

# Bus Service Improvement Plan / Enhanced Partnership Progress Report

## Derbyshire County Council and Partners

December 2024



Funded by  
UK Government

Travel  
Derbyshire

## Contents

Introduction .....	3
Work Package Delivery .....	4
Progress against Targets .....	15
Conclusion .....	22

Appendix 1 – Traffic Signal Priority Schemes

Appendix 2 – Highway Capital Schemes

Appendix 3 – Bus Champions Events

Appendix 4 – Service Enhancements

Appendix 5 – 62 Flyer

Appendix 6 – Hub Locations

Appendix 7 – Satisfaction Survey Headline Results

Appendix 8 – Your Bus Journey Interim Results

## **Document version**

11.11.24	AT	First draft to BSIP team
17.12.24	AT/LC	Amends following comments from BSIP team

## 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. A further £4.519m was awarded to Derbyshire under BSIP phase 3. This spend is incorporated within this report in the areas of RTI and Service Support.

Derbyshire County Council recently published its 2024 BSIP which was described as exemplary by the DfT. The East Midlands Combined County Authority has been allocated £40.5m to provide bus service improvements in 2025/26. It is not yet known how much will be apportioned to Derbyshire County Council.

This report evaluates the progress made by the Enhanced Partnership in implementing the original BSIP since its publication in 2021 and provides a review of projects successfully completed since the last report was published in May 2024.



# 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 at traffic signals across the county, these systems have been explained in detail in previous progress reports. The systems, associated software and databases are now in place to allow late running buses approaching traffic signals to be detected and provide a green signal automatically by managing the stages of the traffic signal cycle.

Work is continuing on-site to modify each set of traffic signals to allow the electronic bus priority. There are currently 37 junctions which are operational and giving buses priority. Data collection to monitor the impacts of the bus priority is ongoing. The locations of all junctions are provided in Appendix 1.

### Pinch Points

In addition to the sites previously agreed within the 2021 BSIP, a corridor-based approach to potential physical interventions for bus priority has been introduced.

One issue for operators has been the blocking of bus stops by other road users. To deter this infringement, the council will be using camera enforcement to issue penalty charge notices to any offenders. This will improve the passenger safety at stops as they board and alight the buses without obstruction.

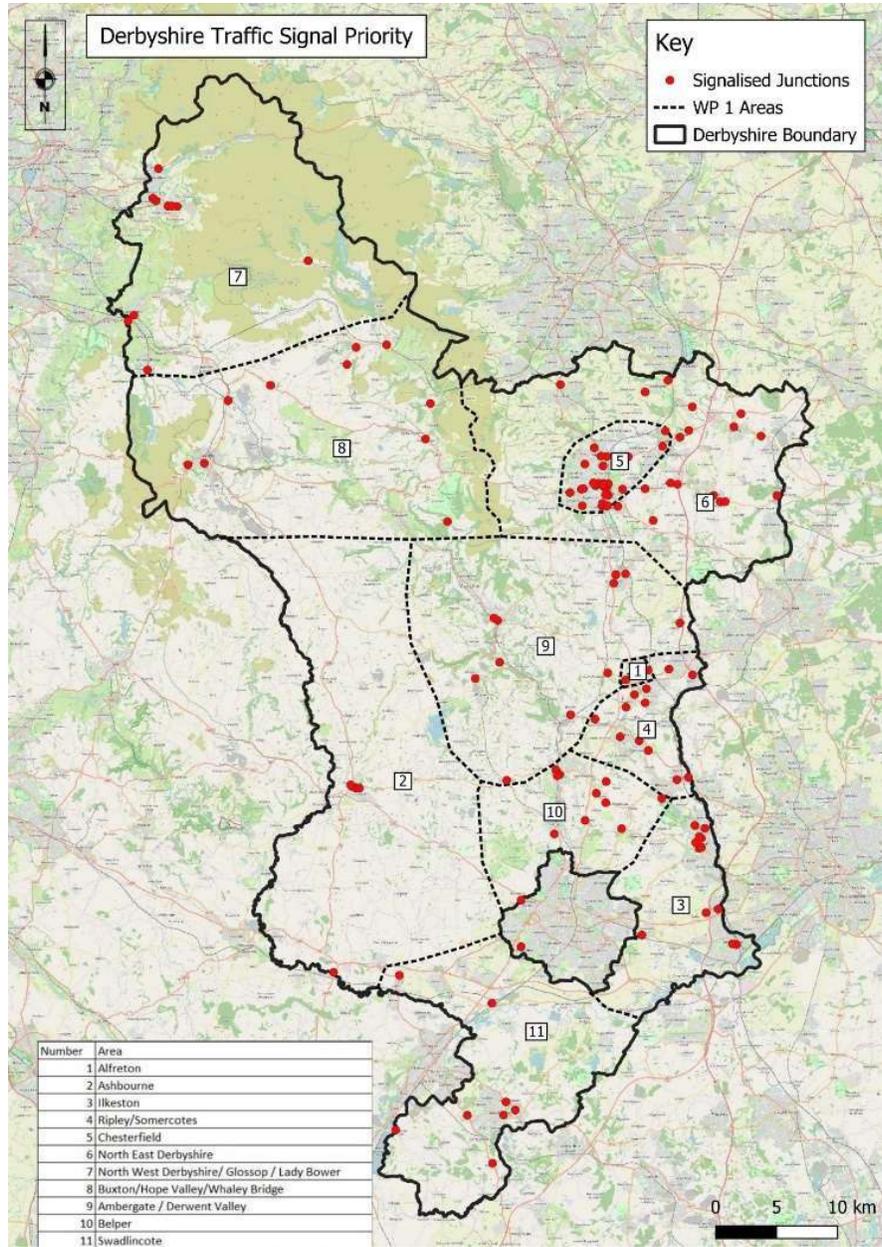
A full list of the pinch point schemes currently being funded by BSIP is included in Appendix 2. This includes a description of the scheme and current status. A reserve list of schemes has also been drawn up so that alternatives can be undertaken at pace should any of the current schemes be found to be unfeasible. A total of 15 out of the current 25 pinch point improvement schemes have been completed since the start of the BSIP programme, with others at varying stages of completion.

### Transport Communications and Roadworks

Utilising the Traffic Management Systems, the council is developing an automatic alert system which sends information regarding roadworks or congestion to affected bus operators to notify them of where delays might occur. The system will also automatically adjust signal timings to optimise traffic flow and give buses priority. This approach is also being trialled for use at roadworks with temporary traffic signals which are on bus routes.

To maximise the efficiency of the BSIP investment, the first temporary traffic signals to be connected to the system will be those required during the works of the BSIP Pinch Point schemes. Once the techniques have been perfected, there will be a roll out to other temporary signals that are otherwise expected to have a detrimental effect on buses and their passengers.

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 1<sup>st</sup> November 2023 on all services, inclusive of journeys which cross into Derby City. The b\_line scheme is the 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 the period September 2023 to September 2024, demonstrating a 54% increase in the number of young people in possession of b\_line cards (increase of 5052 cards).

Figure 2: Number of b\_line cards in circulation Source: Derbyshire County Council

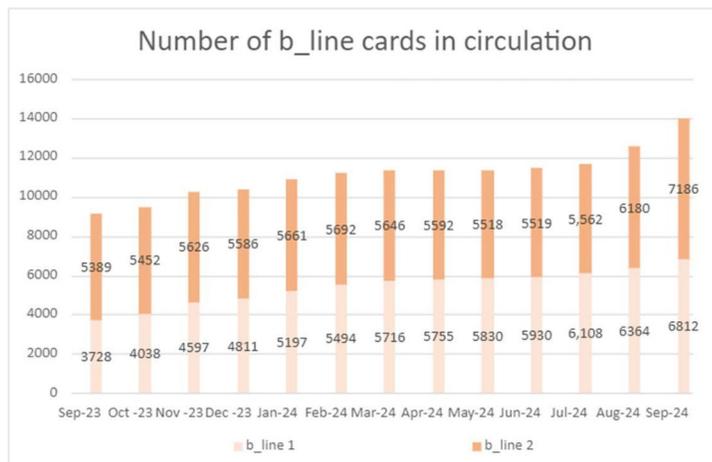
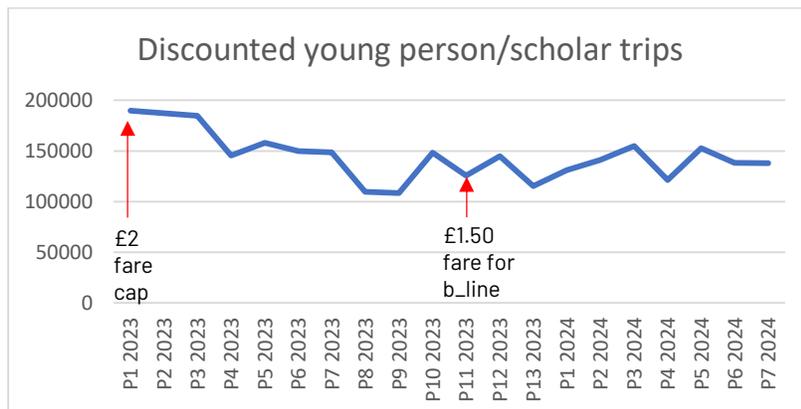


Figure 3 shows the overall 4-weekly patronage trends for young person/scholar trips across all operators since January 2023. The numbers travelling using young person tickets were declining which is believed to be because of the £2 fare cap being better value than the young person tickets on offer at the time. Since the introduction of the £1.50 flat fare for b\_line card holders the downward trend has ended and is showing signs of increasing. The decline in P4 2024 is due to the Easter holidays. Patronage data will continue to be monitored and updated in the next report.

Figure 3: Number of young person/scholar trips Source: Operators



## Companion Passes

A companion pass for certain concessionary card holders (enables 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 partly funded by BSIP for the first year. A total of 275 companion passes have been issued so far.

## Match Discounting Scheme

The Match Discounting Scheme was launched in August 2024. This offers participating businesses and their employees discounted tickets with a combined reduction of up to 20%. There is a dedicated webpage which delivers further information. <https://travelderbyshire.co.uk/businesses/>

## Ilkeston Mango Cap

The council is working on the delivery of capped price day tickets in Ilkeston. This will use trentbarton's mango ticketing scheme which uses QR codes on mobile phones. Other partners in the scheme include Notts & Derby and Littles Travel.

## High Peak Discounted Weekly Tickets

The council has been working with High Peak Buses and are funding discounted daily, weekly and monthly tickets which are available until 31 March 2025. This initiative includes the creation of two new fare zones aimed at providing passengers with greater value for money. The Buxton Town Zone will extend from Harpur Hill to Fairfield, while the North Derbyshire Zone will cover the High Peak Buses routes north of Buxton.

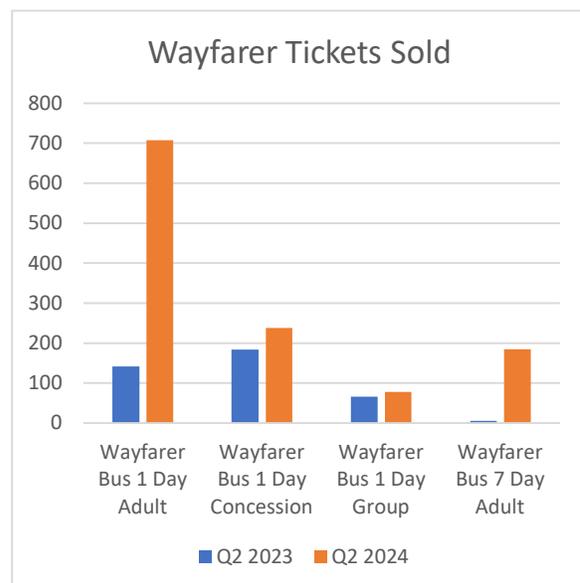
## Wayfarer Scheme

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

More information on ticket types is available on TravelMaster's website/app ([www.sytravelmaster.com/derbyshire](http://www.sytravelmaster.com/derbyshire)).

The £2 fare has been maintained throughout 2024 and continues to influence many of the schemes however as shown by the graph opposite, there has been a significant increase in the number of Wayfarer tickets sold in Q2 of 2024 when compared to the same period in 2023.

During a summer promotion in conjunction with Visit Peak District and Derbyshire, visitors to partner hotels and campsites were offered a Derbyshire Wayfarer Group ticket valid for the duration of their stay alongside a bespoke travel guide provided before their arrival. A total of 169 trips were undertaken using the tickets.



## Marketing

### Recent Activity

Recent campaigns have aimed to increase the awareness of the BSIP enhanced services, Demand Responsive Transport Services and target potential customers including commuters, Gold card concessions travellers and young people.

The commuter campaign was developed to encourage people to catch the bus for their regular commute in targeted areas of the County with available high frequency bus services in the morning and evening peak periods. The campaign ran from the end of May 2024 through to the end of June 2024. Adults of working age were targeted via social media adverts, Google Display adverts, radio adverts and door drop leaflet distribution along bus routes in the targeted locations. This campaign received close to 3 million impressions and was a great success in raising awareness and encouraging mode shift. Monitoring of this campaign is being conducted to understand its full impact.



The concessions card campaign which launched in July 2024 and ran until the end of August 2024, encouraged those over 66 to make the most of their Gold card. The campaign was Derbyshire-wide and the channels used include social media, radio, the local press as well as promotional materials displayed in libraries, healthcare sites and on pharmacy bags. Patronage data is currently being collected.



At the start of July, the Wayfarer group ticket was reduced to £12 until the end of the August summer holiday period. The ticket allows unlimited travel for up to two adults and three children across Derbyshire. A digital campaign to advertise the price reduction accompanied the initiative which also subsidised all participating Bus Operator group tickets to £12, aiming to motivate people to get out and about by bus. Over 5,000 group tickets were sold during this offer.

### 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.

The new Travel Derbyshire Website, <https://travelderbyshire.co.uk>, was launched on 17 May 2024.

The main objectives of the site are to:

- Establish an online presence to support the development of the Travel Derbyshire concept with passengers.



- Sign-post passengers to travel information and timetables.
- Have a holding place for information which supports marketing campaigns.

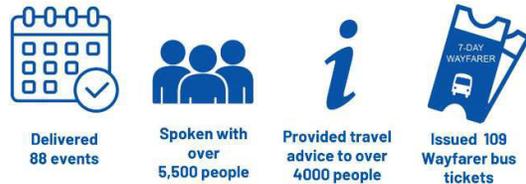
Examples of information on the website include ticket and fares information, assistance in planning a journey and frequently asked questions.

Additional news items, campaigns and travel information will be added over time to build up the content of the site. Development of the interactive journey planner software is nearing completion and a key feature of this will be the provision of real time information for passengers.

### Bus Champions

A team of four bus champions have focused on engaging with communities, businesses, healthcare sites, education establishments and visitor attractions to promote and encourage the use of bus services for local trips. The team have been working across Derbyshire to engage with organisations to provide tailored advice on planning a journey by bus and identifying the most affordable ticket options for each individual. This has involved working with a large range of stakeholders, most critically, local bus operators.

The bus champions have attended 88 events since September 2023, and have engaged with over 5,500 people and provided travel advice to over 4,000 individuals. Recently, bus champions have attended events at the University of Derby, Chesterfield Royal Hospital, Pingle Academy and Buxton Eat in the Park Food Festival.



Appendix 3 provides further detail about the events the bus champions attended between July and September 2024.

## 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.

Routes of the service enhancements are shown in Figure 4. Details of the service improvements and the impacts they have had so far are provided in Appendix 4.



From 11 May 2024, the BSIP/ Stagecoach funded Peak Sightseer service restarted for the second year and included two routes. The red service covered the same route as last year, operating every 30 minutes from Chatsworth House to Bakewell, then onto Ashford in the Water and Hassop Station for the Monsall Trail. A new route went from Chatsworth to Baslow, Grindleford, Hathersage, Hope, Castleton and Mam Tor, running every hour. Both services operated using open top buses and ran 7 days a week until 6 October 2024. Analysis of their performance is being undertaken.

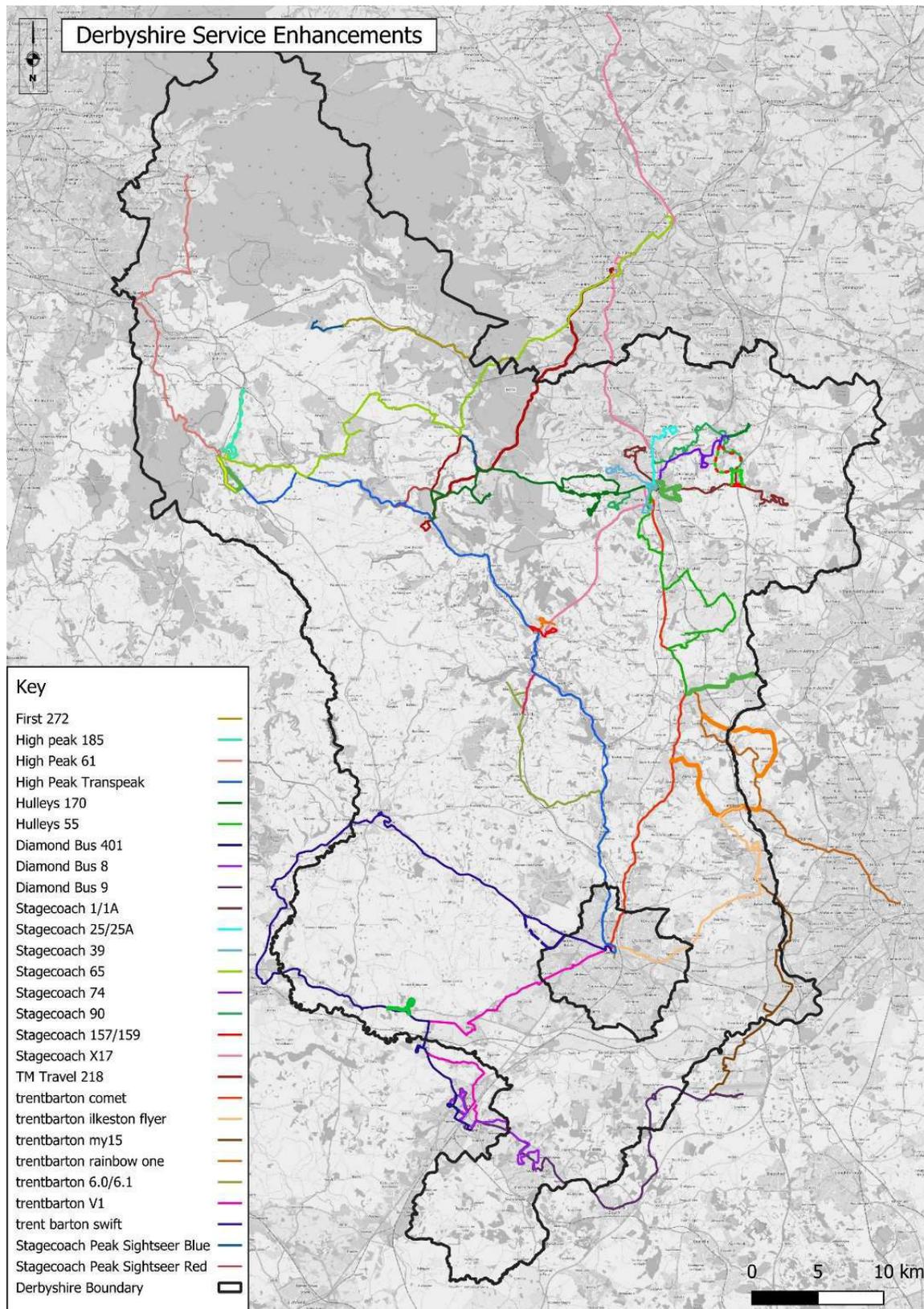
Extra Derbyshire Connect bus services began in July 2024, serving Hope Valley and offering 2 journeys per week, giving passengers from this area the chance to visit different destinations.

### Serving Key Attractors

There have been additional service enhancements introduced between June and October 2024. The SWIFT service has an improved frequency from hourly to every 30 minutes during the day Monday to Saturday and now serves new housing developments along Radbourn Lane. The 'rainbow one' service has additional early morning journeys Monday to Saturday to give a pre 6am arrival in Nottingham for shift workers, as well as improved links to other employment sites such as Access 26 in Langley Mill. Improvements were made to High Peak service 61 with a section from Glossop to New Mills now running every 30 minutes and an extension of hours of operation between Buxton and Glossop. The impacts of the 'rainbow one' and service 61 are provided in Appendix 4. The 231 which runs between Pinxton, South Normanton and Alfreton has an additional afternoon journey to make it easier for residents to access shopping, leisure and employment opportunities.

A new service 62, from Castleton to Buxton via Hope, Edale, Chapel en le Frith and Dove Holes began on the 30 June 2024. The service runs 7 days a week and provides 3 round trips between Castleton and Buxton running approximately every 3 hours. In between these times it provides a more regular shuttle service between Castleton and Edale rail station approximately every 2 hours to meet the train from Manchester and Sheffield. Appendix 5 includes the promotional flyer.

Figure 4: Map of all service enhancements



## **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 improvement work includes enhancements to 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 15 hub locations at different 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. Five sites have been completed in Bamford, Alfreton, Hayfield, Heanor and Hope.

The council has been working to 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 and details of all currently proposed Transport Hubs are shown in Appendix 6.

## **Park and Ride**

A Park and Ride (P&R) study for the region has been funded and completed through BSIP.

The outcomes of the feasibility study will be used for development of park and ride sites with partners should future funding be made available.

## **Timetables**

Following feedback received from stakeholders, further draft versions of online and bus stop timetables have been produced in the Travel Derbyshire style and colours. More prominence has been given to the Travel Derbyshire logo and website address plus the QR Code link to real time information which will be sourced from the new journey planner software.

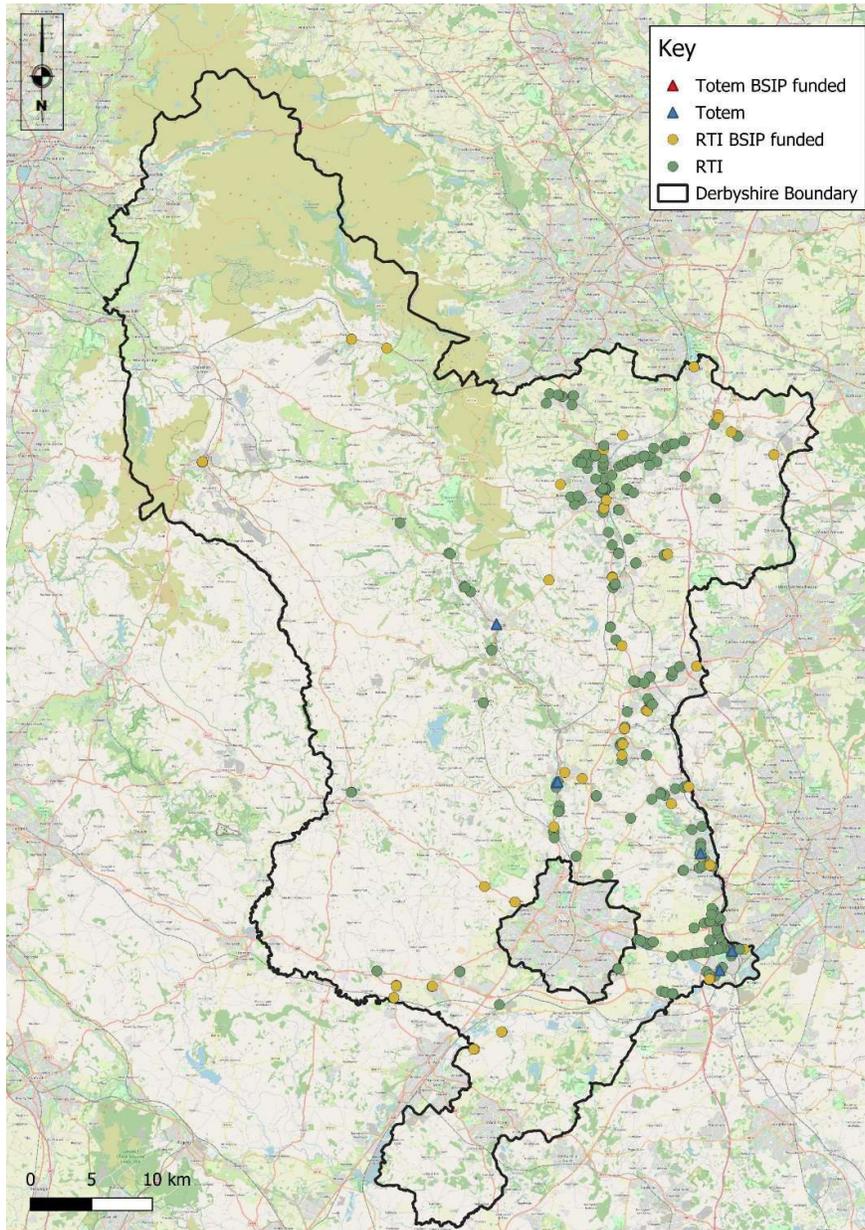
## Other Workstreams

### Real Time Information (RTI)

The total number of real time information boards in Derbyshire is currently 380 with further installations in the northwest and south of the county planned for the second half of 2024. The number of installations since the BSIP programme began and targets are shown in Table 5.

A map of the locations of the existing RTI signs is shown in Figure 5.

Figure 5: 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](#) and will be next reviewed in January 2024.

## **Service Change Dates**

The council 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.

# Progress against Targets

## Headline Measures

In line with the DfT’s 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 period 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 annually following each release of new data, usually in November. This data is reflective of journeys which begin in Derbyshire, whereas the more detailed patronage figures given in Table 3 are inclusive of trips on cross boundary services which enter Derbyshire. 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 and it was agreed through the EP Board that mid-year results from September 2023 would form the baseline and associated targets were agreed. The most recent annual results were published in February 2024 (for the 2023 year). Overall, out of the 34 local transport authority areas that took part, Derbyshire came 10<sup>th</sup> in overall satisfaction with 83% of passengers satisfied with their journey. A summary of headline results for Derbyshire is included in Appendix 7.

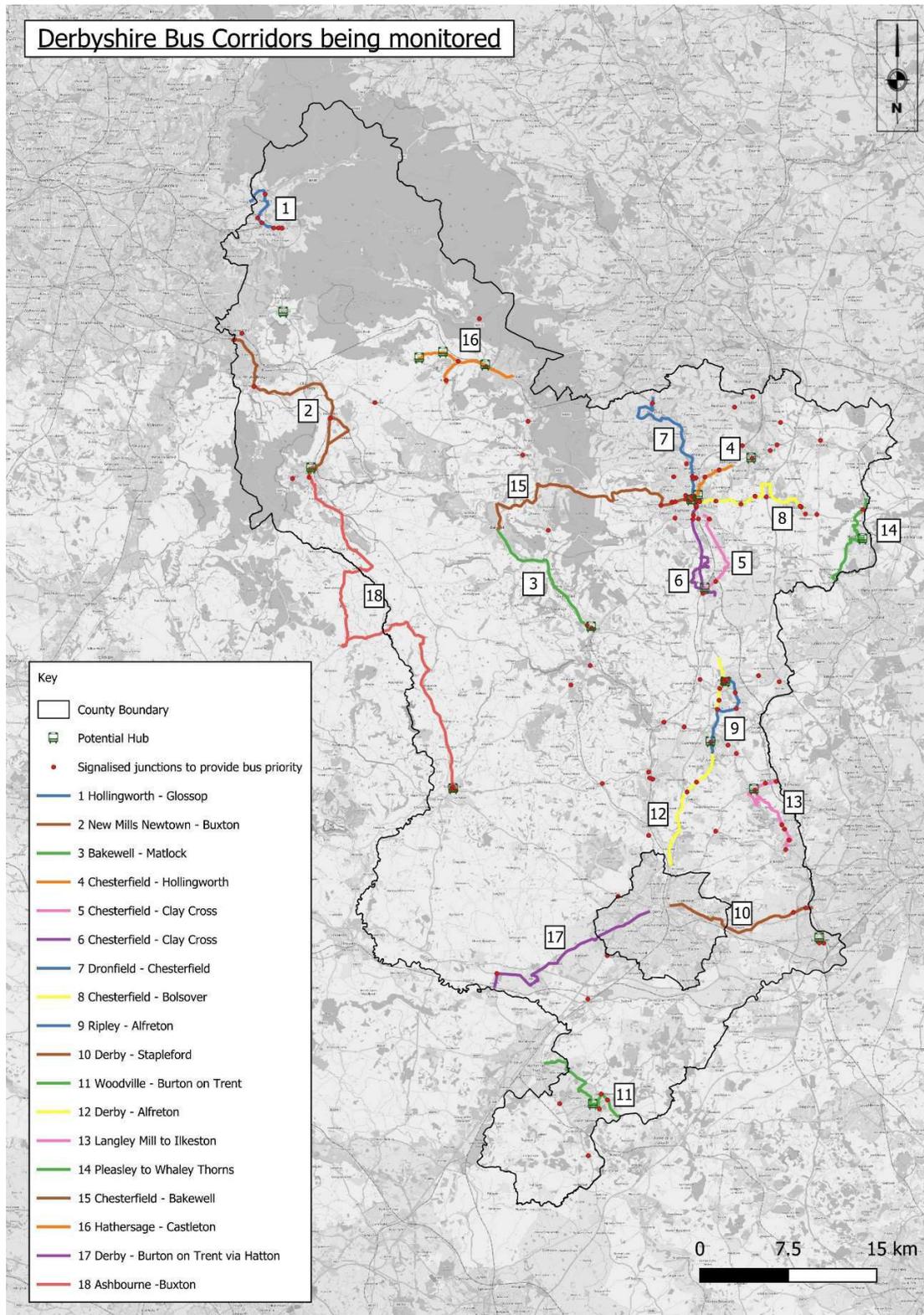
Punctuality information is taken from Analyse Bus Open Data (ABOD). This is an extension service to the Bus Open Data Service (BODS), funded by DfT, which provides reporting and analytics to bus operators and local authorities nationally. As the ABOD data service was not available prior to 2021, the 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). Actual 2023/24 data is taken from Q1 of 2024 (31 December–23 March).

Journey time (speed) is taken from ABOD for a number of specific corridors, which are shown in Figure 6. 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). Actual 2023/24 data is taken from Q1 of 2024 (31 December–23 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	16.8m	19.0m	DfT Bus Statistics, BUS01e
Customer Satisfaction		81%	90%	95%	85%	83%	Transport Focus
Punctuality	On-time	80.42%	90%	95%	84.92%	82.9%	ABOD
	Late	19.58%	10%	5%	15.08%	17.09%	ABOD
	Early	11.09%	5%	3%	13.33%	13.59%	ABOD
Speed (average across corridors)		17.07mph	17.92mph	18.78mph	17.94mph	18.33mph	ABOD

Figure 6: Corridors being 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 has been taken from ABOD for 2023/24 (26 March 2023–23 March 2024), Q2 of 2024 (24 March–15 June) and Q3 of 2024 (16 June–7 September). Once available, new baselines (based on minimum 4 weeks data) for the corridors shown in Figure 6 will be sourced from the TMS system

The baseline for reliability is taken from operator data from Q4 of 2022 (9 October–31 December), actual reliability is presented from 2023/24 (26 March 2023–23 March 2024) and Q2 of 2024 (24 March–15 June).

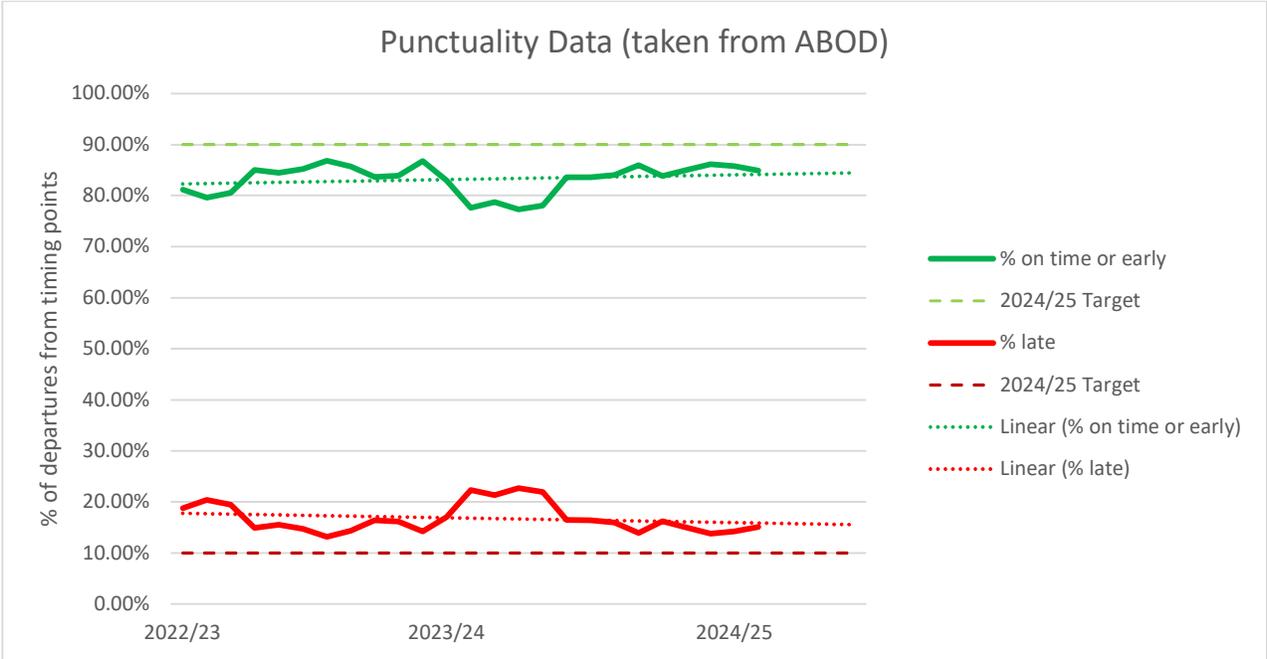
*Table 2: Journey Time, Reliability and Punctuality Targets*

<b>Outcomes</b>	<b>Baseline 2019/20</b>	<b>Target 2024/25</b>	<b>Target 2029/30</b>	<b>Actual 2023/24</b>	<b>Actual Q2 2024</b>	<b>Actual Q3 2024</b>	<b>Source</b>
Percentage of journeys on time (start point)	~92%	90%	95%	81.82% (ABOD)	74.33% (ABOD)	75.04% (ABOD)	Operators/ ABOD
Percentage of journeys early (up to and in excess of 1 minute early)	~8%	5%	3%	13.13% (ABOD)	10.64% (ABOD)	10.57% (ABOD)	Operators/ ABOD
Percentage of journeys late (up to and over 5 minutes late)	~13%	10%	5%	18.18% (ABOD)	15.03% (ABOD)	14.39% (ABOD)	Operators/ ABOD
Reliability (miles operated / registered miles)	96.49%	98%	98%	96.90%	96.82%	N/A*	Operators

*\*awaiting further data from operators*

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 7 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 7: ABOD Punctuality data (actual, projected and targets)



Source: ABOD

**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.

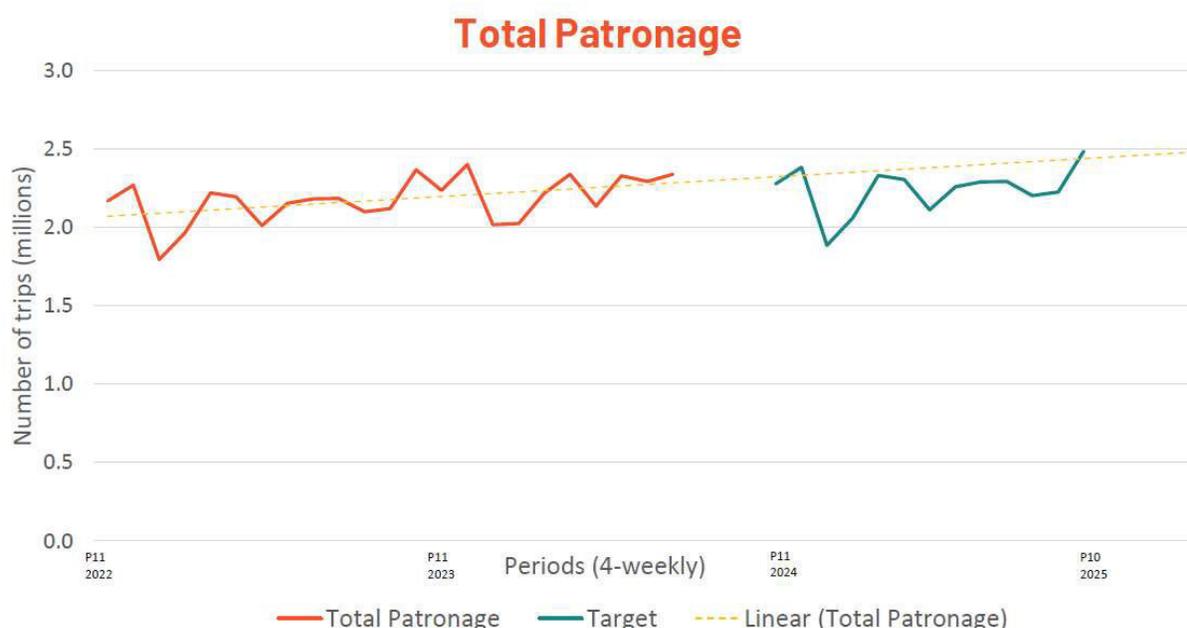
The patronage is inclusive of all services\* operating within the Derbyshire EP area, including trips made across the border (whole service patronage). This means that the annual figures are expected to be significantly higher than those provided by the DfT.

\*Patronage data is not currently provided by D&G, Stotts or Vectare, therefore the services operated by these operators are excluded.

The council has been collecting patronage data from operators on a 4-weekly basis since October 2022. The total patronage for these periods are shown in Figure 8.

The aim is to increase patronage by 5% from 2022/23 to 2024/25 and a further 10% from 2024/25 to 2029/30. At present, Derbyshire is on track to achieve the 2024/25 target.

Figure 8: Operator 4-weekly patronage data



Source: Operators

For comparable purposes, actual data for each of the collected parameters are provided in Table 3 for Q4 2022 (9 October–31 December), Q4 2023 (8 October–30 December), Q1 2023 (1 January–25 March), Q1 2024 (31 December–23 March), Q2 2023 (26 March–17 June) and Q2 2024 (24 March–15 June).

