



# Our Plan for Your New Network

**Bus services for a post-pandemic Dundee**

**XPLORE**  
Dundee

Produced autumn 2020



[xploredundee.com](http://xploredundee.com)



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# Introduction

- ❖ What is the state of play?
- ❖ How big is the challenge?
- ❖ Where do we go from here?



# Introduction

2020 will forever be known as the year the world changed.

Everything about our everyday life is different: how we interact with family and friends; how we conduct business; how we work, shop, relax and learn. As a result, the numbers of people moving around (especially in the traditional 'peak' hours) is far less than it ever was before. That does not just apply to demand for public transport; there is also less general traffic on the roads as well. Although numbers are rising again as activity resumes, it is still a very gradual - and very delicate - process. **It will take us a long time to recover fully** (if we do at all) to pre-pandemic levels.

The optimistic forecast for 2021 is to see 70-80% of passengers travel with us again. But with things still very fluid and subject to change at any moment, this is not a hard-and-fast prediction. The simple fact is: we do not know what things are going to look like next year. Nobody knows.

During the lockdown period, patronage dipped to a low of 13% versus the prior year. As stark as this figure is, among all the cities in Scotland, **Dundee actually retained the highest levels of demand** for public transport. Though this shows Dundee to be in a marginally stronger position than other places, nonetheless, it lays bare just how severe the challenge before us really is. During Phase 2 of the exit route from lockdown, demand hit a high of 36%. During Phase 3, it ranged between 45% and 52%. And, when the new academic year began in August, it reached a high of a little over 60%.

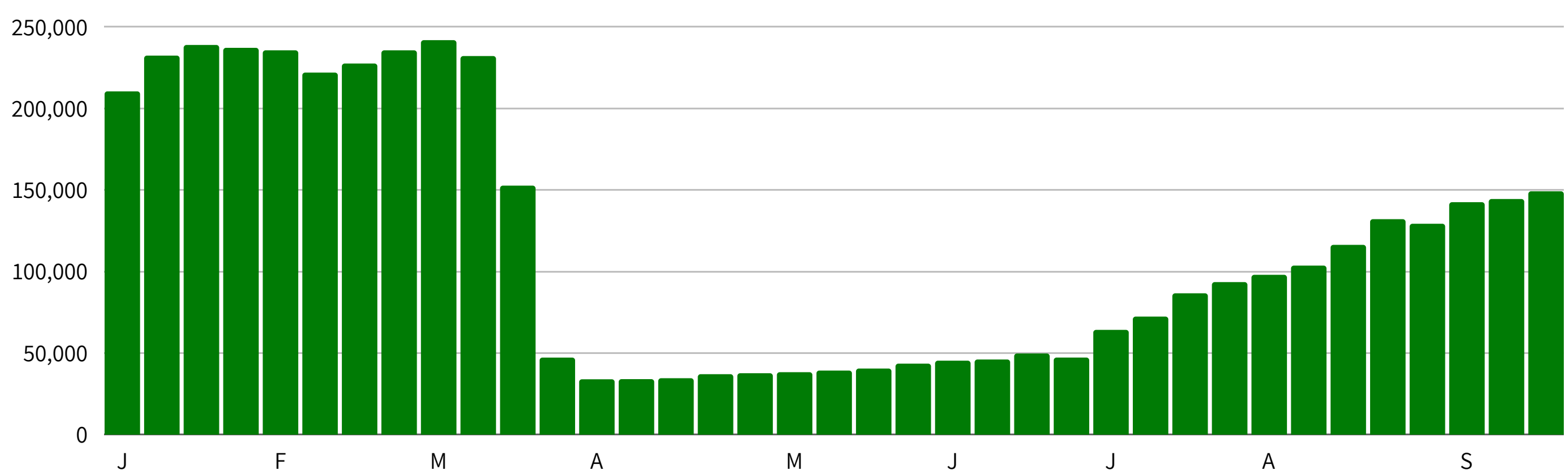


Figure 1: Weekly total patronage on Xplore Dundee services, January to September 2020

In order to sustain Dundee's bus service in the long-run, we have thought long and hard about how we could do things differently to meet new needs in a changed world. The purpose of our plan is to economise resources and sustain your service so that it is fit for the future, whatever it may bring. We firmly believe that these changes will mark **a good deal for Dundee**: more than 95% of households will continue to live within five minutes of their nearest bus service; journey times will be as quick (if not quicker) as they ever were before; and major destinations will still be served. Connecting our communities is at the heart of what we do, and our service will continue to play a key role in local prosperity.

Although this plan will inevitably entail a reduction in some places in some ways, we have worked hard to minimise that impact as best we can. After all: we are a bus company; **our mission is to run buses**. That is what we exist to do. And that is what we will continue to do, albeit in a new way.



We reflected earlier that nobody knows what will happen next - the one thing we do know, however, is that unless and until patronage recovers to 'normal' levels, we cannot afford to simply carry on as we were. Of course, these circumstances are not unique to Xplore Dundee or even to public transport as a wider industry. Every business faces a challenging and uncertain future, and must adapt to survive.

Nevertheless, there is cause for optimism in the longer term, as we seek to position buses as a central solution to the twin goals of **boosting air quality** and **cutting congestion**. We have already committed to ensuring our fleet is LEZ-compliant by 2025 - and we will do everything in our power to make this happen. Innovations in technology, plus investment in priority solutions to **speed up journey times**, will make public transport quicker and more convenient than ever before. We are pleased that Dundee City Council has been very supportive so far in helping us make this happen, and we look forward to working with them closely in the future. And we are investing in a **new smartphone app** to make it easier for passengers to plan and pay for their journey in advance.

Every challenge presents opportunity in its own way. These uniquely testing times are no different in that regard.

We also recognise that this has been a hard year for everyone - including in a financial sense. So, we are pleased to announce a **fares freeze** for 2021, meaning our passengers will not pay a penny more to board their local bus. It is always at the forefront of our minds to think about those who rely on us most to live their daily lives: whether that be to visit friends, go to work or do the weekly shop. A key part of our plan is to make sure using the bus is affordable and accessible, so that it is easy for everyone.

**In this report, we lay out our plan for your new network.** We aim, as we always have, to provide Dundee with a bus service that keeps people connected, supports the local economy and looks after our environment.

Even as everything else changes, those core values still (and always will) remain the same.



# Your New Network

- ❖ How frequent will buses be?
- ❖ How will we redesign routes?
- ❖ How will traffic trends impact on timetables?





# Your New Network

## Guiding Principles

Our plan for your new network was designed to be efficient, effective and to provide equality.

Efficient	We will economise resources whilst still providing fast, good-frequency service on simplified routes
Effective	We will keep connectivity between local communities and places of work, learning, leisure, shopping and healthcare
Equality	We will maintain walkable accessibility for more than 95% households. And we will aid the social & economic mobility of the thousands of Dundonians who rely on us

## Key Features of Your New Network

We explore each service in more detail later in this report, and a new network map is shown on page 7. In the meantime, below is a summary of the key features of how our new network is designed overall.

### Changing Frequencies

In the short term (as long as Government funding lasts), services will continue to run with full frequencies to support physical distancing. When this funding stops, however, bus services will once again need to raise enough revenue to cover basic costs such as driver pay, fuel and vehicle maintenance. The only significant way for us to economise resource is to slightly reduce frequencies on core services so that they require fewer vehicles to operate. Even with this, our plan still involves **good-frequency services which follow simpler routes**. On all core routes, in the long-run, buses will run up to every 10-15 minutes on weekdays and Saturdays.

	SERVICE	ROUTE	WEEKDAY	SATURDAY	SUNDAY	EVENING
	1	City Centre - St Marys	15 mins	15 mins	20 mins	30 mins
	5	Ninewells Hospital - Barnhill	15 mins	15 mins	20 mins	30 mins
	9/10	Outer Circle	30 mins	30 mins	60 mins	60 mins
	17	Ninewells Hospital - Whitfield	15 mins	15 mins	20 mins	30 mins
	18	City Centre - Claverhouse	15 mins	15 mins	20 mins	30 mins
	22	Ninewells Hospital - Craigowl	10 mins	10 mins	20 mins	30 mins
	28	Myrekirk - Douglas	10 mins	10 mins	20 mins	30 mins
	32	City Centre - Fintry	30 mins	30 mins	40 mins	60 mins
	33	City Centre - Whitfield	30 mins	30 mins	40 mins	60 mins

Figure 2: Future frequencies in Xplore Dundee's core services network



## Simpler Routes

Changing frequencies in the long run means we need a simpler network to provide the most efficient service under these new timetables.

By combining split routes into a single route where possible (for example: merging the 1a/1b into a new 1), we can deliver **better service where demand is highest**. Typically, we aim to make sure people are within 400m (or, approximately a five minute walk) of their nearest bus stop - which more than 95% of Dundonians already are, and would continue to be. But research (\*) also shows that people are willing to walk an extra 185m to a different bus stop in order to access a five minute improvement in frequency. For instance, somebody who lives on Rosemount Road in Ardler would previously have had the 1a pass by every 20 minutes. But, under our plan, service 1 would instead run along Turnberry Avenue every 15 minutes. That's an improvement in frequency, and, although the nearest bus stop would be a little further away in a different direction, it is still within **close walking distance**.

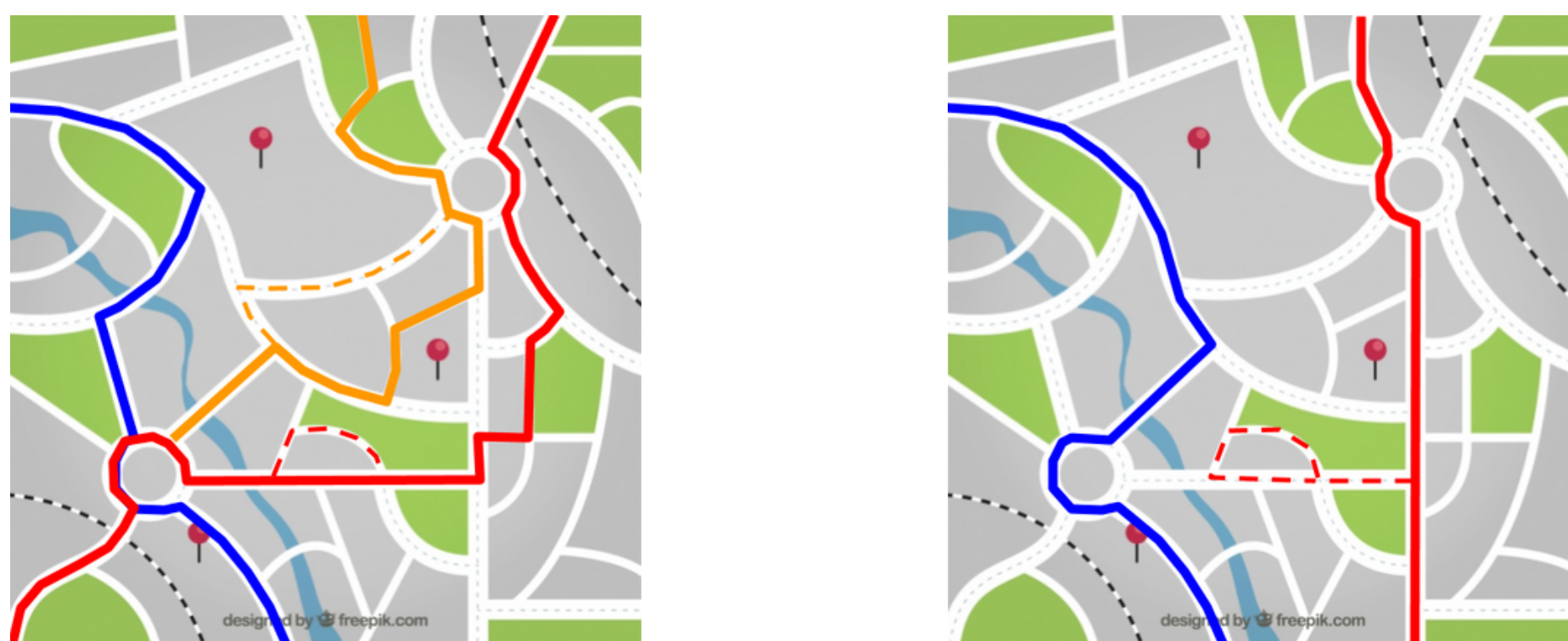


Figure 3: Generic diagrams showing theoretical contrast between split route and simpler combined routes

We already see this behaviour play out in the existing network. For example: many people who live in Lochee gravitate towards Bank Street, where they know multiple routes converge more often - even if that means walking beyond their nearest stop, where buses pass less frequently. Another example would be somebody living on Haldane Avenue in Kirkton who chooses the more frequent 22 from Strathmartine Road, even though the 18 stops slightly closer on Derwent Avenue.

