

Bus Service Improvement Plan / Enhanced Partnership Progress Report

Derbyshire County Council and Partners

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Document version

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Introduction

The Bus Service Improvement Plan (BSIP) forms a framework for the improvement of bus services and the operation of the network as a whole, relating to the nationwide programme of “Bus Back Better” (published 2021 as the National Bus Strategy for England). Improvement plans are delivered through the measures listed in the BSIP and Enhanced Partnership Scheme (EPS).

Building on local investment and the £47m allocated over 3 years by the

Department for Transport (DfT), Derbyshire is delivering considerable improvement in the quality of the bus network and offering an enhanced passenger experience.

This report evaluates the progress made by the Enhanced Partnership in implementing the BSIP since its publication and provides a review of projects successfully completed since the last report was published in November 2023.



Work Package Delivery

Bus Priority

Traffic Signalling Priority

Derbyshire County Council (the Council) is in the process of delivering a number of technology systems to enable bus priority across the county, and these systems have been explained in detail in previous progress reports. Once in place, the systems will allow buses approaching traffic signals to be detected and trigger the green light phase of the traffic signal cycle when certain conditions are met, for example if the bus is running late or to reduce overall bus journey times.

All systems are being developed and implemented in parallel. The software and hardware on all sites on the public transport network have been assessed to identify what is required to achieve this in terms of installation, replacement and /or upgrade.

The location of the junctions being programmed to give bus priority are shown in Figure 1.

To focus the delivery of BSIP Traffic Signal Priority project, the county has been segregated into 11 areas to allow the systems to be fully installed and tested on an area-by-area basis. The full list and prioritisation is provided in Appendix 1, as well as illustrated in Figure 1. The first area expected to be fully operational is Alfreton.

Pinch Points

In addition to those sites previously agreed within the BSIP, a corridor-based approach to potential interventions for bus priority has been introduced. New initiatives include bus lane/gate enforcement and junction signalisation, so that late running buses can be given priority automatically and all bus journey times in these areas can be reduced.

Work is being coordinated with Derbyshire Highways to identify those schemes which are already scheduled on identified pinch points in the Council's Local Transport Plan (LTP) capital programme, in order that BSIP funding can be coordinated in these areas to bring additional benefits to buses.

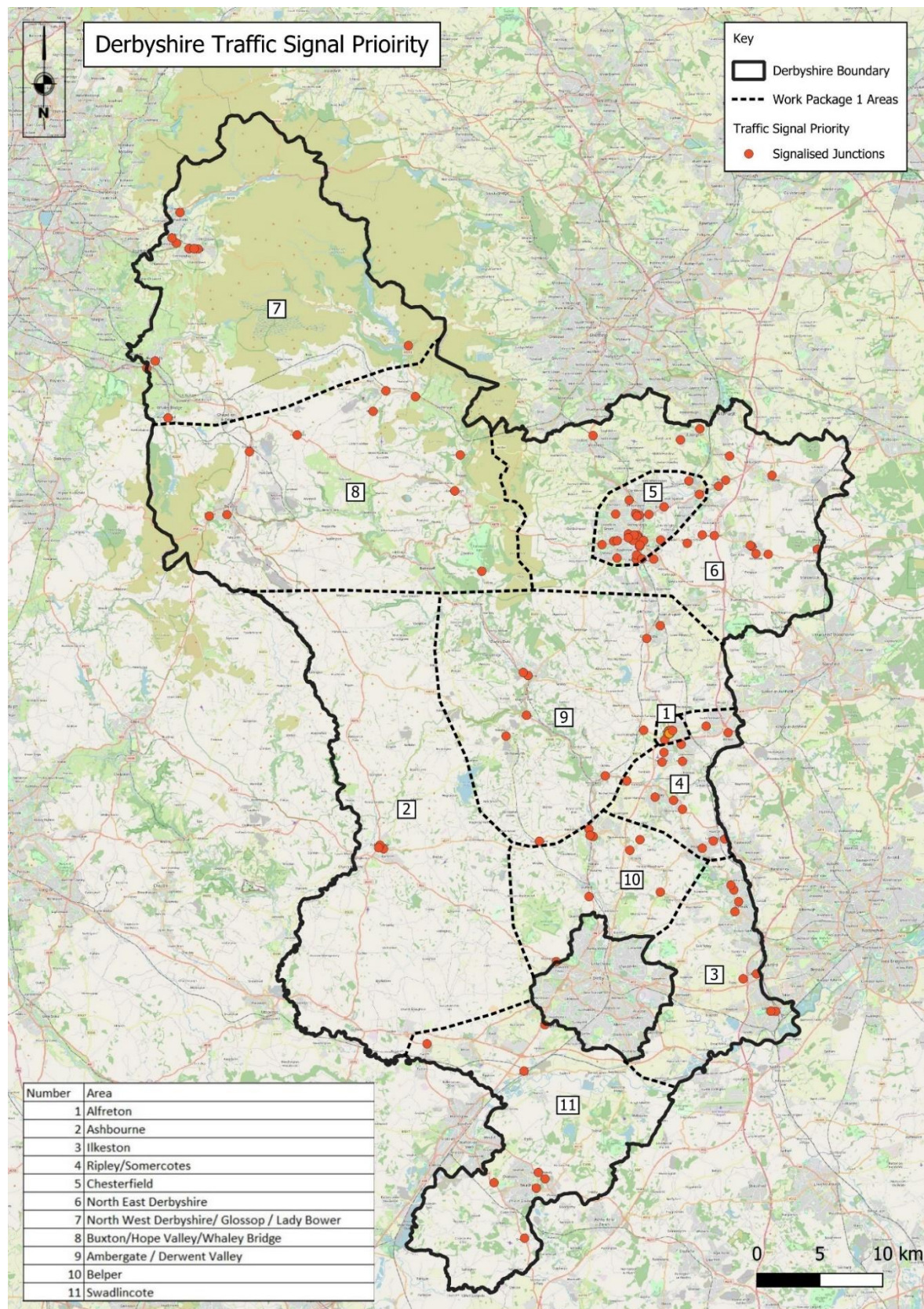
A current list of the highway schemes being funded by BSIP is included in Appendix 2. This includes a description of the scheme and current status. A reserve list of schemes has been drawn up so that alternative schemes can be undertaken should any of these schemes be found to be unfeasible. Work has progressed at pace and a total of 9 pinch point improvement schemes have been fully completed.

Transport Communications and roadworks

Utilising the Pre-Emptive Traffic Management System (PTMS) and Traffic Management System (TMS), the Council are developing an automatic alert system which sends information regarding roadworks or congestion to affected bus operators to notify them of where delays might occur.

A functional design for the alert messaging has been agreed and development work has commenced. Work has also commenced on additional reporting features from the TMS to provide timely information to the Council and operators on service punctuality and reliability.

Figure 1: Locations for Traffic Signal Priority



Source: QGIS, ©OpenStreetMap

Fares and Ticketing

Lower Fares for Key Groups

A flat £1.50 fare for b_line card holders was introduced on 1st November 2023 on all services, inclusive of journeys which cross into Derby City. The b_line scheme is our travel discount and library card for young people aged 11 up to 19 who live in Derbyshire.

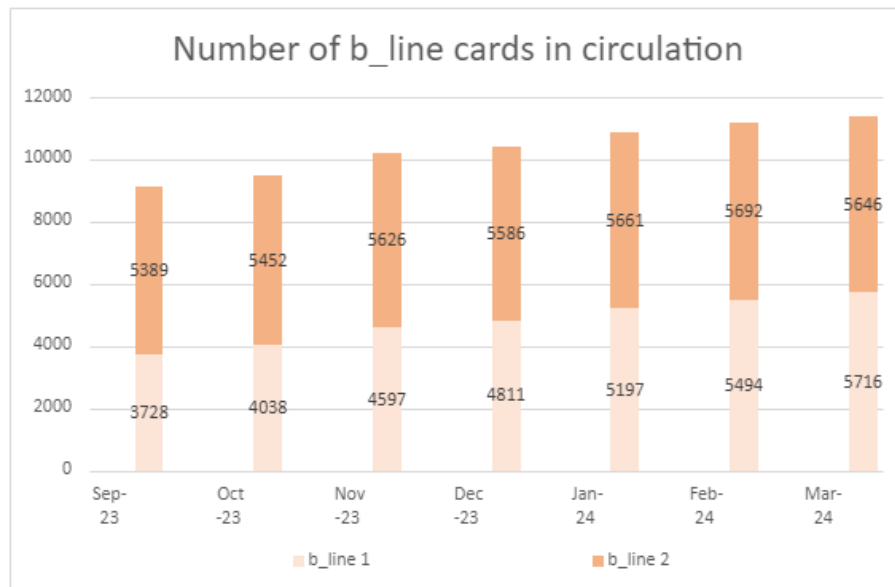
There are two types of b_line card:

- An orange b_line1 card for 11 year olds (in secondary school) up to their 16th birthday
- A purple b_line2 card for 16 year olds up to their 19th birthday

Bus Champions are working closely with schools, colleges, and universities across the county to encourage the take up of b_line cards and drive modal shift in this younger age group.

Figure 2 shows the total number of b_line cards in circulation for September 2023 to April 2024, demonstrating a 25% increase.

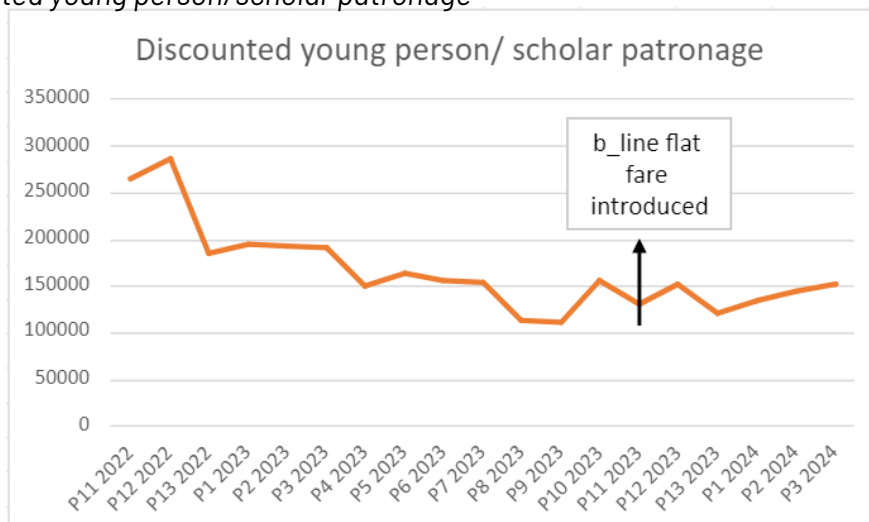
Figure 2: Number of b_line cards in circulation



Source: Derbyshire County Council

Figure 3 shows the overall patronage trends for young person/scholar tickets across all operators in 4 week periods (1-13), since 2022 (inclusive of cross boundary trips).

Figure 3: Discounted young person/scholar patronage



Source: Operators

The numbers travelling using young person tickets were declining which it is believed is a trend due to the £2 flat fare being better value when compared to a number of young person/scholar ticket types.

The Derbyshire Gold Card concessionary travel scheme allows card holders to travel for free on local buses throughout Derbyshire and the rest of England from 09:30am up to 11pm on weekdays and any time on weekends and on bank holidays. A companion pass for certain ENCTS card holders (allowing those individuals that meet the criteria to take a companion or carer with them on the bus free of charge) has been developed and is now operating for a trial period up to March 2025. The companion pass is due to be partly funded by BSIP for the first year.

Wayfarer Scheme

With support of BSIP funding, Wayfarer bus only tickets have been available since 24th April 2023 at a discounted rate. The Derbyshire Wayfarer Bus ticket allows almost unlimited bus travel throughout Derbyshire for an entire day or week.

A one day version is available to purchase on-board the bus as a paper ticket or to pre-load via an App to a smartcard. A seven day smart card only version is now available, with details on where to buy available on TravelMaster’s website/app (www.sytravelmaster.com/derbyshire).

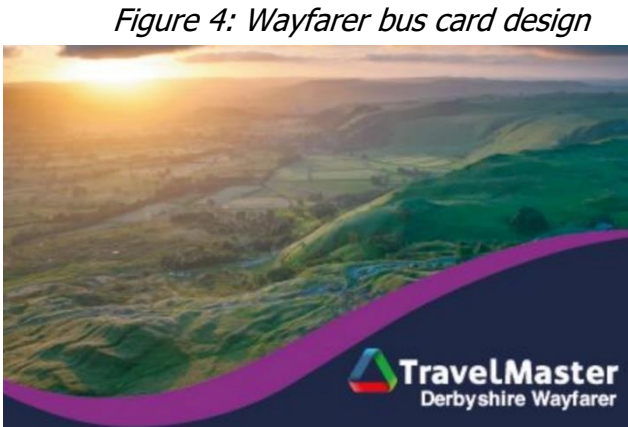


Figure 4: Wayfarer bus card design

The ticket offers value for money for passengers making multiple bus journeys.

Figure 5: Wayfarer bus ticket prices

Wayfarer Bus			
Unlimited travel tickets valid on all buses in Derbyshire.			
Durations	Description	Advance Price	On Board Price
1 Day Child	1 day of travel for a b_line holder.	£6.00	£6.00
1 Day Adult	1 day of travel for an adult.	£8.00	£8.00
1 Day Group	1 day of travel for 3 children & 2 adults.	£15.50	£15.50
7 Day Child	7 days of travel for a b_line holder.	£16.00	Not Sold
7 Day Adult	7 days of travel for an adult.	£21.00	Not Sold

Marketing

Recent Activity

There have been a number of Facebook advert campaigns which aimed to increase the awareness of the BSIP enhanced services and target potential customers. Five 6-week campaigns have been completed in which the adverts received over 3.5 million impressions (views) and resulted in over 38,000 link clicks. Other forms of communication include frequent posts on the Council's social media channels as well as Council e-newsletters and media releases.

The b_line campaign was marketed towards young people and parents through paid advertising on Snapchat and Facebook, as well as Google Display advertising. The young person campaign ran before Christmas 2023, with the parents' campaign picking up at the beginning of 2024. This resulted in, on average, a 200% increase in b_line card signups.

A commuter campaign focusing on what commuters could do with their time if they were not driving such as reading a book or sorting to do lists, was undertaken in April 2024. The audience was reached through social media, digital radio adverts and leaflet drops. A concessions campaign, encouraging people to make use of their Gold Card, to aid increased independence and socialising through using the bus will be delivered during the summer.

Further marketing is being undertaken to promote enhanced local bus services, the continued £2 flat rate fare and DRT services, with the aim to improve patronage through raising greater awareness of these services.

Branding and Website

The Travel Derbyshire brand has been established along with the Travel Derbyshire Facebook page to run our larger scale marketing campaign socials.

Figure 6: Travel Derbyshire brand



The new Travel Derbyshire Website, <https://travelderbyshire.co.uk/>, was launched on 17th May 2024. The main roles of the site currently are to:

- Establish an online presence to support the development of the Travel Derbyshire concept with passengers.
- Have a holding place for information which supports marketing campaigns planned for the summer of 2024.
- Sign-post passengers to travel information and timetables.

Further enhancements to the site will be progressed during the programme including a new Journey Planner which is being developed and will be launched later in the year.

Bus Champions

Bus champions play a pivotal role in Derbyshire's BSIP. It is their responsibility to promote the improvements that have been made to the bus network and to encourage people to give the bus a go. Their role is to offer reliable, informed advice on bus services and tickets, provide information and offer incentives to try travelling by bus.

Bus champions attend various events across Derbyshire to deliver and engage with the public by:

- Representing Travel Derbyshire
- Engaging with people through face-to-face activities
- Engaging with schools to promote the b_line card to students ages 11 to 19
- Supporting businesses to encourage sustainable commuting and conduct staff travel surveys to better understand commuting patterns and barriers to bus use.
- Providing information on local bus services, ticket options and specific journey planning advice
- Providing free 7-day Wayfarer taster bus tickets to encourage those who live on bus routes to give the bus a go (subject to eligibility)
- Collaborating with bus operators to share information and co-deliver events

Figure 7: Bus Champions at Dronfield Market



The bus champions have attended 37 events since September 2023, where they engaged with over 1,990 people and provided travel advice to over 1,200 individuals. They have also issued over 40 Wayfarer bus tickets. The Champions have attended local market days, Christmas Light switch-on and careers fairs/ parents' evenings and held on-site pop-up events at engaged businesses including Dove Valley Business Park, Chesterfield Hospital and Freedom Leisure.

Appendix 3 provides a brief snapshot of the events the Community Bus Champions have attended and examples of work they have completed.

EMPLOYMENT



Contacted 87 businesses

EDUCATION



Provided 43 schools/colleges with a b_line toolkit

VISITOR



Contacted 26 Visitor attractions/accommodation providers

Hubs and Services

Bus Service Enhancements

A bus network review was undertaken in December 2022 with a number of new and enhanced services recommended which aimed to:

- Provide enhanced services in both rural and urban areas of the county,
- Extend the length of the operational day, and
- Provide additional journeys on weekends for existing services.

Services which have a strong chance of operating commercially once BSIP funding ends have been prioritised.

Details of the service improvements and the impacts they have had in their first months of service are provided in Appendix 4.

Figure 8: Peak Sightseer



In addition to these enhancements, BSIP has also funded Stagecoach's Peak Sightseer service which ran for seven days a week between July and September 2023 and continued with weekend operation from October to December 2023. The circular open top bus service had a 30-minute frequency, enabling passengers to hop on and hop off at several popular destinations, including Chatsworth, Bakewell and Hassop station (Monsal Trail). Within the first 6 months of operation the service has carried over 28,000 passengers.

Customer research has been completed on this service and a summary report is provided in Appendix 5.

Further bus route enhancements are currently being developed and will be implemented in year three of the BSIP funded programme.

Demand Responsive Travel and Community Transport

It was originally proposed to run four pilot Demand Responsive Travel (DRT) projects targeted at the following sectors:

- Rural areas with no or limited experience of DRT;
- Supporting the visitor economy and high activity tourism centres;
- Operation in a small town and its hinterland; and
- Enabling access to employment for those who are unable to use other forms of passenger transport to reach the site.

The DRT service serving Bolsover, Chesterfield and North East Derbyshire was launched on 19th February 2024.

Passengers can now book this service on the Travel Derbyshire on Demand app, 28 days in advance. Appendix 6 includes the promotional flyer, where to download the app and how to use the service.

Figure 8: DRT bus service



Transport Hubs

The Council's ambition is to provide Transport Hubs that bring permanent and lasting benefits for Derbyshire residents and visitors long after the BSIP funding ends.

This work package contains measures including enhanced bus stations, stops and information infrastructure for passengers and bus operators. Any additional improvements to bus services and information will be incorporated at hub locations where possible. There are currently 19 Hub locations at various stages of feasibility and implementation with varying levels of provision

including Real Time Information (RTI), improved accessibility and shelters with a range of facilities including seating. There are currently 3 sites completed in Bamford, Heanor and Hope.

BSIP will address the following measures/facilities which will complement hub development where possible:

- Working with key attractors and destinations, to understand demand and possible improvements, including at interchanges with other transport modes, such as rail stations
- Accommodating bus frequency improvements
- Making the case for RTI displays
- Recognising the importance of high quality shelter(s) and seating at stops

Other facilities at hub locations may be included to enhance the hub offer, however these will only be installed where they can be secured by alternate funding sources, such as Market Towns or Levelling Up funding awards to district councils. The types of additional facilities could include:

- Taxi stands
- Parcel lockers
- Cycle parking
- Other new street furniture

The locations of all currently proposed Transport Hubs are shown in Figure 8, with known details at this point in the program provided within Appendix 7.

Park and Ride

A Park and Ride (P&R) study for the region has been funded through BSIP. The study identified a number of potential sites based on:

- Availability – only sites which were ‘readily available’ were considered i.e. there is an assumption that no new land will be acquired, and they will therefore be provided on existing Council or third party car parks.
- Access – On existing bus routes – sites must be close to existing services i.e. no new bus services for the P&R.
- Location – located where there is high demand for travel; either throughout the year or seasonally.