Table 3: Passenger Growth Targets

Outcomes		Q4		Q1		Q2		Source
		2022	2023	2023	2024	2023	2024	
Total Patronage		6,235,234	6,653,555 (+7%)	6,379,027	6,581,200 (+3%)	6,345,027	6,758,568 (+7%)	Operators
Full Fare Payer		3,630,937	4,446,314	3,959,125	4,338,524	4,014,988	4,415,197	Operators
ENCTS (Concessions)		1,847,147	1,791,260	1,810,735	1,809,410	1,869,123	1,905,291	Operators
Discounted young person /scholar		715,500	385,715	561,470	427,030	453,534	412,011	Operators
Weekday	0700-0930	881,034	930,430	930,430	945,160	826,596	896,276	Operators
	0930-1500	2,261,737	2,256,121	2,256,121	2,371,619	2,236,275	2,315,229	Operators
	1500-1800	1,197,538	1,243,989	1,243,989	1,085,006	1,160,739	1,214,974	Operators
	1800 onwards	755,222	772,236	772,236	624,208	617,193	693,413	Operators
Weekend	Saturday	820,321	862,425	862,425	929,075	871,205	995,928	Operators
	Sunday	310,198	313,188	313,188	394,690	390,360	430,195	Operators

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 before increasing to a £3 flat fare until the end of 2025. The impact of this incentive is thought to have caused the reduction in use of the Discounted Young Person tickets, as the existing Council young person’s 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 1 November 2023, was developed to be competitive and to encourage more bus use by young people.

## Passenger Satisfaction

Transport Focus are commissioned to deliver the ‘Your Bus Journey’ survey which measures passenger satisfaction, fieldwork began in January 2023 and the first annual report was issued in February 2024. The mid-year report for 2024 has been released and is provided in Appendix 8. The 2023 results and 2024 year to date 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	2024 Year to date (provisional)	Source
Overall journey satisfaction	81%	90%	95%	83%	89%	Transport Focus
Satisfaction with Journey Time	84%	90%	95%	86%	88%	Transport Focus
Satisfaction with punctuality	72%	80%	85%	77%	81%	Transport Focus
Satisfaction with value for money	76%	85%	85%	79%	85%	Transport Focus
Satisfaction with bus driver	87%	95%	95%	90%	91%	Transport Focus
Satisfaction with interior cleanliness and condition	83%	90%	95%	83%	88%	Transport Focus
Satisfaction with availability of seating or space to stand	89%	95%	95%	89%	93%	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 March 2023	Actual 31 Mar 2024	Actual 30 Sep 2024	Source
Number of signalised junctions with bus priority enabled	0	122	122 (all signalised junctions)	0	0	15	Derbyshire County Council
Number of Real Time Information displays	192	500	750	230	307	321	Derbyshire County Council
Number of stops with Timetable Cases (DCC owned)	U/A	1,900	2,000	1,810	1,860	1,870	Derbyshire County Council
Percentage of Euro 6 Buses (or better) in Derbyshire (local scheduled bus services)	35%	65%	95%	55.2%	57.9%	65.97%	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 projects and works have been successfully completed within the BSIP programme.

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 stated within the original 2021 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 will provide updates on a 6-monthly basis, with the next report due to be published in May 2025.

# 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	1	A029	Salcombe Rd / Mansfield Rd	Alfreton	DE55 7JQ
6	2	A002	A515 Compton St / Derby Rd	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	2	A027	Church St / Station Rd	Ashbourne	DE6 1AE
10	2	A028	A515 Belper Rd / Park Road	Ashbourne	DE6 1BE
11	3	I002	Bath St / Station Rd	Ilkeston	DE7 8FE
12	3	I004	Derby Road / Oakwell Drive	Ilkeston	DE7 5EZ
13	3	I015	Kedleston Drive	Ilkeston	DE7 8TA
14	3	I025	Shipleigh Common Lane	Ilkeston	DE7 8TA
15	3	L027	Main St / Station St	Long Eaton	NG10 1HY
16	3	L028	Tamworth Rd / Salisbury St	Long Eaton	NG10 1JJ
17	3	S001	Town Street / Station Road	Sandiacre	NG10 5JH
18	3	S007	B5010 Bostocks Lane	Sandiacre	NG10 5HF
19	4	B026	Buckland Hollow A610/B6013 signals	Buckland Hollow	DE5 3RH
20	4	C018	A610/A6007 Heanor Rd Codnor, Ripley	Codnor	DE5 9RH
21	4	H005	Church Square	Heanor	DE75 7DZ
22	4	L033	Greenhill Lane	Leabrooks	DE55 1LJ
23	4	L036	Station Road / Lower Dunstead Road	Langley Mill	NG16 4DQ
24	4	P005	Town Street / Brookhill Street / Victoria Road	Pinxton	NG16 6JN
25	4	R001	Ripley Market Place	Ripley	DE5 3BR
26	4	R007	A610 Brittain Drive	Ripley	DE5 3JX
27	4	S004	B6179 / B6016	Swanwick	DE55 1AD
28	4	S022	B600 Cotes Park Signals	Somercotes	DE55 4HQ
29	4	S024	B6179 Sleetmoor Lane	Swanwick	DE55 1RH
30	4	S051	Alfreton Road / Birchwood Lane	South Normanton	DE55 3EL
31	4	L034	A608 Access 26 Ind Est	Langley Mill	NG16 4AA
32	5	C003	A61/Storforth Ln Chesterfield	Chesterfield	S40 2ET
33	5	C004	A632 Hollis Ln Chesterfield	Chesterfield	S41 7RE
34	5	C005	A61/St Augustines Rd Chesterfield	Chesterfield	S40 2RE
35	5	C024	A632 Royal Hospital, Chesterfield Road, Chesterfield	Chesterfield	S41 0BW
36	5	C029	Alma Leisure Park Chesterfield	Chesterfield	S40 2EZ
37	5	CB002	Church Way/St Marys Gate B6057/B6543 Chesterfield	Chesterfield	S41 7TH
38	5	CB101	Saltergate/Foljambe Rd/Rutland St, Chesterfield	Chesterfield	S40 1NJ
39	5	CB102	West Bars/Clarence Rd, Chesterfield	Chesterfield	S40 1AG
40	5	CB103	Storforth Lane, Bridge, Chesterfield	Chesterfield	S41 0QD
41	5	CB116	B6051 Newbold Rd/Loundsley Green Rd, Chesterfield	Chesterfield	S41 8RJ
42	5	CB131	Holywell St B6057/B6543 Chesterfield	Chesterfield	S41 7SA
43	5	CB132	Stephenson Place/Cavendish St Chesterfield	Chesterfield	S40 1XP
44	5	CB133	Markham Rd/Park Rd	Chesterfield	S40 1XP
45	5	CB138	Old Road/ Old Hall Road Chesterfield	Chesterfield	S40 2QT
46	5	CB139	Dunston Rd / Racecourse Rd Brimington, Chesterfield	Chesterfield	S41 8NL
47	5	CB140	Saltergate/Soresby Street/Angel Yard signals B, Chesterfield	Chesterfield	S40 1JR
48	5	CB141	Hall Lane, Barrow Hill Staveley Chesterfield	Chesterfield	S43 3YG
49	5	CB144	A632 Hady Hill / Piccadilly Rd Chesterfield	Chesterfield	S41 0RN
50	5	CB145	A632 Walton Rd/Whitecotes Ln, Chesterfield	Chesterfield	S40 3JQ
51	5	CB150	Duke St./Inkersall Rd. Staveley Chesterfield	Chesterfield	S43 3JP
52	5	CB151	Ringwood Rd./High St., Brimington, Chesterfield	Chesterfield	S43 1DE
53	5	CB156	A619 Chatsworth Rd / Storrs Rd Chesterfield	Chesterfield	S40 3JX
54	5	CB162	West Bars Roundabout, chesterfield	Chesterfield	S40 1NJ
55	5	CB163	A61 / Tesco Roundabout, chesterfield	Chesterfield	S41 9BH
56	5	CB165	B6543 Brimington Rd / A619 Chesterfield Rd	Chesterfield	S43 1AU
57	5	CB173	A619 Chatsworth Rd / Old Road, Chesterfield	Chesterfield	S40 2RE
58	5	CB177	A61 / A617 Hornsbridge, Chesterfield	Chesterfield	S40 2EZ
59	5	CB193	Sheffield Road / Site Access	Chesterfield	S41 8LS
60	5	CB194	Locoford Lane / Site Access, chesterfield	Chesterfield	S41 7JE
61	6	A018	Arkwright Town A632/Deepsick Lane	Arkwright Town	S44 5UN
62	6	B047	A632/Mansfield Rd - Hillstown Bolsover	Bolsover	S44 6LY
63	6	B048	Bolsover, A632/B6417 Bolsover	Bolsover	S44 6HP
64	6	B060	A632 Town End/Hornscroft Road Bolsover	Bolsover	S44 6HG
65	6	B065	Bolsover A632 Market Place/ Morrisons	Bolsover	S44 6DJ

66	6	C036	A616 / A618 Rotherham Road Crossroads, Clowne, Chesterfield	Clowne	S43 4PQ
67	6	CB153	Mansfield Rd / Calow lane, Hasland, Chesterfield	Hasland	S41 0JA
68	6	CB154	Workshop Rd / Norbriggs Rd, chesterfield	Stavely	S43 3BN
69	6	CB155	Workshop Rd / Bolsover Rd, Chesterfield	Stavely	S43 3FF
70	6	D037	B6057 Sheffield Road / B6056 Stubley Hollow, Dronfield	Dronfield	S18 2GD
71	6	D050	A632 / Megz	Duckmanton	S44 5HT
72	6	E001	Atco Crossroads	Eckington	S21 4HL
73	6	E009	B6056 / B6052 Eckington	Eckington	S21 4JF
74	6	L010	Langwith Railway Bridge	Langwith	NG20 9HS
75	6	R015	Sheffield Road/Barbers Row/Spinkhill Road	Renishaw	S21 3UA
76	6	D041	A632 / Staveley Road, Duckmanton, Chesterfield	Duckmanton	S44 5JF
77	7	G001	Norfolk Square	Glossop	SK13 8DA
78	7	G007	Wrens Bones Hill	Glossop	SK13 8EX
79	7	G009	Plough Inn	Glossop	SK13 6PB
80	7	G010	Arundel St	Glossop	SK13 8BB
81	7	G011	New Shaw Lane	Glossop	SK13 6JD
82	7	H021	New Road	Hadfield	SK13 1JN
83	7	L032	A57 / A6013	Ladybower	S33 0BJ
84	7	N001	A6/A6015 Newtown	New Mills	SK22 3JS
85	7	W002	A5004/B5470 Horwich End	Whaley Bridge	SK23 7JH
86	7	N003	Union Road N003	New Mills	SK22 3EX
87	8	B001	Beeley Bridge B6012	Beeley Bridge	DE4 2NX
88	8	B004	Buxton A515/B5059 (London Rd)	Buxton	SK17 6HB
89	8	B006	Buxton A53/B5059 Burbage	Buxton	SK17 9AA
90	8	B029	Bamford A6187 / A6013	Bamford	S33 0BN
91	8	B036	Bradwell Church Street /Netherside B6049 Buxton	Bradwell	S33 9HJ
92	8	C001	A623/B6001 Crossroads Calver	Calver	S32 3XH
93	8	D051	A6 / Station Road, dove holes	Dove Holes	SK17 8BJ
94	8	G006	Grindleford Bridge	Grindleford Bridge	S32 2JH
95	8	H017	A6187 Hope Road / B6049 Stretfield Road	Hope	S33 9HG
96	8	P006	Church Lane	Peak Forest	SK17 8EG
97	9	A026	Ambergate, A610/Bullbridge Hill	Ambergate	DE56 2EW
98	9	C008	A61/Clay Lane Clay Cross, Chesterfield	Clay Cross	S45 9JR
99	9	C025	Derby Road, Cromford A6/A5012	Cromford	DE4 3RH
100	9	C048	Market Street/Howe Grove Clay Cross	Clay Cross	S45 9BF
101	9	C049	A61 / Harris Way Clay Cross	Clay Cross	S45 9DX
102	9	M010	A6 Diversion Snitterton Road	Matlock	DE4 3LT
103	9	M011	A6 Diversion Sainsbury s	Matlock	DE4 3SP
104	9	M019	Main St/ Porter LnMiddleton	Middleton	DE4 4LS
105	9	O002	A615 / B6013 signalsOakerthorpe	Oakerthorpe	DE55 7NR
106	9	S003	A517 / B5023 Railway Inn	Shottle	DE56 2LG
107	10	B008	Belper A6/A517 Triangle	Belper	DE56 1BA
108	10	B023	Belper A609/Strutt St signals	Belper	DE56 1UN
109	10	B027	Belper A6/King Street signals	Belper	DE56 1AR
110	10	D038	A6 / B5023 Broadway Signals, Belper	Duffield	DE56 4BT
111	10	D053	Derby Rd / Ryknield Hill, Ripley, Denby	Denby	DE5 8NW
112	10	K001	Toll Bar	Amber Valley	DE56 0PU
113	10	M008	A608 / A609 Rose & Crown	Morley	DE7 6DG
114	10	R016	A52 Ashbourne Road / Radbourne LaneRadbourne	Derby	DE22 4LU
115	11	H008	Salt Box	Hatton	DE65 5PT
116	11	L041	Rykneld Road (Near Highfields Farm)	Littleover	DE23 4BG
117	11	N007	Stanton / A444 / Park Road	Newhall	DE15 9TH
118	11	O003	Lullington Road	Overseal	DE12 6LQ
119	11	S034	Derby Rd/Morrisons	Swadlincote	DE11 8HL
120	11	S041	A511 Burton Rd/Midway Rd	Swadlincote	DE11 7PG
121	11	W013	B5008 Etwall Rd/Findern Ln	Willington	DE65 6EL
122	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	4. Scheme complete
B6019 Mansfield Rd / Salcombe Rd	Alfreton	New traffic signals	4. Scheme complete
Church St / Station Rd	Ashbourne	New traffic signals	4. Scheme complete
Sturston Road / Compton Street	Ashbourne	Refurbishment of traffic signals	4. Scheme complete
Sturston Rd / Park Rd	Ashbourne	Refurbishment of traffic signals	4. Scheme complete
Ashbourne SCOOT (UTC SCOOT TSP Regions for coordinated traffic signal control in Ashbourne)	Ashbourne	UTC and SCOOT is being applied to coordinate signals in Ashbourne. This will assist with traffic control during the Ashbourne Reborn project that is about to commence.	3. Construction
A619 Baslow Road / Station Road, Bakewell	Bakewell	Junction modification for right turn	Unfeasible scheme removed from programme
Holywell Cross (Triple Puffin)	Chesterfield	Full signal refurbishment	4. Scheme complete
Holywell St / Cavendish St	Chesterfield	Full signal refurbishment	4. Scheme complete
Holywell St / Stephenson Place	Chesterfield	Full signal refurbishment	4. Scheme complete
West Bars Roundabout (Full Refurbishment of Traffic Signals SCN CB162)	Chesterfield	Refurbishment of signals at a six-arm roundabout.	4. Scheme complete
Boythorpe Rd Puffin	Chesterfield	Refurbishment of an existing Toucan Crossing.	4. Scheme complete
St Marys Gate / Church Way (Full Refurbishment of Traffic Signals SCN CB002 )	Chesterfield	Refurbishment of traffic signal junction and local link to remote Puffin Crossing. Replacement of block paving at Church Way.	4. Scheme complete
Chesterfield St Mary Gate / Corporation St (New Traffic Signal Site, SCN CB206)	Chesterfield	Upgrade Zebra crossing to be converted to a controlled crossing (Puffin) in order to coordinate signals with others in the area and improve traffic flow.	3. Construction
A619 Church St/Brimington Gyatory (Proposed UTC SCOOT TSP Region – Refurbishment of Traffic Signals (SCN CB151, CB121 & Possible new signal controller junction)	Chesterfield	Refurbishment of a Puffin crossing on Church St, and Ringwood Rd / High St junction. New signals at Church St / High St and Hall Rd / Chesterfield Rd / Devonshire St / Church St crossroads.	2. Design

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	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
A61 / Harris Way, Clay Cross Phase 1	Clay Cross	New traffic signals	4. Scheme complete
A61 / Holmgate Phase 2	Clay Cross	New traffic signals	2. Design
A61 / Thanet Street	Clay Cross	Refurbishment of traffic signals	2. Design
A608 / A6007 Church St / Ilkeston Rd (Heanor Church)	Heanor	Refurbishment of traffic signals	4. Scheme complete
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)	2. Design
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
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

## WP17 Bus Champions Update July-September 2024

Work Package 17 focuses on engaging with communities, businesses, healthcare sites, education sites and visitor attractions to promote and encourage the use of bus services for local trips. A team of four bus champions work across Derbyshire to engage with organisations to provide tailored advice on planning a journey by bus and the most affordable ticket options for each individual. This involves working with a large range of stakeholders, most critically, local bus operators.

From July to September the bus champions attended 24 events across the county, including at the University of Derby, Chesterfield Royal Hospital, Pingle Academy and Buxton Eat in the Park food festival. These events and others resulted in the bus champions speaking to 1,677 people and providing travel advice to 1,277 of them (76%) over the last quarter. In addition, the team provided 1,317 items of printed information and 1,158 incentives.

When including the engagement data from this quarter those that collected earlier in the programme, **bus champions have attended 81 events and have engaged with nearly 5,000 people and given travel advice to over 3650 individuals since September 2023.**



The key engagement highlights for this quarter have been set out below by audience:

### Education

At Chesterfield College Freshers Fair, the bus champions were on hand to provide advice to new students about how to catch the bus to the college, the services they could get, how much it would cost and the benefits of using a b\_line young person's discount card. Almost 100 students approached the champions and of those around half received personalised advice on bus services.

The Pingle Academy is a secondary school located in South Derbyshire. The bus champions and local bus operator, Trentbarton, were invited to attend two lunchtime engagement sessions with students. In the first session, the team had conversations with 110 students in Year 12 and 13 and gave travel advice to 105 (95%). This advice focused on supporting students to become more independent and using the bus as a facilitator for reaching further/higher education, part time employment or meeting up with friends for leisure trips. At the second event the focus was on those in Year 7 - 11 and during this session the team had conversations with 162 students, giving travel advice to 134 (83%). This advice focused more of using the bus to get to school and leisure trips.



## Health & Social Care

Working in collaboration with the Travel Plan Coordinator at [Chesterfield Royal Hospital](#) and the Net Zero Travel & Transport Sustainable Travel Lead within NHS England, the bus champions held an in-person travel clinic which enabled the champions to provide in-depth advice to 30 people and of those, 20 received a Wayfarer bus ticket to trial the bus for free for 7-days. The Travel Derbyshire on Demand team were also on-site and stationed a branded bus outside the hospital entrance to raise awareness of the service as way for employees, patients and visitors to reach the site.



Derbyshire County Council's [Community Connectors](#) aids adults with a learning disability. The bus champions gave a presentation to 12 of the Community Connectors in Chesterfield about the project, bus travel options and tickets, the Travel Derbyshire on Demand DRT service and how they could incorporate bus travel with the travel training they do for people with learning difficulties and autism age 14 upwards. This highlights the opportunities for collaboration between public sector initiatives to join-up initiatives to amplify the impact of the programme.

## Businesses

The bus champions have been engaging with Stagecoach and the sustainability lead at Markham Vale to discuss what offers are available to promote to business so in time they can inform their staff on sustainable transport links to the site, including the match discount scheme.

The bus champions have continued to work alongside Derbyshire County Council, Trentbarton, Stagecoach and Diamond Bus to finalise the detail of a match discount scheme which will be promoted via businesses. The bus champions' role in the team is to promote the discount scheme to businesses and their employees. The focus has so far been on those organisations currently engaged in the programme and new businesses will be targeted from October 2024 – March 2025.

## Communities

The bus champions attended several smaller-scale community events across Derbyshire as a way of reaching local residents. This included:

- Attending the Ashover Show with a pop-up information stand. 46 people approached the team and 26 received travel advice. Those attending the stand were complimentary of the Peak Sightseer, with several people saying they travelled to the show on this bus. Information on the b\_line card and Gold Card were also given out as well.
- The team had a pop-up information event in collaboration with bus operators Trentbarton and High Peak at Peak Village Shopping Centre near Matlock. High Peak bought along one of their brand-new buses along for members of the public to see and to create more of a presence at the centre. Information was shared on the bus services connecting to the shopping village to encourage people to consider using services for their next visit.
- The bus champions also provided pre-event support for one of the larger events in Derbyshire - Buxton Eat in the Park – to support and encourage visitors to consider using the bus at the point that they booked their tickets. This included providing information on the bus services and ticket options to reach the site on the event website. Two bus champions also attended the event.
- Finally, we attended a smaller scale morning event at Ashbourne Library to provide community focused information for residents. All but one of the 16 people who approached the team

received travel advice and most interest was in the Trentbarton Swift bus service, which had recently had timetable change, and a few people also asked about the £12 family group ticket.

### **Visitors**

Following discussions with Derbyshire County Council, the bus champions were deployed to Castleton to explore options for promoting the bus to visitors and residents because of increased traffic congestion in the village and surrounding area due to the summer holidays and visitors to Mam-Tor. Working with the National Trust the bus champions engaged with 19 businesses, ranging from local pubs, cafes, shops and hotels within the village along with some of the larger visitor attractions on the outskirts to provide them with information and resource to advertise local bus services. Peak Sightseer and Pathfinder posters were produced and put up in the National Trust car parks to advertise the use of the bus, and businesses were given Gold Card and b\_line materials to display. The intention for this engagement was to encourage people on their next visit to the area to consider using the bus.

Working alongside Derbyshire County Council, Visit Peak District and Derbyshire and Good Journeys, the bus champions have secured involvement from 10 local visitor attractions to offer a discount for any visitors arriving by bus for the next 12 months. This includes Peak Cavern and Speedwell Cavern, Gullivers Kingdom, Childrens Country House (National Trust), White Peak Distillery, Matlock Farm Park, Cromford Mills, Great British Car Journey, Crich Tramway Village, Sharpe's Pottery Museum and Longshaw Estate (National Trust). This discount is tailored to each attraction, but examples include a percentage discount on an entry ticket, free tea / coffee from the café or a guidebook. The bus champion's role in this team was to use their existing connections via the work they have been undertaking with visitor attractions to agree what the discount / incentive would be, how this would be validated and working with partners to advertise this on the Good Journey website.

Finally, Visit Peak District and Derbyshire identified a need for 'how to' videos to give visitors (and other residents) straightforward information on how to use services in Derbyshire. The bus championed filmed social media reels on how to read a bus timetable, which ticket to get and what to do if your bus is late / doesn't turn up. The purpose of these videos is to address those questions that people might feel like they should know the answer to, but don't feel like they can ask, yet is meaning that it's a barrier to them using the bus. The reels were shared on the Travel Derbyshire Facebook page and re-shared by partners with the aim of giving people the confidence to try the bus.

- How to read a bus timetable - <https://www.facebook.com/watch/?v=553306100443350>
- How to know which ticket to get - <https://www.facebook.com/61552310383094/videos/471911765761395/?so=permalink>

### **Cross Work Package Support**

The bus champions have provided support to other work packages including:

- [Travel Derbyshire on Demand Campaign \(Work Package 12\)](#) - The bus champions attended four market days within the service zone in August. This resulted in speaking to 127 people across the four visits and providing travel advice to 99 of them. The focus of the events was promoting the Travel Derbyshire on Demand service, but information was also available for the Peak Sightseer and other local bus routes.
- [Sports Spectator Engagement \(Work Package 5\)](#) - Derby County Football Club and Chesterfield Town Football Club have been approached by bus champions to explore how Travel Derbyshire can support sustainable spectator travel to football events at the clubs. They are still in talks with the clubs to see how they can assist in promoting sustainable transport options to their supporters, but meeting has been held with Chesterfield Town FC.
- [Events Spector Engagement \(Work Package 5\)](#) - In addition to specific advice for those travelling to large sports, events, the bus champions are offering travel information and advice to large

events taking place within and near Derbyshire (e.g. Derby Book Festival). Information is focused on the pre-planning phase to encourage a greater number of people travelling sustainably to the event.

## 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 3<sup>rd</sup> September 2023**  
First | 272 Castleton - Sheffield



**6% ↑**

Change in overall patronage, first 12 months, compared to same period last year



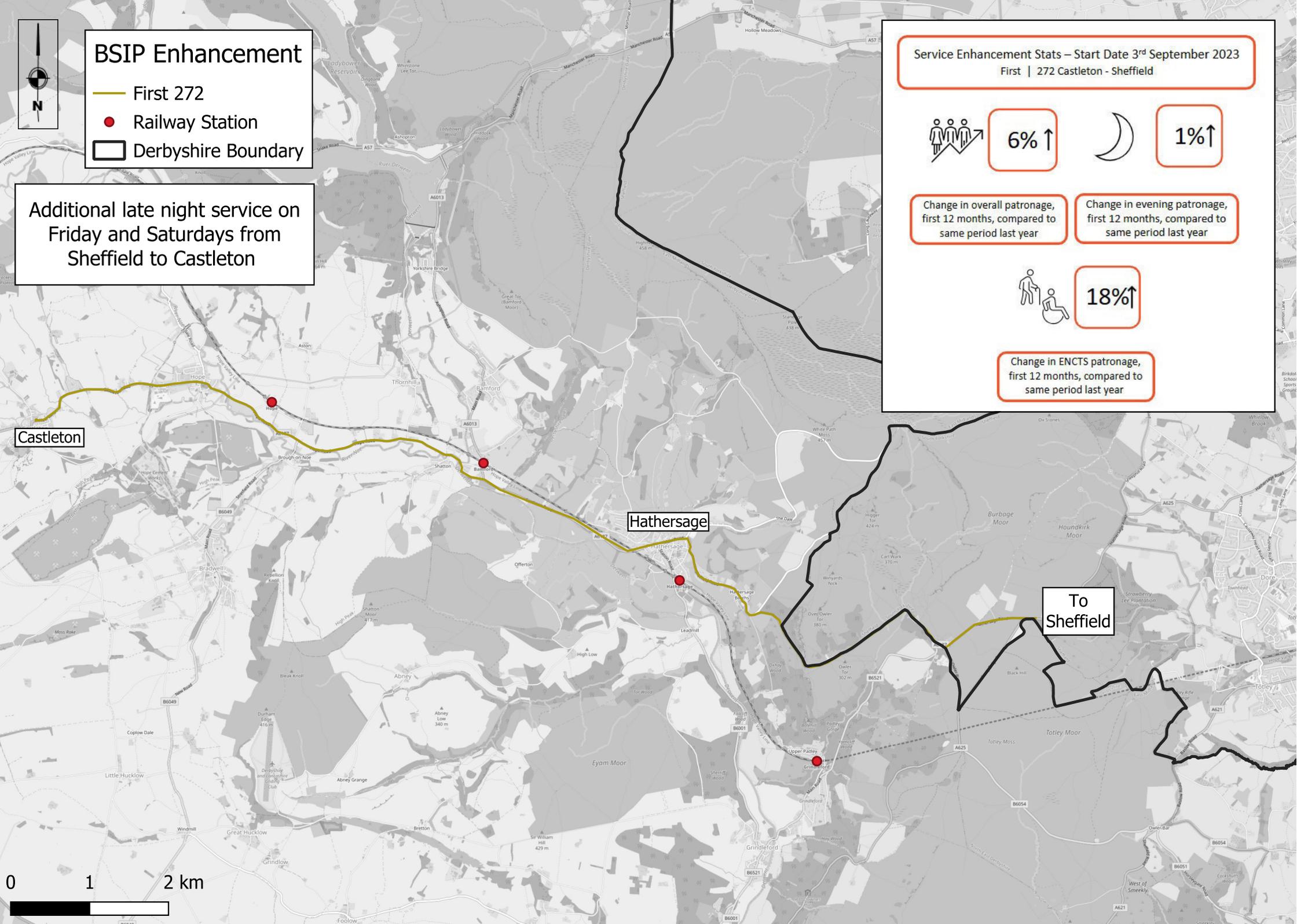
**1% ↑**

Change in evening patronage, first 12 months, compared to same period last year



**18% ↑**

Change in ENCTS patronage, first 12 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 23<sup>rd</sup> July 2023  
 High Peak | 185/186 Buxton Buzz: Burlow - Fairfield



59%↑



16%

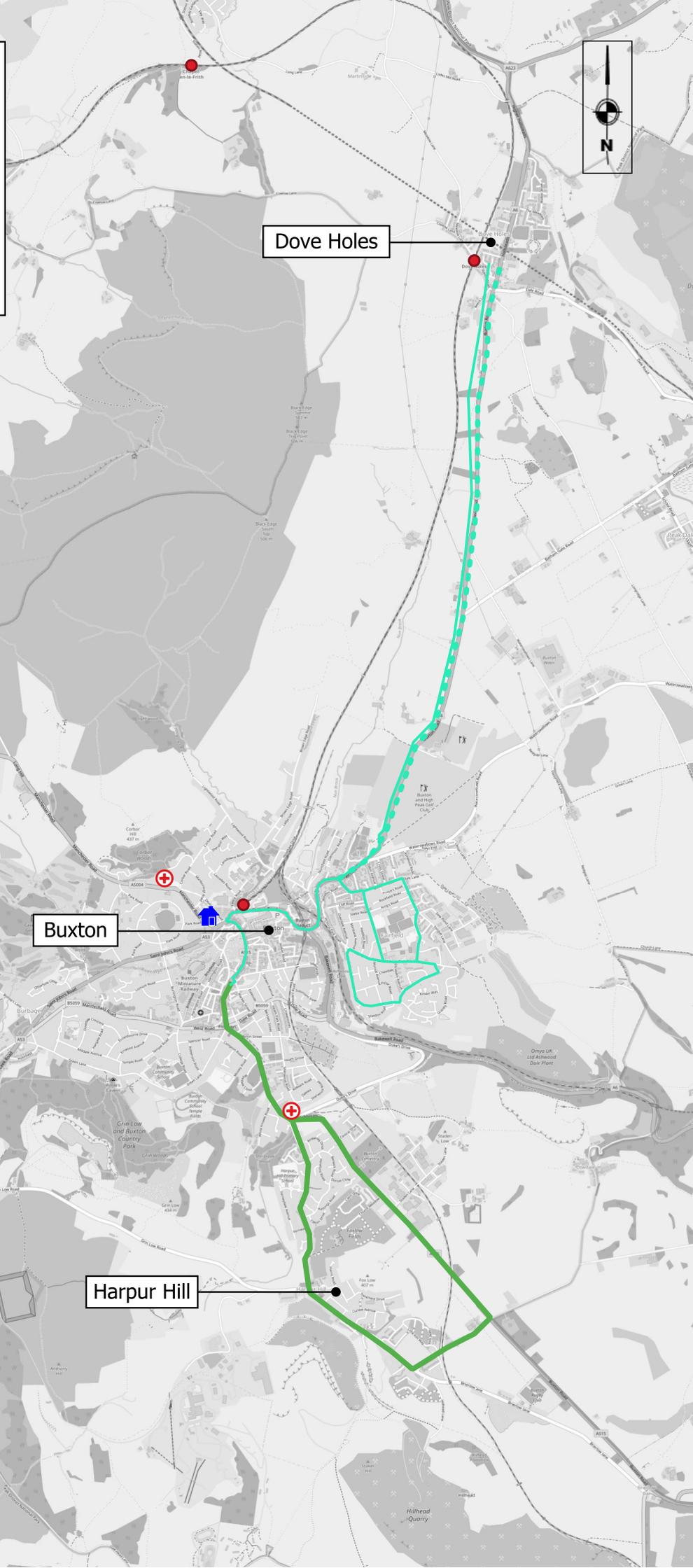
Change in overall patronage, first 15 months, compared to same period last year

Percentage of trips on new sections of route



53%↑

Change in ENCTS patronage, first 15 months, compared to same period last year



# BSIP Enhancements

- High Peak 61
-  University
-  Railway Station
-  Hospital
-  Derbyshire Boundary

Futher improvements to middle of the day frequency Monday to Friday to every 30 minutes and early and later buses on services throughout the week.

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



21%↑



44%↑

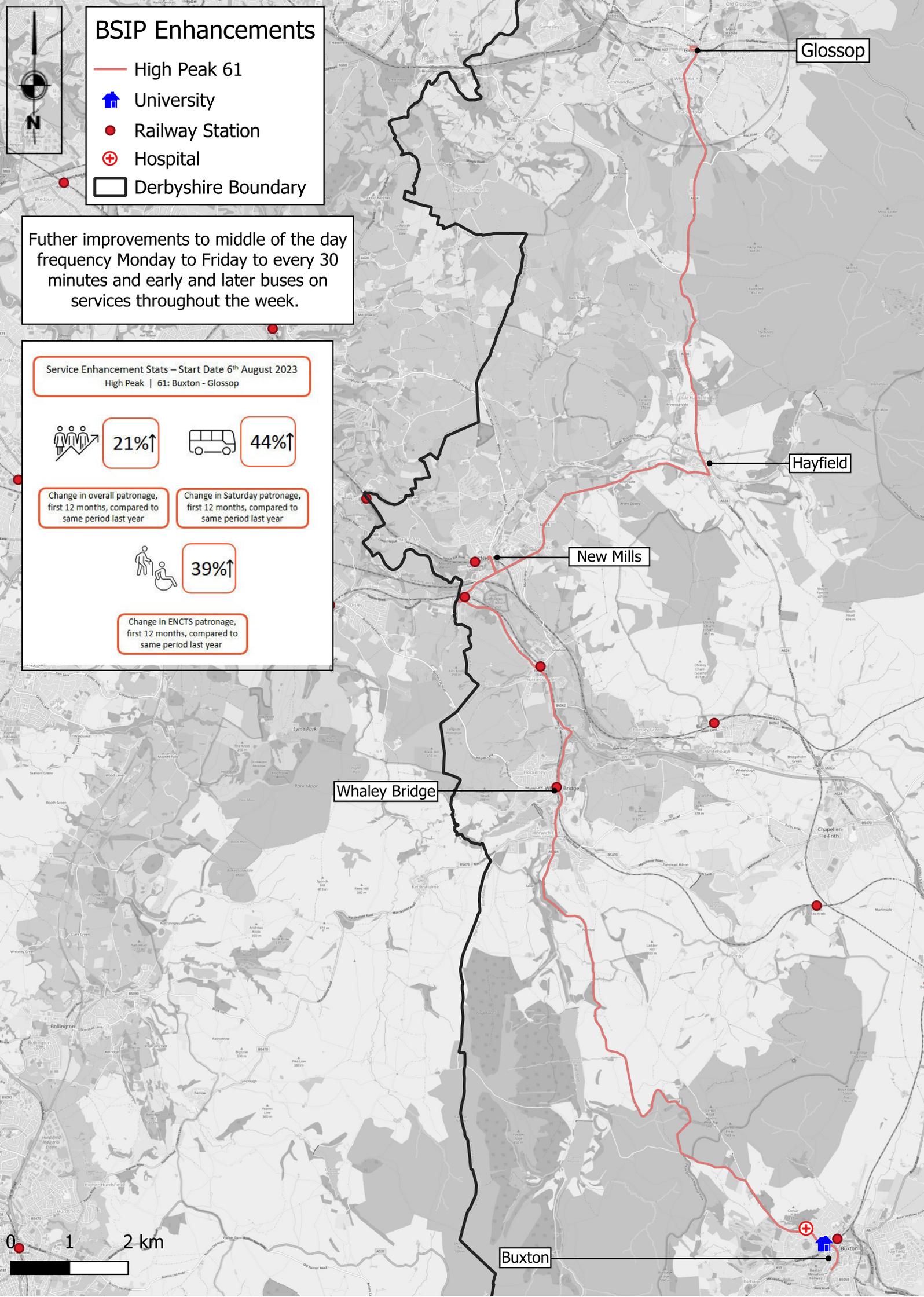
Change in overall patronage, first 12 months, compared to same period last year

Change in Saturday patronage, first 12 months, compared to same period last year



39%↑

Change in ENCTS patronage, first 12 months, compared to same period last year

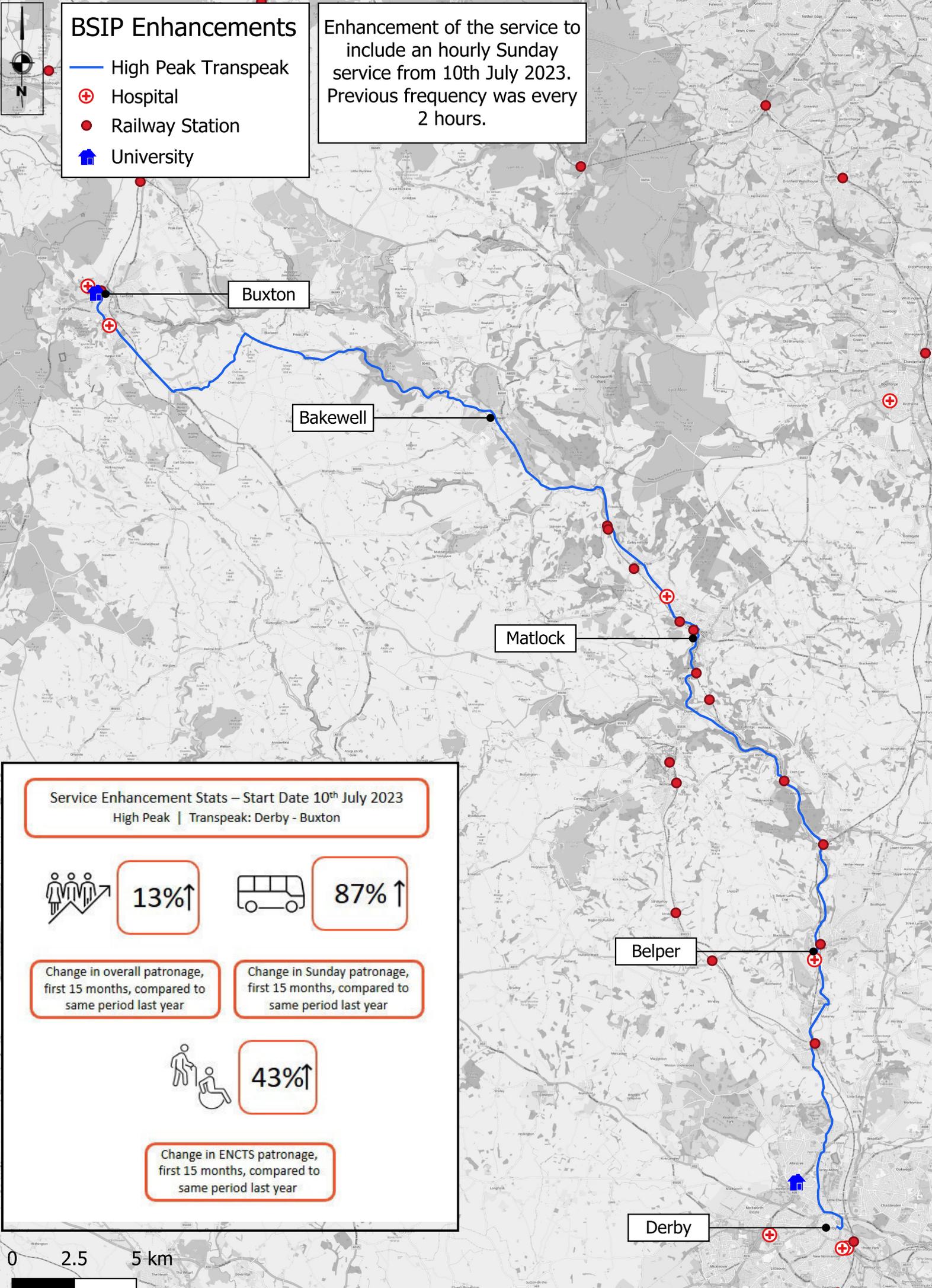




# BSIP Enhancements

- 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.