In a further drive to **make the network easier to navigate**, we will greatly reduce route variations and detours. The only variations we will retain will be those which serve large employment centres (such as the Tesco Call Centre or Jack Martin Way) at shift times. Otherwise, across the board, buses will follow the same set route at all times. Even where those limited variations still apply, none of the usual stops of the main route will be missed out; rather, the extra stops will be added in as a 'dog-leg' extension on certain journeys before rejoining the main route again. This means passengers will have the comfort and convenience of knowing their local bus will always pick them up and drop them off at the same stops every time (unless a temporary diversion is in place due to a road closure).

Previously, some routes were almost tangled up by trying to achieve too many goals at once. These things were put in place, bit by bit, with good reasons which made sense at the time. In the context of adjusted frequencies, however, leaving routes as they were before would mean a more diluted network which is weaker and less effective. But, by getting back to basics now, the result will be streamlined routes which provide journeys that are **quick, convenient and more direct**. With this, we believe that not only can we win back our pre-pandemic passengers, but also win over new customers too.





Figure 4: New network map



# Keeping Connectivity

Your new network will continue to offer good-frequency access to key destinations such as: Ninewells Hospital, major employment areas, college campuses, schools and shopping centres. When necessary and where possible, buses will be scheduled to arrive at suitable times during low-frequency hours (such as early mornings or late evenings).

For those who need to take more than one bus to reach their destination, core routes will still connect with each other at easy interchange points throughout the city.

Once the new timetables are in place, **we will keep a close eye on passenger feedback**, and will engage with local businesses, to ensure our service is fit for purpose. We cannot guarantee that all suggestions will be acted upon, but we can promise that all comments will be taken into consideration once received.

# Re-evaluating Timetables

Lockdown has triggered changes in behaviour which have impacted traffic volumes on the roads. Because of trends like home-working and online shopping, the traditional 'peak' times are not nearly as busy as they used to be. This means we may need to change the way we produce timetables, as extra running time may no longer be required in those periods. Of course, less traffic congestion in general would be a welcome outcome of the lockdown period, as this will help us to run buses around the city much more quickly, efficiently and reliably. We will continue to keep an eye on traffic trends as things stabilise.

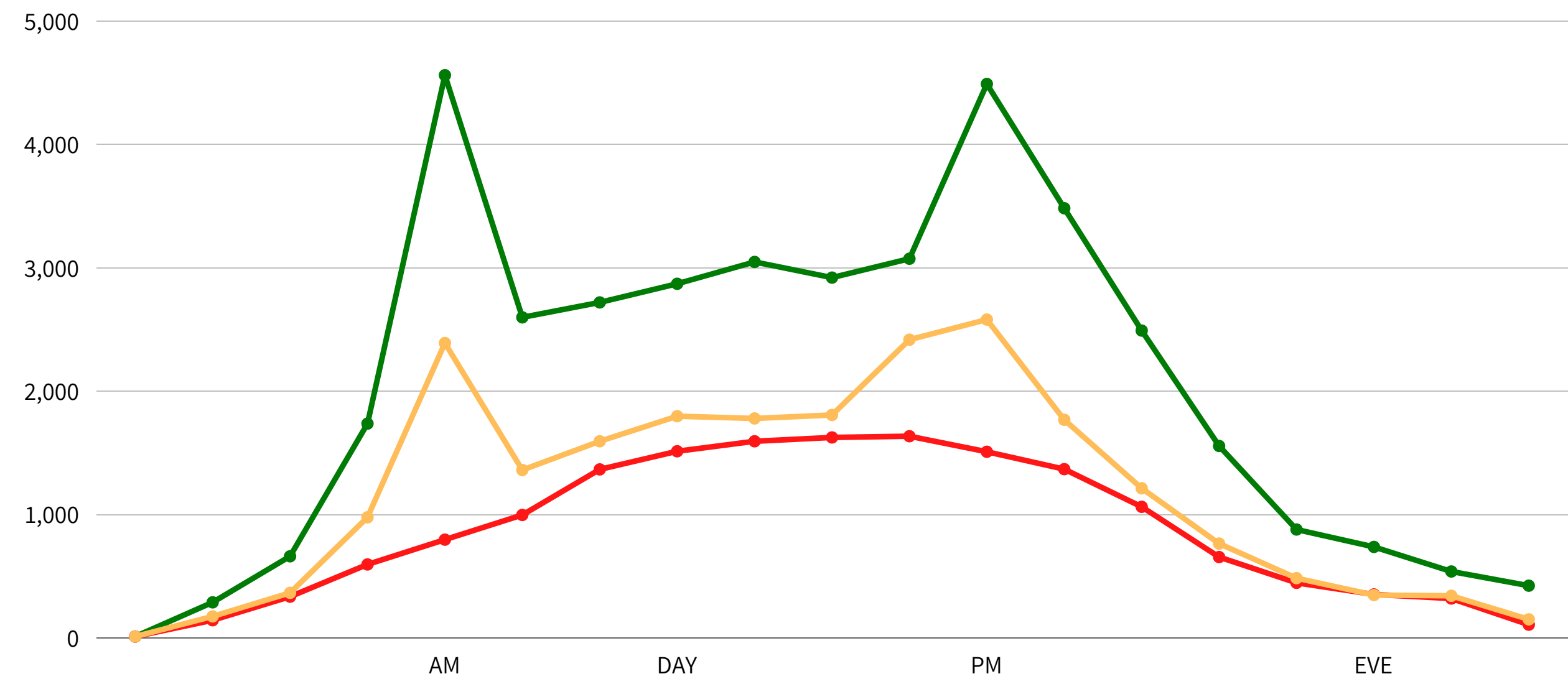


Figure 5: Passenger distribution during the day. Pre-pandemic in green. Phase 3 in red. August in amber.



## In-Fill Services

Alongside streamlining the network to focus on the busier core routes, there are some services which are unfortunately no longer viable for us to run on our own. But we recognise how crucial these services are to communities who could otherwise face difficulty. So, with a little financial support from Dundee City Council, we believe a series of daytime 'in-fill' services would complement the main network by plugging small gaps in certain 'island' communities (so-called because, though they technically fall within walking distance of their nearest core service, factors such as steep geography or a lack of pedestrian short-cuts create a barrier for those less mobile).

We have devised a series of routes which would cater for the following areas:

- Dryburgh
- Elmwood
- Lawside
- Magdalen Green
- Scott Street

These services would variously provide direct access to key destinations such as: the City Centre, Ninewells Hospital and local district centres. Where direct access cannot be provided to certain locations, each in-fill service would also connect with another core service at an easy interchange point.



# Services in Detail

- ❖ Where will the new routes go?
- ❖ How frequent will buses be?
- ❖ What is the logic behind certain changes?





# Service 1

## City Centre - St Marys

### Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
Up to every 15 mins	every 15 mins	every 20 mins	every 30 mins

### Summary of Changes

Existing split routes of services 1a/1b will be merged into a new, simplified service 1. Whilst physical distancing is required, buses on the new route will run up to every 10 minutes during the day; in the long-run this will drop down to every 15 minutes. This will allow us to adjust frequency (and economise resource) overall whilst actually increasing the number of buses to some unique route sections which were previously only served every 20 minutes.

The new timetable will be simpler and more consistent with a single main route. Only occasional journeys will extend to Baird Avenue to serve the Tesco Call Centre (targeted to coincide with shift times); this extension will not miss out any stops on the main route.

All of the areas currently accessed by services 1a/1b will still be within 400m (roughly a five minute walk) of a bus stop. In fact, some households in Ardler will be closer to their nearest stop than before. Some passengers will find themselves slightly further away from their nearest stop, but evidence suggests people prefer this to having a less frequent service nearby.

The new route map is shown for reference on page 13.

### Route Section: City Centre to Five Ways

- City Centre stance allocation at Courthouse Square, Albert Square and Victoria Road will not change
- Some early morning journeys (pre-0700) will continue to extend to Whitehall Street to accommodate transfers for onward travel to Ninewells Hospital
- Combined route remains unchanged as far as Dens Road before continuing via Moncur Crescent
- Main Street will not be served by service 1, but residents in this area will have access to service 22 on Strathmartine Road, and new service 2 will run off-peak on weekdays (providing connections to The Stack)
- Shops at Coldside will still be accessible from stops on Strathmore Avenue near Milton Street

### Route Section: Five Ways to Macalpine Fire Station

- The new route will run directly via Strathmore Avenue and Harefield Road before going into The Stack to maintain access to popular retail facilities (and the interchange point with services 9/10)
- Access to St Johns High School will be maintained
- Byron Street will no longer be served by this route, but we have proposed that in-fill service 2 run this way every hour during the day (this depends on financial support from Dundee City Council); service 1 will be accessible from stops on Strathmore Avenue, which are less than 400m away
- Combined route remains unchanged between The Stack and Macalpine Road fire station



## Route Section: Ardler

- The new route will be streamlined to run via Turnberry Avenue, Dalmahoy Drive and Birkdale Place
- Turnberry Avenue is a logical choice as it runs through the heart of Ardler, as opposed to skirting around the periphery, which means buses will be more easily accessible for more people. This will also be a convergence point with Outer Circle services 9/10. We further believe that having 'stops near shops' (as would be the case at the Ardler Complex) will make pedestrian access to bus services easier to accept and understand, as people are already accustomed to walking a short distance to reach local shops. This area is a purpose-built community hub, where buses will now be closer to local amenities and primary schools
- Rosemount Road will no longer be served, but all housing in the area is within 250m of new stops on Turnberry Avenue and passengers will benefit from a five minute improvement in frequency (service 1 will run every 15 minutes, whereas service 1a was previously every 20 minutes)
- Macalpine Road will no longer be served from the stops directly outside the shopping precinct, but there are alternative stops around the corner on Turnberry Avenue, or near Camperdown Road
- Occasional journeys on weekdays and Saturdays will extend (via Staffa Place) to Baird Avenue to serve the Tesco Call Centre, targeted to coincide with shift times. Buses will then return via Staffa Place to rejoin the main route from the Crematorium
- For journeys which do not extend to Baird Avenue, pedestrian access (approximately a five minute walk) is available from stops on Turnberry Avenue

## Route Section: St Marys

- In the northern section of St Marys, on the basis of passenger feedback, the route will run as an anti-clockwise circular taking in both Laird Street (westbound) and St Kilda Road (eastbound)
- Both Laird Street and St Kilda Road will benefit from a five minute improvement in frequency (service 1 will run every 15 minutes, whereas split services 1a/1b were each previously every 20 minutes)
- Buses will take a four-to-five minute layover at the terminus near Benholm Place, marking the break between inbound and outbound journeys. Passengers are welcome to stay on the bus to travel beyond the terminus; alternatively, those who do not wish to wait may get off the bus and walk the rest of the way
- We have proposed to Dundee City Council that a bus shelter on Macalpine Road be relocated north of the junction with Birkdale Place so that citybound buses can still closely serve Lidl
- Both local primary schools (Craigowl and St Andrews) will continue to be served from their nearest bus stops





Figure 6: Service 1 route map



# Service 2

## City Centre - The Stack

### Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
Approximately half-hourly	no service	no service	no service

### Summary of Changes

A new addition to the Xplore Dundee network has been created on the basis of passenger feedback. It will run off-peak on weekdays and will connect residents in Byron Street, Hilltown and Main Street to facilities in the City Centre and at The Stack. This new route is designed to complement core service 1, which will run more frequently nearby on Strathmore Avenue and Dens Road. Journeys will be approximately every half-hour (every 33 mins to be precise, to ensure each journey has sufficient time to run reliably).

