that provides an attractive and effective alternative to travelling by car.

Our key policy objective for responsiveness is:
To develop a public transport system that can meet the changing social and economic needs of the Isle of Man.

Our key policy objective for reliability is:
To develop a transport network that offers reliable journey times and gives people the confidence to use public transport.

8.1   In order to meet these aims the Department has identified a number of actions. Some of these are already under way whilst others will be undertaken over the coming years. **Appendix Three** sets out an action plan for this Strategy by listing all of these actions, along with a brief commentary regarding activity to date.

Actions linked to safety
8.2   The safety of journeys by public transport is paramount. Travelling by bus is one of the safest ways to travel by road and the passenger has the right to believe when boarding a bus that the bus is safe.

8.3   The Department is committed to ensuring that all bus services are safe for all those using, operating or sharing the road. A continued maintenance programme is in place and will be supported by the required budget.

8.4   Work will also continue to ensure that those travelling on public transport feel safe whilst waiting for and using the service. We hope to provide better accessibility and facilities at major bus stops, including shelter lighting and up to date information.

Actions linked to sustainability
8.5   Our bus service makes a huge contribution to overall sustainability. In general terms, the more people that travel by bus the fewer journeys are being made by car, reducing traffic volumes and emissions. Again in general terms, it is estimated that by taking the bus instead of the car, greenhouse gas emissions can be reduced by almost 2/3. Work will be undertaken to encourage more people to swap those journeys being made by car to active means where this is feasible, to the bus or to a combination of bus and active travel.

8.6   As we move towards a net zero carbon economy and society, there is a risk that the most vulnerable members of society could be left behind. Affordable transport connectivity will therefore be vital to ensure that there is a "just transition" to net zero for those sections of our communities.

8.7   Whilst the current bus fleet runs to Euro V or Euro 6 compliance levels in terms of reduced pollutant and particulate emissions, in August 2020 the Department took delivery of 6 single deck low emission hybrid buses and is undertaking trials on even greener ways of powering the buses. The approved policy on the *Isle of Man Government Action Plan for Achieving Net Zero Emissions by 2050 and Moving Towards Low Emission Travel* (GD 2019/0010), include these commitments, which

will be addressed in the Department's Fleet Strategy. At present the Department is "technologically neutral" in terms of large vehicles meaning that the trial of buses will include electric buses but also other technologies too. The trial will need to look at how best these types of technology can be accommodated into the Island's transport network. The financial aspect will also need to be considered to ensure that the change in technology offers best value long term.

8.8   Our vision for public transport on the Isle of Man is that the delivery of the service needs to be financially sustainable and is balanced against the financial constraints in which we need to operate. To achieve this, the Department will continue to seek commercial returns and to reduce operating costs.

Actions linked to affordability

8.9   The Department will continue to find ways to increase the amount of income generated from its public transport network whilst improving the overall efficiency of the service. Almost all of our passengers are honest but we don't think that it is fair that these people pick up the cost of carrying those who don't want to pay for the journeys they make. We will consider introducing penalty fares to discourage all forms of fare evasion.

8.10   In order to be a viable alternative to the car there needs to be co-ordination between the provision and cost of parking in town centre locations. The role of public transport will be taken into consideration in the wider work being undertaken on parking on the Island.   A viable and sustainable public transport system needs to be based on a realistic and attractive proposition for the travelling public.

8.11   Vehicle ownership on the Isle of Man is high. In October 2020, there were 64,989 cars registered on the Isle of Man and 6,800 motorcycles which, in theory at least, could be used instead of public transport. This level of access to a private vehicle is significantly higher than in the UK and therefore presents a greater challenge to encouraging people to make more journeys by public rather than private transport.

Actions linked to accessibility

8.12   Accessibility includes all phases of the journey from planning, getting to the bus stop, getting on to the bus, travelling on the bus, getting off and then finally moving from the stop or station to the destination point.

8.13   The first point of making the journey is planning to travel. Technological solutions and social media are being used to enable passengers to plan journeys and to keep them informed as to what is happening in real time across the transport network. We will work to make sure that everyone can access up to date travel information and that next stop information is provided to help those less familiar with our services.