Sites were then further assessed and considered based on:

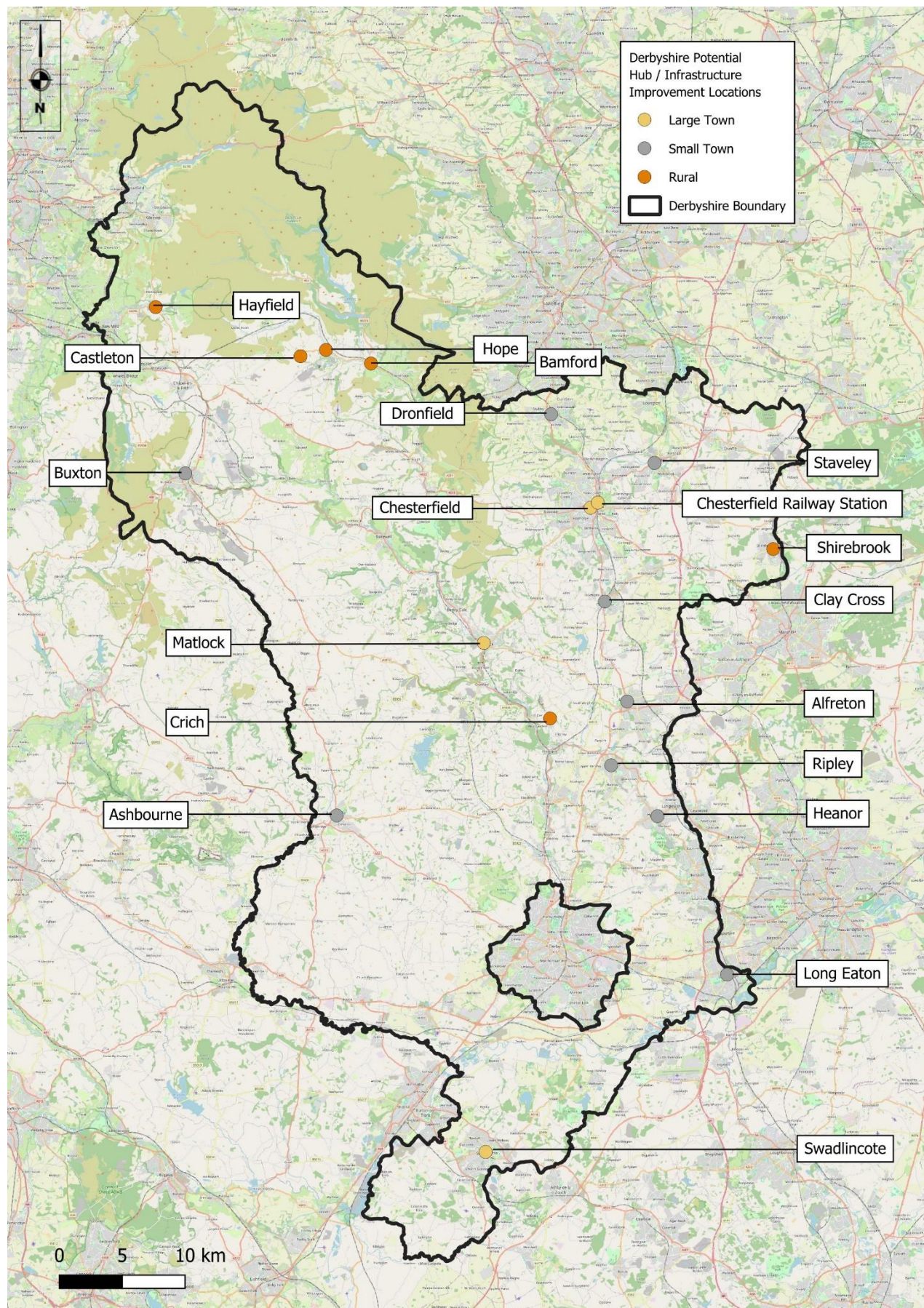
- Frequency of bus services – not less than every 20 minutes
- Demand for trips from the location
- Main road proximity and walking distance to bus stop
- Journey time to end destination
- Cost of any site upgrade requirements

Discussions are continuing to be held with district and borough councils and other car park providers to see which sites are viable for use in a partnership working arrangement to implement P&R schemes.

Timetables

Work to rebrand the current bus timetables with the Travel Derbyshire house style and colours for both online timetables and bus stop timetables is being undertaken. This will aim to provide updated timetables that are accessible for all and promote the brand further.

Figure 8: Potential BSIP Hub/Infrastructure Improvement Locations



Source: QGIS, ©OpenStreetMap

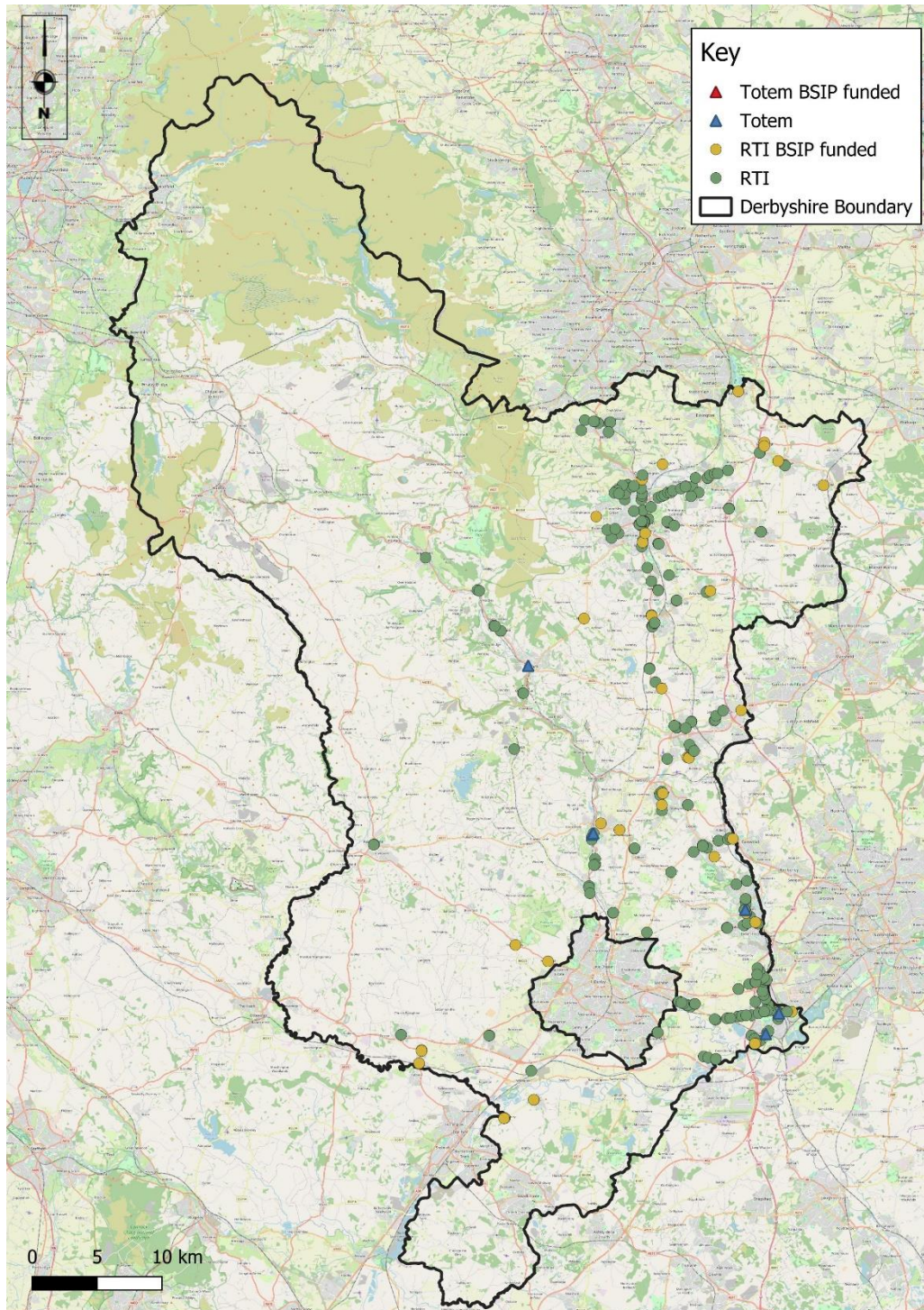
Other Workstreams

Real Time Information (RTI)

The total number of real time information boards in Derbyshire is currently 307 with further installations in the northwest and south of the county planned for 2024.

A map of the locations of the existing RTI signs is shown in Figure 9.

Figure 9: RTI Locations



Source: QGIS, ©OpenStreetMap

Bus Passenger Charter (Customer Charter)

The Customer Charter was completed and published in January 2023. The Charter sets out what passengers should expect from all bus operators, contact details if the service falls short of standards, as well as details about fair compensation for failure to deliver to the agreed standards. The latest version of the Charter can be viewed [here](#).

Service Change Dates

The Council has consulted with bus operators and adjacent authorities to agree five timetable change dates. This is to provide passengers with confidence that the services are in place for a fixed period of time and know when to expect changes at fixed points of the year. The standardised dates are the weekend of the:

1. Last Sunday in January
2. Last Sunday in March (start of British Summer Time)
3. First Sunday after the first May bank holiday
4. Sunday before schools return for the new school year
5. Last Sunday in October (end of British Summer Time)

These came into effect from March 2024 and now provide stability for bus services across Derbyshire. Nottingham City Council, Nottinghamshire Country Council and Derby City council are all coordinating with these dates.

Progress against Targets

Headline Measures

In line with the Department for Transport's (DfT) national evaluation and monitoring of bus interventions, the headline measures and associated targets for Derbyshire are provided in Table 1. It should be noted that some targets and indicators which were provided within the original BSIP have been amended due to several factors, including changes in travel behaviour since Covid-19; BSIP funding being delivered over 2.5 years, instead of the original 5 year bid; and not all improvement measures submitted in the original BSIP bid being supported financially in the final settlement award.

Patronage data is taken from DfT bus statistics and updated following each release of new data. To reflect the slower than anticipated patronage recovery post-pandemic and the adjusted amount of BSIP funding received, the patronage target provided within the original BSIP has been amended to provide a realistic but challenging target (10% increase over 10 years from 2019/20).

Customer satisfaction data is sourced by independent watchdog Transport Focus. Surveys began in January 2023. A 2023 full year report was published in February 2024. Overall, out of the 34 local transport authority areas that took part, Derbyshire came 10th in overall satisfaction with 83% of passengers satisfied with their journey. A summary of headline results for Derbyshire is included in Appendix 8.

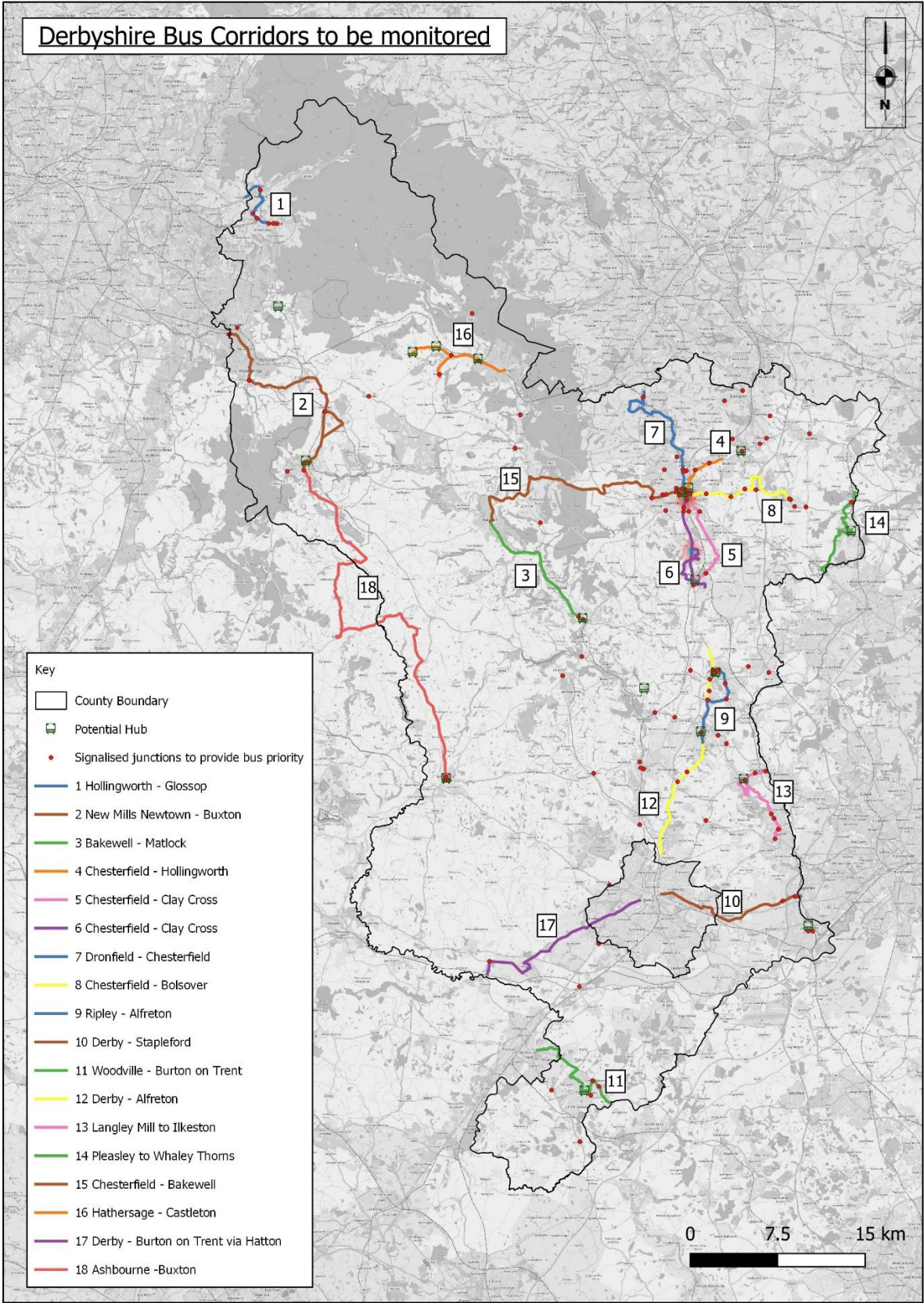
Punctuality information is taken from Analyse Bus Open Data (ABOD). This is an extension service to the Bus Open Data Service (BODS), funded by DfT, which provides reporting and analytics to bus operators and local authorities nationally. As the ABOD data service was not available prior to 2021, the baseline below is taken from Q4 of 2022 (9 October-31 December) and actual 2022/23 data is taken from Q1 of 2023 (1 January-25 March).

Journey time (speed) is taken from ABOD for a number of specific corridors, which are shown in Figure 10. Again, ABOD data was not available, the baseline is taken from Q4 of 2022 (9 October-31 December) and actual 2022/23 data is taken from Q1 of 2023 (1 January-25 March). Journey times, including moving speed between stops and dwell times (time at bus stops to allow boarding/alighting) will be assessed in more detail for these key corridors using Derbyshire's TMS.

Table 1: County-wide Patronage, Satisfaction, Punctuality and Speed Targets

Headline Indicator		Baseline	Target 2024/25	Target 2029/30	Actual 2022/23	Actual 2023/24	Source
Patronage		2019/20: 20.9m	20.9m	23.0m	2022/23: 16.8m 2021/22: 14.2m	2023/24: 16.8m	DfT Bus Statistics, BUS01e
Customer Satisfaction		81%	90%	95%	83%	83%	Transport Focus
Punctuality	On-time	80.42%	90%	95%	84.92%	71.78%	ABOD
	Late	19.58%	10%	5%	15.08%	17.14%	ABOD
	Early	11.09%	5%	3%	13.33%	11.07%	ABOD
Speed (average across corridors)		17.07mph	17.92mph	18.78mph	17.94mph	17.96mph	ABOD

Figure 10: Corridors to be monitored



Source: QGIS, ©OpenStreetMap

Through Derbyshire's BSIP and Enhanced Partnership (EP), further indicators have been developed with updated baselines and targets to measure the progress of bus intervention schemes in the county. The indicators cover the following categories:

- Journey Time, Reliability and Punctuality
- Passenger Growth
- Passenger Satisfaction
- Complementary measures.

Journey Time, Reliability and Punctuality

The punctuality and reliability baselines detailed in Table 2 below, are derived from data sent from five bus operators (First South Yorkshire, Hulleys of Baslow, Midland Classic, Stagecoach Yorkshire and trentbarton). Each operator's data submission has slight variations (such as dates covered by the submission) therefore the data contained in Table 2 is an approximation based on the information provided.

In the absence of data being available from the Council TMS system, the actual punctuality and journey time data for 2024 has been taken from ABOD for Q1 of 2024 (31 December-23 March) for the corridors shown in Figure 6. Once available, new baselines (based on minimum 4 weeks data) will be sourced from the TMS system with target amendments if necessary and deemed more appropriate.

The baseline for reliability is taken from Q4 of 2023 (10 September – 30 December) and Q1 of 2024 (31 December – 23 March).

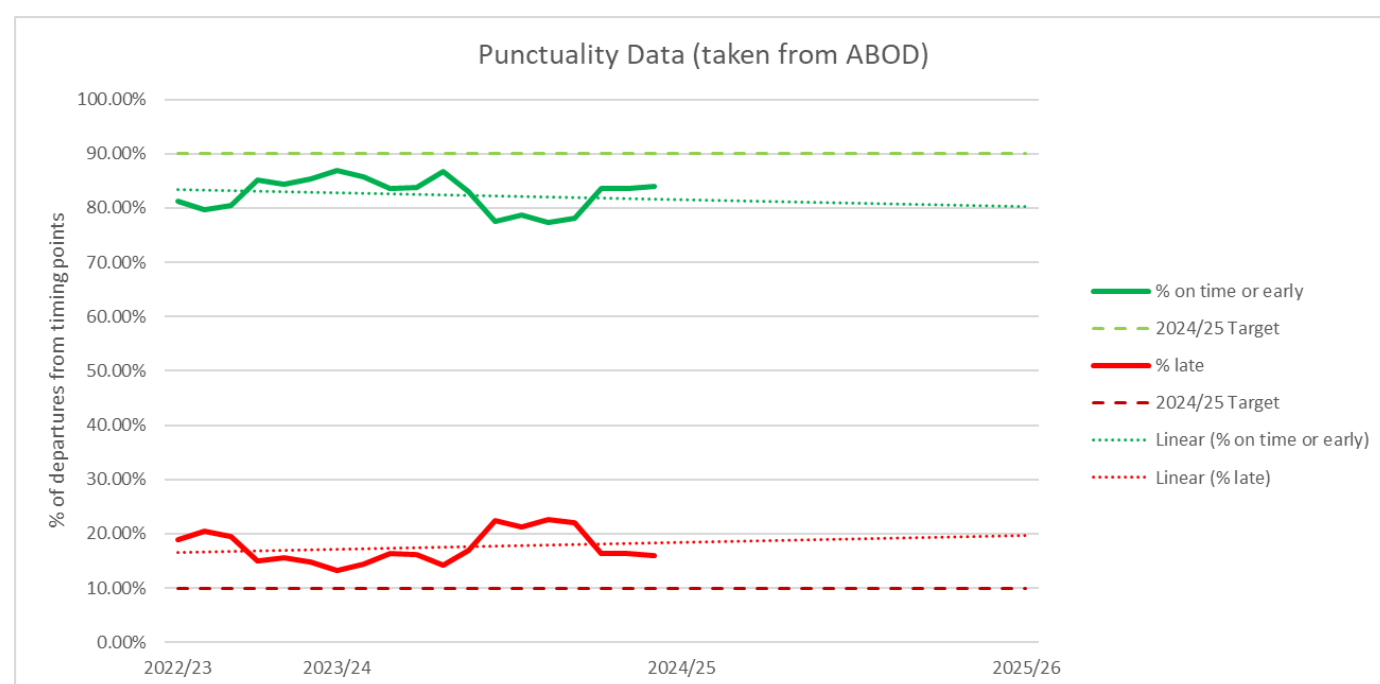
Table 2: Journey Time, Reliability and Punctuality Targets

Outcomes	Baseline 2019/20	Target 2024/25	Target 2029/30	Actual Q4 2023	Actual Q1 2024	Source
The maximum actual journey time on a route in Derbyshire is within 15% of the minimum journey time	~ 74%	80%	85%	U/A	U/A	Derbyshire TMS
Percentage of journeys on time (start point)	~92%	90%	95%	77.07% (ABOD)	72.25% (ABOD)	ABOD / Derbyshire TMS
Percentage of journeys on time (mid-point)	~84%	86%	92%	U/A	U/A	Derbyshire TMS
Percentage of journeys early (up to and in excess of 1 minute early)	~8%	5%	3%	11.88% (ABOD)	16.33% (ABOD)	ABOD / Derbyshire TMS
Percentage of journeys late (up to and over 5 minutes late)	~13%	10%	5%	22.93% (ABOD)	11.42% (ABOD)	ABOD / Derbyshire TMS

Reliability (miles operated / registered miles)	96.49%	98%	98%	96.32%	96.44%	Operators
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Punctuality data collected to date from ABOD (4-weekly) has been forecasted to assess whether Derbyshire is currently on track to achieve the 2024/25 targets for this indicator. The data shown in Figure 11 illustrates that if further intervention is not put in place, the partnership is unlikely to achieve its current targets within the aspired timescales, so the Council will continue to closely monitor this indicator. As bus priority is implemented at traffic signals across the bus network and operators bring in further timetable improvements, it is intended that this metric should see significant improvements.

Figure 11: ABOD Punctuality data (actual, projected and targets)



Passenger Growth

Through Derbyshire's EP, the measure for passenger growth has been developed to provide more disaggregation of patronage by passenger type and time of day. This will allow any changes or developing trends to be understood in greater detail.

The patronage is inclusive of all services* operating within the Derbyshire EP area, including trips made across the border (whole service patronage).

*Patronage data was not provided by D&G or Stotts or Notts & Derby (just for Q1 2024), therefore the services operated by these operators are excluded.