The new route map is shown for reference on page 15.



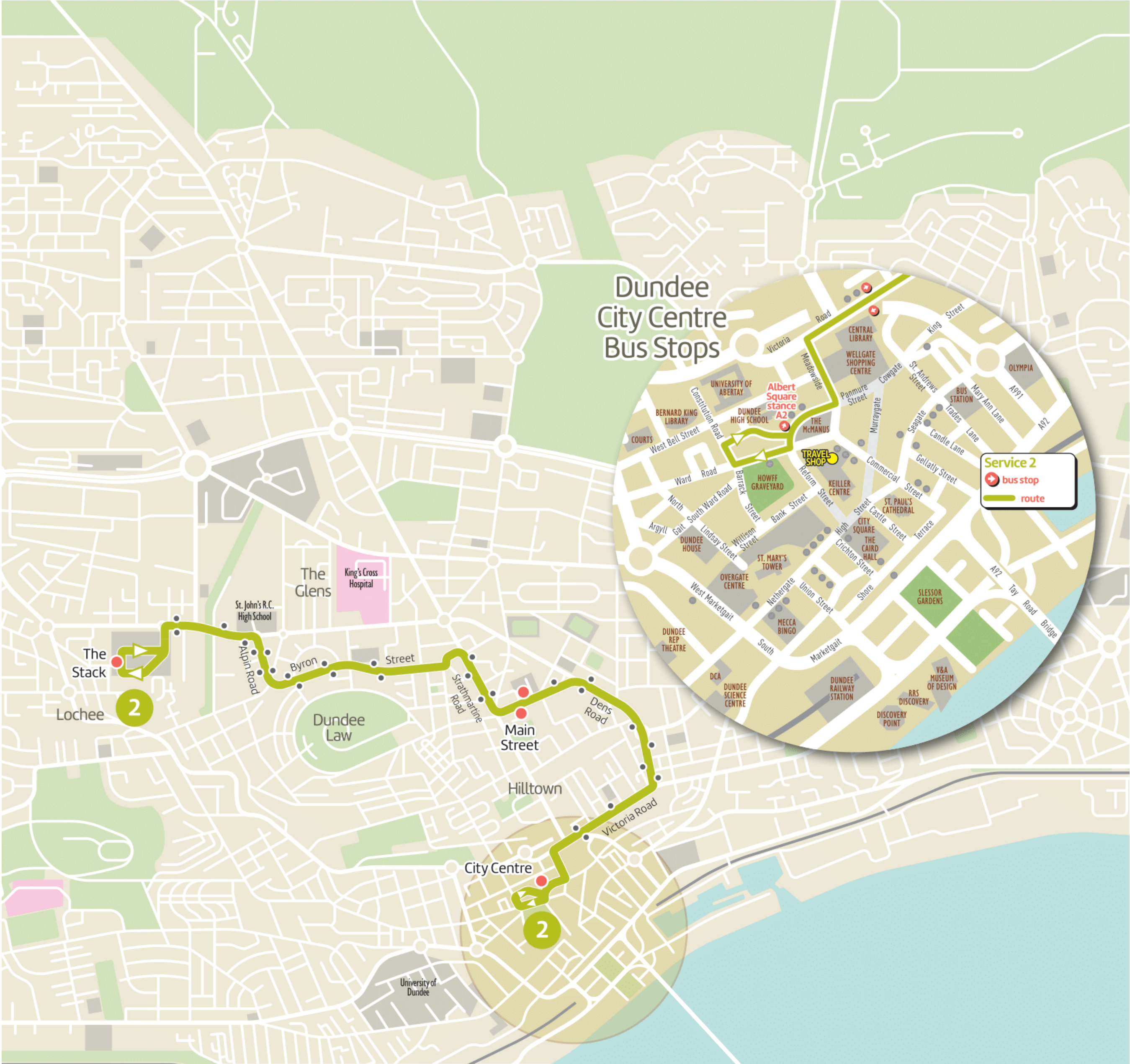


Figure 6: Service 2 route map



# Service 5

## Ninewells Hospital - Barnhill

### Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
Up to every 15 mins	every 15 mins	every 15 mins*	every 30 mins

### Summary of Changes

Having already undergone a substantial review earlier this year, there will be no significant changes to the main route of service 5.

Evening journeys (currently numbered as service 5e) will be replaced with more journeys which follow the daytime route. This simplifies the service overall and means passengers can be secure in the knowledge that buses in their area will serve the same stops at all times.

Evening run-off journeys which terminate in the City Centre will continue to be numbered as service 905. This more clearly distinguishes run-off journeys from those which follow the full cross-city route. The number 905 will also apply to some inbound journeys when buses will run between the City Centre and Barnhill only. For access to/from the West End and Ninewells Hospital, passengers can use the following options: certain journeys of service 5 which follow the full route, Outer Circle services 9/10, or transfer to services 17 | 22 at Whitehall Street.

Whilst physical distancing is required, buses on the new route will run up to every 10 minutes during the day; in the long-run this will drop down to every 15 minutes; service 5 will continue to alternate with Outer Circle services 9/10 to deliver those combined frequencies. Further to this, there may be an opportunity for the local authority to initiate and organise regular combined frequencies on certain corridors which are shared by more than one operator. There is already a case-study in success for this type of partnership working in the form of the ABC smartcard ticket which allows passengers to board buses run by any local operator.

City Centre stance allocation at the Seagate and Nethergate will not change. At Whitehall Street, however, service 5 will be re-allocated to stance W1, where timings will be evenly co-ordinated with service 17 to provide a regular 7 minute frequency for the West End.

The route map is shown for reference on page 17.

\*Between the City Centre and Barnhill only. See services 9/10 for buses to Ninewells Hospital on Sundays.



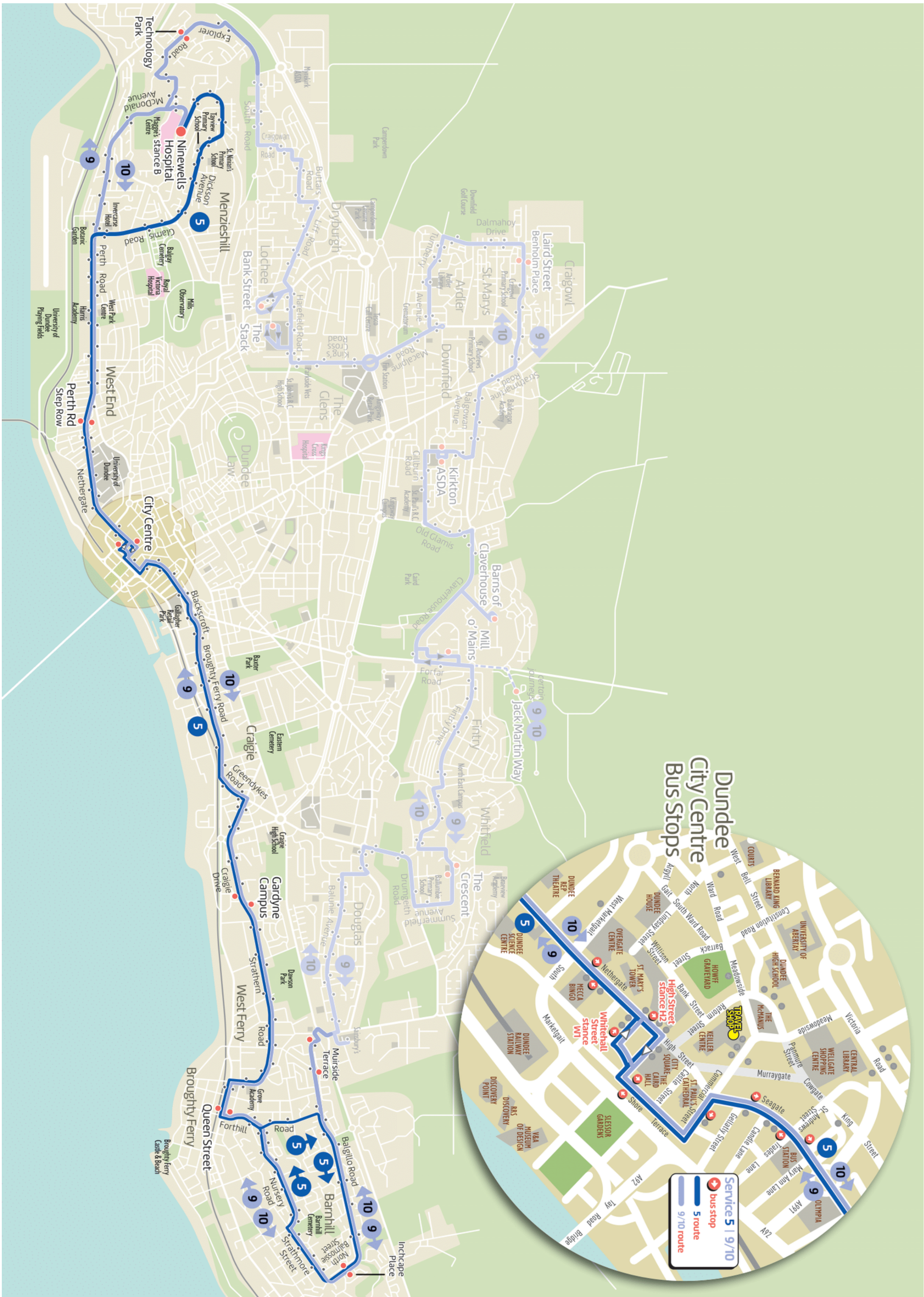


Figure 7: Service 5 route map



# Service 6

## Ninewells Hospital circular

### Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
Up to every 30 mins	every 30 mins	no service	no service

### Summary of Changes

A new addition to the Xplore Dundee network has been created on the basis of passenger feedback. It will operate as a circular connecting Charleston, Elmwood, Gowriehill and Menzieshill to Ninewells Hospital and Tesco South Road. Buses will alternate between running clockwise or anti-clockwise.

**Traveling to the City Centre:** Passengers may board either the 6a or 6c at any stop and stay on the bus when it continues toward the City Centre as service 10. Passengers can also transfer to services 17 | 22 at the Ninewells Hospital interchange.