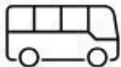


## Service Enhancement Stats – Start Date 10<sup>th</sup> July 2023

High Peak | Transpeak: Derby - Buxton



13%↑



87%↑

Change in overall patronage, first 15 months, compared to same period last year

Change in Sunday patronage, first 15 months, compared to same period last year



43%↑

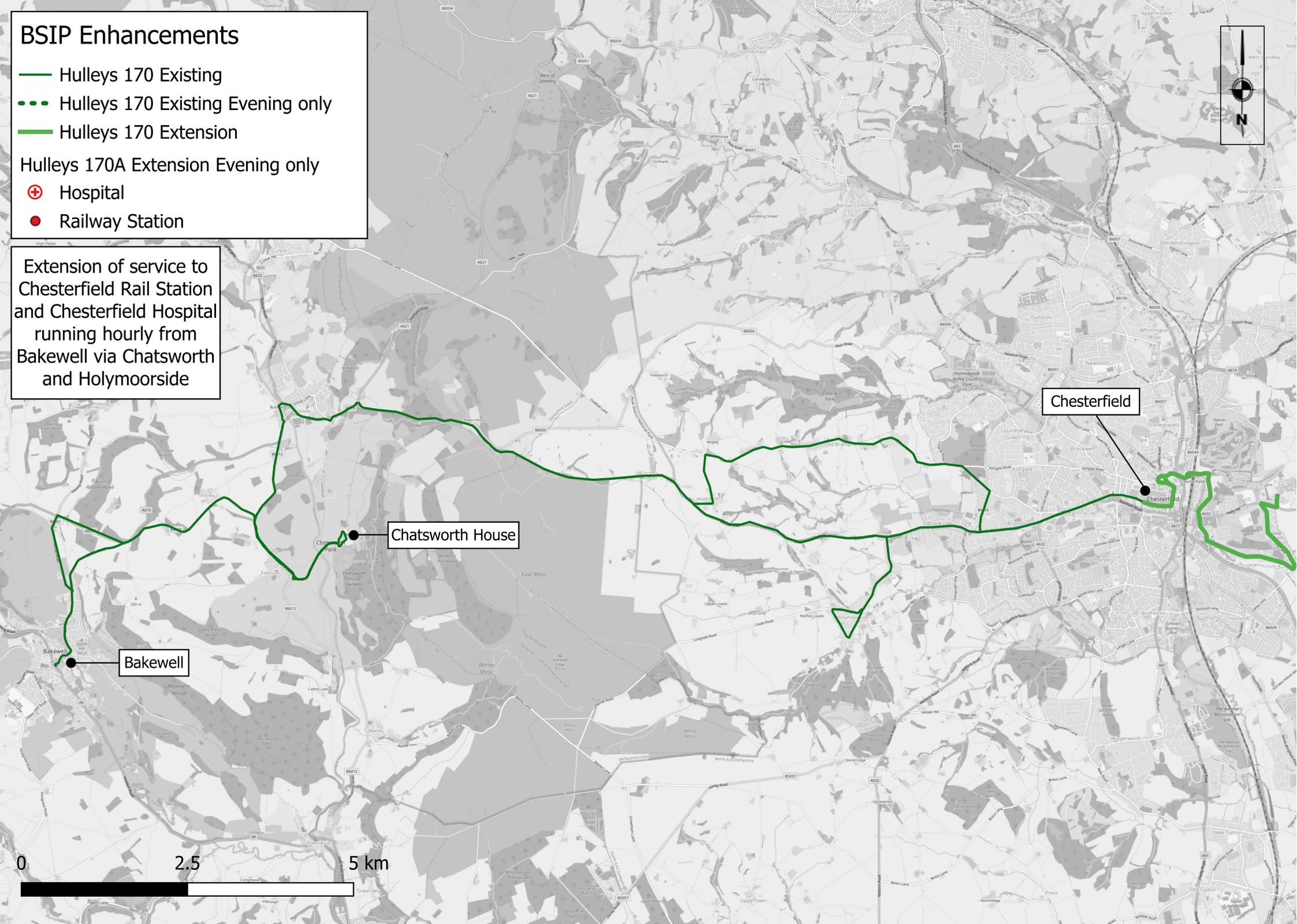
Change in ENCTS patronage, first 15 months, compared to same period last year



# 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 Chesterfield Hospital running hourly from Bakewell via Chatsworth and Holymoorside



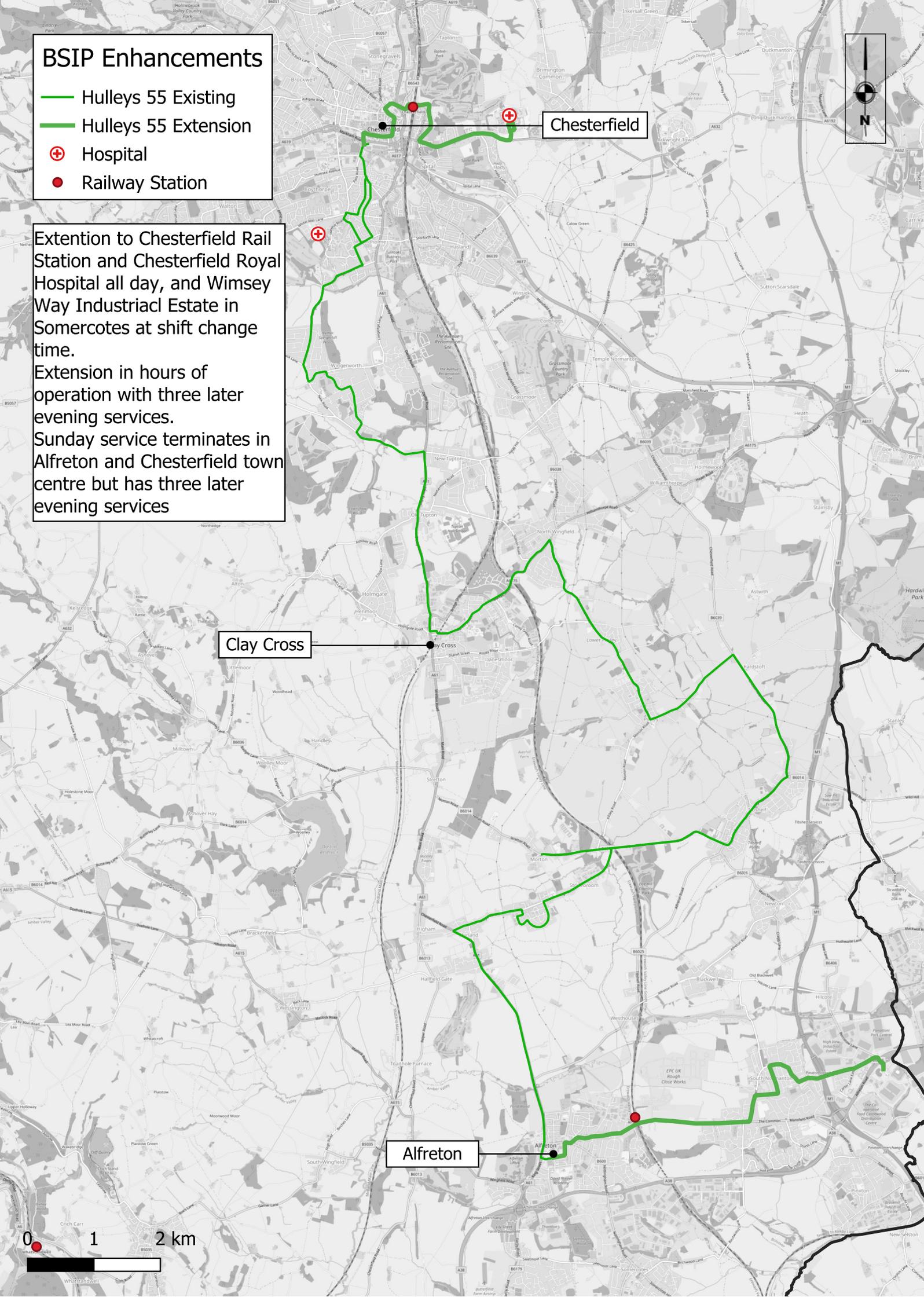
# BSIP Enhancements

-  Hulley's 55 Existing
-  Hulley's 55 Extension
-  Hospital
-  Railway Station

Extension to Chesterfield Rail Station and Chesterfield Royal Hospital all day, and Wimsey Way Industrial 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



Clay Cross

Chesterfield

Alfreton



### Key

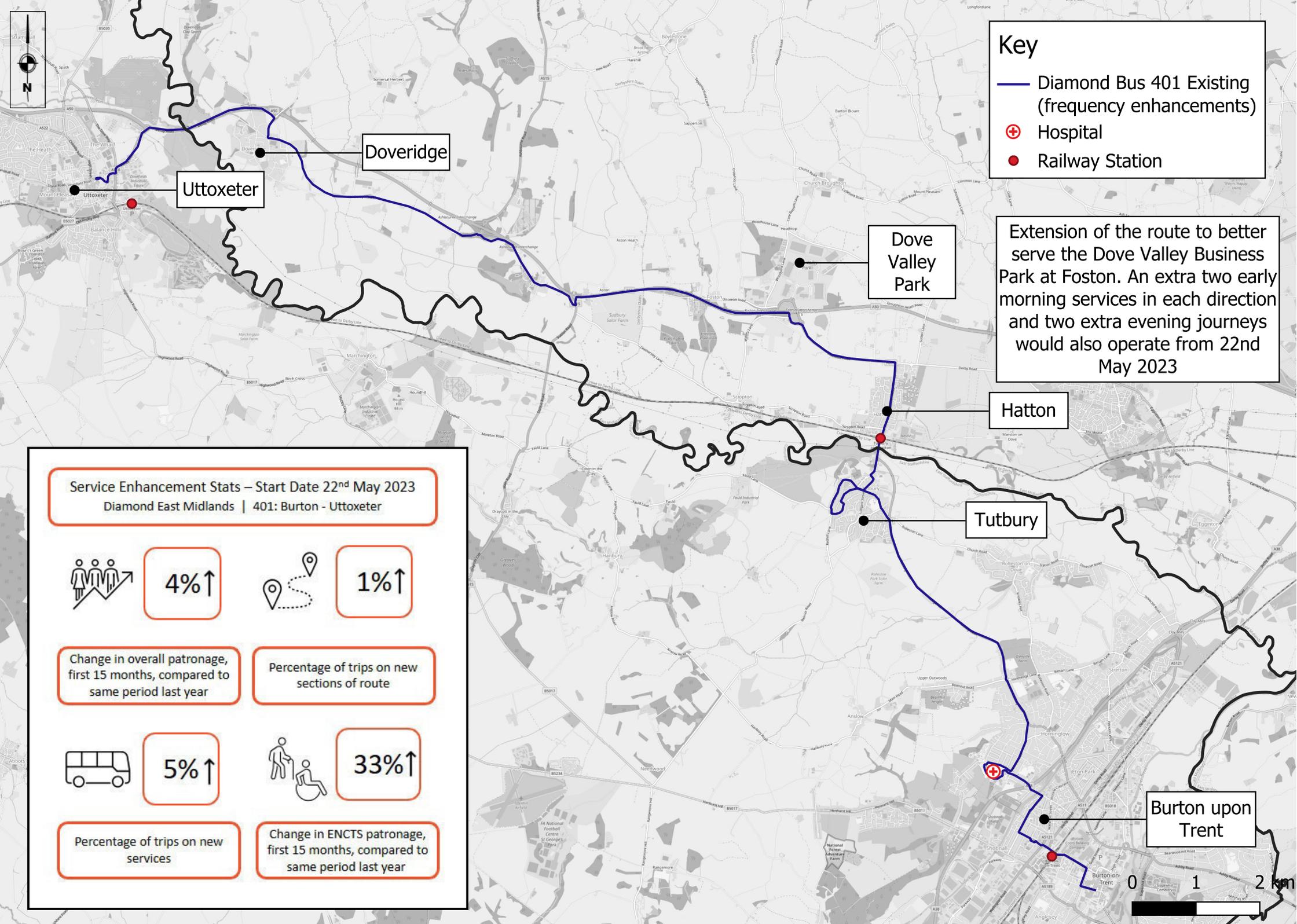
- Diamond Bus 401 Existing (frequency enhancements)
- Hospital
- Railway Station

Extension of the route to better serve the Dove Valley Business Park at Foston. An extra two early morning services in each direction and two extra evening journeys would also operate from 22nd May 2023

### Service Enhancement Stats – Start Date 22<sup>nd</sup> May 2023

Diamond East Midlands | 401: Burton - Uttoxeter

4%↑	1%↑
Change in overall patronage, first 15 months, compared to same period last year	Percentage of trips on new sections of route
5%↑	33%↑
Percentage of trips on new services	Change in ENCTS patronage, first 15 months, compared to same period last year





East Midlands Airport

Melbourne

Burton upon Trent

Newhall

Swadlincote

**BSIP Enhancements**

- Diamond Bus 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 29<sup>th</sup> October 2023**  
Diamond East Midlands | 8/9: Burton - Swadlincote

	<b>2%↑</b>		<b>10%↑</b>
Change in overall patronage, first 12 months, compared to same period last year		Change in evening patronage, first 12 months, compared to same period last year	
	<b>10%↑</b>		<b>32%↑</b>
Change in weekend patronage, first 12 months, compared to same period last year		Change in ENCTS patronage, first 12 months, compared to same period last year	

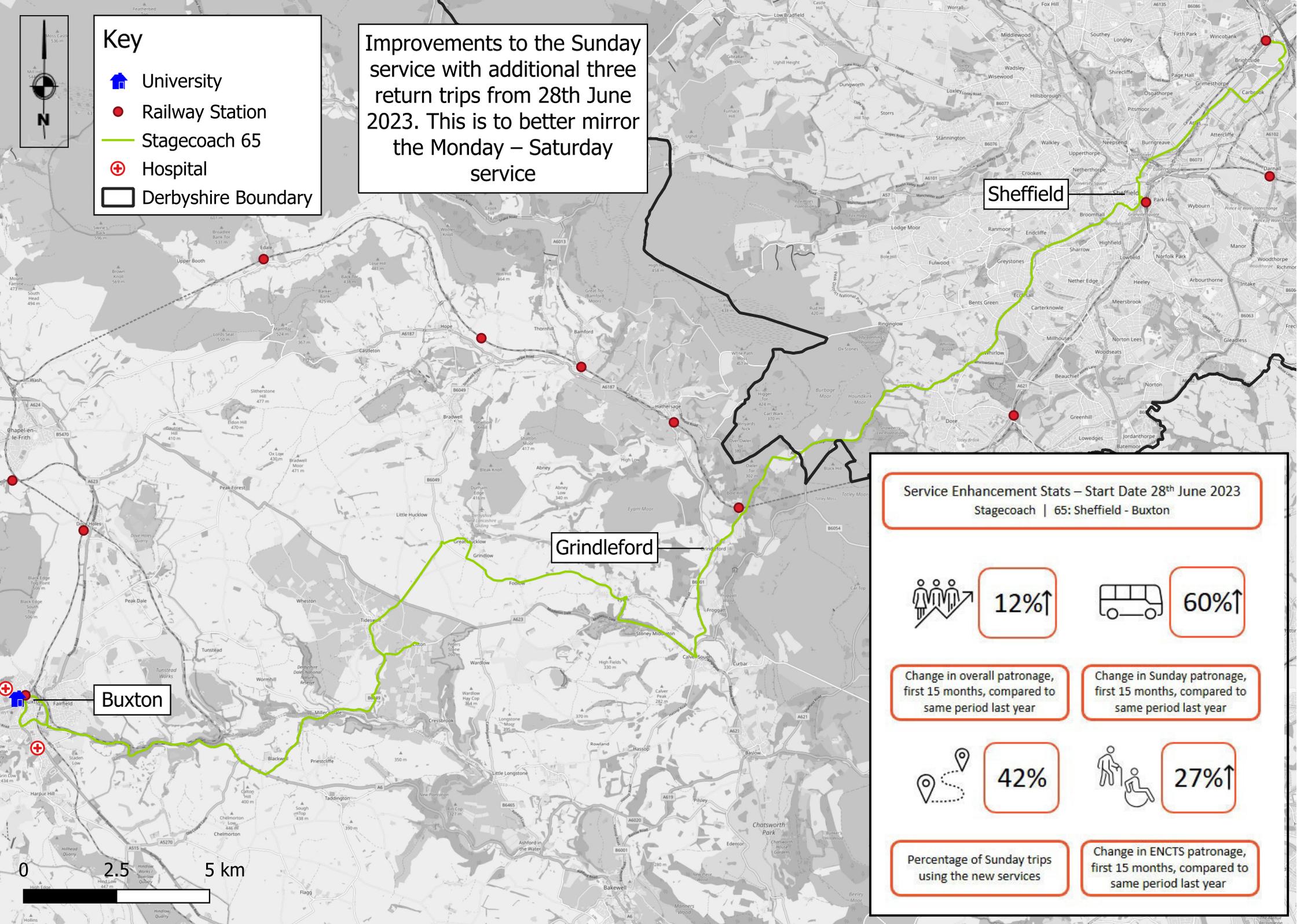




# Key

-  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 28<sup>th</sup> June 2023 Stagecoach | 65: Sheffield - Buxton



Change in overall patronage, first 15 months, compared to same period last year

Change in Sunday patronage, first 15 months, compared to same period last year



Percentage of Sunday trips using the new services

Change in ENCTS patronage, first 15 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 29<sup>th</sup> October 2023**  
Stagecoach | 74/74A: Duckmanton - Chesterfield



0%



9%

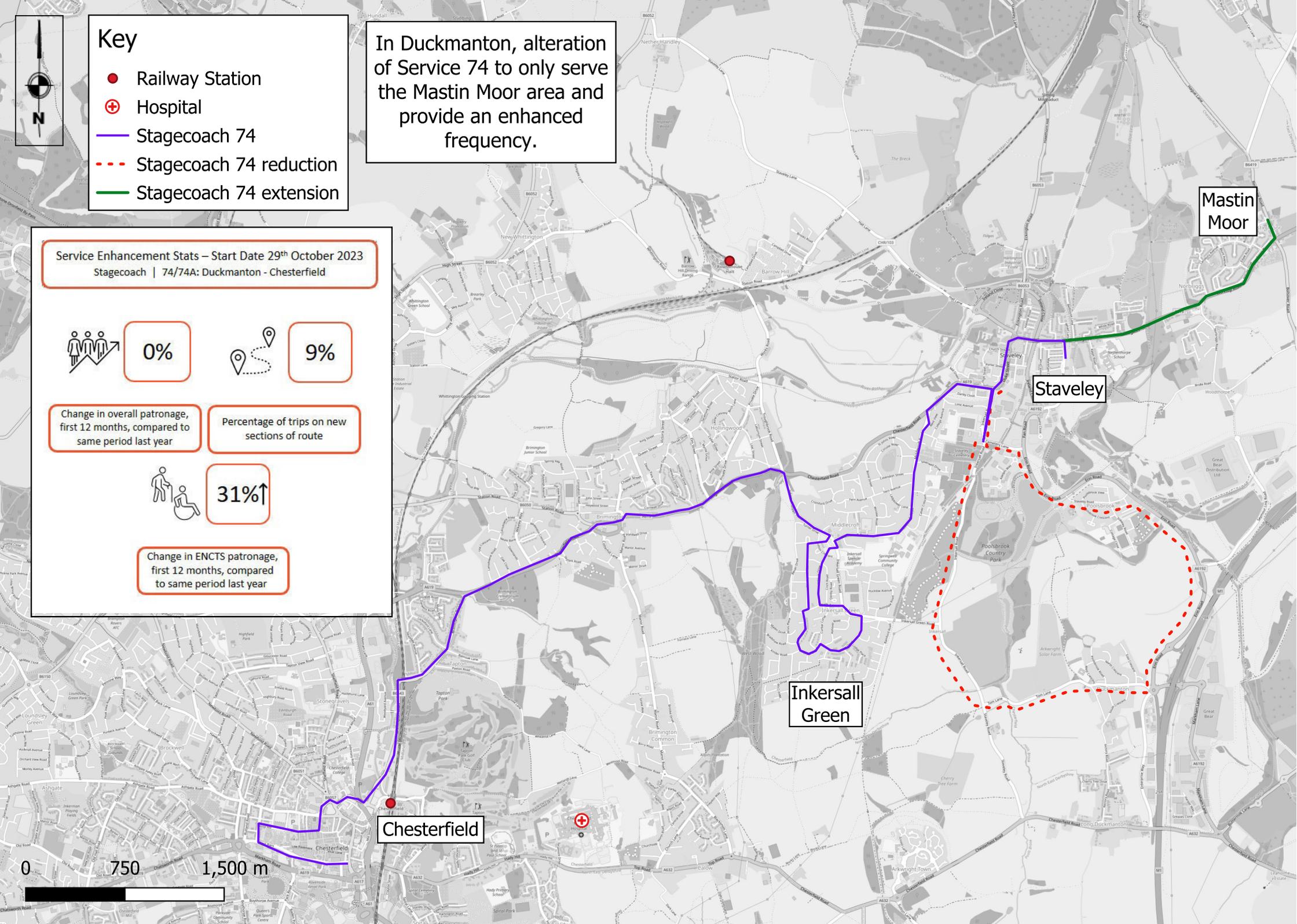
Change in overall patronage, first 12 months, compared to same period last year

Percentage of trips on new sections of route



31%↑

Change in ENCTS patronage, first 12 months, compared to same period last year

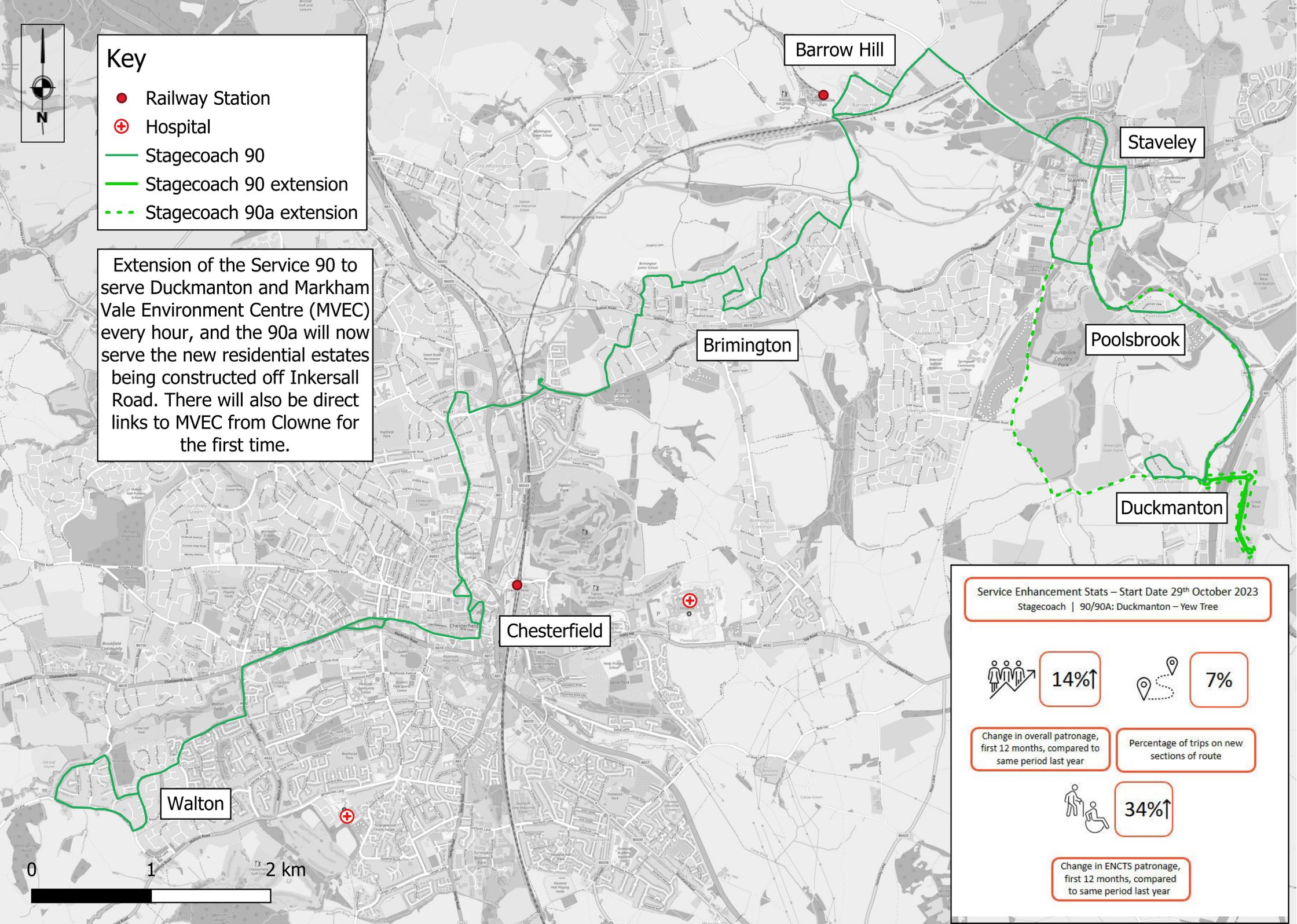




# Key

- 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 29<sup>th</sup> October 2023 Stagecoach | 90/90A: Duckmanton – Yew Tree



14%↑



7%

Change in overall patronage, first 12 months, compared to same period last year

Percentage of trips on new sections of route



34%↑

Change in ENCTS patronage, first 12 months, compared to same period last year



# 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 28<sup>th</sup> May 2023 Stagecoach | X17: Barnsley - Wirksworth



20%↑



5%

Change in overall patronage,  
first 15 months, compared to  
same period last year

Percentage of trips on new  
sections of route



28%↑

Change in ENCTS patronage,  
first 15 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 28<sup>th</sup> June 2023  
Stagecoach | 157/159: Matlock Circular

**2% ↑**

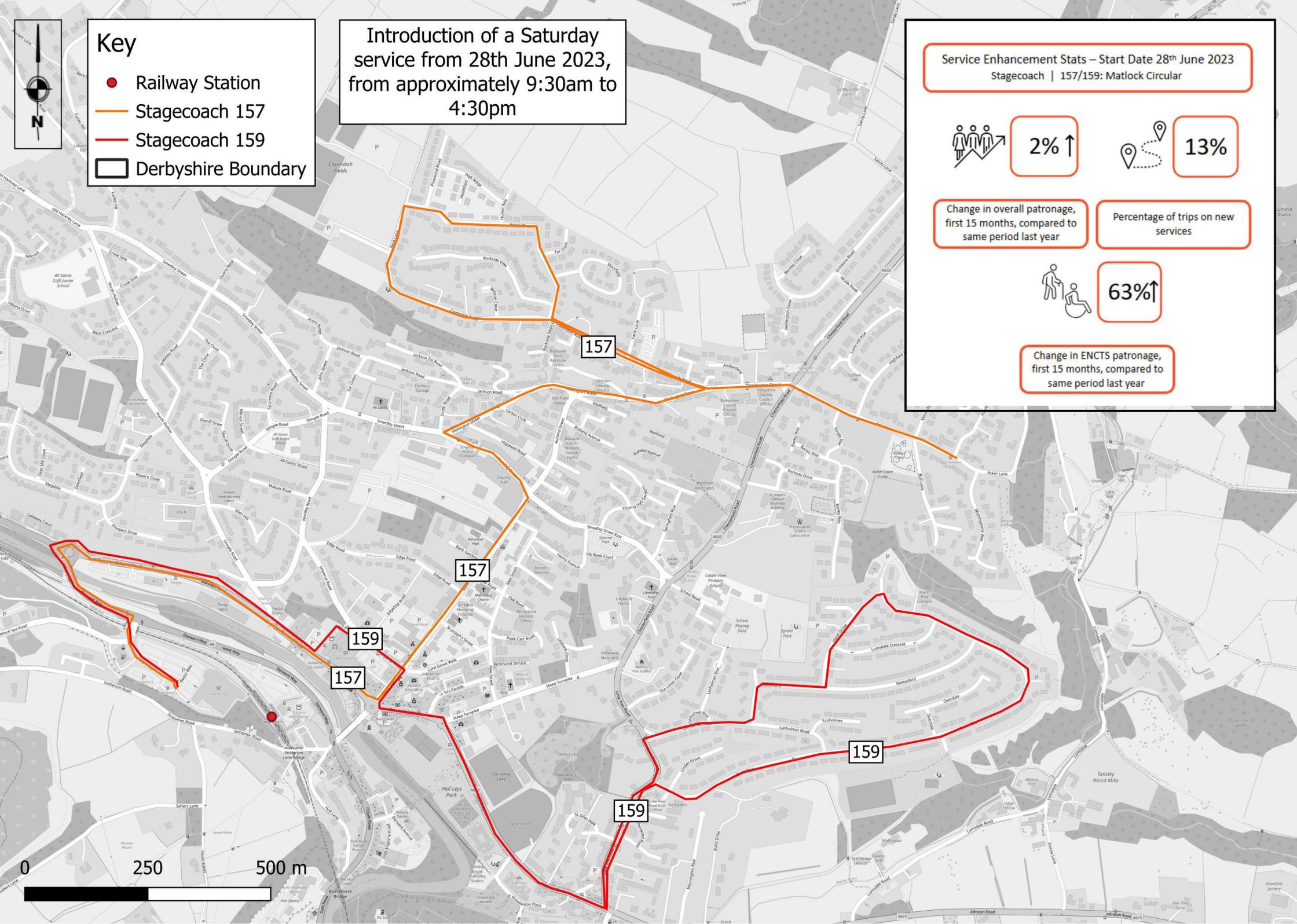
Change in overall patronage, first 15 months, compared to same period last year

**13%**

Percentage of trips on new services

**63% ↑**

Change in ENCTS patronage, first 15 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 7<sup>th</sup> July 2023  
TM Travel | 218: Sheffield - Bakewell



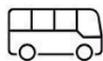
2% ↑



47% ↑

Change in overall patronage, first 15 months, compared to same period last year

Change in evening patronage, first 15 months, compared to same period last year



12% ↑



29% ↑

Change in Sunday patronage, first 15 months, compared to same period last year

Change in ENCTS patronage, first 15 months, compared to same period last year



To Sheffield

Bakewell



**Chesterfield**

**Clay Cross**

**Alfreton**

**Ripley**

**Derby**

**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 23<sup>rd</sup> July 2023  
Trentbarton | COMET: Derby - Chesterfield

**21%↑**

**6%↑**

Change in overall patronage, first 15 months, compared to same period last year

Change in Sunday patronage, first 15 months, compared to same period last year

**35%↑**

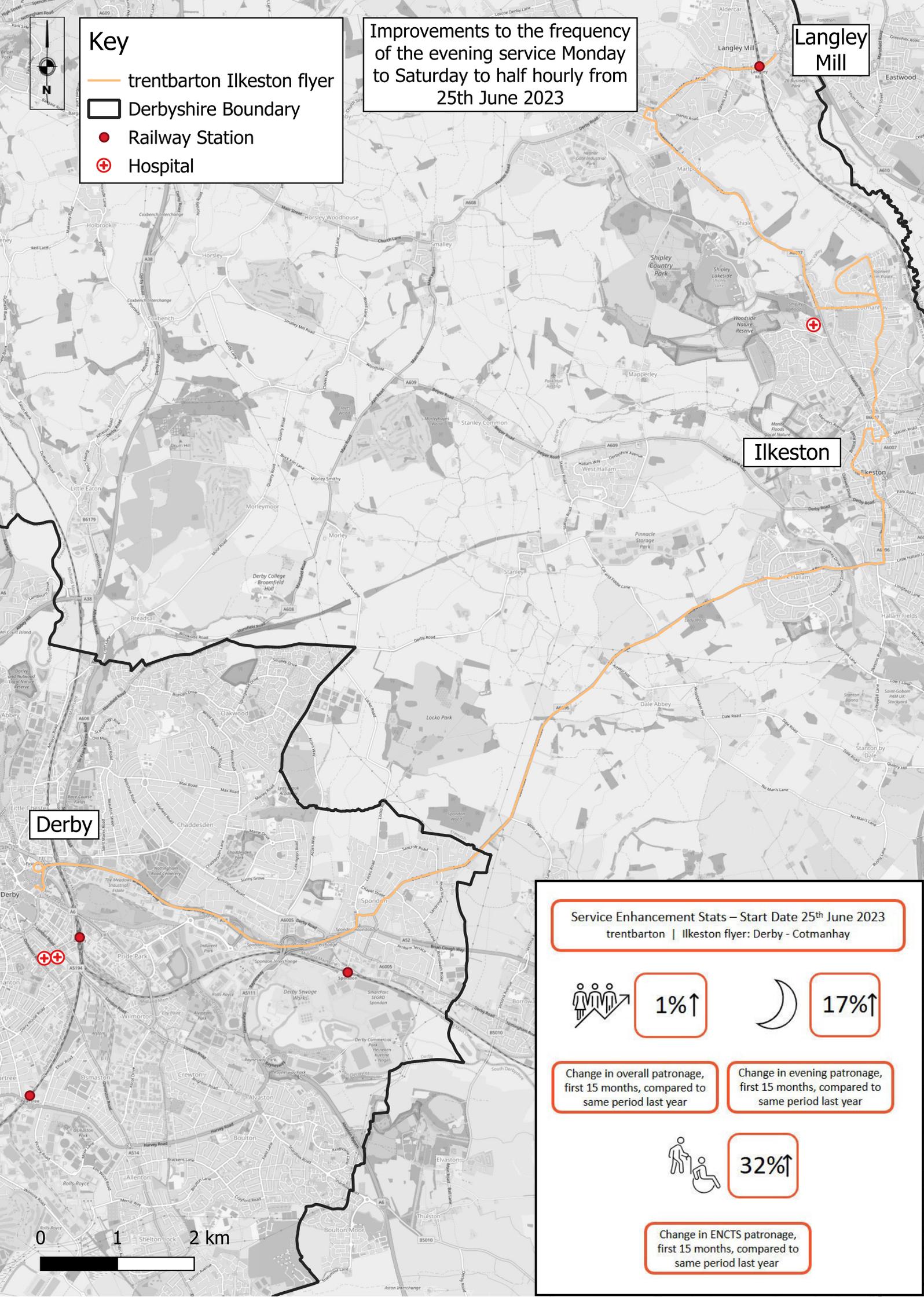
Change in ENCTS patronage, first 15 months, compared to same period last year



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

**Key**

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



Langley Mill

Ilkeston

Derby

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



1%↑



17%↑

Change in overall patronage, first 15 months, compared to same period last year

Change in evening patronage, first 15 months, compared to same period last year



32%↑

Change in ENCTS patronage, first 15 months, compared to same period last year



Ilkeston

Stapleford

Sawley

East Midlands Airport

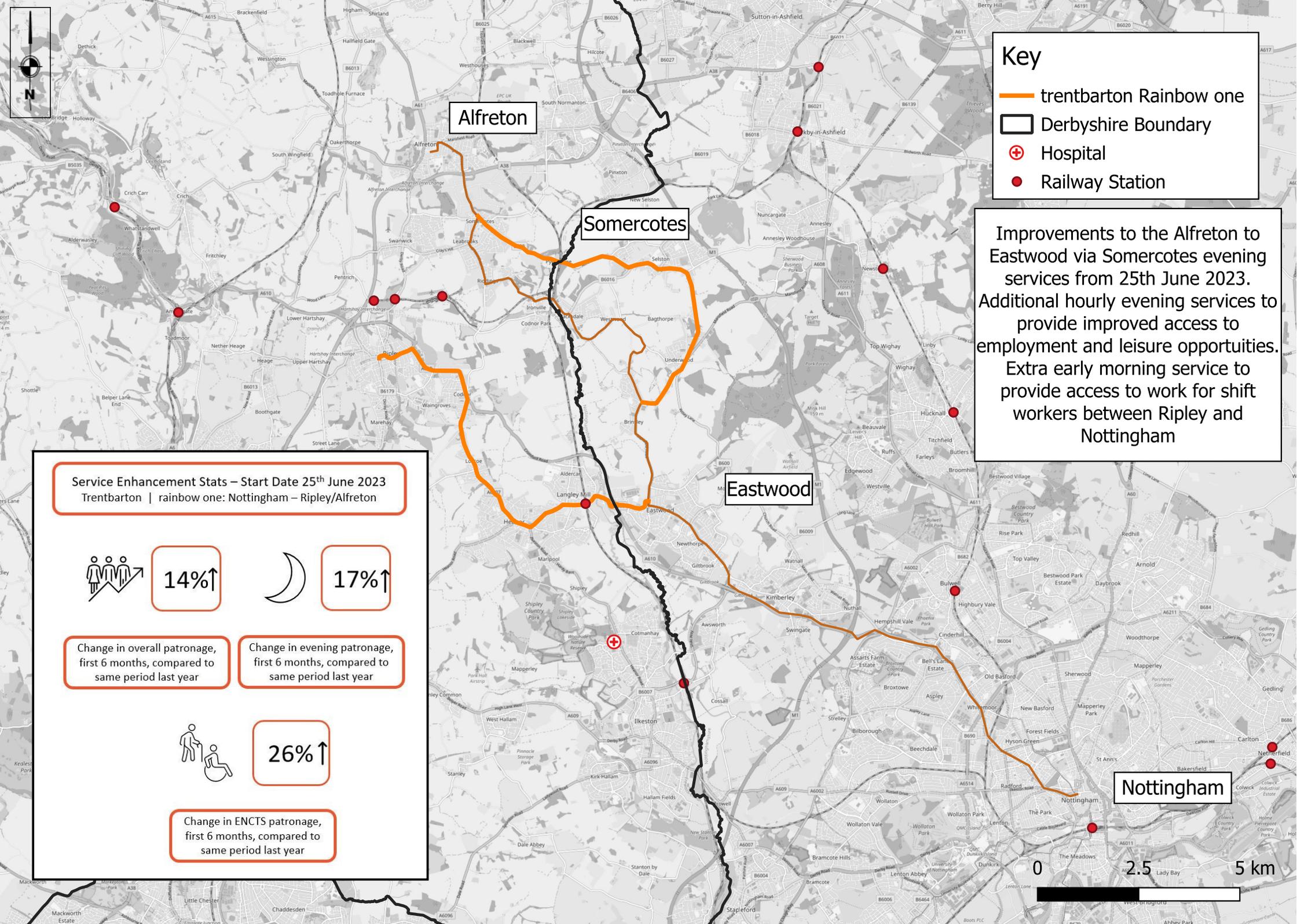
**Key**

- trentbarton my15
- Derbyshire Boundary
- Railway Station

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

**Service Enhancement Stats – Start Date 25<sup>th</sup> June 2023**  
trentbarton | My15: Ilkeston – East Midlands Airport