8.14   We will also look at a person's journey to and from bus stops to ensure that these are accessible and well signed.

8.15 Work will progress on making bus stops accessible and safe. This will be achieved through the introduction of lighting and changing surfacing to ensure that bus stops are accessible to all. When undertaking improvements to the Island's highways, consideration will be given as to whether there is scope to improve bus stop accessibility at that location.

8.16 We are committed to ensuring safe accessibility to the service for our passengers and will ensure that our buses accommodate passengers with disabilities.

8.17 We will develop a Manx version of the Confederation of Passenger Transport UK (CPT) voluntary code for the use and acceptance of Mobility Scooters on low floor buses adapted to carry wheelchairs. We will establish a steering group to include disability user and passenger representation, to inform adoption of the code and other aspects of accessibility to bus services.

Actions linked to comfortable

8.18 Whilst the safety of our passengers is our primary concern, their comfort is important too. Passengers who enjoy their journey are more likely to regard fares as offering good value, more likely to make repeat journeys, and more likely to recommend our service to others.

8.19 We will ensure that all our buses are kept clean and tidy and are free from wear and tear. We will attend promptly to any damage.

8.20 We will buy and maintain vehicles that provide good standards of passenger comfort, including on-board Wi-Fi, charging points and information displays.

8.21 We will monitor customer satisfaction by asking passengers to rate their journeys.

Actions linked to responsiveness

8.22 Demand responsive transport has been trialled by the Department to provide a responsive service that caters for specific demands in certain areas of the Island. This will be developed for other areas to provide a tailored approach to meeting local needs and will vary according to population density and access to local services, eg schools, shops, healthcare, cafes etc.

8.23 Although there is no statutory requirement for the Department to carry children to and from school, where there are large numbers of pupils travelling in catchment areas special provisions are often made.

8.24 The annual timetable revisions will continue to ensure that services best meet demands by taking into account the principles of service provision which are detailed in Section 10.

Actions linked to integration

8.25 How bus services are integrated into the urban environment is crucial in terms of ensuring a viable and sustainable service. The Isle of Man Strategic Plan 2016 includes policies which direct that new developments should be located close to existing public transport facilities and routes as well as ensuring that the layout of

developments makes provision for new bus routes. The Manual for Manx Roads II will provide detailed guidance for developers on how best to integrate public transport into developments. Work will continue to ensure that new developments are integrated with public transport. **Appendix Four** includes some initial considerations.

8.26   Work is being undertaken to ensure that there is an integration of services at the major transport hubs. Services that connect different modes of travel will be timetabled to ease the customer journey.

8.27   Integration is also about how passengers travel to and from the stop at which they join the public transport network or leave the service. Work is progressing alongside the Active Travel initiative to investigate how best to integrate active forms of transport with the bus and rail network.   Integration of transport options will also be the focus of consideration into the future development of park and ride facilities in Onchan and Ramsey.

8.28   Real time travel data is now available to enable those who are travelling to be able to manage their journey. Advances in technology in this area will be continuously monitored and will be adopted where appropriate.

8.29   The review of the timetabling also provides an ability to ensure that the bus service is aligned to off Island travel. This can accommodate services capable of enabling passengers to travel to and from the international gateways by public transport which can be actively promoted as such.

Actions linked to reliability

8.30   Our bus services are operated by modern, well-maintained buses and are highly reliable. Clearly, there can be delays when there are problems on the roads, such as might be caused by traffic controlled road works or bad weather. Our fleet is subject to a rolling programme of regular maintenance and modernisation. Single deck buses and minibuses have a cost-effective operational life of 8 years on the Isle of Man; double-decker buses are cost-effective to 10 years of age. Modern vehicles offer our passengers a reliable, safe and enjoyable journey.

8.31   We will continue to set high standards for reliability and to follow a planned, preventative maintenance regime. We will make full use of a range of technologies to keep customers properly informed of any service changes.

