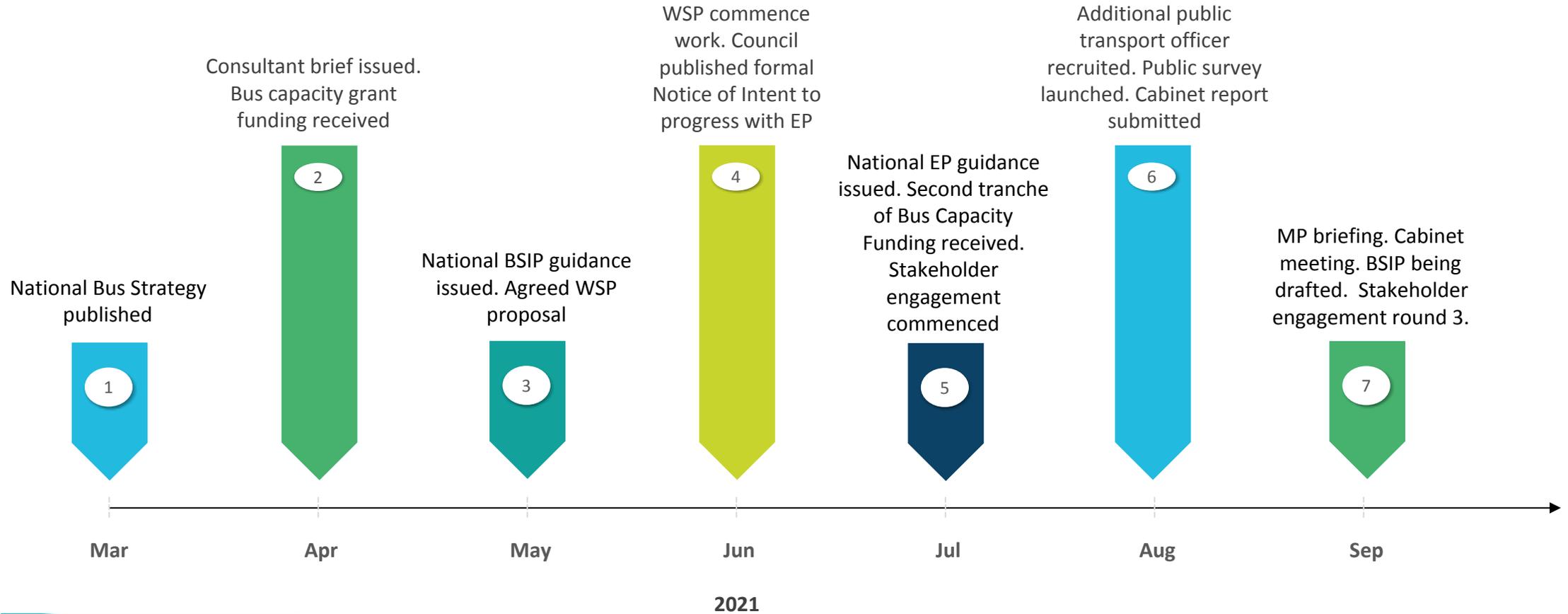


# **Bus Back Better: Lead Member Update**

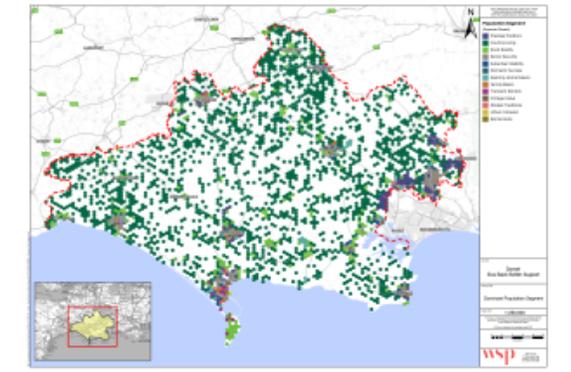
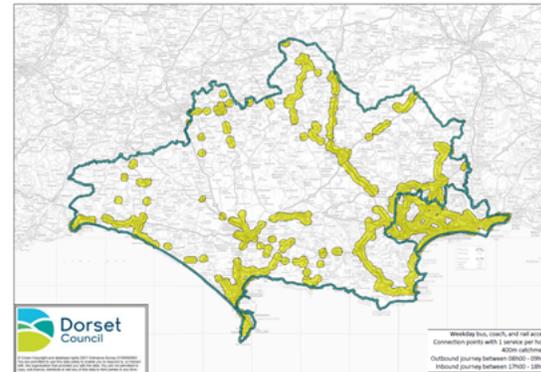
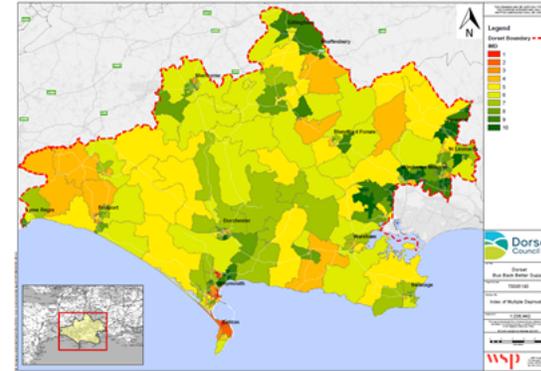
6<sup>th</sup> September 2021

# Timeline



# Work Completed / Underway

- National Policy review (Complete – Aug'21)
- Local Policy review and context (In draft – Aug'21)
- Mapping population demographic data (Complete – Aug'21)
- Producing accessibility heat maps (Complete – Aug'21)
- Understanding the propensity to use public transport (Underway)
- Generating current bus network frequency maps (Complete – Aug'21)
- Gathering local bus operator data (Underway)
- Collating and analysing public and stakeholder feedback (1<sup>st</sup> and 2<sup>nd</sup> round completed)
- Liaising with DfT on their expectations for the BSIP (ongoing)