	<b>5% ↑</b>		<b>25% ↑</b>
Change in overall patronage, first 15 months, compared to same period last year		Change in Sunday patronage, first 15 months, compared to same period last year	
	<b>32% ↑</b>		
Change in ENCTS patronage, first 15 months, compared to same period last year			



**Key**

-  trentbarton Rainbow one
-  Derbyshire Boundary
-  Hospital
-  Railway Station

Improvements to the Alfreton to Eastwood via Somercotes evening services from 25th June 2023. Additional hourly evening services to provide improved access to employment and leisure opportunities. Extra early morning service to provide access to work for shift workers between Ripley and Nottingham

**Service Enhancement Stats – Start Date 25<sup>th</sup> June 2023**  
Trentbarton | rainbow one: Nottingham – Ripley/Alfreton



**14%↑**

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



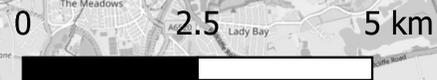
**17%↑**

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



**26%↑**

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





Bakewell

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

Matlock

Wirksworth

Belper

Derby

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



5% ↑



24% ↑

Change in overall patronage, first 12 months, compared to same period last year

Change in evening patronage, first 12 months, compared to same period last year



35% ↑

Change in ENCTS patronage, first 12 months, compared to same period last year

0 2.5 5 km

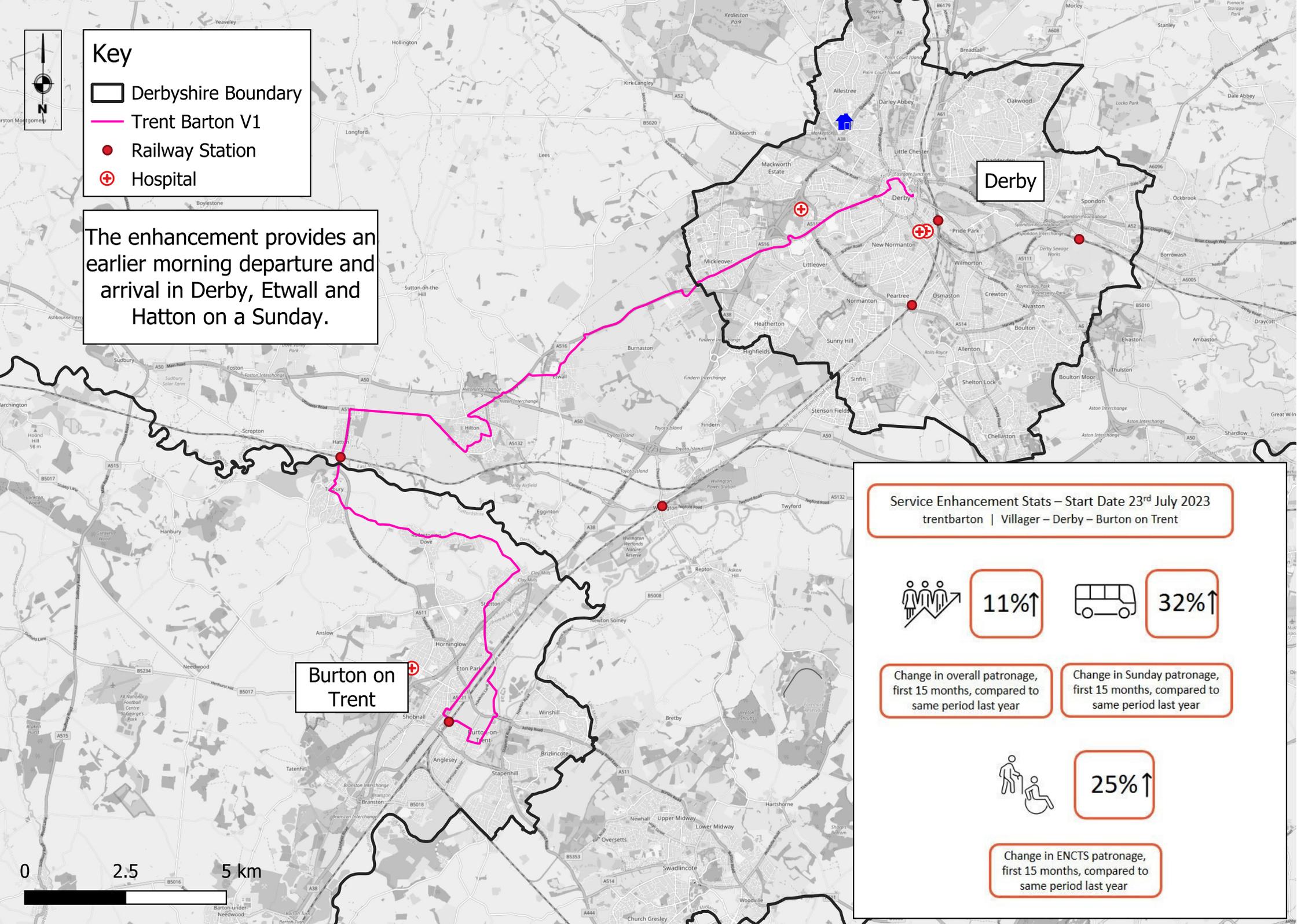




# Key

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

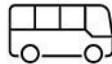
The enhancement provides an earlier morning departure and arrival in Derby, Etwall and Hatton on a Sunday.



**Service Enhancement Stats – Start Date 23<sup>rd</sup> July 2023**  
trentbarton | Villager – Derby – Burton on Trent



11%↑



32%↑

Change in overall patronage,  
first 15 months, compared to  
same period last year

Change in Sunday patronage,  
first 15 months, compared to  
same period last year



25%↑

Change in ENCTS patronage,  
first 15 months, compared to  
same period last year



# Key

— trentbarton SWIFT extension

▭ Derbyshire Boundary

— trent barton swift

OpenStreetMap



Service Enhancement Stats – Start Date 28th July 2024  
trentbarton | SWIFT: Derby - Uttoxeter



20%↑



1%

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

Percentage of trips on new  
sections of route



26%↑

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

0 2.5 5 km

Frequency of service increased to every 30 minutes. 1 bus every hour will be diverted to new housing developments in Kirk Langley and on Radbourne Lane

## Appendix 5

# 62

## PEAK PATHFINDER Buxton to Castleton

serving Chapel-en-le-Frith,  
Edale & Hope

from 30th June 2024

### Get In Touch

We always love to hear what you think about High Peak bus services. If you have any questions, suggestions or feedback please get in touch.



#### comments & feedback

0116 410 5050

enquiries & information  
0844 351 1120\*



highpeakbuses.com



help@centrebus.co.uk



highpeakbuses

### High Peak

Hallsteads  
Dove Holes  
Buxton  
SK17 8BJ

This service is supported by



amazing buses  
7 days a week



Funded by  
UK Government

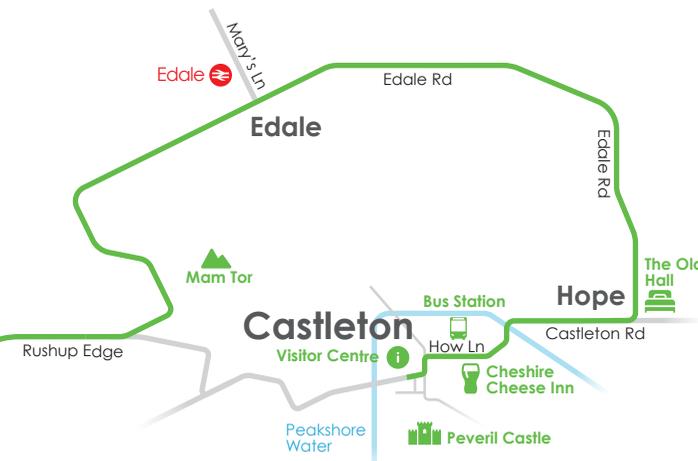


High Peak | 0116 4105050 | highpeakbuses.com

# PEAK PATHFINDER

Welcome to **PEAK PATHFINDER** your brand new local bus service between **Buxton** and **Castleton** calling at, **Chapel en le Frith, Edale & Hope** 7 days a week including Bank Holidays\*

Take a look at the timetable and route map to check-out some of the many places of interest to visit with **PEAK PATHFINDER**.



## Buxton | Chaple-en-le Frith | Castleton **62**

### Daily

<b>Buxton</b> Market Place	0825	1220	1545
<b>Dove Holes</b> Bus Depot	0837	1232	1557
<b>Chapel-en-le-Frith</b> Town End	0845	1240	1605
<b>Edale</b> Station	0900	1000	1255 1340 1620 1710
<b>Hope</b> Car Park	0915	1015	1310 1355 1635 1725
<b>Castleton</b> Bus Station	0920	1020	1315 1400 1640 1730

## Castleton | Chaple-en-le Frith | Buxton **62**

### Daily

<b>Castleton</b> Bus Station	0925	1025	1320	1405	1650	1805
<b>Hope</b> Post Office	0928	1028	1323	1408	1653	1808
<b>Edale</b> Station	0941	1041	1336	1421	1706	1821
<b>Chapel-en-le-Frith</b> Town End		1056	1436	1836		
<b>Dove Holes</b> Bus Depot		1106	1446	1846		
<b>Buxton</b> Market Place		1121	1501	1901		

On sections of the route with no bus stops **PEAK PATHFINDER** as "Hail & Ride" service, stopping at safe locations.

# Single bus fares **£2**

any time... any bus... anywhere

Our single bus fares are capped at just £2.

For details of all our great value fares visit

[www.highpeakbuses.com](http://www.highpeakbuses.com) valid until 31.12.24

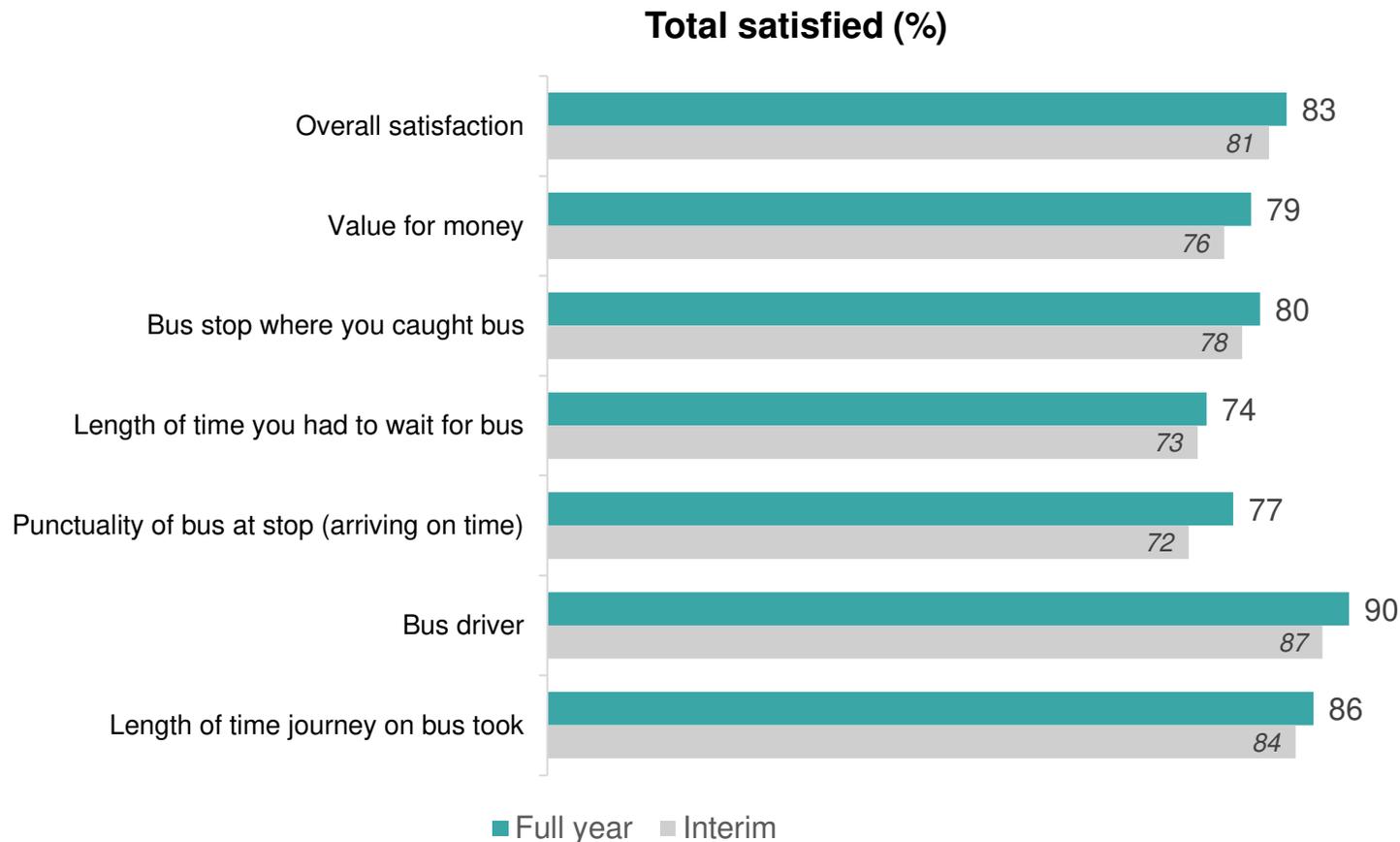
## Appendix 7



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](mailto:YourBusJourney@transportfocus.org.uk)

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

[www.transportfocus.org.uk](http://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](mailto:sally.mimmagh@bva-bdrc.com)

Louise Thomas – [louise.Thomas@bva-bdrc.com](mailto:louise.Thomas@bva-bdrc.com)



## Appendix 8

# Derbyshire Interim Report for 2024



October 2024



# Contents

- About Your Bus Journey **3**
- Key information about the survey **4**
- Areas covered in the 2024 survey **5-7**
- Overall journey rating **8-16**
- Journey details **17-27**
- Focus on journey start **28-36**
- On board the bus **37-46**
- Bus services in general **47-51**
- Passenger profile **52-56**
- Appendix **57-63**

# About Your Bus Journey



## An independent survey

Run by Transport Focus, the independent consumer organisation representing the interests of bus passengers across England outside of London.

We use professional market research suppliers to conduct the survey on the ground, collect and process the responses and analyse the results.

The survey builds on our knowledge and experience of gathering bus passenger feedback since 2010.

We publish all our survey results, making them transparent and available to transport users, bus operators, transport authorities, Governments and other industry stakeholders.



## Measuring actual experiences

Passengers provide their feedback about a single leg of a journey, made on the day of recruitment.

We recruit passengers as they make their journeys, at bus stops and on board buses – verified and inclusive.

The structured survey questions focus initially on the essential measures of satisfaction – with follow-on more detailed questions optional but encouraged.

Passengers are also encouraged to tell us in their own words what was good or bad about the journey and what stood out.



## Monitoring and evaluating

The survey produces robust metrics that can be used as targets in Bus Service Improvement Plans / Enhanced Partnerships / Franchises.

A consistent survey approach and questions over time and across all participating areas will allow for trend analysis in future years and allows for benchmarking against other areas.

We work to make a difference for all transport users.

# Key information about the survey and this report



## Fieldwork

Passengers aged 16 years or older are approached at bus stops and on board buses and asked if they would like to take part in the survey about the journey they are making.

Passengers complete the survey themselves, using either an online or paper questionnaire.

Fieldwork is ongoing, with data reported every 3-4 weeks across the year. Fieldwork is spread evenly across the year to give a full view of bus travel in each area.

This interim report covers the first five months of fieldwork (19 February - 7 July). A final report will be available after the full year of research.

\* The exceptions being for the Reading Buses network survey, and TrawsCymru network, where all passengers were approached on board.



## Data

Data has been weighted to be representative of the demographics of passengers by gender and age and journey time banding. It has also been weighted according to whether passengers were approached at bus stops or on board a bus to ensure there is a 50:50 split in all areas\*. Data is based on journeys rather than passengers, so frequent users are more likely to be sampled.

All data in this report is for Interim 2024 unless otherwise stated.

Only data with a base size of over 75 respondents has been shown. Please note that lower base sizes (below 100) should be treated with caution.

Figures are rounded, so may not add up to 100%. For ratings questions, responses are based on those that gave an option (excluding don't know) unless otherwise stated.

In Interim 2024, 531 responses were received.



## Definitions

Throughout the report, we refer to 'off peak' and 'peak' travel. Peak travel is defined as weekdays between 7:00-9:29am and 3:30-6:29pm.

The 'All England areas' total refers to all areas taking part in the survey within England.

The 'Semi-rural' total refers to all areas of this type taking part in the survey.

Both these totals are weighted average scores that take account of the number of bus journeys that take place in each area.

Total satisfied scores combine responses for 'very' and 'fairly' satisfied, likewise for Total good scores.

Further details can be found in the appendix.

# Areas covered in the 2024 survey (England)

## **Urban metropolitan**

Greater Manchester  
Liverpool City Region  
Tyne & Wear  
South Yorkshire  
West Midlands  
West Yorkshire

## **Urban other**

Blackpool  
Bournemouth, Christchurch & Poole  
Brighton and Hove  
City of York  
Derby City  
Lancashire and Blackburn with  
Darwen  
Leicester City  
Luton  
North East Lincolnshire  
Greater Nottingham  
Portsmouth  
Reading Buses Network

## **Urban other (cont.d)**

Stoke-on-Trent  
Surrey  
Tees Valley  
Warrington  
West of England and North  
Somerset  
West Sussex  
  
**Semi-rural**  
Cheshire East  
Cheshire West & Chester  
Derbyshire  
East Sussex  
Hampshire  
Nottinghamshire

## **Rural**

Cornwall  
East Riding of Yorkshire  
Norfolk  
Durham  
Lincolnshire  
North Yorkshire  
Northumberland  
Oxfordshire  
Suffolk

# Areas covered in the 2024 survey (Scotland)

Highlands and Islands Transport  
Partnership (HITRANS)

North East of Scotland Transport  
Partnership (Nestrans)

The South East of Scotland Transport  
Partnership (SEStran)

Strathclyde Partnership for Transport  
(SPT)

South West of Scotland Transport  
Partnership (Swestrans)

Tayside and Central Scotland  
Transport Partnership (Tactran)

# Areas covered in the 2024 survey (Wales)

North Wales

Mid Wales

South East Wales

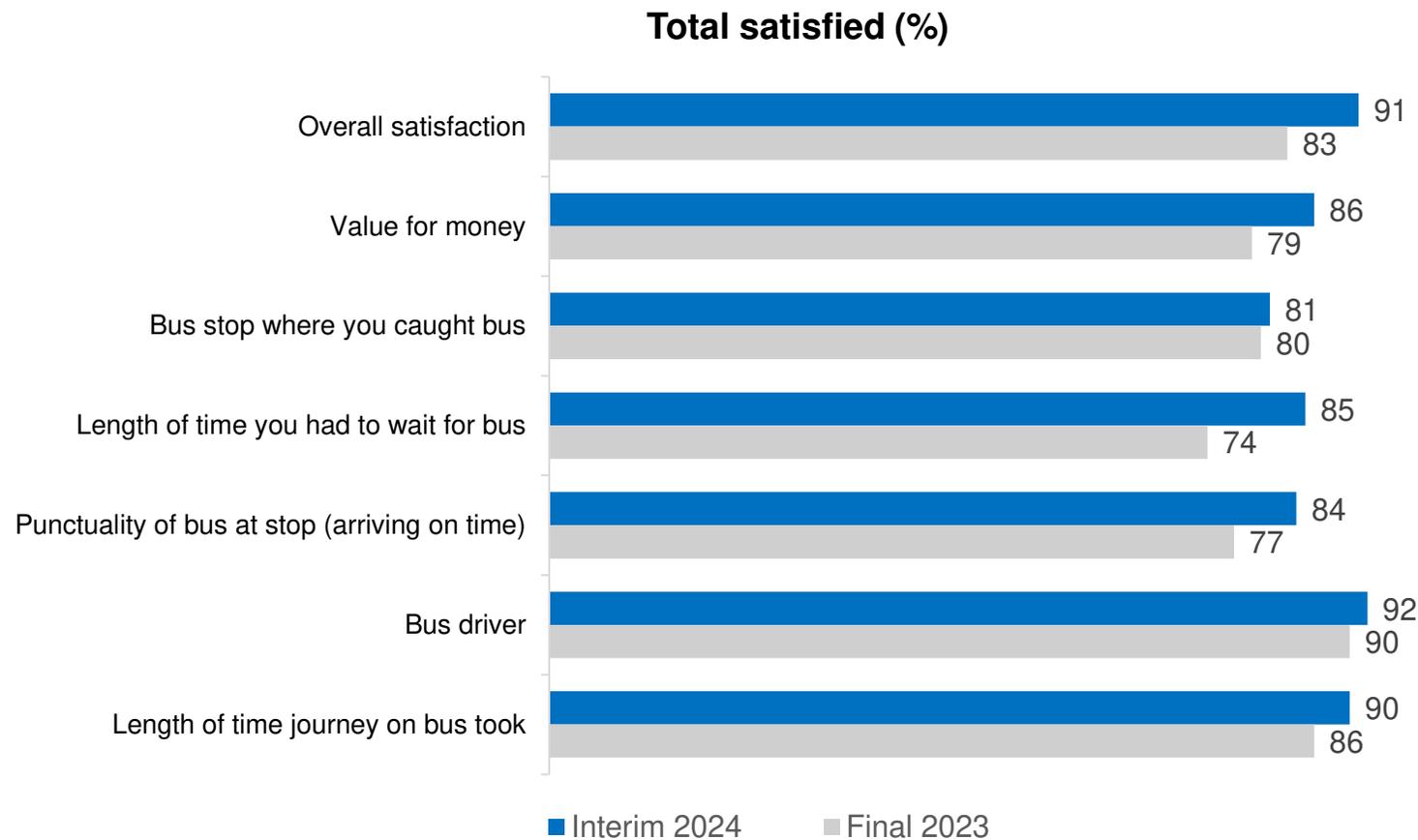
South West Wales

TrawsCymru network



# Overall journey ratings

# Summary of headline results for Interim 2024



	Semi-rural	All England areas
Overall satisfaction	88	83
Value for money	80	71
Bus stop where you caught bus	83	78
Length of time you had to wait for bus	79	72
Punctuality of bus at stop (arriving on time)	82	75
Bus driver	91	86
Length of time journey on bus took	88	83

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

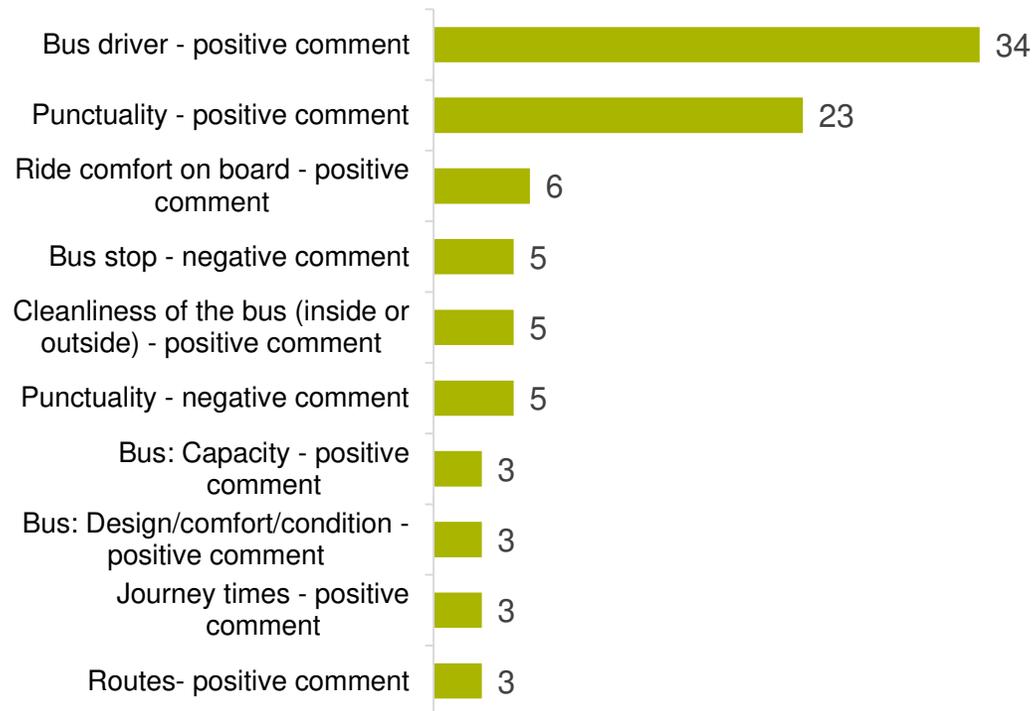
Q10A How satisfied were you with the value for money of your journey?

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

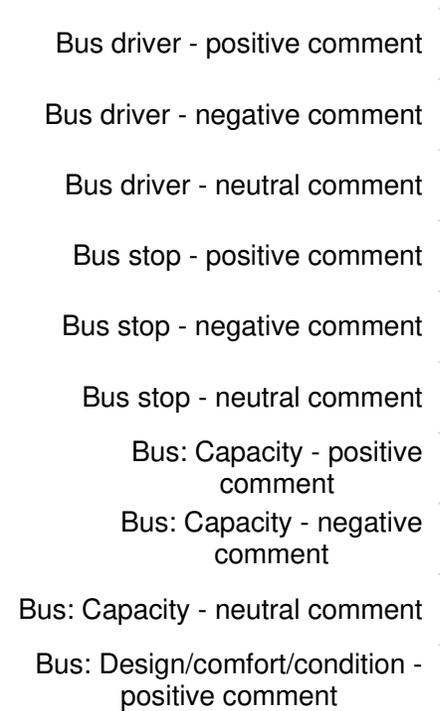
Base: Interim 314 - 519; Final 2023 559 - 967; Semi-rural 1808 - 3226; All England areas 11684 - 18832

# Stand out moments from this journey

**Comments from those “very/fairly satisfied” with journey overall – top ten themes (%)**



**Comments from those “neither satisfied nor unsatisfied, very/fairly dissatisfied” with journey overall – top ten themes (%)\*\***



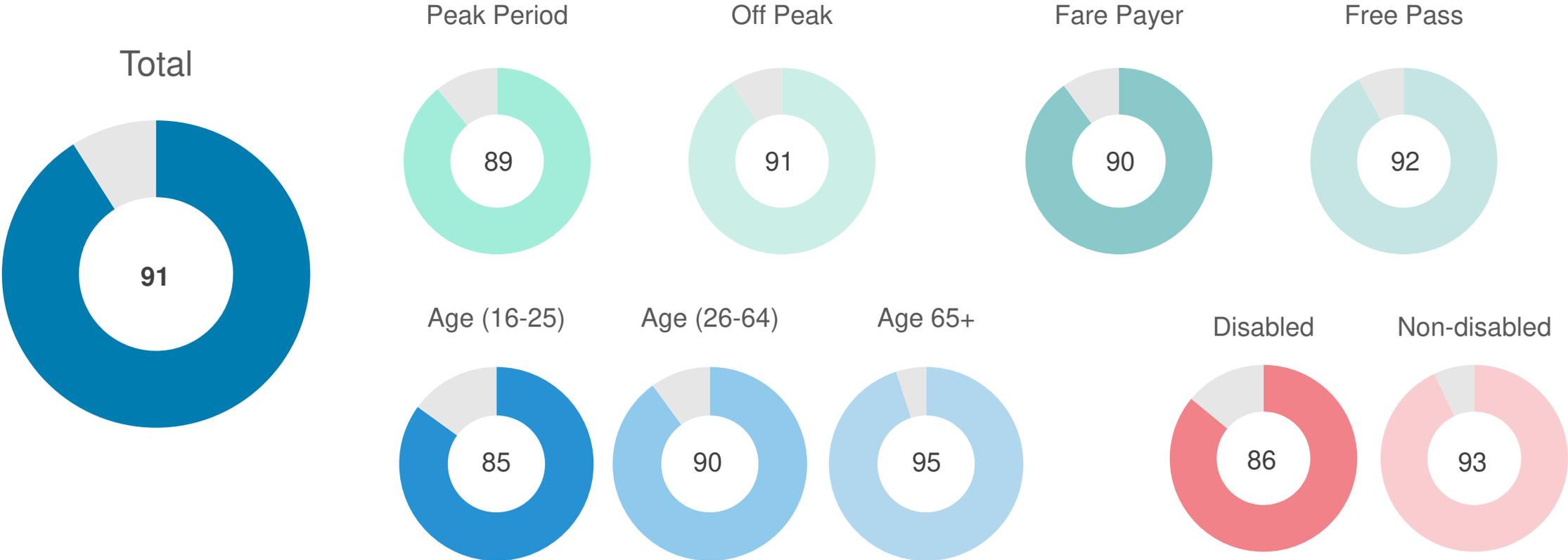
Q7 Please tell us in your own words what was good or bad about this journey. We're interested in anything that stood out about this journey.

Base: Those satisfied with journey overall 466; Those not satisfied with journey overall 53\*\*

\*\* indicates base sizes (under 50)

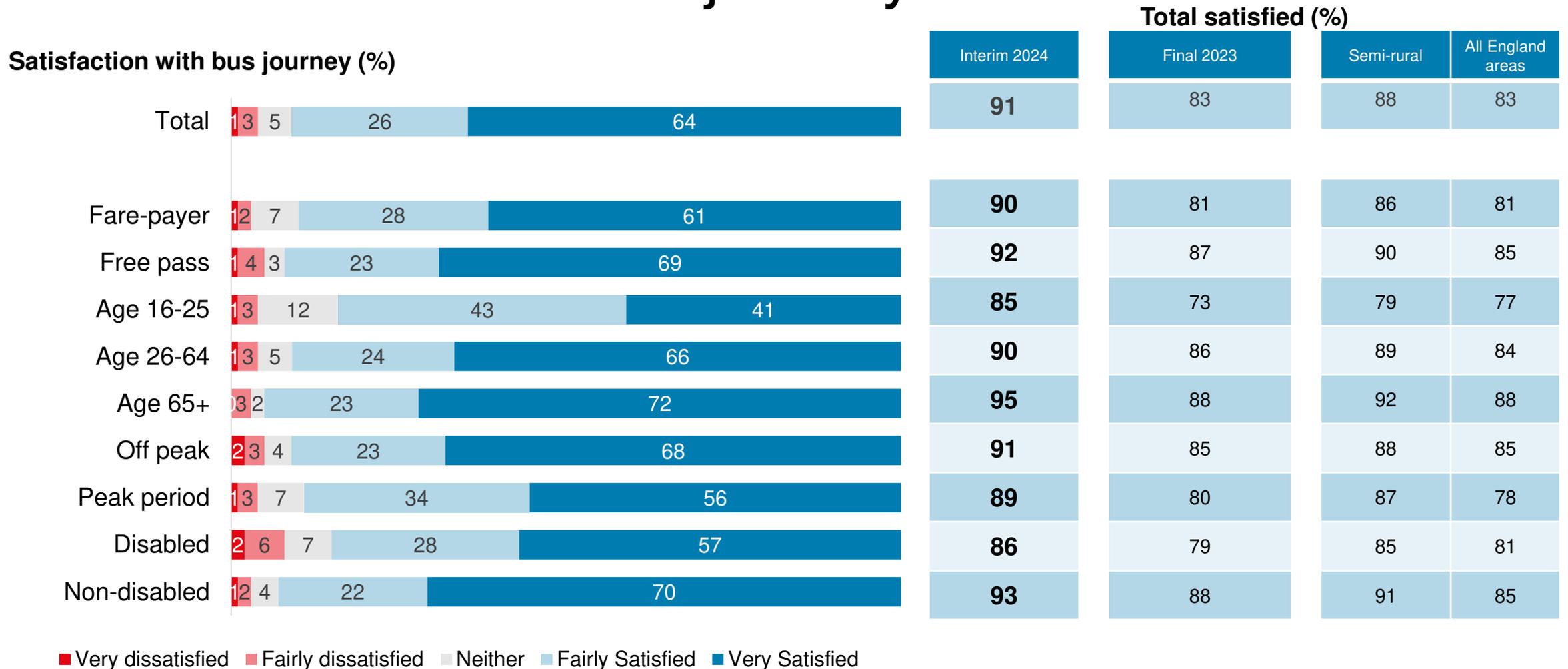
# Overall satisfaction with journey - summary

Satisfaction with bus journey (%) Total very and fairly satisfied



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?  
Base: Interim 519; Peak 176; Off Peak 329; Fare-payer 313; Free pass 184; Age 16-25 104; Age 26-64 257; Age 65+ 154;  
Disabled 147; Non-disabled 306

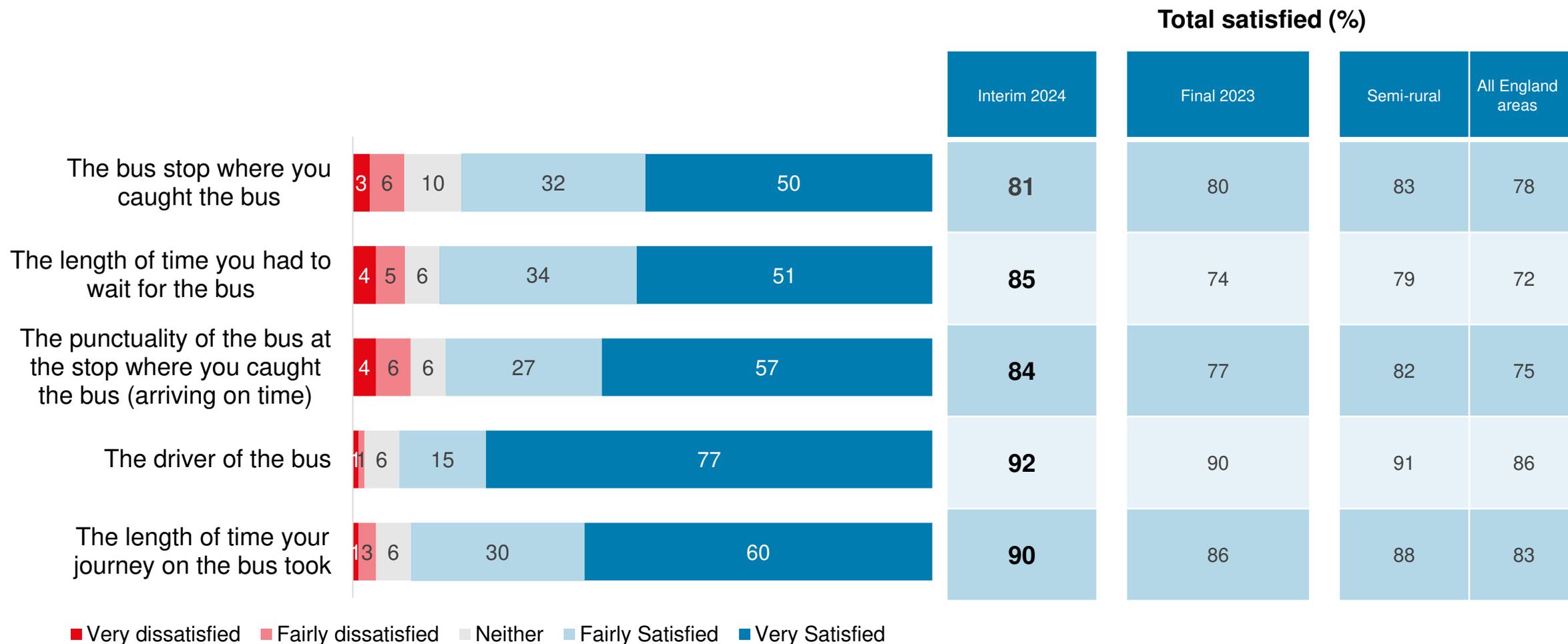
# Overall satisfaction with journey – in detail



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

Base: Interim 519; Final 2023 965; Peak 176; Off Peak 329; Fare-payer 313; Free pass 184; Age 16-25 104; Age 26-64 257; Age 65+ 154; Disabled 147; Non-disabled 306; Semi-rural 3226; All England areas 18832

# Satisfaction with headline journey measures

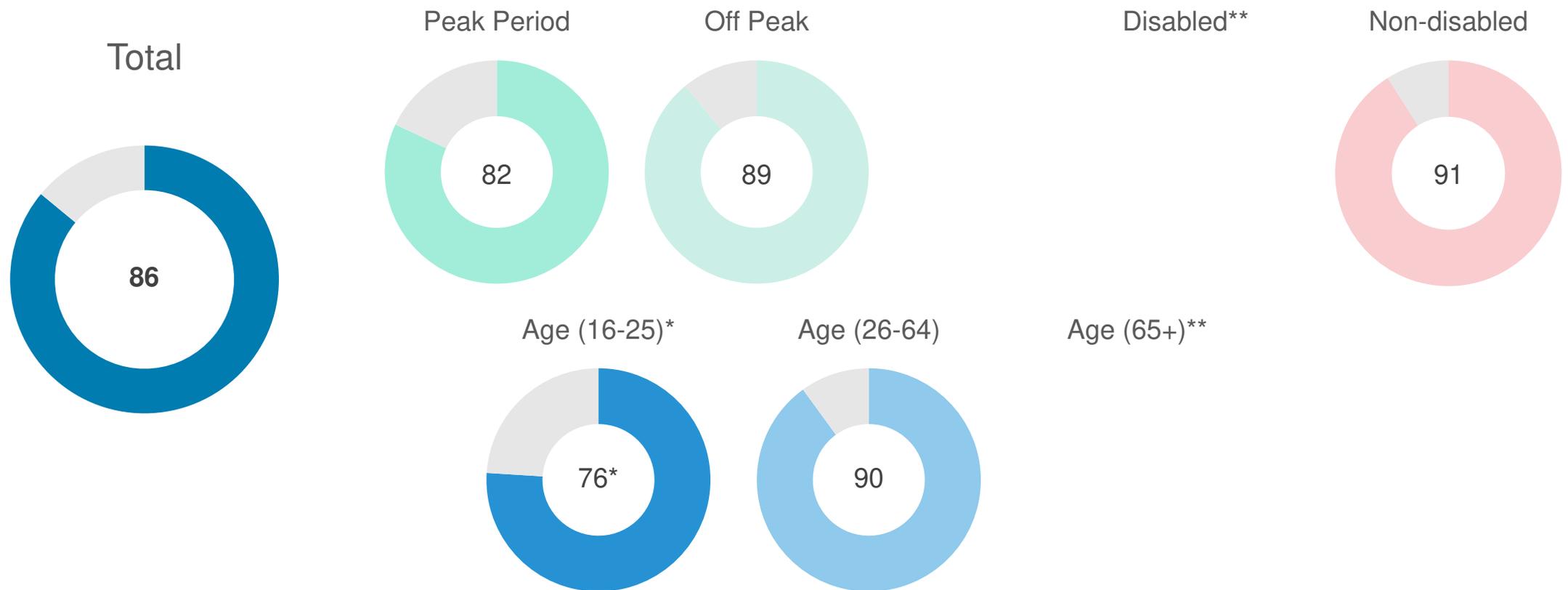


Q8 How satisfied were you with each of the following during the journey?