**Traveling from the City Centre:** Passengers may take service 5 from any stop towards Ninewells Hospital and stay on the bus as it continues as service 6a or 6c to their stop. Full information to help passengers plan onward journeys will be outlined in the timetable once published.

The route map is shown for reference on page 19.





Figure 6: Services 6 route map



# Services 9/10

## Outer Circle

### Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
Up to every half-hour	half-hourly	hourly	hourly

### Summary of Changes

On the basis of passenger feedback, the route will go through central Charleston (taking in Buttars Road and Craigowan Road) to provide links to Ninewells Hospital. Additional links to the hospital will be provided with new service 6.

The route will also extend slightly to stop directly outside the Macalpine Road shops. This will ensure residents in Ardler and St Marys continue to have a connection to those shops.

Buses will continue to provide access to the Technology Park at all times, and to Baird Avenue and Jack Martin Way on occasional journeys (corresponding with the busiest shift times at those locations on weekdays). These limited detours will be the only variations to this service, which we have worked hard to simplify in recent years. The 9a/10a variations on evenings and Sundays were already withdrawn in favour of regular 9/10 journeys earlier this year. And now, as part of our plan going forward, service 9c (which previously ran on weekday mornings to cater for an influx of students heading to D&A College's Gardyne campus) will also be withdrawn and replaced with standard service 9 journeys. This also corresponds with college plans to alter its timetables to avoid a peak-time influx of students.

In its role as a route which connects communities, the Outer Circle will continue to run between the biggest residential areas and will still feed into interchange hubs around the city, where passengers can transfer to/from other core services. Examples include: Ninewells Hospital, Lochee and The Crescent.

The daytime frequency (on weekdays and Saturdays) will still be half-hourly; dropping to hourly in the evenings and all day on Sundays. Between the Perth Road and Barnhill, the Outer Circle will continue to alternate with service 5 to provide a combined 15 minute frequency.

Prior to the onset of Covid-19, considerable work had been undertaken to thoroughly review the timings of services 9/10. This was to improve punctuality on an important service which runs a 26-mile marathon route around Dundee - which includes navigating what were some of the most congested pinch points in the city. With significant changes to traffic trends in recent months, and with lingering uncertainty as to how things will stabilise in future, it may be necessary for us to revisit the drawing board on this service so that we can devise a new, more reliable schedule which responds to those changes.

City Centre stance allocation at the Seagate and Nethergate will not change. At Whitehall Street, however, services 5 | 9 will be re-allocated to stance W1, where timings will be evenly co-ordinated with service 17 to provide a regular 7 minute frequency for the West End.

The route map is shown for reference on page 21.



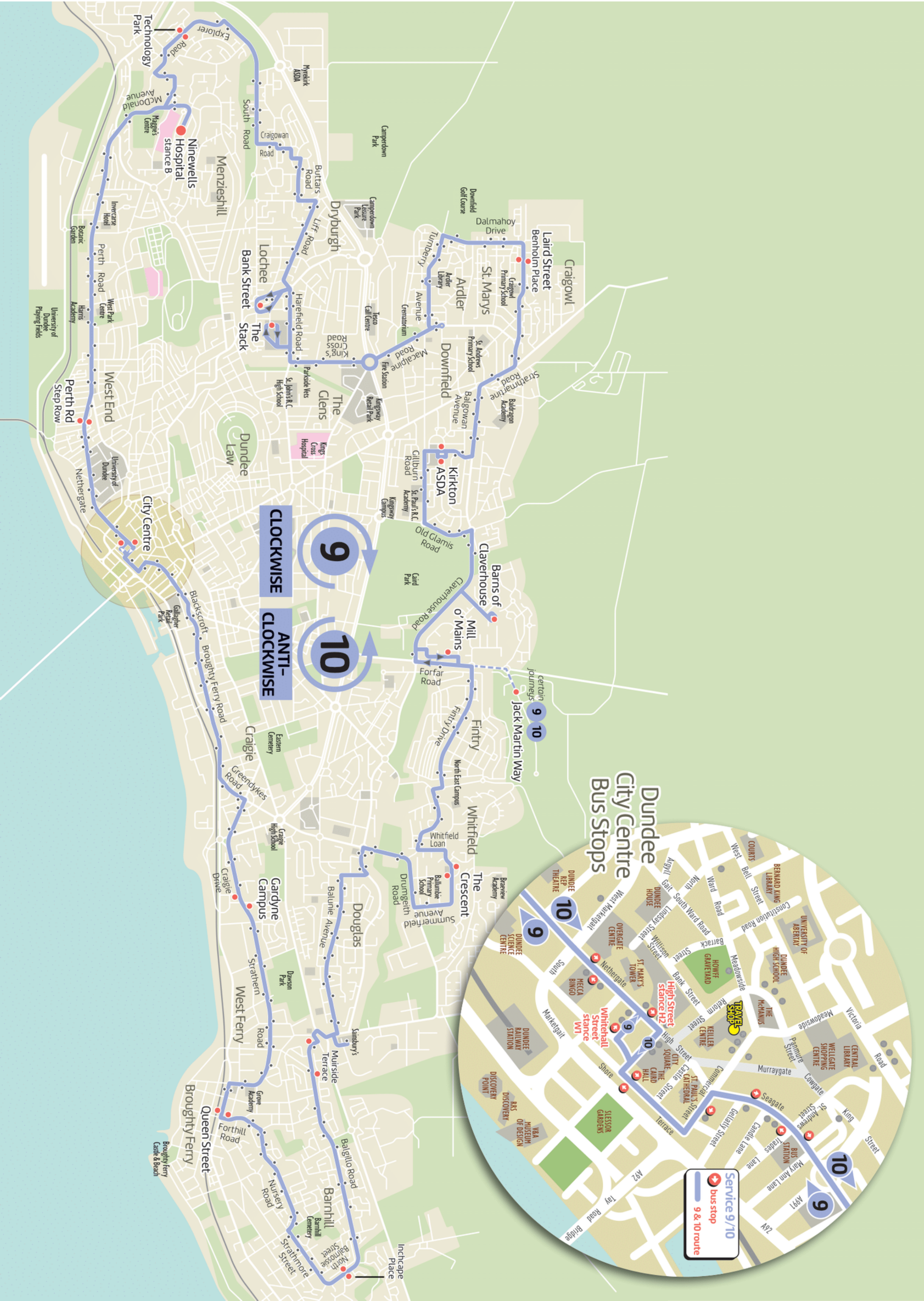


Figure 8: Services 9/10 route map



# Service 17

## Ninewells Hospital - Whitfield

### Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
Up to every 15 mins	every 15 mins	every 20 mins	every 30 mins

### Summary of Changes

Service number 15 will be withdrawn and all journeys will instead run as a service 17 which will follow the same route at all times.

Whilst physical distancing is required, buses will run the full route (between Ninewells Hospital and Whitfield) up to every 10 minutes during the day; in the long-run this will drop down to every 15 minutes. This means that the eastern half (between the City Centre and Whitfield) will see a slight reduction in frequency in order to economise resources. But passengers will benefit from more buses which run all the way through to the hospital. The western half (between the City Centre and Ninewells), however, will see frequency double from every half-hour to every 15 minutes and will gain a new connection to Lochee.

The new route map is shown for reference on page 24.

### Route Section: Ninewells Hospital to the City Centre

- The route remains unchanged between Ninewells Hospital and Arran Drive
- The eastern end of Charleston Drive will not be served as buses will instead use South Road to compensate for the withdrawal of service 29 (which is explained in more detail on page 29). This area has always yielded very few passengers compared to others - and the impact of Covid-19 means that demand is now even lower. However, we have proposed to Dundee City Council that a new stop be created nearer Arran Drive so that the western part of Elmwood still falls within walking distance of service 17. We have also proposed that in-fill service 3 run via Elmwood Road or Glamis Road every hour during the day, which would provide access to both Ninewells Hospital and Lochee (this depends on financial support from Dundee City Council)
- As well as taking the place of service 29 on South Road, service 17 will likewise stop in Lochee. This will provide residents of the Menzieshill and Pentland areas with a new link to that district centre
- Passengers who previously used the 29 from South Road will have a bus as frequently as they ever did before and, although it will take two minutes longer to reach the City Centre, it will drop them off on the High Street instead of Albert Square. We believe that this slightly longer journey time will be an acceptable trade-off for maintained frequency and closer access to the heart of the City Centre
- The route remains unchanged between City Road and the City Centre
- Ancrum Road will not be served, but residents will be within 400m walking distance of alternative stops on City Road and Tullideph Road. We believe that this will be an acceptable trade-off in order to benefit from a doubled frequency. We further believe that having 'stops near shops' (as would be the case at Tullideph Road) will make pedestrian access to bus services easier to accept and understand, as people are already accustomed to walking a short distance to reach local shops



## Route Section: City Centre to Whitfield

- City Centre stance allocation at the High Street, Whitehall Street, Nethergate, Commercial Street and Victoria Road will not change. At the Seagate, however, service 17 will be re-allocated to stance S1, where timings will be evenly co-ordinated with services 5 | 9 to provide a regular 7 minute frequency for the West End. Service 5 will likewise be re-allocated to stance W1 on Whitehall Street to co-ordinate with service 17.
- The outbound route between the City Centre and Whitfield remains unchanged
- The inbound route towards the City Centre, however, will run via Albert Street (which service 15 used previously) instead of Dura Street. This is to ensure frequent, regular access to/from the local district centre, and to maintain a high frequency of service for residents in Stobswell once adjustments are made to services 32/33 (which are explained in more detail on page 33)
- Buses will continue to run a linear route in and around Whitfield, with The Crescent acting as the terminal point. This is to address operational challenges which arose with the alternating loop system previously run on services 15/17. Having an official terminus where recovery time can be built into the schedule will improve punctuality. We will keep a close eye on housing developments in the Whitfield areas (as the loop system had originally been introduced to cut journey times from the eastern end of the estate), but delivering a reliable service for all passengers will remain our top priority
- Early morning positioning journeys will not run the full route around Whitfield (via Berwick Drive) towards The Crescent. Instead, they will follow the main route as far as Whitfield Drive before heading straight up Whitfield Loan to Lothian Crescent