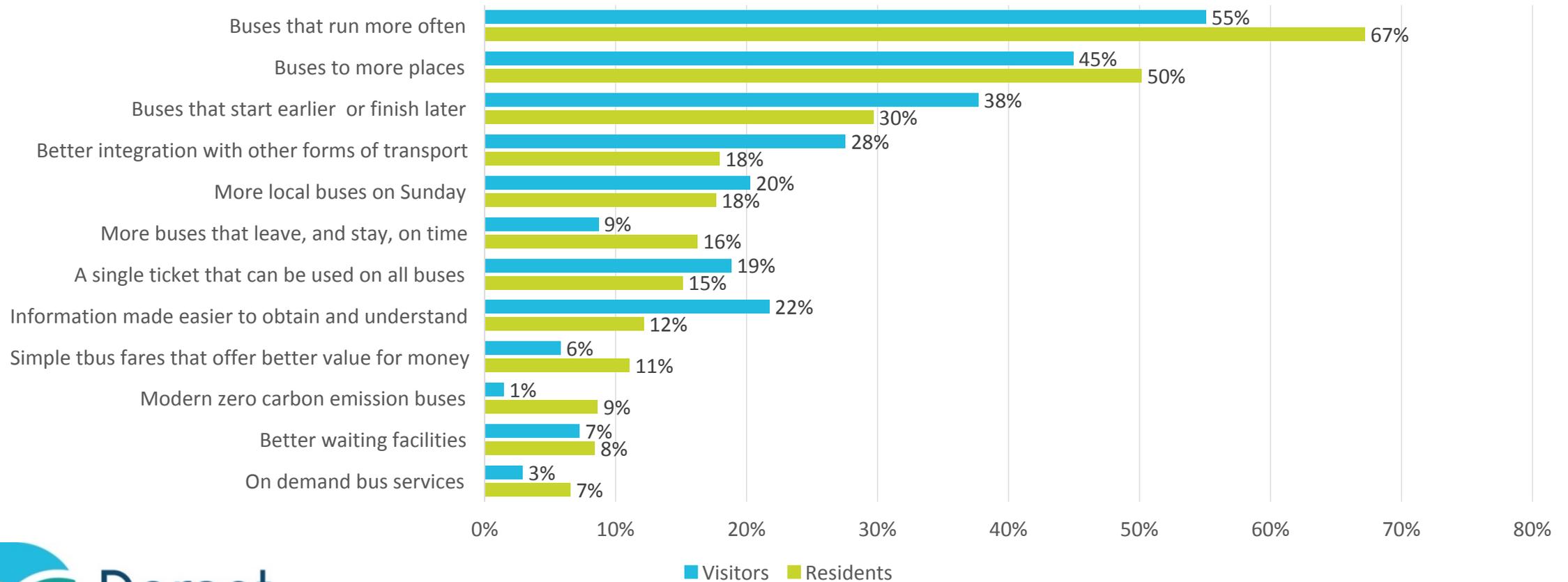
# Public and Stakeholder Feedback

- Online survey for the general public
  - Over 1,800 responses
  - 96% residents, 4% visitors
  - 60% of respondents were under 65 years of age
  - 996 comments / suggestions
- Detailed feedback from stakeholders
  - We received 43 written responses from formal stakeholders
  - Detailed meetings with local bus operators, rail and coach service providers, community transport groups, and Dorset Council Planning
- We received responses across a range of media from email, social media, written / postal, and online survey.

# Public Survey Results

- The graph shows public opinion on what would make them use local buses more.

What would encourage you, if at all, to use local buses in Dorset more?



# Feedback Priorities

- Analysis of written feedback from the public and stakeholders shows:
  - The top five priorities for the public are:
    1. Additional bus routes
    2. Higher frequency / enhanced weekend services
    3. Cheaper simplified fare structure
    4. Additional and clearer bus service information
    5. Equal 5<sup>th</sup> = Improved bus fleet and quality & routing through locations
  - The top five priorities for stakeholders were:
    1. Cheaper / simplified fare structure
    2. Additional bus routes
    3. Higher frequency / enhanced weekend bus timetables
    4. Better integration between buses and rail
    5. Improved bus stop infrastructure

# Feedback Context

- Common themes drawn from the detailed feedback were:
  - Fares: concessionary travel not being available at peak times; lots of different tickets between operators; and expensive fares for the quality and amount of service provided.
  - A lack of services: poor connections between communities and to facilities (shopping and hospital) and, timetables that do not make journeys easy / possible.
  - Interchange: with rail and related to timetables not matching up, or existing routes not providing good interchange potential.
  - Information: for ticketing and available services this is seen as below standard and often out of date.
  - Suggestions that a review of the concessionary travel scheme to help maintain unprofitable routes should be raised nationally.

# Next Steps

- Finalise BSIP aims and objectives
- Develop future state network proposal
- Develop business case / costed interventions list
  
- The key milestones are:
  - September 2021: approve BSIP scope (Cabinet meeting 7<sup>th</sup> September), draft BSIP and stakeholder engagement round 3
  - October 2021: Publish first BSIP and EP formal discussion and notice
  - November 2021: EP Statutory consultation
  - December 2021: Finalise EP
  - March 2022: Formal making of the EP
  - April 2022: Activate EP

## Other work ongoing within Dorset Travel

- SEN Transport
- Home to school transport
- Dorset Travel transformation project