Actual data is provided for Q4 2022 (9 October-31 December), Q4 2023 (10 September – 30 December) and Q1 2024 (31 December – 23 March). The aim is to increase patronage by 5% from 2022/23 to 2024/25 and a further 10% from 2024/25 to 2029/30.

Table 3: Passenger Growth Targets

Outcomes		Q4 2022	Q4 2023	Q1 2024	Source
Total Patronage		6,235,234	8,924,567 6,583,023*	6,658,015	Operators
Full Fare Payer		3,630,937	5,954,169 4,398,218*	4,383,631	Operators
ENCTS (Concessions)		1,847,147	2,405,876 1,770,262*	1,834,673	Operators
Discounted young person /scholar		715,500	531,952 384,277*	432,499	Operators
Weekday	0700-0930	881,034	1,287,350 931,063*	953,713	Operators
	0930-1500	2,261,737	2,991,420 2,222,853*	2,395,684	Operators
	1500-1800	1,197,538	1,661,430 1,209,586*	1,101,345	Operators
	1800 onwards	755,222	862,448 639,446*	628,735	Operators
Weekend	Saturday	820,321	1,251,086 924,580*	941,459	Operators
	Sunday	310,198	547,239 410,904*	401,195	Operators

*Figure for 8 October-30 December to allow comparison to Q4 2022

The Government's £2 bus fare cap scheme was introduced in January 2023 during the end of Q4 2022 and remains in place until December 2024. The impact of this incentive is thought to have caused the reduction of the Discounted Young Person tickets, as the existing Council young persons b_line scheme was not attractive when compared to the £2 single fare for many young passengers. The improved b_line ticketing scheme (£1.50 flat fare for b_line holders), which launched on 1st November 2023, was developed to be competitive and to encourage more bus use by young people.

Passenger Satisfaction

Transport Focus is commissioned to deliver the 'Your Bus Journey' survey throughout 2023. Fieldwork began in January 2023 and an annual report was issued in February 2024. Due to the differing methodology used in the 'Your Bus Journey' survey when compared to the 2019/20 surveys, the results from the mid-year report have been used to establish new baselines for BSIP and targets have been amended accordingly, as agreed by the EP board. The 2023 results are also provided in Table 4.

Table 4: Passenger Satisfaction Targets

Outcomes	Baseline (2023 mid-year)	Target 2024/25	Target 2029/30	2023 Year total	Source
Overall journey satisfaction	81%	90%	95%	83%	Transport Focus
Satisfaction with Journey Time	84%	90%	95%	86%	Transport Focus
Satisfaction with punctuality	72%	80%	85%	77%	Transport Focus
Satisfaction with value for money	76%	85%	85%	79%	Transport Focus
Satisfaction with bus driver	87%	95%	95%	90%	Transport Focus
Satisfaction with interior cleanliness and condition	83%	90%	95%	83%	Transport Focus
Satisfaction with availability of seating or space to stand	89%	95%	95%	89%	Transport Focus

Complementary Measures

A number of additional measures are being monitored as the BSIP programme progresses. These are outlined in Table 5 below.

Table 5: Complementary Measures

Outcomes	Baseline 2019/20	Target 2024/25	Target 2029/30	Actual 31 Mar 2023	Actual 30 Jun 2023	Actual 30 Sept 2023	Actual 31 Dec 2023	Actual 31 Mar 2024	Source
Number of signalled junctions with automatic bus priority applied via UTC and Automatic Vehicle Location systems	0	131	131 (all signalised junctions)	0	0	0	0	144	Derbyshire County Council
Number of Real Time Information displays	192	500	750	230	240	302	302	307	Derbyshire County Council
Number of stops with Timetable Cases (DCC owned)	U/A	1,900	2,000	1,810	1,820	1,832	1,849	1,849	Derbyshire County Council
Percentage of Euro 6 Buses (or better) in Derbyshire (local scheduled bus services)	35%	65%	95%	55.2%	57.9%	57.9%	57.9%	57.9%	Operators

Conclusion

This report summarises the progress made by Derbyshire County Council and the Derbyshire Enhanced Partnership on the implementation of the BSIP since the allocation and receipt of grant funding in November 2022. It provides a review of what works have been successfully completed within the BSIP program.

The report provides the headline measures, associated targets and progress made to enable measurement of the impact of the bus interventions as they are implemented.

Baseline and targets may differ from those originally stated within the BSIP and explanations are provided where this is the case. Additionally, some measures which were planned to be monitored will not be progressed. This is due to:

- The change in travel behaviour since Covid-19 and the recovery since the pandemic.
- The BSIP funding being over 2.5 years, not the 5 years originally bid.
- The subsequent reduction in funding from the original bid, meaning that not all improvement measures submitted in the BSIP were able to be supported.
- Better understanding of the fare-paying and ENCTS patronage recovery and travel patterns post Covid-19.

The Partnership will continue to monitor the measures set out within this report and the updated BSIP once released and will provide updates on a 6-monthly basis, with the next report due to be published in December 2024.

Appendix 1

Ref	Design Priority Regions	SCN	Adress/Description	Town	Postcode
1	1	A001	A61/High St	Alfreton	DE55 7DB
2	1	A014	Alfreton A61/A615 Eachwell Lane	Alfreton	DE55 7AN
3	1	A020	Alfreton, A61/Hall Street	Alfreton	DE55 7DD
4	1	A022	Alfreton, B600/Cressy Road	Alfreton	DE55 7DP
5	2	A002	A515/A517 (1 controller covers 2 junctions) Right Junction	Ashbourne	DE6 1BE
6	2	A002	A515/A517 (1 controller covers 2 junctions) Left Junction	Ashbourne	DE6 1BE
7	2	A003	A517 Church St/Dig St	Ashbourne	DE6 1BE
8	2	A015	Ashbourne A515/King Edward Street/ent to Sainsburys car park	Ashbourne	DE6 1AA
9	3	I002	Bath St / Station Rd	Ilkeston	DE7 8FE
10	3	I004	Derby Road / Oakwell Drive	Ilkeston	DE7 5EZ
11	3	I015	Kedleston Drive	Ilkeston	DE7 8TA
12	3	I025	Shipley Common Lane	Ilkeston	DE7 8TA
13	3	L027	Main St / Station St	Long Eaton	NG10 1HY
14	3	L028	Tamworth Rd / Salisbury St	Long Eaton	NG10 1JJ
15	3	S001	Town Street / Station Road	Sandiacre	NG10 5JH
16	11	S007	B5010 Bostocks Lane	Sandiacre	NG10 5HF
17	4	B026	Buckland Hollow A610/B6013 signals	Buckland Hollow	DE5 3RH
18	4	C018	A610/A6007 Heanor Rd Codnor, Ripley	Codnor	DE5 9RH
19	4	H005	Church Square	Heanor	DE75 7DZ
20	4	L033	Greenhill Lane	Leabrooks	DE55 1LJ
21	4	L036	Station Road / Lower Dunstead Road	Langley Mill	NG16 4DQ
22	4	P005	Town Street / Brookhill Street / Victoria Road	Pinxton	NG16 6JN
23	4	R001	Ripley Market Place	Ripley	DE5 3BR
24	4	R007	A610 Brittain Drive	Ripley	DE5 3JX
25	4	S004	B6179 / B6016	Swanwick	DE55 1AD
26	4	S022	B600 Cotes Park Signals	Somercotes	DE55 4HQ
27	4	S024	B6179 Sleetmoor Lane	Swanwick	DE55 1RH
28	4	S051	Alfreton Road / Birchwood Lane	South Normanton	DE55 3EL
29	4	L034	A608 Access 26 Ind Est	Langley Mill	NG16 4AA
30	5	C003	A61/Storforth Ln Chesterfield	Chesterfield	S40 2ET
31	5	C004	A632 Hollis Ln Chesterfield	Chesterfield	S41 7RE
32	5	C005	A61/St Augustines Rd Chesterfield	Chesterfield	S40 2ER
33	5	C024	A632 Royal Hospital, Chesterfield Road, Chesterfield	Chesterfield	S41 0BW
34	5	C029	Alma Leisure Park Chesterfield	Chesterfield	S40 2EZ
35	5	C055	A61/St Augustines Rd Chesterfield	Chesterfield	S40 2ER
36	5	CB002	Church Way/St Marys Gate B6057/B6543 Chesterfield	Chesterfield	S41 7TH
37	5	CB101	Saltergate/Foljambe Rd/Rutland St, Chesterfield	Chesterfield	S40 1NJ
38	5	CB102	West Bars/Clarence Rd, Chesterfield	Chesterfield	S40 1AG
39	5	CB103	Storforth Lane, Bridge, Chesterfield	Chesterfield	S41 0QD
40	5	CB116	B6051 Newbold Rd/Loundsley Green Rd, Chesterfield	Chesterfield	S41 8RJ
41	5	CB131	Holywell St B6057/B6543 Chesterfield	Chesterfield	S41 7SA
42	5	CB132	Stephenson Place/Cavendish St Chesterfield	Chesterfield	S40 1XP
43	5	CB133	Markham Rd/Park Rd	Chesterfield	S40 1XP
44	5	CB138	Old Road/ Old Hall Road Chesterfield	Chesterfield	S40 2QT
45	5	CB139	Dunston Rd / Racecourse Rd Brimington, Chesterfield	Chesterfield	S41 8NL
46	5	CB140	Saltergate/Soresby Street/Angel Yard signals B, Chesterfield	Chesterfield	S40 1JR
47	5	CB141	Hall Lane, Barrow Hill Staveley Chesterfield	Chesterfield	S43 3YG
48	5	CB144	A632 Hady Hill / Piccadilly Rd Chesterfield	Chesterfield	S41 0RN
49	5	CB145	A632 Walton Rd/Whitecotes Ln, Chesterfield	Chesterfield	S40 3JQ
50	5	CB150	Duke St./Inkersall Rd. Staveley Chesterfield	Chesterfield	S43 3JP
51	5	CB151	Ringwood Rd./High St., Brimington, Chesterfield	Chesterfield	S43 1DE
52	5	CB156	A619 Chatsworth Rd / Storrs Rd Chesterfield	Chesterfield	S40 3JX
53	5	CB162	West Bars Roundabout, chesterfield	Chesterfield	S40 1NJ
54	5	CB163	A61 / Tesco Roundabout, chesterfield	Chesterfield	S41 9BH
55	5	CB165	B6543 Brimington Rd / A619 Chesterfield Rd	Chesterfield	S43 1AU
56	5	CB173	A619 Chatsworth Rd / Old Road, Chesterfield	Chesterfield	S40 2RE
57	5	CB177	A61 / A617 Hornsbridge, Chesterfield	Chesterfield	S40 2EZ
58	5	CB193	Sheffield Road / Site Access	Chesterfield	S41 8LS
59	5	CB194	Locoford Lane / Site Access, chesterfield	Chesterfield	S41 7JE
60	6	A018	Arkwright Town A632/Deepsick Lane	Arkwright Town	S44 5UN

61	6	B047	A632/Mansfield Rd - Hillstown Bolsover	Bolsover	S44 6LY
62	6	B048	Bolsover, A632/B6417 Bolsover	Bolsover	S44 6HP
63	6	B060	A632 Town End/Hornscroft Road Bolsover	Bolsover	S44 6HG
64	6	B065	Bolsover A632 Market Place/ Morrisons	Bolsover	
65	6	C036	A616 / A618 Rotherham Road Crossroads, Clowne, Chesterfield	Clowne	S43 4PQ
66	6	CB153	Mansfield Rd / Calow lane, Hasland, Chesterfield	Hasland	S41 0JA
67	6	CB154	Worksop Rd / Norbriggs Rd, chesterfield	Stavely	S43 3BN
68	6	CB155	Worksop Rd / Bolsover Rd, Chesterfield	Stavely	S43 3FF
69	6	D037	B6057 Sheffield Road / B6056 Stubley Hollow, Dronfield	Dronfield	S18 2GD
70	6	D050	A632 / Megz	Duckmanton	S44 5HT
71	6	E001	Atco Crossroads	Eckington	S21 4HL
72	6	E009	B6056 / B6052 Eckington	Eckington	S21 4JF
73	6	L010	Langwith Railway Bridge	Langwith	NG20 9HS
74	6	R015	Sheffield Road/Barbers Row/Spinkhill Road	Renishaw	S21 3UA
75	6	D041	A632 / Staveley Road, Duckmanton, Chesterfield	Duckmanton	S44 5JF
76	7	G001	Norfolk Square	Glossop	SK13 8DA
77	7	G007	Wrens Bones Hill	Glossop	SK13 8EX
78	7	G009	Plough Inn	Glossop	SK13 6PB
79	7	G010	Arundel St	Glossop	SK13 8BB
80	7	G011	New Shaw Lane	Glossop	SK13 6JD
81	7	H021	New Road	Hadfield	SK13 1JN
82	7	L032	A57 / A6013 (On Capital Works Program)	Ladybower	S33 0BJ
83	7	N001	A6/A6015 Newtown	New Mills	SK22 3JS
84	7	W002	A5004/B5470 Horwich End	Whaley Bridge	SK23 7JH
85	7	N003	Union Road N003	New Mills	SK22 3EX
86	8	B001	Beeley Bridge B6012	Beeley Bridge	DE4 2NX
87	8	B004	Buxton A515/B5059 (London Rd)	Buxton	SK17 6HB
88	8	B006	Buxton A53/B5059 Burbage	Buxton	SK17 9AA
89	8	B029	Bamford A6187 / A6013	Bamford	S33 0BN
90	8	B036	Bradwell Church Street /Netherside B6049 Buxton	Bradwell	S33 9HJ
91	8	C001	A623/B6001 Crossroads Calver	Calver	S32 3XH
92	8	D051	A6 / Station Road, dove holes	Dove Holes	SK17 8BJ
93	8	G006	Grindleford Bridge	Grindleford Bridge	S32 2JH
94	8	H017	A6187 Hope Road / B6049 Stretfield Road	Hope	S33 9HG
95	8	P006	Church Lane	Peak Forest	SK17 8EG
96	9	A026	Ambergate, A610/Bullbridge Hill	Ambergate	DE56 2EW
97	9	C008	A61/Clay Lane Clay Cross, Chesterfield	Clay Cross	S45 9JR
98	9	C025	Derby Road, Cromford A6/A5012	Cromford	DE4 3RH
99	9	C048	Market Street/Howe Grove Clay Cross	Clay Cross	S45 9BF
100	9	M010	A6 Diversion Snitterton Road	Matlock	DE4 3LT
101	9	M011	A6 Diversion Sainsbury s	Matlock	DE4 3SP
102	9	M019	Main St/ Porter LnMiddleton	Middleton	DE4 4LS
103	9	O002	A615 / B6013 signalsOakerthorpe	Oakerthorpe	DE55 7NR
104	9	S003	A517 / B5023 Railway Inn	Shottle	DE56 2LG
105	10	B008	Belper A6/A517 Triangle	Belper	DE56 1BA
106	10	B023	Belper A609/Strutt St signals	Belper	DE56 1UN
107	10	B027	Belper A6/King Street signals	Belper	DE56 1AR
108	10	D038	A6 / B5023 Broadway Signals, Belper	Duffield	DE56 4BT
109	10	D053	Derby Rd / Ryknield Hill, Ripley, Denby	Denby	DE5 8NW
110	10	K001	Toll Bar	Amber Valley	DE56 0PU
111	10	M008	A608 / A609 Rose & Crown	Morley	DE7 6DG
112	10	R016	A52 Ashbourne Road / Radbourne LaneRadbourne	Derby	DE22 4LU
113	11	H008	Salt Box	Hatton	DE65 5PT
114	11	L041	Rykneld Road (Near Highfields Farm)	Littleover	DE23 4BG
115	11	N007	Stanton / A444 / Park Road	Newhall	DE15 9TH
116	11	O003	Lullington Road	Overseal	DE12 6LQ
117	11	S034	Derby Rd/Morrisons	Swadlincote	DE11 8HL
118	11	S041	A511 Burton Rd/Midway Rd	Swandlincote	DE11 7PG
119	11	W013	B5008 Etwall Rd/Findern Ln	Willington	DE65 6EL
120	11	W015	Lincoln Way / MidwaySwadlincote	Swadlincote	DE11 7JR

Appendix 2

Bus Priority - Pinch Points

Schemes	Town	Description	Current stage
A61 King St / Hall St	Alfreton	Refurbishment of traffic signals	2. Design
B6019 Mansfield Rd / Salcombe Rd	Alfreton	New traffic signals	2. Design
Church St / Station Rd	Ashbourne	New traffic signals	3. Construction
A515 with Park Rd/Belper Rd and Derby Road/Compton St	Ashbourne	Refurbishment of traffic signals	4. Scheme complete
Ashbourne SCOOT (UTC SCOOT TSP Regions for co-ordinated traffic signal control in Ashbourne)	Ashbourne	UTC and SCOOT will be applied to coordinate signals in Ashbourne following the construction works for the other Ashbourne schemes	2. Design
A619 Baslow Road / Station Road, Bakewell	Bakewell	Junction modification for right turn	1. Feasibility and possible remodelling
Holywell Street/Stephenson Place/Cavendish, Chesterfield (triple crossing and ped) (Full Refurbishment of Traffic Signals SCNs CB182, CB131 & CB205)	Chesterfield	Refurbishment of traffic signals at Holywell Cross triple ped crossing, Holywell St / Cavendish junction and Holywell St / Stephenson Place junction	4. Scheme complete
West Bars (Full Refurbishment of Traffic Signals SCN CB162)	Chesterfield	Refurbishment of signals at a six arm roundabout and Toucan crossing on Boythorpe Rd	4. Scheme complete
St Marys Gate / Church Way (Full Refurbishment of Traffic Signals SCN CB002)	Chesterfield	Refurbishment of traffic signals and new Puffin crossing. Replacement of block paving at Church Way.	3. Construction
Chesterfield St Mary Gate / Corporation St (New Traffic Signal Site, SCN CB206)	Chesterfield	Upgrade Zebra crossing to Puffin to coordinate signals with others in the area and improve traffic flow	2. Design
A619 Church St/Brimington Gyratory (Proposed UTC SCOOT TSP Region – Refurbishment of Traffic Signals (SCN CB151, CB121 & Possible new signal controller junction)	Chesterfield	Refurbishment of Puffin crossings at Church St, Hall Rd and Ringwood Rd / High St junction. New signals at Church St / High St and Hall Rd / Chesterfield Rd / Devonshire St / Church St crossroads	1. Feasibility Feasibility studies have shown there is a benefit to buses in signalling and coordinating movements around the gyratory
A619 – Brimington: Chesterfield Rd / Brimington Rd Bus Gate (Full Refurbishment of Traffic Signals SCN CB165)	Chesterfield	Refurbishment of traffic signals	4. Scheme complete
A632/A61/A619/A617 Corridor Improvements (Potential Lay-by infills)	Chesterfield	Bus stops have been identified along the named corridors in BSIP that would benefit from realigning to improve the time it takes for buses to rejoin the main flow of traffic and improve punctuality	1. Feasibility
A617 Lordsmill Street towards Horns Bridge, Chesterfield	Chesterfield	Potential bus lane	1. Feasibility and possible remodelling
A617 Eastbound towards Horns Bridge, Chesterfield	Chesterfield	Potential bus lane	1. Feasibility and possible remodelling
A61 / Harris Way, Clay Cross	Clay Cross	New traffic signals	2. Design
A608 / A6007 Church St / Ilkeston Rd (Heanor Church)	Heanor	Refurbishment of traffic signals	3. Construction
A6007 Nottingham Road/A609 Derby Road roundabout	Ilkeston	Co-ordinate the pedestrian stages at pedestrian signals to minimise adverse effects of offside priority at the roundabout (a sign-about)	1. Feasibility
A609 Derby Rd / South Street, Ilkeston	Ilkeston	New traffic signals	2. Design
A6005 Derby Rd / College St, Long Eaton	Long Eaton	New traffic signals	2. Design
A619 Duke Street/Lowgates, Staveley	Staveley	New traffic signals	2. Design
Belmont Street Swadlincote (Full Refurbishment of Traffic Signals SCN S015)	Swadlincote	Refurbishment of Puffin crossing	4. Scheme complete

KEY	
Stage 1	Feasibility / Surveys
Stage 2	Design
Stage 3	Construction
Stage 4	Scheme complete

Appendix 3



**Travel Derbyshire
Community Bus Champions
Engagement**

Case studies

(March 2024)



A brief overview

Role of the Bus Champions

Bus Champions play a pivotal role in Derbyshire's Bus Service Improvement Programme (BSIP). It is their responsibility to promote the improvements that have been made to the bus network and to encouraging people to give the bus a go. This note provides a snapshot of the Bus Champions activity that has been delivered over the past six months (Sept 2023 – Feb 2024) to promote the bus to employees, students, and residents. The impact of this activity will be monitored over the course of the programme to understand if there has been a change in how people travel.

The primary role of the Bus Champions is to offer reliable, informed advice on bus services and tickets, provide information (e.g., bus timetables / maps) and offer incentives (e.g., promotional bus tickets) to give the bus a go. These conversations are both informative and persuasive, with the intention to overcome people's perceived barriers to using the bus by dispelling misconceptions and providing clear information to enable them to make informed travel choices.

