



Bus Service Improvement Plan (BSIP) – Progress Report Summary – March 2026

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

 **26.4%**

25/26 bus passengers were up 26.4% compared to 22/23

 **14%**

Between April 2025 and March 2026 monthly totals were up to 14% higher than pre-pandemic levels

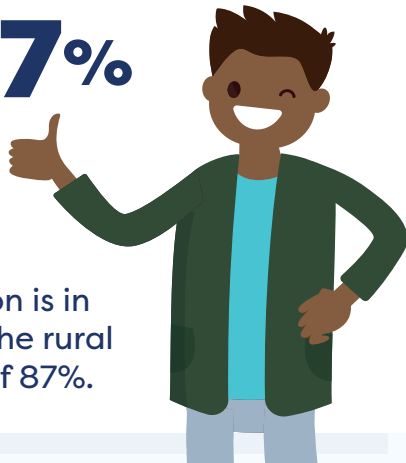


Target: Improve bus passenger satisfaction to 95% by 2027

Currently satisfaction is at

87%

Customer satisfaction is in line with the rural average of 87%.



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

Currently satisfaction is at

61%

 **6%**

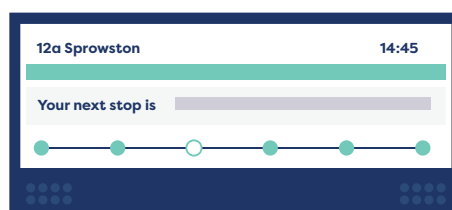
The change in national fare cap impacted satisfaction in 2025, including Norfolk, which dropped by 6%.



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

40%

Time Period	Buses with displays installed (% total fleet)
Baseline	61 (13%)
Mar 2026	236 (40%)



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

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

The target has now been achieved, despite factors such as weather and roadworks having an influence.

Time Period	Reliability
Baseline	80%
Mar 2026	99.5%

99.5%

Target - Increase the punctuality of bus services at all timing points to 95%, by 2027.

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

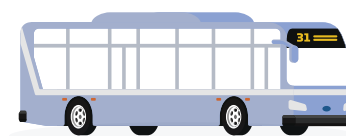
Time Period	Buses on time (% all at bus stop)
Baseline	70%
Mar 2026	75%



75%

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

Time Period	% Euro VI	% Zero Exhaust Emission	Total
Sept 2021	18%	0%	18%
Mar 2026	34%	13%	47%



47%

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

- **262** bus stops across Norfolk have been upgraded.
- **4527** bus stops (90%) are now DDA compliant.

91%



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

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

Time Period	Parishes meeting or exceeding target (%)
Dec 2023	72.9%
Mar 2026	82.7%

82.7%



Bus Service Improvement Plan (BSIP) – Progress Report Summary - September 2025

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

▲ **15.5%**

24/25 bus passengers were up 26.7% compared to 22/23

▲ **14%**

Between April 2024 and March 2025 monthly totals were up to 14% higher than pre-pandemic levels

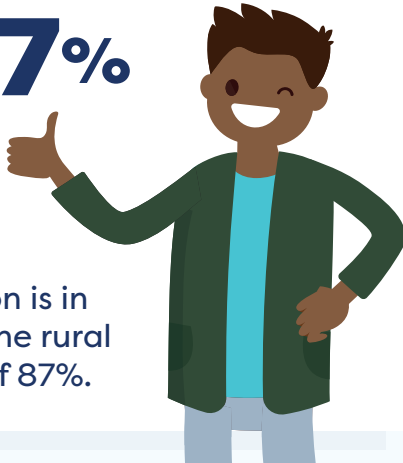


Target: Improve bus passenger satisfaction to 95% by 2027

Currently satisfaction is at

87%

Customer satisfaction is in line with the rural average of 87%.



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

Currently satisfaction is at

61%

▲ **5%**

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



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

23%

Time Period	Buses with displays installed (% total fleet)
Baseline	61 (13%)
Sept 2025	195 (38%)



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

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

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

Time Period	Reliability
Baseline	80%
Sept 2025	99.6%

99.6%

Target - Increase the punctuality of bus services at all timing points to 95%, by 2027.

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

Time Period	Buses on time (% all at bus stop)
Baseline	70%
Sept 2025	82%



82%

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

Time Period	% Euro VI	% Zero Exhaust Emission	Total
Sept 2021	18%	0%	18%
Sept 2025	35%	15%	50%



45%

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

- **236** bus stops across Norfolk have been upgraded.
- **4501** bus stops (84%) are now DDA compliant.

90%



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

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

Time Period	Parishes meeting or exceeding target (%)
Dec 2023	72.9%
Sept 2025	82.7%

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