8.32   Where there are routes where journey times could be improved by bringing forward traffic management solutions then the Department will work in a co-ordinated manner to ensure that these issues are identified and the appropriate solutions are developed.

9   Ensuring that the Public Transport network meets the Vision and Strategic Objectives

9.1   The Department of Infrastructure is responsible for the Island's public transport bus service. This service is operated under the trading name of 'Bus Vannin'. The Minister of Infrastructure makes decisions regarding the bus service, supported by a

political member and based on advice from Departmental Officers including the Chief Executive Officer, the Director of Transport Services and the Department's Finance Director.

10   Service Provision Principles

10.1   The Department wants to provide the best public transport service that it can within the various operating and financial constraints. This involves carefully balancing and considering all needs for and benefits of our Island public transport network before determining how to best use the resource available to address all these factors.

10.2   The Department has devised the following principles to help determine how best to balance demand and cost. It will use these principles when making decisions about service provision to make sure that our public transport system meets the strategic aims of this strategy.

Service Provision Principle 1

10.3   Bus routes are based on social and economic need. Decisions regarding the provision of routes will not be made solely on the basis of income generated i.e. all those using public transport for journeys of necessity, whether they have paid a full fare or are travelling on a concessionary pass, will be afforded equal weight in the decision making process.

Service Provision Principle 2

10.4   Before making major changes to services the Department will consider the needs of those who use the services.

Service Provision Principle 3

10.5   The Department will explore any changes that could be made to make service provision more efficient and any commercial opportunities before removing or reducing service provision.

Service Provision Principle 4

10.6   When making decisions about service provision the Department will take into consideration the wider benefits of public transport provision and professional advice about levels of patronage or other relevant indicators of demand.

11   Monitoring and Review

11.1   This document only focuses on bus travel on Island. It is accepted that there is a wider context for travel including the off-Island travel requirements and the other ways that people use to travel around the Island (cycling, walking and driving for example).

11.2   The Department has a key performance indicator to grow the number of bus passenger journeys, and will continue to measure and report on this as required. In addition it is recognised that there is more work to be undertaken to better understand the customers using the public transport services on the Isle of Man.

11.3   The Department will monitor progress against the actions outlined in this strategy.

Appendix One

Extracts from TAS Partnership 2018 Report
(comparison prices)

The TAS Partnership report offered a comparison against other similar jurisdictions, in respect of the Island's bus fares and the general costs in Scotland, England, Wales, the Channel Islands and Islands.

| | Town to Airport | | 3 miles | | Multi Journey | | |
	Cash	Card	Cash	Card	Day	Week	Month
Shetland	£2.90	£2.32	£1.40	£1.12	-	-	-
Jersey	£2.00	£1.55	£2.00	£1.55	£7.50	£21.00	£45.00
Guernsey	£1.00	£0.55	£1.00	£0.55	£4.50	£16.00	£20.00
Isle of Man	**£2.70**	**£2.08***	**£1.30**	**£1.05**	**£7.00**	**£23.00**	**£80.00**
Scotland av	-	-	£2.03	-	£4.60	£17.50	-
England av	-	-	£2.38	-	£4.97	£17.02	-
Wales av	-	-	£2.51	-	£5.03	£17.33	-

*Twelve journey ticket price, divided by 12.
Information correct at time of TAS Partnership Report preparation (2018)

The TAS Partnership report also offered a comparison of the Island's bus fares against other UK operators, presenting it as a 3 mile comparison.

Operator	Average single	Average Day	Average Week
Bus Vannin	£1.30	£7.00	£23.00
Blackpool Transport	£2.10	£5.00	£14.50
Halton Borough Transport	£2.41	£4.00	£16.00
Network Warrington	£2.45	£5.95	£25.50*
Newport Transport	£1.80	£3.63	£15.50
CT4N	£1.20	£3.00	n/a
Rosso	£2.90	£4.75	£18.00
Translink – Metro	n/a	£3.50	£15.00
Translink – Ulsterbus Town	n/a	£2.20	£10.00