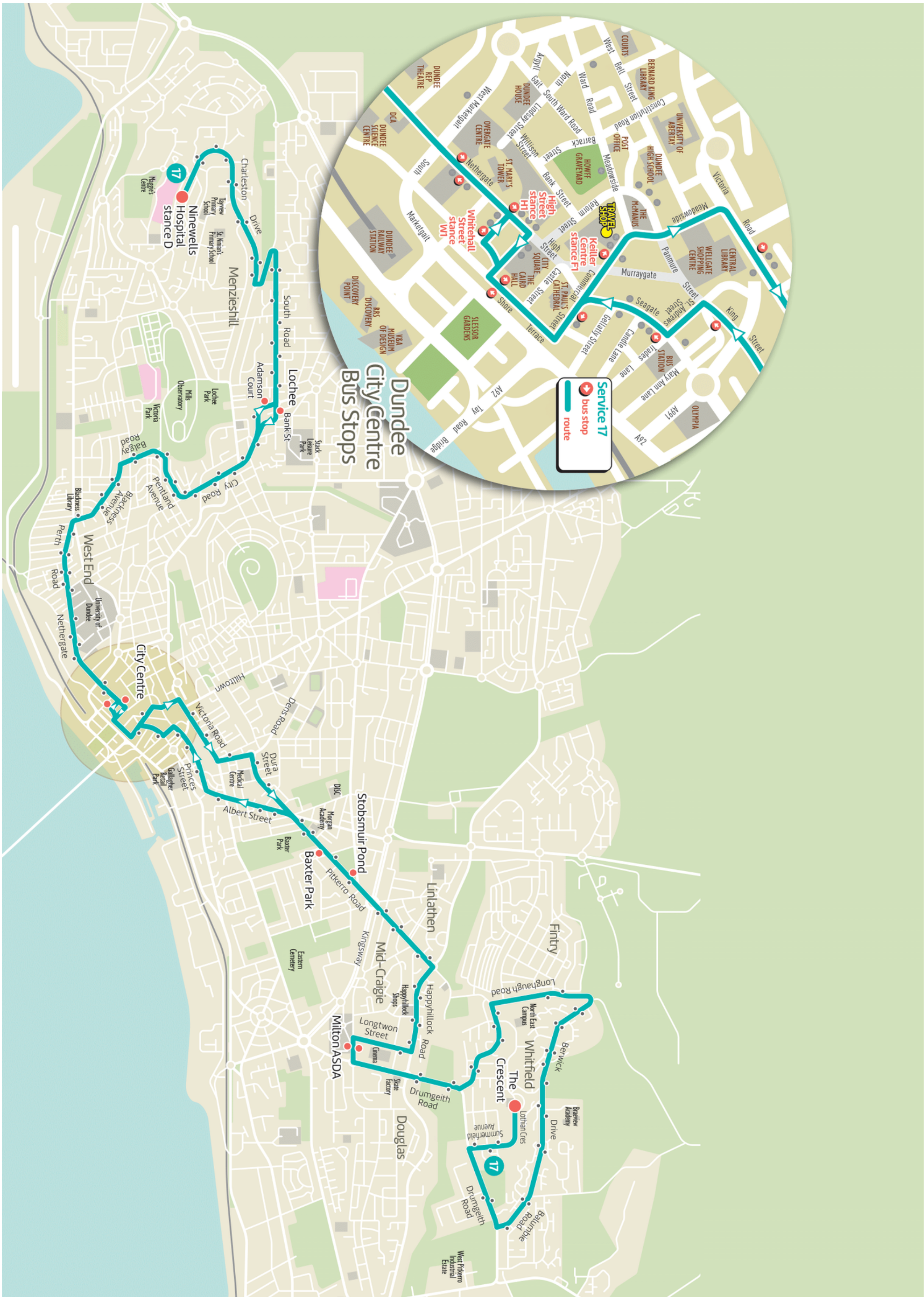


Figure 9: Service 17 route map



# Service 18

## City Centre - Claverhouse

### Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
Up to every 15 mins	every 15 mins	every 20 mins	every 30 mins

### Summary of Changes

Service 18 will see some route changes which are described in more detail below. This includes an extension to Claverhouse and running further into the heart of the City Centre. Whilst physical distancing is required, buses on the new route will run up to every 10 minutes during the day; in the long-run this will drop down to every 15 minutes. This will allow us to adjust frequency (and economise resource) overall whilst still delivering a good-frequency service on this core route.

The new route map is shown for reference on page 26.

### Route Section: City Centre to Old Glamis Road

- City Centre stance allocation at Courthouse Square, Albert Square and Victoria Road will not change
- The route will be extended to terminate at Crichton Street (stance C2) and begin at the Nethergate (stance N1) to allow buses to interwork between services 18 | 32/33, which they already do in the evening. These services will not be run fully as joint through-routes - meaning a single ticket would not be valid for travel from Arklay Street to Fintry, for example. Passengers may, however, board at any stop in the City Centre (within the Marketgait ring-road) even prior to an inbound bus officially changing to its outbound journey
- The route remains unchanged between Victoria Road and the D&A College Kingsway campus

### Route Section: Kirkton

- The new route will run via Gillburn Road, providing closer access to St Pauls Academy and to new and existing housing on the southern side of Kirkton
- Buses will still stop at ASDA on Derwent Avenue (but will no longer terminate there)
- The new route will still serve Balgowan Avenue, but citybound buses will instead stop on the south side of the road as a result of the overall route revision. We have proposed to Dundee City Council that bus shelters currently positioned on the north side should be relocated so that passengers waiting to head into town will still benefit from that infrastructure

### Route Section: Claverhouse

- The new route will extend from Kirkton via Claverhouse Road and Barns of Claverhouse Road before terminating at the turning circle near Middleton Crescent
- This will provide a new, good-frequency service for the communities in this area: Claverhouse, Emmock Woods and the western side of Mill o' Mains



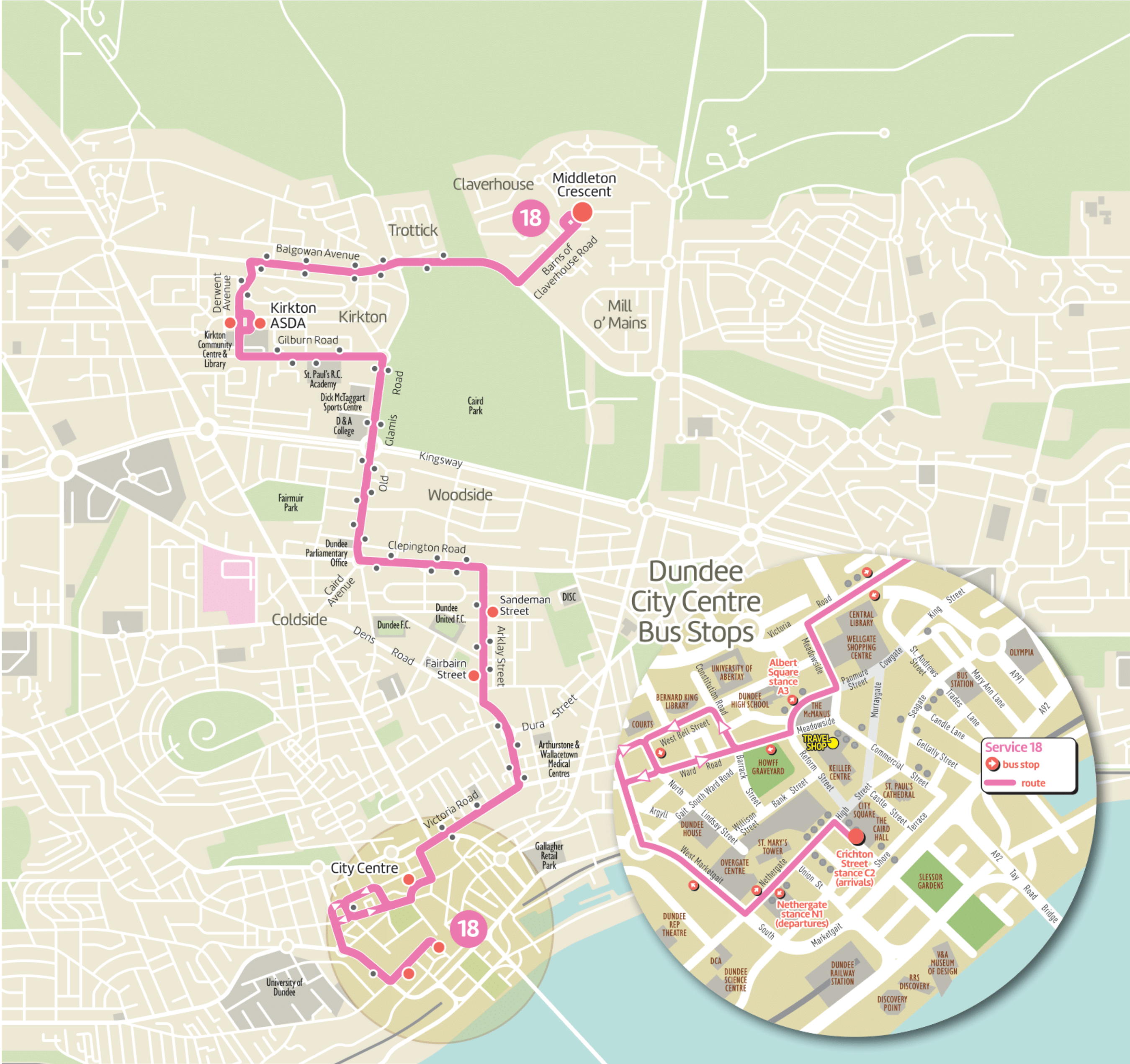


Figure 10: Service 18 route map



# Service 22

## Ninewells Hospital - Craigowl

### Future Frequency Guide

**Weekday daytime**

Up to every 10 mins

**Saturday daytime**

every 10 mins

**Sunday daytime**

every 20 mins

**Evenings**

every 30 mins

### Summary of Changes

Having been stable and consistent for many years (dating as far back as being a pre-war tram route), there will be no changes to the main route of service 22. Whilst physical distancing is required, buses will run up to every 8 minutes during the day; in the long-run this will drop down to every 10 minutes - meaning this flagship cross-city route will still be classed as a 'high-frequency' service.

Together with services 5 | 9/10 | 17, service 22 will help to provide 16 journeys to/from Ninewells Hospital every hour during the day on weekdays and Saturdays.

City Centre stance allocations at the High Street, Nethergate, Whitehall Street, Commercial Street, Seagate and Victoria Road will not change.

In order to simplify the service overall, both the 22a and 22b variations will be withdrawn and replaced with standard service 22 journeys. These occasional extensions are not well-used and therefore add unnecessary complexities to a core service. The evening detour via Whitehall Theatre will also be removed so that all journeys follow the main route via Blackness Road. Removing these variations simplifies the service overall and means passengers can be secure in the knowledge that buses in their area will serve the same stops at all times.

Evening run-off journeys which terminate in the City Centre will continue to be numbered as service 922. This more clearly distinguishes run-off journeys from those which follow the full cross-city route.

The new route map is shown for reference on page 28.