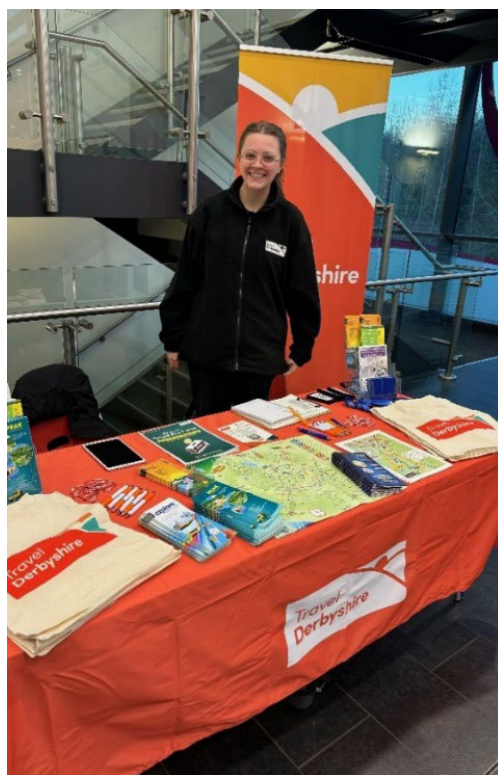
Bus Champions attend various events across Derbyshire to deliver and engage with the public by:

- Representing Travel Derbyshire.
- Engaging with people through face-to-face activities.
- Engaging with schools/colleges to promote the b_line card to students aged 11 to 19.
- Supporting businesses to encourage sustainable commuting and conduct staff travel surveys, to better understand commuting patterns and barriers to bus use.
- Attending community events including local market days/festivals to engage with residents.
- Providing information on local bus services, ticket options and specific journey planning advice.
- Providing free 7-day Wayfarer taster bus tickets to encourage those who live on bus routes to give the bus a go (subject to eligibility).
- Collaborating with bus operators to share information and co-deliver events.

Freedom Leisure (Derbyshire Dales)

Engagement

Freedom Leisure is one of the UK's leading leisure and culture trusts and operates over 100 venues across the country. In Derbyshire, Freedom Leisure have sites in Matlock, Ashbourne, Wirksworth and Bakewell with around 180 staff working across the four sites and over 15,500 visitors each month. The organisation chose to get involved with Travel Derbyshire to improve their carbon footprint and work towards becoming a net zero company.



Delivery

We started working with Freedom Leisure in November 2023 and initially focused on providing information about bus services in the staff newsletter to raise awareness of travel options. Alongside this we conducted a staff travel survey to better understand commuting patterns and barriers to bus use. Those employees who were interested in trying the bus were able to request a free 7-day Wayfarer bus ticket. Whilst the survey was open, we held two pop-up stalls at Arc Leisure Centre Matlock and Ashbourne Leisure Centre to speak directly to employees and visitors about local bus services.

Output

Across the two events, we spoke to over 70 people and of those 65% (45 people) received travel advice. We also issued a free 7-day Wayfarer bus ticket to 7 people to encourage them to start using the bus. Those who received the tickets will be contacted within 3 months to see if their travel habits have changed because of the project.

"It has been valuable to our staff and members to be made aware of all the bus routes around the Derbyshire Dales. We are grateful for the free bus passes provided and found them very useful in learning the local bus routes and now think about using them instead of driving to work. It is important to us as at Freedom Leisure that our sites are accessible as possible, and that includes making everyone aware of the travel access through the local bus routes."

Liam, Healthy Communities Manager

Chesterfield Royal Hospital (Chesterfield)

Engagement

With 10,000+ employees, Chesterfield Royal Hospital (CRH) is one of the largest employers in the county. Travel Derbyshire has been supporting CRH to strengthen their current travel plan activities and work with their travel plan coordinator to encourage sustainable travel for employees and visitors.



Delivery

To understand commuting patterns and barriers to bus use a staff travel survey was conducted in November 2023 which was completed by over 400 employees. Of those who completed the survey, 63 were eligible for a free bus Wayfarer bus ticket. Following this, the Bus Champions attended two pop-up stalls in December 2023 and February 2024 to provide public transport journey planning, assist with any timetable queries regarding the buses and distribute Wayfarer bus tickets. The survey highlighted that service reliability was one of the key barriers to bus use. To help address issues raised, the team facilitated a positive stakeholder meeting with Chesterfield Hospital, local bus operators and Derbyshire County Council to discuss strategies for joint working to improve and encourage future bus use by employees, patients, and visitors of the hospital.

Output

Across both events, the Bus Champions spoke to 86 people. Of those, 43% (37 people) received personalised travel advice and 22% (19 people) received a free Wayfarer bus ticket.

"The team are a friendly, helpful and approachable. They have helped Chesterfield Royal Hospital by providing bespoke staff travel survey with a free prize draw, holding bus information stands at the hospital and providing free weekly travel bus tickets. The marketing and communications materials they produce are excellent and they are pro-active in engaging with all stakeholders to promote the buses. I would recommend working with this team if you are keen to promote bus use in Derbyshire."

Sally, HSE Advisor

Dove Valley Business Park (South Derbyshire)

Engagement

Dove Valley Business Park is an industrial development on the outskirts of Burton-on-Trent. With approx. 900 employees across 7 businesses, it is a significant employment hub in South Derbyshire. Since September 2023, we've been working alongside the site developer, Clowes, and Derbyshire County Council to support the promotion of the 401 bus service.



Delivery

With the support of Clowes, we have been working with businesses to promote the 401 bus service to employees. So far, we have:

- Carried out employee travel surveys with Futaba and Truma, to better understand commuting patterns, and how employees could be encouraged to use the bus.
- Delivered two pop-up information stalls at Futaba to provide travel advice to employees.
- Supported Terinex to engage with current employees and support the recruitment process as they relocate to the site.

The Travel Derbyshire team has also facilitated several meetings with Clowes and Derbyshire County Council to boost patronage on the improved 401 service and advise how the proposed Derby bus could operate.

Output

Across both events, we spoke to over 25 people and of these 40% (10 people) received travel advice and 32% (8 people) received Wayfarer bus tickets. The local bus operator, Diamond Bus, provided bespoke 401 bus timetables and posters to promote bus use to the estate.

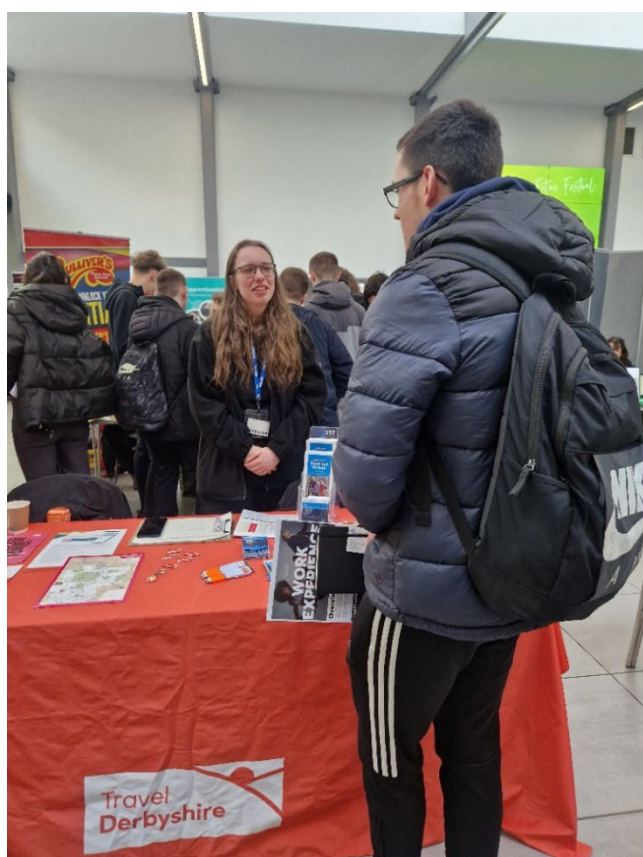
"The support by Travel Derbyshire has been invaluable so far with the information collated with the various occupiers at Dove Valley Park enabling us to help improve the transport connectivity for with the workforce to neighbouring towns working around the various shift patterns."

Director of Clowes, Business Park.

Chesterfield College (Chesterfield)

Engagement

Chesterfield College provides a route into education and training for 16 to 18-year-olds, adults, those seeking employment and students with special educational needs and disabilities. There are 25,000+ students enrolled at the campus, including both full-time and part-time students. The team's outreach activity has focused on promoting the bus to get to college, but also as an option for leisure and social trips, as young people strive for more independence, and future employment options.



Delivery

Engagement with Chesterfield College started in August 2023. The team attended Chesterfield College's freshers fair in September 2023 and 'My Future Careers' Fair in February 2024. Two campaigns were created to promote the b_line card to students and parents of young people. These materials were shared with the college and as such the information was put in the parent newsletter, shared on social media platforms, and posters were displayed around the college.

Output

Across both events, we spoke to over 180 students, with 55% (100 students) receiving travel advice. The college promoted the b_line card on their social media channels which achieved over 3,000 impressions and 52 clicks on Facebook since February. Information on the b_line card was included in the latest Parents newsletter which was distributed to over 1,500 recipients. This link to the b_line card was the top-performing link within the newsletter.

Appendix 4



BSIP Enhancement

- First 272
- Railway Station
- Derbyshire Boundary

Additional late night service on Friday and Saturdays from Sheffield to Castleton

Service Enhancement Stats – Start Date 3rd September 2023

First | 272 Castleton - Sheffield

10%↑

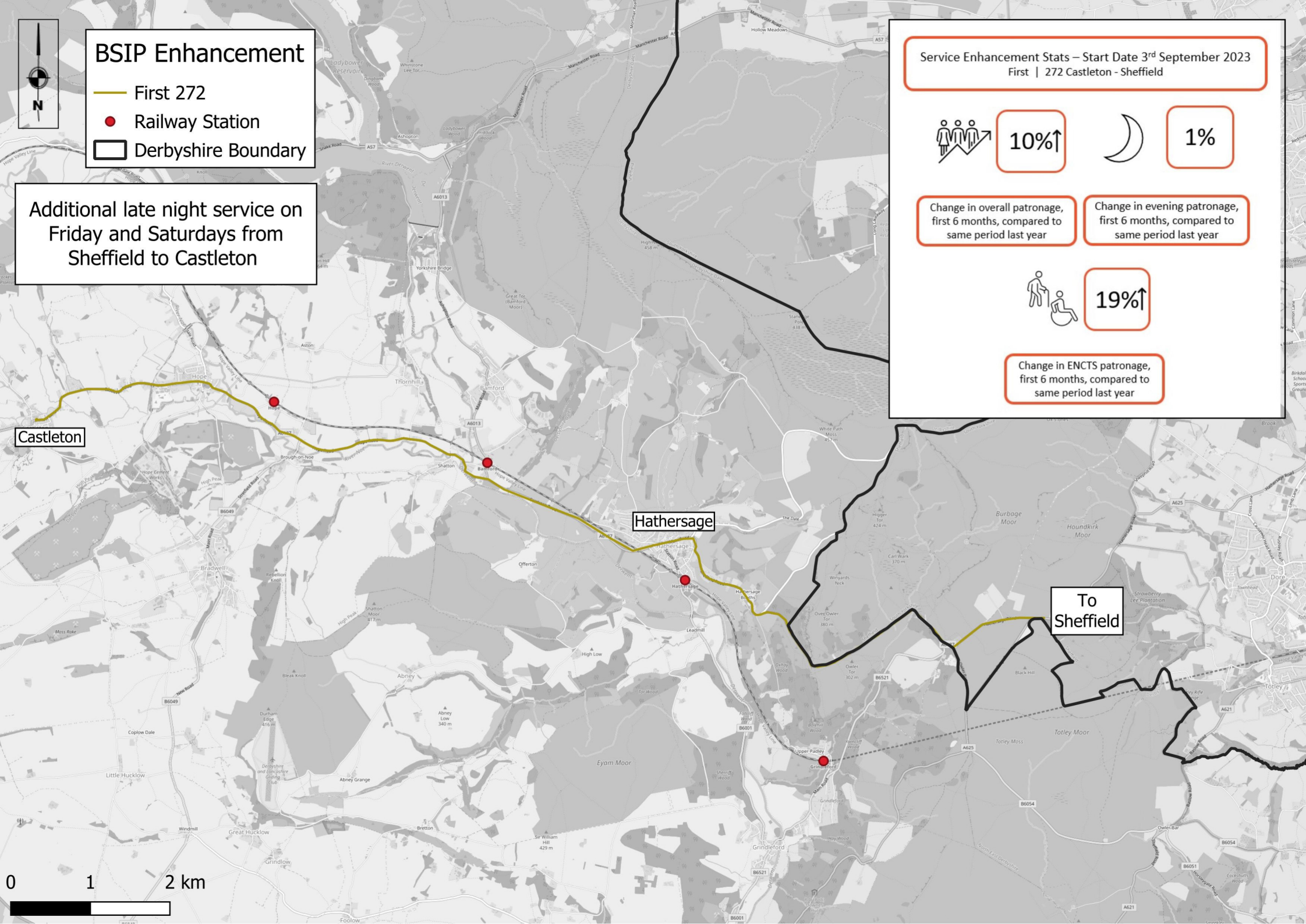
1%

Change in overall patronage, first 6 months, compared to same period last year

Change in evening patronage, first 6 months, compared to same period last year

19%↑

Change in ENCTS patronage, first 6 months, compared to same period last year



BSIP Enhancements

- High peak 185 Existing
- - - High Peak 185 Existing Evening
- High Peak 185 Extension
- + Hospital
- Railway Station
- 🏠 University

Extension of the service to include the Harpur Hill area providing an hourly cross town Buxton service until 7.30pm, which would include links to the Devonshire Hospital and the southern area of the town where large scale residential development is currently taking place.

Service Enhancement Stats – Start Date 23rd July 2023
High Peak | 185/186 Buxton Buzz: Burlow - Fairfield



53%↑



14%

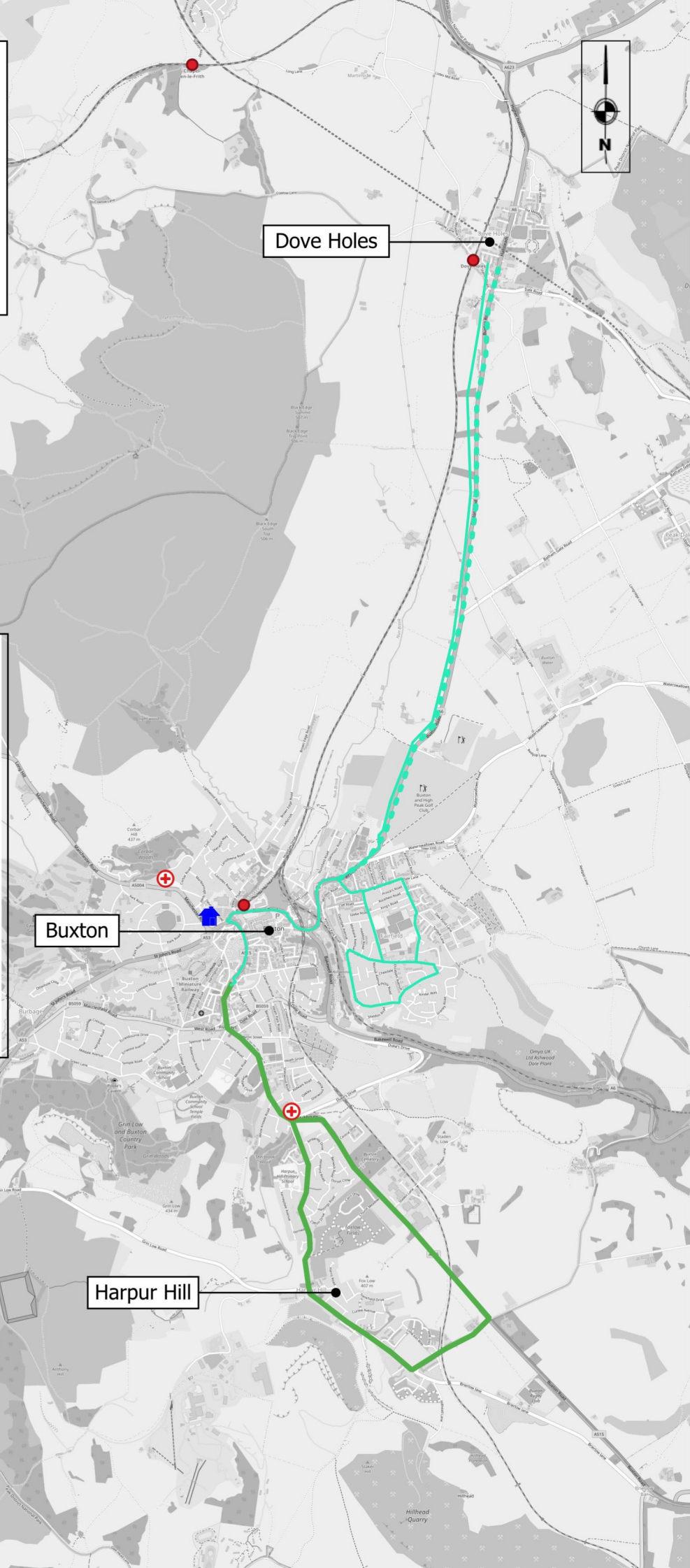
Change in overall patronage,
first 6 months, compared to
same period last year

Percentage of trips on new
sections of route



55%↑

Change in ENCTS patronage,
first 6 months, compared to
same period last year



0 750 1,500 m

BSIP Enhancements

- High Peak 61
- 🏠 University
- Railway Station
- ⛑ Hospital
- ▭ Derbyshire Boundary

Improvements to middle of the day frequency Monday to Friday and early and later buses on a Saturday

Service Enhancement Stats – Start Date 6th August 2023
High Peak | 61: Buxton - Glossop



23%↑



59%↑

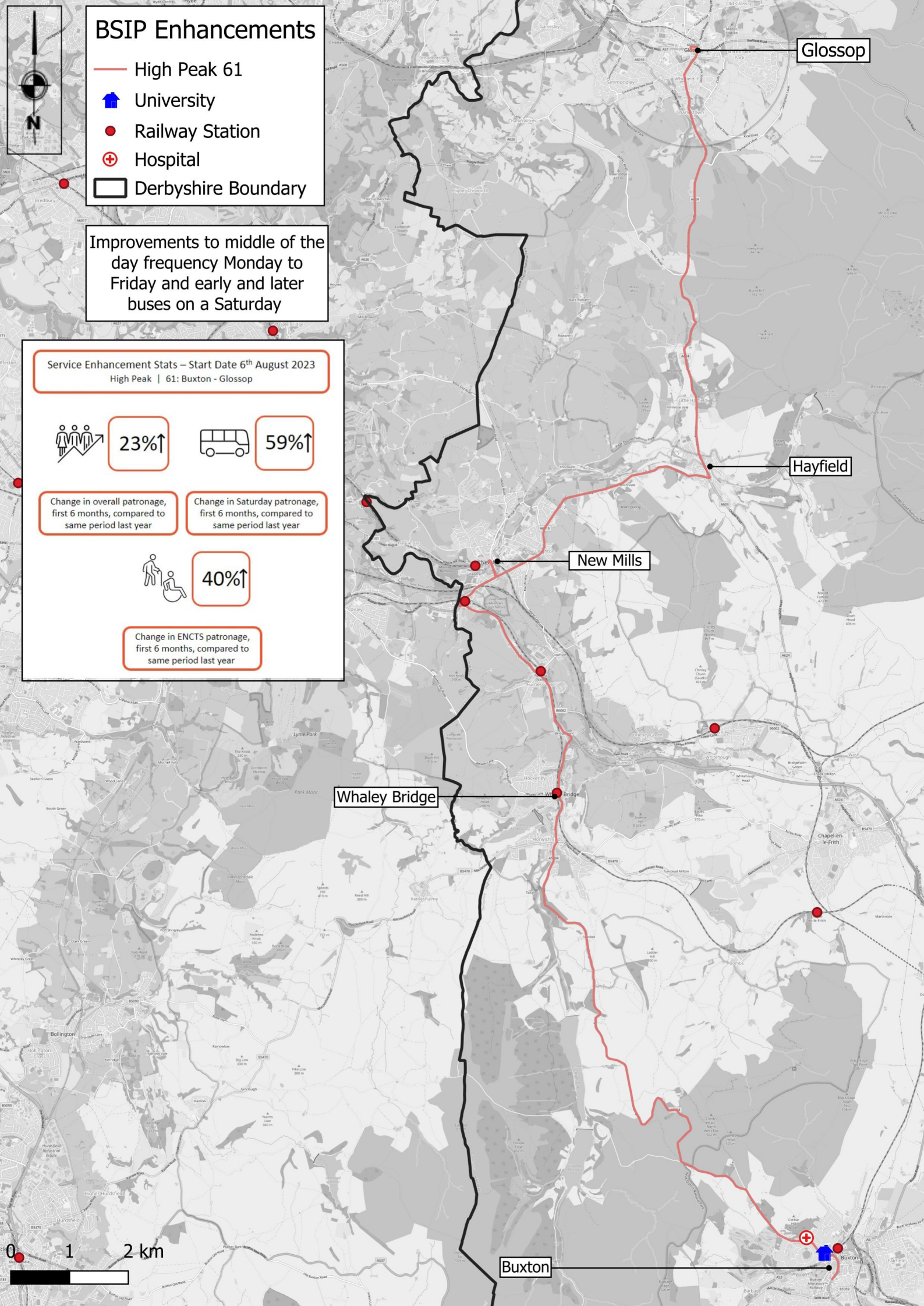
Change in overall patronage, first 6 months, compared to same period last year