Base: Interim 512 - 518; Final 2023 956 - 967; Semi-rural 3178 - 3215; All England areas 18491 - 18761

# Value for money of the journey - summary

Satisfaction with the journey's value for money (%) amongst fare-payers Total very and fairly satisfied



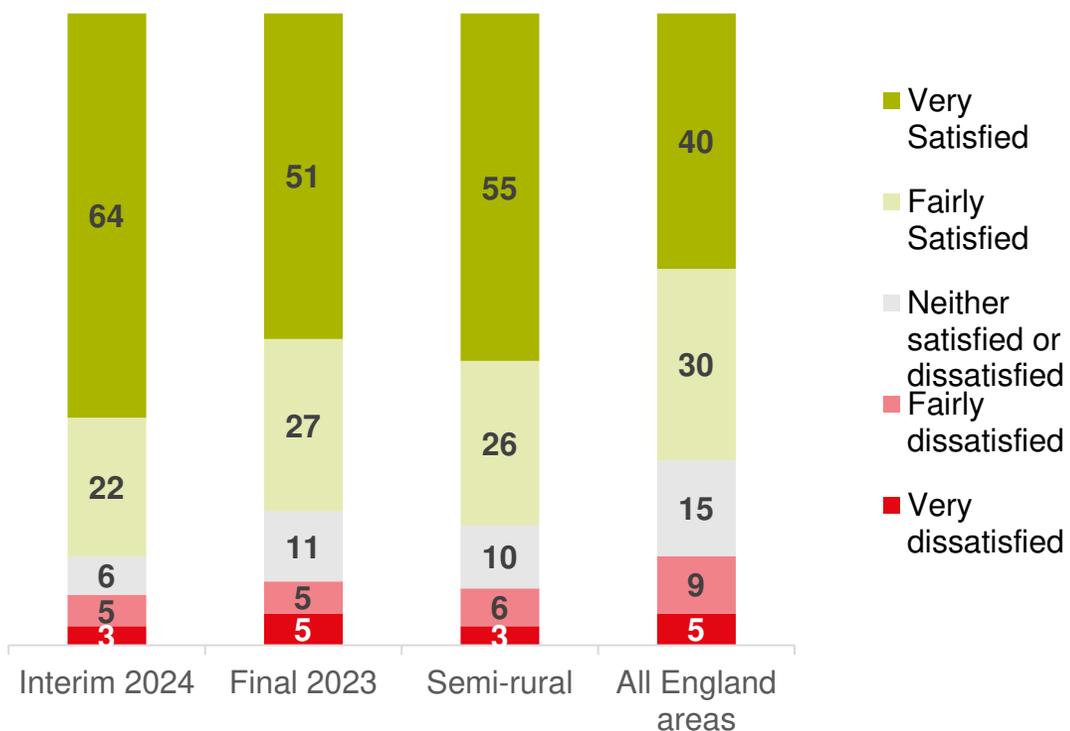
Q10A How satisfied were you with the value for money of your journey?

Base: Fare-payers only 314; All England areas 11684; Peak 133; Off Peak 177; Age 16-25 88\*; Age 26-64 215; Age 65+ 11\*\*; Disabled 61\*\*; Non-disabled 207

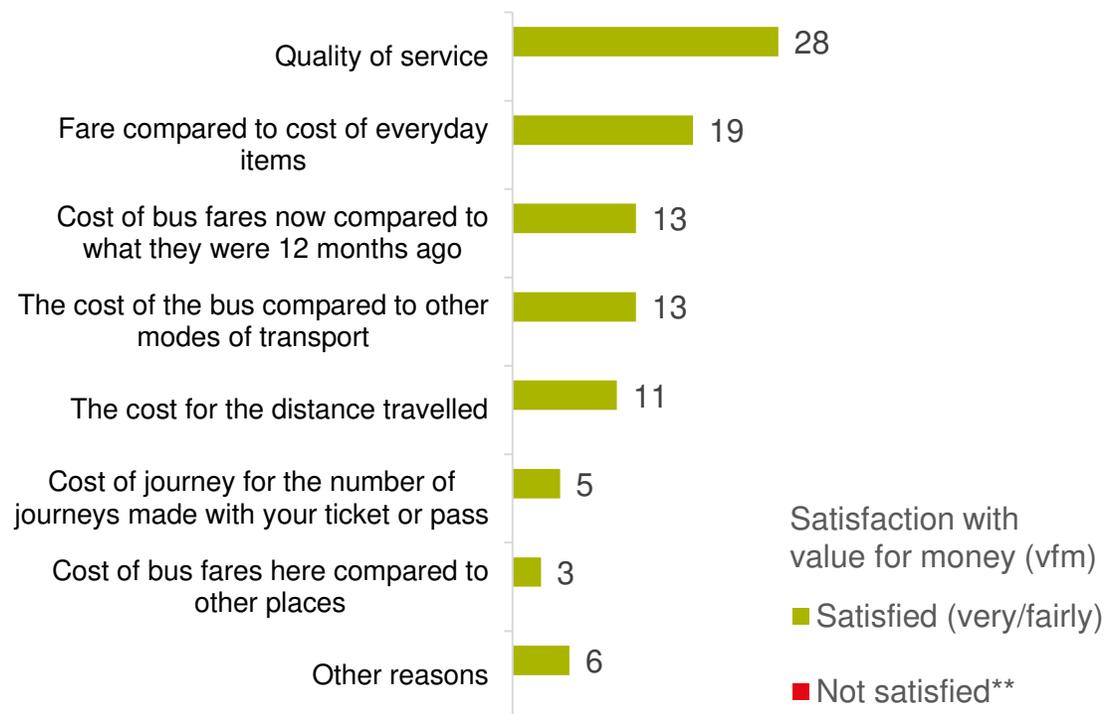
\*\* indicates base sizes (under 75) / \* indicates base sizes between 75-99.

# Value for money of the journey – in detail

**Satisfaction with the journey's value for money (%) amongst fare-payers**



**Influential factors on value for money rating (%) for Interim 2024**



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

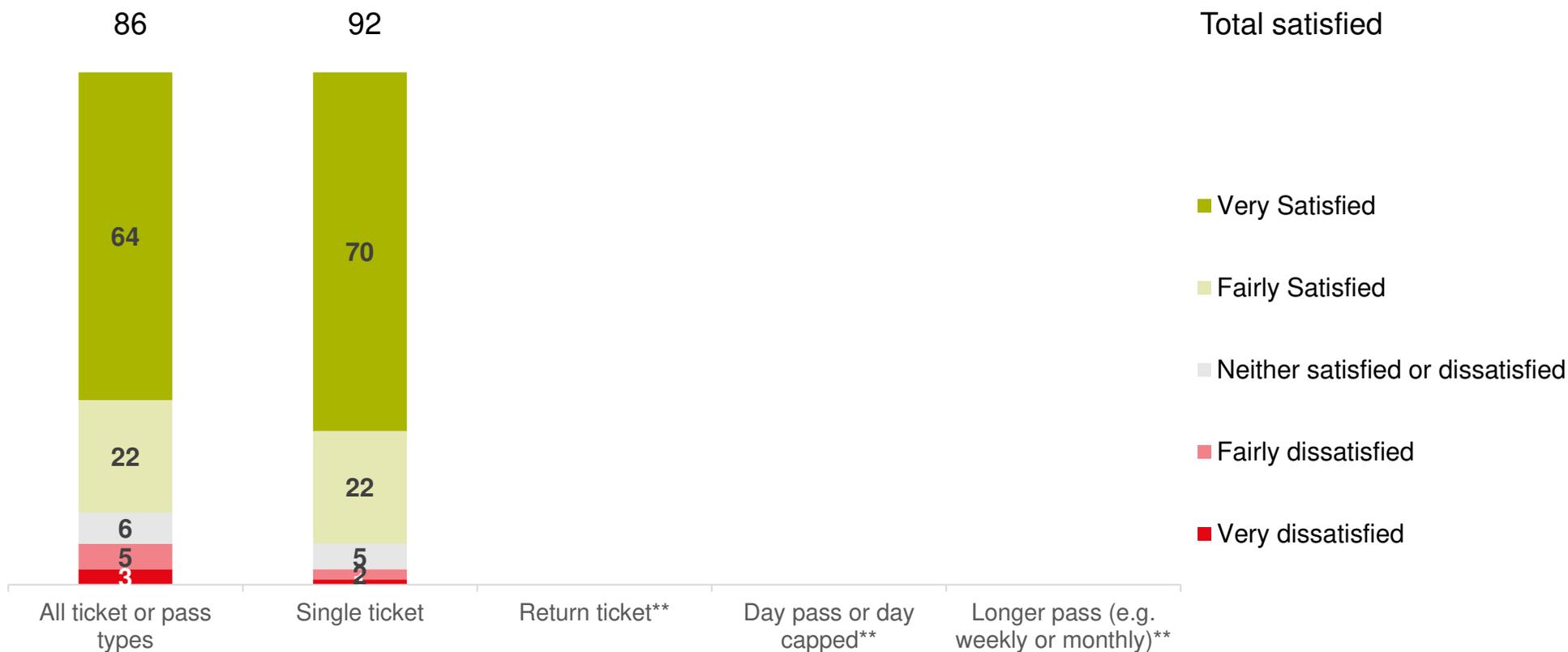
Q10B What had the biggest influence on your rating of the value for money?

Base: Fare-payers only 314; Semi-rural 1808; All England areas 11684; Final 2023 559 Those satisfied with vfm 267; Those not satisfied with vfm 47\*\*

\*\* indicates base sizes (under 75)

# Value for money of the journey – by ticket type

Satisfaction with the journey's value for money (%) amongst fare-payers – by main ticket or pass types



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

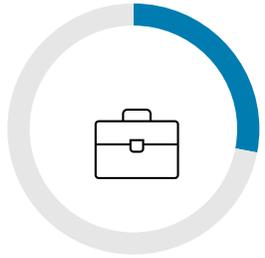
Base: Fare-payers only 314; Single ticket 162; Return ticket 63\*\*; Day pass 13\*\*; Longer pass 35\*\*

\*\* indicates base sizes (under 75)

# Journey details



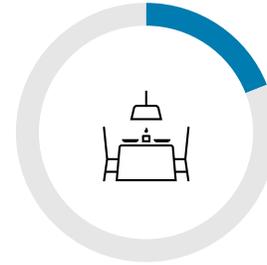
# Journey purpose



Commuting for work  
**28%**



Shopping  
**23%**



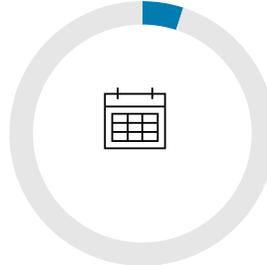
Leisure  
**19%**



Friends or relatives  
**10%**



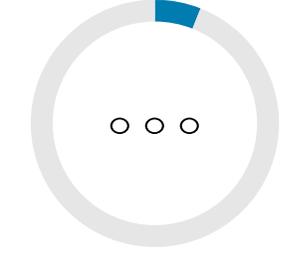
Commuting for education  
**7%**



Appointment  
**5%**



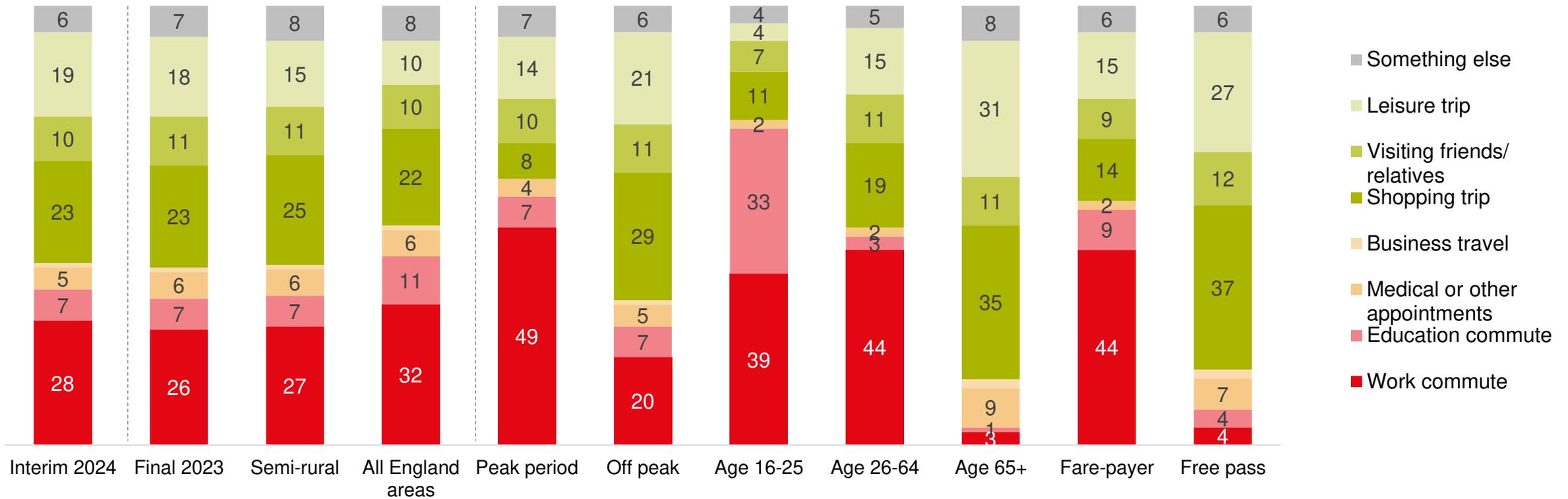
Business  
**1%**



Other  
**6%**

# Journey purpose

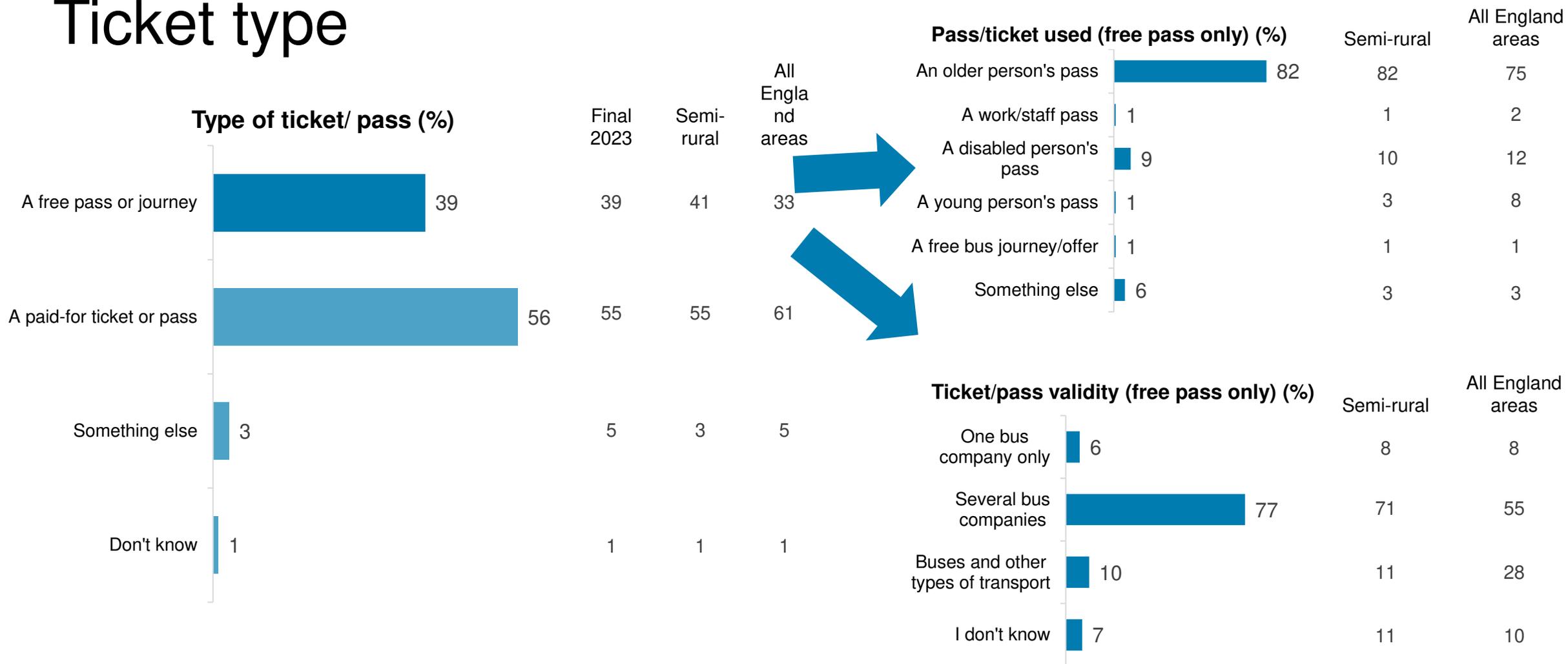
## Purpose of bus journey (%)



Q5 What was the main purpose of this bus journey?

Base: Interim 513; Final 2023 981; Semi-rural 3205; All England areas 18784; Peak 175; Off Peak 324; Fare-payer 315; Free pass 175; Age 16-25 106; Age 26-64 256; Age 65+ 149

# Ticket type



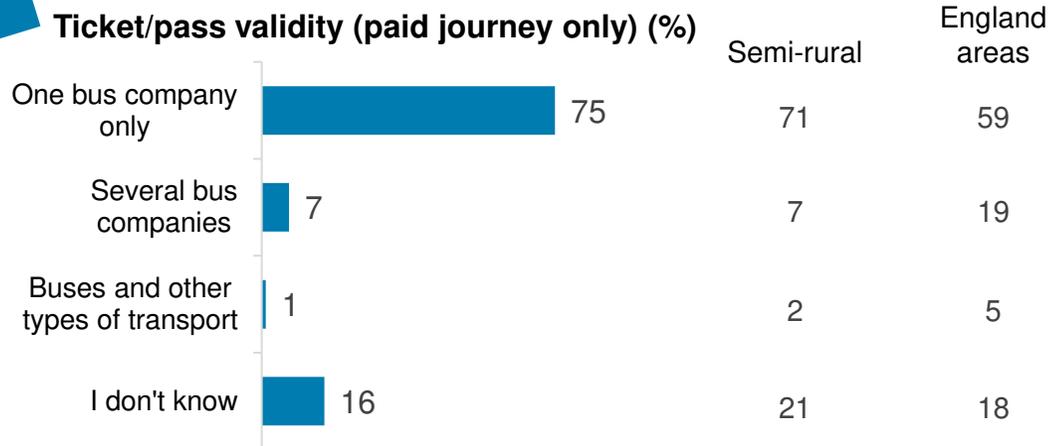
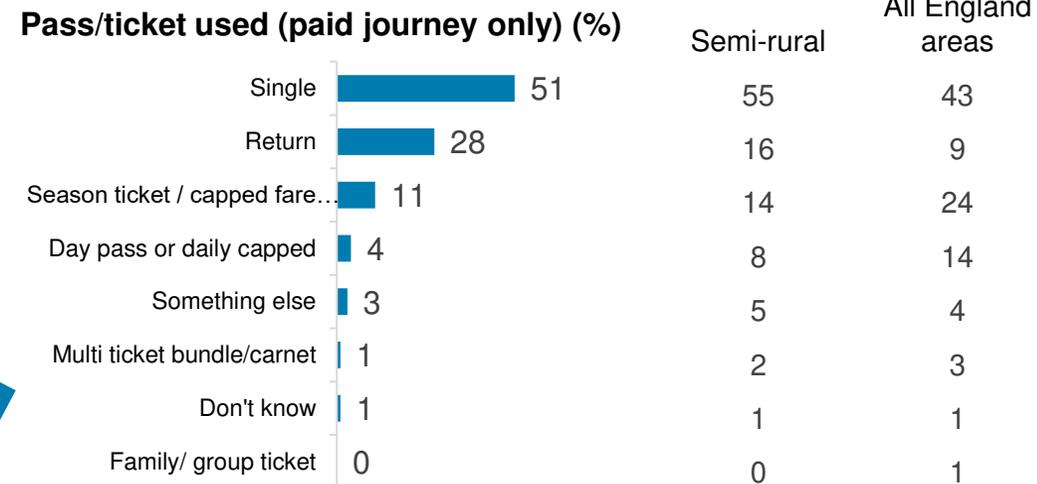
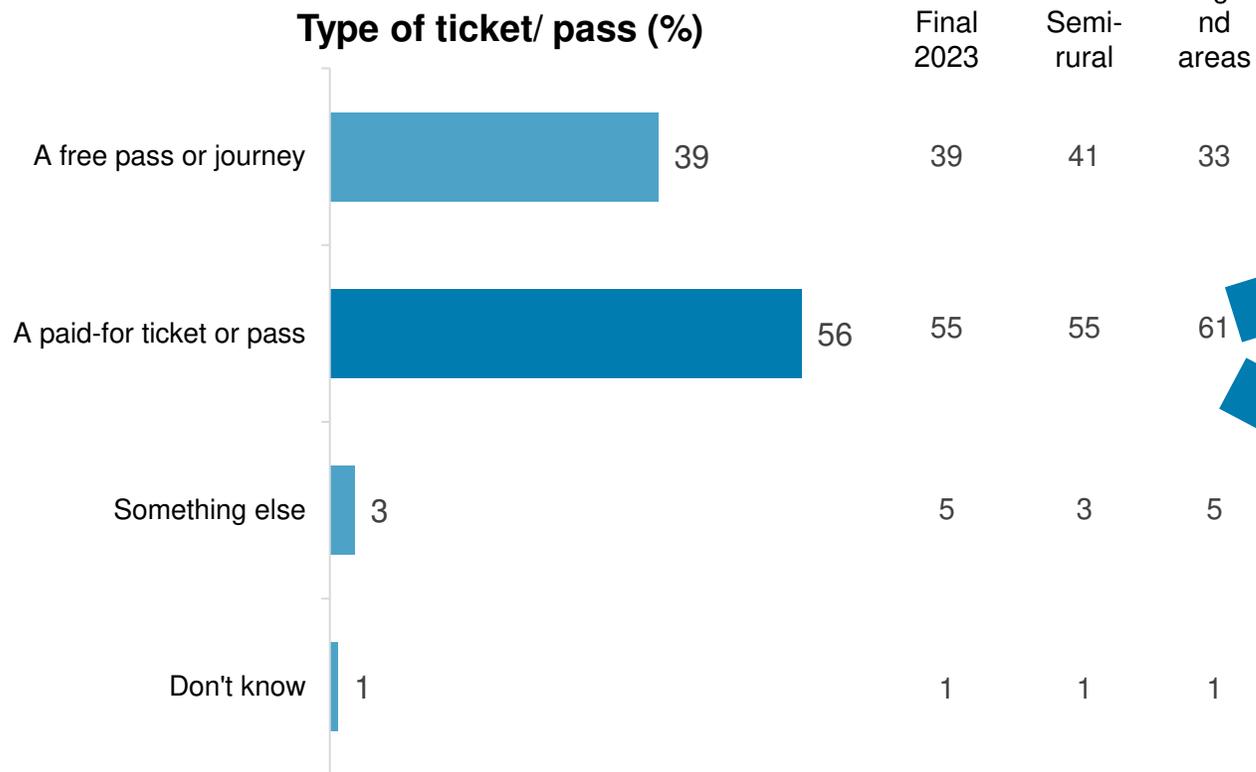
Q6 What type of ticket or pass did you use for this bus journey?

B17 Could you tell us a bit more about the pass or ticket you used for this journey?

B19 Who could you use your ticket or pass with?

Base: Interim 527 Final 2023 981; Semi-rural 3274; All England areas 19084; Free pass only 179 - 179; Semi-rural 1265 - 1266; All England areas 5899 - 6026

# Ticket type



Q6 What type of ticket or pass did you use for this bus journey?

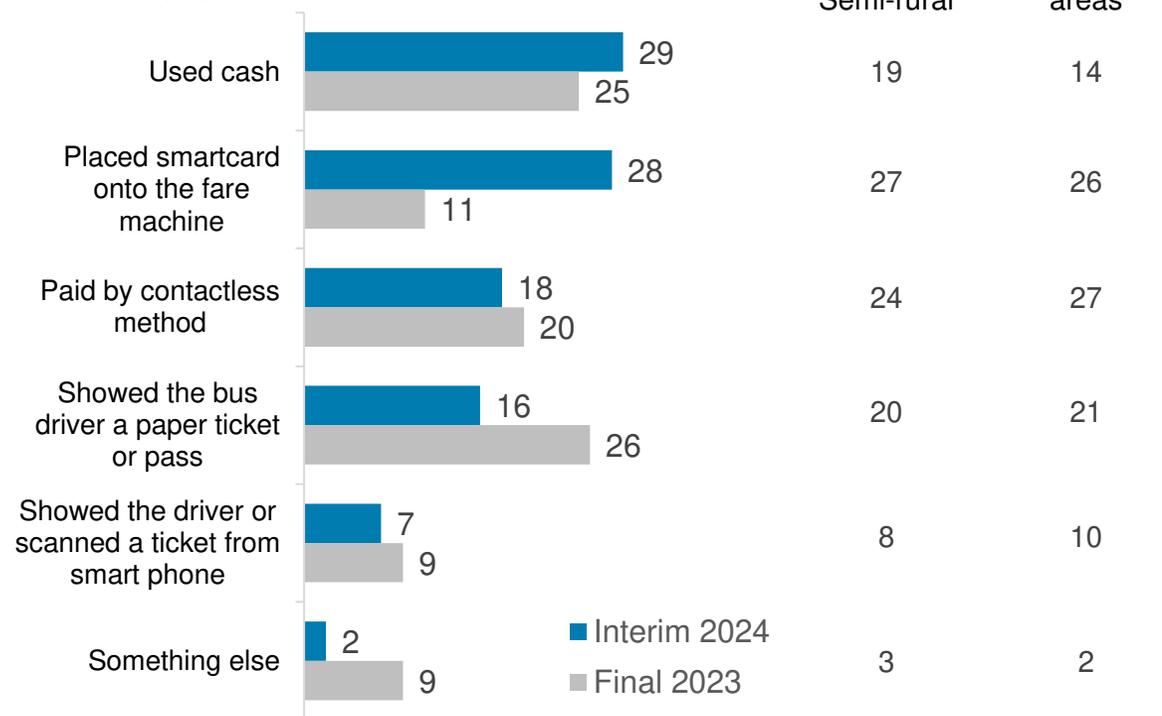
B18 Could you tell us a bit more about the pass or ticket you used for this journey?

B19 Who could you use your ticket or pass with?

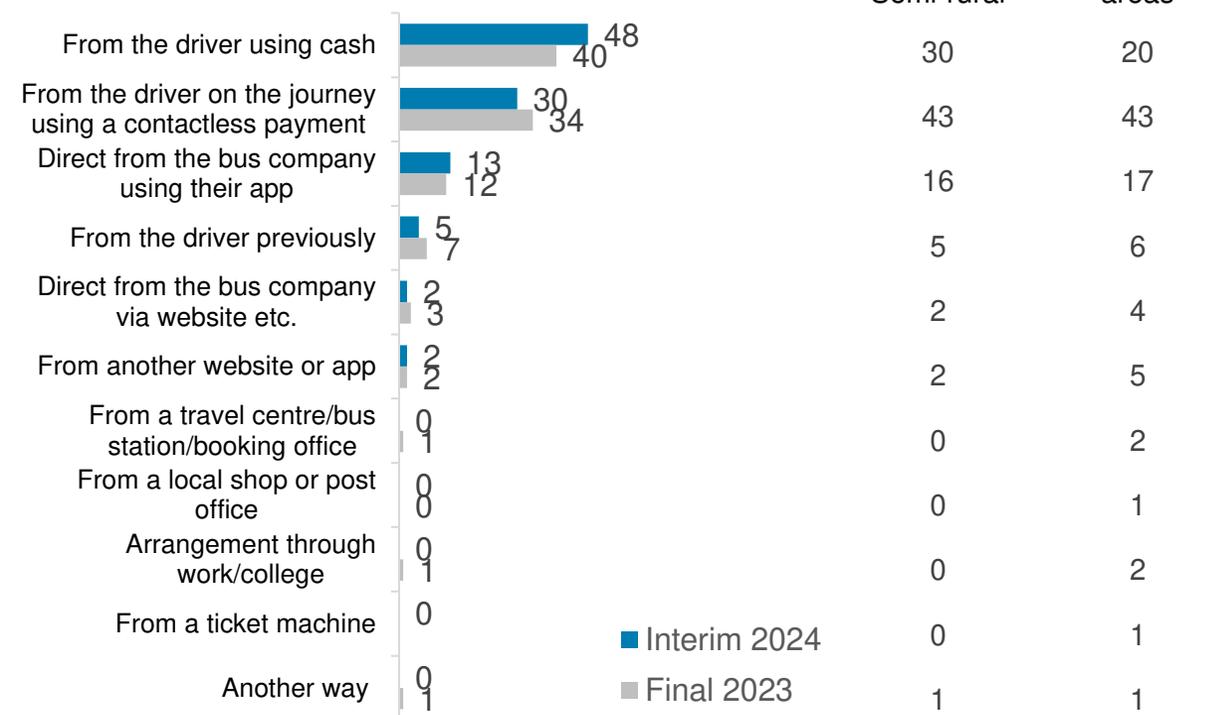
Base: Interim 2023 527; Final 2023 981; Semi-rural 3274; All England areas 19084; Paid for ticket or pass only 289 - 289; Semi-rural 1610 - 1612; All England areas 9870 - 10196

# All passengers purchasing ticket or pass

**Ticket or pass format used when boarding the bus (%)**



**Way of purchasing ticket or pass by fare-payers (%)**



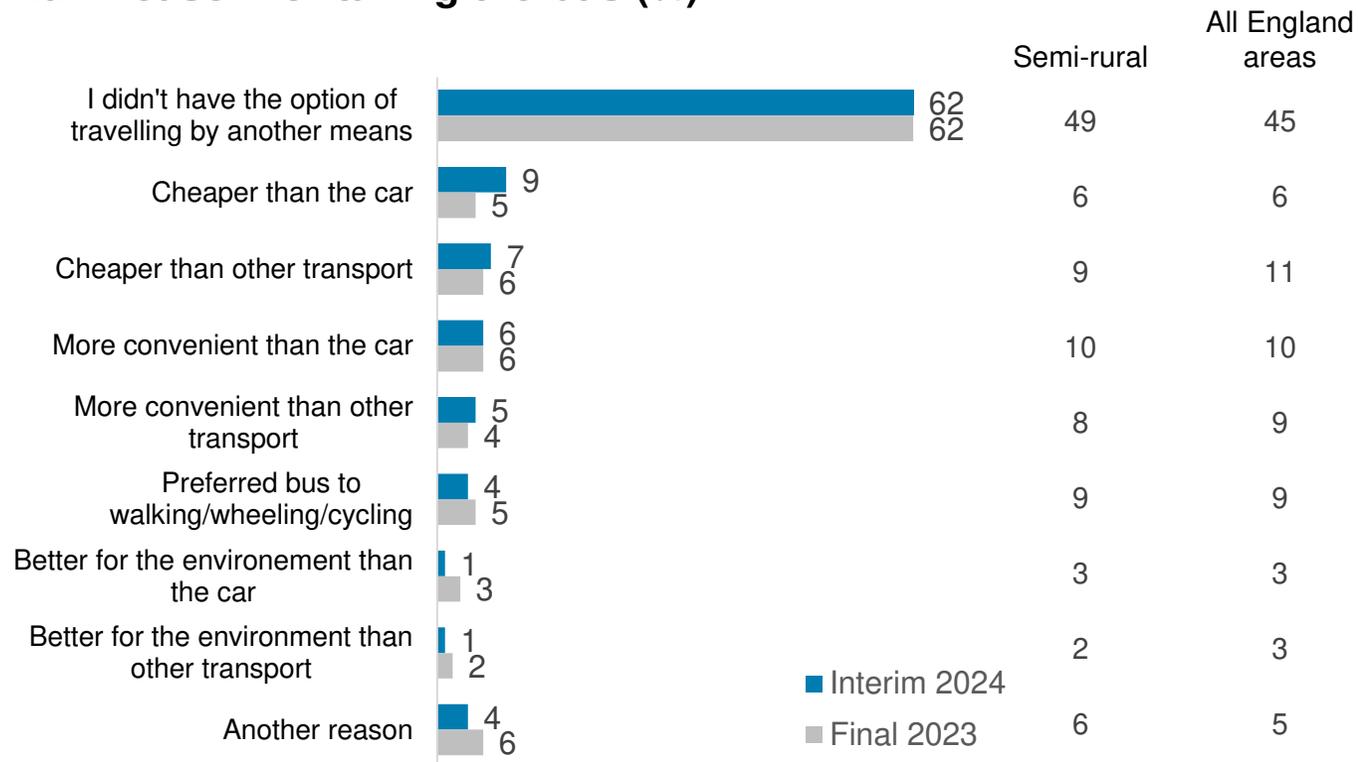
B20 On boarding the bus, did you?

B21 How did you buy your ticket or pass?