*NFS 2017 = £11.50 as full network ticket cannot be purchased on bus

* Information correct at time of TAS Partnership Report preparation (2018)

Appendix Two

Strategy/Policy Document	Relevance to this Strategy
Programme for Government	Provides overall direction to ensure that there is an ability to travel efficiently by public transport around the Island. Includes a national indicator to show an annual growth in the number of journeys made by bus.
Isle of Man Government Action Plan for Achieving Net Zero Emissions by 2050 Phase 1 January 2020 GD 2019/0101	An action plan that identifies actions for immediate implementation for the forthcoming 12 months to achieve net zero emissions by 2050 and commits to gathering further evidence to implement an ambitious programme of actions in the longer term.
Isle of Man Strategic Plan 2016	Provides overarching strategic policy to reduce the number of journeys made by private vehicles and on how to integrate public transport into new developments.
Smarter Movement Strategy	Sets out the Department's strategy for moving smarter, linking together various existing and planned Departmental strategies and their contribution to delivering the Smarter Movement Strategy.
Active Travel Strategy	Encourages a more active means of travel either for a whole journey or for part of a journey. Recognises the role which public transport can play in supporting this modal shift.
Road Safety Strategy	Whilst this does not specifically relate to public transport there is a role for public transport to support this strategy by way of providing a viable means of transport to assist in lowering the instances of drink driving on our roads.
Low Emissions Vehicle Strategy	This strategy looks at how best to accommodate and support the move to low emissions vehicles. Work is progressing to lower emissions within the current bus fleet but the strategy sets new targets.
National Infrastructure Strategy	A long term strategy covering all aspects of infrastructure on the Island. Recognises the role public transport plays in facilitating movement around the Island as well as the role it could play in reducing surface level transport carbon emissions.
Area Plan for the East	This will allocate new development sites in the East of the Island. Will be important that the requirements for buses are adequately integrated into these developments where required.
Manual for Manx Roads II	This detailed document sets out the road hierarchy and hierarchy of users. It also prescribes the way in which the Island's roads are to be engineered. In this respect it plays an important role in integrating buses into the urban environment.
Parking Strategy (emerging)	The availability and cost of car parking is a fundamental driver of public transport use. As a follow on from Phase

	1 of the Isle of Man Government Action Plan for Achieving Net Zero Emissions by 2050 there will need to be a careful approach to balance the provision and cost of car parking with the viability of town centres as well as enabling public transport to play a part in meeting the needs of those travelling into towns.
Fleet Policy (emerging)	As a follow on from Phase 1 of the Isle of Man Government Action Plan for Achieving Net Zero Emissions by 2050 and the Low Emissions Transport Policy the Department is committed to preparing a policy for Government Fleet. This will look at how to accommodate electric and other technologies into the fleet. This policy will apply to the Bus Fleet. In advance of this within the actions under the policy objective of sustainability in this strategy the commitment is given that the Department intends to incorporate new technology into the bus fleet.

Appendix Three

Action Plan

REF		Action	Activity
SAFE	1	Ensure that there is a continued maintenance programme in place.	Ongoing. There is a revenue budget for Bus & Rail of £1,205,500 (20/21).
	2	Provide better facilities at major bus stops, including shelter lighting and up to date information.	Work is ongoing, firstly in ensuring up to date information is available, and then followed by a review of shelter conditions for our passengers.
SUSTAINABILE	1	Work to encourage more car journeys to be made by either active means or bus.	Active travel action plan. As identified on the Action Plan for Net Zero Emissions, work to identify a package of cross-cutting measures in 2021 that will promote public transport and active travel
	2	A trial of electric buses and buses fuelled by other technologies will be undertaken.	Department took delivery of 6 hybrid buses in August 2020 and is awaiting confirmation from vehicle supplier as to when a trial of fully electric vehicles can commence.