Change in Saturday patronage, first 6 months, compared to same period last year



40%↑

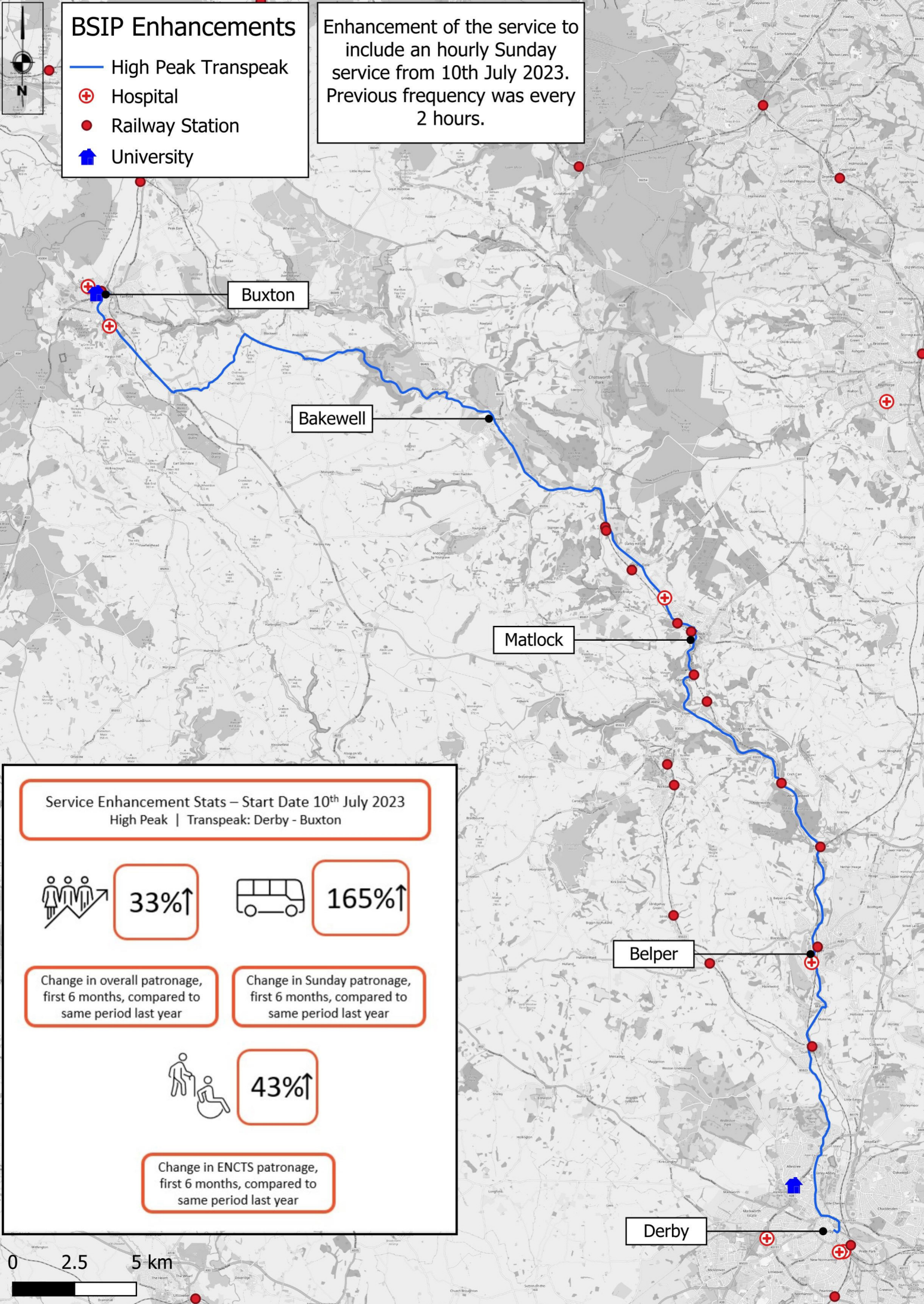
Change in ENCTS patronage, first 6 months, compared to same period last year



BSIP Enhancements

- High Peak Transpeak
- ⊕ Hospital
- Railway Station
- 🏠 University

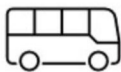
Enhancement of the service to include an hourly Sunday service from 10th July 2023. Previous frequency was every 2 hours.



Service Enhancement Stats – Start Date 10th July 2023 High Peak | Transpeak: Derby - Buxton



33%↑



165%↑

Change in overall patronage,
first 6 months, compared to
same period last year

Change in Sunday patronage,
first 6 months, compared to
same period last year



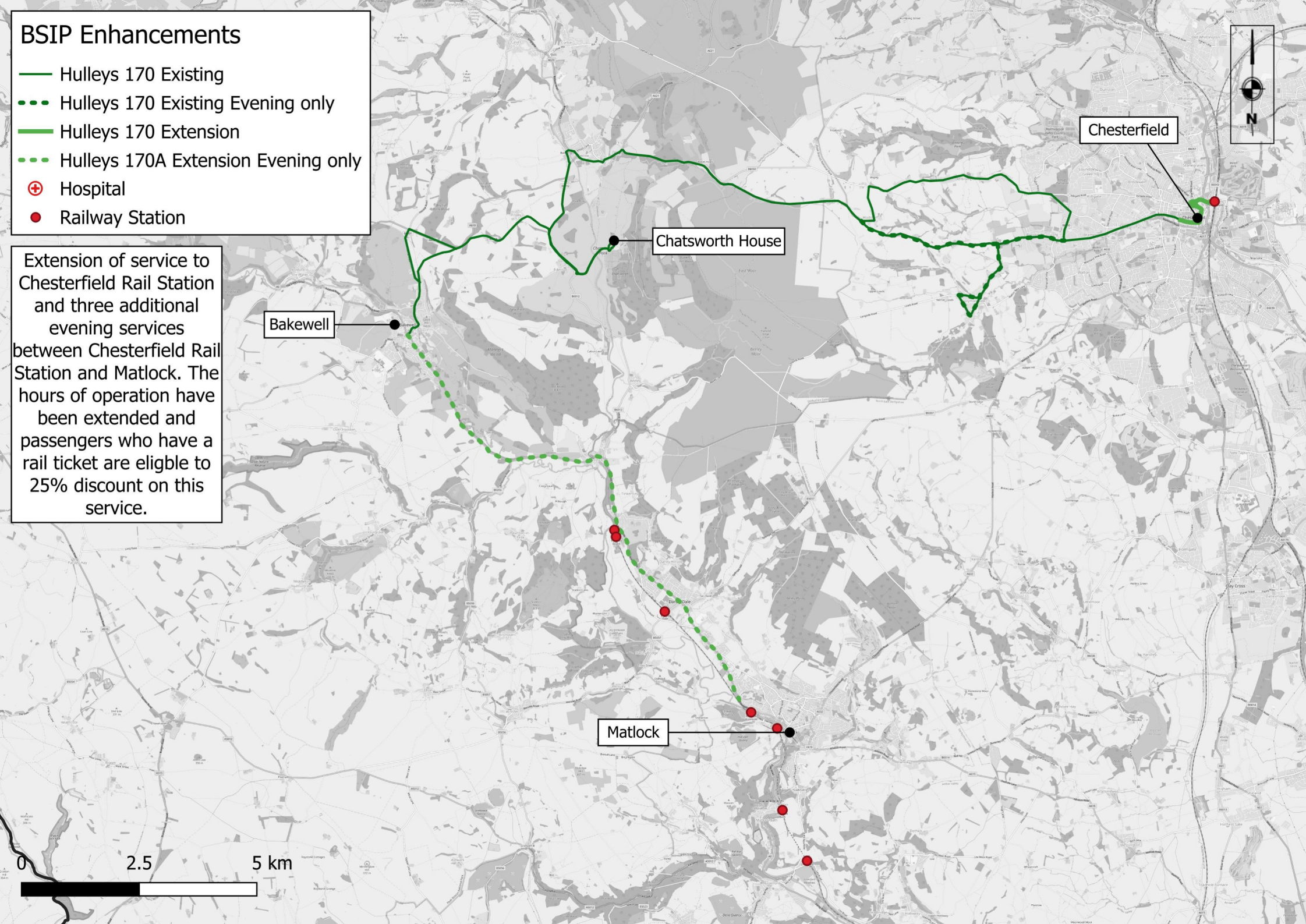
43%↑

Change in ENCTS patronage,
first 6 months, compared to
same period last year





BSIP Enhancements

- Hulleys 170 Existing
- ... Hulleys 170 Existing Evening only
- Hulleys 170 Extension
- ... Hulleys 170A Extension Evening only
- ⊕ Hospital
- Railway Station

Extension of service to Chesterfield Rail Station and three additional evening services between Chesterfield Rail Station and Matlock. The hours of operation have been extended and passengers who have a rail ticket are eligible to 25% discount on this service.



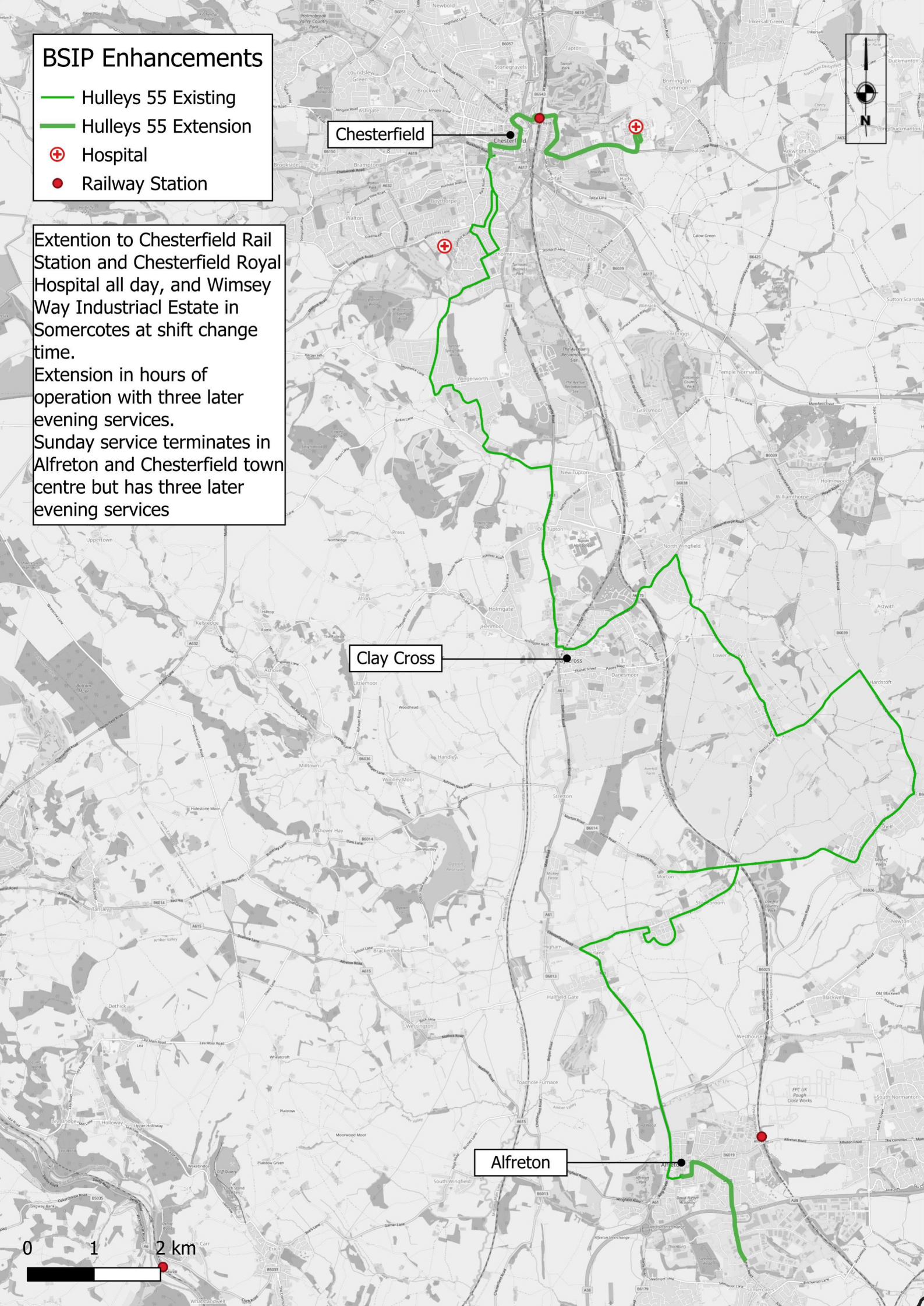
BSIP Enhancements

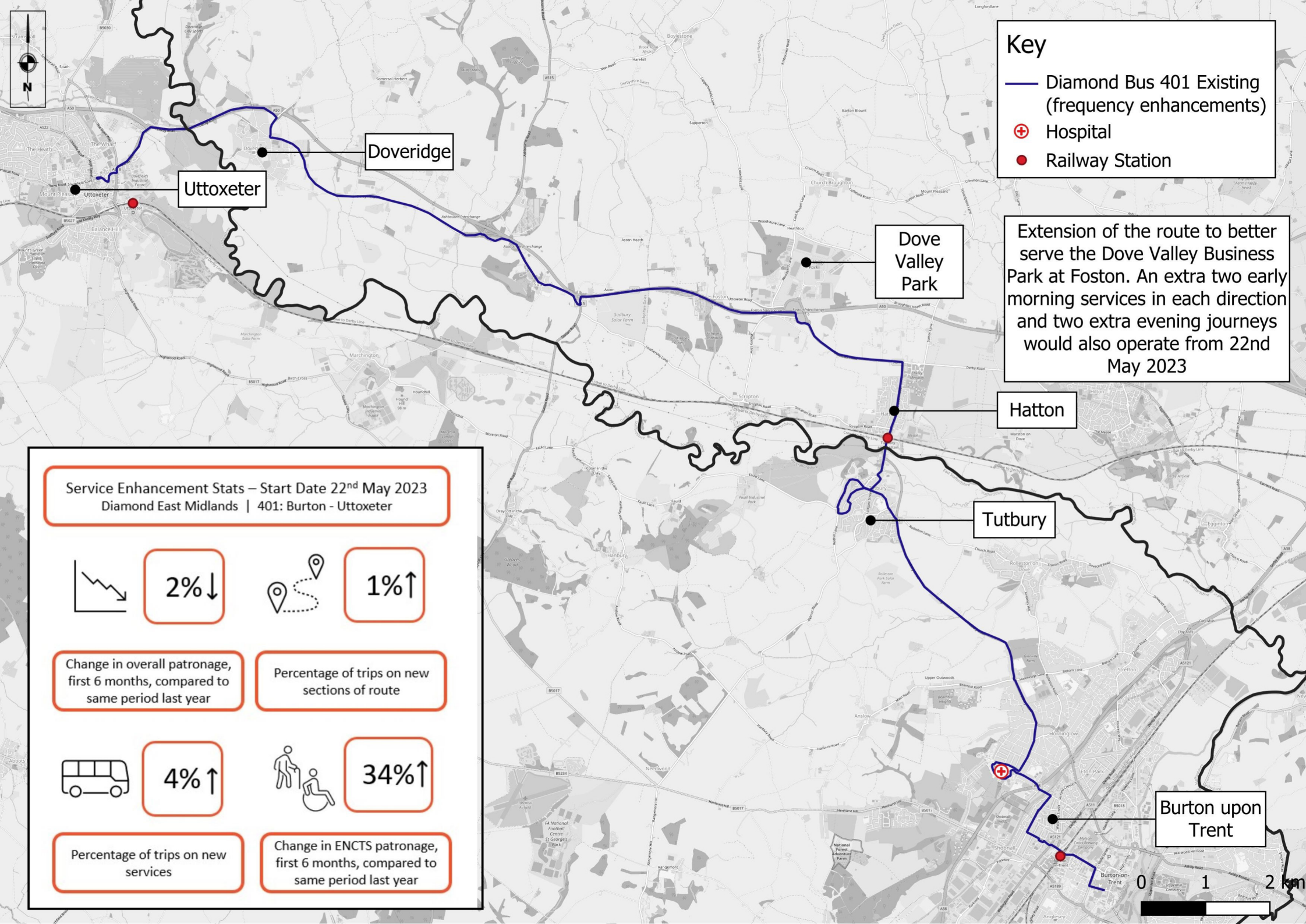
-  Hulleys 55 Existing
-  Hulleys 55 Extension
-  Hospital
-  Railway Station

Extention to Chesterfield Rail Station and Chesterfield Royal Hospital all day, and Wimsey Way Industriacl Estate in Somercotes at shift change time.

Extension in hours of operation with three later evening services.

Sunday service terminates in Alfreton and Chesterfield town centre but has three later evening services







East Midlands Airport




Melbourne

Burton upon Trent

Newhall

Swadlincote

BSIP Enhancements

-  Diamond Bus 4/8/9 (frequency enhancements)
-  Hospital
-  Railway Station

Improving the frequency in the evenings and weekends to create a regular 15 minute frequency service between Swadlincote, Newhall and Burton.

Service Enhancement Stats – Start Date 29th October 2023
Diamond East Midlands | 8/9: Burton - Swadlincote



1%↑



15%↑

Change in overall patronage, first 3 months, compared to same period last year

Change in evening patronage, first 3 months, compared to same period last year



16%↑



31%↑

Change in weekend patronage, first 3 months, compared to same period last year

Change in ENCTS patronage, first 3 months, compared to same period last year

0 1 2 km



Service Enhancement Stats – Start Date 29th October 2023
Stagecoach | 1/1A: Newbold - Langwith



3% ↑

Change in overall patronage,
first 3 months, compared to
same period last year



2%

Percentage of trips on new
sections of route



29% ↑

Change in ENCTS patronage,
first 3 months, compared to
same period last year

Key

- Railway Station
- ⊕ Hospital
- Stagecoach 1-1A extension
- Stagecoach 1a reduction
- Stagecoach 1_1A




Chesterfield, Chesterfield Royal Hospital, Markham Vale Environment Centre and Industrial Estate, Bolsover, Shirebrook, Langwith - Currently only one of 3 buses an hour on the 1/1a serves the Markham Vale Environment Centre (MVEC) Industrial Estate with the other 2 services staying on the A632. This proposal would see all 3 buses serving the MVEC.