Base: Interim 477; Final 2023 905; Semi-rural 2917; All England areas 16698; Fare-payers only 284; Semi-rural 1580; All England areas 9972

# Reason for taking the bus

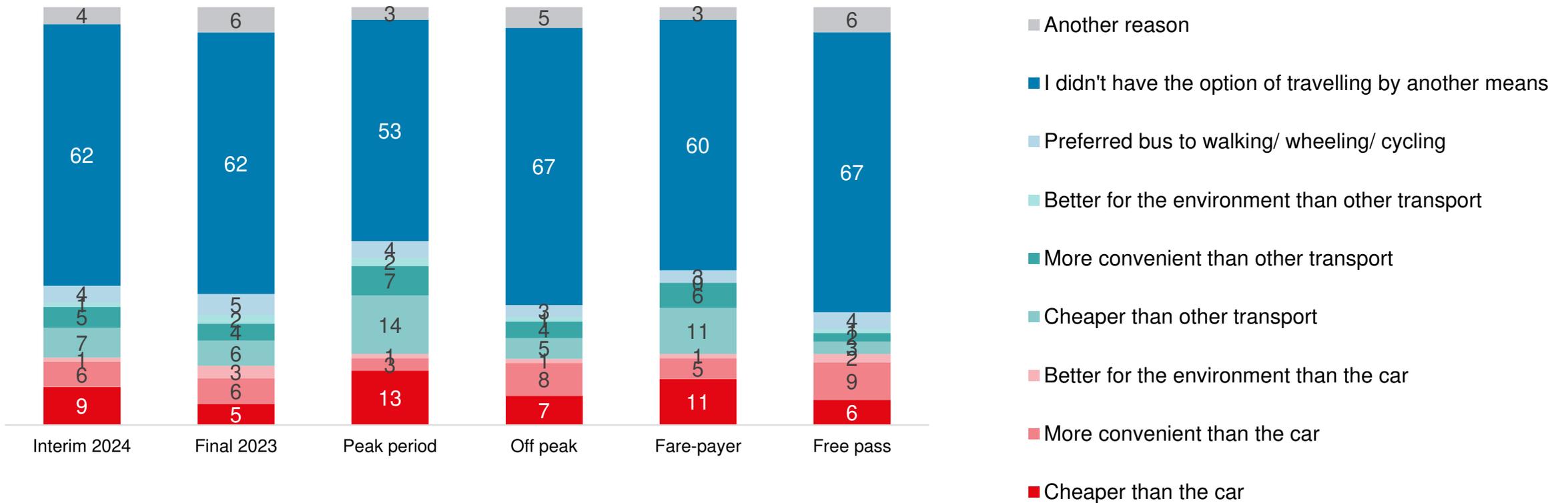
## Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?  
 Base: Interim 512; Final 2023 960; Semi-rural 3160; All England areas 18430

# Reason for taking the bus by time and fare type

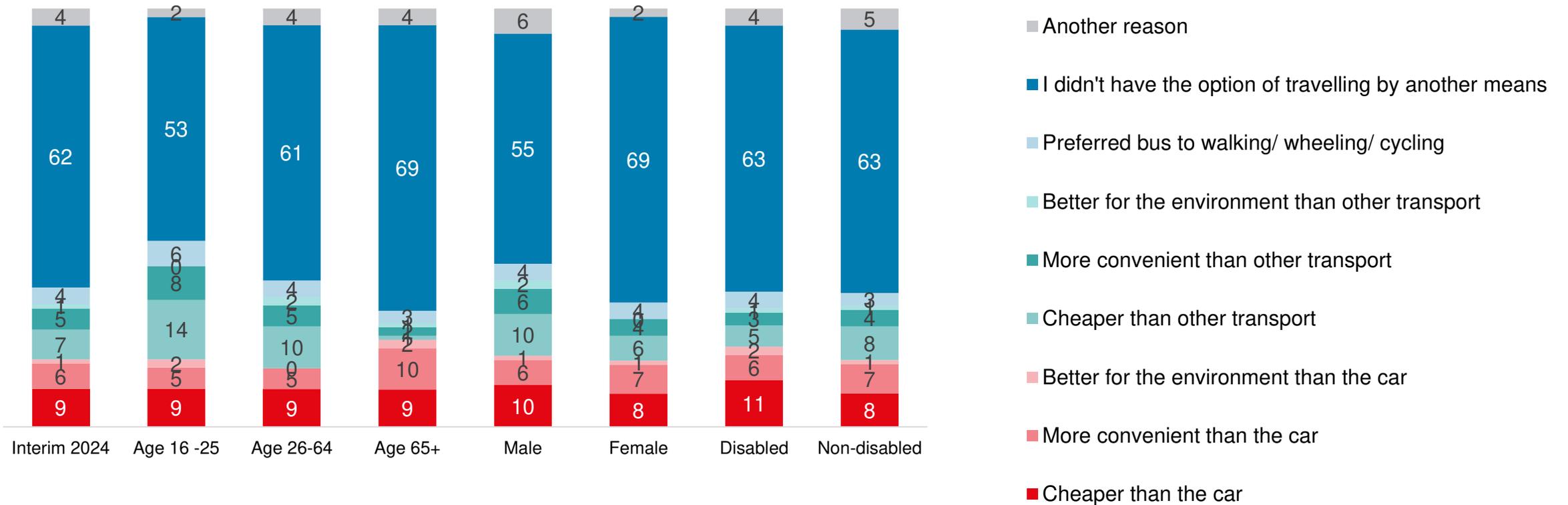
Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?  
 Base: Interim 512; Final 2023 960; Peak 175; Off Peak 323; Fare-payer 312; Free pass 177

# Reason for taking the bus by demographics

Main reason for taking the bus (%)

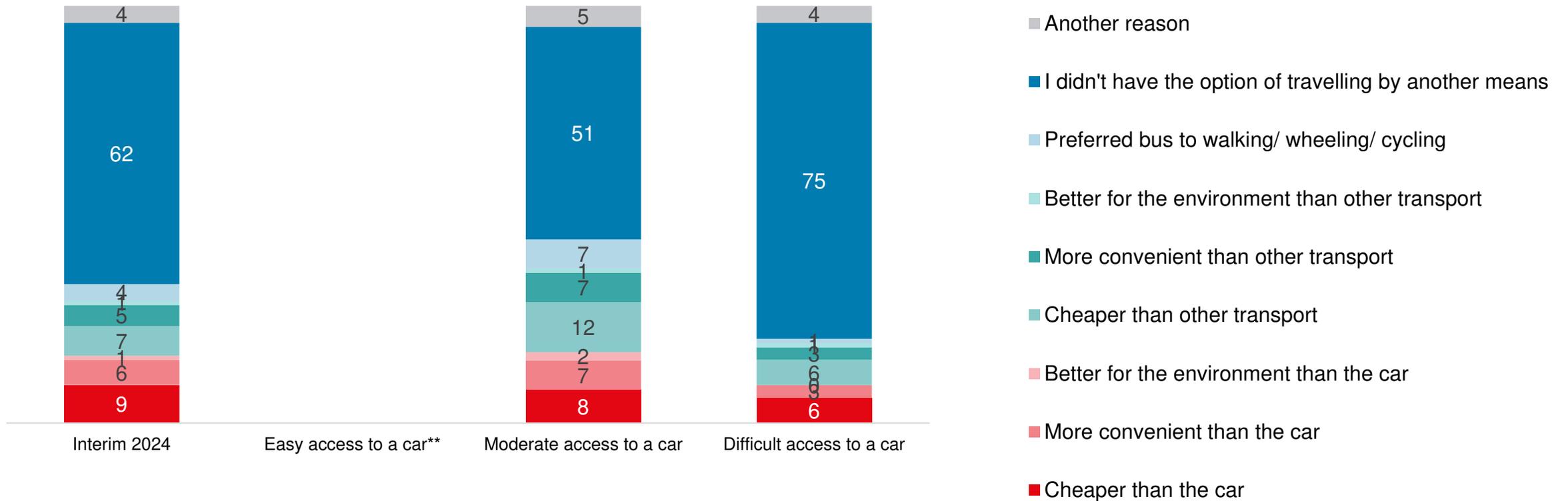


B1 What was the **main** reason you chose to take the bus for that journey?

Base: Interim 512; Age 16-25 104; Age 26-64 257; Age 65+ 148; Male 190; Female 313; Disabled 142; Non-disabled 307

# Reason for taking the bus by access to a car

## Main reason for taking the bus (%)



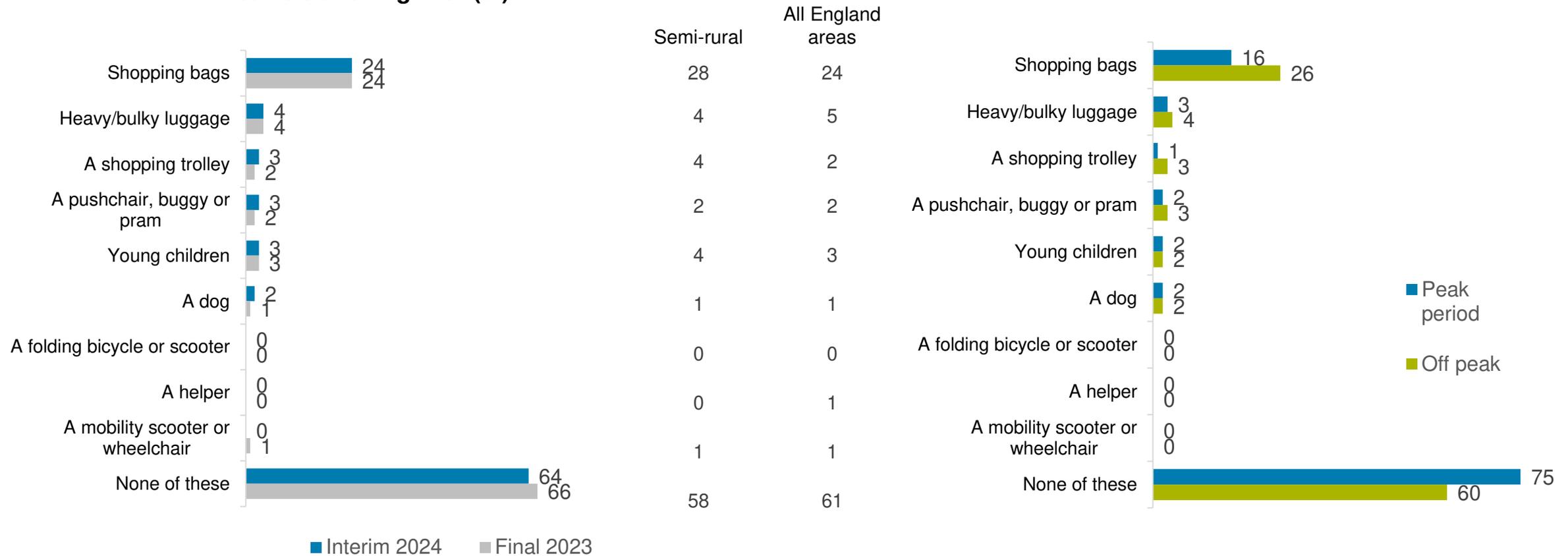
B1 What was the **main** reason you chose to take the bus for that journey?

Base: Interim 512; Easy access to a car 64\*\*; Moderate access to a car 143; Difficult access to a car 267

\*\* indicates base sizes (under 75)

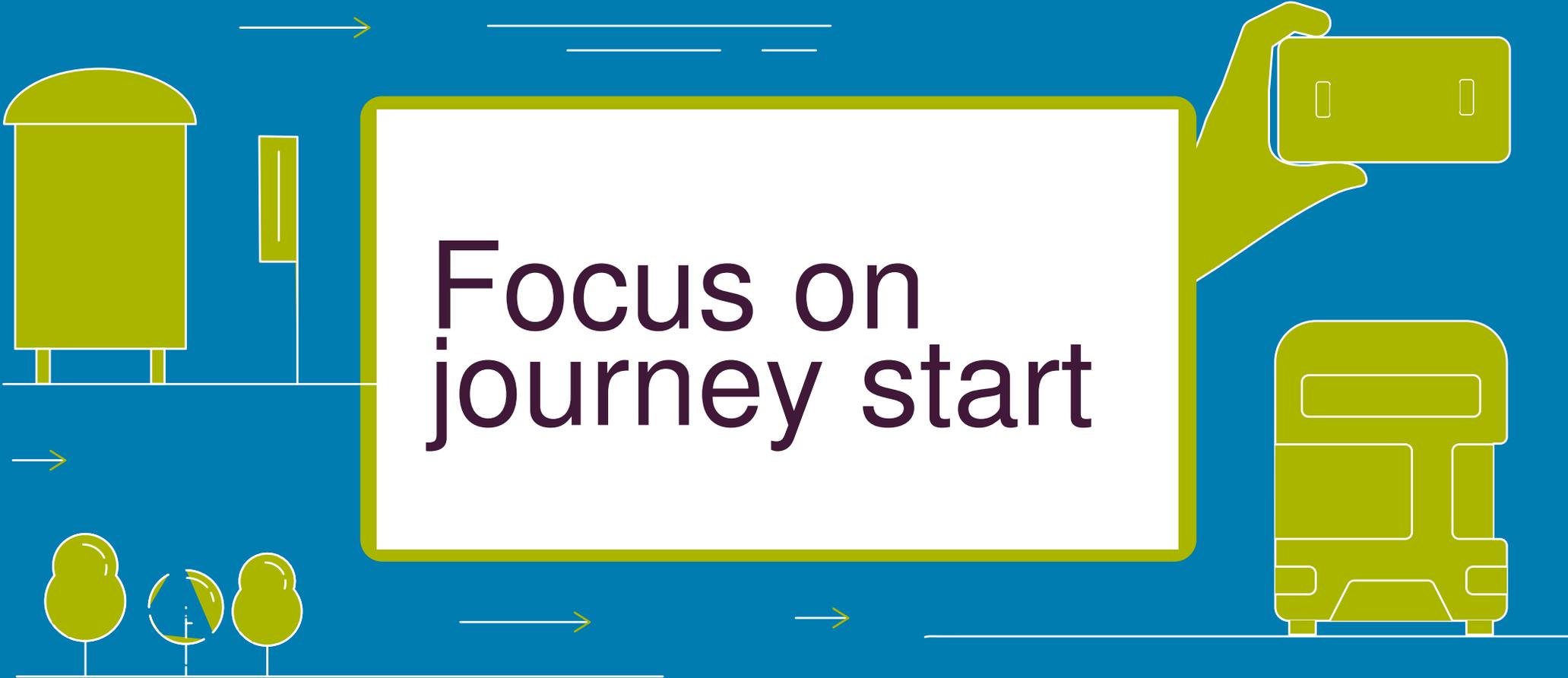
# Who or what passengers were travelling with

Items travelling with (%)



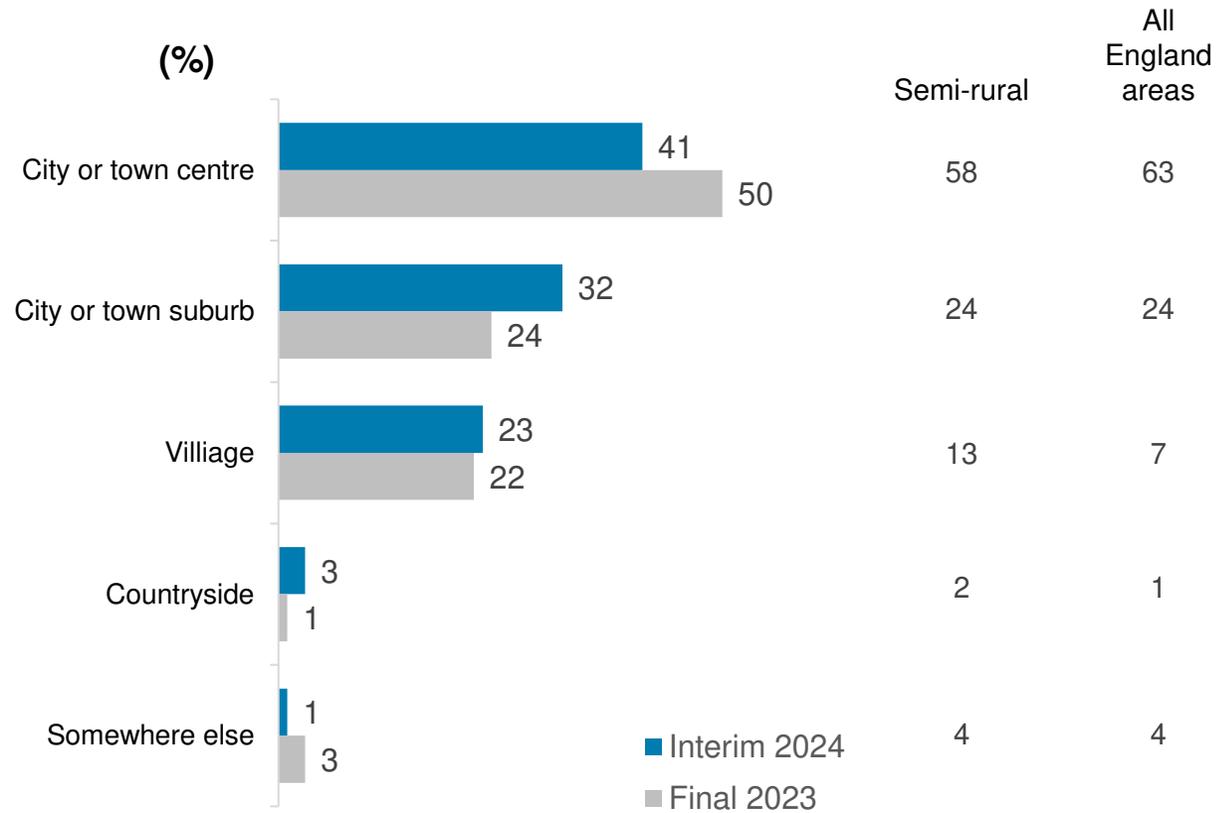
B2 Were you travelling with ...

Base: Interim 531; Final 2023 981; Semi-rural 3315; All England areas 19362; Peak period journeys 180; Off peak period journeys 336

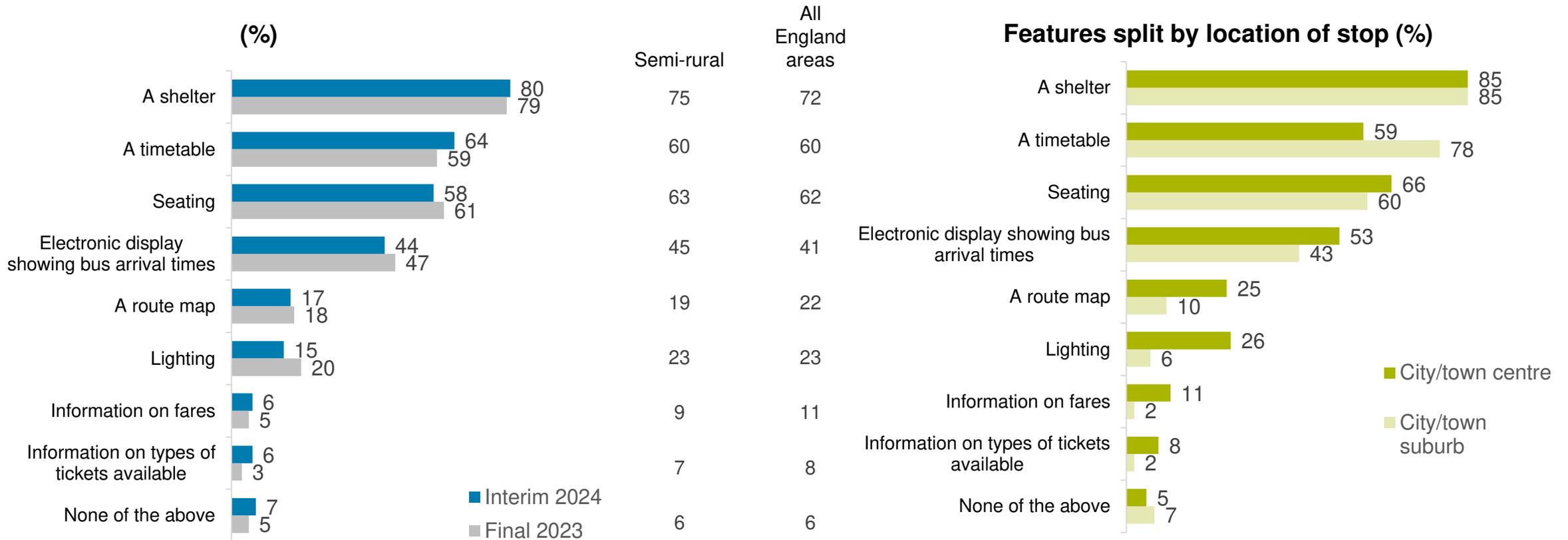
An illustration on a blue background showing a journey starting from a bus stop. On the left, there is a green bus stop shelter and a vertical signpost. Below them are three stylized trees. In the center, a white rectangular box with a green border contains the text "Focus on journey start". To the right of the box, a green hand holds a green rectangular card. Below the hand is a green bus. Several white arrows point from left to right across the scene, indicating the direction of travel.

Focus on  
journey start

# Area of boarding bus stop



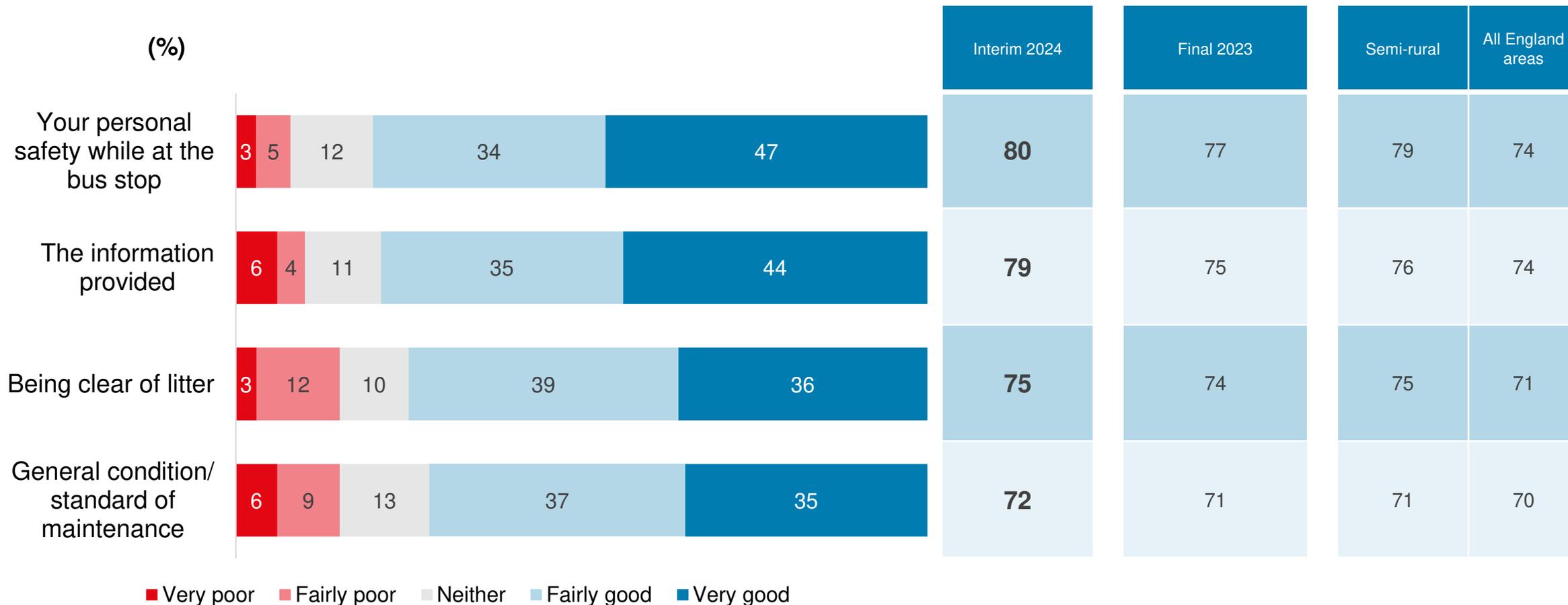
# Bus stop facilities



B4 Which of these did the bus stop where you caught the bus have?

Base: Interim 531; Final 2023 981; Semi-rural 3315; All England areas 19362; Those boarding bus in city/town centre 224; Those boarding bus in city/town suburb 147

# Bus stop ratings

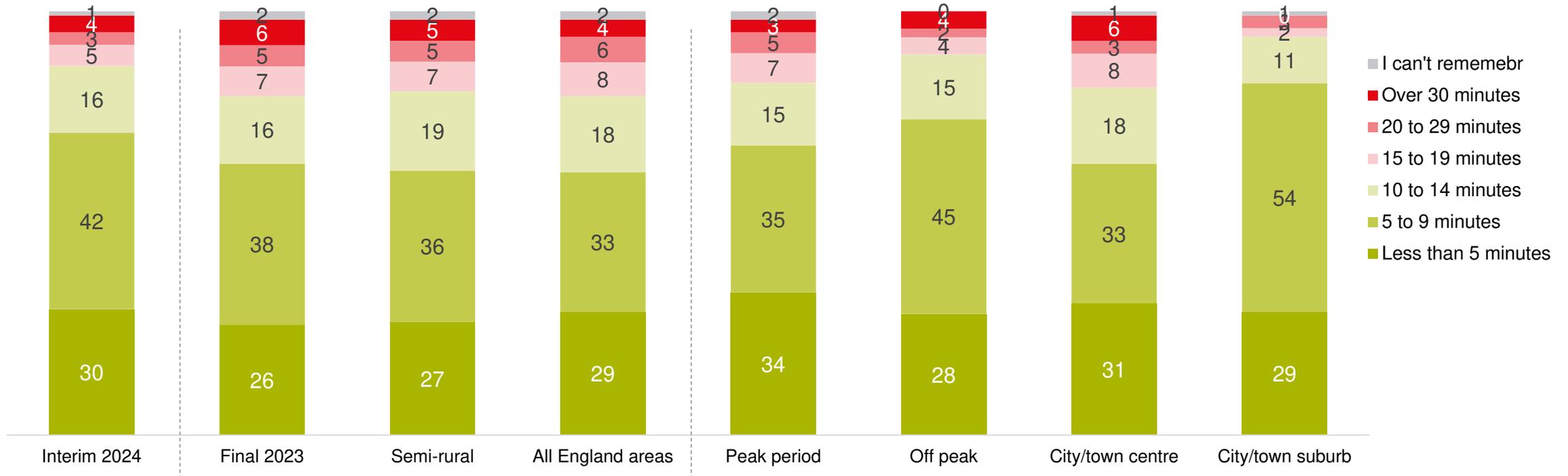


B5 Thinking about the bus stop itself, how would you rate the following...?

Base: Interim 483 - 502; Final 2023 886 - 948; Semi-rural 2913 - 3080; All England areas 17162 - 17936

# Waiting for the bus

Length of wait for the bus (%)

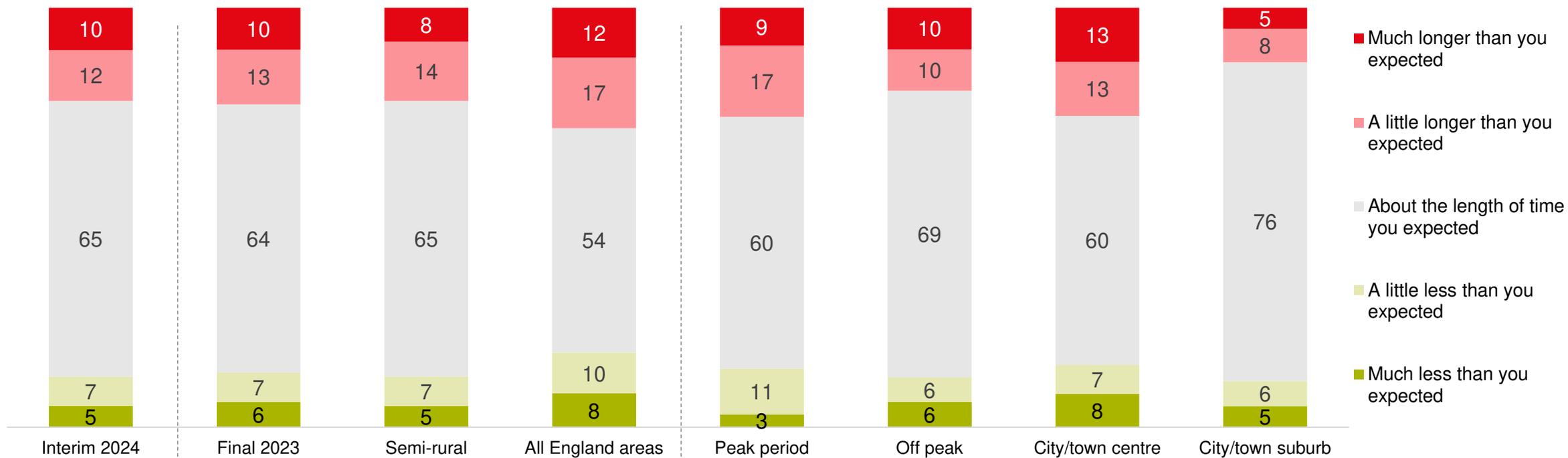


B6A How long did you wait for your bus?

Base: Interim 509; Final 2023 965; Semi-rural 3174; All England areas 18373; Peak 172; Off Peak 323; City/town centre 215; City/town suburb 145

# Wait compared to expectations

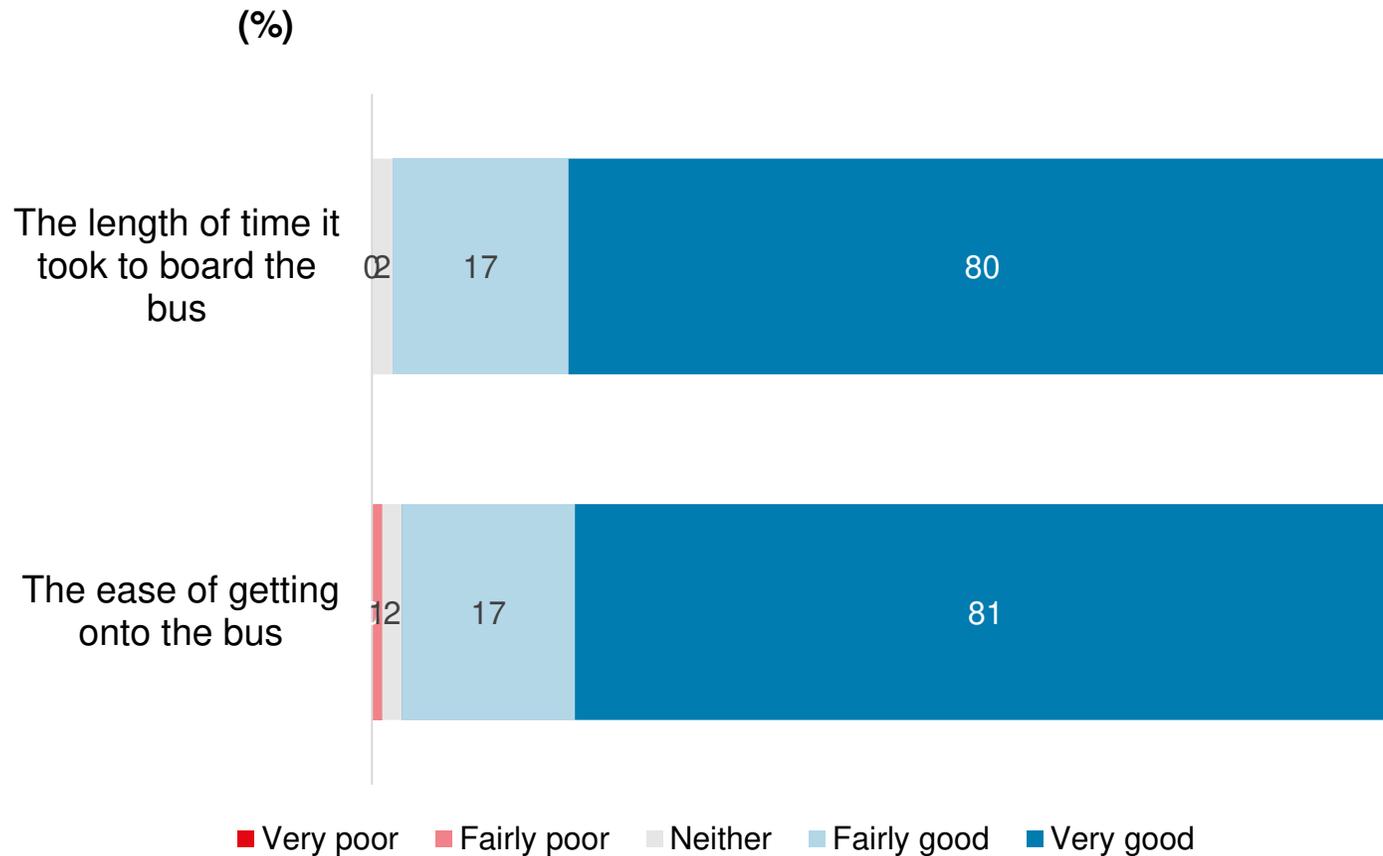
How long the wait was compared to expectations (%)



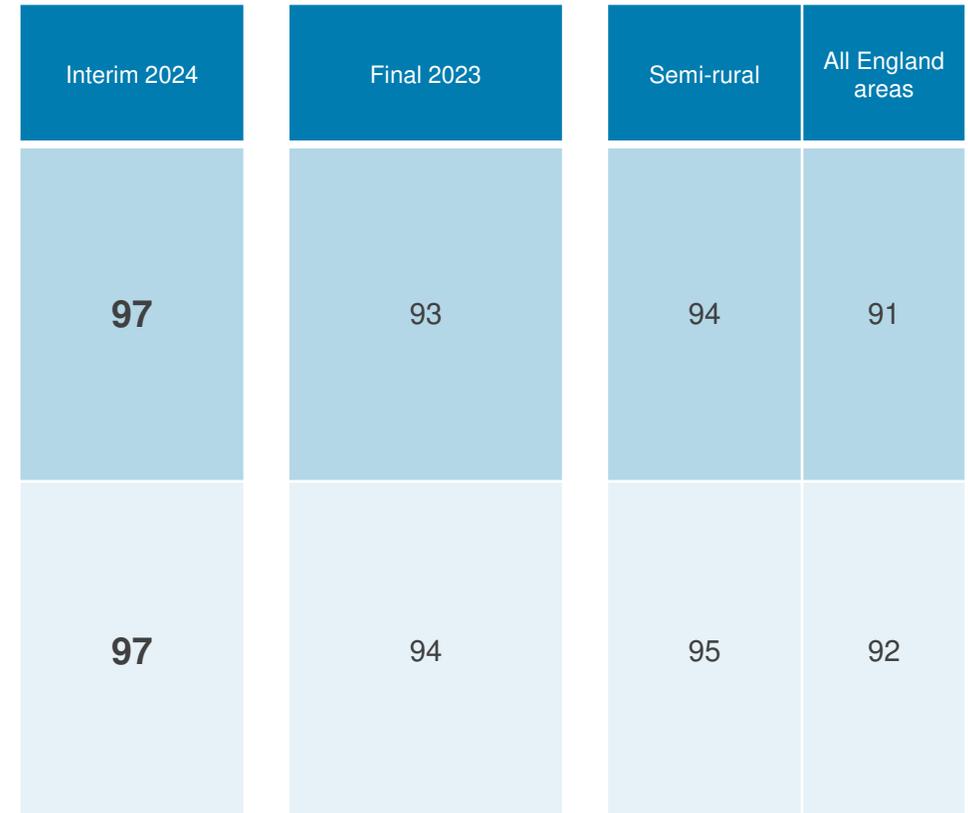
B6B Was this wait time...?

Base: Interim 2024 501; Final 2023 954; Semi-rural 3131; All England areas 18181; Peak 169; Off Peak 318; City/town centre 214; City/town suburb 142

# Ratings for getting onto the bus



## Total good (%)

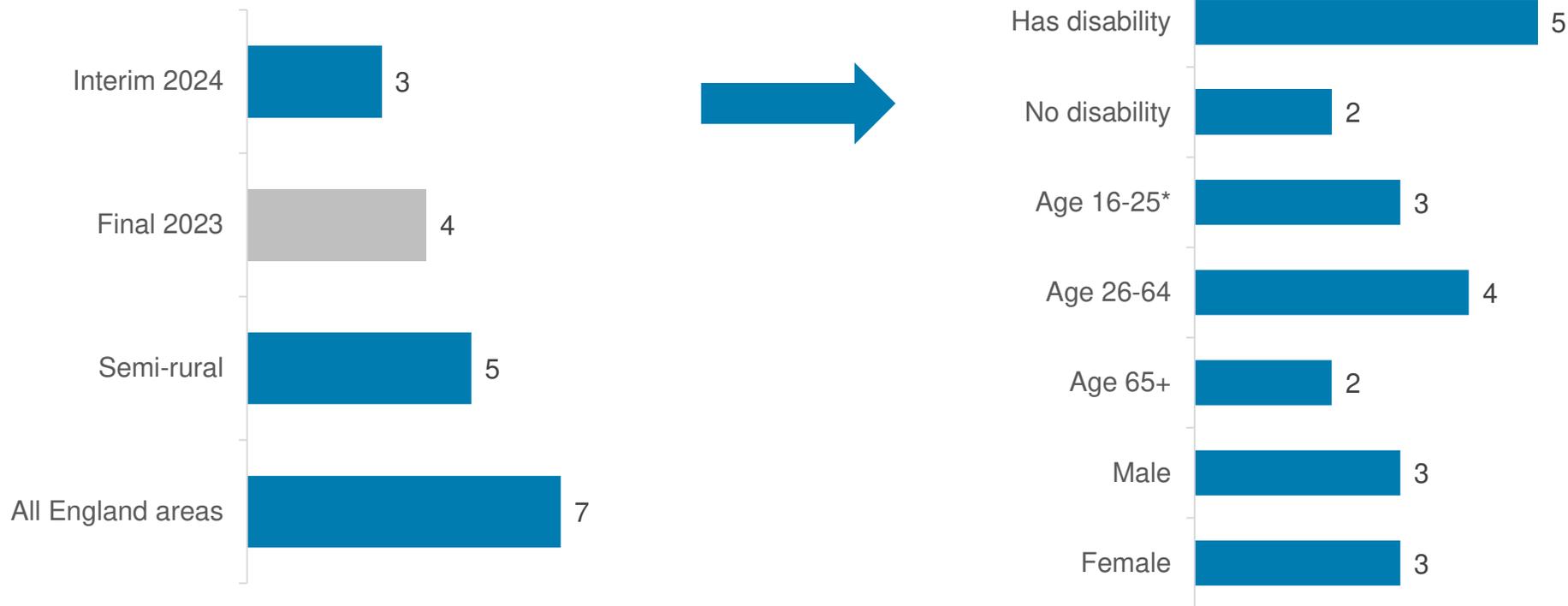


B7 Thinking about when the bus arrived, how would you rate the following...?

Base: Interim 485 - 502; Final 2023 903 - 949; Semi-rural 2992 - 3112; All England areas 17433 - 18020

# Behaviour of other passengers at the bus stop

## Other passengers' behaviour made them uncomfortable (%)



B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey at the bus stop?

Base: Interim 497; Final 2023 937; Semi-rural 3074; All England areas 17731; Has disability 148; No disability 310; Age 16-25 92\*; Age 26-64 247; Age 65+ 151; Male 183; Female 302

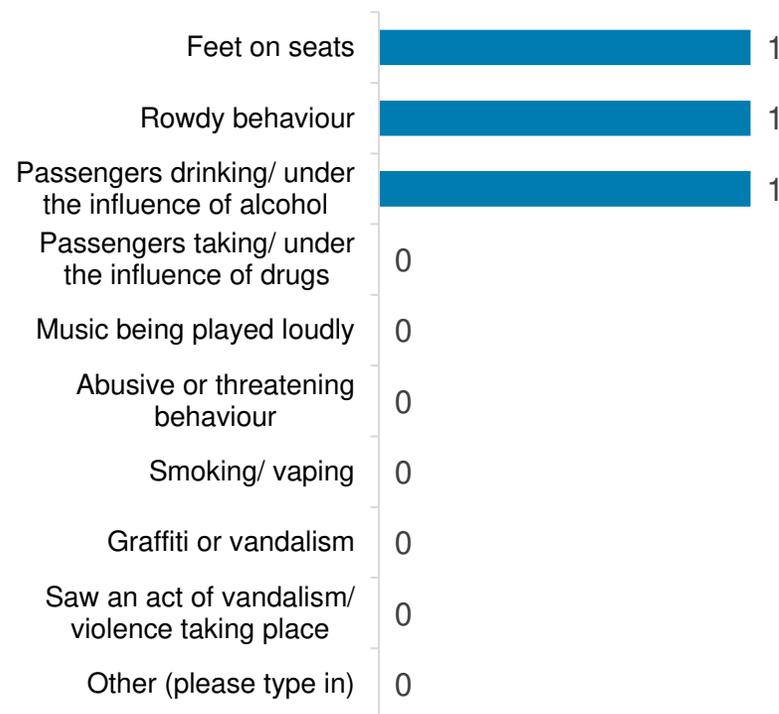
\*indicates base sizes between 75-99.