	3	In order to achieve financial sustainability the Department will continue to seek commerical returns and a reduction in operating costs.	Budget reduction already in place. Full reduction of £1million by start of 2022 financial year phased over three years from 2019/20 financial year.
AFFORDABLE	1	Introduce Penalty Fares to discourage all forms of fare evasion.	Legislative requirements currently being assessed. If primary legislation is required aiming for introduction to the branches in 2022.
	2	Give due consideration to the linkage between public transport and the provision of parking in town centres.	This will be addressed in the car parking strategy due to be finalised late 2021
ACCESSIBLE	1	Ensure that everyone can access up to date travel information and provide next stop information for those less familiar with our services.	Work is ongoing, to ensure up to date information is available, and next stop technology is provided.
	2	Ensure that the journey to and from bus stops is accessible and well signed.	This work has not yet started.
	3	Introduce suitable lighting and surfacing to ensure that bus stops and platforms are accessible to all.	Work is ongoing, in order to review our shelter provision and conditions for our passengers.
	4.	Develop a Manx version of the Confederation of Passenger Transport UK (CPT) voluntary code for the use and acceptance of Mobility Scooters on low floor buses adapted to carry wheelchairs.	This work is being progressed Autumn/Winter 2021

	5.	Establish a steering group to include disability user and passenger representation, to inform adoption of the code and other aspects of accessibility to bus services.	The steering group has been established, and membership will be extended to include disability user representation Auturmn 2021
COMFORTABLE	1	Ensure all our trams, trains and buses are kept clean and tidy and are free from wear and tear. Promptly attend to any damage.	Ongoing.
	2	Purchase and maintain vehicles that provide good standards of passenger comfort including where appropriate next stop announcement, on board wi-fi, charging points and information displays.	The Department has a robust bus replacement programme for the next 9 years which is updated annually.
	3	Monitor customer satisfaction by asking passengers to rate their journeys.	A customer satisfaction survey will be taken forward by the Public Transport Committee.
INTEGRATED	1	Ensure that new developments are integrated with public transport.	This is addressed in the Manual for Manx Roads II.
	2	Ensure that there is an integration of services at major transport hubs.	This business as usual and is picked up during the timetable changes.
	3	Ensure there is integration between public transport and active travel.	Transport services are represented on the Active Travel working group and actions reported through that workstream.
	4.	Consider the future development of park and ride facilities in Onchan and Ramsey to ensure integration of transport options.	This work has not yet started.
	4	Ensure that advances in new technology that aid integration are monitored and where appropriate adopted.	The Department continues to monitor advances and will bring them forward as appropriate.

	5	Ensure that public transport services align and are integrated with the arrival of international travel arrivals and departures from the Island's gateways.	This is business as usual and is picked up during the timetable changes.
RESPONSIVE	1	Continue the programme of monitoring Demand Response Transport and develop this service for other areas where appropriate.	The *ConnectVillages* service has been expanded to a greater area in the North of the Island and will be extended to provide an evening service on a trial basis subject to appropriate approvals. Node-based Demand Reponsive Transport will be provided for the Foxdale and Ballamodha areas subject to appropriate approvals
	2	Ensure that the services provided best meet demands by taking into account the service provision principles in this document.	Ongoing.
RELIABLE	1	Ensure that the rolling programme of regular maintenance and modernisation is continued.	There is a revenue budget for Bus & Rail of £1,017,304 (19/20), plus capital budget and minor capital works budgets.
	2	Ensure that customers are informed of any service changes.	This is an on-going action with any changes to services reported over social media. As noted above the Department continues to monitor advances in technology and will bring solutions forward when feasible.
	3	Work in a co-ordinated manner to ensure that where there are routes where journey times could be improved by bringing forward traffic management solutions these are developed.	The Highway Services Divison and Transport Services Division meet regularly to review routes. Both teams are also engaged in the preparation of the Area Plans to ensure that Public Transport

				is recognised in proposed developments.

Appendix Four

Integrating Buses into the Built Environment

The Isle of Man Strategic Plan which sets out the way in which development should occur includes policies which aim to reduce reliance on the private car and seeks to accommodate buses within new developments.

The following extract from the Department's Manual for Manx Roads II sets out the design guidelines and principles for the road network for new developments on the Isle of Man. The Department will ensure that guidance regarding public transport continues to be reflected in future iterations of that document.