0 1 2 km





BSIP Enhancements

-  Stagecoach 25/25A
-  Railway Station
-  Hospital

Improved daytime frequency to provide a half hourly daytime service Monday to Saturday

Service Enhancement Stats – Start Date 29th October 2023
Stagecoach | 25/25A Sheffield - Chesterfield



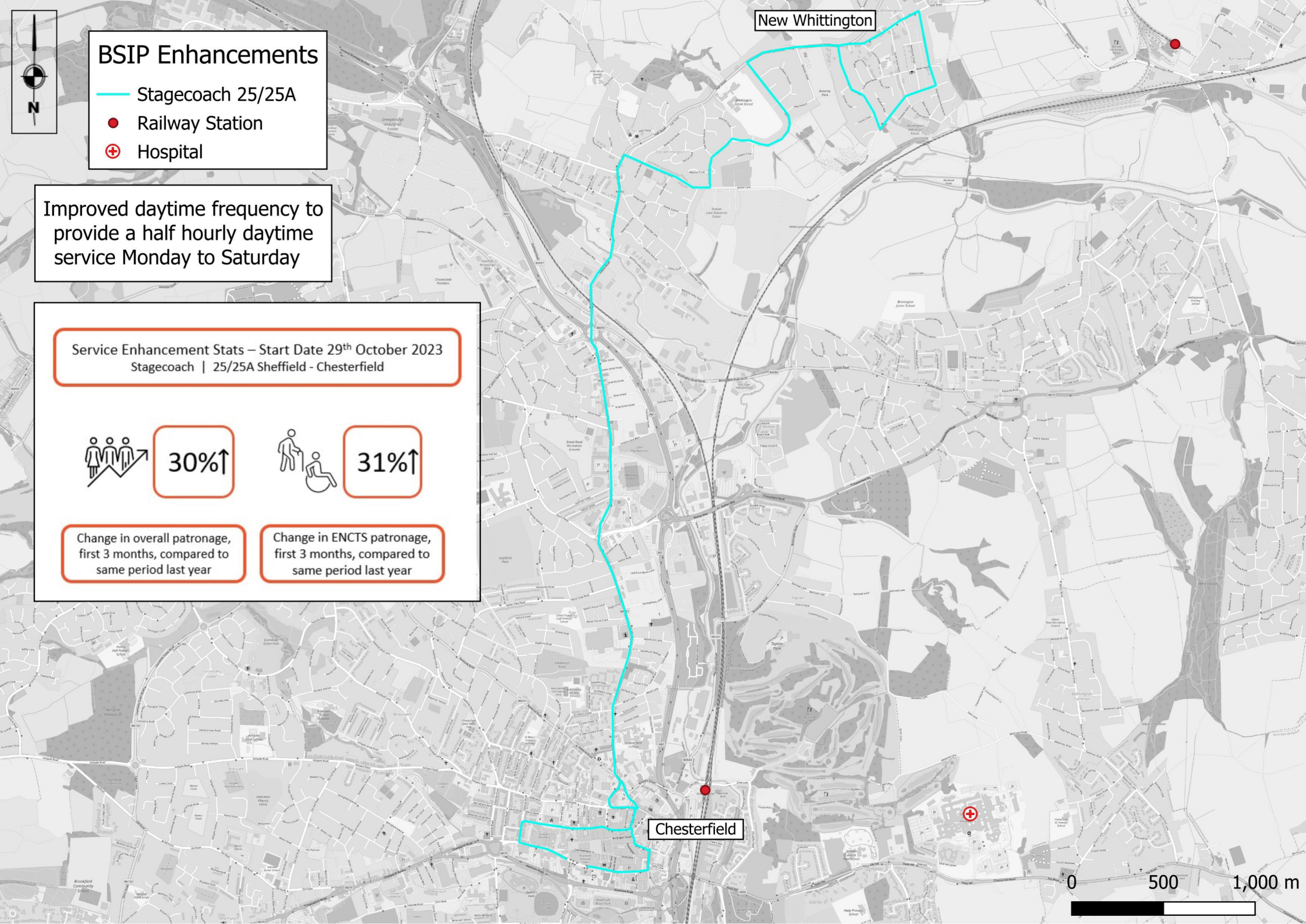
30%↑



31%↑

Change in overall patronage, first 3 months, compared to same period last year

Change in ENCTS patronage, first 3 months, compared to same period last year





Key

- Railway Station
- ⊕ Hospital
- Stagecoach 39

Improved evening services
Monday to Saturday

Holme Hall Estate

Chesterfield

Birdholme

Service Enhancement Stats – Start Date 29th October 2023
Stagecoach | 39 Grangewood farm – Holme Hall



0%



61%↑

Change in overall patronage,
first 3 months, compared to
same period last year

Change in evening patronage,
first 3 months, compared to
same period last year



39%↑

Change in ENCTS patronage,
first 3 months, compared to
same period last year

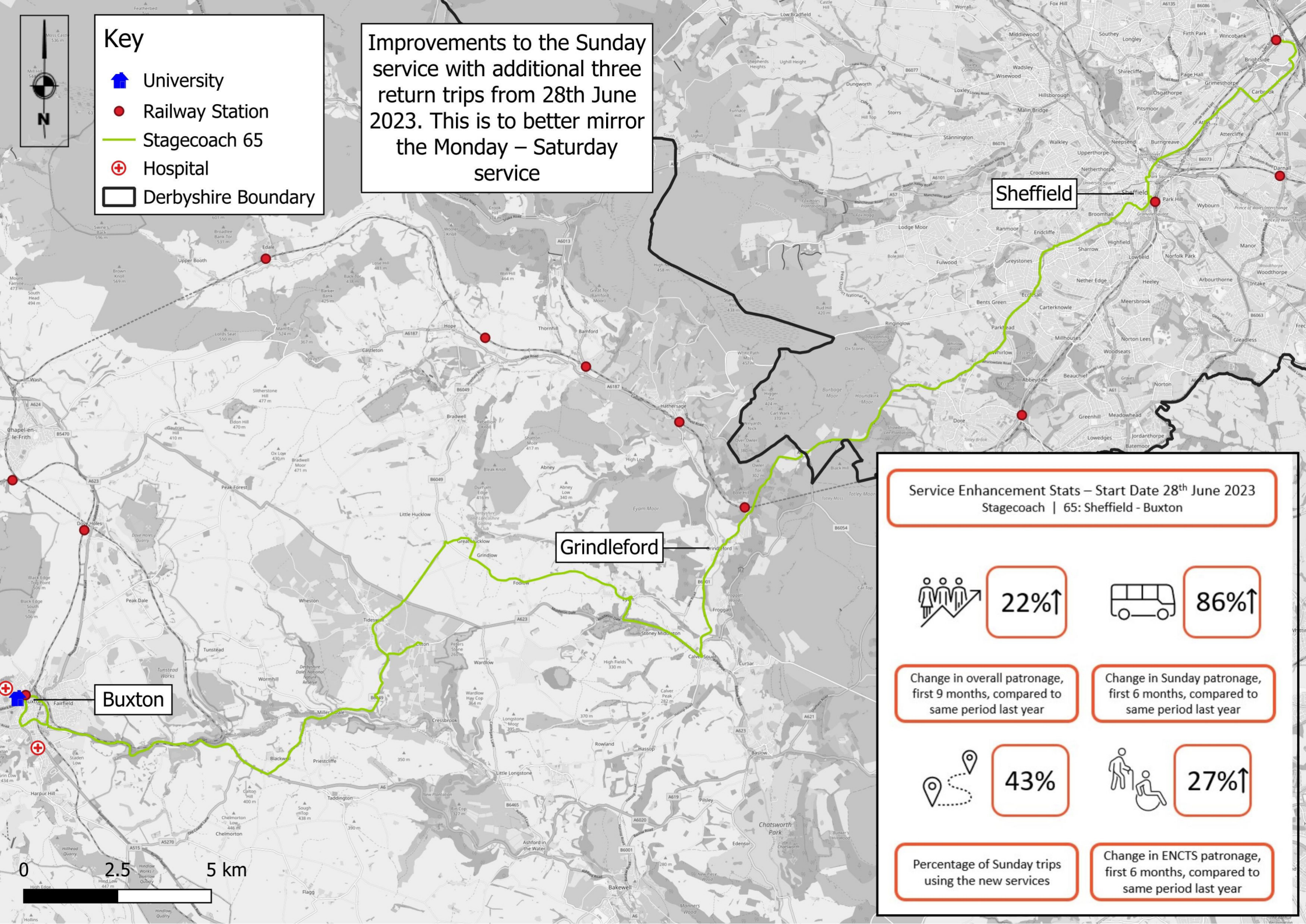




Key

- University
- Railway Station
- Stagecoach 65
- Hospital
- Derbyshire Boundary

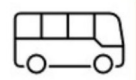
Improvements to the Sunday service with additional three return trips from 28th June 2023. This is to better mirror the Monday – Saturday service



Service Enhancement Stats – Start Date 28th June 2023 Stagecoach | 65: Sheffield - Buxton



22%↑



86%↑

Change in overall patronage,
first 9 months, compared to
same period last year

Change in Sunday patronage,
first 6 months, compared to
same period last year



43%



27%↑

Percentage of Sunday trips
using the new services

Change in ENCTS patronage,
first 6 months, compared to
same period last year



Key

- Railway Station
- ⊕ Hospital
- Stagecoach 74
- - - Stagecoach 74 reduction
- Stagecoach 74 extension

In Duckmanton, alteration of Service 74 to only serve the Mastin Moor area and provide an enhanced frequency.

Service Enhancement Stats – Start Date 29th October 2023
Stagecoach | 74/74A: Duckmanton - Chesterfield



-6%↓



8%

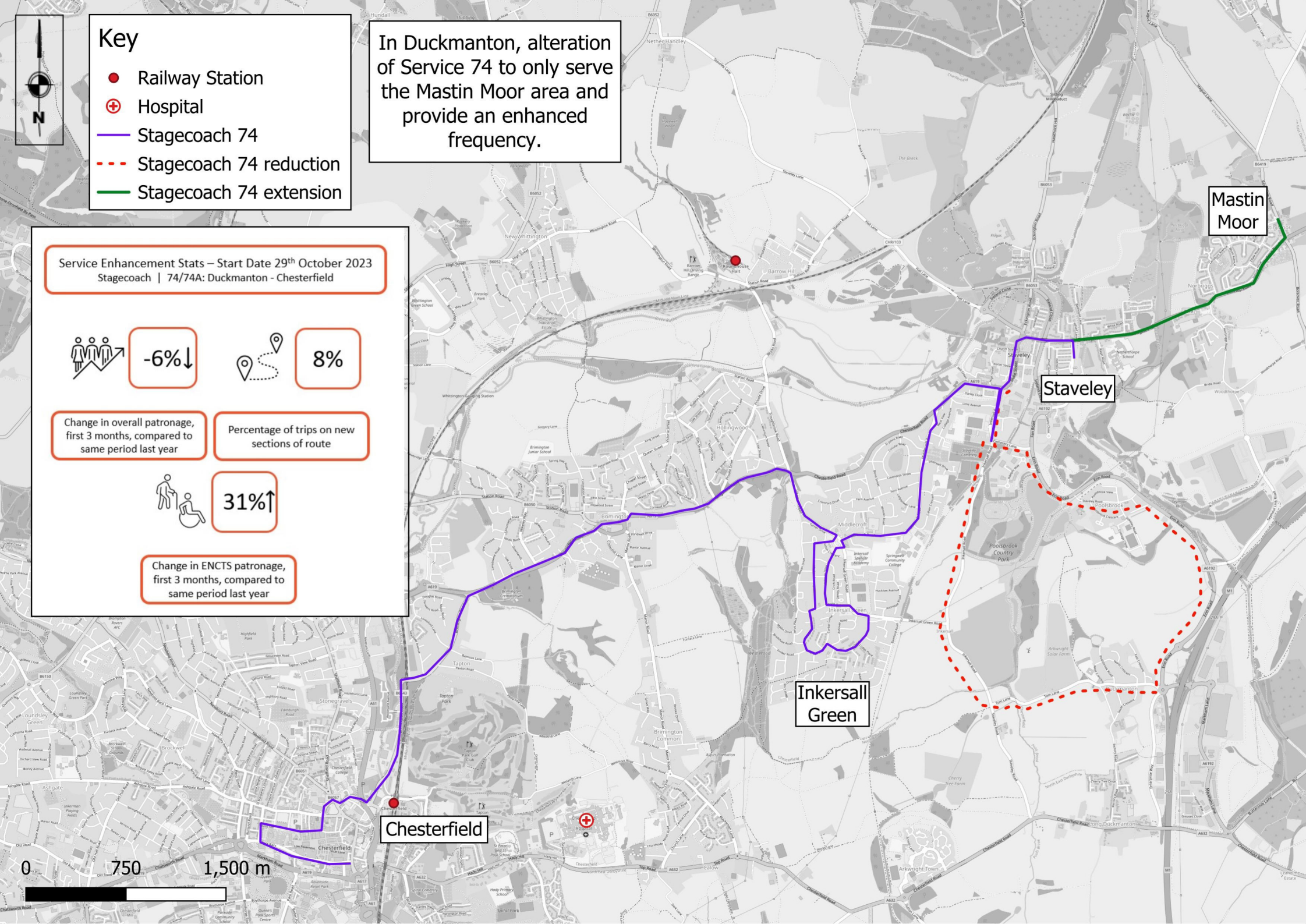
Change in overall patronage,
first 3 months, compared to
same period last year

Percentage of trips on new
sections of route



31%↑

Change in ENCTS patronage,
first 3 months, compared to
same period last year

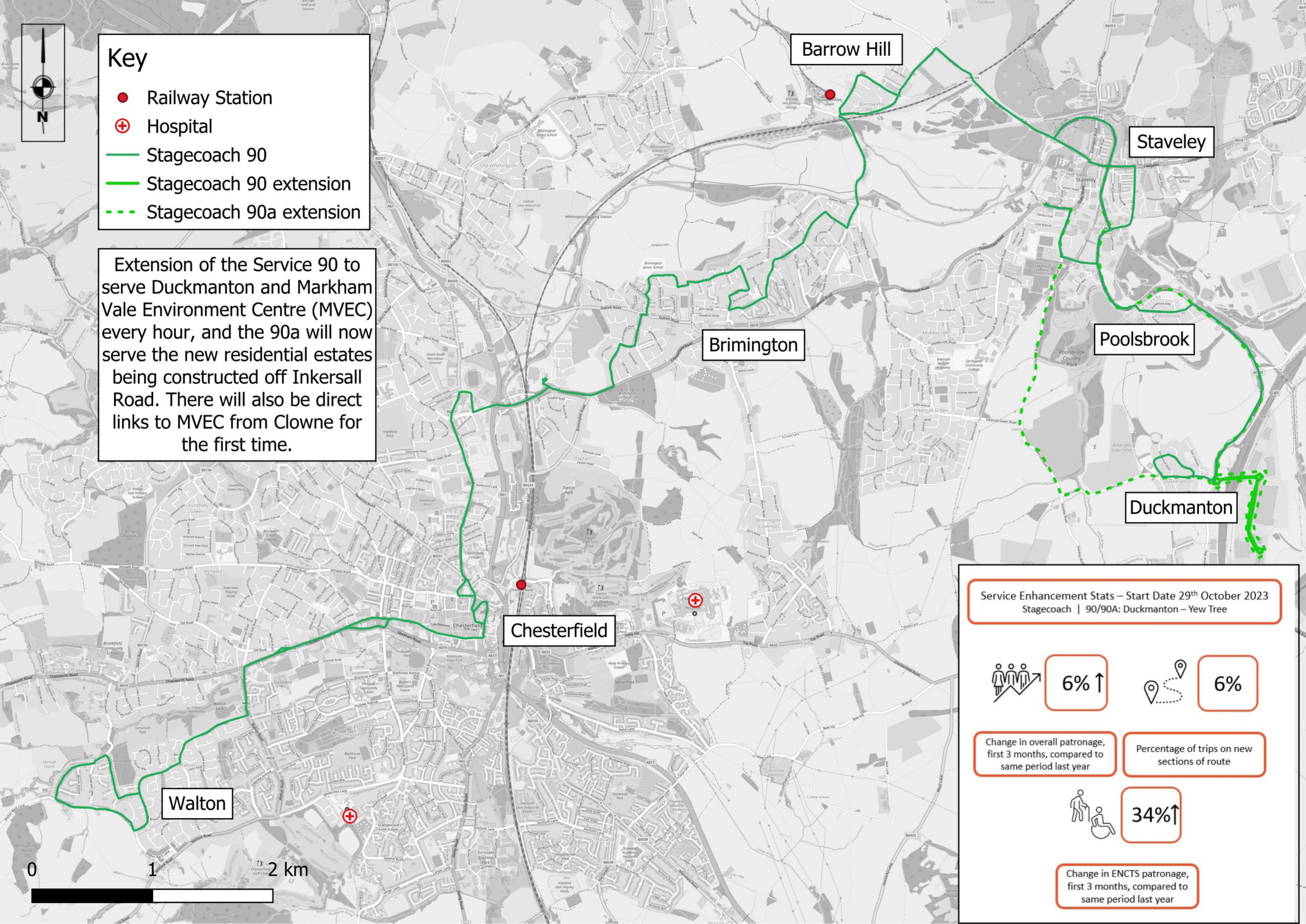




Key

- Railway Station
- ⊕ Hospital
- Stagecoach 90
- Stagecoach 90 extension
- - - Stagecoach 90a extension

Extension of the Service 90 to serve Duckmanton and Markham Vale Environment Centre (MVEC) every hour, and the 90a will now serve the new residential estates being constructed off Inkersall Road. There will also be direct links to MVEC from Clowne for the first time.



Service Enhancement Stats – Start Date 29th October 2023
Stagecoach | 90/90A: Duckmanton – Yew Tree



6% ↑



6%

Change in overall patronage,
first 3 months, compared to
same period last year

Percentage of trips on new
sections of route



34% ↑

Change in ENCTS patronage,
first 3 months, compared to
same period last year




Key


- Railway Station
- Stagecoach 157
- Stagecoach 159
- Derbyshire Boundary

Introduction of a Saturday service from 28th June 2023, from approximately 9:30am to 4:30pm

Service Enhancement Stats – Start Date 28th June 2023
Stagecoach | 157/159: Matlock Circular




28%↑



12%

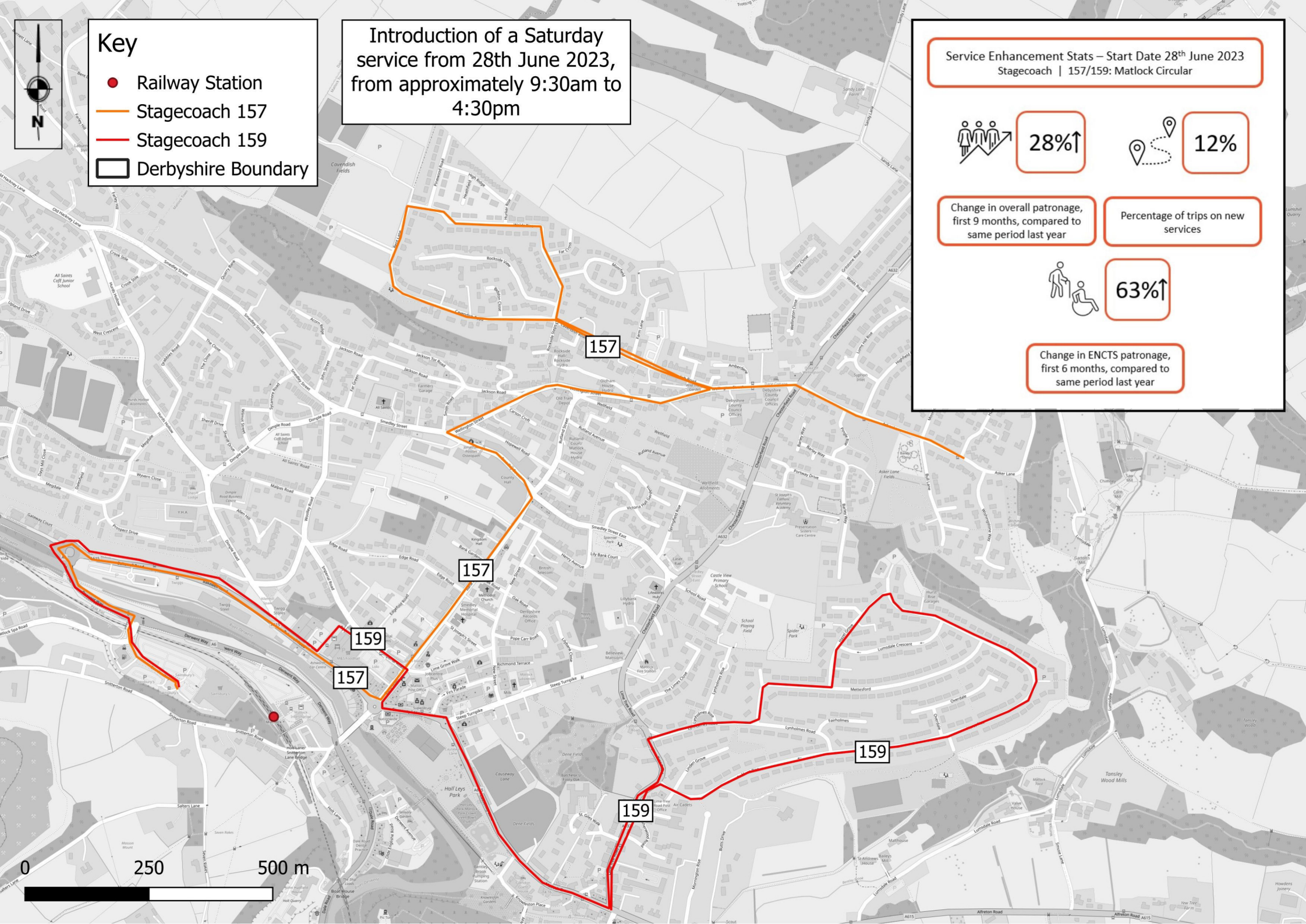
Change in overall patronage, first 9 months, compared to same period last year

Percentage of trips on new services



63%↑

Change in ENCTS patronage, first 6 months, compared to same period last year



Stagecoach Peak Sightseer

Derbyshire Boundary

Introduction of a seven day a week service between July to the end of September 2023 with weekend operations continuing from October to December 2023