# Behaviour of other passengers at the bus stop

What behaviours made them uncomfortable  
(% of those who were worried or made to feel uncomfortable)\*\*

What behaviours made them uncomfortable  
(% of all passengers)

Feet on seats  
Rowdy behaviour  
Passengers drinking/ under the influence of alcohol  
Passengers taking/ under the influence of drugs  
Music being played loudly  
Abusive or threatening behaviour  
Smoking/ vaping  
Graffiti or vandalism  
Saw an act of vandalism/ violence taking place  
Other (please type in)



	Semi-rural	All England areas
Feet on seats	1	1
Rowdy behaviour	2	3
Passengers drinking/ under the influence of alcohol	1	1
Passengers taking/ under the influence of drugs	0	1
Music being played loudly	0	1
Abusive or threatening behaviour	0	1
Smoking/ vaping	1	2
Graffiti or vandalism	0	1
Saw an act of vandalism/ violence taking place	0	1
Other (please type in)	1	1

B13 Which of the following were reason(s) for this?

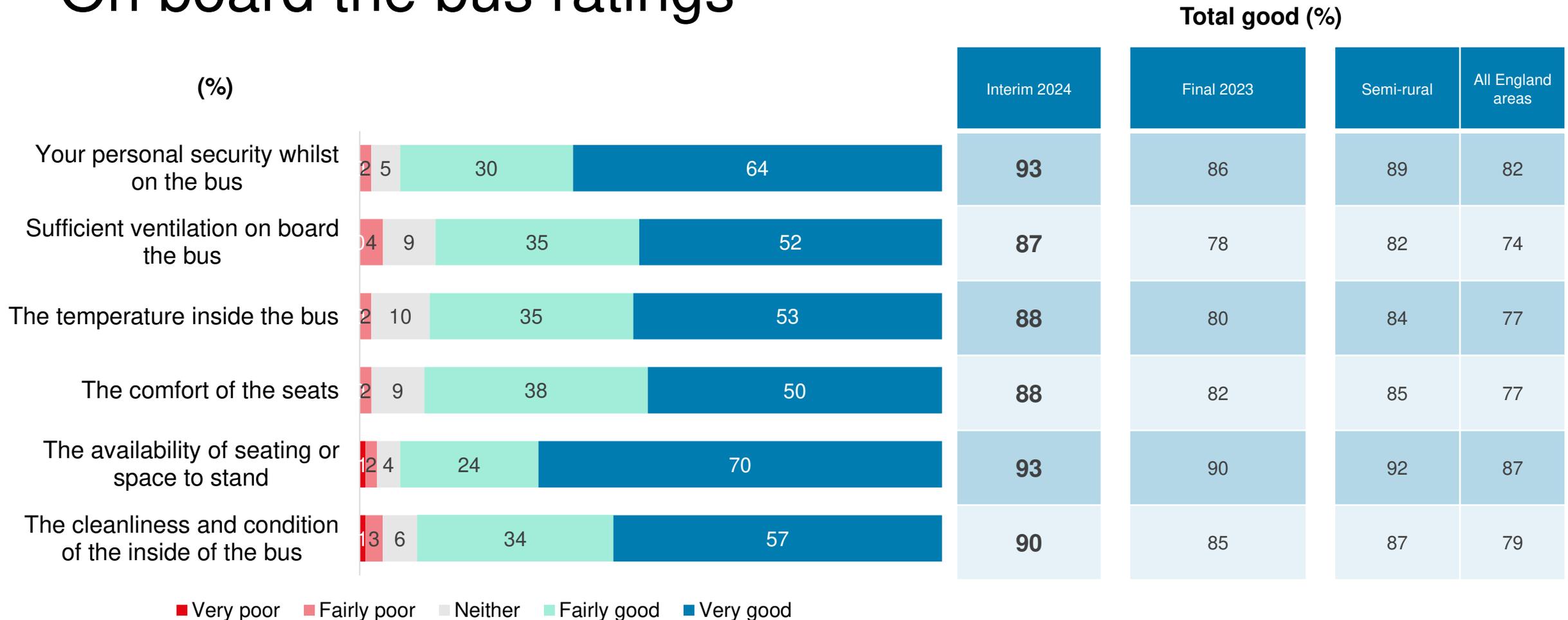
Base: All passengers who were worried or made to feel uncomfortable 17\*\*; All passengers 531; Semi-rural 3315; All England areas 19362

\*\* indicates base sizes (under 75)

# On board the bus



# On board the bus ratings

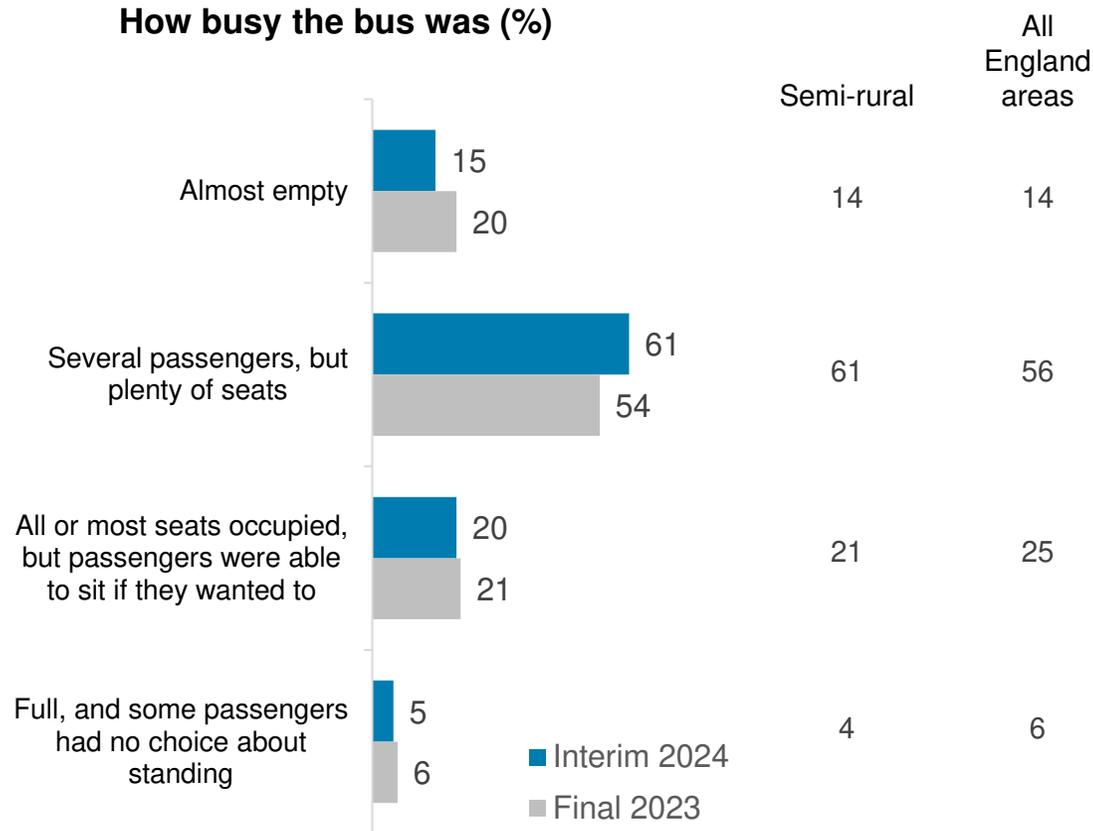


B8 Thinking about when you were on the bus, how would you rate the following...?

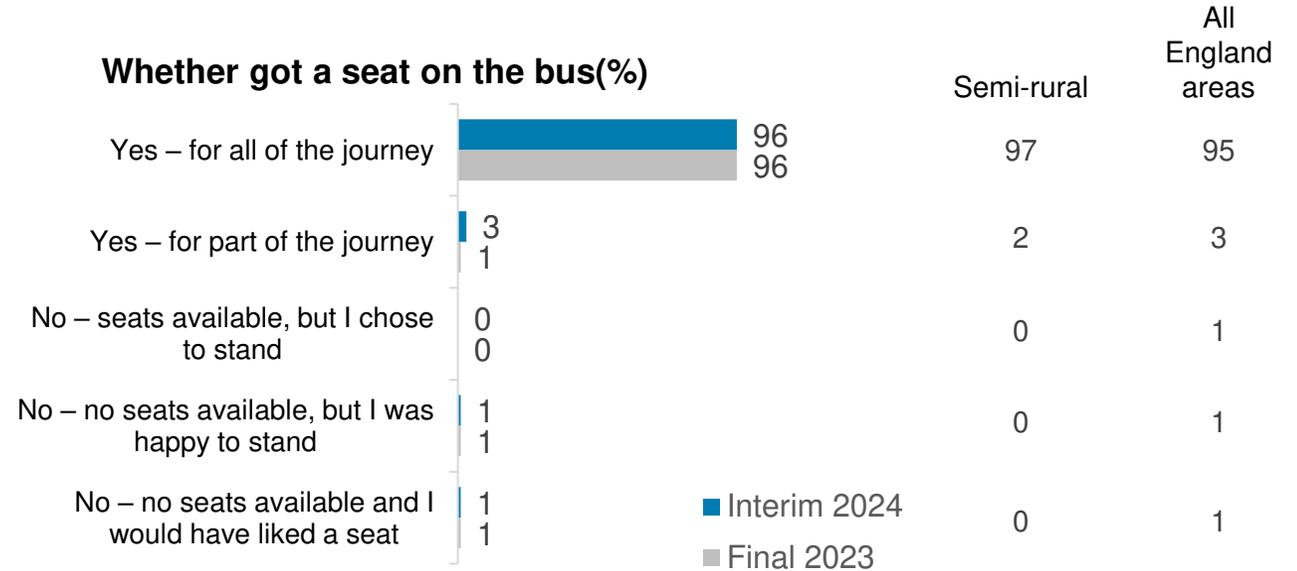
Base: Interim 486 - 499; Final 2023 894 - 929; Semi-rural 2985 - 3082; All England areas 17280 - 17784

# How busy the bus was

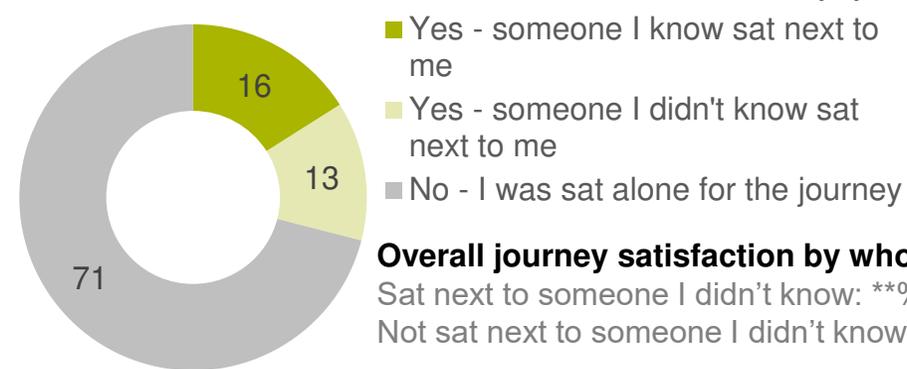
How busy the bus was (%)



Whether got a seat on the bus(%)



Whether sat next to someone on the bus (%)



**Overall journey satisfaction by who sat next to**  
 Sat next to someone I didn't know: \*\*% satisfied  
 Not sat next to someone I didn't know: 94% satisfied

B9 How busy was the bus during most of your journey?

B10 Did you get a seat on the bus?

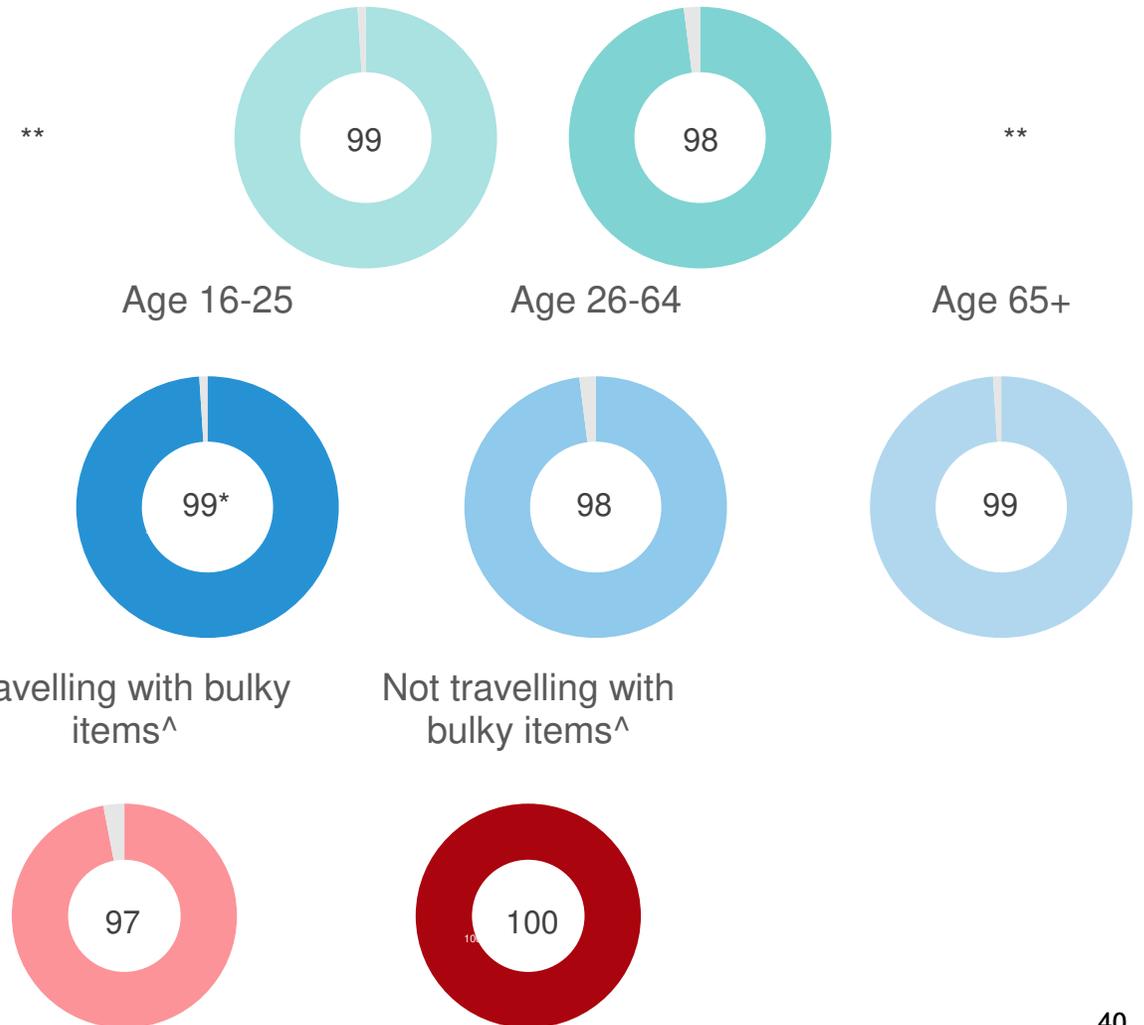
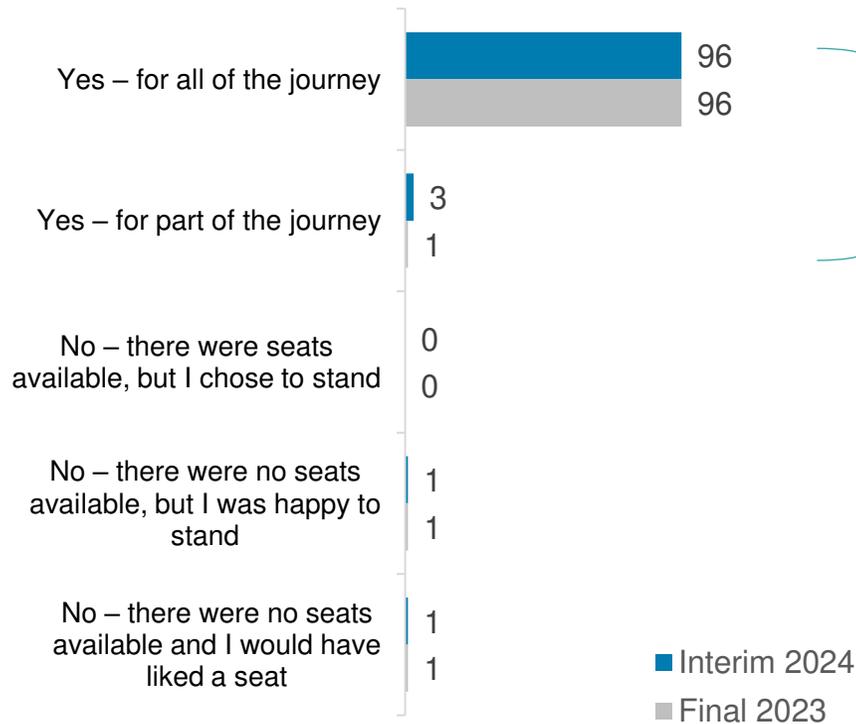
B11 And did anyone sit next to you on the bus?

Base: Interim 66\*\* - 498; Final 2023 108 - 943; Semi-rural 379 - 3088; All England areas 2625 - 17835

# Seating on the bus by journey details

Morning peak    Evening peak    Off peak    Weekend

## Whether got a seat on the bus(%)



B10 Did you get a seat on the bus?

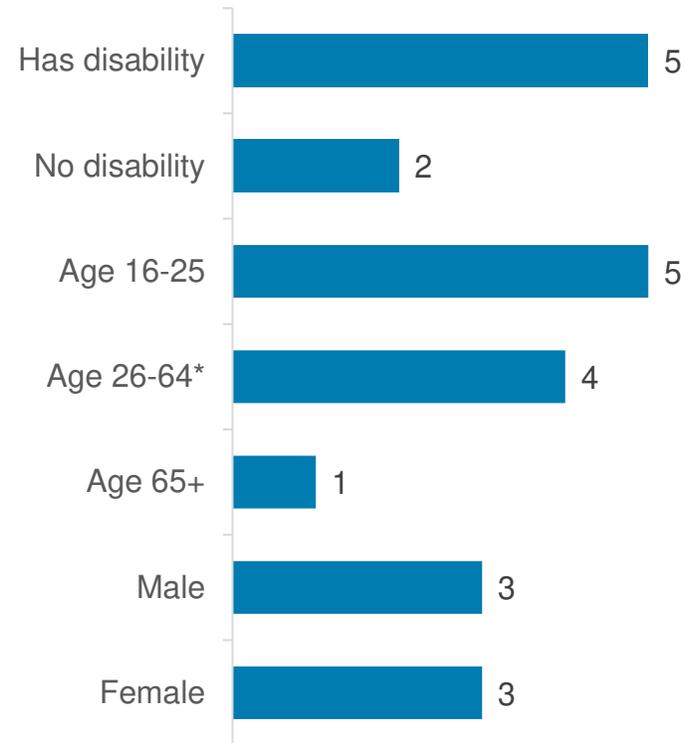
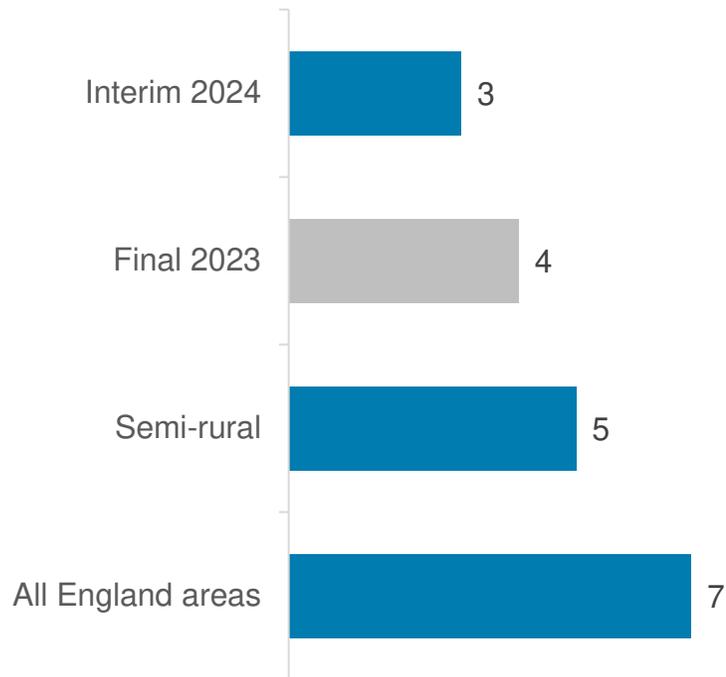
Base: Interim 498; Final 2023 943; Morning Peak 57\*\*; Evening Peak 109; Off Peak 259; Weekend 59\*\*; Age 16-25 93\*; Age 26-64 248; Age 65+ 150; Travelling with bulky items 179; Not travelling with bulky items 319.

^Bulky items include: Heavy/bulky luggage, Shopping bags, A shopping trolley, A pushchair/pram, Young children, folding bike/scooter, dog, mobility scooter/wheelchair

\*\* indicates base sizes (under 75) / \*indicates base sizes between 75-99.

# Behaviour of other passengers on board

## Other passengers' behaviour made them uncomfortable (%)



B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey on the bus?

Base: Interim 496; Final 2023 933; Semi-rural 3075; All England areas 17730; Has disability 147; No disability 310; Age 16-25 92\*; Age 26-64 247; Age 65+ 150; Male 183; Female 301

\*indicates base sizes between 75-99.

# Behaviour of other passengers on board

What behaviours made them uncomfortable  
(% of those who were worried or made to feel uncomfortable)\*\*

What behaviours made them uncomfortable  
(% of all passengers)

Passengers drinking/ under the influence of alcohol

Rowdy behaviour

Smoking/ vaping

Abusive or threatening behaviour

Feet on seats

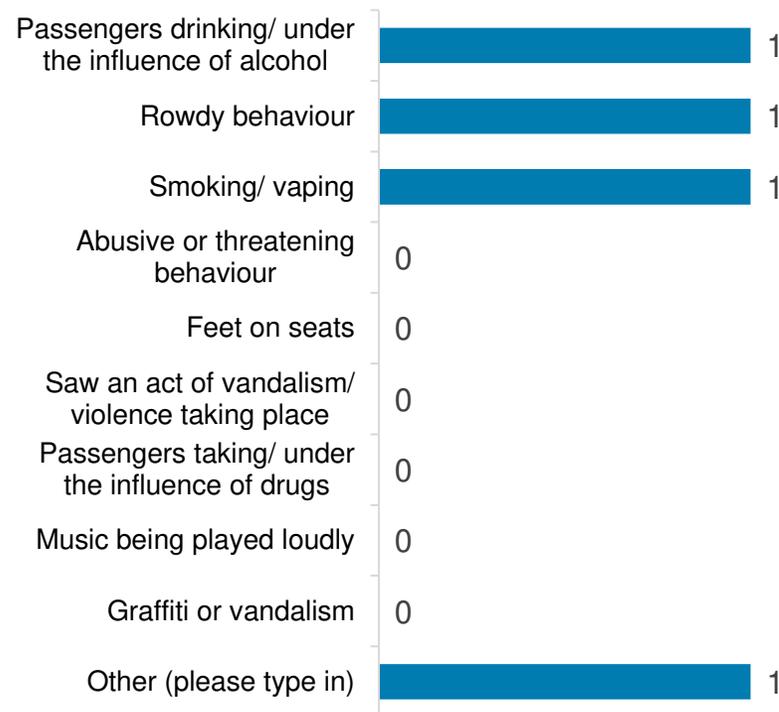
Saw an act of vandalism/ violence taking place

Passengers taking/ under the influence of drugs

Music being played loudly

Graffiti or vandalism

Other (please type in)



	Semi-rural	All England areas
Passengers drinking/ under the influence of alcohol	1	1
Rowdy behaviour	2	2
Smoking/ vaping	1	2
Abusive or threatening behaviour	0	1
Feet on seats	1	2
Saw an act of vandalism/ violence taking place	0	0
Passengers taking/ under the influence of drugs	0	1
Music being played loudly	1	1
Graffiti or vandalism	0	1
Other (please type in)	1	2

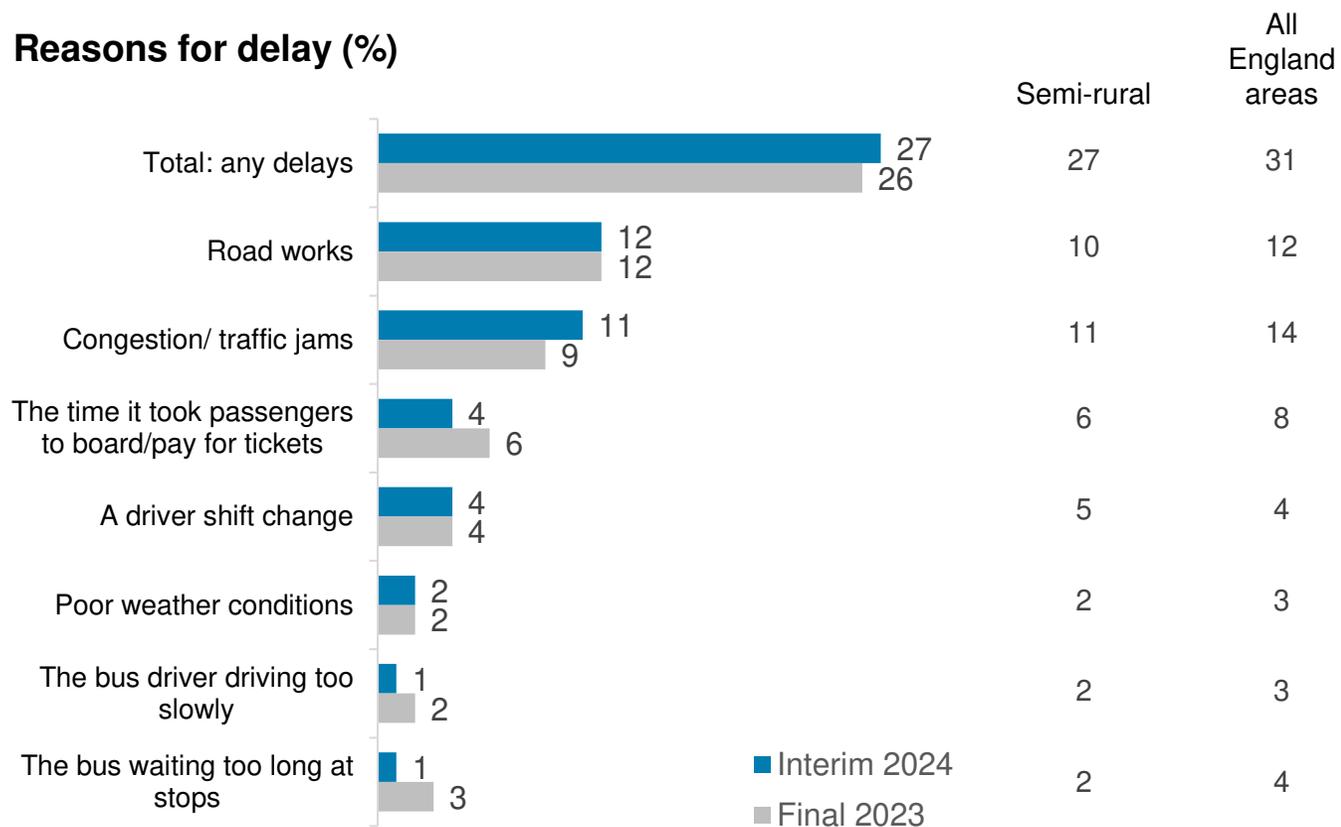
B13 Which of the following were reason(s) for this?

Base: All passengers who were worried or made to feel uncomfortable 19\*\*; All passengers 531; Semi-rural 3315; All England areas 19362

\*\* indicates base sizes (under 75)

# Journey delays

## Reasons for delay (%)



## Congestion/ traffic jams



## Road works



## Time taken to board



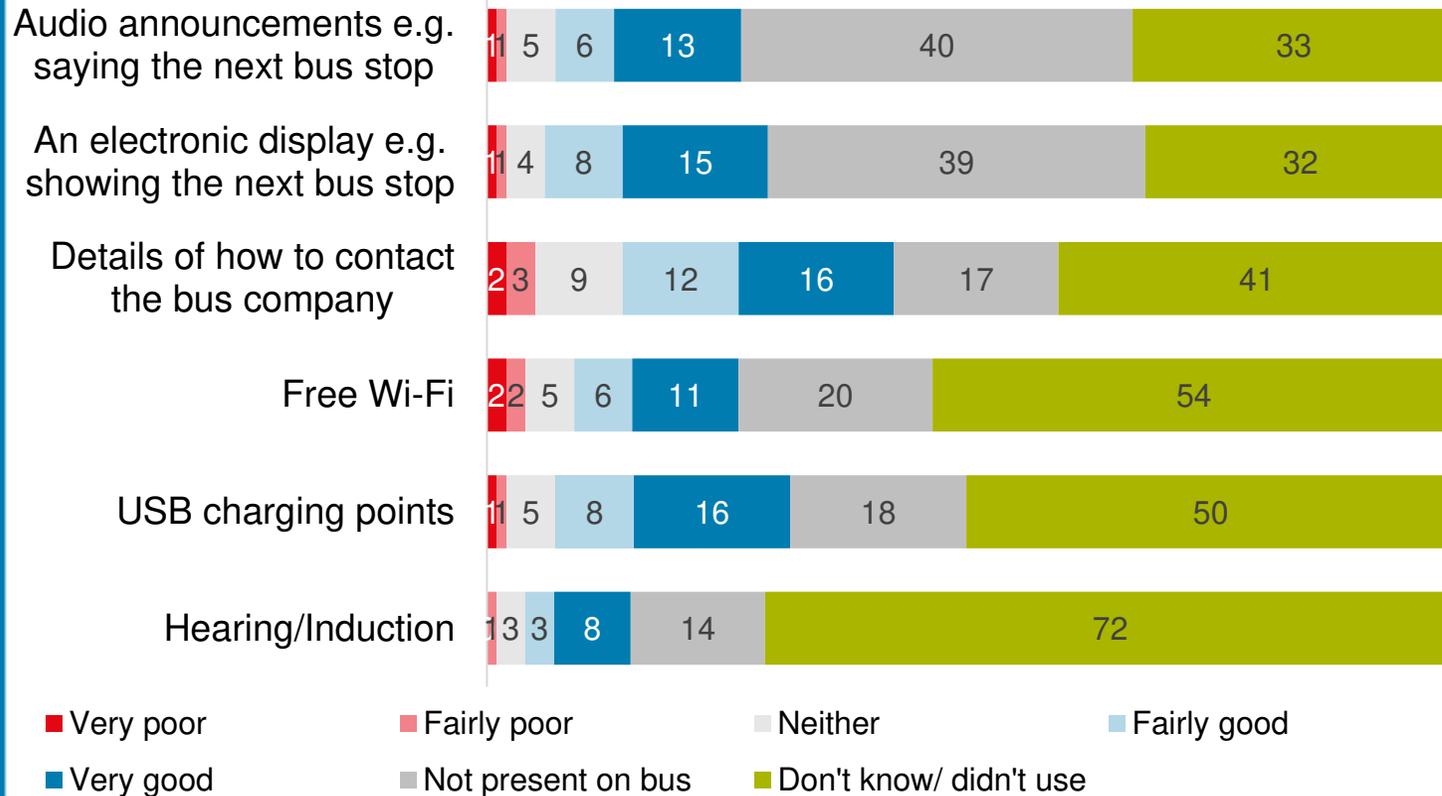
B14 Was your journey delayed by...?

Base: Interim 494; Final 2023 981; Semi-rural 3072; All England areas 17668; Peak 165; Off Peak 315

# Ratings of bus facilities amongst all passengers

(%)

Total good (%)

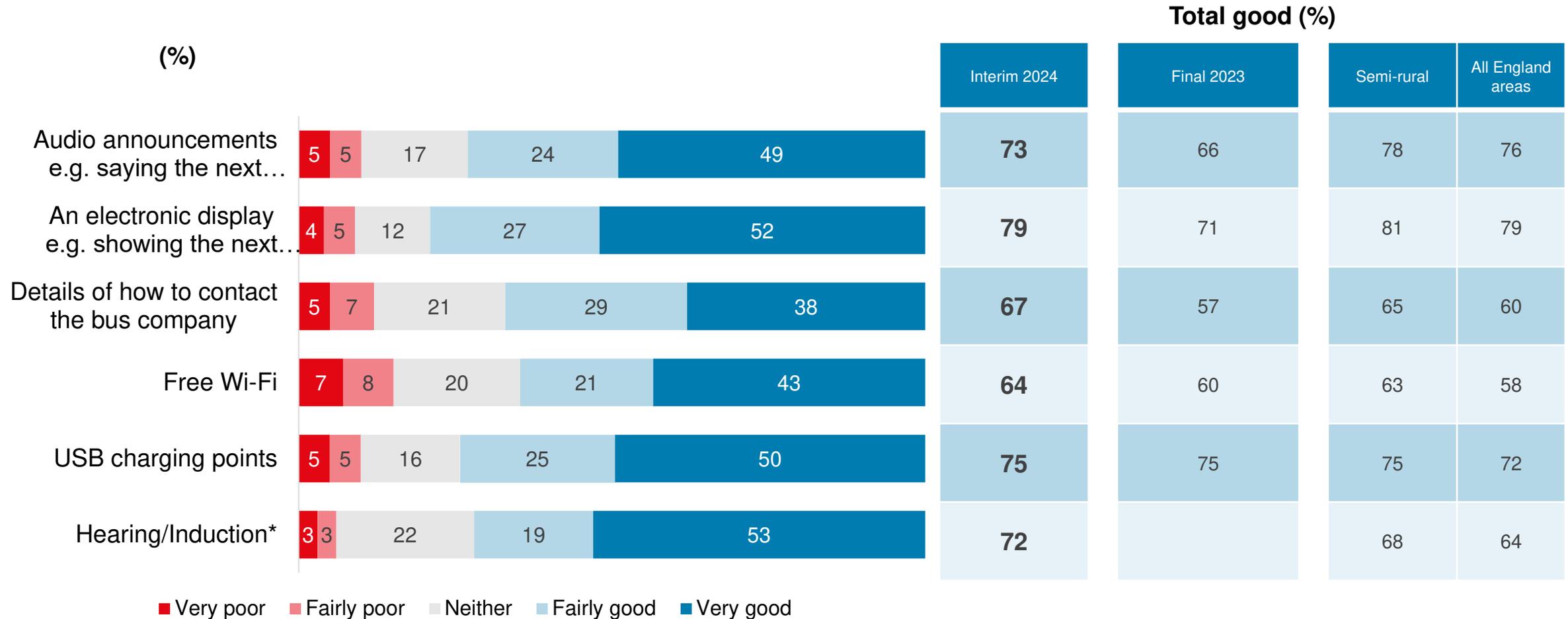


	Interim 2024	Final 2023	Semi-rural	All England areas
Audio announcements e.g. saying the next bus stop	19	17	34	37
An electronic display e.g. showing the next bus stop	23	21	38	40
Details of how to contact the bus company	29	23	33	33
Free Wi-Fi	17	17	19	21
USB charging points	24	24	26	26
Hearing/Induction	11		13	14

B15 How would you rate the following facilities on the bus?

Base: Interim 494; Final 2023 935; Semi-rural 3052; All England areas 17455;

# Ratings of bus facilities amongst those using them

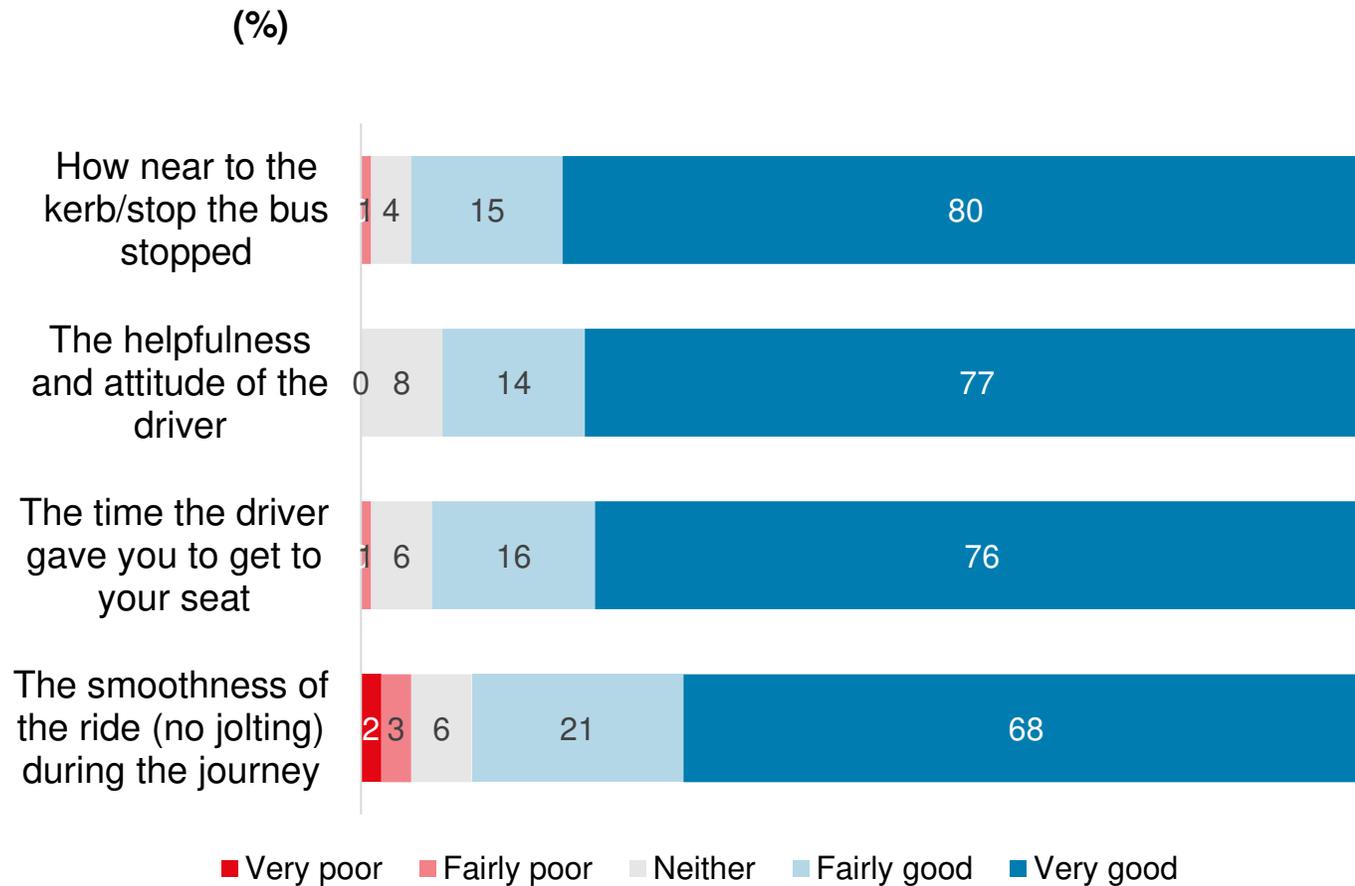


B15 How would you rate the following facilities on the bus?