Public Transport

1.1.1 Providing public transport links to or through the development must be considered at an early stage in the design process. A developer is encouraged to consult IoM Public Transport Division prior to submitting a planning application.

1.1.2 Bus routes through the site should be direct, well related to the development as a whole, easily negotiable by appropriate sized buses and accommodate suitably sized stopping areas.

1.1.3 Public transport infrastructure should be provided at an early stage in the development, even if a site is only part occupied. Infrastructure in terms of road widths and potential stopping areas will be required where there is potential for small housing developments to be linked into a neighbouring future development that cumulatively will require the development of a penetrative bus route.

Public Transport Design

1.1.4 In respect of developments that generate significant amounts of movement, the proposed roads likely to be used by buses should be identified at the outset of the design stage and should be sufficiently extensive to ensure that the entrance to each dwelling is within a reasonable walking distance of a bus stop (when measured along the most appropriate walking route rather than the direct 'crow flies' distance).

1.1.5 Higher density housing should be located close to public transport routes, with lower densities in more remote parts of the site. The maximum walking distances to the nearest bus stop from any residential property should, on flat ground, not be greater than 400 metres. The maximum walking distances to the nearest bus stop from any residential property on hilly ground should be less than 400m.

1.1.6 Large, phased developments should make provision for the earliest phases to be served by buses. Provision and phasing will require detailed consideration at the planning application stage and will need to be incorporated into any legal agreement tied to the planning consent.

1.1.7   Developers should ensure that identified bus routes within a development allow for buses to travel in both directions. It should always be possible to pass two buses along the majority of the proposed route except in agreed localised narrowing.

Bus Stops

1.1.8   The provision and position of bus stops locations should be considered in the initial design of the road layout, together with the location of bus shelters. To minimise the impact on resident's amenity, bus stops should not be located directly in front of windows of ground floor rooms.

1.1.9   Bus stop locations should be included in the road safety assessment process to ensure the location of the bus stop does not create a road safety risk to bus users, other traffic and the bus driver. Bus stops must be clearly marked on all plans well in advance of any house building operations and brought to the attention of potential house buyers to avoid any problems when a service starts at a later date to the occupation taking place.

1.1.10   Bus stops should be located to give the best penetration into the development site by means of associated footpaths and they need to serve the greatest catchment area possible in terms of convenience. Pedestrian crossing facilities may need to be considered on busier roads to provide safe and convenient access to and from bus stops.

1.1.11   In the exceptional circumstances where a cul-de-sac is unavoidable on a development that is to be served by a bus service, it will be necessary to provide adequate turning facilities at a suitable point within that development. These facilities will usually coincide with the position of a bus stop and the planning of such facilities must be well thought out in respect of any potential frontages, both in terms of possible on-street parking and the nuisance sometimes associated with bus stop facilities. Even along a no through road, attempts should be made to ensure that there is a loop road enabling buses to return along the street without having to reverse back and forth.

1.1.12   Bus stops provided on, or adjacent to existing highway networks should be placed as close as possible to footpaths and footways providing access into the development. In addition:

   kerb design should include Kassel kerbs with a 180 mm show positioned for front entrance buses (see our Standard Construction Details SD/17)
   provision should be made for electrical supply for lights and passenger information cables
   provision should be made for data cables for passenger information systems

Personal Safety

1.1.13   The popularity and sustainability of public transport systems relies heavily on the public perception of personal security, anti-social behaviour and vandalism. The operating strategy can be affected by incidents affecting staff safety and security, which occur particularly at night. The design of the overall system and its component parts must consider all environmental design issues which will help reduce the opportunity for crime and anti-social behaviour.

Bus Priority Measures

1.1.14   Opportunities to provide bus priority measures to improve bus service reliability for existing and enhanced bus services serving the development should be identified. Measures could include bus lanes, bus priority equipment at signal controlled junctions and bus only routes connecting the development to the local highway network. The potential for such measures should be discussed with the Department at the earliest possible opportunity.