Service Enhancement Stats — Start Date 1st July 2023

Stagecoach | Peak Sightseer

24,359

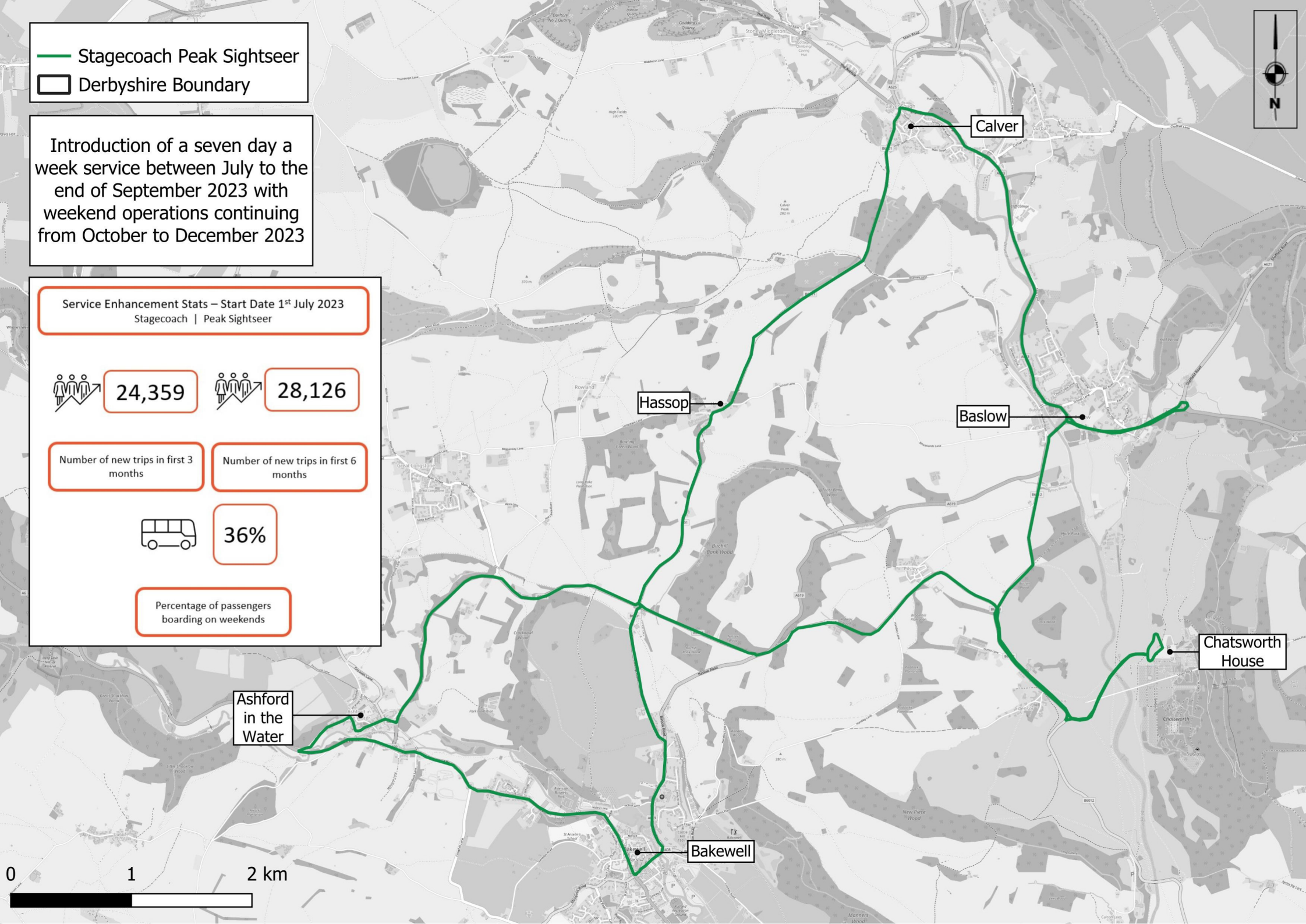
28,126

Number of new trips in first 3 months

Number of new trips in first 6 months

36%

Percentage of passengers boarding on weekends



Key

- Stagecoach X17 (frequency enhancements)
- Stagecoach X17 extension
- Hospital
- Railway Station

Enhancing the frequency of the route from a current hourly service to every 30 minutes between Sheffield, Chesterfield and Matlock, with every other journey also being extended onto Matlock Bath and Wirksworth from 28th May 2023

To Sheffield /
Barnsley

Chesterfield

Matlock

Matlock Bath

Wirksworth

0 2.5 5 km

Service Enhancement Stats – Start Date 28th May 2023
Stagecoach | X17: Barnsley - Wirksworth



25%↑



14%

Change in overall patronage,
first 9 months, compared to
same period last year

Percentage of trips on new
sections of route



28%↑

Change in ENCTS patronage,
first 6 months, compared to
same period last year



Key

- TM Travel 218
- ▭ Derbyshire Boundary

Extension of the hours of operation to include two additional evening return trips
Monday – Saturday and earlier services on a Sunday

Service Enhancement Stats – Start Date 23rd July 2023
TM Travel | 218: Sheffield - Bakewell



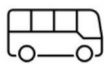
6% ↑



221% ↑

Change in overall patronage,
first 6 months, compared to
same period last year

Change in evening patronage,
first 6 months, compared to
same period last year



35% ↑



28% ↑

Change in Sunday patronage,
first 6 months, compared to
same period last year

Change in ENCTS patronage,
first 6 months, compared to
same period last year

0 2.5 5 km

Bakewell

To Sheffield



Key

- Trent barton comet
- Derbyshire Boundary
- Railway Station
- Hospital

Extended hours of operation with additional later services and an introduction of an hourly Sunday service from Derby and from Chesterfield via Ripley, Alfreton and Clay Cross

Service Enhancement Stats – Start Date 23rd July 2023
Trentbarton | COMET: Derby - Chesterfield

38%↑

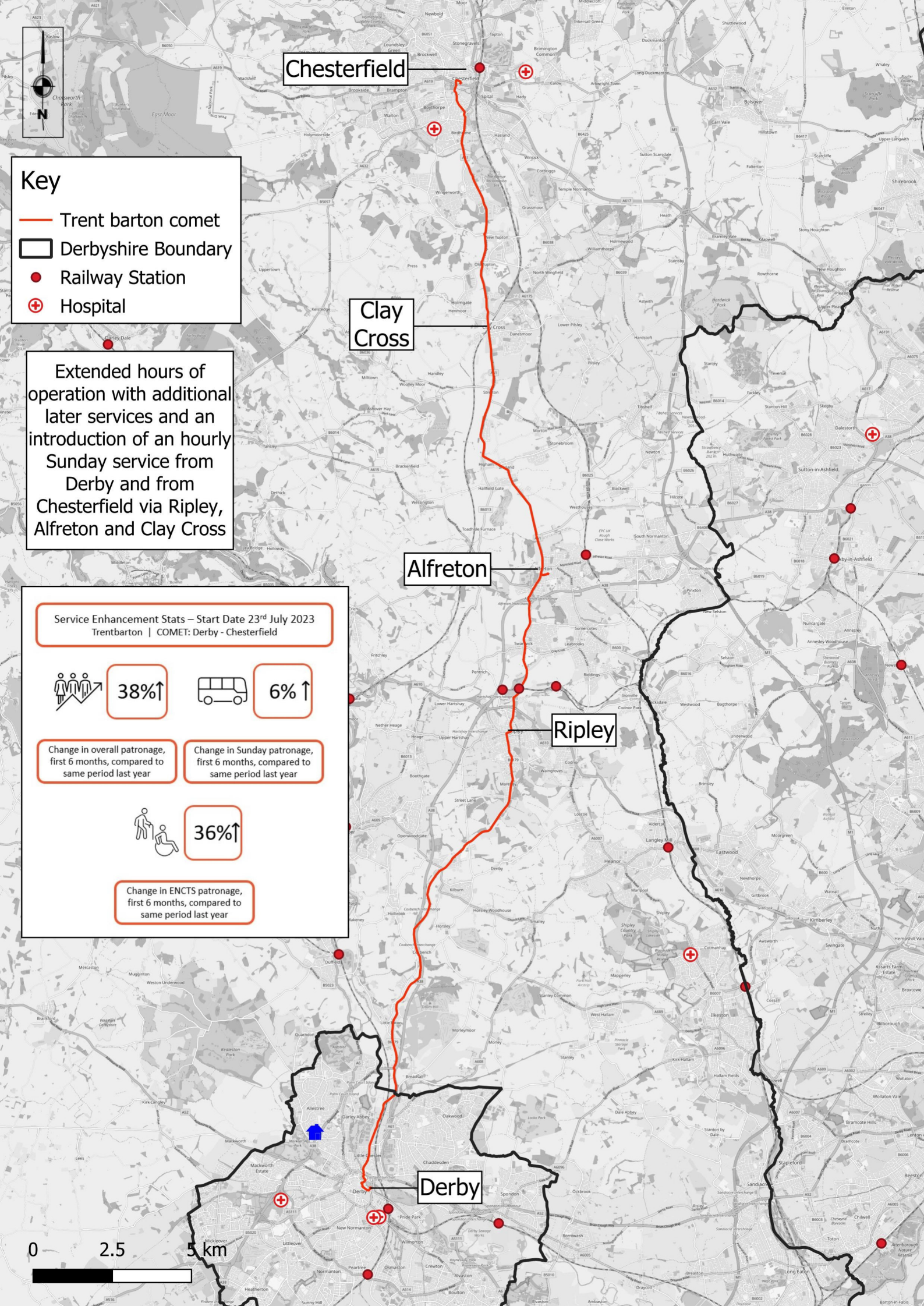
6%↑

Change in overall patronage, first 6 months, compared to same period last year

Change in Sunday patronage, first 6 months, compared to same period last year

36%↑

Change in ENCTS patronage, first 6 months, compared to same period last year

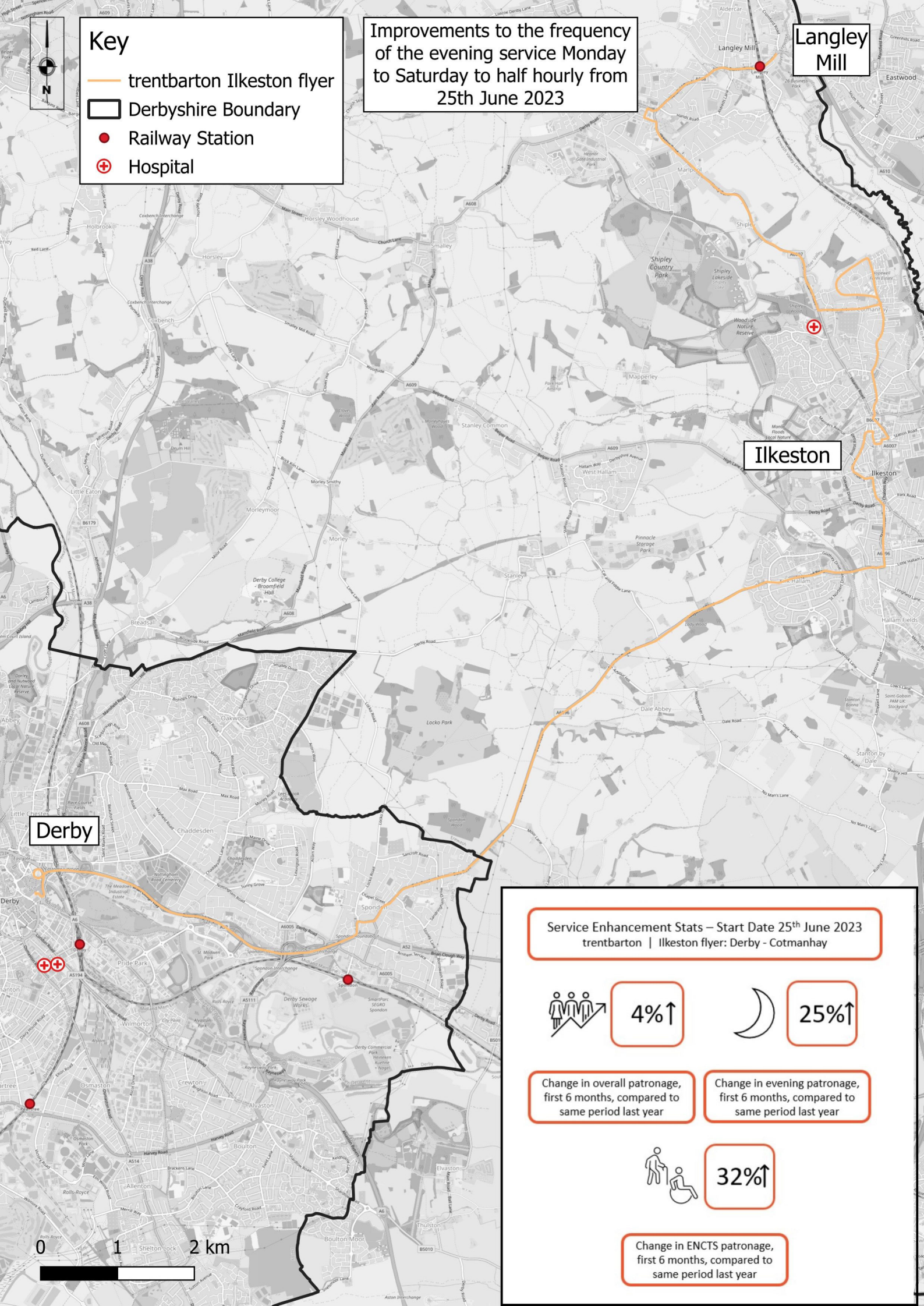




Key

- trentbarton Ilkeston flyer
- Derbyshire Boundary
- Railway Station
- Hospital

Improvements to the frequency of the evening service Monday to Saturday to half hourly from 25th June 2023



Derby

Langley Mill

Ilkeston

Service Enhancement Stats – Start Date 25th June 2023 trentbarton | Ilkeston flyer: Derby - Cotmanhay



4%↑



25%↑

Change in overall patronage,
first 6 months, compared to
same period last year

Change in evening patronage,
first 6 months, compared to
same period last year



32%↑

Change in ENCTS patronage,
first 6 months, compared to
same period last year





Ilkeston



Key

- trentbarton my15
- Derbyshire Boundary
- Railway Station

Improvements to the Sunday frequency to better mirror the Monday to Saturday service from 25th June 2023

Stapleford

Sawley

East Midlands Airport

Service Enhancement Stats – Start Date 25th June 2023 Trentbarton | My15: Ilkeston – East Midlands Airport



9% ↑



32% ↑

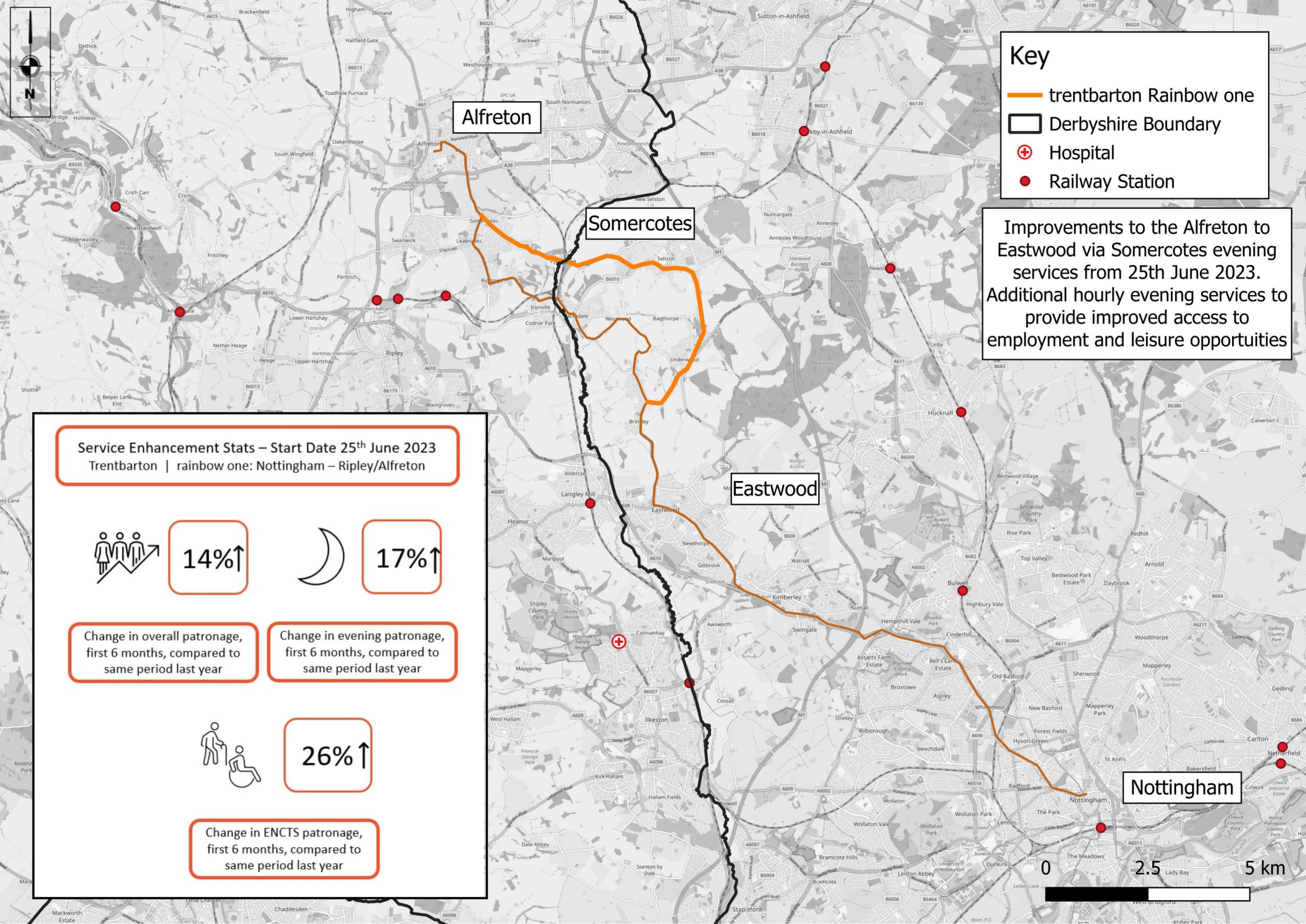
Change in overall patronage, first 6 months, compared to same period last year

Change in Sunday patronage, first 6 months, compared to same period last year



33% ↑

Change in ENCTS patronage, first 6 months, compared to same period last year





Key

- Trent Barton 6.0_6.1
- Derbyshire Boundary
- Railway Station
- Hospital

Operating between Derby and Bakewell via Belper and Matlock and extending the hours of operation Monday to Saturday

Bakewell

Matlock

Wirksworth

Belper

Derby

Service Enhancement Stats – Start Date 25th June 2023
trentbarton | sixes: Nottingham – Ripley/Alfreton

11%↑

35%↑

Change in overall patronage, first 6 months, compared to same period last year

Change in evening patronage, first 6 months, compared to same period last year

35%↑

Change in ENCTS patronage, first 6 months, compared to same period last year

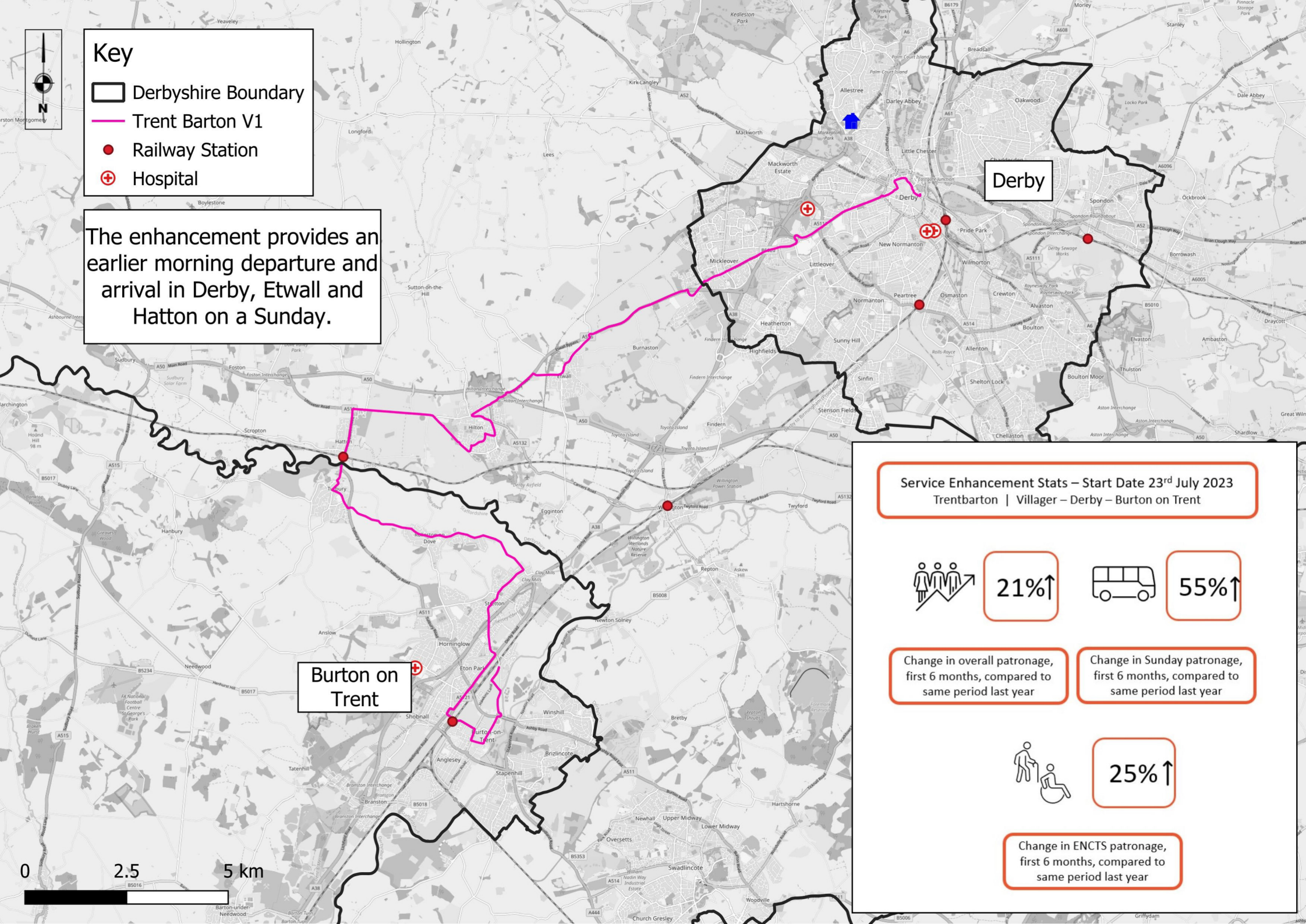
0 2.5 5 km



Key

- Derbyshire Boundary
- Trent Barton V1
- Railway Station
- Hospital

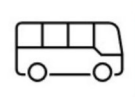
The enhancement provides an earlier morning departure and arrival in Derby, Etwell and Hatton on a Sunday.