Base: Interim 76\* - 232; Final 2023 257 - 404; All those using each facility 76\* - 232; Semi-rural 517 - 1549; All England areas 3363 - 9315

\*indicates base sizes between 75-99 / \*\*indicates base sizes (under 75).

# Ratings of the bus driver



Total good (%)			
Interim 2024	Final 2023	Semi-rural	All England areas
95	94	94	91
91	89	89	83
93	89	91	84
89	84	83	79

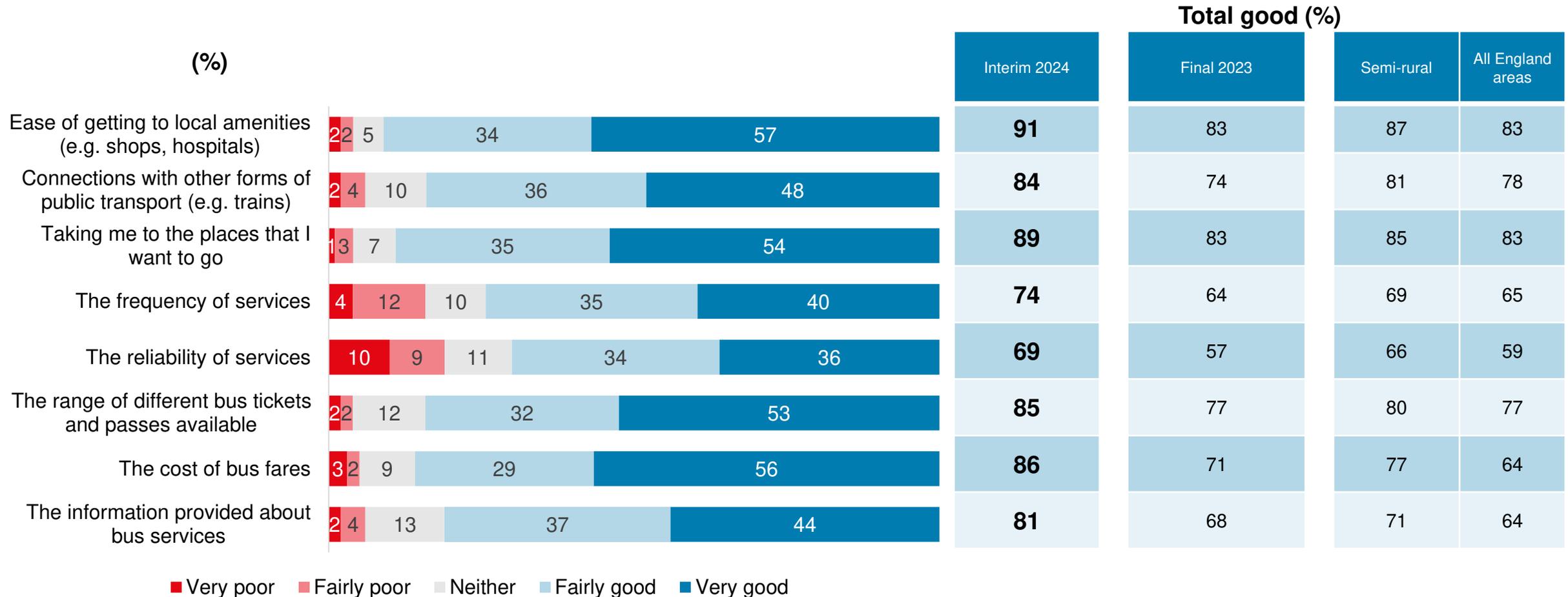
B16 Thinking about the driver and the driving, how would you rate the following...?

Base: Interim 471 - 476; Final 2023 889 - 900; Semi-rural 2859 - 2908; All England areas 16145 - 16671

# Bus services in general



# Ratings for local bus services in general

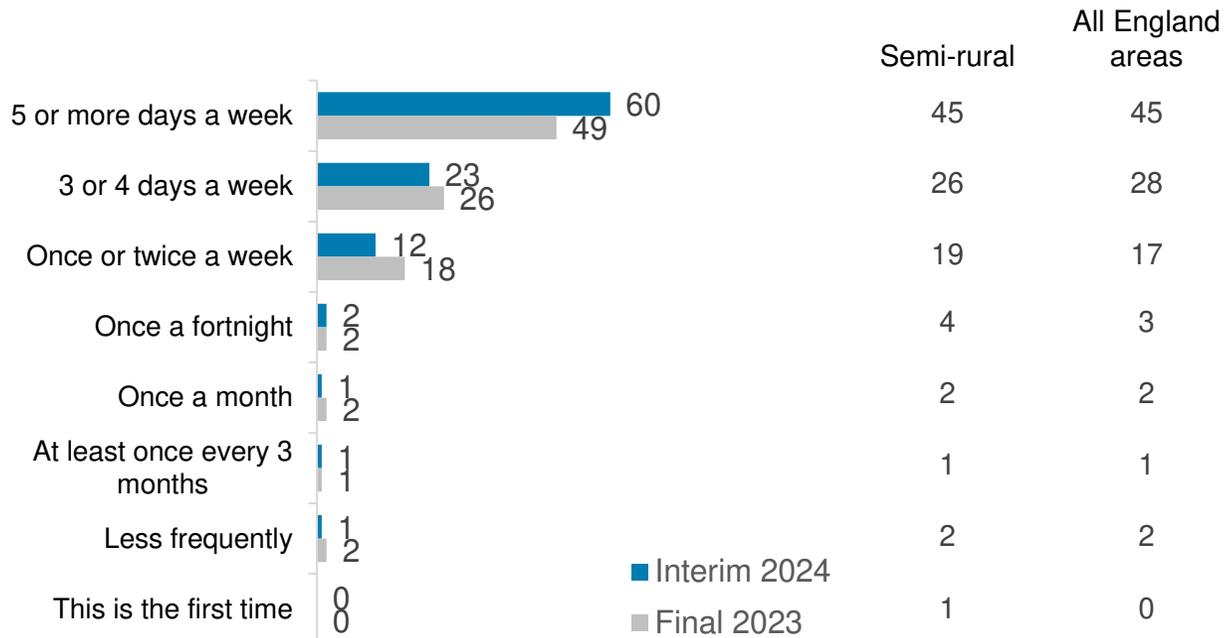


B22 Thinking more generally about the bus services where you were making this journey (so not just about this particular journey) how would you rate them for the following?

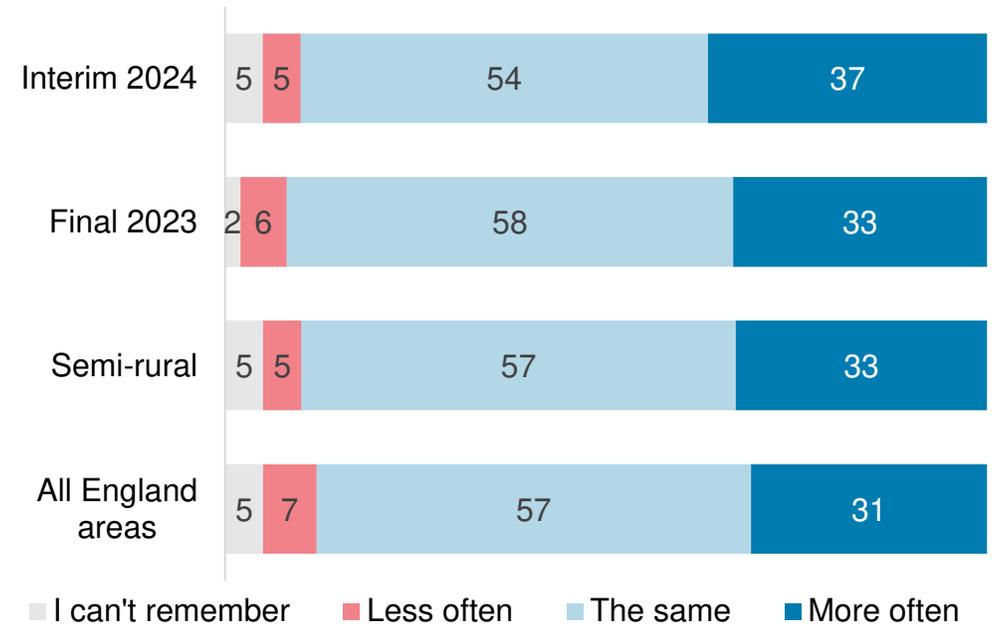
Base: Interim 371 - 473; Final 2023 671 - 883; Semi-rural 1944 - 2810; All England areas 11667 - 16094

# Frequency of bus travel

Frequency of bus travel (%)



Change in bus use in past 12 months (%)



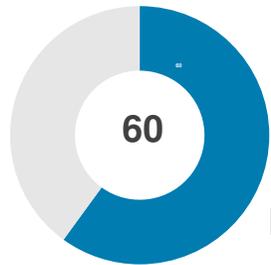
B23 How often do you typically travel by bus?

B24 And is this more often, the same, or less often than 12 months ago?

Base: Interim 485 - 489; Final 2023 914 - 918; Semi-rural 2944 - 2963; All England areas 16721 - 16771

# Frequency of bus travel

5 or more days per week (%)



Fare-payer



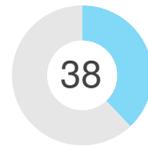
Free pass



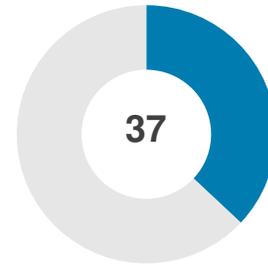
Easy access to car\*\*

Moderate access to car

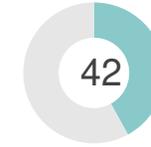
Difficult access to car



Use bus more than 12 months ago (%)



Fare-payer



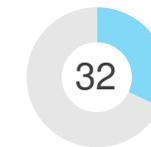
Free pass



Easy access to car\*\*

Moderate access to car

Difficult access to car



B23 How often do you typically travel by bus?

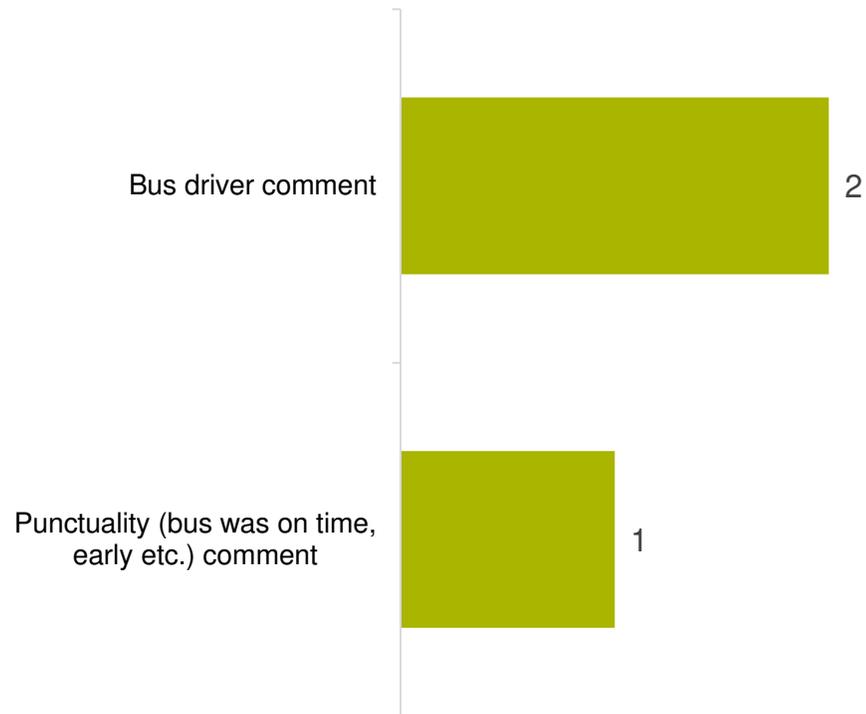
B24 And is this more often, the same, or less often than 12 months ago?

Base: Interim 485 – 489; Fare-payer 287 – 287; Free pass 176 - 179; Easy access to car 65\*\* - 67; Moderate access to car 147 - 147; Difficult access to car 268 - 269

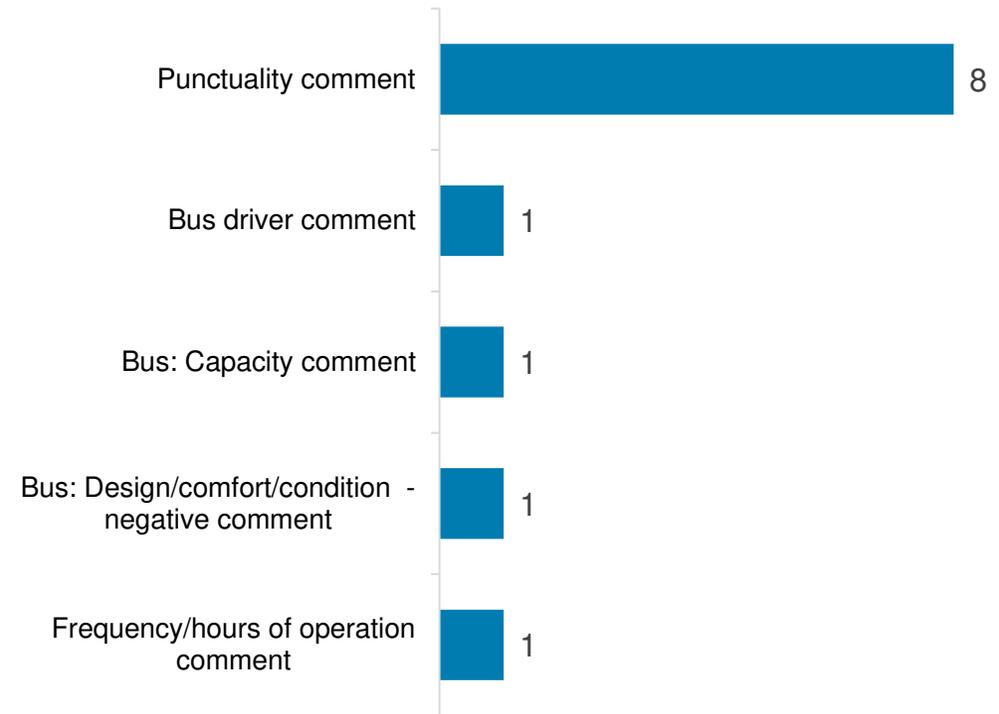
# Comments made about other bus journeys

(provided by passengers in addition to comments about the current journey)

Positive comments (%) – top ten themes



Negative comments (%) – top ten themes



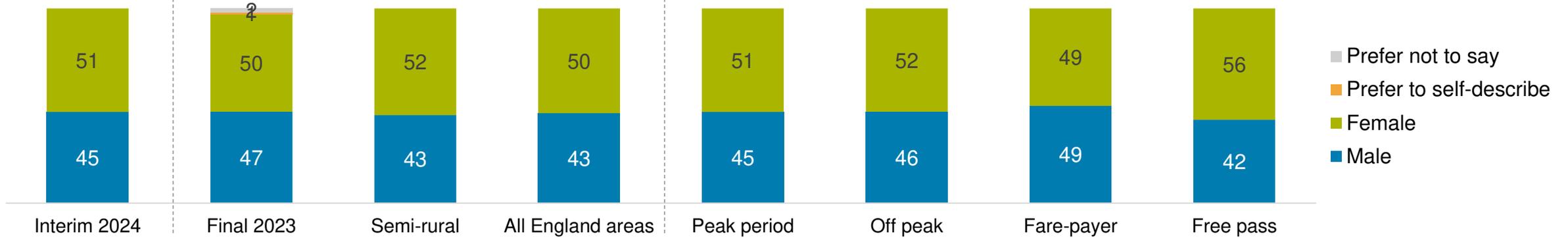
Q7 Please tell us in your own words what was good or bad about this journey.  
We're interested in anything that stood out about this journey.  
Base: Interim 531

# Passenger profiles

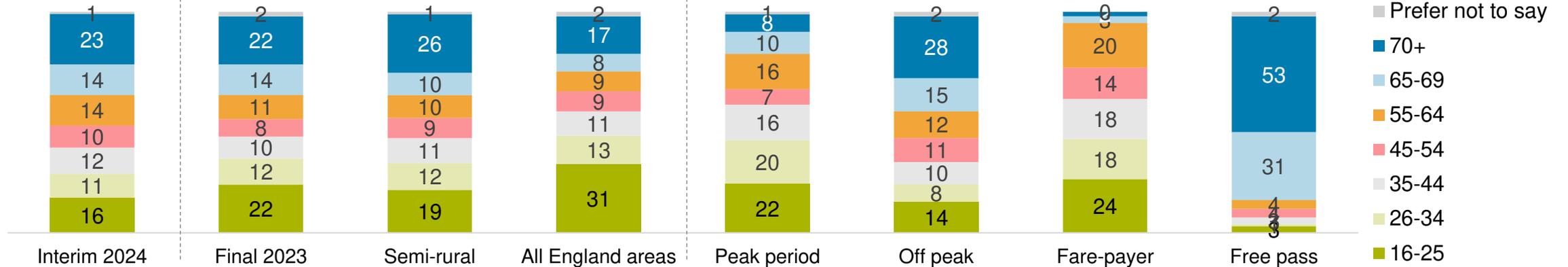


# Profile of passengers

## Gender (%)



## Age (%)



Q11 How would you describe yourself?

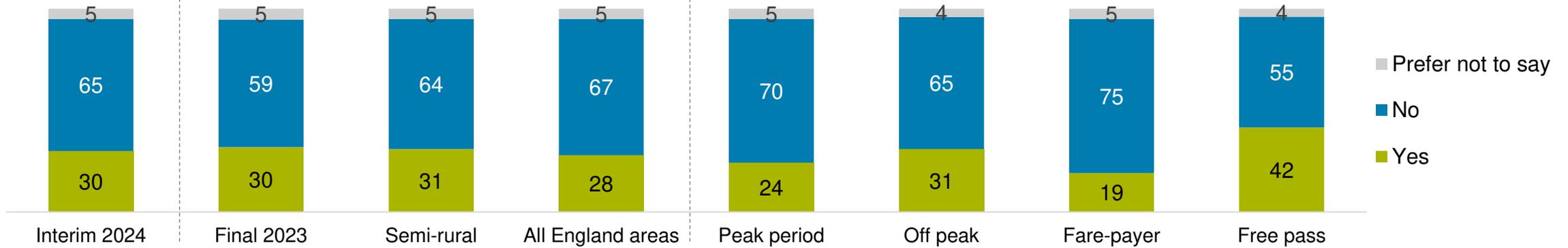
Q12 Which age group are you in?

Base Q11: Interim 531; Final 2023 981; Semi-rural 3315; All England areas 19362; Peak 180; Off Peak 336; Fare-payer 316; Free pass 185

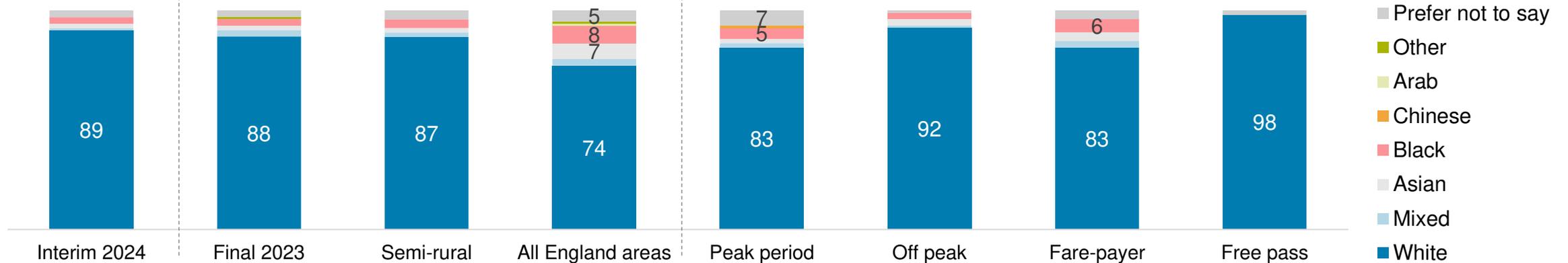
Base Q12: Interim 527; Final 2023 981; Semi-rural 3274; All England areas 19084; Peak 178; Off Peak 334; Fare-payer 316; Free pass 185

# Profile of passengers

## Disability (%)



## Ethnicity (%)



D1 Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

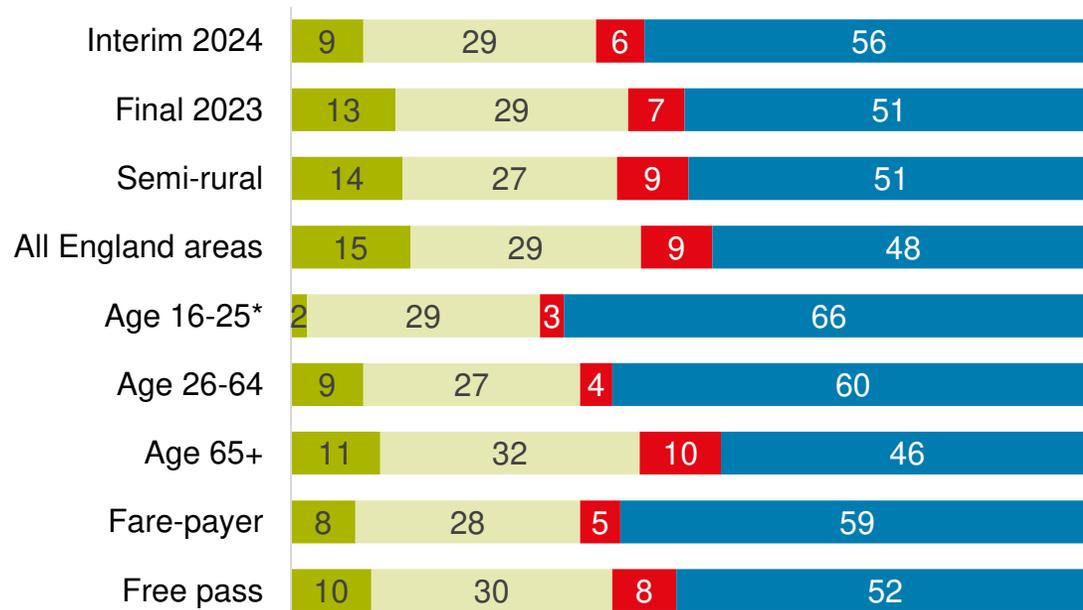
D2 Which of the following best describes your ethnic background?

Base D1: Interim 488; Final 2023 981; Semi-rural 2966; All England areas 16735; Peak 163; Off Peak 311; Fare-payer 287; Free pass 179

Base D2: Interim 487; Final 2023 918; Semi-rural 2965; All England areas 16717; Peak 163; Off Peak 310; Fare-payer 286; Free pass 179

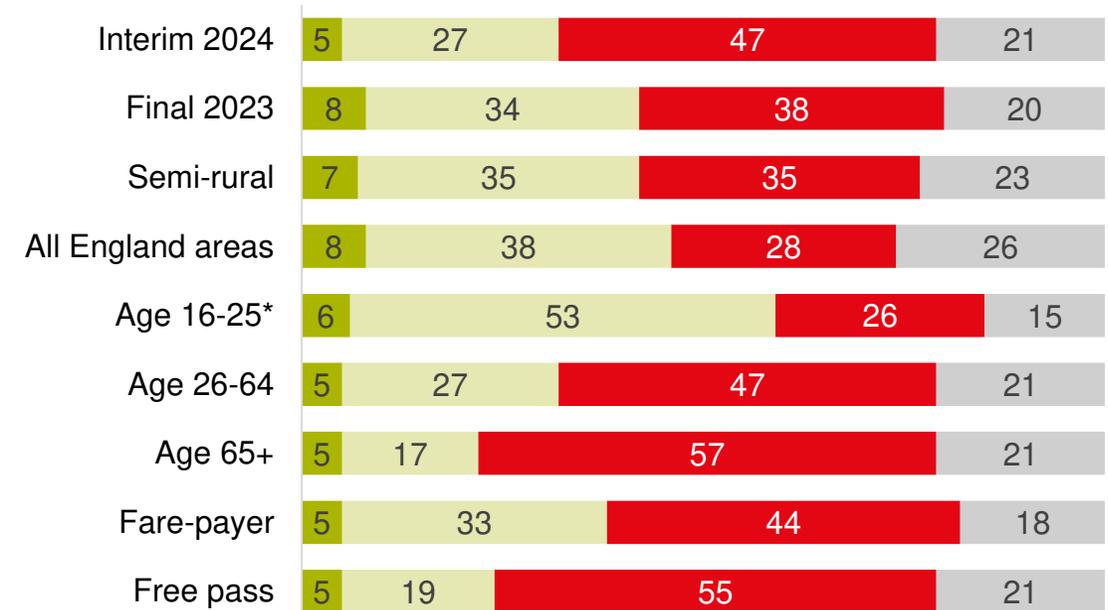
# Access to a car

## Personal access to a car (%)



- Have a car available and don't mind driving
- Have a car available but prefer not to drive
- Don't have a car available
- Don't drive

## Access to a car through others (%)



- All or most of the time
- Some of the time
- I don't have anybody I can ask
- Not relevant to me

D3 In terms of having a car to drive, which of the following applies?

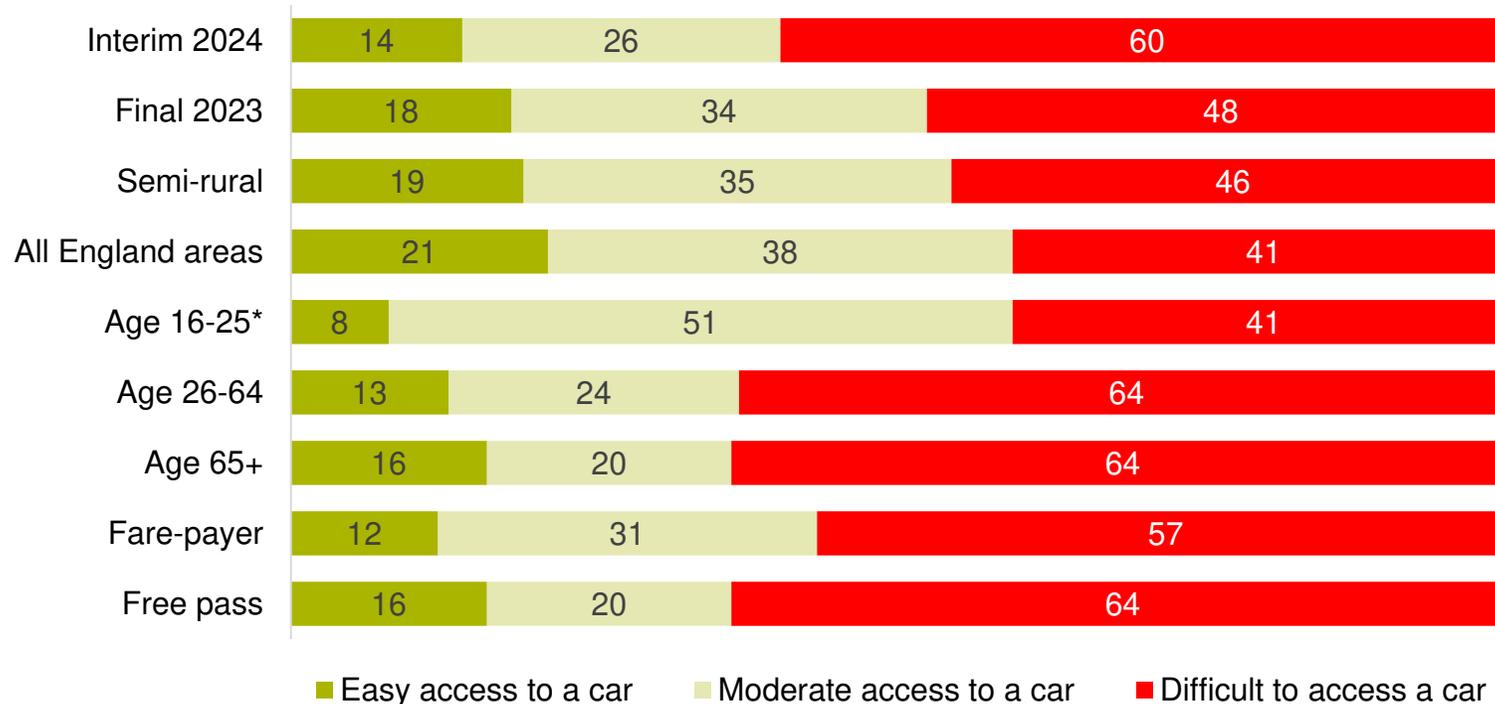
D4 How often are you able to ask someone else to drive you for local journeys?

Base D3: Interim 483; Final 2023 914; Semi-rural 2948; All England areas 16629; Fare-payer 285; Free pass 176; Age 16-25 87(\*); Age 26-64 242; Age 65+ 147

Base D4: Interim 483; Final 2023 905; Semi-rural 2922; All England areas 16550; Fare-payer 285; Free pass 177; Age 16-25 87(\*); Age 26-64 241; Age 65+ 148

# Access to a car

## Overall ease of car access (%)



**Easy access to car:** Have a car and don't mind driving or can ask someone else to drive all or most of the time

**Moderate access:** Have a car but prefer not to drive or can ask someone else some of the time

**Difficult to access:** don't have a car/don't drive/don't have anyone to ask

D3 In terms of having a car to drive, which of the following applies?

D4 How often are you able to ask someone else to drive you for local journeys?

Base: Interim 483; Final 2023 907; Semi-rural 2928; All England areas 16567; Fare-payer 285; Free pass 177; Age 16-25 87\*; Age 26-64 241; Age 65+ 148

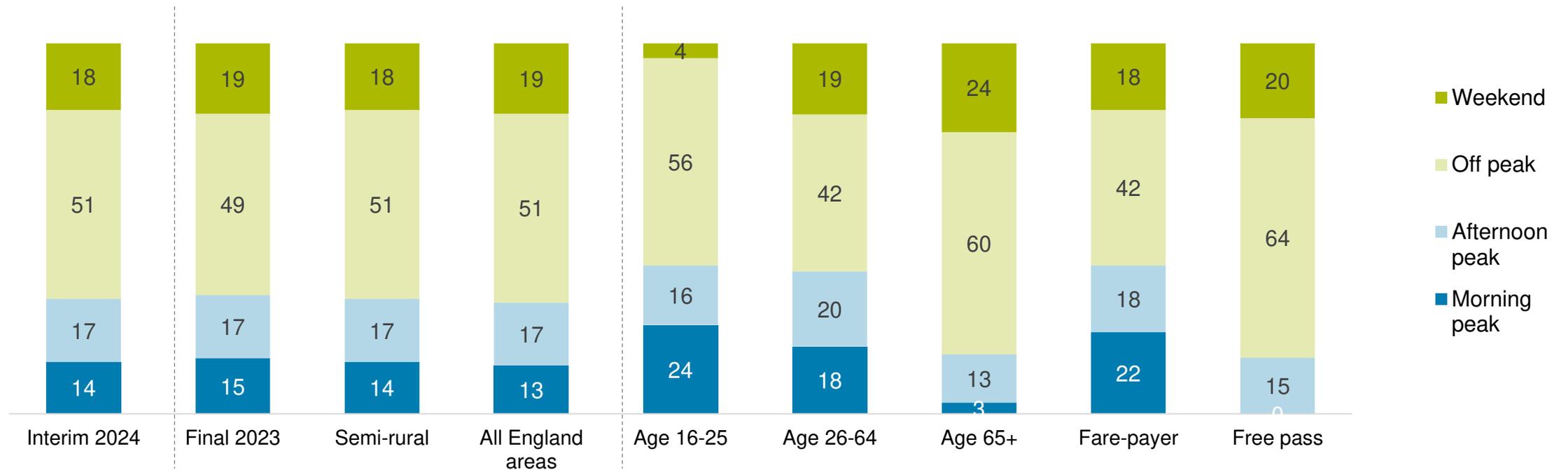
\*indicates base sizes between 75-99.

# Appendix



# Journey start times

## Daypart (%)



Q2a What time did you board the bus for this journey?

Base: Interim 516; Final 2023 960; Semi-rural 3240; All England areas 18956; Age 16-25 104; Age 26-64 256; Age 65+ 145; Fare-payer 312; Free pass 176

# Route numbers

Route number^	Number of responses
9.1	59
39	41
9.3	34
6.1	34
1A	33
77	30

Q3 What was the route number, letter, or name of the bus you boarded for your bus journey?

Base: 531

^All responses over 25 shown

# Operators

Operator^	Number of responses
Trentbarton	276
Stagecoach	181
High Peak	47

Q4 And which bus company runs this route?

Base: 531

^All responses over 25 shown

# Further details about the survey (1)

## Overview of the methodology

The survey has been designed to provide results that are representative of bus passenger journeys made within each area, that is at the level of a local/transport authority, or a designated operator area.

The sampling method is 'systematic', derived from two sources\*:

- the list of all bus stops within each area sourced from the Department for Transport's Bus Open Data, which were then grouped on locality to clusters of stops within a 100 metre radius of a central point. During their three-hour shift, fieldworkers were able to move between bus stops within the selected cluster to focus on those where the most passengers could be seen. They discussed the survey with passengers waiting for a bus or

disembarking from a bus at the stop and gave them the chance to participate.

- the list of the area's bus services and the times that they run (sourced from the Department for Transport's Bus Open Data). Services available for selection were those running between 6am to 10pm, seven days of the week; only school bus services were systematically excluded<sup>^</sup>. During their three-hour shift, fieldworkers made as many return trips as possible on that selected service. They discussed the survey with passengers who boarded that bus service and gave them the chance to participate.

Those wishing to take part were offered four options: to scan a QR code taking

them to an online version of the survey, to provide their email address or mobile phone number so that an online version of the survey could be emailed or sent via text to them, or to take a self-completion paper questionnaire (in Wales the survey was offered in Welsh as well as English). Questions primarily referred to the journey they were making at the time, but also included some more general questions about local bus services.

Fieldwork for the interim results of this survey was conducted between 19 February and 7 July 2024, but start dates varied locally, with some areas joining the survey in March, and some joining in April.

The survey was conducted among passengers aged 16 or over.

\* The exceptions to this being for Reading Buses network, and TrawsCymru network for which all passengers were recruited on board buses to ensure that they were using the correct services.

<sup>^</sup> In some areas bordering London, services running under a Transport for London franchise were also excluded.

# Further details about the survey (2)

## Overview of the methodology (continued)

Responses were weighted in three stages: the first was to weight to the age, gender and 'daypart' profile of bus passengers within each area ('dayparts' are morning peaks, weekday off-peaks, afternoon peaks, and weekends).

As there was no nationally available data at area level on the age/gender/daypart profile of passengers this was estimated: for age and gender the profile of passengers was recorded on two occasions during each fieldwork shift.

Daypart was taken from the Department for Transport's Bus Open Data, using the proportion of bus journeys taking place

during each part of the day and calculating weights to be representative of the total number of journeys on this basis.

The second stage was to weight by where the passengers were recruited for the survey within each area, so that 50% came from passengers recruited at bus stops and 50% on board buses\*. The third stage was at area level to ensure that in the final data each participating area (within the survey) was represented in proportion to its total annual journey volume. Journey volume information was sourced from the DfT's published statistics, and in a minority of cases with input from operators.

Transport Focus was supported by BVA BDRC in conducting the survey. There is an accompanying methodology document that provides more detail on the survey process, available at [www.transportfocus.org.uk](http://www.transportfocus.org.uk).

\* The exceptions to this being for Reading Buses network, and TrawsCymru network for which all passengers were recruited on board buses to ensure that they were using the correct services.

^ In some areas bordering London, services running under a Transport for London franchise were also excluded.

# Further details about the survey (3)

## Interpreting results

Throughout the report, behavioural results are based on all survey respondents, and passengers' opinion ratings are based on those respondents that gave an opinion (so it excludes those who gave a 'don't know' response or no response). All results are based on weighted values. In the report where base sizes are shown in the footnotes these are the actual numbers of passenger responses generating the answer value shown (in some cases, where a series of questions has been asked, the base numbers shown are an average across those questions).

For ease of use, figures are reported rounded up to whole numbers, that is, without decimal places. Note: 'all satisfied' results are the sum of the 'very satisfied' and 'fairly satisfied' responses and calculated on the underlying values which include decimal places. As a consequence, these true

summations can appear up to one per cent different to the sum of the individual rounded 'very satisfied' and 'fairly satisfied' numbers. The same is true for the 'all good' results.

Percentages quoted at 'grouped area' level that is: Urban - metropolitan, Urban - other, Semi-rural and Rural, are the aggregate scores achieved across all the areas surveyed in that group. Each individual area counts towards the area group aggregate score in proportion to the number of passenger journeys made annually in that area.

Where we refer to passengers as having a disability, these have been self-identified within the survey based on the question 'Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?' With options for conditions being: Vision, Hearing, Mobility, Dexterity,

Difficulty with learning, understanding or concentrating, Memory, Mental health, Stamina or breathing or fatigue, Socially or behaviourally, or Something else.

### **Waiver**

Transport Focus has taken care to ensure that the information contained in this report is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in the Your Bus Journey survey is fit for any particular purpose.

# 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](mailto:YourBusJourney@transportfocus.org.uk)

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

[www.transportfocus.org.uk](http://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](mailto:sally.mimmagh@bva-bdrc.com)

Louise Thomas – [louise.Thomas@bva-bdrc.com](mailto:louise.Thomas@bva-bdrc.com)

Rebecca Vasanthakumar - [rebecca.vas@bva-bdrc.com](mailto:rebecca.vas@bva-bdrc.com)