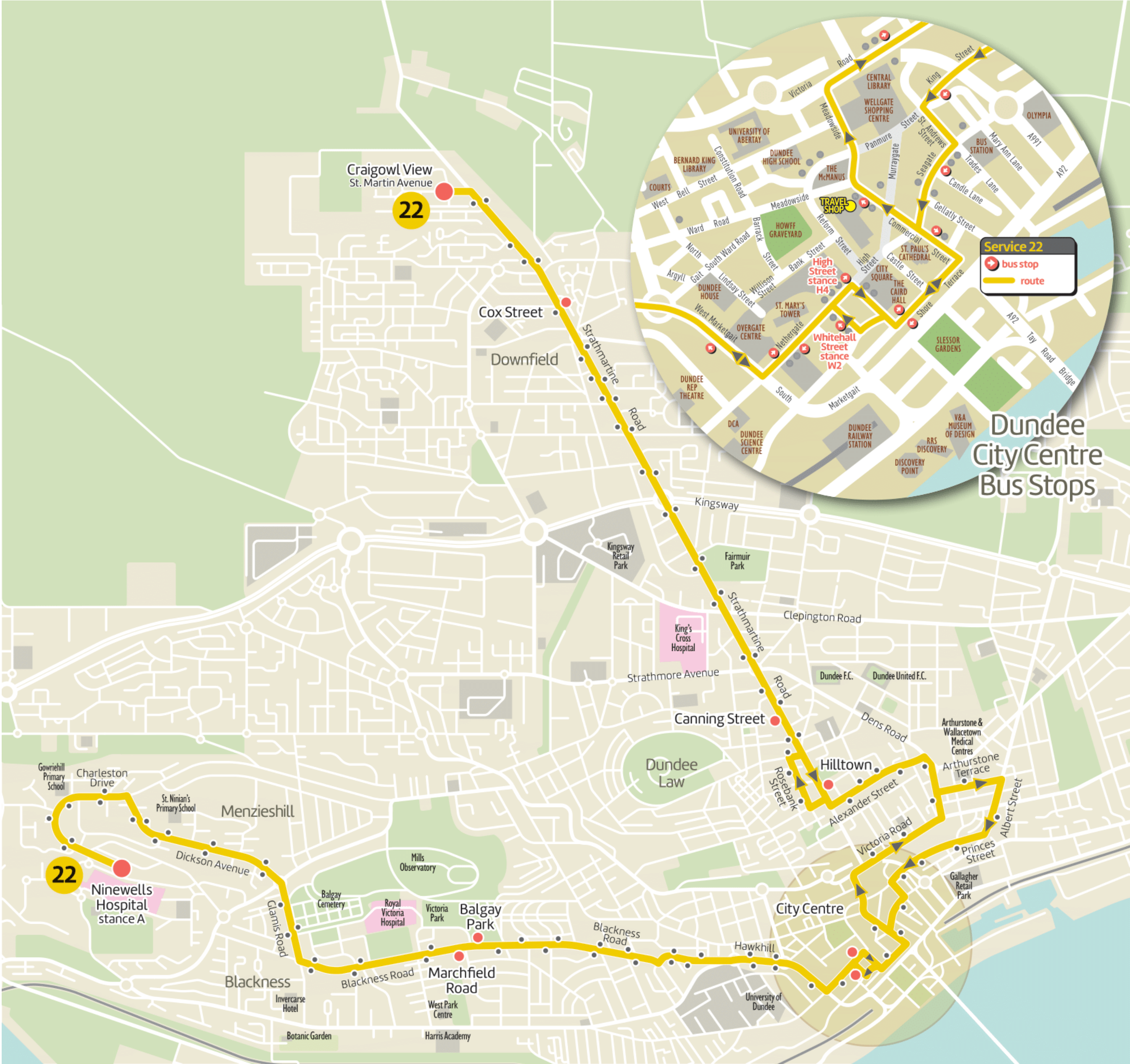


Figure 11: Service 22 route map



# Service 23

## City Centre - Woodside

### Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
Up to every 30 mins	no service	no service	no service

### Summary of Changes

Service 23 will continue to operate as a circular service connecting residents in Woodside and Coldside to facilities in the City Centre and Stobswell. The route will run more directly to Woodside (via Victoria Road, Dens Road and Provost Road) to speed up journeys and improve frequency by five minutes; this will mean a simpler, more regular half-hourly timetable. This service will run off-peak on weekdays; it is designed to complement core service 18 which will run more frequently nearby on Clepington Road and Arklay Street.

The new route map is shown for reference on page 30.



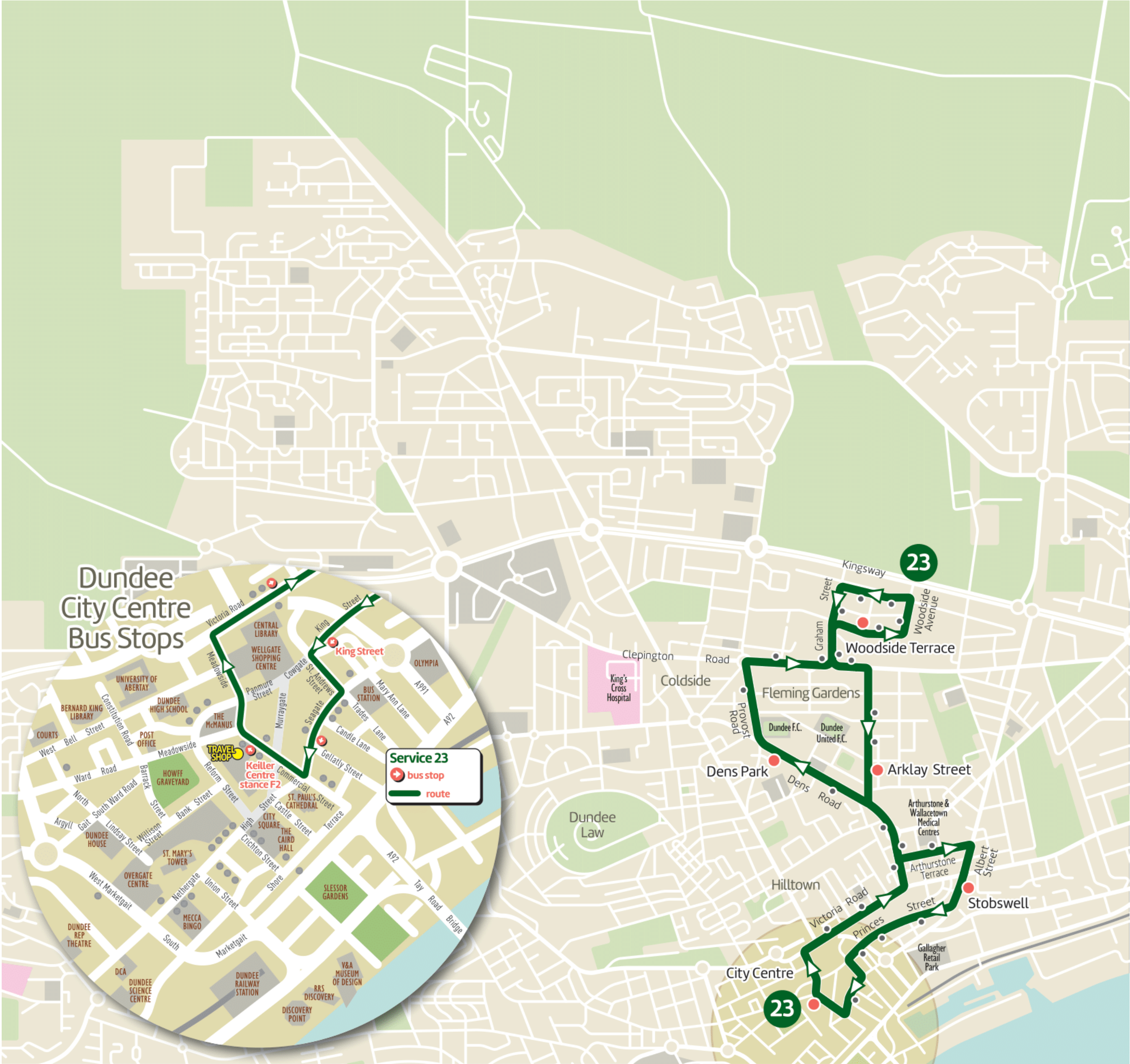


Figure 11: Service 23 route map



# Service 28

## Myrekirk - Douglas

### Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
Up to every 10 mins	every 10 mins	every 20 mins	every 30 mins

### Summary of Changes

Existing split routes of services 28/29 will be merged into a new, simplified service 28. Whilst physical distancing is required, buses will run up to every 8 minutes during the day; in the long-run this will drop down to every 10 minutes - meaning this flagship cross-city route will still be classed as a 'high-frequency' service. This will allow us to adjust frequency (and economise resource) overall whilst actually increasing the number of buses to some unique route sections in Charleston and Lochee which were previously only served every 15 minutes.

The new timetable will be simpler and more consistent with a single main route, which means passengers can be secure in the knowledge that buses in their area will serve the same stops at all times.

Most of the areas currently accessed by services 28/29 will still be within 400m (roughly a five minute walk) of a bus stop. Some passengers will find themselves slightly further away from their nearest stop than they were before, but evidence suggests people prefer this to having a less frequent service nearby.

The new route map is shown for reference on page 33.

### Route Section: Myrekirk and Charleston

- All buses will use the turning circle near Myrekirk ASDA as a terminal point. Not only does this provide more frequent access to existing ASDA and Aldi stores, it also prepares for the opening of additional stores in this vicinity in the near future
- Dunholm Road will no longer be served (except for the old terminus on eastbound journeys only). This is to allow us to concentrate a more regular 10 minute frequency on South Road, where stops are within a 400m walking distance and where a large Tesco is located. Using South Road will also make it easier for buses to move quickly and safely, without the impediment of parked cars on a narrow carriageway on Dunholm Road
- The new route will use Craigowan Road (still stopping outside Charleston Community Centre) and Charleston Street, Brownhill Road and Buttars Road. To compensate for withdrawal from the western end of Balgarthno Road, we have proposed to Dundee City Council that a new stop be installed on Balgarthno Road opposite the Gaiety Bar. This would fall within a 400m walking distance of housing in that part of Charleston
- Although some residents in Charleston will have to walk slightly further to access their nearest bus stop, we believe the benefits brought by an increase in frequency and simplification of the service will be an acceptable trade-off. We further believe that having 'stops near shops' (as would be the case at Craigowan Road and Balgarthno Road) will make pedestrian access to bus services easier to accept and understand, as people are already accustomed to walking a short distance to reach local shops
- Residents in Charleston who need to travel to Ninewells Hospital will be directed to use Outer Circle services 9/10 from South Road or Buttars Loan instead



## Route Section: Lochee

- The new route will still use Liff Road, but there will be a five minute improvement in frequency thanks to the merger
- Passengers who previously used service 29 from South Road will instead have service 17, which will run as frequently (up to every 15 minutes) as the 29 did previously. See page 20 for more detail
- The new route will still go into the centre of Lochee, with the stop at Bank Street used for both inbound and outbound journeys, and the stop at Sinclair Street used by buses heading toward Myrekirk. Service 28 will converge with services 9/10 | 17 at Lochee Bank Street. This means there would be ten buses per hour in each direction between Lochee and the City Centre (whereas before there were only eight). There will also be an opportunity to transfer for onward travel to Ninewells Hospital up to four times per hour

## Route Section: Lochee Road to Douglas

- The new route will remain unchanged, as services 28/29 were already merged between Lochee and Douglas
  - The frequency of buses will be slightly lower (every 10 minutes, where they used to be every 7), but this flagship cross-city route will still be classed as a high-frequency service. And we will aim as part of the timetable revision to improve punctuality so that the service is more reliable
  - In Douglas, three minutes of recovery time will be built into the schedule at the Baldovie Road terminus. Previously, we would try to avoid officially designating recovery time in the middle of a loop, but doing so allows us to plan more accurate running times so that punctuality performance can be improved. We will add a layover of three minutes, which we have concluded will not be a disadvantage to passengers travelling around the loop as buses would often sit there for this length of time before anyway
- 
- Early morning positioning journeys will not run the full route through Charleston towards Myrekirk ASDA. Instead, they will follow the main route as far as Lochee Bypass before heading straight along South Road to Myrekirk
  - Evening run-off journeys which terminate in the City Centre will continue to be numbered as service 928. This more clearly distinguishes run-off journeys from those which follow the full cross-city route