Service Enhancement Stats – Start Date 23rd July 2023
Trentbarton | Villager – Derby – Burton on Trent



21%↑



55%↑

Change in overall patronage, first 6 months, compared to same period last year

Change in Sunday patronage, first 6 months, compared to same period last year



25%↑

Change in ENCTS patronage, first 6 months, compared to same period last year

Appendix 5



Background

In early September, the Tracsis team undertook a series of in person customer surveys on behalf of Stagecoach to understand more around the behaviours and thoughts of a sample of customers travelling on the Peak Sightseer. **The surveys focused on:**

1. If the Peak Sightseer changed the customers prior travel behaviour intentions
2. Whether the service contributed positively to the local economy.

The **number of completed surveys was 202** with no more than one survey per passenger group and an **average number per group of 2.5 customers.**

Results and Learnings – key findings:

81% of passengers reduced their car use due to the Peak Sightseer.

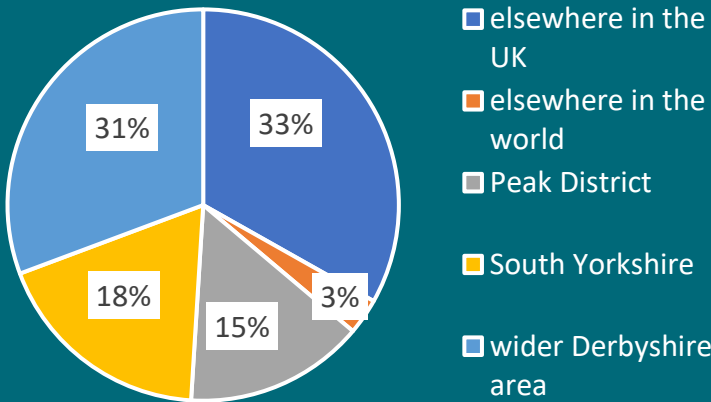
91% of passengers visited shops and cafes spending extra money in the area.

72% of passengers visited locations they wouldn't have normally considered

38% of passengers are not regular visitors of the Peak District

Where were people travelling from?

- 85% of people using the Peak Sightseer lived outside of the area.
- 38% said they did not visit the Peak District regularly.
- 72% said the Peak Sightseer encouraged them to visit locations they wouldn't normally have considered. Of those who said no, most lived locally.



Modal Behaviour

“Has the bus changed how you have used your car today?”	
Used the car less	49%
Didn't use the car	33%
Used the car the same	12%
Don't own a car	6%

We can see a clear shift in travel behaviour in and around the area due to the Peak Sightseer with over 81% saying they reduced their car use either in part or completely for their travels in the Peak District that day.

Most of the people who didn't use the car were either local to the Peak District or staying in the area, so were in walking distance to the bus stop.

Some customers who still used their car also stated the bus changed how many places they chose to visit during the day with many visiting more destinations than they would normally.



84% of passengers would definitely use the service again



28% of passengers were travelling with children

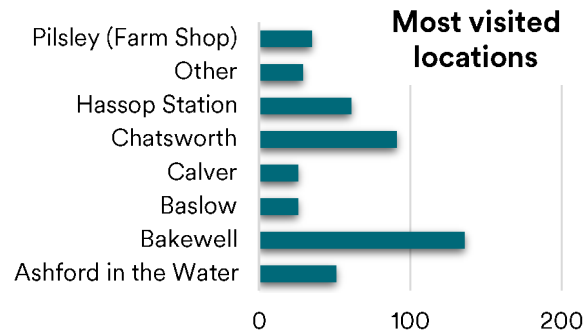


95% of passengers would recommend the service to others.

Top Locations Visited

The most popular locations to visit along the route are Bakewell (30%), Chatsworth (20%), Hassop Station (13%) and Ashford in the Water (11%).

The top places customers parked when using the car were Baslow (15.35%*) Chatsworth (14.36%*), Bakewell (13.37%*) Ashford in the water (7.43%*) and Hassop Station (4.95%*)
*percentage of all surveys



Local Economy

91% of those surveyed visited shops restaurants and cafes during their journey on the Peak Sightseer with most saying they were planning to spend extra money in the local area than if they were not going out for the day on the bus.

If passengers who travelled (12,824 as of 16th October based on ticket sales and assumptions) spent the average per person of £38.90 (source STEAM via Peakdistrict.gov.uk) then this is an **estimated increase of £498,853 to the local economy due to the presence of the Peak Sightseer.**

Chatsworth Partnership

Redemptions at Chatsworth of the £5 off travel voucher (any public or sustainable transport) are 2,748 across July and August in comparison to an annual total of 4,983 across the whole of 2022.



Summary

- The Peak Sightseer has a positive effect on the local economy with the majority of passengers planning to spend additional money in the local area. The bus also attracts people that are not usual visitors to the Peak District opening up a new market of tourists.
- The Peak Sightseer encourages passengers to use their car less while visiting more locations throughout the Peak District. Car use could be reduced further by improving links with public transport e.g. additional journeys to Chesterfield, joint ticketing.
- The support from Chatsworth and the business community has shown the mutual benefit of partnership to local attractions and Stagecoach for example Ashford Tea Room stated that they had never been as busy as this year and they attribute that to the Peak Sightseer open top tour encouraging customers who may not have previously, to visit them.



Appendix 6



Search: 'Travel Derbyshire on Demand'

Travel Derbyshire on Demand



Travel Derbyshire on Demand is a new type of bus service that you can book to make journeys when you want to travel



Travel Derbyshire on Demand

Travel Derbyshire on Demand is a new type of bus service. It must be booked in advance but is more flexible than a conventional bus. There is no fixed timetable, so pick up times, routes and destinations can be planned to suit the needs of where and when passengers want to travel. It is fully accessible and able to carry passengers in wheelchairs and has space for pushchairs. **Travel Derbyshire on Demand** is for everyone, young or old, and can be used for any type of journey. So if you want to visit friends, need to get to a medical appointment, the shops or work, then **Travel Derbyshire on Demand** is for you.

What journeys can I make on the service?

You can travel anywhere within the operating area, which covers the Districts of Bolsover and North East Derbyshire and the Borough of Chesterfield. You can also travel from within the operating area to and from Kings Mill Hospital in Sutton in Ashfield, or Alfreton train station.

How do I sign up?

Call **01773 317173** or use the **Travel Derbyshire on Demand** app, which can be downloaded via your usual app store. Register with your name, mobile phone number and email address.

When you first sign in, you will be asked for more information to enable your journey to be scheduled and to monitor use of the service.

How do I book a journey?

Call **01773 317173** or use the **Travel Derbyshire on Demand** app. Specify your preferred pick up or drop off time and we will try to meet your request or offer another time. If you have an appointment to meet, book your preferred drop off time. Allow plenty of time before your appointment to make sure you don't arrive late. Note that you may be on the bus for up to 75 minutes.

When does the service operate?

- Monday to Friday 7am to 7pm
- Saturdays 8am to 5pm
- No service on Sundays or Public Holidays



For more information visit: www.roadxs.com/travel-derbyshire-on-demand

Frequently Asked Questions

How far in advance do I need to book?

Book up to 7 days before you wish to travel. Advance bookings will be prioritised. You can book up to 1-hour before you wish to travel but short-notice bookings cannot be guaranteed.

Can I book for other people?

Yes. All passengers need to register to use the service. You can book for yourself on the app or via the call centre. For all other bookings, including couples, families or groups, contact the call centre. There is space for a wheelchair on the bus.

How much does a single journey cost?*

Adult	£4.00
Child (aged 5-15)	£3.00
Young person aged 16-19 (with a b_line card)	£3.00
Group (up to 2 adults & 3 children)	£10.00
Gold Card Concession (from 9:30 Monday to Friday, all day Saturday)	FREE
10-journey ticket adult	£30.00
10-journey ticket child	£22.00

*Wayfarer tickets are accepted on this service

Where will I be picked up and dropped off?

Pick up and drop off points will be advised when your booking is confirmed. Where possible, existing physical bus stops will be used.

How will I know my booking is accepted?

Bookings will be confirmed by text message and you will see the journey information within the app.

What if I need to cancel a booking?

Call **01773 317173** during call centre hours, or cancel via the **Travel Derbyshire on Demand** app. Please provide as much notice as possible.

What happens if my bus doesn't arrive?

The bus should arrive within the allotted pick up window. You will get a text message when the bus is 10 minutes away. If the bus doesn't arrive, call the call centre on **01773 317173**

Call Centre opening hours:

Monday to Friday: 8am to 5pm
Saturday: 9am to 1pm




Coming soon:

- Pay for your travel online in advance, including discounted return fares
- Book for multiple passengers via the app
- In-app messaging to advise of journeys booked

Operating area

Unlike a traditional bus service, **Travel Derbyshire on Demand** doesn't have a fixed route and can travel anywhere between bus stops and designated points within the operating area.

KEY

-  Area of Operation
-  Railway Stations Served
-  Major Hospitals Served



**Travel
Derbyshire**



Appendix 7

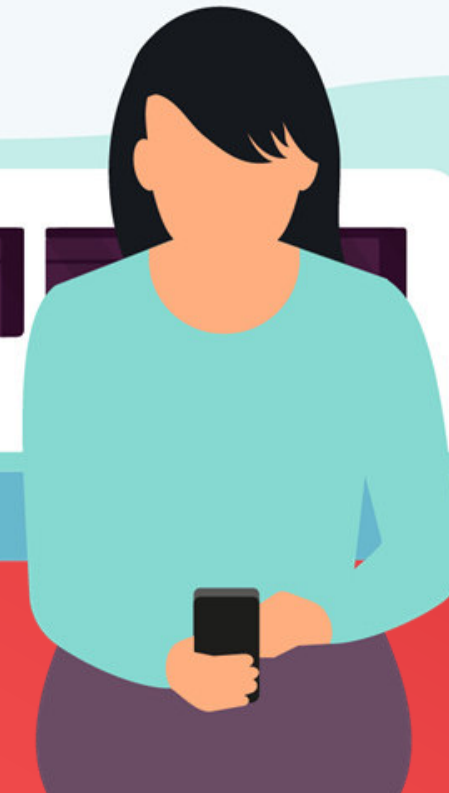
Appendix 5 - Hub Details

Location	Details	Timescale for delivery
Long Eaton	Nottingham Road/ Station Road (towards Derby). Civils delivered and shelter in place.	Complete apart from electrical connections and RTI installation.
	Nottingham Road/ Station Road (towards Nottingham). Dependant on Highway works to deliver a bus lane - stop will be provided after this.	Dependent on Highway works
	2 / 3 stops in vicinity of Town Hall.	TBC
Bamford, Mytham Bridge	Building on an earlier Local Bus initiative (2021/22) which delivered some improvements to the site, BSIP works have further improved the passenger access and waiting environment. A new shelter has been installed with improved facilities. The operational bus area / cycle lane access has been re-aligned to remove the regular over-running of the island area which was damaging the verge.	Complete apart from electrical connections and RTI installation.
Castleton, Bus Terminus	Improvements to the passenger infrastructure will see a new shelter, Real-Time Information and an improved waiting and circulation area. Improved accessibility will see improvements to the uncontrolled pedestrian crossing point at the exit from the bus terminus.	To be delivered late 2023/early 2024
Hayfield, Countryside Centre, Sett Valley Trail	To improve facilities for bus passengers at this important key network bus location. Will result in improved accessibility and waiting facilities for passengers along with improved operations at the site.	Currently being delivered with works completed in February 2024.
Buxton Station	This project is intended to improve access to bus services for passengers using Buxton Station. In conjunction with Northern Railways we are developing design options to deliver improved bus access in to the Station forecourt area. Works here would also be in conjunction with partners Network Rail. Along with this we are looking to improve the level of accessibility and passenger facilities at the two nearby bus stops on Station Road.	Station Road element of the project currently estimated for Q2 2024 delivery. The forecourt works would be delivered separately, and later, but are still subject to detailed discussions with Northern Railways.
Alfreton, Bus Station	A project to bring the facilities here for passengers up to date with improved accessibility, waiting areas and enhanced RTI. From an operational point of view changes would be made to improve bus access and circulation. The bus stop area on Marshall Street would be upgraded to provide for additional operational flexibility.	Design for this project is at an advanced stage. Construction expected to start Q2 2024.
Swadlincote, Bus Station	A partnership project with South Derbyshire District Council using BSIP funding. Work to primarily improve passenger accessibility and infrastructure which will include new shelters and RTI. Changes to the site would require the car park entrance to be combined with the exit at the western end of the site.	Design stage progressing well. Construction to start no earlier than April 2024
Shirebrook, Market Street	To follow Bolsover District Council (BDC) project which is to deliver improvements to the Market Place . Shelters will be replaced, RTI provided and there are to be improvements to the accessibility and passenger circulation areas.	Delivery estimated for Q2 2024.
Heanor, Market Place	Amber Valley Borough Council are using Government Future High Street Funding to deliver an improved Market Place in the heart of Heanor. This will include improvements to the accessibility, passenger waiting facilities and enhanced RTI at the two stops adjacent to the site. Derbyshire County Council is working closely with AVBC on this project. Following on from this we will be delivering complementary improvements to the two stops on Wilmot Street and also the one adjacent to The King of Prussia pub.	The project was completed in early 2024.
Staveley, Market Street	In conjunction with a Chesterfield Borough Council Market Place redevelopment. Improvements to passenger accessibility and waiting facilities with enhanced RTI shelters to be replaced with enhanced RTI.	TBC - is subject to the CBC programme but possibly Q4 2024.
Clay Cross, Bus Station	Deliver new infrastructure in the Bus Station Scale and scope of what will be delivered is consequent upon progress of the North East Derbyshire District Council (NEDDC) Town Deal redevelopment proposals.	Dependent on progress of NEDDC Clay Cross Town Deal project but possibly Q4 2024 or Q1 2025.
Crich, Market Place	Consideration being given to possibly delivering works here via more appropriate funding streams.	Project likely to be deferred for delivery via LTP funding streams.
Ripley, Market Place	Area next to Town Hall to have accessibility improved and improved passenger waiting facilities and upgraded RTI	TBC
Chesterfield Station	A reduced project (from that originally envisaged) to provide for a much improved bus passenger facility within the station frontage. To create an accessible bus boarding area which will include a shelter and RTI. Project would also include improved cycle storage facility.	TBC with on-going discussions with EMR. Would also require approvals from Network Rail. Possible delivery for Q4 2024.
Chesterfield, New Beetwell Street/ Coach Station	New Beetwell Street infrastructure upgrade for 2 (or possibly 4) shelters, improvements to bus kerblane access and passenger circulation. Improvements at the Coach Station are likely to be deferred for non BSIP delivery.	TBC
Ashbourne	The 'Ashbourne Reborn' project, led by Derbyshire Dales District Council, aims to deliver improvements around Ashbourne using the Government's Levelling Up fund. Part of this is an upgrade to the Methodist Church to create 'The Link' hub and DCC are looking to contribute to this by providing a RTI installation within the site. Consideration is to be given to the possibility of a new bus stop on Station Road for bus services travelling towards Buxton.	TBC
Matlock, Bus Station/ Bakewell Road	A project to improve bus facilities within the 'Market Hall' Bus station and at the main Bakewell Road bus stop. Working in partnership with Derbyshire Dales District Council as part of their commercial development proposals for the site.	DDDC preparatory works are taking place with a view to DCC civils at Bakewell Road commencing mid February. Further DDDC 'Market Hall' area works would follow from start of Q2 2024.
Hope Station	Installation of RTI for bus information.	TBC
Dronfield Civic Centre	Newly added in conjunction with NEDDC regeneration project. Would involve upgrade to existing bus stop for better passenger accessibility and facilities.	TBC

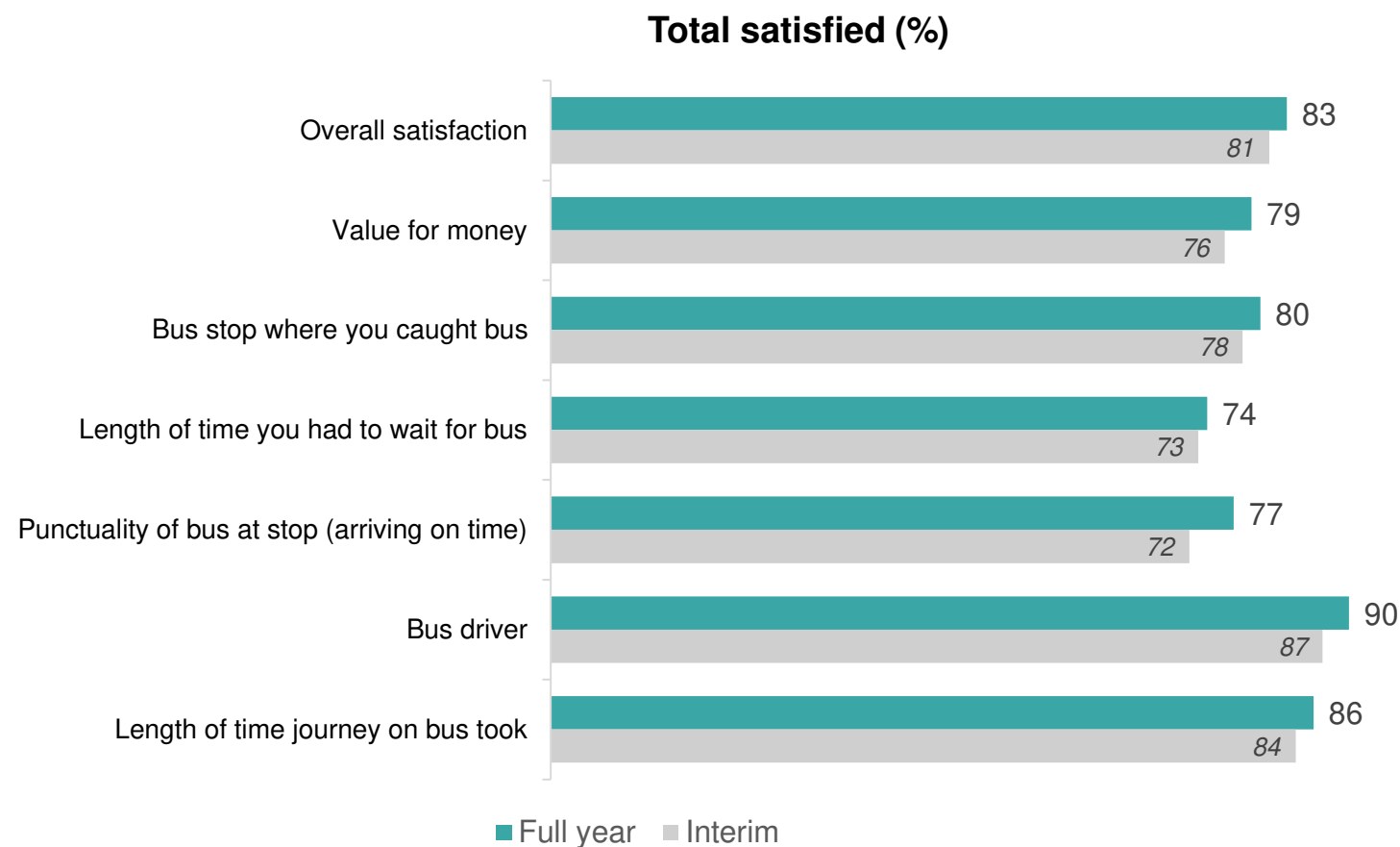
Appendix 8



Derbyshire
End of year headline results for 2023
February 2024



Summary of headline results for Derbyshire



	Semi-rural	All England areas
Overall satisfaction	83	80
Value for money	73	67
Bus stop where you caught bus	79	76
Length of time you had to wait for bus	72	68
Punctuality of bus at stop (arriving on time)	75	70
Bus driver	89	85
Length of time journey on bus took	84	81

Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

Q10A How satisfied were you with the value for money of your journey?

Q8 How satisfied were you with each of the following during the journey?

Base: Interim 274 - 470; Full Year 559 - 967; Semi-rural 3193 - 5418; All England areas 21431 - 34434

Contact

If you have any queries about the data or wish to discuss the survey in more detail, please contact your nominated Transport Focus representative in the first instance.

Alternatively, you can email us at:

YourBusJourney@transportfocus.org.uk

Transport Focus
Albany House, 94-98 Petty France, London, SW1H 9EA

www.transportfocus.org.uk

Transport Focus is the operating name of the Passengers' Council

For technical queries please contact:

Sally Mimmagh – sally.mimmagh@bva-bdrc.com

Louise Thomas – louise.Thomas@bva-bdrc.com