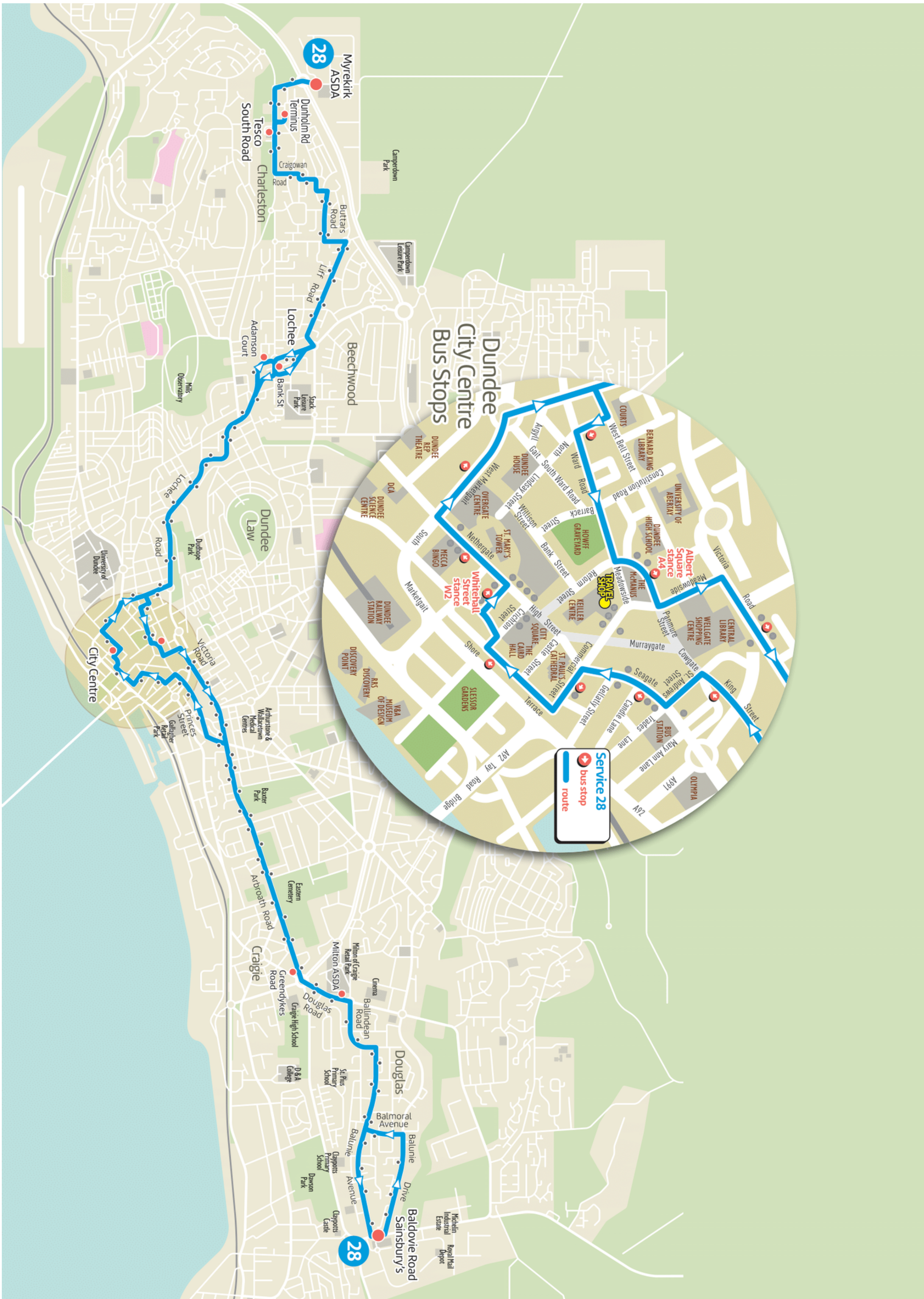


Figure 12: Service 28 route map



# Service 32

# Service 33

City Centre - Fintry

City Centre - Whitfield

## Future Frequency Guide

Weekday daytime	Saturday daytime	Sunday daytime	Evenings
every 15 mins combined	every 15 mins combined	every 20 mins combined	every 30 mins combined
half-hourly separately	half-hourly separately	every 40 mins separately	hourly separately

## Summary of Changes

Having considered a variety of options in detail, we have concluded that it is not possible to merge the split routes services 32/33 into a single new route, as it would leave too many areas too far away from their nearest bus stop. As a result, services 32/33 will continue to run as separate routes, albeit with adjusted frequencies.

Each service will operate up to every half-hour on weekdays and Saturdays (converging to provide a 15 minute headway between the City Centre and Stobswell). These adjustments have been triggered by two factors: the recent impact of Covid-19 on demand for public transport, and a longer-term decline in patronage on these services which has been in effect for several years. We believe some of the route revisions will help to generate new growth on these services so that they can remain financially viable for us to operate on a commercial basis.

The new route map is shown for reference on page 36.

## Route Section: City Centre to Stobswell

- City Centre stance allocations at Crichton Street, Commercial Street and Seagate will not change. On Victoria Road, however, services 32/33 will be re-allocated to stance V1 so that they once again share a common stop with service 17. This means passengers travelling in the general direction of Stobswell, Maryfield, Linlathen, Mid-Craigie, Fintry and Whitfield can board either bus from the same place
- Although outbound journeys will still start at Crichton Street (stance C2), inbound journeys will no longer terminate there. Instead, they will finish at the Nethergate (stance N1) to allow buses to interwork between services 18 | 32/33, which they already do in the evening. These services will not be run fully as joint through-routes - meaning a single ticket would not be valid for travel from Albert Street to Kirkton, for example. Passengers may, however, board at any stop in the City Centre (within the Marketgait ring-road) even prior to an inbound bus officially changing to its outbound journey
- The combined routes will remain unchanged between the City Centre and Albert Street
- To accommodate for frequency adjustments on Albert Street, service 17 will run this way (towards the City Centre) to provide a total of eight journeys per hour



## Route Section (Service 32): Stobswell to Fintry

- The new route will run half-hourly via Pitkerro Road and then through Linlathen (via Glenconnor Drive, Pitkerro Drive and Fountainbleau Drive). We believe that improving access to/from Linlathen will help to grow patronage on this service. Further, with housing developments ongoing in Whitfield, we believe that having additional capacity on Pitkerro Road will help to support service 17 (which we expect will grow busier prior to reaching Mid-Craigie)
- Morrisons will still be accessible from alternative stops on Glenconnor Drive or Fountainbleau Drive
- In 2018, we conducted a lengthy consultation about the future of services 32/33 - driven mostly by punctuality problems arising from unpredictable traffic volumes on the Forfar Road. At the time, it was decided to leave the routes unaltered. However, we nevertheless continue to believe that diverting service 32 away from this congested trunk road will help us to deliver a more reliable timetable
- In Fintry, the new route will run via the full length of Fintry Road before terminating at Findowrie Street. This removes the operational difficulty of turning tight corners at the intersection of Fintry Drive and Fintry Road, and reverts to a system which was more previously popular among residents

## Route Section (Service 33): Stobswell to Whitfield

- The new route will continue to run half-hourly via Forfar Road, meaning both Morrisons and Mill o' Mains will still be accessible from the usual stops on the dual carriageway. We believe that keeping the 33 on Forfar Road, but diverting service 32 to Pitkerro Road, is an acceptable compromise which helps us improve overall punctuality without reducing access to/from Mill o' Mains
- In place of service 32a, occasional journeys of service 33 will extend to Jack Martin Way to serve various workplaces, targeted to coincide with shift times on weekdays
- In Fintry, the new route will run via the full length of Fintry Drive before carrying on toward Whitfield
- In Whitfield, the new route will use Whitfield Drive and Whitfield Loan at all times, removing the need to vary some journeys at school times due to congestion near the Northeast Campus. There are also bus stops already in place on Whitfield Drive, removing the need for hail & ride on Lothian Crescent

# Service 36c

## Claverhouse - Ninewells Hospital

### Summary of Changes

The very first journey of service 36c (departing Whitfield at 0525) will continue to run towards Ninewells Hospital to cater for regular passengers (mostly ancillary staff heading to work). This journey will still omit Pitairlie Road and Kingsway East to run a more direct route via Pitkerro Road.

The return journey of service 36c (departing Ninewells Hospital at 0610) and the subsequent journey of service 36 (departing Claverhouse at 0705) will both be withdrawn due to low demand. The few passengers who would previously use the 36 into town will have new alternatives: service 18 from Claverhouse and the western side of Mill o' Mains; service 33 from the eastern side of Mill o' Mains and services 17 | 32 from Mid-Craigie and Linlathen.



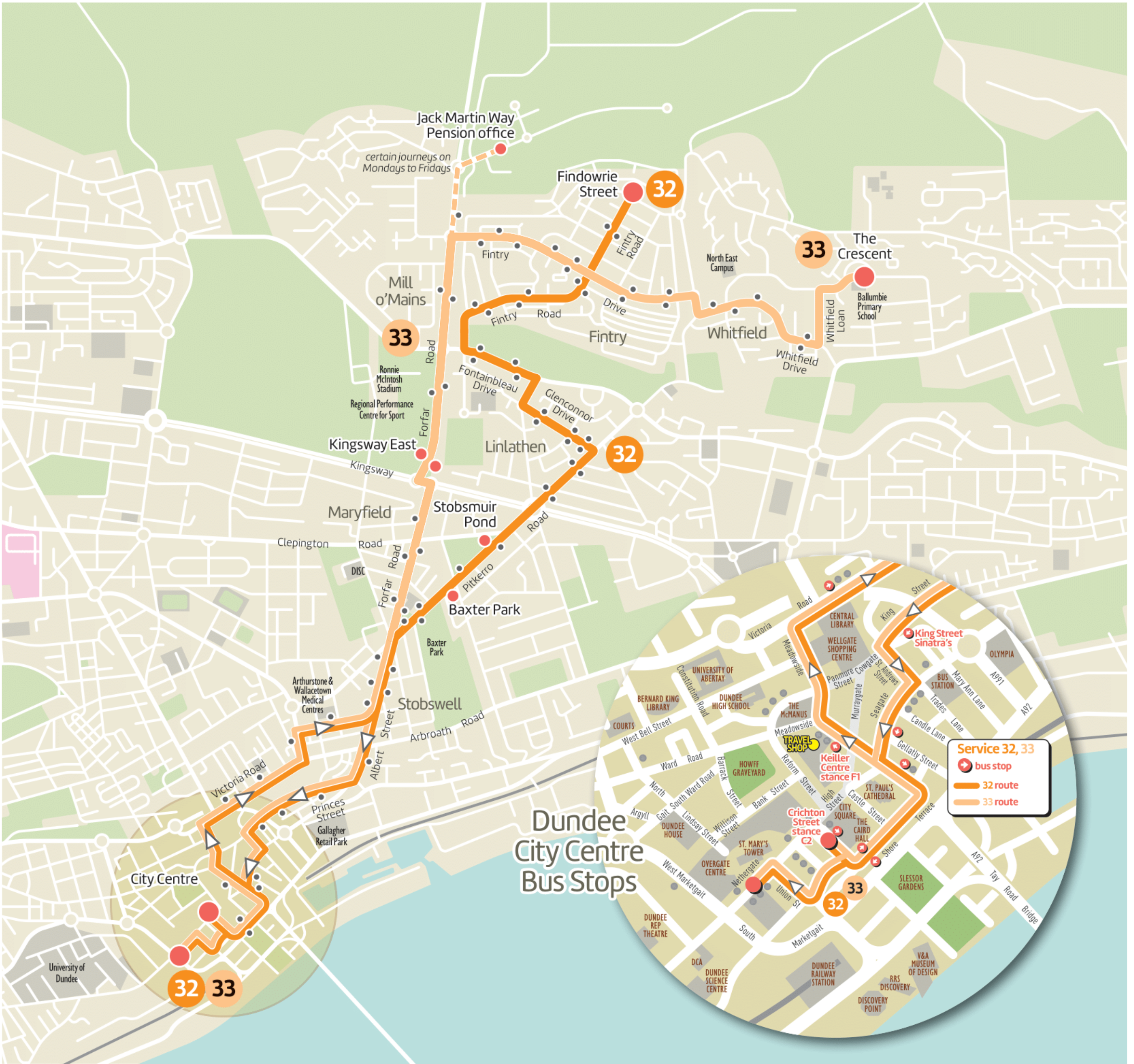


Figure 13: Services 32/33 route map



# Better by Bus

- ❖ How will we win back existing passengers?
- ❖ What will we do to win over new customers?
- ❖ Can we make it easier, quicker and more convenient to take the bus with us?
- ❖ What benefits do buses bring?





# Better by Bus

In economics, as in nature, movement is vital for growth. The quality of a city's bus network can be the difference between a high street thriving or a business dying. **Public transport is a literal lifeline** for many in our society; from the elderly who rely on us to access hospitals, to the students who would otherwise miss out on life-changing opportunities.

Dundee is changing. So the timing could not be better for us to adapt as the city evolves. And we feel strongly that buses should not be merely remembered as a traditional relic of some bygone era; rather, they should be the sustainable centrepiece of future mobility. We are already in the business of connecting communities - striving to provide a service which is **efficient, effective** and **equitable**.

But our ambition is to take what we do well and do it even better. We want **world class here at home**. After all, who says the 'city of discovery' cannot be the envy of everywhere?

To improve both the delivery and perception of bus travel in Dundee, together with our partners, we will focus on the following objectives:

- Committing to a **fares freeze** for 2021
- Launching a **new smartphone app** to improve journey planning
- Running **faster journeys** with priority measures and bus stop rationalisation



# Fares Freeze for 2021

Usually, we would undertake a fares review at the start of a New Year. But we are pleased to announce a **fares freeze** for 2021, meaning our passengers will not pay a penny more to board their local bus. It is always at the forefront of our minds to think about those who rely on us most to live their daily lives: whether that be to visit friends, go to work or do the weekly shop. We know this year has been hard for everyone - including in a financial sense. That is why a key part of our plan is to make sure using the bus is affordable and accessible. We want using our service to be easy for everyone.

This is not the first time we have frozen our fares; we did so in 2017 and again in 2018. Even with a slight rise in 2019, we're still delighted to offer tickets which are **cheaper** than (or comparable to) those charged elsewhere in Scotland and in similarly sized cities across the UK. Those who travel with us most regularly can do so for **as little as £1.45 per day** when they sign up for a Monthly Subscription by direct debit - that's cheaper than an hour's parking in the City Centre.

There are also **smarter ways to pay**, too. Although we still have our 'exact fare' policy for speed and simplicity on the buses, passengers don't need to scramble around looking for the right change anymore - they can choose to use their **contactless** bank card for a quicker and easier transaction. Alternatively, with the **mTicket app** (see more on page 38) they can pay online before they board and then use their smartphone as their bus pass. And for those who want to modernise, but would still rather use cash, all our multi-journey tickets can be loaded onto **smartcards** which are cheaper and more secure than old-fashioned paper tickets.

## Adults (19+)

	Paper Ticket	Digital Ticket
<b>Short Hop</b> up to 1 fare stage	£1.80	
<b>Max Single</b>	£2.30	£2.20
<b>10 TripSaver</b> £1.80 per trip	£18	£18
<b>DaySaver</b> Unlimited travel, all our buses, all day	£3.80	£3.60
<b>EveningSaver</b> after 6pm	£3 <small>PRICE FROZEN</small>	£3
<b>GroupSaver</b> up to 5 people together all day	£9	£8

<b>WeeklySaver</b> All our buses, all week	£14	£13.50
<b>4 WeekSaver</b>	£50* <small>PRICE FROZEN</small>	£50
<b>Monthly subscription</b> Cut the cost of your commute! It's under £1.50 per day which is less than the price of an hour's parking. Go online or visit our Travel Centre to sign up.	<b>£44</b> <small>best value</small>	
<b>Mini Xplorer</b> After 6pm & all day weekends Available until 27 March 2020	<b>£1</b> <small>NEW Add a child</small>	Up to 3 children can travel for just £1 each when accompanied by an adult who has either a weekly or monthly bus pass.

### \*Travelcards

Date-stamped Travelcards (U19 Weekly Saver, U19 4 Week Saver and Adult 4 Week Saver) are not available to buy on-bus. In paper format, these products can only be bought from our Travel Centre (92 Commercial Street). The U19 Weekly Saver is, however, available onbus as a smart-card top-up.

### Senior, Blind & Disabled Travellers

Anyone aged 60 or over and many people with disabilities living in Scotland can travel free at any time with a Scottish Citizens' National Entitlement Card. If you have any questions about the card, please contact Dundee City Council on 01382 433558

## Child (5-15) & Young Scot (16-18)

ID to be shown on request

	Paper Ticket	Digital Ticket
<b>Short Hop</b> up to 1 fare stage	£1.15	
<b>Max Single</b>	£1.50	
<b>10 TripSaver</b> £1.35 per trip	£13.50	£13
<b>DaySaver</b>	£2.90	£2.60
<b>WeeklySaver</b>	£9	£8.50
<b>4 WeekSaver</b>	£30 <small>PRICE FROZEN</small>	£30

### Monthly subscription

Let us take care of the school run! It's under 90p per day which is less than the price of a bottle of juice. Go online or visit our Travel Centre to sign up.

**£26.50** best value

## Students (with valid matriculation card ID)

<b>Uni Hop</b> One-way trip available on services 5   9   10   17   22 anywhere between City Centre and Ninewells Hospital	£1.50	
<b>10 TripSaver</b> £1.35 per trip	£13.50	£13
<b>DaySaver</b>	£3.60	£3.20
<b>WeeklySaver</b>	£10.50	£10

### ID Policy Information

U19s & students should be prepared to present ID upon request. This is to verify eligibility for reduced fares - at the point of purchase, and for all subsequent journeys.

Young People (16-18) are required to present their **Young Scot card**. This is a nationally recognised proof-of-age scheme. Cards are freely available - apply at [www.young.scot](http://www.young.scot). We also recommend children (5-15) carry their Young Scot card too, just in case.

Students are required to present a valid college or university issued **matriculation card** (which must include a photograph & expiry date).



Quicker & easier with **contactless**  
Available on your local bus

## Digital Tickets

### Save with a Smart-card

Make your way the smart way with MyXplore. It gives you **full flexibility** as you can choose whatever product you like to top up on the bus.

When your card is registered, you're insured. That means you will **never lose out on travel** (even if you lose your card). We'll know how much you had left and will be able to transfer it to a new one.

U19s and students can benefit from smart travel too. By using your Young Scot card or an ITSO matriculation card, your ID can double up as your bus pass!

Sign up and register your smart-card at our Travel Centre.

### Cheaper travel on your mobile

- Activate your mTicket just prior to boarding.
- Young people & students are required to present a form of valid ID when travelling with an mTicket.
- Full terms and conditions available on the app

	All bus companies in and around Dundee with just 1 ticket - on <b>MyXplore</b> .	
<b>ABC Day</b>	<b>Adult (16+)</b> £4.30	<b>Child (5-15)</b> £3
<b>ABC Week</b>	<b>£14.90</b>	<b>£9.70</b>

Figure 14: 2020 fares guide (effective from 5 January 2020)



# New Smartphone App

On the theme of modernising to improve the passenger experience, we are investing more than £30,000 in a state-of-the-art smartphone app designed with you in mind. Using the latest software, it will act as a one-stop-shop for all our passengers' needs - bringing together several essential features onto a single platform to save precious memory space on the user's device.

## Journey Planning

Assisted by GPS technology, users will be able to select their nearest bus stop to identify the routes which serve their area. For those who know which bus they need to take, a list of departures will count down live - and for those who need some extra help finding the right route, entering an origin and destination will automatically work out the quickest journey to take. Once a journey is selected, the map will display where the bus is in real-time so that passengers have the comfort of knowing it's definitely on its way.

## Buying mTickets

Since launching at the start of 2018, mTickets have proven enormously popular. This will still be available (with digital options continuing to be cheaper than paper passes). As they will be integrated with Ticketer, mTickets can be scanned electronically - which will make the boarding process faster and more secure.

## Identifying Busy Buses

With physical distancing expected to stay in our lives for some time to come, a key feature of the app will enable passengers to see how busy a bus is before it approaches. This will make it easier for people to plan their journeys in advance so that they can travel in safety and comfort.

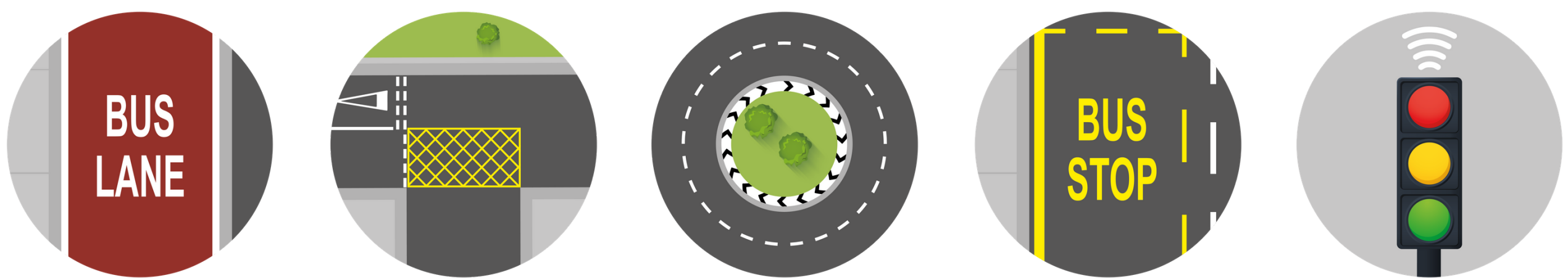


# Faster Journeys

Market research consistently shows that journey times rank among the main factors which determine whether somebody chooses to use public transport or not. Buses are often perceived as slow, unreliable and therefore undesirable. We believe that it is possible to change this attitude - if only we can **speed up journeys to boost our appeal**. It is also imperative that we ensure less frequent services are more reliable.

During the lockdown period, air quality soared as traffic congestion fell. Many reacted positively to the air being fresher and the roads being quieter. Indeed, compared to a typical day, we were able to **speed up journey times by 12.3%**, and punctuality performance improved significantly. When buses run on time and move more quickly, passengers (and prospective converts) feel better about using them.

With environmental sustainability taking centre stage in public discourse, we see an opportunity to make bus travel an option of first choice, not an obligation of last resort. To achieve this, in partnership with Dundee City Council, it is vital that we make public transport a quicker and more convenient alternative to the private car. Alongside the introduction of Dundee's Low Emission Zone (currently delayed by a year due to the pandemic), it makes sense to us that the city pursue common sense solutions which encourage active travel and reduce traffic volumes in the long term.



## Priority Measures

Clearly, quicker journeys are possible on clearer roads. This is something that bus operators have said for a long time, and recent months have proven this point in a live experiment. For a bus operator, 'congestion' does not have to mean traffic that is gridlocked for hours on end. Even a matter of minutes can be the difference between more expensive resource for the operator, or a reduction in frequency and/or reliability for the passenger.

We believe that adjusting the urban environment to aid bus movement with **lights, lanes** and **lines** would effect a modal shift which serves to decongest our streets and clean up our air. Thanks to money released by the Scottish Government, we are already working with Dundee City Council to devise an initial set of measures which will get buses moving more quickly.

## Bus Stop Rationalisation

Reducing the number of bus stops across the network would have the positive effect of helping buses move more quickly. That does not mean dramatically slashing the number of stops we serve, or leaving people stranded far away from their nearest stop. Instead, in certain places, we would take two existing stops which are close together and merge them into a new stop in the middle. This way, although some passengers may need to walk a little further, buses will be faster and more reliable because they are slowing down to pull over less often along the way. It will also benefit Dundee City Council financially.